LMI Customer Feedback Survey

Woodward Group

* Required

Introduction and Acknowledgement

As a *Transportation Service Provider* Labrador Marine Inc. is committed to providing a high standard of service to all passengers. This survey is aimed at identifying any challenges experienced during travel. The feedback from this survey will assist in evaluating procedures and identify any areas which may need to be improved. Several sections of this survey relate to Passengers with disabilities, the response will be considered for future amendments of the **LMI Accessibility Plan and Feedback Process** which is regulated by the **Canadian Transportation Agency**.

What we ask of you

- Please answer **honestly** based on your experience.
- If you are **unsure**, select "Other" rather than guessing, and add a brief explanation; this will assist in identifying where improvement may be needed.

Confidentiality

Your responses are treated as **confidential** and will be used for internal LMI improvement and compliance purposes only. Results may be summarized at a group level; individual responses will not be shared outside the LMI team except as required by law or a legitimate safety investigation.

To maintain full anonymity, please note that **Question 1 (Name)** and **Question 4 (Reservation Number)** are **optional**. You may leave it blank if you prefer to keep your response completely confidential.

General Information

1

Name *(Optional)*

2

Vessel *

- ◯ Astron W.
- ◯ Kamutik W.
- ◯ Qajaq W.
- ◯ Other

3

What was the sailing date of your travel? *

4

Reservation Number

Passenger Satisfaction

Rank each item based on your travel experience: 1 - Unhappy, not satisfied, 2 - Somewhat satisfied, 3 - Neutral, 4 - Satisfied, 5 - Very happy, extremely satisfied

5

How likely are you to use LMI's service in the future? *

6

How likely are you to recommend LMI's service to a friend or family member in the future? *

On Shore/prior to travel

Rank each item based on your travel experience: 1 - Unhappy, not satisfied, 2 - Somewhat satisfied, 3 - Neutral, 4 - Satisfied, 5 - Very happy, extremely satisfied

7

Did you create a reservation prior to travel? *

- ◯ Yes
- ◯ No

8

Ease of making a reservation *

9

Ease of use of LMI's website/app *

10

Availability and clarity of LMI's Policies and Terms and Conditions *

11

Check in and boarding process *

12

On site information *

13

Staff courtesy *

Onboard Experience

Rank each item based on your travel experience: 1 - Unhappy, not satisfied, 2 - Somewhat satisfied, 3 - Neutral, 4 - Satisfied, 5 - Very happy, extremely satisfied

14

Did you purchase food and/or beverage items onboard? *

- ◯ Yes
- ◯ No

15

Selection of food and beverage *

16

Quality of food and beverage *

17

Availability of seating *

18

Comfort of seating *

19

Did you reserve a cabin for your travel? *

- ◯ Yes
- ◯ No

20

Availability of cabins *

21

Comfort of cabins *

22

Staff courtesy *

23

Onboard information and communication *

24

Overall cleanliness of vessel *

Freight

Rank each item based on your travel experience: 1 - Unhappy, not satisfied, 2 - Somewhat satisfied, 3 - Neutral, 4 - Satisfied, 5 - Very happy, extremely satisfied

25

Did you use LMI to ship freight? *

- ◯ Yes
- ◯ No

26

Clear guidelines provided regarding types of freight *

27

Efficiency of delivery and transit of freight *

28

Was freight handling satisfactory? *

29

Staff courtesy *

30

Onboard information and communication *

Passenger Accessibility Experience

31

Do you travel with any of the below? *

- ◯ Mobility device such as a wheelchair, walker, cane, scooter, crutches
- ◯ Service animal
- ◯ Support person
- ◯ None of the above
- ◯ Other

32

Do you travel with the aid of a **mobility devices** such as a wheelchair, scooter, walker, cane, crutches? *

- ◯ Yes
- ◯ No
- ◯ Other

33

Were there any challenges or barriers experienced during travel relating to your mobility device? *

- ◯ Yes
- ◯ No
- ◯ Other

34

Was the challenge resolved during the voyage? *

- ◯ Yes
- ◯ No
- ◯ Other

Passenger Observations

Service Animals

35

Do you travel accompanied by a **service animal**? *

- ◯ Yes
- ◯ No
- ◯ Other

36

Were there any challenges or barriers experienced related to your service animal? *

- ◯ Yes
- ◯ No
- ◯ Other

37

Was the challenge resolved during the voyage? *

- ◯ Yes
- ◯ No
- ◯ Other

Passenger Observations

Support Person

38

Do you traveling accompanied by a **support person**? *

- ◯ Yes
- ◯ No
- ◯ Other

39

Were there any challenges or barriers experienced related to travel with your support person? *

- ◯ Yes
- ◯ No
- ◯ Other

40

Was the challenge resolved during the voyage? *

- ◯ Yes
- ◯ No
- ◯ Other

Passenger Experience

41

Would you like to share positive feedback relating to your travel experience? *

- ◯ Yes
- ◯ No

42

What aspect of your travel experience was very satisfactory? *

- ◯ Creating reservation
- ◯ Communication with staff
- ◯ General onboard experience
- ◯ Other

43

Were there any unsatisfactory experiences or challenges during your travel? *

- ◯ Yes
- ◯ No
- ◯ Other

44

Was the challenge reported and was it resolved during your travel? *

- ◯ Yes
- ◯ No
- ◯ Other

45

What category best describes the area of dissatisfaction? *

- ◯ Reservation Process
- ◯ Loading/Unloading/Parking
- ◯ Onboard Experience (accessibility options such as elevator access, dedicated seating/washroom/etc)
- ◯ Communication
- ◯ Technology
- ◯ Other

46

Have you observed any items of concern not included in this survey, which would improve the traveling experience? *

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