



Ferry Passenger Survey

Technical Document

Caledonian MacBrayne Ferry Passenger Monitor

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Fieldwork

- Fieldwork took place 11th – 24th May 2015. The number of shifts undertaken on each route were calculated based upon passenger loadings figures provided by CalMac:

Route	Survey completions	Number of questionnaires handed out	Number of interviewing shifts
Ardrossan – Brodick	229	240	2
Claonaig – Lochranza	79	104	3
Rhubodach – Colintraive*	36	141	2
Fionnphort – Iona*	23	133	2
Fishnish – Lochaline	82	84	2
Kennacraig – Islay	137	170	2
Largs – Cumbrae Slip*	51	220	2
Oban – Coll/ Tiree	168	178	3
Oban – Craignure	236	240	2
Oban – Lismore	47	48	3
Tarbert LF – Portavadie	67	80	3
Tayinloan – Gigha	81	98	3
Wemyss Bay – Rothesay	207	215	2

* Very short crossing times meant participants would not have had time to complete a survey and return it to the field agent before disembarkation. On these crossings, questionnaires were distributed with a pre-paid return envelope for respondents to return to Future Thinking in the post

- The survey was a pilot and routes were chosen because of their relatively close proximity to one another and the range of sailing lengths, from 5 minutes to 2 hours+. This enabled the testing of survey distribution methodologies in field according to the varied logistical and practical considerations likely to be encountered on different routes

Questionnaire (I)

- The questionnaire was designed by Future Thinking in full collaboration with Transport Focus and CalMac to ensure transparency and alignment with project needs/ expectations. CalMac had conducted previous research and established specific profile categories which were also adopted within this survey
- The National Rail Passenger/ Bus and Tram Surveys were also used as a template to enable comparisons with these surveys
- A small 'pre-pilot' pilot was undertaken by an executive member of Future Thinking staff and a senior field agent to test the questionnaire in field. Feedback from passengers helped shape the questionnaire content, flow and logic etc. before deployment on a larger scale
- The questionnaire design was primarily a choice-based format, asking respondents to choose answers either from lists or rating factors on a positive to negative scale. This enabled faster completion times and required less effort on behalf of the participant to complete, encouraging survey completion
- One open-ended question was included enabling passengers to share any improvements they would like CalMac to make to improve their journey experience

Questionnaire (II)

- In-line with the National Rail Passenger Survey (NRPS), the survey asked participants to rate the crossing they were currently undertaking when handed the questionnaire. This provided an in-situ record of a real journey experience, rather than a respondent completing the survey based upon perceptions and recollections only
- Questions to examine the entire journey experience were included along with demographics, and covered a wide range of aspects including the booking process/ type of ticket used, type of vehicle used/ travelling on foot, ratings for numerous aspects of the slipway/ port, aspects of the ferry, timetable and service provisions. Questions to ascertain levels of trust in CalMac along with perceptions of the company as a community service provider were also included
- Because participants had yet to disembark when completing the questionnaire (answering about the journey they were currently undertaking), the survey asked any vehicle drivers who were making a return journey to write in the port/ slipway at which they disembarked on their *outward* journey and rate the disembarkation process at that port/ slipway
- The questionnaire was translated into Gaelic, available should any participant prefer to answer using this language. No Gaelic questionnaires were requested during this wave of fieldwork
- Online surveys were also programmed (in English and Gaelic) to be offered should a participant not have time to participate when asked. If the offer was accepted, the field agent was instructed to take an email address (explaining confidentiality commitments) to which a link to the online survey would be sent. No online surveys were requested

Questionnaire distribution/ collection

- An on-board self-completion/ collection methodology was utilised for this project. Field agents travelled on ferries and followed a pre-planned schedule for each route. Field agents handed out questionnaires to passengers and collected completed forms whilst on-board. There were no quotas: field agents were instructed to distribute/ collect as many completed surveys as possible on each crossing during their shift
- CalMac supplied Future Thinking field agents with tickets for each of the ferry crossings undertaken in connection with the research. Safety equipment was also supplied by CalMac
- This distribution/ collection methodology has proven on other transport modes (particularly rail) to be the most cost-effective method of achieving suitably robust participation numbers to enable analysis on an individual route basis
- The 'pre-pilot' pilot demonstrated that the questionnaire could be distributed to passengers, completed and returned to the field agent on a ferry crossing of no less than 20 minutes
- For crossings of only 5 – 10 minutes questionnaires were distributed to passengers waiting to board the ferry. Each questionnaire was distributed with a pre-paid return envelope, enabling participants to complete the survey later on and return it to Future Thinking through the post. The schedule followed by field agents on short crossings allowed questionnaires to be distributed at ports/ slipways at either end of the crossing, enabling ratings for each port/ slipway on the route to be collected

Interviewing schedule

- Ferry loading data (March – May) provided by CalMac revealed a wide variation in the numbers of passengers using each crossing (5,000+ – 150,000+) . For the pilot, routes carrying 30,000+ passengers March – May were allocated two interviewing shifts each, expecting 100+ questionnaire completions overall per route
- Smaller routes (in terms of footfall) were allocated three interviewing shifts each, expecting 75+ survey completions overall per route
- Interviewing took place on both weekdays and weekends. Routes where three shifts took place had two weekday and either a Saturday or Sunday shift allocated. Shifts took place across morning/ afternoon/ evening sailings as much as possible on each route to cover any diversities of journey purposes
- In order to simplify the logistical challenges of having field agents in place to cover shifts as well as maximising the number of questionnaire returns per route, rather than 'hop-scotching' between routes, each shift utilised an 'out and back' structure between the same two ports where possible
- Shift lengths varied depending upon the intensity/ frequency of service on each route but ranged from circa four hours to around nine hours

Data compilation

- Having collected completed forms, field agents returned them to Future Thinking's High Wycombe office using Royal Mail 'special delivery' envelopes provided in their work packs. Questionnaire returns are completed the day after each shift ends (or as early as possible afterwards depending on the whereabouts of the nearest post office)
- Each interviewing shift had its own unique number (shifts 1 – 31) and each ferry crossing within each shift was also given its own unique ID number. Before handing out a questionnaire, the field agent will have transferred the shift number and ferry crossing ID number on to the questionnaire cover sheet in spaces provided. This allowed Future Thinking to identify individual responses, from any particular ferry crossing, from any day interviewing took place on each route
- The written responses contained within the returned paper questionnaires were manually transferred into specialist research software capable of manipulating data and running analysis as required
- A series of 'sense' and 'logic' checks were performed on the resulting data tabulations to ensure the integrity of the figures

Data weighting

- Data weighting took place so that a methodology designed to capture the maximum number of responses per route (e.g. the number of completed surveys per route was not restricted) could then have data aligned to represent the actual proportions of people using each route
- CalMac provided Future Thinking with ferry loading data from May 2014 for each route surveyed. This allowed a percentage figure to be allocated to each of the routes according to their 'size' as determined by the loading figures
- Weighting at a route level mostly impacted figures at a total level



Questionnaire (pages 1 – 2)

SHIFT: (A) Ferry: (B) Wave 01 (C)



Caledonian MacBrayne
Hebridean & Clyde Ferries



Dear Customer,

Thank you for agreeing to take part in our survey. As a Caledonian MacBrayne customer your views are very important in helping to deliver and continually improve our service. CalMac is working with Transport Focus, the independent passenger watchdog to conduct an objective review of customer satisfaction. The survey is being administered by Future Thinking, an independent market research company. The information you provide will be used only by Caledonian MacBrayne, Transport Focus and Future Thinking for confidential research purposes only.

The questions are very straightforward and should only take a few minutes to answer.

When you have completed your questionnaire please hand it back to the interviewer before leaving the ferry.

If you haven't got time to complete it on the ferry you can send it back to us using the freepost address: OF344, Oxford, OX2 0BR.

Thank you for your help and we hope you have a pleasant journey.

TO ANSWER THE QUESTIONS PLEASE CIRCLE THE NUMBER NEXT TO THE ANSWER(S) THAT APPLY OR WRITE IN YOUR ANSWER IN THE SPACE PROVIDED. e.g. Are you: Male 1 Female 2

SOME QUESTIONS ABOUT YOU

Q1 Your age:	(1)	Q2 Are you:	(2)	Q3 Are you:	(3)
16 – 18	01	55 – 59	06	Male	1
19 – 25	02	60 – 64	07	Female	2
26 – 34	03	65 – 69	08	Working full time	1
35 – 44	04	70 – 79	09	Working part time	2
45 – 54	05	80+ 10		Not working	3
				Retired	4
				Full time student	5

Q4a Please write in the number of children aged 5-15 travelling with you today (4)

Q4b Please write in the number of children aged 4 or under travelling with you today (6)

Q4c Please write in the number of adults aged 16+ travelling with you today (8)

ALL ANSWER:

Q5 What is your home postcode? : (7)

(The postcode is for analysis purposes only and will not be shared with any other organisation)

Q6 Which statement describes your residency? (8)

Local Island resident	1	Tourist (from UK)	4
Local Resident (Non-Islander e.g. mainland/ peninsular)	2	Tourist (from outside UK)	5
Non-Islander (not local)	3	Other (please specify)	6

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Q7 At which port did you board the ferry for this stage of your journey today? (9)

(PLEASE WRITE IN):

Q8 At which port will you be getting off of the ferry for this stage of your journey today? (10)

(PLEASE WRITE IN):

Q9 Will you be using another ferry service at any stage of your journey today? (11)

I will be making a return trip on the same ferry as my current journey today 1

I will be making another ferry journey on a different route after this current journey today 2

Other than this current journey, I will not be making any other ferry journeys today 3

Q10 Before boarding this current ferry, did you use any other ferry on your journey today? (12)

Yes, I travelled on another ferry before boarding this current ferry today 1

No, I have not used any other ferry today before boarding this current ferry 2

Q11a How/ where did you book your ticket for your journey today? (13)

Telephone contact centre (0800 066 5000) 1 Online from CalMac website 5

Telephoned port directly 2 Booked for today on a previous journey 6

At the port of departure on the day of travel 3 On board the ferry 7

At the port of departure before the day of travel 4 The ticket was included in an all-inclusive package including accommodation 8

Q11b How far in advance of travel did you book your ticket for your journey today? (14)

On the day of travel 01 Two weeks in advance 06

The day before travel 02 Three weeks in advance 07

2 – 3 days in advance 03 A month or more in advance 08

4 – 5 days in advance 04 I don't remember 09

A week in advance 05 Someone else booked for me 10

Q12 How would you rate the booking process overall? (16)

VERY GOOD	FAIRLY GOOD	NEITHER GOOD NOR POOR	FAIRLY POOR	VERY POOR	DON'T KNOW/ NO OPINION
1	2	3	4	5	6

Q13 What type of ticket are you using for your journey? (18)

Single 1 Island Rover 5

Return 2 Other (please specify) 6

Multi-journey ticket/ period pass for a particular route 3

Multi-leg ticket e.g. Hopscotch 4

Q14 How would you rate the following aspects of the ferry timetable for your journey today?

	VERY GOOD	FAIRLY GOOD	NEITHER GOOD NOR POOR	FAIRLY POOR	VERY POOR	DON'T KNOW/ NO OPINION
- The frequency of sailings	1	2	3	4	5	6

- The ability to book space/ travel on your preferred route/ sailing	1	2	3	4	5	6
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Questionnaire (pages 3 – 4)

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Q15	What was the main purpose of the trip you were making when given this questionnaire?	(18)
	Daily commuting to/ from work/ college/ school	01 Shopping trip 07
	Less regular commuting to/ from work/ college/ school	02 Travel to/ from holiday/ short break 08
	On company business (or own if self-employed)	03 Day trip 09
	On personal business (job interview etc.)	04 Event 10
	Visiting the Doctor/ Dentist/ Hospital appointment etc.	05 Other leisure trip 11
	Visiting family and relatives	06

Q16	Which of these options best describes how often you travel with CalMac for the same purpose as your journey today?	(20)
	More than 3 times per week	1
	1 – 3 times per week	2
	2 – 3 times a month	3
	Once per month	4
	Once every few months	5
	Less frequently	6
	This is my first time	7

Q17	What destination information did you search for before making your journey?	(21)
	Searched for accommodation	1
	I looked at a map for directions by road	2
	Looked at timetables for onward transport connections	3
	Weather reports	4
	Looked for things to see and do	5
	Did not need to look for information	6 → GO TO Q19
	Other information (please specify)	7

Q18	Which information sources did you use to get this information?	(22)
	An internet search (e.g. Google, Yahoo etc.)	1
	CalMac website	2
	Local guidebook	3
	Asked local people	4
	Asked CalMac staff at the port	5
	Asked CalMac staff on-board ferry	6
	Other (please specify)	7

ALL ANSWER:

Q19	And what type of vehicle are you using for this journey today?	(23)
	Foot passenger/ no vehicle	01 → GO TO Q23
	Commercial vehicle (Hauler)	02
	Smaller commercial vehicle	03
	Motorcycle	04
	Motorhome	05
	Car	06
	Coach (more than 30 seats)	07
	Minibus (8 – 30 seats)	08
	Agricultural vehicle e.g. tractor	09
	Bicycle	10
	Other (please specify)	11

Q20	Are you the driver of the vehicle/ cycle?	(24)
	Yes	1 → ANSWER Q21
	No	2 → GO TO Q23

Q21	Are you travelling with any of the items listed below?	(26)
	Towing a trailer	01
	Towing a caravan	02
	Travelling with bulky equipment (such as kayaks or surfboards)	03
	Transporting goods e.g. barley	04
	Transporting dangerous goods	05
	Transporting machinery/ maintenance equipment or materials	06
	Transporting bikes/ using a bike rack	07
	Travelling with household pets	08
	Travelling with livestock	09
	None of these	10

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ANSWER Q22 IF YOU ARE THE DRIVER OF A VEHICLE AT Q20:

Q22	At the port at which you boarded this ferry, as the driver of a vehicle, how do you rate the following in terms of embarking on to the ferry?							
	VERY GOOD	FAIRLY GOOD	NEITHER GOOD NOR POOR	FAIRLY POOR	VERY POOR	DID NOT USE/ NO OPINION		
-	Signage at the port indicating where to queue/ wait	1	2	3	4	5	0	(26)
-	Signage showing where to drive on to the ferry itself	1	2	3	4	5	0	(27)
-	An efficient boarding procedure (e.g. queuing, clear instructions as to when to board)	1	2	3	4	5	0	(28)
-	Clear directions on the ferry itself as to where to go/ stop once on-board	1	2	3	4	5	0	(29)

ALL ANSWER:

Q23	Acknowledging that the level of facilities at ports varies, how would you rate the facilities at the port/ slipway at which you boarded this ferry (if applicable)?	VERY GOOD	FAIRLY GOOD	NEITHER GOOD NOR POOR	FAIRLY POOR	VERY POOR	DID NOT USE/ NO FACILITY	
-	Provision of information about ferry arrivals/ departures	1	2	3	4	5	0	(30)
-	Availability of staff if you have queries/ questions	1	2	3	4	5	0	(31)
-	Attitude/ helpfulness of staff	1	2	3	4	5	0	(32)
-	Provision of suitable waiting facilities	1	2	3	4	5	0	(33)
-	Provision of facilities for disabled people/ those with individual needs	1	2	3	4	5	0	(34)
-	Entertainment facilities	1	2	3	4	5	0	(35)
-	Toilet facilities	1	2	3	4	5	0	(36)
-	Catering/ refreshment facilities	1	2	3	4	5	0	(37)
-	Cleanliness of the port/ slipway facility	1	2	3	4	5	0	(38)
-	Upkeep/ repair of the port/ slipway facility	1	2	3	4	5	0	(39)

Q24	Overall, how satisfied are you with the port/ slipway where you boarded the ferry on which you travelled today?							
	VERY SATISFIED	FAIRLY SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	FAIRLY DISSATISFIED	VERY DISSATISFIED	DON'T KNOW/ NO OPINION		
	1	2	3	4	5	0	(40)	

Q25 How would you rate this ferry in terms of:

		VERY GOOD 1	FAIRLY GOOD 2	NEITHER GOOD NOR POOR 3	FAIRLY POOR 4	VERY POOR 5	DID NOT USE/ NO FACILITY 0	
	- The attitude/ helpfulness of staff	1	2	3	4	5	0	(41)
	- The availability of on-board staff for queries/ questions	1	2	3	4	5	0	(42)
	- Upkeep/ repair of the ferry	1	2	3	4	5	0	(43)
	- Cleanliness of the ferry	1	2	3	4	5	0	(44)
	- Availability of refreshments	1	2	3	4	5	0	(45)
	- Sufficient seating for those who want it	1	2	3	4	5	0	(46)
	- Cleanliness of toilets	1	2	3	4	5	0	(47)
	- The entertainment facilities on-board	1	2	3	4	5	0	(48)
	- Personal security aboard the ferry	1	2	3	4	5	0	(49)
	- Safety aboard the ferry (e.g. communication of safety procedures, access to buoyancy aids etc.)	1	2	3	4	5	0	(50)
	- Quality of the food and drink available	1	2	3	4	5	0	(51)
	- The comfort of the indoor seating area	1	2	3	4	5	0	(52)
	- Information provided about arrival/ departure times	1	2	3	4	5	0	(53)
	- Provision of facilities for disabled people/ those with individual needs	1	2	3	4	5	0	(54)
	- Facilities for any pets you were travelling with	1	2	3	4	5	0	(55)
	- Storage facilities on board for luggage etc.	1	2	3	4	5	0	(56)
	- Space on the car deck for motor vehicles	1	2	3	4	5	0	(57)
	- Space on board for bicycles	1	2	3	4	5	0	(58)

Questionnaire (pages 5 – 6)

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Q26 Overall, how satisfied are you with the ferry itself on this journey?

VERY SATISFIED 1	FAIRLY SATISFIED 2	NEITHER SATISFIED NOR DISSATISFIED 3	FAIRLY DISSATISFIED 4	VERY DISSATISFIED 5	DON'T KNOW/ NO OPINION 6	(68)
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Q27 Based on your experience on this journey how satisfied are you with:

	VERY SATISFIED 1	FAIRLY SATISFIED 2	NEITHER SATISFIED NOR DISSATISFIED 3	FAIRLY DISSATISFIED 4	VERY DISSATISFIED 5	DON'T KNOW/ NO OPINION 6	
- The frequency of the sailings on this route	1	2	3	4	5	6	(80)
- Punctuality/ reliability of the ferry (i.e. the ferry arriving/ departing on time)	1	2	3	4	5	6	(81)
- The length of time the sailing is scheduled to take	1	2	3	4	5	6	(82)
- Connections with other transport services	1	2	3	4	5	6	(83)
- The value for money of the price of your ticket	1	2	3	4	5	6	(84)

Q28 Who in your opinion has responsibility for setting the schedules by which ferries operate? (86)

CalMac themselves	1
Transport for Scotland	2
Both CalMac and Transport for Scotland	3
Not sure	4

Q29 Who in your opinion has responsibility for setting the fares? (88)

CalMac themselves	1
Transport for Scotland	2
Both CalMac and Transport for Scotland	3
Not sure	4

Q30 We are keen to understand CalMac's contribution to local communities. To the best of your knowledge, how much do you agree or disagree with the following statements?

	AGREE STRONGLY 1	AGREE SLIGHTLY 2	NEITHER AGREE NOR DISAGREE 3	DISAGREE SLIGHTLY 4	DISAGREE STRONGLY 5	DON'T KNOW/ NO OPINION 6	
- CalMac contributes to the West Coast economy through employment	1	2	3	4	5	6	(87)
- CalMac contributes to the West Coast economy by using local suppliers/ produce	1	2	3	4	5	6	(88)
- CalMac contributes to the West Coast economy by supporting community events	1	2	3	4	5	6	(89)
- CalMac contributes to the West Coast economy by facilitating the transportation of livestock/ perishable goods etc.	1	2	3	4	5	6	(90)

Q31 And also, to the best of your knowledge, to what extent do you agree or disagree with the following statements?

	AGREE STRONGLY 1	AGREE SLIGHTLY 2	NEITHER AGREE NOR DISAGREE 3	DISAGREE SLIGHTLY 4	DISAGREE STRONGLY 5	DON'T KNOW/ NO OPINION 6	
- CalMac understands its role as a 'lifeline' to island communities	1	2	3	4	5	6	(71)
- I believe CalMac acts in the best interests of island communities	1	2	3	4	5	6	(72)

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Q32 All things considered and on balance, how much do you trust CalMac on a scale of 1-7, where 1 means 'trust them a great deal' and 7 means 'do not trust them at all'?

Trust them a great deal 1	2	3	4	5	6	7 Do not trust them at all	(73)
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Q33 Did you experience any delay on this ferry? Again, please think only of the journey you were on when you received the questionnaire? (74)

No delay	1	→ GO TO Q36
Yes: minor delay	2	} ANSWER Q34
Yes: serious delay	3	

Q34 How long was your delay? (75)

<input type="text"/>	:	<input type="text"/>
hours		minutes

Q35 How well do you feel CalMac communicated with you...

	VERY GOOD 1	FAIRLY GOOD 2	NEITHER GOOD NOR POOR 3	FAIRLY POOR 4	VERY POOR 5	DON'T KNOW/ NO OPINION 6	
- About the fact that services were going to be delayed?	1	2	3	4	5	6	(76)
- During the delay itself?	1	2	3	4	5	6	(77)

ALL ANSWER:

Q36 Taking into account both the port at which you boarded and the actual ferry on which you travelled, overall, how satisfied are you with your journey today?

VERY SATISFIED 1	FAIRLY SATISFIED 2	NEITHER SATISFIED NOR DISSATISFIED 3	FAIRLY DISSATISFIED 4	VERY DISSATISFIED 5	DON'T KNOW/ NO OPINION 6	(78)
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Q37 If something could have been improved on your journey with CalMac today, what would it have been? (79)

(PLEASE WRITE IN):

Q38 Is the journey you were on when you were handed this questionnaire a single journey or the outward/ return leg of a return journey? (80)

Outward leg of a return journey	1	→ GO TO Q43
Return leg of a return journey	2	→ ANSWER Q39
Single journey (not making a return by ferry on this route)	3	→ GO TO Q43

Q39 Were you the driver of a vehicle when you disembarked the ferry at your destination port on your outward journey? (81)

Yes, I was the driver of a vehicle	1	→ ANSWER Q40
No, I did not drive a vehicle	2	→ GO TO Q43

ONLY ANSWER Q40 – Q42 IF YOU ARE CURRENTLY UNDERTAKING A RETURN LEG OF A RETURN JOURNEY AND THE DRIVER OF A VEHICLE ON YOUR OUTWARD JOURNEY

Q40 Which method of transport were you using for your outward journey? (82)

Commercial vehicle (Hauler)	01	Minibus (8 – 30 seats)	07
Smaller commercial vehicle	02	Agricultural vehicle e.g. tractor	08
Motorcycle	03	Bicycle	09
Motorhome	04	Foot passenger	10
Car	05	Other (please specify)	11
Coach (more than 30 seats)	06		

Please turn over the page for Questions 41 - 44 (the final four questions of this survey)

Q41 At which port did you disembark the ferry on your outward journey? (83)

(PLEASE WRITE IN):

How would you rate the following aspects of the disembarkation process at the destination port on your outward journey?

Q42	VERY GOOD	FAIRLY GOOD	NEITHER GOOD NOR POOR	FAIRLY POOR	VERY POOR	DON'T KNOW/NO OPINION	
- The speed of the disembarkation process off of the ferry	1	2	3	4	5	6	(84)
- Helpfulness of staff to direct you off of the ferry	1	2	3	4	5	6	(86)
- Conduct of the staff to enable you to disembark the ferry	1	2	3	4	5	6	(88)
- The signs having disembarked the ferry that helped you to find your way out of the port	1	2	3	4	5	6	(87)

AND FINALLY, ALL ANSWER

Q43 Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? (Please select all that apply) (88)

- No - none 01 → SURVEY FINISHED
- Prefer not to answer 02 → SURVEY FINISHED
- Yes - Vision (e.g. blindness or partial sight) 03
- Yes - Hearing (e.g. deafness or partial hearing) 04
- Yes - Mobility (e.g. only able to walk short distances or difficulty climbing stairs) 05
- Yes - dexterity (e.g. difficulty lifting and carrying objects or using a keyboard) 06
- Yes - Learning or understanding or concentrating 07
- Yes - Memory 08
- Yes - Mental health 09
- Yes - Stamina or breathing fatigue 10
- Yes - socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome) 11
- A condition not mentioned above 12

Q44 Does your condition or illness have an adverse effect on your ability to make journeys by ferry? (89)

- Yes, a lot 1
- Yes, a little 2
- Not at all 3
- Prefer not to answer 4



Please hand back your questionnaire to our interviewer when you leave the ferry. If you don't have time to complete it on your journey you can send it back to us using the freepost address on the front page of this questionnaire. Thank you again for your help.