



# Washington State Transportation Commission

## 2015 WSF Winter Ferry Performance

### FROG Survey Presentation

# Methodology



- ▶ Online Survey of Washington State Ferry Riders Opinion Group (FROG)
- ▶ Conducted March-April, 2015 regarding their personal experience riding Washington State Ferries during the recent winter travel period (December 28, 2014 to March 21, 2015)
- ▶ 2,474 Total Interviews
- ▶ Data was weighted by route and boarding method based on the last trip taken

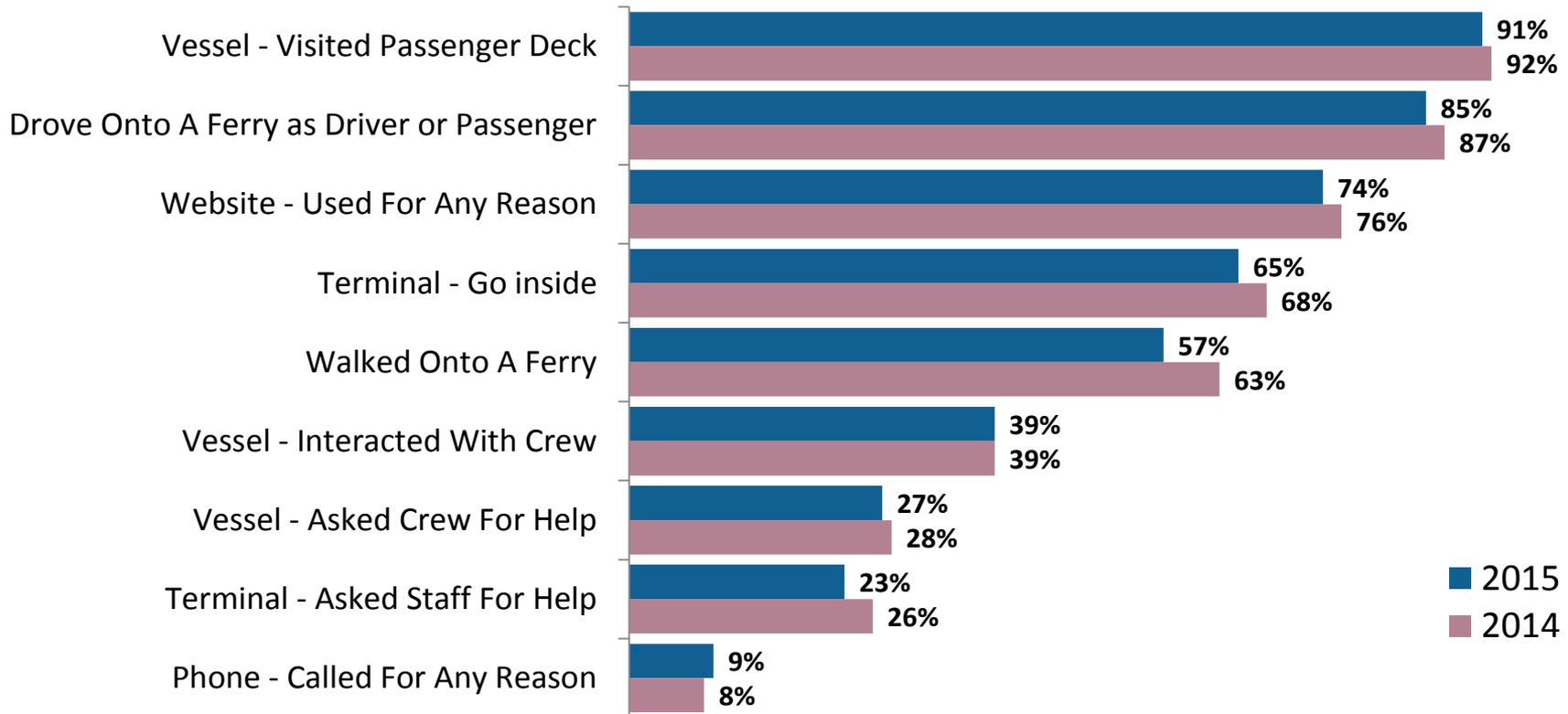
*Please note that due to rounding, some percentages may not add up to exactly 100%.*

# Rider Interaction With WSF



Riders are most likely to visit the passenger vessel deck (91%) and drive onto the ferry (85%). Three quarters (74%) say they have used the WSF website. Riders are least likely to have called WSF customer service (9%).

**WSF Touch Points With Winter Riders**  
(n=2,474 / 3,420)



Q(s) During the winter period, did you ... Q17 Go inside a ferry terminal for any reason? Q32 Did you specifically ask a WSF terminal staff member for help/assistance? Q35 Did you walk onto a ferry? Q56 Did you either drive onto a ferry or board as a passenger in a vehicle? Q98 Did you use/visit the vessel passenger deck area? Q114 Did you have any interaction with any of the vessel crew? Q123 Did you specifically ask a WSF vessel staff member for help/assistance? Q133 Use the WSF website? Q136 Call WSF customer service by phone?

# Overall Satisfaction



Overall satisfaction with the service provided by WSF is strong (74% Satisfied / 33% Extremely Satisfied). Dissatisfaction is unchanged, with very low negative intensity.

## Overall Satisfaction with WSF

■ Somewhat Dissatisfied   ■ Extremely Dissatisfied  
■ Somewhat Satisfied   ■ Extremely Satisfied



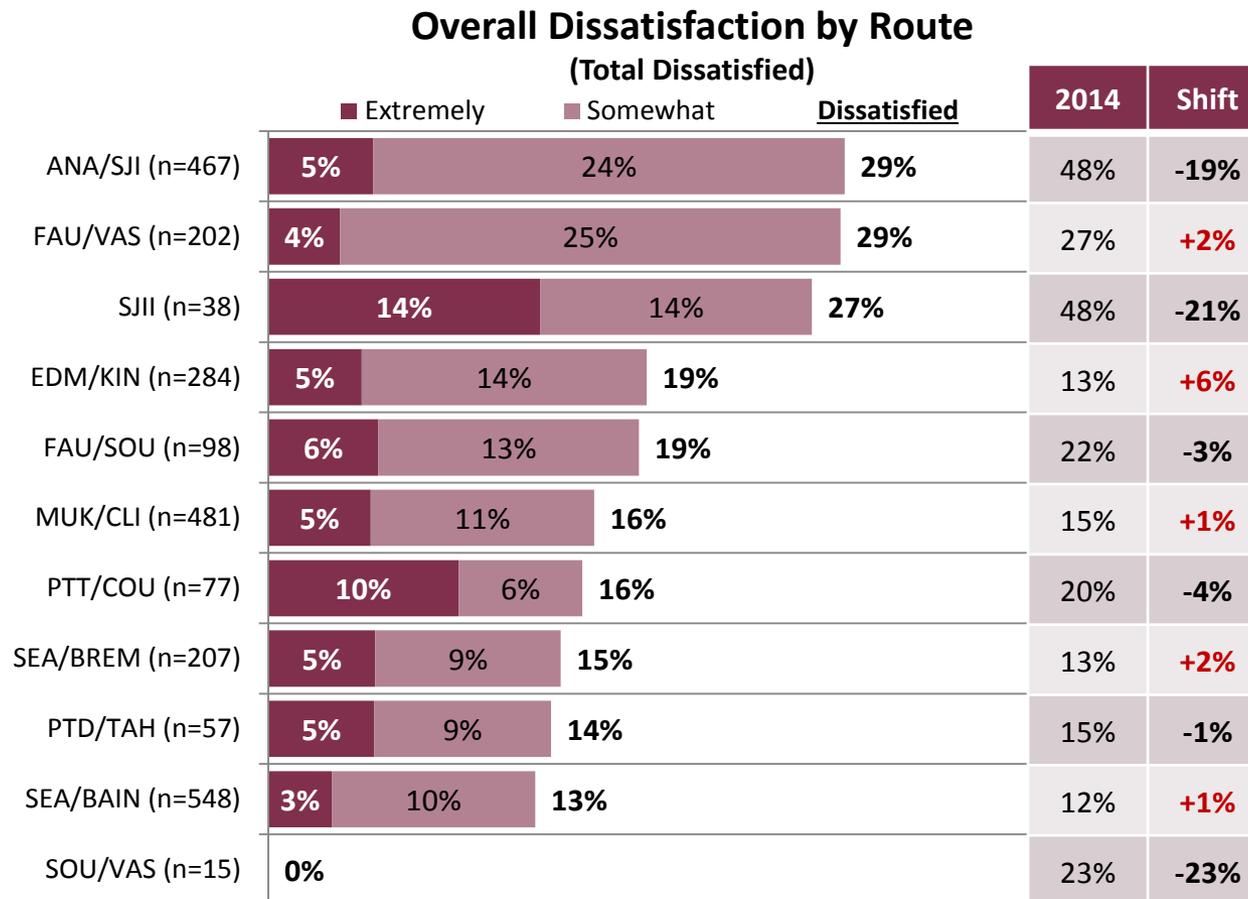
Only ratings of satisfaction (4-5) or dissatisfaction (1-2) are shown, Ratings of 3 or don't know are not shown. The **bold** percentages represents the corresponding total dissatisfaction/satisfaction

Q1. For this survey, we are interested in your experiences and opinions of Washington State Ferries during the Winter Schedule period, December 28th 2014 through March 21st 2015. All things considered, how satisfied are you with the service provided by Washington State Ferries?

# Overall Dissatisfaction by Route



Riders on the Anacortes/San Juan Islands (29%), Fauntleroy/Vashon (29%), San Juan Interisland (27%) routes continue to express the highest overall dissatisfaction, however both ANA/SJI and SJII have seen significant decreases in dissatisfaction. Riders on the Edmonds/Kingston route have shown a slight increase in overall dissatisfaction (19%; +6).



Q1. For this survey, we are interested in your experiences and opinions of Washington State Ferries during the Winter Schedule period, December 28th 2014 through March 21st 2015. All things considered, how satisfied are you with the service provided by Washington State Ferries?

# All Riders – Dissatisfaction by Attribute



*Dissatisfaction on all attributes is largely unchanged compared to 2014. Overall dissatisfaction remains highest for “adequate parking near terminals” (25%) and “terminal bathrooms clean” (21%).*

| Code | Attributes                               | Importance<br>(4-5) | Dissatisfaction (1-2) |      |        |
|------|--|---------------------|-----------------------|------|--------|
|      |  |                     | 2015                  | 2014 | Change |
| 6    | Adequate parking near terminals          | 76%                 | 25%                   | 26%  | -1%    |
| 4    | Terminal bathrooms clean                 | 95%                 | 21%                   | 21%  | --     |
| 16   | Loading crews provide clear directions   | 95%                 | 15%                   | 13%  | +2%    |
| 2    | Terminals are comfortable                | 81%                 | 14%                   | 16%  | -2%    |
| 5    | WSF and Transit schedules coordinated    | 70%                 | 14%                   | 14%  | --     |
| 12   | Efficiently processes vehicles           | 96%                 | 12%                   | 11%  | +1%    |
| 22   | Vessels are well maintained              | 95%                 | 11%                   | 8%   | +3%    |
| 21   | Ferries Bathrooms are clean              | 96%                 | 10%                   | 8%   | +2%    |
| 7    | Easy loading/ unloading for walk-on      | 94%                 | 9%                    | 10%  | -1%    |
| 14   | Loading procedures efficient             | 95%                 | 9%                    | 9%   | --     |
| 8    | Passenger loading efficient              | 93%                 | 9%                    | 8%   | +1%    |
| 9    | Passenger unloading efficient            | 92%                 | 9%                    | 8%   | +1%    |
| 15   | Loads ferries to capacity                | 87%                 | 9%                    | 7%   | +2%    |
| 3    | Terminal Staff is helpful                | 86%                 | 8%                    | 8%   | --     |
| 18   | Unloading procedures efficient           | 94%                 | 8%                    | 7%   | +1%    |
| 1    | Terminals are clean                      | 92%                 | 7%                    | 7%   | --     |
| 13   | Vehicle loading crew is friendly         | 87%                 | 6%                    | 9%   | -3%    |
| 11   | Buying tickets easy and quick            | 94%                 | 6%                    | 5%   | +1%    |
| 20   | Passenger seating areas are clean        | 95%                 | 5%                    | 5%   | --     |
| 19   | Unloading crews provide clear directions | 93%                 | 5%                    | 4%   | +1%    |
| 24   | Vessel crew is helpful                   | 96%                 | 4%                    | 4%   | --     |
| 10   | Toll booth staff is friendly             | 91%                 | 4%                    | 4%   | --     |
| 23   | Vessel crew is friendly                  | 96%                 | 3%                    | 4%   | -1%    |
| 17   | Unloading crew is friendly               | 86%                 | 3%                    | 3%   | --     |

- ❖ This table gives an overview of the individual attribute quad charts that follow
- ❖ For each attribute, the table shows:
  - Importance (4-5)
  - Total dissatisfaction (1-2) for **Winter 2015** and **Winter 2014**
  - The **Change** in dissatisfaction from 2014 to 2015. **Red** indicates greater dissatisfaction in 2015 than in 2014.

# Summary of Attribute Dissatisfaction by Route



|   | Import.<br>(4-5) | Dissat.<br>(1-2) | SEA/<br>BAIN | SEA/<br>BRE | PTD/<br>TAH | EDM/<br>KIN | FAU/<br>VAS | FAU/<br>SOU | SOU/<br>VAS | PTT/<br>COU | MUK/<br>CLI | ANA/<br>SJI | INTER<br>SJI |
|---|------------------|------------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| <b>Respondents</b>  | <b>1586</b>      | <b>1586</b>      | <b>450</b>   | <b>162</b>  | <b>37*</b>  | <b>160</b>  | <b>129</b>  | <b>61*</b>  | <b>9*</b>   | <b>56*</b>  | <b>258</b>  | <b>244</b>  | <b>20*</b>   |
| There is adequate parking near the terminals                    | 76%              | <b>25%</b>       | 18%          | 22%         | 32%         | 25%         | <b>46%</b>  | 25%         | --          | 30%         | <b>45%</b>  | 15%         | 22%          |
| The bathrooms in the terminals are clean and well maintained    | 95%              | <b>21%</b>       | <b>29%</b>   | <b>41%</b>  | 11%         | 12%         | 2%          | 5%          | <b>24%</b>  | 0%          | 8%          | 17%         | 18%          |
| Vehicle loading crews provide clear directions/hand signals     | 95%              | <b>15%</b>       | 13%          | 11%         | 13%         | 13%         | <b>22%</b>  | <b>22%</b>  | 12%         | 5%          | 18%         | 20%         | <b>29%</b>   |
| The terminals are comfortable                                   | 81%              | <b>14%</b>       | 17%          | 15%         | 11%         | 15%         | 8%          | 12%         | <b>24%</b>  | 4%          | 4%          | 22%         | <b>45%</b>   |
| Sailing schedule is adequately coordinated w/transit services   | 70%              | <b>14%</b>       | 13%          | 16%         | 19%         | 19%         | <b>23%</b>  | 10%         | 0%          | 14%         | 7%          | <b>27%</b>  | 11%          |
| WSF efficiently processes vehicles through ticket lanes         | 96%              | <b>12%</b>       | 13%          | 6%          | 12%         | 11%         | <b>34%</b>  | <b>14%</b>  | <b>24%</b>  | 6%          | 5%          | <b>27%</b>  | 19%          |
| WSF vessels are well maintained and safe                        | 95%              | <b>11%</b>       | 11%          | 15%         | 2%          | 8%          | 6%          | 11%         | 0%          | 1%          | 15%         | 21%         | 10%          |
| The bathrooms on the ferries are clean and well maintained      | 96%              | <b>10%</b>       | 11%          | <b>20%</b>  | 0%          | 8%          | 2%          | 10%         | --          | 0%          | 8%          | 11%         | 0%           |
| WSF provides easy loading/unloading for walk-on passengers      | 94%              | <b>9%</b>        | 12%          | 8%          | --          | 4%          | 9%          | 7%          | --          | --          | 11%         | 10%         | 11%          |
| WSF vehicle loading procedures are efficient                    | 95%              | <b>9%</b>        | 5%           | 11%         | 11%         | 7%          | <b>18%</b>  | <b>24%</b>  | <b>12%</b>  | 6%          | 7%          | 16%         | 19%          |
| WSF walk-on passenger loading procedures are efficient          | 93%              | <b>9%</b>        | 12%          | 11%         | 4%          | 3%          | 9%          | 8%          | --          | --          | 10%         | 8%          | --           |
| WSF walk-on passenger unloading procedures are efficient        | 92%              | <b>9%</b>        | <b>14%</b>   | 7%          | 4%          | 5%          | 7%          | 2%          | 0%          | 0%          | 8%          | 7%          | 0%           |
| WSF loads ferries to capacity with little room between vehicles | 87%              | <b>9%</b>        | 9%           | 7%          | 5%          | 8%          | <b>13%</b>  | <b>16%</b>  | <b>12%</b>  | 8%          | 8%          | 9%          | 14%          |
| Terminal staff is helpful, competent and knowledgeable          | 86%              | <b>8%</b>        | 8%           | 10%         | 5%          | 6%          | 10%         | 8%          | 0%          | 9%          | 4%          | 7%          | 18%          |
| WSF vehicle unloading procedures are efficient                  | 94%              | <b>8%</b>        | 9%           | 8%          | <b>15%</b>  | 8%          | 11%         | 3%          | <b>24%</b>  | 2%          | 3%          | 9%          | 14%          |
| The terminals are clean and well maintained                     | 92%              | <b>7%</b>        | 9%           | <b>13%</b>  | --          | 3%          | 1%          | 1%          | --          | --          | 4%          | 10%         | <b>27%</b>   |
| WSF vehicle loading crew is friendly, courteous and polite      | 87%              | <b>6%</b>        | 6%           | 5%          | 6%          | 3%          | 9%          | 9%          | <b>12%</b>  | 5%          | 7%          | 10%         | 10%          |
| WSF makes buying tickets easy and quick                         | 94%              | <b>6%</b>        | 5%           | 3%          | 6%          | 5%          | <b>19%</b>  | 6%          | --          | 4%          | 6%          | 11%         | 10%          |
| The ferry passenger seating areas are clean/comfortable         | 95%              | <b>5%</b>        | 6%           | <b>15%</b>  | 2%          | 4%          | 2%          | 2%          | --          | 1%          | 2%          | 8%          | --           |
| Vehicle unloading crews provide clear directions/hand signals   | 93%              | <b>5%</b>        | 4%           | 4%          | 9%          | 6%          | 4%          | 6%          | <b>12%</b>  | 3%          | 5%          | 7%          | 5%           |
| The WSF vessel crew is helpful, competent, knowledgeable        | 96%              | <b>4%</b>        | 4%           | 7%          | 4%          | 5%          | 1%          | 5%          | 0%          | 4%          | 3%          | 5%          | 6%           |
| WSF toll booth staff is friendly, courteous and polite          | 91%              | <b>4%</b>        | 5%           | 2%          | --          | 3%          | 6%          | 2%          | --          | 8%          | 3%          | 7%          | 10%          |
| WSF vessel crew is friendly, courteous and polite               | 96%              | <b>3%</b>        | 3%           | 4%          | 0%          | 2%          | 1%          | 5%          | --          | 4%          | 5%          | 4%          | 6%           |
| WSF vehicle unloading crew is friendly, courteous and polite    | 86%              | <b>3%</b>        | 3%           | 5%          | 2%          | 3%          | 3%          | 2%          | --          | 4%          | 4%          | 5%          | 0%           |

# Dissatisfied Riders – Dissatisfaction by Attribute



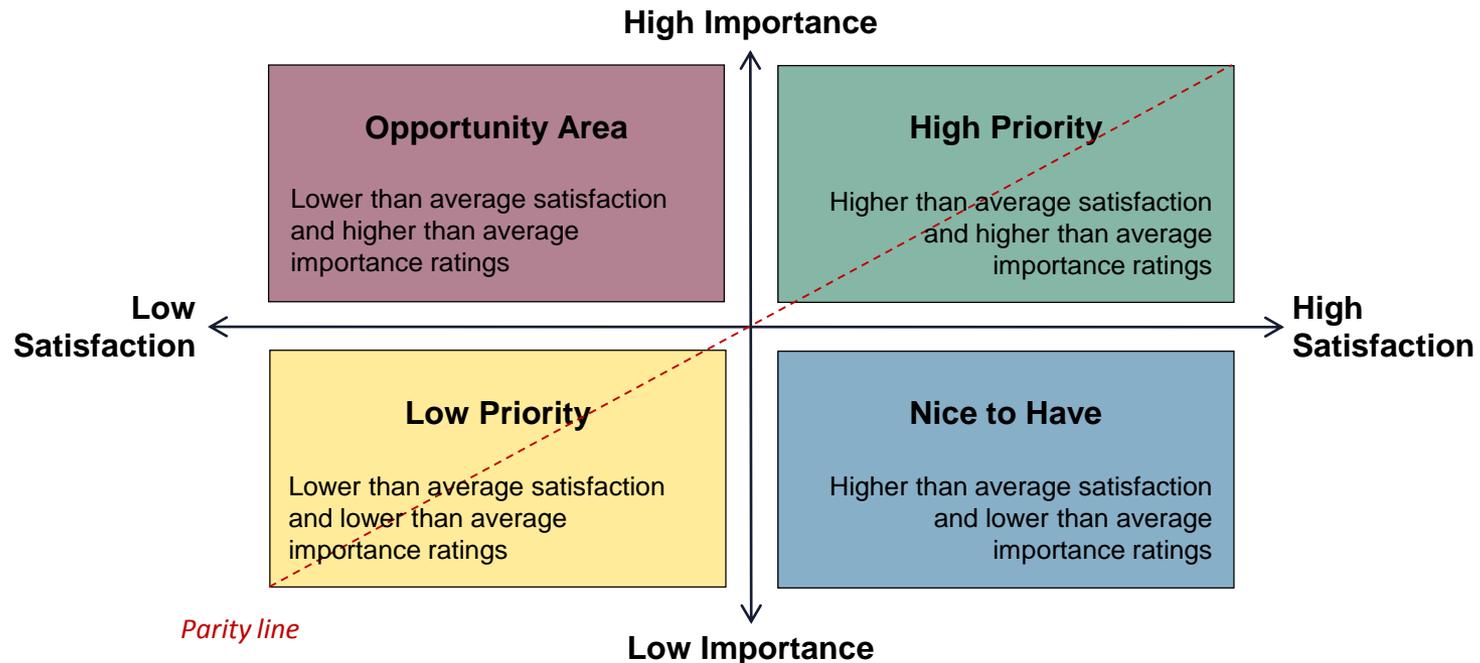
As expected, riders who are dissatisfied overall have higher dissatisfaction levels on every individual attribute. These riders are most dissatisfied with parking availability, and their top three complaints are the same as riders overall.

|  | Dissatisfied      |                       | Dissatisfaction |            |
|--|-------------------|-----------------------|-----------------|------------|
|  | Very Dissatisfied | Somewhat Dissatisfied | All Riders      | Difference |
| Adequate parking near terminals          | 19%               | 17%                   | 25%             | +11        |
| Terminal bathrooms clean                 | 12%               | 15%                   | 21%             | +6         |
| Loading crews provide clear directions   | 11%               | 16%                   | 15%             | +12        |
| WSF and Transit schedules coordinated    | 15%               | 11%                   | 14%             | +11        |
| Efficiently processes vehicles           | 10%               | 14%                   | 12%             | +12        |
| Terminals are comfortable                | 9%                | 15%                   | 14%             | +10        |
| Vessels are well maintained              | 7%                | 16%                   | 11%             | +12        |
| Loading procedures efficient             | 11%               | 9%                    | 9%              | +11        |
| Loads ferries to capacity                | 7%                | 11%                   | 9%              | +9         |
| Ferry bathrooms are clean                | 5%                | 12%                   | 10%             | +7         |
| Easy loading/ unloading for walk-on      | 9%                | 7%                    | 9%              | +8         |
| Terminal Staff is helpful                | 6%                | 11%                   | 8%              | +8         |
| Unloading procedures efficient           | 9%                | 7%                    | 8%              | +7         |
| Passenger loading efficient              | 7%                | 8%                    | 9%              | +6         |
| Passenger unloading efficient            | 8%                | 7%                    | 9%              | +6         |
| Buying tickets easy and quick            | 5%                | 10%                   | 6%              | +8         |
| Vehicle loading crew is friendly         | 7%                | 7%                    | 6%              | +8         |
| Terminals are clean                      | 4%                | 8%                    | 7%              | +5         |
| Unloading crew is friendly               | 3%                | 8%                    | 3%              | +8         |
| Unloading crews provide clear directions | 4%                | 7%                    | 5%              | +6         |
| Passenger seating areas are clean        | 3%                | 7%                    | 5%              | +5         |
| Toll booth staff is friendly             | 3%                | 6%                    | 4%              | +5         |
| Vessel crew is friendly                  | 6%                | 2%                    | 3%              | +5         |
| Vessel crew is helpful                   | 5%                | 3%                    | 4%              | +3         |

# Gap Analysis



- ❖ The following slides present quadrant charts compare the relative satisfaction for each ferry attribute compared to the relative importance of that attribute.
  - The two sample sizes shown on each chart represent the maximum and minimum number of riders rating any given attribute, due to embedded skip logic.
- ❖ Each quad chart consists of four quadrants:
  - Opportunity area (red) | High priority (green) | Nice to have (blue) | Low priority (yellow)
- ❖ Each quad chart is also overlaid with a parity line.
  - The parity line represents where importance and satisfaction are equal, and identifies the ferry attributes with the greatest disparity between satisfaction and importance.
- ❖ Attributes considered important, but with low satisfaction (performance), are opportunity areas for WSF. Increasing awareness of these important attributes may help promote more positive impressions of the ferry system, and boost overall satisfaction.



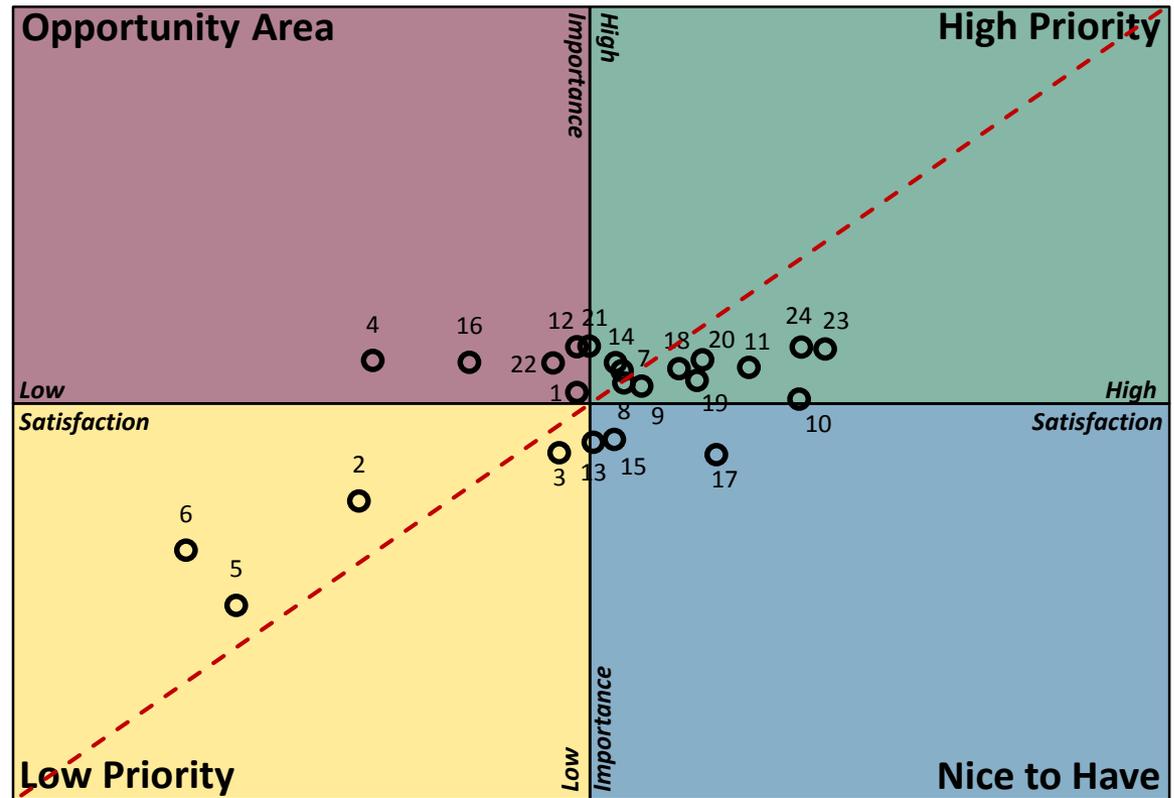
# Gap Analysis: Overall



**Opportunity areas:** Terminal bathroom cleanliness and clear loading crew directions are the key opportunity areas, followed by vessel maintenance, efficient processing of vehicles, ferry bathroom cleanliness and terminal cleanliness.

| Attribute Key |  |
|---------------|--|
| 1             | Terminals are clean                      |
| 2             | Terminals are comfortable                |
| 3             | Terminal Staff is helpful                |
| 4             | Terminal bathrooms clean                 |
| 5             | WSF and Transit schedules coordinated    |
| 6             | Adequate parking near terminals          |
| 7             | Easy loading/ unloading for walk-on      |
| 8             | Passenger loading efficient              |
| 9             | Passenger unloading efficient            |
| 10            | Toll booth staff is friendly             |
| 11            | Buying tickets easy and quick            |
| 12            | Efficiently processes vehicles           |
| 13            | Vehicle loading crew is friendly         |
| 14            | Loading procedures efficient             |
| 15            | Loads ferries to capacity                |
| 16            | Loading crews provide clear directions   |
| 17            | Unloading crew is friendly               |
| 18            | Unloading procedures efficient           |
| 19            | Unloading crews provide clear directions |
| 20            | Passenger seating areas are clean        |
| 21            | Ferries Bathrooms are clean              |
| 22            | Vessels are well maintained              |
| 23            | Vessel crew is friendly                  |
| 24            | Vessel crew is helpful                   |

Satisfaction vs. Importance Ratings (n=1004-2269)



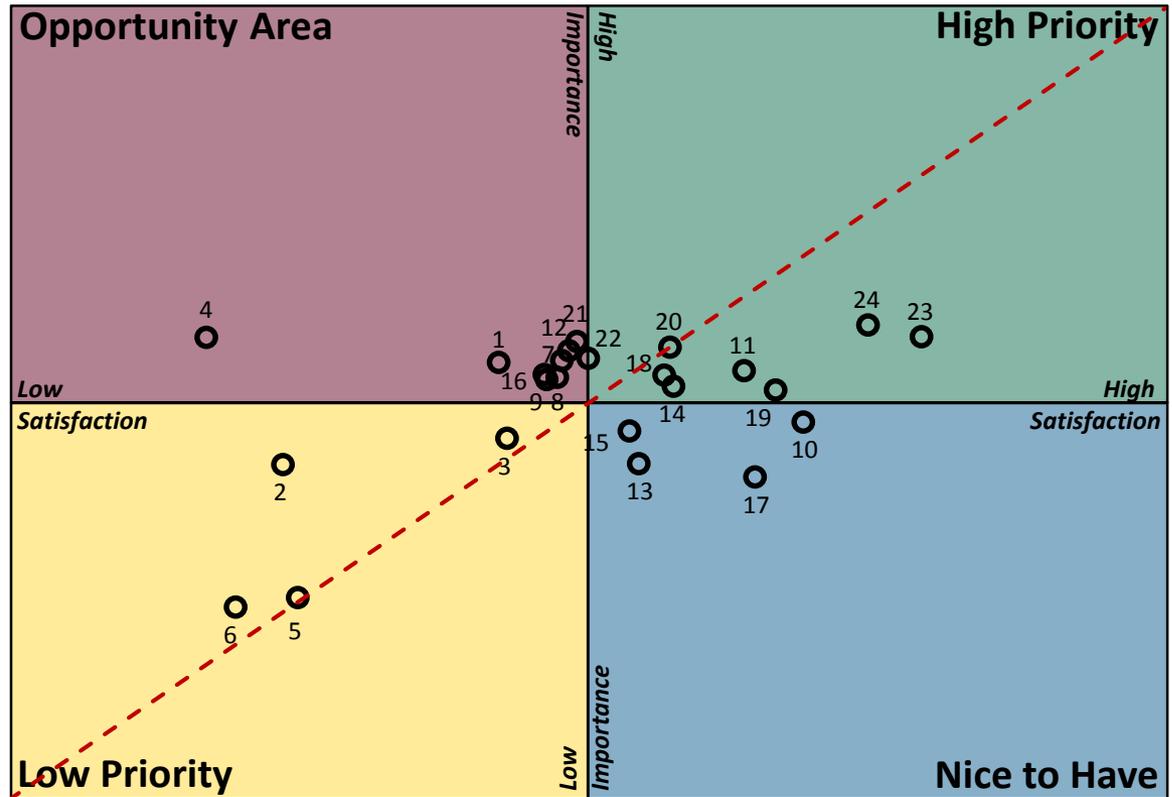
# Gap Analysis: Seattle/Bainbridge



**Opportunity areas:** Terminal bathroom cleanliness is the biggest opportunity area, followed by terminal cleanliness, ferry bathroom cleanliness, loading/unloading ease for walk-ons, passenger loading/unloading efficiency, efficiency of processing vehicles and, loading crews providing clear directions.

| Attribute Key |  |
|---------------|--|
| 1             | Terminals are clean                      |
| 2             | Terminals are comfortable                |
| 3             | Terminal Staff is helpful                |
| 4             | Terminal bathrooms clean                 |
| 5             | WSF and Transit schedules coordinated    |
| 6             | Adequate parking near terminals          |
| 7             | Easy loading/ unloading for walk-on      |
| 8             | Passenger loading efficient              |
| 9             | Passenger unloading efficient            |
| 10            | Toll booth staff is friendly             |
| 11            | Buying tickets easy and quick            |
| 12            | Efficiently processes vehicles           |
| 13            | Vehicle loading crew is friendly         |
| 14            | Loading procedures efficient             |
| 15            | Loads ferries to capacity                |
| 16            | Loading crews provide clear directions   |
| 17            | Unloading crew is friendly               |
| 18            | Unloading procedures efficient           |
| 19            | Unloading crews provide clear directions |
| 20            | Passenger seating areas are clean        |
| 21            | Ferries Bathrooms are clean              |
| 22            | Vessels are well maintained              |
| 23            | Vessel crew is friendly                  |
| 24            | Vessel crew is helpful                   |

Satisfaction vs. Importance Ratings (n=187-510)



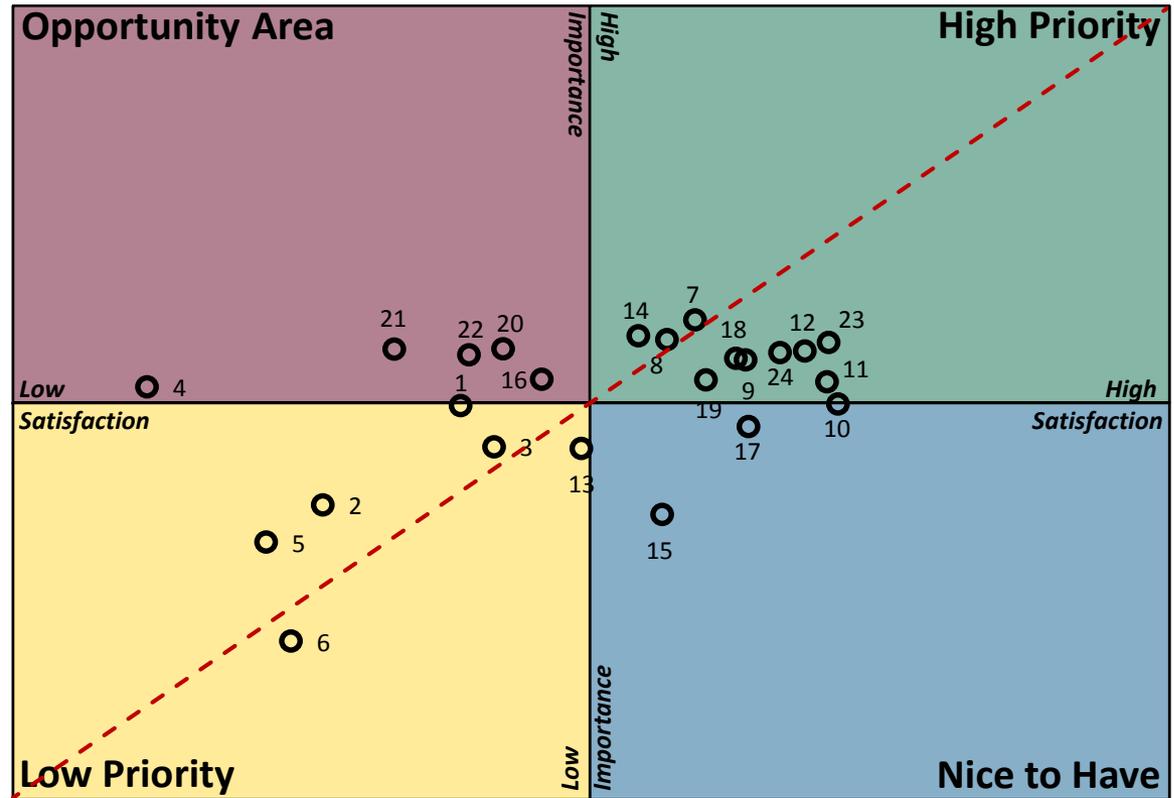
# Gap Analysis: Seattle/Bremerton



**Opportunity areas:** Terminal bathroom cleanliness is the key opportunity area, followed by ferry bathroom cleanliness, vessel maintenance, passenger seating area cleanliness, loading crew directions.

| Attribute Key |  |
|---------------|--|
| 1             | Terminals are clean                      |
| 2             | Terminals are comfortable                |
| 3             | Terminal Staff is helpful                |
| 4             | Terminal bathrooms clean                 |
| 5             | WSF and Transit schedules coordinated    |
| 6             | Adequate parking near terminals          |
| 7             | Easy loading/ unloading for walk-on      |
| 8             | Passenger loading efficient              |
| 9             | Passenger unloading efficient            |
| 10            | Toll booth staff is friendly             |
| 11            | Buying tickets easy and quick            |
| 12            | Efficiently processes vehicles           |
| 13            | Vehicle loading crew is friendly         |
| 14            | Loading procedures efficient             |
| 15            | Loads ferries to capacity                |
| 16            | Loading crews provide clear directions   |
| 17            | Unloading crew is friendly               |
| 18            | Unloading procedures efficient           |
| 19            | Unloading crews provide clear directions |
| 20            | Passenger seating areas are clean        |
| 21            | Ferries Bathrooms are clean              |
| 22            | Vessels are well maintained              |
| 23            | Vessel crew is friendly                  |
| 24            | Vessel crew is helpful                   |

Satisfaction vs. Importance Ratings (n=87-188)



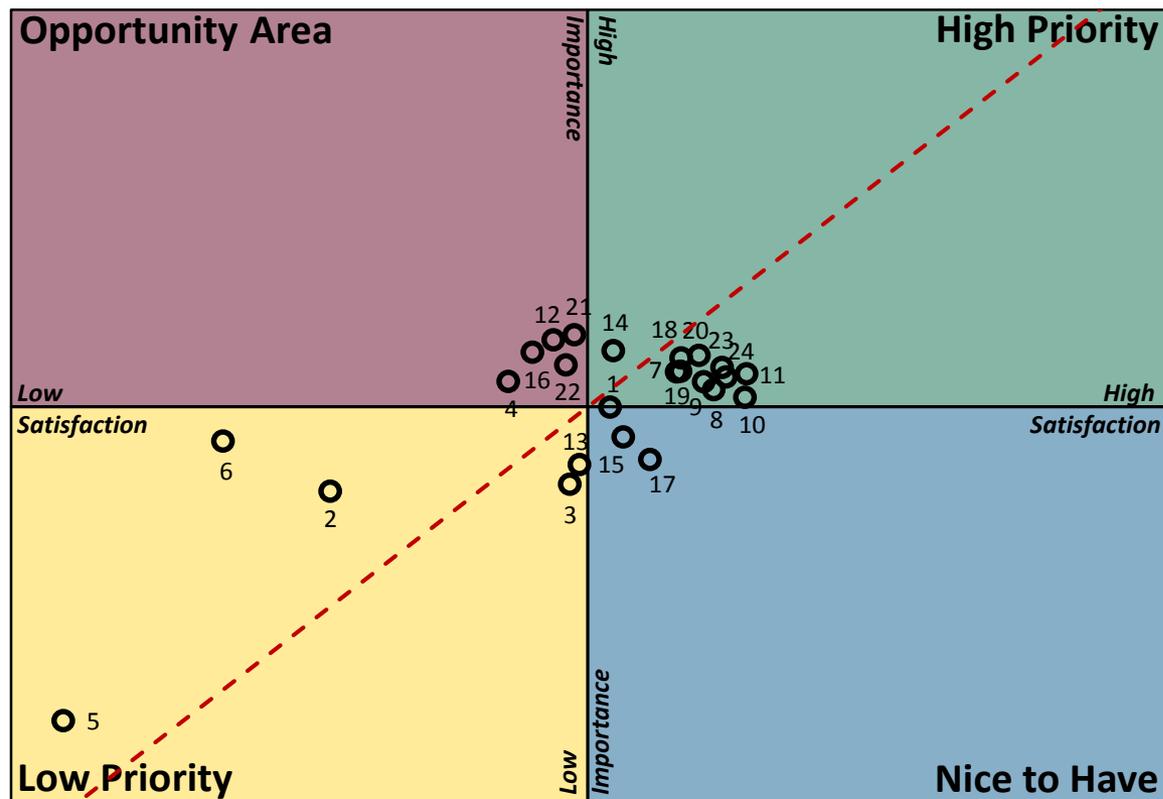
# Gap Analysis: Edmonds/Kingston



**Opportunity areas:** Terminal bathroom and ferry bathroom cleanliness, efficiency of processing vehicles, loading crew's directions and, vessel maintenance are all similar opportunity areas.

| Attribute Key |  |
|---------------|--|
| 1             | Terminals are clean                      |
| 2             | Terminals are comfortable                |
| 3             | Terminal Staff is helpful                |
| 4             | Terminal bathrooms clean                 |
| 5             | WSF and Transit schedules coordinated    |
| 6             | Adequate parking near terminals          |
| 7             | Easy loading/ unloading for walk-on      |
| 8             | Passenger loading efficient              |
| 9             | Passenger unloading efficient            |
| 10            | Toll booth staff is friendly             |
| 11            | Buying tickets easy and quick            |
| 12            | Efficiently processes vehicles           |
| 13            | Vehicle loading crew is friendly         |
| 14            | Loading procedures efficient             |
| 15            | Loads ferries to capacity                |
| 16            | Loading crews provide clear directions   |
| 17            | Unloading crew is friendly               |
| 18            | Unloading procedures efficient           |
| 19            | Unloading crews provide clear directions |
| 20            | Passenger seating areas are clean        |
| 21            | Ferries Bathrooms are clean              |
| 22            | Vessels are well maintained              |
| 23            | Vessel crew is friendly                  |
| 24            | Vessel crew is helpful                   |

Satisfaction vs. Importance Ratings (n=119-261)



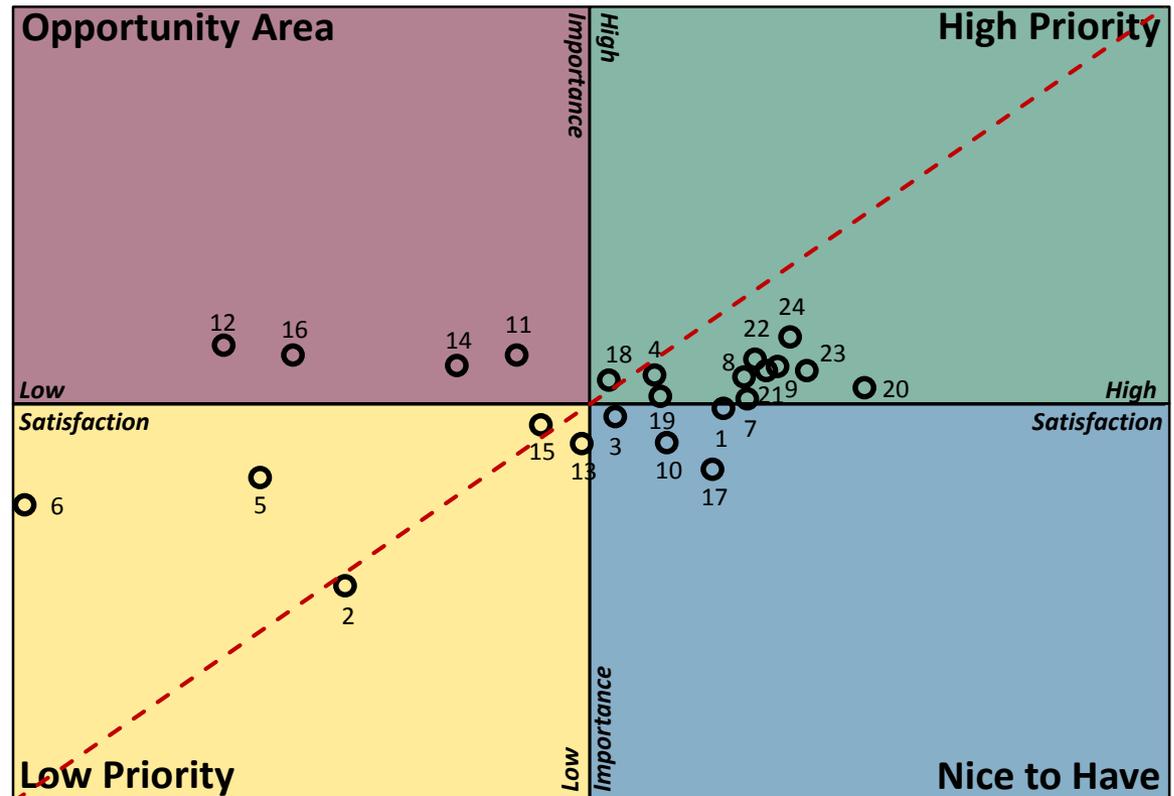
# Gap Analysis: Fauntleroy/Vashon



**Opportunity areas:** Efficiency of processing vehicles is the key opportunity area, followed by loading crews providing clear directions, efficient loading procedures, and ease of buying tickets.

| Attribute Key |  |
|---------------|--|
| 1             | Terminals are clean                      |
| 2             | Terminals are comfortable                |
| 3             | Terminal Staff is helpful                |
| 4             | Terminal bathrooms clean                 |
| 5             | WSF and Transit schedules coordinated    |
| 6             | Adequate parking near terminals          |
| 7             | Easy loading/ unloading for walk-on      |
| 8             | Passenger loading efficient              |
| 9             | Passenger unloading efficient            |
| 10            | Toll booth staff is friendly             |
| 11            | Buying tickets easy and quick            |
| 12            | Efficiently processes vehicles           |
| 13            | Vehicle loading crew is friendly         |
| 14            | Loading procedures efficient             |
| 15            | Loads ferries to capacity                |
| 16            | Loading crews provide clear directions   |
| 17            | Unloading crew is friendly               |
| 18            | Unloading procedures efficient           |
| 19            | Unloading crews provide clear directions |
| 20            | Passenger seating areas are clean        |
| 21            | Ferries Bathrooms are clean              |
| 22            | Vessels are well maintained              |
| 23            | Vessel crew is friendly                  |
| 24            | Vessel crew is helpful                   |

Satisfaction vs. Importance Ratings (n=92-192)



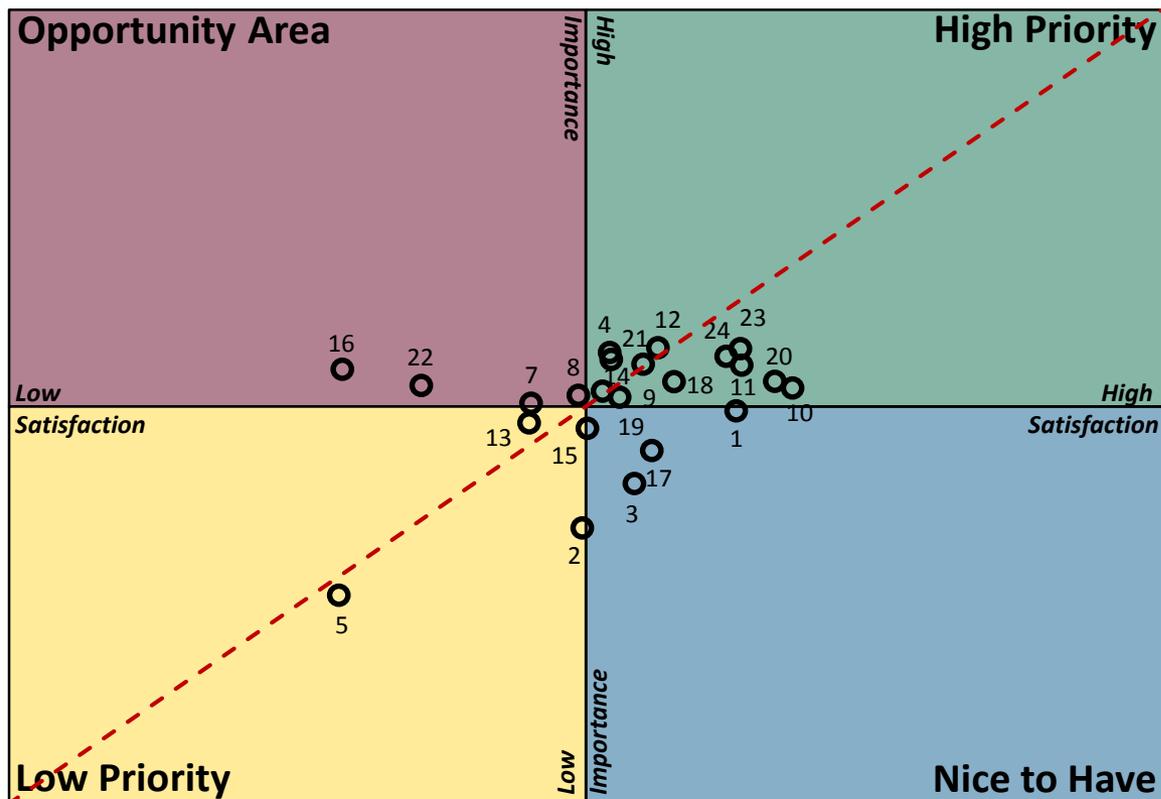
# Gap Analysis: Mukilteo/Clinton



**Opportunity areas:** Loading crews providing clear directions is the key opportunity area, followed by vessels are well maintained, Loading/unloading ease for walk-ons, efficiency of passenger loading, and loading crew directions.

| Attribute Key |  |
|---------------|--|
| 1             | Terminals are clean                      |
| 2             | Terminals are comfortable                |
| 3             | Terminal Staff is helpful                |
| 4             | Terminal bathrooms clean                 |
| 5             | WSF and Transit schedules coordinated    |
| 6             | Adequate parking near terminals          |
| 7             | Easy loading/ unloading for walk-on      |
| 8             | Passenger loading efficient              |
| 9             | Passenger unloading efficient            |
| 10            | Toll booth staff is friendly             |
| 11            | Buying tickets easy and quick            |
| 12            | Efficiently processes vehicles           |
| 13            | Vehicle loading crew is friendly         |
| 14            | Loading procedures efficient             |
| 15            | Loads ferries to capacity                |
| 16            | Loading crews provide clear directions   |
| 17            | Unloading crew is friendly               |
| 18            | Unloading procedures efficient           |
| 19            | Unloading crews provide clear directions |
| 20            | Passenger seating areas are clean        |
| 21            | Ferries Bathrooms are clean              |
| 22            | Vessels are well maintained              |
| 23            | Vessel crew is friendly                  |
| 24            | Vessel crew is helpful                   |

Satisfaction vs. Importance Ratings (n=177-443)



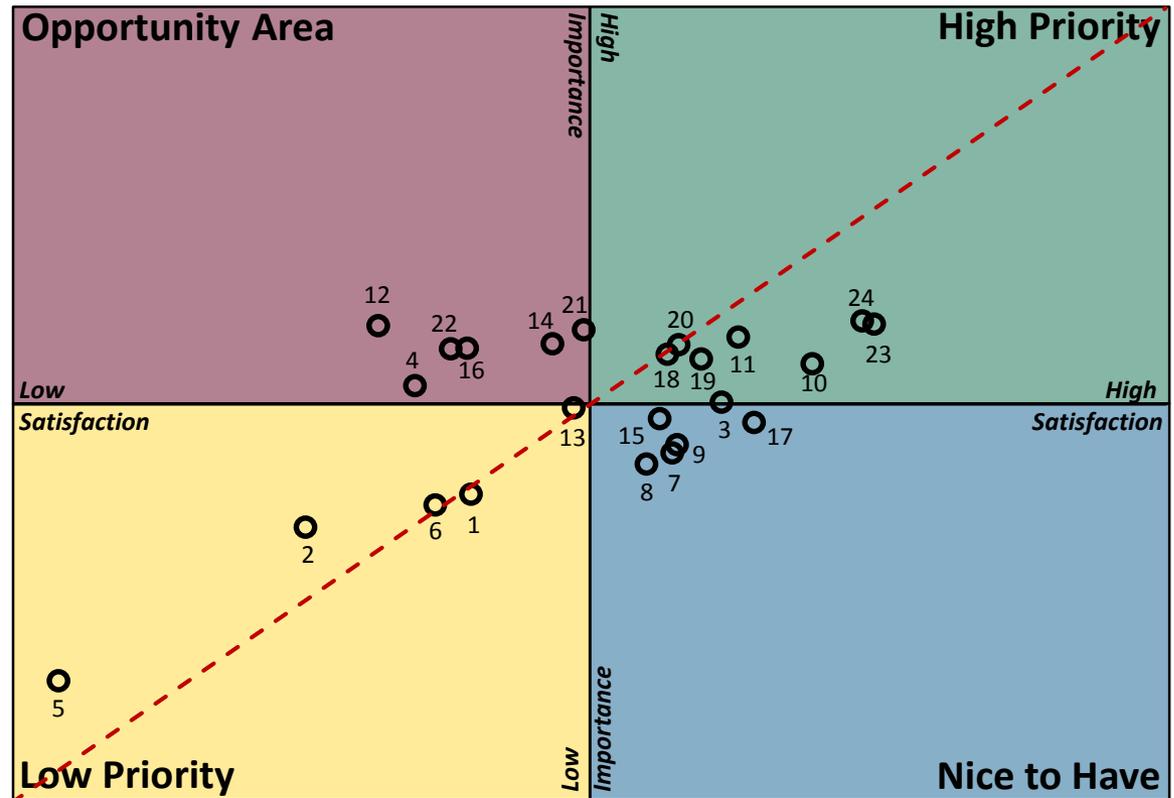
# Gap Analysis: Anacortes/San Juan Islands



**Opportunity areas:** Efficiently processing vehicles is the key opportunity area, followed by terminal bathroom cleanliness, vehicle maintenance, clear loading crew directions, efficient loading procedures, and ferry bathroom cleanliness.

| Attribute Key |  |
|---------------|--|
| 1             | Terminals are clean                      |
| 2             | Terminals are comfortable                |
| 3             | Terminal Staff is helpful                |
| 4             | Terminal bathrooms clean                 |
| 5             | WSF and Transit schedules coordinated    |
| 6             | Adequate parking near terminals          |
| 7             | Easy loading/ unloading for walk-on      |
| 8             | Passenger loading efficient              |
| 9             | Passenger unloading efficient            |
| 10            | Toll booth staff is friendly             |
| 11            | Buying tickets easy and quick            |
| 12            | Efficiently processes vehicles           |
| 13            | Vehicle loading crew is friendly         |
| 14            | Loading procedures efficient             |
| 15            | Loads ferries to capacity                |
| 16            | Loading crews provide clear directions   |
| 17            | Unloading crew is friendly               |
| 18            | Unloading procedures efficient           |
| 19            | Unloading crews provide clear directions |
| 20            | Passenger seating areas are clean        |
| 21            | Ferries Bathrooms are clean              |
| 22            | Vessels are well maintained              |
| 23            | Vessel crew is friendly                  |
| 24            | Vessel crew is helpful                   |

Satisfaction vs. Importance Ratings (n=149-442)



# The Terminals are Comfortable



*Dissatisfaction is highest for the Inter San Juan Island route (45%) and Southworth/Vashon (24%) – although the sample sizes are small (n=20 & n=9) – followed by Anacortes/San Juan (22%).*

| Ratings on a 5 point scale<br>(1=low, 5=high)                 |               | TOTAL | SEA/<br>BAIN | SEA/<br>BRE | PTD/<br>TAH | EDM/<br>KIN | FAU/<br>VAS | FAU/<br>SOU | SOU/<br>VAS | PTT/<br>COU | MUK/<br>CLI | ANA/<br>SJI | INTER<br>SJI |
|---|---------------|-------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| Respondents   |               | 1586  | 450          | 162         | 37          | 160         | 129         | 61          | 9           | 56          | 258         | 244         | 20           |
| The terminals are comfortable<br>(seating, temperature, etc.) | Imp. (4-5)    | 81%   | 84%          | 80%         | 86%         | 83%         | 73%         | 72%         | 76%         | 77%         | 79%         | 77%         | 73%          |
|   | Sat. (4-5)    | 54%   | 46%          | 50%         | 76%         | 53%         | 49%         | 60%         | 63%         | 65%         | 73%         | 41%         | 36%          |
|   | Dissat. (1-2) | 14%   | 17%          | 15%         | 11%         | 15%         | 8%          | 12%         | 24%         | 4%          | 4%          | 22%         | 45%          |
| 2014  | Dissat.       | 16%   | 24%          | 15%         | 15%         | 14%         | 9%          | 10%         | 6%          | 3%          | 8%          | 16%         | 17%          |
| Change  | Dissat.       | -2    | -7           | --          | -4          | +1          | -1          | +2          | +18*        | +1          | -4          | +6          | +28*         |

| Top 5 Unsatisfactory Terminals |     |
|--------------------------------|-----|
| Seattle                        | 58% |
| Bainbridge                     | 18% |
| Kingston                       | 11% |
| Anacortes                      | 8%  |
| Bremerton                      | 7%  |

| Example of Verbatim Complaints – (complete sorted verbatims in separate document)   |
|---|
| <b>Seattle</b> - They look worn out. The seating is old, unstylish and uncomfortable. The PA system is hard to hear. There is no communication about ferries being late. The bathrooms are poorly maintained. |
| <b>Seattle</b> - There is never enough seating, it's freezing in the winter, and dirty in the bathrooms.  |
| <b>Seattle</b> - The waiting area is cold and seating is very limited   |
| <b>Bainbridge</b> - Too many beggars, aggressive panhandlers.   |
| <b>Bainbridge</b> - If the ferry is one of our top tourist attractions it would be nice if were clean.  |
| <b>Bainbridge</b> - Never enough seating. Scanning equipment for tickets is to slow. Not enough direction for people with baggage to use certain scanners.  |
| <b>Bainbridge</b> - Hard seating. Not enough seating. Tattered seating.   |
| <b>Kingston</b> - The waiting area is cold and seating is very limited  |
| <b>Anacortes</b> - Terminal is old, crowded. Cold! Long, Long lines to purchase any food.   |

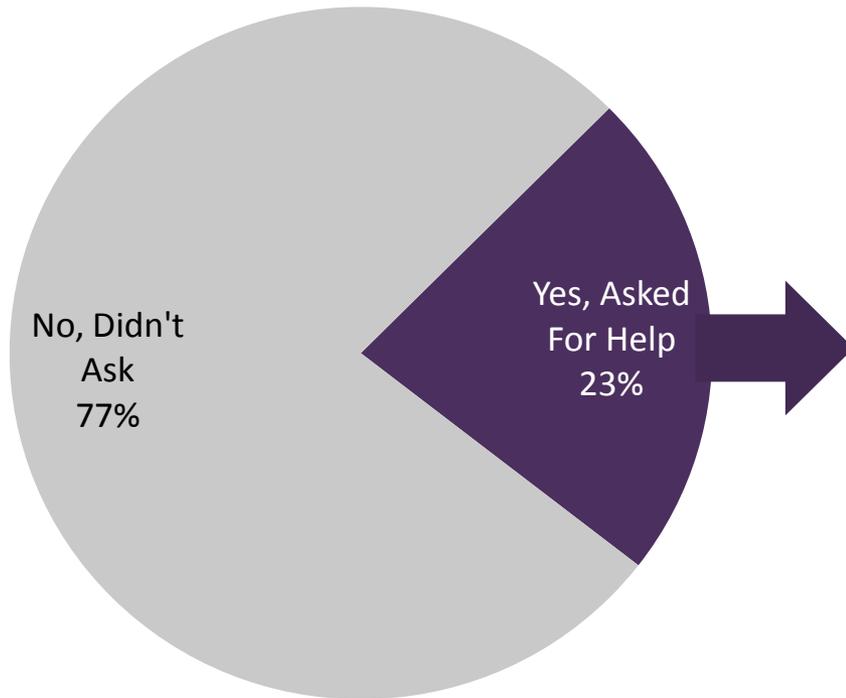
Attribute Key Code - 2

# Help/Assistance From Terminal Staff

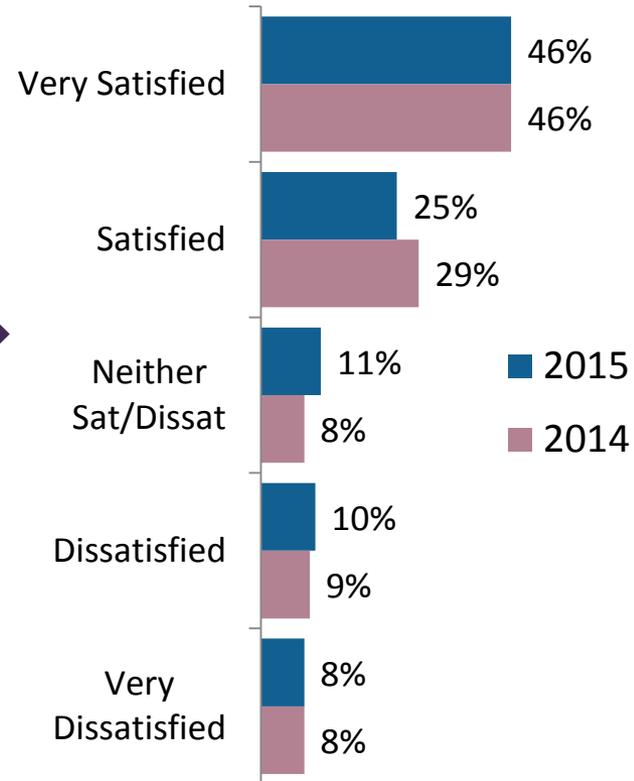


About one in four riders have asked the terminal staff for help and most (71%) say they are satisfied with the assistance they received. Just under one in five (18%) were dissatisfied with the terminal staff performance.

**Asked WSF Terminal Staff For Help/Assistance**



**Satisfaction With WSF Terminal Staff Help/Assistance(n=583 / 639)**



Q32. Did you specifically ask a WSF terminal staff member for help/assistance during the Winter period (December 28<sup>th</sup> 2014 – March 21<sup>st</sup> 2015)?  
 Q33. How satisfied were you with the help/assistance the WSF terminal staff member gave you?

# Terminal Bathrooms Clean & Well Maintained



Dissatisfaction is highest for Seattle/Bremerton (41%), followed by Seattle/Bainbridge (29%), Southworth/Vashon (24%; n=9), San Juan Interisland (18%; n=20), and Anacortes/San Juan (17%).

| Ratings on a 5 point scale<br>(1=low, 5=high)                   |               | TOTAL | SEA/<br>BAIN | SEA/<br>BRE | PTD/<br>TAH | EDM/<br>KIN | FAU/<br>VAS | FAU/<br>SOU | SOU/<br>VAS | PTT/<br>COU | MUK/<br>CLI | ANA/<br>SJI | INTER<br>SJI |
|---|---------------|-------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| Respondents   |               | 1586  | 450          | 162         | 37          | 160         | 129         | 61          | 9           | 56          | 258         | 244         | 20           |
| The bathrooms in the terminals<br>are clean and well maintained | Imp. (4-5)    | 95%   | 97%          | 92%         | 97%         | 94%         | 94%         | 95%         | 100%        | 97%         | 97%         | 91%         | 82%          |
|   | Sat. (4-5)    | 55%   | 40%          | 38%         | 78%         | 67%         | 71%         | 73%         | 52%         | 85%         | 75%         | 49%         | 45%          |
|   | Dissat. (1-2) | 21%   | 29%          | 41%         | 11%         | 12%         | 2%          | 5%          | 24%         | 0%          | 8%          | 17%         | 18%          |
| 2014  | Dissat.       | 21%   | 32%          | 28%         | 12%         | 15%         | 5%          | 11%         | 6%          | 4%          | 8%          | 17%         | 8%           |
| Change  | Dissat.       | --    | -3           | +13         | -1          | -3          | -3          | -6          | +18*        | -4          | --          | --          | +10*         |

| Top 5 Unsatisfactory Terminals |     |
|--------------------------------|-----|
| Seattle                        | 80% |
| Bremerton                      | 7%  |
| Bainbridge                     | 4%  |
| Mukilteo                       | 4%  |
| Anacortes                      | 3%  |

| Example of Verbatim Complaints – (complete sorted verbatims in separate document)  |
|--|
| <b>Seattle</b> - Seattle bathrooms are not clean and street people are living in there   |
| <b>Seattle</b> - I try to never use them, they are scary, dark, and I'm afraid of how unsanitary they are.   |
| <b>Seattle</b> - Even on non-rainy days there seems to be problems with puddles on the floor, stall doors aren't always easy to close or, alternately, are hard to keep closed when in use |
| <b>Seattle</b> - Dirt. empty product dispensers (toilet paper, paper towels, soap) filthy walls, toilets. cold water from faucets.   |
| <b>Seattle</b> - Bathroom smells of urine, toilet paper on floors. Smell is HORRIBLE! I would rather pee myself than use those bathrooms. I always wait to get onto ferry to use restroom  |
| <b>Seattle</b> - Always homeless/heroine junkies in the bathrooms bathing or just occupying stalls for extended periods of time.   |
| <b>Bremerton</b> - The restrooms are disgusting and smell foul always.   |
| <b>Bainbridge</b> - The toilets were dirty, there were no seat covers, no towels to dry with, or the dryers were not working. There was water standing on the floor.                       |

Attribute Key Code - 4

# Sailing Schedule Coordinated w/Transit



*Dissatisfaction is highest for Anacortes/San Juan Island (27%) and Fauntleroy/Vashon (23%).*

| Ratings on a 5 point scale<br>(1=low, 5=high)   |               | TOTAL | SEA/<br>BAIN | SEA/<br>BRE | PTD/<br>TAH | EDM/<br>KIN | FAU/<br>VAS | FAU/<br>SOU | SOU/<br>VAS | PTT/<br>COU | MUK/<br>CLI | ANA/<br>SJI | INTER<br>SJI |
|---|---------------|-------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| Respondents   |               | 1368  | 442          | 148         | 25          | 148         | 106         | 45          | 8           | 37          | 236         | 149         | 24           |
| WSF sailing schedule is<br>adequately coordinated with<br>transit services available at the<br>terminal | Imp. (4-5)    | 70%   | 70%          | 76%         | 77%         | 59%         | 84%         | 79%         | 90%         | 64%         | 72%         | 61%         | 56%          |
|   | Sat. (4-5)    | 45%   | 47%          | 46%         | 36%         | 32%         | 43%         | 65%         | 54%         | 58%         | 56%         | 24%         | 11%          |
|   | Dissat. (1-2) | 14%   | 13%          | 16%         | 19%         | 19%         | 23%         | 10%         | 0%          | 14%         | 7%          | 27%         | 11%          |
| 2014  | Dissat.       | 14%   | 12%          | 13%         | 23%         | 15%         | 20%         | 22%         | 13%         | 12%         | 9%          | 26%         | 30%          |
| Change  | Dissat.       | --    | +1           | +3          | -4          | +4          | +3          | -12         | -13         | +2          | -2          | +1          | -19          |

| Top 5 Unsatisfactory Terminals |     | Example of Verbatim Complaints – (complete sorted verbatims in separate document)  |
|--------------------------------|-----|--|
| Seattle                        | 50% | <b>Seattle</b> - I had no idea where to get a metro bus with the construction and WSF staff had no idea and no interest what-so-ever |
| Edmonds                        | 14% | <b>Seattle</b> - it is difficult to make connecting buses as the ferry arrival can vary 5-10 minutes late or early                   |
| Bremerton                      | 8%  | <b>Seattle</b> - Schedule is not in sync with bus services on either side  |
| Bainbridge                     | 7%  | <b>Seattle</b> - The ferries continually run late. Late night mass transit at both Seattle and Bainbridge is sorely lacking.         |
| Fauntleroy                     | 7%  | <b>Edmonds</b> - ferry was late arriving and all trains and busses had left with out me  |
|                                |     | <b>Edmonds</b> - Lack of options throughout the day, especially on trains. Seems to work ok for commuters.                           |
|                                |     | <b>Bremerton</b> - On the Bremerton side they aren't there... on the Seattle side I have to hustle just to get to them               |

Attribute Key Code - 5

# Adequate Parking Near Terminals



Dissatisfaction is highest for Fautleroy/Vashon (46%) and Mukilteo/Clinton (45%), followed by Pt. Defiance/Tahlequah (32%; n=25) and Coupeville/Pt. Townsend (30%; n=37).

| Ratings on a 5 point scale (1=low, 5=high)   |               | TOTAL | SEA/ BAIN | SEA/ BRE | PTD/ TAH | EDM/ KIN | FAU/ VAS | FAU/ SOU | SOU/ VAS | PTT/ COU | MUK/ CLI | ANA/ SJI | INTER SJI |
|--|---------------|-------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Respondents                                  |               | 1368  | 442       | 148      | 25       | 148      | 106      | 45       | 8        | 37       | 236      | 149      | 24        |
| There is adequate parking near the terminals | Imp. (4-5)    | 76%   | 69%       | 66%      | 84%      | 88%      | 81%      | 80%      | 51%      | 80%      | 88%      | 79%      | 78%       |
|  | Sat. (4-5)    | 42%   | 42%       | 48%      | 36%      | 45%      | 27%      | 51%      | 65%      | 46%      | 28%      | 50%      | 44%       |
|  | Dissat. (1-2) | 25%   | 18%       | 22%      | 32%      | 25%      | 46%      | 25%      | --       | 30%      | 45%      | 15%      | 22%       |
| 2014   | Dissat.       | 26%   | 20%       | 19%      | 27%      | 20%      | 46%      | 27%      | 6%       | 20%      | 47%      | 12%      | 20%       |
| Change                                       | Dissat.       | -1    | -2        | +3       | +5*      | +5       | --       | -2       | -6       | +10*     | -2       | +3       | +3        |

| Top 5 Unsatisfactory Terminals |     |
|--------------------------------|-----|
| Seattle                        | 33% |
| Mukilteo                       | 22% |
| Bainbridge                     | 19% |
| Clinton                        | 11% |
| Edmonds                        | 11% |

## Example of Verbatim Complaints – (complete sorted verbatims in separate document)

**Seattle** - Parking is very limited and cost at many are too high for many riders (difference between passenger fare and parking often is too close to cost of driving over)

**Seattle** - Not clear at all where I can park around the ferry terminal and for how long.

**Seattle** - There is no parking on the Seattle side. The cost of parking on the Bainbridge side incentivizes driving on, especially with Metro's high fares.

**Mukilteo** - There is almost no overnight parking. We need a monthly parking lot like we had at Rosehill Community Center before it went away.

**Mukilteo** - There is basically no parking in Mukilteo for my friends that want to park there and come and visit Whidbey.

**Bainbridge** - Little or not enough parking. Predatory parking enforcement in Bremerton.

**Bainbridge** - lots were full, lines at the pay to park area on Bainbridge non commuter passengers not able to navigate how to pay. Perhaps a pay to park phone app so people can pay while on ferry

**Clinton** - No place to park and if you do you get a ticket

Attribute Key Code - 6

# Vehicle Loading Crews Provide Clear Directions



Dissatisfaction is highest for San Juan interisland (29; n=37), Fauntleroy/Vashon (22%), and Fauntleroy/Southworth (22%).

| Ratings on a 5 point scale (1=low, 5=high)                        |               | TOTAL | SEA/BAIN | SEA/BRE | PTD/TAH | EDM/KIN | FAU/VAS | FAU/SOU | SOU/VAS | PTT/COU | MUK/CLI | ANA/SJI | INTER SJI |
|---|---------------|-------|----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------|
| Respondents   |               | 2130  | 442      | 133     | 53      | 259     | 192     | 81      | 9       | 62      | 443     | 419     | 37        |
| WSF vehicle loading crews provide clear directions / hand signals | Imp. (4-5)    | 95%   | 93%      | 93%     | 96%     | 97%     | 96%     | 99%     | 100%    | 98%     | 95%     | 95%     | 100%      |
|   | Sat. (4-5)    | 61%   | 64%      | 65%     | 49%     | 69%     | 46%     | 59%     | 41%     | 77%     | 56%     | 52%     | 57%       |
|   | Dissat. (1-2) | 15%   | 13%      | 11%     | 13%     | 13%     | 22%     | 22%     | 12%     | 5%      | 18%     | 20%     | 29%       |
| 2014  | Dissat.       | 13%   | 8%       | 9%      | 11%     | 11%     | 18%     | 15%     | 11%     | 11%     | 19%     | 18%     | 29%       |
| Change  | Dissat.       | +2    | +5       | +2      | +2      | +2      | +4      | +7*     | +1      | -6      | -1      | +2      | --        |

| Top 5 Unsatisfactory Terminals |     |
|--------------------------------|-----|
| Seattle                        | 26% |
| Bainbridge                     | 20% |
| Mukilteo                       | 20% |
| Clinton                        | 15% |
| Edmonds                        | 15% |

| Example of Verbatim Complaints – (complete sorted verbatims in separate document)  |
|--|
| <b>Seattle</b> - the signals are clear enough, just not thorough enough -- they should really pack the boat to capacity.   |
| <b>Seattle</b> - Our family has a joke that ferry staff need to take special 'unclear hand gesture' classes. The instructions on the Vashon ferry (with complex loading and unloading) are particularly unclear and confusing if you're not a 'regular.' |
| <b>Seattle</b> - Lack of clear directions. Staff need to be close to the loading lanes and be very clear with hand directions. Loading between the pillars in Seattle is problematic, as the cars move those in back cannot see the ferry attendant.     |
| <b>Bainbridge</b> - Excessive waving/one hand doing one gesture and the other contradicting...   |
| <b>Bainbridge</b> - I think the loading crew get tired, but sometimes it's dangerous. They'll stand right in front of the car, then signal you to move forward. Well, you can't, because you'd run them over!  |
| <b>Mukilteo</b> - Mukilteo loading area is a disaster. it may eventually be fixed, but until then the workers need to be extra diligent and coordinated .  |

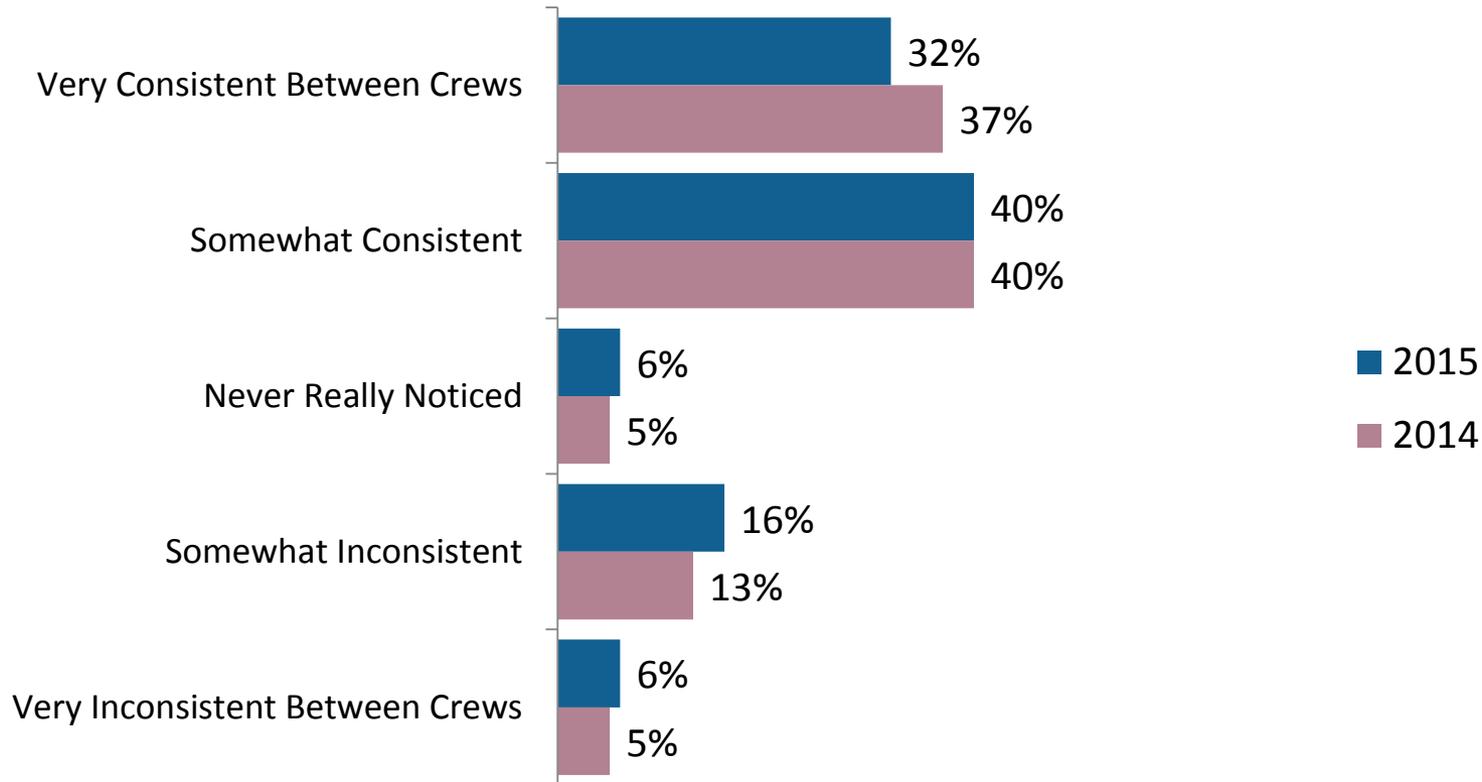
Attribute Key Code - 16

# Consistent Hand Signals/Directions



*Most riders (72%) say the loading/unloading crews hand signals/directions are consistent across crews. About one in five (22%) say they are not consistent.*

**Consistency of Hand Signals Asked Of Vehicle Drivers Only  
(n=2130 / 2956)**



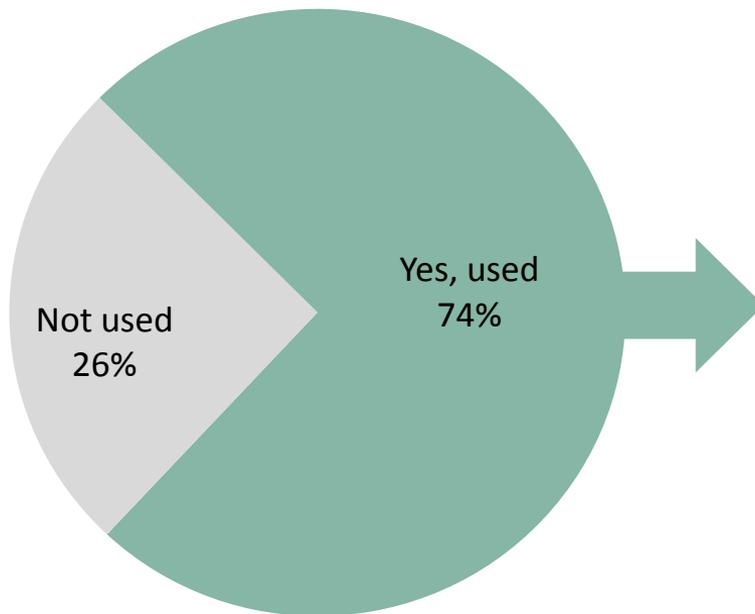
Q97. (ASKED OF VEHICLE DRIVERS ONLY) How would you rate the consistency of the vehicle loading/unloading hand signals/directions you get from the different ferry/dock crews?

# Using WSF Website

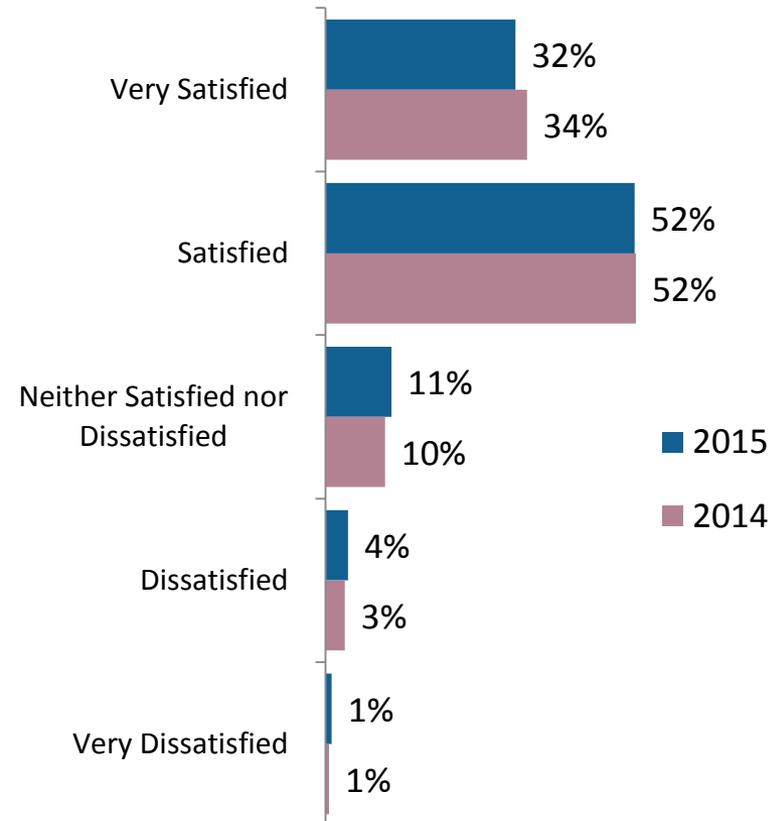


Three-fourths of riders (74%) have used the WSF website and most (84%) continue to say they are satisfied with their experience.

### Used WSF Website



### Experience Using Website (n=1,910 / 2,636)



Q133. During the Winter Schedule period (January 12th – April 5th 2014), have you for any reason used the WSF website?

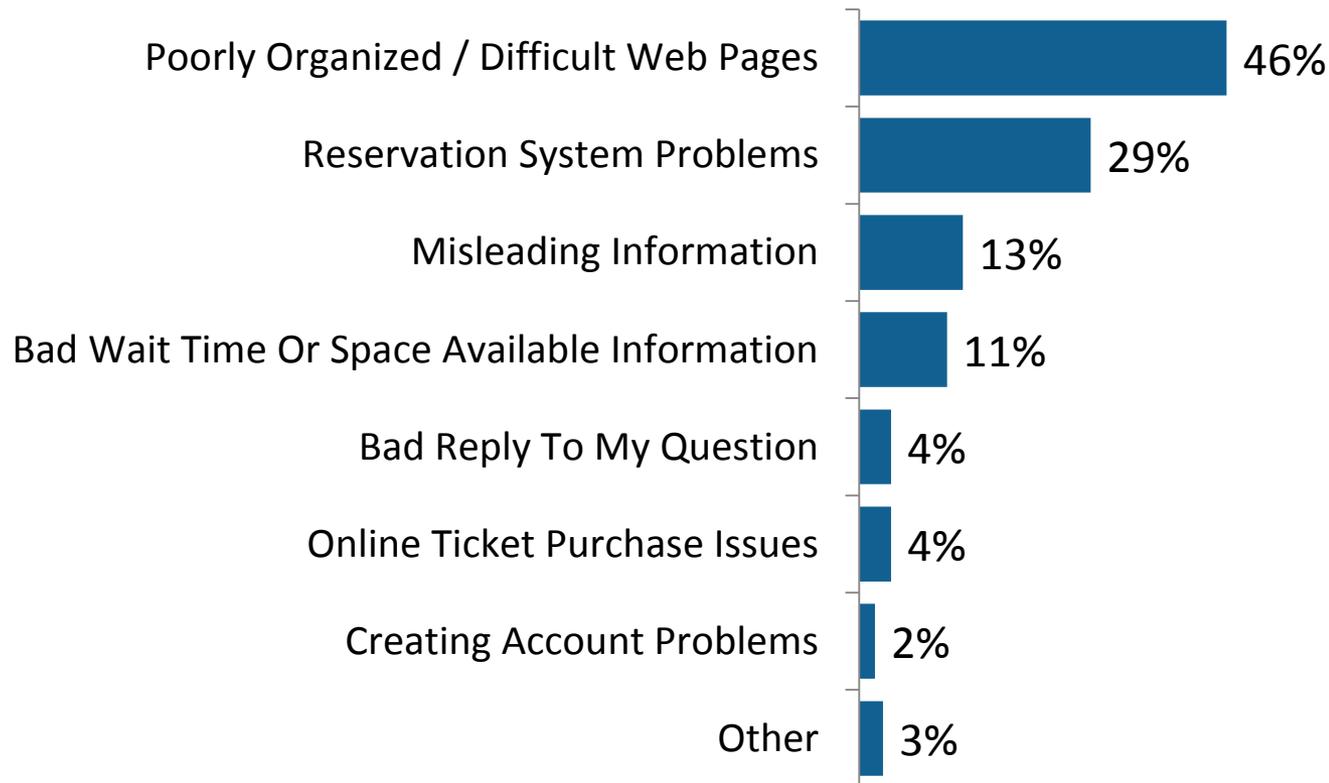
Q134. How satisfied were you with your experience using the WSF website? (n=1910/2636)

# Reasons for Dissatisfaction with Website



*Among the 5% of riders who are dissatisfied with the website, the top reasons given are that the web pages are poorly organized or difficult (46%) and they have problems with the reservation system (29%).*

**Reasons for Being Dissatisfied With WSF Website  
(n=124)**



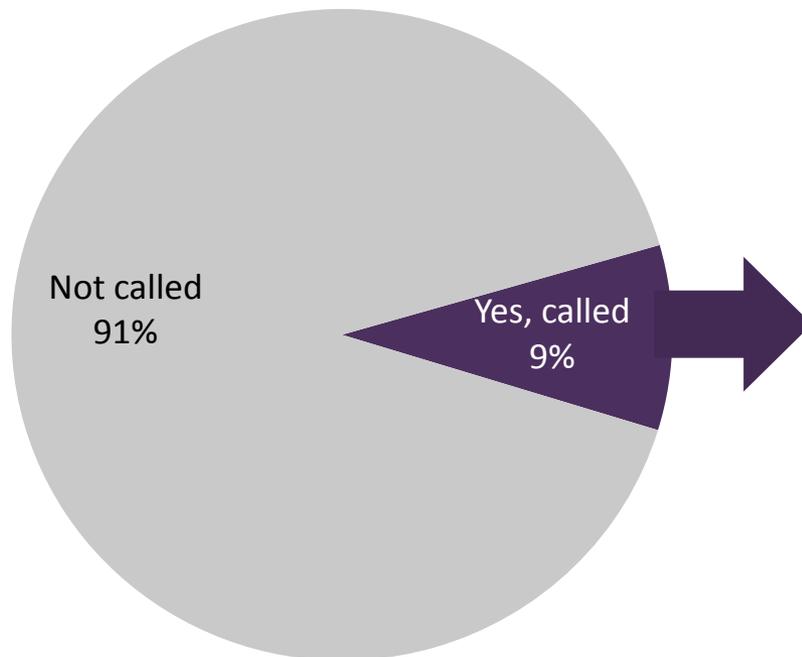
Q135. (ASKED OF DISSATISFIED WEB USERS ONLY) What specifically about your experience with the WSF website made you dissatisfied?

# Calling WSF Customer Service by Phone

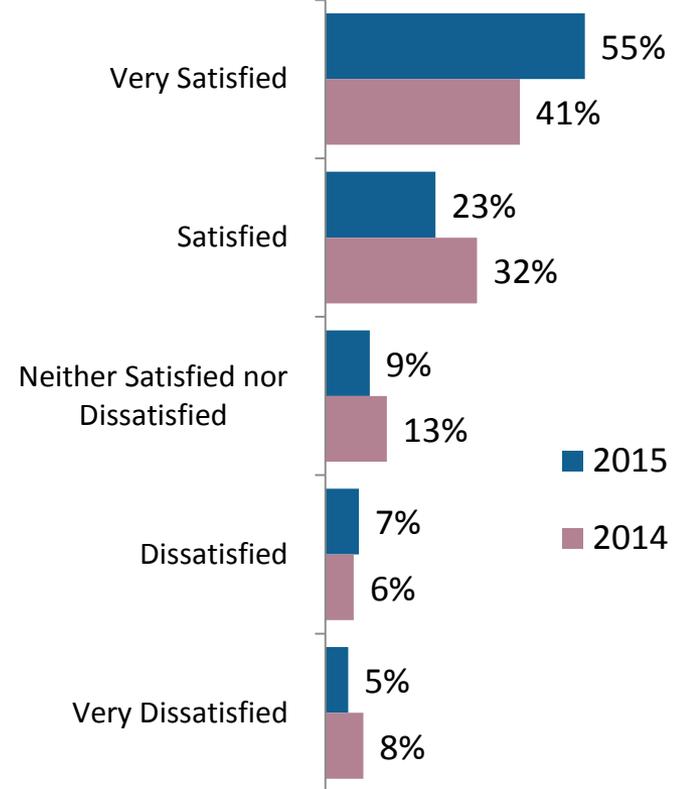


Only one-in-ten (9%) riders have contacted WSF customer service by phone and most (78%) are satisfied with their experience. Intensity of satisfaction has increased by 14 points since 2014.

## Called WSF Customer Service



## Experience Calling WSF (n=332 / 268)



Q136. During the Winter Schedule period (January 12<sup>th</sup> – April 5<sup>th</sup> 2014), have you for any reason called WSF Customer Service by phone?

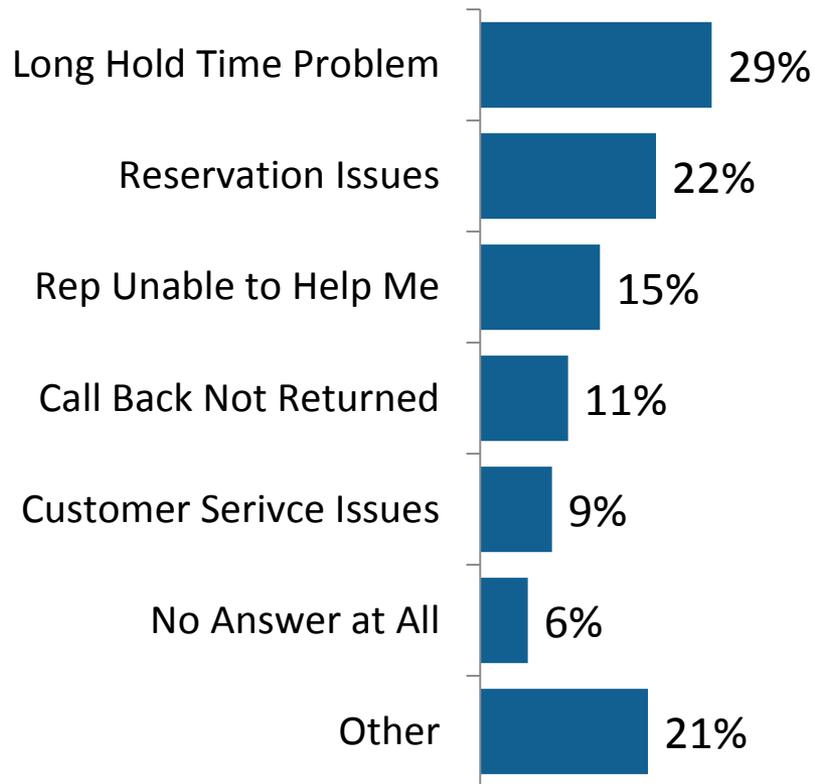
Q137. How satisfied were you with your experience calling the WSF by phone? (n=332 / 268)

# Reasons for Dissatisfaction w/ Customer Service



*Among the 12% who are dissatisfied with phone customer service, three in ten (29%) mentioned the long hold times, and 22% mentioned reservation issues.*

**Reasons for Being Dissatisfied With WSF Customer Service by Phone  
(n=45)**



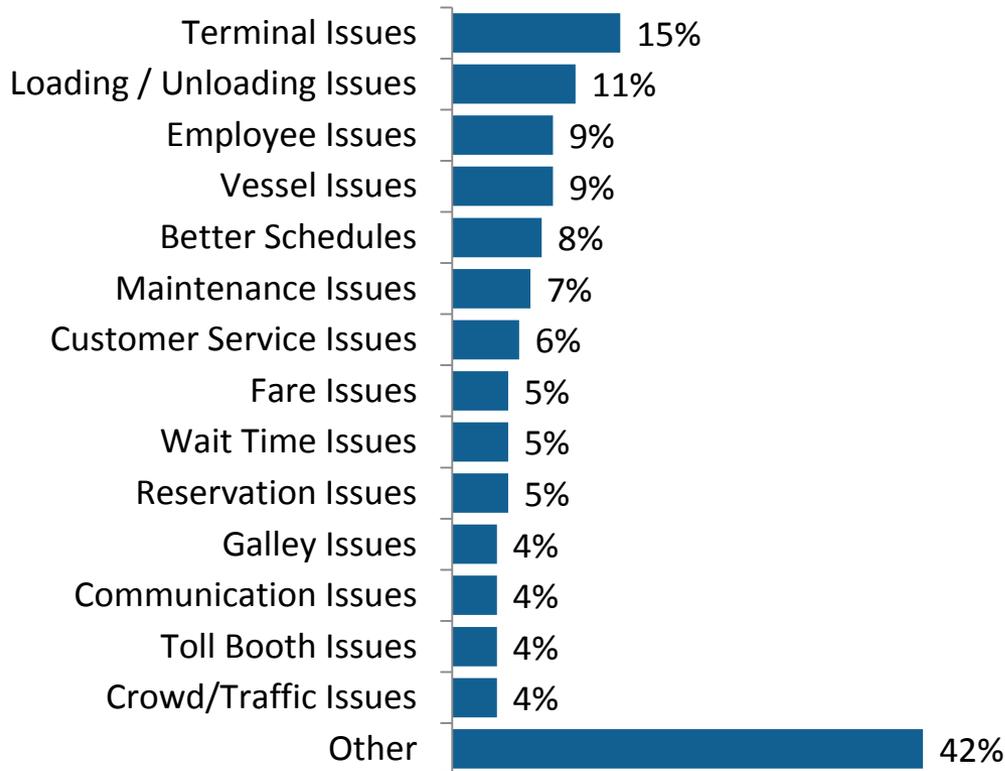
Q138. (ASKED OF DISSATISFIED PHONE USERS ONLY) What specifically about your experience calling WSF by phone made you dissatisfied?

# Suggestions for Improving Service Quality



*About three quarters of respondents (74%) offered suggestion for improving WSF service quality, but no one issue dominates the recommendations. About one in seven (15%) mention issues around fixing terminals and about one in ten mention improving loading/unloading issues, employee issues, and vessel issues.*

## Suggestions beyond lowering fares to improved WSF service quality (n=1,838)



Q139. Beyond lowering fares, what other suggestions might you give WSF and state decision makers that would improve or strengthen the quality of service being provided?

# Verbatim Table of Contents



| Table of Contents  |      |
|--|------|
| Question   | Page |
| Q26/27. You rated your satisfaction with Terminals are clean and well maintained low. At which terminal(s) did you experience this unsatisfactory service level? What specific conditions made you dissatisfied? Please be as specific as possible.                                  | D3   |
| Q28/29. You rated your satisfaction with Terminals are comfortable low. At which terminal(s) did you experience this unsatisfactory service level? What specific conditions made you dissatisfied? Please be as specific as possible.  | D7   |
| Q30/30a. You rated your satisfaction with terminal staff are helpful, competent and knowledgeable low. At which terminal(s) did you experience this unsatisfactory service level? What specific conditions made you dissatisfied? Please be as specific as possible.                 | D17  |
| Q31/31a. You rated your satisfaction with terminal bathrooms are clean and well maintained low. At which terminal(s) did you experience this unsatisfactory service level? What specific conditions made you dissatisfied? Please be as specific as possible.                        | D23  |
| Q34. What specifically about your experience with the WSF terminal staff member made you dissatisfied? Please be as specific as possible.  | D33  |
| Q46/47. You rated your satisfaction with WSF sailing schedule is adequately coordinated with transit services available at the terminal low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be as specific as possible. | D36  |
| Q48/49. You rated your satisfaction with Adequate parking near the terminals low. At which terminal(s) did you experience this unsatisfactory parking level? Why are you dissatisfied? Please be as specific as possible.  | D45  |
| Q50/51. You rated your satisfaction with WSF provides easy loading and unloading for walk-on passengers low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be as specific as possible.                                 | D60  |
| Q52/53. You rated your satisfaction with WSF walk-on passenger loading procedures are efficient low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be as specific as possible.   | D68  |
| Q54/55. You rated your satisfaction with WSF walk-on passenger unloading procedures are efficient low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be as specific as possible.                                       | D73  |
| Q63/64. You rated your satisfaction with WSF toll booth staff is friendly, courteous and polite low. At which terminal(s) did you experience this unsatisfactory service level? What specific behaviors made you dissatisfied? Please be as specific as possible.                    | D79  |
| Q65/66. You rated your satisfaction with WSF makes buying tickets easy and quick low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be as specific as possible.  | D84  |
| Q67/68. You rated your satisfaction with WSF efficiently processes vehicles through ticket lanes low. At which terminal(s) did you experience this unsatisfactory service level? Why are you dissatisfied? Please be as specific as possible.  | D91  |

# Verbatim Examples



| Terminals  | Q83/84. You rated your satisfaction with WSF vehicle loading crews provide clear directions and/or hand signals low. At which terminal(s) did you experience this unsatisfactory service level? What specific behaviors made you dissatisfied? Please be as specific as possible. |
|------------|---|
| Anacortes  | The hand signals given are not always clear. Some of the loading crew expect you to be a mind reader as to where they want you. Some are overly assertive as to their directions and if you don't load exactly as they describe they have an extreme attitude                     |
| Anacortes  | the second crew member directing cars on the ferry seemed not to grasp the intention of the hand signals she was using.   |
| Anacortes  | Their hand signals are not normal and confusing. While they are motioning my husband and I are always saying to each other 'where, what do they want?'  |
| Anacortes  | There have been times in Anacortes where the hand signals are unclear and the ferry workers seem irritated with the car and drivers   |
| Anacortes  | they have run me into the car in front of me trying to get me that extra inch   |
| Anacortes  | They never seem to be able to direct parking.   |
| Anacortes  | they suck   |
| Anacortes  | they wave you forward 1 inch. They point to some imaginary lane then get pissed when you don't understand what they are doing. I have ridden these boats for 40 years and so it isn't like I am clueless.   |
| Anacortes  | they would point where they wanted you to go, and stand in the way, then on the other hand they would insistently wave toward where they wanted you to go if you did not turn instantly, no matter what was in the way.   |
| Anacortes  | They yell parking instructions, and don't care if you are able to get out of your vehicle. I have been unable to open my vehicle door wide enough to exit on two occasions during the winter schedule.  |
| Anacortes  | TOO CASUAL. Under trained.  |
| Anacortes  | Un clear and impatient  |
| Anacortes  | unclear signals, erratic directions. Tell you to come faster than lament you go too fast. Most ferry people are wonderful, a few, seem uninterested.  |
| Anacortes  | unclear, slow. Only Wayne is very good.   |
| Anacortes  | Vague hand signals and instructions   |
| Anacortes  | Vague or confusing hand gestures, followed up with clear frustration or outright anger that their communication wasn't understood or followed- and I'm a regular ferry traveler. Even more obvious when you watch interactions with new or infrequent ferry use                   |
| Anacortes  | very unclear hand signals and not common ones used with every employee.....one person signals to do not match another's....it is very confusing....then if they yell at you, one cannot hear their directions through closed windows....cannot open the windows                   |
| Anacortes  | When they do give you a signal they always do it in a way that appears they are angry.  |
| Anacortes  | Witness on many occasions people hitting vehicles in front of them because no clear direction. Attendant had already moved on.  |
| Bainbridge | again.... iffy  |
| Bainbridge | Ambiguous directions by crew.   |
| Bainbridge | crew needs to make more obvious hand signals  |
| Bainbridge | Crew not clear with hand signals and become irritated if we do not understand what they mean, seem unfriendly, as if we are imposing on their day.  |