Washington State Transportation Commission

Ferry Riders Opinion Group (FROG) Survey Panel

June 2018 WSF Reservation Survey

Final Report

Washington State Transportation Commission

Research Assurance LLC

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Methodology

- Online Survey of Washington State Ferry Riders Opinion Group (FROG) survey panel.
- A total of 4,988 surveys were completed in July 2018 (July 9 – August 3, 2018).
- Data was weighted by route according to the June 2018 WSF traffic report, based on the last trip taken.
- Total & sub-group sample sizes and definitions:

Sample	Graph Name	Definition
4,988	Total	Total number of completed surveys system-wide
1,610	SJ Riders	Riders that used the San Juan / Inter-Island routes last
64	BC Riders	Riders that used the Sidney BC route last
278	PT Riders	Riders that used the Port Townsend – Coupeville route last
955	Full Time SJ	Full time SJ Island residents that used SJ routes last
468	SJ Island	Permanent residents of San Juan Island
348	Orcas Island	Permanent residents of Orcas Island
181	Lopez	Permanent residents of Lopez Island
418	Dissatisfied Users	Reservation users that are dissatisfied with the system
2,611	Satisfied Users	Reservation users that are satisfied with the system
1,952	Res Routes	Riders who last used one of the three reservation routes
3,035	Non-Res Routes	Riders who last used a non-reservation route

Methodology - Definition of Terms

The following abbreviations are used throughout this report:

Abbreviation	Full Text
• SJ Riders	San Juan Riders that used the San Juan / Inter-Island routes last
• BC Riders	Anacortes – Sidney BC Riders that used the Sidney BC route last
• PT Riders	Port Townsend – Coupeville Riders that used the PT – Coupeville route last
• Full Time SJ	Full time SJ Island residents that used SJ routes last
• SJ Island	Permanent residents of San Juan Island
• Orcas Island	Permanent residents of Orcas Island
• Lopez Island	Permanent residents of Lopez Island
• Dissatisfied Users	Reservation users that are dissatisfied with the system
• Satisfied Users	Reservation users that are satisfied with the system
• Reservation Routes	Riders who last used one of the three current reservation routes: - Anacortes – San Juan Islands [including inter-island] - Anacortes–Sidney BC - Port Townsend-Coupeville
• Non-Reservation Routes	Riders who last used one of the eight potential reservation routes: - Seattle / Bainbridge - Seattle / Bremerton - Edmonds / Kingston - Fauntleroy / Vashon - Fauntleroy / Southworth - Southworth / Vashon - Point Defiance / Tahlequah - Mukilteo / Clinton

Executive Summary

MAKING A RESERVATION:

- Fifty-five percent (55%) of those interviewed in 2018 have used the WSF reservation system, and of that group, 5% of the 55% "tried" to use WSF's reservation system.
  - The percentage that have used WSF with problems completing the reservation is 11% and this percentage has not change since 2016.
- Similar to 2016, approximately 85% of those who used the reservation system had no problems completing their reservation.
  - The vast majority of these made their reservations recently (April – July '18) via the web (92%).
- The highest concentration of reservation completion problems were with recent riders in the San Juan Islands (17%).
  - Orcas residents (25%) reported reservation completion problems more so than San Juan (16%) or Lopez (13%) Island residents.
- Of the 440 riders who had reservation completion problems, the most cited reason was "Website Difficulty/Usability" issues (25%, down from 33% in July 2016) and "Reservation System Crashed/Dropped Me" (20%, up from 9% in 2016).
  - "Boat Desired Was Unavailable is at 15%, down from 18% in 2016 and 25% in 2015.
  - 39% of those reporting a problem have made a new reservation since the problem.

Executive Summary

SATISFACTION WITH THE RESERVATION PROGRAM:

- The majority of the 3,270 reservation system users (79%) are satisfied with the system, with 11% being dissatisfied. This is similar to 2016 (79% Satisfied / 13% dissatisfied) but an improvement over 2015 (67% satisfied / 21% dissatisfied).
  - The percentage of very satisfied reservation users (49%) continues to be ten times as large as the percentage of very dissatisfied users (5%).
  - Broken out by last route used, the survey finds the riders on the Anacortes - Sidney (11%) and Port Townsend – Coupeville (9%) routes less dissatisfied with the reservation system than those who last used the Anacortes – San Juan Islands route (16%).
  - Broken out by San Juan County residency, riders living on Orcas (21%) are the most dissatisfied followed by San Juan Island (19%) and Orcas (16%).
  - Similar to 2016 and 2015, completing or not completing their reservation with a problem does not appear to drive dissatisfaction as 49% of those dissatisfied with the reservation system had no problems completing their reservation(s). In contrast 95% of those satisfied with the reservation system had no problems.
- The Website's Ease of Use (56%) is most often cited as the reason for their satisfaction with reservations.
  - "Ease Of Website Use" is followed by the "Reservation Program Works Well" (21%) and "Can Make Before I Go" (14%) and Assurance / Confirmation Of A Space On The Boat" (11%) as the specific parts they were satisfied with.
  - Reasons for satisfaction given by riders who last used the San Juan Islands route included "Ease of Website Use" (45%) and "Reservation Program Works Well (19%). Last riders on Port Townsend said "Ease of Website Use" (58%) more so than last riders of the San Juan Island routes (45%).

Executive Summary

- Of the 418 riders who are dissatisfied, the most cited: “Reservations are Hard to Use” (30%) and “Program is Frustrating” (22%) followed by “Favors Tourists Over Locals” (15%).
  - The most often mentioned change is to “Make Reservation Program Functionality Better” (28%) and “Give Priority To Locals (12%). Eleven percent (11%) of the dissatisfied say to “Kill The Reservation Program.”
  - Full time San Juan residents’ most often mentioned change is to “Give Priority To Locals (32%) followed by “Make Reservation Program Functionality Better” (19%) and “Kill The Reservation Program (13%).

REASONABLENESS OF WSF RESERVATION PROGRAM:

- Everyone was given the description of the current WSF reservation system and asked if it seemed reasonable to them. A majority (81%, up from 78% in 2016 and 69% in 2015) said it did seem reasonable while 19% said it seemed unreasonable.
  - Based on last route taken, those taking the Anacortes – Sidney (94%) and Port Townsend – Coupeville (87%) see the program described as reasonable more so than those who last used the San Juan Islands routes (80%).
  - There is not much difference in perceived “unreasonableness” based on residency within the San Juan Islands. About one in four permanent residents of Orcas (28%), Lopez (27%) and San Juan (22%) islands feel the current program is unreasonable.
  - Interestingly, 61% of those dissatisfied with the reservation system say the current reservation program is reasonable.
- The most often mentioned reason for being unreasonable was the “Penalizes Locals” (29%) followed closely by “Allocation of Unreserved Space” (24%) and “Don’t Like Planning Ahead” (23%).

Executive Summary

PLANNING AHEAD FOR WSF TRAVEL:

- Comparably unchanged from 2016 and 2015, about one third (32%) of the 2,505 riders who have taken or are likely to take the Port Townsend-Coupeville route know their travel plans about one week in advance, followed by one day or less (24%) and two days (23%) in advance.
- Also unchanged from 2016 and 2015, 28% of the 2,850 riders who have taken or are likely to take the Anacortes-San Juan Islands route know their travel plans about one week in advance followed by about two weeks (22%).
  - Full time San Juan Island residents (14%) are 2 to 3 times as likely to say they only know one day or less before they need to take a ferry, than part time residents (5%) or visitors (7%).
- Again, similar to 2016 and 2015, 24% of the 1,231 riders who have taken or are likely to take the Anacortes-Sidney BC route know their travel plans about one week in advance, about two weeks in advance (25%), or about one month in advance (27%).

MULTIPLE RESERVATIONS:

- 3,270 reservation riders surveyed made an average of 6.8 reservations in the last year (6.9 in 2016).
  - Full time San Juan Island residents average more yearly reservations (21.5) than part time (16.4) or visitors (5.7).
- Almost half (47%) of the 2,578 riders who have used the WSF reservation system more than once have made multiple reservations for themselves for the same trip, doing so an average of once a month.
  - Full time (1.5 per month) and part time (1.4/month) residents book multiple reservations more per month than visitors (.9/month).

Executive Summary

NO-SHOW FEES:

- Just over half (55%) of the 3,270 riders said the no-show fees should be raised from the current $10 to $17 to cut down on multiple reservations.
  - Visitors to San Juan Islands (57%) are more likely to say increase the no-show fees than either part time residents (54%) or full time San Juan Islands residents (39%).

TERMINAL & PHONE STAFF SATISFACTION:

- Only 7% of the 3,270 riders who have used the reservation system are dissatisfied with the terminal staff's level of customer service.
  - Port Townsend (35%), Coupeville (34%) and Anacortes (32%) are equally mentioned as the problem terminal.
- 12% are dissatisfied with how the WSF phone staff handles reservation issues.
  - Full time San Juan residents (15%) are slightly more likely to be dissatisfied than part time residents (11%) or visitors (11%).

WORRY LEVEL OVER LOSING RESERVATION:

- 62% say it is either a "worry" or "large worry" to them to not make the tollbooth in time and thus lose their reservation, but only 10% actually have experienced not getting to the tollbooth on time.
  - Full time San Juan Islands residents worry more so (71%) than part time residents (64%) or visitors (62%). However, full time residents have actually missed sailings (18%) more often than part time residents (11%) or visitors (7%).
  - San Juan (74%) and Lopez Island (72%) residents worry slightly more than Orcas (67%) Island residents.

Executive Summary

LOPEZ/SHAW AND ORCAS/FRIDAY HARBOR EASTBOUND TRAVELS:

- 59% of the 618 riders who travelled to/from Lopez/Shaw islands said they would favor WSF offering Eastbound reservations.
  - 60% of those who travelled to/from Lopez/Shaw islands say they are negatively impacted on their eastbound travel for those islands.
- 61% of the 1,595 Orcas / Friday Harbor riders are negatively impacted on their eastbound travels.
  - Full time San Juan Islands residents are more negatively impacted (83%) than part time (72%) or visitors (49%).

ANACORTES/SIDNEY BC TRAVEL:

- The 1,231 riders who have taken or are likely to take the Anacortes / Sidney BC route feel the cost (at current fare levels) of the Anacortes/Sidney BC fare will be either about 10% to 25% (34%) or under 10% (28%) of their total trip cost.
  - The majority (66%) cited they would drive a 14-22 foot vehicle on.
- Riders who have taken or are likely to take the Anacortes / Sidney BC route were further asked if they would take the trip under the current fare structure or if fares were increased by 10% and 25%.
  - Five percent (5%) said they would “most likely not take the trip” even at the current fare levels.
  - Those saying “most likely not take the trip” increased about 2.5 times when fares increased by 10% (13% - Most likely will not take the trip) and 6.5 times when fares increased 25% (32% - Most likely will not).

Executive Summary

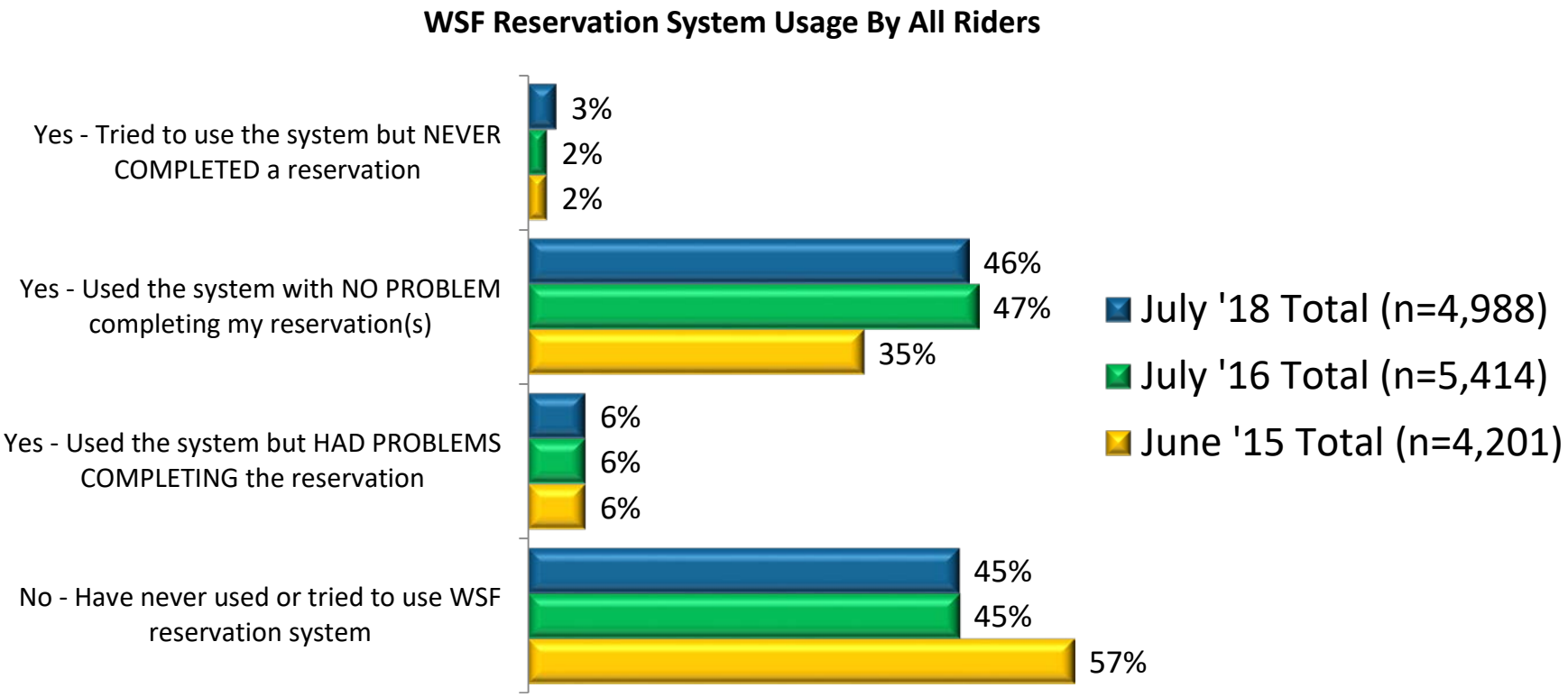
POTENTIAL CENTRAL PUGET SOUND RESERVATION PROGRAM:

- Only 6% of the 4,988 riders have not and will not take one of the potential reservation routes in the next two years.
  - Edmonds / Kingston (59%) and Seattle / Bainbridge (56%) are the highest cited routes for past/future usage followed by Seattle / Bremerton (36%) and Mukilteo / Clinton (33%).
- 36% would support, while 41% would oppose, WSF developing a reservation system for the Central Puget Sound routes.
  - Support and opposition is split similarly (34-39% support to 39-44% oppose) across all routes except those going to Vashon Island (23-28% support to 51-60% oppose) where support is much lower.
  - A considerable number of the verbatim comments given dealt with giving locals priority or leaving a lot of unreserved space for first come loading.
- When given three options for implementing central Puget Sound reservations, 33% selected only Friday afternoon through Sunday sailings (weekends only).
  - 20% would put reservations on all sailings while 18% didn't know which method was better.
  - 21% gave alternatives, a lot of which included "reservations will not work" and "don't do reservations at all."
- When given two release options for reservations, 38% selected the current tiered release program.
  - 23% did not know which was better and 21% gave alternative options.

Detailed Study Findings

Ever Used WSF Reservation System

Similar to 2016, fifty five percent (55%) of the FROG panel members responding to the 2018 survey have used or tried to use the WSF reservation system. Again, similar to 2016, approximately 85% of those who used the reservation system had no problems completing their reservation. Eleven percent (11%) that used the system had problems and 5% tried to use the system but never completed the reservation.

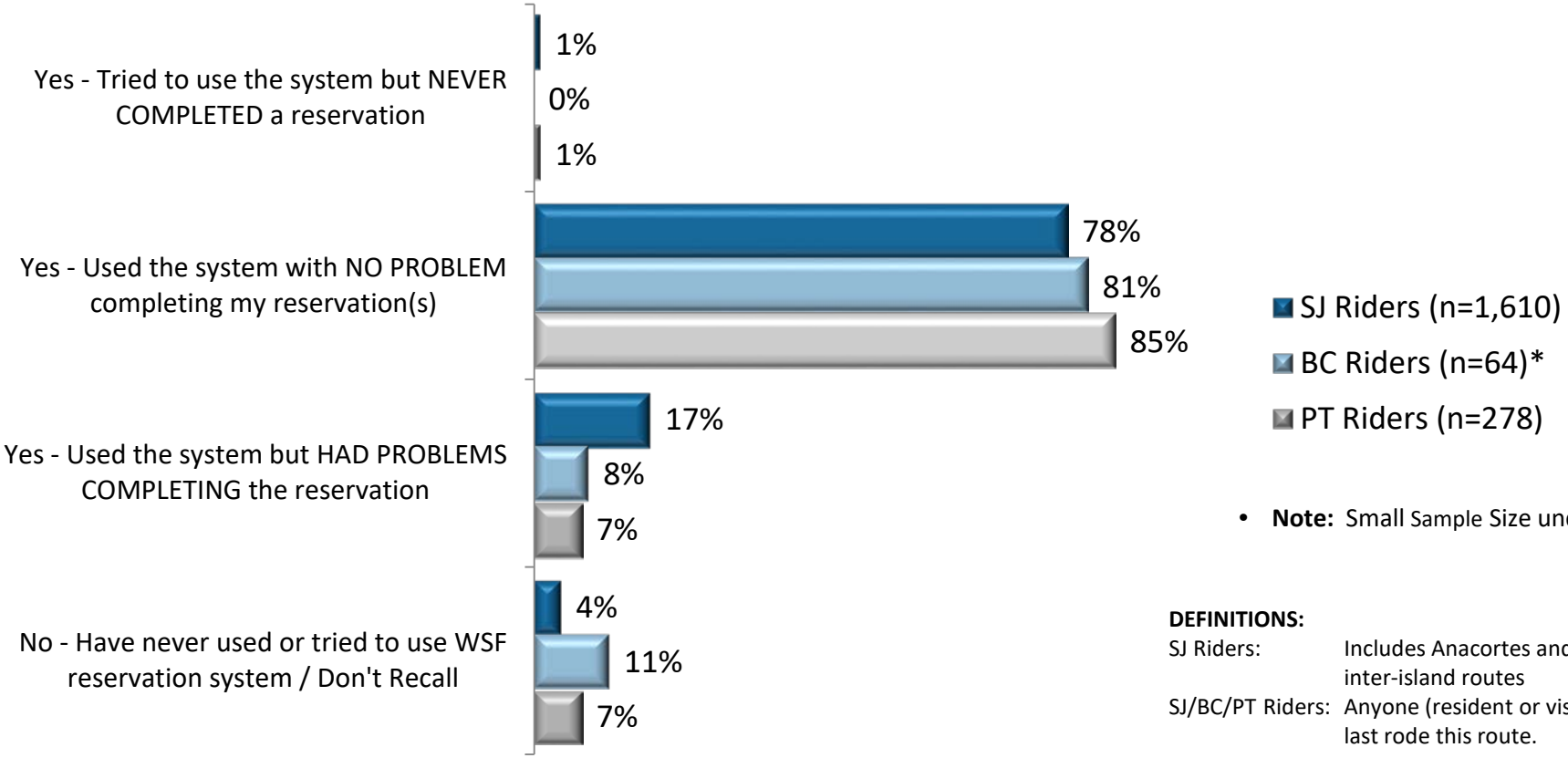


Q.4a Have you ever used or tried to use WSF web/phone reservation program?

Ever Used WSF Reservation System

The highest concentration of those having problems completing their reservation are riders in the San Juan Islands (17% in 2018, 19% in 2016).

WSF Reservation System Usage by Route



- **Note:** Small Sample Size under 150

DEFINITIONS:

SJ Riders: Includes Anacortes and inter-island routes

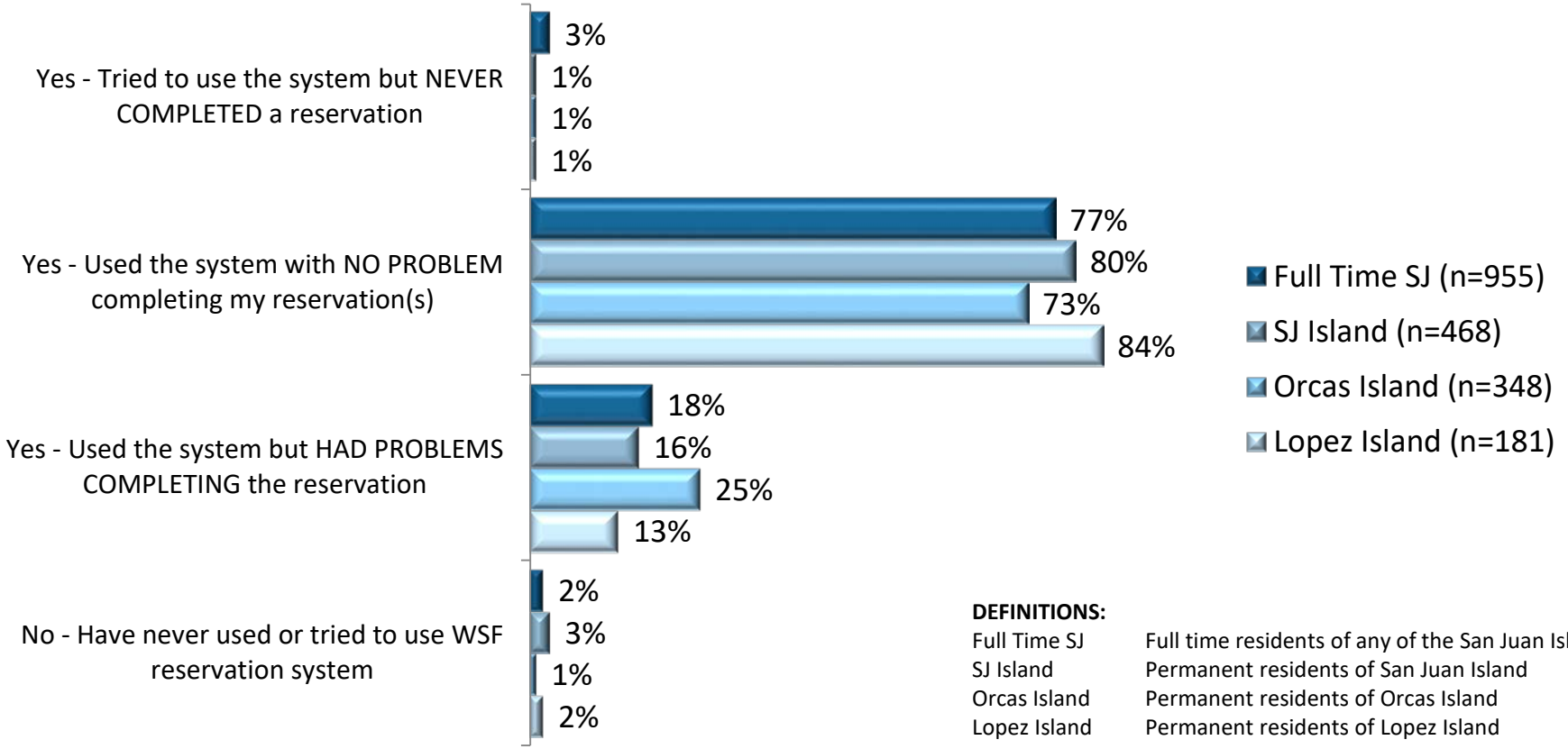
SJ/BC/PT Riders: Anyone (resident or visitor) that last rode this route.

Q.4a Have you ever used or tried to use WSF web/phone reservation program?

Ever Used WSF Reservation System

Residents of Orcas Island (25%) had a slightly higher concentration of problems completing their reservations than residents on either San Juan (16%) or Lopez (13%) islands.

San Juan Route Reservation System Usage By Full Time SJ Island Residents



DEFINITIONS:

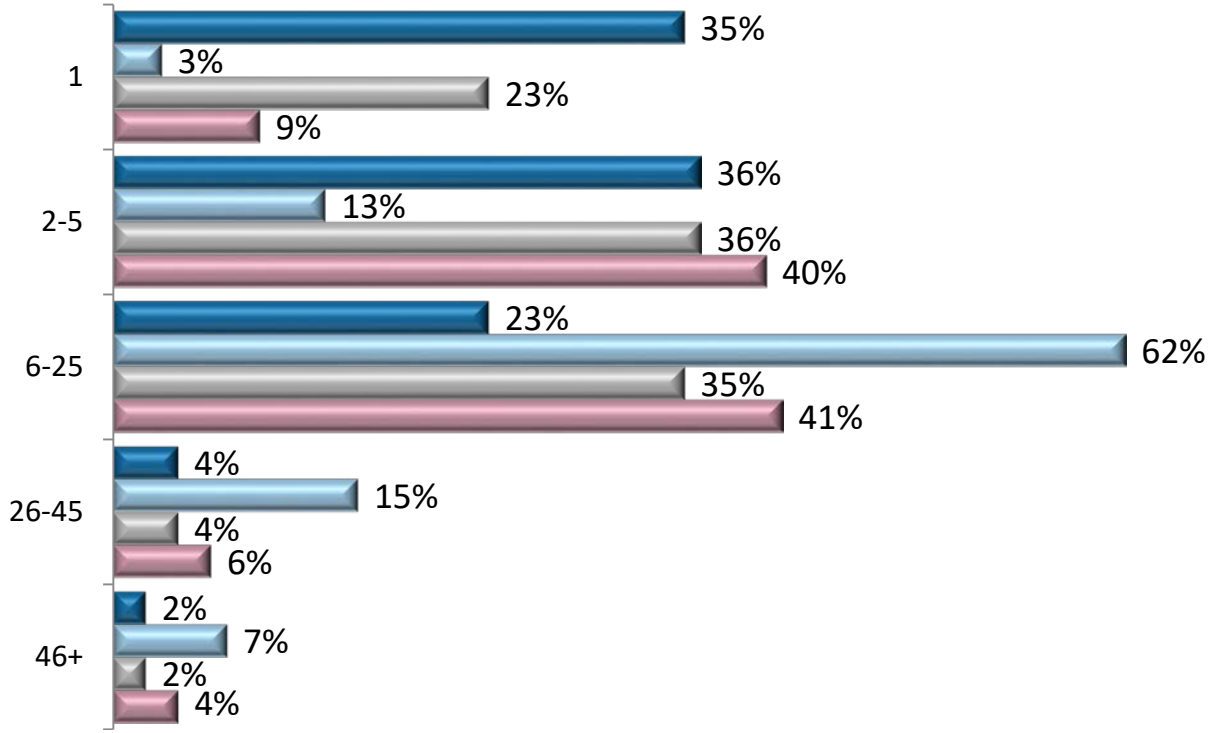
Full Time SJ	Full time residents of any of the San Juan Islands
SJ Island	Permanent residents of San Juan Island
Orcas Island	Permanent residents of Orcas Island
Lopez Island	Permanent residents of Lopez Island

Q.4a Have you ever used or tried to use WSF web/phone reservation program?

Number of Yearly Reservations

System-wide 3,270 respondents completed an average of 6.8 reservations in the last year. Those that used the San Juan Island routes last averaged 18.3 reservations per year compared to 10.5 for those that last used the Port Townsend route. Those living full time on San Juan (21.5), Orcas (21.2), and Lopez (21.8) all make more reservations on average than either system-wide (6.8) or San Juan visitors (5.7). Those dissatisfied with the reservation system made statistically more reservations (9.1) than those satisfied (6.9).

WSF Reservations Made In Last Year



- July '18 Total (n=3,270)
- SJ Riders (n=1,537)
- BC Riders (n=57)*
- PT/CV Riders (n=257)

- **Note:** Small Sample Size under 150

DEFINITIONS:

SJ Riders: Includes Anacortes and inter-island routes

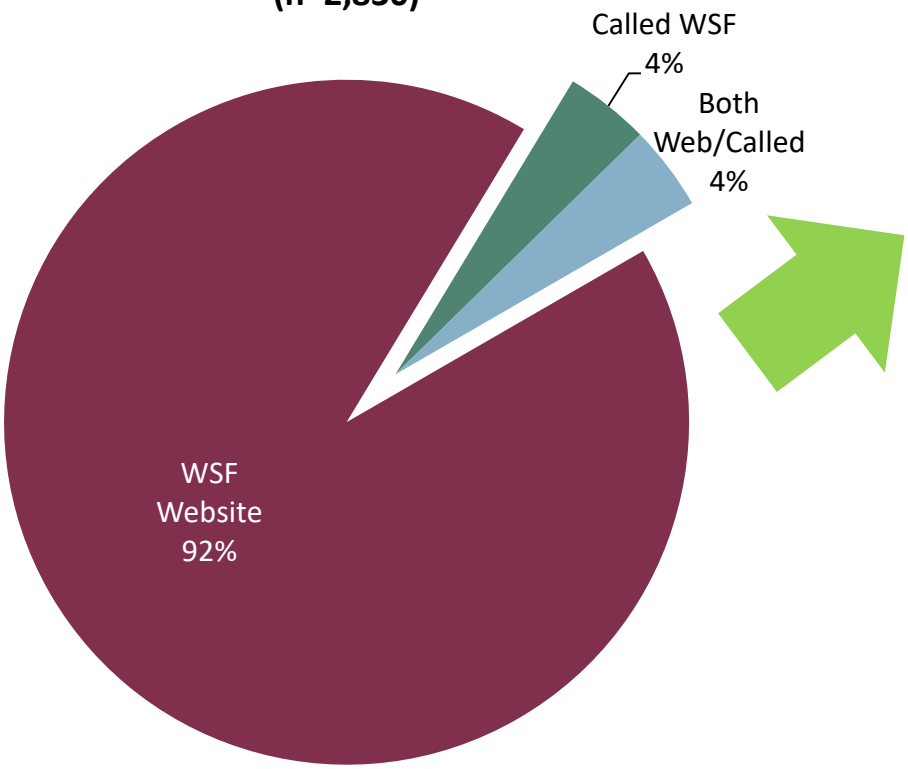
SJ/BC/PT Riders: Anyone (resident or visitor) that last rode this route.

Q.6d Approximately how many different reservations have you made in the last year?

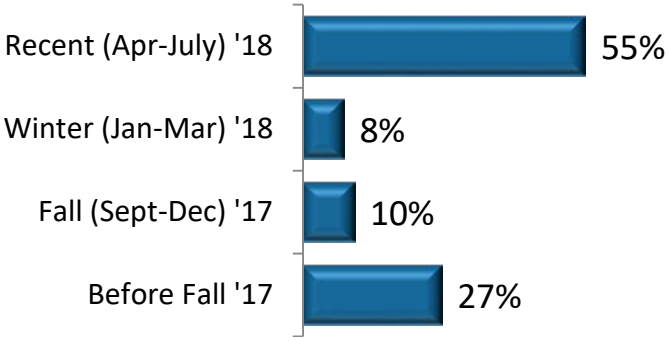
No Reservation Problems

Of the 2,830 riders that have had no problems making reservations, 92% used the WSF website and 4% called WSF, with the majority reporting this activity happened recently (55%).

Mode of Reservation Contact (n=2,830)



Reservation Contact Period (multiple mentions)

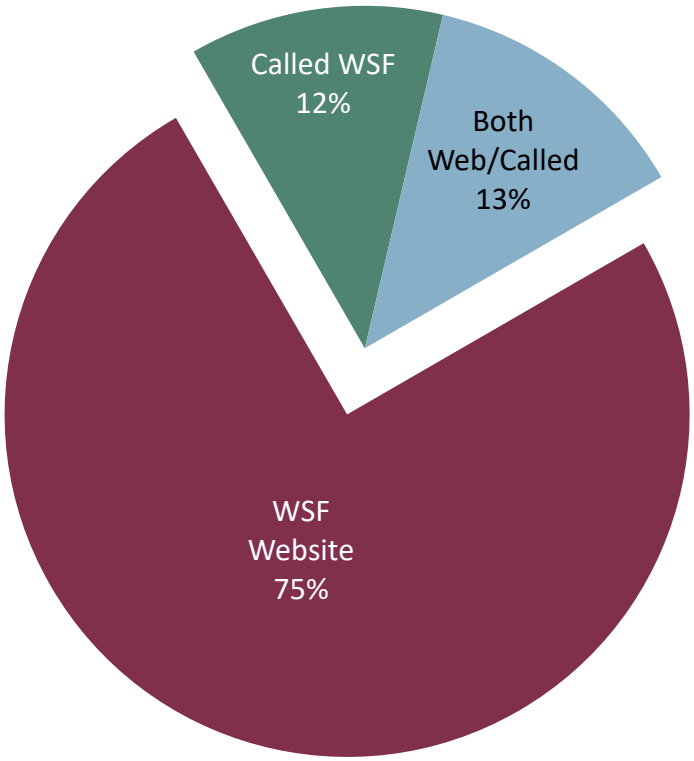


Q4a3a Your LAST reservation was in which month? Q4a3b Which of the following options (web or phone) did you use to complete your LAST reservation?

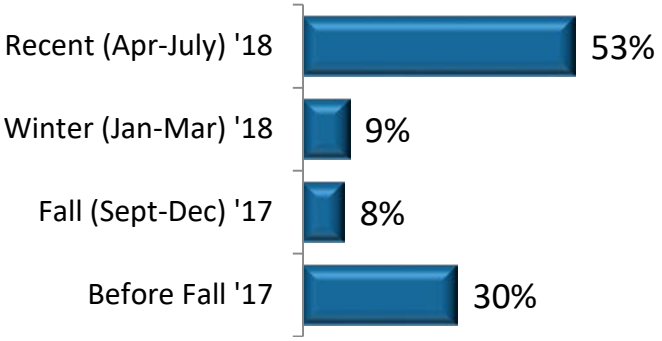
Had Reservation Problems - Failure Mode

Of the 440 riders that had problems using reservations, 75% used the WSF website and 12% called WSF, with the majority reporting this activity happened in the last four months (53%). The problem was reported as the last time they used reservations in 61% of the cases.

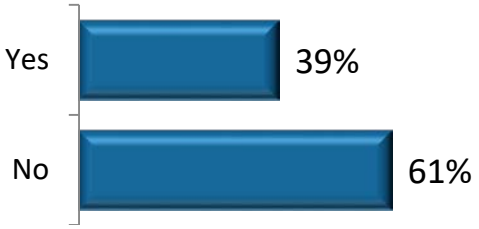
Mode of Reservation Contact (n=440)



Problem Reservation Contact Period (multiple mentions)



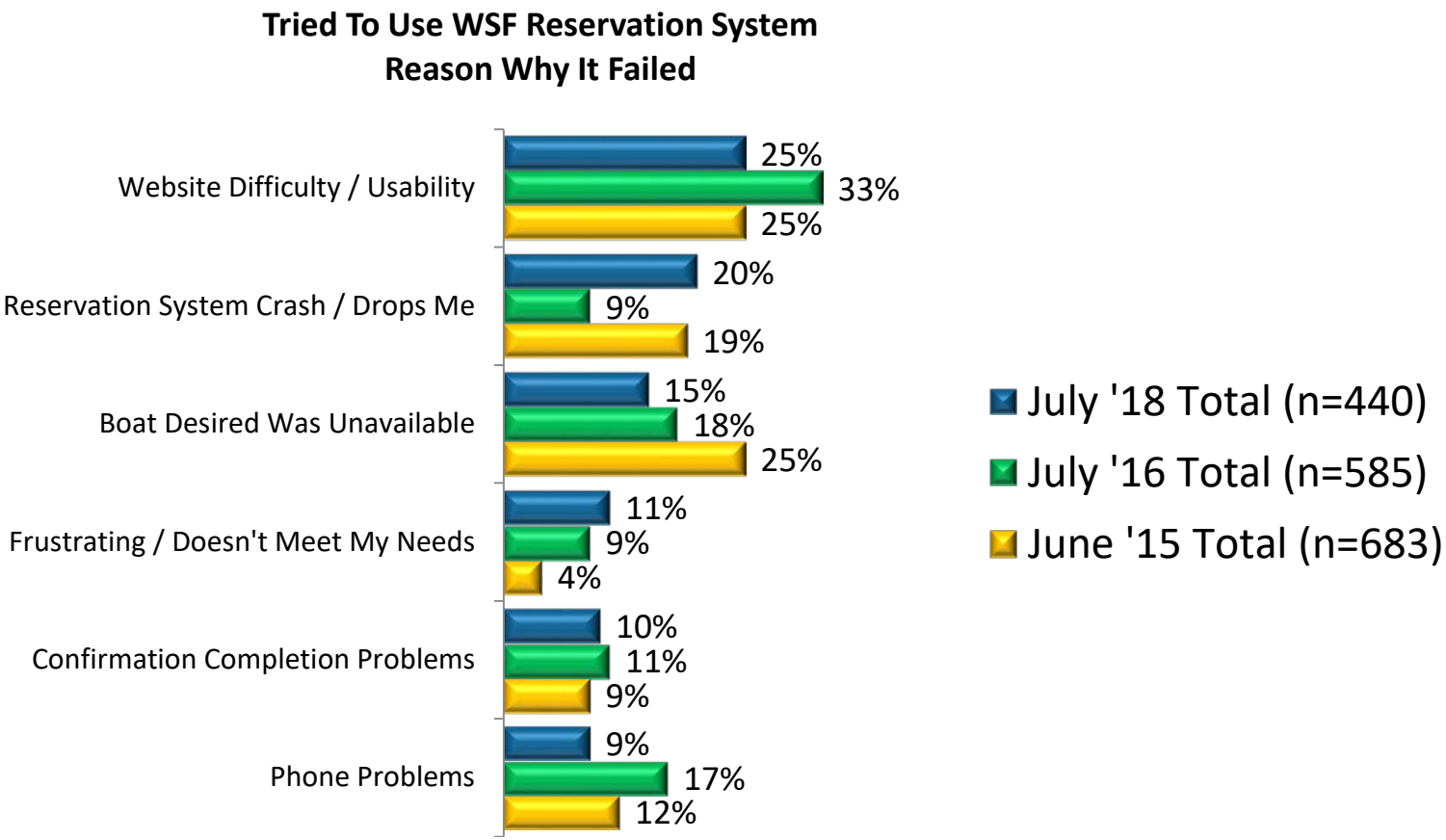
Used Reservation Since Last Problem



Q4a2a The LAST time you had problems completing your reservation was in which month? Q4a2b Which of the following options (web or phone) did you use the LAST time you had problems completing your reservation? Q4a2d Have you made any further reservations since you had your last problem?

Had Reservation Problems - Failure Reason

Of the 440 riders who had problems completing their reservation, the most mentioned reason was "Website Difficulty/Usability" issues (25%). The next reason for the reservation system failing them is "Reservation System Crash/Drops Me" (20%) and "Boat Desired Was Unavailable" (15%).

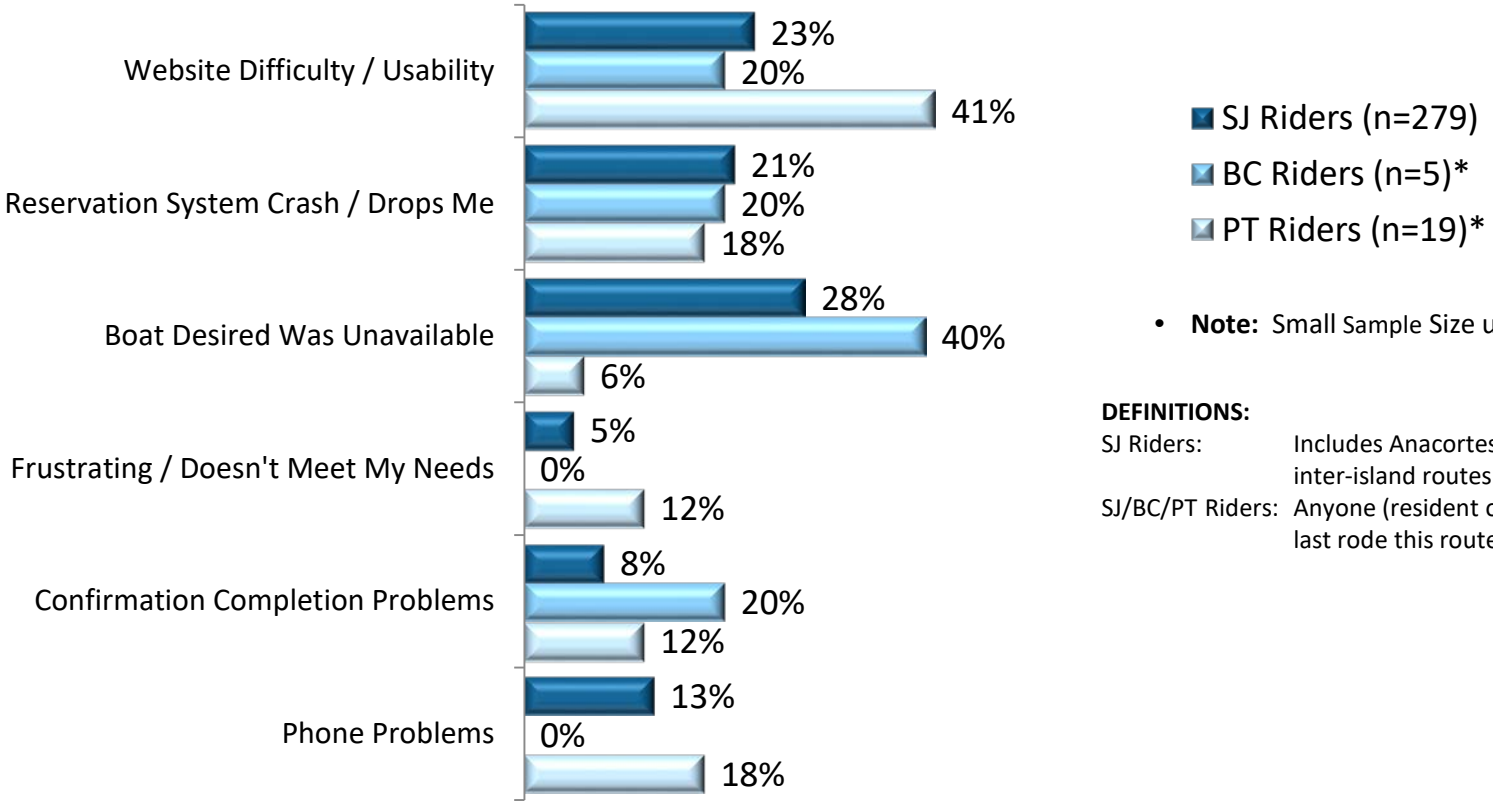


Q.4a2c What issues or problems did you have in completing your reservation?

Had Reservation Problems - Failure Reason

Of the 279 riders who last rode any of the San Juan routes, 28% reported "Boat Desired Was Unavailable" as the problem they had completing their reservation followed by "Website Difficulty / Usability" (23%).

Tried To Use WSF Reservation System
Reason Why It Failed By Reservation Route Rider



- **Note:** Small Sample Size under 100

DEFINITIONS:

SJ Riders: Includes Anacortes and inter-island routes

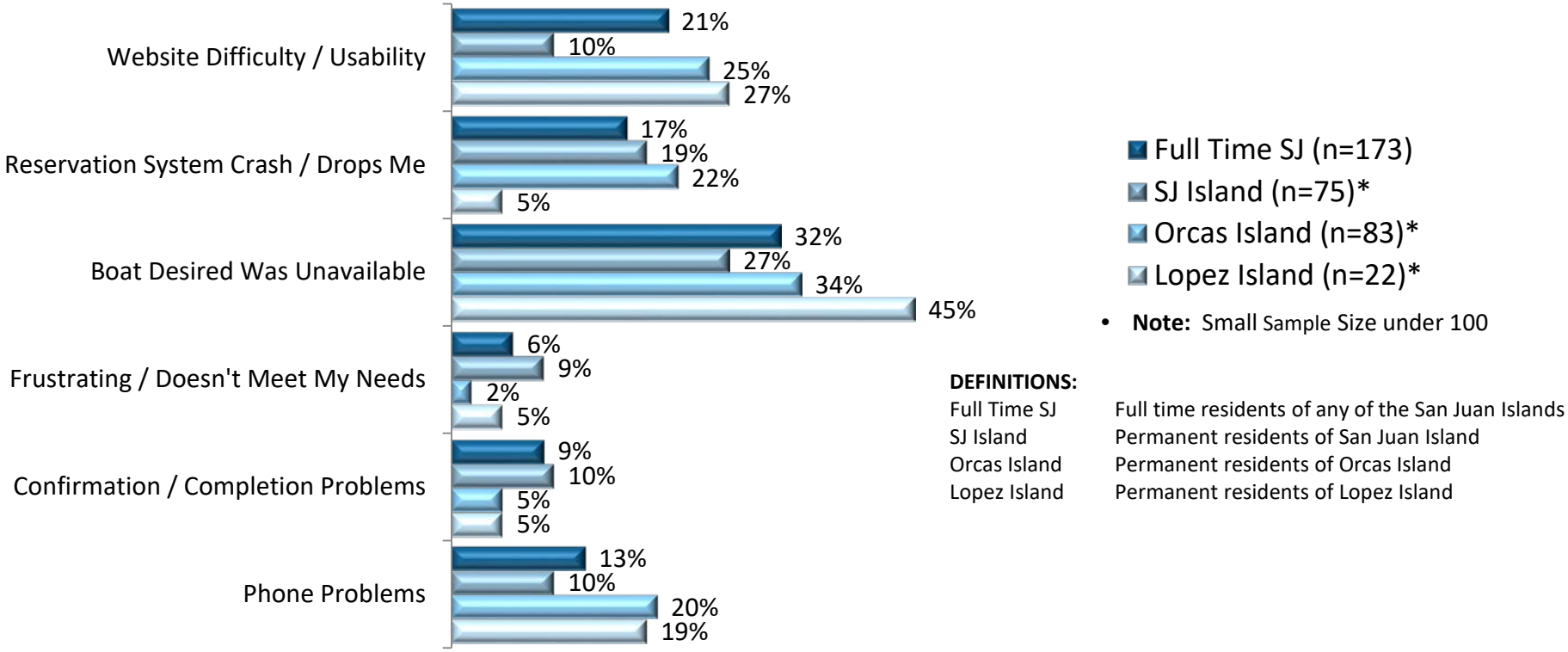
SJ/BC/PT Riders: Anyone (resident or visitor) that last rode this route.

Q.4a2c What issues or problems did you have in completing your reservation?

Had Reservation Problems - Failure Reason

Of the riders who had problems completing their reservation, the most mentioned reason by permanent residents of all three islands is "Boat Desired Was Unavailable" (27%). Second most often mentioned reason had to do with "Website Difficulty / Usability" (21%) or "System Crashes" (17%).

Tried To Use WSF Reservation System
Reason Why It Failed By Full Time SJ & Island Residents

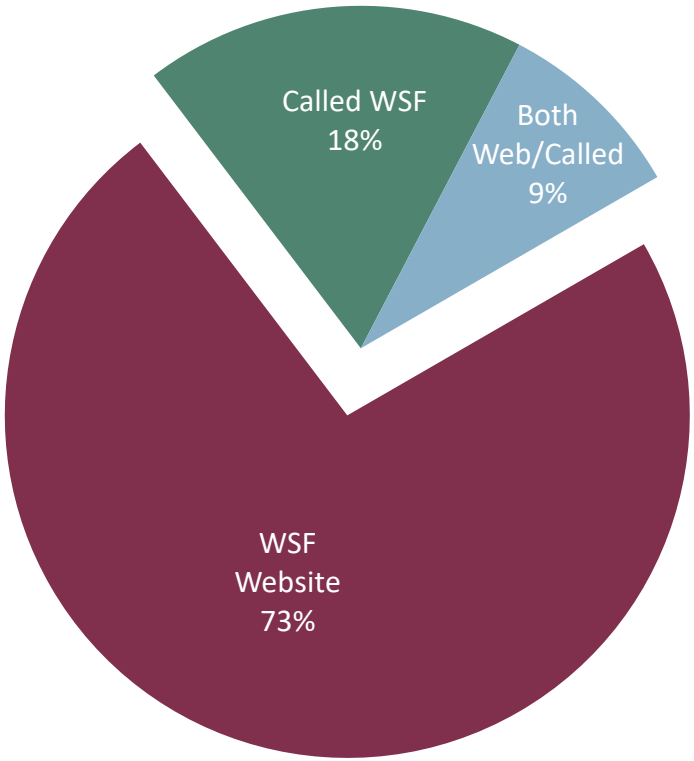


Q.4a2c What issues or problems did you have in completing your reservation?

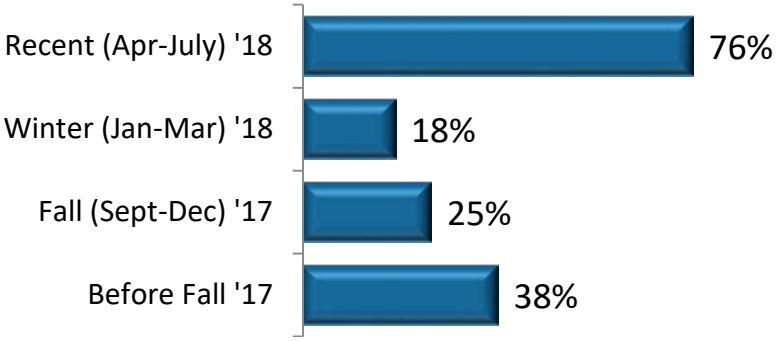
Tried to Use Reservations - Failure Mode

Of the 98 riders that tried to used the program but never completed a reservation, 73% used the WSF website and 18% called WSF, with the majority reporting this activity happened recently (76%). The major reason was the boat desired was unavailable (33%).

Mode of Reservation Contact (n=98)



Reservation Contact Period (multiple mentions)



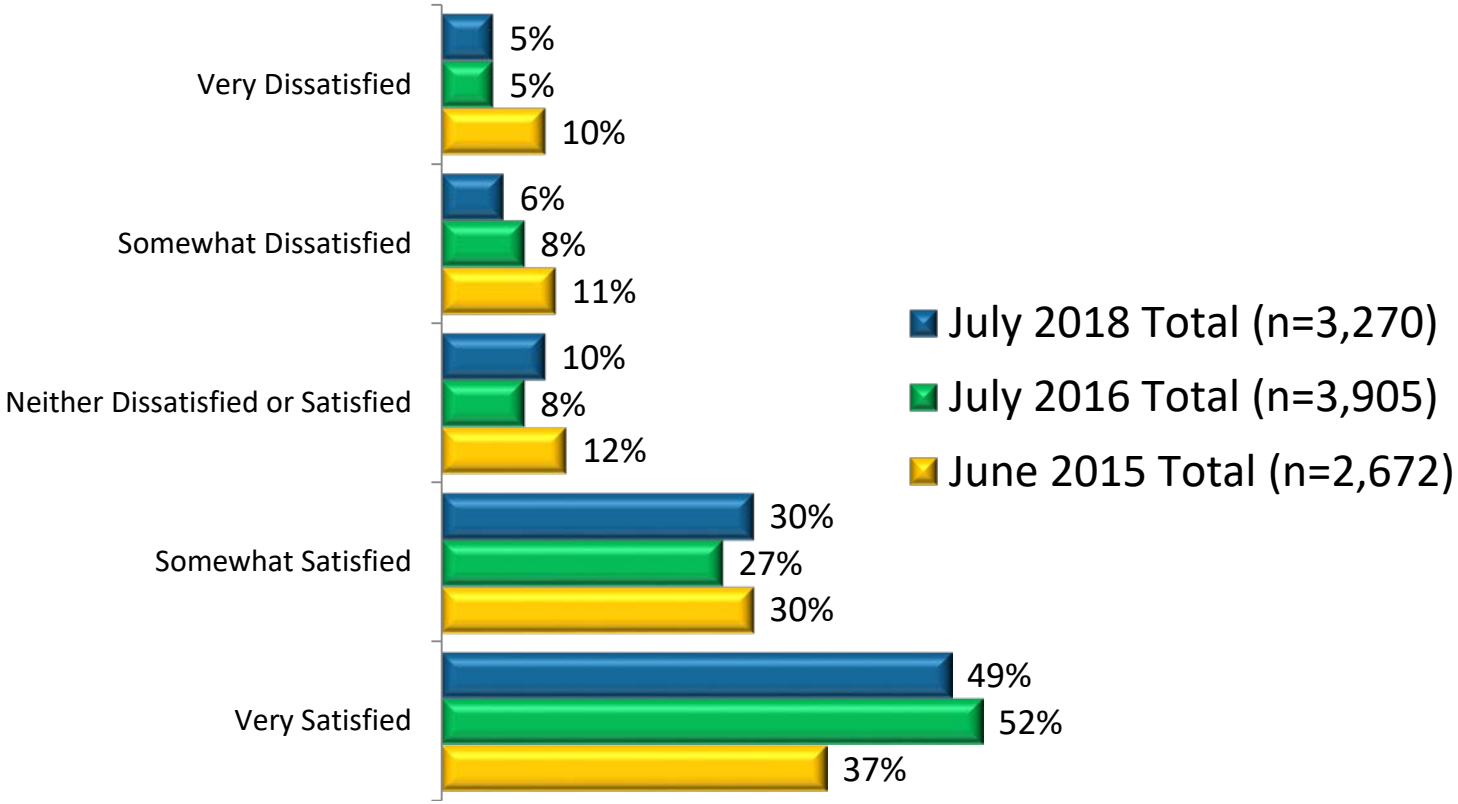
Top 3 Comments Given	
Boat Desired Unavailable	33%
Website Difficult / Usability	13%
Frustrating / Doesn't Meet My Needs	13%

Q4a1a In which of the following months did you try to use WSF web/phone reservation program? Q4a1b Which of the following options (web or phone) did you use when you were unable to complete your reservation? Q4a1c Why were you unable to complete your reservation?

Reservation System Satisfation Rating

The 3,270 riders who have used the WSF reservation system were asked how they would rate it. Similar to 2016, the majority of 2018 users are satisfied with the system (79%) with 11% being dissatisfied. This is an improvement over the results from 2015 but no real change from 2016 (79% satisfaction / 13% dissatisfaction).

WSF Reservation System Rating – All Routes

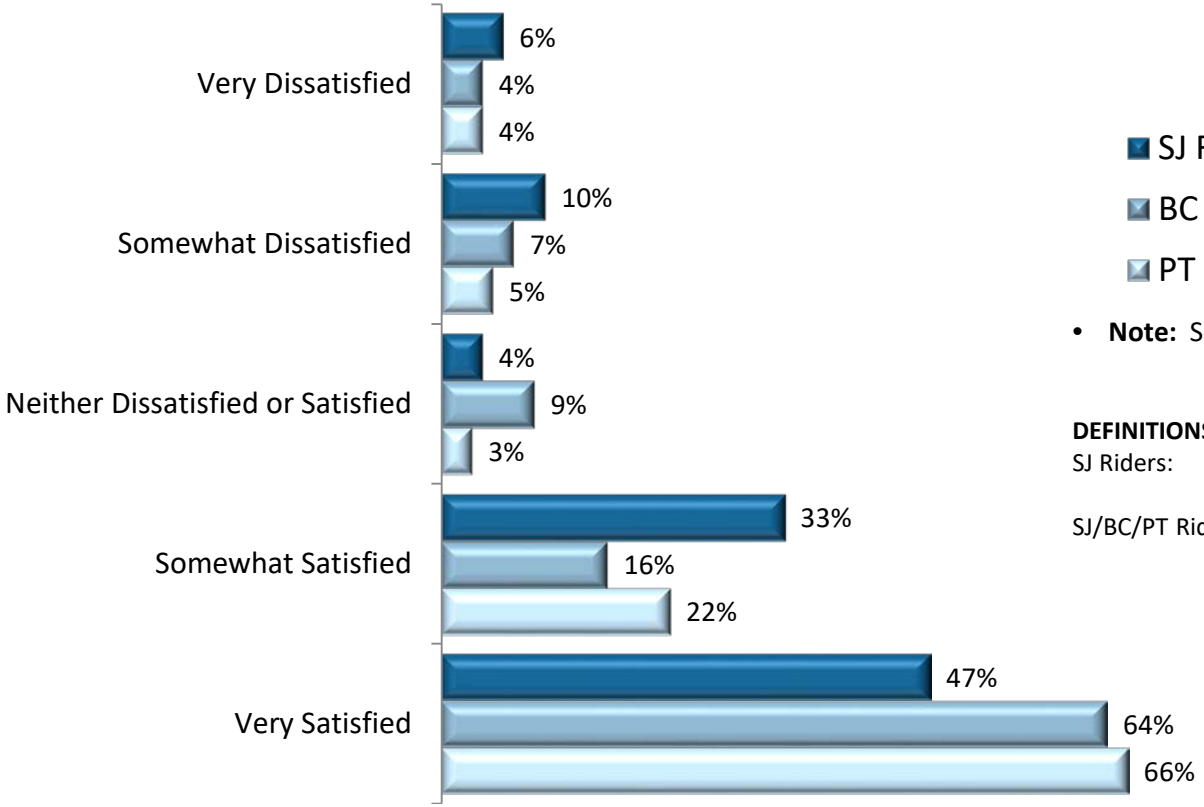


Q.5 Overall, based on your experience, how would you rate the reservation system?

Reservation System Satisfaction Rating

When broken out by last route used, the riders on the Anacortes - San Juan Island routes have a slightly higher level of dissatisfaction (16%) than found on the Anacortes - Sidney (11%) and Port Townsend – Coupeville (9%) routes. However, the dissatisfaction is lower in 2018 (16%) than found in 2016 (21%) for San Juan riders.

WSF Reservation System Rating by Last Route Taken



- SJ Riders (n=1,537)
- BC Riders (n=57)*
- PT Riders (n=257)

- **Note:** Small Sample Size under 150

DEFINITIONS:

SJ Riders: Includes Anacortes and inter-island routes

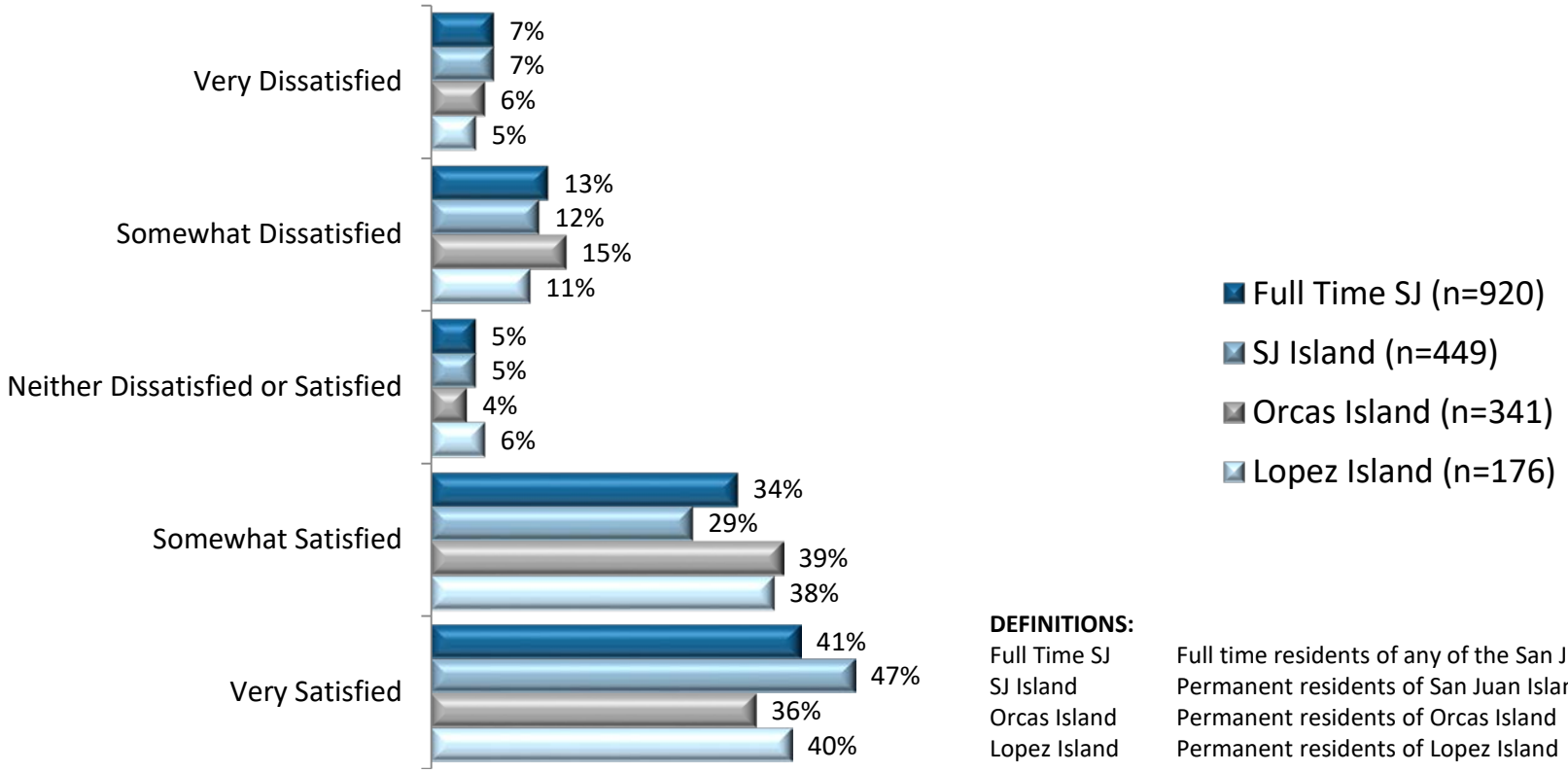
SJ/BC/PT Riders: Anyone (resident or visitor) that last rode this route.

Q.5 Overall, based on your experience, how would you rate the reservation system?

Reservation System Satisfaction Rating

Dissatisfaction is down for permanent residents on all islands (20% in 2018 – down from 26% in 2016). When broken out by the San Juan County residency, riders living on Orcas (21% - down from 23% in 2016) are the most dissatisfied (Very + Somewhat) followed by San Juan Island (19% - down from 25% in 2016) and Lopez Island (16% - down from 32% in 2016).

WSF Reservation System Rating - Full Time Resident By Island



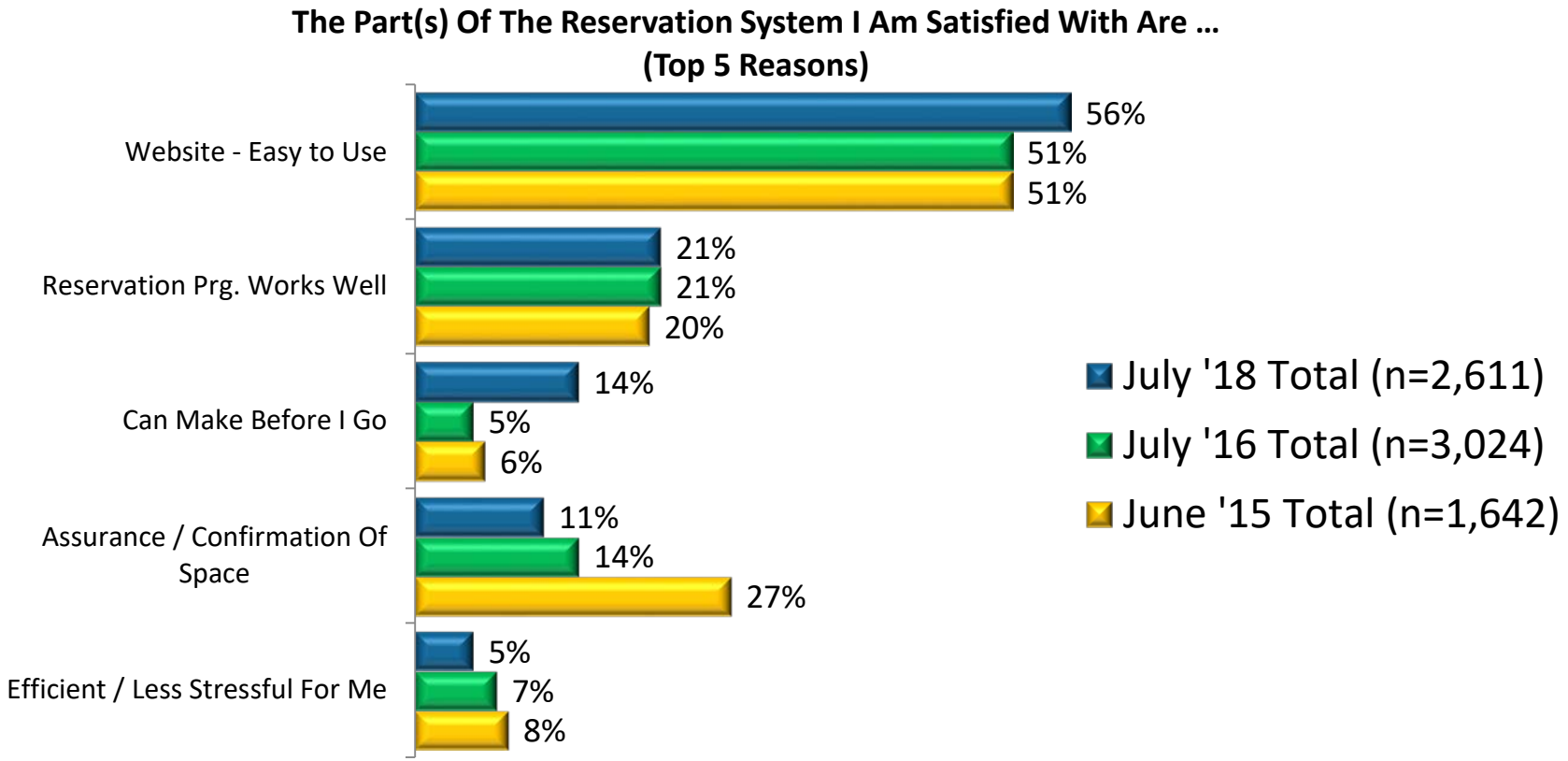
DEFINITIONS:

Full Time SJ	Full time residents of any of the San Juan Islands
SJ Island	Permanent residents of San Juan Island
Orcas Island	Permanent residents of Orcas Island
Lopez Island	Permanent residents of Lopez Island

Q.5 Overall, based on your experience, how would you rate the reservation system?

Satisfied Users - Top Reasons

System-wide 2,611 riders said they were very or somewhat satisfied with the reservation system and were asked what specific parts they were satisfied with. Over half (56%) cited the "Ease Of Website Use" followed by the "Reservation Program Works Well" (21%) and they "Can Make Before I Go" (14%).

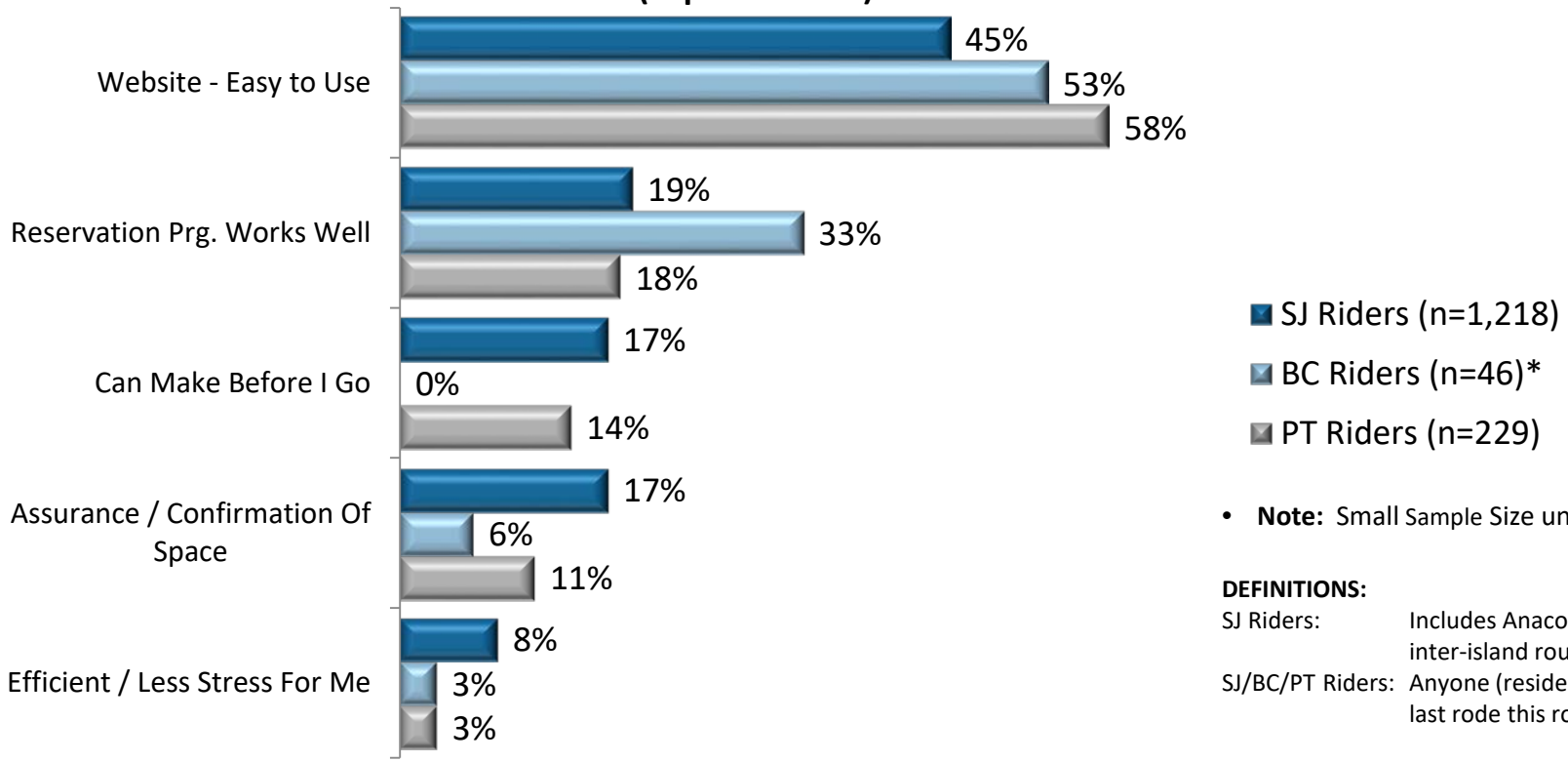


Q.6c Based on your experience, what specific parts of the reservation system are you satisfied with?

Satisfied Users - Top Reasons

Reasons for satisfaction given by riders who last used any of the San Juan Islands routes included "Ease of Website Use" (45%) and "Reservation Program Works Well" (19%). Port Townsend riders said "Ease of Website Use" (58%) more so than riders of the San Juan Island routes.

The Part(s) Of The Reservation System I Am Satisfied With Are …
By Reservation Route Users
(Top 5 Reasons)



- **Note:** Small Sample Size under 150

DEFINITIONS:

SJ Riders: Includes Anacortes and inter-island routes

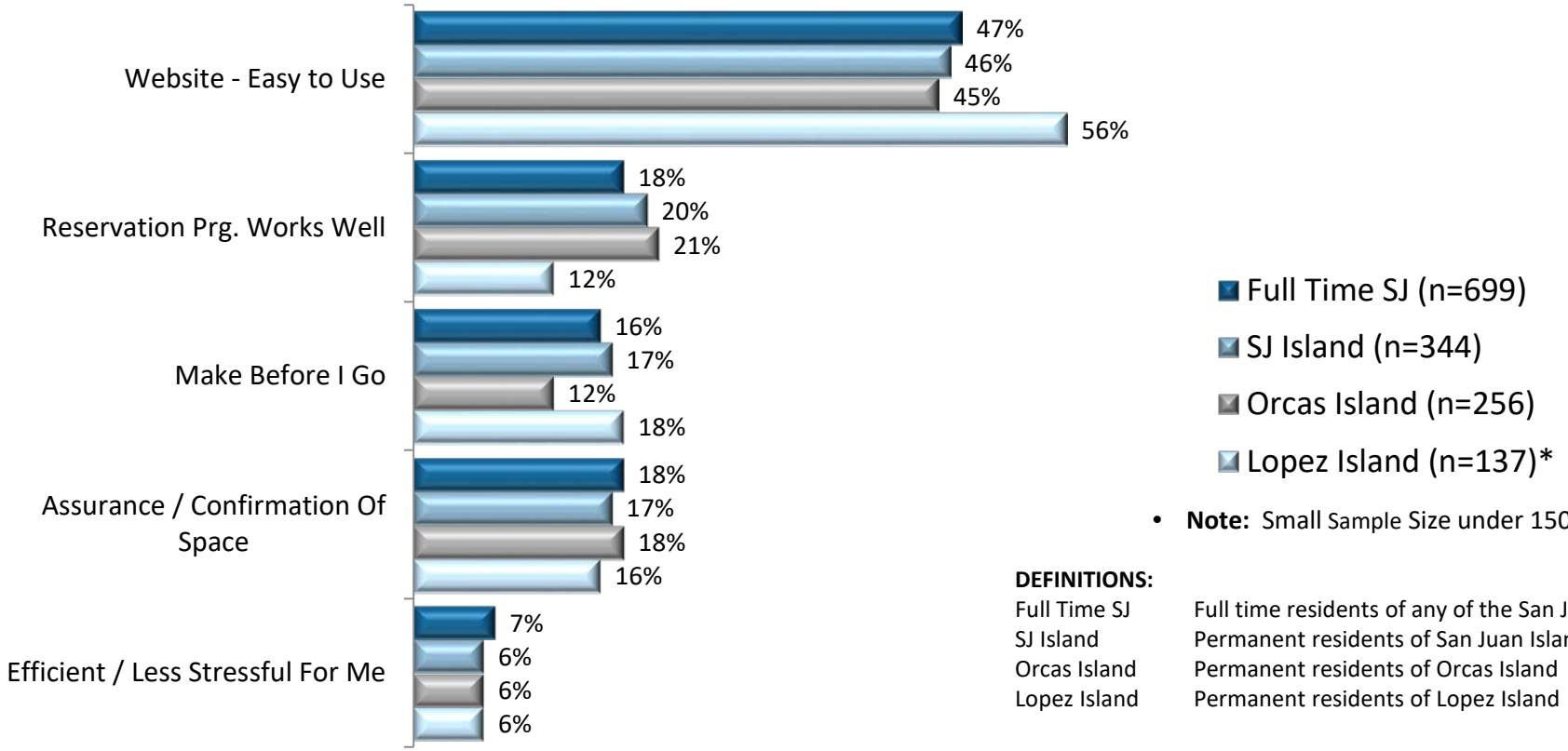
SJ/BC/PT Riders: Anyone (resident or visitor) that last rode this route.

Q.6c Based on your experience, what specific parts of the reservation system are you satisfied with?

Satisfied Users - Top Reasons

The top reasons for satisfaction given by riders who are full time residents of the San Juan Islands included "Ease of Website Use" (47%).

The Part(s) Of The Reservation System I Am Satisfied With Are …
By Full Time SJ & Island Residents
(Top 4 Reasons)



- **Note:** Small Sample Size under 150

DEFINITIONS:

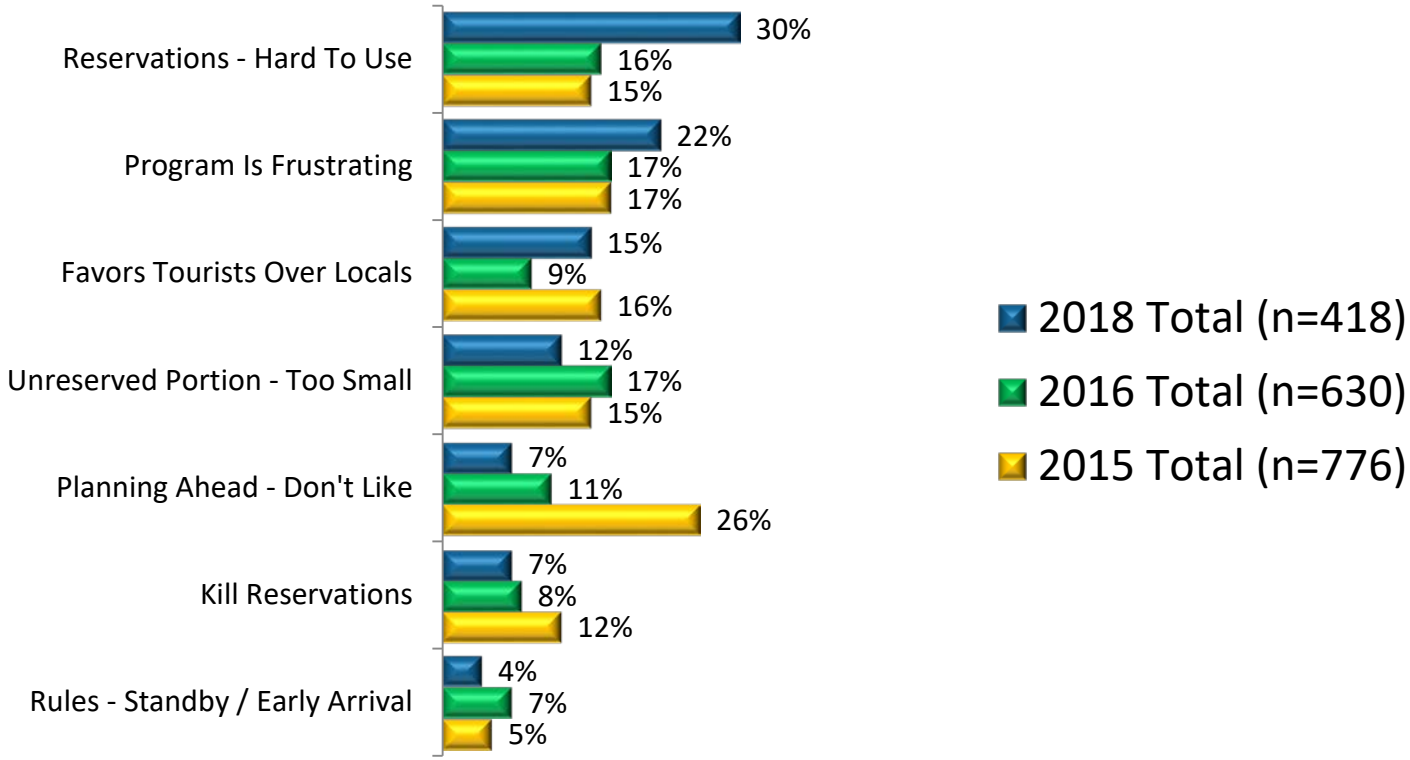
Full Time SJ	Full time residents of any of the San Juan Islands
SJ Island	Permanent residents of San Juan Island
Orcas Island	Permanent residents of Orcas Island
Lopez Island	Permanent residents of Lopez Island

Q.6c Based on your experience, what specific parts of the reservation system are you satisfied with?

Dissatisfied Users - Top Reasons

The most often cited reasons for being dissatisfied with the reservation system are "Reservations – Hard To Use" (30%) and "Program Is Frustrating" (22%) followed by "Favors Tourists Over Locals (15%) and "Unreserved Portion – Too Small" (12%).

The Part Of The Reservation System I Am Dissatisfied With Is …
Top 7 Reasons

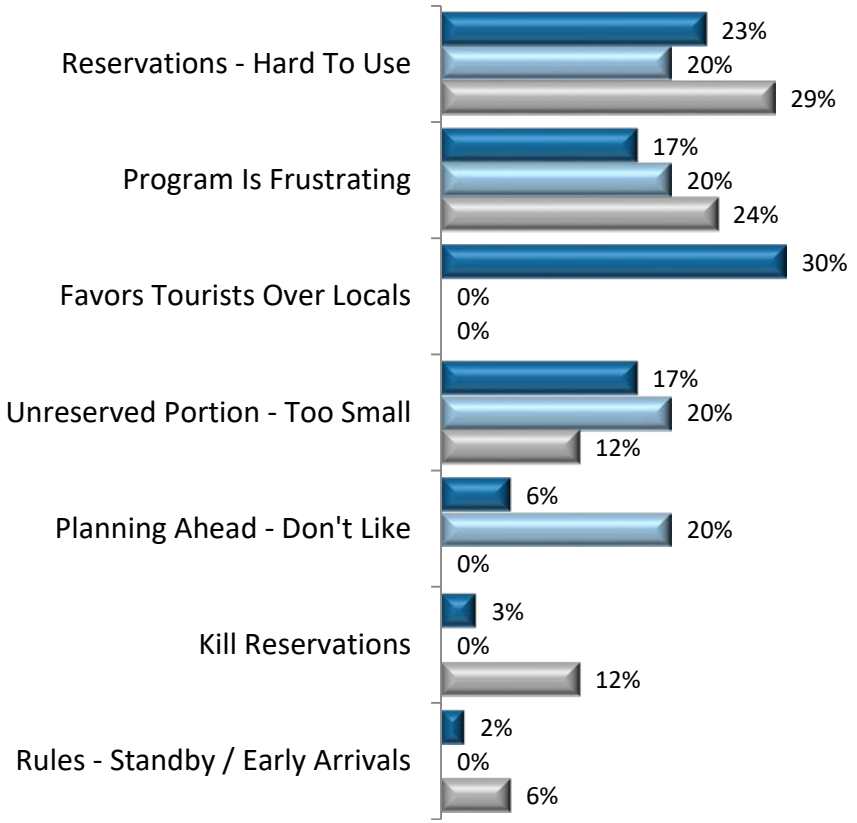


Q.6a Based on your experience, what specific parts of the reservation system are you dissatisfied with and how might we change it?

Dissatisfied Users - Top Reasons

For riders on the San Juan Island routes, the most often cited reason for being dissatisfied with the reservation system is "Favors Tourists Over Locals" (30%) followed by "Reservations – Hard to Use" (23%).

The Part Of The Reservation System I Am Dissatisfied With Is …
By Reservation Route Users



SJ Riders (n=251)
BC Riders (n=6)*
PT Riders (n=21)*

- **Note:** Small Sample Size under 100

DEFINITIONS:

SJ Riders: Includes Anacortes and inter-island routes

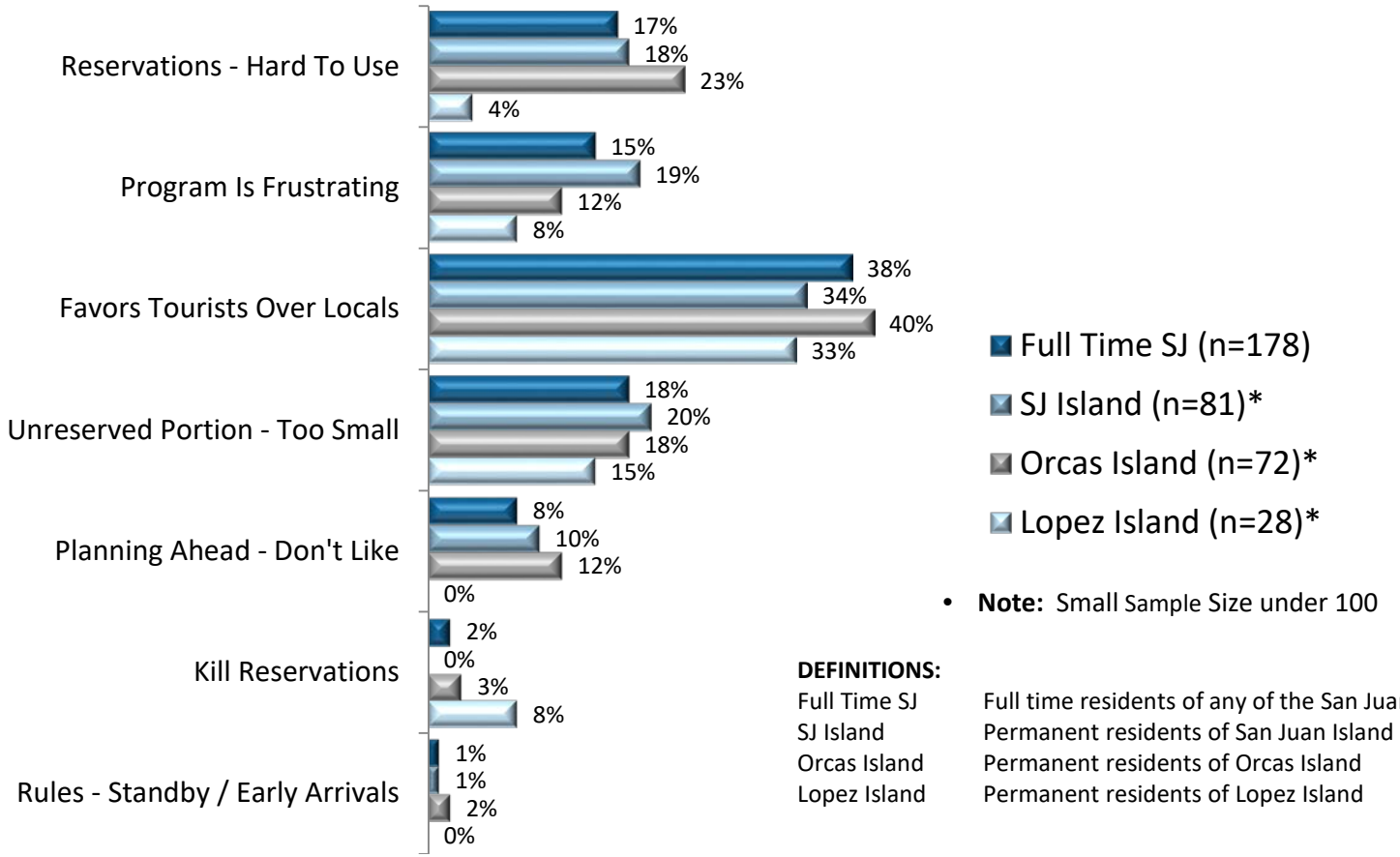
SJ/BC/PT Riders: Anyone (resident or visitor) that last rode this route.

Q.6a Based on your experience, what specific parts of the reservation system are you dissatisfied with and how might we change it?

Dissatisfied Users - Top Reasons

For full time San Juan County residents the most often cited reason for being dissatisfied with the reservation system is "Favors Tourists Over Locals (38%).

The Part Of The Reservation System I Am Dissatisfied With Is …
By Full Time SJ & Island Residents



- **Note:** Small Sample Size under 100

DEFINITIONS:

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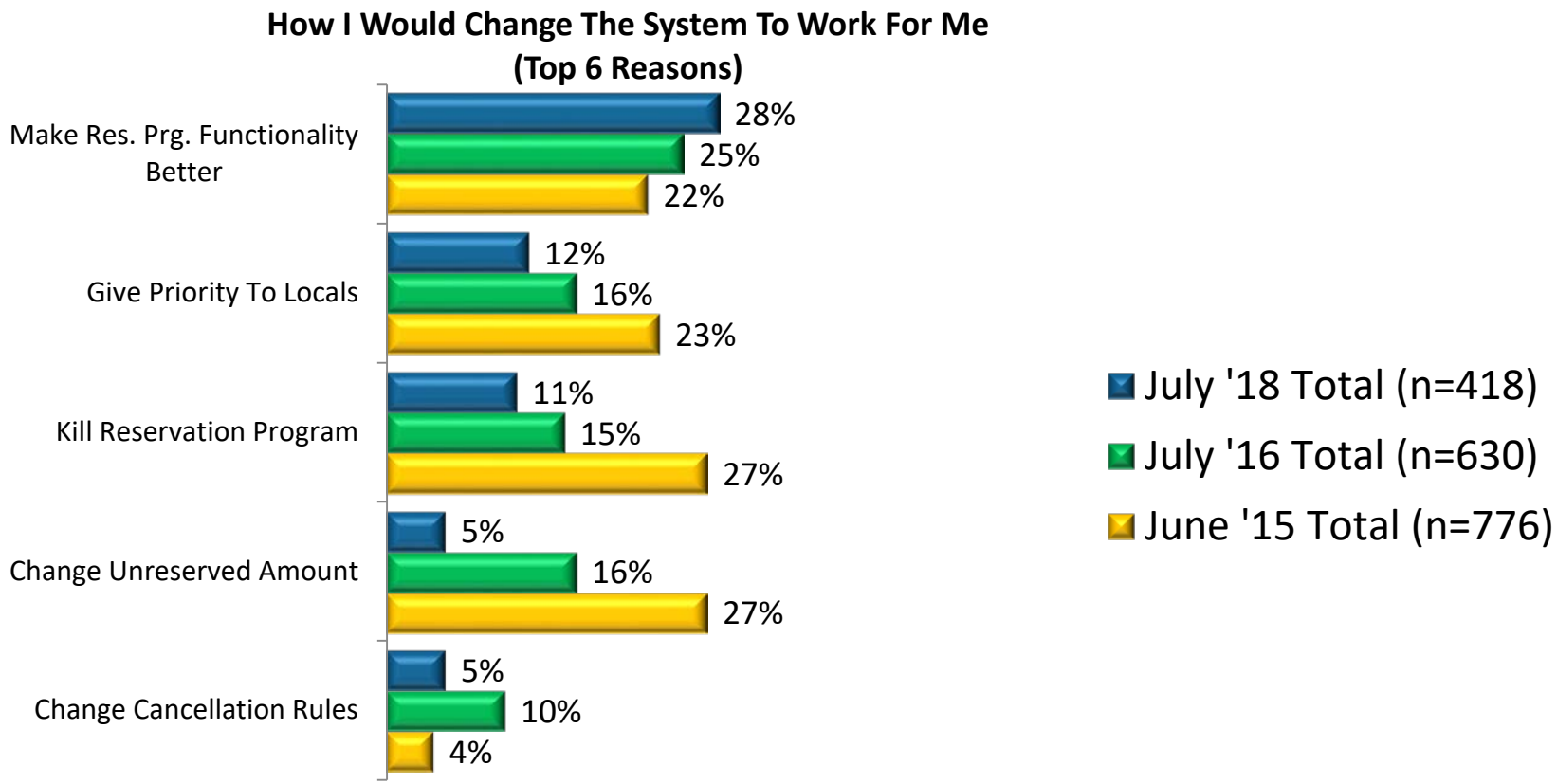
SJ Island	Permanent residents of San Juan Island
Orcas Island	Permanent residents of Orcas Island
Lopez Island	Permanent residents of Lopez Island

Q.6a Based on your experience, what specific parts of the reservation system are you dissatisfied with and how might we change it?

Dissatisfied Users - Suggested Fixes

Of the 418 dissatisfied users of the reservation system, "Make Reservation Functionality Better" (28%) is the most often cited change they would like. This suggestion is followed by "Give Priority To Local Residents" (12%) and "Kill Reservation Program" (11%).

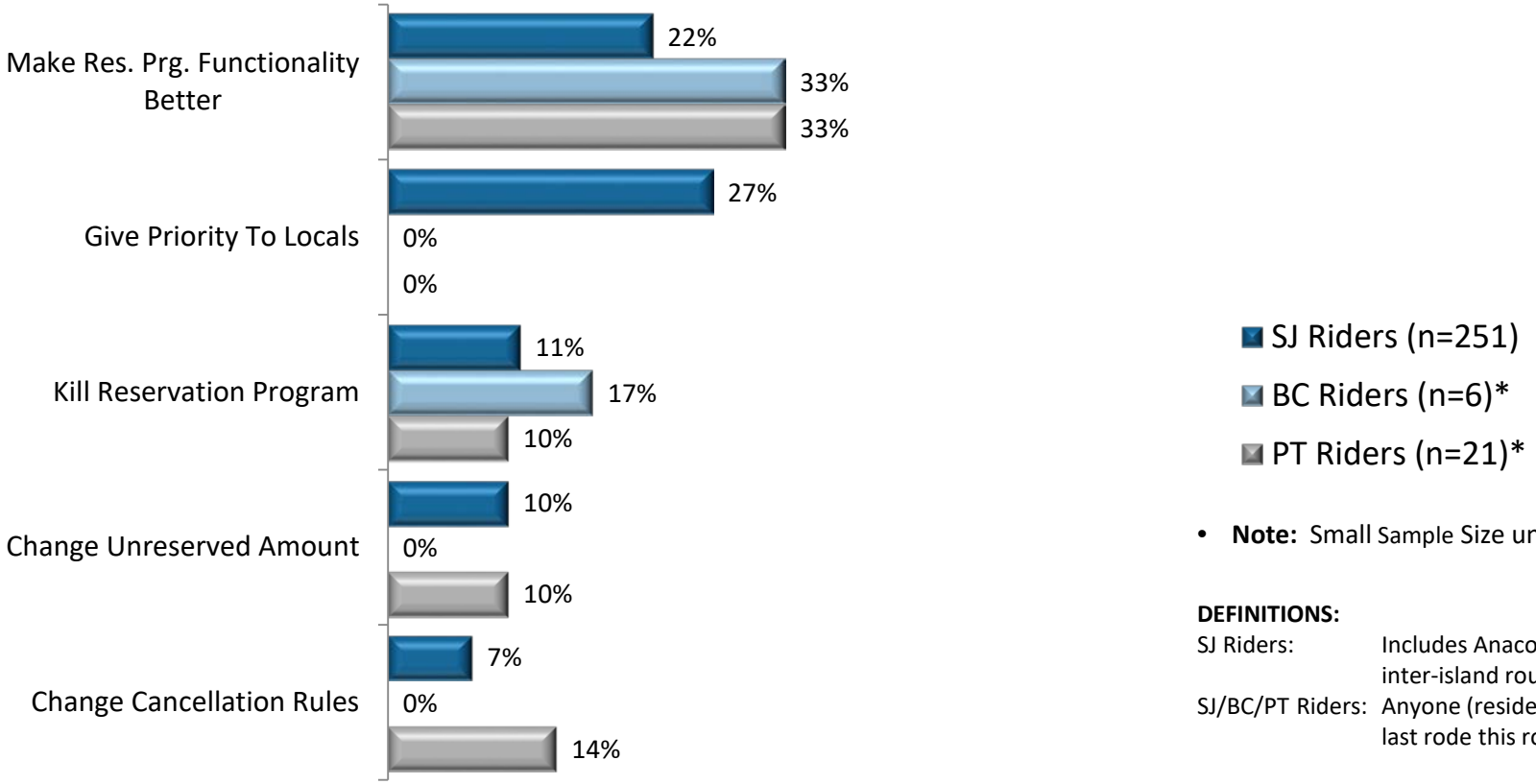


Q.6b Now tell us what we can do to change it so it might work better for you,

Dissatisfied Users - Suggested Fixes

Dissatisfied riders who used the San Juan routes said "Give Priority To Local Residents" (27%) and "Make Reservations Program Functionality Better" (22%) as the top two fixes to make the reservation system work better. Eleven percent (11%) of San Juan riders said "Just Kill The Reservation Program."

How I Would Change The System To Work For Me By Reservation Route Users (Top 5 Reasons)



- **Note:** Small Sample Size under 100

DEFINITIONS:

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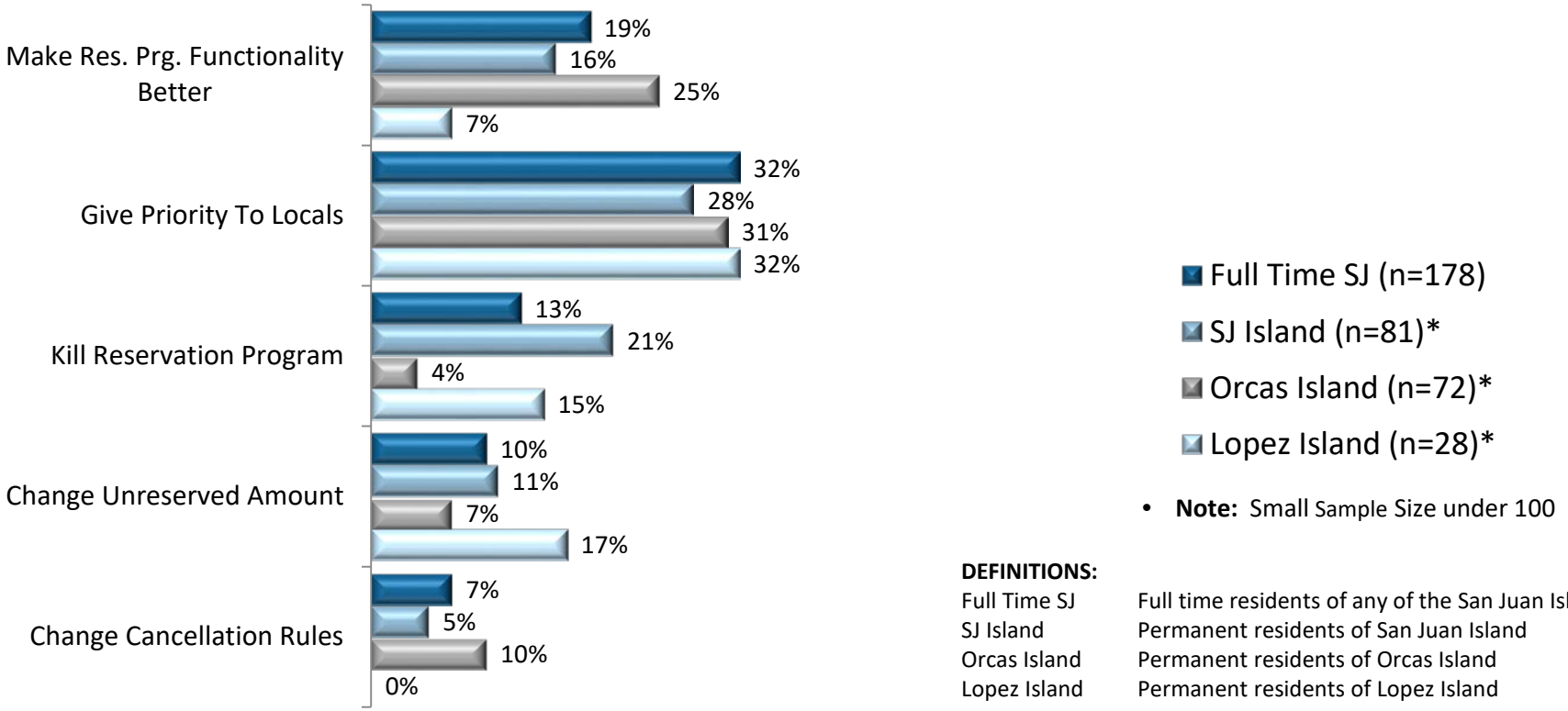
SJ/BC/PT Riders: Anyone (resident or visitor) that last rode this route.

Q.6b Now tell us what we can do to change it so it might work better for you.

Dissatisfied Users - Suggested Fixes

Dissatisfied riders who live full time on any of the San Juan Islands said "Give Priority To Local Residents" (32%) followed by "Make Reservation Program Functionality Better" (19%) as the top two fixes to make the reservation system work better.

How I Would Change The System To Work For Me By Full Time SJ & Island Residents
(Top 5 Reasons)



- **Note:** Small Sample Size under 100

DEFINITIONS:

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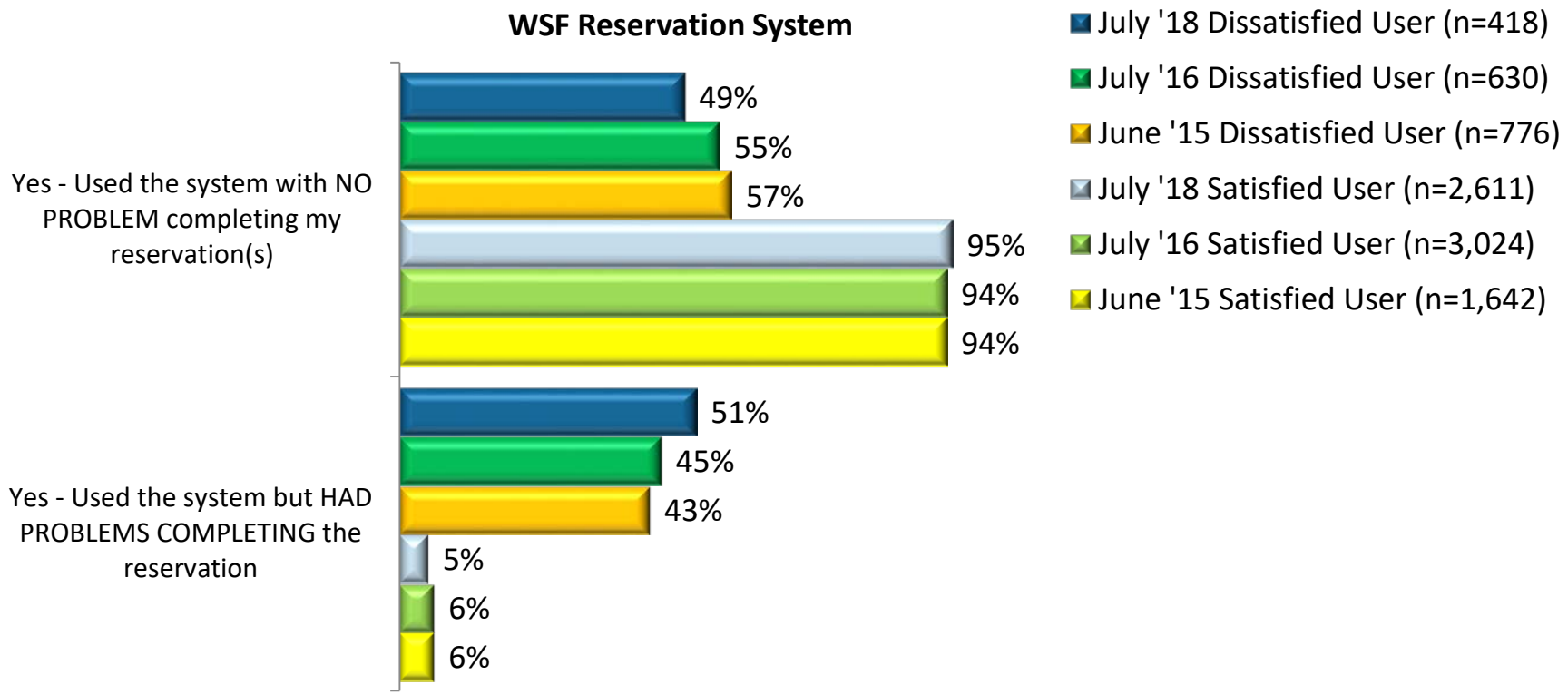
Q.6b Now tell us what we can do to change it so it might work better for you.

Satisfaction Rating By - Usability

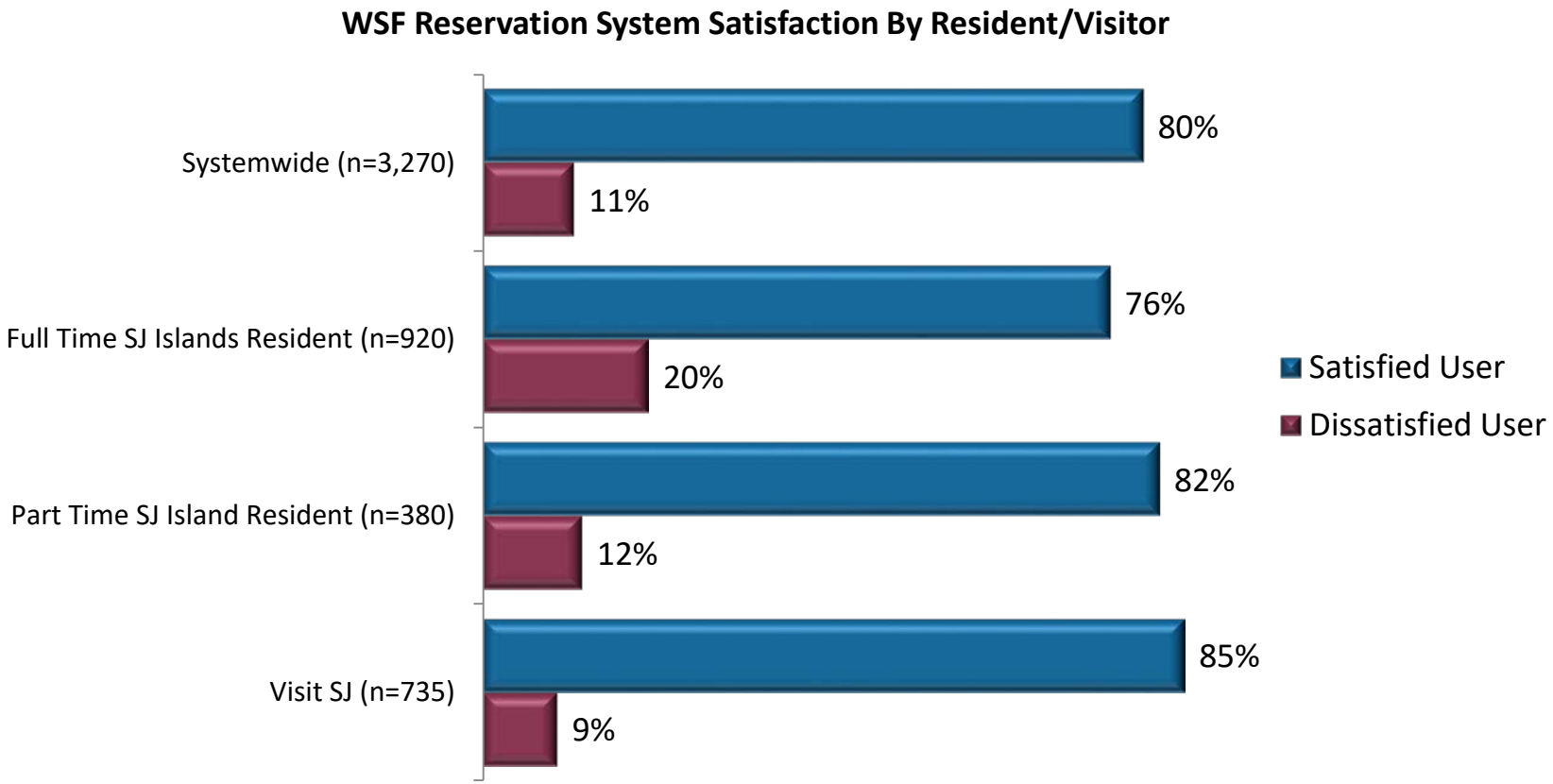
Riders' dissatisfaction with the reservation program in July 2018 as in July 2016 and June 2015 is not completely linked to having had a problem completing a reservation. The 2018 study found a little under half (49%) of those dissatisfied with the reservation system, had no problems completing their reservation(s). In contrast, over 95% of those satisfied with the reservation system had no problems.



Q.4a Have you ever used or tried to use WSF web/phone reservation program? AND Q.5 Overall, based on your experience, how would you rate the reservation system?

Satisfaction Rating By - San Juan Islands

System-wide eleven percent (11%) of reservation users are dissatisfied with WSF reservation system. 20% of full time San Juan residents who use the system are dissatisfied with it. In contrast 9% of San Juan visitors and 12% of part time San Juan residents who used the system are dissatisfied.

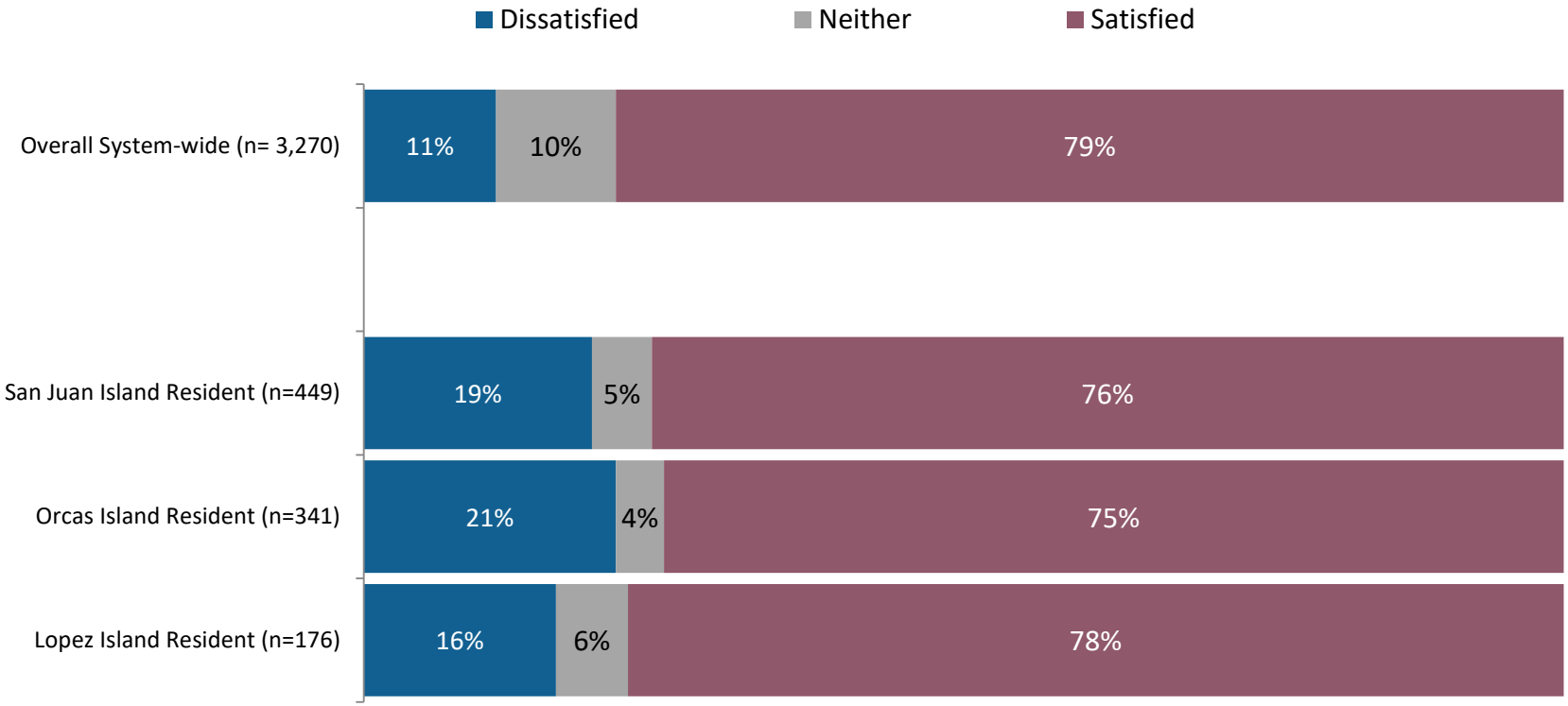


Q.3 Which of the following best describes you? AND Q.5 Overall, based on your experience, how would you rate the reservation system?

Satisfaction Rating By - Residency

System-wide 11% are dissatisfied with the reservation system. Residents of Orcas (21%) Island are the most dissatisfied followed by San Juan Island (19%) and Lopez residents (16%).

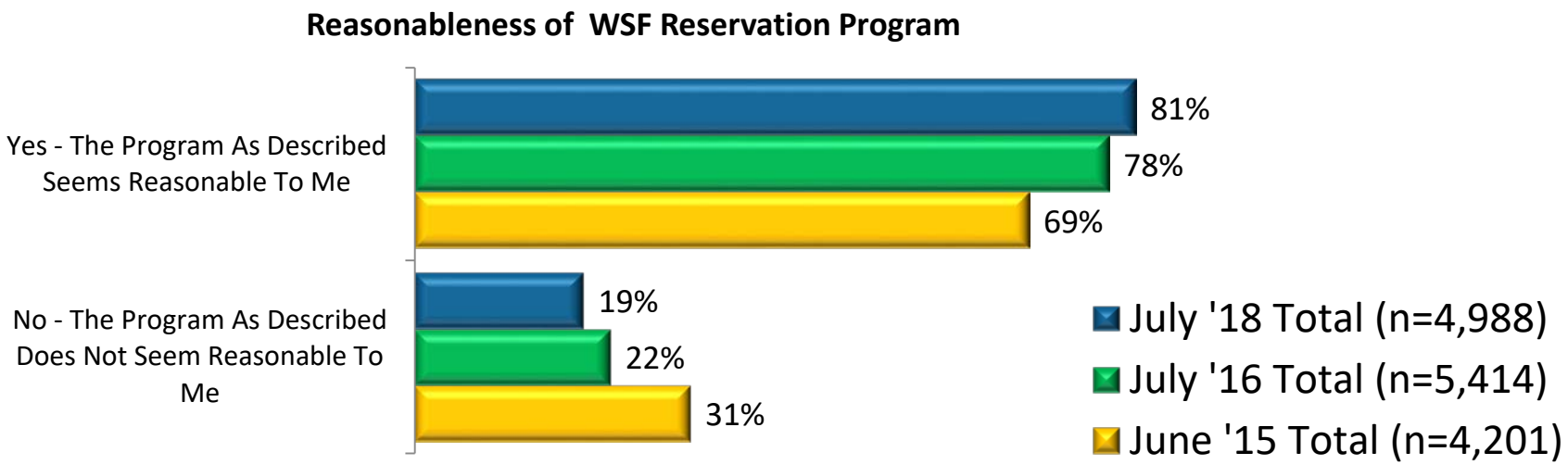
WSF Reservation System Satisfaction By SJ Islands Residency



Q.5 Overall, based on your experience, how would you rate the reservation system? BY Q2a. What was the most recent WSF route you took?

Reservation Reasonableness

A description of the current WSF reservation system was provided and respondents were asked if it seemed reasonable to them. A majority in 2018 (81%) said it did seem reasonable, while 19% said it seemed unreasonable. This is similar to what was found in 2016 (78%, 22% respectively).



Q.7a Reservations have been implemented on limited routes in the North Sound to better accommodate high travel demand on longer routes with consistently large numbers of occasional/recreational riders. Reservations provide predictability around travel times and allows travelers to plan their trips with more reliability. The current approach to reservations is done via a tiered reservation system and here is how it currently works:

For Port Townsend/ Coupeville & Anacortes/ Sidney BC sailings:

All reservations for a sailing schedule season are available two months prior to the start of the season. Up to 80% of the space on the Port Townsend route and 100% of the space on the Anacortes (99% on Sidney B.C.) route can be reserved.

For San Juan sailings:

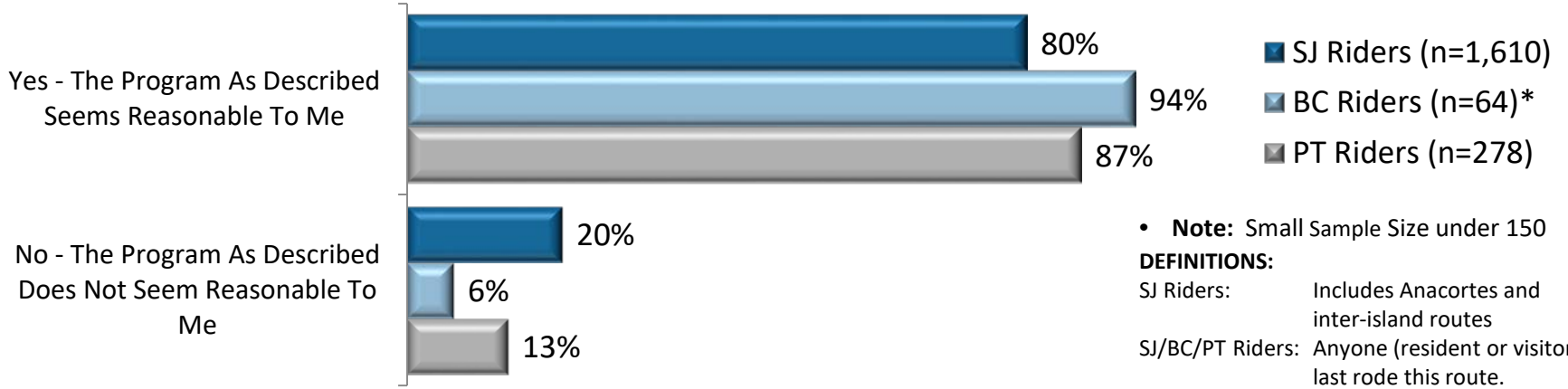
Reservations are available for up to 90% of the San Juan Island sailing space. Two months ahead of the sailing schedule season, 30% of the regular height space (typically general vehicles) and 100% of all tall height space (vehicles over 7'2" high or over 30' long – typically commercial vehicles/Motorhomes/RVs) becomes available for reservations. At 7 am two weeks prior to any individual travel day, an additional 30% of the regular height space becomes available. The remaining 30% becomes available at 7 am two days prior to the travel day.

Based upon the above, does the WSF reservation program seem reasonable to you?

Reservation Reasonableness – SJ/BC/PT Riders

Those who take the Anacortes – Sidney (94%) and Port Townsend – Coupeville (87%) routes see the reservation program described as reasonable, more so than those who use routes in the San Juan Islands (80%). This is a 5 to 7 percentage point improvement over 2016 findings for the Anacortes – Sidney (89% in 2016) and San Juan Island routes (73% in 2016).

Reasonableness of WSF Reservation Program By Reservation Routes Rode



- **Note:** Small Sample Size under 150

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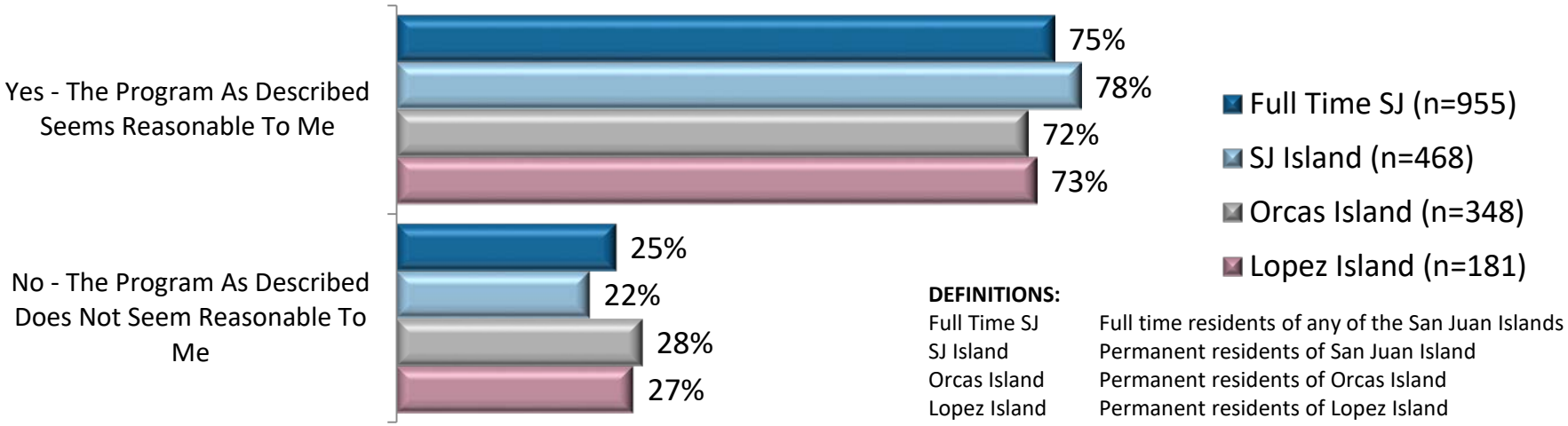
Based upon the above, does the WSF reservation program seem reasonable to you?

Reservation Reasonableness - Residency

Based on residency, riders living on Orcas (28%) or Lopez (27%) Islands have the highest "unreasonable" response compared to the San Juan Island residents (22%). However this is an improvement over 2016 (where 30%, 39% and 34% respectively said it was unreasonable).

Reasonableness of WSF Reservation Program By Residency



DEFINITIONS:

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Orcas Island	Permanent residents of Orcas Island
Lopez Island	Permanent residents of Lopez Island

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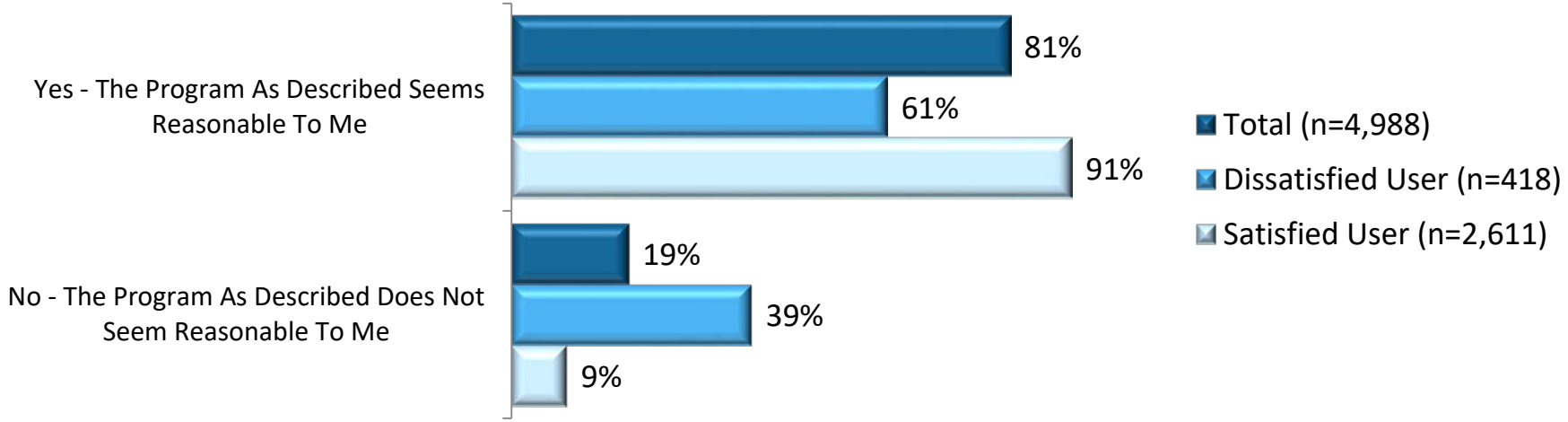
Reservations are available for up to 90% of the San Juan Island sailing space. Two months ahead of the sailing schedule season, 30% of the regular height space (typically general vehicles) and 100% of all tall height space (vehicles over 7'2" high or over 30' long – typically commercial vehicles/Motorhomes/RVs) becomes available for reservations. At 7 am two weeks prior to any individual travel day, an additional 30% of the regular height space becomes available. The remaining 30% becomes available at 7 am two days prior to the travel day.

Based upon the above, does the WSF reservation program seem reasonable to you?

Reservation Reasonableness – User Satisfaction

Sixty-one percent (61% in 2018 – up from 51% in 2016) of dissatisfied reservation system users would say the program as described seems reasonable to them. In contrast, 91% (up from 87% in 2016) of satisfied reservation users see the program as reasonable.

Reasonableness of WSF Reservation Program By Satisfaction Level



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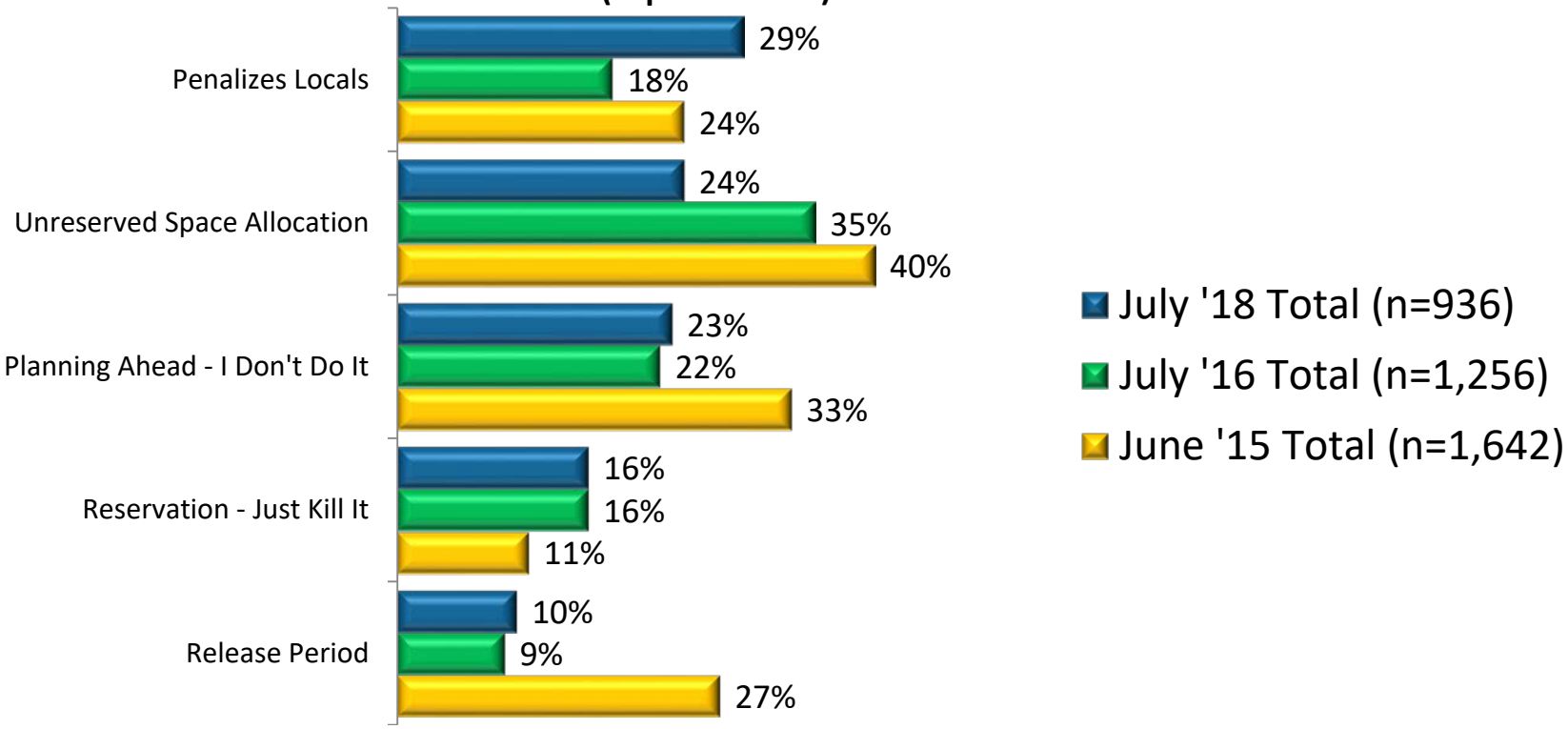
Based upon the above, does the WSF reservation program seem reasonable to you?

Reasons For Being Unreasonable

The 936 riders who felt the reservation system description as presented was unreasonable were asked why and what they might change. The most often mentioned reason for being unreasonable was the "Penalizes Locals" (29%) followed by "Unreserved Space Allocation" (24%) and the rider not liking to "Plan Ahead" (23%). Sixteen percent (16%) said they would just kill the reservation program.

The Parts Of The Reservation System That Are Unreasonable (Top 5 Reasons)

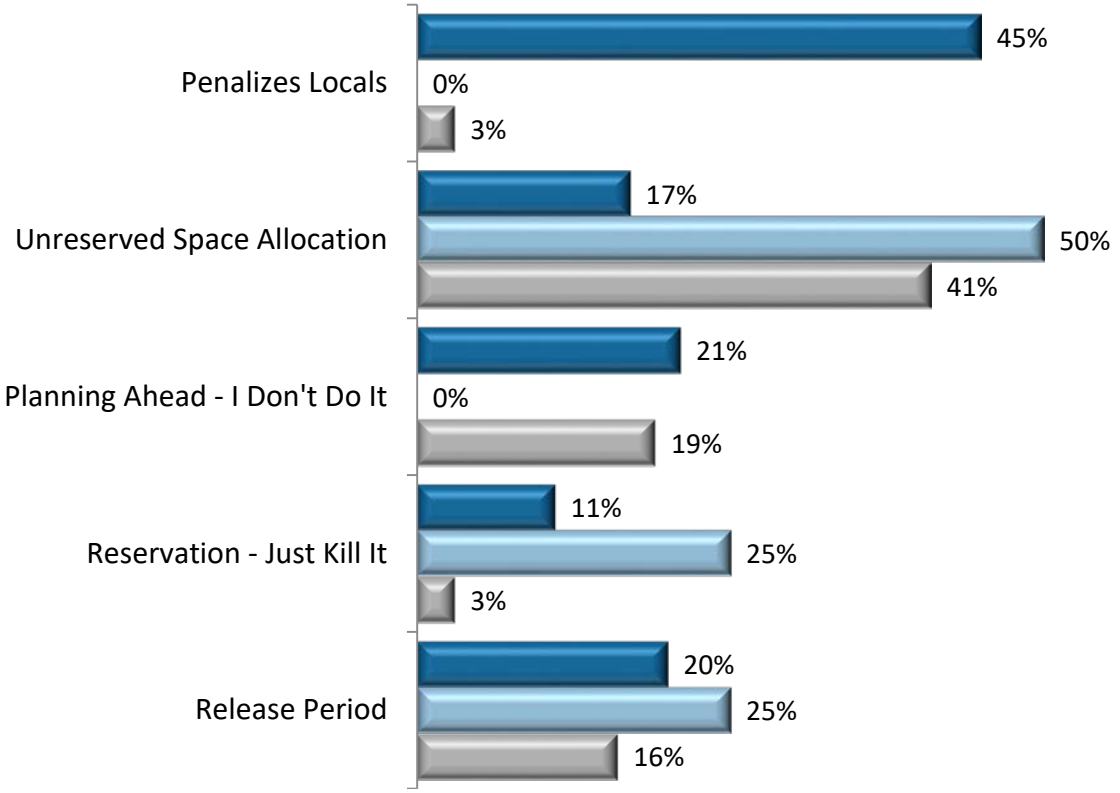


Q.7b Please tell us why it does not seem reasonable to you and how we might change it.

Reasons For Being Unreasonable

The major reason for the reservation program as described being unreasonable cited by those that last rode the one of San Juan Island routes was it "Penalizes Locals" (45%).

The Parts Of The Reservation System That Are Unreasonable
By Reservation Route Riders
(Top 5 Reasons)



SJ Riders (n=317)
BC Riders (n=4)*
PT Riders (n=35)*

- **Note:** Small Sample Size under 100

DEFINITIONS:

SJ Riders: Includes Anacortes and inter-island routes

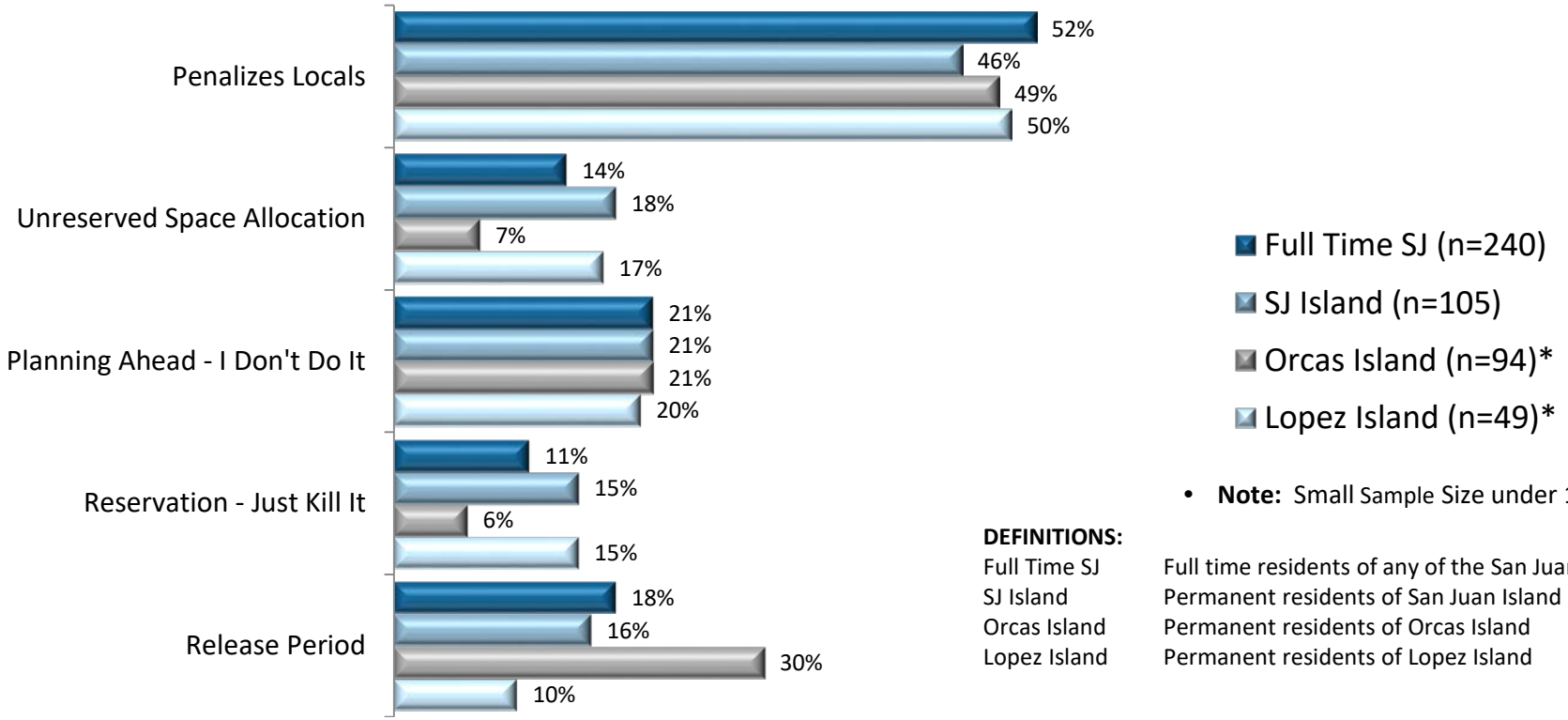
SJ/BC/PT Riders: Anyone (resident or visitor) that last rode this route.

Q.7b Please tell us why it does not seem reasonable to you and how we might change it.

Reasons For Being Unreasonable

When broken out by riders who are full time residents of the San Juan Islands, the top reasons for the reservation system as described being unreasonable are "Penalizes Locals" (52%) and not liking to "Plan Ahead" (21%).

The Parts Of The Reservation System That Are Unreasonable
By Full Time & Island Residents
(Top 5 Reasons)



- **Note:** Small Sample Size under 150

DEFINITIONS:

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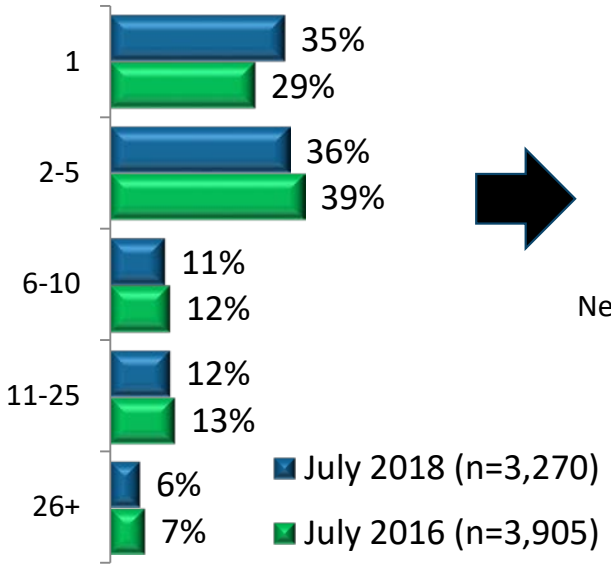
Q.7b Please tell us why it does not seem reasonable to you and how we might change it.

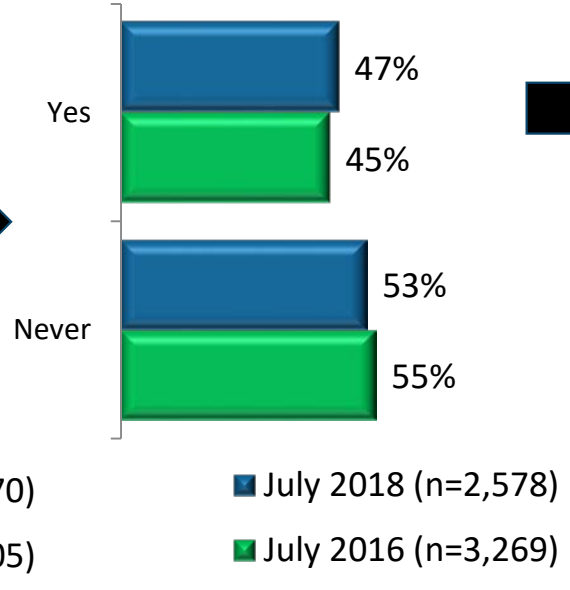
Multiple Reservations

The 3,270 riders surveyed made an average of 6.8 reservations per year, similar to 2016 (6.9). The 2,578 riders who have used the WSF reservation system more than once were asked if they ever made multiple reservations for themselves for the same trip, and similar to 2016, almost half in 2018 (47%) said they had. Those who have ever made multiple reservations for the same trip were asked how many times they did that in the last 30 days. Again, similar to 2016, 52% in 2018 reported they have done so in the last 30 days. The average number of multiple bookings for the same trip is 1.0 per month, same as in 2016 for all those that have done so.

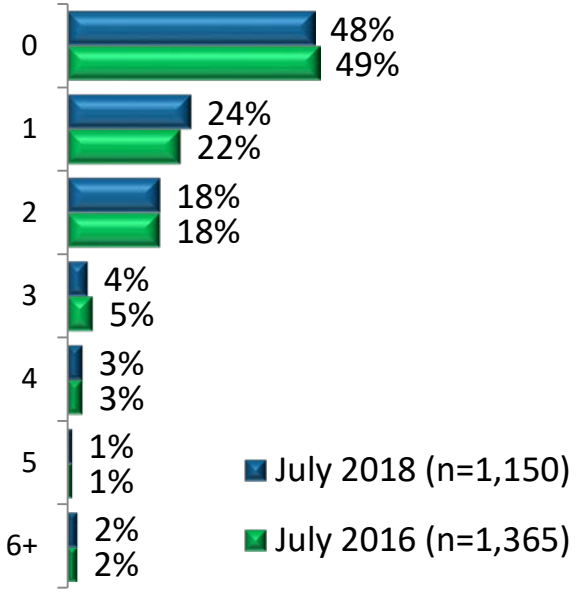
Yearly Reservations Made



Ever Made Multiple Reservations (2 or more Reservations)



Multiple Reservations In last 30 Days (Yes Made Multiple)

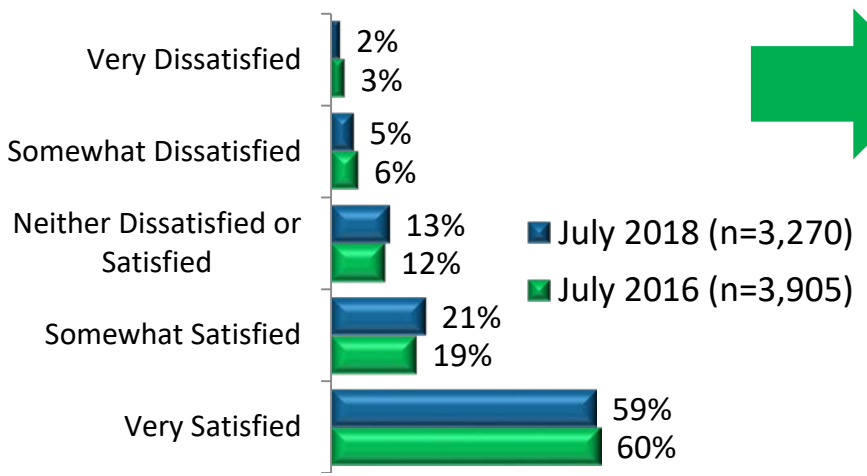


Q6d Approximately how many different reservations have you made in the last year? Q6d1 Have you ever made multiple reservations for yourself for the same trip (multiple sailings)? Q6e During the last 30 days, how many, if any, multiple reservations did you make for yourself for the same trip (multiple sailings)?

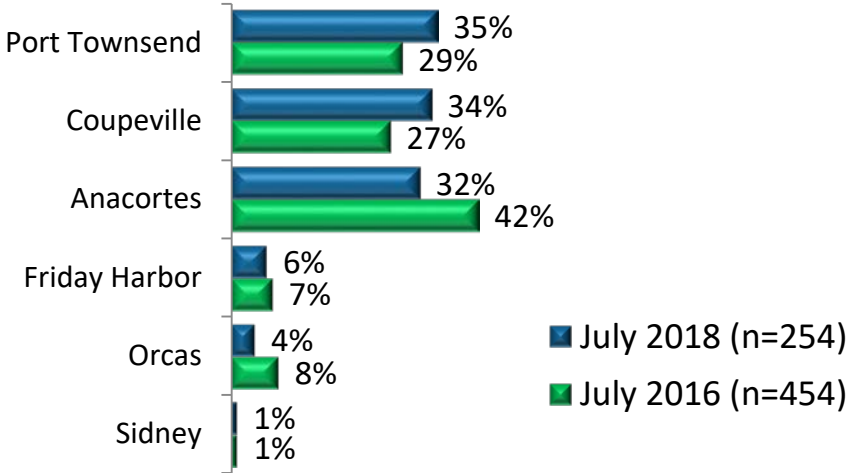
Terminal Staff Handling Of Reservations

The 3,270 riders who have used the WSF reservation system were asked to rate the customer service they received when they arrived at the terminal. Similar to 2016, only 7% in 2018 are dissatisfied with the terminal customer service with Port Townsend, Coupeville, and Anacortes terminals each getting about a third of the mentions. Full time San Juan Islands residents are significantly less dissatisfied (10%) in 2018 than in 2016 (19%). Part time residents (8%) and San Juan Islands visitors (5%) in 2018 are similar to 2016 (9%, 8% respectively) . Those reporting they had a problem with their reservation (19%) are significantly more likely to say they are dissatisfied with terminal staff than those reporting no reservation problems (6%). San Juan Island residents reported more problems with terminal staff (11%) than Orcas Island (9%) or Lopez (7%) residents. However, dissatisfaction with Terminal staff handling of reservation is down in all three islands from the 2016 study.

Terminal Staff Reservation Handling Rating



Problem Terminal for Dissatisfied

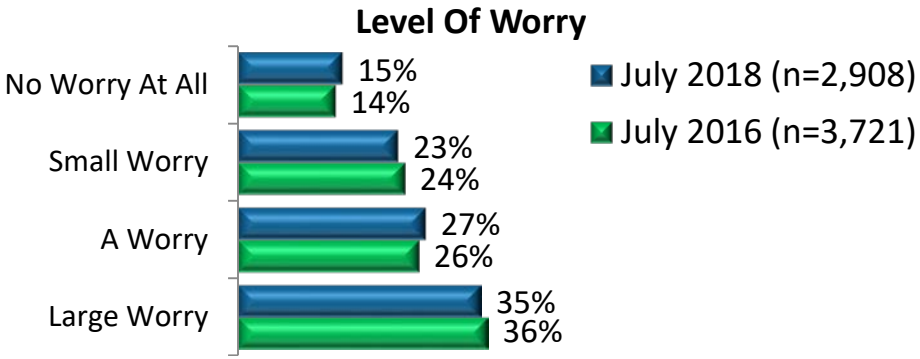


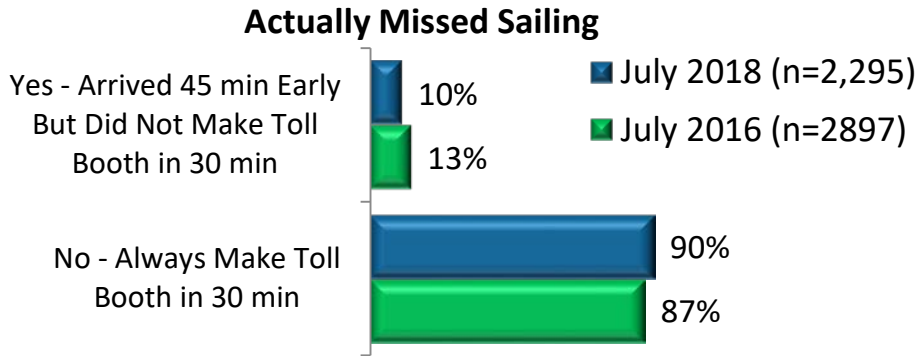
Q6f We would like to get your ratings on a couple specific aspects of the reservation process. For this question, please think of only your arrival(s) at the terminal when you have a reservation. How would you rate WSF's handling of your reservation when you arrived at the terminal? Q6f2 At which terminal(s) were you dissatisfied with how the terminal staff handled your reservation? Q6f3 What specifically was the issue or problem that you had with how the terminal staff handled your reservation?

Reservation Check-in Issues

The 2,908 riders who have used the WSF reservation system from Anacortes, Friday Harbor, or Orcas Island were asked about their level of anxiety over not making the tollbooth in time and thus losing their reservation.

- *Similar to 2016, 35% in 2018 say it is a large worry while 62% say it is either a worry or large worry to them.*
- *Similar to 2016, only 10% in 2018 actually have experience not getting to the tollbooth on time.*
- *Full time San Juan Islands residents worry ("A worry" + "Large Worry") more so (71% in 2018, 77% in 2016) than part time San Juan Islands residents (64% in both 2018/2016) or San Juan Islands visitors (62% in 2018, 57% in 2016).*
- *San Juan (74%) and Lopez (72%) residents worry more than Orcas (67%) Island residents.*
- *Full time San Juan Islands residents have actually missed sailings (18% in 2018, 21% in 2016) more often than part time San Juan Islands residents (11% in 2018, 12% in 2016) or San Juan Islands visitors (7% in 2018, 9% in 2016).*
- *Actual missed sailings is highest among San Juan (21%) residents following by Orcas (16%) and Lopez (14%).*

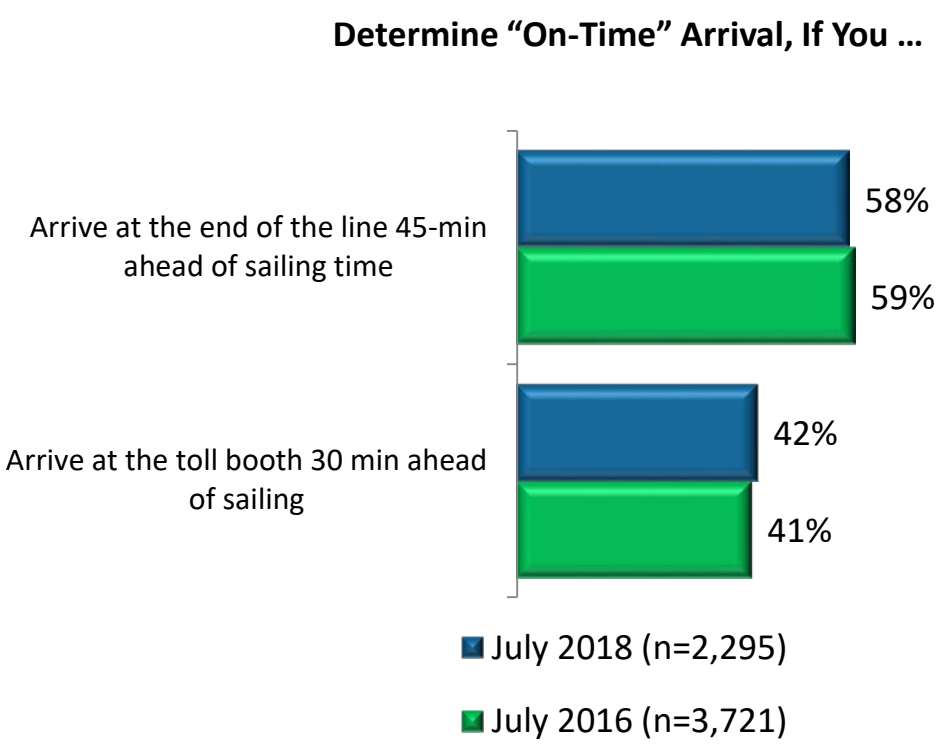




Q6g Background: At Anacortes, Friday Harbor and Orcas Island, vehicles with reservations must check in at the toll booth at least 30 minutes prior to their reserved departure time. Vehicles that do not check in at the toll booth 30 minutes ahead of the reservation time will lose their reservation and just travel standby. Drivers are encouraged to arrive at the end of the line at least 45 minutes prior to their reserved departure time so that they reach the toll booth within 30 minutes of reserved departure time. Drivers are responsible for ensuring that they reach the toll booth 30 minutes in advance of their reservation. Question: During the summer, how big a worry to you is arriving at the terminal within 45 minutes of your reserved departure time, knowing you can lose your reservation if you are late, and thus put on standby because you did not make the toll booth within 30 minutes of your reserved departure time. Q6h During the last 12 months have you ever arrived within 45 minutes of your reserved departure time and not made the tollbooth within 30 minutes of your reserved departure sailing?

Reservation Check-in Issues - "On-Time" Arrival

The 2,295 riders who have used the WSF reservation system from Anacortes, Friday Harbor, or Orcas Island were given two choices and asked to select which they felt WSF should use to determine if you have arrived on time. Similar to 2016, 58% in 2018 said it should be based on their arrival at the end of the line 45 minutes ahead of sailing time.



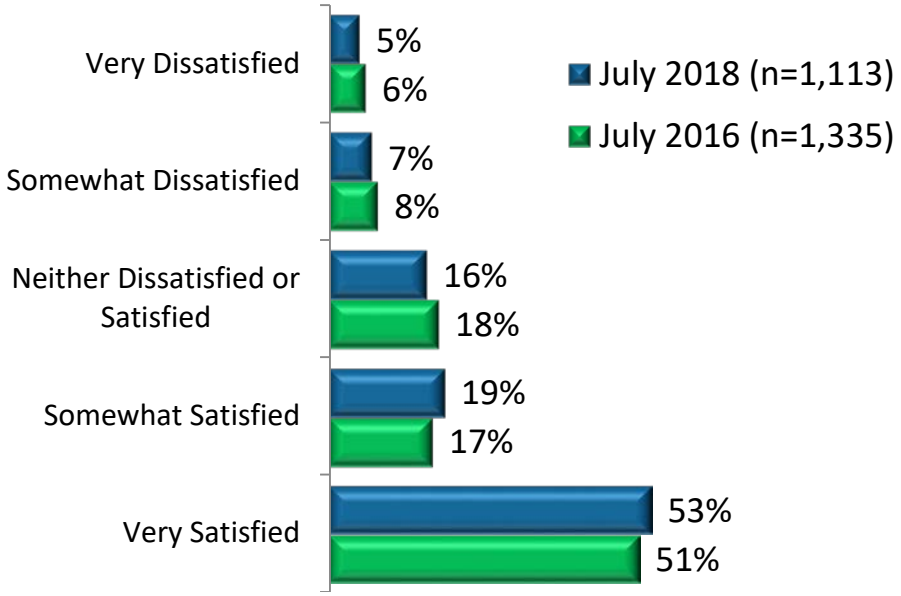
- Comments given by riders as to what method should be used to determine if you have arrived in line within 45 minutes included:
  - Take a camera shot of time/ferry line.
  - 45 minutes prior to the boat departing (not SCHEDULED, but ACTUAL), either have an agent walk down the line and put a slip under the windshield wiper of the last car, or write down the license number of the last car.
  - Have one of the workers walk the line with a hand held devise to confirm who has reservations.
  - Code of Honor. They can ask each car how long they were in line, most will be honest.
  - If I have paid for my ticket it is confusing as to why I have to be at the toll both 30 minutes before. In line 30 minutes before makes sense to me.

Q6j How should Washington State Ferries determine if a vehicle has arrived "on-time" for their reservation? If they … Q6k By what method should WSF use to determine if you have arrived in line within 45-minutes ahead of your scheduled sailing?

Phone Staff Handling Fee Issues

The 1,113 riders who have used the WSF phone staff to handle reservation issues and no-show fee reversals were asked how they would rate the customer service of the phone staff. Similar to 2016, 12% in 2018 are dissatisfied with how they were handled. Full time San Juan Islands residents (15% in 2018, 20% in 2016) are more likely to be dissatisfied with the phone staff handling of fee issues than part time San Juan Islands residents (11% in 2018, 12% in 2016) or San Juan Islands visitors (11% in 2018, 10% in 2016). Orcas Island residents (17%) are slightly more likely to be dissatisfied with the phone staff than either San Juan (14%) or Lopez (14%) Island residents.

Phone Staff Handling Fee Issues



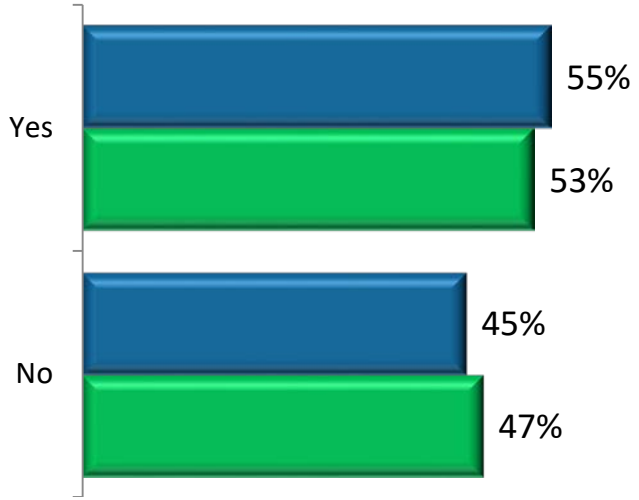
- Comments given by riders as to the phone staff issue or problem they encountered included:
  - It can take a long time to speak with someone.
  - I shouldn't have to call to straighten things out after I was checked in on some handheld computer.
  - I have either never gotten through to a person or the person on the other end could not answer my question. I don't think it's a help for islanders to call anyone off island.
  - The operator immediately took a suspicious attitude toward me, which is insulting, then she refused to believe I was telling the truth. I still had my ferry ticket as proof I was on the boat and that is the only reason the no-show fee was removed.

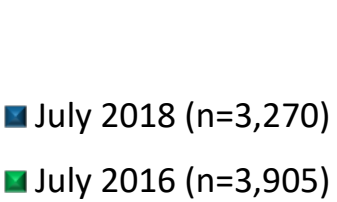
Q6m Based on your experience, if any (mark don't know if none), how would you rate WSF telephone customer service when you have called to have reservation fees or no-show fees reversed? Q6m2 What specifically was the issue or problem that you had with reversing a reservation or no show fee?

No-Show Fees & Multiple Reservations.

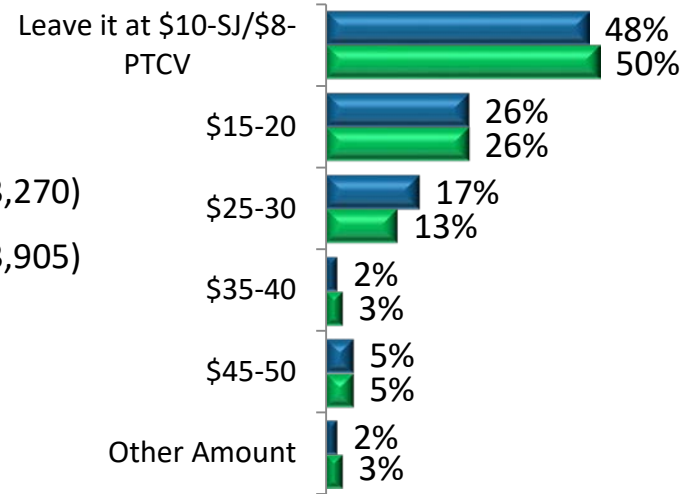
The 3,270 riders who have used the WSF reservation system were given a short background description on the impact of making multiple reservations for the same trip and asked if the no-show fees should be raised. Similar to 2016, 55% in 2018 said the no-show fees should be raised to $24 compared to $23 in 2016 (on average). Visitors to San Juan Islands (57%) are more likely to say increase the no-show fees than either part time San Juan Islands residents (54%) or full time San Juan Islands residents (39%). Those living on Lopez Island (46%) are more likely to want the no-show fees increased than Orcas (39%) or San Juan (36%) Island residents. The average increase based on all 3,270 respondents for the no-show fee is $17 (in both 2018 and 2016).

Increase No-Show Fees





Suggested Amount

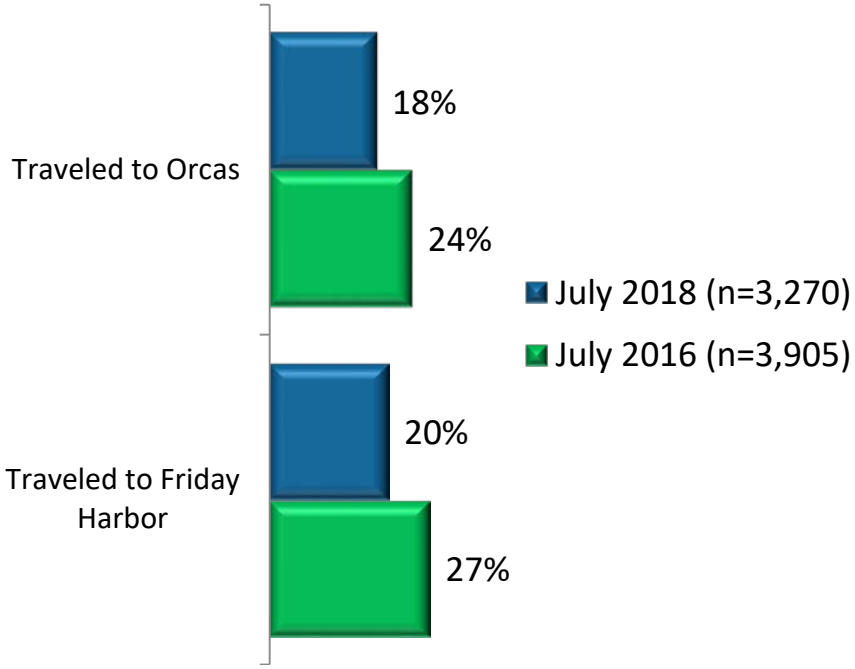


Q6n Background: The current no-show fees that most people pay for standard size vehicles is $10 per no-show in San Juan ($8 for Port Townsend/Coupeville). Some riders are booking multiple reservations on multiple sailings for their single trip which causes more boats to show as "full" on the reservation site. It also means boats may leave with space available given the no-shows by those riders. Question: Should the no-show fees be increased to cut down on the multiple reservation bookings on multiple sailings for a single trip? Q6o The current no-show fee for vehicles is $10 in San Juan ($8 for Port Townsend/Coupeville) for a standard size vehicle, what would you suggest the fee be increased to in order to cut down on multiple reservation bookings on multiple sailings for a single trip?

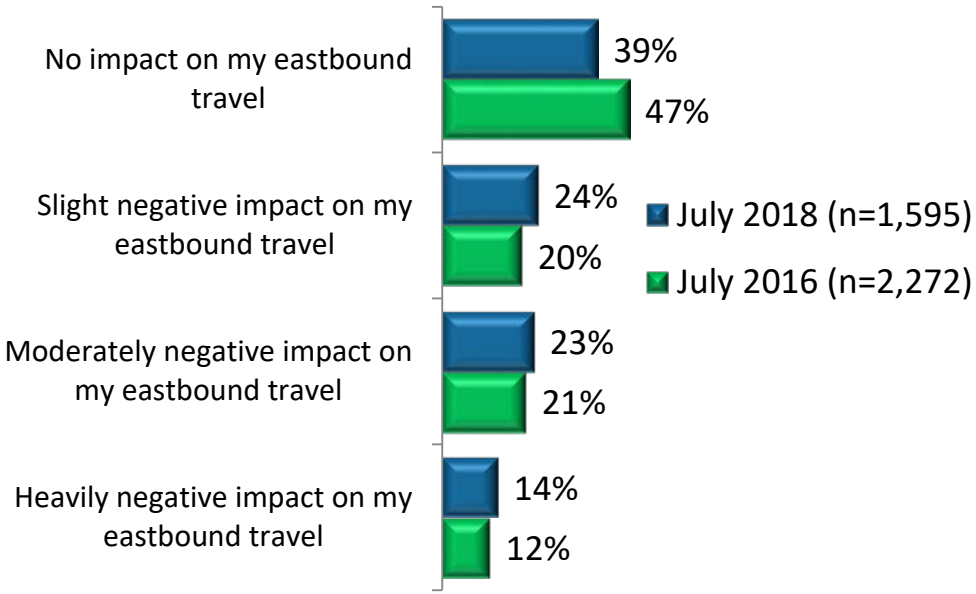
Eastbound Reservations Impact

For the 1,595 riders who have traveled eastbound from Orcas and/or Friday Harbor, 61% say the lack of available eastbound reservations has impacted their ability to travel off of those islands. This is an increase over 2016 (53%). Full time (83% in 2018, 70% in 2016) and part time (72% in 2018, 69% in 2016) residents of San Juan Islands report being more impacted than visitors (49% in 2018, 44% in 2016) to San Juan Islands.

Traveled to Orcas / Friday Harbor



Level of Impact On Travel for Those Traveling Eastbound from Orcas / Friday Harbor

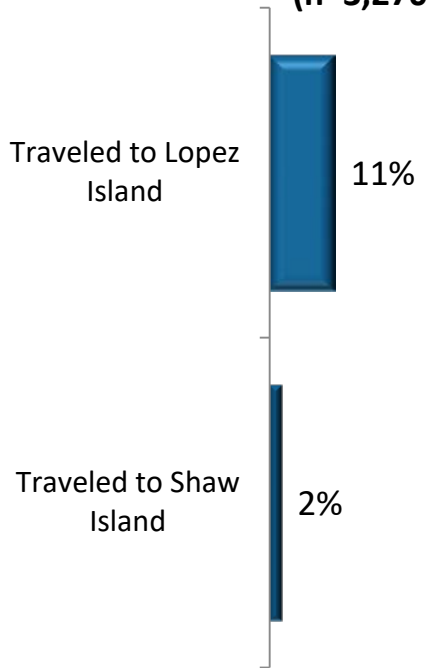


Q6p In the last 12 months have you traveled between (1) Anacortes and Orcas Island and/or (2) Anacortes and Friday Harbor on San Juan Island? Q6q1 There are times when eastbound reservations from Orcas and/or Friday Harbor (on non-inter-island boats) are fully booked for some popular sailings. How has the lack of available eastbound reservations form Orcas and/or Friday Harbor impacted your ability to travel off of those islands?

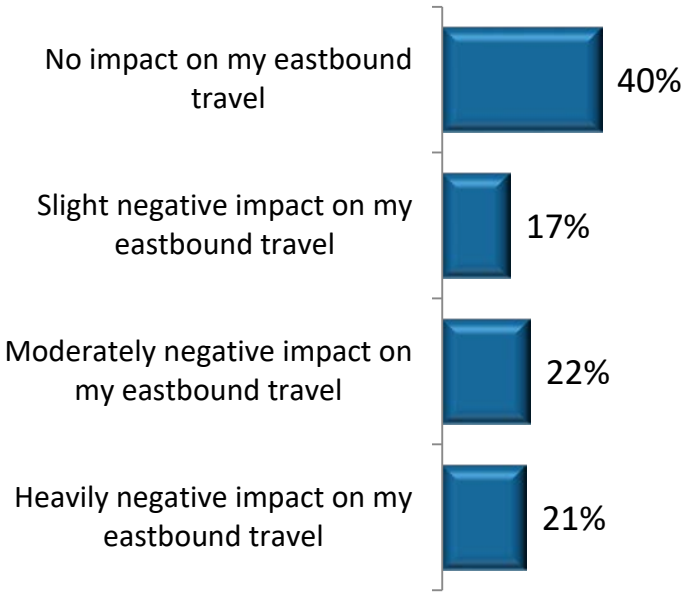
Eastbound Reservations Impact

For the 633 riders who have traveled to/from Lopez and/or Shaw Islands, 60% say the lack of available eastbound reservations has impacted their ability to travel off of those islands.

Traveled to Lopez / Shaw Island(s) (n=3,270)



Level of Impact On Travel for Those Traveling Eastbound from Lopez / Shaw Island(s) (n=633)



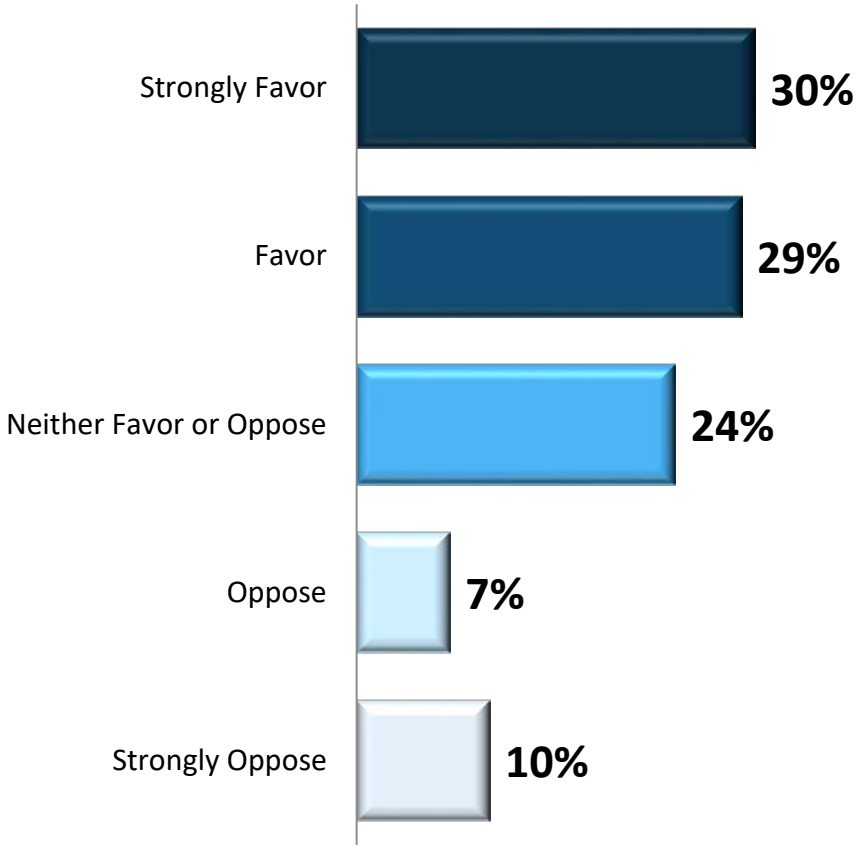
Q6q2 In the last 12 months have you traveled between (1) Lopez and/or (2) Shaw Island? Q6q3 How has the lack of available eastbound reservations from Lopez and/or Shaw Islands impacted your ability to travel off of those islands?

Eastbound Reservations – Lopez/Shaw

Of the 618 riders who traveled to/from Lopez and Shaw Islands, 59% favor WSF offering eastbound reservations from Lopez and Shaw Islands with 17% opposing it.

Favor or Oppose WSF Offering Eastbound Reservations

(n=618)

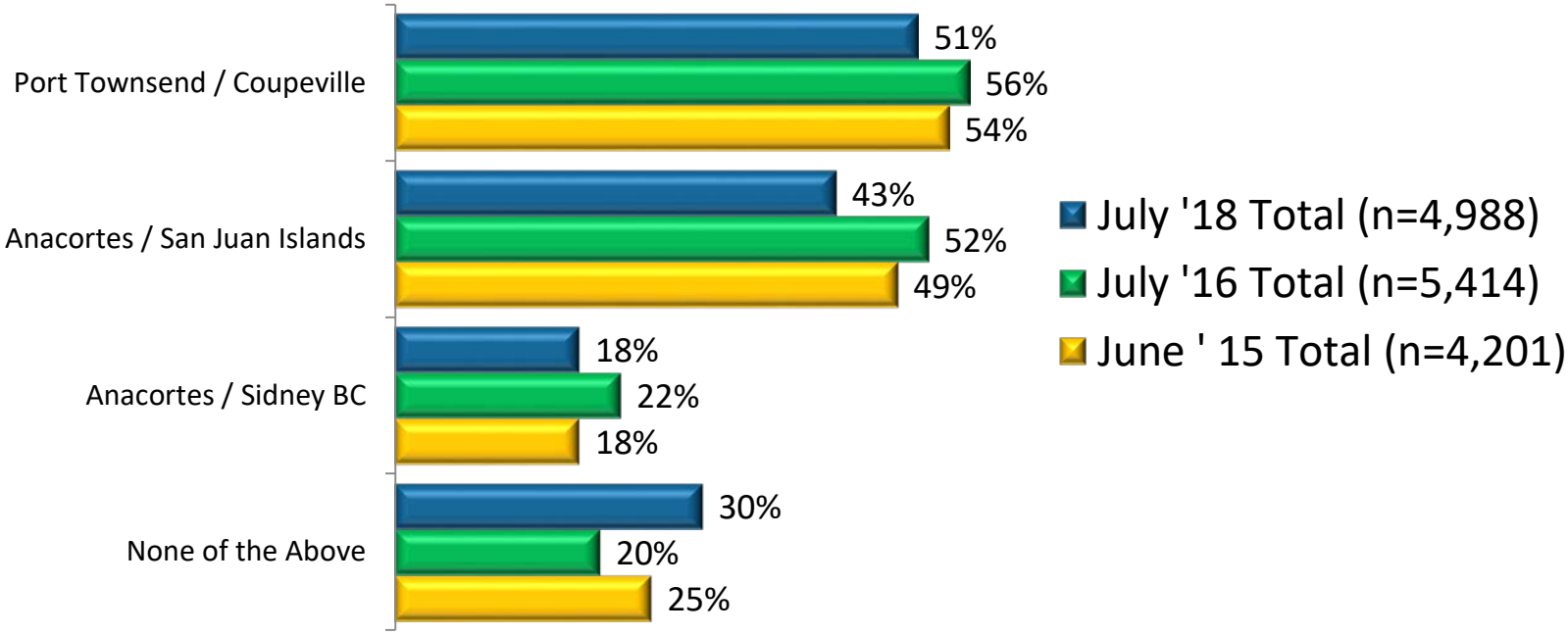


Q6q4 Would you favor or oppose WSF offering eastbound reservations from Lopez and Shaw Islands?

Current / Future Usage Of Reservation Routes

Respondents were asked if they had used in the last 2 years, or are likely to use in the next 2 years, one or more of the current reservation routes. Fifty-one percent (51%) said they had or will use the Port Townsend/Coupeville route, it was followed by Anacortes/San Juan Islands (43%), and Anacortes/Sidney BC (18%). Approximately 30% of those interviewed in 2018 have not and do not plan on using any of the three current reservation routes. The change in the results are more a function of promoting the 2018 reservation survey as containing proposed central sound reservation program expansion questions that interested more FROG members who do not usually use the current reservation routes to take this survey.

Used In Last 2 Years or Likely To Use In Next 2 Years)

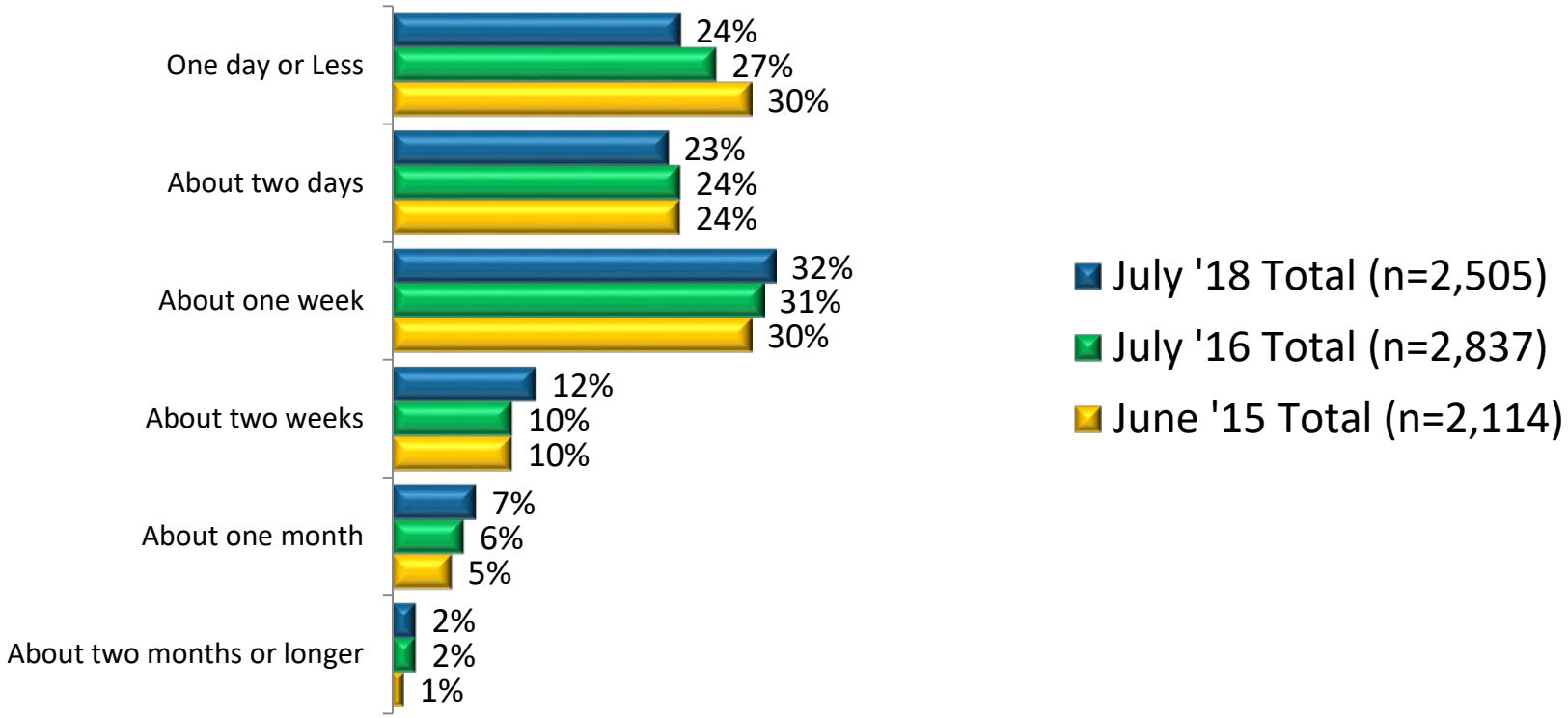


Q.8 Which of the following ferry routes, if any, have you taken in the last 2 years or are likely to take in the next 2 years? (Check all that apply)

Adv. Travel Notice - Port Townsend/Coupeville

The 2,505 riders who have taken or are likely to take the Port Townsend / Coupeville route were asked to describe their typical lead time before they need to take the ferry. Similar to 2016, about 32% in 2018 know about one week in advance, followed by one day or less (24%), and about two days (23%).

Port Townsend-Coupeville Travel - I Typically Know In Advance Of The Time/Date

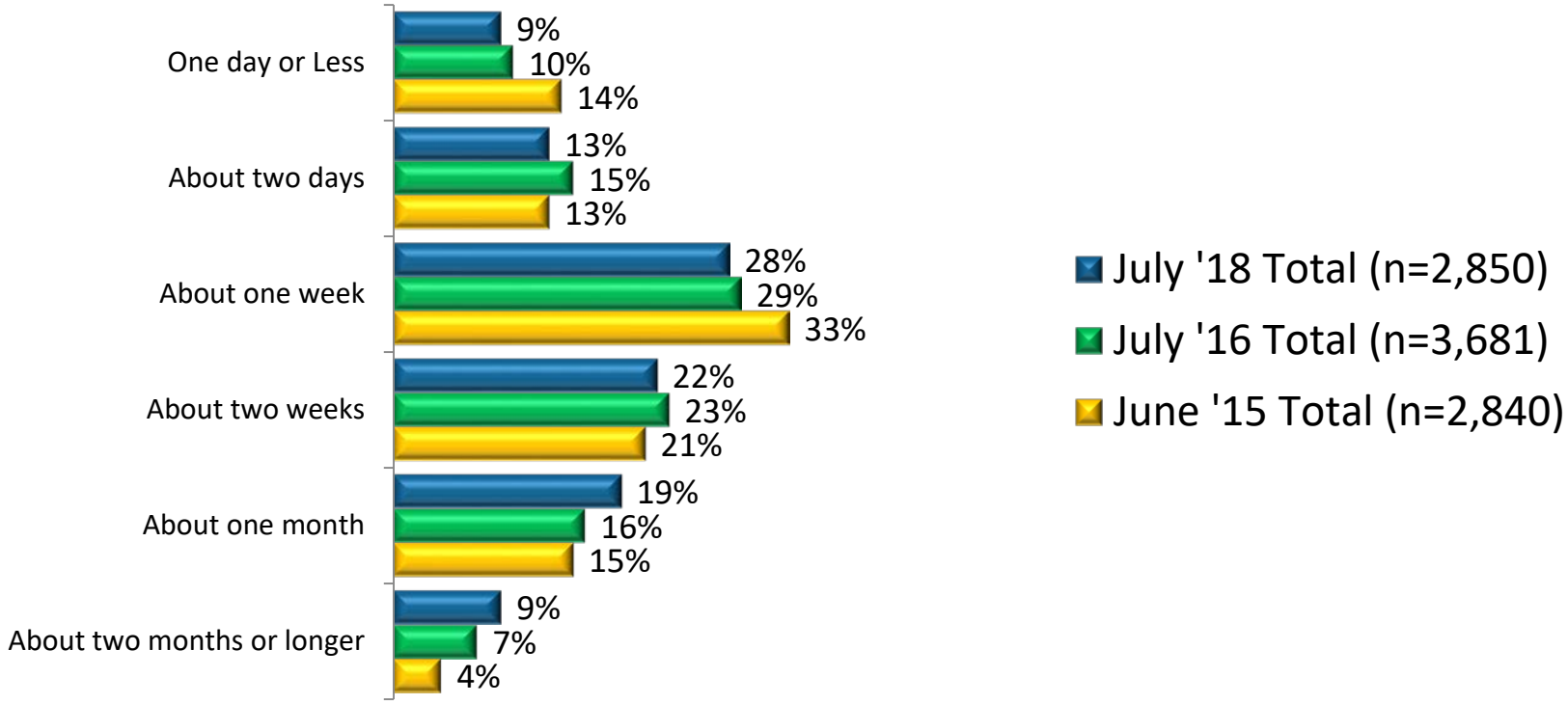


Q.9a Which statement below best describes your typical (80% to 90% of the time) lead time before you need to take the:

Adv. Travel Notice - Anacortes/San Juan

The 2,850 riders who have taken or are likely to take the Anacortes / San Juan Islands route were asked to describe their typical lead time before they need to take the ferry. Similar to 2016, about 28% in 2018 know about one week in advance, followed by about two weeks (22%) and about one month (19%).

Anacortes-San Juan Islands Travel - I Typically Know In Advance Of The Time/Date

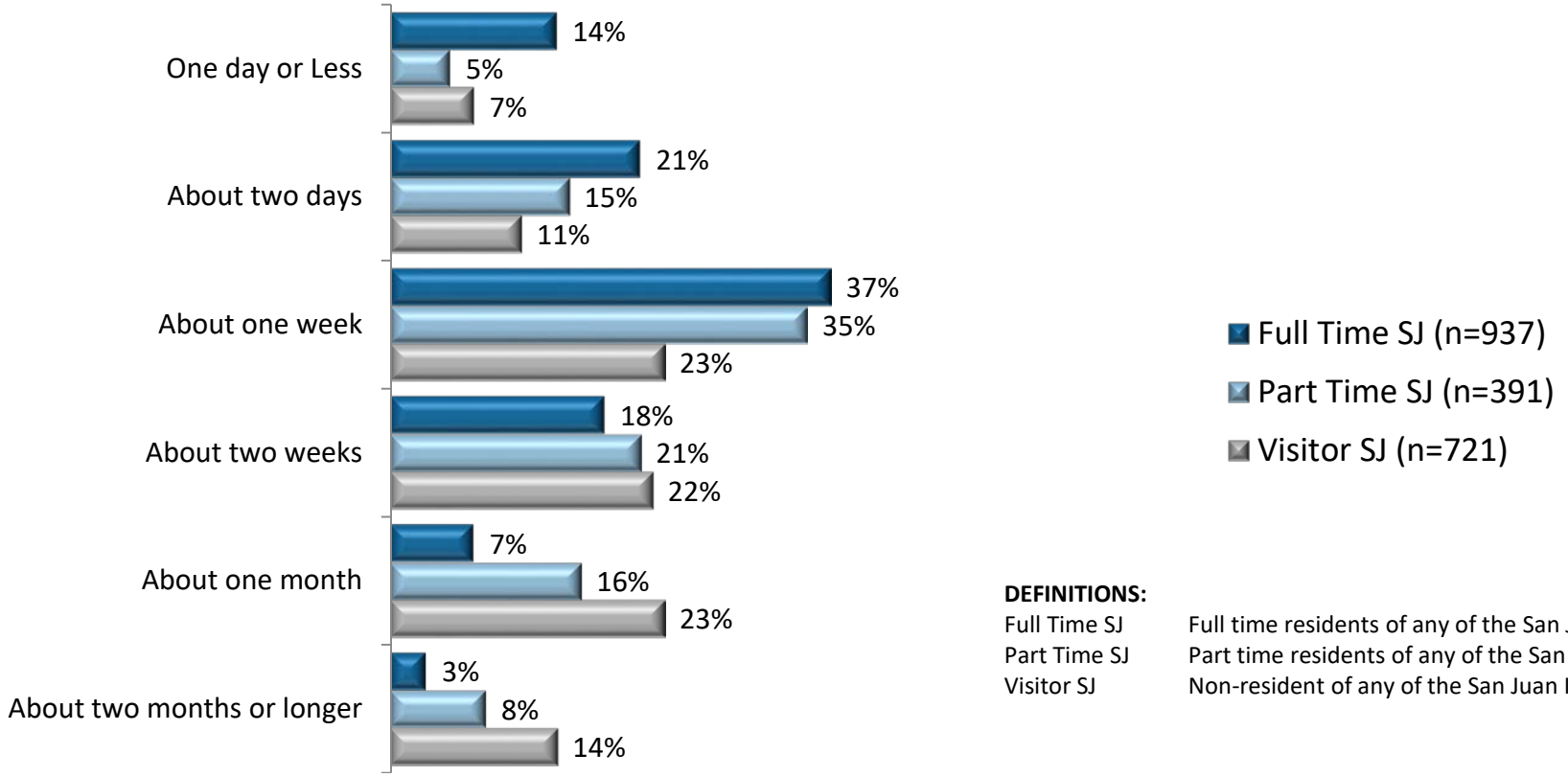


Q.9c Which statement below best describes your typical (80% to 90% of the time) lead time before you need to take the:

Adv. Travel Notice - San Juan Resident Type

Full time and part time island residents along with visitors who have taken or are likely to take the Anacortes / San Juan Islands route were asked to describe their typical lead time before they need to take the ferry. Full time residents of the San Juan Islands (14%) are two to three times more likely to say they only know one day or less in advance compared to part time residents (5%) or visitors (7%).

Anacortes-San Juan Islands Travel - I Typically Know In Advance Of The Time/Date



DEFINITIONS:

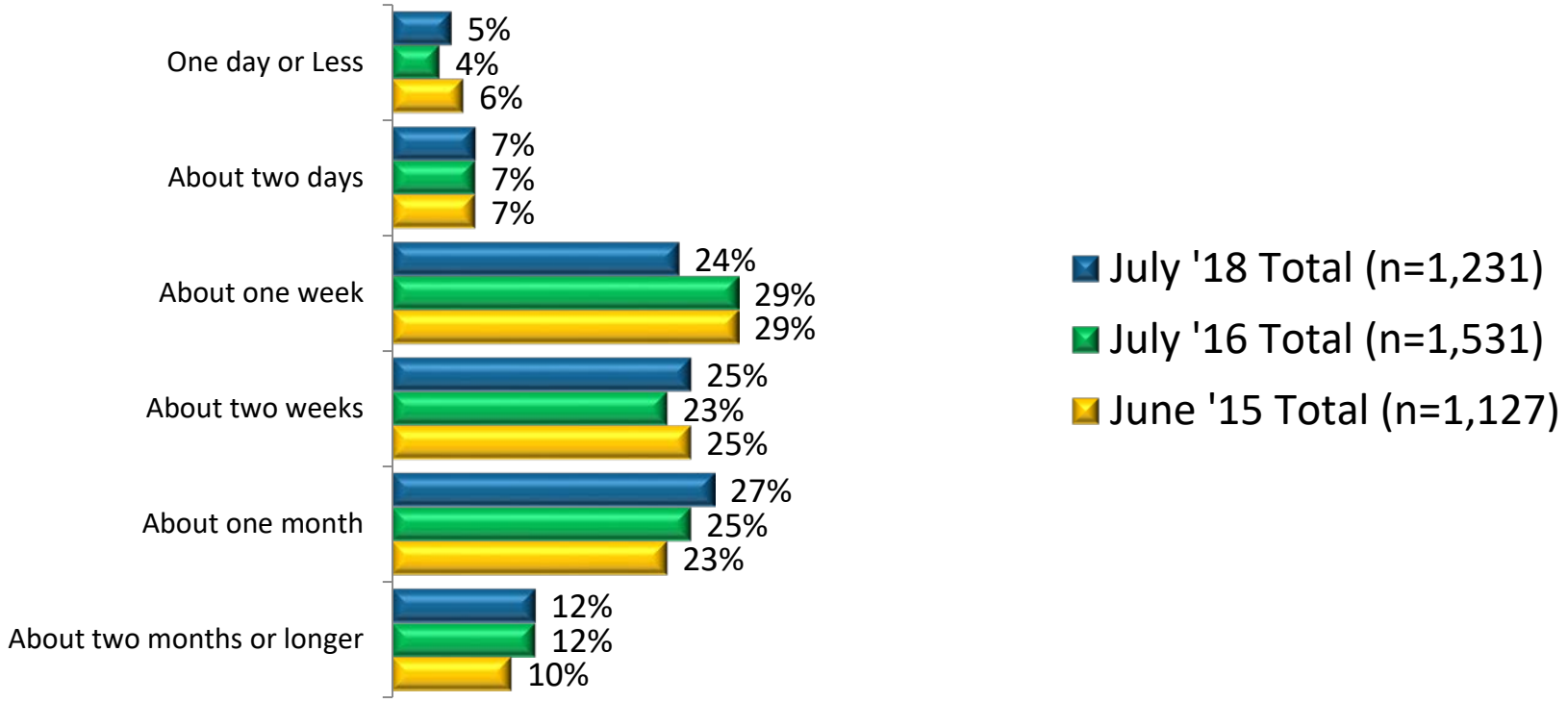
Full Time SJ	Full time residents of any of the San Juan Islands
Part Time SJ	Part time residents of any of the San Juan Islands
Visitor SJ	Non-resident of any of the San Juan Islands

Q.9c Which statement below best describes your typical (80% to 90% of the time) lead time before you need to take the:

Adv. Travel Notice - Anacortes/Sidney BC

The 1,231 riders who have taken or are likely to take the Anacortes / Sidney BC route were asked to describe their typical lead time before they need to take the ferry. Similar to 2016, in 2018 most Sidney BC riders know either one month (27%) or two weeks (25%) or one week (24%) in advance.

Anacortes-Sidney BC Travel - I Typically Know In Advance Of The Time/Date

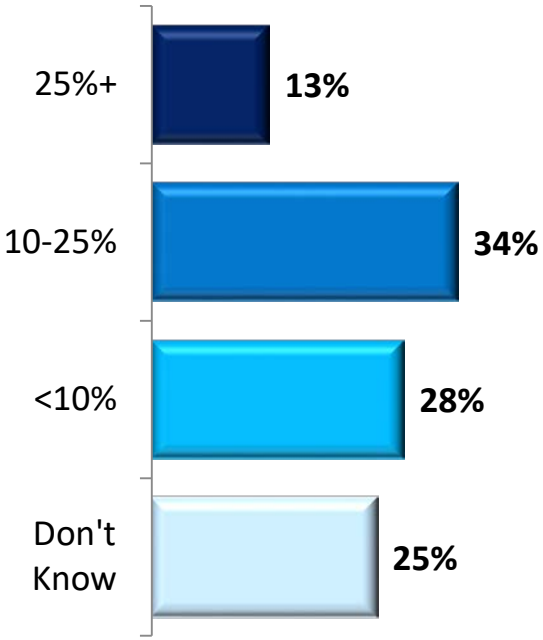


Q.9b Which statement below best describes your typical (80% to 90% of the time) lead time before you need to take the:

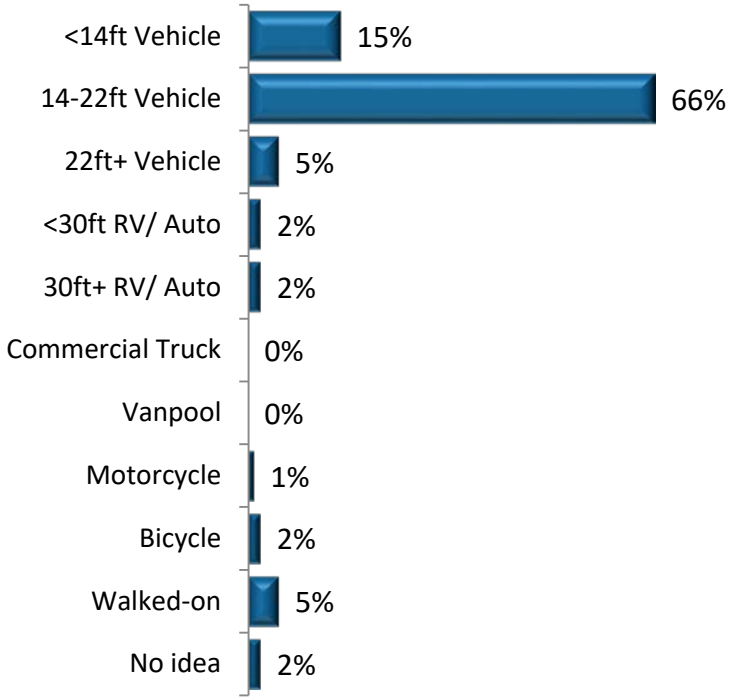
Anacortes/Sidney BC – Percent of Trip Costs

The 1,231 riders who have taken or are likely to take the Anacortes / Sidney BC route were asked to estimate the percentage the Anacortes/Sidney BC ferry fare is to the total cost of their trip. Of those that could estimate it, slightly less than half (45%) said it would be 10-25% followed by <10% (37%). The majority (66%) cited they would drive a 14-22 foot vehicle on.

Relative Cost of Anacortes/Sidney BC Ferry Fare To Whole Trip Costs (n=1,231)



Anacortes/Sidney BC Vehicle Size (n=1,231)

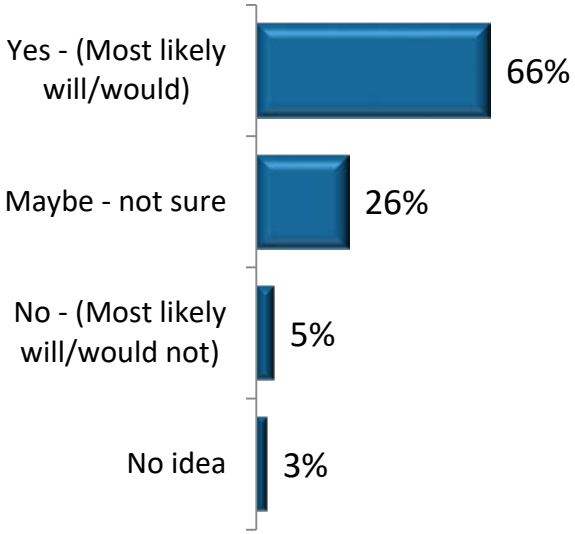


Q8a Roughly what percentage would you estimate the Anacortes to Sidney BC ferry fare is or will be of the total cost of your trip when you figure in all you costs such as gas, food, lodging, etc.? Would you say the Anacortes/Sidney BC ferry fare will account for … Q8e Approximately, what size vehicle did you or would you drive on (or ride as a passenger in) to the Anacortes to Sidney BC ferry?

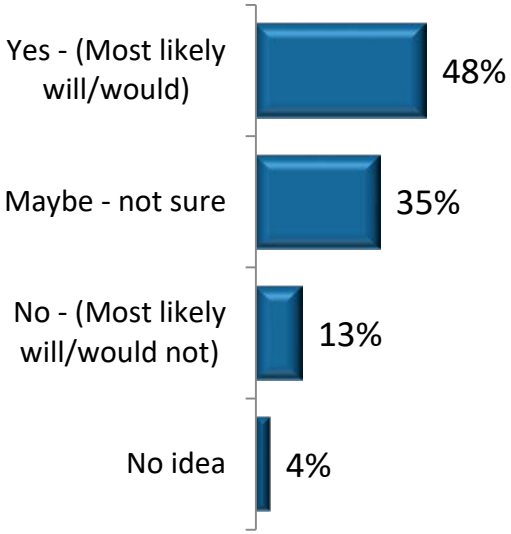
Anacortes/Sidney BC – Fare Impact on Trip

The 1,231 riders who have taken or are likely to take the Anacortes / Sidney BC route were asked if they would take the trip under the current fare structure (or if fares increased by 10% and 25%). Five percent (5%) said they would most likely not take the trip at the current fare level. Those saying "no" increased about 2.5 times when fares increased by 10% and 6.5 times when fares increased 25%.

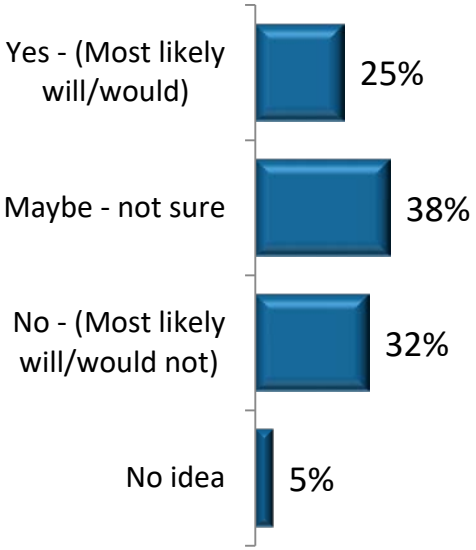
Current One-Way Sidney BC Fare (n=1,231)



10% Higher One-Way Sidney BC Fare (n=1,231)



25% Higher One-Way Sidney BC Fare (n=1,231)

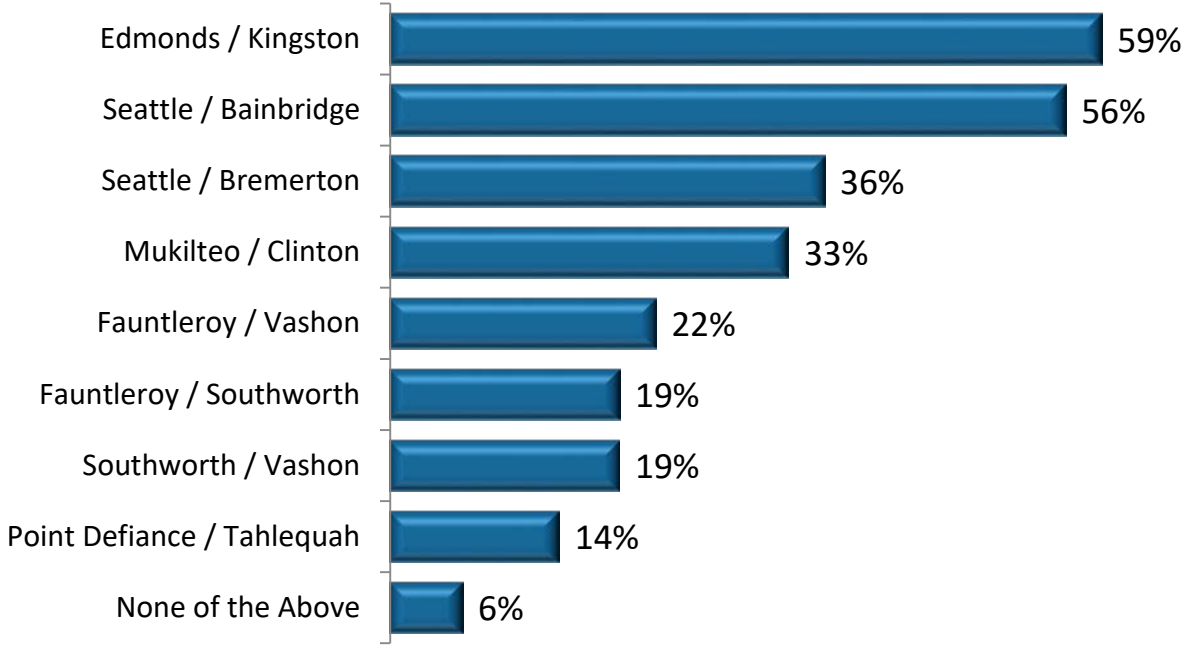


Q8b Given the Anacortes to Sidney BC ferry fares (One way fare - Walk-on $19.85; Car <22ft $68.95; RV 30> $106.80; RV 31-40ft $142.30), will you still take the ferry trip? Q8c If the Anacortes to Sidney BC ferry fare had been 10% higher, will you / would you still take the ferry trip? QQ8d If the Anacortes to Sidney BC ferry fare had been 25% higher, will you / would you still take the ferry trip?

Potential Reservation Routes - Usage

All respondents were asked if they had used in the last 2 years, or are likely to use in the next 2 years, any of the central Puget Sound routes. Fifty-nine percent (59%) said they had or will use the Edmonds / Kingston route, followed by Seattle / Bainbridge (56%), Seattle / Bremerton (36%) and Mukilteo / Clinton (33%). Approximately 6% of those interviewed have not and do not plan on using any of the central Puget Sound proposed reservation routes.

Used In Last 2 Years or Likely To Use In Next 2 Years (n=4,988)

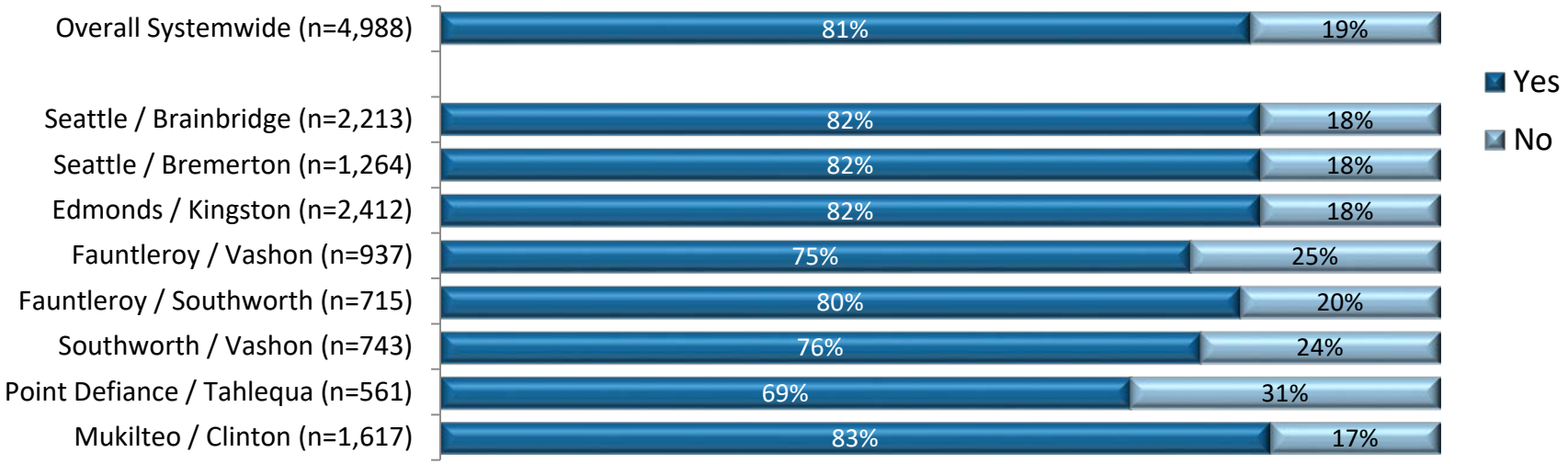


Q.7d Which of the following central Puget Sound ferry routes, if any, have you taken in the last 2 years or are likely to take in the next 2 years? (Check all that apply)

Potential Reservation Routes - Reasonableness

Those who are currently travelling or planning to travel on/off of Vashon Island are considerably less likely to see the described reservation program as reasonable compared to all other potential Central Sound routes.

Program Reasonableness By Users of Potential Central Puget Sound Reservation Routes



Q.7a Reservations have been implemented on limited routes in the North Sound to better accommodate high travel demand on longer routes with consistently large numbers of occasional/recreational riders. Reservations provide predictability around travel times and allows travelers to plan their trips with more reliability. The current approach to reservations is done via a tiered reservation system and here is how it currently works :

For Port Townsend/ Coupeville & Anacortes/ Sidney BC sailings:

All reservations for a sailing schedule season are available two months prior to the start of the season. Up to 80% of the space on the Port Townsend route and 100% of the space on the Anacortes (99% on Sidney B.C.) route can be reserved.

For San Juan sailings:

Reservations are available for up to 90% of the San Juan Island sailing space. Two months ahead of the sailing schedule season, 30% of the regular height space (typically general vehicles) and 100% of all tall height space (vehicles over 7'2" high or over 30' long – typically commercial vehicles/Motorhomes/RVs) becomes available for reservations. At 7 am two weeks prior to any individual travel day, an additional 30% of the regular height space becomes available. The remaining 30% becomes available at 7 am two days prior to the travel day.

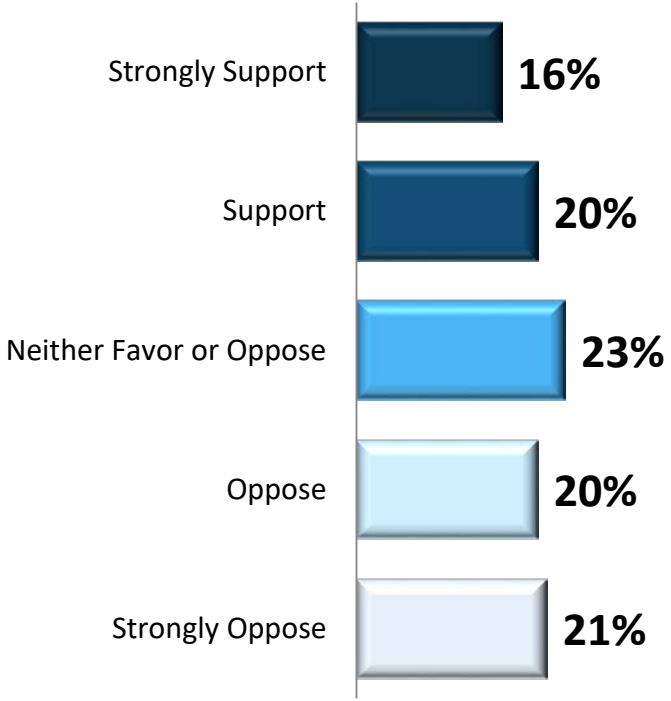
Based upon the above, does the WSF reservation program seem reasonable to you?

Potential Reservation Routes – Support & Why

Of those 4,088 riders who use or will use the Central Puget Sound ferry routes, slightly over a third (36%) <u>would support</u> developing a reservation system while 41% <u>would oppose</u> the development.

Support or Oppose the WSF Developing Reservation System for Central Puget Sound Routes

(n=4,088)



- Comments given by the 36% (n=1,488) who would support reservation expansion and how they want it to work included:
  - 30% Feel WSF should use the existing reservation system
  - 22% Feel regular riders should get some sort of priority
  - 17% Feel the web/online system is a positive
  - 16% Feel there are positive benefits to reservations
  - 15% Want more unreserved space for unplanned trips

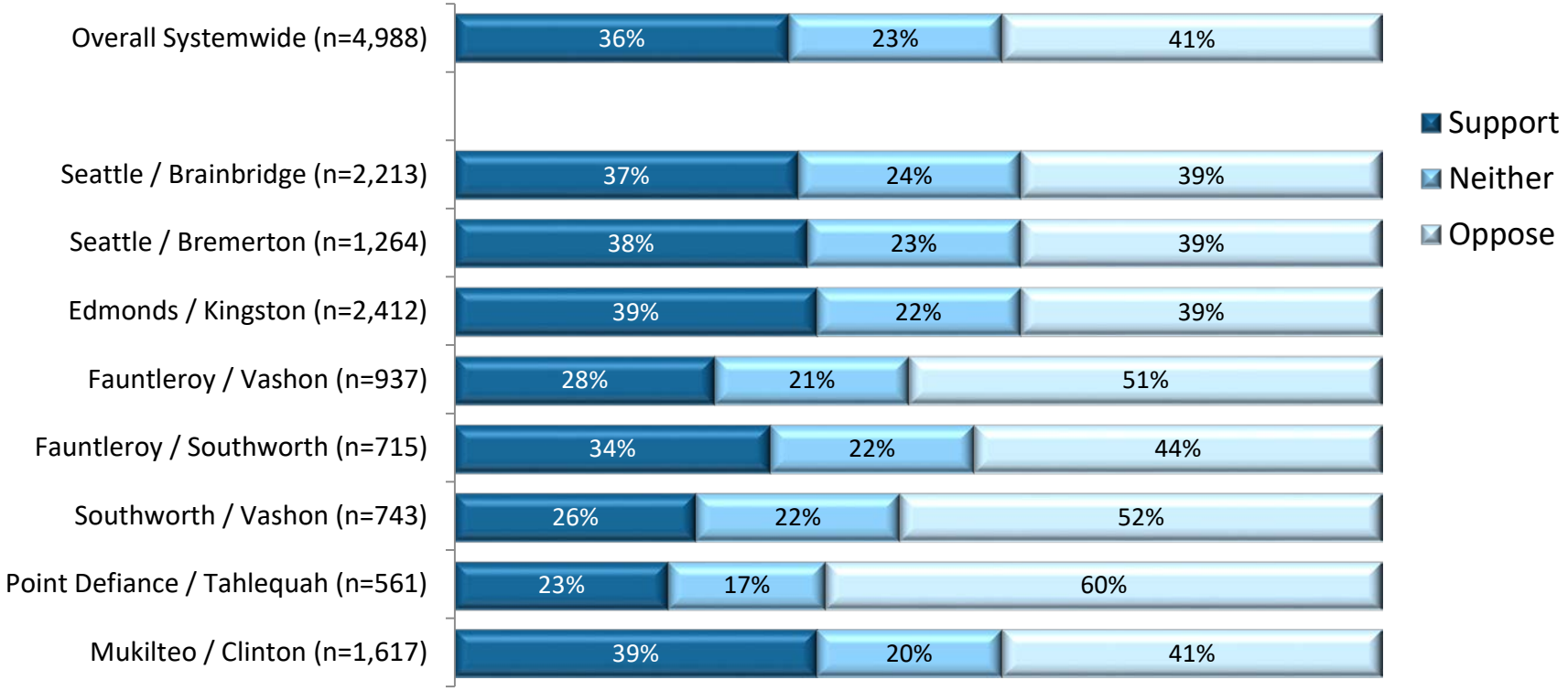
- Comments given by the 41% (n=1,557) who would oppose reservation expansion included:
  - 40% Don't feel they can plan ahead effectively
  - 35% Feel that it penalizes commuters / regular riders
  - 21% Feel it just will not work / make things better
  - 12% Feel first come / first serve is a better system
  - 11% Feel reservation system is too hard

Q7e In general, would you support or oppose the concept of WSF developing a reservation system for the central Puget Sound ferry routes you take? Q7f Why would you oppose the concept of WSF developing a reservation system for the central Puget Sound ferry routes you take? Q7g How would you like the central Puget Sound reservation to work?

Potential Reservation Routes – Route Support

The support for WSF developing a central Puget Sound reservation system is uniform across users of all potential routes (support scores between 37-39 percent) except for those that travel on/off Vashon Island (support scores all under 30%) and to a less extent those that use the Fauntleroy/Southworth route (34% support).

Support for WSF Developing Central Puget Sound Reservation System



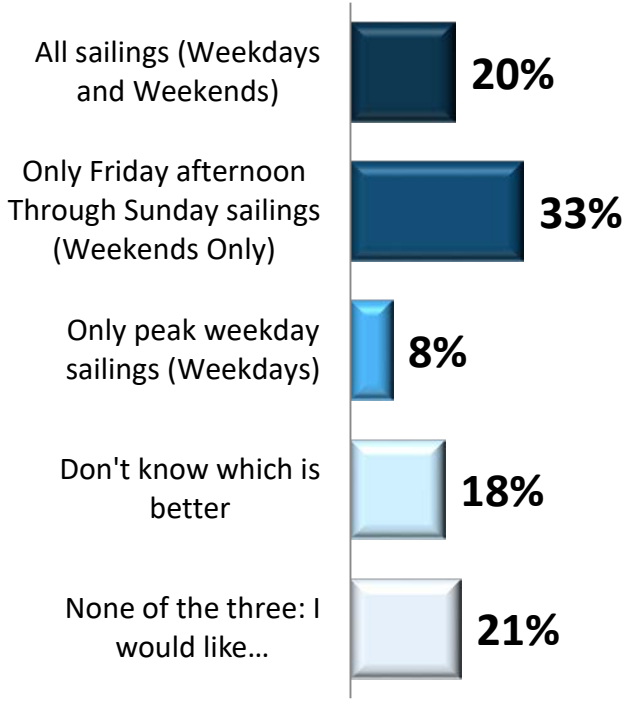
Q7e In general, would you support or oppose the concept of WSF developing a reservation system for the central Puget Sound ferry routes you take? Q7f Why would you oppose the concept of WSF developing a reservation system for the central Puget Sound ferry routes you take? Q7g How would you like the central Puget Sound reservation to work?

Potential Reservation Routes – Which Sailings?

Of those 4,088 riders who use Central Puget Sound ferry routes, one third (33%) would want reservations on only Friday afternoon through Sunday sailings. About one in five either want it on all sailings (20%), have a suggested alternative method (21%), or just don't know which is better (18%).

What Sailings Should Central Sound Reservations Be On?

(n=4,088)



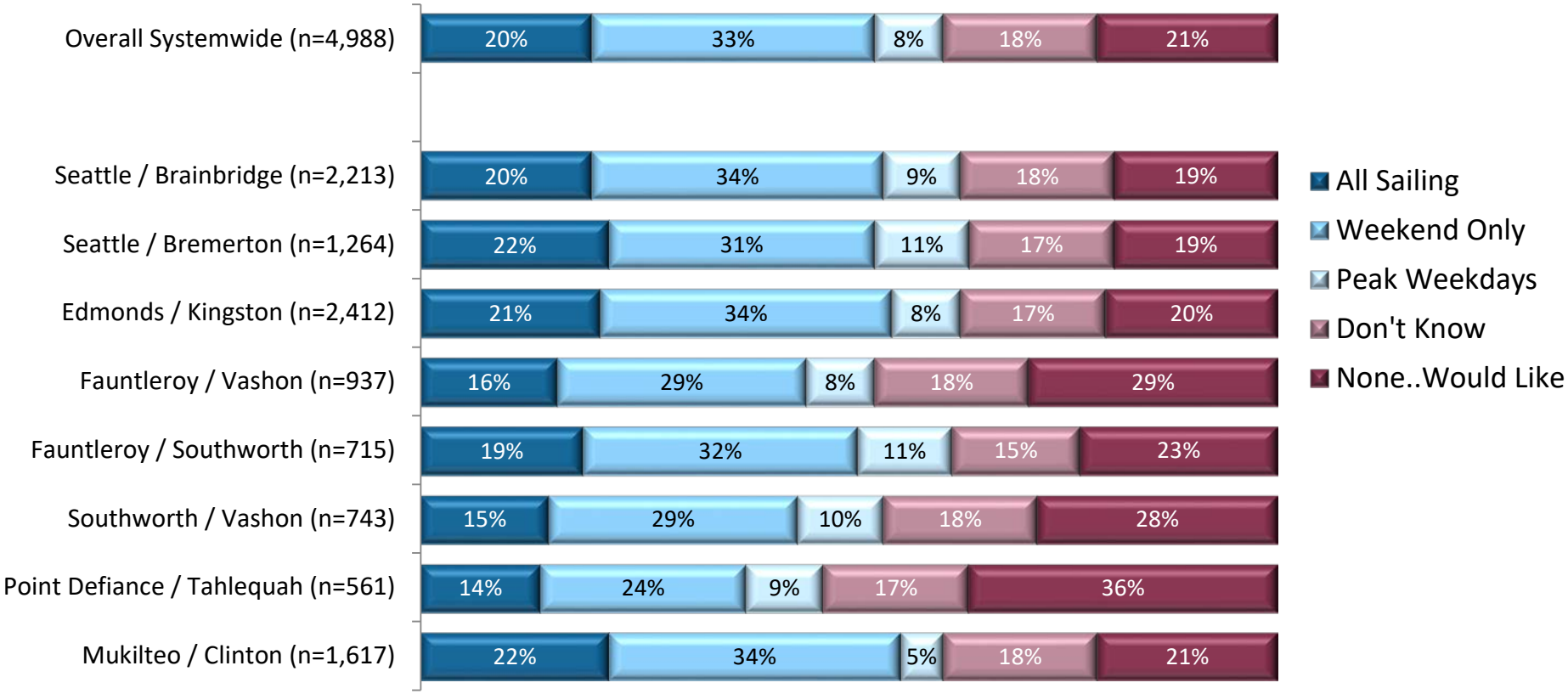
- Comments given by the 21% (n=788) who said "none of the three; I would like" .. included:
  - Don't want reservations / Want first come as it is.
  - Priority to residents of WA state that depend on the ferry for transportation.
  - Only during the summer season and only a small percentage like 20% able to be reserved.
  - Exactly none of the above... NO RESERVATIONS!
  - More frequent sailings.
  - I don't see how reservations are even possible given the loading accommodations at some terminals. Also these are more of a commuter run than holiday / vacation plus traffic in Seattle, Tacoma is such that you could miss a ferry. Bad idea.
  - Remember! There are NO buses at Bainbridge Island for passengers to use in evenings. The lack of last minute reservations will not then allow people to go on as passengers only when there are NO BUSES.

Q7h If WSF did develop a reservation system for the central Puget Sound ferry routes and there were three choices to select from, would you prefer … ?

Potential Reservation Routes – Which Sailings?

Putting reservations on only Friday afternoon through Sunday sailings (weekend only) seems to be uniform across all potential reservation routes at about one third. Again weekend support is weakest for those going on/off of Vashon island.

What Sailings Should Central Sound Reservations Be On?



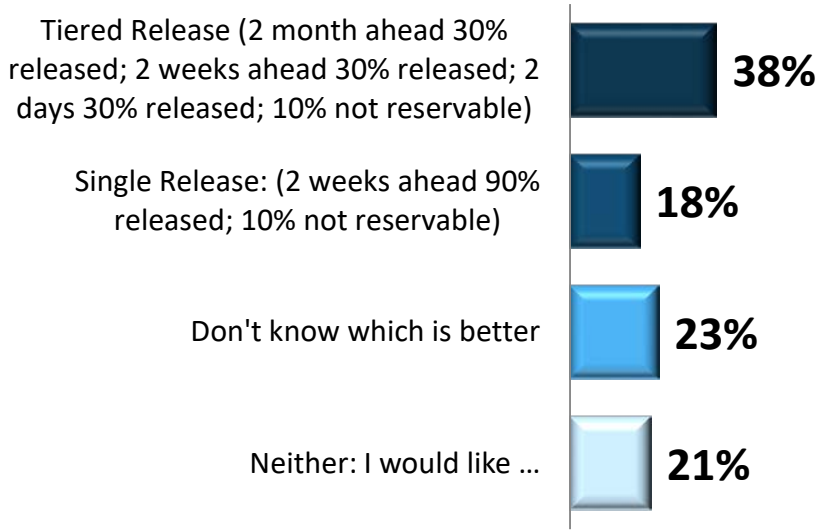
Q7h If WSF did develop a reservation system for the central Puget Sound ferry routes and there were three choices to select from, would you prefer … ?

Potential Reservation Routes – Release Plan

Of those 4,088 riders who use Central Puget Sound ferry routes, over one third (38%) would suggest the current tiered release structure be used. About one in five either want a single release (18%), have a suggested alternative method (21%) or just don't know which is better (23%).

Tiered or Single Release Preference

(n=4,088)

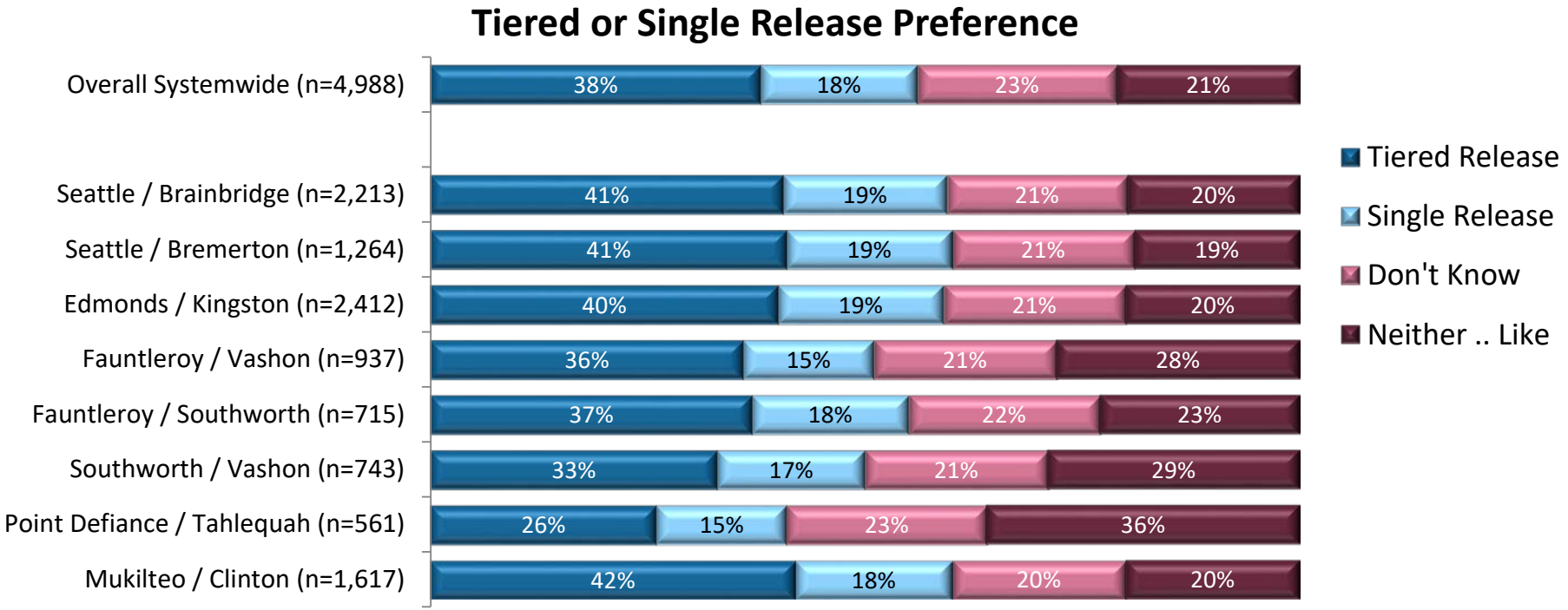


- Comments given by the 21% (n=783) who said "neither; I would like" .. included:
  - 50% available for all trips after midnight on weekdays.
  - 70% reservation cap for every crossing.. . 30% Always available for travelers and incidental use.
  - No reservation system!
  - NO NO! Less than 50% un-reservable would be a disaster!
  - Similar to the Tiered release, except that each release is only 10% and the third & final release is at 6 hours prior to sailing. Thus, only 30 percent is reservable.
  - Commuters are able to reserve a spot for normal commuter trip times and have a monthly pass or something that guarantees commuters first choice on sailings.

Q7i The following is a brief overview for context: San Juan reservations are available for up to 90% of the sailing space, but it is offered up on a tiered basis. Two months ahead of the sailing schedule, 30% of the space becomes available for reservations. Two weeks prior to any individual travel day, an additional 30% becomes available. The remaining 30% becomes available two days prior to the travel day. Questions: If WSF did develop a reservation system for the central Puget Sound ferry routes and there were only two choices to select from, would you prefer it be a tiered release like in the San Juan's, or a single release where all the space is available for reservations at once? Responses: (1) Tiered Release: Two months ahead of any individual travel/sailing day, 30% of the space becomes available for reservations. Two weeks prior to any individual travel day, an additional 30% becomes available. The remaining 30% becomes available two days prior to the travel day. And 10% is not reservable. (2) Single Release: Two weeks ahead of any individual travel/sailing day, 90% of the space becomes available for reservation. And 10% is not reservable (3) Don't know which is better … (4) Neither: I would want something like …

Potential Reservation Routes – Release Plan

The tiered release plan is the most liked by all potential reservation riders except those riding or planning to ride the Point Defiance/Tahlequah route.

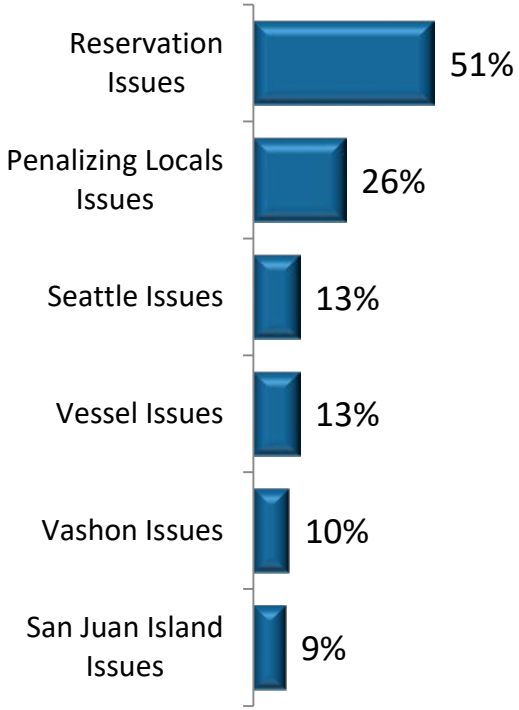


Q7i The following is a brief overview for context: San Juan reservations are available for up to 90% of the sailing space, but it is offered up on a tiered basis. Two months ahead of the sailing schedule, 30% of the space becomes available for reservations. Two weeks prior to any individual travel day, an additional 30% becomes available. The remaining 30% becomes available two days prior to the travel day. Questions: If WSF did develop a reservation system for the central Puget Sound ferry routes and there were only two choices to select from, would you prefer it be a tiered release like in the San Juan's, or a single release where all the space is available for reservations at once? Responses: (1) Tiered Release: Two months ahead of any individual travel/sailing day, 30% of the space becomes available for reservations. Two weeks prior to any individual travel day, an additional 30% becomes available. The remaining 30% becomes available two days prior to the travel day. And 10% is not reservable. (2) Single Release: Two weeks ahead of any individual travel/sailing day, 90% of the space becomes available for reservation. And 10% is not reservable (3) Don't know which is better … (4) Neither: I would want something like …

Additional Comments

All respondents were asked if they had any additional thoughts regarding the reservation system, WSF or other transportation issues. Not surprisingly, given the study topic, reservation issues were the most often mentioned.

Additional Comments (n=1,828)
Top 6 Areas

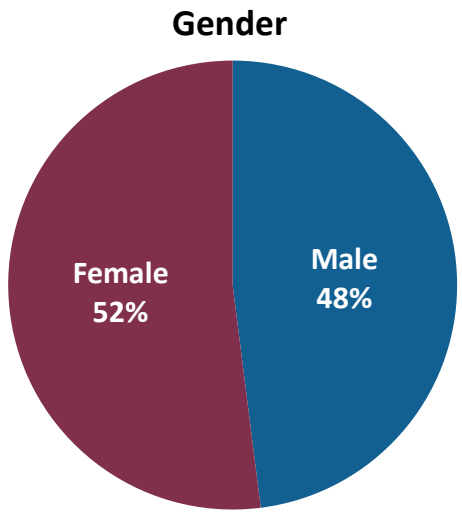


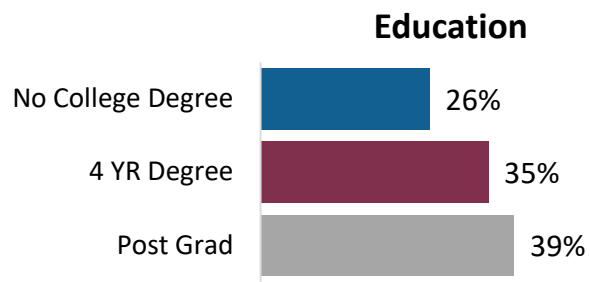
- Example comments included:
  - I cannot imagine how the reservation system would work on the Kingston/Edmonds route. We do not have the space for vehicles now. Trying to split them into reservation/non-reservation vehicles is mind-boggling.
  - The central Puget Sound system works fine as it is. It seems like a solution without a problem.
  - WSF should not charge extra for bikes, in this climate, the state should be encouraging forms of transportation that do not produce CO2 emissions, so why do passengers have to pay an extra dollar to bring their bikes?
  - I would like to see infrastructure improvements to Fauntleroy ferry terminal to allow easier preloading. I would also like to see research into using a "Good-to-Go" pass system for frequent commuters to load faster.
  - You need to have priority for local residents that depend on the ferry for transportation. Tourist should help pay for the ferry system, just like most tourist cities charge a hotel tax or car rental tax.
  - I am so frustrated with giving fickle tourists priority over residents. More rights for residents!!!!
  - Fauntleroy dock specifically - Toll booth throughput and inadequate dock space are THE issues. Reservations is a moot point if boats leave partially full w/ the line over a mile up Fauntleroy Way.
  - Please consider adding more ferries to the routes with additional sailing times. The waits at the dock have been unusually long and frustrating this summer in particular.
  - Better communication as to late departure times for the BI/Seattle routes, which have been running late, continuously this summer.
  - Every time we ride the ferries here, we always comment on what a fabulous system it is. Keep up the great work!

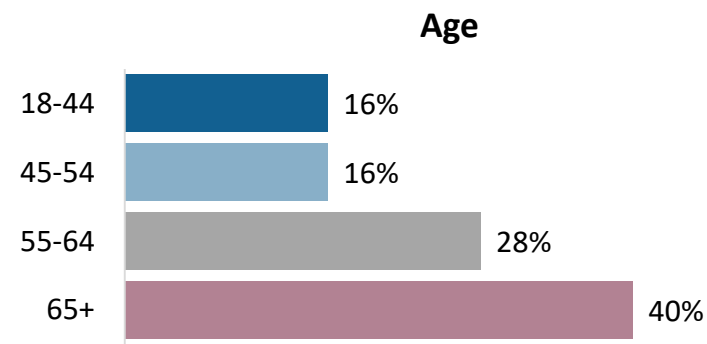
Q.10b Do you have any additional thoughts regarding the reservation system, WSF or other transportation issues you would like to share?

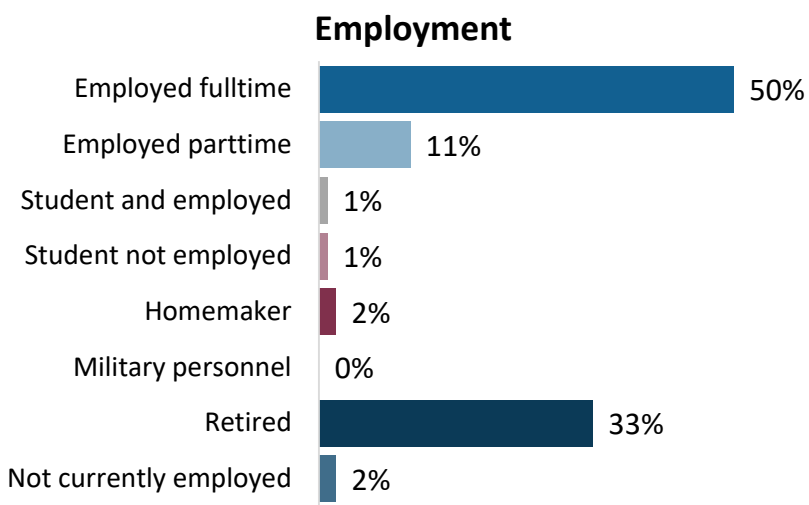
Appendix

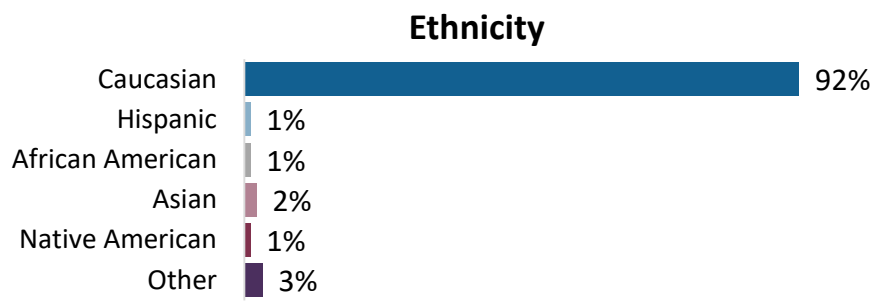
Sample Makeup – Demographics - 2018



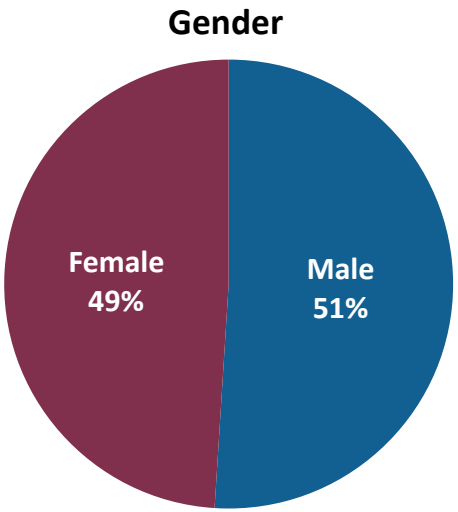


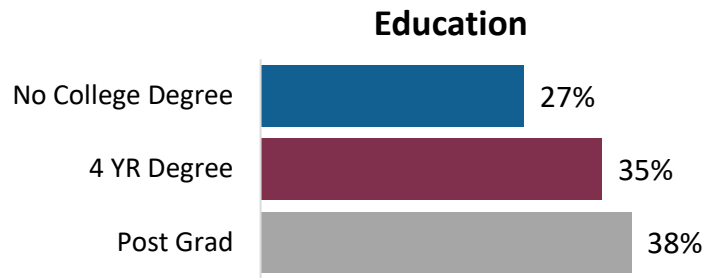


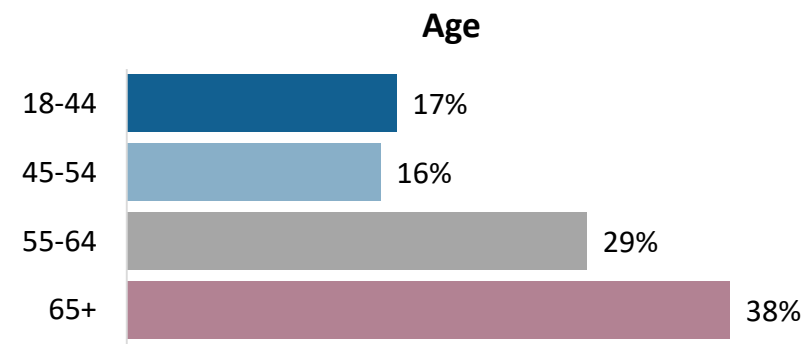


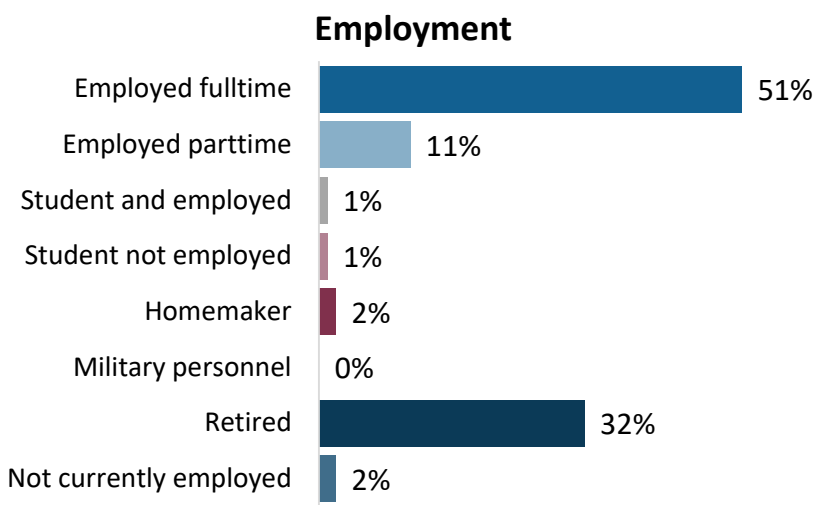


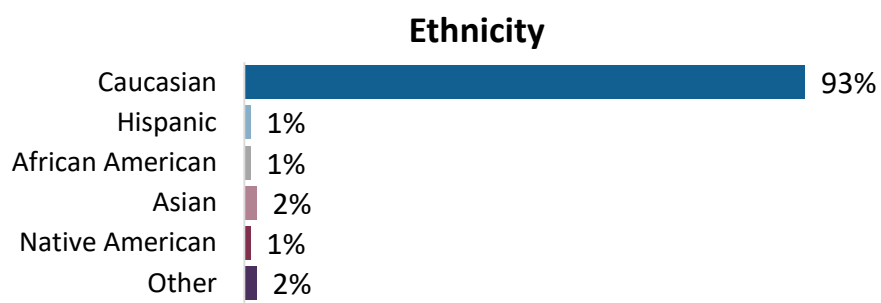
Sample Makeup – Demographics - 2016



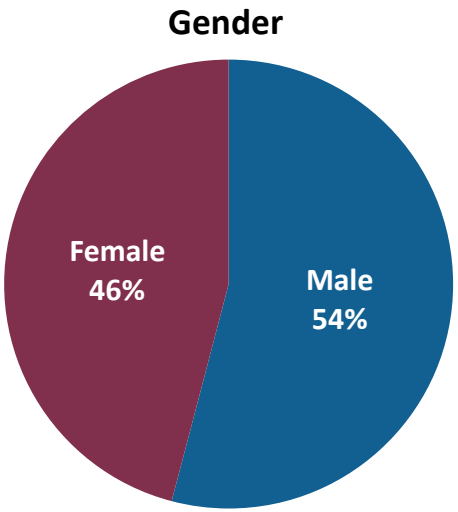


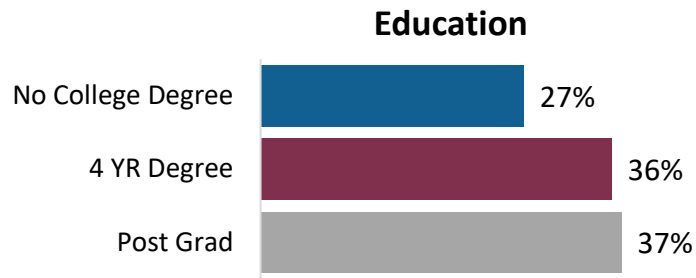


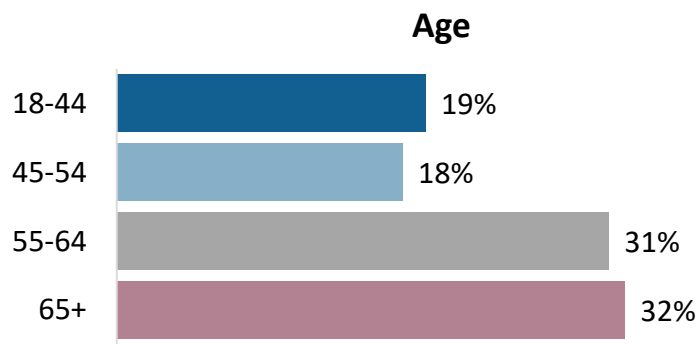


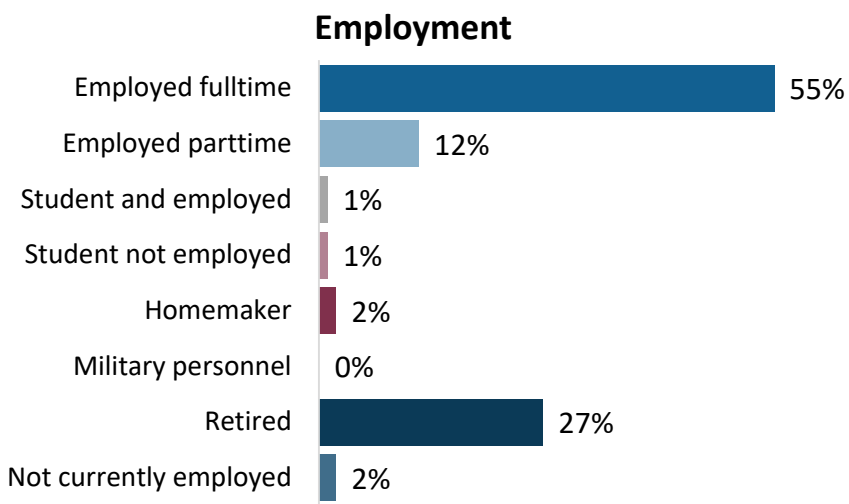


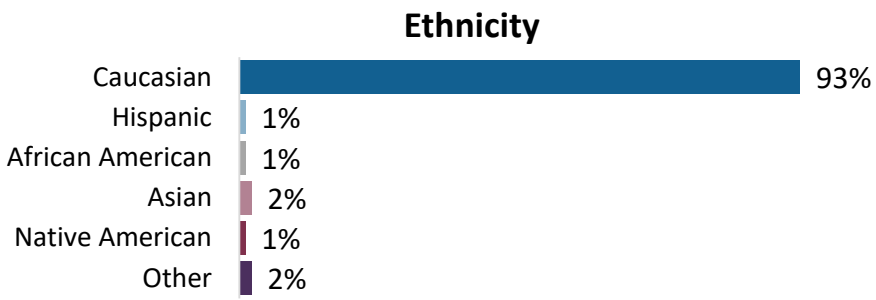
Sample Makeup – Demographics - 2015







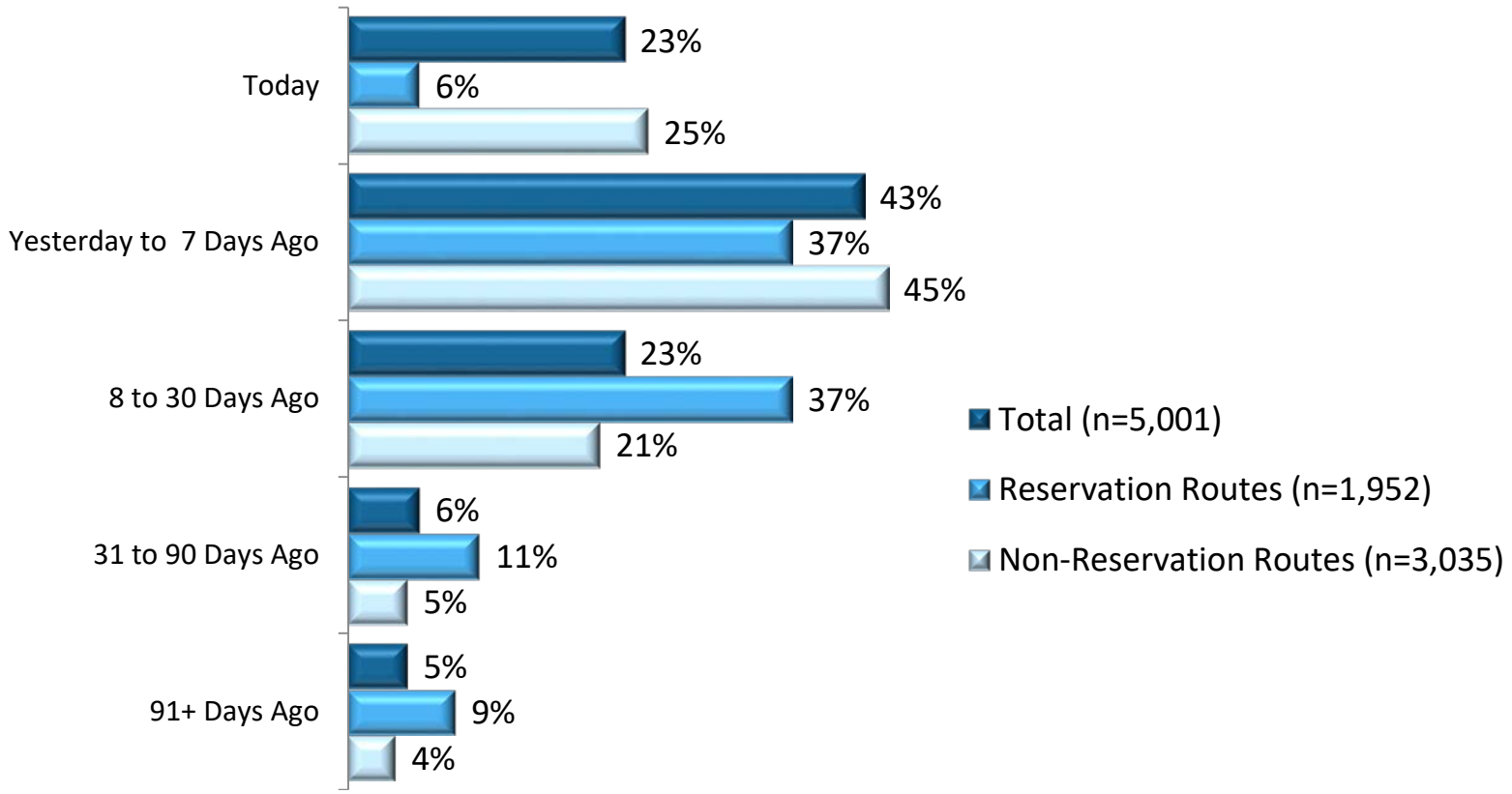




Sample Makeup – Last Ride - 2018

The majority of those surveyed had ridden WSF within the last 7 days (66%), followed by 8 to 30 days ago (23%). Those riding the three reservation routes (SJ/BC/PT) are less likely to have ridden in the last 7 days (43%) compared to non-reservation route riders (70%).

Timing of Last Ride on a Washington State Ferry - 2018

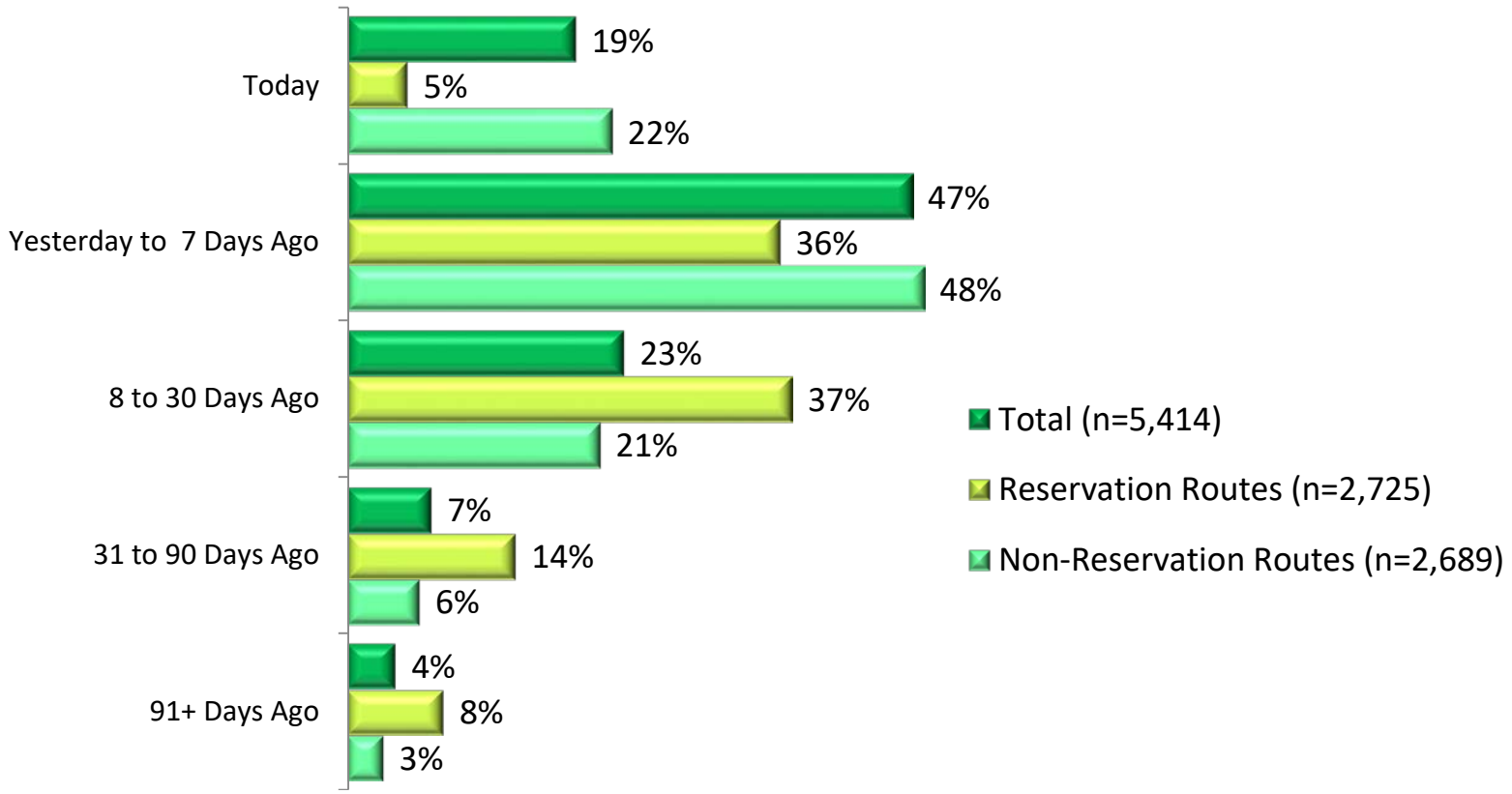


Q.1 To start with, when did you last ride a Washington State Ferry (WSF)

Sample Makeup – Last Ride - 2016

The majority of those surveyed had ridden WSF within the last 7 days (66%), followed by 8 to 30 days ago (23%). Those riding the three reservation routes (SJ/BC/PT) are less likely to have ridden in the last 7 days (41%) compared to non-reservation route riders (70%).

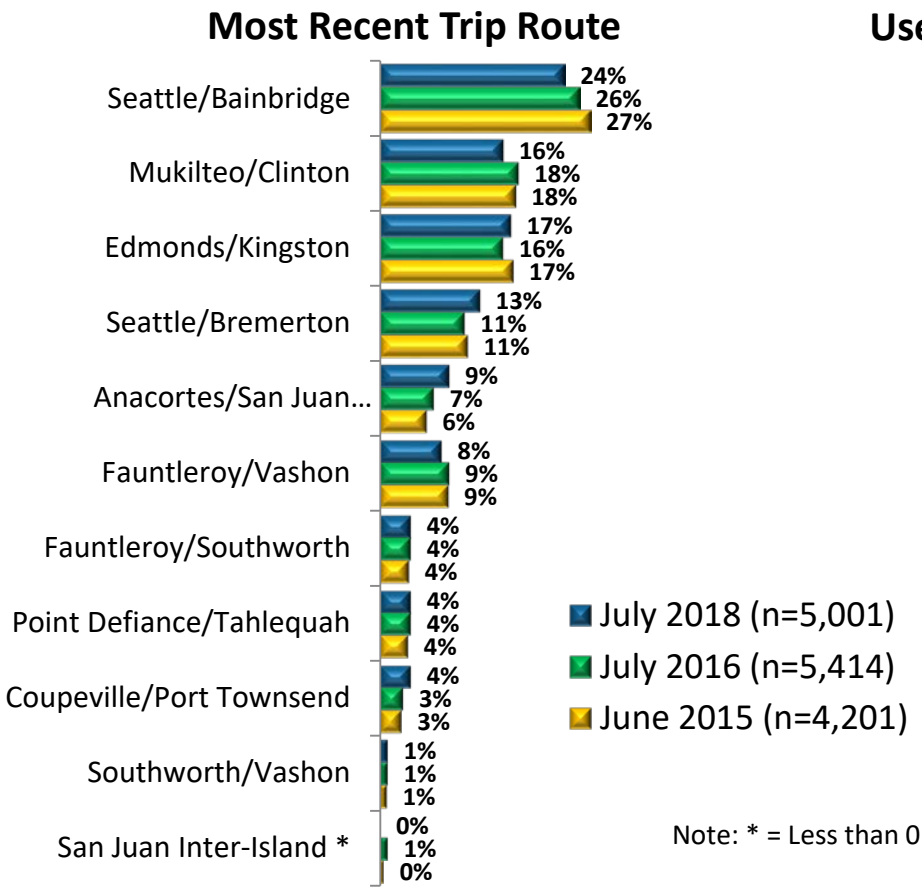
Timing of Last Ride on a Washington State Ferry - 2016

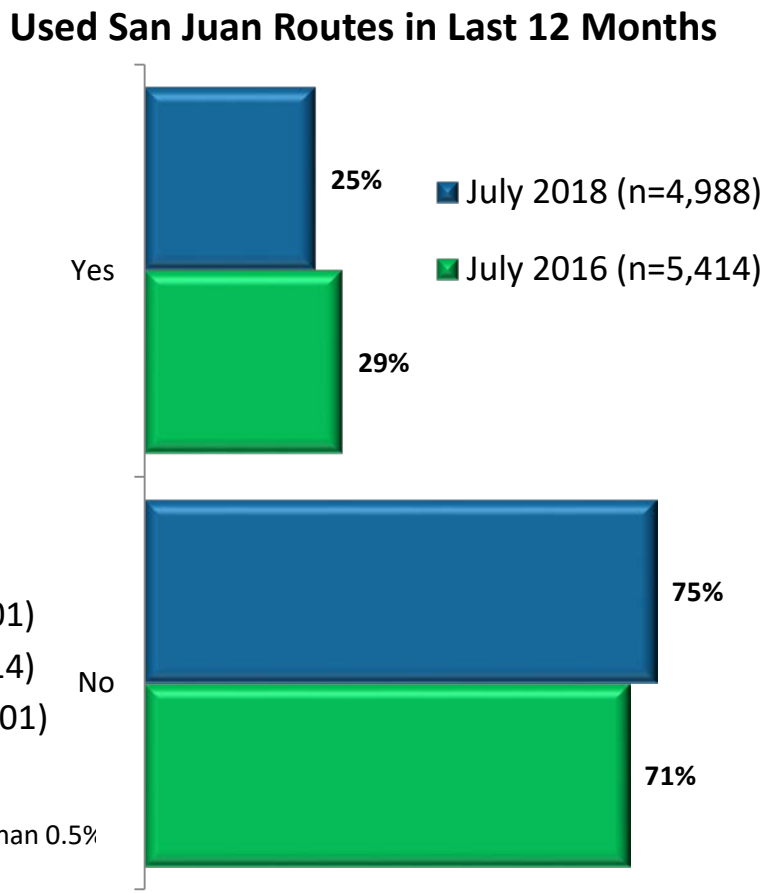


Q.1 To start with, when did you last ride a Washington State Ferry (WSF)

Sample Makeup - Recent Trip & SJ Usage 2018

Just over a quarter of riders (24%) say Seattle/Bainbridge was the last route they rode, followed by Mukilteo/Clinton (16%) and Edmonds/Kingston (17%). Results are very similar to 2016. This question reflects the actual results of the WSF traffic count by route for each of the winter periods reported.

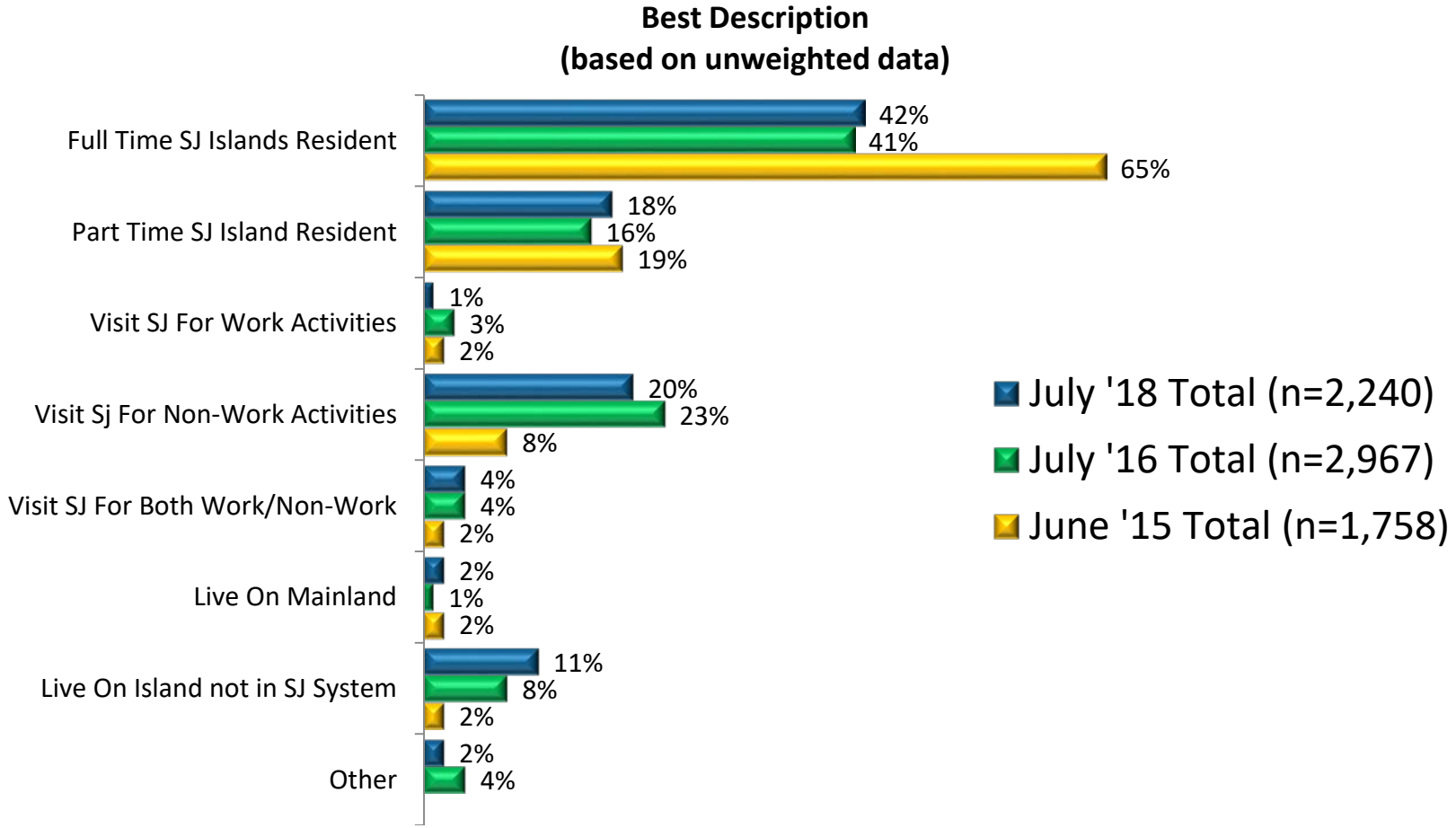




Q2a. What was the most recent ferry route you took? (Question Q2a was used in weighting data to reflect actual traffic count by route during June period) Q2b In the last 12 months have you traveled on the Anacortes-San Juan, Anacortes-Sidney or San Juan Inter-Island ferries?

Sample Makeup - San Juan (Unweighted)

Those riders (n=2,240) that indicated they had taken a San Juan Island ferry route, were asked to describe their residency. The majority (42%) said they are full time residents, followed by visitors to the San Juan Islands, followed by full time residents (40%) and part time San Juan Island residents (18%).



Q.3 Which of the following best describes you?

Sample Makeup - Weighting Methodology

- In order to make the survey results proportionate to ferry ridership as a whole, it was necessary to weight the data by route based on their last trip taken to match WSF's June 2018 actual traffic numbers. The weighting scheme used is displayed below.
- Any respondents who did not fit into the buckets defined below were weighted with 1.000000.

Route	Riders
Seattle-Bainbridge	1.8597
Seattle-Bremerton	2.7567
Edmond-Kingston	2.2164
Fauntleroy-Vashon	1.4966
Fauntleroy-Southworth	1.5833
Southworth-Vashon	1.6667
Point Defiance-Tahlequah	1.8041
Port Townsend-Coupeville	0.8636
Mukilteo-Clinton	1.3891
Anacortes-San Juans	0.3862
Anacortes-Sidney	0.6383
San Juan Inter-Island	0.2531

Questionnaire

2018 WSF SUMMER RESERVATION SURVEY v3 Final
(Using FROG Panel After WSF Email All Reservation User to Sign-up For FROG - Web Survey)
(Optional Study – Budget Allowing)

(INTRO SCREEN)

We greatly appreciate you taking the time out of your busy day to provide your input and thoughts on the WSF reservation system.

The results of this survey will be delivered to the Governor, Legislature, and WSF leadership to help inform them of the rider perspective and experience with the new reservation system.

Q1
To start with, when did you last ride a Washington State Ferry (WSF)?
1. Today
2. Within the last week (yesterday to 7 days)
3. Within the last 30 days (last 8 to 30 days)
4. Within the last 3 months (last 31 to 90 days)
5. Longer than 3 months ago (91+ days)
6. Never — SKIP TO Q10a
7. (I ride but don't want to do this survey) — SKIP TO Q10a

(Q2a)
What was the most recent WSF route you took?
1. Seattle-Bainbridge
2. Seattle-Bremerton
3. Edmonds-Kingston
4. Fauntleroy-Vashon
5. Fauntleroy-Southworth
6. Southworth-Vashon
7. Point Defiance-Tahlequah
8. Port Townsend-Coupeville
9. Mukilteo-Clinton
10. Anacortes-San Juan — SKIP TO Q3
11. Anacortes-Sidney — SKIP TO Q3
12. San Juan Inter-Island — SKIP TO Q3
13. None in 12 months — SKIP TO Q10a
14. Prefer not to answer — SKIP TO Q10a
15. Keller Ferry

(Q2b)
In the last 12 months have you traveled on the Anacortes-San Juan, Anacortes-Sidney or San Juan Inter-Island ferries?
1 Yes
2 No — SKIP TO Q4a

(Q3)
Which of the following best describes you?
1. A full time San Juan Island resident (residence/ live year round)
2. A part time San Juan Island resident (vacation home, etc.)
3. Live on the mainland but visit the San Juan Islands for work activities only
4. Live on the mainland but visit the San Juan Islands for non-work activities only
5. Live on the mainland but visit the San Juan Islands for both work and non-work activities
6. Live on the mainland but visit the San Juan Islands for other reasons than work or non-work activities
7. Live on an island that is not in the San Juan Island system
8. Other (please describe)

(Q4a)
Have you ever used or tried to use WSF's web/phone reservation program?
(SELECT ONE ONLY)
1. Yes – Tried to use the program but NEVER COMPLETED a reservation, or — SKIP TO Q4a1a
2. Yes – Used the program with NO PROBLEM COMPLETING our reservation(s), or — SKIP TO Q4a3a
3. Yes -- Used the program but HAD PROBLEMS COMPLETING the reservation(s), or — SKIP TO Q4a2a
4. No - have never used or tried to use WSF web/phone reservation program/ Don't recall — SKIP TO Q7a

(Q4a1a)
In which of the following months did you try to use WSF web/phone reservation program?
(SELECT ALL THAT APPLY)
1. July '18
2. June '18
3. May '18
4. April '18
5. March '18
6. February '18
7. January '18
8. December '17
9. November '17
10. October '17
11. September '17
12. August '17
13. Before August 2017
14. Don't remember

(Q4a1b)
Which of the following options (web or phone) did you use when you were unable to complete your reservation?
(SELECT ONE ONLY)
1. WSF website, or
2. Phone call to WSF, or
3. Both web & phone call
4. Don't Recall

(Q4a1c)
Why were you unable to complete your reservation? (Please be as specific as possible in the box below)

(SKIP TO Q7a)

(Q4a2a)
The LAST time you had problems completing your reservation was in which month?
(SELECT ONE ONLY)
1. July '18
2. June '18
3. May '18
4. April '18
5. March '18
6. February '18
7. January '18
8. December '17
9. November '17
10. October '17
11. September '17
12. August '17
13. Before August 2017
14. Don't remember

(Q4a2b)
Which of the following option (web or phone) did you use the LAST time you had problems completing your reservation?
(SELECT ONE ONLY)
1. WSF website, or
2. Phone call to WSF, or
3. Both web & phone call
4. Don't Recall

(Q4a2c)
What issues or problems did you have in completing your reservation? (Please be as specific as you can in the box below)

(Q4a2d)
Have you made any further reservation since you had your last problem?
1. Yes
2. No
3. Don't recall

SKIP TO Q5

(Q4a3a)
Your LAST reservation was in which month?
(SELECT ONE ONLY)
1. July '18
2. June '18
3. May '18
4. April '18
5. March '18
6. February '18
7. January '18
8. December '17
9. November '17
10. October '17
11. September '17
12. August '17
13. Before August 2017
14. Don't remember

(Q4a3b)
Which of the following options (web or phone) did you use to complete your LAST reservation?
(SELECT ONE ONLY)
1. WSF website, or
2. Phone call to WSF, or
3. Both web & phone call
4. Don't Recall

(Q5)
Overall, based on your experience, how would you rate the reservation system?
1. Very dissatisfied
2. Somewhat dissatisfied
3. Neither dissatisfied or satisfied/Don't know SKIP TO Q6d
4. Somewhat satisfied SKIP TO Q6c
5. Very satisfied SKIP TO Q6c

(Q6a)
Based on your experience, what specific parts of the reservation system are you dissatisfied with and how might we change it?

(Please be specific as to the part(s) of the system you are dissatisfied with below)

(Q6b)
(Now tell us what we can do to change it so it might work better for you below)

Please hit NEXT when done

SKIP TO Q6d

(Q6c)
Based on your experience, what specific parts of the reservation system are you satisfied with?

(Please be specific as to the part(s) of the system you are satisfied with below)

Please hit NEXT when done

(Q6d)
Approximately how many different reservations have you made in the last year?

1 or less SKIP TO Q6f)
2-5
6-10
11-15
16-20
21-25
26-30
31-35
36-40
41-45
46-50
51 or greater

(Q6d1)
Have you ever made multiple reservations for yourself for the same trip (multiple sailings)?
1. Yes
2. Never SKIP TO Q6f
3. Don't Recall SKIP TO Q6f

(Q6e)
During the last 30 days, how many, if any, multiple reservations did you make for yourself for the same trip (multiple sailings)?
1. 1
2. 2
3. 3
4. 4
5. 5
6. 6+
7. Zero – did not make any during the last 30 days

(Q6f)
We would like to get your ratings on a couple specific aspects of the reservation process.

For this question, please think of only your arrival(s) at the terminal when you have a reservation.
How would you rate WSF's handling of your reservation when you arrived at the terminal?
1. Very dissatisfied
2. Somewhat dissatisfied
3. Neither dissatisfied or satisfied / Don't Know (SKIP TO Q6G)
4. Somewhat satisfied (SKIP TO Q6G)
5. Very satisfied (SKIP TO Q6G)

(Q6f2)
At which terminal(s) were you dissatisfied with how the terminal staff handled your reservation?
1. Anacortes
2. Orcas
3. Friday Harbor
4. Sidney
5. Port Townsend
6. Coupeville
7. Don't recall
8. Other (specify)

(Q6f3)
What specifically was the issues or problem that you had with how the terminal staff handled your reservation?
(Please be as specific as you can below)

(Q6g)
Background: At Anacortes, Friday Harbor and Orcas Island, vehicles with reservations must check in at the toll booth at least 30 minutes prior to their reserved departure time. Vehicles that do not check in at the toll booth 30 minutes ahead of the reservation time will lose their reservation and must travel standby. Drivers are encouraged to arrive at the end of the line at least 45 minutes prior to their reserved departure time so that they reach the toll booth within 30 minutes of reserved departure time. Drivers are responsible for ensuring that they reach the toll booth 30 minutes in advance of their reservation.

During the summer, how big a worry to you is arriving at the terminal within 45 minutes of your reserved departure time, knowing you can lose your reservation if you are late, and thus put on standby because you did not make the toll booth within 30 minutes of your reserved departure time? [Please give us your best guess]
1 No worry at all (I can **always make** the tollbooth within 30 min of my reserved departure time)
2 A small worry (I worry that **10%** of the time I might not make it to the tollbooth within 30 min.)
3 A worry (I worry that **20%** of the time I might not make it to the tollbooth within 30 min.)
4 A large worry (I worry that **30% or more** of the time I might not make it the tollbooth within 30 min.)
5 DOES NOT IMPACT ME - (I do not plan on traveling on any San Juan islands ferries) (SKIP TO Q6m)

(Q6h)
During the last 12 months, have you ever arrived within 45 minutes of your reserved departure time and not made the toll booth within 30 minutes of your reserved departure sailing?
1 Yes- I arrived within 45 minutes BUT did not make the toll booth within 30 minutes of departure
2 No - I arrived within 45 minutes AND have always made the toll booth within 30 min of departure
3 During the last 12 months, I did not have any reservations from Anacortes, Friday Harbor or Orcas Island (SKIP TO Q6m)

(Q6j)
How should Washington State Ferries determine if a vehicle has arrived "on-time" for their reservation? If they ... (SELECT ONE)
1 Arrive at the end of the line 45 minutes ahead of sailing time, or
2 Arrive at the tollbooth 30 minutes ahead of sailing? (SKIP TO Q6m)

(Q6k)
By what method should WSF use to determine if you have arrived in line within 45-minutes ahead of your scheduled sailing?
(HIT NEXT WHEN DONE OR IF YOU CAN'T THINK OF ANY WAY)

_____

(Q6m)
Based on your experience, if any (mark don't know if none), how would you rate WSF telephone customer service when you have called to have reservation fees or no-show fee reversed?

1. Very dissatisfied
2. Somewhat dissatisfied
3. Neither dissatisfied or satisfied (SKIP TO Q6n)
4. Somewhat satisfied (SKIP TO Q6n)
5. Very satisfied (SKIP TO Q6n)
6. Don't Know - I have NEVER had to call and reverse a reservation/no-show fee (SKIP TO Q6n)

(Q6m2)
What specifically was the issue or problem that you had with reversing a reservation or no-show fee?

(Please be as specific as you can below)

(Q6n)
Background: The current no-show fees that most people pay for standard size vehicles is $10 per no-show in San Juan ($8 for Port Townsend/Coupeville). Some riders are booking multiple reservations on multiple sailings for their single trip which causes more boats to show as "full" on the reservation site. It also means boats may leave with space available given the no shows by those riders.

Should the no-show fees be increased to cut down on the multiple reservation bookings on multiple sailings for a single trip?

1 Yes
2 No (SKIP TO Q6p)

(Q6o)
The current no-show fee for vehicle is $10 in San Juan ($8 for Port Townsend/Coupeville) for a standard size vehicle, what would you suggest the fee be increased to in order to cut down on multiple reservation bookings on multiple sailings for a single trip? (For simplicity please use the $10 no-show fee as your starting point)

1 Leave it at $10-SJ/$8-PTCV
2 $15
3 $20
4 $25
5 $30
6 $35
7 $40
8 $45
9 $50
10 Other
$_____

(Q6p)
In the last 12 months have you traveled between (1) Anacortes and Orcas Island and/or (2) Anacortes and Friday Harbor on San Juan Islands?

1. Orcas Island – Traveled between Anacortes and Orcas Island
2. San Juan Island – Traveled between Anacortes and Friday Harbor on San Juan Island
3. Did not travel between Anacortes and either Orcas or San Juan Islands (SKIP TO Q6q2)

(Q6q1) – ASKED OF ORCAS/SAN JUAN ISLAND TRAVELERS ONLY (Q6p=1 or 2)
Background: There are times when eastbound reservations from Orcas and/or Friday Harbor (on non-inter-island boats) are fully booked for some popular sailings.

How has the lack of available eastbound reservations from Orcas and/or Friday Harbor impacted your ability to travel off of those islands?

1. No impact on my off/eastbound Orcas/ Friday Harbor travel
2. Slight negative impact on my off/eastbound Orcas/ Friday Harbor travel
3. Moderate negative impact on my off/eastbound Orcas/ Friday Harbor travel
4. Heavy negative impact on my off/eastbound Orcas/ Friday Harbor travel
5. Don't Know – I don't travel eastbound from Orcas and/or Friday Harbor

(Q6q2)
In the last 12 months have you traveled to or from (1) Lopez and/or (2) Shaw Islands?

1. Lopez – Traveled to/from Lopez Island
2. Shaw – Traveled to/from Shaw Island
3. Did not travel to either Lopez or Shaw Islands (SKIP TO Q7a)

(Q6q3) – ASKED OF LOPEZ/SHAW ISLAND TRAVELERS ONLY (Q6q2= 1 or 2)
How has the lack of eastbound reservations from Lopez and/or Shaw Islands impacted your ability to travel off of those islands?

1. No impact on my off/eastbound Lopez and/or Shaw travel
2. Slight negative impact on my off/eastbound Lopez and/or Shaw travel
3. Moderate negative impact on my off/eastbound Lopez and/or Shaw travel
4. Heavy negative impact on my off/eastbound Lopez and/or Shaw travel
5. Don't Know – I don't travel eastbound from Lopez and/or Shaw Islands

(Q6q4) – ASKED OF LOPEZ/SHAW ISLAND TRAVELERS ONLY (Q6q2=1 or 2)
Would you favor or oppose WSF offering eastbound reservations from Lopez or Shaw Islands?

1. Strongly Favor
2. Favor
3. Neither Favor or Oppose
4. Oppose
5. Strong Oppose
6. Don't Know – I don't travel eastbound from Lopez or Shaw Islands

(Q7a)
Reservations have been implemented on limited routes in the North Sound to better accommodate high travel demand on longer routes with consistently large numbers of occasional/ recreational riders. Reservations provide predictability around travel times and allows travelers to plan their trips with more reliability. The current approach to reservations is done via a tiered reservation system and here is how it currently works:

For Port Townsend/ Coupeville & Anacortes/ Sidney BC sailings:
All reservations for a sailing schedule season are available two months prior to the start of the season. Up to 80% of the space on the Port Townsend route and 100% of the space on the Anacortes (99% on Sidney B.C.) route can be reserved.

For San Juan sailings:
Reservations are available for up to 90% of the San Juan Island sailing space. Two months ahead of the sailing schedule season, 30% of the regular height space (typically general vehicles) and 100% of all tall height space (vehicles over 7'2" high or over 30' long – typically commercial vehicles/Motorhomes/RVs) becomes available for reservations. At 7 am, two weeks prior to any individual travel day, an additional 30% of the regular height space becomes available. The remaining 30% becomes available at 7 am two days prior to the travel day.

Based upon the above, does the WSF reservation program seem reasonable to you?
1. Yes SKIP TO Q7c
2. No

(Q7b)
Please tell us why it does not seem reasonable to you and how we might change it in the space below:

(SKIP TO Q7d)

(Q7c)
Even though you think it is reasonable, is there anything we might change to make it better?
(Type the word "nothing" if you cannot think of anything and hit NEXT)

(Q7d) **(NEW CENTRAL SOUND QUESTIONS – Q7d – Q7i)**
Which of the following central Puget Sound ferry routes, if any, have you taken in the last 2 years or are likely to take in the next 2 years? (Check all that apply)
1. Seattle/Bainbridge (taken / likely to take)
2. Seattle/Bremerton (taken / likely to take)
3. Edmonds/Kingston (taken / likely to take)
4. Fauntleroy/Vashon (taken / likely to take)
5. Fauntleroy/Southworth (taken / likely to take)
6. Southworth/Vashon (taken / likely to take)
7. Point Defiance/Tahlequah (taken / likely to take)
8. Mukilteo/Clinton (taken / likely to take)
9. None of the above – (Haven't take and likely not to take any of these) SKIP TO Q8

(Q7e)
In general, would you support or oppose the concept of WSF developing a reservation system for the central Puget Sound ferry routes you take? (Check one)
1. Strongly Support (SKIP TO Q7g)
2. Support (SKIP TO Q7g)
3. Neither Support or Oppose (SKIP TO Q7h)
4. Oppose
5. Strongly Oppose

(Q7f)
Why would you oppose the concept of WSF developing a reservation system for the central Puget Sound ferry routes you take? (Be as specific as possible)

_____

(SKIP TO Q7h)

(Q7g)
How would you like the central Puget Sound reservation to work? (Be as specific as possible)

_____

(Q7h)
If WSF did develop a reservation system for the central Puget Sound ferry routes and there were three choices to select from, would you prefer … (Rotate list)
1. Reservations on ALL sailings (Weekday and Weekends),
2. Reservations on ONLY Friday afternoon through Sunday sailings (Weekends only),
3. Reservations on ONLY PEAK weekday sailings (Weekdays).
4. None of the three: I would want something like (Please specify) _____
5. Don't know

(Q7i)
NOTE - The following is a brief overview for context: San Juan reservations are available for up to 90% of the sailing space, but it is offered up on a tiered basis. Two months ahead of the sailing schedule, 30% of the space becomes available for reservations. Two weeks prior to any individual travel day, an additional 30% becomes available. The remaining 30% becomes available two days prior to the travel day.

If WSF did develop a reservation system for the central Puget Sound ferry routes and there were only two choices to select from, would you prefer it be a tiered release like in the San Juan's, or a single release where all the space is available for reservations at once?

1. Tiered Release: Two months ahead of any individual travel/sailing day, 30% of the space becomes available for reservations. Two weeks prior to any individual travel day, an additional 30% becomes available. The remaining 30% becomes available two days prior to the travel day. And 10% is not reservable.
2. Single Release: Two weeks ahead of any individual travel/sailing day, 90% of the space becomes available for reservation. And 10% is not reservable
3. Neither: I would want something like (Please specify) _____
4. Don't know

Questionnaire

(Q8)
Which of the following ferry routes, if any, have you taken in the last 2 years or are likely to take in the next 2 years? (Check all that apply)

1. Port Townsend/Coupeville (taken / likely to take)
2. Anacortes/Sidney BC (taken / likely to take)
3. Anacortes/San Juan Island (taken / likely to take)
4. None of the above – (Haven't take and likely not to take any of these) SKIP TO Q10a

(Q8a) (IF Q8 – SIDNEY – MENTIONED ASK Q9d-Q9x)
Anacortes – Sidney BC Question:

Roughly what percentage would you estimate the Anacortes to Sidney BC ferry fare is or will be of the total cost of your trip when you figure in all your costs such as gas, food, lodging, etc.? Would you say the Anacortes/Sidney BC ferry fare will account for___

1. 25% or more of total trip cost,
2. 10-24% of total trip cost, or
3. Less than 10% of total trip cost?
4. Have absolutely no idea

Q8b
NOTE: The typical one-way costs for the Sidney BC ferry are:

		Current Fare
A	Walk-on / Passenger (Adult 19-64)	$19.85
B	Driver / car (Under 22 feet)	$68.95
C	Driver / RV (Under 30 feet)	$106.80
D	Driver / RV (31-40 feet)	$142.30

Given the above Anacortes to Sidney BC ferry fares, will you /would you still take the ferry trip?

1. Yes ----- MOST likely WILL/WOULD have still taken the Anacortes to Sidney BC ferry trip
2. Yes/No – MAYBE or MAYBE NOT take the Anacortes to Sidney BC ferry trip
3. No ------ MOST likely WILL/WOULD NOT have still taken the Anacortes to Sidney BC ferry trip (SKIP TO Q8e)
4. Have absolutely no idea (SKIP TO Q8e)

(Q8c)
NOTE: The typical one-way costs for the Sidney BC ferry are:

		Current Fare	10% Fare Increase
A	Walk-on / Passenger (Adult 19-64)	$19.85	$21.84
B	Driver / car (Under 22 feet)	$68.95	$75.95
C	Driver / RV (Under 30 feet)	$106.80	$117.48
D	Driver / RV (31-40 feet)	$142.30	$156.53

If the Anacortes to Sidney BC ferry fare had been 10% higher, will you / would you still take the ferry trip?

5. Yes ----- MOST likely WILL/WOULD have still taken the Anacortes to Sidney BC ferry trip
6. Yes/No – MAYBE or MAYBE NOT take the Anacortes to Sidney BC ferry trip
7. No ------ MOST likely WILL/WOULD NOT have still taken the Anacortes to Sidney BC ferry trip (SKIP TO Q8e)
8. Have absolutely no idea (SKIP TO Q8e)

(Q8d)
NOTE: The typical one-way costs for the Sidney BC ferry are:

		Current Fare	25% Fare Increase
A	Walk-on / Passenger (Adult 19-64)	$19.85	$24.81
B	Driver / car (Under 22 feet)	$68.95	$86.19
C	Driver / RV (Under 30 feet)	$106.80	$133.50
D	Driver / RV (31-40 feet)	$142.30	$177.88

If the Anacortes to Sidney BC ferry fare had been 25% higher, will you / would you still take the ferry trip?

1. Yes ----- MOST likely WILL/WOULD have still taken the Anacortes to Sidney BC ferry trip
2. Yes/No – MAYBE or MAYBE NOT take the Anacortes to Sidney BC ferry trip
3. No ------ MOST likely WILL/WOULD NOT have still taken the Anacortes to Sidney BC ferry trip

(Q8e)
Approximately, what size vehicle did you or would you drive on (or ride as a passenger in) to the Anacortes to Sidney BC ferry?

1. Small auto / small SUV / small pick-up (under 14 feet) (i.e., Kia Rio, Hyundai Accent, VW Beetle)
2. Regular Auto / SUV / pick-up (14 to 21 feet) (i.e., Toyota Corolla, Nissan Altima, Ford Taurus, Hyundai Santa Fe)
3. Large auto / SUV / pick-up (22' or over) (i.e., Ford Expedition, Chevrolet Suburban, Tahoe)
4. RV, auto, or pick-up and trailer or boat (under 30 feet)
5. RV, auto, or pick-up and trailer or boat (30' and over)
6. Truck (commercial, panel, tractor / trailer)
7. Vanpool - (Didn't/Won't drive a car on)
8. Motorcycle - (Didn't/Won't drive a car on)
9. Bicycle - (Didn't/Won't drive on)
10. Walked on - (Didn't/Won't drive on)
11. Have absolutely no idea

(Q9a,b,c – ONLY THOSE SELECTED IN Q8 WILL SHOW ON THE SCREEN)
Which statement below best describes your typical (80% to 90% of the time) lead time before you need to take the:

Port Townsend/Coupeville ferry - I typically know … (Read list and select one)

1. About one day in advance of the time/date I need to use that ferry route(s), or
2. About two days in advance of the time/date I need to use that ferry route(s), or
3. About one week in advance of the time/date I need to use that ferry route(s), or
4. About two weeks in advance of the time/date I need to use that ferry route(s), or
5. About one month in advance of the time/date I need to use that ferry route(s), or
6. About two months (or longer) in advance of the time/date I need to use that ferry route(s)?

Anacortes/Sidney BC ferry - I typically know … (Read list and select one)

1. About one day in advance of the time/date I need to use that ferry route(s), or
2. About two days in advance of the time/date I need to use that ferry route(s), or
3. About one week in advance of the time/date I need to use that ferry route(s), or
4. About two weeks in advance of the time/date I need to use that ferry route(s), or
5. About one month in advance of the time/date I need to use that ferry route(s), or
6. About two months (or longer) in advance of the time/date I need to use that ferry route(s)?

Anacortes/San Juan Islands ferry - I typically know … (Read list and select one)

1. About one day in advance of the time/date I need to use that ferry route(s), or
2. About two days in advance of the time/date I need to use that ferry route(s), or
3. About one week in advance of the time/date I need to use that ferry route(s), or
4. About two weeks in advance of the time/date I need to use that ferry route(s), or
5. About one month in advance of the time/date I need to use that ferry route(s), or
6. About two months (or longer) in advance of the time/date I need to use that ferry route(s)?

Press NEXT to continue

Questionnaire

(Q10a, b)
Do you have any additional thoughts regarding the reservation system, WSF or other transportation issues you would like to share?

1. No - No additional feedback
2. Yes - I do have additional feedback (Please put it in the box below)

Additional Comments/Suggestions:

Please press "Survey Completed" below when done.

(If you have not completed all your demographic questions, you may be asked those next)