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Online Survey of Washington State Ferry Riders Opinion Group (FROG) survey panel.

A total of 4,201 surveys were completed in early June 2015.

WSF sent an email to their database of reservation users inviting them to join the FROG and take the reservation survey. Approximately 1,000 people (included in the total completed number above) from the WSF database signed up to be part of FROG and took the survey. This allowed for more reservation users input.

Data was weighted by route according to the May 2015 WSF traffic report, based on the last trip taken.

Total & sub-group sample sizes and definitions:

<table>
<thead>
<tr>
<th>Sample</th>
<th>Graph Name</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>4,201</td>
<td>Total</td>
<td>Total number of completed surveys system-wide</td>
</tr>
<tr>
<td>1,592</td>
<td>SJ Riders</td>
<td>Riders that used the San Juan / Inter-Island routes last</td>
</tr>
<tr>
<td>51</td>
<td>BC Riders</td>
<td>Riders that used the Sidney BC route last</td>
</tr>
<tr>
<td>189</td>
<td>PT Riders</td>
<td>Riders that used the Port Townsend – Coupeville route last</td>
</tr>
<tr>
<td>1,165</td>
<td>Full Time SJ</td>
<td>Full time SJ Island residents that used SJ routes last</td>
</tr>
<tr>
<td>607</td>
<td>SJ Island</td>
<td>Permanent residents of San Juan Island</td>
</tr>
<tr>
<td>347</td>
<td>Orcas Island</td>
<td>Permanent residents of Orcas Island</td>
</tr>
<tr>
<td>248</td>
<td>Lopez</td>
<td>Permanent residents of Lopez Island</td>
</tr>
<tr>
<td>776</td>
<td>Dissatisfied Users</td>
<td>Reservation users that are dissatisfied with the system</td>
</tr>
<tr>
<td>1,642</td>
<td>Satisfied Users</td>
<td>Reservation users that are satisfied with the system</td>
</tr>
<tr>
<td>1,947</td>
<td>Res Routes</td>
<td>Riders who last used one of the three reservation routes</td>
</tr>
<tr>
<td>2,254</td>
<td>Non-Res Routes</td>
<td>Riders who last used a non-reservation route</td>
</tr>
</tbody>
</table>
Definition of Terms & Abbreviations

The following abbreviations are used throughout this report:

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>SJ Riders</td>
<td>San Juan Riders that used the San Juan / Inter-Island routes last</td>
</tr>
<tr>
<td>BC Riders</td>
<td>Anacortes – Sidney BC Riders that used the Sidney BC route last</td>
</tr>
<tr>
<td>PT Riders</td>
<td>Port Townsend – Coupeville Riders that used the PT – Coupeville route last</td>
</tr>
<tr>
<td>Full Time SJ</td>
<td>Full time residents of any of the San Juan Islands that used any San Juan route last</td>
</tr>
<tr>
<td>SJ Island</td>
<td>Permanent residents of San Juan Island</td>
</tr>
<tr>
<td>Orcas Island</td>
<td>Permanent residents of Orcas Island</td>
</tr>
<tr>
<td>Lopez Island</td>
<td>Permanent residents of Lopez Island</td>
</tr>
<tr>
<td>Dissatisfied Users</td>
<td>Reservation users that are dissatisfied with the system</td>
</tr>
<tr>
<td>Satisfied Users</td>
<td>Reservation users that are satisfied with the system</td>
</tr>
<tr>
<td>Reservation Routes</td>
<td>Riders who last used one of the three reservation routes:</td>
</tr>
<tr>
<td></td>
<td>- Anacortes – San Juan Islands [including inter-island],</td>
</tr>
<tr>
<td></td>
<td>- Anacortes–Sidney BC</td>
</tr>
<tr>
<td></td>
<td>- Port Townsend-Coupeville</td>
</tr>
</tbody>
</table>
Executive Summary

- Forty three percent (43%) have used or tried to use WSF’s reservation system.
  - This is higher than would normally be found among all WSF riders as the sample was augmented by riders from WSF reservation database.

- Approximately eight in ten (81%) of those who used the reservation system had no problems completing their reservation.

- The highest concentration of reservation completion problems were with recent riders in the San Juan Islands (30%).
  - Lopez Residents (43%) reported reservation completion problems more so than Orcas (28%) or SJ (35%).

- Of the 683 riders who had reservation completion problems, the most cited reason was “Website Difficulty/Usability” issues (25%) and “Boat Desired Was Unavailable” (25%), followed by “Reservation System Crash/Drops Me” (19%).
The majority of the 2,672 reservation system users (67%) are satisfied with the system, with 21% being dissatisfied.

- The percentage of very satisfied reservation users (37%) are almost four times as large as the percentage of very dissatisfied users (10%).
- Broken out by last route used, the survey finds the riders on the Anacortes - Sidney (78%) and Port Townsend – Coupeville (80%) routes much more satisfied with the reservation system than those who last used the Anacortes – San Juan Islands route (54%).
- Broken out by San Juan County residency, the riders living on Lopez (56%) are the most dissatisfied followed by San Juan Island (44%) and Orcas (30%).
- Residents of Lopez (56%) are the most dissatisfied followed by San Juan Island residents (44%).
- Completing or not completing their reservation does not appear to drive dissatisfaction as almost 6 in 10 (57%) of those dissatisfied with the reservation system had no problems completing their reservation(s). In contrast 9 in 10 (94%) of those satisfied with the reservation system had no problems.

The most often cited dissatisfaction reason is “Don’t Like To Plan Ahead” (26%) followed by a four way tie of “Reservation Program Is Frustrating” (17%), “Favors Tourists Over Locals” (16%), “Too Small An Unreserved Portion” (15%) and “Reservations Are Hard To Use” (15%).
Executive Summary

- Of the 776 riders who are dissatisfied, the most desired changes are: “Kill The Reservation Program” (27%) and “Changing the Unreserved Amount” (27%), followed closely by “Give Priority To Local Residents” (23%) and “Make The Reservation Program Functionality Better” (22%).
  - Dissatisfied riders who live full time in San Juan county (42%) or are residents of the San Juan Islands (47%) cited as possible fixes “Give Priority To Local Residents” followed closely by “Changing the Unreserved Amount” (SJ County 42%, SJ Islands 43%).

- System-wide 1,642 riders said they were satisfied with the reservation system.
  - Half (51%) cited the “Ease Of Website Use” followed by the “Assurance / Confirmation Of A Space On The Boat” (27%) and the “Reservation Program Works Well” (20%) 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” (40%) and “Assurance / Confirmation Of Space” (32%). Last riders on Port Townsend said “Ease of Website Use” (62%) more so than last riders of the San Juan Island routes.

- Everyone was given the description of the current WSF reservation system and asked if it seemed reasonable to them. A majority (69%) said it did seem reasonable while 31% said it seemed unreasonable.
  - Based on last route taken, those taking the Anacortes – Sidney (75%) and Port Townsend – Coupeville (81%) see the program described as reasonable more so than those who last used the San Juan Islands routes (50%).
  - Based on residency, riders living on Lopez (68%) have the highest “unreasonable” response compared to the rest of San Juan Islands.
The most often mentioned reason for being unreasonable was the “Allocation of Unreserved Space” (40%) and the rider not liking to “Plan Ahead” (33%). Of lesser mention was that the system as described “Penalizes Locals” (24%).

About 30% of the 2,114 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 (30%) and two days (24%) in advance.

About 29% of the 1,127 riders who have taken or are likely to take the Anacortes-Sidney BC route know their travel plans about one week in advance followed by two weeks (25%) and one month (23%).

About 33% of the 2,840 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 (21%).

– Full time San Juan Island residents (32%) are twice as likely to say they only know one day or less before they need to take a ferry, than part time residents (12%) or visitors (13%).
Detailed Study Findings
Forty three percent (43%) of the FROG panel members responding to the survey have used or tried to use the WSF reservation system. Approximately 81% of those who used the reservation system had no problems completing their reservation. Fourteen percent (14%) that used the system had problems and 5% tried to use the system but never completed the reservation.

WSF Reservation System Usage By All Riders (n=4,201)

- Yes - Tried to use the system but NEVER COMPLETED a reservation: 2%
- Yes - Used the system with NO PROBLEM completing my reservation(s): 35%
- Yes - Used the system but HAD PROBLEMS COMPLETING the reservation: 6%
- No - Have never used or tried to use WSF reservation system: 57%

Q.4 Have you ever used or tried to use WSF reservation system?
The highest concentration of those having problems completing their reservation are riders in the San Juan Islands (30%).

Q.4 Have you ever used or tried to use WSF reservation system?

WSF Reservation System Usage by Route

- Yes - Tried to use the system but NEVER COMPLETED a reservation
  - SJ Riders (n=1,701): 1%
  - BC Riders (n=51)*: 4%
  - PT Riders (n=186): 1%
  - Total: 1%

- Yes - Used the system with NO PROBLEM completing my reservation(s)
  - SJ Riders (n=1,701): 66%
  - BC Riders (n=51)*: 86%
  - PT Riders (n=186): 85%
  - Total: 86%

- Yes - Used the system but HAD PROBLEMS COMPLETING the reservation
  - SJ Riders (n=1,701): 30%
  - BC Riders (n=51)*: 10%
  - PT Riders (n=186): 10%
  - Total: 30%

- No - Have never used or tried to use WSF reservation system
  - SJ Riders (n=1,701): 3%
  - BC Riders (n=51)*: 0%
  - PT Riders (n=186): 4%
  - Total: 3%

DEFINITIONS:
- SJ Riders: Includes Anacortes and inter-island routes
- SJ/BC/PT Riders: Anyone (resident or visitor) that last rode this route.

Note: Small Sample Size under 100
Residents of Lopez Island (39%) followed by San Juan Island (34%) had the highest concentration of problems completing the reservation.

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

Q.4 Have you ever used or tried to use WSF reservation system?

<table>
<thead>
<tr>
<th></th>
<th>Full Time SJ (n=1,165)</th>
<th>SJ Island (n=607)</th>
<th>Orcas Island (n=347)</th>
<th>Lopez Island (n=248)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes - Tried to use the system but NEVER COMPLETED a reservation</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>4%</td>
</tr>
<tr>
<td>Yes - Used the system with NO PROBLEM completing my reservation(s)</td>
<td>1%</td>
<td>1%</td>
<td>4%</td>
<td>65%</td>
</tr>
<tr>
<td>Yes - Used the system but HAD PROBLEMS COMPLETING the reservation</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>33%</td>
</tr>
<tr>
<td>No - Have never used or tried to use WSF reservation system</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
<td>3%</td>
</tr>
</tbody>
</table>

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
Of the 683 riders who had problems completing their reservation, the most mentioned reason was “Website Difficulty/Usability” issues (25%) and “Boat Desired Was Unavailable” (25%). Other reasons for the reservation system failing them were “Reservation System Crash/Drops Me” (19%).

**Tried To Use WSF Reservation System**

<table>
<thead>
<tr>
<th>Reason Why It Failed</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website Difficulty / Usability</td>
<td>25%</td>
</tr>
<tr>
<td>Boat Desired Was Unavailable</td>
<td>25%</td>
</tr>
<tr>
<td>Reservation System Crash / Drops Me</td>
<td>19%</td>
</tr>
<tr>
<td>Phone Problems</td>
<td>12%</td>
</tr>
<tr>
<td>Other (Total of Responses)</td>
<td>52%</td>
</tr>
</tbody>
</table>
Of the 534 riders who last rode any of the San Juan routes, 35% reported “Boat Desired Was Unavailable” as the problem they had completing their reservation followed by “Website Difficulty / Usability” (30%).

Q.4b Why were you unable to complete your reservation?

DEFINITIONS:
SJ Riders: Includes Anacortes and inter-island routes
SJ/BC/PT Riders: Anyone (resident or visitor) that last rode this route.

Note: Small Sample Size under 100
Of the riders who had problems completing their reservation, the most mentioned reason by the San Juan Island permanent residents was “boat desired was Unavailable” (43%).

**Q.4b Why were you unable to complete your reservation?**

**Tried To Use WSF Reservation System**

**Reason Why It Failed By Full Time SJ & Island Residents**

- **Website Difficulty / Usability**
  - Full Time SJ (n=402): 29%
  - SJ Island (n=216): 24%
  - Orcas Island (n=91)*: 32%
  - Lopez Island (n=107)*: 31%

- **Boat Desired Was Unavailable**
  - Full Time SJ (n=402): 35%
  - SJ Island (n=216): 27%
  - Orcas Island (n=91)*: 29%
  - Lopez Island (n=107)*: 27%

- **Reservation System Crash / Drops Me**
  - Full Time SJ (n=402): 19%
  - SJ Island (n=216): 19%
  - Orcas Island (n=91)*: 18%
  - Lopez Island (n=107)*: 20%

- **Phone Problems**
  - Full Time SJ (n=402): 14%
  - SJ Island (n=216): 16%
  - Orcas Island (n=91)*: 12%
  - Lopez Island (n=107)*: 11%

- **Confirmation / Completion Problems**
  - Full Time SJ (n=402): 15%
  - SJ Island (n=216): 12%
  - Orcas Island (n=91)*: 19%
  - Lopez Island (n=107)*: 14%

- **Other (Total of Responses)**
  - Full Time SJ (n=402): 42%
  - SJ Island (n=216): 43%
  - Orcas Island (n=91)*: 36%
  - Lopez Island (n=107)*: 43%

**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

• **Note:** Small Sample Size under 100
The 2,672 riders who have used the WSF reservation system were asked how they would rate it. The majority of users are satisfied with the system (67%) with 21% being dissatisfied.

Q.5 Overall, based on your experience, how would you rate the reservation system?
When broken out by last route used, the riders on the Anacortes - Sidney (78%) and Port Townsend – Coupeville route (80%) are much more satisfied (Very + Somewhat) with the reservation system than those who last used the Anacortes – San Juan Islands route (54%).

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

DEFINITIONS:
SJ Riders: Includes Anacortes and inter-island routes
SJ/BC/PT Riders: Anyone (resident or visitor) that last rode this route.

Note: Small Sample Size under 100
When broken out by the San Juan County residency, riders living on Lopez (56%) are the most dissatisfied (Very + Somewhat) followed by San Juan Island (44%) and Orcas Island (30%).

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

**WSF Reservation System Rating - Full Time Resident By Island**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Full Time SJ (n=1,134)</th>
<th>SJ Island (n=607)</th>
<th>Orcas Island (n=347)</th>
<th>Lopez Island (n=248)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>21%</td>
<td>13%</td>
<td>29%</td>
<td>22%</td>
</tr>
<tr>
<td>Somewhat Dissatisfied</td>
<td>22%</td>
<td>22%</td>
<td>27%</td>
<td>17%</td>
</tr>
<tr>
<td>Neither Dissatisfied or Satisfied</td>
<td>7%</td>
<td>7%</td>
<td>6%</td>
<td>11%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>29%</td>
<td>26%</td>
<td>36%</td>
<td>22%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>21%</td>
<td>23%</td>
<td>28%</td>
<td>11%</td>
</tr>
</tbody>
</table>

**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
The most often cited reason for being dissatisfied with the reservation system is “Don’t Like To Plan Ahead” (26%) followed by a four way tie of “Reservation Program Is Frustrating” (17%), “Favors Tourists Over Locals” (16%), “Too Small An Unreserved Portion” (15%) and “Reservations Are Hard To Use” (15%).

Q.6a Based on your experience, what specific parts of the reservation system are you dissatisfied with?
For riders on the San Juan Island routes, the most often cited reason for being dissatisfied with the reservation system is “Don’t Like To Plan Ahead” (38%) followed by “Favors Tourists Over Locals” (27%) and “Program Is Frustrating” (20%).

**The Part Of The Reservation System I Am Dissatisfied With Is …**

*By Reservation Route Users*

<table>
<thead>
<tr>
<th>Reason For Dissatisfaction</th>
<th>SJ Riders (n=610)</th>
<th>BC Riders (n=7)*</th>
<th>PT Riders (n=30)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning Ahead - Don't Like</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Program Is Frustrating</td>
<td>20%</td>
<td>10%</td>
<td>20%</td>
</tr>
<tr>
<td>Favors Tourists Over Locals</td>
<td>27%</td>
<td>27%</td>
<td>27%</td>
</tr>
<tr>
<td>Unreserved Portion - Too Small</td>
<td>22%</td>
<td>15%</td>
<td>22%</td>
</tr>
<tr>
<td>Reservations - Hard To Use</td>
<td>7%</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Kill Reservations</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Advance Release - Don't Like</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>Other (Total of Responses)</td>
<td>33%</td>
<td>20%</td>
<td>33%</td>
</tr>
</tbody>
</table>

**DEFINITIONS:**
- **SJ Riders:** Includes Anacortes and inter-island routes
- **SJ/BC/PT Riders:** Anyone (resident or visitor) that last rode this route.

*Note: Small Sample Size under 100*

Q.6a Based on your experience, what specific parts of the reservation system are you dissatisfied with?
For full time San Juan County residents and those that specifically live on San Juan Island, the most often cited reason for being dissatisfied with the reservation system is “Don’t Like Planning Ahead” (40%, 43% respectively) followed by “Favors Tourists Over Locals” (32%, 28%).

### Reason for Dissatisfaction with Reservation System

#### By Full Time SJ & Island Residents

<table>
<thead>
<tr>
<th>Reason for Dissatisfaction</th>
<th>Full Time SJ (n=488)</th>
<th>SJ Island (n=259)</th>
<th>Orcas Island (n=99)*</th>
<th>Lopez Island (n=128)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning Ahead - Don't Like</td>
<td>40%</td>
<td>33%</td>
<td>22%</td>
<td>27%</td>
</tr>
<tr>
<td>Program Is Frustrating</td>
<td>18%</td>
<td>19%</td>
<td>22%</td>
<td>18%</td>
</tr>
<tr>
<td>Favors Tourists Over Locals</td>
<td>32%</td>
<td>32%</td>
<td>31%</td>
<td>36%</td>
</tr>
<tr>
<td>Unreserved Portion - Too Small</td>
<td>23%</td>
<td>22%</td>
<td>27%</td>
<td>29%</td>
</tr>
<tr>
<td>Reservations - Hard To Use</td>
<td>5%</td>
<td>4%</td>
<td>8%</td>
<td>7%</td>
</tr>
<tr>
<td>Kill Reservations</td>
<td>11%</td>
<td>12%</td>
<td>12%</td>
<td>11%</td>
</tr>
<tr>
<td>Advance Release - Don't Like</td>
<td>16%</td>
<td>18%</td>
<td>19%</td>
<td>18%</td>
</tr>
<tr>
<td>Other (Total of Responses)</td>
<td>34%</td>
<td>35%</td>
<td>33%</td>
<td>26%</td>
</tr>
</tbody>
</table>

#### 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

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

**Q.6a** Based on your experience, what specific parts of the reservation system are you dissatisfied with?
Of the 776 dissatisfied users of the reservation system, “Changing the Unreserved Amount” (27%) and “Kill The Reservation Program” (27%) are the two most often cited changes they would like. These suggestions were followed by “Give Priority To Local Residents” (23%) and “Make The Reservation Program Functionality Better” (22%).

Q.6b Now tell us what we can do to change it so it might work better for you
Dissatisfied riders who used the San Juan routes said “Give Priority To Local Residents” (41%) and “Changing the Unreserved Amount” (41%) as the top two fixes to make the reservation system work better. Twenty-six percent (26%) of those same riders said “Just Kill The Reservation Program.”

**How I Would Change The System To Work For Me By Reservation Route Users**

- **Change Unreserved Amount**
  - SJ Riders (n=610): 41%
  - BC Riders (n=7)*: 27%
  - PT Riders (n=30)*: 26%
  - Other (Total of Responses): 38%

- **Kill Reservation Program**
  - SJ Riders (n=610): 26%
  - BC Riders (n=7)*: 20%
  - PT Riders (n=30)*: 9%
  - Other (Total of Responses): 11%

- **Give Priority To Locals**
  - SJ Riders (n=610): 40%
  - BC Riders (n=7)*: 41%
  - PT Riders (n=30)*: 5%
  - Other (Total of Responses): 11%

- **Make Res. Prg. Functionality Better**
  - SJ Riders (n=610): 0%
  - BC Riders (n=7)*: 11%
  - PT Riders (n=30)*: 0%
  - Other (Total of Responses): 27%

- **Other (Total of Responses)**
  - SJ Riders (n=610): 60%
  - BC Riders (n=7)*: 40%
  - PT Riders (n=30)*: 41%

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

**Definitions:**
- SJ Riders: Includes Anacortes and inter-island routes
- SJ/BC/PT Riders: Anyone (resident or visitor) that last rode this route.

**Note:** Small Sample Size under 100
Dissatisfied riders who live full time on any of the San Juan Islands or specifically reside on San Juan Island said “Give Priority To Local Residents” (42-47%) followed closely by “Changing the Unreserved Amount” (42-43%) as the top two fixes to make the reservation system work better. About one in three of those living full time in any of the San Juan Islands said “Just Kill The Reservation Program.”

How I Would Change The System To Work For Me By Full Time SJ & Island Residents
(Mentions 10% And Over)

- Change Unreserved Amount
  - Full Time SJ (n=488): 42%
  - SJ Island (n=259): 42%
  - Orcas Island (n=99)*: 42%
  - Lopez Island (n=128): 43%

- Kill Reservation Program
  - Full Time SJ (n=488): 27%
  - SJ Island (n=259): 27%
  - Orcas Island (n=99)*: 20%
  - Lopez Island (n=128): 29%

- Give Priority To Locals
  - Full Time SJ (n=488): 46%
  - SJ Island (n=259): 44%
  - Orcas Island (n=99)*: 42%
  - Lopez Island (n=128): 47%

- Make Res. Prg. Functionality Better
  - Full Time SJ (n=488): 9%
  - SJ Island (n=259): 10%
  - Orcas Island (n=99)*: 7%
  - Lopez Island (n=128): 12%

- Other (Total of Responses)
  - Full Time SJ (n=488): 24%
  - SJ Island (n=259): 22%
  - Orcas Island (n=99)*: 23%
  - Lopez Island (n=128): 27%

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

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

(Note: Small Sample Size under 100)
System-wide, 1,642 riders said they were very or somewhat satisfied with the reservation system and were asked what specific parts they were satisfied with. Half (51%) cited the “Ease Of Website Use” followed by the “Assurance / Confirmation Of A Space On The Boat” (27%) and the “Reservation Program Works Well” (20%).

The Part(s) Of The Reservation System I Am Satisfied With Are ... (n=1,642)

- Website - Easy to Use: 51%
- Assurance / Confirmation Of Space: 27%
- Reservation Prg. Works Well: 20%
- Avoid Lines / Waiting: 10%
- Other (Total of Responses): 23%

Q.6a Based on your experience, what specific parts of the reservation system are you satisfied with?
Reasons for satisfaction given by riders who last used any of the San Juan Islands routes included “Ease of Website Use” (40%) and “Assurance / Confirmation Of Space” (32%). Port Townsend riders said “Ease of Website Use” (62%) more so than riders of the San Juan Island routes.

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

The Part(s) Of The Reservation System I Am Satisfied With Are ...

<table>
<thead>
<tr>
<th>Part (Specific)</th>
<th>SJ Riders (n=900)</th>
<th>BC Riders (n=38)*</th>
<th>PT Riders (n=144)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website - Easy to Use</td>
<td>40%</td>
<td>55%</td>
<td>62%</td>
</tr>
<tr>
<td>Assurance / Confirmation Of Space</td>
<td>32%</td>
<td>24%</td>
<td>29%</td>
</tr>
<tr>
<td>Reservation Prg. Works Well</td>
<td>16%</td>
<td>9%</td>
<td>15%</td>
</tr>
<tr>
<td>Avoid Lines / Waiting</td>
<td></td>
<td>15%</td>
<td>23%</td>
</tr>
<tr>
<td>Other (Total of Responses)</td>
<td></td>
<td>27%</td>
<td>33%</td>
</tr>
</tbody>
</table>

DEFINITIONS:
SJ Riders: Includes Anacortes and inter-island routes
SJ/BC/PT Riders: Anyone (resident or visitor) that last rode this route.

Note: Small Sample Size under 100
The top two reasons for satisfaction given by riders who are full time residents of the San Juan Islands included “Ease of Website Use” (34-46%) and “Assurance / Confirmation Of Space” (32-38%).

**The Part(s) Of The Reservation System I Am Satisfied With Are …**

By Full Time SJ & Island Residents

- **Website - Easy to Use**
  - Full Time SJ (n=565): 46%
  - SJ Island (n=296): 42%
  - Orcas Island (n=225): 38%
  - Lopez Island (n=76)*: 32%

- **Assurance / Confirmation Of Space**
  - Full Time SJ (n=565): 39%
  - SJ Island (n=296): 36%
  - Orcas Island (n=225): 32%
  - Lopez Island (n=76)*: 33%

- **Reservation Prg. Works Well**
  - Full Time SJ (n=565): 16%
  - SJ Island (n=296): 16%
  - Orcas Island (n=225): 16%
  - Lopez Island (n=76)*: 10%

- **Avoid Lines / Waiting**
  - Full Time SJ (n=565): 28%
  - SJ Island (n=296): 22%
  - Orcas Island (n=225): 15%
  - Lopez Island (n=76)*: 27%

- **Other (Total of Responses)**
  - Full Time SJ (n=565): 32%
  - SJ Island (n=296): 26%
  - Orcas Island (n=225): 25%
  - Lopez Island (n=76)*: 27%

**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

**Note:** Small Sample Size under 100

Q.6a Based on your experience, what specific parts of the reservation system are you satisfied with?
Almost 6 in 10 (57%) of those dissatisfied with the reservation system, had no problems completing their reservation(s). In contrast, 9 in 10 (94%) of those satisfied with the reservation system had no problems.

Q.4 Have you ever used or tried to use WSF reservation system? AND Q.5 Overall, based on your experience, how would you rate the reservation system?
Sixty five percent (65%) of those that last rode any of the San Juan Islands route said they were full time residents. Those dissatisfied with the reservation system tend to come from full time residents of the San Juan Islands (79% vs. 65%) more so than part time residents (13% vs. 19%) or visitors (8% vs. 16%).

Q.3 Which of the following best describes you? AND  Q.5 Overall, based on your experience, how would you rate the reservation system?
Systemwide 1 in 5 (21%) are dissatisfied with the reservation system. Residents of Lopez (56%) Island are the most dissatisfied followed by San Juan Island residents (44%).

Q2. What was the most recent WSF route you took? AND Q.5 Overall, based on your experience, how would you rate the reservation system?
A description of the current WSF reservation system was provided and respondents were asked if it seemed reasonable to them. A majority (69%) said it did seems reasonable, with 31% saying it seemed unreasonable.

Q.7 Here is how the reservation system 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/Sidney B.C. route can be reserved.

For San Juan sailings:
Two months ahead of the sailing schedule season, 30% of the general purpose traffic space and 100% of the commercial traffic space becomes available for reservations. Two weeks prior to any individual travel day, an additional 30% of the space becomes available. The remaining 30% becomes available two days prior to the travel day.

Based upon the above, does the WSF reservation program seem reasonable to you?
Those who take the Anacortes – Sidney (75%) and Port Townsend – Coupeville (81%) routes see the reservation program described as reasonable, more so than those who use routes in the San Juan Islands (50%).

Q.7 Here is how the reservation system 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/Sidney B.C. route can be reserved.

For San Juan sailings:
Two months ahead of the sailing schedule season, 30% of the general purpose traffic space and 100% of the commercial traffic space becomes available for reservations. Two weeks prior to any individual travel day, an additional 30% of the space becomes available. The remaining 30% becomes available two days prior to the travel day.

Based upon the above, does the WSF reservation program seem reasonable to you?
Based on residency, riders living on Lopez (68%) Island have the highest “unreasonable” response compared to the rest of the San Juan Islands.

Reasonableness of WSF Reservation Program By Residency

Yes - The Program As Described Seems Reasonable To Me
- Full Time SJ (n=1,165): 43%
- SJ Island (n=607): 42%
- Orcas Island (n=347): 32%
- Lopez Island (n=248): 54%

No - The Program As Described Does Not Seem Reasonable To Me
- Full Time SJ (n=1,165): 57%
- SJ Island (n=607): 58%
- Orcas Island (n=347): 46%
- Lopez Island (n=248): 68%

Q.7 Here is how the reservation system 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/Sidney B.C. route can be reserved.

For San Juan sailings:
Two months ahead of the sailing schedule season, 30% of the general purpose traffic space and 100% of the commercial traffic space becomes available for reservations. Two weeks prior to any individual travel day, an additional 30% of the space becomes available. The remaining 30% becomes available two days prior to the travel day.
Based upon the above, does the WSF reservation program seem reasonable to you?
40% of dissatisfied reservation system users would say the program as described, seems reasonable to them. In contrast, 83% of satisfied users see the program as reasonable.

```
Reasonableness of WSF Reservation Program By Satisfaction Level

Yes - The Program As Described Seems Reasonable To Me
- Total (n=4,201): 69%
- Dissatisfied User (n=776): 40%
- Satisfied User (n=1,642): 83%

No - The Program As Described Does Not Seem Reasonable To Me
- Total (n=4,201): 31%
- Dissatisfied User (n=776): 60%
- Satisfied User (n=1,642): 17%
```

Q.7 Here is how the reservation system 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/Sidney B.C. route can be reserved.

**For San Juan sailings:**
Two months ahead of the sailing schedule season, 30% of the general purpose traffic space and 100% of the commercial traffic space becomes available for reservations. Two weeks prior to any individual travel day, an additional 30% of the space becomes available. The remaining 30% becomes available two days prior to the travel day.

Based upon the above, does the WSF reservation program seem reasonable to you? AND Q.5 Overall, based on your experience, how would you rate the reservation system?
Of the 1,642 riders who felt the reservation system description given was unreasonable, they were asked why and what they might change. The most often mentioned reason for being unreasonable was the “Allocation of Unreserved Space” (40%) and the rider not liking to “Plan Ahead” (33%). Of lesser mention was that the system described “Penalizes Locals” (24%).

The Parts Of The Reservation System That Are Unreasonable (n=1,642)

- Unreserved Space Allocation 40%
- Planning Ahead - I Don't Do It 33%
- Penalizes Locals 24%
- Reservation - Just Kill It 11%
- Other (Total of Responses) 27%

Q.7b Please tell us why it does not seem reasonable to you and how we might change it?
Reasons Given For Being Unreasonable

When broken out by route, the major reasons cited were “Not Liking to Plan Ahead” and “It Penalizes Locals”.

The Parts Of The Reservation System That Are Unreasonable
By Reservation Route Riders

Unreserved Space Allocation
- SJ Riders (n=858): 43%
- BC Riders (n=13)*: 50%
- PT Riders (n=35)*: 50%

Planning Ahead - I Don't Do It
- SJ Riders (n=858): 33%
- BC Riders (n=13)*: 17%
- PT Riders (n=35)*: 18%

Penalizes Locals
- SJ Riders (n=858): 35%
- BC Riders (n=13)*: 17%
- PT Riders (n=35)*: 18%

Reservation - Just Kill It
- SJ Riders (n=858): 9%
- BC Riders (n=13)*: 0%
- PT Riders (n=35)*: 9%

Other (Total of Responses)
- SJ Riders (n=858): 30%
- BC Riders (n=13)*: 50%
- PT Riders (n=35)*: 48%

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

DEFINITIONS:
- SJ Riders: Includes Anacortes and inter-island routes
- SJ/BC/PT Riders: Anyone (resident or visitor) that last rode this route.

Note: Small Sample Size under 100
When broken out by riders who are residents of the San Juan Islands, the reasons for the system being unreasonable are essentially the same on each island.

The Parts Of The Reservation System That Are Unreasonable
By Full Time & Island Residents

- **Unreserved Space Allocation**
  - Full Time SJ (n=669)
  - SJ Island (n=357)
  - Orcas Island (n=154)
  - Lopez Island (n=169)

- **Planning Ahead - I Don't Do It**
  - Full Time SJ
  - SJ Island
  - Orcas Island
  - Lopez Island

- **Penalizes Locals**
  - Full Time SJ
  - SJ Island
  - Orcas Island
  - Lopez Island

- **Reservation - Just Kill It**
  - Full Time SJ
  - SJ Island
  - Orcas Island
  - Lopez Island

- **Other (Total of Responses)**

**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. 7b Please tell us why it does not seem reasonable to you and how we might change it?
Respondents were asked if they had used the reservation system in the last 2 years, or are likely to use it in the next 2 years. About 1 in 2 (54%) said they had or will use it on the Port Townsend/Coupeville route, followed by Anacortes/San Juan Islands (49%), and Anacortes/Sidney BD (18%). Approximately 25% have not and do not plan on using any of the reservation routes.

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)
The 2,114 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. About 30% know about one week in advance, followed by one day or less (30%), and two days (24%).

Q.9a Which statement below best describes your typical lead time before you need to take the:

- About two days: 24%
- About one week: 30%
- About one month: 5%
- About two months or longer: 1%
- About two weeks: 10%
- One day or less: 30%
The 1,127 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. About 29% know about one week in advance, followed by two weeks (25%), and one month (23%).
The 2,840 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. About 33% know about one week in advance, followed by about two weeks (21%).

Q.9c Which statement below best describes your typical lead time before you need to take the:

- One day or Less 14%
- About two days 13%
- About one week 33%
- About two weeks 21%
- About one month 15%
- About two months or longer 4%
The 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. Full time residents of the San Juan Islands (32%) are twice as likely to say they only know one day or less before they need to take a ferry, compared to part time residents (12%) or visitors (13%).

Q.9c Which statement below best describes your typical lead time before you need to take the:

Advanced Travel Notice – Residents of San Juan Islands

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

- One day or Less
  - Full Time SJ (n=1,158) 32%
  - Part Time SJ (n=330) 22%
  - Visitor SJ (n=234) 16%

- About two days
  - Full Time SJ (n=1,158) 20%
  - Part Time SJ (n=330) 14%
  - Visitor SJ (n=234) 13%

- About one week
  - Full Time SJ (n=1,158) 32%
  - Part Time SJ (n=330) 24%
  - Visitor SJ (n=234) 22%

- About two weeks
  - Full Time SJ (n=1,158) 23%
  - Part Time SJ (n=330) 23%
  - Visitor SJ (n=234) 10%

- About one month
  - Full Time SJ (n=1,158) 6%
  - Part Time SJ (n=330) 14%
  - Visitor SJ (n=234) 10%

- About two months or longer
  - Full Time SJ (n=1,158) 3%
  - Part Time SJ (n=330) 3%
  - Visitor SJ (n=234) 2%

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 lead time before you need to take the:
About 1 in 3 (31%) had additional comments to share at the end of the survey. The most often mentioned category was “Reservation Issues” (64%) followed by “Penalizing Locals” (21%).

Additional Thoughts
(n=4,201)

Top 5 Comments Given

<table>
<thead>
<tr>
<th>Comment</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reservation Issues</td>
<td>64%</td>
</tr>
<tr>
<td>Penalizing Locals Issues</td>
<td>21%</td>
</tr>
<tr>
<td>Anacortes – San Juan Islands Issues</td>
<td>11%</td>
</tr>
<tr>
<td>Seattle – Bainbridge – Bremerton Issues</td>
<td>10%</td>
</tr>
<tr>
<td>Total of All Other Individual Mentions (No Individual Other was greater than 7%)*</td>
<td>46%</td>
</tr>
</tbody>
</table>

* See PDF of Cross-tabulation Banner Tables or Excel spreadsheet on project CD for complete list of all “Other” comments

Q10 Do you have any additional thoughts regarding the reservation system, WSF or other transportation issues you would like to share?
Sample Makeup - Demographics

Gender
- Male: 54%
- Female: 46%

Education
- No College Degree: 27%
- 4 YR Degree: 36%
- Post Grad: 37%

Age
- 18-44: 19%
- 45-54: 18%
- 55-64: 31%
- 65+: 32%

Employment
- Employed fulltime: 55%
- Employed parttime: 12%
- Student and employed: 1%
- Student Not employed: 1%
- Homemaker: 2%
- Military personnel: 0%
- Retired: 27%
- Not currently employed: 2%

Ethnicity
- Caucasian: 93%
- Hispanic: 1%
- African American: 1%
- Asian: 2%
- Native American: 1%
- Other: 2%
Those riders (n=1,758) that indicated their last route taken was in the San Juan Islands, were asked to describe their residency. The vast majority (65%) said they are full time residents of the San Juan Islands, followed by part time San Juan Island residents (19%). The balance (16%) are people living off the islands visiting for either work or non-work reasons.

Q.3 Which of the following best describes you?

- Full Time SJ Islands Resident: 65%
- Part Time SJ Island Resident: 19%
- Visit SJ For Work Activities: 2%
- Visit SJ For Non-Work Activities: 8%
- Visit SJ For Both Work/Non-Work: 2%
- Live On Mainland: 2%
- Live On Island not in SJ System: 2%
The majority of those surveyed had ridden WSF within the last 7 days (72%), followed by 8 to 30 days ago (19%). Those riding the three reservation routes (SJ/BC/PT) are less likely to have ridden in the last 7 days (53%) compared to non-reservation route riders (74%).

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

Timing of Last Ride on a Washington State Ferry

- **Today**
  - Total (4,201): 25%
  - Reservation Routes (1,947): 6%
  - Non-Reservation Routes (n=2,254): 27%

- **Yesterday to 7 Days Ago**
  - Total (4,201): 47%
  - Reservation Routes (1,947): 47%
  - Non-Reservation Routes (n=2,254): 47%

- **8 to 30 Days Ago**
  - Total (4,201): 19%
  - Reservation Routes (1,947): 35%
  - Non-Reservation Routes (n=2,254): 17%

- **31 to 90 Days Ago**
  - Total (4,201): 6%
  - Reservation Routes (1,947): 8%
  - Non-Reservation Routes (n=2,254): 6%

- **91+ Days Ago**
  - Total (4,201): 3%
  - Reservation Routes (1,947): 4%
  - Non-Reservation Routes (n=2,254): 3%
Appendix
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 May 2015 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.

<table>
<thead>
<tr>
<th>Route</th>
<th>Riders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seattle-Bainbridge</td>
<td>1.7209</td>
</tr>
<tr>
<td>Seattle-Bremerton</td>
<td>2.1218</td>
</tr>
<tr>
<td>Edmond-Kingston</td>
<td>2.0261</td>
</tr>
<tr>
<td>Fauntleroy-Vashon</td>
<td>1.4551</td>
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<tr>
<td>Fauntleroy-Southworth</td>
<td>1.2080</td>
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<tr>
<td>Southworth-Vashon</td>
<td>2.0193</td>
</tr>
<tr>
<td>Port Defiance-Tahlequah</td>
<td>2.5179</td>
</tr>
<tr>
<td>Port Townsend-Coupeville</td>
<td>0.7184</td>
</tr>
<tr>
<td>Mukilteo-Clinton</td>
<td>1.2233</td>
</tr>
<tr>
<td>Anacortes-San Juans</td>
<td>0.2080</td>
</tr>
<tr>
<td>Anacortes-Sidney</td>
<td>0.2990</td>
</tr>
</tbody>
</table>
RESERVATION SURVEY

(Q1 / 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.

To start with, when did you last ride a Washington State Ferry (WSF)?
Today
Within the last week (yesterday to 7 days)
Within the last 30 days (last 8 to 30 days)
Within the last 3 months (last 31 to 90 days)
Longer than 3 months ago (91+ days)
Never
SKIP TO Q10a

(Q2)
What was the most recent WSF route you took?
Seattle-Bainbridge
Seattle-Bremerton
Edmonds-Kingston
Fauntleroy-Vashon
Fauntleroy-Southworth
Southworth-Vashon
Port Defiance-Tahlequah
Port Townsend-Coupeville
Mukilteo-Clinton
Anacortes-San Juans
Anacortes-Sidney
San Juans Inter-Island
None in 12 months
Prefer not to answer
Keller Ferry
SKIP TO Q4a
SKIP TO Q4a
SKIP TO Q4a
SKIP TO Q4a
SKIP TO Q4a
SKIP TO Q4a
SKIP TO Q4a
SKIP TO Q4a
SKIP TO Q4a
SKIP TO Q4a
SKIP TO Q10a
SKIP TO Q10a
SKIP TO Q4a
Questionnaire

(Q3)
Which of the following best describes you?
A full time San Juan island resident (residence/live year round)
A part time San Juan island resident (vacation home, etc.)
Live on the mainland but visit the San Juan islands for work activities
Live on the mainland but visit the San Juan islands for non-work activities
Live on the mainland but visit the San Juan islands for both work and non-work activities
Live on the mainland
Live on an island that is not in the San Juan Island system
Other (please describe)

(Q4a)
Have you ever used or tried to use WSF’s reservation system?
(SELECT ONE ONLY)
Yes – Tried to use the system but NEVER COMPLETED a reservation, or
Yes – Used the system with NO PROBLEM COMPLETING our reservation(s), or
Yes -- Used the system but HAD PROBLEMS COMPLETING the reservation, or
No - have never used or tried to use WSF reservation system/ Don’t recall

(Q4b)
Why were you unable to complete your reservation?

________________________________________________________________

(IF Q4a=1 SKIP TO Q7a ELSE GOTO Q5)

(Q5)
Overall, based on your experience, how would you rate the reservation system?
Very dissatisfied
Somewhat dissatisfied
Neither dissatisfied or satisfied/Don’t know
Somewhat satisfied
Very satisfied

SKIP TO Q7a

SKIP TO Q6a

SKIP TO Q6a
Questionnaire

(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)

_____________________________________________________________________

(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 Q7a

(Q6b) 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

(Q7a) Here is how the reservation system 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/Sidney B.C. route can be reserved.

For San Juan sailings:
Two months ahead of the sailing schedule season, 30% of the general purpose traffic space and 100% of the commercial traffic space becomes available for reservations. Two weeks prior to any individual travel day, an additional 30% of the space becomes available. The remaining 30% becomes available two days prior to the travel day.

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

Yes
No

SKIP TO Q8
(Q7b)
Please tell us why it does not seem reasonable to you and how we might change it in the space below?
____________________________________________________________________

(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)
Port Townsend/Coupeville (taken / likely to take)
Anacortes/Sidney BC (taken / likely to take)
Anacortes/San Juan Island(taken / likely to take)
None of the above – (Haven’t take and likely not to take any of these) SKIPTOQ10a

(Q9a,b,c – ONLY THOSE SELECTED IN Q8 WILL SHOW ON THE SCREEN)
Which statement below best describes your typical lead time before you need to take the:
Port Townsend/Coupeville ferry - I typically know ...
About one day in advance of the time/date I need to use that ferry route(s), or
About two days in advance of the time/date I need to use that ferry route(s), or
About one week in advance of the time/date I need to use that ferry route(s), or
About two weeks in advance of the time/date I need to use that ferry route(s), or
About one month in advance of the time/date I need to use that ferry route(s), or
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 ...
About one day in advance of the time/date I need to use that ferry route(s), or
About two days in advance of the time/date I need to use that ferry route(s), or
About one week in advance of the time/date I need to use that ferry route(s), or
About two weeks in advance of the time/date I need to use that ferry route(s), or
About one month in advance of the time/date I need to use that ferry route(s), or
About two months (or longer) in advance of the time/date I need to use that ferry route(s)?

Anacortes/San Juan Island ferry - I typically know ...
About one day in advance of the time/date I need to use that ferry route(s), or
About two days in advance of the time/date I need to use that ferry route(s), or
About one week in advance of the time/date I need to use that ferry route(s), or
About two weeks in advance of the time/date I need to use that ferry route(s), or
About one month in advance of the time/date I need to use that ferry route(s), or
About two months (or longer) in advance of the time/date I need to use that ferry route(s)?

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

No - No additional feedback
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)