



Washington State Transportation Commission
Ferry Riders Opinion Group (FROG) Survey Panel
WSF Reservation Survey June 2016
Final Report

Contents



Methodology	3
Executive Summary	5
Detailed Study Findings:	
• Ever Used Or Tried to Use WSF Reservations	11
• Number of Yearly Reservations	14
• No Reservation Problems	15
• Had Reservation Problems	16
• Tried To Use Reservations	20
• Reservation System Rating	21
• Satisfied Users – Top Reasons	24
• Dissatisfied Users – Top Reasons	27
• Satisfaction Rating By	33
• Reservation Reasonableness	36
• Reasons For Being Unreasonable	40
• Current / Future Usage Of Reservation Routes	43
• Advanced Travel Notice	44
• Multiple Reservations	48
• Terminal Staff Handling of Reservations	49
• Reservation Check-in Issues	50
• Phone Staff Handling Fee Issues	52
• No-Show Fees & Multiple Reservations	53
• Eastbound Reservations Impact	54

Methodology



- ▶ Online Survey of Washington State Ferry Riders Opinion Group (FROG) survey panel.
- ▶ A total of 5,414 surveys were completed in July 2016 (July 15-26, 2016).
- ▶ WSF sent an email to their database of reservation users inviting them to join the FROG and take the reservation survey. WSTC conducted intercepts on WSF vessels during the survey period that directed new FROG members to also take the survey. Approximately 1,500 surveys (included in the total completed number above) were completed from those efforts.
- ▶ Data was weighted by route according to the July 2016 WSF traffic report, based on the last trip taken.

▶ Total & sub-group sample sizes and definitions:

Sample	Graph Name	Definition
5,414	Total	Total number of completed surveys system-wide
2,150	SJ Riders	Riders that used the San Juan / Inter-Island routes last
141	BC Riders	Riders that used the Sidney BC route last
434	PT Riders	Riders that used the Port Townsend – Coupeville route last
1,198	Full Time SJ	Full time SJ Island residents that used SJ routes last
591	SJ Island	Permanent residents of San Juan Island
436	Orcas Island	Permanent residents of Orcas Island
224	Lopez	Permanent residents of Lopez Island
630	Dissatisfied Users	Reservation users that are dissatisfied with the system
3,024	Satisfied Users	Reservation users that are satisfied with the system
2,725	Res Routes	Riders who last used one of the three reservation routes
2,669	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 reservation routes: <ul style="list-style-type: none">- Anacortes – San Juan Islands [including inter-island]- Anacortes–Sidney BC- Port Townsend-Coupeville

Executive Summary



COMPLETION ISSUES:

- ▶ Fifty-five percent (55%) of those interviewed have used (96% of the 55%) or tried (4%) to use WSF's reservation system.
 - This may be higher than would normally be found among all WSF riders as the sample was augmented by riders from WSF reservation database.
- ▶ Approximately nine in ten (86%) of those who used the reservation system in the July 2016 study had no problems completing their reservation. This is up from 81% reporting no problems in the June 2015 study.
 - The vast majority made their reservations recently (April – June '16 - 62%) via the web (95%)
- ▶ The highest concentration of reservation completion problems were with recent riders in the San Juan Islands (19%).
 - Lopez residents (25%) reported reservation completion problems more so than San Juan (22%) or Orcas (20%) Island residents.
- ▶ Of the 585 riders who had reservation completion problems, the most cited reason was “Website Difficulty/Usability” issues (33% up from 25% in June 2015) and “Boat Desired Was Unavailable” (18% down from 25% in June 2015), followed by “Phone Problems” (17% up from 12% in June 2015).
 - “Reservation System Crash/Drops Me”(9%) was cited considerably lower than in June 2015 (19%).
 - Most of the dissatisfied users made their problem reservation via the web (86%) and said the problem occurred recently (April to July '16 – 63%)
 - Half of those reporting a problem (49%) have made a new reservation since the problem.



SATISFACTION WITH RESERVATION PROGRAM:

- ▶ The majority of the 3,905 reservation system users (79%) are satisfied with the system, with 13% being dissatisfied. This is an improvement over June 2015 (67% satisfied / 21% dissatisfied)
 - The percentage of very satisfied reservation users (52%) are 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 (84%) and Port Townsend – Coupeville (85%) routes much more satisfied with the reservation system than those who last used the Anacortes – San Juan Islands route (74%).
 - Broken out by San Juan County residency, similar to June 2015 the riders living on Lopez (32%) are the most dissatisfied followed by San Juan Island (25%) and Orcas (23%).
 - Similar to June 2015, completing or not completing their reservation does not appear to drive dissatisfaction as 55% of those dissatisfied with the reservation system had no problems completing their reservation(s). In contrast 94% of those satisfied with the reservation system had no problems.
- ▶ System-wide 3,024 riders (out of 3,905) said they were satisfied with the reservation system.
 - Half (51% - same as June 2015) cited the “Ease Of Website Use” followed by the “Reservation Program Works Well” (21% - same as June 2015) and “Assurance / Confirmation Of A Space On The Boat” (14% - down from 27% in June 2015) 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” (43%) and “Reservation Program Works Well (21%). Last riders on Port Townsend said “Ease of Website Use” (55%) more so than last riders of the San Juan Island routes (43%).

Executive Summary



- ▶ Of the 630 riders who are dissatisfied, the most desired changes are: “Program is Frustrating” (17%) and “Unreserved Portion is Too Small” (17%) followed by “Reservations are Hard to Use” (16%).
 - The 297 dissatisfied riders who live full time in San Juan county cited most often “Favors Tourists Over Locals” (27%) and “Unreserved Portion is Too Small” (26%) followed by “Program is Frustrating” (17%) and “Don’t Like to Plan Ahead” (16%).

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 (78% - up from 69% in June 2015) said it did seem reasonable while 22% said it seemed unreasonable.
 - Based on last route taken, those taking the Anacortes – Sidney (89%) and Port Townsend – Coupeville (87%) see the program described as reasonable more so than those who last used the San Juan Islands routes (73%).
 - Based on residency, riders living on Lopez (39%) have the highest “unreasonable” response compared to the rest of San Juan Islands (San Juan – 34%, Orcas – 30%).
 - Interestingly, half (51%) of those dissatisfied with a past reservation say the current reservation program as described sounds reasonable.
- ▶ The most often mentioned reason for being unreasonable was the “Allocation of Unreserved Space” (35% - down slightly from 40% in June 2015) and the rider not liking to “Plan Ahead” (22% - down considerably from 33% in June 2015).

Executive Summary



PLANNING AHEAD FOR WSF TRAVEL:

- ▶ Comparably unchanged from June 2015, about 31% of the 2,837 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 (27%) and two days (24%) in advance.
- ▶ Also unchanged from June 2015, about 29% of the 1,531 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 one month (25%) and two weeks (23%).
- ▶ Slightly different than June 2015, about 29% (down from 33% in June 2015) of the 3,681 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 (23%).
 - Full time San Juan Island residents (18%) 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 (8%).

MULTIPLE RESERVATIONS:

- ▶ The 3,905 riders surveyed made an average of 6.9 reservations per year. Full time San Juan Islands residence average 19.9 reservations per year.
- ▶ Almost half (45%) of the 3,269 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.

Executive Summary



NO-SHOW FEES / TERMINAL & PHONE STAFF SATISFACTION / WORRY LEVEL OVER LOSING RESERVATION:

- ▶ Just over half (53%) of the 3,905 rides said the no-show fees should be raised to \$17 to cut down on multiple reservations
 - Visitors to San Juan Islands (56%) are more likely to say increase the no-show fees than either part time residents (53%) or full time San Juan Islands residents (44%).
- ▶ Only 9% of the 3,905 riders who have used the WSF reservation system are dissatisfied with the terminal staff's level of customer service with the Anacortes terminal being the most often mentioned (42%).
 - Full time San Juan Islands residents are significantly more dissatisfied (19%) than part time (9%) or visitors (8%).
 - Lopez Island residents reported more problems with terminal staff (23%) than San Juan Island (19%) or Orcas (15%) residents.
- ▶ Fourteen percent (14%) are dissatisfied with how the WSF phone staff handles reservation issues with full time San Juan Islands residents (20%) more likely to be dissatisfied than part time residents (12%) or visitors (10%).
- ▶ Sixty-two percent (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 13% actually have experience not getting to the tollbooth on time.
 - Full time San Juan Islands residents worry more so (77%) than part time residents (64%) or visitors (57%).
 - Lopez Island residents (83%) worry more than San Juan (76%) or Orcas (75%) Island residents.
 - Full time San Juan Islands residents have actually missed sailings (21%) more often than part time residents (12%) or visitors (9%).



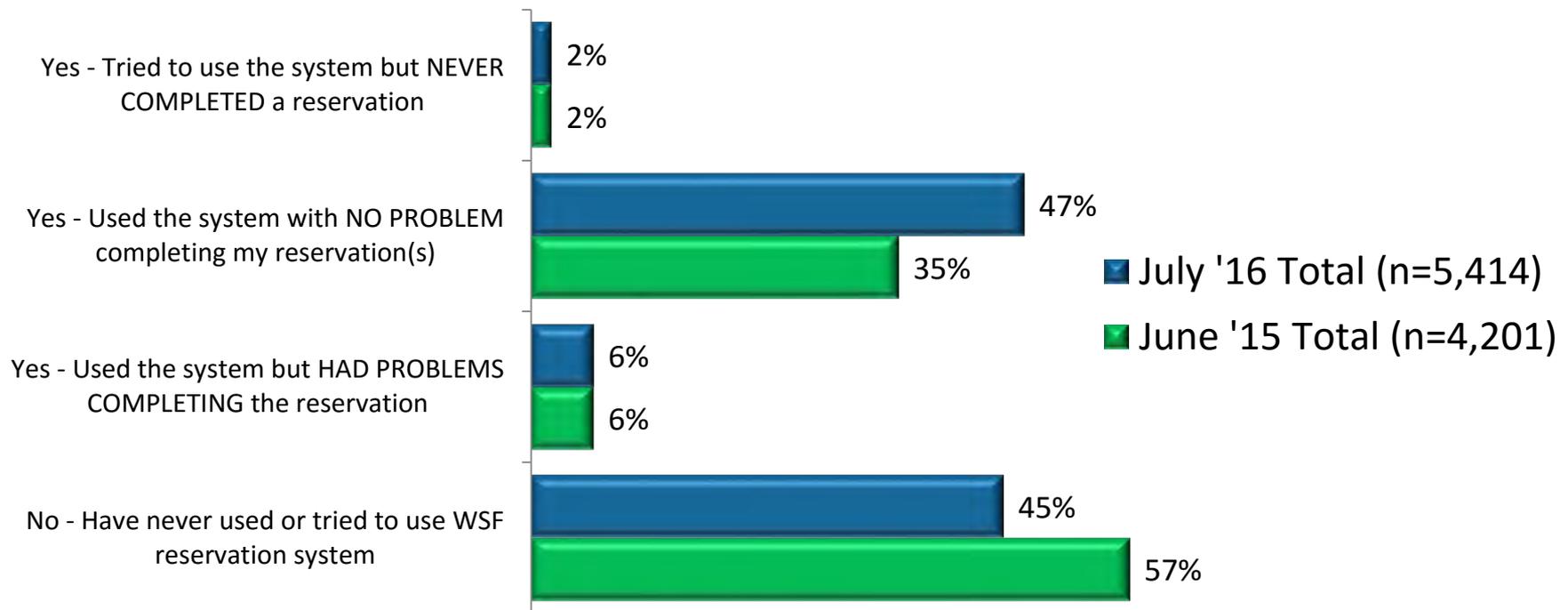
Detailed Study Findings

Ever Used Or Tried to Use WSF Reservations



Fifty five percent (55%) of the FROG panel members responding to the survey have used or tried to use the WSF reservation system. Approximately 86% of those who used the reservation system had no problems completing their reservation. Eleven percent (11%) that used the system had problems and 4% tried to use the system but never completed the reservation. The percent of those in 2016 who have used the system with no problems is an improvement over 2015. Over half (55%) of those dissatisfied with the system reported that they did not have a problem completing any of their reservations.

WSF Reservation System Usage By All Riders



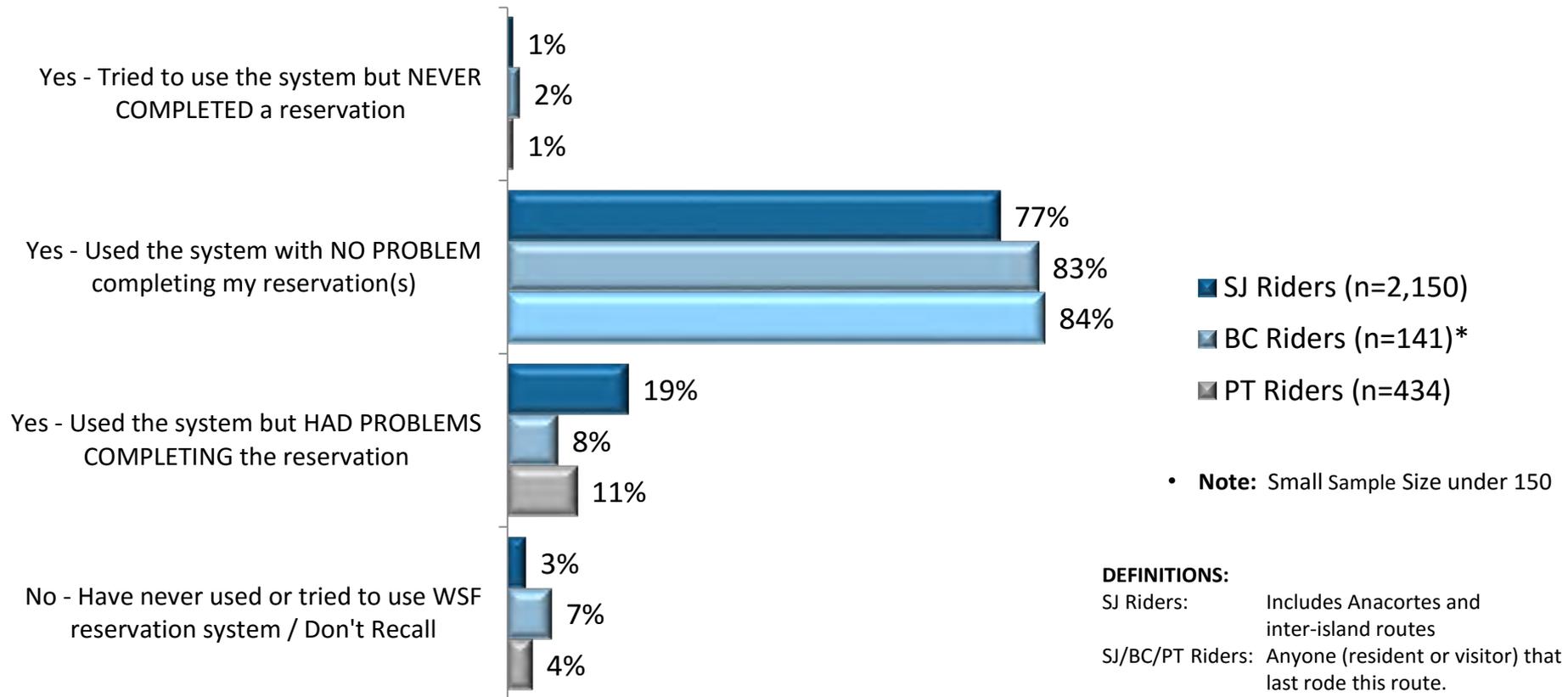
Q.4a Have you ever used or tried to use WSF reservation system?

Ever Used Or Tried to Use Resv. - 2016



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

WSF Reservation System Usage by Route



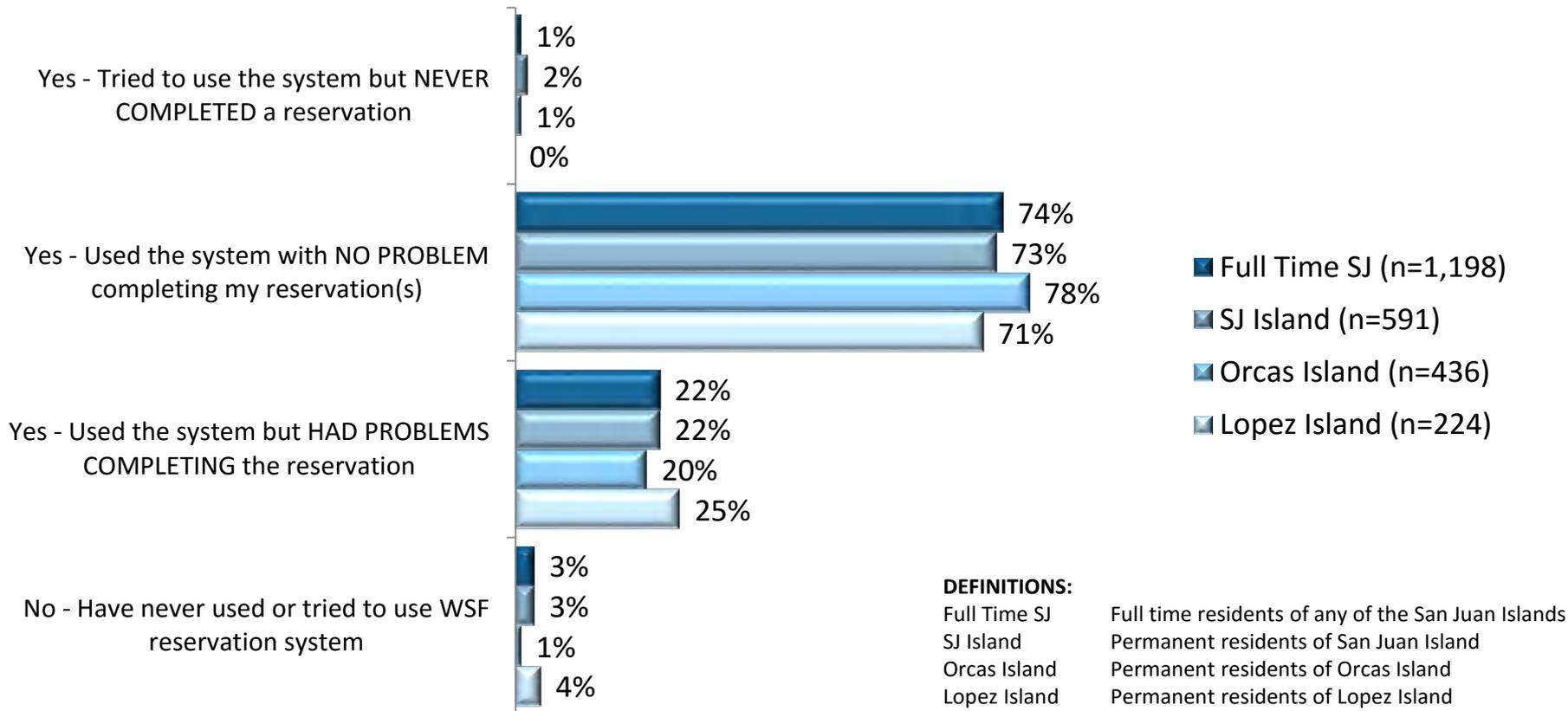
Q.4a Have you ever used or tried to use WSF reservation system?

Ever Used Or Tried to Use Resv. - 2016



Residents of Lopez Island (25%) had a slightly higher concentration of problems completing their reservations than residents on either San Juan (22%) or Orcas (20%) islands.

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



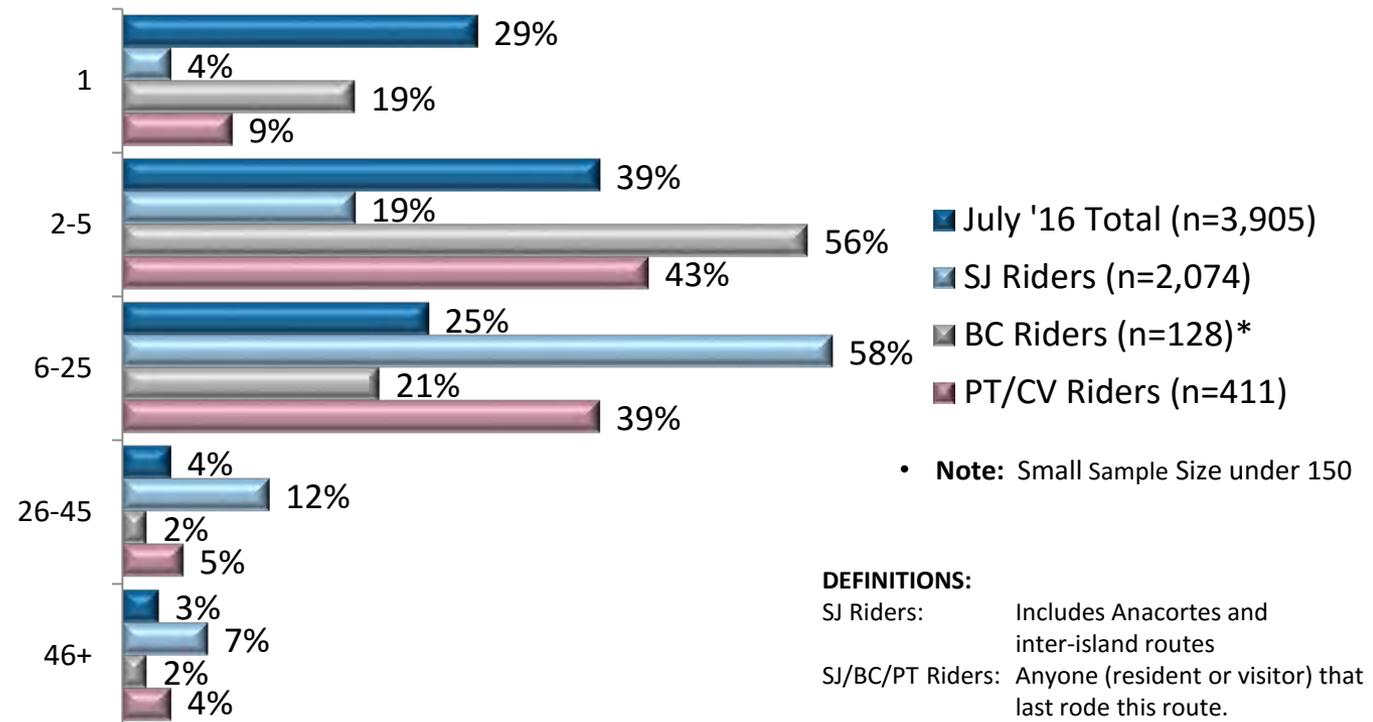
Q.4a Have you ever used or tried to use WSF reservation system?

Number of Yearly Reservations - 2016



System-wide the 3,905 respondents that completed an average of 6.9 reservations in the last year. Those that used the San Juan Island routes last averaged 16.1 reservations per year compared to 9.4 for those that last used the Port Townsend route. Those living full time on San Juan (19.4), Orcas (20.1), and Lopez (19.9) all make more reservations on average than either system-wide (6.9) or San Juan visitors (5.2). Those dissatisfied with the reservation system made statistically more reservations (10.2) than those satisfied (6.6).

WSF Reservations Made In Last Year



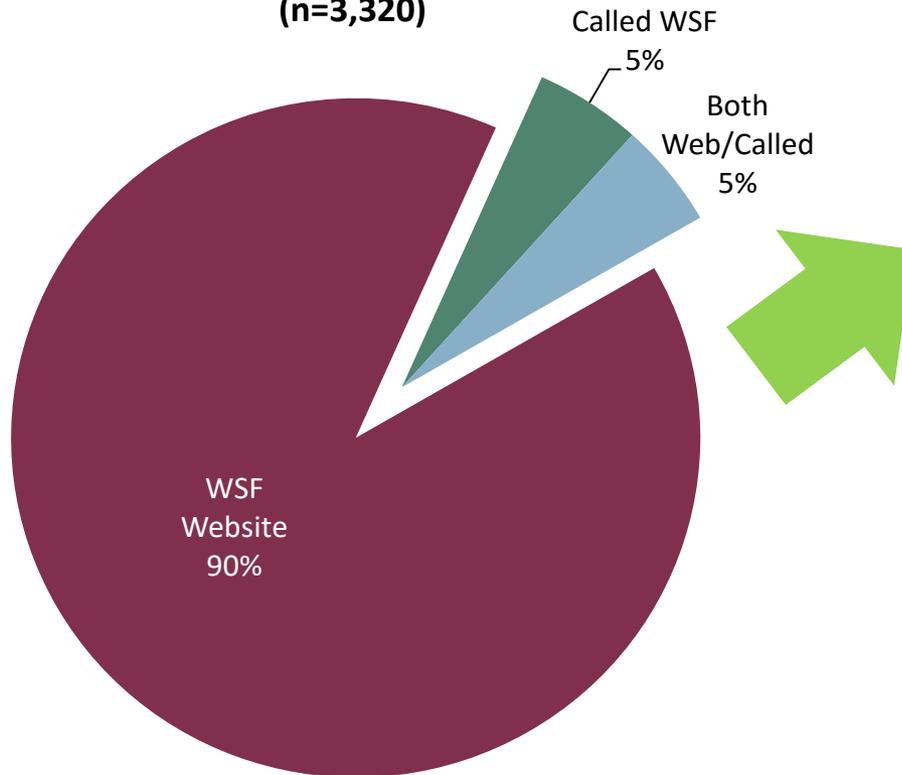
Q.6d Approximately how many different reservations have you made in the last year?

No Reservation Problems - 2016

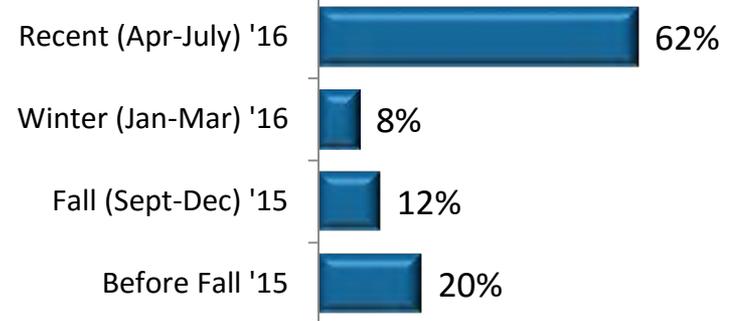


Of the 3,320 riders that have had no problems making reservations, 95% used the WSF website and 10% called WSF, with the majority reporting this activity happened recently (62%).

**Mode of Reservation Contact
(n=3,320)**



**Reservation Contact Period
(multiple mentions)**



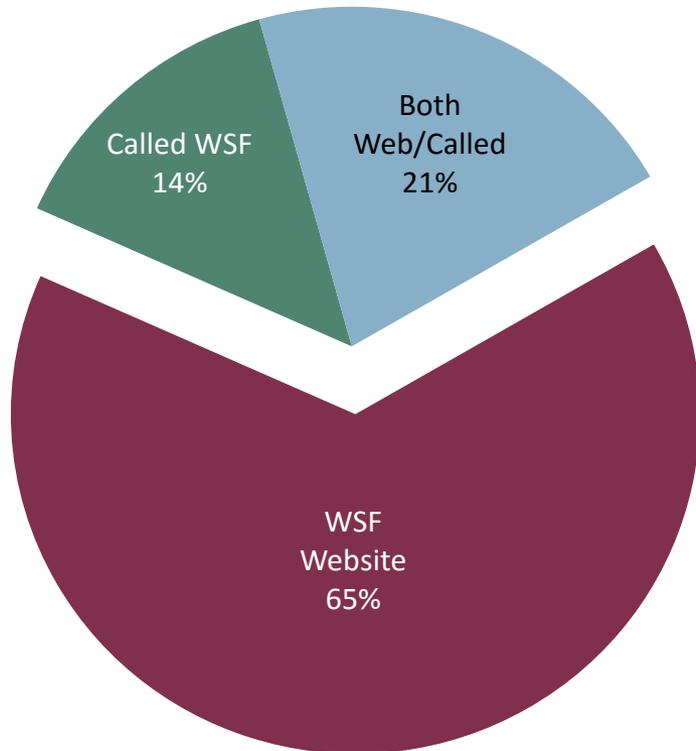
Q4a3a In which of the following months did you try to use WSF web/phone reservation program? Q4a3b Which of the following options (web or phone) did you use when you were unable to complete your reservation?

Had Reservation Problems - '16 Failure Mode

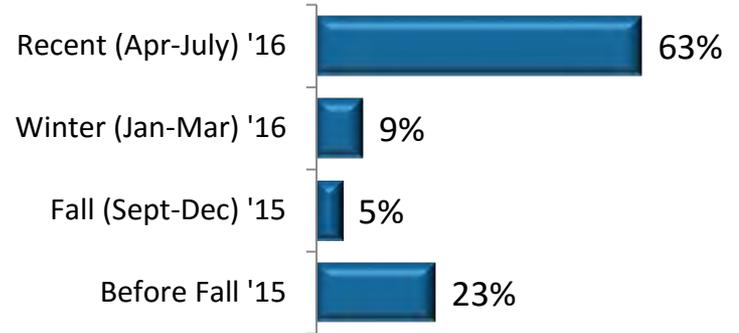


Of the 585 riders that had problems using reservations, 86% used the WSF website and 35% called WSF, with the majority reporting this activity happened in the last four months (63%). The problem was reported as the last time they used reservations in 51% of the cases.

**Mode of Reservation Contact
(n=585)**



**Problem Reservation Contact Period
(multiple mentions)**



Used Reservation Since Last Problem



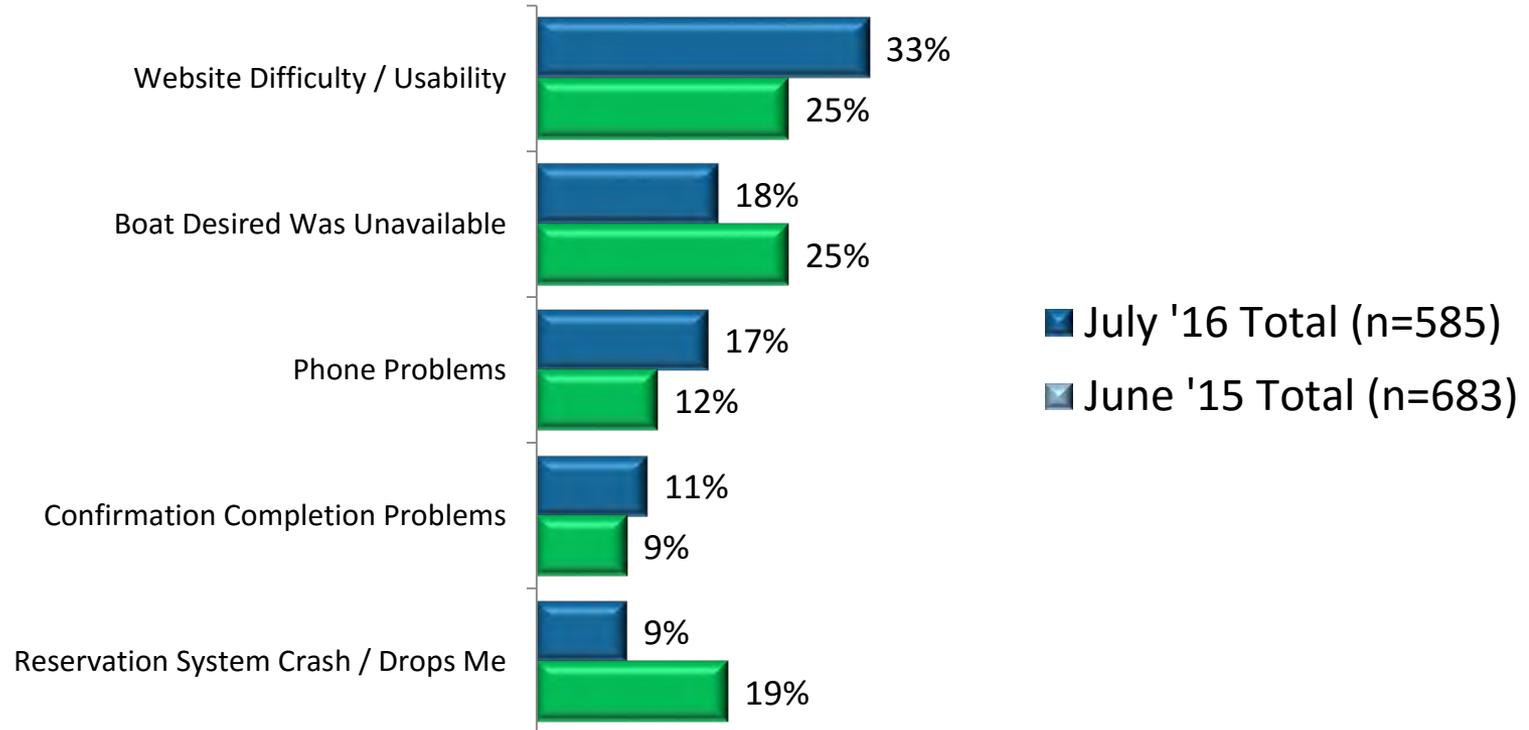
Q4a2a In which of the following months did you try to use WSF web/phone reservation program? Q4a2b Which of the following options (web or phone) did you use when you were unable to complete your reservation? Q4a2d Have you made any further reservation(s) since you had your last problem?

Had Reservation Problems - Failure Reason



Of the 585 riders who had problems completing their reservation, the most mentioned reason was “Website Difficulty/Usability” issues (33%) and “Boat Desired Was Unavailable” (18%). The next reason for the reservation system failing them is “Phone Problems”(17%). Down ten percentage points as a failure reason is “Reservation System Crash.”

**Tried To Use WSF Reservation System
Reason Why It Failed**



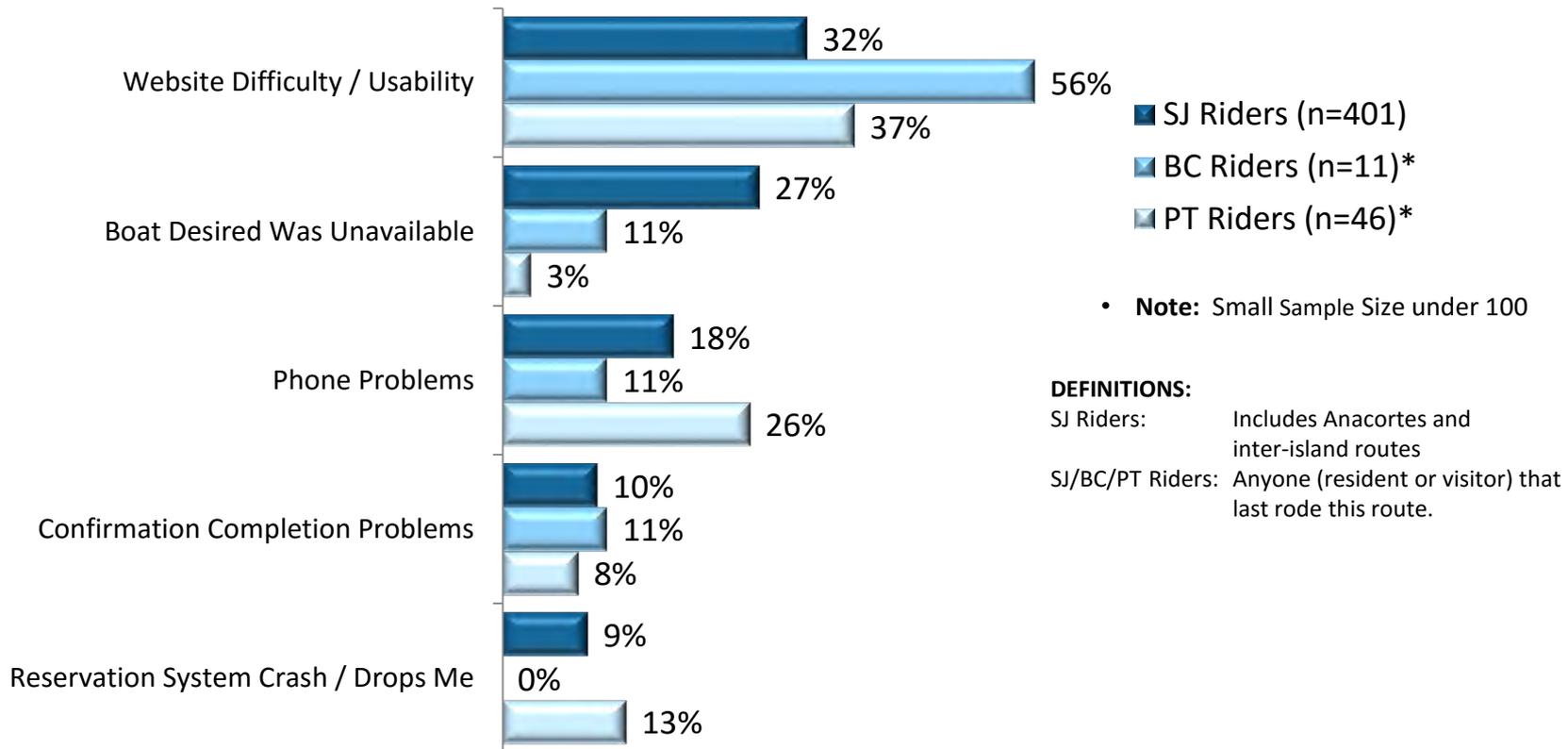
Q.4a2c Why were you unable to complete your reservation?

Had Reservation Problems - '16 Failure Reason



Of the 401 riders who last rode any of the San Juan routes, 32% reported "Website Difficulty / Usability" as the problem they had completing their reservation followed by "Boat Desired Was Unavailable" (27%).

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



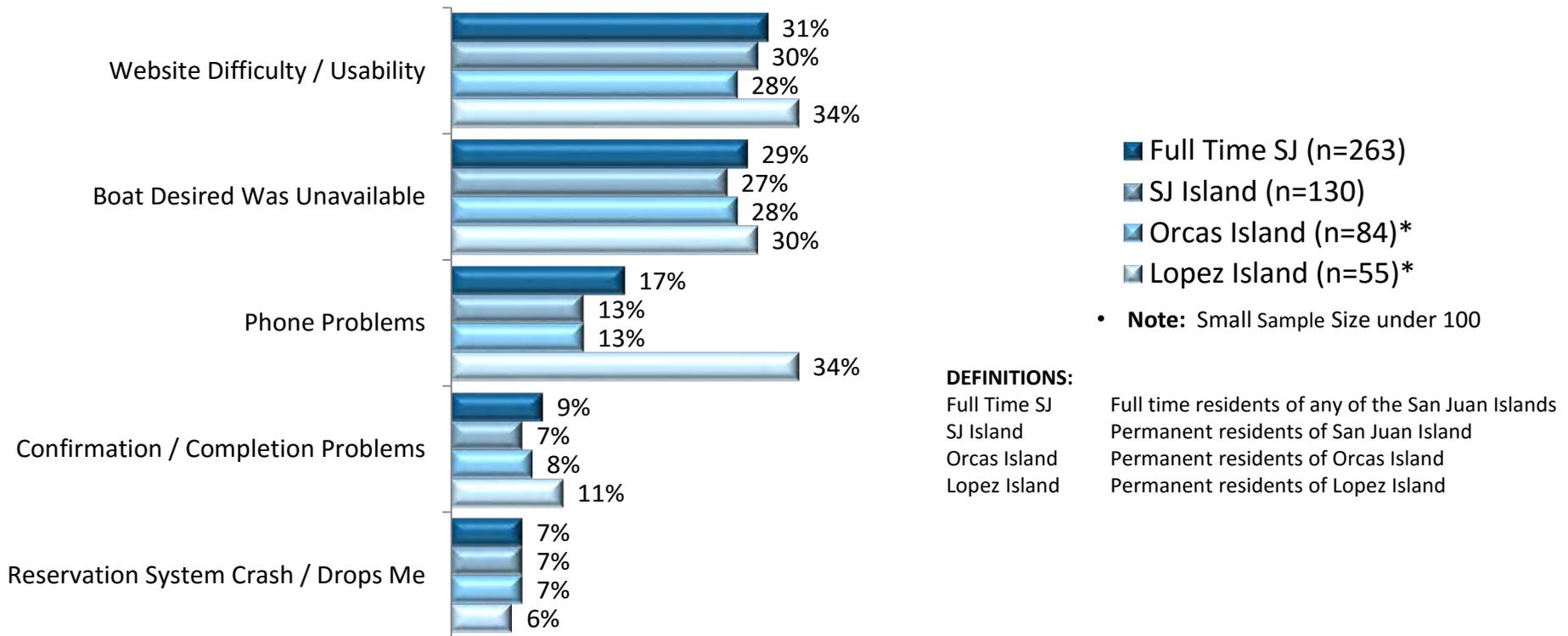
Q.4a2c Why were you unable to complete your reservation?

Had Reservation Problems - '16 Failure Reason



Of the riders who had problems completing their reservation, the most mentioned reason by the San Juan Island permanent residents was “Website Difficulty / Usability” (31%). Phone problems are reported statistically more often (34%) by Lopez Island residents than either residents of Orcas (13%) or San Juan Island (13%).

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



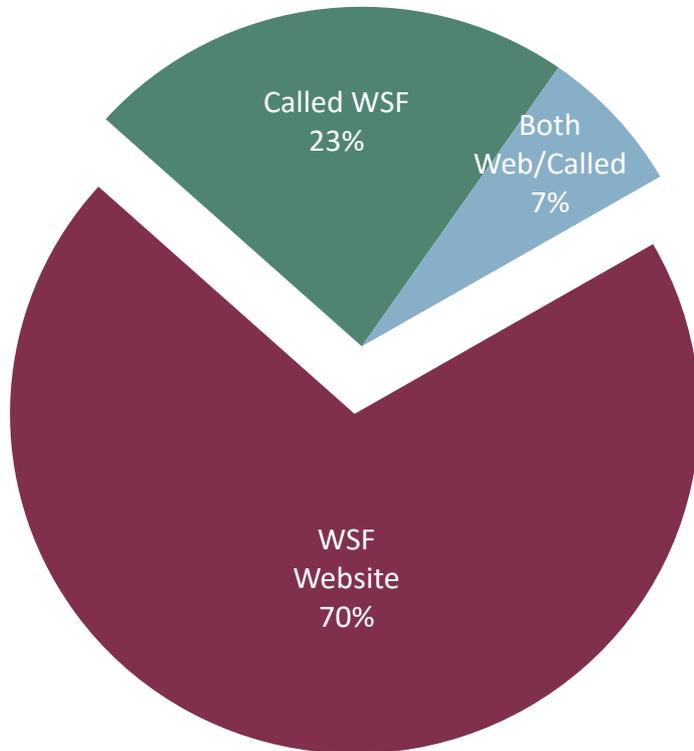
Q.4a2c Why were you unable to complete your reservation?

Tried to Use Reservations - '16 Failure Mode

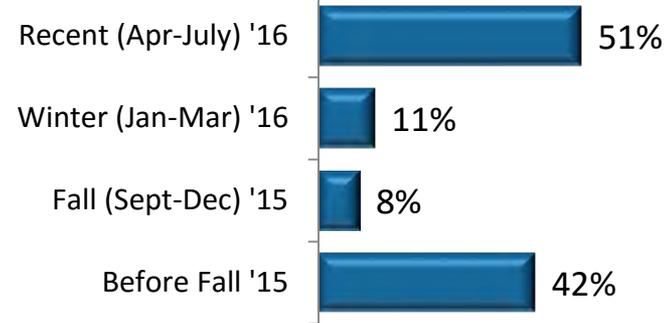


Of the 74 riders that tried to use the program but never completed a reservation, 77% used the WSF website and 30% called WSF, with the majority reporting this activity happened recently (51%). The major reason was the boat desired was unavailable (42%).

**Mode of Reservation Contact
(n=74)**



**Reservation Contact Period
(multiple mentions)**



Top 5 Comments Given

Comment	Percentage
Boat Desired Unavailable	42%
Website Difficult / Usability	16%
Phone Problems	9%
Frustrating / Doesn't Meet My Needs	9%
Confirmation / Completion Problems	5%

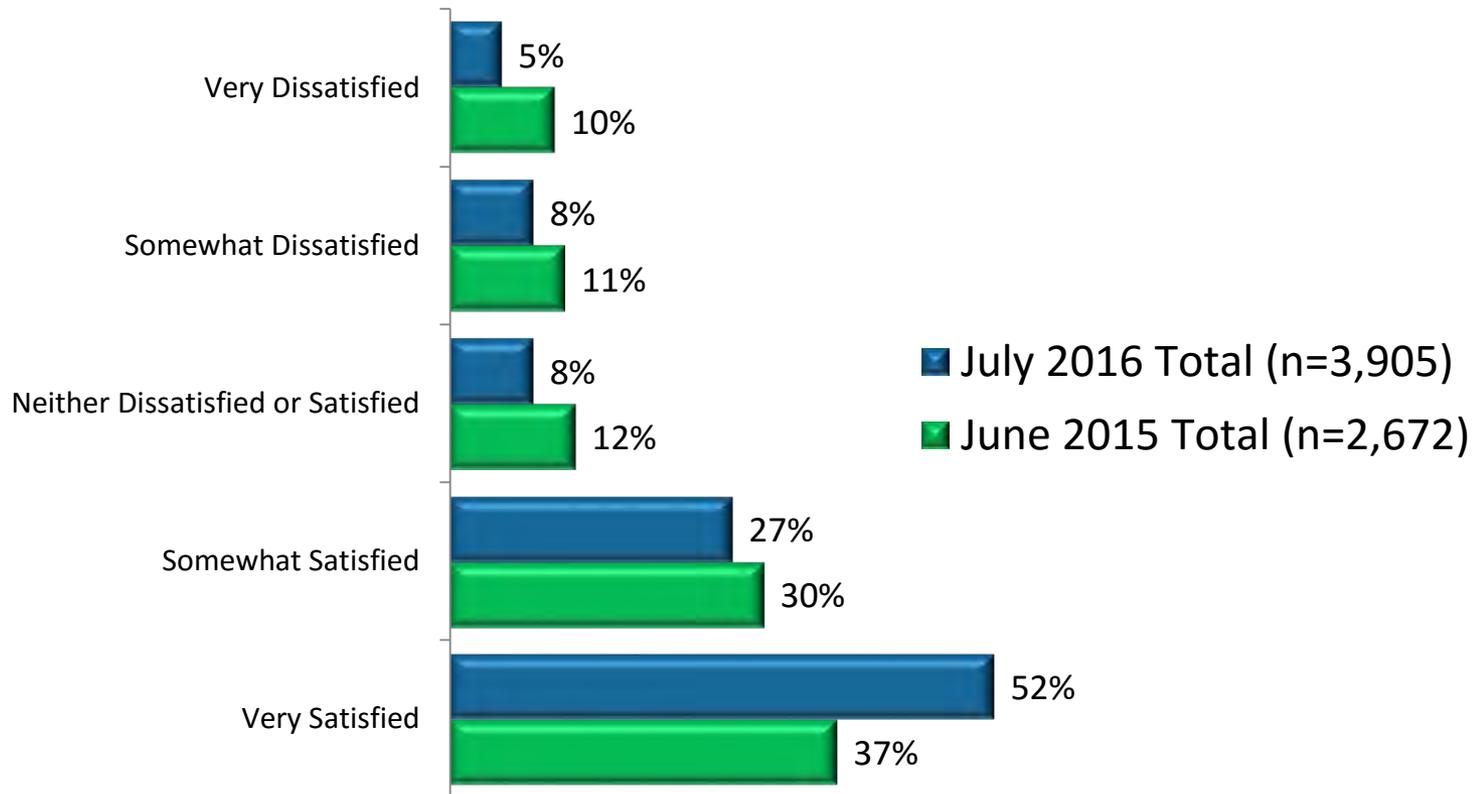
Q4a1a In which of the following months did you try to use WSF web/phone reservation program? Q4a1b Which of the following options (web or phone) did you use when you were unable to complete your reservation? Q4a1c Why were you unable to complete your reservation?

Reservation System Rating



The 3,905 riders who have used the WSF reservation system were asked how they would rate it. The majority of users are satisfied with the system (79%) with 13% being dissatisfied. This is an improvement over the results from 2015.

WSF Reservation System Rating – All Routes



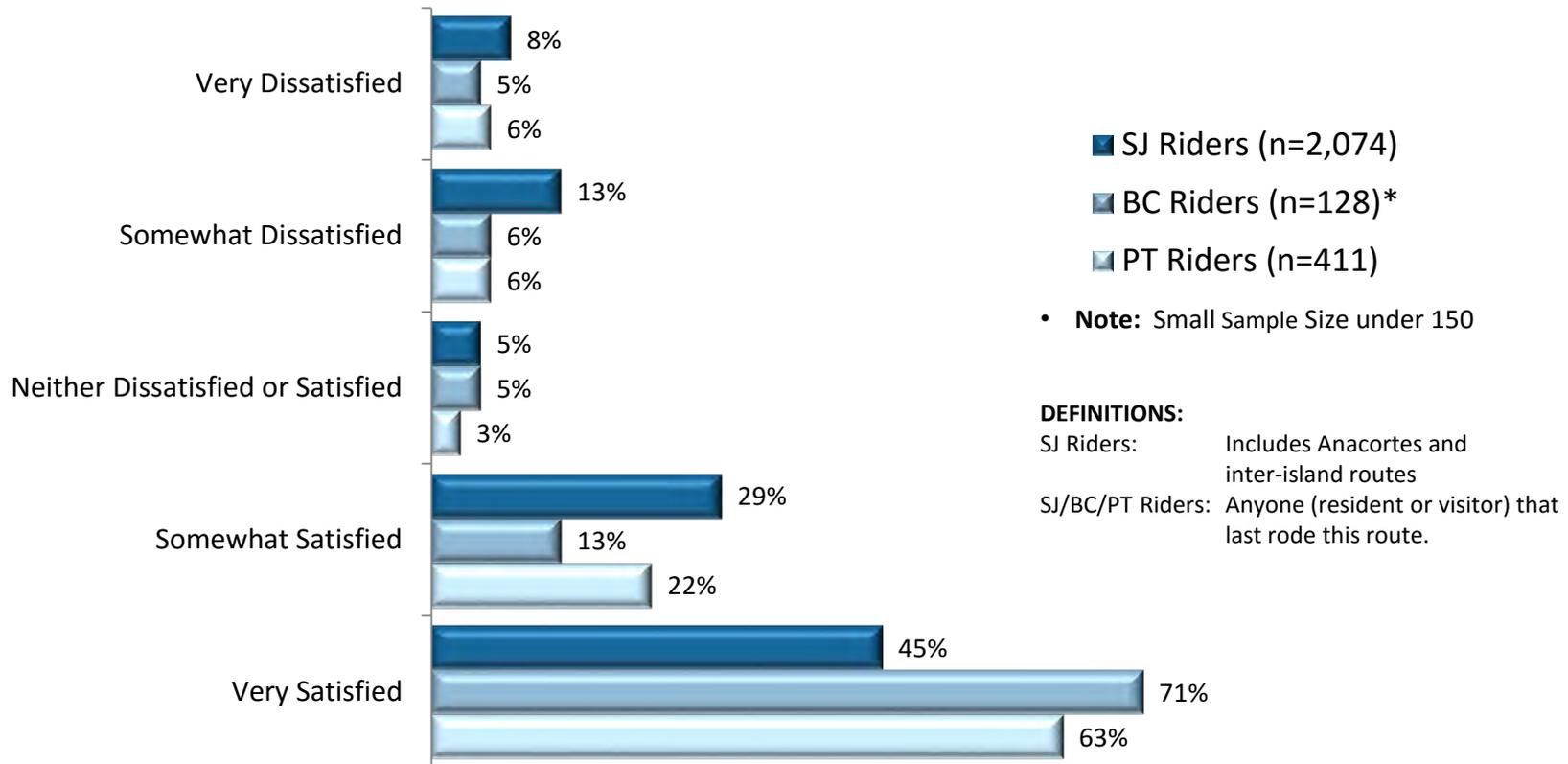
Q.5 Overall, based on your experience, how would you rate the reservation system?

Reservation System Rating - 2016



When broken out by last route used, the riders on the Anacortes - Sidney (84%) and Port Townsend – Coupeville route (85%) are much more satisfied (Very + Somewhat) with the reservation system than those who last used the Anacortes – San Juan Islands route (74%).

WSF Reservation System Rating by Last Route Taken



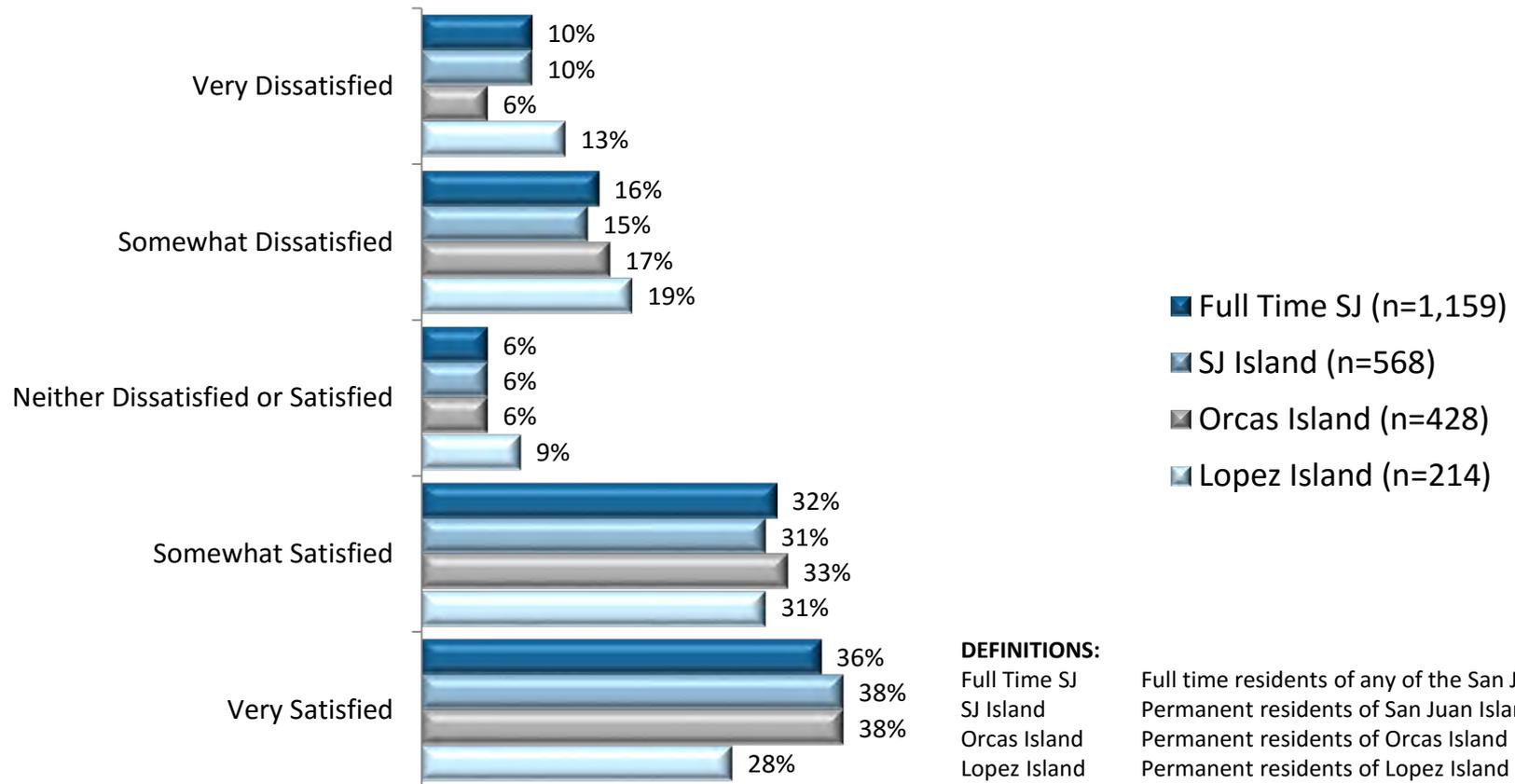
Q.5 Overall, based on your experience, how would you rate the reservation system?

Reservation System Rating - 2016



When broken out by the San Juan County residency, riders living on Lopez (32%) are the most dissatisfied (Very + Somewhat) followed by San Juan Island (25%) and Orcas Island (23%).

WSF Reservation System Rating - Full Time Resident By Island



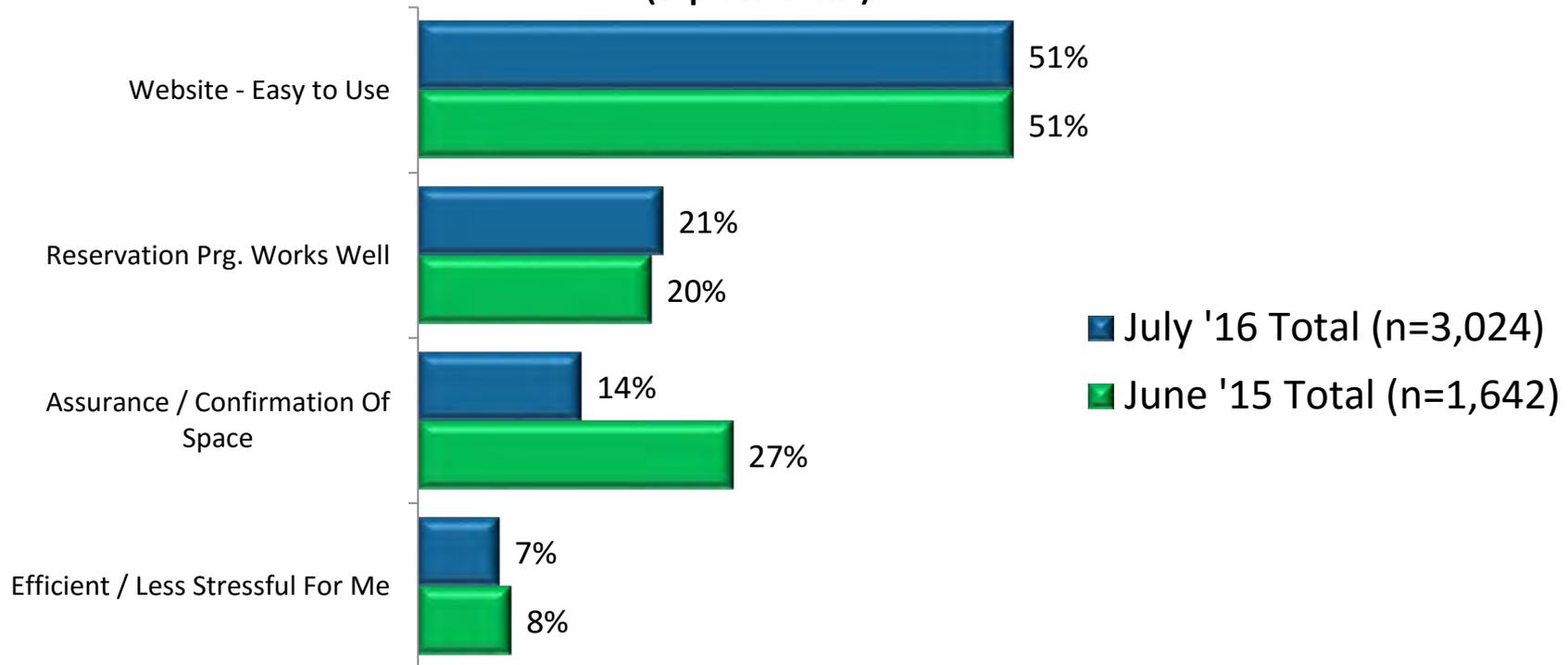
Q.5 Overall, based on your experience, how would you rate the reservation system?

Satisfied Users - Top Reasons



System-wide 3,024 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 “Reservation Program Works Well” (21%) and the “Assurance / Confirmation Of A Space On The Boat” (14%). “Assurance / Confirmation of Space On The Boat” is down significantly from June 2015 as a satisfaction reason.

**The Part(s) Of The Reservation System I Am Satisfied With Are ...
(Top 4 Reasons)**



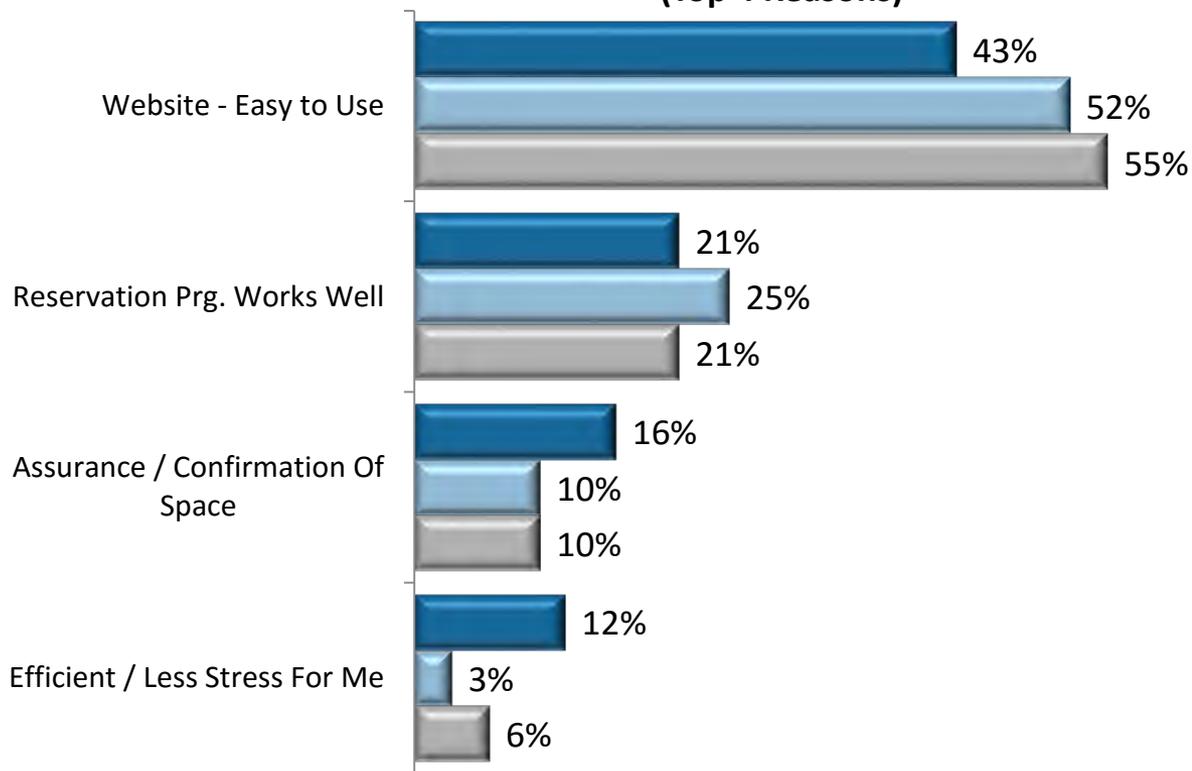
Q.6c Based on your experience, what specific parts of the reservation system are you satisfied with?

Satisfied Users - '16 Top Reasons



Reasons for satisfaction given by riders who last used any of the San Juan Islands routes included “Ease of Website Use” (43%) and “Reservation Program Works Well” (21%). Port Townsend riders said “Ease of Website Use” (55%) 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 4 Reasons)**



- SJ Riders (n=1,539)
- BC Riders (n=106)*
- PT Riders (n=348)

• **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.

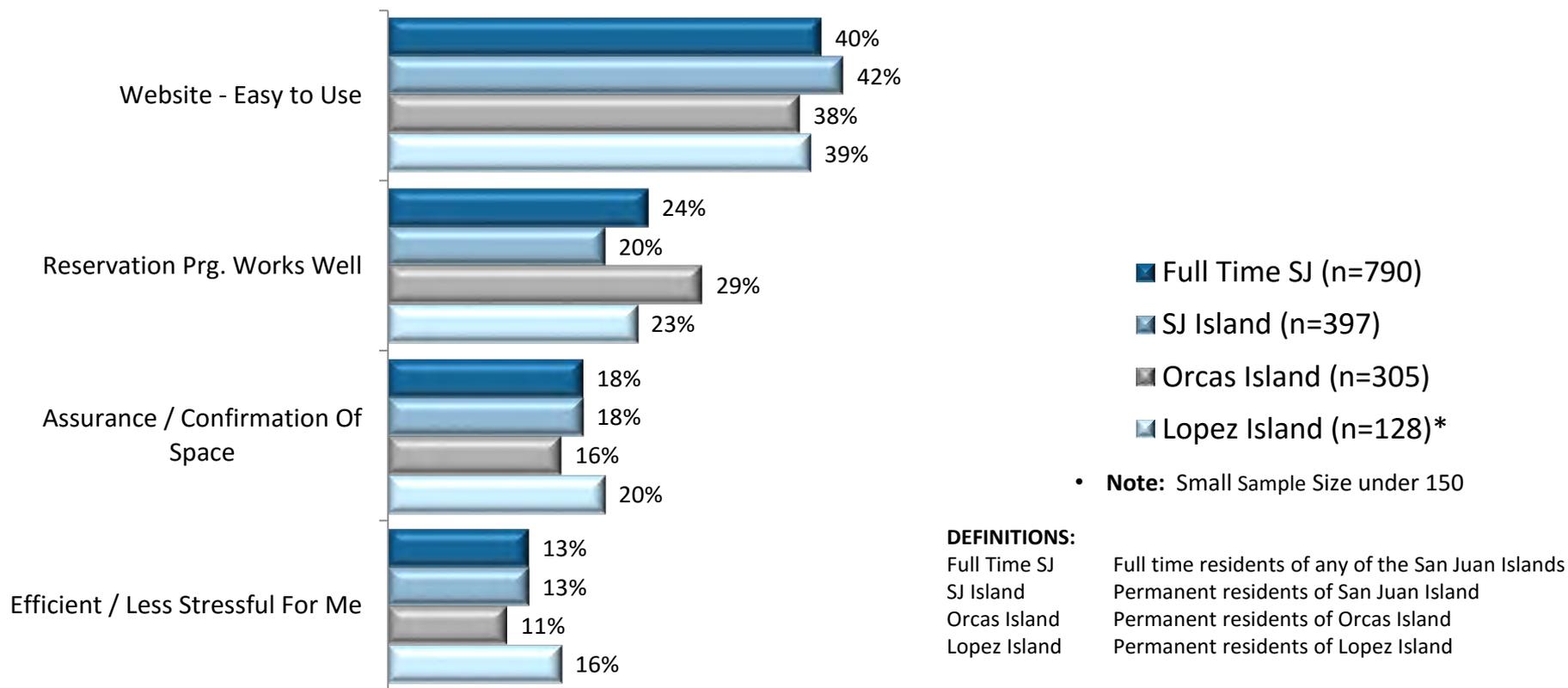
Q.6c Based on your experience, what specific parts of the reservation system are you satisfied with?

Satisfied Users - '16 Top Reasons



The top two reasons for satisfaction given by riders who are full time residents of the San Juan Islands included "Ease of Website Use" (40%) and "Reservation Program Works Well" (24%).

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



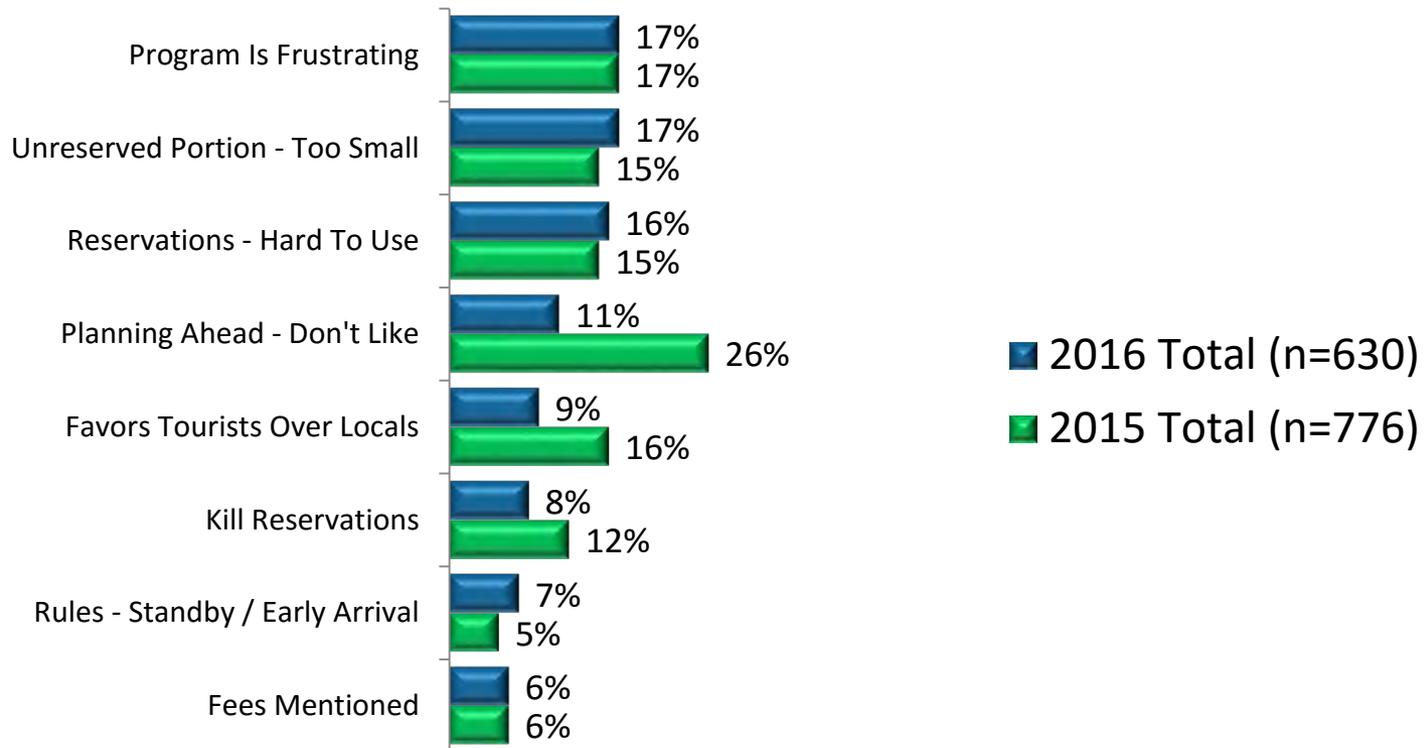
Q.6c Based on your experience, what specific parts of the reservation system are you satisfied with?

Dissatisfied Users - Top Reasons



The most often cited reasons for being dissatisfied with the reservation system are “Program Is Frustrating” and “Unreserved Portion – Too Small” (both at 17%) followed by “Reservation – Hard To Use” (16%), “Planning Ahead – Don’t Like” (11%), and “Favors Tourists Over Locals” (9%).

The Part Of The Reservation System I Am Dissatisfied With Is ... Top 8 Reasons



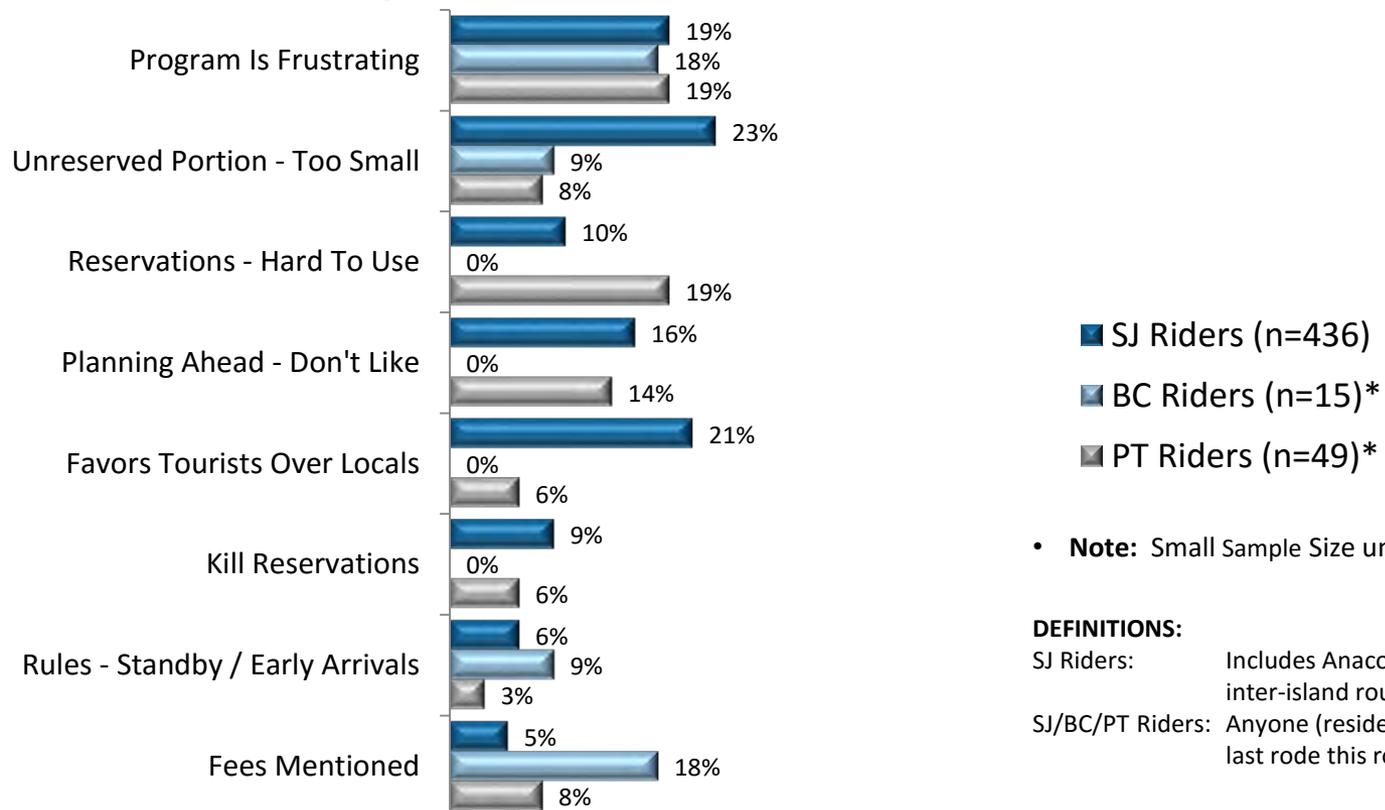
Q.6a Based on your experience, what specific parts of the reservation system are you dissatisfied with?

Dissatisfied Users - '16 Top Reasons



For riders on the San Juan Island routes, the most often cited reason for being dissatisfied with the reservation system is “Too Small Unreserved Portion” (23%) followed by “Favors Tourists Over Locals” (21%) and “Program Is Frustrating” (19%).

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



• **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.

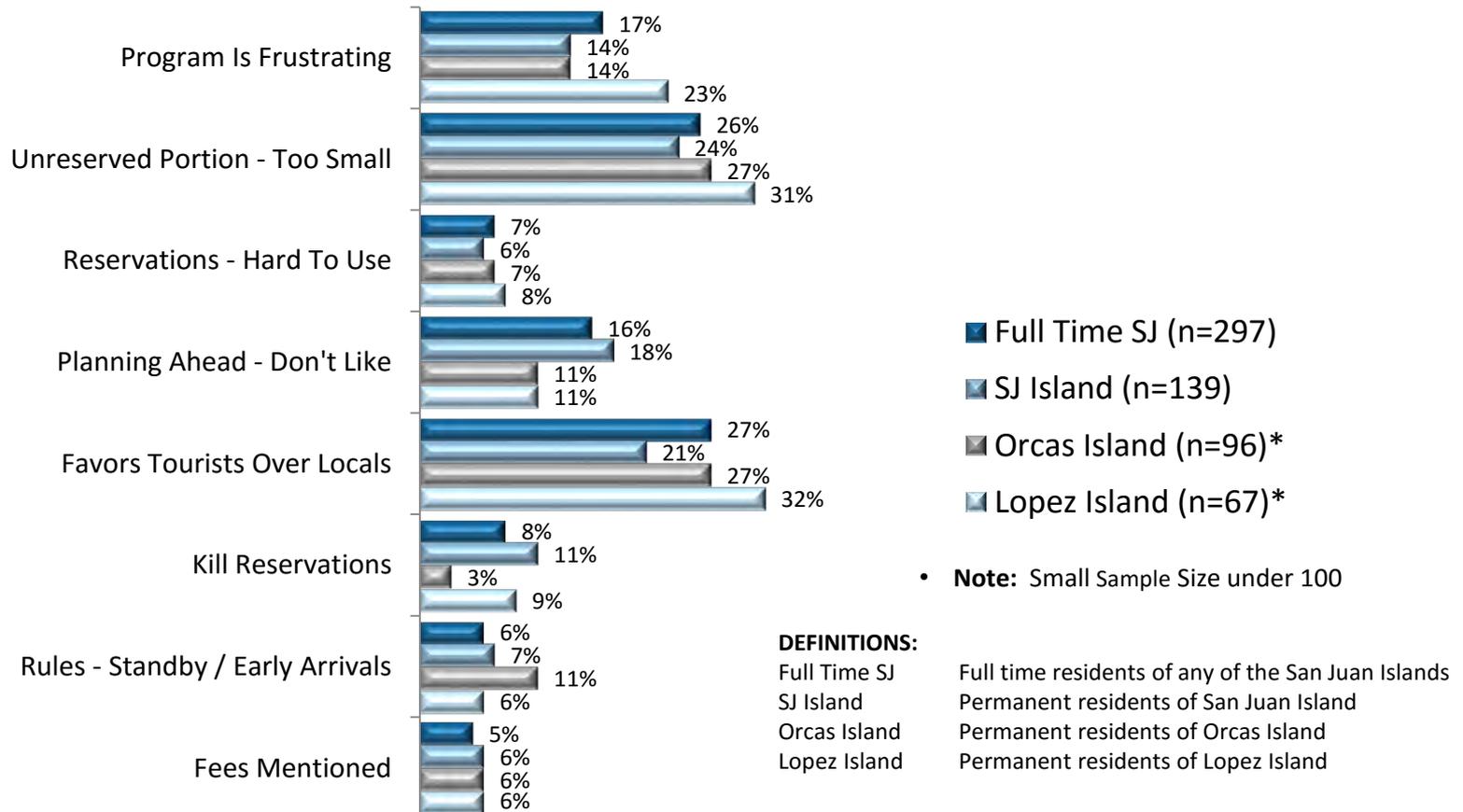
Q.6a Based on your experience, what specific parts of the reservation system are you dissatisfied with?

Dissatisfied Users - '16 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 (27%) and "Too Small Unreserved Portion" (26%).

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



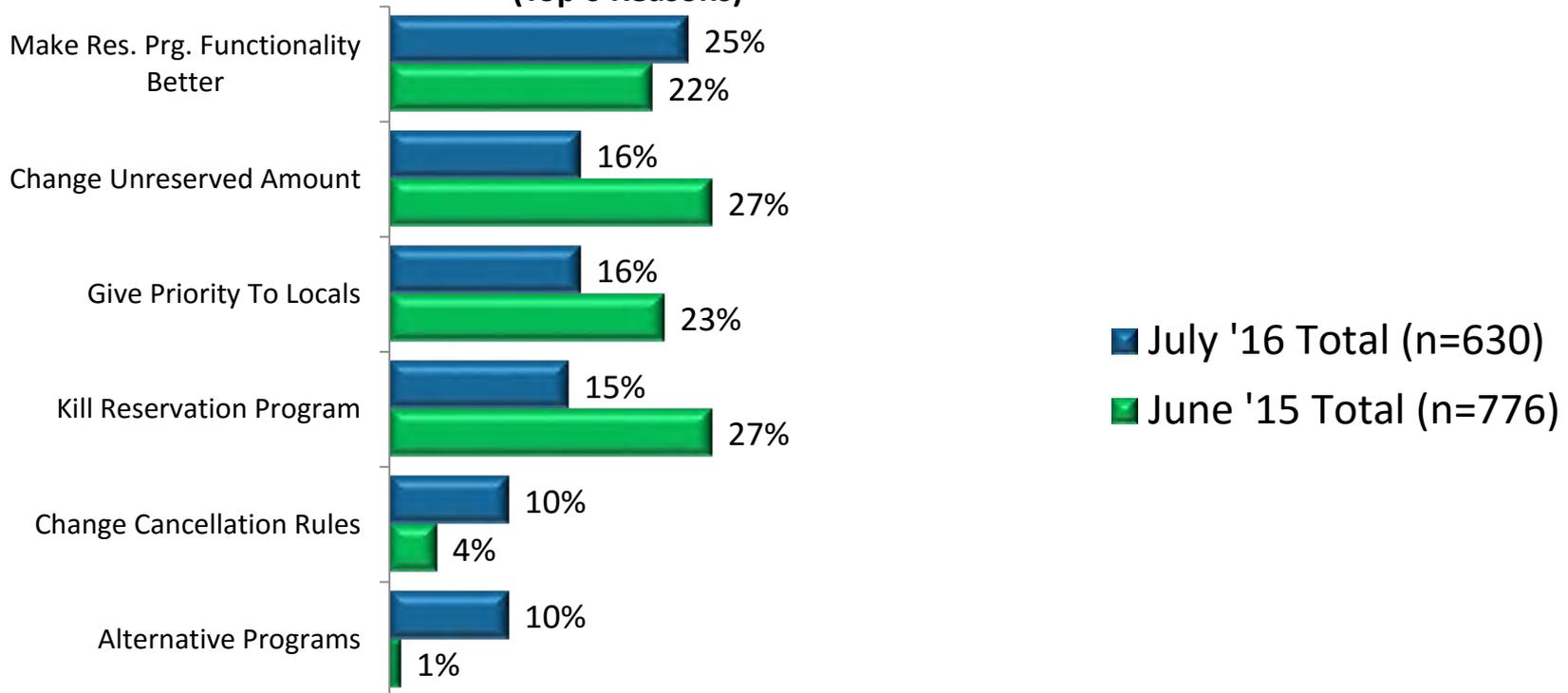
Q.6a Based on your experience, what specific parts of the reservation system are you dissatisfied with?

Dissatisfied Users - Suggested Fixes



Of the 630 dissatisfied users of the reservation system, “Make Reservations Functionality Better” (25%) is the most often cited changes they would like. These suggestions were followed by “Change Unreserved Amount” (16%), “Give Priority To Local Residents” (16%) and “Kill Reservation Program” (15%).

How I Would Change The System To Work For Me (Top 6 Reasons)



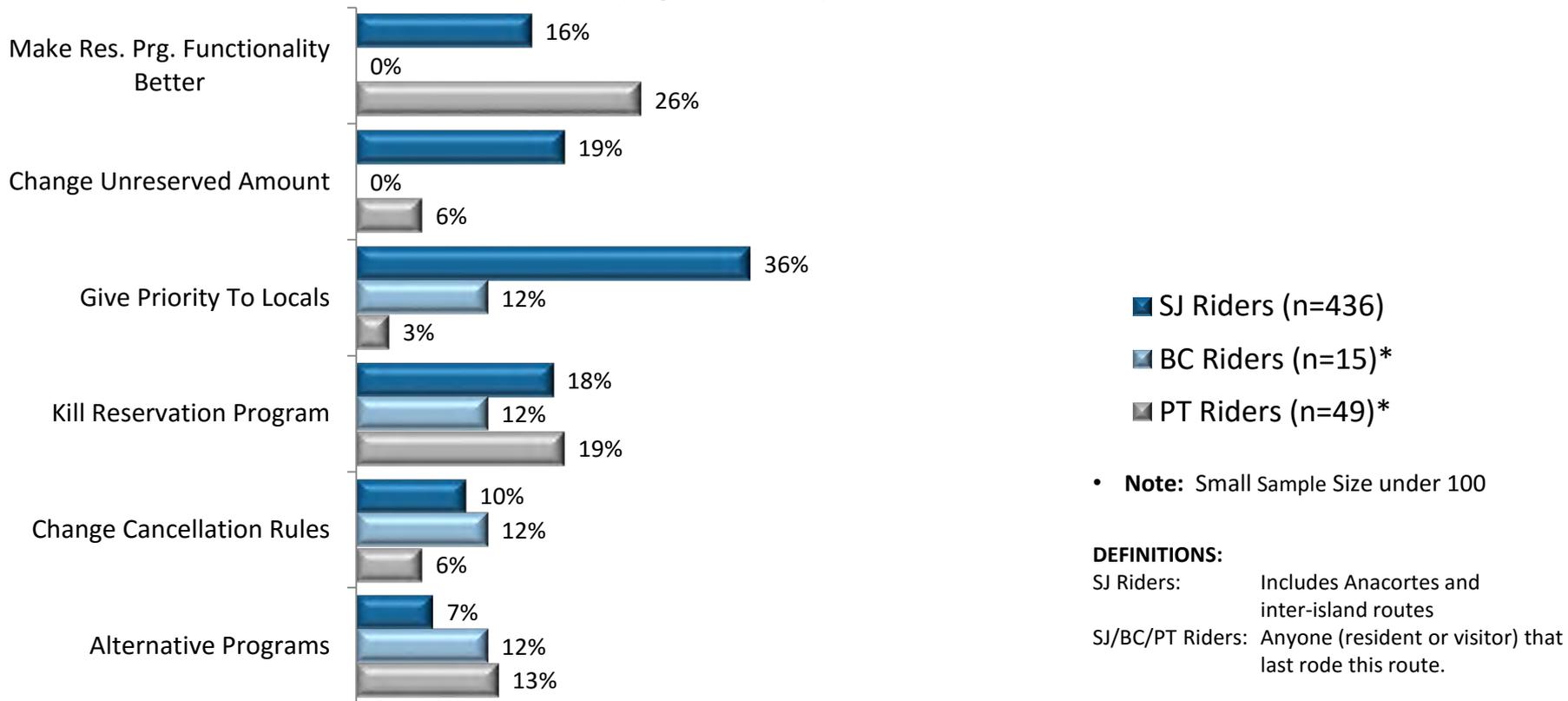
Q.6b Now tell us what we can do to change it so it might work better for you,

Dissatisfied Users - '16 Suggested Fixes



Dissatisfied riders who used the San Juan routes said “Give Priority To Local Residents” (36%) and “Changing the Unreserved Amount” (19%) as the top two fixes to make the reservation system work better. Eighteen percent (18%) of those same riders said “Just Kill The Reservation Program.”

**How I Would Change The System To Work For Me By Reservation Route Users
(Top 6 Reasons)**



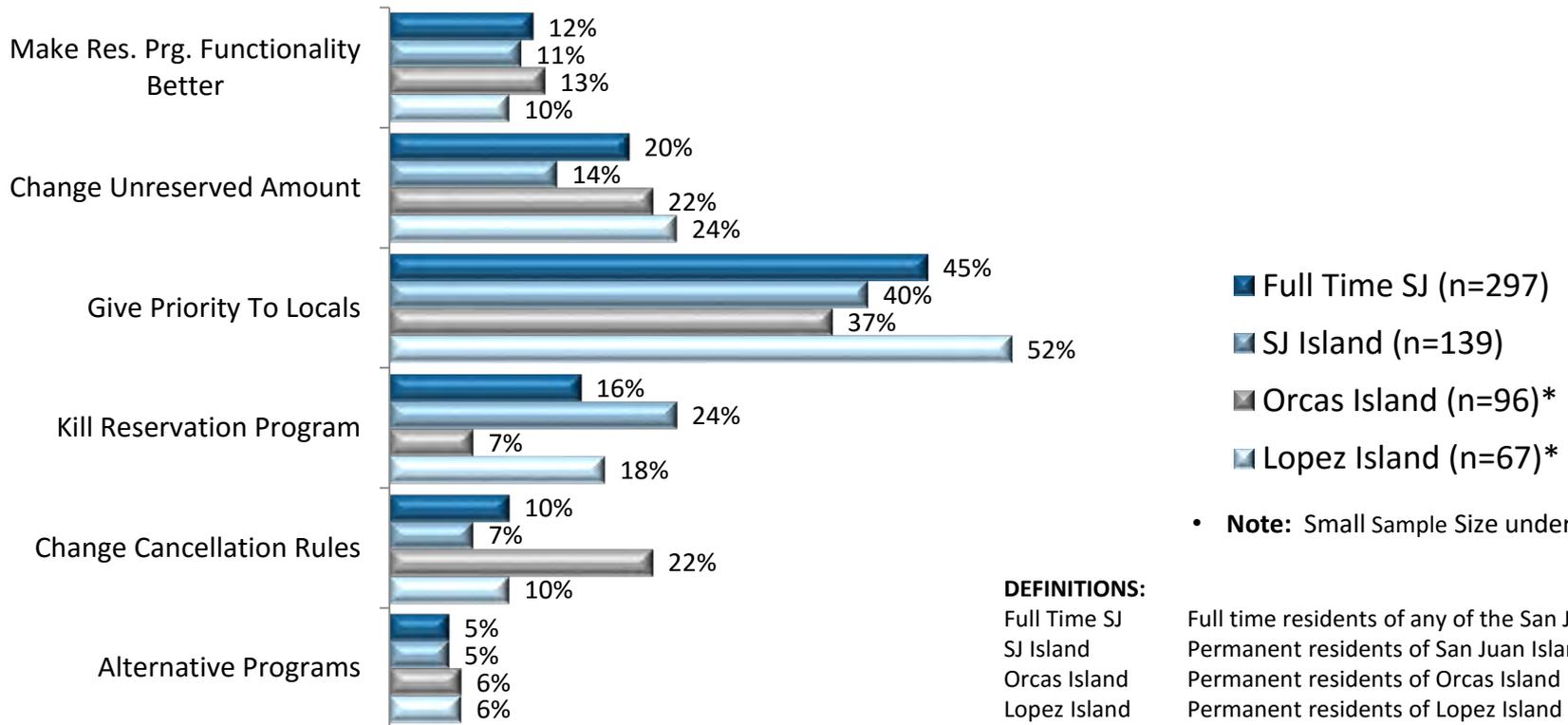
Q.6b Now tell us what we can do to change it so it might work better for you.

Dissatisfied Users - '16 Suggested Fixes



Dissatisfied riders who live full time on any of the San Juan Islands said “Give Priority To Local Residents” (45%) followed by “Changing the Unreserved Amount” (20%) 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 6 Reasons)



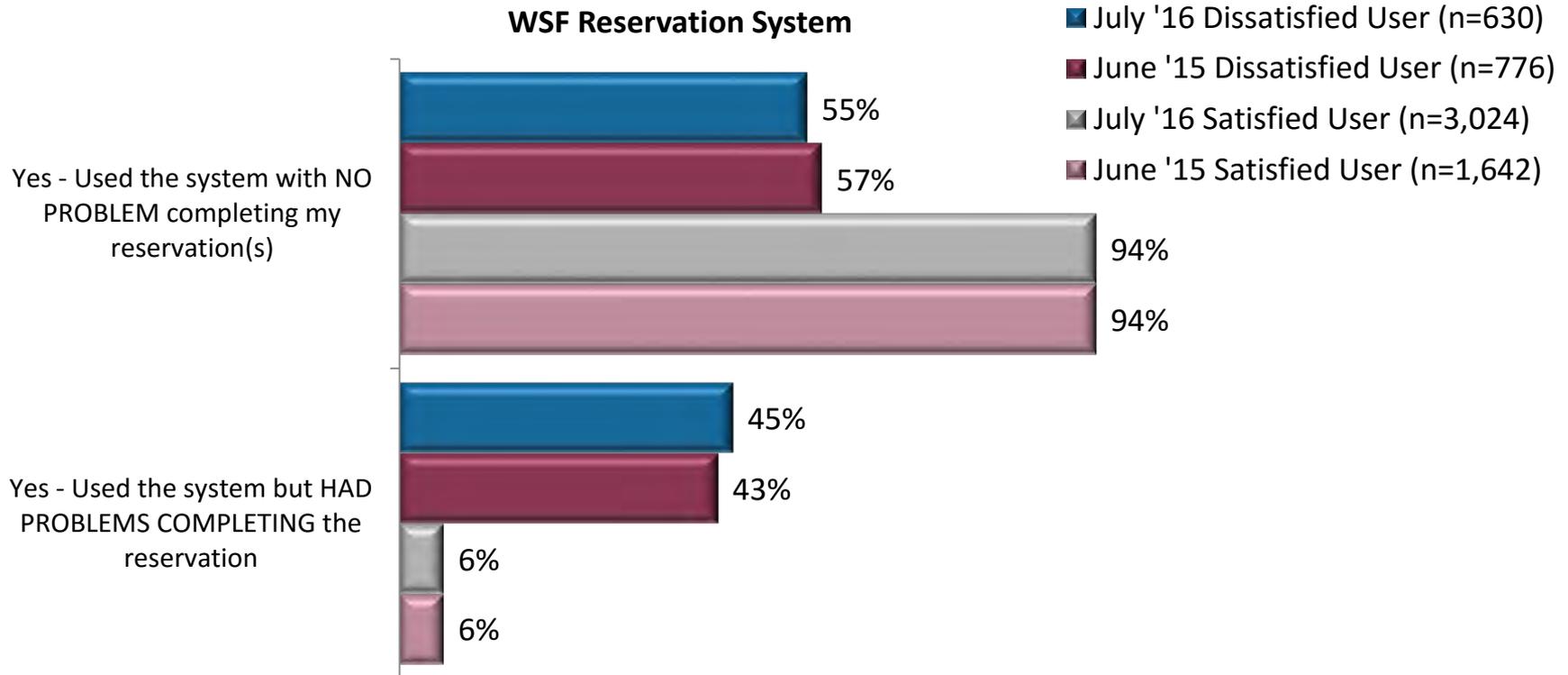
• **Note:** Small Sample Size under 100

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 both June 2015 and July 2016 is not completely linked to having had a problem completing a reservation. The study found a little over half (55%) 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.



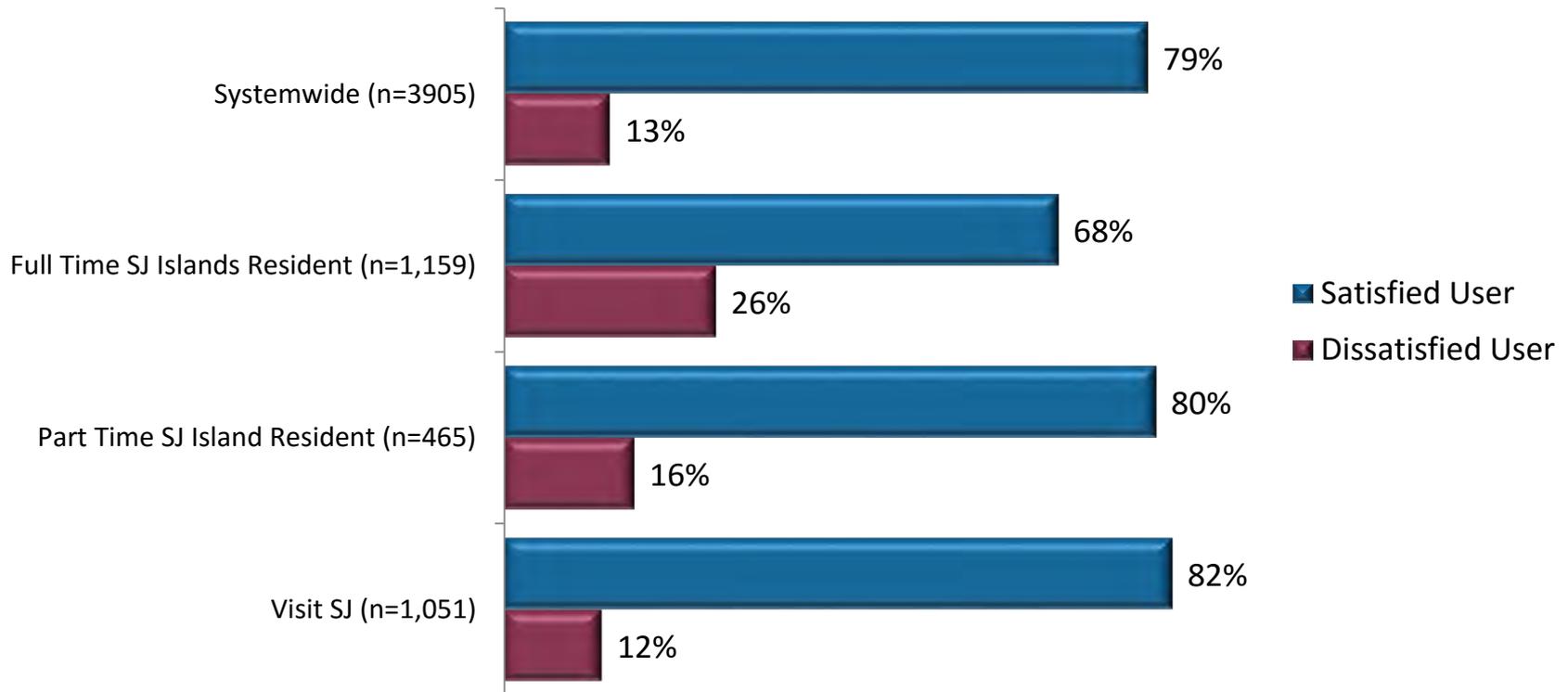
Q.4a Have you ever used or tried to use WSF reservation system? AND Q.5 Overall, based on your experience, how would you rate the reservation system?

Satisfaction Rating By - '16 San Juan Islands



System-wide thirteen percent (13%) of reservation users are dissatisfied with WSF reservation system. One in four (26%) full time San Juan residents who use the system are dissatisfied with it. In contrast 12% of San Juan visitors and 16% of part time San Juan residents who used the system are dissatisfied.

WSF Reservation System Satisfaction By Resident/Visitor



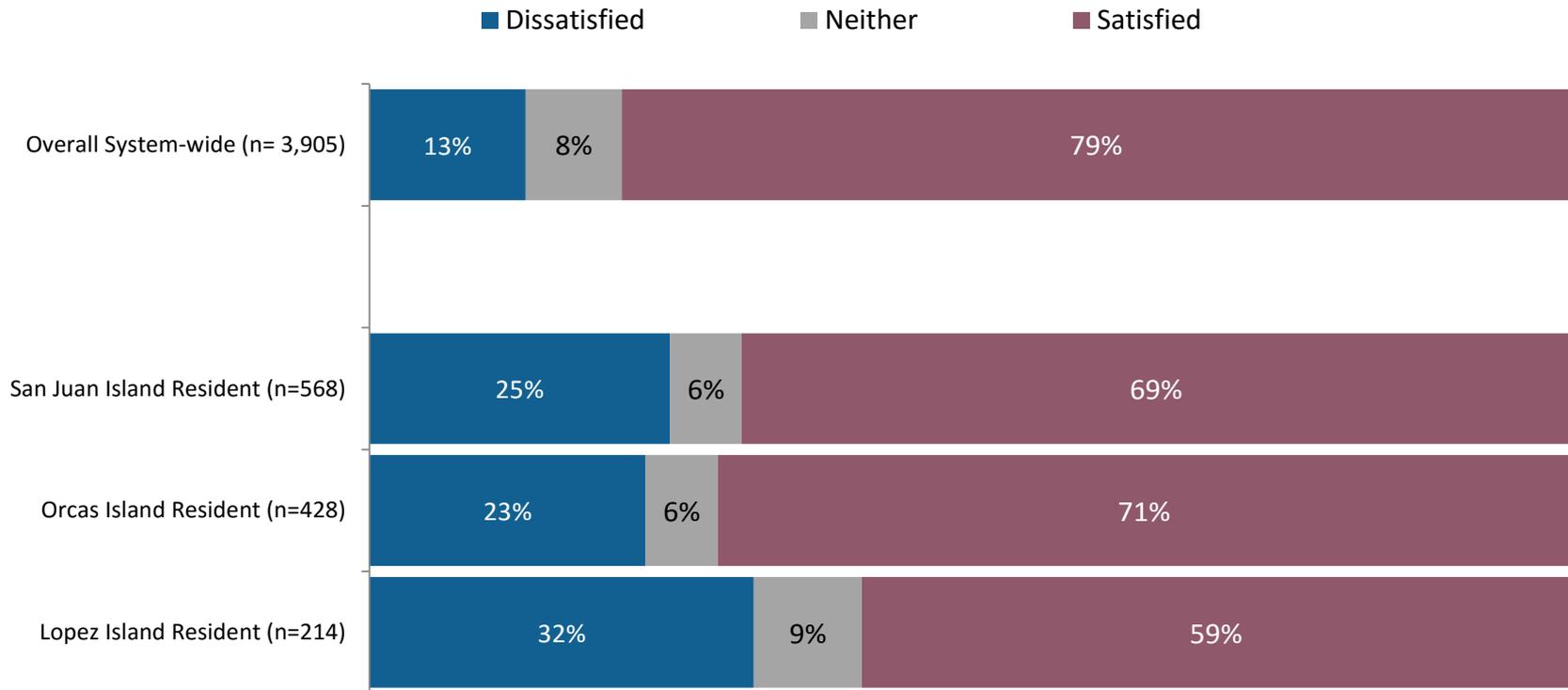
Q.3 Which of the following best describes you? AND Q.5 Overall, based on your experience, how would you rate the reservation system?

Satisfaction Rating By - '16 Residency



System-wide 13% are dissatisfied with the reservation system. Residents of Lopez (32%) Island are the most dissatisfied followed by San Juan Island (25%) and Orcas residents (23%).

WSF Reservation System Satisfaction By SJ Islands Residency



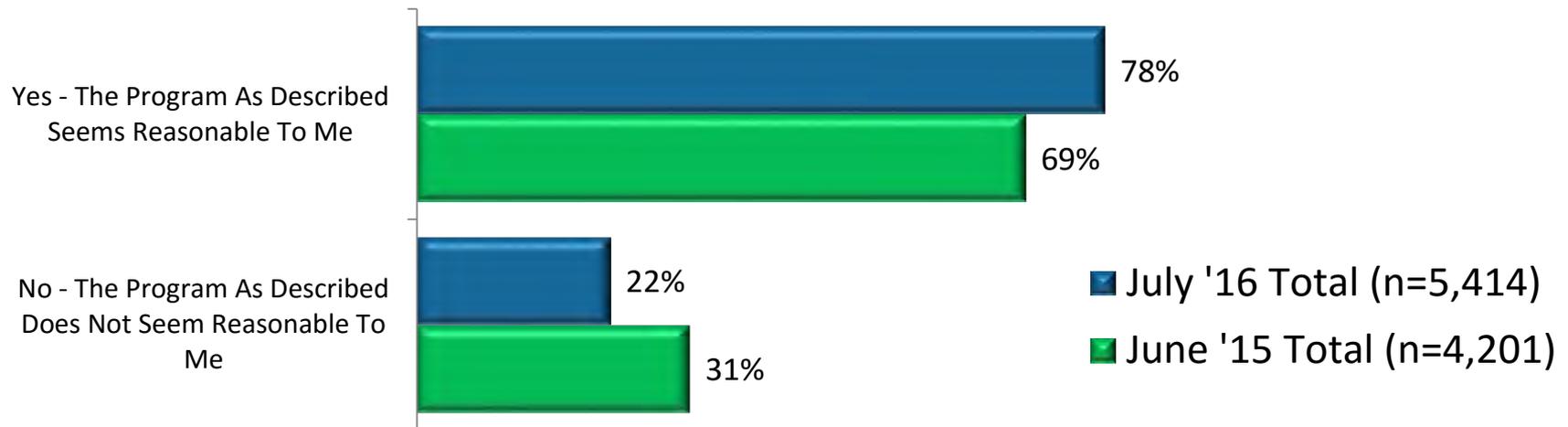
Q2a. What was the most recent WSF route you took? AND Q.5 Overall, based on your experience, how would you rate the reservation system?

Reservation Reasonableness



A description of the current WSF reservation system was provided and respondents were asked if it seemed reasonable to them. A majority (78%) said it did seem reasonable, while 22% said it seemed unreasonable.

Reasonableness of WSF Reservation Program



Q.7a 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 (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.

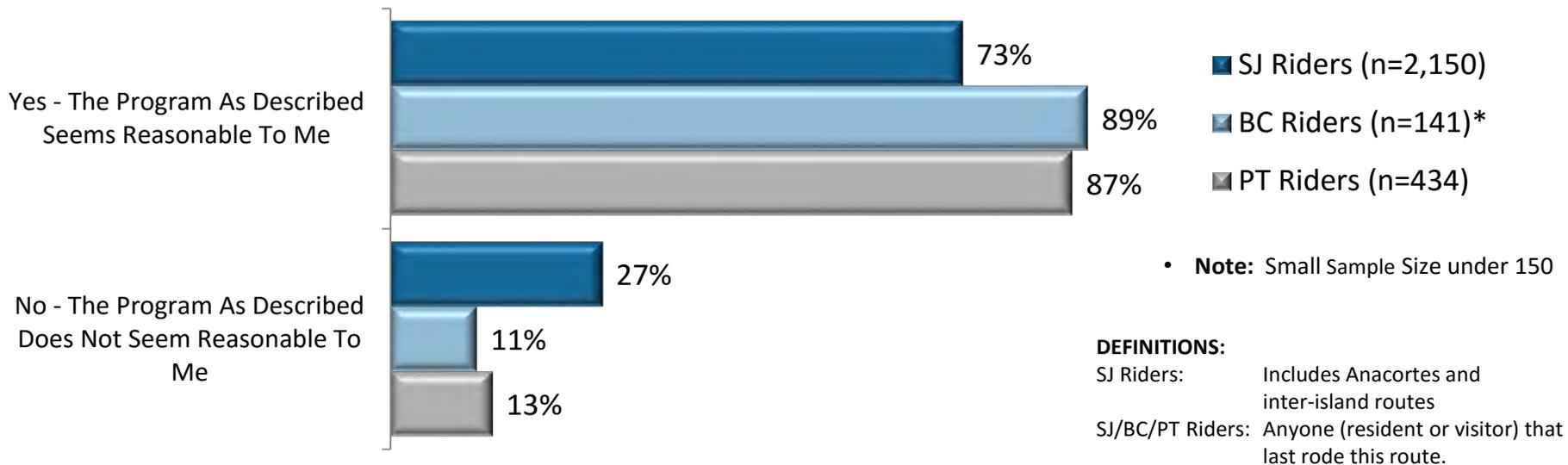
Based upon the above, does the WSF reservation program seem reasonable to you?

Resv. Reasonableness - '16 Res. Routes



Those who take the Anacortes – Sidney (89%) 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 (73%).

Reasonableness of WSF Reservation Program By Reservation Routes Rode



Q.7a 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 (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.

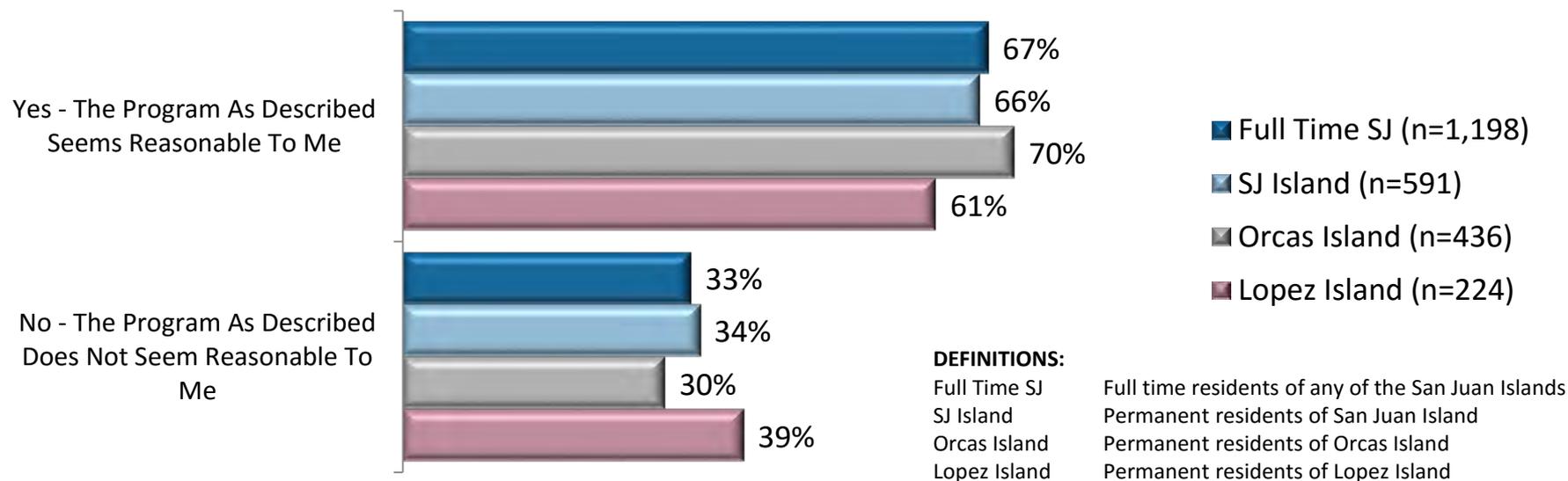
Based upon the above, does the WSF reservation program seem reasonable to you?

Resv. Reasonableness - '16 Residency



Based on residency, riders living on Lopez (39%) Island have the highest “unreasonable” response compared to the rest of the San Juan Islands.

Reasonableness of WSF Reservation Program By Residency



Q.7a 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 (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.

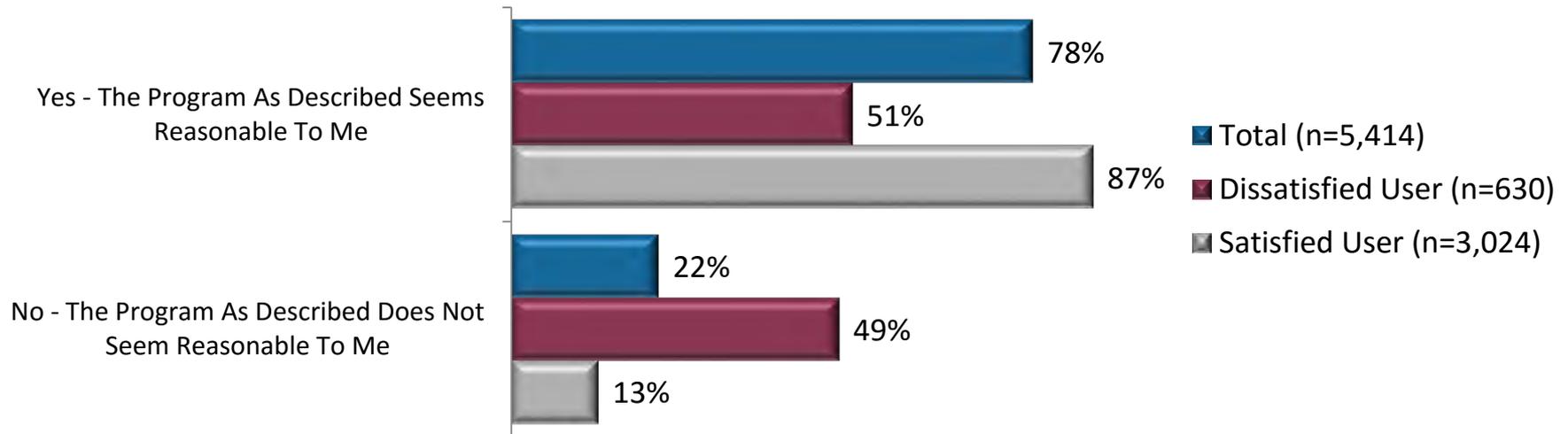
Based upon the above, does the WSF reservation program seem reasonable to you?

Resv. Reasonableness - '16 Dissatisfied Users



Fifty-one percent (51%) of dissatisfied reservation system users would say the program as described seems reasonable to them. In contrast, 87% of satisfied reservation users see the program as reasonable.

Reasonableness of WSF Reservation Program By Satisfaction Level



Q.7a 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 (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.

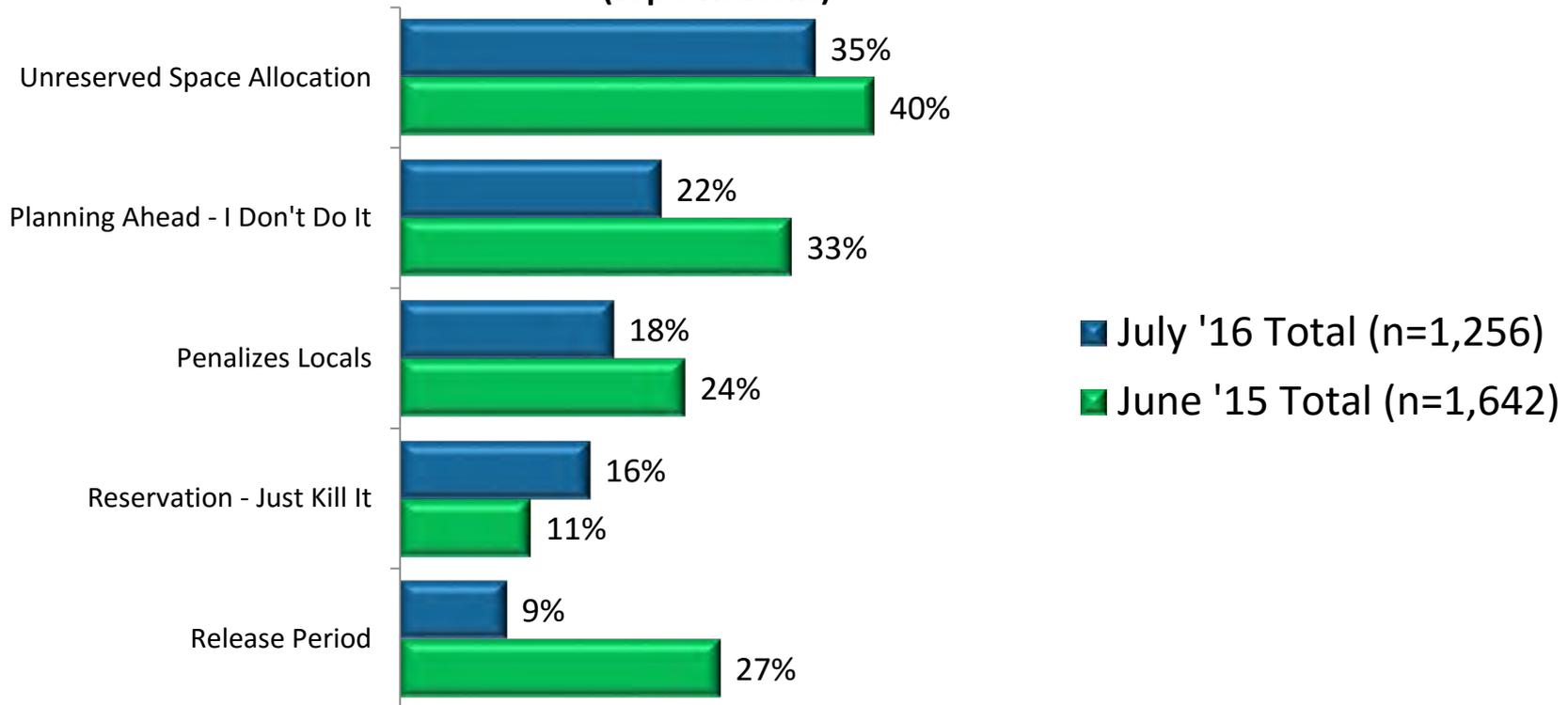
Based upon the above, does the WSF reservation program seem reasonable to you?

Reasons For Being Unreasonable



The 1,256 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 “Unreserved Space Allocation” (35%) and the rider not liking to “Plan Ahead” (22%). Of lesser mention was that the system as described “Penalizes Locals” (18%).

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



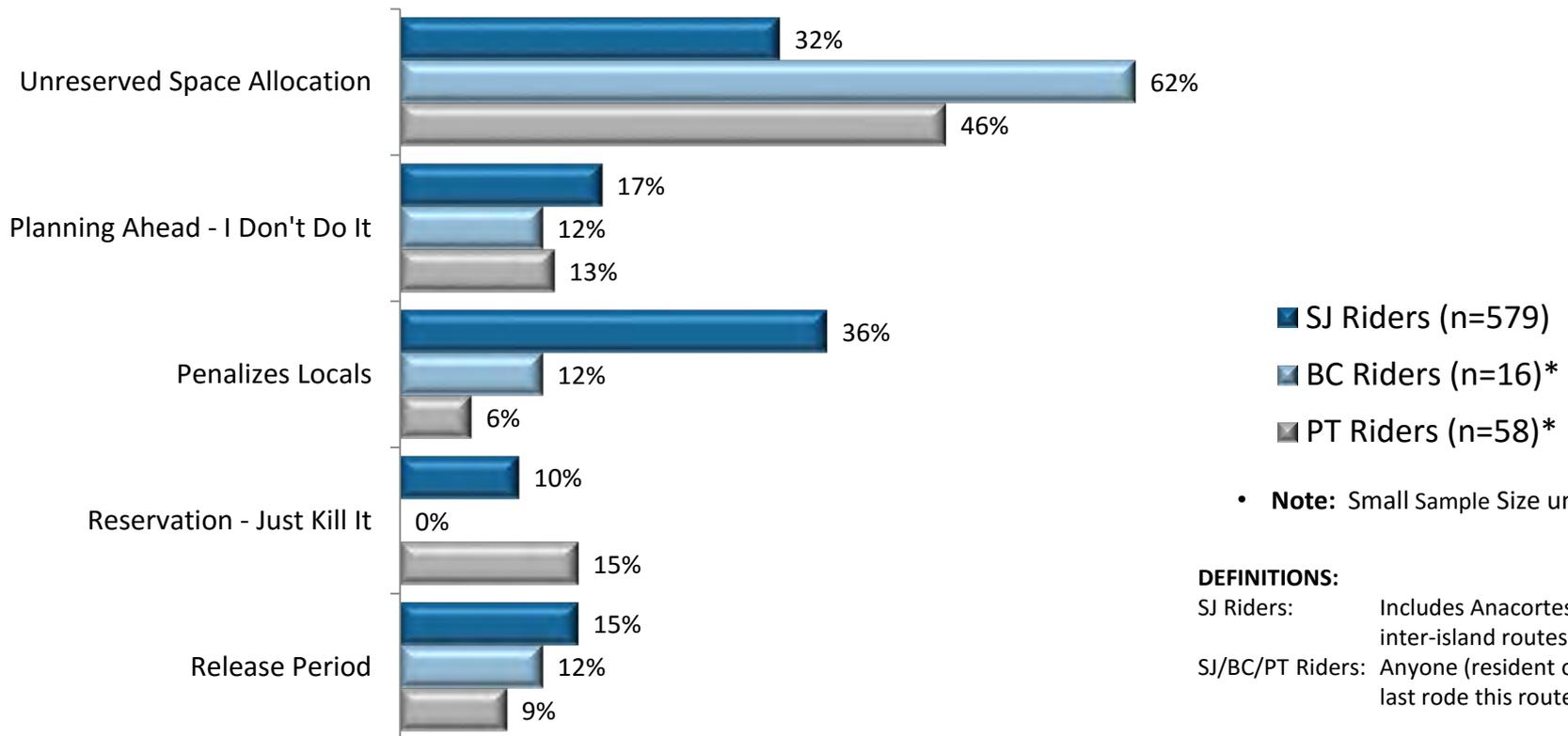
Q.7b Please tell us why it does not seem reasonable to you and how we might change it.

Reasons For Being Unreasonable - 2016



The major reasons for the reservation program as described being unreasonable cited by those that last rode the San Juan Islands routes were it “Penalizes Locals” (36%) and the “Unreserved Space Allocation” (32%).

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



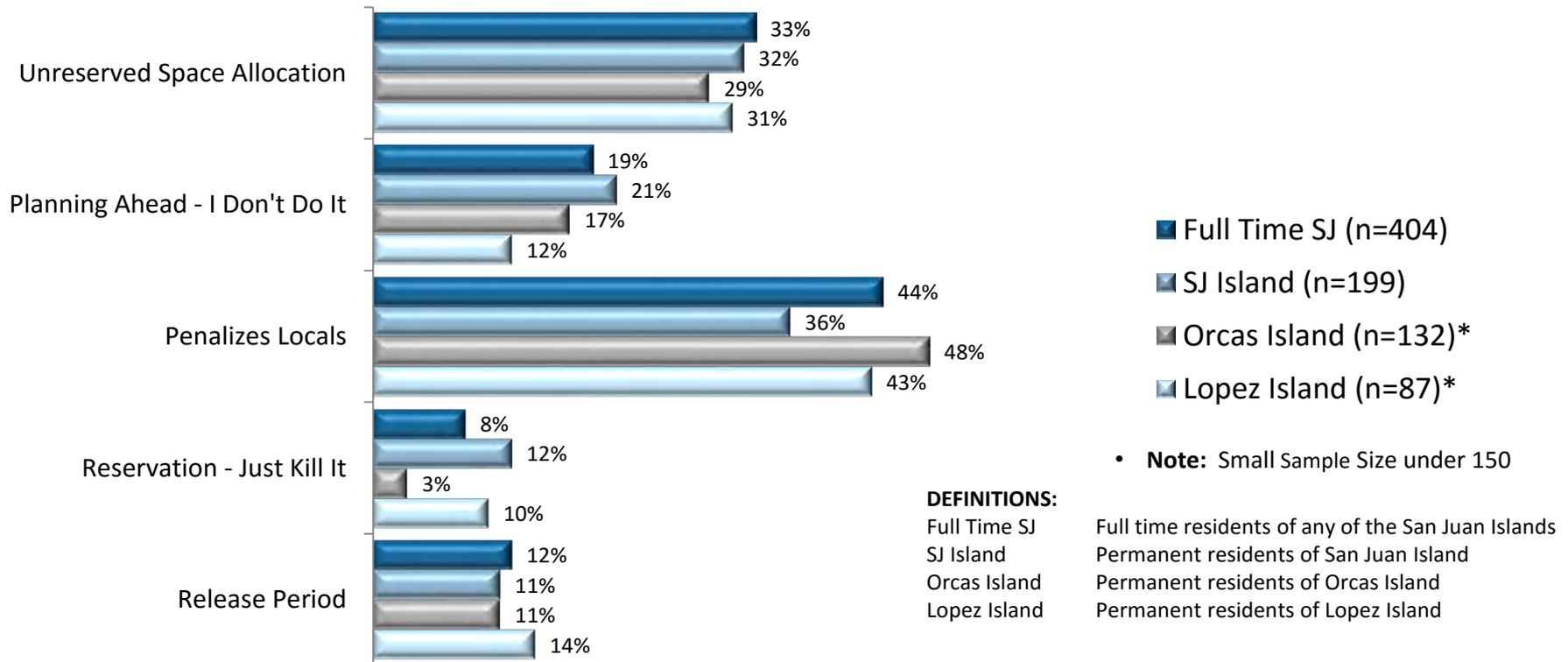
Q.7b Please tell us why it does not seem reasonable to you and how we might change it ?

Reasons For Being Unreasonable - 2016



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” (44%) and the “Unreserved Space Allocation” (33%).

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



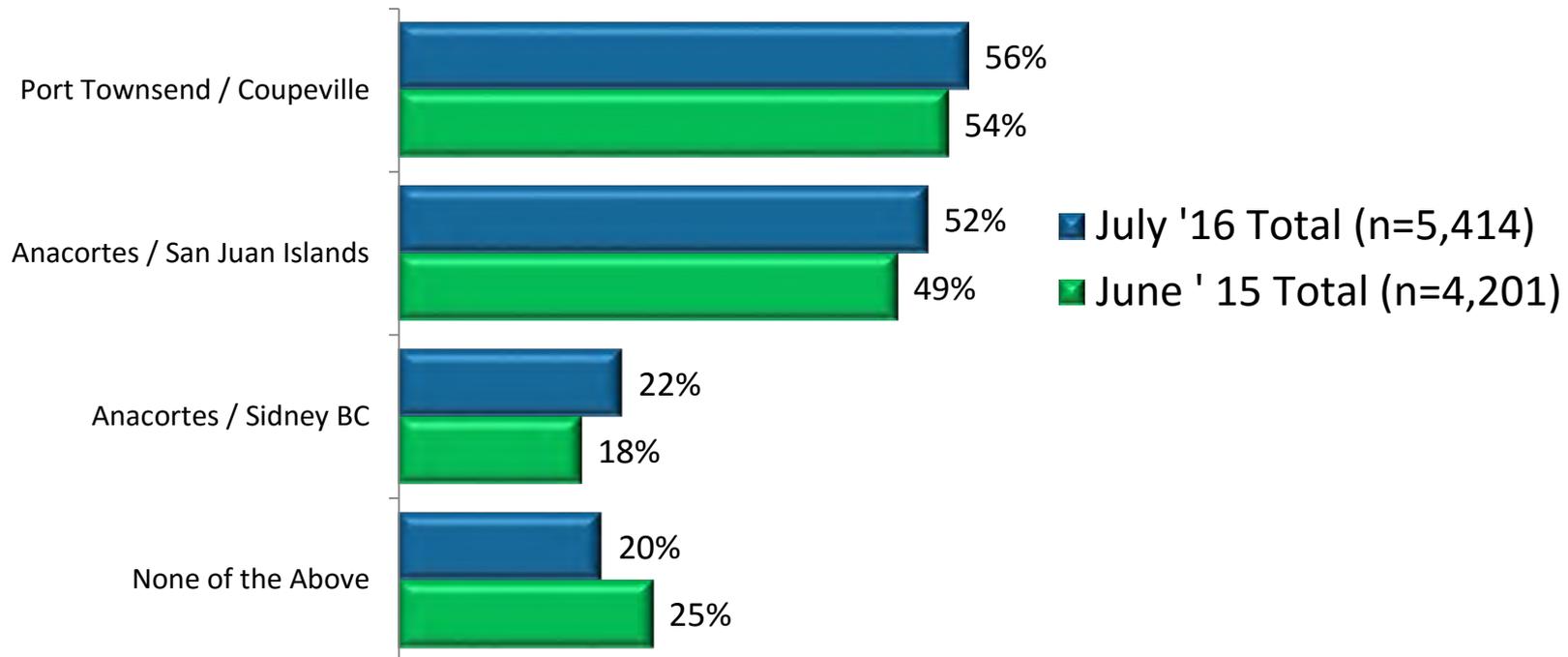
Q.7b Please tell us why it does not seem reasonable to you and how we might change it.

Current / Future Usage Of Res. 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-six percent (56%) said they had or will use the Port Townsend/Coupeville route, it was followed by Anacortes/San Juan Islands (52%), and Anacortes/Sidney BC (22%). Approximately 20% of those interviewed have not and do not plan on using any of the three reservation routes.

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



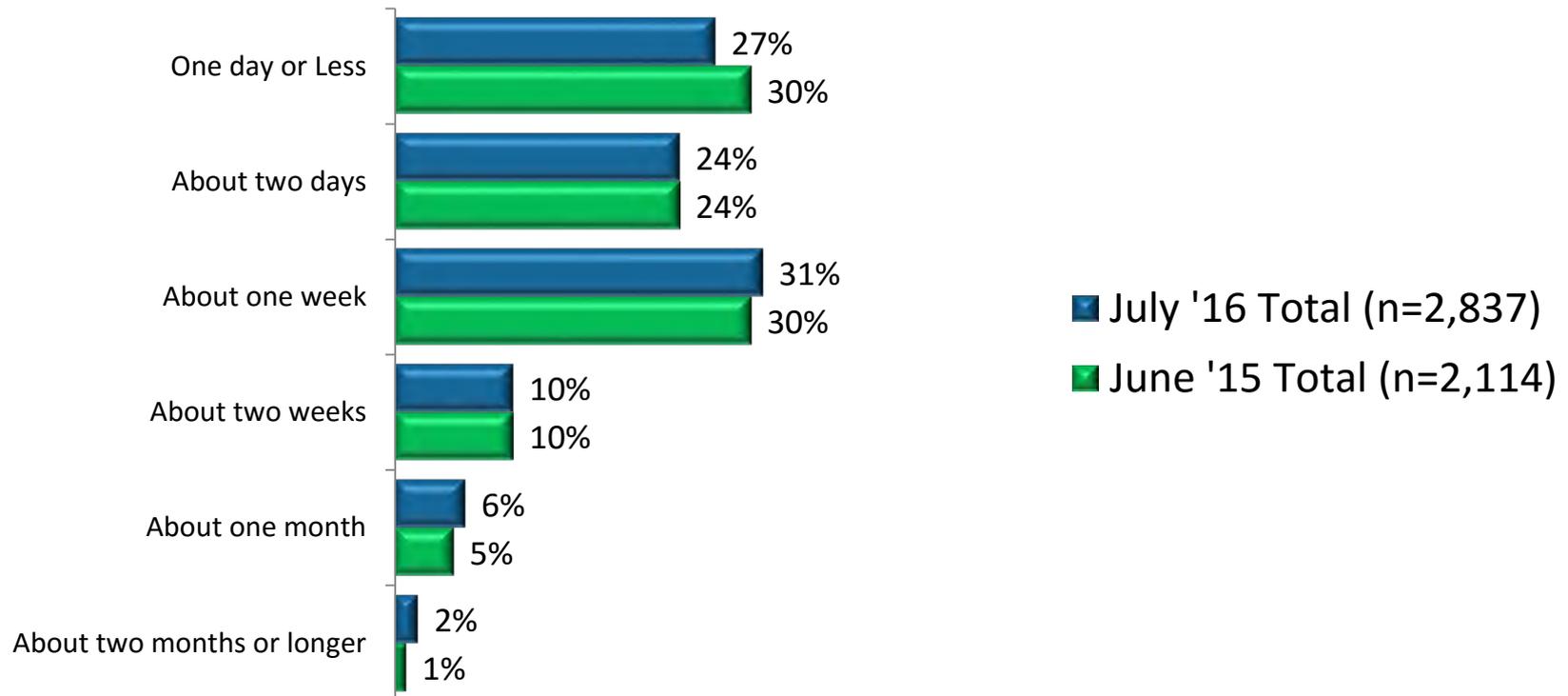
Q.8 Which of the following ferry routes, if any, have you taken in the last 2 years or are likely to take in the next 2 years? (Check all that apply)

Adv. Travel Notice - Port Townsend/Coupeville



The 2,837 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 31% know about one week in advance, followed by one day or less (27%), and two days (24%).

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



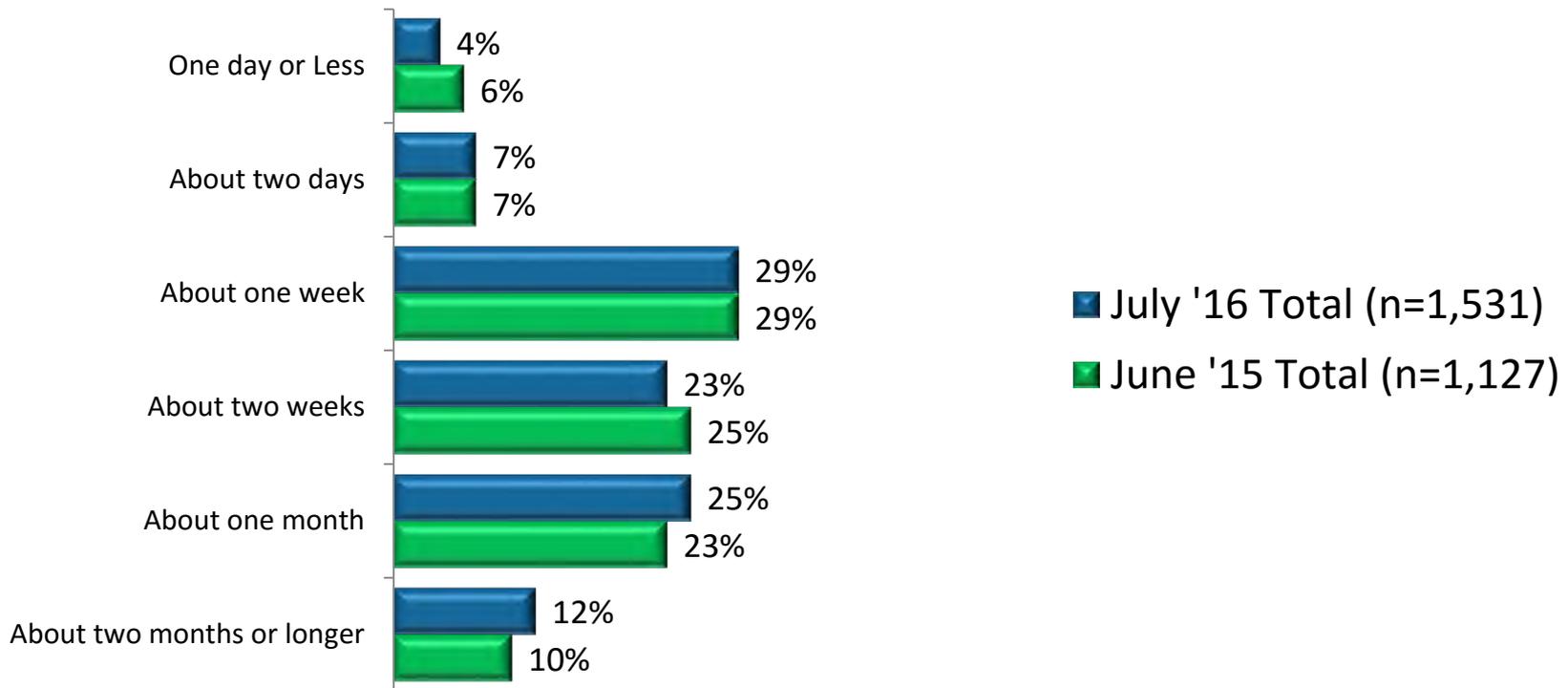
Q.9a Which statement below best describes your typical lead time before you need to take the:

Adv. Travel Notice - Anacortes/Sidney BC



The 1,531 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 one month (25%) and about two weeks (23%).

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



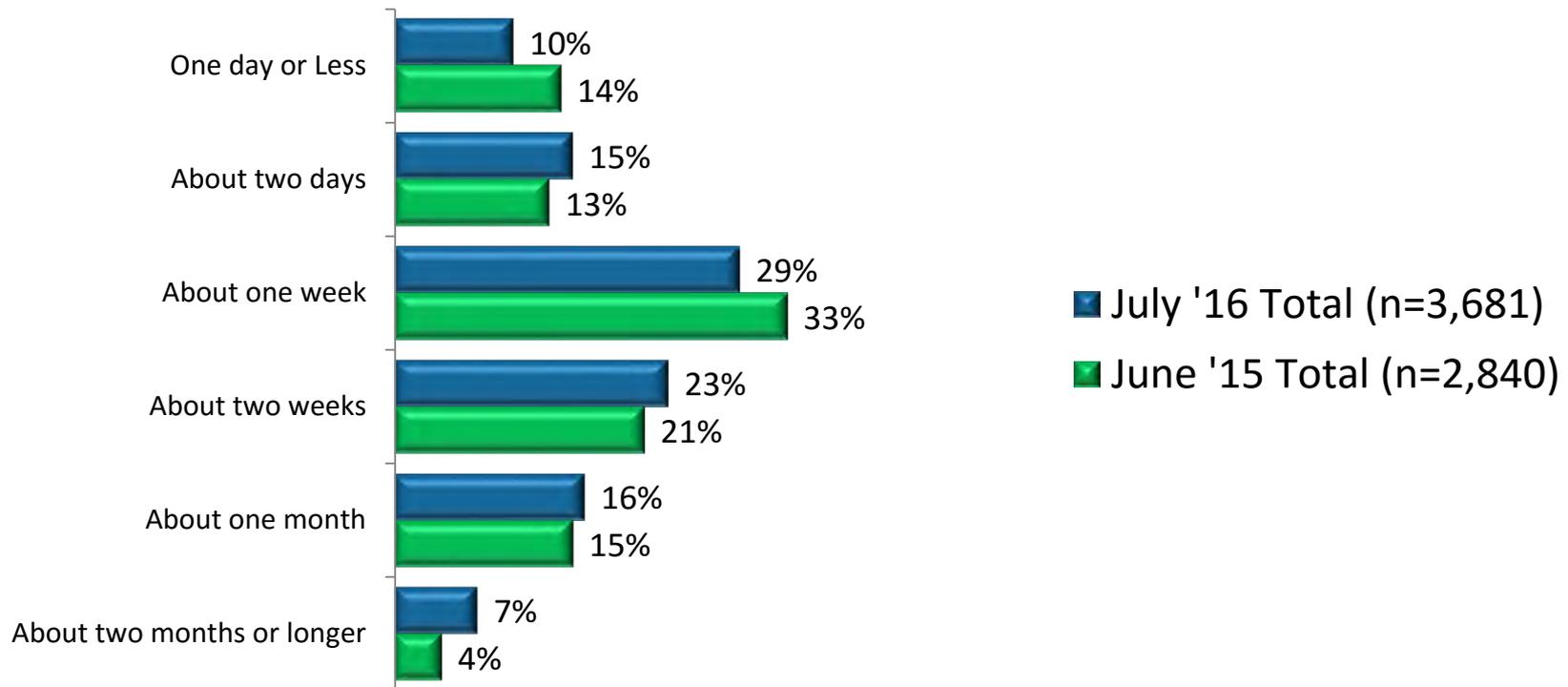
Q.9b Which statement below best describes your typical lead time before you need to take the:

Adv. Travel Notice - Anacortes/San Juan



The 3,681 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 three in ten (29%) know about one week in advance, followed by about two weeks (23%) and about one month (16%).

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



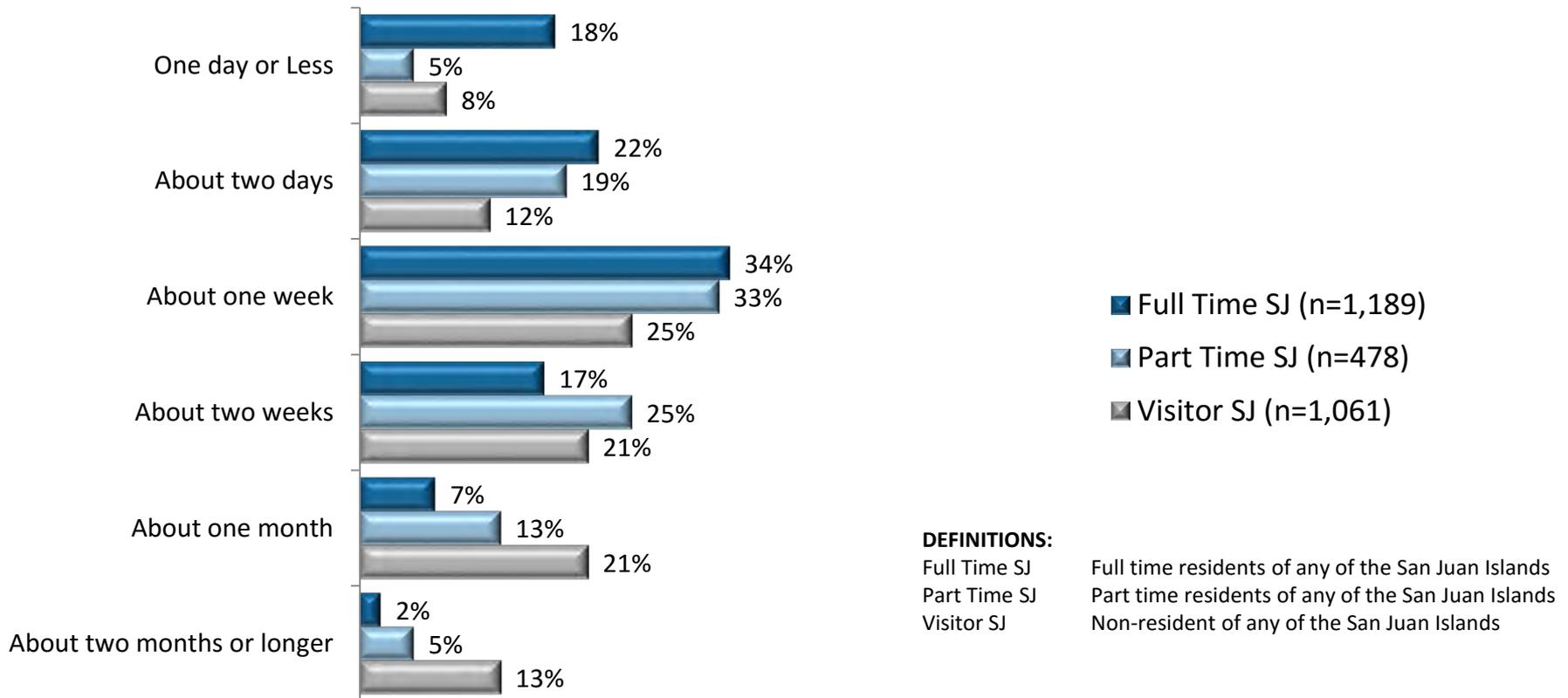
Q.9c Which statement below best describes your typical lead time before you need to take the:

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 (18%) 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 (8%).

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



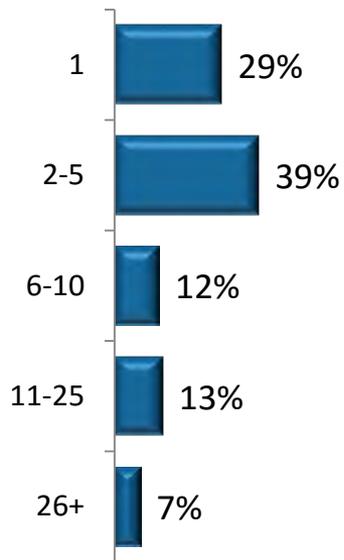
Q.9c Which statement below best describes your typical lead time before you need to take the:

Multiple Reservations - 2016

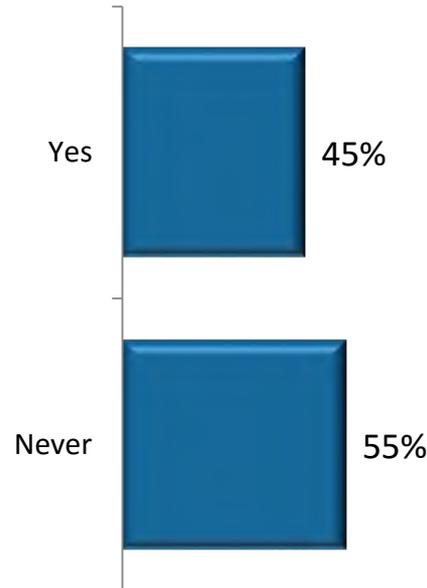


The 3,905 riders surveyed made an average of 6.9 reservations per year. The 3,269 riders who have used the WSF reservation system more than once were asked if they ever made multiple reservations for themselves for the same trip and almost half (45%) said they had. Those who have ever made multiple reservations for the same trip were asked how many times they did that in the last 30 days. Half (49%) reported they have not done so in the last 30 days. The average number of multiple bookings for the same trip is 1.0 per month for all those that have done so.

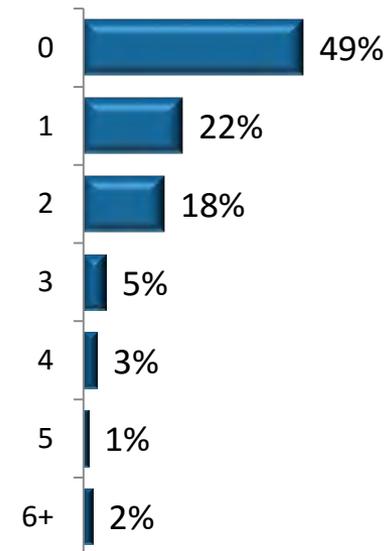
Yearly Reservations Made
(n=3,905)



Ever Made Multiple Reservations
(2 or more Resv. - n=3,269)



Multiple Reservations In last 30 Days
(Yes Made Multiple - n=1,365)



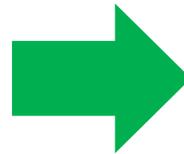
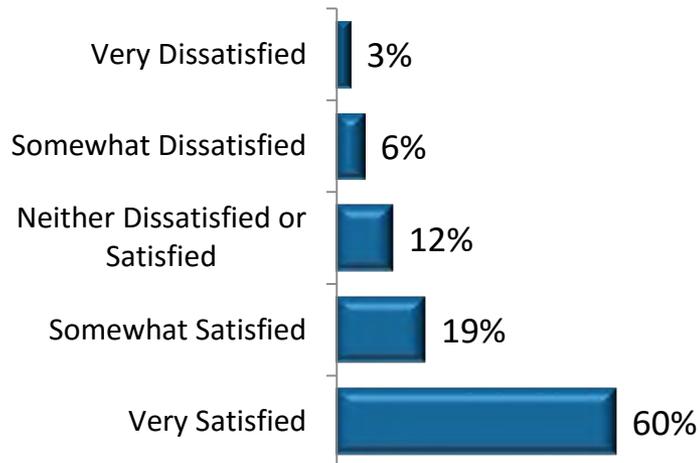
Q6 Approximately how many different reservations have you made in the last year? Q6d1 Have you ever made multiple reservations for yourself for the same trip (multiple sailings)? Q6e During the last 30 days, how many, if any, multiple reservations did you make for yourself for the same trip (multiple sailings)?

Terminal Staff Handling Of Resv. - 2016

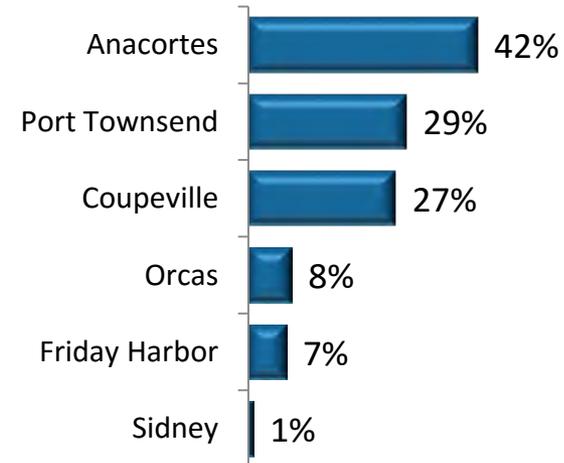


The 3,905 riders who have used the WSF reservation system were asked to rate the customer service they received when they arrived at the terminal. Only 9% are dissatisfied with the terminal customer service with the Anacortes terminal being the most often mentioned (42%). Full time San Juan Islands residents are significantly more dissatisfied (19%) than part time residents (9%) or San Juan Islands visitors (8%). Those reporting they had a problem with their reservation (23%) are significantly more likely to say they are dissatisfied with terminal staff than those reporting no reservation problems (7%). Lopez Island residents reported more problems with terminal staff (23%) than San Juan Island (19%) or Orcas (15%) residents.

**Terminal Staff Resv. Handling Rating
(n=3,905)**



**Problem Terminal
(Dissatisfied - n=454)**

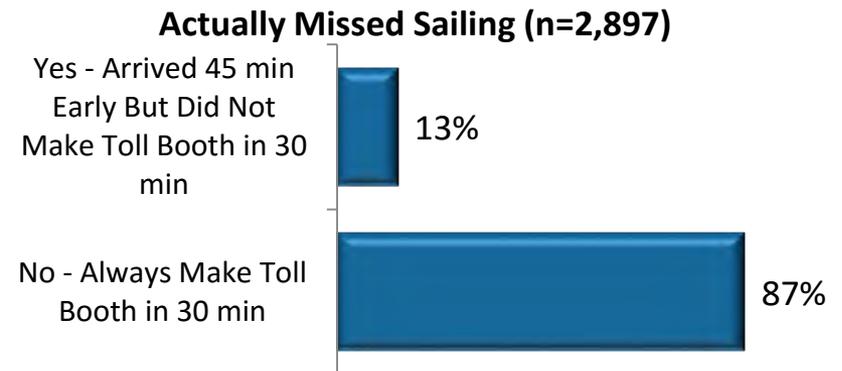
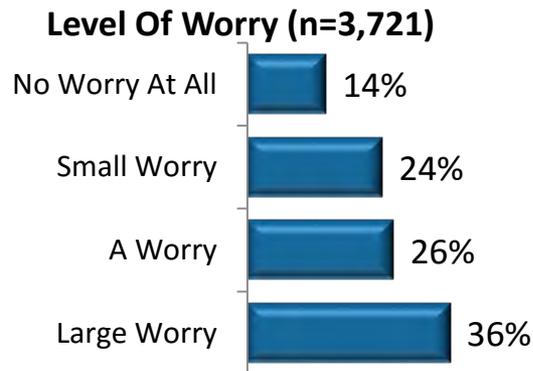


Q6f We would like to get your ratings on a couple specific aspects of the reservation process. For this question, please think of only your arrival(s) at the terminal when you have a reservation. How would you rate WSF's handling of your reservation when you arrived at the terminal? Q6f2 At which terminal(s) 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?

Resv. Check-in Issues - '16 Worries / Actual



The 3,721 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. One in three (36%) say it is a large worry while 62% say it is either a worry or large worry to them but only 13% actually have experience not getting to the tollbooth on time. Full time San Juan Islands residents worry (“A worry” + “Large Worry”) more so (77%) than part time San Juan Islands residents (64%) or San Juan Islands visitors (57%). Lopez Island residents (83%) worry more than San Juan (76%) or Orcas (75%) Island residents. Full time San Juan Islands residents have actually missed sailings (21%) more often than part time San Juan Islands residents (12%) or San Juan Islands visitors (9%). Actual missed sailings are about equal between residents of Lopez (22%), San Juan (21%), and Orcas (20%) Island residents.



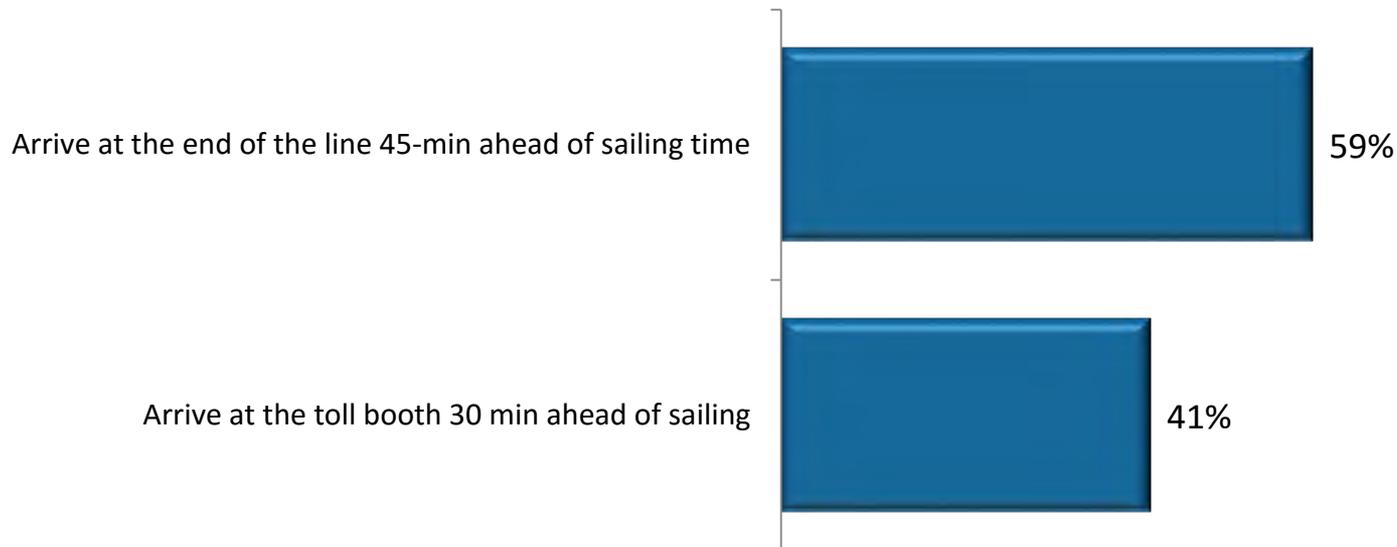
Q6g Background: At Anacortes, Friday Harbor and Orcas Island, vehicles with reservations must check in at the toll booth at least 30 minutes prior to their reserved departure time. Vehicles that do not check in at the toll booth 30 minutes ahead of the reservation time will lose their reservation and 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 2016 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?

Resv. Check-in Issues - '16 “On-Time” Arrival



The 3,721 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 within time. Six in ten (59%) said it should be based on their arrival at the end of the line 45 minutes ahead of sailing time.

Determine “On-Time” Arrival, If You ... (n=3,721)



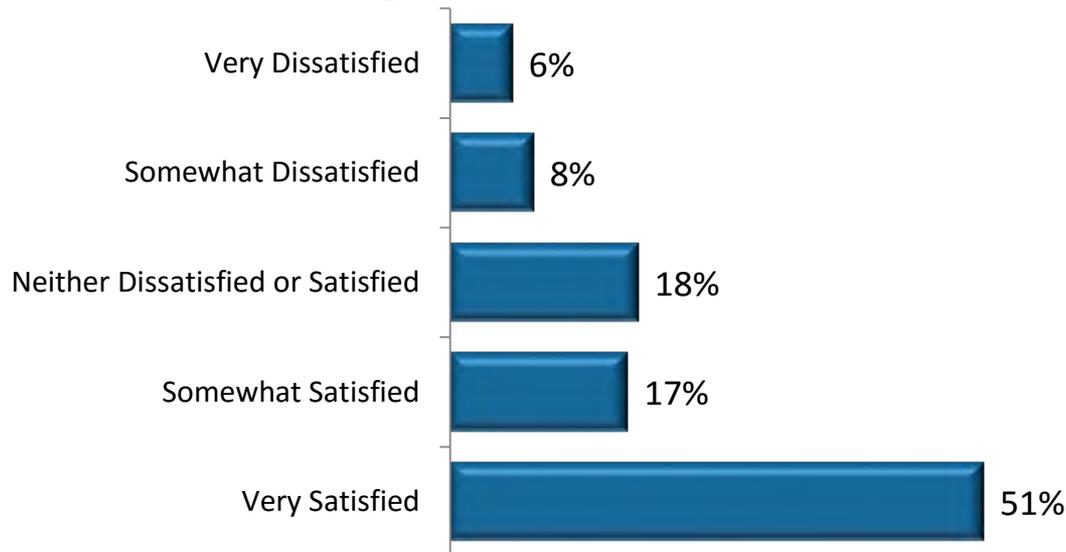
Q6j How should Washington State Ferries determine if a vehicle has arrived “on-time” for their reservation? If they ... Q6k By what method should WSF use to determine if you have arrived in line within 45-minutes ahead of your scheduled sailing?

Phone Staff Handling Fee Issues - 2016



The 1,335 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. Fourteen percent (14%) are dissatisfied with how they were handled. Full time San Juan Islands residents (20%) are more likely to be dissatisfied with the phone staff handling of fee issues than part time San Juan Islands residents (12%) or San Juan Islands visitors (10%). Lopez Island residents (25%) are more likely to be dissatisfied with the phone staff than either San Juan (21%) or Orcas (17%) Island residents.

Phone Staff Handling Fee Issues (n=1,335)



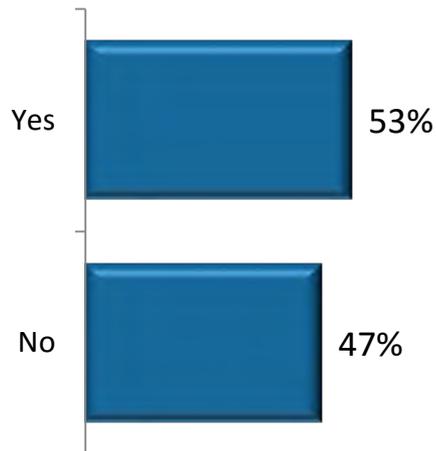
Q6m Based on your experience, if any, how would you rate WSF telephone customer service when you have called to have reservation fees or no-show fees reversed? Q6m2 What specifically was the issue or problem that you had?

No-Show Fees & Multiple Resv. - 2016

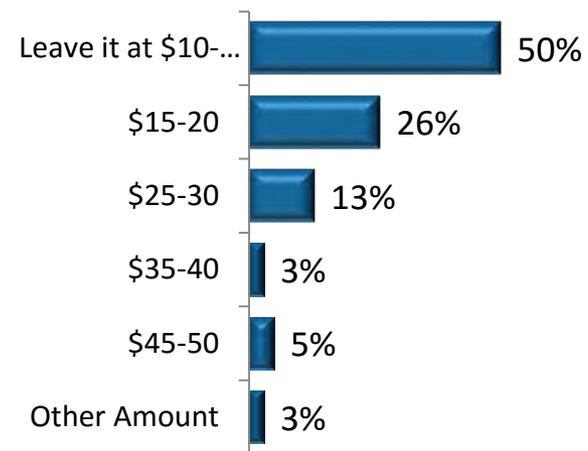


The 3,905 riders who have used the WSF reservation system were given a short background description on the impact of making multiple reservations for the same trip and asked if the no-show fees should be raised. Just over half (53%) said the no-show fees should be raised to \$23 (on average). Visitors to San Juan Islands (56%) are more likely to say increase the no-show fees than either part time San Juan Islands residents (53%) or full time San Juan Islands residents (44%). Those living on Orcas Island (50%) are more likely to want the no-show fees increased than Lopez (45%) or San Juan (40%) Island residents. The average based on all 3,905 respondents for the no-show fee is \$17.

Increase No-Show Fees (n=3,905)



Suggested Amount (n=3,905)



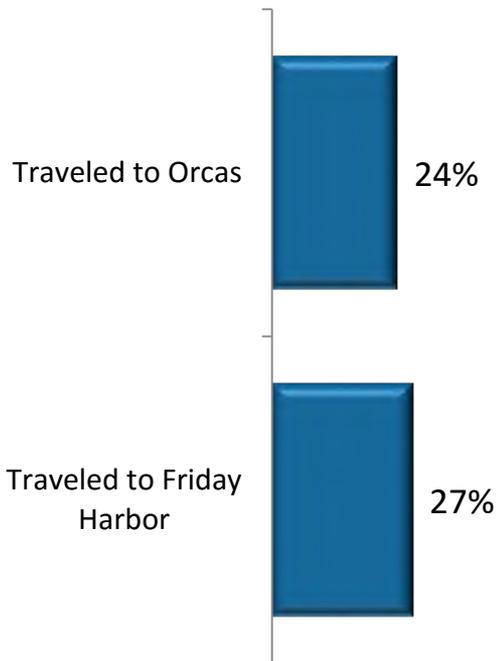
Q6n Background: The current no-show fees that most people pay for standard size vehicles is \$10 per no-show in San Juan (\$8 for Port Townsend/Coupeville). Some riders are booking multiple reservations on multiple sailings for their single trip which causes more boats to show as “full” on the reservation 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), 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 – 2016

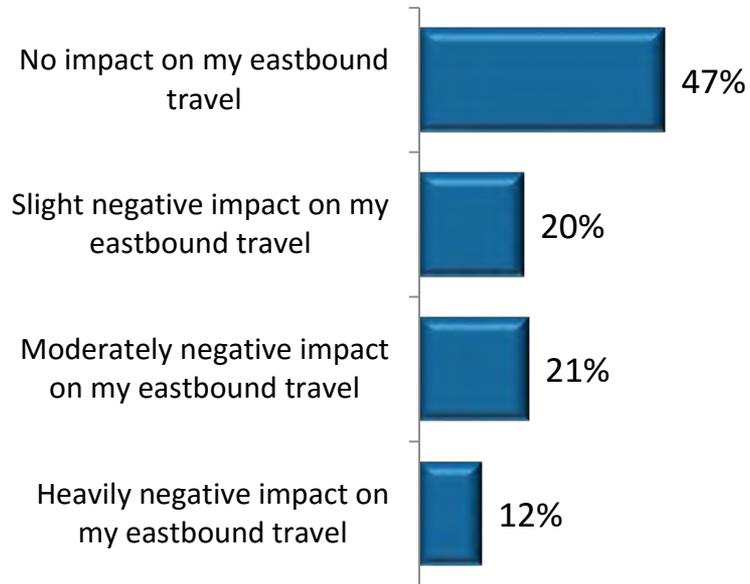


For the 2,272 riders who have traveled eastbound from Orcas and/or Friday Harbor, about half (53%) say the lack of available eastbound reservations has impacted their ability to travel off of those islands. Full time (70%) and part time (69%) residents of San Juan Islands report being more impacted than visitors (44%) to San Juan Islands.

Traveled to Orcas / Friday Harbor (n=3,905)



Level of Impact On Travel for Those Traveling Eastbound from Orcas / Friday Harbor (n=2,272)



Q6p In the last 12 months have you traveled to Orcas or Friday Harbor on San Juan Island? Q6q There are times when eastbound reservations from Orcas and/or Friday Harbor 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?

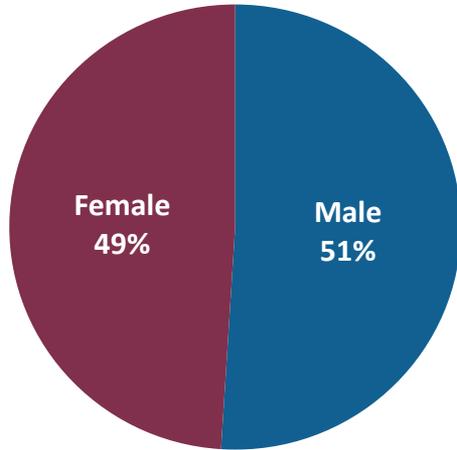


Appendix

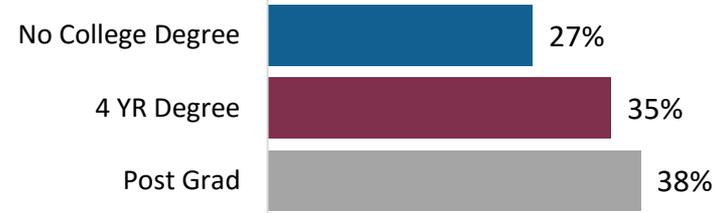
Sample Makeup – Demographics - 2016



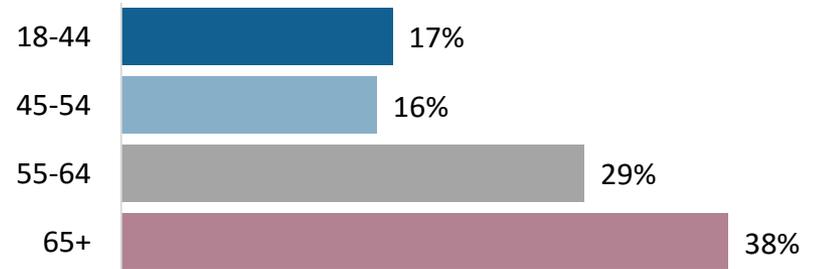
Gender



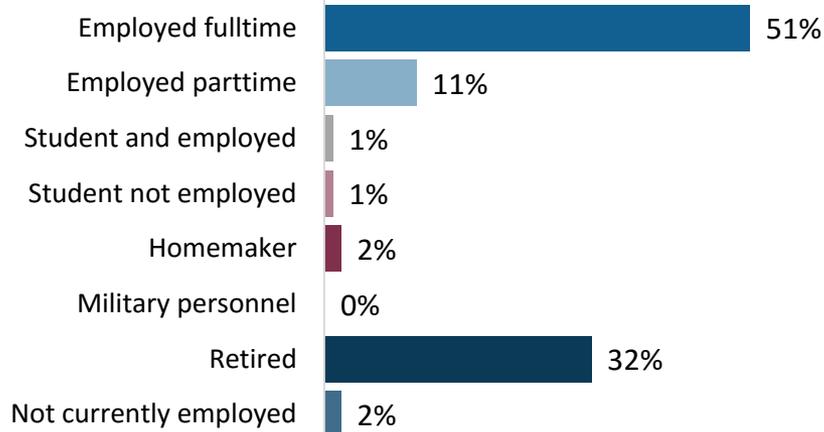
Education



Age



Employment



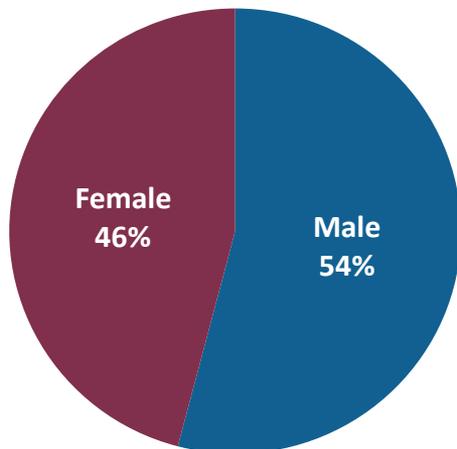
Ethnicity



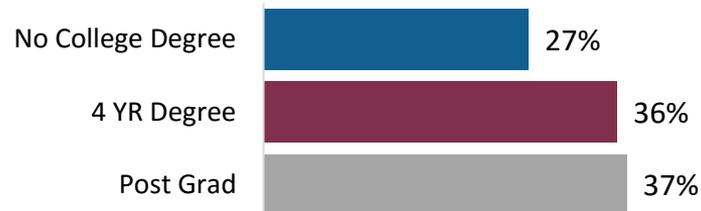
Sample Makeup – Demographics - 2015



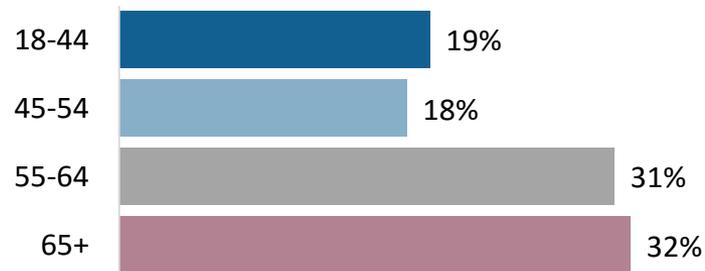
Gender



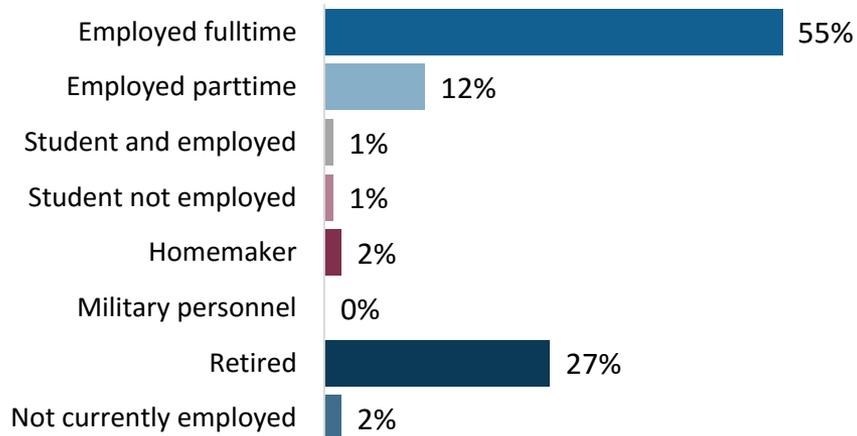
Education



Age



Employment



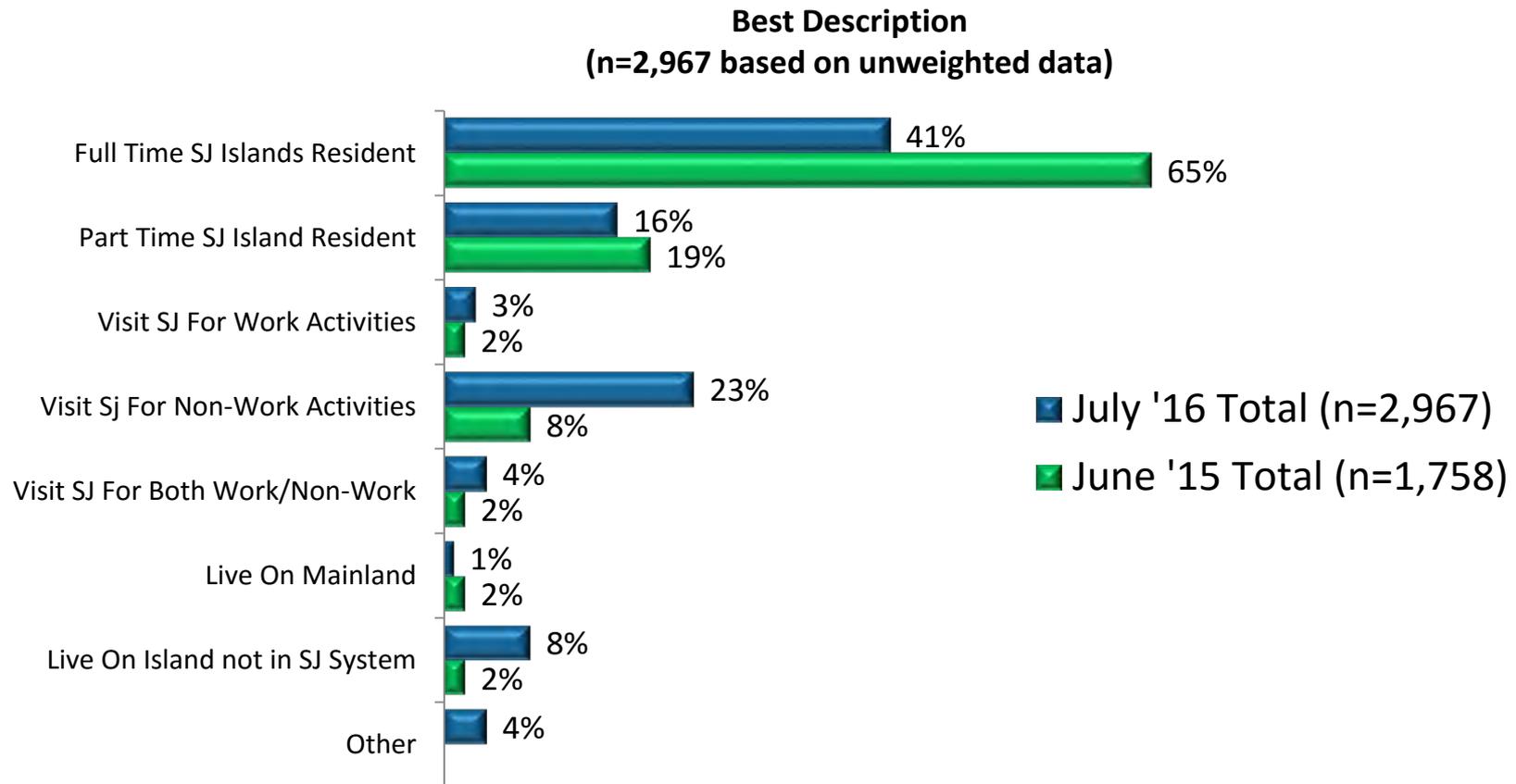
Ethnicity



Sample Makeup - San Juan Islands (Unweighted)



Those riders (n=2,967) that indicated they had taken a San Juan Island ferry route, were asked to describe their residency. The majority (43%) said they are visitors to the San Juan Islands, followed by full time residents (41%) and part time San Juan Island residents (16%).



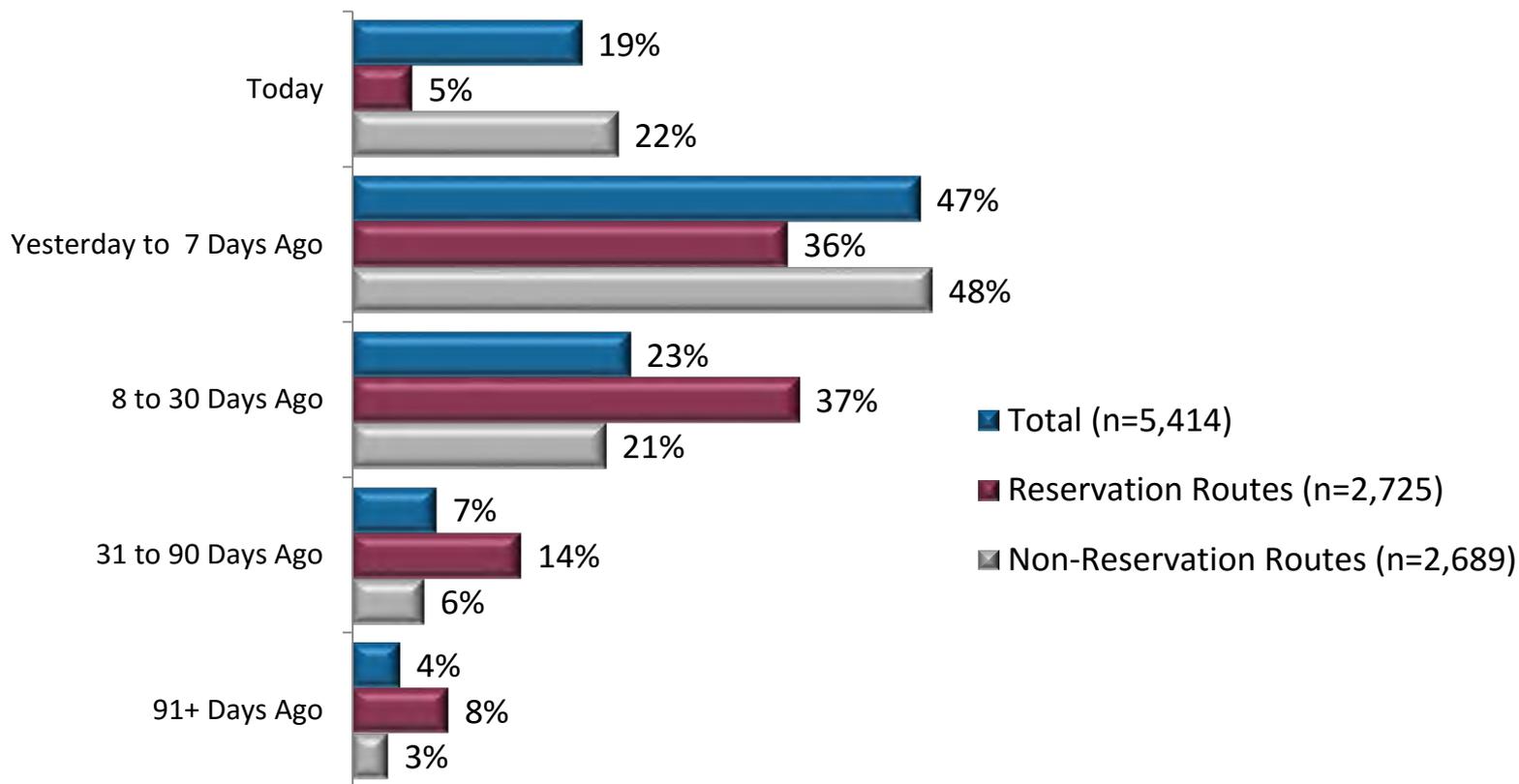
Q.3 Which of the following best describes you?

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



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

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 2016 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	2.074364
Seattle-Bremerton	2.427602
Edmond-Kingston	1.649696
Fauntleroy-Vashon	1.644469
Fauntleroy-Southworth	1.175707
Southworth-Vashon	2.235471
Port Defiance-Tahlequah	2.379836
Port Townsend-Coupeville	0.512878
Mukilteo-Clinton	1.170106
Anacortes-San Juans	0.279434
Anacortes-Sidney	0.458789

Questionnaire



F35 2016 WSF SUMMER RESERVATION SURVEY

(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. Fountleroy-Vashon
5. Fountleroy-Southworth
6. Southworth-Vashon
7. Port Defiance-Tahlequah
8. Port Townsend-Coupeville
9. Mukilteo-Clinton SKIP TO Q3
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
4. Live on the mainland but visit the San Juan Islands for non-work activities
5. Live on the mainland but visit the San Juan Islands for both work and non-work activities
6. Live on the mainland
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 system?

(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 Q4a2a
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 '16
2. June '16
3. May '16
4. April '16
5. March '16
6. February '16
7. January '16
8. December '15
9. November '15
10. October '15
11. September '15
12. August '15
13. Before August 2015
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?

(SKIP TO Q7a)

Questionnaire



(Q4a2a)

The LAST time you had problems completing your reservation was in which month?

(SELECT ONE ONLY)

1. July '16
2. June '16
3. May '16
4. April '16
5. March '16
6. February '16
7. January '16
8. December '15
9. November '15
10. October '15
11. September '15
12. August '15
13. Before August 2015
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

(Q4a2a)

Your LAST reservation was in which month?

(SELECT ONE ONLY)

1. July '16
2. June '16
3. May '16
4. April '16
5. March '16
6. February '16
7. January '16
8. December '15
9. November '15
10. October '15
11. September '15
12. August '15
13. Before August 2015
14. Don't remember

(Q4a2b)

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)

SKIP TO Q6d

Please hit NEXT when done

Questionnaire



(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
- 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. Other (specify)
- 8. Don't recall

(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)

(Q6h)

During 2016 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 2016 – I did not have any reservations from Anacortes, Friday Harbor or Orcas Island

(Q6i)

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)

Questionnaire



(Q6k)

By what method should WSF use to determine if you have arrived in line within 45-minutes ahead of your scheduled sailing?

(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?

(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), 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-\$1/\$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 to Orcas or Friday Harbor on San Juan Islands?

1. Orcas - Traveled to Orcas Island
2. San Juan - Traveled to San Juan Island
3. Did not travel to either Orcas or San Juan Islands SKIP TO Q7a

(Q6q) - ASKED OF ORCAS/SAN JUAN ISLAND TRAVELERS ONLY

There are times when eastbound reservations from Orcas and/or Friday Harbor 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 island?

1. No impact on my off/eastbound Orcas/ Friday Harbor travel
2. Slightly negative impacted on my off/eastbound Orcas/ Friday Harbor travel
3. Moderately negative impacted on my off/eastbound Orcas/ Friday Harbor travel
4. Heavily negative impacted on my off/eastbound Orcas/ Friday Harbor travel
5. Don't Know - I don't travel eastbound from Orcas and/or Friday Harbor

(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 (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 Q8)

(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)

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

(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

(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)