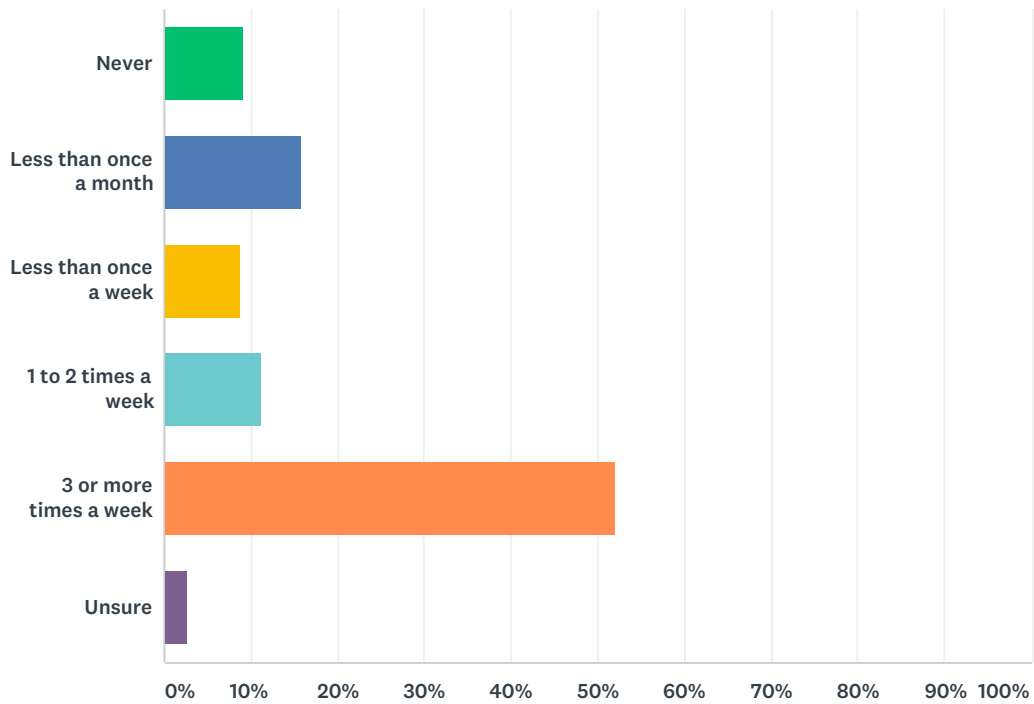


## Q1 How frequently do you ride Kitsap Transit's fast-ferry service across the Puget Sound? Would you say...

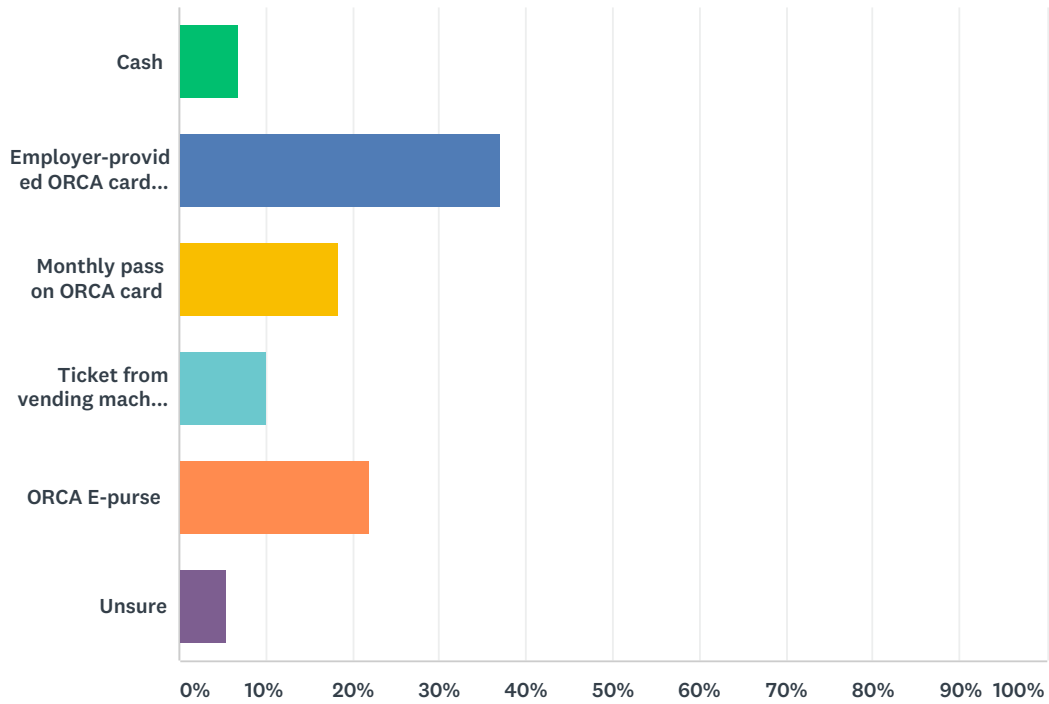
Answered: 800 Skipped: 0



ANSWER CHOICES	RESPONSES
Never	9.13% 73
Less than once a month	15.88% 127
Less than once a week	8.75% 70
1 to 2 times a week	11.38% 91
3 or more times a week	52.13% 417
Unsure	2.75% 22
<b>TOTAL</b>	<b>800</b>

## Q2 How do you typically pay your fare to ride the fast ferry?

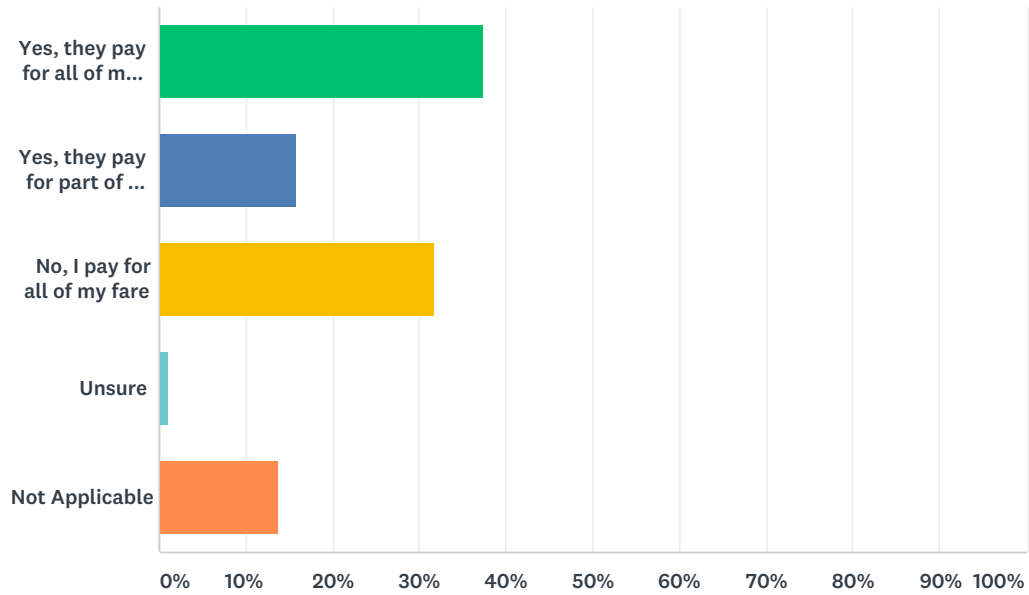
Answered: 800 Skipped: 0



ANSWER CHOICES	RESPONSES	
Cash	6.88%	55
Employer-provided ORCA card (Business Passport)	37.00%	296
Monthly pass on ORCA card	18.50%	148
Ticket from vending machine (credit card)	10.13%	81
ORCA E-purse	22.00%	176
Unsure	5.50%	44
<b>TOTAL</b>		<b>800</b>

### Q3 Does your employer pay for all or part of your fare?

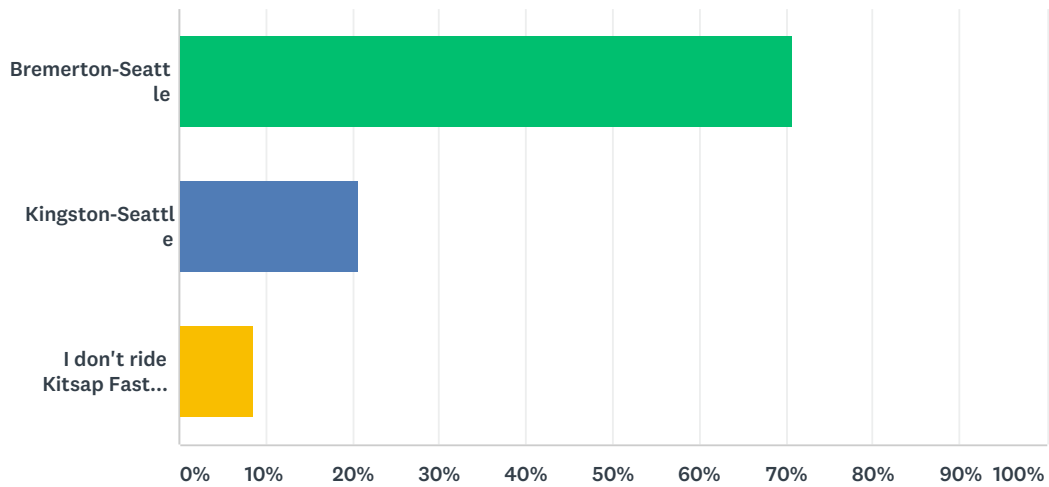
Answered: 800 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, they pay for all of my fare	37.38%	299
Yes, they pay for part of my fare	15.88%	127
No, I pay for all of my fare	31.87%	255
Unsure	1.00%	8
Not Applicable	13.88%	111
<b>TOTAL</b>		<b>800</b>

## Q4 When you ride Kitsap Fast Ferries, which route do you typically travel?

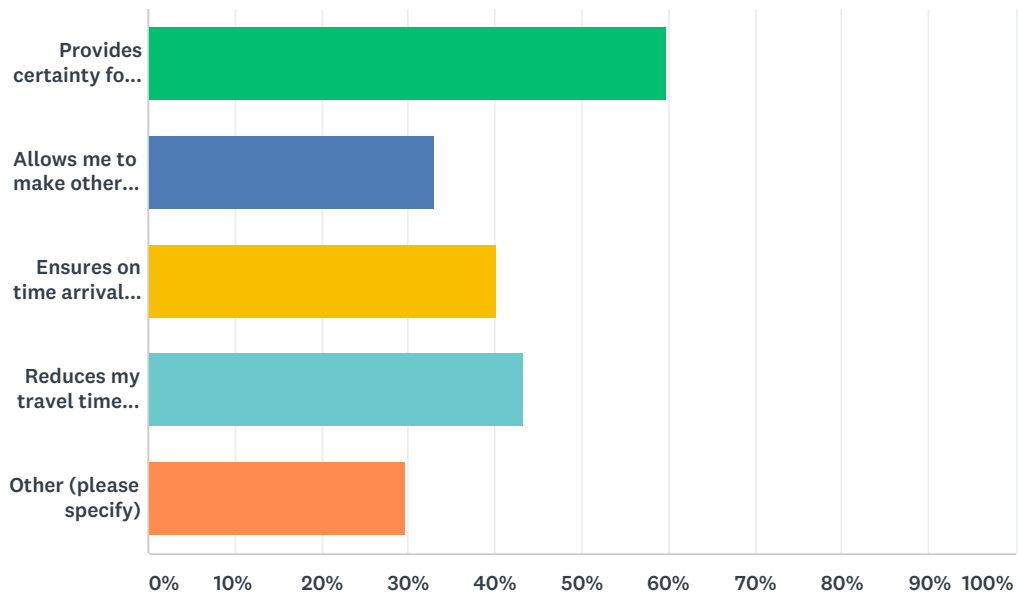
Answered: 800 Skipped: 0



ANSWER CHOICES	RESPONSES	
Bremerton-Seattle	70.75%	566
Kingston-Seattle	20.75%	166
I don't ride Kitsap Fast Ferries	8.50%	68
<b>TOTAL</b>		<b>800</b>

## Q5 In general, what's the value of a reservation system to you? (Check any that apply)

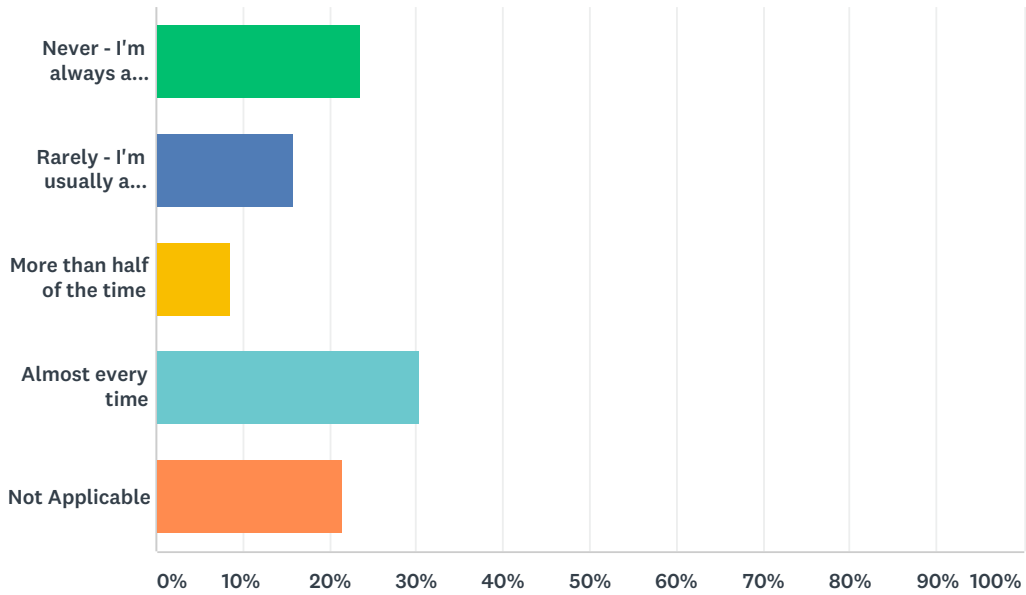
Answered: 800 Skipped: 0



ANSWER CHOICES	RESPONSES	
Provides certainty for my commute and reduces anxiety	59.88%	479
Allows me to make other travel arrangements in advance when needed	33.13%	265
Ensures on time arrival at work or other destinations	40.25%	322
Reduces my travel time because I don't have to build in delay time	43.25%	346
Other (please specify)	29.75%	238
Total Respondents: 800		

### Q6 How often do you use a reservation when you travel on weekday commuter fast-ferry sailings?

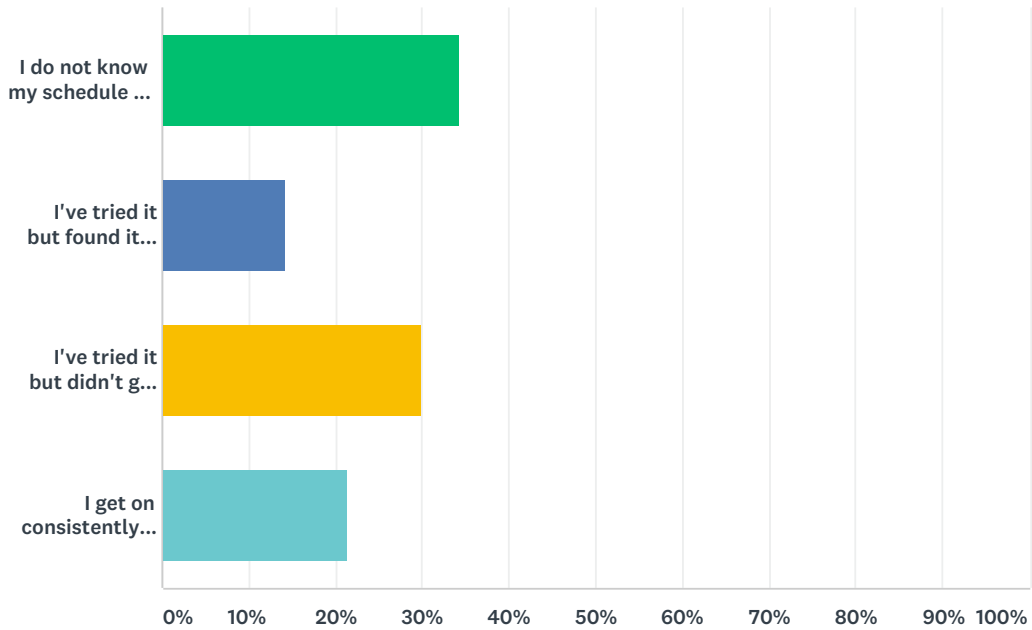
Answered: 800 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never - I'm always a walk-up	23.63%	189
Rarely - I'm usually a walk-up	16.00%	128
More than half of the time	8.50%	68
Almost every time	30.38%	243
Not Applicable	21.50%	172
<b>TOTAL</b>		<b>800</b>

## Q7 What is the main reason you do not use the reservation system?

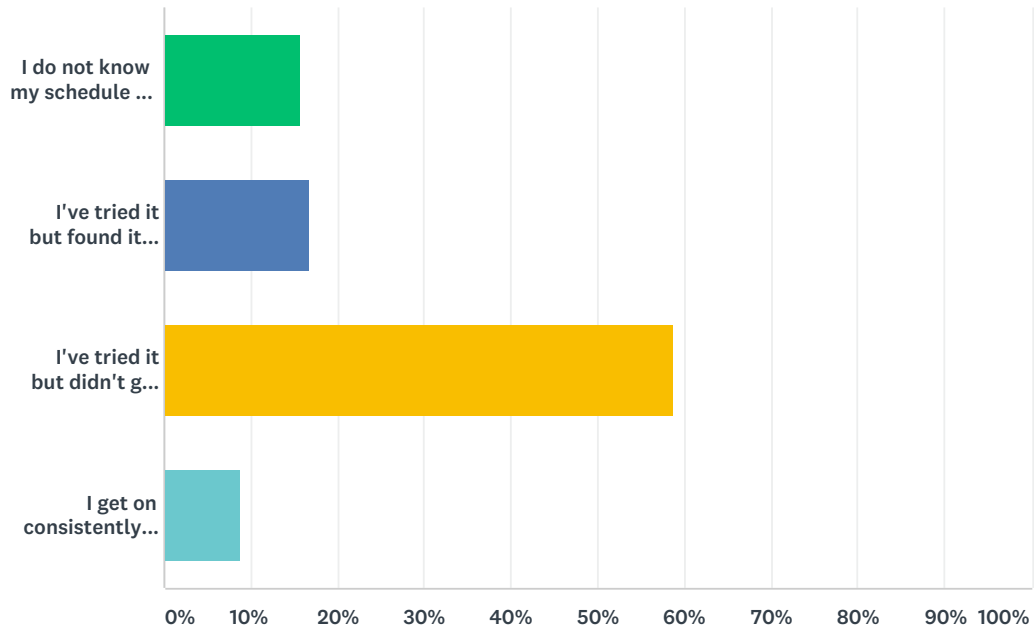
Answered: 140 Skipped: 660



ANSWER CHOICES	RESPONSES	
I do not know my schedule far enough in advance	34.29%	48
I've tried it but found it difficult to use	14.29%	20
I've tried it but didn't get the trips I wanted	30.00%	42
I get on consistently as a walk-up	21.43%	30
TOTAL		140

## Q8 What is the main reason you do not use the reservation system?

Answered: 114 Skipped: 686

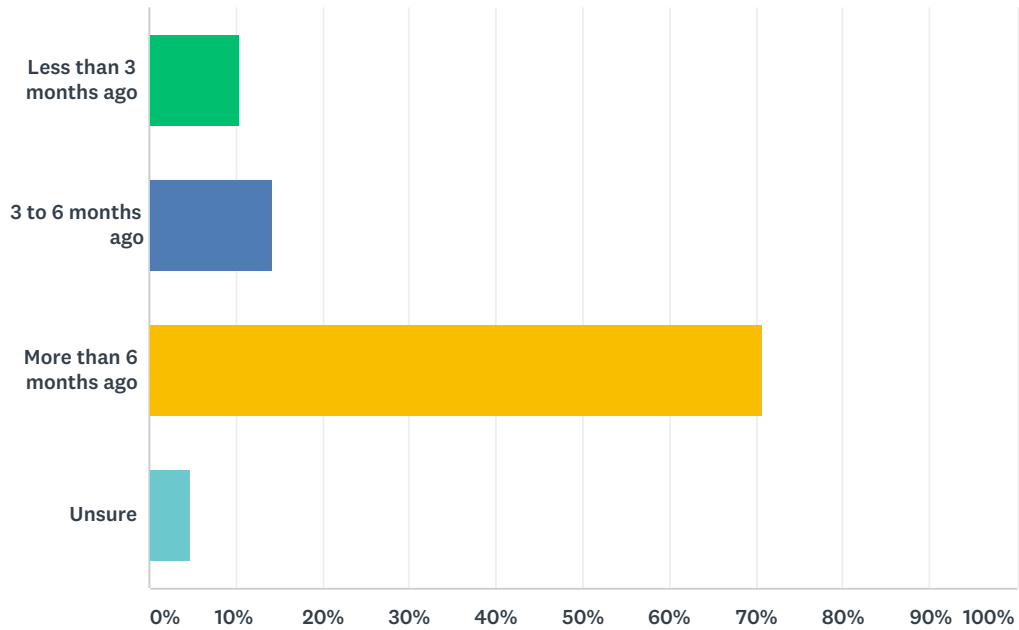


ANSWER CHOICES	RESPONSES	
I do not know my schedule far enough in advance	15.79%	18
I've tried it but found it difficult to use	16.67%	19
I've tried it but didn't get the trips I wanted	58.77%	67
I get on consistently as a walk-up	8.77%	10
TOTAL		114



## Q9 When did you begin using the reservation system?

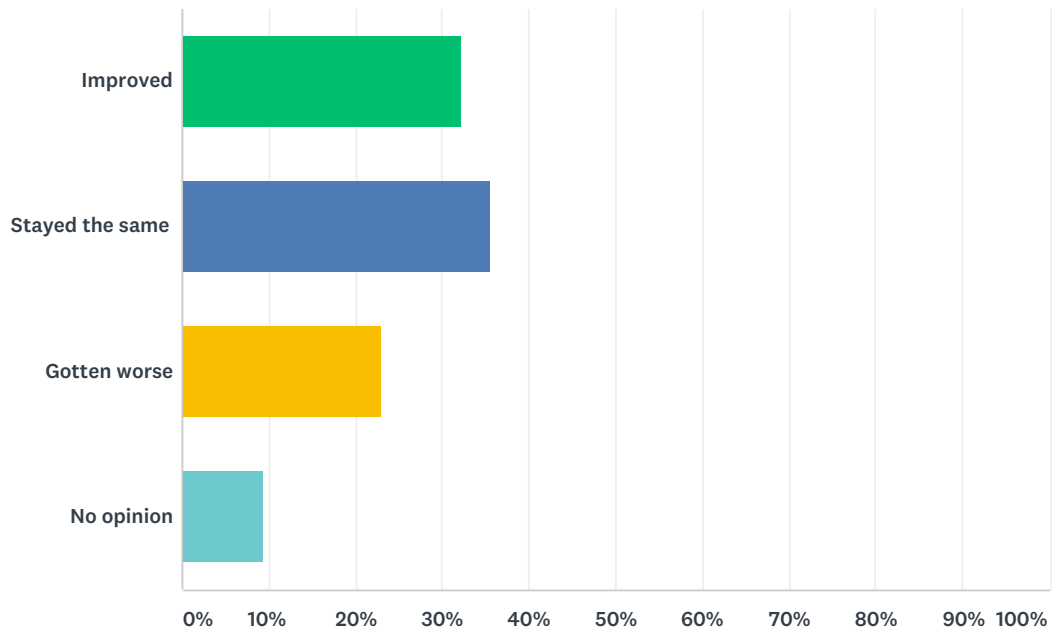
Answered: 423 Skipped: 377



ANSWER CHOICES	RESPONSES	
Less than 3 months ago	10.40%	44
3 to 6 months ago	14.18%	60
More than 6 months ago	70.69%	299
Unsure	4.73%	20
TOTAL		423

## Q10 Since you started using the reservation system, would you say it has...

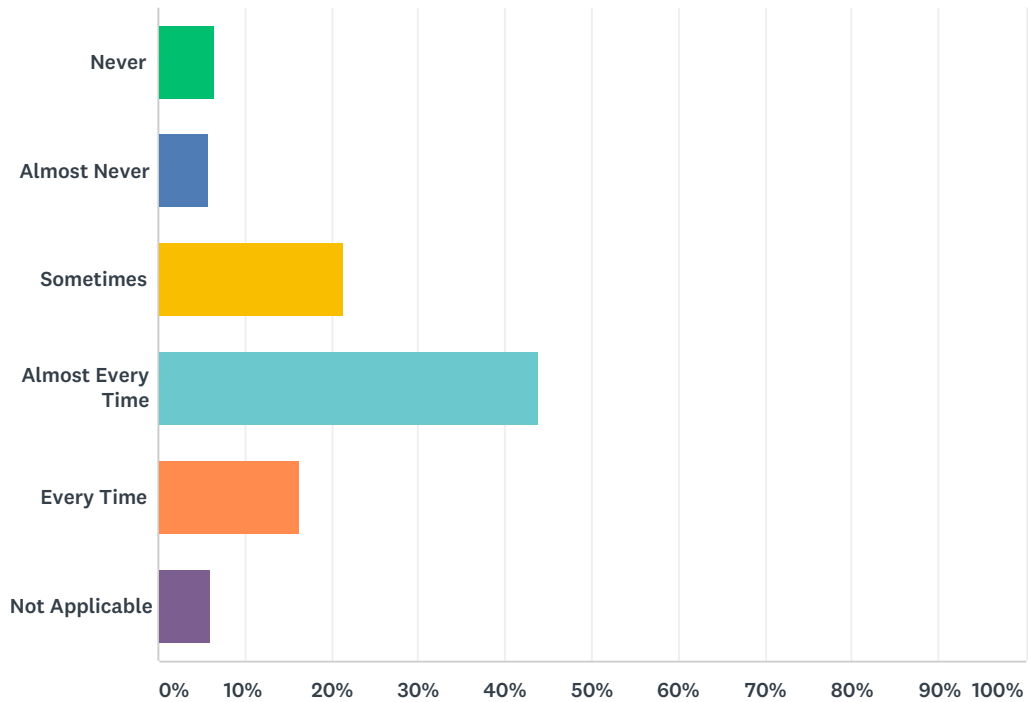
Answered: 423 Skipped: 377



ANSWER CHOICES	RESPONSES	
Improved	32.15%	136
Stayed the same	35.46%	150
Gotten worse	22.93%	97
No opinion	9.46%	40
<b>TOTAL</b>		<b>423</b>

### Q11 In the past 30 days, how many times have you tried to reserve a spot on your preferred sailing and found it "sold out" (all reservable spots taken)?

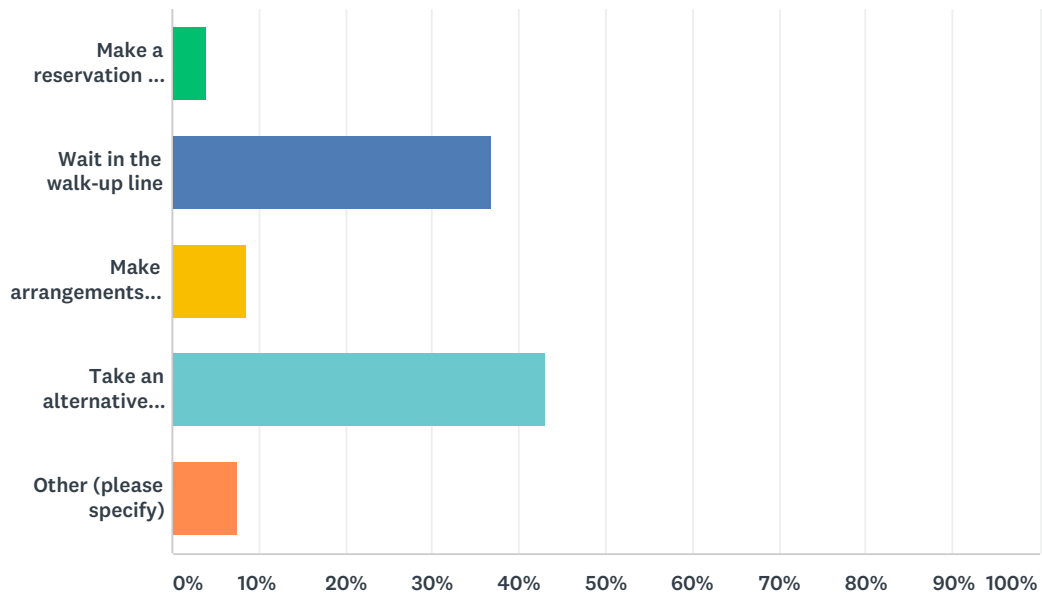
Answered: 423 Skipped: 377



ANSWER CHOICES	RESPONSES	
Never	6.38%	27
Almost Never	5.91%	25
Sometimes	21.28%	90
Almost Every Time	43.97%	186
Every Time	16.31%	69
Not Applicable	6.15%	26
<b>TOTAL</b>		<b>423</b>

## Q12 When you do not get a reservation for your preferred sailing, what do you do most of the time?

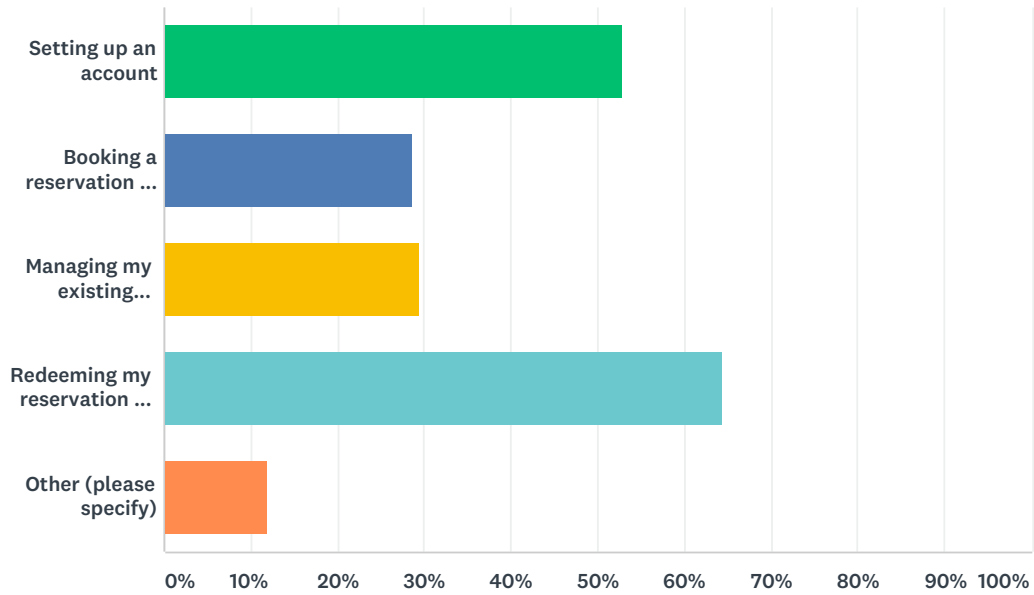
Answered: 423 Skipped: 377



ANSWER CHOICES	RESPONSES	
Make a reservation for a less desirable sailing time	4.02%	17
Wait in the walk-up line	36.88%	156
Make arrangements with someone who has a reservation for my preferred sailing	8.51%	36
Take an alternative service (i.e. Washington State Ferries)	43.03%	182
Other (please specify)	7.57%	32
<b>TOTAL</b>		<b>423</b>

### Q13 What works well in the reservation system? (Check all that apply.)

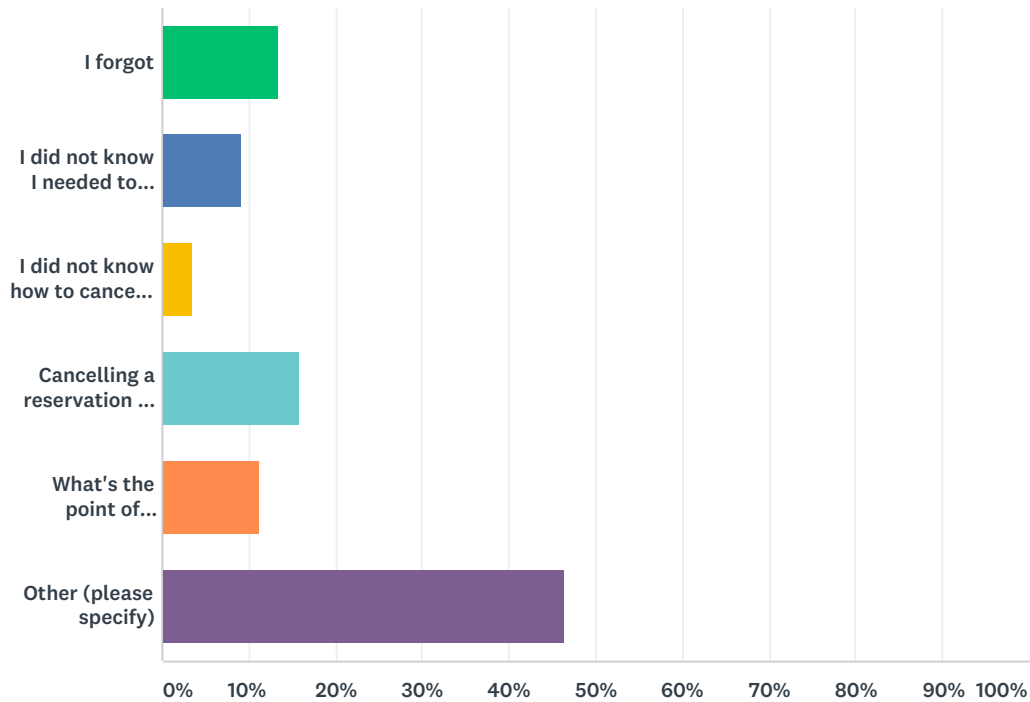
Answered: 397 Skipped: 403



ANSWER CHOICES	RESPONSES	
Setting up an account	52.90%	210
Booking a reservation for one or more trips	28.72%	114
Managing my existing reservations	29.47%	117
Redeeming my reservation at the dock	64.48%	256
Other (please specify)	11.84%	47
Total Respondents: 397		

### Q14 In the past 30 days, if you did not show up for a sailing on which you had a reservation, what was the main reason you did not cancel your reservation for that sailing(s)?

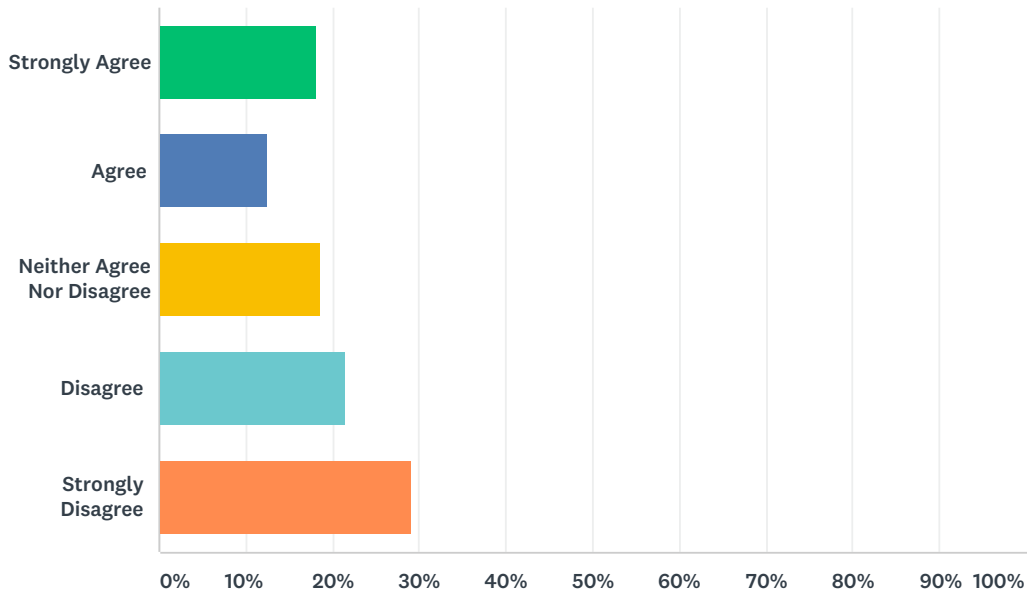
Answered: 388 Skipped: 412



ANSWER CHOICES	RESPONSES	
I forgot	13.40%	52
I did not know I needed to cancel a reservation at least two hours prior to a sailing	9.28%	36
I did not know how to cancel a reservation	3.61%	14
Cancelling a reservation is too complicated	15.98%	62
What's the point of cancelling a reservation?	11.34%	44
Other (please specify)	46.39%	180
<b>TOTAL</b>		<b>388</b>

**Q15 Some have suggested the reservation system should be discontinued in favor of having fast-ferry passengers board first-come, first-served. Do you agree or disagree?**

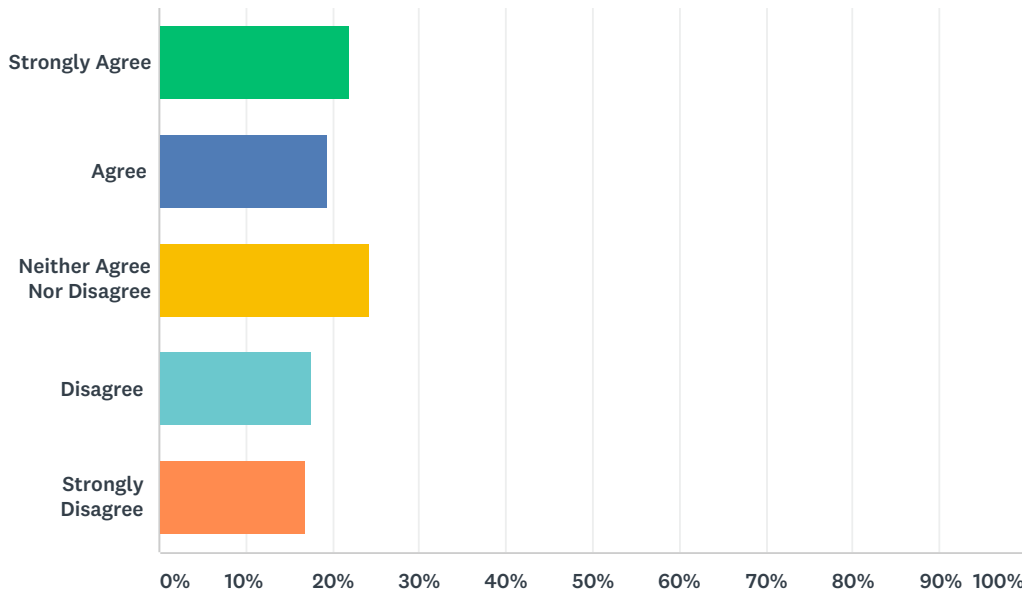
Answered: 754 Skipped: 46



ANSWER CHOICES	RESPONSES	
Strongly Agree	18.17%	137
Agree	12.60%	95
Neither Agree Nor Disagree	18.57%	140
Disagree	21.62%	163
Strongly Disagree	29.05%	219
<b>TOTAL</b>		<b>754</b>

**Q16 In 2019 Kitsap Transit anticipates delivery of two more Rich Passage-class vessels. If Kitsap Transit adds a second boat to the Bremerton/Seattle route (essentially doubling the capacity) should the reservation system be discontinued in favor of having fast-ferry passengers board first-come, first-served?**

Answered: 749 Skipped: 51

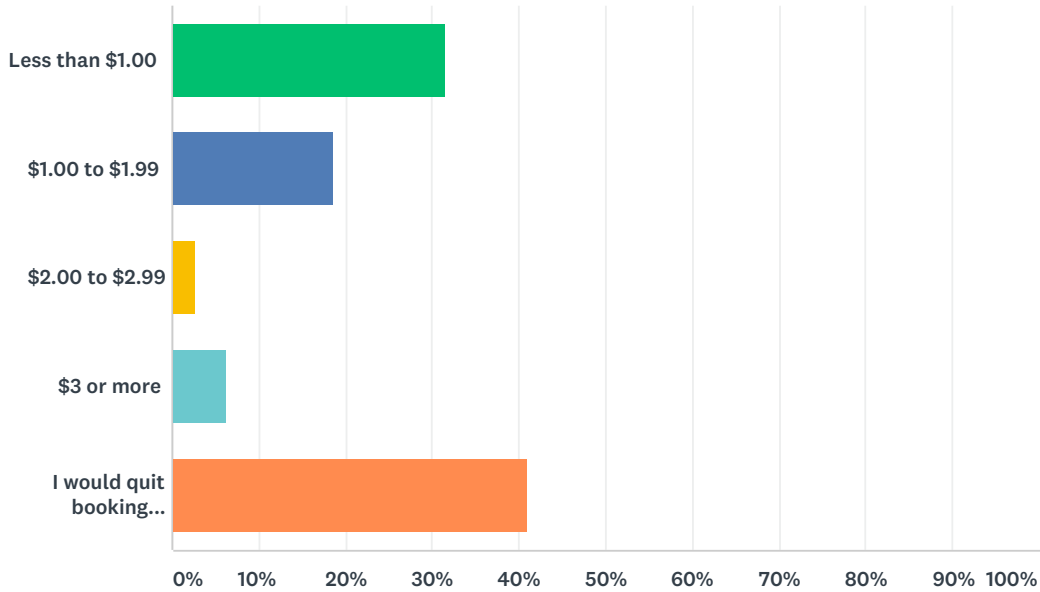


ANSWER CHOICES	RESPONSES	
Strongly Agree	21.90%	164
Agree	19.36%	145
Neither Agree Nor Disagree	24.17%	181
Disagree	17.62%	132
Strongly Disagree	16.96%	127
<b>TOTAL</b>		<b>749</b>



**Q17 Kitsap Transit may charge a convenience fee in the future for fast-ferry reservations. How much would you be willing to pay to reserve a spot on each one-way trip? The fee would be paid by credit card.**

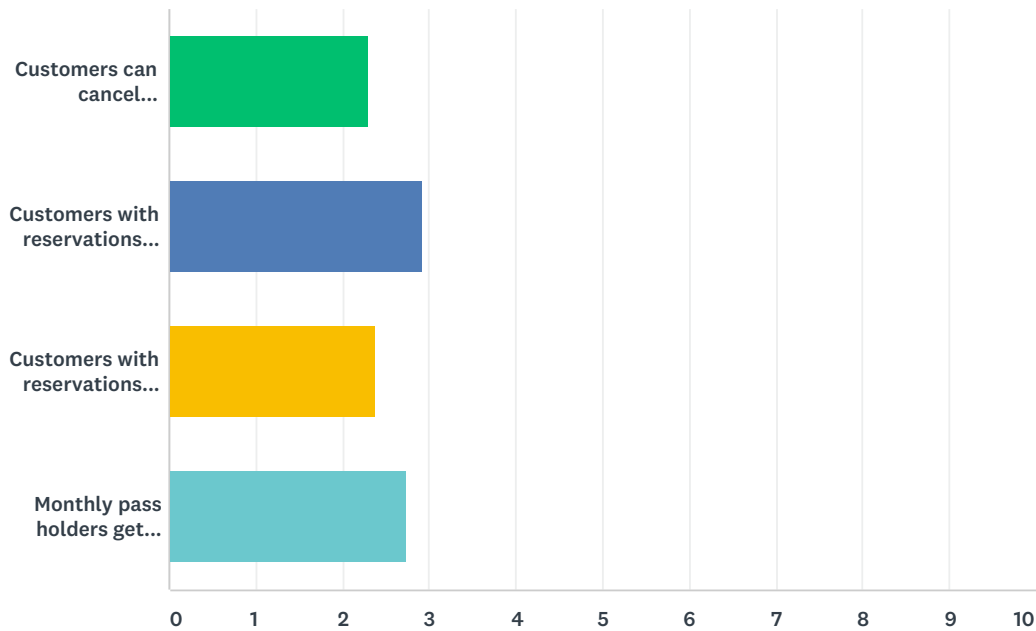
Answered: 754 Skipped: 46



ANSWER CHOICES	RESPONSES	
Less than \$1.00	31.56%	238
\$1.00 to \$1.99	18.57%	140
\$2.00 to \$2.99	2.65%	20
\$3 or more	6.23%	47
I would quit booking reservations and take my chances in the walk-on line	40.98%	309
<b>TOTAL</b>		<b>754</b>

## Q18 Please indicate your level of support for the following changes to the reservation system.

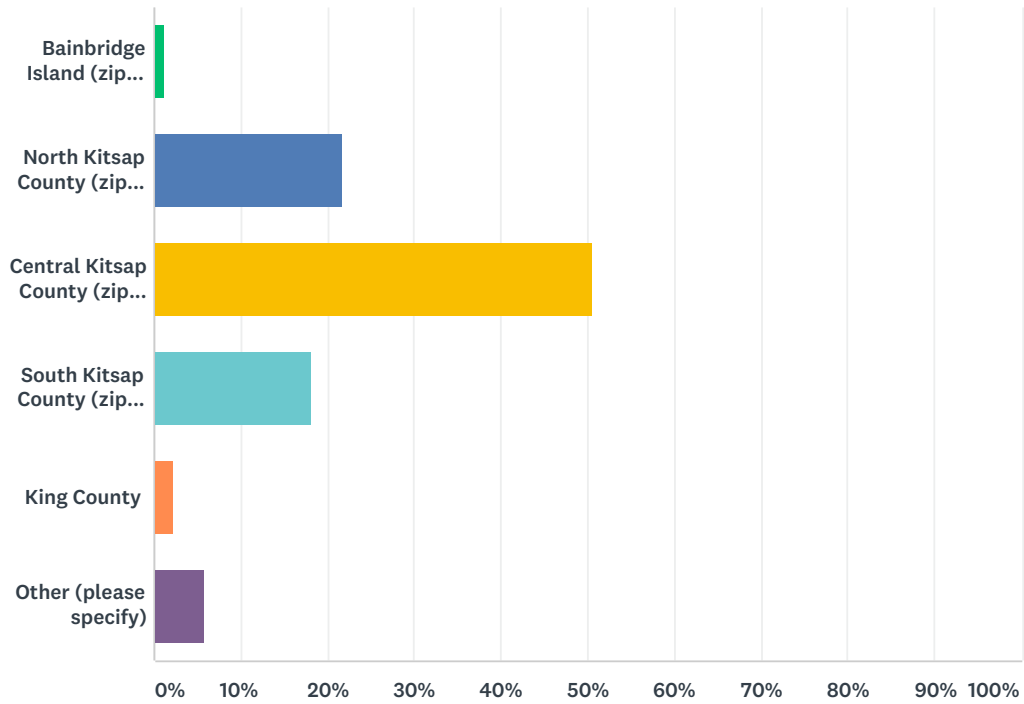
Answered: 752 Skipped: 48



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Customers can cancel reservations less than 2 hours before scheduled sailing time	32.85% 247	30.32% 228	18.22% 137	9.84% 74	8.78% 66	752	2.31
Customers with reservations can check in less than 10 minutes before scheduled sailing time	22.61% 170	20.61% 155	17.02% 128	20.48% 154	19.28% 145	752	2.93
Customers with reservations who fail to show up and redeem their reservation get penalized	32.93% 247	29.33% 220	15.87% 119	10.00% 75	11.87% 89	750	2.39
Monthly pass holders get priority for reservations	27.20% 204	22.27% 167	17.87% 134	13.47% 101	19.20% 144	750	2.75

## Q19 Where do you live?

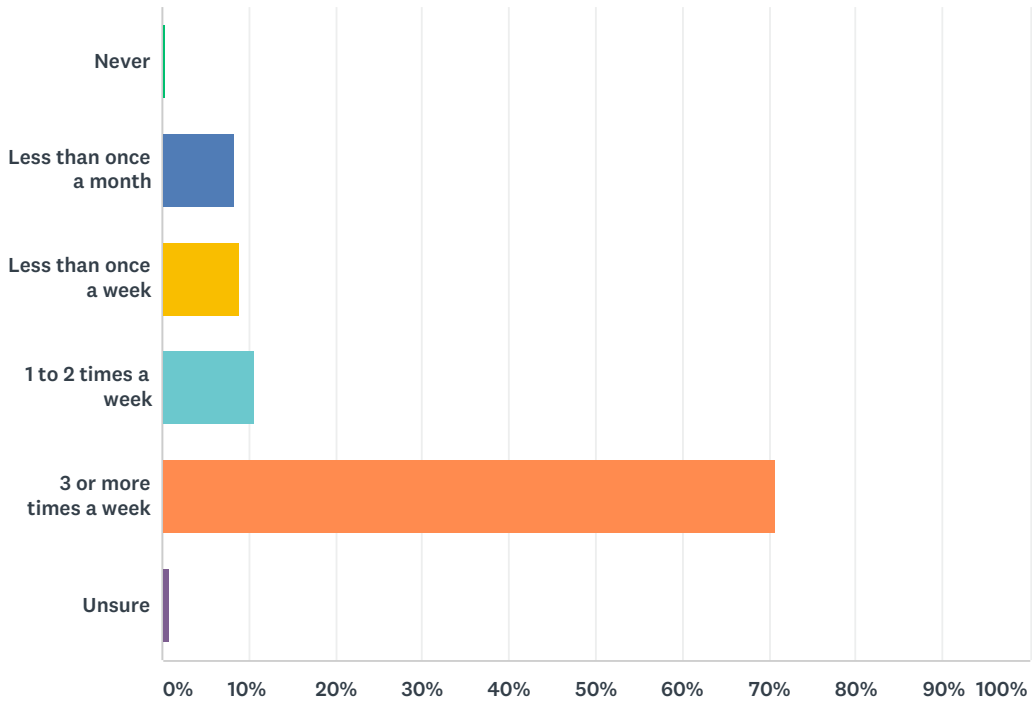
Answered: 752 Skipped: 48



ANSWER CHOICES	RESPONSES	
Bainbridge Island (zip code: 98110)	1.20%	9
North Kitsap County (zip codes: 98061, 98315, 98340, 98342, 98345, 98346, 98364, 98370, 98392)	21.81%	164
Central Kitsap County (zip codes: 98310, 98311, 98312, 98314, 98337, 98380, 98383, 98393)	50.53%	380
South Kitsap County (zip codes: 98322, 98353, 98359, 98366, 98367, 98378, 98384, 98386)	18.22%	137
King County	2.39%	18
Other (please specify)	5.85%	44
<b>TOTAL</b>		<b>752</b>

## Q20 How frequently do you ride ANY ferry across the Puget Sound? Would you say...

Answered: 752 Skipped: 48



ANSWER CHOICES	RESPONSES
Never	0.40% 3
Less than once a month	8.38% 63
Less than once a week	9.04% 68
1 to 2 times a week	10.64% 80
3 or more times a week	70.74% 532
Unsure	0.80% 6
<b>TOTAL</b>	<b>752</b>

**Q21 If you have any further comments or suggestions for improving the fast-ferry reservations system, please share those with us here. Please click the 'DONE' button to complete the survey.**

Answered: 343 Skipped: 457