

San Juan Islands Partnership Group

Wednesday, April 30, 2014 | 11:30 a.m. – 2:10 p.m.*
San Juan Island Yacht Club | 273 Front Street, Friday Harbor

AGENDA

Time	Topic	Lead
11:30 a.m.	Welcome <ul style="list-style-type: none"> • Introductions • Opening Remarks 	George Capacci, WSF
11:45 a.m.	Meeting Overview <ul style="list-style-type: none"> • Review agenda and meeting objectives 	Fauna Larkin, BERK
11:50 a.m.	Budget update <ul style="list-style-type: none"> • 2013-2015 Biennium request • 2015-2017 Biennium request 	Brian Churchwell, WSF
12:00 p.m.	Anacortes Operating Plan <ul style="list-style-type: none"> • Spreading Demand • Reducing the line • Staffing Support • Normal Service Scenarios • Service Disruption Scenarios 	Brian Churchwell, Fauna Larkin
1:55 p.m.	Summary & Next Steps <ul style="list-style-type: none"> • June Meeting <ul style="list-style-type: none"> ○ WAC Changes ○ Tiered Release of Space ○ Friday Harbor and Orcas Operating Plans ○ Communication Plan Update • September Meeting <ul style="list-style-type: none"> ○ Review Remaining Business Policies and Practices ○ Implementation Plan ○ Communication Plan Update 	Fauna Larkin
2:00 p.m.	Public Comments	Fauna Larkin
2:10 p.m.	Meeting adjourned	

Meeting Materials:

- Anacortes Operating Plan
- Summary of Anacortes Operating Scenarios (not included in email packet)

* Coincides with sailing schedule; **Departure** - 9:30am from Anacortes or interisland sailing (depart Lopez 9:55am, Shaw 10:15am, Orcas 10:35am) **Return** – 4:15pm to Anacortes or interisland sailing departing Friday Harbor at 2:20pm

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Anacortes Operating Assumptions

Operating Concerns

- Reservations won't work at Anacortes without adequate personnel, infrastructure, and communication.
 - Individuals with reservations will not be able to get to the toll booths in time for their reservation because the lines of customers will be too long.

Desired Line Length

Lines must be less than 30 minutes for reservations to work at Anacortes Terminal.

- The arrival window for customers with reservations is 30-90 minutes in advance of their reserved sailing.
 - While WSF staff will do their best to accommodate customers who arrive less than 30 minutes before a sailing, at high-volume travel times those customers may not get on their reserved sailing.
- As long as the wait to get to the tollbooth at any given time is less than 30 minutes customers will not miss their reserved sailing.

Spreading Demand

Reservations will help reduce the length of the line by spreading demand.

- Assumptions:
 - On average, across an entire day, 65% of customers departing Anacortes will have reservations.
 - On high-volume sailings, such as Friday afternoon departures, 85-95% of customers may have reservations.
 - Other sailings that same day, less than 50% of customers may have reservations.
- Without reservations, during high-volume travel times, customers arrive at Anacortes at the times that are most convenient for them, knowing that they will get on a sailing eventually and resigned to waiting in line.
- With reservations, during high volume travel times, customers who could not get a reservation for a sailing because the sailing was full, will make a reservation for a different sailing rather than trying to travel stand-by on their preferred sailing.
 - With the reservations, the line will be shorter in high-volume travel times than it is currently because most customers arriving for a sailing will have a reserved space for that sailing.
 - The reservation system won't work unless customers can see and understand that a sailing is full (meaning no reservations are available and stand-by space is limited) and choose to make a reservation for a different sailing or not to travel at all.

Reservation System Needs

The reservation system will only work at Anacortes Terminal if the lines are shorter even during high-volume travel times. The following communication tools are essential for spreading demand and reducing the lines at the Anacortes Terminal:

- ***A robust communication and marketing campaign that strongly discourages customers from arriving at the tollbooth without a reservation during high-volume travel times***
- ***Allowing up to 95% of a sailing to be reserved is essential so that customers can see when a sailing is full, understand that only 5% of the vessel is unreserved, and choose to travel on a different sailing rather than risking being one of the 5% who make it on as a “stand-by” vehicle.***

Staffing the 4th Tollbooth

Increased staffing at the tollbooth will help reduce the length of the line by increasing the number of customers that can be processed within a given time frame.

Assumptions:

- Reservations increases processing time at the tollbooth by an average of 20 seconds per transaction.
- Checking passports at the tollbooth for sailings to Sidney is impacting processing times significantly.
- Allowing customers to make a reservation for the next available sailing at the tollbooth will add 60-90 seconds to processing times.

The 4th tollbooth at Anacortes will need to be staffed more during high-volume travel times.

- Another tollbooth will allow more customers to be processed in the same amount of time, decreasing the line at the terminal.
- The exact times and additional hours needed is still being analyzed.

Reservation System Needs

The reservation system will only work at Anacortes Terminal if the lines are shorter even during high-volume travel times. The following personnel increase is essential to reducing the line at Anacortes Terminal:

- ***An increased operations budget that supports staffing the 4th tollbooth at Anacortes during times yet to be determined is essential for a successful reservation system.***

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Analysis Underlying Anacortes Operating Assumptions

Proportion of Anacortes Customers Who Will Travel with Reservations

Reservations will help reduce the length of the line by spreading demand.

Assumptions

- On average, across an entire day, 65% of customers departing Anacortes will have reservations.
- On high-volume sailings, such as Friday afternoon departures, 80% of customers may have reservations.
- Other sailings that same day, less than 50% of customers may have reservations.

Analysis

1. Analyze proportion of reservations made on the Port Townsend-Coupeville (PT/CV) route.
 - Vehicles with reservations made up 49% of total vehicle travel on the PT/CV route in 2013.
 - 2014 winter schedule data shows a 10% increase in average reservations from 45% in 2013 to 55% winter 2014.
 - Assume this trend will continue for all of 2014.
 - Estimate on average, 55% of customers will travel with reservations on PT/CV route.
2. Analyze proportion of reservations made on the International route.
 - Vehicles with reservations made up more than 90% of total vehicle travel on the International route in 2013.
 - Identifying the exact percentage is tricky because of the vessel stop made at Friday Harbor. It is at least 90%, probably closer to 95%.
3. Project Anacortes-San Juan Island (ANA/SJI) proportions based on known Port Townsend-Coupeville and International routes data.
 - Reason that, on average, a higher percentage customers will make reservations to travel on the ANA/SJI route than PT/CV route because:
 - More tourists travel the ANA/SJI route than travel the PT/CV route and tourists are more likely to make reservations.
 - There are fewer sailings and no other route options to destinations on the ANA/SJI route, travelers will be more likely to desire certainty of traveling on a specific sailing.
 - Reason that, on average, a smaller percentage customers will make reservations to travel on the ANA/SJI route than the international route because:
 - Fewer tourists travel the ANA/SJI route than travel the international route.

- There are more to destinations on the ANA/SJI route than international route.
- Average PT/CV reservation rate with the International route reservation rate. $(55\% + 90\%)/2 = 73\%$. Round down to 65% to be conservative.

Staffing the 4th Tollbooth

Increased staffing at the tollbooth will help reduce the length of the line by increasing the number of customers that can be processed within a given time frame.

Assumptions

- Reservations increases processing time at the tollbooth by an average of 20 seconds per transaction.
- Checking passports at the tollbooth for sailings to Sidney is impacting processing times significantly.
- Allowing customers to make a reservation for the next available sailing at the tollbooth will add 60-90 seconds to processing times.
- The 4th tollbooth at Anacortes will need to be staffed more during high-volume travel times.

Analysis

WSF is currently assessing the tollbooth staffing needs with reservations by looking at the following factors:

- Average summer traffic volumes.
- Average reservation arrival window
- Approximate number of vehicles arriving each half hour
- Transaction time with a reservation

Below is a description of the analysis process, including the data that were presented to the Partnership in June 2013. The data is currently being updated and additional factors being analyzed.

1. Identify traffic volumes at the Anacortes Terminal prior to reservations to create a high-volume scenario.

Table 1: Traffic Statistics from the Week of August 24, 2012
(not all sailings shown)

Sailing Time	9:35	10:20	11:55	12:35	14:00	14:50	15:50	16:45
Destination	L	Sh, O	F	L, O	F	Si	Sh, O	F
Capacity	124	144	144	144	144	124	144	144
Drive Up:								
Regular Vehicles	79	178	159	211	158	88	120	101
Tall Vehicles	8	14	18	9	(1)	11	15	8
Total Vehicles	87	192	177	220	157	99	135	109

2. Identify the average arrival window of our existing vehicle reservations.

Table 2: All Domestic Reservations Redeemed On-Site June 2012 Through February 2013

Arrival Category	Total	Total %
Early Arrival: >120 mins	5,990	6%
Early Arrival: 90-120 mins	4,438	4%
On Time: 60-90 mins	9,732	9%
On Time: 30-60 mins	40,925	39%
Late Arrival: Less than 30 minutes prior to sailing departure	40,808	39%
Missed Sailing: 0-30 mins	1,719	2%
Missed Sailing: >30 mins	1,925	2%
Total	105,537	100%

3. Identify average transaction time at the tollbooth. The average transaction time with reservations was increased 28 seconds over our current transaction time without a reservation. (Currently the variance is only 20 seconds.)

35 secs Average transaction time without a reservation
63 secs Average transaction time with a reservation
 28 secs Average transaction time increase with a reservation

Assume that on average 80% of travelers on high-volume traffic days will have a reservation and 20% will not have a reservation to calculate the average tollbooth transaction time.

$$(35 \text{ secs} \times 20\%) + (63 \text{ secs} \times 80\%) = 57 \text{ secs average transaction time}$$

- Project reservations arrivals by sorting the high volume traffic scenarios identified in step one with the average arrival patterns identified in step two

Table 3: Projected Arrivals

(Not all sailings shown)

Sailing Time	9:35	10:20	11:55	12:35	14:00	14:50	16:00	16:45	Total
Destination	L	Sh, O	F	L, O	F	Si	Sh, O	F	
Total Vehicles	87	192	177	220	157	99	135	109	
9:01 - 9:30	34	18							54
9:31 - 10:00	34	74	10						121
10:01 - 10:30	1	74	7						83
10:31 - 11:00	2	3	16	12					34
11:01 - 11:30		4	69	9					81
11:31 - 12:00			68	20	9				98
12:01 - 12:30			3	85	7				95
12:31 - 13:00			3	85	14	8			110
13:01 - 13:30				4	61	21			86
13:31 - 14:00				4	61	37	8		110
14:01 - 14:30					3	27	6		35
14:31 - 15:00					3	5	12	6	27
15:01 - 15:30						0	52	5	67
15:31 - 16:00						0	52	10	70
16:01 - 16:30							2	42	60
Total Vehicles	87	192	177	220	157	99	135	109	

- Initial estimates project that on high-volume traffic days, more than 90 customers will arrive between 9:30 and 10:00 am, 11:30 and 13:00, and 13:30 and 14:00.

- Calculate the number of customers tollbooth staff will be able to process in 30 minutes.

1800 secs Number of seconds in a 30 minute period

/ 57 secs Average transaction time with a reservation

31 customers with reservation processed per tollbooth every 30 minutes.

- Project the number of sellers needed throughout the day during a high-volume scenario by dividing customer arrivals projected in step 4 and the number of customers processed per seller in a 30 minute period.

Table 4: Projected Seller Needs

Number of customers with reservations projected to arrive in a 30 minute period	Number of sellers needed to process customers through the toll booth in 30 minutes or less
0-31 customers	1 seller needed
32-62 customers	2 sellers needed
63-93 customers	3 sellers needed
94-124 customers	4 sellers needed

7. Estimate additional sellers needed*

Sailing	Vehicle Total	Sellers Needed	Normal Summer Schedule
9:01 - 9:30	54	2	3
9:31 - 10:00	121	4	3
10:01 - 10:30	83	3	3
10:31 - 11:00	34	2	3
11:01 - 11:30	81	3	3
11:31 - 12:00	98	4	3
12:01 - 12:30	95	4	3
12:31 - 13:00	110	4	3
13:01 - 13:30	86	3	3
13:31 - 14:00	110	4	3
14:01 - 14:30	35	2	3

*These are initial estimates based on 2012 data and previous analytic process. Additional analytic steps being considered include:

- Account for some spreading of demand, which would mean increasing the number of customers projected to travel on the less full sailings in the high-volume scenario.
- Account for delay caused by customers traveling internationally, which would mean increasing processing time for customers who need customs documents checked.
- Account for changes in arrival window during holiday traffic periods, which would mean requiring reservation holders to arrive 45 minutes or even an hour prior to their reserved sailing when traffic volume is at its heaviest.

ANACORTES TERMINAL TO SAN JUAN ISLAND DESTINATIONS NORMAL OPERATING SCENARIOS, 4/30/2014



SCENARIO 1

Reservation holder arrives for their reserved sailing within the proper arrival window (30-90 minutes in advance of their scheduled departure).



Home

- Reservation made online or over the phone.
- Confirmation emailed with reservation barcode and reminder.
- Reservation reminder sent prior day via email and/or text with:
 - Reservation information
 - Arrival window

Save A Spot

- Stopped allowing unlimited changes or cancelations to reservations for the sailing at 5:00 pm on the day prior to the sailing.
- Stopped accepting new reservations or changes for the sailing 3 hours prior to scheduled departure.

Communications

- Highway Advisory Radio provides terminal conditions and recommends reservations.



Tollbooth

Reservation holder:

- Provides barcode, last name, or confirmation number.

Seller:

- Collects vehicle/driver fare plus any passenger fares and redeems reservation.
- Issues receipt with:
 - Entitled designation
 - Sailing Date/Time
 - Destination

System will automatically calculate the amount of space deducted from the current sailing based on vehicle fare.

Staging Booth

- Reservation holders provide receipt from tollbooth.
- Automatically measure vehicle length and height.
- Employee identifies staging lane on computer.
- System will associate vehicle with lane chosen by employee and deduct vehicle length and height from both vessel and lane capacity.
- Tollbooth will communicate staging lane when Staging Booth is not occupied.

Holding Area

- Vehicle staged in entitled lanes for the current sailing.

BUSINESS RULES

- Reservations can be made up to three hours in advance of sailing, as long as space is available.
- Unlimited cancelations and changes are allowed before 5:00 pm of the day prior to sailing.
- One change is allowed after 5:00 pm of the day prior to sailing, as long as it is 3 hours in advance of the reserved sailing.
- For domestic departures, reservation holders should get to the terminal 30-90 minutes in advance of the reserved sailing.

ANACORTES TERMINAL TO SAN JUAN ISLAND DESTINATIONS NORMAL OPERATING SCENARIOS, 4/30/2014



SCENARIO 2a

Reservation holder arrives outside of the proper arrival window; may be at an earlier or later sailing than the one reserved, or may have arrived late for the one reserved but prior to its departure. Space is available on current sailing being staged.



Home

- Reservation made online or over the phone.
- Confirmation emailed with reservation barcode and reminder.
- Reservation reminder sent prior day via email and/or text with:
 - Reservation information
 - Arrival window

Save A Spot

- Stopped allowing unlimited changes or cancellations to reservations for the sailing at 5:00 pm on the day prior to the sailing.
- Stopped accepting new reservations or changes for the sailing 3 hours prior to scheduled departure.

Communications

- Highway Advisory Radio provides terminal conditions and recommends reservations.

Tollbooth

Reservation holder:

- Provides barcode, last name, or confirmation number.

Seller:

- Identifies that space is available on the current sailing.
- Collects vehicle/driver plus any passenger fares and redeems reservation as "stand-by."
- Issue receipt with:
 - Entitled designation,
 - Sailing Date/Time,
 - Destination.

System will automatically calculate the amount of space deducted from the current sailing based on vehicle fare.

Staging Booth

- Customer provides receipt from tollbooth.
- Automatically measure vehicle length and height.
- Employee identifies staging lane on computer.
- System will associate vehicle with lane chosen by employee and deduct vehicle length and height from both vessel and lane capacity
- Tollbooth will communicate staging lane when Staging Booth is not occupied.

Holding Area

- Vehicle staged in entitled lanes for the current sailing.

BUSINESS RULES

- Same as Scenario 1 above.
- Reservation holders that travel on the same day from the same terminal but different sailing than their reservation will be designated as having traveled that day and will not be charged a no-show fee.

ANACORTES TERMINAL TO SAN JUAN ISLAND DESTINATIONS NORMAL OPERATING SCENARIOS, 4/30/2014



SCENARIO 2b

Reservation holder arrives outside of the proper arrival window; may be earlier or later sailing than the one reserved, or arrived late for the one reserved but prior to its departure.

Space is not available on current sailing being staged.



Home

- Reservation made online or over the phone.
- Confirmation emailed with reservation barcode and reminder.
- Reservation reminder sent prior day via email and/or text with:
 - Reservation information
 - Arrival window

Save A Spot

- Stopped allowing unlimited changes or cancellations to reservations for the sailing at 5:00 pm on the day prior to the sailing.
- Stopped accepting new reservations or changes for the sailing 3 hours prior to scheduled departure.

Communications

- Highway Advisory Radio provides terminal conditions and recommends reservations.

BUSINESS RULES

- Same as Scenario 1 above.
- Reservation holders that arrive too early or too late for their reservation when the current sailing being staged is full, may not “change” their reservation at the tollbooth.
 - They can travel stand-by and not be charged the no-show fee; *or*
 - They can make a new reservation at the tollbooth and be charged a no-show fee for their previous reservation
 - If reserved sailing is greater than 3 hours away, then customer can call Customer Service to make one free change.
- Reservation holders that travel on the same day from the same terminal but different sailing than their reservation will be designated as having traveled that day and will not be charged a no-show fee.
- Drive-up customers are processed on first come, first serve basis until drive-up lane is full.



Tollbooth

Reservation holder:

- Provides barcode, last name, or confirmation number.

Seller:

- Identifies that current sailing is full but space on a later sailing is available.
- Offers the customer three choices:
 - Travel stand-by.
 - Make a reservation for next available sailing (or return later for reserved sailing, if customer arrived too early).
 - Turn-out to make own travel decisions.

If customer chooses to travel stand-by:

- Collects vehicle/driver plus any passenger fares and seller redeems reservation as “stand-by.”
- Issue receipt with:
 - Stand-by designation,
 - Destination.

If customer chooses to reserve later sailing:

- Seller will make the reservation for the later sailing available and customer will turn-out.

Staging Booth

If customer chooses to travel stand-by:

- Customer provides receipt from tollbooth.
- Automatically measure vehicle length and height.
- Employee identifies staging lane on computer.
- System will associate vehicle with lane chosen by employee.
- Tollbooth will communicate staging lane when Staging Booth is not occupied.

Holding Area

- Vehicle staged in stand-by lane.

ANACORTES TERMINAL TO SAN JUAN ISLAND DESTINATIONS NORMAL OPERATING SCENARIOS, 4/30/2014



SCENARIO 3a

Drive up customer without reservation.
Space is available on current sailing being staged.



Home

- No reservation made.
- May have checked the Best Times to Travel tool on Anacortes-San Juan Islands Route WSF webpage.

Save A Spot

- Stopped allowing unlimited changes or cancelations to reservations for the sailing at 5:00 pm on the day prior to the sailing.
- Stopped accepting new reservations or changes for the sailing 3 hours prior to scheduled departure.

Communications

- Highway Advisory Radio provides terminal conditions and recommends reservations.

Tollbooth

Seller:

- Identifies that space is available on the current sailing
- Collects vehicle/driver plus any passenger fares
- Issue receipt with:
 - Entitled designation,
 - Destination
- System will automatically calculate the amount of space deducted from the current sailing based on vehicle fare.

Staging Booth

- Customer provides receipt from tollbooth.
- Automatically measure vehicle length and height.
- Employee identifies staging lane on computer.
- System will associate vehicle with lane chosen by employee and deduct vehicle length and height from both vessel and lane capacity.
- Tollbooth will communicate staging lane when Staging Booth is not occupied.

Holding Area

- Vehicle staged in entitled lanes for the current sailing.

BUSINESS RULES

- Drive-up customers are processed a first-come first-served basis and staged in the "entitled" loading lanes for current sailing until up until drive-up customers and reserved customers total 95% of vessel capacity, at which point they are allowed to make a reservation for the next available sailing at the tollbooth, travel "stand-by," or turn-out to make alternate travel plans.
- Drive-up customers may choose to travel stand-by until the stand-by lane is full.

SCENARIO 3b

Drive up customer without reservation.
Space is not available on current sailing being staged.



Home

- No reservation made.
- May have checked the Best Times to Travel tool on Anacortes-San Juan Islands Route WSF webpage.

Save A Spot

- Stopped allowing unlimited changes or cancelations to reservations for the sailing at 5:00 pm on the day prior to the sailing.
- Stopped accepting new reservations or changes for the sailing 3 hours prior to scheduled departure.

Communications

- Highway Advisory Radio provides terminal conditions and recommends reservations.



Tollbooth

- Identifies that current sailing is full but space on later sailings are available.
- Offers the customer three choices:
 - Travel stand-by.
 - Make a reservation for next available sailing.
 - Turn-out to make own travel decisions.

If customer chooses to travel stand-by:

- Collects vehicle/driver plus any passenger fares.
- Issue receipt with:
 - Stand-by designation,
 - Destination.

If customer chooses to reserve later sailing:

- Seller will make the reservation for the later sailing available and customer will turn-out.

Staging Booth

If customer choses to travel stand-by:

- Customer provides receipt from tollbooth.
- Automatically measure vehicle length and height.
- Employee identifies staging lane on computer.
- System will associate vehicle with lane chosen by employee.
- Tollbooth will communicate staging lane when Staging Booth is not occupied.

Holding Area

- Vehicle staged in stand-by lane.

BUSINESS RULES

- Drive-up customers are processed a first-come first-served basis and staged in the “entitled” loading lanes for current sailing until up until drive-up customers and reserved customers total 95% of vessel capacity, at which point they are allowed to make a reservation for the next available sailing at the tollbooth, travel “stand-by,” or turn-out to make alternate travel plans.
- Drive-up customers may choose to travel stand-by until the stand-by lane is full.

ANACORTES TERMINAL TO SAN JUAN ISLAND DESTINATIONS SERVICE DISRUPTION OPERATING OPTIONS, 4/30/2014

OPTION 1

In the event of a service disruption all travelers are considered “drive-up,” for the duration of the service disruption.



Home

- Alerts via email, texts and WSF website announcing sailing cancelations and rescheduling of westbound and eastbound trips for the remaining day. These alerts include the following instructions:
 - All reservations for the Anacortes-San Juan Islands canceled for the remaining day.
 - Reservation holders for Anacortes-San Juan Islands who decide to travel will be served on a first come, first serve basis.

Save A Spot

- Cancels all reservations for the remaining day on all Anacortes-San Juan Islands sailings.
- Does not allow any new reservations for the remaining day on all Anacortes-San Juan Islands sailings.
- Reservation rules relaxed, changes and cancelations are permitted and no-show fees are suspended for the remaining day on all Anacortes-San Juan Islands sailings.

Communications

- Alerts from HAR announcing sailing cancelations and rescheduling of westbound and eastbound trips to for the remaining day. These alerts include the following instructions:
 - All reservations for the Anacortes-San Juan Islands canceled for the remaining day.
 - Reservation holders for Anacortes-San Juan Islands who decide to travel will be served on a first come, first serve basis.

Tollbooth

Reservation holder:

- Provides barcode, last name, or confirmation number.

Seller:

- Collects vehicle/driver plus any passenger fares and because of service disruption designates reservation as “Stand-by”
- Issues receipt with:
 - Stand-by designation,
 - Destination.

Staging Booth

- Customer provides receipt from tollbooth.
- Employee identifies appropriate drive-up lane
- Tollbooth will communicate staging lane when Staging Booth is not occupied.

Holding Area

- Regular PA announcements and staff communication regarding sailing cancellation and options for travelers.
- Prioritize getting all vehicles already staged on the dock to their destinations.
- Customers on the dock who choose to leave the terminal will receive a refund.
- Newly arriving vehicles staged for the appropriate destination based on first-come, first-serve staging system.

BUSINESS RULES

- No reservations honored, all customers are considered “drive-up” for all San Juan Island destination sailings departing that day.
- Drive-up customers are processed on first come, first serve basis.
- Customers on the dock may leave and receive a refund and customers with reservations who choose to leave will not be charged a no-show fee.
- Customers with reservations for that sailing or later sailings on the Anacortes-San Juan Island route who do not show up for their reserved travel will not be charged a no-show fee.

ANACORTES TERMINAL TO SAN JUAN ISLAND DESTINATIONS SERVICE DISRUPTION OPERATING OPTIONS, 4/30/2014



OPTION 2

In the event of a service disruption, prioritize serving travelers with reservations.



Home

- Alerts via email, texts and WSF website announcing sailing cancellations and rescheduling of westbound and eastbound trips for the remaining day. These alerts include the following instructions:
 - Reservation rules have been relaxed for the remainder of the day.
 - Changes and cancellations are permitted.
 - No charge for a no-show fee if you choose not to travel today.
 - Reservation holders prioritized for upcoming sailings. Drive-up customers prioritized after reservation holders.

Save A Spot

- Does not allow any new reservations for the remaining day on all Anacortes-San Juan Islands sailings.
- Reservation rules relaxed, changes and cancellations are permitted and no-show fees are suspended for the remaining day on all Anacortes-San Juan Islands sailings.

Communications

- Alerts from HAR announcing sailing cancellations and rescheduling of westbound and eastbound trips to for the remaining day. These alerts include the following instructions:
 - Reservation rules have been relaxed for the remainder of the day.
 - Changes and cancellations are permitted.
 - No charge for a no-show fee if you choose not to travel today.
 - Reservation holders prioritized for upcoming sailings. Drive-up customers prioritized after reservation holders.

Tollbooth

Reservation holder:

- Provides barcode, last name, or confirmation number.
- Seller:
- Communicates that the reservation holder may be traveling on a later sailing than they reserved, and they are allowed to cancel and will not be charged a no-show fee if they travel on a different date.
 - Collects vehicle/driver plus any passenger fares and because of service disruption reservation is redeemed even if the reservation is not for the current sailing.
 - Receipt provided with destination and "entitled" designation.

Staging Booth

- Customer provides receipt from tollbooth.
- Employee identifies appropriate lane
 - If "reserved," the customer is assigned to the entitled lane for their destination
 - If "drive-up," the customer is assigned to the "stand-by lane" for their destination.
- Tollbooth will communicate staging lane when Staging Booth is not occupied.

Holding Area

- Regular PA announcements and staff communication regarding sailing cancellation and options for travelers.
- Prioritize getting all vehicles already staged on the dock to their destinations.
- Customers on the dock who choose to leave the terminal will receive a refund.
- Newly arriving reserved vehicles staged on first-come, first-serve basis in the entitled lanes.
- Newly arriving drive-up vehicles staged in a "stand-by lane" and loaded after reservation holders.

Business Rules

- Customers with reservations for a sailing that day on the Anacortes-San Juan Island route may arrive at any time, for any sailing on that route.
- Customers on the dock may leave and receive a refund, customers with reservations who choose to leave will not be charged a no-show fee.
- Customers with reservations for that sailing or later sailings on the Anacortes-San Juan Island route who do not show up for their reserved travel will not be charged a no-show fee.

SAN JUAN ISLANDS PARTNERSHIP GROUP Reservations and Service Disruptions February 12, 2014

Service Disruption: Any unplanned event (mechanical, weather-related, or otherwise) that causes a scheduled sailing to be canceled.

Frequency of Cancelled Sailings: July 2009 – December 2013



July 2009 – December 2013		
San Juan Domestic Trips	Total	Percentage
Scheduled	122,414	100.0%
Canceled	570	0.5%
Make-Up	206	0.2%
Actual (Net)	122,050	99.7%
International Route Trips	Total	Percentage
Scheduled	3702	100.0%
Canceled	5	0.1%
Make-Up	1	0.0%
Actual (Net)	3698	99.9%

Oct - Dec 2011		
San Juan Domestic Trips	Total	Percentage
Scheduled	6742	100.0%
Canceled	82	1.2%
Make-Up	42	0.6%
Actual (Net)	6702	99.4%

Causes of 570 SJI Domestic Cancelled Sailings: July 2009 – December 2013

July 2009 – December 2013	
Of 570 San Juan Domestic Cxls	
Weather	3%
Vessel maintenance	63%
Emergency	2%
Crewing	7%
Collateral cxls*	25%

*Collateral cancellations = other vessels are cxd from their schedule to either cover departures of the out-of-service vessel or provide unscheduled service.

Key Principles:

1) **Communicate early and often.**

Via WSF website, email/text alerts to WSF subscribers, email/ text messaging to reservation holders, Highway Advisory Radio, Terminal Advisory Radio.

2) **Stop accepting new reservations.**

Block new reservations for the route (online & onsite) for the remainder of the operational day.

3) **Relax rules and no penalties.**

Waive No-show penalties for the route for the remainder of the operational day.