

## San Juan Islands Partnership Group

**Wednesday, May 28, 2014 | 11:30 a.m. – 4:00 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"> <li>Opening Remarks</li> <li>Introductions</li> </ul>	George Capacci, WSF
11:40 a.m.	Meeting Overview <ul style="list-style-type: none"> <li>Review agenda and meeting objectives</li> </ul>	Fauna Larkin, Facilitator (BERK)
11:50 a.m.	Breakout groups – Friday Harbor and Orcas <ul style="list-style-type: none"> <li>Normal service operating plan</li> </ul>	Brian Churchwell, WSF Fauna Larkin
12:50 p.m.	Break (10 min)	
1:00 p.m.	Friday Harbor and Orcas Island Operating Plan Report-Out	Brian Churchwell Fauna Larkin
1:15	Service Disruption Conversation (Part 1) <ul style="list-style-type: none"> <li>What is a Service Disruption</li> <li>Anacortes Disrupted Service Operating Plan</li> </ul>	Fauna Larkin
2:15 p.m.	Breakout groups – Friday Harbor and Orcas (Part 2) <ul style="list-style-type: none"> <li>Disrupted service operating plan</li> </ul>	Brian Churchwell Fauna Larkin
3:15 p.m.	Friday Harbor and Orcas Island Service Disruption plan Report-Out	
3:30 p.m.	Summary & Next Steps <ul style="list-style-type: none"> <li>June meeting</li> </ul>	Fauna Larkin
3:45 p.m.	Public Comments	Fauna Larkin
4:00 p.m.	Meeting adjourned	

#### Meeting Materials:

- Service Disruption Discussion Guide and Handout (as reviewed at Mtg #8 on February 12, 2014)
- Anacortes Operating Plan and Graphic Scenarios (as reviewed at Mtg #9 on April 30, 2014)
- Friday Harbor Operating Plan and Graphic Scenarios
- Orcas Island Operating Plan and Graphic Scenarios

\* 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 5:45pm

**For more information, please contact:**  
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marta.coursey@wsdot.wa.gov

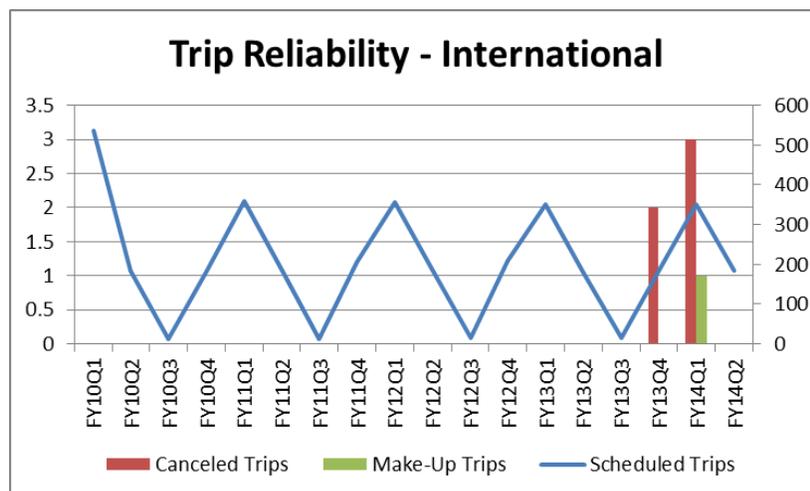
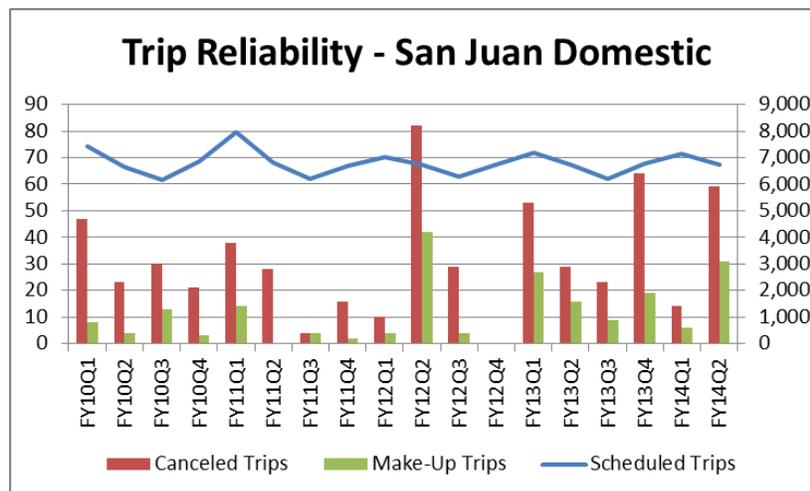
## SAN JUAN ISLANDS PARTNERSHIP GROUP

### Reservations and Service Disruptions

### Summary Discussion Guide

“Service Disruptions” refer to any unplanned event (mechanical, weather-related, or otherwise) that causes a scheduled sailing to be canceled. They **do not include tidal cancelations**, which are known well in advance. When service is disrupted, vessel staff makes the cancellation decision and communicates that to the Operations Center in Seattle. The Ops Center advises Customer Service who engage the various communication tools to advise the public. WSF recognizes that service disruptions make it difficult for customers to plan their travel. With a reservation system, they pose additional operating challenges.

As a starting point, it is useful to consider the expected frequency of service disruptions to put the challenges into an overall service context. The charts below present the historic trip reliability rates for the San Juan Domestic and International routes by quarter since July 2010. Overall, the San Juan domestic route completed 99.5% of trips over this period and the International Route 99.9%.



Service disruptions on the Anacortes – San Juan Islands routes are almost never weather related and almost always limited to one vessel. A service disruption on the Ana-SJI routes usually means reduced service and delays, but some service continues. Service is customized to best utilize the remaining vessels to meet the needs of the arriving traffic. It is important to note that a service disruption is defined as an interruption in service that results in **sailing cancelations**. A sailing delay alone does not constitute a service disruption from the point of view of reservations.

The organization has determined schedule complexity combined with the potential for customer and staff confusion make varying the reservable portion of vessels to mitigate service disruptions ineffective. This includes variations by time of day, day of week, special event, holiday or time of year (any variations). In the event of a service disruption on a route with reservations, the operational response is guided by the following key principles:

- 1) **Communicate early and often.** Messaging about the delay/cancelation will be sent as soon as possible via all appropriate means of communication including WSF website, email alerts, text messaging, Highway Advisory Radio, and Terminal Advisory Radio. Information will be updated frequently to help manage traffic arriving at the terminal.
- 2) **Stop accepting new reservations.** WSF will typically stop allowing any new reservations from being made by customers for that route, for that operational day.
- 3) **Relax rules and no penalties.** During a service disruption, reservation rules will be relaxed and no-show penalties waived. Customers will not be held to the normal terms of agreement for their reservations for the balance of the day after a service disruption.

The following proposed policies represent an effort to minimize implications of disruptions on customers and set out the operational response to manage the traffic at the tollbooth in these circumstances.

## WSF Communications

- Customer Service messages information as soon as possible via all appropriate means of communication (email, text, WSF website, Highway & Terminal Advisory Radios and Highway & Terminal Variable Message Signs):
  - An immediate alert is sent advising customers of the disruption and noting the impacted sailings. This is expedited even if the plan forward is not yet known.
  - Website Terminal Conditions available space function is blocked. System automatically populates the most recent alert.
  - The prognosis forward (duration of disruption, sailings impacted, customer options) and what is known/unknown is communicated as soon as possible.
  - If the prognosis is unknown, that is communicated.
  - Updates are provided regularly until service returns to normal.
- Terminal Staff advises customers staged on the lot and queued outside the tollbooths. Updates are provided regularly until service returns to normal.
- Terminal and Vessel Staff communicates with Customer Service staff, re-assesses and updates plan as needed.

- Customer Service blocks new reservation bookings and relaxes the no show rules for the remainder of the operational day for both travel directions on the route(s) affected. Due to the interconnected nature of the service in the San Juan Islands, this means all domestic routes will be blocked in the event of a disruption.
- Due to customers returning on a round trip, no show rules are always relaxed for the remainder of the day (never for just part of the operating day).

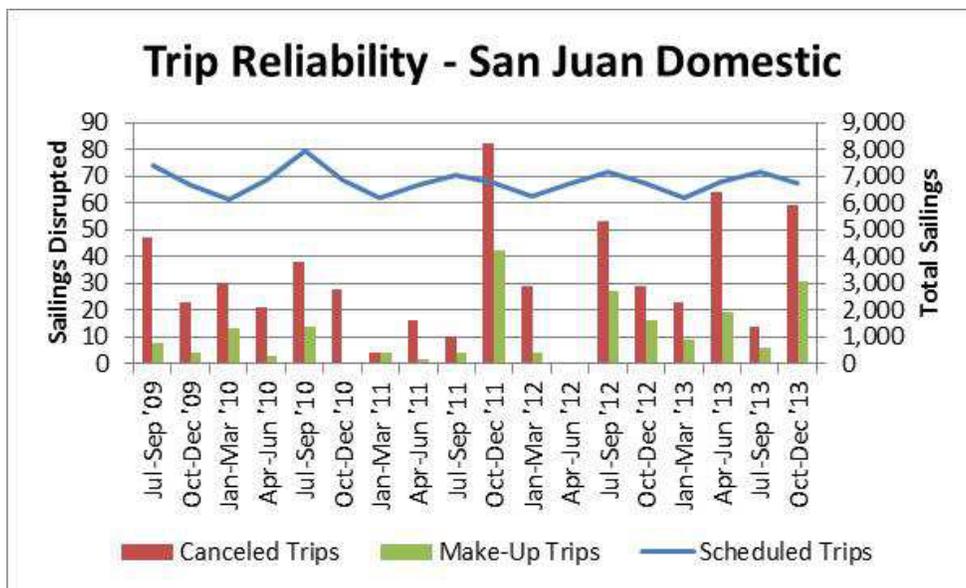
## **Terminal Operations**

- Terminal staff will inform customers of situation, advises what is known about the prognosis forward, and provides options and guidance:
  - Customers with reservations who are affected by the disruption will not be penalized financially if they are unable or choose not to travel.
  - Customers with and w/o reservations who have not been processed may simply leave if they choose. No Show penalties will not be charged for unredeemed reservations for all sailings for the entire day.
  - Staged drive-up customers already processed who choose to leave are provided refunds (for Anacortes).
  - Staged customers who have already redeemed reservations may leave.
- Staff monitors local HARs/TARs (to the extent possible) and communicates to Customer Service if information is not current.
- Terminal staff communicates with Customer Service and vessel staff, re-assesses and updates plan as needed.

## 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

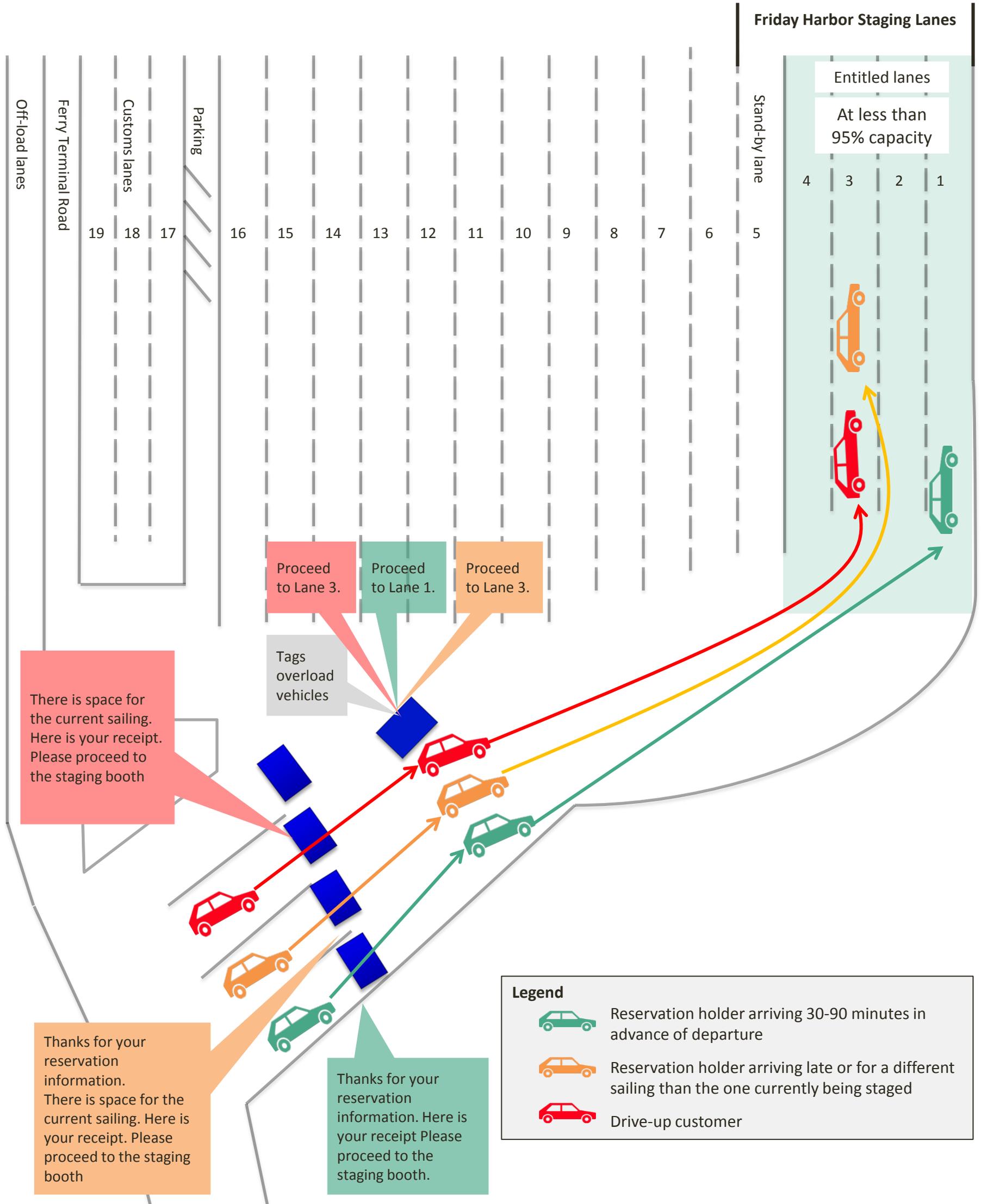
July 2009 – December 2013	
Of 570 San Juan Domestic Cxls	
Weather	3%
Vessel maintenance	63%
Emergency	2%
Crewing	7%
Collateral cxls*	25%

\*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:

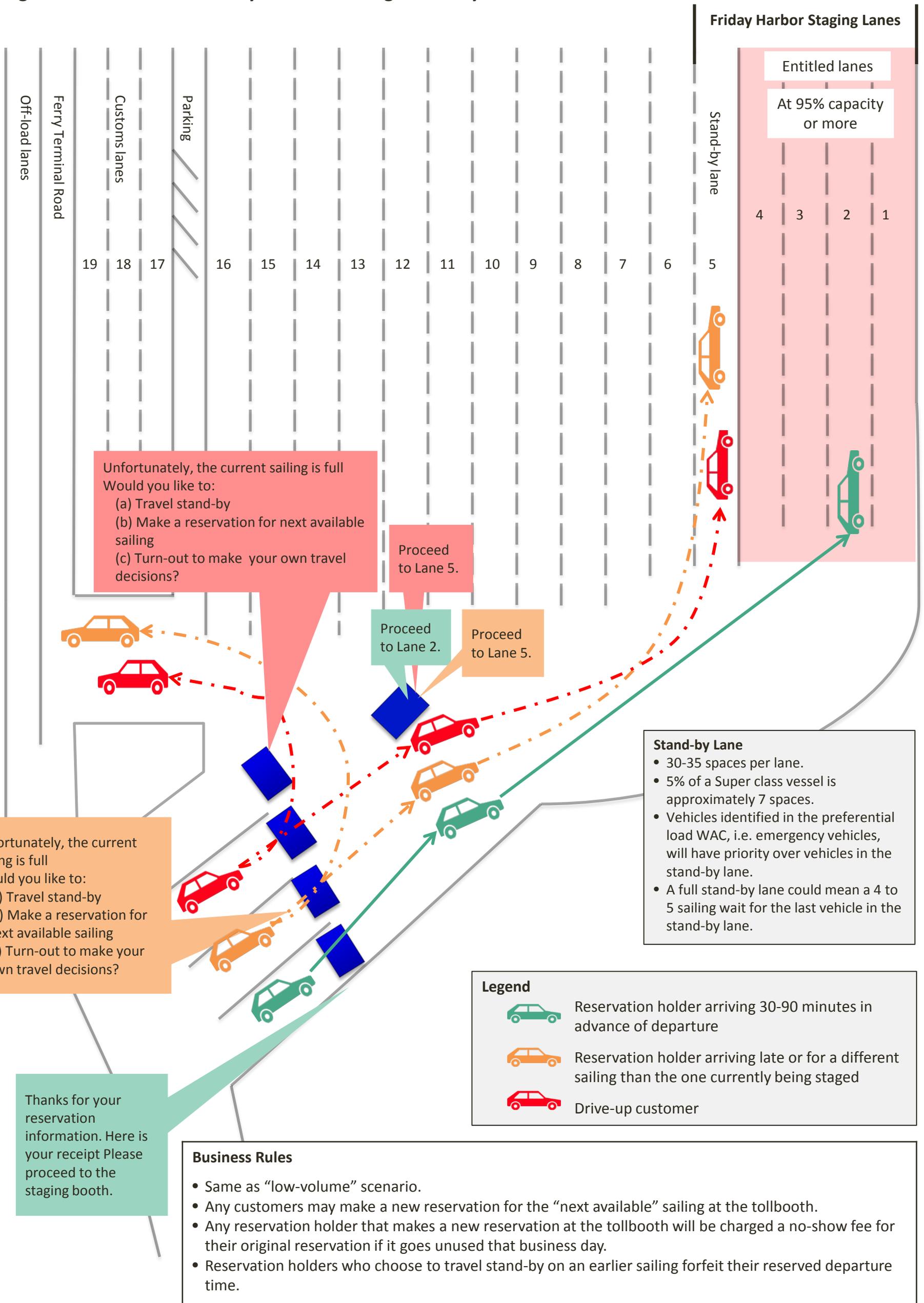
- 1) **Communicate early and often.**  
Via WSF website, email/text alerts to WSF subscribers, email/ text messaging to reservation holders, Highway Advisory Radio, Terminal Advisory Radio.
- 2) **Stop accepting new reservations.**  
Block new reservations for the route (online & onsite) for the remainder of the operational day.
- 3) **Relax rules and no penalties.**  
Waive No-show penalties for the route for the remainder of the operational day.

**NORMAL OPERATING SCENARIOS - ANACORTES TERMINAL TO FRIDAY HARBOR**  
**Low-Volume Scenario – Sunday 8:20 PM Sailing for Friday Harbor**

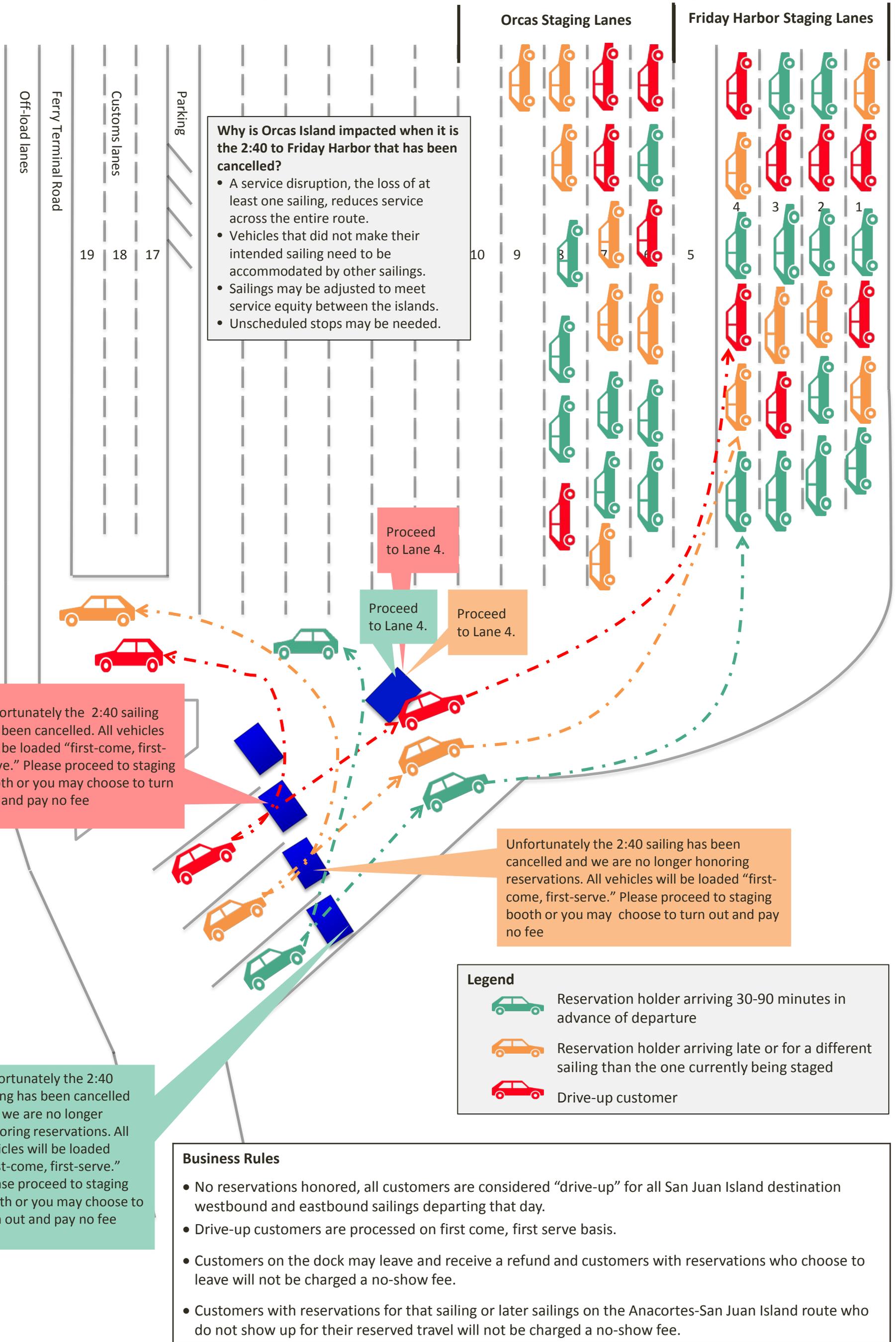


- Business Rules**
- Reservations can be made up to three hours in advance of sailing, as long as space is available.
  - Unlimited cancellations and changes are allowed before 5:00 pm of the day prior to sailing.
  - One change is allowed after 5:00 pm of the day prior to sailing, as long as it is 3 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.
  - 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.
  - Reservation holders who choose to travel stand-by on an earlier sailing forfeit their reserved departure time.
  - Drive-up customers are processed on first come, first serve basis until drive-up lane is full.

**NORMAL OPERATING SCENARIOS - ANACORTES TERMINAL TO FRIDAY HARBOR**  
**High-Volume Scenario - Friday 2:40 PM Sailing for Friday Harbor**

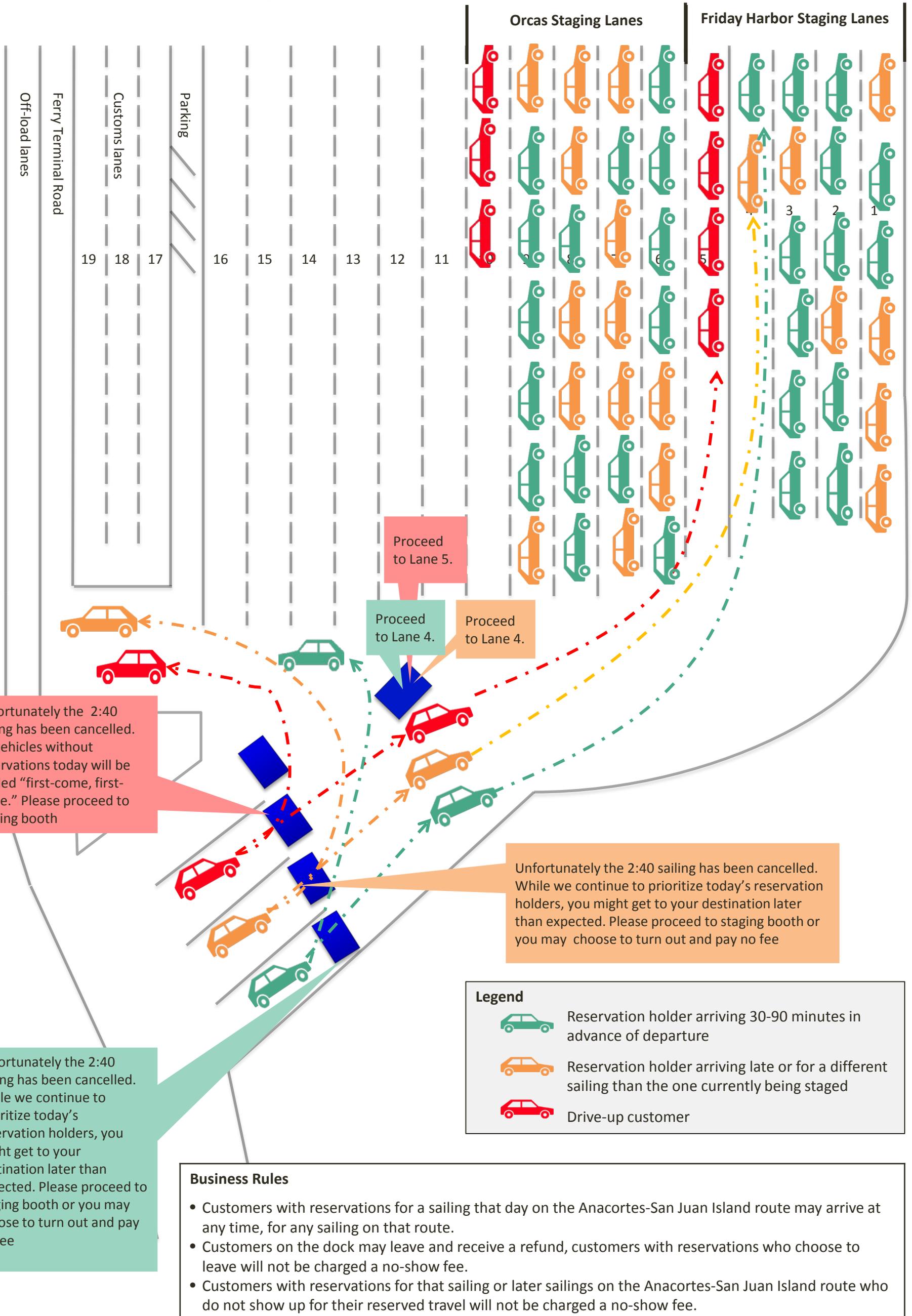


**“DAY OF” SERVICE DISRUPTION SCENARIOS - ANACORTES TERMINAL TO FRIDAY HARBOR**  
**Option 1 - Friday 2:40 PM Sailing for Friday Harbor is cancelled; Reservations no longer honored**



**“DAY OF” SERVICE DISRUPTION SCENARIOS - ANACORTES TERMINAL TO FRIDAY HARBOR**

**Option 2 - Friday 2:40 PM Sailing for Friday Harbor is cancelled; Reservations continue to be prioritized**



Unfortunately the 2:40 sailing has been cancelled. All vehicles without reservations today will be loaded “first-come, first-serve.” Please proceed to staging booth

Unfortunately the 2:40 sailing has been cancelled. While we continue to prioritize today’s reservation holders, you might get to your destination later than expected. Please proceed to staging booth or you may choose to turn out and pay no fee

Unfortunately the 2:40 sailing has been cancelled. While we continue to prioritize today’s reservation holders, you might get to your destination later than expected. Please proceed to staging booth or you may choose to turn out and pay no fee

- 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.

**Legend**

- Reservation holder arriving 30-90 minutes in advance of departure
- Reservation holder arriving late or for a different sailing than the one currently being staged
- Drive-up customer

## 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 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

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.

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

### 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 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.

### 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.

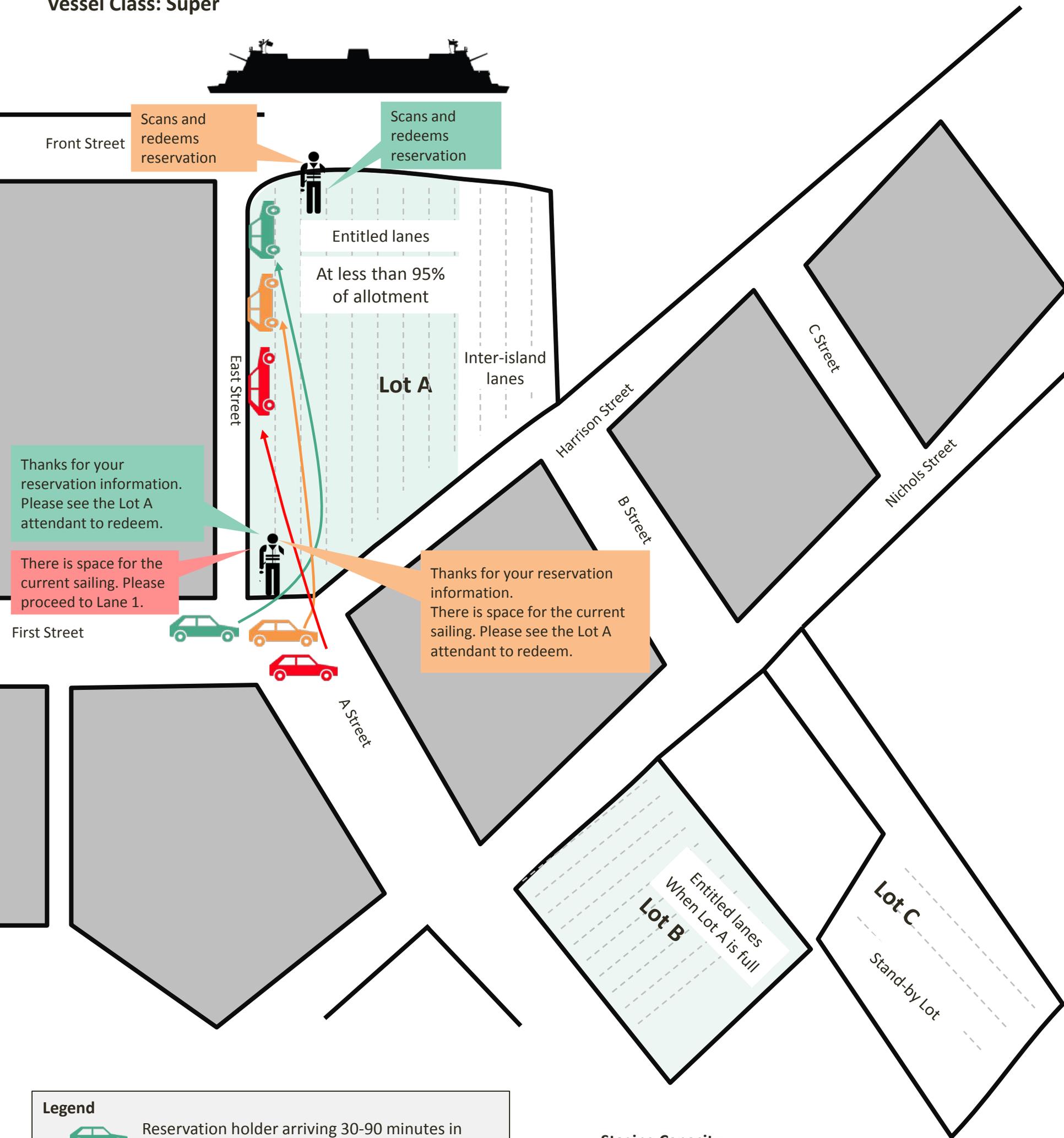
#### Holding Area

- 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.

**NORMAL OPERATING SCENARIOS – FRIDAY HARBOR**  
**Low-Volume Scenario – Tuesday 6:30 PM Direct sailing for Anacortes**  
**Vessel Class: Super**



**Legend**

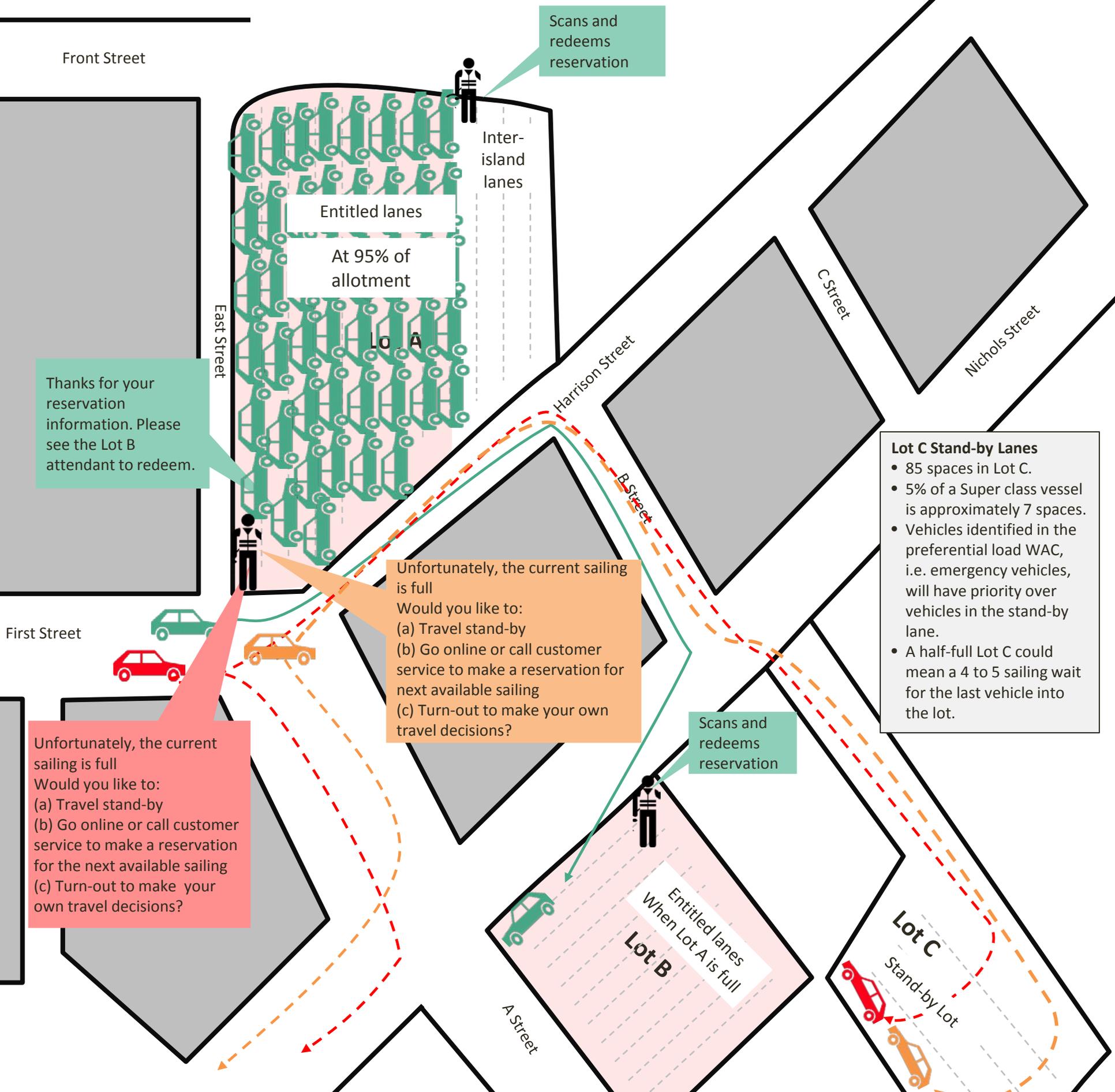
-  Reservation holder arriving 30-90 minutes in advance of departure
-  Reservation holder arriving late or for a different sailing than the one currently being staged
-  Drive-up customer

Staging Capacity	
Lot A	107
Lot B	66
Lot C	85
<b>Total</b>	<b>258</b>

**Business Rules**

- Reservations can be made up to 3 hours in advance of sailing, as long as space is available.
- Unlimited cancellations 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.
- 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.
- Reservation holders who choose to travel stand-by on an earlier sailing forfeit their reserved departure time.

**NORMAL OPERATING SCENARIOS – FRIDAY HARBOR**  
**High-Volume Scenario – Sunday 10:55 AM Direct sailing for Anacortes**  
**Vessel Class: Super**



**Lot C Stand-by Lanes**

- 85 spaces in Lot C.
- 5% of a Super class vessel is approximately 7 spaces.
- Vehicles identified in the preferential load WAC, i.e. emergency vehicles, will have priority over vehicles in the stand-by lane.
- A half-full Lot C could mean a 4 to 5 sailing wait for the last vehicle into the lot.

Unfortunately, the current sailing is full  
 Would you like to:  
 (a) Travel stand-by  
 (b) Go online or call customer service to make a reservation for next available sailing  
 (c) Turn-out to make your own travel decisions?

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 Would you like to:  
 (a) Travel stand-by  
 (b) Go online or call customer service to make a reservation for the next available sailing  
 (c) Turn-out to make your own travel decisions?

**Legend**

- Reservation holder arriving 30-90 minutes in advance of departure
- Reservation holder arriving late or for a different sailing than the one currently being staged
- Drive-up customer

**Staging Capacity**

Lot A	107
Lot B	66
Lot C	85
<b>Total</b>	<b>258</b>

**Business Rules**

- Reservations can be made up to 3 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.
- 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.
- Reservation holders who choose to travel stand-by on an earlier sailing forfeit their reserved departure time.

**“DAY OF” SERVICE DISRUPTION SCENARIOS – FRIDAY HARBOR**

**Option 1 – Sunday 10:55 AM Direct sailing for Anacortes is cancelled; Reservations no longer honored**

**Vessel Class: Super**



Unfortunately, the 10:55 sailing has been cancelled and we are no longer honoring reservations. All vehicles will be loaded “first-come, first-serve.” Please drive to the attendant or you may choose not to travel and you will not be charged a no-show fee

Unfortunately, the 10:55 sailing has been cancelled. All vehicles will be loaded “first-come, first-serve.” Please drive to the attendant or you may choose not to travel.

Unfortunately, the 10:55 sailing has been cancelled and we are no longer honoring reservations. All vehicles will be loaded “first-come, first-serve.” Please drive to the attendant or you may choose not to travel and you will not be charged a no-show fee

**Lot C Stand-by Lanes**

- 85 spaces in Lot C.
- 5% of a Super class vessel is approximately 7 spaces.
- Vehicles identified in the preferential load WAC, i.e. emergency vehicles, will have priority over vehicles in the stand-by lane.
- A half-full Lot C could mean a 4 to 5 sailing wait for the last vehicle into the lot.

Stages Lot B once Lot A is full  
Stages Lot C once Lot B is full

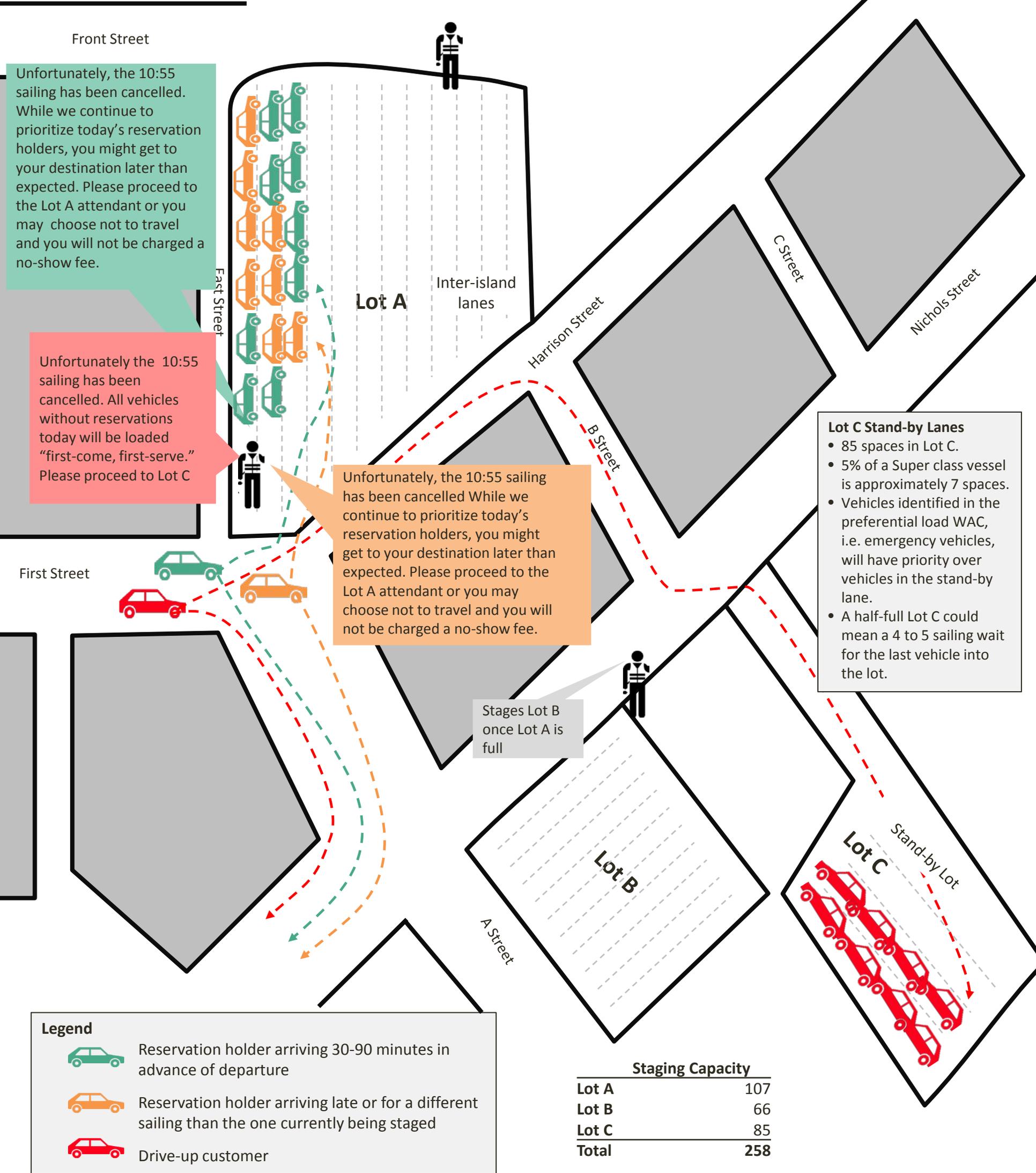
**Business Rules**

- No reservations honored, all customers are considered “drive-up” for all sailings departing that day.
- Drive-up customers are processed on first come, first serve basis.
- Customers in the lot may leave 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 who do not show up for their reserved travel will not be charged a no-show fee.

**“DAY OF” SERVICE DISRUPTION SCENARIOS – FRIDAY HARBOR**

**Option 2 – Sunday 10:55 AM Direct sailing for Anacortes is cancelled; Reservations continue to be prioritized**

**Vessel Class: Super**



Unfortunately, the 10:55 sailing has been cancelled. While we continue to prioritize today's reservation holders, you might get to your destination later than expected. Please proceed to the Lot A attendant or you may choose not to travel and you will not be charged a no-show fee.

Unfortunately the 10:55 sailing has been cancelled. All vehicles without reservations today will be loaded "first-come, first-serve." Please proceed to Lot C

Unfortunately, the 10:55 sailing has been cancelled. While we continue to prioritize today's reservation holders, you might get to your destination later than expected. Please proceed to the Lot A attendant or you may choose not to travel and you will not be charged a no-show fee.

**Lot C Stand-by Lanes**

- 85 spaces in Lot C.
- 5% of a Super class vessel is approximately 7 spaces.
- Vehicles identified in the preferential load WAC, i.e. emergency vehicles, will have priority over vehicles in the stand-by lane.
- A half-full Lot C could mean a 4 to 5 sailing wait for the last vehicle into the lot.

Stages Lot B once Lot A is full

**Legend**

- Reservation holder arriving 30-90 minutes in advance of departure
- Reservation holder arriving late or for a different sailing than the one currently being staged
- Drive-up customer

Staging Capacity	
Lot A	107
Lot B	66
Lot C	85
<b>Total</b>	<b>258</b>

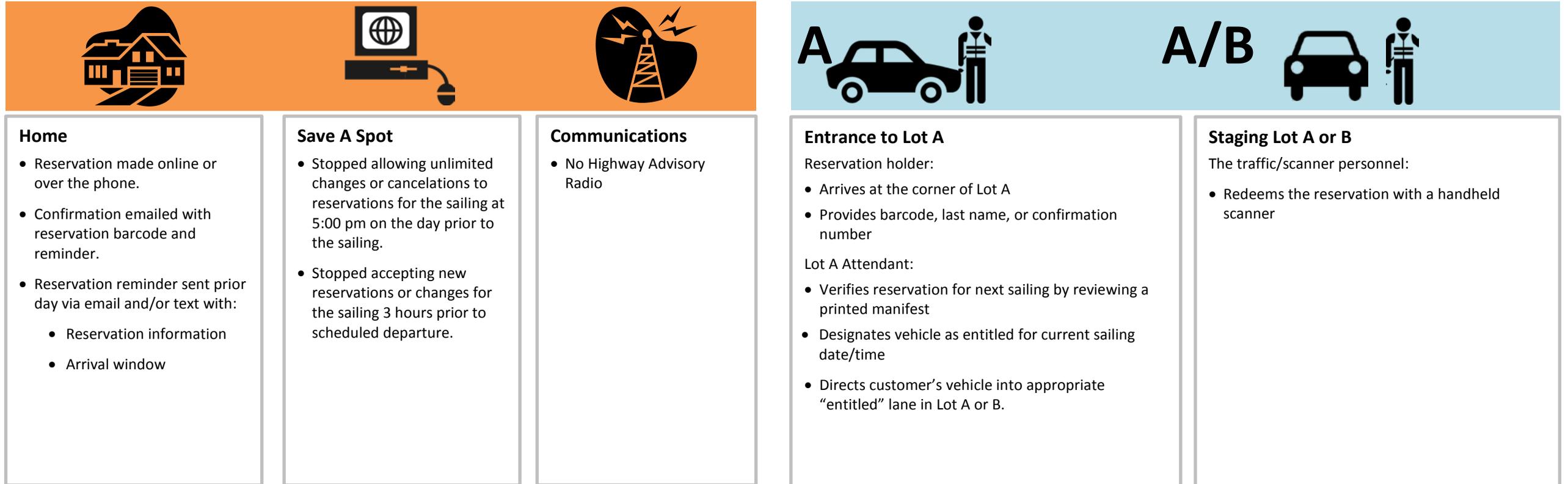
**Business Rules**

- Customers with reservations for a sailing that day may arrive at any time, for any sailing.
- Customers in the lot may leave 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 who do not show up for their reserved travel will not be charged a no-show fee.
- Drive-up customers are processed on first come, first serve basis until stand-by lot C is full.

## FRIDAY HARBOR TERMINAL DRAFT NORMAL OPERATING SCENARIOS, 5/21/2014

### SCENARIO 1

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



### BUSINESS RULES

- Reservations can be made up to three hours in advance of sailing, as long as space is available.
- Unlimited cancellations 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.
- Reservation holders should get to the terminal 30-90 minutes in advance of the reserved sailing.

## FRIDAY HARBOR TERMINAL DRAFT NORMAL OPERATING SCENARIOS, 5/21/2014

### 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. Assumes low volume traffic. 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 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

- No Highway Advisory Radio

#### Entrance to Lot A

Reservation holder:

- Arrives at the corner of Lot A

Lot A Attendant:

- Confirms space is available on current sailing
- Designates vehicle as entitled for current sailing date/time
- Directs customer's vehicle into appropriate "entitled" lane in Lot A or B

#### Staging Lot A or B

The traffic/scanner personnel:

- Redeems the reservation with a handheld scanner

#### BUSINESS RULES

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

## FRIDAY HARBOR TERMINAL DRAFT NORMAL OPERATING SCENARIOS, 5/21/2014

### SCENARIO 2b

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 not available on current sailing being staged. Assumes high volume traffic.



#### 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

- No Highway Advisory Radio

#### 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 terminal.
  - They can travel stand-by and not be charged the no-show fee;
  - If reserved sailing is greater than 3 hours away, then customer can call Customer Service to make one free change; or
  - Leave terminal and return for reserved sailing (if in future).
- 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 lot C is full.

#### Entrance to Lot A or B

Reservation holder:

- Arrives at the corner of Lot A or B
- Lot A/B Attendant:
- Identifies that customer has arrived outside of reservation window and that the current sailing is full.
  - Offers the customer four choices:
    - Travel stand-by without a no-show fee.
    - Call Customer Service to make a reservation for another sailing *and* pay no-show fee for previous reservation.
    - Turn-out to make own travel decisions.
    - Turn-out and return for reserved future sailing.

Customers who choose to travel stand-by:

- Redeems reservation with handheld.
- Directs customer to Lot C.
- Directs customers who choose to make a later reservation to turn out and return later.

#### Staging Lot C

The traffic/scanner personnel:

- Loads Lot C vehicles only after reservation holders in “entitled” lanes of Lots A and B

## FRIDAY HARBOR TERMINAL DRAFT NORMAL OPERATING SCENARIOS, 5/21/2014

### SCENARIO 3a

Drive up customer without reservation.

Space is available on current sailing being staged. Assumes low volume traffic. Customers (reserved + drive-up) for current sailing make up less than 95% of vessel capacity



#### 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 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

- No Highway Advisory Radio

#### Entrance to Lot A

Drive-up customer:

- Arrives at the corner of Lot A

Lot A Attendant:

- Identifies that space is available on the current sailing
- Designates vehicle as entitled for current sailing date/time
- Directs customers to an “entitled” loading lane in Lot A or B

#### Staging Lot A or B

The traffic/scanner personnel:

- Confirms vehicle does not have a reservation to redeem

### 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 via the website or customer service, travel “stand-by,” or turn-out to make alternate travel plans.
- Drive-up customers may choose to travel stand-by until Lot C is full.

## FRIDAY HARBOR TERMINAL DRAFT NORMAL OPERATING SCENARIOS, 5/21/2014

### SCENARIO 3b

Drive up customer without reservation.

Space is not available on current sailing being staged. Assumes high volume traffic. Customers (reserved + drive-up) for current sailing make up more than 95% of vessel capacity)



#### 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 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

- No Highway Advisory Radio

#### Entrance to Lot A or B

Drive-up customer:

- Arrives at Lot A or B

Lot A/B Attendant:

- Identifies to the customer that the current sailing is full
- Offers the customer three choices:
  - Travel stand-by for current sailing
  - Call Customer Service to make a reservation for another sailing (as long as there is reservation space available on sailing more than three hours later) *and* pay no-show fee for previous reservation.
  - Turn-out to make own travel decisions.
- Directs customers who choose stand-by option to Lot C
- Directs customers who choose to make a later reservation to turn out and return later

#### Staging Lot C

The traffic/scanner personnel:

- Direct stand-by customers to load vessel only after customers in “entitled” lanes have loaded

#### 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 travel “stand-by” or turn-out to make alternate travel plans.

## FRIDAY HARBOR TERMINAL DRAFT SERVICE DISRUPTION OPTIONS, 5/21/2014

### OPTION 1

In the event of a service disruption all travelers are considered “drive-up,” for the duration of the service disruption. This is the same as the current scenario. Assumes high-volume traffic.



A/B



A/B/C



#### 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 departing from Friday Harbor canceled for the remaining day.
  - Reservation holders who decide to travel will be designated as stand-by customers and served on a first come, first serve basis.

#### Save A Spot

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

#### Communications

- No Highway Advisory Radio

#### Entrance to Lot A or B

Reservation holder:

- Arrives at Lot A or B

Lot Attendant:

- Informs reservation holder of service disruptions and cancelations, and that as a result, reservations are not being honored
  - If customer chooses not to travel, they will not incur a no-show fee
- Informs reservation holder that all vehicles are loading on a first-come, first-serve basis and offers a best estimate of their wait
- Direct customer to Staging Lot A, B, or C according to ongoing first-come, first-serve order

#### Staging Lot A /B/C

The traffic/scanner personnel:

- Redeems the reservation with a handheld scanner at Lot A or B.
- Makes periodic service change announcements to keep customers abreast of the situation (heard in Lot A only)
- Loads vehicles on a first-come, first-serve basis

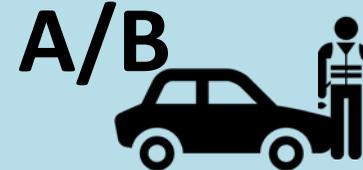
#### BUSINESS RULES

- No reservations honored, all customers are considered “drive-up” for all San Juan Island destination sailings departing that day
- Customers with reservations for that sailing or later sailings from Friday Harbor who do not show up for their reserved travel will not be charged a no-show fee.

## FRIDAY HARBOR TERMINAL DRAFT SERVICE DISRUPTION OPTIONS, 5/21/2014

### OPTION 2

In the event of a service disruption, prioritize serving travelers with existing reservations. Assumes high traffic volume.



#### 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:
  - Reservation rules have been relaxed for the remainder of the day.
  - Changes and cancelations 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 sailings from Friday Harbor.
- Reservation rules relaxed, changes and cancelations are permitted and no-show fees are suspended for the remaining day on all sailings from Friday Harbor.

#### Communications

- No Highway Advisory Radio

#### Entrance to Lot A or B

Reservation holder:

- Arrives at Lot A or B
- Provides barcode, last name, or confirmation number

Lot Attendant:

- Informs reservation holder of service disruptions and cancelations, and that as a result, all reservations for that day are honored without regard to sailing time
  - If customer chooses not to travel, they will not incur a no-show fee
  - All vehicles with a reservation for that day are loading on a first-come, first-serve basis and offers a best estimate of their wait
- Verifies reservation-holders have a reservation for that day (regardless of time)
- Direct all reservation holders to an “entitled” loading lane in Lot A or B
- Direct drive-up customers to Lot C

#### Staging Lot A /B

The traffic/scanner personnel:

- Redeems the reservation with a handheld scanner
- Makes periodic service change announcements to keep customers abreast of the situation (heard in Lot A only)
- Loads reservation-holders vehicles on a first-come, first-serve basis, regardless of their reserved sailing time

#### Staging Lot C

The traffic/scanner personnel:

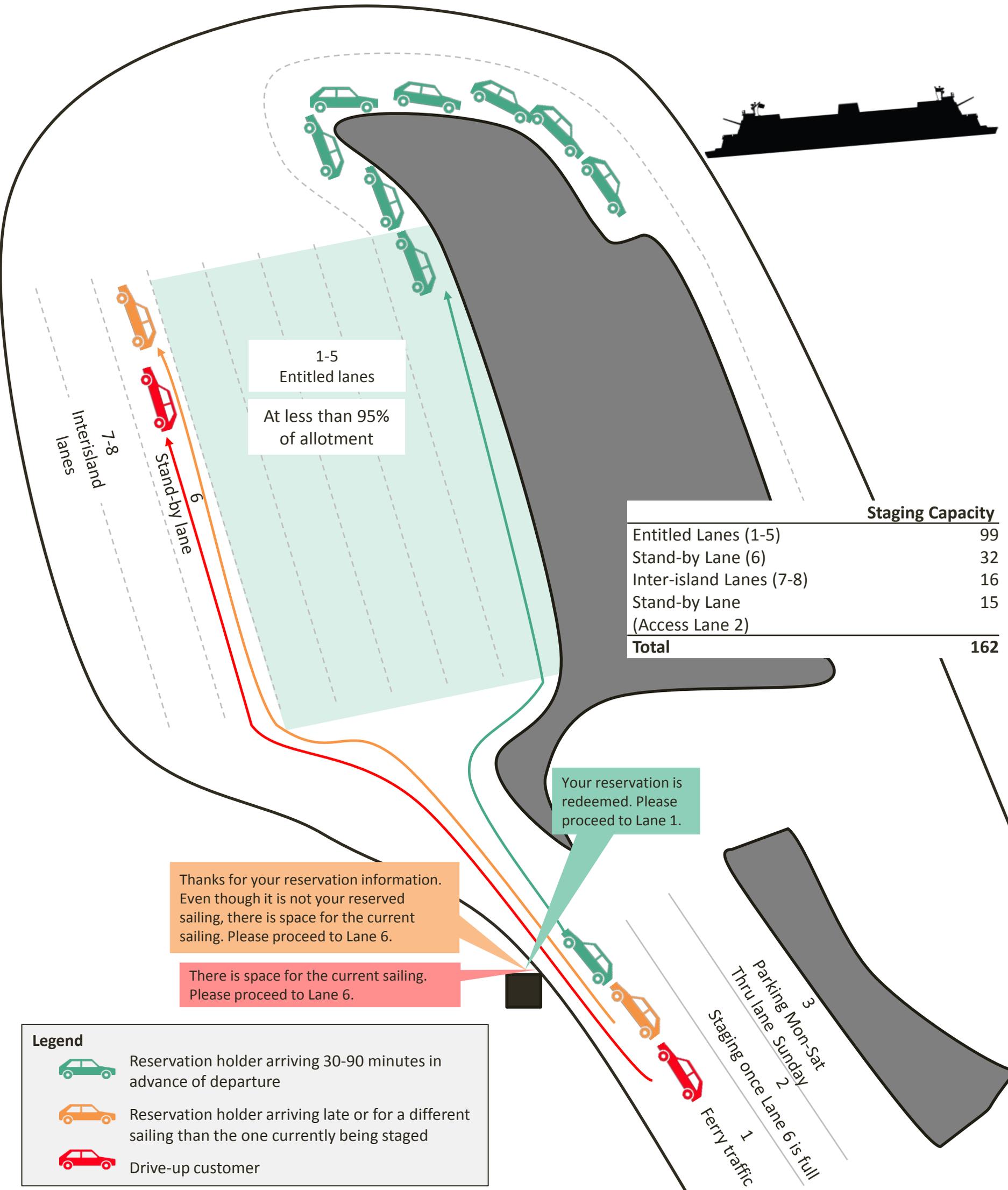
- Loads drive-up vehicles only after reservation holders

#### Business Rules

- Customers with reservations for a sailing that day out of Friday Harbor may arrive at any time, for any sailing from that terminal.
- Customers with reservations for that sailing or later sailings from Friday Harbor who do not show up for their reserved travel will not be charged a no-show fee.

**NORMAL OPERATING SCENARIOS – ORCAS ISLAND**

**Low-Volume Scenario – Summer Wednesday 2:20 PM Direct sailing for Anacortes**  
**Vessel Class: Super**



**Business Rules**

- Reservations can be made up to 3 hours in advance of sailing, as long as space is available.
- Unlimited cancellations 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.
- 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.
- Reservation holders who choose to travel stand-by on an earlier sailing forfeit their reserved departure time

Note: Orcas terminal will use separate lanes for reservation holders and non-reservation holders, until high-volume scenarios require them to be in mixed lanes

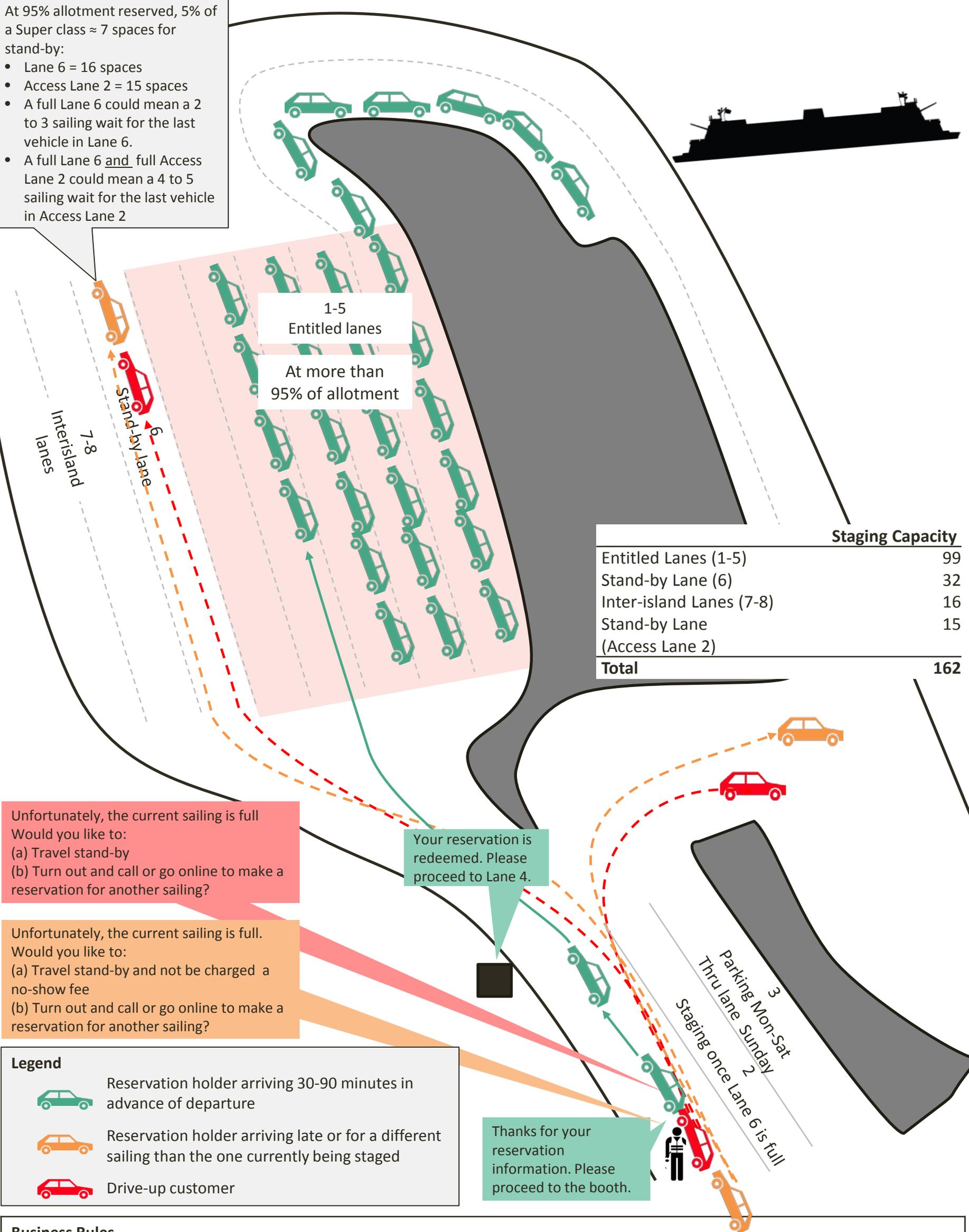
**NORMAL OPERATING SCENARIOS – ORCAS ISLAND**

**High-Volume Scenario – Summer Sunday 2:20 PM Direct sailing for Anacortes**

**Vessel Class: Super**

At 95% allotment reserved, 5% of a Super class ≈ 7 spaces for stand-by:

- Lane 6 = 16 spaces
- Access Lane 2 = 15 spaces
- A full Lane 6 could mean a 2 to 3 sailing wait for the last vehicle in Lane 6.
- A full Lane 6 and full Access Lane 2 could mean a 4 to 5 sailing wait for the last vehicle in Access Lane 2



**Business Rules**

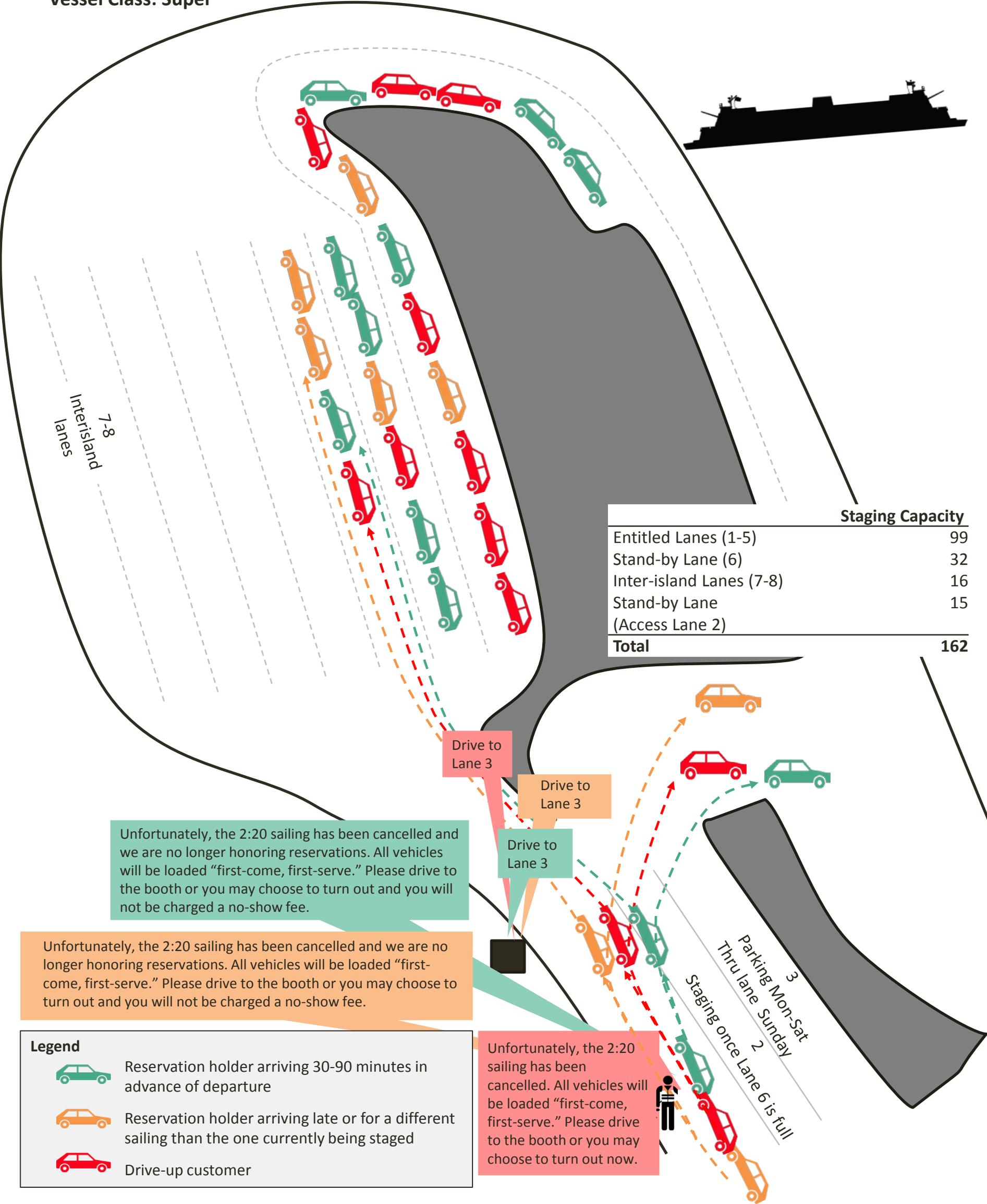
- Reservations can be made up to 3 hours in advance of sailing, as long as space is available.
- Unlimited cancellations and changes are allowed before 5:00 pm of the day prior to sailing.
- One change is allowed after 5:00 pm of the day prior to sailing, as long as it is 3 hours in advance of the reserved sailing.
- For domestic departures, reservation holders should get to the terminal 30-90 minutes in advance of the reserved sailing.
- 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.
- Reservation holders who choose to travel stand-by on an earlier sailing forfeit their reserved departure time

Note: Orcas terminal will use separate lanes for reservation holders and non-reservation holders, until high-volume scenarios require them to be in mixed lanes

**“DAY OF” SERVICE DISRUPTION SCENARIOS – ORCAS ISLAND**

**Option 1 – Summer Sunday 2:20 PM Direct sailing for Anacortes is cancelled; Reservations no longer honored**

**Vessel Class: Super**

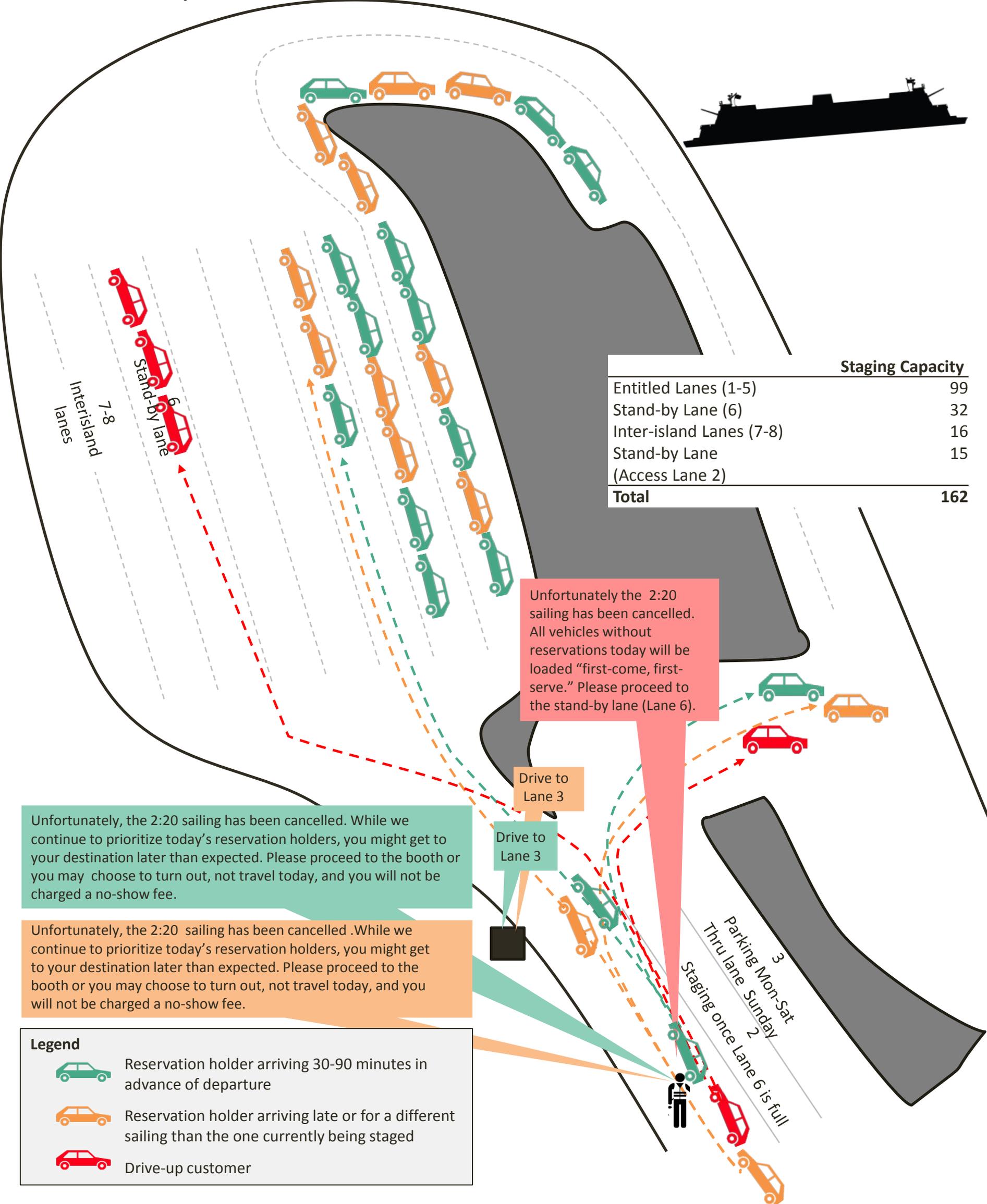


Note: Orcas terminal will use separate lanes for reservation holders and non-reservation holders, until high-volume scenarios require them to be in mixed lanes

**“DAY OF” SERVICE DISRUPTION SCENARIOS – ORCAS ISLAND**

**Option 2 – Summer Sunday 2:20 PM Direct sailing for Anacortes is cancelled; Reservations continue to be prioritized**

**Vessel Class: Super**



Unfortunately, the 2:20 sailing has been cancelled. While we continue to prioritize today’s reservation holders, you might get to your destination later than expected. Please proceed to the booth or you may choose to turn out, not travel today, and you will not be charged a no-show fee.

Unfortunately, the 2:20 sailing has been cancelled. While we continue to prioritize today’s reservation holders, you might get to your destination later than expected. Please proceed to the booth or you may choose to turn out, not travel today, and you will not be charged a no-show fee.

**Legend**

-  Reservation holder arriving 30-90 minutes in advance of departure
-  Reservation holder arriving late or for a different sailing than the one currently being staged
-  Drive-up customer

**Business Rules**

- Customers with reservations for a sailing that day may arrive at any time, for any sailing.
- Customers on the dock may leave 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 who do not show up for their reserved travel will not be charged a no-show fee.
- Drive-up customers are processed on first come, first serve basis until stand-by lane is full.

Note: Orcas terminal will use separate lanes for reservation holders and non-reservation holders, until high-volume scenarios require them to be in mixed lanes

## ORCAS TERMINAL TO ANACORTES DRAFT NORMAL OPERATING SCENARIOS, 5/21/2014

### 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

- No highway advisory radios.



#### Tollbooth

Reservation holder:

- Provides barcode, last name, or confirmation number.

Seller:

- Issues receipt with:
  - Entitled designation
  - Sailing Date/Time
  - Destination
- Tollbooth will communicate staging lane.

#### 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.
- Reservation holders should get to the terminal 30-90 minutes in advance of the reserved sailing.

## ORCAS TERMINAL TO ANACORTES DRAFT NORMAL OPERATING SCENARIOS, 5/21/2014

### 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

- No highway advisory radios.

#### Tollbooth

Reservation holder:

- Provides barcode, last name, or confirmation number.

Seller:

- Identifies that space is available on the current sailing but will be staged in stand-by lanes.
- Issue receipt with:
  - Stand-by designation
  - Sailing Date/Time,
  - Destination.
- Tollbooth will communicate staging lane.

#### Holding Area

- Vehicle staged in stand-by lanes.

### 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.

## ORCAS TERMINAL TO ANACORTES DRAFT NORMAL OPERATING SCENARIOS, 5/21/2014

### 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

- No highway advisory radios.

#### Tollbooth

Reservation holder:

- Provides barcode, last name, or confirmation number.

Seller:

- Identifies that current sailing is full, offers the customer three choices:
  - Travel stand-by.
  - Turn-out to make own travel decisions.
  - Turn-out to return for reserved sailing (if later).

If customer chooses to travel stand-by:

- Seller redeems reservation as “stand-by.”
- Issue receipt with:
  - Stand-by designation,
  - Destination.
- Tollbooth will communicate staging lane.

\*Staff will use handheld scanner at approach lanes beginning May 1<sup>st</sup> during peak sailings.

#### Holding Area

- Vehicle staged in stand-by lane.

#### 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;
  - They can leave terminal and make reservation for a later sailing; or
  - If reserved sailing is greater than 3 hours away, then customer can make one free change to a different available sailing.
- 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.

## ORCAS TERMINAL TO ANACORTES DRAFT NORMAL OPERATING SCENARIOS, 5/21/2014

### 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 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

- No highway advisory radios.

#### Tollbooth

Seller:

- Identifies that space is available on the current sailing but will be staged in stand-by lanes.
- Tollbooth will communicate staging lane.

#### Holding Area

- Vehicle staged in stand-by lanes.

### BUSINESS RULES

- Drive-up customers are processed a first-come first-served basis and staged in the “stand-by” loading lanes.
- Drive-up customers may choose to travel stand-by.

## ORCAS TERMINAL TO ANACORTES DRAFT NORMAL OPERATING SCENARIOS, 5/21/2014

### 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

- No highway advisory radios.

#### Tollbooth

- Identifies that current sailing is full, offers the customer two choices:
    - Travel stand-by.
    - Turn-out to make own travel decisions.
- If customer chooses to travel stand-by:
- Tollbooth will communicate staging lane.

#### 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 “stand-by” loading lanes, or turn-out to make alternate travel plans.
- Drive-up customers may choose to travel stand-by.

## ORCAS TERMINAL TO ANACORTES DRAFT SERVICE DISRUPTION OPERATING OPTIONS, 5/21/2014

### 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

- No highway advisory radios.
- All communication on service disruption done via email and text shown in the Home section.

#### Tollbooth

Reservation holder:

- Provides barcode, last name, or confirmation number.
- Tollbooth will communicate staging lane.

#### 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 Anacortes.
- Newly arriving vehicles staged for Anacortes based on first-come, first-serve staging system.

#### BUSINESS RULES

- No reservations honored, all customers are considered “drive-up”.
- 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.

## ORCAS TERMINAL TO ANACORTES DRAFT SERVICE DISRUPTION OPERATING OPTIONS, 5/21/2014

### 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

- No highway advisory radios.
- All communication on service disruption done via email and text shown in the Home section.

#### 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.
- Seller redeems reservation even if the reservation is not for the current sailing.
- Receipt provided with destination and “entitled” designation.
- Tollbooth will communicate staging lane.

#### 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 Anacortes.
- 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.