

Tacoma Narrows Bridge Citizen Advisory Committee Meeting Agenda

November 17, 2010 - 5:00 – 7:00 p.m.

Gig Harbor Civic Center
3510 Grandview St. | Gig Harbor, Wa

WA State Transportation Commission:

Reema Griffith

TNB Citizen Advisory Committee:

Caroline Belleci, University Place
Melody Griggs, Gig Harbor
Ted Hilliard, Tracyton
Ron Jones, Gig Harbor

Amy Matsuno, Port Orchard
Chris Myers (Vice Chair), Gig Harbor
Jim Pasin, Gig Harbor
Alan Weaver (Chair), Gig Harbor

AGENDA:

5:00 – 5:05	Call to order.....	Alan Weaver
5:05 – 5:10	Q&A Update.....	Craig Stone
5:10 – 5:30	Public comment.....	Public
5:30 – 6:40	Photo Tolling Option Discussion.....	All CAC members
6:40 – 6:55	CAC recommendation.....	All CAC Members
6:55 – 7:00	Adjourn.....	All

Tacoma Narrows Bridge Citizen Advisory Committee Meeting

Date: Wednesday, Nov. 17, 2010

Location: Gig Harbor Civic Center

Time: 5:00 p.m. to 7 p.m.

Meeting Participants in attendance:

Citizen Advisory Committee:

Present: Melody Griggs, Ted Hilliard, Jim Pasin, Alan Weaver (Chair), Ron Jones, Chris Myers (Vice Chair), Amy Matsuno

Excused: Caroline Belleci

Transportation Commission Staff: Reema Griffith

Department of Transportation Staff: Craig Stone

Introduction:

CAC Chairman Alan Weaver welcomes members and audiences. WSDOT Toll Division Director Craig Stone began with a brief summary of the new Q&A material starting on page 4. This showed the results of the travel survey conducted Nov. 9 – Nov. 16. The survey was conducted online and advertised at the toll booths, variable message signs and other places to attract cash users. There were over 900 responses. According to the initial survey, toll booth users said: 45% would use cash, 14% would use ETC, and 20% would choose to pay by mail. Stone then stated that the numbers showed that toll rates influences their decisions.

CAC member Chris Myers wanted to confirm that this cashless study was mandated by the legislature. He was concerned that decisions would be made by the legislature based on a one week survey. "I can't imagine someone making a decision of that magnitude with this information." Stone responded by saying that the survey is just an indicator to influence decisions. In addition to the survey, there would be focus groups of different income levels, self selecting surveys, polling on populations (area, counties, zip codes, and state preferences. CAC member Ron Jones asked how people were chosen for the focus group. Stone replied by saying that WSDOT tries to find a broad group of people and reiterated that he was not there to defend the cashless survey. He was merely presenting it. CAC member Jim Pasin said that tolls will likely go up if toll booths are removed.

Stone moved forward to discuss page 10 of the updated Q&A's and explained it demonstrated costs for other photo toll operating facilities. Stone wanted to make a point that these were for corridors not single bridges which means there may be multiple toll points on one corridor. He noted that the Florida Turnpike is seen as a leader since it is most mature in tolling experiences. Jones asked what the rate would be for those who do not pay tolls. Stone said that information was unavailable. The information presented was what was released from the departments. The cost per transaction could be calculated differently and operations could be different from TNB. Stone stated that these metrics help give perspective.

Weaver asked if any other members had questions and then asked if it was possible to keep the current enforcement system or if it would discontinue. Stone replied by stating that the legislature will change the law and there would be no enforcement mechanism with the new customer service center. Pasin asked if it would be possible to use photo tolling without the pay

by mail option. Stone replied by saying that the new system does not allowed a Civil Penalty to be mailed out for a certain amount of time to give people a chance to pay for the toll. He said the issue would be to think about how customers are supposed to know how to pay the bill if they are not issued a bill. Stone also said that anything is subject to legislative change.

Public Comment:

Public member Randy Boss thanked the committee the opportunity to speak at the meeting in regards to an e-mail he sent to the CAC regarding photo toll rate. Boss said he was concerned why the committee was meeting week after week to go through papers and set a photo toll rate based on unavailable information. He also continued to state that the committee is just throwing themselves into a mix of staff, costs, billings and calculations with no direction. Boss stated that TNB was in place before electronic tolling and if the legislature was interested in standardizing the state, the rest of the toll facilities should have tolls booths and follow in TNB's steps because he felt they have perfected the system. Boss continued to talk about how WSTC says the WAC does not exist for 520 tolling and he didn't have a chance to comment concluding that photo tolling was a roundabout process because it would be months before a violator would be contacted. Boss also stated that the committee could pick any rate, the WSTC plans to set the rate no matter what. He was very frustrated with the public procedure and called it a "stupid process".

WSTC member Reema Griffith enters the meeting late.

Senator Derek Kilmer presented the advantage of photo tolling. Kilmer said that when someone crosses the bridge, they would receive a bill instead of the \$52 infraction. He also made a point to agree that the numbers that are being used are based on assumptions and there are risks with things change. On a positive note, Kilmer commended the committee for doing a good job through this process by being prudent in the decisions. He also made a point that sending infractions to out of state people is not a new problem to the state. The tickets go through administrative adjudication and they have always been able to send them. Kilmer also stated that this system is to help benefit everyone and clarified that there is no move in the legislature to remove toll booths. He did suggest that the studies on SR 520 should be reviewed first so TNB is not a guinea pig.

Representative Larry Seaquist stated he had been thinking about how to make sure the process of looking at new technology and new contracts are joined to standardize background operations. He stated that regardless of the long-term views, the commission needed to answer the question of what a photo toll rate would be with a new toll procedure.

Kilmer made a second statement saying that part of the reason for this new procedure is fining people who are visiting the area, which makes the chamber of commerce unhappy. He said the other issue was that there is a lack of transparency of the money coming from county courts and that the current system is a "cash cow" for county courts. Kilmer said this would be a financial net benefit for bridge users.

Jones asked Griffith how the result of this meeting would affect current law as the Tim Eyman story has surfaced. Griffith said that they are required to move forward despite the vote of the Attorney General.

Pasin asked to move to make a recommendation using his proposal. Griffith wanted to make it clear that \$5.288 million would be set by toll violations and that the purpose of the new system is to eliminate violators. She continued to say that the violation process is time consuming and

expensive and would allow violators to get off the hook. Stone added that allocation of costs will mostly be transactional ERC costs and is costs \$275,000 to have WSP issue tickets.

Weaver then moved to discuss the subject among committee members to come to a decision. CAC member Amy Matsuno stated that she felt drivers were confused and that they were chasing away visits to Gig Harbor with a \$52 bill. She also stated she didn't feel the system was broken and if it wasn't broken she did not want to fix it. In conclusion Matsuno wanted to place a positive spin on the pay by mail rate to avoid angry people but wanted to know what the costs were to collect the money and how long it was going to take to pay that will. She agreed that there was not enough information, but that the best information possible was available to them to make a decision. Matsuno related the situation to her business by stating she tries to collect as much information as possible to make the best educated answer for her business.

Pasin and Jones agreed that there should be no pay by mail like with the SR 520 Bridge. Both members didn't feel the current system was "broken" and wanted to wait a year to get feedback on the system and asked present legislatures for feedback on the idea. Kilmer responded by saying that neither of them could speak on behalf of the legislature but that testimony presented to the legislature showed that something was broken because people did not that it was fair to have a system that is a cash cow for the county courts. He stated that he did feel comfortable saying that the legislature does not have any current discussion or direction to remove toll booths. Kilmer concluded that the scenarios that WSDOT provided show that a move in the direction of pay by mail options would result in a net benefit to users and that only the CAC could make decisions based on the information that they had. Seaquist added that Stone would say that photo tolling would be used statewide. Kilmer added that this new system was supported unanimously by the state senate.

Myers voiced concern that there are a still a lot of unknowns and if the CAC did not make a recommendation a toll would still be set by the commission. He included that while he would think on year of operational experience on SR 520 would be best, it would be possible because of the adjudication process. Moving forward Myers suggested that if discouraging people to use photo tolling on TNB the CAC would need to make a recommendation that is so high people would not want to pay it and that the rate would be one that would not cause revenue to decline.

CAC member Melody Griggs shared a story of a driver who accrued a large bill by crossing the bridge a few times without paying. She agreed that making the photo toll rate something unattractive would help encourage people to pay the toll. "Gig Harbor is nice, but it's not \$52 nice."

Pasin began to share a handout he developed with a proposed photo toll rate. His proposal included:

- The current infraction process will seize. The existing process of allowing the ability of drivers to call within 7 days to pay the bill will need to be incorporated.
- Effective July 2011 – New adjudication process for drivers without a transponder:
 1. Initial billing is current cash rate (\$4) + \$3 fee
 2. After 30 days a \$5 late fee is added (bringing total to \$12)
 3. After 80 days an additional Notice of Civil Penalty (NOCP) is issued at \$40 + three times the cash toll (\$12) plus additional \$5 late fee = \$62
 4. \$12 will be transferred to the TNB account
- Effective July 2011 – Self reporters within 24 hours of crossing the bridge will:
 1. Pay a cash toll + \$2 fee (\$6) this payment must be made within seven days.

2. If it is not paid a \$7 bill will be sent because they are now considered a violator.
 3. After 30 days a late fee of \$5 is applied
 4. After 80 days an additional NOCP will be issued at \$40 + three times the cash toll (\$12) plus additional \$5 late fee = \$62
 5. \$12 will be transferred to the TNB account
- It is recommended that ETC continue at the current toll rate and be the encouraged method of payment.
 - Toll booths will retain the current rate as well.
 - Photo tolling as it is envisioned for SR 20 shall not be implemented on TNB

Griggs asked Pasin how his plan addressed how people would find out they have not paid a toll. Pasin replied by saying that he did not like the pay by mail option and that this recommendation applies to people who ignore the toll booths.

Matsuno called upon Seaquist to provide input on Pasin's recommendation. Seaquist concluded that the recommendation made sense but was unsure if TNB would end up with net revenue.

More discussion led to Stone explaining that WSTC has the responsibility to set toll rates and fees. Fees have to cover expenses and Rates can be set to cover debt or other things. The CAC would need to justify any additional fees, including the \$3 fee as proposed by Pasin.

Griffith commented to committee members that implementing the system on TNB would have no net revenue impact. Pasin argued that the revenue would be reduced and that he didn't want to see 520 driving on TNB. Jones suggested that the committee follow Pasin's recommendation without the \$3 fee. Since there was no authority to collect the \$3 fee Jones suggested recommending a \$7 rate (the equivalent to the \$4 rate + \$3 fee). Pasin agreed with the idea of having a \$7 rate as long as it would cover the pay by mail costs and have dissuade drivers from using the pay by mail option.

Weaver stated that he didn't feel the legislatures saw everything as expiring and didn't feel that Pasin's proposal would be valid without legislative action. He reminded CAC members that it was their responsibility to give the best advice on present law. Griffith said that the committee could not set a secondary toll and that the legislature sets the penalty fee.

Pasin argued that the legislative problem was part of taking the existing revenue away from TNB. He did not think that \$40 would be enough to cover process expenses. He stated he has been in this kind of business and knows that sending bills with a photo, certification, and letter cannot be covered with \$40. He concluded that photo tolling will eliminate the violation revenue that is currently being generated. Stone reminded the committee that he has presented the information with different rate scenarios for the committee already. Pasin continued to state that he thought revenue would decrease and that a \$15 toll would be needed to cover the costs of leakage, invalid addresses, returned mail, handling/loss of revenue. He suggested other parts of the system needed to be fixed by that photo tolling should not be used.

Matsuno question Pasin's proposal's ability to cover leakage costs. She stated that drivers could be discouraged from becoming violators from the beginning. Pasin said he would willing to modify his recommendation. He continued to explain his justification for a \$3 fee is based off the fact the average toll loss is \$2.61. Myers stated that it was not the CAC's responsibility to set fees. He wants to be a nicer toll facility, take back money from the block hole in Pierce County and not upset existing toll payers. Myers concluded a rate would be set so no money would be

lost and then after operational experience comes through from SR 520, the rate could be adjusted. He then moved to set the photo toll rate at \$7.

All in favor – Pasin, Jones, Griggs, Myers, Hilliard, and Matsuno.

All opposed – Weaver. He added that he opposed the recommendation because there would need to be a greater discussion with the Attorney General's office in regards to language and legislative action.

Griffith informed the CAC members that they would need to formally present their recommendation to the Transportation Commission in December and reminded them to work with the same numbers to ease confusion.

Meeting adjourned.



Tacoma Narrows Bridge

Follow up Q&A's from November 10, 2010 Citizen Advisory Committee meeting

Q: If someone transfers a title on a vehicle, are the penalties waived?

A: No. If the Department of Licensing has a hold on the vehicle, the vehicle cannot be transferred until the hold is lifted. To lift the hold, the customer must contact the Department of Licensing Refunds and Title Services group or call Vehicle and Vessel Support.

Q: Is there a traffic penalty for altering a license plate?

A: Yes, altering a license plate until it is illegible will result in an \$87 fine.

Q: Is WSDOT providing information to Tacoma Narrows Bridge users about photo tolling? Where are the funds coming from to cover those costs?

A: The current Good To Go! brochure and website includes information about Pay By Mail tolling coming to the Tacoma Narrows Bridge in 2011. The federal Urban Partnership grant provided the funds for the brochure and updated website.

In early 2011, current *Good To Go!* customers will be sent an e-mail newsletter outlining the upcoming changes related to photo tolling. Customers without an e-mail on file will receive the information via regular mail. In addition, WSDOT will work with local media to educate the public about photo tolling through articles and stories. Notices will be posted on the *Good To Go!* Website and WSDOT's Tacoma Narrows Bridge tolling web pages. The minimal costs associated with this communication will be pro-rated between the Tacoma Narrows Bridge and SR 167 Hot Lane programs.

Q: Is there a study regarding removal of the toll booths? How much was used for this research? Where did funding for this research come from?

A: In the 2010 Transportation Budget the Legislature directed the toll division to consider all electronic tolling on the Tacoma Narrows bridge and discontinuing a cash toll option. Our consultant group, Jacobs, is currently conducting an on-line survey as part of this cashless study requested by Legislature that will be submitted in January 2011. A copy of the survey questions is included in your handouts.

In the summer of 2010, WSDOT conducted an on-line survey of current *Good To Go!* customers and a phone survey of Pierce, Kitsap, Jefferson, Mason, and King County area residents who use the toll booths. Both of these surveys were funded by a federal Value Pricing Grant that was focused on evaluating tolling policies in our state. A copy of the survey report pertaining to Tacoma Narrows Bridge is included in your handouts.

Q: Has TransCore been able to meet performance standards? Have they paid a penalty for not being able to meet performance standards?

A: Yes, TransCore has always been able to meet our performance standards and have never been fined as a result of not meeting these standards.



Tacoma Narrows Bridge

Follow up Q&A's from November 10, 2010 Citizen Advisory Committee meeting

Q: What is the frequency of TNB customers?

A:

Frequency	% of Total Traffic	% of Annual Customers
4x+/week	36%	2%
2-3x/week	22%	3%
1x/week	9%	3%
1-3x/month	15%	9%
<1x/month to 2x/year	9%	12%
2x/year or less	9%	71%
Total	100%	100%

Source: JACOBS ESTIMATES

Q: What is the average balance for Good to Go! account holders?

A: The average balance for a *Good to Go!* account holder for the last six months is \$29.37. This is primarily due to the high percentage of customers who have signed up for auto replenishment. When an account reaches \$8, those customers with auto replenishment have their bank account or credit card charged to bring them back up to a \$30 balance. This ensures they have sufficient funds when using the Tacoma Narrows Bridge or SR 167. Nearly 65% of all account holders have signed up for auto-replenishment.



Tacoma Narrows Bridge

Follow up Q&A's from November 10, 2010 Citizen Advisory Committee meeting

Q: What are the demographics of infrequent users of TNB?

A: *TNB users in select areas of Pierce, Kitsap, Jefferson, Mason, and King counties without Good to Go! accounts (%)*

Gender (n = 300)	
Female	55.7
Male	44.3

Age (n = 288)	
Under 25 years	5.6
25 - 34	14.2
35 - 44	14.6
45 - 54	18.8
55 - 64	22.2
65 or older	24.7

Household Income (2009) before taxes (n = 231)	
Under \$15,000	6.9
\$15,000 - \$24,999	13.9
\$25,000 - \$34,999	13.4
\$35,000 - \$49,999	16.9
\$50,000 - \$74,999	22.5
\$75,000 - \$99,999	14.3
\$100,000 and \$124,999	5.6
\$125,000 and \$149,999	3.5
\$150,000 and above	3.0

Ethnic/Racial Background (n = 274)	
Caucasian (non Hispanic/ Latino background)	82.1
Caucasian (Hispanic/ Latino background)	2.2
African American	2.9
Asian/Pacific Islander	2.6
Hispanic/Latino	3.3
Native American	1.8
Multiracial	4.4
Other	0.7

Employment (n = 300)	
Employed full time	36.9
Employed part time	7.1
Student full time	3.5
Student part time	1.9
Homemaker	11.9
Retired	31.1
Unemployed	7.7

*Multiple responses allowed

Source: State Route 167 and Tacoma Narrows Bridge Survey Summary Report



Tacoma Narrows Bridge

Follow up Q&A's from November 10, 2010 Citizen Advisory Committee meeting

Q: What were the results of the Tacoma Narrows Bridge Customer Travel Survey?

A: Preliminary highlights of the survey results are provided below. We are continuing to analyze the results of 920 responses received between Nov. 9 – Nov.16. Next steps include the development of frequency, transaction and customer profiles and analysis of “willingness to pay” data.

4. How did you pay your toll on the Tacoma Narrows Bridge for your most recent trip?
 - I paid electronically with a *Good To Go!* transponder (65% - 544 responses)
 - I stopped and gave my payment to a toll attendant (34% - 283 responses)
 - Someone else paid the toll for the vehicle in which I was a passenger (1% - 8 responses)

The following group of questions were asked only of the 283 respondents who used the toll booths. “Consider if WSDOT offered five different ways to pay your toll on the Tacoma Narrows Bridge. These payment types would be:”

Payment Types	Stop to Pay?	Identification?	How Toll is Paid	Notes and Extra Costs	
Cash	Stop	None	Handed to toll collector at a toll booth	None	
Good To Go! Transponder	No Stop	A transponder on your windshield is read by overhead equipment	Money is deducted from your transponder account	The transponder cost \$12 and requires a \$30.00 deposit in pre-paid tolls. Your account is automatically replenished when your balance is low.	
License Plate Identification	No Stop	A photo is taken of your license plate by overhead equipment	3 Options	Money is deducted from your license plate account	This account requires a \$30.00 deposit in pre-paid tolls. Your account is automatically replenished when your balance is low.
				Call or go online to pay early, before being billed. You can do this up to 10 days before or within 3 days after travel.	A credit or debit card is required. Customers must pay within 30 days to avoid additional fees or fines.
				You pay after receiving a bill in the mail. The bill covers all tolls charged in one month.	Customers must pay within 30 days to avoid additional fees or fines.

7. If all the toll rates were equal, which type of payment would you choose for a trip similar to your most recent trip?
 - Cash (45% - 127 responses)
 - *Good To Go!* transponder account (16% - 45 responses)
 - *Good To Go!* license plate account (14% - 40 responses)
 - Pay over the phone/online within 72 hours (5% - 13 responses)
 - Pay after receiving a bill in the mail (20% - 58 responses)



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Follow up Q&A's from November 10, 2010 Citizen Advisory Committee meeting

Payment Types	Stop to Pay?	Identification?	How Toll is Paid	Notes and Extra Costs	Toll Rate	
Cash	Stop	None	Handed to toll collector at a toll booth	None	\$4.00	
Good To Go! Transponder	No Stop	A transponder on your windshield is read by overhead equipment	Money is deducted from your transponder account	The transponder cost \$12 and requires a \$30.00 deposit in pre-paid tolls. Your account is automatically replenished	\$2.75	
License Plate Identification	No Stop	A photo is taken of your license plate by overhead equipment	3 Options	Money is deducted from your license plate account	This account requires a \$30.00 deposit in pre-paid tolls. Your account is automatically replenished when your balance is low.	\$3.00
				Call or go online to pay early, before being billed. You can do this up to 10 days before or within 3 days after travel.	A credit or debit card is required. Customers must pay within 30 days to avoid additional fees or fines.	\$5.00
				You pay after receiving a bill in the mail. The bill covers all tolls charged in one month.	Customers must pay within 30 days to avoid additional fees or fines.	\$5.50

8. If the toll rates varied as shown, which type of payment would you choose for a trip similar to your most recent trip ?

- Cash -- \$4.00 (46% - 109 responses)
- *Good To Go!* transponder account -- \$2.75 (24% - 57 responses)
- *Good To Go!* license plate account -- \$3.00 (25% - 60 responses)
- Pay over the phone/online within 72 hours -- \$5.00 (2% - 4 responses)
- Pay after receiving a bill in the mail -- \$5.50 (3% - 8 responses)



Tacoma Narrows Bridge

Follow up Q&A's from November 10, 2010 Citizen Advisory Committee meeting

Payment Types	Stop to Pay?	Identification?	How Toll is Paid	Notes and Extra Costs	Toll Rate	
Cash	Stop	None	Handed to toll collector at a toll booth	None	\$4.00	
Good To Go! Transponder	No Stop	A transponder on your windshield is read by overhead equipment	Money is deducted from your transponder account	The transponder cost \$12 and requires a \$30.00 deposit in pre-paid tolls. Your account is automatically replenished	\$2.75	
License Plate Identification	No Stop	A photo is taken of your license plate by overhead equipment	3 Options	Money is deducted from your license plate account	This account requires a \$30.00 deposit in pre-paid tolls. Your account is automatically replenished when your balance is low.	\$3.00
				Call or go online to pay early, before being billed. You can do this up to 10 days before or within 3 days after travel.	A credit or debit card is required. Customers must pay within 30 days to avoid additional fees or fines.	\$3.75
				You pay after receiving a bill in the mail. The bill covers all tolls charged in one month.	Customers must pay within 30 days to avoid additional fees or fines.	\$4.25

9. If the toll rates varied as shown, which type of payment would you choose for a trip similar to your most recent trip? Please note that the **bolded rates** have changed slightly from the previous questions.

- Cash -- \$4.00 (43% - 98 responses)
- *Good To Go!* transponder account -- \$2.75 (20% - 47 responses)
- *Good To Go!* license plate account -- \$3.00 (23% - 52 responses)
- Pay over the phone/online within 72 hours -- **\$3.75** (8% - 18 responses)
- Pay after receiving a bill in the mail -- **\$4.25** (7% - 15 responses)



Tacoma Narrows Bridge

Follow up Q&A's from November 10, 2010 Citizen Advisory Committee meeting

For the following group of questions, consider if the Tacoma Narrows Bridge removed its toll booths and ***only accepted payment through a Good To Go! account, online, by telephone, or by mail.*** No one would have to stop to pay their toll. Instead, all vehicles would be identified through their Good To Go! transponder or license plate, and those without accounts would be billed accordingly.

Payment Types	Stop to Pay?	Identification?	How Toll is Paid	Notes and Extra Costs	
Cash	No Longer an Option				
Good To Go! Transponder	No Stop	A transponder on your windshield is read by overhead equipment	Money is deducted from your transponder account	The transponder cost \$12 and requires a \$30.00 deposit in pre-paid tolls. Your account is automatically replenished	
License Plate Identification	No Stop	A photo is taken of your license plate by overhead equipment	3 Options	Money is deducted from your license plate account	This account requires a \$30.00 deposit in pre-paid tolls. Your account is automatically replenished when your balance is low.
				Call or go online to pay early, before being billed. You can do this up to 10 days before or within 3 days after travel.	A credit or debit card is required. Customers must pay within 30 days to avoid additional fees or fines.
				You pay after receiving a bill in the mail. The bill covers all tolls charged in one month.	Customers must pay within 30 days to avoid additional fees or fines.

10. If the toll rates for each were equal, which type of payment would you choose for a trip similar to your most recent trip?

- Good To Go! transponder account (17% - 41 responses)
- Good To Go! license plate account (24% - 58 responses)
- Pay over the phone/online within 72 hours (9% - 21 responses)
- Pay after receiving a bill in the mail (28% - 67 responses)
- I would no longer use the Tacoma Narrows Bridge for this trip. (21% - 51 responses)



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Payment Types	Stop to Pay?	Identification?	How Toll is Paid	Notes and Extra Costs	Toll Rate	
Cash	No Longer an Option				No longer an option	
Good To Go! Transponder	No Stop	A transponder on your windshield is read by overhead equipment	Money is deducted from your transponder account	The transponder cost \$12 and requires a \$30.00 deposit in pre-paid tolls. Your account is automatically replenished	\$2.75	
License Plate Identification	No Stop	A photo is taken of your license plate by overhead equipment	3 Options	Money is deducted from your license plate account	This account requires a \$30.00 deposit in pre-paid tolls. Your account is automatically replenished when your balance is low.	\$3.00
				Call or go online to pay early, before being billed. You can do this up to 10 days before or within 3 days after travel.	A credit or debit card is required. Customers must pay within 30 days to avoid additional fees or fines.	\$5.00
				You pay after receiving a bill in the mail. The bill covers all tolls charged in one month.	Customers must pay within 30 days to avoid additional fees or fines.	\$5.50

11. If the toll rates varied as shown, which type of payment would you choose for a trip similar to your most recent trip?

- *Good To Go!* transponder account -- \$2.75 (17% - 33 responses)
- *Good To Go!* license plate account -- \$3.00 (36% - 71 responses)
- Pay over the phone/online within 72 hours -- \$5.00 (7% - 14 responses)
- Pay after receiving a bill in the mail -- \$5.50 (9% - 17 responses)
- I would no longer use the Tacoma Narrows Bridge for this trip. (31% - 62 responses)



Tacoma Narrows Bridge

Follow up Q&A's from November 10, 2010 Citizen Advisory Committee meeting

Payment Types	Stop to Pay?	Identification?	How Toll is Paid	Notes and Extra Costs	Toll Rate	
Cash	No Longer an Option				No longer an option	
Good To Go! Transponder	No Stop	A transponder on your windshield is read by overhead equipment	Money is deducted from your transponder account	The transponder cost \$12 and requires a \$30.00 deposit in pre-paid tolls. Your account is automatically replenished	\$2.75	
License Plate Identification	No Stop	A photo is taken of your license plate by overhead equipment	3 Options	Money is deducted from your license plate account	This account requires a \$30.00 deposit in pre-paid tolls. Your account is automatically replenished when your balance is low.	\$3.00
				Call or go online to pay early, before being billed. You can do this up to 10 days before or within 3 days after travel.	A credit or debit card is required. Customers must pay within 30 days to avoid additional fees or fines.	\$3.75
				You pay after receiving a bill in the mail. The bill covers all tolls charged in one month.	Customers must pay within 30 days to avoid additional fees or fines.	\$4.25

12. If the toll rates varied as shown, which type of payment would you choose for a trip similar to your most recent trip? Please note that the **bolded rates** have changed slightly from the previous questions.

- a. *Good To Go!* transponder account-- \$2.75 (15% - 26 responses)
- *Good To Go!* license plate account -- \$3.00 (37% - 66 responses)
- Pay over the phone/online within 72 hours -- **\$3.75** (11% - 19 responses)
- Pay after receiving a bill in the mail -- **\$4.25** (5% - 9 responses)
- I would no longer use the Tacoma Narrows Bridge for this trip. (33% - 59 responses)



Tacoma Narrows Bridge

Follow up Q&A's from November 10, 2010 Citizen Advisory Committee meeting

Q: What photo toll rates are currently in place by other states?

A:

2-Axle Toll Rate Mainline Plaza - During Cashless Transition Period				
	ETC / Pass	Pay By Mail / Toll By Plate	Cash	Other Fees
Central Texas Regional Mobility Authority	\$1.35 (10% off of the cash rate)	\$1.80 (33% more than ETC rate)	\$1.50	Bill processing fee - \$1.00
E-470	\$2.25 (10% off of the cash rate)	\$2.50	\$2.50	Toll bill late fee - \$5.00
Florida's Turnpike Enterprise	\$0.75 (25% discount off of the cash rate)	\$1.00	\$1.00	Post-pay Pay By Plate invoice - \$2.50 per month admin fee Pre-pay Pay By Plate - no admin fee (account is all automated like a pass)
North Texas Tollway Authority	\$1.05	\$1.30 (up to 40% more than ETC rate varied)	\$1.30	Toll bill late fee - \$2.50

2-Axle Toll Rate Mainline Plaza - Current				
	ETC / Pass	Pay By Mail / Toll By Plate	Cash	Other Fees
Central Texas Regional Mobility Authority	\$1.55	\$ 2.07 (33% more than ETC rate)	N/A	Bill processing fee - \$1.00
E-470	\$2.40 (25% off of the License Plate Toll rate)	\$3.00	N/A	Toll bill late fee - \$7.00
Florida's Turnpike Enterprise	\$0.75 (25% discount off of the cash rate)	\$1.00	\$1.00 (cash will be eliminated in February 2011)	Post-pay Pay By Plate invoice - \$2.50 per month admin fee Pre-pay Pay By Plate - no admin fee (account is all automated like a pass)
North Texas Tollway Authority	\$1.41	\$2.15 (50% more than ETC rate with min. \$.20 difference)	\$2.15 (cash will be eliminated in December 2010)	Toll bill late fee - \$2.50



Tacoma Narrows Bridge

Follow up Q&A's from November 10, 2010 Citizen Advisory Committee meeting

Agency	Cash Conversion to Billing	Price Differential
Central Texas Regional Mobility Authority	Cash collection decreased from 5.2% to 4.2%. during 6 month transition to cashless	Pay By Mail rate 33% higher than ETC rate, cash rate is 10% more than ETC rate
North Texas Tollway Authority	Cash collection has decreased from 8.27% to 3.97% during past 21 months	Zipcash rate is 50% higher than ETC rate, and the same as the cash rate

Zoomerang Survey Results

Tacoma Narrows Bridge Customer Travel Survey

Response Status: Completes

Filter: No filter applied

Nov 16, 2010 12:17 PM PST

This survey is directed to people who have recently paid a toll to cross the Tacoma Narrows Bridge. Please answer questions based upon the most recent trip where you paid a toll to cross the Tacoma Narrows Bridge.

1. How did you find out about this customer travel survey? (check all that apply)

- Received a flyer at the toll plaza
- Saw a roadside sign advertising the survey website
- Word of mouth
- News Media (newspaper article, website, TV story)
- Other, please specify:

2. How often do you pay a toll to cross the Tacoma Narrows Bridge? (select one)

- 4 or more times per week
- 2 or 3 times per week
- Once per week
- 1 to 3 times per month
- Less than once per month but more than twice per year
- Twice per year or less

Total

3. What was the primary purpose of your most recent trip for which you paid a toll to cross the Bridge?

Commuting to/from work

Commuting to/from School

Work-related travel

Shopping

Recreation

Personal appointment

Other, please specify:

Total

4. How did you pay your toll on the Tacoma Narrows Bridge for your most recent trip?

I paid electronically with a Good To Go! transponder

I stopped and gave my payment to a toll attendant

Someone else paid the toll for the vehicle in which I was a passenger

Total

5. Please check the most important reason why you did not pay with a Good to Go! transponder:

I don't use the Tacoma Narrows Bridge often enough

I don't know enough about Good to Go!

I don't know where to get a Good to Go! transponder

I have a Good to Go! transponder, but it was in a different vehicle

I need toll receipts for reimbursement

I don't have a credit or debit card to add funds to transponder account

It costs too much to get a transponder

I am concerned about privacy

Other, please specify

Total

6. What type of vehicle did you use for your most recent trip for which you paid a toll to cross the Bridge?

Personal car, SUV, or pick-up truck (2-axle private vehicle)
Motorcycle
Bus/public transit
Taxi
2-axle commercial truck
3-axle vehicle (including cars pulling a one axle trailer)
4-axle vehicle (including cars pulling a two axle trailer)
5-axle vehicle
6-axle vehicle or larger
Other, please specify:
Total

Image:

For the following group of questions, consider if WSDOT offered five different ways to pay your toll on the Tacoma Narrows Bridge. These payment types

7. If all the toll rates were equal, which type of payment would you choose for a trip similar to your most recent trip?

Cash
Good To Go! transponder account
Good To Go! license plate account
Pay over the phone/online within 72 hours
Pay after receiving a bill in the mail
Total

Image:

8. If the toll rates varied as shown, which type of payment would you choose for a trip similar to your most recent trip?

Cash -- \$4.00

Good To Go! transponder account -- \$2.75

Good To Go! license plate account -- \$3.00

Pay over the phone/online within 72 hours -- \$5.00

Pay after receiving a bill in the mail -- \$5.50

Total

Image:

9. If the toll rates varied as shown, which type of payment would you choose for a trip similar to your most recent trip from the previous question.

Cash -- \$4.00

Good To Go! transponder account -- \$2.75

Good To Go! license plate account -- \$3.00

Pay over the phone/online within 72 hours -- \$3.75

Pay after receiving a bill in the mail -- \$4.25

Total

For the following group of questions, consider if the Tacoma Narrows Bridge removed its toll booths and only accepted payment through a Good To Go! account, online, by telephone, or by mail. No one would have to stop to pay their toll. Instead, all vehicles would be identified through their Good To

Image:

10. If the toll rates for each were equal, which type of payment would you choose for a trip similar to your most recent trip?

Good To Go! transponder account

Good To Go! license plate account

Pay over the phone/online within 72 hours

Pay after receiving a bill in the mail

I would no longer use the Tacoma Narrows Bridge for this trip.

Total

Image:

11. If the toll rates varied as shown, which type of payment would you choose for a trip similar to your most

Good To Go! transponder account -- \$2.75

Good To Go! license plate account -- \$3.00

Pay over the phone/online within 72 hours -- \$5.00

Pay after receiving a bill in the mail -- \$5.50

I would no longer use the Tacoma Narrows Bridge for this trip.

Total

Image:

12. If the toll rates varied as shown, which type of payment would you choose for a trip similar to your most from the previous question.

Good To Go! transponder account-- \$2.75

Good To Go! license plate account -- \$3.00

Pay over the phone/online within 72 hours -- \$3.75

Pay after receiving a bill in the mail -- \$4.25

I would no longer use the Tacoma Narrows Bridge for this trip.

Total

13. In what state or province is the vehicle that you used for your most recent trip across the Tacoma Narrows Bridge?

Washington

Oregon

British Columbia

Other — United States

Other — Canada

Total

14. Where did your most recent trip across the Tacoma Narrows Bridge begin? Please provide the city and state.

806 Responses

15. Where did your most recent trip end? (Note: this should be a different location than your answer to the previous question.)

804 Responses

1. How did you find out about this customer travel survey? (check all that apply)

Respondent #

Response

1 son told me

2 Facebook

3 employee received flyer at the toll plaza

4 Facebook

5 Facebook

6 Saw a roadside sign advertising the survey website

7 handed paper @ toll booth

8 Frustration with expense forced me to find outlet for disappointment.

3. What was the primary purpose of your most recent trip for which you paid a toll to cross the Bridge?

Respondent #

Response

1 Medical

- 2 to/from work/pleasure
- 3 visiting friend in purdy
- 4 breakfast with friends
- 5 VISITING FAMILY
- 6 Family
- 7 friends
- 8 work for me and school for my child
- 9 Granddaughter's music class
- 10 Auto Repair
- 11 searching for work/training
- 12 meeting
- 13 visit family
- 14 personal
- 15 commuting to home from Forks, WA
- 16 Dr. shpping, rentals
- 17 Child theatre rehearsal--nearly ALWAYS child activity!
- 18 visiting mom in Pt. Orchard
- 19 Family
- 20 personal travel
- 21 Volunteerism
- 22 Visiting relatives in Bremerton
- 23 airport run
- 24 visit family
- 25 Visiting family
- 26 visiting friends
- 27 Helping elderly mother who lives in Puyallup

- 28 Commuting between residences
- 29 Church
- 30 Visit Friends/Family
- 31 airport
- 32 medical treatment
- 33 Flying from seaTac
- 34 Family
- 35 Going to church
- 36 driving child to/from school & multiple other trips

- 37 visit family
- 38 Military Reserves
- 39 visit my mom in the hospital
- 40 Visiting friends
- 41 to visit my daughter in Longview
- 42 Visit Family
- 43 Had loaner vehicle

- 44 YMCA
- 45 family dinner
- 46 visiting with friends
- 47 Visiting friends
- 48 kids soccer
- 49 Concert in Bremerton from Tacoma
- 50 Visiting my brother
- 51 Commuting to/from work
- 52 visit family
- 53 Visiting a Patient in TGH
- 54 I was driving a rental car on business, my
personal vehicles have Good To Go transponders

- 55 Family, and taking care of investment property

- 56 visiting
- 57 visit retail vet home resident
- 58 visiting fiancée
- 59 visiting Family across the bridge
- 60 visit National Cemetery in Covington
- 61 Went to a show in Kent
- 62 FAMILY
- 63 Visiting family
- 64 spending time with family
- 65 personal business
- 66 visiting relative(s)
- 67 Visit mom in nursing home in Federal Way
- 68 Attending a Church service
- 69 Dog groomers is located in Gig Harbor
- 70 visiting family
- 71 motor coach charter
- 72 See sig. other in navy
- 73 Church
- 74 attend church services
- 75 Family
- 76 court
- 77 Visit family
- 78 helping friend move
- 79 Artist gathering
- 80 Dining Out in Tacoma
- 81 visit family
- 82 Visit Family
- 83 family

5. Please check the most important reason why you did not pay with a Good to Go! transponder:

Respondent #

Response

- 1 Good to Go office is closed when i commute to/from work for cash addition to account
- 2 Awaiting replacement due to broken windshield replacement
- 3 new car, waiting for license plate to get transponder
- 4 I keep procrastinating in regard to signing up.

- 5 NO MONEY ON MY GtG PASS
- 6 seasonal employment dictates current use, otherwise I don't use the TNB often enough
- 7 I don't like the process setup for fund withdrawal, I would prefer a debit solution instead of a lump sum
- 8 Use a rental car when visiting on business, very inconvenient to not be able to use good-to-go in this situation.
- 9 One electronic glitch could erase any savings I might obtain.
- 10 concerned may get a ticket by mistake, have heard of people accidently getting fined.
- 11 i purchased new vehicle and have yet to buy a good good to go
- 12 have not gotten around to it
- 13 There should not be a toll. I would rather drive an extra 50 miles to avoid your toll, even if it costs me more for gas and takes an extra hour of my time.
- 14 driving different vehicle with no transponder, the transponders cost to much just as does the toll. no more toll!
- 15 Transponder is on other car
- 16 Transponder in sons name. Don't know if I can use it or must tranfser.
- 17 new car that didn't have a transponder, yet
- 18 just haven't gotten around to it
- 19 Need more Good to Go Offices to go to and fill up pass
- 20 I was paying for a friend that does not have Good to Go on his car yet. But he is getting one soon.

- 21 I do not support the cost of the toll as I am sure it has paid itself off by now, and I believe signing up for the good to go is a way to conform to cost of the toll
- 22 I don't want to pay to drive in the HOV lanes on 167.
- 23 Awaiting my transponder via the mail

- 24 I like the personal contact with the toll takers
- 25 I don't want to participate good to go I'm against this toll
- 26 I have a transponder but my account is on low balance and I haven't had the chance to add money to my account.
- 27 moving soon, doesn't save enough to justify the cost
- 28 to lazy to get pass
- 29 I only live in Washington parttime.
- 30 Car with "Good To Go" decal in shop for repairs.
- 31 enjoy talking with attendants
- 32 My own procrastination has prevented me from actually picking up a transponder. Also, I really don't use the bridge often enough to warrant really needing a transponder. Besides< I like going through the toll booths. :)
- 33 Taxi Driver, diff car each day, or other driver using car
- 34 The government DOES NOT need my personal info and I DON'T trust the government AT ALL!!
- 35 COMPANY TOLD ME TO PAY WITH CASH AND TURN IN RECEIPTS
- 36 I've procrastinated getting a Good to Go! transponder
- 37 hate to pay a toll
- 38 I was driving a rental
- 39 I don't want a sticker on my window and a privacy issue
- 40 Just moved here and we have not purchased a transponder yet
- 41 sticker goes with car, dobt always use sm car
- 42 the sticker would block my view - I'm tall, plus it's not cost-effective
- 43 I am opposed to electronic tolling.
- 44 didnt have enough money on my Good To Go to use it
- 45 I decided it's far less fuss to just pay as I go.
- 46 just havent done it. lazy:)
- 47 I just moved to Gig Harbor, getting a pass on payday
- 48 too much hassle and I dont want a tacky sticker on my windsheild,
- 49 because the transponder broke and i have 1300 in tickets thanks

50 Not my car

6. What type of vehicle did you use for your most recent trip for which you paid a toll to cross the Bridge?

Respondent #	Response
	1 company owned van
	2 City owned Ford Escape Hybrid
	3 Rental car
	4 rental vehicle
	5 Loaner vehicle
	6 rental car
	7 2-axle motorhome for work related purposes

14. Where did your most recent trip across the Tacoma Narrows Bridge begin? Please provide the city

Respondent #	Question 14: City
	1 Silverdale
	2 Port Orchard
	3 Port Orchard
	4 bremerton
	5 Gig Harbor
	6 Bremerton
	7 Gig Harbor
	8 gig harbor
	9 Gig Harbor
	10 Olalla
	11 gig harbor
	12 Gig Harbor
	13 Kent
	14 Port Orchard
	15 Wauna
	16 Gig Harbor
	17 98409
	18 Olalla
	19 Olalla
	20 bremeton
	21 Port Orchard
	22 Gig Harbor
	23 98335
	24 grapeview
	25 Port Orchard
	26 Gig Harbor
	27 gig Harbor
	28 gig harbor
	29 Gig Harbor

30	tacoma	
31	Bremerton	
32	Gig Harbor	
33	gig harbor	
34	Gig Harbor	
35	Gig Harbor	
36	Fircrest	
37	Port Orchard	
38	olalla	
39	Gig Harbor	
40	Purdy	
41	Gig Harbor	
42	Gig Harbor	
43	Fox Island	
44	Port Orchard	
45	Gig Harbor	
46	Bainbridge Island	
47	GIG HARBOR	
48		98329
49	Edgewood	
50	Gig Harbor	
51		98329
52	Puyallup	
53	bremerton	
54	Bremerton	
55	Tacoma	
56	olalla	
57	gig harbor	
58	Gig Harbor	
59	Auburn	
60	silverdale	
61	PORT ORCHARD	
62	Fife	
63	tacoma	
64	Gig Harbor	
65	PORT ORCHARD	
66	Port Hadlock	
67	Tacoma	
68	gig harbor	
69	Silverdale	
70	Gig Harbor	
71	Port Orchard	
72	Bremerton	
73	Tacoma	

74	Bremerton	
75	tacoma	
76	Gig Harbor	
77	lakebay	
78	Gig Harbor	
79	port orchard	
80	port orchard	
81	olalla	
82	Gig Harbor	
83	belfair	
84	Gig Harbor	
85	Fox Island	
86	Gig Harbor	
87		98332
88	Bremerton	
89	longbranch	
90	Vaughn	
91	Gig Harbor	
92	Vaughn	
93		98395
94	Bremerton	
95	Gig Harbor	
96	gig harbor	
97	Port Orchard	
98	Gig Harbor	
99	Port Orchard	
100		98332
101	gig harbor	
102	Gig Harbor	
103	Gig Harbor	
104	olalla	
105		98366
106	Bremerton	
107	Gig Harbor	
108	Gig Harbor	
109	Tacoma	
110	Gig Harbor	
111	gig harbor	
112	Vaughn	
113	Gig Harbor	
114	Gig Harbor	
115	Port Orchard	
116	Gig Harbor	
117	BELFAIR	

118 Illahee (E Bremerton)
119 Lakewood
120 Gig Harbor (Tacoma Narrows Airport)
121 Burley
122 Port Orchard
123 Gig Harbor
124 Burley
125 Gig Harbor
126 gig harbor
127 Gig Harbor
128 Gig Harbor
129 Belfair
130 Gig Harbor
131 Gig Harbor
132 Port Orchard
133 Gig Harbor
134 Wauna
135 olalla
136 gig harbor
137 SEABECK
138 gig harbor
139 Port Orchard
140 Federal Way
141 gig harbor
142 Gig Harbor
143 seabeck
144 Gig Harbor
145 Port Orchard
146 Puyallup
147 Port Orchard
148 port orchard
149 lakebay
150 Port Orchard
151 Port Orchard
152 Gig Harbor
153 Puyallup
154 Gig Harbor
155 Gig Harbor
156 Gig Harbor
157 tacoma
158 Gig Harbor
159 Lakebay
160 Bremerton
161 Gig Harbor

162 Gig Harbor	
163 Edgewood	
164 port orchard	
165 OLALLA	
166 Gig Harbor	
167 port orchard	
168 vaughn	
169 Port Orchard	
170 tacoma	
171 Renton	
172 University Place	
173 Federal Way	
174	98367
175 gig harbor	
176 Silverdale	
177 Gig Harbor	
178	98498
179 gig harbor	
180 Olalla	
181 gig harbor	
182 gig harbor	
183 Bainbridge Island	
184	98003
185 Sequim	
186 port orchard	
187 Lakewood	
188 Tacoma	
189 Port Orchard	
190 Bremerton	
191 gig harbor	
192 Gig Harbor	
193 Belfair	
194 Tacoma	
195 Gig Harbor	
196	98335
197 shelton	
198 Tacoma	
199 Gig Harbor	
200 Gig Harbor	
201 tacoma	
202 Tacoma	
203 Kent	
204 Federal Way	
205 port orchard	

206 Auburn
207 gig harbor
208 Port Orchard
209 Gig Harbor
210 Port Orchard
211 Tacoma
212 Gig Harbor
213 Port Orchard
214 Tacoma
215 renton
216 Olympia
217 tacoma
218 Poulsbo
219 gig harbor
220 indianola
221 Belfair
222 Renton
223 gig harbor
224 Gig Harbor
225 Gig Harbor
226 vaughn
227 Silverdale
228 Forks
229 gig harbor
230 Shelton
231 Edgewood
232 seabeck
233 gig harbor
234 kingston
235 Gig Harbor
236 gig harbor
237 Gig Harbor
238 Puyallup
239 port orchard
240 Gig Harbot
241 Port Orchard
242 belfair
243 Port Orchard
244 Gig Harbor
245 Port Angeles
246 Port Orchard
247 Shelton
248 port orchard
249 Tacoma

250 Gig Harbor	
251 Olalla	
252 Silverdale	
253 gig harbor	
254 Gig Harbor	
255 Longbranch	
256 Gig Harbor	
257 Fox Island	
258 bremeron	
259 Silverdale	
260 olalla	
261 Port Orchard	
262 Gig harbor	
263 Spanaway	
264 North Bend	
265 fox island	
266 University Place	
267 Shelton	
268 Seabeck	
269 gig hsrbor	
270 seabeck	
271 SEATAC	
272 bremeron	
273 Olympia	
274 Gig Harbor	
275	98310
276	98359
277 Centralia	
278 Gig Harbor	
279 Port Orchard	
280 Gig Harbor	
281 Grapeview	
282 Federal Way	
283 Gig Harbor	
284 bremeron	
285 Gig Harbor	
286 Sammamish	
287 Port Orchard	
288 Gig Harbor	
289 Olalla	
290 Port Orchard	
291 Gig Harbor	
292 Bremerton	
293 University Place	

294 Tacoma	
295	98282
296 University Plsce	
297 bremeron	
298 Tacoma	
299 Bremerton	
300 Port Orchard	
301 Seabeck	
302 Port Orchard	
303 Bremerton	
304 tacoma	
305 Bremerton	
306 tacoma	
307 Poulsbo	
308 Port Orchard	
309 gig harbor	
310 port orchard	
311 Gig Harbor	
312 Port Orchard	
313 Tacoma	
314 Gig Harbor	
315 Gig Harbor	
316 Gig Harbor	
317 woodinville	
318 gig harbor	
319 Gig Harbor	
320	98335
321 university place	
322 Port Orchard	
323	98367
324 Silverdale	
325 seattle	
326 Gig Harbor	
327 Renton	
328 poulsbo	
329 federal way	
330 gig harbor	
331 Tacoma	
332 Port Orchard	
333 Puyallup	
334 port orchard	
335 Bremerton	
336 Port Orchard	
337 Bremerton	

338 port orchard	
339 sumner	
340 Bremerton	
341 Bremerton	
342 Fircrest	
343 shelton	
344 Lacey	
345 Gig Harbor	
346 Lakebay	
347 Gig Harbor	
348 Gig harbor	
349 Port Orchard	
350 federal way	
351 Bremerton	
352 purdy	
353 Gig Harbor	
354 Lake Tapps	
355 gig harbor	
356 Silverdale	
357 Federal Way	
358 Gig Harbor	
359 port orchard	
360	98332
361 Tacoma	
362 Tacoma	
363 Tacoma	
364 Port Angeles	
365 Bremerton	
366 port orchard	
367 Gig Harbor	
368 Tacoma	
369 Gig Harbor	
370 Tacoma	
371	98394
372 Port Orchard	
373 Lakewood	
374	98366
375 gig harbor	
376 Port Orchard	
377 port orchard	
378 port orchard	
379 Gig Harbor	
380 Port Orchard	
381 Port Orchard	

382 Bremerton	
383 bellinham	
384 Gig Harbor	
385 LAKEBAY	
386	98110
387 Port Orchard	
388 Shoreline	
389 lakewood	
390 Gig Harbor	
391 Port Orchard	
392 Lakebay	
393 gig harbor	
394 Gig Harbor	
395 Lakebay	
396 Gig Harbor	
397 Sumner	
398 Gig Harbor	
399 Gig Harbor	
400 Port Orchard	
401 Tacoma	
402 Lakebay	
403 Port ORchard	
404 gig Harbor	
405 Gig Harbor	
406 Lakebay	
407 Tacoma	
408 bothell	
409 Gig Harbor	
410 Gig Harbor	
411	98335
412 Port Orchard	
413 Gig Harbor	
414 Gig harbor	
415 Port Orchard	
416 Gig Harbor	
417 Port Orchard	
418 gig harbor	
419 Gig Harbor	
420 gig harbor	
421 Port Orchard	
422 Gig Harbor	
423 Gig Harbor	
424 Port Orchard	
425 Gig Harbor	

426	98027
427 Bremerton	
428 Port Orchard	
429 Kelso	
430 Gig Harbor	
431 Silverdale	
432 Port Orchard	
433 Poulsbo	
434	98332
435 Shelton	
436 Poulsbo	
437 Port Orchard	
438 Gig Harbor	
439 Gig Harbor	
440 Silverdale	
441 Fox Island	
442 tacoma	
443 Port Orchard	
444 olalla	
445 gig harbor	
446 Gig Harbor	
447 Tacoma	
448 lakebay	
449 Gig Harbor	
450 Port Orchard	
451 Kent	
452 Port Orchard	
453 Tacoma	
454 Gig Harbor (Purdy)	
455 bremerton	
456 SeaTac	
457 gorst	
458 gig harbor	
459 gig harbor	
460 Glg Harbor	
461 Vashon	
462 tacoma	
463 8696 Landing Lane SE	
464	98332
465 Bremerton	
466 belfair	
467 Kent	
468 Sequim	
469 Gig harbor	

470 Seattle	
471 Gig Harbor	
472 Lakebay	
473 Port Orchard	
474 Port Orchard	
475 Port Orchard	
476	98367
477 Port Orchard	
478	98366
479 Gig Harbor	
480 Grapeview	
481 Port Orchard	
482 Port Angeles	
483 Edgewood	
484 Gig Harbor	
485 gig harbor	
486 bremerton	
487 bremerton	
488 spanaway	
489 gig harbor	
490 ELLENSBURG	
491 gig harbor	
492 Tacoma	
493 poulsbo	
494 Gig Harbor	
495 bremerton	
496 Bremerton	
497 Wauna	
498 Olalla	
499 Port Townsend	
500 gig harbor	
501 Grapeview	
502 bremerton	
503 Gig harbor	
504 bremerton	
505 Gig Harbor	
506 Lakewood	
507 Gig Harbor	
508 buckly	
509 Bremerton	
510 Port Orchard	
511	98329
512 port orchard	
513 Gig Harbor	

514 Gig Harbor	
515 DuPont	
516 Bonney Lake	
517 Lakebay	
518 Gig Harbor	
519 Bremerton	
520 Gig Harbor	
521	98332
522 Bremerton	
523 BELFAIR	
524 Key Center	
525 Steilacoom	
526 Lynnwood	
527 Gig Harbor	
528 tacoma	
529 Gig Harbor	
530	98329
531 Tacoma	
532 grapeview	
533 gig harbor	
534 Tacoma	
535 Tacoma	
536 gig harbor	
537 reardan	
538 Lakebay	
539 port orchard	
540	98332
541 Gig Harbor	
542 Bremerton	
543 Gig Harbor	
544 Suquamish	
545 Bremerton	
546 port orchard	
547 belfair	
548 Vaughn	
549 Bremerton	
550 Port Orchard	
551 Bremerton	
552 Port Orchard	
553 Port Orchard	
554 Gig Harbor	
555 fircrest	
556 Lakewood	
557 Gig Harbor	

558 gig harbor	
559 Renton	
560 Port Orchard	
561 Port Orchard	
562 Grapeview	
563 tacoma	
564 Port Orchard	
565 Tacoma	
566 tacoma	
567 Bremerton	
568 Bremerton	
569 WA	
570	98166
571 POULSBO	
572 edmonds	
573 Gig Harbor	
574	98380
575 gig harbor	
576 Gig Harbor	
577 Renton	
578 Port orchard	
579 15305 Crescent Valley Dr. NW Gig Harbor	
580 tacoma	
581 Wauna	
582 gig harbor	
583 Port Orchard	
584 Gig Harbor	
585 Gig Harbor	
586 Gig Harbor	
587 tacoma	
588 port orchard	
589 gig harbor	
590 seabeck	
591 University Place	
592	98329
593 gig harbor	
594 port orchard	
595	98335
596 Port Orchard	
597 Seabeck	
598 Port Angeles	
599	98405
600 Port Orchard	
601 university place	

602 Gig Harbor	
603 Gig Harbor	
604 PORT ORCHARD	
605 Everett	
606 Olympia	
607 Gig Harbor	
608 gig harbor	
609 Gig Harbor	
610 Sumner	
611 Gig Harbor	
612 Tacoma	
613	98335
614 silverdale	
615 olalla	
616 Gig Harbor	
617 Gig Harbor	
618 gig harbor	
619 Port Orchard	
620 bremeron	
621 Gig Harbor	
622	98660
623 Gig Harbor	
624 Vaughn	
625 Gig Harbor	
626 Gig Harbor	
627 bremeron	
628 longbranch	
629 tacoma	
630 Gig Harbor	
631 Gig Harbor	
632 port townsand	
633 gig harbor	
634 Port orchard	
635 Bainbridge Island	
636 sammamish	
637	98368
638 port orchard	
639 gig harbor	
640 bremeron	
641 Poulsbo	
642 Federal Way	
643 Gig Harbor	
644 Port Ludlow	
645 Bremerton	

646 Auburn
647 Olalla
648 Olalla
649 Poulsbo
650 98110
651 Gig Harbor
652 Gig Harbor
653 Gig Harbor
654 Port Ludlow
655 Bainbridge Island
656 Gig Harbor
657 Gig Harbor
658 Eatonville
659 Bremerton
660 Gig Harbor
661 Bremerton
662 Gig Harbor
663 Bremerton
664 Bremerton
665 Gig Harbor
666 Poulsbo
667 Bremerton
668 Seattle
669 Lacey
670 Bremerton
671 Gig Harbor
672 Gig Harbor
673 Gig Harbor
674 Gig Harbor
675 Gig Harbor
676 98312
677 Tacoma
678 Tacoma
679 Gig Harbor
680 Port Orchard
681 Vaughn
682 Gig Harbor
683 Kent
684 Port Orchard
685 Silverdale
686 Gig Harbor
687 Wauna
688 Gig Harbor
689 Gig Harbor

690 Gig Harbor
691 Auburn
692 Port Orchard
693 lakebay
694 Port Orchard
695 port orchard
696 Allyn
697 KENT
698 Tacoma
699 Bremerton
700 Port Orchard
701 Gig Harbor
702 Lakebay
703 Gig Harbor
704 Gig Harbor
705 Silverdale
706 Hillsboro
707 Gig Harbor
708 Gig Harbor
709 Seattle
710 Gig Harbor
711 Gig Harbor
712 VAUGHN KPN
713 gigharbor
714 Gig Harbor
715 Gig Harbor
716 98366
717 Port Orchard
718 Gig harbor
719 lakewood
720 Gig Harbor
721 olalla
722 Gig Harbor
723 Port Orchard
724 Gig harbor
725 gig harbor
726 Bremerton
727 Port orchard
728 Fox Island
729 Port Angeles
730 gig harbor
731 Auburn
732 Gig Harbor
733 Tacoma

734 Port Orchard
735 Gig Harbor
736 Gig Harbor
737 Fox Island
738 Port Orchard
739 Ia Center
740 Port Orchard
741 University Place
742 Gig Harbor
743 Gig Harbor
744 Port Ludlow
745 Poulsbo
746 Gig Harbor
747 gig harbor
748 Gig Harbor
749 Port Orchard
750 seatac
751 Gig Harbor
752 Gig Harbor
753 Olalla
754 Gig Harbor
755 bremerton
756 98366
757 gig harbor
758 Moses Lake
759 Gig Harbor
760 Fife
761 gresham
762 tacoma
763 Gig Harbor
764 Port Orchard
765 Bremerton
766 Lakebay
767 Olalla
768 Port Orchard
769 Gig Harbor
770 Tacoma
771 Olalla
772 port orchard
773 Gig Harbor
774 tacoma
775 Gig Harbor
776 Key Center
777 Lakebay

778 Gig Harbor	
779 Port Orchard	
780 port orchard	
781 port orchard	
782 Puyallup	
783 Fox Island	
784 Gig Harbor	
785 Bremerton	
786 Bremerton	
787 fed way	
788 Bremerton	
789 Gorst	
790 Port Orchard	
791 Gig Harbor	
792	98335
793 Bremerton	
794 Gig Harbor	
795 Port Orchard	
796 Bremerton	
797 Port Orchard	
798 Port Orchard	
799 kent	
800 Bremerton	
801 Port Orchard	
802 bremeron	
803	98367
804 Gig Harbor	
805 fox island	
806 Winthrop	

15. Where did your most recent trip end? (Note: this should be a different location than your answer

Respondent #	Question 15: City
	1 Tacoma
	2 Kent
	3 Olympia
	4 olympia
	5 Lakewood
	6 Tacoma
	7 Tacoma
	8 tacoma
	9 Tacoma
	10 Kent
	11 tacoma
	12 Tacoma

13 Gig Harbor	
14 Seattle	
15 Tacoma	
16 Tacoma	
17 Gig Harbor	
18 Tacoma	
19 Tacoma	
20 tacoma	
21 Seattle	
22 Seattle	
23 Issaquah	
24 Federal way	
25 Tacoma	
26 Seattle	
27 Tacoma	
28 lakewood	
29 Tacoma	
30 sequim	
31 Lakewood	
32 Seatac	
33 olympia	
34 Tacoma	
35 Seattle	
36 Port Orchard	
37 Federal Way	
38 Redmond	
39 Seattle	
40 Tacoma	
41 Tacoma	
42 Steilacoom	
43 Bellevue	
44 Tacoma	
45 Tacoma	
46 TACOMA	
47	98104
48 Gig Harbor	
49 Tacoma	
50	98003
51 Gig Harbor	
52 Tacoma	
53 Spanaway	
54 Silverdale	
55 tacoma	
56 Tacoma	

57 Tacoma	
58 Bremerton	
59 auburn	
60 SEATTLE	
61 Bremerton	
62 gig harbor	
63 Tacoma	
64 UNIVERSITY PLACE	
65 Tacoma	
66 Purdy	
67 tacoma	
68 Tacoma	
69 Tacoma	
70 Tacoma	
71 Renton	
72 Gig Harbor	
73 Tacoma	
74 silverdale	
75 Tacoma	
76 tacoma	
77 Lakewood	
78 seattle	
79 tacoma	
80 auburn	
81 Tacoma	
82 seattle	
83 Frederickson	
84 Tacoma	
85 Renton	
86	98133
87 Seattle	
88 mercer island	
89 Auburn	
90 Seattle	
91 Sumner	
92	98101
93 Tacoma	
94 Kent	
95 fife	
96 Seattle	
97 Tacoma	
98 Lakewood	
99	98407
100 Tacoma	

101 Tacoma
102 Federal Way
103 fife
104 98107
105 Olympia
106 Tacoma
107 Tacoma
108 Tacoma
109 Tacoma
110 fircrest
111 Graham
112 Tacoma
113 Fife
114 Tacoma
115 Tacoma
116 SEATTLE
117 Fort Lewis
118 gig harbor
119 Tacoma (Orchard Street Plant)
120 Tacoma
121 Tacoma
122 University Place
123 Tacoma
124 Tacoma
125 tacoma
126 Tacoma
127 Tacoma
128 Tacoma
129 Tacoma
130 Seattle
131 Seattle
132 Tacoma
133 Lakewood
134 tacoma
135 tacoma
136 SEATTLE
137 tacoma
138 Seattle
139 Gig Harbor
140 fort Steilacoom
141 Tacoma
142 tacoma
143 Tacoma
144 Tacoma

145 Port Orchard
146 Tukwila
147 seattle
148 ft lewis
149 Sammamish
150 Ruston
151 Tacoma
152 Gig Harbor
153 Tacoma
154 puyallup
155 Puyallup
156 wauna
157 Puyallup
158 Tacoma
159 Tacoma
160 Des Moines
161 Tacoma
162 Gig harbor
163 tacoma
164 KENT
165 Lakewood
166 renton
167 Sumner
168 Tacoma
169 gig harbor
170 Bremerton
171 Gig Harbor
172 Gig Harbor
173 tacoma
174 tacoma
175 Steilacoom
176 Seattle
177 gig harbor
178 tacoma
179 Kirkland
180 grand mound
181 seattle
182 Lakewood
183
184 Tacoma
185 fife
186 Bremerton
187 port orchard
188 Fort Lewis

98335

189 Puyallup
190 Tacoma
191 Tacoma
192 Renton
193 Gig Harbor
194 Algona
195 98501
196 tacoma
197 Gig Hrbor
198 Tacoma
199 Tacoma
200 silverdale
201 Gig Harbor
202 Longbranch
203 Bremerton
204 puyallup
205 Chimacum
206 fircrest
207 Tacoma
208 Tacoma
209 Salem
210 Tacoma
211 Spanaway
212 Federal Way
213 Tacoma
214 port angeles
215 Olalla
216 aberdeen
217 Tacoma
218 tacoma
219 kent
220 Kent
221 Port Angeles
222 tacoma
223 Seattle
224 Kent
225 auburn
226 Seattle
227 Tacoma
228 fife
229 Auburn
230 Brementon
231 renton
232 tacoma

233 puyallup
234 Tacoma
235 everett
236 Tacoma
237 Gig Harbor
238 auburn
239 Seattle
240 Auburn
241 auburn
242 Auburn
243 Lacey
244 Portland
245 Tacoma
246 Kent
247 tacoma
248 Port Orchard
249 Renton
250 Seattle
251 Seattle
252 tukwila
253 Tacoma
254 Tacoma
255 Tacoma
256 Puyallup
257 tacoma
258 Tacoma
259 tacoma
260 Tacoma
261 Tacoma
262 Port Orchard
263 Gig Harbor
264 tacoma
265 Gig Harbor
266 Seattle
267 Auburn
268 Tacoma
269 university place
270 BREMERTON
271 seattle
272 Pt. Orchard
273 Kent
274 Tacoma
275 Tacoma
276 Gig Harbor

277 Tacoma
278 Tacoma
279 tacoma
280 Bellevue
281 Gig Harbor
282 Tacoma
283 auburn
284 Tacoma
285 Union
286 tacoma
287 Tacoma
288 Puyallup
289 Renton
290 Tacoma
291 Tacoma
292 Port Orchard
293 Gig Harbor
294 Gig harbor
295 Gig Harbor
296 kent
297 Gig Harbor
298 Kirkland
299 Renton
300 SeaTac
301 Tacoma
302 Seattle
303 gig harbor
304 Tacoma
305 bremeron
306 Seattle
307 Tacoma
308 graham
309 puyallup
310 Tacoma
311 Algona
312 Gig Harbor
313 Tacoma
314 Renton
315 Olympia
316 bremeron
317 everett
318 Bellevue
319 lakewood
320 gig harbor

321 Kent	
322	98465
323 Seattle	
324 Bremerton	
325 Tacoma	
326 Lakebay	
327 Spokane	
328 Port Orchard	
329 Tacoma	
330 Wauna	
331 Auburn	
332 Puyallup	
333 Seattle	
334 Tacoma	
335 Yelm	
336 Olympia	
337 Tacoma	
338 Port Orchard	
339 University Place: Trader Joe's	
340 Tacoma	
341 Bremerton	
342 Seattle	
343 Rolling Bay, Bainbridge Island	
344 Tacoma	
345 University Place	
346 Gig Harbor	
347 Tacoma	
348 Tukwila	
349 Gig Harbor	
350 Tukwila	
351 Tacoma	
352 Tacoma	
353 Port Orchard	
354 Portland	
355 Auburn	
356 Gig Harbor	
357 Seattle	
358 Tacoma	
359 Fircrest	
360 Bremerton	
361 Bremerton	
362 Pt Orchard	
363 Sumner	
364 Seattle	

365 tacoma
366 Tacoma
367 Gig Harbor
368 Tacoma
369 Port Orchard
370 98168
371 Fife
372 Silverdale
373 Seattle
374 kent
375 tukwila
376 tacoma
377 seattle
378 Sumner
379 Tacoma
380 Seattle
381 tacoma
382 fircrest
383 Federal Way
384 LACEY
385 Seatac
386 Seattle
387 Port Orchard
388 bremerton
389 Tacoma
390 Tacoma
391 Tacoma
392 fife
393 Fircrest
394 Fife
395 Kent
396 Port Orchard
397 Tacoma
398 Fort Lewis
399 Tacoma
400 Port Orchard
401 Tacoma
402 seatac
403 seattle
404 Fife
405 Tacoma
406 Silverdale
407 Gigharbor
408 Gig Harbor

409 Tacoma	
410	98409
411 Puyallup	
412 Olympia	
413 Tacoma	
414 Puyallup	
415 Tacoma	
416 Auburn	
417 kent	
418 Fife	
419 tacoma	
420 Federal Way	
421 Fife	
422 Tacoma	
423 Kent	
424 Seattle	
425	98383
426 Tacoma	
427 Tacoma	
428 Poulsbo	
429 Dupont	
430 tacoma	
431 Federal Way	
432 Tacoma	
433	98405
434 Seattle	
435 Burien	
436 Tacoma	
437 Tacoma	
438 Tacoma	
439 Auburn	
440 Tacoma	
441 port orchard	
442 Fiee	
443 auburn	
444 seattle	
445 Tacoma	
446 Gig Harbor	
447 tacoma	
448 Fife	
449 Longview	
450 Lake Bay	
451 Yelm	
452 Port Orchard	

453 Tacoma
454 Tacoma
455 Tacoma
456 tacoma
457 auburn
458 Seatac
459 Seattle
460 Bonney Lake
461 purdy
462 Fife
463 YMCA/Tacoma
464 SEATAC
465 tacoma
466 Port Townsend
467 Seattle
468 Sea tac airport
469 Gig Harbor
470 Tacoma
471 Tacoma
472 Lacey
473 Seattle
474 SeaTac
475 98198
476 Tukwila
477 Tacoma
478 Ft Lewis/Mcchord
479 Lakewood
480 Redmond
481 Puyallup
482 silverdale
483 tacoma
484 tacoma
485 Tacoma
486 Portland
487 gig harbor
488 kent
489 PALSBO
490 tacoma
491 Silver city pub and brewery
492 pacific
493 University Place
494 Seattle
495 Tumwater
496 Tacoma

497 Tacoma
498 Kent
499 tacoma
500 West Seattle
501 renton
502 Kent
503 vantage
504 Tacoma
505 Gig Harbor
506 Enumclaw
507 belfar
508 Tacoma
509 tacoma
510 98409
511 tacoma
512 Lake Forest Park
513 Tacoma
514 Gig Harbor
515 Bonney Lake
516 Puyallup
517 Tacoma
518 Lacey
519 Bonney Lake
520 kent
521 Tacoma
522 AUBURN
523 University Place
524 Gig Harbor
525 Port Orchard
526 Seatac
527 gig harbor
528 Fircrest
529 SeaTac
530 Tacoma
531 tacoma
532 Tacoma
533 Gig Harbor
534 Gig Harbor
535 lakewood
536 silverdale
537 Federal Way
538 dupont
539 98402
540 SEATTLE

541 Tacoma
542 Tacoma
543 TACOMA
544 Tillamook
545 seattle
546 Tacoma
547 Tacoma
548 Milton
549 Federal Way
550 Tacoma
551 Seattle
552 Tukwila
553 Tacoma
554 gig harbor
555 Gig Harbor
556 Federal Way
557 federal way
558 Bremerton
559 Seattle
560 Tacoma
561 Lakewood
562 belfair
563 Auburn
564 Bremerton
565 gig harbor
566 Packwood
567 Seatac
568 WA
569 allyn
570 KENT
571 purdy
572 Lakewood
573 98178
574 puyallup
575 Tacoma
576 Bremerton,
577 Federal way
578 2919 S. 38th ST. Tacoma
579 belfair
580 Fife
581 puyallup
582 Federal Way
583 Tacoma
584 Auburn

585 University Place	
586 gig harbor	
587	98499
588 Puyallup	
589 tacoma	
590 Gig Harbor	
591	98390
592 puyallup	
593 tacoma	
594	98520
595 Olympia	
596 yakima	
597 Covington	
598 Gig Harbor	
599 Kent	
600 Gig Harbor	
601 Tacoma	
602 Lacey	
603 RAINIER	
604 Gig Harbor	
605 Tacoma	
606 Renton	
607 tacoma	
608 Tacoma	
609 Poulsbo	
610 Tacoma	
611 Tacoma	
612 burien	
613 auburn	
614 Tacoma	
615 Tacoma	
616 Puyallup	
617 tacoma	
618 Seattle	
619 everett	
620 Tacoma	
621 Port Orchard	
622 Puyallup	
623 Renton	
624 Auburn	
625 Kent	
626 Lakewood	
627 tacoma	
628 purdy	

629 Lakewood
630 Tacoma
631 auburn
632 tacoma
633 Olympia
634 Hoodspport
635 purdy
636 seattle
637 Tacoma
638 seattle
639 tacoma
640 Olympia
641 Federal Way
642 Tacoma
643 Kent
644 Seattle
645 Gig Harbor
646 tacoma
647 Tacoma
648 selah
649 tacoma
650 Federal Way
651 Federal Way
652 Fort Lewis
653 Pulyualup
654 fife
655 Tacoma
656 tacoma
657 Bremerton
658 seattle
659 Tacoma
660 Kent
661 Fife
662 seattle
663 Seatac
664 Puyallup
665 Graham
666 auburn
667 Port Angeles
668 Port Orchard
669 kent
670 Tacoma
671 Federal Way
672 tacoma

673 Kirkland
674 Federal Way
675 98406
676 Port Orchard
677 Gig Harbor
678 Tacoma
679 tacoma
680 Auburn
681 tacoma
682 Poulsbo
683 centralia
684 Washougal
685 Tacoma
686 Seatac
687 Seattle
688 Lakewood
689 Gig Harbor
690 Olympia
691 seattle
692 Renton
693 seattle
694 Seattle
695 GIG HARBOR
696 Gig Harbor
697 Seattle
698 Issaquah
699 Renton
700 Spanaway
701 Puyallup
702 Tacoma
703 Tacoma
704 Bremerton
705 Joint Base Lewis-McChord
706 Ft Lewis
707 Gig Harbor
708 Tacoma
709 Seattle
710 TACOMA
711 tacoma
712 Tacoma
713 Tacoma
714 Lakewood
715 Cashmere
716 Olympia

717 poulsbo
718 Tacoma
719 tacoma
720 Puyallup
721 Couvington
722 Tacoma
723 kent
724 Fort Lewis
725 Lakewood
726 Tacoma
727 Olympia
728 tacoma
729 Gig Harbor
730 Tacoma
731 Gig Harbor
732 Renton
733 Puyallup
734 Federal Way
735 Sea-Tac
736 Tacoma
737 Gig Harbor
738 Federal Way
739 Paulsbo
740 Tacoma
741 Olympia
742 Puyallup
743 Tacoma
744 Enumclaw
745 tacoma
746 Seattle
747 Renton
748 gig harbor
749 Puyallup
750 Tacoma
751 Tacoma
752 Issaquah
753 sumner
754 seatac
755 fife
756 Port Orchard
757 Gig Harbor
758 Gig Harbor
759 gig harbor
760 silverdale

761 Tacoma
762 Seattle
763 Tacoma
764 Renton
765 Olympia
766 Lakewood
767 Tacoma
768 Silverdale
769 Tukwila
770 university pl
771 Lakewood
772 poulsbo
773 McChord AFB
774 University Placer
775 Renton
776 Tacoma
777 Tacoma
778 tacoma
779 tacoma
780 Bangor Naval base Kitsap
781 Tacoma
782 Tacoma
783 Federal way
784 Tacoma
785 gig harbor
786 Tacoma
787 Lakewood
788 Tacoma
789 Seattle
790 seattle
791 Tacoma
792 Lakewood
793 Seattle
794 Renton
795 Tacoma
796 Tacoma
797 kent
798 Lakewood
799 Puyallup
800 tacoma
801 99801
802 Fife
803 tacoma
804 Bainbridge Island

260	31%
634	76%
12	1%
3	0%
11	1%

455	55%
117	14%
55	7%
119	14%
72	9%
15	2%
833	100%

--	--

416	50%
24	3%
114	14%
34	4%
71	9%
87	10%
87	10%
833	100%

544	65%
283	34%
8	1%
835	100%

108	38%
19	7%
6	2%
16	6%
26	9%
11	4%
27	10%
18	6%
52	18%
283	100%

--	--

256	90%
2	1%
1	0%
2	1%
10	4%
0	0%
1	0%
3	1%
1	0%
7	2%
283	100%

ent trip?	
127	45%
45	16%
40	14%
13	5%
58	20%
283	100%

ecent trip?	
109	46%

57	24%
60	25%
4	2%
8	3%
238	100%

most recent trip? Please note that the bolded rates have changed slightly

98	43%
47	20%
52	23%
18	8%
15	7%
230	100%

most recent trip?

41	17%
58	24%

21	9%
67	28%
51	21%
238	100%

recent trip?	
33	17%
71	36%
14	7%
17	9%
62	31%
197	100%

recent trip? Please note that the bolded rates have changed slightly	
26	15%
66	37%
19	11%
9	5%
59	33%
179	100%

vs Bridge registered?

799	97%
7	1%
0	0%
20	2%
0	0%
826	100%

state/province and/or zip code.

previous question)

and state/province and/or zip code.

Question 14: State / Province	Question 14: Zip (if known)
WA	
Wa	98367
WA	98367
wa	98337
WA	98329
WA	98311
WA	98332
Washington	98335
WA	98332
WA	98359
washington	98332
WA	
WA	98032
WA	98367
WA	98395
WA	98335
WA	98359
WA	98359
wa	
wa	98367
Washington	98335
wa	98546
WA	98366
WA	98335
WA	
wa	98335
WA	98335

wa	
Wa	98313
WA	98335
wa	98332
WA	98332
WA	98332
WA	98466
WA	98366
wa	98359
WA	98335
WA	
Washington	98332
WA	98332
Wa.	98333
WA	
WA	98335
WA	
WASHINGTON	98332
WA	98372
WA	98329
Wa	98371
WA	98310
WA	
WA	
wa	
washington	98332
WA	98335
WA	98001
wa	
WA	98366
Washington	98424
wa	
WA	98335
WA	98367
WA	
Washington	98405
wa	98335
Wa	98383
WA	98335
WA	
WA	98312
WA	98406

WA	98337
wa	98409
Washington	98335
wa	
WA	98335
wa	98366
wa	98367
wa	98359
Wa.	98329
wa	98528
WA	98332
WA	98333
WA	98329

WA	98311
washington	98351
WA	98394
WA	98332
wa	98394

WA	98312
WA	98332
wa	98332
WA	98367
WA	98329
WA	98367

98332

WA	98335
Wa	98335
wa	

WA	98312
WA	98335
Washington	98329
WA	98402
WA	98332
wa	98332
WA	98394
WA	98329
WA	98332
WA	98367
WA	98332
WA	98528

WA	98311
wa	98499
Washington	
Wa	98322
WA	
Washington	98332
WA	98322
WA	98332
wa	98335
Washington	98332
WA	
WA	98528
WA	98335
WA	98329
WA	98366
WA	98329
WA	98395
wa	98359
wa	98329
WA	98380
wa	98335
Washington	98366
WA	98023
washington	98335
WA	98332
wa	
WA	98332
WA	98367
WA	98372
WA	98367
wa	98367
wa	98349
WA	98366
WA	98367
WA	
WA	98373
WA	98332
wa	98329
WA	98332
washington	98406
WA	98329
WA	98349
WA	98311
WA	98332

WA	98332
Wa	98372
wa	98366
WA	98359
Wa	98329
wa	98366
wa	98394
WA	98367

WA	98056
WA.	98467
Washington	98023

wa
WA.

98335

WA	98359
wa	98335
wa	
WA	98110

Washington/Clallam	98382
wa	98366
WA	98499
WA	
WA	98367
WA	98310
washington	98329
WA	98335
Wa	98528
WA	98404
WA	98329

wa	98584
WA	
wa	98329
Wa	98335
wa	98406
WA	98404
wa	
WA	
wa	98366

WA		98001
wa		98335
WA		98367
WA		98332
WA		
WA		
WA		98329
WA		98367
WA		98409
wa		
Washington		
	98465	
Wa		98370
wa		98329
wa		
WA		98528
WA		98058
wa		98335
wa		
WA		98332
washington		98394
WA		98383
Washington		
wa		98329
WA		
Washington		98371
WA		98380
washington		98332
wa		98346
Wa		98332
wa		98335
Washington		98332
WA		98371
wa		
WA		98332
WA		98367
wa		98528
WA		98367
Washington		98335
WA		98362
WA		98366
WA		98584
wa		98367
Wa		98422

Washington		
Wa		98359
Washington		98383
wa		98335
WA		98335
Wa.		98351
WA		98333
washington		98312
WA		98315
wa		98359
Washington		98367
Washington		98332
WA		98387
WA		98045
wa		98333
WA		98466
Washington		98584
Wa		98380
wa		98329
wa		98312
WA		
wa		98312
WA		98502
WA		98335
Washington		98531
Washington		98332
WA		98367
	98335	
WA		
wa		
wa		98332
wa		98312
WA		98335
WA		98074
wa		98367
WA		98335
Wa		98359
WA		
wa		98332
WA		98310
WA		98467

WA		98407
Wa		98466
wa		98312
WA		
WA		98310
WA		98366
WA		98380
WA		98367
WA		98311
wa		98402
Washington	98312-6103	
wa		
Washington		98370
WA		98367
wa		98332
wa		
Washington		98335
WA		
WA		98409
WA		98335
WA		98335
WA		98335
wa		98011
wa		
WA		98335
wa		98466
Washington		98367
WA		98383
wa		
WA		98329
WA		98057
wa		
washington		98023
wa		98332
Wa		98409
WA		98366
WA		98370
washington		98366
was.		
WA		98367
WA		98337

wa		98367
wa		98390
WA		98312
WA		98337
WA		98466
wa		98584
WA		98503
Washington		98335
WA		98349
WA		98335
WA		98335
WA		98366
washington		98023
Washington		
washington		98332
WA		
WA		98391
wa		98335
WA		98383
WA		98003
Wa		98335
wa		98367
WA		98465
WA		98409
Wa		98407
WA		
Washington		98311
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Question 15: State / Province	Question 15: Zip (if known)
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