

Port Townsend-Coupeville Partnership Group

**Tuesday March 13 | 4:30 p.m. – 6:20 p.m.*
Cotton Building, 607 Water St, Port Townsend**

AGENDA

Time	Topic	Lead
4:30 p.m.	Welcome <ul style="list-style-type: none"> • Opening remarks • Overview agenda 	David Moseley, Assistant Secretary, WSF Heather Rogers, Facilitator (BERK)
4:40 p.m.	Project Updates <ul style="list-style-type: none"> • Preferential Load WAC revisions • Upcoming Usability Testing 	Heather Rogers
4:55 p.m.	Software Demonstration <ul style="list-style-type: none"> • Quick review of make a reservation (for Guest User) • Change & cancel a reservation 	Mike Mellin, IT Project Manager Brian Churchwell, WSF
5:30 p.m.	Service Disruptions <ul style="list-style-type: none"> • Overview WSF proposed policies and operating principles • Group discussion 	Brian Churchwell Heather Rogers
6:05 p.m.	Establish Next Meeting Date and Other Next Steps	Heather Rogers
6:10p.m.	General Comments	All
6:20 p.m.	Thank You; Meeting Adjourned	Captain George Capacci

Meeting Materials:

- Software demonstration screen shots
- Usability testing handout
- Proposed WAC Changes
- Service disruptions handout

* Coincides with sailing schedule; 3:00 departure from Coupeville and 6:45 departure from Port Townsend

For more information, please contact:
 Marta Coursey, Director of Communications, WSF
marta.coursey@wsdot.wa.gov

WSF Proposes Preferential Loading Rule Changes

New Vehicle Reservation System on Port Townsend, Sidney B.C. and San Juan Islands Commercial Traffic

WAC 468-300-700

Public Hearing April 11, 2012

1:00 – 2:00 pm

Washington State Ferries is proposing to revise its rules governing preferential loading for vehicles to support the implementation of a new reservation system in late spring 2012. The new system will be put in place on routes that already operate with older reservation systems at Port Townsend/Coupeville, Anacortes/Sidney, B.C., and commercial traffic in the San Juan Islands. Guidelines for the new reservation system are part of the proposal.

Under the proposal, travelers utilizing reserved vehicle space will have priority loading over all other vehicles, with several exceptions – the following will still have priority over vehicles with reservations:

- Ambulances and related emergency medical vehicles
- Police and fire vehicles
- Public utility vehicles responding to emergencies
- Vehicles carrying passengers accompanying family members being transported in an emergency
- Vehicles transporting individuals returning from a hospital or medical appointment where delay would cause health risk.

In addition to reservation related changes, a new section is being added that grants priority for home health care workers traveling to and from patient visits on the San Juan Interisland route.

A public hearing on the proposed preferential loading changes will be held on **Wednesday, April 11, 2012 from 1:00 p.m. – 2:00 p.m.** at WSF's main office in downtown Seattle:

Washington State Ferries
2901 Third Avenue, Suite 500
Seattle, WA 98121

To provide comments on the proposed changes, please email wsfplanning@wsdot.wa.gov. Comments can also be provided by mail at the above address, attention Marta Coursey.

Americans with Disabilities Act (ADA) Information: Individuals requiring reasonable accommodations may request written materials in alternate formats, sign language interpreters, physical accessibility accommodations, or other reasonable accommodations by contacting Susan Harris at (206) 515-3460. Persons who are deaf or hard of hearing may contact the event sponsor through the Washington Relay Service at 7-1-1

Title VI Notice to Public: It is the Washington State Department of Transportation's (WSDOT) policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with WSDOT's Office of Equal Opportunity (OEO). For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact OEO's Title VI Coordinators, George Laue at (509) 324-6018 or Jonte' Sulton at (360) 705-7082.

AMENDATORY SECTION (Amending WSR 08-09-092, filed 4/18/08, effective 5/19/08)

WAC 468-300-700 Preferential loading. In order to protect public health, safety and commerce; to encourage more efficient use of the ferry system; and to reduce dependency on single occupant private automobiles:

(1) Preferential loading privileges on vessels operated by Washington state ferries (WSF), exempting vehicles from the standard first-come first-served rule, shall be granted in the order set forth below:

(a) An emergency medical vehicle, medical unit, aid unit, or ambulance dispatched to and returning from an emergency or nonemergency call while in service. Up to one additional vehicle may accompany a qualifying emergency medical vehicle or authorized med-evac when going to, but not when returning from, an emergency.

(b) A public police or fire vehicle only when responding to an emergency call, but not when returning from either an emergency or a nonemergency call. However, these vehicles will receive priority loading when they are returning from either an emergency or nonemergency call to Vashon Island or the San Juan Islands.

(c) A public utility or public utility support vehicle only when responding to an emergency call, but not when returning from either an emergency or a nonemergency call.

(d) Preferential loading may be granted for vehicles carrying passengers needing to accompany a family member who is being transported by an emergency vehicle, which requires the customer's timely access to the vessel's destination.

(e) Specific to routes without reservations where a vehicle occupant states that an extended wait would cause detrimental health risks to a vehicle occupant, that vehicle will be allowed preferential loading whenever the afflicted occupant has provided a medical form certified by a physician that such preferential loading is required.

However, when that vehicle occupant has not submitted the proper medical form, preferential loading will be permissible based upon appropriate terminal staff determination.

~~((e) Preferential loading may be granted for vehicles carrying passengers needing to attend to a family member subject to risk of physical threat/harm or medical emergencies which requires the customer's timely access to the vessel's destination.))~~

(f) Specific to routes with reservations, where a vehicle occupant provides a medical form certified by a physician that the occupant is returning from a medical appointment or has been discharged from the hospital and that an extended wait would cause detrimental health risks, that vehicle will be allowed preferential treatment.

(g) Specific to routes with reservations (defined in

subsections (4) through (10) of this section), a vehicle with a reservation, presenting proof of that reservation.

(h) Specific to routes with reservations available to all vehicles, vehicles identified in subsection (4)(a)(i) through (v) of this section receive preferential loading only if they have a reservation.

(i) A visibly marked school vehicle owned, operated, or sponsored by a school** when operating on regular schedules preapproved by the WSF or when advance notice is provided to each affected WSF terminal (**as defined in RCW 28A.150.010 (K-12), RCW 28A.150.020 (public schools), RCW 28A.195.010 (K-12 private schools), and RCW 28B.195.070 (secondary schools)).

~~((g))~~ (j) A visibly marked, preapproved or regularly scheduled publicly or privately owned public transportation vehicle** operating under a Washington state utilities and transportation commission certificate for public convenience and necessity (**as defined in RCW 81.68.010 (regular route/fixed termini), RCW 81.70.010 (charter and excursion)).

~~((h))~~ (k) A visibly marked nonprofit or publicly supported transportation vehicle** having provided each affected WSF terminal with advance notice and ~~((displaying))~~ presenting a WSF permit making it readily identifiable as a public transportation vehicle (**as defined in chapter 81.66 RCW (private, nonprofit special needs)).

~~((i))~~ (l) A visibly marked and randomly scheduled private for profit transportation vehicle** operating under a Washington state utilities and transportation commission certificate for public convenience and necessity traveling on routes where WSF is the only major access for land-based traffic only when that private for profit transportation vehicle has provided each affected WSF terminal with a preapproved schedule and/or advance notice of its proposed sailing(s), (**as defined in chapter 81.68 RCW (regular route/fixed termini), chapter 81.70 RCW (charter and excursion), chapter 81.66 RCW (private nonprofit special needs), chapter 46.72 RCW (private, for hire)).

~~((j))~~ (m) A ride-sharing vehicle for persons with special transportation needs** transporting a minimum of three elderly and/or disabled riders or two elderly and/or disabled riders and an attendant ~~((displaying))~~ presenting WSF ride-share registration program permit only when the operator of that vehicle has provided each affected WSF terminal with advance notice of its proposed sailing(s) (**as defined in RCW 46.74.010 (ride sharing for persons with special transportation needs)).

~~((k))~~ (n) A visibly marked, public ride-share vehicle** owned by a transit agency and leased out to members of the public through the transit agency's registration program only when the operator of that vehicle has provided each affected WSF terminal with advance notice of its proposed sailing(s) (**as defined in RCW 46.74.010 (commuter ride sharing)).

~~((l))~~ (o) A privately owned commuter ride-share vehicle** that visibly ~~((displays))~~ presents WSF approved identification markings readily identifiable by the public. There must be a minimum of three occupants in any such vehicle to receive

preferential loading. Any such ride-share vehicle must be registered and in good standing in the WSF ride-share registration program (**as defined by RCW 46.74.010 (commuter ride sharing)).

~~((m))~~ (p) Specific to the Anacortes-San Juan Islands routes, a vehicle carrying livestock and traveling on routes where Washington state ferries is the only major access for land-based traffic, where such livestock (i) is raised for commercial purposes and is recognized by the department of agriculture, county agriculture soil and conservation service, as raised on a farm; or (ii) is traveling to participate in a 4H event sanctioned by a county extension agent.

~~((n))~~ (q) Specific to the Anacortes-San Juan Islands Interisland routes, home health care workers engaged in travel to and from patient visits.

(r) Specific to the Seattle-Bainbridge and Edmonds-Kingston ferry routes, where a vehicle occupant claims that an extended wait would cause detrimental health risks to their livestock en route to veterinarian services not available in the local community, that vehicle will be allowed preferential loading whenever the vehicle occupant has provided a medical form certified by a veterinarian that such preferential loading is required.

~~((o))~~ (s) Specific to the Fauntleroy-Vashon, Seattle-Bainbridge, Mukilteo-Clinton, and Anacortes-San Juan ferry routes, any mail delivery vehicle with proper documentation from the U.S. Postal Service showing that such vehicle is in the actual process of delivering mail.

~~((p))~~ ~~Specific to the Anacortes-San Juan Islands routes, a vehicle 20 ft. and over in length and 10,000 lbs. or greater in weight, provided that the vehicle is carrying or returning from carrying article(s) of commerce for purchase or sale in commercial activity.~~

~~((q))~~ (t) Vehicles 20 feet and over in length engaged in the conduct of commerce and/or transportation of passengers where and when WSF management has determined that the sale of vehicle space may promote higher utilization of available route capacity and an increase in revenues.

~~((r))~~ (u) An oversized or overweight vehicle (20 ft. and over in length, and/or over 8 1/2 ft. in width, and 80,000 lbs. or greater in weight) requiring transport at special times due to tidal conditions, vessel assignments, or availability of space.

~~((s))~~ ~~As a pilot program during temporarily reduced service capacity, vehicles under 20 feet in length and passengers traveling with advance reservations on routes serving Port Townsend.~~

~~((t))~~ (v) A scheduled bicycle group as determined by WSF only when a representative of that group has provided WSF with advance notice of the proposed travel schedule.

(2) Preferential loading privileges shall be subject to the following conditions:

(a) Privileges shall be granted only where physical facilities are deemed by WSF management to be adequate to allow granting the privilege and achieving an efficient operation.

(b) Subject to specified exceptions, documentation outlining qualifications for preferential loading and details of travel will

be required in advance from all agencies, companies, or individuals requesting such privileges.

(c) Privileges may be limited to specified time periods as determined by WSF management.

(d) Privileges may require a minimum frequency of travel, as determined by WSF management.

(e) Privileges may be limited to a specific number of vehicle deck spaces and passenger capacity for any one sailing.

(f) Privileges may require arriving at the ferry terminal at a specified time prior to the scheduled sailing.

(3) To obtain more information about the documentation required and conditions imposed under subsection (2) of this section, call WSF's general information number, 206-464-6400, or a terminal on a route for which the preferential boarding right is requested.

THE REMAINING SUBSECTIONS PROVIDE ADDITIONAL DETAILS ON VEHICLE RESERVATIONS, REFERENCED UNDER SUBSECTION (1) OF THIS SECTION.

(4) Vehicle reservation system intent.

(a) The intent of the vehicle reservation system is:

(i) To reduce queuing and congestion outside of ferry terminals;

(ii) To maximize the use of existing assets;

(iii) To provide enhanced customer service and travel predictability, spontaneity, and flexibility;

(iv) To manage demand by shifting discretionary trips from peak to off-peak sailings;

(v) To recognize the uniqueness of each different route;

(vi) To allow WSF flexibility to manage the system to best balance the needs of customers, communities, and WSF.

(b) Ferry customers are not required to make a reservation in order to travel on a Washington state ferry.

(5) Definitions.

(a) "Business account program member" is an individual or business who has an active business account with WSF.

(b) "Business reservation" is a vehicle reservation made by a business account program member.

(c) "General customer" is an individual or business that has purchased or is planning to purchase a reservation on a Washington state ferry and does not participate in WSF's business, premier, carpool, or vanpool reservations account programs.

(d) "General reservation" is a vehicle reservation made by a general customer.

(e) "Operational day" begins at 3:00 a.m. and ends at 2:59 a.m.

(f) "Premier account program member" is an individual who is currently enrolled in the premier account program.

(g) "Premier reservation" is a vehicle reservation made by a premier account program member.

(h) "Reservation holder" is a ferry customer who has acquired a vehicle reservation.

(i) "Reserved space" is space within the vehicle deck space available for vehicle reservations that has been secured by a customer by making a business, premier, or general reservation on

that sailing.

(j) "Service interruption" is an event that causes WSF to not be able to run according to the published schedule.

(k) "Terms of use" refers to the agreement customers must read and agree to before their transaction to make a reservation is complete.

(l) "Unreservable space" is all space on a vessel that has not been reserved, or is not available to be reserved.

(m) "Vehicle deck space available for vehicle reservations" is the amount of vehicle deck space on a given vessel that WSF will allow to be reserved. All other space on the vessel is unreservable space.

(6) Modification of these regulations. WSF management reserves the right to add, delete, or modify portions of these regulations including the schedule of reservations charges and the terms of use in accordance with its regulations and applicable laws.

(7) Properties of a vehicle reservation.

(a) A vehicle reservation gives a ferry customer the right to travel at a specific date and time on a specific route with a vehicle of a specific size, as declared at the time of booking, subject to the priority loading conditions set forth in subsections (1) and (2) of this section. This right may be withdrawn at WSF's discretion due to service interruptions; or customer behavior that is inappropriate or dangerous.

(b) A vehicle reservation is not a ticket. Customers with reservations must purchase a ticket at the tollbooth of their departure terminal in order to travel on their reserved sailing.

(c) A vehicle reservation is not resalable to third parties.

(8) Vehicle reservation deposits.

(a) Vehicle reservation deposits may be collected at levels set by WSF management according to the rules set in WAC 468-300-020 (vehicle under 22', motorcycle, and stowage ferry tolls), and WAC 468-300-040 (oversize vehicle ferry tolls).

(b) Reservation deposits paid in advance will be applied toward the actual ticket cost for the reserved sailing at the departure terminal tollbooth. However, if a customer who has paid a reservation deposit is denied the ability to purchase a ticket for that reserved sailing due to priority loading conditions identified in subsections (1) and (2) of this section, then the customer may either seek a refund of the deposit, apply the deposit towards a ticket on the next scheduled sailing on the same route, or apply the deposit in accordance with (c) of this subsection. These are the sole and exclusive remedies available to a customer in these situations.

(c) Reservation deposits paid in advance may be applied toward the actual ticket cost of other, nonreserved sailings on the same route, as defined in the terms of use.

(9) Vessel space available for reservations.

(a) WSF has the authority to set the amount of tall and standard height vehicle deck space available for vehicle reservations on each sailing in order to achieve the intentions of the vehicle reservation system.

(b) For any given sailing, WSF may vary the amount of tall and standard height vehicle deck space available for vehicle reservations, depending on factors including, but not limited to:

- (i) Time of day;
- (ii) Day of week;
- (iii) Season of year;
- (iv) Direction of travel;
- (v) Route;
- (vi) Vessel size;
- (vii) Level of demand; or
- (viii) Level of congestion.

(c) For any given sailing, WSF may vary the distribution of tall and standard height vehicle deck space dedicated for business, premier, carpool or vanpool reservations; and dedicated to general reservations, depending on factors including, but not limited to:

- (i) Time of day;
- (ii) Day of week;
- (iii) Season of year;
- (iv) Direction of travel;
- (v) Route;
- (vi) Vessel size;
- (vii) Level of demand; or
- (viii) Level of congestion.

(d) WSF may change the distribution of unreservable space up until sailing departure.

(e) WSF may release vehicle deck space available for vehicle reservations up to one year in advance of a sailing. WSF may choose to phase the release of space on a particular sailing over time, as WSF management deems necessary to achieve the intent of the vehicle reservation system listed.

(f) Space may be made available for vehicle reservations for only certain reservation types (business account, premier account, carpool, vanpool, or general reservations).

(g) Space may be made available for a tentative sailing schedule if the final sailing schedule is not available.

(i) If departure times on the final sailing schedule are different than those on the tentative schedule, WSF will notify all affected reservation holders.

(ii) If the reserved sailing is canceled, WSF will notify the customer and refund any deposit paid.

(iii) All sailing schedules will be finalized at least six weeks before the schedule would take effect, and customers with affected reservations will be notified as soon as the schedule is final.

(h) Space allocations for specific reservation types (business account, premier account, carpool, vanpool, or general reservations) may be changed by WSF at any point in time up until sailing departure.

(10) Reservation system during service interruptions.

(a) During a ferry service interruption, WSF management may temporarily adjust business and operational rules to address the issue until normal service is restored. This may include, but is not limited to:

- (i) Canceling existing reservations;
- (ii) Not allowing new reservations; or
- (iii) Changing existing reservations to other sailings.

(b) Upon canceling or moving a reservation, WSF will notify the affected customers via e-mail or phone.

(c) Customers will not be charged for any changes or cancellations resulting from service interruptions.

(d) If a customer's reserved sailing has been canceled or significantly delayed and the customer can no longer travel that operational day, any deposit paid will be refunded, which shall be the sole and exclusive remedy available to the customer in such situations.

(e) During service interruptions, WSF may turn customers without reservations away from the terminal.

(f) During service interruptions, WSF may not be able to guarantee travel for reservation holders.

PORT TOWNSEND – COUPEVILLE PARTNERSHIP GROUP

Usability Testing Process

INTRODUCTION

WSF is conducting usability testing on the new Vehicle Reservation System before its release to ensure that the system will work well for customers. Usability testing will evaluate how easy to use the System is by allowing future users to interact with the system and provide feedback.

WSF would like to involve the Partnership Group by having you help recruit usability testers.

SCHEDULE AND COMMITMENT

Each test will take **approximately one hour** and will consist of 4-6 scenarios followed by a satisfaction survey. WFS will conduct usability testing at these dates and locations:

Day 1: Tuesday, April 17, 2012
Exact Location TBD
Edmonds, Washington

Day 2: Wednesday, April 18, 2012
Exact Location TBD
Port Townsend, Washington

Day 3: Thursday, April 19, 2012
Colman Dock
Seattle, Washington

HOW YOU CAN HELP

As Partnership Group members, you have helped design and refine the user interface for VRS. Usability testing should be done with people who are not already familiar with the system being tested. We would like your help recruiting your friends and family for usability testing:

- **Please let your friends and family know that WFS is conducting usability testing on its new Vehicle Reservation System**, and ask if they will help us make sure the system is easy to use and meets their needs.
- We are looking to test **all types of WFS customers**: frequent users, ferry community residents, infrequent users, those who never ride the ferry, and commercial users.

HOW TO SIGN UP

To schedule a time, have your friends and family call:

Emmy McConnell,
BERK
(206) 493-2393

Callers should be prepared to answer a short survey about the frequency of their ferry use and select which dates and locations they can come in for testing.

The **deadline for volunteering is Monday, March 26th**

What is Usability Testing?

Usability testing measures the usability or “ease of use” of a product to see how well it meets its intended purpose. During testing, representative users interact with a proposed system by stepping through real-life scenarios.

During a test, users will use a laptop to navigate the Vehicle Reservation System. Mouse clicks, eye movement, and the time it takes to complete each scenario will be analyzed.

These tests are observed and recorded to understand how efficient, effective, and satisfactory the system is to its users.

PORT TOWNSEND – COUPEVILLE PARTNERSHIP GROUP

Service Disruption Policies

“Service Disruptions” refer to any unplanned event (mechanical, weather-related, or otherwise) that causes a scheduled sailing to be delayed by more than 15 minutes or canceled. They **do not include tidal cancelations**, which are known well in advance.

On the Port Townsend – Coupeville route, service disruptions often take the form of morning cancelations due to fog. In August and September of last year, WSF canceled one or more sailings on approximately seven separate days due to fog. WSF is exploring reducing the amount of reservations available on morning sailings in those months to 50% of the vessel in order to better handle fog cancelations.

WSF recognizes that service disruptions make it difficult for customers to plan their travel. With a reservation system, they pose additional operating challenges. The following proposed policies represent an effort to minimize implications of disruptions on customers.

After the occurrence of a service disruption with the new reservation system, WSF will de-brief and determine if these policies need to be modified.

In the Event of Any Service Disruption

- Messaging about the delay/cancellation 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
- WSF customer service agents will be available to answer phone calls and help reservation-holders on affected sailings find alternate sailings.
- WSF will typically stop allowing any new reservations from being made by customers for that route, for that operational day.

Note: The following scenarios represent service disruptions of differing severity, and the policies assume WSF is operating during peak times with 80% of the vessel reserved. If less than 50% of the vessel is actually reserved, WSF may modify the policies described below to minimize the impact on customers.

Scenario 1: When Sailing(s) are More Than 15 Minutes Delayed

- Communicate delay to customers through all available channels
- Switch to a “late sailing” dock set-up which includes going down to one lane of drive-ups
- Assume schedule will need to be reset at some point, and begin planning for that
- No-show, change and cancellation rules still apply
- **Boarding Priority 1:** Customers with reservations on the late sailing
- **Boarding Priority 2:** Early arrival reservation holders
- **Boarding Priority 3:** Drive-up customers

Scenario 2: One Dropped Sailing Due to Delay (Sailing is More Than 35 Minutes Late)

- Communicate dropped sailing to customers through all available channels
- If terminal staff is able to combine reservation holders from the dropped sailing with the next departing sailing, WSF will not have to operate differently. Otherwise:
- No-show, change and cancel restrictions are lifted for the remainder of the day.
- No new reservations allowed for sailings that operational day
- Clear the dock of drive-ups by refunding customers on the dock and moving them off the dock
- Do not take any new drive-ups through the tollbooth
- Operate first-come, first-served for reservation holders until all reservation holders impacted by the dropped sailing have been accommodated
- Resume service as usual once backlog of reservation-holders has been cleared
- **Boarding Priority:** Customers with reservations on any sailing

Scenario 3: One or More Canceled Sailing (No Service – Weather)

- WSF doesn't know ultimately how many sailings will be canceled.
- Communicate cancelation(s) to customers through all available channels
- No-show, change and cancel restrictions are lifted for the remainder of the operational day
- No new reservations allowed for sailings that operational day

Option 1 (Give Reservation Holders Priority):

- Clear the dock of drive-ups: refund customers waiting inside the terminal and move them off the dock
- Do not take any new drive-ups through the tollbooth
- Operate first-come, first-served for reservation holders
- Update customers hourly, communicating current vessel status and reservations status
- Resume scheduled service and normal operations once backlog of reservations customers is processed through terminal.

Option 2 (First-Come First-Served for All Customers):

- Cancel reservations (could do this in 3-hr time blocks or for the remainder of the operational day) and refund customers
- Operate first-come first-served for all customers.
- If reservations are canceled in 3-hr blocks, could resume service as usual once backlog of customers is processed through the terminal.

Scenario 4: Route Loses One Vessel (Every Other Sailing Canceled)

- Communicate cancelation(s) to customers through all available channels
- No-show, change and cancel restrictions are lifted for the remainder of the day
- No new reservations allowed for sailings that operational day

Option 1 (Give Reservation Holders Priority):

- Clear the dock of drive-ups: refund customers waiting inside the terminal and move them off the dock
- Do not take any new drive-ups through the tollbooth
- Operate first-come, first-served for reservation holders until scheduled service resumes
- **Boarding Priority:** Customers with reservations on any sailing

Option 2 (First-Come First-Served for All Customers):

- Cancel all reservations for the remainder of the operational day and refund customers
- Operate first-come first-served for all customers.

Summary of Proposed Policies for Service Disruptions

Service Disruption Type	What Happens to Reservations?	Change/ Cancel Policies	What Happens at the Terminal?	What Happens to Drive-Ups	Boarding Priorities
Delayed Sailing	<ul style="list-style-type: none"> No changes made by WSF 	Standard change/ cancel policies apply	<ul style="list-style-type: none"> Switch staging to only accommodate one lane of drive ups 	New drive-ups queue outside the terminal; longer wait times for drive-ups	<ol style="list-style-type: none"> Reservation-holders on delayed sailing Early arrival reservation-holders Drive-ups
One Sailing Dropped Due to Delay	<ul style="list-style-type: none"> No changes made to existing reservations No new reservations allowed for operational day 	Change/ cancel restrictions removed	<ul style="list-style-type: none"> Clear drive-ups from the dock Operate first-come first-served for reservation holders 	Drive-ups inside terminal are refunded and moved out of terminal; No new drive-ups accepted	Reservation-holders for any sailing
One or More Sailings Canceled (Option 1)	<ul style="list-style-type: none"> No changes made to existing reservations No new reservations allowed for operational day 	Change/ cancel/ no-show restrictions removed	<ul style="list-style-type: none"> Clear drive-ups from the dock Operate first-come first-served for reservation holders 	Drive-ups inside terminal are refunded and moved out of terminal; No new drive-ups accepted	First-come, first-served for reservation customers
(Option 2)	<ul style="list-style-type: none"> Reservations for 3-hr time block OR rest of operational day canceled by WSF, customers refunded No new reservations allowed for operational day 	Change/ cancel/ no-show restrictions removed	<ul style="list-style-type: none"> Operate first-come first-served 	Drive-ups become part of first-come, first-served queue	First-come, first-served for all customers

Service Disruption Type	What Happens to Reservations?	Change/ Cancel Policies	What Happens at the Terminal?	What Happens to Drive-Ups	Boarding Priorities
Route Loses One Vessel (Option 1)	<ul style="list-style-type: none"> No changes made to existing reservations No new reservations allowed for operational day 	Change/ cancel/ no-show restrictions removed	<ul style="list-style-type: none"> Clear drive-ups from the dock Operate first-come first-served for reservation holders 	Drive-ups inside terminal are refunded and moved out of terminal; No new drive-ups accepted	First-come, first-served for reservation customers
(Option 2)	<ul style="list-style-type: none"> Reservations for rest of operational day canceled by WSF, customers refunded No new reservations allowed for operational day 	Change/ cancel/ no-show restrictions removed	<ul style="list-style-type: none"> Operate first-come first-served 	Drive-ups become part of first-come, first-served queue	First-come, first-served for all customers