

The Outreach Process for Implementing Vehicle Reservations in the San Juan Islands

## Sharing information & gathering feedback on...

- Terminal operation changes
- Cancel/change policies
- Special account programs
- System features
- Project progress
- Lessons learned

**2012**  
SEPTEMBER

**2013**  
DECEMBER

MEETINGS EVERY 1-2 MONTHS

### REPRESENTATIVES FROM

- San Juan
- Orcas
- Shaw
- Lopez
- Anacortes

### WHO

- Community Members
- Elected Officials
- FAC Members
- Frequent & Infrequent Customers
- Businesses
- Visitor Bureaus/  
Chambers of Commerce