APPENDIX A

Survey Questionnaire
APPENDIX A  SURVEY QUESTIONNAIRE

2013 Washington State Ferries Travel Survey

PLEASE HELP US IMPROVE FERRY SERVICE
RETURN COMPLETED FORM TO A SURVEY WORKER
AND YOU COULD WIN 1 OF 5 $200 PRIZES!

Every 7 years, Washington State Ferries conducts a survey to understand travel patterns of its riders. Your participation is very important because the results will shape the future of ferry service in Washington. Each person who fully completes a survey will be entered in a random drawing for one of five $200 VISA gift cards. All information will be kept strictly confidential.

If you prefer, you can complete this survey on-line at: www.wstsurvey.org (or use your smart phone to scan the QR code above)

HOME Address (please be specific, ex. 123 Main St.):
To be eligible for the prize drawing, please provide:
Name: Phone number: Email:
City: Zip:

COMING FROM?
1. What type of place are you COMING FROM now? (where was the starting place for your one-way trip before you got to this ferry? – do not list the terminal where you boarded this ferry)
   □ Your WORKPLACE
   □ Shopping
   □ School (students only)
   □ Someplace else
   □ Your HOME address above → Go to Question #6
2. What is the NAME of the place you started this trip?
3. What is the EXACT STREET ADDRESS of this place?
   OR Intersection if street address is not known:
   City: Zip:
   Nearest Landmark:
4. How did you get from the place in Question #1 to the terminal where you boarded this ferry?
   □ Walked two or more blocks to the ferry terminal
   □ Bike
   □ Bus
   □ Dropped off at Other ferry
   □ Train
   □ Taxi
   □ Vanpool parked at terminal
   □ DRIVER of Vehicle / Motorcycle
   □ PASSENGER of Vehicle / Motorcycle
   □ Zipcar / car2go
   □ Other:

Current Trip (answer the following based on your current one-way trip between the places above)
9. NOT counting yourself, how many people are travelling with you?
   □ None (if you are travelling alone)
   □ One or more → How many are...
   □ Under age 6: ___  □ 6-17: ___  □ 18-64: ___  □ Over 65: ___
10. What was the scheduled departure time of the ferry you are on right now? Depart Time: ___ AM  ___ PM
11. Is this the sailing you wanted today? □ YES □ NO, I prefer a different departure time (specify time): ___ AM  ___ PM
   □ YES, and I had a reservation □ NO, I prefer a different route (specify route): ___
12. About how many minutes did you wait to board this ferry? Number of minutes: ___
13. Where did you wait to board this ferry? □ In passenger terminal □ In vehicle holding area □ On Street □ Other (specify):
14. What type of FARE did you pay for this one-way trip? (check ONE)
   □ Free (no fare collected for trip / fare collected in other direction)
   □ Passenger full fare
   □ Passenger with bicycle
   □ Passenger discounted multi-ride card
   □ Passenger with monthly pass
   □ Passenger youth fare
   □ Passenger senior / disabled fare
15. If you paid a fare, how did you pay? □ Cash □ Credit / Debit □ ORCA

Please complete the questions on the back.
Note: Although the survey forms were unique for each ferry route, the forms only differed in the ferry terminal options presented in questions 19a and 19b.