

## Whatcom County Ferry System Improvement Project: Public Input Questionnaire

The Lummi Island Ferry Advisory Committee (LIFAC), in partnership with Whatcom County Public Works and KPFF Consulting, is conducting a study to enhance the current Whatcom County Ferry System. The study will develop alternatives and recommendations to inform long term planning decisions and identify capital improvements and funding. This study is the first step in helping us achieve the long-term goal of having the Gooseberry Point dock and the nearly 60-year-old Whatcom Chief replaced within the next ten years.

Progress to date includes drafting an Existing Conditions memorandum and gathering and analyzing two-way data to developing a ridership forecast.

Formal public input began in November 2017 with questionnaires introduced at the LIFAC meeting at the Beach School (hosted by PLIC). You can review the responses at: <http://bit.ly/2mxdeXg>

**This questionnaire is the next step in gathering public input and focuses especially on ferry wait times and how you use the ferry. Please take a few moments and complete the questionnaire below with responses that most closely match your typical experience in the past year. If you prefer, you can complete the questionnaire online at: <https://tinyurl.com/lifacsurvey2>**

**Completed questionnaires are due by Sunday, February 25, 2018. Return them to the box in the Islander grocery store. If you have any questions, contact LIFAC at: [lummiferry@googlegroups.com](mailto:lummiferry@googlegroups.com) or phone any LIFAC officer (Nancy Ging, Cris Colburn, or Rhayma Blake).**

Next steps and additional information about the study are provided at the end of the questionnaire.

Thank you in advance for helping to shape the future of our ferry system.

THERE ARE 14 QUESTIONS IN THIS QUESTIONNAIRE.

## General Questions

1. I am currently \_\_\_\_\_ on Lummi Island (check all that apply):
- A full time resident
  - A part-time resident
  - Own/operate a business on the island
  - A visitor or an off-island service provider on the island
  - Other:
- 

2. I currently am \_\_\_\_\_ (check all that apply):
- Employed full or part-time off-island
  - Employed full or part-time on-island
  - A student attending school off-island
  - A student attending school on-island
  - Unemployed
  - Retired
  - Other:
- 

3. On a scale of 1 to 10, with 10 being the most positive, what is your current level of satisfaction with the Whatcom County Ferry: (circle only **one** number)

## Ferry Use Questions

4. In a typical week, how often do you ride the ferry? (mark only **one** answer)
- I use the ferry regularly (3 or more times a week)
  - I use the ferry occasionally (less than 3 times a week)
  - I rarely use the ferry (less than once a week)
  - Other:
- 

5. For a typical weekday ferry trip: (mark only **one** answer)
- My departure or arrival time is fixed and I have little flexibility to change it.
  - I have a lot of discretion about when I make my trip and can easily leave earlier or later.
  - Other:
-

6. If you have regular off-island commitments (work, school, etc.) do you typically make your trip on the Whatcom County Ferry between the hours of 6-9 am and 3-6 pm? (mark only **one** answer)
- Yes, I drive my vehicle.
  - Yes, I walk on and take the bus.
  - Yes, I park at the Lummi Island parking area, walk on, and drive from Gooseberry Point.
  - Yes, I carpool with someone.
  - Yes, I bicycle.
  - No, I do not typically take the ferry during these times.
  - Not applicable, I do not have regular off-island commitments.
  - Other:
- 

7. For a typical weekday ferry trip that you make, what is the maximum time in minutes that you are willing to wait for a ferry before you start to feel that your ferry experience is deteriorating? (mark only **one** answer)
- Up to 30 minutes (1 missed sailing)
  - 40 minutes (2 missed sailings)
  - 60 minutes (3 missed sailings)
  - 80 minutes (4 missed sailings)
  - 120 minutes (6 missed sailings)
  - Other:
- 

8. Are you willing to wait longer during certain times of the year (e.g., summer) or during special events? (mark only **one** answer)
- Yes (*skip to question 8-A*)
  - No (*skip to question 8-B*)

8-A. How much longer are you willing to wait (in minutes) during certain times of the year (e.g., summer) or during special events before you feel your service would deteriorate? \_\_\_\_\_ minutes (*skip to question 9*)

8-B. If "no", why?

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9. Thinking back to last summer (June – August), what is your opinion about how often you had to wait at least 40 minutes (2 sailings)? (mark only **one** answer)

- Never
  - Less than 3 times per months
  - 3 or more times per month
  - 1-2 times per week
  - Not applicable (have not ridden the ferry during that time)
  - Other:
- 

10. For other times of the year (October – May), what is your opinion about how often you have had to wait at least 40 minutes (2 sailings)? (mark only **one** answer)

- Never
  - Less than 3 times per month
  - 1-2 times per week
  - 3-4 times per week
  - Not applicable (have not ridden the ferry during that time)
  - Other:
- 

11. If you were able to gauge expected wait time by viewing a live camera feed of the vehicle lines, checking for updates on a website or social media feed, or seeing expected busy sailings marked on the schedule, how likely would you be to schedule your ferry trips to avoid busy times? (mark only **one** answer)

- Never
- Sometimes, when convenient
- Always

12. What would be your preferred method to be notified of busy ferry periods and anticipated wait times? (mark only **one** answer)

- Live camera feed
  - Updates on website or social media feed
  - Expected busy periods marked on the sailing schedule
  - Other:
-

### Additional Comments

13. (Optional) Any additional comments or thoughts on wait times or ferry experience?

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14. Would you like to receive email updates about the Ferry System Improvement Project? (mark only **one** answer)

Yes – Send to this email address (please print clearly):

No

Thank you for participating!  
Please return your completed questionnaire to the box in the Islander grocery store  
by February 25, 2018.

SEE BACK OF THIS PAGE FOR ADDITIONAL INFORMATION AND NEXT STEPS

## Additional Information and Next Steps

Community input is critical to the success of this study. There are many ways you can provide input, including in person, in writing or at a public meeting. Please see below to select the one that best suits you:

- **Monthly LIFAC meetings:** 1st Tuesday of every month at 6:30 p.m. at Lummi Island Fire Hall on 3809 Legoe Bay Road. (Please note that once a quarter meetings are held in Bellingham at 322 N. Commercial Street.) In April, 2018, LIFAC will begin meeting on the **2nd Wednesday** of each month. Agendas are posted approximately 72 hours before the meeting and can be found online at: <http://www.whatcomcounty.us/AgendaCenter/Lummi-Island-Ferry-Advisory-Committee-8>
- **Contact all LIFAC members** via an email to: [lummiferry@googlegroups.com](mailto:lummiferry@googlegroups.com)
- **Contact a LIFAC member directly:**  
<http://www.whatcomcounty.us/521/Lummi-Island-Ferry-Advisory-Committee>
- **Contact County Staff:** Roland Middleton, Specials Program Manager, Whatcom County Public Works, [rmiddlet@co.whatcom.wa.us](mailto:rmiddlet@co.whatcom.wa.us), 360/778-6212.

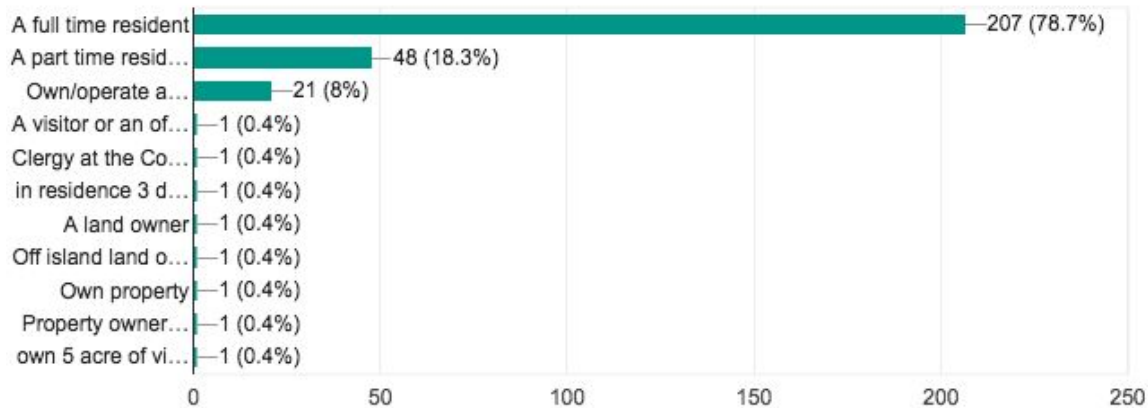
### Participate in Community Outreach Activities:

- November 16, 2017: Study Kickoff. Comments sought on overall goals and objectives, desired service level, challenges with current system, and priorities.  
(Completed)
- **February 11-25, 2018:** Community Questionnaire to gather public comment on specific issues, including wait times and individual ferry experiences  
(In Progress)
- **March 14, 2018:** Ferry Operations Alternatives Refinement. LIFAC will be hosting a public meeting to consider dock and vessel alternatives to recommend for our future level of service. Watch Brown Betty, Nextdoor, and bulletin boards for announcements with details about this public meeting.  
(Coming Soon)
- **Spring 2018 (Date and Time TBD):** Draft Recommendation

# Results

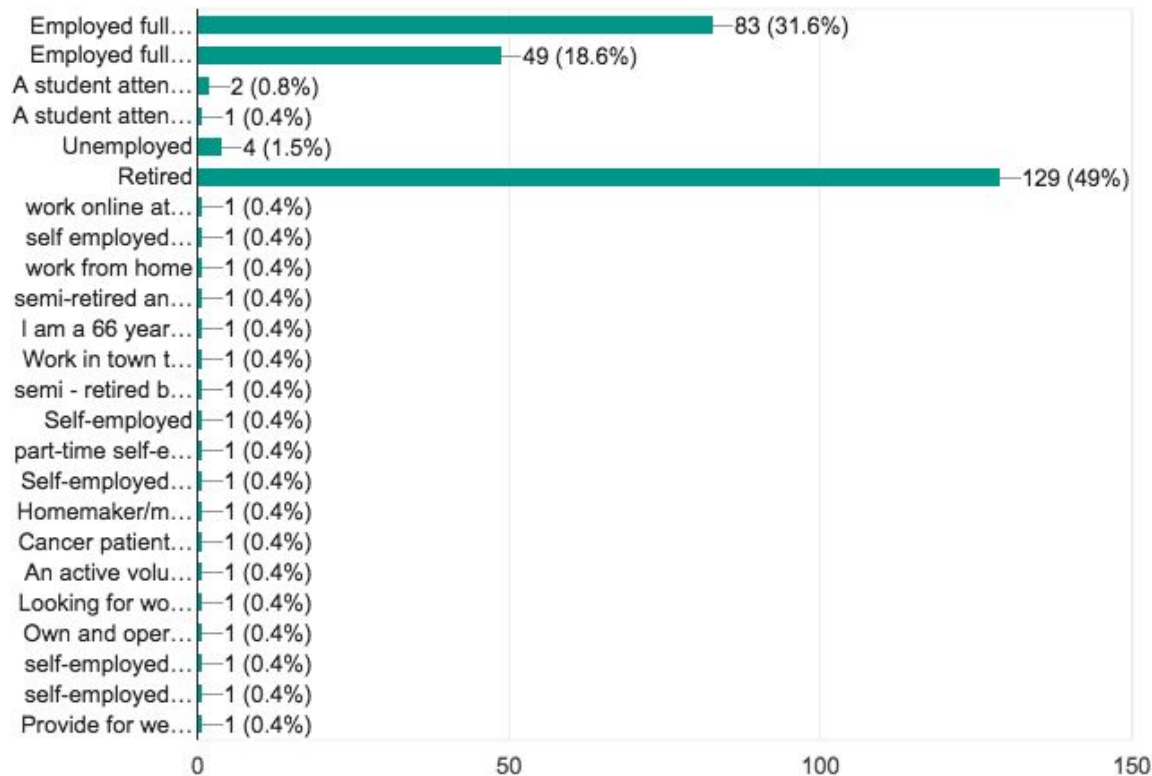
## 1. I am currently \_\_\_\_ on Lummi Island (check all that apply):

263 responses



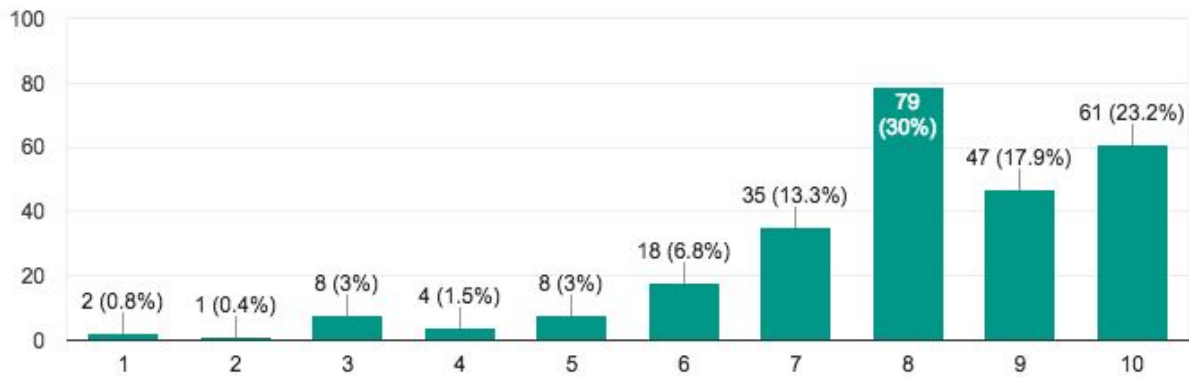
## 2. I currently am (check all that apply):

263 responses



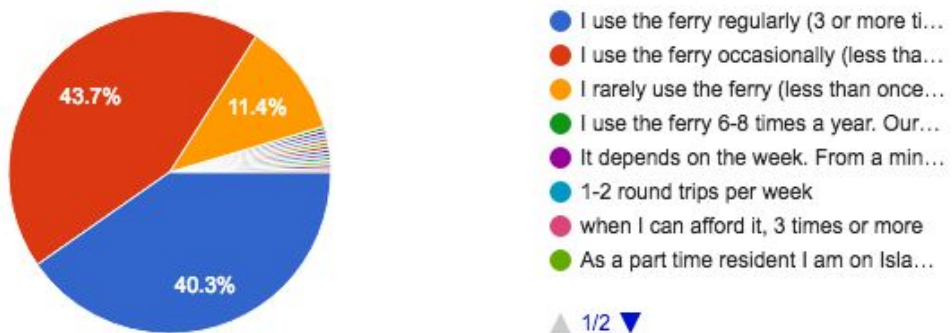
3. On a scale of 1 to 10, with 10 being the most positive, what is your current level of satisfaction with the Whatcom County Ferry:

263 responses



4. In a typical week, how often do you ride the ferry?

263 responses

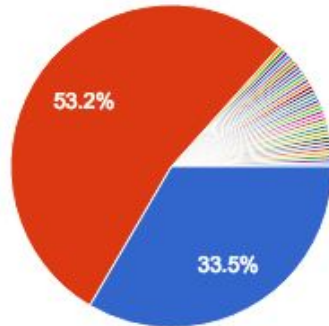


▲ 1/2 ▼



### 5. For a typical weekday ferry trip:

263 responses

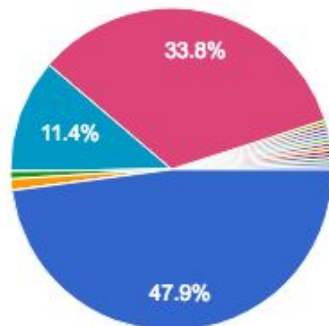


- My departure or arrival time is fixed...
- I have a lot of discretion about whe...
- fixed and variable
- sometimes i have discretion and so...
- Somewhere between 'litle and lots'...
- Since I am a part time resident we t...
- Sometimes I have appointments wh...
- Mostly weekend use

▲ 1/5 ▼

### 6. If you have regular off-island commitments (work, school, etc.) do you typically make your trip on the Whatc...tween the hours of 6-9 am and 3-6 pm?

263 responses

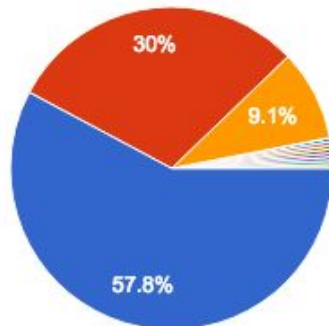


- Yes, I drive my vehicle.
- Yes, I walk on and take the bus.
- Yes, I park at the Lummi Island park...
- Yes, I carpool with someone.
- Yes, I bicycle.
- No, I do not typically take the ferry d...
- Not applicable, I do not have regula...
- sometimes I'm on a schedule and le...

▲ 1/3 ▼

7. For a typical weekday ferry trip that you make, what is the maximum time in minutes that you are willing to wait f... your ferry experience is deteriorating?

263 responses

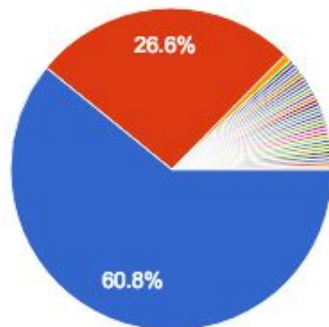


- Up to 30 minutes (1 missed sailing)
- 40 minutes (2 missed sailings)
- 60 minutes (3 missed sailings)
- 80 minutes (4 missed sailings)
- 120 minutes (6 missed sailings)
- I try to anticipate a long wait and will...
- As long as it takes.
- Poorly phrased question. Willing is...

▲ 1/2 ▼

8. Are you willing to wait longer during certain times of the year (e.g., summer) or during special events?

263 responses



- Yes.
- No
- There is no choice
- No choice in summer
- sometimes
- there is no other option
- there is no choice in the summer bu...
- Re arrange schedule or understand...

▲ 1/5 ▼

How much longer are you willing to wait (in minutes) during certain times of the year (e.g., summer) or during special events before your feel your service would deteriorate?

- 1 hour (15)
- 60 minutes (13)
- 40 minutes (10)
- 30 minutes (10)
- 60 (8)
- 45 minutes (5)
- 45 (5)
- One hour (4)

40 (3)

one hour (3)

30 (3)

40 minutes (3)

20 minutes (3)

no answer (3)

2 runs (2)

60 (2)

40 mins (2)

2 sailings (2)

40 min (2)

weekdays, until the next sailing. weekends are more problematic unless they're running overloads.

An extra trip time

20 minutes

0

up to 60 minutes

30 min

As long as it takes

probably about 1 hour in the summer

About 45 minutes.

an hour

2 ferry waits is reasonable as we have grown here on lummi

3 sailings (up to 1h)

3 sailings

2 hours at peak travel times is not unreasonable.

2 missed ferries

Hour.. as long as the ferry isn't taking long breaks during these times. I had to off island on July 5th for a doctors appt. I knew it would be a long wait. It was almost 2-hours. They decided after the 1:30 not to leave again till 2. I barely made my appt. Ferry should really try to get the lines down after holidays when the lines are going up the hill

2 missed sailings

20 minutes or 60 minutes total

As long as it takes for ferry to meet demand.

40 minutes, 2 missed

up to an hour

Again, as long as it takes.

I always try to plan to be in line one ferry earlier then the one I really want to be on. I understand that in the warmer months Friday afternoons and the weekends are busier and dont mind waiting an hour or so. Its when a shift change or a break has just occurred and the crew doesnt try to keep the line cleaned up that it gets a bit frustrating. Again I understand I chose Island Life, and I love it, it just seems a customer

service piece is sometimes missing with certain employees, like I should be glad they are there. The over ferry atmosphere from a riders stand point has improved alot over the last year or so.

One hr in peak summer

2 boats is fine, but when pushing 3 and 4, it gets excessive

15 min

1-1/2 hr longer if a restroom is available

2 ferries

One hour total wait

20 mins

one ferry

90 minutes

1 missed boat

my maximun wait has been about an hour and a half

50

It just part of island living. 2 hours is reasonable on occasion

20

15...for a total of 45 minutes.

No longer than 3 ferry trips

Up to 40 minutes

30 more minutes

up to 1hour

10

My deterioration is based on my urgency to get across. If I have nothing urgent to get to it's easier to wait in a long line.

Total of hour and a half, waiting is like a meditation many times, you look and take it all in.

90 minutes sometimes just to get back to Lummi

Don't know..it has rarely happened, in the past I have parked and walked if it's too long.

50 min.

Two ferry trips

2 ferry wait

60 min

One hour

Honestly, waiting is never convenient. It's difficult to put a number on it. But less is better.

40 minutes or 2 sailings

45 min

Any waiting imposes a burden. The longer the wait, the higher the cost, both per individual run and cumulatively. We wait because there is no choice. The ability to handle peak loading situations effciently is a necessary design characteristic, as measured in cars/hour under different conditions.

up to 1 hour

2 hours

40-60 minutes

75 minutes

80 minutes.

I plan accordingly

## If "No", why?

70 responses

I would plan on taking the ferry at a better day or time.

There are no restrooms available which is inconvenient during long waiting lines.

With a car on each side, 30 minutes seems adequate & reasonable

For the same reason my experience is deteriorating sitting at the same stop light on Meridian for over 30 minutes.

My time is not that flexible

I avoid being here in the summer because of long ferry waits.

I can tolerate an occasional, unplanned hour wait but sitting in my car for a longer period is a hardship if it happens all the time.

I would rather plan to take an alternate ferry that does not have a long wait time if possible.

The lack of service is a hindrance in service to others.

It's a waste of my time.

Quality of life. Waiting more than 30 minutes for a 5 minute ferry ride is not unreasonable to expect

Don't like waiting more than 30 min.

Job hours inflexible

do not have enough time to wait more than an hour for a ferry

personal

Many times the extended wait is because there were because there were fewer runs, like on the weekends, Sunday especially.

My property taxes are high therefore I feel I have paid for a decent level of service.

Because my time has value and waiting unnecessarily in line is not the best use of my time

Frankly, I believe the number of vehicles coming to the island could be mitigated by addressing the high number of AirBnB etc visitors; also, I would not mind parking on mainland and walking across but that requires a safe place for me to park and planning in advance, so there is a car on island side. (Waits are usually on mainland side)

my needs don't change

I give myself 25 before the ferry I need. A cam would help to have an idea of the ferry line length.

I will only wait if (basically) an emergency. Otherwise, I will plan my trip for a time when there is no wait.

If it's under staffed in peak hours I'm not willing to wait

Ferry wait times is not the issue, ferry size is the issue, should be larger and straight drive on loading, curving around center bridge affects load time and parking space

I am often still working when there is a wedding, etc. on the island. During a holiday I am willing to wait longer

This is basic transportation service that needs to accommodate the citizen (as much as that is possible).

Transportation is a priority.

the Ferry needs to maximize Runs - say ( 3 trips per hr during peak times). (2 all others ) .

pay premium taxes to commute, expect level service accordingly

We are already forced to do this in these situations

My time valuable and I am usually on a tight schedule

I still have commitments and obligations that need to be addressed.

Wait times grow considerably sometimes causing me to seek accommodations I Bellingham.

I often have medical appointments that I cannot afford to miss as it takes so long to get an appointment with most doctors and procedures.

life is too short to sit in a ferry line

while I am retired the commitments I do have are usually time critical appointments

my time! , appointments , defrosting food

Should have extra runs if you know there will be special traffic.

I am on a schedule and need to be able to calculate my schedule with some reliability

I don't feel that more of a wait then 2 ferry's is needed, especially when there is no restroom to use, sometimes I have my kids and expecting them to hold it to use a restroom on island is not fair, and it is not fair for anyone who may have issues and need a restroom because of a 2-3-4 ferry wait .

I rather be anywhere then a ferry line.

I arrange my arrival to a early ferry with min line. The departure is more difficult.

At our age we need reasonable washroom facilities on the mainland to wait longer

.

I would like the crew to run continually (as it usually tries to do) during busy times. Especially when impacted by cement trucks and commuters.

We plan our travel time, high traffic commute from Seattle by the ferry schedule times and want to get to the island with a reasonable wait time (no more than 2 ferry trips)

The ferry should keep making runs until the line is much less

Sometimes it is a burden on our schedule

too much time, don't want it, doesn't mean I don't wait

The ferry dictates the entire shape of my day whether I'm arriving or departing. I typically arrive about 20 - 25 mins early to get on any given ferry. To wait another 30 mins for second ferry is not great. It happens during the busy season and I get it but it's not ideal.

Appointments need to be met on time.

The question doesn't reflect the possibility of solving "wait times" in other creative manners. Rather than spend tens of millions of dollars on a bigger vessel or sail to Fairhaven we might want to look at creative alternatives that both benefit commuters and help improve island life.

Just a few ideas: Look at using a few million to set up a "park and walk" business that would employ islanders, reduce long wait times, and bring a new business opportunity for young people on the island.

The most direct solution would be to acquire larger parking areas on the Gooseberry side for smaller "drive on" vehicles to be parked. These could be either gas or electric. They could also be ATV or UTV vehicles. Many more of these would fit onto the ferry and could reduce wait times. There could also be a designated site on the island to house these vehicles or people could simply drive them home under a rental agreement.

If the vehicles were electric carts a charging station could be built. There are many of these on the mainland that have been in operation for 10 years. It might be the future!

Another option is to have an island taxi that is similar to the dry dock shuttle for those people that want to just park on the Gooseberry side and catch a commuter shuttle on the Gooseberry side for a ride directly to their home area. This could employ some islanders and be supported by a few of the millions not needed to upgrade the ferry and the docks.

The future of the island could be enhanced by looking at a system that embraces the future not the pasture.

Too long

Longer than 40 minutes-wait is too inconvenient-I have a life to live.

No bathroom no security sometimes too cold or too hot or have young children with me and waiting for them is difficult

I don't want to spend that much time in a car. I would park at GB if there was some sense of security AND an adequate shelter. I also realize that if everyone parks and walks on then income for the ferry system declines.

there are no restrooms nor any decent shelter from weather if needed

I pay a lot for a high service level

Senior citizen, animals to care for on island, usually with groceries

Wait for the pressure to drop

A bigger boat would fix this issue.

Please provide better parking for locals.

I'm going for an apt. In winter it is cold and can't run engine, have to arrive hr early to make sure I am on the ferry I need to catch

I feel the Ferry should be in service to serve all people in the summer even when there are more people on the Island.

If it is longer I generally park and walk on.

I think solutions should be explored for very heavy use times including immediately prior to dry dock and severe summer-time demand.

Usually try to do all of my business once a week..waiting for 2 ferry sailings makes for a VERY long day... missing appointments and being late for work

The ferry could increase the number of runs during busy times

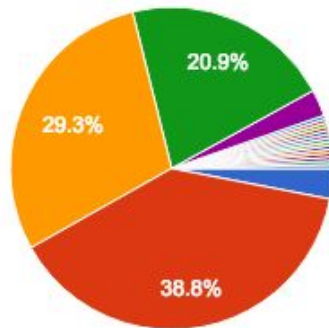
If I have to wait more than 40 minutes, I will walk on and get my car later

no answer

During a special event occasionally ok, but not 2-3 times per week (in summer especially) sitting in line 40 or more minutes on a regular weekly basis, NO.

9. Thinking back to last summer (June - August), what is your opinion about how often you had to wait at least 40 minutes (2 sailings)?

263 responses

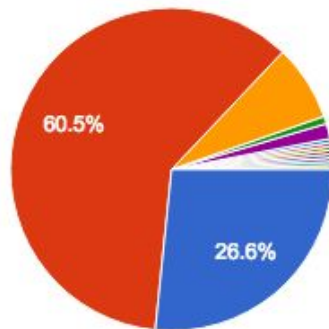


- Never
- Less than 3 times per month
- 3 or more times per month
- 1-2 times per week
- Not applicable (have not ridden the...)
- Most times we caught the ferry, we...
- I just avoid peak weekend times Fri...
- Because my schedule is generally fl...

▲ 1/3 ▼

10. For other times of the year (October - May), what is your opinion about how often you have had to wait at least 40 minutes (2 sailings)?

263 responses



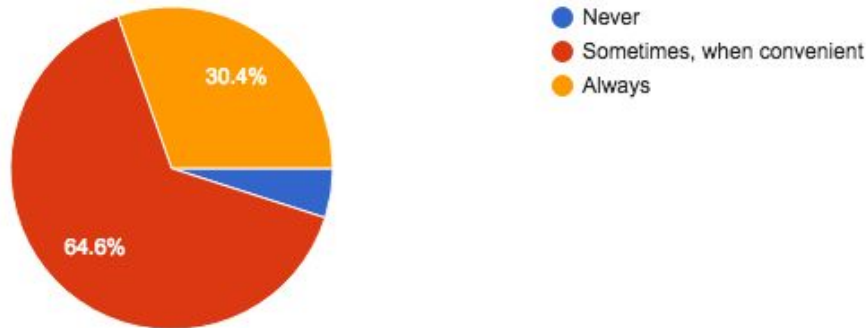
- Never
- Less than 3 times per month
- 1-2 times per week
- 3-4 times per week
- Not applicable (have not ridden the...)
- More often only needed to wait one...
- Often - 2 sailings most commonly.
- I don't recall when I had to wait, but...

▲ 1/2 ▼



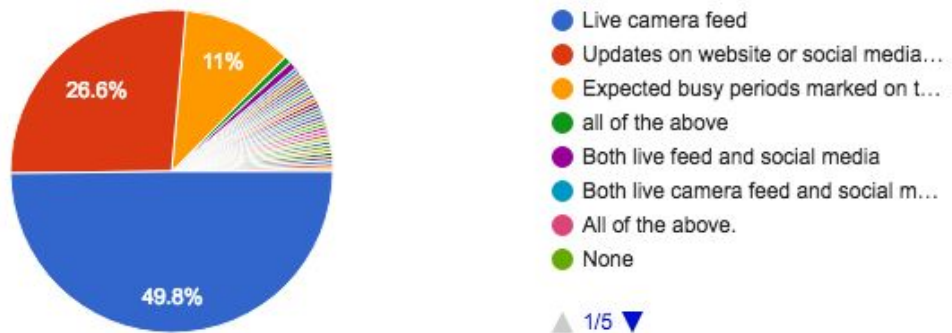
### 11. If you were able to gauge expected wait time by viewing a live camera feed of the vehicle line, checking for updates to your ferry trips to avoid busy times?

263 responses



### 12. What would be your preferred method to be notified of busy ferry periods and anticipated wait times?

263 responses



### 13. Any additional comments or thoughts on wait times or ferry experience?

134 responses

no (3)

No (2)

My average commute time to Bellingham is 1.5 hours- I leave my house early enough so if I miss the ferry I want, I will still be able to get the next one in time. But some days this does not even work. It only takes me 20-25 minutes to get to work from Gooseberry. (2)

I think a live camera feed would be very helpful and quite feasible.

It seems I'm frequently caught in the back up caused by fuel trucks only. You have to be there way early to make sure you can get on a ferry before the fuel truck schedule.

scheduled wednesday maintenance days are a nuisance. i feel they should be scheduled at night. this impacts us with vendors and workers coming to the island. it is becoming difficult enough to find workmen willing to come to the island and this is one of the reasons they give me.

Unexpected Ferry breakdowns and/or no ferry runs for half day makes it hard for us who have dr appts. Generally, I think that the Chief and crew do a great job.

Make passenger (non vehicle) service a priority

Sizing the next vessel entering service in 2017 or beyond needs to be adequate to handle expected loads through its lifetime of 60+ years. Loads could easily be double those of just last year, based on last years increase of over 6%.

(The traffic counts for 2017 have been posted to the website showing an increase on total vehicle traffic of 6% over 2016 levels to 121,645 total annual roundtrips.

This is dramatically higher than the 114,228 trips in 2016, and still not as high as 2001 of 143,603 trips.

Pedestrian trips showed similar gains of 8% to 78,128, nearing the highs of 2001 of 80,236 peds.

Extending the 1% annual growth out to 60 years beyond when the new vessel is expected to enter service in 2027 would put vehicle traffic in the 230,000 range, or double what actually occurred in 2016.

I hope this keeps things in perspective when vessel size is discussed.)

Yes. Only allow very large vehicles to board during non peak hours. More incentive to walk on ( bus service, secure parking, reduced fares). More incentives for smaller vehicles. We do not need MORE, we need LESS - encourage conservation and a smaller footprint on the planet. I rarely wait because I walk on. Summer is bad. Friday nights are bad and horrible in summer. I was left behind this week because of two huge trucks, I should have been on the ferry, and I had to call out of work because the ferry crew took their lunch break. The huge trucks and cement trucks are an issue, then propane truck days and ferry fueling days and the maintenance outage days make it all too frustrating if you have a job on the mainland. Some days I spend over 3 hours commute time just to make sure I can get on the ferry.

If we had secured parking at Gooseberry Pt., we walk on most of the time. We are able to have a vehicle on both sides

The freedom to add more runs as needed to clear the dock should be maintained.

lack of bathroom on Gooseberry side can be painful when line is long

I love the ferry and the people who work on it. Thank you!

Larger ferries raise expectations of easier access and only increase rates, costs, and the misunderstanding that this tiny island can or should accommodate more people..

The Chief does the job. Wake up. you live on an island!

Changes to ferry schedule/decreased frequency of runs would negatively impact personal financial viability and experience. We selected Lummi because of the current ferry schedule and the work commute flexibility it provides. I don't view wait times differently than "rush hour" I large urban areas. Appreciate that the ferry crew frequently make added runs when busy.

Living on the Island always outweighs having to wait.

I expect to have wait times as I have chosen to live on an Island. It is not a bridge!!

Summer will always be busy no different than other San Juan islands

A camera of the ferry line infringes on the privacy of those house close to the ferry line.

Have a 6am start time on weekends during summer months May-Sept.

I would really appreciate 6 a.m. sailings on weekends.

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Tourists do not understand a double line on one side of the water and a single line on the other side, so they are forming two lines to board on the island side and we let them. Their confusion is legitimate.

Get a bigger boat that can handle larger trucks and Bellingham Bay in the winter and DROP Gooseberry point all together.

Gooseberry Point is just going to get WORSE !

Parking, safety, security, weather protection.

A reader BOARD that says "next departure at \_\_\_\_\_" would be helpful. I also think the Islander should be able to sell Ferry passes. That would be a big improvement.

I would appreciate more sailings. And I would like to see the constant uncertainty about the ferry system erased. And above all the ferry closedown in September is ridiculous! I cannot access my house for one month every single year. Not acceptable.

Wait times are increased when the Willows Inn is open. Because a restaurant can open or close it's business at any time, it should not be a factor in whether a larger ferry is needed. Much summer ridership is associated with the Willows.

I'm pretty healthy(no appointments) and retired, so I'm easy to please...having lived here a long time, the ferry is just a fact of life.

During high volume times, I can delay coming home if I know ferry is seriously backed up; however, sometimes that goes on for many hours. I can't really reschedule departing the island, however.

I believe ferry crew should view line up and schedule a run if it's going to cause an over load.

none

I think as islanders we should be expected to make adjustments and plans to include the fact that we live on an island thankfully served by a ferry. At the same time however I think we should put together as many resources as reasonably possible to help each of us make choices and plans about when we travel on and off the island so as to as a community reduce long sailing waits for everyone.

Separate lines for island residents and tourists. Residents get on first.

There are a number of islanders who need to go to town for medical reasons (medical tests, rehab, etc.) that may require several trips per month. Some form of medical pass would be very helpful.

Allow (or be prepared via budget) to let the crew run doubles as necessary during peak usage, i.e., summer weekends, peak holiday visiting days, etc.

rather than let the ferry sit, idle, just to keep to schedule. Realize there are union regulations and that crew needs breaks — but a backed-up ferry system with a logjam of cars when (we all know) usage will be at height doesn't make any sense....

Better connections to the bus, or a dedicated shuttle bus to town would be nice

Double or triple cash fares during high traffic

Problems more recently often around ferry and ramp breakdowns

Seems to have been more variable this past year; it used to be that you could generally figure out when the busy times would be, but that isn't the case any more—even during this past winter!

Not a big issue

The ferry size and frequency is extremely convenient. While a slightly larger ferry would not be a real problem, fewer trips might be. I'd rather wait for a few trips than have fewer trips and a larger ferry.

We need a bigger ferry.

Am considering moving off island to be nearer medical service as there are times when it might not be possible to get off the island due to weather.

No.

I normally plan ahead so I have few issues with wait times.

weekends should run more often during backups or full loads

The idea that the ferry, whatever ferry that might be, is the same as a piece of road is going to lead to disappointment.

NEED TO have bathroom on mainland side. ( use a card key or something.)

living on an island requires planning ahead and being flexible

The other big issue is dry dock. Such a mess these days with no parking and timing of dry dock.

we need a bigger ferry

Over many years, I have only experienced wait times longer than 2 ferry runs on holiday weekends, Artist Tour weekends and occasionally for severe weather and rough seas.

Ferry fueling and fuel truck runs a disruptive. They should be done on days and times when there is no traffic issues. Sunday at 10 pm.

More ferries on weekends

Waiting requires patience and is a good lesson for all of us. Bring a book.

I really appreciate the Ferry Crew and the work they need to perform in all kinds of weather.

Seems criteria for extra runs has become more erratic. Need better drydock experience. Uncertainty of parking and safety an issue; would be highly desirable to have substitute car ferry when the Chief is in drydock. As we age and need more medical appts. the ferry is becoming a bigger issue due to cost, uncertainty of schedule....i.e with scheduled appts. we feel we have to be at the dock at least 60 minutes early to make sure we make our appt. (We spend approx. 6mos on island during May through Labor Day and December and 6 mos during winter in AZ.

waiting 3 ferries some times in winter. ridiculous! summer 4-6.

Get ride of crew break times when there's a third crew member. This is when, if you get bumped, you have to wait 40 min.

Wish there were some way to ensure driver civility in the line. Maybe the proposed alert system would help...

Would be good to know whether there will be an extra run or not.

Something seriously needs to be done THIS season about the location of the signage for how to proceed in the line for loading. The placement is absurd. And cars in the left lane easily not see it

Having a 640 boat in the morning would help alleviate the morning rush of the 7:00 boat and full boats.

It would be good, if possible, to have some kind of protection from high waves, when my car is at the front of the ferry.

If there is an overload, I would hope that the ferry would run back and forth to alleviate it.

Summers are horrible and dry dock is insult to injury.

I really appreciate the ferry captain using their discretion to add unscheduled runs during busy times.

I would like to see statistics on the other Puget Sound ferry wait times.

More parking at Gooseberry would make the ferry commute better

In general, I think our current service is outstanding.

I love the ferry crew

If you want to increase the population of Lummi Island and make it a city, get a bigger ferry and rise the cost of using the service.

Better cuing instructions in the summer for visitors on both sides of the water to help manage long lines

It is what it is - part of living on an island

Summer traffic is often unpredictable, and waiting in line to leave the Island, in the hot sun for 60-90 minutes is unacceptable. Large trucks in line, that are not visible in long lines make it more frustrating still. I will have to change my schedules for leaving Lummi. A traffic can would be very useful to me. I was considering buying a drone 🚁

Change crew break schedules to reduce back up and wait times. Hire relief crews.

Would love better dry dock parking options.

Incentivizing the use of smaller vehicles would all dramatically reduce ferry wait times as more cars would fit on each run.

If the county added an additional rate class for vehicles up to 10' long and 4000 lbs, for example, and charged 75% of the standard Car and Driver (Vehicle under 8000 lbs) fee, and you would achieve the following additional benefits:

- \* net revenue per ferry trip would increase,
- \* double runs would be reduced, and associated ferry costs (fuel, maintenance costs) would be lower,
- \* a 25% discount on the present "vehicle and driver" fare would provide a means for drivers to save money,
- \* the increased distance between vehicles on the ferry deck would enhance crew comfort and safety, as small cars are typically narrower,
- \* better utilization of deck space would result in a reduction of costly vehicle "incidents."
- \* the County would lead a paradigm shift in ferry rate structuring.
- \* the County would encourage the use of ecologically considerate vehicle choices, as many small vehicles are also green vehicles.

Last year at peak summer times the ferry crew had one extra crew person which helped the loading and unload go much faster , great help! And an electronic reader sign at both docks would be helpful to tell those in line about what's going on, next ferry run or any problems the ferry might be having with estimated start up time, the communication is terrible when there's a mechanical breakdown !

It is the inconvenience of the ferry that keeps the island a desirable place to live. Users already have to wait a lot less than they do to get to other islands. The county has total control of ridership through the fare structure. A new ferry and terminal facility should be sized appropriately to the scale of the island, and the cost of future improvements need to be made clear to island residents.

a more reliable ferry would be great - and a second ferry during dry dock. it's unbelievable that in this day and age that vehicular access to the Island is eliminated for the time that it is. As a full time, part time resident it ends up being a full three weeks before we can get to our property in September.

Planning ahead by the ferry user is essential to have a good experience.

I am a 15 year resident, so have a fair idea when to leave to get in line during the day. My biggest errors are when there are large vehicles in line that take up multiple car spots on the ferry. A fleet of cement trucks is a nightmare. Having a replacement ferry with one or more straight thru wider lanes would help a lot.

It's an island. It's going to be inconvenient at times.

Really wait now.

When lines are really long the ferry should make extra runs

The crew packs the vehicles too closely together for safe egress in case of fire.

It's not so bad, We live on an island

I prefer waiting to having a bigger boat. It would help to have a heads up re: cement trucks, etc.

I think that the crew should run more doubles or additional sailings when possible.

I think if you know you need to TRULY be off-island at a certain time AND you are OK with parking a car at Gooseberry, a smart move is to leave your car overnight on Lummi side and walk on in the morning (i.e. summers/busy commute times, etc...). Then you can avoid a hideous, frustrating experience. But for people who need their car on-island, all I can say is: wake up earlier; leave earlier. If we want a small ferry -- or will continue to have a small ferry -- you have to adapt to the options. There are those few times a year when it's busy. Best learn to adapt around them, schedule-wise.

At dry dock, more parking area and lighted; bathroom & covered shelter area; access for those disabled to board and exit ferry; during dry dock, having a replacement ferry with car space (even if limited)

I love the LI Ferry. Overall it is a very positive experience for me.

Sometimes, the ferry doesn't stick to schedule. Usually, when I miss, it has left 5 minutes earlier than scheduled.

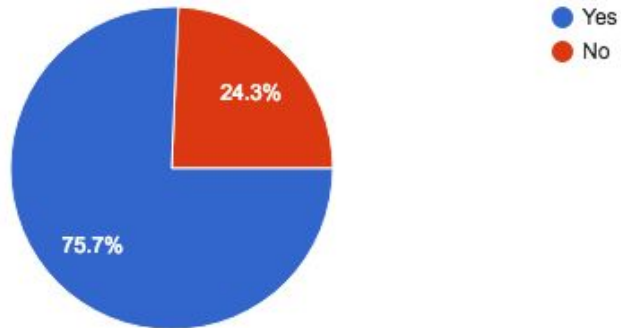
I tend to try to leave a vehicle and walk on if I know it's a busy time to sail, as in the summer. I don't mind that too much because it saves on the ferry fare.

Dry dock is a joke i should get a tax refund

Other (30)

## 14. Would you like to receive updates about the Ferry System Improvement Project?

263 responses



## How would you like to receive updates?

199 responses

