



Washington State
Transportation Commission

Ferry Customer Survey - Update Presented to the JTC Ferry Policy Group August 28, 2007

The major milestones for the survey from beginning to completion are as follows:

RFP Process

- ◆ RFP issued on August 8 2007
- ◆ Proposals from consultants due September 12, 2007
- ◆ Contract start date early October

Survey Deliverables

- ◆ The general research plan due October 19, 2007
- ◆ The development of the qualitative portion (focus groups) due October 31, 2007
- ◆ The focus group findings report and presentation is due January 4, 2008
- ◆ The development of the questionnaire for phase I of the quantitative portion (survey) is due February 4, 2008
- ◆ Phase I of the quantitative survey must be completed by May 30, 2008 and recommendations for a phase II survey are due
(A second phase is assumed to allow for follow up surveying in areas identified as needing further exploration, based upon the results of phase I)
- ◆ A final report on the total findings and analysis for both phase I and II are due by August 1, 2008