

Answers to comments/questions that did not result in an edit to the White Paper.

Exhibit 3 - Is it possible to determine the % of total WSF trips attributable to each customer group type (in addition to % of customers)? If so, it would be good to add this.

- *It is not possible to determine this percentage – particularly the breakout between regular commuters and regular non-commuters*

Exhibit 8 - This provides a visual shot of the exact info above. Is it possible to enhance this with possibly the numbers that the % represents? (Only if it does not create a confusing pie chart)

- *It does create a visual mess of a chart*

In the San Juans the discount is 25 percent and the card is good for 5 round-trips and the card must be used within 90 days.

- *No one on the consultant team knows why 90 days was picked. It has been in effect for a very long time. WSF?*

Questions about day of week pricing in San Juans.

- *The primary implementation problem was not with EFS, but rather with explaining it to the customer (i.e. if I go one way on a Thursday but return on a Sunday what fare do I pay?) and then trying to adjust fares at the ticket booths and kiosks when people purchased the wrong fare (i.e. a discount day fare when sailing on a premium day.)*

Do we know how many WSF riders are also transit riders?

- *No – particularly because many Bremerton and Bainbridge riders use the ride free zone buses.*

As the EFS and ORCA systems evolve, will evolution of the systems lessen these challenges?

- *While there are provisions in place to maintain the software, and make minor updates there are no programs currently in place to significantly update or evolve these systems to the level required to simplify integration.*

What work has been done to implement changes in the vehicle/passenger fare relationship? Would this strategy result in a lot of the coding and system issues that were described above?

- *The change has been considered and rejected by WSTC. There are no coding or systems issues if it is changed.*

When was the van pool requirement changed to 5 people?

- *Ray Deardorf is checking, but believes the change was made from 7 people to 5 in the 1990s.*

Percent of tickets sold by ORCA?

- *WSF is working on these numbers.*

When were the Hood Canal Bridge separated from ferry tolls (Exhibit 19)

- *To the best of our knowledge Hood Canal Bridge tolls were never included in WSF's calculation of farebox recovery.*