

This report is filtered

Only show: #1 Question "Where do you live?" is one of the following answers ("Anderson Island, within Riviera","Anderson Island, outside of the Riviera","Ketron Island")

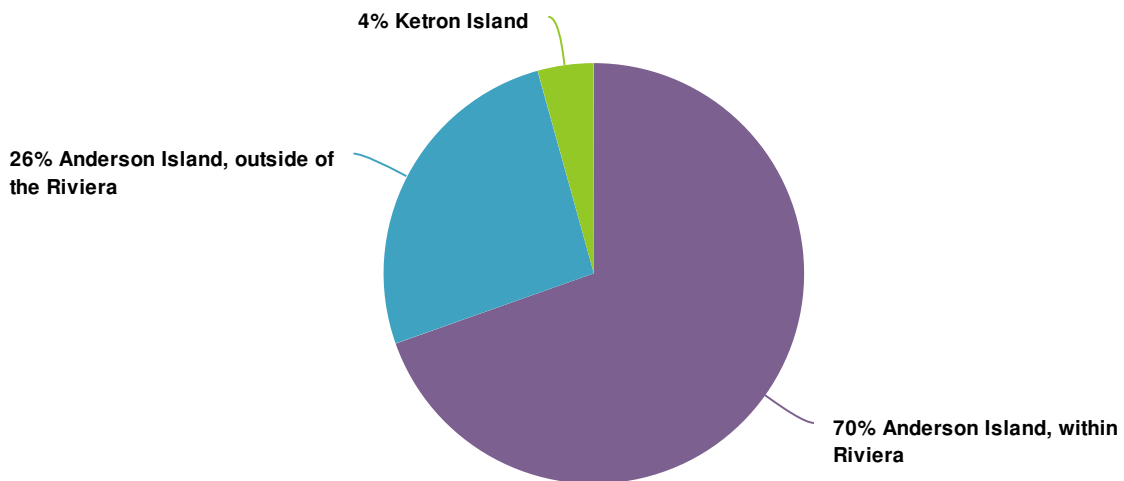
Ferry Survey Island residents only


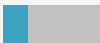

Response Counts

Completion Rate:	98.8%		
Complete			821
Partial			10

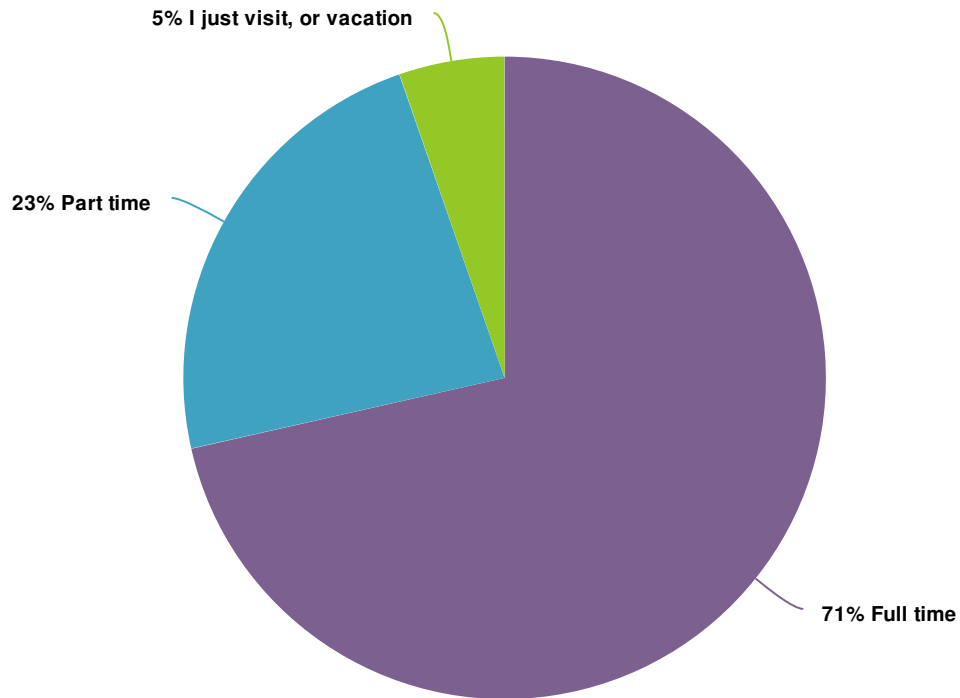
Totals: 831


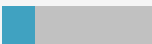

1. Where do you live?



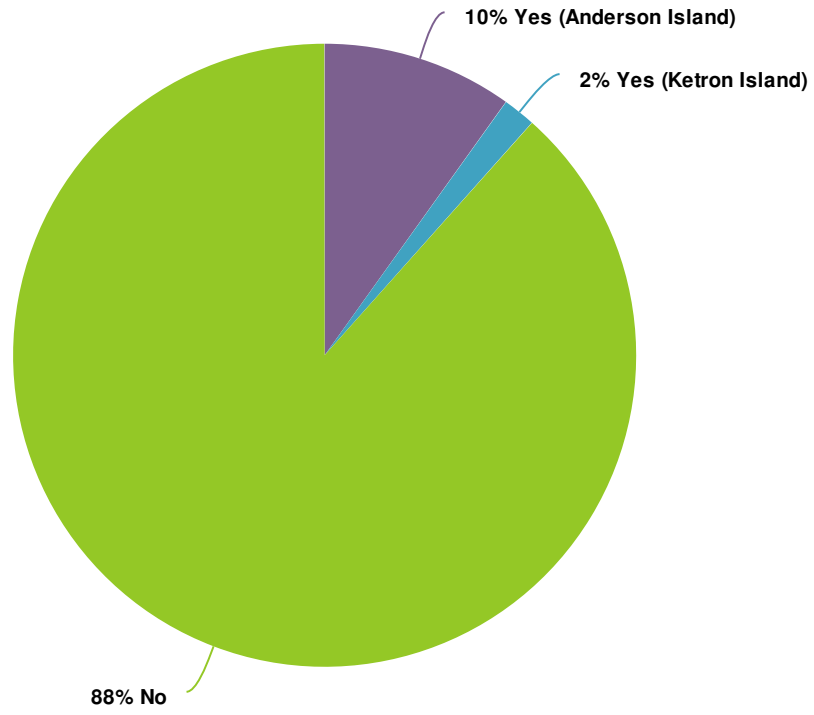
Value		Percent
Anderson Island, within Riviera		69.6%
Anderson Island, outside of the Riviera		26.1%
Ketron Island		4.3%

2. Do you reside on Ketron Island or Anderson Island:



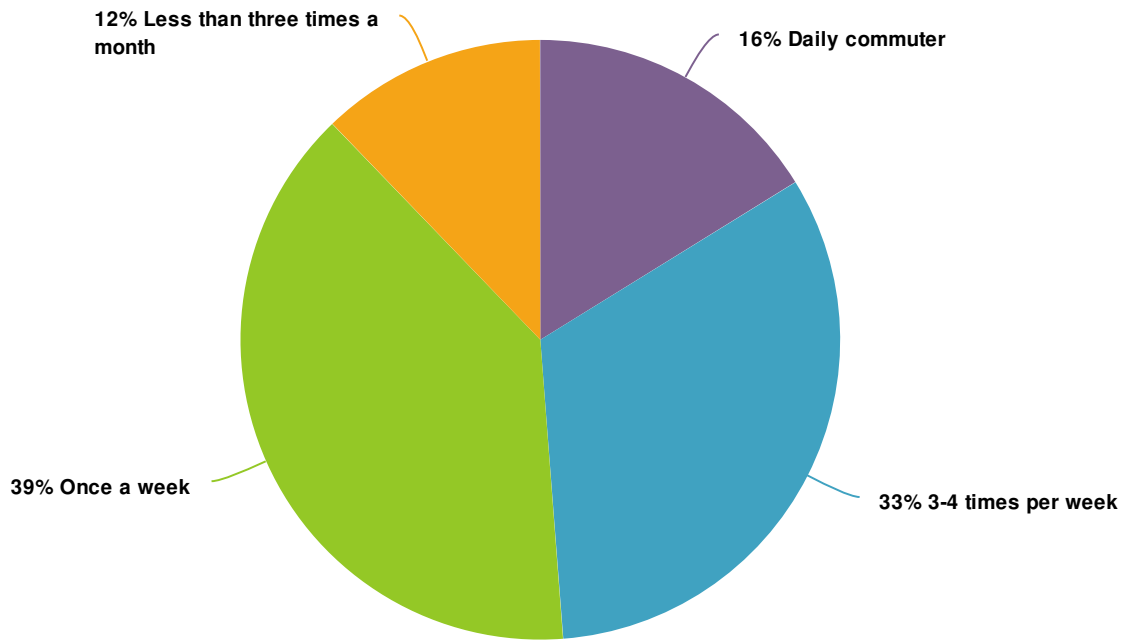
Value		Percent
Full time		71.4%
Part time		23.2%
I just visit, or vacation		5.3%




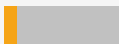
3. Do you own a vacation rental property on the island?



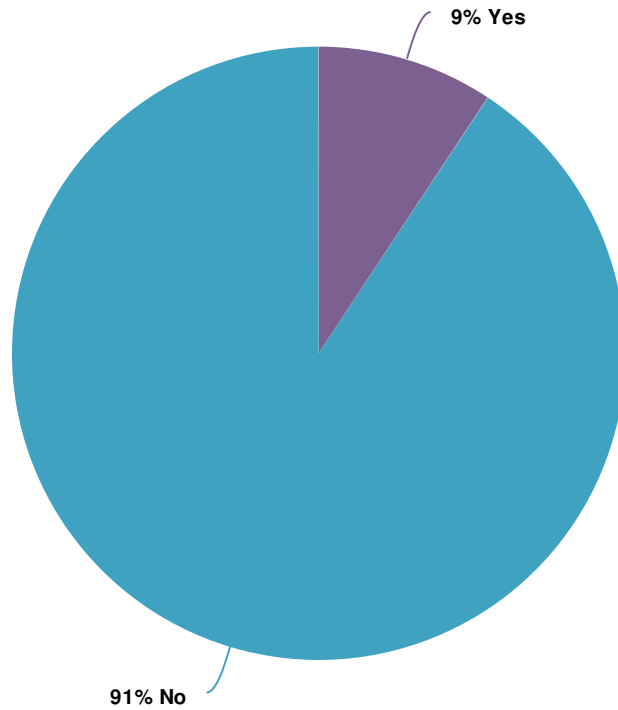
Value	Percent
Yes (Anderson Island)	9.9%
Yes (Ketron Island)	1.7%
No	88.4%

4. How often do you use the Pierce County ferry?



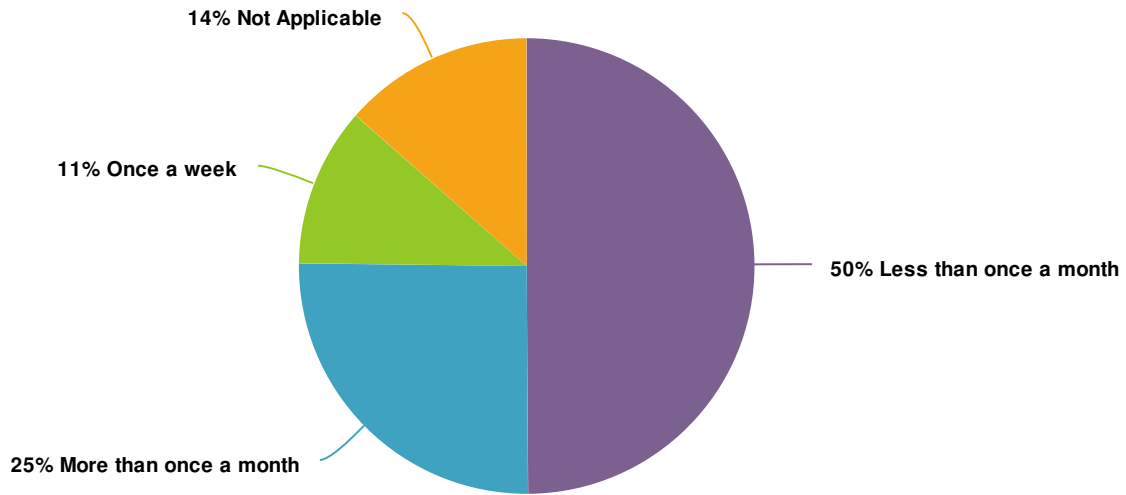
Value		Percent
Daily commuter		16.2%
3-4 times per week		32.6%
Once a week		39.0%
Less than three times a month		12.2%

5. Do you have school-aged children that ride the ferry for school?



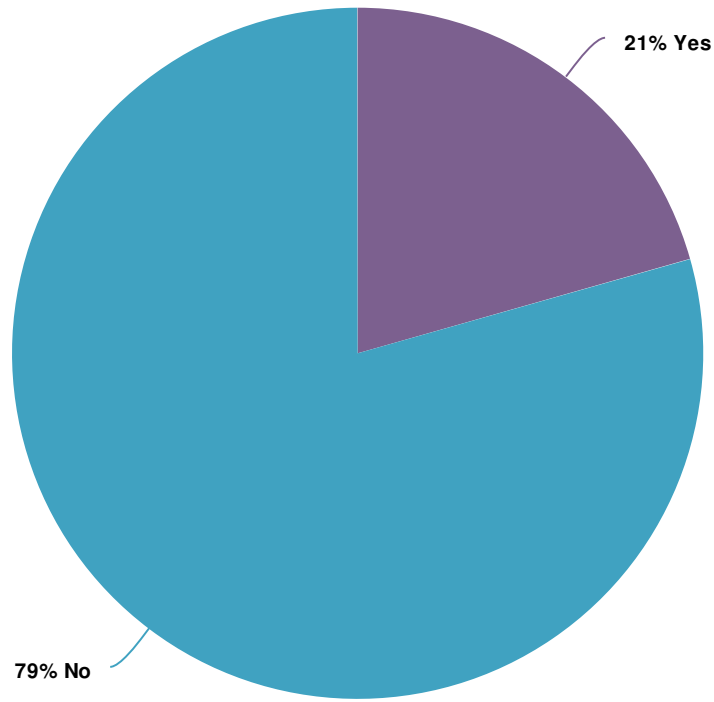
Value	Percent
Yes	9.3%
No	90.7%

6. How many times a month do you use the ferry for visits from service providers like home improvement services, technology providers, in-home visits from medical professionals, etc.?



Value		Percent
Less than once a month		49.9%
More than once a month		25.3%
Once a week		11.3%
Not Applicable		13.5%

7. Do you attend the Anderson Island Community Advisory Board meetings



Value

Percent

Yes



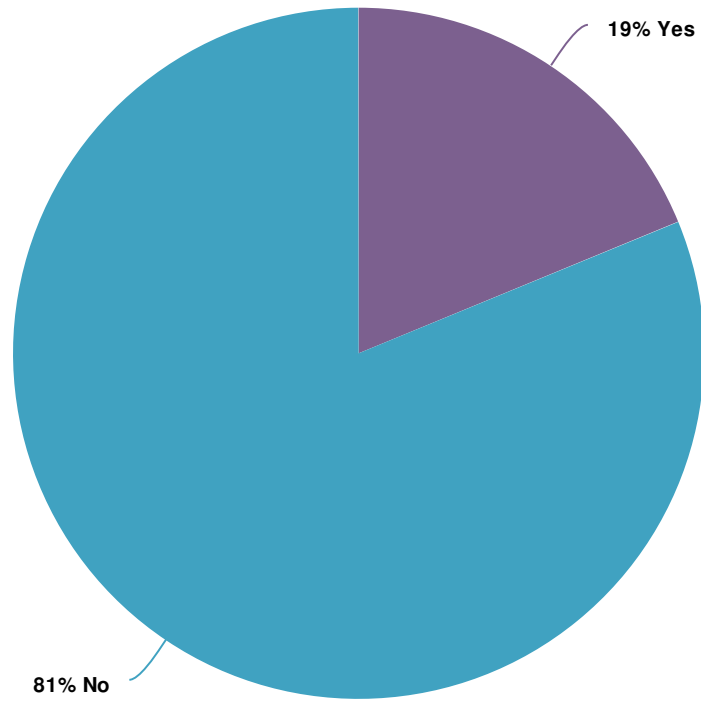
20.6%

No



79.4%

8. Do you attend Anderson Island Community Advisory Board (AICAB) Ferry Committee meetings?



Value

Percent

Yes



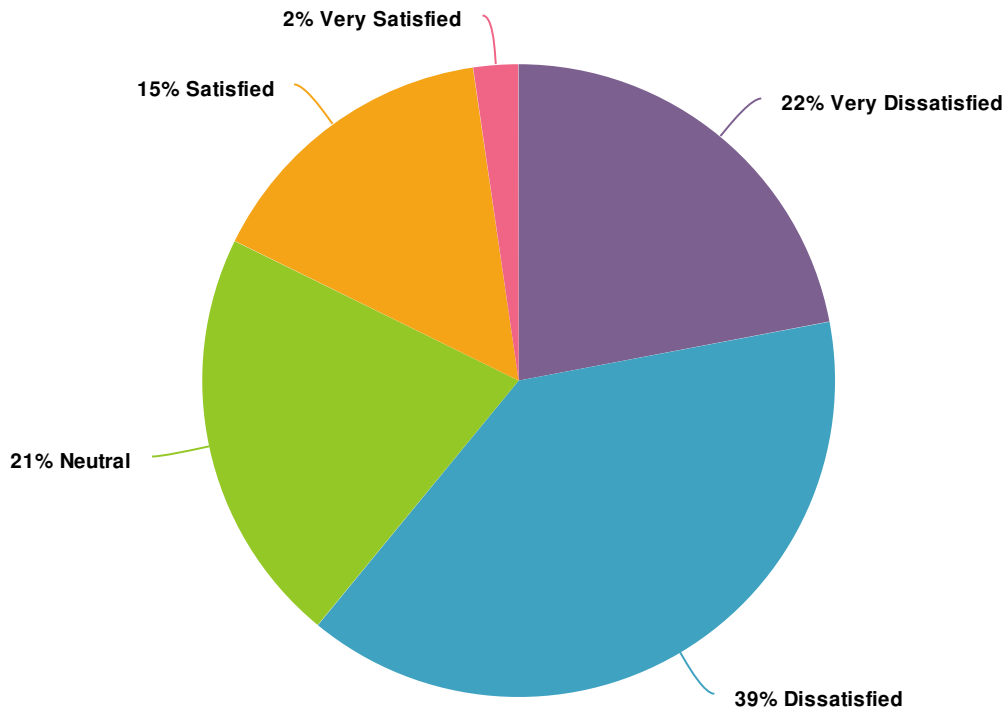
18.8%

No



81.2%

9. Rate how well the current ferry schedule works for you.



Value	Percent
Very Dissatisfied	22.0%
Dissatisfied	38.9%
Neutral	21.3%
Satisfied	15.4%
Very Satisfied	2.3%

10. Looking at your current use of the Pierce County ferry service, what works?

Response

Nothing

Schedule

.

Two boats.

Response

Bo

Not to go to Ketron every morning along with 50 other commuters on our way to work just to pick up or drop off 2 people. In the previous survey they implemented the exact opposite of what the majority asked for.

Crew members are respectful and friendly. Loading maximum number of vehicles is a real art and some have better results than others. Like the very early pick-ups on AI ... Allows us to make early appointments.

Ferry runs 7 days a week.

Very little.

schedule overall is good. crew polite. just not enough runs during summer and holidays.

*Ferry time has improved. *Most of the staff are very pleasant and definitely knowledgeable. *Current laws enacted has done a great job deterring Ling cutting.

- Ferries leaving roughly hourly, with the last one leaving Steilacoom at 10:20 pm - Medical Priority Boarding Passes

- Two boats on Fri/Sun during summer. - Communication of delays/impacts. - Overflow predictions on the Anderson Island Assistant app is very helpful (although I don't think affiliated with Pierce County).

-The crew is respectful and does a good job. -We have a car in Steilacoom-offer more spots for A.I. residents -The ferry schedule has adapted to the growing population (until this summer).

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1-Most of the crew work hard to get as many cars as possible on the ferry. 2- on time the majority of times

1. Improved, but still somewhat inconsistent, monitoring of loading lanes. 2. Significantly improved ticket validation/collection procedures. 3. Online ticket purchasing works! 4. Two ferry service on busy weekend works
What Doesn't Work
1. Planning for island growth and accommodating growth with increased ferry service. 2. Always Giving Ketron riders priority to the consistent detriment of AI riders in event of overload. 3. Inadequate law enforcement of lane management, particularly on busy weekends and Thursday/ Fridays. 4. Absence of virtually any law enforcement on the AI side
4. Questionable utility TBD of construction during summer and any utility of the planned roundabout at the head of the loading lanes

Response

1. Shall be no large gap in service in the middle of the day, the busiest time. If I go out in a morning, it's awful that I can't return till late afternoon, spending the whole day out as 2:45 pm ferry is always full with overload, then I can use only 3:50 pm one if I am lucky...not so lucky in the summer time 2. Shall be 2 ferry running starting from May on the weekends till Labor Day, shall be Friday, Saturday and Sunday two ferry service at least in the early afternoon!

1020 ferry

10:20 PM weekday ferry

10:20pm weekday boat has been a huge help. Love the app, buying tickets without leaving car is great.

2 boat holiday and summer service

2 boat schedule

2 boat schedule is best during peak hours.

2 boat schedules for overload runs

2 boat service on Thursday-Sunday would help

2 boat service should be available more often. Current schedule has too many gaps between each run.

2 boat service works on Friday and Sundays during peak season. Early morning service works (6:20-930) - the rest is overflow.

2 boat service. When it happens. Which is rare.

2 boat weekend and later night ferries.

2 boats in the afternoon

2 boats works.

2 boats.

2 ferries Fridays and Sundays

2 ferries on Friday and Sunday

2 ferry service on Friday, Monday & holiday weekends

Response

2 ferrys would help resnet mornings and late afternoon. Waiting for 2+ hours just to grocery shop is insane.

4 am boat and you guys need a better staff they are extremely rude and have made threats to islanders telling them they can keep us from going home I have never seen such unprofessional qn rude employees

514 ferry run only.

515am ferry helps a lot. Double ferries work as well when we have them. Problem is all the tourist traffic during the work week.

5:15 a.m. sailing

5:15 am ferry to work or 6:20 am Monday - Friday.

5:15 am off the island is often good for getting to the airport or very early appointments. Plenty of capacity for walk ons—at least for now!

A There have been a lot of improvements and increases in efficiency since I started to use the ferry 10 years ago.

A direct ferry arriving in Steilacoom around 730 would be perfect. We must take the 620 in order to get to school on time and the stop at Ketron makes for a very early morning.

A ferry between the 12:45 and 3:15 leaving island. More ferry runs utilizing 2 boat service during peak times which is becoming all the time now.

A shorter gap between the ferry closest to noon and the next available ferry would work best for us. We try to catch a later ferry to help lessen the earlier loads, but we don't want to wait until so late in the day.

Actually having 2 ferrys on the weekends

Adding back late afternoon and evening ferries. There are too many gaps now. Also, don't cancel double boat days during the only time we get them.

Adding extra ferries when needed

Afternoon and morning runs

All but one thing works well. That one thing is the lack of ferry service mid day.

All the ferry runs a good except the late runs. The 10:20pm and 10:50pm only have a few cars on them.

Response

Anderson Island residents need to pay more of the cost of the ferry. Rates should be raised across the board. Also, the County should get a handle on both the legal and non-sanctioned short term rentals on the Island. The owners of these properties are making money off the backs of others. These landlords should have a fixed amount added to their taxes to cover the Ferry burden that they incur.

Another ferry, two should be running

Appreciate the late night service during the weekdays.

Arriving as the last ferry is leaving and hoping to make the next one. I've been on a waiting list for my dental hygienist since January. They have called with last minute openings from cancellations numerous times, but there is no way to get on the ferry 'last minute' in most cases. We pick up guests on the Steilacoom side with our own boat, or have them walk on the ferry.

As a daily commuter, I would like to see a schedule better aligned with work hours. Also would be great to increase runs at times that are likely to be full.

As a senior I appreciate the senior fare discount. As an occasional cyclist I like the ability to get any ferry irrespective of wait lines.

At this point with nearly every ferry run overloaded absolutely nothing works! The hideous ferry conditions are the only reason I am considering leaving the island for good! One can be an hour and a half ahead of boarding times and possibly still not get on the ferry! So One of the challenges is so much construction happening on the island. This has led to an unbelievable number of construction trucks on the ferry. The trucks not only take up several spaces for cars but in addition add extra weight that can leave room for more cars to board but they cannot board more cars due to the ferry being overweight with trucks! NOW of all things, there is construction beginning at the beginning of the ferry line on the mainland that is projected to last 90+ days in a summer that is ALWAYS busy and now even more so with so many new AI residents and air B&b's! Thank you so very much for any assistance you can offer.

Availability when I need it, sometimes.

Before Memorial Day the service was almost adequate; I was the third car left behind once, but it was my own fault. However, I still have to leave home earlier than I would like in order to make the ferry.

Being Patient!

Being able to get to the mainland if the ferry is not broken down as long as there are not mechanical problems or staffing issues.

Response

Being an hour or more early to get off the Island or constantly watching the app so as not to miss it due to an overload. Constant overloads to get home. Obviously, neither is preferable and is a huge time waste along with watching the sheriff who cannot control a whole lot other than providing a presence.

Being calm and planning ahead to make us of waiting time.

Bigger boat or more runs during peak hours

Bigger ferry, running 2 boats, special line for full-time people that live on the island so they can get to work and then back home.

Buying a ticket

Buying ferry tickets works. Not much else

Buying tickets through the app. Cameras to see how full lines are through the AI app.

Calling into the ferry when returning to Steilacoom.

Cameras at docks

Cancelling the late runs with coordinating with the Anderson Island app to reflect that cancellation is poor communication and the ferry service should have been more proactive in helping the app stay current

Changing the schedule to last year's schedule worked great for everyone I'm not sure about the school children but I know that the commuters were not overloaded

Computerized ticket purchases A regular schedule

Consistency of being on schedule.

Consistent 2 boat service

Constantly having 2 ferries and enough crew to assist with managing the ferry lanes

Could use another run during mid day

Crew are great

Crew is efficient.

Crew is very friendly and mostly do a great job loading the ferry. I appreciate the presence of police officers to keep order in the lines.

Response

Crew is working great. There are not enough ferry runs. Many cars and too many trucks. July 15 is a nightmare since 10. I was not able to make it since 10. Now it is chaos.

Crew usually does a good job packing cars on as tightly as possible. Appreciate the later runs on weekdays. Communication from the county is generally good if there are deviations from the schedule.

Crew/Staff are generally act professional and seem committed to following all safety protocols

Current ketron schedule works for my current personal purposes but would not allow me to arrive at work on time should I want to stay overnight or live there full time. Midday run makes service calls difficult, expensive and in some cases impossible.

Current schedule

Daily routes are scheduled appropriately , rush hour times in am are scheduled too far apart off island and therefore over crowded.

Dbl runs on holidays. Later runs on weekends.

Definitely in need of more services on weekends & holidays. With the influx of non-residents visiting the island, it makes it very difficult for full time homeowners to come & go conveniently.

Departures for AI are fine on timing except the long break between 12:45 and the 3:15.

Don't need reservations. Ferry workers are working hard to fit as many as possible on at a time.

Double boats running Friday afternoon work.

Double ferries on Fridays and Sundays, later runs throughout the week, the crew members are helpful and kind and put up with a lot! There isn't enough parking in Steilacoom and there simply ISN'T enough service (ferry runs) for the demand/growth on the island. I will start attending meetings. My family has been on island for six generations, it has NEVER been this BAD!!

Double ferries schedule at "peak" times works. However it should be expanded earlier in the spring and later in the fall and Sunday mornings as well.

Double ferry but is limited to holidays and is now in need to be consistent every weekend from spring to fall

Double ferry days when they sctually happen

Double ferry on weekends and a ferry between 12 -2

Response

During morning commute on 6:20 boat off of Anderson Island needs to go straight to Steilacoom not stop at Ketron and we do not need a lay over mid day, it backs up too fast.

During the summer months, nothing works good. Its frustrating as a resident to have to wait hours to get off the island, and back on again. Perhaps the full time residents could get some sort of decal which would allow priority boarding. We pay taxes, don't we?

During the winter months, the ferry service is adequate. Summer months, not so much...

Early and late boats

Early and late ferries are helpful

Early and late ferries have helped tremendously. That has been so nice, as I live here full time, and am self employed. This allows me to go to business meetings with customers after they get off from work, and I can always get home.

Early and late ferry

Early ferry so 7am appts can happen.

Early morning and late runs

Early morning congratulations travel before 7:35 am works. Anytime after that in the morning you can count on possibly being left behind. Evening commute between 2:45 pm and at least 5 pm is horrible. Should have never changed it last July.

Early morning ferries and evening ferries

Early morning ferries are nice

Early morning for work and multiple ferries on weekend (Friday through Sunday)

Early morning runs

Early morning runs and the late night run.

Early morning schedule that allows us to get to 7:30 appts in Tacoma

Early morning service.

Early runs are great. Wish there was a midnight run for when we go to concerts or out dancing.

Ease of using app to purchase tickets and then simply showing the employee on our phones.

Easy payment :-)

Response

Either another ferry or another lane dedicated to residents. Additionally, commercial vehicles, especially dump and construction trucks should have their own run between 12 and 2.45pm so they do not take the precious space of 3 or more cars. If we do have to drive across, we have to be at ferry line sometimes as early as an hour, hoping we would get on. We waste a lot of productive time waiting. Ferry crew tries their best, but without county's authority, the residents are left behind.

Either more ferry runs or double ferry runs.

Employees deal with disgruntled passengers well.

Enough runs, not disrupted by fuel runs.

Every hour runs are fine except for overload times.

Everything

Everything

Everything works fine

Everything works for me.

Everything works good expecially the app it's a lil exorcise f or daily communiting if only they had like a month pass or year pass you could buy to walk on or drive.

Everything works just fine, no complaints.

Everything, don't change a thing

Extended hours 7 days a week

Extra boats during busy periods.

Extra early mornings and late evening runs.

Extremely long winds during summer weekends especially around the holidays. Need to have two fairies running during those busy weekends and the days before and after

Fairly reliable service.

Fares are reasonable. Workers are competent.

Fast loading The app is great - not having to walk the hill, etc. Purchase is simple.

Ferry app is good. Staff is great. I'm fine with the schedule just need more capacity I feel stuck on the island in the summer

Response

Ferry boat is generally on time.

Ferry crew is efficient and friendly. Mostly on time runs

Ferry has been able to be on time fairly consistently lately.

Ferry has been reliable

Ferry is busier than it used to be but with some pre-planning the schedule accommodates our needs.

Ferry is generally consistent and on time. There is adequate coverage early and late in the day (it's mid day that there are issues).

Ferry is mostly on time. Some crew members are very helpful. I love tickets on my phone and not having to walk down or print them.

Ferry lines fill up fast and early, even on. Weekday mid-day.

Ferry loading procedure

Ferry schedule during non commute hours

Ferry schedule works to a point. Improvements could be made.

Ferry staff and price

Ferry workers are efficient and helpful, except when they say they won't do anything about someone cutting in line.

Ferry workers are friendly

Ferry workers are kind and efficient.

Ferry workers are nice.

Ferry workers are very conscientious with loading. 2 ferry's all year long works

Ferry workers have become much better at loading full loads.

Ferry's running more frequently on weekends

Ferry's leaving Ketron going directly to Steilacoom seems to be a good trade for having to go to Anderson first everytime to get to Ketron

Response

First, we used the ferry about twice a week most weeks and 3-4 in other weeks (your question above does not capture all possibilities well). We like the early ferries because we can leave the island early and do many errands on a day. We also like the late (10:20pm) ferry because it gives us flexibility to go out of the island and not have to fight I5 traffic in our way back to the island. I have missed the last ferry due to being stuck in traffic before.

For the most part the ferry runs on time.

For years the ferry left on the hour and half hour. Why did the change? Why have less ferry runs? Why are ferry back ups so bad during holiday weekends? If there are more people going to the island, then why not have two ferries running? Why is summer run schedule for only July and August? Most people consider June a summer month. You should publish ferry usage by month/week.

Frequency of schedule is good!

Friday summer schedule should be in place all week long.

Friendly crew & that's about it right now unfortunately.

Friendly ferry staff

Front of the line privileges for motorcycles.

Full time islanders should get priority and should only pay one rate year round

GO BACK TO OLD SCHEDULE AND DROP THE 445 AM AND THE 10:00 PM FERRY, BOTH ARE A WASTE.

Generally ferries are on time. Deck staff are efficient and do their best to load and unload and guide vehicles.

Generally, the crew is excellent dealing with the majority of odd issues. The range of time the ferry is available is usually workable.

Gets me back and forth as intended

Gets me back and forth reliably

Gets us from point A to point B

Gets us to town and back. It is all we need

Getting in line an hour early.

Getting in line at least an hour ahead of time.

Response

Getting in the ferry line at least 1 hour prior to the ferry departure time to insure you get on the ferry.

Glad that there is a ferry service to Anderson Island even though it's not serving the increased ferry needs of the island.

Good schedule, we adapt

Good staff, clean boat, efficient loading/unloading

Great ferry workers most of the time. Easy to get tickets online.

Happy and friendly staff members.

Have to get in line right after previous boat leaves. Makes for 2-4 hour waits every trip. !

Have to take the 6:20 am ferry to avoid later morning overloads for shopping and then frantically rushing to get everything done and be back to the Steilacoom dock an hour before departure to be confident on getting on the 12:10 ferry back. For an elderly person it is extremely stressful and trying to schedule medical appointments is becoming more and more difficult and putting off care that should be done because of the wait times going and returning. Unacceptable for seniors.

Having 2 boats with the amount of new people

Having a car on mainland makes an easy commute. Perhaps a parking garage on mainland would help relieve car passenger overloads.

Having a car parked on the Steilacoom side. This is only a temporary solution. What is needed is (1) ferry run bet noon and 2:45. (2) 2 boat service Thursday THROUGH Sunday

Having a double ferry run on Fridays

Having a ferry!

Having a ferry.

Having a late ferry

Having a later boat is helpful. The ferry workers do a great job of squeezing as many vehicles as possible on the boat.

Having a schedule that is actually feasible has been very nice. Overall the current schedule is more than adequate for my needs.

Having earlier morning runs helps on weekends.

Having ferry service every hour in the morning works.

Response

Having later boats has been helpful, especially throughout the week.

Having the early ferry and the 10 ferry is nice for school sports

Having the early morning shifts is key to work schedules, so that really must be a daily thing. Sometimes it's not run at the 5:15 off island and that interferes with work. Having a holiday change the times (esp the summer) makes it difficult to keep work times required. We don't all have federal holidays off. Also, love the option to have a 10:20 ferry to return to the island at night- this helps with needing to leave after work day hours so things you need to do can get done without rush to make the 8:35 ferry.

Having the extra late run (10:50) has made it easier for me and my work schedule, having two boats on weekends...should be all holiday weekend Friday-Sunday in my opinion.

Having the ferry on time. Consistent loading. Clear signage regarding in line waiting for the ferry, (No engines running, no cutting in line, no leaving spaces, and ticketing information needs to be at the end of the ferry line on the Steilacoom side regarding tickets needing to be purchased at the dock.) Consideration of alternative transport methods for large construction trucks.

Having the ferry service run later would make this service work

Having the later ferry has been a wonderful change. The biggest problem is. Full time residents need to be able to get home to their loved ones after work. That is can be impossible especially during summer with so many visitors. There needs to be a pass or something that gives full time residents a priority loading. I am a nurse that has worked through the pandemic, I have to be able to get back home to my kids and father with dementia. The lines sometimes adds 3 additional hours to my day. Other islands have established similar set ups.

Having two boats during busy weekends

Honestly, very little works well. AICAB is horrible, the roundabout is a complete waste of TIF funds. My well documented emails to the Steilacoom town council were basically ignored. You could ask for improvement ideals...but leave Dave Albertson out of it. He is the worst... just pandering to special interest groups without actually representing us!

Hourly runs with a shorter layover during the day.

Hours are OK. 2 gaps in middle of day are problematic. Running two ferries WORKS!

Hours of operation

Response

How does one hear about these meetings? I'm not on FB. Was wondering if the second ferry could be used for commercial/businesses coming to/from the island, and keep the other ferry for residents?? Maybe residents and guests. Having to wait in line an hour before departure/arrival is not always a convenient means. Just a thought.

How well the crews work! Bathrooms are always clean.

I always plan to use the ferry when it's not a peak time. I also usually arrive both at Anderson and Steilacoom about an hour early to make sure I get on. I've been a ferry goer since I was a child and am now 81.

I am fortunate to have a flexible work schedule so I strategically plan trips to the main land and back to utilize underutilized ferry trips (not taking commuter ones). I personally like the 10:20pm last ferry from Steilacoom, it could be a little earlier as a last ferry, but this decreased stress of getting back to AI with the last schedule change.

I am now a remote worker so I don't use the ferry as much as I used to. What works best for me is the 10:00pm ferry since my religious meetings are on the mainland I will now be able to attend the meetings in person once we resume in person meetings.

I am on the 5:15am boat off Anderson Island and back home by the 5:00pm out of Steilacoom. More ferry services need to be offered Thursday and Friday's as well as Sundays.

I am retired, so the ferry schedule is not a real problem for me. The only time it's a challenge is when I'm trying to get home from visiting my family over the weekend. For the most part, I feel the ferry workers and the Pierce County Ferry Service is doing a very good job.

I am satisfied with the current operation of the ferry.

I am taking the 6:20 ferry off the island as there is usually not an overload. I return on the 10:35am ferry, so I avoid the busy afternoon ferries.

I appreciate that the Ketron mid day run is at the 11:10 run. I think that is the best option, I would not want it to change to 10:05 or 12:45. I appreciate the late night runs, so I can enjoy mainland life as well.

I appreciate the 10PM ferry. I appreciate double boat service in the summer.

I appreciate the crew squeezing as many of us as they can on the []

I appreciate the late night ferry additions. I wish we did but have a gap between noon and 3:00. It causes back ups for the rest of the heavy coming hours.

I appreciate the later night run, it has allowed us more flexibility.

I can get to work

Response

I can usually get the first ferry after I arrive because a travel at off peak times, although the wait can be an hour long.

I could use more runs

I eventually arrive at the island.

I eventually arrived at the island... that's the only part about the entire experience that works.

I find most of the times that I use the ferry system everything works well. The one large concern that I have is people that leave their cars running the entire time they are waiting in the ferry line. They exhaust can be very nauseating and horribly unhealthy for those parked near them.

I find the ferry schedule to be mostly adequate for my needs.

I generally satisfied so I would say that most of the service works.

I get there but it is a huge hassle & headache rat race. HURRY UP AND WAIT! is the feeling. Get in line an hour earlier so now my commute is close to 3 hours one way to Fife. The ferry service sucks and is overwhelmed. We need service that can keep up with the demand!

I kept my motorcycle to be able to get on and off quickly. I'm disappointed in the frequency of the ferry on high traffic days.

I know it may be cost prohibitive but, AI is a totally different animal than 3-4 years ago. Ferry ridership seems to have tripled. And the ferry system doesn't seem to have adjusted. More attention to peak ferry volumes And better use of both vessels.

I know that the ferry employees are doing the best that they can I can't blame them for situations that happen unexpectedly. Probably my only complaint I have is the "better than thou Attitude" that some of the workers have!

I like a consistent schedule with few problems. I have not experienced as many problems using Washington State ferries. I rely on our ferry for doctor, dentist and other appointments. When it runs late I will be billed for a missed appointment. We are on a fixed income so this is not acceptable.

I like being able to purchase ticket online. I love having a worker monitoring the line and scanning the tickets.

I like being able to purchase tickets online and that the tickets are scanned when you are already in line.

I like having a very early and late ferries But not having a gap in service midday

I like having access to the ferry, however I wish there were more consecutive runs

Response

I like having regular times, staff is always nice

I like that a late run has been added. I feel less stressed about going places, and getting back before the last run.

I like that the schedule is such that there are fewer delays as the old schedule had. 1 hour 10 minutes per run is just about right for loading and unloading.

I like that there are early ferries and ones that run late.

I like the ability to buy tickets online. I like the later hours

I like the crew

I like the early and late runs. Thanks for those.

I like the ferry times overall. The staff is nice.

I like the later ferry. Maybe 10pm would be better but i will tske what i can get. I need this later run on Thursday nights.

I like the later times, I think the staff are friendly and professional. The reliability is what I would predict based on what we pay in fare

I like the purchasing of tickets on line and using your phone to show purchase.

I love and appreciate the ferry service. While my son was in high school on the mainland, he endured the (then) poor timing for the bus - but I see that it's improved somewhat for future students. That's good news. I also appreciate the later runs at night.

I love everything about the ferry except...

I love that we have regular ferry service. We also don't require many trips to town as we make the once a week trip a very productive one by getting a lot of errands done to keep from having to go into town more frequently and to save ferry fees. It would be nice if there wasn't a break in the ferry schedule between 12-2:45.

I love the online ticket app. I'm not a commuter anymore but I appreciate the schedule changes that slowed the ferry to leave on time more often than it used to.

I miss the direct run to Ketron and back. Plus another daily trip to Ketron is needed. No runs between 10:30 and 7:30 does not seem fair.

I moved out here full time in 1990 so I know about limitations. I now go 1 hour ahead of needed ferries and within the last 2 months have read 37 books while waiting.

Response

I must go on a very early ferry (6:20) just to get off the island without waiting 2 hours in the car in the ferry line. I must plan my return to the island after 6:00 PM in order to not wait for 2 hours in the ferry line in Steilacoom. It is inexcusable to need to do this, and live within these constraints.

I really appreciate the two boat service on Fridays and Sundays in the summer. The app for ticket purchases works well Appreciate the text alerts

I really love the days 2 boats run. It makes it easy to do my grocery shopping. The staff are always friendly.

I ride a motorcycle which helps with lines. The schedule is appropriate The ferry crew are awesome

I see lots of full size double cab trucks up to 23' long getting on for the same fare as a car. They use lots of space. Vehicles over 16' should pay a surcharge, that would encourage use of more sensible vehicles, and get more cars on the ferry which leaves cars behind on many runs. Vehicles 17 to 23 feet long should be a higher fare and have 5 pass ticket options.

I suppose the boats work some of the time. Besides that the ferry is full of issues.

I tend to travel late evenings and early mornings, because I have that possibility, to avoid long lines at the ferry.

I think a 110 ferry would work. I also would like to see where the ferry arrived like on the hour than the half hours so if you leave the half hours from Anderson Island you hit on the hour over on the other side it'd be easier to schedule doctor appointments if we could do that

I think the crew does a good job. The problem is lack of service and people blame the crew for COUNTY SCHEDULING.

I thought it was good when the later ferry was added last year. The after 10pm ferry, I mean.

I try to work around the high volume visitor schedule at this time...the island is definitely more populated...and many more visitors....the more ferries, the more people...let them sit in line, if they really need to go or come....

I usually make it to work on time when the ferry is running and nothing is broken down or not running properly.

I walk-on 99% of the time and watch with horror as the chaotic world of drive-ons deteriorates. However, the ferry runs, doesn't sink, and is cheap (for seniors). Most problems disappear with time as crew members quit and take their issues with them. If one keeps expectations low, the ferry will usually fulfill them in the winter...not so in the summer. You must change your use of the ferry in the summer to accommodate serious disruption and delay.

Response

I work with the existing system well. I time my trips so I do get on, sometimes arriving > 1 hour early. When I do leave, I usually leave on the first and return on the last ferry. The ferry system works OK for me.

I would much prefer wait periods no more than 90 min especially in summer when ferry traffic is heavier and temps are higher as I almost always need to bring food down with me esp meats, fruits, veg and Refrig items!

I'm a daily commuter and when the schedule changed I was very angry as I had to completely change my work schedule AGAIN., because the 6:20 ferry no longer got me to work by 7 due to the addition of the Ketron run. However, now, given the HUGE problem with overloads on ALL ferries, coming and going, during the week and weekend, day, night, and inbetween, I am GRATEFUL, for the addition of the Ketron run because I'm nearly ALWAYS guaranteed a trip. Why? Because NO ONE Wants to ride the commuter ferry that takes TWICE AS LONG as it did before. But, hey, I'm happy, at least I get a seat.

I'm appreciative we have a ferry.

I'm grateful the ferry operates daily, however, I definitely feel that a 2-ferry system needs to be implemented. Daily.

I'm new to the island, I came for many reasons, needed a huge life change, finally figured out where I belong, but I still need to work on the "mainland, so. I'm happy to have this service, but it seems antiquated, and everyone here complains. However, that said, The ferries seem well maintained, generally clean, etc.

I'm not there often enough to say. I'm glad there are early runs for working people.

IMO island living is not suitable for families with teenage children (lacking educational and social opportunities), daily work related or medical related commuting. And that is a given or should be known before moving to an island.

If I'm catching ferry during off-peak times it works. This isn't realistic for working professionals.

If a ferry service for Ketron mid-afternoon and perhaps later in the evening was available, at least if requested ahead of time, that would be very helpful. Taking the ferry in the morning and not having service available until 7:20pm is incredibly inconvenient and inconsiderate given the amount of runs going to Anderson and the lack of private boating options on the island. Additionally, the recent cut by 25% does not support the community.

If they could be on schedule more often it would make for a less stressful trip when we are trying to make medical appointments we always have to go early so that we are not late do to ferry service

Response

If we could get on mainland a little earlier the time the fairies leave Anderson Island isn't convenient for mainland doctor appointments which are usually on the hour and half hour when we get over there like at the last ferry at 12:50 and can't get back on to 2:45 and your doctor point music takes longer you know you're not getting home till 3:00 or 4:00 there have to be some way to get the ferry scheduled where it's over on the hour a half hour on the other side so you could schedule appointments better

In general it works fine

In need of more options including direct to and from Ketron

In the morning certain deck crew members can and do load the ferry to capacity at high volume/traffic times. The online ticket app is very good. The card system for vehicle occupancy is good also

It all works well.

It comes to my island

It comes to the island

It floats and gets us there...but It's easier to say what doesn't, which is waiting for an hour to catch a ferry to get to work. Not everyone here is retired or wealthy. It was actually a cheaper place to buy. More ferries, more times, especially seasonally and before and after holiday weekends, Thurs-Mon holiday weekends are necessary. As more have moved here and there seems to be no regulation from county on rentals here, people that *do* work are suffering the consequences. Herron is And has remarkable service far cheaper! Check it out for advice! We NEED HELP!

It floats but not without issues.

It gets me to and from the island daily for the most part. Kind of a nebulous question.

It gets me to and from the island most of the time

It gets me to the mainland and back. That is about it.

It gets us on and off the island at a low cost.

It helps when more than one ferry runs. I appreciate the cameras , that gives me a heads up when to leave for ferry. I appreciate announcements of ferry changes. The staff has always been friendly. I like the online ticking.

It is a shame that we must plan to be at the ferry at the time the ferry leaves in order to catch the next ferry, and all on purpose.

It is fine during none peak times/days

Response

It is good to have two ferries running for weekends

It is imperative that two ferries run from at least Memorial Day week-end through Labor Day. The waits are terrible, there are way too many construction and RV vehicles that take up the space of several cars. There needs to be much more AVAILABLE overnight parking or monthly parking to more people can walk on. It is impossible to count on getting home and not getting stuck. there has to be a way to resolve this issues with either a bigger ferry for less personnel costs, but far more vehicle costs are just keep two ferries running during the peak months and days. You have the rider data to figure this out. Charge construction vehicles; have special runs for owners only or preference tickers, etc. This can be addressed in a logical, fair way!

It is nice to have the ferry and the crews do their best to keep everyone happy and moving forward.

It provides consistent transportation.

It still Floats!!!! the ferry that is.

It works for me because I am retired. But it does not work for most people that work. The ferry is getting busier. More runs should be added.

It works for us because we don't go across that often. I wish the morning ferry to Steilacoom was still at 8:30 rather than 8:55 because we now don't make it to our church in Olympia.

It works only if we walk on.

It works to have extra runs on Friday and Sunday.

It works well during normal usage

It would be nice to have two ferries from beginning of May till Labor Day. The Iskand is packed with people. Every ferry from 7:35 am till 7:20 is overloaded. The ferry schedule 12:45 pm till the next 3:15 pm is unbearable from the Island. The 12:10 to 2:45 pm is horrible schedule. I need to get in line by 1pm to make the 2:45 pm ferry from Steilacoom. We need another ferry schedule between those times. I spend 3 to 4 hrs on ferry lanes in a day to go for 45 minutes doctor or physical therapy appointments .

It would work better if they got rid of the 2 late ferries and schedule one more in between 12:10 p.m. and 2:45 p.m.

It's all fine to me

It's quite streamlined. Love the app.

It's reliable, on the whole. Since they've had someone scanning the tickets on the Steilacoom side, troubles with people breaking in line on the busy days has dropped.

Response

It's usually on time, now, although overloaded every morning and every afternoon

Its all OK Being retired I just use common sense in catching a ferry.

Its not a horrible setup it just has minor issues. Need a pass or priority for people who live on island full-time.

lys an idland..would not want to increase service except fir filling the mid day gap

Just being able to get off and on the island. It is a hassle every ferry that I normally take to get there early enough and sometimes just sit there for over an hour to get on

Just the fact there is a ferry. One ferry makes it tough to be a resident in summer.

Keep up the great work. Ferry is noticeably busier. It would be welcomed if staffing issues can be overcome and Friday-Sunday two boats can be resumed. Keep up the good work!

Knowing that I may have to get in line on AI side an hour before I need to get the next ferry. Having a book or project in the car because I may have to wait for an extended time in Steilacoom for the ferry home.

Late 10:20 boat from Steilacoom.

Late afternoon ferry service is good and the very last ferry service of the evening is helpful.

Late evening service is good.

Late ferries are great for evening activities or for returning home from a trip. Earliest ferry time allows for staying home until the morning of an early flight from SeaTac.

Late ferries so when we are overloaded we can still get home. Friday and Sunday two boat schedule.

Late ferry runs.

Late night runs (after 8:00); two ferry service during holidays and summer weekends.

Lately, not much. We intentionally schedule our ferry rides during less popular times, but it's become more and more difficult of late. When we've gotten stuck on the mainland due to overcrowding, we've sat with a carful of groceries and other supplies only to find the lines full of RV's and people whose cars are packed with luggage, kayaks, etc. —clearly visitors booked at the air b&bs. As residents, we find ourselves crowded out of simply going home after arriving an hour in advance of a departure time!!! Is it possible to reserve line 1 for RESIDENTS ONLY?

Later ferries

Later ferries from mainland

Response

Later hours (11:30pm?) to island on weekends would be nice during summer or weekends (just 1 day of the weekend, fri or sat) all year round.

Later runs are not full.

Leave early and figure 2 boat wait in afternoon

Leaving AI on the 0735 ferry, running errands, and fingers crossed, catching the 1210 ferry back to AI.

Leaving on Sunday evenings on the 6:45 or 7:55 ferry from AI, thanks!

Leaving our house at least an hr before the ferry departs to make sure we are able to get in line(when driving on) is the only thing that works.

Length of Daily service except on holiday weekends.

Less 'long breaks during middle of day, for sure. Also the afternoon runs from 2:45 on until 7:20 are always overfl ow. This is when EVERYONE - school kids, errand runners and off-island workers are trying to come home - it's a real issue having to be in line an hour plus to get on a boat and then having to sit for soo long everyday if it was full. Pierce County Ferry needs to grow along with the velocity and volume of new residences being built. Construction related vehicles - big and small - are taking up a large portion of the boat all day long. Plus, a lot of the week-ender homes are now occupied by full-timers with the real estate boom. Our ferry is our 'road' and should be considered a high traffic one at that based on numbers of riders in the summer months. Two boat service should begin in JUNE!!!! And the roundabout is a recipe for disaster. How will overflow 'flow' into ferry lines without jumpers from the other roads? Thank you for the opportunity for us to participate in thi

Less of a gap between mid-day ferries. 12:10-2:45. Always seems to be a over-flow ferry.

Less service all the time. cancellations!!! Quit issuing building permits or fix it.

Like it when 2 boats are running on bust weekends.

Like the added late night ferry. When two ferries are running it works great.

Like the early runs for early appts. in town.

Loading and unloading. My husband and I are both seniors. Waiting in line for up to 2 hours is not working. The schedule is completely screwed up and needs revising. The loss of 1 boat on weekends during the summer due to staffing issues is also a farce.

Loading/unloading

Longer hr would be great

Response

Lots of patience, medication, and subtracting the urge to blow up on any ferry personnel because they are the front line and I need to take it out on the county for not doing their job. This ferry system is fucking overloaded and needs an overhaul. Every year more homes get built and island population/ visitation goes up with no ferry improvements. All the taxes from property taxes, sales, to the permits etc and the boats being at capacity crating max revenue etc. we need change and we need it NOW! This has been a shit show for years now we are at the tipping point. Do your job and take action now! Get bigger boat, run ferry's every hour with no gaps, hire capable people and pay them so they are dependable, maintain the boats and ramps before they break. Pieces county doesn't work

Love the late night runs and double runs on the weekend!

Love the staff & fully enjoy the ferry ride. The only think that could be used is more ferry runs consistently throughout the year. Growth is happening fast on the island & it can be challenging to get on & leave Anderson Island. That being said, we have opted to use the early morning ferry's so we don't often struggle with this anymore. We just had to adjust our lives around your system since those ferry's aren't typically at capacity.

Make ferry runs commensurate with the growing population on the island. Include working individuals, and families with kids when considering ferry run times. Run two boat service every Friday, Saturday, and Sunday from Memorial Day to Labor Day. Run two boat service at daily commute times, both mornings and evenings. Provide more reasonable parking options on both sides of the water to encourage walk on passengers. Provide public transportation in Steilacoom. Provide carpool vans to Anderson Island residents along with discounted ferry fares to encourage use.

Mid morning and late afternoon trips work pretty well.

Mobile ticket app is useful.

More afternoon runs and evening

More commuter time ferries I still have to get to work an hour early to get there in time

More ferry times

More frequent ferries

More morning and afternoon ferry service. More visitors are using our parks and other recreation at no cost while residents pay for these services with property taxes and full time homeowners sometimes wait hours just to go to an appointment. Perhaps full time residents should get a reduced property tax for providing free recreation for off islanders. Thank you for your concern.

More runs

More runs daily or two ferries! Increased volume of use plus big trucks have created a mess with constant overloads . Any thoughts on a special lane for permanent residents?

Response

More runs per day

More runs. Have to leave home 1hour Before a scheduled ferry in hopes I might get on. Have to go 2 boats in advance in order to be on time for an appointment (Hopefully!)

More runs. Having to wait in line for certain runs over an hour. Ferry providers fail to provide contracted services due to labor shortage. Perhaps higher pay would draw a larger pool. Money given to Steilacoom for round about might have been better used for Anderson Island parking in Steilacoom to cut back on car traffic. What works? Very little!

More scheduled runs. There are many new residents, projected growth, and vacationers, and the current schedule just does not support the volume. Thank you.

More two ferry runs than just Friday and Sunday.

Morning and late afternoon runs are great for us. Haven't needed the evening runs too much, but glad they are available.

Morning ferries

Most except afternoon gap 1210 to 1445.

Most mornings it is okay leaving the Island

Most of the departures from AI.

Most of the ferry schedule works well.

Most of the time it works for me. Summer time had it's challenges. July 5th my husband and I had an appointment at 1:30pm. We got to the ferry as the 10:05am left. We were the 5th and 6th car lane three. The fuel truck ferry came and sat for more than an hour while cars piled up into overflow. The 10:05 ferry arrived back to AI before the fuel truck got on the other ferry so the fuel ferry moved out of the way for this very to unload and load. We sat on line for 3 hours when the fuel truck ferry had time to take a load over and come back while the fuel truck delivered fuel to the store.

Most of time it is fine, old schedule was better. Better planning for holidays is needed, And a better overflow area for island would help reduce safety issues...the road is too narrow to be used for overflow

Most runs are fine

Most scheduled trips because we are retired and on island time but occasionally frustrated

Most staff members are friendly and courteous. The ferry is usually available as I need it for my morning commute.

Mostly reliable as far as on time.

Response

Mostly works well.

Mourning Ferries off the island, removing the fuel run and the 1020 late ferry is great .

Much bigger ferry has long been needed

Multi pass is great, ferry workers try hard

N/A

Na

Need cheaper fare for tax paying residents of island.

Need more runs or two boats. Too many overloads.

Need the early 5:15 am off of the island.

Need to have another ferry between 12:45 and 3:15, 8:35-10:20,

New app for tickets is great.

No breaks in middle of the day. Or raise fares for a bigger ferry. Or home owners get priority boarding.

No fuel run

No issues, glad we have the ferries that we do! Keep up the good work and don't listen to all the Island " Karens "

No problem with it currently. Being retired I just plan ahead for which ferry to take.

No problems

Normally it works fine for me

Not Much

Not a great schedule. To much of a gap in the afternoon.

Not having gaps in ferry line.

Not much

Not much

Response

Not much of anything. To take a trip off and back can be a 4 hour ordeal. The ferry ride is only 18 mins. Too much time in ferry lines. While in the line it is up to us riders to try to control the ferry lanes. People get real upset with cars coming to get in line with some cheating to get on when an overload is evident. We shouldn't have to do that, it is stressful and causes problems. Many are confused as to what to do with gap spaces. I was told by ferry ticket person to fill them, it then looks like we are cutting the line?? How do we handle that?

Not much other than able to get there and back with a crappy schedule limits my opportunities to go back-and-forth to the island

Not much works well at all! The weekday schedule is not set to keep people moving on & off island in a timely manner. The large gap in the middle of the day is counterproductive to getting people back on island and causes large backups once the commuters start coming home.

Not much works. You have to allow at least a hour minimum to be 75% sure that you'll get on. Usually have a hour long wait or longer if you don't get on the first run you want. Weekends are a horror show, holiday weekends are impossible no one seems to take in account that holiday weekends usually start on Thursday. Weekday mornings are awful you have to be there at least minimum a hour before. This is every weekday morning. Large trucks should be prohibited on these runs so the commuters have a chance to get to work on time. None of these things seem to be taken into account.

Not much. I have no idea what other people at county ferry do are they relatives of county workers to get sweet do nothing jobs.

Not much. Had to wait 3.5 hours last week to get on the ferry, and that has been the norm as of late. It's unreasonable for people to have to spend that amount of time to get to their home. We will the we need more ferry runs or priority boarding for full time residents. I shouldn't have to spend an extra 5+ hours waiting to get off then on the island to go to the doctor or to get food.

Not much. Just to get off island on a Thursday it took me several ferries. It was backed up the street

Not really sure what is working right now.

Not such a huge gap between the 1245 and 315, especially on Sundays in the of season

Nothing about the current FERRY schedule works. If you need to commute you cannot work in further away that same Western State Hospital unless you want to stay off Iowa more than 14 hours. This desire to be always on time has overshadowed all other concerns and makes no sense. We need smaller gaps between boats and less 1:45 and 2:30 sized gaps.

Nothing horrible service

Response

Nothing is working right now. Too many overloads. Overloads have become the rule, not the exception. We should not have to get to the ferry an hour early just to assure we get on.

Nothing works ... employees need more trading they don't fill the ferry tightly which leaves cars that should have gotten on strandedwe need 2 ferries during peak hours.

Nothing works right now. Last time I went shopping it took me 7 hrs.

Nothing! Can't depend on getting to an appointment on time or get home with groceries still edible even with a cooler

Nothing, especially during the summer.

Nothing-except the boat.

Nothing.

Nothing. Most runs are overloaded.

Nothing. Bad schedule. If you want a ferry you must arrive at least an hour early to catch the one you want.

Nothing. Most of the ferry runs are over loaded.

Off peak hours are ok.

Often on time

On line ticket purchase. Double ferry service. Late night ferry service. Pre check tickets in line.

On line ticketing. The schedule for the most part.

On time

Online ferry ticketing system works well. Not enough ferries during peak times. Often have to wait 2-3 ferries to make it on.

Online ticket sales is good assuming the site stays up. Like later runs in the summer on Fri & Sat.

Online ticketing

Online ticketing system

Online tickets, the ferries, schedule except that the two boat service needs to start June 1 Thursday-Monday

Response

Only when you run two ferries a day

Operate ferry all day without lengthy breaks. Become more efficient loading and unloading. This will reduce round trip times and could add another run. One hour round trip used to be the norm.

Organized

Other than the comment below, the ferry times seem to be adequate. Even with overloads, the ferry has been pretty much on time for departures.

Overall it works pretty well. Only becomes challenging on Holidays especially with influx of people that have never used it before. The crews do a good job and try to keep a smile on their face even when it becomes hectic. Like to 2 boat service. Wish that was more frequent.

Overall, it's such a great improvement over the years.

PC Ferry app for tickets

Peak season doesn't work so well. Off peak season is satisfactory.

Personnel on ferry is great. Schedule is a mess in part to accommodate a few Ketron Islanders. But for history of running ferry to Ketron, they wouldn't get service now. Ketron should get at most 2 runs. The 5 am and the 10 pm. County has no legal obligation to serve a private island. State appellate court so ruled. Not only do they get service. It is preferential. Never get bumped. County should calculate cost of Ketron service and charge it to them less the subsidy enjoyed by AI. If done a Ketron trip might run \$100. I am grateful to County for its service to AI. But service is stretched to limit. Need to think anew, such as limits to Ketron and charging Uber service from Steilicoom dock to parking lot, say western state, so folks could walk on. Might try this. As a daily commuter for 32 years, give me a call. David McGoldrick

Phone ticket purchase

Phone use to take tickets

Planning ahead...

Please please please add an afternoon ferry to Ketron as arriving at 8:15pm is much too late.

Prescan of tickets Online purchase of tickets

Pretty much on time

Price. 2 ferries on weekends. Ease of buying tickets.

Prices are affordable. Crew is excellent.

Response

Priority should be given to homeowners on the Island and during the summer 2 boats should run Thursday thru Monday

Professional loading and unloading of passengers and vehicles, clean and well-maintained ferries, supportive ferry staff

Purchasing the ticket online.

Reasonable pricing, courteous crew, extra service on Friday and Sunday in the summer.

Recently The ferry administrator took away our weekend late night run without any reason. He even said he didn't mean to take it away from us and said he would look into it of course that never happened. It's the one time a week you can do anything after work like go to a restaurant or a movie. But I guess ketron residents don't deserve that. The worst thing is the ferry administrator kept the run to Anderson just didn't make the 15 minute stop at ketron. Slap in the face is what it feels like. No mid day run really makes things tough especially if you have anybody coming to work on your house. Ketron residents also pay a full price fare to go a hour out of the way to Anderson any continually get runs taken away. In the last 4 months on the only two service runs ketron gets, 2 of them got canceled while my construction crew was in line. No make up days we're added. Ketron residents have put together ferry schedules and presented them to the ferry administrator with pretty much a brush

Relatively reliable, adequate equipment

Reliability

Right now, nothing is working.

Run double boats during peak times 7 days a week. No more excuses and frequent cancellations.

Running double ferries on holiday weekends

Running two ferries

Running two ferries during peak times during the week. Presently, I have to go to the ferry line right after the ferry leaves to insure I make the next ferry.

Scanning before boarding helps speed up the loading process.

Scanning tickets ahead of time while waiting in the ferry lines has been a huge improvement. Later ferry times added into the schedule is also nice and appreciated!!

Scanning tickets in line.

Response

Schedule is fine if you put huge trucks on barges. Or, you need 2 ferries running a couple of weekdays starting at 1 to 5. I would prefer a ferry between the 12:15 and 2:45 every day rather than the last ferry of day.

Schedule is generally reliable ontime performance

Schedule is good, we adjust to changes, recently retired.

Schedule is ok except that we now need two boats most of the time due to the island becoming much more crowded. Weekends should always be two boats and summer.

Service is cordial.

Service on less busy days, morning and evening schedules.

Service to Ketron Island is horrendous. No runs between the 10:35am and the 7:20pm is absolutely absurd. No late night run on weekends and holidays is ridiculous because the ferry goes by mostly empty anyway, it's a quick stop, and by reservation anyway.

Showing up an hour earlier than the run I expect to take. I usually get on the run

Smooth rides

Some crew is nice

Sometimes the boat.

Staff are friendly

Staff does the best they can with the situation they are presented with.

Staff is nice Clean Could use a Second boat during busy times Too big of a gap from noon-3 in available ferries

Staff is very efficient.

Sunday mornings

Taking an early morning ferry off Island, coming back asap.

Teamwork

That it is available to use. All crew members are outstanding at what they do and are very appreciated. They are doing a great job and have absolutely no say so or control over the many issues we as residents living on Anderson island, face every day dealing with the ferry.

That it is usually on time.

Response

That there is a ferry most of the time.

The 10:30am to Ketron

The 10:20pm evening runs on weekdays is a great addition.

The 11:30 am ferry

The 2 boat service in Friday's and sundays July-September is awesome...needs to be done may-September Thursday (pm), all day Friday, all day Saturday, all day Sunday.

The 2 ferry a day system.

The 2 ferry service

The 3 ferry runs. Only 3 runs to Ketron so rather pathetic.

The 5:15 am boat is the morning boat that is a must have for our work schedules. We can be flexible on the evening return home.

The 5:15 am ferry run is imperative to me to to get to work on time. My hours are long and the 10:20 is needed to return home.

The 5:15am & 10:20pm works for me

The 6:40 direct service to the mainland works, being able to purchase tickets from my phone works.

The App to manage tickets

The addition of early and late boats is great.

The alert system and webcams.

The app so we can see the ferry lines at both terminals. We are flexible so try to catch ferries when lines not so crowded, but that is almost impossible now

The app

The app is very helpful for notifications when they are actually sent out in time.

The availability of the ferry from early morning to late into the evening.

The basic schedule is good. There is insufficient flexibility to deal with bulges in need. More two boat service is severely needed.

The basic service.

Response

The big break at lunch time causes so many people to miss their appointments /commitments.

The big void between noon and 2:45 is a real problem. During the summer we need two boats on Friday for sure. It took me three hours to get home after working all day.

The boat seems to work well Most days

The camera and updates about ferry status

The camera is great so we can see the overloads. If we have a doctors appointment we will leave the day before, that is because the system is not working

The commuter runs and the reservation system work. Ticket redemption process works. Lack of late night (10:20pm) weekend run, does not work!

The continued use of two ferries in summer.

The crew and staff are usually up best and the 70 schedule is usually enough coverage for normal operations for experienced riders

The crew are always friendly and helpful. Some are better at packing the cars in to fit more than others are. When there are two ferries running it make our day so so so much easier because we don't have to wait for hours to get home due to overloads and tourists.

The crew is efficient

The crew is efficient and friendly

The crew is great!

The crew is very efficient, friendly, and hardworking.

The crew working hard to getting as many cars on as possible so islanders are not inconvenienced too badly.

The crew works hard and are much appreciated! The ferry rates re reasonable for the service provided. 'Typically' the current ferry times work well. Much better that the previous schedule.

The crew works very good and hard

The crew. They are responsible for our lives so I think better pay and respect from Horn Blower to their employees would go a long way.

The crews are competent and for the most part friendly. The early morning and when available the 10:00pm ferries are important.

Response

The crews are effective, but ferry loads are simply too heavy and waits too long.

The current ferry schedule is more than adequate for us as full-time residents. We rent a parking space in Steilacoom and keep a car there to avoid having to drive on the ferry during our weekly commute and weekend peak-times.

The current schedule for the most part but could more runs with all the growth, contractors, deliveries and vistors

The current schedule works fairly well. Need more service on and around holidays.

The current schedule works fine most of the time.

The current system for riding.

The deck hands are getting better. The driver on Sundays is really good. Lane cutting seems to have been reduced.

The departure and arrival times are fine. The ferry does not accommodate people who are daily commuters. We need a larger ferry, more frequent trips or a separate boat/barge for for larger vehicles/trucks. There should be prioritized boarding for residents and daily commuters.

The double boat service works great.

The early 515 ferry.

The early AM and Late PM boats are great.

The early and late runs are easy to ride but midday is terrible due to loads.

The early ferry option is nice midweek.

The early morning ferry schedule works.

The early morning and late night ferry is nice.

The efficiency of overworked hms employees is astounding.

The electronic purchase of tickets works very well. I would like to see an annual pass for residence with unlimited ferry use.

The employees are great

The employees are great. They do their absolute best to be professional in the face of disgruntled customers.

Response

The entire schedule needs to be revamped. It currently works, just not as well as it should.

The evening boats, the morning schedule, the ticketing app

The extra ferries on Fridays and Saturdays

The extra runs on the busy holiday weekends

The fact that it shuttles me across the water

The fact that there is a ferry, the crew and staff are great, the app to purchase tickets is great.

The fact that we have one.

The ferry crew are always polite and respectful. The early ferry does allow us to make early appointments.

The ferry crew is awesome! But they need help! Generally speaking, the ferry schedules are ok. Would recommend adding another morning run and another early evening. Please don't cut any runs especially the last one at night!

The ferry crew that I know are friendly.

The ferry crews are professional, courteous and knowledgeable. They seem to always maintain a positive attitude.

The ferry floats and makes it back and forth

The ferry gets me across, but not when I want or without having to arrive up to an hour ahead of departure.

The ferry hasn't sank

The ferry is on time

The ferry is usually okay but on July 16th the 6:10 pulled away earlier. There was a long train passing and I am a walk on. I had to wait an hour when I was there at 6:05.

The ferry line cameras are great, letting you know how the lines are filling up and how soon you need to head to the line

The ferry makes to the other side most of the time.

The ferry on/off, good and efficient.

Response

The ferry people are very kind and helpful, but could use more ferry runs due to Anderson Island is expanding and layovers are at an all time high.

The ferry ride itself is fine...

The ferry runs fairly close to schedule.

The ferry runs mostly on time.

The ferry schedule is generally adequate off-season, very inadequate in the summer.

The ferry schedule works with the exception of the 2 hour gap. The two boat service everyday would be awesome. On average every day I take the ferry I spend at least 3 hours waiting due to overloads.

The ferry staff are very efficient at getting riders on and off the boat, and really try to fit as many on as possible.

The ferry workers are friendly and do their best.

The ferry workers are friendly and usually wave.

The ferry workers are professional and fair.

The ferry workers do their best. I am surprised at how they get so many vehicles on the ferry

The ferry works for me because I am a homeschool kid and don't drive yet. My mom drives me off island for our homeschool field trips and other activities. My parents are moving us off island soon because the schedule is hard on my dad. He commutes every day because he works for the county. He gets less sleep since the schedule was changed, and we see him less.

The focus on preventing "line cutting", the AI Assistant "ferry notifications" and the use of cameras for the lines, two ferry schedule, ability to walk on (parking availability on AI but zero at Steilacoom).

The gap at noon does NOT work. Every weekend 2 ferry service from nay through September would be a huge improvement.

The gap between the 12:10 and the 2:45 results in overloads daily.

The hard working crew

The hours available

Response

The island has been a retirement community since the 1970's. In recent years the population increased dramatically because of countrywide advertising but the infrastructure stayed about the same. Do not move to the island if the ferry schedule does not meet your needs. Any ferry run increases will only push the problem forward. The ferry schedule and ferry fares have been and will be the gatekeeper to the island.

The lane setup works, the ticket app works well, and Ferry staff are good.

The late afternoon runs seem to be less crowded unless it's a weekend and that schedule works ok for me but I prefer mornings so I'm home earlier than 5 or 6 in the evening especially during less daylight

The late ferry 10:20 pm is great And the early ferry works great too The parking lot on AI is also great

The late ferry on weekdays works for me. Sometimes, I need to do stuff and I rely on that ferry to get home for the night.

The late-night ferry is very helpful. The trips across are always smooth and the ferry is usually on time.

The later 10:20 run from Steilacoom to AI works. Motorcycle policy works. It's better than before they changed it.

The later ferries

The later ferry (10:20 from Steilacoom) enables me to attend meetings on the mainland. For example, I'm a member of the Pierce County District 5 Amateur Radio Emergency Service and I can attend their Thurs, 7:30 pm meeting since I can make the 10:20 pm back home.

The later night ferry run. Also two boats on busy weekends.

The latest ferry schedule has made my work commute over 40 minutes longer and often longer as they are so full. Hard to write something positive.

The load/ unload process is fine, but there is no certainty regarding scheduled availability It would seem a 2 ferry summer run schedule would increase revenue, decrease bitching, and allow the ferry operator(not sure if this is a pierce county owned system or not) to hire more staff for the summer We pay a fair amount of property tax, maintenance, etc and it is becoming such a hassle to get on or off, we are considering selling

The loading process by taking tickets beforehand works great.

The man and women who work on the ferry are wonderful.

The morning and evening ferry's

Response

The morning ketron route coupled with pushing that schedule out means stuck in traffic now.

The morning schedule

The morning schedule of 7:30 works great when it isn't already 3 lanes full at 7am. The 855 is another option in the morning for work but doesn't allow me to get to work for a start time at 930. An 830 would be better

The morning schedule to/from Ketron is ok, and the staff are friendly and helpful.

The new schedule was suppose to reduce delays which it hasn't. Not having large gaps in the morning and afternoon (7:30-9:00)(12:45- 3:15). Double runs all weekend

The now later mostly hourly sailings and the later evening departures. Xtra holiday ferry is good.

The occasional double ferry, during the summer

The on deck crew are outstanding. The scheduling is a disaster, as much as 2 to 4 hours to get on.

The online ticketing works very well for me I love that

The only think that does work is the ferry crew.

The people of Ketron needs more service. Though we don't have children others do the children should not be forced to wait until 8:30pm for help with school/homework. Also the ferry at 11:00pm should be implemented again

The ramp

The revamped schedule does seem to keep ferries running on time for the most part. Two boat service is very helpful. Having the late run makes it easier to do errands and activities off island and get back home.

The schedule

The schedule is better this year with the later ferry.

The schedule is fine during non-peak times.

The schedule is good. Love the communication via the app.

The schedule is mostly reliable

Response

The schedule is working pretty well with the exception of the huge gap in the middle of the day. This has had the effect of causing overloads on almost every boat after the noon run. I don't understand why the break needs to be so long. I'm also very concerned how the new roundabout is going to work when the ferry overload parking is being used during busy runs. Cars are going to try and enter the line from the roundabout bypassing all the vehicles that have been waiting on side street. Chaos is going to be the result, as the ferry staff either don't want to get involved or can't get involved with traffic control.

The schedule isn't bad

The schedule times actually work fine for us but we really miss the late 10:20 pm ferry to Ketron on Friday and Saturday evenings

The schedule times work for us, but there are far too many people coming to the island now to have only one ferry. The wait times are unmanageable.

The schedule works fine. The constant breakdowns, staffing shortages cause the ferry to be unreliable. The current ferry contractor is not interested in communicating with islanders, the manager is rude and is not service oriented.

The schedule works if there were not consistent overloads on certain runs

The schedule works, it's the overcrowding that doesn't work. The lack of overflow guidance And monitoring is stressful. Line cutting, is only getting worse.

The service has gone down hill terribly. The island is growing and Pierce County needs to keep up with the growth! Thanks heavens you do not need to go to McNeil also!!!

The staff is doing the best they can with what they have.

The staff is great

The ticket app has been a positive addition. Pre-scanning tickets has also been a good addition.

The ticket app.

The ticketing app. That's about it.

The ticketing system works well.

The time the ferry starts each day and the ending ferry at night

The time's are terrible

The timeliness of the ferry.

The times are fine but more runs, more often are needed.

Response

The times work okay besides that we are really missing our weekend night ferry so we can socialize or work past 7 pm at least twice a week. And most importantly a ferry for our children to be able to go to SHSD.

The two boat schedule on Friday and Sunday year-round.

The two boat schedule. Higher summer rates should be reflected in the service provided. We are willing to pay more for consistent service.

The two boat service in July and August have cut back the overloads on Fridays and Sundays.

The two ferries on busy days is a plus.

The two ferry service on weekends is a great improvement BUT waiting until July is too late. Memorial Day might be better.

The two-boat service Fridays and Sundays is wonderful in July and August. The current schedule of a little more than an hour between sailings has cut down the number of delays. Please keep that

The two-boat service on Fridays and Sundays during the summer makes a significant positive difference for improving availability and access for islanders to off-island services.

The use of the second ferry when there are continuing overloads.

The way the current schedule is constructed it does not allow for much flexibility to the rider, especially if you are left behind because of over crowding. Because it cuts down on the amount of time you have to conduct your business on the mainland with the early night schedule. If the ferry ran on a consistent schedule, similar to the two boat ferry schedule, it would work better for everyone because it would ease the over crowding and not leave riders behind much of the time. In addition, the last run instead of 1020 pm should be around midnight to give more flexibility for riders in the evening. Those small changes would benefit the consumer greatly going forward because the population and popularity of Anderson Island has increased at an alarming pace over the last 4 years .

The whole system is broken and can't keep up with demand but is also creating more demand. The Riviera is the worst thing that's ever happened to the island. The Riv and PC ferry have ruined the island I grew up on. It will never be what it once was again and that's really sad because it's based on greed, control, and money. Shame on those involved.

The workers are helpful and friendly even given such a thankless job.

The workers are wonderful.

The workers do a great job stuffing as many cars as possible on each run. Ticketing and scanning is easy and seamless. Days and times when there are two ferries per hour are just about fine.

Response

The workers have always been very nice

The workers that take our tickets are great. App to buy tickets work well.

There is an 8.75 hour gap between the 11:30am and 8:15 p.m. runs at Ketron. Ketron needs more runs! Something in the afternoon, preferably midway between the 11:30 and 8:15. The direct runs to Ketron also need to be restored. Anderson Island doesn't like having to wait while the ferry goes to Ketron and purposefully avoid those runs, if possible. Ketron Riders should not have to spend almost an hour on the ferry for what could be a 10-minute ride.

There needs to be more service to Anderson island. When you can get on everything is good

There really isn't much that works good

There should be an early afternoon ferry.

They are able to staff a boat most days except for two run Fridays and Sundays. Some crew are great some are not.

They are generally on time. ***ENTERED DIGIT ALLY FROM PAPER COPY***

They float.

They generally leave on schedule

They need to make more runs on the weekends.

This Island has grown by leaps and bounds. They don't care if I sit in line 3 or 4 hours to get home and if you don't get in line early early on Anderson side you don't get on. I have seen and many as 15 cars left behind

This provider is not capable of reliability or consistent service

Though short staffed, crew members are friendly and helpful. Boats are generally on time,

Ticket app and web cams of ferry lines

Ticket scanning and lane monitoring on Steilacoom side

Ticket taking

Ticketing and alert system. Cameras are useful. They really load quickly

Ticketing, line management (usually), being able to see the ferry lines on my phone.

Tickets through the phone app, cameras and the AI Assistant app, weekday mornings

Response

Times are good but we need more time during lunch.

Times for me are OK

Timing works well - schedule is good.

To be honest not a lot currently. With the expanded schedule and more time between runs they have managed to keep on schedule more consistently, which is helpful as a daily commuter. The online ticketing system with the phone app has been a great addition as well and generally works as it is supposed to.

To be honest, very little. The ferry lines - even midweek - are terrible. The 2+ hour gap in the middle of the day requires being in line at least an hour before schedule, and still might not make it. It's honestly a crapshoot - even on what should be light days. Basically almost every morning ferry from Anderson, and almost every evening ferry from Steilacoom is an "overflow". The ferry crews do a good job of packing the cars in, however there are times when the ferry isn't fully loaded and leaves vehicles in line. Perhaps this is to get back on schedule. The number of outages for mishaps or scheduled maintenance has been bad. It would be nice to know the ferry revenue/cost to the county - for past 3-4 years and projected 5 years. Someone must be doing a this. Simply put, need to run both ferries, and have a backup plan.

Too long of break from 12:00 leaving town to the Island. I feel ferry should arrive back from Anderson Island at 12:55 and after a lunch break leave at no later than 2:15 daily. Also a must would be Memorial Day to Labor Day two ferries from 12:00 to 6:00 every Friday and 10:00 to 5:00 every Sunday unless a holiday then I would skip Sunday and move to the holiday and perhaps the day after the Holiday

Too crowded at peak commuter times. Thurs-Sunday. I'm a nurse. I've lost jobs over the schedule.

Too long of time around 10 to 2:30 between ferries.....have to wait at least 1 ferry time to get on....more busy in summer. By the time we drive up from Vancouver, we usually have to wait 1-2 hours for ferry and usually miss one and then it is 2 hour wait.... Should survey when people actually use the ferry and cut out ferry with low ridership and add in ferry for when people are riding it.. And prevent waiting so long..... Should not be that hard to figure out....

Transportation to main land

Traveling late at night from Steilacoom to Anderson Island.

Two Boat service in summer Needs to be expanded - full time residents need priority - and reservations- construction trucks need to PAY MORE

Two Ferry service. Late night and early service.

Two boat days!

Response

Two boat schedule for weekends. Would like it to start with Memorial Day and go thru September. Ferry crew. Great idea to have tickets punched before loading. Goes much faster

Two boat schedule or more daily runs with one boat

Two boat service during high traffic periods

Two boat service is a blessing, and needs to be expanded.

Two boat service to decrease long wait times for residents.

Two boat service, when it's in service, helps, but this year has been pretty bad in terms of overall ferry traffic congestion and whether we can catch the ferry we want to. We are finding that Fridays and Sundays are super busy, (more so than normal) and without two boat service, it's a nightmare and difficult to plan to avoid delays.

Two boat services for weekends and holidays.

Two boat weekends

Two boats

Two boats are definitely needed most days, from at least May until Oct. Both morning and afternoon rides are overloaded every day. Sometimes up the road on the AI side, and almost to Salter beach some weekends. It takes people 2-3 boat trips to get home, when that happens.

Two boats everyday at peak times. Especially after noon . Weekends a nightmare in summer

Two boats on busy weekends and when they can't run two due to low staffing we should be compensated for our inconvenience.

Two boats, on weekends all the time

Two ferries

Two ferries during normal commuter times.

Two ferries on Fridays and Sundays in the summer. This should occur year round

Two ferries on busy days is awesome when it happens!

Two ferries on the weekends

Two ferries.

Response

Two ferry days in summer (Friday and Sunday) are great. Other days are a nightmare. Especially during commuter hours.

Two ferry schedule in the summer, but should be expanded to much more often.

Two ferry schedule. The wait time and overloads are horrible. Not having a 2 hour no ferry break in afternoon.

Two ferry service works. I feel a different company needs to run the ferry service. As a full time resident the company that runs it now only cares about a profit. The expense for residents to pay for ferry service to island to only run one ferry is just stealing money from the residents. There should be a visitor price and resident price for commuting. As resident struggle to be able to use the ferry and have to wait hours at a time.

Unfortunately not a lot. The crew is great, but often the ferry breaks down or is late.

Use of island app to determine when to leave

Use the early (5:15 AM) commuter run daily. Please keep this.

Used to attend most AICAB meetings - but no more, waste of my time. MORE IMPORTANT: REPAIR Eckenstam-Johnson Rd, it's 3 1/2 years now. REPAIRS would take TWO days. PLAN for the BOULEVARD in the NEXT DECADE.

Using the second ferry. Need to utilize it more! When you leave cars behind for most of the runs it indicates a need. Spring and summer.

Using two boats.

Using two ferries as often as needed. Common sense can predict which days around holidays will necessitate that- not just by dates and days on a calendar! Also, add another run between the noon(ish) and 2 o'clock(ish) ferry. That would help immensely to prevent a large back up in the afternoons.

Usually morning commutes off island though not around holiday weeks and weekends

Usually on time.

Usually on time. Webcams are helpful. Staff is really nice.

Usually, the ticketing system. The camera. The crew.

Very Little

Very hard to judge day to day what time I will actually be able to make the ferry.

Very little!

Response

Very little...

Waisting everyone's time with dumb incompetence on how to operate an efficient overloaded, understaffed, ass backwards ticket taking and loading. The whole service needs to be overhauled from ticket scanning and cards to ferry runs being canceled. All of it is in desperate need of overhaul.

Walk on works as long as you have parking available to store a vehicle.

Walking on, the service is wonderful and reliable.

We are fortunate to be able to time our travel to/from the island on non-peak times, so our experiences are mostly positive. Operations are prompt, timely, and most employees are very courteous.

We are new to it. We just plan ahead.

We are new to the island so we're still adjusting to the system.

We do like that there are 2 ferry's run during the summer months.

We don't leave often because I work on the island. However, leaving and returning has become very challenging in the last three years. I would encourage Pierce County to become members of the Anderson Island Facebook page and monitor the daily/hourly issues and complaints from residents. It has become a nightmare for daily users.

We have a ferry

We have a ferry at all

We have not been stranded on the wrong side of the water in a few years, which is fundamentally the service being provided I guess. But it requires significant amounts of our time to make sure that's the case.

We have to show up an hour early or we don't get on. Always an overflow during peak times.

We like the new schedule. We like to come over early on Fridays and leave later on Sundays. We rarely have ever missed or had to wait for a boat.

We live on Anderson island about 90% of the time, didn't move out near-full time until we retired. Ferry workers are diligent in keeping the schedule and maximizing loads when necessary. We generally use the ferry at non-peak times. Living with a shared resource requires adjusting to accommodate for others and to limitations of that resource.

We lived on the island for a couple of years and on a daily basis things work well during the regular year.

Response

We love our ferry and the crew. Long wait times often dissuade us from visiting our home there.

We love our friendly workers.

We love the late evening ferry.

We need 30 min ferry runs two ferrys from Jan to Oct

We need a bigger ferry!

We need a bigger ferry. And please pay our workers more.

We need a run at 1:30 to help with the gap between 12 and 3:15.

We need more ferries, or a bigger ferry, for a growing island. Simple as that. Too many people, and islanders can play the blame game all we want—people are moving here, building here, visiting here, and unless we are going to prevent others from moving or visiting, which is probably unconstitutional for all sorts of reasons, then we need to actually grow the ferry service along with the island, the region and the state. And we need you to lead that effort as our representative, or respectfully, we will find someone else who will.

We need more ferry runs daily. Then 2 boats Friday Saturday and Sunday. Thank you.

We need more ferry service in June!

We need more ferry service. Yesterday (Thursday) we waited 3 FERRIES TO GET OFF ISLAND -in 14 years of ownership, this was a first. Many people confused by the process of pulling over into the first lane when the boat is full. No one to oversee process and lots of angry people. Arrived at Steilacoom dock @ 4:45 pm to go back to island and finally made the 7:10 Ferry. This morning I opened up VRBO and AirBNB-and quickly noticed how many houses that have recently sold on the island were short term rental investments. Often 2 bedrooms and sleep 8 people...So many people riding the ferry now are short term renters. Additionally, so many new housing starts mean lots and lots of service and construction vehicles on ferry runs. Changes just follow this new island growth.

We need more runs

We need more runs and an organized ferry lane line with vehicles pre ticked scanned at top the put in lanes accordingly to size and maximize loading etc. put a toll gate at top of lanes and everyone in lanes are all pre paid etc. so loading goes quicker and can fit more cars if done properly. We need more two boat service at peek times every day. We are paying peek prices and having to wait hours in busy overloaded lines. We need action taken now! Thanks

We plan our trips during off-peak times when possible. The AI app showing cameras is a great help to know when to leave so you get into at least lane 2.

We recently purchased our lot so I don't have much to add here

Response

We travel at least once a week to Anderson Island and use the ferry cameras to see what ferry will work the best. The ferry and dock cameras are very helpful.

We typically head for the ferry line within 10 minutes after the departure from the island so we are assured a place in line.

We used to go to church at 9:30 Sunday morning in Olympia. With the change from 8:30 to 8:55 leaving AI we are no longer able to make it. This is the only inconvenience that we have had.

We used to have triangle runs that made it so at least twice a day there were direct ferries to and from Ketron; one in the morning and one around 5:30. Ketron can't get repairs or even basic maintenance done because of the ferry service. We had to uninstall put air conditioner and put it on a truck to the mainland for maintenance. I currently have a broken water heater that I have been trying for 6 months to have repaired. The schedule is less than half what it was 20 years ago.

Webcams are super handy. Nice using app for tickets.

Weekends are horrible for waiting for the ferry, so rarely make appts. then but I leave after morning rush and try to get back before evening rush-hour. If not, it's an hour or more (sometimes 2 1/2 hrs. to get on. So it's like 10 hrs a month waiting on line.

Well the ferry usually runs. What "works" is to leave very early in the day and try to get back for the noon return ferry before the big overflow traffic. It certainly limits my plans for mainland trips.

What a stupid question. It gets me back and forth.

What doesn't work is having to be in line for the ferry an hour ahead of time because of overloads

What used to work was getting to the ferry line 30-45 minutes early. That doesn't seem to be the case anymore. Someone watching how the cars line up works, but there isn't really that going on either

What works is that you have to adapt. Things are constantly changing day to day, week to week. As a retiree, I have that option. I know the pitfalls and I work around the issues.

When 2 boats are running during busy times/weekends

When it runs HORRIBLE service to Ketron...

When it's on time

When the second boat is in service it is more reliable.

When there is a consistent schedule, consistent loading, and two boats for overloads.

Response

When two boats are running commute on the ferry runs more smoothly. Traffic on the ferry has increased in the last year significantly and one boat service does not work. Long wait times, 3rd lanes full often. Waiting for next boat after not getting on the current is a regular occurrence.

When you run two ferry's during the peak times

When you're able to get on the ferry the crew is extremely helpful and the ride is comfortable.

With a little extra time between runs they are more on time. Communication in regards to delays is a great help.

With amount of construction on the island it would be beneficial to few extra runs during the spring and summer months. And to have the two ferry's running in the summer on weekends is very helpful but to have them cancelled last minute for staffing issues is really unacceptable. I know it's a very difficult juggling act to keep everyone happy and I appreciate the communication asking for feedback on current issues.

With planning. Necessary on island it works for me.

With the amount of people that now live all of the time on Anderson Island they should be running two ferries all of the time. The very first time I went to the island the ferry held nine cars in 1962 but in today's time the ferry system has not kept up with the growth on the island. I am not talking about holiday weekends but all of the time. I ask myself, what is my time worth? To me all of this is so sad with the ferry system not keeping up with the normal growth.

Works fine

Works for me.

Works for us with planning. Take much more planning in Summer months. Better transportation options in Steillacoom would take pressure off of the ferry system. Doesn't work to walk on ferry unless you have transportation in Steillacoom. A place to leave a car or public transportation. If the options for transportation were there, I eventually could envision a passenger ferry being useful.

Would like a ferry run between the 12:45 and 3:15 that leaves the island. 2 boat service starting June thru August that runs Friday, Saturday and Sunday starting in the morning until 6 pm.

Would like to be able to return home without waiting over an hour. It has been getting worse this year.

Would like to see shorter breaks mid day, and 2 boat services all weekend days

Response

You need to run ferries 2 ferries Thursday thru Monday from May to Sept 8th to keep up with the demand and the growth of Anderson Island

Your always full on the 6:10, and after a 12 hour day, waiting for the 7:35 sucks. Also the 7:35 in the morning is always cars in lane 3

Your new hires are more professional in their manners and are well focused on the job at hand.

afternoon schedule OK

double ferry on Fridays

double ferry runs on summer weekends

evening runs returning to the island; two boats schedule on summer weekends; walking on with bicycle

friendly helpful crew more on-time than it used to be

late runs

lets come back to that later

load times are usually quick and efficient. the boats feel safe and well maintained. overall, I love the ferry as part of my commute. there are a couple things i've noticed over the years though: the ferry workers are awesome and SHOULD BE PAID MORE. a bit more flexibility in the schedule that can adapt to heavy traffic times would be nice. it can take days before there aren't cars left almost every ferry after a busy holiday. the gaps before and after the noon hour ferry to anderson is island are WAY TOO LONG! it's impractical on every level to negotiate around. keep up the good work! you are essential to many peoples lives!!

long waits, no supervision

most everything

not much. And weekends are a total mess.

on time ferries

on-line/phone app

online convenience

service during the week works well and the waits are manageable. Ferry workers do a great job, and I'm happy to see a core group helping train the newbies.

sweet ferry workers.

Response

that we have a ferry service

the crew does their best with what they have. The views are great. The ride is fairly short and it is easy access, short trip from our other home to the ferry landing. Do greatly appreciate having later evening runs now as opposed to what we used to have.

the ferryboat going back and forth.

the frequency of runs works with the exception of the time between the 12:10 pm and the 2:45 pm. the time slot is too big and usually results in extreme overloads.

the times and frequency

timing the arrival at ferry.

traveling only during midday on Tuesday and Wednesday and even that's difficult on Wednesday with fuel run.

two ferries on Fri and Sun, including Mon for 3-day holiday

using the early boat

walk ons are good. I've had to rent a parking space to be able to use that service. would prefer more reliably available service.

we come and go at low volume times...

when you run two boats

11. Looking at your current use of the Pierce County ferry service, what could improve?

Response

The schedule.

As much as I hate to say it...bigger boats. That only bring more people, but right now is ridiculous.

Response

Giving us more opportunities to have ferry transportation on Ketron. Then some consistency on the days for service use. Better communication for sure. The current schedule limits our visits to the island and our ability to enjoy our properties on the island

Knowing the crews need a break for lunch, just wonder sometimes if there isn't another way to provide this break without resulting in such a wide time gap in the schedule. This seems to generate a backlog that takes many ferry runs to diminish. Especially in The Summer.

Residents only Lane !!! Run second boat for Construction Trucks ,make it Reservation Only!!
Run a Later boat after 11pm on Friday and Saturday nights Add double boats on Sunday morning starting at 830 am & add double boat Thursday evening before Holiday weekends

The loading system. There at constant concerns from people riding the ferry about fairness, why it's loaded the way it is...etc. per comments I have seen on the AI Facebook page. Also, we have been aced out before when someone got ahead of us in line - frustrating.

Use a barge for fuel truck runs. Use 2 ferry service Fri afternoon thru Monday morning (to include all day on Sat and Sun during peak times). Schedule other services with more frequent runs

*Line 1 reserved for 'residents only'. *Loose the long gap in service mid day. *Two ferry service DAILY during peak times. *For those who miss a ferry due to overcrowding after arriving in plenty of time, they should ride on the next ferry for FREE! The ferry contractor should be the one bearing penalty for inadequate service, not the riders! In doing so, maybe they'll realize it's in their interest to revise their schedule to provide better service!!

- 2 hour break in middle of the day is 1 hr too long - Consistent rules interpreted same at county, horn blower and ferry employee levels. - need less focus on people commuting on/off island. The early/late ferries are under utilized while the mid day ferries are often overloaded.

- The long gaps between the mid-day ferries make them fill quickly and difficult to catch and backs up the rest of the afternoon runs. Would be so helpful to have an extra run(s) between the 10:35/12:10/2:45. - Would be helpful to have more flexibility to run two boats if needed (e.g. Thursday before the July 4th weekend).

-Often ferry delays due to overloads (how to fix overloads?) -Commuting workers from A.I. could wait 2 hours each way due to long lines and tourists. (additional runs or commuter lanes) -The Ketron run knocks out A.I. riders therefore wait can be up to 3 hours. -Small boat for Ketron -Allow a small number for Ketron, not 12 cars? -Consistency -How to adapt to the present flood of inhabitants (either more parking or more runs). -What happens to the "overflow lanes" when the traffic circle is put in? ***ENTERED DIGITALLY FROM PAPER***

. employees need more trading they don't fill the ferry tightly which leaves cars that should have gotten on strandedwe need 2 ferries during peak hours.

1 earlier ferry. Get rid of the late ferry except on weekends. 1 more service during mid day gap

Response

1-Another mid-day ferry run. The gap in time is too long and inconvenient. 2- Too many cars left behind/long wait times 3- too many cancelations, like this Sunday, July 11

1-Remove the Ketron runs or reduce their impact on A.I. runs. Being left in the second line on A.I. because of an unexpected big party on Ketron causes missed Dr. appointments, planes etc. 2-Unlike A.I., Ketron never has to wait in long lines to board the ferry while A.I. residents sometimes must wait as long as three ferry runs to make the trip from Steilacoom all the while watching Ketron cars get priority and load at the front of the line. This is not fair. 3- All island residents should receive preference

1. Any way to get the large, heavy construction trucks off the ferry? There have been times they only got one lane of cars on because of the weight of the trucks. They should have to rent a barge or have an extra run. 2. Change the ferry schedule back to the the last one! They still don't run on time, so spreading them out hasn't helped or ad a run between 12:10 and 2:45. 3. During the summer have a ferry worker on AI to keep the lanes in order. 4. Every run needs to have a worker get the cars pulled closer together. The could get 2-3 more cars on for the spaces they leave! ***ENTERED DIGITALLY FROM PAPER COPY***

1. Many of the policies are not consistently enforced - when must you be in your car, gaps in the ferry line, line cutting, etc. People are confused and receive inconsistent direction from employees. 2. Expansion of 2-boat service. This is costly, but I believe most would pay more.

1. No gap shall be in the middle of the day. It's awful, when you out of the island in the morning and can not return till late afternoon as 2:45 pm always full with overload. 2. Two ferry reliably shall be running on the weekends from May to September in afternoons - it shall be Fridays, Saturdays and Sundays. If major holiday then Thursdays and Mondays shall be added, not only Fridays and Sundays!!! Saturdays are very important too! Because of the amount of visitors on weekends the residents use only Tuesdays and Wednesdays to go to the mainland for appointments and this creates and overload on this days too. Nightmare... 3. Ferry workers shall direct traffic to the appropriate ferry lines, and organize the lines especially when overloads. Too many visitors who are not familiar with the rules, creates frustration and chaos. Just look how many ferry cutting lines discussions on AI Community Facebook page. People getting angry, frustrated, upset, it ruins their day!

1. Show some consistency, load the boat the same every time. Not just at the whim of the deck hand. Make the Captain over see the crew as he should. 2. Provide better preventative maintenance, to provide fewer break downs. 3. As much as I hate to say it, add more runs or a second boat to cover overload times . 4. Pay your deck hands a livable wage and have lass turnover.

1. What i said in question 9, 2. go to two ferry service most of the year, 3. or get a 90 - 110 vehicle ferry.

2 Ferries running during peak hours, as an island resident I am unable to get home due to overloads.

2 boat runs on Thursday-Sunday

2 boat schedule during peak times.

Response

2 boat scheduled from Thursday -on to the end of day after the holiday is over

2 boat service

2 boat service Thursday- Sunday Add extra run between 12pm and 3pm. Add more parking on Steilacoom side

2 boat service, more runs.

2 boat summer service starting in June

2 boats EVERY weekend

2 boats on more days or a bigger boat that holds more cars. The bathrooms and elevator are out waaaaay too often.

2 boats, ALL DAY, at least thursday thru tuesday. Or have stickers for the full time residence so they get priority boarding. Another idea, reservations.

2 ferries running on peak periods, Thursday afternoon, or purchasing a ferry that holds more cars.

2 ferries with daily service.

2 ferries would greatly improve things. More parking so more people can use passenger service might help somewhat, but it is not the answer. There is currently too much traffic for the current system. We currently have overloads on every trip, even in winter. The lunchtime break is far too long. A ferry operating through "lunchtime" which is very long, would help take some of the stress off the system. Properly scheduling ferry runs on holidays would help too. Most people who come here on weekends start coming on Thursdays and leave Mondays or Tuesdays. Finding another way to transport large trucks (such as a barge) would help, or limit the # and weight of trucks coming and going, especially for construction. Construction trucks should not have priority over cars. That is not happening right now. Cars are being left behind to accommodate large or heavy trucks. Nothing is working right now. Too many overloads. Overloads have become the rule, not the exception, even in

2 ferry service for a few runs during week days, in summer, would alleviate a lot of stress for commuting islanders.

2 ferry service on Fridays in the summer should be offered.

2 ferry weekend service beginning May 1 - Labor Day

2nd ferry running Thursday-Sundays, not just on holiday weekends. Someone to make sure the cars queue up correctly, and who knows the rules.

Response

3 hr breaks make it difficult. Need to expand 2 ferry service.

620a leaving AI visits Ketron -- this has drastically affected the timing of that boat for morning work shifts on the mainland

6:20am run going to Ketron instead of straight to Steilacoom makes it difficult to get to work/appointments in Tacoma or Olympia by 7:30am. I'm a rare user of the last late ferry but wonder if we really need it seven days a week. Consistent overloads mean that to ensure one makes it onboard (drive on), one has to get in line 45-60 min prior to departure. Concerned about long-term capacity of island commuter parking lot and availability of commuter parking in Steilacoom. No effort by PC or TPCHD to reduce idling in ferry lines. Would like to see the county strategically address long-term demand for ferry services based on AI build-out models. Would like to see consideration of options for addressing ferry service demand, including conservation purchase of development rights or outright purchase.

A

A 1:30 run

A Late night run around midnight would Be nice

A bigger Ferry or running both ferry's daily during peak times

A bigger ferry or running 2 ferries during peak commuting times.

A couple more boats to Ketron

A ferry between 1245 and 2:30

A ferry run between noon and 2:45 Two boat service THURS THROUGH SUNDAY free or affordable car parking in Steilacoom

A full time second ferry. A separate ferry for construction traffic. Consistent enforcement of ferry lane rules. A ferry rider conscious plan for navigating round about construction at the top of the ferry lane on the mainland . An occasional ride taken on the ferry at our busiest times by officials who are in a position to assist AI residents with urgent ferry issues with the thought in mind that like all citizens we have emergency needs and important Dr appointments so waiting for 2+ ferry's to get to the mainland is just not acceptable! Thank you so much for any assistance you can lend.

A larger ferry to accommodate all riders. A separate ferry line for residents only.

A later ferry on the weekends A second ferry added May-Sept from Friday noon to Monday noon

A mid-day ferry stop at ketron would be great and a return of the Friday/Saturday late night ketron run seem essential especially if we are to see any growth to the island community

Response

A permanent scheduled use of the second ferry. The population of Anderson Island has increased dramatically.

A possible extra run to/from Ketron on weekends. Would love to have an afternoon ferry pick up from Ketron on Sundays. Also, an afternoon from Stillicum Fridays and Saturdays. Increase the time on island of the service ferry run to ketron.

A schedule that could eliminate the consistent overloads

A setup similar to that for the Vashon Island ferry system, booth at the top of the line directing you to the appropriate lane. Priority loading for residents and commuters. For the sake of time, even the consideration of something similar to Good to Go with a tag on your vehicle for residents that would validate priority loading. Consistent interpretation of the loading rules, cutting, leaving vehicles, etc., amongst personnel and the sheriff. Also, it's ridiculous to expect people to stay in their vehicles for an hour or longer while waiting for the ferry. Signs and the ordinance and enforcement regarding cutting are inconsistent, people are told to fill the gaps but then are reported as cutting. It might be wise to eliminate the layover during mid-day, it causes nothing but more overloads from both directions every day leaving residents with no way to plan for appointments off Island. Scheduling is based on need and availability not around the ferry schedule. Commuters ha

Ability to load the ferry better to accommodate more cars. There are constant overloads and even arriving an hour early does not guarantee that you will make it on the ferry. We need an extra run or 2.

Absolutely, we need more ferries or another solution for the overloads. The situation will not improve, but only worsen. Action is urgently need it.

Accept the fact that the Island population is growing by leaps and bounds and make your schedule accordingly.

Add 1:30pm ferry to avoid backlog

Add a 5:15 a.m. sailing on Saturdays and Sundays

Add a mid day crossing and start the two boat holiday service in the morning. Look at the ferry lane cameras from this last weekend. Overload started at 9:00.

Add a run from noon ferry and 3:15. Take the Ketron run away on commuting run.

Add another boat time between the 12:10 and 2:45 from Steilcoom. Get a bigger ferry.

Add another ferry between 12:10 to 2:45 pm

Add another mid-day ferry. The long wait to get home with groceries, or from medical appointments is very hard on all islanders and their pets, especially on these hot afternoons.

Response

Add the 4th run back and a mid day one as well. Too limited for tax payer contributions, plus if Pierce Co. would like to see more tax base revenue from Ketron, they need to make it accessible or folks won't buy there, and there won't be more lucrative island tax base.

Adding a midday run is a must. The population on Anderson Island is exploding and the current schedule doesn't offer enough trips

Adding a run about 1:30 pm and deleting the last ferry run will help for the majority. AICAB ferry committee members have not been asked by PC for input. AICAB is considered only advisory by PC and islanders are feeling not being heard and attending meetings - what's the use..

Adding more ferry service without gaps and during high traffic times

Adding the 10pm run during the week. 2 boats should run on weekends from May- Sept.

Additional ferry service at least on Thursdays, Fridays and Sundays without interruption year-round.

Additional runs if requested in advance. It would be nice if we had the opportunity to enjoy a night out on the mainland, on a weekend. Although our numbers are small, those options should be equally available.

Adjust the double ferries to be more than one day before and after. Look at what happened this year. The overloads off the ferry affect working class folks who live here but work off island. Later ferry runs would help with people who work different shifts and after school sporting events.

Adopt a permanent schedule only after doing an extensive and transparent survey of people that are actually lined up to ride every day in addition to the occasional riders. Like many other full time employed Islanders working on the mainland, I cannot make ferry meetings because they are not scheduled to accommodate most.

Afternoon ferries. Fill the noon gap so you are not starting with overloads and have to spend all afternoon catching up.

Afternoon ferry

Afternoon gap, commercial vehicle increased use causing overloads.

Also the ramp 😊

Amount of ferry runs especially in the morning and evening commuting hours!! Price of parking in the parking lot. If this was lower it would give incentive to walk on.

An additional mid-day ferry (say 1:10) would do a great deal to ease backups and over crowding later in the day. The ferry schedule and increasing backups make Dr appointments etc. very difficult for people.

Response

An even later ferry Free or affordable parking in Steilacoom A shuttle to the lakewood train And lakewood bus center

Anderson island is growing so fast we almost need 2 boat services everyday. There are constantly overloads. That means people are late to work, appointments or missing events completely. Going to Anderson overloads means not being home when your kids get off of school or coming home with spoiled groceries. It's majorly affects our everyday lives and it should not be considered a miniscule inconvenience.

Another boat

Another ferry in the morning and afternoon like the previous schedule. The current schedule eliminated two (2) ferries during this period.

Another ferry midday would be great to avoid that long hiatus and subsequent overflow in the afternoon.

Another ferry run in the middle of the day, the long gap between 12:10 and 2:45 is too long, that always seem like the time I would like to head home and both ferries are always overloaded because of the long gap

Another run between the 12:10 PM and the 2:45 PM ferry to avoid the daily overload on the Steilacoom side.

Another run or two between 3:00 - 6pm. In addition to 3:50 & 5:00. EVERYDAY Mon- Fri they're over loads. Also the am between 6:20 - 9am there should be one more run. When you need it 5 x a week should we have to wait in line over an hour each way x 5 days?

Answered on question 10.

Appears we need 2 ferry service on Thursdays in summer, as well as weekends and holidays. Need shorter gap in middle of day in summer months (maybe 2 ferries run through lunch times?). Contemplate reservation system, like San Juan's, in summer months (I'm on the fence on this one).

Arrive and depart on time.

As the population in the island increases, the number and frequency of ferries does not seem to follow the demand. The big gap in the middle of the day can be very inconvenient. When I have a doctor's appointment in the afternoon, I go to the ferry line at least one hour before the ferry to make sure I do not miss my appointment. But so do other people, and we can never know for sure that we will be able to make our appointments. There has been an increase in commercial traffic (construction trucks, for example) that really makes our planning difficult. There is no way I can know when it is more or less likely that trucks will be in the ferry taking up the space of several cars. If the ferries were more frequent, we could at least be sure that the wait for the next ferry would not be 2-3 hours. Sometimes, planning is impossible under these circumstances. I also had a few situations when the truck that was supposed to deliver us something large could not get in the ferry (

Response

As we have to leave the island for Dr. and Dentist appointments as well as other appointments it is difficult to get back home due to the lack of mid day ferry's. Many procedures such as lab work or minor procedures are usually scheduled in the morning hours and if you miss the 12 PM ferry one is stuck on the mainland until 3. We are seeing a lot of growth on the island and by adding some mid day runs it may prevent not being able to accommodate everyone, when they want or need to come over.

At a minimum need a ferry to Anderson around 1:30 pm. I arrive more than an hour early for EVERY trip to ensure I get on. 2-2.5 hours waiting round trip! There shouldn't be an expiration on multi-pack tickets. and showing 7/2 expiration but midnight is the last ferry eligible on 7/1 as an example, is a joke. It should be for all ferry runs on 7/2. ***ENTERED FROM PAPER SUBMISSION***

At least 1 larger ferry, 2 ferries on the weekend, sell tickets in line

At peak times run two ferries to cover leaving so many vehicles waiting for next ferry an hour later when one is parked there, in site.

At this point I do not expect any improvement. I'm just hoping to avoid any additional schedule cuts.

Attendants at both ends of the ferry line to prevent lane cutting. Not having a fuel run in the middle of a holiday when 2 ferries are suppose to be running. An earlier run off Anderson in the morning.

Attitudes of the ferry users!

BIG HUGE gap from noon to 2:45 makes both FULL-and-then-some runs, before and after, a terribly long wait.

BIGGER FERRY ANS PAY OUR WORKERS MORE SO THEY DONT QUIT!!

BIGGER FERRY!!!

Bathroom further up the ferry line for overloads or disabled who can't make it all the way down on the dock and back to their car before loading. Single drivers are stuck in line and have no passenger to move their car.

Because of the increasing population, it is common to miss 2 ferry trips. If you miss the 12:10, you wait until 2:45. That is almost 3 hours. The 2:45 and the 3:50 typically have 3 lines each. You must be in line 45 min to an hour early, and that is not a guarantee. They also eliminated a 9:35 run in the evening, so there is a 2 hour wait from 8:35 until 10:20. They are not reliable for appointments, airport trips. There are frequent problems with the ferry docks, mechanical issues with the ferry, and often notifications that it is running late, sometimes with no explanation.

Response

Because the ferry is busy, and requires some pre-planning, last minute cancellations are difficult to deal with, especially 1st and last runs. The ferry is a service and should have a reliable schedule. ***PAPER COPY ENTERED MANUALLY***

Beginning each afternoon there is always an overload on each run back to Anderson. Could there be another run starting earlier in the afternoon to prevent "loading up" of the ferry lanes?

Being on time. The data does not correlate with any ferry run that I have been on in the last several months. For whatever reason, every ferry I have taken has been late.

Better access for commuting residents, more dual boat runs Thursday-Sunday, add designated commercial run days on second boat & fuel runs, improve ferry lane management we should not have to police the line as your customer,

Better communication about schedule changes, being proactive in helping the app stay current

Better job of fitting more cars

Better lane management...both sides Increase schedules during peak hours Ketron use unpredictable and impacts AI availability

Better line patrol to eliminate those that "cut" and 2 ferrys during the popular commute hours on weekends (Friday-Sunday) should be 12 months long - not just holidays/summer. Especially Friday evenings

Better management and maintenance from Hornblower or better yet, get rid of Hornblower altogether! The crew is under terrible work conditions! Inconsistent schedules and horrible low wages is the cause that is making staff to quit and thus cancellation of runs. Above stated conditions also causes low interest in applicants. Also, lack of proper maintenance causes the boats, or components within, to constantly breakdown or be out of service...e.g.. restrooms and elevators. The newest revelation, the Fire personnel are no longer able to request emergency boarding for injured people unless they are being transported in an ambulance. This action costing citizens unneeded pain and suffering while waiting for a ferry. Unacceptable and unprofessional conduct from the immediate manager Steve. Refusing calls and failure to return or respond to requests for communication.

Better mid day service year round. The gaps are way too long. From Steilacoom there are ferries at 1035 1210 and 245. Every one of those ferries is overloaded nearly every day. 1-1/2 hours in the am and 2-1/2 hours in the pm is way too large a gap. Run ferries at 60-70 minute headway's throughout the day. And Fridays and Sundays from Memorial Day thru Labor Day should have 2 boat service on 35 minute headways from 9 am to 6 pm. This will require 10 hour work shifts, but worth it for reasonable mobility.

Better parking in Steilacoom for walk on passengers who live on Anderson island full time.

Better schedule with smaller gaps and Better training for the crew.

Response

Better schedule, bigger ferry or 2 boat service between 7 am and 6 pm, a ferry run between 12:45 and 3 o'clock run from Anderson Island- too long a wait between runs and it backs up for the rest of the afternoon. Not so much emphasis on late evening service, overall reduce of what we have!!!! Been here 66 yrs- this is a mess!

Better schedule. Mid-day gap creates continuous crowding. Purchase specific trip tickets? More long term parking on Steilacoom to allow people to walk on and pick up cars on the other side. And/or good alternate mainland transport options look like affordable ride shares.

Better schedules, full two boat ferries Friday to Sunday on summer weekends. Priority to actual full time Anderson Island residents. Proper loading of cars on ferries.

Better scheduling and resource management to meet predicted demands. Focus on less cars with shuttles on both sides and more parking options on the main land to encourage walk-ons.

Better serve demand, daily overflow shouldn't be a given.

Better service from the contractor. Pierce County must improve their maintenance of the boats. Communication must be improved. For example, when there is a mechanical or staffing issue, there should be follow up explaining what happened and what steps are being taken to ensure it doesn't happen again. This should be communicated to islanders.

Better staff complete joke

Better times for after school ferry rides, and adding a later ferry on the weekends

Bigger boat or more ferry runs

Bigger ferry

Bigger ferry!

Bigger ferry's , more runs use both ferry's during peak commute times. Passenger only ferry that makes more frequent runs than the vehicle ferry's. Priority boarding for full time residents designated by a pass or sticker. I've lived on the island for 3 yrs now and there is so much more vehicle traffic within the last 2 yrs. I've had to wait 2-3 ferry runs before I can get home which adds over 2 hrs to my days travel home. I commute to the Bellevue east side for my daily route for service calls. I'm stuck with a 2 1/2 hour plus commute there and back every day and having to wait an additional 2 hours to get home every day isn't a fun time.

Bigger ferry, better pay for the amazing workers so they don't quit. AS WELL AS BETTER HOURS FOR THE WORKERS.

Bigger ferry, better staffing.

Response

Bigger ferrys or 2nd ferry on Friday, Saturday, Sunday and Mondays during the summer starting the same date that you start charging summer rates. If you have considered not having such a long interval between the 12:10 departure and the 2:45 departure from Steilacoom it would be a good idea to put that reasoning in writing for all of the ferry riders. I love island life and realize that the ferry is a huge consideration when making the decision to live on the island. That consideration has kept the island from being overcrowded up until recently. Now with so many people who have never considered Island life can now telecommute and not use the ferry on a daily basis. The issue you may be facing might have very much to do with that very fact. The island appears to be on a growth trajectory that makes any intermediate steps inconsequential. I wish you the best of luck and great discernment in this decision.

Boat size And times.

Both ferries in use starting Memorial Day through mid Sept on weekends

Both ferries run

Break from lunch to next run is too long

Cancel the daily last ferry run and add that run to about 1:30 pm. Increasing overall ferry runs will only increase housing construction and visitors, but the infrastructures, police, water, sewer, roads, medical care, are not in place for that.

Cancelling the two-boat service on Fridays and Sundays during the summer makes a significant negative difference for limiting availability and access for islanders to off-island services. Especially when it's a heavy visitor/guest weekend, making a ferry on one of those days is almost impossible. I had to get in line at 12:45pm, immediately after the boat left, to make the 3:15pm because there were no boats in-between. Leaving early also makes it difficult to make the boat if you're running late.

Capacity for driving on. There are way too many runs where a considerable number of vehicles are left behind... sometimes for 2 or 3 ferry runs before getting on. This is horrible for residents that rely on the service.

Capacity needs to increase somehow; bigger boats, running both boats, or, ?? We've been using the AI ferry service since the mid-70s and have never seen anything like the current amount of traffic over the last couple years. It's exploded and I'm not sure how this hasn't been foreseen with the amount of building going on. The more people with homes on the island, the more traffic going back and forth. Commercial/service traffic, residents, and their visitors/family/friends.

Capacity or second ferry

Capacity!

Capacity, number of runs per day, increased 2 boat service.

Response

Capacity. So increase runs or bigger ferry.

Car loads are too high for the ferry schedule and capacity. Double ferries are great but even they need some scheduling evaluation and planning. In this past 4th...all on island knew Thursday would be the heavy day due three day weekend extending to Friday for most workers.

Change the schedule to include more mid-day runs without such a large timing gap. And run 2 ferries more often. Development on the island is booming and we have more & more people who are using the ferry than ever before.

Change the schedule. Too much of a gap in the afternoon. Please consider a different/separate lane for residents

Charge the trucks and non-island visitors more than residents.

Clearer rules about ferry usage. ((Gaps etc.). All the stuff people complain about. I don't live on the island full time and don't want to make anyone come unglued by something I inadvertently do because I don't know the rules.

Commercial trucks having more than two axles should not be allowed during peak hours. Residents should have a year-around rate, Visitors, AB&B guests, etc. should pay more.

Communication

Communication about disruptions to service could be improved. Sometimes I don't get a notice a ferry will be unavailable until well after it's scheduled to take off. I'd like this information to share with my employer as promptly as possible. A way to prioritize residents reaching the island would be ideal. As a daily commuter there are too many days where I'm in line by 5:30pm but will not be home until 9pm. To have another attendant to help monitor the lines would help reduce the "he said, she said" line conflicts I see so often. Ultimately, I'm very grateful we have a ferry and a safe way to get home and to the mainland.

Communication, line rules, and staffing

Commuter lanes, increase ferry schedule - 2 boats! Walking on has been our saving grace but not everyone can do that. Parking issues...

Constantly having 2 ferries in use at all times and enough crew to manage the ferry lanes

Continue two boat service during peak commute hours.

Continuous service all day. Get more crew to cover lunches!! At least during peak runs I have to leave home one hour before a scheduled ferry run in hopes of making a doctor's appointment. Sometimes go to boats in advance to try to be on time. This is absolutely ridiculous

Cost, too expensive

Response

Could use another run between noon & 2:40. Ketron island residents should have their own little ferry.

Create a system to give Anderson Island residents boarding priority over vacationers (i.e. - hang tags, windshield stickers, dashboard cards). Residents have appointments to get to and responsibilities and obligations to get back home to take care of.

Customer Service. Consistent enforcement of rules and policies. A schedule that accurately reflects the loading and unloading times as to increase on time sailings; the current schedule

Customer service and ferry runs frequency.

Customer service needs improvement, specifically in the terminal. Accommodation of Ketron, needs to be reduced. The ratio of residents who reside on Ketron full time vs full time Anderson Island residents is significantly lower. Full time residents should receive some sort of discount on ticket fares, daily commuters have to deal with an influx of off islanders/visitors during peak season that highly affects their chances of not making a ferry they normally would make during non peak season. There's no control of that, I am aware, but full time residents get burnt over people coming to visit.

Customer service with the staff. Some of them are not very friendly. An alternative way to make the ticket work if the app is not working. (Instead of making customers take the next ferry.) A 'download to view' offline version of the ticket perhaps.

Customer service, (closing gate with walk ons running to get on, lack of consistency of policy enforcement) maintenance on boat, elevator frequently out of service, repairs to restroom not made. Improve salary of employees to attract and retain employees

Cut the last ferry at night - not enough users, and move the run to 1:20 p.m.

Decrease time between 1210 and 1445 ferry. Not sure why it appears the ferry crew gets an extended lunch break. Also, statistically, there is no reason to have the 2320 ferry. On average, how many cars are on this ferry every day?

Definitely MORE ferries running year round with more time slots. Having overflow situations on weekdays during the daytime, every month of the year is unacceptable.

Designate a late night ferry for fuel trucks!!!! It is ridiculous to use an entire ferry up and leave residents and visitors stranded!!!!

Direct and more frequently runs to Ketron. At least one direct at a reasonable time in the am and the early evening. Also a couple of runs a month to allow for repairs and services.

Discounts for AI residents, double ferries during rush hour.

Dislike the big gap around noon.

Response

Doing what you say you're going to do! Don't tease with 2 ferries and then cancel them, which you do regularly! Properly load the boat. Most of all, run two ferries at all peak times! ***ENTERED DIGITALLY FROM PAPER***

Don't know yet, ask again next year.

Double boat schedule is a must.

Double ferries around weekends all summer long. Maybe start that earlier, before July 4th. Getting the workers to regularly assist the parking on the ferry so more cars can fit. Take in to account that there are more people living on the island than there were just a few years ago, increase the size of the ferries or frequency of runs. I know none of this is economically feasible, but you asked.

Double ferries in peak times as I understand a larger ferry isn't a current option.

Double ferry during high traffic times, specifically evenings. Someone to monitor the lines more closely.

Double ferry running summer and weekends. I've been left behind too many times

Double ferry's when needed.

Dual ferry more time during the year, a spot to fish on the water

Due to population growth the schedule needs adjustment to meet the high volume needs.

During peak use, it is frustrating when you arrive 70 minutes before a scheduled departure and end up in overflow while your frozen food melts. This is not our vacation, this is our home and survival. Run two boats when overflow occurs or dedicate lane 1 to residents only (not Air BnB) (simple license verification) Or actually listen and not build a worthless, unsafe roundabout at the worst time in the season while letting our roads (Eckenstam/Johnson) sit out of service (one lane only) for THREE YEARS!!! No police, no services (weed mowing alongside our roads)...nothing!...while I pay you jokers over \$10,000/year in property taxes So, now you know (I think you already did...which makes simple incompetence into something premeditated and perhaps even criminal)

EVERYTHING

Earlier ferry and 2 ferries more often. Fuel truck and heavy trucks and equipment should run a special ferry run that does not effect normal traffic runs.

Early afternoon ferry

Either bigger ferries or more two ferry runs. Current schedule does not work any longer for holiday weekends and weeks as could be seen on four hour plus waits on Thursday July 1st to get on Island and extensive waits to get off Island on July 5th.

Response

Either larger ferry to accommodate more vehicles, or regular 2 boat service. Eliminate long-mid day break when ferry lanes start to back up for several runs starting around 3

Either need double ferries most days, give priority to full timers or bring in bigger ferries. It's crazy when a doctors appointment or going shopping requires hours on both sides. I'm not usually a complainer but this is out of control. For full timers this is our life and the ferry system is a several times a week thing. We don't have time to sit in line for hours. Coming and going. If you can't deal with it in a more reasonable way, turn it over to the Washington ferry systems

Either start to accommodate the demand for Anderson Island or turn the service over to the Washington state ferries so they can do the job that they do which is a lot better than you were doing

Either use two boats more often or increase of runs.

Eliminate last run during midweek

Eliminate that long mid day break.

Eliminate the last run and put a run between the 12:45 and the 3:15 - way too big a time gap - contributes to overloads mid day.

Eliminate the late runs and add another run between the 12:10pm ferry leaving Steilacoom and the 2:45pm ferry. That large gap is what causes most of the overloads.

Encourage less automobile vehicle loadings by offering parking options in Steilacoom. Moving forward, a larger vessel will be needed to accommodate the growth and popularity of Anderson Island.

Enough to prevent overload

Entering vehicles plates should be scanned. Lower prices for full time residents.

Everyone wants to drive right onto the Ferry like it is a floating bridge. The County is issuing way too many permits for new construction. Obviously, the infrastructure cannot support it.

Everything

Everything I just outlined in the previous question. Ferry times and schedule especially the gap between 1245pm and 315pm during the afternoon.

Everything... Add mid-day run.. Teach crew how to load Educate crew on truck use and tides

Extra ferry boat in the morning and another ferry between the 12:10 and 2:45.

FUNDING!!!! Pay them more

Response

Fees for tax paying residents

Ferries that come more often mid day

Ferry line monitor that manages lanes and two boat schedule and or more runs !

Ferry lines way too long at peak hours.

Ferry service should be every hour from 5am till 9pm.

Ferry service to Ketron around 3:30-4, please

Ferry should not be idle it should run all day every hour to not cause "left behinds" I would like to see the stats about the number of left behinds on the run immediately after lunch break. It is simply a staffing issue. Let's keep one of our multi million dollar boats going all day. There have been too many left behinds lately

Ferry times, using 2nd ferry.

Ferry traffic has INCREASED...a lot! Two ferries running more often! Ketron runs (for 12 houses) should be relegated to times that never fill up ferries. Holidays in the summers need double ferries for more days. Thursday July 1st had 4 hours waits. Friday had two ferries and still got backed up. I understand that public transit is always a next loss, so a balance must be struck, but since two ferry are already sunk costs...it is just labor and fuel, which should limit expense loss....

Fewer gaps during the day , which cause overloads on each side on the next run

Fill in the noon/early PM large gap with runs. Add line attendant in spring/summer. Willing to pay for this.

Fill large gap in the schedule (between noon-3pm) so there is essentially at least one run every 60-90 minutes all day, every day

Fill the long gap between the 12:10 and 2:45 ferries from Steilacoom and the 12:45 to 3:15 from Anderson Island. Make Ketron passengers pay for their passage. Only go to Ketron when they make a reservation for only certain ferry times when it is not as full. There's only ?15 houses on Ketron and most not full time residents. No one else is allowed on their island so why do they get to ride free? They're not that special. Make a definite rule that there is no lane cutting ('filling the gap' per old-timers) after lane one is full. We've watched too many people play games with lane cutting and keeping others there before them from getting on the ferry. Put pull-down posts at the ends of the lanes to keep people from moving cones. Re-paint the end of the lines with red so people cannot equivocate that they didn't see where the line ended. Make sure ALL the ferry workers know it is no longer ok to "fill the gap" unless it is only in lane one when someone won't park close to another

Find having to get in line for ferry hour and half to two hours before scheduled. Possible better schedule so you don't need to wait 3hours for ferry run

Response

Fire creepy ferry worker and always run 2 boats and get a vending machine

For kids to be able to get to and from school. And a later ferry on weekends.

For summers (mostly the month of July) and holidays and "heat waves" we absolutely need more ferry runs. AI is no longer a small remote island, it's a destination used by a lot of people.

For the three summer months you should run two ferry on Friday and Sunday. Also on the holiday weekends you need to run two ferry on Friday, Saturday and Sunday

Frequency of boats.

Frequency of weekend and peak periods needs to improve.

Frequency on high traffic days.

Fri Sat Sunday with "Day Trippers", rental people, etc is getting very challenging. Two boat service should start earlier. We need another run from Steilacoom side between the 12:10 and 2:45.

From what we can see it does seem that the increase in people who have purchased homes has increased the use of the ferry. Starting the two ferry service schedule earlier could be helpful. Possibly a walk on passenger only service could be beneficial as well

Full time resident passes that allow priority loading.

Full time residents should have priority passes when just trying to get home.

Full times residents should have a priority boarding line then it should be first come first serve.

Fulltime residents should have priority getting on the ferry. When I am going or coming home from work I should have priority over someone coming/going camping/vacationing.

Gap in service during middle of day. Better signage at top of Steilacoom lines for people not familiar with loading rules. Discontinue the use of plastic cards when loading! These things are just huge germ spreaders and staff did without them for over a year during pandemic with no problem. I see them as a liability.

Guaranteed 2 ferry schedule thursday-monday starting memorial day through labor day

Get rid of 10:20 pm run. Less people would move here. Last run was 6 pm for years. Will have to run both boats, and increase fares.

Get rid of mid day gap. It puts the whole afternoon behind.

Response

Get rid of the Horn Blower manager. He is destroying the morale of the staff, no follow through on maintenance issues. Changes policy with no notice . And has no respect for the island tax payer. Provide a living wage for the crew and give them incentive to stay. Have some consistency in the day today operation of the ferry, enforce all the rules not just a few here and there.

Get rid of the huge mid day gap

Getting bigger ferries. Also your question # 6 needed to have NONE as a reply.

Getting left in line because of no room. Needing to be in line for 45 mins prior to departure on some runs or get left behind. 40 day validity on the tickets for people that live here full or part time. Increase to 70 days or at least 60 days. It's not that hard to shop for two weeks at a time. Better pay for the ferry workers so they can keep people and add more runs during peak times. Our two ferry schedules are impacted because not enough people to operate. Look at the records. Also look at the overload prediction, you'll see it's a known problem that we get left on the beach on certain runs and that causes at least 45 min wait in line periods. Rule of thumb; if you are in the 3rd lane you may get left.

Getting rid of the large gap of service in the middle of the day.

Give the crew a salary compatible with cost of living, so they have incentive to stay. Take over management and get rid of the 3rd party contractor. Increase maintenance to avoid future break downs. Provide consistency in the rules and loading.

Given the huge amount of new homes being built the ridership has and will continue to increase greatly. Just this year alone many many new residents homes built with many more permits pulled for even more. The ferry system does not support this increase in population, let alone the continued growth. This is a year round, 7 day a week problem. Those of us like my husband and I who have been full time residents for several year find it increasingly difficult to conduct our lives. Getting to grocery stores , doctors appointments, visits from family and to family who live off island now consumes a full day- must be in ferry line, both sides, an hour ahead at least in hopes of getting on. This means it takes 3 hours out of the day, counting both directions just to travel to the grocery store! An hour at least wait to get on, another 1/2 hour for the ride if ferry on time, each direction. When visitors come they often have to wait for another ferry because the one they wanted on is full. M

Have I stated earlier working on the hours I think would work better

Have enough staff to use the 2 boat system more often. Three Sundays in a row the second ferry service was cancelled because of not enough staff.

Have the crew move all the cars up as close as possible to get as many on as you can. On AI on overloads have someone direct traffic to refill the lines for next boat.

Have to wait in line too long on high-traffic days

Having 2 boats at peak times. The ferry lines are overloaded every day

Response

Having a second ferry available when the lines are exceptionally long. Not having such a long wait between ferry times in the early afternoon.

Having a ticket taker/line director at top of ferry lanes in Steilacoom.

Having a two boat schedule bringing passengers out in quantity on a Friday, then announcing it's not available on Sunday is a recipe for even more discontent.

Having commuters car pool, van pool or have parking options so they do not contest the ferry for us part timers. Military discount would be amazing!

Having hourly service instead of leaving gaps on certain times during the day.

Having more runs in the afternoon all the time, not just summer weekends, and having another run instead of a long break between 12:45 and 3:15 would be really helpful with having to make appointments for doctors and things. There is always a lane left behind, or two in some cases, when the ferry picks up at 2:45pm from Steilacoom, and it continues until the 5:00 on a regular, non-holiday- week day. There are more people coming to the island and moving to the island now then ever before.

Having someone monitor the lanes. Clear signage about how loading the ferry works. More ferry service at busy times

Having two boat service everyday or Friday, Saturday and Sunday all year long.

Heavy trucks pay more - and should never bump normal traffic

Holiday weekends should start 2 boats on Thursday through the following Tuesday. I and so many others waited 3 THREE HOURS last week to get home. That's ridiculous and unnecessary. Even today, Thursday the 8th, they are leaving people behind.

Hornblower is not a good company. We need to stop looking at the lowest bid, and start making smarter decisions. Ketron residents don't deserve public ferry service since they are a private island. Make them pay full rates for crossing, like \$50.00 per vehicle. Gas costs from taking one car to ketron inconvenience everyone and bring down the bottom line for the hired company, currently Hornblower.

How people are not made to Follow the rulers of no line cutting etc

I am not educated about it. 2 ferry service on the weekends.

I believe the ferry works fine, some of the commuter times could be adjusted better like a 5:30pm ferry instead of a 5 and a 6:30 instead of a 6:10pm. There are other times that could be relooked at, but none of this is critical. The real critical issue is there is always going to be overloads and full ferry lines especially during the busy season. The real thing is getting people out of their cars and providing reliable parking on both sides and right now that is the Steilacoom side.

Response

I believe the gap between 12:10 and 2:45 is what causes terrible backups in the afternoon commuter times. If we could add a run between then, that would be great. The Ketron run at 6:15 is very inconvenient for many islanders, and I wish it was a regular run. Maybe do the morning Ketron before the 6:15 run.

I dislike the lengthy interval in the middle of the day. I would like the ferry operator to have more flexibility to add an extra run and or second ferry when demand is sufficient.

I don't know exactly how to do it, but there should be some sort of preferential loading. eg. 1) Residents, 2)Service Providers, 3)Visitors. Currently we have to be in line at least 45 min. prior to sailing to be SURE to get on board. Far too long a wait between the 12:10 and the 2:45 from Steilacoom.

I drive a Smart Car, 8 1/2 ft long. Two of these can fit into the commuter length limit. A reduced fare for really short cars would spur people to use their small cars instead of large cars and trucks. The Washington Ferry has a reduced fare for short cars, increasing capacity. Please don't spend more money and increase fares to make it easy for people that don't want to use the times when the ferry is nearly empty and want to leave/return during peak times. Higher fares during peak times might also shift people some, increasing efficiency. I would actually like to see an earlier, say 3:00 AM ferry so I can avoid Tacoma/JBLM/Olympia rush hours, and a midnight or so ferry so I can return after a hike or late dinner out. Unfortunately, I don't think with the current system there would be much ridership when every trip costs the same.

I feel that we need a larger ferry or more runs provided May through September and weekends all year long.

I find it difficult to commute to work on Thursday and Friday anytime during the summer. I frequently spend hours in the ferry line, after a hard day's work, loaded with groceries, trying to get home to take care of my pets. Instead of a normal commute, I have to wait behind people who not only don't live on the island full time, but their guests, loaded with RVs, jet-skis, loud music, pleasure boats, etc... Create a priority boarding system based on points. 1 point if you own property on the island 1 point if you live on the island 1 point if you commute Then have people get in appropriate line based on their points. 3 points: Row 1. 2 Points: Row 2. 1 Point: Row 3.

I just received a message that the second ferry scheduled for tomorrow will not be available. Overloads continue to increase due to population growth here and high increase of visitors coming to the island now that they discovered it is a close, to the mainland, get away.

I realize that I am in the minority, but I've noticed that every time more ferries are added, there are more users and the overloads get worse, not better.

I said it all on and swearing the previous question... ☹

Response

I see that the sherrif is helping out on some of the really busy days directing traffic as it relates to overflow. However there are times when no one is at top of th hill and it becomes very confusing especially with newbies. Perhaps some sort of explanation on website as to how the ferry lines and boarding work. The proper ferry line etiquette etc...

I strongly suggest a few service improvements! Ferry should have a dedicated day or two that provides service for commercial delivery. Example Tuesdays and Thursdays. Dedicated parking should be provided for island residents near the Steilacoom side. Lastely, permitted prioritized boarding should be available for island residents. Thank you for these considerations. - Donny O.

I suggest it's time to reconsider serving both islands with a combined run. Perhaps the triangle is still appropriate for off peak mid-day traffic but it doesn't seem like the best use of resources to leave extra vehicles behind at Anderson to pick up a few customers from Ketron considering how quickly that can be addressed independently. Also, restricting ALL trailers because of an arbitrarily chosen tide height when only very few low clearance vehicles have a problem clearing the hinge is extremely poor policy when managing a public transportation system. The bus system does not impose any size restrictions because a few times a particularly large passenger got stuck squeezing through the doors. More and more I've experienced these types of management decisions and policy changes that further degrade service than have I seen efforts to maximize service in the face of challenges. The system needs to be robust enough to meet the needs of the communities it is serving while still mai

I think it's good as it is.

I think the roundabout will be an improvement

I use the Pierce County Ferry 5 days a week, I get off at 4:30 and have to wait almost 4 hours every day to get home to my family.

I want to be sure that the ferry attendants make a good living.

I would add another ferry during summer, wait times are long on a daily basis and even harder on holiday weekends. Would also be helpful to extend the service into the 11 o'clock hour.

I would have many complaints were I a regular commuter, or if my kids were still living at home and commuting to school, etc. Parking in Steilacoom has always been a problem. I don't have to be so concerned about such things anymore personally but I see what a nightmare it can be for those who need to get to the mainland and back home to the island again on a daily basis, especially for doctor appointments and the like.

I would like Island residence to be given a preference over vacationers to ride the ferry, residents should not have to wait in long lines for a half a day or more to get back to their home.

Response

I would like less of a gap at noon time to 2:40 in the off season as well as later leave time for the last run from Steilacoom. More people on Anderson and Ketron plus more heavy equipment have made guesstimating your chances of boarding from the middle of lane 2 surprisingly poor.... Some kind of early warning, as we do with tides, for unusual loads that impact typical flow.

I would like there to be a ferry service between the 12:10 and 2:45 ferries. The wait is too long.

I would like to have two ferries run Thursday through Monday all year round

I would like to see less of a break mid day, and 2 boats all weekend days not just summer and Friday and Sunday's.

I would like to see the long gap filled. Mostly the space between the 12:10 and 2:45 (Steilacoom), and 12:45 and 3:15 (Anderson Island) . Too long of a gap. The ferries before and after these times and at noon are super full, because of the gap. All three of these times, you have to get there early and wait for at least an hour to get on them. If you only did that during the summer, that would be nice.

I would use ferry more often if I didn't have to wait hour or more to get on ferry and sometimes 2 hrs. to get home. Such a waste of my time. Therefore, I try hard not to go to town except for necessary stuff. Now, because of our huge growth, it is a real nightmare especially for older people like myself. We need a change fast!! Thank you for doing a survey.

I'd like to see an account/pass similar to the WSDOT good to go service that would allow island residents the ability to load a prepaid account. Which could be charged whether you are walking on, driving on in different sized vehicles with or without passengers.

I'd pay more if it allowed for a more frequent ferry in June and later ferries to allow for attending concerts, the theater, etc.

I've noticed that few use the late 10:20 ferry during the week. Suggestion: keep it only for Friday - Sundays. Realizing that the departure from Anderson Island doesn't arrive in Steilacoom until 1:15 and that there is training and a crew-change involved, please see if there is any possible way to shorten the time between the 12:15 and 2:45 departures. Please note that the last 2 or 3 ferry changes have not helped the overflow situations. They appear to have increased. By accommodating the complainers, the ferry is more accessible, attracting more usage. More ferries, more people, same or worse overloads. Please don't add more runs.

If I could get to work and then back home

If we can't have a larger boat then increasing the number of ferries running per hours is totally necessary.

Response

Illuminate the gap between the 12:15 and the 2:45 ferry. You either have to hurry and have not enough time to do your chores, or you have way too much time to wait for the next boat. Also, Ketron run, when coming from Steilacoom, go to Ketron first, then on to Anderson Island. The way it is, you pick up 50 people on AI, and force them to spend an extra 15 minutes en route just to pick up one or two people from Ketron. The needs of the many outweigh the needs of the few. Go to Ketron first and let those few cars absorb the extra route time instead of the AI folks, who are your bread and butter. The logistics are the same, so easily accomplished!

In need of more options including direct to and from Ketron

Inconsistent loading, extra afternoon run before 245. Smarter commuters in lane filling

Increase capacity during peak times by having two boat service or a larger ferry.

Increase daily runs, increase service runs.

Increase number of runs

Increase runs Fridays and Sundays

Increase the ferry's availability to meet the increased demands.

Increase the ticket prices to reflect the cost of operation.

Increasing round trips with the use of both ships. Having later night runs. 11pm from Steilacoom. Ship just sitting there not collecting revenue when it's VERY apparent they both can be filled running at the same time. That should be a Port Captains call (as needed). Not one made by a suite and tie at a desk who doesn't even use the ferry. Love to see a cost benefit analyses. Ever do one. The cost associated with a round trip is ridiculous compared to state run ferries. You lose your pr-paid if you don't use it? really... Nothing positive other than will eventually get back and forth as painful as it is most the time. Like we are paying for a Bentley Limo, but actually getting a Mazda Miata. Nothing wrong with the Mazda except it cant carry the amount of people that need to be in it at the same time to get where they ALL need to be. But ALL would certainly fit in the limo we are paying for. We have no choice. Meetings on the matter is nothing more than a facade. Nothing changes.

Is there a way to reduce the price on vehicles between 22 and 30 ft?

It does not seem reasonable to have to wait more that 1+ hours to get a ferry, let alone 2 to 3 or more hours. When I worked I had a car on both sides. It was necessary.

It is a long wait when the 12 and 12:30 ferry overloads. I assume personnel shift parameters don't allow another run for nearly 3 hours, But it would be nice.

Response

It is a short distance and yet we have a long wait between sailings. In fact in the middle of the day is worse. We were promised 2 boats every weekend of the summer and we are getting them plus many of them leave vehicles behind. There is a solution. Arrange for parking so islanders can leave their car on the mainland. We can always find a ride from the Anderson dock home.

It seems clear that this island has been growing in population, especially with rentals like Airbnb growing in what seems to be an unchecked fashion, the ferry system is not keeping up. Somehow, we need to be running both boats all the time, so that working people are able to get back-and-forth, without having to spend hours and hours waiting for ferries, and or possibly missing work due to overcrowding. I have noticed, being new on the island, and needing some repairs to my new home, though it's very hard to get contractors to come here because of the ferries. Obviously there is lots of building being done on this island, because there are constant massive construction vehicles, some towing other massive equipment, taking up many spaces on a commuter ferry, and that clearly isn't working. I am very aware that some of the other islands have far better service, also at a lower cost. So far I've had minor difficulties with the ferry, but I am really hoping it doesn't destroy my being able

It seems in the summer, starting June, the runs are very full. You need to be in line one hour early to get on. I would go in non peak hours but the schedule with the large gap between noon and 2:45 just doesn't work.

It seems like every time I use the ferry, there is overflow. There needs to be at least 2 more scheduled routes daily (not just on Fridays and Sundays during the summer). It would be great if the ferry held more vehicles. Honestly, I'm not sure if I will stay on the island because of the ferry. It creates anxiety not knowing if I'd make the ferry, even if I arrive over an hour early.

It seems like the gap is too long between the 12:10 and 2:45 ferries from Steilacoom. Because the 2:45 always seems to be an overload, it tends to make the following runs overloads also.

It seems there are more daily commuters, and there need to be more rides during commute hours, or a bigger boat. If I miss getting on the 7:35 am boat I will be at least an hour late for work. And every day, there are people who miss it. So I sit in line for an hour to try to make sure I'm not one of them. Also, the extra rides on Fridays and Sundays during July and August really need to be extended to the entire weekend. Again, a larger ship would probably help but not sure that is cost effective.

It would be great to have an electronic sign on Anderson Island that says the next ferry time, notes which lane(s) will load first, second, etc. and tells people to move their cars to lane one after the ferry departs. Too many people do not know the protocol, especially during the summer. The ferry is a service that is supposed to serve the needs of people wanting to come to and from Anderson Island. But sometimes it feels like we are a burden.

It would be nice to have a parking lot close to the ferry (paid slots that are reasonably priced would be good) to make walking on with groceries/supplies easier. Also - would be nice to have the ferry landing equipped for walk-on only when boats are down.

Response

It would be nice to have more frequent runs during predicted overflow times

It's still a unique situation coming from the pandemic, but it's certainly impacted the volume of people calling this island 'home'. We've lived here nearly 9 years and appreciate the ferry service greatly. But over the past 18 months, the demand has grown to a place that we have to consider the overload on the current ferry system and providing for the future. With more working remotely, this is a new 'home' for now. As for those of us that do consider this home, the impact is crippling. My hope is that we provide a 2 boat system year round. If it increases the ferry rates, then fine. The inconvenience of missing important appointments off island would offset that issue - in my humble opinion.

It's time for a larger ferry. People should not have to wait three or more hours to ride the ferry home.

Just stated on previous page. Must say all of the ferry workers are always so friendly and helpful.

Keep it the way it is so less people move here

Ketron Island is the tail wagging the dog. Too many side trips to Ketron and too often get bumped because of cars going to ketron. Ferry often leaves 2-3 minutes early when there is no reason for it. Sometimes get stuck in traffic and arrive at ferry with 3 minutes to spare only to have them shut the gate in my face. Also, frequently leave cars behind when there is room for more. Crew does not treat ferry patrons like customers.

Ketron Island needs an increase in Daily runs. Ketron Island also needs direct runs restored. Ketron Island riders should not have to spend almost an hour on the ferry for what could be a 10-minute ride.

Ketron island more runs! There is a greater than 8 hour gap between 11:30 a.m. and 8:15 p.m. where there is absolutely no service for Ketron. This is unacceptable! There needs to be at least one additional run during that time. Ketron Island needs more direct runs. It is not fair that Ketron riders should have to sit on that Ferry for an hour when it only takes 10 minutes to get to the island from the mainland.

Ketron needs more runs. Especially a midday or afternoon run. And we need our late evening run back at least for weekends and holidays. Direct runs rather than sharing runs with Anderson would be nice.

Ketron needs two more runs per day. Preferably mid-morning and mid-afternoon. As it is now Ketron receives only three runs per day. This is absolutely in no way sustainable for the pursuit of a better life on Ketron Island.

Ketron should have livable ferry runs! We pay the same taxes we pay the same fare we go a hour out of the way every run to ketron. Ketron should have a say in how the schedules are decided if we always lose out. There should be notification and a reschedule if you take away a service run last minute. Residents should be able to catch at least one late night ferry to enjoy things on the mainland.

Response

Lack of inexpensive and sufficient parking in Steilacoom discourages walk-on traffic creating auto overloads. There is a large unused passenger capacity. That is underutilized due to parking and transit issues on mainland. It would be much cheaper in long run for Pierce County to acquire parking lots in Steilacoom than to purchase larger ferries or create more runs. The town of Steilacoom owns lots by ferry. Another is owned by investors. In the near term the State is going to close the Special Commitment Center on McNeil. This will alter the parking available in Steilacoom. The County needs to be proactive and be ready to acquire these parking lots when they are no longer needed for State workers. The county should begin negotiations for their purchase now and not wait for the closure. New legislation requires an change in how the State houses DSHS inmates. The new rules provide for smaller facilities distributed across the state. Please read the McNeil long range plan that the le

Larger Ferry size. Most times need to get there 45- 1 hour to guarantee we get on. Or maybe 1 or 2 extra runs.

Larger ferry with more frequent runs.

Later ferry in the evening. More ferries during summer months. Reduce cost.

Later service

Less complaining

Less complaining from the riders. they came too the island knowing there is a ferry. They need to adjust to the ferry or move.

Less large gaps in frequency of ferries! Come on 2 hours

Letting the full time people on ANDERSON Island go on first!

Line control, and more runs (2boats)

Lines are getting longer and I tend to get nervous of last minute delays or cancellations seeing the recent emails. Hard to plan a specific ferry ahead of time. Checking tickets seems like it could improve, I've been skipped multiple times which loses money. With construction on the roundabout, communication will be needed.

Loading of the ferry. Some staff are better than others with loading and frequently cars are left behind that could get on if loaded properly. It would be nice to have designed times for trucks and other vendors that serve the Island

Loading procedures to eliminate gaps and cutting.

Response

Loading the ferry, pulling cars closer together to allow more cars on. Some crew are great, others leave a half of a car length between vehicles and leave more cars behind each run. Getting, training and keeping good crew. Training for management (teambuilding, communication etc) to facilitate staff satisfaction, good work environment, so they want to stay.

Long gap between 12:10 and 2:45 boats often cause overloads for the rest of the day. 5:00pm boat makes it difficult for most workers, need to move back to a 5:30.

Long mid day break is ridiculous - it backs up the rest of the afternoon. We were told this was to allow one family on Ketron to send their kids to school - doesn't make sense especially since Ketron people DO NOT pay ferry fees and no non-property owner is allowed on that island. AM ferries have too many contractor trucks from Steilacoom and too many trucks returning at all times from Anderson. Wait times for ferries in afternoons at Steilacoom and at 9 and 10am ferries off Anderson are long because if one doesn't get to ferry line 1 hour ahead, you'll have to wait for the next one, especially on Mondays in summer. So 11 am is always full and 11 am always goes to Ketron only for one or two cars - why can't they have a time when it isn't as busy?? If Ketron doesn't pay a ferry fee, then why does the whole system get to revolve around them? We don't need a 10 pm ferry on most week nights - add it back to 1pm.

Longer hrs

Make it a law that cars must turn their engines completely off while waiting in line for the ferry

Management, the contractor, communication, the pay for workers on boat only. Less overhead on county side.

Mid day service should not have such a long break. More frequent two ferry service.

Mid-day ferry. The gap between 12:45 and 3:15 is inconvenient. Waiting time to catch the ferry is too long

Mid-day schedule is too spread out leading to overloads from noon to 5 or 6 pm virtually every day. The most recent change in the schedule , i.e. increased spacing between runs, has lead to people moving off the island because it adds an hour or two to their workday commute.

Midday ferry- schedule without the gap!!!

Midday needs an extra run. It is much too long to wait in a hot car to get in line an hour or more ahead of time and sit in the sun for a long wait.

Midday runs.

Midday service

Response

Middle of the day ferry times. Over 2 hours apart! Ferry not leaving on time, why don't they scan tickets early on every run? Not helping to park cars close together when it is an overload. Often they would be able to get more cars on board, if they had.

Mobile ticket app logs you out of your account after every use. Very annoying. Crew doesn't seem to care about getting as many cars on as they can which is frustrating for everyone in the summer with the increased rider count. Crew attitude towards riders can be snobbish and condescending. Ketron Island is costing the county more money than the island is worth visiting. Ticket prices for Ketron should be increased in proportion to cost of increased duration of ferry ride to visit Ketron, or Ketron should acquire their own ferry services, as the island provides no public land for any other ferry riders to visit. Additionally, Ketron riders get priority over Anderson Island, being able to get in the front of the line and needing extra space causing increased overloads.

More 2 boat schedules. Free or cheap mainland parking.

More 2 boat service during peak hours from May-October (including mid-day Saturday)

More afternoon and evening runs

More afternoon runs. Double ferrys all friday, saturday and Sundays

More am routes off island, more pm to island. To over and back system is a waste of fuel and does not meet the needs of the traffic flow.

More and consistent ferry runs.

More and more cars are being left behind on each run because of more people moving to AI full time. Data for cars left behind are kept by ferry system. We pay Peak Season rates from May to September, but the double ferries on Friday/Sunday do not start until weekend of July 4. There are often many large trucks and not enough room for more cars. Having to be in line 1 hour or more to get on a ferry.

More boats on more days for holidays

More boats, even the weekdays are more likely to be on overload. Makes for a really long day.

More commuter ferry run in the morning. Morning ferries are always an overload

More crossings during peak times and two gets on weekends all year long

More days with two ferries running. Fridays and Saturdays during summer holiday weekends please!

More double runs and/or a larger ferry. Also, would it be beneficial for Washington State vs Pierce County to operate the ferry?

Response

More fairies during summer weekends

More ferries

More ferries at peak hours. Especially in the summer months, I have to arrive at the terminal so early to get on for work or to get back home & that's not even a guarantee I'll make it. Better overflow in Steilacoom.

More ferries during the week.

More ferries more frequently

More ferries times and constantly running them during busy peaks

More ferries to Ketron

More ferries to cover the long wait time

More ferries. Sitting in lane 3 now on a Thursday not Friday having just commuted and I will now not be home until 9pm having left on the 6:20am this morning

More ferry runs at peak times.

More ferry runs daily, less breakdowns, better scheduled maintenance (not during summer months), dedicated lane for full time residents with proof of AI address, require all larger construction vehicles to be barged over.

More ferry runs during peek season. SATURDAY is just as busy as Friday if not more sometimes overflow needs regulated by a ferry crew member regularly

More ferry runs during the week and 2 boats on Friday Saturday and Sunday. Thank you.

More ferry runs on busy days. Priority boarding on both sides for full time residents. Construction vehicles and crews are taking a lot of room on ferries with the serious uptick in building on island this last year as well as short term rental visitors. Also when you have business on mainland in the morning you have to rush back by 1210 or you don't get to go home until 3. Frustrating waiting on line for so long if you don't make it for 1210.

More ferry runs year round.

More ferry runs, no overloads.

More ferry runs, smaller midday gap in runs, bigger boats during high traffic days/runs.

More ferry runs. Later ferry runs.

More ferry runs. 2 ferries.

Response

More ferry runs. Later ferry runs in the evening. No roundabout in Steilacoom.

More ferry service during the day- more runs. Especially on weekends

More ferry service on Saturdays during late spring, summer and early fall when weekenders and family members of residents flock to the Island. The lines are incredibly long in Steilacoom.

More ferry services weekends & holidays. Current ferry workers do an excellent job of squeezing as many vehicles on as possible. Unfortunately with all of the visitors deciding to enjoy the island life, it makes it a struggle to get home on a Friday or off island on Mondays.

More ferry services, lane management, less wait time on either side

More ferry services. STOP THE BIG GAP. Run 2 ferrys as they are scheduled.

More ferry times available.

More ferry times, two boat services or priority boarding for Anderson Island residents.

More ferry's. Bigger ferry's. Why build a new ferry with the same capacity as old ferry. Pay ferry workers more so they stay and not leave for WA State employment.

More frequent ferries during the day because then I could stay away from peak times and have shorter waiting times. Example the huge gap between 12:10 and 2:45 ferries

More frequent ferry runs during peak hours by using both ferries

More frequent ferry runs during the weekends

More frequent offerings in the late evenings on Friday and Sundays.

More frequent runs Having clear understanding about "cutting" in line - when is it ok to 'fill a gap' ?

More frequent runs More people monitoring the lines

More frequent runs or 2 ferries year round. Short term renters have completely taken over the ferry and it seriously causes issues for senior citizens. Also, I would venture to say there is a good chance the population has nearly doubled since the pandemic. People are completely oblivious to the speed limits on the roads. We have nearly been run off the road more than once. Anyway, the ferry should take into consideration the people tht actually pay the exorbitant property taxes that support the ferry system.

More frequent runs to decrease the number of overloads.

Response

More frequent runs. Lines are constantly full. If you don't get on, the wait for the next ferry is too long. 2 ferry service daily. You know which runs are more crowded. Fill the need. No 2 1/2 hour wait for ferry mid day. That alone would solve a lot of problems. Make it work! Add runs. Add workers. No excuses. You have promoted Anderson Island, now step up to the plate and make the ferry work for islanders, workers, and their guests.

More frequent service.

More morning and afternoon ferry runs.

More morning commuter ferries. Spreading out the ferries might be convenient for ferry service but has made a mess of the 7:30 am ferry. Again in the evening.. More ferries are needed around commuter hours so we do leave so many people behind.

More often ferry's. Lunch and dinner times are to long a gap. Two ferry's all summer long is needed.

More parking for Island residents in Steilacoom

More regular ferry service in late morning and early afternoon

More runs - particularly during the 2 hour break at lunch time.

More runs at busy times!

More runs at least for peak times. Reschedule lunches/more crew in order to keep the boat continuously running

More runs at peak time, especially morning and evening commutes. Being late for work is not an option, so I have to leave much earlier. Also, being late for school causes anxiety for my children and is a hard way to start to the day.

More runs desperately needed.

More runs during high impact days

More runs for service and not frequent cancellations of the Ketron runs,

More runs in the morning from 7-10 am. Another run after the 12:10 and before the 2:45. Plus a shorter time in between. Two ferries starting Memorial Day weekend and running through September. Two ferries on Friday, Saturday and Sunday.

More runs on Thursdays during the summer.

More runs or a bigger ferry. The fact that the word "service" is included in the title is a bit of an oxymoron. When it takes 4 hours of your day to make a run into town for appointments or errands is in now way acceptable. ***ENTERED FROM PAPER SUBMISSION***

Response

More runs or bigger boats.

More runs or less traffic.

More runs per day

More runs to get off island on holiday weekends (I spent 3 hrs. in line July 5) More frequent runs during current "Overflow Predictions" times. It appears the population on AI is increasing so I expect the # of crossings will need to increase as well.

More runs when it's known to have a overflow. Prohibited large trucks and large RVs from boarding at these times. Maybe have a priority line for residents at busy times so we can get to work and appointments on time.

More runs would help; running both ferries during all peak times and not just in summers would be great for overflow.

More runs would reduce the chronic overloads. We must be in line a minimum of one hour early to have a chance of catching the ferry. This is a lot of wasted time when my commute is already long.

More runs. More use of second boat. More frequent runs. Larger boats. Better monitoring of lines, and clearer, more consistent enforcement of rules.

More runs. Even on winter now you have to be in line an hour before to insure you make the ferry during popular times. Summer is extremely difficult. It used to be just weekends but now it is daily. I went at 11:45 to catch the 12:45 on a Wednesday and I was in the second row half way up the hill

More runs. Edie silly doing one at the 1pm time/hour. Or more often having double ferries.

More runs. Parking available in Steilacoom side.

More runs. Two boat service starting in April on the weekends. With all the construction, there should be a separate boat for the super heavy trucks. It leaves residents having to wait hours for another ferry, missing jobs, school or appointments. Maybe a resident lane?

More schedule and double ferry on weekends

More scheduled times or preferred pax time/ lane. Some visitors (and there seems to be more every year) have no clue what to do

More service especially on heavy weekend days and holidays. The lines are getting really bad and have had to wait for hours to get on the ferry.

More service example thur of 4th July weekend was disaster also commuter times overflow

More service in June!

Response

More service maybe run later would help

More service on and around holidays.

More service runs to Ketrone...no just twice a month Then when cancelled, too short of notice

More service times on weekends and holidays, less missed times and dates due to staff shortage, better line cutting and gap communication.

More service, i.e. 2 boats, on F/S/S during the summer. Include the Saturday boat - that's when the day-trippers come.

More services during peak hours — commuter hours and summers besides just Friday and Sunday. Also, it often feels like we are a burden on the ferry workers rather than they being a service to us paying customers.

More staff to help collect tickets and probably training. They recently lost a young man who seemed overwhelmed and working alone. Adding A couple more runs, 1 in the am 7-8ish and another around 5-7 pm. Especially peak season. There has been a huge influx of full time residents moving to the island that are commuters so even off season has increased the drive ons.

More staff to make using two ferries in an emergency like when they schedule a two ferry running on Fridays and Sundays and the ferry line over load area is over a half mile long back through the neighborhood on Thursday afternoon for more than three scheduled runs

More staffing and more ferry runs

More trips between 12 and 3

More two ferry days. Unless you get to the ferry an hour early, you almost always have to wait till the next ferry.

More two-ferry runs

More use of extra boats during busy periods.

Mostly figuring out the commercial and construction trucks. They should have one run dedicated to them. Its heart breaking seeing dump truck get on before you, when you are on your way to work.

Must have two ferries daily Memorial Day through Labor Day. At the very least it should be 2 ferries Thursday through Monday

My biggest complaint is waiting 2 to 3 hours some nights to get home from work. Not sure how you solve this problem though.

Response

My greatest concern is options for daily commuters, and if I go back to being one in the future it may likely mean moving off island full time. The mornings off island and evenings back on island are crowded and made worse in the summer with visitors. Parking options and transportation are limited on the steilacoom side for walk-ons either direction. For island visitors we would love a place they could park their cars for 2-3 days/more long term parking vs the lot where you have to go in 12-hour max increments (at least that is my most recent understanding) and it gets expensive.

N/A

N/a

NO fuel runs on MONDAYS OR FRIDAYS. Return to the schedule used last year because the current schedule removed the service of two boats (one in the morning and one in the afternoon. Make sure NOW that when two boats are scheduled Two boats run. After writing this I should have checked VERY DISSATISFIED RATHER THAN JUST DISSATISFIED!!!!

Na

Narrow the afternoon gap/long wait between runs after lunch

Need a bigger boat

Need a ferry kiosk at the top of the hill in Steilacoom to take and sell tickets, and to direct cars to the appropriate lane. Need to eliminate the large lunch time gap in the schedule.

Need both ferries running all weekend, including Saturday. They keep canceling both weekend ferries. It would be nice to be able to buy monthly or annual passes, or not have passes expire in 40 days. I'd prefer a ferry later at night than so early in the morning. And another ferry at night before after 10 - if I miss the earlier ferry, I have to wait until after 10. Not convenient at all for evening activities like dinner.

Need more Ferry times. Especially during the summer.

Need more boats/runs

Need more capacity

Need more ferries at busy times and more frequently. Anderson Island is getting busier and the ferry has become a real bottleneck and nightmare at times, unlike 20 years ago.

Need more ferry running during the early afternoon and busy commute time at night. The ferry will leave cars behind even when they have space available. Need larger ferry, to accommodate the trucks, RV's, boats and large SUV cars.

Need more lunchtime runs.

Need more often ferry trips...Especially needed is a 1:30pm trip.

Response

Need more trips. Need more frequent 2 boat service during peak times, especially during the summer. Do not have the 2 1/2 hour break after the noon ferry. That causes overflows and backups always. Population has doubled since we bought here, but ferries are still the same capacity. The system needs to try to grow or catch up some to the rapid growth in population and demand here. Thank you.

Need one more ferry between 1210 and 245 from steilacoom

Need to add two more runs during the day to reduce wait time.

Need to enforce waiting line/queues rules...eliminate line-cutting. Give line attendants the authority to cite violators.

Need to increase car capacity or implement a more efficient line system for the cars, because the amount of people on the island has increased exponentially. As a college student with little income, it is almost impossible for me to afford the ferry tickets as they are, they are extremely expensive.

Need to provide two ferries during peak times during the day. The boathouse needs to put some tables & chairs back inside for those waiting for the ferry.

Need two ferries running so rides can be closer together during commuter hours, esp the morning ferry and weekends

Need, 2 ferries at the morning commute, and 2 ferried at the evening commute

No advice

No break at mid-day

No break in the afternoon and more runs during the day

No break in the daily ferry schedule all summer long.

No fuel runs on holiday weekends

No long gaps in service, running both ferries Thursday thru Monday.

Not enough crew, need more ferry times

Not enough runs to Anderson Island usually have to wait for next ferry.

Not have large time gaps between runs and have more 2 boat service available. Ferry should run every hour. Current ferry schedule was changed so ferry can be on schedule but instead caused more backup due to large time gaps between runs. Need 2 full time crew working all the time and increase pay for ferry workers.

Not having 2 1/2 hours of no service: AI 12:45, 3:15 and Steilacoom 12:10-, 2:45!!!

Response

Not having a ketone run-one car getting off- every morning on the most valuable computer ferry 6:20 boat. The 5 and 6 commuting boat are the most important boats to commuters and need to be ran as smoothly as possible. No ketron rjn till the 7 boat. Dbl ferries on weekends starting on Thursday all summer. Nothings worse than being a commuter and having to wait till 9 pm starting on Thursday night to get home on a upcoming holiday weekend. More commuters would drive instead of walk on if we could get home on time at night.

Not having an almost 3 hour break in the afternoon. Having a 12:10 ferry from Steilacoom and then the next ferry is 2:45 does not work. It only serves to back up ferry traffic for the rest of the afternoon and evening. Get rid of the 10:20 pm ferry if a run needs to be cancelled to keep costs down.

Not having to wait in line for hours due to overflow for numerous reasons. Ferry being serviced often in order for it to run the way it should. Keeping the elevator and bathrooms in service. Paying the employees enough money so they don't end up quitting after a short time of being employed. Give them a decent wage !!!!!

Not taking school buses on the ferry would allow several more cars to make it on those runs. A direct ferry that leaves Anderson Island between 7 and 715 am.

Not the long gap between noon and 3

Nothing

Nothing

Nothing I can think of.

Nothing it's all good

Nothing, keep doing a great job!

Number of boats during high volume times all year round not just in Summer. Other accommodations when a large number of larger vehicles needing reservations are scheduled. Only allowing larger vehicles during lighter volume times. Better policing of the lines.

Number of runs clear guidelines about round about work

Number of runs during peak times of the day, maybe limited to the busier summer months Perhaps a affordable parking lot on the mainland side and someone to manage the lines to prevent lane jumpers Raise the cost to fund these if you have to, within reason. Maybe a lower rate for pierce county land owners

Offer more ferries at peak times. Get a bigger ferry.

Once an hour would be nice

Response

One additional run before 1 PM

One more boat between noon and 2:45 would be great

One of the biggest concerns is in the summer. They are NOT running two boat schedules on Fri or Sunday due to lack of staff. The overloads have become very crowded. I waited for three boats before I could load. It would also be great to have a ferry pass for residents, as of right now we can only pay for a 5 pack car and driver, why can't it be a monthly pass like WSF system? The lack of crew due to low pay and inconsistent scheduling is not helpful. I also feel that only the Riviera gets priority in ALL say of what happens on the island. It's been my experience that because I am a new resident, only three years, that I am an outsider. That is why I don't participate in any AI community meetings. Living outside the Riviera has its benefits but lacks support if you want a voice to be part of a community that doesn't like "outsiders". I hope you listen to what residents have to say. Thank you.

Only schedule changes! Crew members are GREAT! Facilities on board are well maintained in my experience. Online ticketing is awesome!

Only thing i can think of is consistency with pulling cars close to each other to be able to fit the most cars possible on the ferry

Operate the service like you must rely on it.

Organize lines better to disallow cutting or what some call "filling the gap". Most that "fill the gap" do it to not miss the ferry. Those who monitored the lines in summer to stop the lane cutting quit as were volunteers and people were threatening and ignoring them. Need to hire someone with the ability to give tickets to stop lane cutting in summer. Tickets need to be substantial to stop this practice. Some laugh at a \$48 ticket and there's no one to give them a ticket. Add a zero to the ticket to make it matter. The only way to change the gap behavior is to hit them in the pocket book. Even some of the ferry workers think it's ok to "fill a gap" - they need to be taught it is not ok. Anderson Island side needs pull down gates at end of lanes and someone to monitor those who cut into lane 2 when there are people in lane 3 already. One incident that happened to us was a guy (contractor who lives on island and knows better) cut across Larson Road to get behind us in lane 1.

Overall service. Peak demand for the ferry has increased significantly over the last couple of years. Two boat service on Fridays and Sundays for half the day and only two months of the year is no longer sufficient. As a daily commuter my days have gotten much longer as I frequently get overloaded throughout the week when just 2 years ago there was never an issue catching evening ferries home after work. There is high turnover with the crew which leads to poor direction and parking of vehicles on the ferry. There has been a lack of maintenance on the docks and ferries which have caused major impact in recent years. There is no published contingency plans for when we do experience outages whether that be due to a dock issue, ferry issue, or crew staffing issue. There is insufficient parking on the Steilacoom side to promote more walk-ones for daily commuters.

Overflow management and prediction of increased ridership for not only fri/ sun. Obviously a greater need for more ferry runs in the summer especially. As a commuter I cannot get home sometimes until the last boat due to overflows.

Response

PASSENGER COMMUTER SERVICE FOR ISLANDERS STILL WORKING AND RENT SPACE AT WESTERN STATE FOR ISLANDERS TO PARK AT AND PROVIDE A DEDICATED BUS AND DRIVER TO COMMUTE BETWEEN THE PARKING AND STEILACOOM EACH DAY UNTIL 8:00 PM THEN GO IN WITH THE PRISON AND THEY COULD PAY RENTAL FEES AND USE OUR FERRY FROM MAYBE 9:00 PM UNTIL 5:00 AM EACH DAY/NIGHT. ROBERT LYDEN THE STATE HAS 2 TO 3 NEW PASSENGER ONLY FERRIES THAT CAN USE OUR CURRENT FERRY RAMPS.

Parking and walking on would be great if we had a secure lot with more stalls on the Steilacoom side. Free would be great but the cheaper the better.

Parking on Steilacoom side to reduce vehicular traffic on ferry Close the gap in service mid day Been on Island for 30 years We should not be a commuter community — it is bad for kids Retirement and vacation usage makes sense

Parking options On mainland

Passenger drop off / pick up along Villa Beach Road NEEDS to be addressed. The noon boat frequently fills early leaving service providers in the ferry line for 3 hours because of the long gap in the schedule.

Pay the crew more

Peak ferry/travel times especially in busy months are exactly when the ferry doesn't run. The noon and 2:45 pm ferries are a disaster and most of alter our schedules around those to try to avoid. With the increase in riders - there needs to be consideration for a 11am and 1pm ferry. It is just not going to work without that. The ferry that runs extra on Friday's and Mondays helps but it's not just July/August that needs it anymore. May and June are getting crazy. For example the double ferry for this Sunday is already cancelled. I would encourage you to not just look at the numbers for the noon and 2 PM ferries many of us change our habits because we have to avoid those times so if there was an additional time there would be additional riders so the numbers don't give the full picture. One of the issues that Anderson Island is struggling with is daily visitors so people come out to use the facilities that aren't members at the parks that are private and that generates a lot of daily use

Perhaps a little more organization at the top of the ferry lines in Steilacoom due to overloads. I understand they're going to put a roundabout up there, which personally I think is a great idea, however it may exacerbate the problem is people have with where to go and how to act during overloads

Personally, I like the ferry and the natural limits imposed. It is the entitled users I cannot tolerate. It is an island, people. Live with that. We do not have a bridge. If you have issues, move to a place connected by road.

Response

Pierce county could start by caring and giving a shit about this broken ferry "service" they "run" Tickets should be scanned at top of lanes before entering, no cards that spread germs (Covid). When scanning ticket before getting into lane the ticket person could tell bigger rigs to load in Lane 1 for inside lanes and all sized vehicles in appropriate lanes for maximum loading and weight distribution. By having ticket booth or person at top with lanes roped or gated off nobody can cut, all vehicles would be in line ready for a quick loading saving time too. The boat needs to run every hour with no 2 hour gaps around noon. Get a bigger boat, get a staff that is dependable and pay them appropriately so there are no ferry Employee shortage having to cancel runs, do fuel runs early morning or late, no canceling runs for fuel truck. Make a fourth lane or a designated overflow area that is not confusing and causing aggression or fighting because there is no clear directions and people parkin

Please delete the early run to Anderson and add that run mid-day when the over-runs are occurring.

Please re-instate the 10:20 PM ferry to Ketron or even if it were at 11:20 PM to Ketron that's fine by us, we are restaurant owners and keep late hours. My wife and I own the big house at the North point of Ketron Island. We own several businesses in Olympia and Olympia is our main home for 52 years. We bought the big estste at Ketron for our retirement house. I work from home at my two jobs. I work for Washington state government and I am also a commercial real estate broker and investor. I also have a recording studio at our Ketron house. My wife does not have the luxury of working from home like me. She / we own several restaurants and she is extremely busy. We pay a lot of money yearly to pierce county for taxes for our house on Ketron yet she can never use our Ketron house because the ferry to Ketron is so infrequent and then you recently cut the late evening ferry, the only one she ever used. In the past, because her / our restaurants close Friday and Saturday evenings in Lacey,

Please see prior responses! We have two boats, let's use them! Why does the county serve a private island (Ketron) and why does the main commuter run from Anderson Island now stop at Ketron island? Why can't AI residents use the "Ketron " only dock in Steilacoom? With the current growth on the island, the ferry traffic is going to overwhelm Steilacoom (three lanes plus overflow) and a roundabout that is likely going to be very challenging for busy weekends unless someone is at the top directing traffic. The solution really is either more runs, use both boats, or bigger boats. Taking away runs mid-day, was a huge mistake, in my opinion. I would urge you to pay a visit to the island (or try to) on a busy holiday weekend, if you haven't already, to get an idea of the issues. People talk about passenger only bots, but there's no parking in Steilacoom (unless we can negotiate from McNeil), and public transportation is difficult/poorly timed with ferry. The bottom line is, more runs are

Please!! Put a toll booth with employee at the top of the hill during busy times!! People are still unsure how to line up, they leave gaps. People cut. A lot! Usually locals. It's hard to leave food and people in hot car, walk down and back up hill, especially if you are in line at top of hill. I don't purchase tickets online, never buy a pass. No cell signal in line to buy, at times. People pull forward at bottom of row 2 or 3 and leave gaps all the time, because of where toll booth is. Please stop letting people fill gaps!! They must pull forward! Please! Huge problem... Ticket booth at top with clear directions would eliminate huge ongoing problems!

Response

Possibly more runs during heavy load times in addition to the Friday/Sunday summer schedule.

Prefer the old schedule where a trip to Ketron only happened when PCF was called. Would be nice if ticket takers asked people in line not to leave their vehicles running or play music loudly. Would have been better to install round-about during low season.

Previously mentioned

Price for resident commuting make the company run to ferry service all the time.

Prior answer!

Priority loading of full time residents

Private ferry service. Get the government out of it all.

Provide more service runs where cobtractors and deliveries can get to us, and dont cancel these runs!

Put a run in between 12:10 and 2:45 from Steilacoom. Drop the 10:20 run and put in a 9:50 boat or make the 8:35 boat the last run. ***ENTERED DIGITALLY FROM PAPER COPY***

Put back the early afternoon run and eliminate the 10 pm run which has low ridership. The early afternoon run had higher volume and better meets our needs. Begin the two ferry service on weekends ion Memorial Day as June is really too busy for just one ferry

Put back the run that was taken out of the day to create the 10:20/10:50 pm run that only has 2 to 4 cars from Steilacoom and usually none from Al. Go back to the old schedule. The current schedule creates overloads on almost every run on both sides! The odd times and length between runs makes it very difficult to schedule appointments. Plus you always have to get in line an hour ahead at least to be sure to get on.

Put more boats on weekend days.

Put on a second boat more often. The county should operate the ferry themselves. Why pay a private company's profit margin when those funds could be used to provide better service? If the county operators this service themselves they could then contract with proper maritime union who have full manning available at the dispatch hall when needed. A simple phone call or two and qualified manning will arrive as needed to meet coast guard requirements.

Put the 2nd ferry into service between 12 pm and 6 pm. The AM schedule also overload. We have to wait for the next ferry. ***ENTERED DIGITALLY FROM PAPER SUBMISSION***

Put the schedule away it was last year they deleted a 12:00 run so now you have a big gap between 12:00 and 2:45

Response

Queueing in Steilacoom is out of hand and confusing. At busy times, the line extends through the neighboring community streets and affects folks' homes. When someone doesn't return to the lines before loading or if their car dies, the cars stuck behind them often get "cut off" by folks in the next lane who start loading without checking that there isn't a problem with the remainder of the lane before them - and the dock facilitators aren't doing a thing about it most of the time. One can arrive 90minutes before the next scheduled departure and still not make it on that ferry to the island. A 20-minute ferry ride goes from around a reasonable hour-long commitment to a 3-hour+ ordeal when not enough boats are in rotation (15min drive around Steilacoom figuring out where the end of the lanes actually are that day, 2.5hr wait in line if you want to be sure to make it on your intended ferry, then 45min to the other side including boarding and deboarding). This has been an issue during summer

Raise fares for a bigger ferry. Priority boarding for home owners. Scheduled ferry trips.

Read my last answer to question #10. We need more runs and better/ more efficient loading.

Really dislike the large gap after noon. I know the crew deserve a break. And a shift change does need to take place. But a 2 1/2 break in schedule is excessive. The double boats do help but is limited to certain days and availability of staff.

Really need 2 boats longer than two months scheduled in the summer on Thursday, Friday, Saturday and Sunday.

Reduce the number of runs to reduce the population of Anderson Island.

Reduce to one boat. Put a ticket booth at the top of the lane. Give priority ridership and discounts to full time residents. Stop encouraging so many visitors. They treat the island like it's their campground.

Reduced fare for full time residents! And using the second ferry more often.

Reliability, response to overloads, vastly improve communication, decrease the very long gap after the noon hour ferry, install a ticket booth to direct riders to the appropriate lane and enforce line-ups.

Remove gaps noon to 2

Replace the weekday late night run that no one uses with an additional midday run where hundreds of people a day are desperately stranded or waiting in line for hours. Don't allow RVs & boats on first 3 morning commuter runs. Pay more so you have enough staff to run 2 boats.

Response

Require everyone on Ketron wanting the ferry to call in before the ferry leaves Steilacoom. That way they would know exactly how many car spaces to leave and could get more AI cars. If they didn't call in, they don't get on. Add the daytime ferry back in!!!! The over loads just to GET OFF the island daily are just crazy. You have to get to the ferry at least an hour ahead to get the ferry you need. The very last ferry of the day is NOT well used, usually only 2 to 3 cars from the Steilacoom side and none from AI. Especially in the fall and winter months. Is anyone tracking ridership on those runs? Keep it on Friday, Sat and Sun runs if needed, but to take away the daytime run for it during the week is ridiculous. Run 2 ferries! I've heard it is difficult keeping crew. Find out why that is and fix it. Money? Hours? Management? Thanks for letting us comment!

Return to the previous schedule. The 10:20/10:50 is a waste of time and money. Service for a handful of cars is no very cost effective. We need better timed runs during the morning and afternoon, not at night. Having to leave for an appointment two ferries ahead of said appointment is ridiculous. And that is only if one is at the ferry landing 60-90 minutes ahead of departure. Summertime is especially a nightmare.

Run a second ferry every weekend friday thru sunday. Add a couple more runs weekdays at peak hours. Or establish a priority line for island residents. We need to be able to get business done and to safely return home.

Run every hour.

Run extra boat for contractors as they are a cause for many overload situations.

Run the 2 boat schedule every weekend

Run times and 2 boat operating on busy days cause over crowding is very common and people who reside on the island sometimes don't make it commuting from work and get left cause of no room. Everyone is looked at equal on the system but I wonder if there's anything you can do for people who live on the island like discount or memberships and accommodations for full time residents

Run two boats every weekend regardless of holidays at least during the summer.

Running double ferrys longer Possibly year round

Running every hour to accommodate buildings and subcontractors, using sun passes to pay for ferry tickets so you could get rid of office worker's Would load faster more efficient.

Running more than one boat more often. There has been a huge uptick all year round in AirbNb and VRBO rentals on the island and so only surveying home and property owners does not tell the whole story. These vacationers use the ferry more frequently than the majority of island residents as the majority turnover of guests happen every few days. The 4th of July weekend was a prime example of how off island vacationers can enormously swell the demand for ferry service. My husband and I waited in line 4+ hours in Steilacoom on Thursday, July 1st late afternoon, and 3+ hours on AI starting at 11:30am on Monday July 5th.

Response

Running the extra ferry (esp. summer) when the lines back up so far (ie some Thurs. etc) It has taken over 2 hrs. to load them Keep restrooms open and clean and crews should be watching this. The ferry announcements cannot be heard when in cars below. ***ENTERED FROM PAPER SUBMISSION***

Running two ferry's Thursday through Monday especially during spring summer and part of fall.

Runs every hour with no breaks or fuel runs only shit. Every hour the boat leaves one side, EVERY HOUR, NO GAPS OR DELAYS, that will allow people to leave at different times and not all be stuck on the same runs. Most people have a flexible schedule on the island but need to run errands etc. the noon boats are too full along with the 10am & 2:40pm and that just runs into rush hour times so it is always full. Get off your asses and come down and watch it every day for a week. You will realize quickly this is a shit show and could easily be operated more efficiently. Start with a ticket gate at top of lanes in Steilacoom to where the ticket gate operator pre scans tickets/ sells tickets, tells the vehicle what lane to go into for maximum loading to fit according to size etc. that will save time, confusion, and insure the boat is properly loaded for maximum load and weight distribution. Run two boats when needed not what fits in the budget. GET BIGGER BOATS

Schedule

Schedule

Schedule a second ferry from spring to fall

Schedule another ferry between 12:10 pm to 2:45 pm. I am willing to pay more for more service. Trucks fill the lanes and cause overloads non stop.

Schedule gaps in mid day have been an issue long term, especially in summer. Need to break up that 2.5 hour gap after noon. Also, double boats should probably start earlier in the summer and the Sunday return should start one boat earlier since demand starts earlier in the day. Not looking for an extra run, just a schedule shift. Someone should look at the data and analyze the loads because it's been pretty consistent over the last few years, excluding 2020.

Schedule is bonkers. Take off 10:20 ferry and put into long break slot in afternoon. Only have late ferry on F/Sat's or stretch schedule to have last ferry at 9:30 leaving Steilacoom on week nights. Take away 11am ferry to Ketron. They don't pay to delay everyone else for one car to go there. Make sure all new builds on island are getting permits. There is TOO MUCH CONSTRUCTION going on and all the trucks are causing full time islanders lots of delays and missed ferries. Limit the number of short-term rentals and monitor and tax them. A 3 BR rental home with 16 visitors and 5 cars on one weekend is ridiculous. The county needs to pay better attention to how much clear cutting is going on with all the building. If people are afraid of having fir trees in their backyard, then don't move here. The county needs to have a composting business on the island instead of builders having to take it all off island.

Schedule, bigger ferries or at least 2 running on weekends, proper staffing.

Response

Schedule, frequency, attitude of some members of the crew, better monitoring of lane jumpers.

Schedule. There's not enough service to provide for the current population on Anderson Island. The current schedule discourages daily commuters and families with kids from living on the island.

Scheduled trip leaving Steilicoom around 1:30 PM.

Scheduling

Scheduling two boats more often.

Second boat during busy times year around Additional availability from noon-3 (big gap)

Second ferry on Thursday evenings all year long or maybe spring, summer and fall. Better signage about the way to line up for the ferry and marking the end of lane 1,2,3 with signage about how your car needs to be inside the white line.

Second ferry used 7 days a week during May to Sept.

See #10

See answer to question #10.

See last answer

See my answer to 10.

See previous

See previous answer.

See previous comment.

See previous comments.

See previous response

See previous response.

See previous statement

See prior discussion.

Response

See response in #10.

Shorten the 2.5 hr midday lapse in service. Take the break earlier so service doesn't resume as late causing overflow problems for the evening commute.

Shorter lines to board with car.

Since Memorial Day, I have to leave earlier to make the ferry. Thursday before the July 4 weekend we could have used a second ferry.

Since the island is starting to get more visitors, workers and owners, the afternoon gaps are starting to be a problem getting on and off without having to wait for too long to get on or off

Size of the boat. There's too many people missing runs and the population is growing. Parking in Steilacoom is also an issue.

Skip the latest ferry Monday, Tuesday and Wednesday. Two ferries Friday, Saturday and Sunday.

Some sort of residents first policy, and better communication of and more even enforcement of the existing rules.

Someone to monitor the lines on the busy weekends in the summer and to use the second boat that just sits there in a much more efficient manner this even if it runs a shorter shift to cover the obvious overflows. With the ne round about planned I am confused as how the huge backups will be handled and am sure the residents of Steilacoom will bet bitter as to the traffic mess that is coming!

Spacing the mid day run to Ketron more evenly between the only two other runs would be beneficial to us. Communication between Pierce Co. and Ketron island could be vastly improved. Currently, changes made last minute are poorly communicated, and rarely in a timely manner.

Spring summer scheduling and consistent staffing.

Staffing two boat service on weekends

Staffing. Ferry maintenance. Consistency. Ferry manager that listens.

Response

Start two boat service earlier in the year. Start two boat service earlier in the day. Get your staffing under control. When they're short, they do a lousy job of loading the boats. Put the toll office at the top of the Steilacoom lanes. Enforce what rules you have for being in your car, no gaps, no cuts. Increase no commuter fairs relative to commuter fairs. Change the pricing tiers so 22ft pickups don't pay the same as a 14ft. car. When commercial vehicles reduce car trips due to weight, charge them for the weight, not length. Get your ferry maintenance under control. Find someone who understands the situation to do the scheduling of maintenance. There are so many ways that this is mismanaged.... This would be inexcusable in the private sector.

Starting Memorial Day weekend through Labor Day weekend there should be 2 boats, Thursday thru Tuesday. Traffic on Holiday weekends is growing every year.

Stop at Ketron before coming to AI in the morning run.

Stop cancelling the two boats. We pay extra for this service but yet still do not get it.

Stop catering so much to visitors and vacationers. The people that commute are your bread and butter. There are people driving on now that have to wait two and three ferries in the summer to get home. Devise a system that takes care of the islanders, not the mainlanders. Give us priority for boarding. You can do it, I know you can!!

Stop the continued run cancellations, squeeze more cars on instead of leaving so many cars behind, add more runs when you see that they are needed.

Strongly recommend a reliable two ferry system on Fridays and Sundays. Year round would be best.

Study the times where overflow are consistent and add a second ferry if financially appropriate.

Summer ferry lines have become difficult. Perhaps add a couple strategic two ferry runs, such as July 1st (thurs before 4th). The lines were just crazy long for those taking a long weekend.

Summer overflow/wait times are severe and appear to be trending worse. If there's any way to accommodate summer traffic, it certainly would be appreciated.

Summer overloads are problematic. As the population and popularity of the island continues to increase, additional ferry runs will be required.

Summer schedule should start Memorial Day not July 4th. Add 1:30pm ferry daily

Take out ferry at times not much use and add it to when high need so not so long a wait....

That gaping hole mid day needs to be plugged, please.

Response

The 2 1/2 hour gap in the middle of the day is ridiculous. It would be better to take the last boat off Monday-Thursday to give us another mid day run.

The 3 hr span between the 12:00 noon ferry and the 2:45 afternoon ferry. Also, The continual back up from there being an insufficient Boats running.

The 6:20 run is critical for working commuters. It would be very beneficial to not go to Ketron on that run.

The Long break between 12:10 and 2:45 is difficult on my schedule with family arriving and departing, and especially on errand day. It means that the 2:45 is almost always and overload, therefore you need to be in line over an hour early, or just plan on taking the 3:50. I appreciate the ferry very much, but an extra hour in line on both sides due to overloads is often burdensome.

The SCHEDULE! I haven't spoken to a single resident that feels the schedule makes any sense. The almost 3 hour gap in the middle of the day? It's inconvenient and in the summer, it increases the line backup. Which results in worse backup for the remainder of the day. Not loading the ferry. Multiple times there is room for at least 10 cars and the ferry leaves at least that many behind. The 2 ferries running needs to start with the vacationers, not the 4th of July. Does anyone record numbers?

The amount of overflows that is getting to be more consistent. Either through revamping the schedule and adding runs between noon and 3 or increasing the times when double ferry's are used. Also to fix the staffing issue so runs don't get cancelled.

The amount of sailing on peak days (fridays and Sundays) as well as taking better care of the employees.

The attitude of the full time riders. That being said...it would be nice to have a discounted cost for senior commuter passes for full time residents.

The big gap between noon and the next ferry

The big gap between the 10:30, noon and 2:45 ferry on the Steilcaoom side causes cars to stack up.

The break midday creates backlogs on both sites. The weekend starts on Thursday now and the backup reflects it. I spent two hours in line each way trying to get to the Dr. please run the second boat on Thursdays.

The capacity for carrying people and cars is inadequate for Anderson Island's current population

Response

The congestion on the ferry and having to wait multiple ferries is frustrating and creates a lot of bad blood amongst residents. First and foremost, the lunchtime break needs to be removed from the schedule (weekdays and weekends year-round) since that almost 3 hour break in service each day ripples through and creates a punch point that afternoon ferry service doesn't recover from on many days. Second - most cars are single drivers. Why isn't there a carpool incentive like the State ferries have (something like priority loading for registered carpools for the first 10 spaces on weekday commute times). Third - we need to address overnight parking availability and security on the Steilacoom side so that weekend guests can park and walk aboard instead. (Right now it's unclear if you can park overnight in the paid lot and that confusion means people don't do it.) Fourth - we need to find a way to encourage islanders to walk aboard and leave their car on the Steilacoom side for daily commu

The crew is awesome. There needs to be more boats Thursday, Friday, Saturday, and Sunday

The current waiting times are totally unacceptable. Two ferries needed every Friday and Sunday, not just hit and miss. Another auto loading ramp on Steilacoom loading side. More daily runs are absolutely necessary to shorten wait times especially between noon and 2:45. Two ferries should start with Peak rate season. ***ENTERED FROM PAPER SUBMISSION***

The ferry constitutes an extension of the Pierce County road system. Like it or not, that is what it is. Those of us who live on the island, pay our taxes for our roadways, deserve better access. 2 boat service should be provided on weekdays during the hours of 7:30 am to 6:30 pm. Islanders desperately need to be able to commute to work and to medical appointments. If you need to raise the fares to do so, then raise them. Whatever it takes to provide 2 boat service. Considering the rapidly exploding development on Anderson, our population will increase dramatically in the next few years. The current level of service is insufficient as it is with the frequent overloads, and it will become far worse in a year or so. We need 2 boat service on weekdays also.

The ferry has to allow for passengers working with the busy train crossing. We do not drive our cars for the convenience of walking on

The ferry line and ticket process

The ferry management. It seems that there is not flexibility to meet demand and that it becomes normal to have overflows and leave people for long waits. The ferry needs more runs during busy times. The long gap in the middle of the day is a killer especially now that there is daily overflow

The ferry often leaves minutes early, which is very disappointing when you are rushing through traffic to catch the last boat. Ketron island is a private island, and should have their own private ferry service. The triangle runs to the island are a major inconvenience to the Anderson island community.

Response

The ferry schedule doesn't work with the growth on the island. My families have lived on the island since the 1940s and this is the worst system I have seen. The permanent residents really can't determine the best time to do our chores in town. A better schedule would help. Not one that has hours between sailings. Double ferries from late May to early September on Fridays and Sundays.

The ferry schedule is horrible The break from 12:10 to 2:45 is not workable, it is always an overload There are more people on the island and just makes bigger mess, because the ferry can't accommodate it There is so much construction, we have to deal with the extra workers

The ferry schedule times for Ketron Island are extremely unsatisfactory and need to be improved.

The ferry schedule. Include the month of June to run double ferries. Include holidays as double ferries and not just weekends.

The ferry traffic has been insane these last few years and seems to be getting worse. Even during the off season we have an insane amount of consistent overloads, whereas that never used to be the case, except during holidays and during the summer. I don't much know how to fix it, but it would be great if we had a system in place that gave precedents to full time residents, those that own property, and their guests. The other issue I have is the lack of boundaries put in place for those that violate others. There's a man that lives on the island and is very aggressive in his language and inappropriately takes pictures of young girls when he's on the ferry. The ferry workers and their boss have done nothing to limit this mans access to the passenger deck, making it very uncomfortable and unsafe for those that have had encounters with him.

The frequency of runs during the summer months.

The frequency of the ferry runs, amount of ferry workers

The gap between 12:00 and 2:45 is too long.

The gap from the 12:45 and 3:15 that is two far apart

The giant gap between 12 and 245 is problematic. Construction trucks should have to reserve space or pay for extra runs. The illusion of two boat service in the summer is actually only two days a week for 8 weeks (if they actually do it)—it should be Memorial Day through Labor Day AND on other major holidays. But they should not blindly be going back and forth, this should be responsive to actual demand. if the second boat isn't needed one hour, don't run it. If there are massive lines, pull it into service even if it's Thursday. Most importantly, we must recognize that the ferry is a polluter and more runs all the time are not the solution. We need to start prioritizing people vs cars, make transit more feasible, and we have to see if we can reduce the reasons people leave. I would like Amtrak to start stopping at the dock again coupled with a shuttle or taxi on the island. The bus to Lakewood Station should be times with ferries. I would love to see some positive devel

Response

The holidays seem to be the biggest issue. If the ferry could run two ferries Thursday, Friday and then on Sunday and Monday that would certainly help. On regular days I know I have to be in line at least 45 minutes early if I don't want to miss the ferry due to overcrowding.

The hours long gap in the daytime is horrible! The 6:15 am boat going to Ketron is a terrible, terrible mistake. We need boats every hour. Having to wait three hours in the afternoon is absolutely horrendous. Waiting two us hours in the morning for the 12:45 is also horrendous.

The huge gap from 12:10-2:45 is AWFUL!!!! There needs to be one run during that time, as not enough time to get shopping and doctor visits (plural) done in time to get there at 11:10 to make sure I catch the 12:10. And to relieve the overloads on both sides as a result of waiting 2&3/4 hours in between ferries. Also, the commercial vehicles, for which WE ALL PAY INFLATED PRICES, also have to wait, which makes them lose the rest of the day--that's hugely costly.

The lack of midday service is hard on islanders. Also, seems not enough 2 boat days, especially for summer. Seems to be getting longer wait times.

The lag between noon and 2pm. Have no personal need for the last late night ferry.

The line situation. It's atrocious. There needs to be more oversight and accountability. The ferry staff are essentially useless when enforcing the rules because they don't watch the line and they don't even have a clear understanding of the rules. The lines on the AI side are not monitored at all so there needs to be a complete overhaul of the ferry staging process that eliminates line cutting/jumping.

The lines are getting longer and earlier, growth does that. The schedule needs to be more often and both boats need to be used on a regular basis. We pay for both boats and I guess we are going to have to pay for two crews each day too. I know your job is difficult and the provider is not very consistent in their provisions of service. They told us today there would be no Sunday service because they can't hire enough people for the crew - make them pay more and they won't have that problem I understand.

The loading procedures seem to be inconsistent and random.

The long break between noon and 3

The long gaps during the middle of the day

The long wait lines. Additional ferry's during peak times, Schedule certain times for large trucks, identify owners of property on the island for priority boarding(this could be done with a window sticker and designated lines)

The long wait times on weekends and holidays and construction crews

The morning commute runs could be improved

Response

The number of runs between 10:05 and 3:50 PM. There just aren't enough. Or, we need a much larger boat, plus the Steilacoom II. The waiting time is incredible and getting worse. We've lived here 8 years and this situation is worse than ever. Will pay more for decent service. I spend over two weeks (in hours) annually waiting for a ferry. Try that some time - you won't like it. One time we gave up and went to a hotel in Dupont and returned the next morning to board.

The number of runs must be increased and 2 boat service for longer periods of time. Having 2 boats for a couple of months doesn't cut it

The old schedule that had a 6:15 am that didn't go to Ketron and that had a 5:30 pm leaving Steilacoom would let us stay on the island. The way the current times are spaced is good and the ferries run on time instead of always being late.

The order we load the ferry should be from the front row 1,2,3 then. Second row 4,5,6, ect. As other ferries in Washington do, rather than the current entire lane one followed by the entire lane 2, ect. Two boats should run the entire summer Starting in May or at least June. And every weekend day not just Friday and Sunday.

The overflow

The pay for deck hands is terrible, which results in high employee turnover! The cancellation of the double boat schedule on Fridays and Sundays has gotten out of control! My question is what if any monetary penalty does the contractor pay for not operating a full schedule? Reinstate the cancelled ferry runs!

The people are great!

The recently posted an accounting of the days, times, and number of days the left cars behind. It looks like a repetitive pattern. Could be an example of how to plan a multiple ferry schedule!

The roundabout they are installing is a joke. Worst place to put it. Already seeing the fallout from it. Think it is wasted taxpayer dollars. There are other solutions that would have been more satisfying for tax paying Steilacoom residents and island residents. What a debacle... Providing more parking for walk over would have been a better solution. Just my 2 cents...

The rudeness of the ferry crew, some of them. Full timers need priority access, visitors/vacationers second priority. This waiting for two or three ferries with a car full of groceries is not fun.

The schedule for weekend and holiday spill over especially during the good weather periods has been insufficient to keep up with demand. The overflow access and layout is below average at best.

The schedule gaps in mid day create horrible scheduling issues and long waits. Allowing LeMay or other trucks on the commuter runs is wrong. Double boats prior to and during busy summer weekends needs to expand.

Response

The schedule is not designed for people who commute daily, rather, it accommodates retirees. I am not confident that it is meeting the needs of students, though that was given as a reason for the changes. We homeschool, so that aspect is not as relevant to us. We have been full-time for five years and are now selling and moving off island due to the ferry schedule. The 2020 schedule changes mean that my spouse must leave on the 5:15 to arrive at work in Tacoma by 7:30 am due to the Ketron stop on the 6:20 am. He now cannot get back on island until the 6:10, which means he arrives home shortly before 7 pm. He used to take the 6:15 am and the 5:30 pm.

The schedule need an upheaval

The schedule needs to be expanded. The long gaps between some runs cause unnecessary back-ups. The many mechanical issues causing service cancellations is not acceptable. More people are full timers who need access to the mainland for work and medical appointments. It isn't reasonable to have a three boat wait to get home from work on a Friday night. As part timers, we pay the same taxes that full timers do, but getting onto the island is becoming increasingly difficult. I-5 traffic is another issue! Considering the needs of everyone, I really think service should be expanded, either with a larger ferry or a 2 boat schedule. I'm not saying I should never have to wait for a ferry, just that there should be improvements.

The schedule needs to change and remove the middle of the day gap. Every day ferry takes several afternoon runs to recover from missing service at ~1:20 PM. The 2:45 PM run is always overloaded, and overloads continue from that point.

The schedule your team is very good and it's always clean you can run a little better but that's okay

The schedule, especially in the afternoon between 2:45 and 5 PM

The schedule, the customer service aspect, communications would help.

The schedule. Need to run two boats every day. Every afternoon.

The schedule. The gap in the middle of the day when more people need the service needs to be eliminated. The crew. Seen too many empty spaces at the back of the ferry due to poor loading.

The schedule. We need a second boat more than two days a week for two months of the year. The gaps during mid-day cause massive frustration for the boats before and after the gaps. We are moving off island because we are tired of the ferry and having to show up so early to ensure we can catch the boat. Also, we would have a child that would have to take the ferry for school next year and I can't believe the 1 1/2 hour commute those kids have each way. There should be a priority boarding option for residents first, then part-time owners, vacationers, and lastly day-trippers. Or just use that second boat and improve the schedule!

Response

The second boat should be used more, as soon as we start paying the higher summer rates we should also receive more ferry runs to help with overloads. We need someone stationed at the top of the lanes constantly forcing people to pull forward all the way to not leave gaps and also to not start another lane until the previous one is full.

The signage on the Steilacoom side, a final clarification on "filling gaps," and most importantly more ferry runs!!!! Or alternative travel/ferrying for large construction-sized vehicles.

The stretch between ferries in the afternoon seems to increase the overloads for the rest of the day during weekdays.

The time between the 12 and 2:45 is too long. The ferry is too small. Perhaps two runs at 12 and 5:30 on Thursday thru Sunday all summer.

The time between the 12:45 pm runs and the 3:15 pm runs. Too long of a delay. The Island is getting busier because of more people moving here. We'll need to add a run here and there to provide acceptable service.

The time between the ferry runs, starts too early, too much time between the 11:30am and the last ferry. Starts too early for service providers that need to be here more than 3 hours per day, and ends too late. The ferry does not address working hours. Most service providers will not come to the Ketron due to limited ferry service.

The time required to access the ferry has doubled for drive-on trips because of the variability of demand and fewer sailings. People need to be at the line 45 min before morning sailings to be guaranteed a place, an hour for return trips in the afternoon. Time spent waiting on the ferry after loading has also doubled as the lay-times are excessive with the current schedule, and the crew takes several minutes sending down cars one at a time. Crews are not encouraged to be time-thrifty, and are increasingly only short-term and inexperienced employees.

The times of runs and not running two ferries

The two hour and 35 minute gap in the middle of the day causes all afternoon ferries to back up and overload. We need an additional run in between these ferries.

The wait time in line, the control over the line up problem and the long gap between the 12:10 and 2:45 p.m. boats.

The wait times are terrible. You have to be in line at least 1 hour before the ferry. The gap between the 12:10 and the 2:45 is unbelievable. There needs to be a double ferry during the morning and afternoon runs. There also needs to be 2 workers in the ferry line to control the crowding. Probably living in a dream world, but this ferry system has to change. It is only going to get worse.

The way they load the ferry.

Response

The whole system needs revamping. Not much of a service when it can take up to 5 hours to run and get a prescription or keep an appointment or just for anything off island.

There are 2 huge gaps in the schedule in the middle of the day. That causes a lot of problems. You need to run more runs during that time. Dominic acts like a jerk and threatens riders and yells at people. The ferry is dirty. We only get 8 weekends with 2 ferries, yet 50% are canceled. How are residents supposed to deal with the influx of people and do things like go grocery shopping? The lady in the office, with white hair is very rude and has no customer service skills. The employees are racist. Hendrick quit because of it. Berry followed him around. Shameful!! The people in the office knew about it. The residents should have preferential loading at certain times.

There are a lot of times that are know. In advance that the ferry will be above max capacity. A two ferry system should be employed more often. I also remember a time they used to marshal the cars in much better with small gaps between cars to make sure they took everyone they could. Generally, i see 5+ car space on the ferry with cars waiting that don't get on. I also see small cars behind a bug truck in line and they can't take the truck so they don't take the car behind him. They should look to do that.

There are backups that occur at certain times of the day and sometimes we are left behind to wait for the next ferry. Maybe a slight increase of 2 boat service at those times.

There are runs I have been on that the workers could have gotten more cars on, but did not load properly or move cars up tight. Training issues? Remove the 10:20/10:50 pm run during the week and put it back in during the day. This has contributed to the major overloads ever since the schedule was changed. The times the ferry runs has made scheduling appointments very difficult, especially the morning runs. The last schedule was so much better. The extra time between ferries hasn't seemed to help delays, and the huge gap between the 12:10 and the 2:45 from Steilacoom is very frustrating and make the 2:45 almost impossible to catch unless you show up an hour and a half early. I have attended the ferry meetings in the past, but even after voicing opinions the county just seems to do what it wants. So I quit going. Thanks for asking! Best of luck.

There are times when it is unpredictable how many spots Ketron gets to reserve, they should NOT be given preferential treatment. We don't even have a chance to park and walk on because we don't know we will be missing it with where we are in line.

There could be more boat service in the summer. They currently run two boats starting with the July 4th weekend through labor day on Fridays and Sundays to handle increased flow but we really could use that service on Thursdays as well during that time. There is a large afternoon gap daily between 12pm and 2:45 that could be filled as a vehicle overflow is common during that time.

There is a very long midday block with no ferries. Ferry use is outstripping the current schedule. We've had a very high number of overloads this spring and summer; more runs or more boats or a bigger boat?

There is too much of a gap between the 12:45 and 3:15 ferries.

Response

There needs to be at least one additional run to Ketron in the afternoon, maybe leaving Steilacoom at 3:30? Please return the late ferry run to Ketron on the weekends. We can't possibly attend an event, enjoy a night out, without having that run to return to the island late.

There needs to be a ticket booth or a ticket taker at the top of the lanes who can also direct traffic into the proper lane and remind people to pull all the way forward and not leave a large gap between vehicles. There also needs to be someone directing traffic on island during major overload holidays. The overflow line on island is extremely dangerous and someone will get killed if it stays the same as it is now.

There needs to be accountability in the ferry staging areas to keep people honest as to who came first. Need consistency with what is allowed and what is not as far as cars in line, filling gaps, parking on crosswalks/ or not. Tickets should be scanned at top of line (automated scanner?) as we arrive and staff should be present to direct where each new arrival should go. Commuters should have some sort of priority and not have to wait through 3 or 4 ferries just to get home from work when the holiday traffic takes over. Need more than 1 person on busy holidays to direct traffic. On Thurs before 4th of July, I approached Steilacoom staging area, I honestly assessed what we lovingly call the 'shit show,' and decided to proceed down into lane 3 which was half full. There was no one there to direct me or anything that indicated that I should not proceed into lane 3. A few minutes later an attendant came and told me I had to back all the way up and go park on the side street. I had no idea.

There needs to be more runs. More boats. A larger boat. More frequent runs. Runs overnight. Address the fact that school kids are on the bus for 90 minutes each way, as young as 9 and 10 years old. That's unacceptable.

There needs to be more viable options for parking in Steilacoom for commuters; it would be great if the county could find a way to purchase or lease land that could be used for parking possibly including a parking garage at rates affordable to commuters. This would open up the potential for a passenger-only ferry, for example. The funding could be made available through TIF funds or similar/additional fees on development on the island, which will continue to stress the ferry system even more going forward. The lanes and ticketing system needs a better way to prevent lane cutting including a ticket office at the top of the line. More double runs including on Saturdays and certain Thursdays i.e. before holiday weekends. Charge more for single use tickets but don't charge more for commuters.

There needs to be two ferries running at peak times in the morning and the afternoons. We go to town for doctors appointments for my child and for a single one hour appointment we are away from home for upwards of 6.5 - 8 hours due to the breaks in the ferry runs, the overloads and the traffic. This is unacceptable. When it's summer, 90+ degrees and we have to wait for the ferry three hours to get home it's quite frustrating to know that this could be prevented by adding a two boat service at key times throughout the day. I can't attend the AICAB meetings because I am a solo parent to a child that has a compromised immune system. I can't get to them so I can't speak about my frustration. Last week after being in the hot car for 1.5 hours my kid broke down screaming upset. There needs to be an option for residents to have priority over part time visitors or have some kind of reservation system so that we can reserve a spot on a specific ferry and know that we will get on and get right

Response

They need to close up the huge gaps between 10:30-2:45. They need more double ferry shifts during overload times. It is very frustrating to wait 2+ hours for a ferry due to either the gaps or the overload problem.

They need to follow through with their double schedule when they say they will, and maybe expand it to more days.

They reduced the number of runs about 2 years ago. There's a consistent overflow on weekends due to this schedule change.

This is something I have been fighting for long the way the ferry is run. People of Anderson island believe that the people that run the ferry just don't care about the people of Anderson Island and I agree .Bigger Boat

Thurs, Fri, and Sundays - 1p - 7p, two ferries should run (summer only). Also, if there is a large project, the gravel and concrete trucks should be required to charter a ferry. When only 1.1 lines can load due to weight, that really impacts those of us that work on the mainland.

Ticket office at the top of the ferry lines in steilacoom. Also it's not right to have Ketron allowed to call ahead ab reserve space. Ketron provides the least income for the ferry, and gets the best service. I want to be able to call ahead an reserve my space. Additionally Ketron runs take the least amount of time on the ferry forcing the majority of riders and users from anderson island to sit in the vehicles and freeze in winter and boil in summer. This is not right on many levels. They cater to the minority and leave the majority hanging

Times

Times and more attention to two boats . For instance this 4th weekend they did a fuel run during the busy time. Our ferries were full from Thursday through Monday but only a little bit of two boat ferry. On the AI side, cars were on the wrong side of the road for overflow. A booth at the top or someone who actually helped get cars in lanes on Steilacoom side would help

Times during the middle of the day. Use of 2 ferries Fridays and Sundays through the summer.

Timing, frequency, availability.

To have a few ferry's more.

Too big of a gap from 12:10 - 2:45 results in constant afternoon overloads.

To increase ferry service during peak days/times

Too long between the noon and 245 ferry. Had or impossible to catch up with that much lag time.

Response

Treating Ketron Island residents equally and fairly. I've been visiting Ketron for 20 years. I have family that have permanent residents for 20 years and with the current schedule it's almost impossible to have a job on the mainland or any kind of social schedule with how the ferry schedule has been butchered. The only way for Ketron to grow or be serviceable is with a more equitable schedule.

Two boat runs June to Sept - everyday!

Two boat service Fridays and Sundays and holidays from memorial day through labor day.

Two boat service during peak times.

Two boat service on Fridays/Sundays (or leading into, out of holiday weekends) from Memorial Day weekend to Labor Day weekend would improve our ferry experience tremendously since we use the ferry the most in the Summer time. That said, we've seen many Fridays that were super busy and had to wait for multiple ferries throughout the rest of the year too. Looking at the overall trends and potentially planning more two-boat service on Fridays, from Noon - 9pm, during the "off peak" months would be super helpful to reduce the congestion and long, long wait times. Two boat service during the summer should be all day, or at least from 8 or 9am to the end of service for the day to ensure that less cars are left behind and all that are trying to get to/from the island are accommodated. We would live full time on the island, but we have a middle-schooler who plays sports, so living on the island would make it impossible for our child to participate in the sports they enjoy most. (Not t

Two boat service when utilization indicates the need.

Two boats !!! When the elevator breaks down it needs to be fixed matched quicker. I am disabled and it's very hard for me when the elevator is not in service when I'm walking on the ferry

Two boats Thursday n Friday evening all year. We need parking on Steilacoom side. Or a Train Station to ride train

Two boats during summer and a boat between noon and 245.

Two boats running Friday, Saturday and Sunday from Memorial Weekend through Labor Day Weekend.

Two boats scheduled Friday-Monday in the Summer months. May-September. Increasing the rates to compensate would be acceptable. Large construction vehicles....can they be put in a barge? In the Summer these trucks dominate the ferry loads.

Two boats. Significant growth of single family homes, dramatic increase of STRs and tourists.

Two ferries all week all summer or separate times for residents versus weekenders or vacationers.

Response

Two ferries during normal commuter times and maybe a ferry run during fuel stops during the day, Always causes backup.

Two ferries during summer as promised. Proper staffing. No breaks from noon to 3.

Two ferries from May 1 or 31 (look at data) through Labor Day. End the long period in the middle of the day as it is hard to plan for that and it is a very long gap which leaves the first afternoon run enormously over-crowded and people have to wait a long time. Separate early morning and late afternoon ferry run for construction, DOT and other huge vehicles that work all day

Two ferries on regularly busy runs

Two ferries running to avoid horrible wait times, congestion and overload. No 2 hour no ferry times in afternoon. Runs every hour

Two ferries the day after a holiday. Start 2 ferry service 1 June.

Two ferries, working elevator for us handicapped individuals. Urgent passes for older people so they don't have to wait 2-3 hours in line due health issues.

Two ferry service during peak runs.

Two ferry service for all or most of the days/times. Planning for a larger ferry ASAP.

Two things: 1. Add back in the mid-day ferry run. Having nearly a 2 hour lay-over causes unnecessary daily overloads 2. To reduce ferry lane controversies, consider modeling the ticket sales and ferry lane management after the Point Defiance terminal.

Understand the shift change in the afternoon but the waiting time is too long. Need a priority board for permanent residence.

Use both ferries.

Use of two ferries at peak times when cars/trucks are left behind

Use two boat all the time for overload.

Use two boat service during predictably high volume more consistently. Provide more information about overflow.

Use two boats more often at peak times.

Use two ferries daily.....tired of having to get to the ferry line at least 45 minutes early before scheduled time

Using 2 ferries more often. I wouldn't mind higher prices if wait times could be shorter.

Response

Utilize two boat during the week. Slim down the mid day schedule gap that jist overloads through the commuter times into the late evening

Vending machines

Wait lines should allow residents quicker access during summer use due to non-resident backups (overflow). We have been waiting at least 2.5 hours longer than non-summer several times a week.

Wait times are way too long! Often you can wait 2-4 hours to get on a ferry. I feel like you spend a high percentage of your life waiting for a ferry. ***ENTERED DIGITALLY FROM PAPER COPY***

Wait times for residents

Waiting time. Even with ferries running an hour apart there are overloads. Daily overloads during peak time.

Way too much time between the 12:10 and 2:45. On busy weekends need supervision at back of lines on both sides.

We absolutely need more runs. On a regular basis. I would also recommend limiting the growth of the island both of the island. If we don't have the infrastructure we don't have the infrastructure to safely safely increase the amount of houses that we should the amount of houses then we should stop allowing that to happen

We desperately need more runs. Summer and holiday traffic is a joke. The increase in island population makes the ferry lines too long. I oftentimes miss a ferry run due to overcrowding. We need 2 ferries running

We need a bigger ferry. Add a ferry run from Steilacoom between 12:10 and 2:45. Two boat service is great if it happens. ***DIGITALLY ENTERED FROM PAPER***

We need a ferry between the 12:10 and 2:45. The large gap creates overloads throughout the day.

We need another run between the noon and afternoon service.

We need another run in the middle of the day and extra runs on the weekend.

We need continuous service without the fuel runs and long break preceding the 2:40pm run. Need continuous runs that follow a predictable schedule such as once per hour on the hour/half hour.

We need more runs!!

We need to run two ferries more often. A barge to bring over large trucks might be helpful. An additional run between 12:15 and 2:45 would also be good.

Response

We now wait at least one hour in the heat of the day waiting for ferry. Mid day service is crippled. If one is overloaded, one has to wait for two hours , or more just to get in.

We see no need for the latest ferries every night of the week. We'd rather see an extra ferry between noon and 3, and maybe just have late night ferries Thursday, Friday and Sunday nights.

We use the ferry once or twice a month (RT) - and it has become increasingly difficult. Often need to wait more than two hours due to long lines. This must be particularly difficult for those who live on the Island full-time. Need to use 2 ferries at peak hours.

Weekend ferries, how staff load the ferries, they are no consistent, some staff leave big spaces in between cars on ferry Line cutting needs to be addressed better and the ticket takers including law enforcement need to be on the same page on this

Weekend service and summer service really needs 2 boats way more often. We are jam packed from mid may though late Sept. 2 months of extra boats are not nearly enough.

Weekends seem to be flooded with visitors and the ferries overrun.

Weekly service runs to Ketron that would provide a 90min window for deliveries and estimates by service providers. A weekly 4 hour window for delivery of service within normal business hours for longer service i.e. HVAC, plumbing, electrical work. Current schedule forces overtime charges! Direct runs to Ketron that do not add 1hour to transit after a long day off island 06:45 departure, 20:30 return 14 hours?.

Whenever I go out or my sons go out to help with the house and property the ferry is always overcrowded with island owners trying to get off the island or come back. Like I said before two ferries should be running at least on the weekends, Friday, Saturday and Sunday.

Wish ferry would certify for gasoline containers (WSP is certified) If the schedule changes again - I wish more island resident and businesses were consulted. The last change was disruptive to the Island Propane fuel run and it took the vendor a few months to accommodate the change.

With island population increasing and amount of service vehicles going to the island, especially construction increasing longer ferry lines are common. During the times we have come to the island we can no longer arrive half an hr. To 3/4 hour early to make the next ferry. We usually have to wait for the next one after that . This is a big problem for full-time islanders as well. The most obvious and cost effective solution is to run 2 boats more often.

With the current population of the island I think 2 boats everyday all summer long and the rest of the year maybe 2 boats for commuting times.

Response

With the increase in construction, the large gravel trucks and heavier equipment riders should need to schedule their trips just as Ketron people have to notify for a pickup. Residents of the island should not be left behind because more than one truck causes excess weight. What is all this heavy equipment doing to the life of our ferries?

With the increased construction and commercial ferry use at least one weekday (non including peak period weekend runs) should include a two ferry schedule. Peak (two ferry) weekend runs should include Sunday as well as Monday (if the holiday is celebrated on Monday).

Would be great to have a priority lane for residents - especially on the weekends when it's extremely busy.

Would like to see two ferry service expanded during the summer to include Thursdays and Mondays (non-holidays). Thursday & Monday ferries are often very busy with a multi-ferry wait. I often hear about AI full time residents push for priority for them which I do NOT agree as they pay the same as others for supporting the ferry. They chose to live on the island full time and dealing with the ferry is part of that decision. Seeing second ferry not running due to staffing shortages is frustrating. Seems like the elevator and restrooms are often out of service on the ferries. Bigger ferries in the near future would help. Lots of people moving to AI full time and more building of second homes is putting pressure on the ferry service. Waiting until 2050 or so for new ferries is too long of a wait. Seems like lots of issues with lane management also. Too big if a kunch break in the middle of the day.

You could definitely add another ferry during the long gap 12-3 during the day and pay ferry workers more so there will not be a constant turnover

You guys need to have your employees respect the islander. Very unprofessional staff rude and lazy

You should run 2 ferry's from May to the Labor Day weekend from Thursday thru Monday. You need to have a new contract with a better firm than Hornblower!

Your question # 6 needs to have none as a answer.

a extra ferry run between the 2:45 & 3:50 Take away a few late runs in week nite evening, maybe bigger gap in runs so still get home just later. Start 2 ferry service memorial day weekend when the island starts the summer vacation crowd. Stop at Ketron BEFORE ferry goes to AI. Ticket Kiosk at top of ferry lines to better control lines & mass confusion (fill gaps, lane jumpers, inform people to be in car 20 min before sailing etc) someone to control overfl ow line when loading. Monitor lines during busy season(runs). IE these people can instruct fill gaps, make sure a driver in car 20 minutes before sailing. So sad a LANE MONITOR as lanes are filling. NOT just a ticket taker. A ticket machine? Maybe at the Berry Dock. A customer service refresher course for employees. People can get complacent, bored, unhappy ,stressed, etc. and not realize this. And it shows. From the top down. More consistency with employee knowledge of how things are done.

a run between noon and 2:45. It would be nice to go to mainland in the morn and not have to wait thru 2 or 3 afternoon ferries to get back home.

Response

better service to prevent overflow

better weekend service..

double ferry runs on summer and holiday weekends

eliminate big hole in middle of day

everything, waited 2 1/2 hours because of overloads. Need two ferry service.

having the additional run to alleviate the huge overloads in the middle of the day.

liveable salaries to retain good employees, courtesy of not shutting the gate on a passenger when they are at the gate and better as well as more timely communication.

management of lanes while loading. larger ferry or more often use 2 ferries. have loading lanes flexible so overloads don't have to move lanes. ie load lane 1, 2, 3; then 3, 2, 1 etc.

more runs

more runs midday

need two boats to run more frequently. The busy season is much longer than July and August. Also, the two boat service should start before the noon run. * There needs to be someone watching the ferry lines more often than there is now. The signage is lacking, so new folks do not know the rules of the ferry or how to load.

no 2 hour break...2 boats in service

no ideas

probably having an extra run between 12:10 pm and 2:45 pm

running two ferries on Fri/Mon should start after Memorial Day, not July 1 - summer crowds make weekend waits miserable in June

schedule

schedule, parking, direction for loading, Dependable service, consistent rules. Looking back and learn from the past things done.

Response

the Ketron stop added during PRIME COMMUTING time in the morning makes no sense. Some of us now have to take the 5:15 to not be late for work. Commuters are the backbone of the ferry, and it will become unsustainable for us when both commuter runs are full. The large midday gap is ill advised and inconvenient and causes issues with the evening runs. The "two ferry" service doesn't take into account the ACTUAL busy days or overload history. The line should be policed FROM THE TOP for gaps, cutting, etc.

two boat service during high traffic times on Friday and Sunday.

two ferries every Friday and Sunday even during winter months.

use of 2 ferry schedule may need to be increased. the back up is a real problem for getting on and off island for medical appts. Main reason we do not live there full time. inconsistant loading wastes space when some cars are left behind. More monitoring of lines, people are weary of line jumpers

utilize the two boat system more!

x