

GUEMES ISLAND FERRY CUSTOMER SATISFACTION SURVEY RESULTS ANALYSIS

Residents who reside MORE THAN 6 Months a year							
	Number of Responses	Satisfied	% of Responses	Dissatisfied	% of Responses	Neither	% of Responses
Curteous Captain & Crew	206	168	81.55%	10	4.85%	28	13.59%
Availability of Ferry Manager	170	117	68.82%	19	11.18%	34	20.00%
Overall Customer Service	202	144	71.29%	18	8.91%	40	19.80%
Cleanliness of Vessel & Facilities	203	186	91.63%	4	1.97%	13	6.40%
Comfort & Adequacy of Waiting Areas	207	144	69.57%	22	10.63%	41	19.81%
On-Time Performance	210	149	70.95%	16	7.62%	45	21.43%
Reliability of Service	204	162	79.41%	10	4.90%	32	15.69%
Current Sailing Schedule	205	49	23.90%	97	47.32%	59	28.78%
Public Forums & Community Meetings	182	110	60.44%	23	12.64%	49	26.92%
SKAT Bus Stop at the Anacortes Terminal	140	82	58.57%	17	12.14%	41	29.29%
Cost to Use the Ferry	201	67	33.33%	72	35.82%	62	30.85%
Residents who reside LESS THAN 6 Months a year							
	Number of Responses	Satisfied	% of Responses	Dissatisfied	% of Responses	Neither	% of Responses
Curteous Captain & Crew	133	124	93.23%	3	2.26%	6	4.51%
Availability of Ferry Manager	86	65	75.58%	1	1.16%	20	23.26%
Overall Customer Service	132	119	90.15%	3	2.27%	10	7.58%
Cleanliness of Vessel & Facilities	131	123	93.89%	0	0.00%	8	6.11%
Comfort & Adequacy of Waiting Areas	130	118	90.77%	1	0.77%	11	8.46%
On-Time Performance	133	127	95.49%	0	0.00%	6	4.51%
Reliability of Service	135	115	85.19%	3	2.22%	17	12.59%
Current Sailing Schedule	126	76	60.32%	21	16.67%	29	23.02%
Public Forums & Community Meetings	89	60	67.42%	7	7.87%	22	24.72%
SKAT Bus Stop at the Anacortes Terminal	69	47	68.12%	6	8.70%	16	23.19%
Cost to Use the Ferry	135	77	57.04%	20	14.81%	35	25.93%

Data compiled by Skagit County Public Works. For each of the categories for which scoring was requested, the responses are broken down into three categories: those who were satisfied (marking a score of 4 or 5), those who were dissatisfied (marking a score of 2 or 1), and those who were neither satisfied nor dissatisfied (marking a neutral score of 3).