

Appendix F – Additional information about the Ferry Survey

Additional methods information

Sampling by month, weekend/weekday

Table 1. Ferry surveys by month for all three islands

Island	June	July	August	September	Total
San Juan Island	9	101	19	194	323
Orcas Island	0	127	70	22	219
Lopez Island	0	131	99	0	230
Total	9	359	188	216	772

Table 2. Ferry surveys by type of day for all three islands

Island	Weekends	Weekdays	Total
San Juan Island	137 (42%)	186 (58%)	323
Orcas Island	81 (37%)	138 (63%)	219
Lopez Island	105 (46%)	125 (54%)	230
Total	323 (42%)	449 (58%)	772

Survey Instrument

Date: ___ / ___ v w b

San Juan Islands Study • Ferry Survey

SJI • Orcas • Lopez

Places you visited

1. For **visitors**, please write the **number of days you spent on each island** and **check all the outdoor recreation locations you visited** on this San Juan Islands trip. For **residents**, write the number of days spent and check places you visited in the **past week**.

_____ Days on San Juan Island	_____ Days on Orcas Island	_____ Days on Lopez Island
<input type="checkbox"/> Jackson Beach in Friday Harbor	<input type="checkbox"/> Deer Harbor Waterfront Preserve	<input type="checkbox"/> Upright Head / ferry landing
<input type="checkbox"/> Fourth of July Beach and trails	<input type="checkbox"/> Turtleback Mountain trails	<input type="checkbox"/> Odlin County Park
<input type="checkbox"/> American Camp Visitor Center & buildings	<input type="checkbox"/> North Beach Shore Access	<input type="checkbox"/> Fisherman Spit
<input type="checkbox"/> South Beach	<input type="checkbox"/> Waterfront Park in Eastsound	<input type="checkbox"/> Hummel Lake
<input type="checkbox"/> Cattle Point lighthouse / beaches	<input type="checkbox"/> Crescent Beach Preserve	<input type="checkbox"/> Lopez Hill trails
<input type="checkbox"/> Eagle Cove	<input type="checkbox"/> Judd Cove Preserve	<input type="checkbox"/> Shark Reef Sanctuary
<input type="checkbox"/> Westside Scenic Preserve overlooks	<input type="checkbox"/> Cascade Lake in Moran State Park	<input type="checkbox"/> Agate Beach County Park
<input type="checkbox"/> Lime Kiln State Park / Whale Watch Park	<input type="checkbox"/> Mountain Lake in Moran State Park	<input type="checkbox"/> Iceberg Point
<input type="checkbox"/> County Park / Small Pox Cove	<input type="checkbox"/> Mt Constitution in Moran State Park	<input type="checkbox"/> Watmough Bay
<input type="checkbox"/> Mitchell Hill trails	<input type="checkbox"/> Hiking trails in Moran State Park	<input type="checkbox"/> Colville Point
<input type="checkbox"/> Young Hill trails	<input type="checkbox"/> Obstruction Pass State Park	<input type="checkbox"/> Spencer Spit State Park
<input type="checkbox"/> English Camp gardens and buildings	<input type="checkbox"/> Other: _____	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Roche Harbor trails	<input type="checkbox"/> Other: _____	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Reuben Tarte County Park		
<input type="checkbox"/> Other: _____	_____ Days on other islands (please specify)	
<input type="checkbox"/> Other: _____		

Outdoor recreation activities

2. Please all the outdoor activities you have done during your visit (if a resident, activities you have done in the past week).

<input type="checkbox"/> Hiking on trails	<input type="checkbox"/> Hiking along beaches or marine shorelands
<input type="checkbox"/> Kayaking / paddleboarding (with a guide)	<input type="checkbox"/> Bicycling (with a tour group)
<input type="checkbox"/> Kayaking / paddleboarding (with your boats or rentals)	<input type="checkbox"/> Bicycling (with your bike or a rented bike)
<input type="checkbox"/> Whale watching / sightseeing boat tour	<input type="checkbox"/> Beachcombing
<input type="checkbox"/> Whale watching / sightseeing (from a private boat)	<input type="checkbox"/> Picnicking
<input type="checkbox"/> Marine wildlife viewing from shore	<input type="checkbox"/> Swimming
<input type="checkbox"/> Sailing (on a charter)	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Sailing (on a private boat)	<input type="checkbox"/> Other: _____

Ferry reservations

3. Did you make a reservation for this ferry? (Please check "yes" or "no" and check the boxes that apply)

<input type="checkbox"/> Yes – and my reservation was...	<input type="checkbox"/> No – because...
<input type="checkbox"/> ...for my first choice date and time	<input type="checkbox"/> ...I didn't know about the reservation system
<input type="checkbox"/> ...for my first choice date, but at a different time	<input type="checkbox"/> ...no reservations were available
<input type="checkbox"/> ...for a different date than my first choice	<input type="checkbox"/> ...my schedule was uncertain
	<input type="checkbox"/> ...I knew there would be space on this ferry
	<input type="checkbox"/> Other: _____

Crowding and use levels

1. How crowded did you feel in the following locations during your visit? (If you didn't visit a location, leave that line blank)

	Not at all crowded		Slightly crowded		Moderately crowded		Extremely crowded		
Parking in villages	1	2	3	4	5	6	7	8	9
On roads	1	2	3	4	5	6	7	8	9
Parking at attractions	1	2	3	4	5	6	7	8	9
On trails	1	2	3	4	5	6	7	8	9
On beaches	1	2	3	4	5	6	7	8	9
At wildlife viewing areas	1	2	3	4	5	6	7	8	9
Overall for your whole trip	1	2	3	4	5	6	7	8	9

Please look at the **photos on the laminated insert**. They show different use levels **on a beach** (Photos A, B, C, and D, labeled "beach photos") and at a **marine wildlife viewing area** (Photos E, F, G, and H, labeled "scenic photos").

2. For the **beaches** you have visited on the San Juan Islands, please rate the acceptability of the use levels shown in **Photos ABCD**.

	Very <u>un</u> acceptable			Marginal		Very acceptable	
Photo A	-3	-2	-1	0	+1	+2	+3
Photo B	-3	-2	-1	0	+1	+2	+3
Photo C	-3	-2	-1	0	+1	+2	+3
Photo D	-3	-2	-1	0	+1	+2	+3

3. For the **beaches** you visited, please choose which photo best represents... (Circle one letter or ✓ a box for each row)

...the number of people you prefer to see.	A	B	C	D	<input type="checkbox"/> Lower than A	<input type="checkbox"/> I don't have a preference.
...the number of people that would cause you to leave this beach.	A	B	C	D	<input type="checkbox"/> Higher than D	<input type="checkbox"/> Use level doesn't matter to me.

4. For the **marine wildlife viewing areas** you visited in the San Juans, rate the acceptability of the use levels in **Photos EFGH**.

	Very <u>un</u> acceptable			Marginal		Very acceptable	
Photo E	-3	-2	-1	0	+1	+2	+3
Photo F	-3	-2	-1	0	+1	+2	+3
Photo G	-3	-2	-1	0	+1	+2	+3
Photo H	-3	-2	-1	0	+1	+2	+3

5. For the **marine wildlife viewing areas** you visited, choose which photo best represents... (Circle one letter or ✓ a box for each row)

...the number of people you prefer to see.	E	F	G	H	<input type="checkbox"/> Lower than E	<input type="checkbox"/> I don't have a preference.
...the number of people that would cause you to leave this area.	E	F	G	H	<input type="checkbox"/> Higher than H	<input type="checkbox"/> Use level doesn't matter to me.

6. Which of these San Juan Island opportunities (beaches or marine viewing areas) is more important to you?

- Beaches Marine wildlife viewing areas They are equally important

The San Juan Islands Experience

People enjoy the San Juan Islands for many reasons; please rate the following reasons for you. (Circle one number for each row.)

	Not at all important	Slightly important	Moderately important	Very important	Extremely important
The relaxed pace of life – being on “island time”	0	1	2	3	4
Good choice of hotels, inns, B&Bs, or house rentals	0	1	2	3	4
Local stores and restaurants	0	1	2	3	4
Local arts and crafts	0	1	2	3	4
Local foods	0	1	2	3	4
Friendliness of the local people	0	1	2	3	4
Lively village scene	0	1	2	3	4
Cultural history of the islands	0	1	2	3	4
Natural / rural scenery	0	1	2	3	4
Beach / shore / bluff / headlands hiking	0	1	2	3	4
Forest / mountain hiking	0	1	2	3	4
Marine wildlife viewing	0	1	2	3	4
Boating, sailing, or kayaking	0	1	2	3	4
Biking on rural roads	0	1	2	3	4
The experience of riding on the ferry	0	1	2	3	4
Others (please list)					

Prioritizing potential management actions

Please tell us if you support or oppose the following actions that might be used to improve tourism in the San Juans. If you support an action, identify whether it should be a low, medium, or high priority. (Circle one number per row).

Management action	<i>I support this & it should be a...</i>					
	Strongly oppose	Slightly oppose	No opinion	Low priority	Medium priority	High priority
Increase parking in villages.	-2	-1	0	+1	+2	+3
Develop more parking at attraction sites.	-2	-1	0	+1	+2	+3
Improve traffic flow thru villages during “ferry rushes.”	-2	-1	0	+1	+2	+3
Encourage visitors to “leave their cars on the mainland.”	-2	-1	0	+1	+2	+3
Subsidize bus travel to attractions to reduce traffic congestion.	-2	-1	0	+1	+2	+3
Education about car-bike etiquette to reduce traffic conflicts.	-2	-1	0	+1	+2	+3
Acquire more public beach / bluff / headland properties.	-2	-1	0	+1	+2	+3
Acquire more public forest / mountain properties.	-2	-1	0	+1	+2	+3
Provide information about less-used areas to spread out use.	-2	-1	0	+1	+2	+3
Develop separated bicycle paths on high-use roads.	-2	-1	0	+1	+2	+3
Widen roads and add bicycle lanes on high-use roads.	-2	-1	0	+1	+2	+3
Education and enforcement about dog-walking etiquette.	-2	-1	0	+1	+2	+3
Manage number / timing of commercial kayaking groups.	-2	-1	0	+1	+2	+3
Manage number / timing of commercial bicycling groups.	-2	-1	0	+1	+2	+3

Management actions (continued)	Strongly oppose	Slightly oppose	No opinion	<i>I support this & it should be a...</i>		
				Low priority	Medium priority	High priority
Develop more exhibits at attractions.	-2	-1	0	+1	+2	+3
Increase tent camping opportunities.	-2	-1	0	+1	+2	+3
Increase RV camping opportunities.	-2	-1	0	+1	+2	+3
Reduce tourism promotion.	-2	-1	0	+1	+2	+3
More development to accommodate increased visitation.	-2	-1	0	+1	+2	+3
Limit visitation to the islands.	-2	-1	0	+1	+2	+3
Allow congestion and crowding to increase.	-2	-1	0	+1	+2	+3
Other (please list)						

If visitation to the San Juan Islands grows higher than you'd like, how will you cope with it? *(Check all that apply)*

- Resign myself to the new more crowded or congested experience.
- Try to avoid crowds or congestion by visiting villages or attractions at a different day of the week or time of day.
- Try to avoid crowds or congestion by visiting villages or attractions during the off-season.
- Become dissatisfied.
- Visit other tourist destinations instead of the San Juan Islands.
- Other (specify): _____

Questions for visitors – SKIP this section if you live or work in the San Juan Islands

1. Which island did you stay on last night? *(Circle one number)* 1. San Juan 2. Orcas 3. Lopez 4. Other _____
2. How many days did you spend in the San Juan Islands on this trip? _____ days
3. What accommodations did you use on this trip? *(✓ all that apply)*
 Hotel / motel / resort B&B or small inn Rental (VRBO, AirBNB, etc.) Campground Family / friends
4. Did any of your accommodations have the following amenities? *(✓ all that apply)*
 Private beach Access to public beach Waterfront property Water views Bicycles Kayaks
5. Which best describes the group you are traveling with? Myself Family and / or friends Tour group Other _____
6. How many people were in your group on this trip? _____ adults _____ children
7. How many times have you visited the San Juan Islands? _____ times
8. What is your zip code / postcode? _____

Questions for residents – SKIP this section if you are a visitor to the San Juan Islands

1. Where is your island residence located? *(Circle one number)* 1. San Juan 2. Orcas 3. Lopez 4. Other _____
2. How many years have you had a residence in the San Juan Islands? _____ years
3. About how many months per year do you spend in the San Juan Islands? _____ months
4. About how many days have you spent recreating outdoors in the past month? _____ days per month
5. About how many trips do you take to the mainland per year? _____ trips per year
6. Are you retired? 1. No 2. Yes

Thanks for taking the survey! A technician will collect it shortly.

Beach Photos

©CRC

Photo A



Photo B



Photo C



Photo D



Scenic Photos

©CRC

Photo E



Photo F



Photo G



Photo H



Survey codebook

acoder – number of coder
 amonth – month of coding
 aday – day in month of coding

bmonth / bday btype v = 1, w=2, b=3 **San Juan Islands Study • Ferry Survey** bisland sji=1, Orcas=2, Lopez=3

ID – assign ID number and write it on the survey after it is coded. 1-500+ for San Juan; 2001 to 2300+ for Orcas; 3001 to 330+ for Lopez

Places you visited

1. For **visitors**, please write the **number of days you spent on each island** and **check all the outdoor recreation locations you visited** on this San Juan Islands trip. For **residents**, write the number of days spent and check places you visited in the **past week**.

cdaysan ____ Days on San Juan Island	ddaysorcas ____ Days on Orcas Island	edayslopez ____ Days on Lopez Island		
<input type="checkbox"/> Jackson Beach cjackson <input type="checkbox"/> Fourth of July Beach and trails cfourth <input type="checkbox"/> American Camp Visitor Center camcamp <input type="checkbox"/> South Beach csouth <input type="checkbox"/> Cattle Point lighthouse / beaches ccattle <input type="checkbox"/> Eagle Cove ceagle <input type="checkbox"/> Westside Scenic Preserve cwestside <input type="checkbox"/> Lime Kiln State Park clime <input type="checkbox"/> County Park / Small Pox Cove ccounty <input type="checkbox"/> Mitchell Hill trails cmitchell <input type="checkbox"/> Young Hill trails cyoung <input type="checkbox"/> English Camp gardens cengcamp <input type="checkbox"/> Roche Harbor trails croche <input type="checkbox"/> Reuben Tarte County Park creuben <input type="checkbox"/> Other: _____ cother1 <input type="checkbox"/> Other: _____ cother2	<input type="checkbox"/> Deer Harbor Preserve ddeer <input type="checkbox"/> Turtleback Mountain trails dturtle <input type="checkbox"/> North Beach Shore Access dnorth <input type="checkbox"/> Waterfront Park in Eastsound dwaterf <input type="checkbox"/> Crescent Beach Preserve dcrecent <input type="checkbox"/> Judd Cove Preserve djudd <input type="checkbox"/> Cascade Lake dcascade <input type="checkbox"/> Mountain Lake dmountain <input type="checkbox"/> Mt Constitution dconst <input type="checkbox"/> Hiking trails in dhike <input type="checkbox"/> Obstruction Pass SP dpass <input type="checkbox"/> Other: _____ dother1 <input type="checkbox"/> Other: _____ dother2	<input type="checkbox"/> Upright Head eupright <input type="checkbox"/> Odlin County Park eodlin <input type="checkbox"/> Fisherman Spit dspit <input type="checkbox"/> Hummel Lake ehummel <input type="checkbox"/> Lopez Hill trails ehill <input type="checkbox"/> Shark Reef Sanctuary eshark <input type="checkbox"/> Agate Beach eagate <input type="checkbox"/> Iceberg Point eiceberg <input type="checkbox"/> Watmough Bay ewatmough <input type="checkbox"/> Colville Point ecolville <input type="checkbox"/> Spencer Spit SP espencer <input type="checkbox"/> Other: _____ eother1 <input type="checkbox"/> Other: _____ eother2		
<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">fdays ____ Days on other islands (please specify)</td> </tr> <tr> <td style="text-align: center;">fother</td> </tr> </table>			fdays ____ Days on other islands (please specify)	fother
fdays ____ Days on other islands (please specify)				
fother				

For all of the check boxes above...code 1 if checked, leave blank if not.

Outdoor recreation activities

2. Please ✓ all the outdoor activities you have done during your visit (if a resident, ✓ activities you have done in the past week).

<input type="checkbox"/> Hiking on trails ghiket <input type="checkbox"/> Kayaking / paddleboarding (with a guide) gkayakg <input type="checkbox"/> Kayaking / paddleboarding (with your boats) gkayakp <input type="checkbox"/> Whale watching / sightseeing boat tour gwhaleg <input type="checkbox"/> Whale watching / sightseeing (from private boat) gwhalep <input type="checkbox"/> Marine wildlife viewing from shore gmarine <input type="checkbox"/> Sailing (on a charter) gsailg <input type="checkbox"/> Sailing (on a private boat) gsailp	<input type="checkbox"/> Hiking along beaches or marine shorelands ghikeb <input type="checkbox"/> Bicycling (with a tour group) gbikeg <input type="checkbox"/> Bicycling (with your bike or a rented bike) gbikep <input type="checkbox"/> Beachcombing gbeach <input type="checkbox"/> Picnicking gpicnic <input type="checkbox"/> Swimming gswim <input type="checkbox"/> Other: gother1 <input type="checkbox"/> Other: gother2
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For all of the check boxes above...code 1 if checked, leave blank if not.

Ferry reservations

3. Did you make a reservation for this ferry? (Please check "yes" or "no" and check the boxes that apply)

<input type="checkbox"/> Yes – and my reservation was... hyes	<input type="checkbox"/> No – because... hno
<input type="checkbox"/> ...for my first choice date and time hfirst	<input type="checkbox"/> ...I didn't know about the reservation system hknow
<input type="checkbox"/> ...for my first choice date, but a different time hdiftime	<input type="checkbox"/> ...no reservations were available hnore
<input type="checkbox"/> ...for a different date than my first choice hdifdate	<input type="checkbox"/> ...my schedule was uncertain huncertain
	<input type="checkbox"/> ...I knew there would be space on this ferry hspace
	<input type="checkbox"/> Other: hother1

For all of the check boxes above...code 1 if checked, leave blank if not.

Crowding and use levels

1. How crowded did you feel in the following locations during your visit? (If you didn't visit a location, leave that line blank)

	Not at all crowded		Slightly crowded		Moderately crowded		Extremely crowded		
Parking in villages iparkv	1	2	3	4	5	6	7	8	9
On roads iroads	1	2	3	4	5	6	7	8	9
Parking at attractions iparka	1	2	3	4	5	6	7	8	9
On trails itrails	1	2	3	4	5	6	7	8	9
On beaches ibeaches	1	2	3	4	5	6	7	8	9
At wildlife viewing iviewing	1	2	3	4	5	6	7	8	9
Overall iover	1	2	3	4	5	6	7	8	9

Please look at the **photos on the laminated insert**. They show different use levels **on a beach** (Photos A, B, C, and D, labeled "**beach photos**") and at a **marine wildlife viewing area** (Photos E, F, G, and H, labeled "**scenic photos**").

2. For the **beaches** you have visited on the San Juan Islands, please rate the acceptability of the use levels shown in **Photos ABCD**.

	Very <u>un</u> acceptable			Marginal		Very acceptable	
Photo A jphotoa	-3	-2	-1	0	+1	+2	+3
Photo B jphotob	-3	-2	-1	0	+1	+2	+3
Photo C jphotoc	-3	-2	-1	0	+1	+2	+3
Photo D jphotod	-3	-2	-1	0	+1	+2	+3

Need to type in the minus sign for negative ratings; do not type "+" for postivie ratings...

3. For the **beaches** you visited, please choose which photo best represents... (Circle one letter or ✓ a box for each row)

...the number of people you prefer to see. jprefer	A 1	B 2	C 3	D 4	5 <input type="checkbox"/> Lower than A	6 <input type="checkbox"/> I don't have a preference.
...the number of people that would cause you to leave this beach. jleave	A 1	B 2	C 3	D 4	5 <input type="checkbox"/> Higher than D	6 <input type="checkbox"/> Use level doesn't matter to

4. For the **marine wildlife viewing areas** you visited in the San Juans, rate the acceptability of the use levels in **Photos EFGH**.

	Very unacceptable			Marginal			Very acceptable
Photo E	kphotoe -3	-2	-1	0	+1	+2	+3
Photo F	kphotof -3	-2	-1	0	+1	+2	+3
Photo G	kphotog -3	-2	-1	0	+1	+2	+3
Photo H	kphotoh -3	-2	-1	0	+1	+2	+3

5. For the **marine wildlife viewing areas** you visited, choose which photo best represents... (Circle one letter or ✓ a box for each row)

...the number of people you prefer to see. kprefer	E	F	G	H	5 <input type="checkbox"/> Lower than E	6 <input type="checkbox"/> I don't have a preference.
	1	2	3	4		
...the number of people that would cause you to leave this area. kleave	E	F	G	H	5 <input type="checkbox"/> Higher than H	6 <input type="checkbox"/> Use level doesn't matter
	1	2	3	4		

6. Which of these San Juan Island opportunities (beaches or marine viewing areas) is more important to you? **kimportant**
 Beaches Marine wildlife viewing areas They are equally important

The San Juan Islands Experience

People enjoy the San Juan Islands for many reasons; please rate the following reasons for you. (Circle one number for each row.)

	Not at all important	Slightly important	Moderately important	Very important	Extremely important
mrelaxed The relaxed pace of life –	0	1	2	3	4
mhotels Good choice of hotels, inns, B&Bs, or house	0	1	2	3	4
mstores Local stores and restaurants	0	1	2	3	4
marts Local arts and crafts	0	1	2	3	4
mfoods Local foods	0	1	2	3	4
mfriendly Friendliness of the local people	0	1	2	3	4
mlively Lively village scene	0	1	2	3	4
mhistory Cultural history of the islands	0	1	2	3	4
mscenery Natural / rural scenery	0	1	2	3	4
mbeach Beach / shore / bluff / headlands hiking	0	1	2	3	4
mforest Forest / mountain hiking	0	1	2	3	4
mviewing Marine wildlife viewing	0	1	2	3	4
mboating Boating, sailing, or kayaking	0	1	2	3	4
mbiking Biking on rural roads	0	1	2	3	4
mferry The experience of riding on the ferry	0	1	2	3	4
mother1 Others (please list)					

Prioritizing potential management actions

Please tell us if you support or oppose the following actions that might be used to improve tourism in the San Juans. If you support an action, identify whether it should be a low, medium, or high priority. (Circle one number per row).

Management action	<i>I support this & it should be a...</i>					
	Strongly oppose	Slightly oppose	No opinion	Low priority	Medium priority	High priority
oparkv Increase parking in villages.	-2	-1	0	+1	+2	+3
oparks Develop more parking at attraction sites.	-2	-1	0	+1	+2	+3
otraffic Improve traffic flow thru villages during "ferry rushes."	-2	-1	0	+1	+2	+3
onocars Encourage "leave their cars on the mainland."	-2	-1	0	+1	+2	+3
obus Subsidize bus travel to attractions to reduce traffic congestion.	-2	-1	0	+1	+2	+3
ocarbike Education about car-bike etiquette to reduce traffic conflicts.	-2	-1	0	+1	+2	+3
obuybeach Acquire more public beach / bluff / headland properties.	-2	-1	0	+1	+2	+3
obuyforest Acquire more public forest / mountain properties.	-2	-1	0	+1	+2	+3
oinfo Provide information about less-used areas to spread out	-2	-1	0	+1	+2	+3
obikepath Develop separated bicycle paths on high-use roads.	-2	-1	0	+1	+2	+3
obikelane Widen roads and add bicycle lanes on high-use roads.	-2	-1	0	+1	+2	+3
odogs Education and enforcement about dog-walking etiquette.	-2	-1	0	+1	+2	+3
okayakman Manage number / timing of commercial kayaking	-2	-1	0	+1	+2	+3
obikeman Manage number / timing of commercial bicycling	-2	-1	0	+1	+2	+3

Management actions (continued)	<i>I support this & it should be a...</i>					
	Strongly oppose	Slightly oppose	No opinion	Low priority	Medium priority	High priority
pexhibits Develop more exhibits at attractions.	-2	-1	0	+1	+2	+3
ptents Increase tent camping opportunities.	-2	-1	0	+1	+2	+3
prvs Increase RV camping opportunities.	-2	-1	0	+1	+2	+3
ppromote Reduce tourism promotion.	-2	-1	0	+1	+2	+3
pdev More development to accommodate increased visitation.	-2	-1	0	+1	+2	+3
plimit Limit visitation to the islands.	-2	-1	0	+1	+2	+3
pallow Allow congestion and crowding to increase.	-2	-1	0	+1	+2	+3
pothor Other (please list)						

If visitation to the San Juan Islands grows higher than you'd like, how will you cope with it? (Check all that apply)

- Resign myself to the new more crowded or congested experience **qresign**.
- Try to avoid crowds or congestion by visiting villages or attractions at a different day of the week or time of day **qavoidday**.
- Try to avoid crowds or congestion by visiting villages or attractions during the off-season. **qavoidseason**
- Become dissatisfied. **qdissat**
- Visit other tourist destinations instead of the San Juan Islands. **qvisitother**
- Other (specify): _____ **qother**

1 if checked...blank if not.

Questions for visitors – SKIP this section if you live or work in the San Juan Islands

1. Which island did you stay on last night? (*Circle one number*) **vstay** 1.San Juan 2.Orcas 3 Lopez 4. Other **vstay2**_____
2. How many days did you spend in the San Juan Islands on this trip? **vdays** _____ days
3. What accommodations did you use on this trip? (*✓ all that apply*)
Hotel / motel / resort B&B or small inn Rental (VRBO, AirBNB, etc.) Campground Family / friends
vhotel **ybb** **vrbo** **vcg** **vfamily**
1 if checked...blank if not.
4. Did any of your accommodations have the following amenities? (*✓ all that apply*)
Private beach Access to public beach Waterfront property Water views Bicycles Kayaks
vpvtbch **vaccbch** **vwaterprop** **vwaterview** **vbikes** **vkayaks**
1 if checked...blank if not.
5. Which best describes the group you are traveling with? **vgroup**. 1 Myself 2 Family/friends 3 Tour group 4 Other _____
6. How many people were in your group on this trip? **vadults** _____ adults **vkids** _____ children
7. How many times have you visited the San Juan Islands? **vtimes** _____ times
8. What is your zip code / postcode? **vzip** _____

Questions for residents – SKIP this section if you are a visitor to the San Juan Islands

1. Where is your island residence located? **residence** 1. San Juan 2. Orcas 3. Lopez 4.Other **rresother**_____
2. How many years have you had a residence in the San Juan Islands? **ryears** _____ years
3. About how many months per year do you spend in the San Juan Islands? **rmonths** _____ months
4. About how many days have you spent recreating outdoors in the past month? **rdays** _____ days per month
5. About how many trips do you take to the mainland per year? **rtrips** _____ trips per year
6. Are you retired? **retired** 1. No 2. Yes

Thanks for taking the survey! A technician will collect it shortly.

Survey protocol

The survey will be administered to visitors at three ferry landing locations: Friday Harbor, Orcas, and Lopez.

Survey techs will approach groups of visitors as they are waiting to load on to an Anacortes-bound ferry:

1. In or near their vehicles in the Anacortes lanes.
2. In or near the line for walk-on passengers (includes walk-ons and bike-ons).

For a scheduled time period, they will attempt to contact up to ten groups in the hour before loading begins.

For Friday harbor, they will target 7-8 vehicle-based groups and 2-3 walk-on groups (the ratio of vehicle vs. walk-on passengers on Friday Harbor routes). For Orcas and Lopez, they will target 8-9 vehicle-based groups and 1-2 walk-on groups.

The tech will approach groups and ask them to participate in the survey using a script provided (see example in separate file).

If members of the visitor group agree to participate, the eligible person(s) in the group whose birthday is closest to the sampling day will be asked to complete the questionnaire.

When the surveyor has completed his/her contact with one group, the surveyor will move to the next vehicle or group in line and repeat the process.

This process will continue through the sampling period or until 10 completed surveys for the sample period have been collected.

Visitors will generally complete the survey in the presence of the surveyor, who will answer any questions and collect the surveys upon completion. A screening question will assure that participants will not be surveyed more than once for the study.

A one page FAQ provides additional information about the study and how they were selected for the survey.

If a group refuses to participate in the study, the technician will estimate their group size, note whether they were vehicle or walk-on passengers, and note the reason for refusal in a log.

Target sample sizes and sampling times have been developed for the three locations. In general, the goal is to collect about 400 surveys from Friday Harbor and 200 each from Orcas and Lopez.

Sample scheduling will generally survey similar numbers of ferries on weekends and weekdays. Technicians will not survey the very early or late ferries.

Survey script

Ferry survey script

Hi – how are you doing? We’re conducting a survey for San Juan County to better understand visitor’s trips to the islands. Participation is voluntary and all responses are anonymous. Would someone in your group be willing to take 5-10 minutes to complete a survey?

Thanks. OK, so we have to pick someone at random....which adult (over 18) in your group has the next birthday coming up?

Great. Here’s the survey...there are just four pages of questions. Some refer to the photos in this insert....

For the questions on the last page, you fill out just the ones in the top box if you are a visitor to the islands, or the bottom box if you live here – don’t fill out both.

There is room on the back for additional comments about your visit to the islands or suggestions for improved management.

Go ahead and fill this out at your leisure – I will come back and get it from you in a bit.

Feel free to ask me questions...

Other rules:

One response per car (or group, if they are walk/bike-on passengers).

No kids (under 18).

Goals per sailing: 7 from vehicles, 3 from walk/bike-on passengers.

Refusal log information

- 35 of 807 groups approached in the ferry lines refused to take the survey (4.3%); the final survey sample was 772.
- 41% of the refusals were because the groups was “uninterested.”
- 27% of the refusals were because the person reported they had been surveyed previously (possibly at an onsite location).
- 21% of the refusals were because groups were “in a hurry” or had other commitments.
- Other reasons included 1) “do not read English” -- 1%; and 2) “opposition to the study” – 1%.
- Verbatim notes from technicians about refusals included:
 - Busy with phone (x3)
 - Visitor tending child and dogs
 - Sleeping child
 - A visitor finished first page & gave up – survey was started
 - State employee on work trip
 - Survey is visitor focused and he's a local
 - “Survey is too long”
 - “I’m on vacation”
 - “Not today”
 - “Headed to get food”
 - “I’m visiting family -- didn't do anything 'touristy'”
- Group sizes of refusal groups averaged 1.9 people, about half that of respondents (ranged from 3.8 to 5.7 on different islands). Note that larger groups were more likely to take the survey (only need one volunteer, which is more challenging in groups of 1 or 2).

Written comments on ferry surveys

- 'YES!' next to increase tent camping opportunities
- Primary house is on the mainland, and that during this trip they were staying at their house on Stuart Island.
- Wrote in, '+ their use of public spaces' next to Manage number /timing of commercial kayaking groups
- Used to live here
- Headed to Orcas 'tomorrow' and to Lopez the night after.
- Under accommodations reported that they stayed in an RV.
- Stayed in their car in the accommodations section (3)
- Stayed in their cabin while on pearl Island
- Stayed at their house during this stay, and that they have a house 'here' and in Bellevue
- Live in their parent's place
- Traveling with their boyfriend
- "Already undergoing behaviors to cope with crowding"
- "Bike lanes/paths are especially important on Orcas island, and that they will be spending 12 months per year in their residence on Guemes."
- Wrote 'never!' next other tourist destinations
- Access to a 'boat/marina' for accomodations (2)
- "Day use for Orcas 5 nights @ VRBO @ Anacortes"
- "What a relief to see the islands have resisted development and maintained a peaceful quality of life for residents and visitors"
- "Swimming at Roche Harbor swimming pool"
- "We were only here during week days so we can't comment on how crowded or conjested things are on weekends."
- Usually spend more time outside, not a typical month
- "This survey is loaded. Did locals write this? Are people not allowed to enjoy the islands?"
- '!!!' next to some of their +4 management rankings.
- "Thank you for allowing our input!"
- This participant had all of her possessions loaded in her car and was moving away from SJI to the mainland predominantly because of concerns over increased development. "I understand that the local businesses depend on tourism, and tourists themselves might not have other oppourtunities to experience nature." She expressed a lot of general concerns over wildlife and specific concerns about unseen pedestrians and vehicle interactions in town.
- "Please make all parks free for full time residents."
- "Poor signage going to county park and lack of maps. Seasonality affects crowding. Was not so crowded 10-15 years ago."
- Own a vacation home on SJI
- "We were here as a walk on to enjoy the time - did not get to the beaches' on page 3, 'purposely did not come on a crowded day!'
- Moving to Friday Harbor
- "More ferry times to leave and come back"

- “Live on mainland, own on Lopez”
- “Live mostly in B'Ham”
- “I commute weekly”
- “Given today's technology there has to be a better way than waiting in line 2-6 hours before sailing, maybe a private company.”
- “Development for ferry; provide alternative transport for those who leave their cars behind; We wish there were reservations from Lopez to Anacortes”
- Circled residence locations in San Juan and Orcas. Wrote in that they live in Olympia and have 2 vacation properties
- Circled both yes and no under retired.
- “Build up, not out, in regards to development”
- Boy scout group
- “Add ferry reservations for peak days/times from Lopez (like on Sundays to Anacortes!)”
- We were here for a wedding. If we'd had more time we'd hike, bike, and kayak.
- I'm a part time resident (1-2 months in the San Juans)
- I commute weekly