

# THE **WAVE** Ferry **CONNECTOR**

2015 Survey  
Results and Analysis



Conducted by  
SR Concepts for  
ReMain Nantucket LLC  
August 2015

**2015 WAVE FAST FERRY CONNECTOR  
SURVEY  
RESULTS AND ANALYSIS**

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## **EXECUTIVE SUMMARY**

This report provides a summary of feedback received from surveys conducted at the request of ReMain Nantucket, LLC to examine the effectiveness of the 2015 WAVE Ferry Connector bus service operated by the Nantucket Regional Transit Authority (NRTA). The service was originally implemented in May 2014 to provide bus service to the two ferry terminals from a remote park and ride location

at 2 Fairgrounds Road. The initial investment of \$250,000 was privately funded by ReMain Nantucket LLC, Hy-Line Cruises, The Steamship Authority, Town of Nantucket, Stop & Shop, Nantucket Island Resorts, The Nantucket Hotel and Nantucket Bank.

In August 2014 a total of 162 surveys were conducted on board the ferries, the bus and online to examine the effectiveness of the service during the first season of operation. The results of the survey report indicated the service was well received during the first year of operation and that it showed potential for increased ridership. After a careful review of the operating results provided by the NRTA, and with consideration of the input received from the public surveys, a decision was made to fund the service for another year.

Using direct feedback from the four target audiences: contractors, year-round and seasonal residents and seasonal employees, adjustments were made to some aspects of the service, the name was shortened to Ferry Connector and a more focused marketing campaign was implemented for the 2015 season.

The second year of the service began May 21, 2015 and ended October 12, 2015. A total of 200 surveys were conducted on board the ferries during the period August 4-6, 2015. Sixteen (16) surveys were completed on line during a period ending October 18, 2015. As in 2014, the target audiences were contractors, year-round and seasonal residents and seasonal employees. Other respondents included individuals that work on the island year-round or had customers on the island that they visited periodically.

Reasons for non-use of the Ferry Connector were less varied in 2015 than in the previous year. In 2014, a general lack of knowledge about the service was the main reason respondents indicated they did not use it. In 2015 most contractors cited a preference for driving, had available parking near the ferries, or indicated that they worked close enough to walk to the ferries. A few contractors indicated that they were picked up by their employers. Most year-round and seasonal residents responded that they lived close enough to walk, preferred to drive or depended on friends or family to get to the ferries. Only a few individuals completing the 2015 surveys indicated that they were unaware of the service.



A large percentage of those surveyed in both years responded that they did not use the Ferry Connector. However, 14.3 percent more respondents indicated they used the service in 2015. A majority of respondents felt the bus schedule was either very effective or somewhat effective in getting them to and from the ferries, and approximately 34 percent used the service one or more times per week.

Fifty percent (50%) of those surveyed felt the location of the park and ride lot was convenient. Approximately 27 percent used the lot one or more times per week and over 40 percent indicated they would not be willing to pay for parking. A number of individuals responded that they are now using the park and ride lot as a pick-up and drop-off location when traveling to and from the ferries. This is a positive trend and with increased promotion the lot will become more popular for this purpose in the future.

Year-round residents were the largest group surveyed in 2015. A majority responded that they lived in town and walked to the ferries, or that they depended on friends and relatives for transportation to the ferry terminals. The majority of contractors surveyed stated that they liked and appreciated the Ferry Connector service; however, several noted that they would like the park and ride lot to be located closer to the ferries. This is consistent with comments received from the contractors surveyed in 2014.

Most individuals used both ferry services but the Hy-Line fast ferry was the preference for the largest number of people in each target group. The 6:20 AM ferry was the most popular time for traveling on the Hy-Line fast ferry from Hyannis to Nantucket. As in the previous year, the largest user group during the 6:20 AM time was contractors followed by seasonal workers. Also consistent with the 2014 survey results, contractors continued to be the largest user group for the 4:35 PM ferry from Nantucket to Hyannis. Very few of the individuals in the four target groups responded that they used the Hy-Line traditional ferry.

The 8:15 AM Steamship Authority fast ferry from Hyannis to Nantucket was the preference of contractors and seasonal workers. Seasonal residents preferred the 2:00 PM Steamship Authority fast ferry. Contractors and seasonal residents were the two largest user groups on the 9:30 AM Steamship Authority fast ferry from Nantucket to Hyannis. Contractors preferred the 3:30 PM and 6:15 PM Steamship Authority ferries. Very few of the individuals in the four target groups responded that they used the Steamship Authority traditional ferry.

As in 2014, the overall effectiveness of the 2015 marketing tools developed to promote the Ferry Connector was varied depending on the target audience. As expected, a majority of respondents learned about the Ferry Connector from a friend or co-worker and the posters continued to be extremely effective in attracting attention to the service. However, the survey results revealed that there was an increase in visibility of all of the marketing tools during the 2015 season. Specifically, the print advertisement and the brochure were much more effective in 2015 than in 2014. Almost 30 percent of year-round residents learned about the service from the Inquirer and Mirror print ad as opposed to 25 percent in 2014.



Additionally, the survey team observed that the placement of the directional signs at the ferry docks appeared to be very effective improvements in directing people to the bus stops, especially the Easy Street stop. Also the improved signing on Easy Street made it much clearer that the Ferry Connector serviced that bus stop.

The overall findings of this report indicate that there was a very positive improvement in the visibility and use of the 2015 Ferry Connector service. The NRTA continues to operate the service very efficiently and as more people are becoming aware of the benefits of using the bus to travel to and from the ferries the number of users will increase. Funding the Ferry Connector service again in 2016 will continue to be mutually beneficial to the Town of Nantucket, the business community, the ferry providers, and especially to the individuals using the service.

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## INTRODUCTION

Implemented in May 2014, the WAVE Fast Ferry Connector ended the first operating season with positive results. Although planned and implemented in a very short period of time, the service produced respectable results with regard to ridership and operating efficiency.

Available funding to operate and market the service during the 2014 season was \$250,000. This amount was privately funded by ReMain Nantucket, LLC, Hy-Line Cruises, The Steamship Authority, Town of Nantucket, Stop & Shop, Nantucket Island Resorts, The Nantucket Hotel and Nantucket Bank.

Feedback received from riders during surveys conducted in August 2014 indicated that there was potential for increasing ridership if the service continued for another year. These results and the NRTA's operating data were presented to stakeholders and to the NRTA Advisory Board in November 2014 and a decision was made to continue the service during the 2015 season.

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## MARKETING

Marketing recommendations from the 2014 Survey Results and Analysis Report were implemented during the 2015 season and a more focused marketing campaign was developed to educate the public about the service. The name of the service was simplified to Ferry Connector to reflect route schedules that accommodated the traditional ferries as well as the fast ferries.

- The Ferry Connector brochure was updated with current schedule information and stops were more clearly defined on the route map. More emphasis was also placed on the schedule showing that the bus operates every 20 minutes.
- Ferry Connector schedule information was included in the 2015 WAVE Transit Guide.
- Print advertisements were developed to more closely reflect the WAVE Ferry Connector brand and placed in the Inquirer and Mirror and on the Mahon About Town blog/website.
- On screen advertisements were developed to air before the movies at the Dreamland.



- Electronic ads were also developed for use on The Steamship Authority television monitors.
- Links to information about the Ferry Connector and a paragraph about the service on the "Ways to Save" page were also provided on the Steamship Authority website.
- Posters were updated for the 2015 season and placed more effectively on board the boats and in the ferry ticket offices along with the brochure.
- Signs were developed for placement at the Steamship Authority and HyLine Cruises docks to direct customers to the bus stops.
- Signage at the Easy Street bus stop was improved to indicate that the stop provided access to the Ferry Connector.

The NRTA also issued a press release in early May which resulted in articles published in the Inquirer and Mirror and Yesterday's Island.



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## **SURVEY PROCESS**

In coordination with ReMain Nantucket, LLC and the Nantucket Regional Transit Authority, SR Concepts developed a survey for the 2015 season that reflected changes in the Ferry Connector marketing strategy and service changes. Among other issues, the survey addressed the inclusion of the traditional ferries as well as the fast ferries, and promotion of the park and ride lot as a pick-up and drop-off location. As in 2014, the new survey targeted four audiences commuting between Hyannis and Nantucket: contractors, year-round island residents, seasonal island residents and seasonal workers on the island. Additionally, a more aggressive schedule for surveying individuals on the ferries was developed that more effectively reached individuals in each target group. An on-line version of the survey was also promoted. Individuals that chose not to complete the on-board surveys were provided with 3.5" x 5" cards containing the on-line survey address and a link to the on-line survey was posted on the NRTA website.

Posters advertising the survey dates, and with information about the on-line version, were posted at the Hy-Line Cruises and Steamship Authority ticket offices. A black and white print advertisement was also placed in the July 30, 2015 issue of the Inquirer and Mirror promoting the survey.



**WIN a FREE flat screen TV!**

**Take the survey and enter to win!**

August 4-7, 2015 representatives of the WAVE Fast Ferry Connector will be conducting surveys on the Hy-Line & Steamship Authority fast ferries and on the WAVE buses.

**WAVE Ferry CONNECTOR**

Just complete a survey and your name will be entered in a drawing to win a beautiful new flat screen television.

You can also complete the survey on line by going to the WAVE website at [nrtawave.com](http://nrtawave.com) and click on Fast Ferry Connector Survey. Or you may go direct to the survey at [www.surveymonkey.com/r/ferryconnectorsurvey](http://www.surveymonkey.com/r/ferryconnectorsurvey).

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## **SURVEY RESULTS**

During the period August 4-6, 2015, the survey team administered on board surveys to over 200 individuals. The surveys were conducted on the Hy-Line Cruises traditional and fast ferry as well as on board the Steamship Authority fast ferry. A total of 16 surveys were completed on line. Of the 216 surveys 66 were contractors, 79 year-round residents, 22 seasonal residents, and 26 were seasonal workers. Twenty-two (22) individuals responded in the "other" category. Consistent with the 2014 results, most of these individuals did not explain their status, but several noted that they worked on the island year-round for local businesses, had customers on the island, or rented a home on the island but did not consider themselves "legal" residents.



Although ridership figures for the service showed a 55 percent increase in 2015, many of those surveyed indicated they did not use the WAVE Ferry Connector service. However, there was a 14.3 percent increase in the number of survey respondents that used the service in 2015 but did not use it in 2014. A breakdown of the individual responses to all questions is provided in Appendix I of this report.



The overall effectiveness of the 2015 marketing campaign was varied depending on the target audience. As expected, a majority of respondents learned about the service from a friend or co-worker and the posters continued to be an extremely effective in attracting attention to the service.

Designing the print advertisement to be more consistent with the WAVE/Ferry Connector branding played a role in increasing awareness. Almost 30 percent of year-round residents learned about the service from the Inquirer and Mirror print ad as opposed to 25 percent in 2014. Additionally, more respondents indicated that they learned about the service from the revised brochure.

The survey team also observed that the placement of the directional signs at the ferry docks appeared to be very effective improvements in directing people to the bus stops, especially the Easy Street stop. The improved signing on Easy Street also made it much clearer that the Ferry Connector serviced that bus stop.

### **Contractors**

A total of 66 contractors completed surveys during the 2015 season. There was a 7 percent increase in contractor use of the service in 2015 over 2014. The two highest rated reasons contractors liked the service were the free parking and easy access to the park and ride lot. Most of the comments the survey team heard from this target audience on board the ferries were very positive and the majority of contractors were appreciative that the service was provided again. Written comments to question #8 regarding potential changes that can be made to improve the service focused on adding another bus to meet the arrival of the 6:20 AM Hy-Line fast ferry from Hyannis. There were also several comments requesting that the bus allow more time for passengers to depart the ferries and board the bus, specifically when the boats are late.

Over 30 percent of contractors noted that they learned about the service from friends or co-workers. The posters are still effective with this group as 39 percent saw information about the service on the posters in the HyLine ticket offices and 29 percent saw the posters in The Steamship Authority ticket offices. Eight percent (8%) learned about the service from the brochure as opposed to 5 percent in 2014.

Forty-three percent (43%) of contractors used the free park and ride lot at 2 Fairgrounds Road and 55 percent of the total respondents in this group felt the location of the lot was convenient. Fifty-two percent (52%) responded that they would not pay for parking.

Seventy-three percent (73%) of contractors used the Hy-Line fast ferry. As expected the results indicated that 65 percent take the 6:20 AM fast ferry from Nantucket to Hyannis and 71 percent take the 4:35 PM fast ferry from Nantucket to Hyannis.

### **Year-Round Residents**

A total of 79 individuals in this target audience completed surveys. In 2015, 33 percent used the WAVE Ferry Connector, an increase of 5 percent over the number using the service in 2014. Most respondents in this group used the service at least once weekly; 13 percent use it twice or more per week. Thirty percent (30%) of this target audience responded that the WAVE Ferry

Connector bus schedule was effective in getting them to and from the ferries. The free parking and convenience of not driving downtown to access the ferries were the two most popular aspects of the service.

The print advertisement in the *Inquirer and Mirror* was much more effective with this group in 2015. Over 29 percent of year-round residents indicated they learned about the service from the ad in 2015 over 25 percent in 2014. The poster in the Hy-Line ticket office on Nantucket (19%) and the ad on Mahon About Town (19%) were also effective.

Most year-round residents depended on friends and/or family members to take them to and from the ferries and did not park at the 2 Fairgrounds Road park and ride lot. However, 49 percent felt the park and ride lot location was convenient and approximately 24 percent have used it as a pick-up and/or drop-off location when traveling to and from the ferries.

Respondents in this target audience tended to use both The Steamship Authority and Hy-Line services but the majority (73%) use the Hy-Line fast ferry. The 3:10 PM and 6:20 PM ferries are the most popular for residents traveling from Hyannis to Nantucket. The 7:45 AM Hy-Line fast ferry was the most popular time period for residents traveling from Nantucket to Hyannis. A majority of respondents in this target group indicated that they did not use the traditional ferry.

The 9:30 AM Steamship Authority fast ferry was the most popular time period for year-round residents and the 5:00 PM boat was the most popular when traveling from Hyannis to Nantucket. Twenty-four percent (24%) of year-round residents indicated use of the 2:45 PM Steamship Authority traditional ferry when traveling from Hyannis to Nantucket and 38 percent indicated use of the 6:30 AM ferry from Nantucket to Hyannis.

### **Seasonal Residents**

Twenty-two (22) seasonal residents completed the surveys. Thirty-seven percent (37%) of these individuals used the service in both 2014 and 2015. The most popular reasons seasonal residents used the service were: convenience of not driving downtown to access the ferries (32%) and easy access to the park and ride lot (18%). A majority of this target audience learned about the WAVE Ferry Connector from friends or co-workers (32%). However, the print advertisement in the *Inquirer and Mirror* effectively reached 23 percent of this group.

Twenty-eight percent (28%) of seasonal residents felt the bus service was effective and 37 percent used the service at least once weekly. Fifty percent (50%) of this group felt that the park and ride lot was convenient and 19 percent used the lot from one to four times per week. A majority (68 percent) did not use the lot for a pick-up and/or drop-off location when using the ferries. This group had the highest percentage of people that indicated a willingness to pay for parking. Twenty-eight percent (28%) noted they would pay a rate of either \$1 to \$2 or \$2 to \$5 per day and 5 percent responded that they would pay \$15 to \$25 per month. Thirty-two percent (32%) responded that they would not pay for parking.

Seasonal residents responded that they used both ferry providers; however, 63 percent used the Hy-Line fast ferry and 41 percent The Steamship Authority fast ferry. Respondents provided multiple answers when asked what time of day they used the ferries. When traveling from Hyannis to Nantucket on the Hy-Line fast ferry the most popular time period was 12:00 PM (27%) and the 3:10 PM boat was second (23%).



When traveling from Nantucket to Hyannis the 7:45 AM ferry was most popular (32 percent) followed by the 10:35 AM ferry (23%). Fifty percent (50%) of this target audience did not use the Hy-Line traditional ferry.

When traveling from Hyannis to Nantucket, seasonal residents most often used the 2:00 PM fast ferry (23%) with the 8:15 AM, 11:00 AM, 5:00 PM and 7:30 PM boats used equally at 14 percent each. The 9:30 AM ferry from Nantucket to Hyannis was noted as the most popular time period (36%) and the 3:30 PM and 6:15 PM boats used equally at 14 percent each. Twenty-seven percent (27%) of seasonal residents responded that they did not use the Steamship Authority traditional ferry when traveling from Hyannis to Nantucket. However, 14 percent used the 2:45 PM, 5:30 PM and 8:00 PM boats equally. The 12:00 PM Steamship Authority traditional ferry was the most popular when traveling from Nantucket to Hyannis (32%).

### **Seasonal Workers**

Twenty-six (26) seasonal workers completed the surveys. Thirty-one percent (31%) of these individuals responded that they used the Wave Ferry Connector in 2015 as opposed to 23 percent in 2014. Thirty-eight percent (38%) of seasonal workers liked the convenience of not driving downtown to access the ferries and 23 percent responded they liked the free parking and easy access to the park and ride lot.

The majority of seasonal workers learned about the WAVE Ferry Connector from a friend or co-worker; however, posters in the Hy-Line and Steamship Authority ticket offices were also very effective in reaching this group. Eight percent (8%) of seasonal workers also learned about the service from the brochure.

Thirty-eight percent (38%) of this target audience responded that they felt the bus schedule was effective in getting them to and from the ferries and 23 percent used the service at least once per week. Forty-two percent (42%) of these individuals indicated they felt the park and ride lot location was convenient but only 12 percent of these individuals actually used the lot. Thirty-five percent (35%) have used the lot as a pick-up or drop-off location when traveling to the ferries. A majority of these individuals (42%) indicated that they would not pay for parking.

Seasonal workers noted that they used both ferry services, but a majority (65%) used the Hy-Line fast ferry more frequently. When traveling from Hyannis to Nantucket a majority of these individuals use the 6:10 AM Hy-Line fast ferry (42 percent). Twenty-six percent (26%) used the 4:35 PM Hy-Line fast ferry when traveling from Nantucket to Hyannis. The majority of seasonal workers (69%) do not use the Hy-Line traditional ferry.

Twenty-three percent (23%) of individuals in this target audience used the 8:15 AM Steamship Authority fast ferry from Hyannis to Nantucket and the 9:30 AM boat when traveling from Nantucket to Hyannis. Over 57 percent did not use the Steamship Authority traditional ferry.

### **Other**

Twenty-two (22) individuals completed surveys in this group. Most of these individuals did not explain their status but several noted that they worked on the island year-round or had customers on the island. Two (2) individuals described themselves as year-round renters who didn't consider themselves "legal" residents.

There was a 10 percent increase in Ferry Connector use from 2014 to 2015 by individuals in this group. Over 40 percent indicated they liked the convenience of not driving downtown to access the ferries, 36 percent liked the free parking and 27 percent liked the easy access to the park and ride lot.

Forty-five percent (45%) of the individuals in this target audience felt the current bus schedule was effective but most indicated they did not use the service (41%). This group also felt the location of the park and ride lot was convenient (50%) but most indicated they did not use it (64%). Additionally, the majority have not used the park and ride lot as a pick-up and/or drop-off location when traveling to and from the ferries. Forty-five percent (45%) of these individuals indicated they would not pay for parking.

A majority of this group (82%) indicated they used the Hy-Line fast ferry. Fifty-five percent (55%) took the 6:20 AM Hy-Line fast ferry from Hyannis to Nantucket and 64 percent used the 4:35 PM Hy-Line fast ferry from Nantucket to Hyannis. A majority of these individuals did not use the Hy-Line traditional ferry.

When traveling on The Steamship Authority fast ferry from Hyannis to Nantucket, 18 percent of these individuals prefer the 11:00 AM boat. Twenty-three percent (23%) prefer the 6:15 PM boat when traveling from Nantucket to Hyannis. A majority of these individuals did not use The Steamship Authority traditional ferry.

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## **RECOMMENDATIONS**

One of the main goals of implementing the Ferry Connector service in 2014 was to discourage overnight parking in Town by providing easy access to the ferries from the park and ride lot on 2 Fairgrounds Road. The need to expand the park and ride lot and the 55 percent increase in use of the Connector are evidence that this goal has been successfully achieved.

Additional indicators of the success of the service are:

- Overall, 14 percent more total survey respondents used the service in 2015.
- A larger percentage of local residents parked at the park and ride lot and took the Connector to the ferries in 2015.
- A large majority of the individuals participating in the survey liked the convenience of not driving downtown and the easy access to the park and ride lot.

The Connector program has helped to reduce overnight parking by work-related vehicles in the downtown area and with increased marketing of the park and ride lot as a pick-up and drop off location, congestion around the ferry terminals should also decrease. If the Ferry Connector service is discontinued it is quite probable that these trends will reverse.

The overall findings of this report indicate that there was a very positive improvement in the visibility and use of the 2015 Ferry Connector service. The NRTA continues to operate the service very efficiently, and as more people are becoming aware of the benefits of using the bus to travel to and from the ferries the number of users will increase. Funding the Ferry Connector service again in 2016 will enable the NRTA to continue to provide a service that is mutually beneficial to the Town of Nantucket, the business community, the ferry providers, and especially to the individuals using the service.



**Appendix I:**  
**Detailed Analysis of the Survey Results by Question**  
**And Individual Survey Groups**

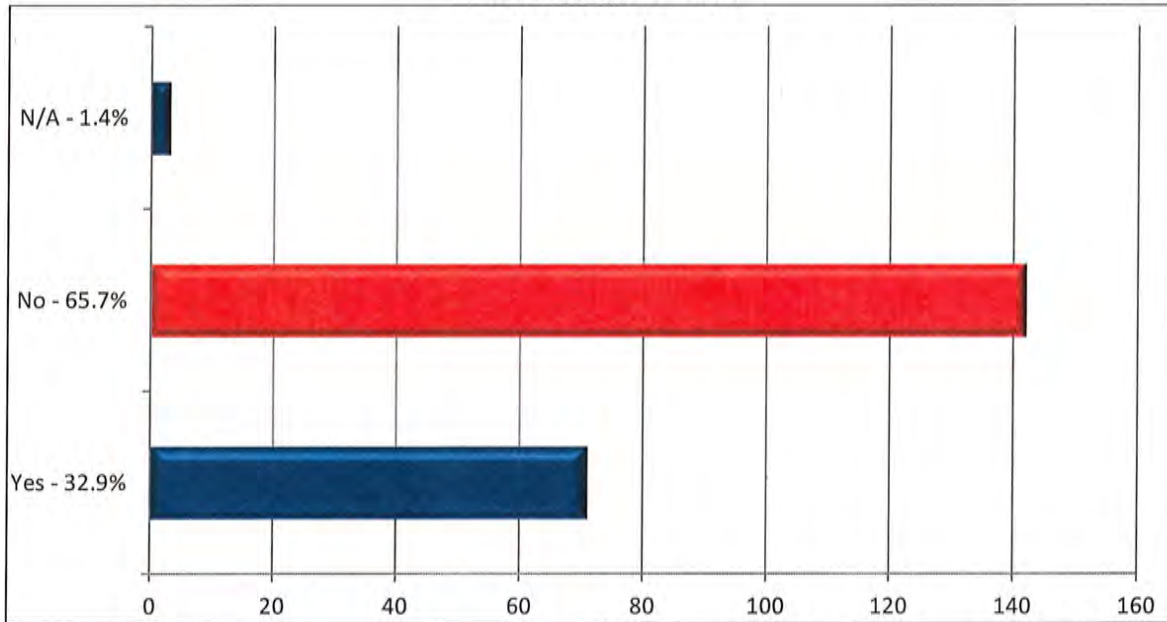
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## WAVE FERRY CONNECTOR BUS SERVICE

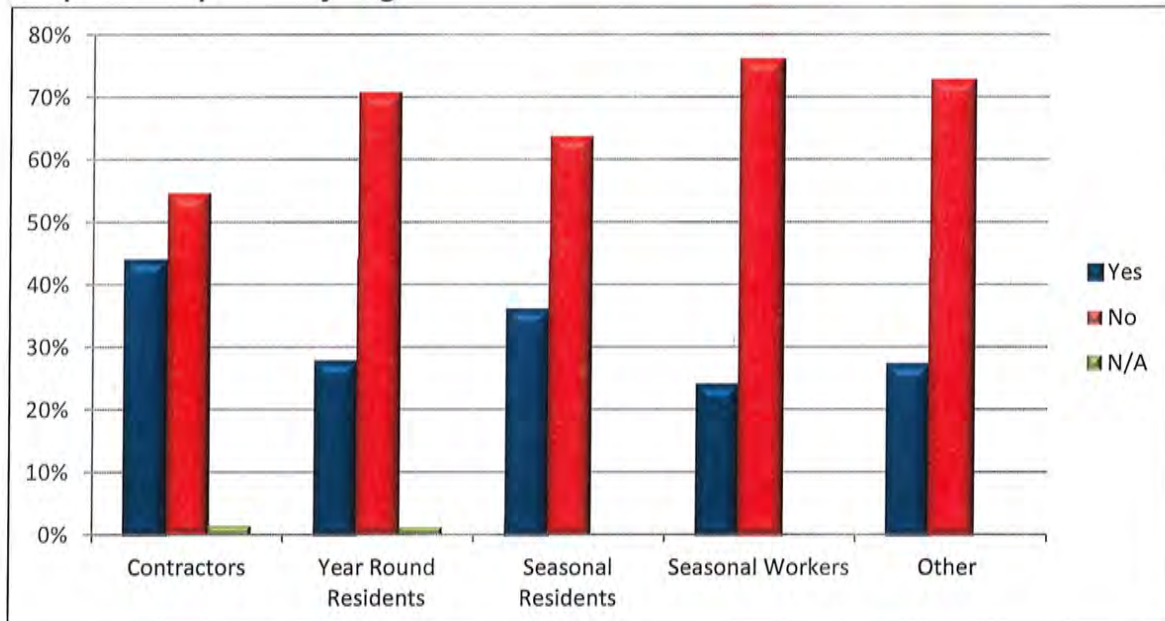
1. Did you use the WAVE Ferry Connector to get to and from the ferries during the 2014 season?

**Overall Results – 216**



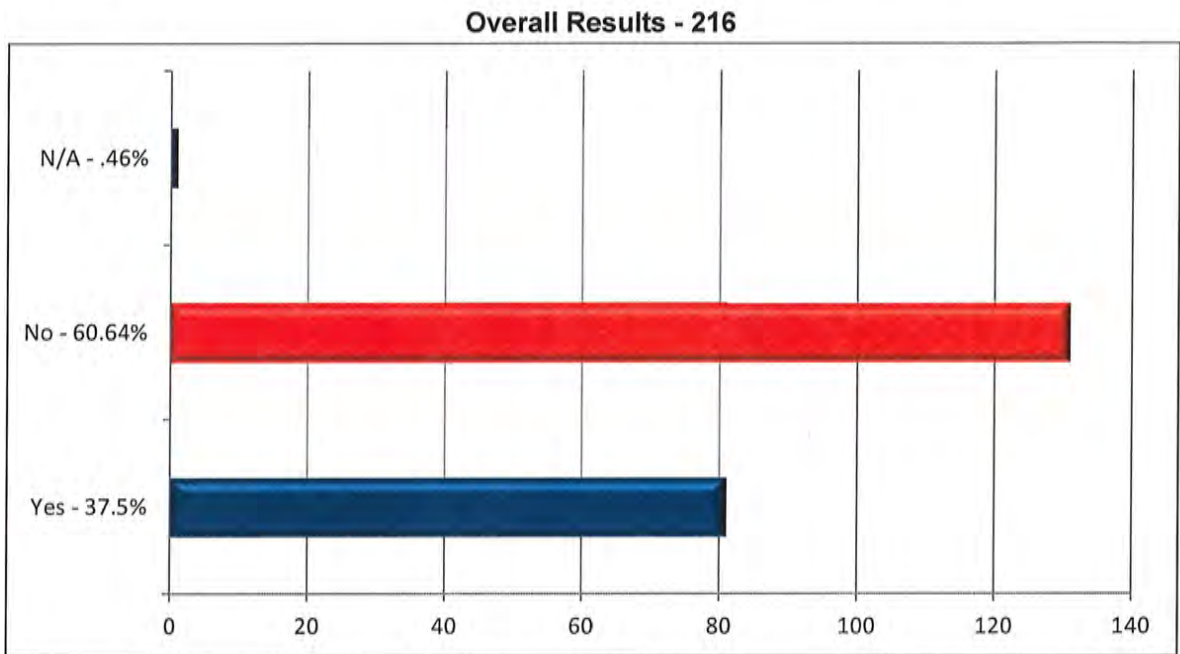
A majority of those surveyed responded that they did not use the Ferry Connector service in 2014. Contractors were the largest user group surveyed in 2014 (79), followed by year-round residents (51).

### Responses separated by target audience



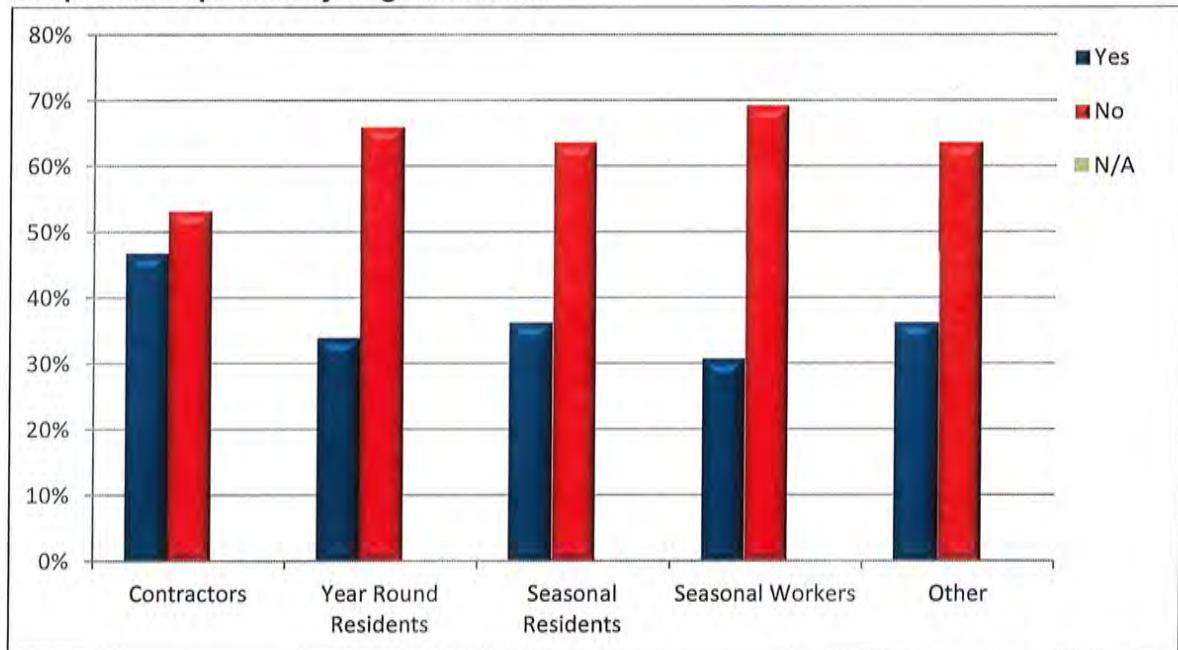


**2. Do you currently use, or have you used the WAVE Ferry Connector bus service in 2015?**



A majority of individuals responded they did not use the service in 2015. Year-round residents (79) were the largest group surveyed in 2015, followed by contractors (66).

**Responses separated by target audience**



There was a 14.3 percent increase in use of the Ferry Connector service from 2014 to 2015.

**3. If you answered no to #2 above, please tell us why you do not use the Ferry Connector.**

A complete set of responses are shown in the Comments section of this report. Below is a summary of the most common responses to this question:

**Contractors:**

- Work within walking distance – 15.6 percent
- Park in town close to ferry – 12.5 percent
- Unaware of service/do not want to ride – 6 percent
- Twenty-eight percent (28%) of contractors responded that they have a vehicle on the island and/or are picked up by someone at the ferry. It is unknown if these individuals worked on the island in 2014 and have just not been informed about the availability of the bus service.

**Year-Round Residents:**

- Live downtown and walk to ferry – 12.6 percent
- Have parking downtown – 5 percent
- Prefer to drive – 8.8 percent
- Family/friends drop off/pick up – 16.5 percent
- Rarely travel in summer – 3.7 percent
- Do not need the service – 6.3 percent
- Nine percent (9%) of respondents either didn't know about the service, or have not had a chance to try it. However, several respondents in this group stated they wanted to try it.

**Seasonal Residents:**

- Live downtown and walk to ferry – 9 percent
- Family/friends drop off/pick up – 18.1 percent
- Prefer to drive – 9 percent
- Unaware of the service – 9 percent

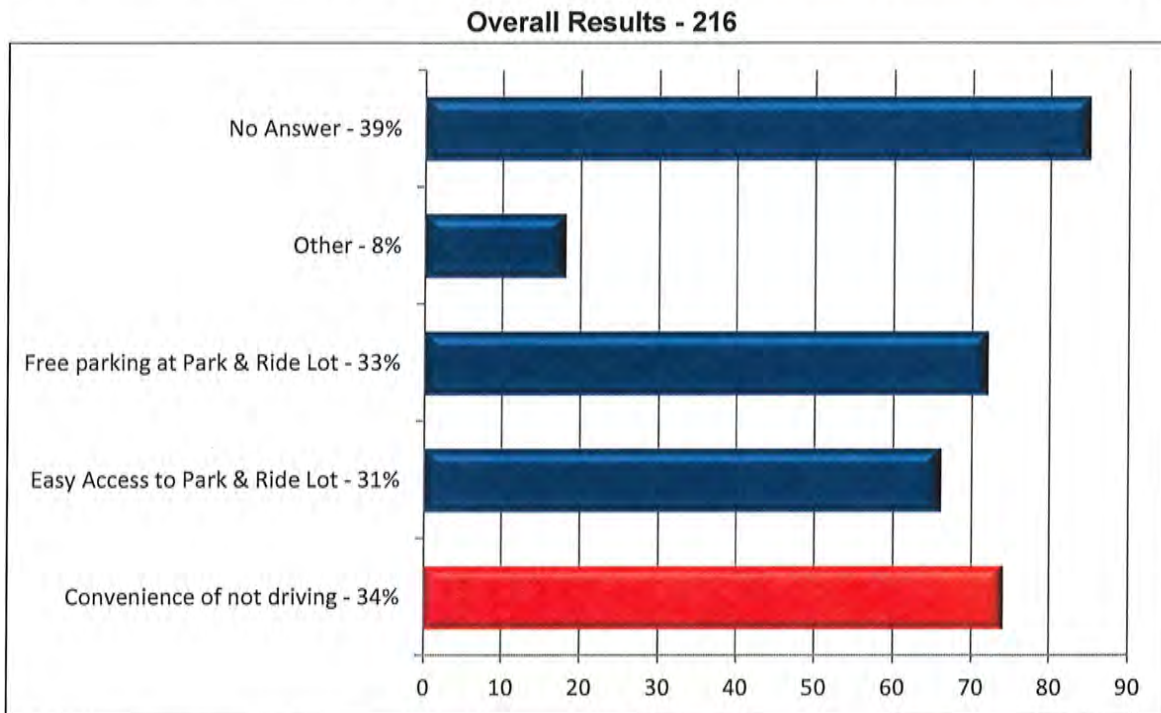
**Seasonal Workers:**

- Family/friends drop off/pick up – 7.6 percent
- Prefer to drive – 19.2 percent
- Walk – 19.2 percent
- Do not need the service – 11.5 percent
- Unaware of the service – 3.8 percent

**Other:**

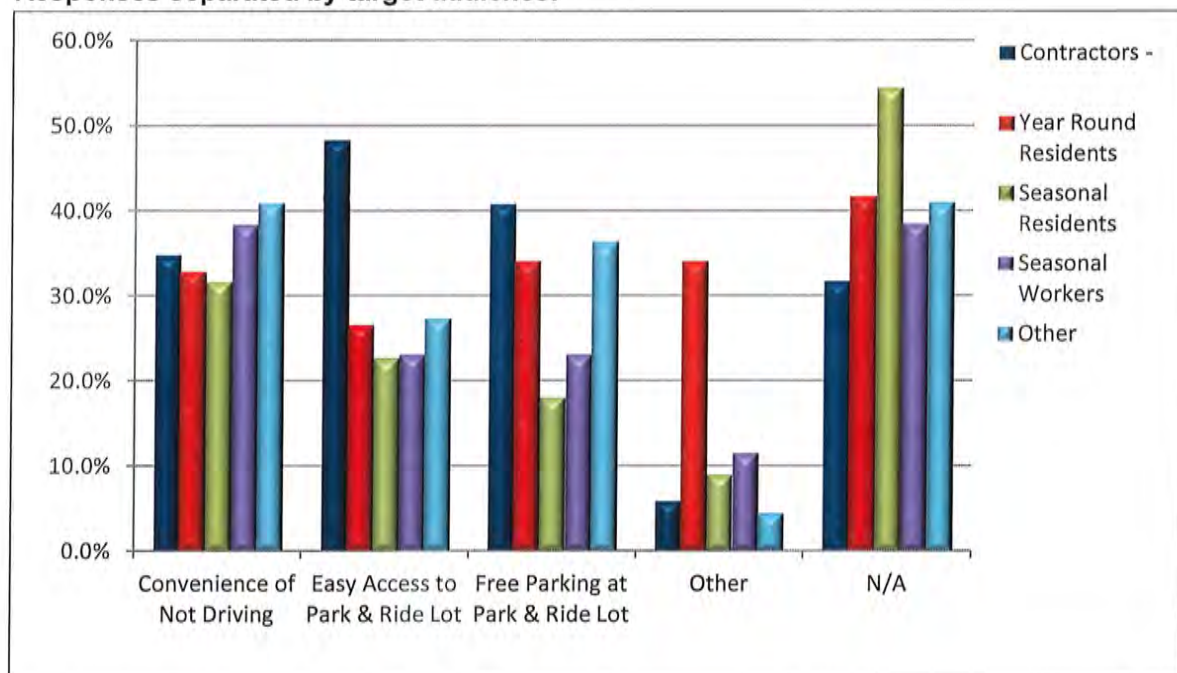
- Family/friends/co-worker drop off/pick up – 13.6 percent
- Prefer to drive – 4.5 percent
- Walk/Bike – 13.6 percent
- Unaware of service – 9 percent
- Do not need the service – 4.5 percent

**4. What aspects of the WAVE Ferry Connector do you like best? (Check all that apply)**



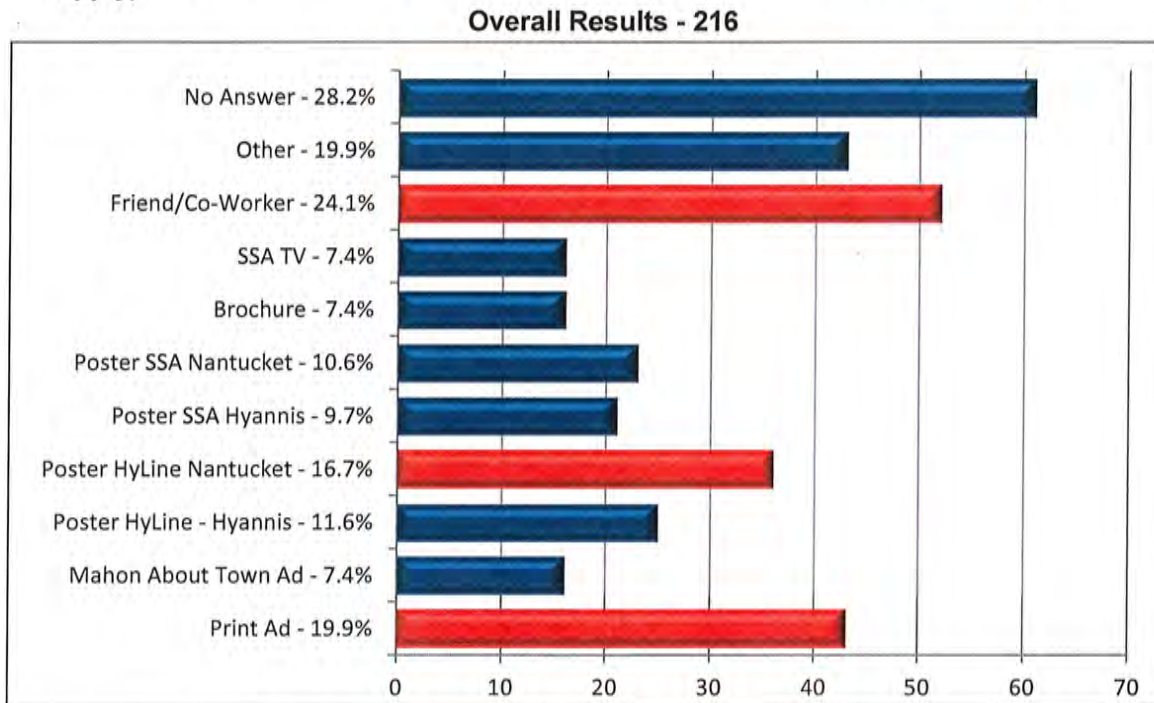
Respondents checked multiple answers to this question. The convenience of not driving was the most popular option; however, responses were fairly evenly divided among all three options. One individual in the "Other" category commented that he liked the ability to access his car without taking a taxi.

**Responses separated by target audience:**



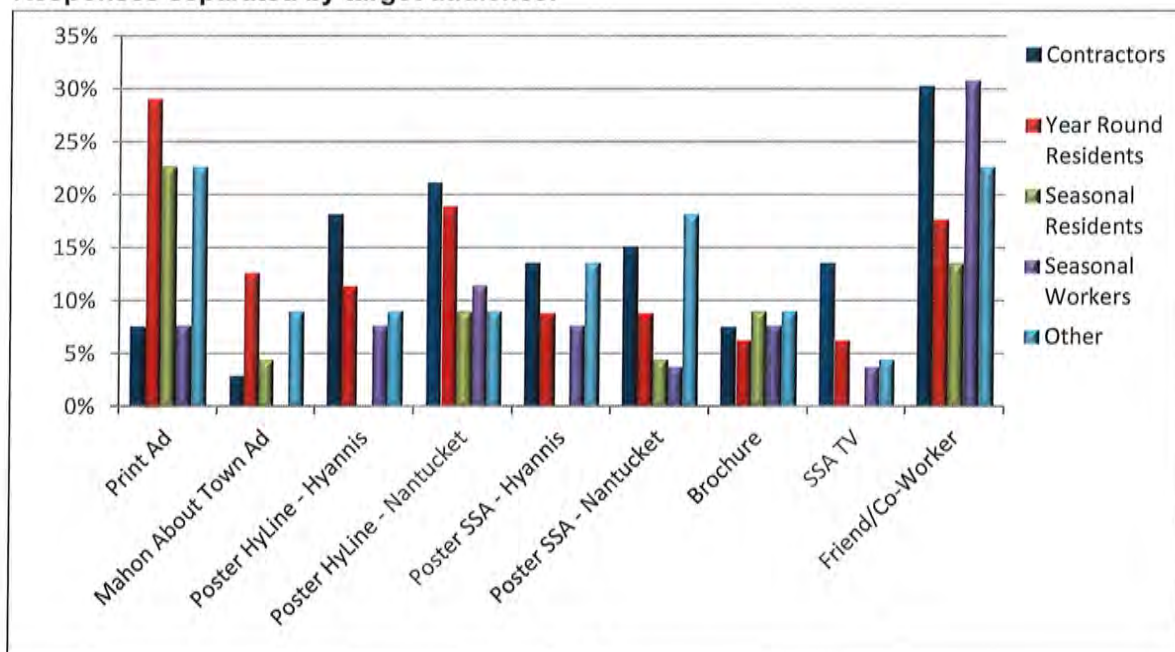


**5. Where did you learn about the WAVE Ferry Connector bus service? (Check all that apply)**

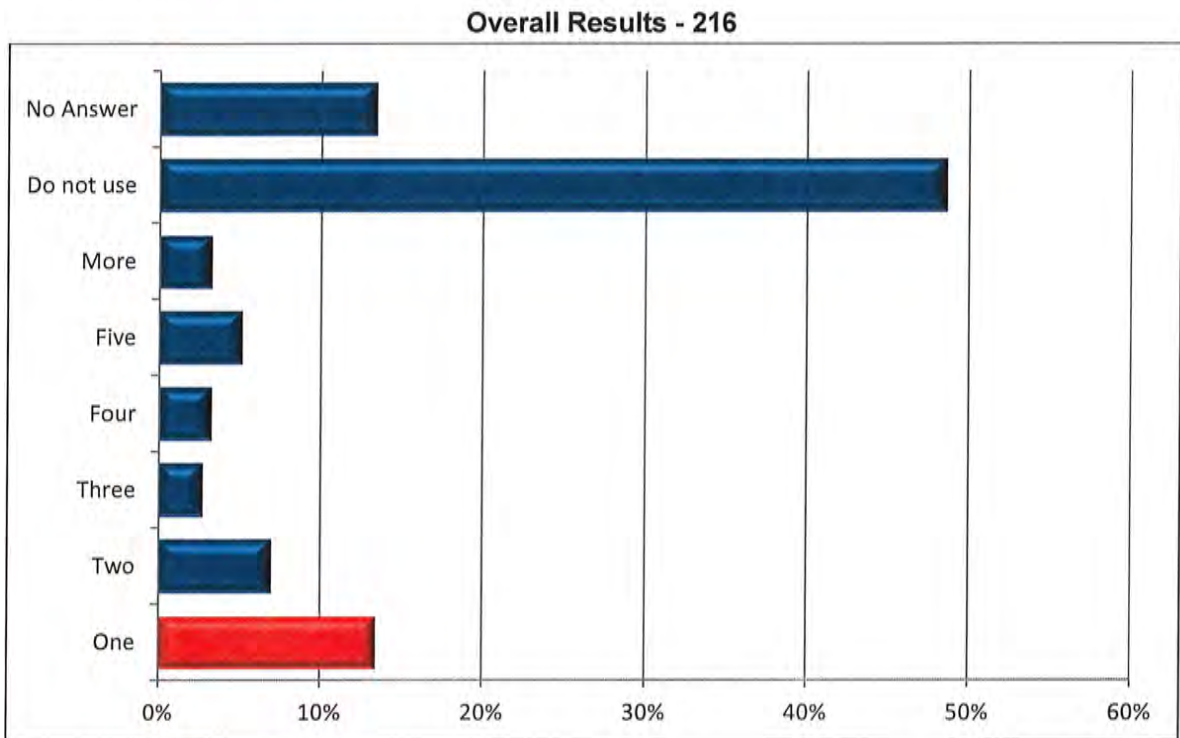


Respondents checked multiple answers to this question. As in 2014, most respondents learned about the service from a friend or co-worker. The print advertisement was much more effective in 2015, especially with year-round residents. Overall, the posters were also very effective, specifically the posters displayed in the Nantucket Hy-Line ticket office.

**Responses separated by target audience:**

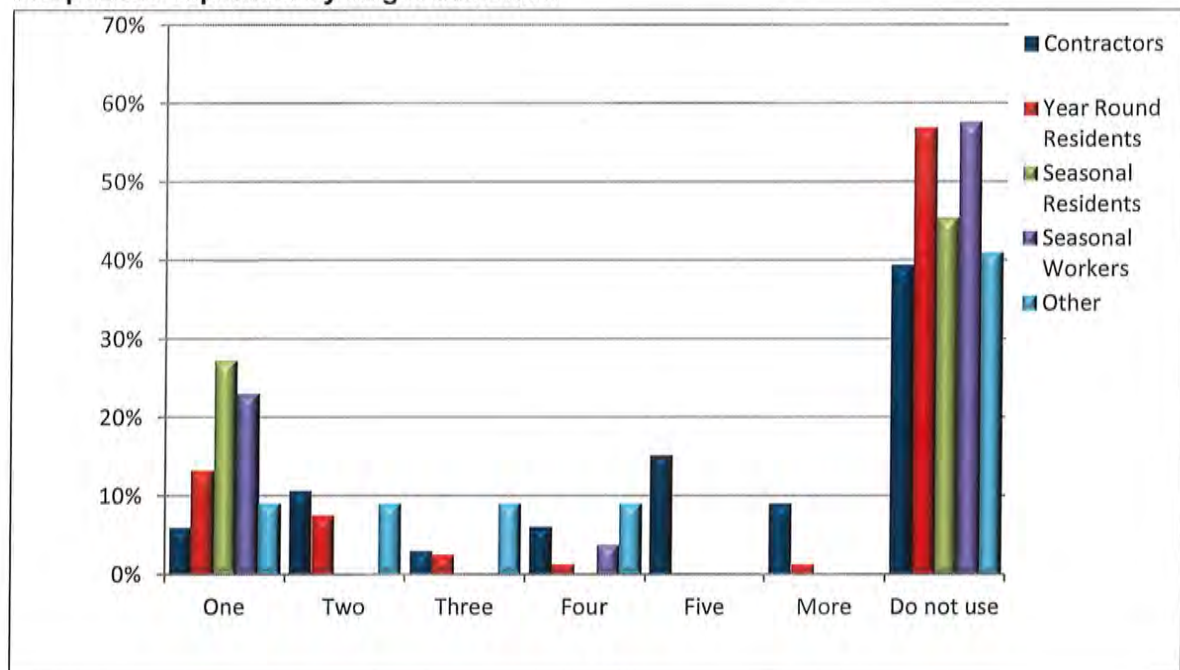


**6. How often during a typical week do you use the WAVE Ferry Connector bus service to get to and from the ferries?**



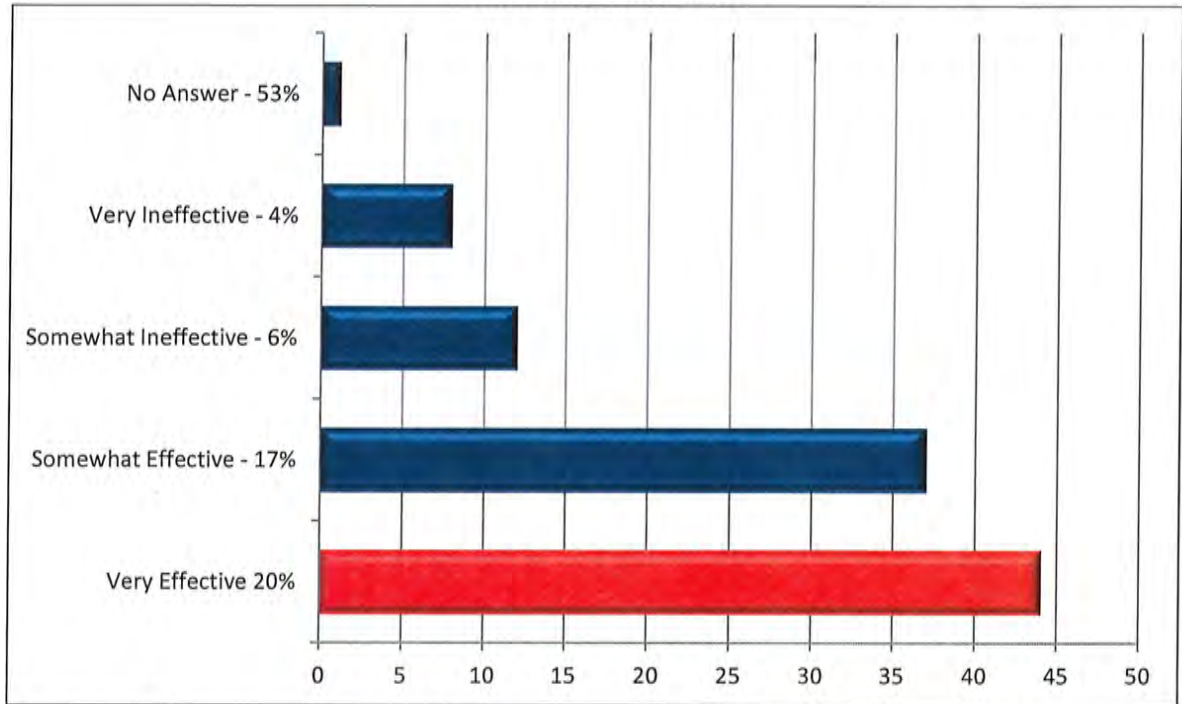
Approximately 13 percent used the service at least once a week. Seasonal residents were the largest user group closely followed by seasonal workers.

**Responses separated by target audience:**



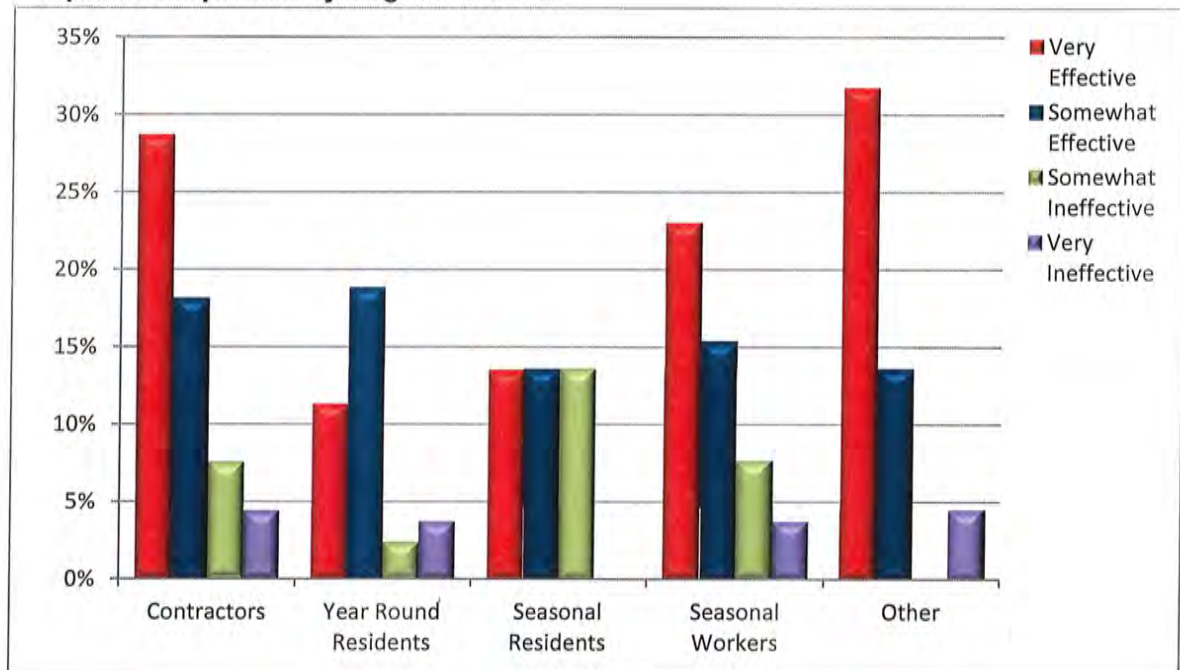
## 7. How effective is the current bus schedule in getting you to and from the ferries?

Overall Results - 216



A majority of respondents answered that the WAVE Ferry Connector was effective. Comments written in response to question number 8 can be interpreted as brief explanations for why some respondents felt the service was ineffective. Many noted that they did not travel often during the summer, or that they were dropped off/picked up by friends or family members.

### Responses separated by target audience:



**8. Are there any changes that can be made to the bus schedule to make it more convenient for you to travel to and from the ferries?**

A complete set of responses are shown in the Comments section of this report. Below is a summary of the most common responses to this question:

**Contractors:**

- Add more buses and increase the frequency – 9 percent
- I've had the bus drivers pull into the park and ride behind me and pull straight out before I could get out of my truck.
- Please have the bus wait for passengers to get off the ferry before departing.

**Year Round Residents:**

- Need year round for those without transportation.
- It's convenient for me.
- Please do not stop the service – I just need reminders.
- No – although I do not need to use this service, it is very popular with my co-workers and friends.

**Seasonal Residents:**

- Make sure the drivers know the ferry schedules – I have missed several buses.

**Seasonal Workers:**

- No comments to this question.

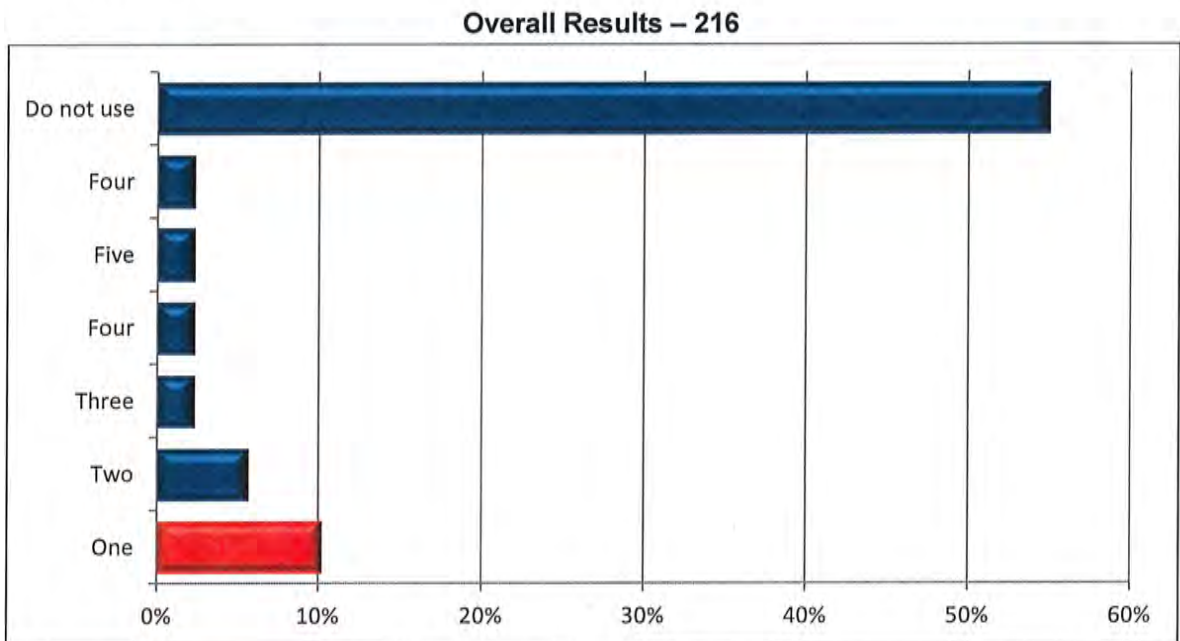
**Other:**

- Post signs
- Would like to see time limit extended. Some go off island for more than a week during school vacations and many times 7 days is not enough.



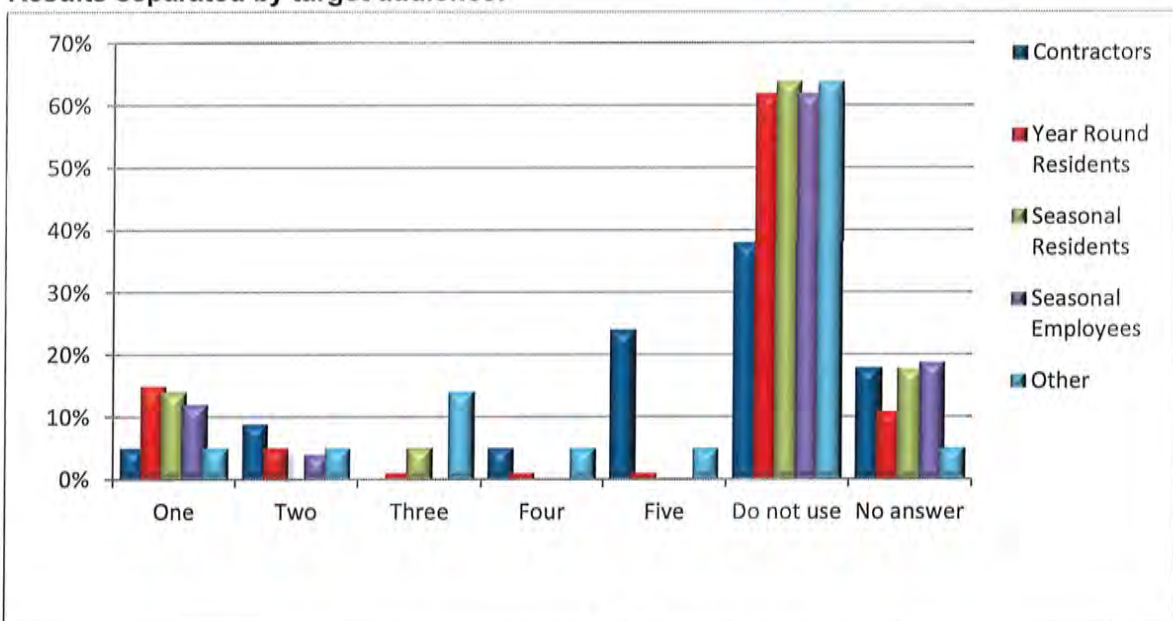
## PARK AND RIDE LOT

### 9. How often during a typical week do you use the free park and ride lot at 2 Fairgrounds Road?

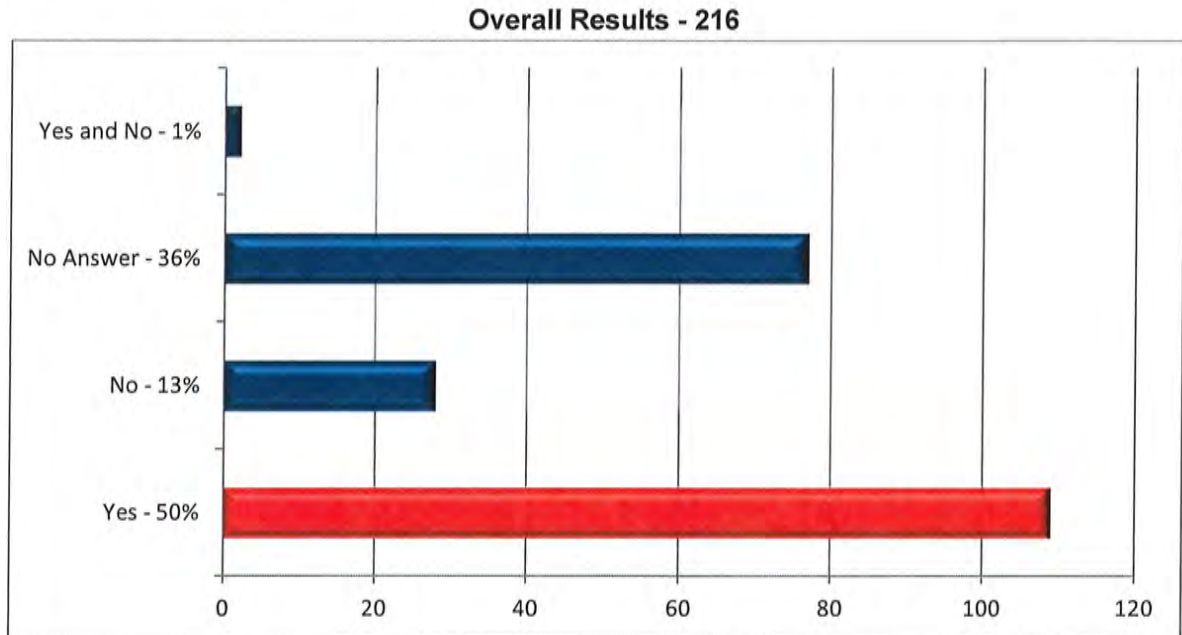


Over 28 percent of respondents use the park and ride lot at 2 Fairgrounds Road. Almost 50 percent of year-round residents used the lot at least once weekly; contractors used the lot five (5) times per week. The 2015 survey results indicate an overall increase in the use of the park and ride lot from the 2014 responses.

#### Results separated by target audience:

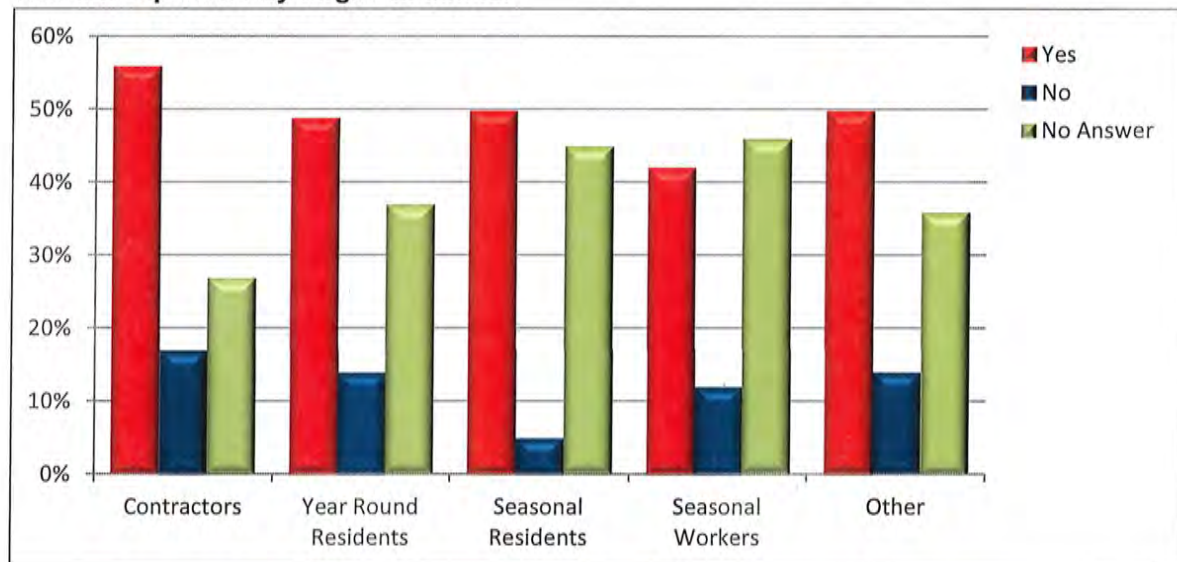


#### 10. Is the location of the park and ride lot convenient?



The majority of respondents indicated that the location of the park and ride lot was convenient for their needs. As in the 2014 results, some contractors responded that they would prefer the lot to be closer to downtown.

#### Results separated by target audience:



**11. If you answered No to question #10, please explain why the park and ride lot is not convenient.**

A complete set of responses are shown in the Comments section of this report. Below is a summary of the most common responses to this question:

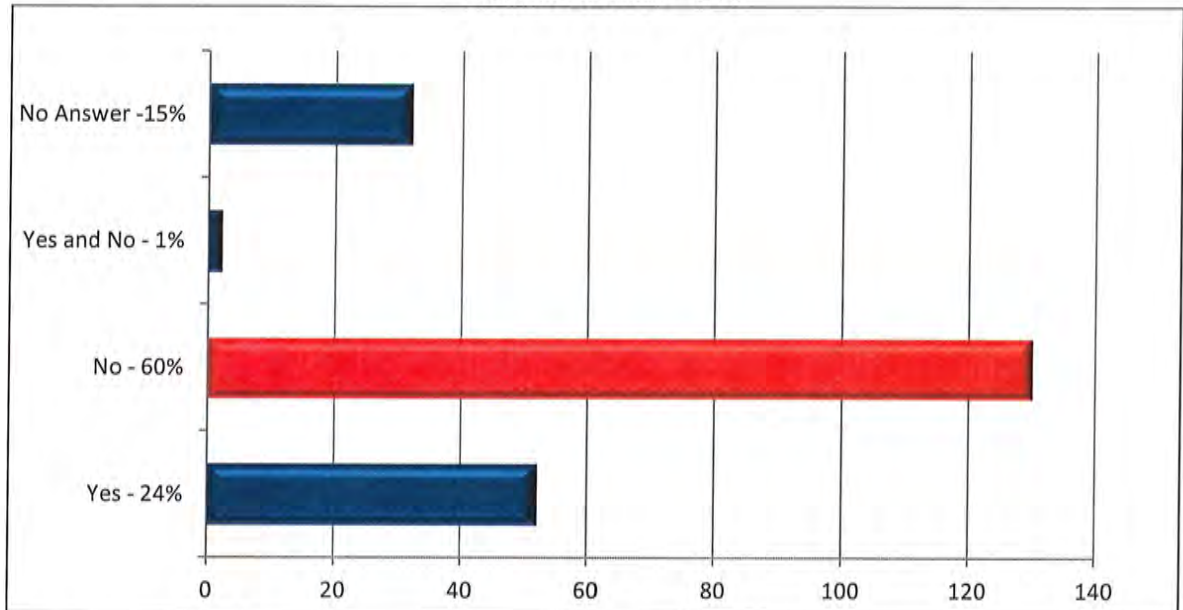
**Contractors:**

- The Town should make the open lot behind Stop and Shop downtown public parking also.
- Takes too long to get to the park and ride lot.
- I don't think there should be a connector but rather a lot in town.

There were no responses to the questions from the year-round & seasonal residents, seasonal workers & other target audiences.

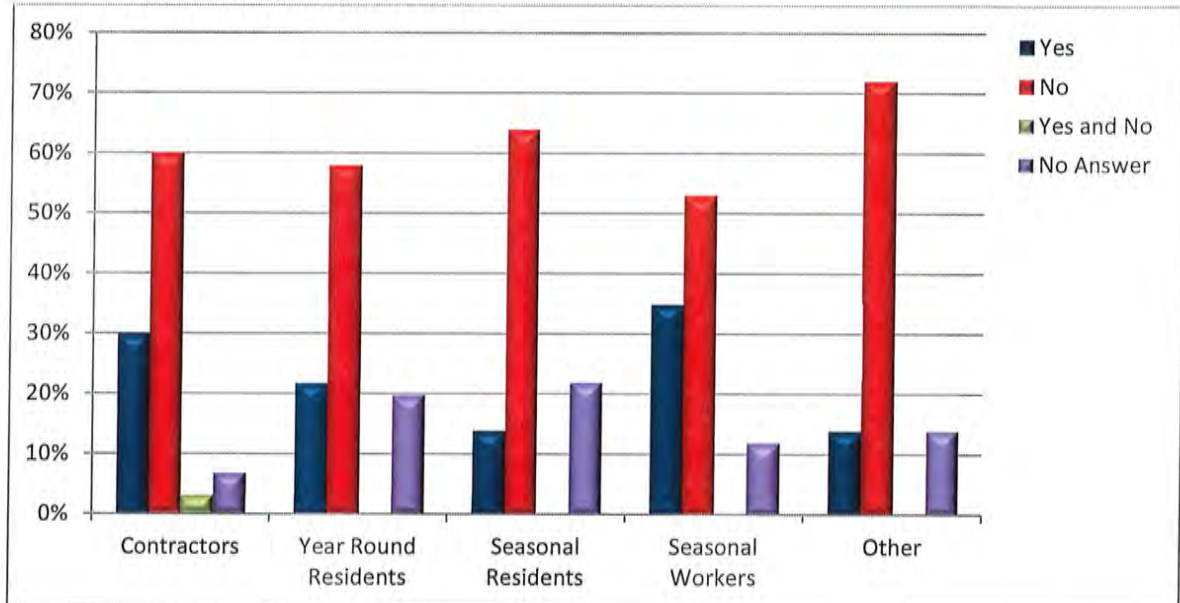
**12. Have you ever used the park and ride lot as a pick-up and/or drop-off location when you, or friends and family travel on the ferries?**

**Overall Results – 216**



Most respondents have not used the park and ride lot as a pick-up/drop-off location when going to the ferries. At over 35 percent, seasonal workers were the largest group using the lot for this purpose.

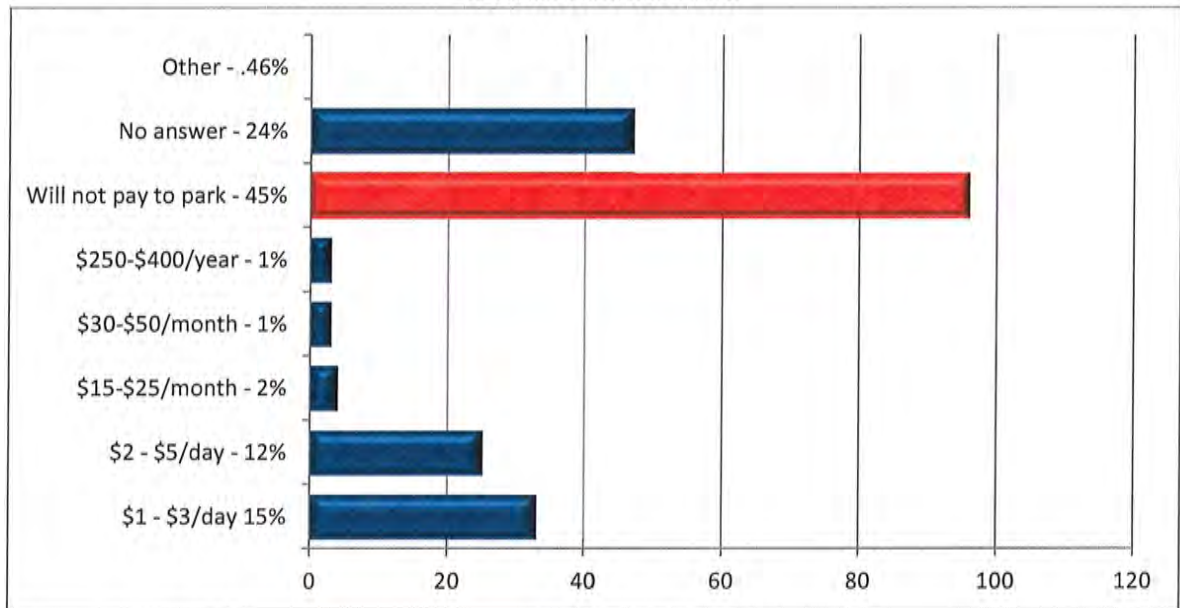
**Results separated by target audience:**





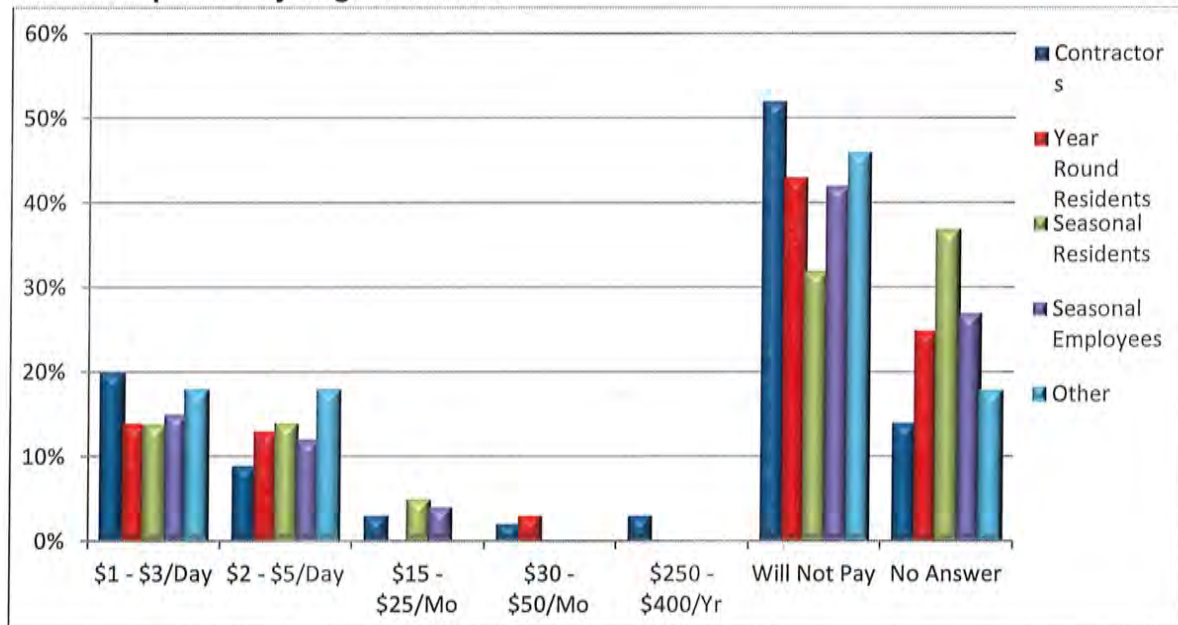
**13. In the future, would you be willing to pay one of the following amounts to park at the 2 Fairgrounds Road park and ride lot to help fund the Ferry Connector bus service?**

**Overall Results - 216**



Overall 45 percent of the total number surveyed responded that they would not pay to park at the 2 Fairgrounds Road park and ride lot. Contractors and year-round residents were the two largest groups surveyed and overwhelmingly indicated they would not pay for parking.

**Results separated by target audience:**

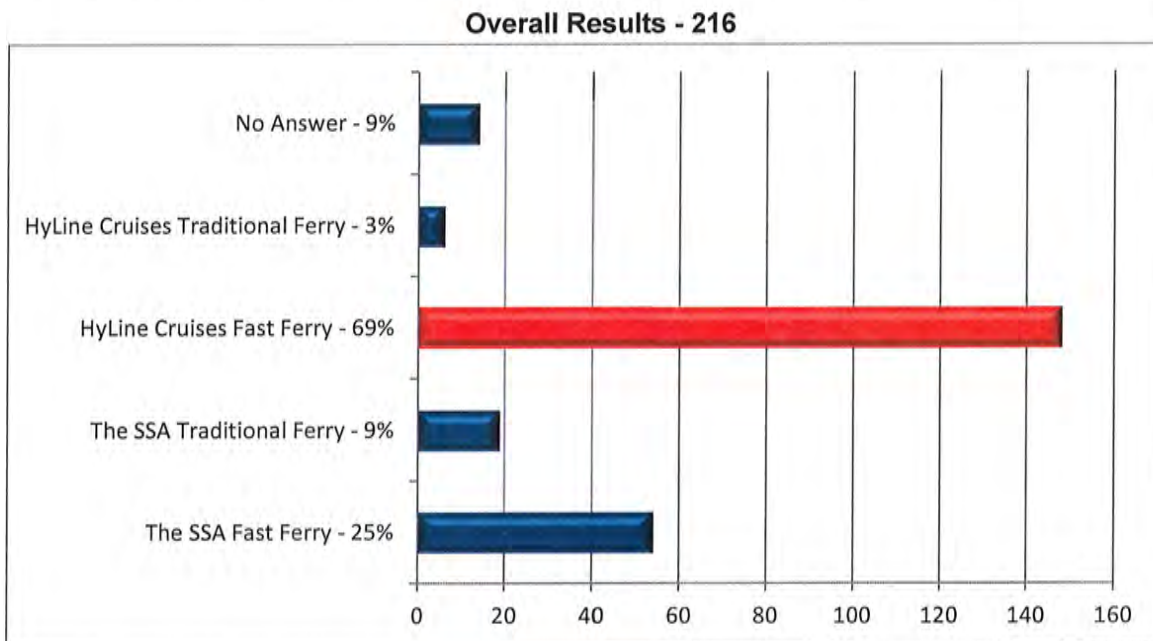


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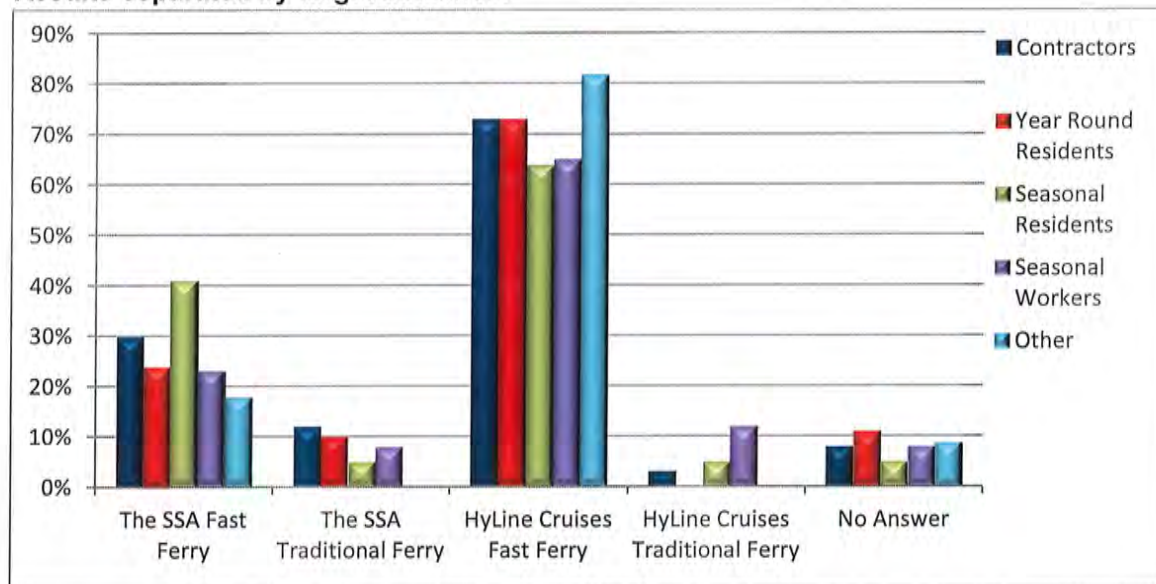
## FERRY INFORMATION

### 14. Which ferry service do you use most often to get to and from Nantucket?



The majority of overall respondents traveled to and from Nantucket on the Hy-Line Cruises fast ferry.

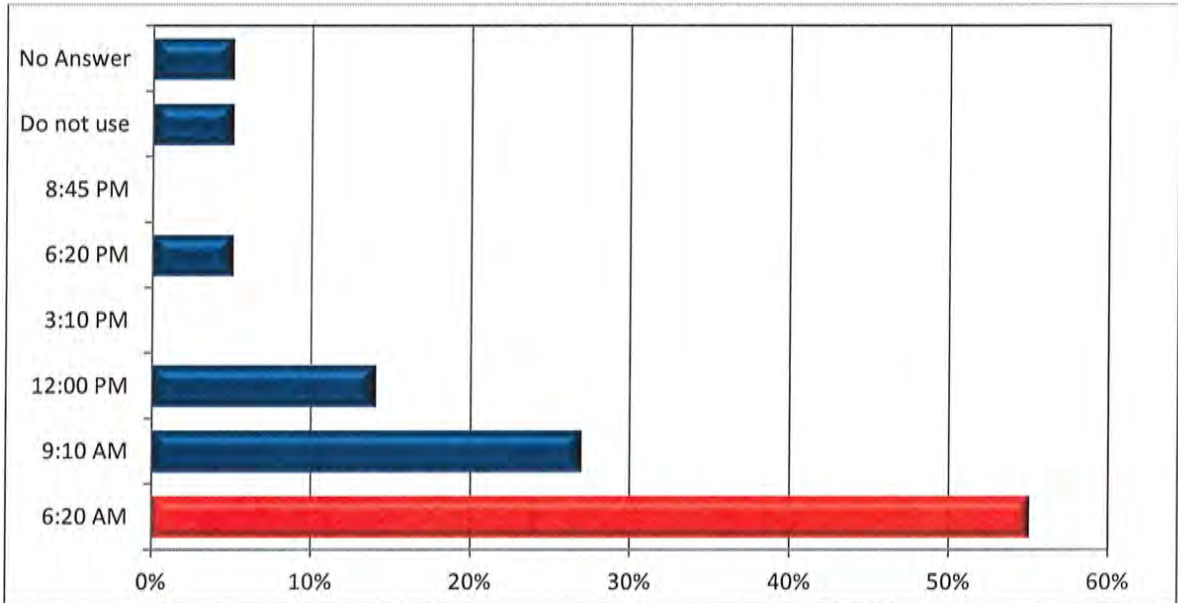
#### Results separated by target audience:



## HY-LINE CRUISES

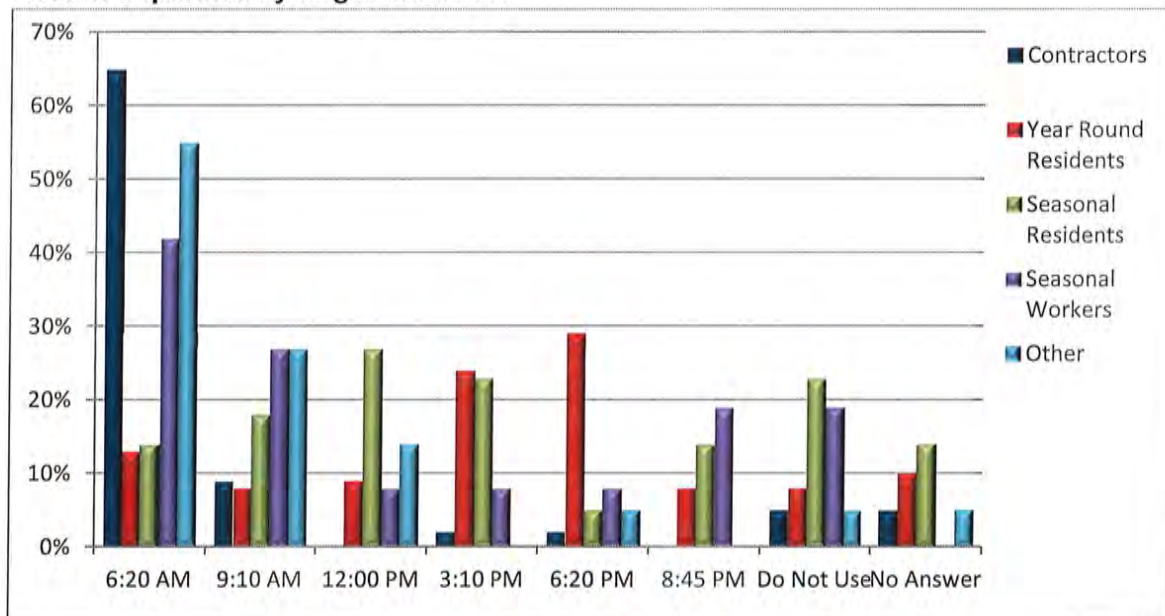
### 15. What time of the day do you most often take the HY-LINE FAST FERRY from Hyannis to Nantucket?

Overall Results – 216



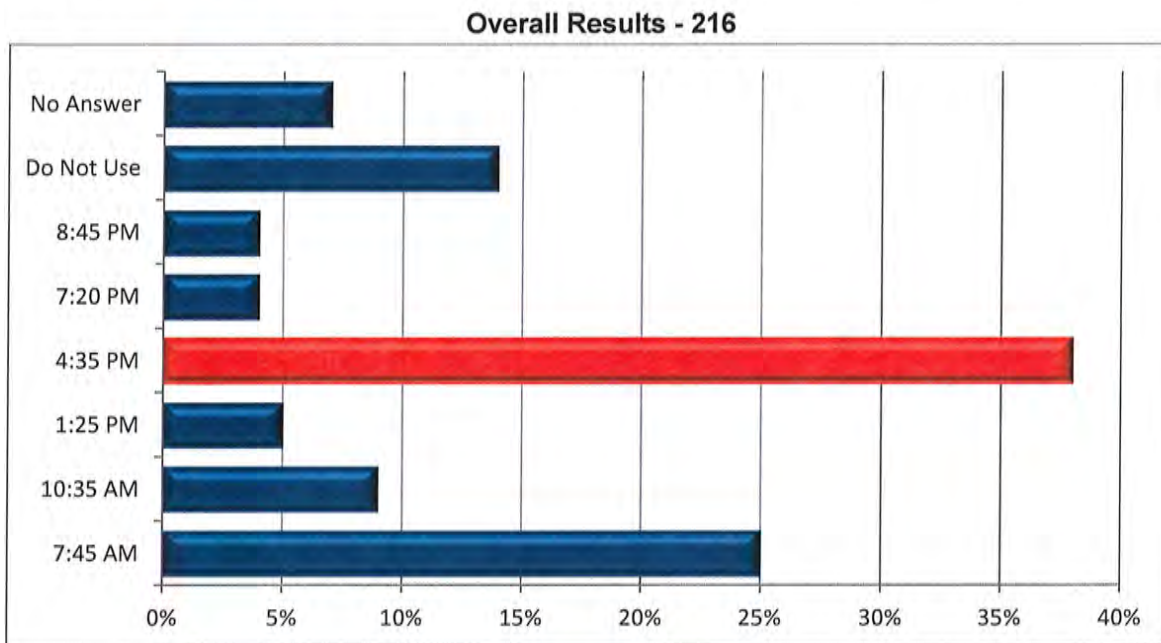
Respondents checked multiple answers to this question. The 6:20 AM fast ferry was the most popular time period for contractors, seasonal residents and seasonal workers. Year-round residents preferred the 6:20 PM time period for traveling from Hyannis to Nantucket.

#### Results separated by target audience:



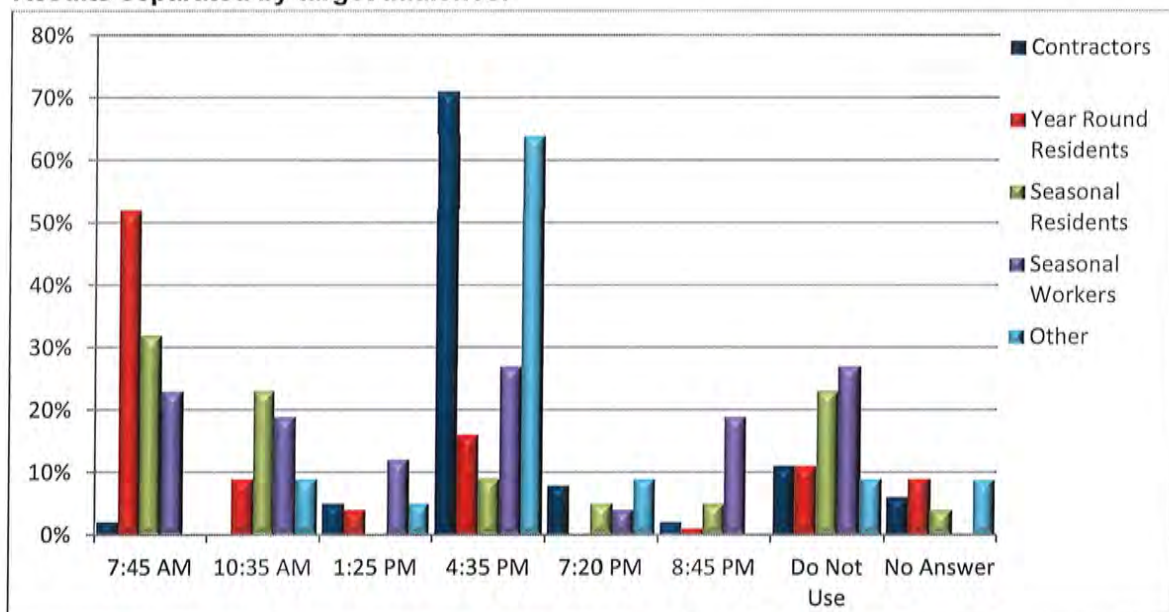


**16. What time of the day do you most often take the HY-LINE FAST FERRY from Nantucket to Hyannis?**



Respondents checked multiple answers to this question. Overall, the 4:35 PM fast ferry from Nantucket to Hyannis was the most widely used and most specifically by contractors than any other group. However, seasonal residents also preferred that time period for travel and year-round residents prefer the 7:45 AM time period.

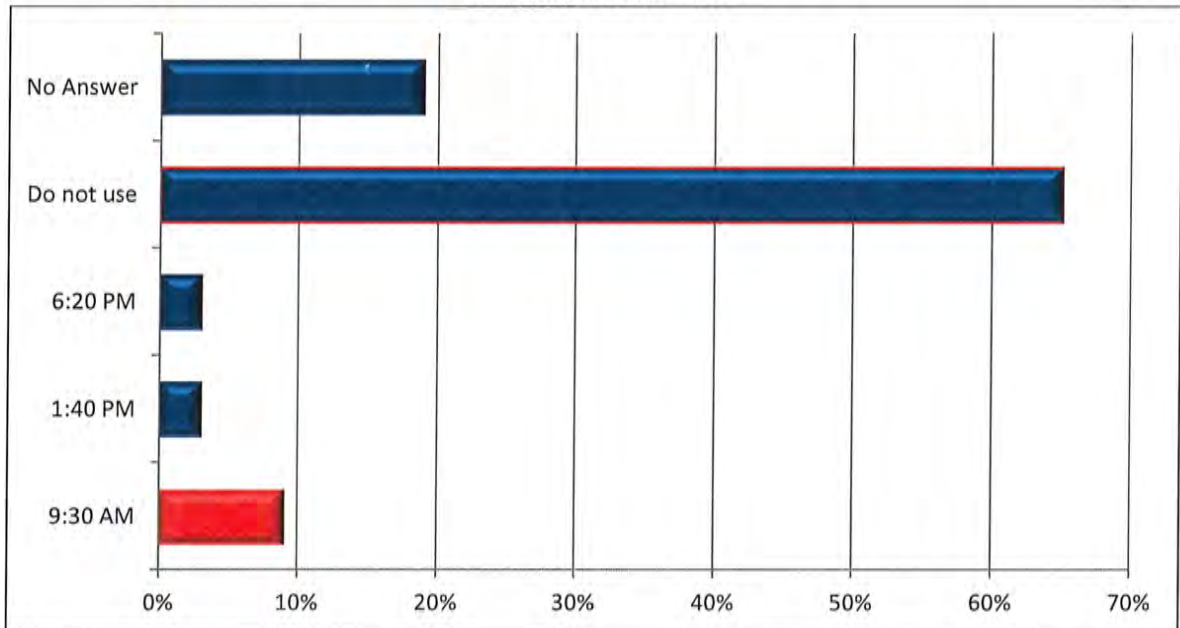
**Results separated by target audience:**





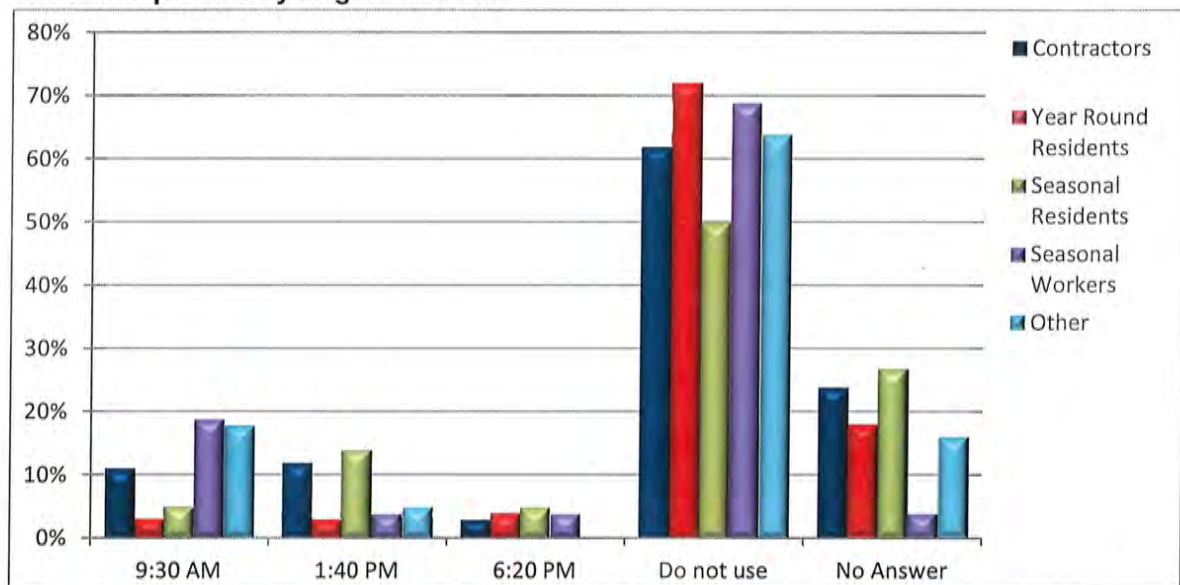
**17. What time of the day do you most often take the HY-LINE TRADITIONAL FERRY from Hyannis to Nantucket?**

**Overall Results - 216**



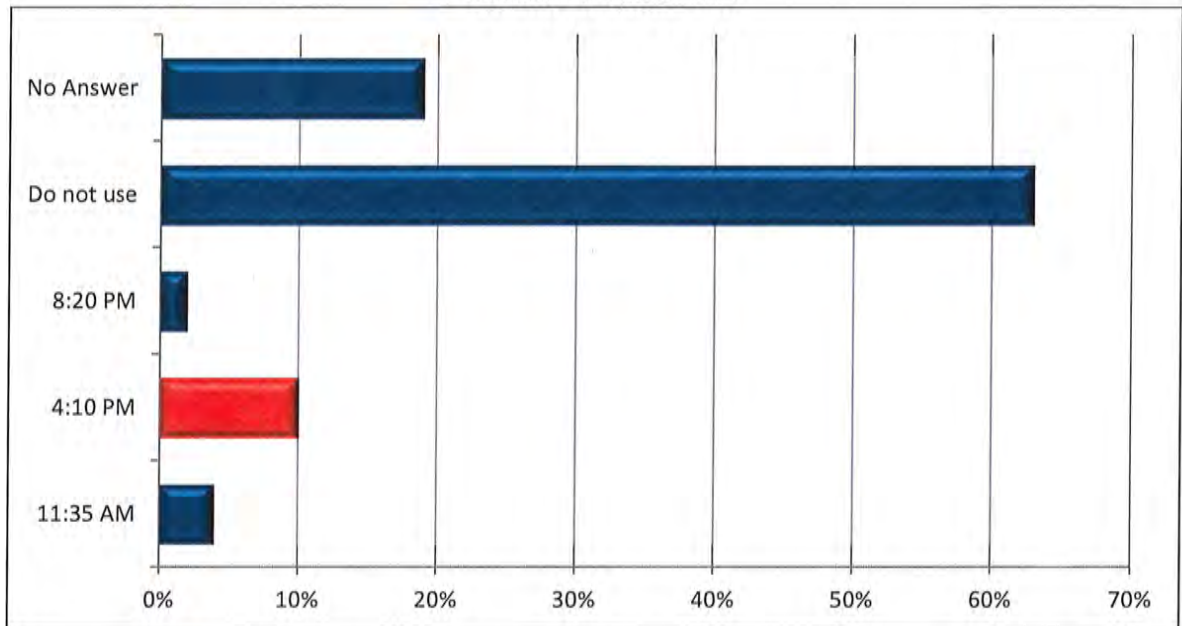
Respondents checked multiple answers to this question. A large majority of respondents did not use the Hy-Line Cruises traditional ferry. Of the total responses received, the 9:30 AM ferry was the most popular for those traveling from Hyannis to Nantucket.

**Results separated by target audience:**



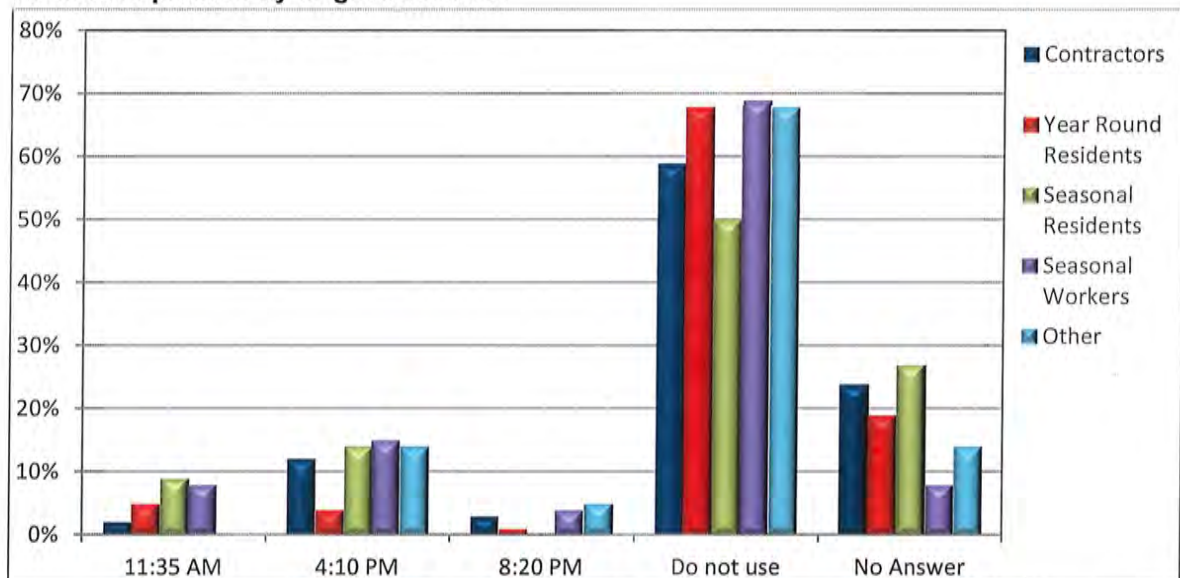
**18. What time of the day do you most often take the HY-LINE TRADITIONAL FERRY from Nantucket to Hyannis?**

**Overall Results - 216**



Respondents checked multiple answers to this question. Most respondents did not use the Hy-Line Cruises traditional ferry; however, the 4:10 PM ferry was the most popular time period for those traveling from Nantucket to Hyannis.

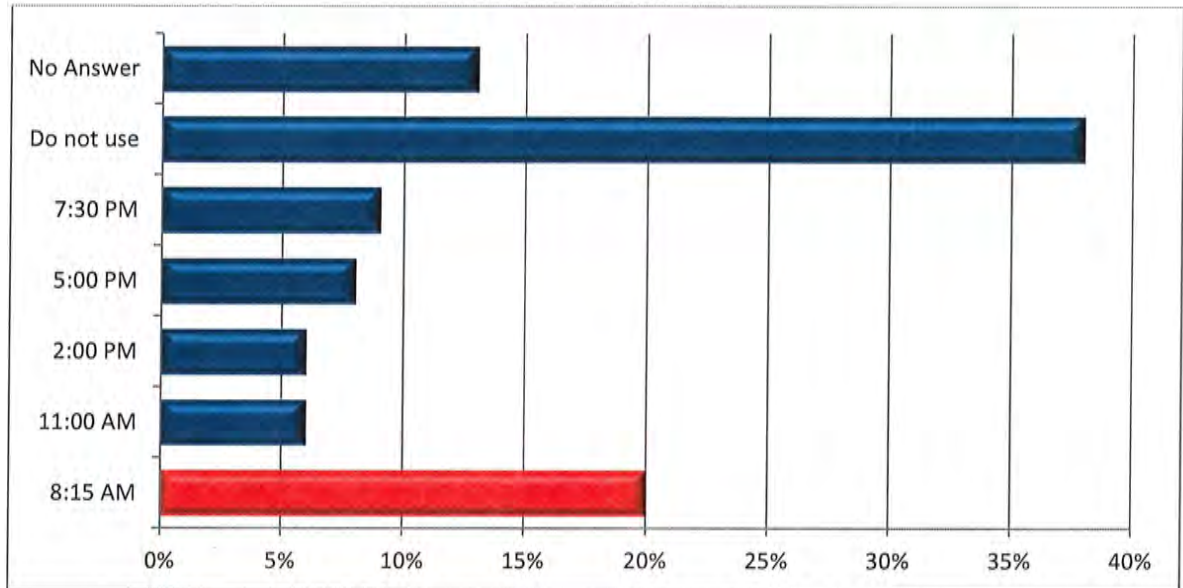
**Results separated by target audience:**



## THE STEAMSHIP AUTHORITY

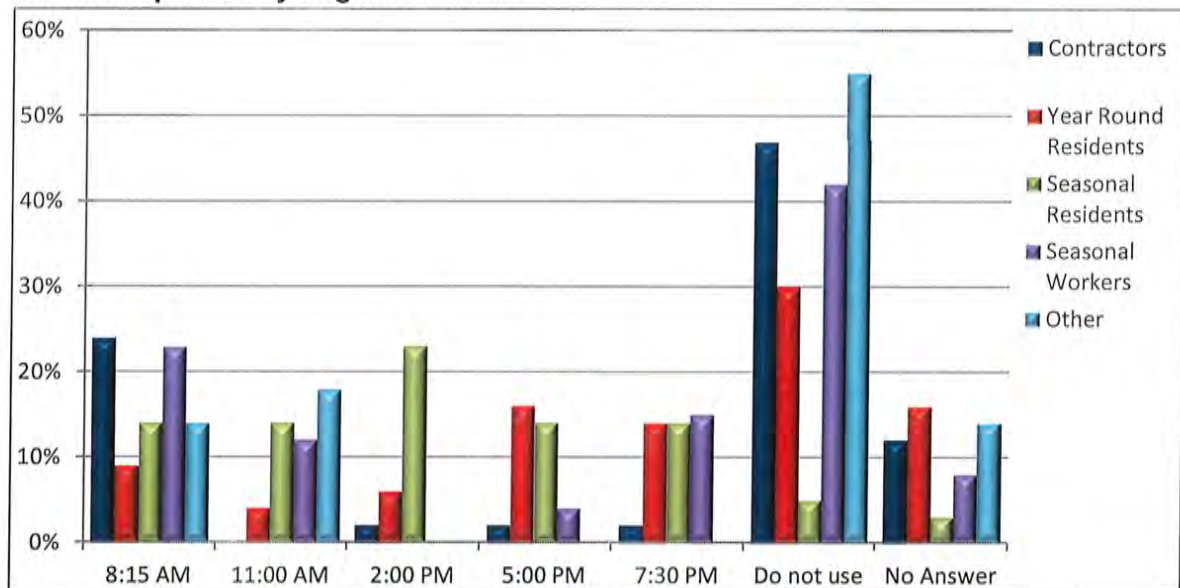
### 19. What time of the day do you most often take the STEAMSHIP AUTHORITY FAST FERRY from Hyannis to Nantucket?

Overall Results - 216



Respondents checked multiple answers to this question. Approximately 38 percent of respondents did not use The Steamship Authority fast ferry when traveling from Hyannis to Nantucket. The 8:15 AM ferry was the most popular time period for contractors and seasonal workers. Seasonal residents preferred the 2:00 PM ferry.

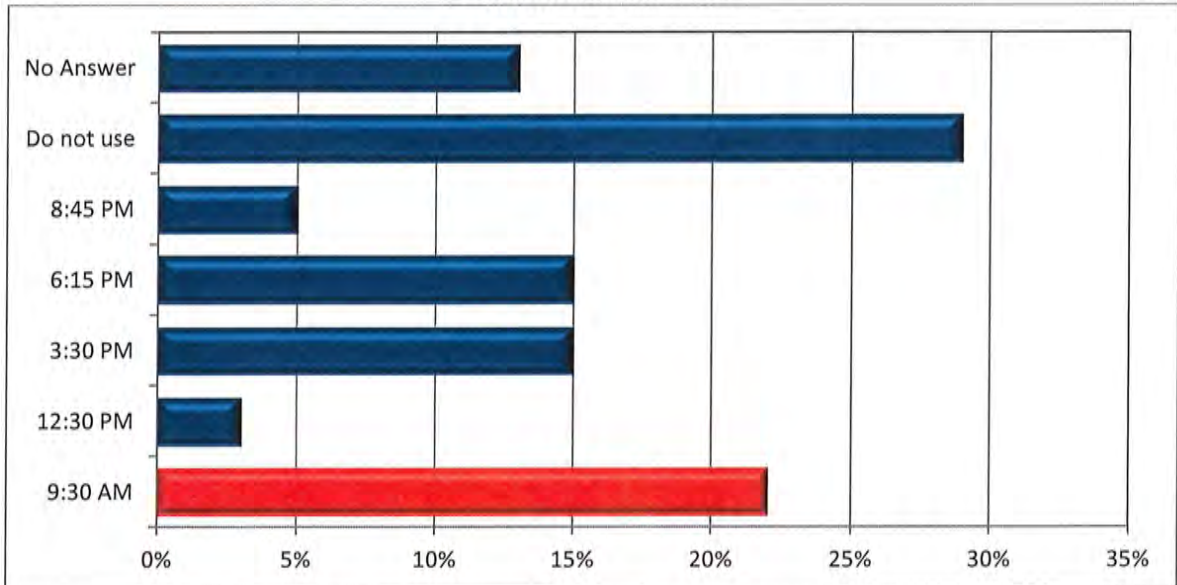
#### Results separated by target audience:





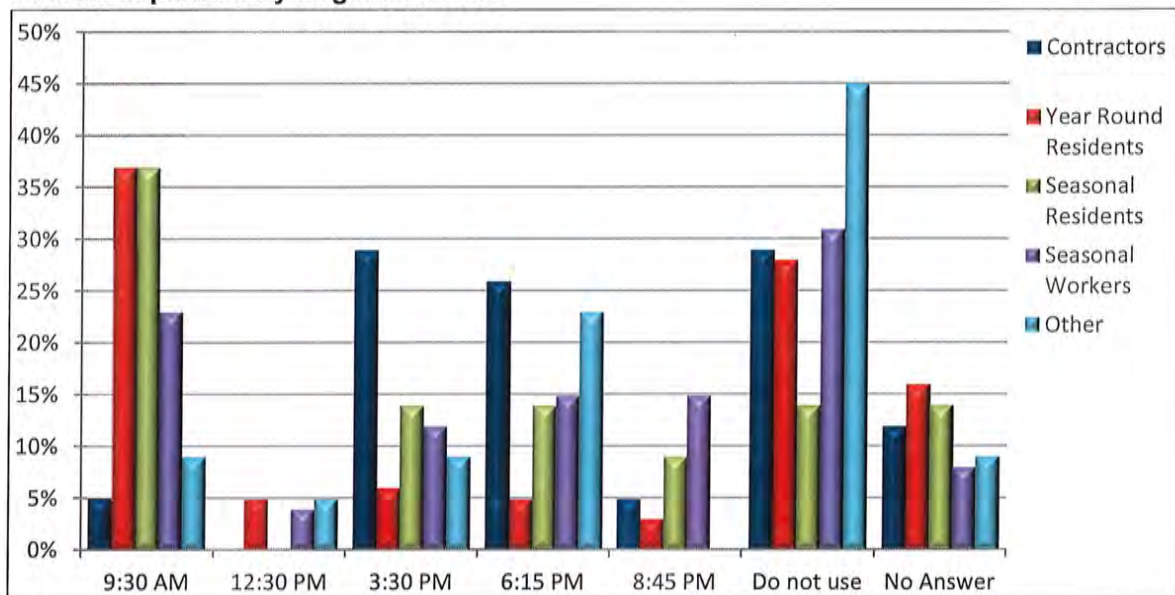
**20. What time of the day do you most often take the STEAMSHIP AUTHORITY FAST FERRY from Nantucket to Hyannis?**

**Overall Results - 216**



Respondents checked multiple answers to this question. A majority of survey participants responded they did not ride The Steamship Authority fast ferry from Nantucket to Hyannis. The 9:30 AM ferry was the most popular time period overall and specifically with year round and seasonal residents.

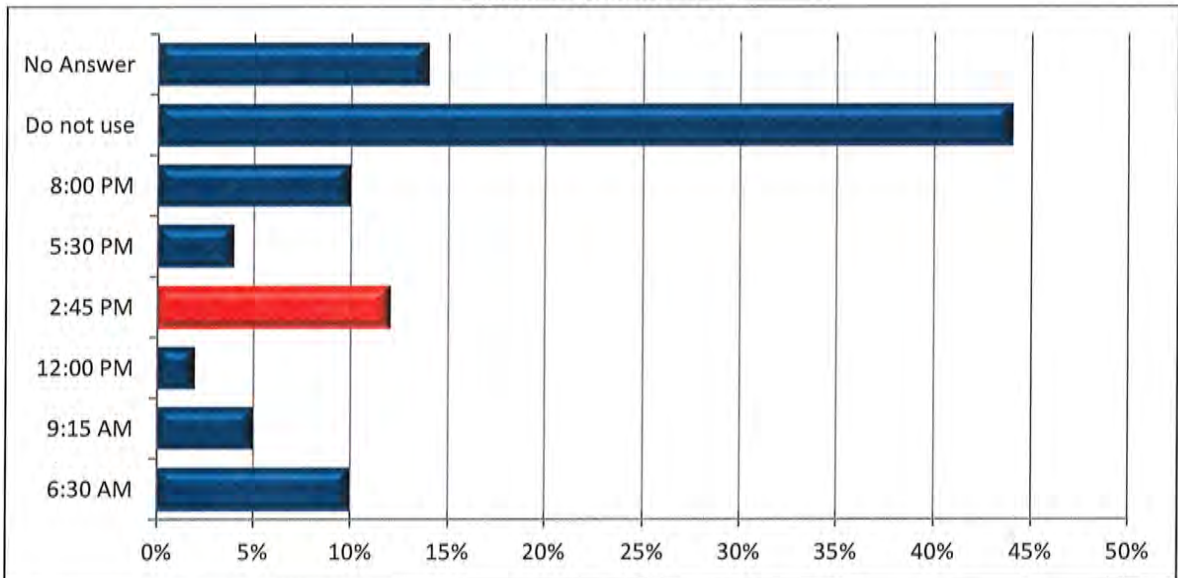
**Results separated by target audience:**





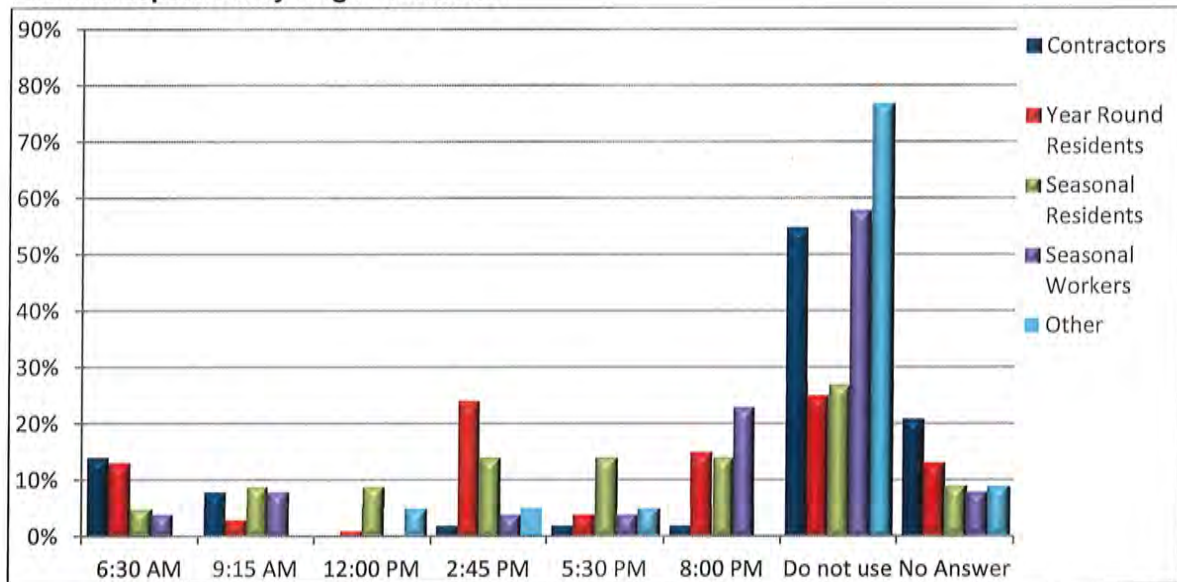
**21. What time of the day do you most often take the STEAMSHIP AUTHORITY TRADITIONAL FERRY from Hyannis to Nantucket?**

**Overall Results – 216**



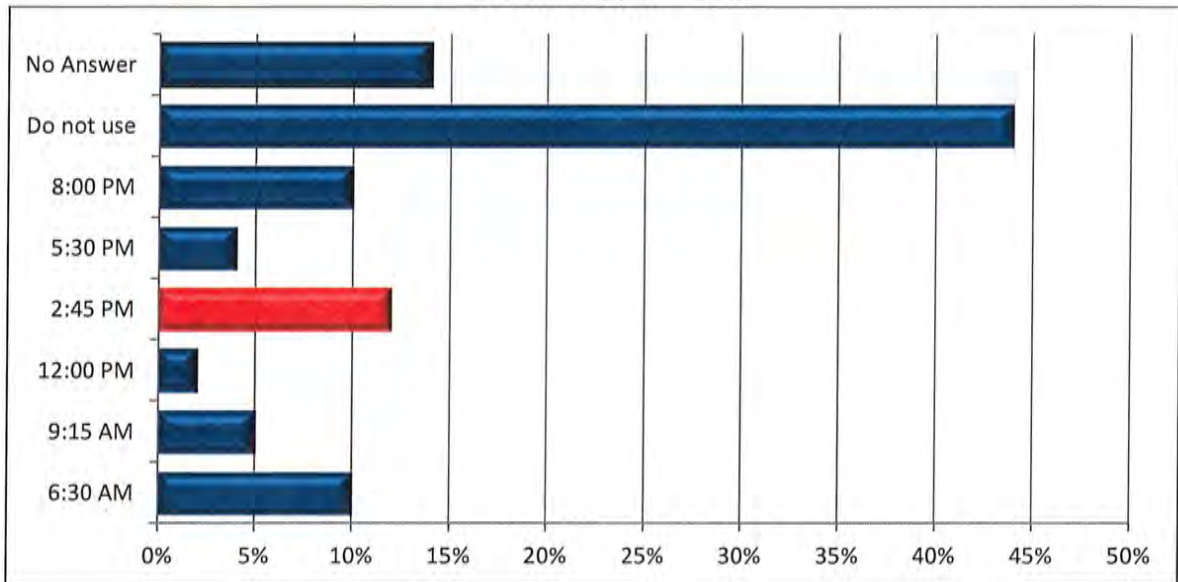
Respondents checked multiple answers to this question. A majority of survey participants responded they did not ride The Steamship Authority traditional ferry. The 2:45 PM ferry was the most popular time period overall. Seasonal workers preferred the 8:00 PM traditional ferry when traveling from Hyannis to Nantucket.

**Results separated by target audience:**



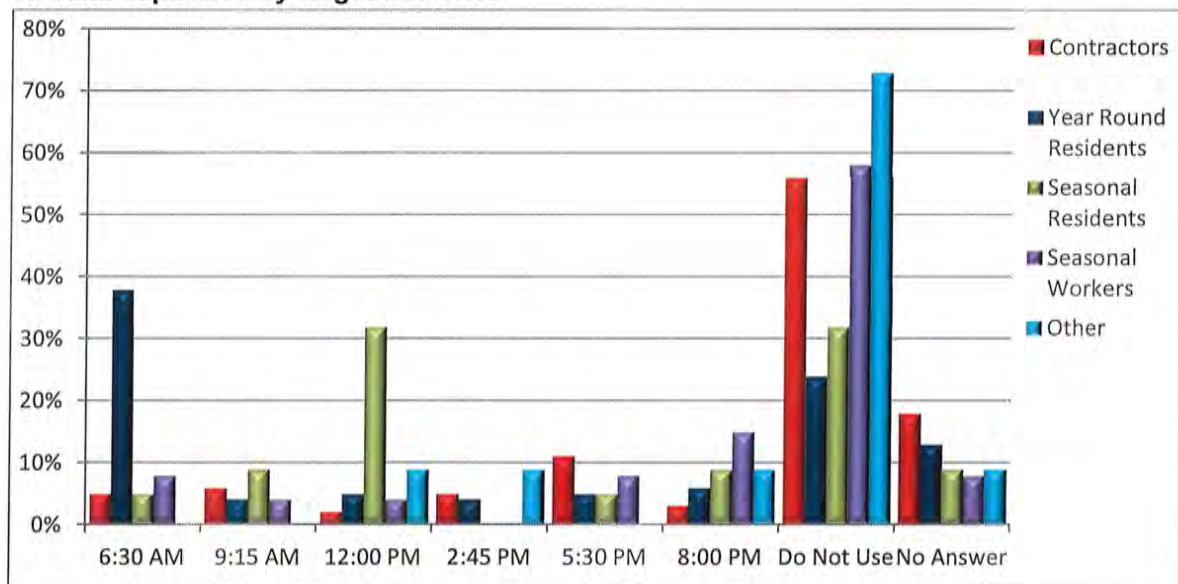
**22. What time of the day do you most often take the STEAMSHIP AUTHORITY TRADITIONAL FERRY from Nantucket to Hyannis?**

**Overall Results – 216**



Respondents checked multiple answers to this question. A majority of survey participants responded they did not ride The Steamship Authority traditional ferry from Nantucket to Hyannis. The 2:45 PM ferry was the most popular time period overall. Year round residents preferred the 6:30 AM ferry and seasonal residents preferred the 12:00 PM ferry.

**Results separated by target audience:**



**Appendix II:**  
**Comments Provided by Survey Respondents**

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## **SURVEY COMMENTS**

The following comments were provided by respondents in each target group. The comments have not been edited in any way and are exactly as written on the survey forms.

### **CONTRACTORS**

3. If you answered NO to #2 above, please tell us why you do not use the Ferry Connector.

- Government vehicle
- Not on Island frequently enough
- I have a car/parking and rarely take the ferry
- Have in-town parking permit
- Cabs/walk
- My work times – leaving work do not match up with WAVE
- I use the work van
- Have a truck
- I have a place in town to park
- Work close to the ferry
- Work on truck
- Have personal transportation
- I have a vehicle that I use when on the Island and I get picked up
- Drive down from Boston
- Because I do not want to
- Job site is within walking distance
- Have my own vehicle
- Have work truck delivered to Island
- I usually have a truck on the Island
- Picked up by boss
- Office within walking distance
- Have own transportation
- Because it does not go by the hospital
- Don't come over often
- Have a company truck
- I work within walking distance to my job
- Have a vehicle
- Park on Hy-Line property
- Not familiar
- I have a vehicle on Island
- Have parking
- We own vehicles on the Island



4. What aspects of the WAVE Ferry Connector do you like best? – OTHER
  - Don't have to walk there or take \$50 cab ride
  
5. Where did you learn about the WAVE Ferry Connector bus service? OTHER category
  - Seen around town
  - From work Servpro
  - Signs on our work trucks
  - Observed on road
  - Used it in 2014
  
8. Are there any changes that can be made to the bus schedule to make it more convenient for you to travel to and from the ferries?
  - Add another bus for the 6:20 Hy-Line boat
  - More buses in the AM
  - More travel times, employees should know the schedule
  - Have yet to use it
  - Do not need to pay cost \$400 for parking pass (Town) much improved over last year!
  - I would like to see the bus at the Steamship wait until passengers get off the ferry before departing the parking lot at the Steamship.
  - Every ten minutes
  - I've had bus drivers pull into the park and ride behind me and pull straight out before I could get out of my truck.
  - Yes, if the WAVE Ferry bus stopped at the hospital.
  - A bus every 10 minutes, not twenty.
  - There should be Town lots for locals only.
  - Has been great so far
  - More buses, more trips
  - Please have the bus wait for passengers to get off the ferry before departing. I know that the bus schedule has to be abided by but what use is it when the ferry arrives five minutes late (as is often the case) and the bus has already departed without any passengers on board.
  
11. If you answered NO to question #10, please explain why the park and ride lot is not convenient.
  - Should be closer
  - The Town should make the open lot behind Stop and Shop downtown public parking also
  - The time to get to lot, time and schedule to get to boat and to make boat schedule, I lose about 1 ½ hour of work time.
  - Takes too long to get to the park and ride lot
  - Because we are working at the hospital and the Wave Ferry bus does not pass the hospital.
  - Company pays to park at Hy-Line
  - I don't think there should be a connector but rather a lot in town.

12. Have you ever used the park and ride lot as a pick-up and/or drop-off location when you, or friends and family travel on the ferries?

- Yes and no, depends on timing.

13. In the future, would you be willing to pay one of the following amounts to park at the 2 Fairgrounds Road park and ride lot to help fund the Ferry Connector bus service?

- Checked \$1-\$3 a day and noted "maybe". Circled \$2 and noted "Not \$5"
- Commercial vehicles already have to pay for town parking permit
- The current way it is, no but I would pay if it worked better on scheduling

#### **YEAR ROUND RESIDENTS**

1. Did you use the WAVE Ferry Connector to get to and from the ferries during the 2014 season?

- Answered yes – "Terrible!" (using it in 2015)

3. If you answered NO to #2 above, please tell us why you do not use the Ferry Connector.

- Currently, can park at relative's house in town. When the house sells, we will have to use WAVE.
- Have a car.
- I get dropped off by someone. (answered no to question 12)
- Rarely go off island in summer.
- Either walk or get a ride from someone. Extra time required – lot is opposite direction from where I live.
- I live on Orange Street – easy walk.
- The buses clog the roads and add to the intense traffic problem. They are ugly as well.
- Use other, more convenient method. We have a parking space near the docks.
- I get dropped off or we drive and park. (answered no to question 12)
- I drive and park downtown.
- Park downtown.
- Time constraints.
- Personal transportation.
- Just never thought about it.
- Because I don't need to.
- I never needed to use it.
- Daughter drops me off. (did not answer #12)
- I would love to just love to. Just never thought about it.
- Family & friends drop us off at the boat.
- Family & friends drop us off at the boat.
- Don't use ferry that much.
- Do not need it.
- Forget – usually someone drops off/picks up.
- We forget – also travel in wheelchair – is bus accessible.
- I don't use the WAVE ferry connector because my house is close to the ferry.
- Time.
- I don't need it.

- Did not know about it.
- Live in town so I walk to the boat.
- I don't use the Ferry Connector bus because I live out near Tom Nevers. So when I use a via Siasconset bus to get to town, I'm already near the ferries and I can just walk there.
- I live there and get picked up at the boat.
- I didn't have any need to ride on a bus.
- I have my husband drive me to the ferry when needed.
- Have a car.
- I keep forgetting it is there and I am also never 100% sure of its details regarding time.
- We can park in town – permits.
- I get a ride.
- Get picked up.
- Have not had a chance.
- Drop off and pick up.
- I usually have someone drop me off at the boat.
- Will, but no need yet this year.
- Live in town within walking distance from ferries.
- Not close to my house.
- No need.
- Opposed to providing transportation for off island contractors/workers who do not contribute any money to the island economy – not sure how to provide service for island residents.
- Haven't needed to and/or haven't gone off the island much during summer.
- Living within walking distance of the ferry.
- Had ride to and from boat. Needed it for 6:30 a.m. last week – but wasn't running that early – took taxi.
- I own a truck.
- I live in town and do not need to use the Ferry Connector.
- Car rental and recently purchased a vehicle.

4. What aspects of the WAVE Ferry Connector do you like best? – OTHER

- Like the idea of it – especially if lived out of town.
- I really like the idea – I just need to remember it.
- Ability to access car w/o taking a taxi which are never available.
- Family members drive me to boat.
- Consistency!! (with smiley face)
- Option of not driving into town.
- It's the only way to access the boat and leave a car for return.

5. Where did you learn about the WAVE Ferry Connector bus service? OTHER category

- Seen the bus.
- Article in I&M
- Various, don't remember – been here since 1963.
- Too many clogging roads.
- All above.
- Take bus all time/heard about it that way.
- From this survey.

- Wife

8. Are there any changes that can be made to the bus schedule to make it more convenient for you to travel to and from the ferries?

- As an islander I do not travel often. This survey is informing me now of the option of parking free. Thanks.
- Too far out of town.
- It does not show up @ HyLine for return to the parking lot. Last year the return trip was 45 minutes!
- Need year round for those w/o transportation.
- No, I think the WAVE schedule is good the way it is.
- It's convenient for me.
- Just not enough at busy times.
- News around town.
- Please do not stop the service – I just need reminders.
- Air conditioning.
- Yes – I think the bus should leave on regular times not tied to ferry schedule – that way it doesn't matter about traffic.
- No – although I do not need to use this service, it is very popular with my co-workers and friends who do.
- Can't figure out schedule since airport section supposed to be every 20 minutes.

11. If you answered NO to question #10, please explain why the park and ride lot is not convenient.

- Because the timing is not right. Too long of a wait.
- Live close to town – edge of town/mid island on Williams Lane.
- Have my own parking.
- It's a great location right in the center of the island accessible for all.
- Some people don't have cars and the schedule is not convenient for some people.
- Not walking distance from our house, but it is in a good central spot for people away from traffic congestion.
- Yes, it seems it – I just keep forgetting about it.
- Do not travel often in summer.
- Not aware of this program.
- Far from the ferries when your on Hyannis.
- Had no idea it was available.
- Taxi is easier.



13. In the future, would you be willing to pay one of the following amounts to park at the 2 Fairgrounds Road park and ride lot to help fund the Ferry Connector bus service?

- Will not pay to park – “I would rather take a taxi.
- Will not pay to park – “Not willing to pay for the service”
- Will not pay to park – “I am a tax payer already as I own property”
- \$250-\$400 annually – “If the buses can be year round.”

### SEASONAL RESIDENTS

3. If you answered NO to #2 above, please tell us why you do not use the Ferry Connector.

- Walk to house. Use WAVE to get other places.
- Get dropped off.
- Live here and have a car. Live in town, no need.
- Get rides from friends or taxi. Not convenient from Cliff Road.
- We prefer to drive (from Sconset)
- Use our car to the ferry.
- Easier to get dropped off. (answered no to question 12)
- I always have a ride.
- We don't commute enough to remember it exists, but it's a great option.
- I have no idea where it is.
- Our house is a walk away from ferry.
- Wasn't aware of it and we have a place on Straight Wharf.
- Would have used it but we come to the island for the fall restaurant week or Columbus weekend. We wish there was more options then, even if limited to beaches and such.

4. What aspects of the WAVE Ferry Connector do you like best? – OTHER

- Allows for doing errands (i.e. food shopping) upon arrival instead of having to take WAVE to Madaket, then get car to go back to town to get provision. Less hassle/pollution too!
- Easy access to bus terminal.

5. Where did you learn about the WAVE Ferry Connector bus service? OTHER category

- Sign on Old South Road.

6. How often during a typical week do you use the WAVE Ferry Connector bus service to get to and from the ferries?

- Only when traveling to Boston maybe 3 times/year.

8. Are there any changes that can be made to the bus schedule to make it more convenient for you to travel to and from the ferries?

- Make sure drivers know ferry schedules-I have missed several buses. One time the SSA ferry had just arrived and I watched as the bus left as we were debarking! Monday night I arrived via HyLine 8:45 ferry getting in at 9:50-I rushed to the Easy Street pickup to get the last (10pm) bus and it was not there at 9:59! I had to walk to the NRTA station to get a Miacomet bus and did not get to my car until 11 PM! Better coordination-another time I went to lot at 12 to get to SSA FF leaving at 12:30 pm. Two buses came BOTH going to airport. I had to wait for one to come back and ONLY made the FF because it was late!
- When at bus terminal if you call sometimes takes 20+ minutes.

11. If you answered NO to question #10, please explain why the park and ride lot is not convenient.

- Too much time to get there, park, wait for bus.
- We live on Rose Lane and walk.

13. In the future, would you be willing to pay one of the following amounts to park at the 2 Fairgrounds Road park and ride lot to help fund the Ferry Connector bus service?

Additional comments:

- Would be nice if there was some service for the elderly in the winter months!

### **SEASONAL WORKERS**

3. If you answered NO to #2 above, please tell us why you do not use the Ferry Connector.

- I usually have friends that will take me places if I don't have transportation.
- I walk to parking.
- Have other transportation
- Unfamiliar
- I stay close enough to walk.
- I've never had a reason to.
- I have a car in Nantucket.
- I have never needed to use it, but I know plenty of people who have and they absolutely love it!
- Don't need to, I can walk to the house I stay at in 15 minutes.
- I park across from the hospital and walk over.
- I can walk to the ferry.
- I usually rent a car, ride a bike or get a ride from friends.
- Don't need to.
- We have a car to get us to and from the ferry.
- I have a car. Nantucket is too expensive without adding more daily costs.
- I have a car on the island and friends/family that can bring me to the boat.

4. What aspects of the WAVE Ferry Connector do you like best? – OTHER

- Good boat times.
- Can't afford a car on island.

5. Where did you learn about the WAVE Ferry Connector bus service? OTHER category

- Its presence in town.
- As it drives by.
- Work provides bus passes.

11. If you answered NO to question #10, please explain why the park and ride lot is not convenient.

- Its far away.
- Not close enough to ferry, need to depend on cabs, etc.

### OTHER

3. If you answered NO to #2 above, please tell us why you do not use the Ferry Connector.

- I use the WAVE to get to Stop & Shop from the ferry and back. I do not live on island or vacation. I come over for work.
- Have co-worker pick me up.
- Government provided vehicle.
- I usually work within walking distance. When work out of town, get taxi to where I can borrow car.
- Not aware of the service, prefer to drive and park.
- I bike or drive.
- I use a cab plus my finish time and location don't work with the WAVE.
- Was not aware of it.
- My employer picks me up with a shuttle.
- Live 3 blocks away.
- Live in town – walk mostly everywhere.
- Get picked up from boat. I would use it if I didn't (get picked up).

4. What aspects of the WAVE Ferry Connector do you like best? – OTHER

- Get around the island.
- Free? Why do we pay \$400/yr.

5. Where did you learn about the WAVE Ferry Connector bus service? OTHER category

- Poster at Stop & Shop.
- Saw it driving by.

8. Are there any changes that can be made to the bus schedule to make it more convenient for you to travel to and from the ferries?

- Post signs.
- Would like to see the time limit extended. Some go off island for more than a week during school vacations and many times 7 (seven) days is not enough. Also, an unexpected emergency can occur which may prohibit getting back to ACK by the 7 day limit. Perhaps a pass system would be beneficial. A nominal fee (\$1-\$3) a day to compensate the WAVE and the residents who use the lot. Thanks for listening.

11. If you answered NO to question #10, please explain why the park and ride lot is not convenient.

- Want parking to be within walking distance.
- I never see it in the lot.

Additional comments:

- Come year round, but not legal year-round resident. Enjoy my house on island.

**Appendix III:**  
**WAVE Fast Ferry Connector**  
**Survey Document**



# THE WAVE Ferry CONNECTOR Survey

The Ferry Connector bus service is currently funded by private contributions. We would appreciate a few minutes of your time to complete the following survey to help us evaluate the effectiveness of the program and to determine if the service should be continued in the future. Please answer all questions that apply to your experience and feel free to contact us at 800-670-4737 if you have any questions about this survey.

1. Did you use the WAVE Ferry Connector to get to and from the ferries during the 2014 season?

☐ Yes ☐ No

2. Do you currently use, or have you used the WAVE Ferry Connector bus service in 2015?

☐ Yes ☐ No

3. If you answered NO to #2 above, please tell us why you do not use the Ferry Connector.

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4. What aspects of the WAVE Ferry Connector do you like best? (Check all that apply)

☐ Convenience of not driving downtown to access the ferries. ☐ Provides easy access to the park & ride lot.  
☐ Free parking at the park & ride lot. ☐ Other \_\_\_\_\_

5. Where did you learn about the WAVE Ferry Connector bus service? (Check all that apply)

<input type="checkbox"/> Print ad in the Inquirer and Mirror	<input type="checkbox"/> Poster in the Steamship Authority office in Hyannis
<input type="checkbox"/> Ad on Mahon About Town	<input type="checkbox"/> Poster in the Steamship Authority office on Nantucket
<input type="checkbox"/> Poster in the Hy-Line office at Hyannis	<input type="checkbox"/> Steamship Authority ferry television monitor
<input type="checkbox"/> Poster in the Hy-Line office on Nantucket	<input type="checkbox"/> From a friend/co-worker
<input type="checkbox"/> Brochure	<input type="checkbox"/> Other _____

6. How often during a typical week do you use the WAVE Ferry Connector bus service to get to and from the fast ferries?

☐ One ☐ Two ☐ Three ☐ Four ☐ Five ☐ More often ☐ Do not use

7. How effective is the current bus schedule in getting you to and from the ferries?

☐ Very effective ☐ Somewhat effective ☐ Somewhat ineffective ☐ Very ineffective

8. Are there any changes that can be made to the bus schedule to make it more convenient for you to travel to and from the ferries?

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## **PARK AND RIDE LOT**

9. How often during a typical week do you use the free park and ride lot at 2 Fairgrounds Road?

☐ One ☐ Two ☐ Three ☐ Four ☐ Five ☐ Do not use

10. Is the location of the park and ride lot convenient? ☐ Yes ☐ No

11. If you answered No to question #10, please explain why the park and ride lot is not convenient.

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12. Have you ever used the park and ride lot as a pick-up and/or drop-off location when you, or friends and family travel on the ferries? ☐ Yes ☐ No

13. In the future, would you be willing to pay one of the following amounts to park at the 2 Fairgrounds Road park and ride lot to help fund the Ferry Connector bus service?

- ☐ \$1 - \$3 a day ☐ \$2 - \$5 a day ☐ \$15 - \$25 a month  
☐ \$30 - \$50 a month ☐ \$250 - \$400 annually ☐ Will not pay to park

**FERRY INFORMATION**

14. Which ferry service do you use most often to get to and from Nantucket?

- ☐ Steamship Authority Fast Ferry ☐ Hy-Line Fast Ferry  
☐ Steamship Authority Traditional Ferry ☐ Hy-Line Traditional Ferry

15. What time of the day do you most often take the **Hy-Line FAST ferry FROM HYANNIS TO NANTUCKET?**

- ☐ 6:20 AM ☐ 12:00 PM ☐ 6:00 PM ☐ Do not use  
☐ 9:10 AM ☐ 3:10 PM ☐ 8:45 PM

16. What time of the day do you most often take the **Hy-Line FAST ferry FROM NANTUCKET TO HYANNIS?**

- ☐ 7:45 AM ☐ 1:25 PM ☐ 7:20 PM ☐ Do not use  
☐ 10:35 AM ☐ 4:35 PM ☐ 8:45 PM

17. What time of the day do you most often take the **Hy-Line TRADITIONAL ferry FROM HYANNIS TO NANTUCKET?**

- ☐ 9:30 AM ☐ 1:40 PM ☐ 6:20 PM ☐ Do not use

18. What time of the day do you most often take the **Hy-Line TRADITIONAL ferry FROM NANTUCKET TO HYANNIS?**

- ☐ 11:35 AM ☐ 4:10 PM ☐ 8:20 PM ☐ Do not use

19. What time of the day do you most often take the **Steamship Authority FAST ferry FROM HYANNIS TO NANTUCKET?**

- ☐ 8:15 AM ☐ 11:00 AM ☐ 2:00 PM ☐ 5:00 PM ☐ 7:30 PM ☐ Do not use

20. What time of the day do you most often take the **Steamship Authority FAST ferry FROM NANTUCKET TO HYANNIS?**

- ☐ 9:30 AM ☐ 12:30 PM ☐ 3:30 PM ☐ 6:15 PM ☐ 8:45 PM ☐ Do not use

21. What time of the day do you most often take the **Steamship Authority TRADITIONAL ferry FROM HYANNIS TO NANTUCKET?**

- ☐ 6:30 AM ☐ 9:15 AM ☐ 12:00 PM ☐ 2:45 PM ☐ 5:30 PM ☐ 8:00 PM ☐ Do not use

22. What time of the day do you most often take the **Steamship Authority TRADITIONAL ferry FROM NANTUCKET TO HYANNIS?**

- ☐ 6:30 AM ☐ 9:15 AM ☐ 12:00 PM ☐ 2:45 PM ☐ 5:30 PM ☐ 8:00 PM ☐ Do not use

23. Which category accurately describes your status?

- ☐ Contractor working on Nantucket  
☐ Year-round island resident  
☐ Seasonal Island resident  
☐ Seasonal worker on Nantucket  
☐ Other \_\_\_\_\_

**OPTIONAL:** If you would like your name entered in a drawing to win a television, please provide the following information:

Name \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**THANK YOU FOR COMPLETING THIS SURVEY**

