

# PORT ARANSAS FERRY SYSTEM SURVEY



In an effort to provide the best quality service to our ferry riders, we would like for you to take a few moments to answer the survey questions below. This will help us to target the areas that need the most improvement.

PHOTOGRAPH BY: KEVIN STILLMAN

## Community Ridership

1. I do not live on the island, but work here \_\_\_\_\_ days a week.
2. I am a winter resident and reside here \_\_\_\_\_ [months] [weeks] [days] a year.
3. I have a home on the island and visit/live here \_\_\_\_\_ [months] [weeks] [days] a year.
4. I am a tourist and visit \_\_\_\_\_ days a year.

## How often do you ride the ferry?

- \_\_\_\_\_ Daily \_\_\_\_\_ x a day  
\_\_\_\_\_ Weekly \_\_\_\_\_ x a week  
\_\_\_\_\_ Monthly \_\_\_\_\_ x a month  
\_\_\_\_\_ Yearly \_\_\_\_\_ x a year

## Overall experience?

- \_\_\_\_\_ Excellent  
\_\_\_\_\_ Good  
\_\_\_\_\_ Not Good

Comment:

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The contracted "Traffic Directors" are the first ferry representatives that you see when utilizing the ferry. On a scale from 1-10 with 10 being the best.

\_\_\_\_\_ Friendliness

\_\_\_\_\_ Ability to direct motorists in a clear manner while boarding ferries

\_\_\_\_\_ Fairness shown to all motorists

\_\_\_\_\_ Overall performance

The safety officers are the TxDOT employees on the ferry. On a scale from 1-10 with 10 being the best.

\_\_\_\_\_ Friendliness

\_\_\_\_\_ Ability to maintain safety rules of vessel/passengers

\_\_\_\_\_ Overall performance

The link on the [www.cityofportaransas](http://www.cityofportaransas) web page showing ferry traffic is

\_\_\_\_\_ Very beneficial for me

\_\_\_\_\_ Does not have any significant impact for me

Comment:

The AM Radio Station 530 is

\_\_\_\_\_ Very beneficial for me

\_\_\_\_\_ Does not have any significant impact for me

Comment:

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On a scale of 1–10 with 10 being the best, how would you rate the loading process?

\_\_\_\_\_ Loading Process

Comment:

Please return your completed survey via e-mail to [dlaught@dot.state.tx.us](mailto:dlaught@dot.state.tx.us) or return by mail to 619 Cotter Street, Port Aransas Texas 78373 by **May 15, 2010**.



## FERRY BOAT OF PORT ARANSAS

TxDOT thanks you for your participation in this survey and looks forward to a mutual and respectful relationship with the community and visitors of

Port Aransas.