

Howe Island Ratepayers Association

HIRA – Transportation Committee

Purpose of the Survey:

Gather information from Howe Island residents on the level of satisfaction of our ferries. Give residents an opportunity to provide feedback that will be summarized and presented to our elected representatives for planning and action.

We last completed a similar survey in Jan 2007 and the results were presented to council and posted on the HIRA web site. A number of recommendations were put forward and acted upon by the county.

Snowbirds that are HIRA members will be able to print the survey on line from the HIRA Web site and mail it to.

**HIRA
299 North Shore Rd. Howe Island
RR4 Gananoque On.
K7G 2V6**

Please return the survey before Dec 1, 2013

You do not have to be a member of HIRA to respond but you have to be a Howe Island resident.

The survey must have the resident's name, address, phone number or email address in order to be included in the consolidated survey report. It may be necessary to contact you if we do not understand your comments.

**Howe Island Ratepayers Association
Ferry Survey Nov. 2013**

<p>Return to HIRA mail box at the Municipal office before Dec 1, 2013 – You do not have to be a member of HIRA to respond.</p>	<p>Name _____ Address _____ Telephone _____ Email _____ Number of residents this survey represents ____ Signature _____ Date _____</p>
<p>Use the following criteria for your responses: 1 = Excellent, 2 = Very Good, 3 = Fair, 4 = Poor, 5 = Very Poor.</p> <p>1 - How would you rate the overall ferry service that you are currently receiving? () 2- Ferry turnaround time () 3 -Courteous helpful staff () 4- Ferry loading () 5- Safety ()</p>	<p>Comments</p>
<p>6- When do you normally use the ferry? 7-Which ferry do you use predominantly? 8-Are you primarily a summer resident? 9 -Do you have an issue with ferry weight limits?</p>	<p>Rush Hour () Non Rush Hour () 3 Car () 15 Car () Yes () No () Yes () No ()</p>
<p>10-Has your wait time increased significantly over the last 2 years? If so by how much 10 min () 20 Min () 30 min () 40 min ()</p>	
<p>11-Do you agree that ferry wait lines on the 15 car ferry need to be kept under 30 cars (2 ferries leave and you are still waiting) to maintain quality of life on the island.</p>	<p>Yes () or No () comments</p>
<p>12-Do you agree that ferry wait lines on the 3 car ferry need to be kept under 9 cars (3 ferries leave and you are still waiting) to maintain quality of life on the island?</p>	<p>Yes () or No () comments</p>
<p>13-Do you agree that the Ferry Operators are doing the best they can with the equipment they have? Yes () No () don't know ()</p>	
<p>14-What suggestions for improvement to our ferry service do you have?</p>	

Please add a sheet of paper for additional comments