

**SURREBUTTAL TESTIMONY of
WALTER E. EDGE JR. MBA CPA
for
INTERSTATE NAVIGATION COMPANY
d/b/a The Block Island Ferry**

**Regarding Applications for
Water Carrier Certificates of Public Convenience and Necessity
To Operate a Fast Ferry (1) between Point Judith and Block Island (Old Harbor),
and (2) between Newport and Block Island (Old Harbor)**

**For
INTERSTATE NAVIGATION COMPANY
DOCKET NO. D-05-06**

July 2005

1 **Q. Please state your name and business address for the record.**

2 A. My name is Walter E. Edge Jr. MBA CPA and my business address is 21 Dryden
3 Lane, Providence Rhode Island 02904.

4

5 **Q. Are you the same Walter E. Edge Jr. that has previously filed direct and**
6 **rebuttal testimony in this docket?**

7 A. Yes, I am.

8

9 **Q. What is the purpose of your surrebuttal testimony?**

10 A. I have been asked by Interstate Navigation Company (Interstate) to provide my
11 observations and comments as they relate to the prefiled rebuttal testimony of Mr.
12 Lawrence R. Kunkel for IHSF in this docket.

13

14 **Q. What observations and comments do you have relating to Mr. Kunkel's rebuttal**
15 **testimony?**

16 A. My first observation is that Mr. Kunkel has not responded at all to my rebuttal
17 testimony. As he did with his prefiled direct testimony that was filed after my prefiled
18 direct testimony, he offers no alternatives to my calculations or proof that any of my
19 calculations, observations or findings are incorrect. In fact, his major claim in both
20 testimonies is that IHSF will go out of business if Interstate is allowed a CPCN. If he is
21 correct and IHSF goes out of business, that would only improve profits for Interstate's
22 fast ferry operation and thereby increase the benefits to the life line and its ratepayers.

23

24 The fact that Mr. Kunkel does not challenge my calculations that show that Interstate's
25 fast ferry will make about \$500,000 of profit in the first year of operations results in my
26 testimony standing as unchallenged. The fact that Interstate's fast ferry should make
27 \$500,000 in its first full year of operation (as my uncontested calculations show) prove
28 that Interstate's decision to provide better and faster service to its own customer base, and
29 to open up two new fast ferry markets (Point Judith to Old Harbor and Newport to Old
30 Harbor), is a rational business decision.

1 As for Mr. Kunkel's rebuttal testimony, I have numerous problems with his calculations
2 and conclusions as follows:

3
4 1. Data Errors: First, when I reviewed the actual IHSF passenger surveys, I found
5 that the dates on which the surveys were taken (the few that were noted) were
6 different than the period of time stated by Mr. Kunkel on page 2 of his testimony.
7 (Please note that Mr. Kunkel's testimony had no line numbers). There was only
8 one May date shown on the surveys and that date was May 12th (before the May
9 27th through June 9th period that Mr. Kunkel said the surveys were taken).
10 Further, there were 26 dates on the surveys after June 9th. Given that there were
11 only 57 dates listed on the 300 surveys and 27 of them were outside of Mr.
12 Kunkel's range I must conclude that Mr. Kunkel's statement as to the period
13 during which the surveys were taken is in error. If Mr. Kunkel had truly reviewed
14 the surveys as he claimed he did he would have noted the obvious discrepancies in
15 the dates.

16
17 2. Numbering Errors: On page 3 of Mr. Kunkel's testimony he states that the survey
18 instruments were numbered. In fact, some of the surveys had numbers hand
19 written in the top left hand corner of the first page of the two page document,
20 while others had typed preprinted numbers in the lower right hand portion of both
21 pages of the surveys. Unfortunately, there was no sequence that showed a
22 numbering from 1 to 300. Given this weakness in the numbering sequence one
23 can not be sure that all of the surveys were accounted for and provided to
24 Interstate.

25
26 3. Duplication Errors: On page 3 of Mr. Kunkel's testimony he states that there
27 were controls over the issuance of and collection of surveys to assure that no one
28 person filled out two or more surveys. The controls that he discusses on page 3
29 apparently did not work because I found two individuals filled out multiple
30 surveys. Further, there were 65 out of 300 surveys (over 20%) that were filled

1 out anonymously, making it impossible to determine any duplication in those
2 responses.

3

4 4. Scheduling Errors: The next problem is the fact that the surveys did not address
5 the major scheduling differences between the two fast ferries. This is a significant
6 weakness that I believe renders the survey results virtually meaningless. Anyone
7 filling out the survey would have to assume (because it was not stated otherwise)
8 that both fast ferries would be available at similar times when they wanted to go to
9 the Island and therefore the choice would be simply which harbor on Block Island
10 they wanted to travel too. However, when we compare the two fast ferry
11 schedules we find that Interstate will only have one fast ferry run in prime time to
12 Block Island (11:50 am); and the other two runs to Block Island will be very early
13 in the morning (7:45 am) and in the evening (5:00 pm). I found that many of
14 those surveyed stated that the schedule was the most important thing when
15 choosing between two fast ferries. The fact that Interstate will be only running
16 three runs a day (and only one in prime time) whereas IHSF has six runs per day
17 (with two runs at prime time) I believe invalidate the results of the survey.

18

19 5. New Harbor Errors: Mr. Kunkel's percentages on page 3 of his testimony are all
20 incorrect. Sixty four of the respondents stated that they preferred New Harbor or
21 considered New Harbor one of the "important factors" for choosing IHSF. That
22 is 21% (64/300) not 13% as stated by Mr. Kunkel. Given that there were many
23 other respondents that had no harbor preference reflected on their surveys makes
24 Mr. Kunkel's conclusion that people do not use IHSF "because it travels to and
25 from New Harbor" incorrect. It is possible that many people use IHSF simply
26 because it goes to New Harbor, as the survey demonstrates.

27

28

29

1 6. Speed Errors: Mr. Kunkel states that 87% of the respondents “reported that speed
2 was the most important factor”. This is false. In fact, the survey did not request
3 that the individual rate the factors from most to least important. The survey
4 simply had the individuals check off the items that were important. Just because
5 IHSF put speed first on the check list does not mean that the individual checking
6 off speed meant that speed was the most important factor.

7 In fact, there were only 23 respondents (about 8%) that listed only speed as
8 important. Once again Mr. Kunkel has misstated the facts.

9
10 7. Preference Errors: Mr. Kunkel’s assertion that 57% of those surveyed stated that
11 they would cross the dock to Interstate’s fast ferry to Old Harbor is also wrong. I
12 found that 135 of the 300 surveyed (about 45%) checked off that they would use
13 Interstate’s fast ferry to Old Harbor. When I looked at this item a little bit closer I
14 found that 26 of the 135 (about 19%) of the respondents that checked off that
15 they would use Interstate’s fast ferry to Old Harbor over IHSF’s high speed ferry
16 to New Harbor actually would prefer Interstate over IHSF even if they were both
17 running to Old Harbor. It appears to me that these 19% of respondents are fairly
18 loyal Interstate customers that IHSF has serviced with a high speed boat for a few
19 years and that were not part of some previously unserved “niche” market. If
20 Interstate gets these customers back it would be only fitting. Further, I found that
21 37 of the 135 respondents that would switch to Interstate’s fast ferry to Old
22 Harbor provided no name on the survey. Lastly, 24 of the respondents (about
23 18%) that chose Interstate and Old Harbor over IHSF and New Harbor (after
24 rating IHSF highly) were new customers that had never gone to Block Island nor
25 ever ridden on Interstate’s boats. Yet some of those who had never ridden
26 Interstate’s boat still evaluated Interstate highly. Clearly these respondents were
27 confused as to the difference between Interstate and IHSF.

1 Also, Mr. Kunkel stated that “nearly 80% reported that they would continue to use
2 IHSF (because they preferred its service) if both Interstate and IHSF offered high
3 speed service to Old Harbor at the same price”. Once again Mr. Kunkel is in
4 error. I found that 171 of the 300 respondents stated that they would prefer IHSF
5 if they went to Old Harbor, which is about 57% of those surveyed. Mr. Kunkel
6 has exaggerated the truth by ignoring the fact that many surveyed did not answer
7 the question as to who they preferred and Mr. Kunkel’s “80% reported” implies
8 that 240 of the 300 surveyed chose IHSF which is not the case.

9
10 **Q. Does that conclude your comments on page 3 of Mr. Kunkel’s rebuttal**
11 **testimony?**

12 A. Yes, it does.

13
14 **Q. Mr. Edge do you have any comments regarding page 4 of Mr. Kunkel’s**
15 **testimony?**

16 A. Yes I do. The second question on page 4 is as follows:

17 “Q. What would the result of a loss of 57% of IHSF’s ridership be?”

18
19 This question assumes that Mr. Kunkel’s 57% is correct. The survey results do not
20 support that percentage. Further, the fact that the surveys show that 45% of those
21 surveyed would cross the dock does not result in the conclusion that 45% of IHSF’s
22 business would be lost. As stated earlier, Interstate will be running only three runs a day
23 compared to IHSF’s six runs a day. This will result in many of IHSF’s customers not
24 having Interstate’s fast ferry as an option and available to them when they want to travel
25 to the Island. The fact that this information was omitted from the survey makes the
26 results of the survey less transferable to the larger population of all IHSF’s customers.

1 **Q. Do you believe that the results of the survey are directly transferable to the**
2 **larger population of all of IHSF's customers?**

3 A. No, for the reasons stated above. Also, I found that the survey as designed requested
4 the name of the survey taker, the date that the survey was completed, and most
5 importantly the "run" the individual who completed the survey was traveling on. I found
6 that for the most part that information was simply not included on the survey.

7
8 **Q. How many of the surveys reflected the taker of the survey?**

9 A. It appears that none of the survey takers were reflected on the surveys. In a very few
10 cases the individual who was being surveyed put their initials on the survey but I saw no
11 survey takers identified on the surveys.

12
13 **Q. How many of the dates were completed?**

14 A. As stated earlier, there were 57 out of 300 with dates shown on the surveys.
15 However, it should be noted that the dates were all in May and June and IHSF carries the
16 majority of its customers in July and August, so they did not complete the survey in their
17 prime time and this survey may not be representative of IHSF's prime summer customers.

18
19 **Q. How many of the surveys had the "run" (the time of the run)?**

20 A. There were only 22 out of 300 (about 7.3%) of the surveys that reflected the run that
21 the traveler was on. Of those, only 2 surveys were clearly from the two hour peak travel
22 time of 10:00AM -- Noon. Without the rest of the run information, one can only
23 conclude that less than 10% (2/22) of the losses would come from prime time travel when
24 IHSF is carrying the most passengers. Therefore, the percentage loss of total customers
25 will be far less than the 45% reflected in the survey results. The fact that the surveys
26 were so poorly administered has resulted in survey information that is not directly
27 transferable to the total population of all IHSF customers and cannot be used to support
28 any conclusion about customer switching.

29

1 **Q. Are there any other points that you would like to make regarding page 4 of Mr.**
2 **Kunkel's testimony?**

3 A. Yes. I do not believe that the "Division's manifest(ed)" any intention in its order
4 granting IHSF a CPCN to "break Interstate's monopoly stranglehold on ferry
5 transportation from the mainland Rhode Island to Block Island" as so emotionally stated
6 by Mr. Kunkel. In its order, I believe that the Division was not trying to knock down
7 Interstate's life line monopoly service to Block Island (because it still exists) but rather its
8 intent was to provide a new, faster, and better service for ratepayers and to give the
9 ratepayers choice. The Division's responsibility is to facilitate the best service for the
10 ratepayers, and to address public need and convenience, while protecting the ratepayers.
11 It is not the Division's responsibility to kill monopolies.

12

13

14 **Q. Does the fact that IHSF suffered a loss in FYE June 30, 2005 mean it is about**
15 **fail?**

16 A. No. I know that "normalized losses" in one year could be the result of any number
17 of activities. IHSF started a new fast ferry business in Puerto Rico in the winter.
18 Startup costs (although some can be capitalized) of a new business can be significant and
19 can result in a one year loss which will be offset by future gains. I also do not have
20 enough information to know exactly why the loss existed. Without more revenue and
21 expense information no firm conclusion can be drawn.

22

23 **Q. Mr. Edge, do you disagree with any of Mr. Kunkel's conclusions on page 5 of**
24 **his rebuttal testimony?**

25 A. Yes. Mr. Kunkel concludes that Interstate's plan to enter the high speed market at
26 this time could be characterized only one of two ways: irrational or predatory. Although
27 Mr. Kunkel has in the past stated that Interstate's management was acting irrationally, he
28 now concludes that Interstate's management is not irrational, therefore they must be
29 predatory. He is clearly wrong.

30

1 First, there is a rational business plan. The financial facts, which are undisputed, show
2 that Interstate's fast ferry will earn a profit in its first year of almost \$500,000. This
3 profit results from the fact that Interstate is expecting to bring into the fast ferry market
4 about 80,000 of its customers that are not having their fast ferry needs met (i.e. a niche
5 market of Interstate's loyal customers). In addition, Interstate is proposing to develop
6 two new fast ferry runs (Point Judith and Newport to Old Harbor) that are currently not
7 being serviced by fast ferry. Interstate is also proposing to improve service and hold
8 down rates for the customers of its life line service. Interstate is prepared to do this
9 without taking any of the additional profits for the owners of the company.

10
11 I do not understand why Mr. Kunkel does not see this well thought out business plan as a
12 viable reason why Interstate wants to get a fast ferry CPCN. Mr. Kunkel is so deep in his
13 own mind as to his negative variations of game theory that he can't see what Dr. Stutz
14 saw in Interstate's plan – a good business plan that is not predatory or irrational. Dr.
15 Stutz has no vested interest in the outcome of Interstate's CPCN request and can apply
16 economic theory without prejudice. He is also a Phd. Mr. Kunkel is not.

17
18 **Q. Mr. Edge, can you see a scenario that results in both Interstate and IHSF**
19 **coexisting in the future?**

20 A. Yes. If Interstate converts 80,000 of its own customers to preferring fast ferry
21 service, and those customers continue to travel to Block Island through Point Judith.
22 It is only reasonable to believe that some of those customers that will prefer fast ferry
23 service because Interstate has introduced it to them will find IHSF's six runs a day from
24 the Point more convenient than Interstate's three runs a day and will end up riding IHSF's
25 boat to the Island. This may be why both McDonald's and Burger King tend to build
26 their restaurants near each other.

1 **Q. Mr. Edge do you agree that Interstate’s “ultimate economic payoff” is the**
2 **elimination of IHSF?**

3 A. No. Although that is a possible result, it is not Interstate’s intent nor is it the reason
4 for Interstate requesting its own fast ferry CPCN. It is true, however, that businesses can
5 fail, and it is possible that IHSF will fail as a result of competition from BI Express even
6 before Interstate gets its fast ferry in the water, or that IHSF will fail as a result of
7 customers preferring to use Interstate fast ferry over IHSF’s boat or as a combination of
8 both. Further, I would agree that the goal of any business is to gain market share and to
9 take that theory to its extreme (but unlikely) end would mean that a company would get
10 100% market share and its competitor would go out of business. All that said, because
11 Interstate is fully rate base rate of return regulated, Interstate’s owners get no economic
12 payoff whatsoever from its proposed fast ferry CPCN (all of the additional profits will go
13 to the benefit of the life line ratepayers). Also, Interstate’s owners do not get any
14 economic payoff if IHSF goes out of business (their rate of return will not change).
15 Therefore Interstate’s business decisions do not take into consideration whether IHSF
16 stays in business or not. Its decisions are made for the good of Interstate’s life line
17 ratepayers.

18
19 **Q. Mr. Kunkel concludes that “Interstate’s intent is not necessarily to serve the**
20 **public needs as much as to prey upon a less powerful market rival”. Do you agree?**

21 A. Absolutely not. Since Interstate’s owners are not going to financially benefit from
22 its request for a fast ferry CPCN, it is obvious to me that Interstate is requesting this
23 CPCN exclusively to serve the expressed public need. There is also a need for the life
24 line customers to have a year round service to the Island to provide transportation, freight,
25 mail, etc at the lowest possible rates.

26
27 Interstate’s proposal is to take all the profits from the fast ferry operation and use them for
28 the life line service, which is the public need.

1 IHSF, on the other hand, is only interested in its own survival, maximizing profits for its
2 owners and fighting against Interstate's proposed fast ferry service from Point Judith to
3 Old Harbor (and even from Newport to Old Harbor) even though they know that the
4 service is wanted by the public. IHSF's sole goal is to maximize profits for its owners.

5

6 **Q. Mr. Edge, do agree with Mr. Kunkel's conclusion that it might be better if**
7 **rivals for the same prize cooperate, instead of competing?**

8 A. Yes, however the two companies involved in this case are not after the same prize.
9 IHSF is only after profits while Interstate is trying to meet an expressed public need and
10 assist its life line customers with lower rates. However, if IHSF were for sale at a
11 reasonable price (say about \$4,000,000 to \$5,000,000) then it may be beneficial to
12 Interstate's lifeline ratepayers for Interstate to consider buying IHSF's vessel and CPCN.
13 However, if they were for sale at some exorbitant price (say \$7,000,000 to \$8,000,000) so
14 that IHSF's owners can put excess profits into its pockets, then the public would be better
15 served for Interstate to be given its fast ferry CPCN and let the market sort it out.

16

17 **Q. Does this conclude your testimony?**

18 A. Yes

19

20

Review of IHSF Survey
Jun-05

Name	#	Address	Bl	Often	IHSF	Int.	Rate IN	Most Imp	Rate IHSF	Most Imp IN VS IHSF	Chose	Survey T	Date	Run
MG	1	CT	Y	10Years	N	N	Excellent	All	Excellent	All	NA	MFG	June 1	NA
Tim Palmer	2	CT	Y	Every Y	Y	Y	Good	Depend	Excellent	S/C	NA	NA	NA	NA
No Name	3	CT	N	NA	N	NA	NA	NA	Good	SCFC	NA	NA	NA	NA
No Name	4	CT	Y	11Y ago	N	Y	Good	Sch	NA	Speed	NA	NA	NA	NA
Joe Lennon	5	MA	N	NA	NA	N	NA	NA	Good	Speed	NA	NA	June 2	NA
Vanessa Herlihy	6	MA	Y	5 Y ago	Y	Y	Excellent	F	Excellent	F	NA	NA	NA	NA
Liv Gagne	7	MA	N	NA	N	N	Excellent	SPF	Excellent	SDCPF	NA	NA	NA	NA
No Name	8	NY	N	NA	N	N	NA	NA	Good	SAFS	NA	NA	NA	NA
Katie Hunt	9	NY	N	NA	N	N	NA	NA	Excellent	SCF	NA	NA	NA	NA
Bret Wydysh	10	MA	Y	4 Yrs	N	Y	Excellent	DPAFCAS	Excellent	All	IHSF	NA	NA	NA
John Cooke	11	RI	Y	5 y	Y	Y	Good	DPand BI	Excellent	SDCFC	Both	NA	NA	NA
Wil Gates	12	RI	Y	last Y	Y	Y	Excellent	AOH	Excellent	SD	IHSF	NA	NA	NA
Vincent Letczia	13		Y	NA	Y	Y	poor	SC	Good	SCCSc	IHSF	NA	NA	NA
Michael Brito	14	RI	Y	Often	Y	Y	fair	SCA	Excellent	All NH	IHSF	NA	NA	NA
Colin Cooksey	15	Australia	N	NA	N	N	NA	S	Good	SDCF	IHSF	NA	NA	NA
Eric Shorr	16	RI	Y	Yearly	N	Y	fair	SCPA	Excellent	SDC	IHSF	NA	NA	NA
William Smyth	17	CT	Y	Once	N	Y	Excellent	SCP	Excellent	SCF	IHSF	NA	NA	NA
Erin Larkin	18	CT	Y	6 Times	Y	Y	Good	F	Excellent	SCAF	IHSF	NA	NA	NA
No Name	19	Puerto Ricc	N	NA	N	N	NA	NA	NA	NA	NA	NA	June 6	NA
David + Carol	20	CT	N	NA	N	N	NA	NA	Excellent	SCP	NA	NA	NA	NA
Murphy	21	RI	Y	40YRs	N	Y	Excellent	DP	Excellent	SDCPA	NA	NA	NA	12:30
Jon Wilk	22		Y	daily	Y	Y	Good	SCFS	Excellent	SS	NA	NA	NA	NA
No Name	23	MA	Y	Once	N	Y	Excellent	PS	Excellent	SCF	NA	NA	June 5	NA
No Name	24	NY	N	NA	N	N	NA	NA	F	S	NA	NA	NA	NA
Lynn McKenna	25	MA	N	NA	N	N	NA	NA	Excellent	SDC	NA	NA	NA	NA
Kathleen Corcoran	26	MA	Y	Once	N	Y	Good	PFC	Excellent	SCAb	NA	NA	NA	NA
Olga Pinedor	27	MA	N	NA	N	N	Good	C	Good	SC	NA	NA	June 1	NA
M Ulion	28	CT	Y	Often	Y	Y	Excellent	S car	Excellent	SPA	NA	NA	NA	NA
Peter Conelly	29	CT	N	NA	N	N	Excellent	SDCF	Excellent	SDCF	NA	NA	NA	NA
CJ Carrenti	30	RI	Y	12 years	Y	Y	Good	AFS	Excellent	SCF	IHSF	NA	NA	NA
No Name	31	MA	N	NA	N	N	Excellent	SDCFCAS	Excellent	SDCFCAS	IHSF	NA	NA	NA
Eric Mumson	32	RI	Y	work	N	Y	Good	SC	Good	SC	IHSF	EM	June 3	?
No Name	33	CT	Y	LY	Y	N	NA	NA	Excellent	SDCFCAS	IHSF	NA	NA	NA
No Name	34	CT	Y	NA	Y	Y	fair	SDCA	Excellent	SDCFCAS	IHSF	NA	NA	NA

Name	#	Address	BI	Often	IHSF	Int.	Rate IN	Most Imp	Rate IHSF	Most Imp IN VS IHSF	Chose	Survey T	Date	Run
No Name	35	CT	N	NA	N	N	Good	DCAFAS	Good	CAFCA	IHSF	NA	June 4	NA
Gabriel Saad	36	MA	Y	Once	Y	Y	Good	P	F	SC	IHSF	NA	NA	NA
Gerry	37	CT	Y	Once	N	N	NA	NA	Good	SCFC	IHSF	NA	June 5	NA
Ivy Morin	38	NY	Y	Once	N	N	NA	NA	Excellent	SCFS	IHSF	NA	NA	NA
Jack Doran	39	MA	Y	Once	Y	Y	Good	PAAS	Excellent	SCA	IHSF	NA	NA	NA
Matin + Donna	40	MA	Y	Often	Y	Y	Good	DPS	Excellent	SCF	IHSF	NA	June 4	6:30
Jeff Werner	41	MA	N	NA	N	Y	Good	PA	Excellent	SCS	IHSF	NA	NA	NA
No Name	42	RI	Y	Yearly	N	Y	Excellent	S	Excellent	S	IHSF	NA	NA	NA
Mark Vaillancourt	43	BI	Y	NA	Y	Y	Good	DPS	Good	SCF	IHSF	NA	June 4	NA
Cy Cybulski	44	RI	Y	Life	Y	Y	Excellent	PA	Excellent	SC	IHSF	NA	June 4	NA
No Name	45	MA	Y	Once	Y	N	NA	NA	Excellent	SDFS	IHSF	NA	NA	NA
No Name	46	RI	Y	Weekly	Y	Y	FSU	P	Excellent	SCP	IHSF	NA	NA	NA
No Name	47	RI	Y	NA	Y	Y	Excellent	DCPAFC	Excellent	SC	IHSF	NA	NA	NA
Kate Hoyt	48	RI	Y	NA	Y	Y	Excellent	SAV	Excellent	SAV	IHSF	NA	June 3	NA
No Name	49	?	Y	Once	Y	Y	Good	DPA	Good	SCFCA	IHSF	NA	NA	NA
Chris Boyd	50	RI	Y	6y	N	Y	Excellent	DPA	Excellent	SDCFCAE	IHSF	NA	NA	NA
No Name	51	RI	N	NA	N	N	NA	NA	Good	SCF	IHSF	NA	NA	NA
Richard Long	52	RI	Y	NA	Y	Y	F	Nothing	Excellent	SDCFCS	IHSF	NA	NA	NA
Vincenzo Conti	53	RI	Y	1aWeek	Y	Y	Poor	Nothing	Excellent	SDCFGC	IHSF	NA	NA	NA
Mark McLaughlin	54	BI	Y	1aWeek	Y	Y	Good	SCS	Good	S	IHSF	NA	NA	NA
Al Messler	55	CT	Y	30Y	Y	Y	Excellent	Cars	Excellent	SDCAFCS	IHSF	NA	June 5	6:30
Chris Hiza	56	BI	Y	40Y	Y	Y	F-P	SCF Car	Excellent	SCF	IHSF	NA	NA	NA
No Name	57	RI	Y	Often	Y	Y	Good	DABS	Good	SDCPAAE	IHSF	NA	NA	NA
Darcy Bacon	58	BI	Y	40Y	Y	Y	Good	DPS	Excellent	SF	IHSF	NA	NA	NA
No Name	59	RI	N	NA	N	N	NA	NA	NA	NA	IHSF	NA	NA	NA
No Name	60	RI	Y	Often	N	N	Excellent	FO	Excellent	SCF	IHSF	NA	NA	NA
Michelle Caffrey	61	RI	Y	5Y	Y	Y	Good	CPFS	Excellent	SCAF	IHSF	NA	NA	NA
Bryan Quattromani	62	RI	Y	Once	N	Y	Excellent	SDPF	Excellent	SDAFS	IHSF	NA	NA	NA
Fran Dowling	63	CT	Y	Often	Y	N	NA	NA	Excellent	SCPS	IHSF	NA	June 4	NA
No Name	64	RI	Y	Live B I S	Y	Y	F	S	Good	SC	IHSF	NA	NA	NA
Alexander Montestanto	65	CT	Y	5 years	Y	Y	Good	SDFS	Excellent	SDCAFS	IHSF	NA	June 1	NA
Kerry McCloskey	66	CT	N	NA	N	N	NA	NA	Excellent	SDCFCAE	IHSF	NA	NA	NA
Kate Smalley	67	CT	Y	twice	N	Y	Good	DPS	Excellent	SSSkip	IHSF	NA	NA	NA
Paul Baptista	68	BI	Y	7Y	Y	Y	Good	PFS	Good	SCA	IHSF	PB	June 2	12:30
Albie and Phyllis	69	CT	Y	Weekly	Y	Y	Fair	Nothing	Excellent	All	IHSF	NA	June 3	5:30
Dan Farraro	70	CT	Y	Weekends	Y	Y	Good	S	Excellent	C	IHSF	NA	NA	NA
Bill Golebiewski	71	CA	Y	Often	Y	Y	Fair	PS Car	Excellent	SCFS	IHSF	NA	NA	NA
Kobert Albert	72	BI	Y	summer	Y	Y	Excellent	DCAFS	Excellent	SCAFS	IHSF	NA	NA	NA

Name	#	Address	BI	Often	IHSF	Int.	Rate IN	Most Imp	S	Rate IHSF	Most Imp	S	Good	S	Rate IHSF	Most Imp	S	IHSF	Chose	Survey T	Date	Run
Bill Lickens	73	BI	Y	23Y	Y	Y	Fair	S		Good			Good					IHSF	NA	NA	NA	NA
Gabriel Saad (74)	74																	IHSF				NA
No Name	75	RI	Y	10Y	Y	Y	Good	AS		Excellent			Excellent	SCS				IHSF	NA	NA	NA	NA
Beth Marshland	76	MA	Y	often	Y	Y	Fair	DPA Cars		Excellent			Excellent	SDC				IHSF	NA	NA	NA	NA
Ron Marsland	77	RI	Y	2weeks	Y	Y	Good	DAFS		Excellent			Excellent	SDCF				IHSF	NA	NA	NA	NA
Tyler Foley	78	RI	Y	LY	N	Y	Good	PA		Excellent			Excellent	SDCFA				IHSF	TF	June 5	11:30	NA
No Name	79	CT	Y	Once	Y	N	Good	SDCF		Good			Good	SDCFA				IHSF	NA	NA	NA	NA
No Name	80	RI	Y	Once/Y	Y	Y	Good	PS Car		Excellent			Excellent	SCPS				IHSF	NA	NA	NA	NA
No Name	81	RI	Y	NA	Y	N	NA	NA		Excellent			Excellent	SCFCA				IHSF	NA	NA	NA	NA
Ernest Wright	82	MA	Y	LY	Y	N	NA	NA		Excellent			Excellent	SDCFCA				IHSF	NA	NA	NA	NA
Himando Updike	83	RI	Y	Once	Y	N	NA	NA		Excellent			Excellent	SDFCAS				IHSF	NA	NA	NA	NA
Billy Bolshevik	84	RI	Y	NA	Y	Y	Good	DA		Excellent			Excellent	SDCF				IHSF	NA	NA	NA	NA
PB Jewelyn	85	MA	Y	4TY	Y	Y	Good	A		Excellent			Excellent	SCS				IHSF	NA	NA	NA	NA
Levin McCarthy	86	MA	N	NA	N	N	Excellent	SCFA		Excellent			Excellent	SDCPA				IHSF	NA	June 4	4:30	NA
No Name	87	RI	Y	Life	Y	Y	Good	SDPS		Good			Good	SD				IHSF	NA	NA	NA	NA
No Name	88	RI	Y	Years	Y	Y	Fair	SDPFA		Good			Good	SDCFA				IHSF	NA	June 5		NA
Debra Zarrella	89	RI	Y	NA	Y	Y	Fair	SCFS		Excellent			Excellent	SCF				IHSF	NA	NA	NA	NA
No Name	90	RI	Y	NA	Y	Y	Good	AS		Excellent			Excellent	SCFC				IHSF	NA	NA	NA	NA
John Dunn	91	RI	Y	Own Boat	Y	Y	Good	A		Excellent			Excellent	NA				IHSF	NA	June 6		NA
Chris Lindsay	92	NH	Y	Once	N	Y	Good	SDS		Excellent			Excellent	SS				IHSF	NA	NA	NA	NA
William Kealey	93	CT	Y	NA	N	Y	Good	S		Excellent			Excellent	D				IHSF	NA	NA	NA	NA
Casey Lewis	94	RI	Y	Once	N	Y	Excellent	DPAC		Excellent			Excellent	SCPCS				IHSF	NA	NA	NA	NA
Dianne & Heidi	95	MA	Y	6Yago	N	Y	Poor	sea sick		Excellent			Excellent	S				IHSF	NA	NA	NA	NA
Doloris Nardillo	96	RI	Y	Weekends	N	Y	Excellent	SDCF		Excellent			Excellent	SDCF				IHSF	NA	NA	NA	NA
No Name	97	NY	N	NA	N	N	NA	NA		Excellent			Excellent	S				IHSF	NA	NA	NA	NA
No Name	98	RI	Y	NA	Y	N	NA	NA		Excellent			Excellent	All				IHSF	NA	NA	NA	NA
Maryanne Romanytch	99	CT	Y	2 weeks	Y	Y	Fair	SCF		Excellent			Excellent	SDCFCA				IHSF	NA	NA	NA	NA
Don Olson	100	CT	N	NA	N	N	Excellent	SDCFC		Excellent			Excellent	SDCFC				IHSF	NA	NA	NA	NA
Lori Michaud	101	MA	Y	Once	Y	N	NA	NA		Good			Good	SDCS				IHSF	NA	NA	NA	NA
Britney D'Anbra	102	RI	Y	Once/Y	Y	N	NA	NA		Excellent			Excellent	SDCPFS				IHSF	NA	NA	NA	NA
No Name	103	RI	N	NA	N	N	NA	NA		Excellent			Excellent	SCF				IHSF	NA	NA	NA	NA
Melanie Lawton	104	RI	Y	Aug-04	Y	N	NA	NA		Excellent			Excellent	SDCFS				IHSF	NA	NA	NA	NA
No Name	105	RI	Y	NA	Y	Y	Excellent	DPAFCAS		Fair			Fair	SCF				Int	NA	NA	NA	NA
Jay Flanagan	106	RI	Y	NA	N	Y	Good	SC		Excellent			Excellent	SC				IHSF	NA	NA	NA	NA
Maria Fowler	107	CT	Y	Once/Yr	N	Y	Poor	SC Rocky		Good			Good	SCF				Int	MF	June 4	6:30	NA
Sean Johnson	108	CT	Y	Often	Y	Y	Excellent	SDCPAF		Excellent			Excellent	SCF				Int	NA	NA	NA	NA
Mark mates	109	RI	Y	4 times	N	Y	Good	SDCFC		Excellent			Excellent	SDCFC				Int	NA	NA	NA	NA
Susan Russinoff	110	MA	Y	40yrs	Y	Y	Good	P Nosta		Good			Good	SCS				Int	NA	NA	NA	NA

Name	#	Address	BI	Often	IHSF	Int.	Rate IN	Most Imp	Rate IHSF	Most Imp IN VS IHSF	Chose	Survey T	Date	Run
No Name	111	CT	Y	LY	N	N	Good	SDCA	Good	S	Int	NA	NA	NA
Tad Sanchez	112	BI	Y	NA	Y	Y	Poor	SCAS	Good	SCS	Int	NA	NA	NA
No Name	113	MA	Y	2Y ago	N	N	NA	NA	Excellent	SPS	Int	NA	NA	NA
Paul Zawadzki	114	RI	Y	2 each Y	N	Y	Good	S	Excellent	S	Int	NA	June 1	8:30
Bob Disne	115	NH	N	NA	N	N	Good	A	Good	S	Int	NA	NA	NA
No Name	116	RI	Y	4-Sep	Y	Y	Excellent	DPAAS	Excellent	SDAS	Int	NA	June 1	NA
Paige Larkin	117	CT	Y	6 times	Y	Y	Fair	FS	Good	SArivesNF	Int	NA	NA	NA
Rebecca Miller	118	RI	Y	1 year ago	Y	Y	Excellent	SDCAFC	Excellent	All	NA	RM	June 5	AM
Joe Koonankell	119	CT	N	NA	N	N	Excellent	DPS	Excellent	DPS	IHSF	NA	NA	NA
No Name	120	RI	N	NA	N	N	NA	NA	Good	S	IHSF	NA	NA	NA
M Timlin	121	RI	Y	NA	Y	Y	Fair	A cars	Excellent	AS	IHSF	NA	NA	NA
James Buchanon	122	RI	N	NA	N	N	NA	NA	Good	SCF	IHSF	NA	NA	NA
No Name	123	CT	Y	Yrs ago	N	N	NA	NA	Excellent	SDCFCS	Int	NA	NA	NA
No Name	124	MA	Y	Weekends	Y	Y	NA	A	NA	SDCF	Int	NA	NA	NA
No Name	125	CT	N	NA	N	N	Good	SCSO	Good	SCSO	Int	NA	June 1	NA
No Name	126	RI	Y	Summers	N	Y	Good	PFCS	Good	SS	IHSF	NA	NA	NA
No Name	127	RI	N	NA	N	Y	Fair	PA	Good	SC	Int	NA	NA	NA
Daniel Stelzner	128	MA	Y	48 Y	Y	Y	Good	DPAS	Good	SD	Int	NA	NA	NA
Ginay Nims	129	Co	Y	NA	Y	Y	Good	SDCPA	Excellent	SDCPFS	Int	NA	June 5	NA
No Name	130	RI	N	NA	N	N	NA	NA	Excellent	SCFC	IHSF	NA	NA	NA
Steven & elizabeth	131	MA	N	NA	N	N	NA	NA	NA	NA	NA	NA	NA	NA
Karin Bonner	132	NY	Y	Once	N	Y	Excellent	S	Excellent	S	NA	NA	NA	NA
Valerie McGrath	133	MA	Y	Once	N	Y	Excellent	SCS	Excellent	SAS	NA	NA	NA	NA
Dorothy Olson	134	CT	N	NA	N	N	Excellent	S	Excellent	S	NA	NA	NA	NA
Caitlin Fallon	135	BI	Y	life	Y	Y	Good	PAFCAS	Good	SCAFCS	NA	NA	NA	NA
Murphy	136	RI	Y	40 Y	N	Y	G-E	DP	Excellent	SCPA	IHSF	NA	NA	NA
Aris Marziah	137	RI	Y	8-Jun	Y	Y	Good	Motorcycle	Excellent	SC	IHSF	NA	NA	NA
Paul knowles	138	RI	Y	6months	Y	Y	Excellent	SDCPFCAS	Excellent	S	IHSF	NA	NA	NA
C Aronan	139	MA	Y	Summers	Y	Y	Good	DPA	Excellent	SDP	IHSF	NA	NA	NA
Bill Nicholson	140	MA	Y	Once	N	Y	NA	NA	Excellent	S	IHSF	NA	NA	NA
Valerie Goncalves	141	CT	Y	Once	Y	N	Good	SDS	Good	SDS	Int	NA	NA	NA
No Name	142	MA	Y	Once	N	Y	Excellent	PAS	Excellent	SCS	Int	NA	NA	NA
George Valentine	143	BI	Y	Often	Y	Y	Excellent	DPFSD	Excellent	SF	Int	NA	June 5	6:30
M. Loewenthal	144	NY	Y	Summers	Y	Y	Good	DCPAS	Good	CS	Int	NA	June 5	9:30
Makala Arcand	145	RI	Y	Weekly	Y	Y	Excellent	DAF	Excellent	SDCF	Int	NA	June 4	1:30
Jeeger Shah	146	RI	Y	Yearly	N	Y	Excellent	CA	Poor	SPO	Int	NA	NA	NA
George Defina	147	RI	Y	Yearly	Y	Y	Fair	S	Good	SC	Int	NA	NA	NA
Joel Cogger	148	CT	Y	2 years	N	Y	Good	PAS	Excellent	SFAS	Int	NA	NA	NA

Name	#	Address	BI	Often	IHSF	Int.	Rate IN	Most Imp	Rate IHSF	Most Imp IN VS IHSF	Chose	Survey T	Date	Run
No Name	149	CT	Y	10 yrs	N	Y	G	D	Good	SAS	Int	NA	NA	NA
Mary Montague	150	CT	N	NA	N	N	NA	NA	Excellent	SS	Int	NA	NA	NA
Sherri DiNello	151	CT	Y	3 years	Y	Y	Good	D	Excellent	S	Int	NA	NA	NA
Kimberly Lanzire	152	RI	Y	Yearly	Y	Y	Good	PAS	Excellent	SS	Int	NA	NA	NA
No Name	153	MA	Y	Once	N	Y	G	DPAS	Excellent	S	Int	NA	NA	NA
No Name	154	RI	N	NA	N	N	NA	NA	Excellent	SCFC	IHSF	NA	NA	NA
Joey Vellone	155	RI	Y	3 years	Y	N	NA	NA	Excellent	SCAFS	IHSF	IHSF	NA	NA
No Name	156	01476	N	NA	N	N	NA	NA	Good	S	NA	IHSF	NA	NA
Stephanie Silvia	157	RI	N	NA	N	N	Excellent	SDCFS	Excellent	SDCFS	NA	NA	NA	NA
Ricki Vespia	158	RI	Y	NA	Y	N	Excellent	SS	Good	SF	Int	NA	NA	NA
Rebecca Donnell	159	RI	Y	NA	Y	N	NA	SDC	Excellent	CS	Int	IHSF	NA	NA
Kathy Conlin	160	RI	Y	NA	Y	Y	Fair	SDCO	Excellent	SDC	IHSF	NA	NA	NA
Susan Hooper	161	RI	Y	2x Month	Y	Y	Excellent	SDCPAS	Excellent	SDCFS	Int	IHSF	NA	NA
No Name	162	VT	Y	Twice	N	Y	Excellent	SS	Excellent	SS	Int	IHSF	NA	NA
No Name	163	VT	Y	Once	N	Y	G	CS	Excellent	SC	Int	IHSF	NA	NA
No Name	164	MA	N	NA	N	N	Excellent	SFA	Excellent	CFCA	Int	NA	NA	NA
Leonard	165	RI	Y	5 times	Y	Y	Fair	SC	Excellent	SCF	IHSF	IHSF	NA	NA
Diane,Jenn	166	FL/ENG	Y/N	Once	N	Y	Excellent	NA	Excellent	SDCFCFS	NA	NA	NA	NA
Darlene Smith	167	RI	N	NA	N	N	Excellent	SCS	Excellent	SCS	Int	Int	NA	NA
Elle Smith	168	TX	N	NA	N	N	Excellent	CFC	Excellent	SPFC	NA	NA	NA	NA
No Name	169	NJ	Y	NA	N	Y	G	SCPFS	Good	SCPFS	IHSF	NA	NA	NA
Brian Fortin	170	RI	N	NA	N	N	NA	NA	Excellent	SDCPFAS	NA	IHSF	NA	NA
No Name	171	NY	Y	2 years	Y	Y	G	SDPFS	Excellent	SDPFS	NA	IHSF	NA	NA
Linda Blair	172	CT	Y	Yearly	Y	Y	Excellent	SDC	Excellent	SDC	IHSF	IHSF	NA	NA
No Name	173	NA	Y	Once	Y	N	NA	NA	NA	NA	NA	NA	NA	NA
Tiger Taylor	174	RI	Y	Yearly	Y	Y	G	PAO	Good	SC	Int	NA	NA	NA
Mark Ventres	175	CT	Y	Summers	Y	Y	G	DPS	Good	SDA	NA	NA	NA	NA
Bernard	176	MA	Y	Once	N	N	NA	NA	NA	SC	Int	IHSF	NA	NA
David Stone	177	RI	Y	Yearly	Y	Y	Good	PACS	Good	SCF	Int	NA	NA	NA
Joseph Stone	178	NY	N	NA	N	N	Excellent	SS	Excellent	SCFC	NA	NA	NA	NA
B. Falbo	179	PA	Y	2 X Year	Y	Y	G	DPAF	Excellent	SCFAS	Int	IHSF	NA	NA
K. Hinderhofer	180	MA	Y	NA	N	Y	G	DPS	Excellent	SCA	IHSF	IHSF	NA	NA
No Name	181	RI	Y	Once	Y	Y	Excellent	SDCS	Excellent	SDCS	IHSF	IHSF	NA	NA
M. Holt, J. Walsh	182	RI	Y	Once	Y	Y	G	DPAFS	Excellent	SDCFCFS	Int	IHSF	NA	NA
No Name	183	N	N	NA	N	N	NA	NA	Good	SCF	NA	NA	NA	NA
Steven Longhorn	184	RI	Y	Once	N	Y	Good	DPAFCS	Good	S	Int	Int	June 10	NA
No Name	185	NH	N	NA	N	N	NA	NA	Excellent	All	IHSF	IHSF	NA	NA
Jose Rene Espinal	186	CT	Y	NA	Y	N	Excellent	NA	NA	NA	NA	NA	NA	NA

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No Name	187	RI	Y	Weekly	Y	Y	Excellent	SDS	Excellent	SDC	IHSF	NA	NA	NA
J & D	188	NA	Y	Often	N	Y	G	SDCPFS	Excellent	SDCPFCF	NA	NA	June 10	NA
Stewart Moll	189	MA	Y	4 X Year	Y	Y	Excellent	SCFO	Excellent	F	IHSF	NA	NA	NA
Roxann VanGelder	190	NH	Y	Twice	Y	Y	Excellent	SDCPAFCA	Excellent	All	Int	NA	NA	NA
Robert VanGelder	191	NH	Y	Once	Y	Y	Excellent	SDCAA	Excellent	SDCPAFCA	Int	NA	NA	NA
Warren Verdi	192	RI	Y	Weekly	Y	Y	Fair	SDPSO	Excellent	SDCAF	IHSF	NA	NA	NA
Joe Noel	193	RI	Y	Often	Y	Y	Good	DO	Excellent	SDCA	Both	NA	NA	NA
Andrew Wooden	194	NM	Y	Summers	Y	Y	Fair	SDCS	Excellent	SCA	IHSF	NA	NA	NA
K. Buckley	195	RI	Y	3 years	N	Y	G	PAS	Good	PAS	NA	NA	NA	NA
Steve Smith	196	RI	Y	2X weekly	Y	Y	Fair	DA	Excellent	SCF	IHSF	NA	NA	NA
Ginny Settimbrini	197	OH	Y	1or 2 year	N	Y	G	PAS	Excellent	SCFS	NA	NA	NA	NA
Roger Vonshnider	198	NA	N	NA	N	N	NA	NA	Excellent	SCF	IHSF	NA	NA	NA
Norma Seaberg	199	OH	Y	Yearly	Y	Y	G	DAS	NA	SS	IHSF	NA	NA	NA
C. Sereno	200	RI	Y	26 years	Y	Y	Fair	SF	Good	Int	NA	NA	NA	NA
Rosemary Massari	201	CT	N	NA	N	N	Excellent	SC	Excellent	SCF	IHSF	NA	NA	NA
No Name	202	RI	N	NA	N	N	Good	PS	Good	PS	NA	NA	NA	NA
Elizabeth Hickman	203	RI	N	NA	N	N	Excellent	SDCAFAS	Excellent	SDCAFAS	Int	NA	June 11	NA
No Name	204	RI	Y	Yearly	Y	Y	Fair	SC	Excellent	SCA	IHSF	NA	NA	NA
No Name	205	RI	Y	NA	N	Y	Excellent	SCFC	Excellent	SCFC	NA	NA	NA	NA
Kathy Hewes	206	CT	Y	Often	Y	Y	Excellent	SCFS	Excellent	SDFS	IHSF	NA	NA	NA
John Hewes	207	CT	Y	Often	Y	Y	Excellent	O	Excellent	S	IHSF	NA	NA	NA
Ronald Rozio	208	RI	Y	NA	Y	Y	Poor	O	Excellent	SDCFC	IHSF	NA	NA	NA
No Name	209	RI	Y	NA	Y	Y	Poor	C	NA	SF	IHSF	NA	NA	NA
No Name	210	RI	Y	Weekly	Y	Y	Good	SCA	Excellent	SDCFC	IHSF	NA	NA	NA
No Name	211	RI	Y	NA	Y	Y	Good	O	Excellent	SDCFS	IHSF	NA	NA	NA
Judy Meehan	212	VA	Y	3 Times	Y	Y	Good	PS	Excellent	SDCPFC	IHSF	NA	NA	NA
Brogan Meehan	213	VA	N	NA	N	N	NA	NA	Good	SFS	IHSF	NA	June 11	12:00
No Name	214	MA	Y	Once	Y	Y	NA	NA	Excellent	S	IHSF	NA	NA	NA
No Name	215	RI	Y	Once	Y	Y	Good	O	Excellent	SC	IHSF	NA	NA	NA
No Name	216	VA	Y	Yearly	Y	Y	Excellent	SDC	Excellent	SDP	IHSF	NA	NA	NA
Alex Hollakowski	217	MI	N	NA	N	N	Good	SAS	Good	S	IHSF	NA	June 11	NA
No Name	218	RI	Y	Yearly	Y	Y	Excellent	SO	Excellent	SS	NA	NA	NA	NA
Ben Nienass	219	Vetherland:	Y	Once	N	Y	G	P	NA	NA	NA	NA	NA	NA
No Name	220	NJ	N	NA	N	N	Excellent	S	Excellent	SDC	IHSF	NA	NA	NA
Kimberly Golden	221	NJ	N	NA	N	N	G	DCF	Excellent	SCF	IHSF	NA	NA	NA
No Name	222	RI	Y	Weekly	Y	Y	Excellent	NA	NA	NA	NA	NA	NA	NA
Valerie Martin	223	TX	Y	Once	Y	NA	NA	NA	Excellent	SDCAF	NA	NA	NA	NA
Tammy Levasseur	224	MA	N	NA	N	N	NA	NA	Good	SCF	IHSF	NA	NA	NA

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Kevin Anslay	225	RI	Y	Once	N	Y	Good	DPFAS	Good	PFAS	IHSF	NA	NA	NA
Monica Anderson	226	RI	Y	2 X Yearly	Y	Y	Good	PASO	Good	SCS	Int	NA	NA	NA
Bill Gluckman	227	32518	Y	Yearly	N	Y	Good	DPASO	Excellent	SCF	IHSF	NA	NA	NA
Michael Howell	228	RI	Y	Every w/e	Y	Y	Good	CPAFC	Excellent	SDCAFCE	IHSF	NA	June 11	2:00
Sandy Hams	229	OR	N	NA	N	N	NA	S	Excellent	SCF	Either	NA	June 11	3:00
Liz	230	OR	N	NA	N	N	Excellent	DS	Excellent	DS	Either	NA	June 11	3:00
John Johnson	231	RI	Y	every 2 wks	Y	Y	Fair	PA	Excellent	SF	IHSF	NA	NA	NA
Colleen	232	CA	Y	NA	Y	Y	Fair	SCPAFO	Excellent	SDCPFC	Int	NA	June 11	3:00
David Perron	233	VT	N	NA	N	N	Excellent	SCAF	Excellent	SCAF	IHSF	NA	June 11	6:30
Phillip Perron	234	RI	Y	Once	N	Y	Excellent	SCCO	Excellent	SCC	NA	NA	June 11	NA
Laura Foy	235	RI	Y	Once	N	Y	Good	C	Excellent	C	Int	NA	NA	NA
K. Radick	236	RI	Y	Once	N	Y	Excellent	SDFCA	Excellent	SDCFCAE	Int	NA	NA	NA
Ira Silverman	237	MA	Y	few x yrly	Y	Y	Fair	AS	Excellent	SDCA	IHSF	NA	NA	NA
M. Zimmerman	238	MA	Y	30 yrs ago	N	Y	Excellent	SDCAFAS	Excellent	SDCAFAS	IHSF	NA	June 11	NA
Sandy Hams	239	CT	Y	20 yrs ago	N	N	Good	SDCFAS	Good	SDCFAS	IHSF	NA	NA	NA
Diane Bozrah	240	CT	Y	Twice	Y	N	Excellent	SCPF	Excellent	SCPF	Int	NA	NA	NA
No Name	241	CT	Y	10 years	N	N	Excellent	SCFAS	Excellent	SCF	IHSF	NA	May 12	NA
No Name	242	RI	Y	Often	Y	N	Excellent	DCPAFS	Excellent	SDCA	NA	NA	June 12	NA
No Name	243	RI	Y	Often	Y	Y	Good	FCAO	Good	SCFO	Int	NA	June 12	NA
F. Bottomley	244	MA	N	NA	N	N	Excellent	SCPFC	Excellent	SDCFC	IHSF	NA	June 12	NA
No Name	245	CT	Y	2 years ago	Y	Y	Good	PAS	Excellent	SCAFCS	IHSF	NA	NA	NA
Tammy Dipace	246	CT	N	NA	N	N	NA	NA	Excellent	SAA	Int	NA	NA	NA
Amy Dodge	247	BI	Y	Weekly	Y	Y	Excellent	DPAS	Good	SC	Int	NA	NA	NA
Geoffrey Hall	248	BI	Y	Often	Y	Y	Excellent	DPAFS	Excellent	SDCF	Both	NA	NA	NA
Gene Hall	249	BI	Y	4-6X yrly	Y	Y	Excellent	DAS	Excellent	SCS	Int	NA	NA	NA
No Name	250	NA	Y	2-3X yrly	N	Y	Good	PS	Excellent	SC	Int	NA	June 12	NA
No Name	251	RI	Y	2-3X yrly	Y	Y	Fair	DPCS	Good	SDCS	IHSF	NA	NA	NA
No Name	252	MA	Y	Yearly	N	Y	Excellent	DP	Excellent	S	NA	NA	NA	NA
Bob Smith	253	NA	Y	Yearly	Y	Y	Excellent	PS	Excellent	SCS	IHSF	NA	NA	NA
Kris Petersen	254	BI	Y	Often	Y	Y	Excellent	DAS	Excellent	SFS	Both	NA	NA	NA
No Name	255	NJ	N	NA	N	N	NA	NA	Good	SCAFCS	IHSF	NA	NA	NA
Janice Calcia	256	FL	Y	Yearly	Y	N	Excellent	SS	Excellent	SDCFS	IHSF	NA	NA	NA
Mike Burroughs	257	CT	Y	4 yrs ago	Y	Y	Excellent	SCAAS	Excellent	SCAS	NA	NA	June 12	NA
Jane Chehebar	258	NY	Y	3-4 X lyr	Y	Y	Good	DPAAO	Excellent	SDCAS	Int	NA	NA	NA
Elizabeth Hirsch	259	PA	N	NA	N	N	Excellent	D	Excellent	DS	Int	NA	NA	NA
Claudette Couturier	260	RI	Y	Last yr	N	N	Good	AS	Excellent	S	Int	NA	NA	NA
Michael Cottoli	261	RI	Y	Last yr	N	Y	Good	SS	Excellent	S	Int	NA	NA	NA
Melissa Gadow	262	RI	Y	3-4 X yr	Y	Y	Excellent	All	Excellent	NA	Int	NA	NA	NA

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Michael Sosnowski	263	RI	Y	3-4 X yr	Y	Y	Excellent	SP	Excellent	SP	IHSF	NA	June 12	NA
Paul McGowan	264	NY	Y	3-5 X yr	Y	Y	Excellent	SDCS	Excellent	NA	IHSF	NA	NA	NA
Dave Schlitter	265	RI	Y	Daily	Y	Y	Good	PO	Good	SC	Int	NA	NA	NA
Christel Cinelli	266	CT	N	NA	N	N	NA	NA	Good	All	IHSF	NA	June 12	12:00
Gary Bache	267	RI	Y	30 years	N	Y	Excellent	S	Excellent	C	NA	NA	NA	NA
Karen Johnson	268	RI	Y	20Yrs ago	N	Y	Excellent	SC	Excellent	SC	IHSF	NA	NA	NA
Kevin Duffy	269	MA	Y	4 times	Y	Y	Excellent	S	Excellent	SFC	Int	NA	NA	NA
Abigail Saugy	270	RI	Y	Many	Y	Y	Excellent	SCPFC	Excellent	SCPFC	IHSF	NA	NA	NA
No Name	271	RI	Y	Last yr	N	Y	Excellent	DPAFC	Excellent	SDCF	Int	NA	NA	NA
No Name	272	RI	Y	Yearly	Y	N	NA	NA	Excellent	SDCFC	IHSF	NA	NA	NA
Nike Schlesinger	273	NJ	Y	Yearly	N	Y	Fair	D	Excellent	SDCS	Either	NA	June 13	NA
Rachel Walters	274	RI	N	NA	N	N	NA	NA	Excellent	SDCPAF	Int	NA	NA	NA
Jeanne Schlesinger	275	BI	Y	Since 1967	Y	Y	Fair	SDCFCAS	Excellent	SCAFAS	IHSF	NA	June 13	NA
Charles Peabody	276	RI	Y	Yearly	Y	Y	Fair	SC	Excellent	SCF	IHSF	NA	NA	NA
Carmen C. Payne	277	RI	Y	Sumr res	Y	Y	Fair	SC	Excellent	SCF	IHSF	NA	NA	NA
Pete Murphy	278	NA	Y	NA	Y	Y	Good	NA	Good	NA	Int	NA	NA	NA
M. R. Thomas	279	NY	Y	Often	Y	Y	Excellent	SPF	Excellent	SF	NA	NA	June 12	1:00
Joanne Maciejewski	280	CT	Y	Many	Y	Y	Good	SDPFCAS	Excellent	SFS	IHSF	NA	June 12	1:00
No Name	281	VA	Y	Often	Y	Y	Poor	SCFCO	Excellent	SCFC	IHSF	NA	NA	NA
No Name	282	PA	Y	Yearly	N	Y	Good	SPFS	Excellent	SPFS	NA	NA	NA	NA
Tara Gibbs	283	MA	Y	Often	Y	Y	Excellent	SDC	Excellent	All	Int	NA	NA	NA
Bryan Elsworth	284	NY	Y	Occasionally	N	Y	Fair	S	Excellent	SA	IHSF	NA	NA	NA
No Name	285	CT	Y	Yearly	N	Y	Good	DS	Good	SDCS	NA	NA	NA	NA
Patrick McKenna	286	RI	Y	Yearly	Y	Y	Good	AS	Excellent	SDCFS	Int	NA	NA	NA
Roberto Torres	287	RI	N	NA	N	N	NA	NA	Excellent	SFC	Int	NA	NA	NA
Bob Keohgan	288	NA	Y	NA	N	Y	Good	DPAS	Good	SA	IHSF	NA	NA	NA
No Name	289	RI	Y	1-2 X yrly	N	Y	Good	DPA	Good	SCF	Int	NA	NA	NA
Natalia Scmeigalheime	290	RI	N	NA	N	N	NA	NA	Excellent	SCFC	IHSF	NA	NA	NA
Craig Mason	291	RI	N	NA	N	N	NA	NA	NA	NA	Int	NA	NA	NA
Jack Weston	292	RI	Y	NA	Y	N	NA	NA	Excellent	SDCFC	IHSF	NA	NA	NA
Anabell Rogers	293	RI	N	NA	N	N	NA	NA	Excellent	SDCFCSC	Int	NA	NA	NA
Charles Simpkins	294	RI	Y	Yearly	Y	Y	Good	PA	Excellent	SDCF	IHSF	NA	NA	NA
Dan Patterson	295	RI	Y	NA	Y	Y	Fair	DPA	Excellent	SDC	IHSF	NA	June 13	8:00
Richard Smith	296	MA	N	NA	N	N	NA	NA	Excellent	SC	IHSF	NA	June 13	NA
Shane Battier	297	OH	N	NA	N	N	NA	NA	Excellent	SCFC	IHSF	NA	13-Jun	10:00
Joseph Kennedy	298	RI	N	NA	N	N	NA	NA	Good	SCFCAS	IHSF	NA	NA	NA
Paul Atkins	299	1284	Y	Yearly	Y	N	NA	NA	Excellent	All	IHSF	NA	NA	NA

Ledgend:

Column 1	Name of the person completing the survey.
Column 2	Number assigned to the survey (#).
Column 3	State provided in address or zip code.
Column 4	Have you ever been to BI (Y or N)?
Column 5	How long ago or how often?
Column 6	Have you ever used IHSF?
Column 7	Have you ever used Interstate Navigation?
Column 8	How would you rate Interstate Navigation's ferry?
Column 9	Please note the most important factors that influenced your answer to Question 4 (column 8). S Speed of vessel D Dependability C Comfort/luxury of vessel P Price of Service A Arrives/departs Old Harbor F Friendliness of crew C Concessions A Ability to reserve tickets S Schedule O Other
Column 10	How would you rate your experience on IHSF?
Column 11	Please note the most important factors that influenced your answer to Question 6 (column 10). S Speed of vessel D Dependability C Comfort/luxury of vessel P Price of Service A Arrives/departs New Harbor F Friendliness of crew C Concessions A Ability to reserve tickets S Schedule O Other
Column 12	Chose between Interstate to Old Harbor or IHSF to New Harbor.
Column 13	Chose between Interstate and IHSF same price both going to Old Harbor.
Column 14	Who took the survey?
Column 15	Date survey taken.
Column 16	Run. (Time of the run)

Ledgend Continued:

Y	Yes
N	No
NA	No Answer
Int	Interstate
IHSF	Island Hi-Speed Ferry
No Name	No name given on the survey
Y	In column 4 is years
RI	Rhode Island
CT	Connecticut
MA	Massachusetts
NY	New York
BI	Block Island
CA	California
NH	New Hampshire or New Harbor (as appropriate)
FL	Florida
VT	Vermont
ENG	England
PA	Pennsylvania
OH	Ohio
NJ	New Jersey
TX	Texas

ISLAND HI-SPEED FERRY PASSENGER SURVEY

This survey is being conducted in order to learn more about our ridership and to provide you with better service. Thanks for your cooperation!

Your name and address:

Steve Corral

Or, your ZIP code: 06 8 5 5

1. Have you ever been to Block Island before?

- no
- yes (please indicate approximately how long ago or how often)

10 years ago

2. Have you ever used Hi-Speed Ferry's service to Block Island before?

- no
- yes (please indicate approximately how long ago or how often)

3. Have you ever used the other ferry service, Interstate Navigation, from Point Judith to Block Island before?

- no
- yes (please indicate approximately how long ago or how often)

4. How would you rate your experience on Interstate Navigation's ferry?

- excellent
- good
- fair
- poor

5. Please check off the most important factors that influenced your answer to Question 4.

- | | |
|--|--|
| <input checked="" type="checkbox"/> speed of vessels | <input checked="" type="checkbox"/> friendliness of crew |
| <input checked="" type="checkbox"/> dependability | <input checked="" type="checkbox"/> concessions |
| <input type="checkbox"/> comfort/luxury of vessels | <input checked="" type="checkbox"/> ability to reserve tickets |
| <input checked="" type="checkbox"/> price of service | <input checked="" type="checkbox"/> schedule |
| <input checked="" type="checkbox"/> arrives/departs Old Harbor | <input checked="" type="checkbox"/> other (please specify): |
-

6. How would you rate your experience on Island Hi-Speed Ferry?

- excellent
 good
 fair
 poor

7. Please check off the most important factors that influenced your answer to Question 6.

- | | |
|--|--|
| <input checked="" type="checkbox"/> speed of vessel | <input checked="" type="checkbox"/> friendliness of crew |
| <input checked="" type="checkbox"/> dependability | <input type="checkbox"/> concessions |
| <input type="checkbox"/> comfort/luxury of vessel | <input checked="" type="checkbox"/> ability to reserve tickets |
| <input checked="" type="checkbox"/> price of service | <input checked="" type="checkbox"/> schedule |
| <input checked="" type="checkbox"/> arrives/departs New Harbor | <input checked="" type="checkbox"/> other (please specify): |
-

8. If Interstate Navigation offered high speed ferry service to Old Harbor, at the same price as Island Hi-Speed Ferry's service to New Harbor, check which statement or statements best describe you.

- I would use Interstate's high speed ferry instead of Island Hi-Speed Ferry's service, because arriving in and departing from Old Harbor would be more convenient.
 I would not use Interstate's high speed ferry instead of Island Hi-Speed Ferry's service, because I prefer to arrive in and depart from New Harbor.
 I would not use Interstate's high speed ferry instead of Island Hi-Speed Ferry's service, because I simply prefer Hi-Speed's service.

9. If both Interstate Navigation and Island Hi-Speed Ferry offered high speed ferry service to Old Harbor, at the same price, check which statement(s) best describe you.

- I would use Interstate's high speed ferry instead of Island Hi-Speed Ferry's service.
 I would continue to use Island Hi-Speed Ferry, because I prefer its service.

Survey Taker/Date/Run MFG , 6/1/05 , 030