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Summer Wave Summary Report

Ferry travel from June 17 through September 22, 2012

Part of the Washington State Transportation Commission 2012 Ferry Research Initiative

Washington State Transportation Commission

Conducted by
Market Decisions Corporation

Preface

- In 2010, the Washington State Transportation Commission (WSTC) changed the process for how research is conducted regarding Washington State Ferries (WSF). In the past, stand-alone research projects were executed, but some of the issues facing ferry operations are of a longitudinal nature (changes over time). The decision was therefore made to create the Ferry Riders' Opinion Group (FROG). FROG is an online community where ferry travelers will have an ongoing opportunity to weigh in on ferry issues through surveys and quick polls (single questions). Since 2010, all WSTC research has been conducted using the FROG panel.
- The research initiative in 2012 consists of the following main phases:
  - Winter Customer Survey (target audience: FROG panel members only)
  - Summer Customer Survey (target audience: FROG panel members & recreational/social riders)
- The focus of this report is the Summer Customer Survey.
  - In addition to FROG panel member data, onboard, in-person surveys conducted with ferry riders were also collected during for the Summer Customer Survey. The onboard surveys were collected in order to reach members of the general public with regard to specific survey objectives (recreational ferry riders). Throughout this report, the data from these onboard surveys is compared to FROG panel data where applicable, and referred to as "Onboard 2012." Onboard surveys were not collected by Market Decisions Corporation.
  - A comprehensive report of all phases will be available winter 2012.
- All research was conducted by Market Decisions Corporation with input from the WSTC Research Team. For questions about this research, please contact Reema Griffith at WSTC☎ (360) 705-7070.

Table of Contents

	Page #
Methodology	**4**
Executive Summary	**5**
Detailed Study Findings	**8**
Social & Recreational Travel	8
Summer Travel Activity	21
Rider Satisfaction	34
Miscellaneous Topics	74
Demographics	**78**
Appendix A: Questionnaire	**90**
Appendix B: Weighting	**102**

Methodology

- The following report presents the findings for the Summer 2012 survey. The main objective of this research is to understand from the ferry riders' prospective their travel behavior, opinions, and attitudes regarding important issues currently facing the Washington State Transportation Commission and Washington State Ferries.
  - This overall objective resulted in the following areas of exploration:
    - Summer travel activity – ferry travel from June 17 through September 22, 2012.
    - Social and recreational – understand role of ferries in the social and recreational summer travel.
    - Customer satisfaction – measure importance and satisfaction of terminal conditions, walk-on and transit services, toll booth interactions, loading and unloading procedures, vessel conditions, vessel crew interactions, on-time arrival and departures and WSF website and telephone services.
    - Scheduling issues– gauge ability of ferry scheduled to meet transportation needs.
    - Demographic characteristics of ferry customers – travel patterns, WSF satisfaction and demographic data.
- A total of two thousand eight hundred ninety (n=2,890) ferry riders completed the Summer 2012 survey yielding a maximum sample variable of +/- 1.8% at the 95% confidence level.
  - Ferry riders completed a web survey between September 6, 2012 and September 24, 2012.
  - In 2010, data collection was completed in August, resulting in somewhat differing respondent profiles, including higher ridership during July than seen in the later survey period of 2012.
- In order to make the survey results proportionate to the ferry ridership universe as a whole, it was necessary to weight the data by route and boarding method based on their last trip taken.
  - For additional details, please see Appendix B.
- Due to respondents who either did not answer certain questions or selected no response or don't know, the question bases vary throughout the report.
  - Small sample sizes, those n=30 or less, will be called out on each slide, if present.
- Significant differences between routes (only noted when significantly different from roughly half of all other routes/**at least 5 other routes**) are highlighted by a blue outline.

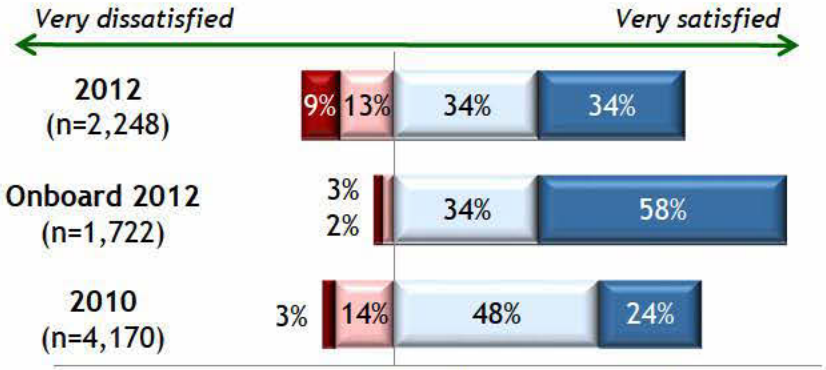
Executive Summary

- Summer Ridership
  - The Seattle/Bainbridge (43%) and Edmonds/Kingston (36%) remain the most commonly ridden routes during the summer period.
  - As expected, recreational/social ridership is high in the summer period, with two thirds (66%) saying their last social/recreational trip was also their most recent ferry ride.
    - Visiting family/friends (39%) and single-day sightseeing/hiking trips (16%) are the top reasons for recreational ferry travel.
    - WSF being the fastest or most direct way (49%) or having no reasonable alternatives (37%) are the main drivers to choosing WSF for social/recreational travel.
    - The vast majority "probably" or "definitely would" be likely to use WSF again for future social/recreational trips.
    - Those not riding for social/recreational purposes during the summer period do not expect to do so during the remainder of this year (66%), citing expensive ferry costs (34%) and only using the ferries for commuting (32%) as the main reasons.
  - On average, total round trips on each route is lower than reported in Summer 2010.
    - Reported ridership has fallen between 0.3 (Anacortes/Sidney and Anacortes/San Juan Islands) and 2.9 (Seattle/Bremerton) round trips.
  - Most riders boarded as either a vehicle driver (44%) or passenger (34%), with walk-on ridership the highest on the Seattle/Bremerton (57%) and Seattle/Bainbridge (47%) routes.
  - Single-ride tickets (41%) are more prevalent than in 2010 (38%), while multi-ride tickets follow closely behind (31%).
    - The majority (81%) of those using a multi-ride ticket say they never share the pass with anyone under the age of 19.

Executive Summary

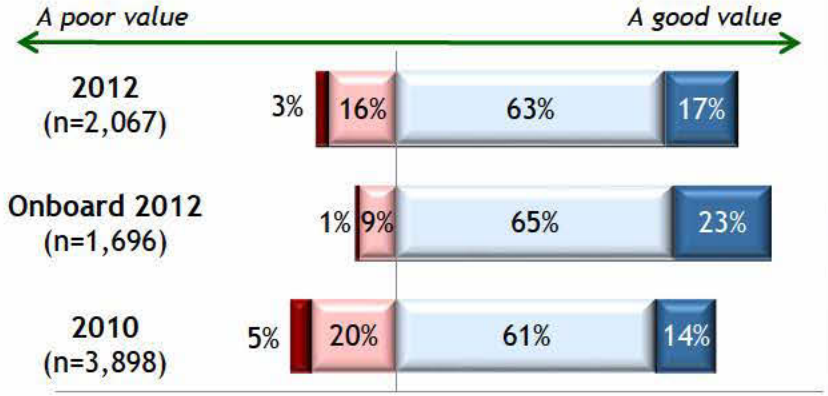
- Rider Satisfaction
  - Two thirds of FROG members (68%) are satisfied with the services provided by WSF, down slightly compared to 2010.
    - Dissatisfaction has also risen compared to 2010, though reported satisfaction is significantly higher when speaking with individuals in-person aboard the ferry.
  - Additionally, the majority of FROG members (80%) say WSF provides a good value during the summer period.
    - This figure is up from 75% in Summer 2010.
  - Based on the gap analysis, which looks at the relative importance and satisfaction of each attribute, the greatest opportunities for improvement include:
    - Loading crews providing clear directions/hand signals
    - Cleanliness and maintenance of onboard bathrooms
    - Cleanliness and maintenance of terminals

Overall Satisfaction with WSF



Only ratings of satisfaction (4-5) or dissatisfaction (1-2) are shown. Ratings of 3 or don't know are not shown.

Perceived Summer Value



Executive Summary

- Miscellaneous Topics
  - Due to high drive-on rates, most (66%) do not use the bus/train in conjunction with the ferries. Significantly less (43%) of walk-on passengers say they do not use train or bus connections in conjunction with the ferries.
    - Overall, just 10% of all riders say the ferry schedules do not align with their bus/train connections. Of those walking on, 43% say the ferry schedule is adequately coordinated while just 14% say it does not match with needed connections.
    - The majority (76% of all riders; 73% of walk-ons) say that the current ferry service schedule meets their transportation needs. Otherwise, the most commonly mentioned improvement is an increase in the number of ferry runs (13% of all riders; 15% among walk-ons).
  - Half (54%) say the current percentage of operating costs covered by ferry fares should remain at 65%.
    - Of those saying this rate should be higher, half (53%) believe operational coverage should be between 71-80%.
    - Half (51%) of those believing fare coverage should be lower report a rate between 41-50% is ideal.
  - When asked in which ways they would suggest WSF allow rider feedback, on-board surveys/comment boxes (22%) and increased access to input via online email/internet (14%) were mentioned most often.
    - While mentioned relatively infrequently, 4% of all riders requested that the results of the surveys are posted with information about how feedback is being used.

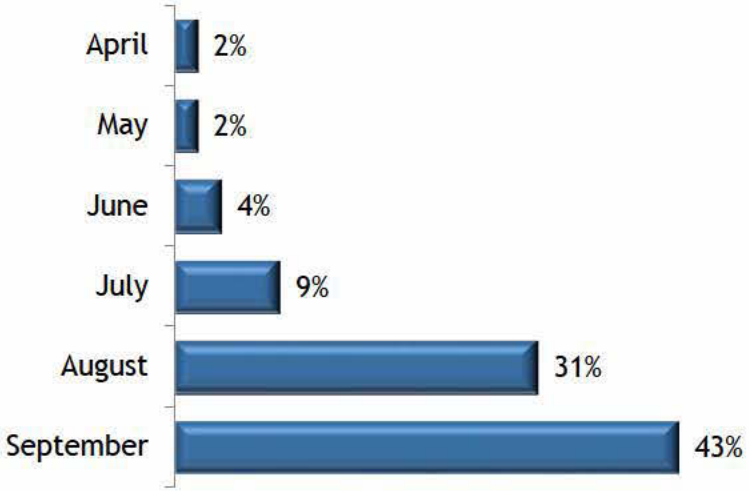
Recreational & Social Travel

Last Recreational/Social Trip

- The summer survey audience was represented by those traveling most recently in August or September 2012.
  - The vast majority (97%) have taken at least one social/recreational trip during the summer period.
  - Overall, two thirds (66%) say their last social/recreational trip was also their most recent ferry trip.

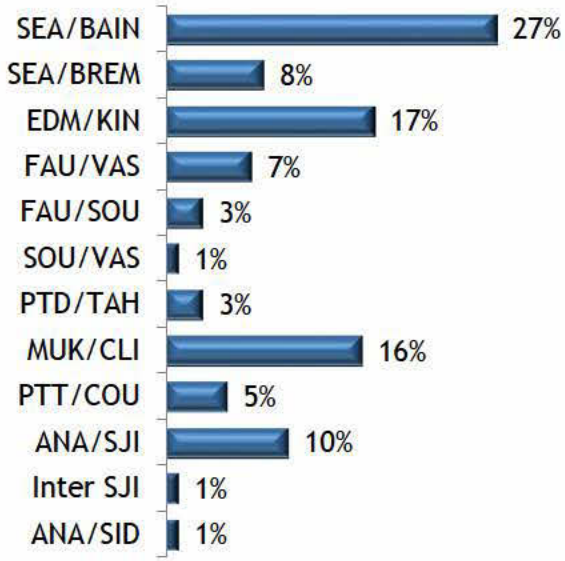
Month of Last Recreational/Social Trip

(n=2,462)



Route of Last Recreational/Social Trip

(n=2,133)



	Route 2010
SEA/BAIN	24%
SEA/BREM	8%
EDM/KIN	20%
FAU/VAS	8%
FAU/SOU	3%
SOU/VAS	1%
PTD/TAH	3%
MUK/CLI	16%
PTT/COU	6%
ANA/SJI	11%
Inter SJI	1%
ANA/SID	1%

Q1 In the last 12 months, have you taken a ferry ride for either recreational or social purposes (travel, seeing friends, going to events)?
*Q2 For the next few questions, please focus on your **most recent recreational or social** trip. In which month did you take your most recent recreational or social trip that used the Washington State Ferries?*
*Q3 What was the route that you rode for your **most recent** recreational or social trip?*

Most Recent Boarding Terminal

- The information below outlines the boarding terminal on respondents' most recent recreational or social trip using Washington State Ferries.

Boarding Terminal
(Of Recreational Riders' Last Route Taken)

SEA/BAIN n=341	SEA/BREM n=116	EDM/KIN n=273	FAU/VAS n=89	FAU/SOU n=39
59% Bainbridge 41% Seattle	57% Bremerton 43% Seattle	53% Kingston 47% Edmonds	52% Vashon 48% Fauntleroy	59% Southworth 41% Fauntleroy

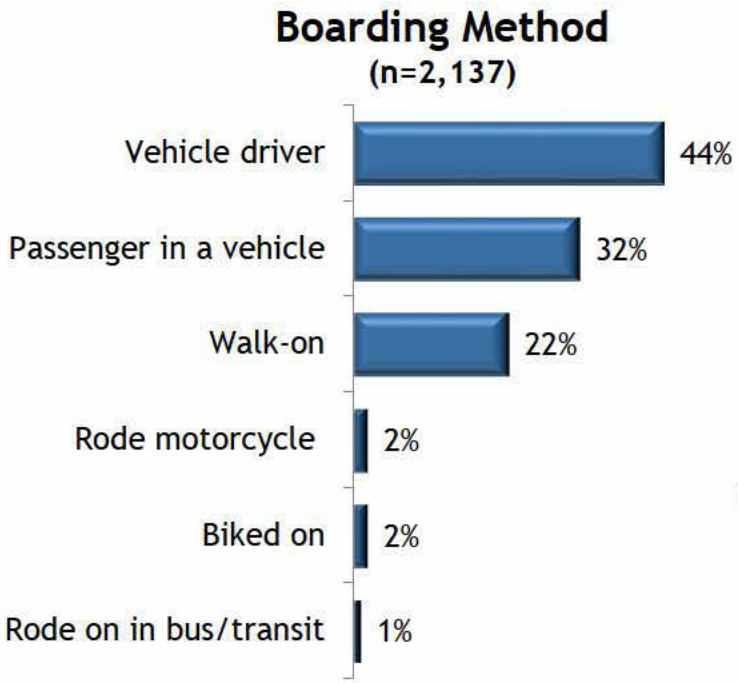
ANA/SJI n=161
32% Friday Harbor 31% Anacortes 18% Lopez 18% Orcas 2% Shaw

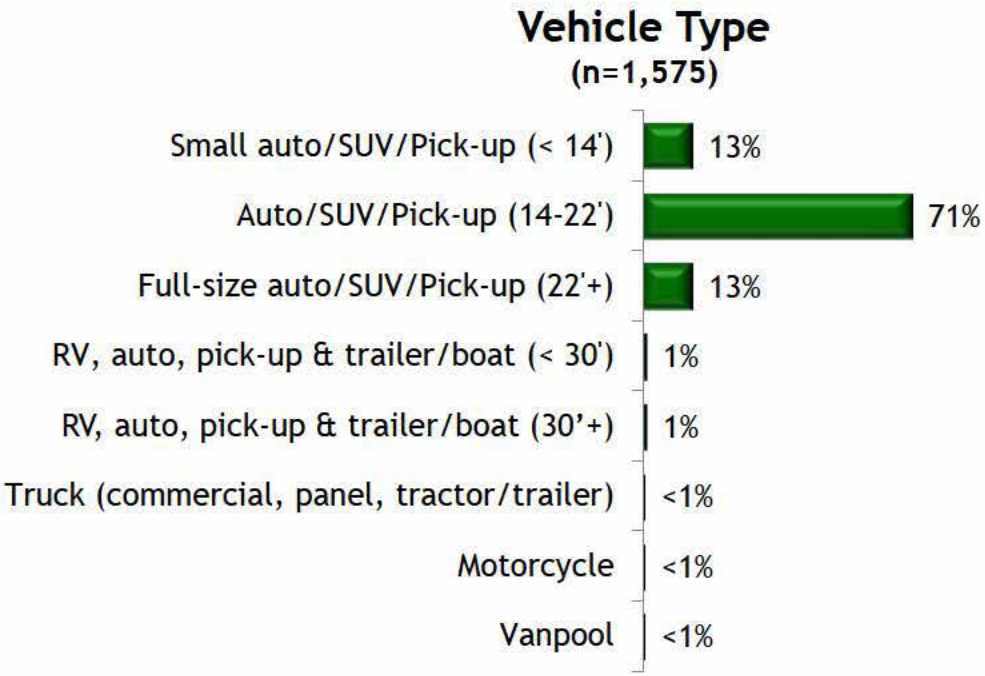
SOU/VAS n=5*	PTD/TAH n=37	MUK/CLI n=242	PTT/COU n=72	SJII n=8*	ANA/SID n=23*
78% Southworth 22% Vashon	55% Tahlequah 45% Point Defiance	63% Clinton 37% Mukilteo	61% Coupeville 39% Port Townsend	51% Friday Harbor 38% Lopez 11% Orcas	52% Sidney, BC 48% Anacortes

Q4 To start with, from which terminal did you depart on your most recent trip?

Boarding Method and Vehicle Type

- The majority (76%) boarded their most recent recreational or social ferry trip as either a vehicle driver or passenger.
- Of these, most (71%) boarded in an auto, SUV or pickup between 14-22' in length.





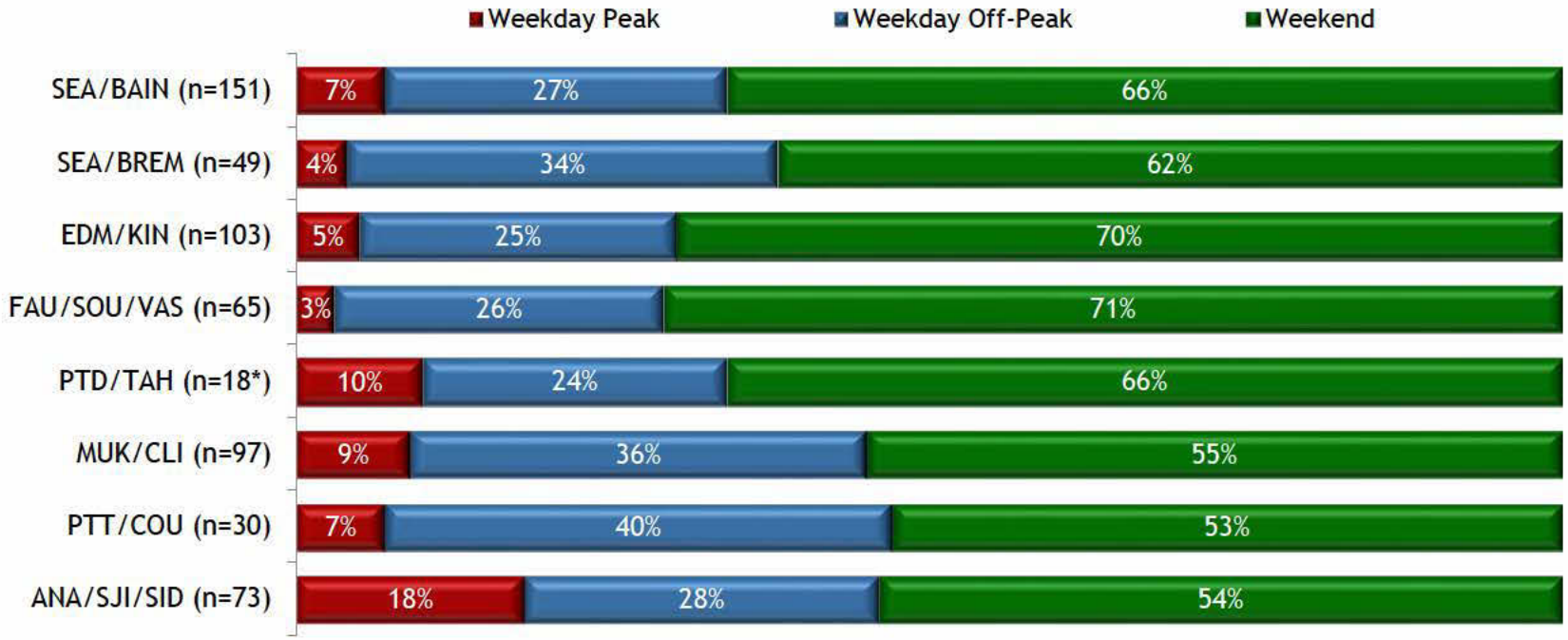
*Q5 Thinking about your LAST FERRY RIDE ONLY on the (INSERT Q3) route for **social or recreational** purposes, were you the **vehicle driver, a passenger in a vehicle, or did you walk-onto** the ferry? (If you boarded differently coming and going mark both below)*

*Q6 Thinking about your **LAST FERRY RIDE ONLY** on the (INSERT Q3) route for **social or recreational** purposes, which of the following best describes the **vehicle** you drove on the ferry?*

Departure Time

- Respondents' most recent social or recreational ferry trip was during weekend travel times.
- The Anacortes/San Juan, Anacortes/Sidney, San Juan Interisland routes have the most peak weekday recreational trips (18%).

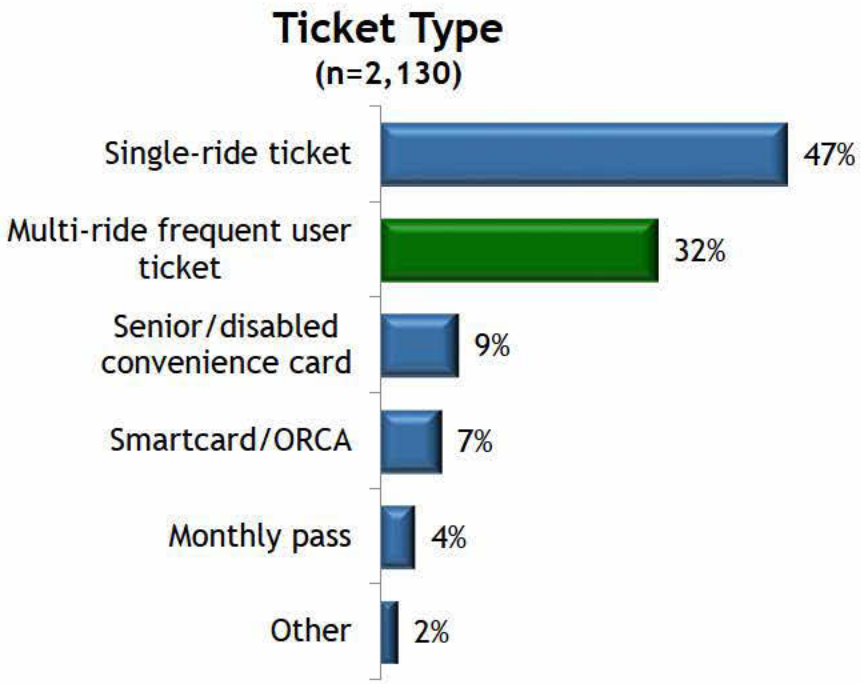
Time of Last Recreational/Social Trip
(Of Recreational Riders' Last Route Taken)

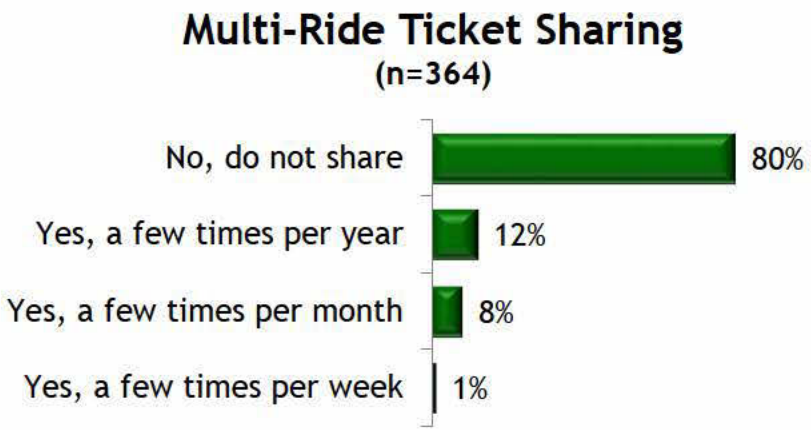


*Q7 Thinking about your **LAST FERRY RIDE ONLY** on the (INSERT Q3) route for **social or recreational** purposes, what was the date and scheduled departure time (or approximate time of sailing if you don't remember)?*

Ticket Type

- Nearly half (47%) of recreational/social riders traveled on a single-ride ticket during the summer period, while one third (32%) used a multi-ride frequent user ticket.
- Among recreational/social riders using a multi-ride ticket, most (80%) say they do not share the pass with anyone under the age of 19.





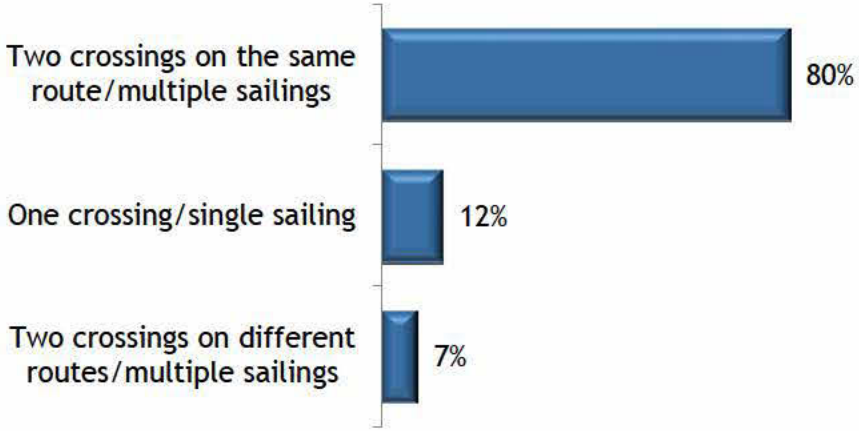
Q8 Thinking about your last ferry ride only for social or recreational purposes, what kind of ticket were you travelling on?
Q9 Do you share your multi-ride card with anyone under the age of 19?

Crossings and Trip Duration

- For most, recreational/social trips using the Washington State Ferries involve two crossings on the same route (80%), and their recreational or social trip averages approximately one day in length.

Number of Crossings on Most Recent Trip

(n=2,134)



Onboard 2012 n=1,710	Crossings 2010
76%	81%
17%	10%
6%	9%

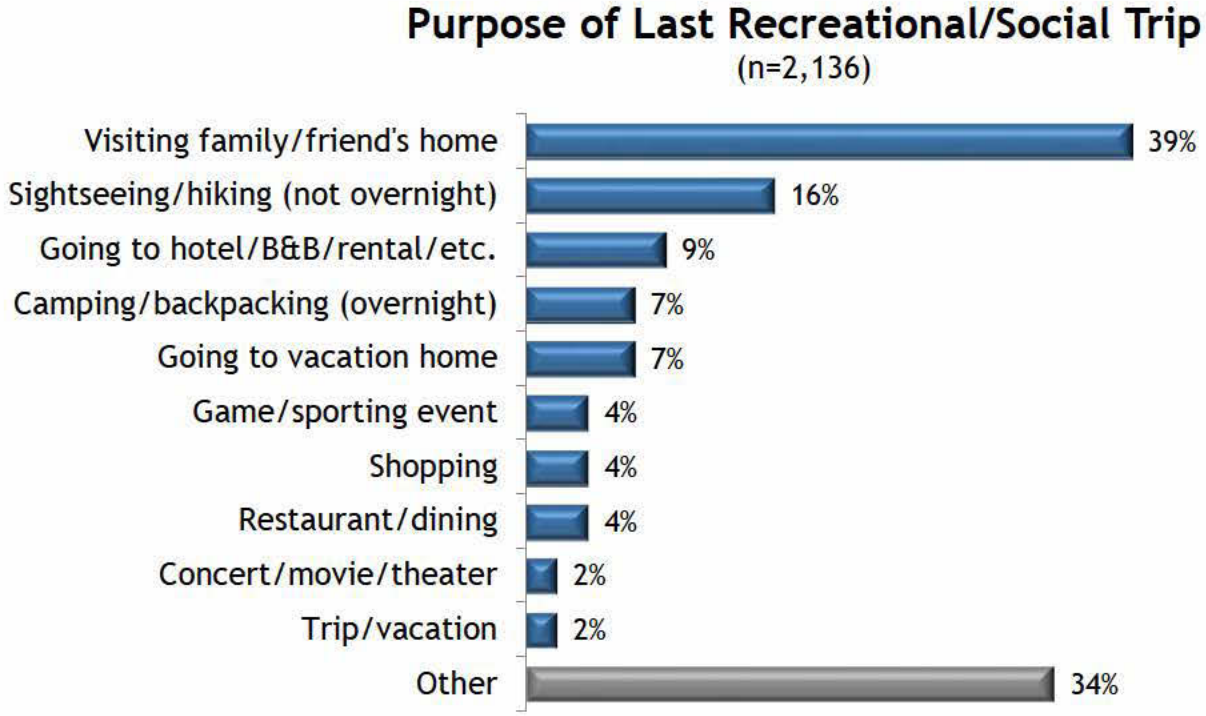
Trip Duration	Total n=2092	SEA/ BAIN n=576	SEA/ BREM n=190	EDM/ KIN n=347	FAU/ VAS n=179	FAU/ SOU n=70	SOU/ VAS n=11*	PTD/ TAH n=59	MUK/ CLI n=342	PTT/ COU n=81	ANA/ SJI n=192	INTR SJI n=18*	ANA/ SID n=25*
Median # of Days	*1*	*1*	*1*	*1*	*1*	*1*	*1*	*1*	*1*	*3*	*3*	*1*	*4*

*Q10 Still focusing on your most recent **recreational or social** trip using Washington State Ferries (WSF), what was the duration (# of days from when you left home to when you returned home) of the trip?*

*Q11 On your most recent **recreational or social** trip using Washington State Ferries (WSF), how many crossings or sailings on Washington State Ferries (WSF) did you take?*

Recreational/Social Trip Purpose

- Visiting family friends (39%) and single-day sightseeing/hiking trips (16%) are the most common reasons for respondents' last recreational/social trip using WSF.



	Purpose 2010
Visiting family/friend's home	47%
Sightseeing/hiking (not overnight)	13%
Going to hotel/B&B/rental/etc.	11%
Camping/backpacking (overnight)	10%
Going to vacation home	9%
Game/sporting event	3%
Shopping	2%
Restaurant/dining	2%
Concert/movie/theater	2%
Trip/vacation	1%
Other	11%

Q12 Which of the following best describes your most recent recreational or social trip?

Recreational/Social Trip Purpose

- Those traveling on the Edmonds/Kingston, Port Townsend/Coupeville and Anacortes/San Juan Islands/Sidney routes are most likely to have taken overnight trips using WSF.

Purpose of Last Recreational/Social Trip	SEA/ BAIN n=585	SEA/ BREM n=192	EDM/ KIN n=352	FAU/ SOU/ VAS n=261	PTD/ TAH n=59	MUK/ CLI n=356	PTT/ COU n=82	ANA/ SJI / SID n=246
Visiting family/friend's home	36%	35%	45%	41%	30%	44%	25%	38%
Sightseeing/hiking (not overnight)	16%	24%	13%	14%	24%	14%	15%	13%
Going to hotel/B&B/rental/etc.	9%	5%	10%	7%	5%	7%	18%	15%
Camping/backpacking (overnight)	6%	4%	11%	5%	3%	5%	20%	8%
Going to your vacation home	4%	7%	7%	5%	10%	8%	4%	10%
Game/sporting event	8%	3%	2%	4%	4%	3%	3%	1%
Shopping	3%	2%	2%	4%	9%	6%	1%	7%
Restaurant/dining	6%	1%	2%	5%		5%	1%	2%
Concert/movie/theater	4%	4%	1%	3%	2%	2%	1%	1%
Trip/vacation	2%	1%	1%	0%	2%	2%	3%	2%
Other	39%	36%	27%	40%	46%	30%	26%	29%

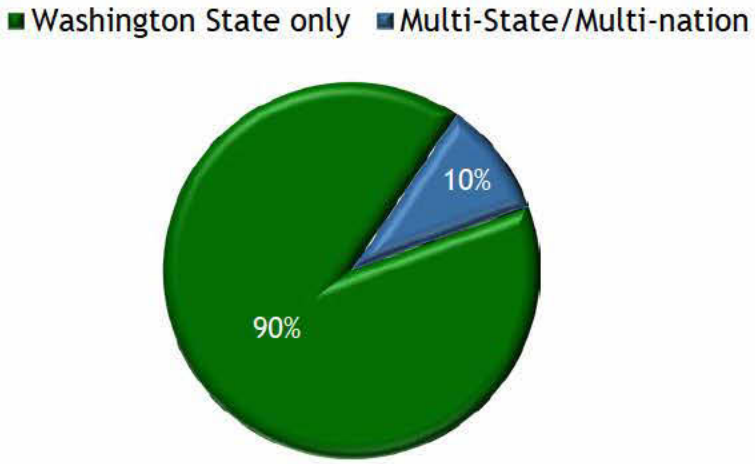
** Caution: Small sample sizes*

Q12 Which of the following best describes your most recent recreational or social trip?

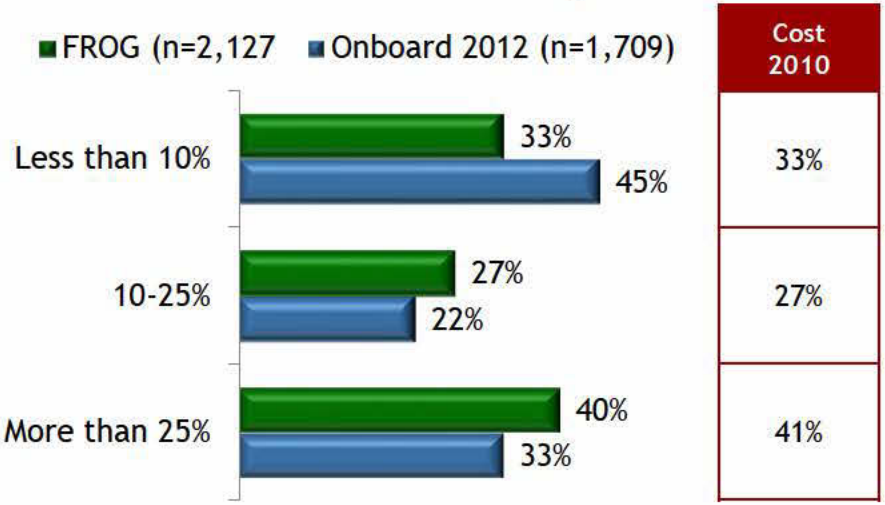
Destination & Relative Ferry Cost

- The vast majority (90%) stayed within Washington State on their last recreational/social trip which involved the ferries.
- The relative price of ferry fare compared to the overall cost of the recreational/social trip varies, with 40% saying the fare accounted for more than 25% of the total cost.
  - Ferry cost is less of a factor among respondents surveyed onboard the ferries, with nearly half (45%) saying ferry fare accounted for less than 10% of the total trip cost.

Destination of Last Recreational/Social Trip
(n=2,129)



Relative Cost of Last Recreational/Social Trip

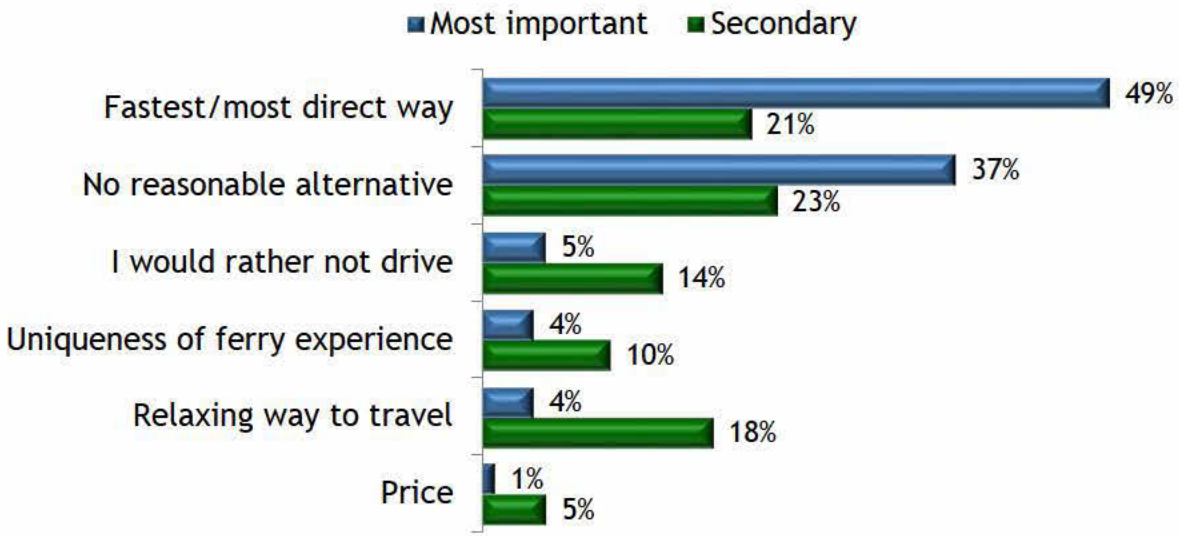


*Q13 Was your most recent **recreational or social** trip part of a …*
*Q14 How significant was the ferry fare to the total cost (gas/food/lodging/etc.) of your most recent **recreational or social** trip?*

Factors Driving Ferry Decision

- Riders are most likely to utilize WSF for recreational/social trips because it is the fastest and most direct way to their destination (49%).
  - On a secondary level, riders enjoy the ferry experience, saying it is a relaxing way to travel (18%) or they would rather not drive (14%).

Factors Determining Ferry Travel
(n=2,136)



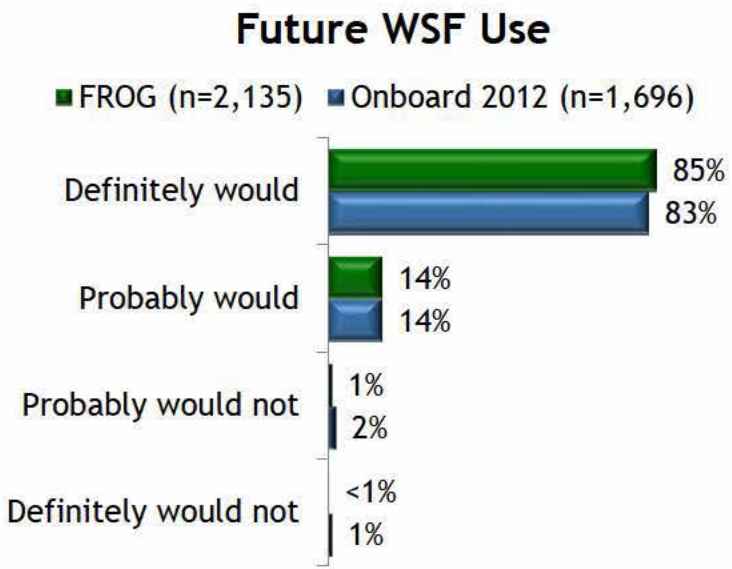
	Most Imp. Onboard 2012 n=1,707	Most Imp. Factor 2010
Fastest/most direct way	35%	45%
No reasonable alternative	26%	41%
I would rather not drive	8%	6%
Uniqueness of ferry experience	16%	3%
Relaxing way to travel	7%	4%
Price	7%	1%

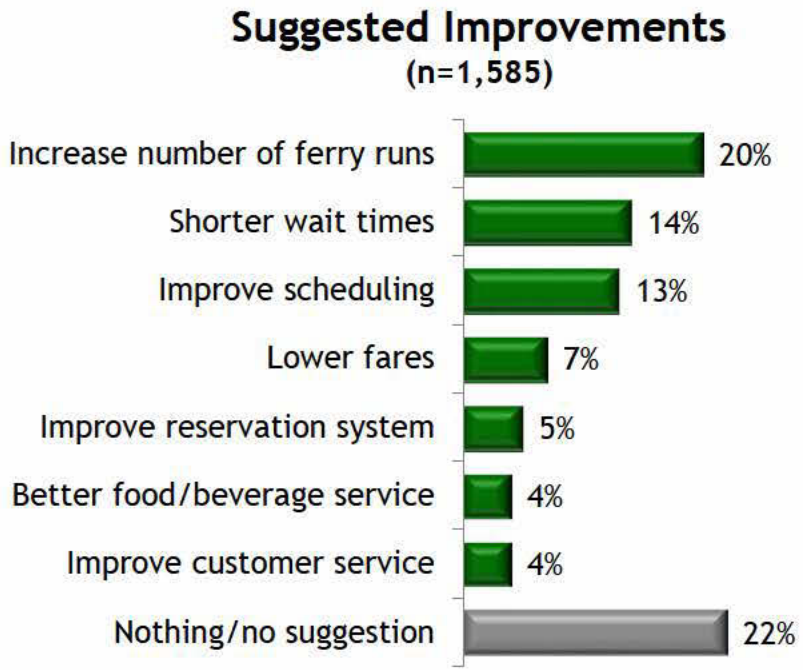
Q15A Which of the following reasons best describes why you chose Washington State Ferries rather than some other way to make your most recent recreational or social trip?

Q15B. Which other reasons describe why you chose Washington State Ferries rather than some other way to make your most recent recreational or social trip?

Future Recreational/Social Use

- Nearly all (85%) recreational/social riders say they "definitely would" be likely to consider using WSF again for other recreational/social trips.
- When asked what changes could influence more recreational/social trips using WSF, riders mention an increase in the number of ferry runs (20%), shorter ferry wait times (14%) and improved scheduling (13%).





*Q16 How likely would you be to consider using Washington State Ferries again for a **recreational or social** trip? Would you say you...*
Q18 Besides lowering fares, what, if anything, could Washington State Ferries do to help increase the number of recreational or social trips that people, like you, make in a year?

Non-Recreational/Social Riders

- Very few (3%) of FROG members say they have not taken a recreational/social trip using the ferries during the summer period.
- Of those not riding for recreational/social purposes in the summer period, two thirds (66%) also say they are not likely to do so in the coming months.
- Among these, the most common reasons for not expecting to take any social or recreational ferry trips include expensive ferry cost (34%) and riding WSF primarily for commuting purposes (32%).

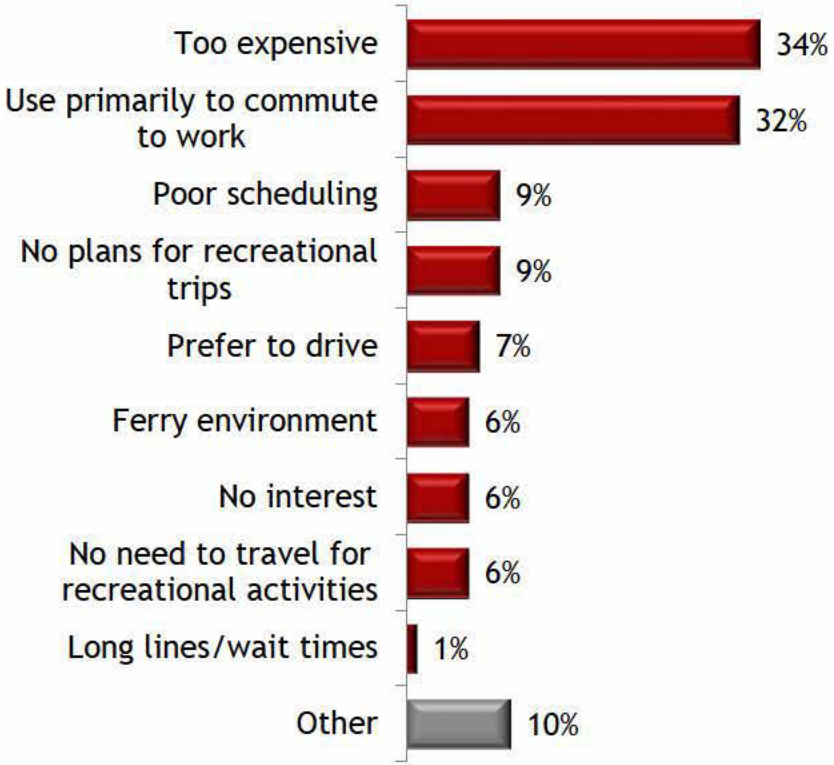
Expected Recreational Use

(Among non-recreational travelers)

(n=84)

Reasons for No Recreational Use

(n=53)



Q27 Although you haven't taken any social or recreational trips using Washington State Ferries this summer, are you planning on taking any social or recreational trips using Washington State Ferries later this year?

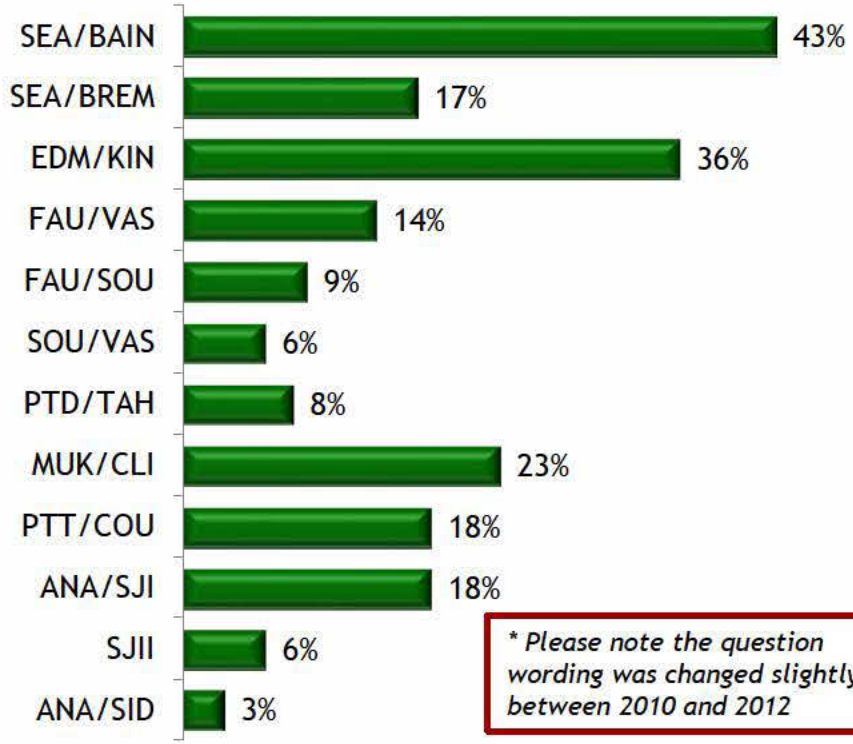
Q30 Why are you not likely to take social or recreational trips using Washington State Ferries?

Summer Travel Activity

Summer Period Ridership - Overall

- The routes with the highest ridership during the summer period are Seattle/Bainbridge (43%), Edmonds/Kingston (36%) and Mukilteo/Clinton (23%).

Route Ridership (n=2,232)



** Please note the question wording was changed slightly between 2010 and 2012*

Route Ridership 2010	Avg. # of trips per month per rider	
	2012	2010
38%	10.1	11.6
16%	8.6	11.5
34%	5.0	6.5
12%	11.4	12.2
7%	8.2	10.1
5%	2.8	5.4
7%	5.4	6.5
21%	11.1	12.6
15%	1.9	2.5
17%	3.3	3.6
5%	2.7	4.9
2%	1.1	1.4

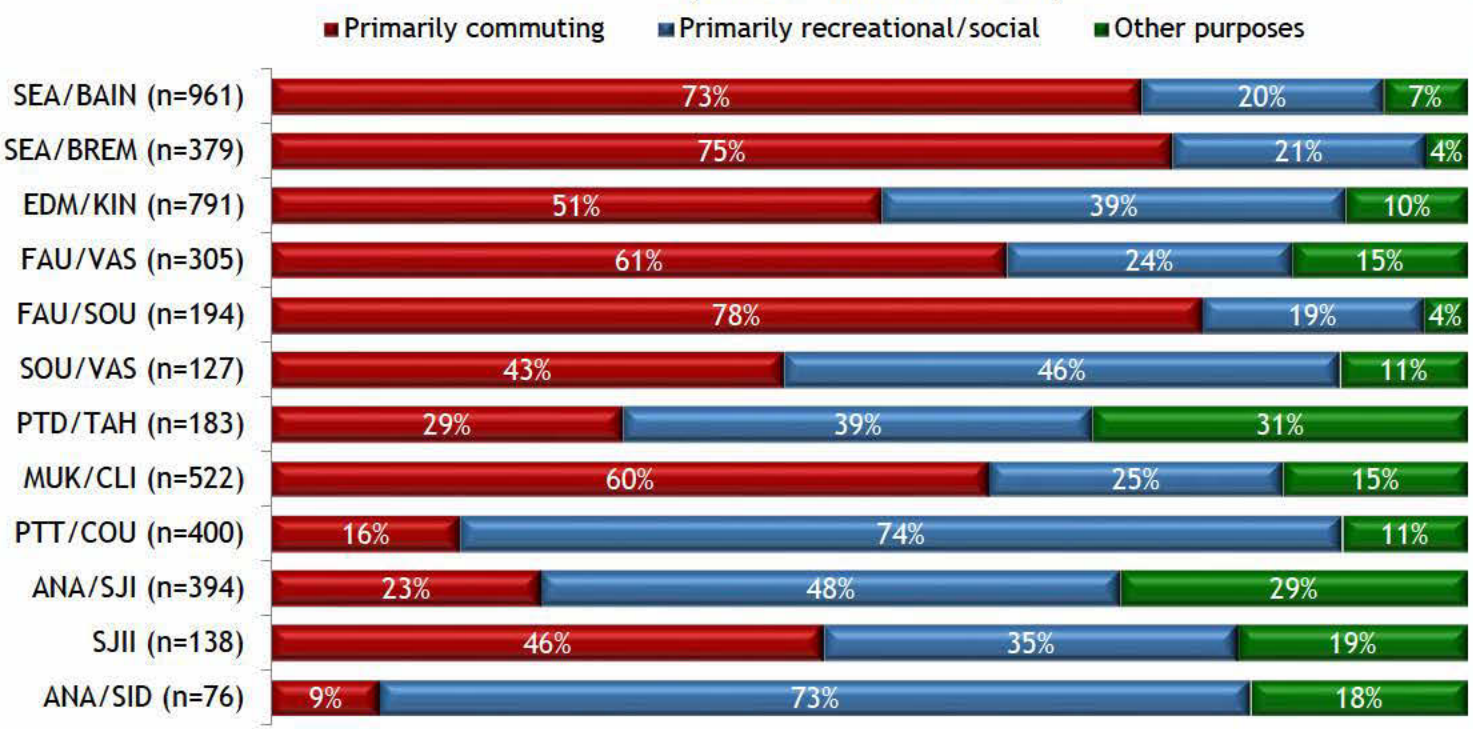
*Q21 To get an idea of how people are using the ferry system in the summer months, which of the following route(s) have you ridden for any purpose **during the Summer period (June 17th through Sept 22nd)**?*

*Q22 Could you please give us an estimate for the routes shown below - **how many round trips (2 one-way trips = 1 round trip; 3 one-way trips = 2 round trips) per month did you take during the Summer period (June 17th through Sept 22nd)**?*

Summer Period Ridership - Commuting Trips

- Fauntleroy/Southworth (78%), Seattle/Bremerton (75%) and Seattle/Bainbridge (73%) have the highest percentage of commuting trips per month; whereas Anacortes/Sidney (9%) and Port Townsend/Coupeville (16%) have the lowest percentage.

Ratio of Trips by Purpose
(of those who ride route)

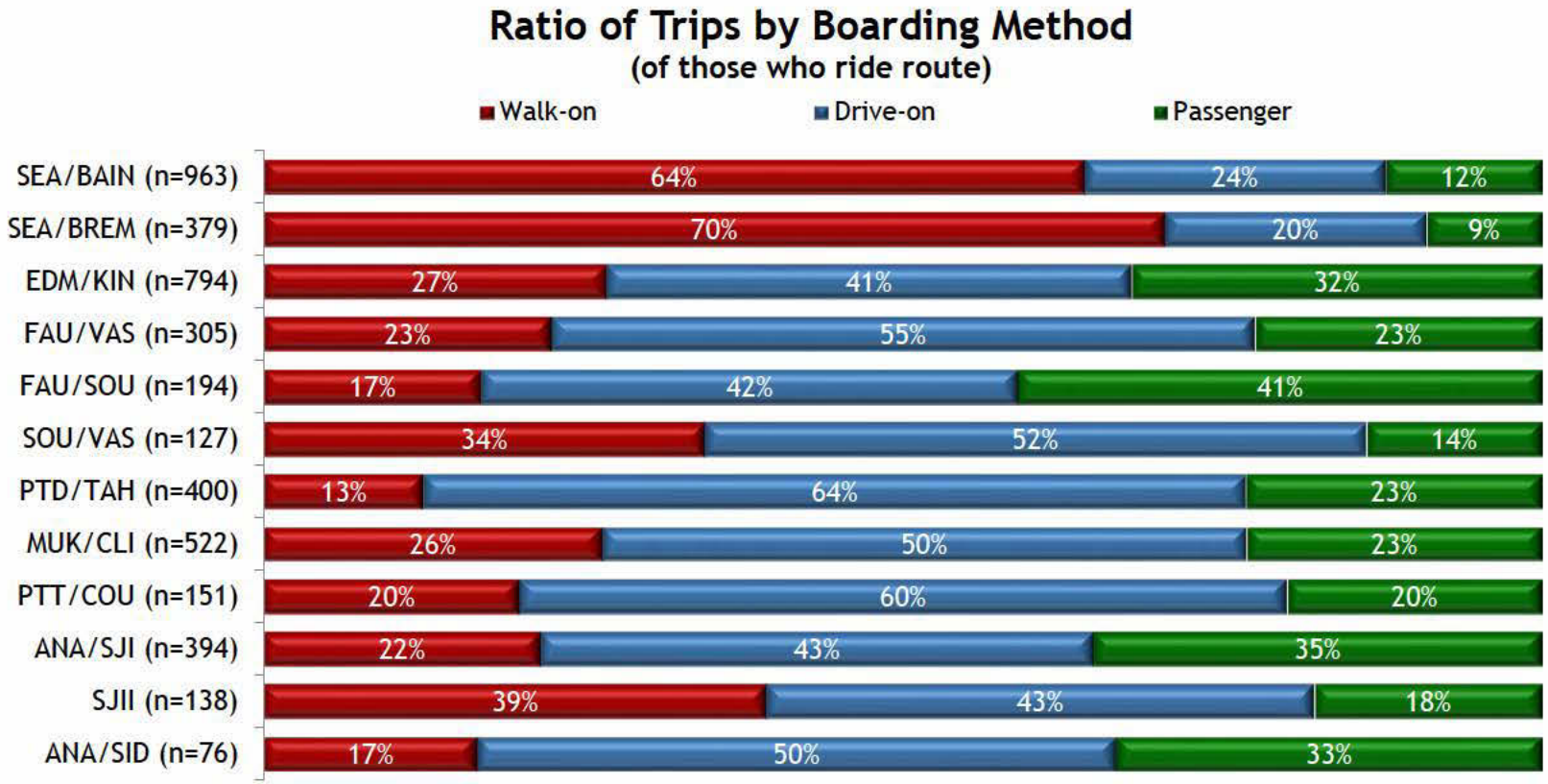


	% Commuting 2010
SEA/BAIN (n=961)	72%
SEA/BREM (n=379)	79%
EDM/KIN (n=791)	51%
FAU/VAS (n=305)	57%
FAU/SOU (n=194)	72%
SOU/VAS (n=127)	56%
PTD/TAH (n=183)	48%
MUK/CLI (n=522)	60%
PTT/COU (n=400)	20%
ANA/SJI (n=394)	28%
SJII (n=138)	33%
ANA/SID (n=76)	7%

Q23 *How many of those round trips, for each route, were for the primary purpose of **commuting** (getting to and from work/school), how many were for primarily **recreational/social** purposes (seeing friends/going to events/tourism, etc.) and how many were for **other** purposes (shopping, medical appointments, etc.)?*

Boarding Method

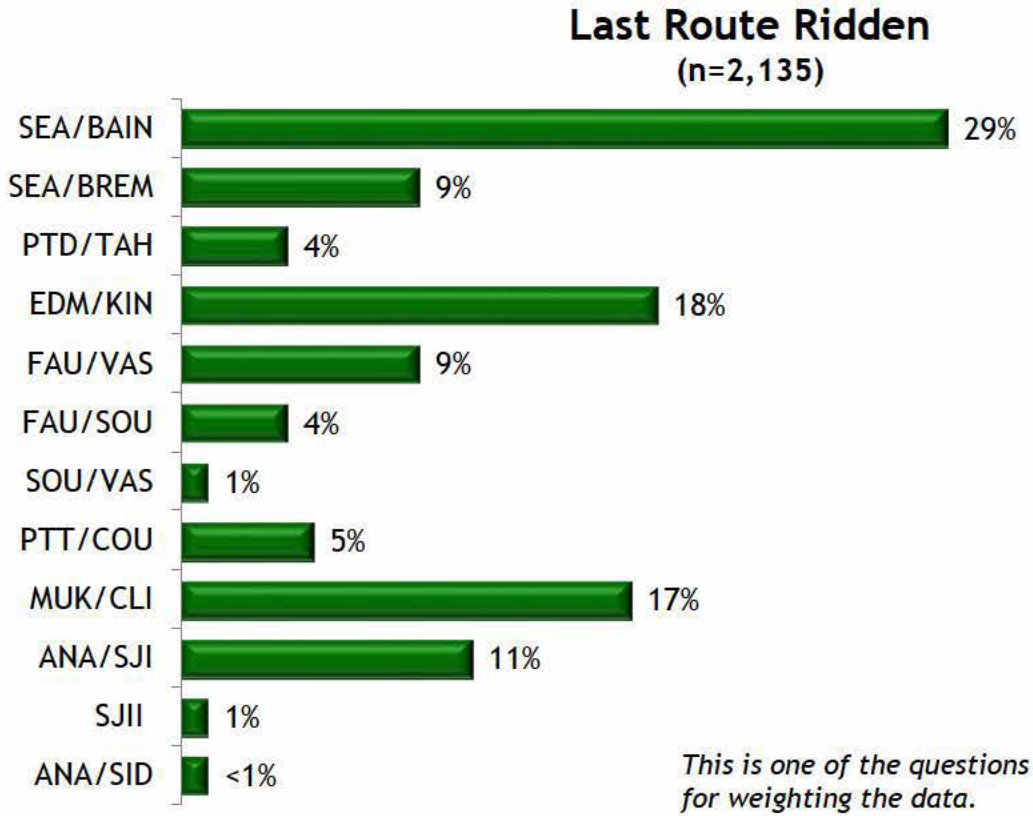
- Seattle/Bremerton (70%) and Seattle/Bainbridge (64%) have the highest proportion of walk-on travelers; on all other routes, drive-on is the primary boarding method.



Q25 During the Summer period (June 17th through September 22nd), how many of your ferry trips for each route were boarded using the following methods?

Last Ferry Ride - By route

- Seattle/Bainbridge (29%) remains the most recent route respondents have ridden.
  - Please note that the figures moving forward are reflective of the most recent ferry ride, regardless of whether it was for recreational/social purposes or otherwise.



This is one of the questions used for weighting the data.

	Last Route 2010	Onboard 2012 n=3,503
SEA/BAIN	26%	44%
SEA/BREM	10%	--
PTD/TAH	3%	--
EDM/KIN	18%	15%
FAU/VAS	8%	9%
FAU/SOU	3%	--
SOU/VAS	1%	--
PTT/COU	3%	5%
MUK/CLI	16%	19%
ANA/SJI	10%	8%
SJII	1%	--
ANA/SID	1%	--

*Q31 Now please focus on your most recent ferry trip, what was **the last route that you rode for any purpose?***

Last Ferry Ride - Boarding Terminal

- The figures below outline the boarding terminal for respondents' most recent ferry trip. The first percentage references FROG panel member data, while the second, where applicable, pertains to onboard surveys.
  - FROG panel member data shown below also includes recreational/social riders' data, which was previously reported on slide 10.

Boarding Terminal
(of those who rode route last)
FROG / Onboard 2012

SEA/BAIN n=585 / n=1,543	SEA/BREM n=192	EDM/KIN n=350 / n=528	FAU/VAS n=179 / n=309
65% / 54% Bainbridge	63% Bremerton	57% / 49% Kingston	62% / 37% Vashon
35% / 46% Seattle	37% Seattle	43% / 51% Edmonds	38% / 63% Fauntleroy

FAU/SOU n=70	SOU/VAS n=11*	PTD/TAH n=59	MUK/CLI n=353 / n=673	PTT/COU n=81 / n=169
67% Southworth	63% Southworth	60% Tahlequah	68% / 45% Clinton	60% / 46% Coupeville
33% Fauntleroy	37% Vashon	40% Point Defiance	32% / 55% Mukilteo	40% / 54% Port Townsend

SJII n=18*	ANA/SJI n=203 / n=283
36% Friday Harbor	31% Friday Harbor
25% Lopez	29% / 59% Anacortes
36% Orcas	19% Lopez
3% Shaw	18% Orcas
	2% Shaw
	-- / 41% San Juan Island (unspecified)

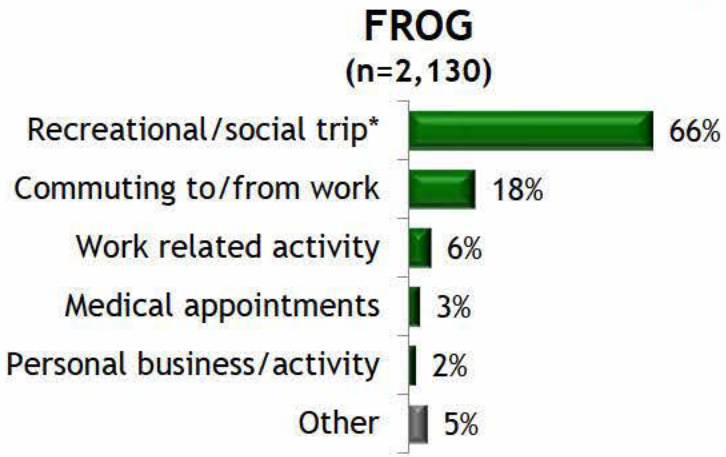
ANA/SID n=25*
50% Sidney, BC
50% Anacortes

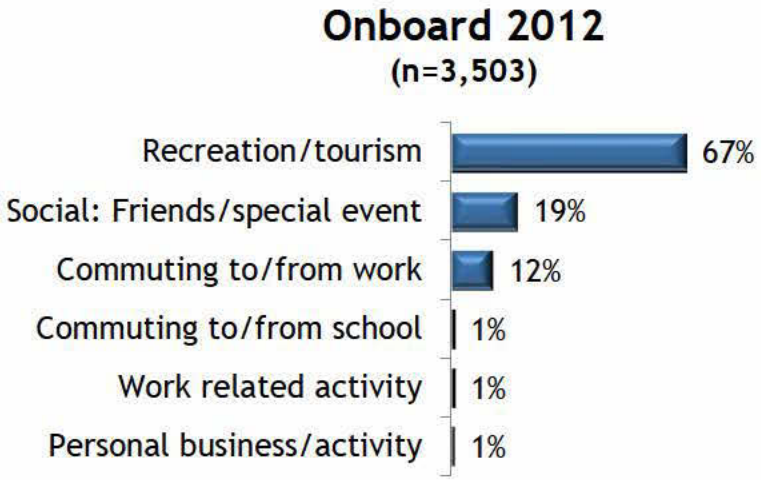
Q32 To help us better understand ridership travel trends, we would like to know a little about your most recent ferry trip on the {INSERT Q31 NAME HERE} route. To start with, from which terminal did you depart on you most recent trip?

Purpose of Last Ferry Ride

- The majority (66%) say the last recreational/social trip they took (detailed earlier) was also their most recent ferry trip.
  - Surveys conducted onboard with riders show significantly more recreational/social trips, when considering the addition of social travel to/from visiting friends/family or special events (19%).
- As expected, the other most common use includes commuting to/from work (18%).

Purpose of Last Ferry Ride





** These indicated their last social/recreational trip was their last ferry ride. See slide 15 for specific purposes among this group.*

*Q33 Thinking about your **LAST FERRY RIDE ONLY** on the {INSERT Q31 NAME HERE} route, which of the following was the **PRIMARY PURPOSE** for that specific trip?*

Purpose of Last Ferry Ride

- The Port Townsend/Coupeville (88%), Edmonds/Kingston (78%) and Anacortes/San Juan Islands/Sidney (78%) routes tend to have significantly more riders saying their last social/recreational trip was also the last time they rode WSF.

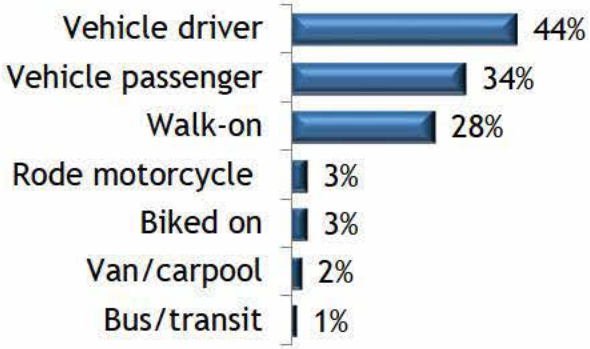
Purpose of Last Ferry Ride 2012	SEA/ BAIN n=585	SEA/ BREM n=192	EDM/ KIN n=350	FAU/ SOU/ VAS n=261	PTD/ TAH n=59	MUK/ CLI n=353	PTT/ COU n=81	ANA/ SJI / SID n=246
Recreational/social trip	58%	61%	78%	51%	62%	69%	88%	78%
Commuting to/from work	25%	28%	13%	28%	12%	14%	1%	3%
Work related activity/business	8%	4%	3%	8%	5%	7%	4%	3%
Medical appointments	2%	2%	1%	4%	4%	3%	2%	5%
Personal business/activity	3%	<1%	2%	4%	--	2%	1%	4%
Other	4%	4%	3%	6%	17%	6%	5%	6%

*Q33 Thinking about your **LAST FERRY RIDE ONLY** on the {INSERT Q31 NAME HERE} route, which of the following was the **PRIMARY PURPOSE** for that specific trip?*

Boarding Method of Last Ferry Ride

- Overall, the vast majority of riders boarded their last ferry ride as either a vehicle driver (44%) or vehicle passenger (34%).
- Those on the Seattle/Bremerton (57%) and Seattle/Bainbridge (47%) routes tend to be significantly more likely to walk on to the ferry.

Boarding Method
(n=2,137)



Boarding 2010
38%
29%
26%
2%
3%
2%
1%

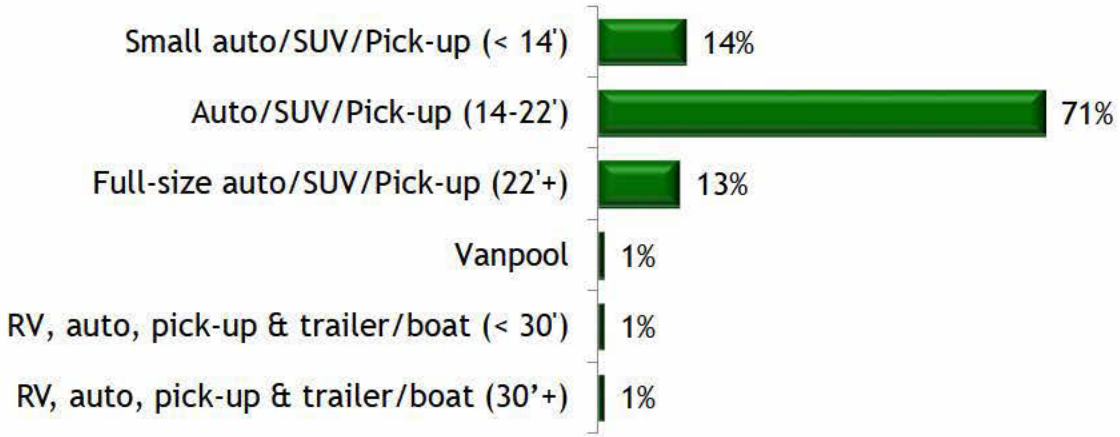
Boarding Method of Last Ferry Ride	SEA/ BAIN n=586	SEA/ BREM n=192	EDM/ KIN n=352	FAU/ SOU/ VAS n=261	PTD/ TAH n=59	MUK/ CLI n=356	PTT/ COU n=82	ANA/ SJI / SID n=246
Vehicle driver	37%	28%	49%	57%	50%	50%	39%	43%
Passenger in a vehicle	28%	26%	38%	35%	38%	37%	43%	39%
Walk-on	47%	57%	17%	14%	7%	15%	17%	22%
Rode motorcycle	2%	2%	4%	4%	6%	5%	2%	1%
Biked on	4%	4%	<1%	3%	8%	2%	3%	4%
Rode in van/carpool	<1%	1%	3%	4%	--	3%	--	--
Rode in bus/transit	--	--	--	2%	--	2%	--	--

Q34 *Thinking about your **LAST FERRY RIDE ONLY** on the {INSERT Q31 NAME HERE} route, were you the **vehicle driver**, a **passenger in a vehicle**, or did you **walk-onto the ferry**?*

Vehicle Drove on for Last Ferry Ride

- Most of those boarding the ferry in a vehicle did so in an auto, SUV or pick-up between 14-22' in length (71%).
  - Please note differences between the FROG panelist data and onboard surveys may be attributed to the fact that FROG members were shown examples of vehicles included in each length category, while onboard surveys did not include these example vehicles.

Vehicle Type
(n=1,636)

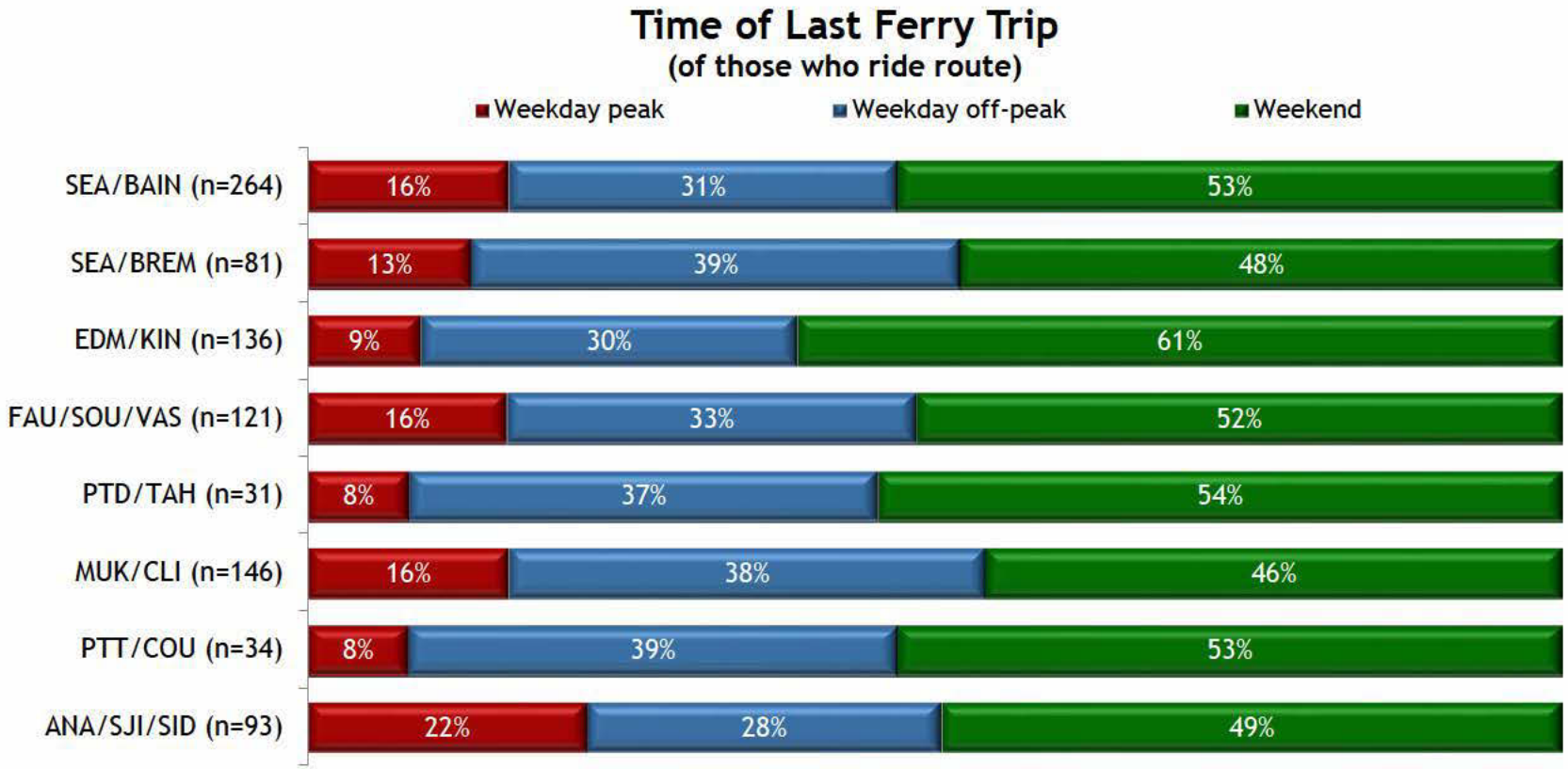


Onboard 2012 n=864
58%
30%
7%
2%
1%
1%

*Q35 Thinking about your **LAST FERRY RIDE ONLY** on the {INSERT 31 NAME HERE} route, which of the following best **describes the vehicle** you drove on the ferry?*

Time of Last Ferry Ride

- Due to the high concentration of recreational/social riders, the majority of riders' last ferry ride was during the weekend.



** Caution: Small sample sizes*

*Q36 Thinking about your **LAST FERRY RIDE ONLY** on the {INSERT Q31 NAME HERE} route, what was the date and scheduled departure time (or approximate time of sailing if you don't remember)?*

Ticket Used on Last Ferry Ride

- Overall, summer riders are most likely to travel using a single-ride (48%) or multi-ride (35%) ticket.
  - Riders on the Port Townsend Coupeville (81%) and Edmonds/Kingston (65%) routes tend to use single-ride tickets significantly more often, while those on the Port Defiance/Tahlequah (70%) or Fauntleroy/Southworth/Vashon (56%) routes are more likely to utilize multi-ride tickets (next page).
- Of those using a multi-ride ticket, the vast majority (81%) report never sharing the ticket with someone under the age of 19.

Ticket Type
(n=2,131)

Ticket Type 2010
38%
35%
10%
8%
7%
3%

Multi-Ride Ticket Sharing
(n=662)

*Q37 Finally, thinking about your **LAST FERRY RIDE ONLY** on the {INSERT Q31 NAME HERE} route, on what kind of ticket were you travelling on?*

Q38 Do you share your multi-ride card with anyone under the age of 19?

Ticket Used on Last Ferry Ride

Ticket Used on Last Ferry Ride	SEA/ BAIN n=584	SEA/ BREM n=192	EDM/ KIN n=350	FAU/ SOU/ VAS n=261	PTD/ TAH n=59	MUK/ CLI n=355	PTT/ COU n=81	ANA/ SJI / SID n=245
Single-ride ticket	37%	41%	61%	32%	17%	31%	80%	37%
Multi-ride ticket	24%	17%	16%	50%	68%	41%	3%	50%
SmartCard/ORCA	17%	21%	5%	7%	6%	4%	3%	1%
Senior/disabled	9%	7%	12%	2%	10%	11%	9%	7%
Monthly pass	11%	13%	4%	3%	--	5%	2%	<1%

Sharing Multi-Ride Tickets with Those Under 19	SEA/ BAIN n=137	SEA/ BREM n=31	EDM/ KIN n=55	FAU/ SOU/ VAS n=129	PTD/ TAH n=40	MUK/ CLI n=146	PTT/ COU n=2*	ANA/ SJI / SID n=122
Yes, a few times a week	1%	--	--	--	2%	2%	--	1%
Yes, a few times a month	9%	4%	11%	13%	9%	7%	--	3%
Yes, a few times a year	14%	14%	7%	9%	7%	5%	--	16%
No, do not share	77%	83%	83%	78%	82%	86%	100%	80%

*Q37 Finally, thinking about your **LAST FERRY RIDE ONLY** on the {INSERT Q31 NAME HERE} route, on what kind of ticket were you travelling on?*

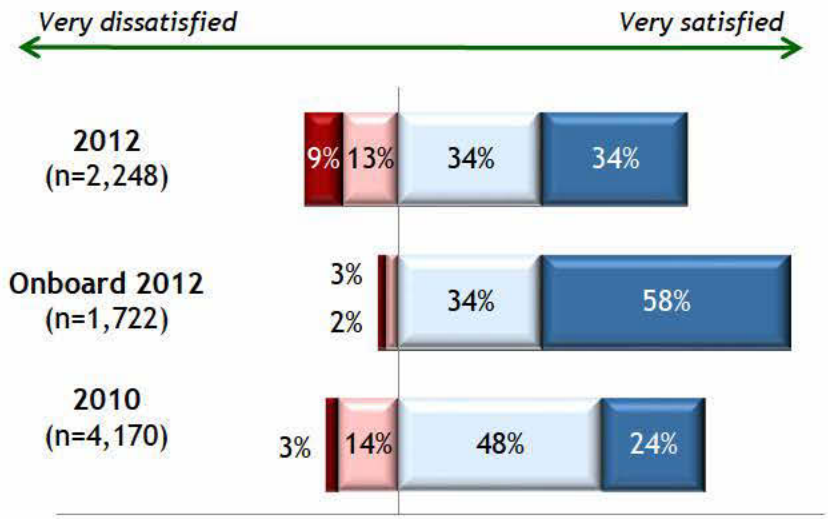
Q38 Do you share your multi-ride card with anyone under the age of 19?

Rider Satisfaction

Overall Satisfaction

- The percentage of riders saying they are satisfied with the level of service provided by WSF during the summer months has fallen significantly compared to 2010 (68% vs. 72%).
  - The Anacortes/San Juan Islands (34%) and Mukilteo/Clinton (29%) routes tend to show significantly higher dissatisfaction rates than riders of other routes. While 52% of Southworth/Vashon riders are dissatisfied, this should be interpreted with caution due to a small sample size.

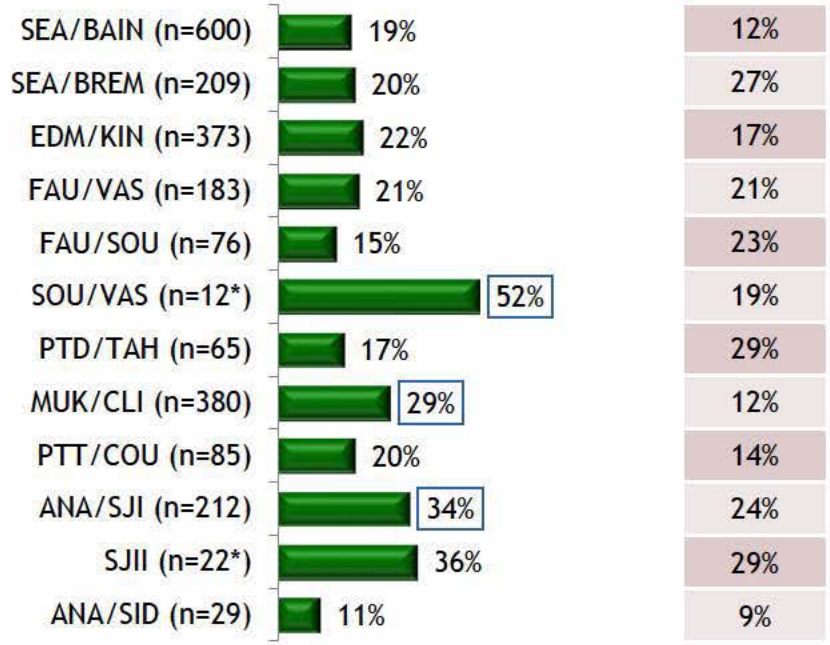
Overall Satisfaction with WSF



Only ratings of satisfaction (4-5) or dissatisfaction (1-2) are shown. Ratings of 3 or don't know are not shown.

Overall Dissatisfaction by Route

(Bottom Box 1-2)

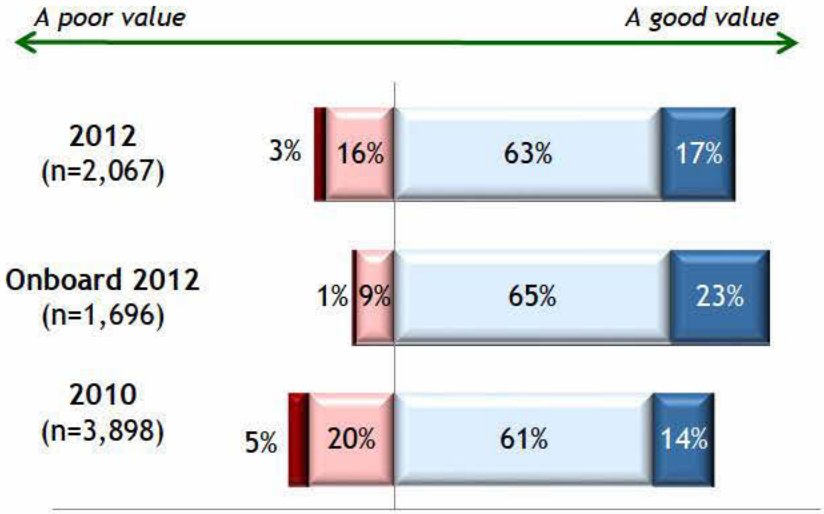


Q20 For the remainder of this survey, we are interested in your experiences and opinions of Washington State Ferries during the Summer period, June 17th through September 22nd. All things considered, how satisfied are you with the service provided by Washington State Ferries during the Summer period?

Overall Summer Value

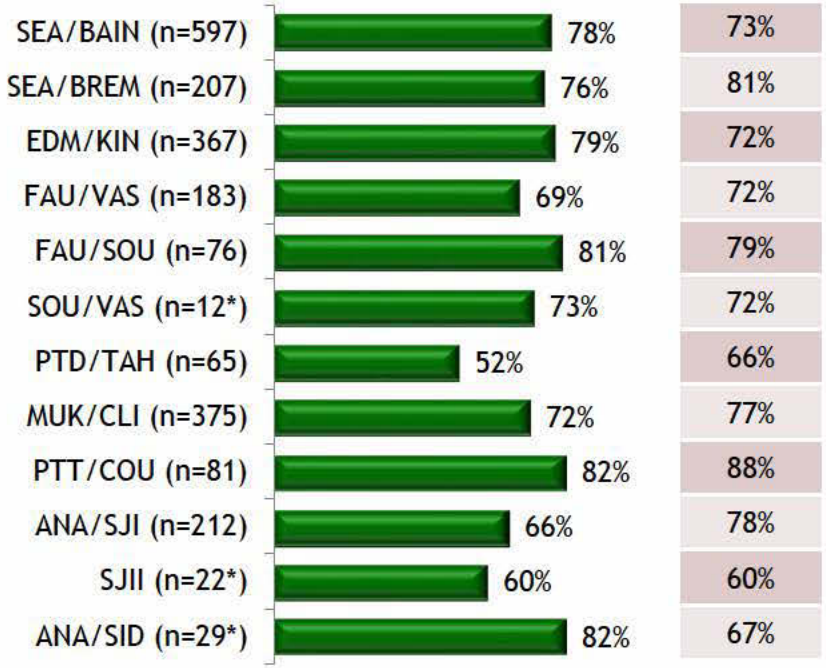
- The percentage of riders claiming WSF is a "good" or "very good" value in the summer period has increased significantly compared to 2010 (80% vs. 75%).

Perceived Summer Value



Overall "Good Value" by Route

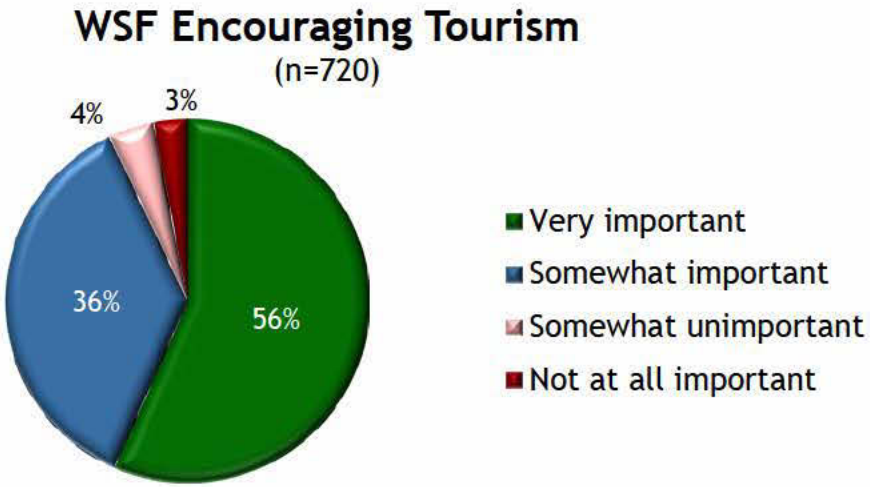
(Top Box 3-4)



Q26 For the Summer period (June 17th through September 22nd), do you feel that Washington State Ferries is...

Encouraging Tourism

- Among recreational/social riders, the vast majority (92%) say WSF is either "somewhat" or "very important" in encouraging tourism in the Puget Sound region.

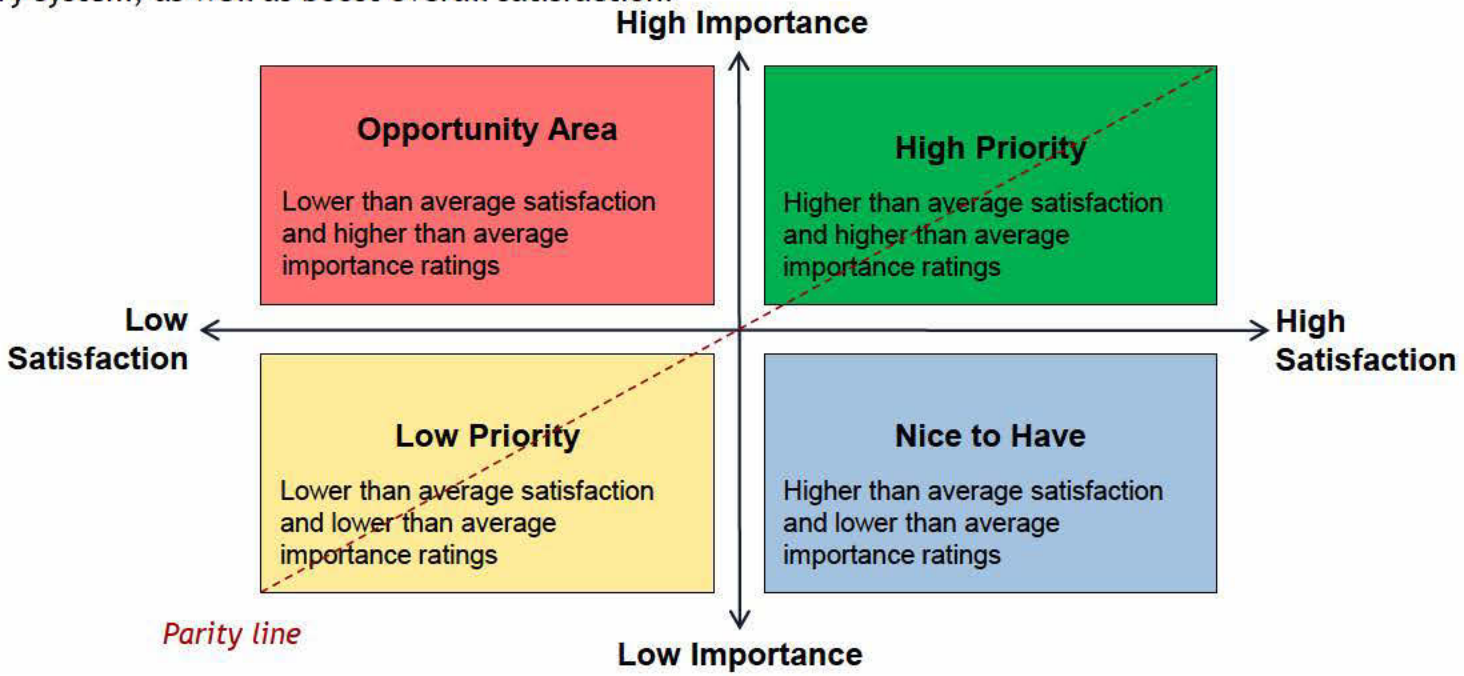


WSF Encouraging Tourism By Route	SEA/ BAIN n=243	SEA/ BREM n=76	EDM/ KIN n=77	FAU/ SOU VAS n=127	PTD/ TAH n=22*	MUK/ CLI n=110	PTT/ COU n=10*	ANA/ SJI/ SID n=53
Very/Somewhat Important	95%	92%	88%	93%	92%	91%	94%	94%

Q38A How important would you say the Washington State Ferries are to encouraging tourism in the region? Would you say…

Gap Analysis

- The following slides present quadrant charts outlining the *relative importance* of each ferry attribute and the *relative satisfaction* of each attribute.
  - The two sample sizes shown on each chart represent the maximum and minimum number of riders rating any given attribute, due to embedded skip logic.
- Each quad chart is also overlaid with a parity line.
  - The parity line represents where importance and satisfaction is equal, and identifies the ferry attributes with the greatest disparity between satisfaction and importance.
- Attributes considered highly important, but with low satisfaction, indicate opportunity areas for improvement by WSF. Increasing awareness of these important attributes may help promote more positive impressions of the ferry system, as well as boost overall satisfaction.



Gap Analysis

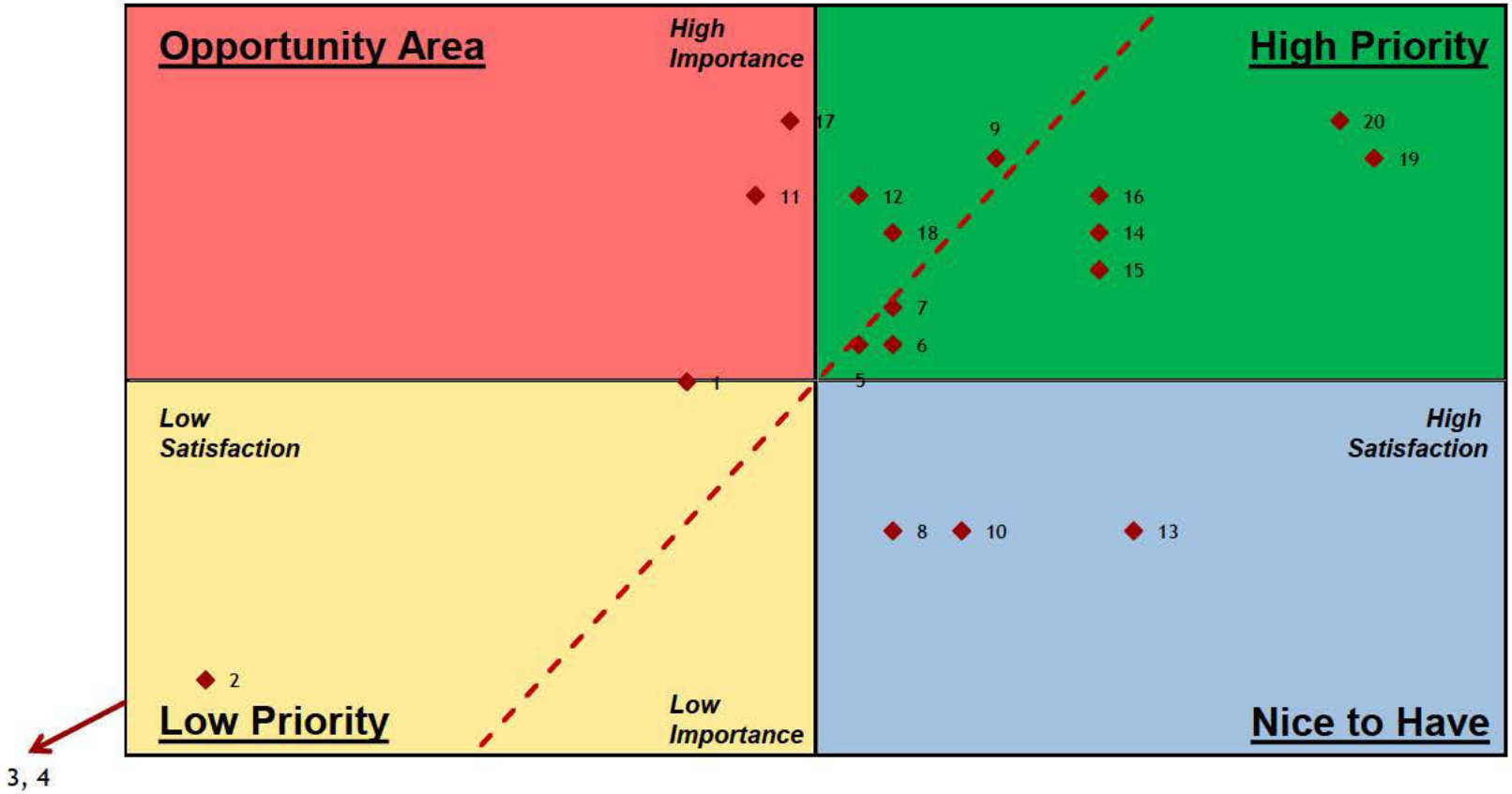
- The table to the right shows the code number used in the quadrant charts on the following pages for each ferry attribute that was rated on both importance and satisfaction.

Attributes	Code
Terminals are clean and well maintained	1
Terminals are comfortable	2
Sailing schedule is adequately coordinated with transit services available at the terminal	3
Adequate parking near terminals	4
Easy loading and unloading for walk-on	5
Passenger loading procedures are efficient	6
Passenger unloading procedures are efficient	7
Loading crew is friendly, courteous and polite	8
Loading procedures are efficient	9
Loads ferries to capacity with little room between cars	10
Loading crews provide clear directions and/or hand signals	11
Efficiently processes vehicles through ticket lanes	12
Unloading crew is friendly, courteous and polite	13
Unloading procedures are efficient	14
Unloading crews provide clear directions and/or hand signals	15
Passenger seating areas are clean and comfortable	16
Bathrooms on the ferries are clean and well maintained	17
Vessels are well maintained (not rusty/dirty) and safe (not cluttered)	18
Vessel crew is friendly, courteous and polite	19
Vessel crew is helpful, competent and knowledgeable	20

Overall Gap Analysis

- Overall, clear directions/hand signals by the loading crews (11) and clean and well maintained bathrooms (17) and terminals (1) are the areas of greatest opportunity to improve.

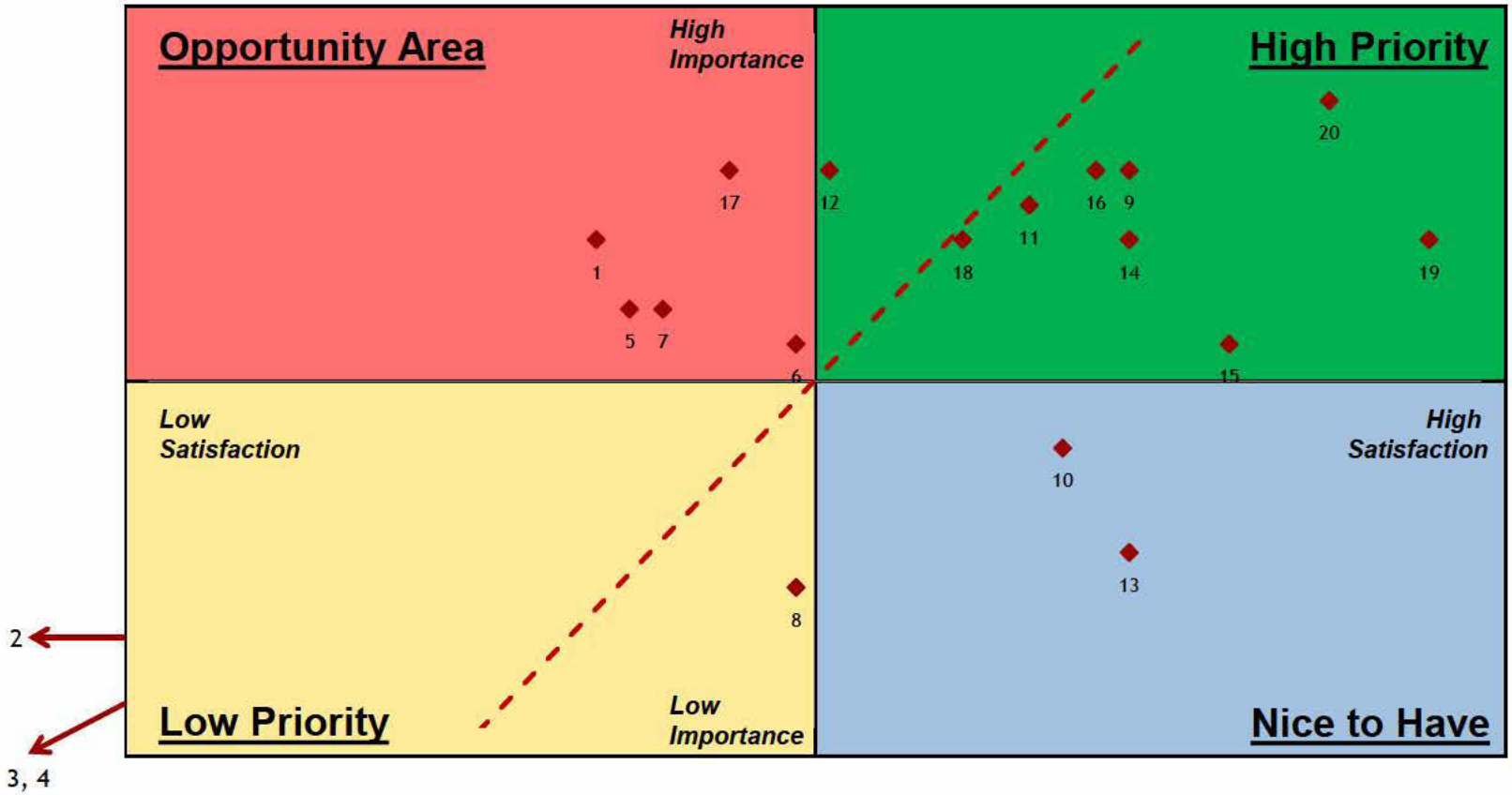
Satisfaction vs. Importance Ratings *(n=839-2,058)*



Seattle/Bainbridge Gap Analysis

- Among Seattle/Bainbridge riders, clean and maintained terminals (1) and bathrooms (17), easy loading and unloading of passengers (5) and efficient loading (6) and unloading (7) procedures for passengers are the areas of greatest opportunity to improve.

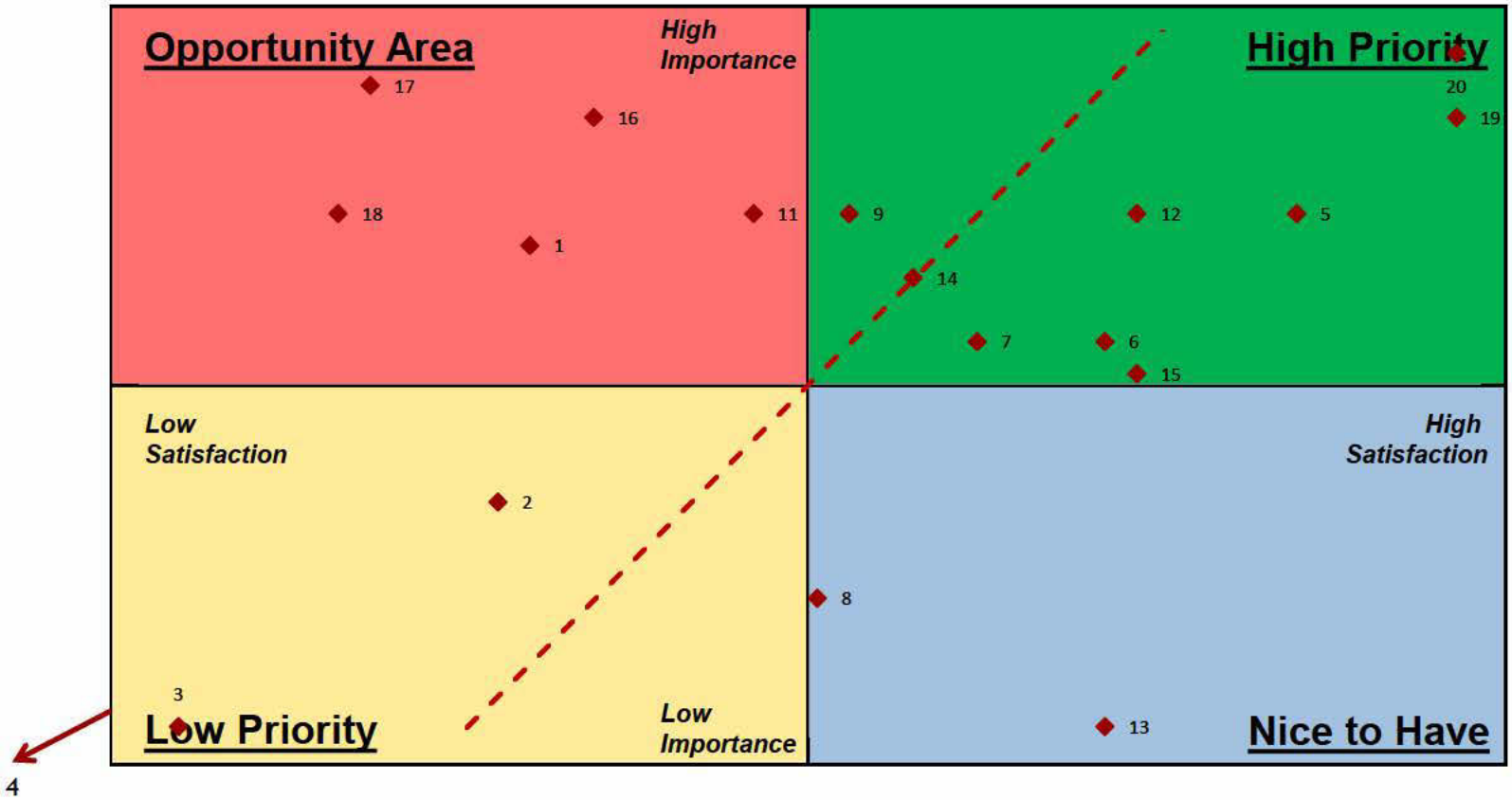
Satisfaction vs. Importance Ratings *(n=196-549)*



Seattle/Bremerton Gap Analysis

- Among Seattle/Bremerton riders, clean and maintained bathrooms (17) and terminals (1), clean and comfortable seating areas (16), well maintained and safe vessels (18) and clear directions/hand signals by the loading crews (11) are the areas of greatest opportunity to improve.

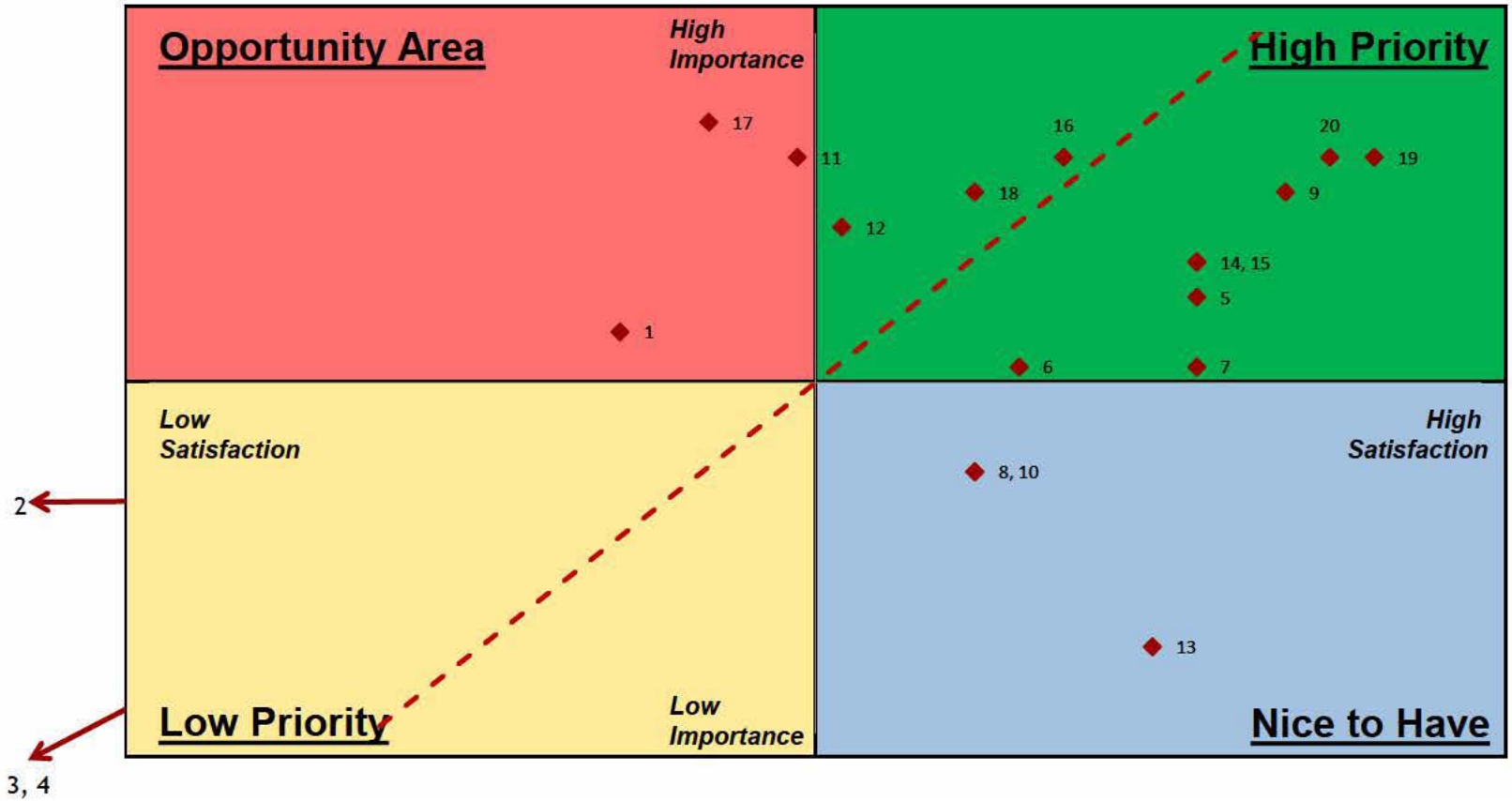
Satisfaction vs. Importance Ratings *(n=87-208)*



Edmonds/Kingston Gap Analysis

- Among Edmonds/Kingston riders, clean and well maintained bathrooms (17) and terminals (1), and clear directions/hand signals by the loading crews (11) are the areas of greatest opportunity to improve.

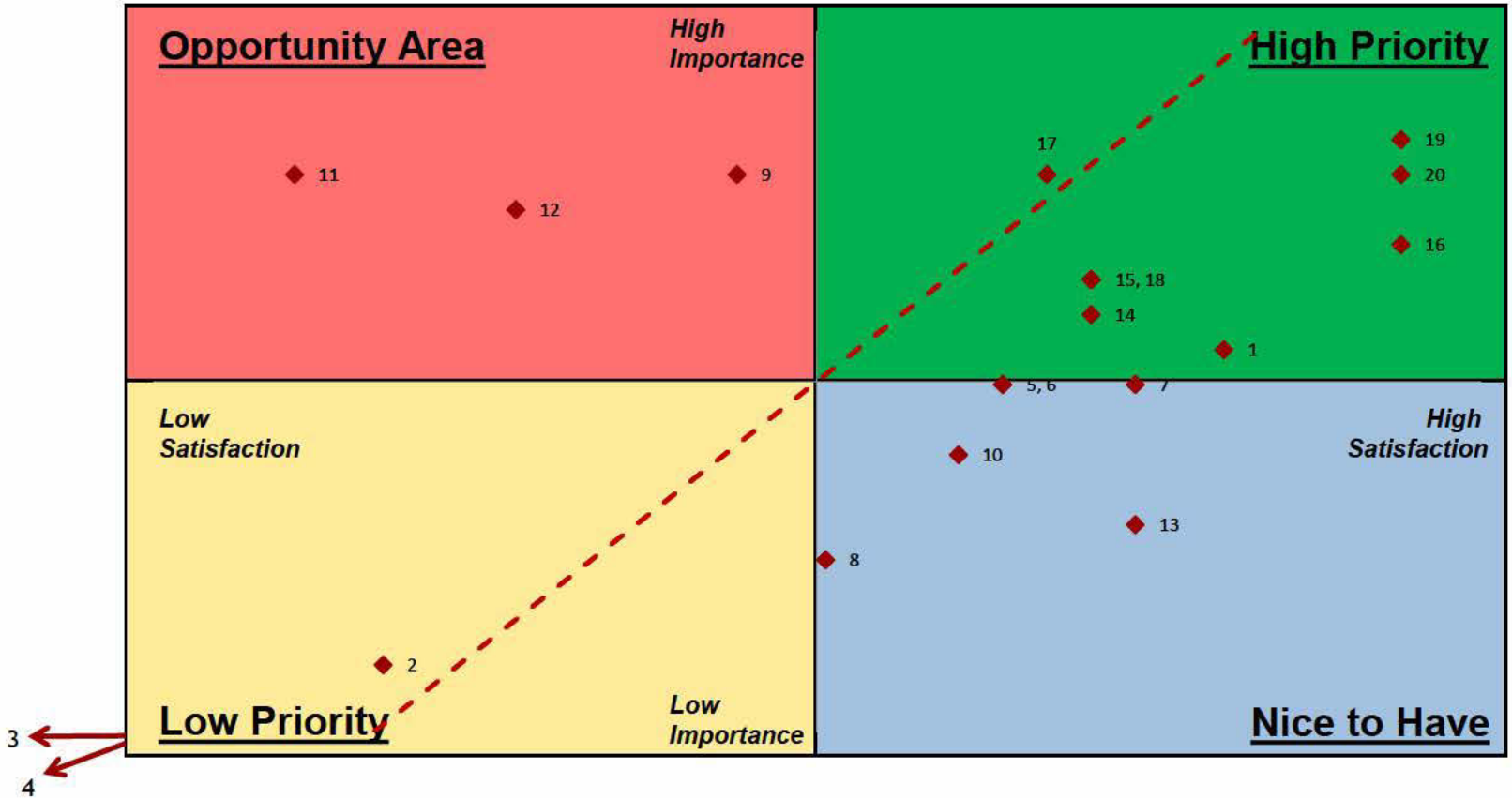
Satisfaction vs. Importance Ratings *(n=130-348)*



Fauntleroy/Southworth/Vashon Gap Analysis

- Among Fauntleroy/Southworth/Vashon riders, clear directions/hand signals by the loading crews (11), efficient loading procedures (9) and efficiently processing through ticket lanes (12) are the areas of greatest opportunity to improve.

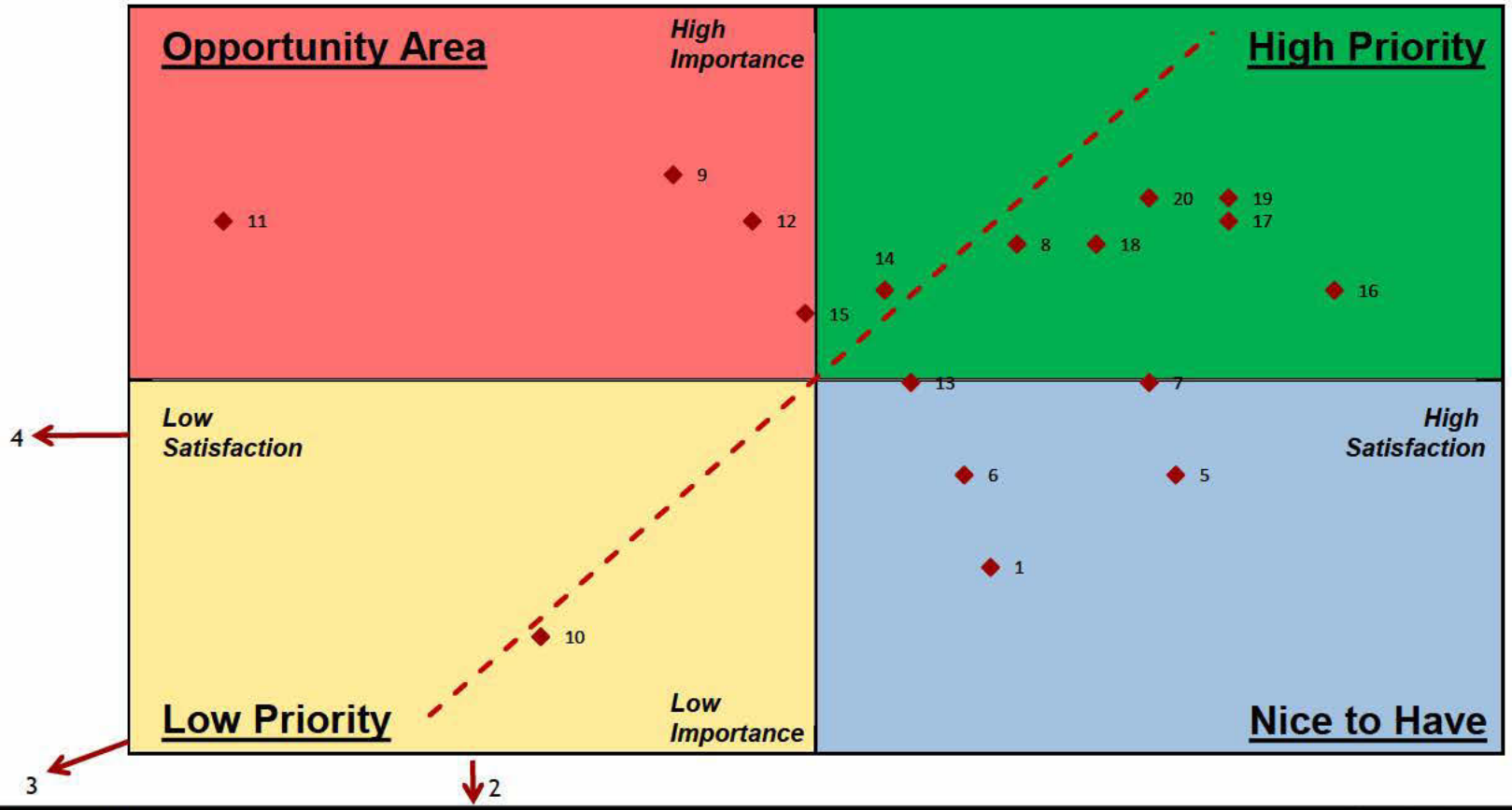
Satisfaction vs. Importance Ratings *(n=123-244)*



Point Defiance/Tahlequah Gap Analysis

- Among Point Defiance/Tahlequah riders, clear directions/hand signals by the loading (11) and unloading (15) crews, efficient loading procedures (9) and efficiently processing vehicles through ticket lanes (12) are the areas of greatest opportunity to improve.

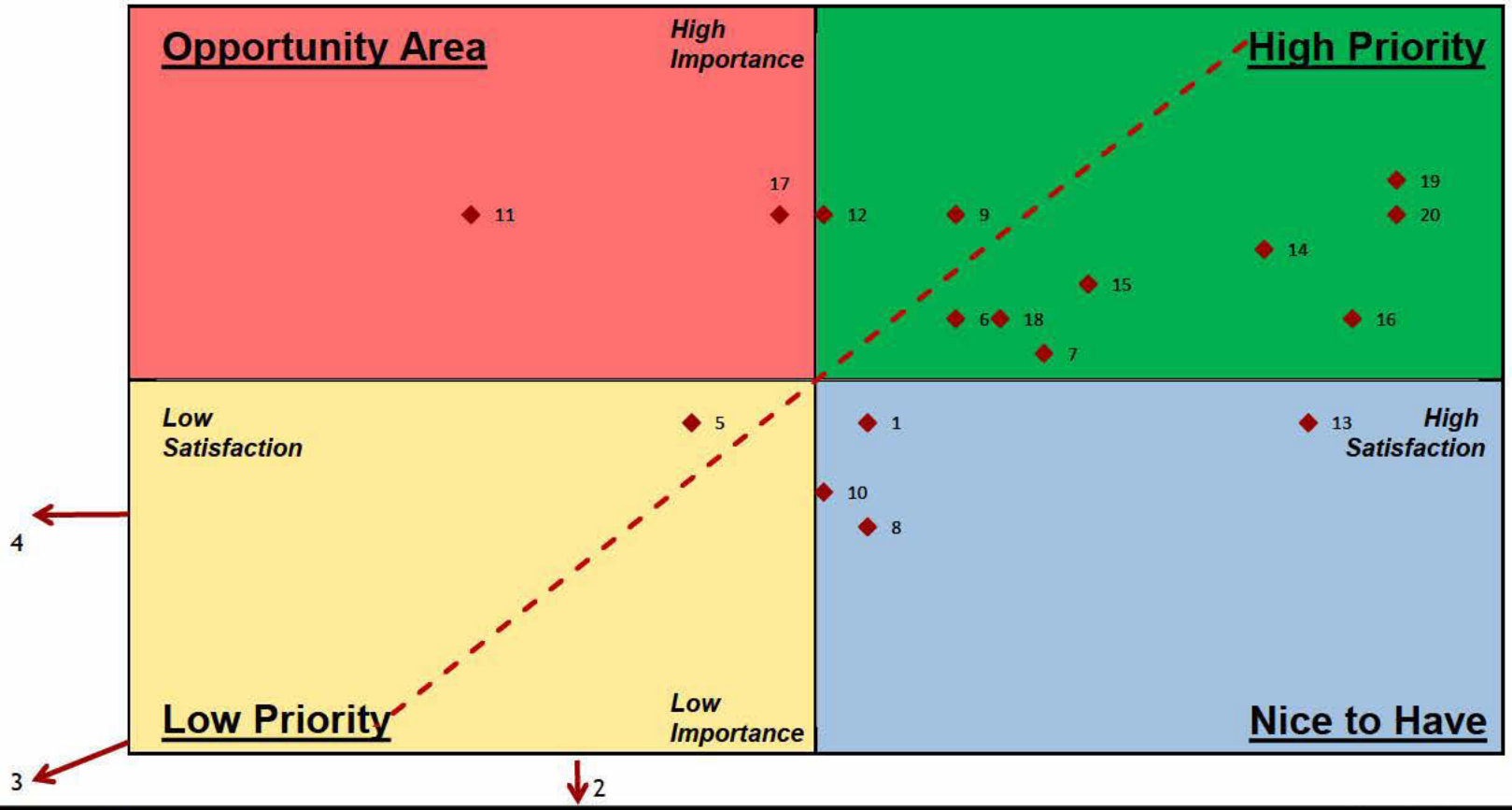
Satisfaction vs. Importance Ratings *(n=33-56)*



Mukilteo/Clinton Gap Analysis

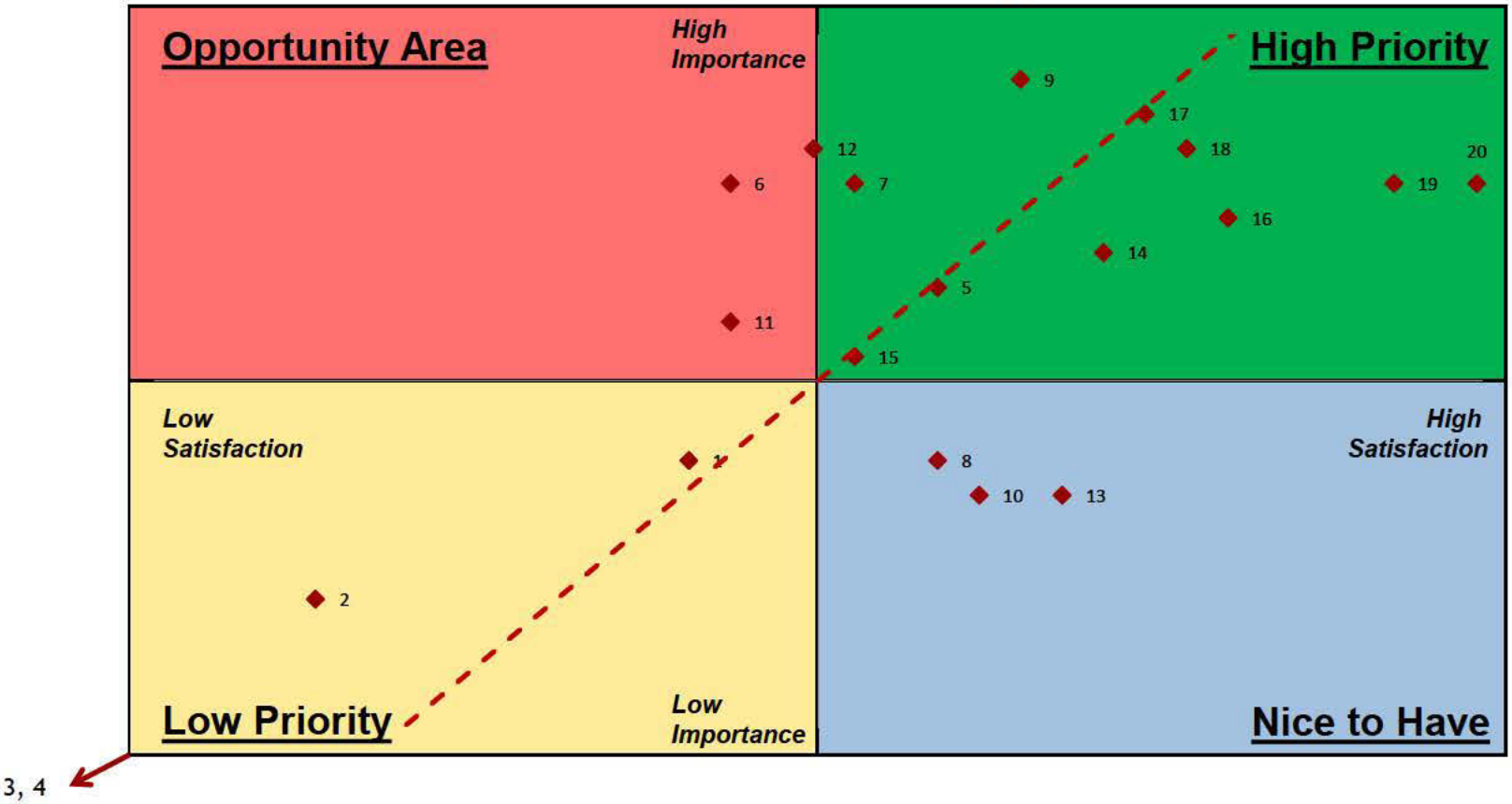
- Among Mukilteo/Clinton riders, clear directions/hand signals by the loading crews (11), and clean and maintained bathrooms (17) are the areas of greatest opportunity to improve.

Satisfaction vs. Importance Ratings *(n=133-343)*



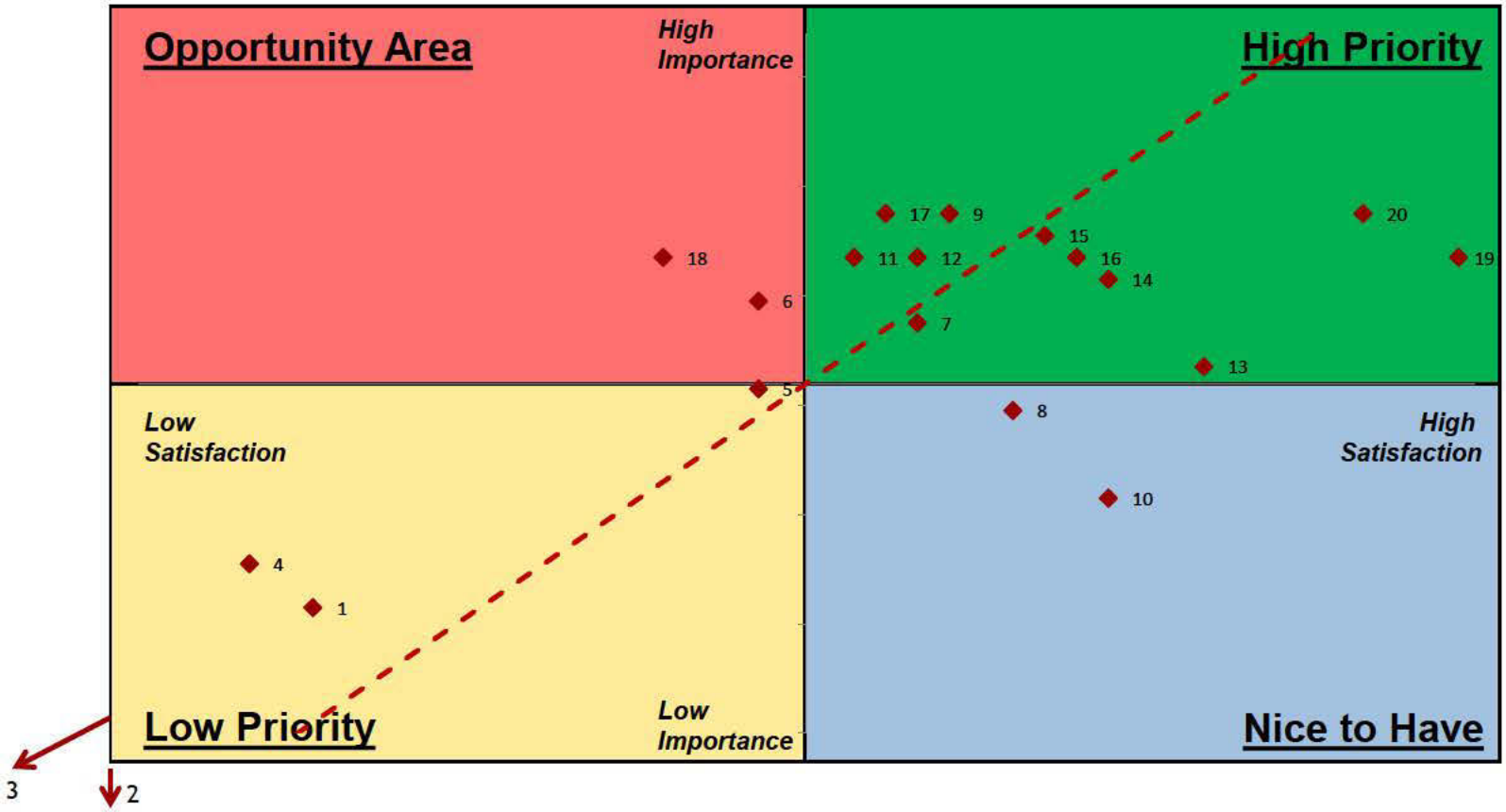
- Among Port Townsend/Coupeville riders, efficient passenger loading procedures (6), clear directions/hand signals by the loading crews (11) and efficiently processing vehicles through ticket lanes (12) are the areas of greatest opportunity to improve.

Satisfaction vs. Importance Ratings *(n=31-79)*



- Among San Juan riders, efficient passenger loading procedures (6) and well maintained vessels (18) are the areas of greatest opportunity to improve.

Satisfaction vs. Importance Ratings *(n=106-229)*

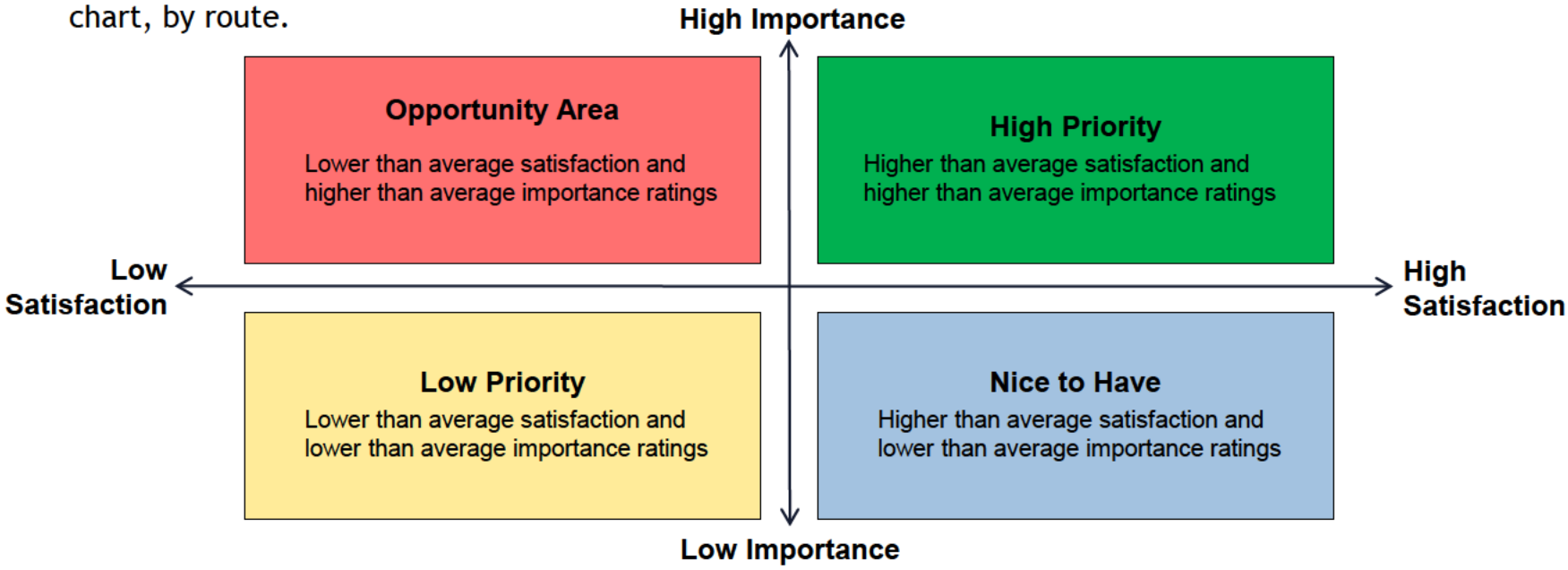


- The following slides present an overview of the quad chart analysis, similar to the table to the right.
  - Each quad chart consists of four quadrants:
    - Opportunity area (red)
    - High priority (green)
    - Nice to have (blue)
    - Low priority (yellow)
- To aid WSF and the legislature in the decision making process of where to focus resources, the quad charts were overlaid with the parity line.
  - The parity line represents where importance and satisfaction is equal.
  - This additional analysis identifies the ferry attributes with the greatest disparity between satisfaction and importance.
    - The numbers in the table are the distance to the parity line.
    - The darker the color, the bigger the disparity.
- The legislature should focus on the features in the opportunity area that are the darkest shad of red (i.e., greatest disparity within the opportunity area).

Code	Attributes	TOTAL
11	Loading crews provide clear directions and/or hand signals	5%
17	Bathrooms on the ferries are clean and well maintained	5%
12	Efficiently processes vehicles through ticket lanes	3%
18	Vessels are well maintained (not rusty/dirty) and safe (not cluttered)	1%
9	Loading procedures are efficient	1%
5	Easy loading and unloading for walk-on	0%
7	Passenger unloading procedures are efficient	0%
6	Passenger loading procedures are efficient	-1%
16	Passenger seating areas are clean and comfortable	-2%
14	Unloading procedures are efficient	-3%
15	Unloading crews provide clear directions and/or hand signals	-4%
20	Vessel crew is helpful, competent and knowledgeable	-6%
19	Vessel crew is friendly, courteous and polite	-7%
13	Unloading crew is friendly, courteous and polite	-9%
10	Loads ferries to capacity with little room between cars	-6%
8	Loading crew is friendly, courteous and polite	-4%
4	Adequate parking near terminals	12%
2	Terminals are comfortable	7%
3	Schedule is adequately coordinated with transit services at terminal	7%
1	Terminals are clean and well maintained	3%

Code	Attributes	TOTAL	SEA/ BAIN	SEA/ BREM	EDM/ KIN	FAU/ VAS/ SOU	PTD/ TAH	MUK/ CLI	PTT/ COU	ANA/ SJI
11	Loading crews provide clear directions and/or hand signals	5%	-1%	5%	5%	13%	21%	9%	3%	3%
17	Bathrooms on the ferries are clean and well maintained	5%	6%	16%	7%	0%	-6%	4%	0%	4%
12	Efficiently processes vehicles through ticket lanes	3%	4%	-4%	3%	8%	7%	3%	5%	2%
18	Vessels are well maintained (not rusty/dirty) and safe (not cluttered)	1%	0%	14%	1%	-2%	-3%	-2%	-2%	7%
9	Loading procedures are efficient	1%	-2%	3%	-4%	5%	10%	1%	3%	2%
5	Easy loading and unloading for walk-on	0%	5%	-7%	-4%	-3%	-13%	1%	0%	1%
7	Passenger unloading procedures are efficient	0%	5%	-3%	-6%	-5%	-9%	-3%	3%	-1%
6	Passenger loading procedures are efficient	-1%	1%	-6%	-3%	-3%	-7%	-1%	6%	4%
16	Passenger seating areas are clean and comfortable	-2%	-2%	11%	1%	-7%	-11%	-7%	-4%	-2%
14	Unloading procedures are efficient	-3%	-4%	0%	-4%	-3%	1%	-5%	-2%	-3%
15	Unloading crews provide clear directions and/or hand signals	-4%	-8%	-7%	-4%	-2%	2%	-2%	0%	-1%
20	Vessel crew is helpful, competent and knowledgeable	-6%	-5%	-7%	-4%	-5%	-3%	-6%	-7%	-7%
19	Vessel crew is friendly, courteous and polite	-7%	-10%	-8%	-4%	-4%	-6%	-5%	-6%	-10%
13	Unloading crew is friendly, courteous and polite	-9%	-10%	-14%	-11%	-8%	-3%	-9%	-7%	-8%
10	Loads ferries to capacity with little room between cars	-6%	-7%	-9%	-4%	-4%	-1%	-2%	-5%	-10%
8	Loading crew is friendly, courteous and polite	-4%	-4%	-5%	-4%	-4%	-1%	-4%	-4%	-5%
4	Adequate parking near terminals	12%	6%	1%	12%	15%	26%	30%	19%	7%
2	Terminals are comfortable	7%	14%	4%	12%	1%	-13%	-5%	4%	7%
3	Schedule is adequately coordinated with transit services at terminal	7%	5%	6%	7%	13%	19%	4%	-7%	9%
1	Terminals are clean and well maintained	3%	7%	9%	4%	-6%	-10%	-2%	1%	4%

- The following slides present an overview of each ferry attribute individually:
  - The percentage providing top ratings (4-5 on a 5-point scale) for importance and satisfaction for each of the ferry attributes, by route.
  - The percentage providing bottom ratings (1-2 on a 5-point scale) for satisfaction for each of the ferry attributes, by route.
  - Top routes and/or boats with dissatisfied riders.
    - Routes, terminals and boats may be skewed by overall traffic (i.e., routes with higher traffic may be more likely to be highlighted for dissatisfaction).
  - Verbatim responses stating specifics about what made riders dissatisfied.
- Importance and satisfaction scores are highlighted according to how the attribute rated in the quad chart, by route.



- Among those who went inside a ferry terminal, Anacortes/San Juan Islands/Sidney, Seattle/Bainbridge and Seattle/Bremerton have the highest dissatisfaction ratings for terminal cleanliness and maintenance.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1395	SEA/ BAIN n=422	SEA/ BREM n=159	EDM/ KIN n=186	FAU/ VAS/ SOU n=159	PTD/ TAH n=38	MUK/ CLI n=200	PTT/ COU n=64	ANA/ SJI/SID n=167
Terminals are clean and well maintained	Imp. *(4-5)*	90%	94%	92%	92%	92%	81%	90%	86%	80%
	Sat. *(4-5)*	65%	62%	54%	69%	79%	75%	70%	76%	49%
	Dissat. *(1-2)*	9%	11%	10%	8%	2%	2%	6%	6%	17%

Top Unsatisfactory Terminals n=124
51% Seattle
21% Anacortes
20% Bainbridge
9% Mukilteo
7% Edmonds

Specific Complaints

- **Seattle:** *"Bathroom availability - (closure and broken multiple times) and conditions (not cleaned nearly enough / smell)."*
- **Seattle:** *"Bathrooms are quite dirty and smelly. Towel racks do not always work. I know the bathrooms are used by a 'rough' crowd at times, but I think they are worse than they need to be."*
- **Seattle/Bainbridge:** *"The bathrooms are always dingy at both terminals. Bainbridge is just in poor shape, clean but really dark, with wasted space and in need of upgrading. The passenger holding area, particularly the walkway, is worn out and probably not seismically safe. The Seattle terminal feels safe but is surrounded by homeless citizens and aggressive cab drivers. The parking spaces in the Seattle holding area feel like a warehouse lot."*
- **Mukilteo:** *"The terminal is antiquated, and doesn't show well for tourism. Restrooms are underwhelming and extremely institutional. Very unattractive to any visitor. Commuters can and will live with it but they look like people don't care. They also look like they've had extreme budget cuts."*
- **Seattle/Bainbridge:** *"Old. Poorly painted. Looks liked a tired Greyhound bus depot."*
- **Coupeville:** *"Smelled like a sewer every time I have been in it for the past 7 years."*
- **Fauntleroy/Southworth:** *"Terminals not very clean/vending machines are frequently out of order"*
- **Anacortes:** *"Need more frequent vacuuming, painting, bathroom cleaning, especially during busy summer months."*
- **Anacortes:** *"Facility is old and outdated. Bathrooms in terminal are small, outdated and unclean. Bathroom in parking lot is fine."*

- Overall, comfort of terminals is of lower importance to those who went inside a ferry terminal; however, among this audience, Seattle/Bainbridge and Anacortes/San Juan Islands/Sidney are the routes receiving the most unsatisfactory ratings.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1395	SEA/ BAIN n=422	SEA/ BREM n=159	EDM/ KIN n=186	FAU/ VAS/ SOU n=159	PTD/ TAH n=38	MUK/ CLI n=200	PTT/ COU n=64	ANA/ SJI/SID n=167
The terminals are comfortable (seating, temperature, etc.)	Imp. *(4-5)*	82%	83%	84%	88%	83%	64%	80%	82%	74%
	Sat. *(4-5)*	51%	42%	53%	54%	60%	61%	64%	67%	39%
	Dissat. *(1-2)*	15%	22%	13%	9%	15%	7%	11%	2%	22%

Top Unsatisfactory Terminals n=217
48% Seattle
23% Bainbridge
16% Anacortes
11% Fauntleroy
7% Mukilteo

Specific Complaints

- **Seattle:** *"Air conditioning should be used in the terminal instead of fans."*
- **Seattle/Bremerton:** *"At both terminals, the seats are not comfortable, and the terminals are noisy. The restrooms are small and become easily crowded in the terminals. The Seattle terminal seating is too close to all the food vendors, which makes the seating area louder than necessary. As a commuter, I do not appreciate listening to kids being loud in the terminals."*
- **Seattle/Bainbridge:** *"Seating, temperature, cleanliness and the homeless crowd."*
- **Anacortes:** *"Rundown overcrowded and smelly due to poor ventilation. Overall feeling is shabby with a run down post-industrial feel. Basically stupid lousy architecture with a tacky gift shop and NO PERSONALITY. That is OK with me since you guys are broke."*
- **Mukilteo:** *"Severe lack of indoor space for walk-on passengers. Also, the turnstiles take up far too much of the small interior and often do not work, or work slowly. Most people are forced to wait outside in the rain and wind."*
- **Clinton:** *"With a talking monitor always on, you don't give people a choice in the waiting room to sit in silence. We have to hear the monitor. I find this invasive."*
- **Fauntleroy/Southworth:** *"Both Fauntleroy and Southworth are small and do not accommodate many walk-on passengers."*
- **Seattle/Clinton/Orcas/Sidney:** *"General griminess of restroom facilities and crowded facilities."*

- Among riders who walked on during the summer period, sailing schedule coordinated with the transit services is of lower importance; however satisfaction is also low, especially among those riding the Point Defiance/Tahlequah and Anacortes/San Juan Islands/Sidney routes.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1253	SEA/ BAIN n=415	SEA/ BREM n=158	EDM/ KIN n=167	FAU/ VAS/ SOU n=141	PTD/ TAH n=33	MUK/ CLI n=183	PTT/ COU n=36	ANA/ SJI/SID n=120
WSF sailing schedule is adequately coordinated with transit services available at the terminal	Imp. *(4-5)*	73%	76%	77%	62%	81%	77%	77%	52%	61%
	Sat. *(4-5)*	42%	48%	43%	35%	41%	29%	49%	52%	23%
	Dissat. *(1-2)*	18%	15%	20%	20%	22%	41%	14%	11%	27%

Top Unsatisfactory Terminals
n=231

35%
Seattle

16%
Fauntleroy

14%
Anacortes

11%
Edmonds

8%
Mukilteo

Specific Complaints

- **Seattle:** *"The morning commuter buses should be timed to allow people getting off the boat from Bainbridge to not have to knock over other passengers and run like fiends to make their connections. The commuter buses at the ferry terminal should be timed with the largest commuter boats!"*
- **Seattle/Bainbridge:** *"Not enough connections between local transit and WA State ferries…WSDOT should help pay for transit services to meet ferries."*
- **Bremerton:** *"If the boat is a minute late the buses are gone! This is habitual."*
- **Fauntleroy/Southworth:** *"Having bus arrive at Fauntleroy just after ferry sailed and having Southworth bus depart just before ferry arrived. There doesn't seem to be any effort to coordinate schedules."*
- **Mukilteo:** *"Transit [is] basically only available during commuting hours. A lack of transit to downtown Seattle or Bellevue/Eastside. Trains running a couple of times each direction during other than commute hours would be extremely beneficial."*
- **Anacortes:** *"Buses aren't timed to meet ferries. I know this is hard b/c ferry schedules change, it would be nice if SKAT had hourly service."*

- Of those who walked on during the summer period, lack of adequate parking near terminals remains a moderate problem, primarily among Mukilteo/Clinton riders.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1253	SEA/ BAIN n=415	SEA/ BREM n=158	EDM/ KIN n=167	FAU/ VAS/ SOU n=141	PTD/ TAH n=33	MUK/ CLI n=183	PTT/ COU n=36	ANA/ SJI/SID n=120
WSF provides adequate parking near the terminals	Imp. *(4-5)*	72%	64%	60%	74%	73%	87%	86%	76%	82%
	Sat. *(4-5)*	34%	34%	34%	40%	30%	29%	21%	40%	47%
	Dissat. *(1-2)*	32%	25%	24%	33%	39%	40%	51%	30%	24%

Top Unsatisfactory Terminals
n=399

27%
Seattle

23%
Mukilteo

19%
Bainbridge

15%
Fauntleroy

11%
Edmonds

Specific Complaints
n=259

- **Fauntleroy:** *"No parking at all except for street parking. No shuttle option to park further away and ride to the terminal."*
- **Anacortes:** *"During busy summer period, the upper lot is too far from the terminal. A shuttle service from the upper lot to the terminal would be great."*
- **Seattle:** *"As we all know, there is almost no parking anywhere near the terminal."*
- **Mukilteo/Clinton:** *"In Mukilteo, parking is sparse, and Clinton it's a long walk up a steep hill."*
- **Anacortes:** *"Parking and loading in Anacortes is awful. Very inconvenient for seniors, ADA."*
- **Bainbridge:** *"WSF doesn't actually provide any parking at Bainbridge! It's privately owned, over-priced, and they recently started charging for motorcycles, a bad move. Motorcycle and scooter commuting dropped by about two-thirds overnight."*
- **Edmonds/Seattle/Bainbridge:** *"Edmonds has virtually no long-term parking available for walk-on recreational passengers. Bainbridge and Seattle have no parking that is affordable for long-term recreational riders."*

- Again, among riders who walked on during the summer period, easy walk-on passenger loading and unloading is most problematic for riders of the Seattle/Bainbridge, Mukilteo/Clinton and Anacortes/San Juan Islands/Sidney routes.

Ratings on a 5-pt Scale (1=low; 5=high		TOTAL n=1253	SEA/ BAIN n=415	SEA/ BREM n=158	EDM/ KIN n=167	FAU/ VAS/ SOU n=141	PTD/ TAH n=33	MUK/ CLI n=183	PTT/ COU n=36	ANA/ SJI/SID n=120
WSF provides easy loading and unloading for walk-on passengers	Imp. *(4-5)*	91%	92%	93%	93%	91%	85%	90%	91%	90%
	Sat. *(4-5)*	70%	63%	78%	82%	74%	82%	66%	82%	63%
	Dissat. *(1-2)*	11%	15%	5%	6%	12%	0%	14%	3%	11%

Top Unsatisfactory Terminals
n=138

34%
Seattle

33%
Bainbridge

17%
Mukilteo

12%
Clinton

10%
Fauntleroy

Specific Complaints
n=83

- **Seattle:** *"Automated turnstiles in Seattle frequently don't work correctly and the staff stand in front of the turnstiles, getting in the way of passengers trying to board."*
- **Bainbridge:** *"There is no safe place to unload a passenger with luggage at Bainbridge. The handicapped parking, the taxi stand and the Clearwater Casino bus make for a crowded and unsafe area."*
- **Seattle/Bainbridge:** *"Incredible bottleneck - passenger unloading at both ends is like cattle herding."*
- **Fauntleroy/Southworth:** *"Passengers have to load and unload via the car deck and it is difficult, dirty and [there are] tight spaces between cars or motorcycles."*
- **Mukilteo:** *"Need better flow for passengers to avoid congestion at intersections. Near accidents with cars/passengers are routine."*
- **Mukilteo/Clinton:** *"The walk-ons are an afterthought – the system is built around cars. Worse, the cars need to wait for the walk-ons to embark/disembark."*
- **Seattle/Bainbridge:** *"Narrow lanes make everyone travel as slow as the slowest person."*

- Overall, efficient passenger loading procedures are deemed important and have mixed satisfaction ratings among walk-on riders. Routes with the most dissatisfied riders include Anacortes/San Juan Islands/Sidney, Seattle/Bainbridge and Port Townsend/Coupeville.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1253	SEA/ BAIN n=415	SEA/ BREM n=158	EDM/ KIN n=167	FAU/ VAS/ SOU n=141	PTD/ TAH n=33	MUK/ CLI n=183	PTT/ COU n=36	ANA/ SJI/SID n=120
WSF passenger loading procedures are efficient	Imp. *(4-5)*	91%	91%	89%	91%	91%	85%	93%	94%	94%
	Sat. *(4-5)*	71%	68%	72%	78%	74%	74%	72%	77%	63%
	Dissat. *(1-2)*	10%	12%	7%	6%	8%	0%	9%	11%	18%

Top Unsatisfactory Terminals
n=123

38%
Seattle

26%
Bainbridge

16%
Mukilteo

11%
Anacortes

10%
Clinton

Specific Complaints
n=78

- **Mukilteo/Clinton:** *"Have to load before or after car loading. Unable to load while cars are loading like other heavily trafficked routes."*
- **Seattle/Bainbridge:** *"Need to get a better system for loading/unloading walk-ons faster. And the workers who operate the ramp need to move faster and be a lot more organized/efficient - show a sense of urgency."*
- **Seattle:** *"Too many of the ticket turnstiles do not work, causing backups during commuter hours."*
- **Seattle/Kingston:** *"The dock workers do not take control of the vehicle movements with AUTHORITY! A lot of the time their directions are not deliberate enough to get the vehicles on and off in a timely manner."*
- **Anacortes:** *"After only a handful of cars have loaded, the crewman almost always stop loading and wait a couple minutes for unknown reasons. This should be a repeatable process with occasional decision making needs for odd sized vehicles."*
- **Mukilteo:** *"Wait times are terrible and the fact that you have to stop traffic to empty the holding lot is dangerous and inefficient."*

- Similarly, efficient passenger unloading procedures are also important and have mixed satisfaction ratings for walk-on riders. Anacortes/San Juan Islands/Sidney and Seattle/ Bainbridge riders are most dissatisfied with unloading procedures.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1253	SEA/ BAIN n=415	SEA/ BREM n=158	EDM/ KIN n=167	FAU/ VAS/ SOU n=141	PTD/ TAH n=33	MUK/ CLI n=183	PTT/ COU n=36	ANA/ SJI/SID n=120
WSF passenger unloading procedures are efficient	Imp. *(4-5)*	92%	92%	89%	91%	91%	89%	92%	94%	93%
	Sat. *(4-5)*	71%	64%	68%	82%	77%	81%	74%	80%	68%
	Dissat. *(1-2)*	9%	13%	8%	4%	10%	0%	6%	4%	16%

Top Unsatisfactory Terminals
n=119

49%
Seattle

30%
Bainbridge

10%
Clinton/Mukilteo

9%
Bremerton

8%
Fauntleroy

Specific Complaints
n=67

- **Friday Harbor:** *"When the ferry is especially full in the summer and people are attempting to cross over in front of traffic off-loading the ferry, it is poorly designed and there should be a fence/gate or personnel to prevent this from happening. It not only slows the traffic from disembarking, it is often quite dangerous."*
- **Seattle:** *"Traffic lights on Alaskan Way need to be coordinated with ferry unloading. It's very poor now, and the traffic lights are a big reason that the ferries unload slowly in summer."*
- **Bainbridge:** *"Offloading in Bainbridge is crowded at best because passengers waiting to load do not stand back behind their designated area and let offloading passengers get by. The ferry workers need to enforce the passenger waiting areas and make sure the ropes that separate the walkway are set correctly to allow for the masses to disembark."*
- **Pt. Townsend/Coupeville:** *"New boat designs cause priority loading not to be reflected in priority unloading. First car on can be almost last car off, due to poor boat design. The new boats are dangerous and ridiculous!"*
- **Mukilteo:** *"Traffic in the Mukilteo area is a huge problem and unloading the ferry where you have pedestrians, busses and cars all meeting in the same place at the same time is dangerous and not a smooth operation."*

- Among drive-on and passenger riders, the friendliness of loading crews rates as moderately important and most riders are satisfied.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1821	SEA/ BAIN n=475	SEA/ BREM n=143	EDM/ KIN n=322	FAU/ VAS/ SOU n=226	PTD/ TAH n=55	MUK/ CLI n=324	PTT/ COU n=69	ANA/ SJI/SID n=206
WSF loading crew is friendly, courteous and polite	Imp. *(4-5)*	86%	84%	81%	88%	86%	95%	87%	86%	89%
	Sat. *(4-5)*	71%	68%	63%	77%	70%	76%	70%	82%	71%
	Dissat. *(1-2)*	7%	8%	9%	4%	9%	8%	7%	2%	9%

Top Unsatisfactory Terminals
n=131

34%
Seattle

17%
Mukilteo/Bainbridge

14%
Kingston/Anacortes

13%
Fauntleroy

10%
Clinton

Specific Complaints
N=88

- **Seattle/Bainbridge:** *"WSF loading crews are frequently rude and often appear unmotivated to do their jobs well."*
- **Seattle:** *"They were not paying attention to what the drivers coming into the lot were doing. They did not provide clear instructions for loading."*
- **Mukilteo/Clinton:** *"Crews on the ferry don't seem too friendly and are not always clear as to what they want you to do when loading. Most of the time I get the impression the loading crew hate their jobs. this doesn't apply to all workers, but most of them."*
- **Edmonds/Kingston/Vashon/Mukilteo/Clinton:** *"Ferry workers are bored and unhappy, and they show it. Would it kill them to smile and be friendly?"*
- **Seattle/Bainbridge/Edmonds:** *"Sometimes the hand signals are not clear; if I don't understand, the personnel act as if I'm stupid. Also, if they look bored, I don't sense they're really paying attention to helping me load my car safely."*
- **Mukilteo/Clinton:** *"Rude, arrogant employees who act as though they do you a favor to let you on the boat. All the employees disappear once the boat is loaded, unlike BC ferries."*
- **Fauntleroy:** *"Unfriendly and impatient. A general sense of irritation with something either driver attitudes, work conditions or something."*

- Efficient loading procedures are rated as very important among drive-on and passenger riders; however, satisfaction is only moderate. Point Defiance/Tahlequah and Anacortes/San Juan Islands/Sidney riders provide the highest dissatisfied ratings.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1821	SEA/ BAIN n=475	SEA/ BREM n=143	EDM/ KIN n=322	FAU/ VAS/ SOU n=226	PTD/ TAH n=55	MUK/ CLI n=324	PTT/ COU n=69	ANA/ SJI/SID n=206
WSF loading procedures are efficient	Imp. *(4-5)*	96%	96%	93%	96%	97%	98%	96%	97%	98%
	Sat. *(4-5)*	74%	78%	64%	84%	68%	63%	72%	84%	69%
	Dissat. *(1-2)*	9%	8%	10%	5%	10%	18%	9%	8%	13%

Top Unsatisfactory Terminals n=162
27% Seattle
18% Mukilteo
17% Fauntleroy
13% Anacortes
12% Edmonds/Bainbridge

Specific Complaints n=92

- **Anacortes:** *"With only one ticket taker and a long line, I missed the ferry because it took over ½ hour to get a ticket. They should hold a ferry for anyone in line to get a ticket at least 20 minutes ahead of time."*
- **Seattle:** *"Crew do not make much of an effort to keep cars moving two abreast to load. A very casual approach."*
- **Fauntleroy:** *"Deck staff on the same boat use different hand signs for the same thing and often I get conflicting directions form 2 deck staff at the same time."*
- **Seattle/Bainbridge:** *"I have been riding the ferries for 30 years. The loading order has become absurd. You can get there early and be one of the last cars on the boat."*
- **Mukilteo/Clinton:** *"There seem to be larger and larger areas left unoccupied, which means the lines and wait times are longer than they need to be. This seems to happen at pretty much all times now, so I can't identify time of day or week."*
- **Seattle:** *"Cars are loaded in a random position onto the ferry. Middle is loaded last and emptied first."*
- **Friday Harbor/Anacortes:** *"Often they attempt to squeeze larger vehicles into small places or up against the sides of the ferries, resulting in not being able to get the passenger or driver side door open. In Friday Harbor it is rare that both lanes are used to load vehicles, usually resulting in late departures. Often loading comes to a screeching halt while the crew walks around looking at the how loaded each side is. Shouldn't he/she already now that?"*

- Among drive-on and passenger riders, those riding Point Defiance/Tahlequah, Mukilteo/Clinton and Fauntleroy/Vashon/Southworth routes are most dissatisfied with the ability to load ferries to capacity.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1821	SEA/ BAIN n=475	SEA/ BREM n=143	EDM/ KIN n=322	FAU/ VAS/ SOU n=226	PTD/ TAH n=55	MUK/ CLI n=324	PTT/ COU n=69	ANA/ SJI/SID n=206
WSF loads ferries to capacity with little room between cars	Imp. *(4-5)*	86%	88%	74%	88%	89%	78%	88%	85%	85%
	Sat. *(4-5)*	73%	76%	62%	77%	73%	58%	69%	83%	74%
	Dissat. *(1-2)*	9%	8%	6%	7%	11%	13%	12%	3%	7%

Top Unsatisfactory Terminals
n=156

25%
Seattle

22%
Mukilteo

17%
Bainbridge

15%
Edmonds/Kingston/ Fauntleroy

14%
Clinton

Specific Complaints
n=97

- **Seattle:** *"About 2-3x per week on the sailings I travel on, there are usually gaps on the upper decks, enough that 1-2 standard passenger cars on each side could be accommodated. Typically caused by people unfamiliar with the ferry; crew is too busy directing cars to the various decks to check this during the loading."*
- **Edmonds:** *"Crew left room for 5 cars at least but left because boat was late, on a Friday at 5:25pm departure time. Crew should have taken the extra 90 seconds for 5 more cars to completely fill the boat when the backup was 2 hours."*
- **Mukilteo/Clinton:** *"I have been on the ferry several times when there was room for MORE cars. They left without making sure that the boat will filled to capacity even though there were long lines and waits to cross. I travel this route a lot and I believe that the crews have become much less efficient at filling the boats to capacity."*
- **Seattle:** *"Not just this one ride, every time I ride. It used to be that they would direct you very close, not at all any more, just direct you to which lane. What happened??? People get left at the dock because of big gaps between cars."*
- **Edmonds/Kingston:** *"People stop where they feel like it -- no crew members encouraging them to pull up close or not park in marked walkways."*
- **Seattle/Bainbridge:** *"The crew is generally lax on being certain cars are parked 'tight'. Several additional cars could be on the boat each time we use it."*

- Overall, there is room for improvement in providing clear loading directions to drive-on and passenger riders. Roughly one in five Point Defiance/Tahlequah and Anacortes/San Juan Islands/Sidney riders are dissatisfied.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1821	SEA/ BAIN n=475	SEA/ BREM n=143	EDM/ KIN n=322	FAU/ VAS/ SOU n=226	PTD/ TAH n=55	MUK/ CLI n=324	PTT/ COU n=69	ANA/ SJI/SID n=206
WSF loading crews provide clear directions and/or hand signals	Imp. *(4-5)*	95%	95%	93%	97%	97%	96%	96%	90%	96%
	Sat. *(4-5)*	67%	75%	61%	73%	58%	46%	61%	77%	66%
	Dissat. *(1-2)*	11%	7%	14%	9%	14%	19%	14%	5%	16%

Top Unsatisfactory Terminals n=209
24% Seattle
19% Mukilteo
14% Clinton/Fauntleroy
13% Edmonds
10% Anacortes/Bremerton

Specific Complaints n=126

- **Seattle:** *"A few loaders do not make eye contact and do not give clear signals in advance. This is annoying and dangerous."*
- **Mukilteo:** *"Boat crew needs much better communication with drivers. Often they are too busy talking to each other; very cursory wave - not sure what you meant?!"*
- **Mukilteo/Clinton:** *"Confusing hand signals - some of the crew members use hand signals along with verbal commands. This is much more helpful than just trying to figure out some of there hand movements."*
- **Seattle/Bainbridge:** *"Universally, loading personnel make vague, small hand gestures (or even just a single finger!) to indicate where drivers should go, without using eye contact. They get irritated if you don't use ESP to learn where to go. It would be helpful if all loading personnel learned the SAME hand gestures for loading!"*
- **Port Defiance/Tahlequah/Fauntleroy/Vashon:** *"Hand signals [are] not standard and hands [are] not always clearly visible in marginal lighting conditions."*
- **Coupeville/Pt. Townsend/Mukilteo/Clinton:** *"Hand signals and gestures vary between crew and are often unclear to the uninitiated, so tourists are often confused. I'm a long-time ferry commuter and sometimes I can't tell what lane they want me to go into form their offhand gesture."*

- Among drive-on and passenger riders, efficiently processing vehicles presents an opportunity for improvement, primarily among riders of the Point Defiance/Tahlequah route, where one in five riders report being dissatisfied.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1821	SEA/ BAIN n=475	SEA/ BREM n=143	EDM/ KIN n=322	FAU/ VAS/ SOU n=226	PTD/ TAH n=55	MUK/ CLI n=324	PTT/ COU n=69	ANA/ SJI/SID n=206
WSF efficiently processes vehicles through ticket lanes	Imp. *(4-5)*	95%	96%	93%	95%	96%	96%	96%	95%	96%
	Sat. *(4-5)*	70%	69%	73%	74%	63%	66%	69%	79%	68%
	Dissat. *(1-2)*	11%	11%	12%	10%	15%	19%	10%	5%	11%

Top Unsatisfactory Terminals
n=203

29%
Seattle

21%
Fauntleroy

13%
Bainbridge/Kingston/ Mukilteo

12%
Edmonds

11%
Anacortes

Specific Complaints
n=141

- **Fauntleroy:** *"As a frequent user ticket holder, I would appreciate not having to get in line behind riders needing to purchase their tickets. We need a separate lane where we can just go in and line up on the dock."*
- **Edmonds:** *"I am always unhappy that I have purchased my multi-ride ticket already, and still have to wait behind other vehicles who are purchasing. Why isn't there a pass through lane or a scanner for those of us who have already paid? The attendants are kind, but I don't get why we don't have a mechanism like on the 520 bridge/Tacoma bridge where we have an electronic reader. I'd like to have that system for the ferries."*
- **Seattle:** *"Lack of toll booths open. Generally, one or two booths are open and does not accommodate rush hour commuters. People continue to cut across at the 'truck only' lane instead of waiting at the ferry waiting lines."*
- **Anacortes:** *"Why does it take one person take your ticket, then 20 feet down the road a second person tells drivers what lane to get into? This causes a big traffic snarl and adds no customer value. The ticket seller could simply say 'Proceed to Lane 1' and eliminate the second person and traffic back up."*
- **Mukilteo/Clinton:** *"Processing of credit cards (and other methods of payment, to a lesser degree) is slow. Too much conversation between drivers and ticket agents."*

- Similar to loading crew friendliness, drive-on and passenger riders provide the unloading crews with moderate importance ratings and the majority of riders are happy.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1808	SEA/ BAIN n=470	SEA/ BREM n=143	EDM/ KIN n=320	FAU/ VAS/ SOU n=223	PTD/ TAH n=55	MUK/ CLI n=322	PTT/ COU n=69	ANA/ SJI/SID n=204
WSF unloading crew is friendly, courteous and polite	Imp. *(4-5)*	86%	85%	77%	83%	87%	89%	90%	85%	91%
	Sat. *(4-5)*	78%	78%	72%	81%	77%	72%	80%	85%	77%
	Dissat. *(1-2)*	3%	3%	2%	3%	2%	8%	3%	0%	4%

Top Unsatisfactory Terminals n=52
29% Seattle
22% Edmonds/Mukilteo
20% Kingston
19% Clinton
16% Bainbridge

Specific Complaints n=53

- **Mukilteo/Clinton:** *"The crew never smiles, a simple smile would make me the traveler feel a bit more welcome. The Coupeville route is a good example of making people feel welcome."*
- **Edmonds/Kingston:** *"The crew is probably focused on getting vehicles off the boat, but they do not relate in a friendly or courteous manner…rather they seem distant and disconnected from the public they are serving."*
- **Friday Harbor:** *"Everyone is surly. I try to be friendly and they could care less. It is always the summer people that are like this. I do not get it."*
- **Seattle:** *"Crews have members who should not be working with the public. We don't appreciate their rude behavior."*
- **Fauntleroy:** *"As cars drive off [the crews] forget to remove blocks so the next car drives over it then they berate the driver."*
- **Seattle/Bainbridge/Mukilteo/Clinton:** *"Other than the few individuals that recognize me from years of travel, I rarely get what I would call friendly, courteous and polite service. I would say that if WSF was a restaurant or other service type industry, I would take my business elsewhere. Good thing you have a monopoly and we are not able to 'vote with our wallets'."*

- Efficient unloading procedures are also rated as very important among drive-on and passenger riders; however satisfaction is higher than for loading. Again, Point Defiance/Tahlequah and Anacortes/San Juan Islands/Sidney riders provide the highest dissatisfied ratings.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1797	SEA/ BAIN n=470	SEA/ BREM n=143	EDM/ KIN n=312	FAU/ VAS/ SOU n=223	PTD/ TAH n=55	MUK/ CLI n=318	PTT/ COU n=69	ANA/ SJI/SID n=205
WSF unloading procedures are efficient	Imp. *(4-5)*	94%	94%	91%	94%	93%	93%	95%	92%	95%
	Sat. *(4-5)*	77%	78%	66%	82%	76%	71%	79%	86%	74%
	Dissat. *(1-2)*	7%	7%	7%	4%	6%	11%	6%	2%	10%

Top Unsatisfactory Terminals n=116
33% Seattle
16% Bainbridge
15% Clinton
12% Mukilteo
10% Anacortes/Fauntleroy/ Edmonds

Specific Complaints n=63

- **Fauntleroy:** *"Dangerous and slower disembarking now that there is no police officer to guide traffic at end of dock or load traffic thru terminal."*
- **Friday Harbor:** *"Friday Harbor foot traffic is not controlled and unloading foot passengers get in the way of unloading cars."*
- **Bremerton/Tahlequah/Fauntleroy/Vashon:** *"I wish they'd work harder to unload in the order they load. I don't get why they load the center last but unload first. There's probably a good reason for it, but after 20 years, I haven't figured it out."*
- **Seattle:** *"They do not hold to a policy of 1st on 1st off. This may be more efficient but one comes early to the ferry for a purpose."*
- **Friday Harbor/Anacortes:** *"Traffic bottlenecks shortly after ferry, put measures in place to keep cars moving away from the boat."*
- **Seattle/Bainbridge/Edmonds/Kingston:** *"Inconsistent unloading patterns. Sometimes last on is first off, others first on first off. Many of us arrive early at terminal to make sure we get on [the] ferry and discharged early in process, and it doesn't always work out that way. [This is] particularly a problem with the alleys."*
- **Mukilteo/Clinton:** *"[Crews] delayed loading by talking with friends and not paying attention to [their] job."*

- Drive-on and passenger riders rate clear unloading directions significantly higher on satisfaction than clear loading directions. Point Defiance/Tahlequah and Mukilteo/Clinton riders have the highest dissatisfied ratings.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1786	SEA/ BAIN n=467	SEA/ BREM n=143	EDM/ KIN n=312	FAU/ VAS/ SOU n=220	PTD/ TAH n=54	MUK/ CLI n=318	PTT/ COU n=68	ANA/ SJI/SID n=203
WSF unloading crews provide clear directions and/or hand signals	Imp. *(4-5)*	93%	91%	88%	94%	94%	92%	94%	89%	97%
	Sat. *(4-5)*	77%	81%	73%	82%	76%	68%	75%	80%	72%
	Dissat. *(1-2)*	4%	2%	4%	3%	5%	6%	6%	3%	5%

Top Unsatisfactory Terminals n=72
23% Mukilteo
22% Clinton
19% Seattle
15% Fauntleroy
10% Edmonds

Specific Complaints n=42

- **Orcas:** *"As stated before, a general comment that drivers do not understand when signals are not standardized and put online or printed for review."*
- **Fauntleroy/Vashon:** *"Note that this is less an issue on unloading than loading, simply because there is less possibility for confusion about where to drive. However, it is still the case that deck crew on the Vashon-Fauntleroy route are highly inconsistent in providing direction. Different crew members use different hand signals. Some use minimal motion. This results in driver confusion and, often is accompanied by loud, insulting rebuke by the crew member when the driver misunderstands the crew member's intention."*
- **Mukilteo:** *"The ferry workers are completely absent on the dock during unloading in Mukilteo, which allows pedestrians to interfere with off-loading. This is not only inefficient, it is dangerous."*
- **Fauntleroy:** *"Different crews unload the boat in different ways. This should be consistent for all boats, not what looks like unloading in a random fashion."*
- **Seattle/Bainbridge:** *"Very little direction to drivers; lots of standing around; very little work."*
- **Friday Harbor:** *"There are no directions, so those that aren't familiar, both vehicles and walk-off passengers, clog the immediate exit area and the first few blocks in town."*

- Among those who used the vessel passenger deck area, those on the Seattle/Bremerton and Anacortes/San Juan Islands/Sidney routes report dissatisfaction with the seating areas being clean and comfortable. There are very few dissatisfied ratings on all other routes.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1926	SEA/ BAIN n=520	SEA/ BREM n=193	EDM/ KIN n=331	FAU/ VAS/ SOU n=224	PTD/ TAH n=50	MUK/ CLI n=312	PTT/ COU n=76	ANA/ SJI/SID n=219
The ferry passenger seating areas are clean and comfortable	Imp. *(4-5)*	95%	96%	96%	97%	95%	93%	93%	93%	96%
	Sat. *(4-5)*	77%	77%	56%	79%	83%	88%	81%	89%	73%
	Dissat. *(1-2)*	5%	4%	14%	3%	3%	2%	3%	3%	9%

Top Unsatisfactory Ferries
n=98

16%
Kitsap

14%
Kaleetan

11%
Puyallup

9%
Wenatchee

8%
Walla Walla

Specific Complaints
n=64

- **Kaleetan/Kitsap/Hyak/Walla Walla:** *"Bench seats are usually dirty - with sticky stuff on them. Tables are usually dirty. Cup holders are often filled with trash or candy. Floors are filthy, especially under the edges of the benches and in the corners. Windows are dirty with bird poop on outside and smeared finger prints on the inside."*
- **Kitsap/Chelan/Cathlamet/Kittitas:** *"It's not unusual for the heat to be off when it's cold, and on when it's hot. We've witnessed tables being cleaned with the same mop used on the floors."*
- **Wenatchee/Tacoma/Puyallup:** *"Topside decks and seating areas are often dirty (I've seen debris remain for months), the solarium leaks in wet weather making the seats unusable, and I've encountered on deck flooding due to debris-clogged drains."*
- **Kaleetan/Kitsap:** *"The tables and benches are dirty and often need to be cleaned or wiped down. Floors are dirty, [and the] benches are stained with grime."*
- **Chelan/Cathlemet/Kittitas:** *"Windows are dirty, tables are infrequently cleaned, commuter chairs are stained, vending machines are out of order. Tourists want a bright, clean, inviting experience, our passenger areas are worn and uninviting. Red vinyl commuter chairs are ugly and stained. Effect is unprofessional and haphazard, like the chairs were bought at a closeout sale. Entire passenger area needs a carefully designed update to be as attractive to tourist traffic passengers as possible. BC ferries do a much better job of this."*

- Again, among those who used the vessel passenger deck area, riders on the Seattle/Bremerton route are also the most dissatisfied with the cleanliness and maintenance of on-boat bathrooms.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=1926	SEA/ BAIN n=520	SEA/ BREM n=193	EDM/ KIN n=331	FAU/ VAS/ SOU n=224	PTD/ TAH n=50	MUK/ CLI n=312	PTT/ COU n=76	ANA/ SJI/SID n=219
The bathrooms on the ferries are clean and well maintained	Imp. *(4-5)*	97%	96%	97%	98%	97%	96%	96%	96%	98%
	Sat. *(4-5)*	68%	66%	49%	71%	75%	84%	68%	87%	67%
	Dissat. *(1-2)*	10%	13%	19%	7%	4%	2%	9%	1%	10%

Top Unsatisfactory Terminals
n=186

12%
Kaleetan/Tacoma

11%
Wenatchee/Kitsap

10%
Puyallup

9%
Cathlamet

8%
Walla Walla

Specific Complaints
n=111

- **Wenatchee/Tacoma:** *"You have to hold your breath and step over puddles when visiting the men's room."*
- **Wenatchee/Tacoma:** *"This is due to the poor ventilation in the male restroom on the 520, 620 and 705 BI to Seattle ferries. The smell is horrible and often the paper towels are out."*
- **Cathlamet/Kittitas:** *"The ventilation in the restrooms is atrocious. They always smell like the monkey house at the zoo, and the smell wafts out into the cabin. This is not acceptable."*
- **Elwha:** *"I have had to ask the crew to put toilet paper and seat covers in the women's bathroom. Does anyone check this?"*
- **Kaleetan/Hyak:** *"Bathrooms are not very clean, old fixtures, rusty stalls, some stalls don't lock, sometimes soap is missing, toilets don't flush well."*
- **Kaleetan/Kitsap/Hyak/Walla Walla:** *"Bathrooms are always dirty and smelly. Often the toilet paper and hand towels are empty. Doors have suspicious dried liquid on the insides."*
- **Kittitas:** *"The garbage was overflowing in the women's bathroom. One stall was out of service."*

- Among all ferry riders, more than one in five Seattle/Bremerton and Anacortes/San Juan Island/Sidney riders disagree that the vessels are maintained and safe.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=2058	SEA/ BAIN n=549	SEA/ BREM n=208	EDM/ KIN n=348	FAU/ VAS/ SOU n=244	PTD/ TAH n=56	MUK/ CLI n=343	PTT/ COU n=79	ANA/ SJI/SID n=229
WSF vessels are well maintained (not rusty/dirty) and safe (not cluttered)	Imp. *(4-5)*	94%	94%	93%	96%	94%	95%	93%	95%	96%
	Sat. *(4-5)*	71%	73%	48%	77%	76%	79%	73%	88%	60%
	Dissat. *(1-2)*	9%	9%	22%	6%	4%	2%	5%	0%	16%

Top Unsatisfactory Terminals n=168
15% Kaleetan
14% Kitsap
10% Hyak
8% Chelan
7% Tacoma

Specific Complaints
n=113

- **Chetzemoka/Issaquah:** *"A large number of early morning runs have been canceled on the Chetzemoka. This boat is not suited to the route it is being used on and everyone hates it, passengers and crew alike. The Issaquah has been taken out of service for mechanical problems too frequently, it does not appear to be well maintained."*
- **Chelan:** *"Car deck paint was peeling and rust was showing. Passenger deck floors were dirty/stained in places."*
- **Wenatchee/Tacoma/Puyallup:** *"Paint is often peeling, solarium leaks during rain drenching the benches, and the on deck drains are often clogged with debris, leading to flooding of the stairwells."*
- **Wenatchee/Tacoma/Puyallup/Kaleetan/Kitsap/Spokane:** *"Rust is showing everywhere. The vehicle decks are down to metal when they should have non-skid. I have slipped on the bare metal decks several times when it is wet out."*
- **Kitsap/Issaquah/Klahowya:** *"The boats no longer get the upkeep they used to have. The crew does a fine job cleaning but the boats are starting to look beat up. Rust, mixed match stair treads, etc."*
- **Elwha:** *"The floors in the passenger cabin are quite grubby they seldom get mopped well between the benches. I think the crews just pick up the trash and sweep up the big items. Sticky spills seem to never get mopped up day after day."*

- Overall, riders who had some form of interaction with the vessel crew found the vessel crews on all routes to be friendly, courteous and polite.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=839	SEA/ BAIN n=196	SEA/ BREM n=87	EDM/ KIN n=130	FAU/ VAS/ SOU n=123	PTD/ TAH n=33	MUK/ CLI n=133	PTT/ COU n=31	ANA/ SJI/SID n=106
WSF vessel crew is friendly, courteous and polite	Imp. *(4-5)*	96%	94%	96%	97%	98%	97%	97%	94%	96%
	Sat. *(4-5)*	85%	87%	83%	86%	83%	84%	82%	93%	85%
	Dissat. *(1-2)*	5%	4%	7%	5%	5%	8%	7%	0%	4%

Top Unsatisfactory Terminals
n=44

9%
Kaleetan

7%
Puyallup/Kitsap

6%
Chetzemoka

5%
Walla Walla/Issaquah/ Tillikum/Sealth

4%
Hyak/Spokane

Specific Complaints
n=27

- **Puyallup/Kaleetan/Kitsap/Walla Walla:** *"The crew needs to present a more professional persona."*
- **Puyallup/Spokane:** *"Let's just say there are a lot of Sailors in the US Navy that would love to have the job and get paid what the deckhands get paid on Washington State Ferries. And they would do it with a yes Ma'am or Sir and even smile. All we ever see is finger pointing by one part of the crew at another for what ever reason the ferry is late, not clean or just basic lack of caring about those that are paying their wages and benefits. With that said, there are a few that are sincere in their job."*
- **Sealth/Issaquah/Klahowya/Tillikum:** *"The majority of the crew on the Fauntleroy/Southworth ferries are unfriendly."*

- Additionally, riders with vessel crew interaction report that the vessel crew is helpful, competent and knowledgeable.

Ratings on a 5-pt Scale (1=low; 5=high)		TOTAL n=839	SEA/ BAIN n=196	SEA/ BREM n=87	EDM/ KIN n=130	FAU/ VAS/ SOU n=123	PTD/ TAH n=33	MUK/ CLI n=133	PTT/ COU n=31	ANA/ SJI/SID n=106
WSF vessel crew is helpful, competent and knowledgeable	Imp. *(4-5)*	97%	98%	98%	97%	97%	97%	96%	94%	98%
	Sat. *(4-5)*	84%	84%	83%	85%	83%	81%	82%	95%	82%
	Dissat. *(1-2)*	4%	2%	6%	2%	3%	8%	7%	0%	4%

Top Unsatisfactory Terminals n=34
12% Kitsap
11% Kaleetan
10% Walla Walla
9% Puyallup
8% Chetzemoka

Specific Complaints
n=22

- **Cathlamet/Kittitas:** *"Specific experienced crew members are excellent, but there is a constant turnover to the crews. Many don't get to the high ramp to tell drivers to come down the ramps to allow more cars. Too many new faces not familiar with route."*
- **Kitsap/Chelan/Sealth/Issaquah/Klahowya/Tillikum/Evergreen State:** *"[There are] way too many ferry workers on board, on the docks, [and] in the terminals for the amount of limited services they provide. They mostly seem to be 'standing by' waiting for an accident or event to happen. Many friends and relatives who have been first-time ferry riders have told me the workers are rude and impatient because they didn't know which line they should be in, what to do with their tickets, or what the hand signals mean. It would help if the person selling them the tickets were to ask 'is this your first time riding this ferry?' and then offer some basic written and verbal instructions."*
- **Puyallup/Spokane:** *"When asked what an issue is, we hear, 'not my job, not my responsibility.' Having spent 24 years in the Navy, I don't feel safe on the state ferry's...but since I need to work, I am forced to use them. If I didn't have to, I wouldn't."*

- Three-fourths (76%) of riders have used the WSF website during the summer period, reporting satisfaction results similar to the Winter survey.
  - The main reason for dissatisfaction is a cumbersome and difficult to navigate user interface.

Used the WSF Website During Summer Period	TOTAL n=2072	SEA/ BAIN n=551	SEA/ BREM n=209	EDM/ KIN n=352	FAU/ VAS/ SOU n=244	PTD/ TAH n=56	MUK/ CLI n=347	PTT/ COU n=81	ANA/ SJI/SID n=230
	76%	77%	78%	68%	83%	65%	73%	84%	85%

Ratings on a 5-pt Scale (1=high; 5=low)		TOTAL n=1584	SEA/ BAIN n=423	SEA/ BREM n=163	EDM/ KIN n=241	FAU/ VAS/ SOU n=202	PTD/ TAH n=37	MUK/ CLI n=254	PTT/ COU n=68	ANA/ SJI/SID n=195
WSF website experience	Sat. (1-2)	83%	85%	83%	82%	81%	73%	81%	77%	88%
	Dissat. (4-5)	6%	5%	5%	8%	8%	5%	6%	12%	4%

Specific Complaints
n=83

- *"For some reason I found it very difficult to find my ferry schedule. The link that seemed obvious, 'ferry schedule', led to other, more general info. The first time that has happened, it was very frustrating."*
- *"Website is cumbersome, confusing, and difficult to navigate."*
- *"Two issues: 1) The ferry line status should be updated more frequently and more accurately reflect the current wait times. 2) The Wave2Go website does not allow registered users to change their login password."*
- *"The website has good features but is terribly organized. It is a total guessing game to go in and buy a ticket, check/manage multi-rides, etc. Wave2Go is by far the worst - the navigation is confusing and the interface is unprofessional. The mobile site is pretty bad too."*
- *"The information I want is on the website but it is always hard to find. The layout of the site is poor and the links for important things are often a single word in a very small font and hard to find as they are all over the page and not well organized."*

- Less than one in ten (9%) ferry riders called the WSF by phone during the summer period.
- Among those calling, one in five (21%) are dissatisfied, most commonly mentioning difficulty reaching a live person or rude/uninformed customer service representatives.

Used the WSF Telephone Support During Summer Period	TOTAL n=2072	SEA/ BAIN n=551	SEA/ BREM n=209	EDM/ KIN n=352	FAU/ VAS/ SOU n=244	PTD/ TAH n=56	MUK/ CLI n=347	PTT/ COU n=81	ANA/ SJI/SID n=230
	9%	9%	5%	6%	8%	7%	11%	24%	10%

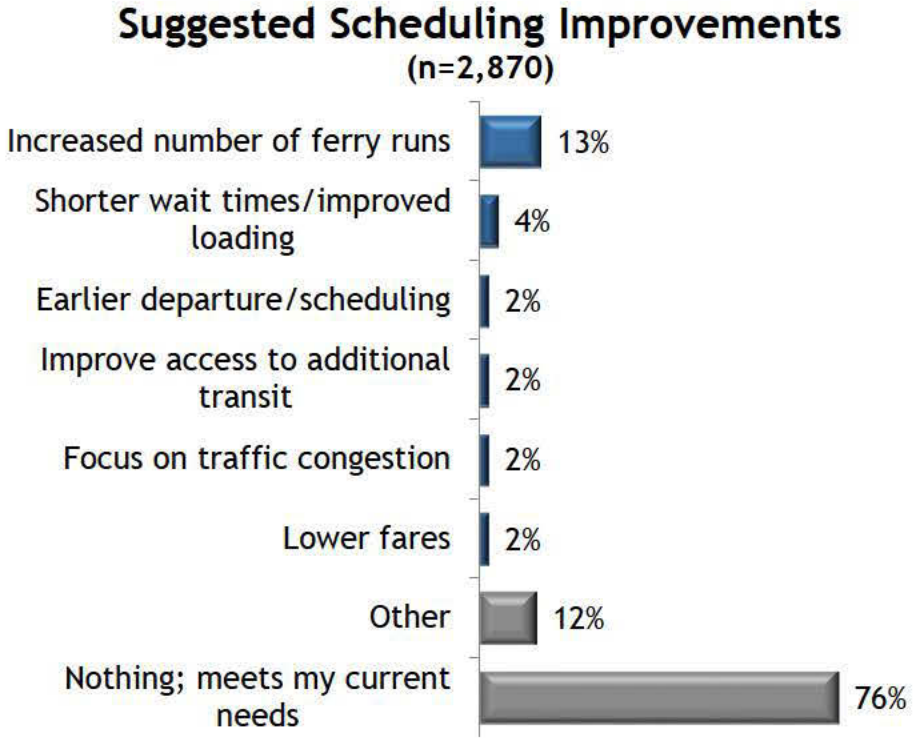
Ratings on a 5-pt Scale (1=high; 5=low)		TOTAL n=181	SEA/ BAIN n=47	SEA/ BREM n=11*	EDM/ KIN n=20*	FAU/ VAS/ SOU n=18*	PTD/ TAH n=4*	MUK/ CLI n=37	PTT/ COU n=19*	ANA/ SJI n=24*
WSF telephone support experience	Sat. (1-2)	64%	48%	50%	61%	69%	100%	63%	83%	79%
	Dissat. (4-5)	21%	37%	32%	26%	14%	0%	20%	9%	3%

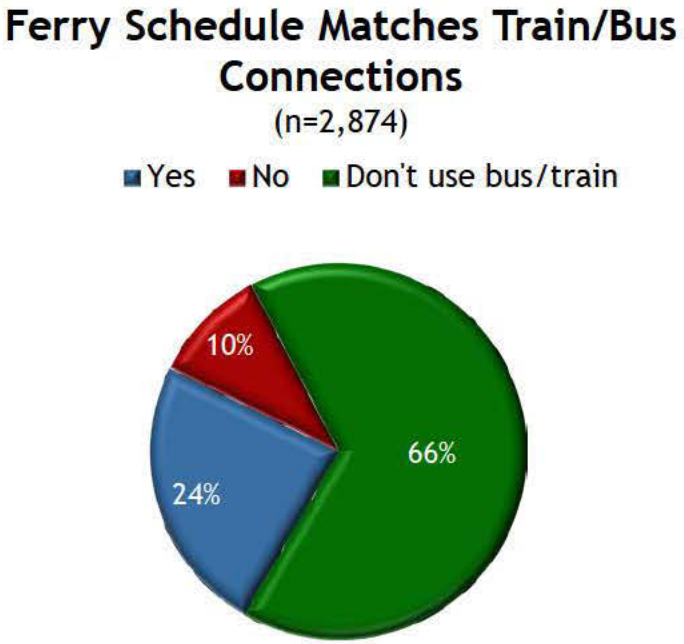
Specific Complaints
n=25

- *"Had a hard time getting to a real person."*
- *"I was trying to find information about a vessel that had broken down. The online vessel tracker showed it running along the line. I called to see if it was being put back into service. The person I talked to didn't know what was going on. I knew more then she did."*
- *"Messages were not up to date and really hard to get wait times at multiple terminals."*
- *"Your automated system is about the worst that I have experienced."*
- *"Not interested in hearing my concerns about passenger drop off conditions at the Bainbridge terminal."*
- *"Once I reached someone the person was very helpful but it took several calls around and a few spots on the website to find the right number."*

Miscellaneous Topics

- Most (66%) do not use WSF in conjunction with other train/bus connections.
  - Overall, one third (30%) of those using WSF in conjunction with other connections say the ferry schedule does not match their needed train/bus connections.
- Most riders were not able to provide specific scheduling improvement suggestions to meet transportation needs, with **an increased number of ferry runs** (13%) topping the list.

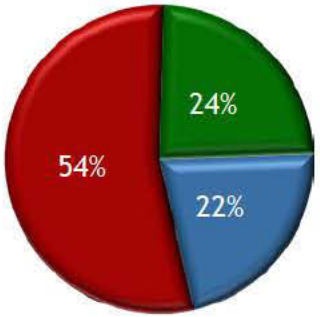




Q70 What suggestions, if any, would you make in WSF current service schedule to better meet your transportation needs?
Q71 Does the current schedule on your most used route adequately match up with your needed train or bus connections?

- Half (54%) believe the current fare coverage structure is adequate and should not be changed, in which fares account for 65% of the ferries' operating costs.
  - Of those that believe this rate should be increased (22% of the total), half (53%) say a coverage rate of 71-80% is preferred.
  - Of those that say the rate should be lowered (24% of the total), half (51%) agree a coverage rate between 41-50% is acceptable.

Rider-Paid Operating %
(n=2,888)

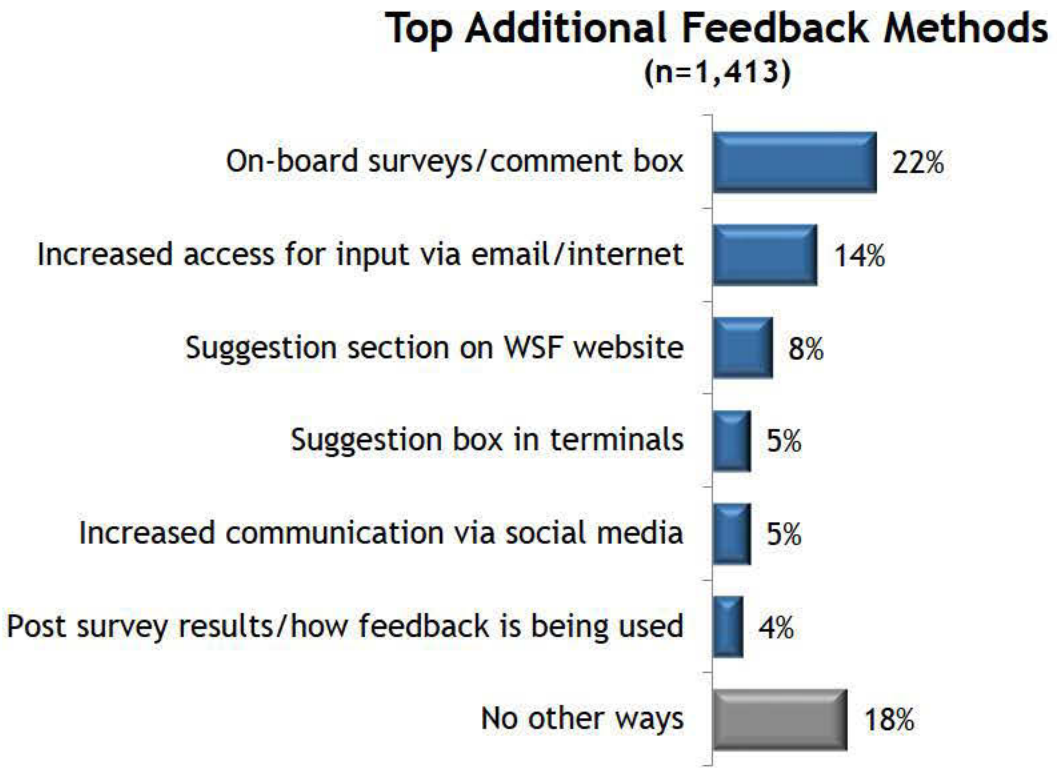


Rider-Paid Operating %	SEA/ BAIN n=613	SEA/ BREM n=232	EDM/ KIN n=393	FAU/VAS/ SOU n=277	PTD/ TAH n=66	MUK/ CLI n=388	PTT/ COU n=88	ANA/ SJI/SID n=269
Raised	14%	20%	20%	14%	10%	16%	18%	14%
No change	57%	57%	55%	56%	39%	59%	61%	56%
Lowered	29%	23%	25%	30%	51%	25%	21%	31%

Q73 Currently, fares pay for 65% of the cost of operating the ferries. Given the state budget, this means money for road maintenance and constructions must be used to keep the ferries operating. Should the rider paid percent of 65% be raised, lowered or stay the same?

Q73A/B What percent should it be [raised/lowered] to?

- On-board surveys and/or comment boxes (22%) and increased access for input via online tools (14%) are the top suggestions for additional feedback.



Q75 What other ways, besides public meetings and bi-annual surveys of ferry riders, would you suggest WSF use to allow riders the opportunity to comment on ways WSF could improve service and reduce costs?

Demographics

2012	TOTAL n=1680	SEA/ BAIN n=438	SEA/ BREM n=158	EDM/ KIN n=242	FAU/ VAS n=124	FAU/ SOU n=60	SOU/ VAS n=11*	PTD/ TAH n=54	MUK/ CLI n=301	COU/ PTT n=51	ANA/ SJI n=159	SJII n=18*	ANA/ SID n=13*
Less than one year	--	--	--	--	--	--	--	--	--	--	--	--	--
1 year, but less than 3 years	1%	2%	1%	<1%	2%	1%	--	--	<1%	2%	1%	--	--
3 years, but less than 6 years	6%	6%	13%	5%	3%	13%	18%	6%	4%	5%	5%	--	27%
6 years, but less than 10 years	17%	17%	29%	15%	12%	22%	9%	17%	14%	11%	13%	5%	6%
More than 10 years	76%	75%	57%	79%	82%	64%	73%	76%	81%	81%	82%	95%	67%

2010	TOTAL n=4254	SEA/ BAIN n=1120	SEA/ BREM n=476	EDM/ KIN n=795	FAU/ VAS n=377	FAU/ SOU n=152	SOU/ VAS n=31	PTD/ TAH n=118	MUK/ CLI n=776	COU/ PTT n=85	ANA/ SJI n=210	SJII n=29*	ANA/ SID n=46
Less than one year	2%	3%	6%	1%	1%	<1%	<1%	2%	1%	3%	2%	<1%	6%
1 year, but less than 3 years	5%	7%	8%	4%	4%	4%	4%	5%	4%	6%	5%	4%	<1%
3 years, but less than 6 years	9%	8%	12%	8%	9%	9%	10%	10%	9%	4%	7%	5%	19%
6 years, but less than 10 years	10%	12%	13%	8%	7%	16%	15%	10%	10%	7%	9%	4%	16%
More than 10 years	72%	70%	60%	78%	79%	71%	72%	73%	76%	74%	74%	68%	55%

** Caution: Small sample sizes*

Rider Satisfaction with WSF Services

2012	TOTAL n=2248	SEA/ BAIN n=600	SEA/ BREM n=209	EDM/ KIN n=373	FAU/ VAS n=183	FAU/ SOU n=76	SOU/ VAS n=12*	PTD/ TAH n=65	MUK/ CLI n=380	COU/ PTT n=85	ANA/ SJI n=212	SJII n=22*	ANA/ SID n=29*
Satisfied	**67%**	**72%**	**70%**	**69%**	**70%**	**76%**	**47%**	**66%**	**58%**	**73%**	**59%**	**58%**	**86%**
Extremely satisfied	34%	38%	29%	40%	32%	33%	19%	18%	29%	54%	22%	6%	53%
Somewhat satisfied	34%	34%	41%	29%	38%	43%	28%	48%	29%	19%	37%	51%	32%
Neither	9%	9%	9%	8%	9%	10%	1%	17%	13%	5%	7%	6%	3%
Somewhat dissatisfied	13%	10%	11%	11%	13%	9%	17%	7%	19%	9%	24%	15%	11%
Extremely dissatisfied	9%	8%	8%	10%	7%	5%	34%	10%	10%	10%	11%	21%	--
Dissatisfied	**23%**	**19%**	**20%**	**22%**	**21%**	**15%**	**52%**	**17%**	**29%**	**20%**	**34%**	**36%**	**11%**

2010	TOTAL n=4170	SEA/ BAIN n=1085	SEA/ BREM n=421	EDM/ KIN n=772	FAU/ VAS n=327	FAU/ SOU n=140	SOU/ VAS n=33	PTD/ TAH n=114	MUK/ CLI n=693	COU/ PTT n=124	ANA/ SJI n=425	SJII n=33*	ANA/ SID n=47
Satisfied	**72%**	**79%**	**62%**	**74%**	**60%**	**67%**	**70%**	**56%**	**77%**	**78%**	**68%**	**61%**	**87%**
Extremely satisfied	24%	28%	16%	28%	15%	15%	12%	15%	32%	29%	18%	12%	13%
Somewhat satisfied	48%	51%	45%	46%	45%	52%	58%	41%	45%	49%	50%	49%	75%
Neither	11%	10%	12%	9%	19%	10%	11%	15%	11%	8%	8%	10%	3%
Somewhat dissatisfied	14%	9%	21%	14%	19%	17%	19%	28%	9%	12%	18%	26%	9%
Extremely dissatisfied	3%	2%	6%	4%	2%	6%	<1%	2%	2%	2%	6%	3%	<1%
Dissatisfied	**17%**	**12%**	**27%**	**17%**	**21%**	**23%**	**19%**	**29%**	**12%**	**14%**	**24%**	**29%**	**9%**

** Caution: Small sample sizes*

Q20 All things considered, how satisfied are you with the service provided by WSF during the summer period?

Value of Riding WSF

2012	TOTAL n=1683	SEA/ BAIN n=441	SEA/ BREM n=159	EDM/ KIN n=243	FAU/ VAS n=124	FAU/ SOU n=60	SOU/ VAS n=11	PTD/ TAH n=54	MUK/ CLI n=300	COU/ PTT n=50	ANA/ SJI n=159	SJII n=18*	ANA/ SID n=13*
Good value	**53%**	**57%**	**52%**	**54%**	**43%**	**61%**	**63%**	**29%**	**50%**	**74%**	**45%**	**51%**	**94%**
A very good value	14%	15%	16%	13%	10%	18%	18%	5%	12%	37%	9%	10%	39%
A good value	39%	41%	36%	41%	32%	42%	45%	24%	38%	37%	36%	41%	55%
Neither	35%	32%	37%	30%	43%	26%	28%	39%	41%	20%	42%	25%	6%
A poor value	10%	9%	7%	11%	12%	10%	9%	30%	8%	3%	9%	21%	--
A very poor value	2%	2%	3%	3%	3%	3%	--	2%	1%	3%	4%	3%	--
Poor value	**12%**	**11%**	**10%**	**14%**	**15%**	**13%**	**9%**	**32%**	**9%**	**7%**	**13%**	**24%**	--

2010	TOTAL n=3898	SEA/ BAIN n=1207	SEA/ BREM n=473	EDM/ KIN n=874	FAU/ VAS n=339	FAU/ SOU n=155	SOU/ VAS n=35	PTD/ TAH n=121	MUK/ CLI n=755	COU/ PTT n=143	ANA/ SJI n=459	SJII n=39	ANA/ SID n=54
Good value	**75%**	**73%**	**81%**	**72%**	**72%**	**79%**	**72%**	**66%**	**77%**	**88%**	**78%**	**60%**	**67%**
A very good value	14%	13%	14%	14%	15%	12%	16%	4%	14%	23%	15%	30%	17%
A good value	61%	60%	67%	58%	57%	67%	56%	62%	63%	65%	63%	30%	50%
A poor value	20%	23%	14%	21%	22%	19%	28%	28%	19%	9%	18%	31%	33%
A very poor value	5%	4%	4%	7%	6%	2%	--	6%	4%	3%	4%	9%	--
Poor value	**25%**	**27%**	**19%**	**28%**	**28%**	**21%**	**28%**	**35%**	**23%**	**12%**	**22%**	**40%**	**33%**

** Caution: Small sample sizes*

P15 Considering your personal experience with the ferries, which of the following best describes the value, to you, of riding WSF?

WSF Focus on People vs. Vehicle Mover

2012	TOTAL n=1683	SEA/ BAIN n=441	SEA/ BREM n=159	EDM/ KIN n=243	FAU/ VAS n=124	FAU/ SOU n=60	SOU/ VAS n=11	PTD/ TAH n=54	MUK/ CLI n=300	COU/ PTT n=50	ANA/ SJI n=159	SJII n=18*	ANA/ SID n=13*
People-mover system	25%	14%	14%	27%	28%	36%	35%	31%	34%	27%	40%	16%	27%
Both equally	50%	51%	38%	55%	50%	41%	27%	53%	52%	56%	46%	72%	34%
Vehicle-mover system	24%	34%	48%	18%	21%	23%	37%	14%	13%	17%	14%	13%	39%

2010	TOTAL n=4230	SEA/ BAIN n=1084	SEA/ BREM n=421	EDM/ KIN n=769	FAU/ VAS n=325	FAU/ SOU n=140	SOU/ VAS n=33	PTD/ TAH n=114	MUK/ CLI n=687	COU/ PTT n=124	ANA/ SJI n=416	SJII n=33	ANA/ SID n=46
People-mover system	22%	12%	12%	24%	28%	32%	16%	28%	33%	20%	30%	34%	10%
Both equally	50%	53%	37%	52%	48%	42%	44%	56%	46%	58%	55%	53%	74%
Vehicle-mover system	28%	35%	50%	24%	24%	26%	40%	16%	22%	22%	15%	13%	16%

** Caution: Small sample sizes*

P16 Washington State Ferries is currently both a vehicle and people mover. In the future and in order to become a more efficient system, should WSF focus its improvements on becoming primarily a People-Mover or a Vehicle-Mover system?

Distance From Ferry

2012	TOTAL n=1642	SEA/ BAIN n=427	SEA/ BREM n=153	EDM/ KIN n=237	FAU/ VAS n=124	FAU/ SOU n=59	SOU/ VAS n=11*	PTD/ TAH n=52	MUK/ CLI n=295	COU/ PTT n=50	ANA/ SJI n=155	SJII n=18*	ANA/ SID n=13*
Less than 1 mile	5%	7%	9%	6%	8%	--	1%	6%	2%	4%	5%	5%	--
1-5 miles	32%	44%	40%	19%	27%	40%	18%	38%	21%	21%	33%	35%	39%
6-10 miles	29%	26%	25%	25%	43%	36%	54%	32%	34%	16%	28%	24%	33%
11-20 miles	18%	11%	16%	21%	22%	14%	18%	20%	27%	17%	16%	26%	28%
Over 20 miles	15%	12%	9%	28%	1%	9%	9%	3%	15%	42%	17%	8%	--
Median	*8*	*6*	*6*	*11*	*8*	*7*	*9*	*7*	*10*	*17*	*8*	*9*	*8*

2010	TOTAL n=4142	SEA/ BAIN n=1083	SEA/ BREM n=420	EDM/ KIN n=740	FAU/ VAS n=325	FAU/ SOU n=139	SOU/ VAS n=32	PTD/ TAH n=114	MUK/ CLI n=685	COU/ PTT n=111	ANA/ SJI n=387	SJII n=32	ANA/ SID n=43
Less than 1 mile	1%	1%	<1%	<1%	2%	<1%	<1%	2%	<1%	<1%	<1%	<1%	<1%
1-5 miles	36%	50%	54%	27%	35%	44%	44%	34%	20%	27%	27%	25%	35%
6-10 miles	25%	23%	21%	22%	32%	35%	40%	42%	30%	15%	23%	22%	17%
11-15 miles	12%	9%	9%	13%	25%	8%	4%	8%	18%	5%	7%	25%	3%
16-20 miles	7%	5%	6%	11%	2%	3%	<1%	1%	11%	5%	4%	2%	31%
Over 20 miles	19%	12%	11%	27%	4%	9%	12%	14%	20%	48%	39%	26%	14%
Median	*10*	*5*	*5*	*11*	*8*	*6*	*7*	*8*	*11*	*20*	*11*	*14*	*10*

** Caution: Small sample sizes*

P18 Approximately how many miles do you live from the ferry terminal?

Age

2012	TOTAL n=732	SEA/ BAIN n=199	SEA/ BREM n=73	EDM/ KIN n=118	FAU/ VAS n=45	FAU/ SOU n=29*	SOU/ VAS n=2*	PTD/ TAH n=19*	MUK/ CLI n=131	COU/ PTT n=24*	ANA/ SJI n=57	SJII n=7*	ANA/ SID n=8*
18-24	2%	4%	3%	--	--	--	--	5%	3%	--	--	--	--
25-34	6%	7%	15%	4%	1%	6%	50%	--	5%	5%	6%	--	--
35-44	13%	11%	22%	18%	8%	19%	50%	5%	7%	14%	17%	--	--
45-54	22%	24%	21%	23%	20%	22%	--	32%	21%	18%	16%	21%	31%
55-64	31%	31%	23%	25%	45%	43%	--	31%	35%	40%	31%	27%	--
65+	25%	24%	16%	30%	25%	11%	--	28%	30%	23%	31%	51%	25%
Median Age	*56*	*55*	*48*	*56*	*59*	*55*	*35*	*58*	*59*	*59*	*59*	*68*	*51*

2010	TOTAL n=1512	SEA/ BAIN n=1057	SEA/ BREM n=418	EDM/ KIN n=743	FAU/ VAS n=317	FAU/ SOU n=137	SOU/ VAS n=33	PTD/ TAH n=114	MUK/ CLI n=672	COU/ PTT n=409	ANA/ SJI n=210	SJII n=33	ANA/ SID n=46
18-24	2%	2%	2%	2%	<1%	<1%	<1%	4%	1%	3%	1%	<1%	<1%
25-34	8%	7%	15%	7%	5%	8%	7%	6%	3%	9%	8%	4%	6%
35-44	14%	15%	19%	12%	14%	15%	14%	7%	10%	9%	13%	2%	16%
45-54	24%	24%	27%	28%	21%	26%	28%	20%	22%	20%	21%	32%	10%
55-64	29%	32%	25%	31%	40%	40%	35%	37%	38%	28%	31%	37%	48%
65+	23%	20%	13%	20%	21%	12%	17%	26%	27%	30%	26%	24%	19%
Median Age	*55*	*55*	*51*	*55*	*57*	*55*	*56*	*57*	*59*	*58*	*58*	*62*	*62*

** Caution: Small sample sizes*

Gender

2012	TOTAL n=1712	SEA/ BAIN n=447	SEA/ BREM n=164	EDM/ KIN n=248	FAU/ VAS n=126	FAU/ SOU n=61	SOU/ VAS n=11*	PTD/ TAH n=54	MUK/ CLI n=304	COU/ PTT n=52	ANA/ SJI n=159	SJII n=18*	ANA/ SID n=14*
Male	52%	55%	52%	54%	50%	54%	63%	47%	53%	54%	37%	49%	49%
Female	48%	45%	48%	46%	50%	46%	37%	53%	47%	46%	63%	51%	51%

2010	TOTAL n=4186	SEA/ BAIN n=1064	SEA/ BREM n=418	EDM/ KIN n=760	FAU/ VAS n=323	FAU/ SOU n=137	SOU/ VAS n=33	PTD/ TAH n=114	MUK/ CLI n=682	COU/ PTT n=120	ANA/ SJI n=422	SJII n=33	ANA/ SID n=46
Male	46%	48%	49%	40%	50%	48%	43%	50%	47%	39%	49%	34%	29%
Female	54%	52%	51%	60%	50%	52%	57%	50%	53%	61%	51%	66%	71%

** Caution: Small sample sizes*

Onboard 2012	TOTAL n=3,503
Male	47%
Female	53%

P1 Please indicate your gender.

Cell Phone Reliance

2012	TOTAL n=1659	SEA/ BAIN n=430	SEA/ BREM n=153	EDM/ KIN n=242	FAU/ VAS n=125	FAU/ SOU n=60	SOU/ VAS n=11*	PTD/ TAH n=52	MUK/ CLI n=299	COU/ PTT n=51	ANA/ SJI n=158	SJII n=18*	ANA/ SID n=13*
All the time - it's my only phone	11%	11%	8%	7%	10%	11%	1%	21%	11%	12%	20%	18%	--
All the time - still have a land line	25%	22%	20%	24%	26%	17%	18%	25%	27%	30%	35%	18%	19%
A great deal - it's my primary phone	11%	12%	9%	12%	11%	20%	18%	15%	12%	6%	8%	10%	--
Some - I use it occasionally	27%	32%	22%	26%	31%	28%	9%	16%	32%	22%	24%	32%	--
Very little	17%	17%	33%	20%	18%	23%	45%	19%	12%	15%	5%	--	21%
Do not have a cell phone	4%	3%	2%	6%	2%	1%	9%	--	2%	6%	5%	19%	60%

** Caution: Small sample sizes*

P4 How much do you rely on your cell phone? Would you say you rely on your cell phone…

Employment Status

2012	TOTAL n=1659	SEA/ BAIN n=430	SEA/ BREM n=153	EDM/ KIN n=242	FAU/ VAS n=125	FAU/ SOU n=60	SOU/ VAS n=11*	PTD/ TAH n=52	MUK/ CLI n=299	COU/ PTT n=51	ANA/ SJI n=158	SJII n=18*	ANA/ SID n=13*
Employed full-time	55%	63%	78%	54%	62%	79%	72%	58%	43%	35%	37%	31%	19%
Retired	22%	16%	8%	27%	17%	16%	10%	29%	31%	33%	27%	23%	12%
Employed part-time	12%	10%	5%	11%	10%	2%	9%	5%	15%	15%	23%	27%	15%
Homemaker	2%	2%	--	1%	5%	2%	--	2%	2%	1%	4%	--	--
Student/employed	1%	1%	--	--	1%	--	9%	--	1%	1%	--	--	--
Student/not employed	1%	1%	1%	1%	--	--	--	--	<1%	--	2%	--	--
Not employed	2%	2%	--	3%	1%	1%	--	2%	1%	3%	2%	--	--

** Caution: Small sample sizes*

P6 What is your current employment status?

Employment Industry

2012	TOTAL n=1659	SEA/ BAIN n=430	SEA/ BREM n=153	EDM/ KIN n=242	FAU/ VAS n=125	FAU/ SOU n=60	SOU/ VAS n=11*	PTD/ TAH n=52	MUK/ CLI n=299	COU/ PTT n=51	ANA/ SJI n=158	SJII n=18*	ANA/ SID n=13*
Government/public administration	11%	9%	25%	15%	8%	14%	27%	15%	7%	9%	4%	5%	6%
Services	9%	12%	10%	7%	12%	13%	9%	12%	8%	5%	8%	5%	6%
Finance, insurance and real estate	6%	9%	10%	4%	6%	9%	9%	8%	3%	2%	3%	--	15%
Manfacturing	5%	4%	1%	6%	6%	10%	--	5%	9%	7%	4%	--	--
Retail trade	3%	3%	3%	2%	2%	3%	--	3%	3%	8%	4%	--	--
Construction	2%	1%	1%	3%	1%	1%	9%	--	5%	2%	4%	3%	--
Transportation/ Freight	2%	2%	3%	2%	6%	1%	--	2%	1%	3%	1%	3%	--
Marketing	2%	2%	3%	1%	2%	--	--	--	2%	3%	1%	--	--
Communications/PR /Advertising	2%	1%	1%	3%	--	3%	--	--	3%	4%	1%	--	--
Utilities	1%	2%	1%	2%	1%	1%	--	--	<1%	--	2%	3%	--
Agriculture, forestry and fishing	1%	1%	1%	--	--	--	--	--	1%	1%	3%	--	--
Wholesale trades	1%	1%	1%	<1%	1%	1%	--	--	1%	--	1%	--	--
Other	27%	32%	24%	24%	31%	27%	45%	22%	22%	23%	32%	40%	6%

** Caution: Small sample sizes*

P7 In which of the following industries, if any, do you work?

Annual Household Income

2012	TOTAL n=1683	SEA/ BAIN n=441	SEA/ BREM n=160	EDM/ KIN n=244	FAU/ VAS n=124	FAU/ SOU n=60	SOU/ VAS n=11*	PTD/ TAH n=54	MUK/ CLI n=298	COU/ PTT n=50	ANA/ SJI n=158	SJII n=18*	ANA/ SID n=13*
Under $15,000	1%	2%	2%	<1%	1%	2%	--	--	2%	1%	<1%	3%	--
$15,000-$24,999	2%	1%	1%	2%	3%	--	--	6%	3%	8%	2%	21%	--
$25,000-$34,999	4%	4%	5%	3%	4%	2%	18%	5%	3%	8%	6%	5%	12%
$35,000-$49,999	7%	5%	4%	6%	7%	4%	18%	13%	7%	17%	12%	5%	--
$50,000-$74,999	14%	11%	15%	15%	10%	17%	--	21%	17%	14%	17%	13%	--
$75,000-$99,999	16%	12%	19%	19%	13%	16%	54%	13%	17%	13%	18%	20%	27%
$100,000-$149,999	19%	21%	21%	19%	22%	32%	--	25%	15%	17%	11%	7%	15%
$150,000 or more	15%	23%	15%	13%	18%	10%	--	6%	12%	7%	12%	3%	12%

** Caution: Small sample sizes*

P21 Which of the following best describes your total annual household income before taxes?

Appendix A: Questionnaire

Questionnaire

Washington State Transportation Commission
Summer Wave Round II Survey
August 27, 2012

INTRODUCTION SCREEN

Dear Washington State Ferry Rider,

We greatly appreciate you taking the time out of your busy day to provide your input and thoughts on state ferry service and WSF operations.

Thank you again for your ongoing participation in the FROG. Your input is actively shaping decision making and setting a new standard for public input. Please press NEXT to continue.

Sincerely,
Dan O'Neal, Chairman
Washington State Transportation Commission

SOCIAL /RECREATIONAL TRIPS

Q1 In the last 12 months have you taken a ferry ride for either recreational or social purposes (travel, seeing friends, going to events, etc.)?

1. Yes
2. No – **Skip to Q19**

Q2 For the next few questions, please focus on your most recent recreational or social trip. In which month did you take your most recent recreational or social trip that used the Washington State Ferries?

1 September 2012
2 August 2012
3 July 2012
4 June 2012
5 May 2012 → SKIP TO Q19
6 April 2012 → SKIP TO Q19
7 March 2012 → SKIP TO Q19
8 February 2012 → SKIP TO Q19
9 January 2012 → SKIP TO Q19
10 December 2011 → SKIP TO Q19
11 November 2011 → SKIP TO Q19
12 October 2011 → SKIP TO Q19
13 Don't recall month → SKIP TO Q19

Q3 What was the route that you rode for your <u>most recent</u> recreational or social trip?

1 Seattle/Bainbridge
2 Seattle/Bremerton
3 Point Defiance/Tahlequah
4 Edmonds/Kingston
5 Fauntleroy/Vashon
6 Fauntleroy/Southworth
7 Southworth/Vashon
8 Coupeville/Port Townsend
9 Mukilteo/Clinton
10 Anacortes/San Juan Islands
11 San Juan Interisland
12 Anacortes/Sidney B.C.

Q3b Was your most recent recreational or social trip on **(INSERT Q3 ROUTE HERE)** also your most recent ferry ride?

1 Yes, this was also my most recent/last ferry ride
2 No, I have ridden a ferry since this most recent recreational/social trip

Q4 **(ASK IF Q3B=1; SHOW ONLY THE LAST ROUTE TAKEN PER Q3)** To help us better understand ridership travel trends, we would like to know a little about your most recent ferry trip on the [INSERT Q3] route for <u>*social or recreational*</u> purposes. To start with, from which terminal did you depart on your most recent trip?

(SHOW ONLY THE ROUTE SELECTED IN Q3)

ROUTE	TERMINALS				
Seattle/Bainbridge	Seattle			Bainbridge	
Seattle/Bremerton	Seattle			Bremerton	
Point Defiance/Tahlequah	Point Defiance			Tahlequah	
Edmonds/Kingston	Edmonds			Kingston	
Fauntleroy/Vashon	Fauntleroy			Vashon	
Fauntleroy/Southworth	Fauntleroy			Southworth	
Southworth/Vashon	Southworth			Vashon	
Coupeville/Port Townsend	Coupeville			Port Townsend	
Mukilteo/Clinton	Mukilteo			Clinton	
Anacortes/San Juan Islands	Orcas	Shaw	Lopez	Friday Harbor	Anacortes
San Juan Interisland	Orcas	Shaw		Lopez	Friday Harbor
Anacortes/Sidney B.C.	Anacortes			Sidney B.C.	

Questionnaire (cont.)

Q5 Thinking about your LAST FERRY RIDE ONLY on the (INSERT Q3) route for *social or recreational* purposes, were you the vehicle driver, a passenger in a vehicle, or did you walk-onto the ferry? (If you boarded differently coming and going mark both below)

1 Vehicle driver
2 Passenger in a vehicle
3 Walk-on
4 Rode on in bus/transit
5 Rode on in van/car pool
6 Rode on – motorcycle
7 Biked on
8 Other → *Please specify*

Q6 (ASK IF Q5 = 1 OR 2) Thinking about your LAST FERRY RIDE ONLY on the (INSERT Q3) route for *social or recreational* purposes, which of the following best describes the vehicle you drove on the ferry?

1 Small (under 14 feet) auto/ SUV/ pick-up (i.e., Kia Rio, Hyundai Accent, VW Beetle)
2 Regular (14 to 22 feet) auto/SUV/pick-up (i.e., Toyota Corolla, Nissan Altima, Ford Taurus, Hyundai Santa Fe, Ford Edge)
3 Full-size (over 22 feet) auto/SUV/pick-up (i.e., Ford Taurus, Honda Accord, Ford Expedition, Chevrolet Suburban or Tahoe)
4 RV or auto/pick-up *and* trailer/boat (under 30 feet)
5 RV or auto/pick-up *and* trailer/boat (30' and over)
6 Truck (commercial, panel, tractor / trailer)
7 Vanpool
8 Motorcycle
9 Other → *Please specify*

Q7 (ASK IF Q3B=1) Thinking about your LAST FERRY RIDE ONLY on the (INSERT Q3) route for *social or recreational* purposes, what was the date and scheduled departure time (or approximate time of sailing if you don't remember)? *If you do not recall the date or time, please leave the question blank*

DATE: / /2012 DEPARTURE TIME: : AM/PM
Month / Day *Hour : Minutes*

Q8 Thinking about your LAST FERRY RIDE ONLY on the (INSERT Q3) route for *social or recreational* purposes, what kind of ticket were you traveling on?

1 Single-ride ticket
2 Multi-ride frequent user ticket (available to all passengers & non-oversized vehicles)
3 Monthly pass (not available to vehicle drivers)
4 Senior/disabled Convenience Card/discount
5 ~~SmartCard~~/ORCA (One Regional Card for All)
6 Puget Pass
7 Other → *Please specify*

Q9 (ASK IF Q3B=1 & Q8=2) Do you share your multi-ride card with anyone under the age of 19?

1 Yes, I share my multi-ride card a few times a week
2 Yes, I share my multi-ride card a few times a month
3 Yes, I share my multi-ride card a few times a year
4 No, I do not share my multi-ride pass

Q10 Still focusing on your most recent recreational or social trip using Washington State Ferries (WSF), what was the duration (# of days from when you left home to when you returned home) of the trip?

RECORD:_____ # of days

97 Don't remember the number of days, but it was this summer

Q11 On your most recent recreational or social trip using Washington State Ferries (WSF), how many crossings or sailings on Washington State Ferries (WSF) did you take?

1 One crossing/single sailing (just used a ferry in one direction)
2 Two crossings on the same route/multiple sailings (out & back on the same ferry route)
3 Two crossings on different routes/multiple sailings (out & back on different ferry routes)

Q12 Which of the following best describes your most recent recreational or social trip? *(Check All That Apply)*

1 Camping/Backpacking (overnight stay)
2 Visiting Family/Friend's home
3 Going to your vacation home
4 Going to a hotel/B&B/Rental/etc.
5 Sightseeing/hiking trip (didn't stay overnight)
6 Other (please specify)

Q13 Was your most recent recreational or social trip part of a ...

1 Washington State only trip
2 Multi-state trip/multi-nation trip

Q14 How significant was the ferry fare to the total cost (gas/food/lodging/etc.) of your most recent recreational or social trip?

1 The ferry fare accounts for more than 25% of total trip cost
2 The ferry fare accounts for 10-25% of total trip cost
3 The ferry fare accounts for less than 10% of total trip cost

Q15 A. Which of the following reasons best describes why you chose Washington State Ferries rather than some other way to make your most recent recreational or social trip?
B. Which other reasons describe why you chose Washington State Ferries rather than some other way to make your most recent recreational or social trip?

Most important reason	Second most important reason	
1	1	Fastest way / direct way
2	2	Price
3	3	I would rather not drive
4	4	Uniqueness of the ferry experience
5	5	Relaxing way to travel
6	6	No reasonable alternative / only way
7	7	Other (Please specify:_____)

Questionnaire (cont.)

Q16 How likely would you be to consider using Washington State Ferries again for a recreational or social trip? Would you say you...

1 Definitely Would
2 Probably Would
3 Probably Would Not
4 Definitely Would Not

Q17 **(ASK IF Q16 = 3 OR 4)** Why would you not consider using the Washington State Ferries again?

_____

Q18 Besides lowering fares, what, if anything, could Washington State Ferries do to help increase the number of recreational or social ferry trips that people, like you, make in a year?

_____

SUMMER TRAVEL ACTIVITY

Q19 **(IF JUNE/JULY/AUGUST/SEPT NOT SELECTED IN Q2 ASK)** Did you ride the Washington State ferries any time between June 17th and September 22nd?

1 Yes
2 No (skip to Q70)

Q20 **(Ask if Q19=1 OR or Q2=1-4)** For the remainder of this survey, we are interested in your experiences and opinions of Washington State Ferries during the Summer period, June 17th through September 22nd. All things considered, how satisfied are you with the service provided by Washington State Ferries during the Summer period?

1 Extremely dissatisfied
2 Somewhat dissatisfied
3 Neither satisfied nor dissatisfied
4 Somewhat satisfied
5 Extremely satisfied
6 Did not ride a WSF during the Summer/June 17th through September 22nd | period → Skip to Q70

Q21 To get an idea of how people are using the ferry system in the summer months, which of the following route(s) have you ridden for any purpose during the Summer period (June 17th through Sept 22nd)?

Q22 Could you please give us an estimate for the routes shown below - how many round trips (2 one-way trips = 1 round trip; 3 one-way trips = 2 round trips) per month did you take during the Summer period (June 17th through Sept 22nd)?

Q23 **(FOR EACH ROUTE TAKEN IN Q21)** How many of those round trips, for each route, were for the primary purpose of commuting (getting to and from work/school), how many were for primarily recreational/social purposes (seeing friends/going to events/tourism, etc.) and how many were for other purposes (shopping, medical appointments, etc.)? **(INSERT ROUTES TAKEN FROM Q21. RESPONSE MUST <= Q22)**

	# of round trips	# of commuting trips for work or school	# of recreational/social trips	# of trips for other purposes
A. Seattle/Bainbridge				
B. Seattle/Bremerton				
C. Point Defiance/Tahlequah				
D. Edmonds/Kingston				
E. Fauntleroy/Vashon				
F. Fauntleroy/Southworth				
G. Southworth/Vashon				
H. Coupeville/Port Townsend				
I. Mukilteo/Clinton				
J. Anacortes/San Juan Islands				
K. San Juan Interisland				
L. Anacortes/Sidney B.C.				

Q24 During the Summer period (June 17th through September 22nd), in which of the following ways have you boarded the ferry?

11 Walk-on (includes bike riders; at least once during the Summer period)
12 Drive-on (as driver at least once during the Summer period)
13 Passenger (in a vehicle/bus/etc. at least once during the Summer period)

Q25 During the Summer period (June 17th through September 22nd), how many of your ferry trips for each route were boarded using the following methods? (Walk on also includes bike riders) *Your best estimate is fine.* (INSERT ROUTES TAKEN FROM Q21. RESPONSE MUST <= Q22)

SHOW ROUTES SELECTED IN Q21	Walk-on	Drive-on	Passenger
A. Seattle/Bainbridge			
B. Seattle/Bremerton			
C. Point Defiance/Tahlequah			
D. Edmonds/Kingston			
E. Fauntleroy/Vashon			
F. Fauntleroy/Southworth			
G. Southworth/Vashon			
H. Coupeville/Port Townsend			
I. Mukilteo/Clinton			
J. Anacortes/San Juan Islands			
K. San Juan Interisland			
L. Anacortes/Sidney B.C.			

Questionnaire (cont.)

Q26 For the Summer period (June 17th through September 22nd), do you feel that Washington State Ferries is...

1 A very good value
2 A good value
3 A poor value
4 A very poor value
5 Don't know

ASK IF Q1=2 NON-SOCIAL /RECREATIONAL TRIPS

Q27 Although you haven't taken any social or recreational trips using Washington State Ferries this summer, are you planning on taking any social or recreational trips using Washington State Ferries later this year?

1 Yes
2 No → **SKIP TO Q30**

Q28 Which of the following would best describe your upcoming recreational or social trip? *(Check All That Apply)*

1 Camping/Backpacking (overnight stay)
2 Visiting Family/Friend's home
3 Going to your vacation home
4 Going to a hotel/B&B/Rental/etc.
5 Sightseeing/hiking trip (didn't stay overnight)
6 Other (please specify)_____

Q29 Which route(s) will you most likely be traveling on for your upcoming recreational or social trip?

1 Seattle/Bainbridge
2 Seattle/Bremerton
3 Point Defiance/Tahlequah
4 Edmonds/Kingston
5 Fauntleroy/Vashon
6 Fauntleroy/Southworth
7 Southworth/Vashon
8 Coupeville/Port Townsend
9 Mukilteo/Clinton
10 Anacortes/San Juan Islands
11 San Juan Interisland
12 Anacortes/Sidney B.C.
97 Don't know

(ONLY ASK Q30 IF Q27 = 2)
Q30 Why are you not likely to take social or recreational trips using Washington State Ferries?

_____

Thank you for providing information on your recent recreational and summer ferry travel.

Please click next to continue with the survey.

Summer Survey - Final V3 7 *Market Decisions Corporation*

(ASK IF Q3B=2) LAST ROUTE RODE

Q31 Now please focus on your most recent ferry trip, what was the last route that you rode for any purpose? **(SHOW ONLY THOSE ROUTES MENTIONED IN Q21 - ASK QUESTION ONLY IF MORE THAN ONE ROUTE TAKEN IN Q21)**

1 Seattle/Bainbridge
2 Seattle/Bremerton
3 Point Defiance/Tahlequah
4 Edmonds/Kingston
5 Fauntleroy/Vashon
6 Fauntleroy/Southworth
7 Southworth/Vashon
8 Coupeville/Port Townsend
9 Mukilteo/Clinton
10 Anacortes/San Juan Islands
11 San Juan Interisland
12 Anacortes/Sidney B.C.

Q32 **(SHOW ONLY THE LAST ROUTE TAKEN)** To help us better understand ridership travel trends, we would like to know a little about your most recent ferry trip on the [INSERT Q31 NAME HERE] route. To start with, from which terminal did you depart on you most recent trip?

ROUTE	TERMINALS				
Seattle/Bainbridge	Seattle			Bainbridge	
Seattle/Bremerton	Seattle			Bremerton	
Point Defiance/Tahlequah	Point Defiance			Tahlequah	
Edmonds/Kingston	Edmonds			Kingston	
Fauntleroy/Vashon	Fauntleroy			Vashon	
Fauntleroy/Southworth	Fauntleroy			Southworth	
Southworth/Vashon	Southworth			Vashon	
Coupeville/Keystone	Coupeville			Keystone	
Mukilteo/Clinton	Mukilteo			Clinton	
Anacortes/San Juan Islands	Orcas	Shaw	Lopez	Friday Harbor	Anacortes
San Juan Interisland	Orcas	Shaw		Lopez	Friday Harbor
Anacortes/Sidney B.C.	Anacortes			Sidney B.C.	

Summer Survey - Final V3 8 *Market Decisions Corporation*

Questionnaire (cont.)

Q33 Thinking about your **LAST FERRY RIDE ONLY** on the {INSERT Q31 NAME HERE} route, which of the following was the **PRIMARY PURPOSE** for that specific trip? (DP – ROTATE)

1 Commute to / from work
2 Commute to / from school
3 Work related activity / business
4 Personal business / activity
5 Medical appointment
6 Everyday shopping
7 Shopping excursion
8 Tourism / recreation
9 Travel to / from special event
10 Travel to / from to see family / friends
11 Other → *Please specify*

Q34 Thinking about your **LAST FERRY RIDE ONLY** on the {INSERT Q31 NAME HERE} route, were you the vehicle driver, a passenger in a vehicle, or did you walk-onto the ferry? (If you boarded differently coming and going mark both below)

1 Vehicle driver
2 Passenger in a vehicle
3 Walk-on
4 Rode on in bus/transit
5 Rode on in van/car pool
6 Rode on – motorcycle
7 Biked on
8 Other → *Please specify*

Q35 **(ASK IF Q34 = 1 OR 2)** Thinking about your **LAST FERRY RIDE ONLY** on the {INSERT 31 NAME HERE} route, which of the following best describes the vehicle you drove on the ferry?

1 Small (under 14 feet) auto/ SUV/ pick-up (i.e., Kia Rio, Hyundai Accent, VW Beetle)
2 Regular (14 to 22 feet) auto/SUV/pick-up (i.e., Toyota Corolla, Nissan Altima, Ford Taurus, Hyundai Santa Fe, Ford Edge)
3 Full-size (over 22 feet) auto/SUV/pick-up (i.e., Ford Taurus, Honda Accord, Ford Expedition, Chevrolet Suburban or Tahoe)
4 RV or auto/pick-up and trailer/boat (under 30 feet)
5 RV or auto/pick-up and trailer/boat (30' and over)
6 Truck (commercial, panel, tractor / trailer)
7 Vanpool
8 Motor cycle
9 Other → *Please specify*

Q36 Thinking about your **LAST FERRY RIDE ONLY** on the {INSERT Q31 NAME HERE} route, what was the date and scheduled departure time (or approximate time of sailing if you don't remember)? *If you do not recall the date or time, please leave the question blank.*

DATE: / /2012 DEPARTURE TIME: : AM/PM
Month / Day *Hour : Minutes*

Q37 Finally, thinking about your **LAST FERRY RIDE ONLY** on the {INSERT Q31 NAME HERE} route, on what kind of ticket were you travelling on?

1 Single-ride ticket
2 Multi-ride frequent user ticket (available to all passengers & non-oversized vehicles)
3 Monthly pass (not available to vehicle drivers)
4 Senior/disabled Convenience Card/discount
5 SmartCard/ORCA (One Regional Card for All)
6 Puget Pass
7 Other → *Please specify*

Q38 **(ASK IF Q37=2)** Do you share your multi-ride pass with anyone under the age of 19?

1 Yes, I share my multi-ride card a few times a week
2 Yes, I share my multi-ride card a few times a month
3 Yes, I share my multi-ride card a few times a year
4 No, I do not share my multi-ride pass

Q38A How important would you say the Washington State Ferries are to encouraging tourism in the region? Would you say...

1 Very important
2 Somewhat important
3 Somewhat unimportant
4 Not important at all

CUSTOMER SATISFACTION

PQ39 Our records indicate that you completed the Winter Survey. The Winter Survey contained an in-depth evaluation of your importance and satisfaction ratings of different aspects of the Washington State Ferries (i.e., terminal conditions, loading and unloading items, vessel and dock crew and vessel condition). Do you feel that any of your importance and/or satisfaction ratings have changed since the Winter Survey?

1 Yes
2 No → **SKIP TO Q70**

We'd like to know **how important** some different aspects of the Washington State Ferries are to you, and **how satisfied** you are with them. Please think of your experiences during the **Summer** (June 17th through September 22nd) **period only.**

Q39 During the **Summer** (June 17th through September 22nd) period, did you go inside a ferry terminal for any reason?

1 Yes
2 No → **SKIP TO Q43**
3 Don't recall → **SKIP TO Q43**

Questionnaire (cont.)

Q40 **(ASK IF Q39=1)** Thinking of WSF ferry terminals you were in during the Summer (June - September 2012) period only, for each of the following **terminal conditions**, please rate how important each are to you, and how satisfied you currently are with each.

(Rotate)	Importance					Satisfaction				
	Not imp.				Very imp.	Dis-sat.				Very sat.
A. The terminals are clean and well maintained	1	2	3	4	5	1	2	3	4	5
B. The terminals are comfortable (seating, temperature, etc.)	1	2	3	4	5	1	2	3	4	5

Q41 **(ASK FOR EACH ATTRIBUTE RATED 1 OR 2)** You rated your satisfaction with (INSERT A-B) low. At which terminal did you experience this unsatisfactory service level?

ROUTES SELECTED IN Q21	TERMINALS				
Seattle/Bainbridge	Seattle	Bainbridge			
Seattle/Bremerton	Seattle	Bremerton			
Point Defiance/Tahlequah	Point Defiance	Tahlequah			
Edmonds/Kingston	Edmonds	Kingston			
Fauntleroy/Vashon	Fauntleroy	Vashon			
Fauntleroy/Southworth	Fauntleroy	Southworth			
Southworth/Vashon	Southworth	Vashon			
Coupeville/Port Townsend	Coupeville	Port Townsend			
Mukilteo/Clinton	Mukilteo	Clinton			
Anacortes/San Juan Islands	Orcas	Shaw	Lopez	Friday Harbor	Anacortes
San Juan Interisland	Orcas	Shaw	Lopez	Friday Harbor	
Anacortes/Sidney B.C.	Anacortes	Sidney B.C.			

Q42 **(ASK FOR EACH ATTRIBUTE RATED 1 OR 2)** What specific conditions made you dissatisfied? Please be as specific as possible. (NOTE – WE ARE NOT CODING THIS DATA; BUT THE OPEN-ENDED RESPONSES WILL BE PROVIDED TO WSF)

Q43 During the Summer (June 17th through September 22nd) period, did you walk onto a ferry?

1 Yes
2 No → **SKIP TO Q47**
3 Don't recall → **SKIP TO Q47**

Q44 **(ASK IF Q43 = WALK-ON)** Again thinking of the Summer (June 17th through September 22nd) period only, for each of the following **walk-on and transit services**, please rate how important each are to you, and how satisfied you currently are with each.

(Rotate)	Importance					Satisfaction				
	Not imp.				Very imp.	Dis-sat.				Very sat.
C. WSF sailing schedule is adequately coordinated with transit services available at the terminal	1	2	3	4	5	1	2	3	4	5
D. WSF provides adequate parking near the terminals	1	2	3	4	5	1	2	3	4	5
E. WSF provides easy loading and unloading for walk-on passengers	1	2	3	4	5	1	2	3	4	5
F. WSF passenger loading procedures are efficient	1	2	3	4	5	1	2	3	4	5
G. WSF passenger unloading procedures are efficient	1	2	3	4	5	1	2	3	4	5

Q45 **(ASK FOR EACH ATTRIBUTE RATED 1 OR 2)** You rated your satisfaction with (INSERT A-G) low. At which terminal did you experience this unsatisfactory service level?

ROUTES SELECTED IN Q21	TERMINALS				
Seattle/Bainbridge	Seattle	Bainbridge			
Seattle/Bremerton	Seattle	Bremerton			
Point Defiance/Tahlequah	Point Defiance	Tahlequah			
Edmonds/Kingston	Edmonds	Kingston			
Fauntleroy/Vashon	Fauntleroy	Vashon			
Fauntleroy/Southworth	Fauntleroy	Southworth			
Southworth/Vashon	Southworth	Vashon			
Coupeville/Port Townsend	Coupeville	Port Townsend			
Mukilteo/Clinton	Mukilteo	Clinton			
Anacortes/San Juan Islands	Orcas	Shaw	Lopez	Friday Harbor	Anacortes
San Juan Interisland	Orcas	Shaw	Lopez	Friday Harbor	
Anacortes/Sidney B.C.	Anacortes	Sidney B.C.			

Q46 **(ASK FOR EACH ATTRIBUTE RATED 1 OR 2)** What specific conditions made you dissatisfied? Please be as specific as possible. (NOTE – WE ARE NOT CODING THIS DATA; BUT THE OPEN-ENDED RESPONSES WILL BE PROVIDED TO WSF)

Questionnaire (cont.)

Q47 During the Summer (June 17th through September 22nd) period, did you either drive onto a ferry or board as a passenger in a vehicle?

1 Yes
2 No → SKIP TO Q56
3 Don't recall → SKIP TO Q56

Q48 **(ASK IF Q47 DRIVE-ON OR DRIVE-ON PASSENGER)** Thinking of loading and unloading procedures for the Summer (June 17th through September 22nd) period only, for each of the following loading items, please rate how important each are to you, and how satisfied you currently are with each.

(Rotate)	Importance					Satisfaction				
	Not imp.				Very imp.	Dis-sat.				Very sat.
A. WSF loading crew is friendly, courteous and polite	1	2	3	4	5	1	2	3	4	5
B. WSF loading procedures are efficient	1	2	3	4	5	1	2	3	4	5
C. WSF loads ferries to capacity with little room between cars	1	2	3	4	5	1	2	3	4	5
D. WSF loading crews provide clear directions and/or hand signals	1	2	3	4	5	1	2	3	4	5
E. WSF efficiently processes vehicles through ticket lanes	1	2	3	4	5	1	2	3	4	5

Q49 **(ASK FOR EACH ATTRIBUTE RATED 1 OR 2)** You rated your satisfaction with (INSERT A-E) low. At which terminal did you experience this unsatisfactory service level?

ROUTES SELECTED IN Q21	TERMINALS				
Seattle/Bainbridge	Seattle	Bainbridge			
Seattle/Bremerton	Seattle	Bremerton			
Point Defiance/Tahlequah	Point Defiance	Tahlequah			
Edmonds/Kingston	Edmonds	Kingston			
Fauntleroy/Vashon	Fauntleroy	Vashon			
Fauntleroy/Southworth	Fauntleroy	Southworth			
Southworth/Vashon	Southworth	Vashon			
Coupeville/Port Townsend	Coupeville	Port Townsend			
Mukilteo/Clinton	Mukilteo	Clinton			
Anacortes/San Juan Islands	Orcas	Shaw	Lopez	Friday Harbor	Anacortes
San Juan Interisland	Orcas	Shaw	Lopez	Friday Harbor	
Anacortes/Sidney B.C.	Anacortes	Sidney B.C.			

Q50 To better help us identify the crew, can you give us the approximate time you experienced this unsatisfactory service level?

(SHOW ONLY Q49 ROUTES)	Time Period	
A. Seattle/Bainbridge	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
B. Seattle/Bremerton	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
C. Point Defiance/Tahlequah	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
D. Edmonds/Kingston	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
E. Fauntleroy/Vashon	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
F. Fauntleroy/Southworth	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
G. Southworth/Vashon	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
H. Coupeville/Port Townsend	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
I. Mukilteo/Clinton	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
J. Anacortes/San Juan Islands	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
K. San Juan Interisland	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
L. Anacortes/Sidney B.C.	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening

Q51 **(ASK FOR EACH ATTRIBUTE RATED 1 OR 2)** What specific behaviors made you dissatisfied? Please be as specific as possible. (NOTE – WE ARE NOT CODING THIS DATA; BUT THE OPEN-ENDED RESPONSES WILL BE PROVIDED TO WSF)

Questionnaire (cont.)

Q52 **(ASK IF Q47 DRIVE-ON OR DRIVE-ON PASSENGER)** Thinking of loading and unloading procedures for the Summer (June 17th through September 22nd) period only, for each of the following unloading items, please rate how important each are to you, and how satisfied you currently are with each.

(Rotate)	Importance					Satisfaction				
	Not imp.				Very imp.	Dis-sat.				Very sat.
A. WSF unloading crew is friendly, courteous and polite	1	2	3	4	5	1	2	3	4	5
B. WSF unloading procedures are efficient	1	2	3	4	5	1	2	3	4	5
C. WSF unloading crews provide clear directions and/or hand signals	1	2	3	4	5	1	2	3	4	5

Q53 **(ASK FOR EACH ATTRIBUTE RATED 1 OR 2)** You rated your satisfaction with (INSERT A-C) low. At which terminal did you experience this unsatisfactory service level?

ROUTES SELECTED IN Q21	TERMINALS				
Seattle/Bainbridge	Seattle			Bainbridge	
Seattle/Bremerton	Seattle			Bremerton	
Point Defiance/Tahlequah	Point Defiance			Tahlequah	
Edmonds/Kingston	Edmonds			Kingston	
Fauntleroy/Vashon	Fauntleroy			Vashon	
Fauntleroy/Southworth	Fauntleroy			Southworth	
Southworth/Vashon	Southworth			Vashon	
Coupeville/Port Townsend	Coupeville			Port Townsend	
Mukilteo/Clinton	Mukilteo			Clinton	
Anacortes/San Juan Islands	Orcas	Shaw	Lopez	Friday Harbor	Anacortes
San Juan Interisland	Orcas	Shaw	Lopez	Friday Harbor	
Anacortes/Sidney B.C.	Anacortes			Sidney B.C.	

Q54 To better help us identify the crew, can you give us the approximate time you experienced this unsatisfactory service level?

(SHOW ONLY Q21 ROUTES)	Time Period	
Seattle/Bainbridge	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
Seattle/Bremerton	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
Point Defiance/Tahlequah	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
Edmonds/Kingston	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
Fauntleroy/Vashon	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
Fauntleroy/Southworth	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
Southworth/Vashon	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
Coupeville/Port Townsend	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
Mukilteo/Clinton	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
Anacortes/San Juan Islands	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
San Juan Interisland	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
Anacortes/Sidney B.C.	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening

Q55 **(ASK FOR EACH ATTRIBUTE RATED 1 OR 2)** What specific behaviors made you dissatisfied? Please be as specific as possible. (NOTE – WE ARE NOT CODING THIS DATA; BUT THE OPEN-ENDED RESPONSES WILL BE PROVIDED TO WSF)

Questionnaire (cont.)

Q56 At any time during the Summer (June 17th through September 22nd) period, did you use/visit the vessel passenger deck area (restrooms, seating, etc.)?

1 Yes
2 No
3 Don't recall

Q57 For each of the following vessel condition items during the Summer period only, please rate how important each are to you and how satisfied you currently are with each.

(Rotate)	Importance					Satisfaction				
	Not imp.				Very imp.	Dis-sat.				Very sat.
A. (ASK IF Q56=1) The ferry passenger seating areas are clean and comfortable (seating, temperature, etc.)	1	2	3	4	5	1	2	3	4	5
B. (ASK IF Q56=1) The bathrooms on the ferries are clean and well maintained	1	2	3	4	5	1	2	3	4	5
C. WSF vessels are well maintained (not rusty/dirty) and safe (not cluttered)	1	2	3	4	5	1	2	3	4	5

Q58 (ASK FOR EACH ATTRIBUTE RATED 1 OR 2) You rated your satisfaction with (INSERT A-C) low. On which boat did you experience this unsatisfactory service level?

(SHOW ONLY Q21 ROUTES)	Boats that Typically Serve The Route
A. Seattle/Bainbridge	Wenatchee, Tacoma, Puyallup, Other, Don't Recall Name
B. Seattle/Bremerton	Kaleetan, Kitsap, Chelan, Hyak, Sealth, Walla Walla, Other, Don't Recall Name
C. Point Defiance/Tahlequah	Chetzemoka, Hiyu, Salish, Other, Don't Recall Name
D. Edmonds/Kingston	Puyallup, Spokane, Walla Walla, Other, Don't Recall Name
E. Fauntleroy/Vashon	Issaquah, Klahowya, Tillikum, Chelan, Evergreen State, Kitsap, Sealth, Other, Don't Recall Name
F. Fauntleroy/Southworth	Issaquah, Klahowya, Tillikum, Chelan, Evergreen State, Kitsap, Sealth, Other, Don't Recall Name
G. Southworth/Vashon	Issaquah, Klahowya, Tillikum, Chelan, Evergreen State, Kitsap, Sealth, Other, Don't Recall Name
H. Coupeville/Port Townsend	Kennewick, Salish, Other, Don't Recall Name
I. Mukilteo/Clinton	Cathlamet, Kittitas, Chelan, Kitsap, Other, Don't Recall Name
J. Anacortes/San Juan Islands	Chelan, Elwha, Hyak, Sealth, Yakima, Kaleetan, Other, Don't Recall Name
K. San Juan Interisland	Evergreen State, Hiyu, Salish, Sealth, Other, Don't Recall Name
L. Anacortes/Sidney B.C.	Chelan

Summer Survey - Final V3 17 Market Decisions Corporation

Q59 (ASK FOR EACH ATTRIBUTE RATED 1 OR 2) What specific conditions made you dissatisfied? Please be as specific as possible. (NOTE – WE ARE NOT CODING THIS DATA; BUT THE OPEN-ENDED RESPONSES WILL BE PROVIDED TO WSF)

Q60 At any time during the Summer (June 17th through September 22nd) period, did you have any interaction(s) with any of the vessel crew?

1 Yes
2 No → SKIP TO Q65
3 Don't recall → SKIP TO Q65

Q61 (ASK IF Q60=1) Thinking about your experiences with WSF vessel crew(s) for the Summer (June 17th through September 22nd) period only, for each of the following vessel crew items, please rate how important each are to you and how satisfied you currently are with each.

(Rotate)	Importance					Satisfaction					
	Not imp.				Very imp.	Dis-sat.				Very sat.	DK/NA
A. WSF vessel crew is friendly, courteous and polite	1	2	3	4	5	1	2	3	4	5	7
B. The WSF vessel crew is helpful, competent and knowledgeable	1	2	3	4	5	1	2	3	4	5	7

Q62 (ASK FOR EACH ATTRIBUTE RATED 1 OR 2) You rated your satisfaction with (INSERT A-B) low. If you happen to know, on which boat did you experience this unsatisfactory service level?

(SHOW ONLY Q21 ROUTES)	Boats that Typically Serve The Route
A. Seattle/Bainbridge	Wenatchee, Tacoma, Puyallup, Other, Don't Recall Name
B. Seattle/Bremerton	Kaleetan, Kitsap, Chelan, Hyak, Sealth, Walla Walla, Other, Don't Recall Name
C. Point Defiance/Tahlequah	Chetzemoka, Hiyu, Salish, Other, Don't Recall Name
D. Edmonds/Kingston	Puyallup, Spokane, Walla Walla, Other, Don't Recall Namew
E. Fauntleroy/Vashon	Issaquah, Klahowya, Tillikum, Chelan, Evergreen State, Kitsap, Sealth, Other, Don't Recall Name
F. Fauntleroy/Southworth	Issaquah, Klahowya, Tillikum, Chelan, Evergreen State, Kitsap, Sealth, Other, Don't Recall Name
G. Southworth/Vashon	Issaquah, Klahowya, Tillikum, Chelan, Evergreen State, Kitsap, Sealth, Other, Don't Recall Name
H. Coupeville/Port Townsend	Kennewick, Salish, Other, Don't Recall Name
I. Mukilteo/Clinton	Cathlamet, Kittitas, Chelan, Kitsap, Other, Don't Recall Name
J. Anacortes/San Juan Islands	Chelan, Elwha, Hyak, Sealth, Yakima, Kaleetan, Other, Don't Recall Name
K. San Juan Interisand	Evergreen State, Hiyu, Salish, Sealth, Other, Don't Recall Name
L. Anacortes/Sidney B.C.	Chelan

Summer Survey - Final V3 18 Market Decisions Corporation

Questionnaire (cont.)

Q63 To better help us identify the crew, can you give us the approximate time you experienced this unsatisfactory service level?

(SHOW ONLY Q21 ROUTES)	Time Period	
A. Seattle/Bainbridge	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
B. Seattle/Bremerton	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
C. Point Defiance/Tahlequah	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
D. Edmonds/Kingston	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
E. Fauntleroy/Vashon	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
F. Fauntleroy/Southworth	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
G. Southworth/Vashon	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
H. Coupeville/Port Townsend	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
I. Mukilteo/Clinton	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
J. Anacortes/San Juan Islands	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
K. San Juan Interisland	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening
L. Anacortes/Sidney B.C.	Weekday – morning Weekday – afternoon Weekday – evening	Weekend – morning Weekend – afternoon Weekend – evening

Q64 **(ASK FOR EACH ATTRIBUTE RATED 1 OR 2)** What specific conditions made you dissatisfied? Please be as specific as possible. (NOTE – WE ARE NOT CODING THIS DATA; BUT THE OPEN-ENDED RESPONSES WILL BE PROVIDED TO WSF)

Q65 During the Summer (June 17th through September 22nd) period, have you for any reason ...

Yes	No		
1	2	A.	...used the WSF website?
1	2	B.	...called WSF by phone?

Q66 **(ASK IF Q65A=1)** How satisfied were you with your experience using the WSF website?

1 Very satisfied
2 Satisfied
3 Neither satisfied or dissatisfied
4 Dissatisfied
5 Very dissatisfied
6 Prefer not to answer

Q67 **(ASK IF 66=4 OR 5)** What specifically about your experience with the WSF website made you dissatisfied? Please be as specific as possible. (NOTE – WE ARE NOT CODING THIS DATA; BUT THE OPEN-ENDED RESPONSES WILL BE PROVIDED TO WSF)

Q68 **(ASK IF Q65B=1)** How satisfied were you with your experience calling the WSF by phone?

1 Very satisfied
2 Satisfied
3 Neither satisfied or dissatisfied
4 Dissatisfied
5 Very dissatisfied
6 Prefer not to answer

Q69 **(ASK IF 68=4 OR 5)** What specifically about your experience calling WSF by phone made you dissatisfied? Please be as specific as possible. (NOTE – WE ARE NOT CODING THIS DATA; BUT THE OPEN-ENDED RESPONSES WILL BE PROVIDED TO WSF)

OTHER ISSUES

Q70 What suggestions, if any, would you make in WSF current service schedule to better meet your transportation needs?

1 Nothing, it meets my current needs
2 I would like the following changes to the service schedule: (Open Ended Other Question Response)

Q71 Does the current schedule on your most used route adequately match up with your needed train or bus connections?

1 Yes
2 Don't use train or bus to get to or from the ferry
3 No – ASK Q72

Q72 **(ask if Q71=no)** What specific departure or arrival time would be better for you?

Q73 Currently fares pay for 65% of the cost of operating the ferries. Given the state budget, this means money for road maintenance and constructions must be used to keep the ferries operating. Should the rider paid percent of 65% be raised, lowered or stay the same?

1 Raised – (Q73A. what percent should it be raised to?)
2 Stay the same
3 Lowered – (Q73B. What percent should it be lowered to?)

Questionnaire (cont.)

OTHER TOPICS

Q74 Beyond lowering fares, what other suggestions might you give WSF and state decision makers that would improve or strengthen the quality of service being provided? *Please be as specific as possible.* (NOTE – WE ARE NOT CODING THIS DATA; BUT THE OPEN-ENDED RESPONSES WILL BE PROVIDED TO WSF)

_____

Q75 What other ways, besides public meetings and bi-annual surveys of ferry riders, would you suggest WSF use to allow riders the opportunity to comment on ways WSF could improve service and reduce costs?

_____

Q76 Do you have any additional thoughts regarding the ferry system you would like to share?

88 No additional feedback
99 Yes, I have additional feedback → _____

Q77 What is your zip code?

END: Thanks for your help!

Appendix B: Weighting

Weighting Methodology

- In order to make the survey results proportionate to the ferry ridership universe as a whole, it was necessary to weight the data by route and boarding method based on their last trip taken. The weighting scheme used is displayed below.
- Any respondents who did not fit into the buckets defined below were weighted with 1.000000.

Route	Vehicle	Passenger	Walk on
SEA/BAIN	1.062098	2.725732	1.183595
SEA/BRE	0.851549	1.973786	1.155737
PTD/TAH	0.892869	1.753923	1.429088
EDM/KIN	1.046518	2.551931	1.116750
FAU/VAS	0.810835	1.703018	0.638938
FAU/SOU	0.592824	1.035241	0.414366
SOU/VAS	0.988362	0.060926	1.025437
PTT/KEY	0.583451	1.626288	0.496131
MUK/CLI	0.657484	1.977706	0.674260
ANA/SAN	0.375565	1.397530	0.983456
ANA/SID	0.824743	2.028013	3.564248
INTERISLAND	0.470964	2.896373	0.433401