



# Passenger Demographic Survey Report

December 2023

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# EXECUTIVE SUMMARY

## Overview

Washington State Ferries (WSF), the Ferries Division of Washington State Department of Transportation (WSDOT), operates the largest ferry system in the nation—serving an average of 23 million people each year. WSF developed a system-wide passenger demographic study to better understand the needs and travel patterns of our customers and people living in ferry served communities, using a travel survey. WSF studies changing trends in customer travel patterns about every 7-10 years, most recently in the 2013 [Origin-Destination Study](#).

This study responds to a budget proviso in the 2022 Supplemental Transportation Budget, ESSB 5689, Section 222 (13), which directs WSF to conduct a study of passenger demographics including:

- Information on age, race, gender, income level of passengers by route in summer and winter seasons.
- Composition of passengers by trip purpose, such as commute, tourism, or commerce.
- Frequency of passenger trips by mode and fare products utilized.

The study was continued in the 2023 Transportation Budget, ESHB 1125, Section 222 (5), and this report summarizes WSF's approach to studying passenger demographics and key findings from survey data.

## Approach

WSF developed a survey to collect key information about ferry riders and implemented a robust outreach approach to recruit survey respondents. Outreach prioritized reaching historically underserved communities, including people who are Black, indigenous, and people of color; people who primarily speak Spanish; people with a disability; and people with low or no income.

WSF created equitable and inclusive engagement methods and survey tools, including materials and media in English and Spanish languages, as well as materials in Braille to support survey participation among people who are blind or have low vision. The survey was available online and at a toll-free phone number for respondents who preferred to take the survey over the phone. The online survey platform included a low-vision mode and supported use with screen-reader technologies.

To capture seasonal changes in ridership and comply with the legislative budget proviso, we conducted two rounds of outreach and survey data collection during the summer (August 1-31, 2023) and winter (October 1-31, 2023)<sup>1</sup>. During each fielding period, WSF conducted about four hours of onboard outreach during peak ridership times on one weekday and one weekend day per

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<sup>1</sup> October was chosen as the winter fielding period, as it is the latest non-summer month in which data collection can occur while still allowing WSF time to analyze data and meet end of year reporting deadlines. Similar prior WSF surveys have also fielded in October, providing some opportunity to compare similar data points over time.

route, for all eight ferry routes. In addition, WSF recruited ferry riders to participate in the survey using email and text alerts and other methods.

This report presents findings from the 15,371 valid survey responses received from ferry riders<sup>2</sup>, including 12,971 responses from the summer fielding and 2,400 from the winter fielding. Most responses were received in English and online, with an additional 128 responses received in Spanish and two surveys completed via phone.

## Key findings: Demographic characteristics of ferry riders

Demographic data collected from ferry riders who responded to the survey provides insight into the diverse backgrounds of people who use WSF services. As shown in the figures below, highlights include:

- Half were 55 years of age or older, with the highest percentage of respondents (27%) between 65 and 79 years of age.
- About 65% were employed at least part-time, and among them, about 60% commute at least 3-4 days per week (using any mode).
- Nearly half of respondents live in a two-person household, with average household size being just over 2.4 persons.

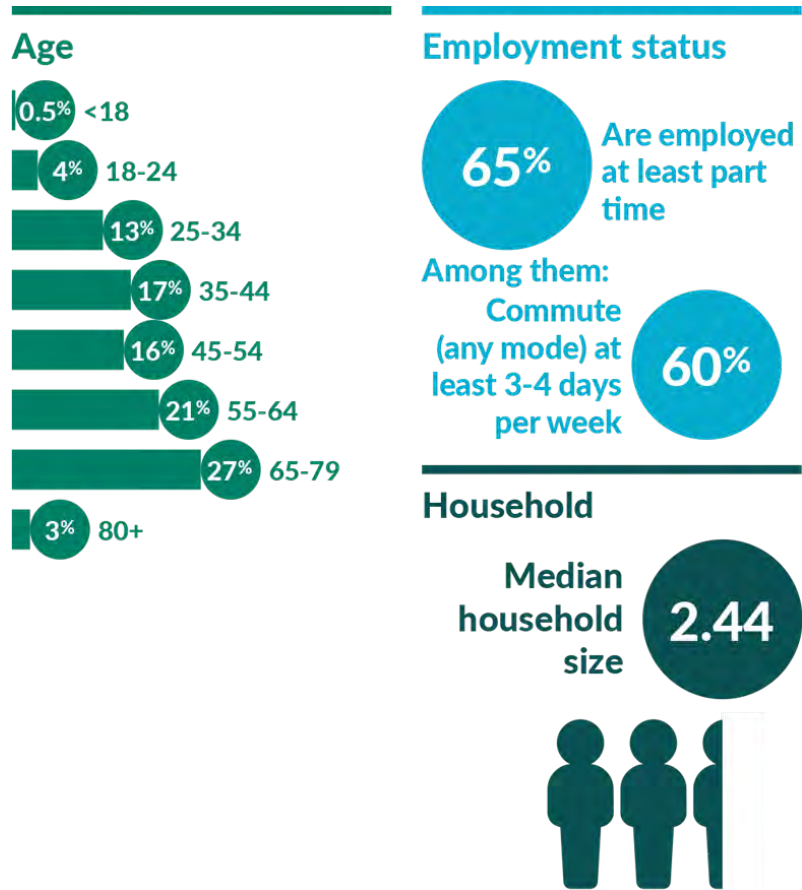


Figure 1a Demographics: Age, Employment, Household Size

<sup>2</sup> The survey received 16,768 responses in total. Of these, 645 were identified as invalid or spam responses during the data cleaning process, leaving 16,123 total valid responses. An additional 752 responses from people who did not use WSF services in the past six months are not included in this report, bringing the sample size to 15,371.

## Demographic characteristics of ferry riders (Cont.)

- Women represented a slightly higher proportion of ferry riders who responded to the survey (56%), while 43% of respondents identified as men and 1.7% identified as non-binary, non-conforming, genderqueer, or with genders not listed in the survey question.
- Nearly 9 in 10 respondents identified as White. Asian or Asian American was the next highest respondent group (5%), followed by Hispanic/Latinx (4%), American Indian/Alaska Native (3%), and Native Hawaiian/Pacific Islander. Fewer than 1% of respondents identified as Middle Eastern/North African, or an other/not listed race.
- About 15% of respondents identified as Black, Indigenous, and People of Color (BIPOC), meaning they selected at least one racial or ethnic identity which was not White.

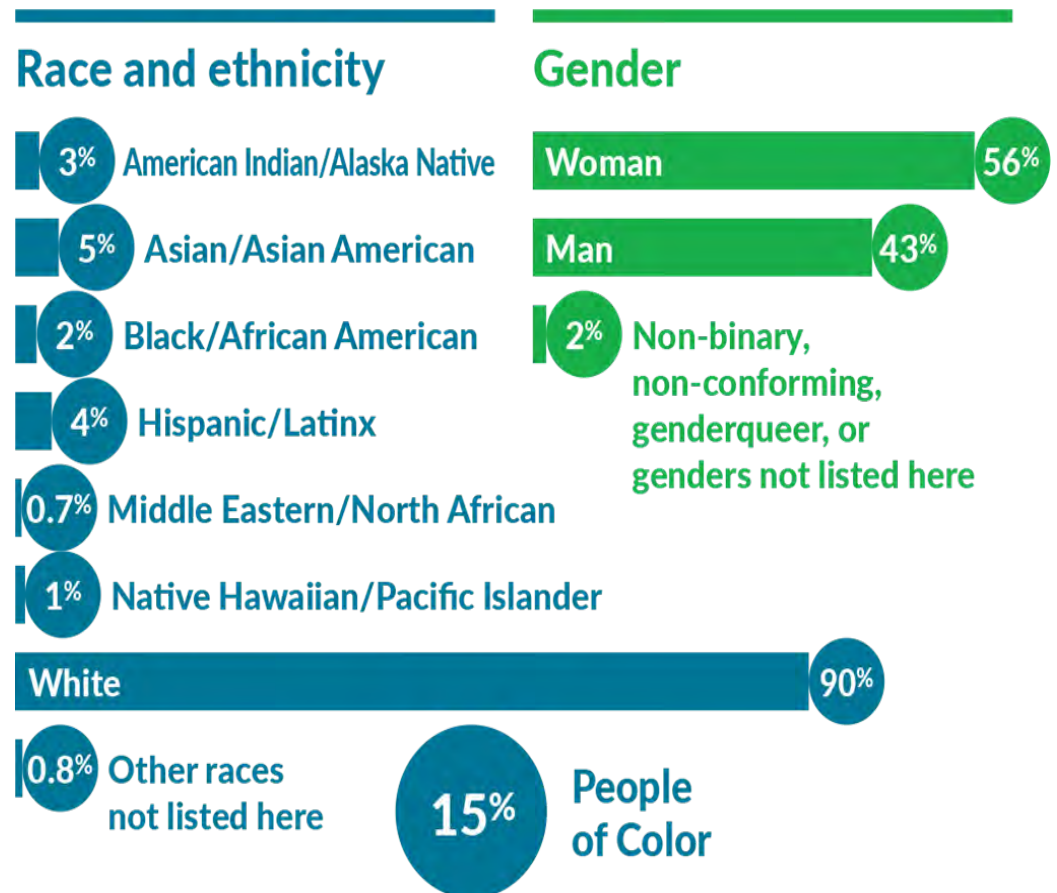


Figure 1b: Demographics Race, Ethnicity & Gender

## Demographic characteristics of ferry riders (Cont.)

- Over 23% of respondents reported annual household incomes below 80% of the 2023 Area Median Income (AMI)<sup>3</sup> for the Seattle-Tacoma-Bellevue area. Nearly 20% of respondents reported an income of \$200k or higher.
- Almost all respondents (97.9%) speak English at home, and about 13.6% also speak another language at home. Spanish is the second most common language spoken at home among riders (5.5%).
  - Just over 100 respondents (0.8%) completed the survey in Spanish, while the rest did so in English.
- About 11% reported they have a disability.
- About 70% of respondents hold a bachelor's degree or higher.

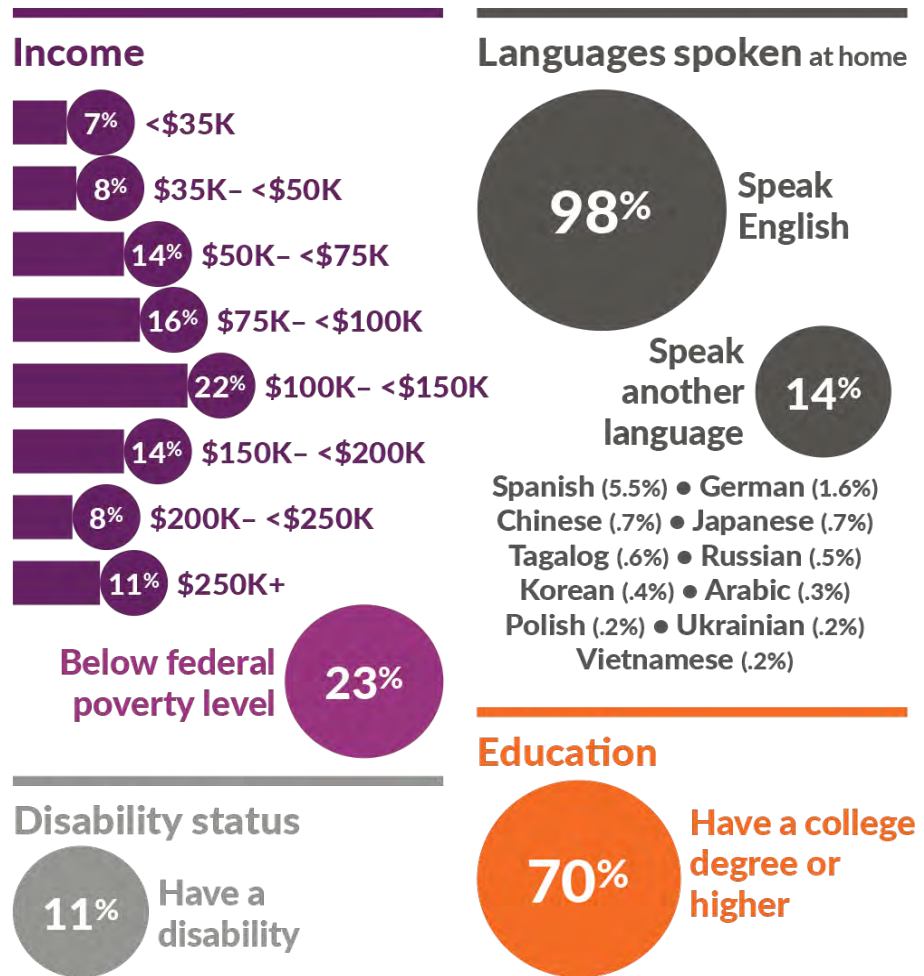


Figure 1c Demographics: Income, Disability, Language, and Education

<sup>3</sup> AMI is the midpoint of income distribution for a given area. This figure is calculated by the Department of Housing and Urban Development (HUD) on an annual basis.



## Key finding: Trip purposes, modes, and fares

**When asked about the main purpose of their most recent trip, ferry riders provided a range of responses, top purposes included:**

- Visiting family or friends (34.5%)
- Tourism or recreation (29.2%)
- Commuting to or from work (23.4%)
- Getting to or from medical appointments (17.6%)
- Shopping (13.2%)
- Other purposes included commuting to or from school, trips to and from a second home and personal appointments for non-medical purposes, such as attending religious services, auto maintenance, and non-business transactions.

**Respondents used a variety of fare types to pay for their trips.**

- The most common type of fare used was the regular single-ride fare (40.1%), followed by regular multi-ride fare (27.1%).
- About 18.6% used senior or disability reduced fare.
  - Many but not all respondents who may qualify use this fare; 55.6% of respondents above age 64 and 31.8% of respondents who identified as having a disability report this as their fare type.

**Personal vehicles were the most common mode to get to and from ferry terminals.**

When asked how they got to and from the ferry terminal during their most recent trip,

- About 70% reported they were the driver of a vehicle or motorcycle and another 23% reported they were a passenger of a vehicle or motorcycle.
- Slightly more riders report walking or rolling (i.e., using a wheelchair or other wheeled mobility assistance device) to reach their final destination from the ferry (10.4%) than to get to the ferry terminal to start their journey (8.7%).
- Among respondents who said they got to the ferry terminal by walking or rolling, the majority (53.1%) walked or rolled three or more blocks.

- Fewer than 10% reported using other modes to get to or from the ferry terminal, this includes public transit and ride share services.
- Most (85.4%) respondents left the ferry terminal the same way they arrived.

When asked how they boarded the ferry during the most recent ferry trip,

- Most survey respondents boarded in a vehicle or motorcycle; 63.6% as drivers and 16.3% as passengers.
- Of respondents who said they boarded the ferry as a driver or passenger of a vehicle or motorcycle, most (83.6%) boarded with a regular vehicle, 11.1% with a small vehicle, 2.6% with an oversized vehicle, and 2% with a motorcycle (Figure 23).
- An additional 18% walked or rolled on from the terminal (for example using a wheelchair or other wheeled mobility assistance device).
- Only about 1.9% of ferry riders who responded to the survey biked on during their most recent ferry trip.
- About 5.3% of ferry riders who responded to the survey were enrolled in WSF's Medical Preferential Loading Program.

**Most respondents said they access information about WSF schedules using the WSF website (64.6%) and/or the WSDOT app (52.7%)**

- Among respondents who selected “something else”, common responses included other third-party apps (such as Ferry Friends), WSF text or email alerts, and social media.

## Key finding: Experiences and challenges using WSF

**Most respondents are satisfied with Washington State Ferries’ service.**

Overall, most respondents are satisfied with WSF service, with 25.1% saying they are very satisfied and 40.3% saying they are somewhat satisfied. However, there is room for improvement, with a combined 34.6% reporting they are very or somewhat dissatisfied with WSF service.

**More than half of ferry riders who responded to the survey are ferry dependent.**

- When asked what motivates respondents to ride ferries, 55.6% said they do so because the ferry is their only transportation option and that they must take a ferry to get to and from the places they travel.
- Being able to travel faster and enjoy the ride were also common motivators, including enjoying scenic views and being out on the water (36.3%), the ferry being faster than

other transportation options (29.2%), avoiding traffic (27.6%), and being able to do other things while in transit such as work, play games etc. (25.5%).

**Frequent ferry riders – who also tend to use the ferry system for commuting, and ride during the work week – were more likely than infrequent riders to report difficulties due to unreliable service and lower levels of satisfaction with WSF service.**

Respondents who ride the ferry more often, also
<ul style="list-style-type: none"> <li>■ Ride the ferry during the work week.</li> <li>■ Selected “commute to or from work” as a main trip purpose.</li> <li>■ Commute to work more often.</li> <li>■ Are employed full-time.</li> </ul>
and are more likely to say that they...
<ul style="list-style-type: none"> <li>■ Boarded using the monthly pass or multi-ride regular fare.</li> <li>■ Traveled alone.</li> <li>■ Access WSF schedule information through the WSDOT app.</li> <li>■ Have difficulty using WSF service because the service is unreliable.</li> <li>■ Are less satisfied with WSF service.</li> </ul>

*Table 1: Characteristics of frequent ferry riders compared to infrequent riders*

**By comparison, respondents who ride the ferry less often - who often ride on variable days and who ride for tourism and recreation – are more likely than frequent riders to say they have no difficulties and are more satisfied with service.**

Respondents who ride the ferry less often, also:
<p>Ride the ferry on variable days.            Selected “tourism or recreation” as a main trip purpose.            Commute to work less often.            Are retired.</p>
and are more likely to say that they...
<p>Boarded using single-ride regular fare.            Traveled with more people.            Do not have accessibility issues which impact their experience using WSF.            Are motivated to ride the ferry because of the scenic views.            Report no difficulty using WSF service.            Are more satisfied with WSF service.</p>

*Table 2: Characteristics of infrequent ferry riders*

## **WSF learned more about the experiences of riders who report having a disability that impacts their ride or ridership.**

Responses from the 11% of respondents reporting a disability note added challenges faced while using WSF services, including:

- Concerns about reliability and long wait times, including limited restroom facilities while waiting at terminals and needing to walk or roll long distances from passenger or vehicle staging areas to reach them.
- Challenges obtaining medical preferential loading authorization for those who qualify, and difficulty explaining or having their preferential loading status accommodated by staff, as well as hostile interactions with other passengers when utilizing medical preferential loading.
- Service delays and cancellations disrupting access to healthcare needs, medical appointments, and services not available locally.
- Difficulties navigating terminals and boarding vessels using wheelchairs, canes, or other mobility devices, including:
  - Difficulties exiting their vehicle and reaching elevators, restrooms, or other facilities from the car deck.
  - Trouble navigating vessels in a wheelchair or reaching accessible restrooms.
  - Needing to walk or roll long distances between vessels and public transportation, rideshare or vehicle pickup areas.
  - Difficulty hearing and understanding announcements.

## **Gaps in awareness of and access to existing programs**

There is a gap between who may be eligible for existing programs and who is using those programs.

- When asked about their most recent ferry trip, 18.6% of respondents reported that they used a senior or disability discounted fare. This included many but not all respondents who may qualify, only 55.6% of respondents above age 64 and only 31.8% of respondents who identified as having a disability noted using these fares.

In open-ended comments, many ferry riders with disabilities noted that current fare rates can present challenges for seniors, people with disabilities, or low-income riders. While some acknowledged available discounts, they expressed challenges obtaining them, or a hope for further reduction.

# Passenger Demographic Survey Report

## INTRODUCTION

### Background

Washington State Ferries operates the largest ferry system in the nation—serving an average of 23 million people each year. WSF developed a system-wide passenger demographic study to better understand the needs and travel patterns of our customers and people living in ferry served communities, using a travel survey. WSF studies changing trends in customer travel patterns about every seven to ten years and completed the most recent Origin-Destination Study<sup>4</sup> in 2013.

### Overview

This study responds to Washington State Legislative 2022-2023 budget proviso (Engrossed Substitute Senate Bill 5689, 67<sup>th</sup> Legislature 2022 Regular Session). This proviso directed WSF to conduct a study of passenger demographics. This study includes:

- Information on age, race, gender, income level of passengers by route in summer and winter seasons.
- Composition of passengers by trip purpose, such as commute, tourism, or commerce.
- Frequency of passenger trips by mode and fare products utilized.

## APPROACH

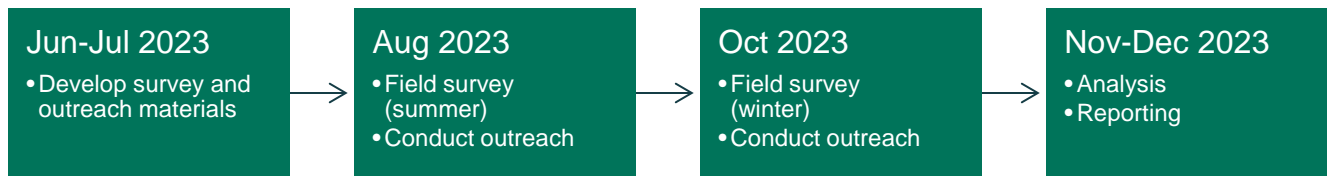
WSF developed a survey to collect information about ferry riders and implemented a robust outreach approach to recruit survey respondents, including historically underserved communities through equitable and inclusive engagement methods and survey tools. This section provides a detailed overview of these approaches.

### Timeline

To capture seasonal changes in ridership, WSF conducted two rounds of outreach and survey data collection during the summer (Aug. 1-31) and winter (Oct. 1-31) of 2023.

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<sup>4</sup> 2013 *Origin-Destination Travel Survey Report*. Ferries Division, Washington State Department of Transportation. August 2014. <https://wsdot.wa.gov/sites/default/files/2021-10/WSF-2013OriginDestinationSurvey-FullReport.pdf>



## Outreach and recruitment

WSF used a variety of methods to reach ferry riders, including people in historically underserved communities, people who are Black, Indigenous, and People of Color; people who primarily speak Spanish; people with a disability; and/or people with low or no income. We used the following materials and media to reach these audiences (see Appendix A for visual examples):

- Digital graphics displayed on screens onboard ferries.
- Emails and phone calls to community partners, including community-based organizations serving people with disabilities.
- Emails to elected officials and agency partners, including the Washington State Transportation Commission Ferry Rider Opinion Group.
- Onboard announcements.
- Posters at each terminal and onboard ferries, displayed in passenger areas and/or at tollbooths.
- Rider alerts and email and text notices to WSF customer alert lists.
- Social media posts on WSF channels.
- Survey invitations and QR codes printed on ticket receipts during high-traffic periods.
- WSF Weekly Update newsletter announcements.

Notification materials and the survey were available in English and Spanish for both the summer and winter fielding periods. During the winter fielding period, WSF distributed survey materials in Braille to support survey participation among people who are blind or have low vision.

## Onboard outreach

During each fielding period, WSF conducted onboard outreach, engaging with ferry riders to share information about and encouraging them to participate in the survey. This outreach approach was designed to capture variation in ridership by collecting data from ferry riders on one weekday and one weekend day per route, for all ten ferry routes.

For each outreach shift, teams of up to three staff members conducted about four hours of onboard outreach, depending on the length of the round-trip sailing for that route. Shifts were scheduled during peak ridership times for each route, based on information from the WSF “Best Times To Travel” tool<sup>5</sup>) and data from the WSF Public Dashboard<sup>6</sup> (See Appendix A for more information about the outreach schedule).

At the beginning of each sailing, WSF crew members made an onboard announcement introducing the outreach team and survey. Outreach teams set up a display board near high-traffic areas on each ferry, typically near the galley. Throughout the sailing, the outreach team circulated around the ferry to hand out flyers, explain how to access the survey, and answer questions. Some outreach teams also conducted outreach at terminals, distributing flyers to passengers bound for multiple destinations from Colman Dock and the Anacortes terminals. See Appendix A for more information about the onboard outreach schedule and materials.

Outreach teams also coordinated with WSF Operations staff to display posters with information about the survey at ticket counters, tollbooths, and in other high-visibility areas at each terminal. A link to the survey was also included on receipts given to passengers using vehicles.

## Outreach to community-based organizations

The WSF outreach team engaged community-based organizations (CBOs) to gather input on how people with disabilities experience WSF services. The team reached out to CBOs via phone and email prior to the summer fielding period and followed-up before the survey re-opened for the winter fielding period to request support in promoting the survey to their clients and community members who are blind, DeafBlind, people who are d/Deaf and hard-of-hearing, as well as people with physical disabilities or limitations. Overall, the team partnered with three organizations to promote the survey, including:

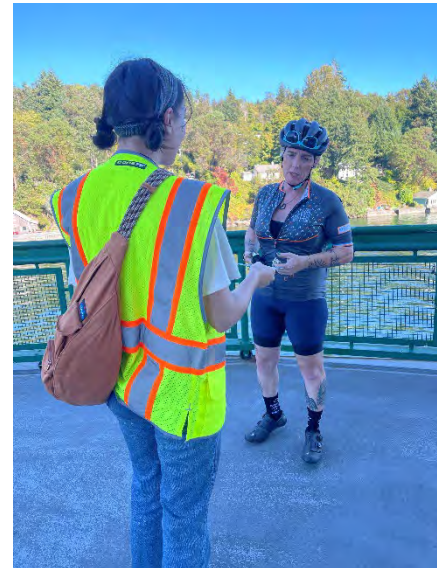


Figure 2: Outreach staff member engaging with a rider onboard a ferry



Figure 3: Outreach staff member engaging with a rider onboard a ferry

<sup>5</sup> Best Travel Times tool. Washington State Ferries. <https://wsdot.wa.gov/ferries/sailing-schedules/best-travel-times/>

<sup>6</sup> Ridership by Sailing dashboard. Washington State Ferries. [https://public.tableau.com/app/profile/wsferries/viz/RidershipBySailing\\_Averages/SimplesAvgRBS](https://public.tableau.com/app/profile/wsferries/viz/RidershipBySailing_Averages/SimplesAvgRBS)

- The Lighthouse for the Blind
- Seattle DeafBlind Service Center
- Washington State DeafBlind Citizens

WSF compensated CBOs for their support and invited them to continue engaging and sharing feedback with WSF regarding the accessibility of its services.

### **Email and social media recruitment**

WSF also invited ferry riders to take the survey using emails and texts to people who subscribe to WSF Rider Alerts during both the summer and winter fielding periods. WSF also coordinated with the Washington State Transportation Commission to email the Ferry Rider Opinion Group (FROG) participants.

WSF posted the survey link on its X (formerly known as Twitter) and Facebook accounts, on multiple days during both survey periods.

### **Survey approach**

WSF's survey instrument (see Appendix B for full content) captured key demographic information about ferry riders and included questions about their experiences and needs, including information about their most recent trip (such as, the purpose, mode, and fare type used), what motivates them to ride, and what challenges they encountered while riding the ferry. In the winter survey, we added two additional survey questions focusing on accessibility.

WSF took several steps to increase accessibility and improve the survey experience for all respondents.

- The survey was available in English and Spanish.
- The survey was available online and at a toll-free phone number for respondents who preferred to take the survey over the phone.
- The online survey platform included a low-vision mode and supported use with screen-reader technologies.

## **SURVEY DATA**

This report presents findings from the 15,371 valid survey responses received from ferry riders<sup>7</sup>, including 12,971 responses from the summer fielding and 2,400 from the winter fielding. Most responses were received in English and online, with 128 responses received in Spanish and two surveys completed via phone.

The following charts present overall findings from each survey question. Each chart shows the percentage of respondents from both summer and winter combined that selected each response

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<sup>7</sup> The survey received 16,768 responses in total. Of these, 645 were identified as invalid or spam responses during the data cleaning process, leaving 16,123 total valid responses. An additional 752 responses from people who did not use WSF services in the past six months are not included in this report, bringing the sample size to 15,371.



option for the given question<sup>8</sup>. The report also notes relationships between key survey responses using correlation analysis, and findings are reported only when the number of observations is at least 30 and the absolute value of the correlation coefficient is at least 0.15. Detailed results from each survey question separated by fielding season are shown in Appendix C: Data tables.

## Frequency of ferry use

The findings presented here are limited to the 15,371 respondents who indicated they have taken a trip using Washington State Ferry service within the past six months.

Ferry riders who responded to the survey represented a range of ridership patterns, as shown in Figure 4. Most respondents (79.1%) reported using the ferry one to three times per month or more in the past six months, with 42.3% using it at least 1-3 times per month, 22.7% using it at least 1-3 times per week, and 14.1% using it at least 4 or more times per week. Some respondents were less frequent users, with 20.9% reporting that they use ferries less than once per month.

### In the past 6 months, how often have you taken Washington State Ferries?

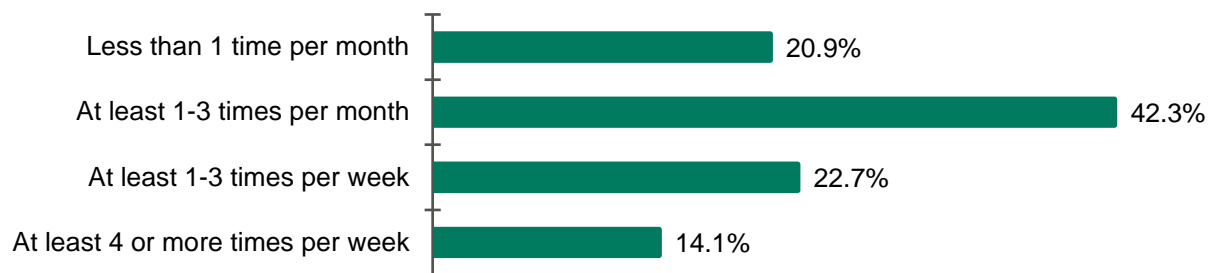


Figure 4: Frequency of ferry use (n = 15,367)

## Ferry routes & terminals

Survey respondents were broadly representative of all ferry routes and ridership patterns, as shown in Figure 5. Riders were asked where their most recent trip began and ended, and most terminals received between 2%-6% of the response share. Clinton and Bainbridge Island were the most common departure terminals, each representing about 11% of survey responses. Seattle was the most common destination terminal, with more than 16% of respondents noting Seattle as the end of their journey. Shaw Island was the least common origin and destination, with less than half of one percent of responses in each category.

<sup>8</sup> Note that some questions allowed respondents to select multiple responses, so percentages may not always add up to 100%.

## Ferry Route

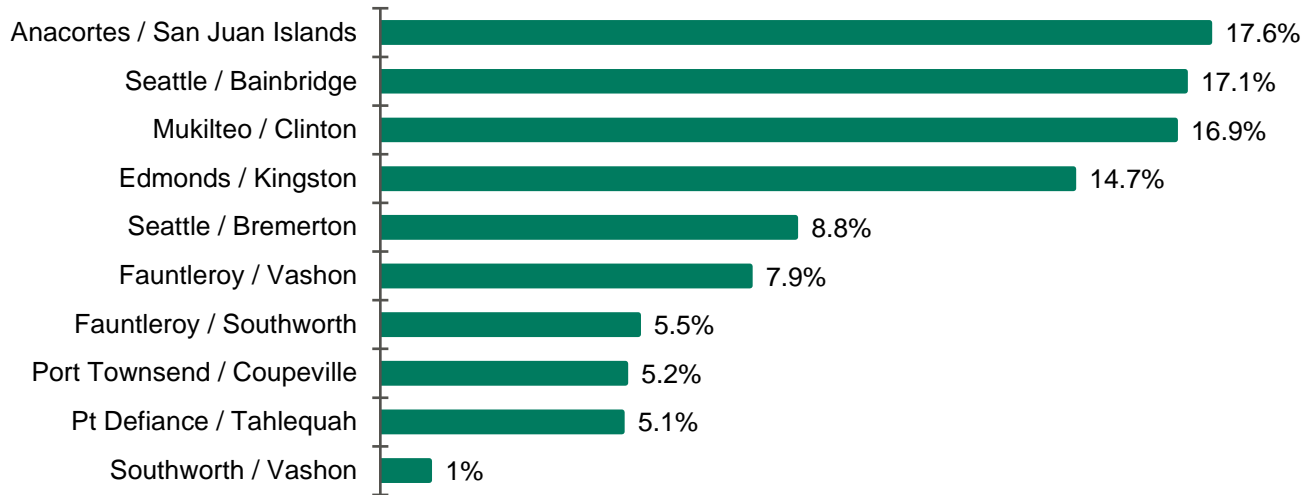


Figure 5: Route of most recent ferry trip among ferry riders (n = 15,205)

## Days of the week

Nearly half (44.8%) of ferry riders who responded to the survey said that the days of the week they typically ride the ferry varies, as shown in Figure 6. More respondents ride the ferry on Fridays (30.7%) and weekends (28.3% on Saturdays, 27.6% on Sundays) than during the week, with the fewest respondents saying they typically ride on Mondays (21.5%).

### What day(s) of the week do you typically ride the ferry?

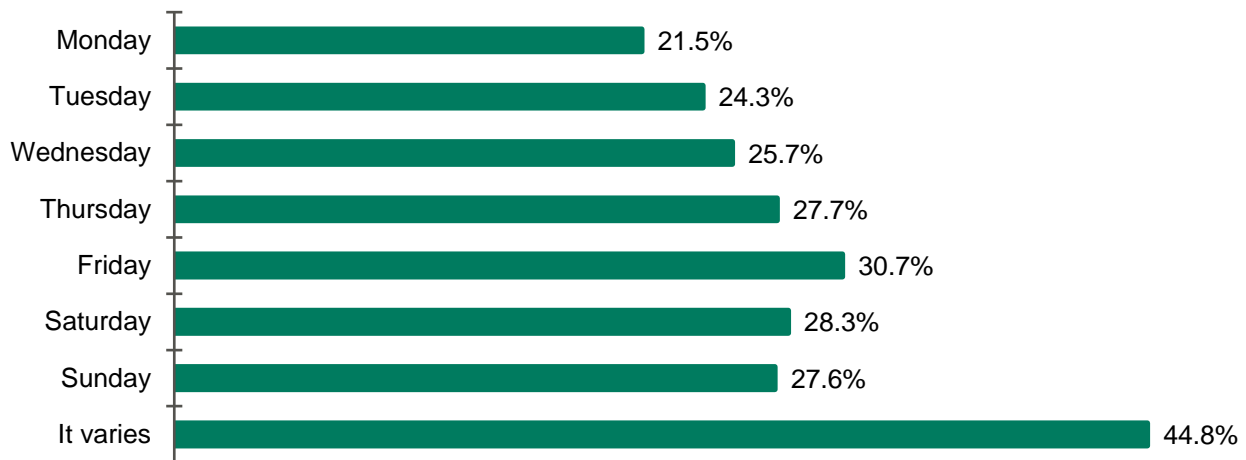


Figure 6: Days of the week respondents typically ride the ferry (n = 15,337)

## DETAILED FINDINGS: DEMOGRAPHICS OF FERRY RIDERS

### Age

While ferry riders who responded to the survey represented all age groups, half were above 55 years of age, with the highest percentage of participants (27.1%) between 65 and 79 years of age, as shown in Figure 7. For information about survey riders who travel with younger and older companions, see Traveling with others in Detailed Findings: Trip characteristics, modes, and fares section below.

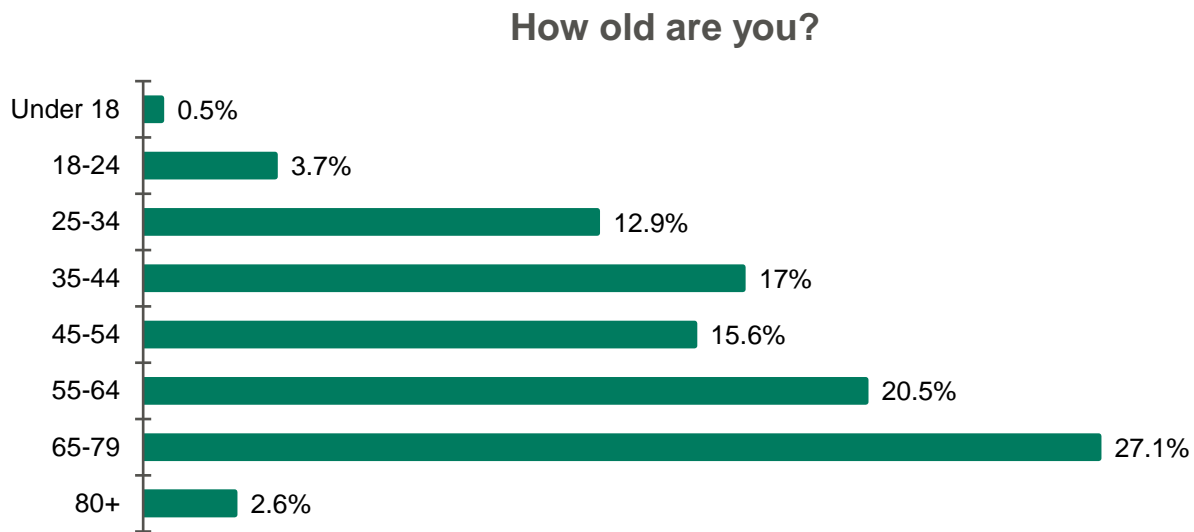


Figure 7: Age groups among ferry riders (n = 15,136)

### Race and ethnicity

Most ferry riders who responded to the survey identified as white (89.6%), with 2.7% identifying as American Indian or Alaska Native, 4.9% as Asian or Asian American, 2.4% as Black or African American, 4.1% as Hispanic/Latino, 0.7% as Middle Eastern or North African, 1.1% as Native Hawaiian or Pacific Islander, and 0.8% identified as “Other races not listed here,” as shown in Figure 8. Please note that respondents could select more than one racial or ethnic identity, so totals may add up to more than 100%.

Overall, 14.9% of respondents identified as Black, Indigenous, and People of Color (BIPOC). This was determined based on respondents who provided information about their racial or ethnic identities, and selected Asian or Asian America, Black or African American, Hispanic or Latinx, Middle Eastern or North African, American Indian or Alaska Native, Native Hawaiian or Pacific Islander, or other races not listed (alone or in combination with others).

## How do you identify?

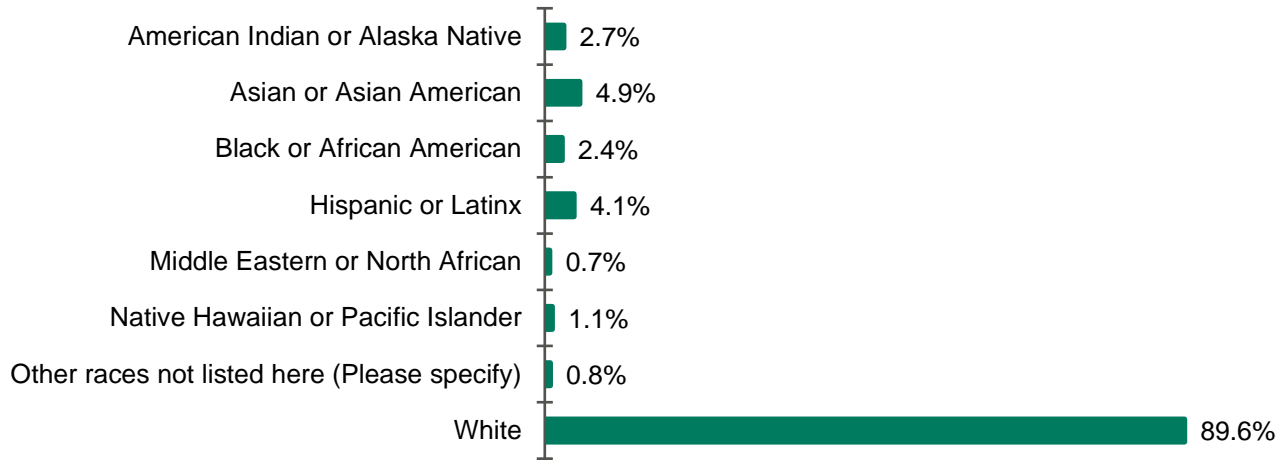


Figure 8: Racial and ethnic identity among ferry riders (n = 14,026)

## Gender

Women represented a slightly higher proportion of ferry riders who responded to the survey (56.0%), as shown in Figure 9. An additional 43.2% identify as men and 1.7% identify as non-binary, non-conforming, genderqueer, or with genders not listed in the survey question. Please note that respondents could select more than gender identity, so totals may add up to more than 100%.

## What is your gender?

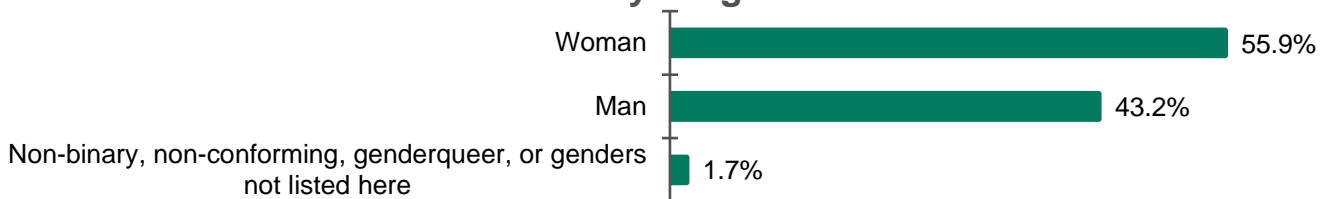


Figure 9: Gender identity among ferry riders (n = 14,636)

## Disability

About 11.2% of ferry riders who responded to the survey reported having a disability, as shown in Figure 10.

## Do you have a disability?

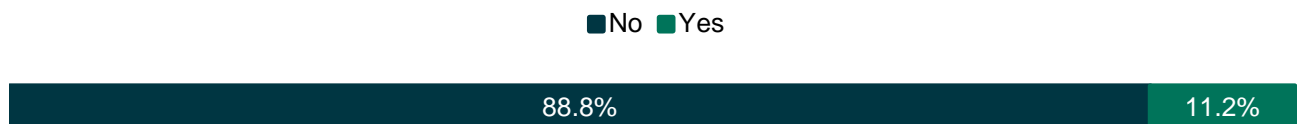


Figure 10: Disability status among ferry riders (n = 14,557)

## Income

Survey respondents represented a range of household incomes, as shown in Figure 11. The median household income reported was between \$100,000 to \$149,000, with:

- 45.2% respondents from households with incomes under \$100,000, 29.1% under \$75,000,
- 6.8% under \$35,000, and
- 32.4% above \$150,000.

### What was your total household income before taxes in 2022? Your best guess is fine

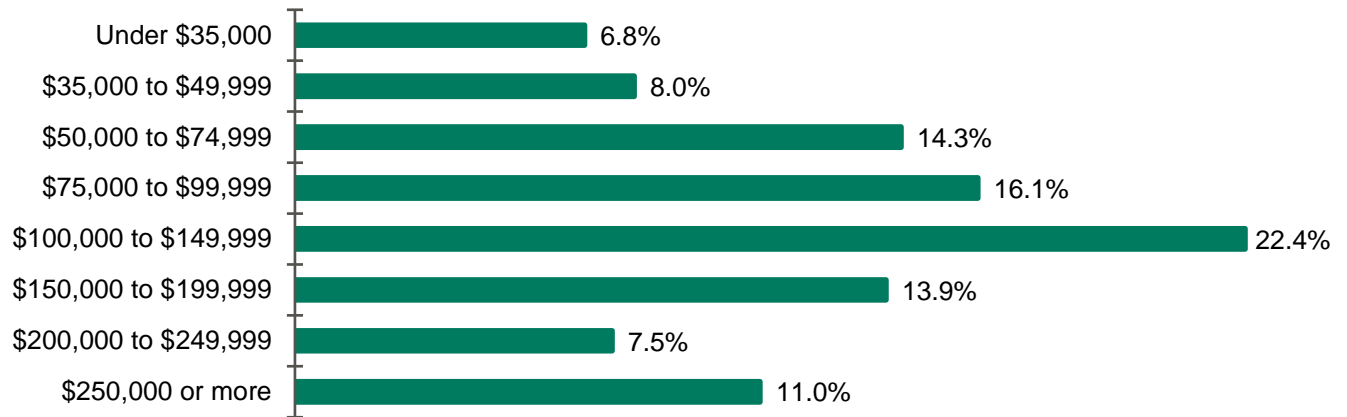


Figure 11: Annual household income among ferry riders (n = 12,638)

After adjusting for household size, over 23% of participants reported annual household incomes below 80% of the 2023 Area Median Income (AMI)<sup>9</sup> for the Seattle-Tacoma-Bellevue area. For reference, this was \$70,650 or less for a single person, \$80,750 or less for a household of two, and \$100,900 or less for a household of four.

## Education

While ferry riders who responded to the survey represented a variety of educational backgrounds as shown in Figure 12, most held a bachelor's degree or higher (69.5%), with 33.3% holding a graduate

<sup>9</sup> Area Median Income (AMI) is calculated annually by the U.S. Department of Housing and Urban Development as the median income of all households in a designated area adjusting for household size. AMI is commonly used to assess and address economic disparities and to determine eligibility for various assistance programs and other initiatives, such as Section 8 housing. AMI levels are segmented into different categories, such as extremely low income (30% of AMI), very low income (50% of AMI), and low income (80% of AMI).

or professional degree. A further 8.4% held an associate degree and 15.3% had completed some college. Only 6.9% reported an educational attainment of high school graduation or less.

### What is the highest degree or level of education you have completed?

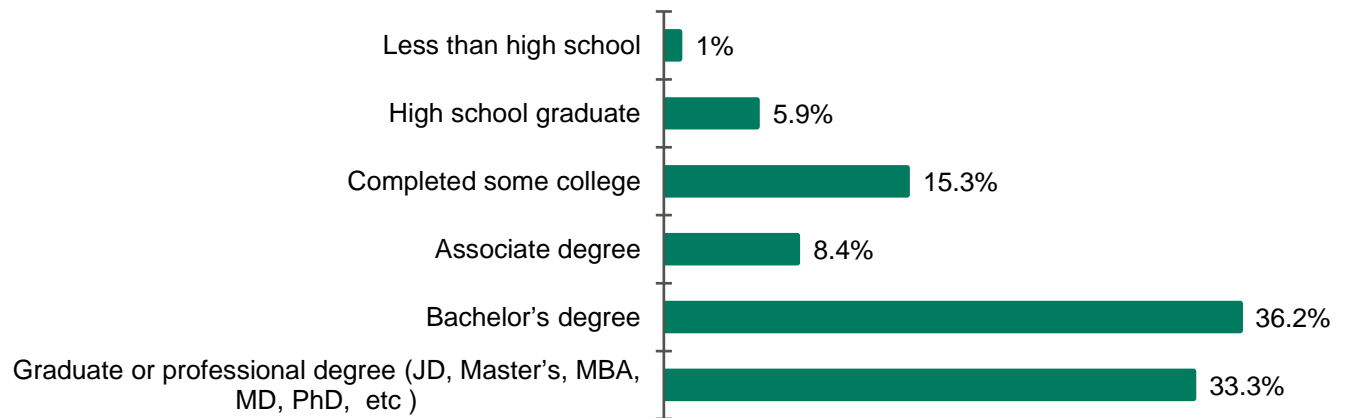


Figure 12: Highest level of education among ferry riders (N = 14,787)

### Employment and commuting

Most ferry riders who responded to the survey were currently employed, with 53.2% employed full-time and 11.4% part-time, as shown in Figure 13. Many were also retired (29.5%).

### Which best describes your current work status?

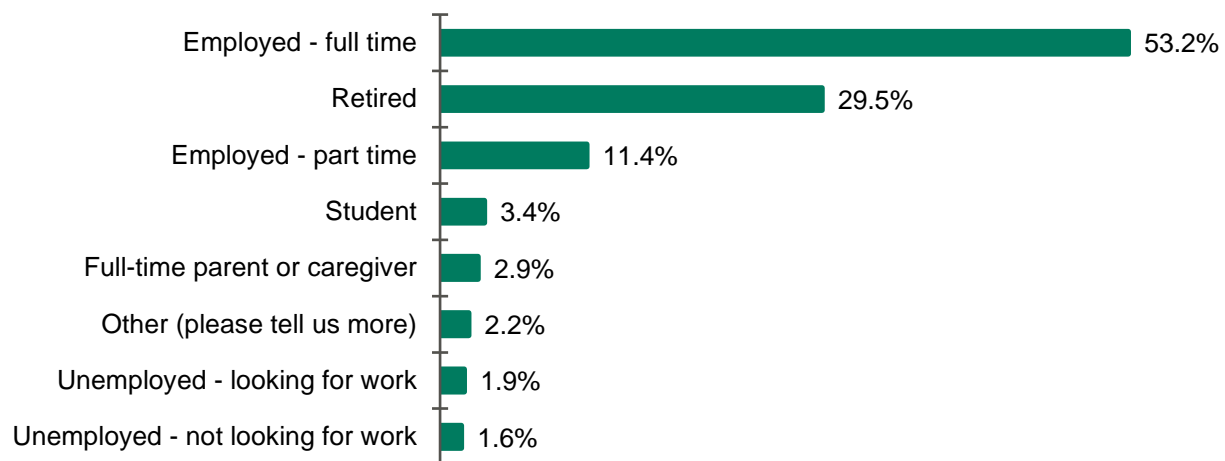


Figure 13: Current work status among ferry riders (n = 14,867)

Among those currently employed, ferry riders who responded to the survey represented a range of commute behaviors, as shown in Figure 14. About 60% commute at least three days per week, with

26.7% reporting that they commute three to four days per week and 33.6% reporting that they commute five or more days per week. An additional 18.4% commute one to two days per week. However, a combined 21% of respondents reported they rarely or never commute to work. Notably this question asks about commuting in any form and does not specifically ask about commuting by ferry.

### In a typical week, how often do you commute to your place of work? Your best guess is fine

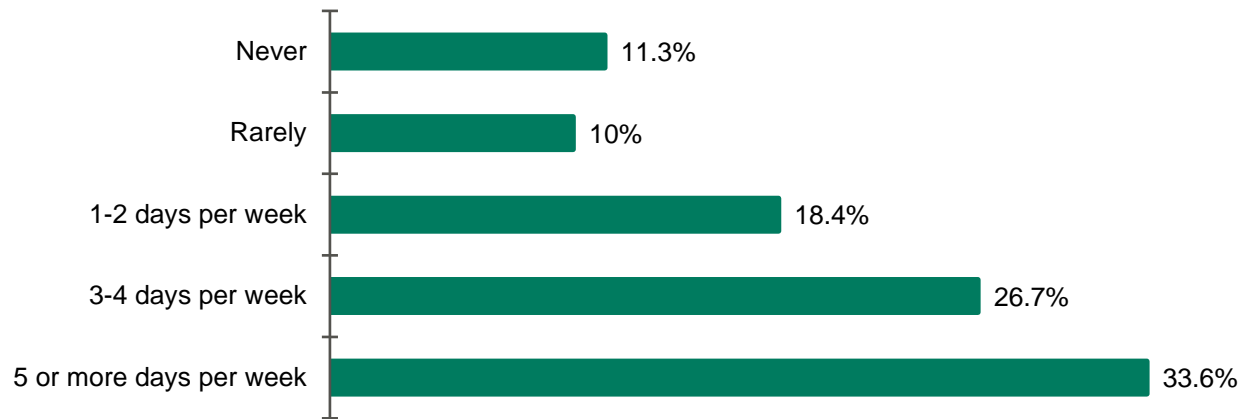


Figure 14: Commute frequency among employed frequency riders (n = 9,916)

## Language

Most ferry riders who responded to the survey reported English (97.9%) as a language they use at home. Many respondents use languages other than English at home, and a diversity of languages were represented by the respondents: 5.5% speak Spanish at home and 1.6% speak German at home. Fewer than 1% of respondents reported using each of the other languages, as shown in Figure 15.

## What language or languages do you speak at home?

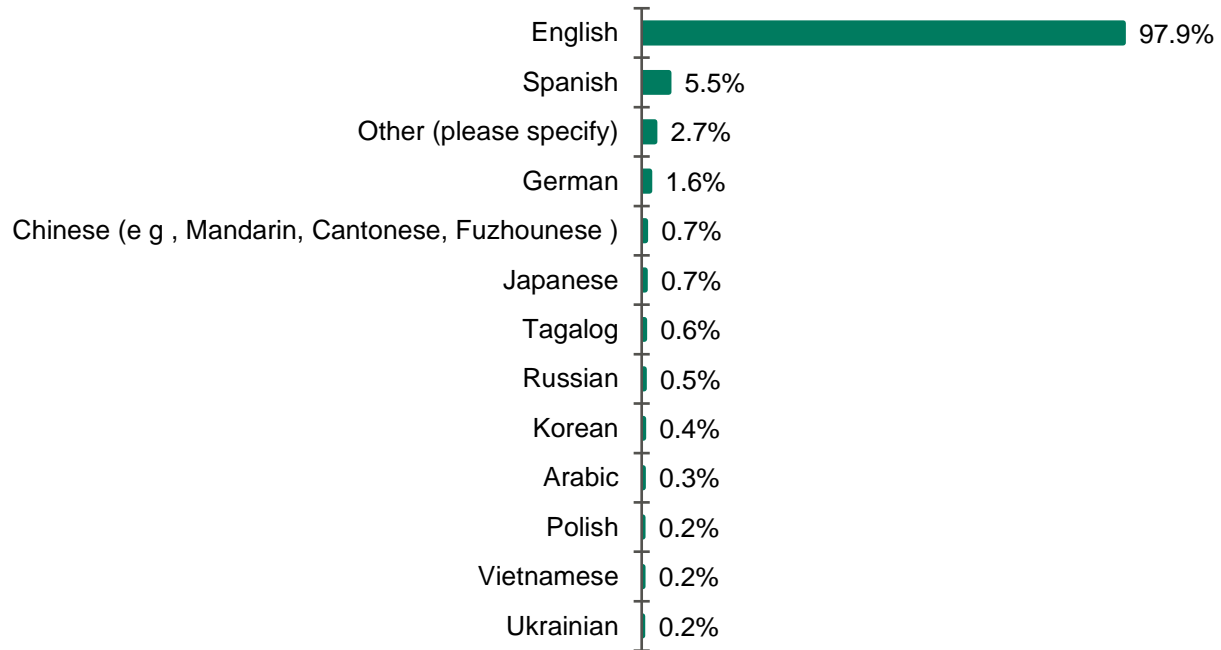


Figure 15: Languages spoken at home among ferry riders (n = 14,719)

## Household size

Ferry riders who responded to the survey live in households of varying sizes, as shown in Figure 16. Nearly half (49.2%) live in two-person households, while 16.7% in three-person households, 11.9% in four-person households, and about 6% live in households larger than four. An additional 16.1% live alone.

## Including you, how many people live in your household?

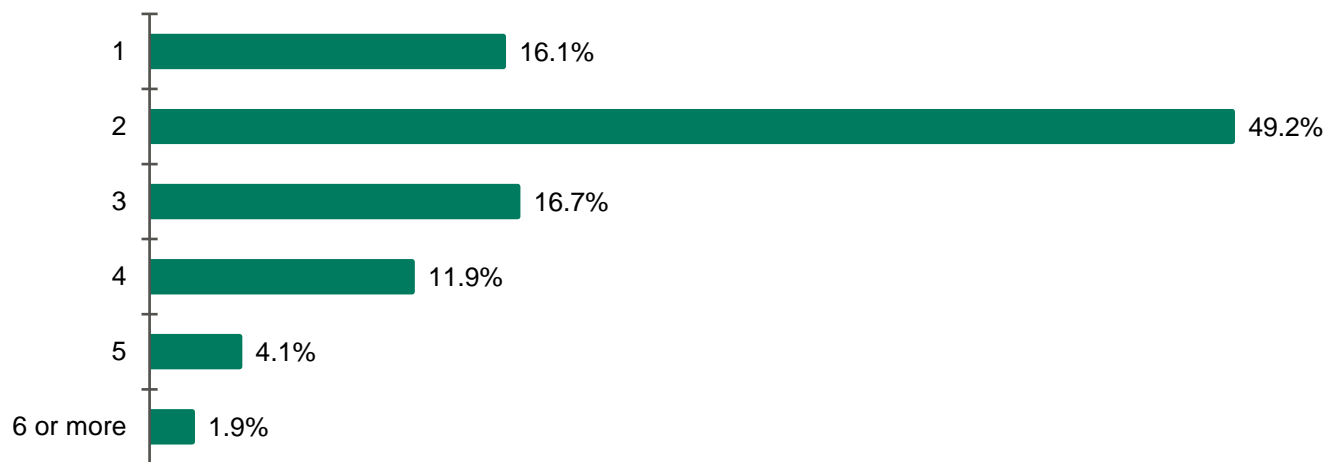


Figure 16: Household size among ferry riders (n = 15,168)



## DETAILED FINDINGS: TRIP CHARACTERISTICS, MODES AND FARES

The survey asked ferry riders a series of questions about their most recent one-way trip, and this section summarizes these findings. All figures in this section are descriptive and show all results. All tables in this section display the statistically significant correlations between each rider characteristic (e.g., trip purpose) and their answers to all other questions. These correlations help us to better understand the relationships between the variables. For more information, including details about trip start and end terminals, see Appendix C: Data tables.

### Trip purpose

When asked about the main purpose of their most recent trip, ferry riders provided a range of responses as shown in Figure 17.

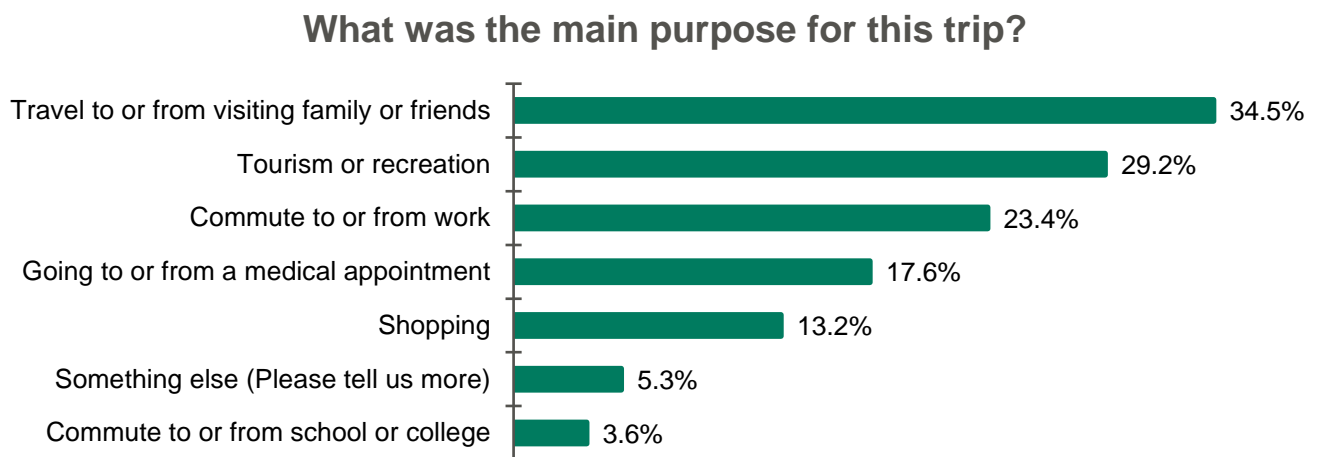


Figure 17: Main purpose of most recent trip (n = 15,333)

### Visiting family or friends

The most common trip purpose was travel to or from visiting family or friends (34.5%).

Those who selected visiting family or friends, significantly differed from all others as they tended to:

More often say that they...	Less often say that they...
<ul style="list-style-type: none"> <li>■ Report accessibility issues due to difficulty navigating terminals/boarding vessels using mobility aids</li> <li>■ Report accessibility issues due to staff being unavailable or unable to support</li> </ul>	<ul style="list-style-type: none"> <li>■ Also consider tourism/recreation or commuting to/from work to be a main purpose of their trip</li> <li>■ Ride the ferry four or more times a week</li> <li>■ Ride the ferry Tues-Thurs</li> </ul>

Table 2: Characteristics and experiences correlated with the trip purpose "Travel to or from visiting family or friends." Table only displays correlations which registered as significantly different than those traveling for other purposes.

## Tourism or recreation

The second most common trip purpose was tourism or recreation (29.2%).

*Respondents who selected tourism or recreation, significantly differed from all others, as they tended to:*

More often say that they...	Less often say that they...
<ul style="list-style-type: none"> <li>■ Boarded using single-ride regular fare</li> <li>■ Traveled with larger numbers of people</li> <li>■ Traveled with larger numbers of people between the ages of 18 and 64</li> <li>■ Ride the ferry less than once a month</li> <li>■ Are motivated to ride the ferry because of the scenic views</li> <li>■ Are more satisfied with WSF service overall</li> </ul>	<ul style="list-style-type: none"> <li>■ Boarded using multi-ride regular fare</li> <li>■ Traveled alone</li> <li>■ Also consider commuting to/from work, going to/from a medical appointment, or visiting family/friends to be a main purpose of their trip</li> <li>■ Ride the ferry more often</li> <li>■ Ride the ferry during the work week (Mon-Thurs)</li> <li>■ Report accessibility issues due to staff being unavailable or unable to support</li> <li>■ Have difficulty using WSF service because the service is unreliable</li> </ul>

*Table 3: Characteristics and experiences correlated with the trip purpose "Tourism or recreation." Table only displays correlations which registered as significantly different than those traveling for other purposes.*

## Commuting to or from work

The third most common trip purpose was commuting to/from work (23.4%). Selecting commute to or from work as a trip purpose is significantly correlated with other commute-related factors such as working full-time, commuting to work frequently, and riding the ferry during the work week.

*Respondents who selected commute to or from work as the main purpose of their most recent trip significantly differed those who did not, as they tended to:*

More often say that they...	Less often say that they...
<ul style="list-style-type: none"> <li>■ Boarded using a monthly pass or multi-ride regular fare</li> <li>■ Traveled alone</li> <li>■ Work full-time</li> <li>■ Commute to work more frequently</li> <li>■ Ride the ferry more frequently</li> </ul>	<ul style="list-style-type: none"> <li>■ Boarded using reduced fare (senior or disability)</li> <li>■ Traveled from the terminal as a passenger</li> <li>■ Traveled with larger numbers of people</li> </ul>

<ul style="list-style-type: none"> <li>■ Ride the ferry during the work week (Mon-Fri)</li> </ul>	<ul style="list-style-type: none"> <li>■ Also consider going to/from a medical appointment, tourism/recreation, or visiting family/friends to be a main purpose of their trip</li> <li>■ Are between the ages of 65 and 79</li> <li>■ Are retired</li> <li>■ Never commute to work</li> <li>■ Ride the ferry on variable days</li> </ul>
---	--

Table 4: Characteristics and experiences correlated with the trip purpose "Commute to or from work." Table only displays correlations which registered as significantly different than those traveling for other purposes.

### Medical appointments

Many (17.6%) also reported medical appointments as the main purpose of their most recent trip

Respondents who selected medical appointments as their trip purpose significantly differed from those who did not as they tended to:

More often say that they...	Less often say that they...
<ul style="list-style-type: none"> <li>■ Boarded at Clinton or Friday Harbor, and exited at Anacortes or Mukilteo</li> <li>■ Also consider shopping to be a main purpose of their trip</li> <li>■ Are retired</li> <li>■ Are older</li> <li>■ Have difficulty using WSF due to unreliable service</li> <li>■ Are less satisfied with WSF service overall</li> </ul>	<ul style="list-style-type: none"> <li>■ Boarded using single-ride regular fare</li> <li>■ Also consider commuting to/from work or tourism/recreation to be a main purpose of their trip</li> <li>■ Work full time</li> <li>■ Are motivated to ride the ferry because of the scenic views</li> <li>■ Are more satisfied with WSF service overall</li> </ul>

Table 5: Characteristics and experiences correlated with the trip purpose "Going to or from a medical appointment." Table only displays correlations which registered as significantly different than those traveling for other purposes.

### Shopping

About 13.2% said shopping was the main purpose of their most recent trip.

Respondents who selected shopping as their trip purpose significantly differed from those who did not, as they tended to:

More often say that they...	Less often say that they...
<ul style="list-style-type: none"> <li>■ Exited at Anacortes</li> </ul>	<ul style="list-style-type: none"> <li>■ None</li> </ul>

<ul style="list-style-type: none"> <li>Also consider going to/from a medical appointment to be a main purpose of their trip</li> </ul>	
--	--

Table 6: Characteristics and experiences correlated with the trip purpose “Shopping.” Table only displays correlations which registered as significantly different than those traveling for other purposes.

### Commuting to or from school

About 3.6% said commuting to/from school was the main purpose of their most recent trip.

Respondents who selected commuting to/from school as their trip purpose significantly differed from those who did not, as they:

More often say that they...	Less often say that they...
<ul style="list-style-type: none"> <li>Traveled to the ferry terminal via bus or rideshare</li> <li>Boarded at the Seattle terminal</li> <li>Boarded the ferry as a passenger of a vehicle or motorcycle</li> <li>Rode the Seattle/Bremerton ferry</li> <li>Took the winter survey</li> <li>Live in a 3-person household</li> <li>Are a student</li> <li>Are motivated to ride the ferry because it is cheaper than other transportation options</li> <li>Report accessibility issues due to difficulty navigating terminals/boarding vessels using mobility aids</li> <li>Report accessibility issues due to staff being unavailable or unable to support</li> <li>Have difficulty using WSF because terminals and boarding are not easily accessible</li> </ul>	<ul style="list-style-type: none"> <li>Are older</li> <li>Traveled to the ferry terminal via driving</li> <li>Do not report any accessibility issues riding ferries</li> </ul>

Table 7: Characteristics and experiences correlated with the trip purpose “Commute to or from school or college.” Table only displays correlations which registered as significantly different than those traveling for other purposes.

Finally, among respondents who selected “something else” (5.3%), common responses included trips to and from a second home and personal appointments for non-medical purposes, such as attending religious services, auto maintenance, and non-business transactions such as buying or selling a property.

## Traveling with others

When asked who they were travelling with on their most recent ferry trip, most survey respondents reported that they were traveling alone (44.4%) or with one other person (39.7%), as shown in Figure 18. Some reported traveling in groups of three (7.8%) and groups of four people (5.5%), whereas few respondents reported traveling in groups of five (1.4%) or six or more people (1.2%).

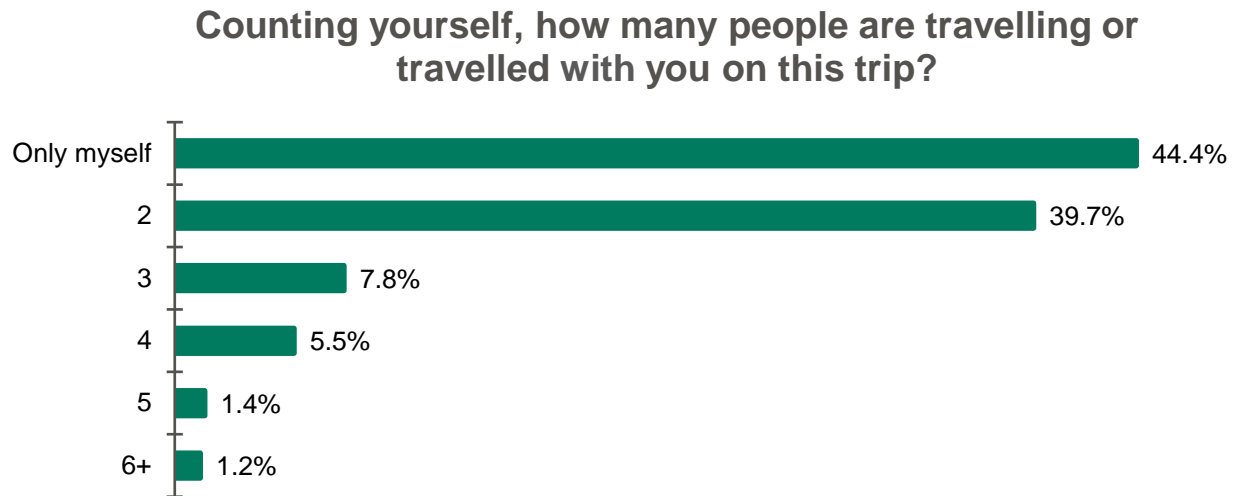


Figure 18: Travel party size during most recent ferry trip (n = 15,255)

Compared to those traveling with more people, respondents traveling alone significantly differed in that they tended to:

More often say that they...	Less often say that they...
<ul style="list-style-type: none"> <li>■ Consider commuting to/from work to be a main trip purpose</li> <li>■ Ride the ferry at least 4 or more times per week</li> <li>■ Ride the ferry during the work week (Mon-Thurs)</li> </ul>	<ul style="list-style-type: none"> <li>■ Got to/from the ferry terminal as a passenger of a vehicle or motorcycle</li> <li>■ Consider tourism/recreation to be a main trip purpose</li> <li>■ Have more people in their household</li> <li>■ Ride the ferry less than one time per month</li> </ul>

Table 8: Characteristics and experiences correlated with traveling alone. Table only displays correlations which registered as significantly different than those traveling in larger groups.

Compared to smaller sized parties, respondents traveling in larger parties significantly differed in that they tended to:

More often say that they...	Less often say that they...
<ul style="list-style-type: none"> <li>■ Got to/from the ferry terminal as a passenger of a vehicle or motorcycle</li> <li>■ Consider tourism/recreation to be a main trip purpose</li> <li>■ Have a larger number of people living in their household</li> <li>■ Ride the ferry less than one time per month</li> </ul>	<ul style="list-style-type: none"> <li>■ Consider commuting to/from work to be a main trip purpose</li> <li>■ Ride the ferry more often</li> </ul>

Table 9: Characteristics and experiences correlated with larger travel party size. Table only displays correlations which registered as significantly different than those traveling alone.

The survey also asked a series of questions about the ages of travel companions, and these findings are summarized in Figure 19. Overall, most respondents were traveling with people between the ages of 18 and 64. About 12.8% said they were travelling with others under 18 years of age, with 4.5% traveling with children under 5 years of age. Another 19.9% said they were traveling with others who were 65 years of age or older. Those traveling with children were usually in groups of more than two people, while those traveling with people over the age of 64 were usually in groups of two. For detailed information about travel party size and the ages of companions, see Appendix C: Data tables.

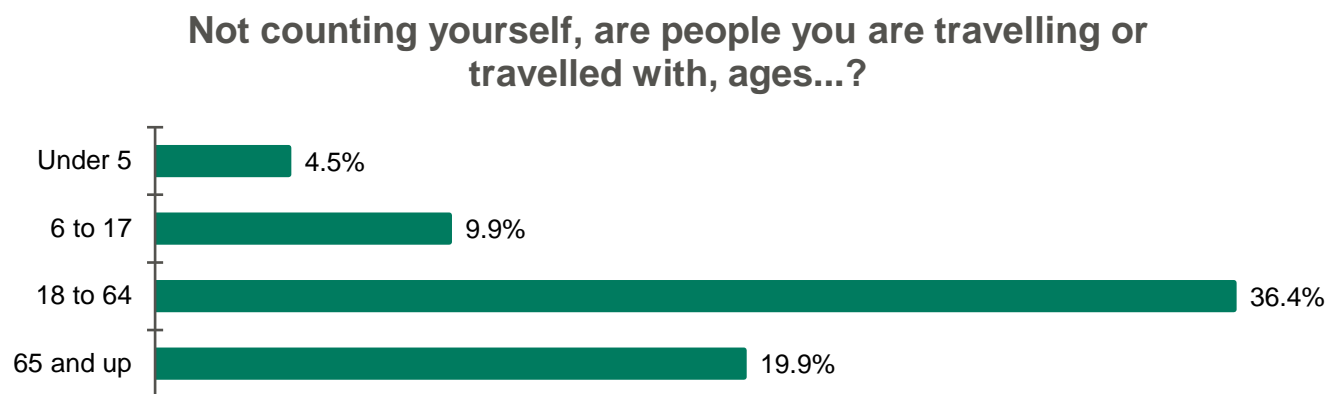


Figure 19: Percentage of respondents who reported travelling with one or more companions of each age group (n = 15,367)

## Access, egress, and boarding modes

### Getting to/from the ferry terminal

When asked how they got to and from the ferry terminal during their most recent trip, personal vehicles were the most common mode among survey respondents, with about 70% reporting they were the driver of a vehicle or motorcycle and another 23% reporting they were a passenger of a vehicle or motorcycle, as shown in Figure 20.

## How did you get from where you started to the ferry terminal/from the ferry terminal to your final destination?

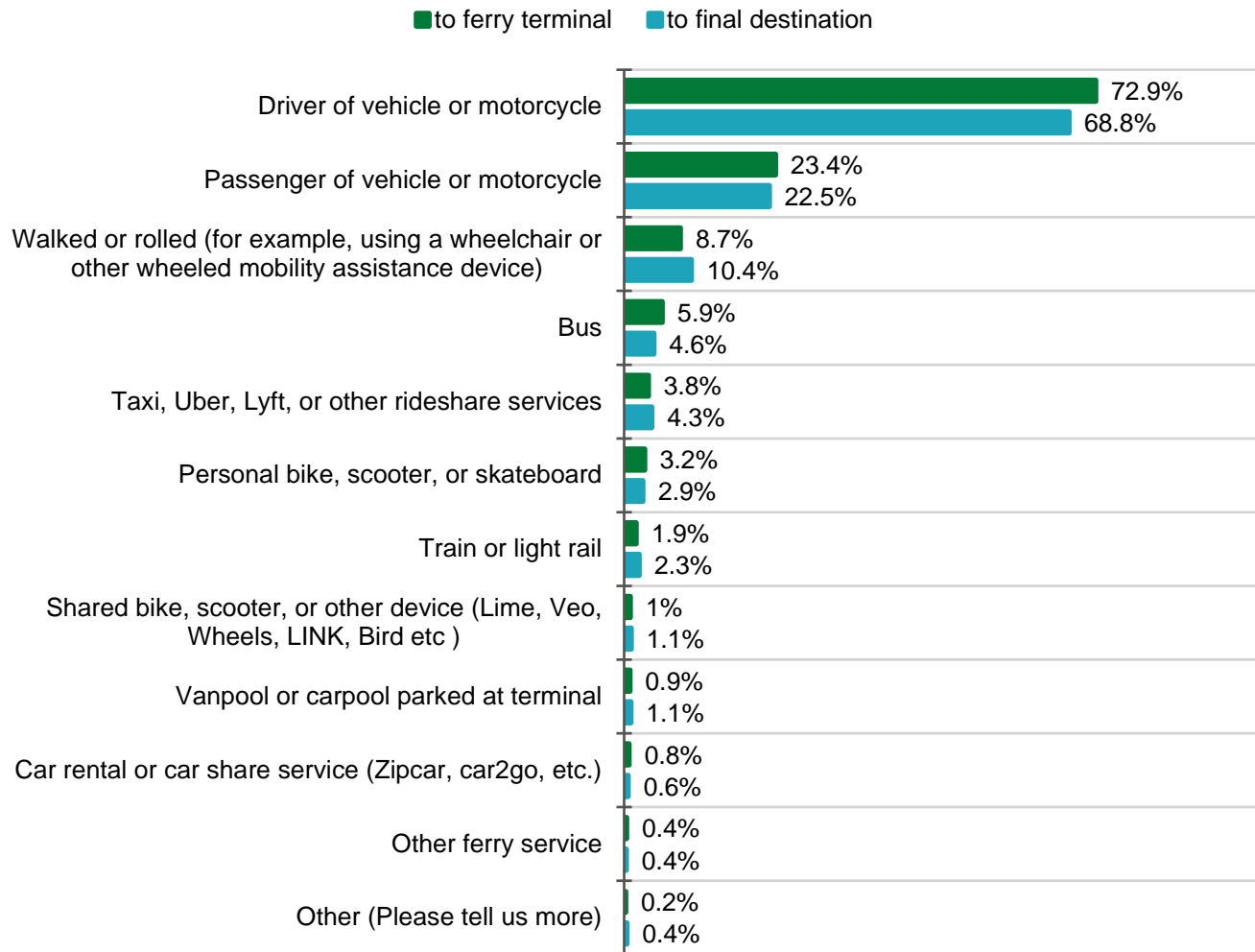


Figure 20: Mode of transportation to and from the ferry terminal during most recent ferry trip (n = 15,346)

Some also reported walking or rolling (for example, using a wheelchair or other wheeled mobility assistance device), with about 8.7% using this mode to get to the ferry terminal and 10.4% using this mode to get from the ferry terminal to their destination. Among respondents who said they got to the ferry terminal by walking or rolling, the majority (53.1%) walked or rolled three or more blocks, as shown in Figure 21.

## To get to the ferry terminal, how far did you walk or roll (for example, using a wheelchair or other wheeled mobility assistance device)?



Figure 21: Distance walked or rolled to get to or from the ferry terminal (n = 1,325)

Fewer than 10% reported using other modes to get to or from the ferry terminal, including transit and ride share services. Among those who provided other write-in options, common responses included non-ferry boats (to access non-serviced islands in the San Juans) and airplanes (for respondents traveling from out of town). Most (85.4%) respondents left the ferry terminal the same way they arrived.

### Boarding

Most ferry rider respondents boarded in a vehicle or motorcycle, with 63.6% as drivers and 16.3% as passengers, as shown in Figure 22. An additional 18% walked or rolled on (for example using a wheelchair or other wheeled mobility assistance device), and only about 1.9% of ferry riders who responded to the survey biked on during their most recent ferry trip.

## How did you board the ferry?

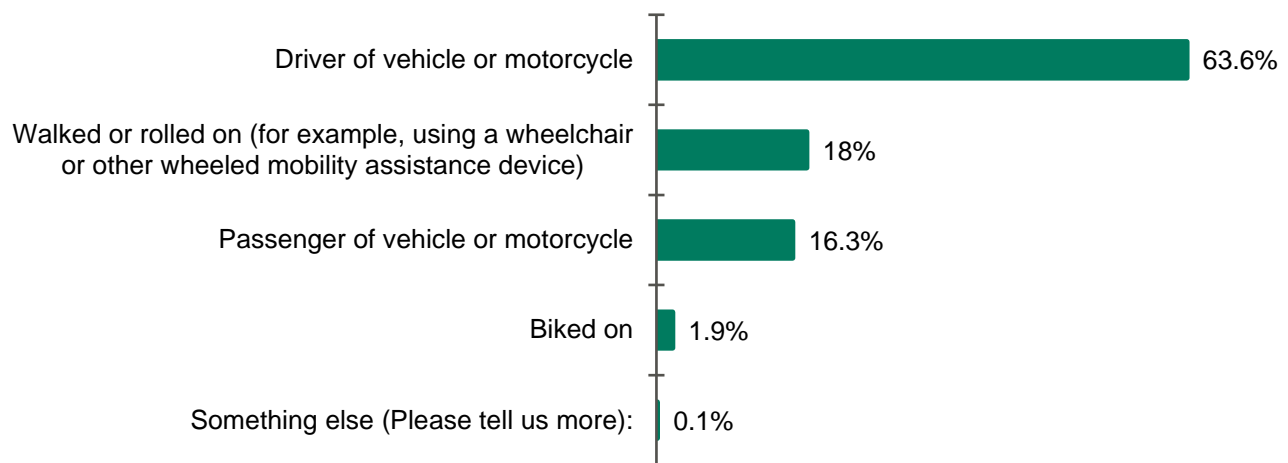


Figure 22: Mode used to board ferry during most recent trip (n = 15,321)

### Vehicle type

Of respondents who said they boarded the ferry as a driver or passenger of a vehicle or motorcycle, most (83.6%) boarded with a regular vehicle, 11.1% with a small vehicle, 2.6% with an oversized vehicle, and 2% with a motorcycle, as shown in Figure 23.



## Which of the following best describes the vehicle you drove or rode on to the ferry?

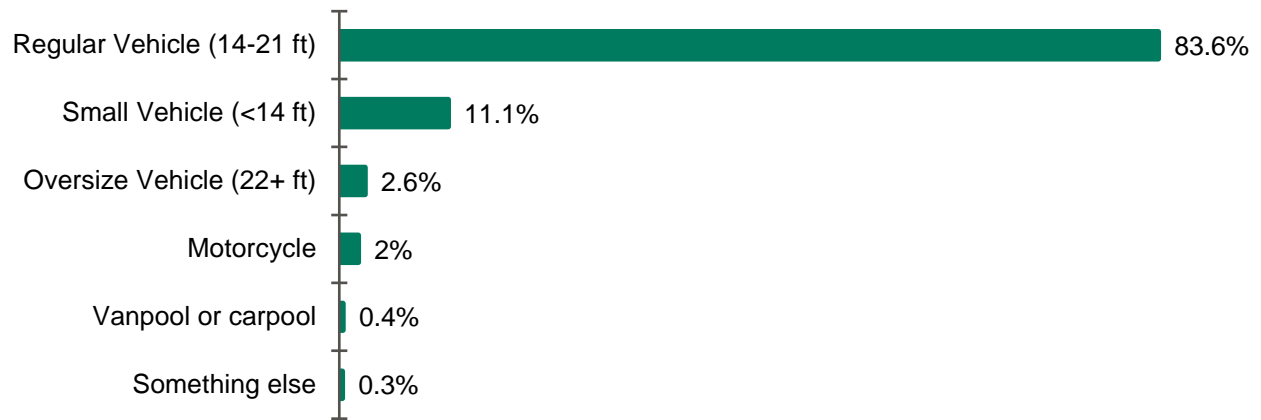


Figure 23: Type of vehicle used among ferry riders who used a vehicle or motorcycle to board the ferry on their most recent trip (n = 12,118)

Most respondents used the same mode of transportation to get to the ferry terminal, to board the ferry, and to leave the ferry terminal.

Those who boarded the ferry...	More often say that they... compared to all others.	Less often say that they... compared to all others.
<b>As a driver of vehicle or motorcycle</b>	<ul style="list-style-type: none"> <li>■ Boarded using multi-ride regular fare</li> <li>■ Are older</li> <li>■ Have difficulty using WSF service due to long wait times at the ferry terminal</li> <li>■ Are less satisfied with WSF service overall</li> </ul>	<ul style="list-style-type: none"> <li>■ Boarded using a smartcard or ORCA</li> <li>■ Rode the Seattle/Bainbridge route</li> <li>■ Report accessibility issues due to difficulty navigating terminals or boarding vessels using mobility aids or due to staff being unavailable or unable to support</li> <li>■ Are motivated to ride the ferry because it is cheaper than other transportation options</li> </ul>

<p><b>As a passenger of vehicle or motorcycle</b></p>	<ul style="list-style-type: none"> <li>■ Got to or from the ferry terminal via rideshare or as a vehicle passenger</li> <li>■ Traveled with more people</li> <li>■ Consider commuting to/from school to be a main trip purpose</li> <li>■ Have difficulty using WSF service because terminals and boarding are not easily accessible</li> <li>■ Report accessibility issues due to difficulty navigating terminals/boarding vessels using mobility aids and due to staff being unavailable or unable to support</li> </ul>	<ul style="list-style-type: none"> <li>■ Got to or from the ferry terminal by driving</li> <li>■ Traveled alone</li> <li>■ Do not report accessibility issues riding WSF</li> </ul>
<p><b>By walking or rolling on</b></p>	<ul style="list-style-type: none"> <li>■ Got to or from the ferry terminal via bus, train, or walking/rolling</li> <li>■ Boarded using a smartcard or ORCA</li> <li>■ Rode the Seattle/Bainbridge route</li> </ul>	<ul style="list-style-type: none"> <li>■ Got to or from the ferry terminal by driving</li> <li>■ Have difficulty using WSF service due to long wait times at the ferry terminal</li> </ul>
<p><b>By biking on</b></p>	<ul style="list-style-type: none"> <li>■ Got to or from the ferry terminal by biking</li> <li>■ Paid the bicycle fare</li> <li>■ Are enrolled in WSF's Medical Preferential Loading Program</li> <li>■ Have difficulty using WSF service due to difficulty bringing bicycles or other large items through terminals and onboard</li> </ul>	<ul style="list-style-type: none"> <li>■ Got to or from the ferry terminal by driving</li> </ul>

Table 10: Characteristics and experiences correlated with boarding mode. Table only displays those responses which were significantly different for each boarding type as compared to all others

## Fare types

Respondents used a variety of different fare types on their trips, as shown in Figure 24. The most common type of fare used was the regular single-ride fare (40.1%), followed by regular multi-ride fare (27.1%).

### What kind of ticket or pass did you use on this trip?

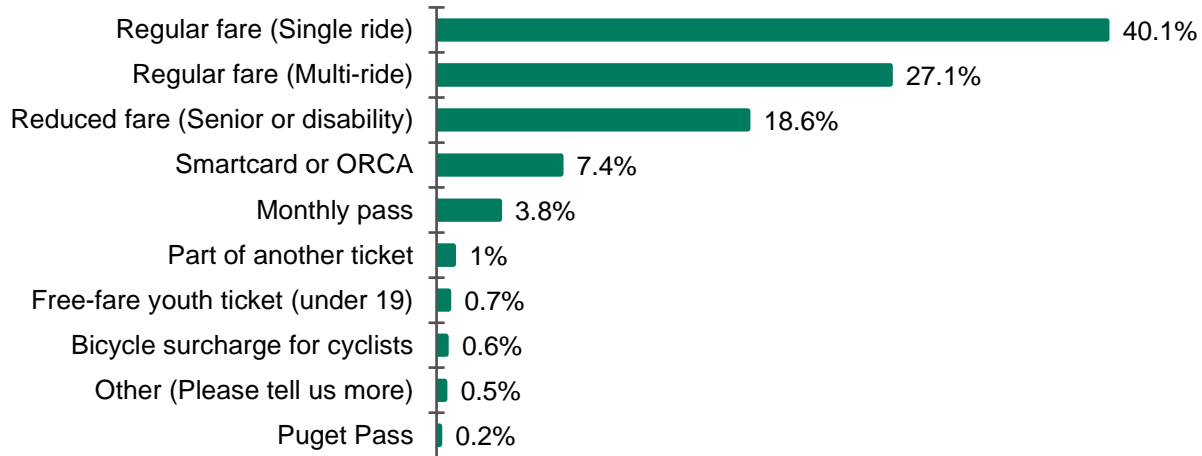


Figure 24: Type of ticket or pass used on most recent ferry trip (n = 15,346)

Those who used single-ride regular fare tend to be younger, occasional riders, motivated by scenic views and recreation; they also tend to be more satisfied with WSF service overall. In contrast, those who used the multi-ride regular fare tend to be commuters who ride the ferry often and during the work week. These regular riders tend to be less satisfied with WSF service and cited unreliable service as a difficulty in using WSF service.

About 18.6% used senior or disability reduced fare, which included many but not all respondents who may qualify, including 55.6% of respondents above age 64 and 31.8% of respondents who identified as having a disability. For more information about the experiences of ferry riders with disabilities, see the Accessibility section.

In addition, about 7.4% used Smartcard or ORCA, and 3.8% used the monthly pass, whereas 1% or fewer used other options.

### Enrollment in WSF’s Medical Preferential Loading Program

The survey also asked ferry riders who responded to the survey if they are enrolled in WSF’s Medical Preferential Loading Program, which provides qualified and enrolled riders (those who have a medical condition that an extended wait on the dock would cause detrimental risks to their health) with an exemption from the standard “first-come, first-served” policy. About 5.3% of ferry riders who responded to the survey were enrolled in this program, as shown in Figure 25.

## Are you enrolled in WSF’s Medical Preferential Loading Program?

■ Not sure or I dont know ■ No ■ Yes

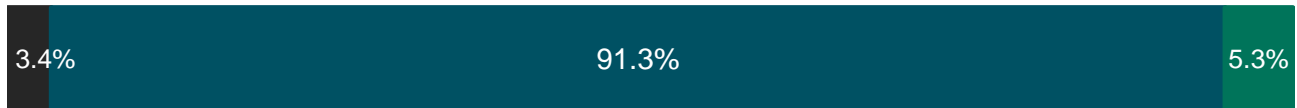


Figure 25: Enrollment in WSF's Medical Preferential Loading Program (n = 12,207)

Respondents enrolled in WSF’s Medical Preferential Loading Program tended to be younger, have disabilities, and use modes other than driving to get to or from the ferry terminal.

### Accessing information

When asked how they access information about WSF schedules, most respondents said they use the WSF website (64.6%) and/or the WSDOT app (52.7%), as shown in **Error! Reference source not found.** Among respondents who selected “something else”, common responses included other third-party apps, WSF text or email alerts, and social media. In open-end comments, many respondents expressed their preference for third-party apps such as Ferry Friends over the WSDOT app, and many respondents also shared disappointment with limited access to printed schedules.

Respondents who use Google or Apple maps tended to be younger than those who selected other methods of accessing information. Respondents who use the WSDOT app tended to ride the ferry more often, report difficulty using WSF due to unreliable service, and report accessibility issues (staff not available/unable to provide support, difficult to navigate terminals/board vessels using mobility devices).

## How do you access information about Washington State Ferries schedules?

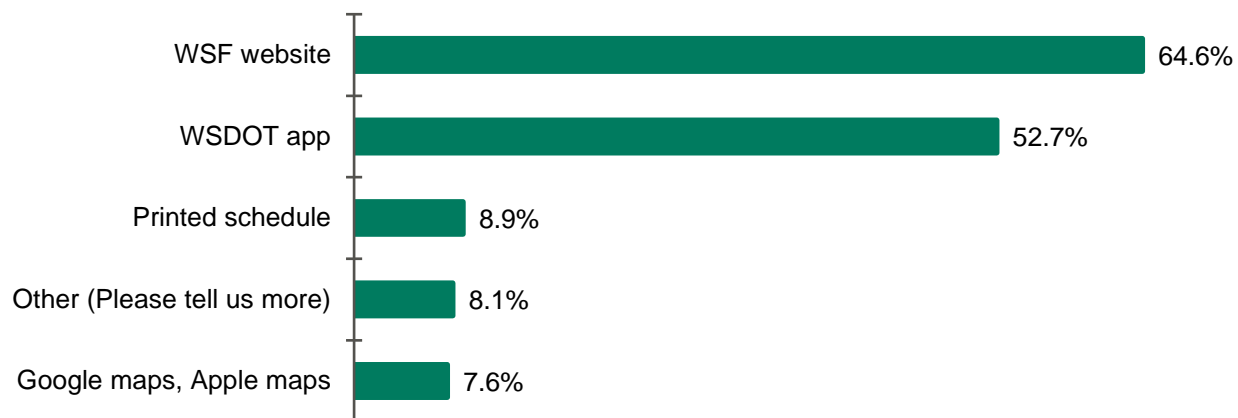


Figure 26: How ferry riders access information about WSF schedules (n = 15,326)

## DETAILED FINDINGS: MOTIVATORS AND DIFFICULTIES USING FERRY SERVICE

The survey asked ferry riders questions about their ferry travel more generally, including their satisfaction with services and the challenges they encountered, as well as issues around accessibility.

### Satisfaction with services

Overall, most respondents are satisfied with the Washington State Ferries service, with 25.1% saying they are very satisfied and 40.3% saying they are somewhat satisfied, as shown in Figure 27.

#### How satisfied are you with Washington State Ferries service overall?

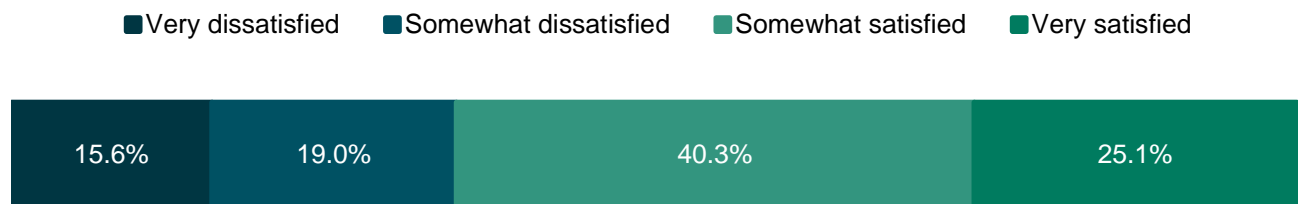


Figure 27: Satisfaction with WSF service overall (n = 15,332)

Satisfaction with WSF service was correlated with several other demographic and ridership factors.

*Satisfied and unsatisfied respondents significantly differed from each other, in that:*

Respondents who are more satisfied tended to say that they...	Respondents who are less satisfied tended to say that they...
<ul style="list-style-type: none"> <li>■ Boarded at the Seattle terminal</li> <li>■ Used the single-ride regular fare</li> <li>■ Consider tourism/recreation to be a main purpose of their trip</li> <li>■ Do not report any difficulties using WSF service</li> <li>■ Ride the ferry less than once a month</li> <li>■ Are motivated to ride the ferry for reasons besides necessity, particularly scenic views</li> </ul>	<ul style="list-style-type: none"> <li>■ Drove on</li> <li>■ Rode the Anacortes/San Juan Islands or Fauntleroy/Vashon routes</li> <li>■ Used the multi-ride regular fare</li> <li>■ Report difficulties using WSF service, particularly unreliable service</li> <li>■ Consider going to/from a medical appointment to be a main purpose of their trip</li> <li>■ Are older</li> <li>■ Ride the ferry more often</li> </ul>

	<ul style="list-style-type: none"> <li>■ Are motivated to ride the ferry because they have no other transportation options</li> </ul>
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Table 11: Characteristics and experiences correlated with satisfaction. Table only displays those survey results which are differ significantly between the two groups.

## Motivators

When asked what motivates respondents to ride ferries, more than half (55.6%) said they do so because the ferry is their only transportation option and that they must take a ferry to get to and from the places they travel to, as shown in Figure 28.

### What motivates you to ride Washington State Ferries?

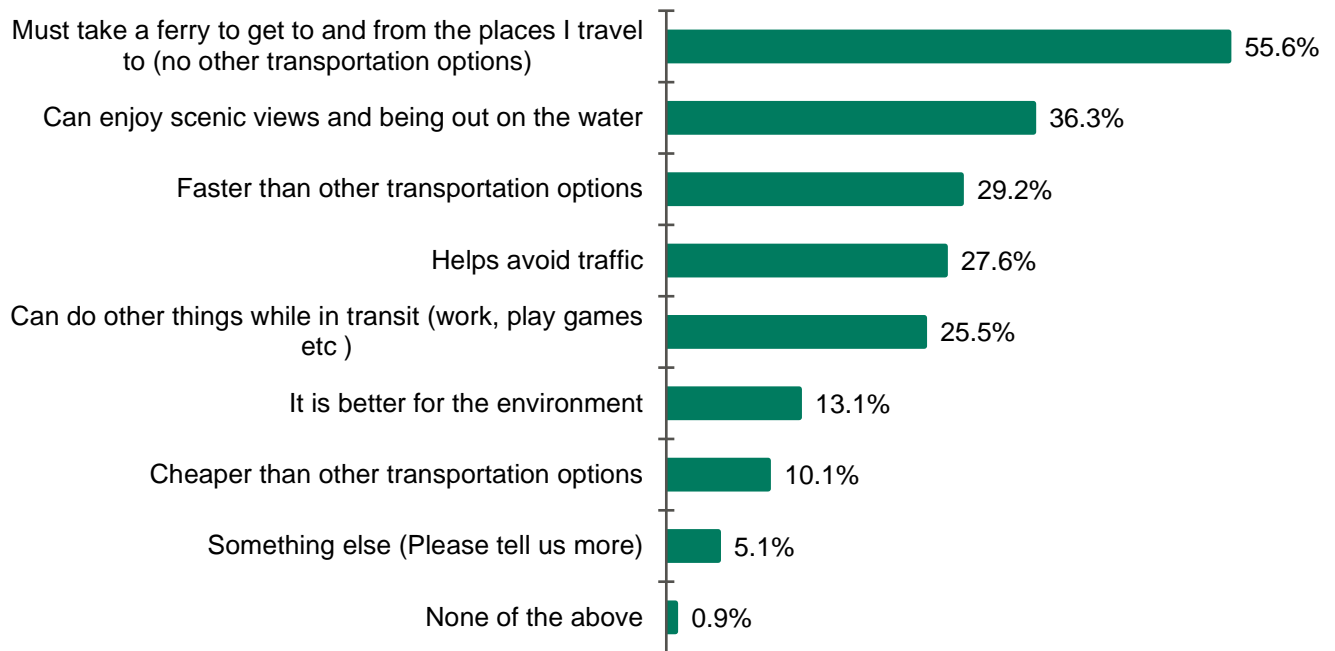


Figure 28: Factors that motivate ferry riders (n = 15,324)

Being able to travel faster and enjoy the ride were also common motivators, as noted by, enjoying scenic views and being out on the water (36.3%), the ferry being faster than other transportation options (29.2%), and avoiding traffic (27.6%), and being able to do other things while in transit such as work, play games etc. (25.5%). In addition, 5.1% selected “something else” and described avoiding longer routes or travel times, utilizing ferries as a more accessible transportation option for children and pets, and enjoying concession options in the galley.

Respondents who selected...	More often say that they... compared to all other riders.	Less often say that they... compared to all other riders.
<p><b>Must take a ferry to get to and from the places I travel to (no other transportation options)</b></p>	<ul style="list-style-type: none"> <li>■ Used multi-ride regular fare</li> <li>■ Have difficulty using WSF due to unreliable service</li> <li>■ Report accessibility issues due to difficulty navigating terminals/boarding vessels using mobility aids</li> <li>■ Report accessibility issues due to staff being unavailable or unable to support</li> <li>■ Are less satisfied with WSF service overall</li> </ul>	<ul style="list-style-type: none"> <li>■ Used single-ride regular fare</li> <li>■ Do not report accessibility issues riding WSF</li> <li>■ Are motivated by any other reason to ride WSF</li> </ul>
<p><b>Faster than other transportation options, Helps avoid traffic, It is better for the environment</b></p>	<ul style="list-style-type: none"> <li>■ Are more satisfied with WSF service overall</li> </ul>	<ul style="list-style-type: none"> <li>■ Are motivated to ride the ferry because they must</li> </ul>
<p><b>Cheaper than other transportation options</b></p>	<ul style="list-style-type: none"> <li>■ Got to the ferry terminal via bus or rideshare</li> <li>■ Left the ferry terminal via rideshare</li> <li>■ Consider commuting to/from school to be a main trip purpose</li> <li>■ Report accessibility issues due to difficulty navigating terminals/boarding vessels using mobility aids and due to staff</li> </ul>	<ul style="list-style-type: none"> <li>■ Drove on</li> <li>■ Do not report accessibility issues riding WSF</li> <li>■ Are motivated to ride the ferry because they must</li> </ul>

	<p>being unavailable or unable to support</p> <ul style="list-style-type: none"> <li>■ Have difficulty using WSF service because terminals and boarding are not easily accessible</li> <li>■ Are more satisfied with WSF service overall</li> </ul>	
<p><b>Can do other things while in transit (work, play games, etc.)</b></p>	<ul style="list-style-type: none"> <li>■ Are younger</li> <li>■ Report accessibility issues due to difficulty navigating terminals/boarding vessels using mobility aids</li> <li>■ Report accessibility issues due to staff being unavailable or unable to support</li> <li>■ Are more satisfied with WSF service overall</li> </ul>	<ul style="list-style-type: none"> <li>■ Are motivated to ride the ferry because they must</li> </ul>
<p><b>Can enjoy scenic views and being out on the water</b></p>	<ul style="list-style-type: none"> <li>■ Used single-ride regular fare</li> <li>■ Consider tourism/recreation to be a main trip purpose</li> <li>■ Ride the ferry less than once a month</li> <li>■ Have no difficulty using WSF</li> <li>■ Do not face accessibility issues riding WSF</li> <li>■ Are more satisfied with WSF service overall</li> </ul>	<ul style="list-style-type: none"> <li>■ Used multi-ride regular fare</li> <li>■ Consider going to/from a medical appointment to be a main trip purpose</li> <li>■ Ride the ferry more often</li> <li>■ Have difficulty using WSF due to unreliable service</li> <li>■ Are motivated to ride the ferry because they must</li> </ul>

Table 12: Characteristics and experiences correlated with different motivations for riding the ferry. Table only displays those results which differ significantly from all other motivations.



## Rider Difficulties

The most common barriers were around scheduling. These include service reliability issues (delays, cancellations etc.), long wait times, and sailings not being frequent enough or not working with respondents' scheduling needs, as shown in Figure 29.

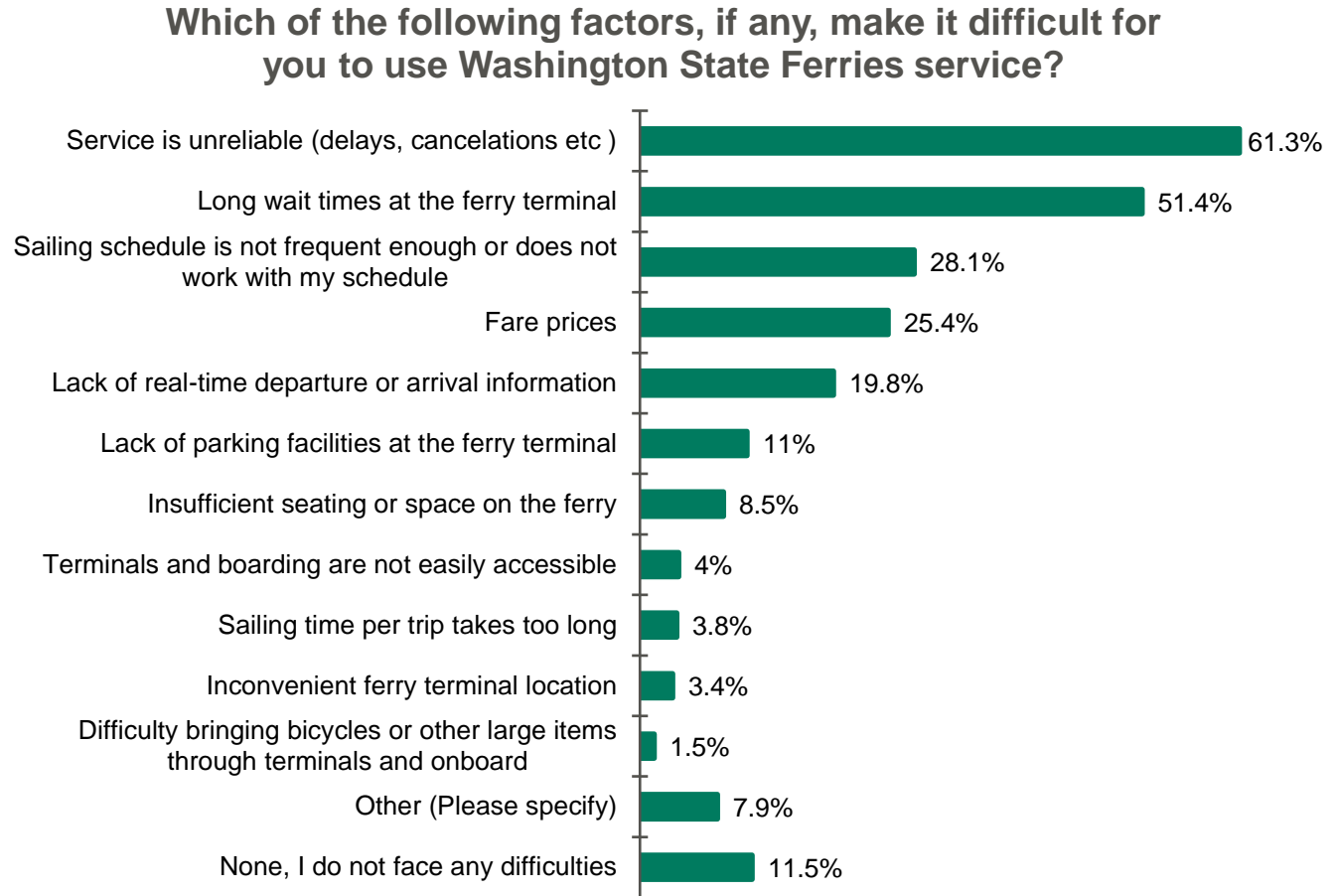


Figure 29: Factors that make it difficult to use WSF service (n = 15,304)

In addition, among the 7.9% of respondents who selected “other”, many described difficulties making vehicle reservations, confusing signage and/or traffic patterns around terminals, and frequent galley closures.

An additional 11.5% said they do not experience any barriers.

The difficulties ferry riders encountered were correlated with travel characteristics and experiences, as summarized in Table 13.

Respondents who selected...	More often say that they... compared to all others.	Less often say that they... compared to all others.
<b>Service is unreliable (delays, cancelations, etc.)</b>	<ul style="list-style-type: none"> <li>■ Used multi-ride regular fare</li> <li>■ Consider getting to/from medical appointments to be a main trip purpose</li> <li>■ Access information through the WSDOT app</li> <li>■ Are older</li> <li>■ Ride the ferry more often</li> <li>■ Are motivated to ride the ferry because they must</li> <li>■ Also experience barriers due to long wait times and lack of information</li> <li>■ Are less satisfied with WSF service overall</li> </ul>	<ul style="list-style-type: none"> <li>■ Responded during winter fielding</li> <li>■ Got to the ferry terminal via rideshare</li> <li>■ Use single-ride regular fare</li> <li>■ Consider tourism/recreation to be a main trip purpose</li> <li>■ Ride less than once a month</li> <li>■ Are motivated to ride the ferry due to the scenic views</li> <li>■ Report accessibility issues due to difficulty navigating terminals/boarding vessels using mobility aids</li> <li>■ Report accessibility issues due to staff being unavailable or unable to support</li> </ul>
<b>Long wait times at the ferry terminal</b>	<ul style="list-style-type: none"> <li>■ Got to/from the ferry terminal by driving</li> <li>■ Drove on in a personal vehicle</li> <li>■ Also experience barriers due to unreliable service, fare prices, and lack of information</li> <li>■ Are less satisfied with WSF service overall</li> </ul>	<ul style="list-style-type: none"> <li>■ Walked or rolled on</li> <li>■ Report accessibility issues due to staff being unavailable or unable to support</li> </ul>
<b>Sailing schedule is not frequent enough or does</b>	<ul style="list-style-type: none"> <li>■ Report accessibility issues due to staff being</li> </ul>	<ul style="list-style-type: none"> <li>■ Do not report accessibility issues riding WSF</li> </ul>

<p><b>not work with my schedule</b></p>	<p>unavailable or unable to support</p> <ul style="list-style-type: none"> <li>■ Also experience barriers due to long wait times at the ferry terminal</li> <li>■ Are less satisfied with WSF service overall</li> </ul>	
<p><b>Fare prices</b></p>	<ul style="list-style-type: none"> <li>■ Also experience barriers due to long wait times at the ferry terminal</li> <li>■ Are less satisfied with WSF service overall</li> </ul>	<ul style="list-style-type: none"> <li>■ Have lower household income</li> </ul>
<p><b>Lack of real-time departure or arrival information</b></p>	<ul style="list-style-type: none"> <li>■ Report accessibility issues due to long wait times during boarding process</li> <li>■ Also experience barriers due to long wait times and unreliable service</li> <li>■ Are less satisfied with WSF service overall</li> </ul>	
<p><b>None, did not report difficulties</b></p>	<ul style="list-style-type: none"> <li>■ Ride the ferry less than once a month</li> <li>■ Are motivated to ride the ferry due to the scenic views</li> <li>■ Do not report any accessibility issues riding WSF</li> <li>■ Are more satisfied with WSF service overall</li> </ul>	<ul style="list-style-type: none"> <li>■ Ride the ferry more often</li> </ul>
<p><b>Terminals and boarding are not easily accessible</b></p>	<ul style="list-style-type: none"> <li>■ Got to the terminal via bus or rideshare</li> <li>■ Left the terminal via rideshare</li> <li>■ Boarded the ferry as a passenger</li> </ul>	

	<ul style="list-style-type: none"> <li>■ Consider commuting to/from school to be a main trip purpose</li> <li>■ Are motivated to ride the ferry because it is cheaper than other options</li> <li>■ Report accessibility issues due to difficulty navigating terminals/boarding vessels using mobility aids</li> <li>■ Report accessibility issues due to staff being unavailable or unable to support</li> </ul>	
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Table 13: Characteristics and experiences correlated with difficulties

## Accessibility

This section summarizes analysis of several survey questions related to issues around accessibility, including responses from ferry riders who identified as having a disability to the open-end question “Do you have any additional thoughts about Washington State Ferries that you would like to share?” and responses to two additional questions specifically about accessibility issues that were added to the winter survey.

In the winter survey, all respondents were asked which accessibility factors impact their experience riding ferries, and responses are shown in Figure 29. Among respondents who reported having a disability, the most common issue was long wait times making it difficult to access health and wellbeing needs (28.2%), followed by difficulty navigating terminals and boarding vessels using wheelchairs, canes, or other mobility devices (issues with ramps, elevators etc.) (15.7%), and staff not being available or able to provide support (12.1%).

Among those who selected “something else” (7.8%), common responses included inconsistent service and unreliable information about delays and cancellations, as well as frequent galley closures.

Notably, even though overall most respondents (67.5%) said that none of these accessibility issues impact their experience, only 35.9% of respondents with disabilities selected said the same.

## Which of the following accessibility issues impact your experience riding ferries?

■ Reported disabilities (n = 248) ■ Did not report disabilities (n = 1,978)

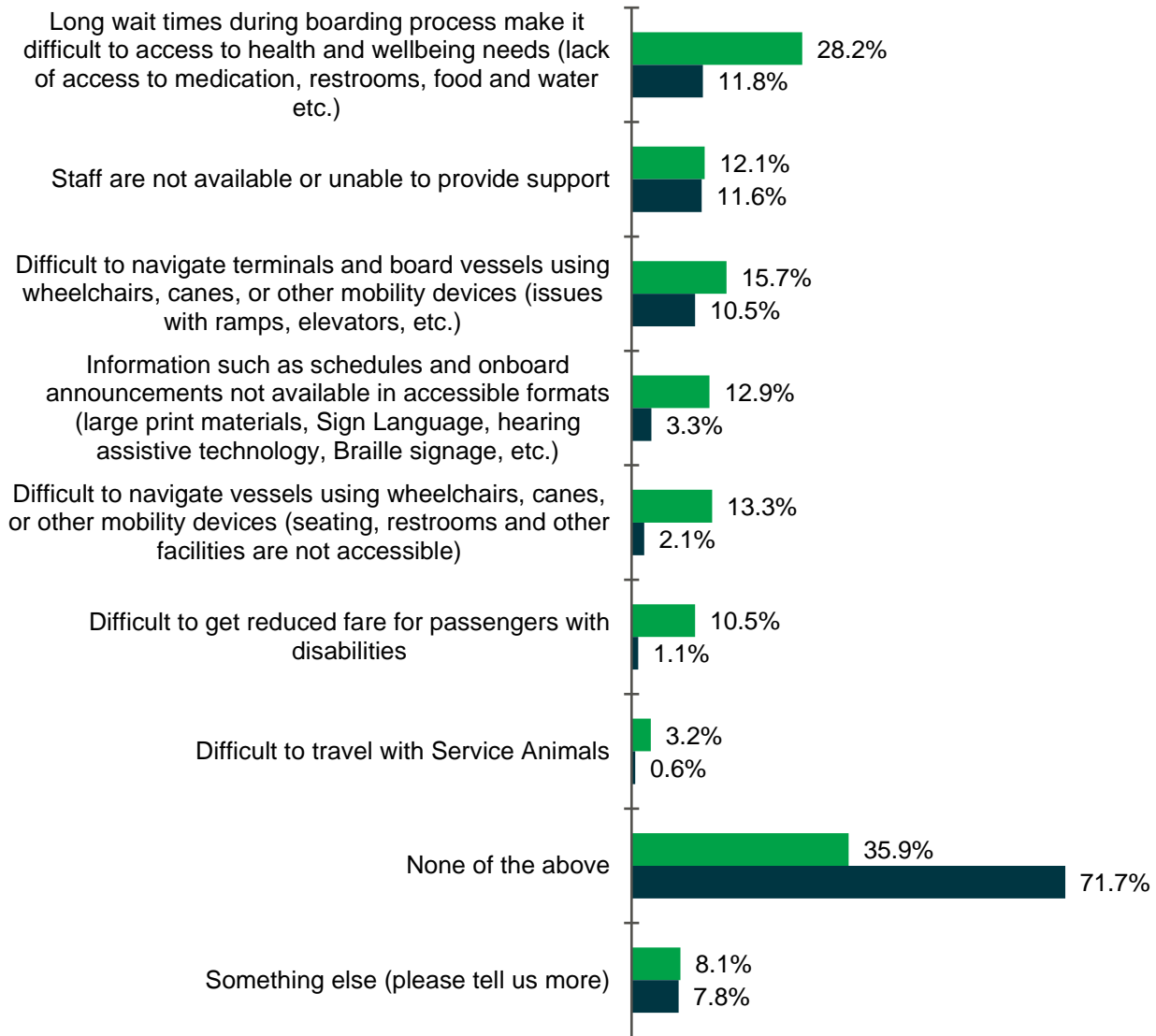


Figure 30: Accessibility issues that impact ferry rider experience (n = 2,226)

The winter survey included an additional open-ended question about accessibility – “Is there anything else you would like to share about how accessibility issues impact your experience using ferries? In your opinion, what improvements would make it easier for passengers with disabilities to travel by ferry?” Overall, 473 respondents provided a written response to this question, including 62.7% of those who identified as having a disability in the winter survey.

WSF also analyzed responses to the open-ended question, “Do you have any additional thoughts about Washington State Ferries that you would like to share?”, from ferry riders who identified as

having a disability in the summer survey. This analysis included 932 written comments, about 10% of which related specifically to accessibility or related issues boarding or onboard ferries, or in terminals and ferry facilities, with another 6% discussing using the ferries as transportation to medical appointments or for other medical needs.

Respondents to both open-ended questions commented on a range of specific accessibility issues or experiences in their responses. Themes found during analysis included:

- **Dockside accessibility.** Most accessibility concerns raised by riders with disabilities related to their experiences in and around ferry terminals, including:
  - **Restrooms** – Commenters noted limited restroom facilities or the need to walk or roll long distances from passenger or vehicle staging areas to reach them.
  - **Medical Preferential Loading** – Many commenters noted challenges enrolling in the Medical Preferential Loading program, difficulty explaining or having their preferential loading status accommodated by staff, or hostile interactions with other passengers when utilizing medical preferential loading.
  - **Vessel to shoreside connections** – Passengers commented on the long distances they need to walk or roll between vessels and public transportation, rideshare or vehicle pickup areas.
- **Onboard accessibility.** Many respondents also noted issues with accessibility onboard ferries, including:
  - **Car deck** – Some vehicle passengers noted difficulties exiting their vehicle and reaching elevators, restrooms, or other facilities, and described how access can be severely limited based on parking location.
  - **General accessibility** – Several passengers expressed appreciation for the overall accessibility of the vessels. However, some noted trouble navigating vessels in a wheelchair or reaching accessible restrooms, and difficulty hearing and understanding announcements.
- **Travel reliability.** Commenters repeatedly expressed concerns about the reliability of the ferry system, and the frequency of cancellations due to staffing, mechanical, or other issues. Many noted that they rely on ferry service to reach medical appointments and services not available locally, and that cancellations can cause major disruption to their healthcare plans.
- **Fares.** Several commenters noted that current fares can present challenges for seniors, people with disabilities, or low-income riders. While some acknowledged available discounts, they expressed challenges obtaining them, or a hope for further reduction.



# Outreach materials: Quick Notice



## Quick Notice

**Q# Number:** 18173  
**Subject:** All Routes: WSF Passenger Demographic Survey Onboard Outreach  
**Issue Date:** July 31, 2023  
**\*Expiration Date:** September 1, 2023  
**From:** Steve Nevey, Director of Marine Operations  
 John Vezina, Director of Planning, Customer and Government Relations  
**To:** All Terminals and Vessels

**Date/Time/Duration:**  
 Wednesday, Aug. 2 – Thursday, Aug. 31 (hours vary; see schedule below)

**Location:**  
 All Routes

**Personnel (WSF/WSDOT and/or Contractor):**

PRR (15 representatives): Michelle Auster, Freya Liu, Morgan Calder, Elise Van Deventer, Chandler Gayton, Bryan Peterson, Emma Dorazio, Hansini Munasinghe, Anne Frure, Rahael Sebat, Kate Gunby, Sophie Muza, Sabrina Lopez, Whitney Rearick, Lee Kennedy  
 TWIC:  Yes  No

**Description of Work:**

From Wednesday, Aug. 2 to Thursday, Aug. 31, WSF research consultants, PRR, are conducting onboard outreach. Contractor staff will distribute flyers and encourage passengers to take the WSF Passenger Demographic Survey. (View schedule below)

Two contractor staff members will distribute small flyers to passengers during peak sailing times. They will place flyers on vehicle windshields and distribute flyers near the galley. On longer routes, staff will set up a display board near the galley. Following each shift, contractor staff will sweep the vessel to remove discarded flyers.

**Notes:**

- Contractor staff will need a temporary parking pass for one vehicle for each trip (see schedule below) and will use employee parking.
- For outreach on Port Townsend/Coupeville, contractor staff will begin their trip on Mukilteo/Clinton and conduct outreach there; see schedule below.
- Contractor staff will park onsite at the terminal, check-in with a crew member, and stay aboard during security sweeps. Permission granted by port captains and the Safety Systems division.
- Contractor staff will wear vests and name badges identifying themselves as WSF team members.

\*Effective for a maximum of 6 months from issue date. Discard on expiration or if superseded.

1 of 2

Q#18173 – All Routes: WSF Passenger Demographic Survey Onboard Outreach  
 July 31, 2023

- Crew should make the following passenger announcement at the start of the sailing:

*"Attention all passengers – WSF research consultants are onboard to discuss Washington State Ferries' passenger demographic survey. Please take the survey to help Washington State Ferries better understand the communities we serve."*

**Outreach Schedule**

Route	Date	Day of Week	Staff 1	Staff 2	ETA	Until
Seattle-Bainbridge	20-Aug	Sunday	Michelle Auster	Freya Liu	9:00 AM	2:00 PM
	24-Aug	Thursday	Morgan Calder	Elise Van Deventer	3:30 PM	8:00 PM
	3-Aug	Thursday	Chandler Gayton	Bryan Peterson	10:45 AM	3:45 PM
Seattle-Bremerton		Weekends			10:45 AM	3:45 PM
Edmonds-Kinrosson	4-Aug	Friday	Morgan Calder	Emma Dorazio	1:00 PM	5:15 PM
	6-Aug	Sunday	Freya Liu	Hansini Munasinghe	12:45 PM	5:30 PM
	8-Aug	Monday	Anne Frure	Rahael Sebat	2:30 PM	7:30 PM
Fauntleroy-Triazole		Weekends			11:45 AM	4:30 PM
Mukilteo-Clinton	6-Aug	Sunday	Morgan Calder	Kate Gunby	1:00 PM	4:30 PM
	23-Aug	Wednesday	Emma Dorazio	Sophie Muza	1:30 PM	5:15 PM
	7-Aug	Monday	Michelle Auster	Sabrina Lopez	1:15 PM	6:15 PM
Point Defiance-Tablequah		Weekends			11:15 AM	3:15 PM
Port Townsend-Coupeville*	3-Aug	Thursday	Sabrina Lopez	Whitney Rearick	9:45 AM	2:00 PM
	20-Aug	Sunday	Bryan Peterson	Hansini Munasinghe	9:45 AM	2:00 PM
	12-Aug	Saturday	Morgan Calder		10:15 AM	3:00 PM
Anacortes-San Juan Islands	31-Aug	Thursday	Emma Dorazio	Lee Kennedy	10:15 AM	3:00 PM

\*These shifts begin and end with outreach on the Mukilteo/Clinton route. On outreach days for PT Coupeville, the Mukilteo/Clinton staff should note that contractor staff will be conducting outreach on the 9:00am westbound and 3:35pm eastbound Mukilteo/Clinton sailings.

**Contact:**

Carmen Bendixen, WSF Senior Transportation Planner, 206-487-0335

\*Effective for a maximum of 6 months from issue date. Discard on expiration or if superseded.

2 of 2

Copies are available on SMS Online, or contact: Document Control WSPDocCtrl@wsf.wa.gov



## Quick Notice

General posting requirement: pilothouse, engine room and terminal supervisor's office, notify concerning watch or shift.

**Q# Number:** 18173  
**Subject:** All Routes: WSF Passenger Demographic Survey Onboard Outreach  
**Issue Date:** October 3, 2023  
**\*Expiration Date:** October 29, 2023  
**From:** Steve Nevey, Director of Marine Operations  
 John Vezina, Director of Planning, Customer and Government Relations  
**To:** All Terminals and Vessels

**Date/Time/Duration:**  
 Thursday, Oct. 5 – Sunday, Oct. 29 (hours vary; see schedule below)

**Location:**  
 All Routes

**Personnel (WSF/WSDOT and/or Contractor):**

PRR (12 representatives): Michelle Auster, Jade Henderson, Kaitlyn Hou, Elise Van Deventer, Bryan Peterson, Hansini Munasinghe, Kate Gunby, Sabrina Lopez, Yingwen Robertson, Shay McCombs, Lizzy Buechel, Maria Buchanan, Morgan Calder, Sophie Muza, Jacobs (2 representatives) Neha Rathi, Uday Maripalli  
 TWIC:  Yes  No

**Description of Work:**

From Thursday, Oct. 5 to Sunday, Oct. 29 WSF research consultants, PRR, are conducting onboard outreach. Contractor staff will distribute flyers and encourage passengers to take the WSF Passenger Demographic Survey. (View schedule below)

Two contractor staff members will distribute small flyers to passengers during peak sailing times. They will distribute flyers near the galley. On longer routes, staff will set up a display board near the galley. Following each shift, contractor staff will sweep the vessel to remove discarded flyers.

**Notes:**

- Contractor staff will need a temporary parking pass for one vehicle for each trip (see schedule below) and will use employee parking.
- Contractor staff will park onsite at the terminal, check-in with a crew member, and stay aboard during security sweeps. Permission granted by port captains and the Safety Systems division.
- Contractor staff will wear vests and name badges identifying themselves as WSF team members.

\*Effective for a maximum of 6 months from issue date. Discard on expiration or if superseded.

1 of 2

Copies are available on SMS Online, or contact: Document Control WSPDocCtrl@wsf.wa.gov

Q#18173 – All Routes: WSF Passenger Demographic Survey Onboard Outreach  
 October 3, 2023

- Crew should make the following passenger announcement at the start of the sailing:

*"Attention all passengers – WSF research consultants are onboard to discuss Washington State Ferries' passenger demographic survey. Please take the survey to help Washington State Ferries better understand the communities we serve."*

**Outreach Schedule**

Route*	Date	Day of Week	Staff 1	Staff 2	ETA	Until
Seattle-Bainbridge	10/13	Friday	Sabrina L.	Hansini M.	1:45p	5:45p
	10/29	Sunday	Morgan C.	Sophie M.	10:30a	3:00p
Seattle-Bremerton	10/5	Thursday	Bryan P.	Yingwen R.	1:45p	6:15p
	10/21	Saturday	Lizzy B.	Elise V.	12:00p	4:00p
Edmonds-Kinrosson	10/20	Friday	Sabrina L.	Shay M.	10:30a	3:30p
	10/8	Sunday	Kaitlyn H.	Yingwen R.	10:30a	3:30p
	10/19	Thursday	Michelle A.	Yingwen R.	2:30p	7:30p
Fauntleroy-Triazole	10/22	Sunday	Michelle A.	Yingwen R.	11:45a	4:45p
	10/12	Thursday	Uday M.	Neha R.	1:30p	6:00p
Mukilteo-Clinton	10/22	Sunday	Uday M.	Neha R.	10:00a	2:30p
	10/13	Friday	Michelle A.	Maria B.	1:15p	5:15p
Point Defiance-Tablequah	10/7	Saturday	Sabrina L.	Yingwen R.	1:15p	5:15p
	10/6	Friday	Sabrina L.	Elise V.	10:30a	3:30p
Port Townsend-Coupeville	10/21	Saturday	Kate G.	Bryan P.	10:30a	3:30p
	10/18	Wednesday	Jade H.	Hansini M.	10:15a	2:15p
Anacortes-San Juan Islands	10/28	Saturday	Kate G.	Sabrina L.	10:15a	2:15p

\*First listed terminal reflects the terminal where outreach staff will arrive and park.

**Contact:**

Carmen Bendixen, WSF Senior Transportation Planner, 206-487-0335

\*Effective for a maximum of 6 months from issue date. Discard on expiration or if superseded.

1 of 2

Copies are available on SMS Online, or contact: Document Control WSPDocCtrl@wsf.wa.gov



## Outreach materials: Printed receipts



## Outreach materials: Flyer



We want to hear from ferry riders! Take our survey to help us better understand the communities we serve and enter to win one of ten \$100 gift cards.



**Scan QR code to take survey.**  
 or [www.wsf23.com](http://www.wsf23.com)

Prefer to respond by phone?  
 Please call: 877-586-1133.

Questions? Contact [research@prrbiz.com](mailto:research@prrbiz.com)

**Title VI Notice to Public:** It is the Washington State Department of Transportation's (WSDOT) policy to assure that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with WSDOT's Office of Equity and Civil Rights (OECR). For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact OECR's Title VI Coordinator at (360) 705-7090.

**Americans with Disabilities Act (ADA) Information:** In compliance with Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, it is the policy of WSDOT to assure that no person with a disability shall be excluded from participation in, be denied the benefits of, or otherwise discriminated against under any of its programs, services, or activities solely based on that disability. Any person who believes their ADA protection has been violated may file a complaint with WSDOT's Office of Equity and Civil Rights (OECR). This material can be made available in an alternate format by emailing the OECR at [wsdotada@wsdot.wa.gov](mailto:wsdotada@wsdot.wa.gov) or by calling toll free: 855-362-4ADA (4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.



¡Queremos conocer la opinión de los usuarios de los ferris! Realice nuestra encuesta para ayudarnos a conocer mejor las comunidades a las que servimos y participe en un sorteo de diez tarjetas de regalo de \$100.



**Escanea el código QR para realizar la encuesta.**  
 o [www.wsf23.com/es](http://www.wsf23.com/es)

¿Prefiere contestar la encuesta por teléfono?  
 Llame al: 833-716-0236.

¿Tiene preguntas? Póngase en contacto con [research@prrbiz.com](mailto:research@prrbiz.com)

**Notificación de Título VI al Público:** La política del Departamento de Transporte del Estado de Washington (Washington State Department of Transportation, WSDOT) es garantizar que ninguna persona, por motivos de raza, color u origen nacional, según lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964, sea excluida de la participación, se le nieguen los beneficios o se le discrimine de otro modo en cualquiera de sus programas y actividades. Cualquier persona que considere que se ha violado su protección del Título VI puede presentar una queja ante la Oficina de Equidad y Derechos Civiles (Office of Equity and Civil Rights, OECR) del WSDOT. Para obtener más información sobre los procedimientos de queja del Título VI o información sobre nuestras obligaciones contra la discriminación, comuníquese con el coordinador del Título VI de la OECR al (360) 705-7090.

**Información de la Ley sobre Estadounidenses con Discapacidades (Americans with Disabilities Act, ADA):** Conforme con el Título II de la Ley de Estadounidenses con Discapacidades y la Sección 504 de la Ley de Rehabilitación de 1973, es la política del WSDOT garantizar que ninguna persona con discapacidad sea excluida de participar, se le nieguen los beneficios o se le discrimine en cualquiera de sus programas, servicios o actividades únicamente por razón de su discapacidad. Cualquier persona que crea que se ha violado su protección de la ADA puede presentar una queja ante la Oficina de Equidad y Derechos Civiles (OECR) del WSDOT. Este material puede estar disponible en un formato alternativo enviando un correo electrónico a la OECR a [wsdotada@wsdot.wa.gov](mailto:wsdotada@wsdot.wa.gov) o llamando a la línea sin cargo 855-362-4ADA (4232). Las personas sordas o con discapacidad auditiva pueden solicitar la misma información llamando al Washington State Relay al 711.

Outreach materials: Poster



We want to hear from ferry riders!

Take our survey to help us better understand the communities we serve and enter to win one of ten \$100 gift cards.

¡Queremos conocer la opinión de los usuarios de los ferris!

Realice nuestra encuesta para ayudarnos a conocer mejor las comunidades a las que servimos y participe en un sorteo de diez tarjetas de regalo de \$100.



Scan QR code to take survey. or [www.wsf23.com](http://www.wsf23.com)

Prefer to respond by phone? Please call: 877-586-1133.

Questions? Contact [research@prrbiz.com](mailto:research@prrbiz.com)



Escanea el código QR para realizar la encuesta. or [www.wsf23.com/es](http://www.wsf23.com/es)

¿Prefiere contestar la encuesta por teléfono? Llame al: 833-716-0236.

¿Tiene preguntas? Póngase en contacto con [research@prrbiz.com](mailto:research@prrbiz.com)

**Title VI Notice to Public:** It is the Washington State Department of Transportation's (WSDOT) policy to assure that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with WSDOT's Office of Equity and Civil Rights (OECR). For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact OECR's Title VI Coordinator at (360) 705-7090.

**Americans with Disabilities Act (ADA) Information:** In compliance with Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, it is the policy of WSDOT to assure that no person with a disability shall be excluded from participation in, be denied the benefits of, or otherwise discriminated against under any of its programs, services, or activities solely based on that disability. Any person who believes their ADA protection has been violated may file a complaint with WSDOT's Office of Equity and Civil Rights (OECR). This material can be made available in an alternate format by emailing the OECR at [wsdotada@wsdot.wa.gov](mailto:wsdotada@wsdot.wa.gov) or by calling toll free, 855-362-4ADA (4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.

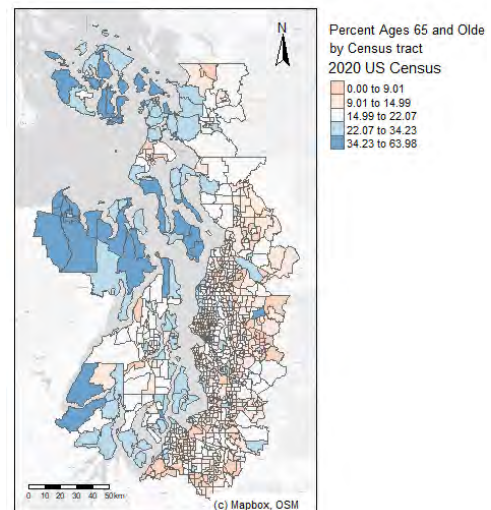
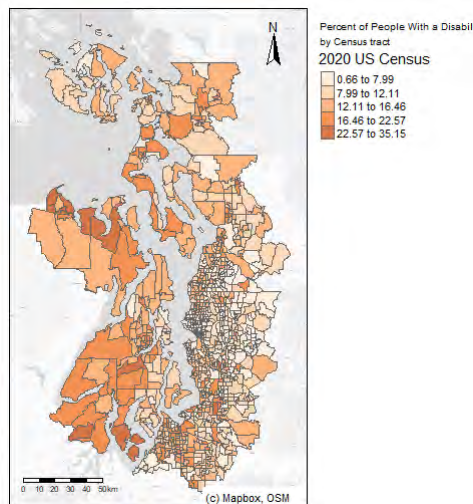
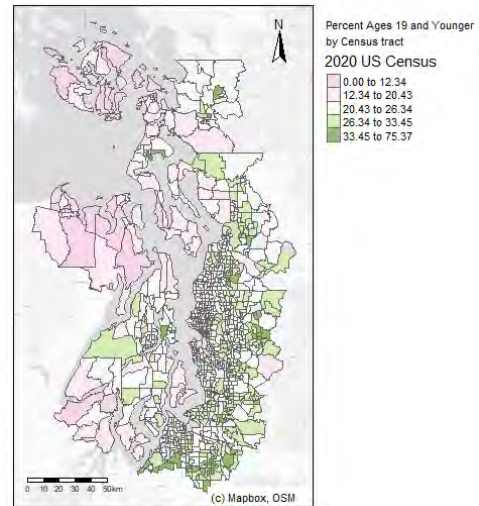
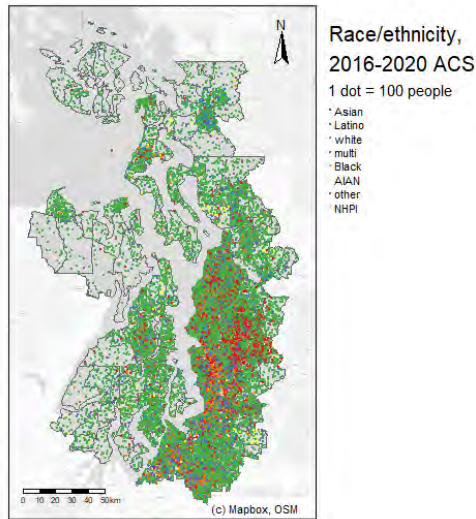
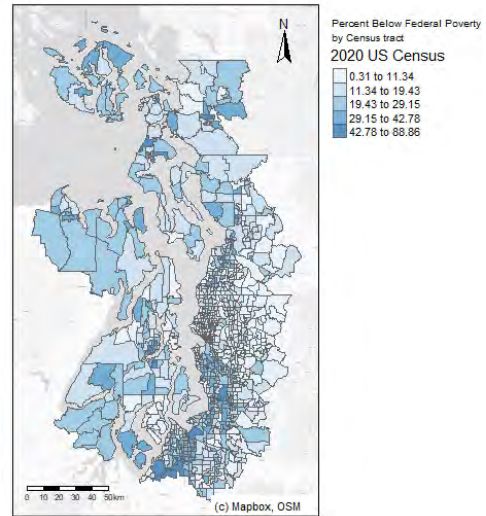
## Outreach schedule

The table below shows details of the outreach schedule for each route:

Route	Summer fielding period	Winter fielding period
<b>Anacortes – San Juan Islands</b>	1 round-trip sailing plus 1 hour of dockside outreach at Anacortes	1 round-trip sailing plus 1 hour of dockside outreach at Anacortes
<b>Edmonds – Kingston</b>	2 round-trip sailings plus 1 hour of dockside outreach at Edmonds	3 round-trip sailings
<b>Fauntleroy – Vashon – Southworth</b>	2 round-trip sailings plus 1 hour of dockside outreach at Fauntleroy	3 round-trip sailings
<b>Mukilteo – Clinton</b>	3 round-trip sailings plus 1 hour of dockside outreach at Mukilteo	4 round-trip sailings
<b>Point Defiance – Tahlequah</b>	4 round-trip sailings	4 round-trip sailings
<b>Port Townsend – Coupeville</b>	2 round-trip sailings plus 1 hour of dockside outreach at Port Townsend	3 round-trip sailings
<b>Seattle – Bainbridge Island</b>	2 round-trip sailings plus 1 hour of dockside outreach at Colman Dock	2 round-trip sailings plus 1 hour of dockside outreach at Colman Dock
<b>Seattle – Bremerton</b>	1 round-trip sailing plus 1.5 hours of dockside outreach at Colman Dock	1 round-trip sailing plus 1.5 hours of dockside outreach at Colman Dock
<b>Note: The first terminal listed per route denotes the departure point for outreach teams.</b>		

## Background research informing outreach approach

This outreach approach was informed by data compiled from the US Census American Community Survey, including identifying priority audiences and equitable and inclusive engagement methods and survey tools. However, without clear definitions for the geographic boundaries of ferry-served communities, this data should not be used as metrics against which ferry rider demographics are compared.



## APPENDIX B: SURVEY INSTRUMENT

See below the full survey instrument used in this study, including all questions and text from both the summer and winter surveys.



**Washington State  
Department of Transportation**

### **WSF Passenger Demographic Survey**

We want to learn more about ferry riders! The Washington State Legislature directed Washington State Ferries (WSF) to study passenger demographics. Please tell us how you use ferries to get where you need to go. Your input will help Washington State Ferries better understand the communities we serve.

This survey is voluntary, your answers are confidential, and you can skip questions or quit at any time. This survey takes about 10 minutes to complete.

As a thank you for your participation, adult participants (age 18+) can enter to win one of ten \$100 gift cards at the end of the survey. Please complete this survey by October 31, 2023.

WSF has hired PRR, an independent firm, to conduct this research. For questions or comments, please contact [research@prrbiz.com](mailto:research@prrbiz.com).

Thank you!

#### **Title VI Notice to Public**

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#### **Americans with Disabilities Act (ADA) Information**

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**In the past 6 months, how often have you taken Washington State Ferries? Your best guess is fine.**

- At least 4 or more times per week
  - At least 1-3 times per week
  - At least 1-3 times per month
  - Less than 1 time per month
  - I have not taken a WSF ferry in past 6 months
- 

**What day(s) of the week do you typically ride the ferry?**

- Monday
  - Tuesday
  - Wednesday
  - Thursday
  - Friday
  - Saturday
  - Sunday
  - It varies
- 

**In the next set of questions, we will ask about your most recent trip on Washington State Ferries. If you are taking a ferry today, please think about your trip today as you answer these questions.**

---

**Where did you start your trip? (Before you got to the ferry – do not list the terminal where you boarded.)**

**Please provide the city and zip code (if known).**

City: \_\_\_\_\_

Zip code (if known): \_\_\_\_\_

---

---

**How did you get from where you started to the ferry terminal? Please select all that apply.**

- Walked or rolled (for example, using a wheelchair or other wheeled mobility assistance device)
- Driver of vehicle or motorcycle
- Passenger of vehicle or motorcycle
- Personal bike, scooter, or skateboard
- Bus
- Train or light rail
- Shared bike, scooter, or other device (Lime, Veo, Wheels, LINK, Bird etc.)
- Taxi, Uber, Lyft, or other rideshare services
- Vanpool or carpool parked at terminal
- Car rental or car share service (Zipcar, car2go etc.)
- Other ferry service
- Other (Please tell us more): \_\_\_\_\_

---

*[If respondent selected "Walked or rolled"]*

**To get to the ferry terminal, how far did you walk or roll (for example, using a wheelchair or other wheeled mobility assistance device)?**

- One block or less
- Two to three blocks
- Three or more blocks

---

**How did you board the ferry?**

- Driver of vehicle or motorcycle
- Passenger of vehicle or motorcycle
- Walked or rolled on (for example, using a wheelchair or other wheeled mobility assistance device)

Biked on

Something else (Please tell us more): \_\_\_\_\_

---

*[If respondent selected "Driver of vehicle or motorcycle" or "Passenger of vehicle or motorcycle"]*

**Which of the following best describes the vehicle you drove or rode on to the ferry?**

Regular Vehicle (14-21 ft)

Small Vehicle (

Oversize Vehicle (22+ ft)

Motorcycle

Vanpool or carpool

Something else (Please tell us more): \_\_\_\_\_

---

**Are you enrolled in WSF's Medical Preferential Loading Program? To learn more about medical preferential loading go to <https://wsdot.wa.gov/travel/washington-state-ferries/rider-information/medical-preferential-loading>.**

Yes

No

Not sure. Or I don't know

---

**At which terminal did you get on the ferry?**

Anacortes

Bainbridge Island

Bremerton

Clinton

Coupeville

---



- Edmonds
- Fauntleroy
- Friday Harbor
- Kingston
- Lopez Island
- Mukilteo
- Orcas Island
- Point Defiance
- Port Townsend
- Seattle
- Shaw Island
- Southworth
- Tahlequah
- Vashon Island

---

**At which terminal will or did you get off the ferry?**

*[Participants were shown only valid destinations based on their departure terminal – e.g. passengers departing from Seattle would only see Bainbridge Island and Bremerton]*

- Anacortes
- Bainbridge Island
- Bremerton
- Clinton
- Coupeville
- Edmonds
- Fauntleroy
- Friday Harbor
- Kingston

- Lopez Island
- Mukilteo
- Orcas Island
- Point Defiance
- Port Townsend
- Seattle
- Shaw Island
- Southworth
- Tahlequah
- Vashon Island

---

**Where did or will your trip end? (Your final destination – do not list the ferry terminal where you got off or will get off the ferry). Please provide the city and zip code if known.**

City: \_\_\_\_\_

Zip code (if known): \_\_\_\_\_

---

**How will or did you get from the ferry terminal to your final destination? Please select all that apply.**

- Walk or roll (for example, using a wheelchair or other wheeled mobility assistance device)
- Driver of vehicle or motorcycle
- Passenger of vehicle or motorcycle
- Personal bike, scooter, or skateboard
- Bus
- Train or light rail
- Shared bike, scooter, or other device (Lime, Veo, Wheels, LINK, Bird etc.)
- Taxi, Uber, Lyft, or other rideshare services

- Vanpool or carpool parked at terminal
  - Car rental or carshare service (Zipcar, car2go)
  - Other ferry service
  - Other (Please tell us more): \_\_\_\_\_
- 

**What was the main purpose for this trip? Please select all that apply.**

- Commute to or from work
  - Travel to or from visiting family or friends
  - Going to or from a medical appointment
  - Tourism or recreation
  - Shopping
  - Commute to or from school or college
  - Something else (Please tell us more): \_\_\_\_\_
- 

**What kind of ticket or pass did you use on this trip?**

- Regular fare (Single ride)
  - Regular fare (Multi-ride)
  - Reduced fare (Senior or disability)
  - Smartcard or ORCA
  - Part of another ticket
  - Free-fare youth ticket (under 19)
  - Bicycle surcharge for cyclists
  - Monthly pass
  - Puget Pass
  - Other (Please tell us more): \_\_\_\_\_
-

---

**Counting yourself, how many people are travelling or travelled with you on this trip?**

Only myself

2

3

4

5

6 or more (Please specify the number of people in your group): \_\_\_\_\_

**Not counting yourself, how many are...**

	0	1	2	3	4	5	6+
Age 5 or under							
Age 6-17							
Age 18-64							
Age 65 or older							

---

**What motivates you to ride Washington State Ferries? Please select all that apply.**

Must take a ferry to get to and from the places I travel to (no other transportation options)

Faster than other transportation options

Cheaper than other transportation options

Helps avoid traffic

Can do other things while in transit (work, play games etc.)

- It is better for the environment
  - Can enjoy scenic views and being out on the water
  - Something else (Please tell us more): \_\_\_\_\_
  - None of the above
- 

**Which of the following factors, if any, make it difficult for you to use Washington State Ferries service? Please select all that apply.**

- Fare prices
  - Inconvenient ferry terminal location
  - Lack of parking facilities at the ferry terminal
  - Terminals and boarding are not easily accessible
  - Insufficient seating or space on the ferry
  - Long wait times at the ferry terminal
  - Sailing schedule is not frequent enough or does not work with my schedule
  - Sailing time per trip takes too long
  - Lack of real-time departure or arrival information
  - Service is unreliable (delays, cancelations etc.)
  - Difficulty bringing bicycles or other large items through terminals and onboard
  - Other (Please specify): \_\_\_\_\_
  - None, I do not face any difficulties
- 

*[This question was added in the winter survey]*

**Which of the following accessibility issues impact your experience riding ferries? Please select all that apply.**

- Difficult to navigate terminals and board vessels using wheelchairs, canes, or other mobility devices (issues with ramps, elevators, etc.)
-

Long wait times during boarding process make it difficult to access to health and wellbeing needs (lack of access to medication, restrooms, food and water etc.)

Difficult to navigate vessels using wheelchairs, canes, or other mobility devices (seating, restrooms and other facilities are not accessible)

Information such as schedules and onboard announcements not available in accessible formats (large print materials, Sign Language, hearing assistive technology, Braille signage, etc.)

Difficult to get reduced fare for passengers with disabilities

Staff are not available or unable to provide support

Difficult to travel with Service Animals

Something else (Please tell us more): \_\_\_\_\_

None of the above

---

*[This question was added in the winter survey]*

**Is there anything else you would like to share about how accessibility issues impact your experience using ferries? In your opinion, what improvements would make it easier for passengers with disabilities to travel by ferry?**

\_\_\_\_\_  
\_\_\_\_\_

---

**How do you access information about Washington State Ferries schedules? Please select all that apply.**

Printed schedule

WSF website

WSDOT app

Google maps, Apple maps

Other (Please tell us more): \_\_\_\_\_

**How satisfied are you with Washington State Ferries service overall?**

- Very satisfied
  - Somewhat satisfied
  - Somewhat dissatisfied
  - Very dissatisfied
- 

**Do you have any additional thoughts about Washington State Ferries that you would like to share?**

---

---

**The following section asks questions about you and your household. This information helps us provide safe and equitable services to all people who use Washington State Ferries.**

---

**How old are you?**

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-79
- 80+
- Prefer not to answer

---

**What is your gender? Please select all that apply.**

- Man
- Woman
- Non-binary, non-conforming, genderqueer, or genders not listed here
- Prefer not to answer

---

**How do you identify? Please select all that apply.**

- American Indian or Alaska Native
- Asian or Asian American
- Black or African American
- Hispanic or Latinx
- Middle Eastern or North African
- Native Hawaiian or Pacific Islander
- White
- Other races not listed here (Please specify): \_\_\_\_\_
- Prefer not to answer

---

**What is the highest degree or level of education you have completed?**

- Less than high school
- High school graduate
- Completed some college
- Associate degree
- Bachelor's degree
- Graduate or professional degree (JD, Master's, MBA, MD, PhD, etc.)



Prefer not to answer

---

**Do you have a disability?**

Yes

No

Prefer not to answer

---

**What language or languages do you speak at home? Please select all that apply.**

Arabic

Chinese (e.g., Mandarin, Cantonese, Fuzhounese )

English

German

Japanese

Korean

Polish

Russian

Spanish

Tagalog

Ukrainian

Vietnamese

Other (please specify): \_\_\_\_\_

Prefer not to answer

---

**What was your total household income before taxes in 2022? Your best guess is fine.**

Under \$35,000

---

- \$35,000 to \$49,999
  - \$50,000 to \$74,999
  - \$75,000 to \$99,999
  - \$100,000 to \$149,999
  - \$150,000 to \$199,999
  - \$200,000 to \$249,999
  - \$250,000 or more
  - Prefer not to answer
- 

**Including you, how many people live in your household?**

- 1
  - 2
  - 3
  - 4
  - 5
  - 6 or more
- 

**Which best describes your current work status? Please select all that apply.**

- Employed - full time
  - Employed - part time
  - Student
  - Unemployed - looking for work
  - Unemployed - not looking for work
  - Retired
  - Full-time parent or caregiver
  - Other (please tell us more): \_\_\_\_\_
-

Prefer not to say

---

**In a typical week, how often do you commute to your place of work? Your best guess is fine.**

- 5 or more days per week
  - 3-4 days per week
  - 1-2 days per week
  - Rarely
  - Never
  - Prefer not to say
- 

**We appreciate your feedback regarding Washington State Ferries. As a thank you for participating in this survey, you can enter a drawing for a chance to win one of five \$100 gift cards. Please note you must be 18 or older to enter this drawing. Would you like to enter this drawing?**

- Yes
- No

**Drawing rules:**

- No purchase is necessary to enter the drawing.
  - This drawing is being offered by Washington State Ferries, 2901 3rd Ave #500, Seattle, WA 98121.
  - In order to enter, you must:
    - 1) complete WSF Survey, and
    - 2) indicate your interest in entering the drawing by providing your name and email address.
  - You are eligible to enter if you:
    - 1) are 18 years of age or older, and
    - 2) complete the survey by October 31, 2023.
  - One person in your household can enter the drawing (only one entry per household).
  - The ten winners of the \$100 gift cards (winner's choice type of gift card, including a Visa gift card option) will be selected through a random drawing from among all eligible drawing entrants. Winners do not have to be present for the drawing.
  - The ten winners will be chosen and notified via email by December 31, 2023. The odds of winning are based on the number of eligible drawing entries.
  - Winners' names will not be used in any publicity or promotional materials.
  - Winners will need to report the cash value of the prize to the Internal Revenue Service as part of their earnings.
- 

**Please provide your contact information below. The information you share here will only be used contact you if you are a winner in the drawing. Your contact information will not be used in connection to your previous survey answers.**

---

Name: \_\_\_\_\_

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

Phone (optional): \_\_\_\_\_

**Thank You!**

**We thank you for your time spent taking this survey. Your response has been recorded.**

## APPENDIX C: DATA TABLES

**Table 1: Survey language (survey instrument)**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
English	15,253	99.2%	12,923	99.6%	2,330	97.1%
Spanish	118	0.8%	48	0.4%	70	2.9%
<b>Total responses</b>	<b>15,371</b>		<b>12,971</b>		<b>2,400</b>	

**Table 2: In the past 6 months, how often have you taken Washington State Ferries?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Less than 1 time per month	3,219	20.9%	2,642	20.4%	577	24%
At least 1-3 times per month	6,507	42.3%	5,595	43.1%	912	38%
At least 1-3 times per week	3,484	22.7%	2,911	22.4%	573	23.9%
At least 4 or more times per week	2,161	14.1%	1,823	14.1%	338	14.1%
<b>Total responses</b>	<b>15,371</b>		<b>12,971</b>		<b>2,400</b>	

**Table 3: What day(s) of the week do you typically ride the ferry?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Monday	3,301	21.5%	2,817	21.8%	484	20.2%
Tuesday	3,731	24.3%	3,224	24.9%	507	21.2%
Wednesday	3,939	25.7%	3,425	26.5%	514	21.5%
Thursday	4,255	27.7%	3,660	28.3%	595	24.8%
Friday	4,718	30.8%	3,929	30.3%	789	32.9%
Saturday	4,336	28.3%	3,411	26.3%	925	38.6%
Sunday	4,241	27.6%	3,470	26.8%	771	32.2%
It varies	6,868	44.8%	6,067	46.9%	801	33.4%
<b>Total responses</b>	<b>15,341</b>		<b>12,946</b>		<b>2,395</b>	

## Most recent trip

**Table 4: How did you get from where you started to the ferry terminal?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Walked or rolled (for example, using a wheelchair or other wheeled mobility assistance device)	1,333	8.7%	1,116	8.6%	217	9.1%
Driver of vehicle or motorcycle	11,189	72.9%	9,745	75.2%	1,444	60.3%
Passenger of vehicle or motorcycle	3,590	23.4%	2,900	22.4%	690	28.8%
Personal bike, scooter, or skateboard	488	3.2%	386	3%	102	4.3%
Bus	906	5.9%	563	4.3%	343	14.3%
Train or light rail	289	1.9%	227	1.8%	62	2.6%
Shared bike, scooter, or other device (Lime, Veo, Wheels, LINK, Bird etc. )	150	1%	109	0.8%	41	1.7%
Taxi, Uber, Lyft, or other rideshare services	577	3.8%	290	2.2%	287	12%
Vanpool or carpool parked at terminal	139	0.9%	110	0.8%	29	1.2%
Car rental or car share service (Zipcar, car2go, etc.)	120	0.8%	98	0.8%	22	0.9%
Other ferry service	59	0.4%	50	0.4%	9	0.4%
Other (Please tell us more)	36	0.2%	30	0.2%	6	0.3%
<b>Total responses</b>	<b>15,350</b>		<b>12,955</b>		<b>2,395</b>	

**Table 5: To get to the ferry terminal, how far did you walk or roll (for example, using a wheelchair or other wheeled mobility assistance device)?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
One block or less	312	23.5%	259	23.4%	53	24.5%
Two to three blocks	310	23.4%	250	22.5%	60	27.8%
Three or more blocks	703	53.1%	600	54.1%	103	47.7%
<b>Total responses</b>	<b>1,325</b>		<b>1,109</b>		<b>216</b>	

**Table 6: How did you board the ferry?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Driver of vehicle or motorcycle	9,744	63.6%	8,517	65.9%	1,227	51.2%
Passenger of vehicle or motorcycle	2,505	16.3%	1,936	15%	569	23.8%
Walked or rolled on (for example, using a wheelchair or other wheeled mobility assistance device)	2,763	18%	2,227	17.2%	536	22.4%
Biked on	295	1.9%	233	1.8%	62	2.6%
Something else (Please tell us more):	18	0.1%	17	0.1%	1	0%
<b>Total responses</b>	<b>15,325</b>		<b>12,930</b>		<b>2,395</b>	

**Table 7: Which of the following best describes the vehicle you drove or rode on to the ferry?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Small Vehicle (<14 ft)	1,347	11.1%	1,057	10.2%	290	16.2%
Regular Vehicle (14-21 ft)	10,129	83.6%	8,796	85.1%	1,333	74.7%
Motorcycle	237	2%	178	1.7%	59	3.3%
Oversize Vehicle (22+ ft)	321	2.6%	233	2.3%	88	4.9%
Vanpool or carpool	48	0.4%	38	0.4%	10	0.6%
Something else (Please tell us more):	38	0.3%	34	0.3%	4	0.2%
Something else	1	0%	0	0%	1	0.1%
<b>Total responses</b>	<b>12,121</b>		<b>10,336</b>		<b>1,785</b>	

**Table 8: Are you enrolled in WSF’s Medical Preferential Loading Program?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Yes	643	5.3%	482	4.6%	161	9%
No	11,149	91.3%	9,575	91.9%	1,574	87.7%
Not sure or I don’t know	418	3.4%	358	3.4%	60	3.3%
<b>Total responses</b>	<b>12,210</b>		<b>10,415</b>		<b>1,795</b>	

**Table 9: At which terminal did you get on the ferry?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Anacortes	1,216	8%	1,059	8.2%	157	6.6%
Bainbridge Island	1,655	10.9%	1,412	11%	243	10.2%
Bremerton	823	5.4%	652	5.1%	171	7.2%
Clinton	1,741	11.4%	1,600	12.4%	141	5.9%
Coupeville	432	2.8%	351	2.7%	81	3.4%
Edmonds	1,037	6.8%	838	6.5%	199	8.4%
Fauntleroy	944	6.2%	796	6.2%	148	6.2%
Friday Harbor	691	4.5%	668	5.2%	23	1%
Kingston	1,205	7.9%	1,034	8%	171	7.2%
Lopez Island	283	1.9%	269	2.1%	14	0.6%
Mukilteo	830	5.4%	719	5.6%	111	4.7%
Orcas Island	448	2.9%	413	3.2%	35	1.5%
Point Defiance	425	2.8%	310	2.4%	115	4.8%
Port Townsend	362	2.4%	310	2.4%	52	2.2%
Seattle	1,475	9.7%	986	7.7%	489	20.6%
Shaw Island	45	0.3%	34	0.3%	11	0.5%
Southworth	543	3.6%	459	3.6%	84	3.5%
Tahlequah	357	2.3%	294	2.3%	63	2.7%
Vashon Island	727	4.8%	658	5.1%	69	2.9%
<b>Total responses</b>	<b>15,239</b>		<b>12,862</b>		<b>2,377</b>	

**Table 10: At which terminal will or did you get off the ferry?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Anacortes	1,240	8.2%	1,192	9.4%	48	2%
Bainbridge Island	948	6.3%	715	5.6%	233	9.9%
Bremerton	521	3.5%	267	2.1%	254	10.8%
Clinton	819	5.4%	711	5.6%	108	4.6%
Coupeville	358	2.4%	307	2.4%	51	2.2%
Edmonds	1,195	7.9%	1,025	8.1%	170	7.2%
Fauntleroy	1,096	7.3%	968	7.6%	128	5.5%
Friday Harbor	582	3.9%	520	4.1%	62	2.6%
Kingston	1,025	6.8%	828	6.5%	197	8.4%
Lopez Island	302	2%	271	2.1%	31	1.3%
Mukilteo	1,716	11.4%	1,577	12.4%	139	5.9%
Orcas Island	459	3.1%	377	3%	82	3.5%
Point Defiance	350	2.3%	290	2.3%	60	2.6%
Port Townsend	425	2.8%	347	2.7%	78	3.3%
Seattle	2,446	16.3%	2,036	16%	410	17.5%
Shaw Island	57	0.4%	43	0.3%	14	0.6%
Southworth	454	3%	368	2.9%	86	3.7%
Tahlequah	416	2.8%	302	2.4%	114	4.9%
Vashon Island	640	4.3%	557	4.4%	83	3.5%
<b>Total responses</b>	<b>15,049</b>		<b>12,701</b>		<b>2,348</b>	

**Table 11: Ferry Route**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Fauntleroy / Southworth	835	5.5%	689	5.4%	146	6.2%
Edmonds / Kingston	2,242	14.7%	1,872	14.6%	370	15.6%
Seattle / Bainbridge	2,603	17.1%	2,127	16.6%	476	20.1%
Fauntleroy / Vashon	1,196	7.9%	1,069	8.3%	127	5.4%
Mukilteo / Clinton	2,571	16.9%	2,319	18.1%	252	10.6%
Southworth / Vashon	159	1%	135	1.1%	24	1%
Port Townsend / Coupeville	794	5.2%	661	5.1%	133	5.6%
Seattle / Bremerton	1,344	8.8%	919	7.2%	425	17.9%
Anacortes / San Juan Islands	2,683	17.6%	2,443	19%	240	10.1%
Pt Defiance / Tahlequah	782	5.1%	604	4.7%	178	7.5%
<b>Total responses</b>	<b>15,209</b>		<b>12,838</b>		<b>2,371</b>	

**Table 12: How will or did you get from the ferry terminal to your final destination?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Walked or rolled (for example, using a wheelchair or other wheeled mobility assistance device)	1,599	10.4%	1,318	10.2%	281	11.7%
Driver of vehicle or motorcycle	10,550	68.8%	9,065	70%	1,485	62%

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Passenger of vehicle or motorcycle	3,444	22.5%	2,759	21.3%	685	28.6%
Personal bike, scooter, or skateboard	449	2.9%	360	2.8%	89	3.7%
Bus	706	4.6%	561	4.3%	145	6.1%
Train or light rail	357	2.3%	270	2.1%	87	3.6%
Shared bike, scooter, or other device (Lime, Veo, Wheels, LINK, Bird etc.)	168	1.1%	130	1%	38	1.6%
Taxi, Uber, Lyft, or other rideshare services	658	4.3%	360	2.8%	298	12.4%
Vanpool or carpool parked at terminal	161	1%	123	1%	38	1.6%
Car rental or car share service (Zipcar, car2go, etc.)	98	0.6%	81	0.6%	17	0.7%
Other ferry service	56	0.4%	51	0.4%	5	0.2%
Other (Please tell us more)	66	0.4%	57	0.4%	9	0.4%
<b>Total responses</b>	<b>15,336</b>		<b>12,942</b>		<b>2,394</b>	

**Table 13: What was the main purpose for this trip?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Commuter to or from work	3,585	23.4%	3,100	24%	485	20.3%
Travel to or from visiting family or friends	5,289	34.5%	4,408	34.1%	881	36.8%
Going to or from a medical appointment	2,693	17.6%	2,465	19%	228	9.5%
Tourism or recreation	4,471	29.2%	3,672	28.4%	799	33.4%
Shopping	2,022	13.2%	1,794	13.9%	228	9.5%
Commuter to or from school or college	553	3.6%	295	2.3%	258	10.8%
Something else (Please tell us more)	816	5.3%	677	5.2%	139	5.8%
<b>Total responses</b>	<b>15,337</b>		<b>12,943</b>		<b>2,394</b>	

**Table 14: What kind of ticket or pass did you use on this trip?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Regular fare (Multi-ride)	4,167	27.1%	3,633	28%	534	22.3%
Smartcard or ORCA	1,141	7.4%	963	7.4%	178	7.4%
Reduced fare (Senior or disability)	2,858	18.6%	2,598	20.1%	260	10.8%
Regular fare (Single ride)	6,153	40.1%	4,885	37.7%	1,268	52.9%
Monthly pass	576	3.8%	500	3.9%	76	3.2%
Puget Pass	27	0.2%	24	0.2%	3	0.1%
Part of another ticket	155	1%	133	1%	22	0.9%
Free-fare youth ticket (under 19)	109	0.7%	80	0.6%	29	1.2%
Bicycle surcharge for cyclists	87	0.6%	68	0.5%	19	0.8%
Other (Please tell us more)	77	0.5%	69	0.5%	8	0.3%
<b>Total responses</b>	<b>15,350</b>		<b>12,953</b>		<b>2,397</b>	

**Table 15: Counting yourself, how many people are travelling or travelled with you on this trip?**



	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Only myself	6,779	44.4%	5,755	44.7%	1,024	43%
2	6,054	39.7%	5,067	39.4%	987	41.4%
3	1,193	7.8%	991	7.7%	202	8.5%
4	841	5.5%	716	5.6%	125	5.2%
5	212	1.4%	189	1.5%	23	1%
6+	180	1.2%	158	1.2%	22	0.9%
<b>Total responses</b>	<b>15,259</b>		<b>12,876</b>		<b>2,383</b>	

**Table 16: Not counting yourself, how many are age 5 or under?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
0	2,481	78.1%	2,082	77.7%	399	80.6%
1	480	15.1%	408	15.2%	72	14.5%
2	174	5.5%	152	5.7%	22	4.4%
3	27	0.9%	27	1%	0	0%
4	7	0.2%	5	0.2%	2	0.4%
5	2	0.1%	2	0.1%	0	0%
6+	4	0.1%	4	0.1%	0	0%
<b>Total responses</b>	<b>3,175</b>		<b>2,680</b>		<b>495</b>	

**Table 17: Not counting yourself, how many are age 6-17?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
0	2,016	56.9%	1,691	56.3%	325	60.1%
1	866	24.4%	742	24.7%	124	22.9%
2	484	13.7%	419	14%	65	12%
3	109	3.1%	94	3.1%	15	2.8%
4	34	1%	30	1%	4	0.7%
5	11	0.3%	8	0.3%	3	0.6%
6+	24	0.7%	19	0.6%	5	0.9%
<b>Total responses</b>	<b>3,544</b>		<b>3,003</b>		<b>541</b>	

**Table 18: Not counting yourself, how many are age 18-64?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
0	593	9.6%	534	10.6%	59	5.1%
1	3,073	49.6%	2,458	48.7%	615	53.7%
2	1,888	30.5%	1,534	30.4%	354	30.9%
3	359	5.8%	284	5.6%	75	6.5%
4	181	2.9%	153	3%	28	2.4%
5	40	0.6%	34	0.7%	6	0.5%
6+	61	1%	52	1%	9	0.8%
<b>Total responses</b>	<b>6,195</b>		<b>5,049</b>		<b>1,146</b>	

**Table 19: Not counting yourself, how many are age 65 or older?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
0	1,554	33.7%	1,267	31.3%	287	50.8%
1	1,848	40.1%	1,697	41.9%	151	26.7%
2	1,064	23.1%	949	23.4%	115	20.4%
3	82	1.8%	74	1.8%	8	1.4%
4	36	0.8%	32	0.8%	4	0.7%
5	5	0.1%	5	0.1%	0	0%
6+	23	0.5%	23	0.6%	0	0%
<b>Total responses</b>	<b>4,612</b>		<b>4,047</b>		<b>565</b>	

**Table 20: What motivates you to ride Washington State Ferries?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Must take a ferry to get to and from the places I travel to (no other transportation options)	8,520	55.6%	7,503	58%	1,017	42.4%
Faster than other transportation options	4,470	29.2%	3,754	29%	716	29.9%
Cheaper than other transportation options	1,546	10.1%	1,118	8.6%	428	17.9%
Helps avoid traffic	4,225	27.6%	3,534	27.3%	691	28.8%
Can do other things while in transit (work, play games etc. )	3,910	25.5%	3,101	24%	809	33.8%
It is better for the environment	2,014	13.1%	1,645	12.7%	369	15.4%
Can enjoy scenic views and being out on the water	5,562	36.3%	4,577	35.4%	985	41.1%
Something else (Please tell us more)	787	5.1%	691	5.3%	96	4%
None of the above	140	0.9%	108	0.8%	32	1.3%
<b>Total responses</b>	<b>15,328</b>		<b>12,931</b>		<b>2,397</b>	

**Table 21: Which of the following factors, if any, make it difficult for you to use Washington State Ferries service?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Fare prices	3,890	25.4%	3,408	26.4%	482	20.2%
Inconvenient ferry terminal location	513	3.4%	431	3.3%	82	3.4%
Lack of parking facilities at the ferry terminal	1,680	11%	1,473	11.4%	207	8.7%
Terminals and boarding are not easily accessible	608	4%	371	2.9%	237	9.9%
Insufficient seating or space on the ferry	1,308	8.5%	1,111	8.6%	197	8.3%
Long wait times at the ferry terminal	7,868	51.4%	6,900	53.4%	968	40.6%
Sailing schedule is not frequent enough or does not work with my schedule	4,300	28.1%	3,520	27.2%	780	32.7%
Sailing time per trip takes too long	575	3.8%	464	3.6%	111	4.7%
Lack of real-time departure or arrival information	3,033	19.8%	2,650	20.5%	383	16%

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Service is unreliable (delays, cancelations, etc.)	9,392	61.4%	8,341	64.6%	1,051	44%
Difficulty bringing bicycles or other large items through terminals and onboard	222	1.5%	172	1.3%	50	2.1%
Other (Please specify)	1,215	7.9%	1,113	8.6%	102	4.3%
None, I do not face any difficulties	1,758	11.5%	1,342	10.4%	416	17.4%
<b>Total responses</b>	<b>15,308</b>		<b>12,921</b>		<b>2,387</b>	

**Table 22: Which of the following accessibility issues impact your experience riding ferries?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Difficult to navigate terminals and board vessels using wheelchairs, canes, or other mobility devices (issues with ramps, elevators, etc.)	248	7.6%	0	0%	248	10.7%
Long wait times during boarding process make it difficult to access to health and wellbeing needs (lack of access to medication, restrooms, food and water etc.)	327	10%	0	0%	327	14.1%
Difficult to navigate vessels using wheelchairs, canes, or other mobility devices (seating, restrooms and other facilities are not accessible)	78	2.4%	0	0%	78	3.4%
Information such as schedules and onboard announcements not available in accessible formats (large print materials, Sign Language, hearing assistive technology, Braille signage, etc.)	103	3.1%	0	0%	103	4.5%
Difficult to get reduced fare for passengers with disabilities	49	1.5%	0	0%	49	2.1%
Staff are not available or unable to provide support	266	8.1%	0	0%	266	11.5%
Difficult to travel with Service Animals	21	0.6%	0	0%	21	0.9%
Something else (please tell us more)	1,139	34.8%	958	100%	181	7.8%
None of the above	1,561	47.7%	0	0%	1,561	67.5%
<b>Total responses</b>	<b>3,271</b>		<b>958</b>		<b>2,313</b>	

**Table 23: How do you access information about Washington State Ferries schedules?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Printed schedule	1,370	8.9%	1,190	9.2%	180	7.5%
WSF website	9,900	64.6%	8,333	64.4%	1,567	65.6%
WSDOT app	8,074	52.7%	7,054	54.5%	1,020	42.7%
Google maps, Apple maps	1,173	7.7%	911	7%	262	11%
Other (Please tell us more)	1,240	8.1%	1,097	8.5%	143	6%

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
<b>Total responses</b>	<b>15,330</b>		<b>12,942</b>		<b>2,388</b>	

**Table 24: How satisfied are you with Washington State Ferries service overall?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Very dissatisfied	2,391	15.6%	2,142	16.5%	249	10.4%
Somewhat dissatisfied	2,916	19%	2,593	20%	323	13.5%
Somewhat satisfied	6,178	40.3%	5,322	41.1%	856	35.8%
Very satisfied	3,851	25.1%	2,886	22.3%	965	40.3%
<b>Total responses</b>	<b>15,336</b>		<b>12,943</b>		<b>2,393</b>	

### Demographic questions

**Table 25: How old are you?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Under 18	79	0.5%	59	0.5%	20	0.8%
18-24	567	3.7%	430	3.4%	137	5.8%
25-34	1,951	12.9%	1,440	11.3%	511	21.6%
35-44	2,576	17%	2,031	15.9%	545	23%
45-54	2,367	15.6%	1,963	15.4%	404	17%
55-64	3,103	20.5%	2,717	21.3%	386	16.3%
65-79	4,103	27.1%	3,751	29.4%	352	14.8%
80+	394	2.6%	378	3%	16	0.7%
<b>Total responses</b>	<b>15,140</b>		<b>12,769</b>		<b>2,371</b>	

**Table 26: What is your gender?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Man	6,326	43.2%	5,131	41.7%	1,195	51.4%
Woman	8,192	56%	7,097	57.6%	1,095	47.1%
Non-binary, non-conforming, genderqueer, or genders not listed here	247	1.7%	197	1.6%	50	2.2%
<b>Total responses</b>	<b>14,640</b>		<b>12,317</b>		<b>2,323</b>	

**Table 27: How do you identify?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
American Indian or Alaska Native	374	2.7%	293	2.5%	81	3.6%
Asian or Asian American	690	4.9%	559	4.7%	131	5.8%
Black or African American	340	2.4%	278	2.4%	62	2.7%
Hispanic or Latinx	576	4.1%	437	3.7%	139	6.2%
Middle Eastern or North African	96	0.7%	74	0.6%	22	1%

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Native Hawaiian or Pacific Islander	149	1.1%	121	1%	28	1.2%
White	12,578	89.7%	10,642	90.4%	1,936	85.8%
Other races not listed here (Please specify)	107	0.8%	91	0.8%	16	0.7%
<b>Total responses</b>	<b>14,030</b>		<b>11,774</b>		<b>2,256</b>	

**Table 29: What is the highest degree or level of education you have completed?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Less than high school	148	1%	108	0.9%	40	1.7%
High school graduate	867	5.9%	685	5.5%	182	7.8%
Completed some college	2,261	15.3%	1,896	15.2%	365	15.6%
Associate degree	1,240	8.4%	970	7.8%	270	11.6%
Bachelor's degree	5,354	36.2%	4,511	36.2%	843	36.1%
Graduate or professional degree (JD, Master's, MBA, MD, PhD, etc.)	4,921	33.3%	4,284	34.4%	637	27.3%
<b>Total responses</b>	<b>14,791</b>		<b>12,454</b>		<b>2,337</b>	

**Table 30: Do you have a disability?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Yes	1,635	11.2%	1,380	11.3%	255	11.1%
No	12,926	88.8%	10,877	88.7%	2,049	88.9%
<b>Total responses</b>	<b>14,561</b>		<b>12,257</b>		<b>2,304</b>	

**Table 31: What language or languages do you speak at home?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Arabic	48	0.3%	35	0.3%	13	0.6%
Chinese (e.g., Mandarin, Cantonese, Fuzhounese)	110	0.7%	89	0.7%	21	0.9%
English	14,415	97.9%	12,200	98.4%	2,215	95.3%
German	235	1.6%	200	1.6%	35	1.5%
Japanese	103	0.7%	79	0.6%	24	1%
Korean	56	0.4%	47	0.4%	9	0.4%
Polish	36	0.2%	28	0.2%	8	0.3%
Russian	77	0.5%	68	0.5%	9	0.4%
Spanish	811	5.5%	615	5%	196	8.4%
Tagalog	83	0.6%	64	0.5%	19	0.8%
Ukrainian	30	0.2%	27	0.2%	3	0.1%
Vietnamese	32	0.2%	25	0.2%	7	0.3%
Other (please specify)	391	2.7%	327	2.6%	64	2.8%
<b>Total responses</b>	<b>14,723</b>		<b>12,398</b>		<b>2,325</b>	

**Table 32: What was your total household income before taxes in 2022?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Under \$35,000	865	6.8%	755	7.2%	110	5.3%
\$35,000 to \$49,999	1,012	8%	811	7.7%	201	9.6%
\$50,000 to \$74,999	1,806	14.3%	1,513	14.3%	293	14%
\$75,000 to \$99,999	2,035	16.1%	1,682	15.9%	353	16.9%
\$100,000 to \$149,999	2,831	22.4%	2,412	22.9%	419	20.1%
\$150,000 to \$199,999	1,761	13.9%	1,469	13.9%	292	14%
\$200,000 to \$249,999	945	7.5%	795	7.5%	150	7.2%
\$250,000 or more	1,387	11%	1,118	10.6%	269	12.9%
<b>Total responses</b>	<b>12,642</b>		<b>10,555</b>		<b>2,087</b>	

**Table 33: Low income (80% AMI)**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Low income	3,510	23.2%	2,912	22.8%	598	25.3%
Not low income	11,615	76.8%	9,848	77.2%	1,767	74.7%
<b>Total responses</b>	<b>15,125</b>		<b>12,760</b>		<b>2,365</b>	

**Table 34: Including you, how many people live in your household?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
1	2,440	16.1%	2,137	16.7%	303	12.8%
2	7,468	49.2%	6,522	50.9%	946	39.9%
3	2,539	16.7%	1,907	14.9%	632	26.7%
4	1,810	11.9%	1,481	11.6%	329	13.9%
5	621	4.1%	508	4%	113	4.8%
6 or more	294	1.9%	248	1.9%	46	1.9%
<b>Total responses</b>	<b>15,172</b>		<b>12,803</b>		<b>2,369</b>	

**Table 35: Which best describes your current work status?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Employed - full time	7,917	53.2%	6,359	50.7%	1,558	67%
Employed - part time	1,688	11.4%	1,461	11.6%	227	9.8%
Student	511	3.4%	406	3.2%	105	4.5%
Unemployed - looking for work	280	1.9%	226	1.8%	54	2.3%
Unemployed - not looking for work	245	1.6%	207	1.6%	38	1.6%
Retired	4,394	29.5%	4,011	32%	383	16.5%
Full-time parent or caregiver	438	2.9%	378	3%	60	2.6%
Other (please tell us more)	332	2.2%	300	2.4%	32	1.4%
<b>Total responses</b>	<b>14,871</b>		<b>12,546</b>		<b>2,325</b>	

**Table 36: In a typical week, how often do you commute to your place of work?**

	Overall		Summer		Winter	
	Count	Percent	Count	Percent	Count	Percent
Never	1,121	11.3%	957	11.8%	164	9%
Rarely	992	10%	866	10.7%	126	6.9%
1-2 days per week	1,829	18.4%	1,492	18.4%	337	18.5%
3-4 days per week	2,645	26.7%	2,109	26%	536	29.5%
5 or more days per week	3,332	33.6%	2,675	33%	657	36.1%
<b>Total responses</b>	<b>9,919</b>		<b>8,099</b>		<b>1,820</b>	