



Washington State Transportation Commission

Ferry Riders' Opinion Group

2024 Winter WSF Performance Survey Results

May 2024



Washington State
Transportation Commission



The Ferry Riders' Opinion Group (FROG) was created in 2010 as an online community where ferry riders have an ongoing opportunity to weigh in on ferry issues through surveys and quick polls (single questions). This allows for data to be collected over time to understand how reactions to key issues and operations are changing.

This report is the 2024 WSF Winter Ferry Performance Study with a target audience of January through March 2024 ferry riders. This audience was sampled from the FROG panel, by an open link publicized via WSF communications which include rider alerts, as well as by website, newsletter, and social media posts.

While this research is typically conducted annually, due to the COVID-19 pandemic this research did not take place for winter 2020.

Report Conventions



- Percentages in charts and tables might not sum to 100 percent due to rounding and allowable multiple responses. Rounding follows conventional rounding rules with 0.5 rounded to the next whole number.
- Measures are reported based on the total number responding to each question (taking out those who did not answer a question or responded, “Don’t know” or “Refused”).
- Data is weighted and unless otherwise noted, proportions shown reflect weighted data. Reported base sizes are unweighted.

Contents



Methodology	5
Executive Summary	6
Detailed Study Findings	
• Overall Satisfaction	16
• Overall Dissatisfaction by Route	17
• Perceived Good Value by Route	18
• Ridership	20
• Profile of Most Recent Trip	22
• Impact of Service Constraints	29
• Performance Ratings (Overall, by Route, and by Individual Attribute)	38
• WSF Website	79
• Public Transit Usage	82
• WSF Communications	85
• Additional Suggestions	88
Appendix A – Demographics	90
Appendix B – Weighting	94
Appendix C – Open End Responses (see Appendix for list of Questions)	96
Appendix D – Regression Methodology	100



- ▶ Online survey with respondents from Ferry Riders Opinion Group (FROG) panel
- ▶ Conducted March 26 to April 16, 2024, regarding respondents' personal experience riding Washington State Ferries during the 2024 winter travel period (January through March 2024).
- ▶ A total of 3,791 interviews were completed with January-March 2024 WSF riders.
- ▶ Data was weighted to reflect WSF actual ridership January 1 - March 31, 2024, by route, boarding method and ticket type used, based on the last trip taken.



Executive Summary

Executive Summary



OVERALL SATISFACTION

Overall satisfaction with the service provided by WSF decreased significantly in 2024, but remains significantly higher than in 2022.

Overall:

Overall satisfaction ('extremely satisfied' plus 'somewhat satisfied') was 54% in winter 2024, down from 58% in 2023, but still significantly higher than 39% in 2022.

Just over a third (36%) of respondents were *dissatisfied* overall (22% somewhat dissatisfied, 14% extremely dissatisfied). That is in line with 2023 (35% dissatisfied), and an 18-point improvement from 2022 where 54% were dissatisfied).

Regression analysis shows that having on-time/dependable departures is the key driver of overall satisfaction. An increase in dissatisfaction with this touchpoint (and for on-time/dependable arrivals) have likely contributed to the significant decrease in overall satisfaction.

Overall Satisfaction By Route:

Riders of the Fautleroy/Vashon (70%) route have a significantly higher level of dissatisfaction compared to most other routes, followed by riders of the Southworth/Vashon (62%), San Juan Inter-Island (61%), and Point Defiance/Tahlequah (58%) routes.

Six of the eleven routes show more dissatisfied riders compared to 2023, (especially Point Defiance/Tahlequah +32%), while the remaining (five of the eleven routes) show a decrease level of dissatisfaction.

Executive Summary (cont.)



OVERALL VALUE

Riders' perceived level of value in the service WSF provides shows some weakening.

Overall Value:

Systemwide, just under half (49%) of riders say that WSF is a good value, down several points from 52% in 2023. In comparison, 17% rate WSF a poor value, up from 13% who did so in 2023.

Value By Route:

Good value: The routes most likely to be rated a “good value” by riders in winter 2024 include Coupeville/Port Townsend (73%), Seattle/Bremerton (54%), and Mukilteo/Clinton (54%).

Poor value: The routes most likely to be rated a “poor value” by riders in winter 2024 include Fauntleroy/Vashon (38%, up 12-points from 2023-26%), Southworth/Vashon (37%, up 15-points from 2023-22%), and Point Defiance/Tahlequah (32%, up 20-points from 2023-12%).

Improvements in terms of perceived value can be seen on three of the routes (fewer rating it ‘poor’), with San Juan Inter-Island showing the most improvement (down 31-points to just 8% rating it ‘poor’).

Executive Summary (cont.)



ONTIME AND DEPENDABLE DEPARTURES AND ARRIVALS

On-time/dependable departures and arrivals continue to be the areas of highest dissatisfaction, and dissatisfaction has increased on the majority of routes.

On-time/ Dependable Departures:

Systemwide, two fifths (41%) are *dissatisfied* with the timeliness of departures, and less than two fifths (38%) are satisfied. There are significantly more riders expressing *dissatisfaction* versus winter 2023 at 35%, (but better than 2022 at 49%).

- The most dramatic increase in departure *dissatisfaction* is for the Fauntleroy/Southworth route (53%, up from 24% in winter 2023). Fauntleroy/Vashon (79%), Southworth/Vashon (77%), Point Defiance/Tahlequah (55%, up from 33% in winter 2023), and San Juan Inter-Island (57%) are the routes with the highest departure *dissatisfaction*, although San Jan Inter-Island saw a 19-point decrease in dissatisfaction from 2023-76%.

On-time/ Dependable Arrivals:

Systemwide, nearly two fifths (38%) are *dissatisfied* with on-time/dependable arrivals, and two fifths (39%) are satisfied. This is a significant increase in *dissatisfaction* over winter 2023 at 34%, (but better than 2022 at 46%).

- The most dramatic increase in arrival *dissatisfaction* is for the Fauntleroy/Southworth route (47%, up from 21% in winter 2023). Fauntleroy/Vashon (78%), Southworth/Vashon (66%), and San Juan Inter-Island (57%) are the routes with the highest departure *dissatisfaction*, although San Jan Inter-Island saw a 19-point decrease in dissatisfaction from 2023-76%.

Passenger Frustrations:

Passenger comments make it clear that scheduling issues continue to be a concern, although significantly fewer offered comments about the schedule issues when asked for additional thoughts at the end of the survey, (30%, down from 43% in winter 2023, although still nearly twice the level of mentions in 2019-17%). Mentions regarding maintenance issues (which can lead to schedule issues) rose significantly compared to winter 2023.

Executive Summary (cont.)



AREAS OF OPPORTUNITY

Besides schedule dependability, adequate parking, coordination with transit schedules, bike loading/unloading, clear vehicle loading directions, and terminal comfort are key opportunity areas for improvement in rider satisfaction.

Rider Type:

Beyond dependability, other specific needed improvements, based upon riders' survey feedback is as follows:

- **Vehicle (Driver/Passenger)** – adequate parking near terminals, coordination with transit schedules.
- **Foot Passenger** – adequate parking near terminals, efficient bike loading with clear directions, and coordination with transit.

By Route:

Specific areas of needed improvement by route (beyond dependability) is as follows:

- **Seattle/Bainbridge** – adequate parking, efficient bike loading/unloading, coordination with transit, comfort of the terminals.
- **Seattle/Bremerton** – adequate parking, coordination with transit, ferry bathrooms are clean.
- **Point Defiance/Tahlequah** – adequate parking, clear directions for bike and vehicle loading, coordination with transit.
- **Edmonds/Kingston** – adequate parking, efficient bike unloading, comfort of terminals, coordination with transit.
- **Fauntleroy/Vashon** – adequate parking, coordination with transit, efficient and friendly bike and vehicle loading/unloading.
- **Fauntleroy/Southworth** – adequate parking, clear direction from vehicle loading crew, coordination with transit.
- **Southworth/Vashon** – coordination with transit, easy loading and unloading for walk-on passengers, efficient vehicle loading.
- **Port Townsend/Coupeville** –adequate parking, coordination with transit schedules.
- **Mukilteo/Clinton** – adequate parking, bike loading with clear directions.
- **Anacortes/SJ Island** – coordination with transit, comfort of terminals, bike loading and unloading is efficient, friendly and clear.
- **San Juan Interisland** – load ferries to capacity, vehicle loading is efficient, terminal bathrooms are clean.

Executive Summary (cont.)



PERFORMANCE MEASURES

The pandemic's influence on rider interaction with WSF continues to diminish.

Touchpoint Usage Rates:

- The most common rider touchpoint continues to be driving onto the ferry (83%). As these impacts of COVID-19 fade, rider behavior shows continued movement towards pre-pandemic levels.
- Compared to 2023 and 2022, significantly *more* riders are:
 - Visiting the passenger vessel deck (83% up from 79% in 2023 and 74% in 2022; vs. 89% in 2019).
 - Going inside a terminal (58% up from 51% in 2023 and 48% in 2022; 66% in 2019).
 - Walking onto the ferry (49% up from 45% in 2023 and 40% in 2022; vs. 60% in 2019).
 - Interacting with the vessel crew (29% up from 27% in 2023 and 24% in 2022; vs. 30% in 2019).
 - Website usage fluctuates: 77% in 2024, 78% in 2023, 82% in 2022, and 73% in 2019.
 - Fewer passengers asked the vessel crew for help (20% down from 23% in 2023 and 2022).

Dissatisfaction:

Dissatisfaction increased on **fifteen** of the thirty-four measured attributes this study period, stayed the same on **fifteen** attributes, and decreased on just **four**.

Most notable *decreases* in dissatisfaction: Bike loading procedures are efficient (-4%) and Terminal to vessel walkway is safe (-4%).

Eleven of the fifteen attributes with increases in dissatisfaction only rose by a point or two, and in eight of these cases, from 4% to 10% expressed dissatisfaction. Most notable *increases* in dissatisfaction: Bike loading crew provide clear directions (+6%); Adequate parking near terminals (+6%); WSF has on-time dependable departures (+6%); WSF has on-time dependable arrivals (+4%).

Dissatisfaction was unchanged on fifteen attributes, and in these cases, from 3% to 12% expressed dissatisfaction.

Executive Summary (cont.)



RIDERSHIP

Ridership is increasing to numbers seen pre-pandemic.

Route:

Around one in four riders say Seattle/Bainbridge (25%) was the last route they rode, in line with the previous two years. Around one in five say Mukilteo/Clinton (20%) or Edmonds/Kingston (19%) was their last route.

Reports of most recent route ridden in winter 2024 are at levels generally comparable to 2019, except fewer continue to report Seattle/Bremerton as their most recent route (-7%-points from 2019).

Purpose:

While visiting family/friends (23%, up from 16% in 2015) and medical appointments (21%) remain the most common purposes for the most recent trip taken, trips for personal business (17%) saw a significant rise this winter (+6% points). The proportion of trips for medical appointments remains well above pre-pandemic levels (2019-15% and 2018-14%). Work commuting (11%) is still below pre-pandemic levels of 19% in 2019.

Boarding Method:

The proportion who drove on as a driver or passenger for their most recent ferry trip in winter 2024 (80%) is similar to 2023 and 2022 (81% and 82%), down from 2020 (88%), but significantly higher than 2019 (69%).

Walk on ridership (18%) continues to rebound compared to 2021 (9%), but remains significantly lower than 2019 (25%).

Ticket Type:

Winter 2024 shows a continuing decline in those traveling on a single ride ticket (43%, down 7%-points from 2022) and an offsetting increase in those traveling on a multi-ride ticket (28%, up 5%-points from 2022). Winter 2024 continues a pattern of a higher proportion of riders using a senior/disabled ticket – over one in five (22%) compared to one in eight (13%) in 2019.

Two fifths (40%) of multi-ride ticket users say they have decreased their use of multi-ride tickets compared to a year ago. Reasons include cost/value issues (expire before use, not a good value, senior fare is better), reduction in trips and service reliability.

Executive Summary (cont.)



IMPACT OF SERVICE CONSTRAINTS

Service constraints are impacting ridership, with some riding less frequently or not at all.

Changes in Riding Behavior:

Nearly half (44%) of riders rode WSF *less frequently* during the study period due to the ongoing ferry service constraints. For those who *did not ride at all* during the study period, more than a third (36%) said it was due, at least in part, to the ongoing constraints.

- Ridership impacts were most heavily felt on the Seattle/Bremerton route (seven in ten reported riding less frequently).

Those who changed their behavior by riding less frequently most commonly allowed more time to complete some trips, eliminated or consolidated trips, or took an alternative form of transportation.

Reduction of Trips/Types of Trips Impacted:

Riders who changed their behavior by riding less frequently took, on average, six to seven fewer trips, while non-riders eliminated five or six trips, on average. Those on the Seattle/Bremerton or Triangle routes eliminated an average of ten trips.

- Personal activities, visits with family/friends, and medical appointments were the types of trips most impacted. Those who did not ride at all during the study period also commonly eliminated tourism/recreational trips.

Other Changes Due to Service Constraints:

Half (51%) of riders and a fifth (20%) of non-riders say the ongoing ferry service constraints impacted how they use the ferries in other ways (beyond either riding less frequently or not at all).

- These other ridership impacts were most heavily felt on the Inter-Island and Triangle routes (impacting around two in three riders).

They have had to adjust their schedule to leave earlier (especially common on the Seattle/Bainbridge, Triangle, and Mukilteo/Clinton routes), experience reliability issues (especially on the Inter-island route), make alternate plans/use alternate routes (especially among Coupeville/Pt Townsend riders), incur greater costs, and reduce their travel.

Preferred Approach to Dealing with Constraints:

Nearly half of riders (47%) would prefer certainty that the ferry will sail at the posted time, even if it might mean less frequent runs, while a third (33%) would prefer WSF maximize the number of sailings, even if it means some posted sailings may be delayed or cancelled.

Those who did not ride at all during the study period show an even stronger preference for the certainty of sailing at posted times (59%) vs. maximizing the number of sailings (14%) with possible delays/cancellations.

Executive Summary (cont.)



CUSTOMER SERVICE TOUCHPOINTS

Website usage is on par with last winter and preference for rider alerts are moving from notifications to phone/email to notifications through apps or websites. Satisfaction levels with communication continue to provide opportunities for improvement.

Communication:

Satisfaction with WSF communication saw a decline this winter, with more than one in five (21%) dissatisfied, (a significant increase from 19% in 2023 but improved over 27% in 2022). Reasons for dissatisfaction in this area are tied back to schedule dependability issues, receiving texts/alerts too late or not at all, as well as a desire for better utilization of communication tools.

In winter 2024, significantly fewer show a preference for rider alerts to their phone or email as ways to receive WSF communications, while more would like to receive notifications through the WSDOT or WSF apps.

WSF Website:

77% utilized the WSF website (in line with 78% in 2023 and significantly fewer than 82% in 2022). Close to seven in ten website users (68%) were satisfied with their experience, down slightly from winter 2023 (71%) but higher than 2022 (65%).

One in eight (12%) report dissatisfaction with this touchpoint (up from 10% in 2023 but improved from 16% in 2022), with “poorly organized/difficult” and “misleading information” the leading complaints.

Example rider comments: *“Not so user friendly or intuitive. The information is there but it is hard to find sometimes...”*
“Arrival/departure information and cars in waiting information is often inaccurate.”

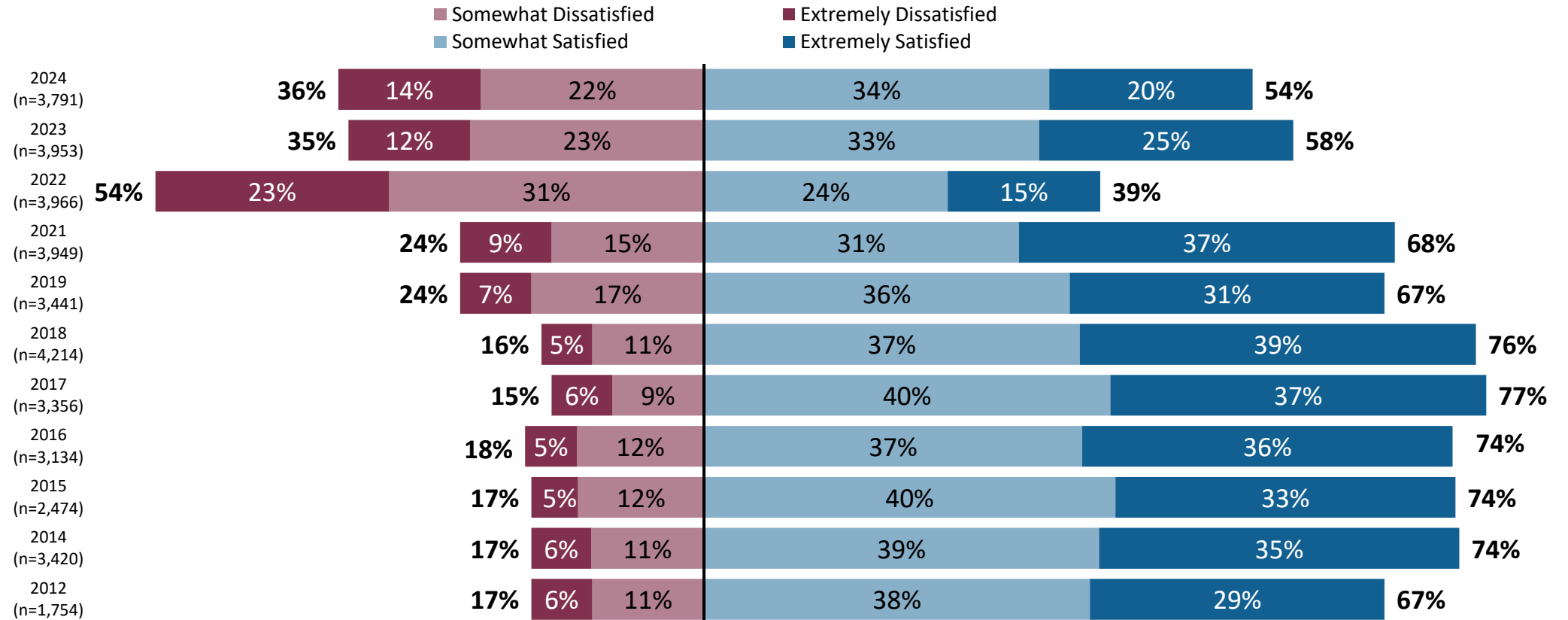


Detailed Study Findings

Overall Satisfaction



Overall winter 2024 satisfaction at 54% is significantly lower than ratings for 2023 (58%), (but still well above those for 2022). Over a third express at least some dissatisfaction with their experience overall.



Only ratings of satisfaction (4-5) or dissatisfaction (1-2) are shown, Ratings of 3 or don't know are not shown. The bold percentages represent the corresponding total dissatisfaction/satisfaction

Note: Research was not conducted in 2020 due to the COVID-19 pandemic.

Q1. For this survey, we are interested in your experiences and opinions of Washington State Ferries during January through March 2024 only. All things considered, how satisfied are you with the service provided by Washington State Ferries from January through March 2024?

Key Drivers – Overall Rating for Dissatisfaction



Regression analysis informs the extent to which each measured touchpoint influences overall satisfaction. This analysis shows that having on-time/dependable departures is the key driver of overall satisfaction, with nearly half (46%) of overall satisfaction explained by on-time/dependable departures. This is more than three times higher than the next most impactful touchpoint (vehicle unloading crews provide clear direction).

Attributes	Beta Coefficient				
	2024	2023	2022	2021	2019
WSF has on-time/dependable departures	46%	55%	49%	39%	44%
WSF vehicle unloading crews provide clear direction	15%				
Vessel crew is helpful and knowledgeable	11%				15%
WSF and transit schedules are coordinated	8%		15%	20%	
Loads ferries to capacity		13%			
Efficiently processes vehicles through ticket lanes		12%			
Adequate parking near terminals			10%		
Easy loading/unloading for walk-on				37%	
Terminals are clean				15%	
Dock-side holding areas fully utilized					16%

- ❖ The top key driver of overall dissatisfaction is consistent over the past five tracking periods: *WSF has on-time/dependable departures*.
- ❖ Secondary key drivers of satisfaction for 2024 are *vehicle unloading crews provide clear direction, vessel crew is helpful and knowledgeable and WSF and transit schedules are coordinated*.
- ❖ *On-time/dependable arrivals* satisfaction levels are highly correlated with the departure satisfaction, so on-time arrival is a secondary driver of satisfaction.

The higher the beta coefficient the stronger the influencer on overall dissatisfaction. The R squared measures the extent to which the touchpoints fully capture all key drivers for satisfaction.

2024 R2 = .39
 2023 R2 = .46
 2022 R2 = .37
 2021 R2 = .41
 2019 R2 = .35

Dependent variable: Q1. All things considered, how satisfied are you with the service provided by Washington State Ferries from January through March 2024? Model run on unweighted data. Regression explanation can be found in the appendix on slide 100.

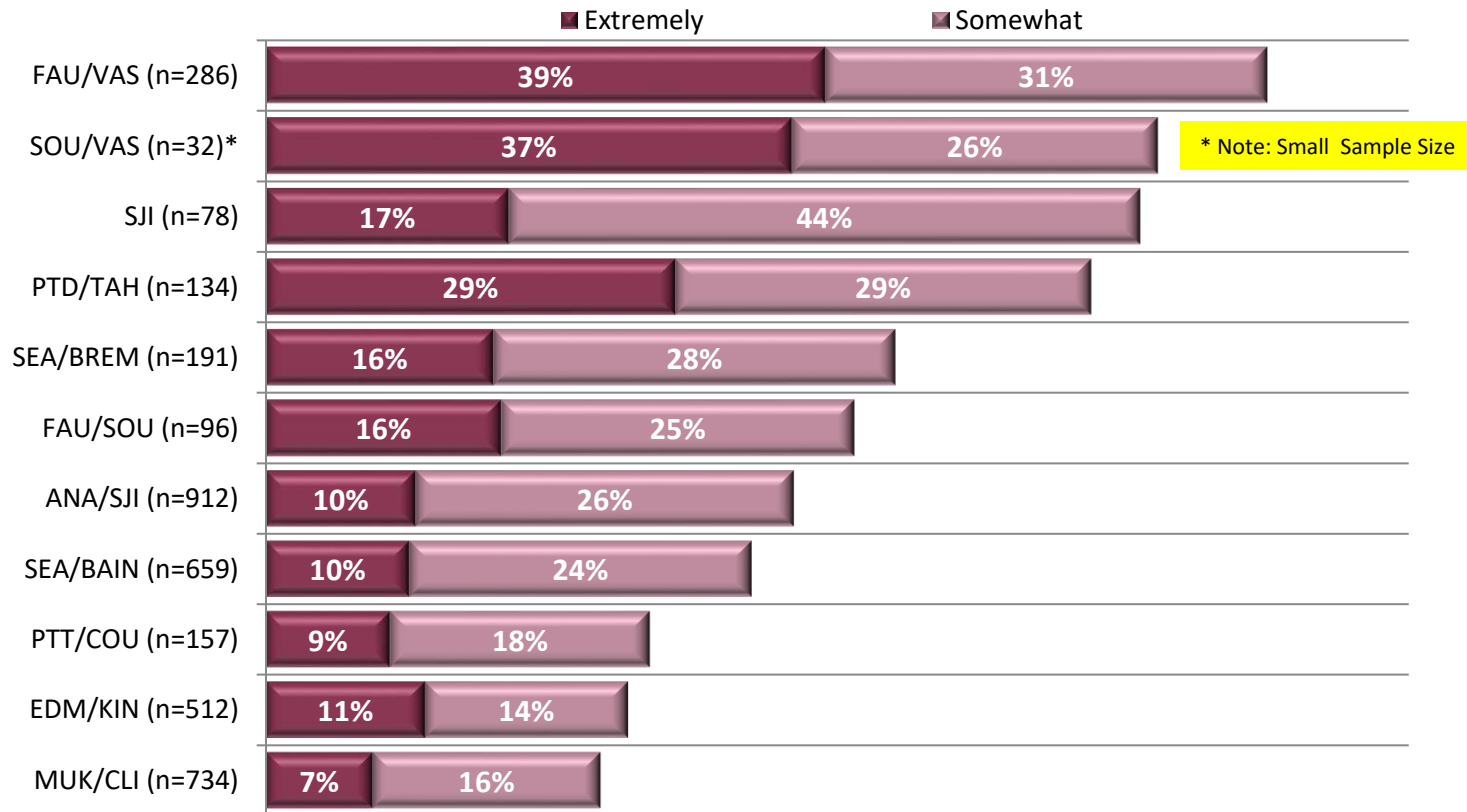
Note: Research was not conducted in 2020 due to the COVID-19 pandemic.

Overall Dissatisfaction by Route



Riders of the Fauntleroy/Vashon (70%) route have a higher level of dissatisfaction compared to other routes, followed by riders of the Southworth/Vashon (62%*), San Juan Inter-Island (61%), and Point Defiance/Tahlequah (58%), routes. Six of the eleven routes show an increase in percent of dissatisfied riders compared to 2023, (especially Point Defiance/Tahlequah +32%), and five of the eleven routes show a decrease.

Overall Dissatisfaction by Route - 2024 (Total Dissatisfied)



2024	2023	Shift ('24 vs '23)	2022
70%	55%	+15%	56%
62%	49%	+13%	38%
61%	67%	-6%	46%
58%	26%	+32%	40%
44%	43%	+1%	49%
41%	33%	+8%	29%
37%	50%	-13%	53%
34%	36%	-2%	47%
27%	21%	+6%	37%
25%	32%	-7%	55%
23%	25%	-2%	74%

Q1. For this survey, we are interested in your experiences and opinions of Washington State Ferries during January through March 2024 only. All things considered, how satisfied are you with the service provided by Washington State Ferries from January through March 2024?

Perceived Good Value by Route

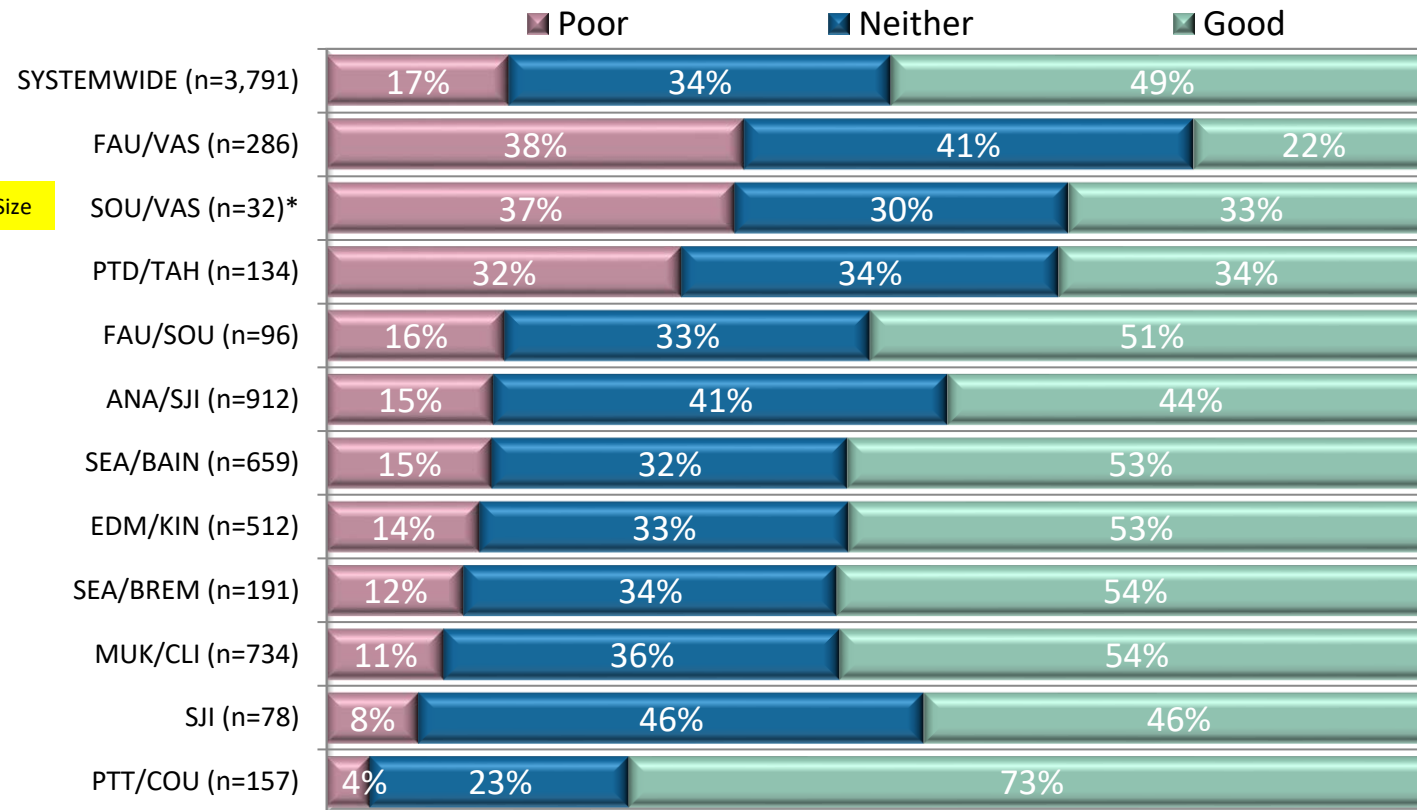


Systemwide, around half (49%) of riders say that WSF is a good value, generally in line with 2023 (52%) and 2022 (50%). In comparison, 17% rate WSF a poor value, up from 13% in 2023 and in line with 17% in 2022. Perceived “poor value” increased on eight of the eleven routes, with Point Defiance/Tahlequah riders showing the most notable increase in ratings of ‘poor value’ (up 20-points).

Improvements in terms of perceived value can be seen on three of the routes (fewer rating it ‘poor’), with San Juan Inter-Island showing the most improvement (31-points).

Perceptions of Value by Route - 2024

* Note: Small Sample Size



Poor Value			
2024	2023	Shift	2022
17%	13%	+4%	17%
38%	26%	+12%	26%
37%	22%	+15%	13%
32%	12%	+20%	15%
16%	8%	+8%	11%
15%	20%	-5%	16%
15%	10%	+5%	15%
14%	14%	0%	16%
12%	15%	-3%	13%
11%	9%	+2%	22%
8%	39%	-31%	20%
4%	2%	+2%	8%

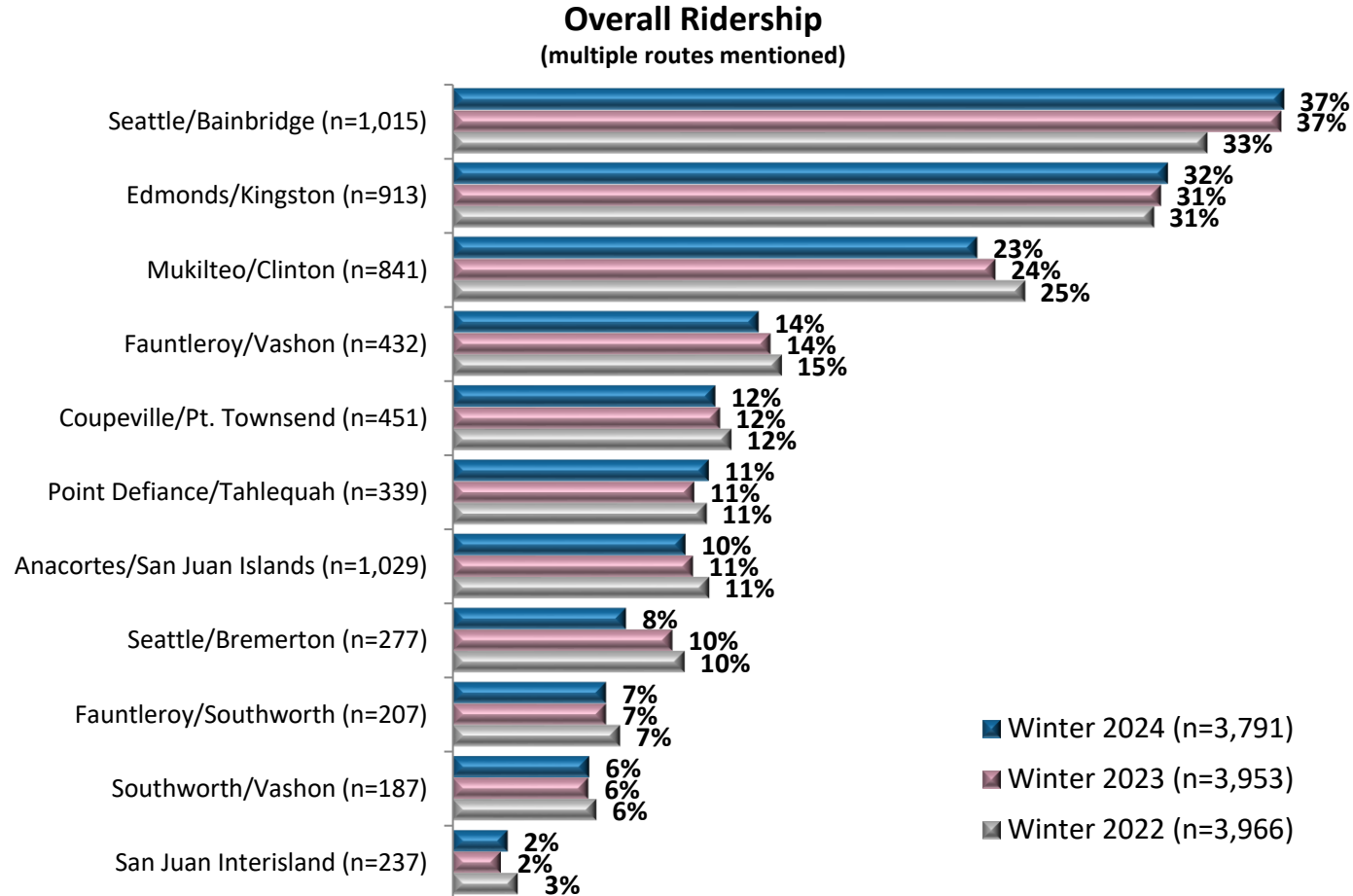
Q116. Considering your personal experience with the ferries, which of the following phrases best describes the value, to you, of riding Washington State Ferries to you?

Ridership



The Seattle/Bainbridge route maintained its top position holding at a high of 37% (after rising four points in winter 2023, significantly higher than in 2022-33% and 2021-27%, and bringing it to levels comparable to 2019-39%). Ridership on other routes remained relatively steady comparing the last three years, with no significant changes.

The Seattle/Bremerton route continues to show a drop-off compared to earlier years – down two-points in winter 2024 to 8%, significantly lower than its 2019 level of 18%. Other routes are on par with their 2019 levels.



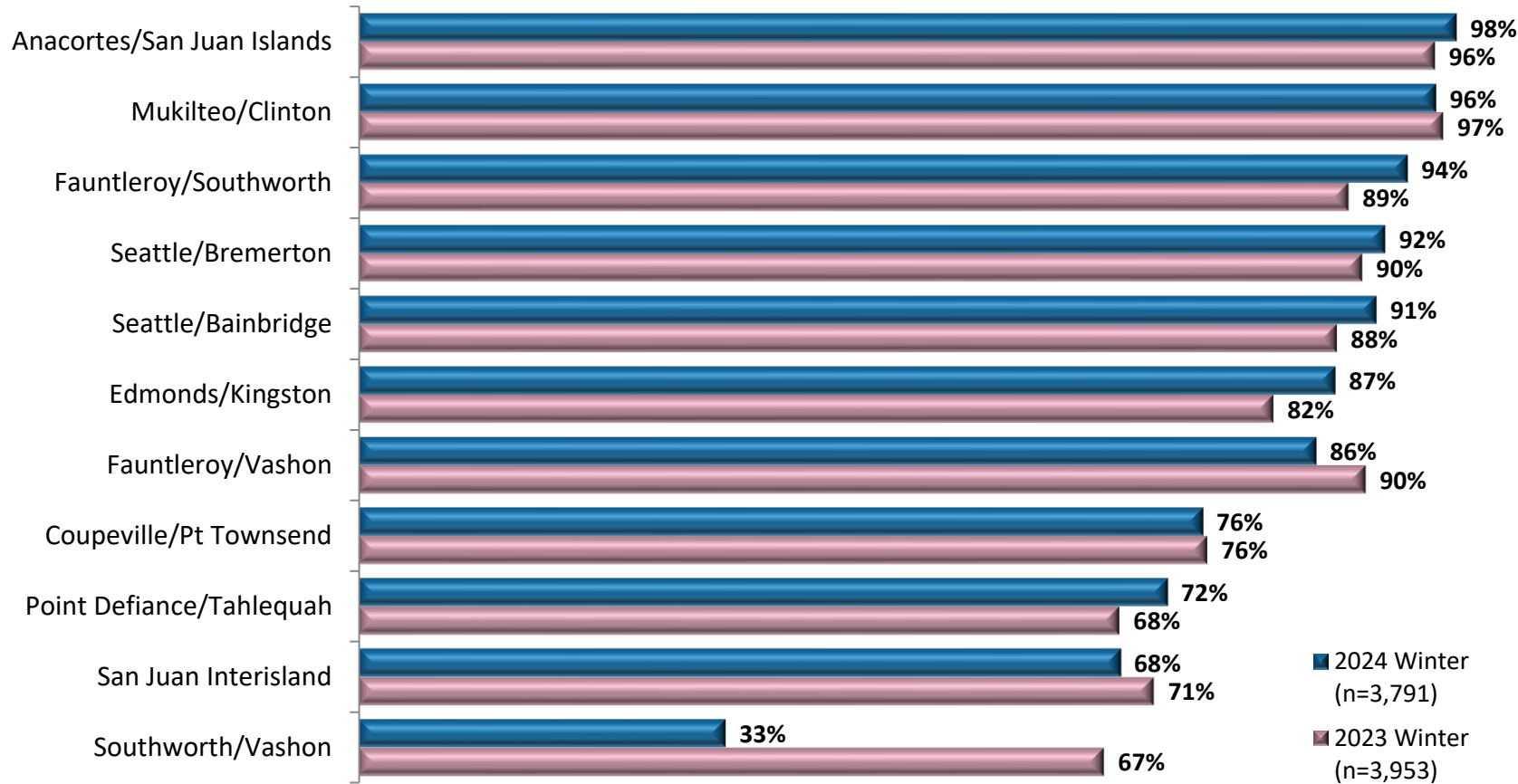
Q2. Which of the following route(s) have you ridden for any purpose January through March 2024? [CHECK ALL THAT APPLY]

Route Ridden Most Frequently Same As Most Recent Route



The most recent route taken tends to be the route ridden most frequently – this is especially true with Anacortes/San Juan Islands and Mukilteo/Clinton .

Route Ridden Most Recently Same as Most Frequent Route



Most common cross-over routes:

- Southworth/Vashon and Fantleroy/Vashon and Edmonds/Kingston
- San Juan Inter-Islands and Anacortes/SJI
- Point Defiance/Tahlequah and Fantleroy/Vashon
- Coupeville/Pt. Townsend and Mukilteo/Clinton
- Seattle/Bainbridge and Edmonds/Kingston

Q13B. Which route did you ride most often during the January to March 2024 period?

Note: Question added in 2022.

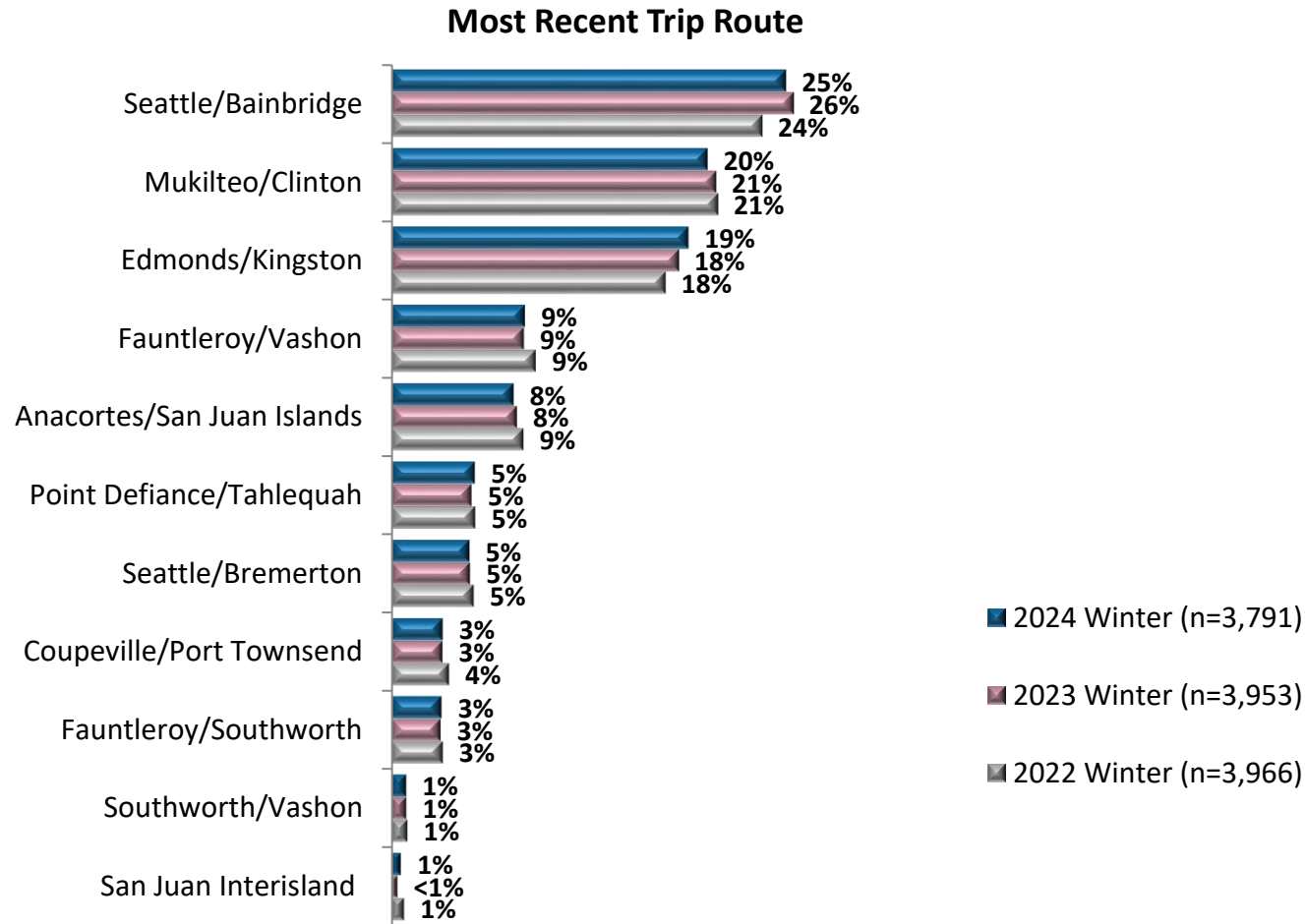


Most Recent Trip

Most Recent Trip - Route



One in four riders (25%) say Seattle/Bainbridge was the last route they rode, up from around one in five in 2021. Around one in five say Mukilteo/Clinton (20%) or Edmonds/Kingston (19%) was their last route. Responses across routes have remained steady over the last three years.

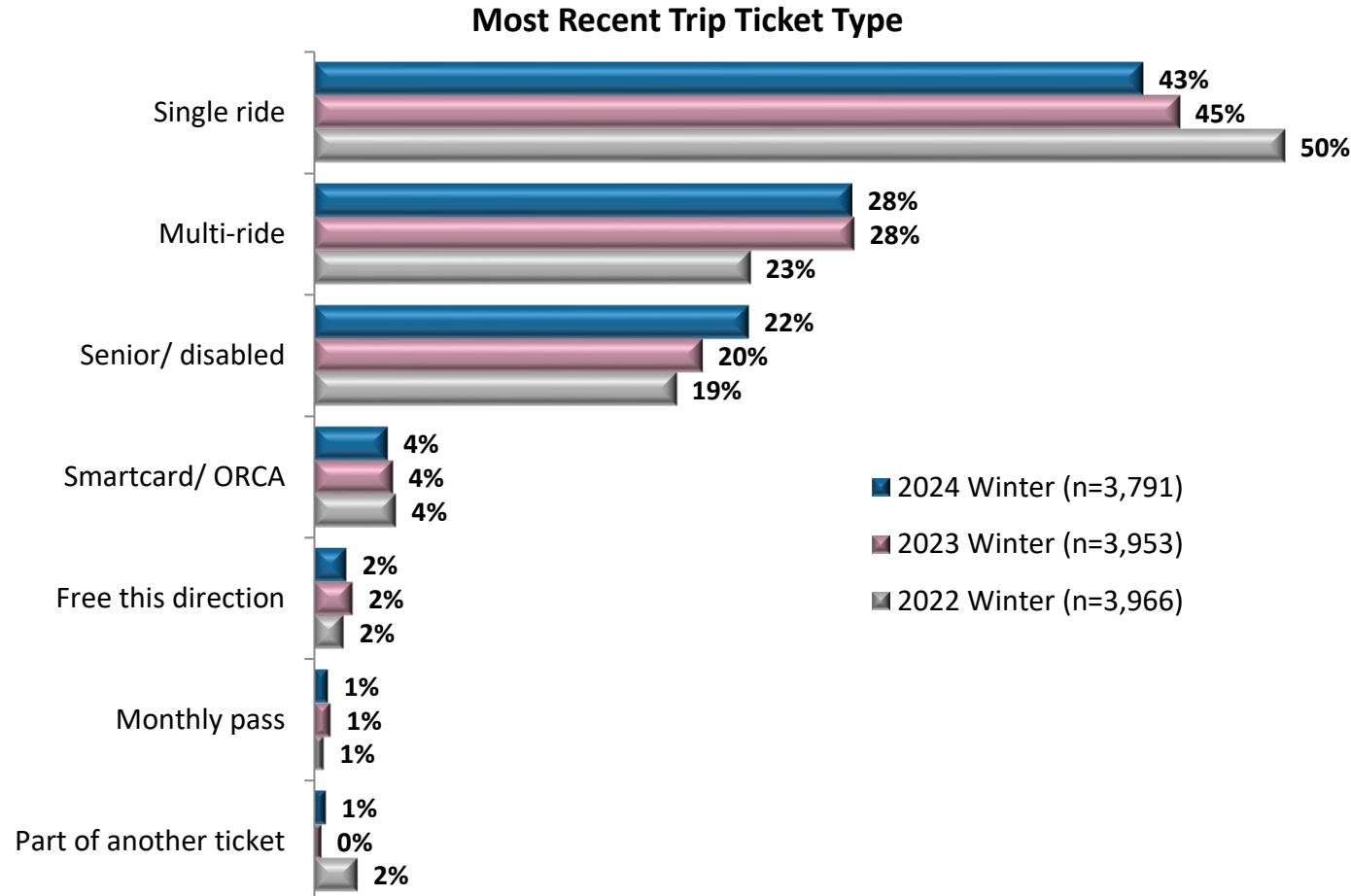


Q13. Now focusing in on your most recent ferry trip, what was the last route that you rode? (Question used in weighting data to reflect actual traffic count by route during winter period)

Most Recent Trip – Ticket Type and Purchase



Winter 2024 shows a continuing decline in those traveling on a single ride ticket which has been offset over the last couple of years by an increase in those traveling on a multi-ride ticket or on a senior/disabled ticket. A majority of January to March riders report using a single ride (43%) or multi-ride (28%) ticket. Winter 2024 continues a pattern of a higher proportion of riders using a senior/disabled ticket – over one in five (22%) compared to one in eight (13%) in 2019 and 2018.

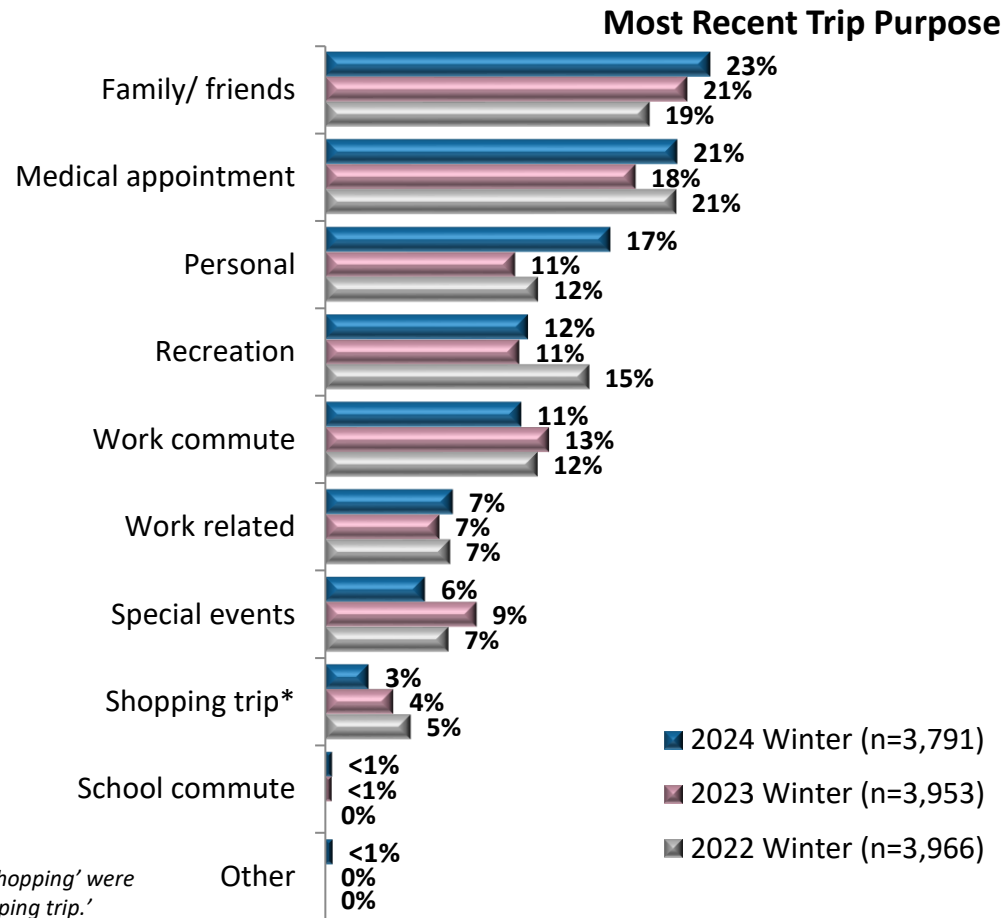


Q19. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, on what kind of ticket were you traveling?

Most Recent Trip – Purpose



While visiting family/friends (23%) and medical appointments (21%) are currently the most common purposes for the most recent trip taken, though trips for personal business (17%) saw a significant rise this winter (compared to 2023). The proportion of trips for visiting family/friends has risen over time (up from 17% in 2019). The proportion of trips for work commuting is well below the levels seen in 2019.



Purpose	Purpose		
	2024	2019	Shift
Family/ friends	23%	17%	+6%
Medical appointment	21%	15%	+6%
Personal	17%	16%	+1%
Recreation	12%	10%	+2%
Work commute	11%	19%	-8%
Work related	7%	7%	--
Special events	6%	8%	-2%
Shopping trip*	3%	6%	-3%
School commute	<1%	0%	--
Other	<1%	2%	-2%

*In 2024 'shopping excursion' and 'everyday shopping' were combined into one response category of 'shopping trip.'

Q15. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, which of the following was the PRIMARY PURPOSE for that specific trip?

Most Recent Trip – Boarding Method/Vehicle Type

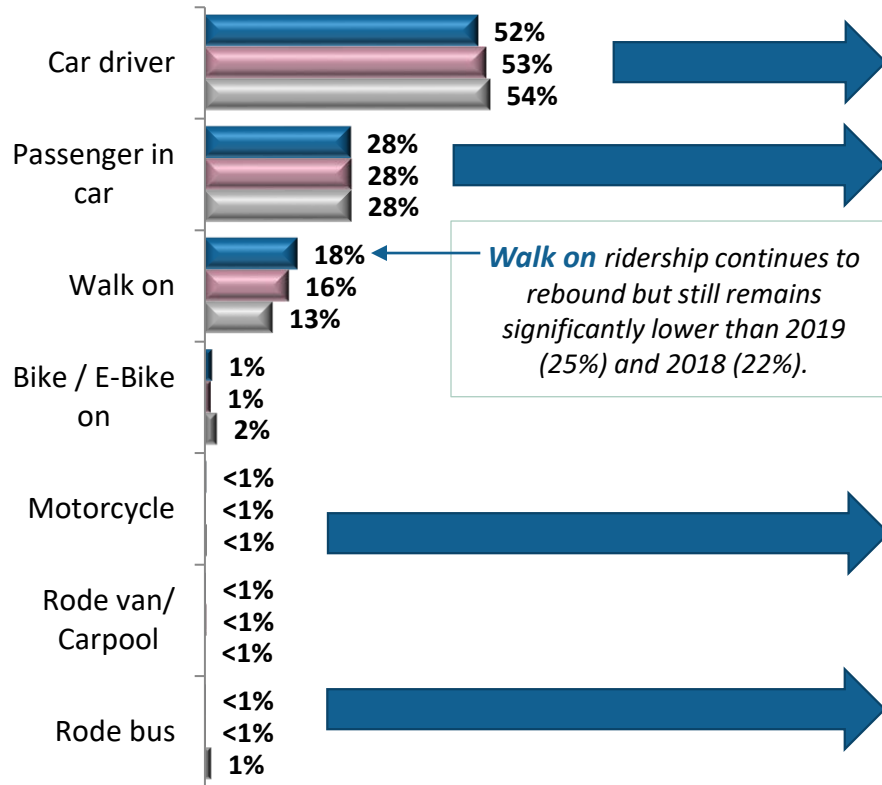


The proportion who drove on as a driver or passenger for their most recent ferry trip in winter 2024 (80%) is similar to 2023 and 2022 (81% and 82%), down from 2020 (88%), but significantly higher than 2019 (69%).

Among those who did drive on, close to nine in ten (85%) were in a regular-sized vehicle that was 14 to 21 feet long.

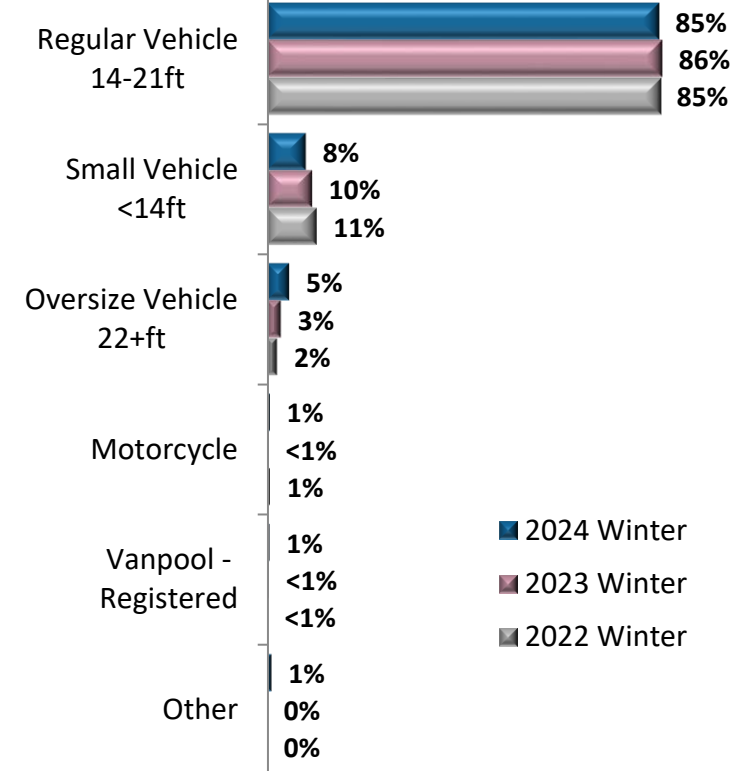
Most Recent Trip Onboarding

Outbound Boarding Method



Walk on ridership continues to rebound but still remains significantly lower than 2019 (25%) and 2018 (22%).

Trip Vehicle Type



Walk-on & Work Commuter

The number of walk-on riders who are commuters remains low at only 22% (of all walk-ons). This compares to 43% of walk-ons in 2019 being a work commuter.

Q16a. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, how did you board the ferry for your outbound trip?

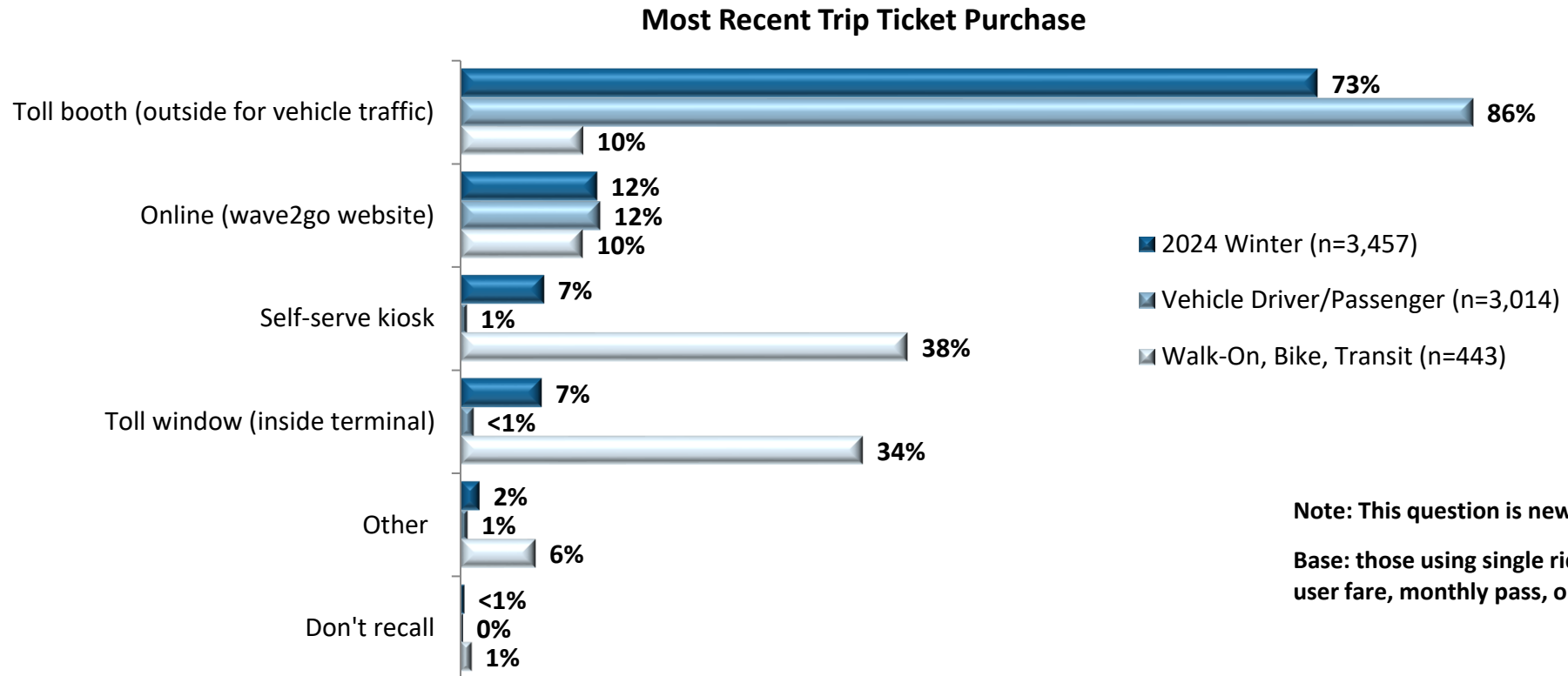
Q17. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, which of the following best describes the vehicle you drove on the ferry?

Most Recent Trip – Ticket Purchase



The most common way to purchase a ticket was at the vehicle toll booth – with three in four riders purchasing in this fashion. Another one in eight (12%) purchased online.

Walk-ons, bikers, and transit riders were significantly more likely to purchase their tickets inside the terminal at the self-serve kiosks or the toll window.



Note: This question is new to the survey in 2021.

Base: those using single ride fare, multi-ride frequent user fare, monthly pass, or senior/disabled pass.

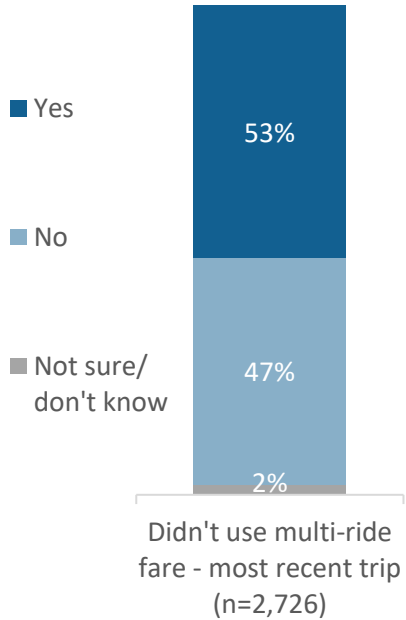
Q19a. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, where did you physically pay for your fare?

Multi-Ride Frequent Rider Ticket Usage

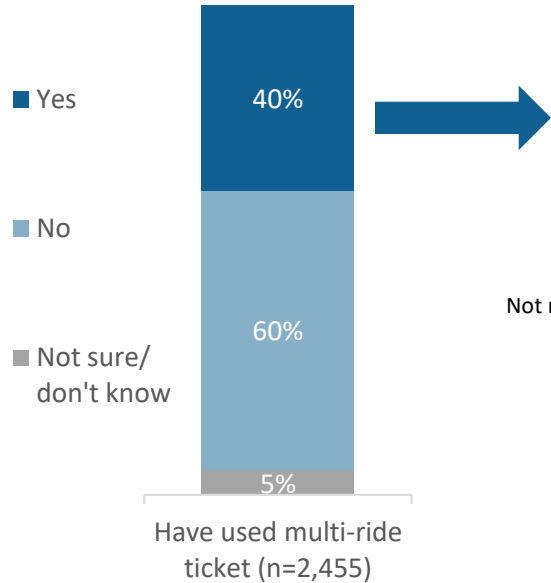


More than half (53%) of those who did not use a multi-ride frequent rider ticket on their most recent trip have used a multi-ride ticket in the past. Two fifths (40%) of multi-ride ticket users say they have decreased their use of multi-ride tickets compared to a year ago. Nearly two fifths (37%) mention cost/value issues (expire before use, not a good value, senior fare is better) for this decrease. Reduced WSF use is another reason with mentions of the lack of need or an overall reduction in trips (less ferry usage in general, commuting less, fewer appointments or obligations), and nearly a fifth (17%) mention reducing their usage due to service reliability issues.

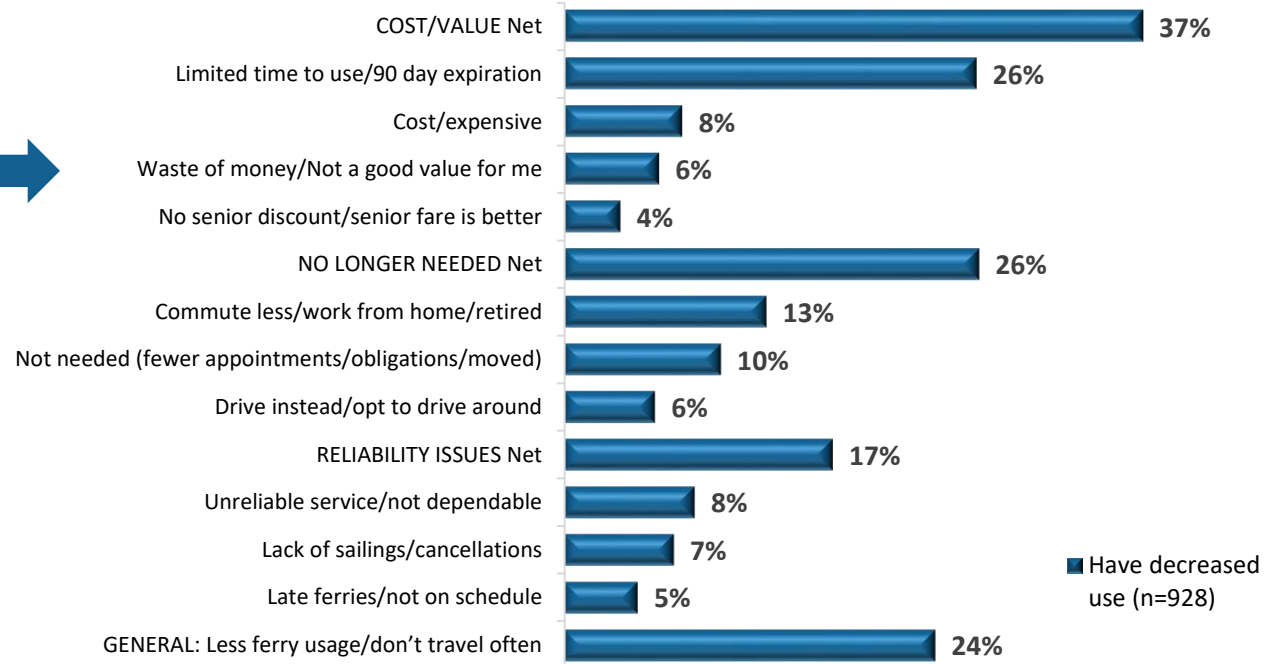
Have Purchased Multi-Ride Frequent Rider Tickets in the Past (Base: Did not use multi-ride ticket for most recent trip)



Decrease in Multi-Ride Ticket Purchases Over Past Year (Base: Used multi-ride ticket recent trip or in past)



Reasons for Decreasing Use of Multi-Fare Tickets (4% or greater mentions shown)



Q19B. (ASKED IF DIDN'T USE MULTI-RIDE TICKET MOST RECENT TRIP) The multi-ride fares are offered to give WSF frequent riders a discount in fares. Have you ever purchased one of these multi-ride frequent rider tickets in the past?
 Q19C. (ASKED IF USED MULTI-RIDE TICKET ON MOST RECENT TRIP OR IN THE PAST) Compared to a year ago at this time, have you decreased your use of multi-fare tickets to pay your fare?
 Q19D. (ASKED IF REDUCED USE OF MULTI-RIDE TICKET) Why have you decreased your usage of multi-fare tickets to pay your fare?
 Note: Question added in 2024.



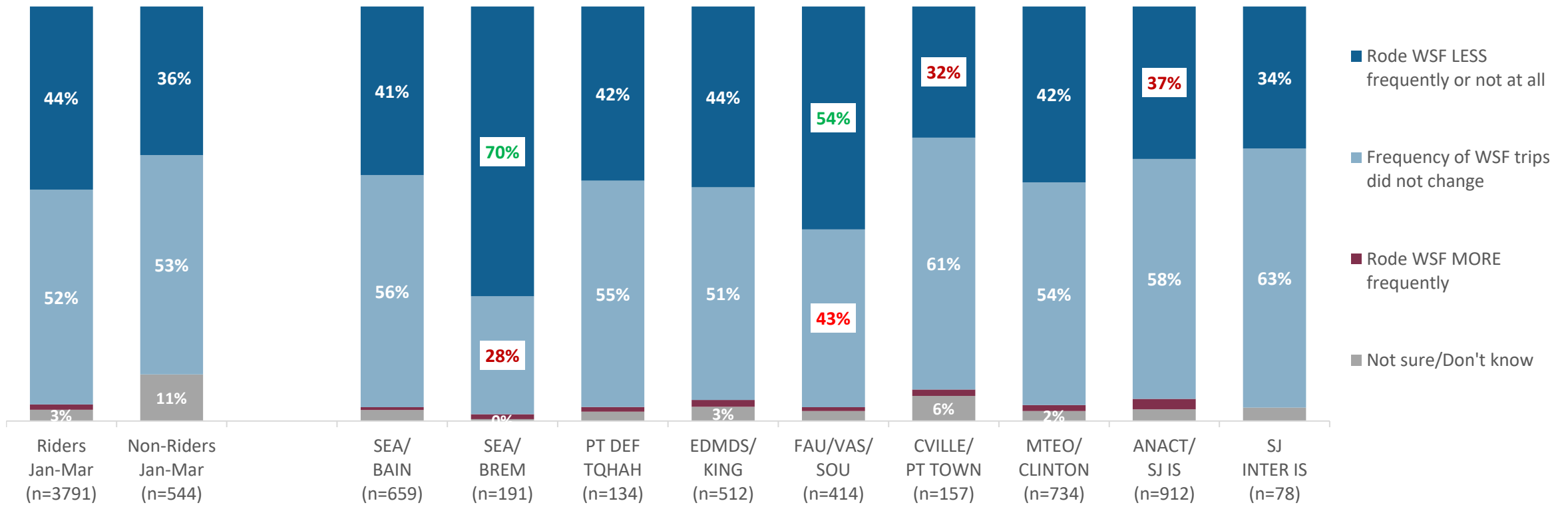
Impact of Service Constraints

Changes in Riding Behavior Due to Ferry Service Constraints



Close to half (44%) of riders say they rode WSF less frequently during the study period due to the ongoing ferry service constraints. For those who did not ride at all during the study period, more than a third (36%) said it was due, at least in part, to the ongoing ferry service constraints. Ridership impacts were most heavily felt on the Seattle/Bremerton route, where seven in ten reported riding less frequently.

Changes in Riding Behavior in Response to Ferry Service Constraints



Green=Significantly higher / Red=Significantly lower than 3 or more other routes.

Q138. Given the ongoing ferry service constraints including vessel and crew availability, did you make any changes to your WSF riding behavior (including riding WSF less frequently or not at all) because of these constraints between January to March, 2024? Note: Question added in 2024.

Impact on Trips – Among Rode WSF Less Frequently/Not At All



Those who changed their behavior by riding less frequently most commonly allowed more time to complete some trips, eliminated or consolidated their trips, or took an alternative form of transportation. It was less common to reschedule their trips to either earlier or later in the day. Riders on the Seattle/Bremerton or Edmonds/Kingston routes were more likely to take an alternative form of transportation and less likely to allow more time or eliminate/reduce their number of trips.

Among Those who Rode WSF Less Frequently or Not At All		SEA/ BAIN (n=254)	SEA/ BREM (n=133)	PT DEF TQHAH (n=64)	EDMDS/ KING (n=223)	FAU/VAS/ SOU (n=218)	CVILLE/ PT TOWN (n=53)	MTEO/ CLINTON (n=286)	ANACT/ SJ IS (n=334)	SJ INTER IS (n=34*)
Left earlier/allowed more time to complete some trips	Riders Jan-Mar (n=1599)	54%	31%	64%	42%	54%	41%	52%	57%	59%
	Non-Riders Jan-Mar (n=195)	4%								
Didn't make some of the trips at all	Riders Jan-Mar (n=1599)	52%	24%	56%	43%	63%	65%	48%	57%	61%
	Non-Riders Jan-Mar (n=195)	61%								
Made fewer trips (e.g. consolidated trips)	Riders Jan-Mar (n=1599)	47%	33%	63%	35%	54%	32%	51%	58%	47%
	Non-Riders Jan-Mar (n=195)	9%								
Took an alternative form of transportation	Riders Jan-Mar (n=1599)	47%	84%	17%	66%	38%	40%	37%	19%	7%
	Non-Riders Jan-Mar (n=195)	44%								
Rescheduled some trips to an earlier day/time	Riders Jan-Mar (n=1599)	20%	31%	27%	18%	32%	12%	22%	25%	25%
	Non-Riders Jan-Mar (n=195)	23%								
Rescheduled some trips to a later day/time	Riders Jan-Mar (n=1599)	16%	29%	30%	20%	24%	16%	22%	24%	34%
	Non-Riders Jan-Mar (n=195)	22%								
Other	Riders Jan-Mar (n=1599)	3%	4%	11%	4%	4%	3%	3%	8%	10%
	Non-Riders Jan-Mar (n=195)	4%	5%							

*Caution: small sample size.

Green=Significantly higher / Red=Significantly lower than 3 or more other routes.

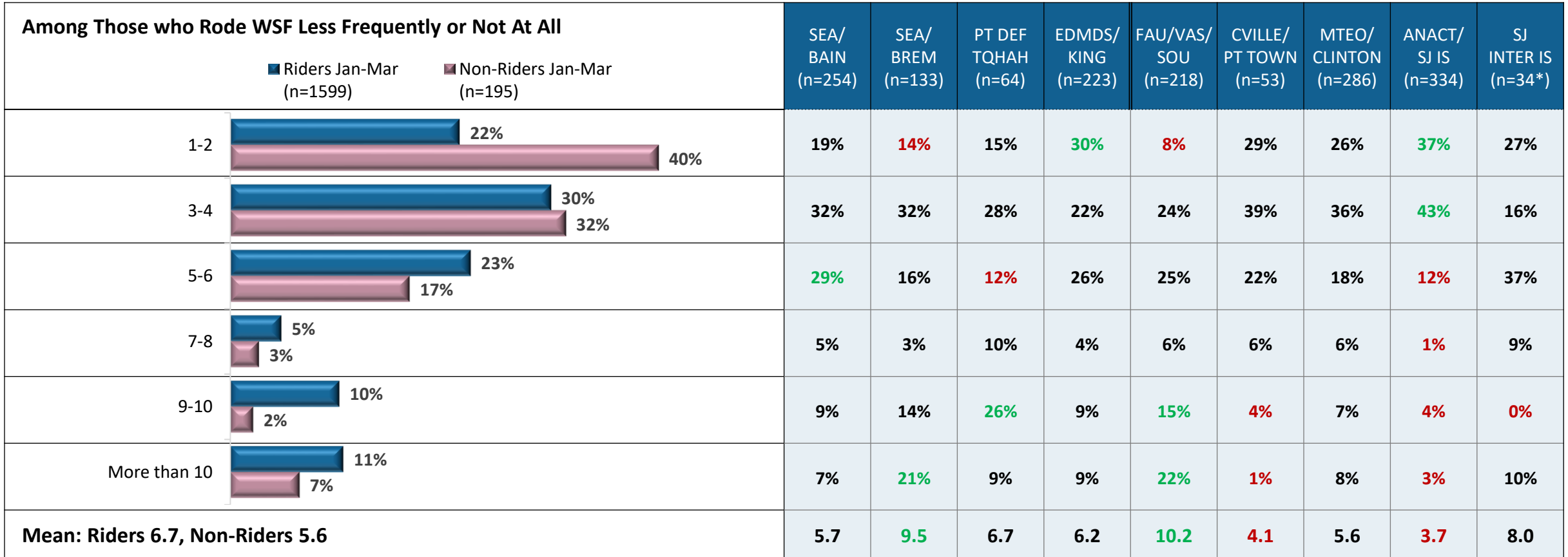
Note: Question added in 2024.

Q139A. You indicated that you rode WSF less frequently or not at all because of service constraints between January to March 2024. Which of the following describes how your trip(s) were impacted by the service constraints?

Reduction of Trips – Among Rode WSF Less Frequently/Not At All



Riders who changed their behavior by riding less frequently took, on average, six to seven fewer trips because of service constraints, while non-riders eliminated five or six trips, on average. Those on the Seattle/Bremerton or Triangle routes eliminated around ten trips, on average, during this time. Riders on the Coupeville/Port Townsend and Mukilteo/Clinton routes eliminated the fewest trips.



*Caution: small sample size.

Green=Significantly higher/ Red=Significantly lower than 3 or more other routes.







Q139B. You indicated that you rode WSF less frequently or not at all because of service constraints between January to March 2024. Please estimate the number of ferry trips you did NOT take on WSF because of service constraints during this time period.

Note: Question added in 2024.

Number of Trips Where Riders Left Earlier/Allowed More Time



Riders who changed their behavior by leaving early or allowing more time due to service constraints did so for an average of nine trips during the study period. Riders on the Seattle/Bremerton, Point Defiance/Tahlequah, and Triangle routes did so with more frequency than riders on other routes, with an average of fourteen to sixteen trips where they left earlier or allowed more time.

Number of Trips Where Riders Left Earlier/Allowed More Time		SEA/ BAIN (n=137)	SEA/ BREM (n=47)	PT DEF TQHAH (n=44)	EDMDS/ KING (n=101)	FAU/VAS/ SOU (n=120)	CVILLE/ PT TOWN (n=16*)	MTEO/ CLINTON (n=155)	ANACT/ SJ IS (n=181)	SJ INTER IS (n=17*)
■ Total Riders Left Early/ Allowed More Time (n=818)										
1-2	 18%	22%	20%	2%	28%	5%	38%	13%	33%	43%
3-4	 19%	16%	22%	11%	23%	10%	41%	24%	33%	38%
5-6	 23%	31%	13%	20%	27%	14%	5%	22%	19%	3%
7-8	 5%	4%	0%	2%	3%	8%	0%	8%	5%	16%
9-10	 14%	14%	8%	23%	10%	18%	8%	16%	7%	0%
More than 10	 21%	13%	38%	42%	8%	45%	8%	17%	3%	0%
Mean: 8.7		6.9	16.6	14.5	5.5	13.8	4.1	7.9	4.2	3.3

*Caution: small sample size.

Green=Significantly higher/ Red=Significantly lower than 3 or more other routes.

Q139C. You indicated that you left earlier or allowed more time to complete trips on WSF because of service constraints between January and March 2024. Please estimate the number of ferry trips where you left earlier or allowed more time to complete trips on WSF during this time period. *Note: Question added in 2024.*

Types of Trips Impacted – Among Rode WSF Less Frequently/Not At All



Personal activities, visits with family/friends, and medical appointments were the types of trips most impacted by those who rode less frequently due to service constraints. Those who did not ride at all during the study period also commonly eliminated tourism/recreational trips. Riders on the Triangle route were more likely to have reduced a wide spectrum of trip types, including travel for special events, shopping, recreation, business, and work commutes. Reducing work commutes was also common on the Seattle/Bainbridge, Seattle/Bremerton, and Point Defiance/Tahlequah routes.

Among Those who Rode WSF Less Frequently or Not At All		SEA/ BAIN (n=254)	SEA/ BREM (n=133)	PT DEF TQHAH (n=64)	EDMDS/ KING (n=223)	FAU/VAS/ SOU (n=218)	CVILLE/ PT TOWN (n=53)	MTEO/ CLINTON (n=286)	ANACT/ SJ IS (n=334)	SJ INTER IS (n=34*)	
		Riders Jan-Mar (n=1599)	Non-Riders Jan-Mar (n=195)								
Personal business/activity	60%	37%	54%	53%	66%	64%	64%	52%	64%	59%	65%
Travel to/from family/friends	51%	37%	48%	46%	42%	59%	61%	54%	45%	39%	37%
Medical appointment	50%	18%	50%	29%	71%	35%	60%	50%	58%	62%	56%
Travel to/from special event	29%	15%	29%	41%	31%	24%	39%	29%	25%	18%	31%
Shopping trip	24%	15%	10%	11%	41%	11%	35%	8%	41%	39%	51%
Tourism/recreation	23%	37%	25%	31%	23%	18%	31%	13%	18%	16%	26%
Work/business related	23%	11%	26%	18%	33%	17%	30%	14%	18%	21%	31%
Commute to/from work	20%	5%	28%	40%	28%	13%	29%	0%	10%	4%	10%
Travel to airport (General)	4%		10%	0%	4%	1%	1%	0%	3%	1%	0%
Commute to/from school	1%	1%	1%	1%	2%	0%	3%	0%	1%	0%	0%

*Caution: small sample size.

Green=Significantly higher/ Red=Significantly lower than 3 or more other routes.

Note: Question added in 2024.

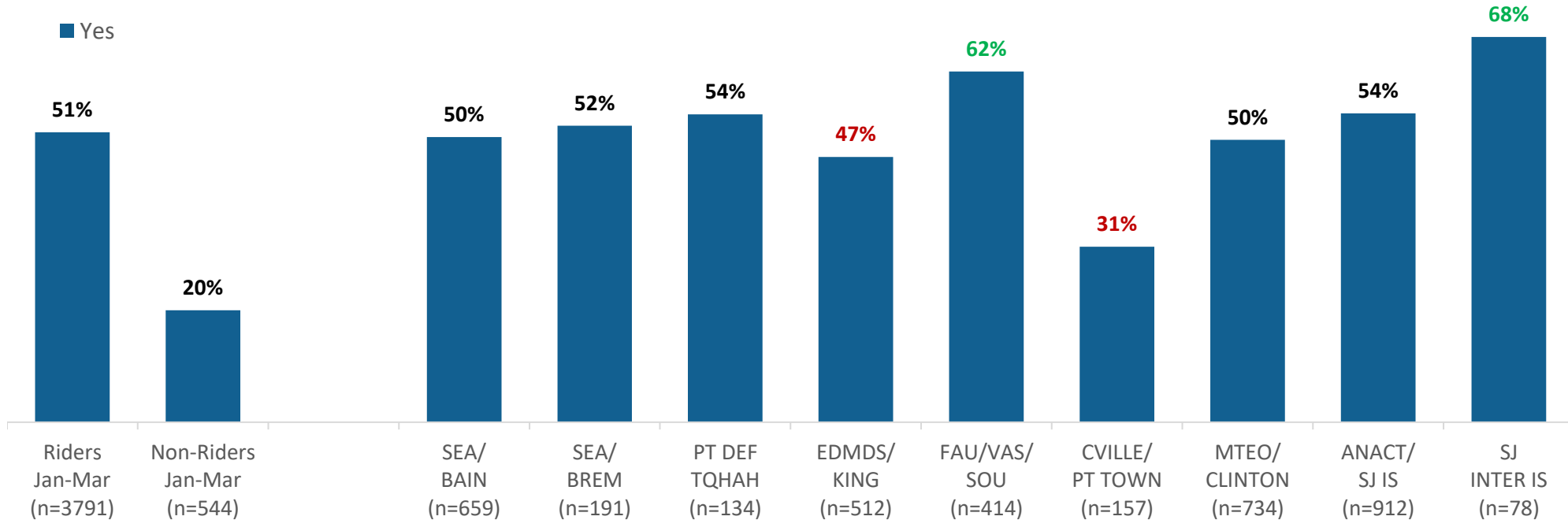
Q140. Which type of trip(s) were impacted by the service constraints?

Other Changes in Ferry Use Due to Service Constraints



Half (51%) of riders and a fifth (20%) of non-riders say the ongoing ferry service constraints impacted how they use the ferries in other ways (beyond either riding less frequently or not at all). These other ridership impacts were most heavily felt on the San Juan Inter-Island and Triangle routes, and least experienced on the Coupeville/Port Townsend route.

Percent “Yes” Service Constraints Have Impacted Ferry Use in Other Ways



Green=Significantly higher/ Red=Significantly lower than 3 or more other routes.

Q141. Have the service constraints impacted how you use the ferries in any other way?

Note: Question added in 2024.

Other Ways Service Constraints Have Impacted Ferry Use



Riders note they have had to adjust their schedule to leave earlier (especially common on the Seattle/Bainbridge, Triangle, and Mukilteo/Clinton routes), experience reliability issues (especially on the Inter-island route), make alternate plans/use alternate routes (especially among Coupeville/Pt Townsend riders), incur greater costs, and reduce their travel.

Among Those Who Say Constraints Have Impacted Ferry Use in Other Ways	Riders (n=1972)	Non-Riders (n=107)	SEA/ BAIN (n=328)	SEA/ BREM (n=101)	PT DEF TQHAH (n=74)	EDMDS/ KING (n=232)	FAU/VAS/S OU (n=265)	CVILLE/ PT TOWN (n=54)	MTEO/ CLINTON (n=358)	ANACT/ SJ IS (n=509)	SJ INTER IS (n=51)
SCHEDULING/TIME NET	45%	30%	49%	34%	38%	39%	54%	36%	50%	39%	14%
Leave earlier/arrive earlier/take earlier ferries	20%	6%	27%	9%	19%	12%	24%	3%	20%	14%	10%
Long lines/wait time/crowded/heavy use	14%	7%	10%	13%	16%	15%	18%	7%	17%	8%	1%
Scheduling/more difficult scheduling/time (Non Specific)	5%	12%	6%	9%	7%	6%	4%	8%	3%	6%	0%
Don't travel at peak times/try to go when its less busy/during the week	5%	0%	3%	2%	0%	5%	6%	2%	10%	4%	0%
Allow extra time/adding hours to trip	4%	4%	6%	0%	2%	4%	4%	2%	4%	3%	0%
Wasting time/have to waste time while waiting	4%	0%	6%	3%	1%	2%	5%	0%	4%	2%	0%
Time in between ferries/long time in between ferries	2%	0%	0%	6%	3%	1%	8%	0%	0%	0%	0%
RELIABILITY ISSUES NET	33%	33%	33%	24%	40%	28%	35%	27%	32%	38%	59%
Reliability issues/not dependable/can't trust it (Non Specific)	13%	21%	16%	10%	6%	13%	14%	18%	10%	11%	11%
Late to or missing medical appointments, flights/have to cancel or reschedule appointments/late to or miss work	9%	4%	9%	5%	15%	6%	11%	3%	10%	14%	23%
Crew shortage/lacking crew/poor crew service	5%	6%	4%	1%	4%	6%	5%	6%	8%	7%	10%
Anxiety over unreliability/causes stress	5%	2%	4%	2%	10%	4%	5%	0%	4%	5%	15%
Being stuck/unable to get on or off island/stranded	3%	4%	2%	6%	11%	1%	4%	0%	2%	6%	10%
ALTERNATE PLANS NET	24%	21%	20%	32%	38%	26%	21%	48%	21%	27%	29%
Alternate routes/drive around/drive through Tacoma	13%	12%	11%	25%	21%	19%	12%	31%	11%	2%	0%
Overnight stays/go the night before/stay with friends or family the night before	5%	2%	4%	3%	12%	1%	5%	5%	4%	18%	18%
Contingency plan/have a plan B (Non Specific)	3%	6%	4%	1%	2%	3%	2%	12%	4%	5%	5%
Changing time or dates of trips/changed appointments/changing medical providers	3%	1%	2%	3%	5%	4%	3%	1%	4%	3%	10%
COSTS NET	7%	7%	7%	5%	19%	3%	4%	0%	7%	13%	22%
Expensive/costly (Non Specific)	4%	7%	4%	4%	8%	3%	2%	0%	5%	8%	9%
Money spent on hotel rooms	3%	1%	2%	0%	11%	1%	2%	0%	1%	6%	13%
OTHER MENTIONS NET	31%	33%	36%	24%	25%	29%	28%	23%	33%	29%	17%
Travel less/cancel plans/reducing trips off island	10%	13%	12%	5%	22%	4%	9%	9%	10%	12%	6%
Visits from family members or friends/unable to visit family or friends/they can't come visit me	6%	6%	6%	4%	8%	7%	7%	2%	6%	6%	3%
Walk on/have someone pick me up/use a motorcycle	6%	3%	8%	5%	1%	9%	4%	0%	6%	1%	0%
Checking alerts/constant monitoring of website/double checking scheduling	5%	2%	7%	2%	4%	3%	2%	3%	7%	3%	4%
Don't use them/avoid if possible (General)	3%	3%	2%	0%	0%	5%	3%	10%	2%	3%	0%

Q141B: Please describe how the service constraints have impacted how you use the ferries.

Note: Question added in 2024.

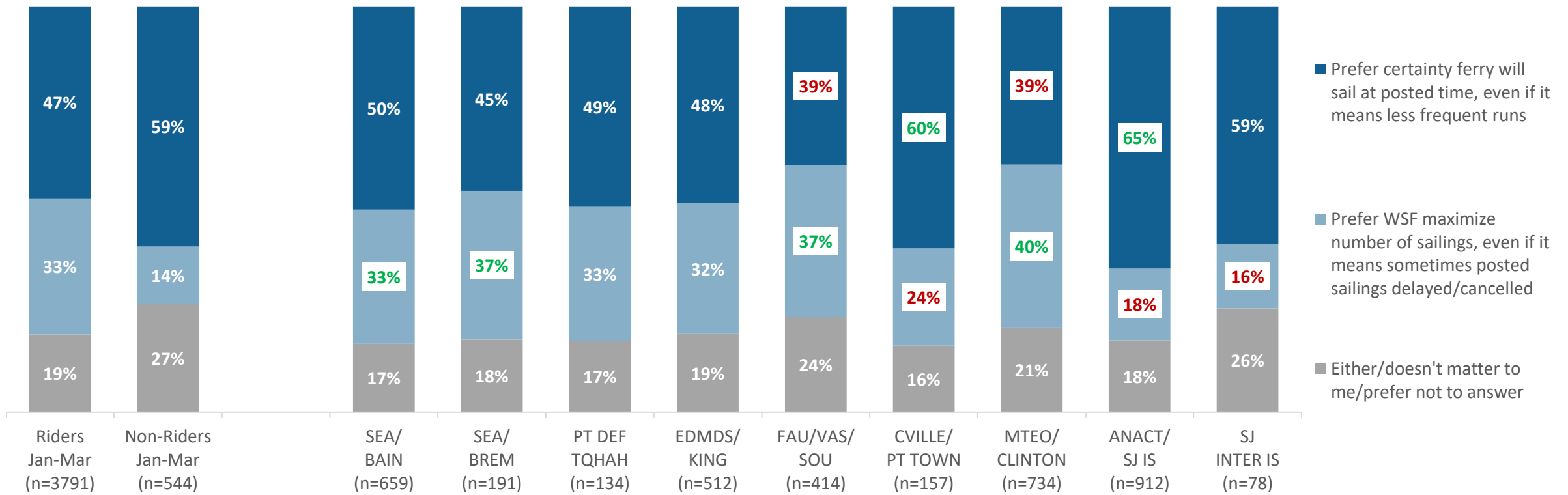
Preference... In Light of Ferry Service Constraints



Nearly half of riders (47%) would prefer certainty that the ferry will sail at the posted time, even if it might mean less frequent runs, while a third (33%) would prefer WSF maximize the number of sailings even if it means some posted sailings may be delayed or cancelled. Those who did not ride at all during the study period, are more likely to prefer the certainty of sailing at posted times (59%) vs. maximizing the number of sailings (14%) with possible delays/cancellations.

Riders on the Anacortes/San Juan Islands and Coupeville/Port Townsend routes show a stronger preference than some of their counterparts for the certainty of sailing at posted times.

Preference... In Light of Ferry Service Constraints



Green=Significantly higher / Red=Significantly lower than 3 or more other routes.

Q142. Which of the following do you prefer?

Note: Question added in 2024.



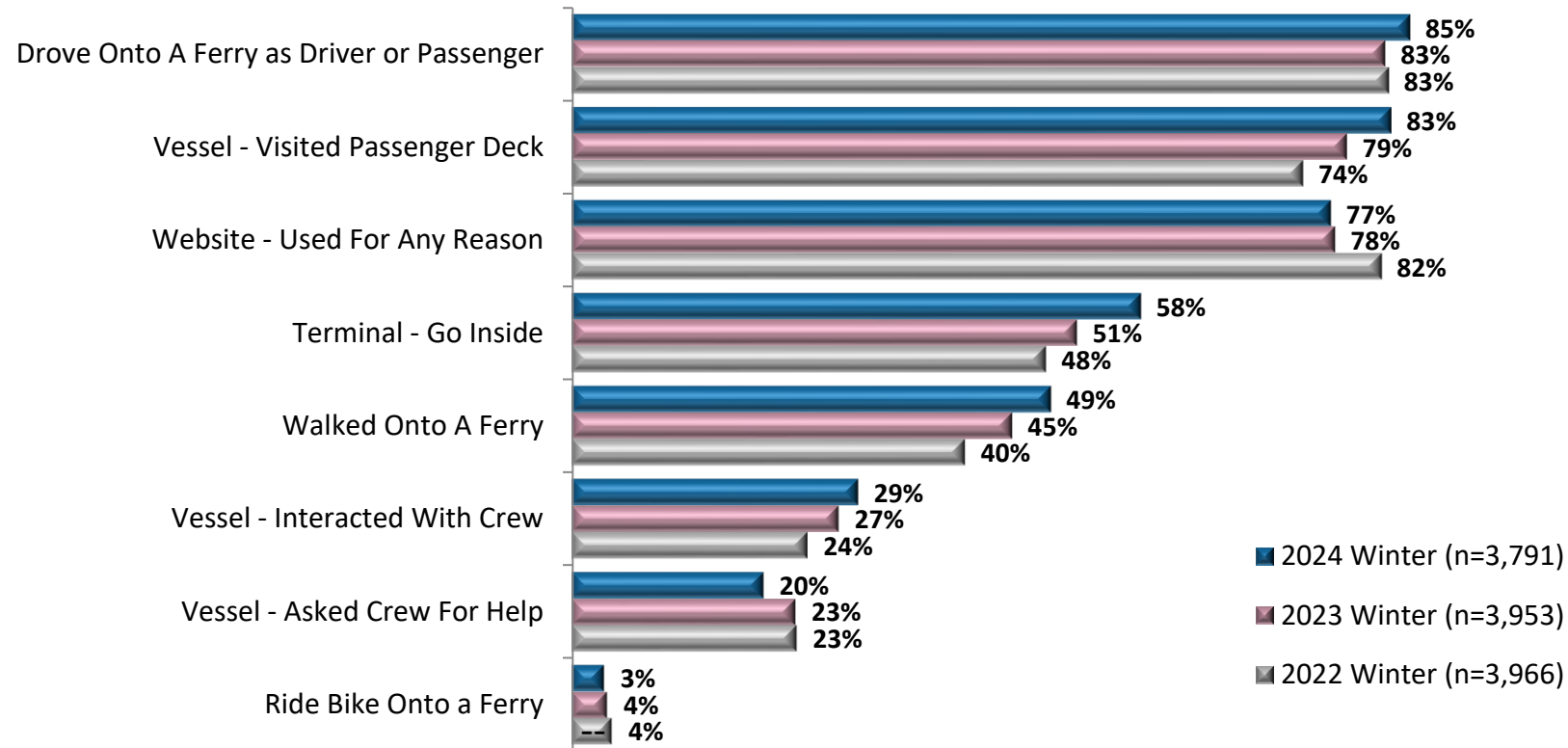
Performance Ratings

Rider Interaction With WSF



In winter 2024, the most common rider touchpoints continue to be driving onto the ferry (85%), visiting the passenger deck (83%), and using the WSF website (77%). Compared to 2022, significantly more riders visited the passenger deck, went inside the terminal, walked onto a ferry, and interacted with crew, likely related to the evolving situation after the COVID-19 pandemic. Slightly fewer used the website or asked the vessel crew for help.

WSF Touch Points With Winter Riders



Q(s) During the winter period, did you ... Q20 Go inside a ferry terminal for any reason? Q103 Did you specifically ask a WSF terminal staff member for help/assistance? Q30 Did you walk onto a ferry? Q43 Did you either drive onto a ferry or board as a passenger in a vehicle? Q43B Did you ride your bike (non-motorized) onto a ferry? Q70 Did you use/visit the vessel passenger deck area? Q80 Did you have any interaction with any of the vessel crew? Q103 Did you specifically ask a WSF vessel staff member for help/assistance? Q90 Use the WSF website?

All Riders – Dissatisfaction by Attribute Change from Past Year



Dissatisfaction declined on just four out of the thirty-four measured attributes this study period.

Most notable decreases in dissatisfaction:

- *Bike loading procedures are efficient (-4%)*
- *Terminal to vessel walkway is safe (-4%)*

Eleven of the fifteen attributes with increases in dissatisfaction only rose by a point or two, and in eight of these cases, from 4% to 10% expressed dissatisfaction.

Most notable increases in dissatisfaction:

- *Bike loading crew provide clear directions (+6%)*
- *Adequate parking near terminals (+6%)*
- *WSF has on-time dependable departures (+6%)*
- *WSF has on-time dependable arrivals (+4%)*

Dissatisfaction was unchanged on fifteen attributes, and in these cases, from 3% to 12% expressed dissatisfaction.

Attributes	Dissatisfaction (1-2)			
	2024	2023	Change	2022
Bike loading procedures are efficient	16%	20%	-4%	10%
Terminal to vessel walkway is safe	8%	12%	-4%	7%
Walk-on passenger loading efficient	6%	7%	-1%	6%
Dock-side holding areas fully utilized	4%	5%	-1%	6%
Vehicle loading crew provides clear directions	12%	12%	--	13%
Vehicle loading crew is friendly	8%	8%	--	10%
Loads ferries to capacity	8%	8%	--	7%
Bike loading crew is friendly	8%	8%	--	6%
Efficiently processes vehicles	7%	7%	--	8%
Vessel crew is friendly	7%	7%	--	8%
Vehicle unloading procedures efficient	7%	7%	--	8%
Vessel crew is helpful	6%	6%	--	6%
Walk-on passenger unloading efficient	5%	5%	--	5%
Terminals are clean	4%	4%	--	7%
Vehicle unloading crews provide clear direction	4%	4%	--	4%
Vehicle unloading crew is friendly	4%	4%	--	4%
Passenger seating areas are clean	4%	4%	--	3%
Toll booth staff is friendly	3%	3%	--	4%
Bike unloading crew is friendly	3%	3%	--	2%
WSF and transit schedules coordinated	18%	17%	+1%	23%
Bike unloading procedures are efficient	11%	10%	+1%	8%
Vehicle loading procedures efficient	10%	9%	+1%	9%
Terminal bathrooms are clean	8%	7%	+1%	10%
Easy loading/unloading for walk-on	7%	6%	+1%	7%
Buying tickets easy and quick	5%	4%	+1%	5%
Bike unloading crew provide clear directions	4%	3%	+1%	5%
Terminals are comfortable	13%	11%	+2%	18%
Terminal staff is helpful	8%	6%	+2%	8%
Ferries bathrooms are clean	8%	6%	+2%	7%
Vessels are well maintained	8%	6%	+2%	6%
WSF has on-time dependable arrivals	38%	34%	+4%	46%
WSF has on-time dependable departures	41%	35%	+6%	49%
Adequate parking near terminals	32%	26%	+6%	32%
Bike loading crew provide clear directions	17%	11%	+6%	12%

Summary of Attribute Dissatisfaction by Rider Type



Dissatisfaction	Color Code:			Dissat. (1-2)	Vehicle Driver	Vehicle Passenger	Vehicle (NET)	Foot Passenger
	Light (10-19%)	Medium (20-29%)	Heavy (≥30%)					
Number of Respondents Varies by Question (Max n Size Shown)				3791	2503	636	3139	652
WSF has on-time dependable departures				41%	43%	35%	40%	43%
WSF has on-time dependable arrivals				38%	40%	33%	37%	42%
Adequate parking near terminals				32%	37%	31%	35%	28%
WSF and transit schedules coordinated				18%	19%	15%	17%	18%
Bike loading crew provide clear directions				17%	4%	-	3%	31%
Bike loading procedures are efficient				16%	2%	-	2%	31%
Terminals are comfortable				13%	12%	9%	11%	16%
Vehicle loading crew provides clear directions				12%	14%	11%	13%	10%
Bike unloading procedures are efficient				11%	9%	-	6%	15%
Vehicle loading procedures efficient				10%	12%	7%	10%	8%
Vessels are well maintained				8%	9%	7%	8%	9%
Loads ferries to capacity				8%	10%	6%	8%	6%
Vehicle loading crew is friendly				8%	9%	5%	8%	10%
Bike loading crew is friendly				8%	8%	-	5%	11%
Ferries bathrooms are clean				8%	9%	5%	7%	9%
Terminal bathrooms are clean				8%	10%	4%	8%	8%
Terminal to vessel walkway is safe				8%	7%	6%	7%	9%
Terminal staff is helpful				8%	9%	5%	7%	8%
Easy loading/unloading for walk-on				7%	7%	4%	6%	9%
Vehicle unloading procedures efficient				7%	8%	5%	7%	9%
Vessel crew is friendly				7%	9%	6%	8%	5%
Efficiently processes vehicles				7%	8%	6%	7%	5%
Walk-on passenger loading efficient				6%	7%	4%	6%	7%
Vessel crew is helpful				6%	7%	5%	7%	5%
Walk-on passenger unloading efficient				5%	6%	3%	5%	6%
Buying tickets easy and quick				5%	6%	3%	5%	4%
Dock-side holding areas fully utilized				4%	6%	3%	5%	3%
Passenger seating areas are clean				4%	4%	4%	4%	7%
Bike unloading crew provide clear directions				4%	5%	-	3%	5%
Vehicle unloading crews provide clear direction				4%	4%	3%	4%	4%
Terminals are clean				4%	5%	2%	4%	4%
Vehicle unloading crew is friendly				4%	4%	2%	4%	3%
Toll booth staff is friendly				3%	4%	1%	3%	2%
Bike unloading crew is friendly				3%	<1%	-	<1%	5%

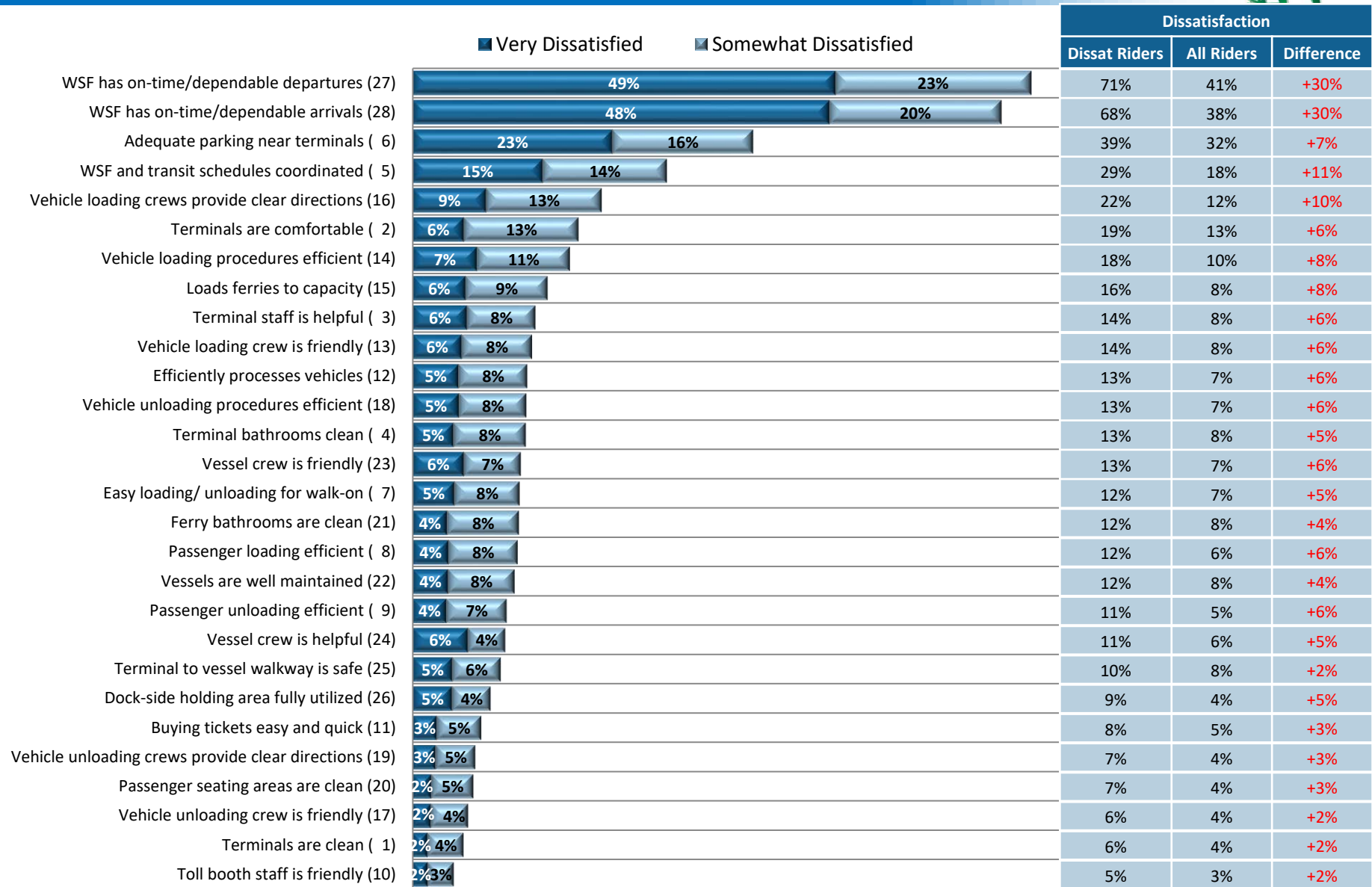
Summary of Attribute Dissatisfaction by Route



Dissatisfaction	Color Code: Light (10-19%), Medium (20-29%), Heavy (>30%)			Dissat.	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
	Number of Respondents Varies by Question (Max n Size Shown)			(1-2)	659	191	134	512	286	96	32*	157	734	912	78
WSF has on-time dependable departures	41%	48%	24%	55%	25%	79%	53%	77%	12%	27%	48%	57%			
WSF has on-time dependable arrivals	38%	46%	23%	52%	21%	78%	47%	66%	12%	26%	49%	57%			
Adequate parking near terminals	32%	24%	36%	35%	22%	59%	40%	9%	24%	48%	18%	11%			
WSF and transit schedules coordinated	18%	14%	24%	26%	14%	39%	18%	35%	13%	10%	29%	18%			
Bike loading crew provide clear directions	17%	9%		61%	9%	30%				27%	34%				
Bike loading procedures are efficient	16%	19%	12%			42%				15%	20%				
Terminals are comfortable	13%	13%	11%	15%	16%	14%	12%		6%	6%	23%	14%			
Vehicle loading crew provides clear directions	12%	10%	7%	23%	10%	25%	22%	18%	3%	10%	14%	16%			
Bike unloading procedures are efficient	11%	12%				30%				8%	30%				
Vehicle loading procedures efficient	10%	7%	3%	17%	8%	23%	16%	21%	2%	7%	12%	20%			
Vessels are well maintained	8%	8%	11%	6%	11%	5%	7%	10%	4%	6%	12%	14%			
Loads ferries to capacity	8%	7%	7%	15%	7%	20%	6%	13%	<1%	5%	8%	27%			
Vehicle loading crew is friendly	8%	7%	4%	13%	8%	16%	12%	15%	2%	6%	9%	17%			
Bike loading crew is friendly	8%	6%				30%				19%	17%				
Ferries bathrooms are clean	8%	11%	13%	2%	12%	4%	6%	4%	3%	3%	6%	4%			
Terminal bathrooms are clean	8%	7%	9%	8%	6%	9%	2%		4%	8%	16%	19%			
Terminal to vessel walkway is safe	8%	9%	3%	14%	10%	7%	4%		4%	6%	4%				
Terminal staff is helpful	8%	10%	5%	11%	8%	8%	9%		2%	3%	5%				
Easy loading/unloading for walk-on	7%	10%	2%	7%	8%	7%	6%	34%	4%	4%	4%				
Vehicle unloading procedures efficient	7%	10%	3%	7%	6%	13%	6%	3%	<1%	5%	6%	4%			
Vessel crew is friendly	7%	6%	1%	5%	13%	12%	8%	18%	2%	5%	6%				
Efficiently processes vehicles	7%	5%	3%	14%	7%	19%	8%	1%	<1%	5%	6%	4%			
Walk-on passenger loading efficient	6%	7%	3%	6%	6%	13%	2%		4%	3%	4%	10%			
Vessel crew is helpful	6%	7%	1%	4%	10%	12%	3%	18%	2%	2%	5%				
Walk-on passenger unloading efficient	5%	8%	2%	3%	5%	6%	5%		2%	2%	4%	10%			
Buying tickets easy and quick	5%	3%	4%	8%	4%	13%	4%	1%		4%	3%	9%			
Dock-side holding areas fully utilized	4%	3%	2%	6%	3%	13%	7%	5%		5%	3%				
Passenger seating areas are clean	4%	6%	9%	<1%	4%	3%	5%		4%	1%	7%	7%			
Bike unloading crew provide clear directions	4%				24%	18%					14%				
Vehicle unloading crews provide clear direction	4%	4%	1%	6%	4%	7%	3%	7%		2%	4%	<1%			
Terminals are clean	4%	1%	5%	3%	5%	4%	4%		1%	4%	12%	10%			
Vehicle unloading crew is friendly	4%	4%	3%	4%	3%	6%	2%	5%	1%	3%	3%	3%			
Toll booth staff is friendly	3%	3%	2%	5%	4%	3%	2%	4%	1%	2%	2%	4%			
Bike unloading crew is friendly	3%	1%				18%					17%				

*Caution small sample size.

Dissatisfied Winter Riders – Dissatisfaction by Attribute versus Total



As expected, riders who are dissatisfied with WSF overall have higher dissatisfaction levels on the individual attributes tested. By far, dissatisfied riders are most unhappy with on-time/dependable departures (71%) and arrivals (68%) – both of which are 30% points higher than all riders’ dissatisfaction.

Other areas of highest dissatisfaction include parking availability (39%) and coordination with transit schedules (29%), 7% and 11% points higher than all riders’ dissatisfaction, respectively.

Note: For readability, “Bike...” attributes added in Winter 2022 do not appear on the chart.

On Time Departures

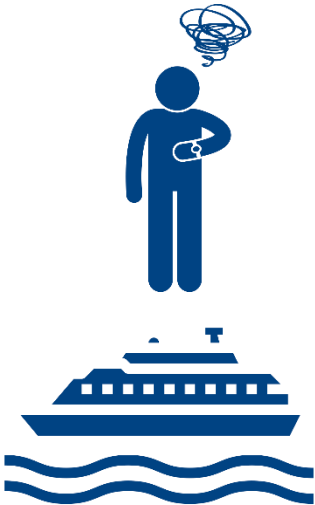


Winter 2024 saw an increase in dissatisfaction with on-time departure, with a six-point rise in dissatisfaction overall, and well over a twenty-point increase for the Fautleroy/Southworth (53%), Southworth/Vashon* (77%), and Point Defiance/Tahlequah (55%) routes, increases (+29%, +24%, and +22%, respectively). Improvements were seen on the SJ Inter-island and Anacortes/SJ Islands routes, with a nineteen-point and thirteen-point reduction in dissatisfaction, respectively, although half or more are still dissatisfied.

Dissatisfied riders were most often dissatisfied with both eastbound and westbound directions.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		3791	659	191	134	512	286	96	32*	157	734	912	78
WSF has on-time/dependable departures	Satisfied (4-5)	38%	28%	52%	32%	53%	8%	25%	23%	77%	48%	26%	22%
	Dissatisfied (1-2)	41%	48%	24%	55%	25%	79%	53%	77%	12%	27%	48%	57%
2023	Dissatisfied	35%	40%	27%	33%	22%	62%	24%	53%	11%	25%	61%	76%
Change	Dissatisfied	+6%	+8%	-3%	+22%	+3%	+17%	+29%	+24%	+1%	+2%	-13%	-19%

*Caution small sample size.



Among those dissatisfied on each route, which direction was unsatisfactory	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents	431	72*	237	284	316	110	143	115	237	509	140
Eastbound	9%	18%	7%	7%	8%	16%	11%	7%	9%	9%	8%
Westbound	7%	3%	2%	10%	3%	12%	5%	6%	6%	8%	10%
Both Directions	78%	66%	68%	62%	87%	65%	72%	36%	75%	80%	76%
Always on time	6%	13%	24%	20%	1%	7%	11%	50%	11%	3%	6%

*Caution small sample size.

On Time Arrivals

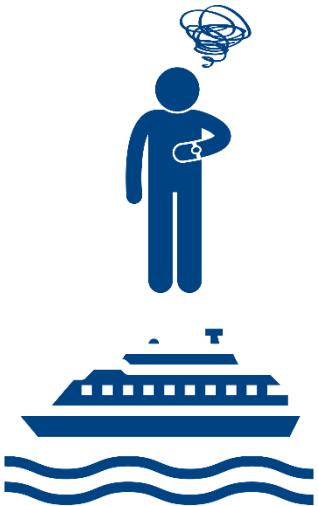


Winter 2024 also saw an increase in on-time arrival dissatisfaction on most routes, with the Fauntleroy/Southworth (47%), Point Defiance/Tahlequah (52%), and Fauntleroy/Vashon (78%) routes seeing the largest increases (+26%, +21%, and +17%, respectively). Again, improvements were seen on the SJ Inter-island and Anacortes/SJ Islands routes, with a nineteen-point and thirteen-point reduction in dissatisfaction, respectively, although half or more are still dissatisfied.

Dissatisfied riders were most often dissatisfied with both eastbound and westbound directions.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		3791	659	191	134	512	286	96	32*	157	734	912	78
WSF has on-time/dependable arrivals	Satisfied (4-5)	39%	31%	55%	31%	55%	8%	29%	18%	77%	49%	24%	22%
	Dissatisfied (1-2)	38%	46%	23%	52%	21%	78%	47%	66%	12%	26%	49%	57%
2023	Dissatisfied	34%	40%	23%	31%	20%	61%	21%	59%	9%	23%	62%	76%
Change	Dissatisfied	+4%	+6%	--	+21%	+1%	+17%	+26%	+7%	+3%	+3%	-13%	-19%

*Caution small sample size.



Among those dissatisfied on each route, which direction was unsatisfactory	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents	405	69*	230	256	308	103	138	110	222	512	142
Eastbound	9%	15%	5%	7%	6%	13%	9%	8%	9%	8%	6%
Westbound	6%	7%	1%	7%	1%	11%	5%	6%	3%	9%	15%
Both Directions	78%	64%	70%	64%	92%	67%	74%	39%	76%	79%	71%
Always on time	6%	14%	23%	21%	1%	9%	12%	47%	11%	3%	7%

*Caution small sample size.

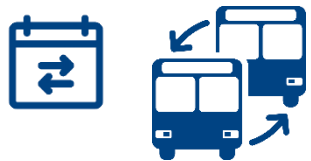
Sailing Schedule Coordinated with Transit



When it comes to coordination with transit services, dissatisfaction improved notably on a few routes while increasing on some others. Overall, just over one in six (18%) are dissatisfied, similar to winter 2023. Dissatisfaction is highest on the Fauntleroy/Vashon and Southworth/Vashon* routes.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		1683	478	116	60*	223	151	29*	14*	56*	295	223	38*
WSF sailing schedule is adequately coordinated with transit services available at the terminal	Satisfied (4-5)	38%	46%	37%	23%	30%	24%	48%	21%	53%	43%	24%	26%
	Dissatisfied (1-2)	18%	14%	24%	26%	14%	39%	18%	35%	13%	10%	29%	18%
2023	Dissatisfied	17%	14%	23%	10%	21%	33%	15%	37%	13%	7%	38%	32%
Change	Dissatisfied	+1%	--	+1%	+16%	-7%	+6%	+3%	-2%	--	+3%	-9%	-14%

*Caution small sample size.



Example of Verbatim Complaints – (complete sorted verbatims in separate document)

What coordination? There is none. Not unusual to take the bus to Fauntleroy only to realize sailings have been cancelled, delayed, or even once - left EARLY.

Having only one boat greatly diminishes my opportunity to take public transit to and from my home. Previously, I'd ride a bus to the ferry. Now the ferry schedule is messed up and I can't. Bring back the second boat!!!

Busses are either pulling away as the ferry is docking or the busses are arriving at the ferry terminal just as the last car is loading and the gate goes down as we all run down the dock.

You never know if it will be on time or not. It's a struggle to make it to early medical appointments and an added stress.

The buses in Kitsap County are few and far between. The Colman ferry terminal isn't near any usable stops for me.

Terminals Clean and Well Maintained



Satisfaction with terminal cleanliness and maintenance declined slightly on a number of routes compared to winter 2023. Generally speaking, across routes few are dissatisfied, except in the case of the Anacortes/SJI and San Juan Interisland routes, where around one in ten are dissatisfied and just over half are satisfied.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		2128	491	122	72	253	188	48*	21*	99	352	432	50*
The terminals are clean and well maintained	Satisfied (4-5)	78%	83%	77%	68%	78%	68%	79%	92%	81%	85%	56%	53%
	Dissatisfied (1-2)	4%	1%	5%	3%	5%	4%	4%	0%	1%	4%	12%	10%
2023	Dissatisfied	4%	6%	2%	0%	4%	2%	2%	0%	1%	2%	14%	3%
Change	Dissatisfied	--	-5%	+3%	+3%	+1%	+2%	+2%	--	--	+2%	-2%	+7%

*Caution small sample size.



Example of Verbatim Complaints – (complete sorted verbatims in separate document)

Carpet is stained and has ground in dirt, benches had food crumbs, glass in doors was dirty.

The floors are never vacuumed or swept, the walls are gross with nose snot and hand prints, none of the seats are wiped down, and when they are wiped down, they use the floor mop.

Generally speaking they are not clean. There were crumbs on the counters, dirt on the floor and garbage on the floor.

The light rail terminals in Seattle are a vivid reminder how outdated the Anacortes ferry terminal is. Obviously ferry SERVICE is first priority, but it's now hard to tell if the terminals are filthy are just old.

The Anacortes terminal is just a waste of space It is ugly, uncomfortable (that food stands sucks) and WSF could be making money utilizing the empty store. It is a waste of space and way outdated... The age and decor just makes you sad.

The Terminals are Comfortable



Satisfaction with terminal comfort declined on most routes, with dissatisfaction highest on the Anacortes/SJI (23%) route. System-wide, one in eight (13%) are dissatisfied in winter 2024.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		2128	491	122	72	253	188	48*	21*	99	352	432	50*
The terminals are comfortable (seating, temperature, etc.)	Satisfied (4-5)	60%	63%	62%	52%	53%	49%	59%	86%	65%	75%	46%	38%
	Dissatisfied (1-2)	13%	13%	11%	15%	16%	14%	12%	0%	6%	6%	23%	14%
2023	Dissatisfied	11%	14%	6%	2%	15%	13%	8%	0%	1%	5%	22%	24%
Change	Dissatisfied	+2%	-1%	+5%	+13%	+1%	+1%	+4%	--	+5%	+1%	+1%	-10%

*Caution small sample size.



Example of Verbatim Complaints – (complete sorted verbatims in separate document)

Not enough bathrooms, no electric outlets to use phones or computers, furniture outdated and uncomfortable.

The Anacortes Terminal is old, uninviting, uncomfortable and quite cold inside during cold weather. The bathrooms are old, but they work.

Not enough comfortable seating and coffee shops located outside instead of in the terminal.

The Terminal at Fautleroy is uncomfortable and cold.

Terminal in Seattle needs more seating, and it is freezing. The fans are always running. There are hardly any places to acquire snacks.

Terminal Staff Helpful, Competent, Knowledgeable



System-wide, winter 2024 results show minor changes in satisfaction with terminal staff, with one in twelve (8%) dissatisfied.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		2128	491	122	72	253	188	48*	21*	99	352	432	50*
Terminal staff is helpful, competent and knowledgeable	Satisfied (4-5)	70%	67%	63%	66%	70%	67%	77%	91%	80%	75%	68%	67%
	Dissatisfied (1-2)	8%	10%	5%	11%	8%	8%	9%	0%	2%	3%	5%	0%
2023	Dissatisfied	6%	8%	4%	2%	4%	8%	3%	2%	0%	5%	7%	5%
Change	Dissatisfied	+2%	+2%	+1%	+9%	+4%	--	+6%	-2%	+2%	-2%	-2%	-5%

*Caution small sample size.



Example of Verbatim Complaints – (complete sorted verbatims in separate document)
Other than purchasing my fare, there was no other interaction. When terminals opened, the announcement was barely audible and personnel were not on hand to assist confused travelers.
There are no terminal staff in most terminals.
Gruff, clipped answer. Not very open or concerned about answering customer questions.
Not always, but sometimes the ferry workers at the terminal desk can be really rude for no reason.
They are generally unhelpful. When they are pleasant and helpful it is so unusual that I'm taken by surprise and not sure how to react.

Terminal Bathrooms Clean & Well Maintained



Satisfaction with terminal bathroom cleanliness and maintenance has held steady since last year, with one in twelve (8%) dissatisfied in winter 2024 (improved from one in ten in 2022). Dissatisfaction is highest on the SJ Inter-Island (19%) and Anacortes/SJI (16%) routes.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
	Respondents	1981	474	122	52*	238	157	39*	12*	97	294	456	40*
The bathrooms in the terminals are clean and well maintained	Satisfied (4-5)	71%	75%	64%	63%	68%	67%	75%	92%	81%	76%	58%	49%
	Dissatisfied (1-2)	8%	7%	9%	8%	6%	9%	2%	0%	4%	8%	16%	19%
	2023 Dissatisfied	7%	8%	9%	5%	10%	3%	2%	0%	0%	6%	16%	12%
	Change Dissatisfied	+1%	-1%	--	+3%	-4%	+6%	--	--	+4%	+2%	--	+7%

*Caution small sample size.



Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
	Bainbridge women's bathroom, all sinks were backed up but one. Toilets often seem backed up. No paper towels. While I appreciate the Dyson hand dryers, paper towels should be provided.
	Broken fixtures and 2 toilets not working Only portable toilets on the island side.
	The urinals stink like dried urine. I complained over a year ago and you fixed it for quite a while. The smell is back now for many months.
	The Bainbridge bathroom is not clean. The sinks are dirty, the garbage overflowing.
	Bremerton bathrooms always a challenge. But I understand why.

Adequate Parking Near Terminals



Systemwide, only two fifths of riders who walked on to their ferry are satisfied with the adequacy of parking near terminals. Dissatisfaction increased from one in four riders in winter 2023 to one in three riders in 2024. Dissatisfaction is highest on the Fautleroy/Vashon and Mukilteo/Clinton routes, where half or more are dissatisfied.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		1683	478	116	60*	223	151	29*	14*	56*	295	223	38*
There is adequate parking near the terminals	Satisfied (4-5)	40%	47%	36%	31%	46%	19%	37%	41%	53%	29%	56%	56%
	Dissatisfied (1-2)	32%	24%	36%	35%	22%	59%	40%	9%	24%	48%	18%	11%
2023	Dissatisfied	26%	19%	26%	23%	24%	47%	29%	25%	28%	41%	13%	4%
Change	Dissatisfied	+6%	+5%	+10%	+12%	-2%	+12%	+11%	-16%	-4%	+7%	+5%	+7%

*Caution small sample size.

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

There is no parking at Fautleroy.

There isn't any safe/convenient parking on the Seattle side, and the Bainbridge side is often full with terrible payment options (machines almost never work or take ages to use, mobile parking company is frequently down and the cell service by the terminal is awful with no wifi to supplement it) and the price is outrageous - over \$13 flat fee. Fine if you have a 12hr trip, ridiculous for a 1-2 quick round trip.

Shipyards workers seem to take all close in parking and you may have to park 6 blocks (or more) away. You have to leave home much earlier to account for looking for a parking space.

Edmonds parking is slim. Kingston parking is expensive - 11\$ for 3 hours. I was on the 4:40 to Edmonds and returned on the 6:15 to Kingston, over the 2 hour parking limit.

There is no full day parking at the Mukilteo terminal. The only full day parking at the Clinton terminal is a small private lot.



Easy Loading/Unloading for Walk-on



There is little dissatisfaction with loading/unloading for walk-ons on most routes. That said, one in three riders on the Southworth/Vashon* route are dissatisfied with this aspect in winter 2024 (up from one in seven the previous year).

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		1683	478	116	60*	223	151	29*	14*	56*	295	223	38*
WSF provides easy loading and unloading for walk-on passengers	Satisfied (4-5)	76%	75%	79%	66%	78%	78%	77%	66%	86%	75%	79%	79%
	Dissatisfied (1-2)	7%	10%	2%	7%	8%	7%	6%	34%	4%	4%	4%	0%
2023	Dissatisfied	6%	8%	4%	6%	5%	5%	6%	14%	2%	6%	5%	6%
Change	Dissatisfied	+1%	+2%	-2%	+1%	+3%	+2%	--	+20%	+2%	-2%	-1%	-6%

*Caution small sample size.

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

Cold. Uncomfortable. And people walk too slow and take up the whole walkway. The new walk on passenger walkway at Bainbridge is TERRIBLE. It needs sound dampening...Also, the speaker PA system on the Bainbridge walkway is very very very low quality. You can't understand a single thing being spoken over the speakers.

As a disabled passenger I find it very hard to walk from the terminal to the ferry or vice versa. There are not enough wheelchairs and no help whatsoever.

You need to finish the Bainbridge walkway and quit having it shut down sporadically. It was understood during construction but it is time to consolidate the work and be done.

NO Seattle walk on is very difficult to impossible for passenger with heavy luggage leaving or returning from a trip NO for a passenger with physical handicap making walking difficult NO for older passenger unable to navigate walkway easily.

Both at Kingston and Edmonds they make you wait an unnecessarily long time before allowing walk on passengers to board. The Kingston area is cold and drafty and the Edmonds one has too few seats.




Passenger Loading Efficiency



Satisfaction with walk-on passenger loading efficiency remains high with three in four satisfied system-wide, and just one in sixteen dissatisfied.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		1683	478	116	60*	223	151	29*	14*	56*	295	223	38*
WSF walk-on passenger loading procedures are efficient	Satisfied (4-5)	76%	74%	80%	69%	82%	71%	63%	55%	84%	78%	82%	79%
	Dissatisfied (1-2)	6%	7%	3%	6%	6%	13%	2%	0%	4%	3%	4%	10%
2023	Dissatisfied	7%	8%	2%	12%	5%	8%	4%	14%	4%	6%	5%	2%
Change	Dissatisfied	-1%	-1%	+1%	-6%	+1%	+5%	-2%	-14%	--	-3%	-1%	+8%

*Caution small sample size.

Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
	Signals and info from crew are not consistent and vague.
	Takes too long!!! And there seems to be too few workers directing traffic.
	Overhead loading and unloading at Bainbridge has been out and you have to load and unload via the car deck - not efficient.
	Never consistent on letting people on before or after cars....up to discretion of captain??? Why?
	You have Absolutely Nothing for people with limited mobility. You should be ashamed. Assistance was requested, none was provided.

Passenger Unloading Efficiency



Satisfaction with walk-on passenger unloading efficiency is also quite high, with more than three in four satisfied system-wide, and just one in twenty passengers dissatisfied.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1683	478	116	60*	223	151	29*	14*	56*	295	223	38*
WSF walk-on passenger unloading procedures are efficient	Satisfied (4-5)	78%	74%	81%	71%	81%	77%	72%	66%	84%	83%	82%	79%
	Dissatisfied (1-2)	5%	8%	2%	3%	5%	6%	5%	0%	2%	2%	4%	10%
2023	Dissatisfied	5%	6%	1%	5%	5%	5%	4%	0%	2%	7%	3%	0%
Change	Dissatisfied	--	+2%	+1%	-2%	--	+1%	+1%	--	--	-5%	+1%	+10%

*Caution small sample size.



Example of Verbatim Complaints – (complete sorted verbatims in separate document)

- It would be much more efficient to have two crewmembers opening/closing the fences and opening the nets.
- People walk way too slow and don't let fast walkers pass. You should have signage to walk on the right, pass on the left.
- Overhead walkways were often not in operation resulting in having to go to car deck and walk off in advance of vehicles.
- Takes too much time to dock passenger ramp... you have to exit the long way around the terminal to get out – should be able to exit from either side.
- The narrow walkway off the boat on Bainbridge before you reach the new walkway is unsafe and very inefficient.

Passenger Walkway is Comfortable and Safe



System-wide, about one in twelve (8%) passengers are dissatisfied with the passenger walkway, down from one in eight passengers in winter 2023. Dissatisfaction decreased on a number of routes, most notably Southworth/Vashon*, where none of the walk-on passengers were dissatisfied with this aspect, compared to fourteen percent last winter.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		1683	478	116	60*	223	151	29*	14*	56*	295	223	38*
The terminal to vessel passenger walkway is comfortable and safe	Satisfied (4-5)	76%	77%	77%	66%	76%	73%	72%	43%	85%	77%	72%	79%
	Dissatisfied (1-2)	8%	9%	3%	14%	10%	7%	4%	0%	4%	6%	4%	0%
2023	Dissatisfied	12%	16%	8%	10%	12%	13%	4%	14%	7%	6%	5%	6%
Change	Dissatisfied	-4%	-7%	-5%	+4%	-2%	-6%	--	-14%	-3%	--	-1%	-6%

*Caution small sample size.

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

Walking on via the car ramp does not often feel safe for those of us with less steady walking due to mobility issues.

Too exposed to weather; too long.

The Bainbridge terminal and walk on loading is not yet complete and there is the last bit which feels very unsafe.

Wet and slick bridge at Clinton dock.

The Bremerton walkway can be very cold.



Toll Booth Staff is Friendly



System-wide, nearly nine in ten are satisfied with the friendliness of toll booth staff, with just one in thirty-three dissatisfied.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3208	532	137	117	439	251	78	30*	129	627	802	66*
WSF toll booth staff is friendly, courteous and polite	Satisfied (4-5)	87%	89%	88%	81%	85%	84%	88%	76%	95%	89%	89%	91%
	Dissatisfied (1-2)	3%	3%	2%	5%	4%	3%	2%	4%	1%	2%	2%	4%
2023	Dissatisfied	3%	3%	3%	6%	4%	2%	2%	0%	0%	3%	4%	6%
Change	Dissatisfied	--	--	-1%	-1%	--	+1%	--	+4%	+1%	-1%	-2%	-2%

*Caution small sample size.

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

They are not friendly, perhaps they are bored with their jobs?

Can't tell you how many times they've snapped, yelled, were too busy on their cell phones, etc.

Employees are rude, disorganized, and totally unhelpful.

Not friendly at Pt Defiance toll booth.

The toll booth staff does not care if you have to wait while they are chatting with someone ahead of you. It feels like 50% of the time they are chatting with friends. And 50% answering questions - Can there be some other system for them to give information? Have you talked to them about what takes up their time? What would help them move cars through efficiently?



Buying Tickets is Easy and Quick



System-wide, over four in five are satisfied with the ease and quickness of purchasing tickets. Dissatisfaction is low across routes, with just one in twenty-four dissatisfied in total.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3208	532	137	117	439	251	78	30*	129	627	802	66*
WSF makes buying tickets easy and quick	Satisfied (4-5)	83%	87%	84%	81%	83%	61%	79%	90%	94%	87%	84%	86%
	Dissatisfied (1-2)	5%	3%	4%	8%	4%	13%	4%	1%	0%	4%	3%	9%
2023	Dissatisfied	4%	3%	1%	5%	4%	11%	3%	0%	1%	4%	7%	0%
Change	Dissatisfied	+1%	--	+3%	+3%	--	+2%	+1%	+1%	-1%	--	-4%	+9%

*Caution small sample size.

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

The online ticket system is confusing and difficult to navigate.

You need (1) support for Apple Pay at the tollbooths and (2) more support for ORCA including card refill terminals. I know WSF likes GoodToGo, but it needs to get with the times and provide better ORCA support.

Buying a ticket at the kiosk is always a chore. Staff never seems to display any urgency when the boat is loading... YAWN< HO HUM< OH YOU WANT A TICKET???

Wave should work like your Starbucks card, easy reloads at a set balance and has no time limit or risk of losing rides you pay for. You make it more difficult than it has to be.

I don't always drive on more than 10 times in 3 months so I don't use multi-ride tickets, which is more expensive and less efficient, two reasons for dissatisfaction. I'm dissatisfied when I pay a premium for less-frequent rides, and a premium during summer-time, despite using the ferries year-round.



Efficiently Process Vehicles



In total, just one in fourteen are dissatisfied with WSF efficiently processing vehicles through the ticket lanes. Dissatisfaction is highest for Fauntleroy/Vashon (19%) and Point Defiance/Tahlequah (14%).

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		3208	532	137	117	439	251	78	30*	129	627	802	66*
WSF efficiently processes vehicles through ticket lanes	Satisfied (4-5)	79%	80%	82%	74%	79%	55%	67%	83%	94%	85%	79%	82%
	Dissatisfied (1-2)	7%	5%	3%	14%	7%	19%	8%	1%	0%	5%	6%	4%
2023	Dissatisfied	7%	6%	2%	9%	5%	20%	9%	15%	1%	4%	10%	18%
Change	Dissatisfied	--	-1%	+1%	+5%	+2%	-1%	-1%	-14%	-1%	+1%	-4%	-14%

*Caution small sample size.

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

You have four new ticket booths and still only one lane to load parking. It doesn't have to be very busy to have traffic backed up to all four booths. It delays folks getting their ticket. It makes it confusing and unnecessarily frustrating for drivers.

Something needs to be done to stop folks from cutting in line in Mukilteo. The toll booth folks used to take drivers out of line and make them wait a ferry. It's getting out of hand and fights break out. The lights from the lanes are confusing to some people.

Fauntleroy is a complete nightmare due to the fact the ferry line is in front of people's houses. You would figure part of Lincoln Park could be utilized to serve as a staging area that is more "first come, first served."

At Fauntleroy they don't process cars efficiently enough which often leaves people who arrive in plenty of time stuck on the dock while a boat leaves with spaces available!

Kingston inconsistent use of staging and traffic holdups in town even when WSP is in charge. They allow traffic to build up on street blocking residents from local access. It's frustrating



Existing Dock-side Holding Areas Fully Utilized



Dissatisfaction for fully utilizing dock-side holding areas is low across nearly all routes, with just one in twenty-five riders dissatisfied in total. Fauntleroy/Vashon is the route with the highest dissatisfaction (13%).

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		3208	532	137	117	439	251	78	30*	129	627	802	66*
Existing vehicle dock-side holding areas are being fully utilized	Satisfied (4-5)	80%	80%	80%	77%	82%	63%	76%	75%	92%	84%	79%	71%
	Dissatisfied (1-2)	4%	3%	2%	6%	3%	13%	7%	5%	0%	5%	3%	0%
2023	Dissatisfied	5%	4%	4%	5%	4%	10%	5%	12%	1%	5%	4%	0%
Change	Dissatisfied	-1%	-1%	-2%	+1%	-1%	+3%	+2%	-7%	-1%	--	-1%	--

*Caution small sample size.

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

There are often large spaces between vehicles on the dock and large gaps behind the last vehicles on the dock. Additional cars are not loaded onto dock until the exit lane starts to fill after boat has offloaded. The entire process is very inefficient. The toll booths often are varying speeds because either the toll booth person or the driver is very chatty or needs a lot of help. It is a gamble as to which lane to get into at Fauntleroy as there is often huge difference in speed...There should be lanes for people with passes already purchased or a bypass lane for prepaid tickets.

On the Mukilteo side they don't fill all the holding lanes, creating a backup going up towards 5th Ave. If you need a restroom, you're stuck.

Should load two lanes onto the ferry. Sometimes the last lane go first when other lanes have been waiting two plus hours..

Waiting areas are not fully utilized as cars are allowed or forced to wait outside a waiting area while lanes on the lot are empty. Also, at Edmonds, sometimes vehicles are loaded onto the dock to wait, some times they are not allowed to park on the dock.

Once the holding area at Fauntleroy is full, no more cars can be processed until loading begins. At that time, ticketing is slow.



Vehicle Loading Crew Friendly



System-wide, one in twelve (8%) are dissatisfied with friendliness of the vehicle loading crew. Dissatisfaction is highest on the Triangle, San Juan Inter-Island, and Point Defiance/Tahlequah routes.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		3208	532	137	117	439	251	78	30*	129	627	802	66*
WSF vehicle loading crew is friendly, courteous and polite	Satisfied (4-5)	69%	69%	71%	52%	74%	54%	58%	61%	83%	74%	65%	67%
	Dissatisfied (1-2)	8%	7%	4%	13%	8%	16%	12%	15%	2%	6%	9%	17%
2023	Dissatisfied	8%	6%	8%	14%	8%	15%	8%	10%	0%	5%	13%	9%
Change	Dissatisfied	--	+1%	-4%	-1%	--	+1%	+4%	+5%	+2%	+1%	-4%	+8%

*Caution small sample size.

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

They are often impatient and unfriendly and don't effectively direct traffic.

You get whistled and yelled at for not following directions when it's not always you. (I admit there are plenty of idiots driving on the boats, but there are times the staff isn't as attentive).

Give vague, inconsistent or incorrect hand signals and instruction, then get really mad when you don't understand.

I was told to pull into a space that was too small for my vehicle, when I questioned it they hit the hood of my car and asked if I wanted to be banned from riding the ferry. I utilize the ferry system for work so obviously I did not want to be removed. I pulled in and as I knew, not only scraped my brand new (3 week old) vehicle, I got the bottom stuck over the edge of some siding.

EVERY day the loading guy on the 12:20 Seattle to Bremerton ferry can barely lift up his finger to tell you what he wants. He HATES his job and it shows!



Vehicle Loading Efficiency



System-wide, one in ten are dissatisfied with vehicle loading efficiency. Dissatisfaction is highest on the Fauntleroy/Vashon, Southworth/Vashon*, and San Juan Inter-Island route*, where one in five (or more) are dissatisfied.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		3208	532	137	117	439	251	78	30*	129	627	802	66*
WSF vehicle loading procedures are efficient	Satisfied (4-5)	70%	75%	79%	50%	73%	48%	58%	50%	89%	76%	64%	62%
	Dissatisfied (1-2)	10%	7%	3%	17%	8%	23%	16%	21%	2%	7%	12%	20%
2023	Dissatisfied	9%	8%	4%	8%	6%	18%	7%	25%	1%	7%	18%	18%
Change	Dissatisfied	+1%	-1%	-1%	+9%	+2%	+5%	+9%	-4%	+1%	--	-6%	+2%

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

Lost count of how often they've loaded the wrong lane on the Seattle side. It's not until drivers get out of the car to notify that they realize the mistake, and then often no apologies and sometimes they even yell. Older guy in particular messes up a lot!

Loading is not consistent. I've been riding the ferry for 50 years and it was predictable and the same for 40 years. Now it's different pretty much every time... center, sides, upper, lower... different every time. When it's predictable it's more efficient and takes less time... with all the new people and different ways they load it seems like it just takes longer.

The loading appears to be incredibly random. Why are cars loaded in center, then sides, then upper, then center again and then sides. There is so much willy nilly direction and either ferry workers and or drivers are so confused. It should be more straightforward and the same each time.

Frequently only load one lane at a time despite two lanes.

Loading is a total hunger games crapshoot.



Loads Ferries to Capacity



System-wide, one in twelve (8%) are dissatisfied with loading ferries to capacity. Dissatisfaction is highest on the Fauntleroy/Vashon and the San Juan Inter-Island route*.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		3224	540	140	118	439	251	78	30*	130	628	804	66*
WSF loads ferries to capacity with little room between vehicles	Satisfied (4-5)	76%	80%	73%	71%	77%	58%	76%	70%	92%	82%	72%	44%
	Dissatisfied (1-2)	8%	7%	7%	15%	7%	20%	6%	13%	0%	5%	8%	27%
2023	Dissatisfied	8%	7%	3%	10%	6%	17%	5%	15%	2%	6%	12%	13%
Change	Dissatisfied	--	--	+4%	+5%	+1%	+3%	+1%	-2%	-2%	-1%	-4%	+14%

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

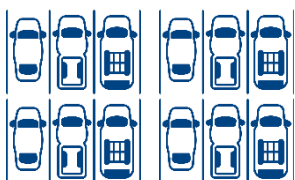
Very much depends on crew. Can vary quite a bit and is very frustrating as a frequent traveler.

There are not enough deck officers and deck crew to ensure that vehicles get as close as possible to the cars in front of them. You can load many more cars if you park closer together. Hire more deck officers and deck crew to better park cars on the ferry.

Traveling with another group (2nd car) we just made it onto the ferry but our other vehicle was not able to get on. When we got out of our car... we noticed many vehicles (10+) that had 5+ feet in spacing between bumper to bumper, which made us realize that the ferry could have parked at least 3-4 extra cars from the terminal... The second car in our group, could have- and SHOULD HAVE been able to board also, since they were the immediate next car in line.

When we drive our Kia Soul sometimes we are placed in the middle lane between trucks and WE CANNOT GET OUT OF OUR VEHICLE. THIS IS UNSAFE. FORTUNATELY WE HAVE A SUN ROOF, BUT PEOPLE CANNOT EVEN GET PAST OUR VEHICLE ON FOOT. STAFF HAS BEEN UNCARING ABOUT THIS SITUATION.

Often huge gaps between cars because tourists are terrible and agents are not paying attention or directing them.



Vehicle Loading Crews Provide Clear Directions



System-wide, around two thirds are satisfied with the crew providing clear loading directions, and one in eight (12%) passengers are dissatisfied. Dissatisfaction is highest on the Fauntleroy/Vashon, Point Defiance/Tahlequah, and Fauntleroy/Southworth routes.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3224	540	140	118	439	251	78	30*	130	628	804	66*
WSF vehicle loading crews provide clear directions/hand signals	Satisfied (4-5)	68%	74%	71%	54%	73%	48%	61%	49%	87%	70%	62%	56%
	Dissatisfied (1-2)	12%	10%	7%	23%	10%	25%	22%	18%	3%	10%	14%	16%
2023	Dissatisfied	12%	8%	12%	16%	9%	25%	11%	28%	2%	9%	18%	27%
Change	Dissatisfied	--	+2%	-5%	+7%	+1%	--	+11%	-10%	+1%	+1%	-4%	-11%

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

They all use different hand signals as to what they want you to do.

I get different directions from different crew members and then get yelled at for not doing the right thing!

I have had crew point to a lane they are standing in, I have been screamed at for not moving fast enough when the car in front of me was stopped and I was yelled at for not knowing where to go on an early morning ferry when no one was on the deck to guide me so the crew person on the upper ramp screamed at me, "Noooo, up this way" as if I should have known this. This is just in the last 3 months and I have been riding the Fauntleroy/Vashon Ferry my entire life.

Give those poor people those same signaling devices that they use for airplanes. That will make them visible, as well as people will be able to see the signals... (It's) very hard to see them in the dark.

There is no consistency to hand signals from one crew member to the next. It is often hard to see the signals if the crew member is standing in shadow.



Unloading Crews are Friendly



Three in four riders, in total, are satisfied with the friendliness of the unloading crews, and dissatisfaction is low across all routes.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3208	532	137	117	439	251	78	30*	129	627	802	66*
WSF vehicle unloading crew is friendly, courteous and polite	Satisfied (4-5)	74%	71%	78%	61%	77%	64%	68%	78%	86%	80%	75%	73%
	Dissatisfied (1-2)	4%	4%	3%	4%	3%	6%	2%	5%	1%	3%	3%	3%
2023	Dissatisfied	4%	3%	2%	4%	4%	6%	4%	0%	1%	2%	5%	9%
Change	Dissatisfied	--	+1%	+1%	--	-1%	--	-2%	+5%	--	+1%	-2%	-6%

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

Not friendly. Rather be looking at their phone than watching the unloading procedure.

Cranky group. They never look happy to be there.

The overall demeanor of the ferry staff is “as riders we should feel privileged to have the opportunity to ride the ferry”. I have been told if you don’t like it drive around. Yes this is an option but then we should scrap the entire fleet and let the economy of the Olympic peninsula collapse.

Crew need to be attentive and not looking at their phones.

I am usually the first car to load M-F for over 20yrs and they can't even figure it out. Pisses me off when they are grouchy yelling or barking orders.



Vehicle Unloading Procedures Efficient



More than three in four riders, in total, are satisfied with the efficiency of unloading procedures, with one in fourteen (7%) passengers dissatisfied. Southworth/Vashon* shows the biggest decrease in dissatisfaction (after showing the biggest rise in winter 2023).

Ratings on a 5-point scale (1=low, 5=high)%		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		3208	532	137	117	439	251	78	30*	129	627	802	66*
WSF vehicle unloading procedures are efficient	Satisfied (4-5)	77%	73%	81%	67%	79%	70%	79%	66%	92%	83%	76%	69%
	Dissatisfied (1-2)	7%	10%	3%	7%	6%	13%	6%	3%	0%	5%	6%	4%
2023	Dissatisfied	7%	8%	3%	7%	7%	11%	5%	15%	1%	4%	7%	6%
Change	Dissatisfied	--	+2%	--	--	-1%	+2%	+1%	-12%	-1%	+1%	-1%	-2%

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

Why not announce its time to return to your cars a few minutes before its time to unload... Why can't the staff figure out that maybe the tourist walking up to the front of the boat while docking to watch with their 4-5 family members, that it might be a good idea to go get in their car! Or hey ~ maybe wake up the driver who is asleep and clogging us up from unloading!!!!

I get that the boat may need to be balanced... but feels like first in, first out is the right way to load a boat. It can make a 20-minute difference and time is valuable.

No logical, consistent process of unloading the boat, especially on the sides... Every bozo worker does it differently... Even frequent travelers can't see the logic or standard process.

Been riding the Vashon/Fauntleroy ferry my entire life and it used to take half the time it does now to unload... Many times I have been on the side lanes in the inner lane and a car or cars at the back of the outer lane do not go with the rest of the vehicles when unloading. The crew member just stands in front of the inner lane waiting for this person to figure it out... In the amount of time this takes the entire inner lane could have unloaded. Why are people who are ready to unload, who loaded before this person, made to wait for someone who is not paying attention? The crew members need to help make unloading efficient, not just stand there! Also, I don't know who made the decision to make the right lane on the Fauntleroy dock right turn only but this has slowed unloading down significantly! Most cars turn left at the end of the dock... Colossally stupid move! This is why the ferries cannot stay on time. The unloading takes twice as long as it used to.



Vehicle Unloading Crews Provide Clear Directions



Four in five riders, in total, are satisfied with the unloading crew providing clear directions, and dissatisfaction is low across all routes.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3208	532	137	117	439	251	78	30*	129	627	802	66*
WSF vehicle unloading crews provide clear directions and/or hand signals	Satisfied (4-5)	79%	79%	80%	67%	81%	70%	78%	68%	92%	82%	78%	70%
	Dissatisfied (1-2)	4%	4%	1%	6%	4%	7%	3%	7%	0%	2%	4%	0%
2023	Dissatisfied	4%	5%	1%	3%	4%	6%	4%	12%	0%	3%	5%	6%
Change	Dissatisfied	--	-1%	--	+3%	--	+1%	-1%	-5%	--	-1%	-1%	-6%

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

Rarely provide any sort of signals. Luckily self unloading usually works fine.

Can't see them and their hand signals can sometimes be hard to understand.

No direction---we unload ourselves (follow the leader).

You never know if you're going to unload 1 or 2 or a whole line of cars at a time. Procedures need to be standardized.

As explained above they will also take and change the order in which they are unloading the boat to help their co-workers get on and off the boat and give them preferential loading and unloading when it should be the paying public receives priority and that the workers receive on a standby basis during high rush hours why should they get to go home while the rest of us have to wait we're the ones paying for the boat not them.



Bike Loading Crew Friendly



Dissatisfaction with friendliness of the bike loading crew is low among those responding, with about one in twelve (8%) dissatisfied. Dissatisfaction is highest among cyclists on the Fautleroy/Vashon route. ** (Caution should be used when looking at responses by route due to small sample sizes.)

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		118	48*	13*	5*	7*	13*	1*	3*	2*	9*	15*	2*
WSF bike loading crew is friendly, courteous and polite	Satisfied (4-5)	75%	79%	100%	39%	91%	41%	100%	100%	100%	69%	80%	
	Dissatisfied (1-2)	8%	6%	0%	0%	0%	30%	0%	0%	0%	19%	17%	
2023	Dissatisfied	8%	7%	13%	0%	0%	27%	0%	0%	0%	0%	14%	
Change	Dissatisfied	--	-1%	-13%	--	--	+3%	--	--	--	+19%	+3%	

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

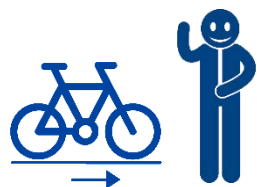
WSF crew not known for friendliness or courtesy.

Bainbridge crew extremely rude the day I was there and gave no info despite multiple very confused cyclists.

Frustrated that I can't load in morning with motorcycles - other times it's okay. Staff are mostly very nice, but the rude Vashon lady clouds judgement.

Abrupt and no explanation when denying boarding. Again this is NOT universal – it's the exception, but it happens.

They are nasty to bikes. They give conflicting guidance. They should have the bikes ride on and off, and always first Also, what is difference between an E-bike and motorcycle? Both have motors.



**Caution small sample size, n=13.

Bike Loading Efficiency



One in six (16%) responding are dissatisfied with bike loading efficiency, and around two thirds are satisfied. Dissatisfaction is highest among cyclists on the Fautleroy/Vashon route, although notably fewer are dissatisfied compared to winter 2023. ** (Caution should be used when looking at responses by route due to small sample sizes.)

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		118	48*	13*	5*	7*	13*	1*	3*	2*	9*	15*	2*
WSF bike loading procedures are efficient	Satisfied (4-5)	63%	65%	72%	39%	67%	41%	100%	100%	100%	60%	64%	
	Dissatisfied (1-2)	16%	19%	12%	0%	0%	42%	0%	0%	0%	15%	20%	
2023	Dissatisfied	20%	16%	13%	10%	20%	67%	0%	0%	0%	13%	16%	
Change	Dissatisfied	-4%	+3%	-1%	-10%	-20%	-25%	--	--	--	+2%	+4%	

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

At the Seattle terminal, with the new configuration, you have bikes and motorcycles queued up in the same lane. It does not work. In 20 years I have never seen bikes and motorcycles in the same lane - there is always two separate lanes. I do appreciate the North bike entrance. That saves a lot of time and keeps bikes totally separate.

Bicycle staging areas poorly marked and not big enough - true on Vashon north and south end as well as Fautleroy and Bainbridge Island. Completely baffling system on Bainbridge – no signage during construction. Please NEVER load bicyclists last, it results in unsafe unloading.

I'm hoping that when construction is completed there will be a bike entrance separate from the car entrance as this feels dangerous. There doesn't appear to be bike loading lanes anymore either and no staff direction.

It is not efficient to load bicycles only after all cars are loaded as is often done during commuting times on Vashon to try to make up for an unrealistic schedule that has never worked. Bicyclists then have to work their way through poorly parked cars to try to disembark with walk-ons.

Mid loads of bicycles are often arbitrarily skipped.



**Caution small sample size, n=13.

Bike Loading Crews Provide Clear Directions



One in six (17%) responding are dissatisfied with the crew providing clear bike loading directions/hand signals, and only two thirds are satisfied. Dissatisfaction is highest among cyclists on the Point Defiance/Tahlequah route. ** (Caution should be used when looking at responses by route due to small sample sizes.)

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		118	48*	13*	5*	7*	13*	1*	3*	2*	9*	15*	2*
WSF bike loading crews provide clear directions/hand signals	Satisfied (4-5)	67%	74%	68%	31%	67%	46%	100%	100%	100%	69%	64%	
	Dissatisfied (1-2)	17%	9%	0%	61%	9%	30%	0%	0%	0%	27%	34%	
2023	Dissatisfied	11%	9%	13%	10%	0%	32%	0%	0%	0%	8%	14%	
Change	Dissatisfied	+6%	--	-13%	+51%	+9%	-2%	--	--	--	+19%	+20%	

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

As I ride up to the ferry, sometimes the loading crew just looks at me. No hand signals, no verbal interaction. I just have to figure, I guess I'm supposed to ride on. Sometimes I have passed a terminal employee who has given me no indication and as I proceed onto the boat I hear 'BIKE! WAIT!' And as I ride on to the ferry, vessel crew often does not indicate where I should go...

Bainbridge side dock workers inconsistent and not timely on mid loads, but getting better. Late boats leaving 5 minutes before standard departure time, like today, strands bikers and walkers.

I will admit that the ferry crews are now more friendly to the cyclists than they used to be. For 20 years the ferry crews treated cyclists like crap, like second class citizens. But unfortunately they still don't provide much guidance so I still see cyclist newbies making all kinds of loading mistakes...

Sometimes you are allowed to ride your bike onto the ferry. Sometimes they make you walk. It's confusing & sometimes difficult to walk a bike loaded with gear and children.

The crews rarely if ever give direction to bike riders even as the loading seems to shift constantly.



**Caution small sample size, n=5.

Bike Unloading Crews are Friendly



Dissatisfaction with the friendliness of the bike unloading crews continues to be quite low. Dissatisfaction is highest among cyclists on the Fautleroy/Vashon and Anacortes/SJ Islands routes.** (Caution should be used when looking at responses by route due to small sample sizes.)

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		118	48*	13*	5*	7*	13*	1*	3*	2*	9*	15*	2*
WSF bike unloading crew is friendly, courteous and polite	Satisfied (4-5)	79%	81%	65%	100%	67%	58%	100%	100%	100%	75%	77%	
	Dissatisfied (1-2)	3%	1%	0%	0%	0%	18%	0%	0%	0%	0%	17%	
2023	Dissatisfied	3%	0%	0%	10%	0%	12%	0%	0%	0%	0%	23%	
Change	Dissatisfied	--	+1%	--	-10%	--	+6%	--	--	--	--	-6%	

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)



First off, I'm glad you are asking this question after YEARS of completely ignoring bike commuters. So, well done. I have been scolded and treated disrespectfully by ferry crew more times than I can recount. I've had crew members ignore me and not reply or look at me when I've asked questions. When I've asked for mid-unloads for the bikes, I've been told 'I'm not going to hold up all these cars just so you can get off the ferry'. I've driven a car on many times and never been treated disrespectfully.

They yell at you if they don't like what you're doing - not just loud, like they're mad or disgusted with you.

**Caution small sample size, n=13 and n=15, respectively.

Bike Unloading Efficiency



One in nine (11%) responding are dissatisfied with the efficiency of unloading bikes. Dissatisfaction is highest among cyclists on the Fauntleroy/Vashon and Anacortes/SJ Islands routes. ** (Caution should be used when looking at responses by route due to small sample sizes.)

Ratings on a 5-point scale (1=low, 5=high)%		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		118	48*	13*	5*	7*	13*	1*	3*	2*	9*	15*	2*
WSF bike unloading procedures are efficient	Satisfied (4-5)	73%	82%	85%	39%	67%	58%	100%	100%	100%	60%	61%	
	Dissatisfied (1-2)	11%	12%	0%	0%	0%	30%	0%	0%	0%	8%	30%	
2023	Dissatisfied	10%	13%	0%	0%	0%	27%	0%	0%	0%	0%	23%	
Change	Dissatisfied	+1%	-1%	--	--	--	+3%	--	--	--	+8%	+7%	

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

Bike unloading is sometimes efficient. But when they ferry workers let the motorcycles line up across the front of the boat it becomes VERY inefficient.

Do not every force cyclist to unload last - it is unsafe – especially now with so many new workers who do not anticipate what I need from them for instructions when I exit a Vashon boat that also has Southworth bound cars who are not exiting. I can't tell who I need to wait for and who I need to go around.

I have always wondered why bikes are let off before motorcycles?! Especially on the Bainbridge side this is a bad accident waiting to happen. Cyclists go off riding slowly uphill, then motorcycles come off like it's the start of a race and pass us closely at 30-40 mph. Let the faster motorcycles get off first for safety.

Lanes for bikes to unload are often not kept open. Key is not to park cars so they block bikes from the back to offload.

WSF staff ignores the rude motorcyclists who crowd and rev up their engines before Cyclists have a chance to unload. It's annoying on the big boats but feels extremely unsafe on the Chimacum. I don't want to hear or smell exhaust fumes when I'm simply trying to navigate around the motorcycles with the little room I have and staff does NOTHING to help the situation.



**Caution small sample size, n=13 and n=15, respectively.

Bike Unloading Crews Provide Clear Directions



Dissatisfaction with the bike unloading crew providing clear directions is very low, with just one in twenty-five responding dissatisfied. Cyclists who were dissatisfied were on the Edmonds/Kingston, Fautleroy/Vashon and Anacortes/SJ Islands routes.** (Caution should be used when looking at responses by route due to small sample sizes.)

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		118	48*	13*	5*	7*	13*	1*	3*	2*	9*	15*	2*
WSF bike unloading crews provide clear directions and/or hand signals	Satisfied (4-5)	70%	76%	80%	31%	67%	58%	100%	75%	100%	60%	80%	
	Dissatisfied (1-2)	4%	0%	0%	0%	24%	18%	0%	0%	0%	0%	14%	
2023	Dissatisfied	3%	1%	0%	0%	0%	12%	0%	0%	0%	0%	23%	
Change	Dissatisfied	+1%	-1%	--	--	+24%	+6%	--	--	--	--	-9%	--

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)



Edmonds loading was very smooth, reasonable, practical (not trying to put bikes on first, but rather at end so as not to be run down by departing traffic on Kingston side). Unfortunately, off-loading crew in Kingston clearly do not care for bicyclists.

Told randomly to walk bike with cars unloading on Vashon north end, contrary to most times - usually they just ignore cyclists. There is one very nice worker at Vashon north end who always give clear instructions, the rest, you never know what to expect.

**Caution small sample size, n=7, n=13 and n=15, respectively.

Passenger Seating Areas Clean and Comfortable



Dissatisfaction with vessel seating areas being clean and comfortable continues to be low across routes, similar to winter 2023.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3205	585	173	104	429	247	83	25*	137	551	802	69
The ferry passenger seating areas are clean and comfortable (seating, temperature, etc.)	Satisfied (4-5)	80%	75%	68%	91%	77%	84%	80%	94%	92%	91%	72%	75%
	Dissatisfied (1-2)	4%	6%	9%	0%	4%	3%	5%	0%	4%	1%	7%	7%
2023	Dissatisfied	4%	6%	8%	0%	3%	0%	1%	0%	2%	1%	8%	9%
Change	Dissatisfied	--	--	+1	--	+1%	+3%	+4%	--	+2%	--	-1%	-2%

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

The amount of food and dirt on the floors and on some of the tables and benches make it not very appealing. Having lived in places like Japan the facilities on all their transportation are spotless.

Seats are old and lumpy and tables have ridge around them that are hard on forearms.

The boat is almost always TOO COLD! And the seats on the Samish are a mess, so hard and bumpy - very poor for the newest boat to be like that. So prefer the older ones!

Some of the newer vessels have seats that are in good condition of course, but have poorly designed uncomfortable seats in passenger area. Poorly padded and dimensioned.

Too often there is debris or food on the seats and tables.



Ferry Bathrooms are Clean/Maintained



Dissatisfaction with clean and well-maintained ferry bathrooms is relatively low, with one in twelve (8%) dissatisfied.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		3205	585	173	104	429	247	83	25*	137	551	802	69
The bathrooms on the ferries are clean and well maintained	Satisfied (4-5)	73%	69%	61%	77%	66%	79%	72%	79%	90%	84%	74%	74%
	Dissatisfied (1-2)	8%	11%	13%	2%	12%	4%	6%	4%	3%	3%	6%	4%
2023	Dissatisfied	6%	8%	9%	2%	9%	2%	2%	9%	0%	1%	9%	7%
Change	Dissatisfied	+2%	+3%	+4%	--	+3%	+2%	+4%	-5%	+3%	+2%	-3%	-3%

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

No soap in the dispensers or not properly working. No paper towels. Unclean stalls.

Walla Walla ferry has had several toilets not working for YEARS and nothing has been done to fix them.

Bathroom finishes and surfaces worn, locks broken or dysfunctional Auto sinks don't work Soap dispensers don't work.

Half the women's stalls were out of service and not cleaned regularly.

Trash bins were overflowing. Bathroom fixtures old and run down.



Vessels are Well Maintained/Safe



System-wide, over seven in ten are satisfied with vessel maintenance, and one in twelve (8%) passengers are dissatisfied.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3205	585	173	104	429	247	83	25*	137	551	802	69
WSF vessels are well maintained (not rusty/dirty) and safe (not cluttered)	Satisfied (4-5)	71%	67%	66%	82%	67%	75%	75%	68%	90%	80%	65%	64%
	Dissatisfied (1-2)	8%	8%	11%	6%	11%	5%	7%	10%	4%	6%	12%	14%
2023	Dissatisfied	6%	7%	6%	3%	9%	2%	1%	11%	1%	1%	13%	17%
Change	Dissatisfied	+2%	+1%	+5%	+3%	+2%	+3%	+6%	-1%	+3%	+5%	-1%	-3%

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

The Issaquah is rusting, it's worn by use. She's a good boat and we just aren't taking care of her or the other boats. And I'm not talking about the onboard crews. They work their tails off.

I see a lot of rust, even on the newer ferries, Suquamish and Tokitae. The older ferries are worse. I understand the salt water environment is a contributor to the rust on the steel, but specifically on the Tokitae on the upper passenger deck, (which has been closed forever), I was surprised at the amount of rust on a newer vessel. That may have been addressed since we are not allowed up there anymore, which frankly, is a waste of taxpayer money to build a vessel that the taxpayers cannot fully enjoy.

There is a lot of rust on the metal, I fully understand that you are dealing with salt water, but the question specifically asked about rust. I also understand that there is not a lot of excess capacity of vessels, so cosmetic maintenance is not a priority.

Where do I begin? The rust is unsightly (its hilarious you painted over all the rust on the Tillikum), the windows on most boats are so dirty that if I try to take a picture my camera auto focus focuses on the dirt & not the view, the seats on the Samish are extremely uncomfortable, the info plaques are often damaged with graffiti. I try to stay in my car as often as possible.



Vessel Crew is Friendly



Dissatisfaction with vessel crew friendliness varies across routes, but overall, just one in fourteen (7%) who interacted with the crew was dissatisfied with crew friendliness.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		1182	208	62*	47*	135	93	32*	12*	54*	213	290	36*
WSF vessel crew is friendly, courteous and polite	Satisfied (4-5)	82%	84%	89%	85%	80%	71%	77%	82%	92%	83%	83%	91%
	Dissatisfied (1-2)	7%	6%	1%	5%	13%	12%	8%	18%	2%	5%	6%	0%
2023	Dissatisfied	7%	3%	6%	10%	6%	18%	12%	18%	4%	4%	7%	8%
Change	Dissatisfied	--	+3%	-5%	-5%	+7%	-6%	-4%	--	-2%	+1%	-1%	-8%

*Caution small sample size.

Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

I learned to stop asking questions. I have seen how they respond to others and to myself back in the day when I was new to this.

A few newer crew are friendly. Most deck hands go hide in the crew quarters.

This is a mixed bag. A lot of the crew are great. A few are really awful - rude, impatient, unhelpful. I avoid talking to certain crew.

Under trained rude stupid incompetent, confused and those are their good traits! WSF has done a crappy job in their role of Human Resources, and crew shortage cancellations are just the tip of the iceberg!

I really don't enjoy any interactions with the crew - they seem to recognize my vehicle and hate me. A completely different feel from when I started riding the ferries in 2018. The crews seem disgruntled and like they hate their jobs. It's rare for any of them to be friendly or chipper.



Vessel Crew is Helpful



Dissatisfaction with the helpfulness of the vessel crew also varies across routes, but overall, just one in sixteen (6%) who interacted with the crew was dissatisfied with their helpfulness or knowledge.

Ratings on a 5-point scale (1=low, 5=high)		TOTAL	SEA/BAIN	SEA/BRE	PTD/TAH	EDM/KIN	FAU/VAS	FAU/SOU	SOU/VAS	PTT/COU	MUK/CLI	ANA/SJI	INTER SJI
Respondents		1182	208	62*	47*	135	93	32*	12*	54*	213	290	36*
The WSF vessel crew is helpful, competent and knowledgeable	Satisfied (4-5)	83%	84%	87%	86%	80%	73%	78%	77%	96%	83%	83%	91%
	Dissatisfied (1-2)	6%	7%	1%	4%	10%	12%	3%	18%	2%	2%	5%	0%
2023	Dissatisfied	6%	5%	6%	12%	5%	14%	4%	18%	0%	3%	7%	5%
Change	Dissatisfied	--	+2%	-5%	-8%	+5%	-2%	-1%	--	+2%	-1%	-2%	-5%

*Caution small sample size.



Example of Verbatim Complaints among those Dissatisfied – (complete sorted verbatims in separate document)

On one ferry departing Mukilteo, boarding was suspended well past the usual departure time. I asked a deckhand why. He was rude. I ascertained that the delay was for pumping sewage. I would suggest an announcement be made when this is happening.

I'm answering this on behalf of my husband, actually, who spoke to one of the crew members on the car deck as we were approaching to Coupeville dock for unloading. He told the crew member that he saw an abandoned backpack in the galley (the whole 'see something, say something' concept). The crew member did nothing. He basically shrugged my husband off, which did little to comfort us. He didn't even say, 'I'll get someone to check it out.'

You cannot find ANY crew members during the crossing. All deck officers who are not required to be on the bridge should be routinely walking around the passenger cabins, and be easily available at all times. Instead, they hide away behind closed doors. This is utterly unacceptable.

They are generally not helpful, dismissing concerns or issues.

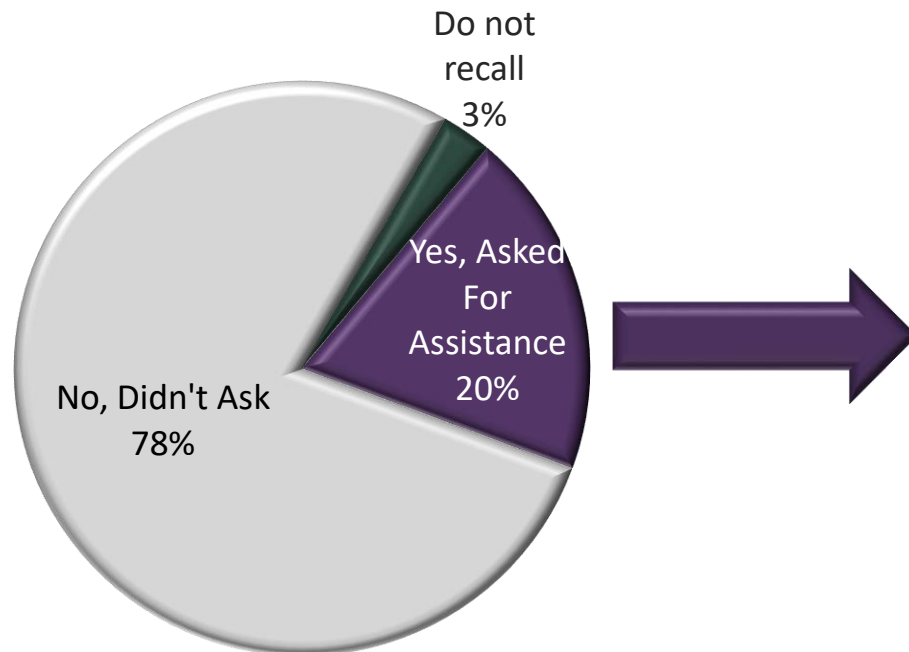
Some will be combative and almost appalled that they are being asked questions as to why the ferry is late, why there are delays or they have no idea what's happening and seem to be annoyed and inconvenienced when asked questions.

Help/Assistance From Vessel Staff

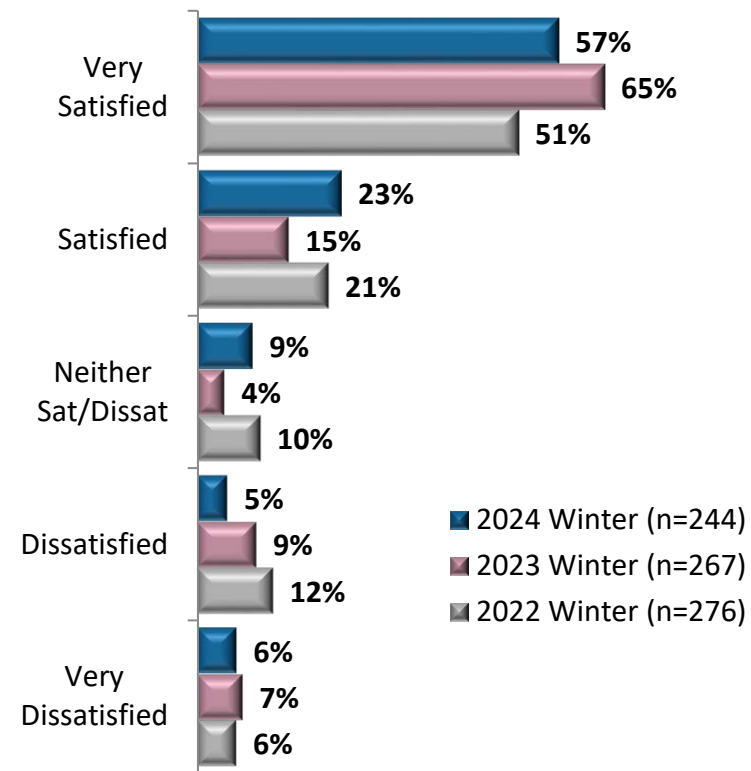


Down slightly from 2023, one in five riders (20%) who interacted with vessel crew have asked the vessel staff for help. Four in five (80%) were satisfied with the assistance they received, with significantly fewer “very satisfied” compared to last year, but still higher than in 2022. One in nine (11%) were not satisfied with the vessel staff help/assistance, a significant improvement compared to one in six (17%) dissatisfied in winter 2023.

Asked WSF Vessel Staff For Help/Assistance
(Base: Interacted with vessel crew winter 2024, n=1,182)



Satisfaction With WSF Vessel Staff Help/Assistance



Q103. (ASKED OF THOSE WHO INTERACTED WITH CREW) Did you specifically ask a WSF vessel staff member for help/assistance anytime from January to March 2024?

Q104. (ASKED OF THOSE WHO ASKED FOR HELP) How satisfied were you with the help/assistance the WSF vessel staff member gave you?

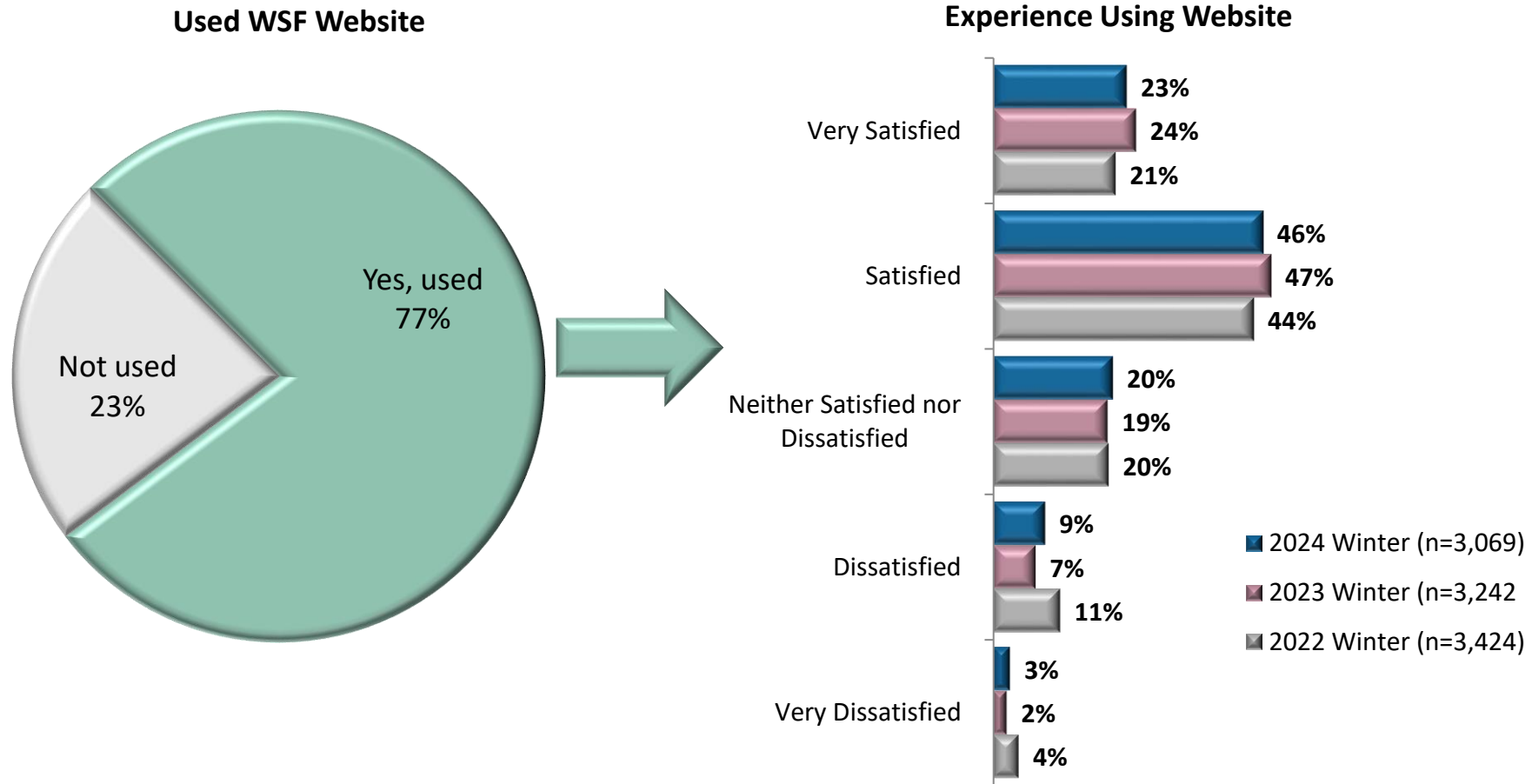


WSF Website

Using WSF Website



Nearly four in five riders (77%) used the WSF website between January and March 2024, similar to winter 2023 (78%). Nearly seven in ten website users (68%) say they were satisfied with their experience, down a few points from last winter (71%), and below results from 2021 (81%). One in eight (12%) report dissatisfaction.



Q90. During the January through March 2024, have you for any reason used the WSF website?

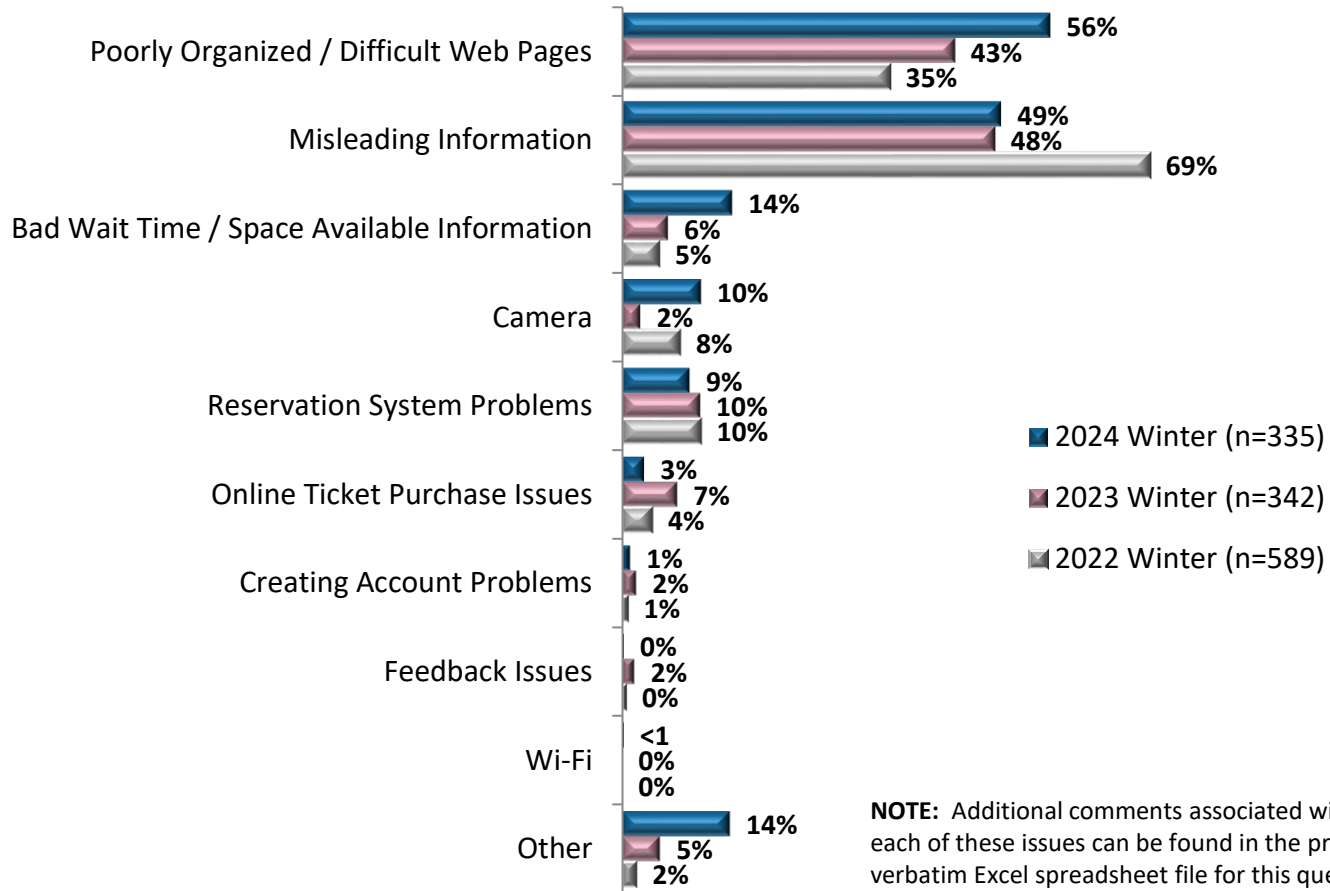
Q91. (ASKED OF WEB USERS ONLY) How satisfied were you with your experience using the WSF website?

Reasons for Dissatisfaction with Website



More than half (56%) cite the reason for their dissatisfaction with the website as poor organization or design (up significantly from last year at 43%). Misleading information is the second leading reason for dissatisfaction at 49% (similar to winter 2023 and down significantly from 69% in winter 2022).

Reasons for Being Dissatisfied with WSF Website



Reasons for Dissatisfaction

Poorly Organized

“Not so user friendly or intuitive. The information is there but it is hard to find sometimes. I do use the app all the time and it is fine for the day-to-day stuff.”

“It’s not easy to navigate the website, to find information one is looking for.”

Misleading Information

“The website has ferry schedules that are meaningless. For example, they ignore delayed ferries... If the 7:00 a.m. ferry is late, the schedule shows that the ferry has left the dock (i.e. goes from green to grey). But that is simply untrue, the ferry never arrived and certainly hasn't left the dock. You must know where the ferries are and when they will arrive and leave - it is crazy.”

“Arrival/departure information and cars in waiting information is often inaccurate.”

Wait Time/Space Available Information

“Number of spaces available are not accurate. And everybody knows its off yet is not being fixed.”

Camera

“System outages like real time tracking or cameras.”

Reservation/Purchase Issues

“I tried to get a reservation immediately when a tier opened. It was full - didn't make sense. So, I phoned and there was plenty of room.”

Q92. (ASKED OF DISSATISFIED WEB USERS ONLY) What specifically about your experience with the WSF website made you dissatisfied?



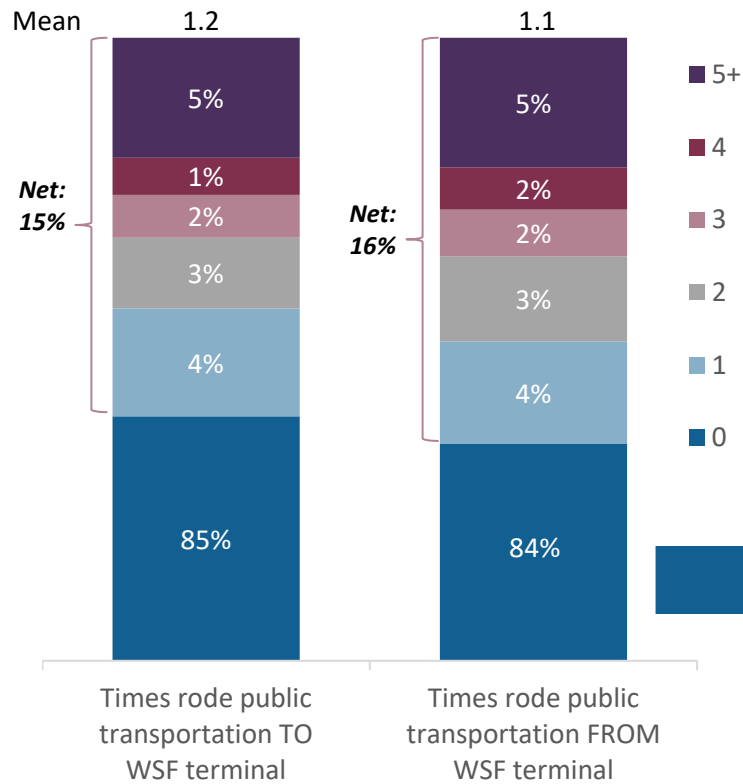
Public Transit Usage

Public Transit Usage

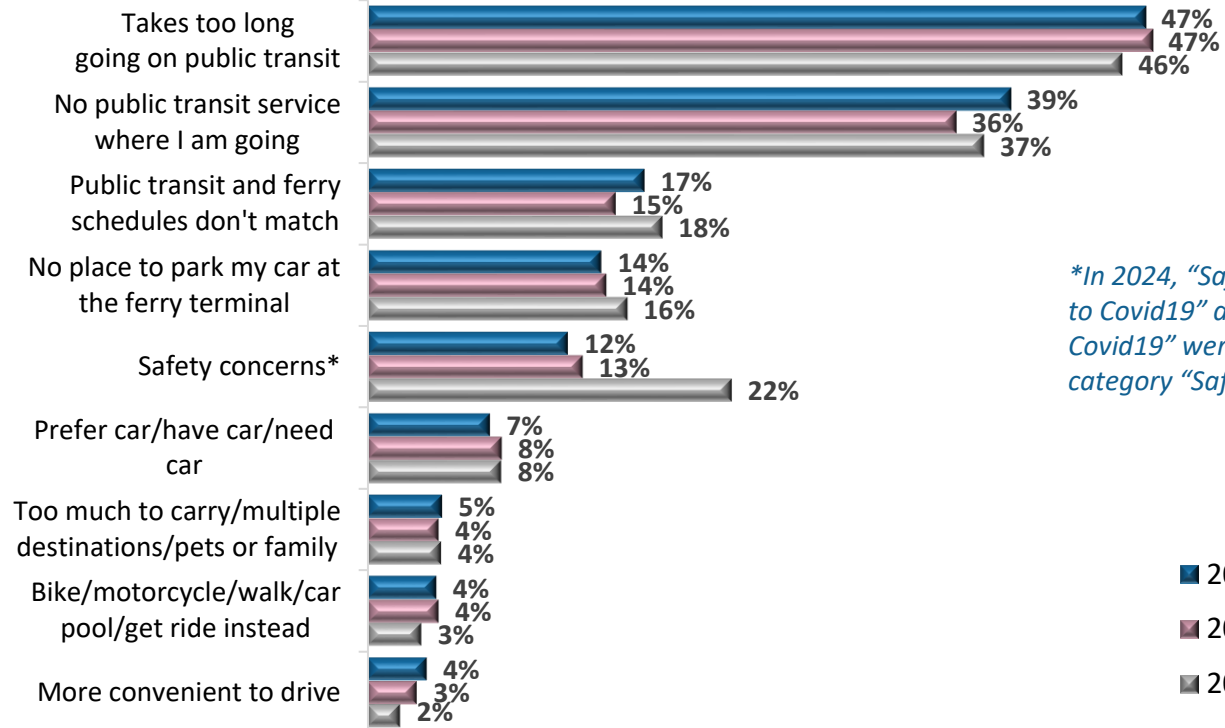


Public transit usage is trending up. Around one in seven riders (15%) rode public transportation to the WSF terminal and one in six (16%) riders rode it from the terminal. (This compares to just 7% using public transportation to or from in winter 2021). The primary reasons for not riding public transit continue to be that it takes too long (47%) or there is lack of service to/from their point of origin or destination (39%).

Riding Public Transportation To/From WSF Terminal



Reasons for Not Riding Public Transportation To/From WSF Terminal (2024 4% or greater mentions shown)



*In 2024, "Safety concerns not related to Covid19" and "Concerns related to Covid19" were combined into a single category "Safety concerns."

Q135A/AB. How many times would you estimate you rode public transit TO or FROM a WSF terminal in the past three months (January-March 2024)?

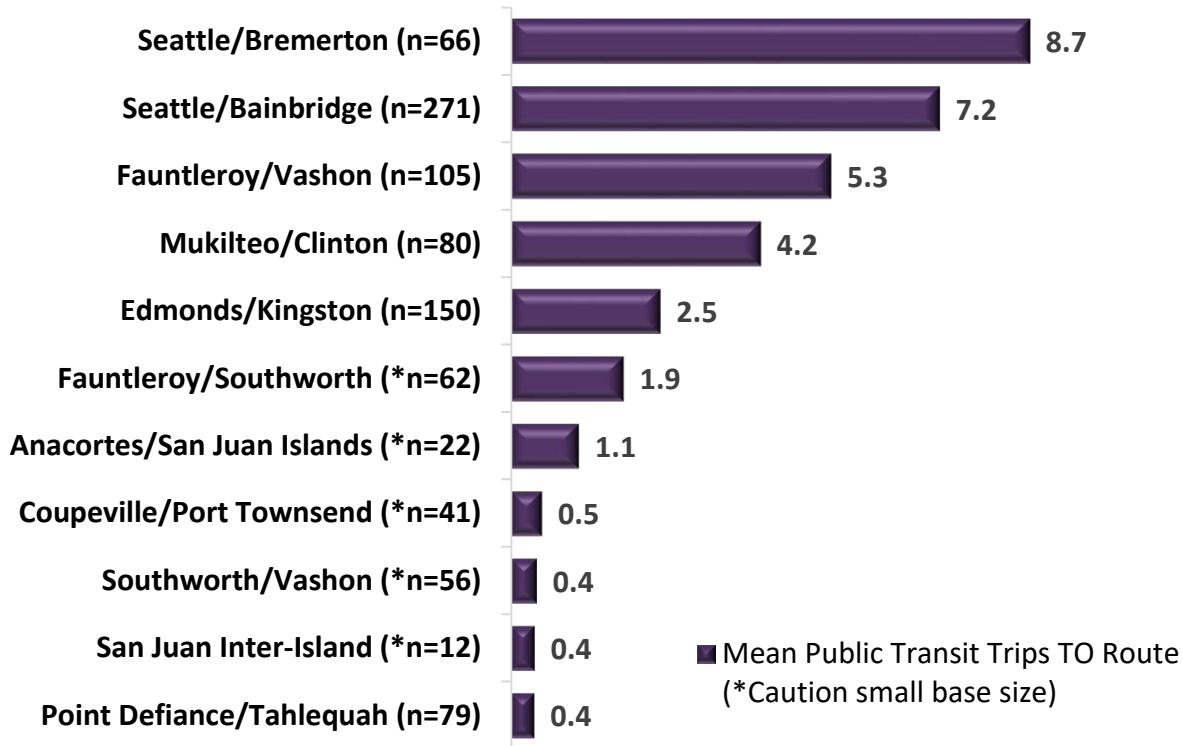
Q135A1. (ASKED OF THOSE NOT USING PUBLIC TRANSIT) Which of the following are reasons why **you do not** ride public transit either TO or FROM a WSF terminal?

Public Transit Usage

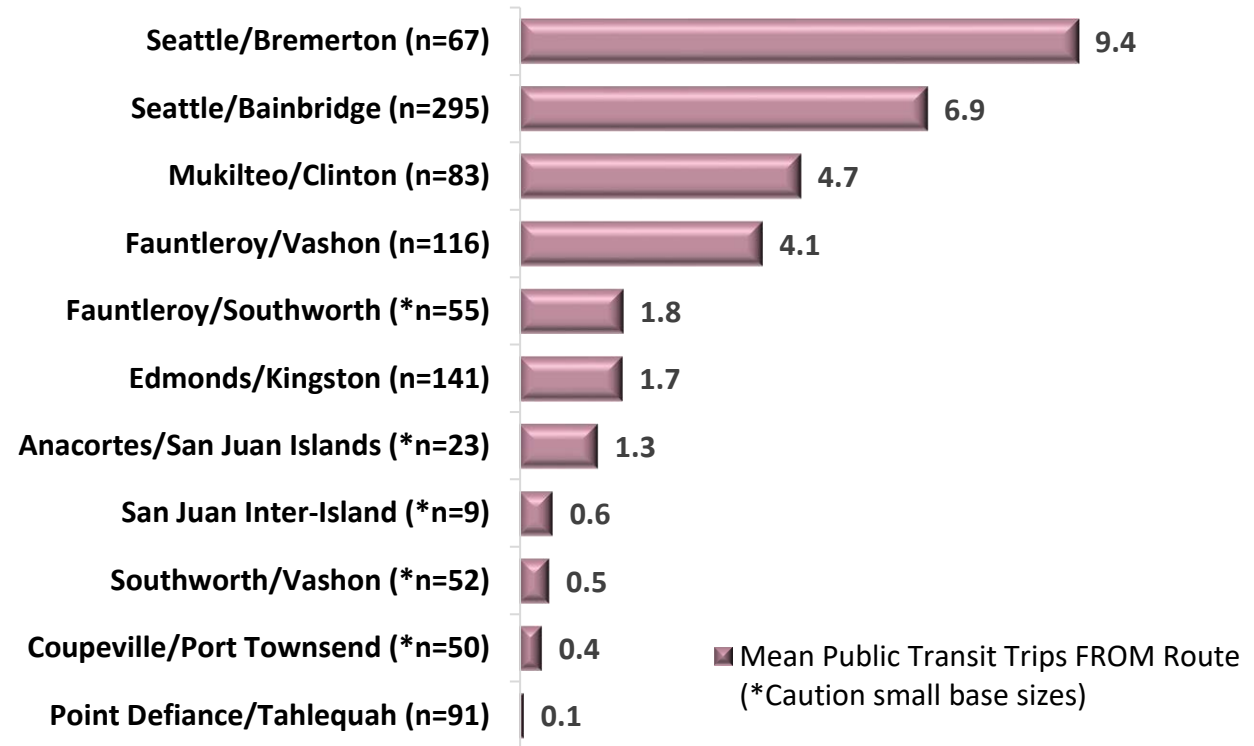


Public transit usage to/from the WSF terminal is most common on the Seattle/Bremerton, Seattle/Bainbridge, Fauntleroy/Vashon, and Mukilteo/Clinton routes.

Mean Public Transit Trips to WSF Terminal They Were Departing From



Mean Public Transit Trips to get from WSF Terminal to Final Destination



Q135B. (ASKED OF THOSE USING PUBLIC TRANSIT) Thinking about the time period of January to March 2024, how many times did you rely on public transit to get TO the following ferry terminals you were departing from?
 Q136C. (ASKED OF THOSE USING PUBLIC TRANSIT) Thinking about the time period of January to March 2024, how many times did you rely on public transit to get FROM the following ferry terminal to your final destination?



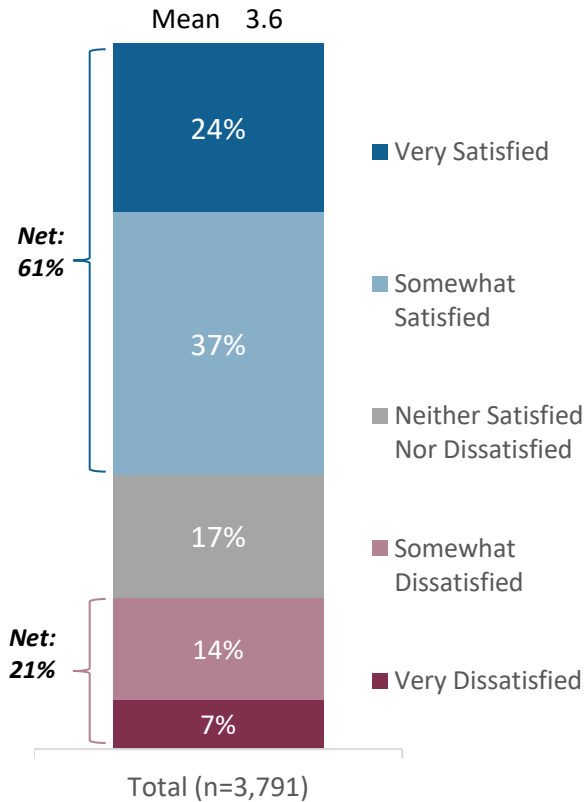
WSF Communications

WSF Communication



Two fifths (61%) are satisfied with WSF communication efforts, but one fifth (21%) are dissatisfied. (This compares to 64% satisfied in winter 2023 and 19% dissatisfied, but maintains improvement vs. 2022 where 28% were dissatisfied.) Reasons for dissatisfaction in this area are tied back to schedule dependability issues, receiving texts/alerts too late or not at all, as well as a desire for better utilization of communication tools.

Satisfaction with WSF Communication



Reasons for Dissatisfaction

“Half the time we don’t know if the ferry is late, until we arrive at the terminal. Also, since we don’t hear if it’s late and have a reservation, we end up sitting at the terminal for much longer time.” **Neither Satisfied nor Dissatisfied**

“Despite being signed up for updates via text AND email, I very often receive these updates AFTER the announced schedule changes which are nearly daily cancellations.” **Somewhat Dissatisfied**

“My continuing frustration is the lack of transparency around vessel maintenance. Prime example is the Puyallup. It has been out of service since... maybe December? For the life of me, I can find no info on why it’s out of service or when it’s coming back. I get the weekly WSF newsletter, which is great, but it should also include an ‘injury report’ listing all vessels out of service, their current status, and a best estimate of when they’ll return to service.” **Somewhat Dissatisfied**

“Sometimes the app is up to date, sometimes not. We shouldn't have to use vessel watch (which isn't always 100% accurate either) to compare against what WSF is putting out... Multiple times, I've had to call places in Seattle, change reservations, due to delays.” **Somewhat Dissatisfied**

“Text messages have gotten better, but still could be improved. They need to employ more characters to communicate more information. Also, order of the alerts makes no sense. Perhaps the user needs to be able to organize the alerts by clicking columns, such as date and time posted, route, type, etc.” **Somewhat Dissatisfied**

“You seem to have stopped bothering to send ferry alerts for vessel delays. So maybe you have just given up caring?” **Very Dissatisfied**

“There is almost zero communication on delayed or cancelled ferries or alternative loading.” **Very Dissatisfied**

“You turned off the notifications because you said it may not be accurate, so fix it and report it. I want to know if a ferry is running late. AND why do I need to show up on time when a ferry is an hour late? It's a waste of time to crowd the parking lot early. But if I don't, you give away my reservation.” **Very Dissatisfied**

NOTE: Verbatim responses can be found in the Excel spreadsheet file for this question.

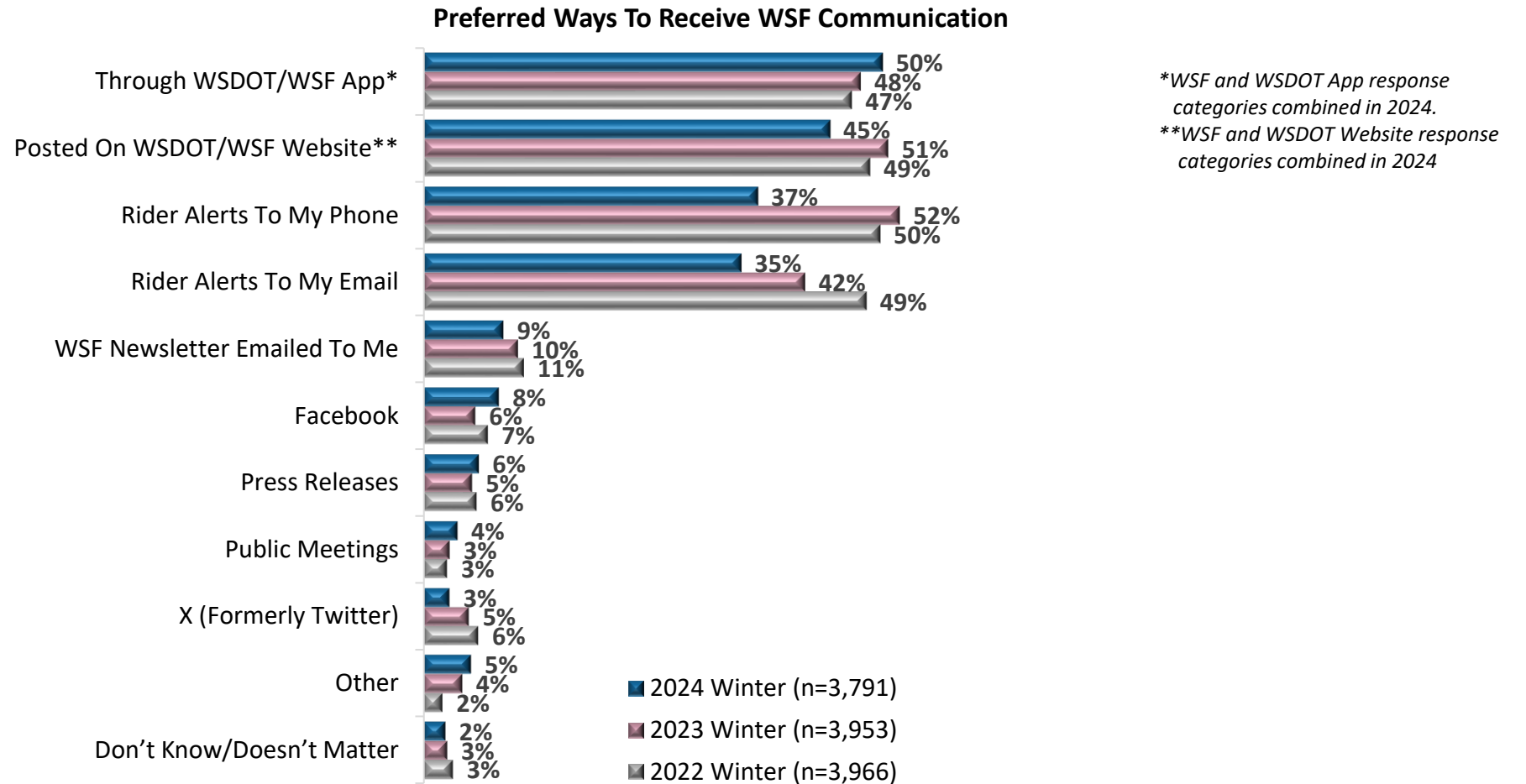
Q132. How satisfied are you with the efforts of Washington State Ferries to communicate information you need to know (including schedule changes, general ferry topics, COVID-19 service responses, etc.)?

Q133. Why do you say you are [RECALL ANSWER BASED ON Q132] with WSF’s efforts regarding communicating the things you need to know such as schedule changes, general ferry topics, service responses, etc.?

WSF Communication



In winter 2024, significantly fewer show a preference for rider alerts to their phone or email as ways to receive WSF communications, while more would like to receive notifications through the WSDOT or WSF apps.



Q137. How would you prefer to receive information from Washington State Ferries (schedule changes, service updates, etc.)?



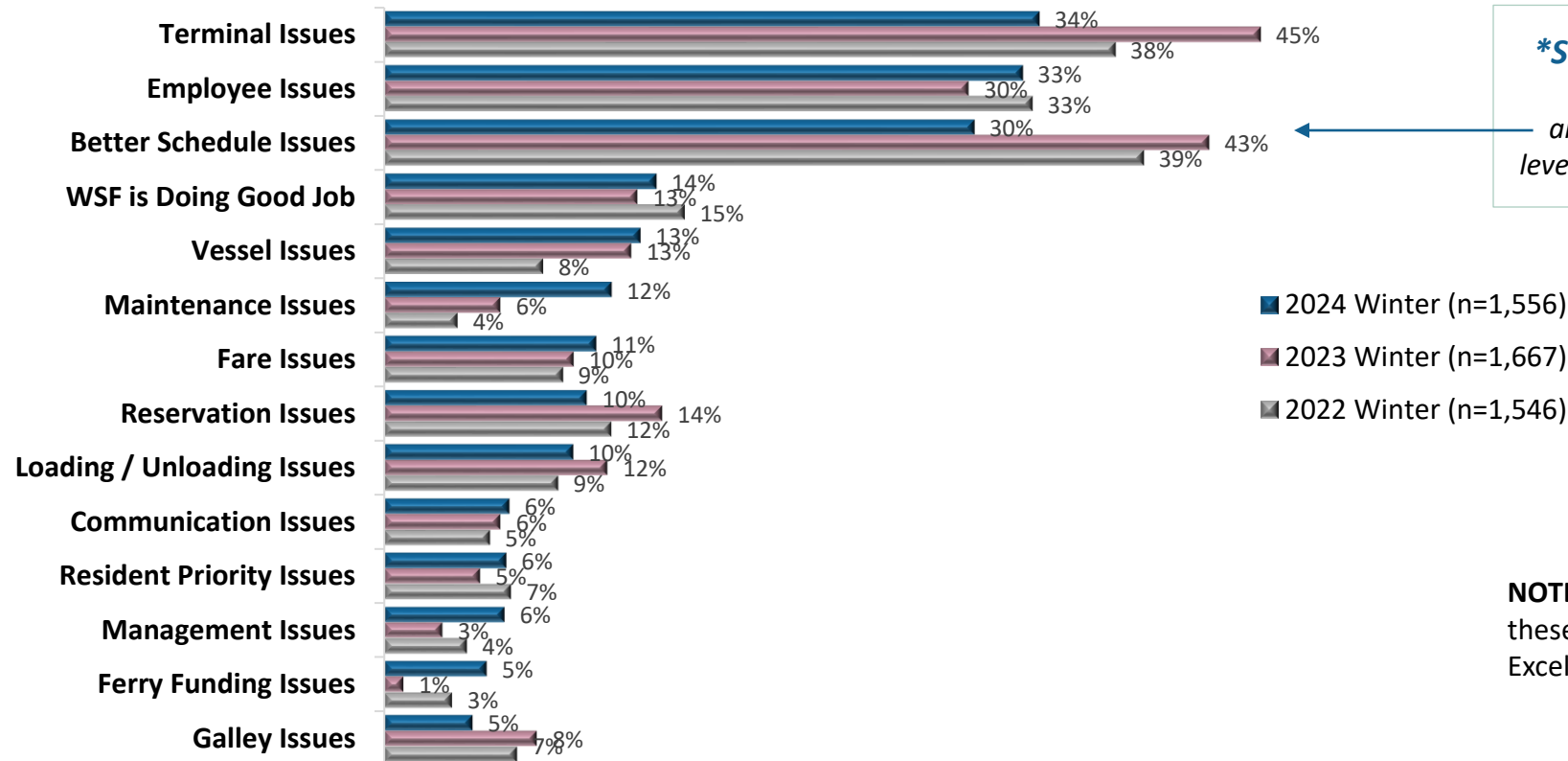
Additional Suggestions

Additional Thoughts Regarding WSF



Nearly two fifths of respondents (37%) offered additional thoughts regarding the ferry system. Among those offering comments, around a third mentioned terminal issues (down significantly from 45%), employee issues, or schedule issues* (down significantly from 43%). Mentions regarding maintenance issues rose significantly compared to winter 2023. One out of seven (14%) said WSF is doing a good job.

**Additional Thoughts Regarding the Ferry System
(5% or greater mentions in 2024 shown)**



**Schedule issues comments have declined significantly although still nearly twice the level of mentions in 2019 (17%).*



NOTE: Actual comments associated with each of these issues can be found in the project verbatim Excel spreadsheet file for this question.

Q111/112. Do you have any additional thoughts regarding the ferry system you would like to share?



Appendix A – Demographics

Demographics – Winter 2024

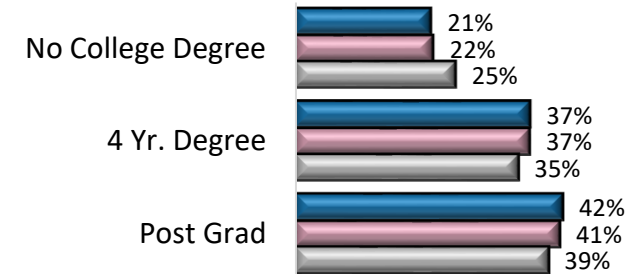


Demographics for the past three years are shown below. Notable changes in responding demographics this year has been a directional increase in female riders and those ages 65+. Riders employed full time has continued to trend down, while those with a four year or post graduate degree has continued to trend upwards (vs. 2022).

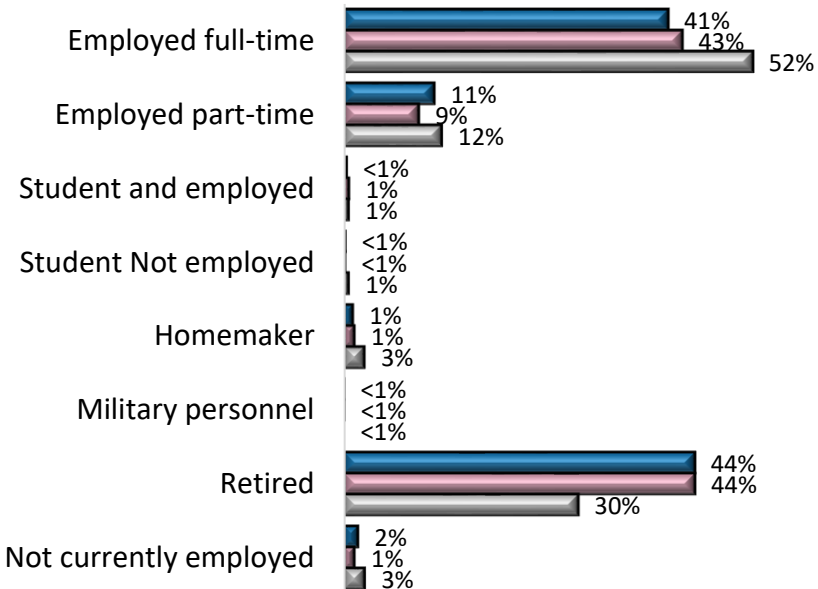
Gender



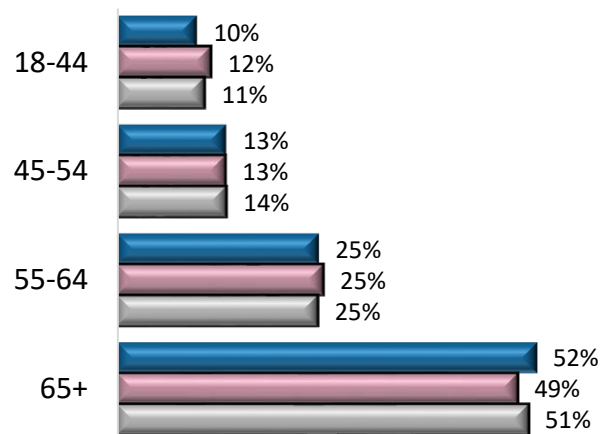
Education



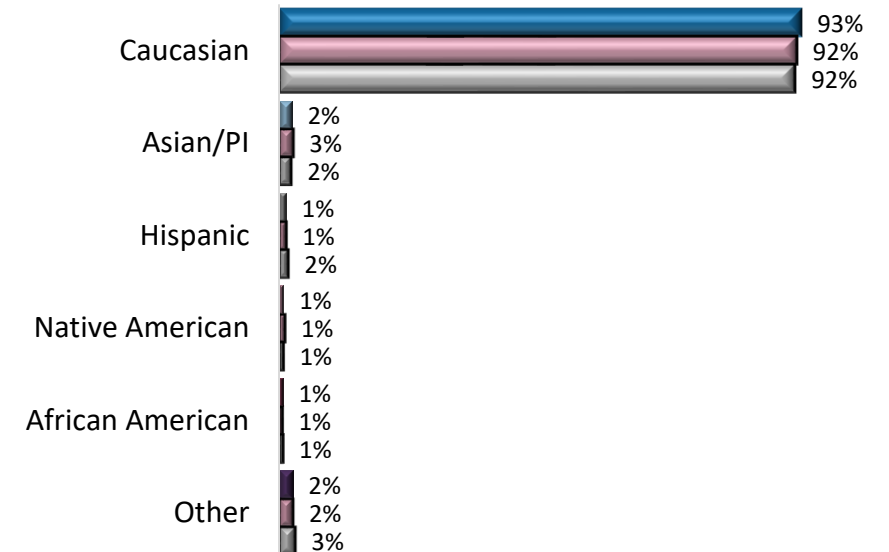
Employment



Age



Ethnicity



Demographics: WSF Winter 2024 Riders



Ferry riders skew female (except on the Fautleroy/Southworth route), older (especially on the SJI, Anacortes/SJI, and Port Townsend/ Coupeville routes), and less ethnically diverse. In total, they average a household size of 2.3, around one in eight have children in their household, with average HH incomes of \$123K (although mean HH income varies significantly across routes).

		Total	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
		4,335	659	191	134	512	286	96	32*	157	734	912	78*
Gender	Male	43%	43%	43%	44%	44%	40%	62%	28%	40%	41%	42%	50%
	Female	57%	56%	55%	56%	56%	60%	38%	72%	60%	59%	57%	47%
Age	18-44	10%	12%	22%	7%	10%	11%	10%	13%	6%	7%	4%	6%
	45 - 54	13%	16%	18%	14%	14%	15%	17%	39%	7%	11%	8%	0%
	55 - 64	25%	27%	35%	30%	25%	27%	32%	4%	21%	21%	17%	18%
	65 or Over	52%	45%	26%	49%	51%	47%	42%	45%	67%	61%	71%	76%
Ethnicity	Caucasian	93%	93%	87%	90%	92%	96%	92%	97%	92%	94%	95%	100%
	BIPOC (net)	7%	7%	13%	10%	8%	4%	8%	3%	8%	6%	5%	0%
	Asian/Pacific Islander	2%	3%	4%	1%	3%	1%	1%	3%	4%	2%	2%	0%
	Hispanic	1%	1%	4%	0%	1%	1%	2%	0%	1%	1%	1%	0%
	Native American/Indian Nation	1%	0%	2%	1%	1%	0%	2%	0%	0%	0%	1%	0%
	African-American	1%	0%	2%	2%	1%	0%	3%	0%	0%	0%	0%	0%
	Other	2%	3%	0%	7%	2%	2%	0%	0%	2%	3%	1%	0%
Household	Average HH size	2.3	2.3	2.2	2.4	2.3	2.3	2.4	2.2	2.1	2.2	2.1	2.0
	Percent of HHs with Children	12%	14%	11%	23%	10%	15%	14%	32%	7%	9%	7%	3%
Income	Under \$35,000	5%	3%	7%	10%	3%	3%	0%	24%	7%	5%	10%	13%
	\$35,000 - \$49,999	5%	3%	2%	6%	7%	3%	1%	0%	4%	5%	5%	7%
	\$50,000 - \$74,999	12%	8%	14%	12%	12%	8%	11%	32%	21%	13%	16%	34%
	\$75,000 - \$99,999	16%	10%	16%	21%	18%	19%	13%	10%	23%	17%	16%	17%
	\$100,000 - \$149,999	24%	24%	22%	29%	25%	18%	26%	4%	27%	25%	20%	17%
	\$150,000 or more	39%	51%	40%	22%	36%	49%	49%	30%	17%	35%	34%	12%
	Mean	\$122.6K	135.2	121.7	105.8	120.0	131.3	136.7	92.9	101.0	119.0	112.1	84.8

*Caution: small sample size.

Green=Significantly higher/ Red=Significantly lower than 3 or more other routes.

Demographics: WSF Winter 2024 Riders



Ferry riders skew college-educated (especially on the Seattle/Bainbridge and Fauntleroy/Vashon routes), and are fairly mixed between employed and retired. In total, they live an average 12 miles from the ferry terminal, but that distance varies significantly across routes, from a low of 7.7 on the Fauntleroy/Vashon route to a high of 20.9 on the Port Townsend/Coupeville route.

		Total	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
		4,335	659	191	134	512	286	96	32*	157	734	912	78*
Access	Average miles to ferry terminal	12.0	8.7	9.2	9.5	17.2	7.7	11.2	13.2	20.9	12.6	13.8	9.9
Education	Some College or less	21%	12%	35%	22%	29%	11%	32%	17%	28%	23%	21%	16%
	4 Year College Degree	37%	37%	45%	36%	38%	37%	34%	54%	34%	34%	34%	30%
	Post Grad Degree	42%	50%	19%	42%	32%	52%	34%	29%	37%	42%	44%	55%
Employment	Employed Full-time	41%	47%	63%	37%	44%	43%	51%	51%	25%	32%	26%	30%
	Employed Part-time	11%	13%	7%	12%	10%	17%	11%	8%	8%	9%	12%	24%
	Net employed (F/PT)	52%	60%	70%	49%	54%	60%	62%	59%	33%	41%	38%	54%
	Student	1%	1%	2%	1%	0%	0%	0%	0%	0%	1%	0%	0%
	Homemaker	1%	0%	1%	1%	1%	2%	1%	2%	1%	1%	1%	0%
	Retired	44%	38%	23%	49%	43%	36%	34%	39%	63%	55%	59%	46%
	Not Currently Employed	2%	1%	4%	1%	2%	1%	3%	0%	3%	2%	1%	0%
Field of Employment (mentioned by 2%+)	Services	8%	9%	11%	7%	7%	12%	6%	3%	6%	6%	8%	13%
	Govt/Public Admin.	8%	11%	8%	7%	7%	6%	16%	0%	12%	5%	6%	9%
	Finance/Insurance/Real Estate	5%	5%	5%	6%	7%	3%	5%	2%	2%	6%	4%	8%
	Construction	3%	2%	4%	3%	4%	4%	6%	6%	4%	3%	4%	3%
	Retail Trade	3%	3%	9%	1%	3%	2%	3%	3%	0%	3%	3%	3%
	Transportation/Freight	3%	2%	4%	4%	2%	4%	8%	2%	1%	3%	1%	0%
	Manufacturing	3%	1%	2%	4%	4%	5%	1%	5%	5%	2%	1%	0%
	Comm./PR/Advertising	2%	2%	2%	6%	0%	1%	7%	0%	2%	1%	2%	4%
	Marketing	2%	2%	2%	1%	2%	1%	0%	0%	1%	2%	2%	0%

*Caution: small sample size.

Green=Significantly higher/ Red=Significantly lower than 3 or more other routes.



Appendix B - Weighting

Weighting Methodology



In order to make the survey results proportionate to the ferry ridership universe as a whole, it was necessary to weight the data by route, boarding method, and ticket type based on their last trip taken. The weighting scheme used is displayed below.

	Veh. 0-14' Full	Veh. 0-14' Multi	Veh. 14-22' Full	Veh. 14-22' Multi	Over Size 22-50'	Over Size 50+'	Vehicle Other Disc	Vehicle Passenger	Foot Full	Foot Multi & Transit	Foot Other Disc
Seattle/Bremerton	0.52	0.61	2.28	0.76	0.05		0.37	2.27	1.55	1.27	0.44
Seattle/Bainbridge	0.66	1.9	2.71	1.32	0.16		0.55	2.88	3.69	2.48	0.51
Point Defiance/Tahlequah	0.9	0.96	2.18	1.17	0.65	0.63	0.47	2.92	6.74	1.33	3.14
Edmonds/Kingston	0.4	0.63	2.15	1.37	0.23	1.88	0.55	2.98	3.08	4.21	0.77
Fauntleroy/Vashon	0.32	0.56	1.96	0.94	0.38	0.78	0.45	1.97	7.54	0.59	1.27
Fauntleroy/Southworth	0.53	0.83	2.25	1.85	0.07		0.71	1.64	1.06	2.45	0.81
Southworth/Vashon	0.73		2.97	0.94	0.48		0.63	0.25	1.86		5.48
Coupeville/Pt. Townsend	0.32		1.24	0.64	0.36		0.33	1.35	0.74		0.75
Mukilteo/Clinton	0.56	0.45	2.57	0.84	0.25	0.92	0.46	1.84	1.56	0.9	0.49
Anacortes/SJI	0.15	0.08	0.63	0.2	0.15	0.4	0.14	0.53	0.95	0.31	0.53
SJ Interisland	0.78	0.13	0.54	0.75	0.83		0.01				



Appendix C – Open End Responses

Open End Questions



The full list of verbatim answers can be found in the accompanying Excel spreadsheet to this report.

Question	Spreadsheet Tab Number
Q22a_23a. You rated your satisfaction with “terminals are clean and well maintained” low. What specific conditions made you dissatisfied?	1
Q24b_25b. You rated your satisfaction with “terminals are comfortable” low. What specific conditions made you dissatisfied?	2
Q26c_27c. You rated your satisfaction with “terminal staff are helpful, competent and knowledgeable” low. What specific conditions made you dissatisfied?	3
Q28d_29d. You rated your satisfaction with “terminal bathrooms are clean and well maintained” low. What specific conditions made you dissatisfied?	4
Q32b_33b. You rated your satisfaction with WSF “sailing schedule is adequately coordinated with transit services available at the terminal” low. Why are you dissatisfied?	5
Q34b_35b. You rated your satisfaction with “adequate parking near the terminals” low. Why are you dissatisfied?	6
Q36c_37c. You rated your satisfaction with WSF “provides easy loading and unloading for walk-on passengers” low. Why are you dissatisfied?	7
Q36d_37d. You rated your satisfaction with WSF “walk-on passenger loading procedures are efficient” low. Why are you dissatisfied?	8
Q38e-39e. You rated your satisfaction with WSF “walk-on passenger unloading procedures are efficient” low. Why are you dissatisfied?	9
Q118f_119f. You rated your satisfaction with WSF “The terminal to vessel passenger walkway is comfortable and safe” low. Why are you dissatisfied?	10
Q45a_46a. You rated your satisfaction with WSF “toll booth staff is friendly, courteous and polite” low. What specific behaviors made you dissatisfied?	11
Q47b_48b. You rated your satisfaction with WSF “makes buying tickets easy and quick” low. Why are you dissatisfied?	12

Open End Questions (cont.)



Question	Spreadsheet Tab
Q49c_50c. You rated your satisfaction with WSF “efficiently processes vehicles through ticket lanes” low. Why are you dissatisfied?	13
Q124d. You rated your satisfaction with WSF “Existing vehicle dock-side holding areas are being fully utilized” low. What specific behaviors made you dissatisfied?	14
Q52a_53a. You rated your satisfaction with WSF “vehicle loading crew is friendly, courteous and polite” low. What specific behaviors made you dissatisfied?	15
Q54b_55b. You rated your satisfaction with WSF “vehicle loading procedures are efficient” low. Why are you dissatisfied?	16
Q56c_57c. You rated your satisfaction with WSF “loads ferries to capacity with little room between vehicles” low. Why are you dissatisfied?	17
Q58d_59d. You rated your satisfaction with WSF “vehicle loading crews provide clear directions and/or hand signals” low. What specific behaviors made you dissatisfied?	18
Q61a_62a. You rated your satisfaction with WSF “vehicle unloading crew is friendly, courteous and polite” low. What specific conditions made you dissatisfied?	19
Q63b_64b. You rated your satisfaction with WSF “vehicle unloading procedures are efficient” low. Why are you dissatisfied?	20
Q65c_66c. You rated your satisfaction with WSF “vehicle unloading crews provide clear directions and/or hand signals” low. What specific behaviors made you dissatisfied?	21
Q52a_1_53a_1. You rated your satisfaction with WSF “bike loading crew is friendly, courteous and polite” low. What specific behaviors made you dissatisfied?	22
Q54b_1_55b_1. You rated your satisfaction with WSF “bike loading procedures are efficient” low. Why are you dissatisfied?	23
Q58d_1_59d_1. You rated your satisfaction with WSF “bike loading crews provide clear directions and/or hand signals” low. What specific behaviors made you dissatisfied?	24
Q61a_1_62a_1. You rated your satisfaction with WSF “bike unloading crew is friendly, courteous and polite” low. What specific conditions made you dissatisfied?	25

Open End Questions (cont.)



Question	Spreadsheet Tab
Q63b_1_64b_1. You rated your satisfaction with WSF “bike unloading procedures are efficient” low. Why are you dissatisfied?	26
Q65c_1_66c_1. You rated your satisfaction with WSF “bike unloading crews provide clear directions and/or hand signals” low. What specific behaviors made you dissatisfied?	27
Q72a_73a. You rated your satisfaction with the “ferry passenger seating areas are clean and comfortable” low. What specific conditions made you dissatisfied?	28
Q74b_75b. You rated your satisfaction with the “bathrooms on the ferries are clean and well maintained” low. What specific conditions made you dissatisfied?	29
Q76c_77c. You rated your satisfaction with WSF “vessels are well maintained and safe” low. What specific conditions made you dissatisfied?	30
Q82a_83a. You rated your satisfaction with WSF “vessel crew is friendly, courteous and polite” low. What specific behaviors made you dissatisfied?	31
Q84b_85b. You rated your satisfaction with the WSF “vessel crew is helpful, competent and knowledgeable” low. What specific behaviors made you dissatisfied?	32
Q105. What specifically about your experience with the WSF vessel crew member made you dissatisfied?	33
Q92. What specifically about your experience with the WSF website made you dissatisfied?	34
Q133. Why do you say you are [RECALL ANSWER BASED ON Q132] with WSF’s efforts regarding communicating the things you need to know such as schedule changes, general ferry topics, service responses, etc.?	35
Q141b. Please describe how the service constraints have impacted how you use the ferries.	36
Q112. Do you have any additional thoughts regarding the ferry system you would like to share?	37
Q146. Please use the space below to provide any further detail on WSF team members that have enhanced your journey.	38



Description of Analysis

In order to understand the level to which different touchpoints influence overall satisfaction, a model was built to explain the **variability of WSF riders' attribute ratings on the overall satisfaction rating.**

The regression model utilized a "Stepwise Regression," this provides an "Impact Effect" coefficient for each tested attribute. The coefficient displayed to the right of each pie in the example represents the degree of impact one variable has on overall WSF satisfaction.

The overall **R² metric** is the amount of variability that can be explained by all of the individual components of satisfaction that we measure. For example, .39 means that 39% of the overall satisfaction is explained by the attributes tested. An R² metric at or above 50% represents a stronger model that can quantify over half of the variability of the overall satisfaction with the tested attributes. An R² metric below 50% represents a weaker model where some key drivers may not have been measured or a situation where there are many outside factors impacting the overall experience.

Example

Overall Satisfaction with WSF Experience Winter 2024

Importance of each Rating



46%

WSF has on-time/dependable departures

15%

WSF vehicle unloading crews provide clear directions

11%

WSF vessel crew is helpful, competent, and knowledgeable

8%

WSF and transit schedules are coordinated

R² .39

The R² metric represents that 39% of WSF riders' overall satisfaction can be explained by these three individual attributes.

The R squared metric is low – indicating additional key drivers to overall satisfaction exist that are not currently being measured.