



Washington State Transportation Commission

Ferry Riders' Opinion Group

2021 Winter WSF Performance Survey Results

June 2021



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 2021 WSF Winter Ferry Performance Study with a target audience of January through March 2021 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 in winter 2020.



- ▶ Online survey with respondents from:
 - Ferry Riders Opinion Group (FROG) panel,
 - Open survey link publicized via Facebook ads as well as WSF communications including rider alerts.

- ▶ Conducted March 26 to April 19, 2021, regarding respondents' personal experience riding Washington State Ferries during the 2021 winter travel period (January through March 2021).

- ▶ A total of 3,949 interviews were completed with January-March 2021 WSF riders.

- ▶ Data was weighted to reflect WSF actual ridership January 1 - March 31, 2021, by route, boarding method and ticket type used, based on the last trip taken.



The pandemic has profoundly influenced how riders experience WSF and what is important to them:

Changes in ridership patterns:

- Ridership on commuter-centric routes such as Seattle/Bainbridge and Seattle Bremerton is down while other routes such as Mukilteo/Clinton and Fauntleroy/Vashon have had stable ridership.
- Riders' trip purpose has shifted from a focus on work/commuting to riding for medical purposes and doctor appointments, visiting friends and family, and recreation.
- The proportion of riders who walk-on versus drive-on is significantly down.
- The usage of multi-ride tickets (versus single-ride tickets) is down.

Riders are experiencing WSF in different ways:

- The most common rider touchpoints are driving onto a ferry and using the WSF website.
- Significantly fewer riders visited the passenger deck, went inside a terminal, walked onto a ferry, or talked/interacted with the crew.
- Because of the change in ridership “terminals are comfortable”, “WSF and transit schedules are coordinated”, and “dock-side holding areas are fully utilized” are not a focus at this time.
- On the other hand – vessel crew being helpful and friendly and unloading crew being friendly is as important as ever.



While satisfaction is stable overall, key areas of opportunity are identified at both the route level and the attribute level:

Satisfaction and Opportunities:

- Overall satisfaction is similar to winter 2019 levels and lower than 2018 levels.
- Riders feel safe and praise WSF for their adherence to COVID-19 safety protocols.
- Riders of the San Juan Inter-Island and Anacortes/San Juan routes are significantly more dissatisfied in 2021 (vs. 2019). They are also significantly more dissatisfied than riders of other routes.
- Fauntleroy/Vashon riders show a significant decrease in levels of dissatisfaction (vs. 2019).
- Opportunities exist for improvement on crew friendliness and helpfulness (both onboard the vessels and unloading). Increasing parking is an area of opportunity for Fauntleroy/Vashon, Point Defiance/Tahlequah, and Mukilteo/Clinton routes.

Public Transit and Capital Surcharge:

- Few took public transit, mostly because it either takes too long to get where you are going, or there is no public transit service at all. COVID-19 concerns also played a factor in the lack of public transit ridership.
- A significant minority noted the lack of parking and transit schedules not being coordinated with WSF's schedules as the reason for not using public transit.
- Riders support an increase in the surcharge, especially when told how much a new ferry boat costs and that the funds go specifically to new ferry boat investments. More than half support doubling the surcharge from \$0.50 to \$1.00.

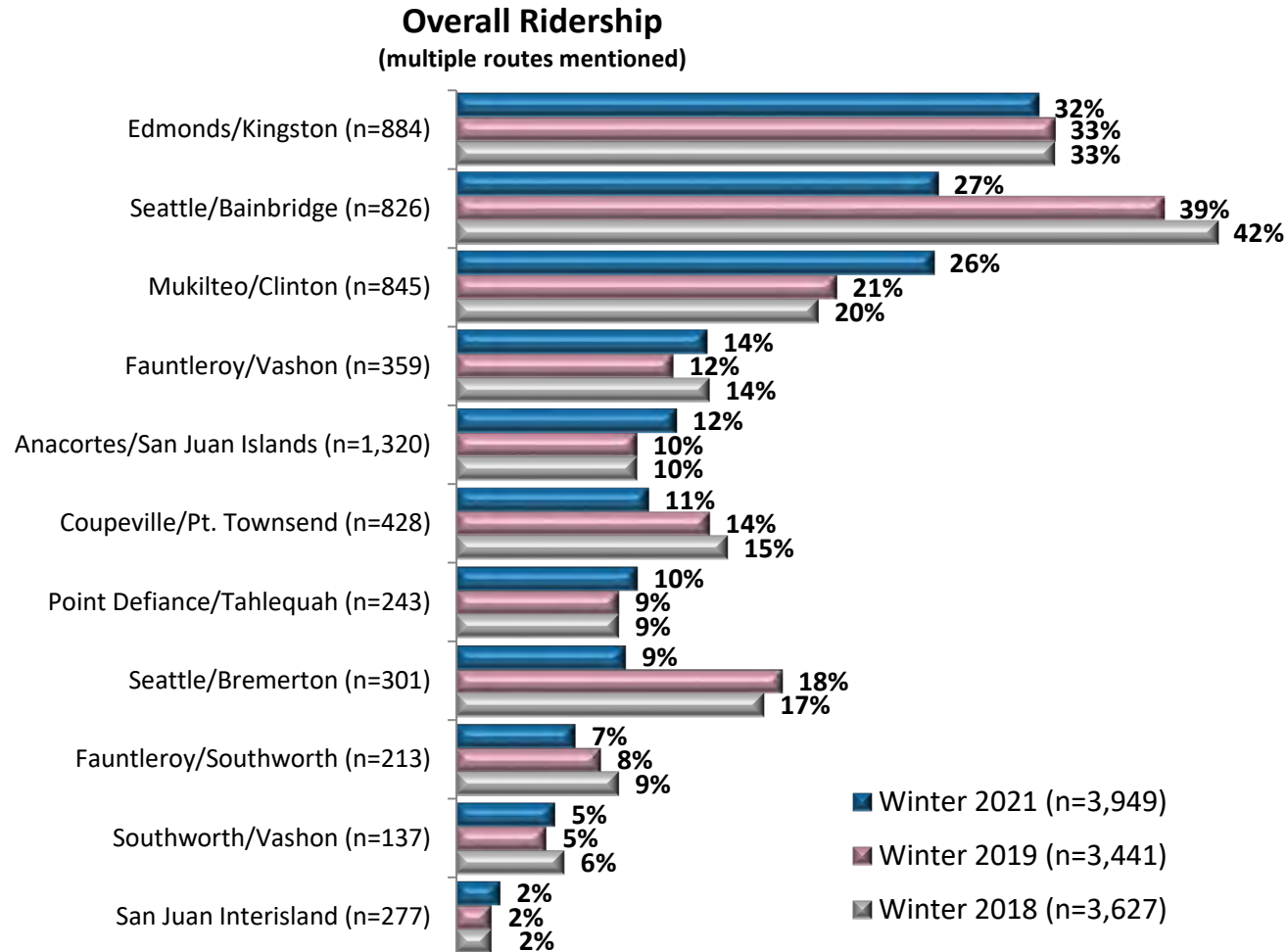


Key Findings

Ridership



Compared to winter 2019 (and 2018), there was notable drop-off in ridership on the Seattle/Bainbridge, Seattle/Bremerton, and Coupeville/Pt. Townsend routes. There was a modest gain in ridership on the Mukilteo/Clinton route. Edmonds/Kingston (32%), Seattle/Bainbridge (27%) and Mukilteo/Clinton (26%) continue to top the list for ridership.



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

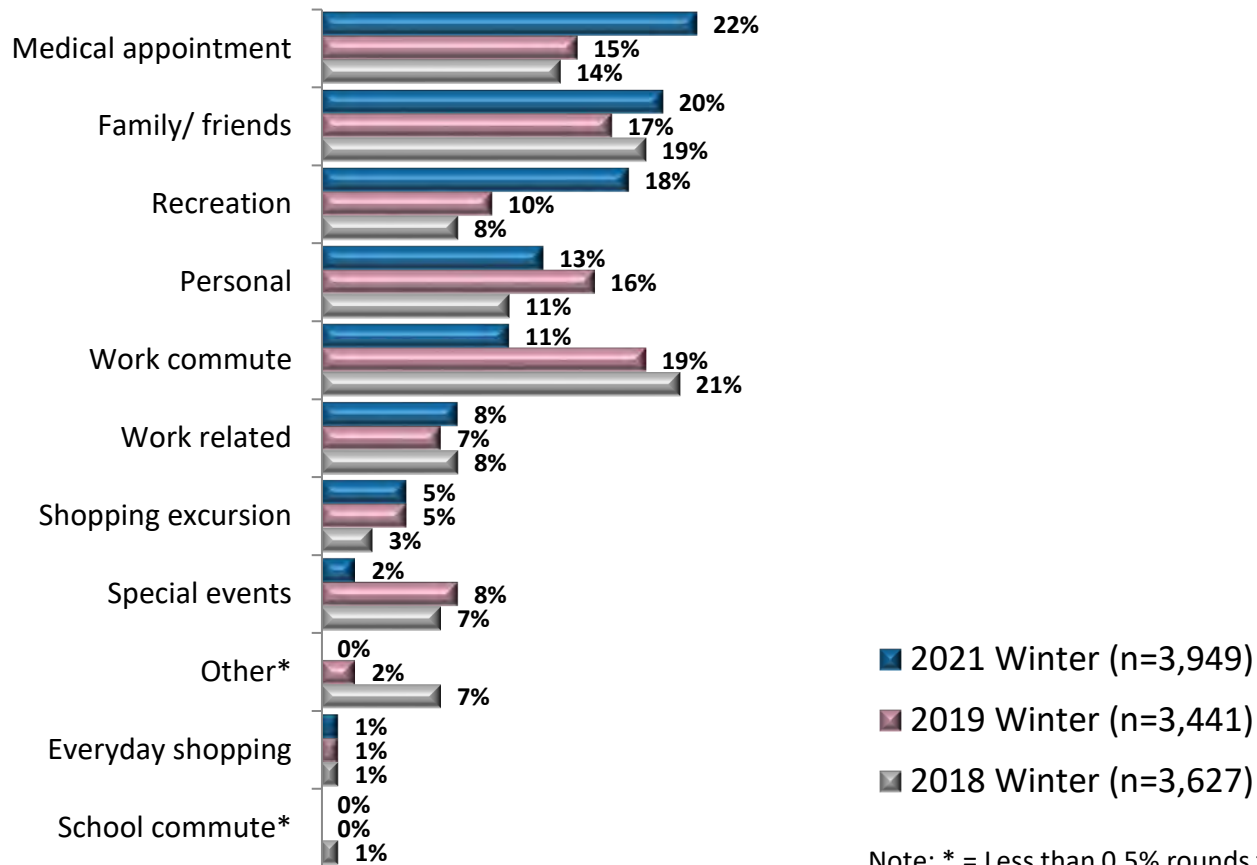
Q2. Which of the following route(s) have you ridden for any purpose January through March 2021? [CHECK ALL THAT APPLY]

Most Recent Trip – Purpose



Medical appointments (22%), visiting family/friends (20%), and recreation (18%) are the most common purposes for the most recent trip taken. The proportion of trips for medical appointments or recreation purposes has risen (from 15% to 22% for medical appointments and 10% to 18% for recreation). The proportion of trips for commuting to work has declined (from 19% in 2019 to 11% in 2021), as have trips for special events (from 8% in 2019 to only 2% in 2021).

Most Recent Trip Purpose



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

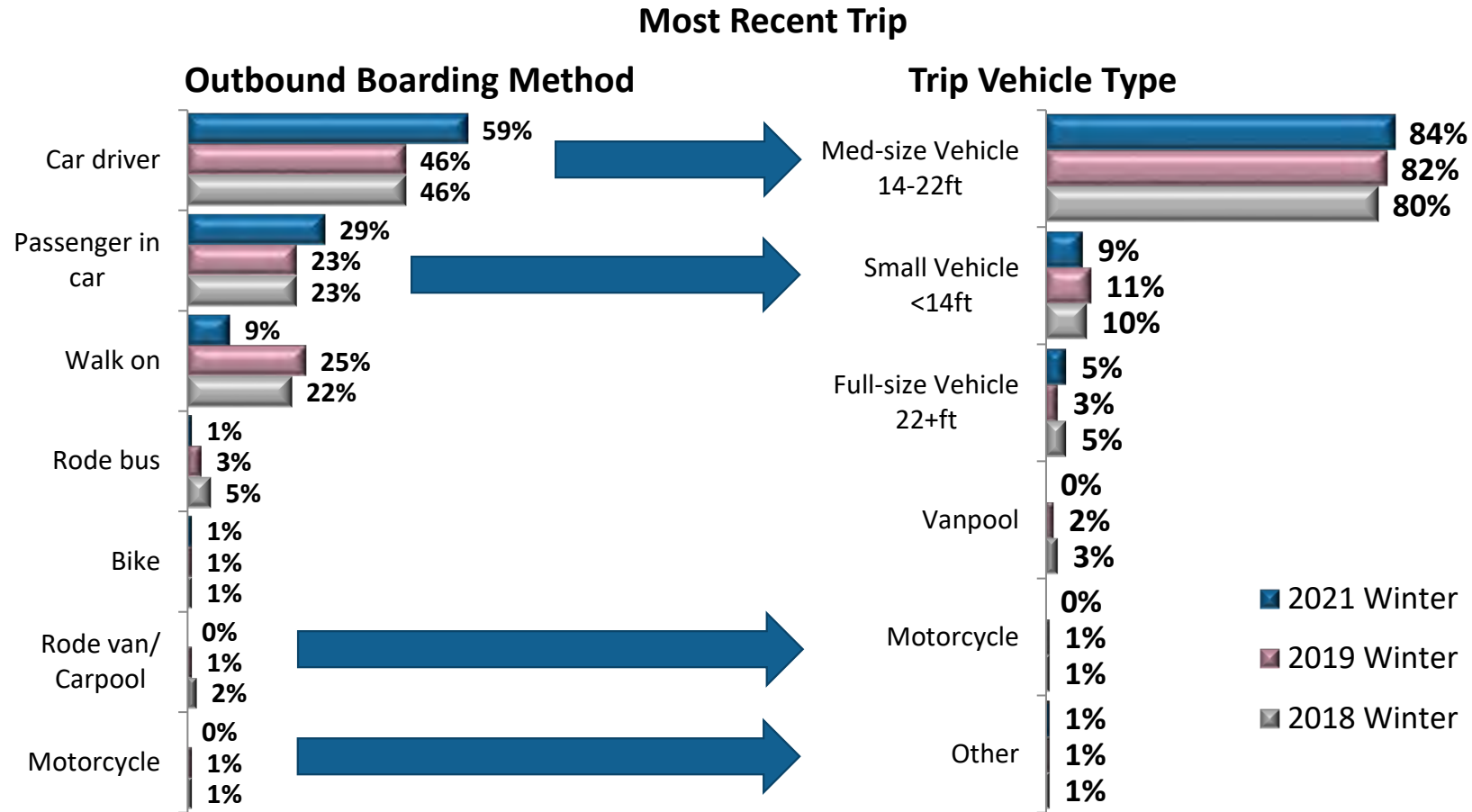
Note: * = Less than 0.5% rounds to 0%

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



Compared to winter 2019 (and 2018), significantly more riders (88%) drove on as either driver or passenger for their most recent ferry trip. Only around one in ten (9%) walked on, down significantly from one in four (25%) in 2019. Among those who did drive on, more than four in five (84%) were in a medium-sized vehicle that was 14 to 22 feet long.



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

Q16ab. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, how did you board the ferry for your outbound and returning trips?

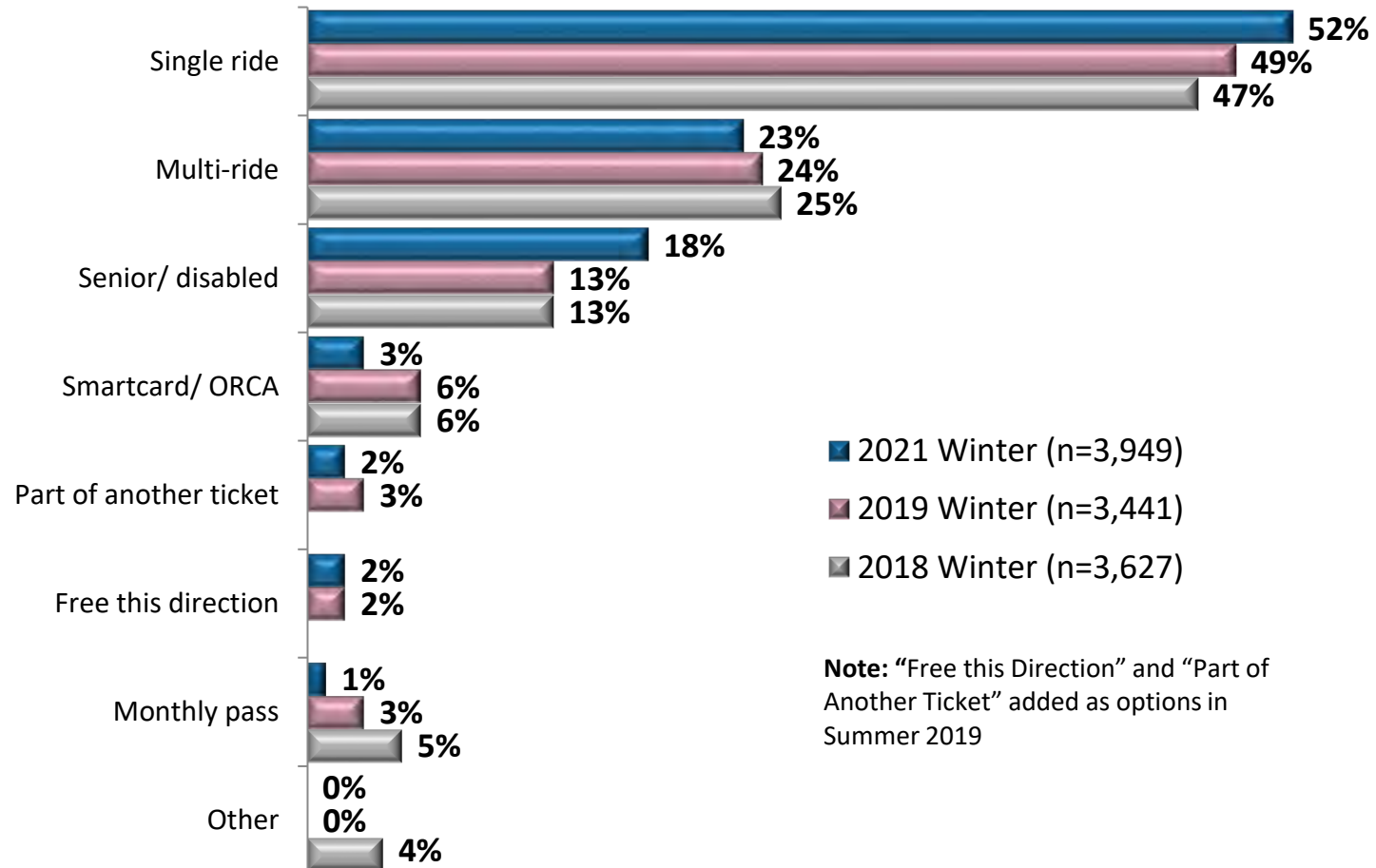
Q17. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, which of the following best describes the vehicle you drove on the ferry?

Most Recent Trip –Ticket Type and Purchase



A majority of January to March riders report using a single ride (52%) or multi-ride (23%) ticket. This is similar to winter 2019 findings, though there has been a directional increase in single ticket usage and a corresponding decrease in multi-ticket rides. The proportion of riders using a senior/ disabled ticket increased in 2021 (18% versus 13% in 2019 and 2018).

Most Recent Trip Ticket Type



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

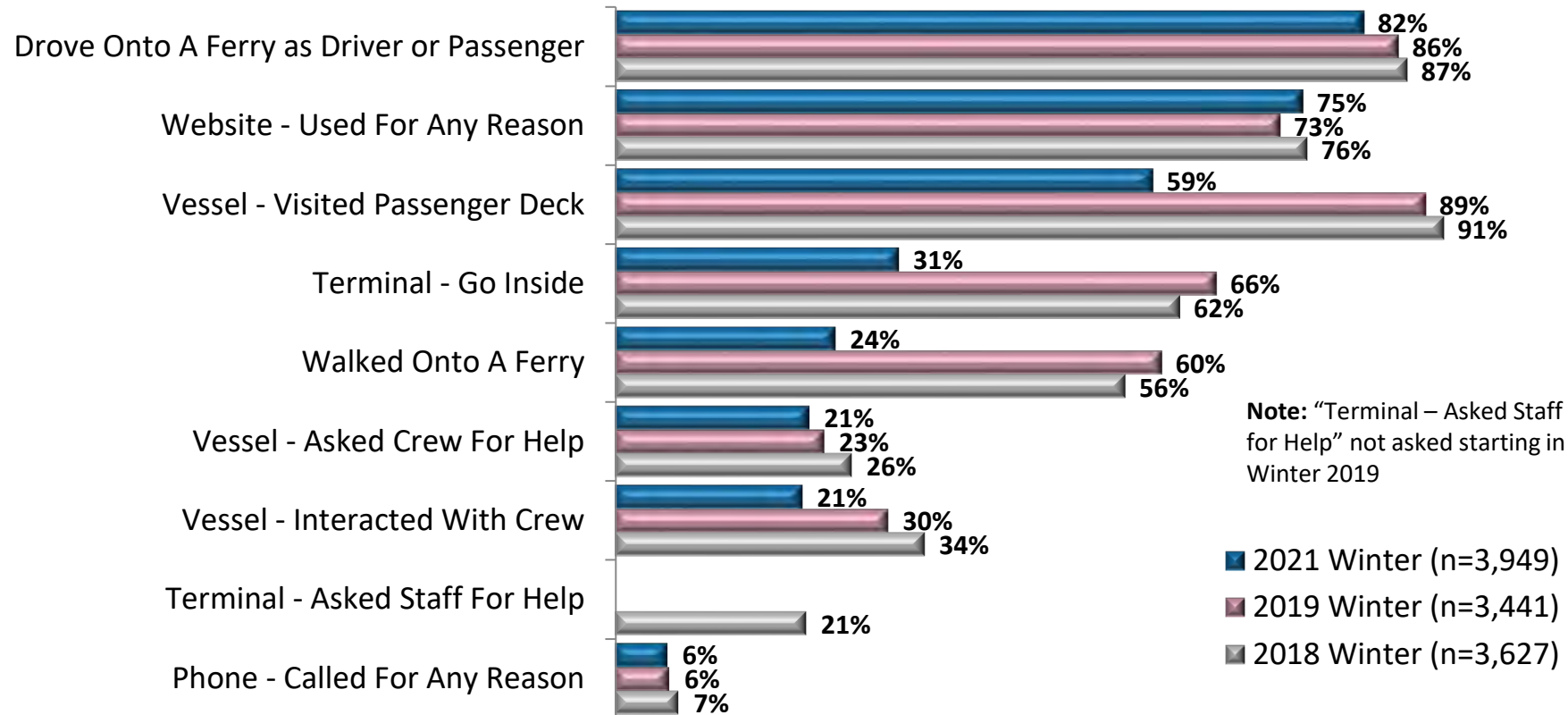
Q19. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, on what kind of ticket were you traveling?

Rider Interaction With WSF



In winter 2021, the most common rider touchpoints were driving onto the ferry (82%) and using the WSF website (75%). Compared to previous years, significantly fewer visited the passenger deck, went inside the terminal, walked onto a ferry, and talked/interacted with the crew – changes likely related to the COVID-19 pandemic. Only 6% called WSF customer service.

WSF Touch Points With Winter Riders



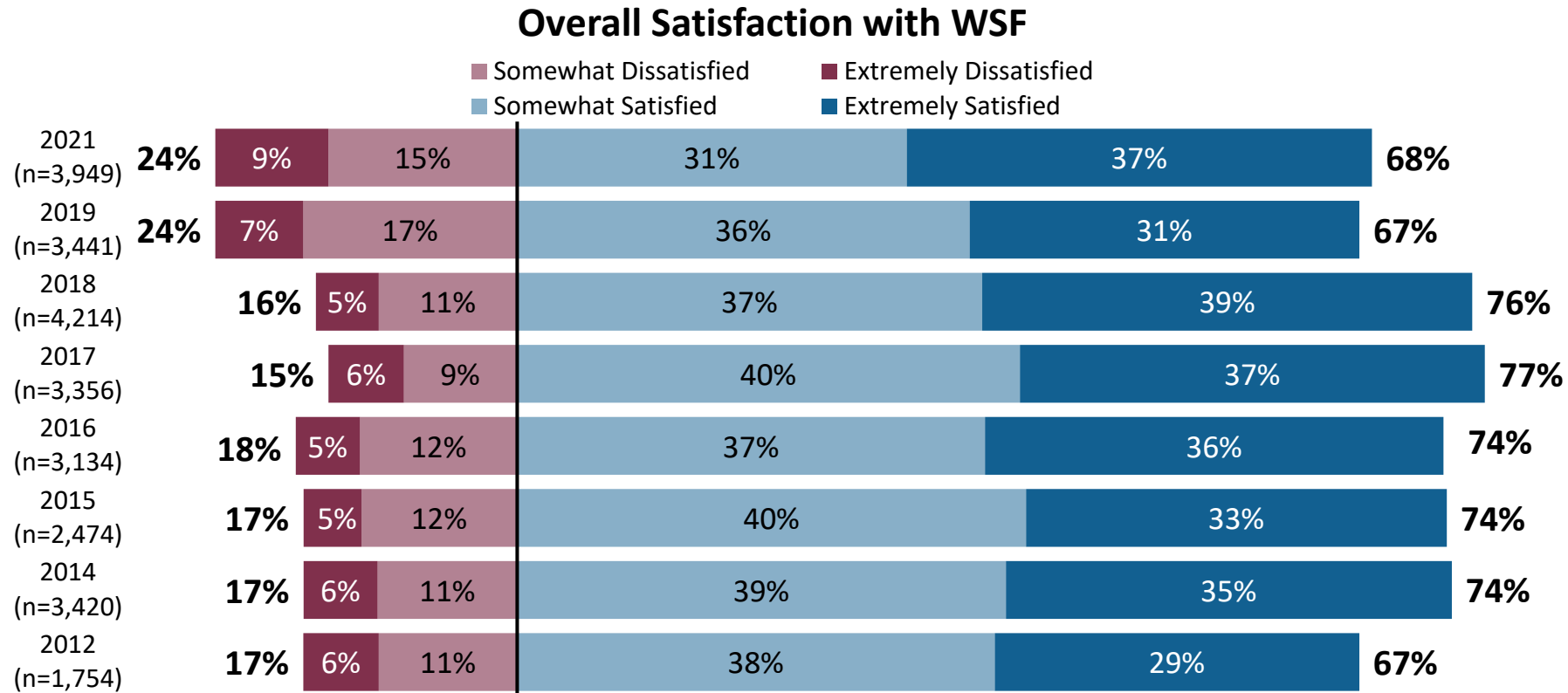
Note: Research was not conducted in 2020 due to the COVID-19 pandemic.

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? 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? Q93 Call WSF customer service by phone?

Overall Satisfaction



Overall winter 2021 satisfaction at 68% is similar to 2019 and significantly lower than 2018 ratings. A noted improvement over 2019, the percentage of riders who are “Extremely Satisfied” increased in 2021, back to levels seen in years 2016-2018. Dissatisfaction at 24% reflects no change since 2019 and is 8 percentage points higher than in 2018.



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.

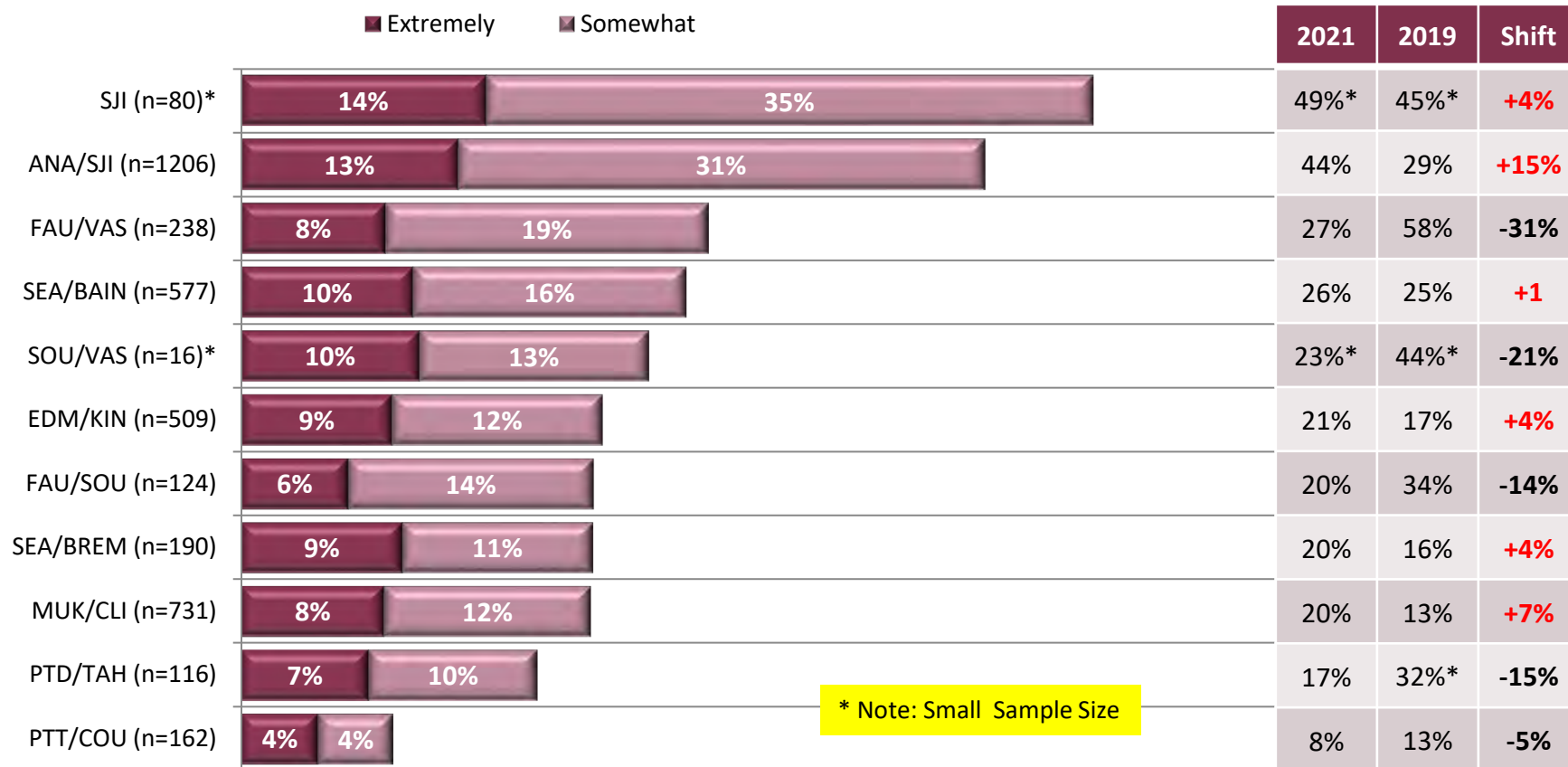
Q1. For this survey, we are interested in your experiences and opinions of Washington State Ferries during January through March 2021 only. All things considered, how satisfied are you with the service provided by Washington State Ferries?

Overall Dissatisfaction by Route



Riders of the San Juan Inter-Island* (49%) and Anacortes/San Juan (44%) routes have a higher level of dissatisfaction compared to other routes and winter 2019. Conversely, riders on the Fauntleroy/Vashon (27%) route show a significant decrease in levels of dissatisfaction compared to winter 2019. Southworth/Vashon (23%)*, Fauntleroy/Southworth (20%), Point Defiance/Tahlequah (17%), and Pt. Townsend/Coupeville (8%) routes also saw declines in levels of dissatisfaction.

Overall Dissatisfaction by Route - 2021 (Total Dissatisfied)



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 2021 only. All things considered, how satisfied are you with the service provided by Washington State Ferries?

All Riders – Importance by Attribute



Compared to previous years, 2021 shows significantly less importance in three areas – “terminals are comfortable”, “WSF and transit schedules are coordinated”, and “dock-side holding areas are fully utilized.”

Code	Attributes	Importance (4-5)			
		2021	2019	Change	2018
24	Vessel crew is helpful	97%	96%	1%	98%
21	Ferries bathrooms are clean	97%	97%	-	98%
23	Vessel crew is friendly	96%	95%	1%	97%
12	Efficiently processes vehicles	96%	97%	-1%	96%
22	Vessels are well maintained	95%	95%	-	96%
11	Buying tickets easy and quick	95%	95%	-	95%
4	Terminal bathrooms are clean	94%	95%	-1%	96%
18	Vehicle unloading procedures efficient	93%	94%	-1%	94%
19	Unloading crews provide clear direction	93%	94%	-1%	94%
16	Loading crews provide clear directions	92%	95%	-3%	95%
20	Passenger seating areas are clean	91%	95%	-4%	96%
1	Terminals are clean	91%	92%	-1%	93%
14	Vehicle loading procedures efficient	91%	95%	-4%	95%
9	Passenger unloading efficient	91%	92%	-1%	90%
10	Toll booth staff is friendly	90%	91%	-1%	90%
7	Easy loading/ unloading for walk-on	90%	93%	-3%	91%
8	Passenger loading efficient	90%	91%	-1%	90%
25	Terminal to vessel walkway is safe	88%	91%	-3%	90%
17	Unloading crew is friendly	87%	86%	1%	86%
13	Vehicle loading crew is friendly	86%	88%	-2%	86%
15	Loads ferries to capacity	86%	89%	-3%	90%
3	Terminal staff is helpful	83%	86%	-3%	86%
26	Dock-side holding areas fully utilized	80%	85%	-5%	85%
6	Adequate parking near terminals	74%	77%	-3%	77%
2	Terminals are comfortable	72%	84%	-12%	84%
5	WSF and transit schedules coordinated	63%	70%	-7%	69%

❖ For each attribute, the table shows:

- The percent of people who rated the attribute as 4 or 5 on the Importance scale.
- Total importance (4-5) for **Winter 2021, Winter 2019, and Winter 2018.**
- The **Change** in importance from 2021 to 2019. **Red** indicates **lower importance** in 2021 than in 2019.

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

All Riders – Dissatisfaction by Attribute



Dissatisfaction on all attributes has largely diminished apart from attributes regarding vessel staff. The following each saw higher rates of dissatisfaction; “vessel crew is friendly” (+4 percentage points), “vessel crew is helpful” (+2 percentage points), and “unloading crew” (+1 percentage point).

Code	Attributes	Importance (4-5)	Dissatisfaction (1-2)			2018
			2021	2019	Change	
6	Adequate parking near terminals	74%	24%	31%	-7%	30%
2	Terminals are comfortable	72%	12%	33%	-21%	23%
5	WSF and transit schedules coordinated	63%	12%	12%	-	14%
16	Loading crews provide clear directions	92%	10%	12%	-2%	13%
25	Terminal to vessel walkway is safe	88%	9%	11%	-2%	9%
8	Passenger loading efficient	90%	8%	11%	-3%	9%
23	Vessel crew is friendly	96%	8%	4%	4%	4%
12	Efficiently processes vehicles	96%	8%	13%	-5%	12%
14	Vehicle loading procedures efficient	91%	7%	12%	-5%	10%
7	Easy loading/ unloading for walk-on	90%	7%	9%	-2%	9%
15	Loads ferries to capacity	86%	7%	11%	-4%	10%
13	Vehicle loading crew is friendly	86%	6%	7%	-1%	7%
26	Dock-side holding areas fully utilized	80%	6%	9%	-3%	8%
4	Terminal bathrooms are clean	94%	6%	26%	-20%	21%
18	Vehicle unloading procedures efficient	93%	6%	8%	-2%	5%
24	Vessel crew is helpful	97%	6%	4%	2%	4%
21	Ferries bathrooms are clean	97%	5%	8%	-3%	8%
3	Terminal staff is helpful	83%	5%	9%	-4%	7%
9	Passenger unloading efficient	91%	5%	7%	-2%	9%
11	Buying tickets easy and quick	95%	4%	6%	-2%	6%
10	Toll booth staff is friendly	90%	4%	5%	-1%	3%
19	Unloading crews provide clear direction	93%	4%	4%	-	4%
22	Vessels are well maintained	95%	4%	8%	-4%	5%
1	Terminals are clean	91%	3%	14%	-11%	9%
17	Unloading crew is friendly	87%	3%	2%	1%	2%
20	Passenger seating areas are clean	91%	3%	3%	-	5%

❖ For each attribute, the table shows:

- The percent of people who rated the attribute as 4 or 5 on the Importance scale.
- Total dissatisfaction (1-2) for **Winter 2021**, **Winter 2019** and **Winter 2018**.
- The **Change** in dissatisfaction from 2019 to 2021. **Red** indicates **greater dissatisfaction** in 2021 than in 2019.

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

Summary of Attribute Dissatisfaction by Route



Attribute	Dissatisfaction by Route												
	Import	Dissat.	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
	(4-5)	(1-2)											
Color Code: Dissatisfaction Light (10-19%) , Medium (20-29%) , Heavy (>30%)													
Number of Respondents Varies by Question (Max n Size Shown)	3,949	3,949	577	190	116	509	238	124	16	162	731	1206	80
Adequate parking near terminals (6)	74%	24%	11%	26%	32%	15%	42%	17%	0%	18%	55%	7%	0%
Terminals are comfortable (2)	72%	12%	20%	25%	0%	10%	11%	6%	11%	1%	6%	12%	8%
WSF and transit schedules coordinated (5)	63%	12%	12%	13%	8%	4%	17%	13%	9%	6%	10%	29%	29%
Loading crews provide clear directions (16)	92%	10%	8%	11%	16%	6%	19%	6%	27%	8%	9%	12%	17%
Terminal to vessel walkway is safe (25)	88%	9%	8%	10%	0%	4%	15%	6%	0%	8%	22%	2%	3%
Passenger loading efficient (8)	90%	8%	10%	7%	12%	2%	8%	0%	0%	0%	18%	4%	0%
Vessel crew is friendly (23)	96%	8%	2%	8%	11%	6%	15%	24%	18%	4%	7%	9%	6%
Efficiently processes vehicles (12)	96%	8%	8%	6%	10%	5%	16%	4%	0%	1%	5%	15%	13%
Vehicle loading procedures efficient (14)	91%	7%	7%	8%	13%	3%	11%	8%	18%	3%	5%	15%	3%
Easy loading / unloading for walk-on (7)	90%	7%	5%	9%	0%	2%	4%	6%	0%	1%	24%	2%	0%
Loads ferries to capacity (15)	86%	7%	5%	6%	14%	5%	10%	5%	9%	2%	6%	11%	8%
Vehicle loading crew is friendly (13)	86%	6%	5%	9%	2%	5%	11%	8%	0%	1%	5%	10%	13%
Dock-side holding areas fully utilized (26)	80%	6%	6%	7%	9%	6%	13%	6%	0%	0%	3%	6%	10%
Terminal bathrooms are clean (4)	94%	6%	5%	5%	17%	6%	6%	0%	0%	3%	4%	15%	0%
Vehicle unloading procedures efficient (18)	93%	6%	9%	5%	3%	4%	7%	1%	9%	4%	5%	7%	4%
Vessel crew is helpful (24)	97%	6%	1%	7%	8%	3%	11%	9%	18%	3%	5%	8%	6%
Ferries bathrooms are clean (21)	97%	5%	5%	9%	4%	6%	3%	0%	0%	0%	3%	11%	5%
Terminal staff is helpful (3)	83%	5%	7%	7%	5%	3%	6%	7%	0%	1%	4%	5%	0%
Passenger unloading efficient (9)	91%	5%	4%	3%	1%	4%	3%	5%	0%	0%	15%	2%	0%
Buying tickets easy and quick (11)	95%	4%	5%	3%	8%	4%	10%	2%	0%	5%	2%	6%	2%
Toll booth staff is friendly (10)	90%	4%	5%	5%	1%	7%	5%	3%	0%	0%	2%	8%	7%
Unloading crews provide clear direction (19)	93%	4%	4%	4%	3%	4%	7%	3%	9%	4%	4%	6%	6%
Vessels are well maintained (22)	95%	4%	5%	9%	1%	2%	4%	5%	0%	1%	1%	12%	11%
Terminals are clean (1)	91%	3%	2%	4%	0%	3%	4%	4%	0%	0%	4%	7%	2%
Unloading crew is friendly (17)	87%	3%	3%	4%	1%	3%	4%	1%	0%	3%	3%	5%	1%
Passenger seating areas are clean (20)	91%	3%	3%	4%	1%	2%	3%	6%	0%	0%	1%	7%	4%

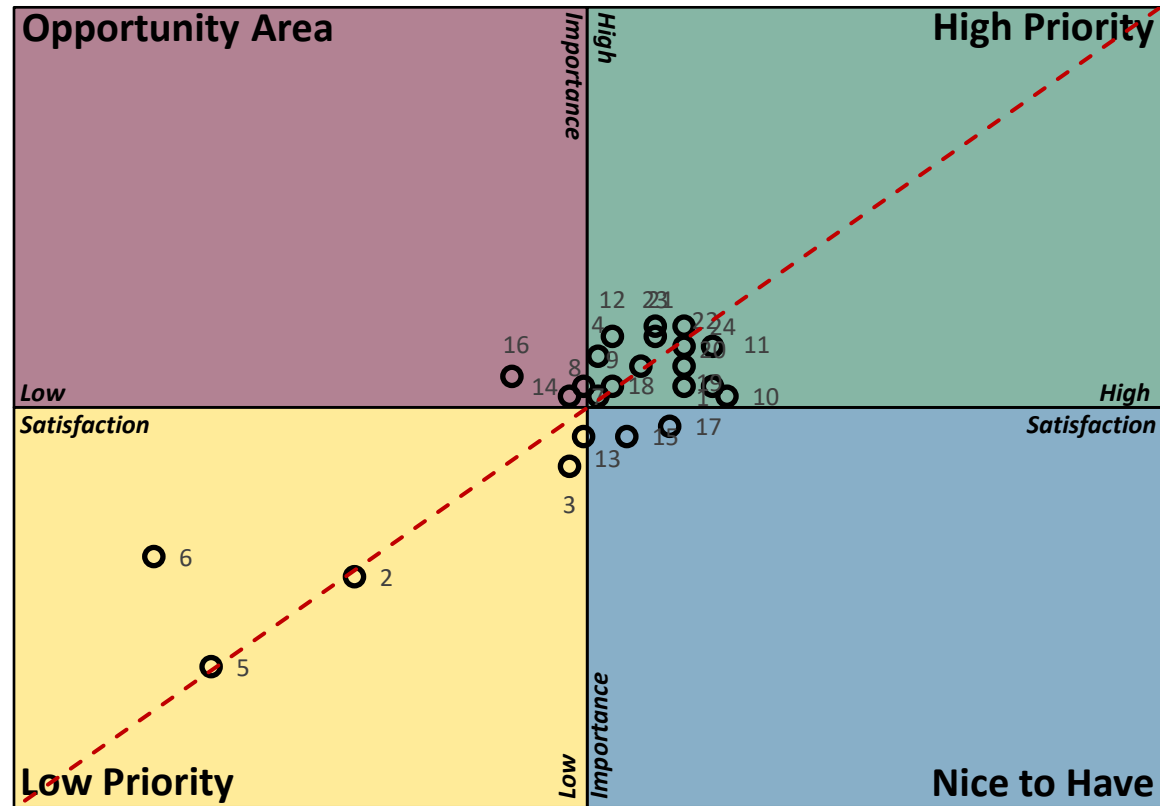
Gap Analysis: Overall - 2021



2021 Opportunity Areas: Clear loading crew directions (16) continues to be a key opportunity area in 2021, as are efficient loading procedures (14), and efficient passenger loading (8). While of lower priority to riders, the amount of parking near terminals (6) is also underperforming.

	Attribute Key
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading / unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=932-3,266)



On Time Departures and Arrivals



Departure dissatisfaction is highest for the San Juan Inter-Island (57%) and Anacortes / San Juan Islands (60%) routes. Compared to winter 2019, on-time departure dissatisfaction increased on these two routes. On the other hand, a number of routes showed notable improvements and decreased rider dissatisfaction.

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		3949	577	190	116	509	238	124	16*	162	731	1206	80
WSF has on-time/dependable departures	Imp. (4-5)	95%	97%	96%	93%	95%	93%	95%	85%	94%	96%	97%	98%
	Sat. (4-5)	64%	55%	72%	62%	84%	38%	60%	44%	82%	78%	20%	20%
	Dissat. (1-2)	17%	24%	12%	13%	5%	31%	20%	36%	3%	5%	60%	57%
2019	Dissat.	22%	28%	24%	29%	10%	50%	35%	75%	3%	5%	26%	48%
Change	Dissat.	-5	-4	-12	-16	-5	-19	-15	-39	0	0	+34	+9

Arrival dissatisfaction is highest for San Juan Inter-Island (51%) and Anacortes / San Juan Islands (58%) routes. On-time departure dissatisfaction increased on these two routes. It also increased modestly on the Seattle / Bremerton route. Several routes showed notable improvements and decreased rider dissatisfaction compared to 2019.

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		3949	577	190	116	509	238	124	16*	162	731	1206	80
WSF has on-time/dependable arrivals	Imp. (4-5)	93%	97%	95%	88%	94%	85%	96%	78%	94%	93%	97%	93%
	Sat. (4-5)	66%	55%	75%	64%	86%	46%	63%	44%	87%	80%	20%	20%
	Dissat. (1-2)	16%	22%	10%	11%	4%	28%	19%	36%	2%	4%	58%	51%
2019	Dissat.	18%	25%	7%	28%	7%	46%	33%	65%	3%	4%	25%	40%
Change	Dissat.	-2	-3	+3	-17	-3	-18	-14	-29	-1	0	+33	+11

**Among those routes that have a substantial number of respondents. *Caution: small sample size.

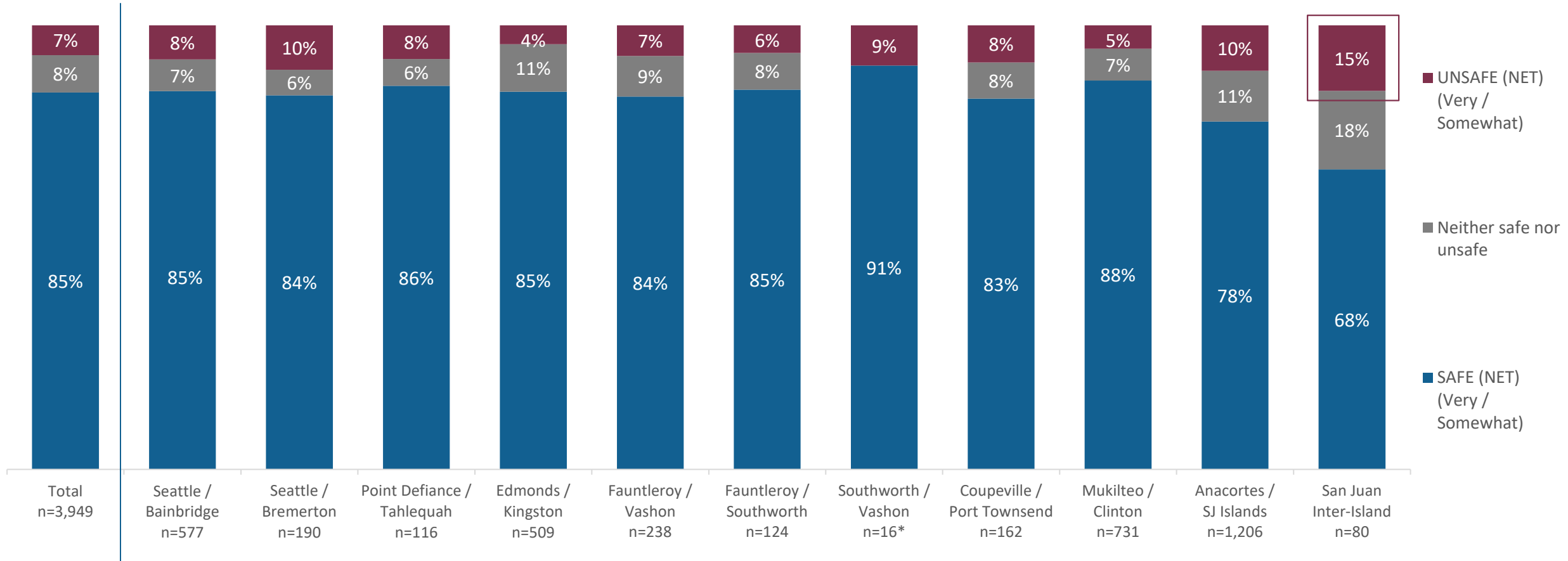


COVID Safety

Feelings of Health and Safety During the COVID-19 Pandemic – By Route



In total, 85% of riders feel safe riding WSF during the COVID-19 pandemic. That said, nearly one in seven (15%) San-Juan Inter-Island riders feel unsafe.



*Caution: small sample size.
 **New question added for 2021

Q125. Thinking about riding the Washington State Ferries during the COVID-19 pandemic, overall, how would you rate your feelings of health and safety while riding the ferry?



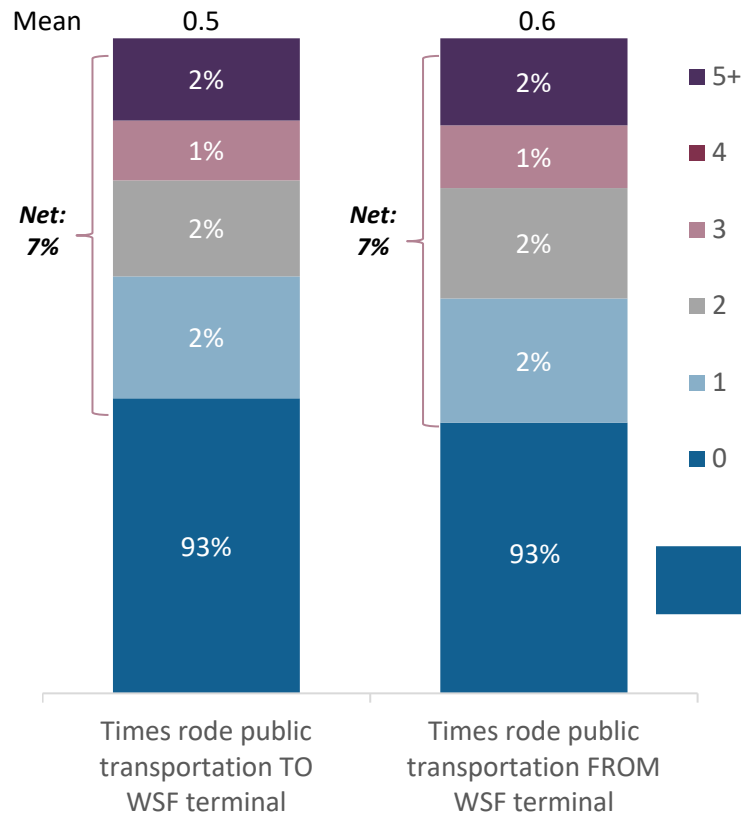
Getting Walk-On Riders Back & Ferry Capital Surcharge

Public Transit Usage

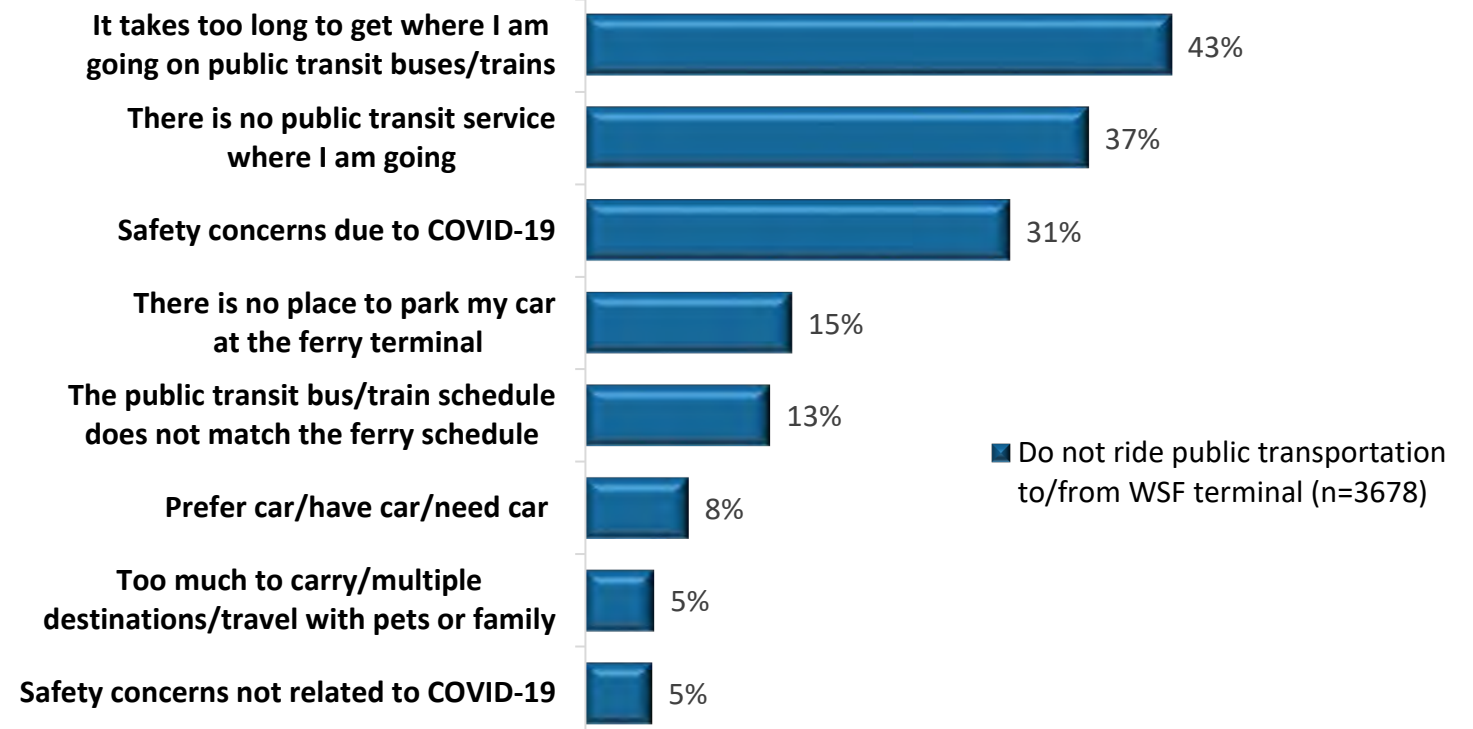


One in thirteen riders (7%) rode public transportation either to or from the WSF terminal. The primary reason for not riding public transit is that it takes too long (43%), followed by lack of service to/from their point of origin or destination (37%), and safety concerns due to COVID-19 (31%).

Riding Public Transportation To/From WSF Terminal



Reasons for Not Riding Public Transportation To/From WSF Terminal (5% or greater mentions shown)



Q135A. How many times would you estimate you rode public transit TO or FROM a WSF terminal in the past three months (January-March 2021)?

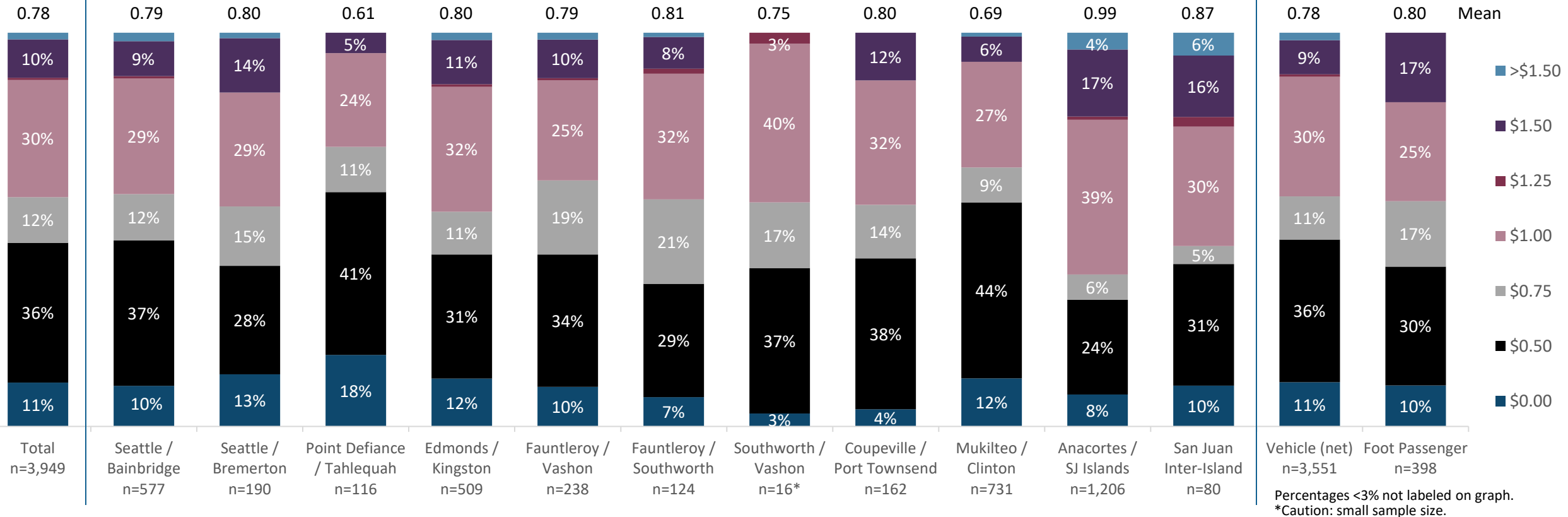
Q135A1. (ASKED OF THOSE NOT USING PUBLIC TRANSIT) Which of the following are reasons why **you do not** ride public transit either TO or FROM a WSF terminal?

Attitudes Towards the Ferry Capital Surcharge



Riders, on average, said they would be willing to pay an **additional \$0.28** (a total of \$0.78), provided the funds continue to be dedicated to new ferries. Riders on the Pt. Defiance / Tahlequah route are willing to pay the least (\$0.11 more than currently for a total of \$0.61) and riders on the San Juan routes the most. There is no difference in willingness to pay between those who drove on versus those who walked on.

Willing to Pay Per Ticket if Dedicated to New Ferries

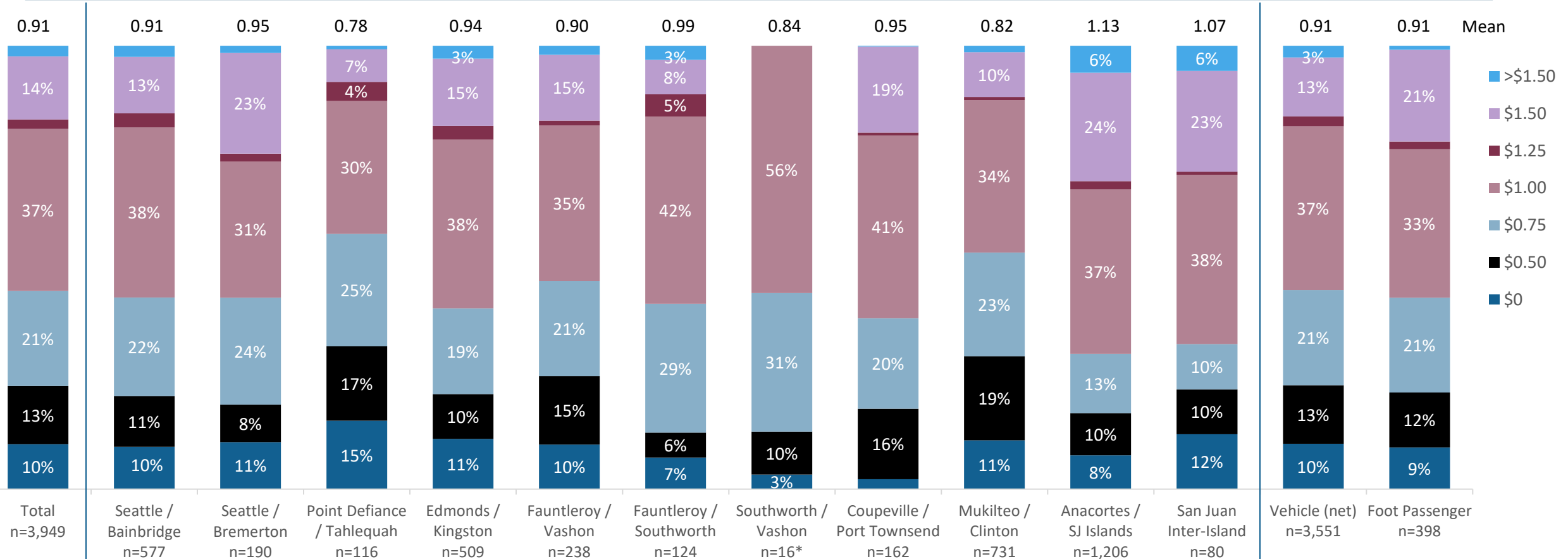


Q117. Currently a surcharge of \$0.50 per ticket is dedicated to help fund new ferries. How much would you be willing to pay, provided this funding continues to be dedicated to new ferries?

Attitudes Towards the Ferry Capital Surcharge



Given further information on the cost of a new ferry, riders, on average, said they would be willing to pay up to \$0.41 more (a total of \$0.91), up from the pre-description willingness to pay \$0.28 more (\$0.78 total). The most common response was a willingness to have the surcharge doubled – from the current \$0.50 to \$1.00 per ticket. More than half (55%) support a total surcharge of \$1.00 or more.



Q118. At \$0.50 per ticket the surcharge raises about \$6 ½ million to \$7 ½ million per year. The cost of a new 144-car ferry costs about \$150 million. Knowing this, would you support the surcharge of \$0.50 per ticket being increased if it continues to be dedicated to new ferries?

Q119. (ASKED OF THOSE WHO DO OR WHO MIGHT SUPPORT AN INCREASE. Those who do not support an increase at all were coded at "\$0.50" or \$0.00 depending on Q117 response.) Up to what amount could you support the surcharge being increased to? (THOSE RESPONDING MORE THAN \$5.00 CODED AS \$5.00 FOR MEAN. MEDIAN = \$1.00)

Percentages <3% not labeled on graph.

*Caution: small sample size.



Areas of focus should be on both current needs and how those needs will change as the pandemic eases and “return to office” progresses:

Summary:

- Riders are experiencing WSF differently. While further change is certain, how much things revert back to, “what it was before” is unknown.
- What continues to be important includes: adequate parking to encourage public transit usage and walk-on passenger utility, crew friendliness and helpfulness, and unloading instructions (clarity and perceived friendliness).
- Riders are accepting of a doubling of the capital surcharge (to \$1.00 from the current \$0.50), as long as they are informed about how that money will be used.

What’s Next:

- How will the changes in ridership patterns continue to evolve?
- How can WSF/WSDOT support riders as they return to pre-pandemic commuting patterns?
- Planned fare elasticity study in fall 2021.
- Questions?



THANK YOU!

For More Information Contact:

Reema Griffith, WSTC Executive Director

Bill Young, Survey Program Advisor

Chelsea Benning, Survey Program Project Manager

919.478.4773