

Ferry Riders Opinion Group (FROG) Survey Results

Washington State Ferries

John Vezina, Director of Planning, Customer Service, and Government Relations
Washington State Transportation Commission Meeting
July 19, 2022

Agenda

- FROG Survey Results Overview
- Service Restoration Plan
- Workforce Development



FROG Survey Results Overview

- Overall satisfaction with the service provided by WSF decreased significantly in 2022
- Overall winter 2022 satisfaction at 39% is significantly lower than ratings for 2021, with 54% expressing at least some dissatisfaction with their experience overall
- The top key driver of overall satisfaction is WSF's lack of on-time/dependable departures
 - The level of dissatisfaction correlates with reductions in sailings
- In October 2021 WSF started operating a temporary Alternative Service Plan to provide customers with more predictable and reliable travel in the face of severe crew shortages
- In March 2022 WSF released our Service Restoration Plan outlining our plan to return to pre-pandemic levels of service

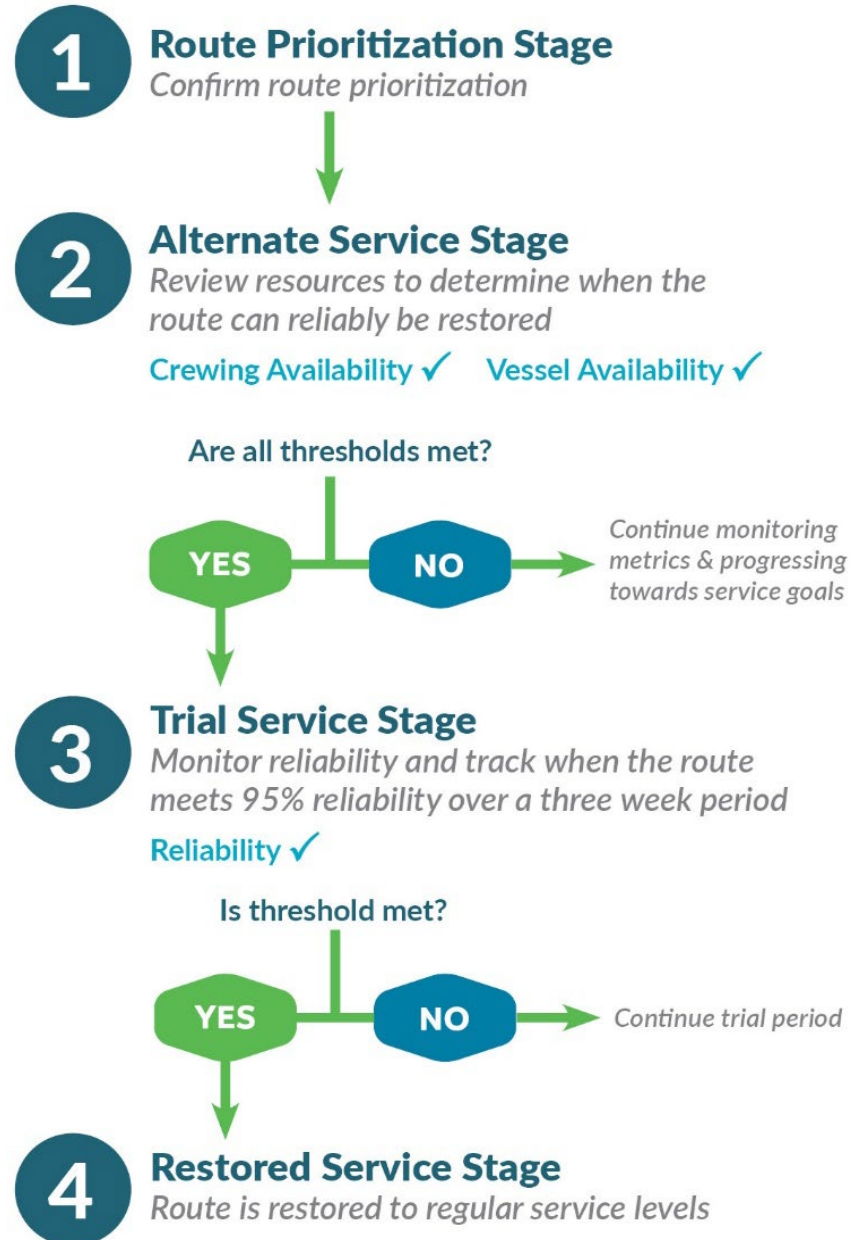
Service Restoration

Return to pre-pandemic service dependent on:

- ✓ The trajectory of the pandemic and ongoing impacts of COVID-19 on the workforce.
- ✓ Ridership levels and accommodating the seasonal increase in summer peak season ridership.
- ✓ The ability of WSF to recruit, hire and train new employees to fill key positions.
- ✓ The rate of retirements and other separations that contribute to overall staffing levels.
- ✓ Lack of vessels due to unanticipated breakdowns and an aging fleet.



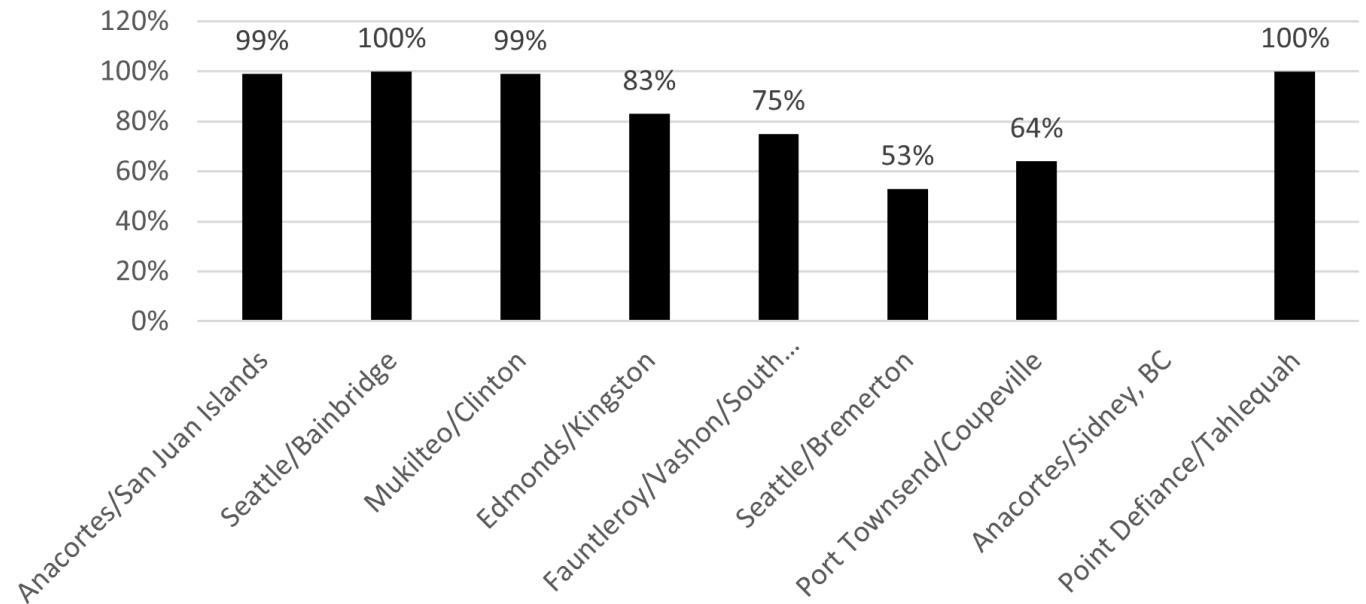
Service Restoration Process



Service Restoration Progress

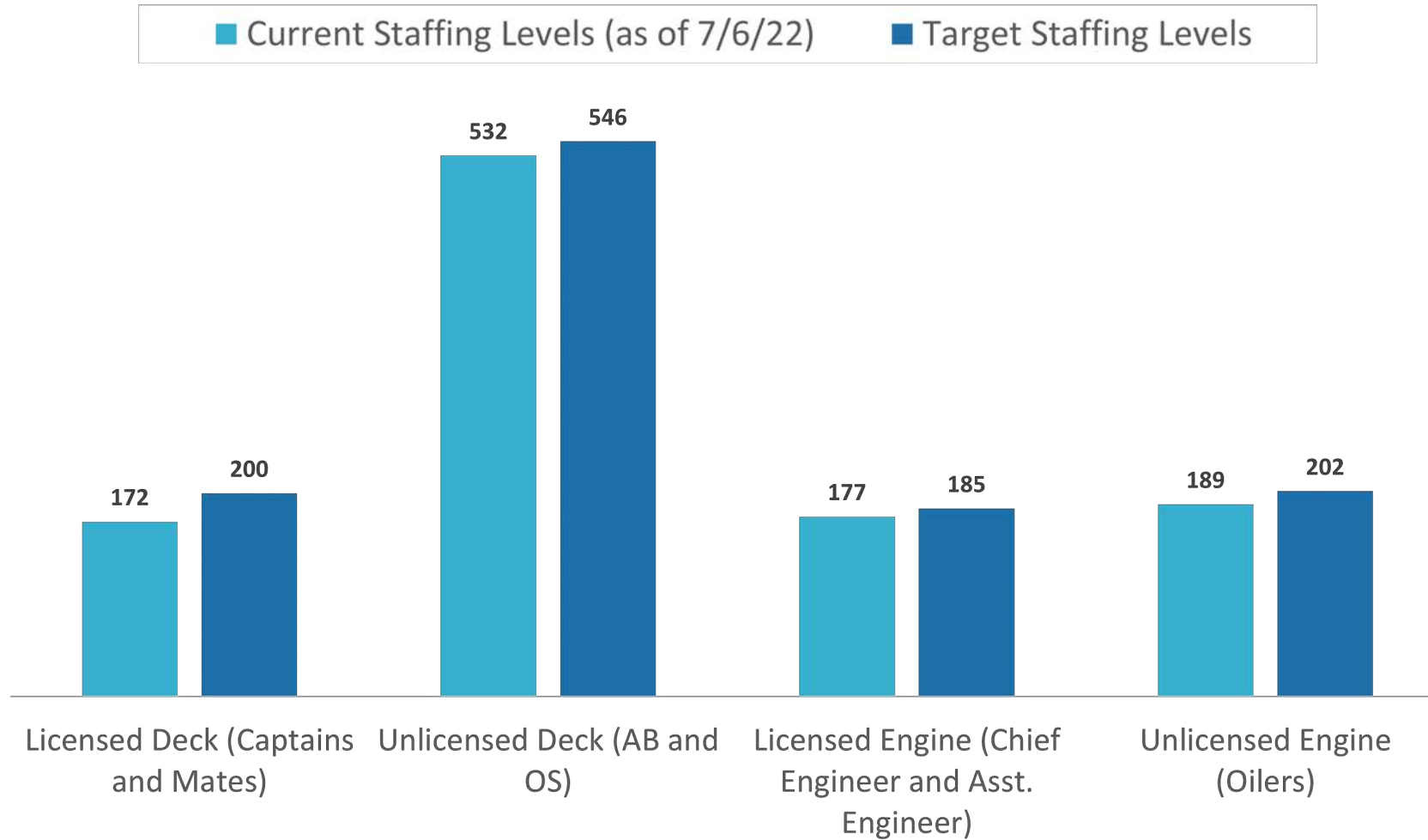
Route	Restoration Stage
ANACORTES/ SAN JUAN ISLANDS	4 Regular Service
SEATTLE/ BAINBRIDGE	4 Regular Service
MUKILTEO/CLINTON	4 Regular Service
EDMONDS/KINGSTON	2 Alternate Service
FAUNTLEROY/ VASHON/ SOUTHWORTH	2 Alternate Service
SEATTLE/ BREMERTON	2 Alternate Service
PORT TOWNSEND/ COUPEVILLE	2 Alternate Service
ANACORTES/ SIDNEY, B.C.	No Service
POINT DEFIANCE/ TAHLEQUAH	Regular Service

Service Reliability for June 20 - July 3, 2022

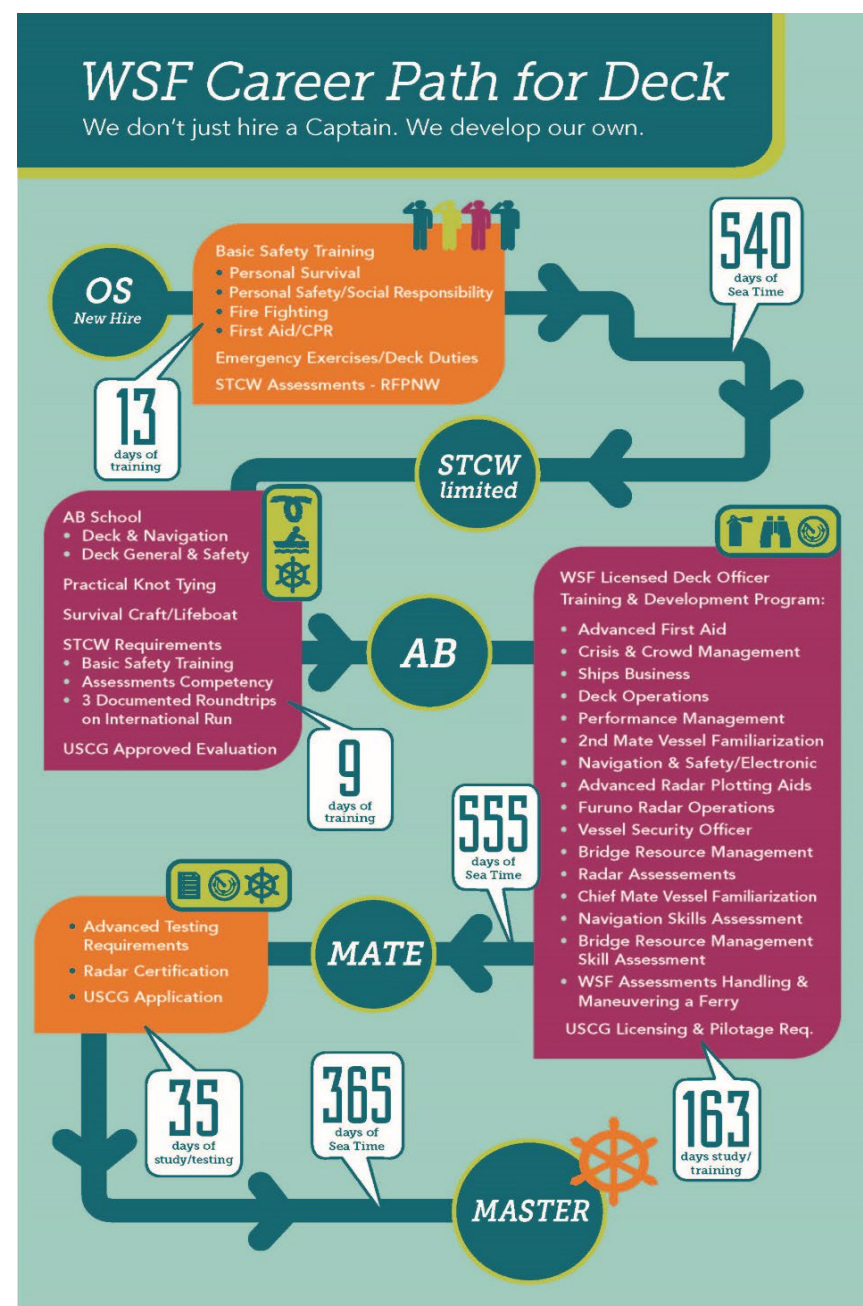
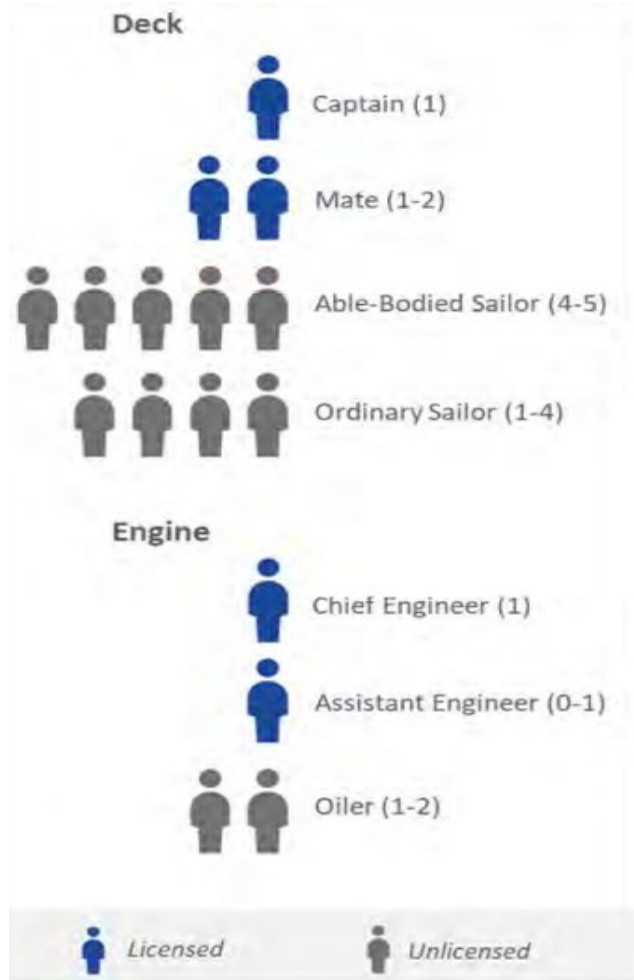


Target Staffing Levels

Washington State Ferries: Staffing Needs



Workforce Development



Questions?

For additional information, please contact:

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