



Washington State Transportation Commission

Ferry Riders' Opinion Group

2024 Winter 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 presentation reviews 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.

In addition to measuring key performance indicators; the research included several questions around the impact of WSF service constraints and how this has affected ferry riders' behaviors.



- ▶ 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.
- ▶ In addition, 544 interviews were completed with FROG panelists who did not ride WSF in January-March 2024.
- ▶ 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.



Ridership Route, Mode, & Trip Purpose – Changes Year over Year



RIDERSHIP

With one exception, route ridden proportions are similar to those seen pre-pandemic.

Route:

Ridership was greatest on the Seattle/Bainbridge route, with 37% having ridden the route in winter 2024. This is consistent with previous years and brings it to levels comparable to 2019 when it was 39% of total.
The percentage of panelists riding Seattle/Bremerton continued to decline compared to previous years – down two-points in winter 2024 to 8%, significantly lower than its 2019 level of 18%. Other routes are on par with 2019 levels.

Purpose:

Visiting family and friends (23%) and medical appointments (21%) remain the most common purpose for the most recent trip taken. The proportion of trips for medical appointments remains well above pre-pandemic levels. Trips for personal business (17%) saw a significant rise this winter period (+6%).
Work commuting is still well below levels seen in 2019 (11% in 2024 v. 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%), and still significantly higher than 2019 (69%).
Walk on ridership (18%) continues to rebound compared to 2021; however, remains significantly lower than 2019 (25%).

Ticket Type:

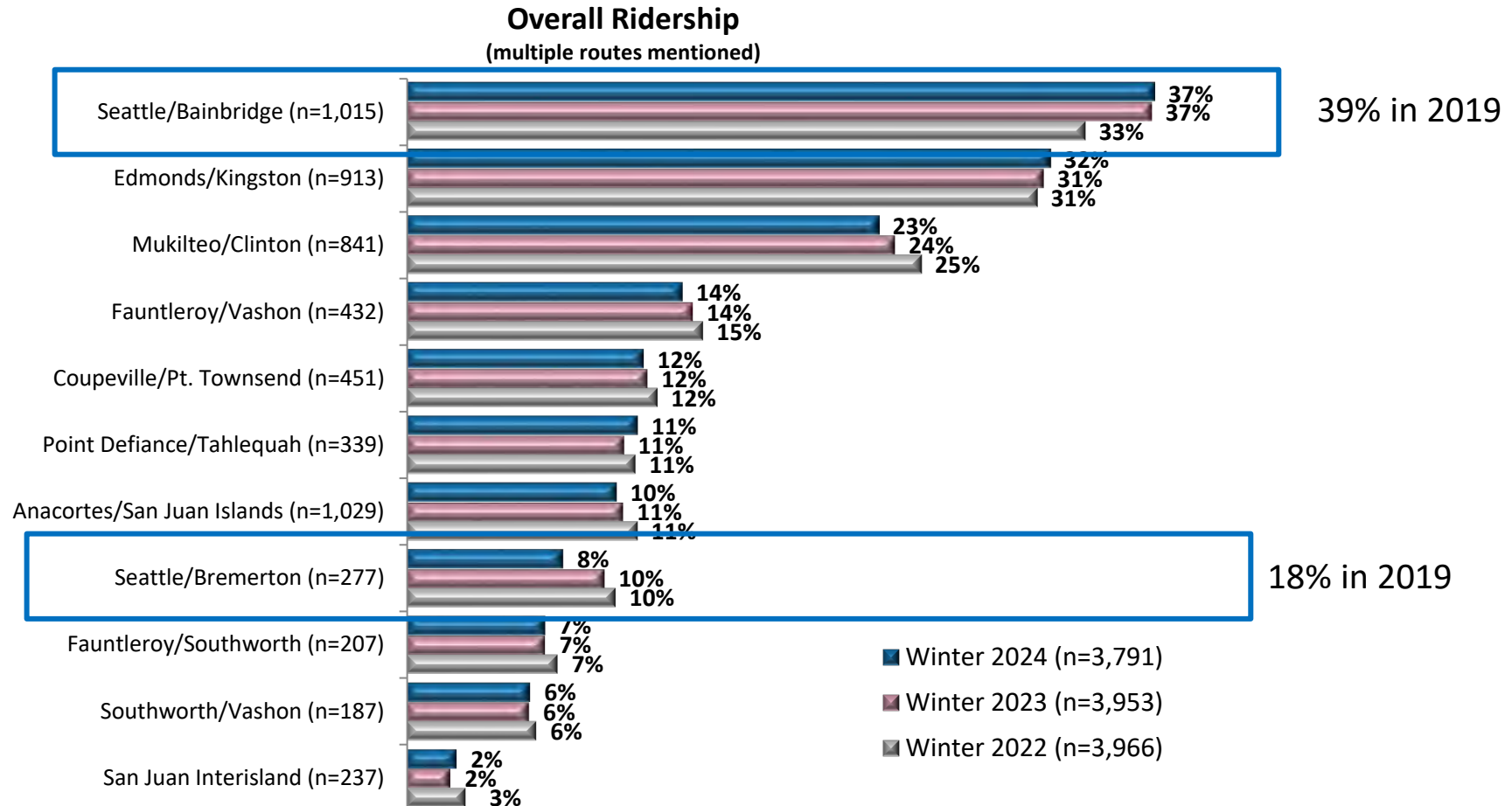
Winter 2024 shows a continuing decline in those traveling on a single ride ticket and an offsetting increase in those traveling on a multi-ride ticket. Winter 2024 continues a pattern of a higher proportion of riders using a senior/disabled ticket.
Two fifths (40%) of multi-ride ticket users say they 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.

Ridership



The Seattle/Bainbridge route maintained its top position holding at a high of 37%, bringing it to levels comparable to 2019 when it was at 39% of total.

The Seattle/Bremerton route continued 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 2019 levels.

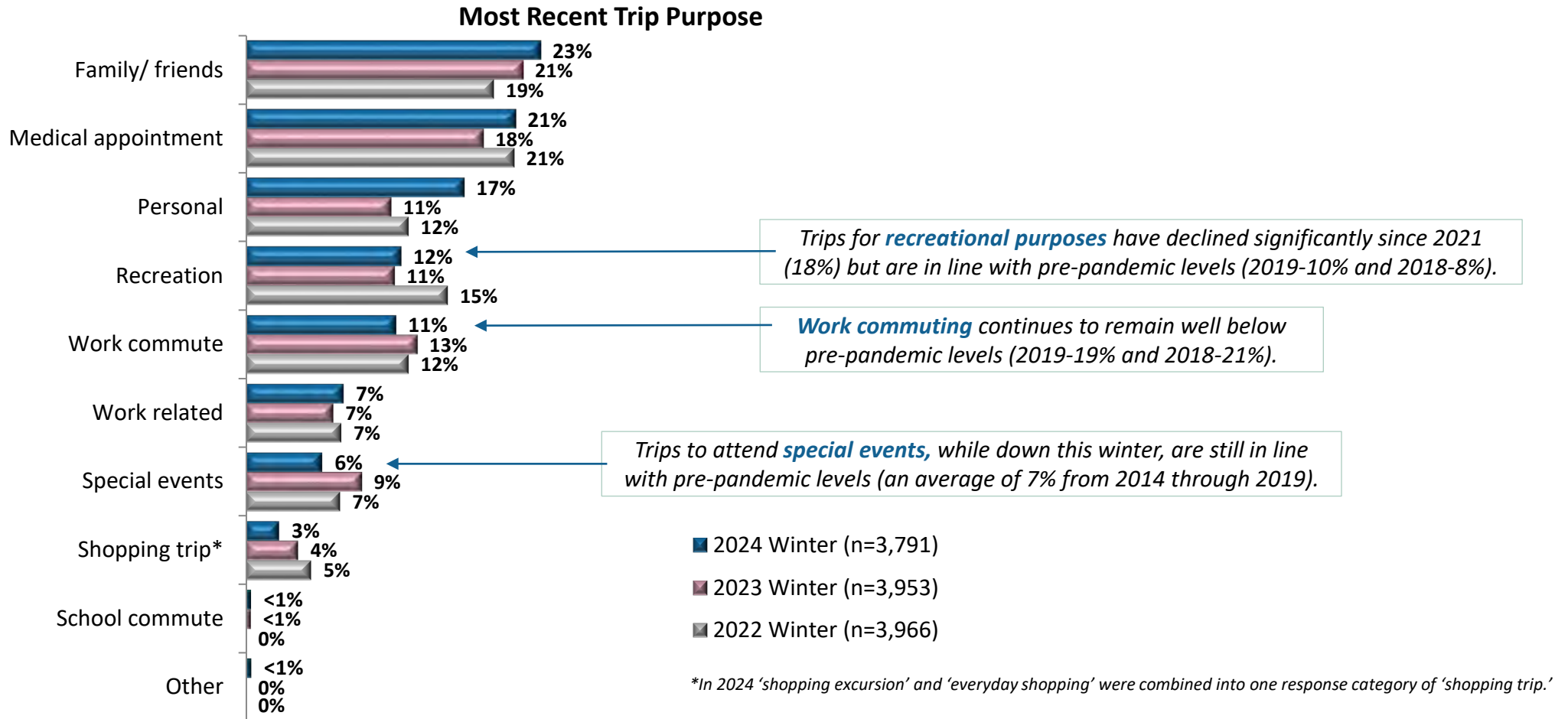


Q2. Which of the following route(s) have you ridden for any purpose January through March 2024? [CHECK ALL THAT APPLY]

Most Recent Trip – Purpose



While visiting family/friends (23%) 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. The proportion of trips for visiting family/friends has risen over time (up from 16% in 2015). The proportion of trips for medical appointments remains well above pre-pandemic levels (2019-15% and 2018-14%). Other shifts are noted below.



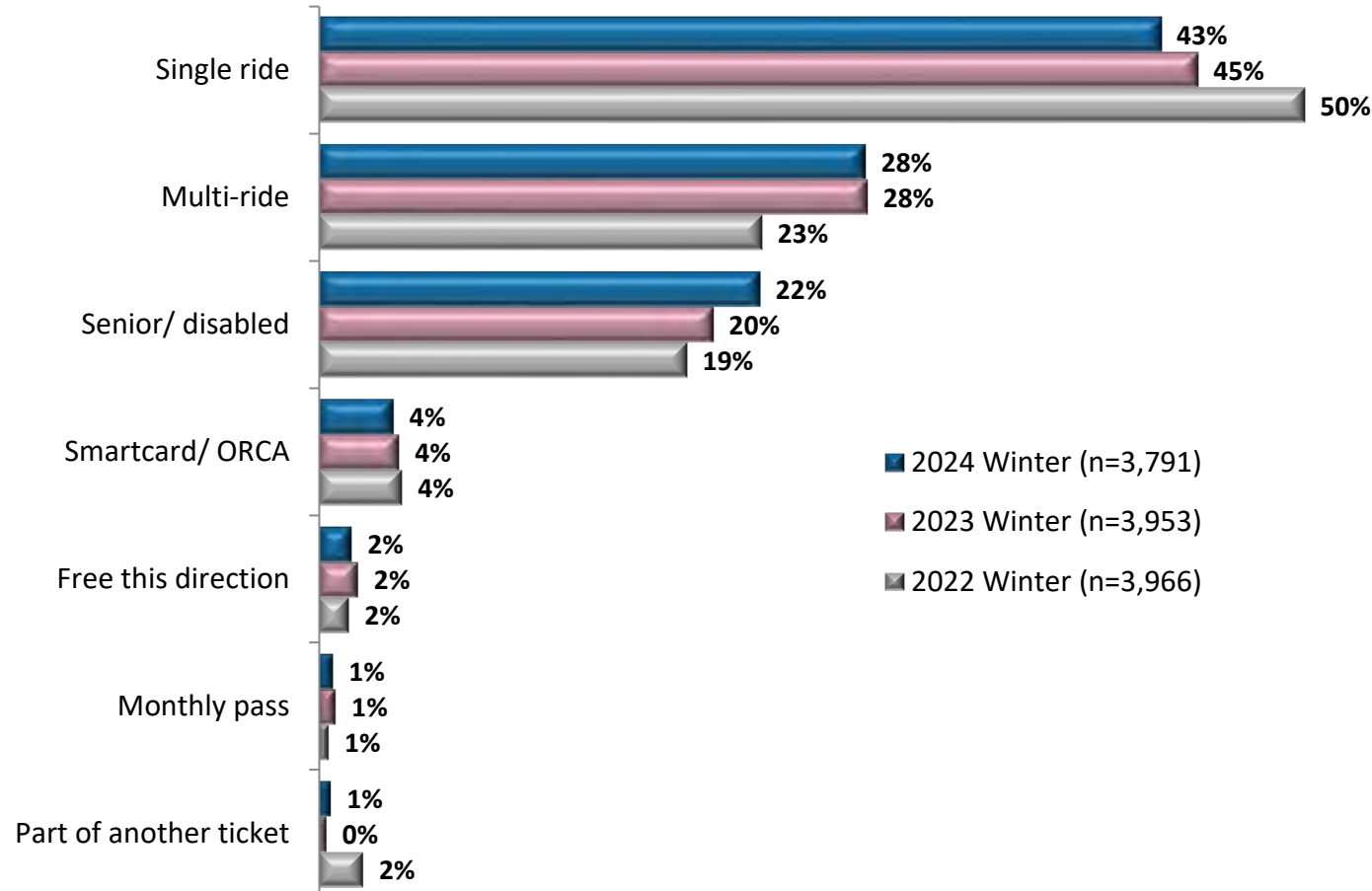
Q15. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, which of the following was the PRIMARY PURPOSE for that specific trip?

Most Recent Trip – 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.

Most Recent Trip Ticket Type



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

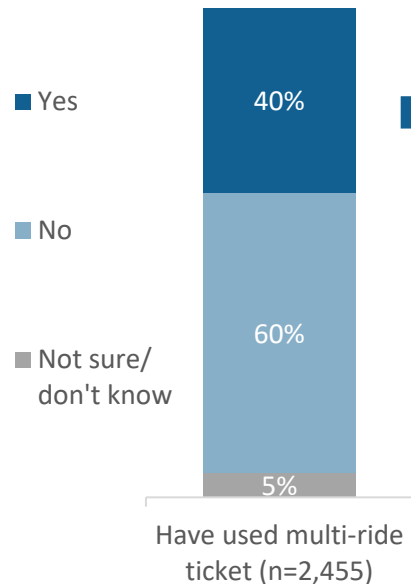
Multi-Ride Frequent Rider Ticket Usage



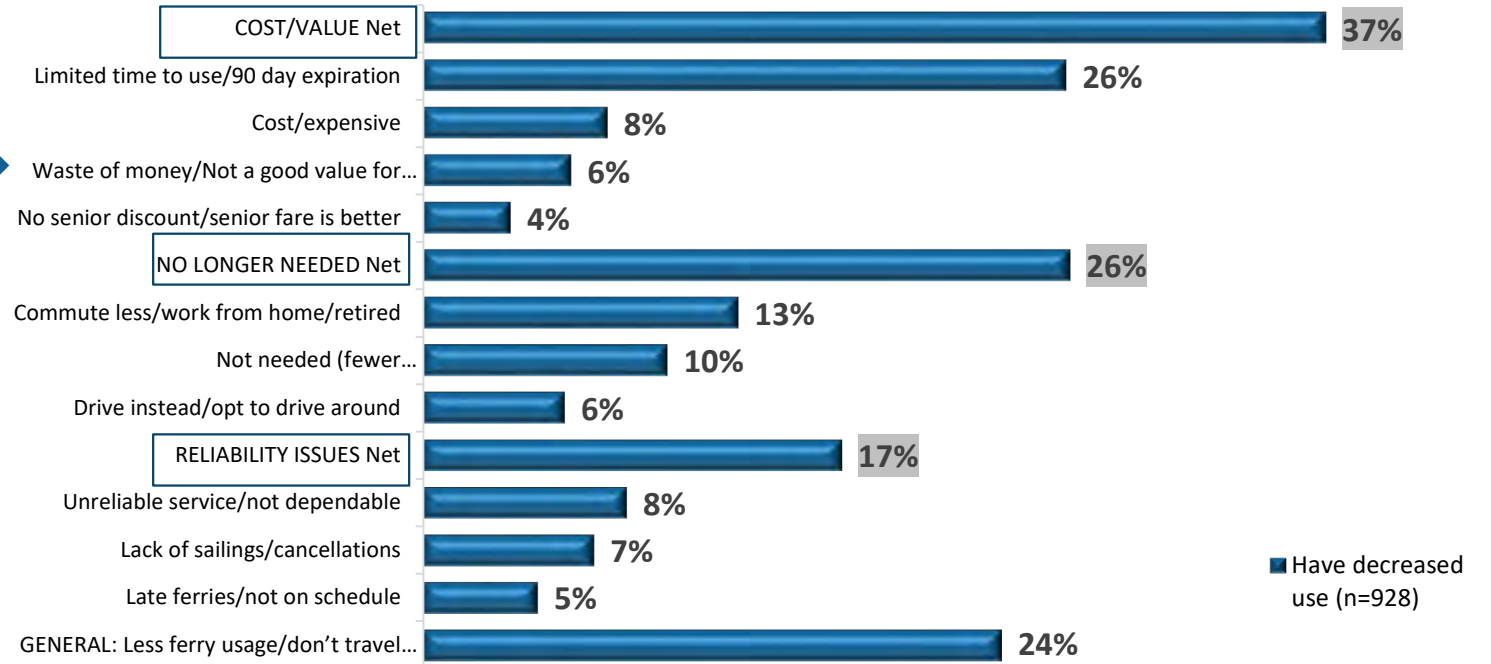
Two fifths (40%) of multi-ride ticket users say they have decreased their use of multi-ride tickets compared to a year ago.

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.

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)



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.



Overall Satisfaction and Value



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

Overall Satisfaction:

Overall satisfaction ('extremely satisfied' plus 'somewhat satisfied') was 54% in winter 2024, down from 58% in 2023, but significantly higher than 39% in 2022. Just over a third (36%) of respondents were *dissatisfied* overall. That is in line with 2023 and an 18-point improvement from 2022 where 54% were dissatisfied).

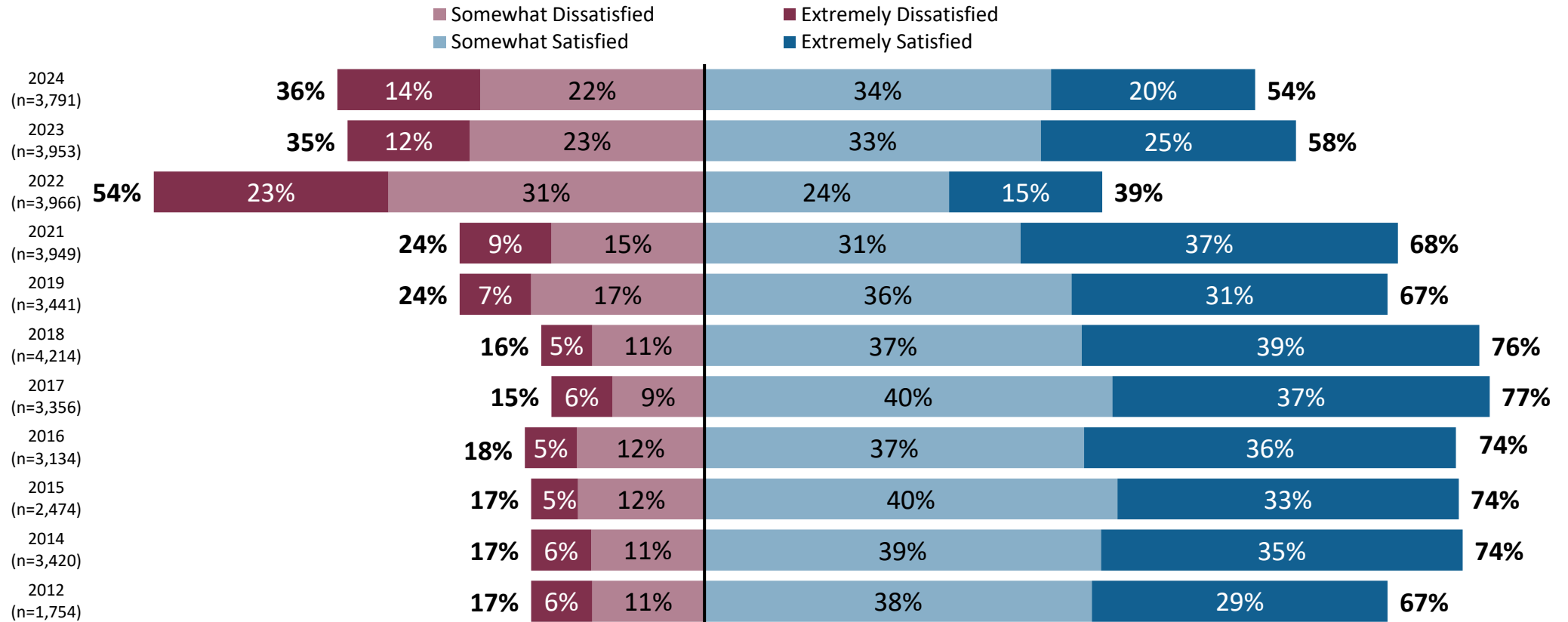
Value of WSF:

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.

Overall Satisfaction



Overall satisfaction in winter 2024 was 54%, which 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.

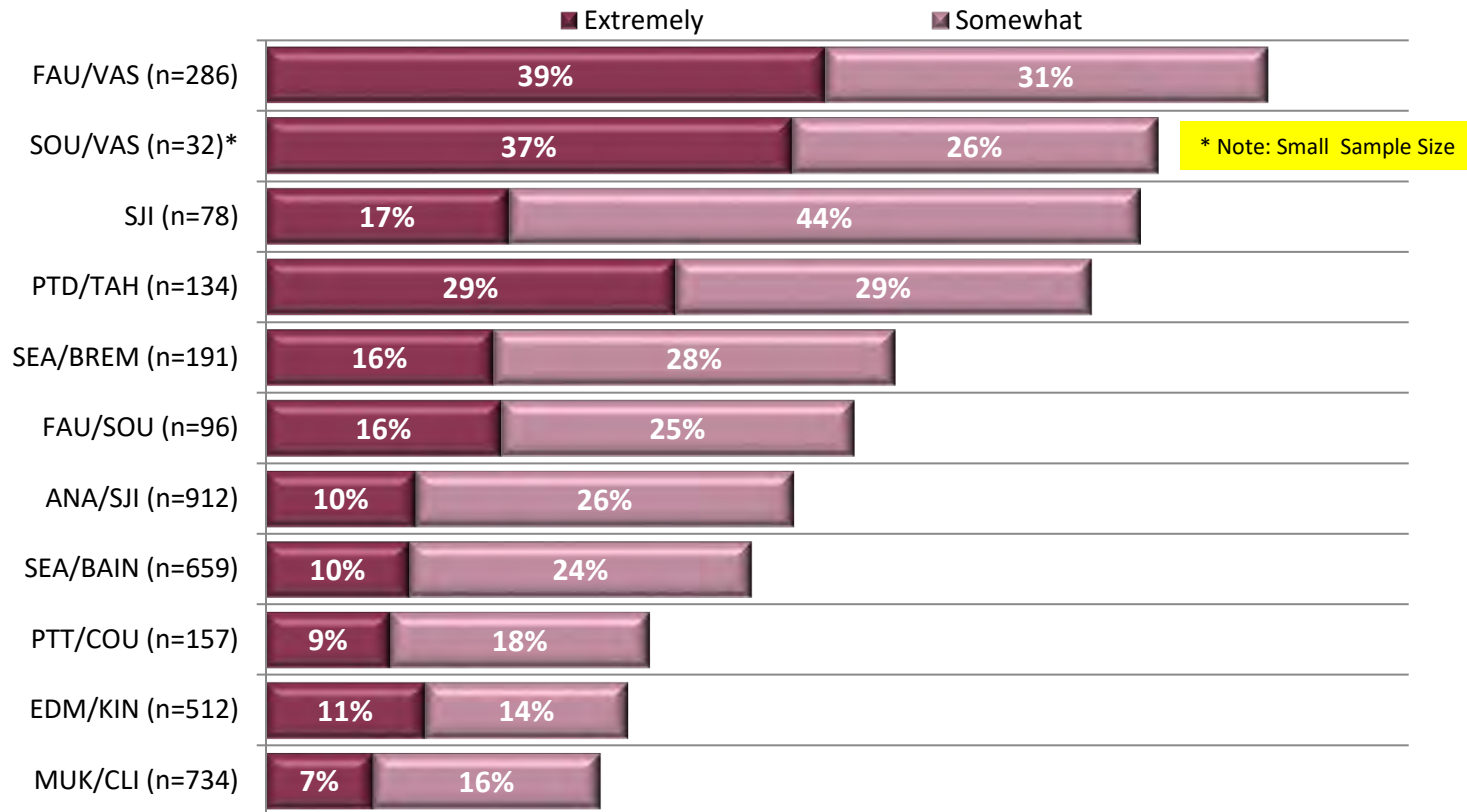
Q1. For this survey, we are interested in your experiences and opinions of Washington State Ferries during January through March 2024 only. All things considered, how satisfied are you with the service provided by Washington State Ferries from January through March 2024?

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

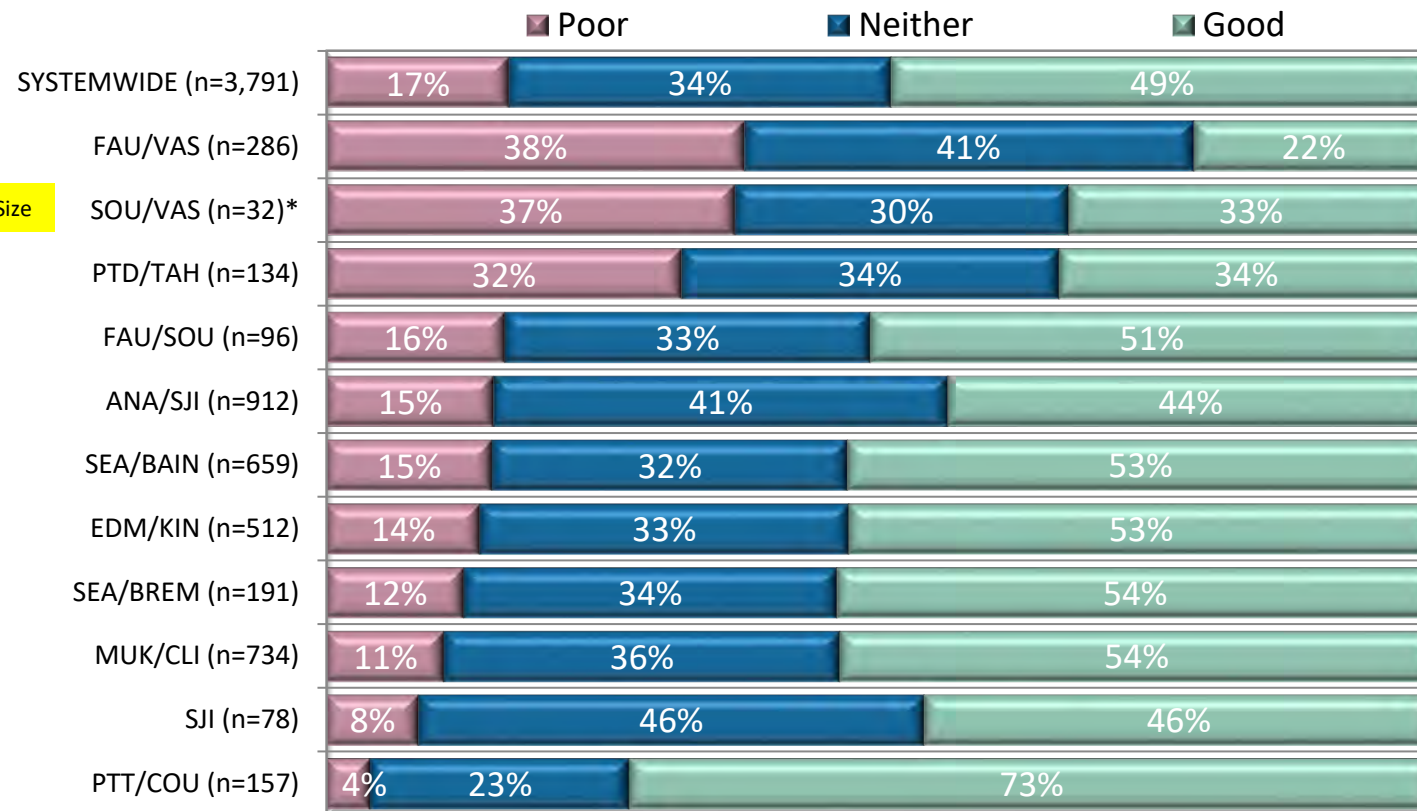


Systemwide, around half (49%) of riders say that WSF is a good value, generally in line with 2023 (52%) and 2022 (50%). In comparison, 17% rate WSF a poor value, up from 13% in 2023 and in line with 17% in 2022. Perceived “poor value” increased on eight of the eleven routes, with Point Defiance/Tahlequah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



Performance Ratings



**ONTIME AND
DEPENDABLE
DEPARTURES AND
ARRIVALS**

On-time/dependable departures and arrivals continue to be the areas of highest dissatisfaction, and *dissatisfaction in this area 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).
- Statistical modeling (regression) demonstrates that the number one key driver of satisfaction is on-time and dependable departures.

**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).

**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.

On Time Departures

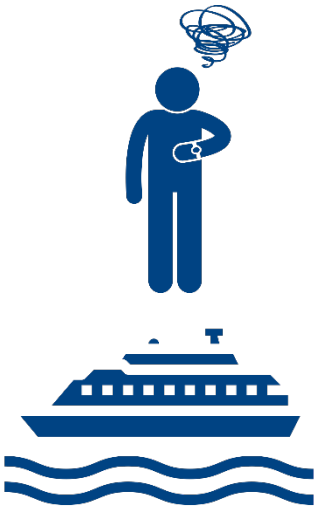


Winter 2024 saw an increase in dissatisfaction with on-time departure, with a six-point rise in dissatisfaction overall, and well over a twenty-point increase for the Fautleroy/Southworth (53%), Southworth/Vashon* (77%), and Point Defiance/Tahlequah (55%) routes, increases (+29%, +24%, and +22%, respectively). 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

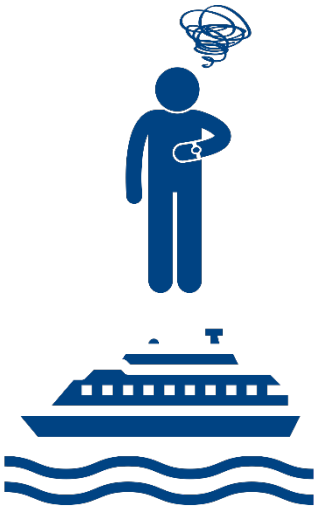


Winter 2024 also saw an increase in on-time arrival dissatisfaction on most routes, with the Fauntleroy/Southworth (47%), Point Defiance/Tahlequah (52%), and Fauntleroy/Vashon (78%) routes seeing the largest increases (+26%, +21%, and +17%, respectively). Again, improvements were seen on the SJ Inter-island 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%

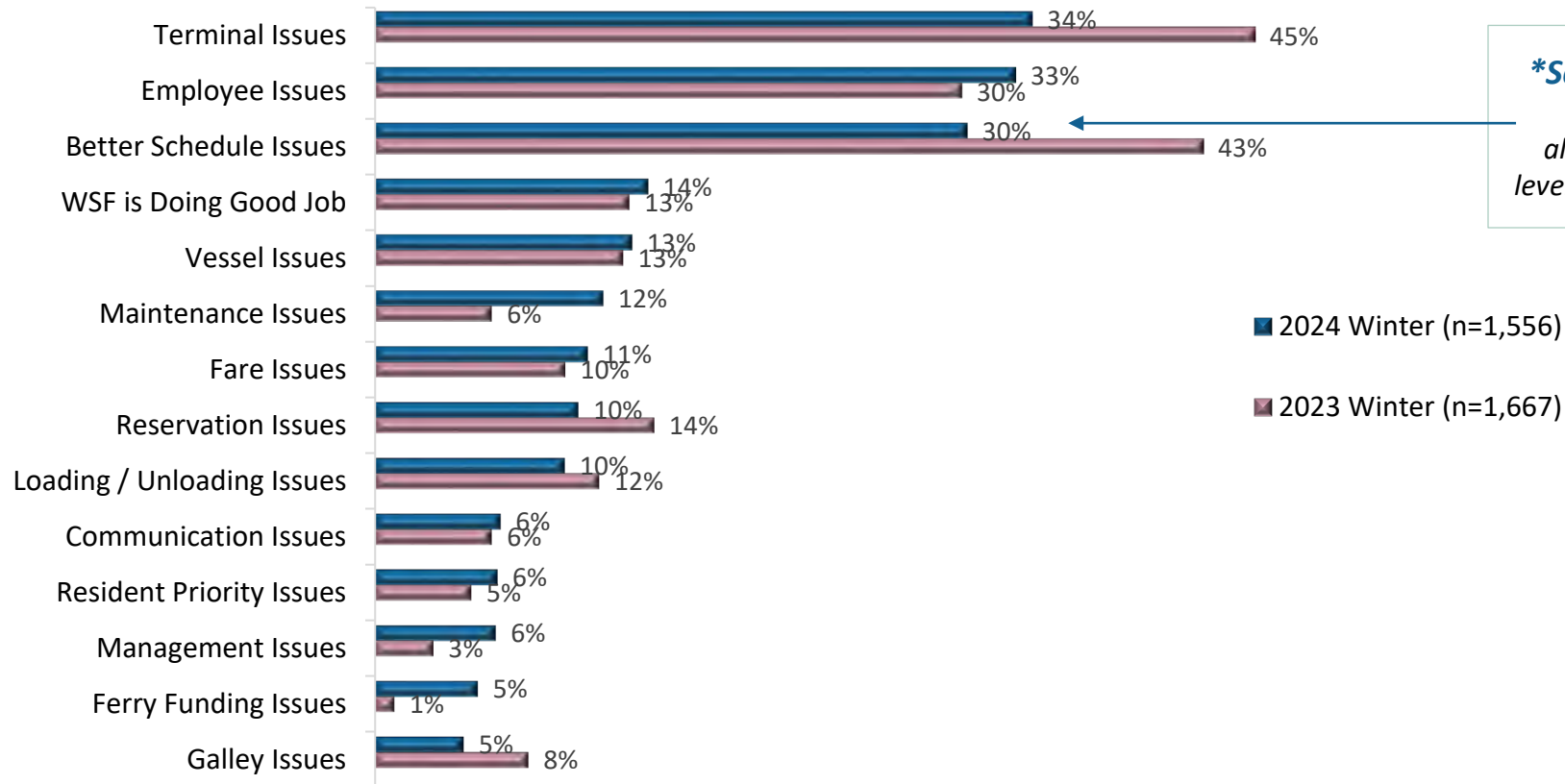
*Caution small sample size.

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.

Additional Thoughts Regarding the Ferry System



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



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



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:

- **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.

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 (walk-on riders)	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 (walk-on riders)	32%	26%	+6%	32%
Bike loading crew provide clear directions	17%	11%	+6%	12%



Impact of Service Constraints

Impact of Service Constraints



Questions Asked:

- Quantify extent to which riders are riding less (or not at all) due to the service constraints.
- Discover what type of trips are not being taken.
- Explore other impacts to service constraints
- Assess riders' preferences for certainty vs. maximizing frequency.

Objectives:

- Quantify and measure actual impact (vs. relying on antecedental information).
- Acknowledge impacts and provide a formalized way for riders to provide input (purpose of FROG program).

How Will Data Be Used:

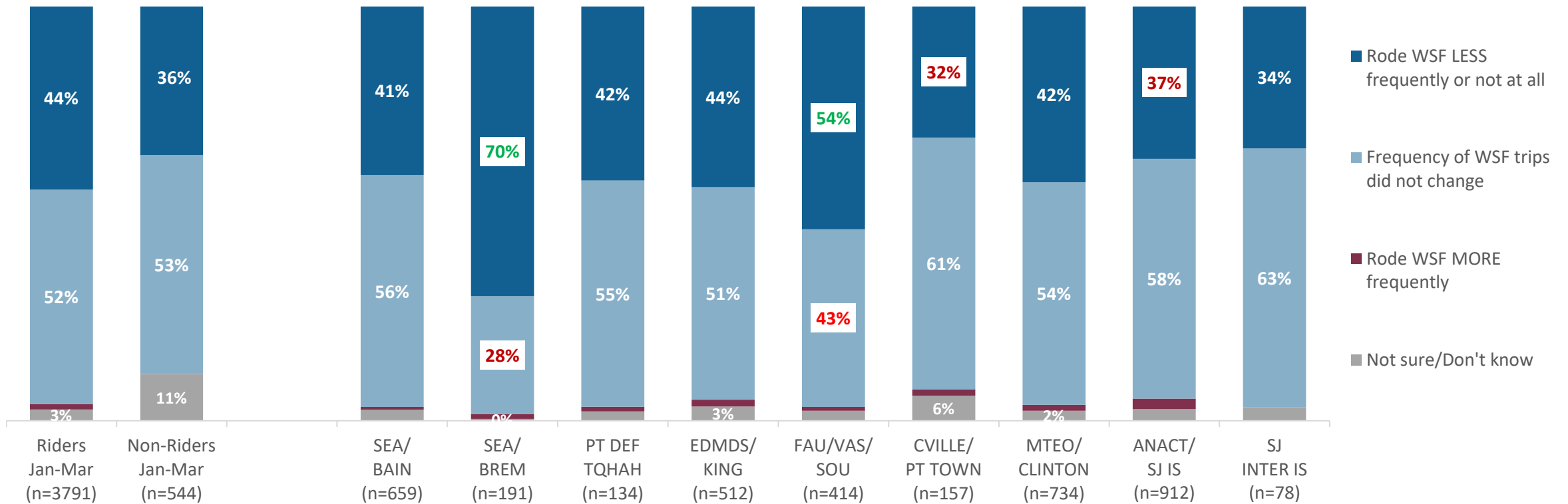
- Inform ongoing communication efforts.

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.

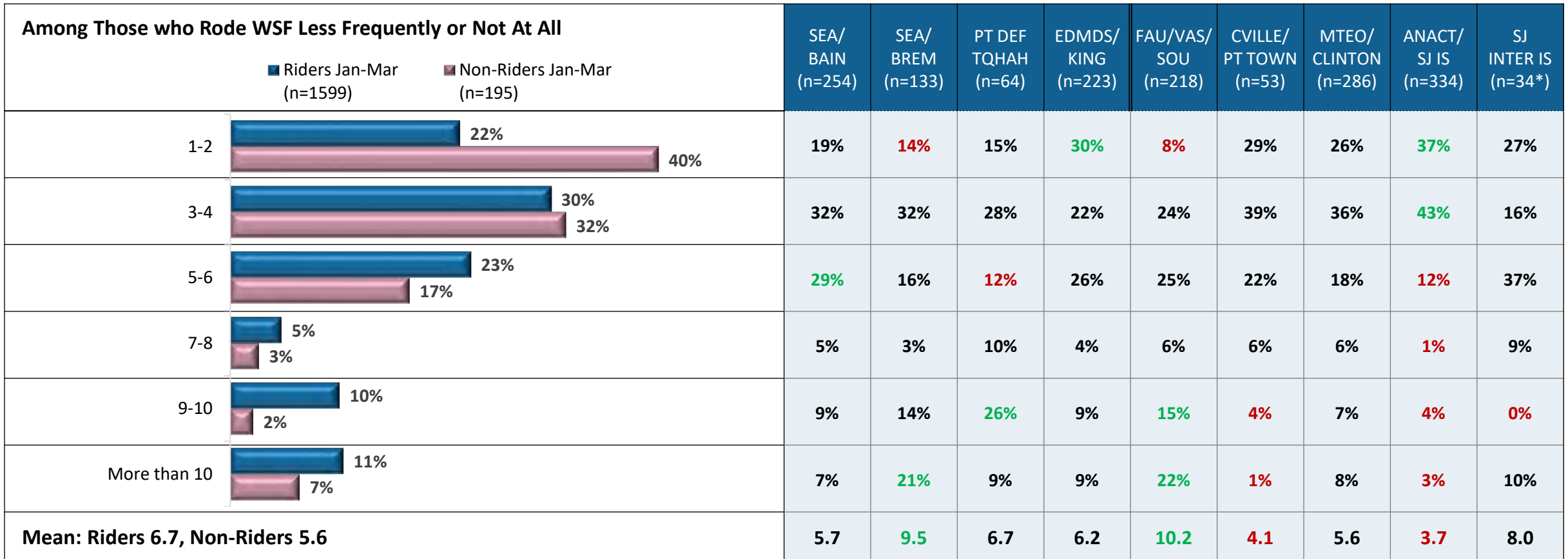
Note: Question added in 2024.

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.*

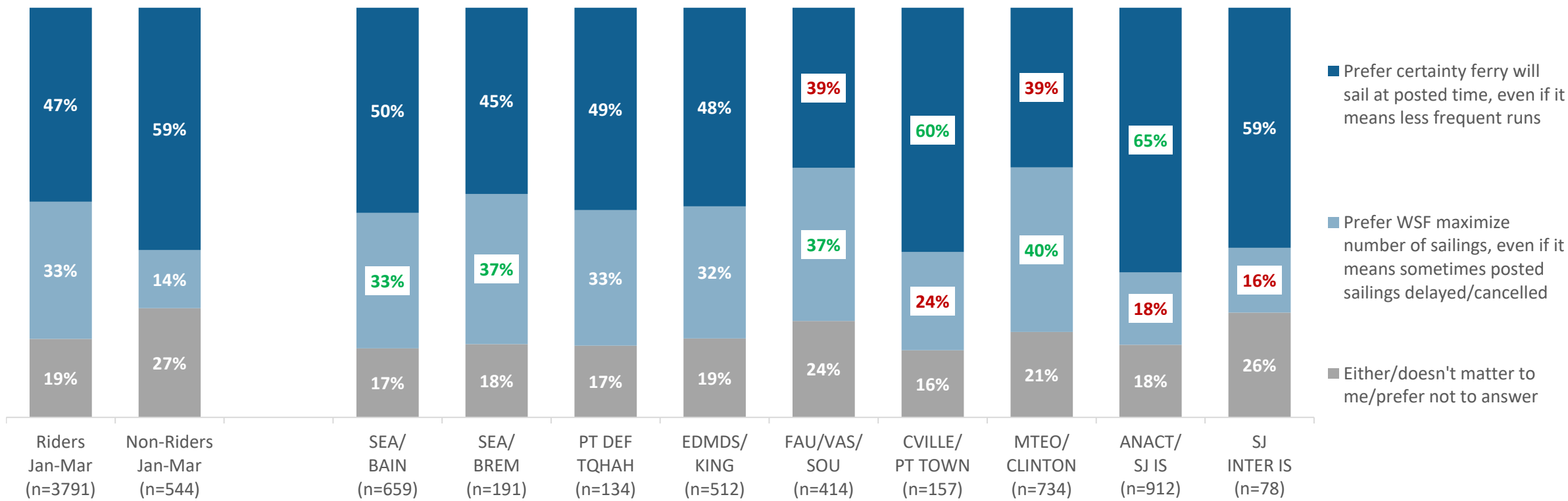
Preference... In Light of Ferry Service Constraints



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.



THANK YOU!

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