

# Kitsap Transit Fast Ferry Schedule Survey

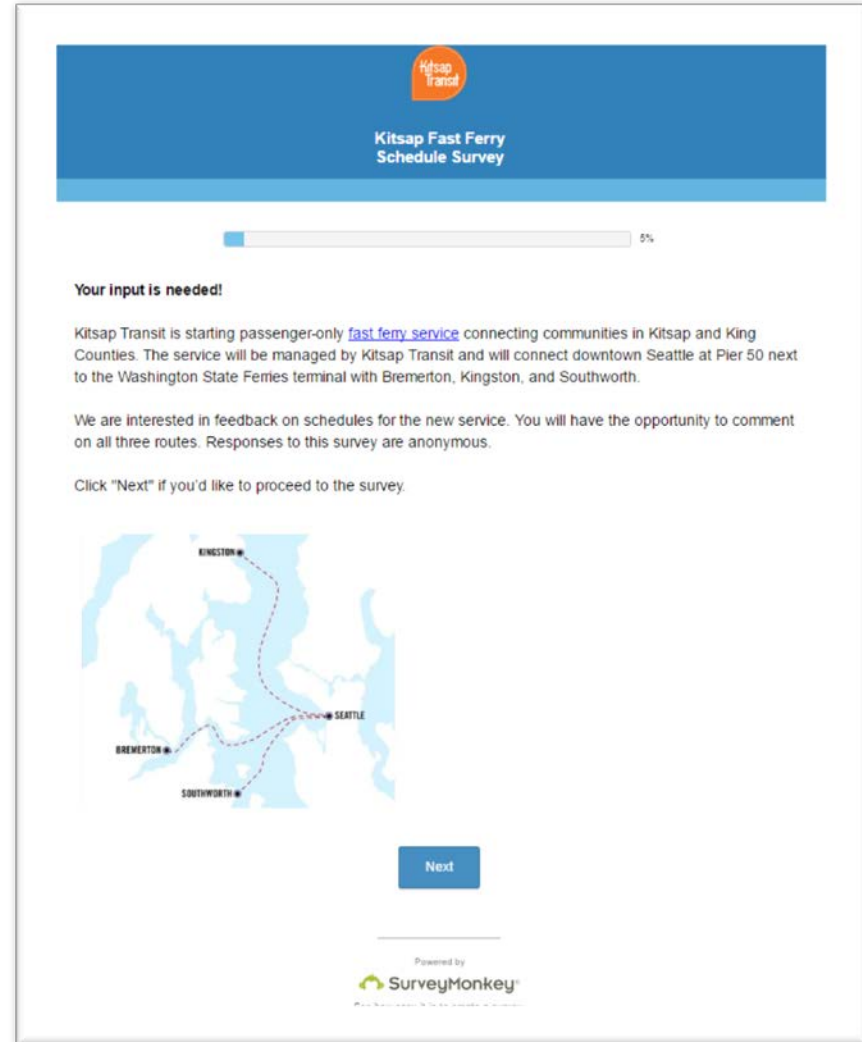
Key Findings Summary

March 2017

# Public opinion survey

## Context

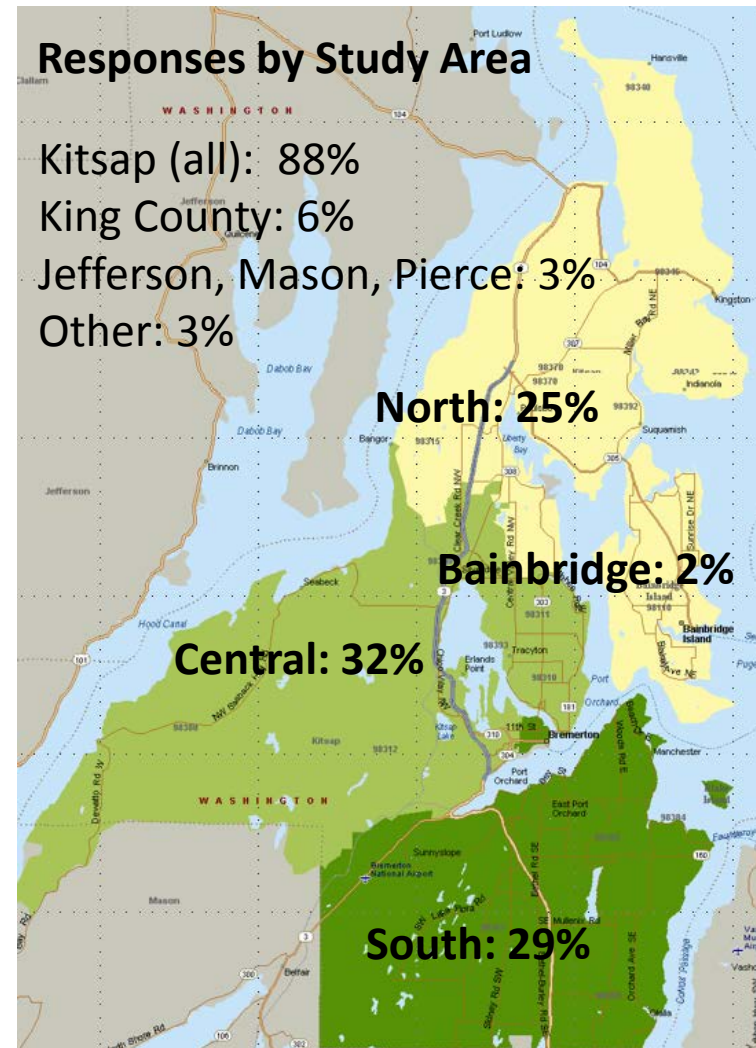
- Second in a series of online surveys to gather feedback on services
- First survey focused on reservations system
- This survey focused on schedule
- Part of broader education/outreach effort



The screenshot shows a survey page for "Kitsap Transit" titled "Kitsap Fast Ferry Schedule Survey". At the top right is the "Kitsap Transit" logo. Below the title is a progress bar showing 5% completion. The main text reads: "Your input is needed! Kitsap Transit is starting passenger-only [fast ferry service](#) connecting communities in Kitsap and King Counties. The service will be managed by Kitsap Transit and will connect downtown Seattle at Pier 50 next to the Washington State Ferries terminal with Bremerton, Kingston, and Southworth. We are interested in feedback on schedules for the new service. You will have the opportunity to comment on all three routes. Responses to this survey are anonymous. Click "Next" if you'd like to proceed to the survey." Below the text is a map of the Puget Sound region with dashed lines indicating ferry routes between Seattle, Bremerton, Kingston, and Southworth. A blue "Next" button is positioned below the map. At the bottom right, it says "Powered by SurveyMonkey".

# Methodology and Responses

- Shared via public meeting, local media, social media and posted on Kitsap Transit website
- Printed copies were available through Kitsap Transit upon request (none requested)
- 1,242 respondents (n=1,242)
  - Significantly more than survey 1 (Survey 1 n=771)
  - Respondents self-selected routes on which to comment
    - Bremerton n=624
    - Kingston n=392
    - Southworth n=348
- Fielded February 21 to March 7
  - 73% of responses received in first 4 days



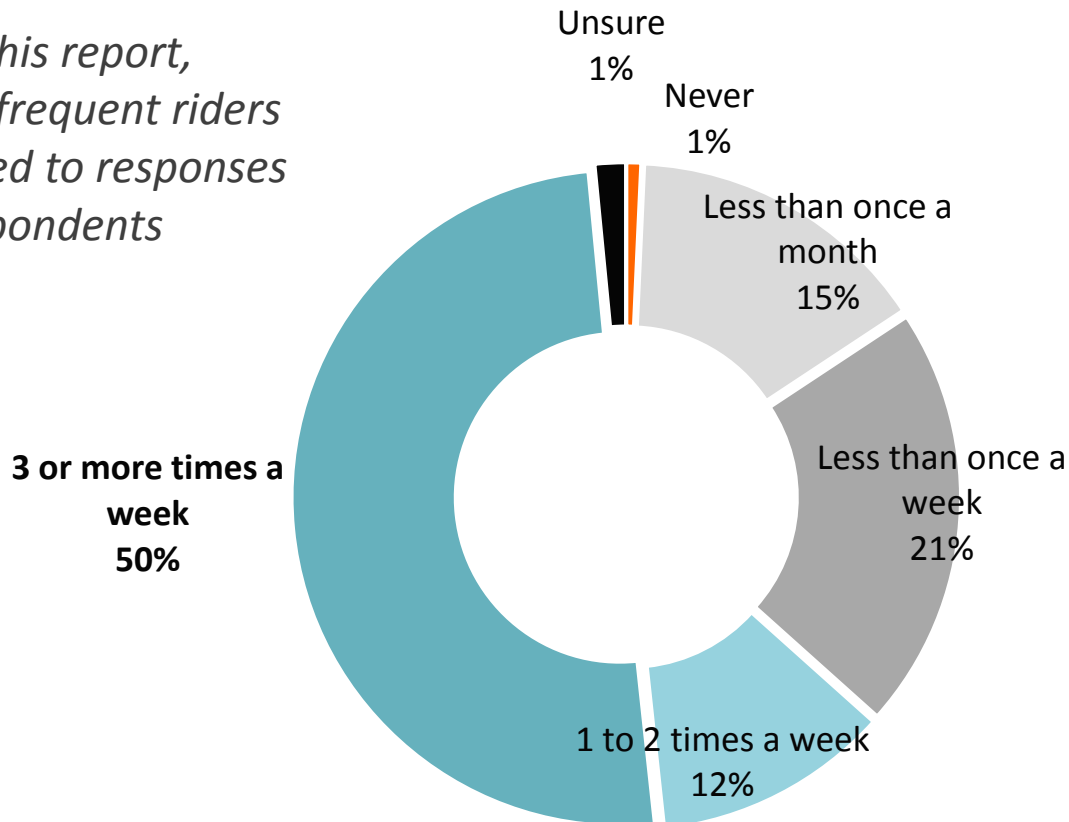
# Key Findings

- Strong response rate, survey persistence and extensive open-ended comments show a high level of interest and engagement on the topic.
- Among morning commuters headed to Seattle, 7:30 AM is the most popular arrival time for all routes.
- Among afternoon commuters headed to Kitsap County, preferences vary: Bremerton prefers 5:30 pm; Kingston prefers 4:30 pm; Southworth prefers 4 pm.
- Driving and taking the bus are the most popular ways to get to/from Kitsap ferry terminals. Kingston and Southworth riders are more likely to drive than those in Bremerton.
- 47-53% expect to use Saturday service. Kingston and Southworth respondents are more likely to say they'll use this service.
- Saturday scheduling preferences are split – similar proportions prefer the earliest scheduling block and the latest scheduling block.
- Saturday riders are more likely to drive to Kitsap County ferry terminals than are weekday commuters.

# 50% ride a ferry across Puget Sound three or more times/week

How frequently do you ride a ferry across Puget Sound? Would you say...

*In much of this report, findings for frequent riders are compared to responses from all respondents*



n=1,114

# Bremerton Schedule

# Basic service information was provided to respondents

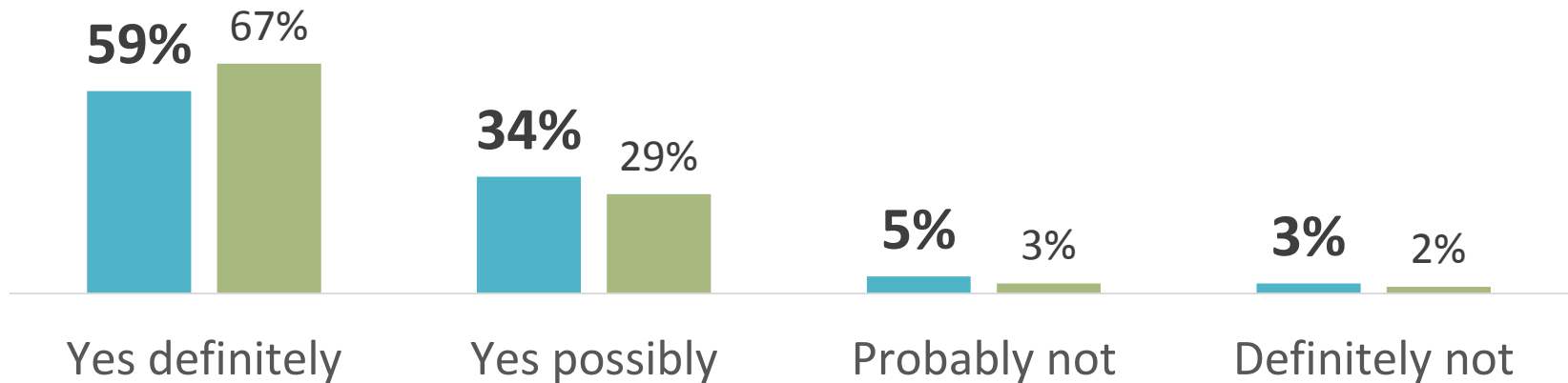
Before we get started, here are some things to know about the new service between Bremerton and Seattle:

- Service will start this summer
- Service will be provided Monday through Friday during commute hours and on Saturday
- Initially, 12 one-way trips (6 roundtrips) per day on weekdays and 20 one-way (10 roundtrips) on Saturdays are planned
- Crossings will take about a half hour
- After an evaluation period, service levels may be increased to include additional mid-day, evening, weekend, or special event trips
- Between October and April, service will be reduced to only weekdays during commute hours

# Overall, 93% of those commenting on Bremerton service plan to use the service

Do you plan to use the Kitsap Transit Fast Ferry service between Bremerton and Seattle?

■ ALL ■ FREQUENT RIDERS



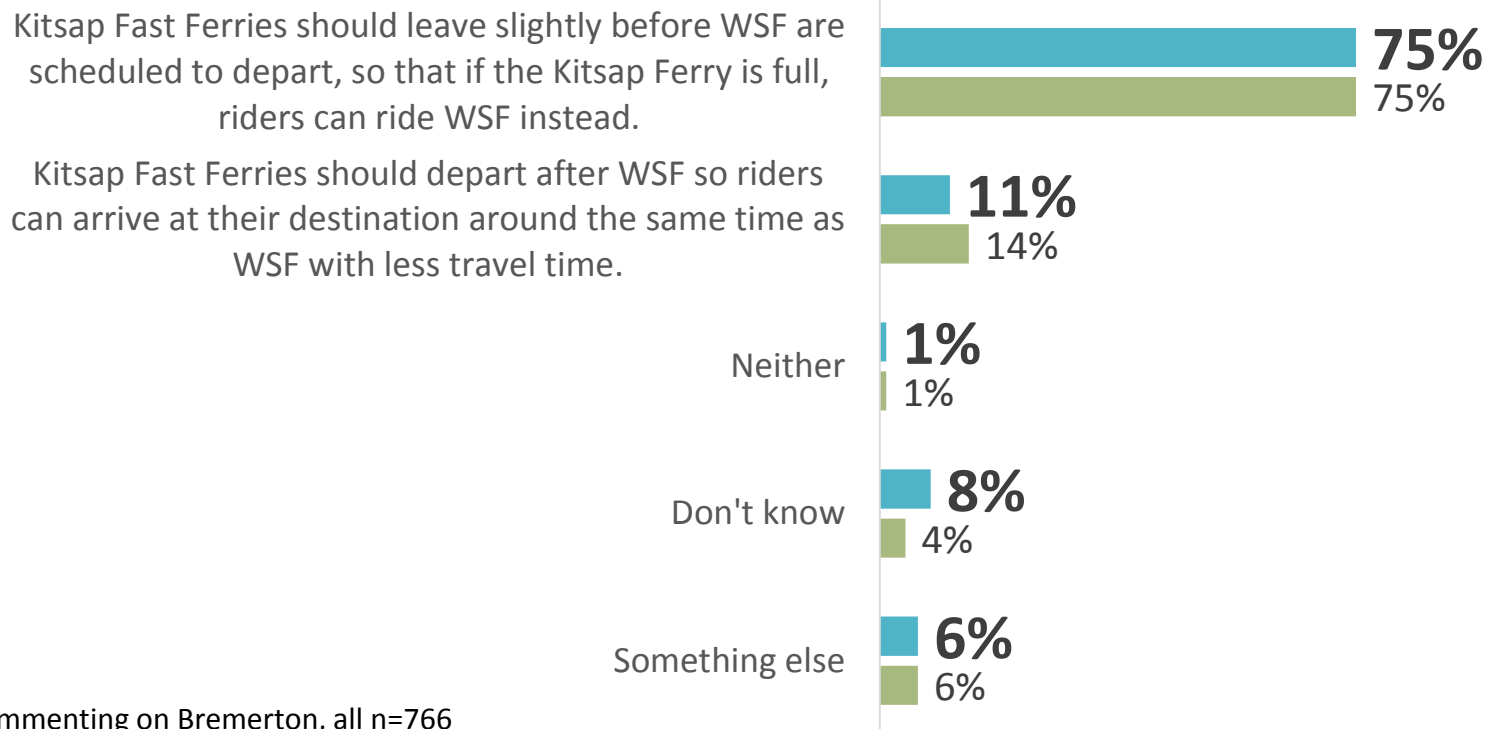
Commenting on Bremerton, all n=766  
Commenting on Bremerton, frequent n=389



# 3 in 4 want the Fast Ferry to leave slightly before Washington State Ferries (WSF)

When it comes to the Kitsap Fast Ferry schedule, which would you prefer?

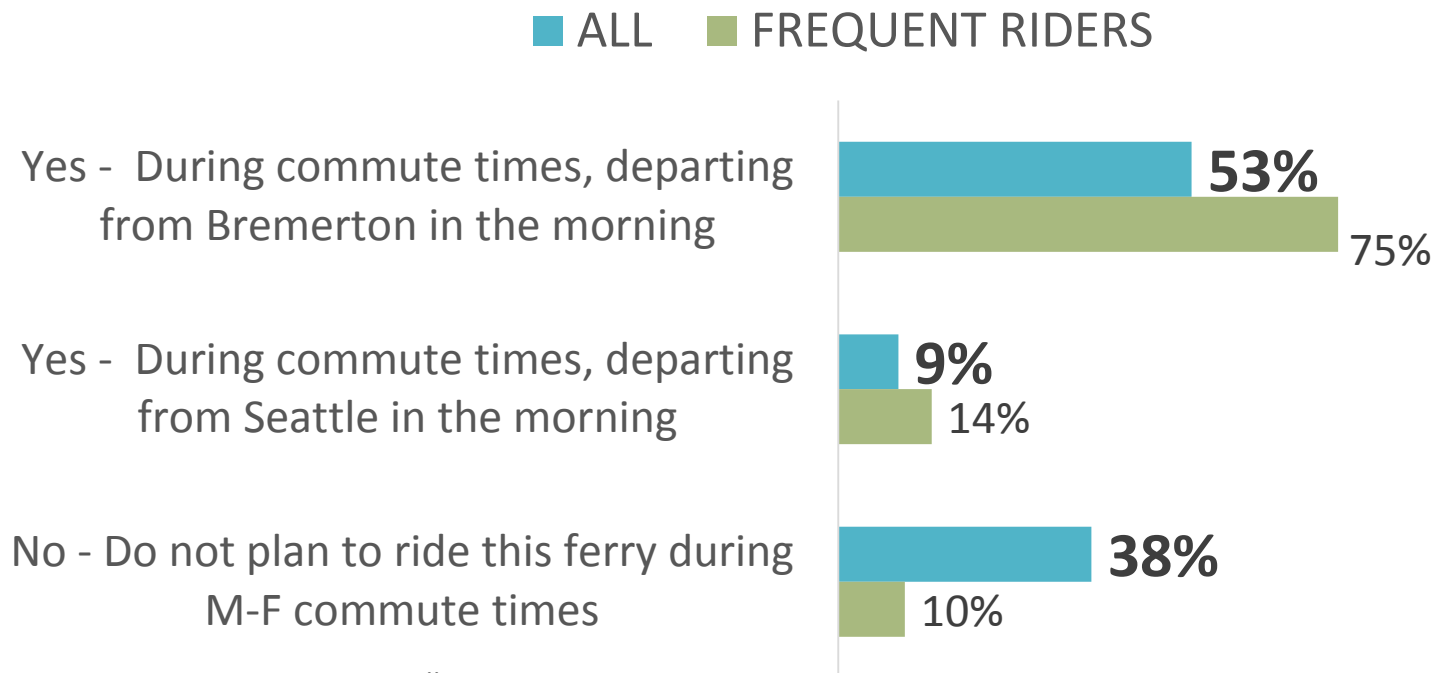
■ ALL ■ FREQUENT RIDERS



Commenting on Bremerton, all n=766  
Commenting on Bremerton, frequent n=389

Overall, more than half plan to commute eastbound in the morning. Among frequent riders, 75% plan to do so.

Do you think you'll ride the Kitsap Fast Ferry during Monday-Friday commute times?

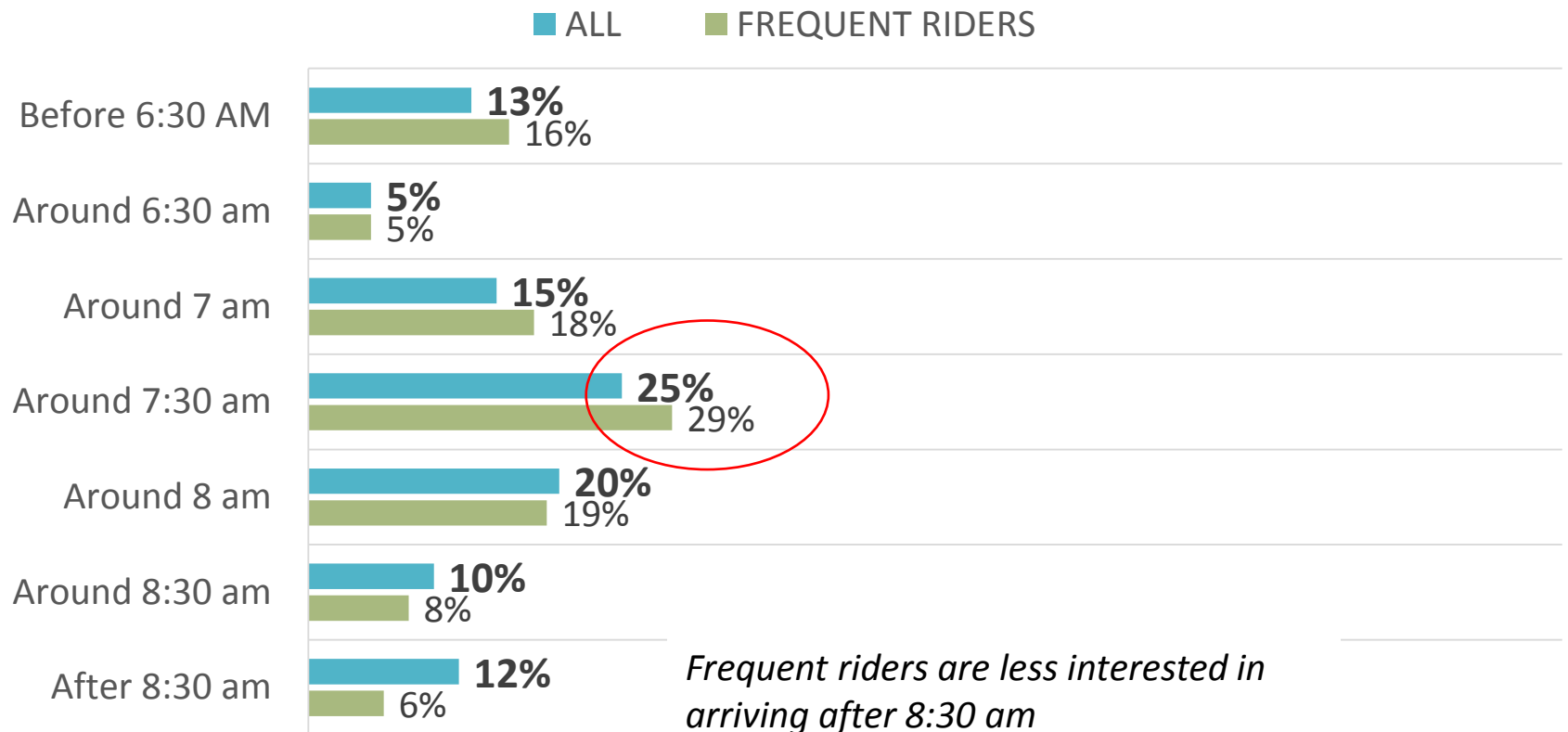


Commenting on Bremerton, all n=766

Commenting on Bremerton, frequent n=389

# 7:30 am is the most popular Seattle arrival time

In general, what time do you want to arrive in Seattle in the morning?

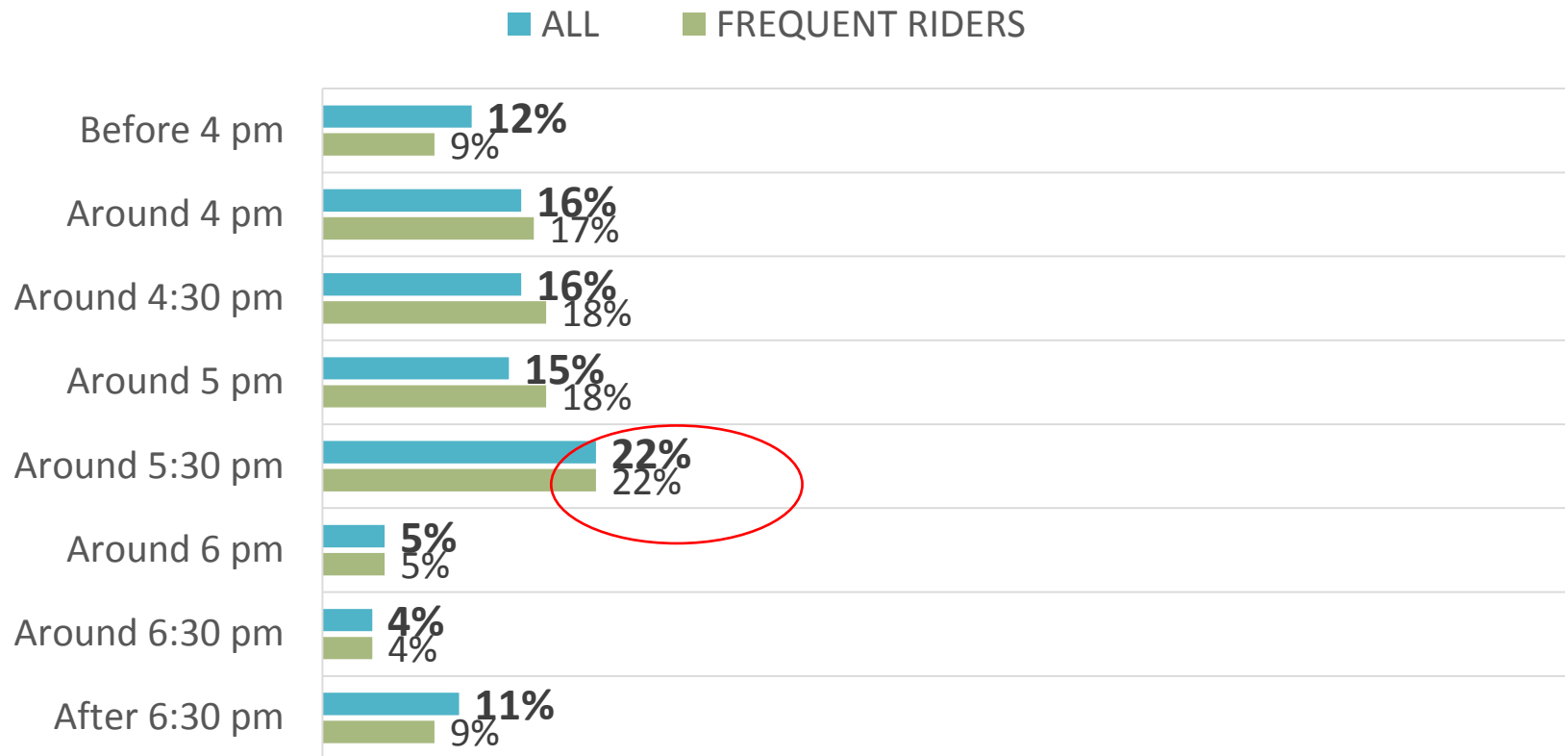


All commuting eastbound in AM n=392

Frequent commuting eastbound in AM n=291

# 5:30 pm is the most popular Seattle departure time

In general, what time do you want to depart Seattle in the afternoon?

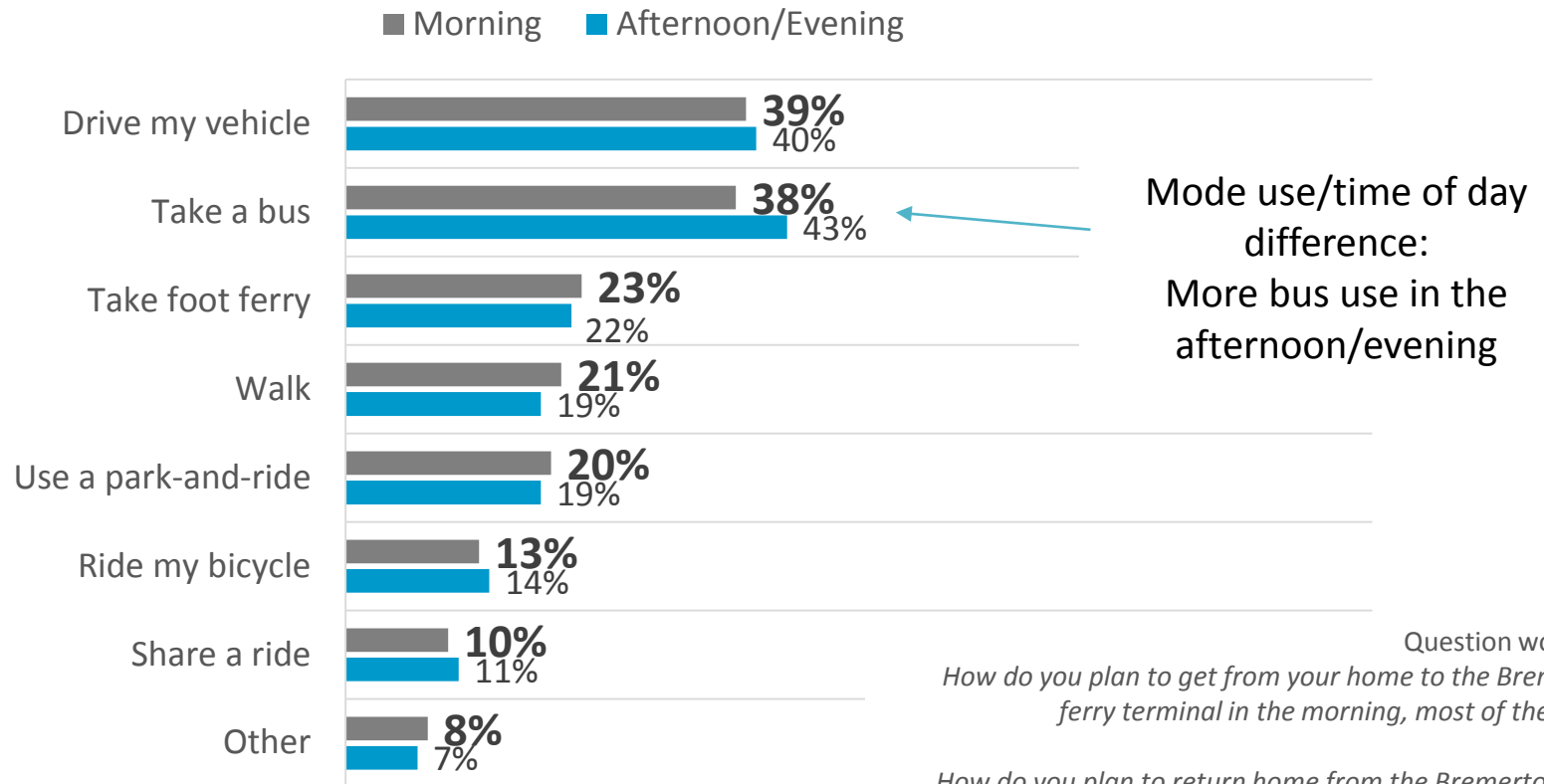


All commuting eastbound in AM n=392

Frequent commuting eastbound in AM n=291

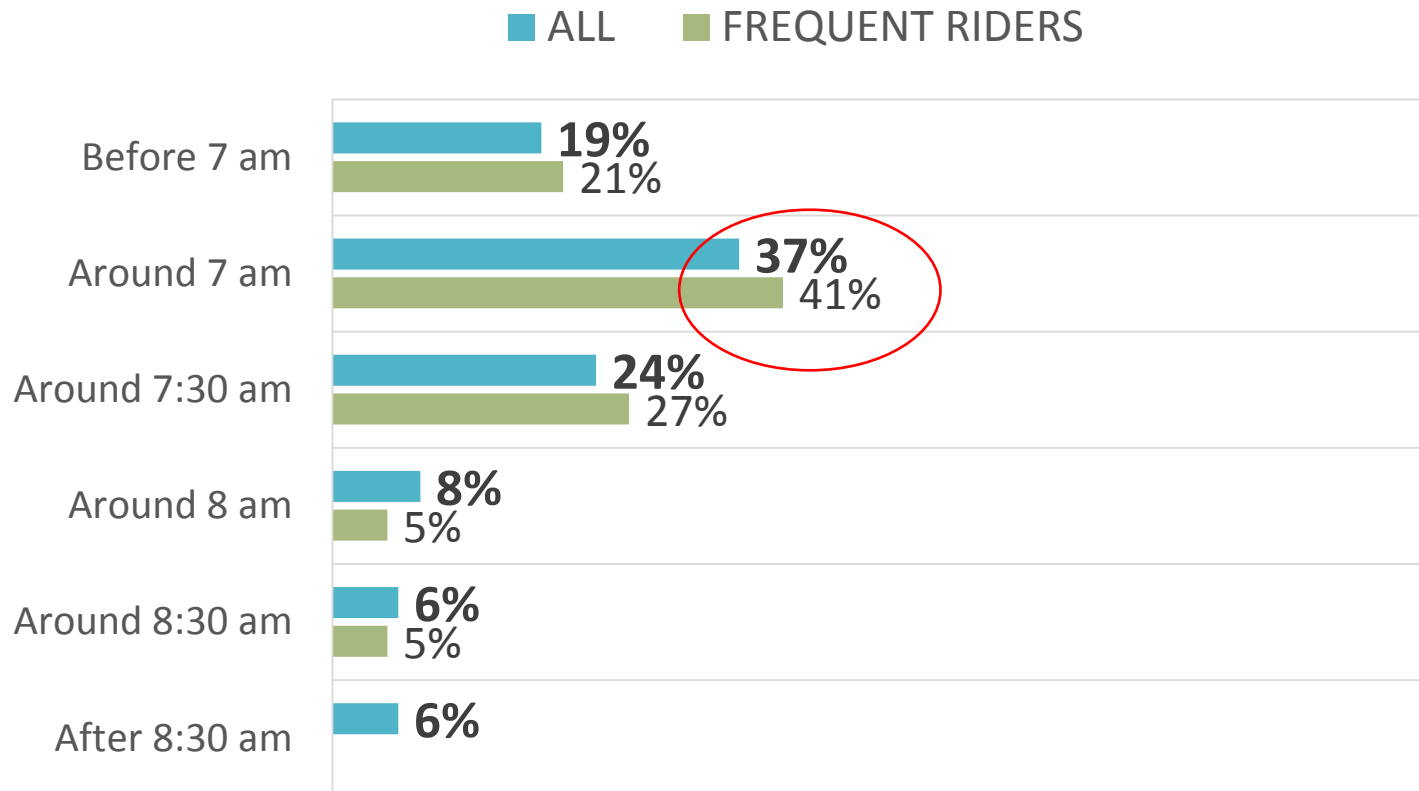
# Respondents use multiple modes to get to and from the Bremerton Terminal – bus and driving are the most common modes

Transportation to/from Bremerton ferry terminal  
(Multiple responses allowed/Sums total more than 100%.  
All responses shown.)



# 7 am is the most preferred arrival time

In general, what time do you want to arrive in Bremerton in the morning?

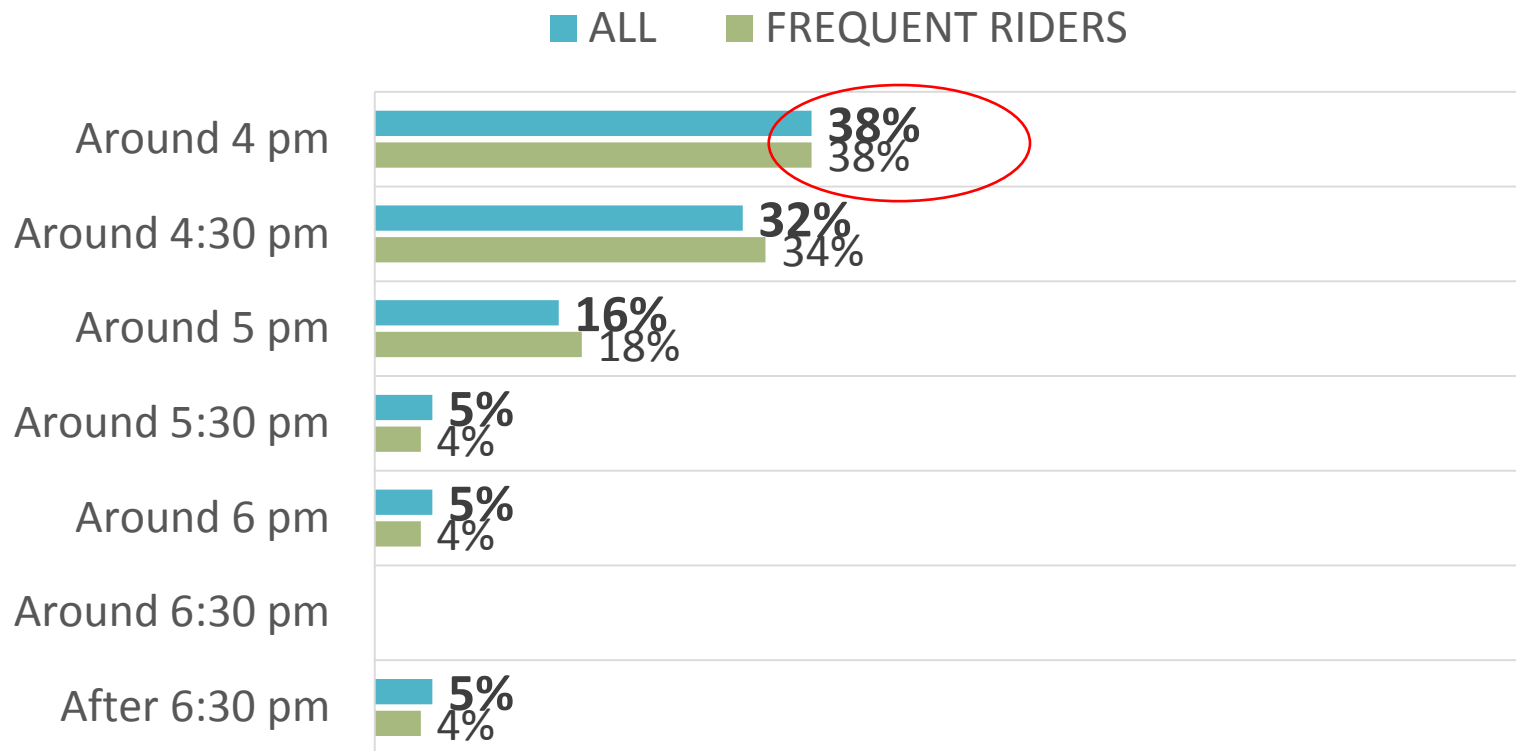


All commuting westbound in AM n=63

Frequent commuting westbound in AM n=56

# 38% prefer departing Bremerton around 4 pm

In general, what time do you want to depart Bremerton in the afternoon?

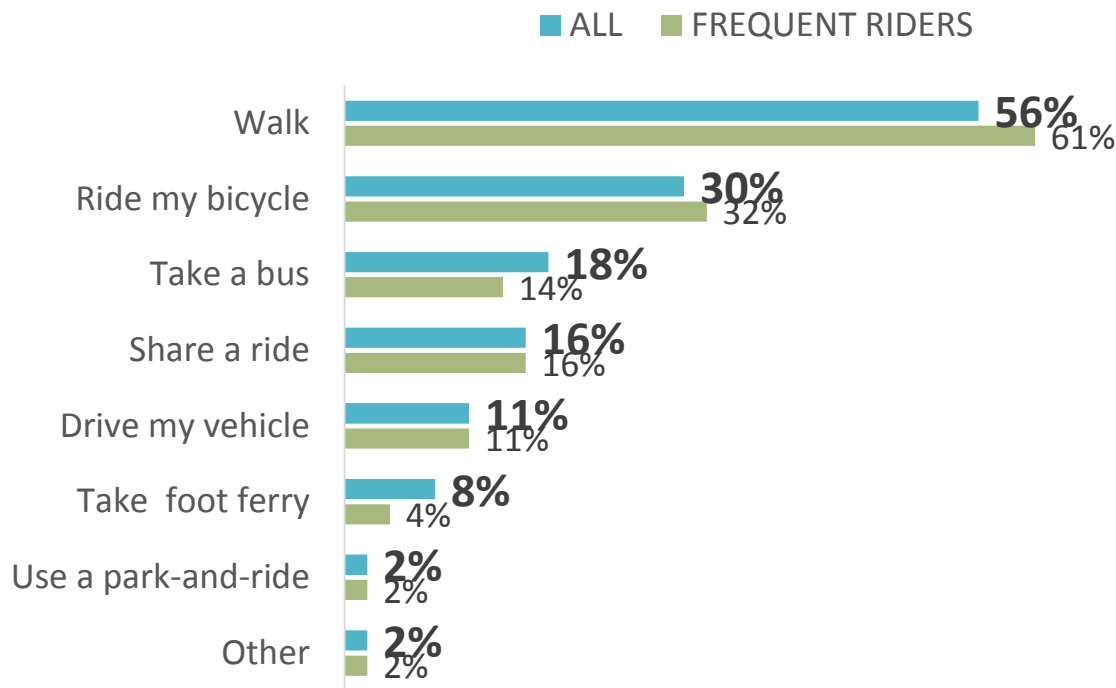


All commuting westbound in AM n=63

Frequent commuting westbound in AM n=56

# For those returning to Seattle in the afternoon, most will walk and/or bike to the Bremerton terminal

On your return trip to Seattle, how do you plan to reach the Bremerton ferry terminal, most of the time? (Multiple responses allowed/Sums total more than 100%)



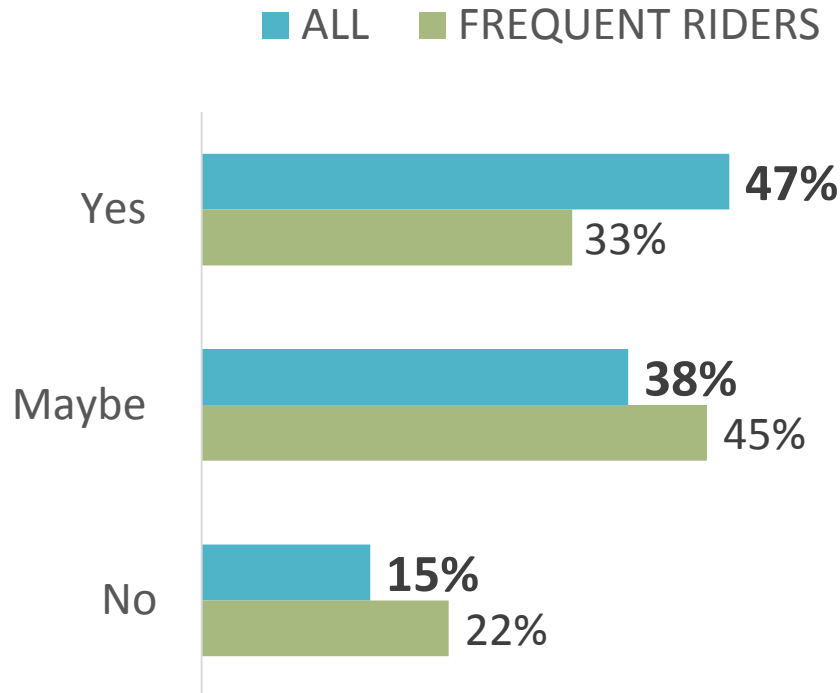
All commuting westbound in AM n=63

Frequent commuting westbound in AM n=56



# Overall, nearly half (47%) think they'll use the Saturday service

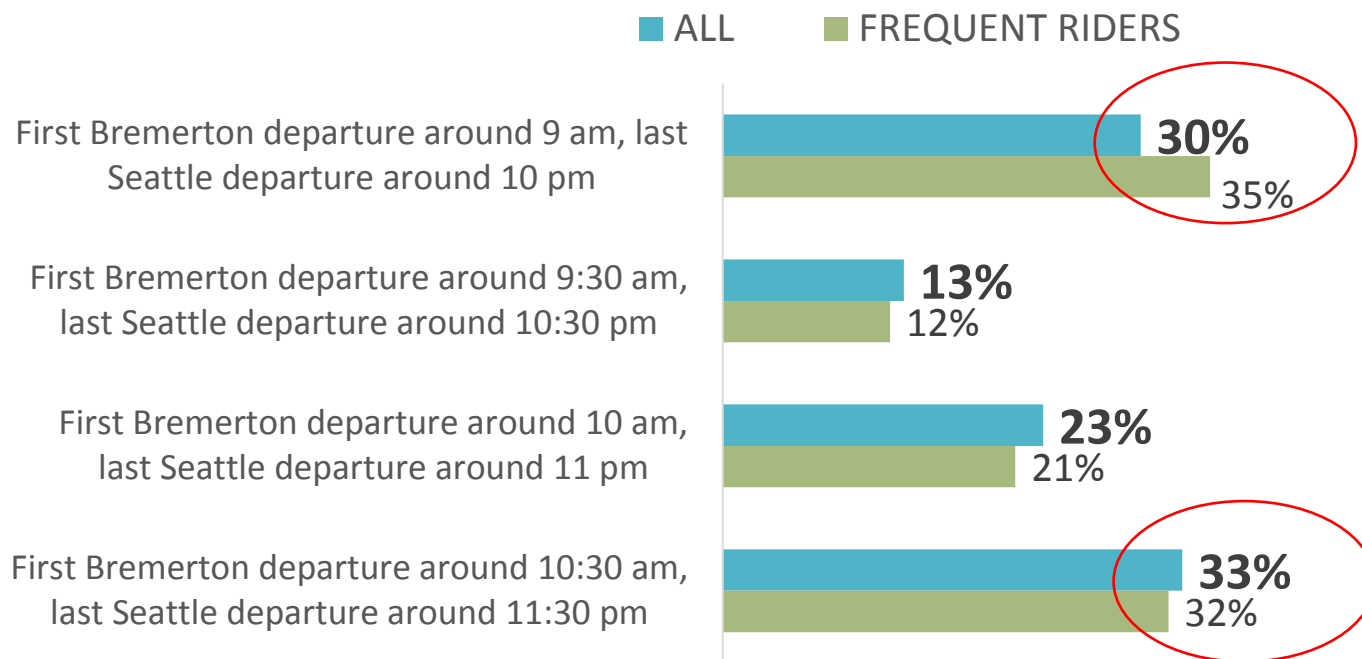
Do you think you'll ride the Bremerton-Seattle Fast Ferry on a Saturday?



*Frequent riders are less likely to say yes*

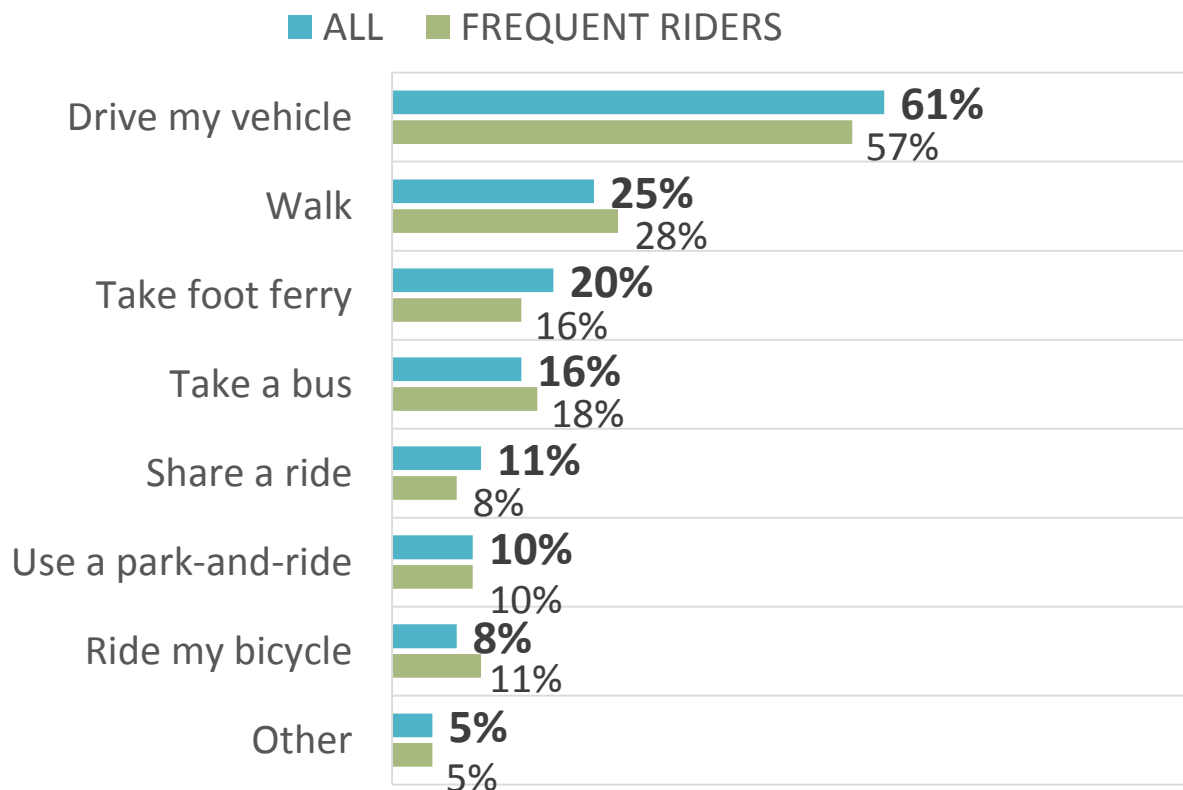
# There's nearly an even split between those preferring an early service schedule and those preferring late service

Twenty one-way trips (10 roundtrips) have been planned for Saturday service. Please select your preferred service window – the first departure is from Bremerton and last departure is from Seattle.



# Driving is the most popular way to get to and from the Bremerton ferry terminal on a Saturday

How do you plan to get to and from the Bremerton ferry terminal on Saturday, most of the time? (Multiple responses allowed/Sums total more than 100%)



# Kingston Schedule

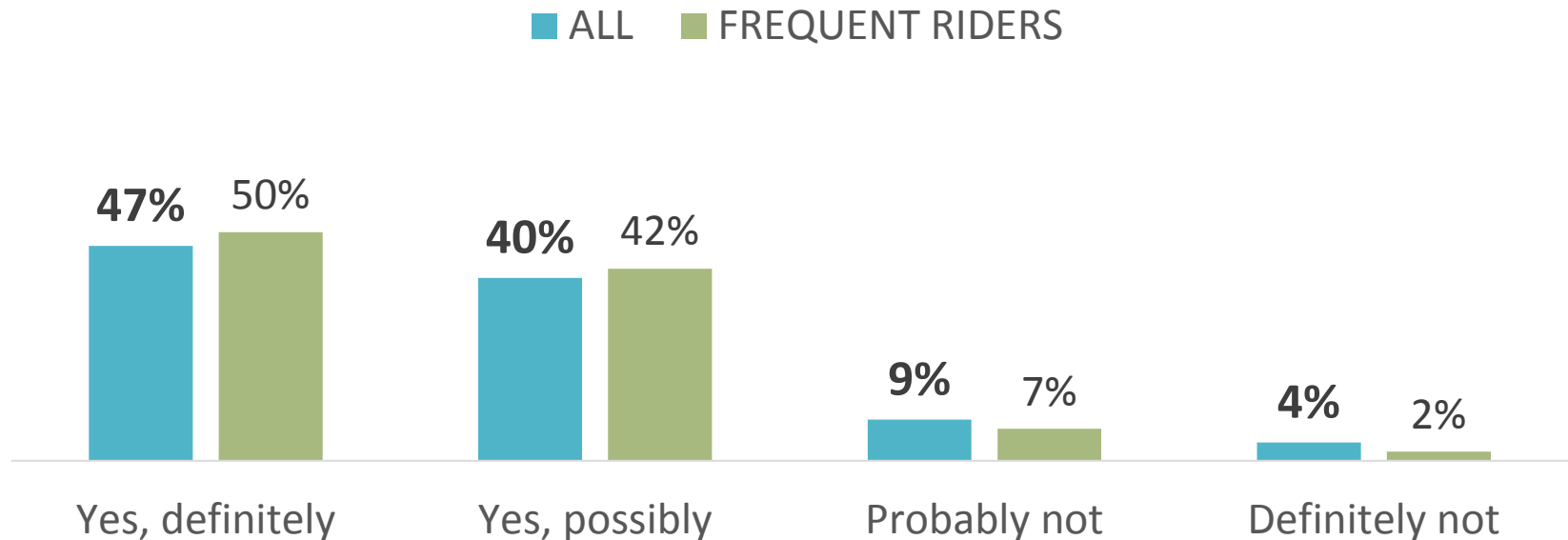
# Basic service information was provided to respondents

Before we get started, here are some things to know about the new service between Kingston and Seattle:

- Service will start summer 2018
- Service will be provided Monday through Friday during commute hours and on Saturday
- Initially, 12 one-way trips (6 roundtrips) per day on weekdays and 20 one-way (10 roundtrips) on Saturdays are planned
- Crossings will take a little more than a half hour
- After an evaluation period, service levels may be increased to include additional mid-day, evening, weekend, or special event trips
- Between October and April, service will be reduced to only weekdays during commute hours

# Overall, 87% of those commenting on Kingston service plan to use the service

Do you plan to use the Kitsap Transit Fast Ferry service between Kingston and Seattle?

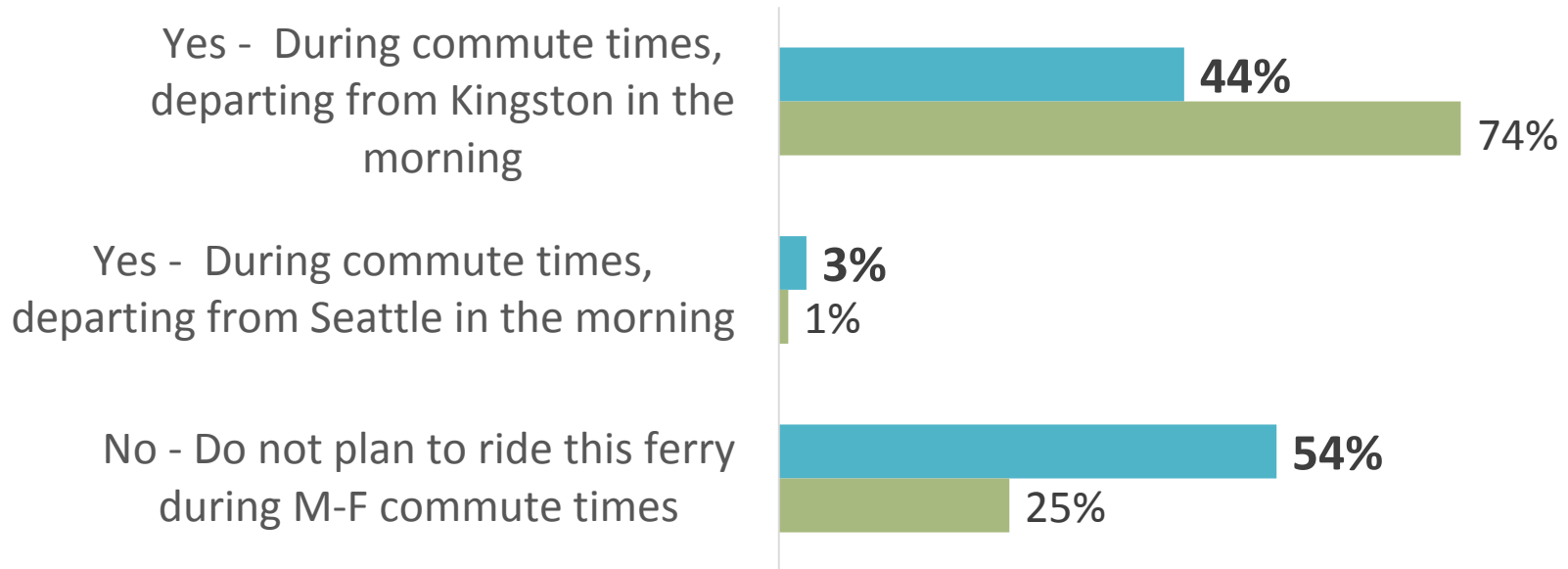


Commenting on Kingston, all n=384  
Commenting on Kingston, frequent n=149

Overall, 44% plan to commute eastbound in the morning. Among frequent riders, 74% plan to do so.

Do you think you'll ride the Kitsap Fast Ferry during Monday-Friday commute times?

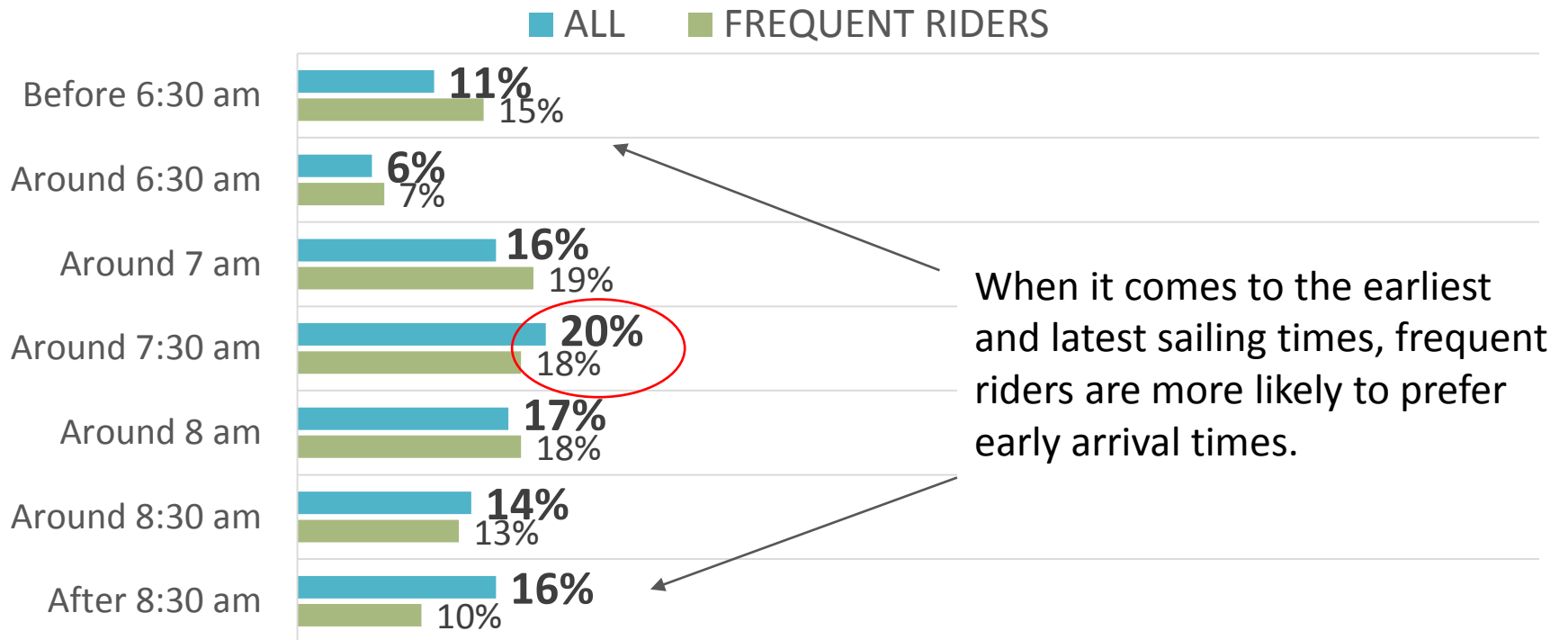
■ ALL ■ FREQUENT RIDERS



Commenting on Kingston, all n=384  
Commenting on Kingston, frequent n=149

Overall, 20% want to arrive around 7:30 am.  
Frequent riders prefer sailings around 7 am.

In general, what time do you want to arrive in Seattle in the morning?

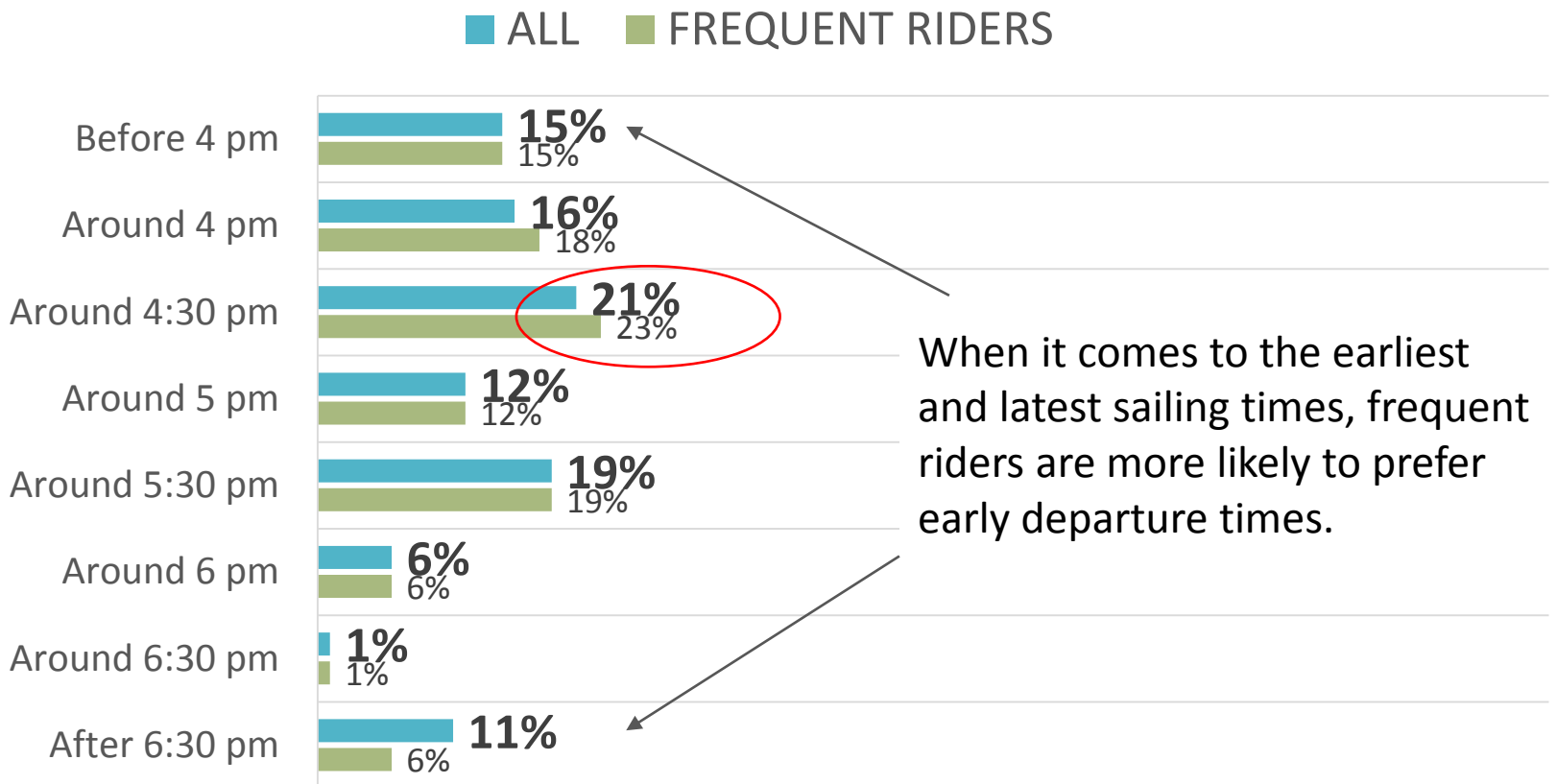


All commuting eastbound in AM n=161  
Frequent commuting eastbound in AM n=110



# The most popular Seattle departure time is around 4:30 pm

In general, what time do you want to depart in Seattle in the afternoon?

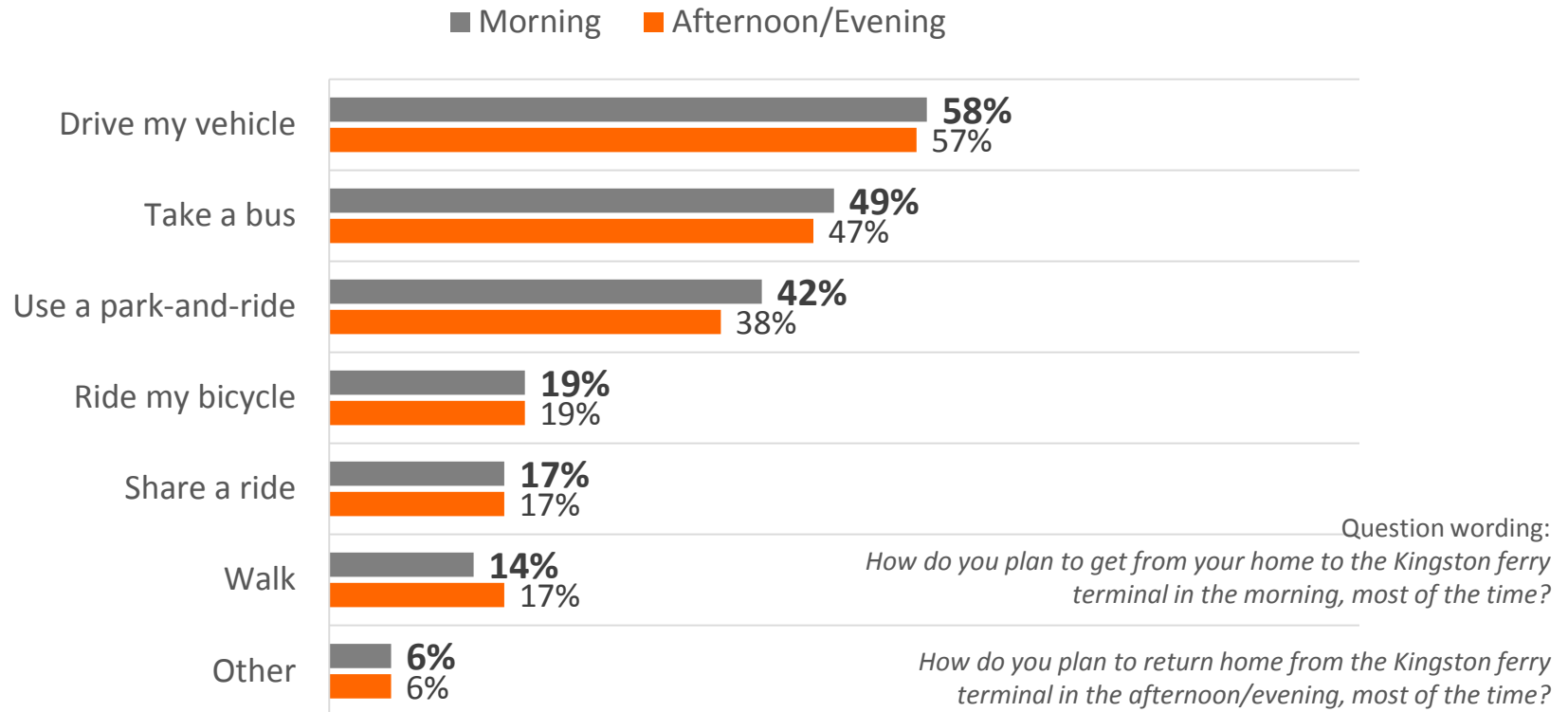


All commuting eastbound in AM n=161

Frequent commuting eastbound in AM n=110

# Most use multiple modes to get to and from the Kingston Terminal – driving, bus, and park-and-ride are the most common modes

Transportation to/from Kingston ferry terminal  
(Multiple responses allowed/Sums total more than 100%.  
All responses shown.)



All commuting eastbound in AM n=161

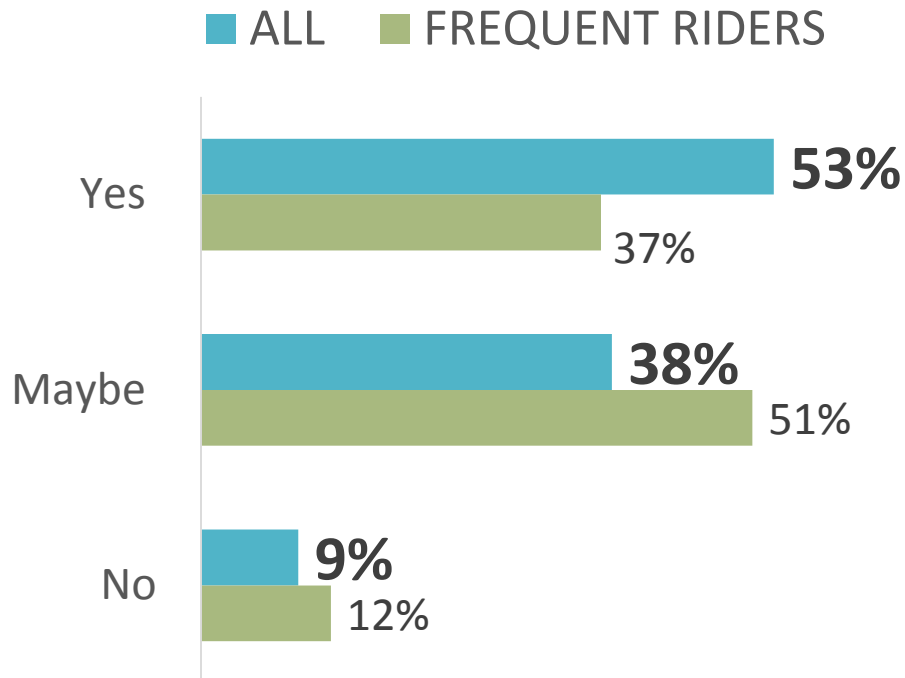
Frequent commuting eastbound in AM n=110

Few respondents (9) provided comments on Seattle to Kingston service (traveling westbound in the morning)

*Due to the small number of responses, results are not reported.*

# Overall, more than half (53%) think they'll use the Saturday service

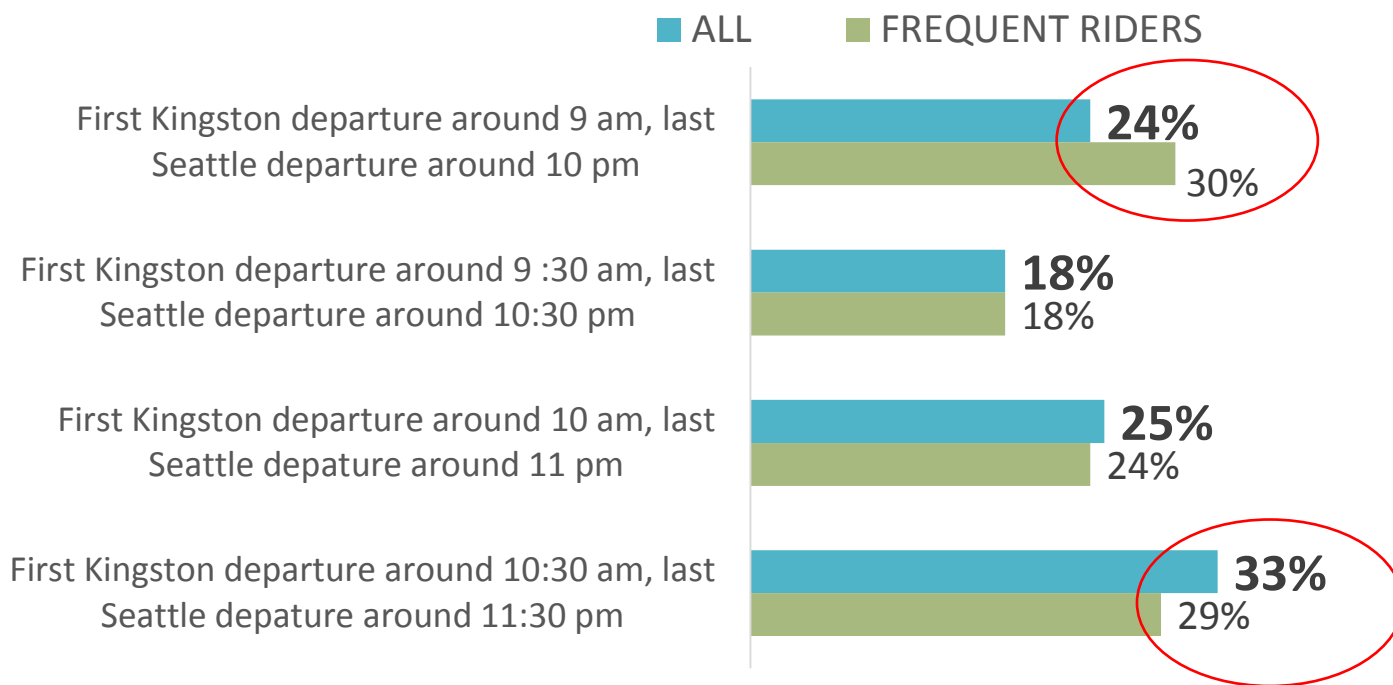
Do you think you'll ride the Kingston-Seattle Fast Ferry on a Saturday?



*Frequent riders are less likely to say yes*

# Among all riders, more prefer the late schedule block. But among frequent riders, preferences are split between early and late sailings

Twenty one-way trips (10 roundtrips) have been planned for Saturday service. Please select your preferred service window – the first departure is from Kingston and last departure is from Seattle.

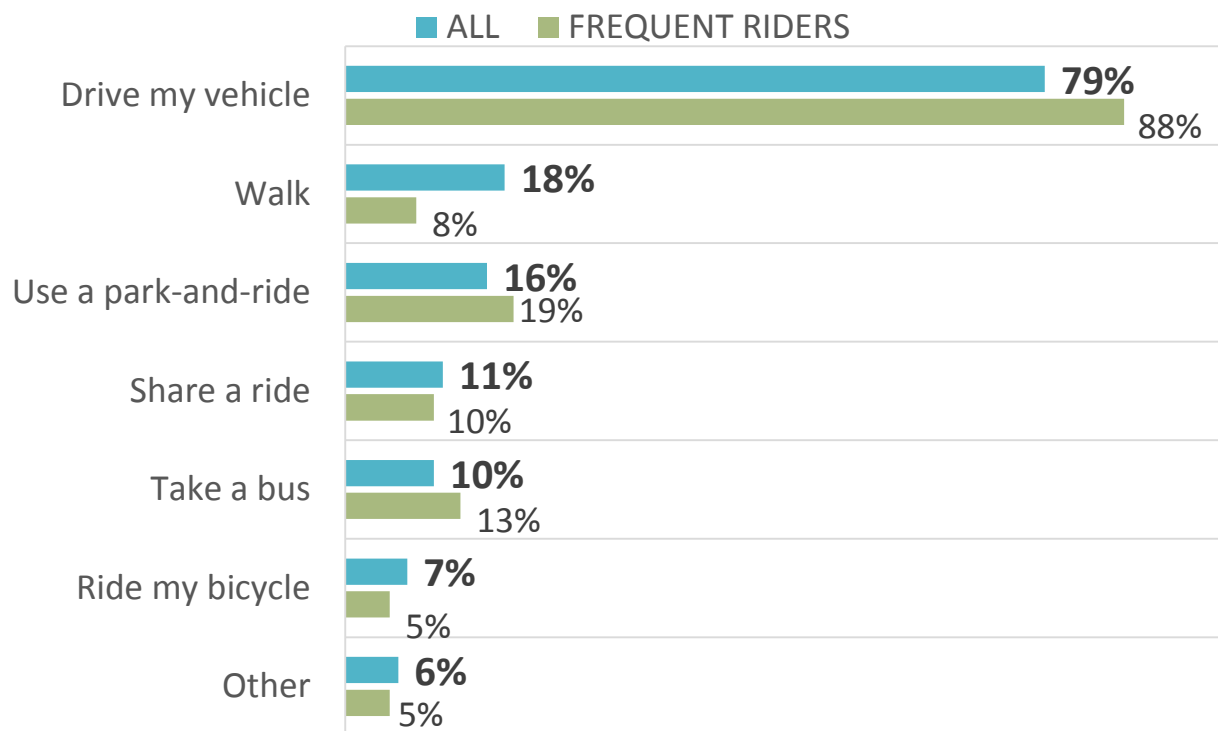


Commenting on Kingston route, expect to use Sat. service n=338

Frequent users commenting on Kingston route, expect to use Sat. service n=131

## Again, multiple modes are used to get to and from the Kingston ferry terminal on a Saturday – but driving is the most common mode

How do you plan to get to and from the Kingston ferry terminal on Saturday, most of the time? (Multiple responses allowed/sums total more than 100%)



# Southworth Schedule

# Basic service information was provided to respondents

Before we get started, here are some things to know about the new service between Kingston and Seattle:

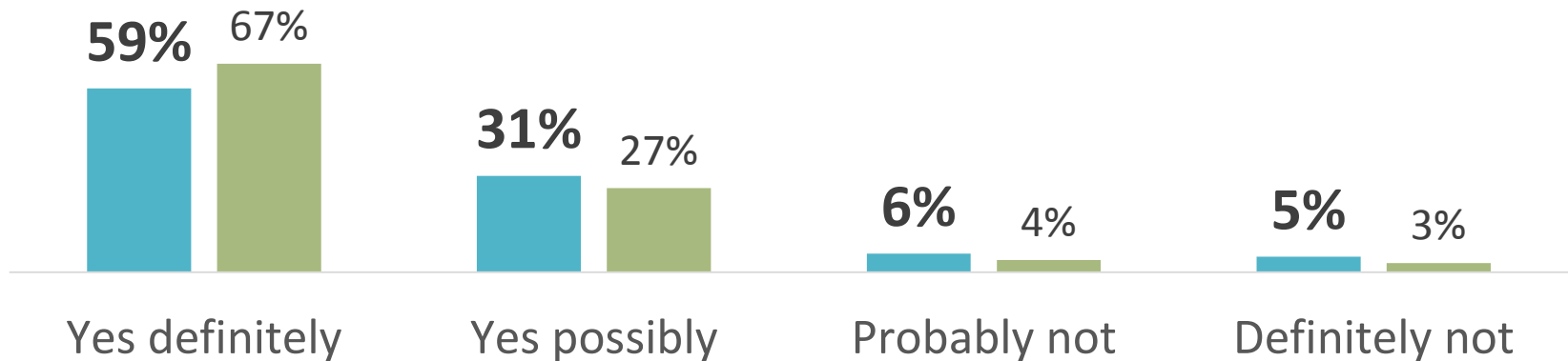
- Service will start summer 2020
- Service will be provided Monday through Friday during commute hours and on Saturday
- Initially, 12 one-way trips (6 roundtrips) per day on weekdays and 20 one-way (10 roundtrips) on Saturdays are planned
- Crossings will take a little more than a half hour
- After an evaluation period, service levels may be increased to include additional mid-day, evening, weekend, or special event trips
- Between October and April, service will be reduced to only weekdays during commute hours



# Overall, 90% of those commenting on Southworth service plan to use the service

Do you plan to use the Kitsap Transit Fast Ferry service between Southworth and Seattle?

■ ALL ■ FREQUENT RIDERS



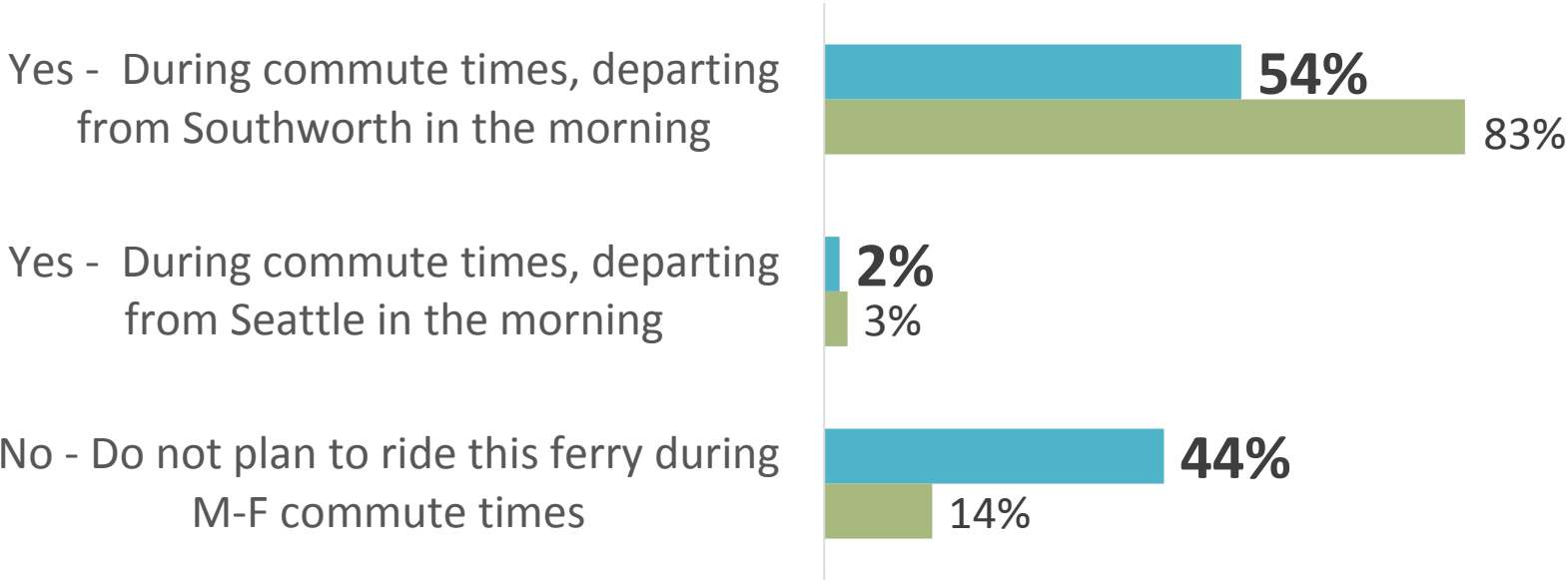
Commenting on Southworth, all n=344

Commenting on Southworth, frequent n=151

# Overall, 54% plan to commute eastbound. Among frequent riders, 83% plan to do so.

Do you think you'll ride the Kitsap Fast Ferry during Monday-Friday commute times?

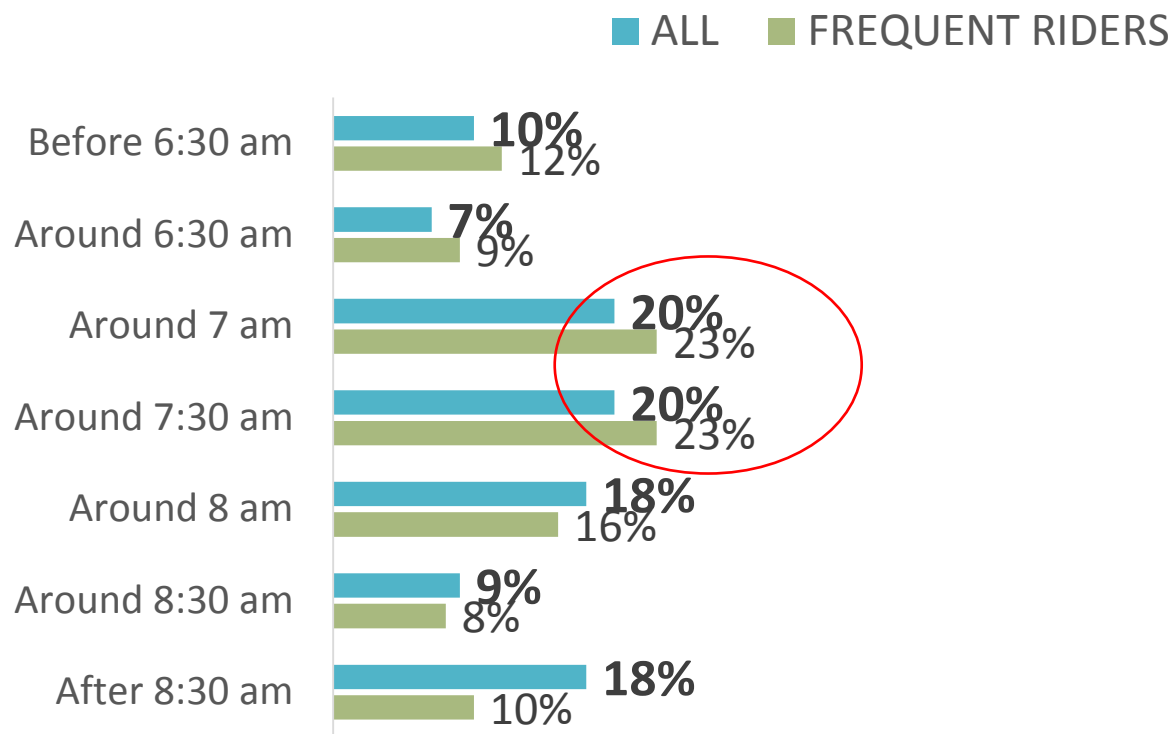
■ ALL ■ FREQUENT RIDERS



Commenting on Southworth, all n=344  
Commenting on Southworth, frequent n=151

Overall, 40% want to arrive in Seattle around 7 or 7:30 am. Frequent riders are less interested in arriving after 8:30 am.

In general, what time do you want to arrive in Seattle in the morning?

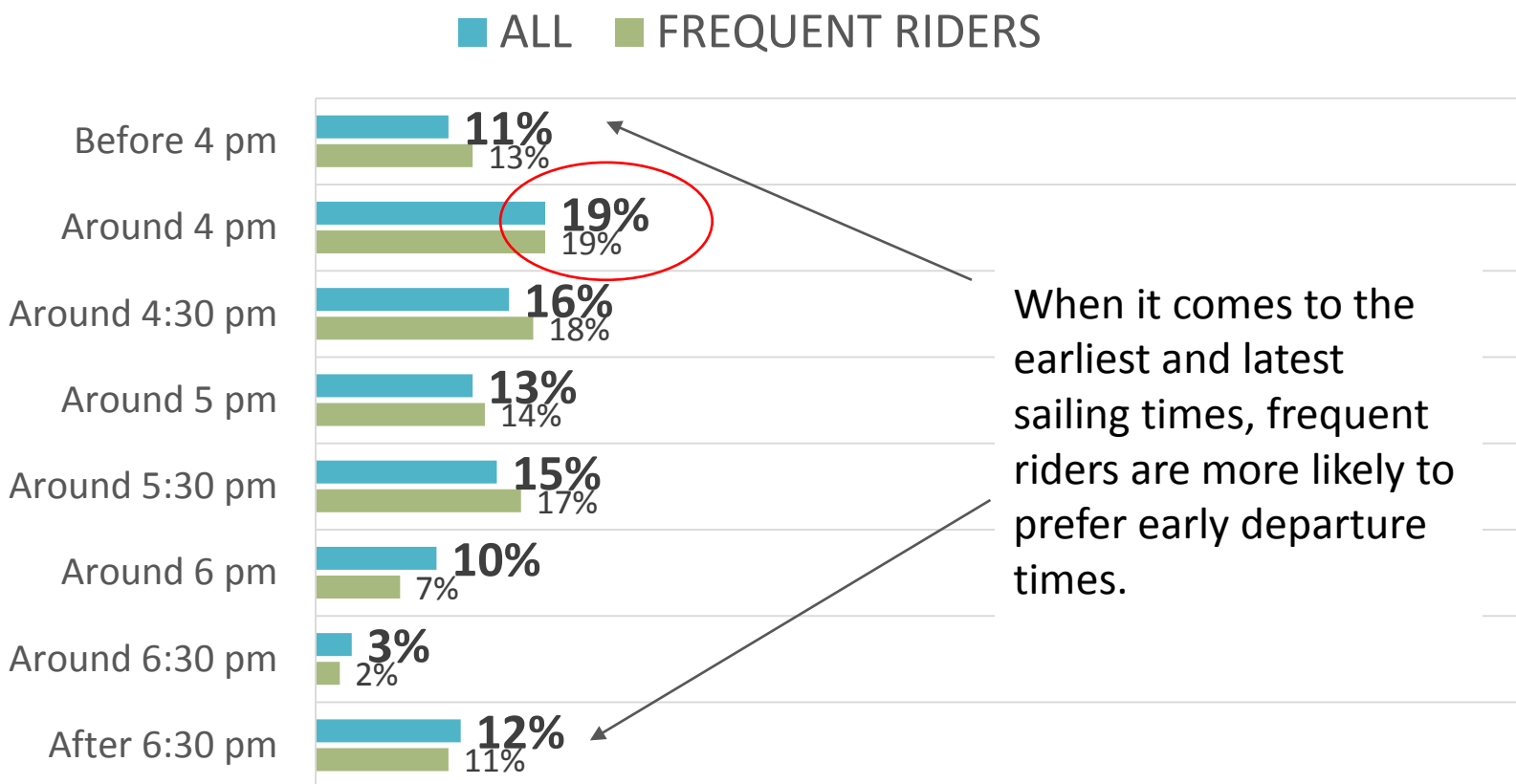


All commuting eastbound in AM n=183

Frequent commuting eastbound in AM n=126

## Overall, 19% want to depart in Seattle around 4 pm

In general, what time do you want to depart in Seattle in the afternoon?

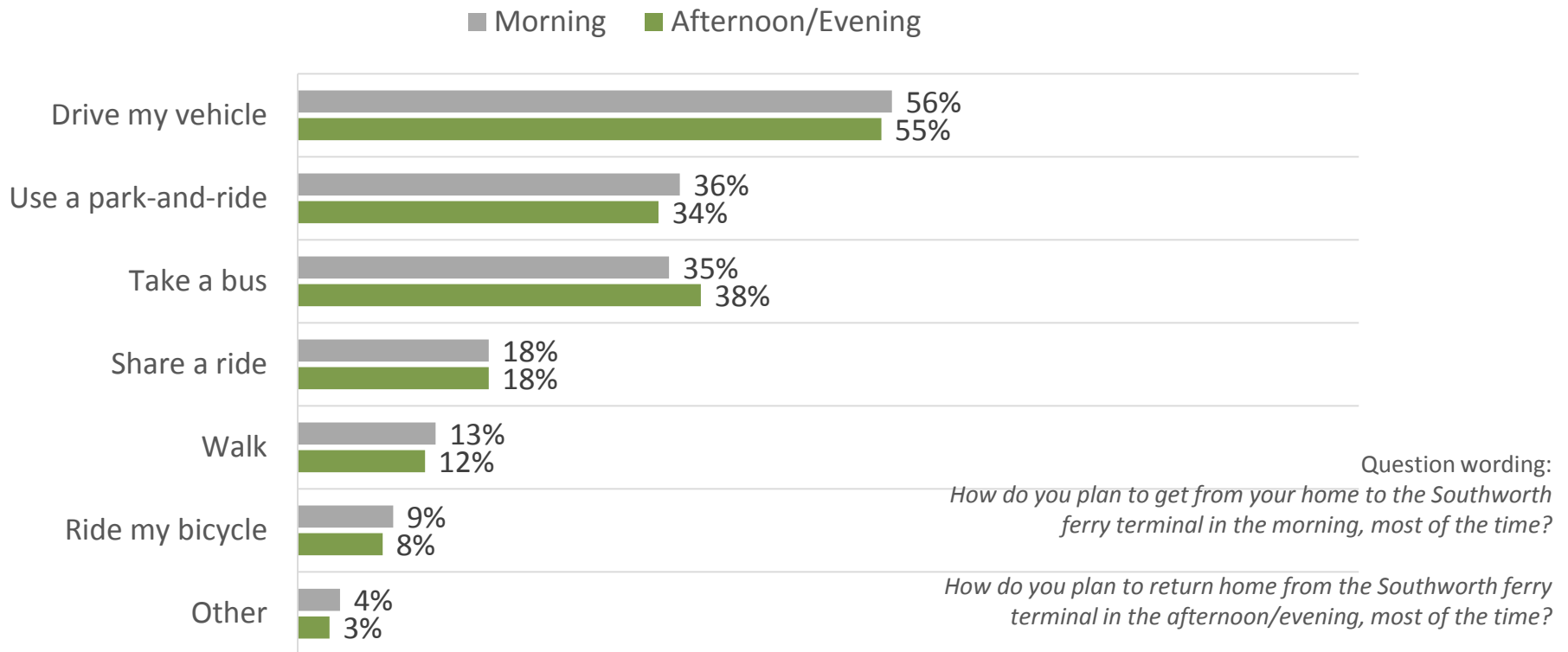


All commuting eastbound in AM n=183

Frequent commuting eastbound in AM n=126

# Most use multiple modes to get to and from the Southworth Terminal – driving, bus, and park-and-ride are the most common modes

Transportation to/from Southworth ferry terminal  
(Multiple responses allowed/Sums total more than 100%. All responses shown.)



All commuting eastbound in AM n=183

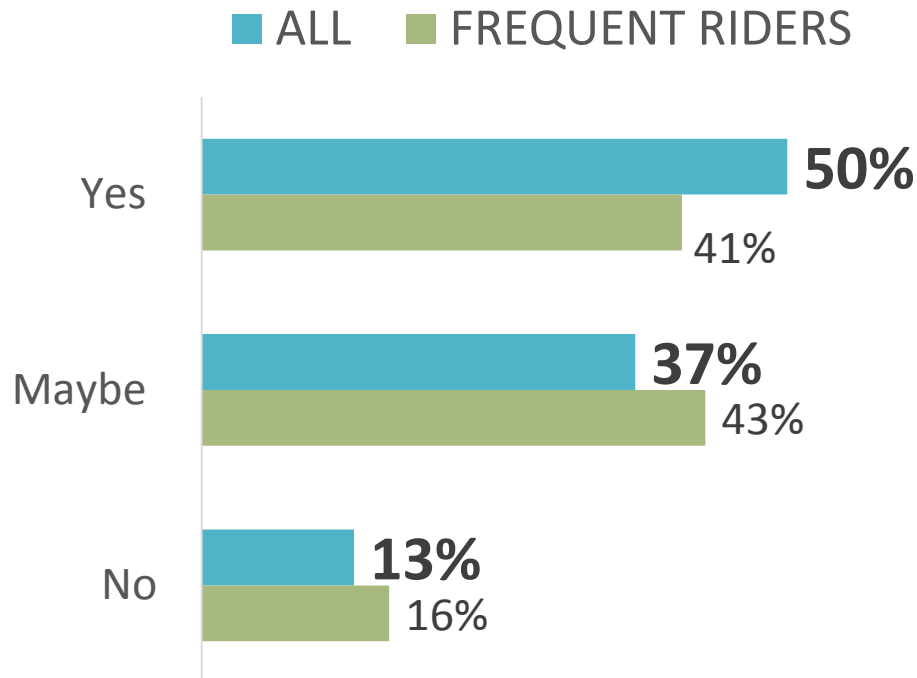
Frequent commuting eastbound in AM n=126

Few respondents (8) provided comments on Seattle to Southworth service (traveling westbound in the morning)

Due to the small number of responses, results are not reported.

# Overall, half (50%) think they'll use the Saturday service

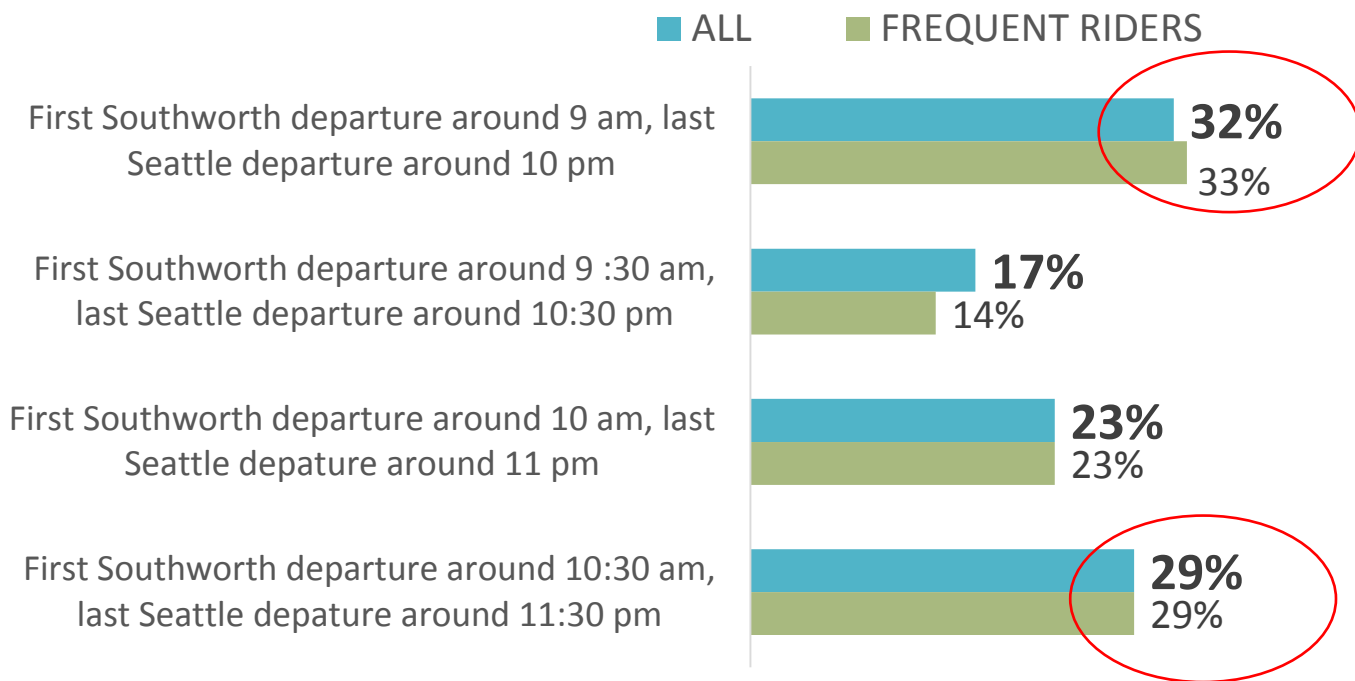
Do you think you'll ride the Southworth-Seattle Fast Ferry on a Saturday?



*Frequent riders are less likely to say yes*

# Preferences are split regarding early and late sailings

Twenty one-way trips (10 roundtrips) have been planned for Saturday service. Please select your preferred service window – the first departure is from Southworth and last departure is from Seattle.



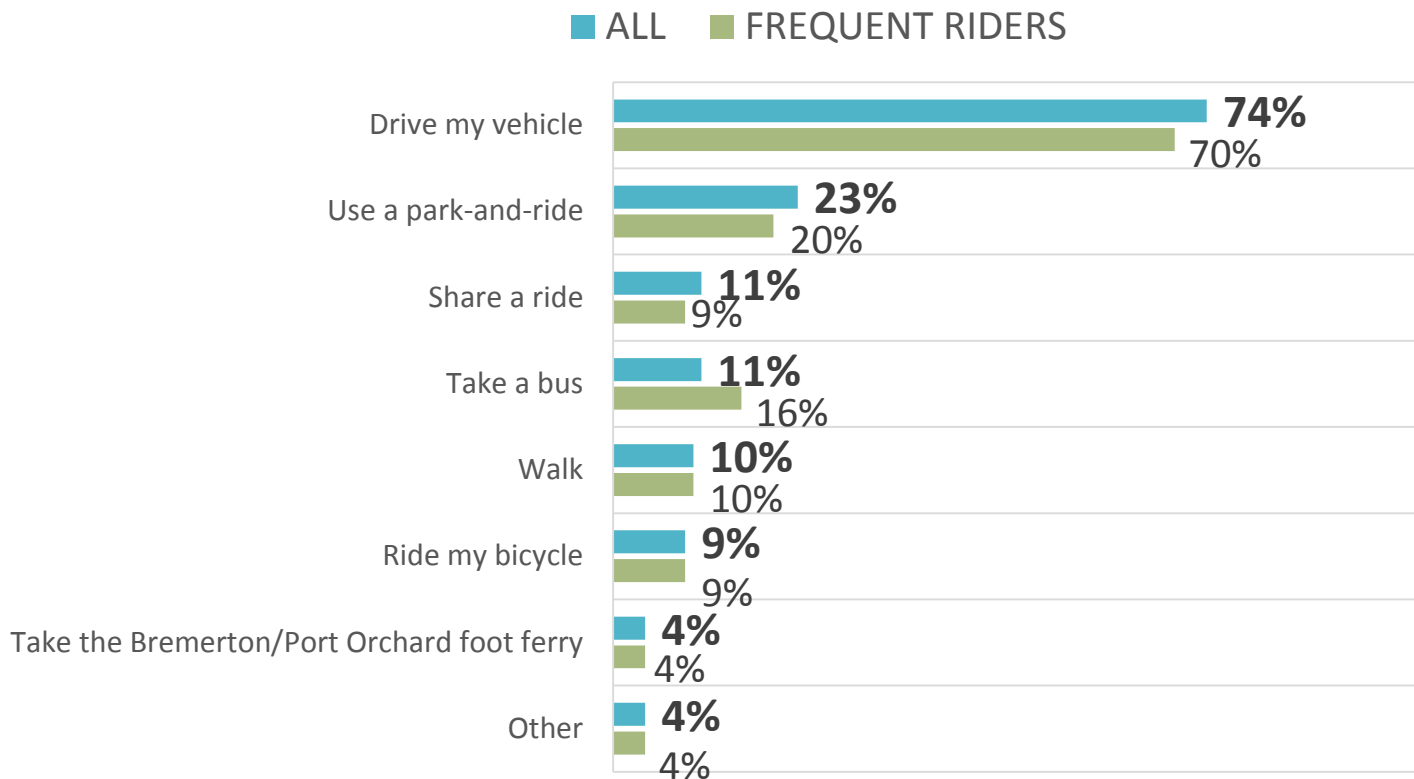
Commenting on Southworth route, expect to use Sat. service n=295

Frequent users commenting on Southworth route, expect to use Sat. service n=126



# Again, multiple modes are used to get to and from the Southworth ferry terminal on a Saturday – but driving is the most common mode

How do you plan to get to and from the Southworth ferry terminal on Saturday, most of the time? (Select all that apply.)

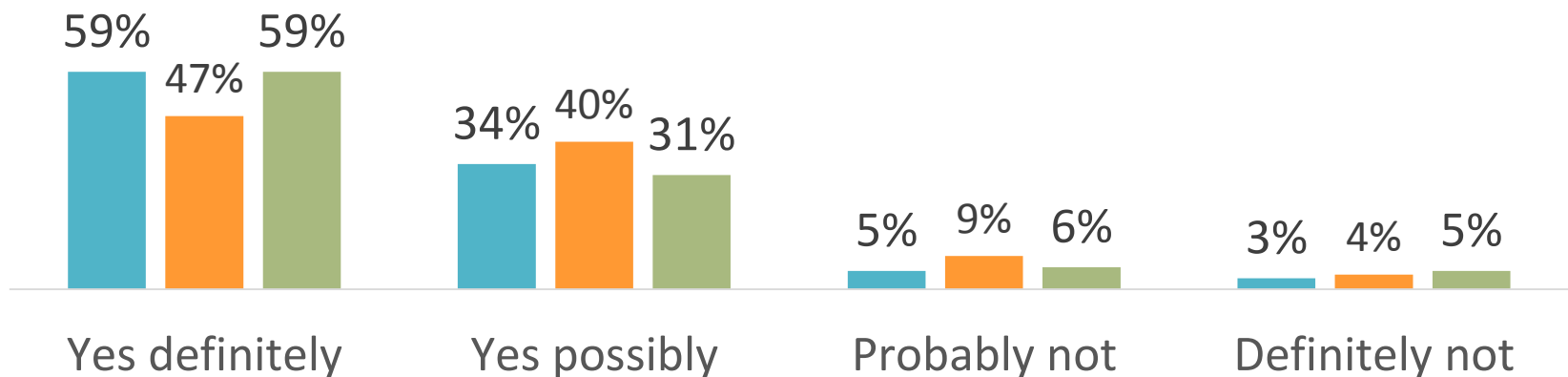


# Summary

# Most commenting on routes plan to use the service

Summary of those planning to use the Kitsap Transit Fast Ferry service, by route

■ Bremerton-Seattle ■ Kingston-Seattle ■ Southworth-Seattle

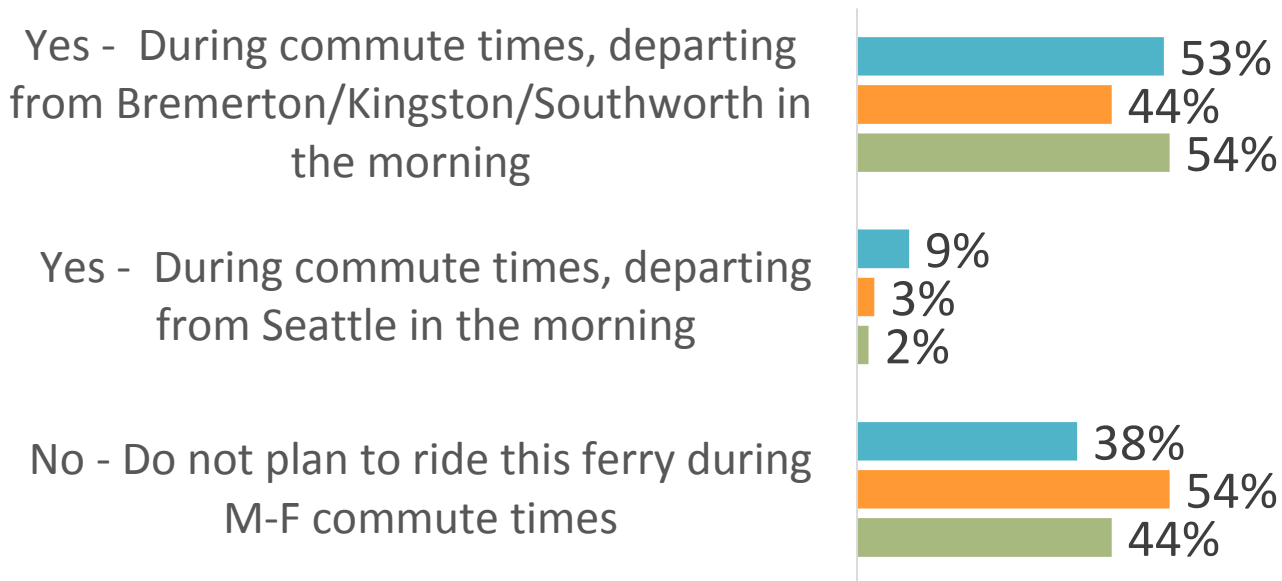


Commenting on Bremerton, n=766  
Commenting on Kingston, n=384  
Commenting on Southworth, n=344

# Respondents included a mix of commuters and non-commuters. Most commuters travel from Kitsap to Seattle in the morning.

Do you think you'll ride the Kitsap Fast Ferry during Monday-Friday commute times?

■ Bremerton-Seattle   ■ Kingston-Seattle   ■ Southworth-Seattle

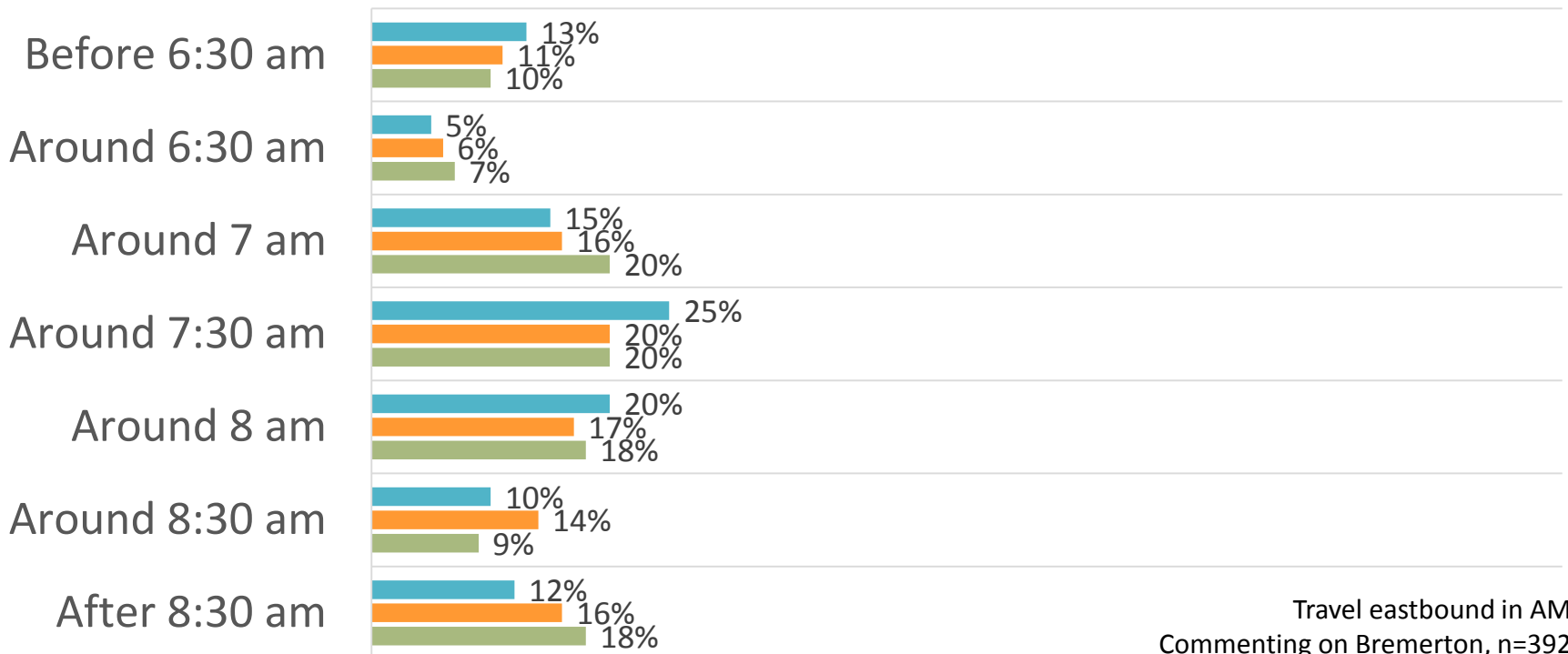


Commenting on Bremerton, n=766  
Commenting on Kingston, n=384  
Commenting on Southworth, n=344

# Bremerton commuters prefer earlier arrival times

In general, what time do you want to arrive in Seattle in the morning?

■ Bremerton-Seattle   ■ Kingston-Seattle   ■ Southworth-Seattle

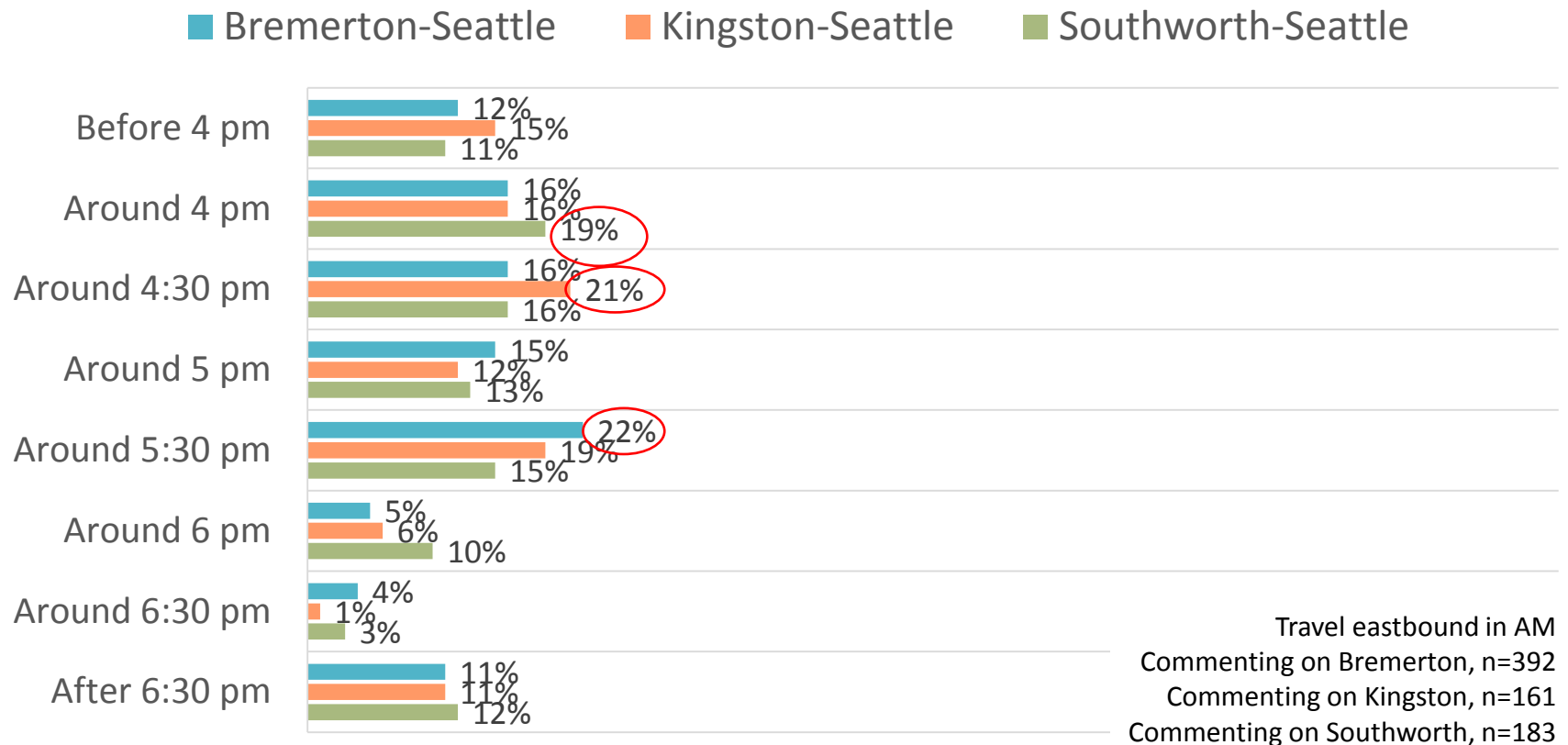


Travel eastbound in AM  
Commenting on Bremerton, n=392  
Commenting on Kingston, n=161  
Commenting on Southworth, n=183

## Commute eastbound in AM

Seattle departure preferences vary: Bremerton prefers 5:30 pm; Kingston prefers 4:30 pm; Southworth prefers 4 pm. Preferences are more similar when looking at the earliest and latest options.

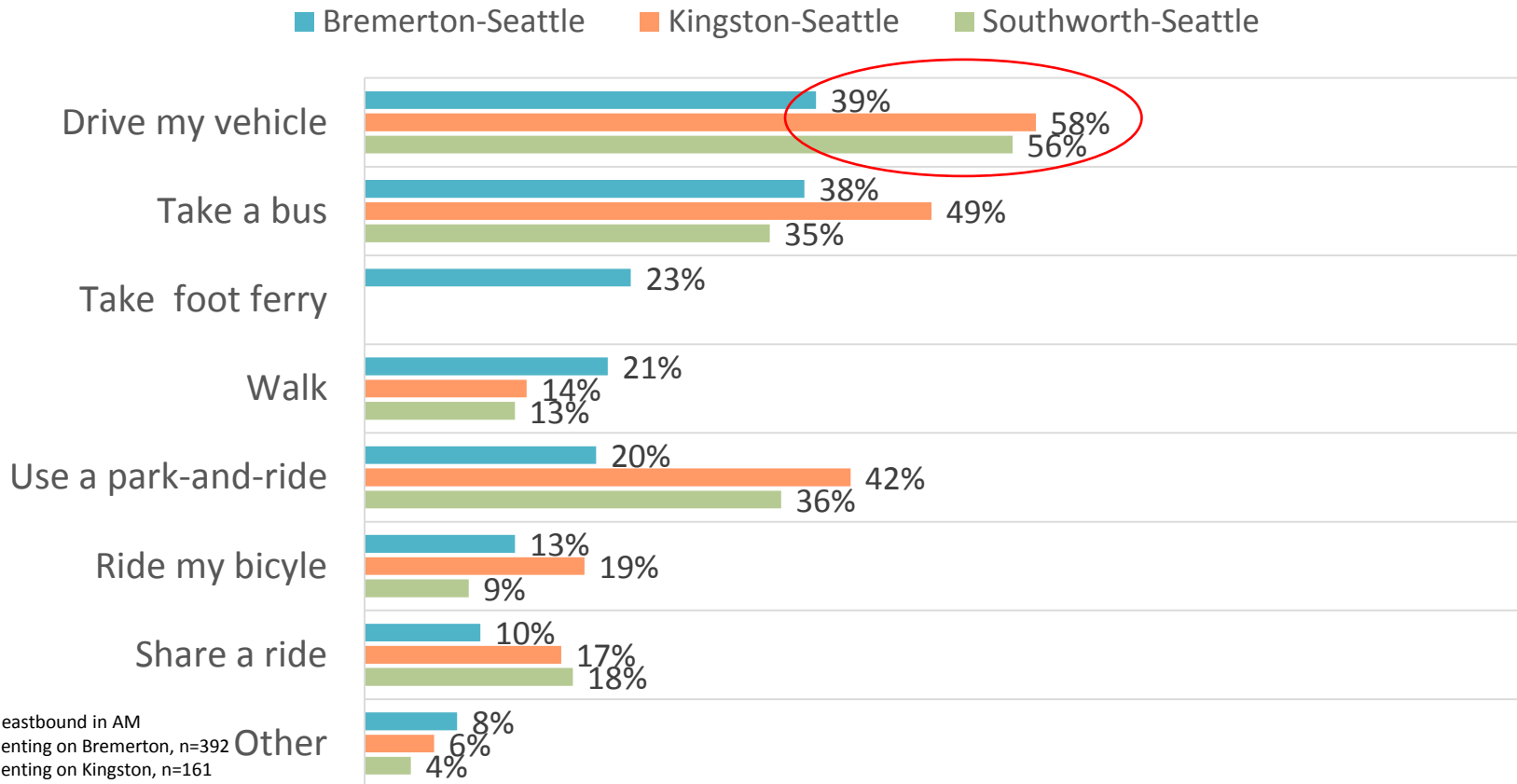
In general, what time do you want to depart in Seattle in the afternoon?



# Commute eastbound in AM

Bus and driving are the most common modes of travel to the ferry terminal in the morning. Kingston and Southworth commuters are more likely to drive than those in Bremerton.

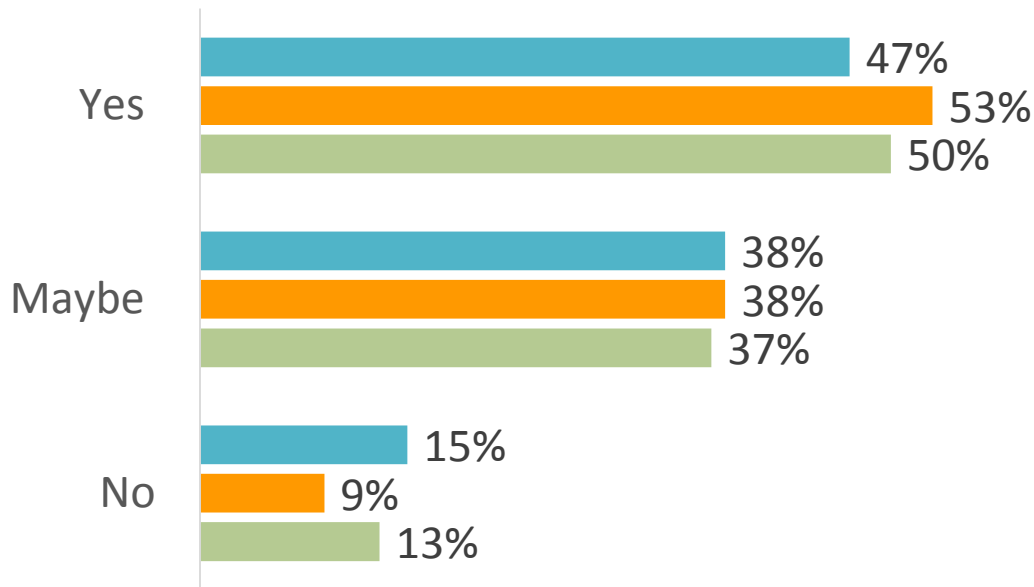
How do you plan to get from your home to the Bremerton/Kingston/Southworth ferry terminal in the morning, most of the time? (Multiple responses allowed/sums total more than 100%)



# Across the routes, about half think they'll use the Saturday service

Do you think you'll ride the Fast Ferry on a Saturday?

■ Bremerton-Seattle   ■ Kingston-Seattle   ■ Southworth-Seattle



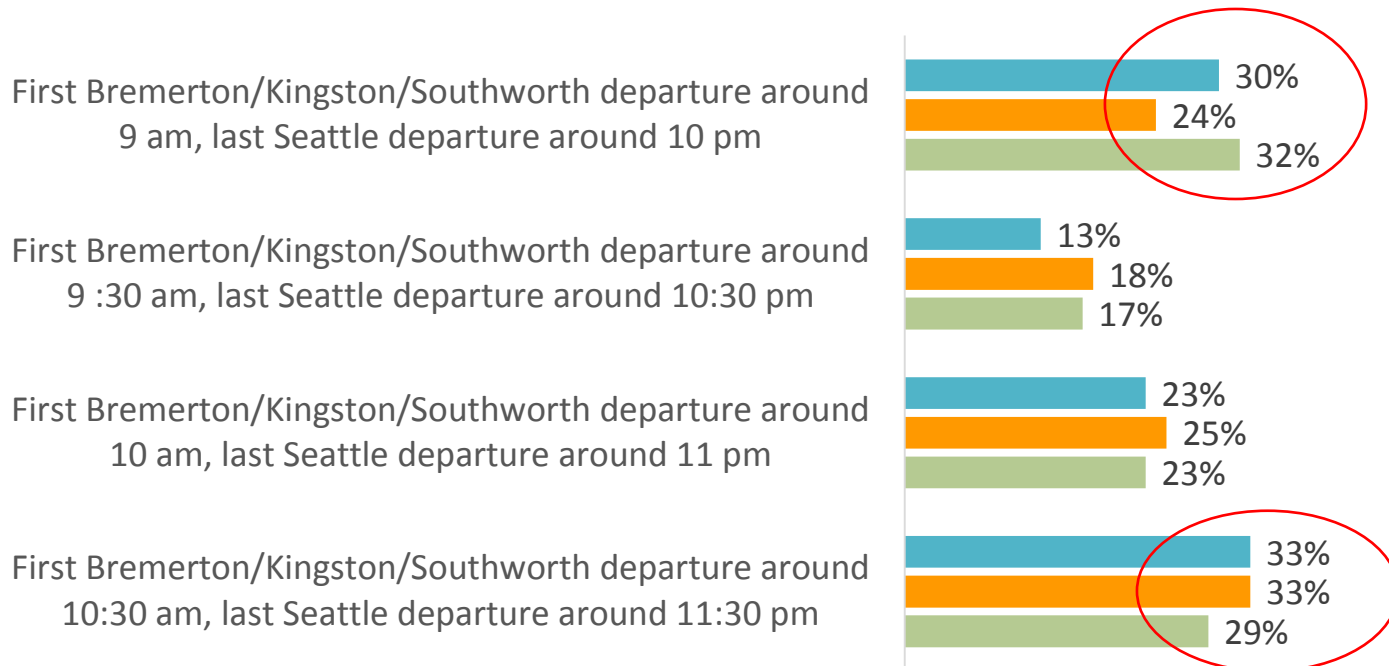
Commenting on Bremerton, n=749  
Commenting on Kingston, n=375  
Commenting on Southworth, n=341



# There's nearly an even split between those preferring an early service schedule and those preferring late service

Twenty one-way trips (10 roundtrips) have been planned for Saturday service. Please select your preferred service window – the first departure is from Bremerton/Kingston/Southworth and last departure is from Seattle

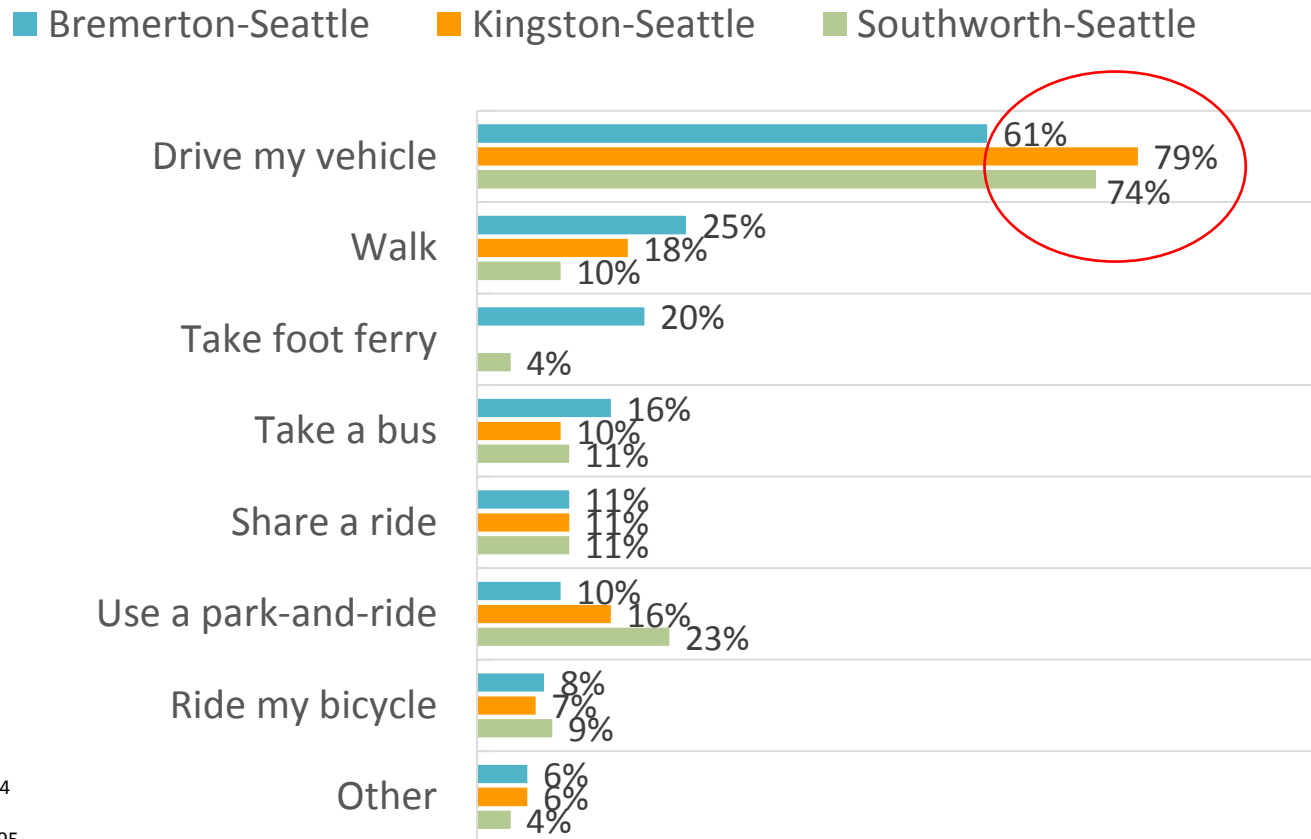
■ Bremerton-Seattle   ■ Kingston-Seattle   ■ Southworth-Seattle



Expect to use Saturday Service  
Commenting on Bremerton, n=624  
Commenting on Kingston, n=338  
Commenting on Southworth, n=295

# Multiple modes are used to get to and from ferry terminals on a Saturday. Driving is the most popular mode – particularly for Southworth and Kingston.

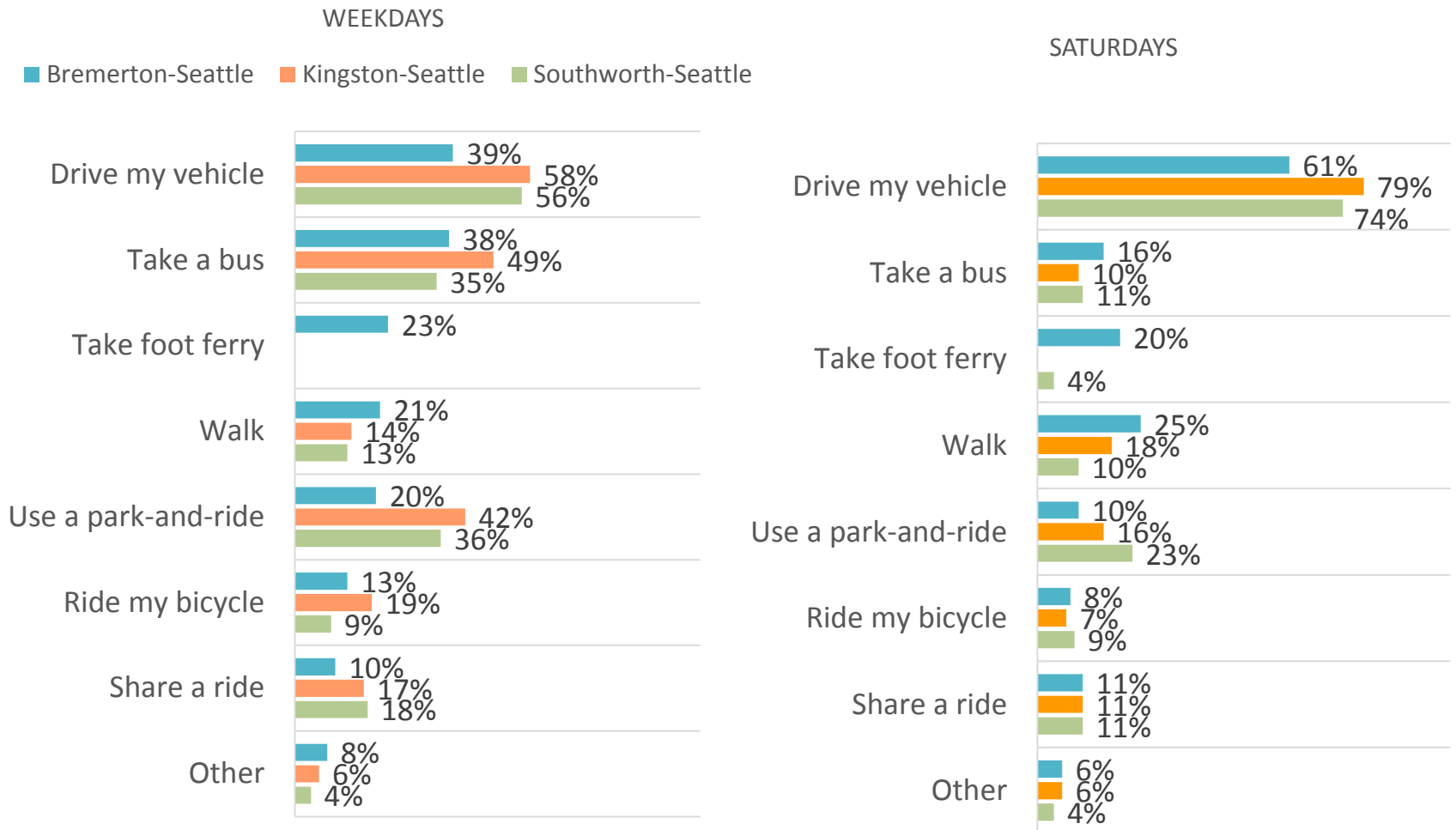
How do you plan to get to and from the Bremerton/Kingston/Southworth ferry terminal on Saturday, most of the time? (Multiple responses allowed. Sums total more than 100%.)



Expect to use Saturday Service  
Commenting on Bremerton, n=624  
Commenting on Kingston, n=338  
Commenting on Southworth, n=295

# Getting to Kitsap ferry terminal: Weekends vs. Saturdays

How do you plan to get from your home to the Bremerton/Kingston/Southworth ferry terminal in the morning, most of the time? (Multiple responses allowed/sums total more than 100%)



# Open-Ended Comments

Hundreds of open-ended comments were provided.

Comments related to schedule tended to focus on:

- Specific comments about shift/schedule preferences
- Importance of aligning bus and ferry schedules
- Desire for game day or Sunday service
- Desire for year-round service (it's unclear if people don't understand it's only the weekend service that's seasonal)

Other comments included:

- Support for and opposition to the service
- Feedback on the reservation system
- Suggestions about origin/destination
- Fare/cost comments
- Equipment and staffing suggestions
- Other comments about bus service