

Kitsap Transit Fast Ferry Schedule Survey

Key Findings Summary

March 2017

Public opinion survey

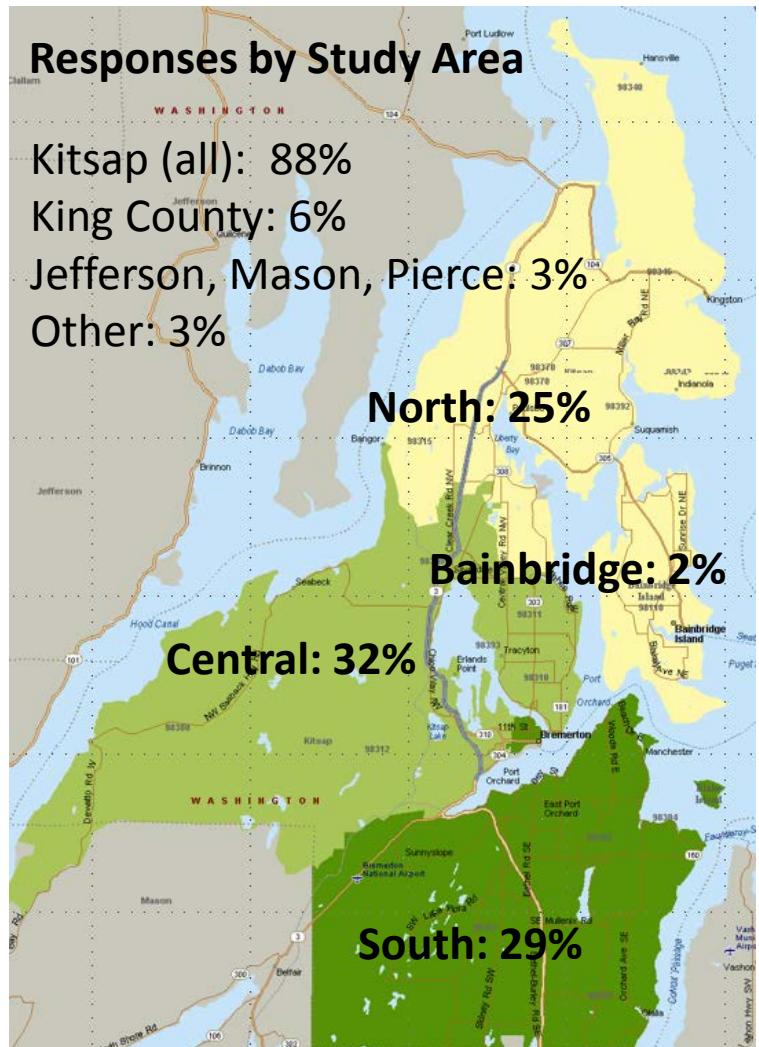
Context

- 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 the opening page of a public opinion survey. At the top, there is a blue header with the Kitsap Transit logo and the text "Kitsap Fast Ferry Schedule Survey". Below the header, a progress bar indicates 5% completion. A message says "Your input is needed!" followed by a description of the new passenger-only fast ferry service connecting communities in Kitsap and King Counties. It mentions 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. Below this, another message encourages users to provide feedback on schedules for the new service, noting that responses are anonymous. A "Next" button is located at the bottom right of the map area. The map itself shows the Puget Sound with dashed lines indicating ferry routes between Seattle, Kingston, Bremerton, and Southworth.

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.

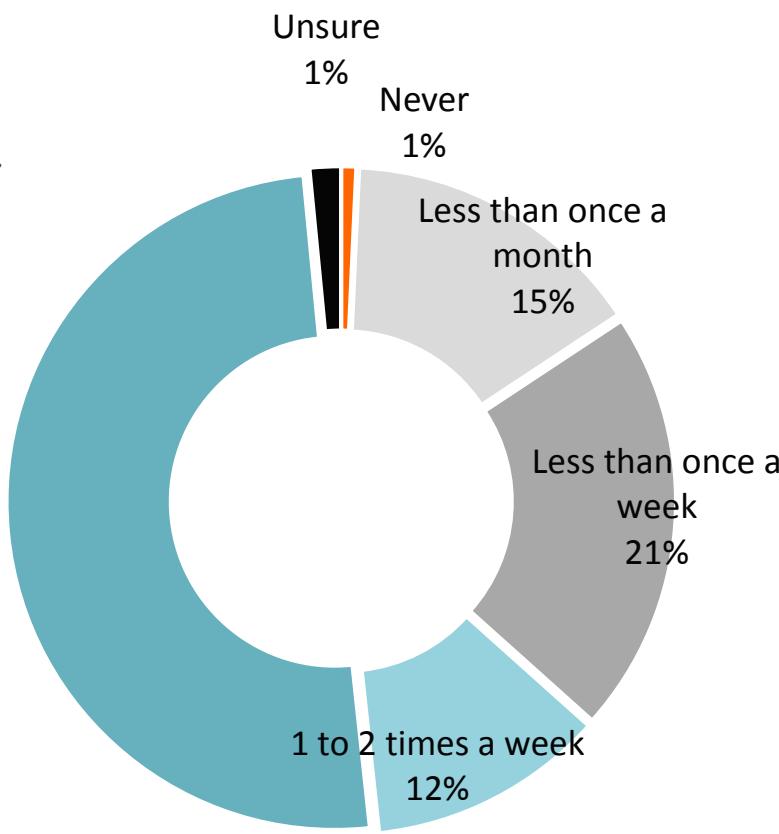
50% ride a ferry across Puget Sound three or more times/week

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

**3 or more times a week
50%**

n=1,114



Bremerton Schedule

Basic service information was provided to respondents

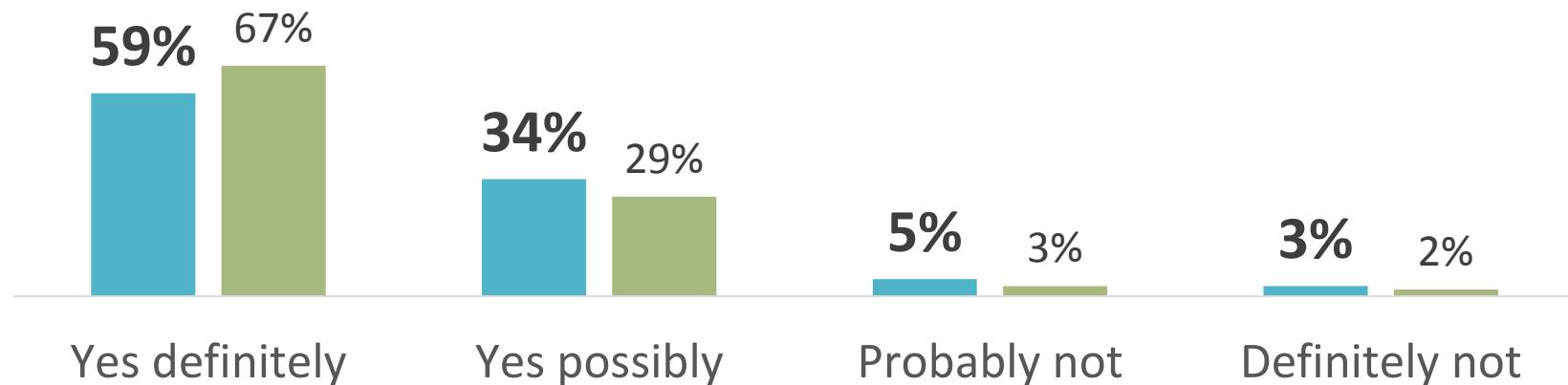
Before we get started, here are some things to know about the new service between Bremerton and Seattle:

- 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

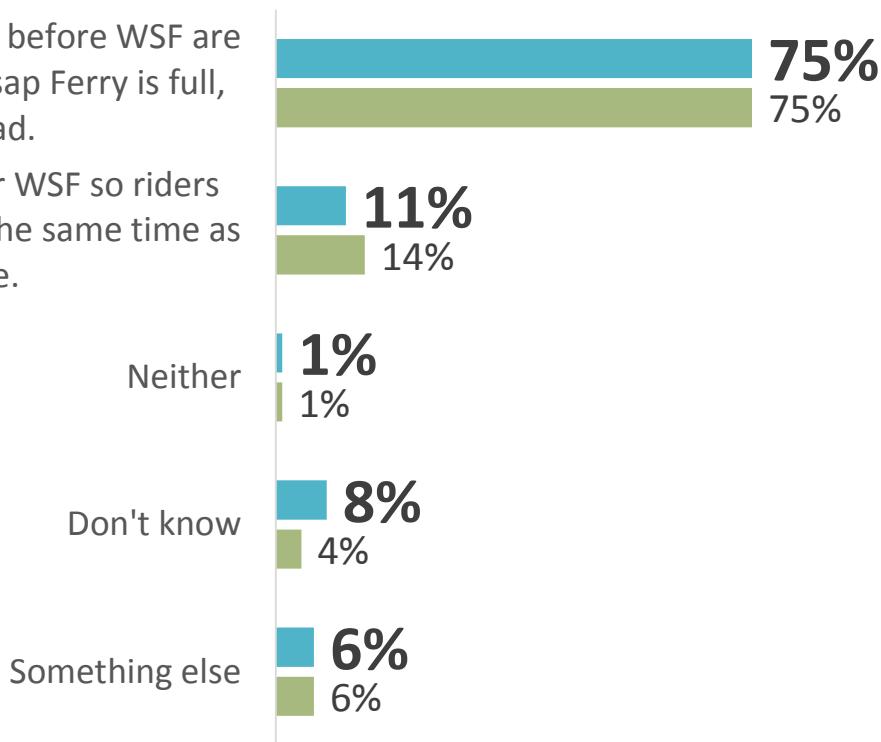
3 in 4 want the Fast Ferry to leave slightly before Washington State Ferries (WSF)

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

■ ALL ■ FREQUENT RIDERS

Kitsap Fast Ferries should leave slightly before WSF are scheduled to depart, so that if the Kitsap Ferry is full, riders can ride WSF instead.

Kitsap Fast Ferries should depart after WSF so riders can arrive at their destination around the same time as WSF with less travel time.



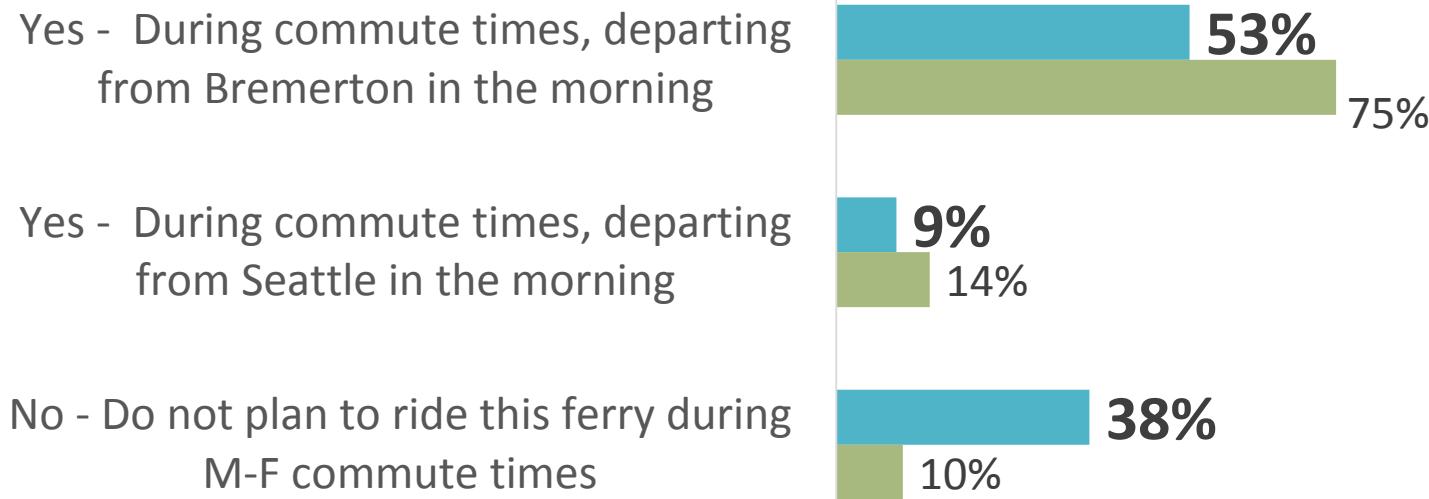
Commenting on Bremerton, all n=766

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?

■ ALL ■ FREQUENT RIDERS

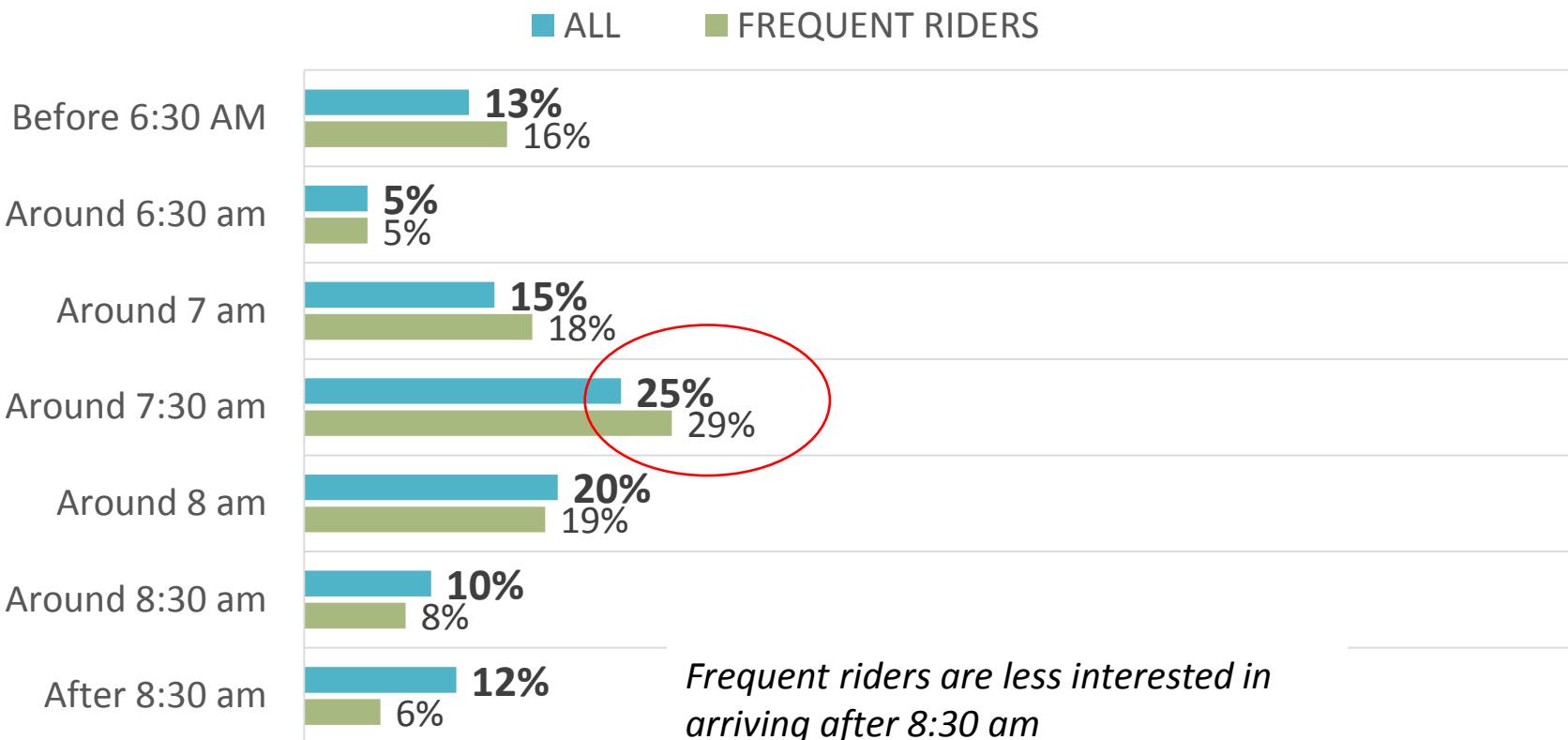


Commenting on Bremerton, all n=766

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?

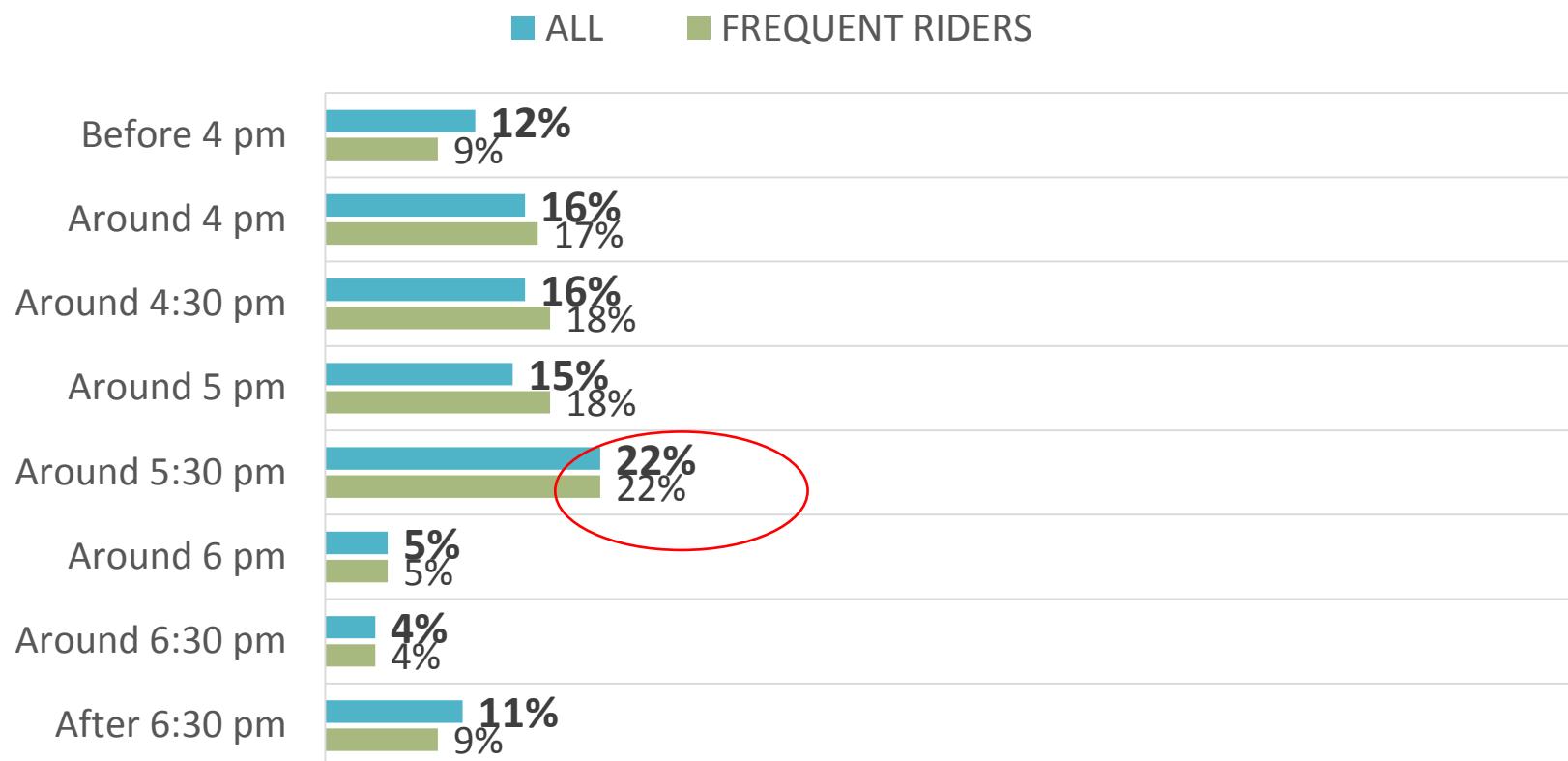


All commuting eastbound in AM n=392

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?

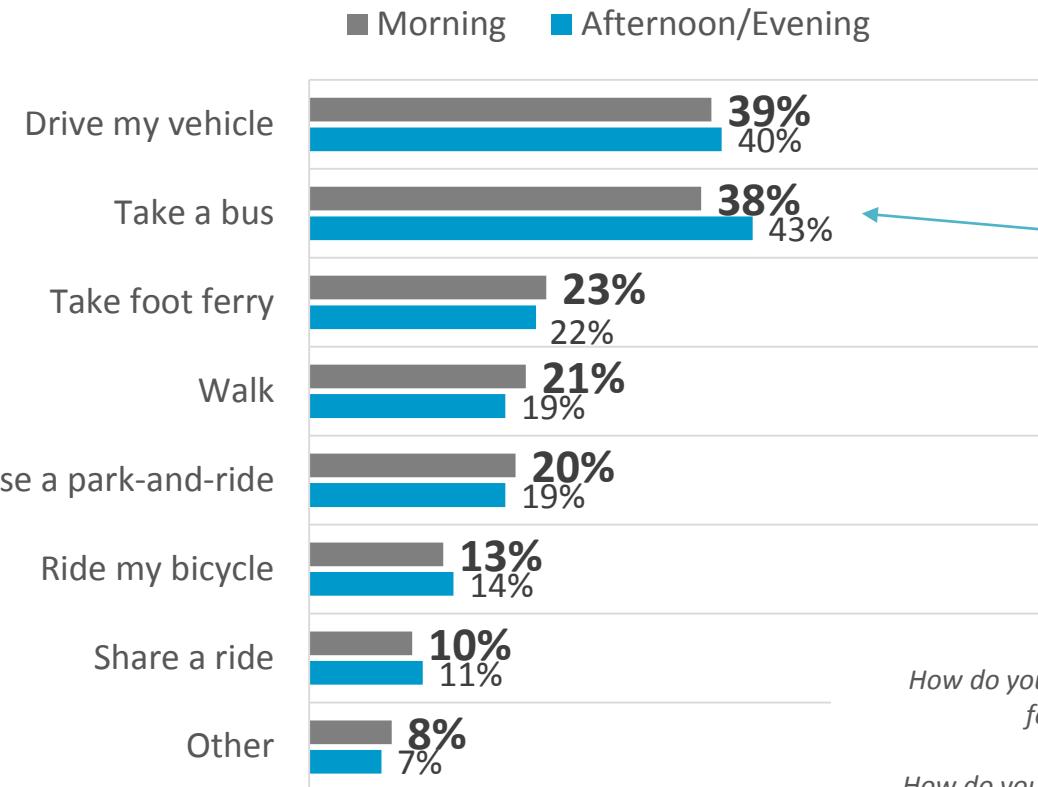


All commuting eastbound in AM n=392

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.)



Mode use/time of day difference:
More bus use in the afternoon/evening

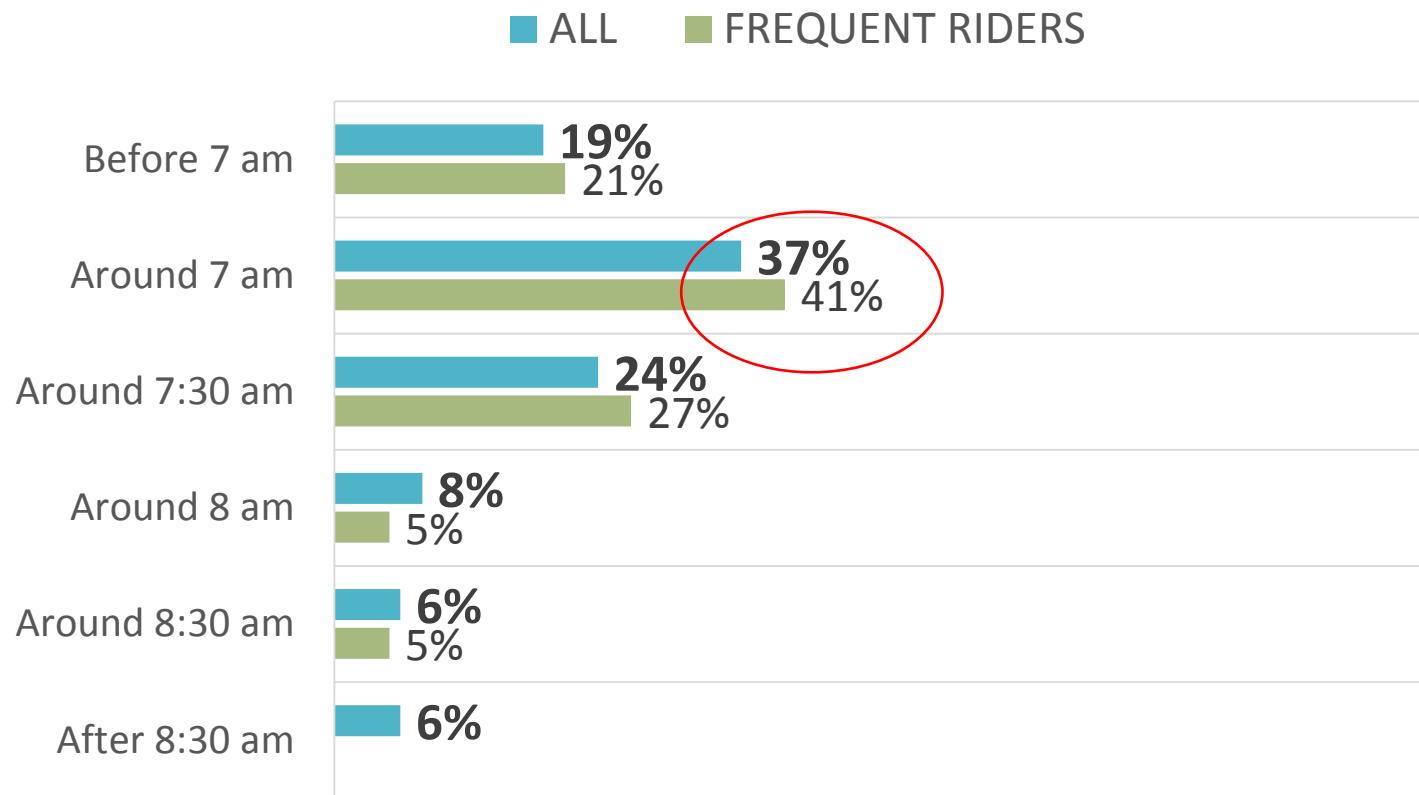
Question wording:

How do you plan to get from your home to the Bremerton ferry terminal in the morning, most of the time?

How do you plan to return home from the Bremerton ferry terminal in the afternoon/evening, most of the time?

7 am is the most preferred arrival time

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

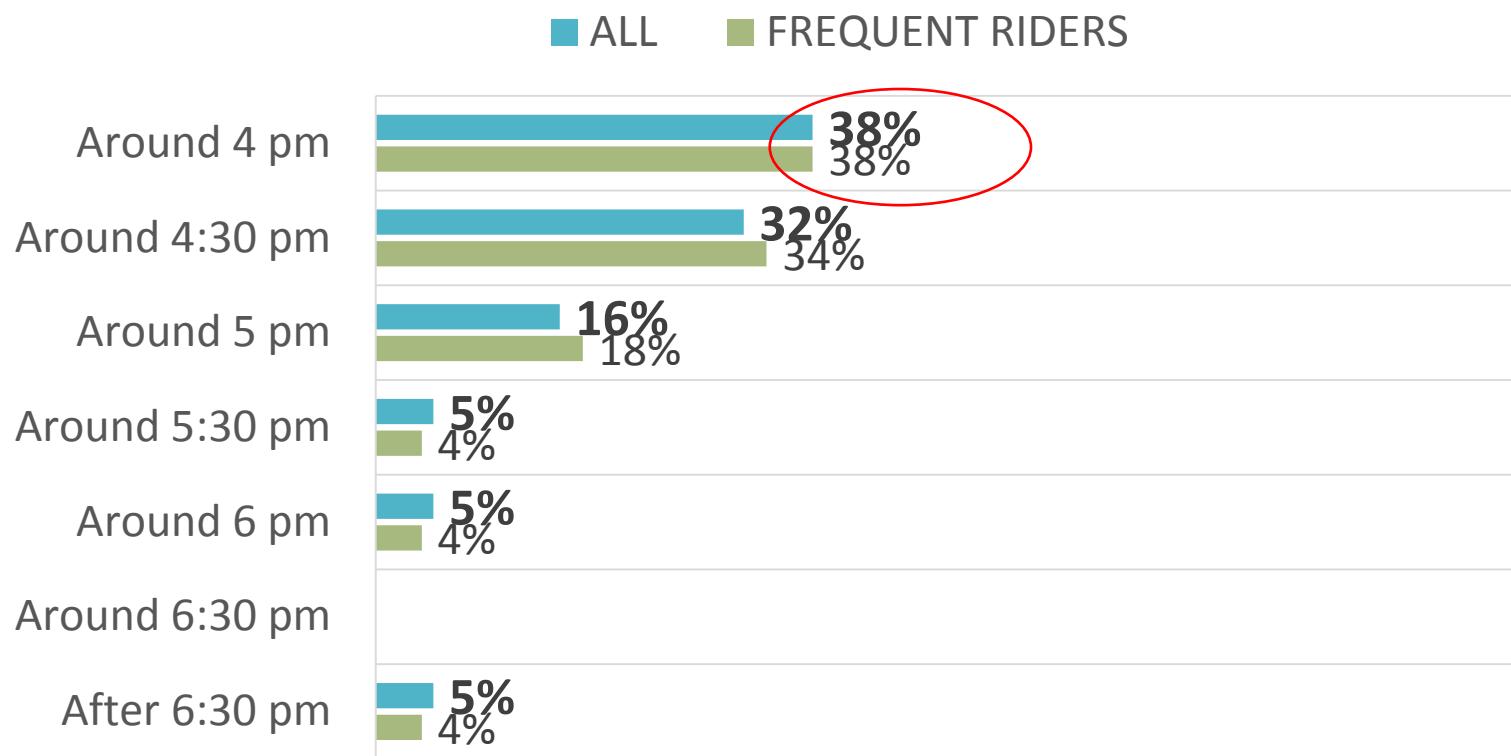


All commuting westbound in AM n=63

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?

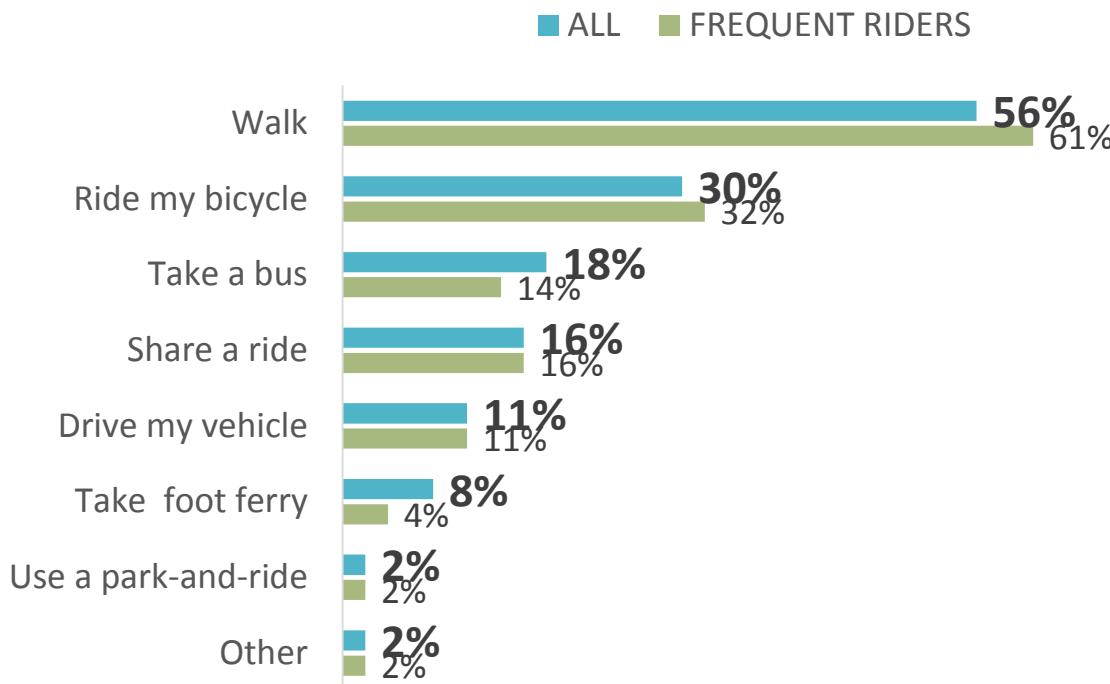


All commuting westbound in AM n=63

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%)

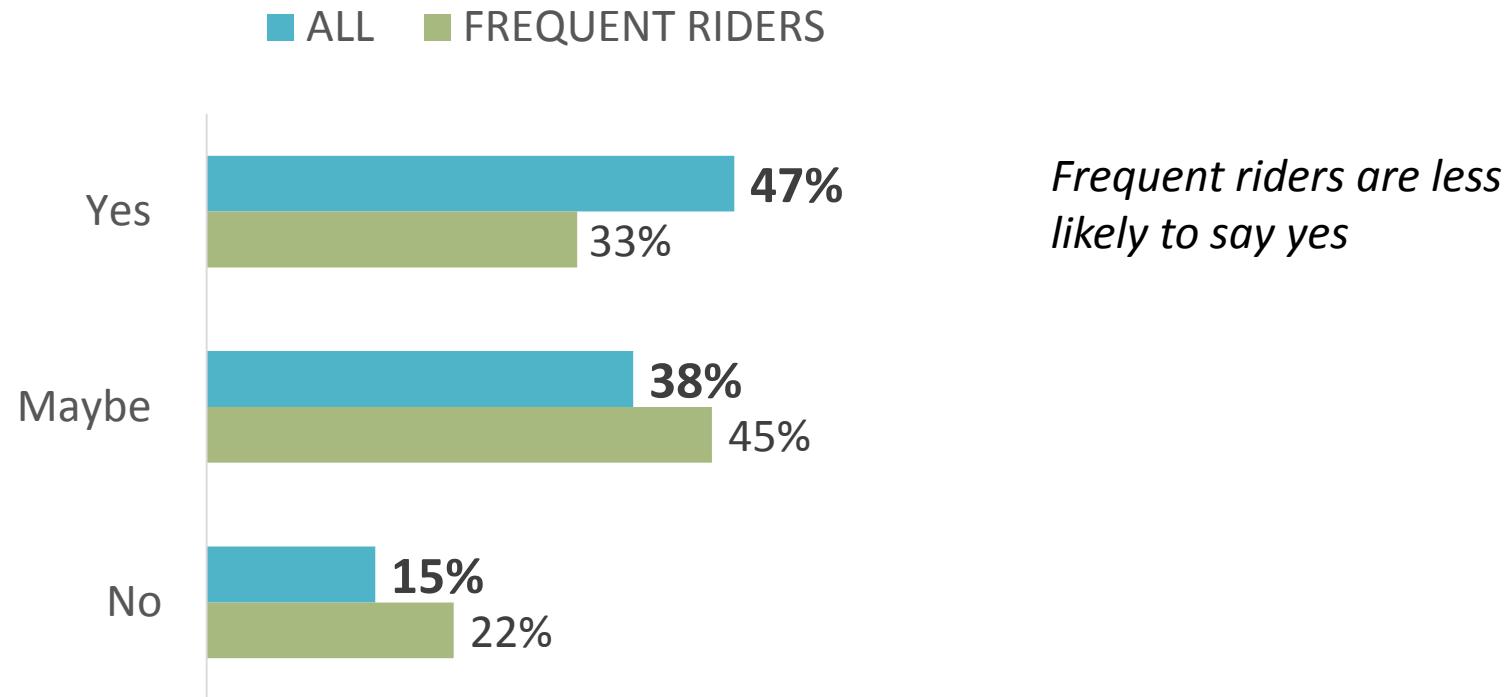


All commuting westbound in AM n=63

Frequent commuting westbound in AM n=56

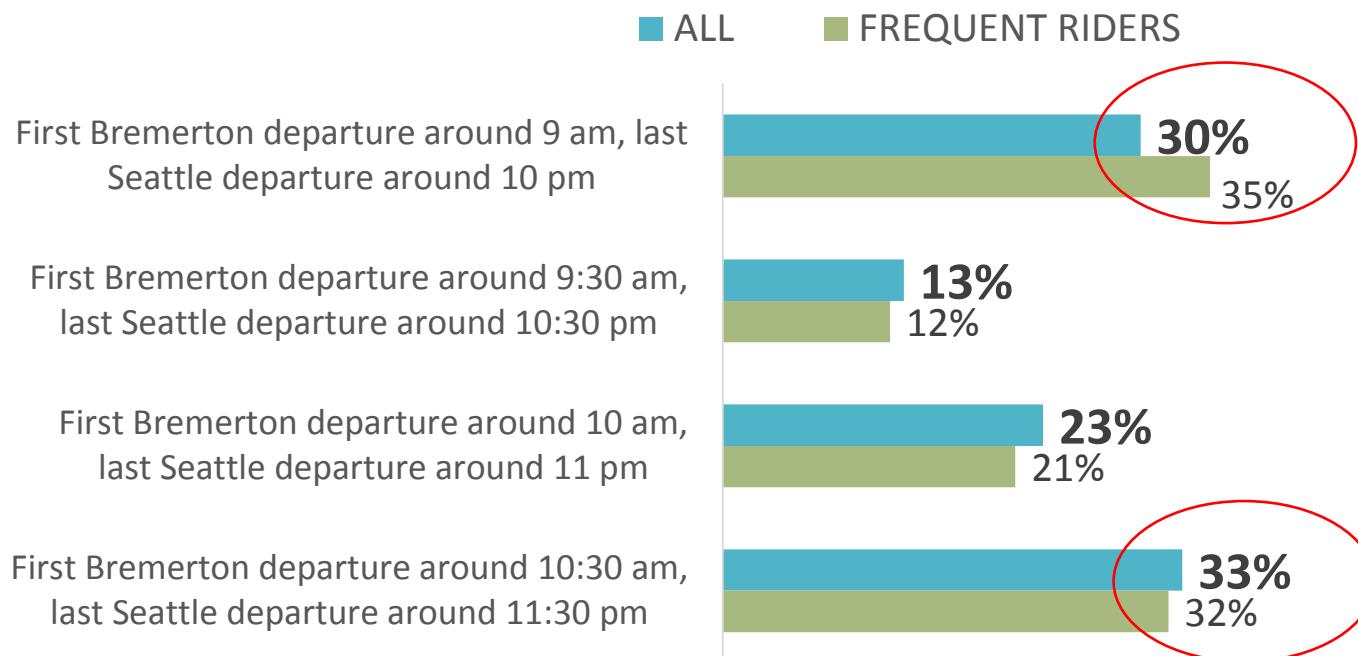
Overall, nearly half (47%) think they'll use the Saturday service

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



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.

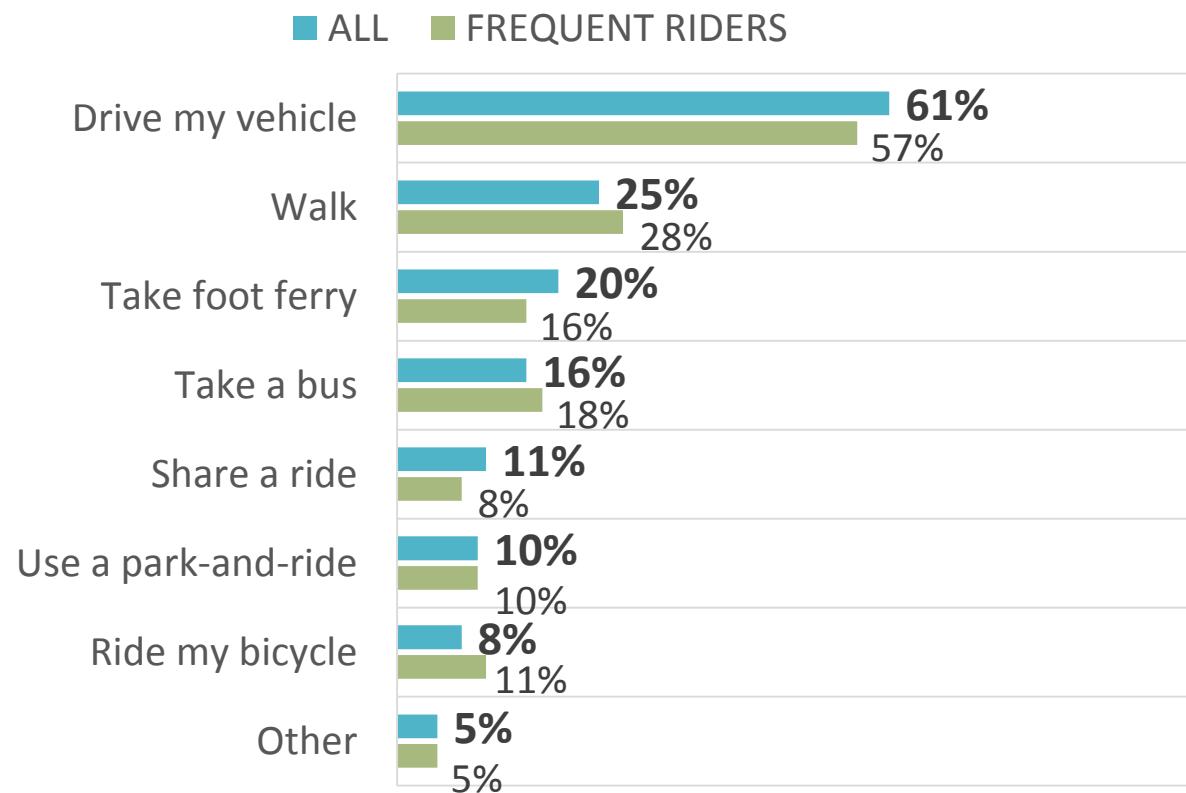


Commenting on Bremerton route, expect to use Sat. service n=624

Frequent users commenting on Bremerton route, expect to use Sat. service n=300

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%)



Commenting on Bremerton route, expect to use Sat. service n=624

Frequent users commenting on Bremerton route, expect to use Sat. service n=300

Kingston Schedule

Basic service information was provided to respondents

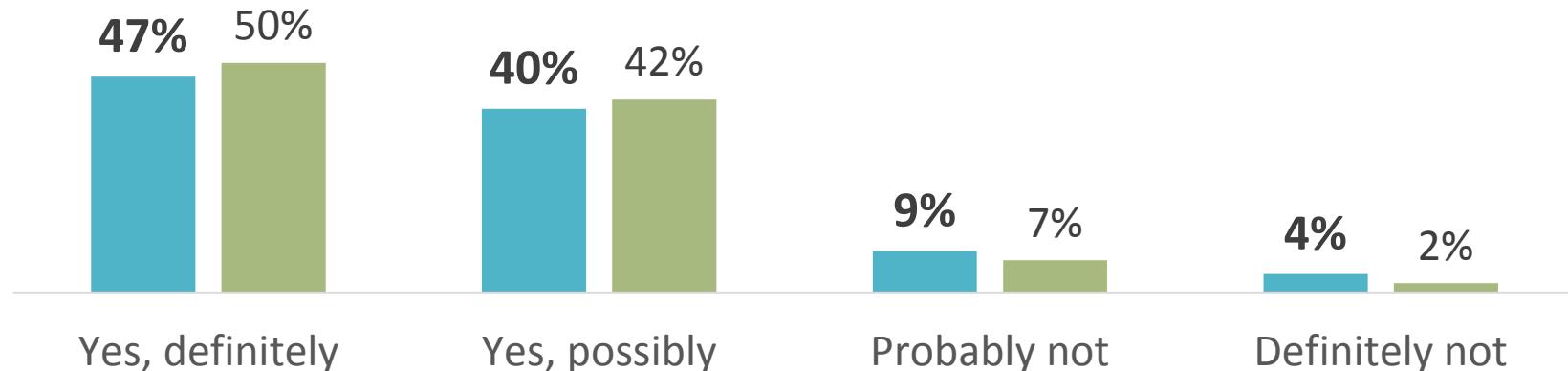
Before we get started, here are some things to know about the new service between Kingston and Seattle:

- 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?

■ ALL ■ FREQUENT RIDERS



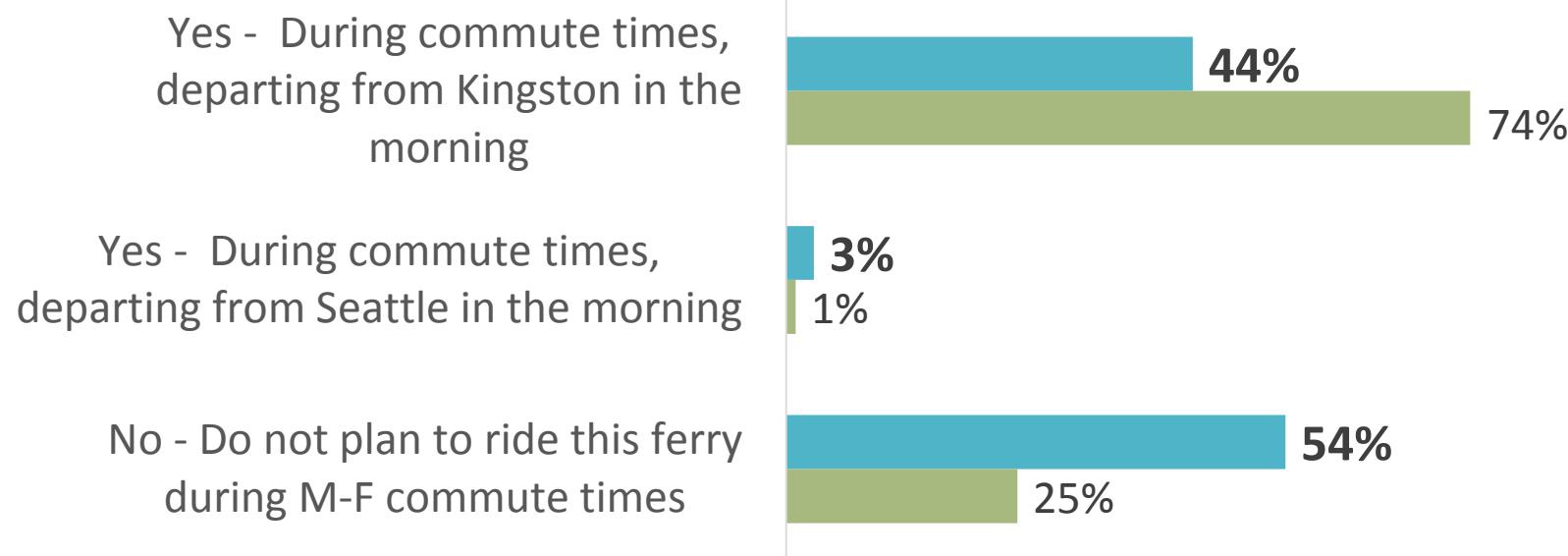
Commenting on Kingston, all n=384

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

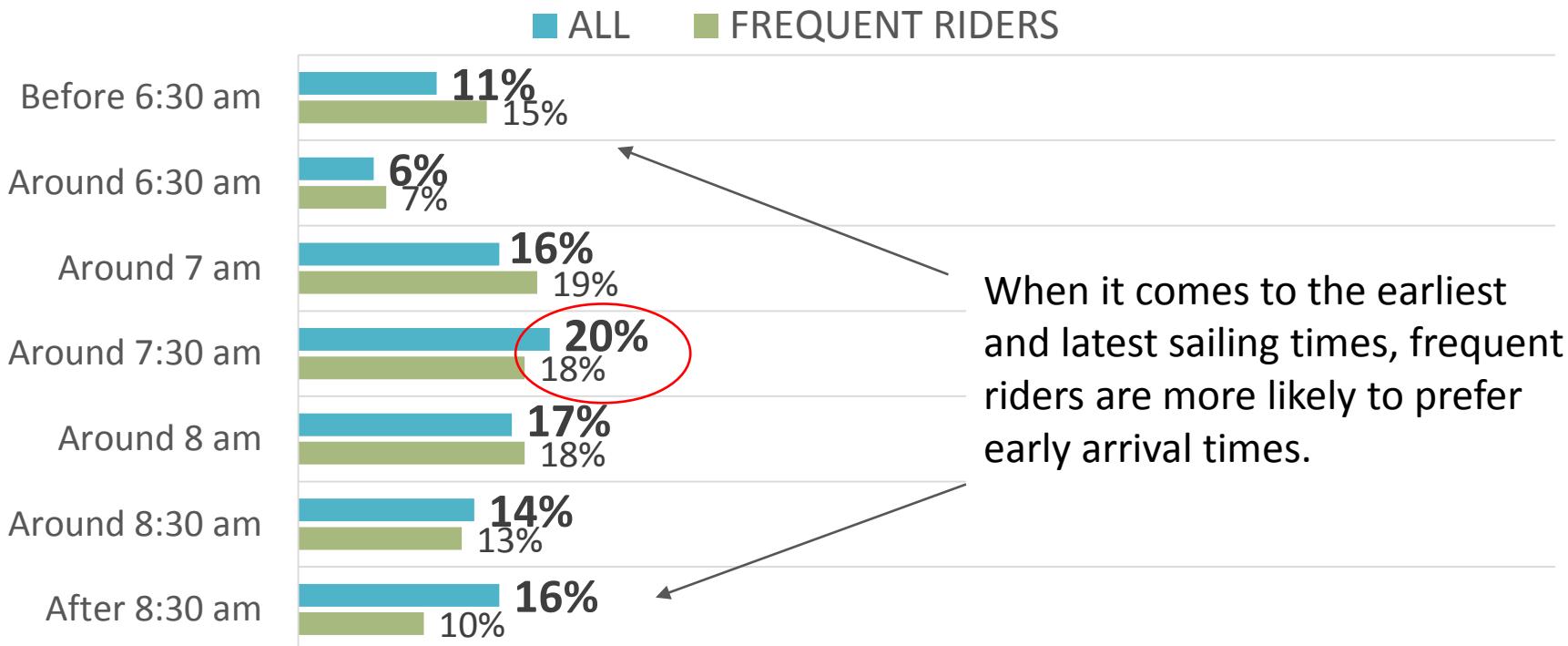


Commenting on Kingston, all n=384

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?

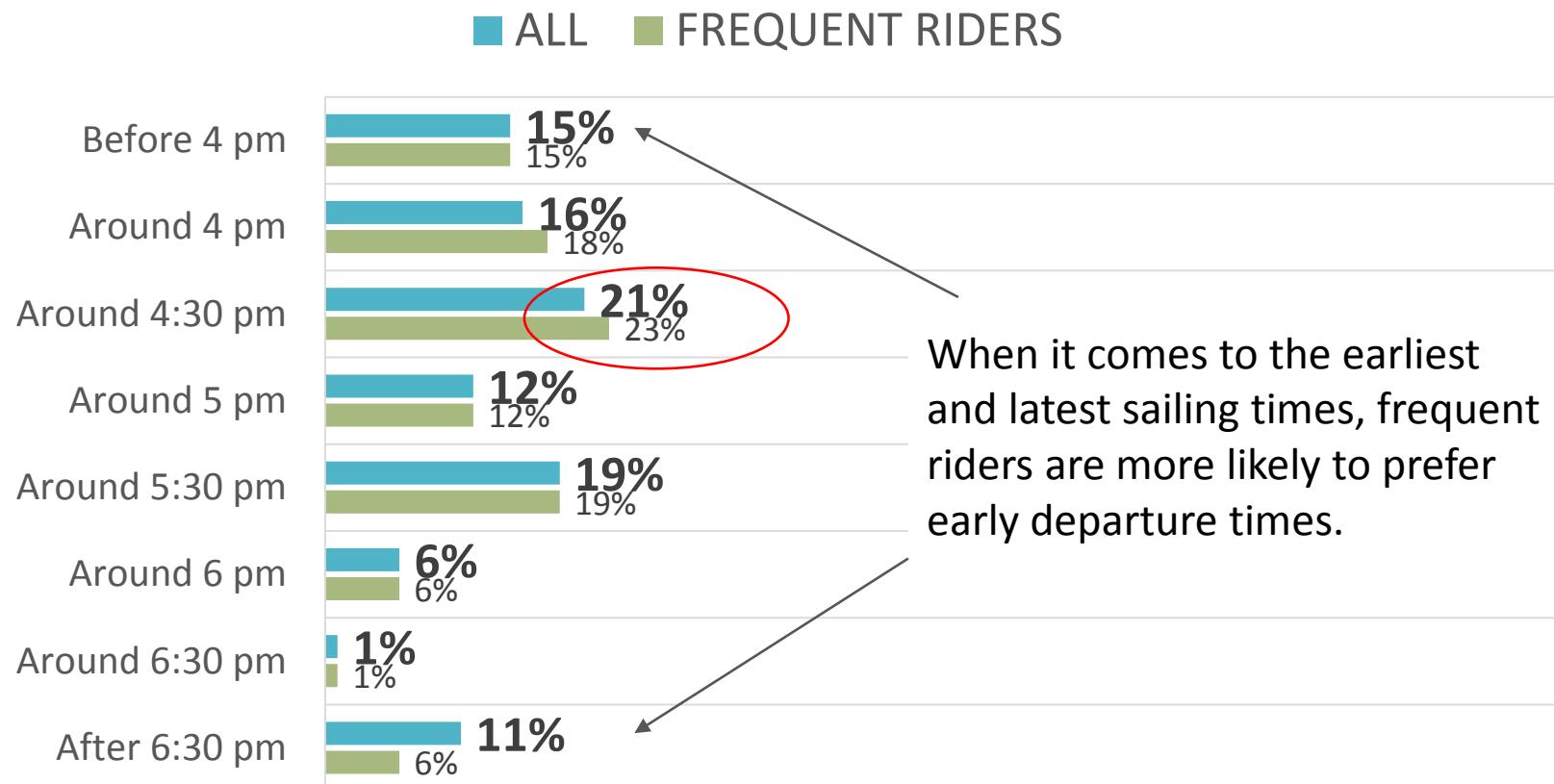


All commuting eastbound in AM n=161

Frequent commuting eastbound in AM n=110

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

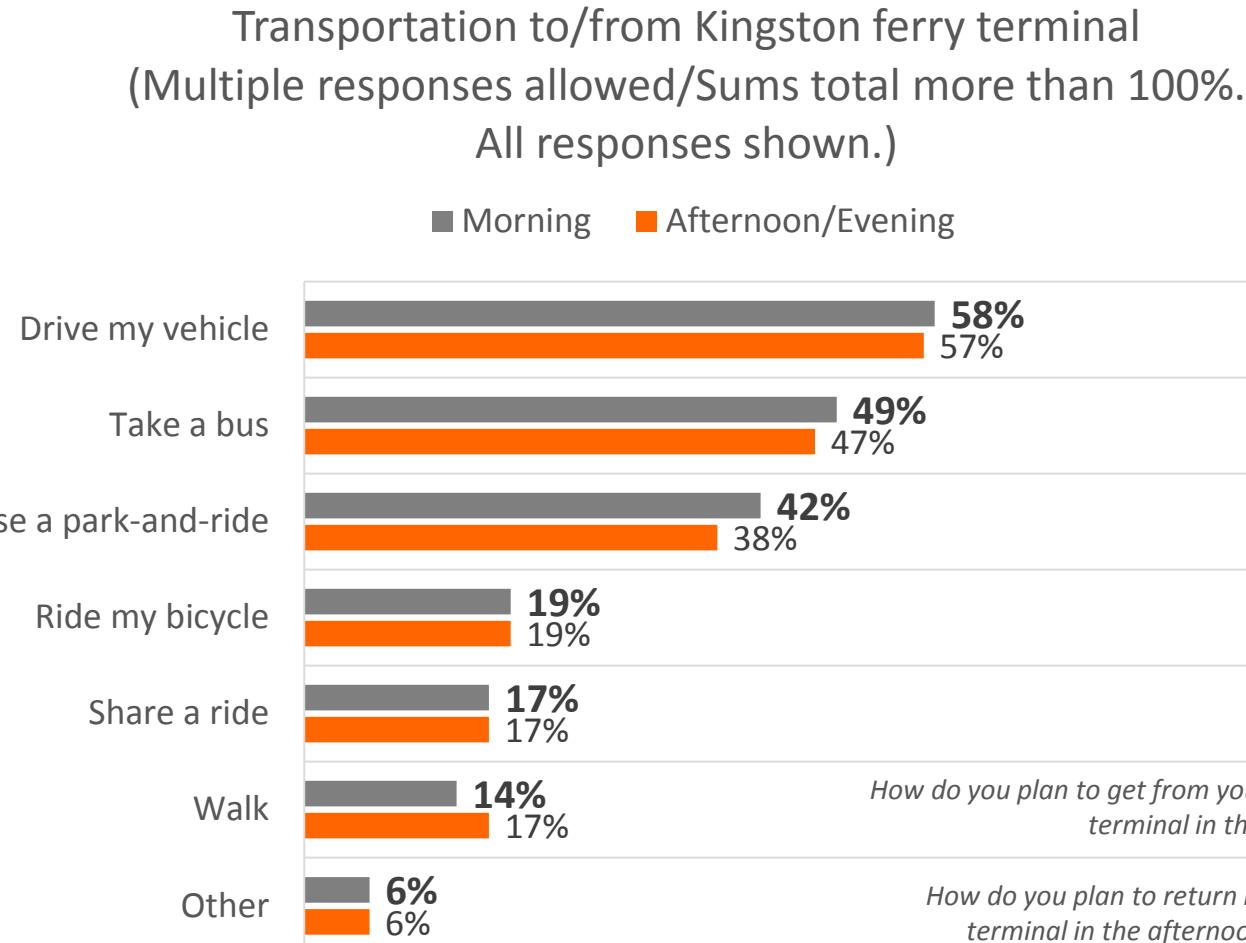
In general, what time do you want to depart in Seattle in the afternoon?



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

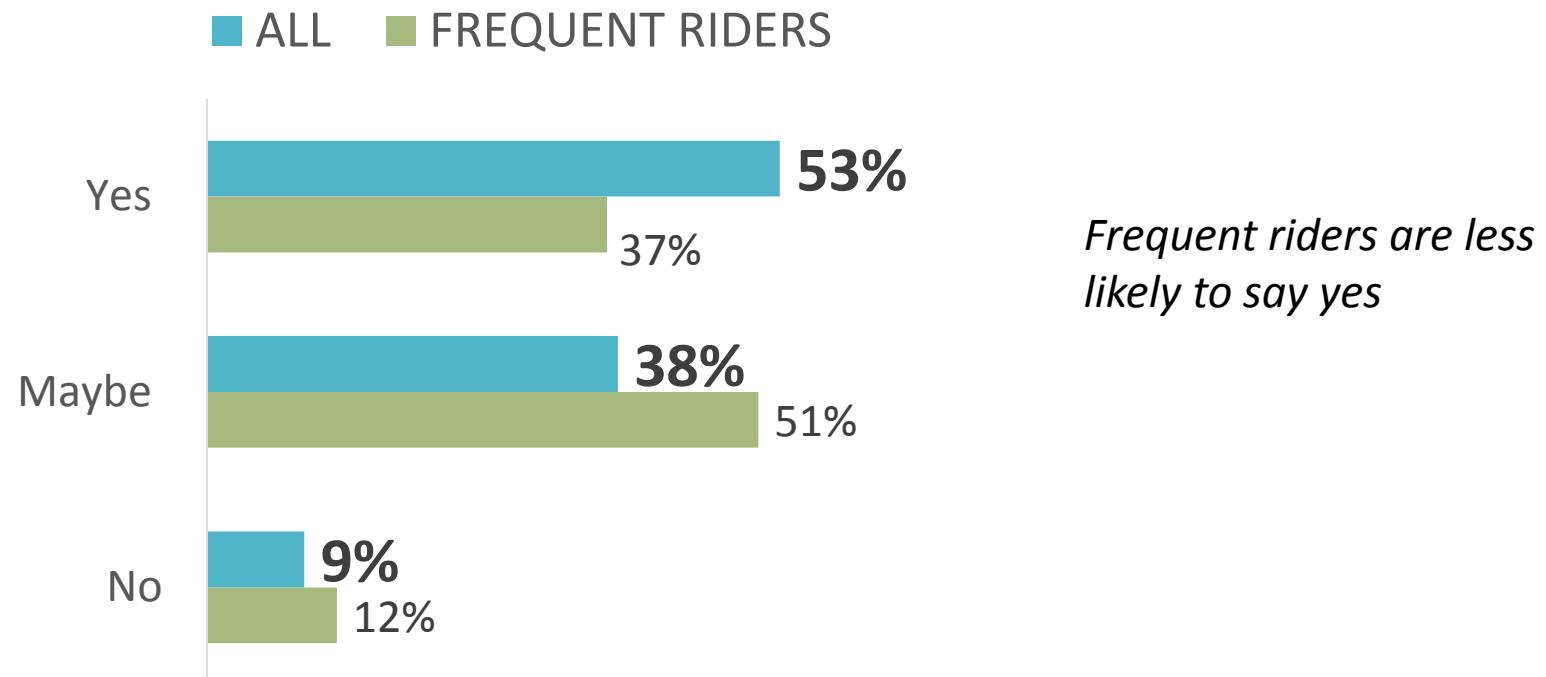


Few respondents (9) provided comments on Seattle to Kingston service (traveling westbound in the morning)

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

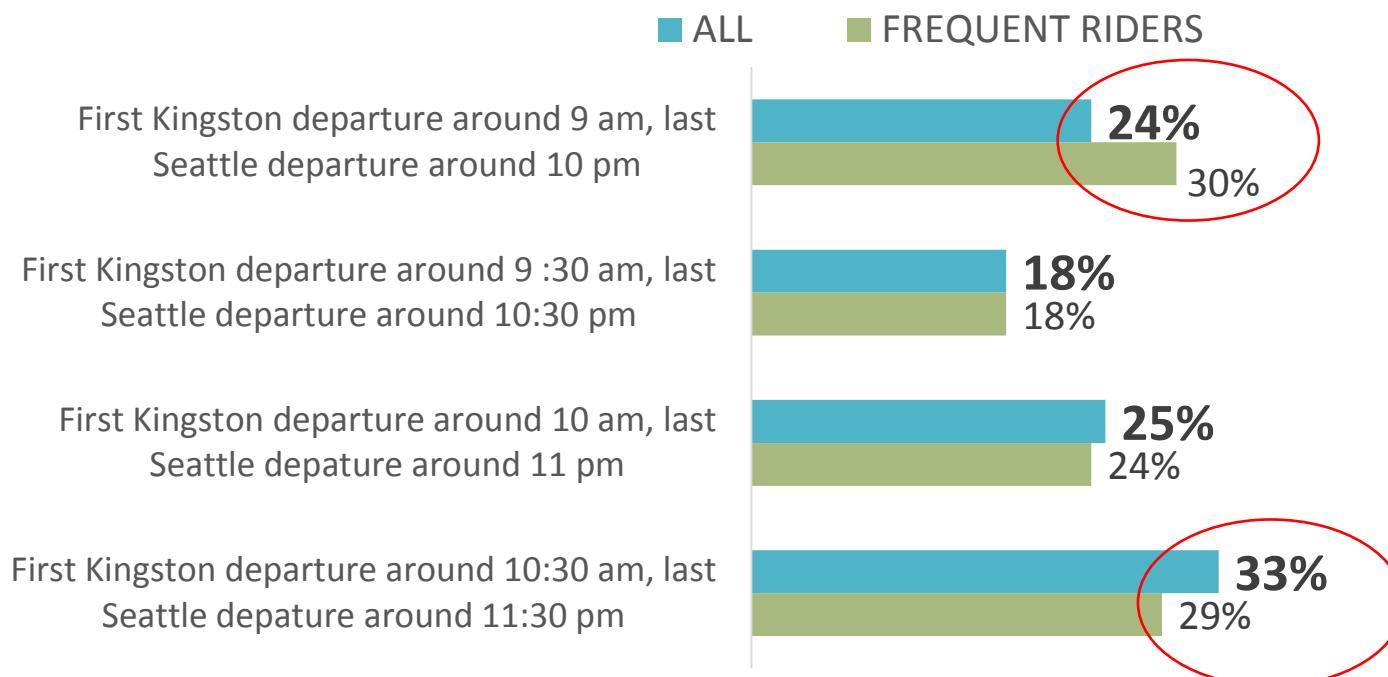
Overall, more than half (53%) think they'll use the Saturday service

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



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.

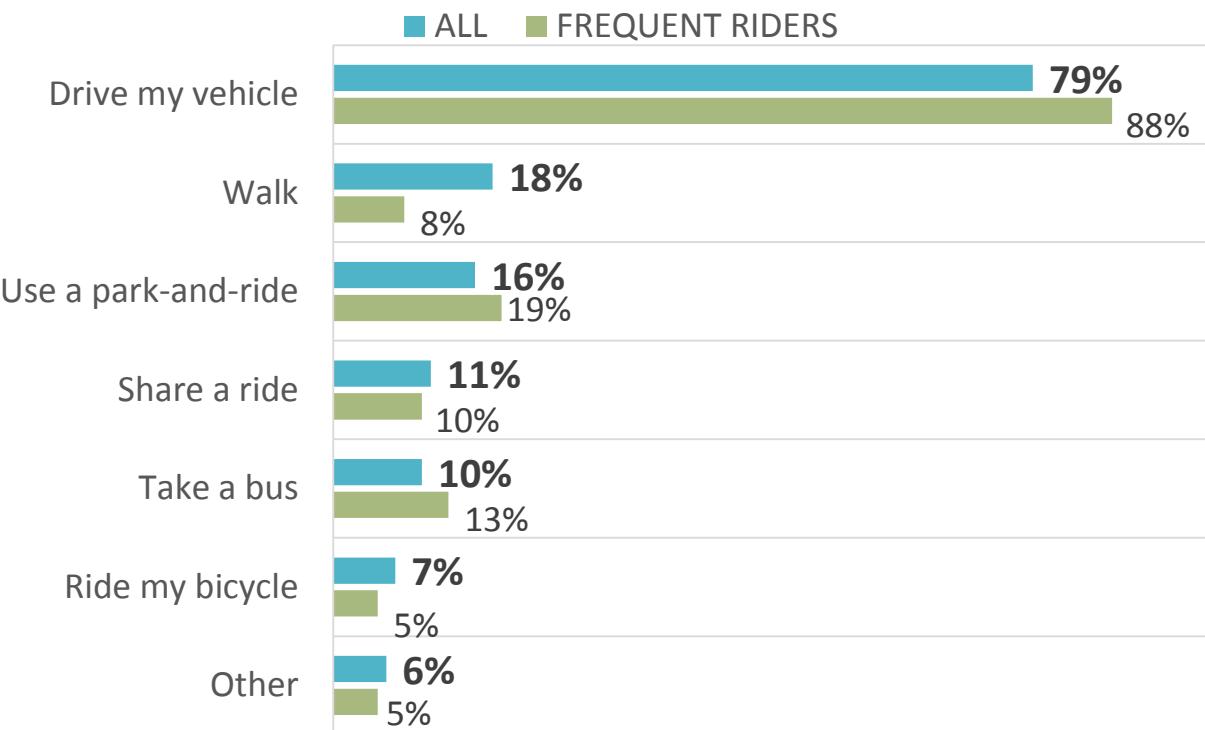


Commenting on Kingston route, expect to use Sat. service n=338

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%)



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

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

Southworth Schedule

Basic service information was provided to respondents

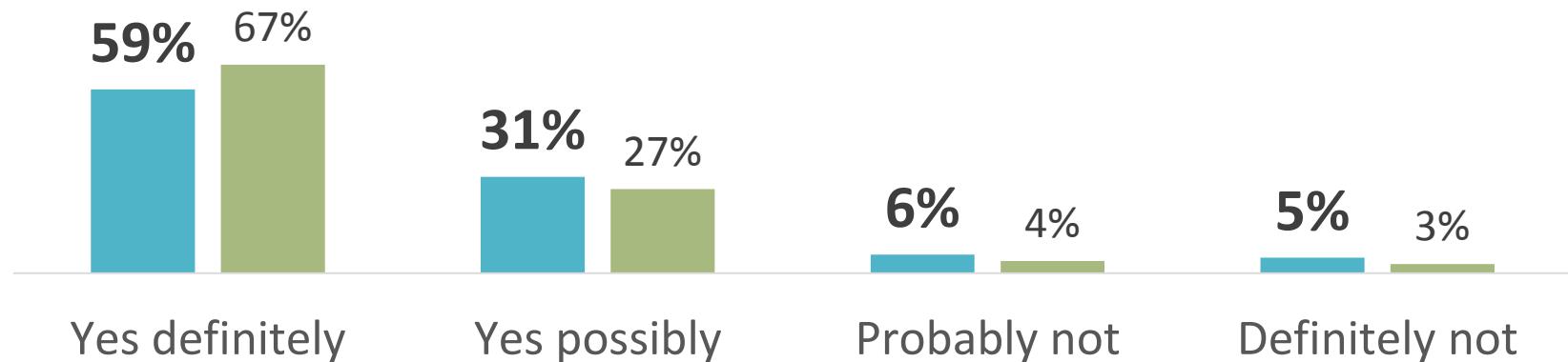
Before we get started, here are some things to know about the new service between Kingston and Seattle:

- 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



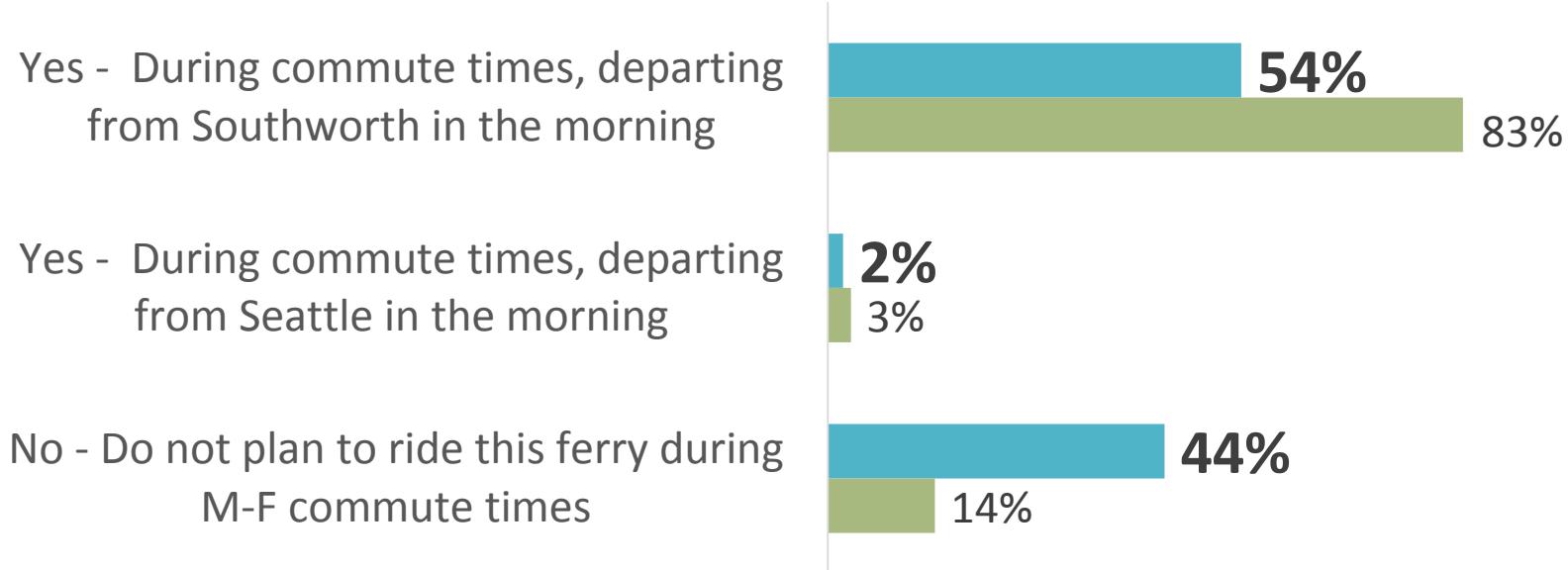
Commenting on Southworth, all n=344

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

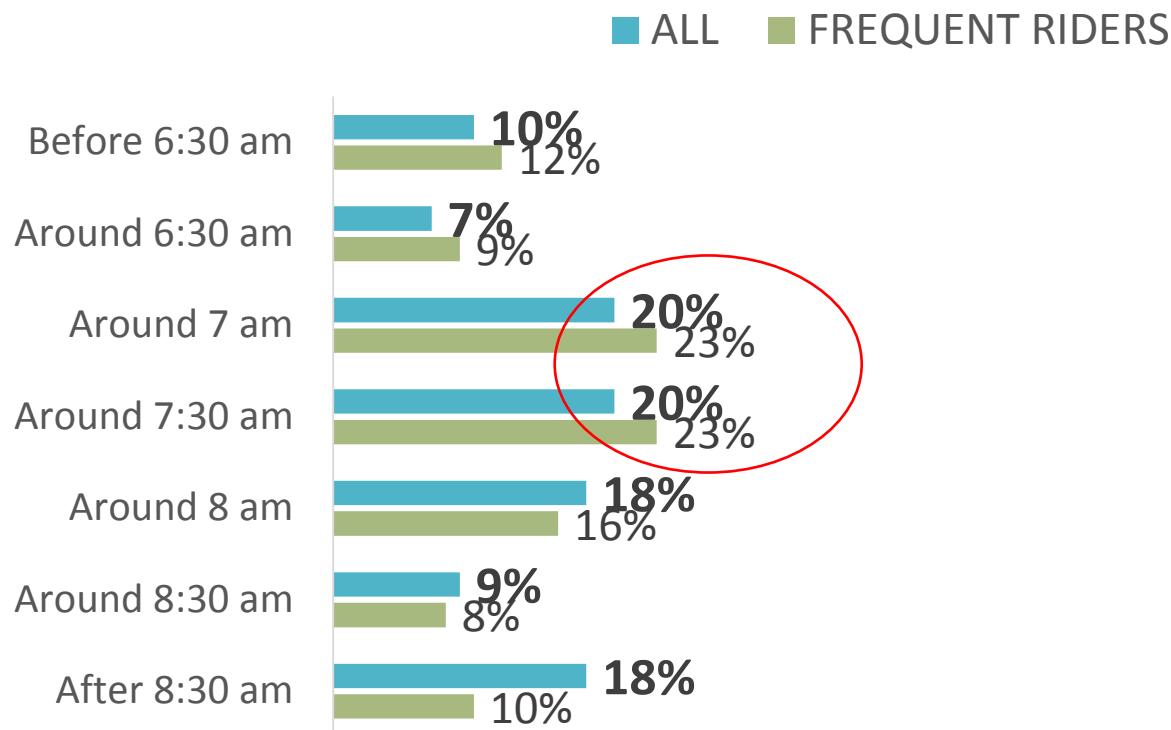


Commenting on Southworth, all n=344

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?



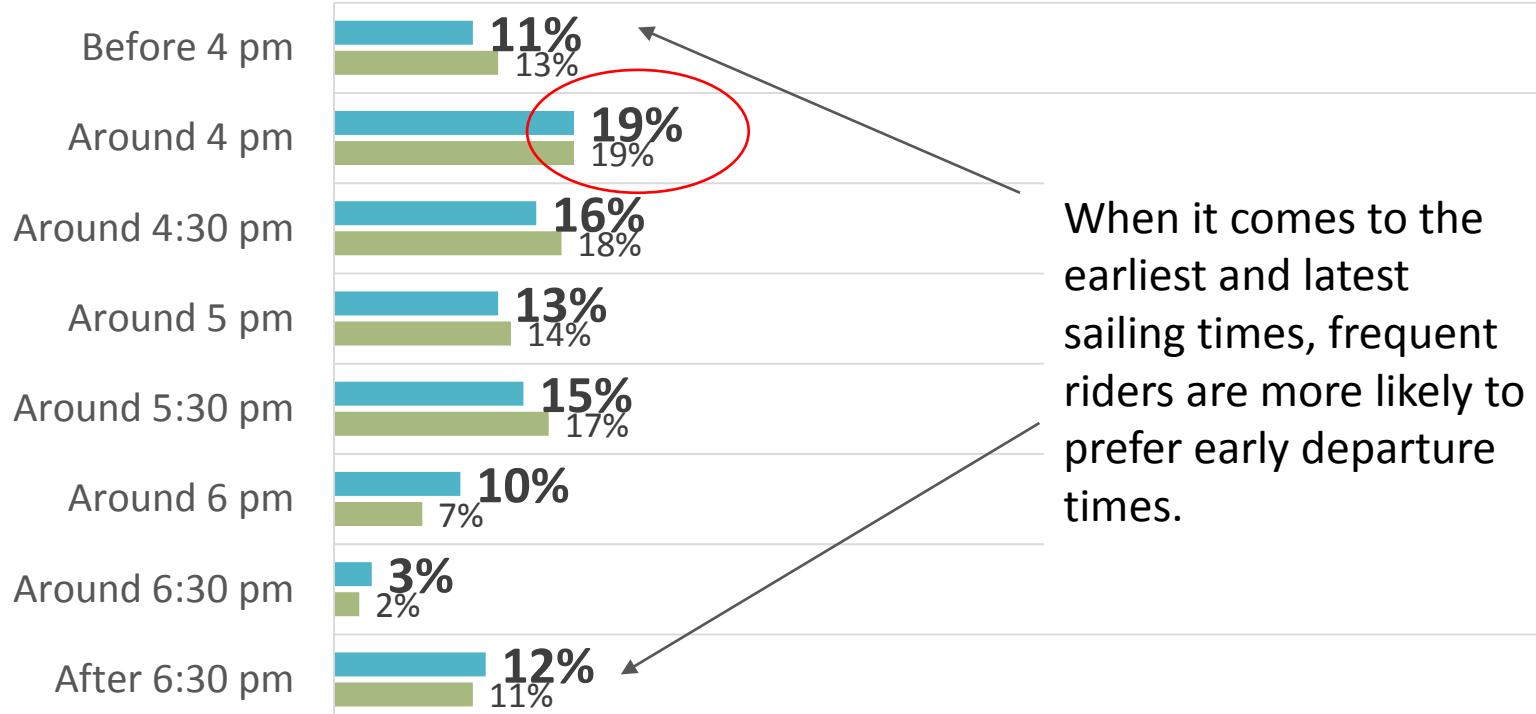
All commuting eastbound in AM n=183

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 ■ FREQUENT RIDERS

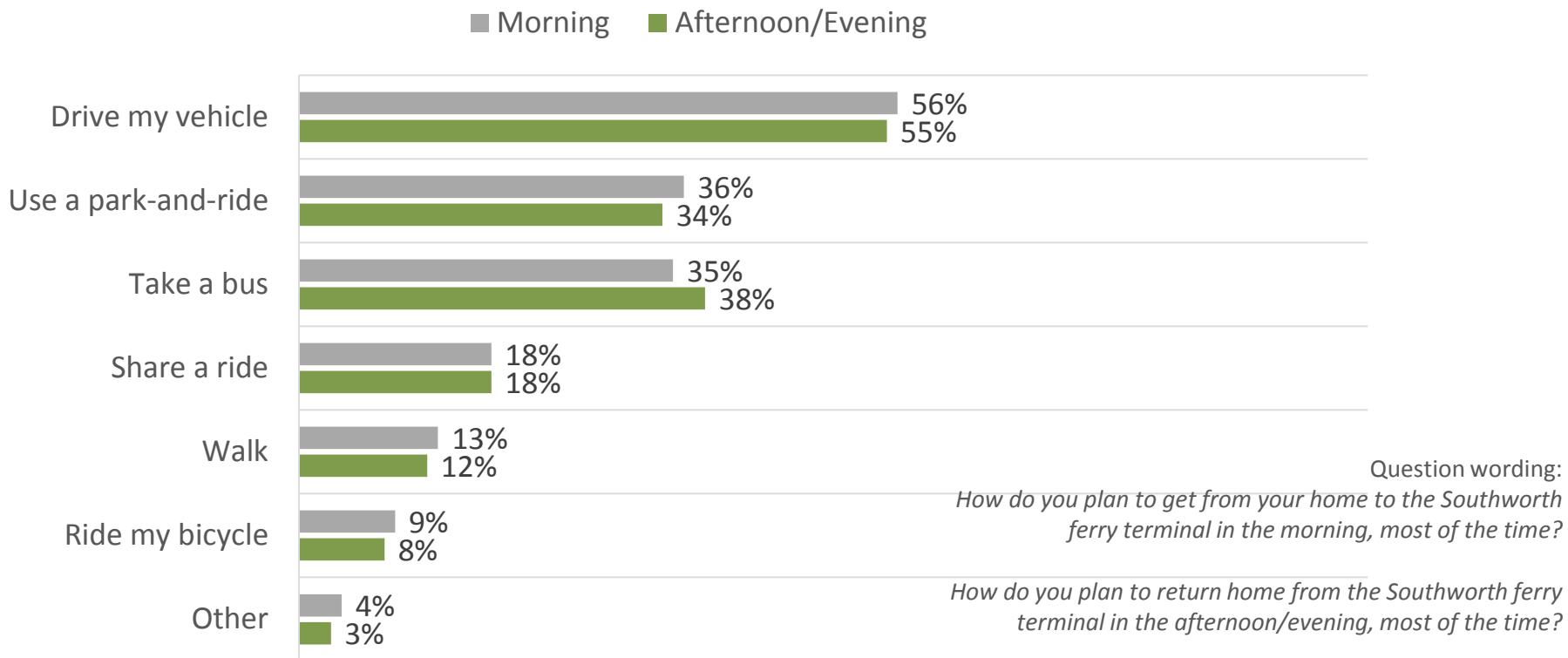


All commuting eastbound in AM n=183

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.)



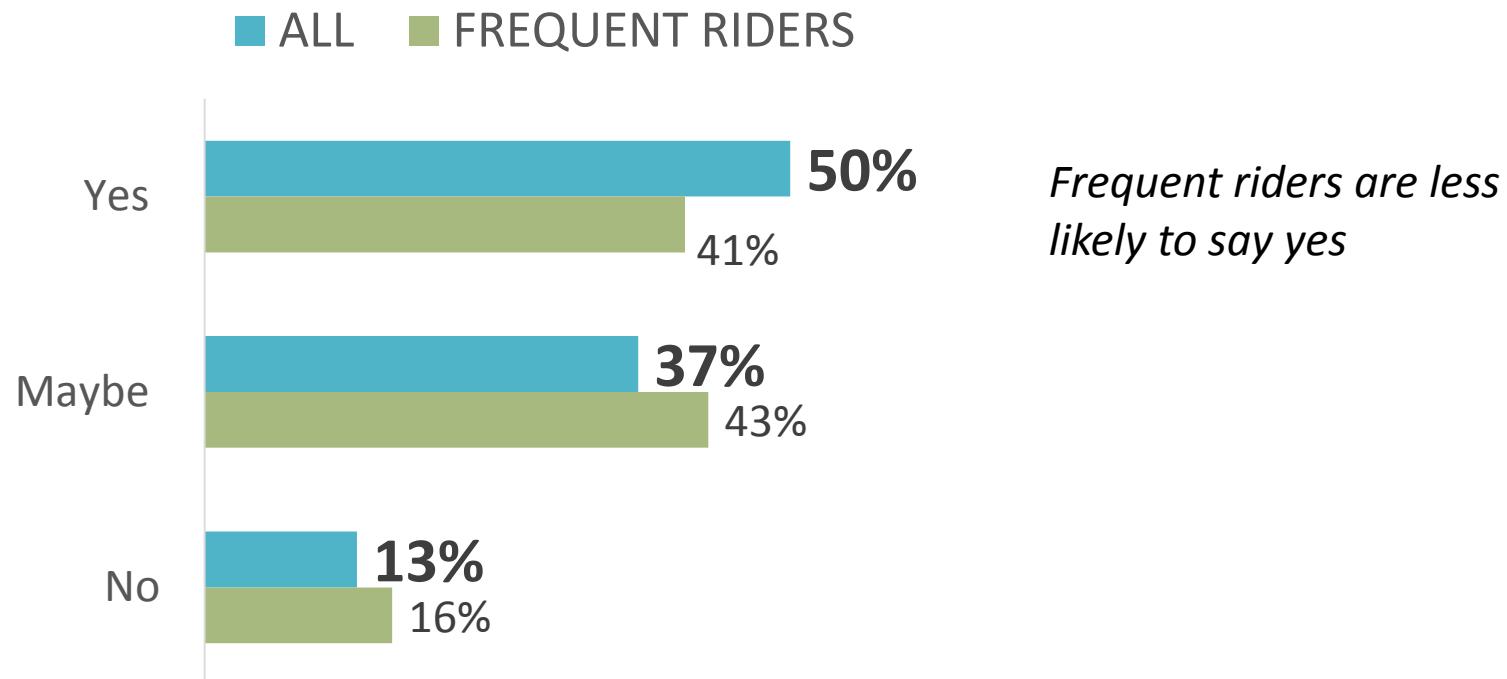
All commuting eastbound in AM n=183
Frequent commuting eastbound in AM n=126

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.

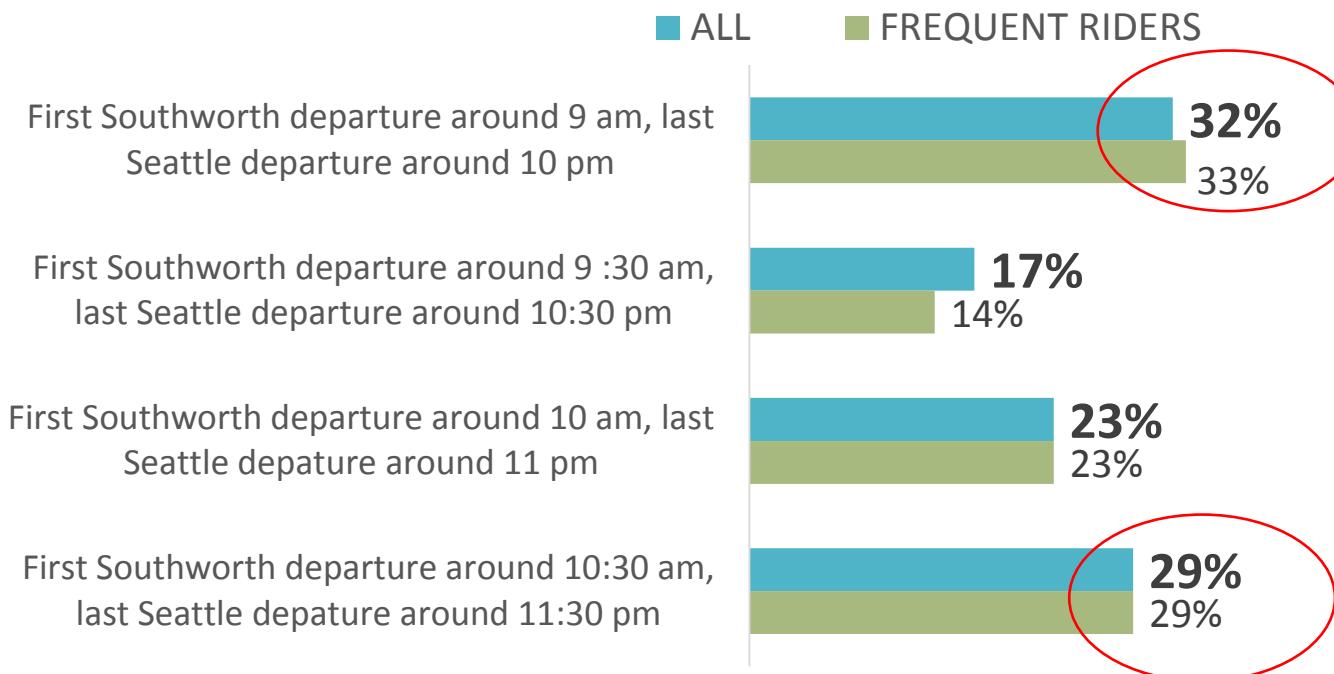
Overall, half (50%) think they'll use the Saturday service

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



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.

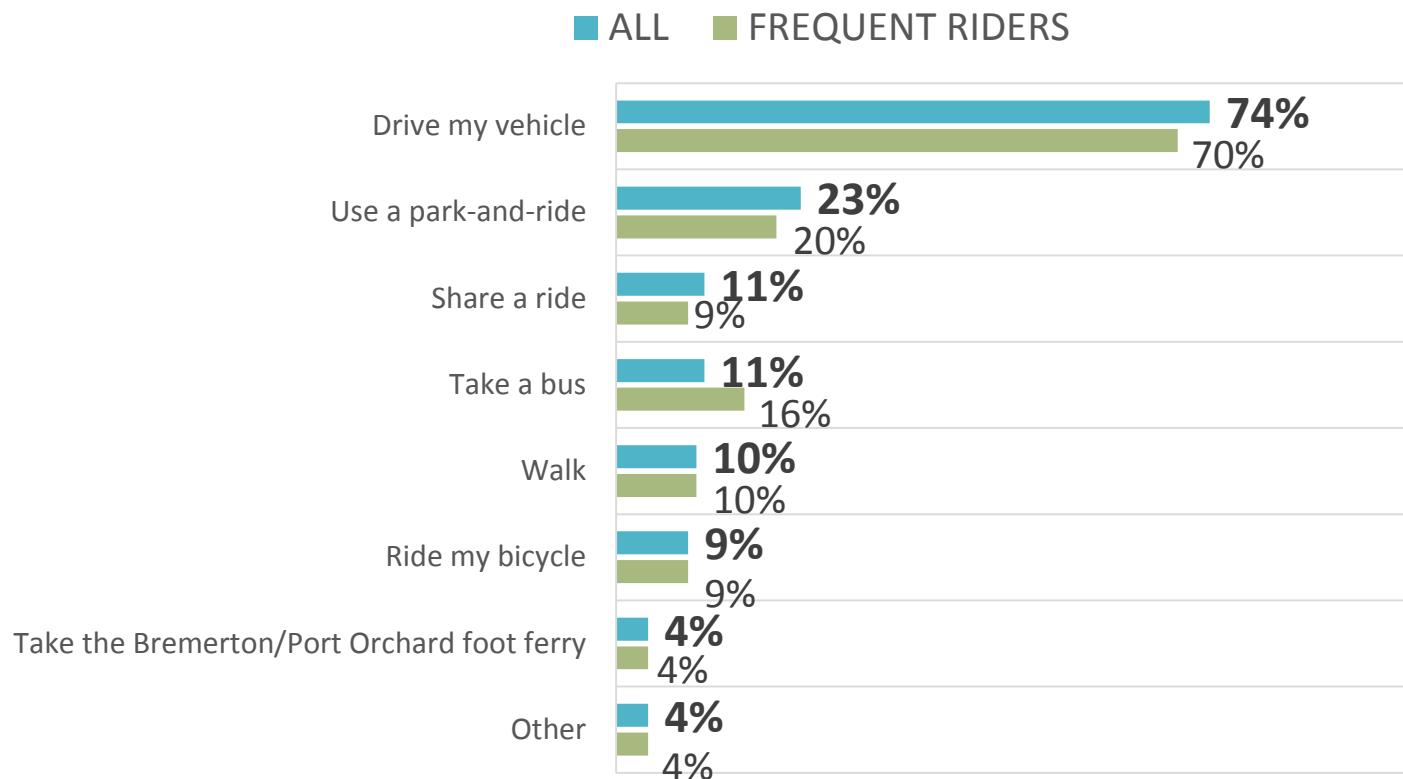


Commenting on Southworth route, expect to use Sat. service n=295

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.)



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

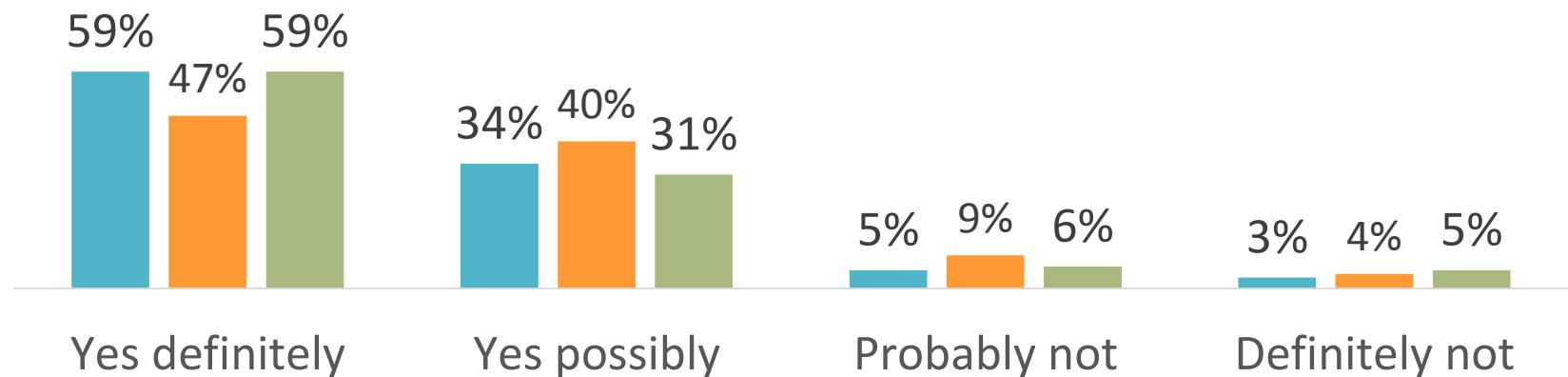
Frequent users commenting on Southworth route, expect to use Sat. service n=126

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

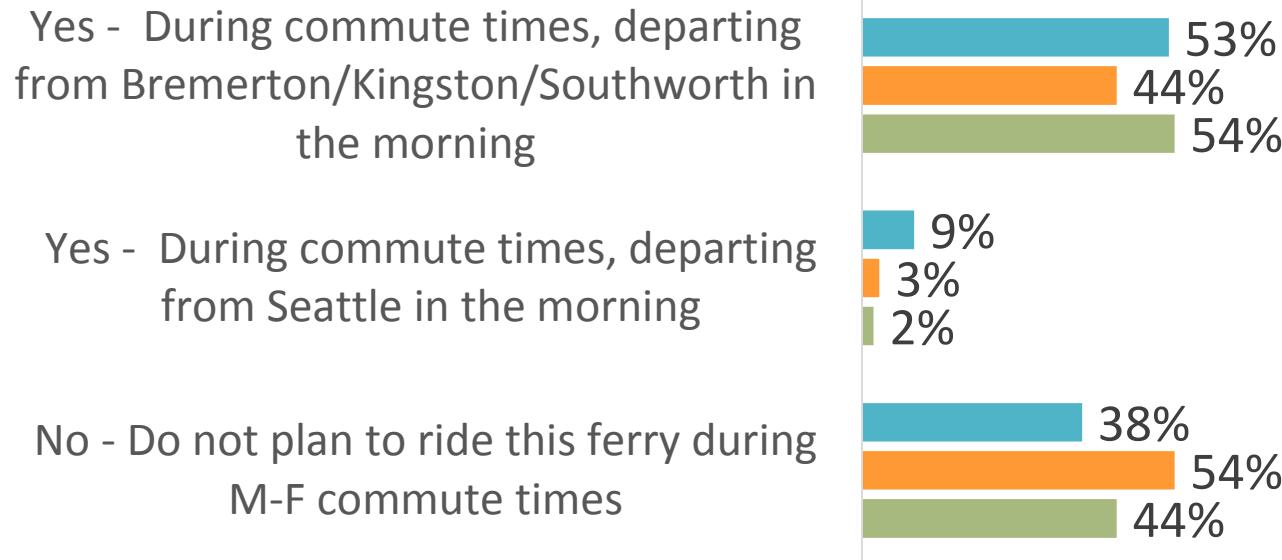
Commenting on Kingston, n=384

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

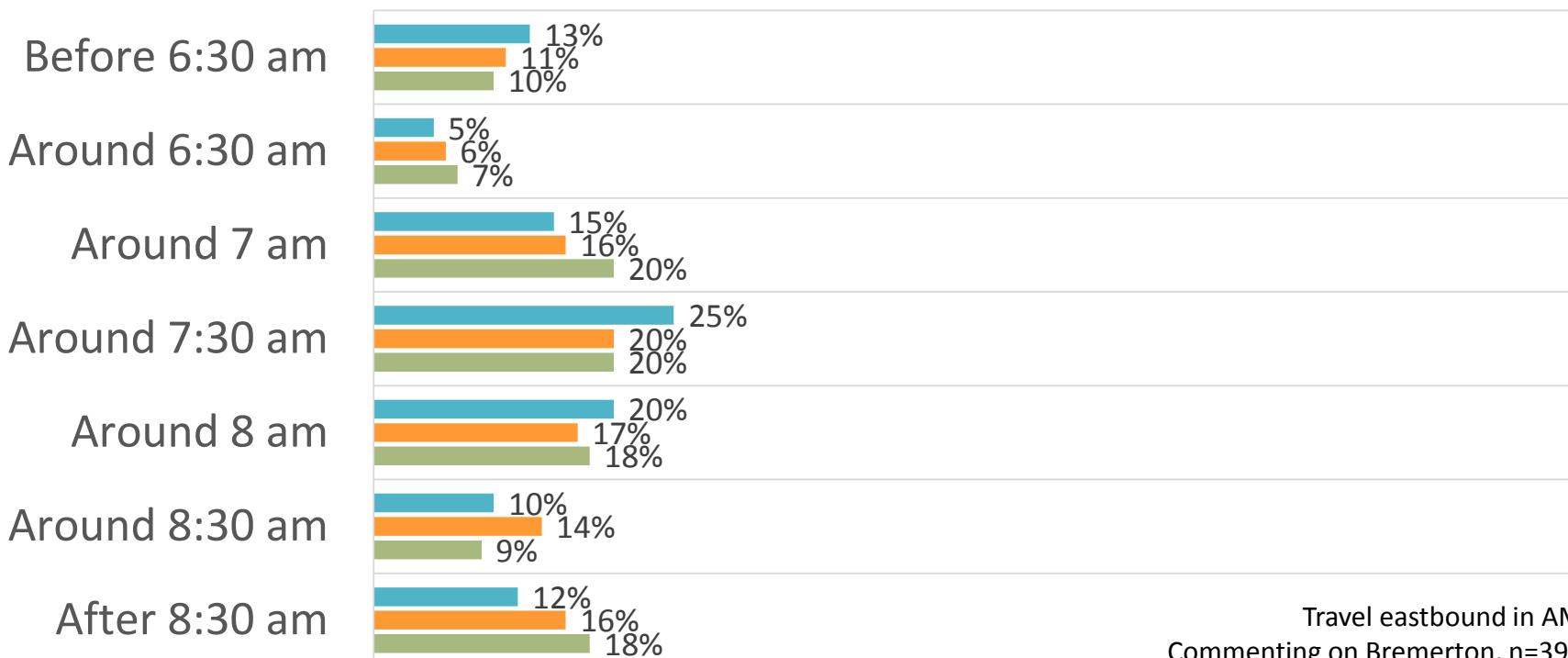
Commenting on Kingston, n=384

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



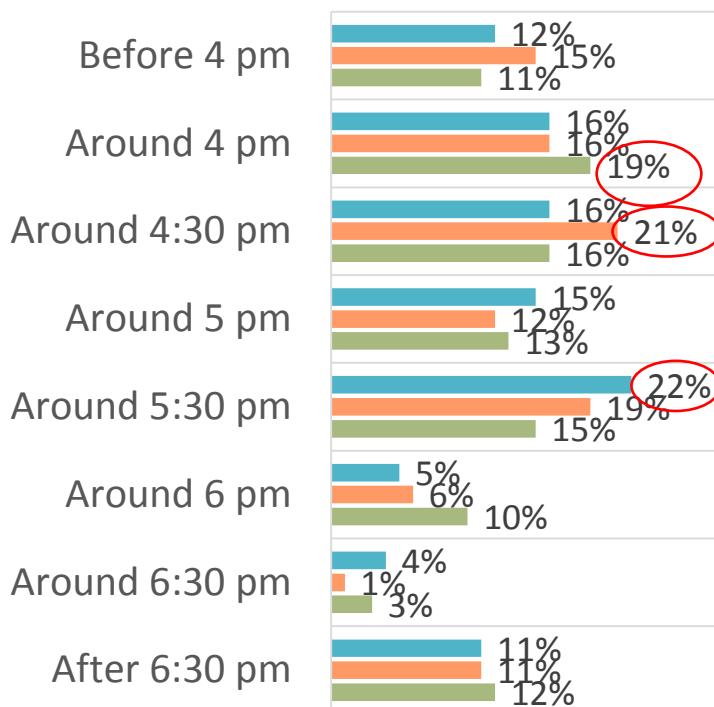
Travel eastbound in AM
Commenting on Bremerton, n=392
Commenting on Kingston, n=161
Commenting on Southworth, n=183

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?

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

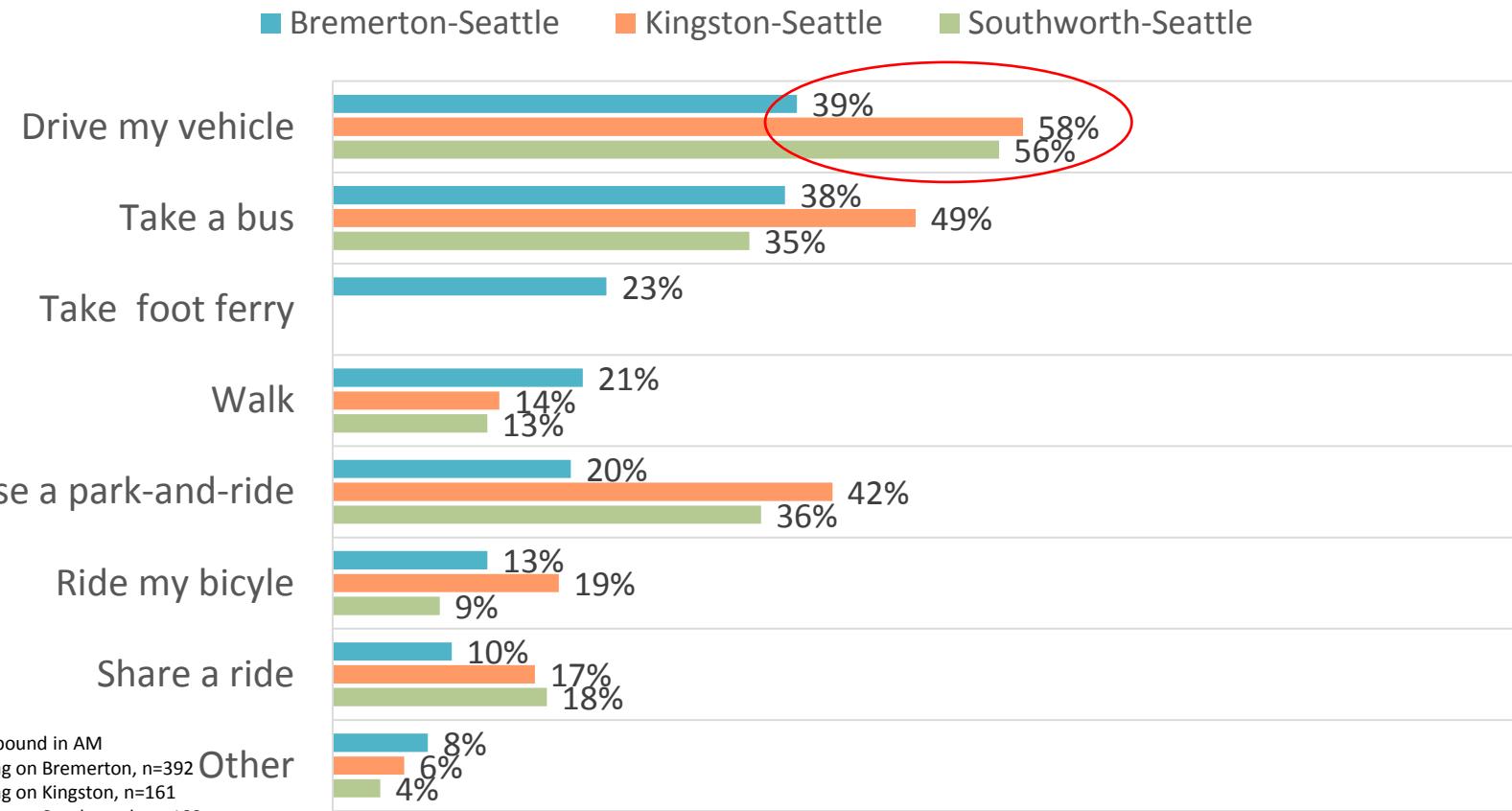


Travel eastbound in AM
Commenting on Bremerton, n=392
Commenting on Kingston, n=161
Commenting on Southworth, n=183

Commute eastbound in AM

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.

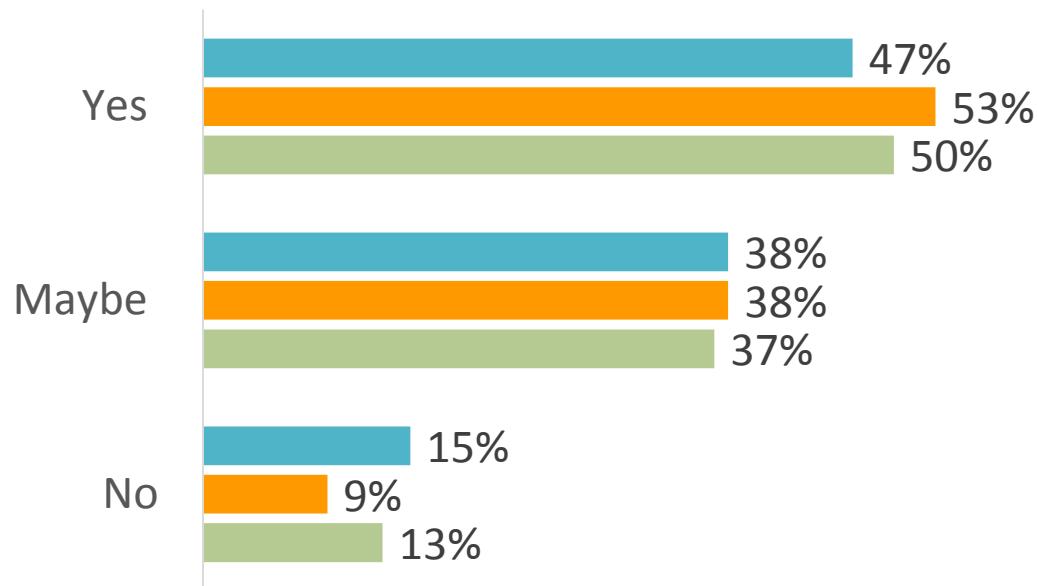
How do you plan to get from your home to the Bremerton/Kingston/Southworth ferry terminal in the morning, most of the time? (Multiple responses allowed/sums total more than 100%)



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

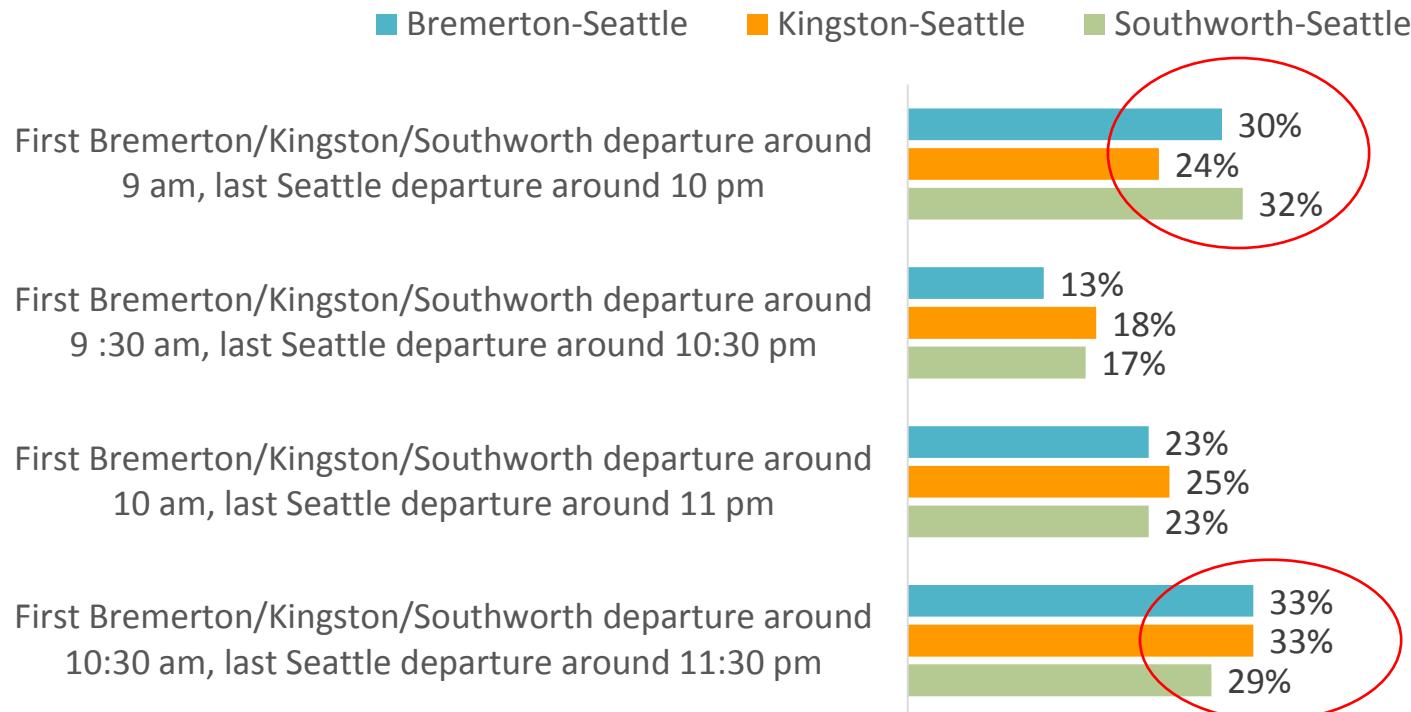
Commenting on Kingston, n=375

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



Expect to use Saturday Service

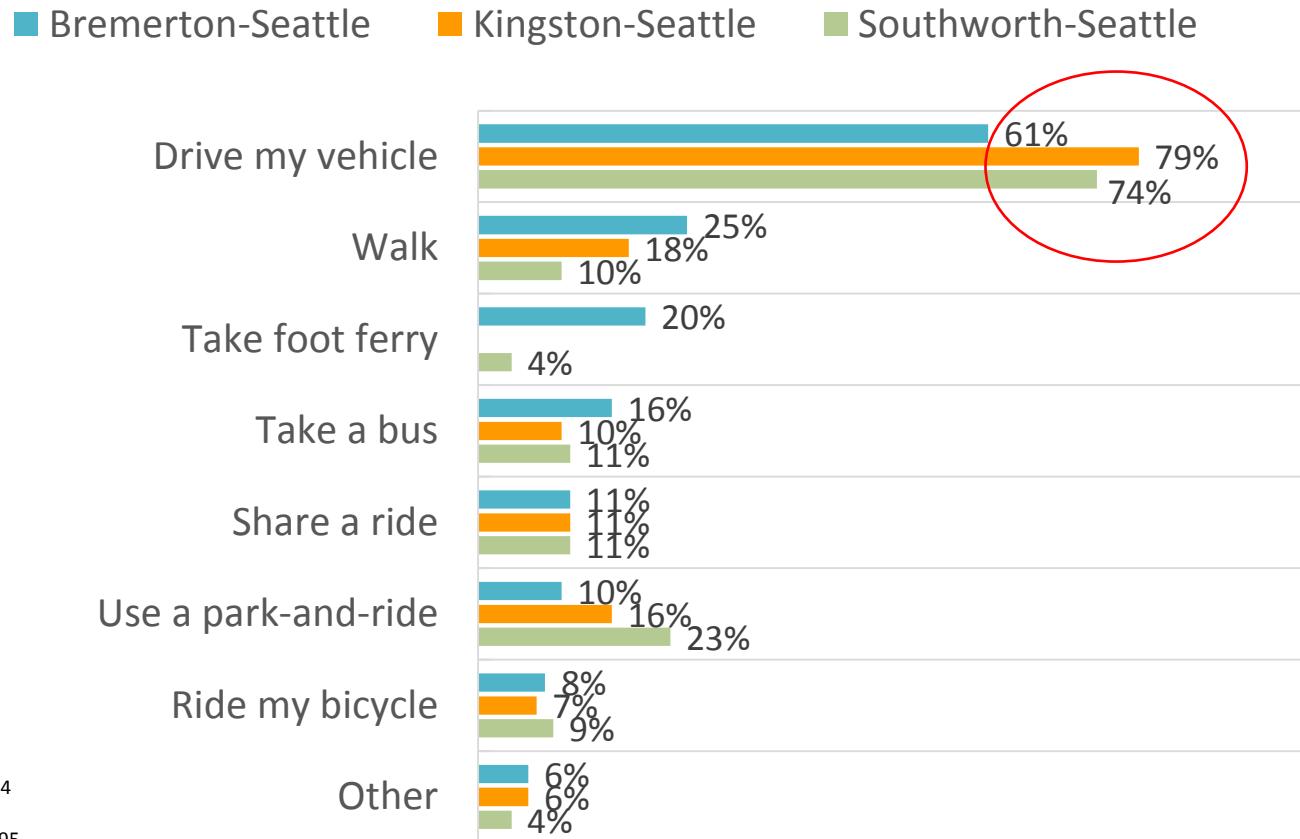
Commenting on Bremerton, n=624

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.

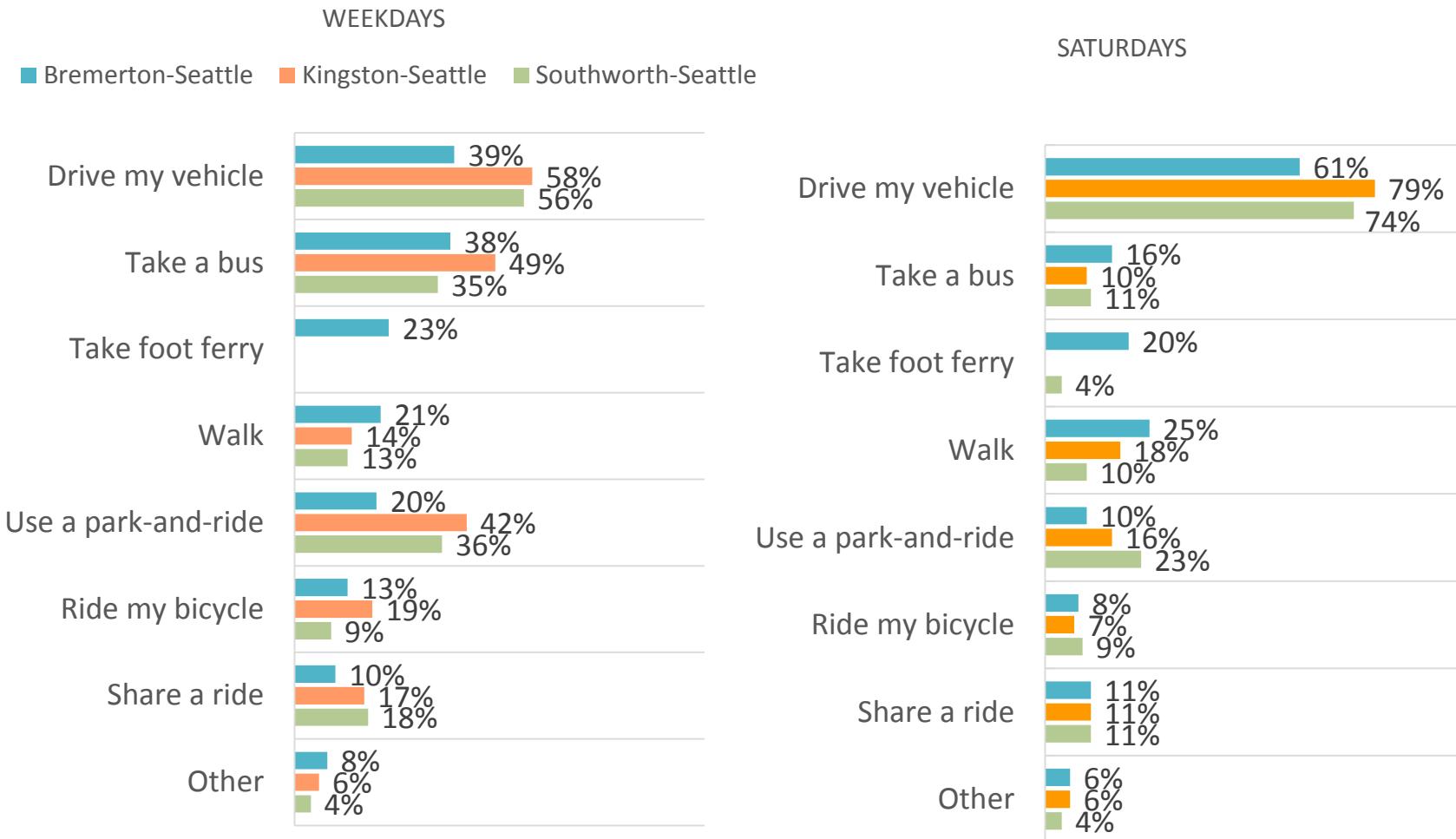
How do you plan to get to and from the Bremerton/Kingston/Southworth ferry terminal on Saturday, most of the time? (Multiple responses allowed. Sums total more than 100%).



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