



# Washington State Ferries

## ORIGIN AND DESTINATION SURVEY

Dear Ferry Rider:

Washington State Ferries needs your input! Please complete this survey whether or not you completed an earlier version distributed in May. The Ferry System is conducting a follow-up study of travel origins and destinations to examine cross-sound transportation improvements and service needs on all our routes. The information gathered in this survey will be used to assess the need for cross-sound ferry and bus service improvements. Your responses to this questionnaire will greatly assist us in identifying service needs. The survey should only take about 10 minutes to complete.

Even if this is your first time on the ferry, your responses are important. We will distribute questionnaires over a very short period of time and need everyone who receives one to complete and return it.

We are primarily interested in how you made your trip today. In several places we ask for addresses so we may plan transit service to the locations it is most needed. Please make every effort to complete these questions with full address information.

Please return completed surveys to one of the collection boxes near the coffee shop area, to one of the survey workers on board the ferry, or place on your vehicle windshield. We prefer that you complete the survey while on board during this trip, but you may also mail the completed survey by simply folding this form and securing it with tape or a staple. Please mail the survey within one week; no postage is necessary.

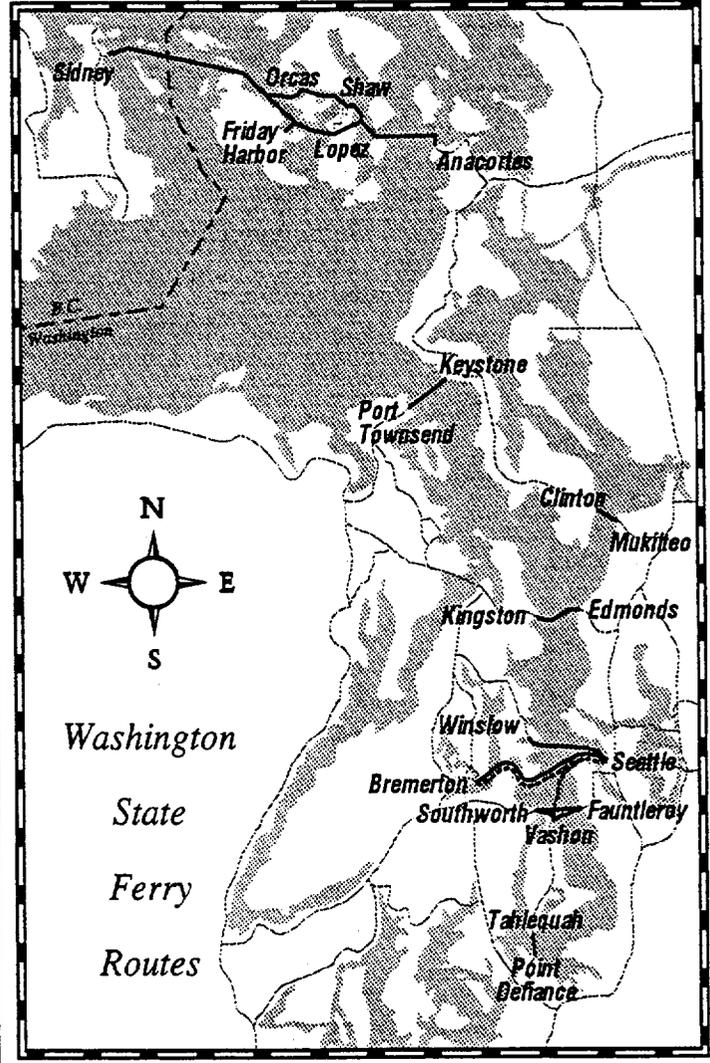
All riders - drivers, passengers, and foot passengers - 12 years old and older should fill out their own forms.

If you cannot fill out this form because of a language barrier, physical, sensory, or other disability, please call 464-7800, and someone will assist you.

All survey responses are confidential. Thank you!

Sincerely,

Ray Deardorf  
Director of Planning, Washington State Ferries



**To start, have you already filled out this survey form today?**  
 Yes. Please check box and return this blank survey.  
 No. Please continue and complete for the ferry trip on which you received this survey form.

- 1. What is the primary purpose of your ferry trip today?**  
Please check one box.
- 1. Regular travel to/from work or school
  - 2. Leisure, recreation, shopping or social
  - 3. Business or commerce other than regular travel to/from work
  - 4. Personal business or appointment
  - 5. Just for the fun of riding the ferry
  - 6. Connecting to/from airport, train, or bus terminal for out-of-town travel
  - 7. Other \_\_\_\_\_  
please specify



**PLEASE COMPLETE FOR THE FERRY TRIP ON WHICH YOU RECEIVED THIS FORM.**

**REFER TO THE CENTER DIAGRAM  
WHEN ANSWERING THE QUESTIONS  
ON PAGES 2 AND 3.**

**Table A - Places You Came From**

Use these codes to answer questions 2 and 4

- 01 - Home 
- 02 - Workplace 
- 03 - College or school
- 04 - Doctor's office/other personal appointment
- 05 - Business appointment or freight pickup/delivery location(s)
- 06 - Store, bank or other errands
- 07 - Home of friends or relatives
- 08 - Vacation home, motel, resort, or campground
- 09 - Park or other outdoor recreation site
- 10 - Restaurant, theater, or cultural/sporting event
- 11 - Daycare
- 12 - Park and ride lot
- 13 - Bus stop

**Table B - Modes of Travel to Ferry**

Use these codes to answer questions 5 and 6

**WALKED/BICYCLED**



- 01 - Walked from off-terminal parking or park-and-ride lot
- 02 - Walked from off-terminal bus stop
- 03 - Walked from some other location
- 04 - Bicycled from off-terminal park-and-ride lot
- 05 - Bicycled from some other location

**RODE AS A PASSENGER**



- 06 - Rode as a passenger in a vanpool
- 07 - Dropped off from a vehicle driven by someone else
- 08 - Rode as the only passenger in a vehicle driven by someone else
- 09 - Rode as one of two or more passengers in a vehicle driven by someone else
- 10 - Rode in a bus from an off-terminal park-and-ride lot
- 11 - Rode in a bus from some other bus stop
- 12 - Rode as a passenger on another ferry
- 13 - Rode in a taxi
- 14 - Rode as a passenger on a motorcycle
- 15 - Rode in a private boat or airplane

**DROVE MYSELF**



- 16 - Drove in a vanpool with other passengers
- 17 - Drove in a personal vehicle with no passenger
- 18 - Drove in a personal vehicle with only one passenger
- 19 - Drove in a personal vehicle with two or more passengers
- 20 - Drove in a truck longer than 20 feet
- 21 - Drove in an RV (recreational vehicle)
- 22 - Drove a motorcycle

**Where I Came From Today**

2. Where did you **first** begin this trip to the ferry?

Please use the **one** code from **Table A** that **best** answers this question.

3. What is the address of your origin (the place you listed in question 2)? Please print the street number, full street name, city and zip code. If you do not know the address, please give the nearest street intersection, building name or other land mark.

Example: 222 S. Lander St., Seattle, 98134 or  
NW 65th St. & 20th Ave. NW, Seattle, 98107

Street address, full street name

City

Zip code

4. If you made stops on your way to the ferry terminal, please use the codes in **Table A** to indicate the type of stops you made.

97 No Stops - **SKIP TO QUESTION 6**

Stop 1 , Stop 2 , Stop 3

5. How did you get to your last stop, before arriving at the ferry terminal area for this trip?

Please use only **one** code from **Table B** that **best** answers this question.

6. How did you arrive at the ferry terminal area for this trip?

Please use only **one** code from **Table B** that **best** answers this question.

7. At what terminal did you board this ferry?

8. How did you board this ferry?

Please check only **one** box.

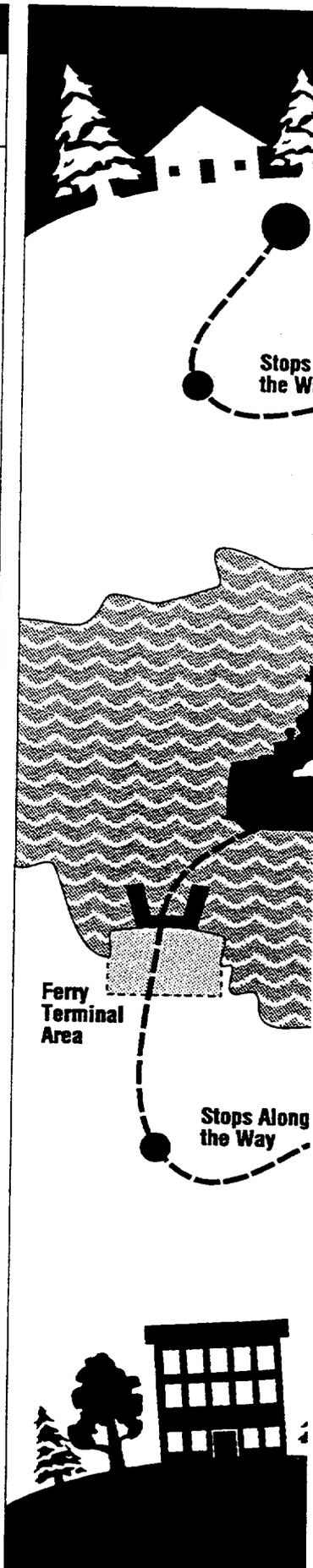
- 1 Walked on
- 2 Drove on
- 3 Rode as a passenger
- 4 Bicycled on
- 5 Used mobility assistance (e.g., Wheelchair)

9. If you used a bus for any part of this trip to the ferry terminal, please indicate the name of the bus company and the route number(s) you used.

- 06 Did not use a bus.
- 01 Metro Rt. # \_\_\_\_\_
- 02 Kitsap Transit Rt. # \_\_\_\_\_
- 03 Island Transit Rt. # \_\_\_\_\_
- 04 Pierce Transit Rt. # \_\_\_\_\_
- 05 Jefferson Transit Rt. # \_\_\_\_\_
- 06 Everett Transit Rt. # \_\_\_\_\_
- 07 Community Transit Rt. # \_\_\_\_\_

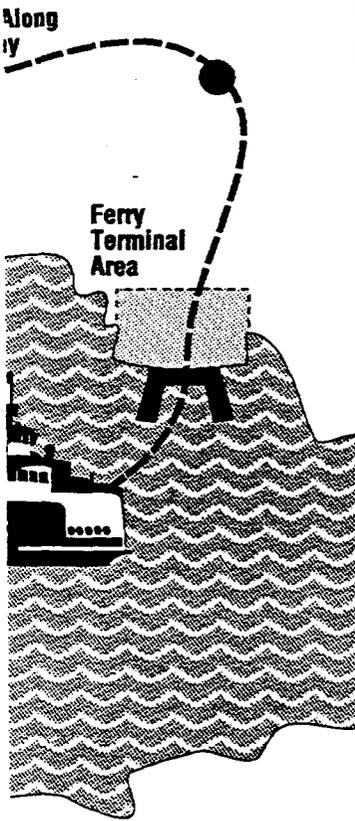
Other \_\_\_\_\_

please specify





Trip Beginning or Origin



Ferry Terminal Area



Final Trip Destination

# Where I'm Going Today

10. At what terminal will you get off this ferry?  
\_\_\_\_\_

11. If you will make stops on your way from the ferry terminal to your final destination, please use the codes in **Table C** to indicate the type of stops you will make.

97 No Stops - **SKIP TO QUESTION 13**

Stop 1 , Stop 2 , Stop 3

12. When you leave this ferry, how will you get to your next immediate destination?  
Please use only **one** code from **Table D** that **best** answers this question

13. How will you get to your final destination for this trip today?  
Please use only **one** code from **Table D** that **best** answers this question

14. Where is your final destination for this trip today?  
Please use only **one** code from **Table C** that **best** answers this question

15. What is the address of your final destination (the place you listed in question 14)? Please print the street number, full street name, city and zip code. If you do not know the address, please give the nearest street intersection, building name or other land mark.

*Example: 222 S. Lander St., Seattle, 98134 or NW 65th St. & 20th Ave. NW, Seattle, 98107*

Street address, full street name \_\_\_\_\_

City \_\_\_\_\_

Zip code \_\_\_\_\_

16. If you will use a bus for any part of your trip from the ferry terminal to your final destination, please indicate the name of the bus company and the route number(s) you will use.

09 Did not use a bus.

01 Metro Rt. # \_\_\_\_\_

02 Kitsap Transit Rt. # \_\_\_\_\_

03 Island Transit Rt. # \_\_\_\_\_

04 Pierce Transit Rt. # \_\_\_\_\_

05 Jefferson Transit Rt. # \_\_\_\_\_

06 Everett Transit Rt. # \_\_\_\_\_

07 Community Transit Rt. # \_\_\_\_\_

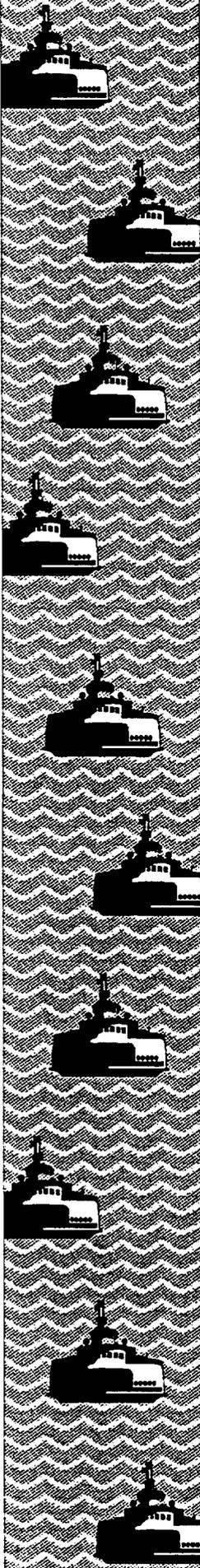
Other \_\_\_\_\_  
please specify

## Table C - Places You Are Going

- Use these codes to answer questions 11 and 14
- 01 - Home
  - 02 - Workplace
  - 03 - College or school
  - 04 - Doctor's office/other personal appointment
  - 05 - Business appointment or freight pickup/delivery location(s)
  - 06 - Store, bank or other errands
  - 07 - Home of friends or relatives
  - 08 - Vacation home, motel, resort or campground
  - 09 - Park or other outdoor recreation site
  - 10 - Restaurant, theater, or cultural/sporting event
  - 11 - Daycare
  - 12 - Park and ride lot
  - 13 - Bus stop

## Table D - Modes of Travel to Destinations

- Use these codes to answer question 12 and 13
- WALK/BICYCLE**
- 01 - Walk to off-terminal parking or park-and-ride lot
  - 02 - Walk to off-terminal bus stop
  - 03 - Walk to some other location
  - 04 - Bicycle to off-terminal park-and-ride lot
  - 05 - Bicycle to some other location
- RIDE AS A PASSENGER**
- 06 - Ride as a passenger in a vanpool
  - 07 - Get picked up by someone else
  - 08 - Ride as the only passenger in a vehicle driven by someone else
  - 09 - Ride as one of two or more passengers in a vehicle driven by someone else
  - 10 - Ride in a bus to an off-terminal park-and-ride lot
  - 11 - Ride in a bus to some other bus stop
  - 12 - Ride as a passenger on another ferry
  - 13 - Ride in a taxi
  - 14 - Ride as a passenger on a motorcycle
  - 15 - Ride in a private boat or plane
- DRIVE MYSELF**
- 16 - Drive in a vanpool with other passengers
  - 17 - Drive in a personal vehicle with no passenger
  - 18 - Drive in a personal vehicle with only one passenger
  - 19 - Drive in a personal vehicle with two or more passengers
  - 20 - Drive in a truck longer than 20 feet
  - 21 - Drive in an RV (recreational vehicle)
  - 22 - Drive a motorcycle



**FOR THIS STUDY, A ROUND TRIP IS DEFINED AS A TRIP THAT BEGINS AND ENDS IN THE SAME PLACE ON THE SAME DAY, REGARDLESS OF HOW YOU TRAVEL. (FOR EXAMPLE, WHEN YOU LEAVE HOME AND GO TO WORK IN THE MORNING AND RETURN HOME AT NIGHT, YOU HAVE MADE A ROUND TRIP.)**

17. Is this trip part of a round trip that will be completed today?

- 1 Yes - CONTINUE     2 No - SKIP TO QUESTION 23

18. Is this trip the first or second half of your round trip?

- 1 First half     2 Second half

19. What time did or will you complete the *other half* of your round trip?

:      AM  
 PM  
*Hour                      Minute*

20. Did or will you make the *other half* of your round trip using this ferry route?

- 1 Yes  
 2 No, I used (or will use) a different ferry route.  
 What route?

From: \_\_\_\_\_

To: \_\_\_\_\_

- 3 No, I drove (or will drive) around without using a ferry (e.g., Tacoma Narrows Bridge or Deception Pass Bridge).

21. For the *other half* of your round trip, please select from **Table E** the codes that best indicate how you did or will get to the ferry terminal before riding on the ferry.

To the ferry terminal  
Please use only *one* code from **Table E** that *best* answers the question.

and how you did or will get from the ferry terminal to your next immediate destination.

From the ferry terminal  
Please use only *one* code from **Table E** that *best* answers the question.

**FOR PEOPLE WHO DROVE OR WILL DRIVE AROUND FOR ONE HALF OF THEIR ROUND TRIP, ALL OTHERS SKIP TO 23**

22. If you drove (will drive) around without using a ferry for the *other half* of your round trip today, which of the following statements best describes why you drove (will drive) around? *Please check only one box.*

- 1 Driving around saves me time.  
 2 Driving around is cheaper than paying ferry fares.  
 3 I prefer driving around to waiting for a space on the ferry.  
 4 There is no ferry service at the time I need to travel.

Other: \_\_\_\_\_  
*please specify*

**FOR THIS STUDY, A ONE WAY TRIP IS DEFINED AS TRAVEL IN ONE DIRECTION, AWAY FROM YOUR STARTING POINT. (FOR EXAMPLE, LEAVING YOUR HOME AND GOING TO WORK IS A ONE WAY TRIP. WHEN YOU RETURN HOME FROM WORK THAT IS ANOTHER ONE WAY TRIP.)**

23. Approximately how many one-way trips have you made on a Washington State Ferry in the last week (7 days including today)? *Please check only one box.*

- 2 trips     5 trips     8 trips  
 3 trips     6 trips     9 trips  
 4 trips     7 trips     10 trips or more  
 0 This is the first time I have ever used a Washington State Ferry.

- 1 This is the first trip I have made on a Washington State Ferry in the last 7 days.

**Table E - Modes of Travel**

*Use these codes to answer question 21*



- 01 - Walk to/from off-terminal parking or park-and-ride lot  
 02 - Walk to/from off-terminal bus stop  
 03 - Walk to/from some other location  
 04 - Bicycle to/from off-terminal park-and-ride  
 05 - Bicycle to/from some other location



- 06 - Ride as a passenger in a vanpool  
 07 - Dropped off/picked up by a vehicle driven by someone else  
 08 - Ride as the only passenger in a vehicle driven by someone else  
 09 - Ride as one of two or more passengers in a vehicle driven by someone else  
 10 - Ride in a bus from an off-terminal park-and-ride lot  
 11 - Ride in a bus from some other bus stop  
 12 - Ride as a passenger on another ferry  
 13 - Ride in a taxi  
 14 - Ride as a passenger on a motorcycle  
 15 - Ride in a private boat and airplane



- 16 - Drive in a vanpool with other passengers  
 17 - Drive in a personal vehicle with no passenger  
 18 - Drive in a personal vehicle with only one passenger  
 19 - Drive in a personal vehicle with two or more passengers  
 20 - Drive in a truck longer than 20 feet  
 21 - Drive in an RV (recreational vehicle)  
 22 - Drive a motorcycle

24. The ferry system is interested in knowing how you would use potential passenger-only ferry routes. For each of the following, please indicate how frequently you would use a passenger-only ferry on each route.

Potential passenger-only ferry routes...	4 or more days per week	3 days per week	2 days per week	1 day per week	Infrequently	Never
Seattle - Southworth	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5	<input type="checkbox"/> 0
Seattle - Kingston	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5	<input type="checkbox"/> 0

25. The ferry system is interested in knowing what would make it easier for people to board the ferry using carpools, vanpools, and buses, or to walk/bicycle on to the ferry. Please indicate how each idea listed below would influence how you board the ferry.

Influence on decision...	...to board in a carpool, vanpool, or bus, or walk/bicycle onto the ferry		
	Strong Influence	Moderate Influence	No Influence
<b>Costs</b>			
Increased price of gas	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Bus passes paid for by employer	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Ferry passes paid for by employer for persons using carpools, vanpools or buses	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Lower fares for carpools and vanpools	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Discounted fares for people who use the ferries and buses together	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Decreased park-and-ride rates	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
<b>Service</b>			
More frequent or convenient bus service to this ferry	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
More frequent or convenient bus service from this ferry to my destination	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
One pass for use on both ferries and buses	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Guaranteed boarding for carpools and vanpools	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
More passenger-only ferry service	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
<b>Parking</b>			
Additional parking near ferry terminals reserved for carpools and vanpools only	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Conveniently located park-and-ride lots or bus stops	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Additional general purpose parking near ferry terminals	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

26. What type of ticket did you use for this trip? Please check only one box.

- |  |   |
|--|---|
| <input type="checkbox"/> 01 Auto/driver, full fare                 | <input type="checkbox"/> 10 Recreational vehicle                    |
| <input type="checkbox"/> 02 Auto/driver, frequent user coupon book | <input type="checkbox"/> 11 Motorcycle                              |
| <input type="checkbox"/> 03 Auto/driver, other discount fare       | <input type="checkbox"/> 12 Passenger with bicycle                  |
| <input type="checkbox"/> 04 Passenger, full fare                   | <input type="checkbox"/> 15 Free ride (prepaid) eastbound driver    |
| <input type="checkbox"/> 05 Passenger, frequent use coupon book    | <input type="checkbox"/> 16 Free ride (prepaid) eastbound passenger |
| <input type="checkbox"/> 06 Passenger, half fare discount          | <input type="checkbox"/> 18 Employee pass                           |
| <input type="checkbox"/> 07 Passenger, senior discount             | <input type="checkbox"/> 13 Other _____                             |
| <input type="checkbox"/> 08 Combined ferry/bus pass                | <i>please specify</i>   |
| <input type="checkbox"/> 09 Truck longer than 20 feet              |   |

27. What time was this ferry scheduled to depart?

Hour:  : Minute:   1 AM  2 PM

28. Is this ferry a passenger-only vessel or an auto ferry? Please check one box.

- 1 Passenger only  2 Auto ferry

**ABOUT YOU:**

The following questions are for statistical purposes only. Your responses will be grouped with those of other respondents and never associated with your name.

29. To the best of your knowledge, do you have a physical or developmental disability that makes you eligible for transportation services covered by the Americans with Disabilities Act (ADA).

- 1 Yes  2 No

If yes, describe disability: \_\_\_\_\_

30. What is the zip code of your primary residence?

31. What is your age?

If you prefer, please indicate which of the following broad ranges includes your age.

- |                                     |                                       |
|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> 1 Under 18 | <input type="checkbox"/> 5 45 to 54   |
| <input type="checkbox"/> 2 18 to 24 | <input type="checkbox"/> 6 55 to 64   |
| <input type="checkbox"/> 3 25 to 34 | <input type="checkbox"/> 7 65 or over |
| <input type="checkbox"/> 4 35 to 44 |                                       |

32. Including yourself, how many people live in your household today?

33. How many motor vehicles are available for use by members of your household?

34. Approximately what was your total household income in 1992 before taxes?

- |   |   |
|---|---|
| <input type="checkbox"/> 1 Less than \$10,000   | <input type="checkbox"/> 5 \$40,000 to \$50,000 |
| <input type="checkbox"/> 2 \$10,000 to \$20,000 | <input type="checkbox"/> 6 \$50,000 to \$75,000 |
| <input type="checkbox"/> 3 \$20,000 to \$30,000 | <input type="checkbox"/> 7 \$75,000 or over     |
| <input type="checkbox"/> 4 \$30,000 to \$40,000 |   |

35. Please indicate your gender.

- 1 Female  2 Male

36. Please use the space below to write any comments or suggestions about the Washington State Ferry System.

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FOLD HERE FIRST.

*Please return completed surveys to one of the survey workers on board the ferry, to one of the collection boxes near the coffee shop area or place on your vehicle windshield. You may also mail the completed survey (within one week, please) by simply folding this form along the dotted lines and securing it with tape.*

**Thank You For Your Assistance.**

***FUTURE RESEARCH***

*If we may contact you again concerning future research about the ferry system, please give us your name and phone number below. Your name will never be associated with your responses.*

**NAME:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_