9.0 Seattle Supplemental Surveys

The Seattle Ferry Terminal at Colman Dock is Washington State Ferries' busiest terminal and is used by over nine million riders per year. The terminal serves Bainbridge Island and Bremerton passenger-vehicle routes and the Vashon Island passenger-only ferry route. In coming years, the number of daily commuters and visitors is expected to grow. These ferries are a critical part of the state highway system and the terminals serve as the transportation hub between the east and west sides of Puget Sound.

The WSF is considering a variety of potential improvements at Colman Dock. As part of the Colman Dock project., additional questions were included in the origin-destination survey for routes that use Colman Dock or serve downtown Seattle (such as the Fauntleroy routes). These additional questions were included on all surveys conducted on the following routes:

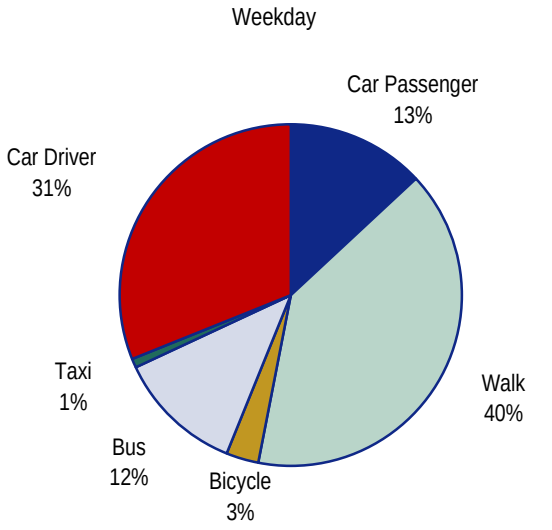
- Seattle-Bainbridge;
- Seattle-Bremerton;
- Fauntleroy-Vashon;
- Fauntleroy-Southworth; and
- Seattle-Vashon Passenger-Only.

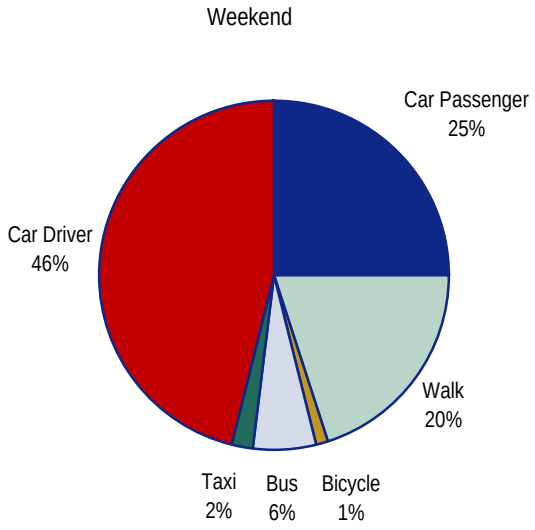
The focus of these additional questions were on obtaining additional details on access and egress modes at Colman Dock and on obtaining opinions about certain types of improvements. These surveys were not expanded like the systemwide surveys because they were not intended to represent the full system and therefore expansion was not necessary. The results of these surveys are provided in the following sections. There were 6,228 completed supplemental surveys for this analysis.

9.1 Access and Egress Modes

The trips to and from Seattle have a higher rate of walk access and egress (40 percent) than anywhere else in the system, as expected given the downtown characteristics of the Colman Dock terminal. There are 1,505 walk access and egress trips out of 3,808 total trips. Driving is the next most used access and egress mode, with 1,681 trips (44 percent for both drivers and passengers), and transit access and egress accounts for 473 trips (12 percent). Weekend trips have different modal characteristics than weekday, with driving as the most common mode (71 percent for both drivers and passengers). These are displayed in Figure 9.1.

Figure 9.1 Access and Egress Modes for Trips to/from Seattle





9.1.1 Walk

The surveys inquired about whether ferry riders walked any portion of their trip and on how many blocks walked. Of the total 6,228 people surveyed, 55 percent of the respondents said that they walked on some portion of the trip, with the majority walking from their origin or destination to or from the ferry terminal. Details about what portion of the trip was spent walking is provided in Table 9.1.

Table 9.1 Walk Access Trips to/from Seattle
Did you walk on any portion of your trip? (mark all that are appropriate and indicate the number of blocks walked)

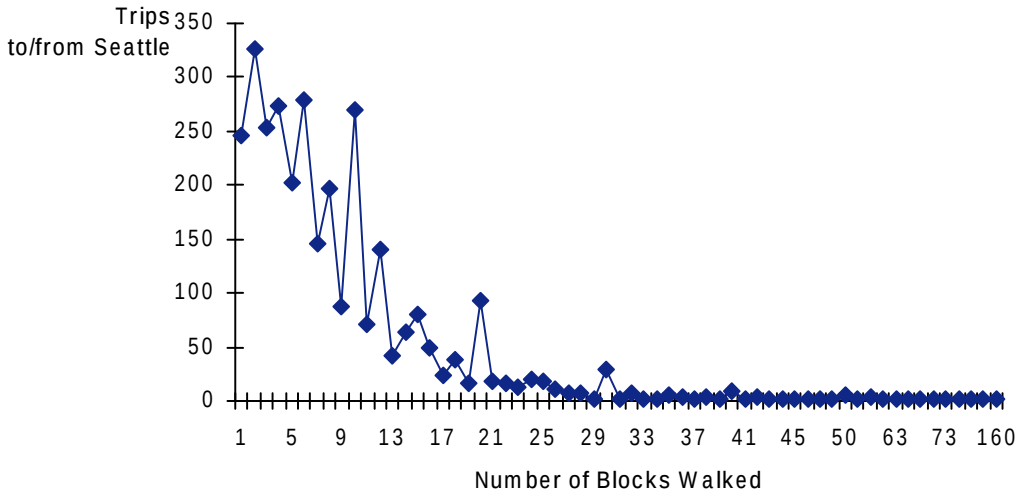
	Yes	Percent of Total
From origin to transit stop/station	877	26%
From origin location to ferry terminal	1,375	40%
From transit stop/station to ferry terminal	758	22%
From ferry terminal to destination location	1,107	33%
From ferry terminal to transit stop/station	478	14%
Walk on other portion of trip	711	11%
All Walk Access Trips	3,397	100%
Total Trips to/from Seattle	6,228	

Note: Multiple answers accepted.

The mean walk distance for those travelers who said they walked for some portion of their trip was 9 blocks and the median walk distance was six blocks. The walk distance ranged from 0 to 160 blocks. There were 16 travelers who said they walked more than 50 blocks, which is the reason that the mean distance is considerably higher than the median. While these are clearly outliers, the remainder of the walk distances is charted in Figure 9.2. The unevenness in this chart is common in travel surveys, because many people have a tendency to "round" their answers. In this case, they are rounding to either even numbers, or to the nearest 10, explaining the higher responses at 10 blocks, 20 blocks, etc. Most people clearly walk less than 20 blocks but seven percent of the population is walking more than 20 blocks (or one mile).

Figure 9.2 Walk Distance for Trips to/from Seattle

Did you walk on any portion of your trip? (mark all that are appropriate and indicate the number of blocks walked)



9.1.2 Drive

The routes used for drive access into and out of Seattle to the Colman Dock terminal were identified in order to better understand the travel patterns of these trips. There were four options provided to the respondent, as shown in Table 9.2. The highway route along First Avenue S or S Alaskan Way was the most popular route, with 38 percent. The North Waterfront was the second most popular, with 24 percent. These are likely to be the trips from outside Seattle driving in from either the South, East, or North parts of the region. The remaining trips that travel through the Central Business District or Pioneer Square are more likely downtown residents or employees traveling to downtown destinations. Given the short distances, the relatively expensive parking (for both residents and employees), and the congestion of downtown streets, the number of people using these highway routes is higher than expected.

Table 9.2 Drive Access Routes for Trips to/from Seattle
If you drove/will drive to or from the downtown Seattle ferry terminal (Colman Dock), which route did/will you take? (mark all that apply)

Drive Access Route	Trips	Percent
South Highways along First Avenue S or S Alaskan Way	843	38%
Through/from the Central Business District	455	21%
Through/from Pioneer Square	378	17%
Along North Waterfront	537	24%
Total	2,213	100%

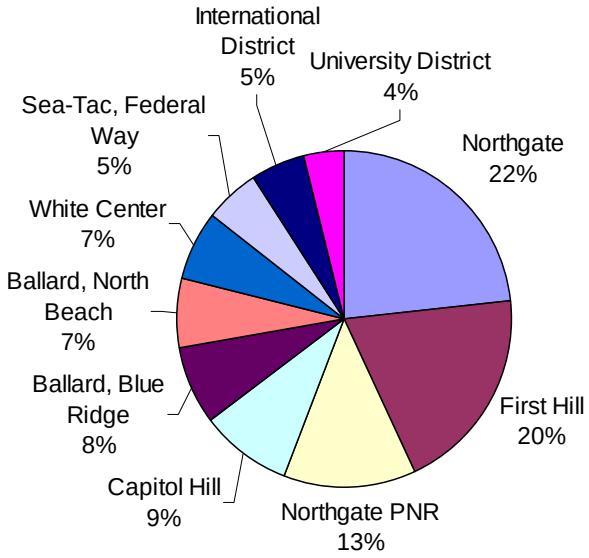
9.1.3 Transit

There are four primary transit operators serving the Colman Dock terminal. Of these four, the majority of travelers using transit to access the ferry use Metro, as shown in Table 9.3. Metro buses that have the highest ridership for access to ferry terminal are presented in Figure 9.3. The top 10 Metro Bus routes account for 58 percent of the total Metro bus ridership to ferries in Seattle. Of these riders, Northgate and First Hill account for more than half of the top 10 routes.

Table 9.3 Transit Access Operators to/from Seattle at Colman Dock
If you took/will take transit to or from the downtown Seattle ferry terminal (Colman Dock), what type of transit did/will you use?

Transit Operator	Trips	Percent
Metro bus	1,319	65%
Sound Transit bus	76	4%
Community Transit bus	49	2%
Sounder train	81	4%
Other	489	24%
Total	2,014	100%

Figure 9.3 Top 10 Metro Bus Routes Using Transit to Access Ferries at Colman Dock



There were 489 survey respondents who reported that they took "other" transit to access or egress from the Colman Dock terminal. These included a few other transit operators, such as Kitsap Transit, Amtrak, vanpools, employer shuttles, airport shuttles, and Greyhound, however the majority of the answers were for nontransit options, such as walk, bike, taxi, and drive. In addition, a significant portion of these "other" answers included additional bus route numbers, many of which are for one of the listed operators, such as Metro Bus. As a result, this "other" category is not a reliable indication of other transit alternatives, because it includes so many other nontransit alternatives.

In addition to which bus route, ferry riders were asked to provide the place where they got on or off the bus to get on the ferry at Colman Dock. These results are provided in Table 9.4. The two most highly used stops were on First Avenue and Third Avenue.

Table 9.4 Place to Get On/Off Transit to Access Ferry at Colman Dock
If you took/will take transit to or from the downtown Seattle ferry terminal (Colman Dock), where did you get on/off the bus or train?

	Frequency	Percent
Alaskan Way	269	23%
First Avenue	360	31%
Second Avenue	159	14%
Third Avenue	344	30%
King St Station	30	3%
Total	1,162	100%

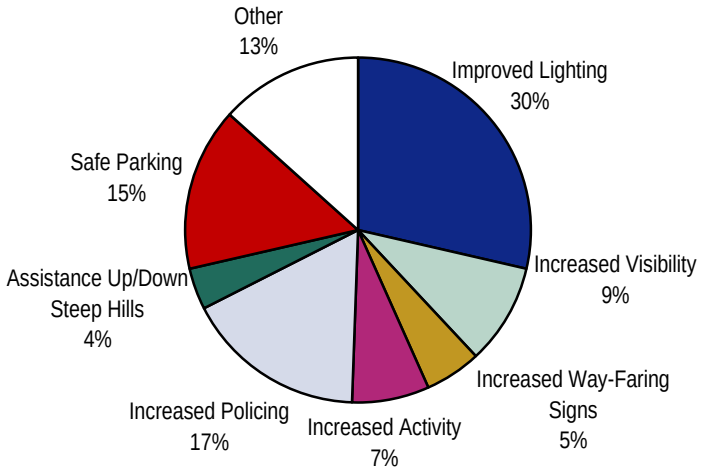
9.2 PERSONAL SAFETY

There were a number of personal safety improvements listed in the supplemental survey for respondents to identify which ones would improve their sense of personal safety when walking to the ferry terminal. Respondents were allowed to choose more than one improvement. Figure 9.4 shows the priorities of the responses to these personal safety improvements. Improved lighting was by far the most popular, with 30 percent of the total responses. Increased policing and safe parking were the next most popular responses, with 17 percent and 15 percent, respectively. The other responses included the following suggestions:

- Improved crosswalks, sidewalks, pedestrian overpasses, and overhead covers for walkways;
- Cheaper, closer, and more parking;
- Reducing the homeless population; and
- Better traffic controls.

There were hundreds of other suggestions, but these were the most often cited.

Figure 9.4 Personal Safety Improvements for Walking to/from the Ferry
What would improve your sense of personal safety when walking to/from the ferry terminal? (mark all that apply)

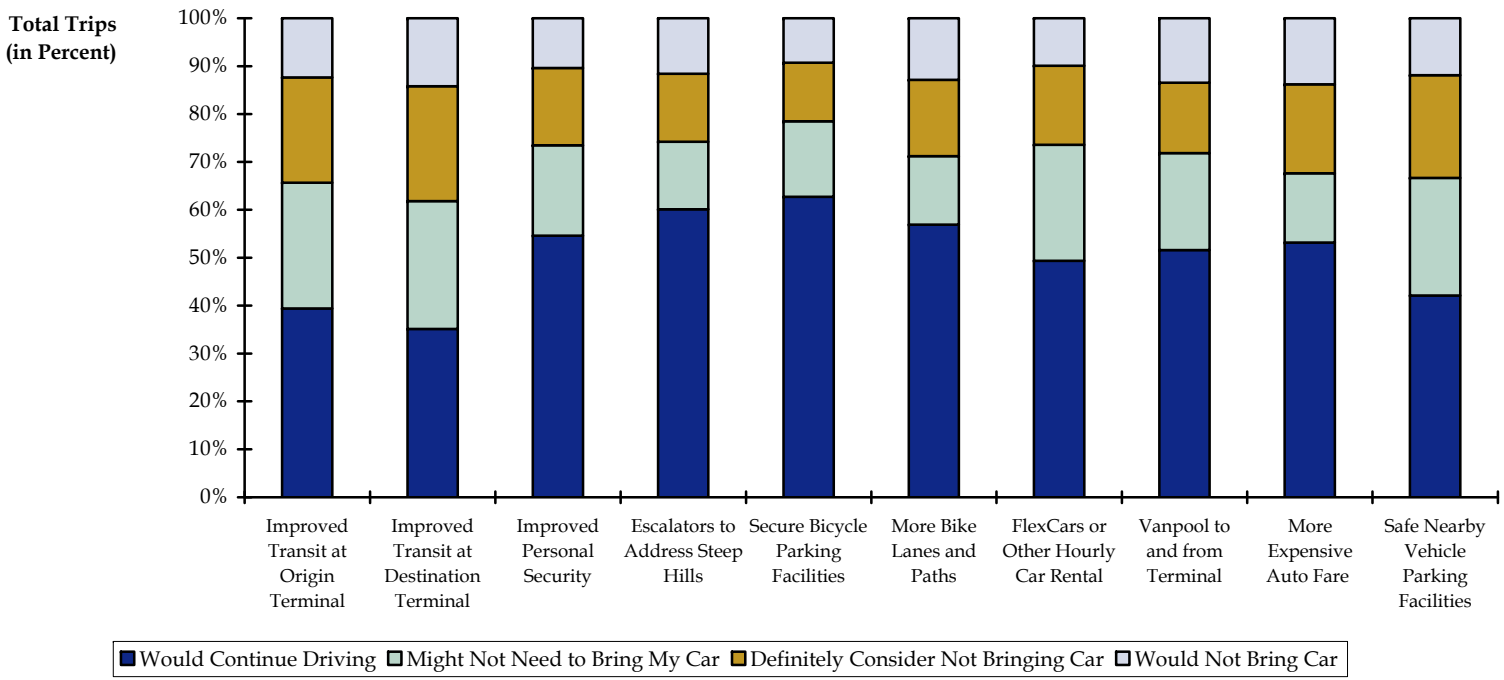


9.3 ALTERNATIVE MODES

In order to understand the dynamics of why travelers choose to bring a car on the ferry, a series of alternative mode improvements were listed and respondents were asked to identify those improvements that may have an impact on their decision to bring a car onto the ferry in the future. These are presented in Figure 9.5. The most popular options were improved transit at the origin and destination terminals. Safe nearby vehicle parking facilities was the third most popular option. The responses to this type of question are most useful to determine the priority of the responses, rather than the actual percent of people who would switch to walking onboard, given a specific improvement, because most survey respondents will over-estimate their willingness to change modes in a survey compared to reality. Further market surveys would be necessary to identify the specific tradeoff for any particular improvement and a traveler's actual mode shift from driving to alternative modes.

Figure 9.5 Alternative Mode Improvements to Driving Onboard the Ferry

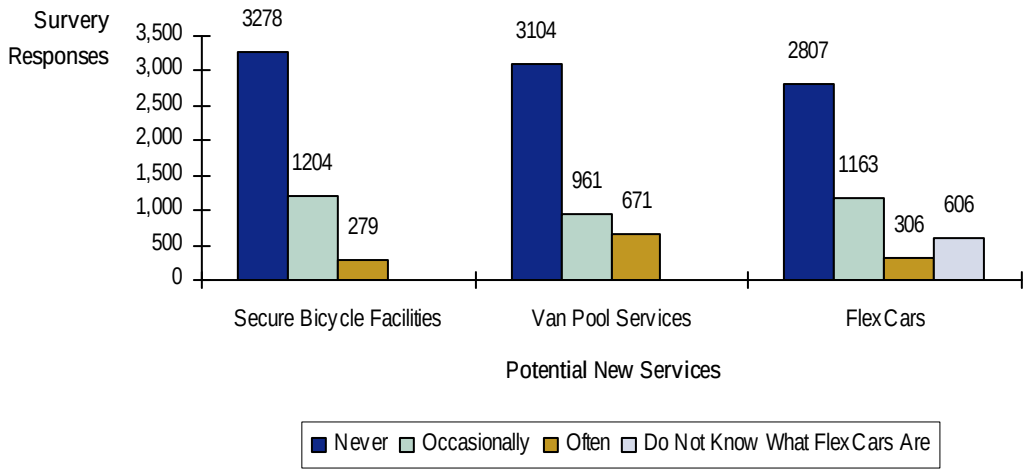
If you drove your car onboard the ferry today, how would the following improvements or policy changes affect your decision to bring a car in the future?



In addition, a question was included regarding the frequency of using potential new services for bike facilities, vanpool services, and FlexCars at the destination terminal. Figure 9.6 presents the results of this question. The most popular new service that people said they would use often was vanpool services at the destination terminal (14 percent). All three new services were considered for occasional use, with bicycle facilities the most (25 percent), FlexCars second most (24 percent) and vanpool services third (20 percent). There were some survey respondents (12 percent) who were not aware of what FlexCars were and therefore could not adequately consider this option.

Figure 9.6 Frequency of Use for Potential New Alternative Mode Services Offered

If the following services were available to you, how often would you use them?

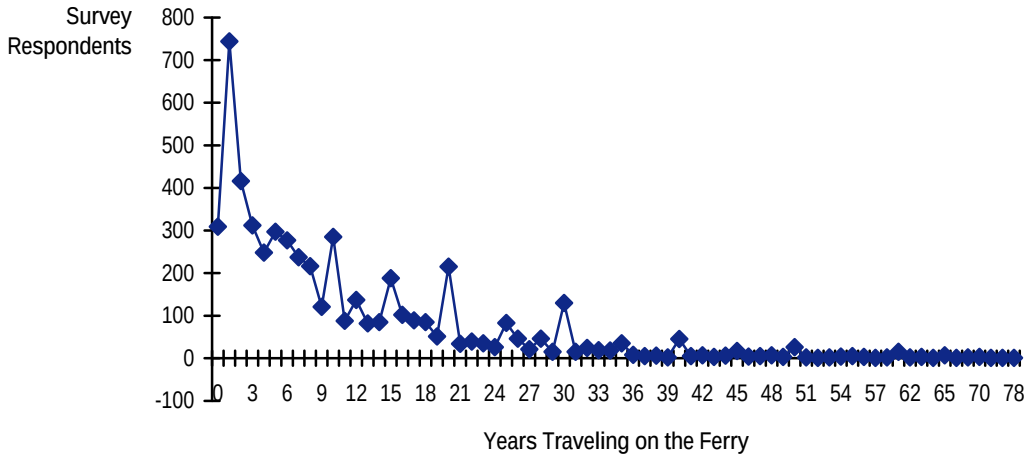


9.4 YEARS TRAVELING ON THE FERRY

In addition to the modal questions, the supplemental survey also included a question on how many years respondents had been commuting on the ferry. Of the total survey respondents, 852 travelers did not answer this question (14 percent) either because they did not use the ferry to commute or because they didn't want to answer the question. Of the remaining 86 percent, the average years commuting on the ferry was 10.7 years. The range is from 0 to 78 years. Clearly, some respondents interpreted this question as how many years spent "traveling" on the ferry rather than "commuting" on the ferry, because it's hard to imagine too many people commuting for 78 years. Nonetheless, the average years spent traveling on the ferry is still quite high.

Figure 9.7 Years Spent Traveling on the Ferry

How long have you been commuting on the ferry system?



Appendices

Appendix A. Survey Questionnaire

22 Are **YOU**... *(mark all that apply)*

- ○ Employed Full-Time
- ○ Student
- ○ Retired
- ○ Employed Part-Time
- ○ Military Personnel
- ○ Unemployed
- ○ Other (specify): _____

23 If employed, do you **TELECOMMUTE** from home part of the time?

- ○ Yes → What is the average number of **DAYS PER WEEK** you telecommute? # ☐
- ○ No, I do not telecommute

24 What was your estimated household **INCOME** in 2005 before taxes?

- ○ Less than $5,000
- ○ $5,000 - $14,999
- ○ $15,000 - $24,999
- ○ $25,000 - $34,999
- ○ $35,000 - $44,999
- ○ $45,000 - $74,999
- ○ $75,000 - $99,999
- ○ $100,000 - $149,999
- ○ More than $150,000

25 Would you be willing to **PARTICIPATE** in follow-up surveys?

- ○ Yes
- ○ No

26 Please provide any **COMMENTS** or **FEEDBACK** in the box below.

Thank you for your participation!

The information collected will be used to plan service that better meets your travel needs.
Return the completed survey to the surveyor (in the red hat) OR drop it in any mailbox *(no postage required)*.

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 5478 AUSTIN TX
POSTAGE WILL BE PAID BY ADDRESSEE

Washington State Ferries Travel Survey
3006 BEE CAVES RD STE A-300
AUSTIN TX 78746-9907

If returning by mail, please close with tape.

Washington State Department of Transportation
Washington State Ferries

2006 Washington State Ferries Travel Survey

Help Washington State Ferries better serve passengers' needs by filling out this survey.
Return the completed survey to the surveyor (in the red hat) OR drop it in any mailbox.

Please print letters/numbers clearly in upper case: A B C 1 2 3 Fill bubble with: ●

1 **ENTER TO WIN TWO FREE ROUND-TRIP AIRLINE TICKETS WHEN YOU ANSWER ALL QUESTIONS!**

Name ____ Telephone ( ) ____ - ____
Street Number ____ Street Address (**NO P.O. BOXES PLEASE**) ____ Zip ____
City ____ Email ____

All personal information is confidential and WILL NOT be shared or sold.

2 What is the **SCHEDULED DEPARTURE TIME** of the ferry you are taking now?

Please specify time: ☐☐:☐☐ ○ AM ○ PM

3 Is this your **PREFERRED SAILING**?

- ○ Yes
- ○ No, I prefer a different departure time (specify time): ☐☐:☐☐ ○ AM ○ PM
- ○ No, I prefer a different route (specify route): _____

4 About how many **MINUTES** did you **WAIT** to board this ferry?

Minutes: ☐☐☐

5 Where did you **WAIT**?

- ○ In passenger terminal
- ○ In vehicle holding area
- ○ On street
- ○ Other (specify): _____

6 **HOW MANY ONE-WAY TRIPS** have you taken on a Washington State Ferry in the past 7 days, including this ride?
(The sailing you are taking now is ONE one-way trip)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
# One-Way Trips	# ☐	# ☐	# ☐	# ☐	# ☐	# ☐	# ☐

7 Where are you **COMING FROM NOW**? (starting place of this one-way trip) *(mark one only)*

- ○ Work
- ○ School *(student only)*
- ○ Shopping
- ○ Someplace Else
- ○ Home → If you gave your Home address in Question 1 → **Go to Question 8**

For office use only: ☐☐☐☐

A. What is the name of the **PLACE, BUSINESS OR BUILDING** you are **COMING FROM NOW**?

Place Name: ____

B. What is the **ADDRESS**?

Address: ____
Cross Street: ____
City: ____ Zip: ____

C. What is the name of the **NEAREST SCHOOL, BUSINESS, OR OTHER LANDMARK**?

Nearest Landmark: ____

Continue inside

8 Is this ferry ride the **FIRST HALF** or **SECOND HALF** of a round trip?

○ First half only, **CONTINUE WITH A AND B↓**

A. When will you return?
○ Today ○ Some other day

B. How will you return?
○ Same ferry route
○ Drive around
○ Different ferry route (specify): _____
○ Other (specify): _____

○ Second half only, **CONTINUE WITH C AND D↓**

C. When was the first half of your trip?
○ Today ○ Some other day

D. How did you travel on the first half of your trip?
○ Same ferry route
○ Drive around
○ Different ferry route (specify): _____
○ Other (specify): _____

9 How **DID** you **TRAVEL** from your origin location (Q7) to this sailing? (Example: Took bus then walked from bus stop to ferry) *(mark all that apply)*

○ Walked two or more blocks to the ferry ○ Biked ○ Shuttle ○ Train ○ Auto, Pick-up, Van - passenger
○ Bus ○ Taxi ○ Auto, Pick-up, Van - driver ○ Other (specify): _____

10 Where are you **GOING TO NOW?** (ending place of this one-way trip) *(mark one only)*

○ Work ○ School *(student only)* ○ Shopping ○ Someplace Else
○ Home → If you gave your Home address in Question 1 → **Go to Question 11**

For office use only: ☐☐☐☐

A. What is the name of the **PLACE, BUSINESS OR BUILDING** you are **GOING TO NOW?**
Place Name: _____

B. What is the **ADDRESS?**
Address: _____
Cross Street: _____
City: _____ Zip: _____

C. What is the name of the **NEAREST SCHOOL, BUSINESS, OR OTHER LANDMARK?**
Nearest Landmark: _____

11 How will/did you **BOARD** this ferry?

○ Vehicle
CONTINUE WITH A AND B↓

A. What **TYPE OF VEHICLE?**
○ Auto ○ Motorcycle ○ Public transit bus
○ SUV ○ Camper ○ Carpool vehicle
○ Van ○ RV ○ Vanpool program vehicle
○ Pickup ○ School bus ○ Other (specify): _____
○ Commercial vehicle → Is this an oversized commercial vehicle? ○ Yes ○ No

B. Why did you **CHOOSE** to board in a vehicle instead of walk-on? *(mark all that apply)*
○ Need my vehicle at destination
○ Vehicle is necessary for business
○ Carrying baggage or a load to destination
○ Don't like to walk
○ Have mobility impairment
○ No safe nearby parking
○ Don't like to take transit
○ Transit does not go to desired destination
○ Traveling with young children/older persons
○ Other (specify): _____

If mobility impaired:
1. Are you impaired by steep topography when walking? ○ Yes ○ No
2. Does your impairment discourage you from taking transit? ○ Yes ○ No
3. What is the farthest distance you are willing to walk? Blocks: ☐☐

Continue with question 12

○ Walk ○ Bike
CONTINUE WITH C THROUGH H↓

C. Did you **PARK** a vehicle to board this ferry?
○ Yes ○ No

D. **WHERE** did you park?
○ On street ○ In nearby parking lot/garage
○ Other (specify): _____

E. How much did you **PAY** to park?
$☐☐ PER _____

F. Was the cost of parking **SUBSIDIZED** by your employer?
○ Yes ○ No

G. Do you **KEEP** either a **BIKE** or a **VEHICLE** at the destination **END** of this ferry trip?
○ Bike ○ Vehicle

H. If you ride transit (bus/train), what is the average **MONTHLY COST** that you pay for transit to/from work or school?
$☐☐☐.☐☐

Continue with question 12

12 How **WILL** you **TRAVEL** to the destination (Q10) you are going to now? (Example: Walk from ferry to bus stop then take bus) *(mark all that apply)*

○ Walk two or more blocks from the ferry ○ Bike ○ Shuttle ○ Train ○ Auto, Pick-up, Van - passenger
○ Bus ○ Taxi ○ Auto, Pick-up, Van - driver ○ Other (specify): _____

13 How many **PEOPLE** are traveling with you? (do not count yourself)

○ None
○ One or more → **HOW MANY** are: Under age 6: ☐☐ 6-17: ☐☐ 18-64: ☐☐ Over 65: ☐☐

14 What type of **FARE** was collected for this one-way trip?

○ Passenger frequent user coupon ○ Passenger youth fare ○ Auto/driver frequent user coupon
○ Washington State Ferry monthly pass ○ Passenger with bicycle ○ Auto/driver full fare
○ Passenger full fare ○ Motorcycle ○ Combined ferry/bus
○ Employer subsidized pass ○ Recreational vehicle ○ Truck longer than 20 feet
○ Free (no fare collected for trip/ fare collected in other direction) ○ Other (specify): _____

15 If there were **MORE PUBLIC TRANSIT OPTIONS** available to you, would you be more likely to use public transit to get to/from the ferry?

○ Yes ○ No

16 What is/are the **REASON(S)** you are riding this ferry today? *(mark all that apply)*

○ I am going to/from my regular workplace ○ Medical appointment ○ Shopping
○ Business-related activity ○ Sightseeing ○ Social or recreational activity
○ School ○ Special Event ○ Personal business/errands ○ Other (specify): _____

17 What is the **NAME** and **ADDRESS** of your **REGULAR WORKPLACE?**

○ If same as name and address information provided in Question 7 or 10 → **Go to Question 18**

For office use only: ☐☐☐☐

A. **NAME** of business or building:
Place Name: _____

B. What is the **ADDRESS?**
Address: _____
Cross Street: _____
City: _____ Zip: _____

C. What is the name of the **NEAREST SCHOOL, BUSINESS, OR OTHER LANDMARK?**
Nearest Landmark: _____

18 Including yourself, how many **PEOPLE** live in your household?

○ 1 ○ 2 ○ 3 ○ 4 or more

19 Including yourself, how many people in your household have a **JOB OUTSIDE** the home?

○ None ○ 1 ○ 2 ○ 3 ○ 4 or more

20 How many **CARS, TRUCKS,** or **MOTORCYCLES** does your household have?

○ None ○ 1 ○ 2 ○ 3 ○ 4 or more

21 In what year were you **BORN?**

Year Born: ☐☐☐☐

Continue on back

Appendix B. Seattle Supplement

Please answer the following questions to guide the design and development of ferry terminals in the future.
Please answer questions A - G in the context of the current one-way ferry trip you are on now.

A Did you **WALK** on any portion of your trip? *(mark all appropriate bubbles and indicate approximate number of blocks walked)*

	# Of Blocks		# Of Blocks
○ From origin to transit stop/station:	☐☐	○ From ferry terminal to destination location:	☐☐
○ From origin location to ferry terminal:	☐☐	○ From ferry terminal to transit stop/station:	☐☐
○ From transit stop/station to ferry terminal:	☐☐	○ Walk on other (not included above) portion of trip:	☐☐

B What would **IMPROVE** your sense of **PERSONAL SAFETY** when walking to/from the ferry terminal? *(mark all that apply)*

○ Improved lighting ○ Increased way-finding signs ○ Increased policing ○ Safe parking
○ Increased visibility ○ Increased activity ○ Assistance up/down steep hills ○ Other (specify): _____

C If the following services were available to you, **HOW OFTEN** would you use them?

	Never	Occasionally	Often	
1. Secure bicycle facilities at the ferry terminal	○	○	○	Do not know what FlexCars are
2. Vanpool services at your destination terminal	○	○	○	
3. FlexCars at your destination terminal	○	○	○	○

D If you **DROVE** your car onboard the ferry today, how would the following **IMPROVEMENTS** or policy changes affect your decision to bring a car in the future:

	Would continue driving	Might not need to bring my car	Definitely consider not bringing my car	Would not bring my car	Not applicable
1. Improved transit or shuttle connections at origin terminal	○	○	○	○	○
2. Improved transit or shuttle connections at destination terminal	○	○	○	○	○
3. Improved personal security while walking (better policing, lighting, etc)	○	○	○	○	○
4. Escalators or shuttles to address steep hills in Seattle	○	○	○	○	○
5. Secure bicycle parking facilities	○	○	○	○	○
6. More bike lanes and paths	○	○	○	○	○
7. FlexCars or other hourly car rental	○	○	○	○	○
8. Vanpool to and from terminal	○	○	○	○	○
9. More expensive auto fare relative to passenger walk-on fare	○	○	○	○	○
10. Safe nearby vehicle parking facilities	○	○	○	○	○

E **HOW LONG** have you been commuting on the ferry system?

Years: ☐☐

Please answer questions F and G only if you have used/will use the downtown Seattle ferry terminal (COLMAN DOCK) for any portion of THIS trip.

F If you took/will take transit to or from the downtown Seattle ferry terminal(Colman Dock), **WHAT TYPE** of transit did/will you use?
(mark all appropriate bubbles and answer follow-up questions)

○ Metro bus # ☐☐☐ ○ Community Transit bus # ☐☐☐ ○ Sound Transit bus # ☐☐☐
○ Sounder train ○ Other (specify): _____

WHERE did you get on/off the bus or train?

○ Alaskan Way ○ Second Avenue ○ King Street Station
○ First Avenue ○ Third Avenue ○ Other (specify): _____

G If you drove/will drive to or from the downtown Seattle ferry terminal(Colman Dock), **WHICH ROUTE** did/will you take? *(mark all that apply)*

○ South highways to/from ferry terminal along First Avenue S or S Alaskan Way ○ Through/from Pioneer Square
○ Through/from Central Business District ○ Along north waterfront

Thank you for your participation!

The information collected will be used to plan service that better meets your travel needs.
Return the completed insert and survey to the surveyor (in the red hat) OR drop them in any mailbox *(no postage required).*

If returning by mail, please include inside main questionnaire and close with tape.

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