

Washington State Department of Transportation

Our Commitment to Accessibility

Washington State Ferries is committed to providing equal access in its programs, services, and activities for our passengers with disabilities.

Welcome Aboard Washington State Ferries

Washington State Ferries (WSF) is committed to providing equal access to our passengers with disabilities. This brochure covers the following: accessibility for passengers driving on a vessel, accessibility for passengers who walk on a vessel, and general terminal and vessel information. As you make your travel plans please call WSF Customer Service at 888-808-7977 with any questions on accessibility, schedules, and fares.

General Information for Passengers with Disabilities

Drivers and Passengers in Vehicles

Washington State Ferries' suggested arrival times vary depending on route and time of day and year. To get the most current wait times, please call WSF Customer Service at 888-808-7977 or visit the WSF website at www.wsdot.wa.gov/ferries.

If you are driving on and require access to an elevator, a car deck restroom, or other specific access requests, please notify the ticket seller. Vehicle spaces that allow for specific access are allocated on a first come, space available basis.

Walk-on Passengers

Washington State Ferries recommends walk-on passengers arrive at least 20 minutes before most sailings. Passengers may ask ferry terminal and vessel personnel for assistance. Types of assistance can include, but are not limited to: assistance in boarding, requests to use a WSF wheelchair, and notification when boarding begins.

Depending on the availability of staff, passengers needing boarding assistance may have to wait for the next sailing. If a passenger knows he or she will need assistance on a specific sailing, we request the passenger call ahead to the WSF Customer Service line at 888-808-7977.

Ferry personnel cannot provide physical assistance in transferring a passenger from a seat to a wheelchair. Ferry personnel are not able to provide personal assistance, for example in the bathroom or with eating. Additionally, when used to transport someone from terminal to vessel, Washington State Ferries wheelchairs are returned to the terminal after transport.

Reduced Fare

Passengers with a disability qualify for a reduced passenger fare. Passengers who require the use of an over height vehicle (7'6" or above) or whose vehicle is equipped with a wheelchair lift or ramp may travel at the posted regular sized vehicle fare. This is the only vehicle discount available and is only available if the passenger with the disability is in the vehicle.

To receive the reduced fare, passengers are required to have identification indicating eligibility. Acceptable forms of identification include, but are not limited to:

- Washington State Ferry Disability Travel Permit
- Regional Reduced Fare ORCA Card
- Regional Reduced Fare Card from a different transportation agency
- Medicare Card
- Disability Identification Card that is issued with the Accessible Parking Placard, or
- Other identification which indicates that the holder of the card is a person with a disability.

An Accessible Parking Placard, by itself, is not identification that will work to receive a discounted fare.

For more information and to apply for the WSF Disability Travel Permit, please contact Washington State Ferry Customer Service at 888-808-7977.

Attendants

Passengers who need to travel with an attendant aboard the ferries can get an attendant endorsement on their WSF Disability Travel Permit, Regional Reduced Fare Permit, or Disability Identification Card. This endorsement will allow the attendant free passenger fare. If the attendant is driving a vehicle, the vehicle fare still must be paid.

Service Animals

Washington State Ferries allows service animals in all public areas of the terminals and vessels, as required by state and federal law. Employees are authorized to inquire whether an animal is a service animal, whether the animal is for a person with a disability, and what task the animal is trained to perform. Owners must be in control of their animals at all times.

Route-Specific ADA Alerts

The WSF website has an option for passengers to sign up for route-specific alerts by email. We encourage all passengers to sign up for these alerts to learn about vessel and terminal service impacts. Announcements can provide information about whether a vessel is delayed or if the elevator on a vessel is out of service, as well as other timely information.

How to Request a Public Accommodation

If a passenger with a disability knows ahead of time that he or she will need an accommodation, the passenger may call WSF at 888-808-7977.

We suggest notification 48 hours in advance of travel for any passengers who will require assistance from ferry staff. This notification helps us to ensure we have staff available.

Common accommodations at WSF include:

- Printed materials in alternative formats
- Website accessibility
- Public facility accessibility
- Assistance in boarding

A passenger can make a request for accommodations or assistance by contacting WSF Customer Service at 888-808-7977 or by calling the WSF ADA accessibility coordinator at 206-515-3437 or by calling 511.

We will need to know your name, contact information, date and time of expected travel, terminals at which you will be traveling, and the requested accommodation.

Overview of Terminals

Washington State Ferries operates out of several terminals that vary in accessibility. If you need assistance at any terminal please ask an employee, we will be happy to provide assistance as soon as possible. Listed below is an overview of the various accessible features at each of the terminals.

Seattle Colman Dock – Walk-on passengers in downtown Seattle will board via an overhead walkway. This terminal has elevators from the street level up to the terminal. This terminal does not have parking, but there are pay lots located nearby. Additionally, there is a transit stop near the entrance to the terminal. This terminal has concessions, vending machines, a waiting area, and accessible restrooms. Additionally, this terminal has both power and manual wheelchairs, if needed, to assist in boarding the vessel.

Bremerton – Walk-on passengers in Bremerton will board via an overhead walkway. This terminal has a load/unload zone in front of the terminal for passengers with disabilities. There is a transit stop and pay parking near the terminal. This terminal has elevators, accessible restrooms and a waiting area. There is no food service inside this terminal. This terminal has both power and manual wheelchairs, if needed, to assist in boarding the vessel.

Bainbridge Island – Walk-on passengers at Bainbridge Island will board via an overhead walkway. This terminal has a passenger drop-off area and pay parking near the terminal. There is a transit stop located next to the terminal building. This terminal has accessible restrooms and a waiting area. There is no food service inside this terminal, but there are beverage and snack vending machines. This terminal has both power and manual wheelchairs, if needed, to assist in boarding the vessel.

Edmonds – At the Edmonds Terminal, walk-on passengers will board via an overhead walkway. There is parking near the terminal and a transit stop in front of the building. The restrooms inside this terminal are accessible. There is no designated waiting area, but there are benches available inside the terminal walkway. There is no food service, but there are beverage and snack vending machines available. This terminal has both power and manual wheelchairs, if needed, to assist in boarding the vessel.

Kingston – Walk-on passengers in Kingston will board via an overhead walkway. There is a pay parking lot near this terminal and a transit stop a block away. There is no indoor waiting room, but the overhead walkway is covered. This terminal has accessible restrooms located near the base of the overhead walkway. There is no food service at this terminal, but there are beverage and snack vending machines available.

This terminal has both power and manual wheelchairs, if needed, to assist in boarding the vessel.

Mukilteo – Walk-on passengers in Mukilteo will board via the car deck. There is a transit stop next to the door of this terminal and limited pay parking nearby. There is a waiting room and accessible restrooms. Although there are restaurants nearby, this terminal does not have food service. This terminal has a manual wheelchair available, if needed, to assist in boarding the vessel.

Clinton – Walk-on passengers in Clinton will board via the car deck. There is a private parking lot up the hill from the terminal. There is a transit stop near the parking area as well as on the dock. This terminal has a waiting room and accessible restrooms. This terminal does not have food service, but there is a beverage vending machine. This terminal has a manual wheelchair available, if needed, to assist in boarding the vessel.

Port Townsend – Walk-on passengers in Port Townsend will board via the car deck. There is a transit stop and pay parking near the terminal. There is a waiting room and accessible restrooms at this terminal. There is no food service available at this terminal. This terminal has a manual wheelchair, if needed, to assist in boarding the vessel.

Passengers are encouraged to make vehicle reservations out of Port Townsend on the WSF website or by calling WSF customer service at 888-808-7977.

Coupeville – Walk-on passengers in Coupeville will board via the car deck. There is a very small passenger parking lot located near the terminal. This terminal has a waiting area and accessible restrooms. There is no food service available at this terminal, but there are beverage and snack vending machines. This terminal has a manual wheelchair, if needed, to assist in boarding the vessel.

Passengers are encouraged to make vehicle reservations out of Coupeville on the WSF website or by calling WSF customer service at 888-808-7977.

Fauntleroy (West Seattle) – Walk-on passengers at Fauntleroy will board via the car deck. This terminal does not have parking, but there is a transit stop near the terminal. This terminal has a waiting room and accessible restrooms. There is no food service available, but there are beverage and snack vending machines. This terminal has a manual wheelchair available, if needed, to assist in boarding the vessel.

Vashon – Walk-on passengers at the Vashon Island terminal board via the car deck. This terminal has an accessible drop-off zone on the dock and a transit stop near the terminal. There is a parking lot up a steep hill, half a mile away from the terminal. This terminal offers a waiting room and accessible restrooms. There is no food service at this terminal, but beverage and snack machines are available. This terminal has a manual wheelchair, if needed, to assist in boarding the vessel.

Southworth – Walk-on passengers in Southworth board via the car deck. There is a transit stop and pay parking near the terminal. This terminal offers a waiting room and accessible restrooms. There is no food service at this terminal, but there is a beverage vending machine available. This terminal has a manual wheelchair, if needed, to assist in boarding the vessel.

Point Defiance – Walk-on passengers in Point Defiance will board via the car deck. There is a waiting room and the local transit authority has accessible restrooms near the terminal. There is no food service available at this terminal. There is a transit stop and pay parking next to the terminal. This terminal has a manual wheelchair, if needed, to assist in boarding the vessel.

Tahlequah – Walk-on passengers in Tahlequah will board via the car deck. There is a covered waiting area, but no waiting room. Additionally, this terminal has an accessible temporary toilet, but no restrooms. There is no food service at this terminal. The closest parking area is up several steps and a hill. This terminal has a manual wheelchair, if needed, to assist in boarding the vessel. It should be noted, however, that WSF boarding assistance is not always available.

Anacortes – Walk-on passengers in Anacortes board via an overhead walkway, but will disembark at their destination via the car deck. There are passenger pay parking lots near the terminal. Transit is allowed to drive close to the terminal and there is an accessible load/unload space next to the terminal. This terminal has concessions, beverage and snack vending machines, a waiting area and accessible restrooms. There is a ticket seller in the terminal with limited hours, so be aware that walk-on tickets may need to be purchased at the vehicle toll booth. This terminal has both power and manual wheelchairs, if needed, to assist in boarding the vessel.

Friday Harbor (San Juan Island) – Walk-on passengers in Friday Harbor will board via the car deck. This terminal has a small waiting room and accessible restrooms. Although there are restaurants nearby, this terminal does not have food service. There is a loading zone near the terminal entrance, but all parking is paid parking on the street. While public transit only operates during the summer, taxis are available year-round. This terminal has a manual wheelchair, if needed, to assist in boarding the vessel.

Orcas – Walk-on passengers on Orcas Island board via the car deck. There is a small terminal on Orcas Island, but not public transit. The terrain near the terminal is uneven and steep. There is an area for loading and unloading near the terminal. This terminal has accessible restrooms, but no food service. There is a grocery store next to the dock. There is a 72 hour parking lot located up a hill from this terminal with ADA designated parking near an accessible restroom. This restroom is also near the holding lanes. Orcas Island has a power wheelchair, if needed, to assist in boarding the vessel.

Shaw – Walk-on passengers on Shaw Island will board via the car deck. A small parking lot is located near the terminal and there is a load/unload zone near the terminal. Shaw Island does not have public transit. There is a small unheated passenger waiting area on Shaw Island. This terminal has an accessible temporary toilet, but no restrooms. There is no food service at this terminal, but there is a grocery store next to the terminal. There is a manual wheelchair, if needed, to assist in boarding the vessel.

Lopez – Walk-on passengers on Lopez Island will board via the car deck. The terrain near the terminal is very steep. There are a few accessible parking spaces near the terminal. Additional parking is located up the hill from the terminal, but is not ADA accessible. There is a waiting room on Lopez. There are no restrooms at this terminal, but there is an accessible temporary toilet. Although there is no food service, a small restaurant is located next to the terminal. There is no public transit on Lopez Island. This terminal has both power and manual wheelchairs, if needed, to assist in boarding the vessel.

Sidney, B.C. – Walk-on passengers in Sidney board via the car deck. Accessible restrooms are located between the tollbooth and the U.S. Customs building. The Sidney terminal has an indoor waiting area with seating after you are processed through U.S. Customs. Additionally, the Sidney terminal has food service inside the gift shop.

It is important to note that passengers bringing animals into Canada may need to have vaccination certificates for the animal. For more information about service animals at the border please call the ADA and Diversity Affairs Team at 206-515-3437, or contact Washington State Ferries Customer Service at 888-808-7977.

Passengers are encouraged to make vehicle reservations for our Sidney route on the WSF website or by calling WSF customer service at 888-808-7977.

Overview of Vessels

As of 2013, our fleet is composed of 22 vessels that vary widely in age and design. Most older vessels have been refurbished and have gone through extensive upgrades to provide for better accessibility. All vessels in our fleet have a manual wheelchair. The following descriptions give an overview of the accessible features on the various vessels.

Jumbo Mark II Class ferries are the largest in the fleet and carry more than 200 cars. This class of vessel includes the Wenatchee, Puyallup, and Tacoma. These vessels are designed to separate walk-on and auto traffic. Walk-on passengers will generally board the vessel via an overhead walkway from the terminal. Auto passengers will drive on the car deck and can take an elevator, or stairs, to the passenger decks. It is important to notify the ticket seller if you need access to an elevator or car deck restroom. Accessible restrooms are located on both the car deck and in the passenger cabin. There is an accessible galley and dining area in the passenger cabin. This class of vessel also has beverage and snack vending machines. Additionally, these vessels have a visual paging announcement system that displays announcements on a monitor.

Jumbo and Super Class vessels carry 144-188 cars. This includes the Spokane, Walla Walla, Hyak, Yakima, Elwha, and Kaleetan. At some terminals walk-on passengers and vehicles will be separated via an overhead walkway, and at some terminals both will board via the car deck. It is important to notify the ticket seller if you need access to an elevator or car deck restroom. These vessels have at least one accessible restroom in the passenger cabin. Additionally, the Hyak, Yakima, and Kaleetan have an accessible restroom and accessible shelter on the car deck. The Spokane, Walla Walla, and Elwha have restrooms on the car deck, but they are not ADA accessible. There is a galley and accessible dining area in the passenger cabin. These vessels have beverage and snack vending machines. The Spokane is equipped with a visual paging announcement system that displays announcements on a monitor.

Issaquah Class vessels carry 90-124 cars. This class includes the Issaquah, Chelan, Sealth, Kitsap, Kittitas, and Cathlamet. These vessels have elevators from the car deck to the passenger cabin. It is important to notify the ticket seller if you need access to an elevator. Accessible restrooms can be found both in the passenger cabin and on the car deck on the Issaquah, Chelan, Kitsap, Kittitas, and Cathlamet. Accessible restrooms can be found in the passenger cabin of the Sealth. There is a galley and an accessible dining area in the passenger cabin. This class of vessel also has beverage and snack vending machines.

Evergreen State Class vessels carry 87 cars. This class includes the Evergreen State, Klahowya, and Tillikum. These vessels have a small elevator from the car deck to the passenger cabin. It is important to notify the ticket seller if you need access to an elevator. There is an accessible family restroom located in the passenger cabin. There is a galley and an accessible dining area in the passenger cabin. This class of vessels also has beverage and snack vending machines.

Kwa-di Tabil Class vessels carry 64 cars. This class includes the Chetzemoka, Salish, and Kennewick. These vessels are accessible via an elevator from the car deck to the passenger deck. It is important to notify the ticket seller if you need access to an elevator. Accessible restrooms can be found in the passenger cabin. The dining area is accessible and wheelchair tie-downs are available. Additionally, the Kwa-di Tabil class vessels have beverage and snack vending machines.

The Hiyu is used as a reserve vessel and carries only 34 cars. Passengers board this vessel via the car deck and there is no elevator. This vessel does not have a car deck restroom or a dining area, but there is an accessible temporary restroom located on the car deck.

Disability Discrimination Complaints and Compliments

Any individual, group, or entity who believes they have been subjected to discrimination based on disability with regard to any WSF activity, facility, program or service are encouraged to consult the WSDOT External ADA Grievance Procedure or contact WSDOT's Diversity and ADA Affairs Team to file a complaint.

This grievance procedure is established in accordance with agency policy and state and federal law. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services by or access to activities, programs, or facilities of the Washington State Ferries.

This grievance procedure does not apply to complaints relating to employment by the Washington State Ferries.

How to File a Complaint

A complaint of discrimination should be submitted by the grievant and/or his or her designee as soon as possible, but not later than one hundred eighty (180) calendar days after the alleged violation.

How to File a Compliment

The Diversity and ADA Affairs Team would enjoy hearing great experiences at Washington State Ferries, as well as any suggestions for improvement.

Submit complaints of discrimination, suggestions, and compliments to:

Diversity and ADA Affairs Team
Washington State Ferries
2901 3rd Avenue, Suite 500
Seattle, WA 98121

TTY: 711/ 855-362-4232

Email: wsdotada@wsdot.wa.gov

If filing a complaint, please include your name, contact information, terminal and/or vessel where the alleged discrimination occurred, date the alleged discrimination happened, and any relevant facts. Within 15 Calendar days after receipt of a complaint, the Diversity and ADA Affairs Team Manager, or designee, will make contact to discuss the complaint and possible resolutions. Within 15 days of this meeting the Diversity and ADA Affairs Team will respond to the complainant explaining the position of Washington State Ferries and offer options of a substantive resolution of the complaint, if warranted. Files will be retained in accordance with the agency's retention schedule.

The complainant's use of this grievance process as a means to achieve a prompt and equitable resolution of the grievance, shall not be impaired by the complainant's pursuit of other remedies such as the filing of a complaint with the responsible federal and state agencies.

Using the WSF grievance process is not a prerequisite to pursuing other remedies with outside agencies.

Contact Information

For general ferry information and customer service call Washington State Ferries:

- Toll Free Voice: 888-808-7977 (WA & B.C.) or 511
- Voice: 206-464-6400
- TTY: 711 connect to 206-515-3460
- Web: www.wsdot.wa.gov/ferries

For Equal Access requests, complaints, compliments:

- Voice: 206-515-3437
- TTY: 711 connect to 206-515-3437
- Email: wsdotada@wsdot.wa.gov

Washington State Ferries is always looking at ways to improve accessibility at our terminals and on our vessels. We welcome your comments and suggestions.

Americans with Disabilities Act (ADA): This material can be made available in an alternate format by emailing the WSDOT Diversity/ADA Affairs team at wsdotada@wsdot.wa.gov or by calling toll free, 855-362-4ADA(4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.

Title VI Notice to Public: It is the Washington State Department of Transportation's (WSDOT) policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with WSDOT's Office of Equal Opportunity (OEO).

For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact OEO's Title VI Coordinators, George Laue at (509) 324-6018 or Jonté Sulton at (360) 705-7082.

Washington State Ferries

Toll Free Voice: 888-808-7977 (WA & B.C.) or 511

Voice: 206-464-6400

TTY: 711 connect to 206-515-3460

Web: www.wsdot.wa.gov/ferries