

## Ferry Data Summary 2021 Executive Summary

This is a collection of data from the survey done in July of 2021 and communications directly with the District 6 office through email, phone call, in person and virtual meetings. This is a summary. If you would like the full reports, [please visit my website](#).

In total 1,084 surveys were completed with 292 partially completed. Nearly 72% of survey respondents are from Anderson Island, followed by almost 5% from Steilacoom and 3% from Ketron Island. Of the island resident respondents, almost 54% are full-time residents, while nearly 22% are part-time residents and 24% either vacation on or visit the islands. The majority of the respondents (87%) do not own a vacation rental on the islands, while 11.5% own on Anderson Island and almost 2% own on Ketron Island.

Despite residence status, more than half of those surveyed reported they were dissatisfied with the current ferry schedule. Also of interest, is of those who call Anderson or Ketron Islands home, only 12% have school-aged children that ride the ferry for school, and the majority of survey respondents (76%) do not attend Anderson Island Community Advisory Board (AICAB) meetings, or the AICAB ferry committee meetings (77%).

Responses show frequency of ferry use for a variety of everyday activities like work, school and personal services, and overall satisfaction ratings for the current service offered by the Pierce County Ferry system. At the end of this summary are general themes gleaned from the survey, highlighting positives, concerns, suggestions/ideas and questions from survey respondents.

### Data

Rate how well the current ferry schedule works for you:

Answers from all respondents			
Value		Percent	Responses
Very Dissatisfied		18.5%	204
Dissatisfied		34.8%	383
Neutral		26.8%	295
Satisfied		16.1%	177
Very Satisfied		3.7%	41
			<b>Totals: 1,100</b>

Answers from all Island respondents only			
Value		Percent	Responses
Very Dissatisfied		24.1%	142
Dissatisfied		38.9%	229
Neutral		20.9%	123
Satisfied		13.8%	81
Very Satisfied		2.4%	14
			<b>Totals: 589</b>

How many times a month do you use the ferry for visits from service providers like home improvement services, technology providers, in-home visits from medical professionals, etc.?

Answers from all respondents				Answers from Island respondents only		
Value		Percent	Responses		Percent	Responses
Less than once a month		46.5%	513		47.6%	281
More than once a month		20.5%	226		27.1%	160
Once a week		9.8%	108		13.1%	77
Not Applicable		23.3%	257		12.2%	72
			Totals: 1,104	Totals: 590		

How often do you use the Pierce County Ferry?

Answers from all respondents				Answers from Island respondents only		
Value		Percent	Responses		Percent	Responses
Daily commuter		12.7%	140		22.0%	130
3-4 times per week		25.8%	285		37.3%	220
Once a week		33.5%	370		36.1%	213
Less than three times a month		28.0%	309		4.6%	27
			Totals: 1,104	Totals: 590		

## Respondent Feedback

Comments: We received hundreds of comments. Below we have taken the top three similar ideas or comments presented by individuals. This does not mean that all comments were not read or shared, but these were the ones that appeared multiple times and in a variety of ways.

### Positives:

- Online ticketing/Ferry app
- Most of the time, ferries run on time
- When 2-boat service is running, vastly improves ability to commute in the summer and during holidays

### Concerns

- Too many large/oversized vehicles using ferries during peak travel times
- Residents of the island should have priority
- Inconsistent loading, rules not applied by staff consistently & communication

### Suggestions/Ideas:

- Add runs back mid-day
- 2-boat service running consistently, start earlier (Memorial Day to Labor Day) and run Thursday to Monday
- How we load the ferry should be consistent, professional and look at ways to increase capacity or how the loading is done (instead of rows 1, 1, 1; load 1, 2, 3) so that there is best use of limited space

### Questions:

- Why are there such huge gaps in the middle of the day?
- Why can't there be staff directing traffic on both sides during peak time? This would help with loading, keeping people calm and orderly.
- When will the schedule be looked at again and evaluated? Will public involvement be part of this process?

If you would like links to the full reports including comments please visit my website at:

<https://www.piercecountywa.gov/1405/Jani-Hitchen-District-6>