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# **PASSENGER FERRY SERVICE**

## **DES MOINES / SEATTLE**

### **FINAL REPORT ON PILOT & RECOMMENDATIONS**

December 1, 2022



## TIMELINE

- July, 2020 Ferry demand study completed
  - Despite presence of COVID, community and stakeholder response was very strongly supportive of moving forward
- October, 2021 Feasibility Report completed
- April 14, 2022: Council approval to move forward with pilot
- Pilot Project Implemented from August 10 to October 9, 2022
  - Service from Des Moines to Seattle and Seattle to Des Moines
  - Technical and operational assistance from Maritime Consulting Partners

## PROCESS TO ESTABLISH OPERATIONS

- In early 2022, Des Moines City Council approved conceptually a potential allocation of \$975,000 to implement passenger ferry service
- The City Administration, in early spring of 2022 brought forward to City Council contracts for approval to initiate the pilot study project
- It should be noted, that the entire cost of operations was approximately \$220,000, far below the initial contemplated cost structure

## PARTNERSHIPS WITH OTHER AGENCIES

- City of Des Moines financed the passenger ferry service
- Operational dynamic required partnership with other agencies, including:
  - Port of Seattle that operates the Bell Harbor Marina
  - Utilizing Best Management Practices to avoid any conflicts in operations with tribal fishing rights in Puget Sound
  - Ongoing discussions with Puget Sound Regional Council regarding ferry service throughout Puget Sound
  - Working with the Regional Tourism Agency (RTA) and Seattle business associations to promote the ferry service

# OPERATIONAL DYNAMICS

## VESSEL

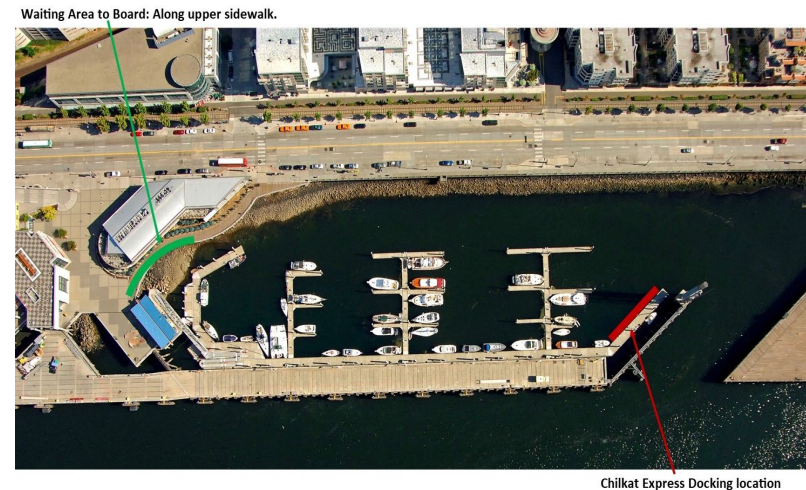
- A 60-passenger aluminum catamaran ferry was provided and operated by a maritime contractor (Puget Sound Express) for the duration of the project
  - The Chilkat Express is United States Coast Guard certified to carry 63 passengers but for this project the passenger limit was set at 60



# OPERATIONAL DYNAMICS

## TERMINALS

- The ferry vessel homeported at the Des Moines Marina on the guest moorage float at the north side of the marina, and landed on the Seattle waterfront at the Bell Harbor Marina guest dock - a facility owned and operated by the Port of Seattle
- Terminal services in Des Moines were provided by the City's Harbormaster Department. These services included assisting with the ticket reservation system, queuing passengers, inspecting and clearing docks of hazards, meeting passengers, checking them in, and generally coordinating shoreside activities in Des Moines
- Terminal services in Seattle were provided by the ferry vessel crew and Port of Seattle personnel



# OPERATIONAL DYNAMICS

## OPERATIONS AND PROJECT MANAGEMENT

- Operations and overall project management was provided by Maritime Consulting Partners, the firm that conducted the aforementioned Reconnaissance Study and wrote the 2022 Ferry Demonstration Project Operations Plan

## REVENUE / FARE STRUCTURE

- Farebox recovery
- First week of ridership was free
- Fare was \$10/each direction; active military and seniors were half price, \$5/each way; children under 13 were free
- Fare box recovery is a measure of how much of a transportation system's operating costs are recovered from the fares collected
  - Operating costs do not include the cost of items like planning and capital assets
- The 2022 Ferry Demonstration Project operating costs were \$220,402 and are listed below:

Operating Item	Amount
Management	\$ 47,840
Vessel Crew, Insurance, Supplies, Maintenance, Other	\$ 74,000
Vessel Fuel	\$ 83,532
Vessel Moorage (in Seattle)	\$ 15,030
<b>TOTAL OPERATING COSTS</b>	<b>\$220,402</b>

- Operating costs do not include things like planning, mobilization, capital assets, marketing and communications
- Net fare revenue collected during the project was \$89,546, therefore fare box recovery is 41%



# SCHEDULE

- Days and hours of operation August 10 – October 9, 2022
  - Wednesday through Sunday between Des Moines Marina and Bell Harbor Marina in Seattle

Depart Des Moines	Depart Seattle
10:00 am	11:00 am
12:00 pm	1:00 pm
2:00 pm	3:00 pm
4:00 pm	5:00 pm

## RIDERSHIP

- Rider utilization is a key indicator of the potential viability for a long-term or permanent ferry service
- Vessel embarkation data indicates the total number of passengers that boarded the ferry during the demonstration project was 14,858
  - Given 45 days of service, this is an average of 330 passengers per day, or 41 passengers per one-way trip
- The total possible passengers that could be carried during the demonstration period was 21,600
  - Accordingly, the overall utilization of the service was 69% of total capacity
  - This measure (of utilization v capacity) is commonly referred to as the service “Load Factor”
- Projections developed prior to operations (during the reconnaissance and planning phase) estimated total utilization to be 3,600, a Load Factor of 17%
  - **KEY FINDING – 14,858 passengers were carried (a Load Factor of 69%) and actual ferry service utilization exceeded expectations (by 400%).**

## DEMAND MOMENTUM

- Vessel embarkation data indicates the first week of service had the highest utilization with 1,897 passengers carried
- High utilization was predicted for that week and was attributed to the novelty of the service ***and that first week of service being free of charge***
- What was not predicted, was that **ridership would remain high throughout the entire demonstration project period**
- Ridership data indicates interest in, and utilization of, the demonstration ferry service had a high level of momentum
  - Meaning demand for the service remained high (as opposed to quickly dropping off) during the project period
  - This indicates utilization (demand) could remain high and even increase given a longer duration project
- The lowest rider utilization period occurred during week #6 with 1,549 passengers carried. The second highest utilization period occurred during week #7 with 1,689 passengers carried

## FERRY RIDERSHIP GRAPHIC

	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 6	Wk 7	Wk 8	Wk 9	Total Checked In
Adult	1339	699	650	645	535	607	626	603	567	<b>6271</b>
Bike	30	22	20	10	5	20	15	15	3	<b>140</b>
Child	250	145	197	168	129	92	95	102	164	<b>1342</b>
Sr/Mil	308	842	765	786	911	850	968	908	907	<b>7245</b>
<b>Total Passengers</b>	<b>1897</b>	<b>1686</b>	<b>1612</b>	<b>1599</b>	<b>1575</b>	<b>1549</b>	<b>1689</b>	<b>1613</b>	<b>1638</b>	<b>14858</b>

## KEY FINDINGS

- KEY FINDING: Leisure travel (site-seeing, events, and other) was the main type of use for the ferry service
- KEY FINDING: The vast majority of ferry passengers arrived at the Des Moines ferry in a passenger vehicle
- KEY FINDING: Though age distribution was fairly evenly distributed among adult age groups, the ferry was utilized most by users age 65 and older
- KEY FINDING: Ferry passengers came from around the region with most originating from Des Moines

## KEY FINDINGS

- The vast majority of passengers said the \$10 (one-way) rate was just right
- The vast majority of passengers would prefer year-round ferry service
- The vast majority of ferry demonstration riders were very satisfied with the overall experience
- Fare box recovery was 41%, better than the industry average farebox recovery of about 30% for ferries, and substantially better than the average farebox recovery of roughly 19% for bus transit

## IMPACT ON LOCAL BUSINESS

- Businesses who saw increases in activity as a result of the ferry pilot
- Chloe Tran (Owner of the Tea Cup)

“My name is Chloe Tran and I am the owner of TeaCup, located on 223rd and 7th Avenue. I did have my chance to meet Matt and Traci before and hope to meet you all soon.

I would like to thank you very much for your service and your help in building our city stronger, together. I would like to get feedback on our ferry services. Since the ferry service has started, we have had many new customers visiting our cafe.

When I have had the opportunity to talk with them, I often learn they are from out of town, visiting Des Moines for the day and using our ferry. In the past, September is one of our slowest month in sales, but not this year! Just two weeks into September, and we see our sales have been better than the Septembers of the past.”

## IMPACT ON LOCAL BUSINESS

From Wesley Homes. CEO Kevin Anderson:

“I wanted to drop you a short note to let you know how much our residents have enjoyed having the ferry service to Seattle over the summer months. I know when I talked about this service at our town meetings over the summer a number of the residents were well aware of the service, had been on a ferry trip and encouraged others to take the ferry to Seattle for a day trip. I hope this service will continue in the future!

I also want to encourage the counsel to continue their plans for the redevelopment of the Marina District. There are many outstanding benefits to the City and it’s residents with this redevelopment plan. I truly believe it will enhance the community and surrounding areas of our City.”



## RECOMMENDATIONS GOING FORWARD

- The 2020 Des Moines Ferry pilot utilization and farebox recovery would place it at the upper end of the successful range in ferry services around the country
- Based on the high rate of utilization, healthy farebox recovery and positive response from the community, it is recommended that the City of Des Moines proceed with expanded service in 2023

## ACTION ITEMS

- Define the objectives for the next Demonstration Period
- Expand project period.
  - Start earlier in the season, to test whether visitors and leisure travel interest would be as strong for entire spring summer season
- Expand daily service hours to determine if commuters would regularly use the service
- Establish links with other transportation modes and carriers to maximize intermodal connections
- Develop partnerships with private and public sector partners to create a rider incentive programs
- Develop partnerships with retail businesses adjacent to both terminals to drive customers to local businesses

## EXPAND PROJECT PERIOD

- Extend the Demonstration Period
  - Given the high level of public acceptance, if another demonstration project is activated it is recommended it run for a longer period
  - For example Mother's Day, 2023 through September 30, 2023 (spanning the entirety of the Farmer's market)
- Extend the operating schedule to include traditional commute times
- Given the high level of public acceptance, if another demonstration project is activated, it is recommended the schedule be expanded to include times that are commonly considered commute periods
- An example of a modified schedule could be:

<u>Days of the Week</u>	<u>From Des Moines</u>	<u>From Seattle</u>
Monday - Friday	First sailing at 8:00 am	Last sailing at 6:00 pm
Saturday - Sunday	First sailing at 10:00 am	Last sailing at 7:00 pm

# OPERATIONAL CONSIDERATIONS

- Secure a Vessel for 2023
  - If the City decides to proceed with a ferry demonstration project in 2023, it's recommended that it start working to secure a vessel as soon as possible
  - The vessel used during the 2022 demonstration project provided proved to be ideal. Accordingly, this would be the logical vessel to try and secure for future service
- Consider other Terminal Locations in Seattle
  - The Bell Harbor Marina was well suited for the service, and would be work well for future service, but other terminal owners have indicated an interest in hosting future ferry service and those alternative terminal locations should also be considered
- Improve ADA Accommodations
  - It is recommend that additional emphasis be made on providing ramps and boarding systems that minimize barriers for users with disabilities
  - Also, consider how additional seating areas on the vessel can be dedicated to passengers with mobility restrictions and/or disabilities

## EXPANDED CUSTOMER SERVICE

- Provide Customer Service Representatives at both terminals:
  - Customer Service Representatives at both terminals (Des Moines and Seattle) during ferry operating hours can answer questions in person, by phone, email, chat, or social media and help manage booking and reservations
  - These persons can also manage passenger check-in and boarding activities, and provide other safety and security functions
  - Customer Service Representatives can act as ‘Ambassadors’ to promote Des Moines and enhance the visitor experience

# COMMENTS FROM THE COMMUNITY

- Data was collected from the ticketing and reservation system, as well as surveys issued to ferry riders

“I have sang the ferry praises from the mountain top and told every neighbor here in Des Moines to book tickets by Sunday. I left a 5-star raving review on Google but if there is anything else I can do to inform the city council how important this initiative is to our town, please let me know.

Finger and toes are crossed you will be back in the spring for 4-5 months with extended times!”  
S.M.

\*\*\*\*\*

“Hi,  
We rode your deluxe fast ferry Friday. We drove over from Renton, took a walk up Des Moines Creek, ferried to Seattle and back and then played games at Waterland Arcade and ate dogs at The Dog House.

The people on either side of us in the boat were tourists from Pendleton, OR by way of Graham.

If you're hoping to attract some of us to your part of Puget Sound, the fast ferry seems to be working!

Thanks - we had a very fun day.”  
G&J.S

\*\*\*\*\*

“We rode the Des Moines Ferry during Pilot Project 2022. We purchased our tickets online, which went great. We drove to Seattle with our family members who live in the area.

The crew and the boat were great. We loved our experience of riding back and forth. We had this experience simply for pleasure, and eating at Anthony's restaurant. Our niece had never been on a ferry. It was her last trip before passing away a week and a half ago. So thank you for fulfilling a last wish.”  
L.R.



## NEXT STEPS

- Final report will be posted on the City website tomorrow (December 2, 2022)
- Motion from City Council to move forward to establish potential terms to continue passenger ferry service pilot, phase II, into a second season

**City of Des Moines, WA  
2022 Ferry Demonstration Project  
Final Report**



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**December 1, 2022**



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**Attachments**

- Attachment 1: 2022 Operations Plan
- Attachment 2: 2022 Budget / Actual
- Attachment 3: Ferry Rider Survey

# 1. Project Overview

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## 1.1 Ferry Demonstration Project

During the Summer/Fall of 2022, the City of Des Moines engaged in a passenger ferry demonstration project between Des Moines and Seattle (“2022 Ferry Demonstration Project”). The objective was to introduce the public and other stakeholders to the opportunities and benefits of a possible permanent ferry service and to verify certain estimates and assumptions.

Prior to 2022 Ferry Demonstration Project, the City of Des Moines completed a Ferry Demand Study Report<sup>1</sup> and a Ferry Demonstration Project Scoping and Reconnaissance Report.<sup>2</sup> These prior activities indicated there was demand for the service and operations where feasible.

Thus, the 2022 Ferry Demonstration Project was a logical step to confirm prior conclusions and to develop critical empirical data from operations.

## 1.2 Summary of Service

The 2022 Ferry Demonstration Project operated from August 10, 2022 through October 9, 2022 and provided 4 roundtrips per day, 5 days per week (Wednesday – Sunday), between Des Moines Marina and Bell Harbor Marina in Seattle.

### Schedule

Departure times are listed below.

*Table i) - Schedule*

Depart Des Moines	Depart Seattle
10:00 am	11:00 am
12:00 pm	1:00 pm
2:00 pm	3:00 pm
4:00 pm	5:00 pm

### Transit Time

The transit time between the Des Moines ferry loading dock (terminal) and the Seattle landing was ~ 35 minutes, with actual transit times impacted by ferry operating speeds and other factors (weather, vessel traffic, wildlife, etc....) encountered along the route.

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<sup>1</sup> City of Des Moines Passenger Ferry Demand Report - Deadrich RPM, July 29, 2020

<sup>2</sup> City of Des Moines Ferry Demonstration Project Scoping and Reconnaissance Report – Maritime Consulting Partners, October 31, 2021

### Vessel

A 60-passenger<sup>3</sup> aluminum catamaran ferry was provided and operated by a maritime contractor for the duration of the project.<sup>4</sup>

### Terminals

The ferry vessel homeported at the Des Moines Marina on the guest moorage float at the north side of the marina, and landed on the Seattle waterfront at the Bell Harbor Marina guest dock - a facility owned and operated by the Port of Seattle.

Terminal services in Des Moines were provided by the City's Harbor Master Department. These services included assisting with the ticket reservation system, queuing passengers, inspecting and clearing docks of hazards, meeting passengers, checking them in, and generally coordinating shoreside activities in Des Moines.

Terminal services in Seattle were provided by the ferry vessel crew and Port of Seattle personnel.

### Operations and Project Management

Operations and overall project management was provided by Maritime Consulting Partners, the firm that conducted the aforementioned Reconnaissance Study and wrote the 2022 Ferry Demonstration Project Operations Plan.

### 2022 Ferry Demonstration Project Operations Plan

Before the 2022 Ferry Demonstration Project commenced, Maritime Consulting Partners completed an Operations Plan that described the details of how ferry service would be implemented and maintained during the demonstration period.

The Operations Plan, in its final form, is included in this report as Attachment 1.

## 2 Project Findings

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This section summarizes key findings of 2022 Ferry Demonstration Project.

Data was collected from the ticketing and reservation system,<sup>5</sup> as well as surveys issued to ferry riders.<sup>6</sup>

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<sup>3</sup> The Chilkat Express is U.S. Coast Guard certified to carry 63 passengers, but for this project the passenger limit was set at 60.

<sup>4</sup> Puget Sound Express

<sup>5</sup> Fare Harbor

<sup>6</sup> Survey Monkey (issued 10/17/22)

## 2.1 Rider Utilization (aka Demand)

- Rider utilization is a key indicator of the potential viability for a long-term or permanent ferry service.
  - Vessel embarkation data indicates the total number of passengers that boarded the ferry during the demonstration project was 14,858. Given 45 days of service, this is an average of 330 passengers per day, or 41 passengers per one-way trip.
  - The total possible passengers that could be carried during the demonstration period was 21,600. Accordingly, the overall utilization of the service was 69% of total capacity. This measure (of utilization vs capacity) is commonly referred to as the service “Load Factor.”
  - Projections developed prior to operations (during the reconnaissance and planning phase) estimated total utilization to be 3,600 - a Load Factor of 17%, based on the industry averages from around the country.
- ⇒ **KEY FINDING – 14,858 passengers were carried (a Load Factor of 69%) and actual ferry service utilization exceeded expectations (by 400%).**

## 2.2 Demand Momentum

Vessel embarkation data indicates the first week of service had the highest utilization with 1,897 passengers carried. High utilization was predicted for that week and was attributed to the novelty of the service and that first week of service being free of charge.

What was not predicted, was that ridership would remain high throughout the entire demonstration project period. Ridership data indicates interest in, and utilization of, the demonstration ferry service had a high level of momentum. Meaning demand for the service remained high (as opposed to quickly dropping off) during the project period. This indicates utilization (demand) could remain high and even increase given a longer duration project.

The lowest rider utilization period occurred during week #6 with 1,549 passengers carried. The second highest utilization period occurred during week #7 with 1,689 passengers carried.

- ⇒ **KEY FINDING – Demand for ferry service remained high throughout the project Period, and in fact utilization increased during the last third of the pilot period.**

Table ii) – Ferry Ridership

	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 6	Wk 7	Wk 8	Wk 9	Total Checked In
Adult	1339	699	650	645	535	607	626	603	567	<b>6271</b>
Bike	30	22	20	10	5	20	15	15	3	<b>140</b>
Child	250	145	197	168	129	92	95	102	164	<b>1342</b>
Sr/Mil	308	842	765	786	911	850	968	908	907	<b>7245</b>
Total Passengers	1897	1686	1612	1599	1575	1549	1689	1613	1638	<b>14858</b>

### 2.3 Collected Revenue

Fare revenue tracked ridership closely except for Week #1, when passenger travel was free of charge.

Total net fare revenue collected during the 2022 Ferry Demonstration Project was \$89,346. This is the net amount collected after any sales or transaction fees.

Projections developed during the reconnaissance and planning phase estimated total collected revenue would be approximately \$36,000.

⇒ **KEY FINDING – \$89,346 of fare revenue was collected during the demonstration project and exceeded expectations (by 250%).**

Table iii) – Ferry Fare Revenue

	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 6	Wk 7	Wk 8	Wk 9	Total
Adult	\$0.00	\$7,415.17	\$6,717.28	\$6,482.90	\$5,485.90	\$6,743.20	\$6,443.76	\$6,401.20	\$6,061.90	\$51,751.31
Bike	\$0.00	\$54.00	\$44.00	\$20.00	\$10.00	\$41.80	\$30.00	\$32.00	\$6.00	\$237.80
Child	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Sr/Mil	\$0.00	\$4,606.51	\$4,157.41	\$4,157.97	\$4,831.32	\$4,537.69	\$5,134.94	\$4,893.19	\$5,037.53	\$37,356.56
<b>Total</b>	<b>\$0.00</b>	<b>\$12,075.68</b>	<b>\$10,918.69</b>	<b>\$10,660.87</b>	<b>\$10,327.22</b>	<b>\$11,322.69</b>	<b>\$11,608.70</b>	<b>\$11,326.39</b>	<b>\$11,105.43</b>	<b>\$89,345.67</b>

### 2.4 Reason for Travel

Survey data indicates the majority of passengers (93%) traveled for leisure/recreational reasons. Followed next by event travel (2%) and business travel (2%). This reflects the impact the schedule had on the type of use that was realized on the ferry.

In the case of the ferry demonstration project, the schedule was not designed to address use by commuters. Rather, the schedule was established to provide optimal service given operational constraints. For example, the first departure from Des Moines was scheduled at 10 am, which is generally considered to fall on the fringe of traditional commute patterns. Likewise, the last departure from Seattle was scheduled at 5 pm, a time that does not provide for much of a work day (given the ferry’s arrival times in Seattle). This condensed schedule was necessary due to constraints around the difficulty of finding maritime crew, unique to the summer of 2022.

Post-pandemic, it’s generally recognized the way people commute is changing. Nonetheless, it can be stated that the ferry demonstration project sailing times were not established in a manner that effectively provided for use by daily business commuters (both in terms of the day of week and time of day when sailings were scheduled).

⇒ **KEY FINDING – Leisure travel (site-seeing, events, and other) was the main type of use for the ferry service.**

## 2.5 How Arrived at the Ferry

Survey data indicates the majority of passengers (76%) arrived at the ferry using a vehicle and parking on site. This was followed next by walking (14%) and public transportation (7%).

While this finding is predictable (passenger vehicle was the predominate way riders arrived at the ferry), it indicates an opportunity to establish better links with other modes of travel if future ferry projects activities are planned.

- ⇒ **KEY FINDING – The vast majority of ferry passengers arrived at the Des Moines ferry in a passenger vehicle.**

## 2.6 Age of Traveler

Survey data indicates the majority of passengers were 65 years and older (55%). This coincides with data that indicates the main reason for travel was leisure/recreation.

When viewed across the spectrum, demand correlated with age groupings as follows: age 0-34 5%, age 34-64 41%, age 65+ 55%.

- ⇒ **KEY FINDING – Though age distribution was fairly evenly distributed among adult age groups, the ferry was utilized most by users age 65 and older.**

## 2.7 Origin of Riders

Using zip code data from the reservation system, 95% of riders were from Washington State.<sup>7</sup> From this zip code data, the majority of ferry riders came from around the Puget Sound region, the highest number originating from the City of Des Moines (31%). The next highest number of riders came from Burien/Normandy Park (8%), followed by Federal Way (5%).

*Table iv) – Top 5 Washington State Zip codes*

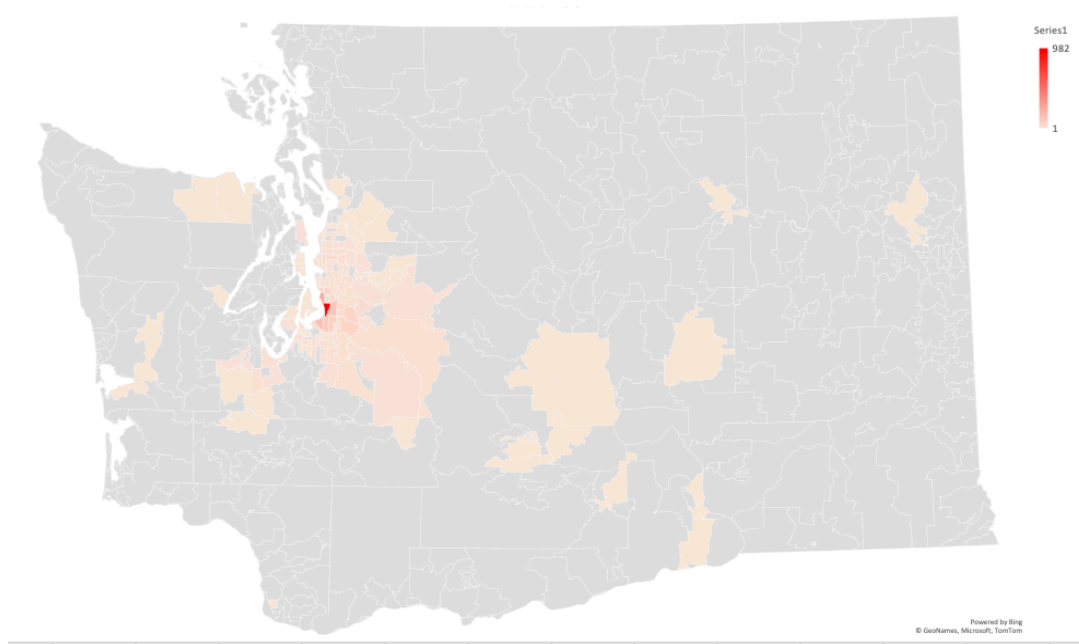
Top 5 Zip Codes		
98198	Des Moines	982
98166	Burien/Normandy Park	264
98023	Federal Way West	144
98032	Kent	117
98003	Federal Way East	110

Other riders came from around Washington State. The following graphic shows the zip code areas where Washington state riders originated from.

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<sup>7</sup> Zip code data was not captured for all ferry riders in the reservation system. 3,177 zip code data points were collected.

Graphic a) – Washington State Zip codes where ferry demonstration riders originated from



The remaining riders were from out of state (5%). Reservation data does not indicate why these people were in Seattle, but it's likely these visitors chose to utilize the passenger ferry spontaneously - meaning they did not come to Seattle with the intent of riding a ferry to/from Des Moines. This indicates the upside potential for out of state visitors to use a ferry to visit Des Moines, making a trip they might not have previously planned.

⇒ **KEY FINDING – Ferry passengers came from around the region with most originating from Des Moines.**

## 2.8 Ferry Fares

Based on research conducted during the aforementioned Demand Study, demonstration ferry fares for adults were established at \$10 per person, for each direction of travel (\$20 roundtrip).

89% of respondents to the project survey identified ferry fares as “Just Right” while 7% believed they were too high and 4% felt fares were too low.

⇒ **KEY FINDING – The vast majority of passengers said the \$10 (one-way) rate was just right.**

## 2.9 Year-round Ferry Service

68% of respondents to the project survey indicated they would prefer year-round service to seasonal service.

⇒ **KEY FINDING – The vast majority of passengers would prefer year-round ferry service.**

## 2.10 Satisfaction with Service

88% of respondents to the project survey indicated they were very satisfied with their overall experience with the ferry demonstration project.

⇒ **KEY FINDING – The vast majority of ferry demonstration riders were very satisfied with the overall experience.**

## 2.11 The Right Boat

For numerous reasons, the ferry that was utilized for the demonstration project was a very good choice. This particular vessel was the right blend of size, speed, passenger capacity, and onboard comfort.<sup>8</sup>

From the project survey, 85% of passengers were very satisfied with the vessel.

## 2.12 Farebox Recovery

Fare box recovery is a measure of how much of a transportation system's operating costs are recovered from the fares collected.<sup>9</sup> Operating costs do not include the cost of items like planning and capital assets.

The 2022 Ferry Demonstration Project operating costs were \$220,402 and are listed below.

*Table v) – Ferry Operating Costs*

Operating Item	Amount
Management	\$47,840
Vessel Crew, Insurance, Supplies, Maintenance, Other	\$74,000
Vessel Fuel	\$83,532
Vessel Moorage (in Seattle)	\$15,030
<b>TOTAL OPERATING COSTS</b>	<b>\$220,402</b>

<sup>8</sup> The ferry is fully described in the Operations Plan – Attachment 1.

<sup>9</sup> Operating Costs do not include things like planning, mobilization, capital assets, marketing and communications.



Net fare revenue collected during the project was \$89,546. Therefore, fare box recovery is 41%.

⇒ **KEY FINDING – Fare box recovery was 41%, better than the industry average farebox recovery of about 30% for ferries, and substantially better than the average farebox recovery of roughly 19% for bus transit.**

### 3 Recommendations Going Forward

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The 2020 Des Moines Ferry pilot utilization and farebox recovery would place it at the upper end of the successful range in ferry services around the country.

Based on the high rate of utilization, healthy farebox recovery and positive response from the community, it is recommended that the City of Des Moines proceed with expanded service in 2023.

If the City of Des Moines decides to move forward, the following recommendations can be considered.

#### 3.01 Define Objectives for Expanded Service

- Determine if commuters can be encouraged to use the service
- Establish links with other transportation modes and carriers
- Create a rider incentive program
- Develop partnerships with retail businesses adjacent to both terminals to drive customers to local businesses.

#### 3.02 Extend the Demonstration Period

Given the high level of public acceptance, if another demonstration project is activated it is recommended it run for a longer period. Here are some possible scenarios based on six-month periods.

Scenario 1	April 1, 2023 – September 30, 2023	6 months
Scenario 2	April 15, 2023 – October 15, 2023	6 months
Scenario 3	May 1, 2023 – October 31, 2023	6 months

#### 3.03 Extend the Operating Schedule to Include Traditional Commute Times

Given the high level of public acceptance, if another demonstration project is activated, it is recommended the schedule be expanded to include times that are commonly considered commute periods. An example of a modified schedule is outlined below.

Days of the Week	From Des Moines	From Seattle
Monday - Friday	First sailing at 8:00 am	Last sailing at 6:00 pm
Saturday – Sunday	First sailing at 10:00 am	Last sailing at 7:00 pm

### 3.04 Develop Shoreside Service Connections

Survey data indicates most passengers arrived at the ferry using their own vehicle. If the City decides to execute another demonstration project it's recommended a passenger shuttle be considered in Des Moines. This shuttle service would help bring Des Moines area residents to the ferry, as well as transport passenger that boarded in Seattle to various destinations and attractions in Des Moines.

Other possible shoreside connections could include arranging a carshare at the Des Moines Marina and/or having bike share services available.

### 3.05 Start Planning for 2023 as Soon as Possible

If the City decides to proceed with a ferry demonstration project in 2023, it's recommended that planning activities commence as soon as possible.

The first step would be to define the 2023 project goals and then update the 2022 Ferry Operations Plan.

From there, activities would commence to convert this report into a service plan that includes a detailed timeline that will serve as a foundation for vessel procurement, hiring qualified personnel, and service implementation strategies.

### 3.06 Secure a Vessel for 2023

If the City decides to proceed with a ferry demonstration project in 2023, it's recommended that it start working to secure a vessel as soon as possible.

The vessel used during the 2022 demonstration project proved to be ideal. Accordingly, this would be the logical vessel to try and secure for future service.

### 3.07 Improve ADA Accommodations

It is recommended that additional emphasis be made on providing ramps and boarding systems that minimize barriers for users with disabilities.

Also, consider how additional seating areas on the vessel can be dedicated to passengers with mobility restrictions and/or disabilities.

### 3.08 Provide Customer Service Representatives at Both Terminals

If the City of Des Moines decides to operate a subsequent ferry demonstration project, it's recommended that customer service representatives be present at both terminals (Des Moines and Seattle) during ferry operating hours.

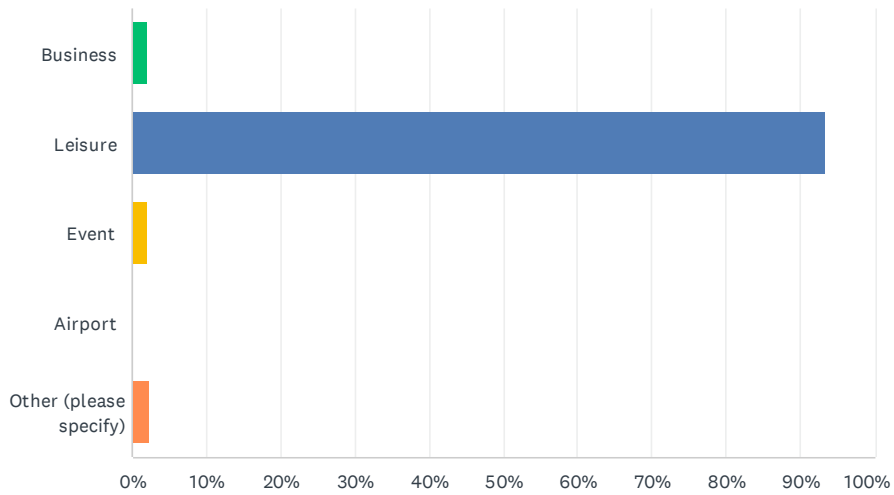
Customer service representatives can answer questions in person, by phone, email, chat, or social media and help manage booking and reservations. These persons can also manage passenger check-in and boarding activities, and provide other safety and security functions.

### 3.09 Consider other Terminal Locations in Seattle

The Bell Harbor Marina was well suited for the service, and would work well for future service, but other terminal owners have indicated an interest in hosting future ferry service and those alternative terminal locations should also be considered.

### Q1 Why are you using the ferry?

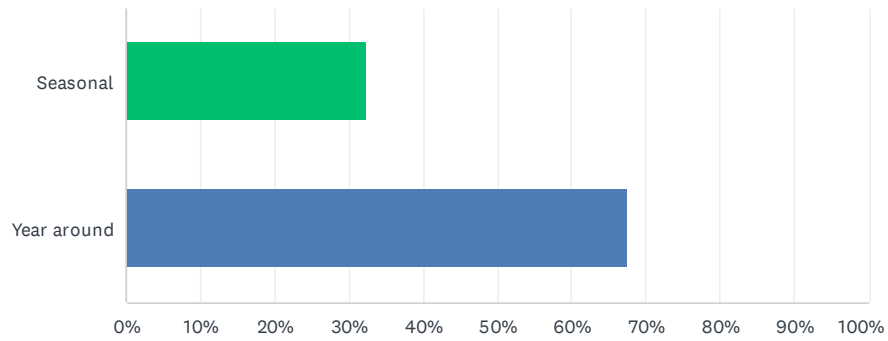
Answered: 1,423 Skipped: 4



ANSWER CHOICES	RESPONSES	
Business	2.04%	29
Leisure	93.39%	1,329
Event	2.18%	31
Airport	0.00%	0
Other (please specify)	2.39%	34
<b>TOTAL</b>		<b>1,423</b>

### Q2 Would you prefer to see seasonal or year around service?

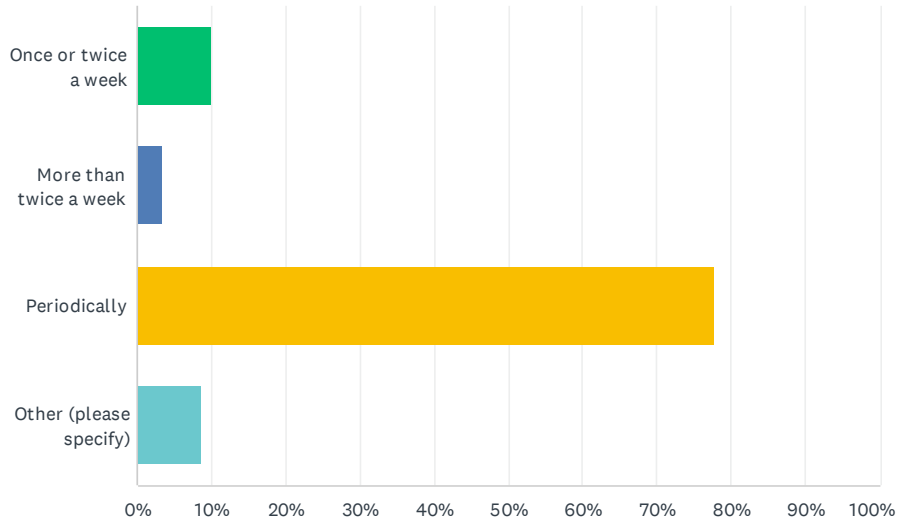
Answered: 1,393 Skipped: 34



ANSWER CHOICES	RESPONSES	
Seasonal	32.45%	452
Year around	67.55%	941
TOTAL		1,393

### Q3 Which best describes how often you would use the ferry if it were permanent?

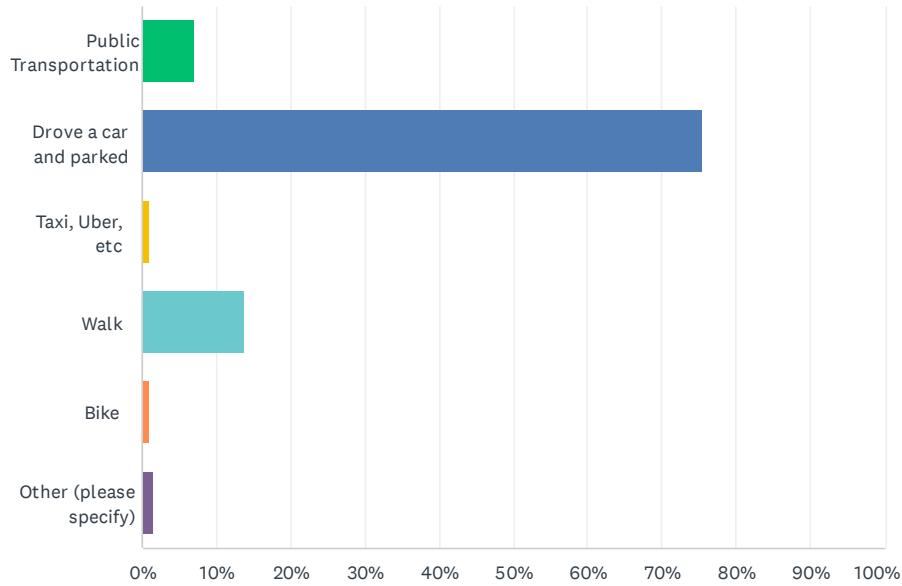
Answered: 1,421 Skipped: 6



ANSWER CHOICES	RESPONSES
Once or twice a week	10.06% 143
More than twice a week	3.38% 48
Periodically	77.76% 1,105
Other (please specify)	8.80% 125
TOTAL	1,421

### Q4 How did you arrive to the ferry?

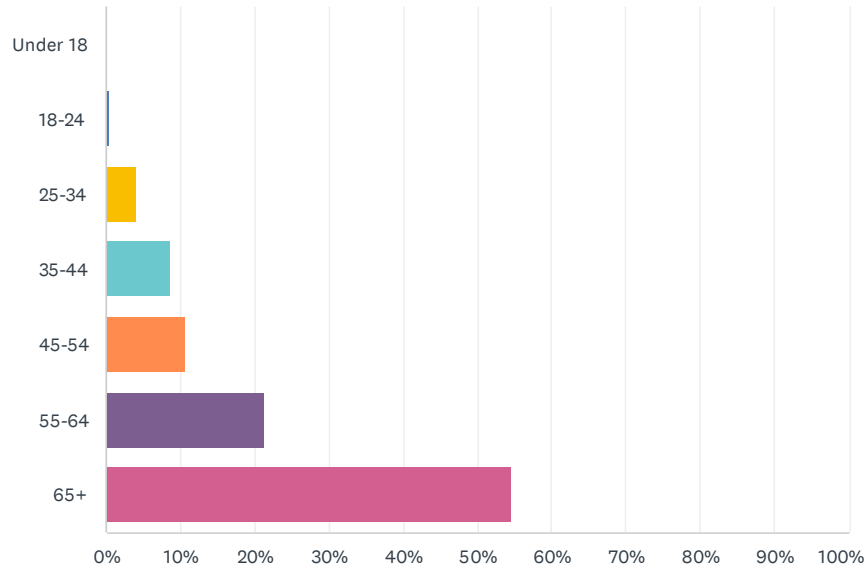
Answered: 1,422 Skipped: 5



ANSWER CHOICES	RESPONSES	
Public Transportation	6.96%	99
Drove a car and parked	75.53%	1,074
Taxi, Uber, etc	1.13%	16
Walk	13.85%	197
Bike	1.13%	16
Other (please specify)	1.41%	20
<b>TOTAL</b>		<b>1,422</b>

### Q5 How old are you?

Answered: 1,422 Skipped: 5

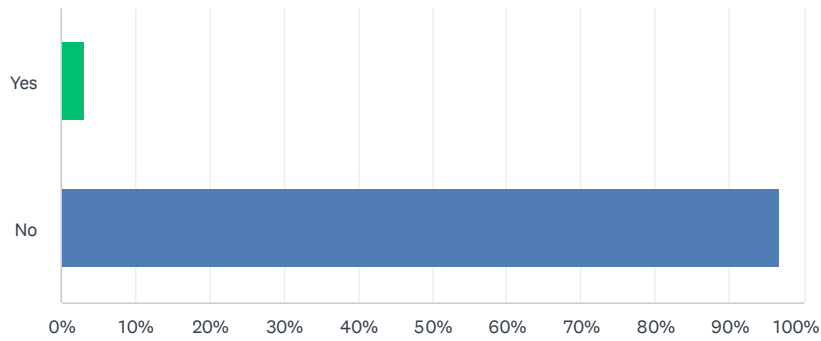


ANSWER CHOICES	RESPONSES
Under 18	0.07% 1
18-24	0.42% 6
25-34	4.15% 59
35-44	8.72% 124
45-54	10.62% 151
55-64	21.38% 304
65+	54.64% 777
<b>TOTAL</b>	<b>1,422</b>



### Q6 Are you (or the person you book tickets for) a wheelchair user?

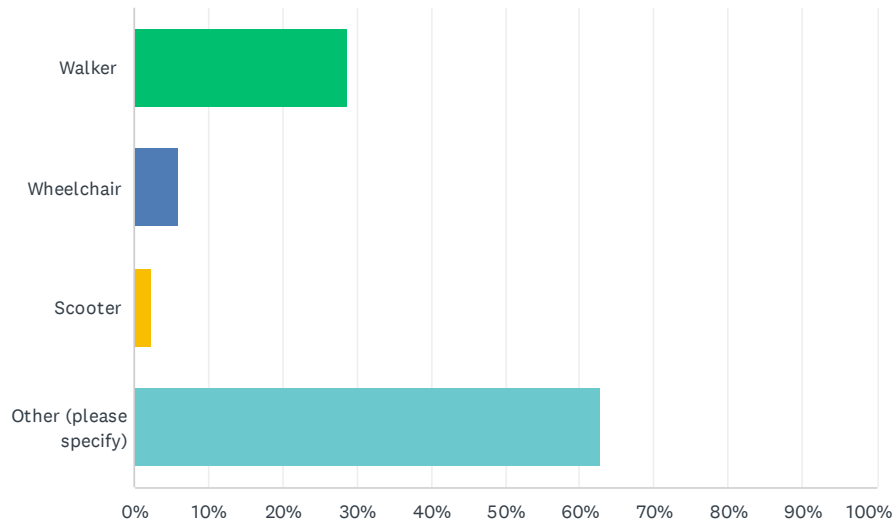
Answered: 1,427 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	3.22%	46
No	96.78%	1,381
TOTAL		1,427

### Q7 If you answered yes to the question above, please tell us which mobility device best describes yours

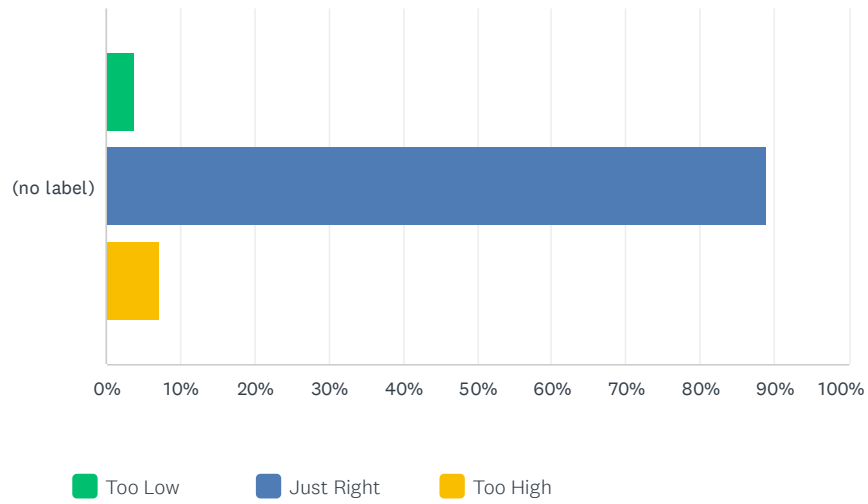
Answered: 251 Skipped: 1,176



ANSWER CHOICES	RESPONSES
Walker	28.69% 72
Wheelchair	5.98% 15
Scooter	2.39% 6
Other (please specify)	62.95% 158
TOTAL	251

### Q8 How would you rank the ticket price

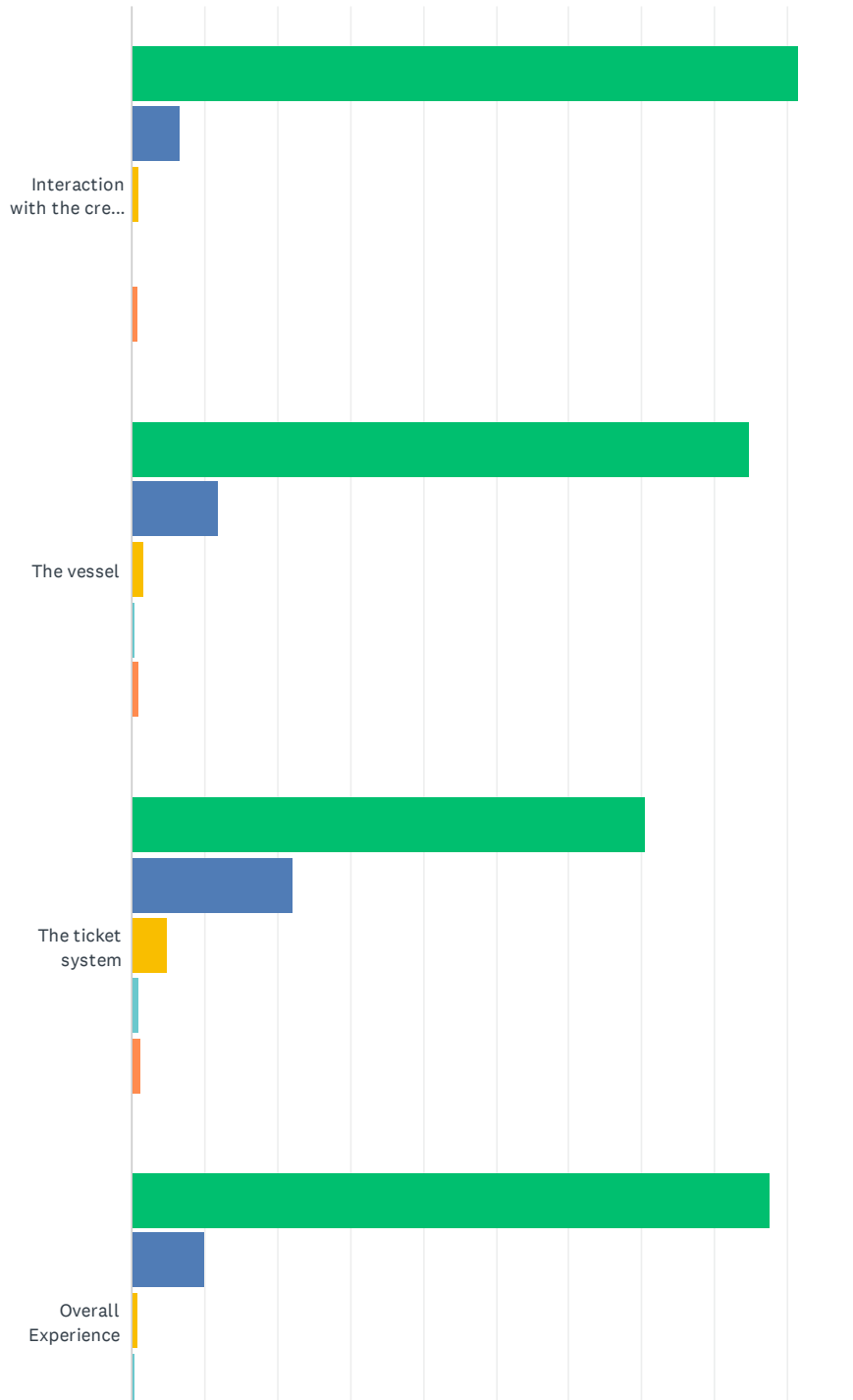
Answered: 1,402 Skipped: 25



	TOO LOW	JUST RIGHT	TOO HIGH	TOTAL	WEIGHTED AVERAGE
(no label)	3.85% 54	88.87% 1,246	7.28% 102	1,402	2.03

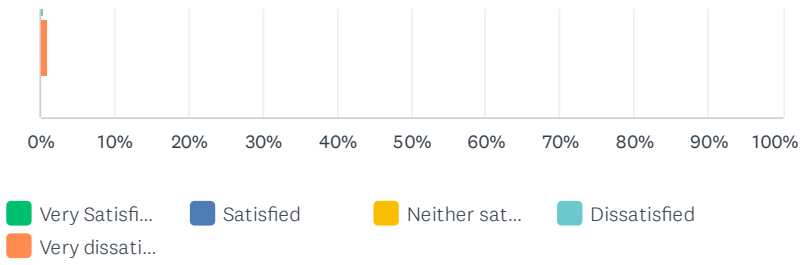
### Q9 How satisfied or dissatisfied are you with each of the following?

Answered: 1,422 Skipped: 5



Des Moines Ferry Pilot Project 2022 (End of trial period)

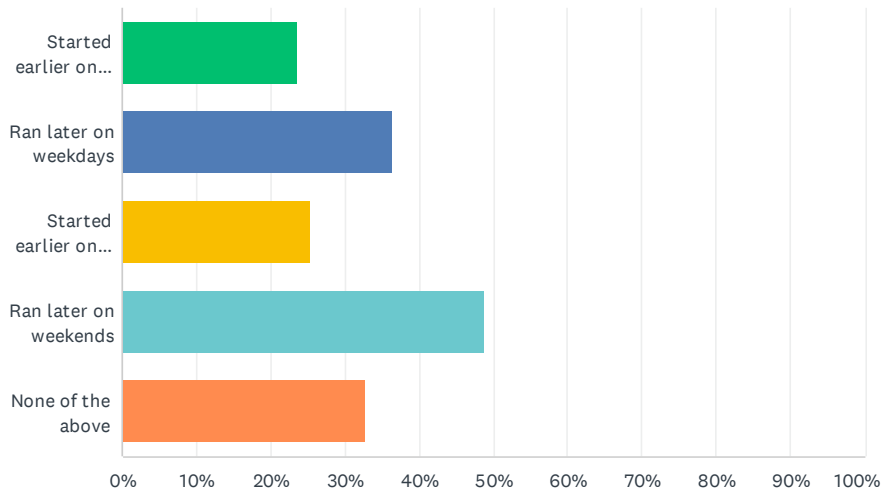
SurveyMonkey



	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	TOTAL
Interaction with the crew of the ferry	91.49% 1,301	6.54% 93	1.05% 15	0.00% 0	0.91% 13	1,422
The vessel	84.86% 1,183	11.91% 166	1.79% 25	0.36% 5	1.08% 15	1,394
The ticket system	70.63% 986	22.21% 310	4.80% 67	1.15% 16	1.22% 17	1,396
Overall Experience	87.67% 1,216	10.09% 140	0.79% 11	0.36% 5	1.08% 15	1,387

### Q10 (Schedule) Would you use the ferry more if the ferry (check all that apply) ....

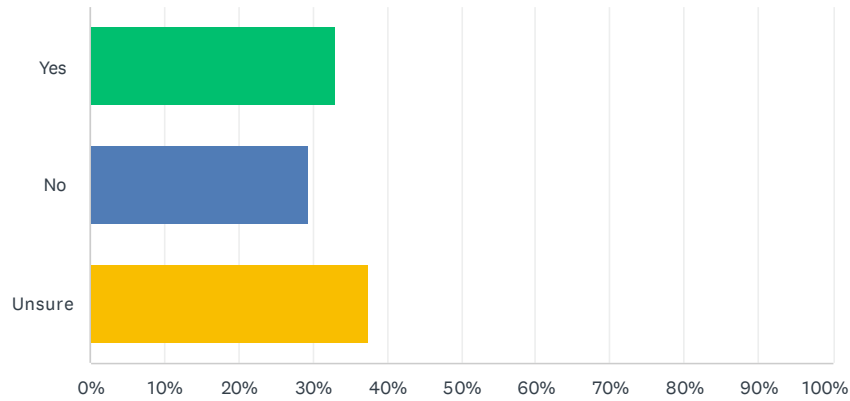
Answered: 1,406 Skipped: 21



ANSWER CHOICES	RESPONSES	
Started earlier on weekdays	23.76%	334
Ran later on weekdays	36.42%	512
Started earlier on weekends	25.32%	356
Ran later on weekends	48.79%	686
None of the above	32.86%	462
Total Respondents: 1,406		

**Q11 (Schedule) The pilot project ran from 10am - 5pm. Would you be willing to pay a higher ticket price for more frequent service throughout the day?**

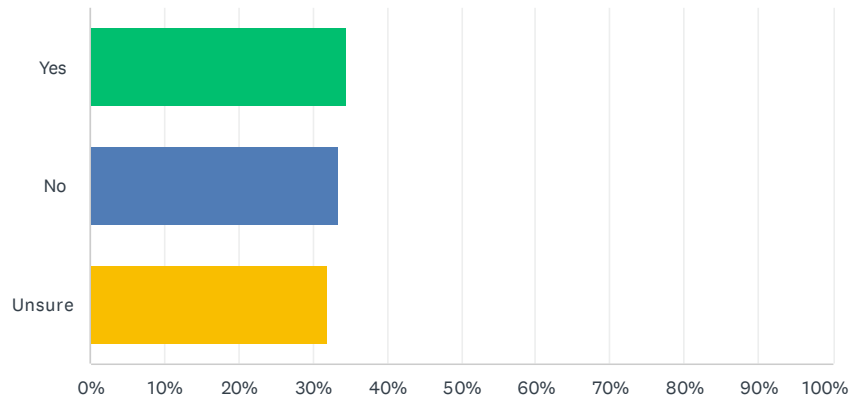
Answered: 1,416 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	33.05%	468
No	29.52%	418
Unsure	37.43%	530
<b>TOTAL</b>		<b>1,416</b>

### Q12 (Schedule) The pilot project ran from Wednesday to Sunday. Would you pay more to have the ferry run seven days a week?

Answered: 1,419 Skipped: 8



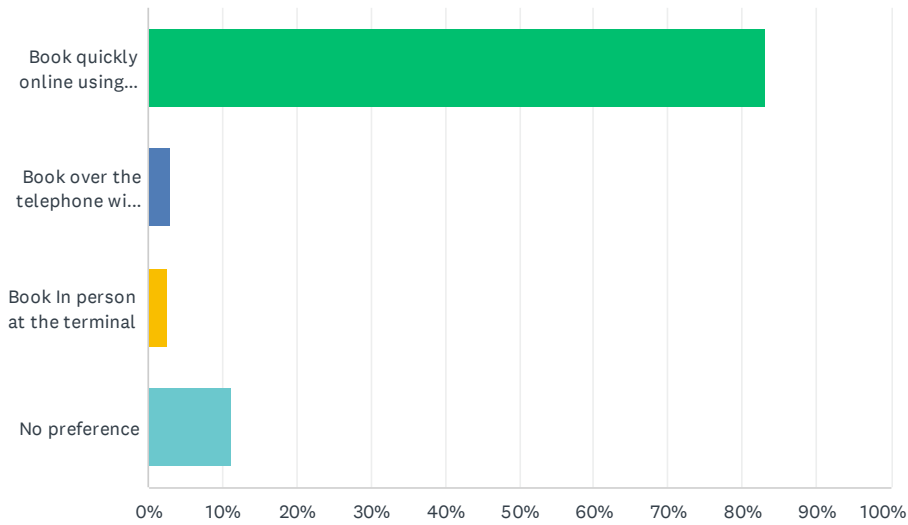
ANSWER CHOICES	RESPONSES	
Yes	34.60%	491
No	33.40%	474
Unsure	31.99%	454
<b>TOTAL</b>		<b>1,419</b>



### Q13 (Investment/CSR) To reserve your seat on the ferry would you rather

...

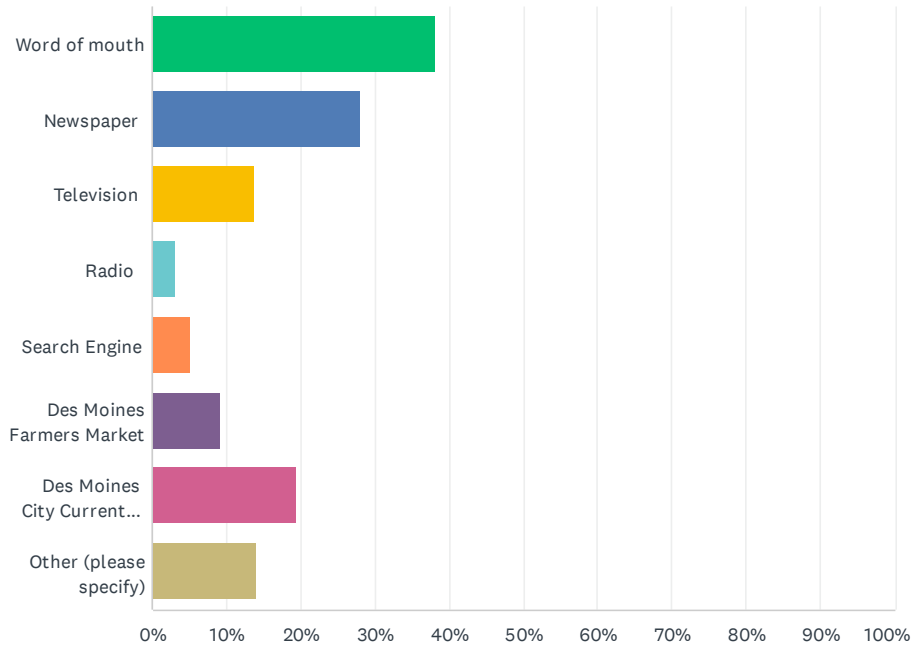
Answered: 1,418 Skipped: 9



ANSWER CHOICES	RESPONSES	
Book quickly online using your smartphone or computer	83.22%	1,180
Book over the telephone with an agent	2.96%	42
Book In person at the terminal	2.54%	36
No preference	11.28%	160
<b>TOTAL</b>		<b>1,418</b>

### Q14 (Marketing) How did you hear about the ferry?

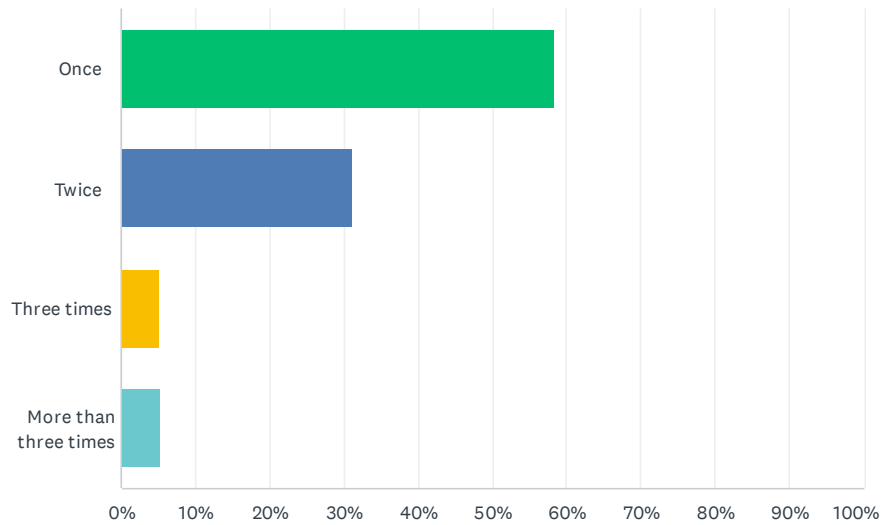
Answered: 1,424 Skipped: 3



ANSWER CHOICES	RESPONSES	
Word of mouth	38.20%	544
Newspaper	28.23%	402
Television	13.83%	197
Radio	3.23%	46
Search Engine	5.13%	73
Des Moines Farmers Market	9.20%	131
Des Moines City Currents Magazine	19.31%	275
Other (please specify)	14.04%	200
Total Respondents: 1,424		

### Q15 (Repeat Users) How many times have you ridden the ferry?

Answered: 1,392 Skipped: 35



ANSWER CHOICES	RESPONSES	
Once	58.41%	813
Twice	31.11%	433
Three times	5.10%	71
More than three times	5.39%	75
<b>TOTAL</b>		<b>1,392</b>

**FERRY COMMENTS - Emailed & Google Reviews**

	<b>Date</b>	<b>Comment</b>
1	8/11/2022	Hello,  As someone who lives in Des Moines and works in Seattle, I am thrilled to have the water taxi trial begin.  Thank you,
2	8/17/2022	Hi All,  I took the ferry for free last week. I had a great time. I would love to see the ferry become a commuter ferry that leaves at 7 or 8 a.m. and takes Orca passes in the future. Please consider this. Thank you.  Best,  Kent resident
3	8/17/2022	Des Moines Fast Ferry. What a wonderful way to travel to and from Des Moines Marina and Downtown Seattle. Fast (30 minute transit), quiet, spectacular view ...and only \$10 each way! I highly recommend it!
4	8/19/2022	Fast foot ferry to Seattle in beta right now-- a great new transit option for the region.
5	8/20/2022	I love the Des Moines Marina. It is an extra treat to have a passenger ferry to and from Seattle. Yesterday I had the opportunity to take the ferry and it was a great experience. I didn't feel like I had to rush out if Seattle by a certain time because of traffic. It was a nice relaxing experience. The crew were friendly and accommodating. I will definitely use the passenger ferry in the future.
6	8/21/2022	We are a family of four, took the fast ferry to Des Moine on Sunday. Had a fun day there: Enjoyed tasty seafood, yummy ice cream, unique food from a butcher store, even bought a couple of second hand items, and had a nice walk on the trail. Even the picky boys said it was a fun day!
7	8/21/2022	Beautiful views, attentive, knowledgeable and very friendly crew, clean and comfortable seats with drop down trays for your computer or work space. Great way to get to Seattle and the best part NO TRAFFIC!! (Photos Included)
8	8/22/2022	We enjoyed the rides very much. It was fun to watch the coastline for familiar landmarks. The ride was smooth and very pleasant. Most of the passengers were old ladies like me. I hope south King County commuters who have to work in the city and brave I-5 traffic find out about the foot ferry. I hope you add runs at rush hour, and I hope Metro puts on buses at the north terminal that can take workers to their jobs. You should do a big public awareness campaign about the ferry, esp to the large companies downtown and in Belltown. Maybe suggest that they organize vanpools.

9	8/23/2022	On Thursday 8/18 I enjoyed a very smooth and quick ride to Seattle on the new passenger only ferry. The process of getting on and off the ferry was managed most efficiently by the crew. On board the crew explained safety items and general info in a very simple and pleasant manner. Coffee was great. I recommend this way to get to downtown Seattle, to all.
10	8/23/2022	Great ride. Employees were professional and friendly. Easy ride with food and clean restrooms onboard.
11	8/24/2022	Friendly and very competent crew. Smooth boat ride both ways. I recommend it to any one who wants to beat the traffic to Seattle.
12	8/25/2022	Des Moines to Seattle Fast Ferry trip from Seattle to Des Moines and back again! Enjoyable day on the water. Comfortable vessel with friendly and knowledgeable crew.
13	8/25/2022	The best way to travel to Seattle for lunch! The ferry was comfortable and quite enjoyable. The crew were upbeat, efficient and welcoming. Hope this continues after the two months! We would go quite frequently!
14	8/27/2022	I heard about the 2-month pilot of the ferry and was intrigued. We took it down on a Saturday and were able to go have lunch at Anthony's and then walk through the farmer's market for a fun short afternoon trip.  The ferry ride is great and you get a nice view of Puget Sound. The staff are friendly and helpful. The ride is a quick 35 minutes.  Note: The ferry goes fast 30+ knots so you remain indoors and aren't allowed on the forward, outside deck.
15	8/27/2022	This is an excellent new service. Efficient, clean, comfortable, exactly on time, wonderful crew. We hope that this becomes a permanent means of travel from the south sound to the Seattle waterfront and back.
16	8/28/2022	Great time!! friendly crew was a lot of fun and laughs thank guys we will see you again😊👉
17	8/29/2022	My family and I really enjoyed this venture. Extremely fun and scenic. Was nice to take advantage of the beautiful sound.. I hope they can stay permanently. Planning to ride again!!
18	8/30/2022	I took the new Fast Ferry to Seattle and had a great time. The crew was very friendly and helpful and the boat was fun to ride in. Give it a try! (Photo Included)
19	8/30/2022	Super convenient way to get to downtown. We didn't have a reservation for either direction but made it on board waiting in "stand by". Boat is fast and comfortable. Highly recommend this trip. We went on the 12:00 to Seattle. Walked along the waterfront, lunch, walked Pike Place, Sculpture Park, and a little of Myrtle Edward Park. Returned on the 5:00 back to Des Moines.

20	8/31/2022	What a fun and easy way to get north to Seattle waterfront without dealing with traffic and parking!! My husband and I did a fun lunch date to the Crab Cooker and a stroll along the Seattle waterfront then came back and had dinner at Via Marina Italian Café there in Des Moines. We enjoyed the day so much I booked 2 more trips during the pilot sailings! We're hoping the ferry will become a permanent part of Des Moines and additional sailing times will be added. Thank you Des Moines! (Photos Included)
21	8/31/2022	Great new passenger ferry service. Super fast trip and a friendly crew.
22	9/1/2022	We live at Des Moines Marina and took the Fast Ferry to Seattle for a week cruise to Alaska on the Norwegian Bliss. It worked so well, that on our return trip we invited a couple from Ireland to take it back home with us and enjoy the day at the marina instead of camping out at the airport all day. They were very impressed with our lovely community. (Photos Included)
23	9/1/2022	Fantastic experience! I hope this turns into a year-round opportunity! The staff was very friendly and informative. Can't wait to do it again real soon.
24	9/2/2022	I rode the ferry from Seattle today. I loved it and the crew. This was a very positive experience for me. Thank you. Shelia Mead
25	9/2/2022	Hi,  We rode your deluxe fast ferry Friday. We drove over from Renton, took a walk up Des Moines Creek, ferried to Seattle and back and then played games at Waterland Arcade and ate dogs at The Dog House.  The people on either side of us in the boat were tourists from Pendleton, OR by way of Graham.  If you're hoping to attract some of us to your part of Puget Sound, the fast ferry seems to be working!  Thanks - we had a very fun day.  Greg and Jenny Swanson
26	9/2/2022	Took the new ferry to Seattle for a fun day, I sure hope they continue it after the trial period. Just fabulous!! (Photos Included)
27	9/2/2022	I was so happy to see that a ferry from Des Moines to Seattle may be considered. As a City employee this would be a huge time saver for those of us that commute daily to and from Seattle. This whole experience was awesome. The boat was very comfortable and clean, excellent staff. It is faster to get to Seattle and back than driving. Please please please consider running this ferry permanently.

28	9/2/2022	Easy ride and comfortable seats. Kinda fun to be a tourist in your own town. Easy pick up process and drop off. Also, the location for the stop in Seattle is perfect. Cannot wait to have visiting families take a turn.
29	9/3/2022	Lived the idea and the ease of getting to the Seattle Waterfront! At least keep for Summer!!!!
30	9/3/2022	Peter - thanks for bringing this fast, enjoyable and efficient transportation option to Des Moines. We thoroughly enjoyed ourselves. The twins are fantastic!
31	9/3/2022	This was a fantastic family outing! The crew is very friendly and helpful! The boat is nice, good seating, overall very comfortable. We left Des Moines on the 10:00am ferry and returned on the 3:00pm ferry. We had plenty of time in Seattle to walk the waterfront, have lunch, and visit the Pike Place Market. Thank you so much to the WA DOT and City of DesMoines!
32	9/3/2022	Great ferry ride into Seattle. Friendly and knowledgeable crew, comfy seating and wonderful scenery. Enjoyed return trip also. Very easy way to visit the Seattle piers, have lunch and not have to sit in traffic. Hope it continues into the future. I'd ride it a couple time a month.
33	9/3/2022	Excellent service and hope it stays all the time specially in summer.Views are tremendous and speed is phenomenal.They can increase the price little bit more but continue.
34	9/7/2022	Katy, thanks for a quick response !! I WILL be rebooking as I think this sounds AMAZING ! Have a great day!! Wendi
35	9/7/2022	Hello again – yes we only brought six people. When we reached the front of the line, the one doing the checkin recognized my name and face from last week's attempt at boarding, and said he checked us in in advance. That might explain why. No worries.  Please withdraw my request for a refund. The crew went waaay above and beyond for our little gang of six, including three walkers and a wheelchair. They earned the whole extra five bucks. 😊
36	9/8/2022	This was a fun and fast passenger ferry ride on a beautiful Seattle day. The Farmers Market was a treat.

37	9/8/2022	<p>We sailed from Seattle to Des Moines RT having never been there. The ride was great good views from the water. We Don't own a boat so it was a new perspective. Crew was friendly things ran on time. Seems like a flyer or map of Des Moines would have been nice with suggestions where to eat shop. So we wondered a bit in town. Would have spent more time at the park or packed a picnic or ate at Anthony's there. That would be my suggestion stay near the Marina.</p> <p>If they continue this they should give visitors more info on what to do see.</p>
38	9/8/2022	We took the fast ferry from Des Moines to Seattle and back on Sept.1, and enjoyed the trip very much. We hope it becomes a permanent fixture of Des Moines.
39	9/9/2022	I rejoiced to have had the opportunity to take the ferry from Seattle to Des Moines!
40	9/9/2022	Fun ride! A great way to go to Seattle waterfront and not have to take your car. I hope they continue.
41	9/12/2022	<p>Hello,</p> <p>We ended up using these tickets and had an amazing time. We love this ferry and hope it stays.</p> <p>Thank you!</p>
42	9/12/2022	This is a lovely, easy ride. The staff are friendly and knowledgeable. The ferry is clean and fast. I highly recommend and truly hope it continues!
43	9/12/2022	Very fun ferry ride! What a great way to see Seattle! We enjoyed our trip so much. The crew on board were so nice! We will definitely be taking this Ferry again! (Photos Included
44	9/12/2022	The BEST way to travel to Seattle. What a fun ride we had on the boat and the views were wonderful. Mt Rainier was visible from the back deck and we got to go to the foredeck to see the city as we arrived. The skippers were very competent and kind. I so hope the ferry service continues for next summer too. Good job Des Moines!!



45	9/13/2022	<p>To us, this ferry was a sign of the life Des Moines could have in the future.</p> <p>First, the staff was wonderful. Captain Tony and his crew were great and offered to help identify wildlife if you asked. As for the boat- the boat was wonderful, well maintained and comfortable. It offers opportunities for photography off the back deck the whole trip. My kids LOVED traveling on the back deck, and then the sights and sounds of Seattle greeting you from the front deck as you pulled in among the giant cruise ships. We took advantage of the small galley on board for snacks and enjoyed the scenery on our trip. It's the easiest back and forth trip to Seattle we have ever taken. We did what everyone in the pilot has done, I guess, ran to the market and grabbed lunch! 😊</p> <p>After we got off the boat in Des Moines, my husband and I were wondering why they don't keep this ferry and put up a smaller hotel near the marina or run a shuttle to the marina from local hotels to encourage tourists to stay in Des Moines because it has lower crime, beautiful views, and the easiest access to Downtown Seattle attractions and cruise terminals we have ever experienced! Even to go to a game or to concerts and theater, this option would be wonderful to have instead of light rail, even if it is at a more expensive price.</p>
46	9/13/2022	<p>This marina area gets better every time I visit. Aside from the pay to park, it's great. They have:</p> <ul style="list-style-type: none"> <li>A hydro ferry to downtown Seattle</li> <li>Long fishing dock</li> <li>Great market on Saturday</li> <li>Restaurants</li> <li>Park, playground, and dog walking area.</li> <li>Beach</li> <li>Great view</li> </ul>
47	9/13/2022	<p>The boat ride was smooth and fast. The captain and crew were great and helpful. My family and I had no problems. The seats were comfy, and there were trays on the backs of the seats in front of you, like on a plane. Beverages and snacks available for purchase and the boat itself was clean.</p>
48	9/13/2022	<p>friendly crew and convenient trip in good weather! Had a blast. :)</p>
49	9/13/2022	<p>The Des Moines to Seattle walk on ferry ride is fantastic! 30 minutes from dock to dock. Comfortable and fun!</p>
50	9/14/2022	<p>Came down on a Saturday to try the new fast ferry from Des Moines to Seattle. How did we live without this thing? Kids had a great time, we had a great time- and NO DRIVING. Grabbed lunch and went to the market. And then when we came back, our Des Moines market was also still open! So many possibilities to expand tourism in our town all from one little boat.</p>

51	9/14/2022	We took the ferry and it was great. Such a convenient service for spending a fun day downtown. I hope they keep the ferry all year round and not just a pilot.
52	9/14/2022	I was very pleased with my experience riding the new ferry to and from Seattle. If this same service is available during the summer of 2023, I will surely use it more often. Very clean.
53	9/14/2022	Great trip. Friendly staff!!
54	9/15/2022	A friend and I took the Ferry the first week and loved it. Seattle was never so easy. No traffic, great view, and didn't have to worry about parking! My family was in town this week and we took the Ferry. it was a chance for them to see the city coming in from the water. They loved Des Moines and Seattle Waterfront!
55	9/20/2022	We purchased tickets from Des Moines to Seattle and back on Sunday. We were at the ramp to the boat before noon and they closed it right in front of us—it was only a couple minutes before noon but we definitely would have been on the boat by noon if they hadn't closed the gate early and walked away. We yelled to them but they ignored us although I'm sure they heard us. We Uber'd to Seattle and got to the return ramp 30 minutes early and they made us wait until 2:55 until they would let us head towards the boat – three of the people in my party were over 65 including my 91 year old mother in a wheel chair and it's a bit of a walk on the Seattle side from the entrance to the boat. I saw other elderly people struggling to make the walk in the short time we were given. Communication and signage was almost nonexistent, no one communicated why we had to wait while the folks who hadn't purchased tickets in advance were allowed to board the boat 15 minutes before we were. Boat ride itself was excellent but this operation is poorly run in my opinion and I would definitely discourage this for elderly passengers.
56	9/20/2022	Fantastic day taking the ferry service from Des Moines to Seattle. It was a dream avoiding I-5 for a day. We plan to go again next weekend!
57	9/20/2022	This was such a wonderful experience! I only wish that I had heard about it before! It is a slick way to get downtown and so much less stressful than driving/parking. The crew was wonderful. Absolutely wonderful. I wish that the service was available all year long! PLEASE bring it back! I know that the boats would always be full once the service is common knowledge! My only complaint is that I wish there had been some signage to find the boat location in Des Moines. It was not easy to find.
58	9/21/2022	Clean, fast, friendly, on time. What more can I say. Do it!
59	9/21/2022	Man what a great experience! The crew was so nice, the ride was great and my wife and I had a terrific time. Definitely recommend this. Take it to Seattle, spend a couple or three hours at the market and come home!!! Perfect day, thank you so much

60	9/22/2022	Took ferry to Seattle. Love the view and the crew was awesome.
61	9/22/2022	Comfortable and clean vessel. Well organized with easy check-in. Parking on Sunday was a challenge due to on-going construction.
62	9/22/2022	I really enjoyed my solo getaway on a sunny September Sunday. From boarding in Seattle by the huge Norwegian cruise ship to docking at the compact Des Moines harbor, the experience was pleasant and fun. The crew is the perfect mix of easy-going and knowledgeable. It fun to have a brief chance to stand on the bow before the boat picks up speed - thanks to the crew for that option, and for being mellow about herding folks back to our seats.
63	9/23/2022	Wonderful smooth trip. Boat staff very fun and helpful. Fully enjoyed the experience. Will no doubt do it again. Roger & Nancy
64	9/23/2022	If you haven't done it yet, time is running out this year for the 'fast ferry' from Des Moines to Seattle and back. The crew was very accommodating - we had a wheelchair and a walker with us for a 93 yr. old person. Extremely affordable and 'highly' recommended. Wings Over Washington is a 'must' do whenever you go to Seattle. This was my second time, I was amazed at how much more I saw the second time I went to 'Wings Over Washington' and the trip to and from Seattle on the ferry. Could not thank you enough for making this a trip to remember for all.
65	9/24/2022	absolutely LOVED taking my out of town guests to downtown Seattle Waterfront and market on this fast ferry! The boat is clean and comfortable and FAST! We arrived at Bell Harbor in less than 25 minutes. You couldn't drive there from Des Moines in that time let alone the hassle of finding parking! My only wish is that you extend the hours past 5:00 so we can take it there for dinners and evening activities in Seattle. I hope to never have to drive into downtown ever again thanks to this new ferry!
66	9/24/2022	My home is located above the marina, so I have watched the Ferry come & go. So far, they maintain superb schedule reliability. The boat cabin is clean and well maintained. Crew is amiable and readily answered questions about the boat. One item to consider, the waiting areas in both locations are not covered, so bring an umbrella during rainy weather. Hopefully the city will expand the service next Spring/Summer/Fall.
67	9/25/2022	CHILKAT EXPRESS is a plush, comfortable, speedy pax-only ferry with a very competent and friendly crew. She operates on-time with no hassles for the passengers, even providing a snack bar, space for bikes, and access to the outdoor area on the bow in the sheltered waters of Elliott Bay. Makes for a very pleasant outing.
68	9/25/2022	It is a great way to travel to Seattle. We are visiting from Canada, loved the trip on the water. Hope to use it on our next trip.

69	9/25/2022	Enjoyed the ride very much. Sat at the front so we could look at the map as we cruised. Learned a lot about all of the landmarks! The crew was so friendly and helpful. Will definitely try to ride again before the end of the season and very much hope the City signs a new contract for next season.
70	9/26/2022	Huge fan of "water taxis", both West Seattle and DesMoines. The crew is friendly and informative. The "cat" was comfortable in both the seats and the ride. Highly recommend using these for getting to "the city". Avoid all the traffic and construction, take a water taxi!
71	9/26/2022	Smooth quick ride to downtown Seattle. Crew was great as were the views.
72	9/26/2022	Had a great time going to the Seattle waterfront for lunch. I've gone twice and have 2 more trips planned. The ferry ride is fun and I enjoyed seeing the coastline from the water.
73	9/27/2022	We rode the fast ferry round trip to the Seattle waterfront yesterday and I'm telling everybody about it! I hope they keep this in service it's amazing for people living south of Seattle! Affordable, comfortable and gives you an appreciation for where we live. We're planning to write it again and this time explore Pike Place Market! (included photos)
74	9/27/2022	Excellent service. Easy booking. Fantastic staff. An absolutely enjoyable and beautiful experience. Hope we get more!!
75	9/27/2022	he Fast Ferry is just a great time! I have ridden it twice and found it to be immensely enjoyable. The crew members are all so pleasant! Go before it's over! Hope that it becomes a permanent thing.
76	9/28/2022	Great. on-time service on a very sharp boat. We traveled at 45 mph over the water. It was fascinating passing even the fastest of the motorized boats out on the Sound that morning.
77	9/28/2022	WOW. What a great idea this ferry is! Quick, clean, pleasant crew, great view and getting to Seattle waterfront without dealing with the long drive, traffic and parking hassles is fantastic! We had a wonderful afternoon at the market and aquarium and hope to do it again.

78	9/28/2022	<p>What a wonderful experience! The fast ferry was a great way to enjoy a lunch downtown with my mother and a couple of neighbors. Stress free of traffic &amp; parking. It would be lovely if there were even later sailings and possibly more boats as I can envision so many possibilities and destinations (Ruston? Gig Harbor?).</p> <p>The crew on this boat were great, and very helpful. It would have been nice if maybe there could have been a dialog pointing out the various land areas as we went by. Not everyone knew what we were passing.</p> <p>We all look forward to doing this trip many more times in the future. The only real negative I have to say is that it is a long difficult walk for anyone handicapped that requires a walker or cane. There are not many places to sit and rest.</p> <p>But all in all it's worth the walk.</p>
79	9/28/2022	<p>Just found out about this ferry last week, so we took it from Des Moines to Seattle and back for a Saturday outing. Convenient parking in Des Moines, friendly crew, easy access to the boat, very comfortable and scenic ride. Can't wait to take it again next year for regular outings to Seattle for the day (from Tacoma).</p>
80	9/29/2022	<p>I have taken this trip from Des Moines twice with my husband. From the easy ticketing and parking to the friendly greeting and lovely marina, even the beginning of the trip was delightful.</p> <p>We were onboarded by an upbeat crew who introduced us to the comfortable cabin, complete with a galley offering warm and cold drinks and seats with tray tables.</p> <p>The trip was fast and smooth with an option to view our trip from the outdoor, back deck or follow our route on an active screen inside.</p> <p>The destination harbor hosts the Seattle Downtown Anthony's and that is the beginning of the walkable offerings on the Seattle Waterfront.</p> <p>With our 4-hour visit we were able to have lunch at Ivar's, ride the wheel, tour the Harbor Steps (a prototype of what Des Moines has planned for their Marina), and walk the Market.</p> <p>The return trip home was pleasant and we were greeted home by more passengers awaiting and adventure.</p> <p>One realization from the day was that most of the dining offerings on the Seattle side were a further walk than almost every dining experience available in Des Moines.</p> <p>A trip from Seattle to dine in Des Moines would be a treat on several levels.</p>

81	9/29/2022	I loved this high speed ferry ride to Seattle! In spite of a rainy start, the sun did finally appear. It was an exhilarating experience watching the foaming wake from the rear deck. I do hope this ferry will continue next year! (included photos)
82	9/29/2022	Went on the pilot test for walk on ferry service between Des Moines and the Seattle water front. (included photos)
83	9/30/2022	It was a smooth, quick ride in a roomier cabin than our previous excursion on another operator's route. The crew was very nice and polite.
84	9/30/2022	
85	10/1/2022	This experience was GREAT! The ride is so quick and smooth. The crew on board was EXCEPTIONAL! Just made it a real pleasure. Hope to hear this service will be provided again next summer? Wish this type of service would be expanded to other waterfront cities!
86	10/1/2022	Fast Ferry from Des Moines Marina to Downtown Seattle's Pier 66 was a blast! Stupendous weather made for a fantastic ride up the sound, and coming around Alki Point to see Seattle there was breathtaking! Going back south later in the day was so lovely. I hope this stays forever!
87	10/1/2022	Fun trip! Very enjoyable and entertaining!!
88	10/2/2022	A terrific ride!
89	10/3/2022	Please continue offering DesMoines to Seattle ferry after the pilot program. I only heard of it by "word-of-mouth" and immediately reserved a ride. Its so long overdue to have this service. I think it's great. Currently its not widely known of but once it is...! There is considerably high-income neighborhoods and communities in the surrounding area so ridership seems very sure. Ferrying from DesMoines to Seattle for business and certainly vacation/recreational trips is a certainty. I was born in Seattle lived in DesMoines area for years we are thrilled. Please know it will catch on and ridership will increase.
90	10/3/2022	I just learned of this option via an Instagram ad, but after initially being enthusiastic I see that it was a two-month pilot project. Has the pilot been successful enough to extend this beyond the two-month trial? I want to use the service but not before October 9.  Thx.
91	10/3/2022	This is such an awesome way to get into Seattle! It cheap and you don't have to hassle with parking and traffic. Crew was awesome and funny. Made it a really great trip
92	10/3/2022	Our family had a wonderful time on the ferry. The crew was fun and the ride was beautiful. My nine year old especially liked the blueberry muffins on board

93	10/4/2022	A fun, inexpensive way to travel to Seattle!! We enjoyed the scenery along the way. Much easier than driving to Seattle and paying for parking. We hope this becomes a permanent ferry service.
94	10/4/2022	What a blast! I hope the service returns soon... Connecting these two great waterfront areas is a great idea - for tourists and locals alike.
95	10/5/2022	This ferry is a great service and a great addition to Des Moines, and we certainly hope that it will continue because we would definitely use it again.
96	10/6/2022	Wonder day riding the fast boat to Seattle and Back. Highly recommd to everyone to give it a try. Clean, fast and great crew. 40 minute ride. Come early and shop the Des Moines local shops. After trip many great places for dinner. A perfect day!!!
97	October 2022	My mom and I had a great time on the next to last day of the Foot Ferry from Des Moines to Seattle and back. Super smooth, fast (40mph) & super pleasant staff. One of the twin brothers made muffins to share.
98	October 2022	Great experience! Really looking forward to doing it again soon. Please, when you come back, run later into the evenings so we can go see a game downtown:)
99	October 2022	Enjoyed every minute. A great way to see Seattle shoreline/skyline. Will definitely do it again next year.
100	October 2022	We loved the trip to Seattle and back to Des Moines. The crew were delightful, polite and efficient. It was a fun trip and do hope that the boat returns next year.
101	October 2022	Fabulous way to enjoy the beauty of our waterways and our skyline. So happy that this service is available. We hope it returns in the spring! The crew was fun to interact with, the boat was awesome, and the weather worked out perfectly!
102	October 2022	Review of the Des Moines Marina Walk-On Ferry - The boat is comfortable, it has all the amenities needed for a short ride - snacks, restroom, and an option to go outside during the trip. It even has the route map on TVs. The crew is efficient, friendly, knowledgeable, and welcoming. Riding the ferry is so convenient and opens up a wonderful opportunity to visit Seattle without the hassles of driving & parking. I will use this ferry frequently when it is available.
103	October 2022	A very pleasant experience. Lovely service, affordable and I'll take my family again. I just want to know how can I stay updated for the next season schedule.
104	October 2022	Such a great memory now... The day was perfect, the crew were professional and friendly and the ride was smooth. We will be doing this more often in 2023 if it's brought back.
105	October 2022	Great trip! Great boat! Great, fun, and friendly crew! Lovely way to travel to Seattle! Highly recommend!!

106	October 2022	What a fun way to get to the Seattle Waterfront. The 40 some minute trip seemed to fly by and before we knew it we were there. We ate at Anthony's and visited the aquarium. Next Spring when they offer it again we will be onboard with destination the Pike Place Market. Which is a short walk up from the pier.
107	October 2022	Wonderful trip--both ways--great crew and super fast, clean boat, very comfortable. Will definitely want to ride it again next year. Came early to Des Moines and walked around checking out stores and coffee shop. Ate dinner at local restaurant. Good food and friendly people. It was a wonderful day. Walked thru Pike Place Mkt and had lunch and looked at all the vendors goodies. A glass of wine and tiny donuts for ride home --perfect day!!!!
108	October 2022	This is an excellent way to get to Seattle and not have to pay outrageous parking fees, or even worry about parking at all. Great vessel, smooth and fast ride, lovely views of the water and shoreline. I will do this again if the service continues.
109	11/16/2022	Hello, City of Des Moines: We are excited about having the Chillkat Express docked by Anthony's, what a fantastic idea!
110	11/13/2022	Hi, We would love to know when your water taxi to Seattle is going to start up again we really loved the thought of parking in Des Moines and using the water taxi to see the Seattle waterfront. If there is a email list please add us!
111	10/29/2022	We rode the Des Moines Ferry during Pilot Project 2022. We purchased our tickets online, which went great. We drove to Seattle with our family members who live in the area.  The challenge we had was finding where the boat was docked. We almost missed it because the signage was not good.  The crew and the boat were great. We loved our experience of riding back and forth. We had this experience simply for pleasure, and eating at Anthony's restaurant. Our niece had never been on a ferry. It was her last trip before passing away a week and a half ago. So thank you for fulfilling a last wish.