

Ferry Customer Study Report

Final Report

June 2014

Research Prepared For:

NJTRANSIT
The Way To Go.



Research Conducted By:



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Executive Summary

- ▶ In the AM peak period, the majority of ferry customers (61%) use routes that are destined for Lower Manhattan. Midtown has 38% of the AM peak period ridership.
- ▶ There are a wide range of methods to reach the NJ ferry terminals in the AM peak period.
 - Monmouth County: 90% of the customers drive and park;
 - Hoboken/Jersey City area: a combination of walking (31%) and transit modes (43%) with some auto (19%) are used;
 - Northern areas: (Hoboken North through Edgewater, including Weehawken): show a mix of walk (43%), NY Waterway and NJT bus (20%), and drive and park (27%).
 - Hoboken terminal in particular has a significant percentage of NJT commuter rail access (65%).
- ▶ On the Manhattan side in the AM peak period, there is a large difference in how people reach their final destination. Over 85% of Lower Manhattan riders walk to their final destinations. By contrast, over 70% of Midtown ferry riders take NY Waterway buses.

Executive Summary (continued)

- ▶ The majority (91%) of customers travelling in the AM peak period do so for work purposes. Almost all inbound travel (98%) and a large percentage (92%) of outbound travel was for work. Even during the off peak period, about 78% of outbound travel was for work purposes.
- ▶ Just over 60% of customers used ferry services 5 or more days a week and about 43% of all customers purchased a Monthly or 40+ trip ticket.
- ▶ Customers have been using the ferry service for an average of approximately 4 years. Customers from Monmouth County have been using the service for over 5 years.
- ▶ Almost nine in ten (87%) customers used the ferry service for their return trip. Among those who did not use the ferry for their return trip, 46% used PATH and 31% used NJ TRANSIT bus.
- ▶ There were about 428 customers who took ferry to Manhattan in the morning, and took NJT Bus for their return trip. Among the 428 customers, the top bus routes used were Route 126 (42%) and Route 158 (34%). The majority of the Bus Route 126 customers using the ferry (86%) travelled between Hoboken 14th St and West 39th St.

Executive Summary (continued)

- ▶ Average ferry service satisfaction score is 7.8 on a 0-10 scale, with Seastreak having the highest satisfaction score (8.6). Eight in 10 ferry riders (81%) would recommend ferry service to a friend or relatives.
- ▶ The average household income for ferry customers is close to \$200,000.
- ▶ The average perceived door to door travel time is about an hour for ferry customers. However, except for the long haul routes, on-board ferry time is mostly less than 15 minutes. On average, ferry customers spent about 70% of their travel time either getting from their origin to the ferry or getting from the ferry to their final destinations. This indicates that most ferry riders are very dependent on intermodal connections as part of their total trip.
- ▶ A total of 2,982 comments were received from ferry customers. Customers provided comments on many aspects of ferry services. Topics of comments include: pricing, vessels, on-time performance, frequencies of ferry services, NY Waterway buses, and coordination with other modes.

Research Background: Ferry Surveys

- ▶ A weekday survey of Trans-Hudson ferries operated by NY Waterway, BillyBey and Seastreak was conducted in August 2013
 - This represents 17 ferry services operating between eleven New Jersey terminals and four Manhattan terminals
- ▶ The study was a joint effort between NJ TRANSIT (NJT) and the North Jersey Transportation Planning Authority (NJTPA)
- ▶ This study represents the most complete survey and analysis of all Trans-Hudson ferry services in over 15 years
 - The last full ferry survey was conducted by Port Authority in 1998

Research Background: Bus-Ferry Travel Option

- The New York Interstate Bus market had the lowest Overall Customer Satisfaction score among all sixteen markets in the June 2012 study
- Upon analysis of the Interstate Bus market Customer Satisfaction data, it was found that commuting through the Port Authority Bus Terminal (PABT) during the PM Peak was the biggest issue
- NJ TRANSIT partnered with NY Waterway to provide a Bus-Ferry Travel Option as one method to help relieve congestion in the evening at the PABT
 - Customers are given the option to ride a NJT Bus to the PABT on routes #156R, 158, and 159R on weekday mornings, and return home via the NY Waterway system for their PM commute (between 4 and 8pm)
 - NY Waterway system includes a bus from midtown NYC to NY Waterway pier and a connecting bus from Port Imperial terminal to regular NJT bus stop.
 - The Bus-Ferry Combo ticket costs only two dollars more than the combined cost of a round trip bus ticket to PABT and a MTA bus or subway ride per day
 - The program was launched in June 2013 when NJ TRANSIT customers were allowed to use NY Waterway system for their PM commute at no additional cost
 - Ten trip Bus-Ferry Combo tickets were available starting in July and Monthly Bus-Ferry Combo tickets were available starting in September 2013

Research Objectives

- ▶ Collect information on the travel patterns, demographics and customer perceptions of ferry riders to obtain a baseline of ferry customer markets and customer characteristics
- ▶ Obtain ferry ridership data to update and calibrate NJ TRANSIT and NJTPA regional ridership forecasting models to improve analysis of Trans-Hudson market
- ▶ Develop ferry ridership data to assist with planning of intermodal projects and assist in the development of services that can utilize ferry capacity and services to help Trans-Hudson commuting and recreational travel
- ▶ Identify benefits and barriers of the NJT/NY Waterway Bus-Ferry Combo Ticket on Bus Routes: 156R, 158 and 159R

Research Methodology

- For this research, a census was conducted in which paper surveys were distributed to ferry customers, 18 years or older, on piers and ferries.
 - Surveys are self-administered and two versions were used:
 - The standard version was distributed to most routes and included questions on origin/destination, ferry use, and demographics.
 - A longer version was handed out on the NY Waterway Port Imperial/Weehawken routes and included additional questions on the Bus-Ferry Combo Ticket option.
 - Customers had several options to respond to the survey:
 - Hand back completed surveys to survey agents,
 - Mail in the survey using postage paid envelopes, or
 - Complete the survey online.
 - All survey materials (paper or online) were in English.
- In addition to distributing and collecting the surveys, ridership counts were collected by survey agents.

Research Methodology (continued)

- This research was conducted during weekdays from August 7 to August 21, 2013 between the hours of 6am and 3pm (8pm on selected routes).
- Entry to win one of five \$100 Visa gift cards was offered as an incentive for participating.
- Unless otherwise specified, +/- 7% differences between subgroups and the total are highlighted to point out trends or key differences.
 - +/- 7% does not indicate a statistical significant difference, it denotes a numeric (directional) difference for each individual route vs. the total sample. +/- 7% was used because it illustrates directional differences without calling attention to minor differences.
- Since this was a self-administered paper survey, there are questions that some respondents chose not to respond to. For these questions, answers are based on those who responded. No attempt was made to impute answers for non-responses.
- Average household incomes & ages in this report have been calculated by identifying midpoints of categories (Q25 & Q21) and taking averages.

Ridership Counts, Response Counts, And Weights

- According to the ridership counts collected, there is a total of 13,306 AM Peak and Midday customers.
- A 45% response rate was achieved, with 5,923 AM Peak and Midday customers responding to the survey.
 - Several steps were made to clean the final dataset. Data cleaning procedures are in the appendix.
- The data was weighted according to NJ Transit protocol.
 - Weights were calculated by dividing ridership counts by the number of responses for each route, specifically by direction and time period.
 - AM Peak Inbound – Ferries arriving in New York between 6:00 AM and 9:59 AM
 - Midday Inbound – Ferries arriving in New York between 10:00 AM and around 3:00 PM
 - AM Peak Outbound – Ferries departing New York between 6:00 AM and 9:59 AM
 - Midday Outbound – Ferries departing New York between 10:00 AM and around 3:00 PM
 - The final dataset reflects the weighted responses.
- For detailed ridership counts, response counts, and weights for each route by direction and by timeframe, please see the appendix.

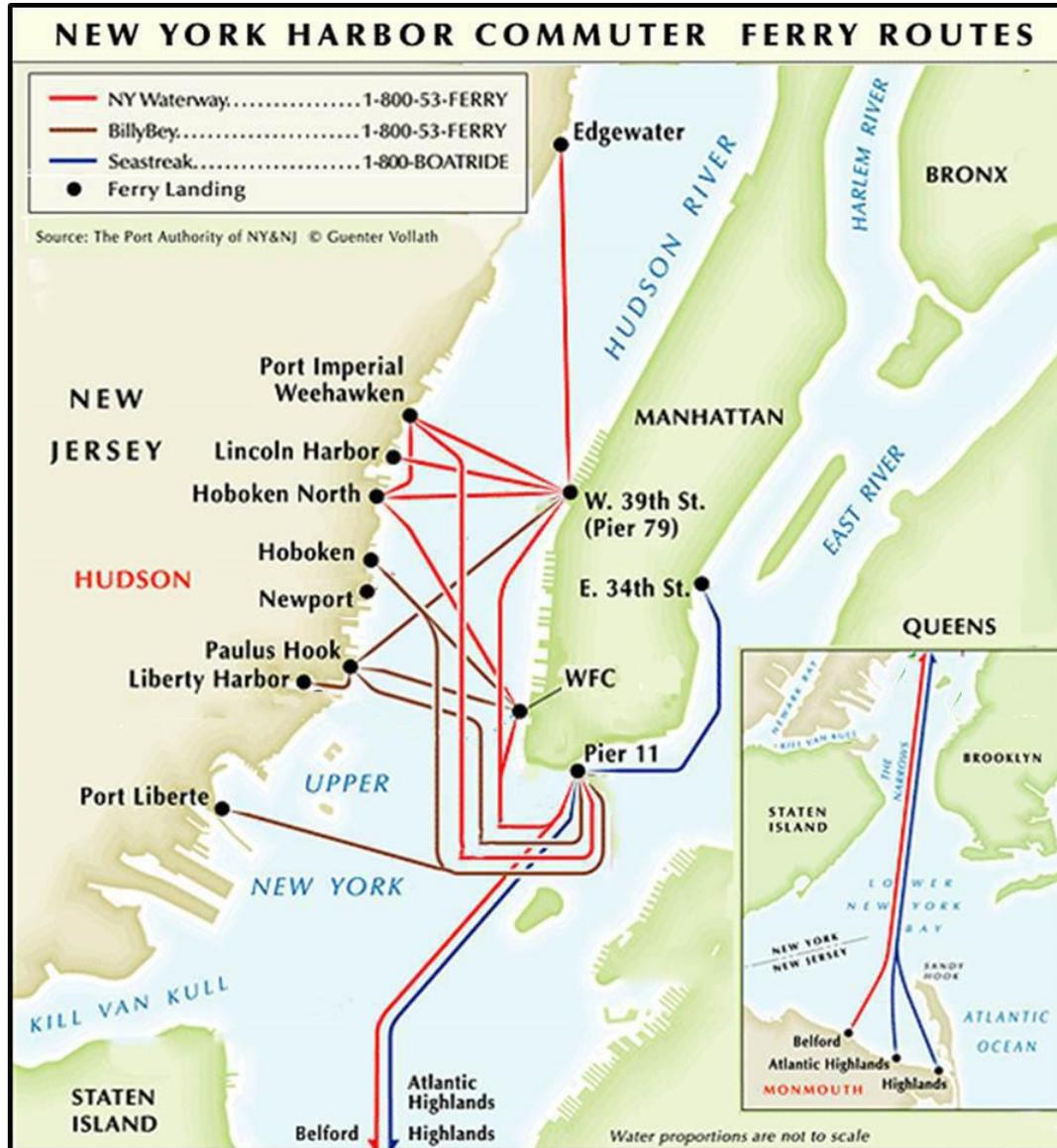
Routes Surveyed

- The majority of ferry routes were surveyed from 6:00 AM to around 3:00 PM and the analysis for this report will be focused on the ridership and responses collected during this timeframe.
- However, a few routes were surveyed during the evening hours...
 - NY Waterway Port Imperial routes to/from Manhattan terminals were surveyed during evening hours in order to collect responses from Bus-Ferry Combo ticket users.
 - Seastreak customers were surveyed during evening hours to increase cooperation/ responses since survey agents were not allowed onto the Seastreak ferries.
- Bus-Ferry Combo Ticket and Evening customers are reported separately.

Operator	Route	Day	Approx. Timeframe
NY Waterway	Port Imperial/Weehawken <-> Manhattan Pier 11/Wall St.	Wednesday, August 7, 2013	6:00 AM - 8:00 PM
NY Waterway	Port Imperial/Weehawken <-> Manhattan WFC	Wednesday, August 7, 2013	6:00 AM - 8:00 PM
NY Waterway	Hoboken/14th St. <-> Manhattan WFC	Wednesday, August 7, 2013	6:00 AM - 8:00 PM
NY Waterway	Port Imperial/Weehawken <-> Midtown/W 39th St.	Thursday, August 8, 2013	6:00 AM - 8:00 PM
NY Waterway	Lincoln Harbor <-> Midtown/W 39th St.	Tuesday, August 13, 2013	6:00 AM - 3:00 PM
NY Waterway	Hoboken/14th St. <-> Midtown/W 39th St.	Tuesday, August 13, 2013	6:00 AM - 3:00 PM
NY Waterway	Edgewater <-> Midtown/W 39th St.	Tuesday, August 13, 2013	6:00 AM - 3:00 PM
BillyBey	Hoboken/NJ Transit Terminal <-> Manhattan Pier 11/Wall St.	Wednesday, August 14, 2013	6:00 AM - 3:00 PM
BillyBey	Hoboken/NJ Transit Terminal <-> Manhattan WFC	Wednesday, August 14, 2013	6:00 AM - 3:00 PM
BillyBey	Paulus Hook <-> Midtown/W 39th St.	Thursday, August 15, 2013	6:00 AM - 3:00 PM
BillyBey	Paulus Hook <-> Manhattan WFC	Thursday, August 15, 2013	6:00 AM - 3:00 PM
BillyBey	Paulus Hook <-> Manhattan Pier 11/Wall St.	Thursday, August 15, 2013	6:00 AM - 3:00 PM
BillyBey	Liberty Harbor <-> Manhattan Pier 11/Wall St.	Thursday, August 15, 2013	6:00 AM - 3:00 PM
BillyBey	Port Liberte <-> Manhattan Pier 11/Wall St.	Thursday, August 15, 2013	6:00 AM - 3:00 PM
NY Waterway	Belford/Harbor Way <-> Manhattan (W 39th St., WFC, Pier 11) & Paulus Hook	Tuesday, August 20, 2013	6:00 AM - 3:00 PM
Seastreak	Conner's Highlands/Atlantic Highlands <-> Manhattan Pier 11/Wall St.	Wednesday, August 21, 2013	6:00 AM - 8:00 PM
Seastreak	Conner's Highlands/Atlantic Highlands <-> Manhattan East 35th St.	Wednesday, August 21, 2013	6:00 AM - 8:00 PM

- NOTE: BillyBey's ferry service is operated by NY Waterway and BillyBey's vessels are branded with the NY Waterway logo.

Map of Commuter Ferry Routes Surveyed



- 3 Ferry Operators
- 17 Ferry Routes
- 13,306 Customers (AM Peak & Midday)

Inset shows routes running between NYC and Monmouth County

Weekday Ferry Ridership by Route

Operator	NJ Terminal	NY Terminal	AM Peak Inbound	AM Peak Outbound	Midday Inbound & Outbound	Total (AM & Midday)
NY Waterway	Edgewater	W. 39th St.	318	1	13	332
	Port Imperial	W. 39th St.	1,646	45	699	2,390
	Port Imperial	WFC	203	0	8	211
	Port Imperial	Pier 11	382	7	28	417
	Lincoln Harbor	W. 39th St.	82	492	146	720
	Hoboken 14th St	W. 39th St.	860	14	169	1,043
	Hoboken 14th St	WFC	218	1	5	224
	Belford	WFC/Pier 11/Paulus Hook	893	0	43	936
BillyBey	Hoboken NJT	WFC	784	21	127	932
	Hoboken NJT	Pier 11	1,204	10	133	1,347
	Paulus Hook	W. 39th St.	260	95	0	355
	Paulus Hook	WFC	553	226	689	1,468
	Paulus Hook	Pier 11	386	143	248	777
	Liberty Harbor	Pier 11	297	0	0	297
	Port Liberte	Pier 11	147	5	11	163
Seastreak	Atlantic Highlands	Pier 11	923	41	76	1,040
	Atlantic Highlands	E 34th St	477	43	134	654
Total			9,633	1,144	2,529	13,306

Overall Findings

Overview Of Ferry Services (of AM Peak/Midday Customers)

- Just under half (47%) of all AM Peak or Midday customers traveling inbound or outbound are on NY Waterway routes, 40% are on BillyBey routes, and 13% are on Seastreak routes.
- Of the AM Peak or Midday customers traveling inbound, 59% travel downtown to World Financial Center or Pier11 and 41% travel to Midtown Manhattan, getting off at either W 39th St. or E 35th St.
- Most (72%) customers travel inbound during AM Peak hours (note that this is only of people traveling in AM Peak and Midday hours).
- Overall ferry service satisfaction is highest for Seastreak (8.6*), while NY Waterway (7.6) and BillyBey (7.7) are on par with each other.
- Customers are also more likely to recommend Seastreak over the other Ferry service providers, though not by much.
 - Just under 9 in 10 customers (86%) are Very or Somewhat Likely to recommend the Seastreak service to a friend or relative compared to 79% for NY Waterway and 81% for BillyBey.
- Between ferry services, there are a few key demographic customer differences...
 - While NY Waterway is evenly split on gender, BillyBey and Seastreak skew male.
 - Seastreak customers tend to be older, are more likely to be white, and have a higher household income than NY Waterway or BillyBey customers. Note that Seastreak serves the longer Monmouth County to Manhattan market, and thus has higher fares than the other services. NY Waterway Belford service (serving a similar market) has similar demographics to Seastreak.

*Average score on a 0-10 scale where “0” is “Not Acceptable” and “10” is “Excellent”

Overall Findings (Continued)

O & D Terminals And Access & Egress Modes (of AM Peak/Midday Customers)

- The origin ferry terminals that have the most traffic running through them during the AM/Midday hours are Port Imperial and Hoboken/NJT.
- The destination ferry terminals that receive the most traffic are Pier 11 and West 39th Street, followed by WFC.
- The top access mode used to get to the origin ferry terminals on the NJ side are Auto/Drive & Park and Walking.
 - Overall, NJT provides transportation to 14% of all AM Peak/Midday customers to their origin terminal, mostly via Rail to the Hoboken/NJT Terminal.
- Since most ferry customers travel inbound to NY, it's not surprising that 62% walk to their final destination.
 - Of the remaining 38%, 23% utilize the NY Waterway buses to get to their final destination with the remaining 14% NYC subway, Taxis, NYC buses, bicycles, and other auto related transport.

Overall Findings (Continued)

Overall Ferry Service Impressions & Ferry Use

- Most customers are very satisfied and loyal to the ferry service.
 - The average score for the overall satisfaction with the ferry service is 7.8 (average score on a 0-10 scale) among all AM/Midday customers.
 - Overall, around eight in ten (81%) are likely to recommend their ferry service.
 - On average, customers have been using their particular ferry route for 4.4 years.
 - Most (82%) take the ferry because “it’s the best choice for them”.
 - Almost nine in ten (87%) used a ferry round trip, with 84% using the same ferry service.
 - Among those who did not use the ferry roundtrip, just under half (46%) used the PATH and around a third (31%) used a NJ Transit Bus.
 - Just over four in ten (43%) use a Monthly or 40+ trip ticket, followed by 33% using a ten-trip ticket and 15% using a One-Way Regular ticket. While Senior Tickets are offered for all of these routes, only about 1% of AM/Midday customers report purchasing it.
- Ferry customers are mainly commuting for work.
 - The vast majority (91%) took the ferry for work and about six in ten (59%) travel the ferry route 5 days a week.
 - Just over half (55%) use commuter tax benefits through their employer and receive \$156 on average every month.
- The average door-to-door travel time is about 60 minutes.
- 86% of AM Peak/Midday customers travel inbound with the remaining 14% traveling outbound.
 - The AM outbound customers can mostly be attributed to those reverse commuters traveling to Paulus Hook (Goldman Sachs New Jersey offices) and Lincoln Harbor (UBS New Jersey office).

Overall Findings (Continued)

Bus-Ferry Customers*

- NJ TRANSIT and NY Waterway partnered to provide an alternative to customers, so that they could ride NJT Bus to the PABT on routes #156R, 158, and 159R on weekday mornings and return home via the NY Waterway system for their PM commute (between 4 and 8pm).
- The intent was to shift some PM peak period bus riders to ferry due to PABT congestion
- Of the 143 Bus-Ferry customers, 37 provided responses to this survey giving us a 26% response rate.
- Even though the Bus-Ferry Combo saved time on their commute for most (65%), under half (42%) would purchase the monthly combo ticket. Encouragingly though, an additional 51% would be interested in continuing to purchase the 10-Trip Ticket Combo.
- Around half of the Bus-Ferry Combo Customers (48%) found out about this option through a promotional brochure, followed by word of mouth (34%) and a flyer at the PABT (27%).

* For detailed Bus-Ferry Travel Option information, please refer to the section of Bus-Ferry Customers in Detailed Findings

DETAILED FINDINGS

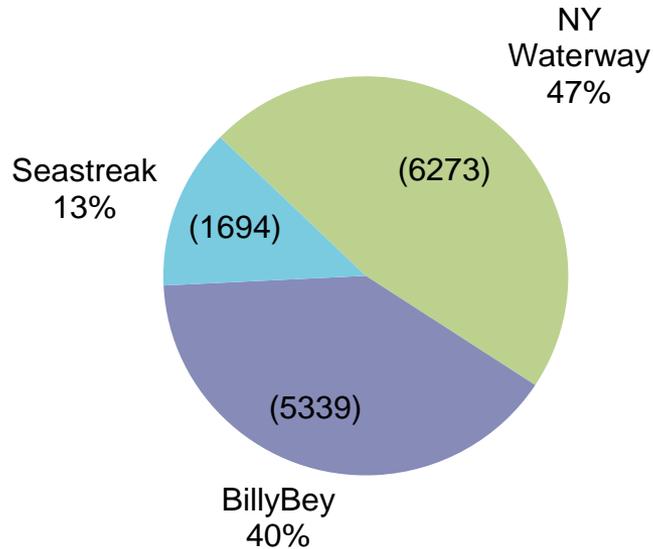
Overview Of Ferry Services & Routes

Just under half (47%) of AM or Midday ferry customers are traveling on NY Waterway routes, 40% travel on BillyBey routes, and 13% travel on Seastreak routes.

Most (72%) AM Peak/Midday customers travel inbound during AM Peak hours.

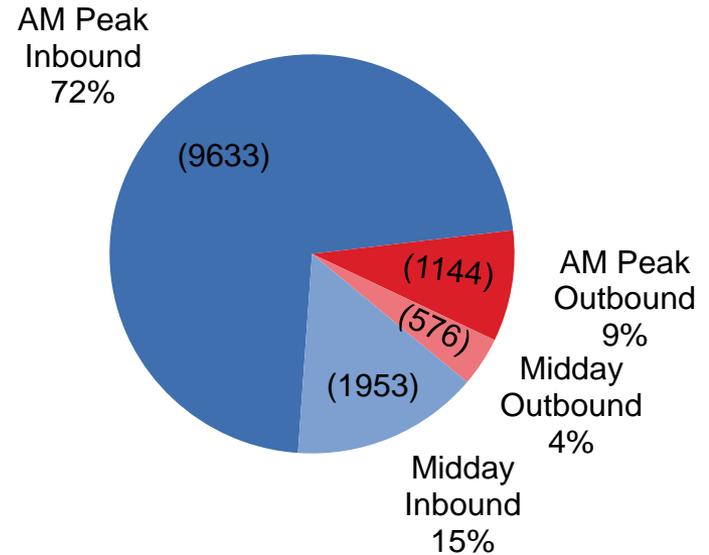
Ferry Service

Total AM Peak/Midday: 13,306



Timeframe & Direction

Total AM Peak/Midday: 13,306



87% Inbound

13% Outbound

- Q1. At what Ferry terminal did you board this particular Ferry?
- Q2. What was the scheduled departure time for this particular Ferry?
- Q6. At what terminal will you get off this particular Ferry?

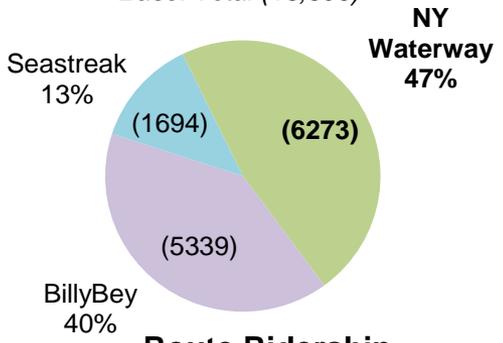
Overview Of Ferry Service

All AM Peak/Midday Inbound & Outbound Customers

Customer Demographics Based On Those Who Provided Answer

AM Peak/Midday Ridership

Base: Total (13,306)



Avg. Overall Satisfaction
(0-10 pt. scale)

7.8

Likely To Recommend
(Very/Somewhat)

81%

Route Ridership

Base: Total (13,306)

Route	Count	Percentage
Port Imperial ↔ 39th	(2390)	18%
Paulus Hook ↔ WFC	(1468)	11%
Hoboken NJT ↔ Pier 11	(1347)	10%
Hoboken 14th ↔ 39th	(1043)	8%
Atl. Highlands ↔ Pier 11	(1040)	8%
Belford ↔ NYC	(936)	7%
Hoboken NJT ↔ WFC	(932)	7%
Paulus Hook ↔ Pier 11	(777)	6%
Lincoln Harbor ↔ 39th	(720)	5%
Atl. Highlands ↔ 35th	(654)	5%
Port Imperial ↔ Pier 11	(417)	3%
Paulus Hook ↔ 39th	(355)	3%
Edgewater ↔ 39th	(332)	2%
Hoboken 14th ↔ WFC	(224)	2%
Port Imperial ↔ WFC	(211)	2%
Liberty Harbor ↔ Pier 11	(297)	2%
Port Liberte ↔ Pier 11	(163)	1%

Avg. Overall Satisfaction
(0-10 pt. scale)

7.8

8.5

6.8

8.2

8.6

7.9

7.7

7.9

6.5

8.6

7.1

7.9

7.4

7.2

6.5

7.3

8.0

Likely To Recommend
(Very/Somewhat)

80%

89%

76%

82%

87%

83%

79%

79%

67%

84%

78%

84%

86%

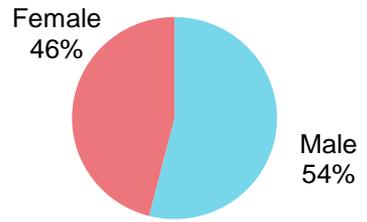
79%

80%

80%

86%

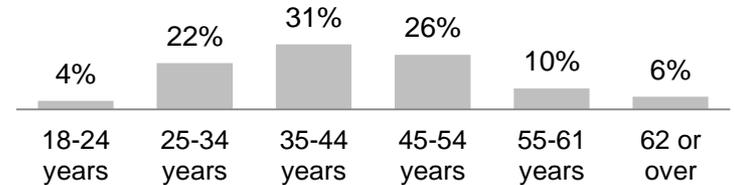
Gender



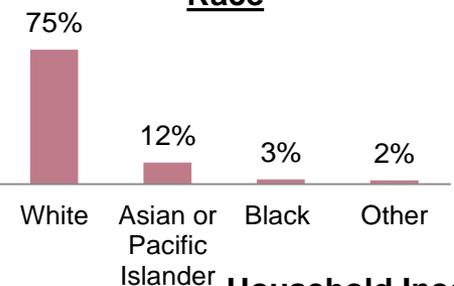
Median:
35-44 Years

Average:
43 Years

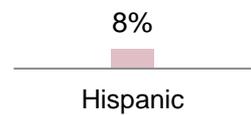
Age



Race



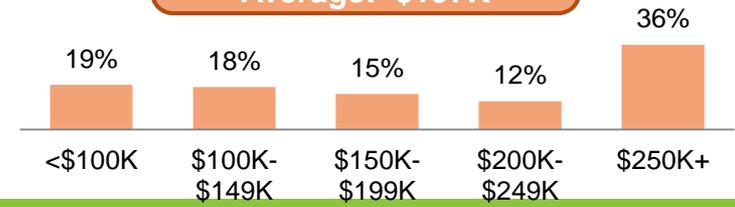
Ethnicity



Household Income

Median: \$150K - \$200K

Average: \$197K



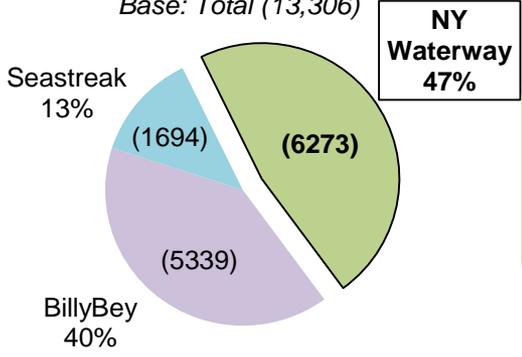
NY Waterway

All AM Peak/Midday Inbound & Outbound Customers

Customer Demographics Based On Those Who Provided Answer

AM Peak/Midday Ridership

Base: Total (13,306)

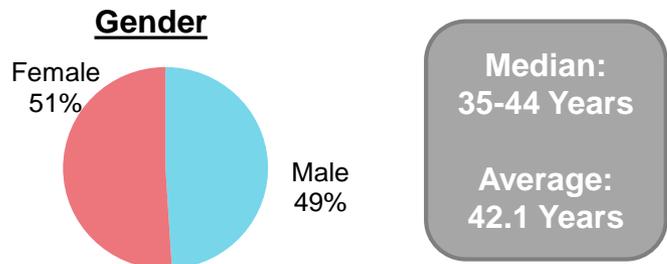


Avg. Overall Satisfaction
(0-10 pt. scale)

7.6

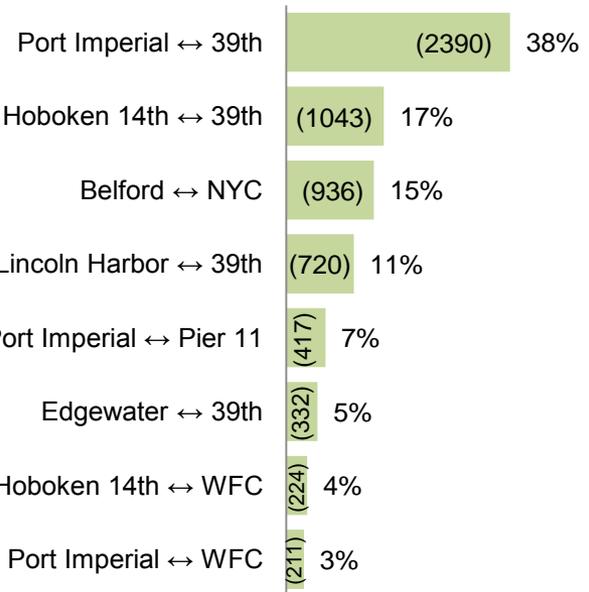
Likely To Recommend
(Very/Somewhat)

79%



Route Ridership

Base: NY Waterway (6,273)

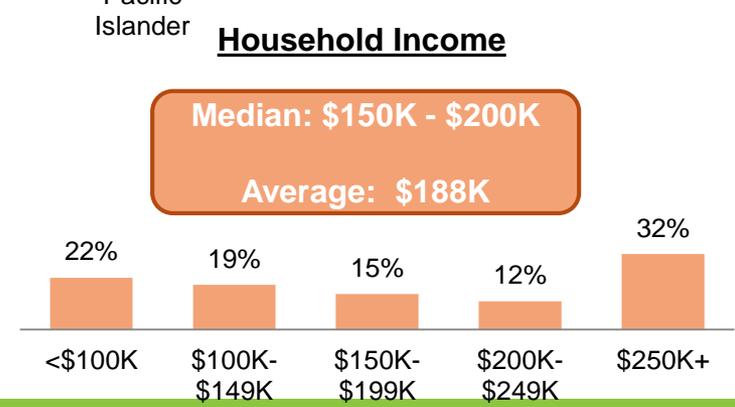
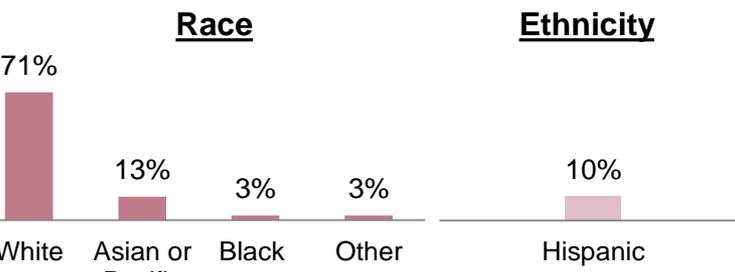
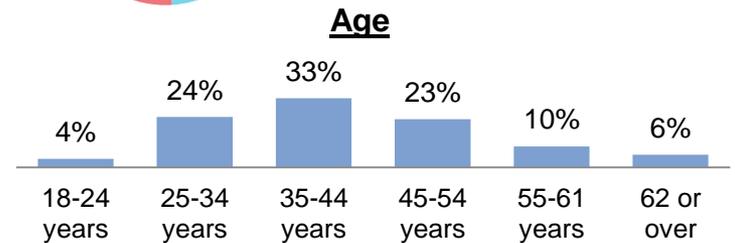


Avg. Overall Satisfaction
(0-10 pt. scale)

7.8

Likely To Recommend
(Very/Somewhat)

80%



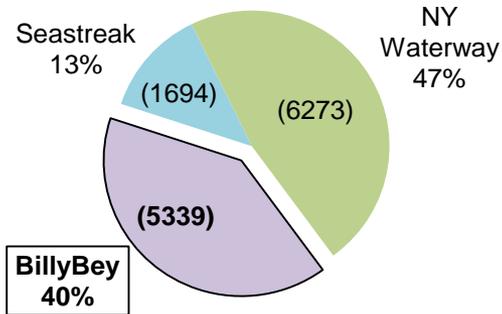
BillyBey

All AM Peak/Midday Inbound & Outbound Customers

Customer Demographics Based On Those Who Provided Answer

AM Peak/Midday Ridership

Base: Total (13,306)



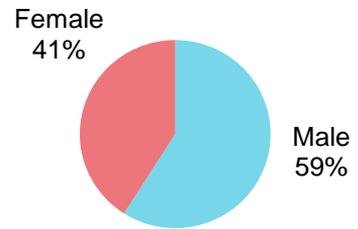
Avg. Overall Satisfaction
(0-10 pt. scale)

7.7

Likely To Recommend
(Very/Somewhat)

81%

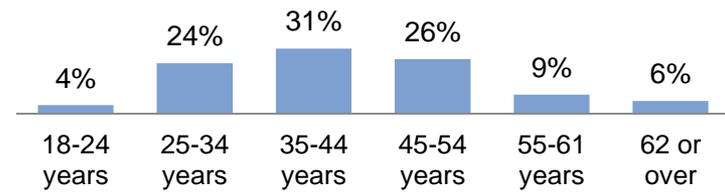
Gender



Median:
35-44 Years

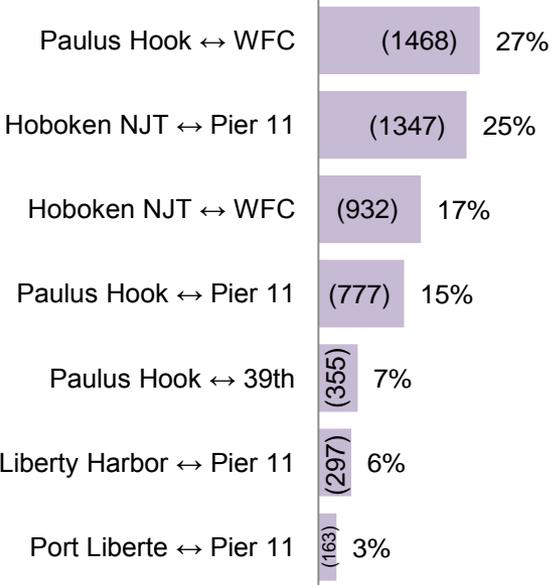
Average:
42.3 Years

Age



Route Ridership

Base: BillyBey (5,339)



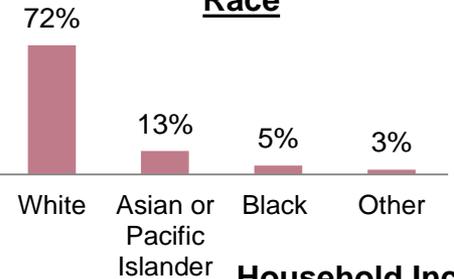
Avg. Overall Satisfaction
(0-10 pt. scale)

8.5

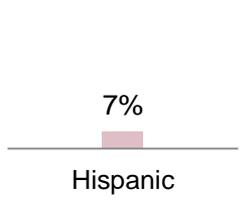
Likely To Recommend
(Very/Somewhat)

89%

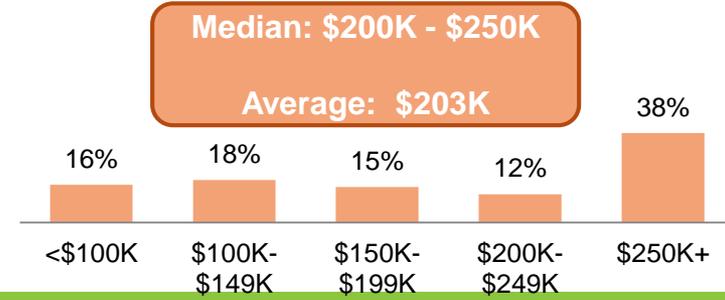
Race



Ethnicity



Household Income



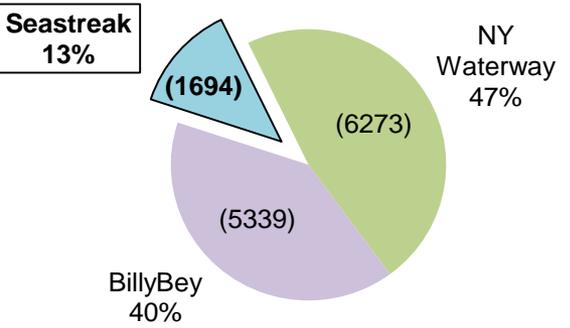
Seastreak

All AM Peak/Midday Inbound & Outbound Customers

Customer Demographics
Based On Those Who Provided Answer

AM Peak/Midday Ridership

Base: Total (13,306)

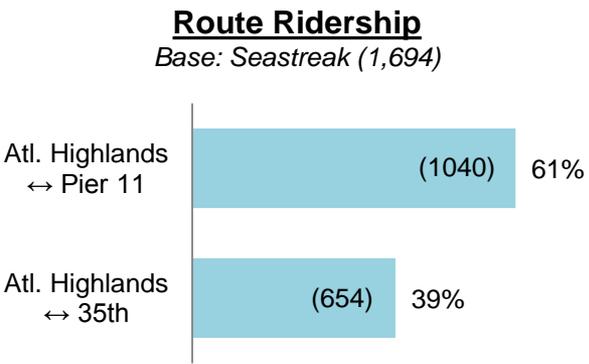
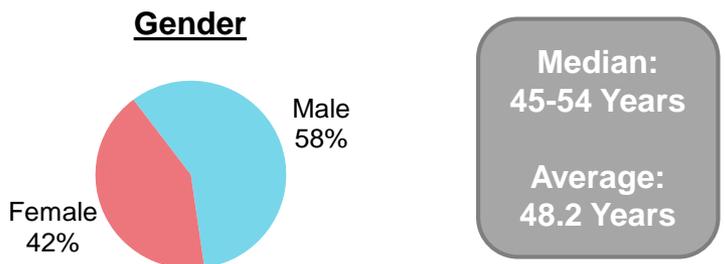


Avg. Overall Satisfaction
(0-10 pt. scale)

8.6

Likely To Recommend
(Very/Somewhat)

86%

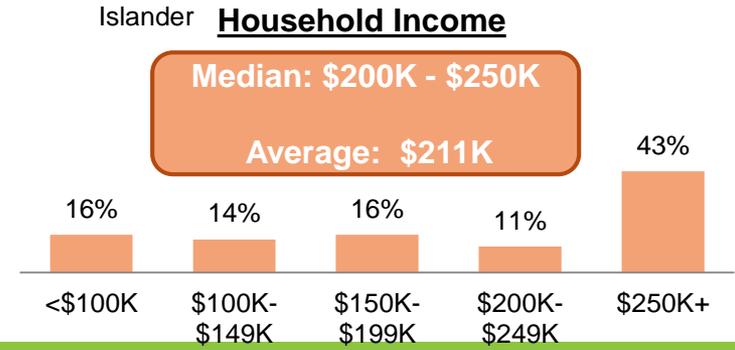
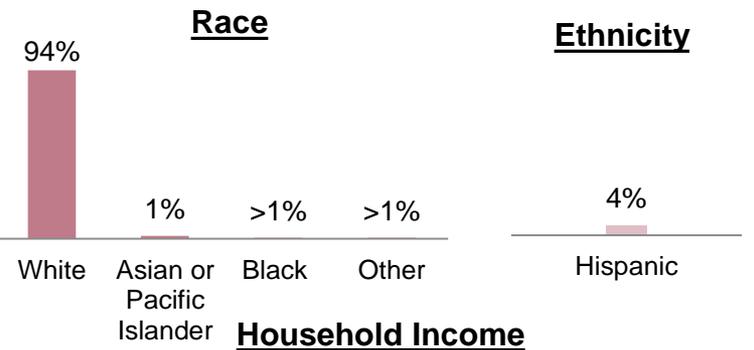
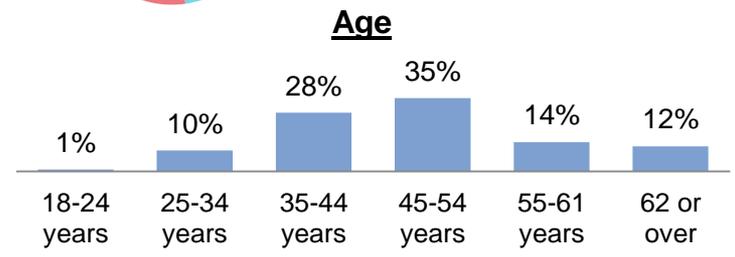


Avg. Overall Satisfaction
(0-10 pt. scale)

8.6

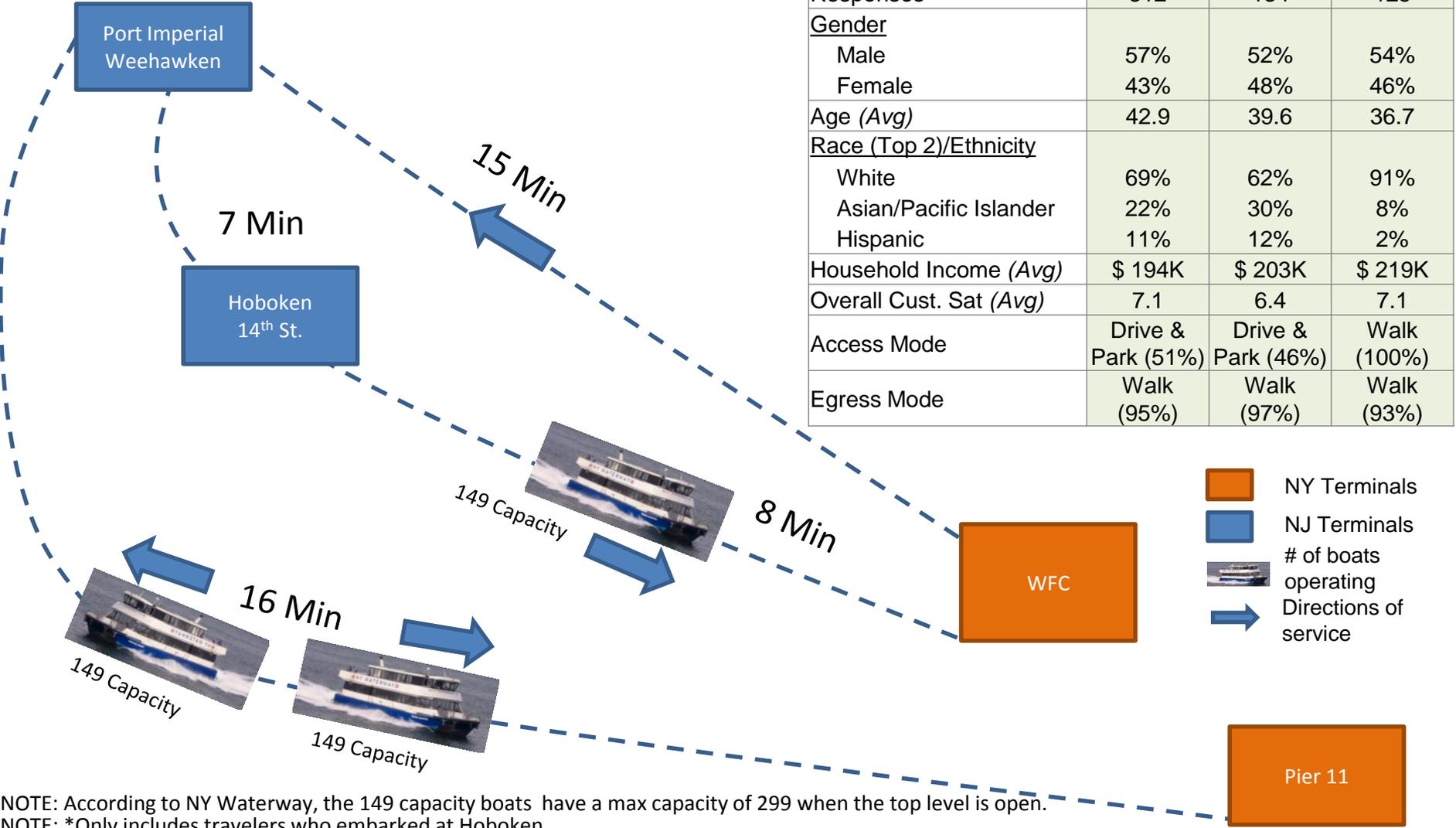
Likely To Recommend
(Very/Somewhat)

87%



Port Imperial, Hoboken 14th St. to WFC, Pier 11 NY Waterway - AM Peak Inbound Customers (Wed 8/7)

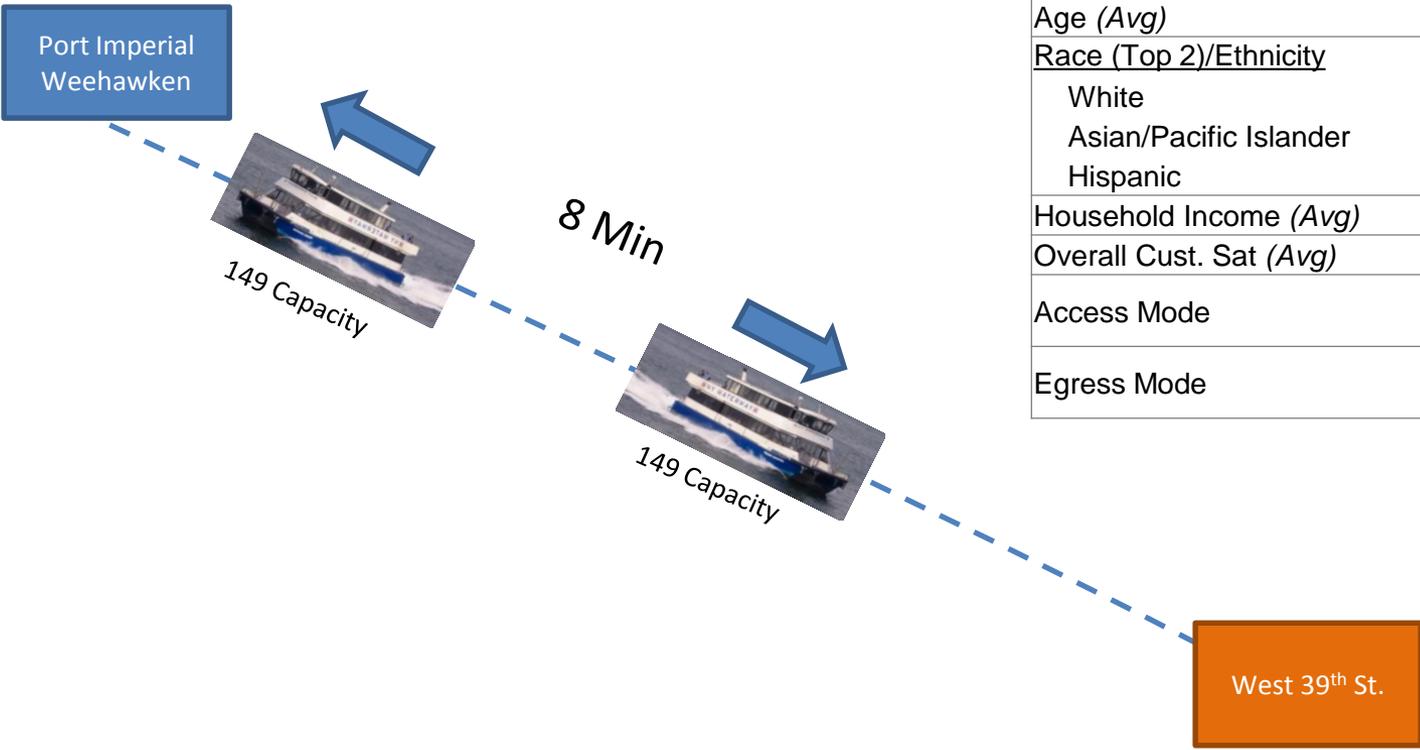
	Port Imperial to Pier 11	Port Imperial to WFC	Hobo 14th to WFC*
Ridership	382	203	218
Responses	312	134	125
<u>Gender</u>			
Male	57%	52%	54%
Female	43%	48%	46%
<u>Age (Avg)</u>			
Age (Avg)	42.9	39.6	36.7
<u>Race (Top 2)/Ethnicity</u>			
White	69%	62%	91%
Asian/Pacific Islander	22%	30%	8%
Hispanic	11%	12%	2%
<u>Household Income (Avg)</u>			
Household Income (Avg)	\$ 194K	\$ 203K	\$ 219K
<u>Overall Cust. Sat (Avg)</u>			
Overall Cust. Sat (Avg)	7.1	6.4	7.1
<u>Access Mode</u>			
Access Mode	Drive & Park (51%)	Drive & Park (46%)	Walk (100%)
<u>Egress Mode</u>			
Egress Mode	Walk (95%)	Walk (97%)	Walk (93%)



- NY Terminals
- NJ Terminals
- # of boats operating
- Directions of service

NOTE: According to NY Waterway, the 149 capacity boats have a max capacity of 299 when the top level is open.
NOTE: *Only includes travelers who embarked at Hoboken.

Port Imperial to 39th St. NY Waterway - AM Peak Inbound (Thurs 8/8)



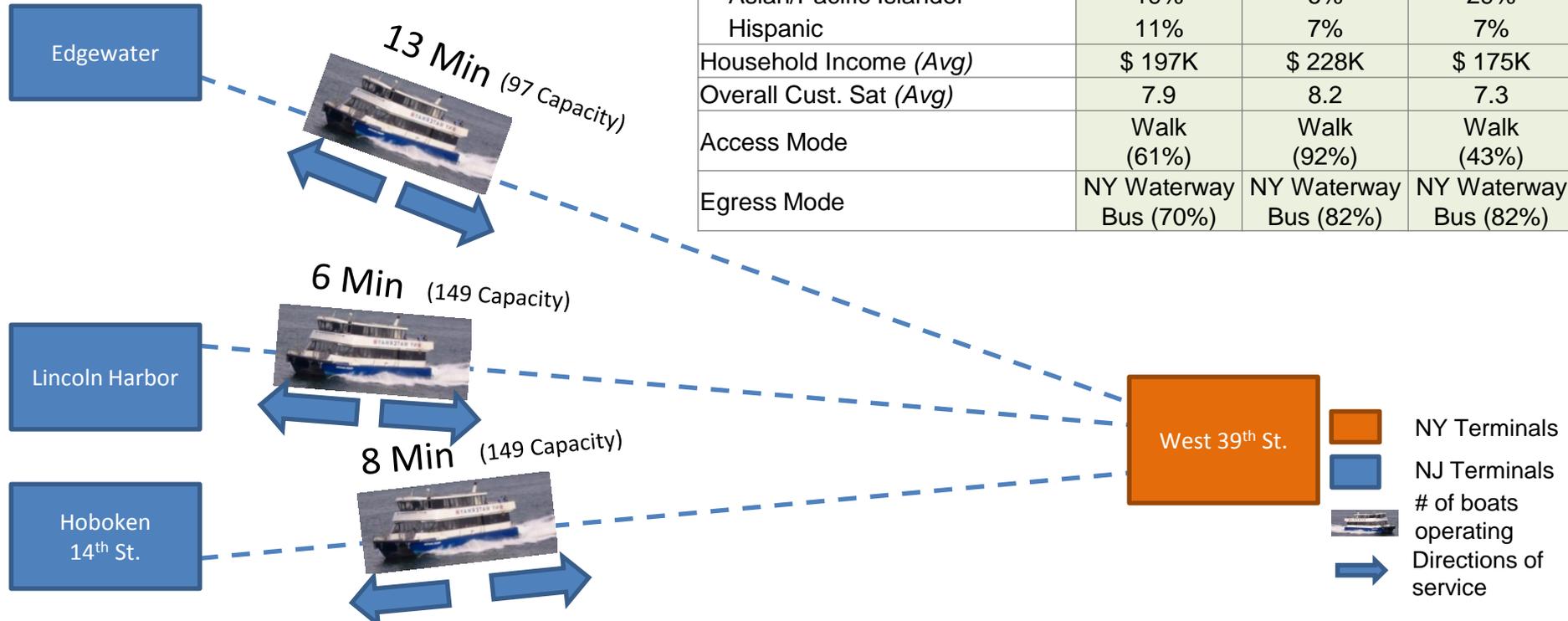
	Port Imperial to 39th St.
Ridership	1646
Responses	958
<u>Gender</u>	
Male	42%
Female	58%
Age (Avg)	42.5
<u>Race (Top 2)/Ethnicity</u>	
White	71%
Asian/Pacific Islander	20%
Hispanic	14%
Household Income (Avg)	\$ 179K
Overall Cust. Sat (Avg)	7.6
Access Mode	Drive & Park (39%)
Egress Mode	NY Waterway Bus (82%)

-  NY Terminals
-  NJ Terminals
-  # of boats operating
-  Directions of service

NOTE: According to NY Waterway, the 149 capacity boats have a max capacity of 299 when the top level is open.

Edgewater, Lincoln Harbor, Hoboken 14th St to 39th St. NY Waterway - AM Peak Inbound (Tues, 8/13)

	Lincoln Harbor to 39th St.	Hobo 14th to 39th St.	Edge-water to 39th St.
Ridership	82	860	318
Responses	38	296	205
<u>Gender</u>			
Male	43%	45%	46%
Female	57%	55%	54%
Age (Avg)	42.3	39.1	42.0
<u>Race (Top 2)/Ethnicity</u>			
White	78%	90%	66%
Asian/Pacific Islander	19%	6%	29%
Hispanic	11%	7%	7%
Household Income (Avg)	\$ 197K	\$ 228K	\$ 175K
Overall Cust. Sat (Avg)	7.9	8.2	7.3
Access Mode	Walk (61%)	Walk (92%)	Walk (43%)
Egress Mode	NY Waterway Bus (70%)	NY Waterway Bus (82%)	NY Waterway Bus (82%)

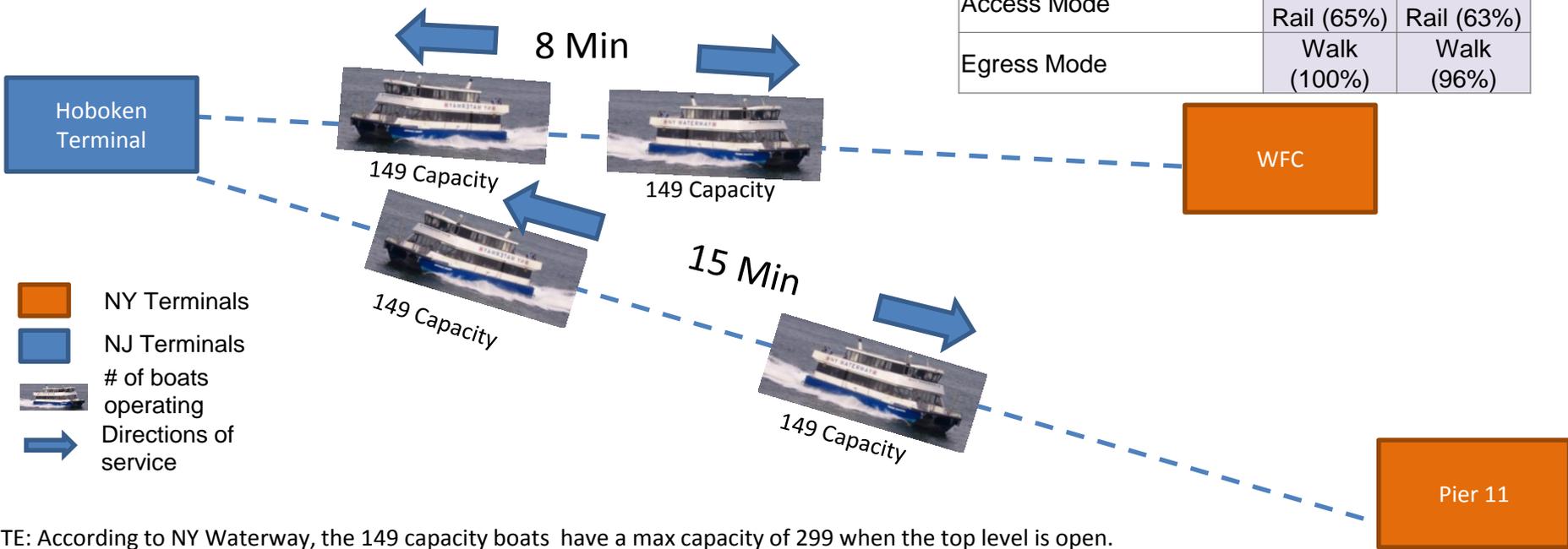


NOTE: According to NY Waterway, the 149 capacity boats have a max capacity of 299 when the top level is open.

Hoboken Terminal to WFC, Pier 11

BillyBey - AM Peak Inbound (Wed, 8/14)

	Hobo NJT to Pier 11	Hobo NJT to WFC
Ridership	1204	784
Responses	531	395
Gender		
Male	56%	60%
Female	44%	40%
Age (Avg)	45.4	43.5
Race (Top 2)/Ethnicity		
White	87%	86%
Asian/Pacific Islander	5%	8%
Hispanic	7%	7%
Household Income (Avg)	\$ 197K	\$ 218K
Overall Cust. Sat (Avg)	6.7	7.6
Access Mode	NJ Transit Rail (65%)	NJ Transit Rail (63%)
Egress Mode	Walk (100%)	Walk (96%)



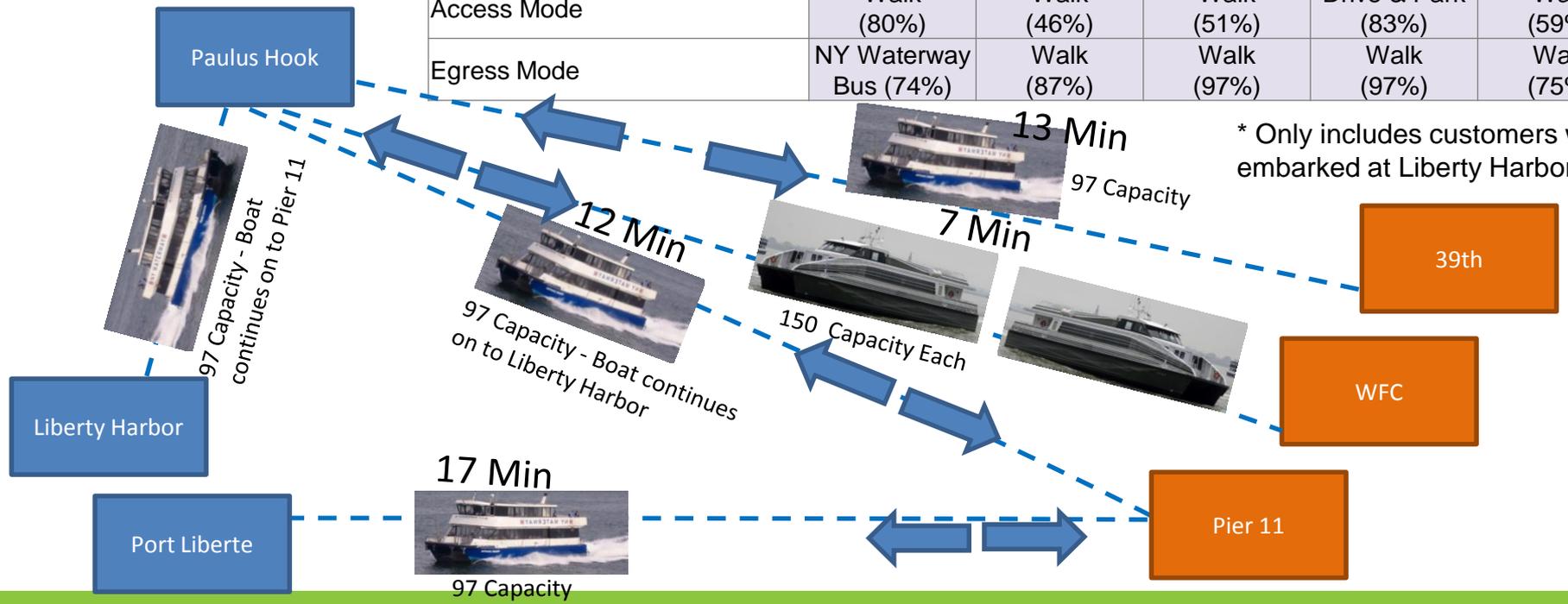
NOTE: According to NY Waterway, the 149 capacity boats have a max capacity of 299 when the top level is open.

Paulus Hook, Liberty Harbor, Port Liberte to 39th, WFC, Pier 11

BillyBey - AM Peak Inbound (Thurs, 8/15)

-  NY Terminals
-  NJ Terminals
-  # of boats operating
-  Directions of service

	Paulus Hook to 39th St.	Paulus Hook to WFC	Paulus Hook to Pier 11	Liberty Harbor to Pier 11 *	Port Liberte to Pier 11
Ridership	260	553	386	297	147
Responses	144	261	178	146	131
<u>Gender</u>					
Male	50%	61%	57%	79%	60%
Female	50%	39%	43%	21%	40%
Age (Avg)	39.4	41.0	42.2	45.5	43.3
<u>Race (Top 2)/Ethnicity</u>					
White	77%	71%	64%	83%	76%
Asian/Pacific Islander	12%	19%	24%	11%	13%
Hispanic	8%	4%	7%	7%	5%
Household Income (Avg)	\$ 202K	\$ 230K	\$ 196K	\$ 234K	\$ 221K
Overall Cust. Sat (Avg)	7.9	8.5	7.5	7.3	7.9
Access Mode	Walk (80%)	Walk (46%)	Walk (51%)	Drive & Park (83%)	Walk (59%)
Egress Mode	NY Waterway Bus (74%)	Walk (87%)	Walk (97%)	Walk (97%)	Walk (75%)

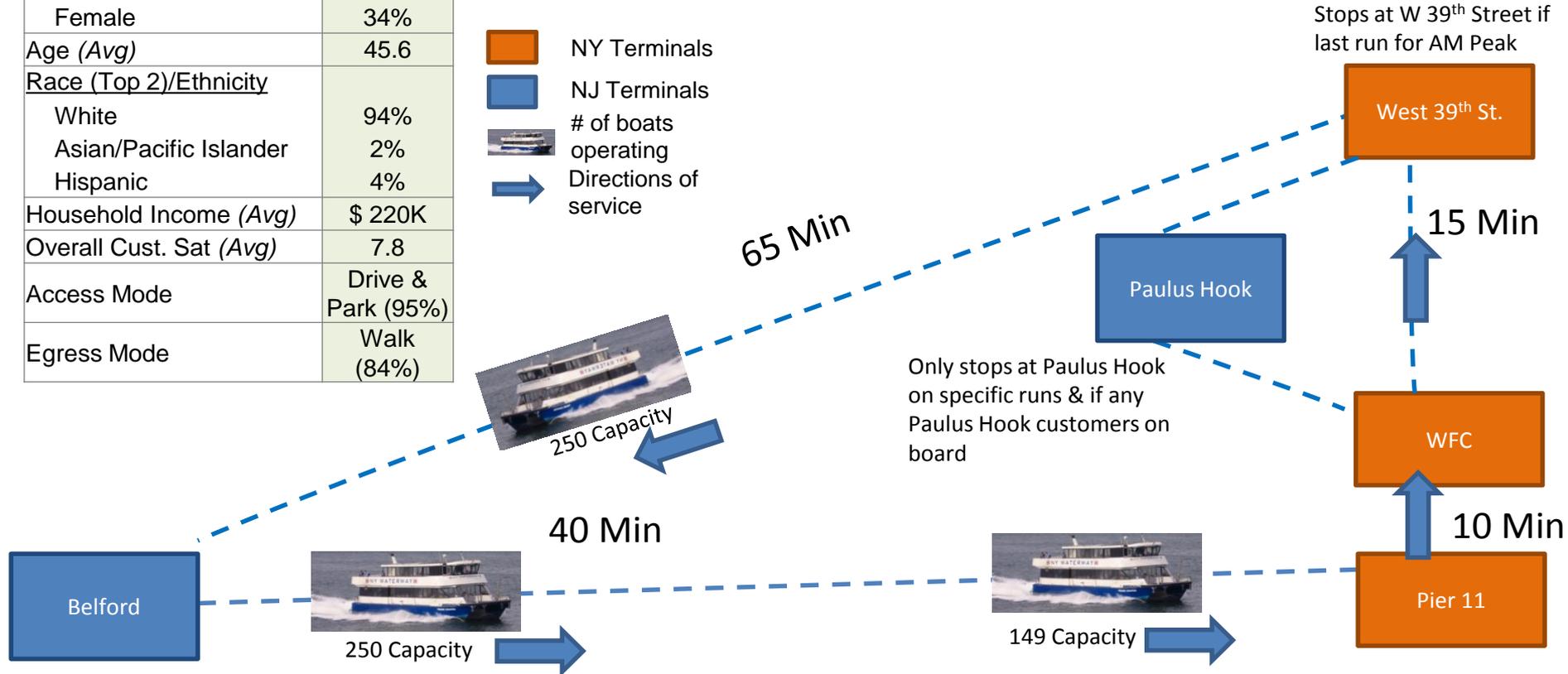


* Only includes customers who embarked at Liberty Harbor

Belford to Pier 11, WFC, 39th St, Paulus Hook NY Waterway - AM Peak Inbound (Tues, 8/20)

	Belford to NYC/ Paulus Hook
Ridership	893
Responses	562
<u>Gender</u>	
Male	66%
Female	34%
Age (Avg)	45.6
<u>Race (Top 2)/Ethnicity</u>	
White	94%
Asian/Pacific Islander	2%
Hispanic	4%
Household Income (Avg)	\$ 220K
Overall Cust. Sat (Avg)	7.8
Access Mode	Drive & Park (95%)
Egress Mode	Walk (84%)

- NY Terminals
- NJ Terminals
- # of boats operating
- Directions of service

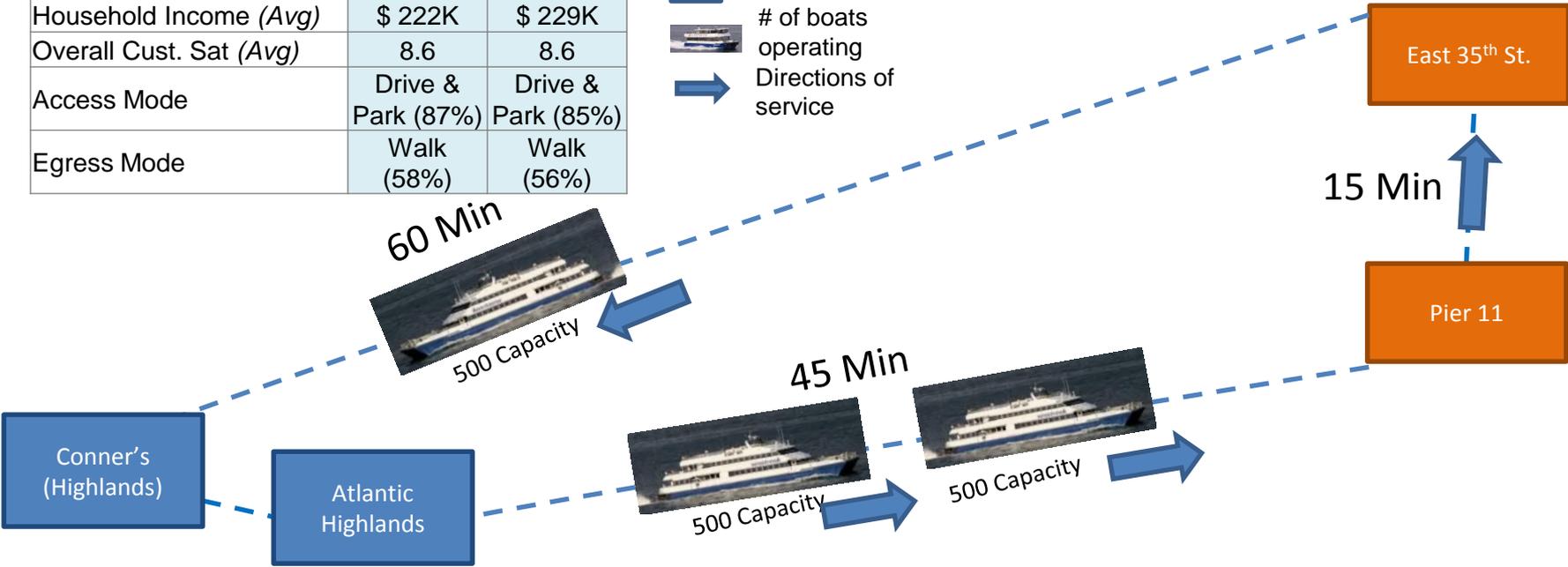


NOTE: According to NY Waterway, the 149 capacity boats have a max capacity of 299 when the top level is open and the 250 capacity boats have a max capacity of 370.

Conner's, Atlantic Highlands to Pier 11, E35th St Seastreak - AM Peak Inbound (Wed, 8/21)

	Atl. Highlands to Pier 11	Atl. Highlands to 35th
Ridership	923	477
Responses	163	78
<u>Gender</u>		
Male	63%	58%
Female	37%	42%
Age (Avg)	46.3	48.7
<u>Race (Top 2)/Ethnicity</u>		
White	96%	99%
Asian/Pacific Islander	1%	1%
Hispanic	5%	1%
Household Income (Avg)	\$ 222K	\$ 229K
Overall Cust. Sat (Avg)	8.6	8.6
Access Mode	Drive & Park (87%)	Drive & Park (85%)
Egress Mode	Walk (58%)	Walk (56%)

-  NY Terminals
-  NJ Terminals
-  # of boats operating
-  Directions of service



Origin-Destination Terminal Ridership

The origin ferry terminals with the most traffic during the AM Peak/Midday hours are Port Imperial and Hoboken/NJT.

- The route that has the most traffic is Port Imperial to/from West 39th Street. However, caution should be used in forecasting this route since it was surveyed on a Wednesday during the summer and the West 39th Street terminal is not only near Times Square, but also the Theater District showing Wednesday matinees.

Origin Ferry Terminal

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial Pler 11	Port Imperial WFC	Hoboken 14th	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th 39th	Edgewater 39th	Belford	NYC	BILLYBEY	Hoboken NJT Pler 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pler 11	Liberty Harbor Pler 11	Port Liberte Pler 11	SEASTREAK	Atl. Highlands Pler 11	Atl. Highlands 35th
Based On Total...	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	996	331	936	5339	1347	932	355	1468	777	297	158	1694	1040	654	
New Jersey Terminals	11586	9633	1953	-	-	5563	410	211	223	2261	195	996	331	936	4425	1320	881	260	970	539	297	158	1598	994	604		
	87%	100%	100%	-	-	89%	98%	100%	100%	95%	27%	95%	100%	100%	83%	98%	95%	73%	66%	69%	100%	97%	94%	96%	92%		
Port Imperial	2882	2231	651	-	-	2882	410	211	-	2261	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	22%	23%	33%	-	-	46%	98%	100%	-	95%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Hoboken/NJT	2201	1988	213	-	-	-	-	-	-	-	-	-	-	-	-	2201	1320	881	-	-	-	-	-	-	-		
	17%	21%	11%	-	-	-	-	-	-	-	-	-	-	-	-	41%	98%	95%	-	-	-	-	-	-	-		
Paulus Hook	1769	1199	570	-	-	-	-	-	-	-	-	-	-	-	-	1769	-	-	260	970	539	-	-	-	-		
	13%	12%	29%	-	-	-	-	-	-	-	-	-	-	-	-	33%	-	-	73%	66%	69%	-	-	-	-		
Atl. Highlands	1598	1400	198	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1598	994	604	
	12%	15%	10%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	94%	96%	92%	
Hoboken/14th St.	1219	1078	141	-	-	1219	-	-	223	-	-	996	-	-	-	-	-	-	-	-	-	-	-	-	-		
	9%	11%	7%	-	-	19%	-	-	100%	-	-	95%	-	-	-	-	-	-	-	-	-	-	-	-	-		
Belford	936	893	43	-	-	936	-	-	-	-	-	-	-	-	936	-	-	-	-	-	-	-	-	-	-		
	7%	9%	2%	-	-	15%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-		
Edgewater	331	318	13	-	-	331	-	-	-	-	-	-	331	-	-	-	-	-	-	-	-	-	-	-	-		
	2%	3%	1%	-	-	5%	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-		
Liberty Harbor	297	297	-	-	-	-	-	-	-	-	-	-	-	-	-	297	-	-	-	-	-	297	-	-	-		
	2%	3%	-	-	-	-	-	-	-	-	-	-	-	-	6%	-	-	-	-	-	-	100%	-	-	-		
Lincoln Harbor	195	82	113	-	-	195	-	-	-	195	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	1%	1%	6%	-	-	3%	-	-	-	27%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Port Liberte	158	147	11	-	-	-	-	-	-	-	-	-	-	-	-	158	-	-	-	-	-	-	158	-	-		
	1%	2%	1%	-	-	-	-	-	-	-	-	-	-	-	3%	-	-	-	-	-	-	-	97%	-	-		
New York Terminals	1720	-	-	1144	576	710	7	-	1	129	525	47	1	-	914	27	51	95	498	238	-	-	5	96	46	50	
	13%	-	-	100%	100%	11%	2%	-	0%	5%	73%	5%	0%	17%	2%	5%	27%	34%	31%	-	-	3%	6%	4%	8%		
Midtown West 39th St.	797	-	-	647	150	702	-	-	-	129	525	47	1	-	95	-	-	95	-	-	-	-	-	-	-		
	6%	-	-	57%	26%	11%	-	-	-	5%	73%	5%	0%	2%	-	-	27%	-	-	-	-	-	-	-	-		
World Financial Center	550	-	-	248	302	1	-	-	1	-	-	-	-	-	549	-	51	-	498	-	-	-	-	-	-		
	4%	-	-	22%	52%	0%	-	-	0%	-	-	-	-	10%	-	5%	-	34%	-	-	-	-	-	-	-		
Pier 11/Wall St.	323	-	-	206	117	7	7	-	-	-	-	-	-	-	270	27	-	-	-	-	238	-	5	46	46		
	2%	-	-	18%	20%	0%	2%	-	-	-	-	-	-	5%	2%	-	-	-	-	-	31%	3%	3%	4%	-		
East 35th St.	50	-	-	43	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	50	-	50		
	0%	-	-	4%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3%	-	8%		

Q1. At what Ferry terminal did you board this particular Ferry? / = >7% Higher / Lower than Row Total %

The destination ferry terminals that receive the most traffic during the AM Peak/Midday hours are Pier 11 and West 39th Street, followed by WFC.

- Paulus Hook and Lincoln Harbor have a higher proportion of riders going outbound due to the fact that there are offices for UBS and Goldman-Sachs in NJ.

Destination Ferry Terminal

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY WATERWAY	Port Imperial Pler 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th 39th	Edgewater 39th	Belford NYC	BILLYBEY	Hoboken NJT Pler 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pler 11	Liberty Harbor Pler 11	Port Liberte Pler 11	SEASTREAK	All. Highlands Pler 11	All. Highlands 39th
Based On Total...	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654
New York Terminals	11500	9549	1951	-	-	5477	410	211	223	2261	195	996	331	850	4425	1320	881	260	970	539	297	158	1598	994	604
Pier 11/Wall St.	4340	3935	406	-	-	1032	410	-	-	-	-	-	-	622	2314	1320	-	-	-	539	297	158	994	994	-
Midtown West 39th St.	4063	3180	883	-	-	3803	-	-	-	2261	195	996	331	20	260	-	-	260	-	-	-	-	-	-	-
World Financial Center	2487	1952	535	-	-	636	-	211	223	-	-	-	-	202	1851	-	881	-	970	-	-	-	-	-	-
East 35th St.	604	477	127	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	604	-	604
NY Term Not Specified*	5	5	-	-	-	5	-	-	-	-	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-
New Jersey Terminals	1797	75	2	1144	576	787	7	-	1	129	525	47	1	77	914	27	51	95	498	238	-	5	96	46	50
Paulus Hook	908	75	2	464	367	77	-	-	-	-	-	-	-	77	831	-	-	95	498	238	-	-	-	-	-
Lincoln Harbor	525	-	-	492	33	525	-	-	-	-	525	-	-	-	-	-	-	-	27	51	-	-	-	-	-
Port Imperial	136	-	-	52	84	136	7	-	-	129	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
All. Highlands	96	-	-	84	12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	96	46	50
Hoboken/NJT	78	-	-	31	47	-	-	-	-	-	-	-	-	-	78	27	51	-	-	-	-	-	6%	4%	8%
Hoboken/14th St.	48	-	-	15	33	48	-	-	1	-	-	47	-	-	-	-	-	-	-	-	-	-	-	-	-
Port Liberte	5	-	-	5	-	-	-	-	-	-	-	-	-	-	5	-	-	-	-	-	-	5	-	-	-
Edgewater	1	-	-	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Unable To Assign Terminal**	10	10	-	-	-	10	-	-	-	-	-	-	-	10	-	-	-	-	-	-	-	-	-	-	-

* Belford route drops off at several stops. Though the destination address is in NY, the NY Terminal was not specified.
 ** Belford route also drops off in NJ (Paulus Hook). Destination address not specified, therefore NY or NJ terminal could not be determined.
 Q6. At what terminal will you get off this particular Ferry? / = >7% Higher / Lower than Row Total %

Origin Terminal and Destination Terminal (AM Peak Inbound)

Ferry Ridership (AM Peak Inbound)							
Destination \ Origin	West 39th St	East 35th St	World Financial Center	Pier 11/ Wall St	Paulus Hook	Total	
Edgewater	318	0	0	0	0	318	North Terminals 3710 (39%)
Port Imperial Weehawken	1648	0	202	381	0	2231	
Lincoln Harbor	82	0	0	0	0	82	
Hoboken/14th St	861	0	218	0	0	1079	
Hoboken/NJT Terminal	0	0	782	1205	0	1987	Hoboken/ Jersey City 3630 (38%)
Paulus Hook	261	0	553	386	0	1200	
Liberty Harbor	0	0	0	296	0	296	
Port Liberte	0	0	0	147	0	147	
Conners/ Atlantic Highlands	0	477	0	923	0	1400	Monmouth South 2279 (24%)
Belford/Harbor Way	14	0	194	596	75	879	
Total	3184	477	1949	3934	75	Total 9619	
	Midtown 3661 (38%)		Downtown 5883 (61%)		Jersey City 75 (1%)		

Origin and Destination (AM Peak Outbound)

Ferry Ridership (AM Peak Outbound)										
Destination \ Origin	Edgewater	Port Imperial Weehawken	Lincoln Harbor	Hoboken 14th St	Hoboken/NJT Terminal	Paulus Hook	Port Liberte	Conners/ Atlantic Highlands	Total	
West 39th St	1	45	492	14	0	95	0	0	647	Midtown 690 (60%)
East 35th St	0	0	0	0	0	0	0	43	43	
World Financial Center	0	0	0	1	21	226	0	0	248	Downtown 454 (40%)
Pier 11/Wall St	0	7	0	0	10	143	5	41	206	
Total	1	52	492	15	31	464	5	84	Total 1144	
	North Terminals 560 (48%)				Hoboken/Jersey City 500 (45%)			Monmouth South 84 (7%)		

Origin and Destination (Midday Inbound)

Ferry Ridership (Midday Inbound)							
Destination \ Origin	West 39th St	East 35th St	World Financial Center	Pier 11/ Wall St	Paulus Hook	Total	
Edgewater	13	0	0	0	0	13	North Terminals 918 (47%)
Port Imperial Weehawken	615	0	8	28	0	651	
Lincoln Harbor	113	0	0	0	0	113	
Hoboken/14th St	136	0	5	0	0	141	
Hoboken/NJT Terminal	0	0	97	116	0	213	Hoboken/ Jersey City 794 (41%)
Paulus Hook	0	0	417	153	0	570	
Port Liberte	0	0	0	11	0	11	
Conners/ Atlantic Highlands	0	127	0	71	0	198	Monmouth South 241 (12%)
Belford/Harbor Way	6	0	8	27	2	43	
Total	883	127	535	406	2	Total 1953	
	Midtown 1010 (52%)		Downtown 941 (48%)		Jersey City 2 (0%)		

Origin and Destination (Midday Outbound)

Ferry Ridership (Midday Outbound)								
Destination \ Origin	Port Imperial Weehawken	Lincoln Harbor	Hoboken 14th St	Hoboken/ NJT Terminal	Paulus Hook	Conners/ Atlantic Highlands	Total	
West 39th St	84	33	33	0	0	0	150	Midtown 157 (27%)
East 35th St	0	0	0	0	0	7	7	
World Financial Center	0	0	0	30	272	0	302	Downtown 319 (73%)
Pier 11/Wall St	0	0	0	17	95	5	117	
Total	84	33	33	47	367	12	Total 576	
	North Terminals 150 (20%)			Hoboken/Jersey City 414 (78%)		Monmouth South 12 (2%)		

Access and Egress Modes

The top transport methods used to get to the origin ferry terminals are Auto/Drive & Park and Walking.

- Driving is more likely at NJ terminals in remote locations that have parking available, while walking is more common at terminals near residential buildings.
- Overall, NJT provides transportation to 14% of all AM Peak/Midday customers to their origin terminal, mostly via Rail to the Hoboken/NJ Terminal.

Access Mode To Origin Ferry Terminal

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial Pier 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th 39th	Edgewater 39th	Belford NYC	BILLYBEY	Hoboken NJT Pier 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pier 11	Liberty Harbor Pier 11	Port Liberte Pier 11	SEASTREAK	Alt. Highlands Pier 11	Alt. Highlands 39th
Based On Total...	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654	
Provided Answer	13185	9565	1920	1124	576	6237	412	211	221	2378	714	1040	327	934	5254	1311	926	354	1448	760	295	161	1694	1040	654	
Refused	121	68	33	20	-	36	5	-	3	12	6	3	5	2	85	36	6	1	20	17	2	2	-	-	-	
	1%	1%	2%	2%	-	1%	1%	-	2%	1%	1%	0%	1%	0%	2%	3%	1%	0%	1%	2%	1%	1%	-	-	-	
Based On Total Answering...																										
Auto/Drive & Park	4441	3737	662	22	19	2290	207	98	-	1000	40	36	20	888	775	54	34	19	251	113	246	56	1376	855	522	
	34%	39%	34%	2%	3%	37%	50%	46%	-	42%	6%	3%	6%	95%	15%	4%	4%	6%	17%	15%	83%	35%	81%	82%	80%	
Walk Only	4384	2844	896	283	360	1997	56	42	221	450	167	918	140	3	2219	229	238	248	943	423	41	96	168	134	35	
	33%	30%	47%	25%	63%	32%	14%	20%	100%	19%	23%	88%	43%	0%	42%	17%	26%	70%	65%	56%	14%	60%	10%	13%	5%	
NJ Transit	1807	1663	144	-	-	124	34	5	-	75	2	3	5	-	1682	923	571	23	69	94	2	-	-	-	-	
	14%	17%	7%	-	-	2%	8%	2%	-	3%	0%	0%	1%	-	32%	70%	62%	7%	5%	12%	1%	-	-	-		
NJ Transit Rail	1328	1258	70	-	-	-	-	-	-	-	-	-	-	-	1328	814	515	-	-	-	-	-	-	-	-	
	10%	13%	4%	-	-	-	-	-	-	-	-	-	-	-	25%	62%	56%	-	-	-	-	-	-	-		
Hudson-Bergen Light Rail	266	209	57	-	-	26	2	-	23	-	-	-	-	-	240	52	25	22	56	83	2	-	-	-		
	2%	2%	3%	-	-	0%	1%	-	1%	-	-	-	-	-	5%	4%	3%	6%	4%	11%	1%	-	-	-		
NJ Transit Bus	212	196	16	-	-	98	32	5	-	52	2	3	5	-	113	57	31	2	13	11	-	-	-	-		
	2%	2%	1%	-	-	2%	8%	2%	-	2%	0%	0%	1%	-	2%	4%	3%	1%	1%	1%	-	-	-	-		
NY Waterway Bus	1155	648	54	420	33	1130	77	50	-	492	390	13	107	-	25	-	-	25	-	-	-	-	-	-	-	
	9%	7%	3%	37%	6%	18%	19%	24%	-	21%	55%	1%	33%	-	0%	-	-	7%	-	-	-	-	-	-		
Carpooled/Dropped Off	457	375	64	15	2	312	29	9	-	179	2	15	37	40	103	29	23	2	21	21	4	2	42	11	31	
	3%	4%	3%	1%	0%	5%	7%	4%	-	8%	0%	1%	11%	4%	2%	2%	3%	1%	1%	3%	1%	1%	2%	1%	5%	
Taxi	290	63	45	111	72	162	4	2	-	68	46	42	-	-	96	11	20	20	28	15	-	2	33	9	25	
	2%	1%	2%	10%	12%	3%	1%	1%	-	3%	7%	4%	-	-	2%	1%	2%	6%	2%	2%	-	1%	2%	1%	4%	
Bicycle	181	89	20	51	21	50	-	-	-	26	15	9	-	2	102	13	25	11	47	4	2	-	29	6	23	
	1%	1%	1%	5%	4%	1%	-	-	-	1%	2%	1%	-	0%	2%	1%	3%	3%	3%	1%	1%	-	2%	1%	3%	
NYC Subway	168	-	-	110	58	39	-	-	-	7	28	4	-	-	107	-	5	-	69	29	-	4	22	14	8	
	1%	-	-	10%	10%	1%	-	-	-	0%	4%	0%	-	-	2%	-	1%	-	5%	4%	-	2%	1%	1%	1%	
Other Bus*	138	118	19	2	-	87	2	5	-	61	-	-	19	-	52	38	10	2	2	-	-	-	-	-	-	
	1%	1%	1%	0%	-	1%	1%	2%	-	3%	-	-	6%	-	1%	3%	1%	1%	0%	-	-	-	-	-		
NYC Bus	54	-	-	43	11	25	-	-	-	13	12	-	-	-	23	-	-	3	8	12	-	-	7	-	7	
	0%	-	-	4%	2%	0%	-	-	-	1%	2%	-	-	-	0%	-	-	1%	1%	2%	-	-	0%	-	1%	
Other	111	28	17	66	-	22	1	2	-	7	11	-	-	2	72	13	-	-	9	50	-	-	17	12	5	
	1%	0%	1%	6%	-	0%	0%	1%	-	0%	2%	-	-	0%	1%	1%	-	-	1%	7%	-	-	1%	1%	1%	

*Other Bus includes residential and hotel shuttles.

Q3. How did you get to the Ferry terminal for this particular Ferry ride? (Circle primary method)

/ = >7% Higher / Lower than Row Total %

Among ferry customers who took the NJ Transit Rail, the Main/Bergen line is the most mentioned. Almost four in ten (37%) did not provide the NJ Transit Rail boarding station. Of those who did, no one station stands out.

Access Mode To Origin Ferry Terminal - NJ Transit Rail

Rail Line

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	BILLYBEY	Hoboken NJT Pier 11	Hoboken NJT WFC
Based On Those Who Took NJ Transit Rail...	1328	1258	70	1328	814	515
Provided Answer	1273	1216	57	1273	792	482
	96%	97%	81%	96%	97%	94%
Refused	55	42	13	55	22	33
	4%	3%	19%	4%	3%	6%

Based On Those Who Took NJ Transit Rail And Answered...

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	BILLYBEY	Hoboken NJT Pier 11	Hoboken NJT WFC
Main/Bergen Line	550	528	22	550	353	196
	43%	43%	38%	43%	45%	41%
Morristown Line	194	168	26	194	99	95
	15%	14%	45%	15%	12%	20%
Pascack Valley Line	187	186	2	187	136	51
	15%	15%	3%	15%	17%	11%
Montclair-Boonton Line	133	133	-	133	79	54
	10%	11%	-	10%	10%	11%
Gladstone Branch	96	88	8	96	61	35
	8%	7%	13%	8%	8%	7%
Essex Line	71	71	-	71	41	30
	6%	6%	-	6%	5%	6%
North Jersey Coast Line	30	30	-	30	16	14
	2%	2%	-	2%	2%	3%
Raritan Valley Line	6	6	-	6	2	4
	0%	1%	-	0%	0%	1%
Northeast Corridor Line	2	2	-	2	2	-
	0%	0%	-	0%	0%	-
Other	4	4	-	4	2	2
	0%	0%	-	0%	0%	0%

Boarding Station*

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	BILLYBEY	Hoboken NJT Pier 11	Hoboken NJT WFC
Based On Those Who Took NJ Transit Rail...	1328	1258	70	1328	814	515
Provided Answer	830	787	44	830	571	260
	63%	63%	62%	63%	70%	50%
Refused	498	471	27	498	243	255
	37%	37%	38%	37%	30%	50%

Based On Those Who Took NJ Transit Rail And Answered...

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	BILLYBEY	Hoboken NJT Pier 11	Hoboken NJT WFC
Summit	47	43	4	47	31	16
	6%	5%	9%	6%	5%	6%
Ridgewood	43	39	4	43	29	14
	5%	5%	9%	5%	5%	5%
Ramsey	37	37	-	37	23	14
	4%	5%	-	4%	4%	5%
Rutherford	33	31	2	33	29	4
	4%	4%	4%	4%	5%	1%
South Orange	32	28	4	32	20	12
	4%	4%	9%	4%	3%	5%
Maplewood	27	25	2	27	11	16
	3%	3%	4%	3%	2%	6%
Clifton	26	26	-	26	20	6
	3%	3%	-	3%	4%	2%
Short Hills	25	25	-	25	11	14
	3%	3%	-	3%	2%	5%
Mahwah	24	20	4	24	20	4
	3%	3%	9%	3%	3%	2%
Glen Ridge	22	22	-	22	18	4
	3%	3%	-	3%	3%	2%

* Responses lower than 3% of Total not shown

Q3. How did you get to the Ferry terminal for this particular Ferry ride? (NJ Transit Rail Line)

/ = >7% Higher / Lower than Row Total %

The NY Waterway Bus routes most used to get to the origin terminals are the Port Imperial Blvd and Blvd East to the Port Imperial terminal.

Access Mode To Origin Ferry Terminal - NY Waterway Bus Route

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY WATERWAY	Port Imperial ↔ Pier 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th 39th	Edgewater 39th	Belford NYC	BILLYBEY	Hoboken NJT Pier 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pier 11	Liberty Harbor Pier 11	Port Liberte Pier 11	SEASTREAK	Alt. Highlands Pier 11	Alt. Highlands 35th
Based On Those Who Took A NY Waterway Bus...	1155	648	54	420	33	1130	77	50	-	492	390	13	107	-	25	-	-	25	-	-	-	-	-	-	-
Provided Answer	1048	597	39	388	23	1022	70	48	-	424	368	9	104	-	25	-	-	25	-	-	-	-	-	-	-
	91%	92%	73%	92%	70%	91%	90%	97%	-	86%	94%	71%	97%	-	100%	-	-	100%	-	-	-	-	-	-	-
Refused	107	51	15	32	10	107	7	2	-	69	23	4	3	-	-	-	-	-	-	-	-	-	-	-	
	9%	8%	27%	8%	30%	9%	10%	3%	-	14%	6%	29%	3%	-	-	-	-	-	-	-	-	-	-	-	

Based On Those Who Took A NY Waterway Bus And Answered...

	631	592	39	-	-	631	69	48	-	410	2	-	103	-	-	-	-	-	-	-	-	-	-	-
NJ Bus Routes	60%	99%	100%	-	-	62%	98%	100%	-	97%	1%	-	99%	-	-	-	-	-	-	-	-	-	-	-
Port Imperial Blvd	241	228	12	-	-	241	16	17	-	208	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	23%	38%	31%	-	-	24%	23%	34%	-	49%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Blvd East	228	208	20	-	-	228	45	24	-	158	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	22%	35%	50%	-	-	22%	65%	50%	-	37%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
River Road - Edgewater	72	68	3	-	-	72	-	-	-	2	-	-	70	-	-	-	-	-	-	-	-	-	-	-
	7%	11%	8%	-	-	7%	-	-	-	0%	-	-	68%	-	-	-	-	-	-	-	-	-	-	-
Palisades Ave	25	23	2	-	-	25	-	2	-	-	-	-	23	-	-	-	-	-	-	-	-	-	-	-
	2%	4%	4%	-	-	2%	-	3%	-	-	-	-	23%	-	-	-	-	-	-	-	-	-	-	-
Weehawken Township	20	20	-	-	-	20	4	-	-	14	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	3%	-	-	-	2%	5%	-	-	3%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
Henley on Hudson Community	17	17	-	-	-	17	4	2	-	12	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	3%	-	-	-	2%	5%	3%	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
River Road - Weehawken	16	13	2	-	-	16	-	5	-	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	2%	6%	-	-	2%	-	9%	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Anderson Avenue	8	8	-	-	-	8	-	-	-	-	-	-	8	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-	-	-	1%	-	-	-	-	-	-	7%	-	-	-	-	-	-	-	-	-	-	-
River Road	5	5	-	-	-	5	-	-	-	3	-	-	2	-	-	-	-	-	-	-	-	-	-	-
	0%	1%	-	-	-	0%	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-
The Brownstone Community	2	2	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%	-	-	-	0%	-	-	-	0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NY Bus Routes	406	-	-	385	21	381	-	-	-	11	363	7	1	-	25	-	-	25	-	-	-	-	-	-
	39%	-	-	99%	91%	37%	-	-	-	3%	99%	76%	1%	-	100%	-	-	100%	-	-	-	-	-	-
34th Street	148	-	-	139	9	145	-	-	-	4	138	3	-	-	3	-	-	3	-	-	-	-	-	-
	14%	-	-	36%	36%	14%	-	-	-	1%	37%	34%	-	-	11%	-	-	11%	-	-	-	-	-	-
42nd Street	123	-	-	122	2	115	-	-	-	4	111	-	-	-	8	-	-	8	-	-	-	-	-	-
	12%	-	-	31%	8%	11%	-	-	-	1%	30%	-	-	-	33%	-	-	33%	-	-	-	-	-	-
57th Street	67	-	-	65	2	56	-	-	-	2	52	2	-	-	11	-	-	11	-	-	-	-	-	-
	6%	-	-	17%	8%	5%	-	-	-	0%	14%	17%	-	-	44%	-	-	44%	-	-	-	-	-	-
50th Street	38	-	-	35	3	35	-	-	-	-	35	-	-	-	3	-	-	3	-	-	-	-	-	-
	4%	-	-	9%	14%	3%	-	-	-	-	10%	-	-	-	11%	-	-	11%	-	-	-	-	-	-
Downtown Loop	30	-	-	24	6	30	-	-	-	-	27	2	1	-	-	-	-	-	-	-	-	-	-	-
	3%	-	-	6%	24%	3%	-	-	-	-	7%	24%	1%	-	-	-	-	-	-	-	-	-	-	-
Other	10	5	-	3	2	10	1	-	-	3	3	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-	1%	9%	1%	2%	-	-	1%	1%	24%	-	-	-	-	-	-	-	-	-	-	-	-

Q3. How did you get to the Ferry terminal for this particular Ferry ride? (NY Waterway Bus Route)

/ = >7% Higher / Lower than Row Total %

Since most ferry customers travel inbound to NY, it's not surprising that the over six in ten (62%) walk to their final destination.

- A distant second is the NY Waterway Bus used by 23%, with very few specifying the bus route used to get to their final destination.

Access Mode From Destination Terminal To Final Destination

	TOTAL AM	AM Peak	Midday	AM Peak	Midday	NY	WATERWAY	Port Imperial	Port Imperial	Hoboken 14th	Port Imperial	Lincoln Harbor	Hoboken 14th	Edgewater	Belford	NYC	BILLYBEY	Hoboken NJT	Hoboken NJT	Paulus Hook	Paulus Hook	Paulus Hook	Liberty Harbor	Port Liberte	SEASTREAK	Alt. Highlands	Alt. Highlands
	PEAK/MIDDAY	Inbound	Inbound	Outbound	Outbound			Pier 11	WFC	WFC	39th	39th	39th	39th				Pier 11	WFC	39th	WFC	Pier 11	Pier 11		Pier 11	35th	
Based On Total...	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654		
Provided Answer	12882	9404	1844	1099	536	6055	395	208	212	2275	691	1031	321	922	5170	1312	903	350	1410	745	291	160	1657	1012	646		
Refused	424	229	109	45	40	218	22	3	12	115	29	12	11	14	169	35	29	5	58	32	6	3	37	28	8		
	3%	2%	6%	4%	7%	3%	5%	1%	5%	5%	4%	1%	3%	2%	3%	3%	3%	1%	4%	4%	2%	2%	2%	3%	1%		
Based On Total Answering...																											
Walk only	8028	5754	931	963	381	2604	374	202	196	321	515	189	39	768	4583	1285	815	132	1256	695	283	118	841	563	278		
	62%	61%	50%	88%	71%	43%	95%	97%	93%	14%	75%	18%	12%	83%	89%	98%	90%	38%	89%	93%	97%	74%	51%	56%	43%		
NY Waterway Bus	3021	2544	432	31	14	2806	-	-	2	1640	114	778	259	13	197	2	2	191	2	-	-	-	17	11	6		
	23%	27%	23%	3%	3%	46%	-	-	1%	72%	17%	75%	81%	1%	4%	0%	0%	55%	0%	-	-	-	1%	1%	1%		
NYC Subway	514	399	115	-	-	162	10	3	45	9	3	45	6	82	97	4	19	-	41	7	-	26	255	242	13		
	4%	4%	6%	-	-	3%	2%	1%	2%	1%	0%	2%	0%	9%	2%	0%	2%	3%	1%	-	-	16%	15%	24%	2%		
Taxi	475	276	164	23	12	197	1	-	9	99	21	37	5	25	91	-	14	7	51	9	2	9	187	61	126		
	4%	3%	9%	2%	2%	3%	0%	-	4%	4%	3%	4%	1%	3%	2%	-	2%	2%	4%	1%	1%	6%	11%	6%	19%		
Auto/Drive & Park	321	132	79	28	82	94	4	-	80	2	2	-	6	68	7	8	-	22	26	2	3	160	98	62			
	2%	1%	4%	3%	15%	2%	1%	-	4%	0%	0%	-	1%	1%	1%	1%	1%	1%	2%	3%	1%	2%	10%	10%	10%		
Bicycle	235	190	19	14	12	61	1	3	2	25	7	6	6	11	72	-	26	9	34	2	-	-	102	28	74		
	2%	2%	1%	1%	2%	1%	0%	1%	1%	1%	1%	1%	2%	1%	1%	-	3%	3%	2%	0%	-	-	6%	3%	11%		
NYC Bus	90	36	54	-	-	47	1	-	-	25	12	3	5	2	5	-	-	2	-	2	-	1	38	-	38		
	1%	0%	3%	-	-	1%	0%	-	-	1%	2%	0%	1%	0%	0%	-	-	1%	-	0%	-	1%	2%	-	6%		
Carpooled/Dropped Off	51	22	12	7	9	34	3	-	19	6	3	-	3	3	-	-	2	-	-	-	-	1	14	-	14		
	0%	0%	1%	1%	2%	1%	1%	-	1%	1%	0%	0%	0%	0%	0%	-	0%	-	0%	-	-	1%	1%	-	2%		
NJ Transit	44	6	-	17	21	10	-	-	-	-	2	2	-	6	34	10	18	7	-	-	-	-	-	-	-		
	0%	0%	-	1%	4%	0%	-	-	-	0%	0%	-	-	1%	1%	1%	2%	2%	-	-	-	-	-	-	-		
NJ Transit Rail	27	-	-	8	19	-	-	-	-	-	-	-	-	-	27	10	18	-	-	-	-	-	-	-	-		
	0%	-	-	1%	4%	-	-	-	-	-	-	-	-	1%	1%	1%	2%	-	-	-	-	-	-	-	-		
Hudson-Bergen Light Rail	15	6	-	7	2	8	-	-	-	-	2	-	-	6	7	-	-	7	-	-	-	-	-	-	-		
	0%	0%	-	1%	0%	0%	-	-	-	0%	-	-	-	1%	0%	-	-	2%	-	-	-	-	-	-	-		
NJ Transit Bus	2	-	-	2	-	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-		
	0%	-	-	0%	-	0%	-	-	-	-	0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Other Bus*	37	15	5	13	4	10	-	-	-	10	-	-	-	-	6	-	-	2	2	-	2	2	21	7	14		
	0%	0%	0%	1%	1%	0%	-	-	0%	0%	-	-	-	-	0%	-	-	1%	0%	-	1%	1%	1%	1%	2%		
Other	65	30	33	2	-	31	1	-	-	12	2	9	2	5	12	4	-	-	2	3	2	1	21	-	21		
	1%	0%	2%	0%	-	1%	0%	-	-	1%	0%	1%	0%	1%	0%	0%	-	-	0%	0%	1%	1%	1%	-	3%		

*Other Bus includes Sandy Hook Beach Shuttle

Q9. How will you reach your final destination when you get off this particular Ferry?

/ = >7% Higher / Lower than Row Total %

Access Mode for NJ Terminals (AM Peak Inbound)

Deboarding Terminals	Access Mode	Walk only	Auto/Drive & Park	Carpooled/ Dropped Off	NJ TRANSIT Rail	Hudson-Bergen Light Rail	NJ TRANSIT Bus	NY Waterway Bus	Other Bus	Taxi	Bicycle	Other	Total
		Count	Percentage										
Edgewater	Count	135	19	37	2	0	3	101	19	0	0	0	316
	Percentage	42.7%	6.0%	11.7%	.6%	0.0%	.9%	32.0%	6.0%	0.0%	0.0%	0.0%	100.0%
Port Imperial	Count	406	929	159	0	16	79	547	53	17	5	10	2221
Weehawken	Percentage	18.3%	41.8%	7.2%	0.0%	.7%	3.6%	24.6%	2.4%	.8%	.2%	.5%	100.0%
Lincoln Harbor	Count	50	26	2	0	0	0	2	0	2	0	0	82
	Percentage	61.0%	31.7%	2.4%	0.0%	0.0%	0.0%	2.4%	0.0%	2.4%	0.0%	0.0%	100.0%
Hoboken/14th St	Count	1006	26	12	2	0	3	0	0	17	9	0	1075
	Percentage	93.6%	2.4%	1.1%	.2%	0.0%	.3%	0.0%	0.0%	1.6%	.8%	0.0%	100.0%
Northern Subtotal	Count	1597	1000	210	4	16	85	650	72	36	14	10	3694
	Percentage	43.2%	27.1%	5.7%	0.1%	0.4%	2.3%	17.6%	1.9%	1.0%	0.4%	0.3%	100.0%
Hoboken/NJT Terminal	Count	343	56	47	1258	72	84	0	44	25	19	2	1950
	Percentage	17.6%	2.9%	2.4%	64.5%	3.7%	4.3%	0.0%	2.3%	1.3%	1.0%	.1%	100.0%
Paulus Hook	Count	656	323	32	2	119	25	0	2	0	28	9	1196
	Percentage	54.8%	27.0%	2.7%	.2%	9.9%	2.1%	0.0%	.2%	0.0%	2.3%	.8%	100.0%
Liberty Harbor	Count	41	246	4	0	2	0	0	0	0	2	0	295
	Percentage	13.9%	83.4%	1.4%	0.0%	.7%	0.0%	0.0%	0.0%	0.0%	.7%	0.0%	100.0%
Port Liberte	Count	85	56	2	0	0	0	0	0	1	0	0	144
	Percentage	59.0%	38.9%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	.7%	0.0%	0.0%	100.0%
Hoboken/Jersey City Subtotal	Count	1125	681	85	1260	193	109	0	46	26	49	11	3585
	Percentage	31.4%	19.0%	2.4%	35.1%	5.4%	3.0%	0.0%	1.3%	0.7%	1.4%	0.3%	100.0%
Connors/Atlantic Highlands	Count	121	1208	42	0	0	0	0	0	0	24	6	1401
	Percentage	8.6%	86.2%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	.4%	100.0%
Belford/Harbor Way	Count	3	847	38	0	0	0	0	0	0	2	2	892
	Percentage	.3%	95.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	.2%	.2%	100.0%
Monmouth South Subtotal	Count	124	2055	80	0	0	0	0	0	0	26	8	2293
	Percentage	5.4%	89.6%	3.5%	.0%	.0%	.0%	.0%	.0%	.0%	1.1%	.3%	100.0%
Total	Count	2846	3736	375	1264	209	194	650	118	62	89	29	9572
	Percentage	29.7%	39.0%	3.9%	13.2%	2.2%	2.0%	6.8%	1.2%	0.6%	0.9%	0.3%	100.0%

Highlight indicates greater than 40%

Egress Mode from Manhattan Terminals (AM Peak Inbound)

Terminals	Egress Mode Deboarding	Walk only	Auto/Drive & Park	Carpooled/ Dropped Off	Hudson-Bergen Light Rail	NY Waterway Bus	NYC Subway	NYC Bus	Other Bus	Taxi	Bicycle	Other	Total
Midtown West 39th St	Count	385	33	6	0	2522	30	17	7	68	34	13	3115
	Percentage	12.4%	1.1%	.2%	0.0%	81.0%	1.0%	.5%	.2%	2.2%	1.1%	.4%	100.0%
East 35th St	Count	263	24	12	0	6	0	12	0	80	67	6	470
	Percentage	56.0%	5.1%	2.6%	0.0%	1.3%	0.0%	2.6%	0.0%	17.0%	14.3%	1.3%	100.0%
Midtown Subtotal	Count	648	57	18	0	2528	30	29	7	148	101	19	3585
	Percentage	18.1%	1.6%	0.5%	0.0%	70.5%	0.8%	0.8%	0.2%	4.1%	2.8%	0.5%	100.0%
World Financial Center	Count	1774	4	0	0	4	25	0	0	50	47	2	1906
	Percentage	93.1%	.2%	0.0%	0.0%	.2%	1.3%	0.0%	0.0%	2.6%	2.5%	.1%	100.0%
Pier 11/Wall St	Count	3258	70	4	0	13	342	6	8	80	41	8	3830
	Percentage	85.1%	1.8%	.1%	0.0%	.3%	8.9%	.2%	.2%	2.1%	1.1%	.2%	100.0%
Downtown Subtotal	Count	5032	74	4	0	17	367	6	8	130	88	10	5736
	Percentage	87.7%	1.3%	0.1%	0.0%	0.3%	6.4%	0.1%	0.1%	2.3%	1.5%	0.2%	100.0%
Paulus Hook	Count	65	0	0	6	0	0	0	0	0	0	2	73
	Percentage	89.0%	0.0%	0.0%	8.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	100.0%
Total	Count	5745	131	22	6	2545	397	35	15	278	189	31	9394
	Percentage	61%	1%	0%	0%	27%	4%	0%	0%	3%	2%	0%	100%

Highlight indicates greater than 40%

Overall Ferry Service Impressions & Ferry Use

The average score for the overall satisfaction with the ferry service is 7.8 on a 0-10 point scale.

- Routes that have the highest average scores are Paulus Hook to/from WFC and the Seastreak routes to/from Atlantic Highlands, which tend to run relatively new vessels.

Overall Satisfaction With Ferry Service

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial Pier 11	Port Imperial Pier 11	Hoboken 14th WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th Edgewater 39th	Edgewater 39th	Belford NYC	BILLYBEY	Hoboken NJT Pier 11	Hoboken NJT Pier 11	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pier 11	Liberty Harbor Pier 11	Port Liberte Pier 11	SEASTREAK	Atl. Highlands Pier 11	Atl. Highlands 35th
Based On Total...	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654		
Provided Answer	12957	9461	1819	1129	547	6050	395	205	207	2257	702	1035	324	926	5229	1332	915	351	1404	769	295	163	1678	1034	643		
Refused	349	172	134	15	29	223	22	6	17	133	18	8	8	10	110	15	17	4	64	8	2	-	16	6	11		
	3%	2%	7%	1%	5%	4%	5%	3%	8%	6%	3%	1%	2%	1%	2%	1%	2%	1%	4%	4%	1%	1%	1%	1%	1%	2%	
Based On Total Answering...																											
Top 3 Box	8372	6000	1349	579	443	3630	212	70	100	1430	288	735	171	623	3335	622	585	231	1154	487	138	117	1407	863	544		
10 - Excellent	65%	63%	74%	51%	81%	60%	54%	34%	49%	63%	41%	71%	53%	67%	64%	47%	64%	66%	82%	63%	47%	72%	84%	83%	85%		
9	2551	1613	588	199	151	1034	39	10	16	485	66	229	37	151	1002	101	159	63	422	187	33	37	515	315	199		
8	20%	17%	32%	18%	28%	17%	10%	5%	8%	22%	9%	22%	12%	16%	19%	8%	17%	18%	30%	24%	11%	23%	31%	30%	31%		
Middle 3 Box	2336	1737	331	140	128	976	64	18	21	359	74	240	44	158	938	172	182	73	343	96	35	38	422	271	151		
7	18%	18%	18%	12%	23%	16%	16%	9%	10%	16%	11%	23%	13%	17%	18%	13%	20%	21%	24%	13%	12%	23%	25%	26%	24%		
6	3484	2650	430	240	165	1619	109	42	64	586	148	266	90	314	1395	349	244	96	389	204	71	42	470	277	193		
5 - Acceptable	27%	28%	24%	21%	30%	27%	28%	21%	31%	26%	21%	26%	28%	34%	27%	26%	27%	27%	28%	27%	24%	26%	28%	27%	30%		
Bottom 5 Box	3877	2946	416	429	86	2037	144	103	92	722	291	282	132	272	1586	530	277	111	236	252	142	37	254	154	100		
4	30%	31%	23%	38%	16%	34%	36%	50%	45%	32%	42%	27%	41%	29%	30%	40%	30%	32%	17%	33%	48%	23%	15%	15%	15%		
3	2008	1529	195	213	71	1045	53	45	57	342	129	174	75	170	806	212	128	70	168	146	69	13	157	99	58		
2	15%	16%	11%	19%	13%	17%	13%	22%	28%	15%	18%	17%	23%	18%	15%	16%	14%	20%	12%	19%	23%	8%	9%	10%	9%		
1	730	561	65	100	4	393	47	33	7	143	62	46	14	41	293	100	48	23	26	51	41	4	44	24	21		
0 - Not Acceptable	6%	6%	4%	9%	1%	6%	12%	16%	3%	6%	9%	4%	4%	4%	6%	7%	5%	6%	2%	7%	14%	3%	3%	2%	3%		
Mean	1139	855	156	116	12	599	44	24	28	238	100	61	43	61	487	219	100	19	41	55	33	20	53	32	21		
	9%	9%	9%	10%	2%	10%	11%	12%	14%	11%	14%	6%	13%	7%	9%	16%	11%	5%	3%	7%	11%	12%	3%	3%	3%		
	708	516	54	121	17	383	39	32	14	104	122	18	22	32	308	180	53	9	15	29	14	8	17	17	-		
	5%	5%	3%	11%	3%	6%	10%	16%	7%	5%	17%	2%	7%	3%	6%	13%	6%	2%	1%	4%	5%	5%	1%	2%	-		
	304	234	25	39	5	161	15	9	9	49	37	6	16	21	126	77	20	5	6	10	4	4	17	17	-		
	2%	2%	1%	3%	1%	3%	4%	4%	4%	2%	5%	1%	5%	2%	2%	6%	2%	0%	0%	1%	1%	3%	1%	2%	-		
	194	150	13	28	4	111	11	14	2	36	28	9	3	10	84	41	16	-	6	9	8	4	-	-	-		
	2%	2%	1%	2%	1%	2%	3%	7%	1%	2%	4%	1%	1%	1%	2%	3%	2%	0%	1%	3%	2%	-	-	-	-		
	128	86	4	32	6	63	9	5	2	7	34	3	3	2	65	36	12	2	2	11	2	-	-	-	-		
	1%	1%	0%	3%	1%	1%	2%	2%	1%	0%	5%	0%	1%	0%	1%	3%	1%	1%	0%	1%	1%	-	-	-	-		
	52	30	13	9	-	30	4	5	2	9	11	-	-	-	21	18	4	-	-	-	-	-	-	-	-		
	0%	0%	1%	1%	-	1%	1%	2%	1%	0%	2%	-	-	-	0%	1%	0%	-	-	-	-	-	-	-	-		
	30	16	-	13	2	18	1	-	-	3	13	-	-	-	12	9	2	1	-	-	-	-	-	-	-		
	0%	0%	-	0%	0%	0%	0%	-	-	0%	2%	-	-	-	0%	1%	0%	0%	-	-	-	-	-	-	-		
Mean	7.8	7.7	8.2	7.2	8.4	7.6	7.1	6.5	7.2	7.8	6.5	8.2	7.4	7.9	7.7	6.8	7.7	7.9	8.5	7.9	7.3	8.0	8.6	8.6	8.6		

Q18. Please rate your Overall Satisfaction with Ferry Service. (Circle one number)

 /  = >7% Higher / Lower than Row Total %

Overall, around eight in ten (81%) are very or somewhat likely to recommend any of the ferry services.

- Likelihood to recommend is highest among customers on the Paulus Hook to/from WFC route (89%) and lowest among Lincoln Harbor to/from W 39th St. customers (67%).

Likelihood To Recommend Ferry Service

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY WATERWAY	Port Imperial Pler 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th Edgewater 39th	Belford NYC	BILLYBEY	Hoboken NJT Pler 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pler 11	Liberty Harbor Pler 11	Port Liberte Pler 11	SEASTREAK	All Highlands Pler 11	All Highlands 35th	
Based On Total...	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654
Provided Answer	12655	9175	1836	1103	540	6003	408	206	201	2320	686	967	318	895	5114	1298	893	339	1365	767	291	160	1538	949	589
Refused	651	458	117	41	36	270	9	5	23	70	34	76	14	41	225	49	39	16	103	10	6	3	156	91	65
	5%	5%	6%	4%	6%	4%	2%	2%	10%	3%	5%	7%	4%	4%	4%	4%	5%	7%	1%	2%	2%	9%	9%	10%	
Based On Total Answering...																									
Likely	10249	7465	1523	791	469	4768	320	166	159	1856	459	791	274	742	4165	986	702	285	1213	607	234	137	1316	823	493
	81%	81%	83%	72%	87%	79%	78%	80%	79%	80%	67%	82%	86%	83%	81%	76%	79%	84%	89%	79%	80%	86%	86%	87%	84%
Very Likely	6900	4947	1102	465	386	3068	172	74	92	1194	239	604	168	524	2694	498	414	207	925	410	136	104	1138	698	440
	55%	54%	60%	42%	71%	51%	42%	36%	46%	51%	35%	62%	53%	59%	53%	38%	46%	61%	68%	53%	47%	65%	74%	74%	75%
Somewhat Likely	3349	2518	421	327	83	1700	148	92	67	661	220	186	107	218	1471	488	288	79	289	197	98	33	178	125	53
	26%	27%	23%	30%	15%	28%	36%	45%	33%	29%	32%	19%	34%	24%	29%	38%	32%	23%	21%	26%	34%	21%	12%	13%	9%
Do Not Know	475	312	64	83	16	249	32	11	5	92	68	11	14	16	213	90	42	2	29	30	18	2	12	12	-
	4%	3%	3%	8%	3%	4%	8%	5%	3%	4%	10%	1%	4%	2%	4%	7%	5%	1%	2%	4%	6%	1%	1%	1%	-
Unlikely	1931	1399	249	229	55	986	57	30	37	372	159	165	30	137	736	222	149	52	123	131	39	21	209	114	95
	15%	15%	14%	21%	10%	16%	14%	14%	18%	16%	23%	17%	9%	15%	14%	17%	17%	15%	9%	17%	13%	13%	14%	12%	16%
Somewhat Unlikely	663	486	69	97	11	381	28	21	24	128	79	39	12	49	260	101	65	20	22	32	14	6	23	23	-
	5%	5%	4%	9%	2%	6%	7%	10%	12%	6%	12%	4%	4%	6%	5%	8%	7%	6%	2%	4%	5%	3%	1%	2%	-
Very Unlikely	1268	912	180	132	44	606	28	9	12	244	80	127	17	88	476	121	85	31	101	99	24	15	186	91	95
	10%	10%	10%	12%	8%	10%	7%	4%	6%	11%	12%	13%	5%	10%	9%	9%	9%	9%	7%	13%	8%	9%	12%	10%	16%

Q19. How likely are you to recommend this service to a friend or relative?

/ = >7% Higher / Lower than Row Total %

Both NY Waterway and SeaStreak began service in 1986. NY Waterway's first route was the Port Imperial to W. 39th St. with routes from Hoboken NJ Transit Terminal to Downtown Manhattan being added in 1989. The remainder of the routes were added over the next ten years. No new routes have been added since 2000.

On average, customers have been using these particular ferry routes for 4.4 years.

- Those who have been using the ferry service the longest are Seastreak customers or are on the Port Liberte to/from Pier 11 routes.

How Long Customers Have Ridden Ferry Route

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY WATERWAY	Port Imperial ↔ Pier 11	Port Imperial ↔ WFC	Hoboken 14th ↔ WFC	Port Imperial ↔ 39th	Lincoln Harbor ↔ 39th	Hoboken 14th ↔ 39th	Edgewater ↔ 39th	Belford ↔ NYC	BILLYBEY	Hoboken NJT ↔ Pier 11	Hoboken NJT ↔ WFC	Paulus Hook ↔ 39th	Paulus Hook ↔ WFC	Paulus Hook ↔ Pier 11	Liberty Harbor ↔ Pier 11	Port Liberte ↔ Pier 11	SEASTREAK	Alt. Highlands ↔ Pier 11	Alt. Highlands ↔ 35th
Based On Total...	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654
Provided Answer	12929 97%	9425 98%	1829 94%	1123 98%	551 96%	6061 97%	395 95%	208 99%	212 95%	2267 95%	703 98%	1029 99%	321 97%	926 99%	5203 97%	1316 98%	907 97%	352 99%	1419 97%	758 98%	291 98%	160 98%	1665 98%	1017 98%	648 99%
Refused	377 3%	208 2%	124 6%	21 2%	25 4%	212 3%	22 5%	3 1%	12 5%	123 5%	17 2%	14 1%	11 3%	10 1%	136 3%	31 2%	25 3%	3 1%	49 3%	19 2%	6 2%	3 2%	29 2%	23 2%	6 1%
Based On Total Answering...																									
Less Than 6 Months*	2186 17%	1241 13%	556 30%	241 21%	148 27%	1113 18%	81 20%	27 13%	44 21%	476 21%	169 24%	139 13%	68 21%	108 12%	849 16%	188 14%	111 12%	93 26%	240 17%	168 22%	22 8%	27 17%	224 13%	116 11%	108 17%
6 Months To 1 Year	1410 11%	1006 11%	164 9%	199 18%	41 7%	644 11%	57 14%	34 17%	30 14%	215 10%	80 11%	122 12%	31 10%	75 8%	631 12%	116 9%	92 10%	71 20%	194 14%	116 15%	33 11%	10 6%	135 8%	86 8%	49 8%
1 To 2 Years	2584 20%	1953 21%	320 17%	209 19%	103 19%	1243 21%	66 17%	47 22%	58 27%	407 18%	140 20%	257 25%	92 29%	177 19%	1108 21%	224 17%	179 20%	86 24%	378 27%	174 23%	47 16%	21 13%	234 14%	148 15%	85 13%
3 To 5 Years	3127 24%	2317 25%	385 21%	246 22%	179 32%	1366 23%	77 20%	53 25%	44 21%	471 21%	114 16%	296 29%	91 28%	221 24%	1362 26%	306 23%	205 23%	61 17%	469 33%	190 25%	96 33%	35 22%	398 24%	242 24%	156 24%
6 To 10 Years	1868 14%	1497 16%	214 12%	118 11%	39 7%	925 15%	64 16%	29 14%	28 13%	304 13%	101 14%	148 14%	29 9%	221 24%	689 13%	261 20%	137 15%	25 7%	93 7%	79 10%	59 20%	35 22%	255 15%	160 16%	95 15%
10 Years Or More	1752 14%	1411 15%	189 10%	110 10%	42 8%	770 13%	50 13%	18 9%	9 4%	393 17%	99 14%	67 7%	9 3%	124 13%	563 11%	221 17%	182 20%	17 5%	45 3%	32 4%	35 12%	31 20%	419 25%	265 26%	154 24%
Mean In Years**	4.4	4.7	3.6	3.5	3.3	4.3	4.2	3.8	3.0	4.6	4.1	3.7	2.8	5.0	4.0	5.1	5.2	2.5	2.8	2.9	4.9	5.6	5.9	6.0	5.6

* Includes first time customers

** Mean calculated based on assigned values

Q11. How long have you been riding this particular Ferry route? (Circle one)

/ = >7% or 1 Year Higher / Lower than Row Total %

Most (82%) take the ferry because “it’s the best choice for them.”

- This is especially true for customers on the Hoboken 14/WFC, Belford, and Seastreak routes.
- This is higher among routes that are longer (Belford and Atlantic Highlands) and Hoboken 14th to downtown NYC.

Reason For Taking The Ferry

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY WATERWAY	Port Imperial ↔ Pier 11	Port Imperial ↔ WFC	Hoboken 14th ↔ WFC	Port Imperial ↔ 39th	Lincoln Harbor ↔ 39th	Hoboken 14th ↔ Edgewater ↔ 39th	Belford ↔ NYC	BILLYBEY	Hoboken NJT ↔ Pier 11	Hoboken NJT ↔ WFC	Paulus Hook ↔ 39th	Paulus Hook ↔ WFC	Paulus Hook ↔ Pier 11	Liberty Harbor ↔ Pier 11	Port Liberte ↔ Pier 11	SEASTREAK	Atl. Highlands ↔ Pier 11	Atl. Highlands ↔ 35th		
Based On Total...	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654	
Provided Answer	12866	9424	1777	1127	539	5989	391	203	207	2208	697	1035	321	928	5201	1323	915	345	1396	770	291	162	1676	1034	642	
	97%	98%	91%	98%	94%	95%	94%	96%	92%	92%	97%	99%	97%	99%	97%	98%	98%	97%	95%	99%	98%	99%	99%	99%	98%	
Refused	440	209	176	17	37	284	26	8	17	182	23	8	11	8	138	24	17	10	72	7	6	1	18	6	12	
	3%	2%	9%	2%	6%	5%	6%	4%	8%	8%	3%	1%	3%	1%	3%	2%	2%	3%	5%	1%	2%	1%	1%	1%	2%	
Based On Total Answering...																										
I use the Ferry because it's the best choice for me.	10502	8235	1174	764	329	4864	331	169	187	1769	425	861	263	858	4098	1110	701	288	986	620	256	136	1540	948	592	
	82%	87%	66%	68%	61%	81%	85%	83%	91%	80%	61%	83%	82%	93%	79%	84%	77%	84%	71%	81%	88%	84%	92%	92%	92%	
I usually use another type of transportation, but I occasionally take the Ferry.	1808	987	526	120	176	737	38	19	12	368	43	153	45	58	973	179	200	57	360	129	33	16	98	68	30	
	14%	10%	30%	11%	33%	12%	10%	9%	6%	17%	6%	15%	14%	6%	19%	14%	22%	16%	26%	17%	11%	10%	6%	7%	5%	
I have no other way to travel, so I use the Ferry.	556	202	77	243	34	388	22	15	7	71	229	21	12	11	130	34	14	-	49	21	2	10	38	18	20	
	4%	2%	4%	22%	6%	6%	6%	7%	3%	3%	33%	2%	4%	1%	3%	3%	2%		4%	3%	1%	6%	2%	2%	3%	

Q16. Which of the following statements applies to you? (Circle one)

/ = >7% Higher / Lower than RowTotal %

Almost nine in ten (87%) customers used the ferry service round trip, with 84% using the same ferry.

- The routes most likely to use the same ferry round trip are Port Imperial to/from WFC, Belford, Liberty Harbor, Port Liberte and the Seastreak Routes.
- Among those who did not use the ferry roundtrip, just under half (46%) used the PATH and around a third (31%) used a NJ Transit Bus.

Round Trip Ferry Use

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial Pler 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th Edgewater 39th	Belford	NYC	BILLYBEY	Hoboken NJT Pler 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pler 11	Liberty Harbor Pler 11	Port Liberte Pler 11	SEASTREAK	Alt. Highlands Pler 11	Alt. Highlands 39th
Based On Total...	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	321	919	5339	1347	932	355	1468	777	297	163	1694	1040	654	
Provided Answer	12714	9303	1770	1092	550	5987	396	206	208	2239	681	1017	321	919	5092	1310	874	333	1384	743	291	157	1635	1000	635	
Refused	592	330	183	52	26	286	21	5	16	151	39	26	11	17	247	37	58	22	84	34	6	6	59	40	19	
	4%	3%	9%	5%	5%	5%	5%	2%	7%	6%	5%	3%	3%	2%	5%	3%	6%	6%	6%	4%	2%	3%	3%	4%	3%	

Use Ferry Service For Round Trip

Based On Total Answering...

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial Pler 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th Edgewater 39th	Belford	NYC	BILLYBEY	Hoboken NJT Pler 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pler 11	Liberty Harbor Pler 11	Port Liberte Pler 11	SEASTREAK	Alt. Highlands Pler 11	Alt. Highlands 39th
Yes	11050	8228	1428	975	419	5192	342	194	177	1952	628	725	270	903	4270	1120	736	237	1114	637	277	150	1588	975	614	
Same Ferry	10704	7985	1377	947	394	5035	330	190	151	1883	615	719	259	889	4098	1078	719	221	1066	593	275	146	1571	969	601	
Different Ferry	346	243	51	28	24	156	12	5	26	70	13	6	11	13	172	42	18	16	48	44	2	3	18	6	12	
No	1664	1075	341	116	131	796	54	12	31	286	53	292	51	16	822	190	138	96	270	106	14	8	47	25	22	
	13%	12%	19%	11%	24%	13%	14%	6%	15%	13%	8%	29%	16%	2%	16%	14%	16%	29%	19%	14%	5%	5%	3%	2%	3%	

Alternate Transport Method For Non Round Trip Ferry Customers

Based On Those Who Did Not Use Ferry For Round Trip...

Provided Answer	1548	1025	306	110	108	735	51	12	31	250	47	286	50	8	773	183	130	91	243	104	14	7	41	19	22
Refused	93	95	89	94	83	92	95	100	100	87	88	98	97	50	94	96	94	95	90	98	100	86	88	77	100
	7%	5%	11%	6%	17%	8%	5%	-	-	13%	12%	2%	3%	50%	6%	4%	6%	5%	10%	2%	-	14%	12%	23%	-

Based On Those Who Did Not Use Ferry For Round Trip And Answered...

PATH	710	461	126	60	63	131	5	6	19	11	-	90	-	-	579	110	97	86	200	74	8	3	-	-	-
NJ Transit Bus	479	377	91	4	6	449	31	5	10	174	28	172	28	2	30	9	9	-	7	5	-	-	-	-	-
Auto	153	72	50	8	22	68	5	-	2	28	5	15	11	2	64	15	6	-	29	5	6	3	21	7	14
Other bus	40	28	7	3	2	27	4	-	-	16	-	6	2	-	7	-	2	3	2	-	-	-	6	6	-
Other	167	87	31	34	15	60	7	2	-	21	14	3	9	5	92	48	16	2	6	19	-	-	14	7	8
	11%	8%	10%	31%	14%	8%	14%	13%	-	8%	30%	1%	19%	60%	12%	26%	13%	2%	3%	16%	-	-	35%	35%	35%

Q13. Will you (or did you) use the Ferry service for the other half of your round trip later (or earlier) today? (Circle one)

Q13a. Please indicate your other means of transport...

 /  => 7% Higher / Lower than Row Total %

Among those who used the NJ Transit Bus for the other half of their round trip, the top bus routes used were 126 and 158. Since this is mostly among inbound ferry customers, they would then have used the NJ Transit buses on the outbound leg of their trip.

NJ Transit Buses Used For Other Half Of Round Trip

	TOTAL AM PEAK/MIDDAY	AM Peak			MIDDAY			NY	WATERWAY										BILLYBEY					SEASTREAK		
		Inbound	Midday Inbound	Outbound	Inbound	Midday Inbound	Outbound		Port Imperial ↔ Pier 11	Port Imperial ↔ WFC	Hoboken 14th ↔ WFC	Port Imperial ↔ 39th	Lincoln Harbor ↔ 39th	Hoboken 14th ↔ 39th	Edgewater ↔ 39th	Belford ↔ NYC	Hoboken NJT ↔ Pier 11	Hoboken NJT ↔ WFC	Paulus Hook ↔ 39th	Paulus Hook ↔ WFC	Paulus Hook ↔ Pier 11	Liberty Harbor ↔ Pier 11	Port Liberte ↔ Pier 11	Alt. Highlands ↔ Pier 11	Alt. Highlands ↔ 35th	
Based On Those Who Took A NJ Transit Bus For Round Trip...	479	377	91	4	6	449	31	5	10	174	28	172	28	2	30	9	9	-	7	5	-	-	-	-	-	-
Provided Answer	428	351	69	3	4	403	29	5	10	147	24	161	25	2	25	9	7	-	7	2	-	-	-	-	-	
Refused	51	25	22	2	2	46	1	-	-	27	5	10	3	-	5	-	2	-	-	3	-	-	-	-	-	
	11%	7%	25%	35%	30%	10%	4%			15%	17%	6%	11%		17%		21%		59%							

Based On Those Who Take NJ Transit Bus For Round Trip And Answered...

126	182	156	21	-	4	171	-	-	10	-	5	156	-	-	11	2	2	-	7	-	-	-	-	-	-
	42%	44%	30%		100%	42%			100%		20%	96%			43%	25%	27%		100%						
158	146	108	35	3	-	146	11	2	-	96	17	-	20	-	-	-	-	-	-	-	-	-	-	-	-
	34%	31%	51%	100%		36%	38%	33%		66%	71%		81%												
128	23	23	-	-	-	23	6	2	-	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	7%				6%	21%	33%		11%															
156	19	16	2	-	-	19	2	-	-	16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	5%	4%			5%	8%			11%															
159	10	10	-	-	-	10	2	-	-	5	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	3%				2%	8%			4%	9%														
123	9	3	5	-	-	3	-	-	-	2	-	-	2	-	5	-	5	-	-	-	-	-	-	-	-
	2%	1%	8%			1%				1%			6%		22%		73%								
165	6	4	2	-	-	4	-	2	-	2	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-
	1%	1%	4%			1%		33%		2%					9%	25%									
166	6	6	-	-	-	6	1	-	-	3	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-
	1%	2%				2%	4%			2%			6%												
154	4	4	-	-	-	4	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%				1%	8%			1%															
120	3	3	-	-	-	3	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%				1%						2%													
160	2	2	-	-	-	-	-	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-
	1%	1%													9%	25%									
163	2	2	-	-	-	-	-	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-
	1%	1%													9%	25%									
7	2	2	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%				0%				1%															
167	1	1	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%				0%	4%																		
Other	13	11	2	-	-	11	2	-	-	2	-	3	2	2	2	-	-	-	-	2	-	-	-	-	-
	3%	3%	4%			3%	8%			2%		2%	6%	100%	9%					100%					

Q13b. Please indicate your other means of transport... (NJ Transit Bus Route) ■ / ■ = >7% Higher / Lower than Row Total %

Just over four in ten (43%) use a Monthly or 40+ trip ticket, followed by 33% using a Ten-Trip ticket and 15% using a One-Way Regular ticket.

- The customers most likely to use the Monthly or 40+ trip ticket are on the Port Imperial/WFC, Lincoln Harbor/W 39th St., Belford, and Seastreak routes.

Ferry Ticket Type

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY WATERWAY	Port Imperial ↔ Pler 11	Port Imperial ↔ WFC	Hoboken 14th ↔ WFC	Port Imperial ↔ 39th	Lincoln Harbor ↔ 39th	Hoboken 14th ↔ 39th	Edgewater ↔ 39th	Belford ↔ NYC	BILLYBEY	Hoboken NJT ↔ Pler 11	Hoboken NJT ↔ WFC	Paulus Hook ↔ 39th	Paulus Hook ↔ WFC	Paulus Hook ↔ Pler 11	Liberty Harbor ↔ Pler 11	Port Liberte ↔ Pler 11	SEASTREAK All Highlands ↔ Pler 11	All Highlands ↔ 39th	
Based On Total...	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654
Provided Answer	12872	9415	1789	1117	551	6060	396	208	208	2273	701	1031	321	921	5165	1319	901	349	1388	756	293	160	1647	1002	646
Refused	434	218	164	27	25	213	21	3	16	117	19	12	11	15	174	28	31	6	80	21	4	3	47	38	8
	3%	2%	8%	2%	4%	3%	5%	1%	7%	5%	3%	1%	3%	2%	3%	2%	3%	2%	5%	3%	1%	2%	3%	4%	1%
Based On Total Answering...																									
Monthly or 40+ trip	5526 43%	4708 50%	247 14%	532 48%	40 7%	2773 46%	190 48%	118 57%	49 23%	794 35%	467 67%	265 26%	96 30%	794 86%	1453 28%	500 38%	334 37%	48 14%	236 17%	167 22%	102 35%	64 40%	1300 79%	843 84%	457 71%
Ten-Trip	4261 33%	3501 37%	459 26%	233 21%	68 12%	2338 39%	167 42%	74 35%	140 67%	899 40%	141 20%	653 63%	200 62%	64 7%	1829 35%	525 40%	336 37%	149 43%	341 25%	268 35%	153 52%	57 36%	94 6%	51 5%	43 7%
One-Way Regular	1991 15%	965 10%	602 34%	248 22%	176 32%	620 10%	30 7%	16 8%	19 9%	337 15%	52 7%	100 10%	21 7%	45 5%	1185 23%	229 17%	188 21%	136 39%	333 24%	241 32%	33 11%	26 16%	186 11%	79 8%	106 16%
One-Way Senior	169 1%	99 1%	48 3%	8 1%	15 3%	55 1%	1 0%	- 0%	- 0%	36 2%	- 0%	7 1%	2 1%	10 1%	114 2%	47 4%	22 2%	6 2%	11 1%	17 2%	4 1%	8 5%	- -	- -	- -
Round Trip with Summer Special Discount	144 1%	17 0%	117 7%	3 0%	8 1%	144 2%	4 1%	- -	- -	140 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
One-Way Bike & Ferry Pass	48 0%	16 0%	15 1%	9 1%	8 2%	12 0%	- 0%	- 0%	- 0%	9 0%	3 0%	- 0%	- 0%	- 0%	33 1%	6 0%	9 1%	4 1%	15 1%	- -	- -	- -	2 0%	- 0%	2 0%
Monthly Bike & Ferry Pass	32 0%	11 0%	4 0%	16 1%	- 0%	23 0%	- 0%	- 0%	- 0%	9 0%	14 2%	- 0%	- 0%	- 0%	6 0%	- 0%	2 0%	- 0%	4 0%	- 0%	- 0%	- 0%	2 0%	- 0%	2 0%
Student Monthly	19 0%	6 0%	5 0%	3 0%	6 1%	14 0%	2 1%	- 0%	- 0%	7 0%	3 0%	- 0%	- 0%	2 0%	6 0%	- 0%	- 0%	- 0%	- 0%	6 1%	- -	- -	- -	- -	- -
Bus-Ferry Combo 10-Trip Ticket	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%
Other*	683 5%	93 1%	293 16%	66 6%	230 42%	81 1%	2 1%	- -	- -	44 2%	24 3%	3 0%	2 0%	6 1%	539 10%	11 1%	11 1%	5 1%	449 32%	57 8%	2 1%	4 2%	62 4%	28 3%	34 5%

*Other includes the Goldman-Sachs employee pass that allows employees to ride the Paulus Hook/WFC route for free during specific hours.

Q14. What type of Ferry ticket are you using for this particular Ferry ride? (Circle one)

/ = >7% Higher / Lower than Row Total %

The vast majority (91%) of all AM Peak/Midday customers took the ferry for Work. Traveling for social/recreational reasons is a distant second (5%), with most of those customers coming in on the Seastreak or Port Imperial to/from W 39th St. routes. However, caution should be used in forecasting these routes since they were surveyed on a Wednesday during the summer and the Midtown terminals are not only near Times Square, but also the Theater District showing Wednesday matinees.

Purpose Of Ferry Trip

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial ⇄ Pier 11	Port Imperial ⇄ WFC	Hoboken 14th ⇄ WFC	Port Imperial ⇄ 39th	Lincoln Harbor ⇄ 39th	Hoboken 14th ⇄ 39th	Edgewater ⇄ 39th	Belford	NYC	BILLYBEY	Hoboken NUT ⇄ Pier 11	Hoboken NUT ⇄ WFC	Paulus Hook ⇄ 39th	Paulus Hook ⇄ WFC	Paulus Hook ⇄ Pier 11	Liberty Harbor ⇄ Pier 11	Port Liberte ⇄ Pier 11	SEASTREAK	All Highlands ⇄ Pier 11	All Highlands ⇄ 35th
Based on Total...	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654		
Provided Answer	12969	9462	1837	1130	540	6065	395	206	207	2256	706	1038	327	930	5233	1330	921	350	1405	772	295	162	1671	1023	648		
	97%	98%	94%	99%	94%	97%	95%	98%	92%	94%	98%	100%	99%	99%	98%	99%	99%	99%	96%	99%	99%	99%	99%	99%	98%	99%	
Refused	337	171	116	14	36	208	22	5	17	134	14	5	5	6	106	17	11	5	63	5	2	1	23	17	6		
	3%	2%	6%	1%	6%	3%	5%	2%	8%	6%	2%	0%	1%	1%	2%	1%	1%	1%	4%	1%	1%	1%	1%	2%	1%		
Based On Total Answering...																											
Work	11817	9288	1064	1042	424	5464	390	206	201	1826	644	962	322	912	4941	1279	836	343	1311	731	295	147	1411	921	490		
	91%	98%	58%	92%	78%	90%	99%	100%	98%	81%	91%	93%	99%	98%	94%	96%	91%	98%	93%	95%	100%	91%	84%	90%	76%		
Social/Recreation	644	64	450	78	53	294	-	-	3	217	29	34	2	9	169	30	54	5	48	19	-	11	181	96	85		
	5%	1%	24%	7%	10%	5%	-	-	2%	10%	4%	3%	0%	1%	3%	2%	6%	2%	3%	2%	-	7%	11%	9%	13%		
Medical/Dental	122	42	74	-	6	50	-	-	-	45	5	-	-	-	9	4	-	-	-	5	-	-	63	-	63		
	1%	0%	4%	-	1%	1%	-	-	-	2%	1%	-	-	-	0%	0%	-	-	-	1%	-	-	4%	-	10%		
Personal Business	119	23	64	2	31	82	1	-	-	53	6	16	2	4	37	2	10	-	18	5	-	1	-	-	-		
	1%	0%	3%	0%	6%	1%	0%	-	-	2%	1%	2%	0%	0%	1%	0%	1%	-	1%	1%	-	1%	-	-	-		
Shopping	78	14	57	-	6	58	-	-	-	35	12	11	-	2	19	2	4	2	11	-	-	-	-	-	-		
	1%	0%	3%	-	1%	1%	-	-	-	2%	2%	1%	-	0%	0%	0%	0%	1%	1%	-	-	-	-	-	-		
School/College	39	15	21	-	3	20	1	-	-	15	-	-	2	2	18	-	2	-	11	4	-	-	1	-	1		
	0%	0%	1%	-	1%	0%	0%	-	-	1%	-	-	0%	0%	0%	-	0%	-	1%	1%	-	-	0%	-	0%		
Other	151	17	107	9	17	96	3	-	2	65	9	16	-	2	40	12	15	-	5	6	-	2	15	7	8		
	1%	0%	6%	1%	3%	2%	1%	-	1%	3%	1%	1%	-	0%	1%	1%	2%	-	0%	1%	-	1%	1%	1%	1%		

Q17. What is the purpose of this trip today? (Circle one)

/ = >7% Higher / Lower than Row Total %

Almost nine in ten (89%) AM Peak/Midday customers say they are coming from Home and heading to work. There are some who are traveling between work locations, notably the Goldman-Sachs employees going to and from Paulus Hook during the midday timeframe.

Location Prior To/After Ferry Terminal

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial ↔ Pler 11	Port Imperial ↔ WFC	Hoboken 14th ↔ WFC	Port Imperial ↔ 39th	Lincoln Harbor ↔ 39th	Hoboken 14th ↔ 39th	Edgewater ↔ 39th	Belford ↔ NYC	BILLYBEY	Hoboken NJ ↔ Pler 11	Hoboken NJ ↔ WFC	Paulus Hook ↔ 39th	Paulus Hook ↔ WFC	Paulus Hook ↔ Pler 11	Liberty Harbor ↔ Pler 11	Port Liberte ↔ Pler 11	SEASTREAK	All Highlands ↔ Pler 11	All Highlands ↔ 33th
Total	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654	

Location Prior To Origin Ferry Terminal

Based On Total...

Provided Answer	13236	9606	1925	1140	565	6230	412	209	224	2374	718	1034	329	930	5313	1345	932	352	1452	777	293	162	1694	1040	654
	99%	100%	99%	100%	98%	99%	99%	99%	100%	99%	100%	99%	99%	99%	100%	100%	100%	99%	99%	100%	99%	99%	100%	100%	100%
Refused	70	27	28	4	11	43	5	2	-	16	2	9	3	6	26	2	-	3	16	-	4	1	-	-	-
	1%	0%	1%	0%	2%	1%	1%	1%	0%	1%	0%	1%	1%	1%	0%	0%	0%	1%	1%	0%	1%	1%	0%	0%	0%

Based On Total Answering...

Home	11840	9338	1333	1042	128	5778	399	206	222	2138	594	978	320	922	4430	1286	884	335	907	573	285	161	1632	1015	616
	89%	97%	69%	91%	23%	93%	97%	99%	99%	90%	83%	95%	97%	99%	83%	96%	95%	95%	62%	74%	97%	99%	96%	98%	94%
Work	996	151	429	55	360	192	8	-	-	103	53	22	3	3	772	41	30	9	508	176	8	-	31	12	19
	8%	2%	22%	5%	64%	3%	2%	0%	0%	4%	7%	2%	1%	0%	15%	3%	3%	2%	35%	23%	3%	-	2%	1%	3%
Other	400	117	163	43	77	259	5	3	2	134	71	33	6	5	110	17	19	8	37	28	-	1	31	13	18
	3%	1%	8%	4%	14%	4%	1%	1%	1%	6%	10%	3%	2%	1%	2%	1%	2%	2%	3%	4%	0%	1%	2%	1%	3%

Location After Departing Destination Ferry Terminal

Based On Total...

Provided Answer	13066	9506	1870	1122	568	6188	411	209	224	2353	704	1034	324	930	5212	1323	907	349	1425	756	293	160	1665	1017	648
	98%	99%	96%	98%	99%	99%	99%	99%	100%	98%	98%	99%	98%	99%	98%	98%	97%	98%	97%	97%	99%	98%	98%	98%	99%
Refused	240	127	83	22	8	85	6	2	-	37	16	9	8	6	127	24	25	6	43	21	4	3	29	23	6
	2%	1%	4%	2%	1%	1%	1%	1%	0%	2%	2%	1%	2%	1%	2%	2%	3%	2%	3%	3%	1%	2%	2%	2%	1%

Based On Total Answering...

Home	280	46	55	37	142	136	7	-	-	86	24	14	4	-	120	15	19	2	42	42	-	-	24	7	17
	2%	0%	3%	3%	25%	2%	2%	0%	0%	4%	3%	1%	1%	0%	2%	1%	2%	1%	3%	6%	0%	0%	1%	1%	3%
Work	11670	9283	1043	1003	342	5481	400	209	215	1842	623	961	314	916	4809	1257	817	336	1280	683	291	146	1380	909	471
	89%	98%	56%	89%	60%	89%	97%	100%	96%	78%	89%	93%	97%	98%	92%	95%	90%	96%	90%	90%	99%	91%	83%	89%	73%
Other	1115	177	772	82	84	571	4	-	9	425	56	58	6	14	282	51	71	11	103	31	2	14	261	101	161
	9%	2%	41%	7%	15%	9%	1%	0%	4%	18%	8%	6%	2%	2%	5%	4%	8%	3%	7%	4%	1%	9%	16%	10%	25%

Q4. Did you come from home, work, or another location to this Ferry?

Q7. When you get off this particular Ferry, will you be going home, to work, or another location?

 / = >7% Higher / Lower than Row Total %

Among all customers, about six in ten (59%) travel the ferry route 5 days a week, though this is less common among Midday customers (both inbound and outbound) as well as the Paulus Hook/WFC and Atlantic Highlands/35th Street routes.

Frequency Of Traveling Ferry Route

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial ↔ Pier 11	Port Imperial ↔ WFC	Hoboken 14th ↔ WFC	Port Imperial ↔ 39th	Lincoln Harbor ↔ 39th	Hoboken 14th ↔ 39th	Edgewater ↔ 39th	Belford ↔ NYC	BILLYBEY	Hoboken NJT ↔ Pier 11	Hoboken NJT ↔ WFC	Paulus Hook ↔ 39th	Paulus Hook ↔ WFC	Paulus Hook ↔ Pier 11	Liberty Harbor ↔ Pier 11	Port Liberte ↔ Pier 11	SEASTREAK	Atl. Highlands ↔ Pier 11	Atl. Highlands ↔ 35th
Based On Total...	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654	
Provided Answer	12931	9432	1825	1129	545	6057	395	208	210	2269	692	1031	324	928	5208	1316	905	352	1421	762	293	159	1665	1017	648	
Refused	375	201	128	15	31	216	22	3	14	121	28	12	8	8	131	31	27	3	47	15	4	4	29	23	6	
	3%	2%	7%	1%	5%	3%	5%	1%	6%	5%	4%	1%	2%	1%	2%	2%	3%	1%	3%	2%	1%	3%	2%	2%	1%	
Based On Total Answering...																										
7 days/week	267	211	30	16	10	134	7	3	5	55	17	21	8	17	110	23	16	8	30	24	8	1	23	17	6	
	2%	2%	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	3%	1%	1%	2%	1%	
6 days/week	153	111	25	17	-	132	8	-	-	83	8	33	-	-	9	2	4	-	-	2	-	1	12	6	6	
	1%	1%	1%	1%		2%	2%			4%	1%	3%			0%	0%				0%		1%	1%	1%	1%	
5 days/week	7592	6349	403	746	93	3818	276	155	143	1230	507	668	221	618	2886	827	530	213	586	402	218	111	888	599	289	
	59%	67%	22%	66%	17%	63%	70%	74%	68%	54%	73%	65%	68%	67%	55%	63%	59%	61%	41%	53%	74%	70%	53%	59%	45%	
3-4 days/week	2207	1753	241	140	73	904	69	33	43	275	61	151	59	213	964	270	172	84	252	118	43	24	339	203	137	
	17%	19%	13%	12%	13%	15%	17%	16%	20%	12%	9%	15%	18%	23%	19%	21%	19%	24%	18%	15%	15%	20%	20%	21%		
1-2 days/week	1350	651	427	121	151	473	25	10	10	216	42	96	26	47	727	99	96	26	351	128	16	11	149	70	79	
	10%	7%	23%	11%	28%	8%	6%	5%	5%	10%	6%	9%	8%	5%	14%	7%	11%	8%	25%	17%	6%	7%	9%	7%	12%	
1-2 days/month	530	190	193	32	116	183	4	3	3	119	7	30	3	13	273	56	22	6	132	46	6	4	75	31	44	
	4%	2%	11%	3%	21%	3%	1%	1%	2%	5%	1%	3%	1%	1%	5%	4%	2%	2%	9%	6%	2%	3%	4%	3%	7%	
Less than one day/month	441	94	256	40	50	202	2	3	3	158	12	13	5	5	128	21	28	5	47	21	2	4	110	58	52	
	3%	1%	14%	4%	9%	3%	1%	1%	2%	7%	2%	1%	1%	1%	2%	2%	3%	1%	3%	3%	1%	3%	7%	6%	8%	
First-time customer	391	74	249	17	52	212	4	2	2	133	38	19	2	14	110	19	37	9	22	21	-	2	69	34	35	
	3%	1%	14%	2%	10%	3%	1%	1%	1%	6%	5%	2%	0%	1%	2%	1%	4%	3%	2%	3%		1%	4%	3%	5%	

Q12. How often do you usually make this trip on this particular Ferry route? (Circle one)

 / = >7% Higher / Lower than Row Total %

Just over half (55%) use commuter tax benefits through their employer and receive \$156 on average every month.

Commuting Expenses

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial Pier 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th 39th	Edgewater 39th	Belford	NYC	BILLYBEY	Hoboken NJT Pier 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pier 11	Liberty Harbor Pier 11	Port Liberte Pier 11	SEASTREAK	All Highlands Pier 11	All Highlands 35th
Total	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654		

Use Commuter Tax Benefits Through Employer

Based On Total...

Provided Answer	11483	8482	1536	989	477	5444	373	193	200	2038	601	924	284	832	4571	1177	798	293	1199	678	275	152	1468	870	598
Refused	86%	88%	79%	86%	83%	87%	89%	91%	89%	85%	84%	89%	85%	89%	86%	87%	86%	82%	82%	87%	92%	93%	87%	84%	91%
	1823	1151	417	155	99	829	44	18	24	352	119	119	48	104	768	170	134	62	269	99	22	11	226	170	56
	14%	12%	21%	14%	17%	13%	11%	9%	11%	15%	16%	11%	15%	11%	14%	13%	14%	18%	18%	13%	8%	7%	13%	16%	9%

Based On Total Answering...

Yes	6299	4981	484	630	205	2857	207	128	125	862	392	525	141	477	2717	712	497	147	755	354	167	85	726	506	220
No	5184	3501	1052	359	272	2587	166	65	74	1176	210	399	143	355	1854	465	301	146	445	324	108	66	743	365	378
Employer doesn't offer	4822	3464	779	333	245	2420	163	65	74	1057	194	371	143	353	1760	443	278	144	412	321	108	54	642	326	316
Not currently employed	362	37	273	26	26	167	3	-	-	119	16	28	-	2	94	22	22	2	32	3	-	12	101	39	62
	3%	0%	18%	3%	6%	3%	1%			6%	3%	3%		0%	2%	2%	3%	1%	3%	0%		8%	7%	4%	10%

Monthly Value Of Commuter Tax Benefit

Based On Those Who Received Tax Benefit...

Provided Answer	4434	3587	327	391	129	2064	136	101	89	642	228	382	101	385	1769	503	295	108	456	233	112	63	601	443	158
Refused	1866	1393	156	239	77	793	71	27	37	220	163	143	40	92	948	210	202	39	299	121	55	23	125	62	62
	30%	28%	32%	38%	37%	28%	34%	21%	29%	26%	42%	27%	28%	19%	35%	29%	41%	27%	40%	34%	33%	26%	17%	12%	28%

Based On Those Who Received Tax Benefit Who Answered...

Under \$100	510	336	64	82	29	206	6	5	7	57	58	49	5	20	282	55	46	15	119	27	14	4	23	23	-
\$100-\$199	1179	964	89	88	38	472	17	25	19	158	38	116	36	64	537	130	97	33	170	47	47	13	169	143	27
\$200-\$299	2494	2117	128	203	47	1265	99	67	59	368	124	208	57	283	866	301	145	52	140	148	43	37	363	251	112
\$300 Or More	250	171	48	17	15	121	14	5	3	60	9	9	3	19	83	16	6	8	27	11	8	8	46	27	19
Mean	\$156	\$159	\$149	\$140	\$137	\$163	\$188	\$171	\$167	\$167	\$136	\$146	\$158	\$178	\$142	\$155	\$138	\$148	\$116	\$161	\$140	\$177	\$172	\$164	\$195

Q15. Through your employer, do you take advantage of commuter tax benefits, such as TransitCheck or WageWorks to pay for any part of your commuting expenses? (Circle one)
 IF YES: What is the monthly value of your commuter tax benefit? (Please specify amount) / = 7% or 25 Higher / Lower than Total

The average door-to-door travel time is about 60 minutes.

- The shortest travel times are for those traveling to/from Hoboken 14th and the Paulus Hook to downtown routes.
- The longest travel times belong to the customers traveling to/from Belford or the Atlantic Highlands

Estimated Door-to-Door Travel Time

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial ↔ Pier 11	Port Imperial ↔ WFC	Hoboken 14th ↔ WFC	Port Imperial ↔ 39th	Lincoln Harbor ↔ 39th	Hoboken 14th ↔ 39th	Edgewater ↔ 39th	Belford ↔ NYC	BILLYBEY	Hoboken NJT ↔ Pier 11	Hoboken NJT ↔ WFC	Paulus Hook ↔ 39th	Paulus Hook ↔ WFC	Paulus Hook ↔ Pier 11	Liberty Harbor ↔ Pier 11	Port Liberte ↔ Pier 11	SEASTREAK	Atl. Highlands ↔ Pier 11	Atl. Highlands ↔ 35th
Based On Total...	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654	
Provided Answer	12612	9270	1710	1112	520	5949	396	208	212	2215	684	1014	316	904	5036	1286	870	346	1370	725	287	152	1627	1017	610	
Refused	694	363	243	32	56	324	21	3	12	175	36	29	16	32	303	61	62	9	98	52	10	11	67	23	44	
	5%	4%	12%	3%	10%	5%	5%	1%	5%	7%	5%	3%	5%	3%	6%	5%	7%	3%	7%	7%	3%	6%	4%	2%	7%	
Based On Total Answering...																										
Less Than 30 Minutes	1761 14%	845 9%	433 25%	214 19%	269 52%	494 8%	18 5%	18 9%	111 53%	145 7%	61 9%	129 13%	8 2%	3 0%	1247 25%	43 3%	107 12%	27 8%	727 53%	297 41%	24 9%	23 15%	20 1%	20 2%	-	
30-59 Minutes	4723 37%	3560 38%	667 39%	372 33%	124 24%	2961 50%	227 57%	125 60%	97 46%	1221 55%	262 38%	797 79%	175 55%	58 6%	1654 33%	376 29%	267 31%	238 69%	380 28%	259 36%	61 21%	73 48%	108 7%	97 10%	11 2%	
1-1.5 Hours	4902 39%	3943 43%	465 27%	402 36%	92 18%	2121 36%	141 36%	63 30%	3 2%	728 33%	274 40%	76 8%	130 41%	705 78%	1743 35%	664 52%	410 47%	59 17%	225 16%	146 20%	191 67%	47 31%	1038 64%	741 73%	298 49%	
More Than 1.5 Hours	1227 10%	922 10%	145 8%	123 11%	36 7%	373 6%	10 2%	2 1%	-	122 6%	87 13%	12 1%	3 1%	138 15%	393 8%	203 16%	86 10%	22 6%	37 3%	23 3%	10 4%	10 7%	460 28%	159 16%	301 49%	
Mean In Minutes	58.9	60.4	54.7	57.1	50.0	56.9	52.5	46.5	28.3	59.0	61.8	39.8	54.2	79.2	52.9	70.5	61.8	49.1	35.4	42.0	62.0	53.1	85.1	78.1	96.7	

Q10. What is the total estimated door-to-door travel time for this entire trip (not just this Ferry ride)? / = 7% or 15 Minutes Higher / Lower than Total

Ferry Customer Demographics

Gender & Age

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WA TERWAY	Port Imperial Pler 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th 39th	Edgewater 39th	Belford	NYC	BILLYBEY	Hoboken NJT Pler 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pler 11	Liberty Harbor Pler 11	Port Liberte Pler 11	SEA STREAK	Alt. Highlands Pler 11	Alt. Highlands 39th
Total	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	919	5339	1347	932	355	1468	777	297	163	1694	1040	654		

Gender

Based On Total...

Provided Answer	12832	9344	1842	1110	536	6045	401	202	221	2267	695	1018	323	919	5163	1314	913	345	1385	761	287	160	1624	995	630	
	96%	97%	94%	97%	93%	96%	96%	96%	96%	95%	97%	98%	97%	98%	97%	98%	98%	97%	94%	98%	97%	98%	98%	96%	96%	96%
Refused	474	289	111	34	40	228	16	9	3	123	25	25	9	17	176	33	19	10	83	16	10	3	70	45	24	
	4%	3%	6%	3%	7%	4%	4%	4%	2%	5%	3%	2%	3%	2%	3%	2%	2%	3%	6%	2%	3%	2%	4%	4%	4%	

Based On Total Answering...

Male	6947	5147	889	592	320	2983	225	103	118	987	335	468	149	599	3028	749	525	184	792	459	228	92	937	611	326
	54%	55%	48%	53%	60%	49%	56%	51%	53%	44%	48%	46%	46%	65%	59%	57%	57%	53%	57%	60%	79%	58%	58%	61%	52%
Female	5885	4197	954	518	216	3062	177	99	103	1280	360	550	173	320	2136	565	388	161	593	302	59	68	687	384	304
	46%	45%	52%	47%	40%	51%	44%	49%	47%	56%	52%	54%	54%	35%	41%	43%	43%	47%	43%	40%	21%	42%	42%	39%	48%

Age

Based On Total...

Provided Answer	12872	9420	1813	1107	533	6042	401	203	221	2283	677	1019	318	920	5184	1318	917	347	1396	755	291	161	1646	1023	623
	97%	98%	93%	97%	92%	96%	96%	96%	98%	96%	94%	98%	96%	98%	97%	98%	98%	98%	95%	97%	98%	99%	97%	98%	95%
Refused	434	213	140	37	43	231	16	8	3	107	43	24	14	16	155	29	15	8	72	22	6	2	48	17	31
	3%	2%	7%	3%	8%	4%	4%	4%	2%	4%	6%	2%	4%	2%	3%	2%	2%	2%	5%	3%	2%	1%	3%	2%	5%

Based On Total Answering...

18-24 years	470	176	130	96	69	255	9	6	11	103	69	35	8	14	194	18	25	15	107	24	4	1	21	13	8
	4%	2%	7%	9%	13%	4%	2%	3%	5%	5%	10%	3%	2%	2%	4%	1%	3%	4%	8%	3%	1%	1%	1%	1%	1%
25-34 years	2879	2009	391	330	149	1464	85	59	92	539	183	325	87	95	1255	231	207	115	441	186	39	36	160	124	36
	22%	21%	22%	30%	28%	24%	21%	29%	42%	24%	27%	32%	27%	10%	24%	18%	23%	33%	32%	25%	13%	22%	10%	12%	6%
35-44 years	4044	3122	493	277	152	1976	146	85	71	690	174	393	103	314	1612	369	282	109	472	241	94	45	456	279	177
	31%	33%	27%	25%	29%	33%	36%	42%	32%	30%	26%	39%	33%	34%	31%	28%	31%	32%	34%	32%	32%	28%	28%	27%	28%
45-54 years	3322	2569	411	259	83	1399	100	42	38	489	163	166	72	329	1348	405	254	68	281	188	96	56	576	374	202
	26%	27%	23%	23%	16%	23%	25%	21%	17%	21%	24%	16%	23%	36%	26%	31%	28%	20%	20%	25%	33%	35%	35%	37%	32%
55-61 years	1328	1023	163	93	50	609	42	11	5	277	64	57	26	126	485	171	94	24	72	72	41	12	233	125	109
	10%	11%	9%	8%	9%	10%	10%	5%	2%	12%	9%	6%	8%	14%	9%	13%	10%	7%	5%	9%	14%	8%	14%	12%	17%
62 or over	829	521	225	53	30	338	21	2	2	185	24	42	22	41	291	124	55	16	24	44	18	10	200	109	91
	6%	6%	12%	5%	6%	6%	5%	1%	1%	8%	4%	4%	7%	4%	6%	9%	6%	4%	2%	6%	6%	6%	12%	11%	15%
62-65 years	438	323	72	30	14	174	11	2	0	84	17	24	9	27	184	85	45	8	11	19	12	5	80	38	41
	3%	3%	4%	3%	3%	3%	3%	1%	4%	2%	2%	3%	3%	3%	4%	6%	5%	2%	1%	2%	4%	3%	5%	4%	7%
66 or over	391	198	154	23	17	164	10	0	2	101	7	17	12	14	107	40	9	8	13	25	6	5	120	70	50
	3%	2%	8%	2%	3%	3%	2%	1%	4%	1%	2%	4%	2%	2%	2%	3%	1%	2%	1%	3%	2%	3%	7%	7%	8%
Mean In Years*	43.0	43.3	43.9	40.2	39.3	42.1	42.9	39.3	36.8	43.2	40.1	39.5	42.2	45.6	42.3	45.6	43.0	40.0	38.4	42.5	45.5	43.9	48.2	47.3	49.6

*Statistics calculated based on assigned values

Q20. Are you... (Male or Female)

Q21. What is your age? (Circle one)

/ = 7% or 5 Years Higher / Lower than Total

Ethnicity/Race

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial Pier 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th 39th	Edgewater 39th	Belford NYC	BILLYBEY	Hoboken NJT Pier 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pier 11	Liberty Harbor Pier 11	Port Liberte Pier 11	SEASTREAK	All Highlands Pier 11	All Highlands 35th
Total	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654	

Spanish/Hispanic/Latino Origin

Based On Total...

Provided Answer	12577 95%	9200 96%	1801 92%	1080 94%	496 86%	5928 95%	396 95%	200 95%	217 97%	2245 94%	667 93%	989 95%	315 95%	897 96%	5014 94%	1282 95%	877 94%	342 96%	1336 91%	738 95%	281 95%	158 97%	1635 97%	1002 96%	633 97%
Refused	729 5%	433 4%	152 8%	64 6%	80 14%	345 5%	21 5%	11 5%	7 3%	145 6%	53 7%	54 5%	17 5%	39 4%	325 6%	65 5%	55 6%	13 4%	132 9%	39 5%	16 5%	5 3%	59 3%	38 4%	21 3%

Based On Total Answering...

No	11579 92%	8526 93%	1623 90%	976 90%	454 92%	5346 90%	351 89%	178 89%	212 98%	1932 86%	595 89%	922 93%	295 94%	862 96%	4662 93%	1203 94%	810 92%	319 93%	1254 94%	661 90%	262 93%	151 96%	1571 96%	946 94%	625 99%
Yes	998 8%	673 7%	179 10%	104 10%	42 8%	582 10%	45 11%	23 11%	5 2%	313 14%	72 11%	67 7%	20 6%	35 4%	352 7%	79 6%	67 8%	23 7%	82 6%	77 10%	18 7%	7 4%	64 4%	55 6%	8 1%

Race

Based On Total...

Provided Answer	12309 93%	8982 93%	1795 92%	1048 92%	484 84%	5766 92%	375 90%	187 89%	207 92%	2175 91%	647 90%	979 94%	304 92%	893 95%	4948 93%	1252 93%	879 94%	337 95%	1311 89%	738 95%	275 92%	156 96%	1595 94%	983 95%	611 93%
Refused	997 7%	651 7%	158 8%	96 8%	92 16%	507 8%	42 10%	24 11%	17 8%	215 9%	73 10%	64 6%	28 8%	43 5%	391 7%	95 7%	53 6%	18 5%	157 11%	39 5%	22 8%	7 4%	99 6%	57 5%	43 7%

Based On Total Answering...

White	9876 80%	7386 82%	1386 77%	785 75%	319 66%	4522 78%	260 69%	116 62%	186 90%	1574 72%	470 73%	871 89%	200 66%	843 94%	3814 77%	1095 87%	739 84%	263 78%	889 68%	484 66%	228 83%	117 75%	1541 97%	943 96%	598 98%
Asian or Pacific Islander	1453 12%	998 11%	222 12%	131 13%	101 21%	786 14%	81 22%	56 30%	18 9%	382 18%	80 12%	62 6%	89 29%	19 2%	643 13%	59 5%	65 7%	44 13%	257 20%	166 22%	31 11%	21 14%	23 1%	11 1%	12 2%
Black	431 3%	247 3%	83 5%	72 7%	30 6%	167 3%	18 5%	6 3%	- 3%	70 3%	57 9%	8 1%	6 2%	2 0%	257 5%	58 5%	28 3%	16 5%	104 8%	37 5%	6 2%	7 4%	7 0%	6 1%	1 0%
Multi-racial	278 2%	193 2%	38 2%	26 3%	20 4%	130 2%	6 2%	5 2%	- 2%	63 3%	19 3%	20 2%	2 1%	16 2%	135 3%	20 2%	27 3%	5 2%	36 3%	34 5%	6 2%	7 4%	12 1%	12 1%	- -
American Indian Eskimo or Aleut	17 0%	11 0%	6 0%	- 0%	- 0%	7 0%	1 0%	- 0%	- 0%	2 0%	- 0%	- 0%	- 0%	4 0%	11 0%	9 1%	2 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%	- 0%
Other	254 2%	147 2%	60 3%	34 3%	14 3%	154 3%	9 2%	5 2%	2 1%	83 4%	20 3%	19 2%	8 3%	10 1%	89 2%	11 1%	17 2%	8 2%	26 2%	18 2%	4 1%	4 3%	11 1%	11 1%	- -

Q23. Are you of Spanish/Hispanic/Latino origin? (Circle one)

Q24. What is your race? (Circle one)

/ = 7% Higher / Lower than Total %

Occupation & Household Income

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial Pter 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th 39th	Edgewater 39th	Belford NYC	BILLYBEY	Hoboken NJT Pter 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pter 11	Liberty Harbor Pter 11	Port Liberte Pter 11	SEASTREAK	All Highlands Pter 11	All Highlands 39th
Total	13306	9633	1953	1144	576	6273	417	211	224	2390	720	1043	332	936	5339	1347	932	355	1468	777	297	163	1694	1040	654	

Occupation

Based On Total...

Provided Answer	12877	9381	1856	1108	533	6050	402	203	217	2285	687	1020	316	918	5186	1311	916	349	1390	767	291	162	1641	1017	623
	97%	97%	95%	97%	92%	96%	97%	96%	97%	96%	95%	98%	95%	98%	97%	97%	98%	98%	95%	99%	98%	99%	97%	98%	95%
Refused	429	252	97	36	43	223	15	8	7	105	33	23	16	18	153	36	16	6	78	10	6	1	53	23	31
	3%	3%	5%	3%	8%	4%	3%	4%	3%	4%	5%	2%	5%	2%	3%	3%	2%	2%	5%	1%	2%	1%	3%	2%	5%

Based On Total Answering...

Management/Professional	9700	7592	949	809	351	4382	315	172	199	1481	484	744	241	746	4128	1071	698	264	1100	634	232	128	1190	793	397
	75%	81%	51%	73%	66%	72%	78%	85%	92%	65%	70%	73%	76%	81%	80%	82%	76%	76%	79%	83%	80%	79%	73%	78%	64%
Sales/Retail	641	459	116	26	40	374	16	-	3	176	21	101	17	40	162	61	32	13	30	13	14	-	105	74	31
	5%	5%	6%	2%	8%	6%	4%	-	2%	8%	3%	10%	5%	4%	3%	5%	3%	4%	2%	2%	5%	-	6%	7%	5%
Clerical/Secretarial	431	326	44	51	10	224	11	8	-	95	40	24	9	36	178	41	44	15	34	34	6	3	29	17	12
	3%	3%	2%	5%	2%	4%	3%	4%	-	4%	6%	2%	3%	4%	3%	4%	5%	4%	2%	4%	2%	2%	2%	2%	2%
Service	307	151	93	49	14	170	9	5	-	76	39	9	9	23	100	11	12	8	49	14	4	1	37	21	16
	2%	2%	5%	4%	3%	3%	2%	2%	-	3%	6%	1%	3%	2%	2%	1%	1%	2%	4%	2%	1%	1%	2%	2%	3%
Student	231	55	127	36	14	142	5	3	1	66	36	25	3	3	48	-	15	4	27	-	-	2	41	6	35
	2%	1%	7%	3%	3%	2%	1%	1%	0%	3%	5%	2%	1%	0%	1%	-	2%	1%	2%	-	-	1%	2%	1%	6%
Retired	200	22	144	6	29	81	-	-	-	75	-	3	-	3	49	12	12	-	13	9	-	3	70	41	29
	2%	0%	8%	1%	5%	1%	-	-	-	3%	0%	0%	-	0%	1%	1%	1%	-	1%	1%	-	2%	4%	4%	5%
Not Currently Employed	124	8	91	16	8	54	1	-	-	42	5	4	2	-	31	10	10	-	5	2	-	4	39	7	32
	1%	0%	5%	1%	2%	1%	0%	-	-	2%	1%	0%	1%	-	1%	1%	1%	-	0%	0%	-	3%	2%	1%	5%
Other	1243	769	292	115	66	623	46	16	14	273	62	109	35	67	491	105	95	44	131	62	35	20	129	59	70
	10%	8%	16%	10%	12%	10%	11%	8%	6%	12%	9%	11%	11%	7%	9%	8%	10%	13%	9%	8%	12%	12%	8%	6%	11%

Household Income

Based On Total...

Provided Answer	11224	8242	1617	941	424	5290	364	172	179	2028	571	887	284	806	4440	1127	797	316	1153	663	246	138	1494	938	556
	84%	86%	83%	82%	74%	84%	87%	81%	80%	85%	79%	85%	85%	86%	83%	84%	85%	89%	79%	85%	83%	84%	88%	90%	85%
Refused	2082	1391	336	203	152	983	53	39	45	362	149	156	48	130	899	220	135	39	315	114	51	25	200	102	98
	16%	14%	17%	18%	26%	16%	13%	19%	20%	15%	21%	15%	15%	14%	17%	16%	15%	11%	21%	15%	17%	16%	12%	10%	15%

Based On Total Answering...

Under \$50,000	415	133	176	70	36	242	9	0	2	130	61	22	12	6	124	13	35	5	41	23	4	4	48	17	31
	4%	2%	11%	7%	9%	5%	2%	0%	1%	6%	11%	2%	4%	1%	3%	1%	4%	1%	4%	3%	2%	3%	3%	2%	6%
\$50,000-\$74,999	704	417	117	141	30	391	18	5	10	186	87	37	19	29	229	70	32	18	62	38	4	5	84	55	29
	6%	5%	7%	15%	7%	7%	5%	3%	6%	9%	15%	4%	7%	4%	5%	6%	4%	6%	5%	6%	2%	3%	6%	6%	5%
\$75,000-\$99,999	982	592	210	124	57	509	28	8	19	245	88	44	32	45	372	87	50	36	117	65	8	9	101	40	61
	9%	7%	13%	13%	13%	10%	8%	4%	11%	12%	15%	5%	11%	6%	8%	8%	6%	11%	10%	10%	3%	7%	7%	4%	11%
\$100,000-\$149,999	2025	1462	315	177	70	1024	82	42	12	436	128	123	69	132	794	256	152	57	153	130	28	17	207	142	65
	18%	18%	19%	19%	17%	19%	23%	25%	7%	21%	22%	14%	24%	16%	18%	23%	19%	18%	13%	20%	12%	13%	14%	15%	12%
\$150,000-\$199,999	1712	1317	216	131	48	789	59	34	31	332	63	90	50	131	680	186	101	56	150	126	39	23	243	174	68
	15%	16%	13%	14%	11%	15%	16%	20%	18%	16%	11%	10%	17%	16%	15%	16%	13%	16%	13%	19%	16%	17%	16%	19%	12%
\$200,000-\$249,999	1343	1060	162	80	40	643	59	32	19	220	34	144	36	99	536	145	99	23	133	84	35	18	164	134	31
	12%	13%	10%	9%	10%	12%	16%	19%	11%	11%	6%	16%	13%	12%	12%	13%	12%	7%	12%	13%	14%	13%	11%	14%	6%
\$250,000+	4043	3260	421	218	143	1691	109	51	85	478	111	427	67	363	1704	371	328	122	497	198	128	61	648	377	271
	36%	40%	26%	23%	34%	32%	30%	30%	47%	24%	19%	48%	24%	45%	38%	33%	41%	39%	43%	30%	52%	44%	43%	40%	49%
Mean (in thousands)	\$197	\$208	\$167	\$160	\$182	\$188	\$193	\$202	\$219	\$169	\$145	\$224	\$175	\$219	\$203	\$196	\$207	\$200	\$208	\$189	\$234	\$216	\$211	\$212	\$209

* Statistics based on assigned values

Q22. What is your occupation? (Circle one) Q25. What is your approximate annual household income?

 / = 7% or \$25K Higher / Lower than Total

Ferry customers have an average income well over the general population around their ferry terminals with the largest difference being in the longer routes from Monmouth county. This makes sense as fares are much higher for these routes.

Average Household Income of Ferry Customers Vs. Non-Ferry Customers

Ferry Terminal	Zip Code of Ferry Terminal	Average Income of Zip Code*	Average Income of Ferry Customers**	Monthly Fare Prices for Route (s)
Port Imperial/Weehawken	07086	\$106,163	\$174,419	\$272-\$359
Lincoln Harbor/Weehawken	07086	\$106,163	\$144,503	\$272
Edgewater	07020	\$122,411	\$175,004	\$294
Hoboken	07030	\$143,228	\$208,305	\$196-\$305
Paulus Hook	07302	\$119,874	\$200,675	\$196-\$275
Liberty Harbor	07302	\$119,874	\$234,380	\$229
Port Liberte	07302	\$119,874	\$216,228	\$334
Atlantic Highlands	07716	\$110,253	\$210,879	\$655
Belford to NYC	07718	\$98,670	\$219,361	\$635

*Average income obtained from ACS 2008-2012 five year estimates

**Average income of Ferry customers based on Originating terminal, regardless of destination.

Bus-Ferry Travel Option

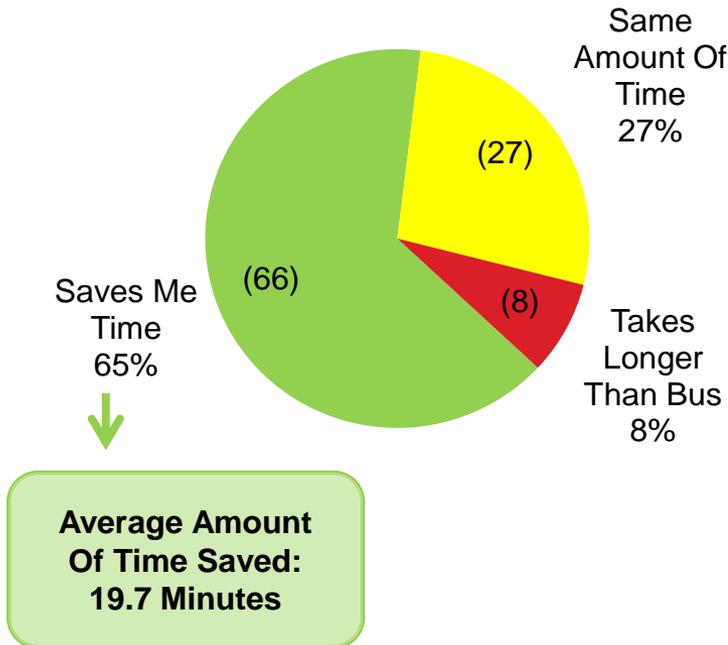
- The New York Interstate Bus market had the lowest Overall Customer Satisfaction score among all sixteen markets in the June 2012 study
- Upon analysis of the Interstate Bus market Customer Satisfaction data, it was found that commuting through the Port Authority Bus Terminal (PABT) during the PM Peak was the biggest issue
- NJ TRANSIT partnered with NY Waterway to provide a Bus-Ferry Travel Option as one method to help relieve congestion in the evening at the PABT
 - Customers are given the option to ride a NJT Bus to the PABT on routes #156R, 158, and 159R on weekday mornings, and return home via the NY Waterway system for their PM commute (between 4 and 8pm)
 - NY Waterway system includes a bus from midtown NYC to NY Waterway pier and a connecting bus from Port Imperial terminal to regular NJT bus stop.
 - The Bus-Ferry Combo ticket costs only two dollars more than the combined cost of a round trip bus ticket to PABT and a MTA bus or subway ride per day
 - The program was launched in June 2013 when NJ TRANSIT customers were allowed to use NY Waterway system for their PM commute at no additional cost
 - Ten trip Bus-Ferry Combo tickets were available starting in July and Monthly Bus-Ferry Combo tickets were available starting in September 2013

For just under two-thirds (65%) of customers, the Bus-Ferry Option saves them time on their typical evening trip home – about 20 minutes.

Just over four in ten (42%) would purchase the Monthly Combo ticket and while just over half (51%) would not be interested in the Monthly Combo ticket, they are still interested in the 10-Trip Ticket Combo.

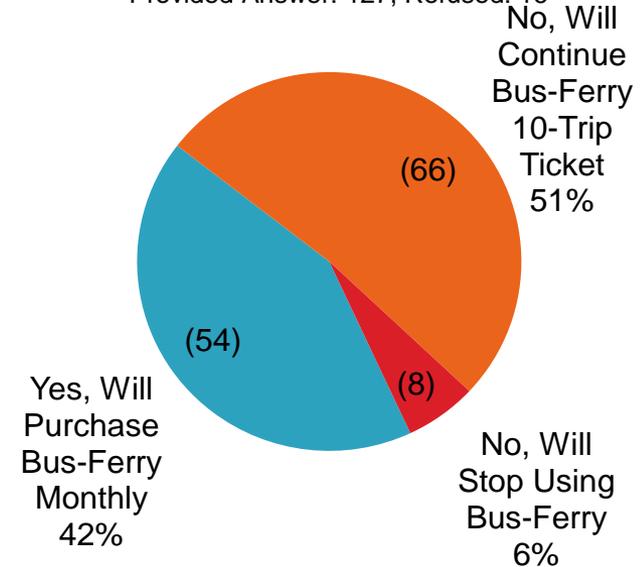
Time Saved Due To Bus-Ferry Option

Provided Answer: 101, Refused: 42



Plan To Buy Bus-Ferry Combo Monthly

Provided Answer: 127, Refused: 16



Q28. Will you purchase a Bus-Ferry Combo Monthly once the ticket is available in September?

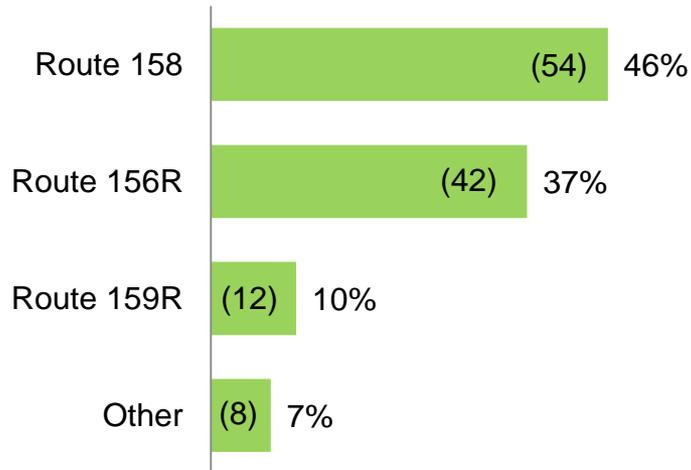
Q30. Please tell us how much time the Bus-Ferry Travel Option saves on your typical evening trip back home. (Circle one)

Just under half (46%) bought their Bus-Ferry Combo ticket to cover Route 158, while 37% purchased the combo for Route 156R.

Just under half (48%) of Bus-Ferry customers heard of the Bus-Ferry Combo through a Promotional Brochure, 34% heard of it through Word of Mouth, and 27% heard about the combo from a Flyer at the Port Authority Bus Terminal.

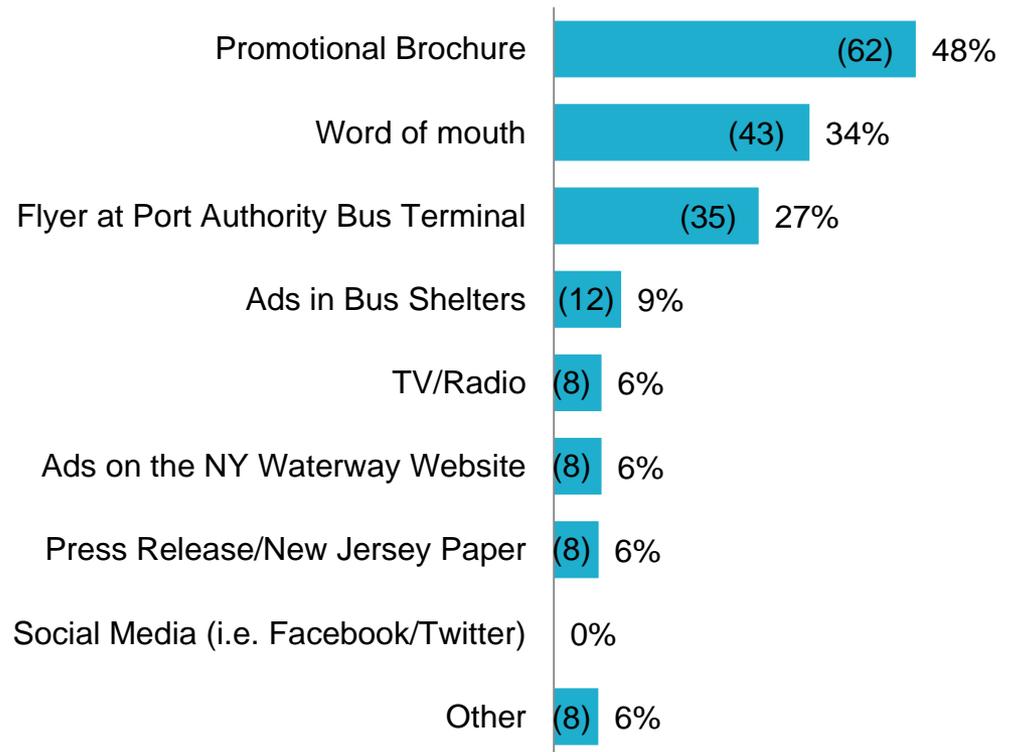
Bus Route Combo Ticket Was Purchased For

Provided Answer: 116, Refused: 27



How They Found Out About The Bus-Ferry Combo

Provided Answer: 127, Refused: 16



Q29. How did you find out about the Bus-Ferry Option? (Circle all that apply)

Q27. Which NJ Transit bus route did you purchase a Bus-Ferry Combo Ticket for? (Circle one)

Perceptions of the ferry service are about on par for all Bus-Ferry eligible customers, though Bus-Ferry Customers are slightly lower on satisfaction with the ferry service and likelihood to recommend when compared to Non Bus-Ferry Customers.

Overall Satisfaction With Ferry Service

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Based On Total...	2266	143	364	1760
Provided Answer	2212 98%	139 97%	364 100%	1709 97%
Refused	54 2%	4 3%	-	50 3%
Based On Total Answering...				
Top 3 Box	1344 61%	81 58%	224 62%	1038 61%
10 - Excellent	380 17%	16 11%	83 23%	281 16%
9	361 16%	39 28%	56 16%	266 16%
8	603 27%	27 19%	85 23%	492 29%
Middle 3 Box	720 33%	46 33%	113 31%	561 33%
7	354 16%	23 17%	71 19%	260 15%
6	164 7%	8 6%	14 4%	143 8%
5 - Acceptable	202 9%	15 11%	28 8%	159 9%
Bottom 5 Box	148 7%	12 8%	27 7%	110 6%
4	65 3%	4 3%	12 3%	48 3%
3	35 2%	-	-	35 2%
2	17 1%	4 3%	-	13 1%
1	15 1%	4 3%	-	11 1%
0 - Not Acceptable	16 1%	-	14 4%	2 0%
Mean	7.6	7.4	7.7	7.6

Likelihood To Recommend Ferry Service

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Based On Total...	2266	143	364	1760
Provided Answer	2210 98%	143 100%	351 97%	1716 97%
Refused	57 2%	-	12 3%	44 3%
Based On Total Answering...				
Likely	1768 80%	108 76%	281 80%	1379 80%
Very Likely	1092 49%	62 43%	169 48%	861 50%
Somewhat Likely	676 31%	46 32%	111 32%	518 30%
Do Not Know	98 4%	8 5%	14 4%	76 4%
Unlikely	344 16%	27 19%	57 16%	261 15%
Somewhat Unlikely	104 5%	4 3%	14 4%	86 5%
Very Unlikely	240 11%	23 16%	42 12%	174 10%

Q18. Please rate your Overall Satisfaction with Ferry Service. (Circle one number)

Q19. How likely are you to recommend this service to a friend or relative?

 /  = 7% or 0.5 Points Higher / Lower than Total

Bus-Ferry Customers are more likely to be newer to the service than Non Bus-Ferry Customers.

Bus-Ferry Customers and Non Bus-Ferry Customers traveling PM outbound are less likely to say that the ferry is the best choice for them compared to the Non Bus-Ferry Customers who travel inbound during the AM/Midday hours.

How Long Customers Have Ridden Ferry Route

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Based On Total...	2266	143	364	1760
Provided Answer	2217 98%	143 100%	364 100%	1710 97%
Refused	50 2%	-	-	50 3%

Based On Total Answering...

Less Than 6 Months*	451 20%	93 65%	97 27%	262 15%
6 Months To 1 Year	240 11%	15 11%	28 8%	197 12%
1 To 2 Years	437 20%	20 14%	57 16%	361 21%
3 To 5 Years	524 24%	12 8%	97 27%	415 24%
6 To 10 Years	301 14%	-	56 16%	244 14%
10 Years Or More	263 12%	4 3%	28 8%	231 13%
Mean In Years**	4.1	1.1	3.7	4.4

*Includes first time customers

**Mean calculated based on assigned values

Q11. How long have you been riding this particular Ferry route? (Circle one)

Q16. Which of the following statements applies to you? (Circle one)

Reason For Taking The Ferry

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Based on Total...	2266	143	364	1760
Provided Answer	2190 97%	139 97%	364 100%	1687 96%
Refused	77 3%	4 3%	-	73 4%

Based On Total Answering...

I use the Ferry because it's the best choice for me.	1663 76%	58 41%	170 47%	1436 85%
I usually use another type of transportation, but I occasionally take the Ferry.	453 21%	81 59%	180 50%	192 11%
I have no other way to travel, so I use the Ferry.	73 3%	-	14 4%	59 4%

 /  = 7% or 1 Year Higher / Lower than Total

Some Bus-Ferry Combo customers selected the Ten-Trip version because they focused on the fact that it consisted of ten trips.

Most of the AM/Midday Inbound Non Bus-Ferry Combo customers use the Ferry service for the other half of their round trip.

Ferry Ticket Type

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Based On Total...	2266	143	364	1760
Provided Answer	2217 98%	143 100%	364 100%	1711 97%
Refused	49 2%	-	-	49 3%

Based On Total Answering...

Ten-Trip	1028 46%	62 43%	210 58%	756 44%
Monthly or 40+ trip	766 35%	-	-	766 45%
One-Way Regular	262 12%	-	125 34%	137 8%
Bus-Ferry Combo 10-Trip Ticket	83 4%	81 57%	-	2 0%
One-Way Senior	45 2%	-	28 8%	17 1%
Round Trip with Summer Special Discount	14 1%	-	-	14 1%
Student Monthly	4 0%	-	-	4 0%
Monthly Bike & Ferry Pass	3 0%	-	-	3 0%
One-Way Bike & Ferry Pass	-	-	-	-
Other	13 1%	-	-	13 1%

Used Ferry For Round Trip

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Based On Total...	2266	143	364	1760
Provided Answer	2201 97%	143 100%	364 100%	1694 96%
Refused	66 3%	-	-	66 4%

Based On Total Answering...

Yes	1461 66%	-	-	1461 86%
Same Ferry	1415 64%	-	-	1415 84%
Different Ferry	46 2%	-	-	46 3%
No	739 34%	143 100%	364 100%	233 14%

Q13. Will you (or did you) use the Ferry service for the other half of your round trip later (or earlier) today? (Circle one)

Q14. What type of Ferry ticket are you using for this particular Ferry ride? (Circle one)

 /  = 7% Higher / Lower than Total %

For the PM Outbound Non Bus-Ferry customers, some use the NJ Transit Bus along eligible routes in the morning, but did not use a Bus-Ferry Combo ticket.

Alternate Transport Method For Non Round Trip Ferry Customers

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Based On Those Who Did Not Use Ferry For Round Trip...	739	143	364	233
Provided Answer	723 98%	139 97%	364 100%	220 95%
Refused	16 2%	4 3%	-	12 5%

Based On Those Who Did Not Use Ferry For Round Trip And Answered...

	619 86%	139 100%	307 85%	172 78%
NJ Transit Bus				
PATH	26 4%	-	14 4%	12 6%
Auto	13 2%	-	-	13 6%
Other bus	10 1%	-	-	10 5%
Other	55 8%	-	42 12%	13 6%

NJ Transit Buses Used For Other Half Of Round Trip*

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Based On Those Who Take NJ Transit Bus For Other Half Of Round Trip...	619	139	307	172
Provided Answer	587 95%	128 92%	307 100%	152 89%
Refused	31 5%	12 8%	-	20 11%

Based On Those Who Take NJ Transit Bus For Other Half Of Round Trip And Answered...

	195 33%	62 48%	39 13%	94 62%
158				
128	129 22%	8 6%	99 32%	22 14%
166	58 10%	-	56 18%	1 1%
156	38 6%	23 18%	-	14 9%
159	33 6%	12 9%	14 5%	8 5%
154	18 3%	-	14 5%	4 3%
Other	56 10%	23 18%	28 9%	5 3%

* Responses lower than 3% of Total not shown

Q13a. Please indicate your other means of transport...(Not Round Trip)

Q13b. Please indicate your other means of transport...(NJ Transit Bus Route)

 /  = 7% Higher / Lower than Total %

Almost all Bus-Ferry Customers are traveling for work. Most PM Outbound Non-Bus-Ferry customers are also taking the Ferry for work, but have a higher proportion taking the ferry for Social/Recreational reasons.

Bus-Ferry Customers are less likely to be using the ferry route as often as the AM/Midday Inbound Non Bus-Ferry customers.

Purpose Of Ferry Trip

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Based on Total...	2266	143	364	1760
Provided Answer	2216 98%	143 100%	364 100%	1709 97%
Refused	51 2%	-	-	51 3%

Based On Total Answering...

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Work	2013 91%	135 95%	281 77%	1597 93%
Social/Recreation	82 4%	4 3%	42 12%	36 2%
Medical/Dental	38 2%	-	14 4%	24 1%
Shopping	25 1%	-	12 3%	12 1%
School/College	24 1%	4 3%	14 4%	7 0%
Personal Business	17 1%	-	-	17 1%
Other	17 1%	-	-	17 1%

Frequency Of Traveling Ferry Route

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Based On Total...	2266	143	364	1760
Provided Answer	2219 98%	143 100%	364 100%	1712 97%
Refused	47 2%	-	-	47 3%

Based On Total Answering...

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
7 days/week	44 2%	8 5%	-	37 2%
6 days/week	59 3%	-	-	59 3%
5 days/week	1313 59%	58 40%	85 23%	1171 68%
3-4 days/week	367 17%	62 43%	85 23%	220 13%
1-2 days/week	252 11%	12 8%	99 27%	141 8%
1-2 days/month	82 4%	-	41 11%	41 2%
Less than one day/month	80 4%	-	42 12%	38 2%
First-time customer	22 1%	4 3%	12 3%	6 0%

 /  = 7% Higher/Lower than Total %

Q12. How often do you usually make this trip on this particular Ferry route? (Circle one)

Q17. What is the purpose of this trip today? (Circle one)

Just over half (54%) of all Bus-Ferry eligible customers use commuter tax benefits, \$163 on average. However, the Non Bus-Ferry Customers using the Ferry PM Outbound have the lowest monthly value.

Bus-Ferry Customers have the longest average commute, including the bus ride, though their commute is not much longer than the other Bus-Ferry eligible customers.

Commuting Expenses

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AMM/Inbound Non Bus-Ferry
Total	2266	143	364	1760

Use Commuter Tax Benefits Through Employer

Based On Total...

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AMM/Inbound Non Bus-Ferry
Provided Answer	2076 92%	143 100%	364 100%	1569 89%
Refused	191 8%	-	-	191 11%

Based On Total Answering...

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AMM/Inbound Non Bus-Ferry
Yes	1124 54%	77 54%	210 58%	837 53%
No	952 46%	66 46%	154 42%	732 47%
Employer doesn't offer	893 43%	58 41%	140 38%	695 44%
Not currently employed	59 3%	8 5%	14 4%	37 2%

Monthly Value Of Commuter Tax Benefit

Based On Those Who Received Tax Benefit...

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AMM/Inbound Non Bus-Ferry
Provided Answer	880 78%	58 75%	182 87%	640 77%
Refused	244 22%	19 25%	28 13%	196 23%

Based On Those Who Received Tax Benefit And Answered...

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AMM/Inbound Non Bus-Ferry
Under \$100	80 9%	-	28 15%	52 8%
\$100-\$199	219 25%	19 34%	56 31%	143 22%
\$200-\$299	529 60%	34 60%	97 53%	398 62%
\$300 Or More	51 6%	4 7%	-	47 7%
Mean	\$163	\$173	\$138	\$169

Estimated Door-to-Door Travel Time

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AMM/Inbound Non Bus-Ferry
Based On Total...	2266	143	364	1760

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AMM/Inbound Non Bus-Ferry
Provided Answer	2211 98%	143 100%	364 100%	1705 97%
Refused	55 2%	-	-	55 3%

Based On Total Answering...

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AMM/Inbound Non Bus-Ferry
Less Than 30 Minutes	139 6%	8 5%	42 12%	89 5%
30-59 Minutes	1448 65%	66 46%	166 46%	1216 71%
1-1.5 Hours	606 27%	69 49%	155 43%	381 22%
More Than 1.5 Hours	19 1%	-	-	19 1%
Mean In Minutes	47.5	52.8	48.7	46.8

Q15. Through your employer, do you take advantage of commuter tax benefits, such as TransitCheck or WageWorks to pay for any part of your commuting expenses? (Circle one)

IF YES: What is the monthly value of your commuter tax benefit? (Please specify amount)

Q10. What is the total estimated door-to-door travel time for this entire trip (not just this Ferry ride)?

 /  = 7% or 15 Minutes Higher / Lower than Total

Bus-Ferry Customers tend to skew female.

However, Non Bus-Ferry Customers PM Outbound only customers tend to be older.

Also, there tend to be more minorities taking advantage of the Bus-Ferry Combo.

Gender

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Based On Total...	2266	143	364	1760
Provided Answer	2217 98%	143 100%	364 100%	1710 97%
Refused	50 2%	-	-	50 3%
Based On Total Answering...				
Female	1295 58%	89 62%	212 58%	994 58%
Male	922 42%	54 38%	152 42%	716 42%

Age

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Based On Total...	2266	143	364	1760
Provided Answer	2226 98%	139 97%	364 100%	1724 98%
Refused	40 2%	4 3%	-	36 2%
Based On Total Answering...				
18-24 years	42 2%	-	-	42 2%
25-34 years	663 30%	54 39%	83 23%	526 31%
35-44 years	742 33%	39 28%	140 38%	564 33%
45-54 years	396 18%	19 14%	56 15%	320 19%
55-61 years	209 9%	19 14%	14 4%	175 10%
62 or over	175 8%	8 6%	71 19%	96 6%
Mean In Years*	42.0	40.9	45.0	41.4

Ethnicity/Race

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Total	2266	143	364	1760
Spanish/Hispanic/Latino Origin				
Based On Total...				
Provided Answer	2205 97%	131 92%	364 100%	1710 97%
Refused	61 3%	12 8%	-	50 3%
Based On Total Answering...				
No	1886 86%	127 97%	293 81%	1465 86%
Yes	319 14%	4 3%	71 19%	245 14%
Race				
Based On Total...				
Provided Answer	2136 94%	131 92%	350 96%	1655 94%
Refused	130 6%	12 8%	14 4%	105 6%
Based On Total Answering...				
White	1418 66%	62 47%	254 73%	1101 67%
Asian or Pacific Islander	488 23%	54 41%	67 19%	367 22%
Black	78 4%	15 12%	-	62 4%
Multi-racial	71 3%	-	14 4%	57 3%
American Indian Eskimo or Aleut	2 0%	-	-	2 0%
Other	81 4%	-	14 4%	67 4%

*Statistics calculated based on assigned values

Q20. Are you... (Male or Female) Q21. What is your age? (Circle one) Q23. Are you of Spanish/Hispanic/Latino origin? (Circle one)

Q24. What is your race? (Circle one)

 /  = 7% or 5 Years Higher / Lower than Total

While most Bus-Ferry eligible customers are in management/professional, a higher proportion of Non Bus-Ferry PM Outbound customers are clerical/secretarial.

Customers who are taking the Ferry inbound during the AM/Midday hours and are not taking advantage of the Bus-Ferry Combo option tend to have a higher HH income.

Occupation

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Based On Total...	2266	143	364	1760
Provided Answer	2231 98%	143 100%	364 100%	1725 98%
Refused	35 2%	-	-	35 2%

Based On Total Answering...

Management/Professional	1656 74%	124 86%	265 73%	1267 73%
Clerical/Secretarial	116 5%	8 5%	42 12%	66 4%
Sales/Retail	95 4%	-	-	95 5%
Service	38 2%	-	-	38 2%
Retired	38 2%	-	14 4%	24 1%
Not Currently Employed	28 1%	8 5%	-	20 1%
Student	21 1%	-	-	21 1%
Other	241 11%	4 3%	42 12%	194 11%

Household Income

	BUS-FERRY ELIGIBLE	Bus-Ferry Customers	PM Outbound Non Bus-Ferry	AM/Mid Inbound Non Bus-Ferry
Based On Total...	2266	143	364	1760
Provided Answer	2020 89%	120 84%	335 92%	1565 89%
Refused	246 11%	23 16%	28 8%	194 11%

Based On Total Answering...

Under \$50,000	63 3%	4 3%	0 0%	59 4%
\$50,000-\$74,999	169 8%	12 10%	42 13%	115 7%
\$75,000-\$99,999	223 11%	19 16%	41 12%	163 10%
\$100,000-\$149,999	479 24%	27 23%	85 25%	367 23%
\$150,000-\$199,999	359 18%	23 19%	71 21%	265 17%
\$200,000-\$249,999	269 13%	12 10%	55 16%	203 13%
\$250,000+	459 23%	23 20%	42 13%	393 25%
Mean (in thousands)	\$175	\$163	\$161	\$178

Q22. What is your occupation? (Circle one)

Q25. What is your approximate annual household income?

 /  = 7% or \$25K Higher / Lower than Total

Appendix

Appendix I: Ferry Fares in Effect during Survey Period (August 2013)

Ferry Fares (August 2013)

NJ Terminal	NY Terminal	Ferry Travel Time	One Way Ticket	10-Trip	40 Trip/Monthly Ticket (Peak)
Edgewater	W. 39th St.	13	\$10.25	\$84.25	\$293.75
Port Imperial	W. 39th St.	8	\$9.00	\$76.00	\$272.00
Port Imperial	WFC	15	\$13.00	\$108.00	\$358.50
Port Imperial	Pier 11	16	\$13.00	\$108.00	\$358.50
Lincoln Harbor	W. 39th St.	6	\$9.00	\$76.00	\$272.00
Hoboken 14th St	W. 39th St.	8	\$9.00	\$76.00	\$272.00
Hoboken 14th St	WFC	8	\$10.75	\$86.50	\$304.50
Hoboken NJT	WFC	8	\$6.00	\$60.00	\$196.00
Hoboken NJT	Pier 11	15	\$7.00	\$70.00	\$229.00
Paulus Hook	W. 39th St.	13	\$8.00	\$80.00	\$274.50
Paulus Hook	WFC	6	\$6.00	\$60.00	\$196.00
Paulus Hook	Pier 11	8	\$7.00	\$70.00	\$229.00
Liberty Harbor	Pier 11	12	\$7.00	\$70.00	\$229.00
Port Liberte	Pier 11	17	\$10.00	\$100.00	\$334.50
Belford	WFC/Pier 11/Paulus Hook	50	\$21.50	\$200.00	\$635.00
Conner's/ Atlantic Highlands	Pier 11	50	\$26.00	\$205.00	\$655.00
Conner's/Atlantic Highlands	E 35th St	65	\$26.00	\$205.00	\$655.00

Appendix II: Survey Images

Short Survey - Outside

16. Which of the following statements applies to you? (Circle one)

1. I have no other way to travel, so I use the Ferry
2. I usually use another type of transportation, but I occasionally take the Ferry
3. I use the Ferry because it's the best choice for me

17. What is the purpose of this trip today? (Circle one)

- | | |
|----------------------|----------------------|
| 1. Work | 5. Medical/Dental |
| 2. School/College | 6. Personal Business |
| 3. Social/Recreation | 7. Other |
| 4. Shopping | |

18. Please rate your Overall Satisfaction with Ferry Service.
(Circle one number)

Not Acceptable	Acceptable	Excellent
▼	▼	▼
0	5	10
1	6	
2	7	
3	8	
4	9	

19. How likely are you to recommend this service to a friend or relative?

<input type="radio"/>				
Very Likely	Somewhat Likely	Do Not Know	Somewhat Unlikely	Very Unlikely

TELL US ABOUT YOURSELF...

20. Are you ...? 1. Male 2. Female

21. What is your age? (Circle one)

- | | |
|-------------------|----------------|
| 1. Under 18 years | 5. 45-54 years |
| 2. 18-24 years | 6. 55-61 years |
| 3. 25-34 years | 7. 62-65 years |
| 4. 35-44 years | 8. 66 or over |

22. What is your occupation? (Circle one)

- | | |
|----------------------------|---------------------------|
| 1. Clerical/Secretarial | 5. Student |
| 2. Management/Professional | 6. Not currently employed |
| 3. Sales/Retail | 7. Retired |
| 4. Service | 8. Other: _____ (Specify) |

23. Are you of Spanish/Hispanic/Latino origin? (Circle one)

1. No 2. Yes: _____ (Specify)

24. What is your race? (Circle one)

- | | |
|------------------------------|------------------------------------|
| 1. White | 4. American Indian Eskimo or Aleut |
| 2. Black | 5. Multi-racial |
| 3. Asian or Pacific Islander | 6. Other: _____ (Specify) |

25. What is your approximate annual household income? (Circle one)

- | | |
|------------------------|--------------------------|
| 1. Under \$15,000 | 6. \$75,000 - \$99,999 |
| 2. \$15,000 - \$24,999 | 7. \$100,000 - \$149,999 |
| 3. \$25,000 - \$34,999 | 8. \$150,000 - \$199,999 |
| 4. \$35,000 - \$49,999 | 9. \$200,000 - \$249,999 |
| 5. \$50,000 - \$74,999 | 10. \$250,000 and over |

26. If you have any other comments on Ferry Service, please specify.

Thank you for participating!

To enter our drawing for one of five \$100 Visa cards, fill in:

Your Name: _____

Mailing Address: _____

Borough/City/Town: _____ State: _____ Zip: _____

Day Phone: _____ - _____ - _____

Your email address: _____

CONTINUE TO FINISH THE SURVEY
AND ENTER OUR DRAWING!



NJ TRANSIT Ferry Customer Survey

NJ TRANSIT & North Jersey Transportation Planning Authority (NJTPA), in cooperation with NY Waterway, are conducting this survey to learn more about how you use the Ferry and how to improve services.

Please complete the survey and return it to a survey agent.
OR, you can:

- Drop it in any USPS mailbox (postage paid)
- Take the survey online at www.ferryQ.com

Participants will be entered to win one of five \$100 Visa cards.

Thank you for your help and please be assured that all information you provide will be kept confidential and will be used for research purposes only.

ID# 20-10000

Short Survey - Inside

- At what Ferry terminal did you board this particular Ferry?
(Circle one)

1. Conners/Atlantic Highlands	2. Belford/Harbor Way
3. Edgewater	4. Lincoln Harbor
5. Hoboken/14th St.	6. Hoboken/NJT Terminal
7. Paulus Hook	8. Liberty Harbor
9. Port Liberte	10. East 35th St.
11. Pier 11/Wall St.	12. World Financial Center
13. Midtown West 39th St.	14. Other _____ (Specify)
- What was the scheduled departure time of this particular Ferry?
_____ : _____ AM PM
Hour Minutes
- How did you get to the Ferry terminal for this particular Ferry ride?
(Circle primary method)
 - Walk only
 - Auto/Drive & Park
 - Carpooled/Dropped Off
 - NJ TRANSIT Rail: _____ (Specify line) and
Boarding station: _____ (Specify station)
 - Hudson-Bergen Light Rail: _____ (Specify station)
 - NJ TRANSIT Bus: _____ (Specify route)
 - NY Waterway Bus: _____ (Specify street)
 - NYC Subway: _____ (Specify last train)
 - NYC Bus: _____ (Specify route #)
 - Other Bus: _____ (Specify route)
 - Taxi
 - Bicycle
 - Other _____ (Specify)
- Did you come from home, work, or another location to this Ferry?
 - Home
 - Work
 - Other: _____ (Specify)
- What is that address? (Not your boarding station)

Number and Street OR Street Intersection

Borough/City/Town State Zip Code
- At what terminal will you get off this particular Ferry?
(Circle one)

1. Conners/Atlantic Highlands	2. Belford/Harbor Way
3. Edgewater	4. Lincoln Harbor
5. Hoboken/14th St.	6. Hoboken/NJT Terminal
7. Paulus Hook	8. Liberty Harbor
9. Port Liberte	10. East 35th St.
11. Pier 11/Wall St.	12. World Financial Center
13. Midtown West 39th St.	14. Other _____ (Specify)
- When you get off this particular Ferry, will you be going to home, work, or another location?
 - Home
 - Work
 - Other: _____ (Specify)
- What is that address?

Number and Street OR Street Intersection

Borough/City/Town State Zip Code
- How will you reach your final destination when you get off this particular Ferry?
(Circle primary method)
 - Walk only
 - Auto/Drive & Park
 - Carpooled/Dropped Off
 - NJ TRANSIT Rail _____ (Specify line) and
Boarding station _____ (Specify station)
 - Hudson-Bergen Light Rail _____ (Specify station)
 - NJ TRANSIT Bus _____ (Specify route)
 - NY Waterway Bus _____ (Specify street)
 - NYC Subway _____ (Specify first train)
 - NYC Bus _____ (Specify route #)
 - Other Bus _____ (Specify route)
 - Taxi
 - Bicycle
 - Other _____ (Specify)
- What is the total estimated door-to-door travel time for this entire trip
(not just this Ferry ride)?
_____ minutes
- How long have you been riding this particular Ferry route? (Circle one)

1. Less than 6 months	4. 3 to 5 years
2. 6 months to 1 year	5. 6 to 10 years
3. 1 to 2 years	6. 10 years or more
- How often do you usually make this trip on this particular Ferry route?
(Circle one)

1. 7 days/week	5. 1-2 days/week
2. 6 days/week	6. 1-2 days/month
3. 5 days/week	7. Less than one day/month
4. 3-4 days/week	8. First-time customer
- Will you (or did you) use the Ferry service for the other half of your round trip later (or earlier) today? (Circle one)
 - Yes, same Ferry
 - Yes, different Ferry: _____ (Specify route)
 - No → Please indicate your means of transport ...
 - NJ TRANSIT bus: _____ (Specify route)
 - Other bus: _____ (Specify route)
 - Auto
 - PATH
 - Other: _____ (Specify)
- What type of Ferry ticket are you using for this particular Ferry ride?
(Circle one)
 - Monthly or 40+ trip
 - Ten - Trip
 - Student Monthly
 - Monthly Bike & Ferry Pass
 - One-Way Regular
 - One-Way Senior
 - One-Way Bike & Ferry Pass
 - Other: _____ (Specify)
- Through your employer, do you take advantage of commuter tax benefits, such as TransitCheck or WageWorks to pay for any part of your commuting expenses? (Circle one)
 - Yes → What is the monthly value of your commuter tax benefit?
\$ _____ (Please specify amount)
 - No, my employer doesn't offer commuter tax benefits
 - Not currently employed

Long Survey with Bus-Ferry Combo Questions - Outside

TELL US ABOUT YOURSELF...

20. Are you ...? 1. Male 2. Female
21. What is your age? (Circle one)
- | | |
|-------------------|----------------|
| 1. Under 18 years | 5. 45-54 years |
| 2. 18-24 years | 6. 55-61 years |
| 3. 25-34 years | 7. 62-65 years |
| 4. 35-44 years | 8. 66 or over |
22. What is your occupation? (Circle one)
- | | |
|----------------------------|---------------------------|
| 1. Clerical/Secretarial | 5. Student |
| 2. Management/Professional | 6. Not currently employed |
| 3. Sales/Retail | 7. Retired |
| 4. Service | 8. Other: _____ (Specify) |
23. Are you of Spanish/Hispanic/Latino origin? (Circle one)
1. No 2. Yes: _____ (Specify)
24. What is your race? (Circle one)
- | | |
|------------------------------|------------------------------------|
| 1. White | 4. American Indian Eskimo or Aleut |
| 2. Black | 5. Multi-racial |
| 3. Asian or Pacific Islander | 6. Other: _____ (Specify) |
25. What is your approximate annual household income? (Circle one)
- | | |
|------------------------|--------------------------|
| 1. Under \$15,000 | 6. \$75,000 - \$99,999 |
| 2. \$15,000 - \$24,999 | 7. \$100,000 - \$149,999 |
| 3. \$25,000 - \$34,999 | 8. \$150,000 - \$199,999 |
| 4. \$35,000 - \$49,999 | 9. \$200,000 - \$249,999 |
| 5. \$50,000 - \$74,999 | 10. \$250,000 and over |
26. If you have any other comments on Ferry Service, please specify.
- _____
- _____
- _____

➤ ANSWER QUESTIONS 27-31 IF YOU USED A "BUS-FERRY COMBO" TICKET.

➤ OTHERWISE, GO TO THE BACK PAGE TO ENTER OUR DRAWING!

27. Which NJ TRANSIT bus route did you purchase a Bus-Ferry Combo Ticket for? (Circle one)
- | | |
|---------------|---------------------------|
| 1. Route 156R | 2. Route 158 |
| 3. Route 159R | 4. Other: _____ (Specify) |



28. Will you purchase a Bus-Ferry Combo Monthly once the ticket is available in September?
1. Yes, why? _____
- _____
2. No, will continue to use Bus-Ferry 10-Trip Ticket, because... _____
- _____
3. No, will stop using Bus-Ferry Ticket, because... _____
- _____
29. How did you find out about the Bus-Ferry Option? (Circle all that apply)
- Word of mouth
 - Promotional Brochure
 - Flyer at Port Authority Bus Terminal
 - Press Release/New Jersey Paper
 - TV/Radio
 - Ads on the NY Waterway Website
 - Ads in Bus Shelters
 - Social Media (i.e Facebook/Twitter)
 - Other: _____ (Specify)
30. Please tell us how much time the Bus-Ferry Travel Option saves on your typical evening trip back home. (Circle one)
- Saves me _____ minutes (Specify)
 - Takes about the same amount of time as NJ TRANSIT bus
 - Takes longer than NJ TRANSIT bus
31. If you have any other comments on the Bus-Ferry Travel Option, please specify.
- _____
- _____
- _____

Thank you for participating!

To enter our drawing for one of five \$100 Visa cards, fill in:

Your Name: _____

Mailing Address: _____

Borough/City/Town: _____ State: _____ Zip: _____

Day Phone: _____ - _____ - _____

Your email address: _____

NJ TRANSIT Ferry Customer Survey

NJ TRANSIT & North Jersey Transportation Planning Authority (NJTPA), in cooperation with NY Waterway, are conducting this survey to learn more about how you use the Ferry and how to improve services.

Please complete the survey and return it to a survey agent. OR, you can:

- Drop it in any USPS mailbox (postage paid)
- Take the survey online at www.ferryQ.com

Participants will be entered to win one of five \$100 Visa cards.

Thank you for your help and please be assured that all information you provide will be kept confidential and will be used for research purposes only.

Start survey here: ↓

1. At what Ferry terminal did you board this particular Ferry? (Circle one)
- Hoboken/14th St.
 - Port Imperial/Weehawken
 - Pier 11/Wall St.
 - World Financial Center
 - Midtown West 39th St.
 - Other: _____ (Specify)
2. What was the scheduled departure time of this particular Ferry?
- _____ : _____ AM PM
- Hour Minutes

ID# 10-10000

Long Survey with Bus-Ferry Combo Questions - Inside

3. How did you get to the Ferry terminal for this particular Ferry ride?
1. Walk only
 2. Auto/Drive & Park
 3. Carpooled/Dropped Off
 4. Hudson-Bergen Light Rail: _____ (Specify station)
 5. NJ TRANSIT Bus: _____ (Specify route)
 6. NY Waterway Bus: _____ (Specify street)
 7. NYC Subway: _____ (Specify last train)
 8. NYC Bus: _____ (Specify route #)
 9. Other Bus: _____ (Specify route)
 10. Taxi
 11. Bicycle
 12. Other: _____ (Specify)
4. Did you come from home, work, or another location to this Ferry?
1. Home
 2. Work
 3. Other: _____ (Specify)
5. What is that address? (Not your boarding station)
- _____
- Number and Street OR Street Intersection
- _____
- Borough/City/Town State Zip Code
6. At what terminal will you get off this particular Ferry?
1. Hoboken/14th St.
 2. Port Imperial/Weehawken
 3. Pier 11/Wall St.
 4. World Financial Center
 5. Midtown West 39th St.
 6. Other: _____ (Specify)
7. When you get off this particular Ferry, will you be going to home, work, or another location?
1. Home
 2. Work
 3. Other: _____ (Specify)
8. What is that address?
- _____
- Number and Street OR Street Intersection
- _____
- Borough/City/Town State Zip Code
9. How will you reach your final destination when you get off this particular Ferry?
- (Circle primary method)
1. Walk only
 2. Auto/Drive & Park
 3. Carpooled/Dropped Off
 4. Hudson-Bergen Light Rail: _____ (Specify station)
 5. NJ TRANSIT Bus: _____ (Specify route)
 6. NY Waterway Bus: _____ (Specify street)
 7. NYC Subway: _____ (Specify first train)
 8. NYC Bus: _____ (Specify route #)
 9. Other Bus: _____ (Specify route)
 10. Taxi
 11. Bicycle
 12. Other: _____ (Specify)
10. What is the total estimated door-to-door travel time for this entire trip (not just this Ferry ride)?
- _____ minutes
11. How long have you been riding this particular Ferry route? (Circle one)
1. Less than 6 months
 2. 6 months to 1 year
 3. 1 to 2 years
 4. 3 to 5 years
 5. 6 to 10 years
 6. 10 years or more
12. How often do you usually make this trip on this particular Ferry route? (Circle one)
1. 7 days/week
 2. 6 days/week
 3. 5 days/week
 4. 3-4 days/week
 5. 1-2 days/week
 6. 1-2 days/month
 7. Less than one day/month
 8. First-time customer
13. Will you (or did you) use the Ferry service for the other half of your round trip later (or earlier) today? (Circle one)
1. Yes, same Ferry
 2. Yes, different Ferry: _____ (Specify route)
 3. No → Please indicate your other means of transport ...
 - a. NJ TRANSIT bus: _____ (Specify route)
 - b. Other bus: _____ (Specify route)
 - c. Auto
 - d. PATH
 - e. Other: _____ (Specify)
14. What type of Ferry ticket are you using for this particular Ferry ride? (Circle one)
1. Monthly or 40+ trip
 2. Ten -Trip
 3. Student Monthly
 4. Monthly Bike & Ferry Pass
 5. One-Way Regular
 6. One-Way Senior
 7. One-Way Bike & Ferry Pass
 8. Bus-Ferry Combo 10-Trip Ticket
 9. Round trip with summer special discount (Leisure)
 10. Other: _____ (Specify)
15. Through your employer, do you take advantage of commuter tax benefits, such as TransitCheck or WageWorks to pay for any part of your commuting expenses? (Circle one)
1. Yes → What is the monthly value of your commuter tax benefit? \$_____ (Please specify amount)
 2. No, my employer doesn't offer commuter tax benefits
 3. Not currently employed
16. Which of the following statements applies to you? (Circle one)
1. I have no other way to travel, so I use the Ferry
 2. I usually use another type of transportation, but I occasionally take the Ferry
 3. I use the Ferry because it's the best choice for me
17. What is the purpose of this trip today? (Circle one)
1. Work
 2. School/College
 3. Social/Recreation
 4. Shopping
 5. Medical/Dental
 6. Personal Business
 7. Other
18. Please rate your Overall Satisfaction with Ferry Service. (Circle one number)
- Not Acceptable Acceptable Excellent
- ▼ ▼ ▼
- 0 1 2 3 4 5 6 7 8 9 10
19. How likely are you to recommend this service to a friend or relative?
- ○ ○ ○ ○
- Very Somewhat Do Not Somewhat Very
Likely Likely Know Unlikely Unlikely

Appendix III: Detailed Ridership Counts, Response Counts, and Weights

Ridership Count Procedures

- The method used to collect ridership counts differed by ferry company based on whether permission was given to be aboard vessels.
 - Ridership counts for all NY Waterway and Billybey routes are based on the number of surveys handed out and refusals.
 - On return trips fielded in the afternoons/evenings, customers who said they had already completed the survey in the morning were not counted in the ridership. Therefore, roundtrip customers were only counted once.
 - Since Seastreak did not provide permission for survey agents to be on their vessels and vessels had a large capacity, a high volume of riders were getting onto and off the boats very quickly. Therefore, the number of bodies getting off and on boats were counted.
 - Based on responses, around 90% of the morning riders were return riders in the afternoon and evening shifts, therefore ridership for the afternoon/evening was recalculated to be 10% of the number collected.

Ridership Counts

- Below are the ridership counts for all AM Peak and Midday routes broken out by timeframe and direction.

	Inbound AM Peak (NJ to NY)	Inbound Midday (NJ to NY)	Outbound AM Peak (NY to NJ)	Outbound Midday (NY to NJ)	Total AM Peak & Midday
Wednesday, August 7th, 2013 - NY Waterway					
	6:00am- 9:59am	10:00am- 3:29pm	6:00am- 9:59am	10:00am- 3:29pm	
Port Imperial to/from Pier 11	382	28	7	0	417
Port Imperial to Pier 11	382	28			410
Pier 11 to Port Imperial			7		7
Port Imperial to/from WFC	203	8	0	0	211
Port Imperial to WFC	203	8			211
WFC to Port Imperial					0
Hobo 14th to/from WFC	218	5	1	0	224
Hobo 14th to WFC	218	5			223
WFC to Hobo 14th			1		1
Thursday, August 8th, 2013 - NY Waterway					
	6:00am- 9:59am	10:00am- 3:29pm	6:00am- 9:59am	10:00am- 3:29pm	
Port Imperial to/from Midtown 39th St.	1646	615	45	84	2390
Port Imperial to 39th St.	1646	615			2261
39th St. to Port Imperial			45	84	129
Tuesday, August 13th, 2013 - NY Waterway					
	6:00am- 9:59am	10:00am- 3:00pm	6:00am- 10:03am	10:00am- 3:00pm	
Lincoln Harbor to/from 39th St.	82	113	492	33	720
Lincoln Harbor to 39th St.	82	113			195
39th St. to Lincoln Harbor			492	33	525
Hobo 14th to/from 39th St.	860	136	14	33	1043
Hobo 14th to 39th St.	860	136			996
39th St. to Hobo 14th			14	33	47
Edgewater to/from 39th St.	318	13	1	0	332
Edgewater to 39th St.	318	13			331
39th St. to Edgewater			1		1
Wednesday, August 14th, 2013 - Billybey					
	6:00am- 9:59am	10:00am- 3:29pm	6:00am- 9:59am	10:00am- 3:29pm	
Hobo NJT to/from Pier 11	1204	116	10	17	1347
Hobo NJT to Pier 11	1204	116			1320
Pier 11 to Hobo NJT			10	17	27
Hobo NJT to/from WFC	784	97	21	30	932
Hobo NJT to WFC	784	97			881
WFC to Hobo NJT			21	30	51

	Inbound AM Peak (NJ to NY)	Inbound Midday (NJ to NY)	Outbound AM Peak (NY to NJ)	Outbound Midday (NY to NJ)	Total AM Peak & Midday
Thursday, August 15th, 2013 - Billybey					
	6:00am- 9:59am	10:00am- 3:29pm	6:00am- 9:59am	10:00am- 3:29pm	
Paulus Hook to/from 39th St.	260	0	95	0	355
Paulus Hook to 39th St.	260				260
39th St. to Paulus Hook			95		95
Paulus Hook to/from WFC	553	417	226	272	1468
Paulus Hook to WFC	553	417			970
WFC to Paulus Hook			226	272	498
Paulus Hook to/from Pier 11	386	153	143	95	777
Paulus Hook to Pier 11	386	153			539
Pier 11 to Paulus Hook			143	95	238
Liberty Harbor to/from Pier 11	297	0	0	0	297
Liberty Harbor to Pier 11 (Via Paulus Hook)	297				297
Pier 11 to Liberty Harbor					0
Port Liberte to/from Pier 11	147	11	5	0	163
Port Liberte to Pier 11	147	11			158
Pier 11 to Port Liberte			5		5
Tuesday, August 20th, 2013 - NY Waterway					
	6:00am- 9:59am	10:00am- 3:29pm	6:00am- 9:59am	10:00am- 3:29pm	
Belford to NYC	893	43			936
Belford to NYC	893	43			936
Wednesday, August 21st, 2013 - Seastreak					
	6:00am- 9:59am	10:00am- 3:29pm	6:00am- 9:59am	10:00am- 3:29pm	
Pier 11	923	71	41	5	1040
Arriving Pier 11	923	71			994
Departing Pier 11			41	5	46
E 34th St.	477	127	43	7	654
Arriving E 34th St.	477	127			604
Departing E 34th St.			43	7	50
Grand Total	9633	1953	1144	576	13306

Response Counts

- Overall the response rate is 45% across all AM Peak and Midday routes.
 - There were a few days where circumstances impacted cooperation and response rates...
 - Rain on the morning of Tuesday, August 13th impacted the response rates for customers coming from Lincoln Harbor and Hoboken 14th Street going to Port Imperial. These piers had no shelter for customers.
 - Permission was not obtained by Seastreak to place survey agents on-board boats.

	Inbound AM Peak (NJ to NY)	Inbound Midday (NJ to NY)	Outbound AM Peak (NY to NJ)	Outbound Midday (NY to NJ)	Total AM Peak & Midday	Response Rates By Route
Wednesday, August 7th, 2013 - NY Waterway						
Port Imperial to/from Pier 11	6:00am-9:59am	10:00am-3:29pm	6:00am-9:59am	10:00am-3:29pm		
Port Imperial to Pier 11	312	11	2	0	325	78%
Pier 11 to Port Imperial			2		2	
Port Imperial to/from WFC	134	3	0	0	137	65%
Port Imperial to WFC	134	3			137	
WFC to Port Imperial					0	
Hobo 14th to/from WFC	125	3	1	0	129	58%
Hobo 14th to WFC	125	3			128	
WFC to Hobo 14th			1		1	
Thursday, August 8th, 2013 - NY Waterway						
Port Imperial to/from Midtown 39th St.	6:00am-9:59am	10:00am-3:29pm	6:00am-9:59am	10:00am-3:29pm		
Port Imperial to 39th St.	958	253	18	44	1273	53%
39th St. to Port Imperial			18	44	62	
Tuesday, August 13th, 2013 - NY Waterway						
Lincoln Harbor to/from 39th St.	6:00am-9:59am	10:00am-3:29pm	6:00am-9:59am	10:00am-3:29pm		
Lincoln Harbor to 39th St.	38	48			86	
39th St. to Lincoln Harbor			169	20	189	
Hobo 14th to/from 39th St.	296	42	9	15	362	35%
Hobo 14th to 39th St.	296	42			338	
39th St. to Hobo 14th			9	15	24	
Edgewater to/from 39th St.	205	8	1	0	214	64%
Edgewater to 39th St.	205	8			213	
39th St. to Edgewater			1		1	
Wednesday, August 14th, 2013 - Billybey						
Hobo NJT to/from Pier 11	6:00am-9:59am	10:00am-3:29pm	6:00am-9:59am	10:00am-3:29pm		
Hobo NJT to Pier 11	531	29	3	8	571	42%
Pier 11 to Hobo NJT			3	8	11	
Hobo NJT to/from WFC	395	53	9	7	464	50%
Hobo NJT to WFC	395	53			448	
WFC to Hobo NJT			9	7	16	

	Inbound AM Peak (NJ to NY)	Inbound Midday (NJ to NY)	Outbound AM Peak (NY to NJ)	Outbound Midday (NY to NJ)	Total AM Peak & Midday	Response Rates By Route
Thursday, August 15th, 2013 - Billybey						
Paulus Hook to/from 39th St.	6:00am-9:59am	10:00am-3:29pm	6:00am-9:59am	10:00am-3:29pm		
Paulus Hook to 39th St.	144	0	68	0	212	60%
39th St. to Paulus Hook			68		68	
Paulus Hook to/from WFC	261	89	107	62	519	35%
Paulus Hook to WFC	261	89			350	
WFC to Paulus Hook			107	62	169	
Paulus Hook to/from Pier 11	178	49	37	16	280	36%
Paulus Hook to Pier 11	178	49			227	
Pier 11 to Paulus Hook			37	16	53	
Liberty Harbor to/from Pier 11	146	0	0	0	146	49%
Liberty Harbor to Pier 11 (Via Paulus Hook)	146				146	
Pier 11 to Liberty Harbor					0	
Port Liberte to/from Pier 11	131	7	4	0	142	87%
Port Liberte to Pier 11	131	7			138	
Pier 11 to Port Liberte			4		4	
Tuesday, August 20th, 2013 - NY Waterway						
Belford to NYC	6:00am-9:59am	10:00am-3:29pm	6:00am-9:59am	10:00am-3:29pm		
Belford to NYC	562	21			583	62%
Wednesday, August 21st, 2013 - Seastreak						
Pier 11	6:00am-9:59am	10:00am-3:29pm	6:00am-9:59am	10:00am-3:29pm		
Arriving Pier 11	163	7	6	3	179	17%
Departing Pier 11			6	3	9	
E 34th St.	78	10	19	5	112	17%
Arriving E 34th St.	78	10			88	
Departing E 34th St.			19	5	24	
Grand Total	4657	633	453	180	5923	45%

Data Cleaning Steps

- Filled in missing information or fixed incorrect information for “Origin & Destination Terminals” and “Ferry Departure Time” based on detailed notes on when and where each survey was distributed (Q1, Q6, Q2).
- Cleaned up “Location Type” if respondent provided same response for both origin and destination locations after looking at individual records (Q4, Q7).
- Filled in missing pieces of “Origin & Destination Addresses” based on partial information provided or incentive information filled in. Cleaned up appropriate addresses if respondent provided same response for both origin and destination address after looking at individual records (Q5, Q8).
- Fixed “Transport Method To Origin Terminal & After Destination Terminal” based on specified transport lines (i.e. incorrectly circled the Light Rail when they specified a NJ Transit Rail line). Also cleaned and upcoded responses if respondent circled other but specified a transport method on the list (Q3 & Q9).
- If respondent handed survey back during the evening hours, but was a round trip ferry customer, their Origin & Destination responses were flipped to account for their morning or midday commute (Q1-Q9).
- Made sure “Trip Length” made sense with origin and destination (Q10).
- If “First Time Customer” (Q12), made sure they selected “Less Than 6 Months” for how long they have been riding this particular ferry route (Q11).
- If respondents said they used a “Different Ferry” for the other half of their round trip, but specified the reverse direction of the same route, recoded as using the “Same Ferry” for their round trip (Q13).
- If respondent selected “Not Currently Employed” when asked if they take advantage of a commuter tax benefit, but said they traveled for work or said they were employed elsewhere, changed their response to “No, Employer Doesn’t Offer Commuter Tax Benefits” (Q15).
- If a respondent selected “Under 18 Years” for Age, we looked at their individual records, since we screened for 18+ year olds when handing out the surveys. These respondents were answering for their family/household, therefore their age was removed (Q21).
- NJ Transit approved the final set of Bus-Ferry Customers. If other respondents answered the Bus-Ferry questions, they were cleaned out. Responses to prior questions were also reviewed (Q27-Q31).
- NJ Transit also had final say on which respondents to potentially remove from this commuter research.

Weights

- The final dataset reflects the weighted responses. While the total responses collected for the AM Peak and Midday routes are 5,923, the weighted base becomes 13,306.
- The minimum weight is 1 and the maximum weight is 12.70.

	Inbound AM Peak (NJ to NY)	Inbound Midday (NJ to NY)	Outbound AM Peak (NY to NJ)	Outbound Midday (NY to NJ)
Wednesday, August 7th, 2013 - NY Waterway				
Port Imperial to/from Pier 11				
Port Imperial to Pier 11	1.22	2.55		
Pier 11 to Port Imperial			3.50	
Port Imperial to/from WFC				
Port Imperial to WFC	1.51	2.67		
WFC to Port Imperial				
Hobo 14th to/from WFC				
Hobo 14th to WFC	1.74	1.67		
WFC to Hobo 14th			1.00	
Thursday, August 8th, 2013 - NY Waterway				
Port Imperial to/from Midtown 39th St.				
Port Imperial to 39th St.	1.72	2.43		
39th St. to Port Imperial			2.50	1.91
Tuesday, August 13th, 2013 - NY Waterway				
Lincoln Harbor to/from 39th St.				
Lincoln Harbor to 39th St.	2.16	2.35		
39th St. to Lincoln Harbor			2.91	1.65
Hobo 14th to/from 39th St.				
Hobo 14th to 39th St.	2.91	3.24		
39th St. to Hobo 14th			1.56	2.20
Edgewater to/from 39th St.				
Edgewater to 39th St.	1.55	1.63		
39th St. to Edgewater			1.00	
Wednesday, August 14th, 2013 - Billybey				
Hobo NJT to/from Pier 11				
Hobo NJT to Pier 11	2.27	4.00		
Pier 11 to Hobo NJT			3.33	2.13
Hobo NJT to/from WFC				
Hobo NJT to WFC	1.98	1.83		
WFC to Hobo NJT			2.33	4.29

	Inbound AM Peak (NJ to NY)	Inbound Midday (NJ to NY)	Outbound AM Peak (NY to NJ)	Outbound Midday (NY to NJ)
Thursday, August 15th, 2013 - Billybey				
Paulus Hook to/from 39th St.				
Paulus Hook to 39th St.	1.81			
39th St. to Paulus Hook			1.40	
Paulus Hook to/from WFC				
Paulus Hook to WFC	2.12	4.69		
WFC to Paulus Hook			2.11	4.39
Paulus Hook to/from Pier 11				
Paulus Hook to Pier 11	2.17	3.12		
Pier 11 to Paulus Hook			3.86	5.94
Liberty Harbor to/from Pier 11				
Liberty Harbor to Pier 11 (Via Paulus Hook)	2.03			
Pier 11 to Liberty Harbor				
Port Liberte to/from Pier 11				
Port Liberte to Pier 11	1.12	1.57		
Pier 11 to Port Liberte			1.25	
Tuesday, August 20th, 2013 - NY Waterway				
Belford to NYC				
Belford to NYC	1.59	2.05		
Wednesday, August 21st, 2013 - Seastreak				
Pier 11				
Arriving Pier 11	5.66	10.14		
Departing Pier 11			6.83	1.67
E 34th St.				
Arriving E 34th St.	6.12	12.70		
Departing E 34th St.			2.26	1.40

Routes Surveyed During PM Times

- Below are the ridership counts, response counts, and weights for the select routes making PM trips, broken out by timeframe and direction. Those routes were NY Waterway routes to/from Port Imperial to obtain Bus-Ferry customers and Seastreak routes in order to increase response rates.

	Ridership Counts			Response Counts			Weights		
	Inbound PM (NJ to NY)	Outbound PM (NY to NJ) Not Bus-Ferry	Outbound PM (NY to NJ) Bus-Ferry Customers	Inbound PM (NJ to NY)	Outbound PM (NY to NJ) Not Bus-Ferry	Outbound PM (NY to NJ) Bus-Ferry Customers	PM Reverse/ Leaving NJ Arrival Time (Manhattan)	PM Peak Departing Time (Manhattan) - Non Bus-Ferry	Bus-Ferry Customers (PM Departing Manhattan)
Wednesday, August 7th, 2013 - NY Waterway	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm
Port Imperial to/from Downtown NYC	60	154	57*	12	14	15			3.80
Port Imperial to/from Pier 11	23	62		6	5				
Port Imperial to Pier 11	23			6			3.83		
Pier 11 to Port Imperial		62			5			12.40	
Port Imperial to/from WFC	15	42		4	3				
Port Imperial to WFC	15			4			3.75		
WFC to Port Imperial		42			3			14.00	
Hobo 14th to/from WFC	22	50		2	6				
Hobo 14th to WFC	22			2			11.00		
WFC to Hobo 14th		50			6			8.33	
Thursday, August 8th, 2013 - NY Waterway (Peak/Off-Peak Hours Defined)	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm
Port Imperial to/from Midtown 39th St.	249	410	86*	88	29	22			3.91
Port Imperial to 39th St.	249			88			2.83		
39th St. to Port Imperial		410			29			14.14	
Wednesday, August 21st, 2013 - Seastreak	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm	3:30pm-8:00pm		3:30pm-8:00pm	3:30pm-8:00pm	
Pier 11	2	38		1	4				
Arriving Pier 11	2			1			2.00		
Departing Pier 11		38			4			9.50	
E 34th St.	8	25		3	1				
Arriving E 34th St.	8			3			2.67		
Departing E 34th St.		25			1			25.00	
Grand Total	319	627	143	104	48	37			

*NOTE: Bus-Ferry customer counts provided by NJT based on the counts provided for NY Waterway. For the routes from Downtown NY, the individual ferry lines were not broken out, so a total number was provided. Outbound PM Bus-Ferry counts have been removed from the Outbound PM Non Bus-Ferry ridership counts so that customers are not counted twice.

Appendix IV: Profile of PM Only Customers (Does not include Bus-Ferry Combo Customers)

The survey period for most of the ferry routes were between the hours of 6:00am to 3:00pm. Survey hours were extended to 8 PM only for Seastreak and Port Imperial routes, which are eligible for Bus-Ferry Travel Option.

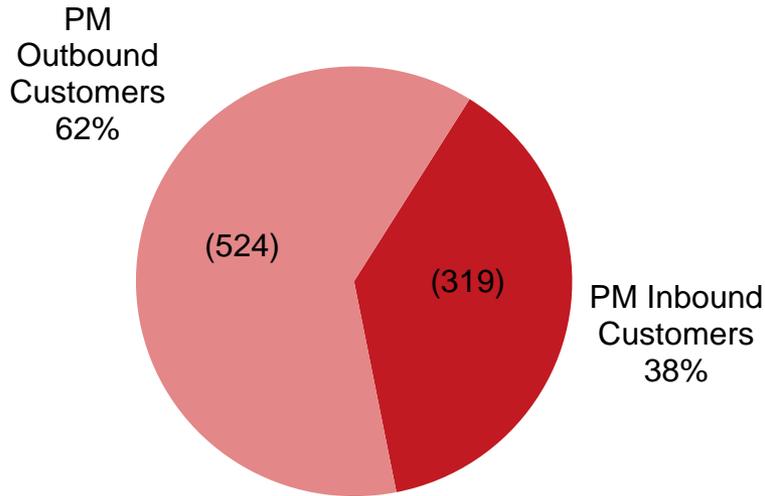
There were handful customers who commute on ferry for their round trip, but chose to fill out the survey with their evening travel information. These records were flipped to reflect their AM Peak travel.

Therefore, PM customers are those who did not use ferry for their AM peak travel, but use ferry for their PM peak travel (excluding Bus-Ferry travelers).

PM customers were weighted based on the number of riders who were not given the survey in the morning.

Ferry Departure Direction and Route

Base: Total PM Inbound and Outbound
One-Way Ferry Customers (843)**



Ferry Route

Base: Total PM Inbound and Outbound
One-Way Ferry Customers (843)**

	TOTAL PM	PM Inbound	PM Outbound
<i>Based On Total...</i>	843	319	524
<u>NY Waterway (Net)</u>	770	309	461
	91%	97%	88%
Port Imperial ↔ 39th	603	249	354
	72%	78%	68%
Hoboken 14th ↔ WFC	63	22	41
	7%	7%	8%
Port Imperial ↔ Pier 11	60	23	37
	7%	7%	7%
Port Imperial ↔ WFC	44	15	29
	5%	5%	6%
<u>Seastreak</u>	73	10	63
	9%	3%	12%
Atl. Highlands ↔ Pier 11 □	40	2	38
	4%	1%	7%
Atl. Highlands ↔ 35th □	33	8	25
	4%	3%	4%

**Not Including Bus-Ferry Customers

Q1. At what Ferry terminal did you board this particular Ferry?

Q2. What was the scheduled departure time for this particular Ferry?

Q6. At what terminal will you get off this particular Ferry?

■ / ■ = 7% Higher / Lower than Total %

Origin Ferry Terminal

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
<u>New York Terminals</u>	524 62%	-	524 100%
Midtown West 39th St.	354 42%	-	354 68%
Pier 11/Wall St.	75 9%	-	75 14%
World Financial Center	70 8%	-	70 13%
East 35th St.	25 3%	-	25 5%
<u>New Jersey Terminals</u>	319 38%	319 100%	-
Port Imperial/Weehawken	287 34%	287 90%	-
Hoboken/14th St.	22 3%	22 7%	-
Atl. Highlands	10 1%	10 3%	-

Destination Ferry Terminal

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
<u>New Jersey Terminals</u>	524 62%	-	524 100%
Port Imperial	413 49%	-	413 79%
Atl. Highlands	63 7%	-	63 12%
Hoboken/14th St.	48 6%	-	48 9%
<u>New York Terminals</u>	319 38%	319 100%	-
Midtown West 39th St.	249 30%	249 78%	-
World Financial Center	37 4%	37 12%	-
Pier 11/Wall St.	25 3%	25 8%	-
East 35th St.	8 1%	8 3%	-

**Not Including Bus-Ferry Customers

Q1. At what Ferry terminal did you board this particular Ferry?

Q6. At what terminal will you get off this particular Ferry?

 /  = 7% Higher / Lower than Total %

Access Mode To Origin Terminal

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
Provided Answer	843 100%	319 100%	524 100%
Refused	-	-	-

Based On Total Answering...

NY Waterway Bus	316 37%	25 8%	290 55%
Walk only	227 27%	94 29%	134 25%
Auto/Drive & Park	135 16%	135 42%	-
Taxi	55 7%	6 2%	49 9%
NYC Subway	26 3%	-	26 5%
Carpooled/Dropped Off	26 3%	26 8%	-
Bicycle	18 2%	5 2%	12 2%
<u>NJ Transit</u>	16 2%	16 5%	-
Hudson-Bergen Light Rail	16 2%	16 5%	-
NJ Transit Rail	-	-	-
NJ Transit Bus	-	-	-
NYC Bus	12 1%	-	12 2%
Other Bus	11 1%	11 4%	-

Egress Mode From Destination Terminal To Final Destination

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
Provided Answer	820 97%	295 93%	524 100%
Refused	24 3%	24 7%	-

Based On Total Answering...

NY Waterway Bus	338 41%	135 46%	202 39%
Walk only	162 20%	61 21%	101 19%
Auto/Drive & Park	128 16%	12 4%	116 22%
Taxi	72 9%	48 16%	24 5%
NYC Subway	28 3%	28 9%	-
Carpooled/Dropped Off	32 4%	-	32 6%
Bicycle	15 2%	3 1%	12 2%
<u>NJ Transit</u>	37 4%	-	37 7%
Hudson-Bergen Light Rail	24 3%	-	24 5%
NJ Transit Bus	12 1%	-	12 2%
NJ Transit Rail	-	-	-
NYC Bus	8 1%	8 3%	-
Other Bus	-	-	-

Q3. How did you get to the Ferry terminal for this particular Ferry ride?

Q9. How will you reach your final destination when you get off this particular Ferry?

 /  = 7% Higher / Lower than Total %

Access Mode To Origin Terminal – NY Waterway Bus

	TOTAL PM	PM Inbound	PM Outbound
Based On Those Who Took A NY Waterway Bus...	316	25	290
Provided Answer	289 91%	23 89%	266 92%
Refused	27 9%	3 11%	24 8%

Based On Those Who Took A NY Waterway Bus And Answered...

NY Bus Routes	256 89%	-	256 96%
42nd Street	98 34%	-	98 37%
57th Street	73 25%	-	73 28%
50th Street	49 17%	-	49 18%
34th Street	24 8%	-	24 9%
Downtown Loop	12 4%	-	12 5%
NJ Bus Routes	20 7%	20 88%	-
Port Imperial Blvd	8 3%	8 38%	-
Henley on Hudson Community	6 2%	6 25%	-
Bldv East	3 1%	3 13%	-
River Road - Weehawken	3 1%	3 13%	-
Other	12 4%	3 13%	10 4%

Egress Mode From Destination Terminal To Final Destination – NY Waterway Bus

	TOTAL PM	PM Inbound	PM Outbound
Based On Those Who Took NY Waterway Bus...	338	135	202
Provided Answer	193 57%	3 2%	190 94%
Refused	145 43%	132 98%	12 6%

Based On Those Who Took NY Waterway Bus And Answered...

NJ Bus Routes	190 99%	-	190 100%
Bldv East	168 87%	-	168 89%
Port Imperial Blvd	12 6%	-	12 6%
Palisades Ave	10 5%	-	10 5%
NY Bus Routes	3 1%	3 100%	-
57th Street	3 1%	3 100%	-

Q3e. How did you get to the Ferry terminal for this particular Ferry ride? (NY Waterway Bus Route)

Q9e. How will you reach your final destination when you get off this particular Ferry? (NY Waterway Bus Route)

 /  = 7% Higher / Lower than Total %

Overall Satisfaction With Ferry Service

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
Provided Answer	785	293	492
	93%	92%	94%
Refused	58	26	32
	7%	8%	6%
Based On Total Answering...			
Top 3 Box	516	196	320
	66%	67%	65%
10 - Excellent	229	89	140
	29%	30%	29%
9	105	35	71
	13%	12%	14%
8	181	73	109
	23%	25%	22%
Middle 3 Box	232	86	146
	30%	29%	30%
7	136	46	90
	17%	16%	18%
6	18	6	12
	2%	2%	2%
5 - Acceptable	78	34	44
	10%	12%	9%
Bottom 5 Box	38	11	26
	5%	4%	5%
4	20	5	14
	3%	2%	3%
3	3	3	-
	0%	1%	-
2	-	-	-
	-	-	-
1	3	3	-
	0%	1%	-
0 - Not Acceptable	12	-	12
	2%	-	2%
Mean	7.9	8.0	7.9

Likelihood To Recommend Ferry Service

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
Provided Answer	802	293	510
	95%	92%	97%
Refused	41	26	14
	5%	8%	3%
Based On Total Answering...			
Likely	638	244	394
	80%	83%	77%
Very Likely	397	148	249
	49%	51%	49%
Somewhat Likely	241	96	145
	30%	33%	29%
Do Not Know	34	8	26
	4%	3%	5%
Unlikely	130	40	90
	16%	14%	18%
Somewhat Unlikely	55	11	43
	7%	4%	9%
Very Unlikely	75	29	46
	9%	10%	9%

Q18. Please rate your Overall Satisfaction with Ferry Service. (Circle one number)

Q19. How likely are you to recommend this service to a friend or relative?

 /  = 7% or 0.5 Points Higher / Lower than Total

How Long Customers Have Ridden Ferry Route

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
Provided Answer	803 95%	295 93%	508 97%
Refused	40 5%	24 7%	16 3%
Based On Total Answering...			
Less Than 6 Months*	361 45%	130 44%	230 45%
6 Months To 1 Year	53 7%	28 10%	24 5%
1 To 2 Years	76 10%	21 7%	56 11%
3 To 5 Years	159 20%	59 20%	100 20%
6 To 10 Years	103 13%	37 12%	66 13%
10 Years Or More	52 6%	20 7%	32 6%
Mean In Years**	3.0	3.0	3.0

Reason For Taking The Ferry

	TOTAL PM	PM Inbound	PM Outbound
Based on Total...	843	319	524
Provided Answer	774 92%	269 84%	505 96%
Refused	69 8%	50 16%	19 4%
Based On Total Answering...			
I use the Ferry because it's the best choice for me.	423 55%	173 64%	250 50%
I usually use another type of transportation, but I occasionally take the Ferry.	314 41%	84 31%	230 46%
I have no other way to travel, so I use the Ferry.	37 5%	12 5%	24 5%

*Includes first time customers

**Mean calculated based on assigned values

Q11. How long have you been riding this particular Ferry route? (Circle one)

Q16. Which of the following statements applies to you? (Circle one)

 /  = 7% or 1 Year Higher / Lower than Total

Ferry Ticket Type

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
Provided Answer	800 95%	295 93%	505 96%
Refused	43 5%	24 7%	19 4%

Based On Total Answering...

One-Way Regular	353 44%	138 47%	215 43%
Ten-Trip	282 35%	61 21%	221 44%
Monthly or 40+ trip	61 8%	36 12%	25 5%
Round Trip with Summer Special Discount	46 6%	34 11%	12 2%
One-Way Senior	36 4%	11 4%	24 5%
Student Monthly	4 0%	4 1%	-
Bus-Ferry Combo 10-Trip Ticket	3 0%	3 1%	-
Other	16 2%	8 3%	7 1%

Used Ferry For Round Trip

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
Provided Answer	794 94%	276 87%	517 99%
Refused	49 6%	43 13%	7 1%

Based On Total Answering...

Yes	256 32%	206 74%	51 10%
Same Ferry	239 30%	188 68%	51 10%
Different Ferry	18 2%	18 6%	-
No	537 68%	71 26%	466 90%

Q13. Will you (or did you) use the Ferry service for the other half of your round trip later (or earlier) today? (Circle one)

Q14. What type of Ferry ticket are you using for this particular Ferry ride? (Circle one)

 /  = 7% Higher / Lower than Total %

Other Means Of Transport For Other Half Of Round Trip

Based On Those Who Did Not Use Ferry For Round Trip...

	TOTAL PM	PM Inbound	PM Outbound
	537	71	466
Provided Answer	492 92%	60 84%	432 93%
Refused	45 8%	11 16%	34 7%

Based On Those Who Not Use Ferry For Round Trip And Answered...

	TOTAL PM	PM Inbound	PM Outbound
NJ Transit Bus	331 67%	24 40%	307 71%
PATH	50 10%	8 13%	43 10%
Other Bus	31 6%	6 10%	25 6%
Auto	20 4%	20 33%	-
Other	60 12%	3 5%	57 13%

NJ Transit Bus Route For Other Half Of Round Trip

Based On Those Who Took NJ Transit Bus For Round Trip...

	TOTAL PM	PM Inbound	PM Outbound
	331	24	307
Provided Answer	313 95%	18 76%	295 96%
Refused	18 5%	6 24%	12 4%

Based On Those Who Took NJ Transit Bus For Round Trip And Answered...

	TOTAL PM	PM Inbound	PM Outbound
128	88 28%	3 16%	85 29%
166	54 17%	-	54 18%
158	49 16%	9 53%	39 13%
126	19 6%	-	19 6%
154	12 4%	-	12 4%
159	12 4%	-	12 4%
163	12 4%	-	12 4%
164	12 4%	-	12 4%
168	12 4%	-	12 4%
182	12 4%	-	12 4%
156	3 1%	3 16%	-
192	3 1%	3 16%	-
Other	24 8%	-	24 8%

Q13. Will you (or did you) use the Ferry service for the other half of your round trip later (or earlier) today? (Circle one)

 /  = 7% Higher / Lower than Total %

Purpose Of Ferry Trip

	TOTAL PM	PM Inbound	PM Outbound
Based on Total...	843	319	524
Provided Answer	810 96%	293 92%	517 99%
Refused	33 4%	26 8%	7 1%

Based On Total Answering...

Work	447 55%	114 39%	333 64%
Social/Recreation	242 30%	134 46%	109 21%
Personal Business	37 5%	22 8%	14 3%
Shopping	16 2%	8 3%	7 1%
School/College	15 2%	6 2%	10 2%
Medical/Dental	12 2%	-	12 2%
Other	40 5%	8 3%	32 6%

Frequency Of Traveling Ferry Route

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
Provided Answer	810 96%	293 92%	517 99%
Refused	33 4%	26 8%	7 1%

Based On Total Answering...

7 days/week	6 1%	6 2%	-
6 days/week	11 1%	11 4%	-
5 days/week	131 16%	39 13%	92 18%
3-4 days/week	137 17%	29 10%	108 21%
1-2 days/week	159 20%	37 13%	122 24%
1-2 days/month	81 10%	49 17%	32 6%
Less than one day/month	188 23%	78 27%	109 21%
First-time customer	97 12%	42 15%	55 11%

Q12. How often do you usually make this trip on this particular Ferry route? (Circle one)

Q17. What is the purpose of this trip today? (Circle one)

 /  = 7% or 15 Minutes Higher / Lower than Total

Commuting Expenses

	TOTAL PM	PM Inbound	PM Outbound
Total	843	319	524

Use Commuter Tax Benefits Through Employer

Based On Total...

Provided Answer	735 87%	246 77%	489 93%
Refused	108 13%	72 23%	35 7%

Based On Total Answering...

Yes	269 37%	34 14%	235 48%
No	466 63%	213 86%	253 52%
Employer doesn't offer	393 53%	181 73%	212 43%
Not currently employed	73 10%	32 13%	41 8%

Monthly Value Of Commuter Tax Benefit

Based On Those Who Received Tax Benefit...

Provided Answer	223 83%	31 92%	192 82%
Refused	46 17%	3 8%	43 18%

Based On Those Who Received Tax Benefit And Answered...

Under \$100	40 18%	11 36%	29 15%
\$100-\$199	70 31%	11 37%	59 31%
\$200-\$299	106 47%	8 27%	97 51%
\$300 Or More	7 3%	-	7 4%
Mean	\$136	\$92	\$143

Estimated Door-to-Door Travel Time

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
Provided Answer	803 95%	278 87%	524 100%
Refused	41 5%	41 13%	-
Based On Total Answering...			
Less Than 30 Minutes	93 12%	49 18%	44 8%
30-59 Minutes	390 49%	155 56%	235 45%
1-1.5 Hours	250 31%	56 20%	194 37%
More Than 1.5 Hours	70 9%	19 7%	51 10%
Mean In Minutes	55.9	54.6	56.7

Q15. Through your employer, do you take advantage of commuter tax benefits, such as TransitCheck or WageWorks to pay for any part of your commuting expenses? (Circle one)

IF YES: What is the monthly value of your commuter tax benefit? (Please specify amount)

Q10. What is the total estimated door-to-door travel time for this entire trip (not just this Ferry ride)?

 /  = 7% or \$25 Higher / Lower than Total

Gender

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
Provided Answer	804	290	515
	95%	91%	98%
Refused	39	29	10
	5%	9%	2%
Based On Total Answering...			
Female	468	153	315
	58%	53%	61%
Male	336	137	200
	42%	47%	39%

Age

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
Provided Answer	819	304	515
	97%	95%	98%
Refused	25	15	10
	3%	5%	2%
Based On Total Answering...			
18-24 years	39	20	20
	5%	7%	4%
25-34 years	200	96	104
	24%	32%	20%
35-44 years	311	102	209
	38%	33%	41%
45-54 years	148	46	101
	18%	15%	20%
55-61 years	30	18	12
	4%	6%	2%
62-65 years	42	6	37
	5%	2%	7%
66 or over	48	17	31
	6%	6%	6%
Mean In Years*	42.0	40.2	43.0

Ethnicity/Race

	TOTAL PM	PM Inbound	PM Outbound
Total	843	319	524
Spanish/Hispanic/Latino Origin			
Based On Total...			
Provided Answer	828	304	524
	98%	95%	100%
Refused	15	15	-
	2%	5%	-
Based On Total Answering...			
No	678	267	411
	82%	88%	78%
Yes	150	37	113
	18%	12%	22%
Race			
Based On Total...			
Provided Answer	777	295	482
	92%	93%	92%
Refused	66	24	42
	8%	7%	8%
Based On Total Answering...			
White	559	206	353
	72%	70%	73%
Asian or Pacific Islander	113	52	61
	14%	17%	13%
Black	33	8	24
	4%	3%	5%
Multi-racial	19	7	12
	2%	2%	3%
American Indian Eskimo or Aleut	7	-	7
	1%	-	1%
Other	47	23	24
	6%	8%	5%

*Statistics calculated based on assigned values

Q20. Are you... (Male or Female) Q21. What is your age? (Circle one) Q23. Are you of Spanish/Hispanic/Latino origin? (Circle one)

Q24. What is your race? (Circle one)

 /  = 7% or 5 Years Higher / Lower than Total

Occupation

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
Provided Answer	806 96%	298 94%	508 97%
Refused	37 4%	21 6%	16 3%

Based On Total Answering...

Management/Professional	484 60%	130 44%	354 70%
Clerical/Secretarial	47 6%	6 2%	41 8%
Sales/Retail	43 5%	31 10%	12 2%
Student	34 4%	14 5%	20 4%
Service	25 3%	18 6%	7 1%
Retired	24 3%	11 4%	12 2%
Not Currently Employed	18 2%	18 6%	-
Other	132 16%	70 24%	62 12%

Household Income

	TOTAL PM	PM Inbound	PM Outbound
Based On Total...	843	319	524
Provided Answer	699 83%	259 81%	439 84%
Refused	144 17%	60 19%	85 16%

Based On Total Answering...

Under \$50,000	35 5%	23 9%	12 3%
\$50,000-\$74,999	125 18%	50 19%	75 17%
\$75,000-\$99,999	73 10%	34 13%	39 9%
\$100,000-\$149,999	153 22%	63 24%	90 20%
\$150,000-\$199,999	133 19%	38 15%	95 22%
\$200,000-\$249,999	76 11%	6 2%	70 16%
\$250,000+	105 15%	47 18%	58 13%
Mean (in thousands)	\$152	\$140	\$159

Q22. What is your occupation? (Circle one)

Q25. What is your approximate annual household income?

 /  = 7% or \$25K Higher / Lower than Total

Appendix V: Details On Additional Access and Egress Modes

Access Mode To Origin Ferry Terminal - Hudson-Bergen Light Rail Station

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY WATERWAY	Port Imperial Pier 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th 39th	Edgewater 39th	Belford NYC	BILLYBEY	Hoboken NJT Pier 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pier 11	Liberty Harbor Pier 11	Port Liberte Pier 11	SEASTREAK	All. Highlands Pier 11	All. Highlands 35th
Based On Those Who Took Hudson-Bergen Light Rail...	266	209	57	-	-	26	2	-	-	23	-	-	-	-	240	52	25	22	56	83	2	-	-	-	-
Provided Answer	254 95%	199 95%	55 96%	-	-	22 86%	1 50%	-	-	21 90%	-	-	-	-	232 96%	50 96%	25 100%	22 100%	56 100%	77 92%	2 100%	-	-	-	-
Refused	12 5%	10 5%	2 4%	-	-	4 14%	1 50%	-	-	2 10%	-	-	-	-	9 4%	2 4%	-	-	-	7 8%	-	-	-	-	-
Based On Those Who Took Hudson-Bergen Light Rail And Answered...																									
9th Street	41 16%	32 16%	9 16%	-	-	-	-	-	-	-	-	-	-	-	41 18%	20 41%	15 61%	-	2 4%	3 4%	-	-	-	-	-
Essex St.	33 13%	17 8%	16 30%	-	-	2 11%	-	-	-	2 12%	-	-	-	-	31 13%	-	-	4 17%	18 33%	9 11%	-	-	-	-	-
Lincoln Harbor	17 7%	17 9%	-	-	-	1 5%	1 100%	-	-	-	-	-	-	-	16 7%	14 27%	-	-	-	2 3%	-	-	-	-	-
Newport Mall	17 7%	17 8%	-	-	-	2 8%	-	-	-	2 8%	-	-	-	-	15 7%	2 5%	-	-	4 8%	9 11%	-	-	-	-	-
Westside Ave.	16 6%	7 3%	9 17%	-	-	-	-	-	-	-	-	-	-	-	16 7%	-	-	-	9 17%	7 8%	-	-	-	-	-
Tonnelle Ave.	14 6%	12 6%	2 4%	-	-	8 34%	-	-	-	8 36%	-	-	-	-	7 3%	5 9%	2 8%	-	-	-	-	-	-	-	-
45th St.	12 5%	12 6%	-	-	-	-	-	-	-	-	-	-	-	-	12 5%	-	-	2 8%	2 4%	7 8%	2 100%	-	-	-	-
8th Street	12 5%	12 6%	-	-	-	2 8%	-	-	-	2 8%	-	-	-	-	11 5%	-	-	-	4 8%	7 8%	-	-	-	-	-
Exchange Place	12 5%	9 4%	3 6%	-	-	-	-	-	-	-	-	-	-	-	12 5%	-	-	-	-	12 15%	-	-	-	-	-
34th St.	12 5%	12 6%	-	-	-	-	-	-	-	-	-	-	-	-	12 5%	-	-	7 33%	-	4 6%	-	-	-	-	-
Liberty State Park	11 4%	6 3%	5 9%	-	-	-	-	-	-	-	-	-	-	-	11 5%	-	-	2 8%	5 8%	4 6%	-	-	-	-	-
2nd Street	11 4%	11 5%	-	-	-	-	-	-	-	-	-	-	-	-	11 5%	7 14%	4 16%	-	-	-	-	-	-	-	-
22nd St.	10 4%	10 5%	-	-	-	-	-	-	-	-	-	-	-	-	10 4%	-	-	5 25%	-	4 6%	-	-	-	-	-
Jersey Ave.	9 4%	4 2%	5 9%	-	-	-	-	-	-	-	-	-	-	-	9 4%	-	-	-	7 12%	2 3%	-	-	-	-	-

NOTE: Response lower than 3% of Total not shown

Q3. How did you get to the Ferry terminal for this particular Ferry ride? (Hudson-Bergen Light Rail Station)

/ = 7% Higher / Lower than Total %

Access Mode To Origin Ferry Terminal - NJ Transit Bus Route

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial Pler 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th 39th	Edgewater 39th	Belford	NYC	BILLYBEY	Hoboken NJT Pler 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pler 11	Liberty Harbor Pler 11	Port Liberte Pler 11	SEASTREAK	All. Highlands Pler 11	All. Highlands 39th
Based On Those Who Took A NJ Transit Bus...	212	196	16	-	-	98	32	5	-	52	2	3	5	-	-	113	57	31	2	13	11	-	-	-	-	-	-
Provided Answer	185	176	9	-	-	81	28	3	-	40	2	3	5	-	-	103	54	26	2	13	9	-	-	-	-	-	
Refused	27	20	7	-	-	17	4	2	-	12	-	-	-	-	-	10	2	6	-	-	2	-	-	-	-	-	
	13%	10%	42%			17%	12%	33%		23%						9%	4%	18%			20%						
Based On Those Who Took NJ Transit Bus And Answered...																											
126	62	62	-	-	-	-	-	-	-	-	-	-	-	-	-	62	50	12	-	-	-	-	-	-	-	-	-
	33%	35%														60%	92%	46%									
158	28	20	7	-	-	28	10	2	-	9	2	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	
	15%	12%	80%			34%	35%	50%		23%	100%		100%														
156	23	23	-	-	-	23	7	-	-	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	12%	13%				28%	26%			38%																	
159	18	18	-	-	-	18	7	-	-	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	10%	10%				22%	26%			26%																	
68	8	8	-	-	-	-	-	-	-	-	-	-	-	-	-	8	-	-	-	8	-	-	-	-	-	-	
	5%	5%														8%				67%							
87	8	6	2	-	-	-	-	-	-	-	-	-	-	-	-	8	2	6	-	-	-	-	-	-	-	-	
	4%	4%	20%													8%	4%	23%									
64	6	6	-	-	-	-	-	-	-	-	-	-	-	-	-	6	-	-	-	2	4	-	-	-	-	-	
	3%	4%														6%				17%	50%						
81	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-	2	2	-	-	-	-	-	
	2%	2%														4%				17%	25%						
22	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	4	-	-	-	-	-	-	-	-	
	2%	2%														4%		15%									
89	3	3	-	-	-	3	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2%	2%				4%						100%															

NOTE: Response lower than 2% of Total not shown

Q3. How did you get to the Ferry terminal for this particular Ferry ride? (NJ Transit Bus Route)

/ = 7% Higher / Lower than Total %

Access Mode To Origin Ferry Terminal - NYC Subway Train

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY WATERWAY	Port Imperial Pier 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th 39th	Edgewater 39th	Belford NYC	BILL YBEY	Hoboken NJT Pier 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pier 11	Liberty Harbor Pier 11	Port Liberte Pier 11	SEASTREAK	Alt. Highlands Pier 11	Alt. Highlands 35th
Based On Those Who Took NYC Subway...	168	-	-	110	58	39	-	-	-	7	28	4	-	-	107	-	5	-	69	29	-	4	22	14	8
Provided Answer	157	-	-	106	52	36	-	-	-	7	25	4	-	-	99	-	5	-	69	23	-	3	22	14	8
	94%	-	-	96%	90%	93%	-	-	-	100%	90%	100%	-	-	93%	-	100%	-	100%	80%	-	67%	100%	100%	100%
Refused	10	-	-	4	6	3	-	-	-	-	3	-	-	-	7	-	-	-	-	6	-	1	-	-	-
	6%	-	-	4%	10%	7%	-	-	-	-	10%	-	-	-	7%	-	-	-	-	20%	-	33%	-	-	-

Based On Those Who Took NYC Subway And Answered...

2	39	-	-	29	10	-	-	-	-	-	-	-	-	-	26	-	-	-	11	14	-	1	14	14	-
	25%	-	-	27%	20%	-	-	-	-	-	-	-	-	-	26%	-	-	-	16%	58%	-	50%	63%	100%	-
E	28	-	-	10	18	8	-	-	-	3	6	-	-	-	20	-	-	-	20	-	-	-	-	-	-
	18%	-	-	10%	34%	23%	-	-	-	36%	23%	-	-	-	20%	-	-	-	29%	-	-	-	-	-	-
A	12	-	-	10	2	8	-	-	-	2	6	-	-	-	4	-	2	-	2	-	-	-	-	-	-
	8%	-	-	10%	4%	21%	-	-	-	28%	23%	-	-	-	4%	-	50%	-	3%	-	-	-	-	-	-
5	7	-	-	3	4	3	-	-	-	-	3	-	-	-	4	-	-	-	4	-	-	-	-	-	-
	5%	-	-	3%	8%	8%	-	-	-	-	12%	-	-	-	4%	-	-	-	6%	-	-	-	-	-	-
C	7	-	-	7	-	3	-	-	-	3	-	-	-	-	4	-	-	-	4	-	-	-	-	-	-
	4%	-	-	6%	-	7%	-	-	-	36%	-	-	-	-	4%	-	-	-	6%	-	-	-	-	-	-
4	6	-	-	6	-	-	-	-	-	-	-	-	-	-	4	-	-	-	4	-	-	-	2	-	2
	4%	-	-	6%	-	-	-	-	-	-	-	-	-	-	4%	-	-	-	6%	-	-	-	10%	-	28%
1	4	-	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-	-	4	-	-	-	-	-	-
	3%	-	-	4%	-	-	-	-	-	-	-	-	-	-	4%	-	-	-	6%	-	-	-	-	-	-
6	4	-	-	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	4
	2%	-	-	2%	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	17%	-	45%
R	3	-	-	3	-	3	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	3%	-	8%	-	-	-	12%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
S	3	-	-	3	-	3	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	3%	-	8%	-	-	-	12%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2
	1%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10%	-	28%
M	2	-	-	-	2	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	3%	5%	-	-	-	7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (Various Trains)	40	-	-	25	15	7	-	-	-	3	4	-	-	-	33	-	2	-	19	10	-	1	-	-	-
	25%	-	-	24%	28%	20%	-	-	-	12%	100%	-	-	-	33%	-	50%	-	28%	42%	-	50%	-	-	-

Q3. How did you get to the Ferry terminal for this particular Ferry ride? (NYC Subway – Last Train)

/ = 7% Higher / Lower than Total %

Access Mode To Origin Ferry Terminal - NYC Bus Route

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial ↔ Pier 11	Port Imperial ↔ WFC	Hoboken 14th ↔ WFC	Port Imperial ↔ 39th	Lincoln Harbor ↔ 39th	Hoboken 14th ↔ 39th	Edgewater ↔ 39th	Bellford ↔ NYC	BILLYBEY	Hoboken NJT ↔ Pier 11	Hoboken NJT ↔ WFC	Paulus Hook ↔ 39th	Paulus Hook ↔ WFC	Paulus Hook ↔ Pier 11	Liberty Harbor ↔ Pier 11	Port Liberte ↔ Pier 11	SEASTREAK	Alt. Highlands ↔ Pier 11	Alt. Highlands ↔ 35th	
Based On Those Who Took NYC Bus...	54	-	-	43	11	25	-	-	-	13	12	-	-	-	-	23	-	-	3	8	12	-	-	7	-	7	
Provided Answer	52	-	-	43	9	23	-	-	-	11	12	-	-	-	-	23	-	-	3	8	12	-	-	7	-	7	
	96%			100%	83%	92%				85%	100%					100%			100%	100%	100%			100%		100%	
Refused	2	-	-	-	2	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	4%				17%	8%				15%																	
Based On Those Who Took NYC Bus And Answered...																											
M 42	16	-	-	9	7	15	-	-	-	9	6	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-
	31%			21%	79%	66%				82%	52%					6%			50%								
M 15	11	-	-	11	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	4	-	-	7	-	7	
	20%			25%												17%					33%			100%		100%	
QM 11	4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	4	-	-	-	-	-	
	7%			9%												17%					33%						
QM 17	4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	4	-	-	-	-	-	
	7%			9%												17%					33%						
M 11	3	-	-	3	-	3	-	-	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	6%			7%		13%					24%																
M 16	3	-	-	3	-	3	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	6%			7%		13%					24%																
X7	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-	-	-	-	-	-	
	4%			5%												9%				25%							
M 20	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-	-	-	-	-	-	
	4%			5%												9%				25%							
M 22	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-	-	-	-	-	-	
	4%			5%												9%				25%							
M 31	2	-	-	-	2	2	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	
	4%				21%	8%				18%																	
M 9	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-	-	-	-	-	-	
	4%			5%												9%				25%							
M 57	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	
	3%			3%												6%			50%								
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Q3. How did you get to the Ferry terminal for this particular Ferry ride? (NYC Bus Line) / = 7% Higher / Lower than Total %

Egress Mode To Final Destination - NY Waterway Bus Route

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY WATERWAY	Port Imperial ↔ Pler 11	Port Imperial ↔ WFC	Hoboken 14th ↔ WFC	Port Imperial ↔ 39th	Lincoln Harbor ↔ 39th	Hoboken 14th ↔ 39th	Edgewater ↔ 39th	Belford ↔ NYC	BILLYBEY	Hoboken NJT ↔ Pler 11	Hoboken NJT ↔ WFC	Paulus Hook ↔ 39th	Paulus Hook ↔ WFC	Paulus Hook ↔ Pler 11	Liber ty Harbor ↔ Pler 11	Port Liberte ↔ Pler 11	SEAStREAK	All. Highlands ↔ Pler 11	All. Highlands ↔ 39th
Based On Those Who Took NY Waterway Bus...	3021	2544	432	31	14	2806	-	-	2	1640	114	778	259	13	197	2	2	191	2	-	-	-	17	11	6
Provided Answer	314	296	11	5	2	284	-	-	-	140	2	111	26	5	18	-	-	18	-	-	-	-	12	6	6
	10%	12%	3%	16%	14%	10%	-	-	-	9%	2%	14%	10%	36%	9%	-	-	9%	-	-	-	-	68%	50%	100%
Refused	2707	2248	421	26	12	2522	-	-	2	1500	112	667	232	8	179	2	2	173	2	-	-	-	6	6	-
	90%	88%	97%	84%	86%	90%	-	-	100%	91%	98%	86%	90%	64%	91%	100%	100%	91%	100%	-	-	-	32%	50%	-

Based On Those Who Took NY Waterway Bus And Answered...

	295	284	11	-	-	271	-	-	-	130	2	108	26	5	18	-	-	18	-	-	-	-	6	6	-
NY Bus Routes	94%	96%	100%	-	-	95%	-	-	-	93%	100%	97%	100%	100%	100%	-	-	100%	-	-	-	-	48%	100%	-
50th Street	95	95	-	-	-	90	-	-	-	40	-	41	9	-	5	-	-	5	-	-	-	-	-	-	-
	30%	32%	-	-	-	31%	-	-	-	28%	-	37%	35%	-	30%	-	-	30%	-	-	-	-	-	-	-
57th Street	62	60	2	-	-	57	-	-	-	27	2	17	8	2	5	-	-	5	-	-	-	-	-	-	-
	20%	20%	21%	-	-	20%	-	-	-	20%	100%	16%	29%	33%	30%	-	-	30%	-	-	-	-	-	-	-
42nd Street	59	59	-	-	-	55	-	-	-	26	-	23	5	2	4	-	-	4	-	-	-	-	-	-	-
	19%	20%	-	-	-	19%	-	-	-	18%	-	21%	18%	33%	20%	-	-	20%	-	-	-	-	-	-	-
34th Street	42	35	6	-	-	40	-	-	-	19	-	18	3	-	2	-	-	2	-	-	-	-	-	-	-
	13%	12%	58%	-	-	14%	-	-	-	14%	-	16%	12%	-	10%	-	-	10%	-	-	-	-	-	-	-
Downtown Loop	36	33	2	-	-	28	-	-	-	18	-	9	2	-	2	-	-	2	-	-	-	-	6	6	-
	11%	11%	22%	-	-	10%	-	-	-	13%	-	8%	6%	-	10%	-	-	10%	-	-	-	-	48%	100%	-
Lincoln Center	2	2	-	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-	-	-	1%	-	-	-	-	-	-	-	33%	-	-	-	-	-	-	-	-	-	-	-
NJ Bus Routes	5	-	-	5	-	5	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	100%	-	2%	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Port Imperial Blvd	3	-	-	3	-	3	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	50%	-	1%	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Weehawken Township	3	-	-	3	-	3	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	50%	-	1%	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	14	12	-	-	2	8	-	-	-	5	-	3	-	-	-	-	-	-	-	-	-	-	6	-	6
	5%	4%	-	-	100%	3%	-	-	-	4%	-	3%	-	-	-	-	-	-	-	-	-	-	52%	-	100%

Q9. How will you reach your final destination when you get off this particular Ferry? (NY Waterway Bus Route)

/ = 7% Higher / Lower than Total %

Egress Mode To Final Destination - NJ Transit Rail

Based On Those Who Took NJ Transit Rail...

TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial Pler 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th 39th	Edgewater 39th	Belford NYC	BILLYBEY	Hoboken NJT Pler 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pler 11	Liberty Harbor Pler 11	Port Liberte Pler 11	SEASTREAK	All. Highlands Pler 11	All. Highlands 33th
27	-	-	8	19	-	-	-	-	-	-	-	-	-	-	27	10	18	-	-	-	-	-	-	-	-

NJ Transit Rail Line

Provided Answer	22 80%	-	5 58%	17 89%	-	-	-	-	-	-	-	-	-	-	22 80%	4 44%	18 100%	-	-	-	-	-	-	-	-
Refused	5 20%	-	3 42%	2 11%	-	-	-	-	-	-	-	-	-	-	5 20%	5 56%	-	-	-	-	-	-	-	-	-

Based On Those Who Took NJ Transit Rail And Answered...

Main/Bergen Line	13 60%	-	2 50%	11 63%	-	-	-	-	-	-	-	-	-	-	13 60%	2 50%	11 62%	-	-	-	-	-	-	-	-
Pascack Valley Line	6 29%	-	-	6 37%	-	-	-	-	-	-	-	-	-	-	6 29%	2 50%	4 24%	-	-	-	-	-	-	-	-
Essex Line	2 11%	-	2 50%	-	-	-	-	-	-	-	-	-	-	-	2 11%	-	2 13%	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

NJ Transit Boarding Station

Provided Answer	17 61%	-	8 100%	9 45%	-	-	-	-	-	-	-	-	-	-	17 61%	3 34%	13 76%	-	-	-	-	-	-	-	-
Refused	11 39%	-	-	11 55%	-	-	-	-	-	-	-	-	-	-	11 39%	6 66%	4 24%	-	-	-	-	-	-	-	-

Based On Those Who Took NJ Transit Rail And Answered...

Hoboken	6 34%	-	6 71%	-	-	-	-	-	-	-	-	-	-	-	6 34%	3 100%	2 18%	-	-	-	-	-	-	-	-
Ridgewood	4 26%	-	-	4 50%	-	-	-	-	-	-	-	-	-	-	4 26%	-	4 32%	-	-	-	-	-	-	-	-
Ramsey	4 26%	-	-	4 50%	-	-	-	-	-	-	-	-	-	-	4 26%	-	4 32%	-	-	-	-	-	-	-	-
Suffern	2 14%	-	2 29%	-	-	-	-	-	-	-	-	-	-	-	2 14%	-	2 18%	-	-	-	-	-	-	-	-

Q9. How will you reach your final destination when you get off this particular Ferry? (NJ Transit Rail Line & Boarding Station)

/ = 7% Higher / Lower than Total %

Egress Mode To Final Destination – Other NJ Transit Methods

Based On Those Who Took Hudson-Bergen Light Rail...

TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial ⇄ Pier 11	Port Imperial ⇄ WFC	Hoboken 14th ⇄ WFC	Port Imperial ⇄ 39th	Lincoln Harbor ⇄ 39th	Hoboken 14th ⇄ 39th	Edgewater ⇄ 39th	Belford ⇄ NYC	BILLYBEY	Hoboken NUT ⇄ Pier 11	Hoboken NUT ⇄ WFC	Paulus Hook ⇄ 39th	Paulus Hook ⇄ WFC	Paulus Hook ⇄ Pier 11	Liberty Harbor ⇄ Pier 11	Port Liberte ⇄ Pier 11	SEASTREAK	All. Highlands ⇄ Pier 11	All. Highlands ⇄ 35th
15	6	-	7	2	8	-	-	-	-	-	2	-	-	6	7	-	-	7	-	-	-	-	-	-	-

Hudson-Bergen Light Rail Station

Provided Answer	10 69%	5 75%	6 80%	-	5 60%	-	-	-	-	-	-	-	-	5 75%	6 80%	-	-	6 80%	-	-	-	-	-	-	-
Refused	5 31%	2 25%	1 20%	2 100%	3 40%	-	-	-	-	2 100%	-	-	2 25%	1 20%	-	-	1 20%	-	-	-	-	-	-	-	-

Based On Those Who Took Hudson-Bergen Light Rail And Answered...

Exchange Place	9 87%	5 100%	4 75%	-	5 100%	-	-	-	-	-	-	-	-	5 100%	4 75%	-	-	4 75%	-	-	-	-	-	-	-
Newport Mall	1 13%	-	1 25%	-	-	-	-	-	-	-	-	-	-	-	1 25%	-	-	1 25%	-	-	-	-	-	-	-

Based On Those Who Took NJ Transit Bus...

TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial ⇄ Pier 11	Port Imperial ⇄ WFC	Hoboken 14th ⇄ WFC	Port Imperial ⇄ 39th	Lincoln Harbor ⇄ 39th	Hoboken 14th ⇄ 39th	Edgewater ⇄ 39th	Belford ⇄ NYC	BILLYBEY	Hoboken NUT ⇄ Pier 11	Hoboken NUT ⇄ WFC	Paulus Hook ⇄ 39th	Paulus Hook ⇄ WFC	Paulus Hook ⇄ Pier 11	Liberty Harbor ⇄ Pier 11	Port Liberte ⇄ Pier 11	SEASTREAK	All. Highlands ⇄ Pier 11	All. Highlands ⇄ 35th
2	-	-	2	-	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-

NJ Transit Bus

Provided Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	2 100%	-	-	2 100%	-	2 100%	-	-	-	-	-	2 100%	-	-	-	-	-	-	-	-	-	-	-	-	-

Q9. How will you reach your final destination when you get off this particular Ferry? (Hudson-Bergen Light Rail/NJ Transit Bus)

/ = 7% Higher / Lower than Total %

Egress Mode To Final Destination - NYC Subway Train

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial Pier 11	Port Imperial Pier 11	Hoboken 14th WFC	Hoboken 14th WFC	Port Imperial Pier 39th	Lincoln Harbor Pier 39th	Hoboken 14th Pier 39th	Edgewater Pier 39th	Belford NYC	BILLYBEY	Hoboken NJT to/from Pier 11	Hoboken NJT to/from Pier 11	Paulus Hook Pier 39th	Paulus Hook Pier 39th	Paulus Hook Pier 39th	Paulus Hook Pier 11	Liberty Harbor Pier 11	Port Liberte Pier 11	Port Liberte Pier 11	SEASTREAK All Highlands Pier 11	SEASTREAK All Highlands Pier 11	SEASTREAK All Highlands Pier 33rd
Based On Those Who Took NYC Subway...	514	399	115	-	-	162	10	3	3	45	9	3	6	82	97	4	19	-	-	41	7	-	26	255	242	13			
Provided Answer	296	248	49	-	-	82	7	2	3	21	5	3	3	39	43	-	6	-	16	4	-	17	171	159	13				
	58%	62%	42%			51%	75%	50%	100%	46%	49%	100%	51%	47%	44%		30%		39%	58%		66%	67%	65%	100%				
Refused	217	151	66	-	-	79	2	2	-	24	5	-	3	43	54	4	13	-	25	3	-	9	84	84	-				
	42%	38%	58%			49%	25%	50%		54%	51%		49%	53%	56%	100%	70%		61%	42%		34%	33%	35%					
Based On Those Who Took NYC Subway And Answered...																													
2	105	99	5	-	-	13	5	-	-	-	-	-	-	2	7	6	-	-	-	-	2	-	4	85	85	-			
	35%	40%	11%			16%	67%							49%	18%	15%					50%		25%	50%	54%				
4	61	56	5	-	-	7	-	-	2	-	-	-	-	-	5	9	-	-	-	7	-	2	45	45	-				
	21%	23%	10%			8%			50%						12%	21%				43%		13%	26%	29%					
E	13	6	7	-	-	9	-	-	-	4	-	3	-	2	5	-	-	-	-	5	-	-	-	-	-	-			
	4%	3%	15%			11%				20%		100%		4%	11%					30%									
1	9	7	2	-	-	5	-	2	-	2	-	-	-	2	4	-	2	-	2	-	2	-	-	-	-	-			
	3%	3%	4%			6%		100%		8%				4%	9%		32%		13%										
R	7	7	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	6	6	-			
	2%	3%				2%				8%														3%	4%				
A	6	1	5	-	-	5	-	-	-	5	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-			
	2%	0%	10%			6%				23%						3%							7%						
3	6	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	6	-			
	2%	2%																						3%	4%				
J	6	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	6	-			
	2%	2%																						3%	4%				
6	5	4	2	-	-	3	-	-	-	-	-	-	-	2	2	2	-	2	-	-	-	-	-	-	-	-			
	2%	1%	3%			4%								51%	4%	5%		35%											
5	3	3	-	-	-	3	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-			
	1%	1%				4%									8%														
7	2	-	2	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	1%		5%			3%				12%																			
C	2	-	2	-	-	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	1%		5%			3%						52%																	
Other	71	52	19	-	-	31	2	-	2	6	2	-	-	19	16	-	2	-	2	2	-	9	24	11	13				
	24%	21%	36%			38%	33%		50%	28%	48%			49%	36%		32%		13%	50%		55%	14%	7%	100%				

Q9. How will you reach your final destination when you get off this particular Ferry? (NYC Subway) ■ / ■ = 7% Higher / Lower than Total %

Egress Mode To Final Destination - NYC Bus Route

	TOTAL AM PEAK/MIDDAY	AM Peak Inbound	Midday Inbound	AM Peak Outbound	Midday Outbound	NY	WATERWAY	Port Imperial Pler 11	Port Imperial WFC	Hoboken 14th WFC	Port Imperial 39th	Lincoln Harbor 39th	Hoboken 14th 39th	Edgewater 39th	Belford NYC	BILLYBEY	Hoboken NJT Pler 11	Hoboken NJT WFC	Paulus Hook 39th	Paulus Hook WFC	Paulus Hook Pler 11	Liberty Harbor Pler 11	Port Liberte Pler 11	SEASTREAK	All. Highlands Pler 11	All. Highlands 39th	
Based On Those Who Took NYC Bus...	90	36	54	-	-	47	1	-	-	25	12	3	5	2	5	-	-	2	-	2	-	1	38	-	38		
Provided Answer	43	15	28	-	-	15	-	-	-	7	5	-	2	2	3	-	-	2	-	-	-	1	25	-	25		
Refused	47	21	27	-	-	33	1	-	-	18	7	3	3	-	2	-	-	-	-	2	-	-	12	-	12		
	52%	58%	49%			69%	100%			72%	61%	100%	67%		43%					100%			33%		33%		
Based On Those Who Took NYC Bus And Answered...																											
M 15	28	3	25	-	-	2	-	-	-	-	-	-	-	2	1	-	-	-	-	-	-	1	25	-	25		
	66%	18%	92%			11%								100%	38%							100%	100%		100%		
M 42	4	4	-	-	-	4	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	9%	26%				27%				25%	48%																
M 34	3	3	-	-	-	3	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	8%	23%				24%				50%																	
X1	2	-	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	5%		8%			16%					52%																
M 79	2	2	-	-	-	2	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-		
	4%	10%				11%							100%														
Other	4	4	-	-	-	2	-	-	-	2	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-		
	8%	23%				12%				25%					62%			100%									

Legend: Yellow = 7% Higher than Total % / Grey = 7% Lower than Total %

Q9. How will you reach your final destination when you get off this particular Ferry? (NYC Bus Line)