

NYC Ferry Optimization Plan

Appendix C – Engagement Results

October 2025

(Updated: January 2026)



Participation and Respondent Profile

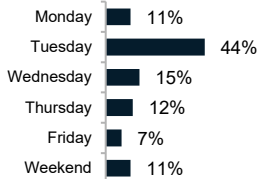
15,244 responses were collected, capturing 22,306 landing reviews

Survey Completion Summary

Survey link source (in %)



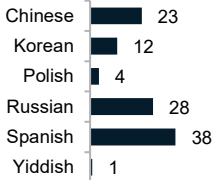
Completion day (in %)



Time to complete

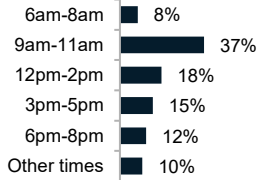
5
minutes
on average

Language (count of respondents)



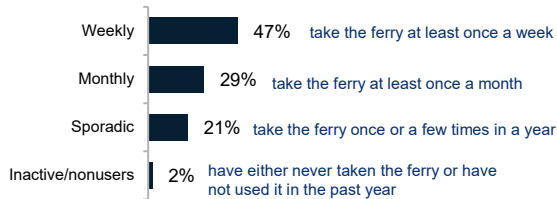
~1% of respondents provided feedback in a foreign language. The rest completed the survey in English (n=15,138).

Completion time (in %)

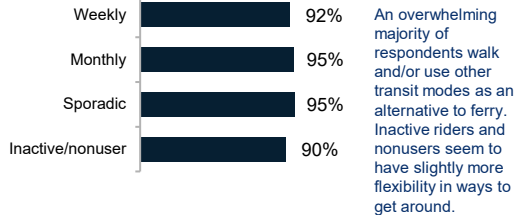


Travel Behavior of Respondents by Rider Type and Demographics

Rider type (in %)



Alternative to ferry – walk or/and transit (in %)

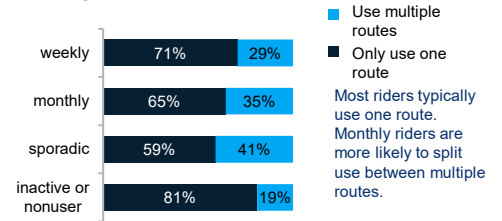


Median household income (unweighted, in \$)

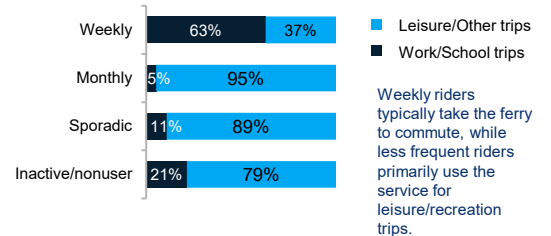
\$100,000 - \$149,999

(22% of respondents)

Route usage (in %)



Trip purpose, leisure vs work share (in %)



BIPOC share (unweighted, in %)

26%

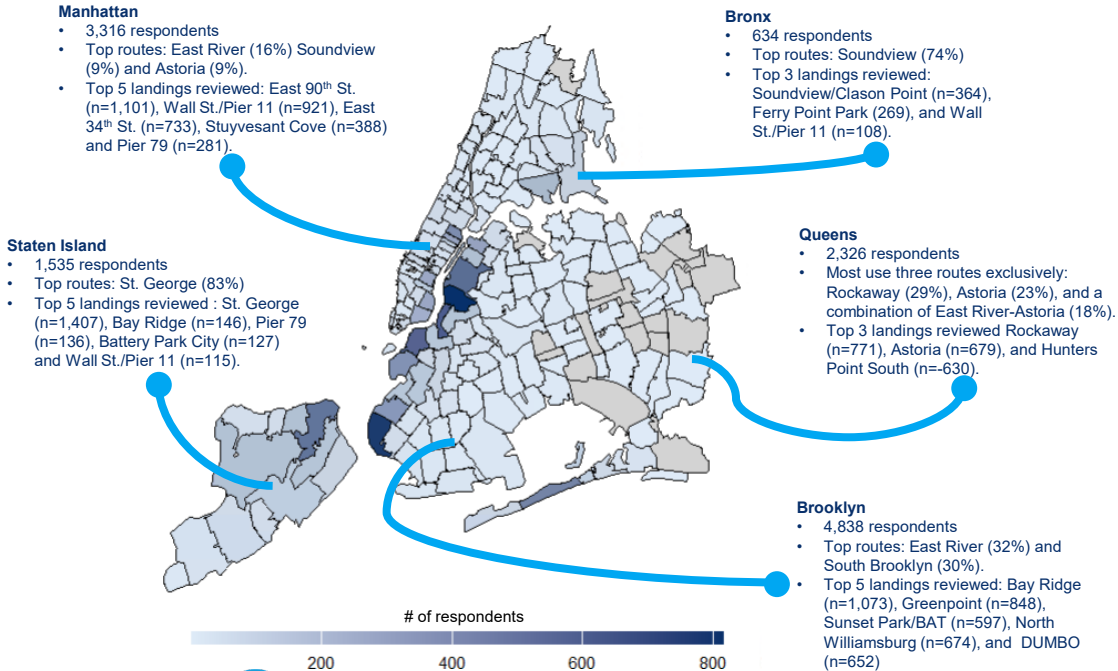
(of respondents identify as non-white or multiracial)



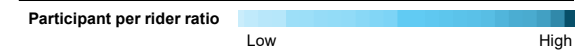
Note: Reported statistics is based on 15,244 responses. Some analyses exclude questions skipped by respondents and responses marked "Prefer not to answer", so totals may not always add up to 100%.

Feedback Coverage

Respondents came from across the city; some reviewed multiple landings



Landing	Average Daily Ridership	# of Reviews	Participation – Rider Ratio
Wall St./Pier 11	4,152	2,424	0.58
East 34th Street	2,613	1,551	0.59
Dumbo/Fulton Ferry	1,889	996	0.53
North Williamsburg	1,080	905	0.84
East 90th St	1,016	1,454	1.43
Rockaway	869	1,336	1.54
Greenpoint	810	1,154	1.43
Hunters Point South	783	757	0.97
Astoria	775	1,070	1.38
St. George	724	1,799	2.49
Long Island City	651	664	1.02
Roosevelt Island	616	342	0.56
South Williamsburg	546	480	0.88
Midtown West/W 39th St- Pier 79	523	594	1.14
Soundview	460	494	1.07
Battery Park City/Vesey St.	445	414	0.93
Sunset Park/BAT	376	961	2.55
Brooklyn Navy Yard	321	611	1.91
Red Hook/Atlantic Basin	302	617	2.04
Ferry Point Park	286	407	1.42
Atlantic Ave/BBP Pier 6	278	759	2.73
Bay Ridge	277	1,460	5.27
Gov. Island/Yankee Pier	259	244	0.94
Stuyvesant Cove	223	500	2.24
Corlears Hook	89	313	3.53



A higher ratio reflects strong participation, meaning the number of reviews farexceeds the landing's average daily ridership.

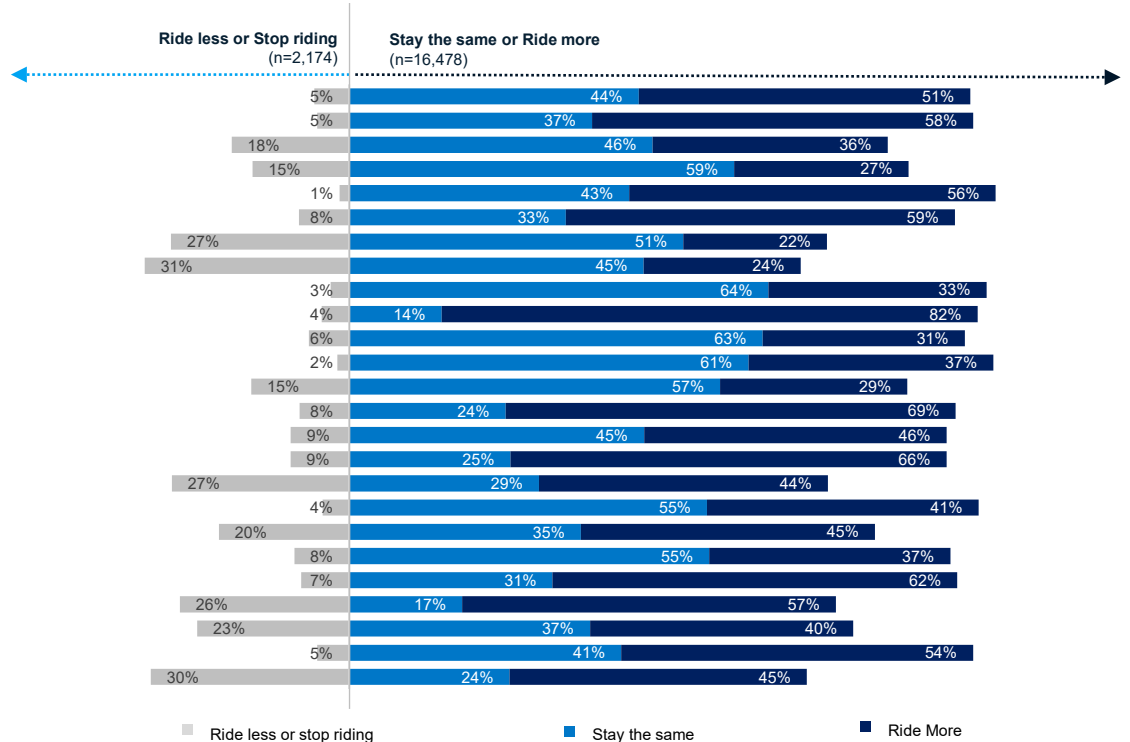


Note: Respondents could review up to four landings per feedback form; total landing reviews (n=22,306) exceed total respondents (n=15,244). 83% of respondents (n=12,663) reported a valid NYC Zip Code.

Perceived impact on ferry usage by landing

“If these route and service changes are implemented, how would it change your use of NYC Ferry?”

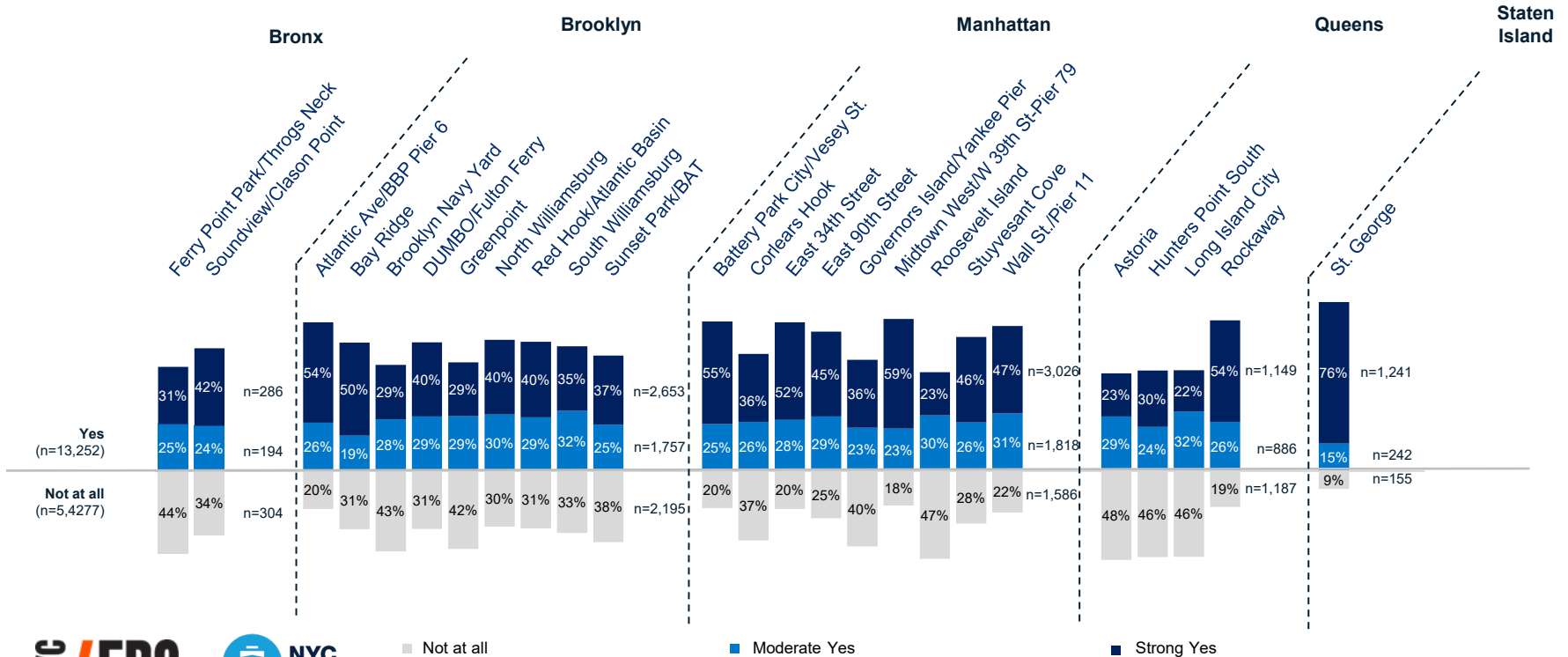
Landing	CY 2024 Avg. Daily Ridership	Total Responses
Wall St./Pier 11	4,152	2,424
East 34th Street	2,613	1,551
DUMBO/Fulton Ferry	1,889	996
North Williamsburg	1,080	905
East 90th Street	1,016	1,454
Rockaway	869	1,336
Greenpoint	810	1,154
Hunters Point South	783	757
Astoria	775	1,070
St. George	724	1,799
Long Island City	651	664
Roosevelt Island	616	342
South Williamsburg	546	480
Midtown West/W 39th St-Pier 79	523	594
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Battery Park City/Vesey St.	445	414
Sunset Park/BAT	376	961
Brooklyn Navy Yard	321	611
Red Hook/Atlantic Basin	302	617
Ferry Point Park/Throgs Neck	286	407
Atlantic Ave/BBP Pier 6	278	759
Bay Ridge	277	1,460
Governors Island/Yankee Pier	259	244
Stuyvesant Cove	223	500
Corlears Hook	89	313



Note: Reported statistics is based on 15,244 responses. Some analyses exclude questions skipped by respondents and responses marked "Prefer not to answer", so totals may not always add up to 100%.

Perceived impact on connectivity by landing

“Do the proposed changes make it easier for you to get to places you want to go?”



■ Not at all

■ Moderate Yes

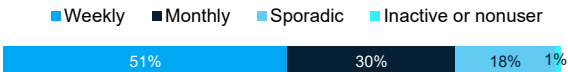
■ Strong Yes

Note: Moderate yes = Somewhat, a little; Strong yes = Mostly, definitely. Skipped responses are excluded in calculations, total may not add up to 22,306 reviews.

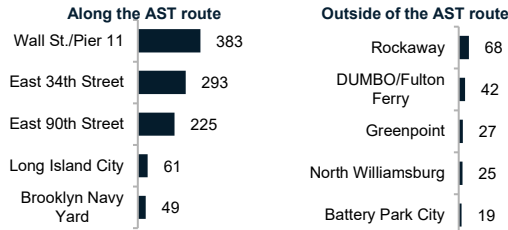
Astoria

1,070 landing reviews

Rider type (as % share of total)

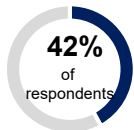


Top 5 destinations for reviewers (count of responses)



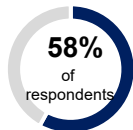
Commuters

Frequent work/school trips

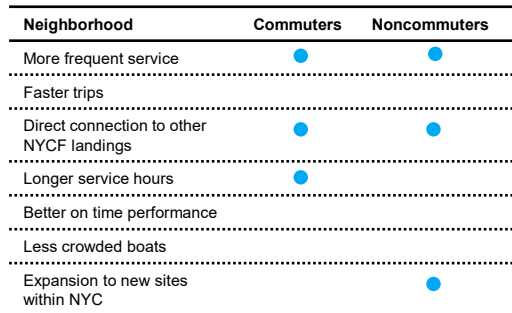


Non-Commuters

Non-work/school trips
Infrequent work/school trips

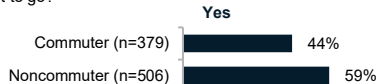


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



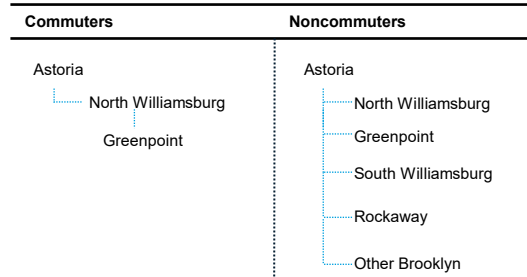
If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Routing proposal, 63 Service frequency, 35 Span of service, 28 	<ul style="list-style-type: none"> Routing proposal, 93 Expansion, 62 Miscellaneous, 31

Most requested connections (at least 5 responses)



Most requested new sites (at least 5 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Other NYC sites, 7 LaGuardia Airport, 5 	<ul style="list-style-type: none"> LGA Airport, 12 Bush Terminal/ MADE, 10 Other NYC sites, 7 Coney Island, 7 Willets Point, 6

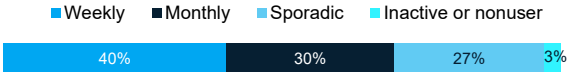


Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

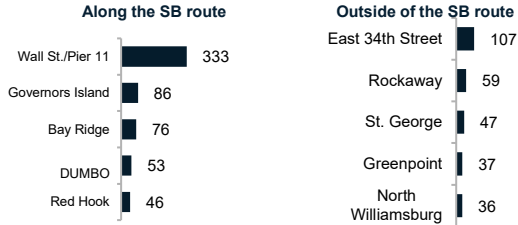
Atlantic Ave/BBP Pier 6

759 landing reviews

Rider type (as % share of total)

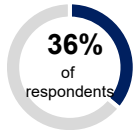


Top 5 destinations for reviewers (count of responses)



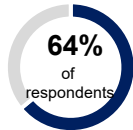
Commuters

Frequent work/school trips

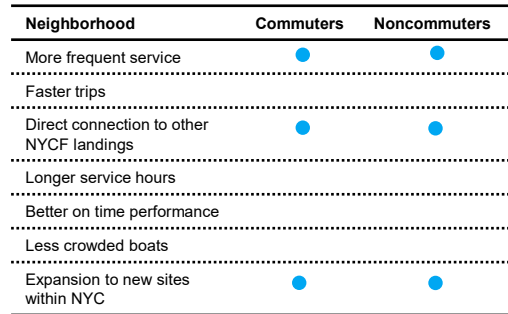


Non-Commuters

Non-work/school trips
Infrequent work/school trips



Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> General statement of support, 49 Routing proposal, 26 Expansion, 14 	<ul style="list-style-type: none"> General statement of support, 75 Routing proposal, 59 Expansion, 42

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	Atlantic Ave/ BBP Pier 6 Rockaway

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
Bush Terminal/MADE, 8	Bush Terminal/MADE, 22 Coney Island, 5

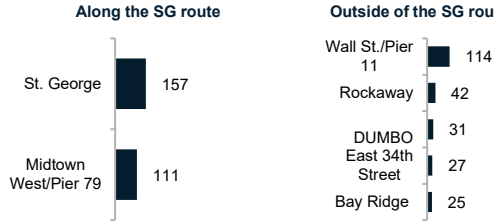
Battery Park City/Vesey St.

414 landing reviews

Rider type (as % share of total)

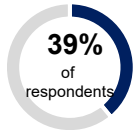


Top 5 destinations for reviewers (count of responses)



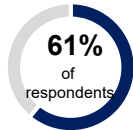
Commuters

Frequent work/school trips

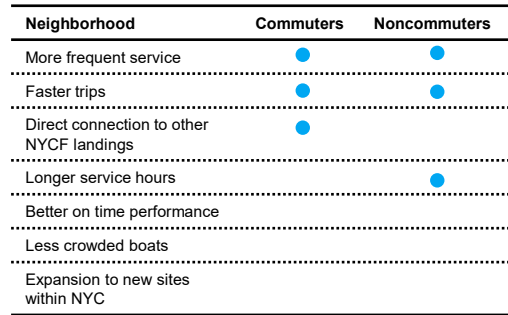


Non-Commuters

Non-work/school trips
Infrequent work/school trips



Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Routing proposal, 18 General statement of support, 14 Service frequency, 10 	<ul style="list-style-type: none"> Routing proposal, 34 General statement of support, 31 Expansion, 25

Most requested connections (at least 5 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Battery Park City Wall St./Pier 11 	<ul style="list-style-type: none"> Battery Park City Wall St./Pier 11

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
N/A	<ul style="list-style-type: none"> Bush Terminal/MADE, 8



Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

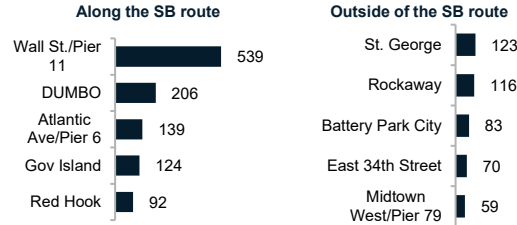
Bay Ridge

1,460 landing reviews

Rider type (as % share of total)

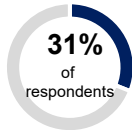


Top 5 destinations for reviewers (count of responses)



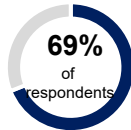
Commuters

Frequent work/school trips

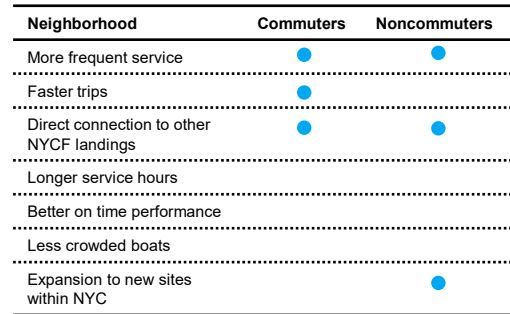


Non-Commuters

Non-work/school trips
Infrequent work/school trips

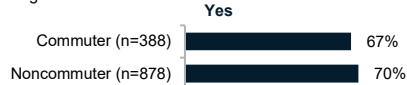


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> General statement of support, 80 Lost connection, 64 Expansion, 32 	<ul style="list-style-type: none"> Lost connection, 208 General statement of support, 175 Routing proposal, 70

Most requested connections (at least 5 responses)

Commuters	Noncommuters
Bay Ridge East 34 th Street	Bay Ridge Rockaway

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Bush Terminal/MADE, 16 Coney Island, 4 	<ul style="list-style-type: none"> Bush Terminal/MADE, 34 Coney Island, 18



Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

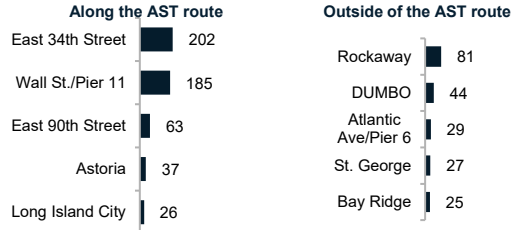
Brooklyn Navy Yard

611 landing reviews

Rider type (as % share of total)

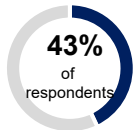


Top 5 destinations for reviewers (count of responses)



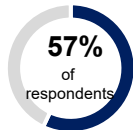
Commuters

Frequent work/school trips

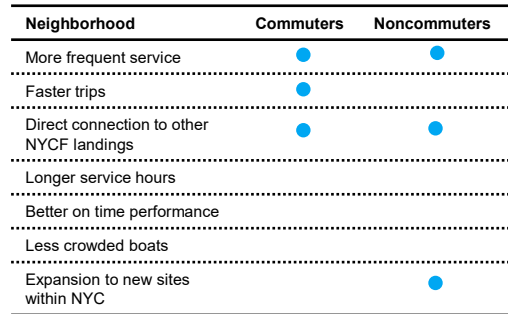


Non-Commuters

Non-work/school trips
Infrequent work/school trips

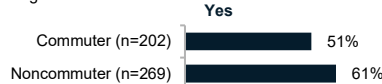


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Routing proposal, 32 Expansion, 20 General statement of support, 20 	<ul style="list-style-type: none"> Routing proposal, 42 Expansion, 25 General statement of support, 23

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	N/A

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Bush Terminal/MADE, 11 	<ul style="list-style-type: none"> Bush Terminal/MADE, 14

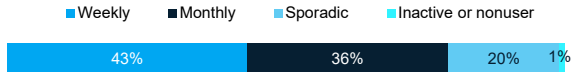


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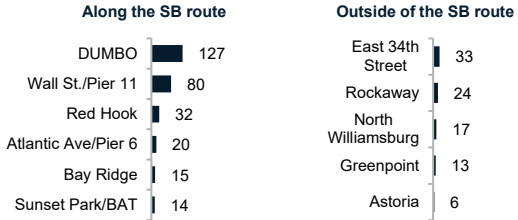
Corlears Hook

313 landing reviews

Rider type (as % share of total)

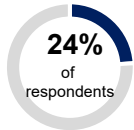


Top 5 destinations for reviewers (count of responses)



Commuters

Frequent work/school trips

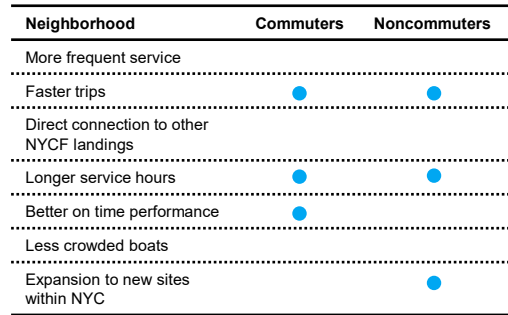


Non-Commuters

Non-work/school trips
Infrequent work/school trips

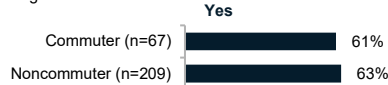


Top 3 ridership motivators (weighted ranking)

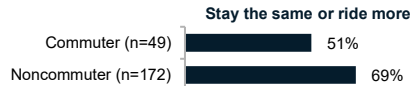


Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Lost connection, 20 Routing proposal, 9 General statement of support, 6 	<ul style="list-style-type: none"> Lost connection, 50 Routing proposal, 49 General statement of support, 38

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	<ul style="list-style-type: none"> Corlears Hook North Williamsburg

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
N/A	N/A

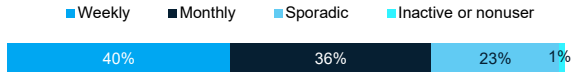


Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

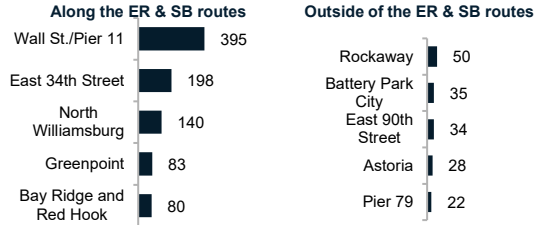
DUMBO/Fulton Ferry

996 landing reviews

Rider type (as % share of total)

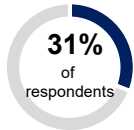


Top 5 destinations for reviewers (count of responses)



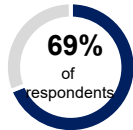
Commuters

Frequent work/school trips

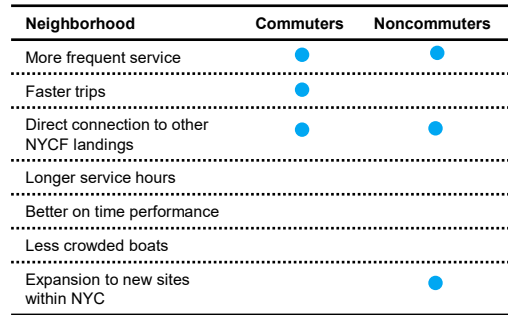


Non-Commuters

Non-work/school trips
Infrequent work/school trips

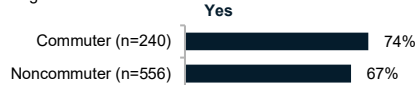


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Routing proposal, 25 General statement of support, 23 Miscellaneous, 21 	<ul style="list-style-type: none"> Lost connection, 73 Routing proposal, 62 Expansion, 39

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	<ul style="list-style-type: none"> DUMBO Midtown West/Pier 79

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Bush Terminal/MADE, 10 	<ul style="list-style-type: none"> Bush Terminal/MADE, 25 Other NYC sites, 6

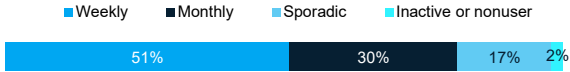


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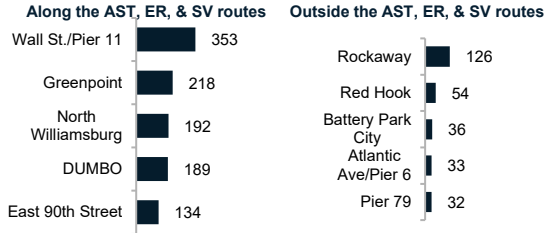
East 34th Street

1,551 landing reviews

Rider type (as % share of total)

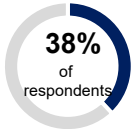


Top 5 destinations for reviewers (count of responses)



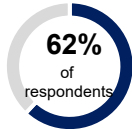
Commuters

Frequent work/school trips

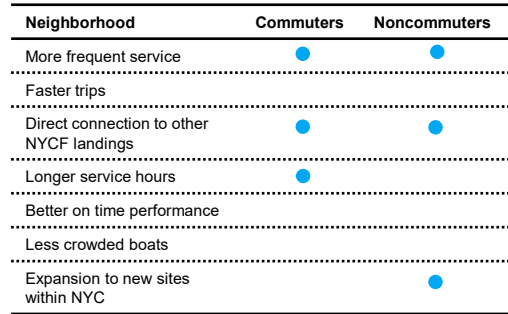


Non-Commuters

Non-work/school trips
Infrequent work/school trips



Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> General statement of support, 51 Service frequency, 40 Miscellaneous, 29 	<ul style="list-style-type: none"> General statement of support, 108 Expansion, 91 Routing proposal, 48

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	N/A

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> East 62nd St., 7 Bush Terminal/MADE, 7 	<ul style="list-style-type: none"> East 62nd St., 21 Bush Terminal/MADE, 12 Other NYC sites, 8 LGA Airport, 7 East Harlem, 7 Willets Point, 5 Inwood, 5

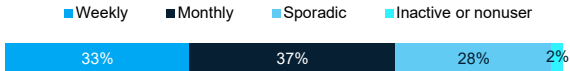


Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

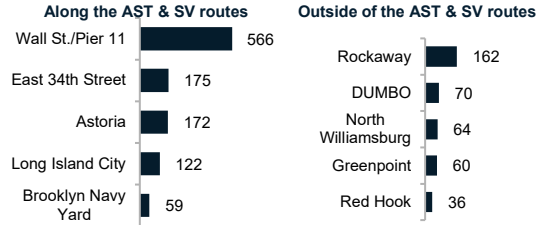
East 90th Street

1,454 landing reviews

Rider type (as % share of total)

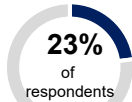


Top 5 destinations for reviewers (count of responses)



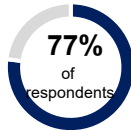
Commuters

Frequent work/school trips

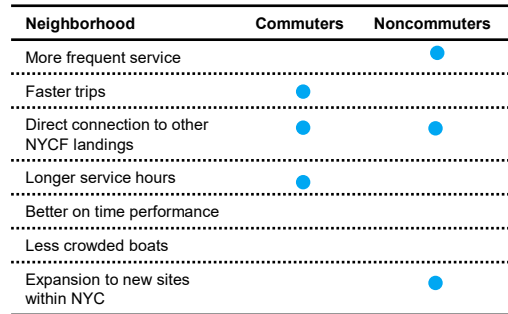


Non-Commuters

Non-work/school trips
Infrequent work/school trips

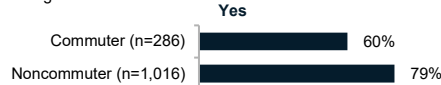


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> General statement of support, 35 Routing proposal, 28 Service frequency, 28 	<ul style="list-style-type: none"> General statement of support, 207 Expansion, 141 Routing proposal, 138

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	<ul style="list-style-type: none"> East 90th Street Greenpoint North Williamsburg DUMBO Other Brooklyn Red Hook

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> LGA Airport, 26 East Harlem, 6 	<ul style="list-style-type: none"> LGA Airport, 28 East Harlem, 24 East 62nd St., 17 West 125th St. (Columbia), 15 Willets Point, 11 West 70th St./ Pier 1, 11

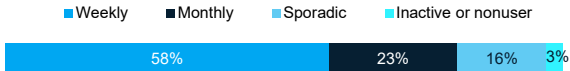
<<< List continued



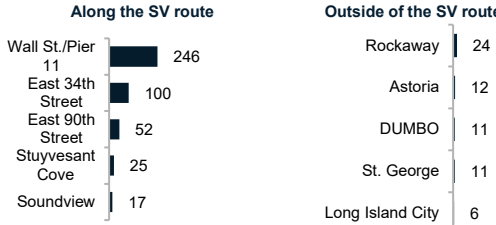
Ferry Point Park/Throgs Neck

407 landing reviews

Rider type (as % share of total)

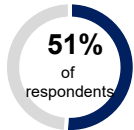


Top 5 destinations for reviewers (count of responses)



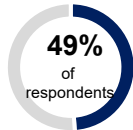
Commuters

Frequent work/school trips

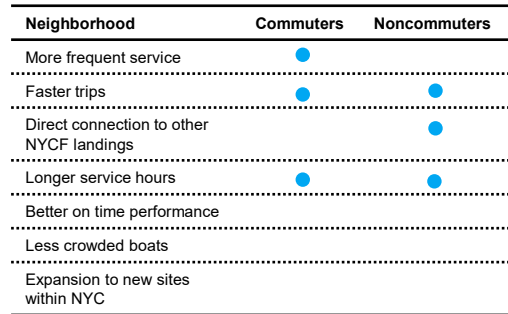


Non-Commuters

Non-work/school trips
Infrequent work/school trips

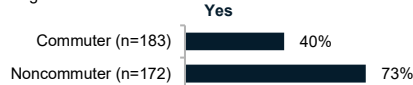


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Scheduling, 43 Service frequency, 23 Expansion, 22 	<ul style="list-style-type: none"> Expansion, 38 General statement of support, 21 Miscellaneous, 11

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	N/A

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> City Island, 8 	<ul style="list-style-type: none"> City Island, 13 LGA Airport, 7 Willetts Point, 5

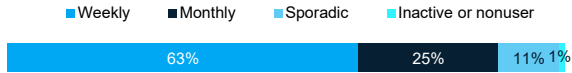


Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

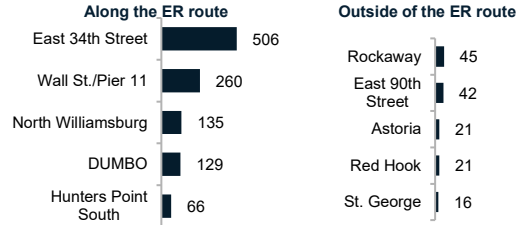
Greenpoint

1,154 landing reviews

Rider type (as % share of total)

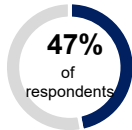


Top 5 destinations for reviewers (count of responses)



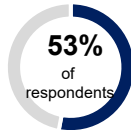
Commuters

Frequent work/school trips

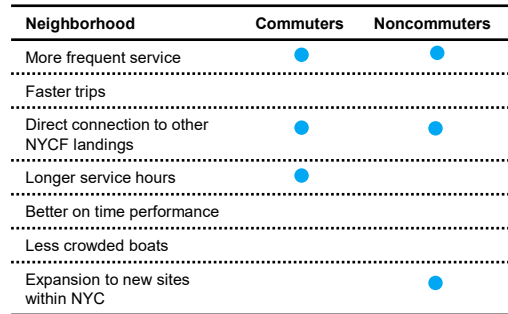


Non-Commuters

Non-work/school trips
Infrequent work/school trips

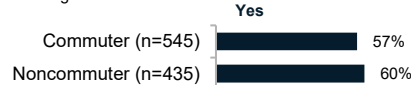


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Lost connection, 107 Routing proposal, 64 Service frequency, 50 	<ul style="list-style-type: none"> Lost connection, 85 Routing proposal, 45 Service frequency, 24

Most requested connections (at least 5 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Greenpoint East 90th Street Stuyvesant Cove 	<ul style="list-style-type: none"> Greenpoint Stuyvesant Cove

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
N/A	<ul style="list-style-type: none"> Coney Island, 3

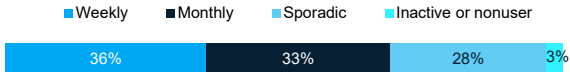


Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

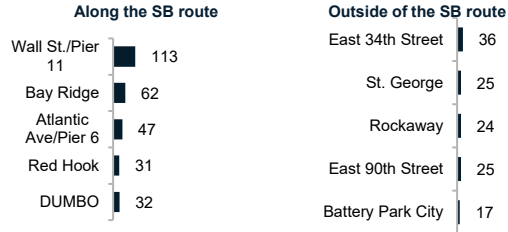
Governors Island/Yankee Pier

244 landing reviews

Rider type (as % share of total)

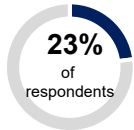


Top 5 destinations for reviewers (count of responses)



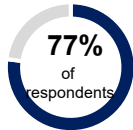
Commuters

Frequent work/school trips

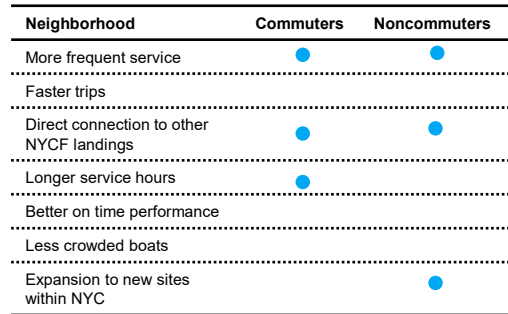


Non-Commuters

Non-work/school trips
Infrequent work/school trips

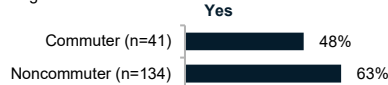


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Lost connection, 7 	<ul style="list-style-type: none"> Lost connection, 14 Routing proposal, 9 Miscellaneous, 4 General statement of support, 4

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	N/A

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
N/A	N/A

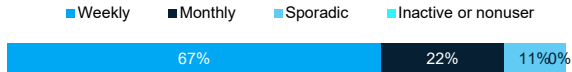


Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

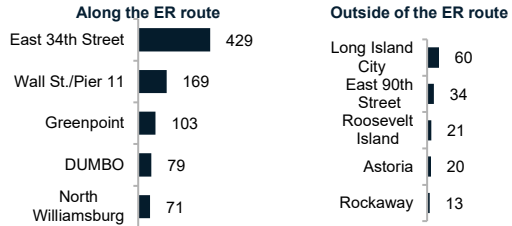
Hunters Point South

757 landing reviews

Rider type (as % share of total)

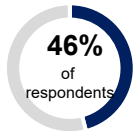


Top 5 destinations for reviewers (count of responses)



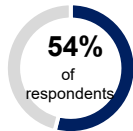
Commuters

Frequent work/school trips

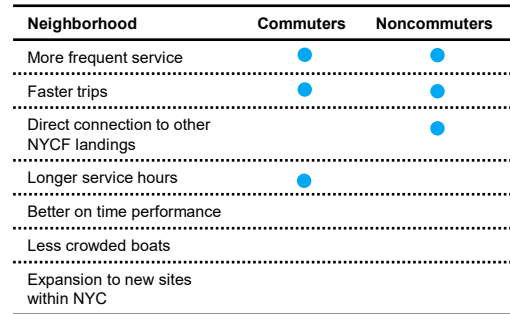


Non-Commuters

Non-work/school trips
Infrequent work/school trips

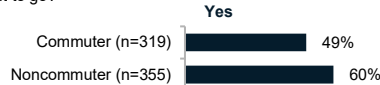


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Lost connection, 51 Stop sequence, 244 General statement of support, 26 	<ul style="list-style-type: none"> Lost connection, 69 General statement of support, 24 Stop sequence, 22

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	N/A

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
N/A	N/A



Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

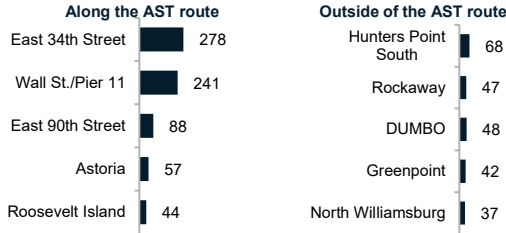
Long Island City

664 landing reviews

Rider type (as % share of total)

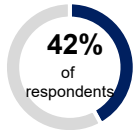


Top 5 destinations for reviewers (count of responses)



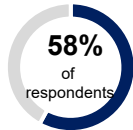
Commuters

Frequent work/school trips

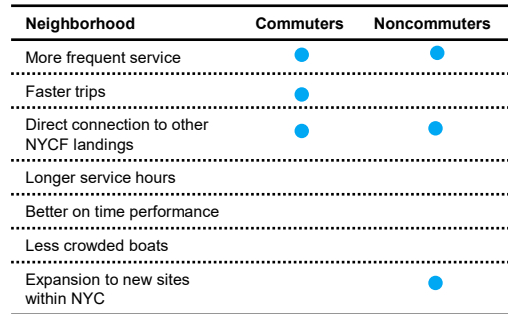


Non-Commuters

Non-work/school trips
Infrequent work/school trips

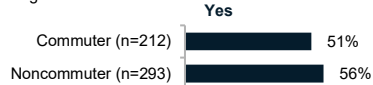


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Routing proposal, 20 General statement of support, 19 Service Frequency, 14 	<ul style="list-style-type: none"> Routing proposal, 27 General statement of support, 21 Expansion, 21

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	N/A

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
N/A	<ul style="list-style-type: none"> Bush Terminal/MADE, 5



Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

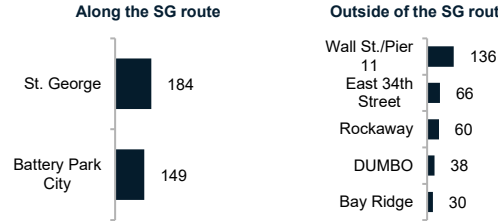
Midtown West/W 39th St-Pier 79

594 landing reviews

Rider type (as % share of total)

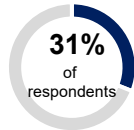


Top 5 destinations for reviewers (count of responses)



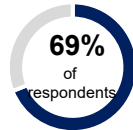
Commuters

Frequent work/school trips

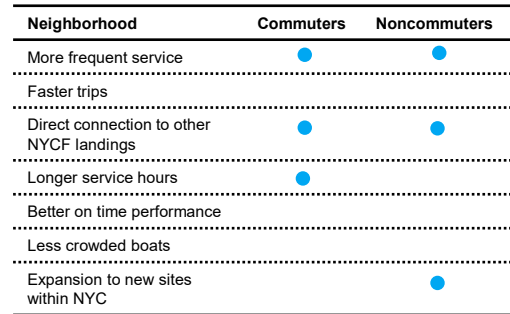


Non-Commuters

Non-work/school trips
Infrequent work/school trips



Top 3 ridership motivators (count of most #1 rankings)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> General statement of support, 13 Service Frequency, 7 Miscellaneous, 6 	<ul style="list-style-type: none"> General statement of support, 36 Expansion, 30 Routing proposal, 26

Most requested connections (at least 3 responses)

Commuters	Noncommuters
N/A	<ul style="list-style-type: none"> Midtown West/W 39th St-Pier 79 Wall St./Pier 11

Most requested new sites (at least 3 responses)

Commuters	Noncommuters
	<ul style="list-style-type: none"> West 125th St., 9 West 70th St., 8 Inwood, 6 Washington Heights, 3 Chelsea, 3



Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

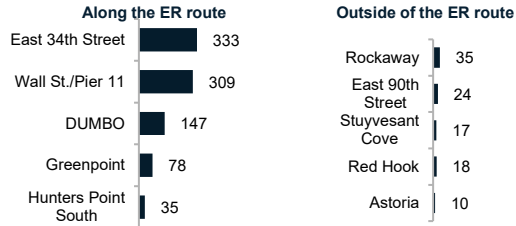
North Williamsburg

905 landing reviews

Rider type (as % share of total)

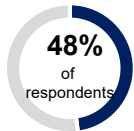


Top 5 destinations for reviewers (count of responses)



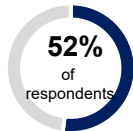
Commuters

Frequent work/school trips

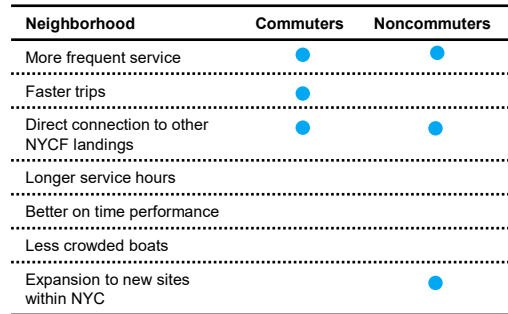


Non-Commuters

Non-work/school trips
Infrequent work/school trips



Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Lost connection, 46 Routing proposal, 40 General statement of support, 37 	<ul style="list-style-type: none"> Routing proposal, 57 Lost connection, 32 General statement of support, 28

Most requested connections (at least 5 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> North Williamsburg Stuyvesant Cove 	<ul style="list-style-type: none"> North Williamsburg Stuyvesant Cove

Most requested new sites (at least 3 responses)

Commuters	Noncommuters
N/A	N/A

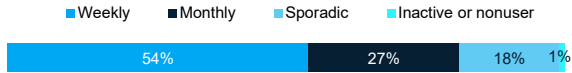


Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

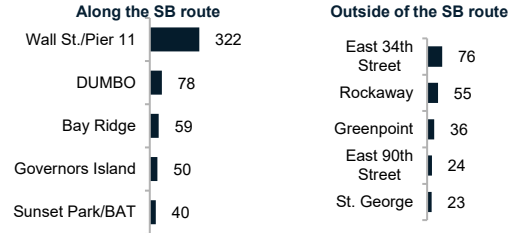
Red Hook/Atlantic Basin

617 landing reviews

Rider type (as % share of total)

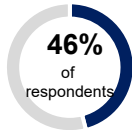


Top 5 destinations for reviewers (count of responses)



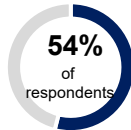
Commuters

Frequent work/school trips

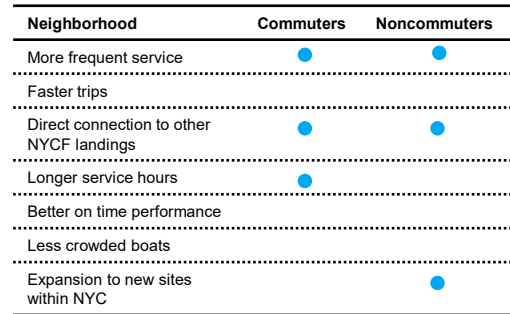


Non-Commuters

Non-work/school trips
Infrequent work/school trips

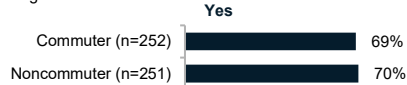


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Lost connection, 44 Routing proposal, 40 General statement of support, 30 	<ul style="list-style-type: none"> Lost connection, 32 Routing proposal, 32 Expansion, 26

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	N/A

Most requested new sites (at least 3 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Bush Terminal/MADE, 8 	<ul style="list-style-type: none"> Bush Terminal/MADE, 23

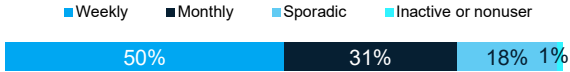


Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

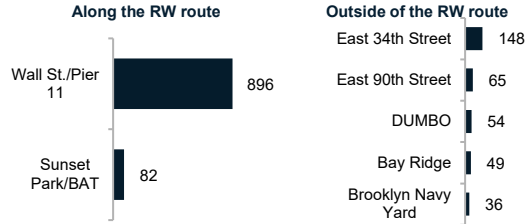
Rockaway

1,336 landing reviews

Rider type (as % share of total)

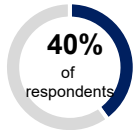


Top 5 destinations for reviewers (count of responses)



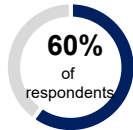
Commuters

Frequent work/school trips

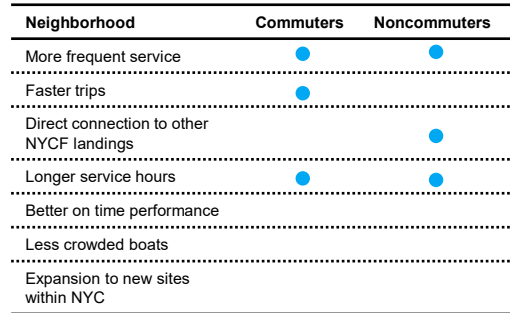


Non-Commuters

Non-work/school trips
Infrequent work/school trips

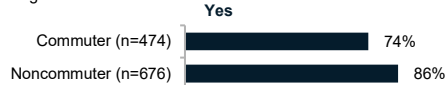


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



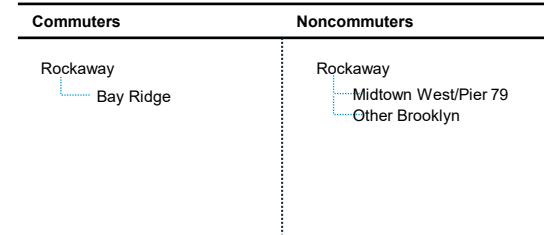
If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> General statement of support, 62 Span of service, 60 Scheduling, 49 	<ul style="list-style-type: none"> General statement of support, 101 Span of service, 71 Routing proposal, 60

Most requested connections (at least 3 responses)



Most requested new sites (at least 3 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Coney Island, 9 Bush Terminal/MADE, 6 	<ul style="list-style-type: none"> Coney Island, 9



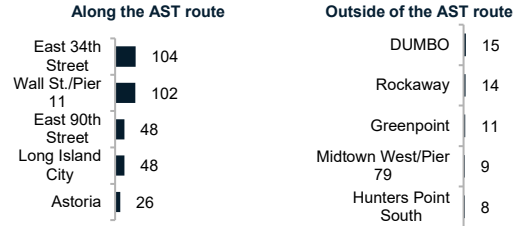
Roosevelt Island

342 landing reviews

Rider type (as % share of total)

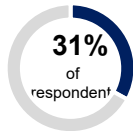


Top 5 destinations for reviewers (count of responses)



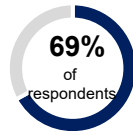
Commuters

Frequent work/school trips

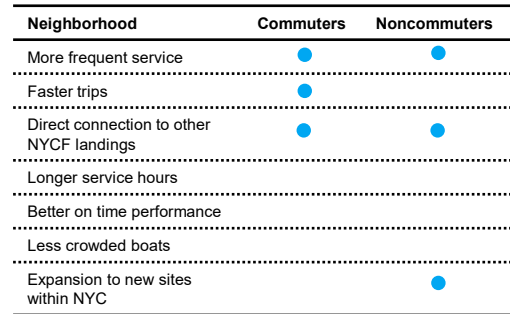


Non-Commuters

Non-work/school trips
Infrequent work/school trips

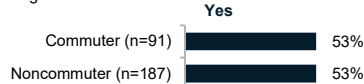


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Service frequency, 23 Routing proposal, 14 Miscellaneous, 8 	<ul style="list-style-type: none"> Service frequency, 38 Routing proposal, 27 Expansion, 15

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	N/A

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
N/A	N/A

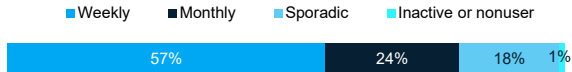


Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

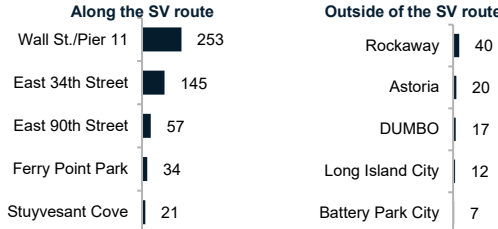
Soundview/Clason Point

494 landing reviews

Rider type (as % share of total)

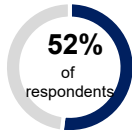


Top 5 destinations for reviewers (count of responses)



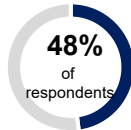
Commuters

Frequent work/school trips

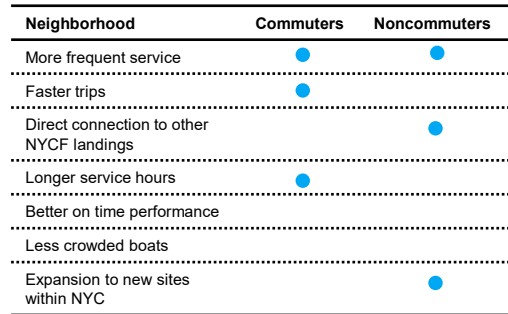


Non-Commuters

Non-work/school trips
Infrequent work/school trips



Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Scheduling, 26 General statement of support, 23 Service frequency, 23 	<ul style="list-style-type: none"> Expansion, 50 General statement of support, 38 Routing proposal, 27

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	N/A

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
N/A	<ul style="list-style-type: none"> City Island, 10 LGA Airport, 8 Coney Island, 7 Other NYC sites, 5 College Point, 5

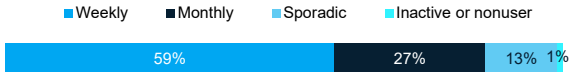


Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

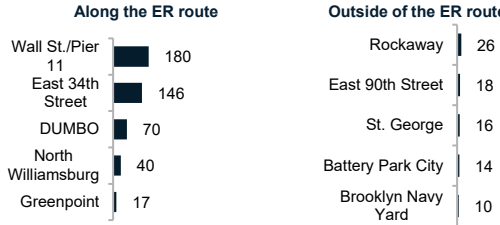
South Williamsburg

480 landing reviews

Rider type (as % share of total)

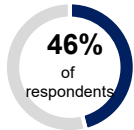


Top 5 destinations for reviewers (count of responses)



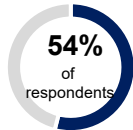
Commuters

Frequent work/school trips

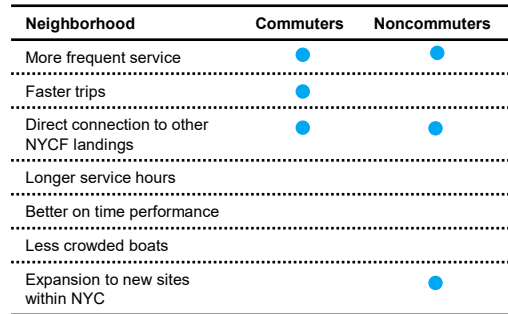


Non-Commuters

Non-work/school trips
Infrequent work/school trips

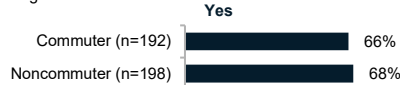


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Lost connection, 28 Routing proposal, 25 General statement of support, 19 	<ul style="list-style-type: none"> Routing proposal, 32 Lost connection, 19 General statement of support, 13

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	N/A

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Bush Terminal/MADE, 6 	<ul style="list-style-type: none"> Bush Terminal/MADE, 6



Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

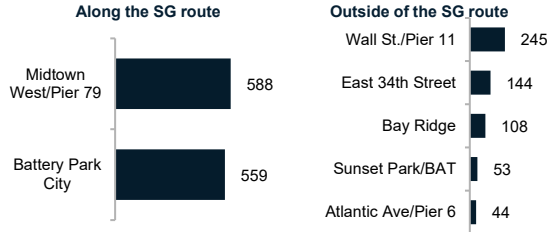
St. George

1,799 landing reviews

Rider type (as % share of total)

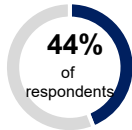


Top 5 destinations for reviewers (count of responses)



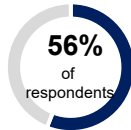
Commuters

Frequent work/school trips

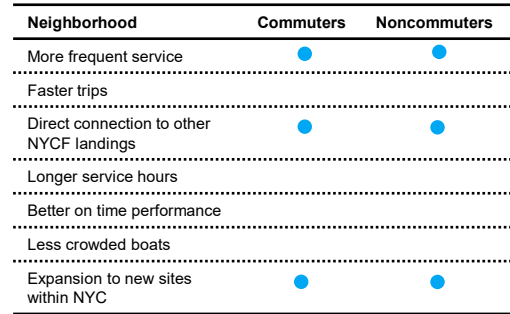


Non-Commuters

Non-work/school trips
Infrequent work/school trips

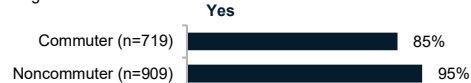


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> General statement of support, 209 Routing proposal, 59 Service frequency, 48 	<ul style="list-style-type: none"> General statement of support, 293 Expansion, 85 Routing proposal, 65

Most requested connections (at least 5 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> St. George East 34th Street Wall St./Pier 11 Sunset Park/BAT 	<ul style="list-style-type: none"> St. George East 34th Street Red Hook Sunset Park/BAT

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Great Kills, 10 New Dorp Beach/ Midland Beach, 8 Other outside NYC, 5 	<ul style="list-style-type: none"> Great Kills, 18 New Dorp Beach/ Midland Beach, 13 Other NYC sites, 12 Bush Terminal/MADE, 10 Tottenville, 8 Coney Island, 8
<ul style="list-style-type: none"> Other outside NYC, 5 Prince's Bay, 5 Stapleton, 5 West 70th St./Pier I, 5 	<p><<< List continued</p>

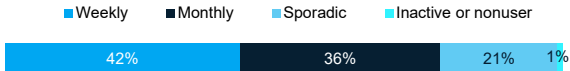


Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

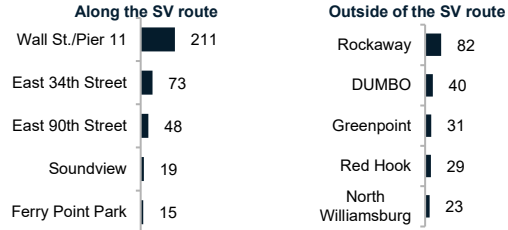
Stuyvesant Cove

500 landing reviews

Rider type (as % share of total)

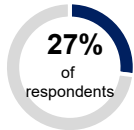


Top 5 destinations for reviewers (count of responses)



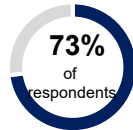
Commuters

Frequent work/school trips

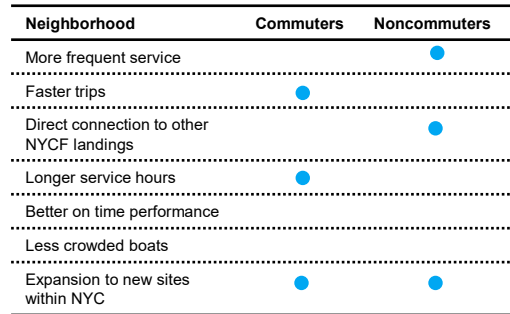


Non-Commuters

Non-work/school trips
Infrequent work/school trips



Top 3 ridership motivators (weighted ranking)

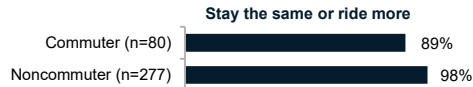


Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Routing proposal, 27 General statement of support, 14 Scheduling, 10 	<ul style="list-style-type: none"> Routing proposal, 78 General statement of support, 63 Expansion, 17

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	<ul style="list-style-type: none"> Stuyvesant Cove North Williamsburg Other Interborough

Most requested new sites (at least 5 responses)

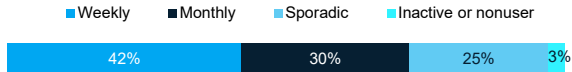
Commuters	Noncommuters
N/A	N/A



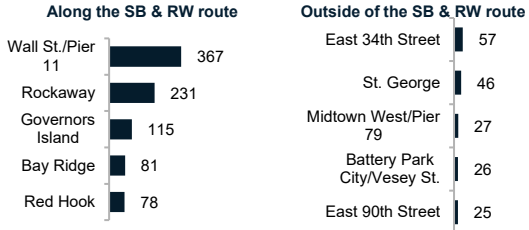
Sunset Park/BAT

961 landing reviews

Rider type (as % share of total)

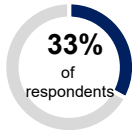


Top 5 destinations for reviewers (count of responses)



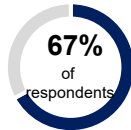
Commuters

Frequent work/school trips

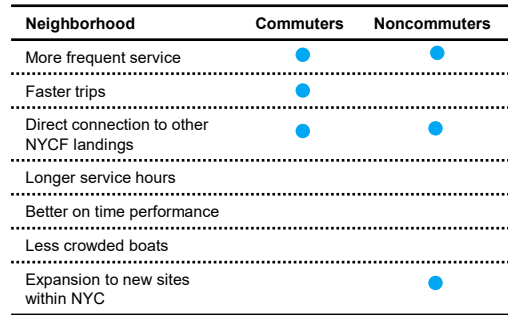


Non-Commuters

Non-work/school trips
Infrequent work/school trips

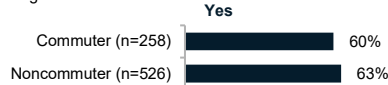


Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Lost connection, 65 Expansion, 38 General statement of support, 34 	<ul style="list-style-type: none"> Lost connection, 110 Expansion, 99 General statement of support, 52

Most requested connections (at least 5 responses)

Commuters	Noncommuters
N/A	<ul style="list-style-type: none"> Sunset Park/BAT St. George

Most requested new sites (at least 5 responses)

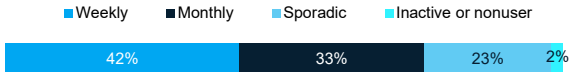
Commuters	Noncommuters
<ul style="list-style-type: none"> Bush Terminal (MADE), 25 Coney Island, 5 	<ul style="list-style-type: none"> Bush Terminal (MADE), 81 Coney Island, 10



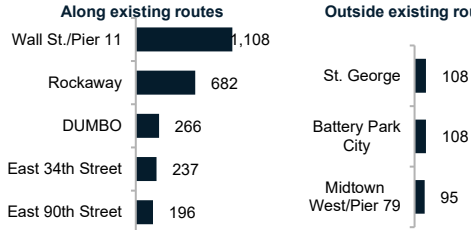
Wall St./Pier 11

2,424 landing reviews

Rider type (as % share of total)

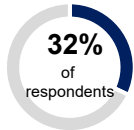


Top 5 destinations for reviewers (count of responses)



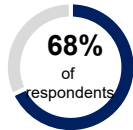
Commuters

Frequent work/school trips

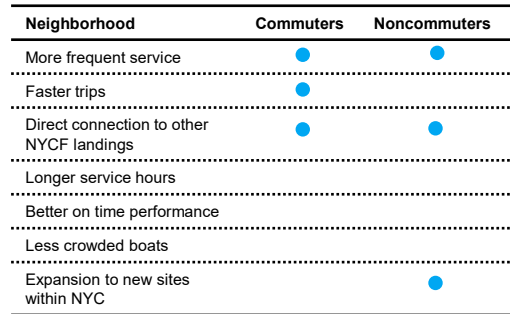


Non-Commuters

Non-work/school trips
Infrequent work/school trips



Top 3 ridership motivators (weighted ranking)



Sentiment overview

Do the proposed changes make it easier for you to get to places you want to go?



If these route and service changes are implemented, how would it change your use of NYC Ferry?



Key areas of feedback (count of responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> General statement of support, 49 Routing proposal, 44 Expansion, 38 	<ul style="list-style-type: none"> Expansion, 166 General statement of support, 133 Routing proposal, 111

Most requested connections (at least 5 responses)

Commuters	Noncommuters
Wall St./Pier 11 ↳ West Side	Wall St./Pier 11 ↳ West Side

Most requested new sites (at least 5 responses)

Commuters	Noncommuters
<ul style="list-style-type: none"> Bush Terminal/MADE, 14 	<ul style="list-style-type: none"> West 125th St, 38 Bush Terminal/MADE, 31 Inwood, 20 Coney Island, 19 Washington Heights, 18 LGA Airport, 14 West 70th St/Pier 1, 14 Chelsea/Pier 57, 10 Other NYC sites, 7 JFK Airport, 6 East Harlem, 6



Note: Totals may vary due to a mix of individual-level and landing-level analyses. Data of respondents who reviewed multiple landings may be represented for more than one landing or excluded due to skipped responses.

Future Opportunities to Evaluate

Additional Feedback

Throughout the optimization process, NYCEDC aimed to balance community feedback with optimization goals. In some cases, requests or route proposals were not included in the optimized route map. However, the following feedback and suggestions from online forms, emails, Community Boards, and elected officials will be reviewed in future evaluations. Below are additional comments NYCEDC received and the evaluation of those comments.

- **Missing connectivity for the Harbor Climate Collaborative (between Governors Island, Brooklyn Navy Yard, and Sunset Park/BAT).** The Harbor Climate Collaborative (HCC) is a joint initiative between three mission-aligned public entities with sites along the New York Harbor connected by NYC Ferry—the Trust for Governors Island (TGI), New York City Economic Development Corporation (NYCEDC) and Brooklyn Navy Yard Development Corporation (BNYDC). The Collaborative is a key commitment of the Green Economy Action Plan, NYC’s roadmap to invest in the jobs and sectors that will help the city combat climate change, and train and position New Yorkers to benefit from the nearly 400,000 projected “green-collar” jobs in New York City by 2040. As most of these jobs are not yet online, there is not yet an HCC-specific need to travel regularly between these landings. However, NYCEDC will continue to evaluate ridership needs and assess changes that will support this future growth. In the meantime, all stops are connected via free transfers available at Wall St./Pier 11.

Additional Feedback

- **Faster and more frequent service for Soundview and Astoria riders.** Both routes serve three key destinations along Manhattan's east side; this high level of connectivity impacts the overall trip time making it challenging to improve travel times. Additionally, while riders have requested improvements to service frequency, vessel slip capacity constraints at East 34th Street limit how much increased service the terminal can support. Subsequent route evaluations can consider other ways to speed this route up while maintaining its substantial connectivity and future improvements at East 34th Street will lead to greater throughput capacity.
- **Broad interest in connecting to North Brooklyn stops.** Physical limitations on upland queueing areas and vessel congestion at slips limit the number of routes that can currently serve some landings such as North Williamsburg and Greenpoint. NYCEDC will continue to assess infrastructure and capacity needs across the City's waterfront. In the meantime, all stops are connected via free transfers available at Pier 11.
- **St. George riders requested new direct connections and express service to key terminals – Wall St./Pier 11 and East 34th Street.** The current plan includes a significant increase in connection and opportunity than currently exists for the St. George route, which today operates independently from the rest of the system. Additionally, Staten Island residents already have additional access to Lower Manhattan via the Staten Island Ferry which is near uptown subway connections. Introducing a paid NYC Ferry on the same route would not be as efficient as the existing Staten Island Ferry service and would mean shifting resources from the advocated Brooklyn connection. Still, with expanded service to St. George and express routes to Manhattan's West Side, this request can be reevaluated in the future.

Additional Feedback

- **With new housing coming to Red Hook in the next years as part of the Brooklyn Marine Terminal Vision Plan, community members requested increased service frequency.** As outlined in the Vision for Brooklyn Marine Terminal, NYCEDC committed to evaluating options for enhancing connectivity between Red Hook and Midtown, as well as increasing service frequency during peak weekday hours to approximately every 40 minutes. The proposed plan fulfills both objectives. Additionally, the Vision for BMT document specifies that, pending GPP approval, NYC Ferry will pursue further increases in frequency to achieve approximately 30-minute headways during peak periods. Upon GPP approval, NYCEDC will evaluate how to achieve headways approximately every 30 minutes to support future housing in Red Hook.

Online Questionnaire

Please tell us how you currently use NYC Ferry and what would motivate you to use it more.

1. Which NYC Ferry route do you typically use? **Please select all that apply.**

- Astoria
- East River
- Rockaway
- Soundview
- South Brooklyn
- St. George

2. What is your primary reason for taking NYC Ferry?

- Commute to/from work
- Commute to/from school
- Errands/ Shopping
- Medical/ Doctor Visit
- Social/ Recreational
- Other (please specify)

3. How often did you use NYC Ferry in the past 12 months?

- 6-7 days per week
- 5 days per week
- 3-4 days per week
- 1-2 days per week
- 1-3 days per month
- Less than once a month
- I have not used it in the past 12 months
- I have never used it

4. Besides the ferry, how do you usually get around New York City? Please select all that apply.

- Walk
- Subway
- MTA Bus
- Bike (personal)
- Citi Bike
- E-bike or E-scooter
- Drive
- Taxi/ Uber/ Lyft
- Other (please specify)

5. What service improvements would influence you to use the ferry more frequently? **Drag or drop the items to your preferred order with 1 being the most influential and 7 being the least influential.**

- More frequent service
- Faster trips
- Direct connection to other NYC Ferry landings
- Longer service hours
- Better on-time performance
- Less crowded boats
- Expansion to new sites within NYC

6. Which NYC Ferry landing do you use most often to start your trip? Please select one.

Note: If you are new to NYC Ferry/ have not used it before, please answer the following questions based on how you would plan to use it for your future trips.

- Astoria
- Atlantic Ave/BBP Pier 6
- Battery Park City/Vesey St.
- Bay Ridge
- Brooklyn Navy Yard
- Corlears Hook
- DUMBO/Fulton Ferry
- East 34th Street
- East 90th Street
- Ferry Point Park/Throgs Neck
- Greenpoint
- Governors Island/Yankee Pier
- Hunters Point South
- Long Island City
- Midtown West/W 39th St-Pier 79
- North Williamsburg
- Red Hook/Atlantic Basin
- Rockaway
- Roosevelt Island
- Soundview/Clason Point
- South Williamsburg
- St. George
- Stuyvesant Cove
- Sunset Park/BAT
- Wall St./Pier 11

Here are the proposed changes to [Q6 landing selection]. Please review and provide feedback.

7. Where do you usually go when you take the ferry from [#6 landing selection]?

- Astoria
- Atlantic Ave/BBP Pier 6
- Battery Park City/Vesey St.
- Bay Ridge
- Brooklyn Navy Yard
- Corlears Hook
- DUMBO/Fulton Ferry
- East 34th Street
- East 90th Street
- Ferry Point Park/Throgs Neck
- Greenpoint
- Governors Island/Yankee Pier
- Hunters Point South
- Long Island City
- Midtown West/W 39th St-Pier 79
- North Williamsburg
- Red Hook/Atlantic Basin
- Rockaway
- Roosevelt Island
- Soundview/Clason Point
- South Williamsburg
- St. George
- Stuyvesant Cove
- Sunset Park/BAT
- Wall St./Pier 11

8. Do the proposed changes make it easier for you to get to places you want to go?

- Definitely
- Mostly
- Somewhat
- A little
- Not at all

9. If these route and service changes are implemented, how would it change your use of NYC Ferry?
- Ride more, I would ride the ferry more than I did before
 - Ride less, I would ride the ferry less often
 - Stay the same, I would ride the ferry just as often as I did before
 - Stop riding, I would not take the ferry at all

10. Please use the space below to provide any other comments.

Please tell us about yourself. This helps us understand and address the needs of different riders.

11. What is your home ZIP Code?

12. What is your race? **(Mark all that apply)**

13. What is your annual household income before taxes?

14. Do you consent to us using your anonymized ticketing data to help improve NYC Ferry services? No personal information will be linked to your responses.

- Yes
- No

Additional feedback

15. Would you like to review and comment on proposed changes to other landings in the NYC Ferry network?

- Yes
- No

16. Which NYC Ferry landing would you like to provide feedback on? (Select up to three)

- | | |
|--------------------------------|----------------------------------|
| ▪ Astoria | ▪ Midtown West/W 39th St-Pier 79 |
| ▪ Atlantic Ave/BBP Pier 6 | ▪ North Williamsburg |
| ▪ Battery Park City/Vesey St. | ▪ Red Hook/Atlantic Basin |
| ▪ Bay Ridge | ▪ Rockaway |
| ▪ Brooklyn Navy Yard | ▪ Roosevelt Island |
| ▪ Corlears Hook | ▪ Soundview/Clason Point |
| ▪ DUMBO/Fulton Ferry | ▪ South Williamsburg |
| ▪ East 34th Street | ▪ St. George |
| ▪ East 90th Street | ▪ Stuyvesant Cove |
| ▪ Ferry Point Park/Throgs Neck | ▪ Sunset Park/BAT |
| ▪ Greenpoint | ▪ Wall St./Pier 11 |
| ▪ Governors Island/Yankee Pier | |
| ▪ Hunters Point South | |
| ▪ Long Island City | |

[Loop Show questions Q7 to Q10]

Survey End

Landing changes description shown to respondents based on Q7 and Q16 landing selection.

There are no proposed changes to Astoria, but overall network improvements will add new connections. Please review and provide feedback.

Astoria

There are no proposed changes to Astoria, but overall network improvements will add new connections.

Improved connectivity

Astoria riders will be able to transfer at Wall St./Pier 11 and access Staten Island and the West Side. This connection is not possible within the existing system.

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to Atlantic Ave/BBP Pier 6. Please review and provide feedback.

Atlantic Ave/BBP Pier 6

New route added

Will be served by two routes: South Brooklyn and St. George (**NEW!**)

New direct connections

Will offer direct trips to East 34th Street, Battery Park City/Vesey St., Midtown West/Pier 79, and St. George (no transfer needed). Riders can still directly connect to Bay Ridge, Governors Island/Yankee Pier, Red Hook/Atlantic Basin, Wall St./Pier 11, and Corlears Hook.

Service frequency improvements

St. George route ferry will arrive every 34 minutes and the South Brooklyn route ferry will arrive every 43 minutes during AM peak hours from 7am to 10am (is currently every 50 minutes on the South Brooklyn route)

Transfers for access to other landings

DUMBO/Fulton Ferry and Sunset Park/BAT will no longer be served by the South Brooklyn route. Riders may access these landings via a free transfer at Wall St./Pier 11.

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to Battery Park City/Vesey St. Please review and provide feedback.

Battery Park City/Vesey St.

New direct connections

Will offer direct trips to Atlantic Ave/BBP Pier 6, Bay Ridge, and Wall St./Pier 11 (no transfer needed). Riders can still directly connect to Midtown West/Pier 79 and St. George.

Improved connectivity

Previously isolated from the rest of the network, riders will be able to reach any other NYC Ferry stop with just one free transfer.

Service frequency change

Ferry will arrive every 34 minutes during AM peak hours from 7am to 10am (was every 28 minutes)

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to Bay Ridge. Please review and provide feedback.

Bay Ridge

New direct connections

Will offer direct trips to St. George, Battery Park City/Vesey St., Midtown West/Pier 79 (no transfer needed). Riders can still directly connect to Atlantic Ave/BBP Pier 6 and Wall St./Pier 11.

Service frequency improvements

Ferry will arrive every 34 minutes during AM peak hours from 7am to 10am (was every 50 minutes)

Transfers for access to other landings

Bay Ridge will now be served by the St. George route instead of the South Brooklyn route. The St. George route will offer fast service to East and West sides of Manhattan. Riders may still access Governors Island/Yankee Pier, Red Hook/Atlantic Basin, Corlears Hook, and DUMBO/Fulton Ferry via a free transfer at Wall St./Pier 11.

For more details, please visit edc.nyc/ferrychanges.

>>>

Landing changes description shown to respondents based on Q7 and Q16 landing selection.

There are no proposed changes to Brooklyn Navy Yard, but overall network improvements will add new connections. Please review and provide feedback.

Brooklyn Navy Yard

There are no proposed changes to Brooklyn Navy Yard, but overall network improvements will add new connections.

Improved connectivity

Brooklyn Navy Yard will be one transfer away from St. George, Staten Island and the West Side, where currently there is no connection.

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to Corlears Hook. Please review and provide feedback.

Corlears Hook

New direct connections

Will offer direct trips to East 34th Street (no transfer needed). Riders can still directly connect to Governors Island/Yankee Pier, Red Hook/Atlantic Basin, Atlantic Ave/BBP Pier 6, and Wall St./Pier 11.

Service frequency improvements

Ferry will arrive every 43 minutes during AM peak hours from 7am to 10am (was every 50 minutes)

Faster service

Will offer faster connection to Wall St./Pier 11 by bypassing DUMBO/Fulton Ferry on the South Brooklyn route.

Transfers for access to other landings

Riders may still access DUMBO/Fulton Ferry, Sunset Park/BAT, and Bay Ridge via a free transfer at Wall St./Pier 11.

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to DUMBO/Fulton Ferry. Please review and provide feedback.

DUMBO/Fulton Ferry

Route Changes

DUMBO/Fulton Ferry will be served exclusively by new East River A and East River B routes. These routes follow similar patterns to today's East River route but with fewer stops and more frequent service. The South Brooklyn route will no longer serve DUMBO/Fulton Ferry.

Capacity improvements

Separating the existing East River route into two routes, East River A and East River B, with fewer stops on each means more seats are available on each trip when the ferry reaches DUMBO/Fulton Ferry.

Faster service

Since both the East River A and East River B routes will serve DUMBO/Fulton Ferry, riders will have faster travel times than they have today to East 34th Street, Hunters Point South, Greenpoint, and North Williamsburg.

Service frequency change

In peak periods, boats will depart approximately every 12 minutes between DUMBO/Fulton Ferry and Wall St./Pier 11. For service to other landings (South Williamsburg, North Williamsburg, Greenpoint, Hunters Point South), there will be service approximately every 24 minutes, similar to East River service today.

Transfers for access to other landings

The South Brooklyn route will no longer serve DUMBO/Fulton Ferry. Riders may still access Corlears Hook, Atlantic Ave/BBP Pier 6, Red Hook/Atlantic Basin, Governors Island/Yankee Pier, Sunset Park/BAT, and Bay Ridge via a free transfer at Wall St./Pier 11.

For more details, please visit edc.nyc/ferrychanges.

>>>

Landing changes description shown to respondents based on Q7 and Q16 landing selection.

Here are the proposed changes to East 34th Street. Please review and provide feedback.

East 34th Street

New routes added

Will be served by five routes: Astoria, East River A, East River B, South Brooklyn (NEW!) and Rockaway/Soundview (NEW!)

New direct connections

Will offer direct trips to Rockaway, Sunset Park/BAT, Governors Island/Yankee Pier, Red Hook/Atlantic Basin, Atlantic Ave/BBP Pier 6, and Corlears Hook (no transfer needed). Riders can still directly connect to all the stops on the Astoria, East River, and Soundview routes.

Service frequency improvements

On the East River A and B routes, ferries to DUMBO/Fulton Ferry and Wall St./Pier 11 will depart approximately every 12 minutes. Service along the new South Brooklyn and Rockaway/Soundview route will also increase the number of departures toward Wall St./Pier 11.

Capacity improvements

The East River route is split into two routes: East River A and East River B. These routes will make fewer stops before reaching DUMBO/Fulton Ferry and Wall St./Pier 11, creating more available seats for riders.

Faster service

The East River A and East River B route will make fewer stops before reaching DUMBO/Fulton Ferry and Wall St./Pier 11, improving travel time to North Williamsburg, South Williamsburg, DUMBO/Fulton Ferry, and Wall St./Pier 11.

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to East 90th Street. Please review and provide feedback.

East 90th Street

New route added

Will be served by the Astoria route and an expanded Soundview-Rockaway route (NEW!)

New direct connections

Will offer direct trips to Rockaway and Sunset Park/BAT (no transfer needed). Riders can still directly connect to Astoria, Long Island City, Roosevelt Island, Brooklyn Navy Yard, Soundview, Ferry Point Park/Throgs Neck, East 34th Street, Stuyvesant Cove, and Wall St./Pier 11.

Service frequency change

On the expanded Soundview-Rockaway route, ferry frequency will stay roughly the same as the existing Soundview route with departures every 43 minutes during peak times. Astoria route frequency will remain the same.

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to Ferry Point Park/Throgs Neck. Please review and provide feedback.

Ferry Point Park/Throgs Neck

New route added

Soundview and Rockaway routes will be combined (NEW!)

New direct connections

Will offer direct trips to Rockaway and Sunset Park/BAT (no transfer needed). Riders can still directly connect to Soundview, East 90th Street, East 34th Street, Stuyvesant Cove, and Wall St./Pier 11.

Service frequency change

Frequency will stay roughly the same. Ferry will arrive every 43 minutes during AM peak hours from 7am to 10am (was every 41 minutes)

For more details, please visit edc.nyc/ferrychanges.

>>>

Landing changes description shown to respondents based on Q7 and Q16 landing selection.

Here are the proposed changes to Governors Island/Yankee Pier. Please review and provide feedback.

Governors Island/Yankee Pier

New direct connections

Will offer direct trips to East 34th Street (no transfer needed). Governors Island/Yankee Pier will continue to be served by a direct shuttle connection on summer weekends.

Service frequency improvements

Ferry will arrive every 43 minutes during AM peak hours from 7am to 10am (was every 50 minutes)

Transfers for access to other landings

Landings previously served by the South Brooklyn Route — DUMBO/Fulton Ferry, Sunset Park/BAT, and Bay Ridge — can be accessed from Governors Island/Yankee Pier via a free transfer at Wall St./Pier 11.

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to Greenpoint. Please review and provide feedback.

Greenpoint

Route Changes

Greenpoint will be served by the East River B route which will also serve Wall St./Pier 11, DUMBO/Fulton Ferry, South Williamsburg, and East 34th Street.

Capacity improvements

Separating the East River route into two routes, East River A and East River B, with fewer stops on each means more seats are available in both directions when the ferry reaches Greenpoint.

Faster service

Greenpoint will be a stop on the East River B route. Travel times to Wall St./Pier 11 will get faster by skipping North Williamsburg.

Service frequency change

Frequency will stay roughly the same, approximately every 24 minutes during AM peak hours from 7am to 10am

Transfers for access to other landings

Riders may still access North Williamsburg and Hunters Point South via a free transfer at East 34th Street, DUMBO/Fulton Ferry, or Wall St./Pier 11.

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to Hunters Point South. Please review and provide feedback.

Hunters Point South

Route Changes

Hunters Point South will be served by the East River A route which also serves Wall St./Pier 11, DUMBO/Fulton Ferry, North Williamsburg, and East 34th Street.

Faster service

Hunters Point South will be a stop on the East River A route. Travel times to North Williamsburg, DUMBO/Fulton Ferry, and Wall St./Pier 11 will get faster by skipping several stops.

Service frequency change

Frequency will stay roughly the same, approximately every 24 minutes during AM peak hours from 7am to 10am

Transfers for access to other landings

Riders may still access South Williamsburg and Greenpoint via a free transfer at East 34th Street, DUMBO/Fulton Ferry, or Wall St./Pier 11.

For more details, please visit edc.nyc/ferrychanges.

>>>

Landing changes description shown to respondents based on Q7 and Q16 landing selection.

There are no proposed changes to Long Island City, but overall network improvements will add new connections. Please review and provide feedback.

Long Island City

There are no proposed changes to Long Island City, but overall network improvements will add new connections.

Improved connectivity

Long Island City riders will now be able to transfer at Wall St./Pier 11 and access Staten Island and the West Side. This connection is not possible within the existing system.

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to Midtown West/W 39th St-Pier 79. Please review and provide feedback.

Midtown West/W 39th St-Pier 79

New direct connections

Will offer direct trips to Atlantic Ave/BBP Pier 6, Bay Ridge, and Wall St./Pier 11 (no transfer needed). Riders can still directly connect to Battery Park City/Vesey St., and St. George.

Improved connectivity

Previously isolated from the rest of the network, riders will be able to reach any other NYC Ferry stop with just one free transfer.

Service frequency change

Ferry will now arrive every 34 minutes during AM peak hours from 7am to 10am (was every 28 minutes)

For more details, please visit edc.nyc/ferrychanges.

>>>

There are no proposed changes to Long Island City, but overall network improvements will add new connections. Please review and provide feedback.

Long Island City

There are no proposed changes to Long Island City, but overall network improvements will add new connections.

Improved connectivity

Long Island City riders will now be able to transfer at Wall St./Pier 11 and access Staten Island and the West Side. This connection is not possible within the existing system.

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to Rockaway. Please review and provide feedback.

Rockaway

New route added

Rockaway and Soundview routes will be combined (**NEW!**)

New direct connections

Will offer direct trips to Stuyvesant Cove, East 34th Street, East 90th Street, Soundview, and Ferry Point Park/Throgs Neck (no transfer needed). Riders can still directly connect to Sunset Park/BAT.

Service frequency changes

Ferry will arrive every 43 minutes during AM peak hours from 7am to 10am (was every 64 minutes). Connecting shuttle bus service will operate on both East and West routes during weekday peak periods only.

Summer Beach Service

Additional beach service will continue to operate from Wall Street/Pier 11 and Sunset Park/BAT on summer weekends and holidays.

For more details, please visit edc.nyc/ferrychanges.

>>>

Landing changes description shown to respondents based on Q7 and Q16 landing selection.

There are no proposed changes to Roosevelt Island, but overall network improvements will add new connections. Please review and provide feedback.

Roosevelt Island

There are no proposed changes to Roosevelt Island, but overall network improvements will add new connections.

Improved connectivity

Roosevelt Island riders will be able to transfer at Wall St./Pier 11 and access Staten Island and the West Side. This connection is not possible within the existing system.

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to Soundview. Please review and provide feedback.

Soundview

New route added

Soundview and Rockaway routes will be combined (**NEW!**)

New direct connections

Will offer direct trips to Rockaway and Sunset Park/BAT (no transfer needed). Riders can still directly connect to Ferry Point Park/Throgs Neck, East 90th Street, East 34th Street, Stuyvesant Cove, and Wall St./Pier 11.

Service frequency change

Frequency will stay roughly the same. Ferry will arrive every 43 minutes during AM peak hours from 7am to 10am (was every 41 minutes).

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to South Williamsburg. Please review and provide feedback.

South Williamsburg

Route Changes

South Williamsburg will be served by the East River B route, which will still serve Wall Street, DUMBO/Fulton Ferry, Greenpoint and East 34th Street.

Capacity improvements

Separating the East River route into two routes, East River A and East River B, with fewer stops on each means more seats are available when the ferry reaches South Williamsburg.

Faster service

South Williamsburg will be a stop on the East River B route. There will be a faster connection to East 34th Street by skipping North Williamsburg.

Service frequency change

Frequency will stay roughly the same. Ferry will arrive every 24 minutes during AM peak hours from 7am to 10am.

Transfers for access to other landings

Riders may still access North Williamsburg and Hunters Point South via a free transfer at East 34th Street, DUMBO/Fulton Ferry, or Wall St./Pier 11.

For more details, please visit edc.nyc/ferrychanges.

>>>

Landing changes description shown to respondents based on Q7 and Q16 landing selection.

Here are the proposed changes to Stuyvesant Cove. Please review and provide feedback.

Stuyvesant Cove

New route added

Soundview and Rockaway routes will be combined (NEW!)

New direct connections

Will offer direct trips to Rockaway and Sunset Park/BAT (no transfer needed). Riders can still directly connect to Soundview, Ferry Point Park/Throgs Neck, East 90th Street, East 34th Street, and Wall St./Pier 11.

Service frequency change

Frequency will stay roughly the same. Ferry will arrive every 43 minutes during AM peak hours from 7am to 10am (was every 41 minutes).

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to Sunset Park/BAT. Please review and provide feedback.

Sunset Park/BAT

New route added

Rockaway and Soundview routes will be combined (NEW!)

New direct connections

Will offer direct trips to Stuyvesant Cove, East 34th Street, East 90th Street, Soundview, and Ferry Point Park/Throgs Neck (no transfer needed). Riders can still directly connect to Rockaway and Wall St./Pier 11.

Service frequency improvements

Ferry will arrive every 43 minutes during AM peak hours from 7am to 10am (was every 64 minutes on the Rockaway route).

Transfers for access to other landings

Will be served exclusively by the combined Rockaway/Soundview route, riders may still access Corlears Hook, DUMBO/Fulton Ferry, Atlantic Ave/BBP Pier 6, Red Hook/Atlantic Basin, and Bay Ridge via a free transfer at Wall St./Pier 11.

For more details, please visit edc.nyc/ferrychanges.

>>>

Here are the proposed changes to Wall St./Pier 11. Please review and provide feedback.

Wall St./Pier 11

New route added

Wall St./Pier 11 will become the true hub of the NYC Ferry system. With proposed changes, the landing will be served by all six routes: Astoria, East River, Rockaway, Soundview, South Brooklyn, and St. George (NEW!)

New direct connections

Will offer direct trips to Battery Park City/Vesey St., Midtown West/Pier 79, St. George (no transfer needed). Riders can still directly connect to all the stops on the Astoria, East River, Rockaway, Soundview, and South Brooklyn routes.

Service frequency improvements

Increased service frequency comes from multiple routes serving this stop.

For more details, please visit edc.nyc/ferrychanges.