

Instructions

2024 National Census of Ferry Operators



Please note, **BTS has implemented a new log-in system, which will require reactivation of your access code after either two log-in attempts, or two weeks after first use.** If a third log-in attempt, or a need to log-in again after two weeks is required, you will need to contact BTS (Ferry@dot.gov or 202-875-4799) for assistance. **We recommend reviewing these instructions, the printable NCFO questionnaire, and your prior year survey available on the NCFO homepage: www.bts.gov/ncfo and having all 2024 data ready for entry prior to your first log-in.** As cybersecurity continues to evolve daily, BTS will continue to update and follow best practices for data security and management. Protecting your personal data is of the utmost importance to BTS, and we appreciate your help ensuring that we do so while completing this year's NCFO.

Once you have logged into your Operator's 2024 NCFO using your unique access code, you will be brought to an instruction page, where this set of instructions will be available for review and download. You will also, have the option to download your operation's two most recent NCFO responses by tapping the following download buttons:

Download 2020 NCFO Response

Download 2022 NCFO Response

The questionnaire is organized into seven sections. – tap on each header to reveal the contents of each section. Note, you need to complete each section in sequential order and you can only access headers for completed sections. As you complete each section, the header will go from faded to dark blue, as demonstrated below:

Instructions	Operator	Funding	Vessels	Terminals	Segments	Submission
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Directly below the headers is a completion bar which will provide an overall indicator of the percent of the questionnaire that has been completed. As each section is completed the green indicator will advance and the percent value will be updated.



NOTE:

- To advance to through the questionnaire click the *Next* button.
- The survey will save your progress automatically. The 'last saved' time appears at the bottom of each page below the *Logout* button.
- At any time while completing your survey you can Logout and your data will be saved.
- You can return to a previous page by clicking on the *Previous* button or by tapping on any section of the header to advance you directly to your desired location.
- The red asterisk (*) indicates a required field. All required fields must be completed to submit your questionnaire.

Operator Information Section

Once you tap the *Next* button or Operator header you will access the Operator Information section. This page is divided into four “tabbed” subsections – tap on each subsection tab to reveal the questions within. Complete all subsections before moving onto the next page.

Within the Company/Operator Information and Contact Information tabs you will find some pre-filled information, based on your operation’s prior NCFO response. Should this information need to be updated, it is open for editing.

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United States Department of Transportation
Bureau of Transportation Statistics

Instructions Operator Funding Vessels Terminals Segments Submission

10% Complete

Operator Information

Company / Operator Information

Contact Information

Trip Purpose

Operational Trip Purpose(s)- Please Check All that Apply

- Commuter and/or Public Transit
- Pleasure, Recreational, and/or Tourism
- Lifeline Service ⓘ
- Roadway Connector
- National Park Service Access
- Emergency Service
- Other, please specify

Hover over ⓘ for additional information about a field

Revenue

Previous Next

Logout

Progress last saved at: 12:55:33 PM

Funding Information Section

Once you advance to the Funding Information section, you will find that there is only one question to answer. If you answer Yes, then the screen will give you the option to *Add a New Funding Source* by tapping the green button. You can add as many funding sources as applicable.

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Instructions Operator **Funding** Vessels Terminals Segments Submission

15% Complete

Funding Information

Does this Operation Receive Public Funding Sources? YES
 NO (Public Funding Sources Are Not Accepted)

Note: Click on a column header to sort by a value, or use the "Search Sources" field above the table to find a particular funding source.

Search Sources

Agency Name	Program Name	Agency Type
No matching records found		

Add a New Funding Source

Previous Next

Logout

Vessels Information Section

Once you access the Vessels Information section, you will find that there may be *pre-filled* vessel information as shown in the example below. If there are *pre-filled* vessels within your questionnaire, the next step is to tap the *Verify/Edit* button.

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Instructions Operator Funding **Vessels** Terminals Segments Submission

40% Complete

Vessel Information

Please verify and/or edit each vessel listed below to specify if the vessel was in-service for your operation during calendar year 2024 and complete the additional information on each vessel. Add vessels in your fleet that are not included on the list, if applicable. Include unpowered barges and powered tugs used for ferry service.

Note: Click on a column header to sort by a value, or use the "Search Vessels" field above the table to find a particular vessel.

Search Vessels

Vessel Name	Information Completed	
Vessel 1	Incomplete	Verify / Edit

Showing 1 to 1 of 1 rows rows per page

Add a New Vessel

Previous Next

Logout

Please validate all vessels to Continue

By tapping on the *Verify/Edit* button you will be brought to a new screen that will display all questions to be completed on that specific vessel. Just like on the Operator Information page, the Vessel Verify/Edit page is divided into four tabbed subsections – tap on each tab subsection to reveal the questions within.

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Instructions Operator Funding Vessels Terminals Segments Submission

40% Complete

Vessel Information

Please indicate the vessel name, vessel number(s) and whether or not it was in service in 2024.

* indicates a required field

Vessel Name *:

USCG Vessel Number:
If unknown, you can search by vessel name here

MMSI Number:

Call Sign:

Vessel In-Service Type*
 Powered Ferry
 Barge (Unpowered)
 Tug

Vessel In-Service (for your operation) *
 YES
 NO

Cargo Type and Capacity

Ownership

Fuel

Other Characteristics

Return Validate and Complete

Logout

Progress last saved at: 11:31:02 AM

Complete all subsections before moving on. When complete, tap the *Validate and Complete* button to save your responses and return to the prior page with the list of vessels.

Validate and Complete

Verify/Edit each vessel until you reach the end of your vessel list.

Note: If a vessel was pre-filled in error, you can remove it from your questionnaire by choosing Verify/Edit, then under the Vessel In-Service (for your operation) – choose 'No', then choose 'This vessel was never included in our operations (appears in error)'.

Select the *Add a New Vessel* button if: (1) there are no *pre-filled* vessels listed for your operation, or if not all vessels pre-filled are inclusive of your operation’s fleet.



The *Add a New Vessel* button will take you to a blank Verify/Edit page. Completing this page for a new vessel works the same as with a vessel that was pre-filled.

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United States Department of Transportation
Bureau of Transportation Statistics

Instructions Operator Funding Vessels Terminals Segments Submission

40% Complete

Vessel Information

Please indicate the vessel name, vessel number(s) and whether or not it was in service in 2024.

* indicates a required field

Vessel Name *: Delete Vessel

USCG Vessel Number:
If unknown, you can search by vessel name here

MMSI Number:

Call Sign:

Vessel In-Service Type*
 Powered Ferry
 Barge (Unpowered)
 Tug

Vessel In-Service (for your operation) *
 YES
 NO

Return
Validate and Complete

Logout

Note: If you add the vessel in error, you can remove the vessel by selecting the red Delete Vessel button to the right of the vessel name field. This button will not appear for those vessels that were pre-filled; to delete those vessels refer to the prior set of italicized directions.

Terminals Information Section

Once you advance to the Terminals Information section, you will find that there may be *pre-filled* terminal information as shown in the examples below. If there are *pre-filled* terminals within your questionnaire, the next step is to tap the *Verify/Edit* button to complete all questions on each terminal listed as shown below, on the right.

The image displays two screenshots of the 'Terminal Information' section in the Bureau of Transportation Statistics system. The left screenshot shows a list of terminals with columns for Terminal Name, City, State, and Information Completed. Two terminals are listed, both marked as 'Incomplete'. A red arrow points from the 'Verify / Edit' button of the first terminal to the right screenshot, which shows the detailed form for editing terminal information. The form includes fields for Terminal Name, City, State/Territory/Province, and Terminal In-Service status, along with sections for Access Mode and Ownership.

Terminal List (Left Screenshot):

Terminal Name	City	State	Information Completed	Action
Terminal 1	Boston	MA	Incomplete	Verify / Edit
Terminal 2	Boston	MA	Incomplete	Verify / Edit

Terminal Form (Right Screenshot):

Terminal Name*: Terminal 1

City*: Boston

State/Territory/Province*: Massachusetts

Terminal In-Service (for your operation)*: YES NO

Access Mode

Ownership

Buttons: Return, Validate and Complete, Logout

The Terminals Information section works like the Vessels Information section. Verify/Edit the information for each *pre-filled* or Added New Terminal until all Terminals in your company's operation have been reported.

Segments Information Section

Once you advance to the Segments Information section, you will find that there may be *pre-filled* segment information as shown in the examples below. If there are *pre-filled* segments within your questionnaire, the next step is to tap the *Verify/Edit* button to complete all questions on each segment listed as shown below.

The image displays two screenshots of the Segments Information section on the Bureau of Transportation Statistics website. The left screenshot shows a table of segments with columns for Origin, Destination, and Information Completed. Two segments are listed, both marked as 'Incomplete', with 'Verify / Edit' buttons next to them. A red arrow points from one of these buttons to the right screenshot, which shows the detailed form for editing a segment. The form includes fields for Route Origin* (Terminal 1), Route Destination* (Terminal 2), and Segment In-Service (for your operation)* (YES/NO). Below the form are sections for Segment Operation Information, Segment Vessels, Fare Regulations, and Boardings. Buttons for Return, Validate and Complete, and Logout are at the bottom.

The Segments Information section works like the vessels and terminals sections. Verify/Edit the information for each *pre-filled* or Added New Segment until all Segments in your company's operation have been reported.

Note: Each out and back segment reported should have a segment pair. As an example, if Terminal 1 to Terminal 2 is a reported segment, then there should also be a reported Terminal 2 to Terminal 1. For routes that run in a circuit, that is, Terminal 1 to 2 to 3 and then back to 1, then the out and back segment pair is not applicable. If a terminal pair is not reported, a warning will appear as it does below.

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United States Department of Transportation

Bureau of Transportation Statistics

Instructions
Operator
Funding
Vessels
Terminals
Segments
Submission

90% Complete

Segment Information

Please verify and/or edit each segment listed below to specify if the segment was in-service for your operation during calendar year 2024 and complete the additional information on each segment. Add segments in your operation that are not included on the list, if applicable.

Note: Click on a column header to sort by a value, or use the "Search Segments" field above the table to find a particular segment.

Origin	Destination	Information Completed	
Terminal 3	Terminal 1	Complete	Verify / Edit
Terminal 1	Terminal 2	Complete	Verify / Edit
Terminal 2	Terminal 1	Complete	Verify / Edit

Showing 1 to 3 of 3 rows rows per page

Add a New Segment

Previous
Submit

Logout

Not all segments have a corresponding return segment

Submission Information Section

Under the Submission Information section, you will be asked to complete the question on business-sensitive information. For this there are three choices. The second and third choices will generate a response box to complete.

The screenshot shows a web interface for submitting a survey. At the top, there is a navigation bar with the following links: Instructions, Operator, Funding, Vessels, Terminals, Segments, and Submission. Below the navigation bar, a progress indicator shows '100% Complete'. The main heading is 'Submit Survey'. The form asks the user to indicate whether their operation's boarding information or any other information provided is business-sensitive information. There are three radio button options: 'Boarding Information is NOT business-sensitive', 'Boarding information is business-sensitive', and 'Other information is business-sensitive (Please indicate specific information in the next field)'. The second and third options are selected. To the right of these options is a text box labeled 'Please give a brief description as to the nature of the sensitivity'. Below the radio buttons is a checkbox for a certification statement: 'I hereby certify that my responses to the 2024 National Census of Ferry Operators are to the best of my knowledge accurate and have been prepared from approved company data.' Below the certification statement are two input fields: 'Respondent Title' and 'Respondent Name*'. At the bottom of the form are three buttons: 'Previous', 'Submit', and 'Logout'.

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United States Department of Transportation
Bureau of Transportation Statistics

Instructions Operator Funding Vessels Terminals Segments Submission

100% Complete

Submit Survey

Please indicate whether your operation's boarding information or any other information you provided is business-sensitive information. (Please note: Information that you release to the public on a routine basis generally does not qualify as business-sensitive information).

Boarding Information is NOT business-sensitive

Boarding information is business-sensitive

Other information is business-sensitive (Please indicate specific information in the next field)

Please give a brief description as to the nature of the sensitivity

I hereby certify that my responses to the 2024 National Census of Ferry Operators are to the best of my knowledge accurate and have been prepared from approved company data. *

Respondent Title Respondent Name*

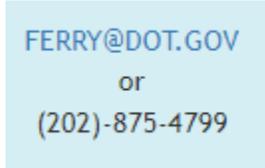
Previous Submit Logout

To submit the completed questionnaire, you will be required to certify that your responses to the 2024 NCFO to the best of your knowledge are accurate and have been prepared form approved company data.

Thank you!!

Once you tap the *Submit* button you will be brought to a Thank you page, which includes:

- BTS contact information for any questions, edits, or corrections.



- An option to download a copy of your 2024 responses for your own file by tapping on the following button:



- An option for sharing any feedback or improvement ideas you may have on the questionnaire.

A light blue rectangular area containing a white text input field with the placeholder text "Enter feedback here" and a blue "Submit Feedback" button below it.

Note: You may edit your questionnaire after it has been submitted, but the same log-in rules apply. If it has been more than two weeks since you submitted or you already logged in twice, you will need to contact BTS at Ferry@dot.gov or (202) 875-4799 to reactivate your account. If the edits are minor, you may also email the edits, and we can make them. Do not email us anything you consider business sensitive. After the final deadline, you will no longer be able to access your ferry operation's questionnaire.