



Washington State Ferries Weekly Update



March 20, 2015

This week:

- Edmonds/Kingston route service disruptions and *Spokane* repairs
- Presentation to the Washington State Transportation Commission
- Crew professionalism and heroism continue to amaze
- Spring schedule begins this weekend
- Mark your calendar: Port Townsend/Coupeville route closed on May 2-3
- Customer compliment

Edmonds/Kingston route service disruptions and *Spokane* repairs

On March 13, the *Spokane*, one of two vessels on the Edmonds/Kingston route, broke down during the evening commute, reducing capacity and causing lengthy wait times. The problem turned out to be a failure of the uninterrupted power supply (UPS) for the propulsion control system. Luckily, we had a spare UPS at our Eagle Harbor Maintenance Facility on Bainbridge Island. Working together, Eagle Harbor electricians, port engineers, and the *Spokane's* engineers and crew were able to get the 578-pound UPS moved from Bainbridge Island to Kingston and installed in time to resume normal two-boat service first thing Saturday morning (the photo to the right shows the huge UPS on its way to the *Spokane*). I know this service disruption caused delays for many customers on Friday night and I sincerely appreciate your patience and willingness to use other routes that evening.



Presentation to the Washington State Transportation Commission

On Tuesday, Planning Director Ray Deardorf and I presented to the Washington State Transportation Commission. I provided an update on WSF's challenges, recent successes and major initiatives. Ray discussed fare setting policies and gave an update on the tariff process. Materials from the meeting are available [online](#).

Crew professionalism and heroism continue to amaze

Each week, I continue to be amazed by the professionalism and heroism displayed by WSF's crew members. Last Saturday, Second Mate Joel Michelson and other members of the Seattle/Bainbridge Island "C" watch assisted a 76-year-old man in cardiac distress. This was the second lifesaving effort for Joel Michelson in the last two months and the ninth time our crews have saved a life this year. I know our customers appreciate having these skilled employees to help them out in emergencies and I could not be more proud of the heroes who work with us.

(From left to right: OS Richard Kennedy, CM Tony Torma, OS Pam Peckham, Director of Finance and Administration Jean Baker, AB Justin Anderson, OS Callista Griffin, Mate Joel Michelson, Capt. George Capacci, AB Leroy Augustine, AB Janet Morgan)



Spring schedule begins this weekend

If you're planning to ride the ferry this weekend, remember that the [spring schedule](#) starts Sunday, March 22. Peak season surcharge [fare](#) increases go into effect May 1. One of the most exciting things about the spring schedule is the reopening of the Anacortes/Sidney, B.C. route. I will be traveling to Sidney on Sunday to celebrate the reopening with dignitaries from the Canadian and American communities that count on this important link. I'll share some photos and details next week.

Mark your calendar: Port Townsend/Coupeville route closed on May 2-3

For those of you who like to plan ahead, please note that on May 2-3 WSF will close the Coupeville terminal for around-the-clock repairs to the transfer span that connects the ferry to the dock. There will be no service on the Port Townsend/Coupeville route during that weekend. [Sign up for travel alerts](#) to get the latest information.

Customer compliment

This comment is an example of how great customer service extends to all corners of our organization:

My compliment... has to do with the customer service I was provided by Mike Bunich in your Operations Revenue [Control] group. I lost a 20 ride car pass [and] called the Revenue [Control] group as suggested by one of your [tollbooth] employees. Mike took the call. He did a super job in helping me recoup most of what I had paid. ...I appreciated the "secure way" he made sure that this was my card [...]. And, I was most impressed with how he made me feel and the professional way he dealt with the whole situation. Please pass on a very sincere "thank you" to Mike Bunich, from a daily commuter on your Seattle/Bainbridge run.

Lynne Griffith
Assistant Secretary WSDOT/Ferries Division

Hyperlinks within the email:

WSTC meeting materials: <http://www.wstc.wa.gov/Meetings/AgendasMinutes/agendas/2015/March17/default.htm>

Spring schedule: <http://www.wsdot.wa.gov/ferries/pdf/2015Spring.pdf>

Fares: <http://www.wsdot.wa.gov/ferries/fares/>

Travel alerts: <https://secure1.wsdot.wa.gov/ferries/account/index.cfm?type=Alerts>

Weekly updates are available on the WSDOT Ferries Division website at www.wsdot.wa.gov/ferries/weekly.

Follow WSF on Twitter: <https://twitter.com/wsferreries>

To unsubscribe, reply to this message with "unsubscribe" in the subject of the email.