



Washington State Ferries



Washington State  
Department of Transportation

# Washington State Ferries Weekly Update



April 17, 2015

## This week:

- Reservations system technical difficulties
- Mukilteo/Clinton route service disruption
- Full service returns to the Edmonds/Kingston route
- Life Ring awards
- Reminder: No service on the Port Townsend/Coupeville route May 2-3
- Customer compliment

### Reservations system technical difficulties

On Tuesday, our ferry reservations system experienced technical difficulties. As of now, we are unable to accept reservations for summer travel on the Anacortes/San Juan Islands, Port Townsend/Coupeville and Anacortes/Sidney, B.C. routes until further notice. Our IT staff is trying to identify the problem, and we will provide an update on our progress on Monday, April 20. I know this has directly affected many of you. Please accept my deepest apologies for long phone waits and for any other inconvenience this caused. In spite of the challenges we experienced, customers were able to make a total of 4,400 reservations successfully on Tuesday, 1,850 of which were for the summer season. My hat is off to our customer information staff who answered 3,000 phone calls and took many, many reservations. There is no question it was a tough day for customers and for our customer information team.

### Mukilteo/Clinton route service disruption

On Wednesday evening, just before arriving in Mukilteo the captain of the *Tokitae* noticed there was a clutch indicator light that was not functioning properly. The clutch must be in full operating condition in order to safely land the ferry. Further tests revealed the clutch was in working order, but the indicator light was in need of replacement. After safely offloading passengers in Mukilteo, we took the vessel out of service for the remainder of Wednesday night, which meant canceling seven trips. Crews replaced the indicator light and *Tokitae* returned to service on Thursday morning. I recognize many Mukilteo/Clinton customers arrived home later than expected and were inconvenienced due to the missed sailings and long lines at the terminal that night. For that, I am truly sorry.

### Full service returns to the Edmonds/Kingston route

On Sunday, April 19, the Edmonds/Kingston route will return to full capacity. The route has been downsized for the last two weeks while the *Walla Walla*, one of the two Jumbo Class vessels assigned to the route, was at our Eagle Harbor Maintenance Facility for seasonal maintenance. Thank you to Edmonds/Kingston riders for your patience while we had a smaller vessel on this route. I know you experienced longer waits than usual.

### Life Ring awards

Last week, Port Captain Bill Michael presented two Life Ring Awards to crew members who responded to overboard passengers in two separate incidents. Pictured below on the left are Bill Michael, Chris Longmate, Jake Azwar, Michael Hogeboom, John Steinberg, Armando Cantu, Zach Hiestand and Steve Emerson (left to right). In the photo on the right, Port Captain Michael is pictured with Beverly Kidd and Carol Just. Congratulations to all on a job well done!



**Reminder: No service on the Port Townsend/Coupeville route May 2-3**

We will make repairs to the Coupeville terminal transfer span on Saturday and Sunday, May 2-3. In order to complete this work, we will be closing the terminal and canceling service on the Port Townsend/Coupeville route all weekend. We encourage customers to use alternate routes such as Mukilteo/Clinton and Edmonds/Kingston, or drive around via I-5 and SR-20. Thank you in advance for your patience while we work to keep the Coupeville terminal safe and operational for years to come.

**Customer compliment**

Here are some kudos for the crew of the *Klahowya*:

*Thank you for all you do to keep the vessel clean and welcoming. The [San Juan] inter-island crews really keep the ...ferries clean. It really makes a difference.*

Lynne Griffith  
Assistant Secretary WSDOT/Ferries Division

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