



August 15, 2008

This week:

- Electronic fare system “glitch”
- 64-car ferries pre-bid conference
- Steilacoom II returns to service on Port Townsend/Keystone route
- Elwha returns to service in Anacortes/San Juan Islands this weekend
- Google Transit update

Electronic fare system “glitch”

On Friday, August 8, we experienced a “glitch” while replacing hardware at a point of sale device at the Edmonds Terminal. The error resulted in duplicate rides being added to automatically renewed multi-ride passes (ReValue cards), which affected 454 customers. We immediately took action to resolve the problem. Affected customers were refunded for the additional charges and called in person to follow up. Please know that we have safeguards in place now to prevent this from happening again.

64-car ferries pre-bid conference

Representatives from six shipyards attended the pre-bid conference on Thursday, August 14. Ferries staff provided an orientation to the bidding process and an opportunity for the shipyard representatives to ask questions. I am very pleased with the shipyards’ continued interest in constructing new ferries.

Steilacoom II returns to service on Port Townsend/Keystone route

The Steilacoom II returned to service on Thursday evening, August 14, with the 6:45 p.m. sailing out of Port Townsend. The ferry was out of service beginning Thursday mid-morning for repairs to the electronic control unit for the auxiliary generator. Our crews worked hard to repair to the generator so that we could resume service as quickly as possible. I understand that having no service on a route is disruptive to our customers and communities and I greatly appreciate your patience.

Elwha returns to service in Anacortes/San Juan Islands this weekend

Last week I reported that the 144-car Elwha was removed from service after experiencing a problem with the propulsion control cooling system. Following crews working overtime and sea trials yesterday and today, we anticipate the Elwha will return to service on Saturday, August 16. I appreciate the patience of our customers during this time and the hard work by maintenance staff and crews to get the Elwha back into service.

Google Transit update

In my update last week, I mentioned that we expected to announce the launch of ferry information being available on Google Transit. Google Transit is an online tool that commuters can use to easily plan trips using their local public transportation options. The ferry information launch has been postponed until late August, to ensure that Google can properly show our routes on their system.

Next Week:

- Meet with federal legislators
- Continue work on ferry financing legislated tasks

David Moseley's weekly updates are available on the WSDOT Ferries Division Web site at www.wsdot.wa.gov/ferries/weekly.

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