



July 17, 2009

This Week

- Letter of appreciation
- Update on USCG crew endurance requirements
- Edmonds/Kingston Partnership Meeting
- Meetings with tribal leaders

Letter of appreciation

I would like to share a letter that I received this week from a Mr. and Mrs. Wakefield of Seattle about their experience this past Saturday on the Bremerton/Seattle route:

“While boarding the Bremerton Ferry’s (Hyak) on Saturday 5:30 P.M. (July 11, 2009) to Seattle, we asked the attendants upon boarding if we could park near the elevator. My wife has some disabilities with proper disability authorization. We didn’t realize we were to have notified the attendant at the ticket booth. The attendants even with our oversight could not have been more helpful. They had us wait for a short time while they organized a parking spot adjacent to the elevator. Their efforts made it so much easier for us to exit our vehicle and get to the passenger deck. We were so impressed with their genuine desire to help. We didn’t get their names, but we believe any of the attendants would have given us the same excellent service. Perhaps you could express our thank you in general.”

I want to personally thank the crew for accommodating this couple and providing extraordinary customer service. This exemplifies the type of service that we strive to deliver to all ferry customers.

Update on USCG crew endurance requirements

WSF and the unions have tentatively agreed to set up a committee to look at winter schedules with regard to the impact of the loss of touring watches throughout much of the system. WSF’s ongoing goal in working with the unions is to uphold the U.S Coast Guard’s standards of safety while ensuring reliable service and the greatest possible flexibility in schedules. We have not been successful to date in reaching accord with our bargaining units on this issue.

Edmonds/Kingston Partnership Meeting

On Wednesday night, I had the pleasure of meeting with the newly formed Edmonds/Kingston Partnership Group. The purpose of this group is to partner with WSF to discuss how a vehicle reservations system could work on the Edmonds/Kingston route, if it were authorized and funded by the state Legislature. The partnership group is composed of 17 individuals from both sides of the route representing varied interests including business and tourism; counties, cities and ports; commuters and weekend vehicle travelers; Ferry Advisory Committees and regional planning organizations. This partnership group is part of a larger effort to complete a legislated vehicle reservations pre-design report due to the Legislature before 2010 session.

Meetings with tribal leaders

On Thursday, July 16, I met with Chairmen Brian Cladoosby and Harold Cagey of the Swinomish and Lummi tribes respectively. I provided an update on the WSDOT 2009-11 Biennial Budget provisions and projects recently approved by the Legislature for WSF. We are working closely with the tribes and we have many issues of mutual interest.

Next Week:

I will be out of the office next week, so the next weekly e-mail update will be July 31.

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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