



July 31, 2009

### **This Week**

- Letter of appreciation
- Visit to Nichols Brothers shipyard
- Public forum on USCG crew endurance requirements
- Farewell to the Steel Electric ferries

### **Letter of appreciation**

In my previous update I shared a letter that I received from a customer expressing appreciation for extraordinary customer service on the Seattle/Bremerton route. This week, I want to share part of an e-mail from a Vashon Island commuter regarding the customer service our crews provide at the Vashon terminal: "Bruce and Patty helped me start my car when my battery went dead from accidentally leaving my lights on as I waited for the ferry. They were gracious and helped me catch my ferry on time. On a daily basis, however, what I appreciate is their wave and smile as we commuters slog onto another commute. It might seem like a small thing, but in this world, as you're getting ready for yet another work day, the gesture means a lot." I would like to personally thank Bruce and Patty and the other Vashon terminal employees for consistently providing cheerful and gracious service to our customers on a daily basis.

### **Visit to Nichols Brothers shipyard**

On Wednesday, I went to Nichols Brothers shipyard on Whidbey Island to view the progress on the new 64-car ferry. I toured the shipyard and was pleased that the pilothouse and superstructure work is coming together so well. Matt Nichols reports that our working relationship is strong and collaborative.

### **Public forum on USCG crew endurance requirements**

I attended a meeting sponsored by Representative Rolfes with Representatives Seaquist and Nelson on Thursday night at the Puget Sound Regional Council regarding the U.S. Coast Guard crew endurance requirements. I presented the background on this issue, the timeline and the schedule changes by route. I answered questions from legislators and the public related to service impacts on the San Juan Islands and Vashon Island routes. Several union members were also in attendance, and we had a general discussion of the impacts on crew schedules. We are still in discussions with our bargaining units over much of this detail.

### **Farewell to the Steel Electric ferries**

Today we provided the media an opportunity to bid farewell to the 1927-built Steel Electric Class ferries at the Eagle Harbor Maintenance Facility on Bainbridge Island. Two of the four vessels will begin their journey to their final destination next week. In June WSF sold the vessels to Eco Planet Recycling, Inc. The Nisqually and the Quinalt will be removed from their tie-up locations on Bainbridge Island the week of August 3 and will be towed to Ensenada, Mexico, where they will be recycled. It is estimated that the last two vessels will be towed away approximately one to two weeks after the first two.

### **Next Week:**

I will be out of the office next week, so the next weekly e-mail update will be August 14.

David Moseley's weekly updates are available on the WSDOT Ferries Division Web site at [www.wsdot.wa.gov/ferries/weekly](http://www.wsdot.wa.gov/ferries/weekly).

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