



September 4, 2009

This Week

- Full service restored on Bremerton/Seattle route; Wenatchee back in service
- Agreement with unions on U.S. Coast Guard crew endurance requirements
- Fog, ferries, and September
- Ferry service on Labor Day
- Customer compliment

Full service restored on Bremerton/Seattle route; Wenatchee back in service

I know that this week has been very difficult on our Bremerton/Seattle riders following the removal of the Wenatchee from service on Sunday. I greatly appreciate your patience as we juggled ferries in the system and brought the private passenger-only ferries online. Crews worked around the clock on vessel and dock repairs, and I am happy to report that the Wenatchee will be back in service this afternoon on the Seattle/Bainbridge route. The Puyallup will return to Edmonds/Kingston, and the Hyak to Seattle/Bremerton.

Agreement with unions on U.S. Coast Guard crew endurance requirements

I am pleased that on Thursday evening we were able to achieve agreement with our union partners on new crewing schedules that comply with the U.S. Coast Guard requirement to discontinue the use of touring watches except for the vessels that tie up in Friday Harbor. This agreement allows WSF to utilize alternative 10-hour watches, add service to the Point Defiance/Tahlequah route, and to make additional stops in the San Juan Islands. Just as importantly, this agreement has the potential of establishing the foundation for new and better crewing and sailing schedules for the future.

I want to thank our union partners for working so diligently with us to achieve this agreement. We are going to do everything we can to implement the improved crewing schedules at the beginning of the fall schedule (September 27). Logistically that will be very difficult, but both WSF and the unions agreed that we are going to do everything in our joint powers to achieve that goal.

Fog, ferries, and September

This week we've had many late boats due to fog, and I want to thank our customers for their understanding. In Puget Sound, September is a month known for fog. We take extra precautions in such weather, including staffing deckhands on the bow to watch for potential problems. This means that we sometimes have to sacrifice schedule reliability in foggy conditions to maintain the safety of our passengers and crew.

Ferry service on Labor Day

Remember to allow extra time for ferry travel this weekend. The heaviest westbound traffic is anticipated between 3 and 7 p.m. today. Return traffic is anticipated to be heaviest Sunday afternoon and evening, Sept. 6, and morning through early afternoon sailings on Labor Day, Sept. 7. Some routes will be on a holiday schedule on Monday. For details on Labor Day ferry service, visit www.wsdot.wa.gov/ferries or refer to the printed summer schedule available at terminals and on vessels.

Customer compliment

I want to share an e-mail that I received this week from a Bremerton/Seattle rider about the extraordinary service he received from a WSF employee.

This is not a question but a heartfelt thanks to a ferry employee that I didn't happen to catch his name. This man went well above and beyond the call of duty in helping me with a personal dilemma on Friday night. I lost my eyeglasses on the Kitsap Ferry going over to Seattle on Friday night. I returned on the 12:50 A.M. sailing back to Bremerton on the Hyak that same evening. This incredibly kind man went out of his way in the middle of the night after the last sailing to walk out onto that boat and find them for me. I don't live near by and figured for sure I'd lost my glasses and I need them badly if I want to see...I found it to be a truly touching experience due to the

kindness and efforts of this fellow and felt that he should be acknowledged for one of those moments that restore your faith in mankind. It had been so long since I've been on the receiving end of such a random act of kindness that it made me feel like paying it forward. Because of that I will definitely do something for someone else when I next get an opportunity. People like that reflect well on the employees and the Ferry System as a whole. Please find this guy and give him a pat on the back. He blew me away.

I very much appreciate the excellent service provided by our staff.

Next Week:

- Presenting to the Joint Transportation Committee on WSF's final long-range plan (www.wsdot.wa.gov/ferries/planning/ESHB2358)
- Edmonds/Kingston Partnership Meeting (www.wsdot.wa.gov/ferries/planning/vehiclereservations)
- FAC Executive Council Meeting

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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