



October 9, 2009

This Week

- Save the date! November Community Meetings Schedule
- 64-Car Ferries Bid Opening
- FASPAA Meeting
- Customer Compliment
- 64-Car Ferry Progress Meeting
- WSF Quarterly Project Review

Save the date! November Community Meetings Schedule

I look forward to visiting with our ferry-served communities this fall. Community meeting dates are:

- SOUTHWORTH: Wed., Nov. 4, 6:30-8:30 p.m., South Colby Elementary, 3281 Banner Rd SE, Port Orchard
- SAN JUAN ISLANDS: Thu., Nov. 5, 2:15 p.m. – 5:10 p.m., inter-island ferry departing Friday Harbor at 2:15 p.m., departing Orcas at 3:05 p.m., departing Shaw at 3:20 p.m., departing Lopez at 3:45 p.m.
- VASHON ISLAND: Mon., Nov. 9, 6:30-8:30 p.m., McMurray Middle School, Multi-Purpose Room, 9329 SW Cemetery Rd, Vashon
- KINGSTON/EDMONDS: Tues., Nov. 10, 6:30-8:30 p.m., Kingston Community Center, Apple Tree Room, 11212 State Hwy 104, Kingston
- BREMERTON/SEATTLE: Mon., Nov. 16, 6:30-8:30 p.m., Kitsap Conference Center, Oyster Bay Room, 100 Washington Avenue, Bremerton
- BAINBRIDGE ISLAND/SEATTLE: Tues., Nov. 17, 6:30-8:30 p.m., Bainbridge Island Commons, 402 Brien Drive, Bainbridge
- PORT TOWNSEND/KEYSTONE: Wed., Nov. 18, 5:30-7:30 p.m., Pope Marine Building, 100 Madison Street, Port Townsend
- MUKILTEO/CLINTON: Thu., Nov. 19, 6:30-8:30 p.m., Clinton Community Hall, 6411 Central Ave, Clinton

I will also be presenting at the Anacortes Rotary luncheon on November 11, 12:00-1:30 p.m. at the Masonic Hall on 8th Street. For more information on the upcoming meetings, visit

www.wsdot.wa.gov/ferries/commuter_updates/index.cfm?fuseaction=pub_meetings

64-Car Ferries Bid Opening

On Thursday, we took the next step in the process to build new ferries. We opened bids on a contract to construct up to three new 64-car vessels. WSF received one bid from Todd Pacific Shipyards. Todd's proposed bid was below the WSF engineer's estimate. This is a great step forward in rebuilding our aging fleet to meet the growing needs of our ferry system. For more information on the 64-car ferry program, visit

www.wsdot.wa.gov/projects/ferries/64carferries

FASPAA Meeting

On Tuesday, I attended a meeting between the Ferry Agents, Supervisors, and Project Administrators Association (FASPAA) and WSDOT leadership. It was an opportunity to reconnect on important issues to improve communication between our respective organizations.

Customer Compliment

I would like to share a letter that I received this week from a Whidbey Island resident and WSF customer applauding the efforts of WSF employee Pam Metcalf-Newman. From what I understand, Pam handled the situation after her work day had officially ended. Pam's actions demonstrate the commitment to customer service that is vital to a great ferry system. Thank you, Pam, for representing WSF so well.

I live on Whidbey Island and over the years have spent thousands of dollars and countless hours on the ferries. Needless to say, we love our ferries here and have a special affection and real respect for the ferry system employees... Today has been the day of the annual motorcycle Oyster Run, and the stress on the ferry crews must be intense. Furthermore, late though it is, the lines still extend up the hill behind me as I wait. While I was waiting, unsure whether I would make the 9:25 boat, a car one or two rows over and in line for that boat was unable to start. The others roared around it while the young couple futilely cranked the starter. I heard the wife say in obvious frustration, "Honey, I'm afraid we'll just have to wait for the next ferry."

All at once one of the staff, a blonde woman, appeared and shouted to them to open the hood. She then ran back to the booth and reappeared with a small starter battery in hand. Hurriedly they hooked it to the car and tried repeatedly to start the engine. When it finally appeared that it would not work, the woman said, "Wait a minute!" and ran off to the other end of the dock, appearing a moment later in the mobile starter tractor. "I think we can still make it!" I heard her say. By now the ferry was almost full and appeared ready to go. But this time the engine kicked over and she gestured to the driver to get behind the wheel, saying "Hurry!" The car roared off, and I could see the tail lights as it shot onto the ferry, the last car to load.

I have described all this because it was so obvious that the staff person was fiercely committed to helping that car to make it onto the ferry. I don't know whether this was in her job description, but even it is, she didn't have to run, and she didn't have to keep trying after the first attempt failed. It was simply clear that she wanted them to make it. And I am sure that the young couple are deeply grateful that she did.

I know this is hardly a heroic act. But it is the act of someone committed to going above and beyond her job description. These acts may or may not be frequent, but I think it is important that you and your administration know that you have people working for you who are also working for us, your clients. And in the long run, it is that kind of commitment to providing good service that contributes to the sense of community on which good lives and healthy democracy depend.

I hope there is some way that your staff can be reminded from time to time that these small acts of caring and commitment do not go unnoticed. We are grateful.

64-Car Ferry Progress Meeting

On Thursday afternoon, I attended our monthly progress meeting at Todd Pacific Shipyards to discuss the current 64-car ferry construction. The purpose of the meeting is to report on the construction progress and discuss any outstanding issues raised by Todd or WSF. These meetings are a critical part of our partnership with Todd and have helped lead to a much better construction management process.

WSF Quarterly Project Review

I participated in the WSDOT quarterly project review on Monday afternoon. We reviewed the budgets for both vessel and terminal projects. We highlighted work on the Elwha Safety of Life at Sea (SOLAS) certification, preservation of the Eagle Harbor Maintenance Facility, and Colman Dock Slip 3.

Next Week:

- Edmonds/Kingston Partnership Meeting. For more information visit www.wsdot.wa.gov/ferries/planning/vehiclereservations.htm

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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