



November 6, 2009

This Week

- Port Townsend/Keystone Ferry Service Disruption
- Meeting with Advertising Firm
- Community Meetings Recap
- Customer Compliment

Port Townsend/Keystone Ferry Service Disruption

I want to thank customers for their patience on Thursday while the 50-car Steilacoom II was out of service for needed maintenance. Service resumed Friday morning after repairs were successfully completed and the vessel underwent sea trials.

Meeting with Advertising Firm

I met with the advertising firm that sells ad space on our vessels and terminals on Tuesday. If you are a customer in central Puget Sound, you may have seen the advertising campaigns most recently in October. We discussed potential new opportunities for bringing additional revenue into the system, some of which were outlined in the recent Washington State Transportation Commission's report, "Business Analysis of Naming Rights/Sponsorship Opportunities for Washington State Ferries."

Community Meetings Recap

We kicked off our November series of community meetings this week in Southworth and the San Juan Islands. I appreciate everyone who took the time to attend. I have enjoyed and learned from the discussions and look forward to the upcoming meetings. The meetings next week are:

- Vashon Island: Mon., Nov. 9, 6:30-8:30 p.m., McMurray Middle School, 9329 SW Cemetery Rd.
- Kingston/Edmonds: Tue., Nov. 10, 6:30-8:30 p.m., Kingston Community Center, 11212 State Hwy 104
- Anacortes: Wed., Nov. 11, 12:00-1:30 p.m., Masonic Hall, 1019 8th Street (Note: WSF is a guest of the Rotary Club. For more information, contact dclark@capsantecourt.com)

For more information please visit

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

Customer Compliment

I received this e-mail last week from a Bainbridge Island/Seattle customer. I applaud the efforts of WSF customer information agents Demetrius Brown and Donna Adams.

I "heart" WSF. While travelling from Bainbridge Island to SeaTac on Monday, I [misplaced] my phone. Originally I thought I left it at my friend's house, but when I arrived home and listened to my messages, there was a wonderful message from Demetrius. His message was very professional, concise and mostly reassuring. I had given up on my phone and considered it a [loss]. I talked to Donna this afternoon and she was just as professional and helpful as Demetrius. I was going to have my friend pick up my phone, but Donna offered to mail it to me. I'm not used to this stellar and honest type of customer service. Maybe it's because I live in Southern California! Please give my deepest thanks to both Demetrius and Donna, valued employees that you can depend on.

Next Week:

- Vashon Island, Kingston/Edmonds, Anacortes community meetings
www.wsdot.wa.gov/ferries/commuter_updates/index.cfm?fuseaction=pub_meetings
- Puget Sound Pilotage meeting
- Edmonds/Kingston Partnership meeting www.wsdot.wa.gov/ferries/planning/vehiclereservations.htm
- Quarterly all unions 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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