



Feb. 12, 2010

This Week:

- Video of the 64-car Chetzemoka construction progress
- New vessel watch Web page launched
- House and Senate Transportation Committees
- Congratulations to WSF Capt. Bryan Hanley
- Mukilteo Ferry Terminal Project Agency and Tribal Scoping Meeting
- Customer Compliment

Video of the 64-car Chetzemoka construction progress

We have produced a video of the 64-car Chetzemoka construction progress, which is available at www.youtube.com/watch?v=eia32s-3VFM. The video spans July 2009 to mid-January 2010. The newest photos can be viewed at www.flickr.com/photos/wsdot/sets/72157621006556309/.

New vessel watch Web page launched

We have upgraded our vessel watch Web page. Vessel watch is one of the most heavily viewed WSDOT pages. The new features of vessel watch include a dynamic map where users can pan and zoom, and view the vessels' locations in real time. I encourage you to view the new improved vessel watch at www.wsdot.wa.gov/ferries/vesselwatch/.

House and Senate Transportation Committees

On Monday, I presented to the House Transportation Committee on the fuel cost mitigation plan and showed the video of the 64-car Chetzemoka construction progress. At the Senate Transportation Committee, I presented on performance measures, the injury reduction plan and the marketing plan proposal. I appreciated the opportunity to share this information and receive feedback and answer questions from legislators.

Congratulations to WSF Capt. Bryan Hanley

Capt. Bryan Hanley, Master of the Rhododendron for over 13 years, received a recognition plaque from members of the Tacoma Yacht Club on Wednesday, Feb. 3. Commodore John Dorsey presented the award to Capt. Hanley and his crew for their cooperation with the annual Daffodil Flotilla, Sailing Races and Lighted Ship events. Most importantly, the Club expressed their appreciation for the Rhododendron's flexibility with the day to day operations of the local marina that serves the Yacht Club members. The marina is immediately adjacent to the Pt. Defiance terminal.

Mukilteo Ferry Terminal Project Agency and Tribal Scoping Meeting

On Thursday, I attended a meeting with the agencies and tribal governments to reinitiate the environmental process on the Mukilteo Ferry Terminal Project. This is the first step in the environmental process to determine the probable path forward on the project. We anticipate reengaging the community later this year when we have new alternatives, so they may provide feedback.

Customer Compliment

I would like to share a compliment that I received from a Bremerton/Seattle rider last week highlighting the efforts of customer information agent Tracy Hagbo-Shepherd.

I wanted to take a minute to pass on praise for Ms. Tracy Shepherd's assistance in taking care of a problem. I have a reloadable card on the Bremerton - Seattle run, and lost my job in November. Amidst the huge change in everything I do, I didn't think about the card and of course the computer did what it is supposed to do and reloaded it at the 90-day point. When I contacted Ms. Shepherd she agreed to undo the transaction and clearly explained to me what had happened and what I should do and what communications I would be receiving. Her e-mails to me are a fine example of customer service and I wanted you to know how much I appreciate the assistance.

Next Week:

- Bainbridge Island Chamber of Commerce Meeting
- 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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