



April 29, 2011

### **This Week:**

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- Customer service training
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### **Salish passes sea trials**

Sea trials for the new ferry Salish continued this week Monday through Wednesday. WSF Deputy Chief George Capacci and WSF personnel were aboard the Salish to witness the demonstration of stopping distances, steering and other operational tests. The contract delivery date for the Salish is May 5<sup>th</sup>. Once the vessel is accepted, crews will begin operational training and familiarization with the ferry around Puget Sound and on the Port Townsend/Coupeville route to get the Salish ready to sail this summer. For photos of the Salish, visit <http://www.flickr.com/photos/wsdot/5666332451/in/set-72157623767660087/>.

### **Customer service training**

On Tuesday, I attended training for deck crews and presented on WSF's commitment to customer service. We are in the customer service business and the better our customers feel about our service the more likely they are to use us and to recommend riding the ferry to friends and neighbors. This is why providing unsurpassed customer service is as important to WSF as providing reliable and on-time service. My presentation was part of a renewed emphasis on customer service that is reflected in our new vision and mission for the organization. The new vision and mission was part of my March 4 update, available at [www.wsdot.wa.gov/ferries/weekly/](http://www.wsdot.wa.gov/ferries/weekly/).

### **Vessel moves this weekend**

There are a number of vessel moves on Saturday, April 30, that I would like to highlight: the 188-car Walla Walla will replace the 202-car Puyallup on the Edmonds/Kingston route (until mid-July); the 144-car Hyak will replace the 188-car Walla Walla on the Seattle/Bremerton route (until mid-June); and the 90-car Sealth will replace the 144-car Hyak on the Anacortes/San Juans route (for one week until the Yakima returns to service). Thanks for your patience as we shuffle vessels around for needed maintenance as we ramp up for the busy summer sailing season.

### **FAC executive council**

I met with the chairs of the Ferry Advisory Committees (FACs) on Thursday. We discussed the legislative session, progress on the new 64-car ferries, the fare proposal process, and the June community meeting schedule. I very much appreciate the time and commitment of our FAC members.

### **Mukilteo terminal: testing of new signalized intersection**

Testing began this week on a new signalized intersection at Front Street and the ferry exit lanes at the Mukilteo ferry terminal. This is the next step in improvements made to the intersection to help ferry traffic, local traffic and pedestrians. We anticipate the signal being operational in early May. For more information on this project, visit [www.wsdot.wa.gov/Projects/Ferries/mukilteoterminal/turnlaneandsignal](http://www.wsdot.wa.gov/Projects/Ferries/mukilteoterminal/turnlaneandsignal).

### **Summer schedule follow-up: San Juan Islands and Edmonds/Kingston**

We had an opportunity to review and consider comments submitted on the summer sailing schedule for Anacortes/San Juan Islands/Sidney B.C. and the Saturday evening options for Edmonds/Kingston. Based on feedback received, we posted the summer sailing schedule for both routes at

[www.wsdot.wa.gov/ferries/service/scheduleproposals](http://www.wsdot.wa.gov/ferries/service/scheduleproposals). I appreciate everyone who took the time to provide comments. The summer sailing schedule begins Sunday, June 19.

**Reminder: peak season surcharge begins May 1**

During the ferry system's busiest months, a peak season surcharge is in effect for vehicles and drivers paying full fare, except for customers utilizing the frequent user multi-ride cards. The peak season is in effect from May 1 through September 30. Detailed fare information is available at [www.wsdot.wa.gov/ferries/fares/](http://www.wsdot.wa.gov/ferries/fares/).

**Plan ahead: Tour de Lopez bicycle event**

The annual Tour de Lopez bicycle event will take place Saturday, April 30, on Lopez Island. There will be two unscheduled sailings to Lopez, departing Anacortes at 7:35 a.m. and 8:30 a.m. on Saturday only to accommodate both bicycles and motorized traffic. Customers can expect heavy bicycle traffic on both Friday and Saturday, April 29 and 30. Please plan your travels accordingly!

**Customer compliment**

I would like to share the following compliment that I received from a customer on the Kingston/Edmonds route. The customer shares his appreciation for the "tally system," which is when Washington State Patrol (WSP) distributes placards to vehicles to confirm their position in line. These placards need to be redeemed at the ticket booth or the vehicle gets turned away and needs to go to the back of the line.

*I had not taken the Kingston-Edmonds ferry for some years now, and I had the occasion to take it this past Easter Sunday. As I was driving there, I was telling my son how some people like to cut in front of others who have been waiting in line to get on the ferry and how that was wrong because of the time that is spent waiting for your turn to get on, or the possibility of being the car that cannot get on due to the ones that cut in front of you. As I was telling my son this, I had noticed that there were a few cars that had passed us and then cut in front when they had an opportunity. I was surprised to see what looked like a few cars turning around and going to the back of the line. As I crested the hill and saw the State Patrol, I then understood why the few cars turned around and went to the back of the line. I must admit I was quite happy to see this as I have seen this happen so many times in the past... When I had complimented the [terminal agent] on this new system, she told me that she had already turned at least 20 cars away because they did not have the boarding passes handed out by the WSP. It is a rare occasion for me to take the time write to any entity about something. I just wanted to let you know that I really thought that this was something right, and how I am sure that I speak for many others who will not take the time to write, that this is a good system you have put in place, and the travel across with the WSF is much more pleasant knowing that those who act without regard to others, are made to act in accordance of fair play.*

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

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