



June 3, 2011

### **This Week:**

- WSF turns 60: great service, great staff
- Vashon and Bainbridge islands community meetings
- New employee briefing
- LNG fuel concept
- Customer compliment

### **WSF turns 60: great service, great staff**

This Wednesday marked the 60<sup>th</sup> anniversary of the state ferry system, and I think we should celebrate what a great ferry system we have! WSF has an unparalleled safety record, a 99.6 percent trip reliability rate (actual trips completed out of all scheduled trips), and 94 percent of our 152,733 sailings in 2010 departed within 10 minutes of the scheduled sailing time. We carry more vehicles than any other ferry system in the world (more than 10 million per year) and we're near the top in the world for number of passengers carried (more than 22 million per year).

Our success would not be possible without the dedication, experience and skill of our employees. I would like to express my sincere gratitude for the professionalism exhibited by ferry workers during these difficult times: the person who takes your ticket, the individual who directs your car onto the ferry, the staff chief engineer who keeps the vessel well maintained, the captain that safely gets you to your destination, and the operator who assists in making your reservation.

I want to thank every employee and customer who has sailed with us for the past six decades. You have helped us carry on a proud and distinguished maritime service. We got a chance to celebrate this milestone with our friends on Vashon and Bainbridge islands at the community meetings this week, see photos at [www.flickr.com/photos/wsdot/sets/72157626752566203/](http://www.flickr.com/photos/wsdot/sets/72157626752566203/). Over the next year, keep your eye out for activities that commemorate 60 wonderful years. Thank you!

### **Vashon and Bainbridge islands community meetings**

We kicked off our community meetings this week on Vashon and Bainbridge islands. I appreciate everyone who took the time to attend. Next week, I will be at the Kitsap Conference Center in Bremerton (Monday evening), Anacortes (Wednesday afternoon), and the San Juan County Council Chambers on Friday Harbor (Wednesday evening). For more information on the upcoming community meetings, visit [www.wsdot.wa.gov/Ferries/commuterupdates/pub\\_meetings.htm](http://www.wsdot.wa.gov/Ferries/commuterupdates/pub_meetings.htm)

### **New employee briefing**

On Thursday, I had the opportunity to welcome new on-call terminal staff. I shared with the new hires the ferry system's great record of service and stressed the importance of customer service as they are the 'face' of the system. I appreciated the introduction and I am confident that they will serve our customers well!

### **LNG fuel concept**

This morning, WSF staff met with representatives from the U.S. Coast Guard, a marine classification society and a marine consulting firm via conference call to further explore the possibility of liquefied natural gas (LNG) propulsion systems for the WSF fleet. We are in the early stages of exploring this issue and will share more information as it becomes available.

### **Customer compliment**

I would like to share the following compliment from a customer of the Anacortes/San Juan Islands route. I greatly appreciate the efforts of WSF Ticket Seller Jeff Morgenthaler, Traffic Attendant Mike Thomas and the Anacortes ferry terminal staff to accommodate this customer.

*My husband and crew were taking the first boat from Anacortes to Orcas Island this morning. My husband had forgotten to take his heart medication and I drove it to the ferry terminal hoping to catch him before the boat loaded. I got there just before it loaded. I told the gentleman at the fare booth that I wasn't there to board, that I*

*needed to get my husband his heart medication. He told me to pull ahead to the booth where employees give lane assignments and check in with Mike. There were 3-4 vehicles ahead of me. I saw Mike answer the phone in his booth. He then came out and approached my vehicle. He told me what lane to head for and moved cones so I could get through without waiting for the vehicles ahead of me. I sincerely appreciated them going out of their way to make sure I got my husband his heart medications...I just wanted to express my thankfulness for these two gentlemen's attitudes and actions.*

**Next Week:**

- June 6 community meeting in Bremerton
- June 8 community meetings in Anacortes and Friday Harbor, San Juan Island
- Olympia rotary club briefing
- Centennial Accord meeting in Shelton

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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