



Dec. 3, 2010

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Kittitas Returned to Service

The 124-car Kittitas returned to service on the Mukilteo/Clinton route on Wednesday. The vessel was removed from service on Oct. 16 after it experienced problems with its controllable pitch propeller system. The repairs took several weeks because a new part had to be fabricated and the vessel had to be drydocked to install the part. The vessel also received its annual inspection by the U.S. Coast Guard before it returned to service, and it's now scheduled to be on the Mukilteo/Clinton route through the winter.

Community Meetings Update

We held community meetings in Southworth and Bainbridge Island this week. I want to thank customers, community members and elected officials for taking the time to attend. I presented on WSF efficiencies and reform, the Passenger Vessel Association report and WSF's Action Plan, proposed options for service reductions, and the upcoming legislative session. I appreciated the opportunity to also answer questions from the audience. Next week, I will be in Port Townsend and on Vashon Island. For a full list of meetings and to download materials, visit www.wsdot.wa.gov/Ferries/commuterupdates/pub_meetings.htm

Progress Meeting on Kwa-di Tabil Class Ferries

On Thursday, we had our monthly progress meeting at Todd Pacific Shipyards to discuss construction progress on the Kwa-di Tabil Class ferries. The *Salish* is 68 percent complete and the *Kennewick* is 26 percent complete. Construction is going very well overall and both vessels are currently under budget. To learn more about the new vessel program, please visit www.wsdot.wa.gov/projects/ferries/64carferries

Chetzemoka Performance Update

We've received several inquiries about the number of weather cancellations on the Port Townsend/Coupeville (Keystone) route since the Chetzemoka began service. Ten round trips were cancelled from Nov. 15-29 due to severe weather. Please understand that the Chetzemoka has entered service during the worst weather period of the year, and Captains and crews have had a relatively short time to experience operating this vessel on the most challenging route in our system, compared to the 25 years the Steel Electrics served the route. We anticipate that over time and with experience the Chetzemoka will be able to operate through a larger range of weather conditions, but this route will always have the most weather cancellations in the system. A more complete explanation, including why Keystone Harbor is such a challenging location to operate ferries, is available at www.wsdot.wa.gov/Projects/Ferries/64CarFerries/FAQ.

PVA Expert Panel Report on WSF Governance

In September an expert panel from the Passenger Vessel Association (PVA) delivered a report to Gov. Gregoire on their review of WSF's operation and management practices. WSF issued a response and action plan last month. Gov. Gregoire also asked the expert panel to complete a review of governance models, including privatization, and how those options might work for WSF. That report is expected to be finalized later this month. We will post the report at www.wsdot.wa.gov/ferries/accountability when it is finalized. In the meantime, you can read the PVA's September report and our response and action plan at the above link.

Customer Compliment

I want to thank the WSF employees who assisted this customer in his travels between Bainbridge Island and Seattle, specifically Senior Programs Manager Susan Harris-Huether, Bainbridge Terminal Supervisor Sherrie

Sanford, Bainbridge Island Terminal Staff and the vessel crew. This is an example of outstanding customer service that I want WSF to exemplify in all of its operations. I greatly appreciate your efforts!

I am writing this letter to thank the employees of the WSF system, who assisted me in getting to the University of Washington [U.W.] transplant center on November 15. Without some explanation of the urgency of my situation, the value of your assistance may be minimized. I am currently listed in the U.W. lung transplant program as a future recipient of a donor lung. I live in Silverdale. Once a donor lung is available and the transplant center calls, I have 2 hours to get to the U.W. transplant center. I received the "Call" at 1:38 pm, checked the ferries, the Narrows Bridge and traffic, and found the Bainbridge Island boat to have the best schedule, but still would be close. While in route to Winslow, I called the ADA number and talked to Susan and explained my situation. She responded to me by saying she would call the Winslow Supervisor and have her call my cell phone. Within 5 minutes the Winslow supervisor called my cell phone a series of events by WSF designed to assure I would be able to 'get on' the boat.

I received several phone calls from the WSF system wanting to know what type and color of car we had, where we were at the current time [several calls asking our location]. When we arrived at the ticket booth, the car was recognized, and we were directed directly to the ferry. I was happy to get on the boat; we found the center lane had been kept open so we would be the first off at Seattle. Several of the deck hands and traffic directors waved and wished me good luck!

A special thanks to these individuals, the Winslow supervisor, Susan the ADA coordinator, and those unseen people in the background. I arrived at the U.W. with time to spare, was admitted and sent to an ICU room for pre-op procedures...thank you again for your help and kindness that we will never forget!!

Next Week:

- Jefferson County Chamber/WSF Community Meeting in Port Townsend (Dec. 6)
- Senate Transportation Committee Assembly Meeting (Dec. 6)
- House Transportation Committee Assembly Meeting (Dec. 9)
- Vashon Community Meeting (Dec. 9)
- Mukilteo Multimodal Project Tribal Coordination Meeting (Dec. 10)

David Moseley's weekly reports are available on the WSDOT Ferries Division website at www.wsdot.wa.gov/ferries/weekly.

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