

MEETING SUMMARY #8
VASHON ISLAND FERRY ADVISORY COMMITTEE PUBLIC MEETING
MCMURRAY MIDDLE SCHOOL, VASHON ISLAND, WA
THURSDAY, APRIL 3, 2008 – 6:30 – 8:30 P.M.

Note: This meeting summary represents notes from the Ferry Advisory Committee public meeting, and is not a formal transcript or minutes. It is provided as a record for the staff and public in attendance and other interested parties.

Action items and responses

- Follow up on cameras, disability access and emergency vehicle access
Operations and Legal Departments are working on these issues.
- Talk to transit agencies about connections
Ferries Division will invite King County Metro to FAC meetings; David will meet with King County Metro General Manager.
- Re-examine allotments for Southworth and Vashon
Operations Department is examining ridership, sales statistics and Ferries will work with FAC Executive Council to possibly have a joint Southworth/Vashon communities meeting on this issue.
- Follow up on suggestion to route boats to Colman Dock instead of Fautleroy at night
This suggestion is not feasible.
- Follow up on suggestion for safety reviews on boats
Operations Department is working on this.

Introduction

Vashon Island FAC Co-Chair Greg Beardsley, Facilitator Melanie Coon

Vashon Island FAC Co-Chair Greg Beardsley welcomed everyone and acknowledged attendees: Commissioners Phillip Parker and Carol Moser. Facilitator Melanie Coon went over the ground rules for the meeting and asked that people keep their questions brief.

New Assistant Secretary, WSDOT Ferries Division

Assistant Secretary David Moseley

David thanked everyone for coming. He said that the FAC public meetings have been extremely helpful for him. He has now been to every ferry-served community and has sailed on almost every route in the system. He said moving forward involves restoring public trust and confidence in the system. The more progress people see, the more confidence they will have in the system. He said this was their opportunity to provide input, and we were primarily there to listen and establish a partnership and a dialogue with the FAC, ferry riders, and local elected officials. David talked about his background - 30 years in public service administration, but no maritime background. He said Paula Hammond selected him because WSDOT already has maritime experts and needs other qualities, too, including leadership, direction, forward thinking and management. This is only his 24th day on the job, but he has clear priorities, including:

- 1) Build six new vessels on time and on budget. Today we rejected the bid for the first of the new ferries, but we plan to repackage the advertisement and go back out.
- 2) Maintain the boats we have. We have to get through an intense period of maintenance required by the U.S. Coast Guard over the next 8 to 12 months with the least disruption to customers. The *Rhododendron* had a problem this week, and we have no back-up boats.
- 3) Work on the 2007 ferry financing legislation to look at a long-term sustainable future for the ferry system. This work is in progress and in partnership with the Transportation Commission and the Joint Transportation Committee (JTC). The 2009 legislative session

is really critical for the future of the ferry system. The capital side is a larger problem than the operational side.

- 4) Getting to know people in ferry-served communities, FACs, local elected officials, and customers. "There is no substitute for personal recognizance." He provided his e-mail address and phone number to the group.

David said the way he approaches his work is like most managers: focus on the basics. At Ferries, this means ensuring that our boats are well-maintained and can provide reliable service. Establishing a culture like this provides a good basis to deal with the surprises that come up.

Secretary Hammond was here a couple of weeks ago and shared with me some things that came out of those discussions. I will report on those items:

1. Cameras so that people can see the dock and know the situation with the traffic backed up the hill: we have two divisions – engineering and traffic – that are working on that. We have identified one or two cameras to use on that, and our staff was out today looking at locations. If we can put them on existing poles it will be less expensive. If all goes well, hopefully we can get the cameras installed within the next 3 to 4 months
2. Disability access: we are aware there is a need for greater diligence about enforcing spaces marked for disability access. There are discussions going on and our Director of Operations is involved. We are working hard to ensure ADA requirements are followed.
3. Emergency vehicle access on ferries: we are working with Mike Kirk and staff on that. We will take the information that Mike provided tonight back to our staff.

Facilitator Melanie Coon pointed out the written comment form and David's e-mail address and phone number. David said that his e-mail address and phone number are getting used, and that is exactly why he gives it out – to be accessible. Melanie also pointed out that we are taking notes and will distribute them and post them online.

Public Questions and Comments¹

1. Steve Sussman said he takes the ferry from the south end of Vashon to Olympia and he feels his time doesn't matter. He understands that the boats break down, but if the Point Defiance route is shut down, it costs him an extra \$30 to get to work. It would be good customer service if, when the *Rhododendron* breaks down, you get 1 or 2 free rides.
2. Why do pre-purchased tickets expire? We've lost rides through no fault of our own. It is not efficient on the business end, and it costs us. We're not asking for a free ride. I can't anticipate when I'll need to go in for medical treatment.
3. Can we get a system that's a debit system so you don't have to carry different tickets for passengers, vehicles, etc. – just have your fare automatically deducted from your account. Then there would be no expiration date problem, and we wouldn't have to have one in each car. I'm sure the collection rate has gone up with the expiration dates being enforced.
4. Have you done an analysis of the cost savings of routing boats to Colman Dock at night? Colman Dock is at capacity during the day, but there is no traffic congestion in Seattle at night. If you shut down Fauntleroy at 8 p.m. you would reduce costs tremendously.
5. The Seattle Times reported on the problems with the Build in Washington legislation. Could you build the new ferries in component parts overseas and have them shipped here to assemble?

It would be helpful to have competitive bids. The Build in Washington legislation is a trade-off that the Legislature decided on. If the shipyards close, we have trouble with maintenance. It is important to maintain the shipbuilding industry. I believe the steel for our boats comes from outside the country.

¹ Public participants are named if they identified themselves clearly or were already known by WSDOT staff. Those not named did not clearly identify themselves and were not identifiable by WSDOT staff.

6. You should do safety reviews on the boats to illustrate how to get at the life preservers etc.
7. Comment about coordination with transit – we have been told by terminal workers, “don’t bother running; we’re not going to let you on.” This seems rude – the boat’s leaving, it’s not full, and we’re running off the bus. They should show us common courtesy.
Coordination with transit has been a common theme at every meeting. It isn’t just Metro. We will engage in conversations with the transit agencies.
8. Are you coordinating with the county on the sale of the passenger-only (PO) boat?
We didn’t get any bids either time we listed the PO boat on eBay. We are getting a new appraisal with a reduced price we think we can receive. We will put it back out and we think we’ll get bids.
9. I heard a rumor you were considering shifting peak usage to off-peak. I am a consultant who tries to schedule my trips for off-peak times, but it is an hour and a half wait for a boat that is not full, and this is unacceptable. During the morning hours there are not many ferries you can count on getting. What are the parameters for an acceptable wait time when there are no maintenance problems?
Ray will talk about that later when he addresses level of service (LOS) standards.
10. I understand it is an economic issue, but there should be more availability of service on weekends.
11. Gregg Conlee commented that the system for unloading is arbitrary and wastes a lot of fuel as people idle their vehicles. You should implement a standard process for offloading to save energy.
12. There needs to be improved communication and collaboration with the Vashon Island School District. Instead of a ticket seller arguing with a school bus driver about a flat fee, the ferry system should contact the director of transportation for the school district. There has been peripheral contact with the school district in the past. Students have extracurricular activities off island, and if the south end run is cancelled, it is expensive and the students are up until midnight. Also, you should have consulted the users when you set up the system for swiping your card at the Fauntleroy terminal. If you had, there wouldn’t be jam-ups. Nothing compensates for dialogue. Thank you for being here; this is a great start.
13. You need to make sure that in a commitment to on-time service, that customer service does not get lost. People are always running to the dock – we don’t mind the ferry running 2 minutes behind if we can get on the boat.
14. Bill Carr commented on the competition with Southworth for space on the ferries. Population is growing on the peninsula. We don’t want an attitude of competition. Recently we have expected to get on the boat but so many cars have been loaded in Southworth that there is no room for Vashon. Can we increase capacity on a number of runs so that more than 10-12 cars from Vashon can get on the runs? I made a phone call to the ferry system and I was happy to get a call back that you had looked into my issue.
The triangle run is a difficult configuration, and we don’t know what the solution is. We will do a lot of work with the FACs and take a crack at it.
15. Gordon Smith said he would like to see a Good to Go type of system for the ferries so that riders do not have to wait to buy a ticket. Loading is the issue. It’s a 15 minute crossing – you should get three big, fast boats so you can carry a lot of cars.
16. Why does peak time make a difference for passenger loading on a car ferry? There is never a car ferry overloaded with passengers. Also, why has the *Rhododendron* been late every day since it’s been worked on? I’m losing money because of that.
17. The *Rhododendron* had to cancel a sailing when it was short one crew member. It shakes my confidence when that can happen.

Operational Issues

Terminal Operations Manager Dan Ferguson

Dan Ferguson introduced himself as the Terminal Operations Manager. He covers the terminals from Tacoma to Anacortes. At the end of this month, all ticket takers at Fauntleroy will have new

handheld scanners that are a little faster. We hope they will show how many rides you have left, but if not, that will happen soon. The Governor also passed a ferry bill that will allow families to use a car/driver ticket on the same sailing. We do not have an exact date when that will start – our Information Technology department has to do some software changes.

The expiration of tickets is in discussion. For the Senior10-ride discounted ticket book, one of the reasons we put the discount on it is that if we didn't, everybody would get the discount. In summer commuters don't pay the surcharge.

Public Questions and Comments

1. Because of the ticket expiration issue, I paid \$19.75 per ride. I had congestive heart failure and I can't walk from one bus to another, the length of the dock, and I can't park at a park-and-ride and get to the dock. I was in the hospital and couldn't use my tickets in a 90-day period.
The next tariff review is in October 2009 – some of these issues can be addressed then.
2. We buy 5 or 10 rides – if don't use them, we lose them.
3. It is a bizarre policy to have a ticket expire on April 30 no matter when you buy it. It would be more convenient to make the senior ticket renewable like other tickets.
4. Joan Coulson said we're losing money. You need to think outside the box, think of customer service. You're taking our money and keeping it.
You've been heard very well by the Transportation Commission and the Legislature. We are in a tariff freeze now so there can be no changes up or down. There have been 8 years of tariff increases – 67%. We are well aware that the no-refund issue is difficult, and the expiration date issue also. The Transportation Commission put those in place to increase revenue to the system. That is the policy direction we're under today. The Legislators from ferry districts are pretty outnumbered but do a good job getting your voices heard.
5. The discount should be based on volume, not on using the tickets in a certain period of time. Boats go down and the expiration date never gets extended.
The policy is in the tariff, and we are obligated to follow the law. We do make special considerations under circumstances of breakdowns. You are getting a discount as a frequent user, which means you ride the ferry once every 9 days to be eligible for the discount. If you don't travel as often, you don't get the discount. It is not a bulk purchase discount, it is a frequent user discount.
6. That system does not work well for us.
The fare system is complicated. To have our information technology department adjust expiration dates would be complicated. We notified the public that we would provide refunds during service disruptions. Let us know if you were affected.
7. Can we find tariff information on your Web site?
Talk to us after the meeting and we will help you find it.
8. Buying a frequent use ticket allows you to circumvent the lines. If we all buy single tickets, there will be long lines.
9. There will be two to five years of building ships, and service will be disrupted during that time – you're not willing to admit that in public. I don't want to hear from you – you need to listen. 15 out of 24 boats need to be drydocked. You'll be short of ships. Take the expiration date off the tickets. Tell the Legislature what to do with it. You I admire – you were my city manager. My point is that it is intolerable for all of these people. A lot of these people commute, and earn their living this way. The simplest solution is to take the expiration dates off the tickets. You need to recognize this is a serious issue. I haven't a clue what you'll do to get the boats built. Getting parts is a serious issue. It might take a year to get a prime mover for the first ship – I don't know if that's true. You need to be a lot more honest about things so people get the service they need. This is a part of the road system. When I first came here 30 years ago it was part of the road system. You need to make it clear to the Legislature that's what needs to be done. People have bought homes here and retired here – we need to go back and forth, to the doctor – how

do we do that if the ferry system is not functioning?

David said that Rep. Nelson can verify it is true that he had a meeting with the ferry caucus his first day in office. We are in a crisis – I recognize that. That's why I wanted this job. I know we're in crisis. We don't have a backup boat. We need to get through this as fast as we can.

10. During the week I take the PO boat. When I miss one of the two boats in the afternoon I have to take the bus. You should get rid of the expiration dates.

That is a consistent theme – we hear you and will work with the Transportation Commission on it.

Overview of Ferry Financing Legislation

Planning Director Ray Deardorf

Ray Deardorf introduced himself as the Planning Director and said he would talk about the ferry financing legislation work. Ray said that our goal is to find sustainable funding, and our path to that is the work we're doing to re-do the long range plan (LRP). He referred to two documents in the packets that were handed out – the presentation and initial forecasting efforts. This is a fast track effort involving a lot of players (Transportation Commission, JTC, WSDOT Ferries Division). We are building upon the 2006 study and direction from the 2007 legislation to deliver the revised LRP in January 2009. The Transportation Commission is conducting customer surveys and the JTC is concentrating on preservation and administrative costs and reviewing the current work. Ray recognized Commissioners Phillip Parker and Carol Moser.

We are looking at system sizing, the future fleet and terminal improvements. Our timeline is to first look at level of service (LOS) standards and ridership. In June we will be looking at operations and pricing (that's where we would talk about reservations, peak period pricing, off-peak discounts, etc). Over the summer we would draft the LRP and in October, we would come out with a revised plan for review and comment. We would finalize the plan by the end of the year and deliver it to the Legislature in January.

The LRP will outline options for a stable funding source and address balancing and/or adding capacity, managing demand, and operating efficiently. The first building block is LOS standards. It is like a measuring stick – how do you know when you're congested enough to add service? There are standards adopted by the Transportation Commission. It involves the number of vessels missed during a typical afternoon commute in May. There is a one-boat wait standard for most terminals, but there is a two-boat wait standard for Bainbridge and Mukilteo.

We are proposing a different approach to how we view LOS. When the LOS standard is triggered, we are proposing to employ different strategies to manage demand, such as reservations, peak pricing, etc. After that we would look at adding capacity. We want your feedback on this concept, then we will evaluate how we approach this. We are also looking at ridership data to see when standards would be triggered. The peak period for Vashon is considered to be 3 p.m. to 7 p.m. westbound out of Seattle.

Public Questions and Comments

1. It seems like the Legislature is trying to drive PO boats out of business and drive up fares. They are driving us into our cars, so we spend more on gas and have parking problems – this is the wrong strategy. The federal government wants people not to drive, but the ferry system makes it impossible not to drive.
2. What data do you have that indicates a commuter route is suitable to peak pricing?
That's what we need to hear. It has started to come in to us through various venues like focus groups. People are telling us that if they could have shifted to off-peak they already would have.
3. I don't understand why things are broken up into economic status? Peak pricing and reservations give people with more money more options, and the rest of us go to the back of the line. It is a total fallacy that we make \$96,000 a year – we don't. It is not okay

- to charge based on what our W2 says. Bill Gates lives in Medina – maybe you should charge \$30 to cross the 520 bridge.
4. Steve Rodrigues introduced himself as owner of the Kalakala. He said you own the Kalakla. He has been inspired by the people of the state in these meetings. The ferry system was privately owned and operated for 55 years and served the community well. The state took over the ferry system as part of an illegal lawsuit in 1951. I am speaking for Alexander Peabody – he gave a gift, a treasure to this state. Three generations of his family business were given for you. We're missing something.

Ray moved on to discussing ridership as the second critical building block toward the revised LRP. Ridership has dropped over the last few years. We are looking at local and regional population and employment forecasts. Findings so far include:

- The overall rate of growth is 1.3% per year, or a 37% increase by 2030.
- Vehicle ridership will grow slower than overall ridership
- Passenger ridership will grow faster than overall ridership
- Routes grow at different rates

Vehicle traffic on the Fautleroy/Vashon and Point Defiance/Tahlequah routes is forecasted to have moderate (20%) growth. The Vashon/Southworth route is forecasted to grow at a faster rate, but it has a smaller base. We will do more refining on these forecasts. Right now cars back on and off the boats – we may need to operate it differently.

Public Questions and Comments

1. Are you going to eliminate frequent user passes? We don't have another way to get off Vashon. Only wealthy people can afford to live here. We don't want what happened to the Steel Electrics to happen to the *Rhododendron*.
2. The *Rhododendron* needs to be replaced. We want to replace it within the next four years. It is part of our vessel replacement planning with the new 144-car boats and Port Townsend/Keystone replacements trickling into the system.
3. Please remember we're an island – we have no options. The Vashon/Southworth allotment is based on historical data. You need to put cameras on Vashon Highway to see the line. A couple of boats come full from Southworth and load 10-12 cars from Vashon. We need cameras.
As mentioned earlier, we're working on that.
4. For LOS you're looking at a four-hour period on a day in May? I recommend you look at other periods. You're not getting enough data. You need broader data.
5. We are ferry dependent – that has to factor in somewhere, more than people with other options. With the allocation at the docks, Southworth and Vashon were supposed to get 50/50 originally. I try to travel when things aren't busy, and I watched a couple boats go by full of cars from Southworth. On the Tahlequah route, when the *Rhododendron* was out they didn't bring down a boat from Fautleroy. What would it take to do that? The third boat is not used most of the time in winter. It takes an extra hour and a half to drive around.
We did put the third boat from Fautleroy on the Tahlequah run except one Monday morning. It was at Bremerton one weekend, and on Tahlequah one. We don't have any backups.
6. Mike Kimmel said that when the four Steel Electric boats went down, they were not all broken down the same way. You should sell three, fix one and get it back online in 6 months. Also, at the Fautleroy dock with the 2:40 sailing to Southworth only, why doesn't the dock master decide when the boat is 1/3 full, load Vashon-bound cars on the top part and stop at Vashon, then to go to Southworth.
7. Thank you for coming. We are trying to work with a system that doesn't have a good funding base, after the Tim Eyman initiative. How does Alaska do it? Do they have 80% farebox recovery?

8. Joe Ulatoski said this is our highway – it is our lifeline. When the survey first came out it did not reflect social and economic impacts that any changes that take place have on the island. He wrote a letter to the Transportation Commission, and the answer was that the Governor and Legislature said it was not supposed to address economic and social impacts on the island. You cannot make decisions without looking at social and economic impacts on the island.
9. A realtor on the island said that since the Eyman initiative people are moving off the island unwillingly. They love the island but it is not affordable anymore, and farebox recovery is a large part of it. They are dependent on ferries. Real wages have not kept up with the cost of living. The state of Washington has never had a good reputation for funding transportation issues. I've had to help many residents move from the island. We are in a demographic shift. We realize we're in a minority.
10. Jill Satran introduced herself as the Governor's transportation policy advisor and said she would respond to that issue. The Legislature, Transportation Commission, Governor's office and the ferry system all recognize the need for a long-term funding source, and there have been multiple, layered efforts going on for years. The Transportation Commission has been charged with looking at funding alternatives. We expect they will be providing recommendations by the end of the year. We understand the impact of the farebox recovery issue, and are looking for a way to rebuild lost funds.
11. Lori Ulatoski introduced herself as the chair of the transportation committee for Vashon/ Maury Island. They are trying to build an advocacy group with the mission to help Legislators from ferry districts work toward influencing other Legislators. If you are interested, please see me – read the Beachcomber, the Loop – my name, phone number and e-mail address are there. We want to act in partnership with the ferry system and Legislators to reinforce our situation and to influence other Legislators. I would like clarification on who the Transportation Commission is responsible for/to. There is not a lot of credibility there – the surveys were not looked at seriously – you need educate people on why they should fill them out. I wonder if they are fruitful. Where do they fit into the picture? Who do we go to if we're concerned about how the commission is approaching things?
12. Carol Moser introduced herself as a commissioner from Richland. She said the commission is a 7 member group appointed by the Governor and they represent all different parts of the state. They are not party-affiliated – that changed 2 years ago. The commission used to oversee WSDOT, but WSDOT is now a cabinet agency. Previously Doug Macdonald, and now Paula Hammond, oversees WSDOT, which includes aviation, ferries, rail, freight, etc. 60% of the Transportation Commission's time is currently being spent on ferries. I-695 created a crisis.
13. The Legislature created the crisis. I-695 was unconstitutional.
14. Carol Moser said I-695 affected funding for ferries, health, social services – it had a huge impact on the state budget. Public service was impacted and the effects are still rippling through. The tariff structure is very complex. You can reach commissioners through e-mail. Our executive director is Reema Griffith. We try hard to represent your interests.
15. Who does the Transportation Commission report to?
The Governor.
16. Rep. Sharon Nelson thanked David for being there. She said the legislators have a phone call tomorrow morning with the ferry system. The ferry caucus is sticking together during the interim between sessions. We are already making a change, and I believe the ferry system is listening to us.

Summation

Vashon Island FAC Co-Chair Greg Beardsley

Greg thanked everyone for coming and adjourned the meeting.

Approximately 120 attendees. Public sign-in included:

Jan Schroeder

Barbara Roberts

Courtney Estevenin

Steve Van Dyke
Carolyn Arnicle
Amy Leahey
Charlie Leahey
Frank & Debby Jackson
Gayle Sommers
Ann Strandberg
Courtney Hopper
Celia Sorge
Jeremy Davidson
Douglas Davis
Claudia F.
Charles Hitchin
Carol Moser
Liz Otis
Bob Booth
Jack Morrow
Gary Dawson
Edeen Parrish
Ruth Adams
Paul Stein
Steve Rodrigues
Joan Coulson
Jim Coulson
Carol Olson
Wendy Wharton
Shirley Bushnell
Mike Sudduth
Beth de Groen
Beng-Imm Low
William D. Carr
Tom Nicolino

Mike Kimmel
Sam Lanier
Rayne Beaudoin
Thomas Bangasser
Blythe Bartlett
W. Carhart
Marjorie Beardsley
Sheldon Frankel
Gene Kuhns, Jr.
Rex Stratton
Sally Betts
Eliza Hitchcock
Barbara Garrison
Mary Carhart
Carol Frankel
Kathleen Davis
Christopher Davis
Gregg Conlee
Michael J. Fox
Lindsay Hofman
Greg Beardsley
Kevin Silis
Joe Ulatoski
Joel Andrews
Bobby R. Lewis
Helen D. Nelson
Chelle Hammer
Michelle Clay
Eric Roechs
Hilary Emmon
Maeve Lambert
Steve Sussman

Alan Gorski
Jake Jacobovitch
Mike Kirk
Suzanne Moore
Rep. Sharon Nelson
John & Ellie Friars
Kathy Snyder
Andie Styner
John Van Stone
Billie Christiansen
Margaret McKinstry
Blair Scanlan
David Goebel
Nik Ormseth
Gene Lipitz
Bob Hawkins
Glenn Whitestone
Sally Fox
Sue Harrington
Ellen Kritzman
Lori Ulatoski
Gordon Smith
Carole Sussman
Allan & Laura Snyder
Randy York
Walt & Carolyn Brooks
Carla Okigwe
Madeline Fitch
Donna Romero
Steve Babb
Phillip Parker

WSDOT Ferries Division Staff

David Moseley, Assistant Secretary
Traci Brewer-Rogstad, Deputy Director/Chief of Staff
Ray Deardorf, Director of Planning
Dan Ferguson, Terminal Operations Manager
Joy Goldenberg, Communications Manager
Laura Johnson, Communications Consultant
Melanie Coon, Communications Manager

Public participants

Vashon Island FAC Co-Chair Greg Beardsley

Written comments submitted (transcribed)

Written comments received by April 30 will be added to this document.

- Gordon Smith
 - Use “Good to Go” like on the HOV lanes as the primary ticketing
 - Charge cars only not “passengers”
 - If the boat does not leave on time – the fee is reduced for every 10 min
 - Have ticket machines on the boats & Thriftway on Vashon
 - Take the boatmans union to the “wood shed”
 - Look at next page & think about it –
- Edeen Parrish

- Great having “your” attention! We recognize there is a major crisis – however charging us users more & more is not the way to solve the problem! Why must users cover 80% of the cost of service – this is part of the highway system just as the bridges are. Lighten up on us.
- Sell a Family pass: Car/driver & Passenger mom but all children under 18 (or student) free – a car with a family takes no more space on the boat.
- *Remove expiration dates on all pre-purchased tickets – the system already has my money.
- Wendy Wharton
 - David Mosley, you started your talk at such a slow, friendly, conversational manner when we have a CRISIS here – I was so _____ by the time you allowed questions. I am still _____. I am very proud of the level of conversation maintained by Vashonites!
- Shirley Bushnell
 - Lots of problems were expressed to which band aids can be applied. However, they do not address the fundamental, root problem plaguing the ferry system – namely, the ferries, ie. the Marine highway, has never been considered by the State as an integral part of the State’s highway system. Until that day comes, the ferry system will forever be a mess.
- Joan Coulson
 - Take expiration dates off tickets – you have our money – (SENIORS & retired folks should not have to lose money on tickets) – no one should!!
 - Why can’t we buy tickets on Vashon?
 - With “crisis” the system is in, how do you plan to increase service when “standards” are exceeded?
 - When do you expect to have joint “ferry & Metro” meetings with the public.
- Beth de Groen
 - Can raising funds for terra and marine highways be taken out of partisan politics, so legislators in Eastern WA do not determine whether funds are available for ferries? Can the state just have a fund and 90% goes to roads & 10% goes to ferries?
 - The ferries connect the Kitsap Peninsula and the rest of Western WA with the Seattle/Tacoma area and the rest of the state. This is an important system to the state! It connects the state – one side to another – just like the mountain passes. Each person in WA needs to be charged for the roads, bridges, ferries, freeways. They will pay. Everyone pays. This is not a political issue. This should not be a political issue. If you live in the state you pay something. The car tax was good. Bring it back!
 - Why can’t the state charge a tax on each individual based on the ability to pay & everyone pays except people making less than \$15K a year. It’s a transportation tax, not an income tax. But ferries have to be included!
- Anonymous
 - I can buy a 5 trip Sr./disabled passenger ticket but one still must wait in line to buy a car/driver ticket – doing so means we [illegible] & this is less efficient for the system. To missing a ferry Why not also 5 trip one for car & driver? – I have now lost 7 trip tickets: (requested refund – “non refundable”)
 - Why must any pre-purchased ticket expire?
 - Tacoma Narrows Bridge – crossing a channel of the Puget Sound and car driver pays a Toll of 3.00?
 - The ferry boat is a part of our hwy – why shouldn’t we pay a toll comparable to the bridge crossing
 - Bridge are \$ very expensive & ongoing maintenance
 - Canada can furnish this service free
 - Why sell a ferry on EBay or anywhere?

- Suggestion: I appreciate that we have a crisis of ferry boats – but the major crisis the system is forcing onto us – the users – is resolvable: expiration of tickets purchased.
 - The system has our money! Let us use them.
- Stop being concerned with whether we are a “frequent” user or (as retired sr.) seldom – let us all buy multi ride TIC w/o exp. date>