



Facts and Figures of WSF » pg. 2

RideshareOnline.com » pg. 2

WSF Hires Tribal Liaison » pg. 3

Mason County » pg. 4

Testing of New Ticketing System *Wave2Go* Continues

Eager ferry commuters have long awaited the systemwide launch of the new electronic fare collection system *Wave2Go*. Washington State Ferries (WSF) is also eager to bring this technology to our customers. The new ticketing system will offer customers more convenience while enabling the ferry system to more effectively control and manage funds. But WSF wants to make sure the system is fully primed when it is deployed systemwide. WSF wants to give customers a product that has been thoroughly tested, is customer-friendly, and put simply – works.

In January, WSF began a limited launch of *Wave2Go* on the Port Townsend-Keystone route to test the system on a small scale prior to launching system-wide. The ferry system chose the Port Townsend-Keystone route for the test because of its simplicity and lower ridership in comparison to the rest of the system.

In April, self-service kiosks were installed at the terminal and successfully tested by customers. In July, WSF offered online ticket sales to *Wave2Go* customers and began accepting debit cards for purchase under the new system. WSF found that the web sales were not streamlined and customer-friendly, so they completely redesigned things to make the online purchasing experience easier for customers.

Some comments we've heard so far:

- customers greatly appreciate they can buy their return tickets ahead of time,
- customers are pleased that the new system accepts debit cards,
- walk-on passengers like being able to purchase tickets while waiting for their boat without having to cross traffic to go to the vehicle tollbooth,
- customers are happy to transition from paper credit card signatures to the electronic signature capture device.

WSF is working with main contractor Avanaide, a Seattle-based technology integrator specializing in the Microsoft enterprise platform, to test and hone all components of the system. Avanaide is partnered with Gateway Ticketing Systems and Majesco Software, Inc., to develop and implement the new electronic fare collection system.

The new ticketing software has to have the capability to sell and track tickets for more than 2,000 different fare types in WSF's system.

Based on the positive results seen with EFS on the Port Townsend-Keystone route, WSF hopes to begin deployment in Anacortes this fall. Following a test phase there, deployment of *Wave2Go* will continue throughout the entire ferry system.

About *Wave2Go*

Wave2Go is a new electronic fare collection and purchasing system. The system's goals are to reduce cash transactions, to speed the movement of passengers and vehicles, and to provide improved financial management tools.

The new *Wave2Go* system features bar-coded tickets and cards that are redeemed by a scanner at the vehicle tollbooth or by a handheld scanner for walk-on passengers.

Under the new ticketing system, customers can purchase a *Multi-Ride Convenience Card* that provides the same benefits as the Frequent User Ticket Book. The new *Convenience Card* offers a 20 percent discount off the regular single ride fare; is not subject to the peak season surcharge; and is valid for 90 days from the date of purchase, just like the old ticket book. (Frequent User Ticket Books will be phased out, but WSF will continue to honor them according to their stamped expiration date.)

An easy-to-read electronic display provides the details of your ticket transaction and tells you how many rides remain on your *Convenience Card*.

Another perk of the new ticketing system is advance purchasing. Single-ride tickets can be purchased up to seven days ahead of travel, reducing the time customers must wait in line at the terminal.

Tickets can be purchased:

- on the Internet in advance for single and multiple sailings;
- on the Internet, printed at home or emailed to family, friends, or employees;
- at self-service kiosks;
- at staffed toll booths.

Customers will have the option to use their credit and some debit cards with a linked account so their tickets can be automatically "reloaded" when necessary.

Cost

Total cost of the project is approximately \$13 million, about half of which was funded by Grants from the federal government. An additional \$3.1 million is being invested to integrate the WSF system with the regional transit SmartCard program, which is managed by King County Metro and is expected to be launched in 2007.

To find out more about *Wave2Go*, visit www.wsdot.wa.gov/ferries, email wave2go@wsdot.wa.gov, or call WSF Customer Service at 1-888-808-7977.

Bremerton Commuters Needed for Beta Test

A group of seven Puget Sound transportation agencies, including Washington State Ferries (WSF), will soon be testing a region-wide transportation smart card. The project team is looking for volunteers to test the smart card concept on selected bus, ferry, and train routes before it is introduced to the public.

The ORCA (One Regional Card for All) smart card is a new way to pay bus, ferry, and train fare. The size of a credit card, a smart card contains a microchip that communicates with card reader equipment. Card readers will be installed on select bus, rail, and ferry routes for the test.

WSF is looking for commuters on the Seattle-Bremerton route who travel more than once a week

to help test the new card. All test participants will receive a \$5 Starbucks card and the opportunity to be part of the "cutting edge" of the newest fare system to hit Puget Sound.

Volunteers need to be identified by September 30. The test will be conducted for approximately six weeks in November and December 2006. At the end, participants will be asked to complete a questionnaire to evaluate their experience with the card, the equipment, and the website. The feedback will help improve the smart card system before it is rolled out to the general public.

For more details or to sign up as a volunteer, visit www.orcatest.com or call 1-888-988-ORCA, 1-888-713-6030 TTY.

Update on WSF Fuel Conservation Activities

In order to cut costs — and greenhouse gases — WSF is evaluating a range of options to decrease fuel consumption. As a first step, WSF installed fuel monitors on the M/V Wenatchee, M/V Walla Walla, and M/V Chelan. The monitors will be installed soon on other vessels as the evaluation proceeds. Each monitor provides valuable information on how the different vessel types and classes consume fuel during all phases of operation — acceleration, crossing, and deceleration into the dock.

These data are being used by WSF's Fuel Conservation Team (made up of staff from the Maintenance, Vessel Engineering, Operations, Planning, and Terminal Engineering departments) to evaluate a range of options for conserving fuel. Each option is being evaluated for potential fuel savings, cost, and impact on operations.

The options range from relatively easy operational changes (such as decreasing the allowable RPMs on certain vessels), to purchasing and installing fuel conservation-based "cruise control" type systems, such as those currently being tested at B.C. Ferries.

One area of focus is the amount of fuel consumed while the vessel is "pushing the dock" during loading and unloading. As ridership has increased, time at the dock (called "dwell time") has also increased, affecting fuel consumption.

Engineers in the Terminal Engineering department are investigating "positive restraint" systems, which would allow the engines to "power down" while



Welder Dale Blair and Pipefitter Jason Mattos install the piping for the Fuel Scan Monitoring System.



Electrician Michael Ball hooks up the power for the Flo Scan system, which will monitor the amount of fuel the engine consumes.

the vessel is held in place at the dock. Operations Department staff are looking at options for decreasing the time needed to load and unload vessels.

In addition, the Fuel Conservation Team is working with vessel Captains to "profile" each route. By understanding route characteristics such as number and width of turns per crossing, currents, and wind, the team can focus its efforts on routes with the most opportunity for cutting fuel consumption.

The team is also looking at the potential costs and benefits of installing heat-recovery systems, which would re-use heat generated by the propulsion engines to heat the passenger areas of the vessels. Additional options that will be evaluated for costs and benefits include carrying less total fuel onboard to reduce the vessel's "deadweight", propeller modifications, and different fuel specifications, among others.

We will continue to keep you updated on this initiative in coming issues of *SoundCrossings* — so stay tuned!

Ferry Customers Can Expect to Go Wireless in 2006

After a pilot project that thoroughly tested wireless internet on ferries and at terminals, WSDOT awarded a contract to provide wireless internet service to Parsons Transportation Group, which has also landed the contract to provide service to highway rest stops. Parsons anticipates ferry customers will be able to take advantage of the service by the end of this year.

In April, Parsons took over for Mobilisa, the Port Townsend-based technology firm that conducted a feasibility study on wireless internet for the ferry system. Mobilisa began the service in February 2005 on three routes, offering it for free to travelers on the passenger decks and in some of the waiting areas.

Parsons took over the existing Mobilisa test network and is now working to improve the system, including expanding the service to the vessels' car decks. Next, they will expand the service to the terminals where the service is currently operational and add the Anacortes terminal to their list. They have

subcontracted NetVersant to do wireless surveys of the vessels and terminals to determine where the equipment should be installed.

Though WSF does not have an exact implementation schedule yet, the "commuter" routes are on the top of the list for the service. These routes can expect wireless internet service by the end of the year. The boats are currently being retrofitted for wireless service. This work is being done at night while the boats are tied up. Service will be offered first on the commuter routes — Edmonds/Kingston, Seattle/Bainbridge Island, and Seattle/Bremerton. A more detailed rollout schedule will be provided as the retrofit work is completed.

WSF will inform our customers as soon as the service is available. Customers will sign up with a wireless internet provider. The service will be fee-for-use. Though the exact price has not yet been determined, Parsons says it will be competitively priced.

Washington State Ferries ... The Facts Behind the Numbers

Commuter or Tourist

We bet there are a few things you don't know about what it takes to operate the nation's largest and best ferry system — Washington State Ferries — every day!



Reliability

Riding Washington State Ferries (WSF) is a safe, easy, and reliable way to travel — and we aim to keep it that way. WFS is the largest ferry system in the United States, and third largest in the world. You know when you board a Washington State ferry that you will safely and reliably arrive at your destination. In 2005, WFS provided on-time service on 92% of sailings throughout our system, and had a 99.87% completion of sailings.

Sailings By the Numbers

- 24 million** – Approximate number of WFS passengers in 2005
- 480** – Approximate average number of daily sailings operated by WFS
- 10** – Routes WFS operates on a daily basis
- 2,500** – Miles WFS travels daily
- 99.87%** – Percentage of completed sailings in 2005
- 92%** – Percentage of on time sailings in 2005

Safety

Our customers' safety is our number one concern. WFS has an impeccable safety record that is a model for ferry service providers across the country. In 2001, WFS created a fleetwide Safety Management System, which incorporates international, federal, and state regulations governing all aspects of safety, environmental protection, security, and emergency preparedness.

All regulatory requirements, as well as WFS's own operation policies, are communicated through a system of more than 1,000 procedures published in 42 manuals. These manuals form the basis of fleet and terminal employee training and are accessed by the ferries' fleet and shoreside employees. The manuals also have been distributed to the U.S. Coast Guard, the Washington State Attorney General's Office, and our labor organizations.

The National Transportation Safety Board proclaimed WFS's Safety Management System as the premier program of its kind in the nation.

The Safety Management System is audited annually by a third-party certification registrar. The National Transportation Safety Board has proclaimed WFS's Safety Management System as the premier program of its kind in the nation.

WFS crews receive training in a wide range of emergency response skills, including at-sea rescue techniques, first aid/CPR, and fire fighting. They practice techniques, take frequent tests, and are constantly honing their skills to assure they are ready in the event of an emergency. This training is put to use every year when WFS crews respond to drivers and kayakers in distress, heart attack victims on board, and other emergencies.

WFS works as a team with our security partners — the U.S. Coast Guard and Washington State Patrol — to keep our facilities on water and land safe. And, every day, WFS employees play a role in ensuring the safety and security of our customers and facilities by performing security sweeps at each port and staying alert to any out-of-the-ordinary occurrences. WFS takes the job of safely transporting you across the water seriously.



Safety By the Numbers

- 7** – Emergency drills executed per week/per vessel crew
- 15** – Rescues performed by WFS crews in 2005

Experience

WFS has experts at the helm. Our captains have worked their way up the ranks from swabbing decks to piloting every vessel and route in the system. To become a captain, candidates must take a test that requires, among other things, that they manually draw every detail of the routes they will pilot, including the bathymetry, tides, and currents.

The same breadth of experience can be seen in the employees who run the vessel below deck — the Engineers. They are responsible for maintaining the ship's various systems — including mechanical, electrical, plumbing, heating, and more. They often perform regular maintenance



such as oil changes while the vessel is underway. At night, when the boat is tied up, they accomplish the heavier repair and maintenance jobs. In the unlikely event the ferry loses steering capability, the Chief Engineer must know how to "steer" the boat blindly from below deck, responding to directions given by the Captain.

But, it takes every employee at Washington State Ferries to keep the ferries running. It takes vessel crews that keep traffic moving on and off the vessel efficiently, perform security sweeps after every sailing, and stay alert at all times. It takes terminal employees who process fares with accuracy and are able to accommodate passengers with medical emergencies or disabilities. It takes an engine room crew that keep engines and electrical systems well-maintained and running at optimal levels. It takes office staff in Accounting, Purchasing, and Human Resource Departments who remember our core business above all else. It takes an Operations Department that is on-call 24/7 to respond to incidents, dispatch employees for duty, and keep a log of all activities. It takes Vessel Engineering and Terminal Engineering Departments that are dedicated to designing and maintaining the safest, most efficient, and environmentally-sound facilities. It takes a Maintenance Department and Facility staffed by professional craftspeople to keep the boats and terminals in good repair. It also takes the work of local shipyards that perform major maintenance work on WFS vessels as part of our team.



Experience By the Numbers

- 4** – Minimum years of WFS experience before becoming a captain
- 7** – Number of vessels with zero breakdowns in 2005
- 28** – Number of vessels in the WFS fleet
- 126** – Number of employees with over 30 years working for WFS

RideshareOnline.Com is Your Ticket to a Caribbean Cruise

Join your fellow ferry commuters who have discovered the convenience and comfort of ridesharing. Currently, 122 carpools and 198 vanpools are registered in the Preferential Loading program guaranteeing their spot on a reserved sailing. There are 26 VanShare groups who benefit from a reserved van parked near their terminal that allows them to quickly continue their commute.

Log onto RideshareOnline.com to join or form a carpool, vanshare, or vanpool and enter to win a Caribbean cruise today. Preferential loading benefits for vanpools or three-person carpools save commuters time on their daily commute. Vanpools registered with WFS receive free vehicle fare on the ferry and free parking near the terminal is available for VanShare groups.

Grand Prize: A luxurious 7-day cruise for two to the Caribbean including airfare

Other prizes include:

- A relaxing weekend getaway at Alderbrook Resort and Spa on Hood Canal
 - A \$500 MasterCard gift card
 - **Sign-up Bonus:** Weekly drawings to win a \$50 MasterCard gift card
- Register with RideshareOnline.com (or call 1-888-814-1300) and vanpool, vanshare, or carpool between August 14–September 22, 2006 to be eligible to win.

A **vanpool** is a group of five or more commuters with a similar commute who pay a monthly fare that covers the maintenance, insurance, gas, roadside assistance, and a guaranteed ride home. A **VanShare** is a group of three or more people who ride the ferry and require another connection to their worksite or home within a 20-mile round trip commute of the terminal.

For more information on your commute options, visit RideshareOnline.com or call 1-888-814-1300. The Washington State Ridesharing Organization, Doug Fox Travel, Alderbrook Resort & Spa, and your local transit agency are pleased to bring you the annual summer RideshareOnline.com promotion.



RideshareOnline.com
The easy way to ride or drive with someone else.

Win a 7-day Caribbean Cruise

Share a ride and win! Click Here

RIDEMATCH for your commute

RideshareOnline.com provides you an easy way to find others who are interested in sharing their commute in a carpool or vanpool in Washington State.

RIDEMATCH to regional events

RideshareOnline.com helps you find others who want to share a ride to a game, festival, or other public event in Washington State.

Commuter Matching and Event Matching require separate registration.

RideshareOnline.com offers:

- Security, confidentiality
- Maps showing approximate location of other commuters
- Over 1,600 **vanpools** for commuting to work or school
- Information **updated** regularly

You can also call to request a ridematch or receive information about carpooling/vanpooling at our **Rideshare Hotline number 1-888-814-1300 (TTY Relay: 1-800-833-6388).**

Email Us: rideshare@rideshareonline.com

Ridematching to regional events is a service available through the Internet only.

- Rideshare Rewards
- About RideshareOnline.com
- Carpool
- Vanpool
- Park-and-Ride Lots
- Calculate Your Commute Costs

LOGON NOW!

LOGON NOW!

VeriSign Secure Site
Click to verify

RIDE & SHARE
REGISTRATION

WSF Selects Artist for Bainbridge Island Ferry Terminal Project

In August, Washington State Ferries (WSF) selected Pam Beyette, a nationally recognized public artist with 20 years of experience creating and installing public art, as an artist consultant for the Bainbridge Island Ferry Terminal Improvement Project. Beyette will serve as a member of the project team to identify art opportunities early in the design process.

By adding an artist consultant to the design team, WSF intends to facilitate better integration of the ferry terminal into the community and create a consistent artistic vision for the project. WSF Director of Operations Traci Brewer-Rogstad recognizes the importance of a functional and attractive facility to ferry customers, "Bringing an artist on board early in the process allows us to incorporate art into the design and avoid a "tacked on" feeling created by installing art after the design is complete."

WSF worked with Janice Shaw, a member of the City's Arts and Humanities Council and a member of the Project's Community Advisory Group, to review submissions and determine the artist best fit for the project. The team selected Beyette after evaluating all artists against the following criteria:

- Recognized and established artist, with public art experience/resume.
- Integrated structural art and site specific art is desired.
- Experience with master planning process as artist.
- Ability to work and communicate effectively in a design team format.
- Familiarity with Bainbridge Island Arts Master Plan and principles of Winslow Tomorrow.
- Familiarity with Bainbridge Island community.
- Availability for meetings.

Beyette was most recently the art planner for the "Corridor for the Arts" and "International District" streetscape plan for the City of Edmonds. She serves on the Seattle Design Commission and participated in workshops to examine the transformation of the Seattle waterfront and the essential role of the future Seattle Ferry Terminal.

Beyette is also a former Seattle-Bainbridge commuter and believes the Bainbridge Island Ferry Terminal Improvement Project, "...embraces the broad based design team approach to an important gateway

to Bainbridge Island. It offers a means to animate, shape, and enhance the community's and traveler's experiences into art that speaks to memory, mystery and natural influences unique to this region."

Background

The Bainbridge Island Ferry Terminal, built in the 1950s, is among WSF's busiest facilities. It served over six million passengers in 2005 and is projected to serve over ten million annually in 2030. Repairs to the facility have been minimal with most major work done some 20 years ago. Key structural components of the terminal need to be replaced, including the overhead loading, which is in poor repair. Safety and circulation improvements are needed for pedestrians, transit, autos, bicyclists and persons with limited mobility.

For more information about the Bainbridge Island Ferry Terminal Improvement Project, please visit the project website at www.wsdot.wa.gov/projects/ferries/bainbridgeterminalMPU/ or contact Joy Goldenberg at BainbridgeProjects@wsdot.wa.gov or by phone at 206-515-3411.

*Imagine That!*TM
...a bead store
18954 Front Street
Poulsbo, WA 98370
phone: 360.779.3345
fax: 360.779.1529
www.imaginebeads.com

CREATE your STYLESM
with Swarovski

PALACE HOTEL

A Step Back in Time
Restored 1889 Victorian Hotel
1004 Water Street
Port Townsend, WA
1-800-962-0741

WSF Hires Tribal Liaison

Washington State Ferries operates in Puget Sound, home to several Native American tribes who traveled these waters in canoes for centuries, long before settlers arrived. Our boats and terminals operate near areas where tribal fishermen cast nets, and most of our terminals are built at or near sites where tribal villages once stood.

WSF is undertaking improvement and preservation projects at several of our terminal facilities — Bainbridge, Colman Dock in Seattle, Mukilteo, Edmonds, Anacortes, Port Townsend, and Keystone. All of these projects have the potential to impact the *Usual and Accustomed** fishing areas of one or more Puget Sound Tribes, or to inadvertently unearth historic cultural resources. WSF is working closely with these tribes to minimize any impacts on fishing areas or cultural resources.

To help with this effort, WSF has hired Phillip Narte, a member of the Nooksack Tribe, as our new Tribal Liaison. Mr. Narte brings valuable experience in public policy, transportation planning, fishing, and cultural and natural resource management.

Most recently, he served as the Transportation Planner for the Nooksack Tribe. Throughout his career, he has demonstrated a firm understanding and personal commitment to improving relations between Puget Sound Tribes and local, state, and federal governments, based on the *Centennial Accord**.

But, more importantly, Mr. Narte brings elements that do not show up on paper, such as passion and creativity, to the job.

"I think that any governmental relationship is not created through bureaucracies that deal with each other, but through compassion, mutual respect, and understanding," says Mr. Narte. "My greatest



Phillip Narte was hired in July as WSF's Tribal Liaison.

hope is that a reciprocal relationship will be built and maintained for the benefit of all citizens of the various Tribes and the state of Washington."

Mr. Narte grew up on Bainbridge Island in a large family. After graduating from high school, he worked in various jobs that included the Seattle Water Department and salmon and crab fishing in Alaska and the Bering Sea. He received an Associate of Arts Degree from Northwest Indian College on the Lummi Reservation, and went on to attain a Bachelor of Arts degree in Business Administration in 1998 from the College of Business and Economics at Western Washington University in Bellingham. He continues to hunt and fish in *Point Elliott Treaty** waters.

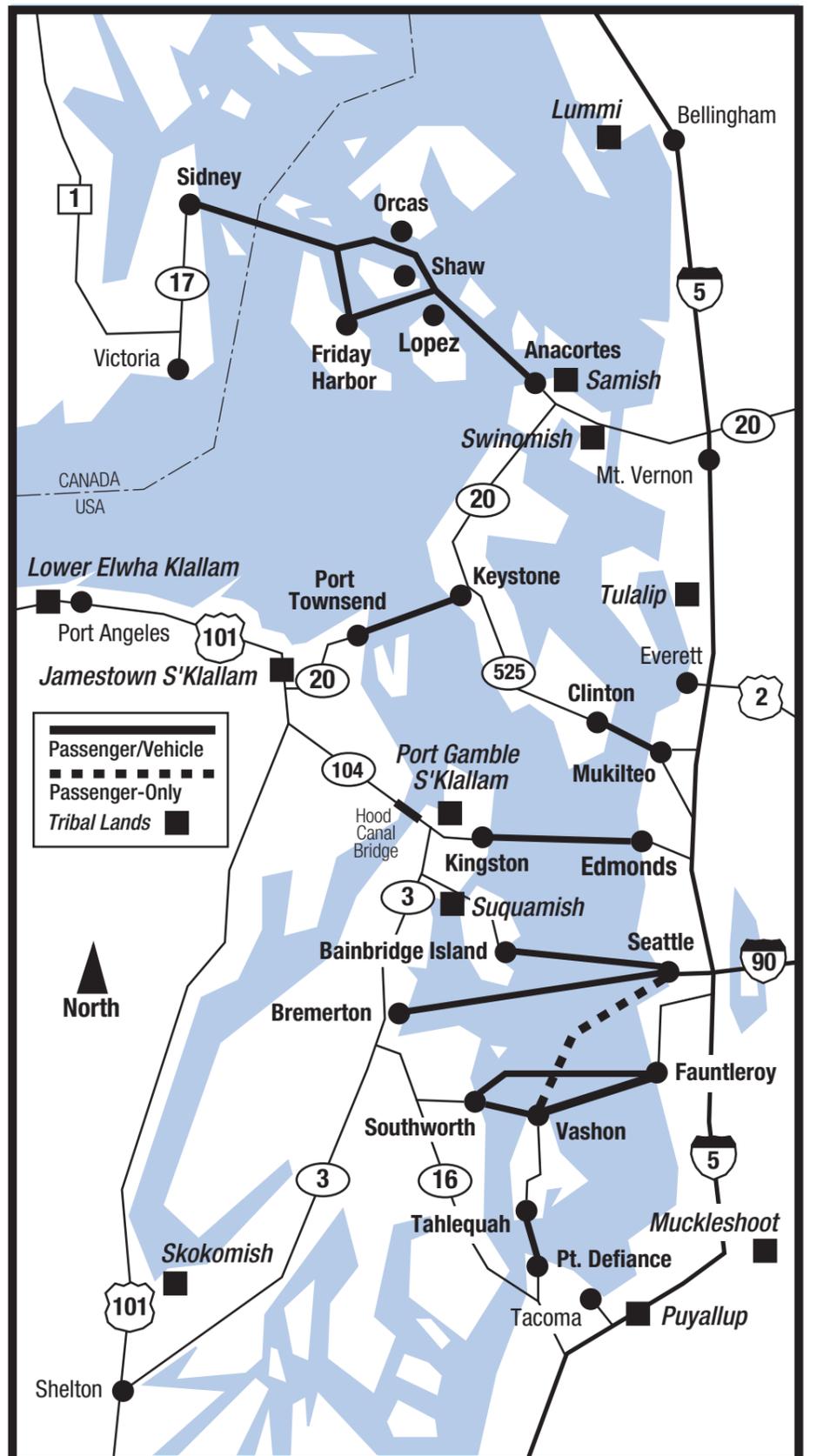
Mr. Narte will work closely with Colleen Jollie, the Washington State Department of Transportation (WSDOT) Tribal Liaison, in close coordination with the Governor's office of Indian Affairs (GOIA). In this role, he will assist WSF by serving as the Liaison for tribal related issues.

"It is a pleasure working with the first peoples of this great state and I am excited about the prospect of creating and maintaining a mutually beneficial government-to-government relationship between Washington State Ferries and the Tribes that call the Puget Sound home."

With Mr. Narte's professional and personal guidance, WSF looks forward to continuing to build on the relationships we have begun to develop with the Puget Sound Tribes.

Washington State Ferries is honored and happy to have him on board.

Washington State Ferry Routes and Puget Sound Tribes



*Glossary

Usual and Accustomed — The term used in treaties between the United States Government and federally-recognized Native American tribes to designate areas where tribal members have fishing, hunting and gathering rights, based on their historic use of those areas.

Centennial Accord — An agreement between the State of Washington and the federally recognized Tribes, created in 1989 to commemorate 100 years of statehood. Based on mutual respect for each other's sovereign right to exist and govern, the Centennial Accord mandates that each state agency must have a process for effective government-to-government relations.

Point Elliott Treaty — The Point Elliott Treaty was a treaty between the United States government and Native American tribes of the Puget Sound region in the newly-formed Washington Territory. It was signed on January 22, 1855, at Mukil-te-oh, or Point Elliott (today known as Mukilteo). Under the treaty, Native American tribes and bands ceded land to the government and were guaranteed hunting, fishing and gathering rights at their usual and accustomed places. The treaty established the Port Madison, Tulalip, Swinomish, and Lummi reservations.

The Treaty was signed by Isaac Stevens, Governor of Washington Territory, and by Duwamish Chief Seattle, Snoqualmie Chief Patkanim, Lummi Chief Chow-its-hoot, and other chiefs, subchiefs, and delegates of tribes, bands, and villages. Representatives from the Suquamish, Skagit, Snohomish, Duwamish, Lummi, Swinomish, and other tribes also signed.

Welcome to Mason County

The Spa/Golfing/Casino/Fishing/Shopping/Boating/Scuba Diving/Kayaking/Historical/Hiking/Rural/Biking/Wine Tasting Vacation Destination – **How will you do it all?**

This is the *One Stop* destination for families looking for the memories of a lifetime. Mason County literally offers the ability to plan a trip to fit all of your family's vacation desires in a small area.

Only a ferry ride and a short scenic drive away from Seattle, Mason County is located on the Southern tip of the Hood Canal and is the perfect retreat from city life. The area hosts world-class lodging, restaurants, and boutiques in a panoramic setting. From the pristine waters of the Hood Canal to the snow-capped peaks of the Olympic Mountain range to the unparalleled Olympic National Forest, photographers revel in these endless opportunities for that perfect photo.

Mason County also boasts an abundance of activity for those interested in sea life, including seasonal whale watching, scuba diving, fresh and salt-water fishing, and kayaking. And, you must try the world renowned Hood Canal Oysters. These little morsels are revered on a level with truffles for their unique sweet flavor and delicate texture within the culinary world.

Families will enjoy the frequent historical landmarks and opportunities to learn about the rare natural phenomenon that exists on the Hood Canal and in Mason County. Pay homage to the people who were here before at the Squaxin Island Tribe's Museum Library and Research Center just south of Shelton and see reference to the Skokomish Tribe information throughout the region.

Day and weekend visits are easy and allow for a fun getaway and the ability to enjoy a small town experience. Be sure and check out the great event coming in the near future:

**Oysterfest
October 7-8**

**West Coast Oyster Shucking Championship
and Washington State Seafood Festival**

**Mason County Fairgrounds
Shelton, Washington
Shelton Skookum Rotary Club Foundation
www.oysterfest.com**

For more information about Mason County, go to www.masoncountytourism.com



WSF to Communities: See You Next Summer!

Another summer festival season has come to a close. This year, Washington State Ferries (WSF) attended 13 festivals in ferry communities around the Sound — and we had a great time meeting our customers and neighbors.

Approximately 130 employees staffed the booth at festivals. We talked to over 5,300 customers at fairs and festivals this summer.

Employees from WSF's engine rooms, wheelhouses, decks, terminals, maintenance facility, and office took turns staffing the WSF booth. We heard compliments, suggestions, and yes, a few complaints. But, that's why we're out there. We want to know how we can improve as well as answer questions and provide information.

We hope you enjoyed meeting our staff as well, and learning how they contribute to our organization. We are proud of the professionals

we have working for us. Without them, we wouldn't have such a stellar performance record (see "The Facts by the Numbers" article on page 2).

But, most importantly, as the largest ferry system in the nation, we want our customers to know that we are not just facts and figures, but people too. We want you to see the faces behind the boats and know that they care about your ferry experience.

We enjoyed meeting you and look forward to seeing you next summer!

If there is a festival in a ferry-served community you would like WSF to attend, please let us know! Contact Bridget Middleton in the WSF Customer & Community Relations Department at 206-389-8518.

2006 Festival List

- Anacortes Waterfront Festival
- Bainbridge Island Grand Old Fourth of July
- Bremerton Blackberry Festival
- Commencement Bay Maritime Festival
- Island County Fair
- Jefferson County Fair
- Mukilteo Lighthouse Festival
- Port Townsend Wooden Boat Festival
- Salmon Homecoming
- San Juan County Fair
- Seattle Maritime Festival
- A Taste of Edmonds
- Vashon Island Strawberry Festival



SoundCrossings
September/October 2006, Volume 3, Issue 4
SoundCrossings is published bi-monthly by Washington State Ferries for ferry riders.
The WSF Administrative Offices are located at:
2901 Third Avenue, Suite 500
Seattle, WA 98121-3014
Mike Anderson, WSF Executive Director
Editor, Michelle Norfolk
Advertising, Jill Andrews, 206-870-2470
Design, Graphics

Washington State Department of Transportation

Printed on Recycled Paper



Sherri Snyder

Ready for a new address?

www.sherrisnyder.com

206.842.9236 • 1.800.775.1753 • sherri@cbmckenzie.com



COLDWELL BANKER
MCKENZIE ASSOCIATES