

Sound Crossings

Washington State Ferries

A Bi-Monthly Newsletter For Riders of the Washington State Ferries

May/June 2004

Security Deadline Approaches



Buck, a three-year-old black lab greets a young ferry customer. The dogs are the newest security staff for WSF's fleet.

It might be "Buck", or "Butch", or "Leon." Or it could be another well-trained dog, accompanied by a Washington State Patrol Officer, walking the holding lanes at a terminal near you. Regardless, these teams form a vital new component of Washington State Ferries' enhanced security posture.

In advance of full implementation of Washington State Ferries new security policies and procedures, which go into effect July 1, 2004, Washington State Ferries and the Washington State Patrol have commenced the random use of explosives-sniffing canines at terminals throughout the system.

"Customers have been very positive," says Ned Kiley, Company Security Officer and Emergency Management Coordinator for Washington State Ferries. "The customers have been cooperative and enthusiastic. They have told us they like the dogs there. That they feel safer."

Since September 11, 2001, implementation of tighter security within the transportation industry has become the norm throughout the world. Washington State Ferries is no exception. WSF has worked diligently, and in cooperation with the Washington State Patrol and the U.S. Coast Guard, to implement appropriate security improvements.

In November 2002, the President of the United States signed into law the Maritime Transportation Security Act of 2002 (MTSA), in an effort to improve the United States' maritime

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Business Plan Proving Successful

In the first 15 months of operating under the new WSF Business Plan, information provided by the Operations and Planning Departments indicates that a more efficient and reliable ferry system is beginning to emerge. The ultimate goal of the efficiencies and cost-savings is to replace the four oldest vessels in the fleet, the Steel Electric Class ferries.

In 2002, Washington State Ferries began a systematic process of reviewing the sailing

schedules on all ferry routes. The goal was to improve on-time performance, increase reliability and reduce overtime.

The first schedule to be reviewed was Seattle-Bainbridge Island. This particular schedule had not changed for thirteen years. During that time, however, other factors affecting the schedule did change – increases in ridership, population, and traffic severely impacted the reliability of the schedule. As on-time

performance became more of a priority, crews had less time to unload and load a vessel. Something needed to change – the sailing schedule. Schedule changes were implemented on the Bainbridge Island run in Fall 2002, and on the Fauntleroy /Southworth/ Vashon route in Fall 2003.

The figures on page two represent the on-time performance improvements for both routes (on-time performance is defined as leaving the dock within 5 minutes of the printed scheduled departure time). The resulting effects of the schedule changes to the Bainbridge and Fauntleroy/ Vashon/Southworth routes affirm the ferry system is making progress toward the goals of our strategic plan.

5/5/5 Improving the Bottom Line

First unveiled in December 2002, the 5/5/5 Business Plan is about rebuilding ferry system assets that are old and tired. Much of the ferry fleet is at or nearing critical points in their useful lifespan. Some need major refurbishment, others need to be retired. Ferry terminals need more than a new

Welcome to the first issue of *Sound Crossings*, a new customer newsletter produced by Washington State Ferries. Communication in this time of change is crucial so that you, the customer, understand what is happening to your ferry system— whether the information concerns terminal or vessel construction, food service, security or something else of interest.

Although this publication is designed similarly to our previous, popular monthly newsletter, *Inland Crossings*, it is in fact quite different. *Sound Crossings* will be bi-monthly, consist of four pages, and accept advertising to defray the costs of printing.

It is our hope that this publication will provide you with updated information you can use in your travels. We are interested in your feedback and possible story suggestions. Please e-mail us at sharris@wsdot.wa.gov.



coat of paint, they need old timber pilings and bridges replaced before load limits become commonplace. In short, the ferry system has to invest in critical infrastructure to make sure our vessels and terminals remain operational for many years to come. The "5/5/5" plan is a means of paying for this important work without asking taxpayers for more money. Ultimately these changes will provide a sustainable ferry system and a service that commuters, employees and tourists can count on now and many years in the future.

The new business plan is already generating savings to

help purchase four new ferries and rebuild three ferry terminals. The target for savings in fiscal year 2003 (July 1, 2002 – June 30, 2003) was \$5.2 million. The actual savings were \$4.8 million. How has WSF managed to do this?

In addition to things like being more efficient, the ferry system is managing its assets better, like the 1800+ ferry system commercial parking spaces system wide. A year ago, none of the parking revenues went to the ferry system. Now, just one lot (Bainbridge Island) is expected to generate \$150,000 annually for WSF, important

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New securities rules will be enacted

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security posture. Similarly, the International Maritime Organization (IMO), of which the United States is a signatory nation, adopted the International Ship and Port Facility Security (ISPS) Code. These two closely aligned standards mandate sweeping security requirements U.S., domestic and international maritime industries.

No later than July 1, 2004, marine facilities and vessels in the United States, and the other 162 member countries of the IMO, are required to implement their security plans to fulfill requirements of the MTSA regulations and ISPS Code. Washington State Ferries will be among those implementing new measures, as part of their approved security plans. You may ... or may not ... notice changes.

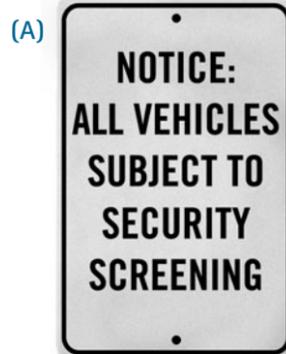
"The goal of the WSF Security Plan is to meaningfully enhance security, gain necessary regulatory compliance and do so while minimizing disruptions to our customers," says Mike Thorne, Washington State Ferries CEO. "Most of our security plan will have little impact on the travel habits of our customers, with no direct change to the sailing schedule or overall on-time performance."

Consistent with a comprehensive security plan, some of the new security measures may be obvious to our observant customers, while others will be less so. "It is important for our customers to understand many of the new security measures and their associated new signs," says Kiley. "We want to avoid misunderstandings that could cause service disruptions for our ferry users."

One of the most significant outward changes is the presence of the Washington State Patrol (WSP) Explosive Detection

Canine Teams at WSF ferry terminals and onboard ferries. These teams are made up of a trained State Patrol "handler" and their partner - a dog specifically trained to detect and find various kinds of explosive materials and devices. (A dog's sense of smell is believed to be 20,000 times more sensitive than a human's, which allows a trained dog to detect even small amounts of explosive materials.) This form of unobtrusive screening will satisfy the new security mandates and is consistent with the legal protections afforded the citizens of Washington State.

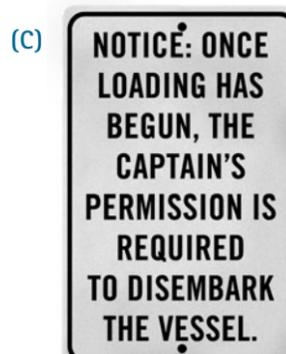
The following sign (A) will be positioned prior to WSF toll-booths, or on access lanes leading to terminal vehicle holding lanes.



These signs give vehicle drivers and passengers notification that WSP teams may be walking among vehicles in the holding lanes for the purpose of ensuring illegal explosive materials are not taken aboard a Washington State Ferry. WSF continues to recommend that vehicles be ticketed and in line 20 minutes in advance of sailing, as vehicles arriving just prior to a sailing could miss the sailing due to the screening process.

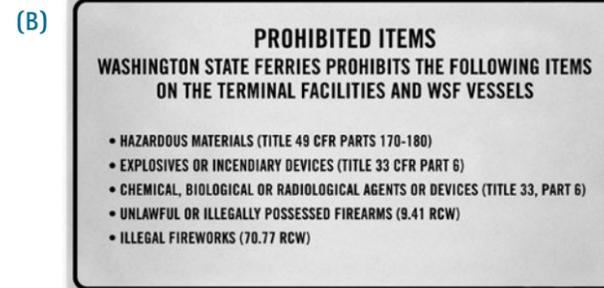
"The goal of the WSF Security Plan is to meaningfully enhance security, gain necessary regulatory compliance and do so while minimizing disruptions to our customers,"
— Mike Thorne, WSF, CEO

In an effort to educate our customers regarding prohibited cargo, WSF intends to post the following sign. (B)



These signs are similar to signs already posted at the terminals. With the presence of the WSP

ers are asked to avoid entering or attempting to enter the spaces posted with the restricted area signs.



canine teams, it is possible that the dogs may detect legally carried firearms, ammunition and/or fireworks. Customers legally carrying these items are permitted onboard WSF ferries, but should expect to exhibit and explain these items to the WSP canine handlers.

To satisfy the requirement to segregate embarking and disembarking passengers, our new security policies will not allow unchallenged disembarking of passengers once loading has commenced. Signage will be posted on the vessels and terminals near the areas where people would normally disembark. (C)

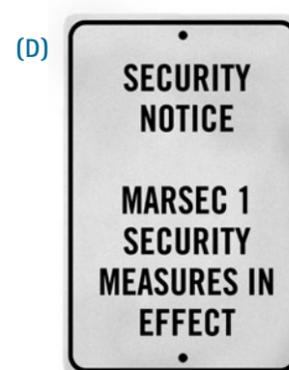
WSF understands that there may be legitimate circumstances where a person may need to disembark shortly after boarding. The customer will need to explain the circumstances to the WSF employee at the boarding plank or on the car deck. The employee will then alert the Captain, who will resole the situation. If a person would like to assist a customer in boarding, but does not plan to travel themselves, they will need to alert a ticket seller or terminal employee as early in the boarding process as possible.

There will be strict access control to all employee-only areas on board the ferry and at the terminals. Accordingly, custom-

ers are asked to avoid entering or attempting to enter the spaces posted with the restricted area signs.

Areas accessible to the public will be monitored by a variety of means, including the use of video surveillance. Plans are now underway for the installation of security video surveillance cameras to be installed at WSF terminals and onboard WSF vessels. As the cameras are installed, the signs notifying customers of their presence will be installed.

In an effort to inform our customers regarding the maritime threat level established by the U.S. Coast Guard, WSF intends to post signs (D) that report the current maritime security (MARSEC) level, not unlike you see on CNN.



These levels are similar to the Homeland Security Alert System, but are unique to the maritime community. MARSEC Level 1 roughly corresponds with the green, blue and yellow alerts, while MARSEC Level 2 is typically aligned with orange and MARSEC Level 3 with red. 🚩

As a customer of Washington State Ferries, you have an important roll to play in preventing a terrorist act from occurring on WSF terminals and ferries. Ferry customers represent the best "eyes and ears" for detecting something out of the ordinary, or "just not right". Here are a few suggestions of what customers can do to make WSF as secure as possible:

- Be observant; if something doesn't look right, trust your instincts and report what you observed as accurately as possible to a crew member, terminal employee or law enforcement official.
- Be conscientious in not leaving any personal belongings unattended even for a few minutes.
- Be aware of what items are prohibited from carriage on the ferries, and ensure they are not in your vehicle, or a part of your carry-on items.
- Follow security-related instructions given to you from WSF employees or Washington State Patrol personnel.
- Understand the impacts of leaving behind a bicycle or vehicle. Any of these items can trigger a significant response related to security or missing person. Impact to service can be dramatic.

These thoughtful actions will go a long way in ensuring your travels on Washington State Ferries are as safe, secure and pleasant as they can possibly be.

Plan going well

(continued from page 1)

income for a cash-strapped public agency. With the help of our congressional delegation, federal dollars are coming into the ferry system for vessel and terminal capital projects. Interest in on-board advertising is positive and the program is moving ahead.

Thanks to the hard work of ferry system employees and with the continued assistance of state and federal elected officials, Washington State Ferries' goal of being the most efficient and effective provider of ferry service in the world will one day be a reality. 🚩

Seattle-Bainbridge Island On-Time Performance:

					% Improvement
Sea-BI	Fall 2001	74.94%	Fall 2002	91.12%	+16.18%
Sea-BI	Spring 2002	73.09%	Spring 2003	92.89%	+19.08%

Fauntleroy/Vashon/Southworth On-Time Performance*:

					% Improvement
Fauntleroy	Fall 2002	71.48%	Fall 2003	80.25%	+8.77%
Southworth	Fall 2002	80.76%	Fall 2003	84.27%	+3.51%
Vashon	Fall 2002	81.21%	Fall 2003	85.99%	+4.78%

* NOTE: Since the schedule change occurred during the Fall 2003 season, only data from Fall 2002 and Fall 2003 are available for comparison

Sound Crossings

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Sisters bid adieu to Shaw

They are a Northwest icon, not unlike the Space Needle or the monorail. The nuns of Shaw Island are leaving in May after 27 years of lowering and raising the bridge and having their picture taken by tourists all over the country, fascinated with their long brown habits and black veils.

Technically, they are the Franciscan Sisters of the Eucharist, a world-wide order that has called a little part of Shaw Island home. Three nuns not only run the Shaw terminal for Washington State Ferries but also the Little Portion Store, the only retail store on Shaw, and a small marina.

“It was never a blend of church and state,” says Mother Kateri “It was more people working with people enjoying communication, friends working with friends.”

“Being on Shaw has always been about people—the workers and travelers on the ferries, and our friends and neighbors in the San Juans. It is how we could be of service through our work at the ferry terminal and in our little store.”

Mother Kateri, whose grandfather was a manager of a small country store in northern Wisconsin enjoys buying for

the Little Portion Store, which carries food, gift items, wine, clothes and cards—a small portion of most everything one might need.

“When I first started attending the gift shows, they wanted to sell me religious materials,” she laughs. “I wasn’t interested. This was our community store. I know the clientele and so we add a bit of spice to the islands with fun gifts. I also buy cute toys for residents to buy for children and grandchildren as well as educational gifts for pre-teens and teens. I have enjoyed the challenge. I can not ignore beauty but I could never place anything in the store that was against my values.”

“We’ve watched the generations of children grow up here,” says Sister Catherine, who is a preschool teacher on island. “We have enjoyed being a part of their lives.”

“We are shoulders to cry on, a friend to banter with, and someone to pray with,” adds Sister Dorothy, who teaches computer education on the Island, in addition to managing the store.

The nuns have also added music to the islands. Mother Kateri, a musician and teacher and music

Mother Kateri and her sheltie Kane (pronounced caw-neigh) frequently work the dock.



teacher, has gathered musicians together to form the Island Sinfonia, a chamber orchestra made up of 26 semiprofessional musicians who simply love music and come to Shaw on Saturday mornings to rehearse—through dock closures, rough weather and late boats. Shaw also boasts a choral group.

“The members may have their differences with one another but still their voices blend into something beautiful. It is the power of music,” says Mother Kateri.

While nuns never retire, they simply go on to other good

Millions of people have rushed out onto the picklefork to shoot pictures of the nuns at Shaw (and their dog). Washington State Ferries is putting together a memory book for the nuns. Customers and residents are welcome to share their thoughts and best wishes in words and favorite photos. If you have a picture or memories to share, please e-mail them to:

sharris@wsdot.wa.gov
or mail to: Susan Harris
2911 Second Avenue
Seattle, WA 98121-1012

works, Mother Kateri, Sister Catherine and Sister Dorothy all agree that it is difficult to say good-bye.

And how does an island say good-bye to the nuns that have been a part of their lives for more than a quarter of a century? They throw a party on August 7. 🐾

Colman Dock Construction Begins

Demolition has begun on the passenger level at Colman Dock, (Pier 52, Seattle), as former ferry offices are transformed into retail food stores including Commuter Comforts, World Wrapps, Caffe Appassionato Coffee Company, Matt’s Famous Chili Dogs and Alaska Gourmet Subs.

The new retail area, located on the second level of Pier 52, will include a food court style area that includes sit-down dining and bistro table bars, indoors and outdoors. Also included in the remodel are new passenger ticket booths, an upgraded in-

formation booth and new public restrooms.

The 10,000 square feet retail space renovation will cost \$1.9 million. By early July, the retail areas of the new floor plan will be available for the vendors to begin making their specific improvements.

The new passenger waiting area and food court retail space are scheduled to open in early October.

Ferry passengers will encounter the usual construction décor when work begins – false walls,

noise and dust as well as some potential rerouting of walk-on passengers as they make their way to and from ferries. The current waiting area may be moved to accommodate the construction. Passengers are encouraged to look for directional signs and frequent updates as work progresses.

The old “speed ramp” from Alaskan Way to the passenger

floor is closed. Customers entering from Alaskan Way can use the elevators or stairs, located at the northeast and southeast area of the terminal building. The bicycle racks will be temporarily relocated nearby during much of the construction. The public restrooms are closed in the unpaid area. Temporary portable restrooms have been provided.

“Our goal from the beginning has been to provide new and exciting food services to our customers at Colman Dock and other ferry terminals,”

has been to provide new and exciting food services to our customers at Colman Dock and other ferry terminals,” said Brian Volkert, Business Development Manager. “With these new services come jobs for the local economy. From our standpoint this is a win-win situation for everyone,” he added.

Volkert hopes to bring in \$400,000 to \$500,000 additional revenue each year through the new retail operation. The revenue will offset costs for the remodel. 🐾

currents

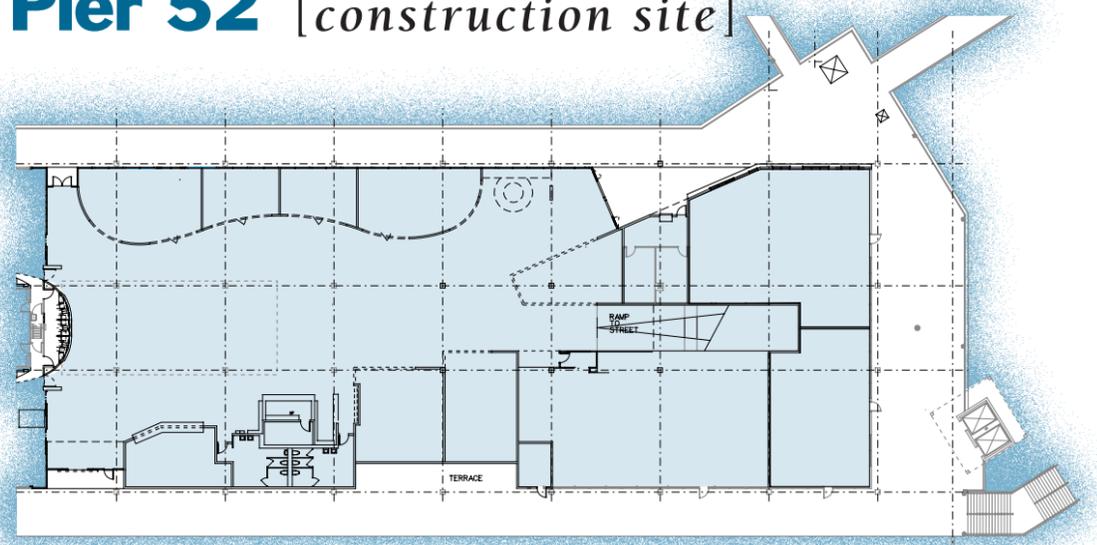
Washington State Ferries will host an open house to answer questions concerning the upcoming Friday Harbor Terminal construction project on Thursday, May 20, from 4:30-7:30 p.m. at the Mullis Community Senior Center, 589 Nash Street in Friday Harbor on San Juan Island.

The construction project includes the repairing of the towers, transfer span and apron, bridge seat, tie-up slip wingwalls and dolphins (off shore berthing structures). A new restroom facility will also be constructed in the holding lanes.

Construction will have little impact on the Summer schedule.



Pier 52 [construction site]



The terminal will offer WSF customers food service with exciting menus.

Orca Festival Returns To San Juan Island

The "San Juan Island Orca Fest – A Celebration of Water and Wildlife" will take place during the entire month of May this year.

The Orca Fest promises to combine new, fun and educational activities celebrating the Island's magnificent resident whale pods as well as incorporate other events already taking place during the month of May.

New activities will include environmental/educational presentations, an oceanic/wildlife-themed art show, cetacean film festival, whale and wildlife viewing from land and sea, a street dance, children's activities and much more!

Events already scheduled



during May which may be incorporated into the Orca Fest include the dedication of the two Coast Salish house posts carved by internationally known artist Susan Point, Island Rec's Children's Festival, the Art & Nature Festival at Westcott Bay Reserve Sculpture Park, Barrel Tasting at San Juan Vineyards, \$.25 U-Pick at Westcott Bay Sea Farms, "Hello, Dolly!" at the San Juan Community Theatre, Opening Boating Day at the Port of Friday Harbor and others. A calendar of events will be published soon.

The mission of the Orca Fest is to celebrate the waters and wildlife that enrich the lives of islanders and visitors. The festival will promote stewardship of our unique ecosystem through education, cultural events and activities.



A pod of Orca whales swimming in Puget Sound. (Photo by Debbi Fincher, courtesy of The Whale Museum)

The Town of Friday Harbor's Lodging Tax Advisory

Festival, organized in years past by Roche Harbor, San Juan Safaris and The Whale Museum. The Steering Committee consists of representatives from the Town of Friday Harbor's Lodging Tax Advisory Committee, The Whale Museum, San Juan Island Chamber of Commerce, and San Juan Islands Visitors Bureau.

The festival will promote stewardship of our unique ecosystem through education and cultural events and activities.

Committee has contracted with the San Juan Islands Visitors Bureau to revive the Orca

PARKING at ANACORTES

Paid parking began May 14 at the Anacortes Terminal, and will be in effect through Sunday, September 19. Cost (including tax) is:

- Up to 24 hours \$10.00
- Three days (3 days/72 hours) \$20.00
- One week (7 days/168 hours) \$30.00
- Monthly (plus tax) \$75.00



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