

**MEETING SUMMARY**  
**SAN JUAN ISLANDS VRS COMMUNITY PARTNERSHIP MEETING**  
**SAN JUAN ISLAND YACHT CLUB, FRIDAY HARBOR, WA**  
Thursday, December 6, 2012 11:30 a.m. – 2:00 p.m.

*Note: This meeting summary represents notes from the Washington State Department of Transportation Ferries Division (WSF) Partnership Group Meeting, and is not a formal transcript or minutes. It is provided as a record for the staff, group members and public in attendance, and other interested parties.*

### **Welcome**

David Moseley, WSDOT Assistant Secretary

David introduced himself and welcomed the group members. He apologized for missing the previous meeting, introduced the WSF staff in attendance, and made some opening remarks.

### **Partnership Member Introductions**

The group members introduced themselves.

### **Meeting Overview & Items from Last Time**

Heather Rogers, BERK & Associates

Heather went over the agenda and discussed future meeting plans (see pages 2-3 of the handout packet). Heather polled the room and found that all in attendance would be able to attend evening meetings as long as the sailing schedule allowed them to get home. Heather reiterated that all meeting summaries will be posted online for those that cannot attend. Heather also brought up the group's request from the last meeting to have a way to communicate with each other online; WSF will be sending out information on that sometime after this meeting.

### **Questions & Comments**

1. (Jim Corenman) When will we be talking about whether or not vehicle reservations will be implemented on all the islands?

*That conversation starts today during the Operating Principles part of the discussion, then continues in our next meeting (Terminal Plans), and we will really dig into that in meeting #6 (Portion of Vessel Available for Reservations).*

John Whetten from the Lopez Ferry Advisory Committee (FAC) sent a letter to WSF last week with a proposal to implement reservations in two stages: eastbound and westbound separately from one another, starting with reservations from Anacortes.

Will this proposal be brought before the group?

*Yes, we are trying to plan what an ideal system would look like, and then as we get closer we can look at those kinds of questions, like whether we should look at implementing only westbound reservations first.*

That goes back to meeting #6.



*Correct, we want to discuss what the ideal system would look like and then get into the implementation piece. We have discussed John's letter internally and are on point to discuss it with our terminal staff and look at the potential impacts involved.*

As the FAC we are not taking the position that this is a good or bad idea, just that it needs to be considered.

2. (Susan Young) I was asked to join this committee with an open mind, but I don't hear the openness from you. You're not saying "if" but "when." I would really appreciate more of that from you; it doesn't sound to me as though we are still talking about maybe, only how to make it work. I did not agree to that.

*If we as a group find it to be clear that parts of the San Juan Islands won't work for the reservations system because of terminal space, I commit that we will not implement it here. We want it to work for our customers. This discussion is meant to see if we can make it work; see how we can meet our customers' needs. If we can't do that then we won't. We have already crossed off three routes in the system for various reasons; my commitment is absolute. We are going through a process internally to discuss demand and potential impacts with our terminal staff and terminal agents. After that we will have a better idea of whether or not we should move forward. Also we are flexible enough to perhaps only have reservations on some sailings, some of the time.*

3. (David Dubbell) I didn't attend the first meeting, I was out of town. I feel the point to be made here is not just how it might look, but also your basic assumptions.  
*We will discuss our assumptions today, those are the Operating Principles.*
4. (Clark Johnson) We didn't fall of the turnip truck yesterday; the communication of this page is that you have a plan and it will go forward. I appreciate that you don't intend to say that; it's important for me to say that I don't prescribe to this yet. I need to be convinced and this is not the way to convince me or make me feel like a partner.  
*We are trying to lay out the issues that need to be discussed. We have an open mind to the idea that it may not work; we ask that you have an open mind that it might work.*
5. (Howie Rosenfeld) There is also the issue that this reservation system process is costing money. Things happen, like the issues with the Walla Walla, through no fault of yours but have a financial impact. I understand there are different pots of money, capital and operating funds, but the Legislature is funding reservations. How bad is it getting?  
*The system is not financially sustainable at the current level of service. That said, we must assume that this system will be here for the next 100 years and beyond, and plan accordingly.*  
I'm happy to hear that.  
*Yes, we have financial challenges, but we must still plan for the future.*
6. (Cass Clark) I want to come back to an issue raised at the last meeting: why investigate this option when other things would be much easier and cheaper? Also, it has been implemented in Port Townsend now; the report was not available last time, is it available now?  
*The Phase 1 Closeout Report will be ready for our January meeting.*  
There are many things you could be doing that would be easy to enact without so much money or time being invested that would help you manage demand.  
*We are happy to hear your ideas.*
7. (Susan Young) We hold FAC meetings on Lopez at the library; you could hold one of the future partnership meetings on Lopez and I would be happy to arrange rides for everyone.

## Vehicle Ridership

Heather Rogers, BERK & Associates

Heather discussed typical vehicle traffic conditions during different seasons (see pages 4-6 of the handout packet).

### Questions & Comments

1. (Sally Thomsen) Does “ticket” mean any ticket, including a multiuse?  
*Yes. We have made some assumptions about longer vehicles taking up two spaces; also we don’t know exactly which sailing they boarded. The ticket time is based on when the vehicle goes through the tollbooth.*
2. (Susan Young) The proposal from John said that only five sailings consistently overload, even in the summer. All this red doesn’t agree with that.  
*This is based on 2011 data, with some assumptions in the background. We can’t know exactly which sailing each vehicle got on. Our terminal agents reviewed these charts.*
3. (Clark Johnson) Brian gave me some data and here is a summary of what I found: from January 1<sup>st</sup>, 2011 through September 2012, 850,000 vehicles came through the Anacortes terminal. I tip my hat to you; I had no idea so many vehicles were being processed. I used a slightly different algorithm to see which sailings were having trouble. I used the lengths of the vehicles and the space on the boats to figure out how many people were waiting in line. I came up with less red; if you email me at [ferrylinewidget@gmail.com](mailto:ferrylinewidget@gmail.com) I will send this out to you. It is organized around customers not overloads. Customers organize themselves around wait times. I can also show a diagram that shows each week in the schedule rather than the whole season. That kind of information helps people make decisions; when we have that information we adjust to go toward the available sailings.  
*Thank you, we will make that available to the group; we are happy to look at what you have put together.*
4. (Susan Young) This may be semantics, but do they overload or are they just likely to overload?  
*This is general data, we can’t say that it happens every day. More often than not they do.  
I’m not sure that that’s true.*
5. (Howie Rosenfeld) In spring and fall there is a tapering in demand.  
*True, the end of summer is different than the end of fall; it’s tough to generalize all of fall.*
6. (Jim Corenman) Red indicates the day of the week and the time; I’ve been looking at traffic data for years and I don’t agree with this.  
*Ok, we won’t be able to solve this today but we can come back to this as we move forward.*
7. (Bill Pike) It might be that you’re looking at the same data but it’s grouped by season rather than month.
8. (Susan Young) I would like to see something more specific than by season.  
*Ok. Also, please note that the reservation system is flexible enough to change on a daily basis; it doesn’t have to be the same for an entire season.*

9. (Margot Shaw) It looks as if commercial vehicles would fill up the reserved space.  
*They already use the reservations system.*
10. (David Dubbell) I'm a neophyte; some of you have already dug into this and know a lot about it. Since we're going to be working on this for a couple of years, why not make this a challenge so that someone in your group can help the consumers see what to do today. It seems like the fundamental issue in regards to data is that you should put it out there so we can use it.  
*We have these charts on our website now; our customers can look at this. Doing it by month makes sense. People can look at this and plan for a particular sailing.*  
I'd be interested to know how many people in this group knew this was online? (About 10 people raised their hands) I would feel more comfortable if that data was available. We're here representing the public; make the data user friendly and available so that we don't waste time comparing data.  
*Thank you, we will look into that.*
11. (Deborah Hopkins) I think the data in these charts is shared between islands. I don't get to the terminal 20 minutes ahead; I get there an hour ahead.
12. (Sally Thomsen) Commercial users are not always tall space, FYI. It could also be smaller vehicles.
13. (Ken Burtness) I use your website all the time and I could not find this data.  
*We will flag it better.*  
A link from the schedule page would be nice.
14. (Susan Young) We have taken the ridership data at Lopez and we have printed up a little card now to show which sailings overload. Lance Evans wants to do a similar thing at Orcas.  
*We can come back to that next meeting when we discuss Terminal Plans.*
15. (Clark Johnson) This system won't happen for a year and a half, why not run an experiment in the meantime. Put the ridership information out and see what happens; it may make a difference.  
*We will contact you and discuss how to put out your data. Based on today's conversation, it's clear that we need to have better online data for our customers.*

### **Demand Management Strategies**

Heather Rogers, BERK & Associates

Heather discussed demand management strategies and pricing strategies (see pages 7-8 of the handout packet).

### **Questions & Comments**

1. (John MacLeod) In Anacortes if you use one tollbooth for pre-ticketed customers only you could move cars more quickly; just put up a sign pointing to that lane.  
*That is a good suggestion.*
2. (Pat McKay) The problem with transponders is classifying seniors, children, etc.  
*Correct, there is a lot that would have to be sorted out before we could do that.*
3. (Bill Pike) Approaching Anacortes and Coupeville there are signs that tell you to turn on your radio if the lights are flashing. Is that information also available by telephone?  
*Yes, dial 511.*

4. (Jamie Stephens) Real-time information is extremely important. If I knew the 5:30 was overloaded, I wouldn't speed to get there.
5. (Terresa Sundstrom) I didn't know that dialing 511 gives you that information. How many in here knew that? (About 10 people raised their hands) Getting that out would be helpful.
6. (Howie Rosenfeld) Regarding transit enhancements, the Legislature is looking at spreading demand to avoid needing more infrastructure, but getting people out of their cars is also important. People won't get out of their cars unless the ferry system is reliable. Our schedule changes four times a year; that takes money. That is a tool we can use to lobby the Legislature to keep service that people can rely on.
7. (Susan Young) I think the Legislature means well, but they are not transit management specialists. I wonder if this mandate from them was a way to grab at a solution but maybe not what they intended all along. I have spoken with ferry caucus members and they think we should hold off on this until we've taken care of other issues. It ought to be rechecked.  
*It gets rechecked every session.*
8. (David Dubbell) There seems to be a conflict here. I'm hearing that we are still looking at this but the Legislature wants to do reservations from the top down. I think the information needs to be thought through more from the bottom up. You have a way of increasing capacity by helping people make wise travel decisions. I encourage you to move away from top down and go more toward bottom up. Isn't bottom up sharing of information a way to accomplish your goals?  
*Yes, and we guarantee that we will look at ways to make that information available.*
9. (Clark Johnson) I would enjoy the opportunity to provide you with information; it could be valuable, we can help you.  
*Agreed, and we are committed to looking at what you have.*
10. (David Dubbell) The question is when it will be available to the cell phone app people; we don't need to wait a year and a half.  
*What I'm hearing is that you want to have a more detailed conversation about Enhanced User Information; we will incorporate that into our schedule plan.*
11. (Howie Rosenfeld) How will this back-end discount work with the multi-ride?  
*It doesn't. That's part of the challenge; it would require a new ticketing system. The idea is to look at every customer having an account, and based on your frequency of travel you would qualify for a discount. The current system would not support that. The challenge the customer would have is to trust that we would provide a discount at a later time rather than upfront like it is currently.*
12. (Susan Young) The word on the street is that the price of parking in Anacortes was raised in order to drive traffic onto the ferries.  
*Not true.*  
Have you worked with WSDOT on this?  
*Yes.*  
Not just WSF?  
*Correct.*
13. (Jim Corenman) The price of parking in Anacortes is high enough that it discourages walk-ons, but it is a source of revenue for WSF.
14. (Susan Young) If you have a problem with space on your boats then why make it cost prohibitive to park in Anacortes?

15. (David Dubbell) Page 9 says “Operating Principles for Reservations,” I’m confused because I hear a lot of talk about ways to increase capacity—are you restricted to only looking at reservations?

*No, we want to give people many ways to make decisions.*

*It would be nice to broaden the discussion beyond reservations.*

*The charge of this group is to get input on a vehicle reservations system. We recognize that it won’t happen in a vacuum and other things can go hand in hand with it.*

*You’re asking us to have blinders on and only focus on reservations.*

*I wouldn’t say it that way, but the purpose of this group is to discuss reservations. We can look at providing ridership information and your other ideas but we need to look at the details of reservations so we can see what we need to get it going.*

### **Operating Principles for Reservations**

Brian Churchwell, WSF Deputy Program Manager for Vehicle Reservations

Brian discussed program constraints (see page 9 of the handout packet).

#### **Questions & Comments**

1. (Jamie Stephens) For Lopez, with or without ticketing differently, to manage reservations would require an extra person at the terminal.

*That is correct; we will have to look at traffic demands to see the benefits.*

2. (Jim Corenman) You may need to add staff?

*There may need to be some additional traffic attendants.*

Brian discussed operating principle ‘No Interisland Reservations’ (see page 9 of the handout packet).

#### **Questions & Comments**

1. (Ken Burtness) I worked on that boat for many years; there is no need for vehicle reservations except for during the San Juan County Fair.
2. (Susan Young) Someone will figure out how to game the system; if they can’t get a reservation to Friday Harbor they will make a reservation to Orcas and then hop on the interisland boat. Travel agents will have that figured out in a heartbeat.

Brian discussed operating principle ‘No Reservations Eastbound from Shaw’ (see page 9 of the handout packet).

#### **Questions & Comments**

1. (Bill Pike) The downside is that every Shaw boat splits with other islands. Make sure that Lopez doesn’t get shut out.

*There is a challenge there with the current structure.*

*If folks on Orcas can make a reservation they can drive up 30 minutes prior to the sailing and get on the boat. As long as that allotment is protected. I don’t want to wait two and a half hours at the terminal while the Orcas people don’t have to.*

*We are not intending to change the allotment.*

2. (Terresa Sundstrom) How much does it cost to do that? Right now when I make a reservation I go online and do my thing, and it shows up on a computer somewhere. What is the added cost to have reservations at Shaw?  
*We don't know; we will look into that. It's more about traffic management at the holding areas. We don't have the space to split reserved vehicles from non-reserved vehicles at Shaw.*
3. (Jamie Stephens) This discussion is morphing into how WSF can be more efficient when it should be about the customers being more comfortable and efficient. We need to be concerned about what is best for us and for the tourists. Locals need to be able to travel immediately when something comes up.

Heather asked the group if they generally thought there should be no reservations at Shaw.

4. (Bill Pike) Part of me says all islands should be included; I wouldn't give up completely on Shaw. I hope we can revisit that when we are closer.  
*Or perhaps after deployment?*  
Yes.  
*Good point.*
5. (Clark Johnson) One of the things I've realized as I read your materials is that vocabulary can be misleading. It would be good if we could agree, for instance, that we already have a 'reservation system'—it's called the schedule and the allotments. In regard to Shaw if you say you are not employing reservations but are maintaining the allotment, I could agree to that.  
*That is the intent, we can rephrase this.*
6. (Larry Vandermay) I agree with Bill that reservations at Shaw shouldn't be taken off the bill yet. Those charts showed just as much red at Shaw as anywhere else.
7. (Jim Corenman) I wouldn't put too much stock in those color charts; I just checked them against the website. I don't believe they are data charts, I think they are agent estimates. If you do no reservations on the interisland, and I want to go from Orcas to Anacortes in the afternoon on a Sunday, can I get in the interisland lane, get off at Shaw and get back on the boat as a driveup?  
*Yes, that happens right now. The downside is that you could get stuck at Shaw.*
8. (Susan Young) One thing that makes me feel better is the statement that each island can be looked at separately. In looking at the stats, Lopez people travel differently than people from Orcas or San Juan; I don't think we can all be treated the same.

Brian discussed operating principle 'No Show Fee' (see page 9 of the handout packet).

### Questions & Comments

1. (Terresa Sundstrom) Right now the school district sends close to 200 trips a year off San Juan Island for academic/athletic events. I'm in constant communication with the terminal. I asked them what would happen if a baseball game got cancelled and we don't show up for our reservation; that sort of thing happens to us all the time. He said if we don't show up they will just put more cars on—do you really need a no-show fee?
2. (Pat McKay) There needs to be a no-show fee to deter abuse; people will make multiple reservations in a row if there is no penalty.

3. (John MacLeod) There seem to be some assumptions here that the reservations will be free and also that you're only going to reserve the boats shown in red. I would like to throw out that it can be used to move demand. My feeling is that reservations should be free and there should be a penalty for not showing up. BC ferries charges to make a reservation but you can get one on any sailing. If you're looking for revenue then charge a fee. Charge like they do in Canada, if you don't show up you can still use your ticket but you lose the reservation fee.  
*We have been in contact with BC Ferries because of their existing reservation system. They are finding that the \$17.50 fee for the privilege of making a reservation combined with rising ticket prices is actually causing use of the reservation system to drop. Internally they are discussing removing that fee because it's not helping them manage their demand; people are not making reservations because of the extra cost.*  
I suggest that you only charge a fee during peak times.  
*That's an interesting thought.*
4. (Jamie Stephens) You shouldn't penalize the school district if a baseball game is cancelled at the last minute.  
*In looking at the no-show fee we can look at having fees for particular customer types.*
5. (Bill Pike) Does the school system have an account now?  
Yes.  
They are different from tourists that want to make multiple reservations and abuse the system.
6. (Clark Johnson) Your emphasis on this no-show discussion is on the customers—what if the boat doesn't show up?  
*We will discuss that in future meetings; we can talk about what we are doing at Port Townsend / Coupeville when that happens.*
7. (Deborah Hopkins) Will there be a deposit?  
*Currently Port Townsend / Coupeville customers pay a deposit, and San Juan Island Commercial users are charged a deposit if they do not travel during the same operating day for which they had a reservation; it's different here because we have no way to penalize those travelling eastbound, as they've already paid their full fare. Westbound we could use a deposit system.*
8. (Sally Thomsen) No reservations during peak hours—is that one of your operating principles?  
*Not yet, we are still looking at seasonal and time-of-day options.*
9. (John MacLeod) The Legislature is directing you to move traffic from peak to non-peak sailings. If reservations are open to all then how will that work? You should have a fee at peak times like I've said.  
*At Port Townsend we open up non-peak sailing reservations earlier than the peak sailings. This leads people who are planning way in advance, like tourists, toward the off peak times.*
10. (Howie Rosenfeld) One option to penalize people is to have a credit card on file. What does it mean here where it says "other options?"  
*We thought this group may have other ideas.*

Brian discussed operating principle 'Use Existing Redemption Process at Most Locations' (see page 10 of the handout packet).

### Questions & Comments

1. (Jim Corenman) Are your scanners waterproof?  
*Yes.*
2. (Cass Clark) Are you aware of the problems with the scanners? They are often ineffective.  
*Yes, and we will be looking at wireless access points; we will need some capital funds to make those improvements.*
3. (Howie Rosenfeld) Computer programming is a mystery to me; it seems to me that you should be like other transportation systems, airlines, trains, where you have a way to check in. Something to go in and click so that you know we are coming and you know how many people are going to make it.  
*We can look at that; remote check in kiosks have been discussed.*
4. (Jamie Stephens) The turnaround time in Friday Harbor is an issue, especially in the summer. This seems like you are going to add to that time.  
*That processing time is something we need to consider; we are assessing that currently.*
5. (Susan Young) It seems like this will be more onerous in general to get on and off the boat; it's ok if you're on vacation and you only have to do it once a year, but if you're on and off the island every day all these steps will make life more difficult.
6. (Pat McKay) My truck makes four rounds a day, and they just read the barcode, no issues at all. We taped that barcode to the back of our card, they scan it, it's easy. It doesn't have to be difficult.  
*Part of the process is to look at making it work for both our customers and our staff; we don't want to make life more difficult for you.*
7. (Bill Pike) Don't ignore the negative impacts on operations like that processing time. It's critical that this reservation system is always presented as an option, not a requirement. Let people know that if they don't want to use it they don't have to. They can do what they've always done and just wait in line.
8. (Susan Young) Until they get to 100% reserved.  
*That will never happen.*  
That was in one of your documents.  
*That has never been the plan; we will always leave unreserved space on every sailing.*

Brian discussed operating principles 'Improved Signs & Customer Communication' and 'Premier Account Program' (see page 10 of the handout packet).

### Questions & Comments

1. (Clark Johnson) For meetings 4 and 6 I would appreciate detailed information about what the actual experience has been in Port Townsend; what exactly is happening, what is the experience with premier accounts.  
*We will gather that data to bring to future meetings.*
2. (Sally Thomsen) It would be helpful to have more information about Commercial accounts as well, who qualifies, etc.  
*Ok.*
3. (Howie Rosenfeld) I'm cautious about things that look like they are for people who can afford them; I would suggest calling it something other than "Premier," it sounds elitist.
4. (Jim Corenman) The focus should be on what it takes to be a Premier user. Do you have to be a resident, etc.

*We need to look into that. We may be able to do it by zip code.*

5. (Ken Burtness) We can have different rules for residents and tourists. There are conflicts between those groups for all sorts of things, like parking. How these rules are written up determines who is favored; we need to be careful to make it fair.  
*That is correct. There are many different types of users and we need to design a system that meets everyone's needs.*

Brian discussed operating principle 'Number of Reservations Available Determined by Allotments, Terminal Holding Capacity and Processing Times' (see pages 10-11 of the handout packet).

### Questions & Comments

1. (Jim Corenman) So you can only reserve 20%?  
*Yes. For a dedicated sailing it could be different.*  
So this is all eastbound?  
*Yes, sorry we should have put that at the top of the table.*
2. (Margot Shaw) What is the percentage that you started with in Port Townsend?  
*We started at 50%, then moved to 60%. We would like to get to 80%; we think that is when the demand management will really start to happen.*
3. (Sally Thomsen) If you're leaving Shaw on the table you should add them to this chart.  
*Will do.*
4. (Jamie Stephens) Do you know how to measure what the fallout will be for going to 80% reservations?  
*The traffic stats will show us if we are losing customers. We've increased our load factors in Port Townsend*
5. (Clark Johnson) In the last meeting Howie mentioned twice that implementing reservations coupled with service reductions is unattractive. This last statement about load factors is the first I've heard about benefits for WSF. We need to be assured that you will keep the current level of service even with reservations.  
*Our operating assumption is that a reservation system will help us gain revenue; we will have more riders because of the travel certainty that reservations provide. We see that happening in Port Townsend.*  
That's very interesting; I hadn't made that connection.
6. (David Dubbell) I think I heard you say that better capacity utilization is what it's about at the end of the day. I'm still confused that this conversation started broadly and you said let's just discuss reservations. It would help me to have a better understanding of your fundamental ideas.  
*We can bring that information to the next meeting.*
7. (Clark Johnson) All of us understand that the system has a problem with loads; no argument there. I think this group should be about the ways to manage loads rather than just reservations. The emphasis on reservations feels like a one way street. I really think we need to be dynamic in our solutions.  
*We do want this group to look at reservations. We understand that there are other options and we can explore additional ways to manage loads, however, we are not giving up on asking you to help us figure out a reservations system.*

8. (Sally Thomsen) I joined this group with the understanding that it is to implement reservations. We have not gotten far enough to say whether it will or won't work; please be open minded that it could work.
9. (Terresa Sundstrom) Why are you only focusing on reservations?  
*There are ferry systems all over the world with geographic similarities to the San Juans that use reservations. We have talked to all of them and they have systems that work. Their customers like the ability to have travel certainty. That's why we want to explore this. We may conclude that it will not work here; but I am of the belief that it could and it would be beneficial to all parties.*  
Why the preference for reservations rather than the alternatives?  
*There may be places where other methods would work better; we are open to that. Reservation systems work comprehensively throughout the rest of the world.*

### **Public Comments**

1. I think that WSF has done the right approach at Port Townsend / Coupeville. I think incorporating a fee would increase resistance to the idea. With regard to BC Ferries, it took me one time of waiting 8 hours to pay that assured loading fee. At the last FAC meeting on Lopez Bob Porter, who is an attorney, said that there are Supreme Court decisions that preclude you from discriminating between tourists and residents.  
*That is the advice that we have received from the AG's office.*
2. I want to thank all of you for your time and for WSF being so responsive and listening. I have an ability to plug into this process as a member of the public and I am getting information out about these meetings but I would like to see more about this on your website. There are lots of rumors and misinformation floating around. The general public doesn't know much about it. You have a golden opportunity to provide a higher level of predictability and reliability by providing ridership data and information. That, along with reservations, will help us greatly. Communicate a little better with the general public.
3. I appreciate your time. Please keep an open mind about alternatives to reservations. Some good ideas came up today. The congestion pricing you mention in your paper almost by default would give you a reservation system. It could be a convergence of ideas that gets you where you need to be. Another thing to focus on is getting information out to your customers, better info, and better data. Open up your system so that people can develop apps for public use.

### **Summary and Next Steps**

Heather Rogers, BERK & Associates

Heather suggested January 31<sup>st</sup>, 2013 for the next meeting (all group members said they could attend except Susan Young) and asked for any final thoughts from the group.

### **Questions and Comments**

1. (Bill Pike) Someone poked fun at WSF in the last meeting for language like "standby" in your messaging, and I don't know if any of you noticed but within a month the language

is infinitely clearer and more appropriate. I tip my hat to you, that is a huge improvement that came out of our last meeting.

2. (Howie Rosenfeld) Congestion pricing will get pushback from the people here. Many here don't have choices and must travel at certain times.

*Congestion pricing is not our preferred strategy. Not because it doesn't work—it actually works very well—but because of the pushback from our customers.*

3. (Susan Young) Can you set meeting dates out far enough so that we can plan ahead to be here?

*We will try to schedule a few at a time. We will follow up with the group with meeting notes, information on how to communicate with each other online, and details on the next meeting.*

When you were looking at starting this group I was told we would be able to Skype in. *There are some challenges with that, not having the equipment in some of these venues.* We attend FAC meetings by Skype all the time. I can attend virtually but I will be in California on January 31<sup>st</sup>.

*We can look into that.*

## Conclusion

Marta asked the group to please RSVP for the next meeting so that WSF can plan for space and food needs. David thanked everyone for participating. Meeting was adjourned.

## Group Members

Present	Name of Group Member	Representing
	Mike Aley	Orcas Island
	Carol Anderson	San Juan Island
	Kathy Booth	Lopez Island
	John Brantigan	Shaw Island
X	Ken Burtness	Lopez Island
X	Cass Clark	Lopez Island
X	Jim Corenman	San Juan Island
X	David Dubbell	San Juan Island
	Lance Evans	Orcas Island
	Tony Ghazel	Orcas Island
	Wally Gudgell	Orcas Island
	John Hess	San Juan Island
X	Deborah Hopkins	San Juan Island
X	Clark Johnson	Lopez Island
	Mark Lione	Anacortes
X	Pat McKay	San Juan Island
X	John MacLeod	Orcas Island
X	Bill Pike	Mount Vernon
X	John Poletti	Orcas Island

X	Howie Rosenfeld	San Juan Island
X	Margot Shaw	Orcas Island
X	Jamie Stephens	Lopez Island
	Mike Stolmeier	Orcas Island
X	Terresa Sundstrom	San Juan Island
X	Sally Thomsen	San Juan Island
X	Larry Vandermay	Orcas Island
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