Ferries On-Time Performance Reporting

Paula Hammond, P.E.
Secretary of Transportation

Dave Dye, P.E.
Deputy Secretary

Steve Reinmuth
Chief of Staff

David Moseley
Assistant Secretary
Ferries Division

Ray Deardorf
Planning Director
Ferries Division

Washington State Transportation Commission
March 23, 2011
Discussion Overview

• Response to proviso from 2010 legislative session
• How good is Ferries on-time performance?
• Factors that influence on-time performance
• Measurement and reporting
Ferries on-time Performance – Comparison of 2009 with 2010

<table>
<thead>
<tr>
<th>Route</th>
<th>% Within 10 Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pt. Defiance - Tahlequah</td>
<td>94%</td>
</tr>
<tr>
<td>Fauntleroy - Vashon</td>
<td>94%</td>
</tr>
<tr>
<td>Fauntleroy - Southworth</td>
<td>94%</td>
</tr>
<tr>
<td>Southworth - Vashon</td>
<td>93%</td>
</tr>
<tr>
<td>Seattle - Bremerton</td>
<td>97%</td>
</tr>
<tr>
<td>Seattle - Bainbridge Island</td>
<td>95%</td>
</tr>
<tr>
<td>Edmonds - Kingston</td>
<td>89%</td>
</tr>
<tr>
<td>Mukilteo - Clinton</td>
<td>96%</td>
</tr>
<tr>
<td>Coupeville - Port Townsend</td>
<td>82%</td>
</tr>
<tr>
<td>Anacortes – San Juan Islands</td>
<td>87%</td>
</tr>
<tr>
<td>Anacortes – Sidney, BC</td>
<td>72%</td>
</tr>
<tr>
<td>System Wide</td>
<td>93%</td>
</tr>
</tbody>
</table>
Factors That Influence on-time Performance

- Tightness of the schedule
- The need to provide emergency medical evacuations for island residents
- Limitations of shore side facilities
- Periodic incidents of stalled vehicles
- Lack of a consistent cut off time for loading
- Traffic volumes
Seasonal Influences

• More vehicle traffic to load and unload in the peak summer months
• Terminal locations are more congested with traffic and pedestrians
• Infrequent riders are less familiar with driving on and off the vessels
• Seasonal increases in pleasure boat traffic
Impacts of Seasonal Traffic Volumes to on-time Performance

Impact of Traffic Volume on WSF On-Time Performance CY2010 and CY2009

- 2009 Traffic
- 2010 Traffic
- 2009 Within 10 Min
- 2010 Within 10 Min
Operational and Scheduling Process Changes

• Improving (by reducing) time in the terminal for loading and offloading
• Spreading the schedule out to allow more time for loading and offloading
• On multi-destination routes, increase proportion of single destination sailings
• Speeding up vessels
• Cut off time for loading
Measurement and Reporting

Reasons for delays

- Crew issues – error in dispatch, crew did not report, crew familiarization
- Incidents – medical, rescue, vehicle stalled
- Mechanical issues – both vessel and terminal
- Procedural problems – vessel waiting for another to clear the slip, boat switches, receiving supplies
- Traffic Issues – heavy traffic, high center trucks, trains in Edmonds
- Weather – winds, fog, tides
Breakout of Reasons For Being Late

Distribution of Late Sailing Reason Codes
July - December 2010

- Traffic Issues: 989 (51%)
- Incidents: 199 (10%)
- Crew Issues: 26 (1%)
- Weather: 234 (12%)
- Mechanical Issues: 113 (6%)
- Procedural Problems: 380 (20%)
- Unknown Delay: 1 (0%)
Questions?

For more information regarding Ferries On-Time Performance, please contact:

Ray Deardorf
Planning Director
(206) 515-3491 or deardorf@wsdot.wa.gov