



### Big thanks to our frontline staff

We perform an essential public service, bringing goods and services to rural communities, as well as critical workers and health care professionals to their jobs. I cannot thank our frontline staff enough for continuing to provide such excellent service during these uncertain times, as I know that we serve as a vital transportation link for thousands of people.



*In response to the [governor's directive](#) to help slow the spread of COVID 19 all onboard galleys and food vendors as our Anacortes terminal closed on Tuesday, March 17. Vending machines are still available.*

I am very proud of our frontline staff as our vessels carry not only passengers, but also emergency responders to sometimes isolated areas. In order to keep our employees and customers safe, we continue to explore additional cleaning products and methods for our ferries and terminals. We're also committed to communicating best practices for

### March 19, 2020

#### Ticket refunds due to COVID-19 concerns

You may be eligible for a refund for unused tickets or the unused portion of travel passes if you won't be able to use them because of COVID-19 concerns. All refund requests can be [submitted online](#). We unfortunately cannot extend the 90-day use period for tickets and travel passes. Customers with monthly ReValue passes should cancel their account to avoid future payments. Multi-ride ReValue pass users should suspend their accounts if they would like to stop payments. Any remaining rides on either pass are still valid through the expiration date after cancelling or suspending the account.

#### Reservation no-show fees waived until further notice

All no-show fees will be waived for vehicle reservations on our Anacortes/San Juan Islands and Port Townsend/Coupeville reservation routes until further notice.

staying as safe as possible based on recommendations from federal and local health authorities. We are in uncharted waters and the situation is extremely fluid and I ask everyone for your continued diligence.

### **Fauntleroy/Vashon/Southworth route adjustments**

When we updated the sailing schedule on our “Triangle” route last year, we promised to monitor it and make adjustments if necessary. In response to comments from our customers and employees, we’re making [two changes](#) with the start of our spring schedule on March 29.

First, we’re altering vehicle allotments on several eastbound morning sailings. Total vehicle capacity during the morning commute for both Southworth and Vashon will not change. The adjustments will better align allotments with traffic patterns.

Second, all customers on the 9:30 p.m. Southworth to Fauntleroy sailing on Fridays will switch to a different vessel after arriving at Vashon. Both walk-ons and vehicles will disembark, wait briefly in the terminal or dock (respectively), then board a different ferry to finish their trip to Fauntleroy. To accommodate this change, other late night departures have shifted five to 10 minutes later, allowing time to switch boats and still stay on time.



*Customers will switch ferries at Vashon on the 9:30 p.m. out of Southworth each Friday starting April 3, increasing overnight maintenance time for all of the route's vessels.*

While no-show fees will automatically be waived, we ask that you please continue to cancel [reservations online](#) or by phone at 206-464-6400 if you know that you will not be traveling.



*If you're unable to use your vehicle reservation or have to cancel at the last minute, you will not be charged a no-show fee.*

### **Service to Canada suspended until April**

Resumption of our international sailings between Anacortes and Sidney, British Columbia has been [pushed back](#) to at least late April, due to the recent closure of the Canadian border to help slow the spread of COVID-19. Domestic service will not be affected and we will continue to make our regularly scheduled stops in the San Juan Islands.



*Sidney service was originally scheduled to restart March 29, following its annual shut down during the winter months.*

Of course, we will continue to monitor these changes and make adjustments as needed. We thank our customers and staff in advance as we all get used to these adjustments and procedures. To help our customers plan ahead, our [spring schedule](#) is now available online.

### Legislative session wraps up

Last week the legislature ended its 2020 session, which was mostly focused on budget issues. The governor proposed additional funding for WSF, most of which was provided by the legislature. We appreciate the legislators' work on our budget, especially Senate Transportation Chair Steve Hobbs and Ranking Member Curtis King, House Transportation Chair Jake Fey and Ranking Member Andrew Barkis. Legislatures, their staffs, and legislative policy advisors continually do great work on our complex budgets.

### Amy Scarton

Assistant Secretary, WSDOT/Ferries Division

### Haiku contest finalists to be revealed next week

State Poet Laureate Claudia Castro Luna local haiku poet Michael Dylan Welch are currently narrowing down our 250 [haiku cover contest](#) submissions to four finalists. Their poems will be posted on our Twitter page at noon Monday, March 23, for voting. The haiku with the most likes at noon Friday, March 27, will be named the winner and featured on our Summer 2020 Sailing Schedule!



WSF Weekly Updates are available on our website at [www.wsdot.wa.gov/ferries/weekly](http://www.wsdot.wa.gov/ferries/weekly)

Questions? Contact us at [WSFWeeklyUpdate@wsdot.wa.gov](mailto:WSFWeeklyUpdate@wsdot.wa.gov)

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