



Reductions in service during the COVID pandemic

A few weeks ago I explained that any changes to our current reduced schedules will be based on our [COVID Response Service Plan](#)'s four pillars of service – ridership, crew availability, vessel availability and funding. With more than 100 high-risk employees unavailable due to the pandemic, one of those metrics, crewing, has been a challenge. Due to a lack of crewmembers needed to meet U.S. Coast Guard safety requirements, we were forced to tie up a vessel this past weekend on our Edmonds/Kingston, Mukilteo/Clinton and Anacortes/San Juan Islands routes. We made this difficult decision to maintain some service across our system as many routes are already downsized to just one boat.



Working from home, Dispatcher Nigel Neaves is part of a team that's been very busy lately making phone calls to fill crewing jobs.

We might be forced to make future temporary adjustments because of lack of crew, but pledge to provide as much advance notice as we can. I know how service changes can

June 25, 2020

Register for our virtual community meeting Tuesday, June 30

We're hosting an online public meeting for ferry-served communities rather than usual spring in-person outreach due to current restrictions on large group gatherings. At 6 p.m. Tuesday, June 30, members of the WSF Executive Team and I will share the latest information about our service and COVID-19 response. Then we'll answer questions and address comments from online participants.



[Register now](#) for our virtual community meeting! Advanced registration is required to participate. The day after the meeting, a recording will be available [online](#) for anyone unable to participate.

be frustrating, especially for communities that rely on us as a vital link to the mainland. I ask for your patience during this difficult time, when most counties remain under directives to travel for essential purposes only.

First new deck employee orientation during pandemic

Before a new employee can serve as a crewmember on one of our vessels, they must go through weeks of intensive training, which includes firefighting, personal safety and survival, classroom time and job duty familiarization out in our fleet. Due to COVID-19, we were unable to conduct any of these face-to-face new deck employee orientations until this week. We're currently training 10 of our terminal employees who are transferring to the deck department. We separated them into two smaller classes of five aboard the recently retired *Elwha* and required the use of gloves, glasses and masks.



Lead Instructor Brett Bartanen fit testing new employee Anne Waring. Training and Eagle Harbor Maintenance Facility staff set up the plexiglass for added protection.

Statewide mandatory face covering order

Starting tomorrow, June 26, every Washingtonian in an indoor public space, or in an outside public space when unable to physically distance from others, will be legally required to wear a face covering. This includes on our ferries and in terminals. For more than a month, we have required all our employees to wear a mask at work and strongly encouraged that our customers use a face covering.

Amy Scarton

WSF Teamwork Award

Congratulations to our information technology team for winning this year's WSF Teamwork Award! This award goes to a team that had a significant and positive effect on the organization while exemplifying the values of trust, cross-functional collaboration and service. In the early days of the COVID-19 pandemic, our IT team wasted no time in making transactions safer by allowing customers to purchase tickets (including reduced fares) online. Then in April, the team installed credit card readers outside of ticket booths or attached to selfie-sticks at toll booths to allow customers to self-swipe. Although much of their work occurs behind the scenes, their support reaches all across the Sound!



It's fitting the team that made virtual work possible for many of our employees to receive our Teamwork Award virtually.

Assistant Secretary, WSDOT/Ferries Division



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