



### Two-boat weekend service back at Edmonds, Mukilteo

Starting Saturday, Aug. 22, we will [restore two-boat weekend service](#) on our Edmonds/Kingston and Mukilteo/Clinton routes. Any schedule changes are dictated by ridership, crew availability, vessel availability and funding as outlined in our [COVID Response Service Plan](#). Crewing has been our biggest challenge as more than 100 high-risk vessel and terminal employees were unavailable, and new hires were unable to undergo mandatory face-to-face training until June. With nearly 100 existing employees back on the job and dozens of new employees joining our fleet, we can now incrementally restore service as outlined in the plan. We understand this has been a frustrating time for ferry riders and appreciate everyone's patience as we navigate through these difficult times.



*We welcomed 10 new terminal attendants on Friday. Since restarting training with masks and physical distancing in June, 16 new crewmembers have also joined the fleet.*

### Mass Transit Magazine honors Planning team members

I am thrilled to share with you [Mass Transit Magazine's 40](#)

### August 20, 2020

#### Reducing delays in the San Juan Islands

WSF is piloting an operational adjustment to our Anacortes/San Juan Islands route to hopefully reduce delays and improve service. Our service there has been falling behind schedule because we remain on winter timetables that are not designed to handle the loading and unloading times of higher ridership levels. Other than what we hope will be reduced delays and shifting vessels, most riders will not see notable differences when the operational changes begin Monday, Aug. 24.



*There have been long delays in Anacortes due to higher demand while running a winter schedule due to COVID-19.*

Under 40 in 2020, featuring Justin Resnick and Michelle Zeidman, our service planning team in the Community Services & Planning department. Every year, Mass Transit recognizes young professionals from the transit/ transportation industry who make exceptional contributions to their field.



Service Planning Manager Justin Resnick and Planning Manager Michelle Zeidman were selected from a record number of nominations.

In the early stages of the pandemic, Michelle and Justin were working around the clock to monitor ridership, adjust sailing schedules and provide information to the public. Their hard work directly affected our ability to keep our customers moving safely. It is a privilege to work with such a dedicated and dynamic duo. They are a great reflection of the hard work and commitment that we provide to the public every single day!

#### **Colman Dock slip closure next week, Aug. 24-28**

Riders catching a ferry at our Bainbridge or Bremerton terminals should prepare for minor delays into Seattle next week, Aug. 24-28. Construction work to rebuild Colman Dock will affect two sailings each day:

- 2:05 p.m. Bainbridge departure will be at 2:15 p.m. and arrive in Seattle about 15 minutes late
- 9 p.m. Bremerton departure will be at 9:05 p.m. and arrive in Seattle about 10 minutes late

#### **Stephanie Cirkovich**

WSF Director of Community Services and Planning



*"Due to an 'upgrade glitch' in the [WSF] reservation system, and an expiration happening to the credit card I have on file in this system at the same time I was unable to make reservations. Marqise [Allen, Customer Communications Manager] listened to my situation and then, in my words, made my problem his problem. After several back and forth phone calls with me and my wife, during the course of a day, he had the problem corrected and my account with WSF straightened out. [...] Thank you for having such individuals as Marqise on your staff – he represents you and WSF in an exemplary manner."*

-Anacortes/San Juan Islands customer

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**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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