



## COVID-19 service and ridership update

We're entering our slow season with ridership down from its August peak. However, the gap is closing between 2020 and 2019 numbers. At the start of the pandemic, our systemwide ridership was about 14,000 daily, or just 25% compared with the same time frame last year. We're now carrying roughly 41,000 people a day, or around 65-70% of 2019 riders. As a reminder, some routes are operating on [modified schedules](#) dependent on our [COVID Response Service Plan](#) and most counties remain under essential or limited nonessential travel orders under the [Safe Start reopening plan](#).



*Everyone is required to wear a face covering on our ferries, including crewmembers. Anyone in a vehicle should put on a mask if they must exit their vehicle.*

## October 8, 2020

### New Mukilteo terminal construction update

We're just a couple months away from unveiling our [new Mukilteo terminal!](#) When complete, the entire facility will be [green and Leadership in Energy and Environmental Design \(LEED\) certified](#) with many features that pay respect to the [tribal history of the land](#), which is the site of the 1855 Treaty of Point Elliott.



*The new passenger building was designed to be like a Coast Salish longhouse, using a post and beam structure.*



*The new toll plaza features cedar siding. When finished, art of two Coast Salish*

As ridership decreases further in the weeks ahead, delays should decrease on our Anacortes/San Juan Islands route, where we remain on winter timetables not designed to handle the loading and unloading times of higher ridership levels.

If you have to catch a ferry right now, I suggest signing up for [email alerts](#), checking [terminal conditions](#) and reading our [COVID-19 travel updates](#).



*We had our normal drop in ridership after Labor Day. The drop was steeper than most years however, likely due to smoky conditions in mid-September.*

### Eagle Harbor maintenance crews terminal repair work

In addition to their critical role in keeping our ferries in good working condition, the skilled staff of our Eagle Harbor Maintenance Facility also make sure all our terminals are all functioning correctly and safely. This week, our maintenance crews are replacing the [transfer span bridge seat cover](#) at Southworth terminal. Last week, Eagle Harbor staff replaced all the transfer span apron lips at Vashon terminal in two nights! Kudos to all our tradespersons and terminal engineering employees for keeping our infrastructure operating!

*welcome figures will greet all who enter.*



*An old pump shack and scattered debris used to sit on the spot of the new toll plaza, which will include four booths.*

Thank you for your patience, collaboration and interest in this new terminal, our first in 40 years!

### Delays on SR 305 near Poulsbo tomorrow, Oct. 9

Factor in extra commute time if your Bainbridge ferry plans include travel on State Route 305 through Poulsbo tomorrow, Oct. 9. From 7 a.m. to 1 p.m., a private contractor will remove trees along the highway near Northeast Totten Road/Lemolo Shore Drive Northeast, just east of city limits. SR 305 will be closed intermittently for 5 minutes at a time.



*SR 305 will be closed intermittently just east of Poulsbo from 7 a.m. to 1 p.m. tomorrow, Oct. 9, for tree removal work.*

### Longest-tenured captain retires



*Welders from our Eagle Harbor Maintenance Facility working on the transfer span bridge seat at Southworth terminal.*

**Amy Scarton**

Assistant Secretary, WSDOT/Ferries Division

Capt. Jack Hamstra, our longest-tenured master serving nearly 50 years with us, began his much-deserved retirement this week! William Torsen is now our "Commodore," the title our crews give the longest-serving captain in the fleet. Congratulations Jack!



*Capt. Jack Hamstra, Director of Government Relations John Vezina and me in the wheelhouse of Tillikum in 2019.*



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