Washington State Ferries

2040 Long Range Plan

Appendix E: Fall 2018 Community Engagement Summary

Washington State Ferries

2040 Long Range Plan

Fall 2018 Community Engagement Summary

WSDOT

Washington State Ferries

November 2018

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Background

Washington State benefits in many ways from a coordinated, comprehensive and integrated ferry system. In 2017, the nation's largest ferry system carried nearly 24.5 million people, enough to fill CenturyLink Field every day of the year. As the region continues to grow, we need a ferry system that promotes mobility and allows people to thrive and participate as active members of their community, while supporting our natural environment.

After completing two rounds of public engagement, Washington State Ferries (WSF) will finalize a Long Range Plan to better understand and prepare for the ferry system's changing needs through 2040. In Spring 2018, WSF held nine open houses and an online open house to gather input before creating the Draft Plan. WSF released a Draft Plan for public review and a 45-day comment period in September 2018, focused on recommendations around four key themes: reliable service, customer experience, manage growth, and sustainability and resilience. Comments received during fall 2018 outreach confirmed public interest and support for the four key themes.

WSF plans to deliver a final Long Range Plan to the Legislature in January 2019. This Plan will guide future service and investments in vessels, terminals, and technology.

Fall 2018 open houses

Wednesday, Sept. 12, 6-8 p.m.
Vashon Island High School
9600 SW 204th St., Vashon Island

Thursday, Sept. 13, 5:30-7:30 p.m.
Harper Church
10384 SE Sedgwick Rd., Port Orchard

Monday, Sept. 17, 5-7 p.m.
Fauntleroy Church
9140 California Ave. SW, Seattle

Thursday, Sept. 20, 5:30-7:30 p.m.
Kitsap Conference Center
100 Washington Ave., Bremerton

Tuesday, Sept. 25, 4-6 p.m.
Lopez Center for Community and the Arts, 204 Village Rd., Lopez Island

Wednesday, Sept. 26, 4-6 p.m.
Brickworks
150 Nichols St., Friday Harbor

Wednesday, Oct. 3, 5:30-7:30 p.m.
Freeland Hall
1515 Shoreview Dr., Freeland

Thursday, Oct. 4, 6-8 p.m.
Edmonds Senior Center
220 Railroad Ave., Edmonds

Tuesday, Oct. 9, 5:30-7:30 p.m.
Bainbridge Island Senior Center
370 Brien Drive SE, Bremerton

Wednesday, Oct. 10, 5-7 p.m.
Cotton Building
607 Water St., Port Townsend

Thursday, Oct. 11, 6-8 p.m.
Kingston Village Green Community Center, 26159 Dulay Road NE, Kingston

Overview

Washington State Ferries' goals for community engagement during the Long Range Plan development were to:

- Promote public understanding of the purpose of and need for the plan and the challenges facing the ferry system.
- Ensure inclusive engagement early and throughout the process.
- Deliver comprehensive and consistent information through a variety of communication methods.
- Encourage community engagement and provide opportunities for public input.

Help shape the future of Washington State Ferries

Washington State Ferries (WSF) is developing a Long Range Plan to stabilize the fleet and plan for reliable ferry service through 2040.

We want your comments on the Draft Plan.

Photo by WSDOT

Attend an open house

Vashon Island
Wednesday, Sept. 12
6 – 8 p.m.
Vashon Island High School,
9600 SW 204th Street,
Vashon

Southworth
Thursday, Sept. 13
5:30 – 7:30 p.m.
Harper Church,
10384 SE Sedgwick Road,
Port Orchard

Fauntleroy
Monday, Sept. 17
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Bremerton

Lopez Island
Tuesday, Sept. 25
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Lopez Center for Community and the Arts, 204 Village Road, Lopez Island

San Juan Island
Wednesday, Sept. 26
4 – 6 p.m.
Brickworks, 150 Nichols Street, Friday Harbor

Whidbey Island
Wednesday, Oct. 3
5:30 – 7:30 p.m.
Freeland Hall, 1515 Shoreview Drive, Freeland

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Cotton Building, 607 Water Street, Port Townsend

Kingston
Thursday, Oct. 11
6 – 8 p.m.
Kingston Village Green Community Center, 26159 Dulay Road NE, Kingston

Stop by anytime to learn about and provide verbal and written comments on the Draft Plan. There will not be a formal presentation.

At an Open House, you can:

- Review key elements of the Draft Long Range Plan including reliable service, managing growth, customer experience, and sustainability and resiliency
- Comment on the Draft Plan
- Meet the project team to ask questions

45-day public comment period Sept. 10–Oct. 25.

Provide comments:

- **Online:** View the Draft Plan and provide comments at our online open house: *WSFLongRangePlan.com*
- **By mail:**
Washington State Ferries
Attn: Ray Deardorf
2901 3rd Ave Suite 500
Seattle, WA 98121
- **Email:**
WSFLongRangePlan@WSDOT.wa.gov

Washington State Ferries 2040 Long Range Plan

Washington State Ferries

WSDOT

WSDOT keeps people, businesses and the economy moving by operating and improving the state's transportation systems. To learn more about what we're doing, go to **wsdot.wa.gov/news** for pictures, videos, news and blogs. Real time traffic information is available at **wsdot.com/traffic** or by dialing 511.

Americans with Disabilities Act (ADA) Information: Accommodation requests for people with disabilities, can be made by contacting the WSDOT Diversity/ADA Affairs team at **wsdotada@wsdot.wa.gov** or by calling toll-free, 855-362-4ADA (4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.

Title VI Statement to Public: It is WSDOT's policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his or her Title VI protection has been violated may file a complaint with WSDOT's Office of Equal Opportunity. For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact OEO's Title VI Coordinator at 360-705-7090.

Community engagement

WSF offered multiple ways for people to learn about and provide feedback on the Draft Plan during a 45-day public comment period in Fall 2018. WSF hosted 11 in-person open houses, six outreach sessions on board ferries, and a seven-week online open house to gather feedback. At the in-person events, community members had the opportunity to meet with project staff, ask questions, and comment on the Draft Plan. Attendees were encouraged to drop in at any time during the in-person open houses to learn about the Draft Plan and provide input; there was no formal presentation.

11 open houses

6 floating open houses

3,639 participants

611 open house/ floating open house attendees

3,028 online open house participants

390 total comments

Getting the word out

WSF notified the public about the 45-day comment period through various strategies, including: posters onboard ferries and at terminals, email alerts, social media posts, stories in the WSF Weekly Update, articles in WSDOT regional newsletters, a video on YouTube, and news media. Members of local Ferry Advisory Committees and Policy and Technical Advisory Group members advertised the comment period in their communities and within their networks.

70 posters displayed at terminals and aboard ferries

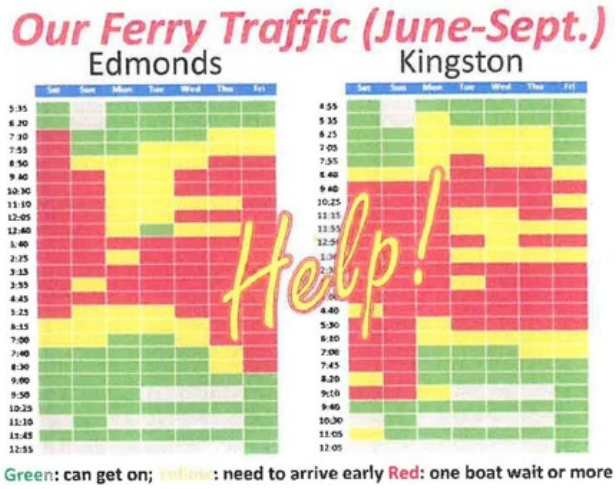
1,932 unique project website views

69 tweets **167,163** total impressions

14 emails

1 press release sent to statewide media

30 news articles

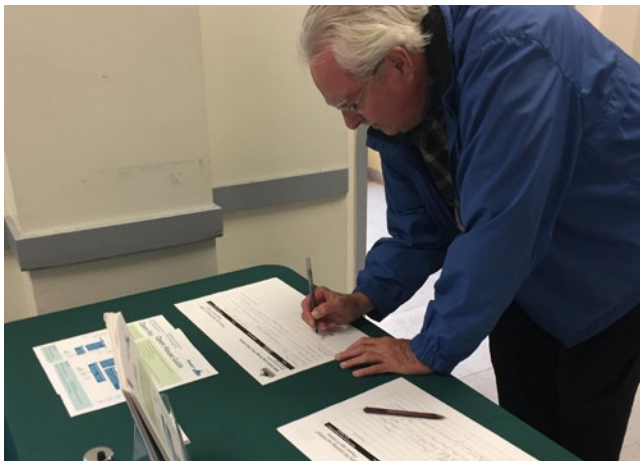


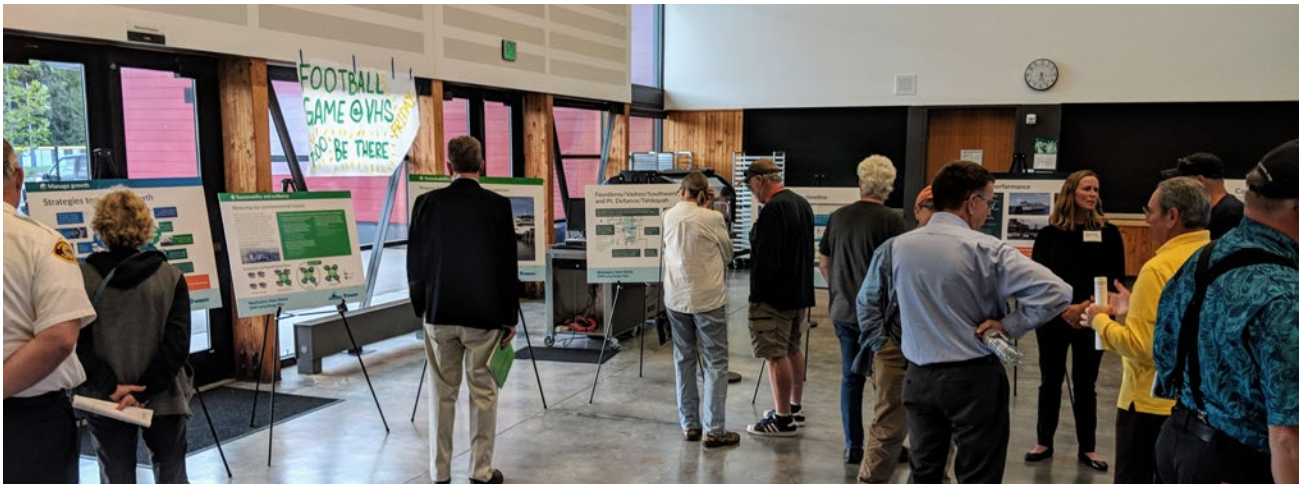
The Kingston Ferry Advisory Committee distributed flyers and encouraged community members to attend the open houses.

What we heard

WSF received a total of 390 comments in person, by email and postal mail, and through the online open house during the comment period, which ran from Sept. 10 to Oct. 25. The following list summarizes the top priorities that emerged from public comments:

- Prioritize reliable service through building new vessels.
- Use technology to improve operational efficiencies and accessibility.
- Encourage multimodal transportation through transit connections and improved amenities.
- Provide system capacity enhancements to meet growing ridership demands.
- Define new metrics and implement strategies to manage growth.
- Design resilient and environmentally friendly vessels and terminal areas.





Key themes

WSF asked participants to comment on the four key themes outlined in the Draft Plan. The following list summarizes the comments received about each key theme in the Draft Plan:

- **Reliable service:** The majority of participants said the Long Range Plan should focus on replacing aging vessels, ensuring enough service relief vessels, and decreasing wait times. Several participants also expressed concerns over the retiring WSF workforce.
- **Customer experience:** Participants expressed interest in improving connections to transit. Many participants requested better real-time schedule information and travel alerts, and improved Wi-Fi access, loading processes, and terminal and ferry amenities.
- **Manage growth:** Participants supported WSF's efforts to manage growth by advancing adaptive management strategies, such as shifting to other modes of travel, including transit, biking, walking, and carpools, adjusting fares, and expanding vehicle reservations. Many participants supported providing system capacity enhancements through improving terminal operational efficiencies, increasing service hours, adjusting schedules, and increasing capacity through vessel design. Some participants commented on refining existing metrics and defining new metrics.
- **Sustainability and resiliency:** Participants provided comments in support of reducing carbon emissions, building hybrid-electric ferries, limiting noise impacts to marine life, and preparing for climate change and emergencies. Several participants suggested creating a wildlife sanctuary on WSDOT-owned land near the Edmonds ferry terminal.

In addition, participants provided comments on the Draft Plan's implementation and investments, including expressing a sense of urgency in funding plan elements to ensure reliable service. Some participants encouraged policy changes, including changing the Legislature's requirement to build new vessels in Washington State. Many participants also commented about concerns over changes to near-term ferry schedules on the Triangle Route and demonstrated support for the Fauntleroy and Colman dock terminal improvement projects.

Public comment summary

Below is a summary of comments collected in person, by email, mail, and through the online open house during the 45-day public comment period. Quotes from sample comments are included in italics to highlight the tone of public feedback. Please see Appendix A for a complete record of all comments received.

Key themes

Reliable service

Most participants supported WSF's recommendations to maintain and ensure reliable service through replacing aging vessels and building new vessels to decrease wait times and reduce service disruptions. Some participants provided comments in support of planned terminal maintenance and preservation projects. Comments also supported increasing the number of service relief vessels in the fleet.

- *Our aging fleet is unreliable, and any loss of service impacts all ferry riders and especially ferry-dependent communities.*
- *I support replacing your old vessels. That would help the problem of being down on boats during peak times. Until that happens I support having enough spare boats to cover breakdowns.*
- *We all understand that our aging ferry fleet needs more stand-by capacity for times when mechanical or structural problems arise. We islanders have learned to be patient but would appreciate thoughtful long-range planning and allocation of funds at the State level. The ferries are part of our state highway system.*
- *Vessel reliability has deteriorated seriously over the years. Adequate reliability requires more scheduled maintenance and hence additional ferries to take up the slack plus ferries designed for very low maintenance.*
- *Wait times have been terrible this summer.*
- *The biggest issue from my perspective is how you support expanding the dock at both Fauntleroy and Southworth to allow fully loaded boats and run as efficiently as possible.*
- *Our major concern is the terminal problems, which are very serious now and will get exponentially worse in the near future.....The pick-up/drop-off area is a logistical nightmare!*

Some participants noted that many WSF employees are eligible to retire in the near-term and supported WSF's plans to establish a workforce development plan.

- *Glad to see emphasis on recruiting workforce. Unlike cancelled sailings due to mechanical issues, which will happen even with regular maintenance, cancelled sailings due to crew shortage are very frustrating because they seem entirely preventable.*
- *Insure that WSF Workforce Planning is in-line with existing maritime workforce planning to reduce redundancy and leverage resources. I.e. Core Plus, Skills Center Development, Youth Maritime Collaborative, MJAC Proposal, Proposed WTB Incumbent Workforce Funding etc.*
- *Having worked with the ferries, I know that they are very short of personnel, and a lot of people are going to be retiring. The workforce development in the last half a dozen years has not gotten any better. We're just as short now as we were a half a dozen years ago. With all the people that are going to be retiring, that could be a very big problem just having enough qualified captains, mates and deckhands and engineers and such to run the vessels.*

Customer experience

Many participants supported WSF's plans to invest in technology to support improving customer information, such as terminal wait times and trip planning, and modernizing fare collection. Many participants also expressed frustration over current loading processes and recommended using technology to improve operational efficiencies. Some participants also recommended improving vessel and terminal amenities.

- *Absolutely must put money into plan to improve processing.*
- *The Plan should layout some specific improvements in service and efficiency using today's technology….*
- *Automated ticketing and ticket sales should be a high priority, in order to reduce operating costs and improve the experience of using the state ferries.*
- *Consider smart-pass or easy pass system for tollbooths to avoid giant queues of individuals getting credit cards processed etc.*
- *To support regional coordination, it is important to disseminate this information using standard formats that are consumable by third party application developers and commonly used ground-based transit operators.*
- *… any further ferries in the Olympic class must have better wi-fi and cellphone receptions.*
- *Bring more vendors on ferries.*
- *Galley: Could offer more nutritious foods. Art: I like the Native American, nature and old nautical depictions.*

Several participants supported improving connections to transit through partnerships and enhancing access for all passengers by improving bicycle, pedestrian, and ADA accessibility.

- *Really need efforts made to improve connectivity to land-based transit.*
- *Need close coordination with other transportation systems in order to attract more participants and to transport persons more seamlessly, more people will leave vehicles behind if they can get where they are going within a reasonable amount of time.*
- *Non-driving trips can be encouraged by offering safe and welcoming pedestrian and bicycle facilities at (near) both terminals. Partnering with local jurisdictions may make this possible.*
- *...What about ride-sharing locations for Uber and Lyft?*

Manage growth

Many participants supported increased service, including adding ferries, increasing service hours, adding new routes and improving terminals. Some participants recommended increasing capacity on new vessels to help manage growth. Some participants encouraged WSF to provide passenger-only ferry (POF) service or promote and build partnerships to encourage POF use throughout the region.

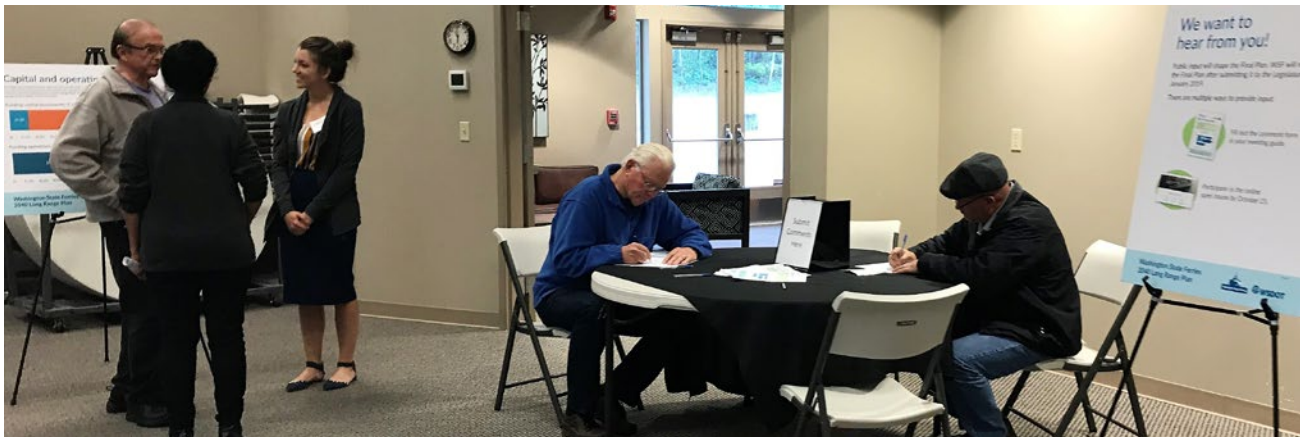
- *Adding more ferries to overcrowded runs is very preferable to creating larger holding lanes and/or creating more terminals.*
- *More boats more often is the easiest and cheapest cure to any over-water transit question.*
- *There needs to be another ferry loading point and more ferries during commuting times.*
- *The proposal in the LRP of just three small (144 car) ferries is not sufficient, and options to serve this route with larger capacity ferries, (Jumbo MKII), should be considered.*
- *I realize you (WSDOT) do car ferries only at this point, but I would encourage a strongly lobbying effort to expand your reach into the foot ferry side of the equation.*

Some participants supported advancing adaptive management strategies to accommodate growing ridership, such as fare adjustments, preference to local residents and encouraging shifting passengers to other modes of travel, including transit, biking, walking, and carpool. Some participants supported vehicle reservations, while other participants expressed concern over recommended vehicle reservations.

- *People carpool all the time, yet are punished by being charged for every person in the car…how is that acceptable? We should be getting a discount, not more fees!! I also think if you actually RESIDE on one of the island, you should receive a discounted ticket.*
- *I think you should charge significantly more for individual or round-trip car-and-driver tickets during peak periods.*
- *Please allot a number of spaces on ferries (participating in the reservation system) for local residents to use as needed.*
- *Interisland traffic is essential for the working residents of the San Juan Islands, yet the schedule favors tourists, not working people.*
- *It's also important for commuters, of which I am one, to have the ability to make reservations, or to have some type of resident only line EVEN IF this is a short ferry ride.*
- *I totally support the continued use of the reservation system. This system has given Island residents a reliable way to travel to and from the mainland on necessary trips.*
- *Please oh please no reservations east bound from Lopez.*

Some participants supported refining existing metrics and defining new metrics to improve data for future planning.

- *There should be a boat utilization (empty boat, full line) utilization metric reported for the triangle route, at least until you solve that problem.*
- *Level of Service standard. This metric should include Total Experienced Travel Time which includes wait time, boarding time, travel time, and disembarkation time.*



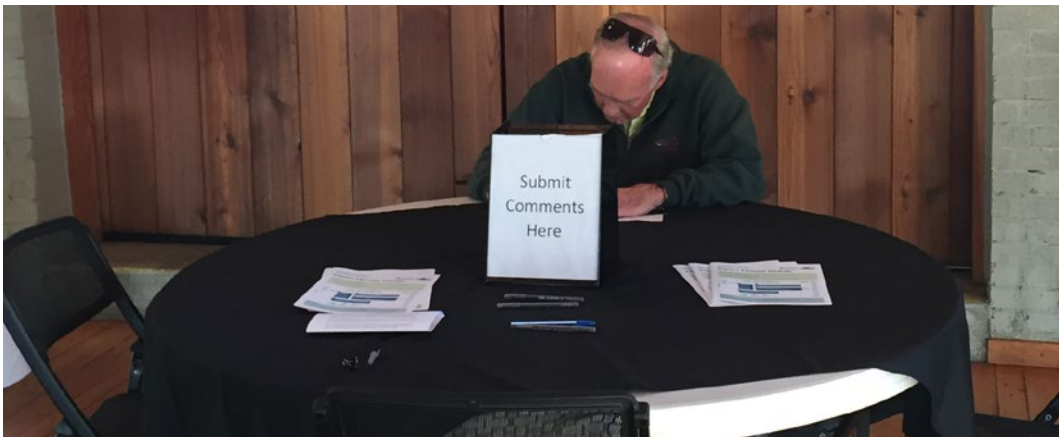
Sustainability and resiliency

Some participants expressed support for reducing carbon emissions and shifting the fleet to hybrid-electric and offered suggestions for making the ferry system more environmentally friendly. Several participants supported converting WSDOT-owned land in Edmonds to a wildlife sanctuary.

- *Would definitely like to see improvements that emphasize sustainability, minimize impacts to marine wildlife, and cut carbon emissions.*
- *Vessel noise from ferries impacts the critically endangered Southern Resident Killer Whales. Greenhouse gas emissions from ferries contribute to climate change.*
- *Because I'm excited about the hybrid ferries for environmental reasons, I want to really encourage the ferry system to continue to remove creosote pilings throughout Puget Sound because that's critical to protecting our waters.*
- *I like that you're going to be building new vessels with hybrid propulsion to reduce CO2 emissions and converting existing vessels to have hybrid propulsion.*
- *Many people in Edmonds would like to see the property, South of the Edmonds Marsh, that WSF is no longer considering using for a ferry terminal, turned into a natural wildlife area for the public and wildlife.*

A few participants expressed concern about the resiliency of the ferry system, including the ability to sustain service during an emergency event. Some participants recognized the need to assess seismic risk and prepare for climate change and sea level rise.

- *I think if we have a very catastrophic storm or large earthquake event that the ferries will be knocked out for some time and the traffic problems that will ensue after that will be horrific.*
- *We strongly support plans for improved resilience and disaster preparedness.*



Route-by-route comment summary

Seattle/Bainbridge Island

Seattle/Bainbridge Island community members supported improving the pick-up and drop-off areas and passenger loading at the Bainbridge terminal. They also encouraged WSF to use technology to improve customer information and travel alerts and to partner with agencies to improve access to transit.

Seattle/Bremerton

Several Seattle/Bremerton community members expressed frustration over the lack of reliable Wi-Fi and cell phone connectivity on this route. Some community members expressed an interest in more frequent service in the near-term.

Fauntleroy/Vashon/Southworth

Some Vashon and Southworth community members expressed an interest in expanding the Fauntleroy ferry terminal and providing additional service. Several community members expressed concerns over near-term schedule changes. In addition, several community members proposed operational efficiencies at Fauntleroy, such as improving ticketing with technology and improving loading processes.

Edmonds/Kingston

Many Edmonds/Kingston community members supported having three ferries on this route but encouraged WSF to continue using two Jumbo ferries with the addition of a mid-sized ferry. Some community members also commented on traffic congestion along SR 104. Many community members expressed a strong desire to see WSDOT-owned land near the Edmonds Ferry Terminal converted to a wildlife sanctuary. Commenters also support adding a performance metric of rider wait time.

Mukilteo/Clinton

Several Mukilteo/Clinton community members supported adding overhead loading at Clinton, adding parking spaces, and implementing vehicle reservations. Community members expressed concerns over wait times and stressed the importance of relief vessels. Some community members suggested that ridership growth projections for this route seem low.

Point Defiance/Tahlequah

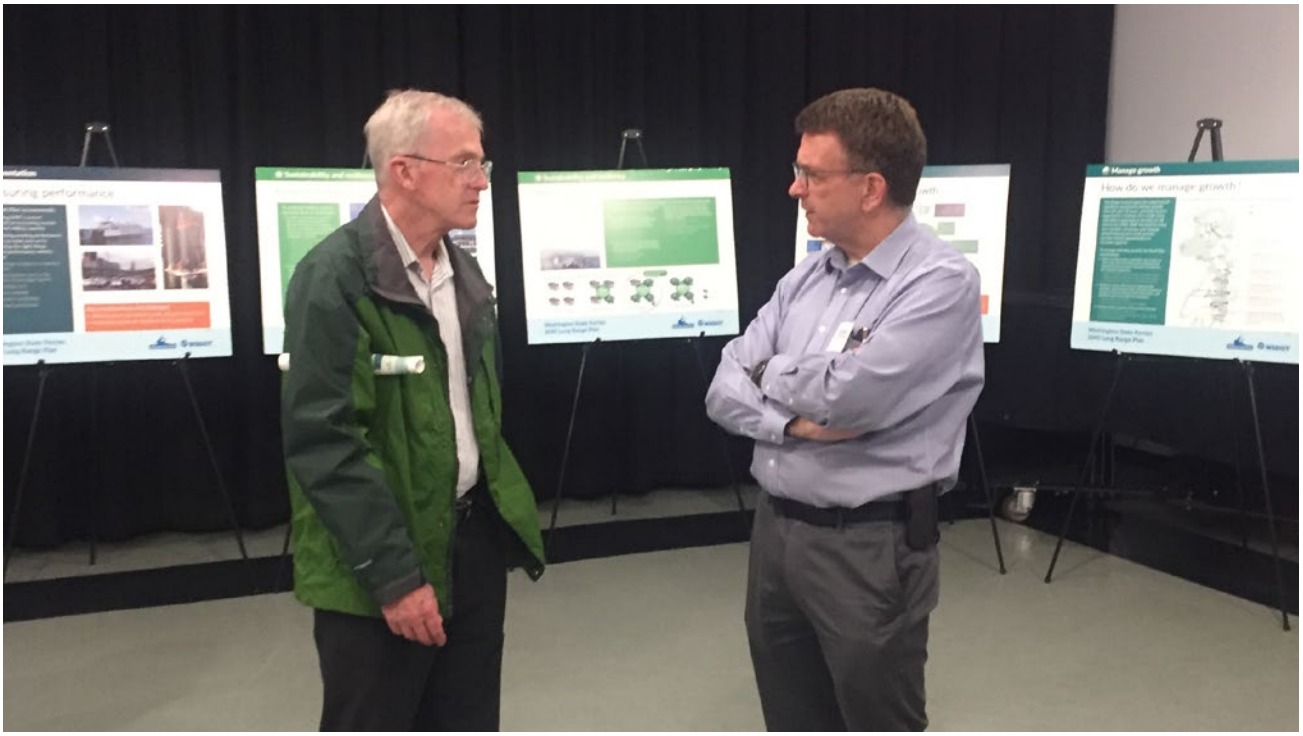
Only a few community members submitted comments about the Point Defiance/Tahlequah route. A few Point Defiance/Tahlequah community members supported the planned terminal electrification and conversion to hybrid-electric vessels and improving terminal restrooms.

Port Townsend/Coupeville

Port Townsend/Coupeville community members expressed support for increasing capacity through adding larger vessels and coordinating with other transportation agencies for improved access to transit. Some community members supported creating a longer two-boat season and increasing the service hours.

Anacortes/San Juan Islands

Several Anacortes/San Juan Islands community members expressed support for more frequent interisland service. Some community members expressed an interest in prioritizing island residents over visitors through reservations, fare adjustments and priority loading. Many community members supported adding reservations eastbound on Lopez Island, while others preferred no reservations.



Agency and organization comment summary

The following agencies and organizations submitted comments. Please see Appendix A for copies of all comments received.

Comment summary from Ferry Advisory Committees

Bainbridge Island Ferry Advisory Committee (FAC)	Submitted a letter encouraging WSDOT to mitigate traffic concerns by improving the intersection of Winslow Way and State Route 305; replace the Bainbridge Island Terminal; shift to a three-boat schedule (with Olympic Class size vessels) between Seattle and Bainbridge Island; create a pedestrian crossing for SR 305; and add a summer route from Port Townsend to Friday Harbor. *"WSF should be planning for the [Bainbridge] terminal's replacement in the 2040 time horizon."*
Clinton FAC	Submitted a letter stating that the Draft Plan does not adequately accommodate the projected growth on the Mukilteo/Clinton route and suggested strategies including improving parking and increasing the number of walk-on passengers, as well as other specific recommendations. They encouraged adding a wait time performance metric; improving wi-fi and technology; making fare adjustments; prioritizing funding for maintenance; adding overhead loading sooner and acknowledging that this route is at capacity during off peak hours. *"The plan does not adequately accommodate the 20% projected growth on the Clinton-Mukilteo route."*
FAC Executive Council	Submitted a letter recommending that WSF address ferry traffic congestion, expand parking, and upgrade terminals to accommodate additional vessels. Additional priorities include: continue building five or more mid-sized ferries and encourage more shipyards to bid on new vessel construction. They also recommend WSF increase the size of the fleet to address current capacity shortfalls, projected rider increases, maintenance availability, and early retirement of the Super class ferries. The Executive Council's full letter is included in Appendix A. *"Include as a priority strategy the early implementation of commercial reservations on select routes."*

Jefferson County/ Port Townsend FAC	Submitted a letter recommending that WSF provide additional service to the Port Townsend/Coupeville route sooner than the Draft Plan outlines, integrate solar energy and local storage in the electrification plan, reduce and maintain a small number of vessel classes, and consider modifying or relocating Keystone Harbor to accommodate larger vessels. *"Solar energy and local storage should be an integral part of the electrification plan for the terminals, and even for the vessels themselves."*
Kingston FAC	Submitted two letters recommending that WSF implement three-boat operations during summer and overloaded shoulder season periods with two Jumbo class ferries and one mid-sized vessel. Other priorities included limiting fare increases, addressing ferry traffic congestion, ensuring conversion of the Jumbo Mark II class ferries to hybrid electric power does not reduce their current reliability, and early implementation of commercial reservations followed by non-commercial reservations. They also recommended that adaptive management strategies should assess the impact on affected customers and communities before implementation, and stressed the importance of continuing production of new mid-sized ferries. *"The plan should include a goal and paragraph describing plans for addressing ferry traffic congestion at terminals."*
Mukilteo FAC	Submitted a letter recommending that WSF expand the Plan's emphasis from primarily local terminal areas to include the "portal to portal" path taken by ferry commuters and its effects on communities. They endorsed a letter submitted by Councilmember Kneller, Mukilteo City Council, expressing concerns over parking and Park and Ride investments, transit coordination and connectivity, technology for better information and wayfinding, traffic mitigation, queuing system improvements, and emergency evacuation egress. *"Current technology can be embraced to identify and record ferry holding queue lengths/wait times that can then be incorporated into navigation systems to help drivers determine whether it's better to wait in line or drive around to their destination."*

San Juan County FAC	Submitted a letter listing their priorities: providing additional vessels as soon as possible, increasing and sustaining scheduled preventative maintenance, expediting the retirement of aging Super class vessels, and improving terminals. They listed detailed strategies for accomplishing these priorities. *"An overnight vessel must continue to be available for San Juan County emergency response."*

Comment summary from agencies and organizations

City of Port Townsend	Provided a letter supporting comments submitted by Jefferson County Commissioners (see summary below). They expressed concerns over the traffic effects caused by larger vessels and encouraged WSF to consider the City's Historic District when planning terminal electrification. *"What was true in 2008 and 2009 is still true: A smaller vessel with more runs, combined with a reservation system, is far more effective and efficient when considering the comprehensive impacts to the entire transportation system."*
City of Tacoma	Submitted a letter requesting that WSF include exploring partnership opportunities with passenger-only ferries for improvements at the Point Defiance Terminal, coordinating with fast ferry initiatives under the manage growth section of the Draft Plan, and adding language in support of specific proposals emerging from the Port of Tacoma/Seattle Fast Ferry Feasibility study in the Final Plan. *"…we ask that you consider having the WSF Plan include a broader discussion of partnership opportunities, a discussion that goes beyond existing proposals and brings WSF expertise to the emerging passenger-only ferry (POF) planning and programming on an ongoing basis."*
Community Transit	Provided a letter in support of WSF's outreach and planning efforts for the Draft Plan. They support WSF's plan for a new multimodal terminal in Mukilteo and look forward to continued coordination in Edmonds and Mukilteo. *"The draft plan focuses on the top issues impacting the ability to provide quality service, while looking for efficiencies and using new technology to keep the system current."*

Greater Kingston Chamber of Commerce	Submitted a letter stressing the critical role the Edmonds/Kingston route plays in the community and expressing concern over the traffic caused by loading and unloading Jumbo Class vessels. They endorsed recommendations submitted by the Kingston FAC and Kingston Community Council. *"Our community is affected by ferries in two principle ways: the two million vehicles that pass through our downtown annually and residents who depend on ferry service for work, family and for the movement of goods and services."*
Island County Board of Commissioners / Island Regional Transportation Planning Organization	Submitted a letter stating that the demand for the Port Townsend/ Coupeville route exceeds the supply. They requested adding two service hours daily during the peak season (May through October) and changing the Long Range Plan to extend the two-boat service during peak periods. *"Demand for the ferry service on the Coupeville to Port Townsend route exceeds supply and has not been restored to historic levels that existed prior to the advent of the Kwa-di Tabil class of boats which began to come into use in 2010."*
Island County Board of Commissioners / Island Regional Transportation Planning Organization	Submitted comments at the Washington State Transportation Commission meeting stating their support for studying reservation systems to ensure they meet the needs of communities. *"A reservation system does not need to follow a one-size fits all approach."*
Jefferson County Board of Commissioners	Submitted a letter urging WSF to provide additional service on the Port Townsend/Coupeville route sooner than the Draft Plan states, improve multimodal transportation options through coordination and technology, reduce carbon emissions through electrification and the installation of solar panels at terminals, and consider improving Keystone Harbor. *"Provide additional service to the Port Townsend-Coupeville route sooner than shown in the Draft LRP."*

King County Water Taxi	Provided a letter stating why they provided representation on WSF's Technical Advisory Group and providing kudos on Plan elements. They said they are disappointed in WSF's response to not participating in the ORCA interagency transfer program and not having King County Metro at the table, encouraged creating more bike storage in locations like the Vashon terminal, and recommended including industry experts when creating new schedules and concepts. They supported WSF's "door-to-door" concept, "well-thought out" sustainability recommendations, and emphasis on alerts and community engagement, and they applauded the new leadership at WSF. *"The work done on the long range project was impressive. Having the vision moved from a 'dock-to-dock' approach to more of a 'door-to-door' concept showed throughout presentations and material provided."*
Kingston Citizens Advisory Council	Endorsed the Kingston FAC's comments on the Draft Plan and expressed support for reducing congestion in Kingston, increasing vehicle capacity on the Edmonds/Kingston route, adopting an additional performance metric for "rider wait time" and "rider idling time," implementing a reservation system, and coordinating adaptive management strategies with local communities. They support adding cameras, improving customer information and travel alerts, enhancing ferry amenities, and improving transit connections. *"The WSF LRP should reflect adoption of 'rider wait time' and 'rider idling time' as key performance metrics."*
Kitsap County Department of Public Works	Supported congestion management in Kingston, Good to Go! technology for payment, a ferry holding area along SR 160 near the Southworth terminal, improved signage for drivers, and careful consideration of vehicle reservations. *"Mid-term plan must include: Congestion management projects in Kingston: Realignment of SR 104, Lindvog remote holding lot, and enhances the tally system."*

Kitsap Economic Development Alliance	Submitted a letter expressing support for the Draft Plan. They described the importance of a reliable ferry system to Kitsap County. *"Our economy and labor pool are diversifying and growing; and, it is critical that our WSF System grows to meet the demands of our citizen workforce and regional commerce—both public and private sector."*
Kitsap Regional Coordinating Council	Submitted meeting minutes from a Transportation Policy Committee meeting held on Sept. 20, 2018 to hear from WSF and discuss priorities, which include: adding information on vessel class, capacity, and age to the Final Plan; emphasizing the importance of the Edmonds/Kingston route and the maintenance of vessels and the Southworth terminal; prioritizing resiliency by coordinating with local and state entities; enhancing technology for improved customer experience and information; and improving utility infrastructure to electrify the fleet. One member did not support a three-vessel fleet (Scenario A) for the Edmonds/Kingston route.
Kitsap Transit	Submitted a letter supporting the Draft Plan's focus on reliable service and sustainability, including promoting mode shift through investments in technology, bike/pedestrian accessibility and multimodal connections. They said they appreciate their longstanding relationship with WSF and support implementation of the Long Range Plan. *"Kitsap Transit stands to support Washington State Ferries' implementation of the 2040 Long Range Plan."*
Management of Mobility, WSDOT	Provided a letter supporting the Draft Plan's "clear" themes, summary and creative approaches. They gave specific recommendations to highlight practical solutions and equity throughout the Plan and commended the Draft Plan's emphasis on multimodal transportation, including transit connections, improving bike and pedestrian infrastructure, and increasing accessibility and wayfinding. *"Improving access to terminals by looking for opportunities to incorporate improved bike and pedestrian infrastructure in terminal preservation and improvement projects through connecting to local trail and path systems."*

Pierce Transit	Submitted a letter asking WSF to consider including a broader discussion of ongoing partnership opportunities for passenger-only ferry planning and programming. They included specific input for the Final Plan, including: adding language in the manage growth section to include coordinating with passenger-only ferry operators for planning future growth at shared facilities, supporting first-mile/last-mile connections and expedited electrification at Point Defiance/Tahlequah, disseminating schedules that are compatible with application developers and transit operators, and coordinating with Pierce Transit for improved terminal operational efficiencies. *"Pierce Transit sees itself as a partner in providing the first-mile last-mile solution to ferry travelers and supports efforts to provide seamless connections. "*
Save Our Marsh (Edmonds based group)	Submitted comments recommending converting the former Unocal property to a wildlife reserve to augment the Edmonds Marsh Sanctuary and allow for salmon-bearing streams across the property. *"There is substantial support in the Edmonds community for the Edmonds Marsh and for a wildlife sanctuary."*
San Juan County Council	Voted unanimously to support the Long Range Plan. They supported immediate actions on constructing 16 new vessels, completing two SOLAS vessels, terminal improvements and seismic upgrades, improving Level of Service and expanded capacity in San Juan County, and transit connections. *"For the record, San Juan County Council voted unanimously to support the Long range plan and the comments presented by the San Juan County FAC."*
San Juan County Public Works	Submitted comments supporting a partnership between WSF and San Juan County Public Works. They supported building new vessels immediately, improved technology for customers, continued collaboration with Ferry Advisory Committees, and expanding the reservation system. *"Funding and implementing this plan will ensure WSF will be able to 'deliver the goods' will into the future."*

San Juan Islands Visitors Bureau	Provided a letter supporting recommendations submitted by the San Juan County Council and San Juan County FAC (see above). Their requests included building new boats to maintain reliable service, maintaining at least one service relief vessel at all times, gathering data to identify individuals who are using ferries (residents, seasonal residents or visitors) and coordinating vessel maintenance with large festivals and events. *"Build new vessels, but whether new or old, our ferries need to be reliable."*
Seattle Department of Transportation (SDOT)	Submitted a letter supporting Draft Plan elements including: implementing the accelerated vessel replacement and expansion plan, improving accessibility in and around the terminals, expanding onboard passenger capacity on the Bremerton and Bainbridge routes, improving overhead loading in Bainbridge Island, promoting shifting travel away from busy peak commute periods, and moving to new hybrid-electric technologies. They would like to partner with WSF to ensure traffic mitigation, planning and preservation work at the Fauntleroy terminal, expansion of vehicle reservations at Fauntleroy and Colman Dock, use of larger vessels at Fauntleroy, and the continued construction of Colman Dock. *"...continued encouragement of shifting travel away from busy peak commute periods to use available vehicle capacity on existing vessel sailings at other times of the day."*
Sound Transit	Submitted a letter identifying benefits of Scenario A for the Edmonds/Kingston route, expressing their willingness to maintain or improve Sounder transfers as improvements to the Edmonds terminal are evaluated, supporting promoting mode shift by aligning to transit schedules, adding overhead loading at the Clinton terminal, supporting transit integration improvements at the Fauntleroy terminal, and supporting the opening of the improved Mukilteo terminal. *"By increasing the frequency of service, Scenario A would provide the greatest benefit for our shared customers."*

Next steps

All comments received during the comment period will inform the Final Long Range Plan. WSF will submit the Final Plan to the Legislature in January 2019. The Community Engagement Summary will be included with the Long Range Plan and public comment will help inform and support decisions and actions to implement the plan.