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Washington State Ferries: wsdot.wa.gov/ferries

Fauntleroy/Vashon/Southworth route changes: wsdot.wa.gov/ferries/outreach/triangle

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SPRING
2020

Sailing Schedule Improvements

Fauntleroy/Vashon/Southworth (The Triangle) Route

On March 31, 2019, Washington State Ferries implemented a revised sailing schedule on the Fauntleroy/Vashon/Southworth route, the first major schedule update in 15 years. The revision better accommodates a third Issaquah Class vessel, improves overall service reliability, and ensures the route better fits the needs of a growing region.

During the robust, two-year public process to revise the schedule, WSF promised to continue monitoring the performance of the route.



- Fall 2016:** Community meetings to gather comments on how to improve Triangle route
- Winter 2017:** Triangle Task Force established
- Winter – Summer 2017:** Triangle Task Force recommends “short term fixes” for Fauntleroy Terminal operations
- Fall 2017 – Winter 2018:** Triangle Task Force focuses on long-term planning and sailing schedule changes
- April – July 2018:** Triangle Task Force reviews morning and afternoon sailing schedule concepts
- August 2018:** Triangle Task Force and Ferry Advisory Committee workshop to review schedule concepts
- September 2018:** Outreach to stakeholders and transit partners
- October 15, 2018:** Draft sailing schedule released for public comment
- October 23–25, 2018:** Public open houses in Fauntleroy, Vashon and Southworth
- November 9, 2018:** Draft sailing schedule public comment period ends
- December 2018:** Final sailing schedule released
- March 31, 2019:** Spring schedule begins; new schedule takes effect
- April 2019 – March 2020:** Monitor new schedule
- March 29, 2020:** Spring 2020 schedule begins with minor adjustments

New Sailing Schedule: Performance Highlights

With the new sailing schedule, we are moving more cars. During the spring, summer and fall seasons, the average number of vehicles per sailing during the peak afternoon commute period increased from 98 cars per sailing in 2018 to 121 cars per sailing in summer 2019.

Tollbooth STATS

2018 vs 2019

weekday average of **780** VEHICLES
spring, summer & fall schedules

weekday average of **790** VEHICLES
for summer schedule only

weekday average of **848** VEHICLES
spring, summer & fall schedules

weekday average of **892** VEHICLES
for summer schedule only

“I just wanted to let you know. I have noticed a great deal of consistency in direction of traffic onto the Fauntleroy/Vashon run lately. I have complained about the lack thereof in the past, but it is clear you guys are making an effort and it is working well. Thank you!”

Paul B., Vashon Island

What we heard

Since spring 2019, WSF has seen a decrease in negative feedback about the sailing schedule and operational performance of the Fauntleroy/Vashon/Southworth route. Customer comments are generally more positive. We've seen a:

- Decrease in negative comments regarding the schedule
- Drop in complaints related to on-time performance
- Reduction in complaints about loading/unloading at the Fauntleroy terminal

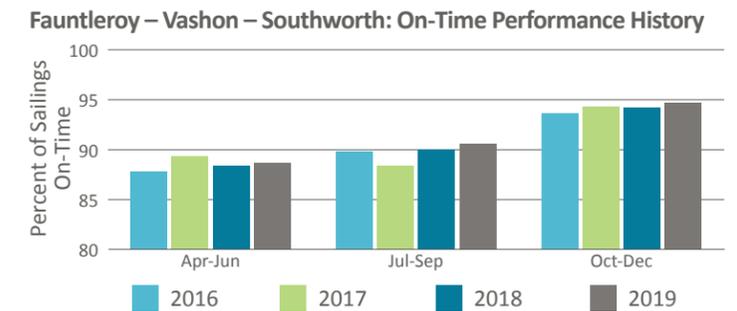
What changes are included in the Spring 2020 sailing schedule?

To respond to comments from customers and employees and to continue to make the route operate more efficiently, WSF will make two adjustments beginning with the Spring 2020 sailing schedule.

Vehicle allotments for eastbound morning sailings updated to match demand

Based on the utilization patterns for the spring, summer and Fall 2019 seasons, WSF has adjusted allotments for several morning sailings. These changes keep the total capacity for Southworth and Vashon the same overall, make slight changes to allotments to align with travel patterns. WSF will continue to monitor allotment utilization and to make adjustments as needed.

On-time performance has increased marginally since the new schedule started.



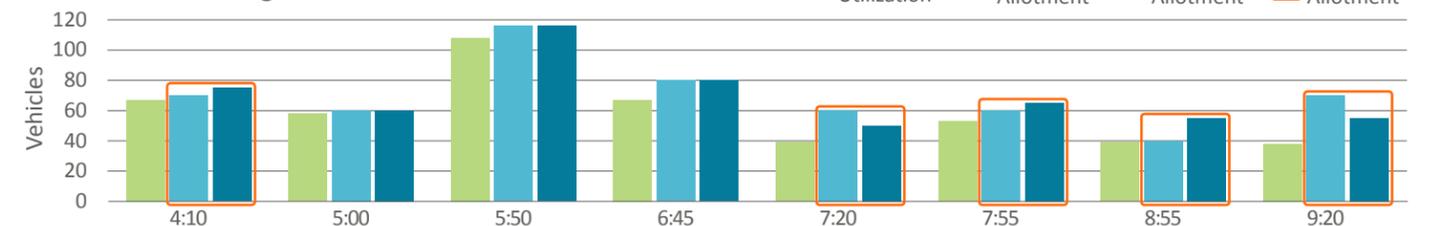
Some Southworth to Fauntleroy passengers will change vessels on Friday nights

All customers on the 9:30 p.m. sailing from Southworth to Fauntleroy will switch to a different vessel when they arrive at Vashon Island.

- Walk-on passengers will exit the vessel they arrived on and briefly wait at the Vashon terminal before boarding their new vessel.
- Passengers driving aboard will be directed off the boat by terminal staff and repositioned before boarding the new boat.
- Once aboard, crews will then load all Fauntleroy-bound Vashon customers before departing for Fauntleroy.
- Late night sailings have shifted 5 to 10 minutes later to allow time to switch boats and still stay on time.

This adjustment allows WSF crews more time to perform needed maintenance and, in turn, helps us provide more reliable service for our customers on the route. By switching ferries on this one sailing, it spreads vessel “downtime” more evenly among the three ferries that operate on the Fauntleroy/Vashon/Southworth route to provide more opportunity to perform maintenance.

Southworth: Morning Allotments & Utilization



Vashon Island: Morning Allotments & Utilization

