

# Appendix A: Fall 2018 public comments

The comments below represent transcribed comments, collected in-person at open houses, by mail, online, and email between September 10 and October 25.

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|-----------------------------------------------------------|-----|
| Part 1: Comment form questions (paper and online)         |     |
| A: Reliable service . . . . .                             | 23  |
| B: Customer experience . . . . .                          | 39  |
| C: Manage growth . . . . .                                | 59  |
| D: Sustainability and resilience . . . . .                | 96  |
| E: Implementation and investment . . . . .                | 113 |
| F: Additional comments . . . . .                          | 122 |
| Part 2: Emailed comments . . . . .                        | 125 |
| Part 3: Verbal comments . . . . .                         | 132 |
| Part 4: letters from agencies and organizations . . . . . | 158 |
| Part 5: other comments . . . . .                          | 247 |

## Part 1: Comment form questions (paper and online)

| Comments on reliable service                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <b>Anacortes/Lopez/<br/>Orcas/Shaw/<br/>Friday Harbor/<br/>Sidney</b> | <ul style="list-style-type: none"> <li>• Well, ferries not working certainly has a growth limiting effect on the San Juans.</li> <li>• Good job done this year when boats went down. Cancellations of Sidney run was the right thing to do. Thanks.</li> <li>• Due to an aging fleet, the last two summers on the San Juans run has been difficult. Islanders choose to stay home, rather than risk cancellations and delays. I was very disappointed in having the International run cancelled for over 1 1/2 weeks over the Labor Day weekend. I had made reservations weeks prior to vacation in Victoria with several out of state guests. We were scheduled to catch the August 30th run to Sidney. The boat was postponed until the 31st. We cancelled our first night reservation. The ferry was again postponed until Sunday, Sept. 2nd. We cancelled our entire plans. We were extremely disappointed.</li> <li>• I cannot tell you how bad the service has been over the past 58 years! We seem to be the last on the list for new ferries, scheduled maintenance, taking our ferries when other routes' ferries break down. We are the only route other than Vashon that depends on the ferry system. It is our road! When you go to no reservations due to lack of ferries because of long overdue maintenance issues, that puts an undue burden on those of us who live in the San Juan Islands!</li> </ul> |

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| <p>Anacortes/Lopez/<br/>Orcas/Shaw/<br/>Friday Harbor/<br/>Sidney (continued)</p> | <ul style="list-style-type: none"> <li>• If the Hyak is being removed from service in 2019, which boat is replacing it on the San Juan run? The current situation with only 3 boats serving the San Juan route and the cancellation of the Sidney route is not acceptable. This is a crisis and the head of WSDOT and the legislature must realize this. We cannot “drive around” as those on Bainbridge can. Maintenance can no longer be ignored, and new boats must be purchased now</li> <li>• We desperately need newer ferries. The San Juans are always getting the old beat-up ferries that are constantly breaking down. This creates such havoc with those who depend on the ferries working and especially running on time.</li> <li>• Our aging fleet is unreliable, and any loss of service impacts all ferry riders and especially ferry-dependent communities. It also severely impacts our tourism economy in the San Juan Islands, not just during the loss of service but for years afterward; potential visitors get the message that our ferries are unreliable and that missed connections are common. Delays and ferry cancellations have become the norm.</li> <li>• The first 5 vessels to be retired are assigned to the San Juans. Perhaps that is why there are so many mechanical failures and cancelled trips. I have lived on Lopez 30 years and it seems this last year has been the worst for mechanical problems.</li> <li>• We strongly support plans to increase the number of vessels and improve vessel maintenance. San Juan County desperately needs more reliable service than we have had in the last two years. The frequent ferry breakdowns, cancellations, schedule changes, and delays threaten our economy and our safety. Construction and tourism are the biggest economic drivers in SJC and the ferries carry the vast majority of visitors and construction materials to the islands. Therefore, discouraging these industries with continued unreliable service will greatly reduce income and employment opportunities for island residents. Unreliable ferry service causes problems for all SJC economic sectors. For example, local farmers (both in SJC and in all counties that supply SJC, including Eastern Washington counties which supply our fruit and produce) depend on the ferries to transport their perishable products to their customers. Residents need to go off-island for specialty medical care (notably pre-natal care), so SJC residents’ have difficulty obtaining medical services when there are ferry cancellations or delays. On a larger scale, the ferries are the principle means for the islands to obtain mutual aid from neighboring fire districts. Because the islands have small fire departments, incidents can quickly strain available resources, but aid can only arrive if there are working ferries.</li> <li>• The “back-up” ferries seem to be broken down frequently. If you are closing routes (Sydney) people are stranded. This is unacceptable.</li> <li>• I note the projected growth of trips and I see that there is an expectation of purchasing new boats. If that just keeps us in the same status we’re in right now, that is no improvement. We need spare boats so that when a boat breaks down there is a spare. Without spares the reliability issue will never be improved. The Ana-SJI runs have taken a big hit on reliability.</li> <li>• My family and I have lived on San Juan Island since 1988. Over these many years, we have traveled on the ferries for work, school-related functions, medical appointments (including radiation treatment M-F for 8 weeks), and other travel/appointments/etc. The ferry reservations have been a good and valuable addition to WSF. However, the reliability of our San Juan Island ferries has not been good. Especially at present when so many ferries are out of service and our schedule is reduced and no reservations available. Also, the new ferry, Samish, has consistently had problems and been out</li> </ul> |
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Anacortes/Lopez/  
Orcas/Shaw/  
Friday Harbor/  
Sidney (continued)

of service. WSF is part of our highway transportation system and the ONLY way for island residents to travel to the mainland in their cars. It can be challenging enough to travel by ferry, but hardship is created when ferries break down or are pulled from service without adequate back up. Imagine waiting weeks or months for a medical appointment on the mainland and then learning that the regular ferry schedule has been suspended and dramatically changed. Extra expense, time and effort is required to change plans and travel off island the night before and pay for a hotel room. Not only do we pay taxes for WSF transportation services, our highways, but we also pay substantial ferry fares. Please consider the extreme impact on those of us who have no other way to travel to the mainland and provide island residents with reliable and steady ferry service. Thank you.

- I appreciated the alternative schedule and Sydney cancellation during the breakdown this summer.
- Reliable service has been a problem in the San Juan Islands - especially during the past two summers. The plan addresses some of the problems, but our newest ferry has had several significant problems, including hull corrosion. I don't know if this is an expected pattern, but I hope the problems will become less frequent in the newest ferry.
- San Juan Island routes have been terribly unreliable, breakdowns have been frequent. When you miss a ferry to Lopez, it is several hours before the next one.
- I do not consider the ferry system to be reliable as far as sticking to its established schedule. I have waited over 4 hours to leave Orcas Island due to ferries being pulled for maintenance or due to unforeseen issues. I support the draft plan's mandate to add relief vessels to mitigate these circumstances.
- The average age of the ferries on our route in the San Juan Islands is 40+ years old. That said, WSF does a decent job of keeping these relics running, and modestly on time. We are however impacted with unreliable service during the summer months, when residents and businesses need dependable schedules the most.
- Keep the boats running, especially to Sidney. I use that route often...sure hurts when the boats don't run that route.
- Please accelerate the draft Long Range Plan to build new, quieter, plug-in hybrid-capable ferries. The Anacortes/San Juan Islands/Sidney BC ferry route always bears the burden of reduced service when WSF's unreliable ferries break down and when routine repair and maintenance is necessary. This ferry-dependent community needs new, reliable ferries ASAP.
- As I have said we need the ferries because it is our road. We need larger ferries and more dependable ferries. The system is not working for the San Juan Islands!
- I didn't see any 'near term' investments in Anacortes/San Juan routes (Plan Implementation timeline on page 99). With an aging fleet, the risk of continuing service disruptions is highly likely to go up. It seems to me the main beneficiaries are the San Juan County businesses, might want to give them a chance to fund standby vessel?
- My family owns property on Lopez Island and we have been traveling and spending summers there since the early 1950s. The last time we visited, several ferries were inoperable and had hours-long wait times. It was very inconvenient, I can't imagine trying to get to a job or having to live like that day to day. It is obvious that the ferries need to be updated and more money needs to be put toward a more modern and sustainable fleet today. Also, the ferry vessel traffic noise is detrimental to the

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| <p><b>Anacortes/Lopez/<br/>Orcas/Shaw/<br/>Friday Harbor/<br/>Sidney</b> <i>(continued)</i></p> | <p>southern resident Killer Whales and they are a species that I hold very close to my heart. I would be willing to pay a higher crossing fee to protect the whales and their home.</p> <ul style="list-style-type: none"> <li>• The need to service old boats. This week this has drastically hurt the attendance to the Friday Harbor Film Festival with many cancellations due to unreliable scheduling and insufficient service, which is very regrettable. The fleet needs to be upgraded so that extreme maintenance is not needed as often. Also, the insensitivity to the needs and communication with Friday Harbor Visitors Assn. was unnecessary and could have been avoided with better planning and concern for islanders who have no reasonable choice but to use the ferries.</li> <li>• The schedule to build new boats is inadequate. New boats must be built now! That is the number one priority for WSDOT and the legislature. I would call our situation in the San Juans an emergency. When the I-5 bridge over the Skagit River collapsed a few years ago, WSDOT was able to mobilize, cut red tape and quickly get that bridge replaced. The same thing must happen now to get new reliable boats to the San Juan route. The rule to have new boats built in Washington State should be temporarily suspended and at least 3 new ferries should be purchased and put into service in the next 12 months. We cannot wait to make another plan and then 4 more years to get the boats built. That is not fair to the maintenance staff and the engineers who try to keep these going.</li> <li>• San Juan County Public Works is dedicated to working cooperatively with WSF to develop projects to enhance terminal operations and customer access to terminals. The interface between terminals and county roads provide opportunities to create operational efficiencies, better access for WSF customers, and improved safety features as demand for service increases into the future. I suggest that a joint WSF/ SJCPW team of operations and engineering staff be formally created to meet semi-annually to discuss and promote such opportunities. Building new ferries immediately is an absolute necessity. Five of the oldest vessels in the fleet are traditionally assigned to the San Juans. Extending the current Olympic class contract is the first order of business. The design and layout of these vessels is the best thing that has come along in many years for WSF. The legislature should waste no time in the next session approving and funding extension of the Olympic class contract as outlined in this plan.</li> <li>• I have read the plan and agree on most of it, but a new vessel construction plan has to be paramount. It is grossly inadequate as planned. We need new vessels built yearly for the next several years. We have to go out-of-state (change the law), only one shipyard in Washington cannot do the job. I find free enterprise needs to be working to keep the cost down. The State Legislature has to realize that the state transportation department in 1951 guaranteed the residents of the islands a road to market, when they took over the Black Ball ferry line. This road is disappearing faster each year. As a 90-year-old senior and having lived on Lopez Island for 72 years I find the need getting to the doctor, important meetings, and shopping on time more vital every year. The state of Washington needs to fulfill its commitment to the residents of the San Juans and other islands.</li> <li>• Could WSDOT provide accommodation when ferries break down and folks are blocked on islands (orcas for example)?</li> </ul> |
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| <p><b>Faultleroy/<br/>Vashon/<br/>Southworth</b></p> | <ul style="list-style-type: none"> <li>• The ferry system should be viewed as part of the state highway system from a standpoint of moving commuters around the Puget Sound. And in particular with sensitivity to the fact we (Vashon Island) do not have an alternate “route” as do other locations.</li> <li>• Do not short change Vashon as we have to rely on ferry service unlike Kitsap riders who can choose to drive around if needed.</li> <li>• I believe that the purpose of a highway system (roads or ferry) is to allow movement from point A to point B with as much care and concern for the user. Most (if not all) Vashon residents rely on the ferry (our roadway over the water) as our ONLY means to access the mainland. Whether it be for appointments, air/train travel, events, more reasonably priced services such as bulk grocery purchases, gasoline, and something as simple as a pair of shoes, we must take the ferry. The Vashon School District is dependent on the ferry for students, teachers, and sports. Currently, deliveries of a more substantial needs, such as a refrigerator or a service call for a wood stove (only heat source) or appliance, are only offered one day per month since the travel time is too cumbersome for the facilities. Then there are the gasoline and grocery delivery companies and their needs. Having employees spend the night on the mainland in order to catch a ferry is unacceptable. These are basic needs and critical for simply living. Reliable service is a basic need and our only lifeline to the mainland is the ferry. In addition, Airlift insurance is looking to become almost mandatory to be assured that when we have a 911 call we will get treatment ASAP. That is a lot to ask and take into consideration the many residents on limited budgets. In addition, the community has more and more residents approaching their senior years and to ask them to increase their time away from home travelling to and from off island appointments is a burden and an atrocity. We as a community rely 100% on the ferry: every day, all day, not just during commuting hours or holidays. We cannot drive around or use an alternate route.</li> <li>• You will not be able to please everyone at Vashon and Southworth. There needs to be tradeoffs on both sides to make the changes to increase reliability. Make the changes and move on. People will eventually adapt and get through it.</li> <li>• I’m not a frequent rider of the Faultleroy-Vashon-Southworth ferry (I live in the area), so don’t have a whole lot to comment on re: reliable service.</li> <li>• You’re killing Vashon Island as a viable place to live!</li> <li>• WSF seems to be focused on catering to the higher revenue generating routes. The fact that the Triangle Route is so broken and being ignored in this plan is just plain wrong. This neglect has gone on for years and WSF knows it will only get worse with the increased demand. We all pay taxes for the entire ferry system. Vashon residents essentially pay for the Vashon routes twice (indirectly through taxes and directly through fares) and Vashon pays more directly for the Triangle Route because we represent a majority of the ridership on the Triangle Route. Southworth pays more for the entire ferry system than Vashon due to population size, but they also have other direct route options, both ferry and road. Vashon, as a more isolated community is subsidized by other parts of the state, but so is every other rural area in the state! My tax dollars pay for roads and highways in the far west/north/east parts of the state that serve a bunch of little tiny communities and I will likely never drive on many of those roads in my lifetime. Should we allow those roads to deteriorate to the point that residents cannot access their homes with any reliability? Of course not. All residents of the state pay for reliable transportation. Period. No one population is more deserving of it than any other. Just because some tax payers may contribute</li> </ul> |
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| <p><b>Fauntleroy/<br/>Vashon/<br/>Southworth</b><br/><i>(continued)</i></p> | <p>more does not entitle them to enhanced access at the expense of other communities that may be dependent on those highways. Fix the Triangle Route and give both Vashon and Southworth more service!</p> <ul style="list-style-type: none"> <li>• Early morning routes off north end of Vashon to Fauntleroy generally ok. We use the Vashon/Fauntleroy run daily for two cars.</li> <li>• 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.</li> <li>• Getting more relief vessels earlier would have the greatest impact in my opinion because they can be deployed across the system where there is a need. Terminal projects would only help one area at a time.</li> <li>• With an increase in reserve boats, staging a boat at Vashon would mean a quicker replacement to restore service levels when there are vessel breakdowns.</li> <li>• Service reliability needs to be improved. The expansion of the fleet to incorporate more refit relief vessels is a step in the right direction. The Supers and Tillicum need to be replaced as soon as possible.</li> <li>• The F/V/S route seems to be the first route to lose a boat to other routes out of service. It's disappointing, but I do appreciate the acknowledgment that the fleet and employees are a huge part of a successful plan. I also value the sustainability initiative, but hopefully this doesn't come at the expense of speed of crossing - especially since Southworth doesn't have a boat to downtown.</li> <li>• We need a better solution at Fauntleroy. The draft plan is insufficient, causes unnecessary delays, and impacts those living on or near Fauntleroy to boot.</li> <li>• Weekends in summer months are a disaster with 2-3-hour waits coming from Fauntleroy to Vashon. Rest of the year, Thursday and Friday afternoons are similarly unreliable with long waits to leave Fauntleroy. As a full-time resident on Vashon this severely limits our ability to leave the island and return in a reasonable time fashion.</li> <li>• Sustainability is secondary to the issues we are currently facing...and the plan does not convince me that we've a way out. Convince me of the improvements to help with 2+ hour wait times at Fauntleroy and then we can talk about renewable resources. WSF needs to earn customer trust before planning for such investments.</li> <li>• There is no such thing. You people continually go out of your way to inconvenience Southworth. Left again today with space available on the always tardy 4:20pm run. This is the absolute worst example of ability to operate a public transportation system.</li> <li>• I do not consider the Vashon-Fauntleroy route a reliable service. I never count on it at times when I'm going to catch a flight or some other important event. I find someplace to stay in Seattle because the number of times that we get cancellation notifications is so incredibly frequent it is too nerve racking. Either cancelled or boats being late. It is appalling how frequent this happens and it's a shame for those of us living on the one island where you can't drive around or get off of it any other way.</li> <li>• Wait times at Fauntleroy for boat to Vashon are far too long</li> <li>• I hope that you can improve the reliability of the triangle route. It seems like I get a notice every day that the boats are delayed at Fauntleroy and there are increasing delays from Southworth on the weekends as well.</li> </ul> |
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| <p><b>Faultleroy/<br/>Vashon/<br/>Southworth</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• Reliable boats will help significantly, or getting a spare boat repositioned quickly would mitigate cascading delays the rest of the day. Reliable loading at Faultleroy would greatly improve the triangle route (F/V/S). The wild card for the triangle route is emergency/medical transport.</li> <li>• When improvements to the dock at Faultleroy are implemented, there must be some provisions made for increased capacity. During the summer months especially, the reliability and on time performance of the route is very poor.</li> <li>• Why is the Triangle Route not being fixed with the new Washington State Ferries Long-range Plan? WSF acknowledges that the route has the worst performance. We routinely have two - three hour waits during the week throughout the entire year, not just in the summer anymore. Contrary to the popular line being repeated by WSF officials, ridership is not at historic levels - going back to 2003 - 2007 it was higher, and the Faultleroy terminal was the same size. So, what is different today? The answer is that operationally things have changed. Things that WSF could easily change back. So, why not revert back to what was proven to work (for decades) while a "modern" solution is being worked on? The fact is that Vashon riders still outnumber Southworth riders and island access to the mainland is critical to the health, well-being, and economic vitality of the island community. Any idea that does not expand service for both Southworth and Vashon communities is not a solution. It is merely changing the conditions of the problem.</li> <li>• Additional dock space at Faultleroy would reduce congestion. As a senior, I am hesitant to drive to Seattle for fear of having to wait in line an hour or more.</li> <li>• The service is fairly reliable considering life and weather and accidents happen. The biggest issue from my perspective is how you support expanding the dock at both Faultleroy and Southworth to allow fully loaded boats and run as efficiently as possible.</li> <li>• WSF doesn't have reliable service leaving Faultleroy. It's the worst performing route on the entire system. The plan outlines the issue - the size of the dock but doesn't nothing to fix it. The State and County own the tidelands immediately North of the dock, you could triple the width of the dock without using eminent domain. Alternatively, you could double the length of the dock and still be in reasonably shallow water.</li> <li>• The Faultleroy dock is too small to accommodate the recent change of scanning at the toll booth. Boats are not being loaded fully. This is causing longer waiting for customers.</li> <li>• When boats leave half full of cars lined up on Faultleroy we, the consumers, are not receiving reliable service. I was in a line up to the 76 Gas Station last Friday, September 14th. After waiting over an hour, I finally made it to the dock and on to the 4:45 pm boat. My father, a 70-year-old diabetic, was in line back at the Kenny Retirement home. Instead of filling the already late boat, it left half empty. It is outrageous to me that this state service, which we pay for through tax dollars and also our tickets could skip actually servicing the customers - ferry riders. Leaving open spots on the boat while cars slowly trickle down the dock is unacceptable. Your job is to move passengers. The Long Range Plan fails to address the inadequate loading process at Faultleroy. The stop at the booth system, implemented last year, has only slowed loading and WSF continues to prioritize sailing schedule over filling boats. WSF plans to add ferry capacity, but currently capacity is not being maximized. Something needs to be done to speed up loading and fill the boats! So many things could be done such as investing in portable scanners to scan up Faultleroy or offering a bypass lane for card holders. It's unacceptable that these simple solutions have not been engaged.</li> </ul> |
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| <p><b>Fauntleroy/<br/>Vashon/<br/>Southworth</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• Vashon size and growth is huge. Why preference Southworth ever? Southworth is adjacent to Langer and growing communities for medical care, commerce, etc.</li> <li>• Cost to run ferries is growing. Why not leverage dock and boat infrastructure for alternate revenue streams? See Vancouver Island terminals and boats for attractive places, to capture tourism dollars. WSF does about the worst job possible - lots of room for growth! Unclear how Fauntleroy earthquake retrofit will also address growth. Where is the innovation? Please look to ferry served communities for recruitment. Young people who are not college bound could be great candidates. Use job flexibility or other incentives to attract talent. Money is important but not the only thing.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p><b>Mukilteo/Clinton</b></p>                                              | <ul style="list-style-type: none"> <li>• I primarily use Mukilteo-Clinton ferry. I have not experienced any extreme delays.</li> <li>• I do not think the Kittitas will last 60 years.</li> <li>• My/our concerns re: “reliable service” are in relocation to the number and length of “breakdowns” invading the new ferries on the Muk-Clin and P.T./Coupeville route = not good!</li> <li>• Too little too late. I live on Whidbey. Ferry access is important for access to everything east, including Seattle for medical care etc. And I pay to ride it. I don’t have to pay to go over the North Cascades highway, but I have to pay to use the only road substitute I have from my home, a ferry. And while I pay for my road every time I use it, instead of a system that is growing to meet the need, I get to sit in lines that grow ever longer.</li> <li>• For the most part Mukilteo-Clinton has been reliable - just too busy. I should not have to leave 2 hours before my appointment to make sure I get on the Clinton ferry, not to mention the 2, 3, or 4 boats wait to get back home.</li> <li>• I am concerned about the projected percentage of employees eligible for retirement and encourage inter-agency cooperation to keep ships sailing, while still ensuring high safety standards.</li> <li>• The boats are reliable, but the wait times have so much variability that I cannot reliably leave or return to Whidbey from Mukilteo with any schedule certainty. This is a capacity/process problem. More boats (3 vs. 2) or bigger boats and overhead passenger loading would fix this.</li> <li>• Wait times have been terrible this summer. I understand we need tourists to survive but we also should not have to wait hours on the Mukilteo Speedway with no restroom to be found. Line cutting this year has also been a problem-that is a recipe for disaster. When people are tired, sick, hungry or all of the above you should not have to intervene with an ignorant individual that cares about no one but themselves. An emergency is one thing, knowing and still doing is another. State Patrol should always be in the area.</li> </ul> |
| <p><b>Seattle/<br/>Bainbridge Island</b></p>                                | <ul style="list-style-type: none"> <li>• Getting better; always on board.</li> <li>• The perception rightly or wrongly is that whenever a boat breaks, particularly for the Bainbridge runs, always seems like we get the short end of the stick in terms of where you pull the boat from.</li> <li>• Bainbridge service is pretty reliable but, especially in the summer when we are now flooded with tourists, boats are late due to loading times and overloads.</li> <li>• BI/Seattle service is consistently over-subscribed (vehicles) and late -- every weekend, and most weekdays in the summer. This plan contains nothing to address.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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| <p><b>Seattle/<br/>Bainbridge Island</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• Ok/ sometimes schedules are very unreliable</li> <li>• Investments in new vessels, workforce, and training will be necessary, in order to deliver better customer service and manage growth. Investments in ferries should be considered as high priority versus new traffic lanes on freeways.</li> <li>• Service is not at all reliable! I have been a regular commuter for 18 years and it just gets worse! You have the ability to provide almost instant updates as to waits and boats running behind schedule, yet I have to figure that out looking at vessel watch. I have worked and used the Sunday evening boats out of BI for 10 plus years and this summer has been the worst! I use it because I have to. If there was any other option, I would take it. WSF is not efficient or reliable!</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b>Seattle/<br/>Bremerton</b></p>                                | <ul style="list-style-type: none"> <li>• Outstanding, reliable service for the few times I have taken the ferry. I currently live in Seattle but will hopefully be buying a (first) home in Bremerton in the next five to ten years. I work for the Washington State Ferries at the Seattle headquarters and plan to use the ferry system (either WSF or Kitsap County POF) to travel from Bremerton to Seattle, once I move.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p><b>Port Townsend/<br/>Coupeville</b></p>                         | <ul style="list-style-type: none"> <li>• A more reliable ferry would likely encourage more commerce between Port Townsend/Port Angeles, and I-5 corridor.</li> <li>• Our P.T. boat is fairly reliable.</li> <li>• Whereas the Port Townsend--Coupeville route is technically the most challenging due to tides, shallow water and other issues, I am often forced to drive around when ferries are cancelled. I see no mention of improvements to the Coupeville landing, which would allow larger vessels to safely serve this route. These improvements would be costly but would include: - dredging the channel to allow for larger vessels - upgrading the dock facilities, -enhancing parking.</li> <li>• From the Seattle Times in March 13, 2007: "Ferry service on the Port Townsend to Keystone run has been suspended while Washington State Ferries repair the Klickitat that serves on that run. Crews detected a crack in the hull of the vessel, where water seepage was detected Saturday. Today, ferry officials and the Coast Guard examined and rode the boat and determined the Klickitat should be taken out of service and repaired at a local shipyard."</li> <li>• Sadly, the Klickitat never went back into service and shortly thereafter the other three sister ships were taken out of service never to return. That means that it took over 11-years from the time the first of four vessels were taken out of service to the launching of the final replacement boat - the M/V Suquamish. What happens if one of the Super class vessels springs a leak or for whatever reason the Coast Guard red tags the vessel and takes is permanently out of service? We now know and it is reality in the San Juan Islands - service levels will be reduced and this creates real hardships.</li> <li>• WSF needs to petition the House transportation committee to commit to building new vessels now - unless WSF wants to guarantee how many more years we will receive from the Super class and the Evergreen class vessels. Of course, WSF will not make any guarantees. I will make a guarantee: if the Coast Guard permanently takes any of those seven vessels out of service then we are up a creek without a paddle.</li> <li>• The Governor of Washington is selfishly demonstrating a complete lack of understanding of this imminent threat of reduced service levels from these aging vessels. He is too busy trying to deliver a \$65 billion (at least) bullet train to this region that will carry few passengers. Meanwhile, WSF, which transports 25 million</li> </ul> |

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| <p><b>Port Townsend/<br/>Coupeville</b><br/><i>(continued)</i></p> | <p>passengers annually is acting on borrowed time by operating these Evergreen class and Super class vessels.</p> <ul style="list-style-type: none"> <li>• BC Ferries has delivered more than 12 new or purchased vessels since 2008. It is converting several vessels to mixed fuels (diesel and natural gas). Its fleet is far superior to our dilapidated fleet.</li> <li>• In summary, WSF needs to realize that there is a lack of guarantees of continued service from these seven vessels. WSF needs to stand up to the governor and tell him that he needs to get his priorities straight - new ferries now and no bullet train. WSF needs to provide the members of the transportation committee tours of these seven vessels so that they can understand and appreciate how vulnerable passengers are when these vessels are unpredictably taken out of service. Thank you.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><b>Edmonds/<br/>Kingston</b></p>                                | <ul style="list-style-type: none"> <li>• Some of my above comments touch on these issues. With the population increases, WSDOT Ferries will need to add more boats and runs to serve the increased needs. In addition to the increased levels of service, the needs to be better monitoring and adjusting these levels of service. Clearly Edmonds is being impacted right now with the long waits and the attendant environmental damage.</li> <li>• Over the past 30 years, I have found the ferry service to be much more reliable than any train or bus service. I've always had an on-time experience with the Edmonds/Kingston ferry.</li> <li>• As a lifelong resident of Puget Sound, I truly value the Washington State Ferry System. For the most part, my most traveled routes (Sea-Bainbridge and Edmonds-Kingston) run safely, on time, and efficiently.</li> <li>• Barring unforeseen circumstances the system serves Edmonds Kingston amazingly well for the restrictions imposed by cuts in funding since I-695 was passed all those many years ago. The Edmonds-Kingston boats are usually fairly close to the schedule, except for summer weekends and holidays when they just fill the boat and run back and forth.</li> <li>• Service is NOT reliable and your time frame range is too far off. Some changes should be made immediately to get in place before the 2019 summer season. Mukilteo run always get the new bigger better boats and Edmonds/Kingston doesn't. I've been riding the Walla Walla and Spokane for 40+ years. Ridiculous. And never a 3rd boat for back up when one has a problem.</li> <li>• I appreciate the fairly reliable service on the Edmonds/Kingston run. I wish there could be a backup boat for when the ferries are down.</li> <li>• I frequently drive from Seattle to the Hood Canal area. Over the last five years, ferry wait times on the Edmonds/Kingston route have increased dramatically, particularly on weekends. We now see ferry wait times beginning on Thursday afternoon heading west, and getting back to Seattle via Kingston nearly always means long wait times, usually with WSP passes required to board.</li> <li>• 60 year life span - Since the 6 Issaquah class vessels were built in 4 years and it now takes more than a year per boat, plan on some of them to be 60 year boats and others 50 year boats and plan accordingly with maintenance work on these vessels. 12 week maintenance cycle - Think out of the box on labor. Have some dedicated engine room crews that stay at Eagle Harbor, no travel time, and use the regular crews as crews on the replacement vessel. I.e. a relief vessel that has some staff that travel with it but a large number of the crew are the ones that are on the specific route it is running. This avoids the large budget problems the vessels have below deck with travel time and mileage paid for boats out of there normal locations. Vessels in</li> </ul> |

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| <p><b>Edmonds/<br/>Kingston</b><br/><i>(continued)</i></p> | <p>one part have inadequate funding then in another part we can't spend it all because the construction community can't support the work. Terminals Main- Look at ways to reduce Paint Maintenance cost. Did they look at what Terminals is doing versus what highways is doing for painting of steel bridges? Terminals- 1. Make the Edmonds terminal the seismic hub east side. 2. Look at cost/benefit on how processing of revenue is done. There may be better alternatives that have advantages/disadvantages to land use infrastructure development. 3. Eagle Harbor Maintenance Facility - Convert 2 gangplank walk-on slips to limited drive-on slips and replace one drive-on slip with a new drive-on slip. Workforce - Develop ways of mitigating the travel time and mileage for crews based on vessel assignments. I.e. see comment on expanding 12 week maintenance schedule. I'd like to see bigger boats (more capacity) and more frequent crossings on weekends.</p> <ul style="list-style-type: none"> <li>• Our ferries are aging and need to be replaced. Currently, I am opposed to plug-in hybrids considering there is no charging equipment on the market that will fit the current mooring arrangements. I would rather see a mid-size boat added to the two Jumbo boats on the Edmonds/Kingston route. It would increase the profitability by a lot.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Point Defiance/<br/>Tahlequah</b></p>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p><b>Other</b></p>                                        | <ul style="list-style-type: none"> <li>• The ferries we have currently can't sustain the growth, we need two large (super) ferries.</li> <li>• As a walk-on commuter, I'm generally pleased. However, the routine 1-2 boat waits for cars is troubling. I'm blessed to be able to walk to work from the Seattle side, but for many people, that isn't possible. More boats would be helpful, obviously.</li> <li>• More boats. Fund them. They aren't getting less expensive by waiting.</li> <li>• Yes to more and newer ferries! The state should fund ferries at the same level as other parts of the highway system. They are integral to our state's tourist industry even if not everyone uses them every day.</li> <li>• Build more boats!</li> <li>• Reliable service is the most important thing for WSF to keep front and center. Every business in the Islands depends on it. While it is nice to talk about fancy terminals and more amenities, the bottom line is to build new, reliable boats and get them on line. This does not require reinventing the wheel. Some sort of hybrid power systems would be nice, but in the shorter term, just get a few new boats on line. The 14 billion dollar long term plan sounds ambitious, but way too expensive. Solve reliability issues first, then start terminal upgrades.</li> <li>• As a Jefferson County Commissioner/District 1 County Commissioner has asked "what effect would improving reliability of this service have on tourism, as well as transport of materials for our local business?"</li> <li>• The ferry system is needed. We need to take everyone into account. They all need to use good judgement and think about how things can be made better! There is not a single solution except to use common sense.</li> <li>• We have a beautiful state and waterways. People desire to live, visit, and work in these places that depend on the ferry service. Please rebuild it for the benefit of many.</li> <li>• We need to count on the ferry service - we are dependent on the service living on an island. We need for our ferries to be built well and last a long time.</li> <li>• Haven't taken the ferry for years.</li> <li>• I do not have any expertise or information that would be valuable to this subject.</li> </ul> |

**Other**

- I do not have any issues with reliability. Things happen that cause delays. That's part of life. I ride the ferry daily Monday through Friday for work and if I were driving there would be car accidents and weather issues that would delay me so I understand delays related to the ferries.
- Too many overloads.
- We are angry that our ferry system does not serve us! It is our highway.
- You have no clue.
- Again you are not doing anything to manage growth! As a 20+ year commuter, it is absolute hell and you have done nothing to fix it!
- Very frustrating.
- Nothing in the current system is working "sustainably" and I'm not talking about energy use. I'm talking about the human requirement of mobility to get to and from work, school, medical appointments and everything else. We cannot swim across.
- A complete mess.
- Absolutely horrible. No one knows what they are doing.
- It's not reliable.
- It's how we get to the mainland. If reliable, on time service counts, the experience is unremarkable.
- Terrible.
- This system is simply screwed up beyond repair.
- WSF is incapable of this.
- Instead of usually going through the motions of getting feedback from us, why not actually do something to rectify this dis-functional ferry system. You already know what the problems are and yet nothing ever seems to be done to improve the situation.
- No indication that you really want to improve anything.
- Great reliability - please keep it up.
- The fleet we have now has been around for decades and is often unreliable. Any loss of service impacts all ferry riders and especially ferry-dependent communities.
- Reliability is key for myself and my family as we are now aging so doctor/infusion/procedure appointments have taken a priority in our lives. On time ferry service is key to us making it those important appointments on time. So far, so good in your much appreciated dependability to head to Seattle from home. No complaints.
- Okay service, but not really reliable, but again, we live on a remote island.
- The service is mostly reliable, and I know the WSF staff try hard. On the rare occasions when there is a delay, I don't get too worked up because I know the problem is serious. Considering the demands of this route, I feel WSF does an excellent job.
- Service is always there.
- Overall reliability is excellent.
- Fairly reliable.
- Very good.
- This is fine.
- Always reliable, but at this stage in life I use the ferry infrequently.
- Good.

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| <p><b>Other (continued)</b></p> | <ul style="list-style-type: none"> <li>• Good to very good.</li> <li>• I have been riding the Washington State Ferry's since I was 10 years old (I'm 67) now. It has always been a fun and pleasant trip.</li> <li>• Yes, to reliable, responsible and efficient service.</li> <li>• Doing well.</li> <li>• Excellent.</li> <li>• Excellent service.</li> <li>• Pretty reliable.</li> <li>• Very reliable.</li> <li>• Enjoyable.</li> <li>• Ferry system runs great except for those times listed above.</li> <li>• Glad to see work on improving resilience.</li> <li>• Great job on planning for new boats.</li> <li>• I am not frequent user of the ferry system, and so my experiences have been uniformly satisfactory.</li> <li>• I find the service to be tremendously reliable, and understandably complicated, so the occasions that do not go as planned do not ever seem unreliable. But the best way to make service reliable is by adding more boats, more routes, more often.</li> <li>• I have had nothing but good experiences using WSF.</li> <li>• It's reliable enough for me.</li> <li>• Service is reliable and efficient.</li> <li>• I support the Draft Long Range Plan's recommendation that WSF replace aging vessels and add relief vessels beyond those currently available (for maintenance and repairs without disrupting ferry service).</li> <li>• Update our aging fleet before it sinks.</li> <li>• We are at the bottom rung of the system and no matter how much we complain, nothing seems to be done by the powers-that-be, to correct or improve the system because of the old-age ferry boats. Aggravation and nausea.</li> <li>• As we age, we tend to need to go off island more for doctor appointments, thus making it very important to have reliable ferry service. And, with our aging fleet of ferries, this has become problematic.</li> <li>• Aging ferry fleet and breakdowns need to be addressed as service is not reliable on time schedules.</li> <li>• Aging vessel fleet is a critical infrastructure bottleneck.</li> <li>• As local Islanders, we rely on the ferries for our livelihoods. When ferries are late or out of service, it can ruin the plans and work days of hundreds of people who rely on those services, and plan their lives around the ferry schedule. More reliable ferries would be deeply appreciated.</li> <li>• Erratic - aging fleet makes dependable ferry service impossible, which is a hardship for island residents.</li> <li>• Updated ships.</li> <li>• There should be a larger push to retire boats earlier and build newer boats that are more state of the art and reliable.</li> </ul> |
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**Other (continued)**

- Oh gosh, the last 5 or 6 months have been horrible on reliability, so it is foremost in my mind. Also recalling how bad last summer was. There need to be extra/spare boats in the system. Reliable service requires extra boats in the system.
- We need more back up ferries.
- A “fleet” of “Spares”/”Reserve” ferries must be established to deal with “Breakdowns” and routine/scheduled maintenance. This is imperative!
- Vessel reliability is dependent on a number of factors. Allocate annual maintenance time for each vessel according to vessel class, age, complexity of engineering systems and input from Staff Chief Engineers. One size does not fit all, nor does a set 12 weeks per year as outlined in the plan. Have sufficient back up vessels that are available to fill in for short term emergency relief duty when required due to vessel mechanical problems. These back up vessels are not the vessels in Eagle Harbor undergoing maintenance which then need to have their maintenance period cut shore returning them to a route. These are vessels that are ‘hot’ standby vessels. Contract with Passenger Ferry Operators such as King County and Kitsap Fast Ferries to provide emergency passenger ferry operations when routes have to be downsized and backup vehicle ferries are not available. Invest in upgrades to facility and crafts at Eagle Harbor Repair Facility. This is the backbone of vessel/terminal reliability and this asset needs continuous care and feeding in order to serve the system well into the future. Consider a north satellite maintenance facility to service the islands and other northern routes. This has been looked at in the past without successful funding. This concept reduces the inefficiencies of travel time for crafts to reach their destinations and accomplish the work. It would also have a reduction in overtime hours needs to accomplish the same amount of work.
- 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.
- Has been running late more and more often, due to boats out of service. This makes it hard to plan.
- Generally good, except when a ferry is out of service.
- Need adequate maintenance program to ensure reliability. This need to be done immediately.
- Must provide ongoing preventative maintenance plan to minimize ferry breakdown at peak seasonal use.
- Things should be better if we can keep up with the maintenance schedule including not putting the busiest boats on maintenance during holidays-change the schedule ahead of time. Someone has to be making these decisions by looking at the big picture!
- 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.
- My upcoming reservation just was cancelled due to unscheduled maintenance.
- I agree with better checks and balances on maintaining the ferry vessels, it’s the only way to ensure they continue to be operational and functional.
- There have been significant service interruptions the past 2 summers. Understandable because the fleet is aging. I would expect the difficulties to continue, even increase in the near term. I didn’t see anything in the plan to address that until Key Themes (p166) and that was as a commenter suggestion.

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| <p><b>Other (continued)</b></p> | <ul style="list-style-type: none"> <li>• Not very good service. Boats always late and never full.</li> <li>• Once you're aboard the WSF system, everything's generally fine. It's the ferry wait times that are problematic.</li> <li>• Its touch and go, lately late more than on time.</li> <li>• Overall the service is reliable. However, in the event of thick fog, service has resulted in a minimum of running an hour late.</li> <li>• The service is reliable except when there is an emergency ambulance, or during the months of May-Oct when there is increased traffic for tourists and those staying on island at an AirBnB or VRBO.</li> <li>• I am glad to see that the study recognized the consistent on-time issues with this route, and looks to have various approaches to solve this.</li> <li>• Lots of problems with performance on this route</li> <li>• No comment, not reliable to be on set schedule. Side note: every holiday the large ferry gets taken out of service due to required services. This should be done during off-peak times of the year.</li> <li>• I'd suggest developing relationships with Sea Scout programs to get young people in the WSF employee pipeline. I know it's super complex, but I'd recommend finding a way to add another slip at Fauntleroy when that aging dock is upgraded.</li> <li>• The State ferries needs to have better trained engineers working in the repair yard to keep the fleet running. Too many breakdowns.</li> <li>• 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.</li> <li>• The WSF hiring policy discourages highly-qualified applicants. I have my Third Mate's certification and 16 years of experience as an officer in the Navy. I would be highly interested in working for WSF once I leave the Navy if it was possible to apply for a job commensurate with my certifications and training (i.e. Third Mate) rather than being required to apply for an Ordinary Seaman job.</li> <li>• With 30% of the work force ready for retirement in the next 6 years...what are you doing to automate and reduce dependency on the aging work force?</li> <li>• More reliable service seems to be paramount. It comes up daily using the system. In particular, the service seems most vulnerable to less than reliable service due to construction delays, heavy traffic loading/unloading, medical emergencies, and mechanical failures. Perhaps better anticipation of such delays or a backup protocol that can be implemented faster?</li> <li>• The fact that WSF thinks it can operate the same schedule more or less 365 days a year on the Central Sound routes is either the world's funniest joke or the world's biggest pipe dream. I really don't understand why WSF thinks that load/unload times would be the same in August as they are in February, despite literally decades of missed departures and late arrivals saying that it can't be done. And yet the schedule never changes. That's what we need first and foremost: a schedule that runs from May through September that accounts for busier routes and boats that take longer to load and unload.</li> <li>• Increase passenger capacity rather than vehicle capacity - this would improve load/unload time. Get workers to work on time so the boats can run.</li> </ul> |
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| Other (continued) | <ul style="list-style-type: none"> <li>• 6 out of 10. Good when it's not busy. Poor during rush hour times. I have seen several times when a ferry goes out of service and the two boat schedule is very disruptive. When not enough crew are available that's also a headache. Sometimes I go to the airport and a disruption in service really adds stress to my trip. I do appreciate the emails I get from WSDOT if ferries are late, out of service, etc.</li> <li>• I really want to thank the ferry system and each person who works so hard to serve the public. My vision is that we could create a better way to service the needs of the local island communities. When ferry service isn't executed to plan, the public is at your mercy. There are no repercussions for you. However, when the customer's life doesn't go to plan (maybe we needed to travel short notice, maybe the town traffic or an accident prevented them from arriving to the terminal in the allotted time, etc.) we are penalized for that. I ask for a better way to work together. At the most it would be appreciated if they was a plan to better assist residents of the island. At the least, it would be greatly appreciated if the determined allotted standby spaces were guaranteed for each sailing. No one should have to spend 6+ hours at a terminal. Thank you kindly for your consideration.</li> <li>• Delays, cancellations, noise, pollution.</li> <li>• Get a few new boats in service, then start upgrading terminals.</li> <li>• Frustrated by waiting in line while ferries leave partially loaded.</li> <li>• Have relief boats available. Need more Olympic class boats.</li> <li>• Build more ferries, or run 3 trips every hour between 6 am - 8 pm. It can be done, immediately. We are failing to have enough space boats when there is equipment failure, or regular maintenance as well.</li> <li>• It is not appropriate to have 3 or even 4 hour ferry wait times most of the spring/summer season, and 2 hour wait times even during winter commute times.</li> <li>• The 2018 season saw more extreme wait times than last year, or the year before that -- even though our 2 boat capacity was the same. The statement to me by staff was "the lines are longer." My response: "The boats hold the same number of cars, and the loading time didn't get longer for those same number of cars. Yes, we have longer lines, which is proof we need more car capacity." Hurry up.</li> <li>• Clearly, a more reliable service with extended service would benefit both tourism, and commerce.</li> <li>• Terrible. Too many ferries out of service, too many cascading delays due to maintenance problems. We need new ferries and far better maintenance of existing boats. We need ferry schedules that require no more than a three-hour wait between boats during daytime hours. Thank you.</li> <li>• The ferries, once you've aboard, are fairly pleasant. It's the delays and canceled ferries that play hard on the experience. Also the large gaps in schedule.</li> <li>• Unnecessarily long waiting lines.</li> <li>• I cannot believe this has taken so long to be given priority. New ferries are long overdue.</li> <li>• Better boats that run cleaner and more efficient would be amazing!</li> <li>• Page 53 discusses the workforce. Automation is being planned to reduce labor costs for most other transportation modes. Why is it not being considered more and implemented by Washington State Ferries?</li> <li>• I ride the ferries 5-6 days a week. The future of this system is very important to me. I appreciate your time and the efforts all of you make to keep us moving. Thank you for your time.</li> </ul> |
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| <p><b>Other (continued)</b></p> | <ul style="list-style-type: none"> <li>• As myself being a customer and overhearing other commuters every day, the biggest issue is ferry lines, people shouldn't have to plan their day around a ferry . Our ferries are consistently off schedule, for being the shortest runs seems like the lines are pretty extremes. Large trucks shouldn't be put on the 2nd deck if possible, I've seen trucks hit there mirrors on other vehicles and obstacles sticking out on sides of ferry. Bathrooms are always gross.</li> <li>• Stabilize- the right math is confusing...says grow from 22 to 26 but you have 23 counted in the car chart. Build 2 to replace retiring ships, but only 2 (Tilicum and Hyak) are due for retirement? If you add 2 to stable and remove/replace 13 how do you get to 26? Vessel for the future is nice...where is the automation? Vehicle handling on boards. Preserve terminals is a no brainer, but improvements should list technological advancements in terms of vehicle prolusion. Dock workers and toll booths are outdated. Less focus on workforce development, more focus on automation and technology.</li> <li>• I like that you guys are FINALLY planning on increasing your fleet of reserve vessels. WSF has needed to do this for years! I'm also glad that you're planning on retiring vessels like the Super class and the Issaquah class a bit sooner than 60 years. I'm happy that you're planning to build five additional Olympic class vessels to replace the Supers and the Tillikum. Would be nice if you could have a few 144s that are longer and/or have a larger passenger cabin to replace the Supers with a vessel with the same passenger capacity of 2000 people. But I understand that that will extend the time period required to build a new vessel, and we need to replace the Supers ASAP.</li> </ul> |
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**Comments on customer experience**

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| <p><b>Anacortes/Lopez/<br/>Orcas/Shaw/<br/>Friday Harbor/<br/>Sidney</b></p> | <ul style="list-style-type: none"> <li>• Space between vehicles, [so people] can get out and in cars - safety as well as comfort.</li> <li>• If there were decent bus service (hourly buses that stopped in Seattle, Northgate, Everett, Mt. Vernon, and the Anacortes ferry terminal) you wouldn't need to expand car capacity on the ferries at all. Adding carshare in Anacortes would allow more islanders not to bring cars on the ferry. Also, many off-island trips are to medical centers in Anacortes! A shuttle from ferry to medical center would be helpful.</li> <li>• I feel strongly that Washington State Ferries should work with other Public Transportation agencies, and Amtrak, to support the use of public transportation to and from the Anacortes ferry terminal.</li> <li>• Please encourage more ferry walk-ons by coordinating ferry schedules with public transport and private shuttle services. I learned that the ferry schedule for the San Juan Islands/Anacortes route will change just twice a year in the future. This will facilitate coordination. Thank-you!</li> <li>• No problems with customer experience.</li> <li>• There are some really great people that work on the ferries. I had to leave my home in Friday Harbor unexpectedly. When I tried to return to Friday Harbor from Anacortes I was forced to go on standby. I was 2 hours early to the next sailing. The next sailing was 1 hour late and I was the first car not to make it on. It was very hot, and needed to get home to my son. I was patient because since I was first in line, I knew I would make the next boat. A super kind ferry worker, with dread locks apologized and put a hold cone in front of my car. After two more hours we were informed the next ferry would be late as well and the ferry after that would only take reservation holders. I had been waiting nearly 6 hours at that point. So I went inside to speak</li> </ul> |
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| <p><b>Anacortes/<br/>Lopez/Orcas/<br/>Shaw/Friday<br/>Harbor/Sidney</b><br/><i>(continued)</i></p> | <p>with the attendant. I wasn't rude, I asked her if it were true they were leaving behind all standby cars as I needed to get home to my son. She seemed put out and put off that I would dare ask such a thing. She said, "You, come with me!" She leads me into the Supervisor's office. He was unnecessarily rude. I explained how long I had been waiting, that I lived on the island and didn't understand how he could just pass over the standby cars that were said to have space on each sailing because his ferries were late. The Supervisor was loud and rude. I left in tears. I wasn't hostile in my tone to him, I just needed to get home. So, I went back to my car to settle in. When the next boat arrived, the ferry worker with the long dread locks very kindly said to me, "Don't worry, I have had a rough day too and I am going to do what I can to get you on the boat." I wish I knew that man's name because just his kindness made my day and even if I didn't make the boat at least I felt understood. He was the shining star of humanity and customer service. After waiting for 6 hours I was one of approximately 6 people on standby who got on the boat.</p> <ul style="list-style-type: none"> <li>• Our customer experience has been very good, especially terminal workers In Friday Harbor and Anacortes.</li> <li>• Rarely is there food service on the ferry to Lopez, and there is no food at the terminal. At least allow food carts to park where the old food trailer was located. This summer there were many occasions where people had to wait for 6-8 hours or more with no services except a few sani-cans.</li> <li>• The Lopez terminal has only a couple of sani-cans and no facilities. This is a real problem when ferries are cancelled and/or high-volume times. Property was purchased west of the terminal some time ago and we were told that it would accommodate parking and flush toilets. Nothing has been done with it. Bicycles could be held there while cars unload since there is not enough space along the road to hold the bicycles. The food service was eliminated some time ago and it is a real problem when people wait 3-4 hours on summer weekends. It appears that the Lopez terminal is next to last scheduled for improvement!</li> <li>• The stated goal of the ferry system is to increase efficiency by filling all the ferries. That means more people miss the ferry and are stranded for hours (or overnight). This is killing the tourism industry in the San Juans.</li> </ul> |
| <p><b>Fauntleroy/<br/>Vashon/<br/>Southworth</b></p>                                               | <ul style="list-style-type: none"> <li>• The biggest points are ferry-bus and ferry-passenger only ferry. Signs could indicate next bus arriving at Fauntleroy, or developing schedules in partnership.</li> <li>• Automation of service alerts would be useful. Often I don't receive alerts until well after the initial service disruption. Automated ticketing, including vehicle length and passenger counting, would be hugely helpful to improving the bottleneck at Fauntleroy. If drivers could just drive onto the dock (and waiting boat) without stopping at the tollbooth, the crew would be able to fill the boats and reduce wait times. The Good to Go system that is used for toll collection on bridges seems like it should work here also. Establishing wait time as a performance metric is essential. It doesn't matter to riders if a ferry leaves on time if they are not on it.</li> <li>• Can we use a "Good to Go" type of pass at the ticket booths? The time taken to exchange money, cards, passes and receipts makes it impossible to fill the capacity of the 124 vehicle ferries within the allotted time frame. Dedicating one lane to such a pass would greatly expedite the loading process.</li> <li>• Electronic tolling will go a long way towards increasing throughput at Fauntleroy dock.</li> <li>• I like the move to more electronic ticketing and reservation, speeding up the ticketing and onboarding process will help Fauntleroy Way.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| <p><b>Faultleroy/<br/>Vashon/<br/>Southworth</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• The real issue I see with the Faultleroy/Vashon/Southworth route is getting cars through the toll booths. Automation like Easy Pass would certainly resolve much of the issue(s). Paying for tickets at Vashon and Southworth and not having toll booths at Faultleroy would also be an idea.</li> <li>• Move more cars, move more people, and make more revenue with a pay-to-go system at Faultleroy.</li> <li>• We need transponders at Faultleroy. We need the Good to Go system.</li> <li>• Automate ticketing for cars. Stop the human ticketing that bottlenecks Faultleroy.</li> <li>• Fix the loading process at Faultleroy!</li> <li>• Vashon Island residents and businesses rely on ferries for transportation. We may not be growing as quickly as Kitsap but we have no choices like they do. Going with Southworth means no off-island services will come to Vashon! We can't count on the ferry any longer. It's not serving us. I'm so angry, I can't even express myself. Our house values will erode. Load the ferries efficiently! Get scanners that work.</li> <li>• Landing process for Vashon at Faultleroy still does not work! It did work when exit lane was used for loading. Also, dock personnel need training on clear hand signals.</li> <li>• Bring back the bypass lane for loading at Faultleroy - it would speed up loading in spite of all your reasons why you think it won't work. Having been ,with two cars, a car commuter for full time work off island, since 1988 we have seen it all.</li> <li>• On the F-V-S route the crews are not empowered or motivated to load boats quickly. Better training may significantly reduce dwell times.</li> <li>• Ferry can not continue to block bus stops at WS Rose and at SW Webster. This is no longer safe to use those stops. Also ferry traffic must not block Faultleroy Way throughput. WSF needs to take responsibility for all of the line!</li> <li>• Hire a police officer to walk the waiting line on Faultleroy and take cars out of the line that need to load on the current boat. Have one of the dock workers that are doing absolutely nothing half the time go and help with that. Get a Good to Go system in place. Reinstate the by-pass lane. Get hand-held scanners that work and use them. Collect fares on the boats if you are worried about a passenger or two getting on free. DO SOMETHING to improve filling the boats and getting them off the dock on time. Create a realistic schedule so that people can plan their lives around something consistent. The summer alerts were a total joke this year. Every single day there were delays and late runs. Figure it out people!</li> <li>• Manage growth? The ferry system needs to accommodate this just as every other business, company, entity and organization must manage growth. Too bad WSF doesn't listen to customer input on the ridiculous changes they made at the Faultleroy dock. The most absurd change that was made was the addition of pre-ticketed vehicles having to stop at the toll booth to get another piece of paper and the removal of the hand-held scanners. If the technology wasn't working then fix it! This has resulted in the most unhappy residents of Vashon having to wait behind people needing to purchase tickets and more people have missed boats as a result of this when in the past (which worked just fine for so many years) you knew you could get on a boat because you didn't have to wait in line behind the folks not prepared.</li> <li>• Due to the Faultleroy problems, any investments are a waste of time and money. The #1 problem is the inability to load the ferry at Faultleroy properly. Possible solution: Use some of the land at Lincoln Park as a holding area. (I hate to take land from a park, but in this case, it is the only solution.) Talk with State government to make this</li> </ul> |
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| <p><b>Fauntleroy/<br/>Vashon/<br/>Southworth<br/>(continued)</b></p> | <p>happen, do not simply say it is impossible. If it is impossible, redirect Southworth ferries directly to Seattle.</p> <ul style="list-style-type: none"> <li>• Getting on the ferry in Fauntleroy is unreliable due to the many Vashon riders or parked cars lined up leading to the ferry dock.</li> <li>• Absolutely must put money into plan to improve processing. 6-10 sec./vehicle vs. 1.5-3 minutes not pre-ticketed. Do this ASAP. You can't build a dock big enough to hold 2 destination sailings with reservations at Triangle route/Fauntleroy. Your new fabulous schedule "every boat the right boat, every car the right car" will be destroyed in the 2019 summer due to 50-70% of cars not being pre-ticketed. We can't make a dwell time long enough. Much more economical to be able to process. 6-10 cars per minute (4-5 minutes to fill a boat even with today's size dock) than to try to double or triple the dock size. Fix the processing and get info now affecting what size dock to build. This current system works 75% of the year; and 75% of the hours during the summer busy season. We have a rush hour that is less than the problems commuters encounter on 405, I-5, 99, downtown. Solve the processing problem. Put \$ there quickly! Huge improvement possible for the least \$ investment.</li> <li>• Find ways to pull cars out of line on Fauntleroy Way for single destination sailings, so they don't leave less than full with cars waiting up in line. Consider eliminating single destination trips.</li> <li>• As a 20+ year Vashon resident, I have seen increasing degradation of ferry service, compared with when we first moved here. WSF needs to find better ways for their employees, and all people involved, to maximize the number of passengers and cars loaded onto every boat.</li> <li>• Better lane management on Vashon to Fauntleroy route.</li> <li>• I use the ferry for my medical appointments in Seattle. I appreciate that Vashon travelers are called ahead in line at the Fauntleroy dock. This has made a huge difference for me. Thank you.</li> <li>• Keeping a "schedule" should never override moving the maximum number of cars at the Fauntleroy terminal. There is no point to a schedule when waiting cars and people are not loaded onto available boats.</li> <li>• Get rid of the ticket booths at Fauntleroy. They are the entire cause of all of the problems we are experiencing.</li> <li>• The failure to load cars and deliver cars to Vashon is not sustainable. Find a way to get cars off the street and into a loading location; train the Fauntleroy staff to work the line of waiting cars on the hill, not just the cars in the loading area that is limited by size and by the kiosk/ticket scanning (It is silly to any objective observer to have two WSF employees working at each kiosk location. The employee paid to tell a car which lane to get into, should be the employee working the hill). Bring back the pendulum schedule.</li> <li>• Being part of a family living near the Fauntleroy ferry dock for the last 58 years, I have seen a lot of growth in the number of vehicles lining up to board the ferry. A lot of this increase seems to be centered around the processing point. Dividing the traffic into Vashon and Southworth as well as the purchasing of tickets seems to contribute greatly to this challenge. One way of speeding up the process, especially with the larger ferries coming, is the elimination of selling tickets to west bound traffic and to have two separate staging areas on the dock for Vashon and Southworth traffic. Instead tickets would be sold to all east bound traffic. This could also include Seattle, Edmonds, and Mukilteo, and would relieve backups in higher populated areas.</li> </ul> |
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| <p><b>Fautleroy/<br/>Vashon/<br/>Southworth</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• Just a few short years ago, the by-pass lane for pre-ticketed drivers and two tollbooths each with a hand-held scanners stationed just beyond effectively processed 5 vehicles at a time. For years this method of operations minimized the impact of the small dock at the Fautleroy. Today, ferry officials claim that making vehicles all vehicles (except carpools &amp; medical priority) process though the 2 tollbooths is not creating a bottleneck and is therefore not the reason that the boats are sailing up to 3/4 empty while the ferry line stretches from the tollbooths up Fautleroy Way all the way up to California Ave, ~1.7 miles. This not only defies logic and basic physics, it is insulting to the riders who have lived through all the recent changes and feeling the negative effects ripple through their lives on a daily basis.</li> <li>• Vashon and Kitsap options should include cross-sound traffic being brought directly downtown or to terminal 5 area with light rail connection/major freeways/no WS bridge. Change your concept. Not “Marine Highway”; now “Marine Transit”. Stop prioritizing vehicles. Make all transit on one refillable card (Orca).</li> <li>• The customer experience is good.</li> <li>• Generally staff are nice. I really appreciate it when an officer or ferry employee pulls Vashon cars out of the line when it’s a Vashon only ferry.</li> <li>• The tenured staff are awesome, friendly, and efficient. It’s frustrating, however, when an entirely new crew delays boats all day because they’re still learning. Is SW a training route?</li> <li>• Ferry workers should smile more - we are their customers! One of your best workers works the 5:45 am route from Vashon to Fautleroy and I typically load the lower right - that worker (wish I knew his name) always is polite and smiles.</li> <li>• Ridiculous question really if anyone from WSF ever spent a Friday late afternoon at Fautleroy or a Sunday morning at the Vashon dock. Customer service would require attention by staff to effectively load cars onto boats, which at Fautleroy requires a lot more than standing in front of the terminal and pointing at a lane; it requires getting cars out of the line of waiting cars on the hill and around the kiosks in order to get them to the boat. I have never seen an employee in the kiosk change their speed or attention to their job based on when a ferry boat is arriving or departing or on how long the line is up the Fautleroy hill. By failing to adjust to the demand, the WSF employees provide no customer service but are a detriment.</li> <li>• The policemen that actually work the Fautleroy dock in terms of actively moving cars along and getting them into a lane that’s moving and loading on the dock are helpful. The ones that just stand there are not so helpful.</li> <li>• WSF employees are stressed out and often times unfriendly, but who can blame them? WSF continues a very unpopular and counter-productive policy of stopping all pre-paid cars at the Fautleroy toll booths, creating an ocean of delayed, pissed-off commuters for the poor dock workers to deal with. Unacceptable!</li> <li>• Better ferry worker training, although it seems to be getting better. Please don’t link all stops in the triangle route. This will worsen existing problems. Everything will slow down for everybody. How can boarding and disembarking be managed without some way to prioritize who goes where when?</li> <li>• Nowhere in the document are the words, “customer service” mentioned. Based on 30 years of commuting through Fautleroy/Vashon, ferry workers and deckhand serving Fautleroy have been consistently surly and patronizing. I suspect this is due to very low morale at this location. It needs to be solved.</li> </ul> |
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| <p><b>Fauntleroy/<br/>Vashon/<br/>Southworth</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• The WSF crew members and dock staff are part of our community, and a huge part of what makes Vashon feel like home to me. Once I get up to the ticket gate in Fauntleroy, I feel like I'm meeting my neighbors. I know there is some room for improvement, but very frankly, it will never be easy enough for tourists! They will always be nervous, make mistakes, need clarification, etc. It's the hazard of living someplace that people all want to see. Any plan that takes one penny to improve ticketing over a penny that would put another boat on a route or another sailing time on the schedule, is money wasted. Easiest is when boats are often.</li> <li>• Automation and technology are miles ahead of WSF! WSF needs to catch up badly and first! Technology is cheap when compared to new boats, dock remodels, schedule changes.</li> <li>• Boarding from Vashon can be difficult when boats come almost full from Southworth. Boarding from Fauntleroy can be very challenging and inefficient due to the outdated technology at the toll booths, and the need to queue for two different routes.</li> <li>• The overall customer experience, despite delays or issues, is quite pleasant. Improvement in local facilities at Southworth and Vashon would be fantastic, as would technology that improves ticketing and adds public wifi, adds more seating during wait times, etc.</li> <li>• Many commuters that can adjust their schedules already have, those that cannot are stuck with the current schedules, or transit connection limitations.</li> <li>• Consider smart-pass or easy pass system for tollbooths to avoid giant queues of individuals getting credit cards processed etc. Expand dock with additional tollbooths at Fauntleroy. Having a backup nearly 2 miles long at times in West Seattle is a hazard to all the traffic in that area. Providing a bigger dock to get the waiting cars off the city streets would be an advantage for all!</li> <li>• Southworth route seems to have more problems than other routes with delays. In the past, by the updates regarding arrival/departure delay have not been updated until after the time of the scheduled arrival/departure. The delay updates are of no benefit as it's too late by then.</li> <li>• Short term fix - Invest in mobile scanning equipment that works to alleviate toll booth bottle neck. Long term fix - Make the Fauntleroy dock much bigger.</li> <li>• I don't consider WSF a Customer Service oriented entity. The people in the toll booths are grumpy, the dock workers are either doing nothing or have the look about them that they hate their jobs, the workers on the boats appear as if they done even know where to begin as there is so much they could be doing. The boats are in such bad shape and disrepair it's really quite embarrassing bringing new people to the island and those ferries are what they have to experience. The customer experience on the ferries is deplorable at best. I love living on Vashon but the entire ferry experience makes me seriously consider whether or not it's a sustainable location. Going into Seattle on the weekends (especially during the summer months) is horrible. This past summer I waited hours and hours even as a walk on passenger because any number of issues that might come up. Going to a 2-boat schedule happens way too frequently for this route and it really makes coming and going a huge challenge.</li> <li>• The boats are in constant disrepair, the restrooms at the docks are terrible, the people working on these boats are unfriendly, unhappy and look unhealthy. The Triangle Route is a joke. The residents of Vashon Island do not respect WSF and have absolutely nothing good to say about it. The service has gotten so much worse over the past few years and it seems as if the plan for 2019's new schedule will create even more disdain if there is a possibility of one of them becoming a reality.</li> </ul> |
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| <p><b>Mukilteo/Clinton</b></p> | <ul style="list-style-type: none"> <li>• Need more pedestrian bike capacity and safe loading for Clinton/Mukilteo service.</li> <li>• 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.</li> <li>• Maintain bus connections from Mukilteo ferry terminal. I am walking on and using transit more and more, but need to get to Paine Field when it opens. Shuttles to events, too! An express Community Transit 113 would be great! (To Lynwood P+R)</li> <li>• The Mukilteo-Clinton ferry is generally on time, but electronic signage in the wait line would give important info to riders.</li> <li>• Better traveler info that doesn't rely on people checking cell phones while driving is needed. Active signs that indicate spaces left could help drivers relax and avoid speeding. Also, queuing could be facilitated with active "boat loading" info, allowing long Clinton queues to turn off cars while waiting instead of fearing on "any second" advancement.</li> <li>• Please update motorcycle priority load procedures so that priority loading is formalized, but please optimize loading procedures. Trikes and bikes with sidecars should not get priority load unless they are present at start of load. They don't fit into corners like regular bikes so there is no efficiency in giving priority mid-load. 1: Start of load - motorcycles, trikes, vanpools/HOV 2: Mid-load - motorcycles, HOV (no trikes!) 3: End of load - HOV, motorcycles (trikes if space allows).</li> <li>• I don't have access to all the information that it takes to make intelligent decisions about how to improve the current customer experience. However, I solve technical and logistical problems for a living, and I feel like I could find a solution to any roadblocks that were put up to my suggestions. For instance, if someone says, we can't change the Mukilteo traffic light because X, I'm sure I could find a solution if I knew what X was... and so forth. Therefore, I would welcome the opportunity to find solutions where some may feel that none exist. I can volunteer some time, up to a point.</li> <li>• "Customer service" on all routes we use is/has been excellent! Kudos to the WSF terminal and ships/s staff!</li> <li>• Almost all of the time the ferry booth and vessel personnel have been courteous and helpful. Occasionally the auto/loading person is unhelpful - but I know they are stressed w/ loading.</li> <li>• I enjoy interacting with all the employees and have found them to be pleasant.</li> <li>• The ferry personnel are friendly and helpful.</li> <li>• I live in Old Town Mukilteo and would like the feel of Old Town to remain the same. Right now we have occasional ferry riders that will race through our neighborhood trying to beat the traffic up to 5th St to get to Everett quicker. We've placed speed bumps, but this doesn't slow down many who are determined to win the race. Please do not allow exiting ferry traffic to come through our residential neighborhood! We do not have sidewalks and we have a lot of younger families moving in with kids that are walking and riding their bikes. Someone will get killed, and it will be a kid, if traffic is allowed to come through our neighborhood. We would like to prohibit left turns coming up the hill on to 2nd and 3rd street. We would also like First Lane to be a one way. Please work with the City of Mukilteo to keep our neighborhood safe! Thank you.</li> </ul> |
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| <p><b>Mukilteo/Clinton</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• On Clinton side we should have automated electronic boxes for commuters. They can give audible ok passes and show trips remaining. Separate line for this to avoid the traveler that has to dig out/find their money after they get to the booth - instead of showing it ready before reaching the booth. Your signs regarding fares are large enough they should be able to read.</li> <li>• 1) Really need efforts made to improve connectivity to land-based transit.<br/>2) Clinton terminal needs a better passenger-only boarding option, STAT.</li> <li>• Current customer experience on Much-Clinton is pretty terrible, but I'm OK with the planned terminal improvements. The overhead foot traffic loading can't come soon enough as far as I'm concerned. It would be great if ferry tickets and Orca cards could be used through an app like an airline boarding pass, with an improved scanner, to facilitate foot traffic. This would also make the current foot traffic improvements that I mentioned above, easier to implement.</li> <li>• Speaking outside of the terminal upgrades on both sides, there are couple of items that need to be dealt with in the short term. The on-time service over the summer was atrocious. Instead of relying on the ferry schedule, I would instead use vessel watch, check when the boats were departing, and then look at where they actually were on the water before heading to the dock. To mitigate the issue of boats running progressively behind schedule (at least somewhat) I see two things that WSF could experiment with. First, the traffic light at the Mukilteo terminal. This needs to be manually controlled to be green during unloading, no exceptions. Get that boat unloaded as soon as possible. Right now, it cycles at least twice during unloading, causing an absolute delay of one minute (or more) each time, and a rolling delay that escalates, just as with a light on a busy road. I realize that the light likely went in or pedestrian safety, but it seems to me that it is routinely crossed against anyway. In any case, this should have no bearing on the obvious time savings that would be realized if that was controlled to be green during unloading. The second issue is loading foot passengers after vehicles on routes where there is no overhead passenger loading. It seems that the summer started out well, with this being the standard practice, but I noticed a bit of a regression as the summer wore on...with more and more loading before and after the automobile loading, with delays realized and progressing, with each event. I've thought about most of the issues that affect efficiency here, so these are my suggestions: <ul style="list-style-type: none"> <li>• Hold all foot passengers until all car traffic is loaded.</li> <li>• In Mukilteo, the summer tourist plus commuter crowds are large, with the turnstiles causing a restriction and preventing timely ticket checking and passage. <ul style="list-style-type: none"> <li>• The solution here is to have the extra WSF employee join the gate keeper and open the bicycle gate and manually scan passes. ORCA cards will have to go through turnstiles, so some traffic directing and behavior changes will be needed as well.</li> <li>• The above is not an issue Clinton.</li> </ul> </li> <li>• Once the huge crowd of foot passengers heads down the dock, they'll need somewhere to go in order to efficiently board. <ul style="list-style-type: none"> <li>• This may mean that the loaders will have to adjust where they put the last few cars on heavy days, or leave off 2-3 cars to give the passengers somewhere to filter through efficiently.</li> </ul> </li> </ul> </li> </ul> |
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| <p><b>Seattle/<br/>Bainbridge Island</b></p> | <ul style="list-style-type: none"> <li>• Keep improving speed of walk-on customer off-loading - sometimes it takes a long time to get those ramps in place. Bikes and motorcycles and cars are already off/ leaving before pedestrians can begin to off-load. (This is in reference to Bainbridge and Seattle)</li> <li>• I've found that my experience to be very good. It would be nice if once could replenish Orca cards at the Colman Dock</li> <li>• I have had nothing but great experiences with the Bainbridge-Seattle route staff these last 41 years but the most touching experience was a few months ago when a woman employee saw that I was feeling pretty rotten after a surgical procedure and, on her own, went and got a wheelchair for me to go sit in and go down the ramp, onto the boat. She deserves a gold star for recognizing my need and I deeply appreciate it.</li> <li>• It doesn't appear to be managed at all. The parking, walk-on experience, waiting area, tourist directions are lacking. Most importantly, there needs to be a safe and non-delay-causing walking route into town for tourists and other walk-on passengers - such as a bridge over 305, pedestrian tunnel under 305 or a gangway that lets passengers off on the "downtown" side of the road so pedestrians can avoid hold up exiting car traffic.</li> <li>• My customer experience at the Colman dock on September 1st was far from pleasant. When returning from Seattle to Bainbridge people resorted to sitting on the floor while waiting for the ferry. This situation was not what I expected to encounter. Not only is it unsanitary but very uncomfortable for me and my senior citizen guest. I realize that the terminal is undergoing remodeling, however, it appears additional seating along the sides in the terminal could be implemented. What is the plan for improving the Customer Experience while the remodeling is undergoing?</li> <li>• Our major concern is the terminal problems, which are very serious now and will get exponentially worse in the near future. The current parking for walk-on traffic is inadequate even during off-peak hours and days. We recently were unable to find a parking space on a Monday afternoon, after Labor Day, and with nothing major scheduled in Seattle. On days when there is a game it gets to be a monumental concern. When there are two events (e.g., a recent Saturday with both a Husky and a Mariner game), you have to get to the terminal by mid-morning or you're out of luck. The lots are poorly maintained, dangerously unlit, with totally inadequate signage. The back-ups on Hwy 305 are exacerbated by the poor signage and lack of directions, especially for tourists. Cars cut into the line at High School road, as well as at Winslow Way. I've seen near fistfights over "ferry line rage." The police won't even bother to try to sort out the tie-ups. There is no way to tell if the lots will be filled when you finally get to the terminal, and if so, how to get back to the waiting area to perhaps drive on the boat. The pick-up/drop-off area is a logistical nightmare! You can't find the entrance (try explaining it to a non-resident!) and the lane is too short and just one car out of line by a foot or two causes a complete stoppage because cars can't squeeze by. At the terminal entrance it is a free-for-all mess, with lost drivers mixing with people trying to let off or pick up passengers (often with luggage), and pushy taxi drivers trying to find their clients, while drivers who turned into the lane to find parking realize they're in the wrong lane but can't get through. The two companies who lease the lots should be forced immediately to re-stripe everything, add lighting, add signage everywhere, perhaps add traffic controllers, add more and better parking receipt terminals, re-think the pick-up area, and re-surface the dangerously old, cracked, up-rooted asphalt (liability issues for trips and falls!). The plan addresses some of these issues in vague and inadequate language,</li> </ul> |
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| <p><b>Seattle/<br/>Bainbridge Island</b><br/><i>(continued)</i></p> | <p>and pushes changes off to the “medium term.” (See pages: 29-30, 59, 60, 64) That is too little and too late! There are major problems right now. And the plan indicates that Bainbridge is “projected to approach or exceed current certified passenger capacities,” with walk-ons expected to increase 45%. Those passengers can’t be served if there is no place for walk-ons to park! Buses and taxis will not be adequate for the non-commute traffic. All of our friends on Bainbridge know enough to avoid the obvious crunch times, but it is becoming harder every year to find a time that allows you to park and walk-on. I hope you will address these issues better in the final report, and increase their priority. The new ships will be wonderful, but they won’t matter if people cannot utilize them because the terminals are inadequate!</p> <ul style="list-style-type: none"> <li>• Also, better links between WSDOT ferries and King County Transit on Seattle side.       <ol style="list-style-type: none"> <li>1) Why not more of a small bus terminal right there at Colman Dock.</li> <li>2) An underground promenade/shopping mall diagonally connecting Colman Dock with 2 Link Rail stations (University and Pioneer Square) on their Mezzanine levels (then saving dumb up and down walks).</li> <li>3) Make people aware it is already free transfer (within 2 hours) between Kitsap Transit and King County Transit buses and link rail. Nobody knows. Also, nobody knows in most cases you can get a Bainbridge Island Ride bus to your door in 15 min, not the 2 hours the brochures say you need to give them.</li> </ol> </li> <li>• It’s always seemed strange to me that there doesn’t seem to be a greater effort made at more directly linking the ferry terminal at Colman Dock with other forms of public transportation to make any transitions more seamless; specifically:       <ol style="list-style-type: none"> <li>1) There should be a major bus terminal right there (as opposed to the token designed bus stops and pull-outs).</li> <li>2) Given that we’ve missed our chance to have a Link Rail Station directly up Marion Ave. from Colman Dock, it makes no sense for all the thousands of riders to walk diagonally uphill to either the University or Pioneer Square Stations and then back down into the stations. The least that should now be done is to learn from any number of great cities (e.g. Tokyo, Shanghai, London, etc.) and carve out reasonably flat diagonal passageways (on Colman Dock level) that would enter directly into the mezzanine levels of those stations (thus saving the wasted up and down walking). Furthermore, if you really wanted to go extravagant, you could put in moving walkways (as in those other cities) and/or carve out a large enough space to accommodate store malls and make the passageways destination places in themselves...just saying.</li> <li>3) I know we said we’re going to tear down virtually the entire viaduct (for safety reasons) and I can understand how it might be too expensive to retrofit and strengthen the entire length, but given that entrance and exit ways already exist to the viaduct at Columbia and Seneca Aves, wouldn’t it make sense to strengthen just that section, keep the on and off-ramps for pedestrians and make it into one big world-class pedestrian-friendly Olympics-viewing walkway?</li> <li>4) Any possibility of partially covering the walkway from Colman Dock to 1st Ave.? Good luck...appreciate all you’re doing.</li> </ol> </li> <li>• On Bainbridge side, for pedestrians/walk-ons: please make a connection from the red walkway that goes across (bridges). The auto lanes area ends up on the west side of car holding area so people can more quickly/easily access the paths along waterfront into Winslow. This would eliminate some pedestrians needing to cross Olympic at this crosswalk- which can take a long time for the light and which also holds up off-loading of cars at this light.</li> </ul> |
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| <p><b>Seattle/<br/>Bremerton</b></p>        | <ul style="list-style-type: none"> <li>• Clear signs should be placed on the boats for drivers to not set their car alarms off. Drivers should be fined if their alarms go off. I can't think of a safer place to park my car than the ferry. It's beyond me why people feel the need to set a car alarm.</li> <li>• More thought needs to be put into seating. During peak rush hours on weekdays some passengers feel very entitled to take up more than their share of seating. Subtle re-education of attitudes may be needed as ridership grows.</li> <li>• The customer service is great too, but paying for a ticket because my U-Pass doesn't cover WSDOT ferries back to Bremerton sucks. That's why I take the fast ferry home!</li> <li>• Please make a better effort to improve the experience of the daily commuter on the Bremerton route by ensuring cell service, work space, and larger galleys. The Kaleetan is the perfect combination and is the Bremerton commuters' favorite design by far.</li> <li>• The biggest complaint is not having cell service or enough tables on the Bremerton route. Many of us who are daily commuters have huge impacts when we cannot work effectively during the hour long crossing. The galley must also be able to accommodate enough adults that would like to enjoy a beer or glass of wine on the ride home. The Chimicum is not a commuter-friendly design and this opinion is shared by all daily commuters on the Bremerton route.</li> <li>• I strongly feel there should be reliable cell service on the ferries. The Chimicum has horrible reception on the same route as the Walla Walla so I know the route itself has reception, there's something about the Chimicum making cell reception non-existent. The car deck and roof of the boat are outdoors and have cell reception. The layout of the Chimicum is horrible. The galley seating is tiny and the layout of the actual galley area is even worse. The workers have no view of the seating area and if there are more than 10 people in the galley it turns into a crowded mess.</li> <li>• My biggest concern with investment is the potential purchase of 5 more Olympic class vessels. Though I appreciate the speed with which the car decks can be loaded, the passenger experience is less than good. First off, there is no or little cellular phone signal reception. As someone who works from the ferry, this is of paramount importance to me. This leads to having to sit outside in order to get a connection. The galley space is cramped, leading to crowded lines, tight quarters, and a generally poor experience. The prison like feel of the galley seating area, its lack of open view, and its limited seating make it impossible to relax at the end of the day. I do not believe that having an open floor plan, with a less cramped galley with more seating would be difficult to achieve. Personally, I love the Kaleetan and Hyak, though designs like the Walla Walla would also be worlds above the Chimicum, etc. Indeed "Chimicum" has become an epithet among my co-commuters, meaning something which promises to be good, but actually makes you feel disappointed. As these boats will be in service for the next 40 years, as they are to serve the public good, as ensuring that the people who use these boats on a daily routine need to be able to use the Internet from inside the vessel, please, please, please push for a redesign of the vessel's main deck.</li> </ul> |
| <p><b>Port Townsend/<br/>Coupeville</b></p> | <ul style="list-style-type: none"> <li>• Am most impressed with loading, unloading, and toll service.</li> <li>• Whatever happens, please see that there is enforcement of the no parking/stopping rules pertaining to the driveways entering Water Street from the condos and businesses along the Water Street ferry holding lane. At times it is very dangerous and difficult to access Water Street. Thanks!</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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| <p><b>Edmonds/<br/>Kingston</b></p> | <ul style="list-style-type: none"> <li>• Need to address issue with apps (like MapQuest and Google) on where they are having people get to terminal and not go to tollbooths (really bad at Edmonds). Also what about ride-sharing locations (Uber and Lyft)? What is our plan?</li> <li>• Please have a bus or some kind of transit from Edmonds ferry terminal to the new Paine field airport. It took me 6 hours to get from Port Gamble to SeaTac by Public transit last month. People in Kingston/Jefferson/Kitsap want to use the new airport in Everett. But I have found no method by public transit to get there.</li> <li>• I believe the signage at the Edmonds toll booth is deplorable (However a former WSF Senior Manager of Customer and Communication Programs told me “it is blinding.” Her words). The print is too small to read from any distance. This causes the infrequent/recreational traveler to stall the paying process and then the loading of the ferry. Those of us who have been behind these people and then are inconvenienced by missing a sailing could scream. I wish there were more ways to let these infrequent riders know the fares and how to pre-pay. Perhaps solar powered signs by Edmonds Park or the wetlands? Online campaign? Reminders on traffic reports on the local TV/radio stations to look at the ferry website?</li> <li>• Concerning use of today’s technology, the LRP should pitch customer information methods like those used at theme parks or European transportation systems, to show wait times, requirement for boarding passes, and purchase time specific tickets. The terrible customer experience during long waits on the shoulders of Highway 104 near Edmonds and Kingston must be resolved. The travel experience involves all elements encountered on the traffic corridor, and the vessels are just one part of the WSF/DOT transportation system. The LRP should add discussion, options, and recommendations for the traffic corridors that feed the ferries.</li> <li>• We not only use the Edmonds-Kingston route the most frequently, we live close enough to the ferry terminal that we have to deal with the traffic that frequently backs up on state Hwy 104 in town. As with anything that happens frequently, one adapts. Better coordination and communication between the WSP officers and the WSDOT ferry workers managing the ticket booths and holding lot would be a real big improvement. Maybe WSDOT ferries should manage the flow of traffic, so that there is some continuity in staff running the operation. Take the money paid to WSP and hire additional staff.</li> <li>• The Plan should layout some specific improvements in service and efficiency using today’s technology. Please consider a user option to collect vehicle fare using license plate reading cameras on selected runs as is now done on the Tacoma Narrows Bridge. This approach might result in no fares being charged for vehicle passengers, but for Kingston-Edmonds route, passenger fares are a very small part of revenue, and passengers never approach capacity, so the impact of no passenger fares is minimal. The automation of toll collection for many riders could reduce the staffing for the toll collection function as well as relieve congestion at the toll booths.</li> <li>• Use wireless technologies and apps. Food service - pricing/menus? Seating?</li> <li>• Some of WSF’s terminals are uncomfortable and outmoded. Despite significant work and investment, the Bainbridge Island terminal still has the same seating it’s had since forever--hard and uncomfortable. The Edmonds terminal has almost no seating to speak of, and there are glass panels on the walls of the overhead walkway that have been shattered since antiquity. In Kingston, the fact that the terminal is partially exposed to the elements, along with the metal bench seating, makes for a very unpleasant, uncomfortable experience. Walk-on passengers deserve an enclosed space.</li> </ul> |
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| <p><b>Edmonds/<br/>Kingston</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• When you renew a monthly pass one an Orca card, the effective update has not been immediate, but it should be. People should not have to renew 24 to 48 hours in advance. An item that's not on your radar but should be are the very loud, pollution-belching motorcycles to which you provide priority boarding, placing most of them at the very front of the boat where their damaging noise can have the greatest effect, especially on the poor bicyclists who are right there with them. You promote the use of motorcycles by giving them priority boarding and positioning, and so there are more of them than if they were boarded with the same priority as cars. This is detrimental to the experience of all the other customers (and the neighborhoods through which these vehicles travel). Take responsibility for this situation and start working on a fix. Many of the motorcycles are well-muffled; I have no problem with them being placed on the front of the boat. Recognize that this is favoritism, a privilege that you confer and that is within your control. At minimum, the rest of us should reasonably expect that the privileged motorcyclists have effective mufflers. You choose to place the motorcycles in front for a good reason (loading efficiencies); you could just as well choose to place a motorcycle elsewhere for another good reason, i.e., for the well-being of your other customers.</li> </ul> <p>On the topic of reservations as may pertain to the Kingston-Edmonds route, I suggest that you try allowing a small portion of capacity to be reservable on any passage where a reservation may be useful. Increase the reservable capacity on weekends (Friday through Sunday), especially during the peak months. This allocation pattern would enable the rank-and-file commuters to not have to make reservations for most trips, while allowing reserves to plan the passages needed for a planned commitment or event in Greater Seattle, or for a wonderful visit to the Kitsap or Olympic Peninsulas. The party who makes the reservation should pay considerably extra for the passage because they are getting something extra. Also, the reservation should be assigned to a particular person at the time of purchase, and that person should show an ID prior to being sent to a priority boarding queue; this will prevent scalping. If the person does not show up for his/her reservation, they completely lose the amount they paid for the reservation. This will prevent most people from making just-in-case reservations. Sometimes a captain sounds the ship horn at a customer's request. That's really startling to many folks out on the open decks. Let's not sound the horn except when necessary for safety. The main restrooms on the ships never smell really clean. I think that the cleaning procedure needs to be reviewed and enhanced.</p> <ul style="list-style-type: none"> <li>• I am totally frustrated by the FROG surveys because nothing changes from the input. It seems the occasional traveler has a bigger voice than those of us who travel 4 to 5 times a week for work or school. On the Edmonds/Kingston route, we must drive on. There is no reasonable way to get to our destinations in Snohomish and King counties. I also wish the new crews at the docks and on the boats would have a better training program. The experienced crews are so much better at loading and unloading with their clear hand signals and arm motions. It is very apparent what they are asking drivers to do on the vessels and in the loading areas.</li> </ul> <p>The Kingston terminal is not an enclosed terminal it gets very cold in the early morning, late evenings, and especially all the time in the late fall, winter, and early spring. It would be nice to have an enclosed terminal for waiting to get on to load the ferry. Please keep in mind to have openable windows so it doesn't get too hot in the enclosed space. Edmonds Ferry Terminal has an enclosed passenger waiting space; of course Edmonds doesn't have enough benches in its waiting area.</p> <p>It has happened infrequently in the past but it would be amazing if the Kingston Edmonds ferry route which does actually produce a profit had a 3 boat ferry service.</p> |
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| <p><b>Edmonds/<br/>Kingston</b><br/><i>(continued)</i></p> | <p>Please stop taking boats out of service in the summer months when you have the highest ridership. Do the maintenance in the winter like the BC Ferries does. And/or have relief both waiting two step in stop taking boats from other routes. It would be nice if the ferry had more electrical outlets all around for passengers to use. Any assistance in improving cellular signal on the ferries during the crossing is a great help. If it all possible to extend the hours of the galley to be open longer in the evenings.</p> <p>It would be nice if there was more general table seating in the galley. Kingston has been swamped by traffic on Sundays every day of the year a three boat service would help with that problem but also ferry workers having the ability to automatically or manually themselves handle the tally system would be appreciative for the town's folk of Kingston. Ferry traffic often clogs up the main artery road and state highway patrolman are not always available to be actively providing tally slips. I believe automation system could be in place for tally service to keep vehicles lined up out of town. The state highway between Kingston and Poulsbo should be 4 lanes for the very purpose of the ferry traffic. It is very difficult to travel.</p> <p>Lastly making sure there's at least a small playground for children that included slides and swings would go a long way while we wait for the ferries to arrive.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p><b>Point Defiance/<br/>Tahlequah</b></p>                | <ul style="list-style-type: none"> <li>• If FACs are one of your important customer experience strategies, measure satisfaction of members of the committee. Otherwise, it's cosmetic. I have not heard good news from FAC members about WSF holding itself accountable to them. Bathrooms at Point Defiance! Partner more effectively with the community, but please do something.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p><b>Other</b></p>                                        | <ul style="list-style-type: none"> <li>• For several years I had to take my father to doctor's appointments in Seattle and he had a wheelchair. The people at the toll booths have always been very helpful and accommodating in making sure we were near a bathroom that was accessible for him. The friendliness and accommodation means a lot. I hope this continues into the future and with new vessels.</li> <li>• I believe there needs to be a significant re-prioritization by WSDOT. Greater emphasis needs to be placed on the needs of those who are not arriving by car. For example, I think it'd be great to have secure bike cages at major ferry terminals, integrated with ORCA at low-to-no cost. For example, if these services existed, a future I could see myself living near the terminal in Bremerton or Bainbridge, walk/bike to the terminal, lock it up without worry, then proceed to my job in Seattle. Maybe I would retrieve a second bike I'd own from the Seattle terminal if my work were a little further away. Currently, I've elected to move to Seattle and not live in the West Sound because I'd still have to own a car.</li> <li>• Evaluate and consider using electronic tolling equipment for vehicle charging upon entering the ferry. All highway modes provide favored treatment for passengers in high occupancy vehicles (HOV). The ferry system penalizes HOV use by charging extra for these vehicles based upon the passengers in the vehicle. If all passengers load in a vehicle that actually increases the efficiency of operation and encourages ridesharing to and from the ferry trip also.</li> <li>• Better coordination with public/private transit would encourage more walk-on passengers.</li> <li>• Need the ferry to tie into transit to the airports better. We especially need transit to the new Paine field airport. I can't find any transit to get there.</li> <li>• As someone who frequently sails boats across ferry lanes, I want to make sure to express appreciation to the crews of the ferries who put up with all kinds of silly, even dangerous, decision making by my fellow boaters. I find the crews to</li> </ul> |

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| <p><b>Other</b><br/>(continued)</p> | <p>be invariably considerate of the smaller boats. Something that might help Island residents during summer months is improving (or better advertising?) public transportation systems between the Anacortes ferry terminal and Anacortes, as well as other popular destinations (Costco, etc.). That way, we could walk on, take public transport to shops in Anacortes (p174 comment). Kudos to the Chair of the San Juan County Ferry Advisory Committee for his excellent guest column in Islands Weekly. Clear writing, and nice invitation to participate in the process.</p> <ul style="list-style-type: none"> <li>• Better communication with passengers as to service delays. Alerts are available but not always timely and frequently passengers on the boat or in the terminals are unaware of current delays. Better coordination with local public transit would be very helpful as well, as to current delays, etc.</li> <li>• Seamless service and transitions between modes.</li> <li>• The ferry system needs to use the existing intercom systems to inform walk-on passengers of any boarding delay. Too often, people start to line-up to board ten minutes before departure. However, the ferry boarding can be later and the passengers have no idea why or what is happening or when boarding will occur. Even if it's only ten minutes late, people are left standing for 20 minutes or more. If you don't feel it is possible to use your intercoms, then install electronic status boards like the airports use.</li> <li>• WSF has been much more forthright with its information, such as the ferry alerts. I love them. Also, WSF has seemed more customer friendly.</li> <li>• I use Vessel Watch quite frequently. Generally, I'm a walk-on passenger, but these updates could be used for vehicles traffic (at the terminals and on the ferries) too.       <ol style="list-style-type: none"> <li>1. Update Vessel Watch to include all destinations in a route, not just the next destination.</li> <li>2. Provide screens showing Vessel Watch that passengers can see (both from cars and in the terminal) to see the status of their vessel.</li> <li>3. Additional, a simple list like a train station could work too, but Vessel Watch already exists and provides more information.</li> </ol> </li> <li>• Many times I have witnessed while waiting my turn for toll booth of people getting out of cars and walking down terminal while driver of car continues thru booth - later people who got out of car walk up from terminal. Why can't sign be placed at booth say "check on tickets may be conducted at any time. Please keep tickets until you board boat". I know this would delay boats some - but you'd only need to do a few times. Word would get out. Car to check would be mostly auto with 2 or more. These are not just kids - these are adults dragging their luggage behind them. And yes, I have reported to ferry workers. Nothing \$\$\$, bye .</li> <li>• On page 60, under the heading Invest in Technology that gives customers more information to support better trip planning - upgrade to common schedule database. In order to support regional coordination, it is important to disseminate this information using standard data formats that are consumable by third party application developers and commonly used ground-based transit operators.</li> <li>• Bring more vendors on ferries.</li> <li>• Close to half of my trips involve a car alarm set off by the ship's motion. How about adding a request for people to turn them off as part of the safety announcement? It might cut the frequency of individual announcements from the crew, at least a little bit.</li> <li>• Please bring back the galley breakfast burrito! Many of us miss it.</li> <li>• General good, but several things bother me. One, being told if I try to catch an earlier ferry because I've arrived early, I lose my reservation on the next one. This makes</li> </ul> |
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| <p><b>Other</b><br/>(continued)</p> | <p>no sense. They should be able to say I will or will not get on the ferry and no need to cancel my later reservation if I'm not getting on. Second, I should be able to go online and change to a later ferry a few hours before if the one I'm on is full and the one I want is not- that saves everyone trouble, why is it not possible? Driving on the peninsula it is very hard to arrive in a 15 minute window. A third thing: I could often walk on if there was a safe and warm place to wait with my dog on board. This should be available on all the ferries.</p> <ul style="list-style-type: none"> <li>• In the past, our ferries were very clean. Today the stairwells are dirty and the restrooms are dirty. Toilets smell of urine and are not kept clean. I am no longer proud of our ferries.</li> <li>• It's okay. Galley: Could offer more nutritious foods. Art: I like the Native American, nature and old nautical depictions. Restrooms: It's most annoying when toilets flush prematurely.</li> <li>• We typically use the walk on service. The employees, for the most part, seem happy and friendly. It translates to a better experience for the riders. We really like the puzzles placed on some of the tables. It's so NW friendly.</li> <li>• Invent in mobile scanning equipment as soon as possible.</li> <li>• Customers need easier way to get pre-ticketed, and to be able to use a single card for bus/ferry/train. Cars need to be parked on west side, so people can ride boats. Tourist/summer travelers need to be pre-ticketed. Ticket holder line; not ticket buyer line. Provide easy online tickets, or nearby kiosk, sell on boats, or Good to Go.</li> <li>• Reliability is terrible on this run since they got rid of hand scanning prepaid tickets and using a bypass lane for prepaid. Boats are constantly sailing half empty in the afternoon because you guys refuse to implement common sense solutions. We need a pre-paid bypass lane at Fauntleroy. We need to go back to using hand scanners or even better-eliminate the booths and get a Good to Go scanner system.</li> <li>• 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. Automatic ticketing is ready to go using existing technology, there is little need to "monitor the progress and development of two available technologies".</li> <li>• I frequently notice the cars loaded do not pull forward to the car ahead of them, and the workers rarely correct or are not there to do so. If you add up all the space wasted per trip, it could be sizable. People that really want to get home would appreciate a change in this area. Seems like some drivers want a huge space bubble around them. Maybe flashing signs, etc.?</li> <li>• Long lines waiting for ticket booths as well as holding lanes.</li> <li>• All routes should be able to use same size ferries. Also, head of line program needs to be shut down as it is the most abused system I see every day when I use the ferry.</li> <li>• Service depends entirely on how many people are riding on a particular day. Currently, I can drive to the dock on any given day and find a line. Even Wednesday morning at 9:00. One day last winter, the ferries held up an entire boat because one person walked on without paying. Really? There was no better plan than to hold that boat for 45 minutes and hold everyone else up? Commuters missed the train and bus to work and the entire morning was thrown off by this. My sister and I almost missed an important medical appointment (cancer TX for her) because of this.</li> <li>• I would recommend that one of the deck crew members be a "manager" responsible for the swift/safe loading of vessels. Rather than everyone acting independently (I think of it as a squad leader, platoon grade first lieutenant).</li> </ul> |
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| <p><b>Other</b><br/>(continued)</p> | <ul style="list-style-type: none"> <li>• I usually travel at off-peak hours, so ferry traffic has been pretty manageable for me since I retired. However, when I did commute, and for my wife who also regularly commutes now, the incredibly-poor management of the ferry lines, and the consequent half-loaded Vashon boats, is inexcusable. Can someone with some decent logic think this thru and find a way to fix it?</li> <li>• Page 5 discusses the customer experience with upgrading of ticketing and reservation systems. Washington State Law prohibits the expiration of gift cards, why do pre-paid ferry fares expire as the advance payment is the same thing. Discounts for pre-purchase should be applied to all electronic forms of payment as they reduce the amount of labor required from ticket sellers.</li> <li>• I have one complaint. If it's announced a ferry will be an hour late, why are we expected to show at the regular time anyway? It adds immensely to the aggravation and I cannot see a benefit to either the ferry system or the rider.</li> <li>• When the new ORCA card system is implemented I hope that you are able to install ORCA vending machines at the major ferry terminals. If ORCA can be used to pay ferry fares it should be possible to reload the cards at the terminals.</li> <li>• The times are convenient but paying for a ticket because my U-pass doesn't cover WSDOT ferries back to Bremerton sucks. That's why I take the fast ferry home!</li> <li>• We need to put your ferry services to cover the UW UPASS because I can't afford 8.00+ a day to get to school!</li> <li>• The customer experience is fine. Not excellent, but fine enough.</li> <li>• Very good customer experience; riders sometimes get grumpy, but I guess that's understandable since they're spending supposedly free time in queues.</li> <li>• Last time all was fine.</li> <li>• Everything from professional to absurd. Sometimes the loading process is so random, it makes very little sense. Most of the WSF personnel are nice folks who take their jobs seriously. Others are aloof and lazy.</li> <li>• Most dock workers are awesome. There are a few sourpusses. We have been using medical priority and I am very thankful.</li> <li>• Have never been treated worse. Your lack of customer service is laughable.</li> <li>• Normally my experience as a customer is very good! Your staff are all friendly and competent. I never use the food service so no comments there. Free Wifi might be nice but not too critical from my standpoint but I'm not a regular commuter anymore...</li> <li>• I love the ferries! Most ferry staff are competent and friendly.</li> <li>• Ferry staff has been wonderful.</li> <li>• I appreciate the friendly and competent people who staff the San Juan Islands/ Anacortes ferry system -both on the ferries and at the landings.</li> <li>• Many crew are nice. Some crew members are mean and they yell and accuse us of not paying attention while trying to follow auto loading signals. The upper car ramps are dangerous due to poor visibility and people getting out of their vehicles during boarding.</li> <li>• Ferry workers on the boats and loading are often grumpy and rude. Sidney route cancellation has been a disaster.</li> <li>• Mostly good experience, polite staff, clear communication regarding reservations.</li> </ul> |
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| <p><b>Other</b><br/>(continued)</p> | <ul style="list-style-type: none"> <li>• Not the friendliest people on the boats working. They seem disgruntled!</li> <li>• Outstanding customer service.</li> <li>• Terrible customer service. Reducing terrible service is not a solution.</li> <li>• The customer service is good. People are generally very helpful on the ferry and understanding when they know we are just trying to make it home after waiting for several boats.</li> <li>• Very satisfied with everyone we interact with.</li> <li>• Overall my experience on the ferries has been positive. Employees who work on the boats are very friendly and competent.</li> <li>• Ticket booth personnel are always pleasant. They are part of the “fun” of taking a WS ferry.</li> <li>• WSF does a great job with customers, occasionally the ferry workers are not kind but that’s just part of being a card-carrying human. All in all they do a great job.</li> <li>• Good except when boat unloads. No ferry workers are to be found on land. Pedestrians crossing in front of cars as they’re off-loading. So dangerous.</li> <li>• WSF should ban smoking at all ferry terminals. It is not uncommon to witness ferry workers, construction workers, passengers, and transients smoking right next to the terminal building entrances. Exposure to smoke is a nuisance and health hazard. There is not a more disgusting way to enter Seattle than to walk through an unavoidable cloud of smoke.</li> <li>• Always safe and predictable schedule. Safety drills are held regularly and passengers are well informed of proceedings.</li> <li>• There is a total lack of consideration of safety of ferry riders in the ferry lines. Road rage is a big issue these days and ferry line cutters are an ongoing and growing problem. Yet there has been, curiously, no action by the WSDOT or WSF to address these problems. It is, in my opinion, as if the DOT and WSF are just sticking their proverbial heads in the sand. The Seattle Times has run articles on this issue, but WSDOT and WSF are silent. Are you waiting for someone to get shot before you seriously address this problem? Somehow, Kingston gets better treatment regarding this problem with state patrol checkpoints. I feel like we are the poor cousin. Further on this issue, the signage is also curiously poor. There is only one small (puny really) sign on each side telling people how to call the HERO line. And because of the small size, they are hard to read. They should be readable from a reasonable distance and not behind overgrown trees and brush. And, there should be signs all down the ferry lines stating that ferry line cutting is illegal (Is it? If not it should be. Another point on which WSDOT and WSF could be proactive to protect its clients.), what the RCW and regulation citations are and that the law will be enforced. There are times when people unfamiliar with the ferries cut because they really don’t know, but there are almost no signs on either side that actually inform them.</li> <li>• Yes, please! The reservation website certainly works, but is a bit cumbersome.</li> <li>• The most important aspects of this plan are modernizing the fleet to meet forecast demand, and technology that aids in spreading such demand. Any improvements in technology that support better trip planning - reservations, dynamic and historic wait times info, etc. - would vastly improve efficiency and demand response.</li> <li>• For those of us who are not tech savvy and must use phone to make reservation - I would not want to do this for eastbound sailings. There must be a way to make this fair (both east and west) bound sailings.</li> </ul> |
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| <p><b>Other</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• There has been no management of growth, service has been purposefully reduced and eliminated. Items such as scanning tickets and by pass lanes been eliminated and resulted in making services less efficient. No adaptation to modern technology, a step back has been taken by removing scanners and going back to cash registers. There is technology to have cars drive on, the number of people counted and charged with no slow down waiting for the slow ticket takers and slow processes to ring up tickets, this has not even been proposed.</li> <li>• All aligned with increased use of technology.</li> <li>• Customers should have one app for all ferry info, and payment that is easy to use for everyone. The app should help people connect to mobility options on the other side for a door to door experience. See WTP2040 and Beyond Plan for statewide Orca.</li> <li>• Customer experience is pretty minimal, last I remember. I had no experience with anyone other than the cashier. What I would wish is for something like when I cross the border into and out of Canada, is have a visitor shop, with free brochures for people to collect and go to local areas they may not have known existed; those brochures can have coupons and deals inside, meaning it pays to take the ferry. I work at Boeing, and we recently we started getting food trucks coming in, Boeing does not pay for these food trucks to come in, the customers do with their patronage. If you could get a way to have food trucks get on the ferry in a good location, like outside, you can have food come in that is constantly changing, and comes at no cost to you or the taxpayers. The state benefits from increased sales and with sales tax, and the people get a random delicious food come in. A great example would be the Vet Chief, because they have a cause behind them as well as sell good food. The Big Red Truck and Big Dogs are also good examples. The thing about food trucks is they want to be in places like this. And they already facilitate deals like this all the time, so the infrastructure is there for them, all you need is a place for them to be and they will provide.</li> <li>• I don't see on-board WiFi mentioned anywhere in this plan. The fact that WSF does not offer it is shameful, especially when it was offered before. Is it greed that is preventing this service from launching? I also don't see anything about galley service or dockside concessionaires. The current vendor is absolutely horrible, and the last vendor (which was actually doing a good job) was not given the benefit of precedence. Further, some terminals offer a coffee shop or concession stand inside the terminal building, while others do not. I would like to see that service expanded system-wide.</li> <li>• Spotty at best.</li> <li>• Wifi on board for commuters.</li> <li>• It's a wise investment to expand the ferry service for the future, but the ferry planers need to address the issue of not having reception for phones, and lack of accommodation for lap top computers. It's rare that riders come aboard to read a book or write a letter on paper, and many of the riders use that hour to do work. Riders loose that hour, and it makes it costly to not be able to log in. Changing the windows was an idea that wasn't weighed against the resultant lack of computer access, hope the future ferries will offer a chance to correct that problem. Thank you.</li> <li>• The service seems reliable once on ship, it's loading into the ship that can cause levels of confusion and time taking. I recommend extending the dock for the ferry, have HOV be the first to load on (encouraging HOV) and motorcycles. Then comes everyone else into the ferry. I also would suggest a Good to Go pass system (probably partnering with them to expand it) so its vehicles charged not people. I also think the</li> </ul> |
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| <p><b>Other</b><br/><i>(continued)</i></p> | <p>Ferry operations should be free of charge for pedestrians, non-vehicle users as it's never full inside of the ferry with people anyway. Its vehicles that should be charged for use through a Good to Go type system, where people can just enter the ferry and be charge with a bill in their account and or a bill in the mail.</p> <ul style="list-style-type: none"> <li>• Start being on time and loading more efficiently</li> <li>• Many ferry crew are not friendly, nor provide customer service. Many trips crew seem to disappear after loading until disembarkation. There should be a visible customer service office with a crew person dedicated to customer service. Ferry crew should not work 10 day shifts alternating between day and night shifts as sleep deprivation is a hazard and these alternating shifts are not necessary for the ferry schedules. Ferry crew also seem to feel unvalued and unappreciated by the current management hierarchy and system. This comes across to ferry passengers.</li> <li>• Reservations, technology through website apps, and more timely information broadcasts are welcome tools for customers. Continued efforts to improve and streamline how these tools are accessed and used is important to overall customer satisfaction. Just having this type of information ads to the customer's feeling that the system is more reliable than it used to be, even though broken down vessels and service interruptions are more frequent.</li> <li>• The employees I see at the ticket booths, and holding area workers, as well as the ferryboat workers are wonderful. The lines are gridlock, worse even than the freeway and highway gridlocks. Your customers, (i.e., us) we need help.</li> <li>• I am a senior who chooses not to carry a cell phone. Would it be possible to have a toll-free, dedicated phone at the terminals for those who need to adjust ferry reservations?</li> <li>• When runs are cancelled due to a lack of crew, stranding passengers at the dock overnight, you have a real customer experience problem. Ferry workers are often gruff, often rude, and fail to view passengers as customers. There are a few ferry workers who truly love interacting with people and find joy in their job by doing so, but they are the few. WSF workers should try the King County PO boat sometime. It's a world of difference in the way passengers are treated and cared for.</li> <li>• Yes to using technology to improve loading. Such things a purchasing via cell phone using QR codes instead of paper would help. Another thought would be to use Wave to Go transponders and cameras analogous to toll roads. The technology and system already exists from state tolls, why not apply to the state ferry system as well? Integrate them as opposed to two different systems. New schedules focus on increased runs that span as much of the day as possible. Both for rider convenience as well as for emergency vehicle access.</li> <li>• I have an SUV. If I am parked next to the inside wall of the ferry I can not get out of my car without climbing over the console. I am 72 years old with osteoarthritis in my hip. This is not an option for me! I have encountered many rude ferry employees (mostly men) who have told me "Other people don't have that problem!" Really? If the small cars are put on the inside by the wall and the SUVs are put on the outside by the exterior wall between the ribs you can open your doors on both sides. A woman ferry employee understood this and parked us all so we could get out!</li> <li>• The bottleneck at the ticketing booth can be eliminated by making it a free ride heading west. Too much time is spent trying to move cars through. Boats leave without being full because the bottleneck prevents cars from boarding the boats.</li> </ul> |
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| <p><b>Other</b><br/>(continued)</p> | <ul style="list-style-type: none"> <li>• Another alternative is to have a ticketing kiosk somewhere north of the park - perhaps by the gas station. Riders would be required to pre-purchase a ticket - preferably on-line. Again, the ticket booth could be eliminated. Required reservations could also be implemented.</li> <li>• “Marine Transit” put emphasis on building a future where you are people movers, not SOV movers. (Kitsap) near ferry car rental/Ubbers/car share/vans/bikes and bike share/Rapid Bus/train/shuttles and other options need to be seamless and their choices rewarded with lower/reduced total crossing cost.</li> <li>• You can probably hear my frustration in my comments. Most of the time I find ferry employees to be helpful and considerate. Otherwise, customer experience is entirely dependent on how long I have to wait in a ferry line or how much I have to rearrange my life to accommodate the lines.</li> <li>• Eliminate overpass access to waterfront and invest funds better.</li> <li>• It would be nice if phone reservations could expect to be on even keel with people who are tech savvy.</li> <li>• Appreciate vessel refresh and terminal refresh projects.</li> <li>• Your plan needs to include specific methods for measuring toxins and for remediation.</li> <li>• Venting exhaust into people’s faces on the sun deck is bad! Please have taller exhaust stalls and have them be further behind the deck.<br/>More electric outlets.<br/>Taller railings! I feel like I’m about to fall overboard.</li> <li>• Would appreciate real time information regarding schedule. As soon as know of delay, let passengers know via website and/or social media. Too many times I’ve run to make the ferry and it is delayed. Also, it seems that the ferry plans a delay (?) after games at Safeco/Century Link. Nice idea, but maybe formalize!</li> <li>• Daily (monthly?) maintenance of public areas - bathrooms, seating areas, etc. Parking on ferries - on Fauntleroy run, small cars are parked on the inside lane, large cars on the outside lane, so large cars can use door open.</li> </ul> |
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**Comments on manage growth**

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| <p><b>Anacortes/Lopez/<br/>Orcas/Shaw/<br/>Friday Harbor/<br/>Sidney</b></p> | <ul style="list-style-type: none"> <li>• It looks like additional service hours on Ana-SJI run would occur beginning 2028. I don’t think we can go 10 more years with current service levels. In fact, I’m pretty positive about that. The summer schedule begins long after the actual summer increase in traffic has begun. In the last few years the busy Thursday/Friday through Monday traffic begins in April and doesn’t let up until mid-October.</li> <li>• Additional sailings and extended hours need to happen now. The last sailing to Lopez is at 9:00 PM (except Fridays).</li> <li>• Very nice job on service with boats down this year. Thanks for no Sidney runs. How could Lopez-Orcas-Shaw be able to travel to Sidney without going to Anacortes or Friday Harbor?</li> <li>• Please oh please no reservations east bound from Lopez.</li> </ul> |
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Anacortes/Lopez/  
Orcas/Shaw/  
Friday Harbor/  
Sidney (continued)

- I am a former elected official and have watched the reservation system hit the islands hard with increased visitor traffic. Even businesses are saying that there are not enough working people to supply the needs of the visitors. I always knew the reservation system was never put in place to serve the islanders, but only paying customers, and in this case of course, tourists.
- Please do not put in a reservation system departing Lopez. That will further prohibit the ability of islanders to get off the island for last minute repairs, doctor appointments, funerals, kid's needs. The lack of a reservation to get off Lopez has inhibited some of our visitor population, which has been a relief for Lopez. Lopez seems to be the only route that is not maxed out. The cost of implementing it with new infrastructure and staffing is not worth it.
- Please do not expand the number of boats/times to the San Juan Islands. We are busting at the seams with tourists and the ferry capacity is the only way we can limit traffic/people to our fragile islands.
- When you live in the San Juans you don't always know when you may have to travel. I think it is vital, especially when there is no special consideration given to the local population, to guarantee a set percentage of stand-by on each sailing. We are not on vacation. Many of us serve the local community and are frequent customers of the ferry service. I wish we could find a way to make improvements for both of us.
- Interisland traffic is essential for the working residents of the San Juan Islands, yet the schedule favors tourists, not working people. Please increase interisland accessibility.
- Easier ferry access will increase visitors to the islands; I think that access needs to consider San Juan County, and individual island growth plans particularly with respect to tourism (Appendix E projects residents, but I don't see tourism there). An interesting side question to me is how/whether to prioritize residents over tourists. During the summer, a trip to the mainland for supplies unavailable locally can be very stressful. (p174 comment). I like the 2-season idea - much easier for customers. I would like to see that done sooner rather than later.
- I hope to see improvement in my lifetime. I have ridden the ferries since I was born and have had property in my family on San Juan Island since 1960. The reservation system has been the best thing you have come up with, but you need to make some allowances for those of us who live in San Juan Islands. Maybe give us a pass on the 30-minute check in time. Maybe hold some spaces for us for unexpected trips off the island or back home again. We cannot always plan doctor's appointment or emergencies. We are at your mercy!!
- I know people are going to bitch about the reservation system, but I use it all the time and find it very good...I don't have to wait in line for hours to get a sail...I get there on time and no problems. Keep the reservation on! So we have to plan ahead... there is always the 2 day option....or stay home! Love the reservation system!
- I am a strong supporter of the reservation system and would love to see it implemented on Lopez. Space will be a problem (holding lanes) but I would welcome the chance to get off island without reservations. I think reservations from Anacortes, in general, has been a big success as long as the boats run as planned. I am grateful for the ferry service and appreciate your efforts to continually improve and sustain the service. I have lived on Lopez for 16 years and worked at the County for 11 years. As a commuter (to SJ) who typically walks on, I would love to see more parking. We don't have much public transportation here, so most folks drive and park to walk on. The parking lot is often full, forcing commuters to park on the side of the road

Anacortes/Lopez/  
Orcas/Shaw/  
Friday Harbor/  
Sidney (continued)

- which then becomes a safety issue. As a commuter, I am not in favor of the summer schedule. It makes for incredibly long days - fall and spring is more conducive to working on other islands.
- The growth is here to stay. We are the destination of climate refugees, albeit well-off refugees. We would need less car ferries if we had better public transportation. The ferries themselves could have carts, like at small airlines, that took people's goods on and off the ferry for distribution. Please DO NOT put in a reservation system departing Lopez. That will further prohibit the ability of islanders to get off the island for last minute repairs, doctor appointments, funerals, kid's needs. The lack of a reservation to get OFF Lopez has inhibited some of our visitor population, which has been a relief for Lopez. Lopez seems to be the only route that is not maxed out. The cost of implementing it with new infrastructure and staffing is not worth it.
  - Need reservations from Lopez. And need some sort of basic amenities at Lopez ferry terminal.
  - We need to make reservations from Lopez to Anacortes. We shouldn't have to wait 2 hours to be sure we make a medical appointment. We were told at the open house that Lopez didn't want reservations. I have lived on Lopez 30 years and have never heard say they didn't want to be able to make reservations. I have asked many acquaintances since the Open House and they all want to make reservations.
  - The plans for improvements at Anacortes and Friday Harbor look great. Sooner is the only request I would have but understand that may not be possible. Additional service hours sooner would also be great, but the current slip configuration may not allow that.
  - Greater growth in the San Juan Island ridership during the summer months could be achieved with more frequent service, and additional ferries and crews. Greater revenue would support increased capital investment and create more jobs.
  - SJCPW supports technological improvements to the ticketing and information systems provided by WSF. The current reservation system has improved our operational logistics by providing reliability to our ability to move supplies to the Islands from Anacortes. We support expanding the reservation system to include all sailings between the Islands and Anacortes. Further, we suggest that the vessel quota system for this run be phased out. This would allow vessel space to be maximized on each run. In conjunction with this effort, the inter-island schedule should be completely re-examined to minimize the need to carry inter-island vehicle traffic on Anacortes bound vessels. The current practice of backing inter-island vehicles onto Anacortes bound vessels is unsafe and inefficient, adding unnecessarily to dwell times at terminals. A close look at the inter-island schedule, with good information about how that run is used by customers, could result in better service for all.
  - I love the reservation system. Thank you for implementing that system. I think it works great. In summertime when a full boat goes directly to Friday Harbor without stopping--that is an unloading nightmare. Can WSF and the town of FH coordinate to have some traffic direction going on there? It is in neither party's best interest to have such slow unloading. Especially when Reliability is not good. When boats are running behind schedule, as they were through a good amount of the summer, there is no way to ever catch up with the slow unload in Friday Harbor. In years past there has been some measly attempts at minimizing unloading disruption, but it was lame, inconsistent and ineffective. Unrelated to the plan itself, I find it odd that you've had no hearings in Seattle. Seattle probably has the biggest concentration of WSF users in Puget Sound. It not just about the people who live at the destination of the ferry.

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| <p><b>Anacortes/Lopez/<br/>Orcas/Shaw/<br/>Friday Harbor/<br/>Sidney (continued)</b></p> | <ul style="list-style-type: none"> <li>• Expanding the Friday Harbor tie-up slip to be a fully functional slip is good to increase efficiency, especially during the tourist season.</li> <li>2. An overhead walkway in Friday Harbor is a good part of the plan. Before that overhead walkway occurs, additional effort is needed to keep walk-on passengers from crossing in front of the vehicles at the end of the off-ramp. Also, primarily during the summer tourist season, two traffic directors are needed at the bottom of Spring Street and a block up Spring Street at First Street, especially to control pedestrians from crossing the street during a ferry offload to improve ferry offload efficiency.</li> <li>3. As a resident of San Juan Island, I would prefer to not have the summer schedule expanded a month earlier into the spring and a month later into the fall, since the summer schedule eliminates one afternoon westbound ferry, namely the 4:30 sailing.</li> <li>4. I highly recommend that the WSDOT work to get the state legislature to change the law that requires that new ferries can only be built in Washington since there is only one shipyard in the state that can build ferries. While this may help the 1600 employees of that shipyard, with no competitive bids it has a negative impact on several million people, namely us taxpayers.</li> <li>• Sidney boat has been a big issue for our family. The schedule is so limited for Orcas...</li> <li>• I am glad to see that improvements to the Anacortes terminal is planned. It is badly needed. Another priority is improving loading/unloading in Friday Harbor. Pedestrians walking in front of cars coming off the ferry, slowing off loading and making unsafe situations. What about painting the street area in front of the Salty Fox in yellow or green with printing to not cross street during ferry loading/unloading. Or even start with signage to that effect, since tourists don't know where to go. When ferries are broken or cancelled, the ferry alerts need to be more informative and updated appropriately. Sometimes the alert says ferry is behind a certain amount of time, yet by looking at vessel status on line it doesn't match the stated alert. Very confusing for us. Also, it is hardly fair that in order to keep our reservation in Anacortes we have to be at terminal 30 minutes before the scheduled time, even though we left Friday Harbor 2 hours late and the ferry is still running an hour late. That is a big customer experience dissatisfied.</li> <li>• San Juan County is one of only a few locations in Puget Sound worth of building bridges between the six mainly habited islands; San Juan, Orcas, Lopez, Blakley, Shaw, and Decatur. I proposed this idea ten years ago, but it was killed by the Governor's office and by the San Juan County senator at that time! With global warming so much in the news lately, I think a re-submission of this plan is worth reconsidering! Bridges (once built) do not require fuel! Some ferries have four engines - that's a lot of pollution (diesel) operating county functions must be a nightmare for six separate islands and waiting for the ferry to service all of them! With bridges (eight of them) could facilitate county business tremendously with normal vehicles on a much-improved loop road between all six more developed islands! I figure three or four bridges could be built for the price of one new ferry and bridges do not pollute once they are built. So, put those extra ferries on more needed growing routes!</li> </ul> |
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| <p><b>Anacortes/Lopez/<br/>Orcas/Shaw/<br/>Friday Harbor/<br/>Sidney</b> <i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• This plan recognizes growth in a practical fashion. Additionally, continuing to work with FAC's to examine schedules and service delivery is important. FAC's are the conduits to the communities they serve. WSF should also explore how they collect customer information on each of the runs to better provide numbers in the future. In the San Juans, better ridership information would inform WSF and the FAC's of the need to adjust schedules. It would also provide good information about how to implement peak time fares, or other methods to spread ridership over the overall schedule. One idea floating around would be to create in the future an additional overnight freight run to carry many of the regular grocery and restaurant suppliers, creating overnight delivery opportunities and taking these delivery trucks off the streets during the day. It is good to remember that the only way for freight and goods to move in and out of the San Juans is by WSF. There are no bridges or highways connecting the islands to the mainland. There is no other good alternative out here. WSF is our lifeline!</li> <li>• You are projecting almost 50% ridership growth in San Juans, yet not adding a single ferry! You need to add ferries AND extend sailing hours and increase the number of daily sailings. Lopez terminal needs improvements (food service, bathrooms, additional parking). The only improvement shown is a toll booth!</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <p><b>Fautleroy/<br/>Vashon/<br/>Southworth</b></p>                                             | <ul style="list-style-type: none"> <li>• I understand that managing a route with three terminals is a PITA. Perhaps four rather than just three boats would take pressure off the system.</li> <li>• I still don't understand why we need to be a triangle route for peak hours. It feels very dismissive of Southworth riders, especially since our routes don't line up with other modes to downtown well. The municipalities should work more with the slate. I feel like I'm being punished as a commuter with excessively long commute times that could be resolved with direct routes to Fautleroy and/or Seattle. This is concerning as SOVs continue to be treated as a priority in Seattle.</li> <li>• Seniors from Vashon need to be able to use the ferry to Fautleroy so they can get to their doctors in Seattle. Vashon Clinic is not sufficient for the island's needs, and right now, not working well at all. It is my understanding that the current Long Range Plan will make for substantial delays returning to Vashon in the mid-late afternoon, which will be difficult for seniors coming back from a morning Seattle appointment.</li> <li>• Eliminating direct Ferries to Seattle between 6pm and 8pm makes Vashon employers noncompetitive for 9-6 jobs on the Island, and could cause financial stress on Vashon. Anyone providing employment on the island is compelled to truncate their work day, or extend it past most children's bedtime. By diminishing the direct access to Seattle at the end of the work day, any new businesses on-island will be handicapped, cementing the bedroom community, and tourist economy. By denying Vashon critical access, not only for returning commuters, but for those who commute to the island, the opposite effect is created: a financial inopportunity zone.</li> <li>• Demand Management Strategies - Vashon Triangle Route. Eliminate walk-on fares with an established maximum number of riders per run. Go to a fare structure that hits the good to go system as you drive under camera system. Consider eliminating passenger fares at Edmonds/Kingston, Mukilteo/Clinton, PT/Coupeville, Pt Def/Tah, Vashon Triangle as a cost savings to staff collecting the fare what is the business case for our cost to do this for the revenue we generate. This helps the use to move people out of cars and into carpools or walk-ons.</li> </ul> <p>Terminals - We need to think about making the Edmonds Ferry Terminal the seismic hub for operations with two slips. This facility is the best facility (if moved to our acquired property south of current location) to serve Mukilteo outages (only one slip</p> |

**Faultleroy/  
Vashon/  
Southworth**  
(continued)

which requires crossing over a timber trestle over the railroad tracks) and Seattle which will have much limitations getting out of the city core with the liquefaction of the area. This facility must be a two slip facility. From Edmonds to I-5 is better than other route. Plus the ability to go to Kingston, Bainbridge, Clinton is the best location. By providing this as a two slip facility it could move to a three boat route for capacity.

- Think outside the triangle! Investing in expansion for at least some runs from Southworth to downtown should be a long-range goal. Free passenger service subsidized by vehicle ferries will reduce the carbon footprint.
- The forecast of growth for both Vashon and Southworth are unrealistic. Vashon growth is limited due to the lack of resources, water and sewer. The growth on Vashon should be minimal. Southworth growth is beginning to explode and will continue due to the accessibility of land and housing opportunities. Pricing for land and housing is about 30% - 50% less than Seattle. The forecasts do not take this into consideration.
- 1) Put a stop light at Faultleroy  
2) Use the second parking lot of Lincoln Park a holding area  
3) Use one toll booth as ticketed and one to pay  
4) Cut one or two trips to make a better schedule with time to load.  
5) Serve Vashon, we are land-locked  
6) Make every employee in management have an OS, AB, Mate or captain license to fill empty shifts  
7) Send people with experience to meet with us, not a new WSF Senior Planning Manager and a rude WSF Community Services and Planning Director
- Edm. "Address oper. Constraints" mean? Same in Faultleroy (board). Service and terminal enhancements by 2040. Show power charging of electronic boats. 30% WSD workforce retires less than next 5 years. 5 year cycle - O.S. --> captain. 74% of masters, 53% of ...?
- Page 27 shows the growth by route. The forecast number of vehicles/drivers almost doubles between Vashon and Southworth, which is much greater than the corresponding number of passengers and greater than any other route. Should more of this growth be on the Point Defiance/Tahlequah route? Is there something wrong with the model?
- Faultleroy dock is inadequate in design and capacity as is. Preservation is incorrect description of what is needed. The dock needs to be improved! So does the traffic shore side need to be improved (Faultleroy Loop might be an answer both for loading and unloading.)
- The Southworth terminal needs to be moved to Clam Bay at the ecology property. In time access to that area will improve with planning. There is area for a transportation hub. Run time will be cut in half and justify the passenger only out of Bremerton. Just a beginning of thought.
- 2nd slip at Southworth really is needed in the draft plan.
- Please provide a holding lane on SR 160 for ferry traffic. Traffic backs up down the highway making access to our homes impossible without lengthy detour around on Southworth Drive. I have seen the backup as far as 1/2 mile on a summer weekend.
- The Faultleroy dock should be dedicated to Vashon only as there is no ability to expand the dock and the needs will continue to grow. 2 boats going back and forth

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| <p><b>Fauntleroy/<br/>Vashon/<br/>Southworth</b><br/><i>(continued)</i></p> | <p>to Vashon only will provide good service during peak times and the ability to use the whole dock ensures efficient loading as well as having less impact on the surrounding neighborhood Southworth should has service directly to the Seattle dock.</p> <ul style="list-style-type: none"> <li>• The dock at Fauntleroy needs to be replaced and a few feet higher. Expanding the dock, adding a second slip or putting overhead loading will not be well received. There is a huge effort in Seattle to get people out of their cars. The people riding the ferries need to leave their cars behind and get with the program in Seattle. If they don't want to get out of their cars then they should consider driving around and not further congest the city streets.</li> <li>• Please make the second slip at Southworth a priority and work hard on an agreement with Kitsap transit to support a fast ferry to downtown Seattle. This is one way the growth at Southworth can be managed by providing a quick and easy option to get downtown without adding ridership to the Southworth/Fauntleroy route.</li> <li>• Creating alternate ways to expand where folks in the Seattle job market can reasonably commute from is important to a sustainable city. Adding an additional vessel slip at Southworth would do just that. Adding more housing/living options that don't create more road congestion.</li> <li>• Expand Fauntleroy for safety and reliable service.</li> <li>• Fauntleroy ferries needs a bigger doc, with a second slip to handle future growth.</li> <li>• From what I understand the numbers to and from Vashon will only increase. This is likely for Southworth also. While I can appreciate the enormity of the undertaking, I think building a larger dock with a second slip is a reasonable request and a solution to the ever-increasing numbers of travelers. Doing nothing at this time is not an acceptable plan. There is always a way.</li> <li>• Hi there, I hear there's a call to expand the dock at Fauntleroy. I don't think expanding it for the comfort and convenience of people commuting by car is a wise direction.</li> <li>• It seems like another slip is needed at Fauntleroy given the 2040 projections.</li> <li>• Reasonably good other than the disaster that is the Fauntleroy dock</li> <li>• The Fauntleroy dock needs expanded. If this is not included then WSF has not done their job.</li> <li>• The Fauntleroy dock needs to be expanded. Period. The current plan does nothing to alleviate the bottleneck at Fauntleroy. There is no management plan currently for Fauntleroy.</li> <li>• This route is the most used, and it will only get worse with so many new people moving here. Please build extensions onto the dock or add more. The county and state own tidelands right next to you on the north, so it won't involve needing to oust people whose houses are close to the water. Those who live in West Seattle will thank you for avoiding more, longer parking lines and even more long stops as ferries unload.</li> <li>• Capacity and operation of Fauntleroy dock is poor; needs substantial upgrades for vehicle handling, capacity, and second slip.</li> <li>• If Fauntleroy doesn't get a second slip you will not be able to fix the problems there.</li> <li>• The Fauntleroy terminal continues to underserve traffic. Why is there no consideration of a second slip?</li> </ul> |
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**Fauntleroy/  
Vashon/  
Southworth**  
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- There is no way Fauntleroy dock can handle all this growth. A serious change needs to be made to handle the amount of cars that will be processed at the Fauntleroy Dock. Instead of saying “it will be studied”, we need a real solution developed ASAP to align with the long range plan. Senior Ferry Staff needs to focus on Fauntleroy since it’s by far the biggest bottleneck within the system that affects local riders on a daily basis and impacts commerce to Vashon Island.
- Use existing capacity and upgrade Fauntleroy dock to better serve customers.
- The Fauntleroy terminal is scheduled for “operational efficiency enhancements”, but there are no details on what that means. Expanding the dock to include a vessel’s worth of holding space and adding a second slip are necessary improvements. Without doing this, wait times and congestion at Fauntleroy will continue to increase, and customer satisfaction will continue to decrease.
- With increase in ridership forecast it is imperative that better solutions are developed for the “triangle route” with Fauntleroy-Vashon-Southworth. Please build a bigger dock with two slips in Fauntleroy!
- Failure to address capacity issues at Fauntleroy is stunning. The Fauntleroy dock capacity is THE bottleneck for the triangle route yet you simply ignore this in your plans. Revise the Long Range Plan.
- Everyone on the islands will continue to have cars. These are semi-rural areas, and there will be a continued demand for cars on ferries. It is not up to the department whose mandate it is to facilitate transit to shape public behavior though denial of service; it is the responsibility of state agencies to provide an abundance of service for existing demand. If we want more people to travel by foot we make every effort to make pedestrian and cycle traffic easier, but there is no place to walk from Fauntleroy, and when you make landfall at 9am you are still an hour from work, so the problem is not the Ferry, but the follow on transit. And of course the best way you serve pedestrians is offering them more boats to sail on.
- Do you really need to wait until 2027 to implement additional service hours?
- Estimated ridership to Fauntleroy is not sustainable. Need to find ways to increase throughput all the way through I-5.
- Please do not strand us. We live on an Island. You are our only means of getting to and from life on the mainland. That means when our family member is dying, or having a baby, so many times we have been sitting in the ferry line and have not made it in time to be present even though we have struggled with being ‘ready and on time’. Adding more time and layovers to the Vashon/Fauntleroy or Vashon/Southworth sailings dig deeper than our pocketbooks. It prevents many from the simple dignity of being able to connect with our non-island living family/peers/ coworkers. We rely on you. Please be aware of how much is at stake. It isn’t just about budgets and logistics on paper.
- Stop trying to reduce service to Vashon! Yes there is a ton of growth on Kitsap peninsula, largely driven by zoning and existing infrastructure. Vashon would grow at the same rate were it not an island. Robbing service from Vashon to increase service to Southworth is wrong and unfair!
- Please move the ferry out of Fauntleroy! The impact on the community is significant! I live right by the ferry. The stagnant traffic burdens the community.
- In terms of traffic sustainability, why isn’t there opportunity for a boat from Coleman dock to Southworth.
- Not sustainable to have a ferry in Fauntleroy! Burdens the community!

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| <p><b>Fauntleroy/<br/>Vashon/<br/>Southworth</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• Move the ferry out of Fauntleroy!</li> <li>• Interbay would be an ideal solution for additional Ferry docks. It would avoid Seattle altogether. Perhaps have alternating ferries going to both Fauntleroy and Interbay. New ferry docks at Interbay could resolve a lot of congestion for Washington State Ferries.</li> <li>• As a citizen who lives in Gig Harbor and also owns a house in Olalla, and whose husband commutes to downtown Seattle every day, I (and many other folks I know) would love to see a much greater emphasis on expanding capacity on the Southworth-downtown Seattle route. There is a huge pent-up demand for is, as it would get more cars off I-5, and open up Olalla/Port Orchard as a bedroom community for Seattle.</li> <li>• Southworth to downtown will produce the smallest carbon footprint when total commuter travel is considered.</li> <li>• Think outside the triangle! Majority of riders want to go north. You have an absolutely false report that states 50% go north and 50% go south. Past studies do not support that claim. Very easy to verify by simply looking at the traffic flow.</li> <li>• I've experienced the reservation system on Orcas Island and found it severely lacking. This would not work for Vashon.</li> <li>• Reservations are a joke. We go to Seattle for work, concerts, classes, shopping, and medical appointments. We can't be expected to behave like tourists. Where would we put the cars with reservations?</li> <li>• I would like to see overhead loading of passengers for the Southworth/Vashon/Fauntleroy route. This would allow more time for vehicle loading/unloading. Also it could possibly keep the customer who walks on out of the inclement weather.</li> <li>• Partner with tourism industry to make it attractive to walk on to ferries and know services will be there to transport you.</li> <li>• I would very much like it if the WA ferry system on the Southworth/Vashon/Fauntleroy route would consider working with the Seattle water taxi service to line up service better from Vashon. Catching a 4:30 water taxi to Vashon means you're sitting at Vashon 45 minutes or so for the next ferry going to Southworth. Seems like a little thing to link those up better so people aren't left waiting around all the time. Ridership would improve on all those ferries if people had a quicker option.</li> <li>• City of Seattle wants to get citizens out of their cars - can WSDOT accommodate the plan so that more passenger-only service is added and less auto-oriented service is available? People won't like this but my point is that larger, more auto-oriented ferries seems to work at cross-purposes with the Long Range City of Seattle direction. Creative solutions are needed here. Seattle streets are too crowded.</li> <li>• There needs to be a direct connection to the passenger-only ferry. Suggest passenger-only is free and car ferries subsidize the passenger-only ferries. Expand passenger only to both Southworth and Vashon. Ideally, a vehicle ferry should go downtown at least once a morning.</li> <li>• The plan outlines a massive increase in traffic on this route, nearly another 700 cars a day from Fauntleroy but doesn't do anything to fix it. It increases costs by having a have two hull designs for ferries rather than spending the funds on fixing the issue.</li> <li>• Do not introduce a new 124 class ferry size for Fauntleroy. Improve dock and traffic shore side enough to use the standard 144 hybrid vessels. Move Tabil class ferry from Point Defiance to Tahlequah run as relief for Port Townsend/Keystone and use the fading Issaquah class ferries for their last life at Point Defiance.</li> </ul> |
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**Fauntleroy/  
Vashon/  
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- New boats on triangle route should not be larger than your smallest dock capacity on summer route.
- The replacement of the Issaquah Class vessels for Vashon comes too late to be of much use. The addition of one more run on the Pt. Defiance/Tahlequah route will do essentially nothing to increase service.
- Obviously there needs to be more service for the VSF route. Backups at Fauntleroy will only worsen. I don't think any of the proposed schedules will help. Many more people travel daily from Vashon and the stopover in Southworth seems to punish Vashon folks. Keep working on schedules but reversing the route is a poor idea. I think you've heard this loud and clear.
- Somehow there needs to be more service in the mid-afternoon. I constantly get alerts around 2:20 that there's an hour wait. That's because there's over an hour between 1:40 and 2:45 between ferries. Then there's one at 3 but not another until 4. The ferry system needs 2 more runs between those hour lags. Again, do not implement any of the 3 options presented. They'll only make matters worse. Keep working on it.
- By not fully filling the boats and making the Fauntleroy/Vashon trip inconvenient tourism is deterred and negatively affects the businesses on Vashon. Please take more time understanding why boats are not being fully loaded. I realize being on time is a major focus of the ferry system but that seems like a secondary concern if you are not efficiently filling the boats. Tax payers deserve an efficient and effective ferry system. Please focus on alleviating long ferry lines.
- Sacrificing ferry service for convenience in Fauntleroy is not a reasonable choice between two equals. The lines may be long in Fauntleroy, but if we do not have direct Ferries from Vashon to West Seattle at the end of the work day, the Vashon economy will become so strained that we won't need the additional capacity once it's completed.
- All property owners near Fauntleroy dock bought their property after the Fauntleroy dock was in use. They were fully aware of the ferries and expected increased growth. Therefore do not use the excuse the 'residents do not want more traffic' as a reason to ignore the need for additional capacity at Fauntleroy. The handful of people who live there should not outweigh the transportation needs of the thousands who use this route.
- You recognize the increased demand at Southworth dock and plan to add another slip. Good job! But you fail to address the other end of this route, i.e. Fauntleroy. Where do you expect the increased capacity from Southworth to go? There is no Long Range Plan discussion about adding either 'on dock' vehicle capacity, or adding a slip at Fauntleroy. Why! At least modify the Long Range Plan to study the feasibility of increasing capacity at Fauntleroy, or redirecting boats from Southworth to Colman.
- Preservation work to upgrade the Fauntleroy terminal would benefit from sound analysis of multimodal connections and regional land use plans. Sea level rise and marine habitat environmental regulations may require consideration of upland alternatives.
- If there's to be any expansion of the Fauntleroy dock it should be focused on improving the public transit options and cycling infrastructure.
- The triangle route between Vashon Is., Southworth and Fauntleroy will never be fully functional and/or efficiently until a larger, two-slip dock with overhead passenger loading/unloading is installed. There also needs to be two separate entry lanes to the toll booths, one for Vashon and one for Southworth. In addition, there must be two

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| <p><b>Fauntleroy/<br/>Vashon/<br/>Southworth</b><br/><i>(continued)</i></p> | <p>loading lanes to Fauntleroy on the Vashon dock, (as it used to be), to loaded two lanes at a time. Anything less than the above is just wishful thinking, seriously!</p> <ul style="list-style-type: none"> <li>• The greatly-increased traffic volumes to Southworth will continue to cripple this route; growth management needs to look at some new ideas, because the methods being used now are pathetic in the net number of cars that are moved in a timely manner. This isn't your 'first rodeo' -- you have been doing this long enough to figure out a better way to address this route. You might consider looking at the efficiencies of ferry systems in other parts of the world -- you might learn something useful...</li> <li>• I'm very excited about your support for the Kitsap Transit Passenger Only Ferry from Southworth to Seattle. The investment in upgrading the Southworth ferry dock is worthy. My destination from Southworth is almost always downtown Seattle so it will be nice to have this alternative to the Fauntleroy/Rapid Ride route I take now.</li> <li>• The dock at Fauntleroy has grossly failed to keep up with the amount of traffic running through. Additionally WSF has failed to invest in any outside of the box thinking or infrastructure to support filling the boat capacity we have. And the boats we have are too small to service peak season or rush hours. Also, the schedule is out of date, with two boat service running for the first half of Sunday - right when tourists are heading home and islands are making Seattle errand runs. I can only speculate this is so more crew can have Sunday mornings off.</li> <li>• There is a lot of investment in Southworth service, with purposed 45 minute crossings for Vashon residents and new dock work in Southworth, and yet this makes up under half the departing passengers from Fauntleroy. The ferry system considers Southworth to be a market growing at a faster rate, but the long range plan does not show this. Vashon is a hugely growing market with a booming tourism business and a generational shift which is resulting in more commuters. Southworth is not a tourism destination. Vashon is also geographically isolated, depending solely on the ferry system. All service should run between Fauntleroy and Vashon and then runs could run from Vashon to Southworth. We have the dock on Vashon to support this type of service, with two slips and a tie up slip, plus this would alleviate pressure on the Fauntleroy dock, allowing all cars to load for Vashon on the dock.</li> <li>• It doesn't seem practical to add a second slip to Fauntleroy, but that dock is consistently overwhelmed. The queue is also dysfunctional and inefficient. Has a triangle route from Seattle to Southworth to Bremerton ever been considered to replace F/V/S? Southworth is in need of a dispatch connection to Seattle, and I fear the foot ferry won't be reliable or large enough. Southworth feels like an afterthought for service and it's a huge missed opportunity for improved transit efficiencies in the Puget Sound affordable housing/public transportation discussion.</li> <li>• One of the main problems with the Southworth ferry situation is that there is huge growth potential here, but the ferry service is so poor, that ridership continues to be low. The poor service is attributed to zero options for going downtown on the WA state ferry system and required stops at Vashon on most every route, so that it takes an unnecessarily long time to commute via the WA state ferry system. As a result, riders continue to drive around rather than deal with the frustration of waiting in long ferry lines to get on a boat only to have to spend additional time on the ferry docking at Vashon every day in every direction. Ridership also appears lower than it would because Southworth is capped on most boats for how many may travel. Saving space for Vashon riders means the Southworth numbers are skewed too low for evaluation purposes. If more service were allowed, ridership would rise incrementally.</li> </ul> |
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Fauntleroy/  
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- Upgrade the Fauntleroy Terminal.
- Consider a Vashon-Southworth bridge that would eliminate the “Triangle” route and many of its challenges. A solution to better accommodate the growth on the peninsula is more bridges. A bridge from West Seattle to Vashon or Southworth would be a huge complicated undertaking, but adding several smaller bridges from the peninsula seems like a more affordable solution to alleviate pressure on the existing routes. A Vashon-Southworth bridge would eliminate the problem of Vashon-only or Southworth-only sailings leaving empty because the cars for the other route are blocking access to the dock. This would also eliminate the money drain of that route - the fare-box recovery rate on that route is dismal because the number of customers who use that route is so low compared to the cost of servicing that route. The fact that the long-range doesn't try to address this problem is puzzling.
- Need to promote walk on options.
  - Larger parking at north end on Vashon.
  - Shuttles around Vashon to the ferries.
  - More PO boats.
  - Link bus to schedule at PT Defiance.
  - Reliable bus service in Seattle.
- Level of Service standard. This metric should include Total Experienced Travel Time which includes wait time, boarding time, travel time, and disembarkation time. This would be consistent with similar measures for transit operations. This should be measured for walk on passengers as well as passengers in vehicles. Page 8 discusses Resilience. Too many ferry runs are missed due to a shortage of Coast Guard certified crew. To make the system more resilient, offer training to regular passengers who will volunteer to serve as Coast Guard certified crew so the ferry system can keep running in these situations. Page 35 - Add overhead loading is listed as a goal on page 7. This should be included in the plans for the Fauntleroy dock and other connections to and from Fauntleroy before spending to add a second slip at Southworth.
- Until the Fauntleroy terminal can hold at least a ferry's worth of vehicles, only small improvements will be possible. Increased growth in area will necessitate larger holding areas. Preserving the Fauntleroy terminal is inadequate. Capacity will need to be improved.
- The fares need a MAJOR re-haul! It's absolutely highway robbery what we are being charged to ride these boats! By the time I retire I should own a Ferry with all the money I paid into ticket costs. How is anyone supposed to be able to pay \$300 a month to drive onto the Ferry to get to work? That's a car payment and I have to pay this just to ride and get to work on one income? How do we not vote on this cost? Where is the transparency? How is the pricing structure complicated? This sounds like a bail out lame excuse to me, when Transportation can charge us whatever the hell they want with no repercussions. We need more honesty to build trust in your ridership. Right now there are barely any price breaks for anything. 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. You should give discount to people who work at Boeing/Microsoft as well...there should be some sort of employee discount with some of these major companies, when the only means of getting to work is via the ferry...we have no other choice, so we are stuck with whatever BS you wish to propose! Better yet...build some bridges and end this corrupt system all together!

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| <p><b>Fauntleroy/<br/>Vashon/<br/>Southworth</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• Past resistance has been a broken record of not considering all options. Motorcycles still come off the boat with illegal mufflers and are allowed to leave first creating a race up Fauntleroy - why? Think outside the triangle! There is a limited scope of consideration regarding the total commute. By only considering this leg, rather than the comprehensive commute, vehicles are dropped in West Seattle and only add to the congestion problem going into Seattle. Justification includes a false study stating 50% riders go north and 50% riders go south. Past studies, especially when one was done when the Fauntleroy dock was damaged, showed a much higher percent to downtown. Demographics have not changed and there is no way it is 50-50. Very easy to see a toll-free from Fauntleroy would eliminate much of the congestion through the ticket booths at Fauntleroy. Fauntleroy is the only ferry dock surrounded by dense residential neighborhoods with no bordering commercial property.</li> <li>• Service has been sporadic, and is incredibly inefficient in loading the boats on the Triangle Route. You should seriously consider implementing the proposed 'Pendulum' route that would have EVERY boat going to both Vashon and Southworth -- you could then fully load the boats, rather than having Vashon-only boats less-than-half loaded... seems like a 'no-brainer' to me; why is WSF resisting this?</li> <li>• Passenger only ferries at the Fauntleroy dock would solve the long car waits extending over one mile up Fauntleroy Way. To expedite traffic onto the ferries, without a hold up at the ticket booths, have outside agents working the cars waiting to get to the booths. Provide more ferries so the staging area on the dock is never full reducing backup on Fauntleroy Way. My Fauntleroy neighborhood north of the dock has had enough of the congestion and noise from ferry traffic and motorcycles purposely reving up their engines at 5am. We need more law enforcement to ticket noise makers. I've heard that people who complain of the noise are told they should have known about it when they moved to the neighborhood. I moved to Fauntleroy in 1950 and the Washington State Ferry System should have cared more over the years to prevent the problems we have today. Your ferry system is not a good neighbor. The problem originates in Southworth and your solution is dumping the problem on Fauntleroy. The final solution will be to eliminate the dock at Fauntleroy and then we will get our beautiful neighborhood back again!</li> <li>• Fauntleroy terminal needs to be re-designed to increase efficiency.<br/>Capacity improvements are needed on the Edmonds-Kingston and Mukilteo-Clinton routes.<br/>Layup Magnet Board should be public information.<br/>Fully agree with most of what is being proposed.<br/>Future new builds should have passenger cabins that feature unique and creative color schemes in the upholstery and tile.<br/>Cathlamet needs paint.</li> <li>• Let's work together. Vashon residents and WSF will always be a union. Please shift attitudes from Vashon being the 'problem run' and see us as neighbors and good people with unique needs to get across the water every day of every year. Challenge yourselves to keep looking forward to working with Vashon and not sweep our needs under the rug. In the past 10-15 years, Vashon has seen a reduction in ferry service. Permanent residence numbers have grown nearing 3000 more people since these reductions began. We expect rate increases, but by taking services and considering taking more is unconscionable. WSF employees at the terminals and on the boats have remained professional and courteous throughout many of these changes. We thank your staff for their efforts and friendships.</li> </ul> |
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| <p><b>Fautleroy/<br/>Vashon/<br/>Southworth</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• Increasing capacity in the ferry system will not result in a sustainable ferry service. Studies show more roads just leads to the same congestion - I can't imagine the ferry system is any different.</li> <li>• Service at Fautleroy continues to decline due to lack of capacity and changes in operational procedures which require even prepaid vehicles to stop at the toll both. Lack of planning to increase capacity or MODIFY demand for increased capacity is not being addressed. For example, you could reduce the demand for vehicle traffic at Fautleroy by NOT charging for passengers. Clearly this would be a revenue impact, but could offset the need for more capacity as many people would simply ride free on other people cars. At peak times this could be significant, (imagine 10-20% of SOV peak time traffic being eliminated by free passenger policy).</li> <li>• As it is the ferries can't load to fill capacity and stay on schedule. This means bigger boats for the triangle route would be more expensive to run without adding capacity. I am concerned that growth on the peninsula in areas that Southworth serves - to areas as far as Gig Harbor, Shelton, Port Orchard and Bremerton - will push for a degradation of service to Vashon, which has a more modest growth limited by groundwater and zoning. These are factors grouped under "demographics" in the executive summary which covers overall growth and not just "more young people" or "more commuters". What is being done to mitigate the impact on long term residents, who rely on the ferry, from all this new and profitable growth? Not a problem? Just the way of things? Are Olympic class ferries the best option for new boats? I am not convinced. Even hybrid electric. Has there been a study comparing designs? I have a bunch of ideas moving forward:             <ol style="list-style-type: none"> <li>1) I agree with: peak and off peak ticket pricing.</li> <li>2) I agree with: scheduled reservations during the summer.</li> <li>3) Fare penalties for mass transit commuter vans carrying only one passenger and driver.</li> <li>4) More and more convenient Parking for mass transit users/Walk owns. Modest parking fee as an option.</li> <li>5) I agree with docks built to load and unload passengers simultaneously with cars at Vashon Southworth and especially Fautleroy.</li> <li>6) An extra slip at Fautleroy.</li> <li>7) More water taxi/passenger only service.</li> <li>8) Better ticketing system or return to paper tickets as faster and more efficient.</li> <li>9) Ticket purchasing that is separate (from the line) and more convenient than at the end of the dock or in line where log jams occur.</li> <li>10) Ability to purchase and redeem tickets while in line using (phone) cameras and AI to count passengers (or is that too far in the future?).</li> <li>11) Separate line/holding area for Fautleroy. To presort vehicle destinations.</li> </ol> </li> <li>• Also key to this discussion is what about the two boat schedule? The two boat schedule is an ongoing colossal failure sailing ¼ filled boats to Vashon. We saw multiple sailings like this last week. And what about the weekend schedule? Time is short and there is much work to be done. In closing, I would say our trust in WSF is at an all-time low. I know it is a pain to WSF when one or two islanders visit Olympia to complain about ferry service. Consider your damage control when busloads of angry islanders organize and march on Olympia because WSF is not listening. We have been there and done that and are ready to do it again. There should be a boat utilization (empty boat, full line) utilization metric reported for the triangle route, at least until you solve that problem. Increased dwell time makes sense as one move. Why implement a new schedule before completion of the UW study?</li> </ul> |
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| <p><b>Mukilteo/Clinton</b></p> | <ul style="list-style-type: none"> <li>• During the peak times Mukilteo/Clinton should have three ferries instead of two.</li> <li>• 1. Mukilteo needs 2 docks. <ul style="list-style-type: none"> <li>2. It makes no sense to have a passenger onramp on only one side. Clinton needs a passenger loading ramp the same as Mukilteo or there will still be uneven service. One side will be able to load faster but the other side won't.</li> <li>3. There is always down time on the dock. Once a ferry departs Mukilteo or Clinton, there is a 10 minute lag time where there is no ferry at the dock. This means that the docks are being underutilized. There should be 3 ferries per hour. When one leaves the dock, the next one comes immediately into the dock and starts unloading.</li> <li>4. To facilitate #3 above and to increase capacity, there should be 3 smaller ferries going in and out of Mukilteo and Clinton. This would allow the docks to be in constant use and during lower use periods, such as at night and in the dead of winter, a smaller boat could be used to carry the fewer cars and passengers. It makes no sense to be running the Tokitae at 10:00pm when it runs 1/4 to 1/3 full. This would save a lot of fuel and be, no doubt, quieter and better for orcas.</li> <li>5. To facilitate #3 and #4 above, likely would need that second slip in Mukilteo.</li> <li>6. Alternatively, I think a second ferry location on the island further north that goes to Camano Island would be an excellent idea. it would take the pressure off Mukilteo and Clinton, and provide better service up north. It is crazy that someone in Coupeville or Oak Harbor has to drive to Clinton to get to Camano Island or drive all the way around, a long and laborious trip even from up north. Whidbey and Camano are all one county, yet we can't easily get to other parts of the county. I am sure that there is no other county in the state with such issues and people on Camano certainly don't have the same access to county services as those of us on Whidbey. Further, other than the San Juans and Vashon, no other area of the state getting Ferry service has such limited options. Anyone on the Kitsap peninsula has multiple ways to get east. Even the Olympic Peninsula has more options with either a ferry in Kingston, Bainbridge, Bremerton, or driving around or across the Tacoma Narrows bridge. Our options are either Deception Pass or Mukilteo Clinton. Yes there is a third route if you consider the Port Townsend a route to Seattle instead of routes to the Kitsap or Olympic peninsulas. There should be another ferry dock from Whidbey to Camano.</li> </ul> </li> <li>• I/we feel the projections for the Muk-Clin route are way low!</li> <li>• Mukilteo-Clinton growth seems low. Increases in telecommuting plus new Paine Field commercial passenger services will make Whidbey Island living and vacationing more feasible.</li> <li>• You have really miscalculated the growth on Whidbey Island I feel.</li> <li>• Mukilteo/Clinton is your most heavily trafficked route. Fast growth has increased dramatically over our past 36 years, we have double regarding your projections.</li> <li>• Nice to see the fishing pier being installed in new terminal area- It's a real nice diverse community that uses the pier.</li> <li>• For the Mukilteo Clinton route it is ridiculous to only have one slip at the new Mukilteo terminal. Lines will get longer and longer if there is not a second slip so you can run 3 boats which was what you had in your long range plan 10 years ago.</li> <li>• We need 2 slips on Mukilteo side. Mukilteo City has claimed 1/3 of the tank farm. We should keep the old slip until a second slip is funded. It as well as the Clinton passenger ferry was originally funded/planned. Funds disappeared.</li> </ul> |
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| <p><b>Mukilteo/Clinton</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• Increasing walk-on ridership- Many visitors to Whidbey Island are meeting up with friends or relatives who have cars on the island and therefore would gladly leave their car in Mukilteo if there existed day and overnight parking. Less cars on the ferries increases capacity, decreases vehicle emissions while waiting in line, and decreases traffic and congestion on Whidbey Island.</li> <li>• We've heard that there is a need for additional parking near the ferry. We've heard I-5 is a death trap. We've heard it takes 2.5 hours to drive around to Langley if the ferry wait is long. What we haven't heard is how we're going to preserve a waterfront property without making it into a parking lot. Here are some suggestions if the ferry wait is long: 1. Plan better. You know the ferry is going to be a long wait at certain times. 2. Call a friend, Uber, taxi, or God forbid, take the bus down to the ferry and walk on and have your friends/family pick you up in Clinton. It's not up to Mukilteo to provide waterfront parking so you can grab your groceries and have a short walk to the ferry. We should use the waterfront for the people, not for parking. And if possible a boat from Port Angeles to Whidbey Island.</li> <li>• Implement overhead loading in Clinton wonder, to keep boats on schedule. Doesn't have to be pretty, just safe.</li> <li>• Provide overhead boarding in Clinton to compliment new terminal experience in Mukilteo.</li> <li>• See #3 about the stupidity of a 7 year delay between when both Mukilteo and Clinton have overhead loading. That means Mukilteo will be able to load big ferries and turn around in 30 minutes but Clinton will have the same delays as today. So either they stay on time but can't fill the ferry with 144 cars or they fill the ferry and run late. Late leaving Clinton means late in Mukilteo. And it will just get worse all day long, just like it is now.</li> <li>• Increasing walk-on ridership - Many visitors to Whidbey Island are meeting up with friends or relatives who have cars on the island and therefore would gladly leave their car in Mukilteo if there existed day and overnight parking. Less cars on the ferries increases capacity, decreases vehicle emissions while waiting in line, and decreases traffic and congestion on Whidbey Island.</li> <li>• I live in Mukilteo near the ferry terminal and have lived here for 49 years. This route ferry service is mostly for the benefit of those who live on Whidbey and tourists who want to visit Whidbey. Traffic and parking for those two groups is the main problem. We do not want our scarce waterfront to be turned into a parking lot for others and increased traffic is making the Mukilteo Speedway, especially in downtown, impossible many times during the day. Any parking near the terminal means those who park will come across from Whidbey and drive their cars South on the Speedway as they now do. The solution is to build a park and ride on or near Paine Field property with shuttles from the park and ride to the waterfront. A shuttle could take 30-50 people from the ferry to the park and ride to get their cars. That would be one vehicle, the shuttle, at a time. The alternative is for each of those passengers to drive their cars from the waterfront South on the Speedway to get through Mukilteo. The shuttle would substantially reduce the number of vehicles on the Speedway. It also should provide parking at a much lower price per vehicle and the saving be used to pay for the shuttle. A decision to live on Whidbey and work on the mainland involves a cost decision knowing the ferry fares, wait times to board a ferry, and parking on the Mukilteo side should be part of that living decision with its commuting cost. Mukilteo residents should not have to bear the burden to pay for any of these costs or to see our pristine limited waterfront taken up with transportation for those who mostly do not live in Mukilteo. We do not want large amounts of parking on or near the waterfront as it would rarely be used by Mukilteo residents who have</li> </ul> |
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**Mukilteo/Clinton**  
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parking passes to park at no cost and for longer time periods now. Anyone working in downtown Mukilteo that is a resident has a free resident parking pass. All downtown businesses get free parking passes for employees. Most visitors to Whidbey would not park in Mukilteo to save ferry fare as they want to see Whidbey and the free island bus service does not provide much to see. The cost of building parking and the shuttle should be born by those who use it and Mukilteo should not have to be involved in day to day operation or any cost to operate it. The ferry holding line on the Speedway is not problem for residents most of the time as it is a separate lane and does not impede north/south Speedway traffic except for a few days when the traffic is particularly heavy on a summer weekend or holiday. That should disappear entirely with the new terminal. Reducing the number of vehicles driving on the Speedway, especially the north end of it should be the biggest concern. The park and ride with a shuttle is the only way to accomplish that. You also need another ticket booth as the three you now have cannot sell tickets fast enough to reduce the holding lane on the Speedway at peak times. I often see the ferry holding parking lot half empty when there is a long line of vehicles on the Speedway waiting to get to the ticket booths to purchase a ticket and get into the holding parking lot. With ferries now holding 144 cars and leaving every 30 minutes, the 3 ticket sellers have to sell 48 tickets each in 30 minutes which is one ticket every 60 seconds, not likely to happen. The limitations on ticket sellers and booths cause a bottle neck in getting vehicles off the Speedway.

- Desire to see shift to reduce production of auto capacity boats and shift to pedestrian vessels on Clinton/Mukilteo service.
- It would be great if there were some way to provide some measure of priority for residents dependent on certain terminals. For example, Whidbey residents might get priority queuing on Muk/Clin and/or Coup/PT routes. This might be accomplished by reserving one or two waiting area lanes for cars with a certain sticker until 5-10 minutes before loading, at which point priority lanes would become general availability lanes.
- Initiate a dedicated line for Whidbey owners where we can pre-book. If we are at the terminal 45 minutes early we should get on.
- There needs to be some sort of mitigation for the traffic flows up Mukilteo Speedway to/from the ferry.
- I'm ready for weekend reservations in Clinton. So I can leave on a Sunday! Extend the 3-month period for multi-ride tickets - they should cover the entire surcharge season for Whidbey residents. I got burned because I didn't use all mine.
- Reservations can have a place in Clinton. Careful outreach with community members can establish a system that spreads demand. Commercial reservations on some schedules, commuter slots, discounts for off-peak times - with the right formula it can work. Bring Anacortes delegates to Clinton to help sell the idea, we hear they really like their system.
- Reservation system on the Mukilteo/Clinton route.
- I cannot emphasize strongly enough the need for reservations on any day of the week for commuters on the Clinton-Mukilteo route, especially during May-Oct. Respectfully, some outside the box thinking is needed here and I encourage you to open it up to the public for suggestions. There has to be a reasonably easy way to ensure commuters are able to get on ferries they choose. Some options to consider:
- A commuter only line that uses a ferry commuter card - for regular commuters, this may incur an additional fee.

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| <p><b>Mukilteo/Clinton</b><br/>(continued)</p> | <ul style="list-style-type: none"> <li>• Reservations - a reservation only line, like “will call” at theaters.</li> <li>• We need 2 Olympic Class vessels all year on the Mukilteo-Clinton run, not just summer sailings! Weekdays in fall, winter and spring the back up on Clinton from ~ 8:30am - noon is 1-1.5 hours. (1 hour, Mukilteo is backed up from ~ 2:30pm - 7/7:30pm) One week ends Mukilteo back up (2 at ~10am-4pm) Clinton Sunday noon-8pm).</li> <li>• Because the traffic to and from Whidbey is growing, especially during May-Oct, larger vessels are a great idea, however having one additional vessel in case of emergencies and/or if a ferry is not operational is an important idea to implement. 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. The increased traffic from May-Oct often means from the time I leave Seattle anywhere between 3-4PM, my arrival home is at 8PM or later. With reservations, it would make ease commuters ability to go off island and return much more efficient. And there’s the added challenge of traffic congestion in the greater Seattle area, which will likely increase as more people move here.</li> <li>• 1) No reservations!<br/>2) More boats particularly during holidays.<br/>3) No increase in fares which seem to veer every year. How about a senior discount? And a discount for residents of the island?<br/>4) Better management and planning - no board out of service over holidays.<br/>5) More consideration for parking on both Clinton and Mukilteo side. Very important!<br/>6) I like presentations better than just walking around to look at boards that have information. We learn from lots of questions from the audience.</li> <li>• Service on this route is fairly reliable, weather pending, except when a vessel breaks down, which happens more and more. We need more backup vessels that can replace one in dry dock. The other route I use frequently is Mukilteo Clinton and that is nearly 100% reliable, hoping the larger ferry will help with backups. I think lower fares at non-peak times would help a lot.</li> <li>• Growth can only be managed with less reliance on auto trips. Parking in Mukilteo does not allow for walk-on day trips or overnight trips to Whidbey. WSF should support the efforts to build longer term parking at the tank farm property.<br/>Park and ride improvements for Clinton and better last mile connections will encourage more walk-on trips. Drivers need a way of knowing if parking spaces still exist and if buses are coming without checking phones while driving. Transit coordination is essential to improve connections and encourage walk-on trips.</li> <li>• By promoting walk-on passengers through parking (day and overnight) in Mukilteo, there will be less carbon and greenhouse gases from the ferry wait and additional vehicles on the road. Transit-ferry connections - there should be coordination between transit on the mainland to Mukilteo ferry to facilitate people coming from major transit centers to the ferry. This could be especially helpful and marketed for special events occurring on Whidbey: e.g. Coupeville Arts + Crafts festival, Mussel fest, etc. Promote “Leave the car and travel far by transit...”</li> <li>• Years back I suggested a minimal number of cars be able to reserve a spot on Muk/Clinton run. 2-3 hour wait time is way beyond acceptable. People arrive to the island agitated, late - you can tell by aggressive, speeding drivers on SR 525 - it is scary. Cut the wait times so people can relax!</li> </ul> |
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| <p><b>Mukilteo/Clinton</b><br/>(continued)</p> | <ul style="list-style-type: none"> <li>• There needs to be another ferry loading point and more ferries during commuting times. Or a bridge from Mukilteo to Clinton, and a ferry from Camano Island to Whidbey Island.</li> <li>• The traffic light at 5th Street and the Mukilteo Speedway is not properly coordinated with changes in peak traffic. I often see the red light on when there are no cars in that lane to stop and as a result holding back lines of vehicles that could proceed with no problem if they were not stopped for no need. The light should be able to sense when no vehicles are waiting and let the vehicles waiting move ahead. There is a major traffic risk. Vehicles driving West on 5th Street are not permitted to turn right into the ferry lanes on the Speedway. They have to turn left and go South until they reach the end of the ferry holding lane and then somehow turn around to get into the ferry holding lane on the Speedway. Most do a U turn in the middle of the Speedway which is often not easy with all the through traffic. The end of the waiting cars in the holding lane could be at any point so there is no one place a turn around could be built. I see close calls regularly with cars doing these U turns. No one has addressed this high risk even though it has been brought up many times at ferry presentations in Mukilteo.</li> <li>• I am writing to urge you to consider looking at a partnership study between Mukilteo, Island County, WSF and other key stakeholders to determine the best system for the Mukilteo-Clinton route. With enough background planning and careful outreach WSF won't find itself confronted by a frustrated public who feels that something is being sprung on them. Several Mukilteo residents have expressed concerns over a lack of public outreach communications during the terminal development project and there have been amendments made to the plans which will have significant impacts on the local community. Some of these concerns are addressed here: <ul style="list-style-type: none"> <li>Parking in Mukilteo: Non-vehicle trips to Whidbey are limited by lack of parking/short-term parking in Mukilteo. We support any efforts by WSF to help realize longer term parking (such as the Tank Farm project) that will allow travelers to make use of transit or other pick-up service on Whidbey and thus free up auto deck space on the boats.</li> <li>Park and Ride Investment: Knowing how many spaces are left in a park and ride and having a well-organized park and ride with good information about when the next transit link can be made will encourage more walk-on trips. A park and Ride is needed in Mukilteo, and with the constraints of the state park parking at Light House Park it is an ongoing challenge to accommodate long term and overnight parking.</li> <li>Transit Coordination: WSF needs to partner with transit, emphasizing door to door over shore to shore. Last mile connectivity: 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. Trip kiosks/apps: Non-driving "trips" might be encouraged by letting people know what is possible. Kiosks, apps, or flyers might help people make the choice to park-ferry-transit versus drive on.</li> <li>Traveler information: Active signage displaying ferry wait times may alleviate driver anxiety and reduce unsafe driving. It is better if drivers understand their expected trip time. Checking a cell phone while driving is not a safe option, so alternatives should be considered. Level of Service: We need a level of service metric that everyone understands. Number of boats wait or number of full reservations is a good indicator that the public can connect with. Single app: Easy to use app for ferry information, reservations, payment, etc. that Grandma can use. The app could suggest non-driving options as well. Note that the WA Transportation Plan, WTP 2040 and Beyond, is recommending a statewide payment pass for public transportation.</li> </ul> </li> </ul> |
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| <p><b>Mukilteo/Clinton</b><br/>(continued)</p> | <p>Better queuing system to reduce emissions: Drivers are asked to turn off vehicles when waiting for a ferry, but the current system has limited information to tell drivers when they will be moving versus being stopped for 15 minutes. Cueing cues would be helpful in reducing emissions. Removal of Revenue Protection Fencing: The proposed fencing surrounding the Mukilteo ferry holding lanes should be revised to include additional gates to access the promenade or removed completely. The ability for riders waiting to be able to shop local businesses and restaurants while they are waiting is an appeal to both the local economy and ridership. Emergency Evacuation Egress: We need to be sure that local law enforcement, and first responders are included in the design of the ingress and egress patterns to ensure all safety concerns are addressed. Traffic Mitigation: Mukilteo Lane will be faced with significant traffic impacts, and was found to be 'outside of the project area'. This is concerning for the reason that the issues that will be challenging to remedy on Mukilteo Lane are direct impacts of the Ferry Terminal relocation. We must carefully study and mitigate the negative impacts to residents.</p> <p>As a member of the Mukilteo City Council I very much appreciate the careful consideration going into this project. As with all projects, there are always areas of compromise and ways to improve. Continued public outreach, collaboration, and a willingness to compromise from both sides is paramount in the success of this project. I look forward to continued conversations which will guide us to a wonderful project for both WSF and the community of Mukilteo. Thank you.</p> <ul style="list-style-type: none"> <li>• Wait times - As a resident of South Whidbey Island, it can be frustrating to get off the island during peak season to return back to Whidbey. A reservation system that allocates a % of spaces for reservations would be very helpful to both residents and visitors alike. Signage/information re: wait times - For the Mukilteo-Clinton ferry, it would be very helpful to have real-time electronic signage to inform people as to how many spaces are left on a ferry, wait times, etc.</li> </ul> <p>Overhead loading at both Mukilteo and Clinton ferry terminals will help speed up loading and unloading times.</p> <ul style="list-style-type: none"> <li>• Overhead loading is needed much sooner than 2028 for Clinton-Mukilteo terminal. The new larger boats have the potential to increase capacity, but this could fight with on-time service if passenger loading is mismatched between the new Mukilteo terminal and the Clinton terminal.</li> <li>• You are doing terrible on this as it relates to Clinton-Mukilteo. They can't load the big boats in the allotted time because of lost time for walk-on passenger load/unload, You have scheduled overhead walk-on load/unload for Mukilteo in 2020, but Clinton overhead is 2027. How stupid to fix half the problem and wait 7 years to fix the other half. That means 7 more years of being unable to turn around the boats in 30 minutes.</li> <li>• Mukilteo-Clinton on time performance could be improved drastically.       <ol style="list-style-type: none"> <li>1: Optimize stoplight usage during Mukilteo offload. Red light frequently halts traffic for no reason (no pedestrians/cars need to enter intersection) Minutes could be saved.</li> <li>2: Increase waiting area in Mukilteo terminal so that more walk-ons can pass toll arms prior to load.</li> </ol> </li> </ul> |
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| <p><b>Mukilteo/Clinton</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• 1) We need two larger ferries for our run, there are constraint ferry lines throughout the year. We should to strive for zero wait times for commuters &amp; visitors. (We should have to two super ferry's the growth has been extreme over the last few years need something now)</li> <li>2) There should be monthly drivers &amp; walk-on ferry passes for residents who commute every day. There should be a card that gets reloaded, no more paper!</li> <li>3) Need monthly parking stalls for monthly commuters.</li> <li>• 1) Not happy Clinton terminal is waiting so long... be nice if the state properly funded WSF.</li> <li>2) Need to ensure GREAT bus transit integration w/ these terminals as you renovate &amp; rebuild them.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p><b>Seattle/<br/>Bainbridge Island</b></p>          | <ul style="list-style-type: none"> <li>• Slow; understand growth pattern Seattle area i.e. Amazon, etc. People moving to peninsula.</li> <li>• Growth is inevitable but, hopefully, the building of the new (much needed) passenger ramp on Bainbridge will be relatively easy on us old folks. There is definitely a need for more seating on the ramp for us that need a moment or two to regain strength before continuing to walk. Please keep the historical banners as never tire of reading them and searching old brain for answers. Have heard visitors saying how much they enjoy them too.</li> <li>• One thought that popped in my head and that I'd like included in the public comments for the LRP is the need to keep Pier 48 in Seattle and to potentially develop it as a regional POF hub in the future. Without other options readily available in the downtown Seattle core, it's crucial to hold onto that asset and create a multi-jurisdictional steering community to oversee the design, permitting and management of said asset.</li> <li>• Investment in a new, modern, bright gangway would be my number 1 priority. Investment in either a gangway exit and safe walkway connecting to "Waypoint Park" or the trail system to downtown on the downtown side of 305. Alternate ideas would be an underground or overhead pedestrian bridge over 305. The terminal could use update and brightening. Better parking would also help.</li> <li>• The maintenance facility in Eagle Harbor should be closed and moved to Bremerton. Eagle Harbor could be the "Sausalito" of Puget Sound. It never will be with that large, unattractive facility occupying picturesque waterfront. No one wants to build a beautiful hotel, residential, marina complex with that eyesore dominating the scene.</li> <li>• Managing growth should equate to encouraging riders to walk on ferries when possible, leaving their car behind. This is particularly true for the downtown Seattle routes as the City cannot deal with any more traffic. Encouraging walk-ons and cyclists, perhaps through incentives, can influence modal shift. Partner with passenger ferry operators like Kitsap Fast Ferries and King County Marine Division to provide passenger ferry services during non-peak commute periods when vehicle ferries basically run empty of cars and only dozens of riders, think Bremerton. This is a perfect opportunity to remove the vehicle ferry from the route providing additional tie up time for maintenance and back fill with the addition of passenger ferry services.</li> <li>• Here's an idea for Bainbridge: when the Police Station moves (which it will) create a partnership with the City and build a BIG parking structure on that critical corner, which will serve BOTH the Ferry System and the downtown businesses that are also complaining about inadequate parking. With income-generating retail space on the ground level, as well as a tourist center, such a facility could be the cornerstone of a</li> </ul> |

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| <p><b>Seattle/<br/>Bainbridge Island</b><br/><i>(continued)</i></p> | <p>re-designed terminal that takes care of buses, walk-ons, pick-ups and drop-offs, etc. If you don't act now, however, you may as well kiss it off because the Bainbridge OCD tree huggers will try to turn the area into a green space, or a developer will put up condos.....</p> <ul style="list-style-type: none"> <li>• I was very interested to read in the Kingston Community News of October 2018 about the long range plan for WSF services. I'm happy to see the plans for more efficient ferries and more frequency but I didn't see any mention of parking facilities. Expanding services for either the Bainbridge or the Kingston runs will not be worthwhile unless the parking situation is addressed also. I understand that WSF may not be in charge of land-based parking lot development, but I think it is foolish to spend billions on ferries and not get commitments for better parking from the communities and the ports.</li> <li>• I am concerned when I hear stories about people commuting to work to Seattle from the Poulsbo or Kingston area. Their commute is over two hours each way. They are desperate for the Kingston to Seattle POF service, and in the meantime have a 50/50 chance of catching the scheduled WSF Bainbridge to Seattle route when they take the bus from Kingston to Bainbridge Island. I also hear about not enough or soon to be at capacity parking for Park-&amp;-Ride commuters over on Vashon Island, Bremerton and Bainbridge Island. This concerns me as a hopeful home buyer in Bremerton.</li> <li>• The plan contains no provisions or solutions to relieve congestion (for vehicles) on the Bainbridge/Seattle routes, or to keep vessels on this route on schedule. Congestion is increasing with growth, and "peak" occurs almost daily, and through dozens of weeks per year. Very disappointed that the plan contains nothing to address this.</li> <li>• Why can't there be a reservation system or local priority for the BI boat during the summer! I have to use it every Sunday &amp; it's awful! The whole new entrance in Seattle is also awful! Construction is a challenge but this could have been planned so much better.</li> <li>• Expand passenger capacity of Sea-Ban and Sea-Bern sooner than 2038. New Olympic class have full second passenger deck when constructed to add capacity.</li> <li>• If additional vessels cannot be added to the BI/Seattle route, I'd like WSF to consider other mitigations. 1) New route, BI to Fauntleroy? 2) New landing site on BI or Suquamish? 3) Use 3 vessels to run a 2-vessel route, where vessels could be simultaneously loading &amp; unloading in Bainbridge. Doesn't add capacity, but would help maintain the ferry schedule on-time during peak times.</li> <li>• Please consider the need to coordinate with City of Seattle and in particular, SDOT, to better manage the traffic issues on Fauntleroy Way SW and SW Wildwood. Neighbors are experiencing greater congestion, noise, traffic infractions (e.g. U-turns to get into the ferry line) accidents and pollution related to the increase in vehicle, pedestrian, and bus traffic on both arterials and intersecting neighborhood streets.</li> <li>• My biggest beef with you on my island (Bainbridge, where I have lived for 30 years) is the growth in traffic, ferry lines and overloading and not knowing when to show up for time critical trips (like doctor's appointments and theater engagements etc.). There was a brief period when you ran a 3 boat schedule to Bainbridge in the summer and that was marvelous. My congestion wish list would include re-instituting that as a late spring, summer, early fall traffic reliever. My other possible solutions would include reservations either exclusively for residents of Bainbridge, Suquamish and Poulsbo, or at least with priority for "residents." Another option might be a dedicated lane on weekends and summer months similar to the carpool lane, maybe even using it itself during these non-commute times for residents. It has already</li> </ul> |
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| <p><b>Seattle/<br/>Bainbridge Island</b><br/><i>(continued)</i></p> | <p>become intolerable to get on &amp; off island for those of us who depend on you for access on weekends and many sailings during the summer tourist season. Adding more passenger capacity does not solve the problem for those trips requiring a car. Also almost all of my trips do include my car because a) there is Zero parking after the commuters fill up the available spaces in the lots for the day and no public transport on the island to get to the ferry either! I also do this because my little electric car and my now senior status mean that a large portion of the year it cheaper and greener for me to put my car on than to park it and hassle with public transport or taxi/Uber type transport Seattle side. Wishing people would use public transport does not mean they will if it isn't available, quick, reliable, frequent, inexpensive and from my area of concern: green! You need to plan for more cars much more than your report seems to be suggesting! Please remember that there is a huge and growing population of urban residents who want many weekends year-round to explore and enjoy the beauty of our surroundings - they all take their own vehicle no matter what your rosy projected ideas might hope for. It is as blind as Seattle housing regs limiting parking or having no parking for new construction! Even if people use public transport to work and around town, they will still want the freedom of their own vehicle for going out of town and a need a place to park it! You cannot take the bus to a trailhead/ park or wilderness area most places....</p> <ul style="list-style-type: none"> <li>• #1 Priority - Better communication/coordination between WSDOT, King County Transit, Kitsap Transit, and cities of Bainbridge Island/Poulsbo/Kingston/Squamish (tribe+casino). Give a structural engineer \$36 (?) million, and they'll find a structural solution. The 305 mess is not primarily a structural problem, it is a temporal problem (i.e. for only ~2 hours each way at commuter hours morning + afternoon in opposite directions. Why?       <p>Too many single occupancy cars - Solution - get those cars off road. Why don't they now? No public transit alternative. At present, K.T. buses are all geared to ferry schedule (i.e. only every 45 min), yet a large % of those drivers are workers, etc. coming from off island and staying on island (not going to ferries)...Solution: have smaller buses (at first), run a SHUTTLE SYSTEM just during those hours every 10-15 min from Gateway(?)/Casino Park + Rides, using 305 as a backbone to major stops/ P+Rs at Day Road, Sportsman's Club, High School Rd, Winslow Dr, etc. and advertise the heck out of it for a 2-3 month trial period. 2 main possible objections:</p> <ol style="list-style-type: none"> <li>1) Buses would get stuck in some traffic, negating incentives. Not true. So many cars would be taken off road, it would flow again. Also, incorporate jump lanes at lights, etc.</li> <li>2) No money or people for extra buses drivers - Not true! Create a public-private operation combining the existing fleets of Kitsap Transit with the underutilized Clearwater Casino fleet.</li> </ol> <p>As part of this shuttle plan, make the B.I. terminal a more appealing destination with more inside coffee shops etc. for those who arrive on those shuttles at random times between ferries. (Though adding an extra ferry (i.e. 3 instead of 2 and thereby decreasing wait times) would help, too.</p> </li> <li>• Please do a study of where vehicles are going after leaving the Seattle-to-Bainbridge route and driving onto Bainbridge Island. What percentage are staying on the island? Of those that drive through and off the island, what percentage are staying in Kitsap vs going to the Olympic Peninsula? What percentage would be better served by a car ferry from Seattle to Kingston (especially in the summer). Are there other possible ferry routes that can be developed to ease traffic on Bainbridge? The traffic on 305 through Bainbridge is becoming untenable and the ferry system needs to look at its part in the problem and what solutions are available. I'm hopeful the foot ferry routes will help, but I suspect the summer car traffic will only continue to get worse.</li> </ul> |
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| <p><b>Seattle/<br/>Bremerton</b></p>        | <ul style="list-style-type: none"> <li>• Please emphasize enhanced capacity even above the “greening” of the fleet. People need access in and out of Seattle with all the growth that’s happened in recent years.</li> <li>• I am mostly satisfied with customer experience. Recommendations I do have are expansion of passenger space on vessels serving the Bainbridge and Bremerton routes to mitigate crowding and construction of SOLAS-compliant Olympics, as neither of the SOLAS vessels are well-suited to the Sidney route.</li> <li>• Start a route between 10:30pm - 12:50am! For reals. Makes nights out super long otherwise.</li> <li>• Expand passenger capacity of Sea-Ban and Sea-Bern sooner than 2038. New Olympic class have full second passenger deck when constructed to add capacity.</li> <li>• Here we go!       <ol style="list-style-type: none"> <li>1. During summer season, Thursday before Memorial Day weekend through Labor Day, add two vessels to the Seattle-Bremerton route. As two passed each other at the halfway point, two more would be loading/departing both Seattle and Bremerton stations. This would effectively provide 1/2-hour departures during the busiest time of year. Even adding one vessel would provide departures every 40 minutes. Same for Seattle-Bainbridge.</li> <li>2. Build a new facility where WA 518 would end, if it were ever extended down to the water. This new Southworth-Burien route would provide direct access to the Sea-Tac Airport. Driving this route has resulted in drive times, through massive traffic backups on I-5, of one and a half hours! Big Bertha could tunnel under the homes at the end of 518 down to the water’s edge. Using floating bridge sections from both the 520 bridge (if not all gone by now) and the coming re-build of the I-90 floating bridge would provide the parking and staging areas for the new station.</li> <li>3. Once a vessel is retired, sell it to the City of Seattle. The City could then permanently dock the vessel to house all the homeless encampments around the city. Existing rest rooms, cafeteria, and seating areas already exist. Showers could easily be added, along with basic medical care and counseling offices.</li> </ol> </li> <li>• At least three of the super-class replacements should ideally be extended to facilitate a vehicle capacity of at least 155 and have an upper passenger cabin added. The current design, while good, is I feel insufficient both in terms of auto and passenger capacity for the Bremerton and Anacortes routes.</li> <li>• Elwha and Tillicum replacements should be SOLAS - compliant to ensure reliable service to Sidney; Kaleetan and Yakima replacements should have expanded passenger accommodation and ideally larger vehicle capacities to manage growth on the Bremerton and Anacortes routes. More refit relief vessels are needed, as well as capacity increases on Edmonds-Kingston.</li> </ul> |
| <p><b>Port Townsend/<br/>Coupeville</b></p> | <ul style="list-style-type: none"> <li>• Fares may be too low.</li> <li>• Would love a ferry from Port Townsend to Kingston and Port Ludlow and or Seattle.</li> <li>• Bigger ferry for Port Townsend.</li> <li>• We did not like the design of the new ferry that we received in Port Townsend that was named Chetzemoka and nicknamed “Eileen.” It was a disservice to the fleet, a dishonor to the Chief and a huge detriment to your cash flow for the below-par product you received. We were not impressed; it did not look like money well spent, and we miss having local service with a vessel named for our local Indigenous hero. We do not like ferries without windows open to the environment on the car decks and do not understand the reasons you would switch to this vessel design. The solid-sided ferries seem to be affected by the wind more.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

**Port Townsend/  
Coupeville**  
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- I am a co-founding member of the Ferry Community Partnership and past member of the Keystone [Coupeville] Citizen Advisory Group during planning (2004) for the current ferry service between Port Townsend and Coupeville. I write in favor of maintaining right-sized ferries on this route. It may be the best example in the WSF system of matching ferry boats to infrastructure: available parking, dock size, frequency of service, and adjacent highway capacity. With 64-car ferries, the unloading process progresses to the capability of SR 20 to disperse the traffic. There is no potential room to add lanes on either port, so if 'standard' 144-car ferries were placed on this route, it is certain that the dispersal time would be more than doubled. In the case of Port Townsend, there is already urban congestion on SR 20 during business hours; 144 cars released into that traffic would mean gridlock on the main arterial serving downtown Port Townsend. All of downtown Port Townsend and SR 20 for one mile from the terminal, are in a tsunami zone. In the event of an urgent evacuation situation combined with an unloading 144-car ferry, hundreds would be put at risk. Even without a tsunami, the 144-car gridlock would choke access to the downtown area for emergency vehicles such as fire and emergency-medical traffic; there would be just the one inbound lane of SR 20 for one-half mile for those vehicles. In an October 25, 2018 article in the Port Townsend Leader: "Jefferson Transit General Manager [a member of the Port Townsend FAC] and Operations Manager attribute the increases in both ridership numbers and on-time performance to the expansion and organization of their service routes. One of those additions is the Upper Sims Loop route, which began service Jan. 15, 2018. Monroe cited it as one means to mitigate the impacts of the Water Street enhancement project. "Without that separate route, you'd have buses getting trapped in downtown construction. That would make all the following stops on the line late," Monroe said. Hence, gridlock on SR 20 near the terminal will create impacts echoing throughout Jefferson Transit's system, as the lynchpin of Transit is the circulator route that passes through downtown and past the terminal every 20 minutes. Additionally, in order to accommodate 144 parked cars, there would be a need for expanded parking on both terminal areas. That is not physically possible at Coupeville without reducing or eliminating the waterfront camping area at Fort Casey State Park--an unrealistic idea that is politically unfeasible. And it is not possible at downtown Port Townsend without a costly expansion of the existing dock, which is built over eelgrass beds--also politically unfeasible. Before the onset of the Reservation System, there were long overflow lines at both terminals, essentially trapping people in the area of their vehicles as the queues periodically moved forward; since reservations began, those lines are essentially eliminated, providing a much better user experience and customer satisfaction--coupled with (in season) 45-minute maximum wait time. With 144-car ferries, many users would then be facing a 90-minute wait and if they still were not able to board, then a 3-hour wait. The possibility of a 3-hour wait would certainly discourage some visitors from coming via Whidbey Island to Port Townsend, thereby impacting both downtown businesses and peak-season festivals such as the Wooden Boat Festival, the Port Townsend Film Festival, and others. Overflow at the terminals also requires extra staffing both for WSF and for local police departments, managing traffic and the extra pedestrian traffic from users caught in a wait-line. We have been through all of this before--that's why the reservation system has been such a boon. But without traffic lanes and parking and nearby restroom/water facilities for 144-car sailings, those gains would be lost. The ideal is a flow-through traffic pattern which resembles where we have arrived in the past decade: traffic volumes that can be absorbed by the infrastructure on both sides. The negative ideal is large peaks and troughs, stressing infrastructure and turning the user experience toward unpleasant. In the future, as volumes build, the route could absorb increased

**Port Townsend/  
Coupeville**  
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traffic by operating a third 64-car boat in 'continuous' service, as has been done at times on the Edmonds-Kingston route. WSF would be wise, in Long-Range Planning, to build several more Kwa-di Tabil boats, to provide more NIMBLE service throughout the system. For example: reserve boat for Port Townsend-Coupeville when one boat is in dry-dock; at Tahlequah; winter small-boat operations in the San Juans. The know-how exists to build these boats in Washington shipyards. New boats in this class can be built hybrid-electric from the outset. Nimble means: right-sized boats where needed particular during night hours and/or off-season. That enables WSF to use reduced staffing on smaller runs and off-hours compared to 144-car boats, according to Coast Guard regulations. There IS an alternative, of course. That would be: relocate the constricted docking area from downtown Port Townsend, to Glen Cove. At Keystone, relocate eastward to the old historic dock site. That alternative would, of course, cost hundreds of millions of dollars and render both downtown Port Townsend, and Fort Casey, beyond walking distance or easy reach for all ferry users. Likewise, even if permission to expand the Port Townsend dock over eelgrass beds were obtained, that approach would also cost tens of millions of dollars--and there would still be gridlock on SR 20 at frequent intervals.

I visualize a time, ten years from now and beyond, where service looks like:

--three 64-car boats running continuous service during peak hours and seasons, thus nearly doubt-ling vehicle capacity without any need for expanded parking or dock size

--two 64-car boats during transitional hours, and months around peaks, on a 45-minute schedule

--one 64-car boat in low season, on a 90-minute schedule

--all boats in service operating on hybrid-electric systems

--improved terminal buildings with energy efficient heating, lighting, and water-conserving rest rooms.

--timely, efficient connectivity with Transit on both shores.

--high degree of customer satisfaction with shorter wait times and high satisfaction with the reservation system. We can have all of this coupled with very modest capital expense to WSF, and good relations with the Legislature as a result of economical capital investment.

- The Port Townsend ferry route should be two boats much more of the year. (Any time that people are routinely unable to make reservations the day before, and this happens all year round.) The new terminal may help at Mukilteo but unless Clinton dock is somehow upgraded it can't help much. I'm not sure how this could be managed, it was a mistake to allow a park next to the ferry terminal as with that space and the pay to park space it might have been possible to have more cars in line. I don't think commuters should be favored on any routes. A regular commuter has the option of using public transportation, van pools, etc. (Maybe a way to prioritize car pools other than van pools would help.) A resident can schedule most visits to fit low peak hours, and critical doctor appointments are already covered by special passes. Visitors do not often have that option. Higher fares at peak times do make sense, most of the island visitors can afford them, but otherwise no. Also, a real fare structure where compact cars reflect the industry standard of 15 feet or less (not 14) and higher fares over 18 feet (not 22) would possibly help. Right now, there is no incentive for the average person not to have a huge SUV or truck if they can't manage with an ultra-compact. Car 8 feet longer than mine pays the same fare, where one 6" shorter gets a discount. This is not right and means fewer cars and more difficult loading onto ferries.

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| <p><b>Port Townsend/<br/>Coupeville</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>WSF is part of our highway system. Keep State route 20 open! Two running boats year round! Budget to make this happen, advocate for increased funding without increased fares.<br/>Midterm-<br/>Vessels: Nothing? One more summer sailing in 2020.<br/>Service enhancements-None? No dredging of the harbor? No repairs to the Keystone Harbor dock? Not revisiting moving Keystone terminal and dock to the South? Very short sighted. Only preservation to Port Townsend dock.<br/>Long Term-<br/>Hybrid-Electric in 2032-2033 good but....14 years from now<br/>No added runs/service for 10 years....The reservation system has only masked the need for increased capacity. Looks like you are willing to wait until 2029 to address. Traveling from Whidbey to the Peninsula, this route is the most environmentally responsible way to travel. Crunch the numbers-Travel from Oak Harbor, Coupeville or Langley to Forks, Port Angeles, Brinnon or even Olympia. Which way would you want to go? Which way is the fastest? Least congested? Lowest miles?<br/>Again I say keep the highway I have used for over 30 years open and available for travel year round.</li> <li>Add a route from Port Townsend to Friday Harbor.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p><b>Edmonds/<br/>Kingston</b></p>                                | <ul style="list-style-type: none"> <li>I'm concerned that you're not going to be building any 144 car ferries that have a passenger capacity of 2000 passenger like the Supers have. If you're going to try and encourage more walk-ons, you need to have more space for them on board. I would think that you'd want 2000 passenger capacity for the Bremerton ferry route. Also, I like your idea of putting three vessels on the Edmonds-Kingston run. I'd strongly support you doing that when the Jumbos are ready to be retired. You're going to want 144-car ferries with a larger passenger cabin (2000 people) on that run as well.</li> <li>Good. Add another ferry Kingston.</li> <li>Elwha and Tillicum replacements should be SOLAS - compliant to ensure reliable service to Sidney; Kaleetan and Yakima replacements should have expanded passenger accommodation and ideally larger vehicle capacities to manage growth on the Bremerton and Anacortes routes. More refit relief vessels are needed, as well as capacity increases on Edmonds-Kingston.</li> <li>A third vessel for Edmonds/Kingston in 2030? Are you joking? It needs a third vessel NOW--summer time! It used to have one in the summers! Stopped in 2008 due to financial crisis....funny how now that our economy has been booming for years since then, that third boat was never brought back as promised.</li> <li>If there is a projected 40% increase in traffic on the EK route and three 144 foot ferries will only increase capacity by 10%, we are all way behind the curve before you even add a third boat. The EK route serves a huge number of cars throughout the day from early morning (7-8 am) to late in the evening (9-10 pm) Serve the EK route with the jumbo ferries - three of them - and send the three smaller ferries to BI-Seattle where there are far more pedestrian passengers.</li> <li>The passenger projections at most terminals seem unrealistically high. Without additional significant capacity, the car projections also seem high. Edmonds - Kingston is often at capacity. The Bainbridge Island highway corridor and parking availability cannot support anywhere near the growth projects...even if half the increase is using buses. A reservation system will only force those cars to drive around. Growth will be slow without much more capacity.</li> </ul> |

**Edmonds/  
Kingston**  
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- I have reviewed the WSF 2017 -> projections for Edmonds/Kingston and Seattle/Bainbridge. For Edmonds/Kingston, the predicted passenger increase is 175%, but only 121% for passenger/vehicle. For Seattle/Bainbridge, the predicted passenger increase is 141%, but only 117% for vehicle/drivers. Given the increasing ferry waits year-over-year in getting over to the Olympic Peninsula due to population gains, I'd bet the WSF vehicle/driver projections are low. They should \*at least\* match the projected passenger increases. See <https://twitter.com/EScottWetzel/status/1054446283509850112> for screen shots of a spreadsheet explaining the details.
- The fleet does need modernizing and certain terminals require upgrades. As the plan states, these needs are inter-related with overall efficiency improvements that will be necessary to meet demand. Regarding that demand, Edmonds-Kingston demand is forecast to grow 75% (passengers) and 22% (vehicles). Yet, neither replacement scenarios A or B come close to meeting forecast demand. Scenario A (three 144 vessels) would add 11%. Scenario B (two 202 vessels) would add 3%. Edmonds-Kingston is arguably the highest demand commercial (and POV) route. Not addressing this demand would likely shift demand elsewhere (Seattle/Bainbridge), further clogging the system. I suggest planning Scenario B PLUS a third 144 vessel at least during peak demand months, i.e. April-October. Such a plan would increase capacity 40% and meet forecast demand.
- I think that sustainable and reliable service will require adding more sailings and boats during peak times. There are times when the wait is terribly long and as an Edmonds resident the vehicle back up reaches the intersection of Route 104 and 100th St SW. This backup then interferes and causes great confusion about where the hold line starts. It also makes it very difficult to get into the parking lots of nearby businesses due to vehicles being in places where you wouldn't expect them.
- We have heard there is talk to increase the ferries to run more frequently. We like that prospect as it would make our decision to spend more time in Kingston easier knowing we don't have to wait an hour for the next ferry easier.
- Not realistic. The growth is happening much faster than you have planned for. I know many people from Kingston/Jeff Co. that commute to Seattle weekly due to housing expense on this side. Why is there NOT a ferry from Seattle to Kingston?? That would relieve a lot of stress from the Edmonds run.
- Re: Edmonds/Kingston terminal access issues. Given the prominence of the railroad along the Edmonds waterfront, the plan needs integration with of plans from rail users, both freight and passenger, and coordinate WSDOT future growth with them. In addition the same applies to critical needs for unimpeded access to the business and marine facilities for emergency/terrorism incident response to all hazards, including any affecting the ferry terminal and boats. An obvious alternative is the relocation of the Edmonds ferry terminal to south of the Port of Edmonds marina with vehicle access above and over the railroad from the former Union Oil property, allowing for unimpeded operation of the ferry as well as integration with other transportation systems.
- The LRP does not present solutions to the frequent congestion in Kingston! The plan should expand the discussion of terminals in this section to include realistic assessments of vehicle approaches to the terminals, and the facilities where vehicles/passengers wait. The superficial sidebar, on LRP pages 29-30, underestimates the Kingston issues and does not present realistic options or any certain plan to study and develop comprehensive solution for the traffic increase projected over the next 20 years. Solutions may require cooperative action with DOT and local governments, but as a transportation system, WSF must have, and show, plans to get their customers to their terminals.

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| <p><b>Edmonds/<br/>Kingston</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• Some of us would like to know more about your plans concerning run-off from roads from ferry traffic. How will measurements be made, how often and what kinds of remediation can be done in Edmonds.</li> <li>• Would it be possible in the future to do reservation for Edmonds/Kingston ferry? For any ferry that doesn't have reservation right now?</li> <li>• A reservation system on the Edmonds-Kingston run would go a long way to reducing the traffic backups on SR 104 in summer. It would also help reduce the emissions from the many, many drivers who continue to idle their engines when they are backed up. The reservation system has now been well tested in the San Juans and needs to be implemented in Puget Sound for the greater efficiency of the ferry system.</li> <li>• For the Kingston-Edmonds route, the capacity should be increased to better deal with peak demand and overloads that now occur nearly every day during the summers. Upgrading this route's capacity should not wait till 2033 as shown in the plan. 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.</li> <li>• There ought to be a study to gauge demand/ practicality of a Mukilteo/ Edmonds/ Seattle foot ferry run (similar to the sound transit train commuter schedule). We need multiple modes to mitigate the I-5 traffic mess and get people out of cars. The ferry could link up with light rail at Pioneer square and WSDOT and ST could show the rest of the country how to connect a region.</li> <li>• Please build a parking lot / holding area in Kingston. Downtown Kingston is often a parking lot. What would happen if the ferry were in downtown Poulsbo? Would cars be parking on the road through Poulsbo? Or what about Bainbridge Island! What if cars were lined up on the road through downtown Bainbridge Island shopping district?! Please add a toll booth in a parking lot / holding area away from downtown Kingston. With the fast Ferry coming it's only going to get worse!</li> <li>• Schedule the last long range plan indicated we would have 3 Issaquah class vessels on the route. Now that we have had them there we are thinking we should do something since we can't fill the boats. The phase plan listed is not adequate when a vessel change is made, and we are not on the plan to improve the facility. This goes to the plan to go hybrid on the fleet and we have already heard of outrageous cost for bring the power to the terminal. We need to push back on the regulatory issues this electrification will cause by leverage the greenhouse gas verses overwater coverage. Edmonds So let's not do another Fauntleroy.</li> <li>• Comments on the Long-Term WSF Plan:<br/>"Multimodal" improvements are part of the long-term ferry plan for most of the terminals and for Edmonds specifically. However, the plans at Edmonds are focused on a pedestrian overpass (good idea) but are otherwise fairly non-specific. Getting people out of cars and onto public transport should be a high priority for the WSF system. This would help with growth challenges as well as providing the environmental benefits of reduced car use. One relatively low-cost method of encouraging increased use of public transport is to add prominent displays of scheduled, nearby bus and train departures at all ferry terminals. Data could be displayed on real-time information signs (RTIS), such as at the Lynnwood transit station. An RTIS inside the ferry terminal building could show all bus and train arrival and departure times and locations. The WSF should aggressively pursue other means of encouraging ferry passengers to connect to regional bus and train systems. Such means could include:</li> </ul> |
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**Edmonds/  
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- Increase free parking space at terminals.
  - Urge Sound Transit to add more frequent train service. Include trips on weekends and during non-commuter hours.
  - Urge Amtrak to increase train service and add the WSF voice to those who encourage the prioritization of passenger rail.
  - Include Amtrak in the transit systems that allow use of the ORCA ticketing system.
  - Continue the coordination of ferry transits with bus and train schedules.
  - Survey ferry commuters to find out how multimodal connections could be made convenient for them. Also, “multimodal” is an arcane term that many will not understand. Clearer terminology would be helpful, such as, connections to “other forms of public transportation”. Thank you for soliciting input from the public and for considering these suggestions.
- The plan for five vessel classes omits the ferry size currently serving Kingston-Edmonds, which holds something like 188 cars. Our route has two such vessels, normally. I was told at an open house that we will be getting three smaller vessels instead, quite a while from now, like maybe 2030. This is too little and too late. Currently, the docks on our route are loading and unloading about half of the time, and so half of the dock time is not used. Thus, I believe that a third 188-car ferry could be added to the route and it would still work, even without improving on current loading efficiency. I consistently see backups of up two to four hours on summer weekends, in both directions. Year-round, there’s a long wait at Edmonds on Friday afternoon and evening. We need more capacity for such peak times now, not 12 years from now or whatever. And I don’t think it makes sense to cut over to three smaller boats from two larger boats. However, I think that if one of the three boats was a little smaller than our current boats, that could make sense: What we lose in capacity could contribute to flexibility in day-to-day capacity planning and fuel savings, e.g., you could often run a boat of current size together with one of current size, two boat service at lower capacity than today, at times of low usage, thus saving on fuel.
- Also, your folks in Edmonds are forever at the mercy of the railroad. To make the Edmonds terminal reliable, especially with 3 -boat service, you need an overpass. You will soon need a new dock anyway because waves already come over the dock at times and sea levels will be rising faster and faster. You are just one rogue wave away from cars being hurled around on the dock. So when building the overpass, also raise the level of the vehicles waiting on the dock. One other thing that occasionally affects the Edmonds terminal is that storm waters sometimes cross the road on the approach to the toll booths; that doesn’t happen much, but you can expect that problem to get worse and cause cars to stall, creating a blockage.
- Reduce vehicle wait times by having 3 ferries operating on Edmonds-Kingston run. Move bus loading sites to be right at outlet of passenger walkways to enhance multimodal connections. Modify toll booth operations to minimize vehicle emissions and pollution. Establish red light green lights in multiple locations, in holding lanes so vehicles would only be running when light is green and toll booth is moving cars through quickly. Make it a requirement that vehicles shut off their engines when not moving (i.e., red light periods).
  - I want the two Jumbo boats kept and a mid-size boat added to the Edmonds/Kingston route. With the ridership increasing each year, the waits for ferries will be incomprehensible. Now the waits are 1 to 4 hours depending on the day, the time of day and the terminal, particularly on the Edmonds /Kingston route.

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| <p><b>Edmonds/<br/>Kingston</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• Thank you for getting your plan to us in advance in a timely manner so that we may take the time to comment. Your scope is broad and high level. But citizens of North Kitsap County who are negatively impacted by ferry traffic, on a daily basis, need planning that addresses immediate concerns.<br/>Chairperson for Kingston’s ferry advisory committee has created a slide deck that illustrates these problems in great detail and offers many solutions.<br/>Bottom line, your plan needs to address Highway 104 traffic. <ul style="list-style-type: none"> <li>• Traffic that prevents those in the community from moving through roads glutted with ferry traffic.</li> <li>• Traffic that prevents those in the community from utilizing local services such as restaurants, the post office, grocery store and movie theater because ferry traffic blocks driveways to these establishments.</li> <li>• Traffic that causes merchants to close their doors and ultimately go out of business because a) their customers are prevented from entering and leaving their parking lots.</li> <li>• Traffic that is tremendously dangerous, with frustrated drivers passing long lines of cars waiting to load in the wrong lanes.</li> <li>• Traffic that is tremendously dangerous when ferry traffic drivers try to cut into the long lines.</li> <li>• Traffic that is directed by the Washington State Patrol too infrequently. This is due to: <ul style="list-style-type: none"> <li>o Poor ferry signage so that it is impossible for them to monitor the lines as they are forming.</li> <li>o Poor communication between WSF Kingston terminal employees and WSP.</li> <li>o Lack of WSP staff. Seems like it really should be a WSF responsibility since your Kingston/Edmonds boat usage is skyrocketing and you are receiving the financial benefits. WSP is not.</li> </ul> </li> </ul> </li> <li>• Please allow us to make reservations on the Kingston Edmonds route. October 5, we waited over 2 hours in Edmonds to get on the ferry. Not only is it frustrating, but it’s bad for the environment as we had to keep turning on the engine to creep forward during the two hours. Also, this summer the ferry traffic in Kingston on weekends was horrendous. It tied up the whole down town. It was a mess trying to go to the grocery store etc. which I imagine hurts local biz.</li> <li>• I was pleased to note that the plans did not include a second terminal in Edmonds (using the land for). Parking is a terrible use of public land on the waterfront. A third ferry is a reasonable caution.</li> </ul> |
| <p><b>Point Defiance/<br/>Tahlequah</b></p>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b>Other</b></p>                                        | <ul style="list-style-type: none"> <li>• Sustainability is more than an issue of fuel consumption or emissions. It is about how the Ferry system knits into the broader fabric of the PNW economy. For our islands the Ferry is life, and places where ferry service is rare or infrequent suffers from inflation and stagnation. More boats more often are the easiest and cheapest cure to any over-water transit question. There is simply no amount of dock space that will make up for one less ferry run.</li> <li>• Night service is necessary. People need to move at all hours and being out of commission for hours is not great for reliability. If I rely on the WSF this would reduce the system’s credibility. Maybe just do a single run per 2 hours or something during the middle of the night, and or some pedestrian ferry runs. Additionally, I’d love it if WSF would run some fast foot ferries to supplant regular service. Why do you only serve cars, with non-drivers only as an afterthought? Extra fast ferry service would be an excellent way to get folks to really consider living on one side of the sound</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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| <p><b>Other (continued)</b></p> | <p>and working on the other, since there'd be reliable transport between them, without necessarily exacerbating sprawl.</p> <ul style="list-style-type: none"> <li>• Focus on moving more people, less cars. It will be difficult to spread out demand without extreme congestion pricing. Probably not a viable solution.</li> <li>• I would think the way to manage growth (demand) is to look at raising fares perhaps seasonally. So, summer rates go up. Commuter's rates would go up as well not as much as non-commuters. Raising rates will also help your revenue stream. A simple analysis of the supply and demand curve would give you a sense of how much of an increase is possible.</li> <li>• Would additional clients and business allow WSDOT to reduce price of tickets.</li> <li>• I am generally against demand pricing. I fear it would hit the base of WSF's core customer, the commuter. And as the plan states, it would add yet another layer to a complex rate structure. In my view it should be a last resort to manage demand.</li> <li>• I am opposed to higher peak-hour fares. I am unable to change my work hours and will be punished financially because I need to take an early sailing and a late afternoon sailing. I am already using the route that is the "cash cow" of the fleet. Peak hour fares are a bad idea.</li> <li>• If fares increase, I fear ferry travel will become only for the rich at some point. On some days riding the ferry back and forth had been a treat for my kids when they were little. I think is still is for many people. In addition, how could middle income folks possibly commute using the ferry system if it became too expensive?</li> <li>• The Plan appears to take a reactive instead of proactive approach to increases in service demand. I would ask that you consider changes to the rate structure to flatten peak demand periods by varying drive-on rates with higher rates at peak hours and lower rates for off-hours. Jefferson County's Solid Waste program was able to curb capital facility costs by doubling the minimum service fee at its transfer station. Customer habits were changed and a significant reduction in self-haul trips allowed the program to delay facility improvements by 5 years and to scale back infrastructure replacement size and costs while also reducing greenhouse gas emissions.</li> <li>• All I see is increased costs to the people riding these Ferries. I have no clue how I will be able to afford to go to work each day as already can't afford the cost. All I see is increased costs to ridership with the implementation of this plan.</li> <li>• Provide reduced fares during low use periods to spread out the demand on ferries.</li> <li>• Fill the boats! Create sustainability through increased revenue. Airlines would go out of business if they were constantly flying half-full planes. Sailing boats half full at peak hour is wasteful and makes no sense. Fill the boats!</li> <li>• Boats taking off half full with a line up the hill represents poor customer service and a failure of WSF.</li> <li>• How will new boats help, when they leave half empty?</li> <li>• This route gets a lot of traffic, one of the highest in the WSF system. It's an embarrassment that our terminal and the gangway tunnel are so ugly. Especially given the profitability of this particular route. Kingston and Bremerton are much nicer in comparison.</li> <li>• Sometimes use the Keystone ferry and that run needs to be building a terminal that can use the bigger ferries. If this route could become reliable would defiantly get better use.</li> </ul> |
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**Other (continued)**

- Since I only just received this newspaper article, I have missed the Kingston and Bainbridge open houses. I imagine that your audiences at those gatherings also raised this issue and I think it would be nice to hear more from you about how you are handling the overall port facilities.
- WSF must build a bigger dock with a second slip. It's the only feasible solution.
- Again, I think it's necessary to pivot away from increasing car service. The ferries are part of the state highway system, but like any other road, increasing investment into this system for cars will cause "induced demand" as they call it. Your very own director, the Washington State Transportation Secretary said the same thing, we can't keep building more un-tolled highways and expect folks not to overuse them. People are looking for cheaper ways to live in our Puget Sound region, which I can respect and understand as a serious issue, but furthering sprawl cannot be the way we accommodate this. For that reason, I think growth in demand for ferry travel should be managed by pushing folks to use more spatially efficient ways to move. Raising fares on cars and reducing walk-on and bike fares, perhaps to just bus fare of \$2.75, would do tons for this! You could also work to this end by running more pedestrian and bike only routes, similar to the Kitsap Fast Ferries, if there is insufficient existing capacity for pedestrians and bike-on passengers. I'm certain this would be much cheaper to run as well since you're not using huge car ferries, plus you're making the ferries a much more reliable service for those non-motoring patrons. Then, working with local municipalities to implement good, supportive land use and transportation policies that will further encourage walk-on and bike passengers, things such as (ideally low cost) bike storage lockers at ferry terminals, quality protected bike lanes to the ferry terminals, very dense housing near terminals, time-synched buses feeding into the ferry terminal, high density offices and mix use near ferries, frequent bus routes that lead into the ferries. In the same vein, restrict harmful land uses, such as sprawl, west of the sound. On a final note, maybe consider dynamic pricing? Having ferries running mostly empty during the middle of the day is not great, and many folks in cars are being left on the dock every run. Maybe give walk-on passengers a mid-day discount, and add an extra few bucks onto a monthly car pass for rush hour runs? For example, if I'm going into Olympic national forest for vacation, I don't have to get on the ferry right at rush hour, so you might be able to ask me to hold off for an hour or two to reduce congestion. <https://www.vox.com/2014/10/23/6994159/traffic-roads-induced-demand>
- Don't invest in people who chose to live on an island yet still want to drive their cars to work every day.
- More spaces for cars in a holding area can only encourage more carbon footprint. I hope the future will include ways to move people, not cars, to the ferry landing.
- On page 7, under Sustainability and resilience - Sustainability - Promote mode shift through investments in technology and infrastructure that promote walk-on and bike-on passengers and improve multimodal connections. Pierce Transit sees itself as a partner in providing the first-mile last-mile solution to ferry travelers supports efforts to provide seamless connections.
- More education of drivers to reduce car trips.
- Create programs to encourage walk-on trips, reduction of drive-alone trips. Set policies for autonomous vehicles on state ferries.
- I disagree with the statement I heard from one of the WSDOT staff at the open house that they would encourage ferry use by other methods than vehicles. If ferry riders are going to the peninsula for a recreational reason, they will clearly want to use a vehicle. If the ferry riders are commuting to work, the cost of using a vehicle is often enough to discourage using a vehicle and encourage the use of a public transit system.

**Other (continued)**

- Start a route between 10:30pm - 12:50am!
- The estimated future growth figures are astounding. I live just two blocks from the ferry and am concerned about how this many cars and people will be managed. The plan to add more ferry service certainly seems important.
- Any other routes Northbound would be excellent.
- Poulsbo to Seattle would be cool too.
- If reliable, timely service can't be executed the majority of a season then WSDOT should go back to a first come, first serve business model. In the recent past you took money for a service you couldn't deliver. If you can't adhere to your own system you should be banned from using it just as a customer who doesn't reach the ticket booth 30 minutes prior to the sailing is excluded from their reservation.
- Why is there no ferry service between Olympia and Harstine Island?
- With enhanced services to Vancouver/Victoria Island the state would be bolstered.
- Also how do you plan on growth?
- 1. What about parking if we are growing. 2. All planned vessel improvement assignments need to address terminal change before they arrive.
- Transportation and land use are inexorably linked. I understand WSF and WSDOT have no control over land use, but the types of transportation you build and the policies you implement to govern those systems do. Imagine, if WSDOT had never built the freeways it did, would the Puget Sound area have sprawled out into the hinterlands like it does today? Anyways, the kind of system you build indicates to your patrons what it is that you value, and what it is that you want to encourage. Procuring more car-oriented ferries, lowering drive-on toll, and increasing fares on folks who bike or walk will naturally cause more folks to drive, and doing the opposite, which is raising tolls on drivers, reducing costs for walk-on and bike patrons, and increasing service for walk and bike patrons will cause more folks to walk-on and bike on more. Please do what makes sense, and build a system that will grow sustainably.
- Partnerships: Add a section that outlines important partnerships and how the agencies will work together to provide the traveling public the best possible experience. Agencies in central Puget Sound should include King County Metro, King County Water Taxi, Kitsap Fast Ferries, Kitsap Transit, and the City of Seattle. With the completion of the new multi-modal Colman dock terminal, WSF has an opportunity to embrace partnerships with passenger ferry providers and work with them for much needed dock space in Seattle as regional passenger ferry operations expand in the future.
- We need to come together as a community regardless of our separate local governments and legislators and come up with a solution that helps preserve the magic that is the Sound and the ability to access islands and the peninsula in such a unique way. It will be critical for us as a larger community to support the infrastructure needs to meet the needs of our growing population.
- Work with communities to see what capacity they wish for growth. Work with tourism master plans to communicate what type of future islands wish to see.
- As regional passenger ferry operations, albeit county or private, continue to grow, it is recommended to consider a regional planning authority. Not implying that WSF should be operating passenger only ferries again, but rather could be the best suited to deliver regional authority and planning. Similar to the WEDA model in San Francisco. WSF already has significant terminal infrastructure throughout the region. Ferry operations could consist of a blend of public (county) and private operators depending on the route.

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| <p><b>Other (continued)</b></p> | <ul style="list-style-type: none"> <li>• This is the job of the state legislature. Maybe it would be less expensive to operate a passenger/bicycle only ferry system? Maybe the reason the whole thing is so costly is the dedication to transporting large, heavy cars.</li> <li>• Love the reservation system! However, wish there was a way that local residents could get priority over tourists. Tourists plan their travel months in advance; locals often need to leave unexpectedly. So far we've been able to get off when we needed when more spaces open up, so maybe no change is needed.</li> <li>• Please allot a number of spaces on ferries (participating in the reservation system) for local residents to use as needed. If and only if these spaces are not used by the time of boarding, they will then go to the drivers on standby. The needs of residents often does not conform to the restrictions of the reservation system.</li> <li>• Occasional traffic congestion at holiday times.</li> <li>• Implementing reservations on commuter routes is really grabbing the third rail, even if you limit it to holidays and weekends. People who live on the peninsula but rely on the jobs in Snohomish, King, and Pierce counties should not be punished for working across the water. Next, fares. This plan is contradictory to the point of being hypocritical. In some sections it talks about widening the gap between vehicle and passenger fares to try to goad people into leaving their cars at home, and then it talks about removing the per-passenger fare for vehicles. Removing passenger fares for vehicles punishes walk-on passengers. The family that would walk onto the ferry is instead going to bring their car because it's cheaper. That plan is completely unworkable. People who show up to the terminal in vehicles need to pay a passenger fare, just like everyone else. I am offended that this proposal has been couched in the guise of providing "equity" for families. How is charging a family of five the same fare as a single person "equitable"? (Hint: it isn't.) That said, I am in favor of simplifying the fare structure. The fares brochure is extremely difficult to figure out. It should fit nicely onto an index card, not fan out to the size of a road map.</li> <li>• Reservation needs to be expanded, initially weekends then weekdays.</li> <li>• Reservation system has been a positive improvement, it is well designed and it works well.</li> <li>• Any new Olympic Class vessels should be modified to eliminate the third deck. Not needed and waste of taxpayer dollars. Whomever designed and authorized this 3rd deck should be sanctioned for waste! Should have had Coast Guard approval prior to construction.</li> <li>• I've been riding the ferry off and on since around 1978. It's always been a fun game, but lately this game had become challenging, as there are more passengers. Three hour waits in the summer for residents is not acceptable. Line cutting attempts are rampant (although militantly policed) and many passengers including myself have watched less than full boats pull away with cars waiting. Honestly it feels like someone is deliberately inefficient to discourage ridership.</li> <li>• Feel like the investment as far as my monetary contributions for the tax increase to build ferries, I don't feel like it was a good investment given the proposed schedules. As far as the cost to ride the ferries, I feel it is too expensive, especially given that I continually hear about traffic congestion and how people are encouraged to use alternate transportation.</li> <li>• For the most part, we are pleased with our experiences on WSF. With the reduced ferry numbers, however, we have had to arrive very, very early at the terminal in order to insure a space. We have several off island medical appointments and this has caused us concern.</li> </ul> |
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| <p><b>Other (continued)</b></p> | <ul style="list-style-type: none"> <li>• We have experienced excellent customer service with the ferry workers on the boat and on the phone. Our new reservation system is a “keeper.”</li> <li>• On page 6, under the heading Manage growth Provide system capacity enhancements through modest increases in service hours and by leveraging new vessel construction, terminal improvements and existing infrastructure modification. Perhaps consider adding language regarding the coordination of space and schedule requirements with passenger-only ferry operators in planning for future growth at shared facilities.</li> <li>• Adding more ferries to overcrowded runs is very preferable to creating larger holding lanes and/or creating more terminals. Larger holding areas mean more cars at rest, possibly at idle in the summer and winter for passenger comfort, which increases greenhouse gas emissions. It’s far less impactful to the climate to have a quicker turnover of ferry traffic, which can be accomplished by adding more ferries to existing runs. This also eliminates the need to build more terminals.</li> <li>• I am a 3rd generation Seattleite (live far north now) and my greatest fear is, “trying” to drive to Seattle, it will become a nightmare to travel on the ferry’s due to population growth. I can’t imagine how to manage that. I wouldn’t want to see wall to wall ferry’s crossing Puget Sound 24-hours a day. It would further destroy our sea life habitat.</li> <li>• Reservation - how effective?<br/>+ Carpools: non-peak travel - for travelers? Commuters?<br/>Ratio: commuters vs. one-off users?</li> <li>• More emphasis on multimodal connection improvements, the purpose being to encourage carless transportation. Add a large display at the Edmonds (and others) WSF terminal that shows the scheduled time and location of train and bus connections. Longer term, convert this to a real-time electronic display that shows actual bus and train arrival times.</li> <li>• It’s time shift resources to promote pedestrian/bike modes of transportation with easier bus connections; especially with proposed airport service to begin in 2019/2020.</li> <li>• Graphic describing plan inputs - Opportunities to either add to this graphic or somehow express opportunities to find alignment between a number of statewide initiatives, including; Blue, Orca Task Force, Career-Connected Learning, etc. Multimodal connections - This is a place where WSF could consider acting as a regional authority for passenger-only ferry service with multiple operators, public or private. Ridership demand forecasts - Independent of authority and planning - WSF could make mention of support for increased passenger-only ferry service throughout the region as part of supporting multimodal transit options- easing the burden of WSF operationally.</li> <li>• 1) Larger ferries is a must. 2) commuter overnight / monthly parking stalls 3) automation wherever possible (scan car license plate and charge like 405) 4) monthly commuter diving and walk-on passes.</li> <li>• Please no reservations off Lopez - cost should be spent on new vessels. Thanks for cancelling Sidney run during broken down vessel.</li> <li>• Continue to study electrification. Don’t invest in more car amenities such as garages and ferry capacity for cars, since they draw in more automobile usage and incentivize sprawl. Run fast foot ferries. Think about bikes and supportive land uses for the last mile. Build bike cages. Reduce bike/walk on fare.</li> </ul> |
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| <p><b>Other (continued)</b></p> | <ul style="list-style-type: none"> <li>• Larger vessels may mean more time to load and unload, plus the need for larger loading areas over water. Please consider whether larger vessels will counteract gains to customer service reliability.</li> <li>• Do you really apply a flat 30% across all routes? Do you not have better data than that? Technology would help manage growth. I've not seen much data that helps drive these long term plans...how do I get that data? Reservations won't help - show me data that it will help.</li> <li>• I really like your idea of using vehicle wait times as a metric for customer experience. Be sure to track actual wait times, not just average wait times over an extended period. Based on such information, please put projected wait times on your website far enough in advance that people can plan accordingly. I think that it's the excess wait times that really drive capacity needs. For that reason, I think you should charge significantly more for individual or round-trip car-and-driver tickets during peak periods. This is like charging more for electricity consumed during periods of peak demand. And it's like what airlines do with their rates. Adjust the vehicle rates to the highest level, you can and still fill your boats during peak times. People who cannot afford to pay for vehicle passage at such times can walk on at the usual consistent rates. The extra money will help make the ferry system as self-supporting as possible. You are already using vehicle length to affect pricing, but you can take that furthermore granular pricing driven by your automatic vehicle-length measurement. Finally, as I noted earlier, the buyer is receiving more if he/she makes a reservation, so that person should pay considerably more (with possible exception for persons who must cross for medical treatment or other verifiable hardship). If you price your vehicle transport services as if you are running a business, you can bring in considerably more money and improve capacity faster.</li> <li>• WSF ferries typically spend half of their working time at the dock. Most of this time at the dock is spent loading and unloading the cars and vehicles. The next boats built should allow for four lanes of vehicles to be loaded at the same time. The hull below deck would retain its oval, slightly pointed shape to allow the vessel to cut through the water; but there is no reason to pinch the upper portion of the ferry at the ends. This would also allow for unloading four lanes at a time, of course. Four lanes off-and-on would allow for several more sailings per shift, using the same vessel, the same crew and accrue almost no additional costs. (Diesel engines run continuously, even while docked, to recharge the batteries and keep 'warm'--they cannot start 'cold'. Diesel engines use almost as much fuel idling as running--about 80%). Running more frequent ferries would allow the system to charge less fare and recapture much of the traffic--and its revenue--which was lost when fares were raised. It would also allow the ferries to leave less vehicles in the holding docks. The docks and ramps can be modified to accommodate four lanes (a lane composed of carbon fiber/aluminum/light weight High Performance Concrete can be added to the sides of the current ramps or constructed as a drawbridge). And as we repair and replace ferry docks, this is even easier. This may sound like it would be excessively expensive but if it would increase the number of crossings by 40% or more--and it would--it is a blue-eyed bargain.</li> <li>• 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. Our aging fleet is unreliable, and any loss of service impacts all ferry riders and especially ferry-dependent communities. I support the draft long range plan's recommendation that WSF replace aging vessels and add relief vessels beyond those currently available (for maintenance and repairs without disrupting ferry service). Construction of new, quieter, plug-in hybrid-capable, ferries needs to be expedited for ferry-dependent communities.</li> </ul> |
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| Other (continued) | <ul style="list-style-type: none"> <li>• When terminal capital improvements are being planned, involve the communities involved to determine the desire to integrate a passenger only ferry component into the CIP. It is recognized that WSF is not ‘in the business’ any more for passenger-only ferry (POF) services, however, the system should be considering the communities needs for mobility and if it involves POF service, then WSF should work on incorporating that in the terminal CIP and expect the community to fund that portion of the project. By partnering in this fashion, POF services become more fully integrated into the ferry network, providing customer choices and builds in redundancy and resiliency into the system when needed in times of emergency.</li> <li>• It is important to keep pace with repair of existing ferries and construction of new ferries to meet the demand. Reducing unnecessary vehicles on ferries (visiting friends) will help maximize ferries by walk-on passengers.</li> <li>• I am generally happy with the on-line reservation system, except to suggest that slightly altering the proportions of reservations towards the longer range would make it easier to make appointments on the mainland. Something such as 35:35:20. Our ferry crews and terminal staff are wonderful!</li> <li>• Reduce all car-oriented services including but not limited to garages, car ferries, etc. Any investment poured into car-oriented services is a huge waste because they're so spatially inefficient. Please look into additional pedestrian and bicycle oriented investment, such as procuring more fast ferries, getting Wi-Fi to work on boats, and getting bike cages installed. Reduce procurement of large, car-oriented ferries and work on buying more pedestrian oriented vessels.</li> <li>• Please consider running more passenger focused service<br/>Studs improved multimodal connections (i.e. w/ link, RapidRide, etc.)<br/>More frequent sailings (pedestrian fast ferry, maybe?)</li> <li>• Raise fares on cars! 2x increase is too low! Make car fares increase at a higher rate. Reduce walk-on and bike fares. Focus less on car-oriented services, especially our commuters. Those incentivize more sprawl! Work with the legislature to strengthen the GMA/smart growth.</li> <li>• Reduce car amenities. No on building new garages/parking at terminals. Reduce car deck size, ideally to nothing, and focus on pedestrian service. The cars take the most time to load and the most deck space despite not moving the most people.</li> <li>• Please split the walk-on fare. Instead of \$8 one way and free the other, make walk on fare \$4 each way so I can use ORCA more economically. Raise fare on cars and consider self-funding even more, perhaps to the point of profitability.</li> </ul> |
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## Comments on sustainability and resilience

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| Anacortes/Lopez/<br>Orcas/Shaw/<br>Friday Harbor/<br>Sidney | <ul style="list-style-type: none"> <li>• I support replacing the aging fleet with hybrid/plug in ferries. We need reliable service out in the San Juan's and the orcas need quieter vessels.</li> <li>• The ferries should be all-electric (as is being done in Norway) or hybrid electric/hydrogen fuel cell. Electrifying the docks/terminals so batteries can supercharge and engines don't need to run makes sense.</li> <li>• I would like to see the majority of investment go to new ferries with environmentally safe, green designs.</li> <li>• We strongly support plans for improved resilience and disaster preparedness. San Juan County is only accessible by water or air; the only high-capacity access is through Washington State Ferries. Therefore, loss of a terminal would block access to critical resources (food, medical care, etc.) and cause outsized damage to our</li> </ul> |
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| <p><b>Anacortes/Lopez/<br/>Orcas/Shaw/<br/>Friday Harbor/<br/>Sidney (continued)</b></p> | <p>economy. Investment in response plans, additional vessels for emergency response, and improved terminal resilience will be critical to the safety and economic security of San Juan County.</p> <ul style="list-style-type: none"> <li>• I support replacing the aging fleet with hybrid/plug in ferries. We need reliable service out in the San Juan's and the orca need quieter vessels.</li> <li>• As traffic to the San Juan's increases it will be very important to grow the ferry system in a way that is mindful of environmental impacts. Moving toward a fleet of plug in hybrid vessels is one way to do this.</li> <li>• 1) Need to understand wake wash issues can really whack sustainability &amp; resilience. Wake wash through Rich Passage and the San Juans matters. It's slowed some classes, made others unable to serve those areas. Hundreds of millions of taxpayers' dollars arguably partially or totally wasted over the decades - from Jumbos unable to serve the San Juans to Issaquahs slowed down through Rich Passage to obviously the MVs Chinook &amp; Snohomish unable to fulfill their mission through Rich Passage. 2) The more you can do to use alternative fuels like natural gas and battery power, the better for sustainability as well.</li> <li>• As a future resident of SJI and someone focused on disaster prep and recovery, I applaud the goal of improving resilience and alternative emergency loading options. On sustainability, I wonder if there could be a signaling system retrofitted on old ferries and added to new that would signal drivers during disembarkation when to start their engines. Too many times I've seen, heard, and smelled, engines started long before roll-out. One wants to be ready to move when it's time, but we can't always tell when that is. Perhaps a signaling system that's controlled by the workers on the car deck?</li> <li>• Really supportive of the fleet renewal plan and building more Olympic-class vessels. Be nice if an upgraded version powered by batteries and/or natural gas could replace the Issaquah's also... Just remember: Wake wash through Rich Passage and the San Juans matters. It's slowed some classes, made others unable to serve those areas.</li> <li>• First, investments in quieter vessels should be prioritized towards replacing vessels in Southern resident orca habitat (San Juans, for example). Second, investments should be prioritized to reduce congestions in the most popular ferry routes.</li> </ul> |
| <p><b>Fantleroy/<br/>Vashon/<br/>Southworth</b></p>                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Mukilteo/Clinton</b></p>                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Seattle/<br/>Bainbridge Island</b></p>                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Seattle/<br/>Bremerton</b></p>                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Port Townsend/<br/>Coupeville</b></p>                                              | <ul style="list-style-type: none"> <li>• I understand and agree with the need for fleet consistency. I would also encourage you to consider alternative propulsion drive systems for the 144-passenger class which seems absent from WSF analysis. Cycloidal units and azimuthons Z-drives have been employed in other high-volume ferry systems such as the Staten Island Ferry which carries +20M passengers annually on a 5-mile run. (The first marine application of a Cycloidal propulsion system was by the Kirsten-Boeing Propeller Company on Puget Sound in 1922) These systems could increase total system capacity by virtue of making more landings, especially on the challenging Port</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| <b>Port Townsend/<br/>Coupeville</b><br><i>(continued)</i> | Townsend/Coupeville run, given the higher maneuverability of these type of vessels. These drive units also support alternative prime movers and might prove ideal in WSF's conversion to electric.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Edmonds/<br/>Kingston</b>                               | <ul style="list-style-type: none"> <li>• 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. Of special concern is coordination with the city on the Daylighting Project. We are also concerned about removal of creosote at the ferry docks.</li> <li>• As I've noted, the Edmonds dock is low, and this problem will become noticeably worse in the planning timeframe. I would like to see specific plans publicly available for each terminal to address seismic events and expected elevations in sea level.</li> <li>• We are interested also in the sustainability and resilience of our Marsh in Edmonds.</li> <li>• The main point I want to make is about the property on the south side of the Edmonds Marsh. This has been "on hold" for a long time, pending a final decision about possible use of this area for a new ferry terminal. Having been assured that is not the plan, Edmonds residents have serious concerns about how that property will be used. We are told that WSDOT will be the new owners of the property; we hope that agency will consider the ecological value of the area and make it into a wildlife reserve. This step will enhance the health of the marsh as well as the birds and wildlife who use it. It will also assist with the planned "daylighting" of Willow Creek, which has been determined to be necessary to the health of the marsh and of salmon runs.</li> <li>• It has come to my attention that the 22 acres of UNOCAL property south of Edmonds marsh will not be developed into a new ferry terminal. I'd like to advocate for a proposal I read in a local newspaper and turn that property into a wildlife sanctuary. Being in Washington state, I believe this proposal would enhance our image as us being environmentally conscious. Furthermore, it could aid local salmon which in turn would aid our iconic local orca population, which is endangered and would be a tragic loss were they to disappear. Please take this proposal into serious consideration. Thank you.</li> <li>• The WSDOT plan does NOT include moving the Edmonds ferry terminal to the old Unocal site at the south edge of the Edmonds Marsh. In fact, WSDOT appears to have no plans for any use of this WSDOT-owned old Unocal property. There is substantial support in the Edmonds community for the Edmonds Marsh and for a wildlife sanctuary. The Marsh supports tourism in general, eco-tourists specifically, bird enthusiasts, and nature lovers. The old Unocal property represents a unique and one-of-a-kind possible addition / extension to this rare saltwater estuary environment. Therefore, the local Edmonds group "Save Our Marsh" (SOM) urges that the old Unocal property become a wildlife reserve to augment the Edmonds Marsh Sanctuary and allow for salmon streams across the property. The old Unocal property represents a natural corridor for the daylighting of Willow Creek. The restoration of an open tidal connection between the Marsh and Puget Sound will be key to reestablishing salmon runs and habitat for juvenile Chinook salmon (an endangered species). The daylighting, therefore, represents a wonderful opportunity to increase Puget Sound salmon runs, in contrast to the current decline of such runs. Making the WSDOT property into a wildlife sanctuary would have extensive benefits to our community and to our planet. Rather than paving it over and developing the area, we could use it to enhance the health of the marsh, as well as the 190 species of birds and the other wildlife that use it. Thank you for the time you spent presenting your Long Range Plan in Edmonds on October 4th, and for your consideration of our responses!</li> </ul> |

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| <p><b>Edmonds★<br/>Kingston</b><br/><i>(continued)</i></p> | <p>Keep the Edmonds marsh and UNOCAL property as a marine sanctuary.</p> <ul style="list-style-type: none"> <li>• Now that the old UNOCAL property is not going to be used for a new terminal, I support converting the site into a wildlife sanctuary. This is a rare opportunity to keep ecologically important urban waterfront land undeveloped, and dovetails with the existing efforts to daylight Willow Creek and restore Edmonds Marsh. Please seize this rare opportunity to protect and enhance Puget Sound shores.</li> <li>• Please be wise for our future and promote our precious wildlife by turning the UNOCAL property into a wildlife sanctuary. It will not only benefit wild life but become an eco-tourist attraction for our fair city.</li> <li>• Please keep the Edmonds Marsh as it is today. Mother Nature needs all the help we can give to keep Edmonds -and the rest of the world- environmentally healthy. The Edmonds Marsh can provide a filter for cleaner water in the Puget Sound and contribute to making the world a better place.</li> <li>• The UNOCAL property should be a space for people to view wildlife and for wildlife to be safe and to flourish in the environment.</li> <li>• We as a family, as a community are asking that our Marsh lands be left as Marsh lands; not developed. We live and pay very high taxes to live in the town of Edmonds to enjoy the “natural” areas that we have; this needs to include more than just the shore. Please consider this area left alone; the benefits to the environment are needed more than ever. I have lived here for 34 yrs. and have watched as so many valuable resources have been swallowed up in the housing and strip malls; we need to think more about what is good for the people and wildlife now that we are getting into “crunch” time.</li> <li>• My comment is regarding the 22 acres next to the Edmonds Marsh. I would like to see a wildlife sanctuary put in place and not a parking lot or more condos.</li> <li>• Since the old UNOCAL property will not be used for a new ferry terminal, as a 39 year resident of Edmonds I am sincerely wishing that it can become a wildlife sanctuary to expand our beautiful Edmonds marsh and bring back the salmon. What a fabulous opportunity we have!</li> <li>• The WSDOT owned Unocal property would best be devoted to a wildlife reserve to augment the marsh sanctuary and allow for salmon streams across the property. Three ferries between Edmonds and Kingston would reduce the need for using the property as a holding area for cars, making the marsh a community treasure for generations to come, a bird and wildlife refuge, a natural area that will be cherished as our population increases, a once in a lifetime opportunity to preserve what the Northwest and the ferry service generously give, a path to experience the natural world.</li> <li>• I support not moving the ferry terminal to the old Unocal site. I support proactive research into technologies to treat or redirect storm water currently entering the Marsh. I support the property become a wildlife reserve to augment the Marsh Sanctuary and allow for salmon streams across the property. I support conversion of ferry fleet to electric power. I support running three ferries between Edmonds and Kingston. The Edmonds Marsh is a haven for bird enthusiasts, and nature lovers like myself. The Unocal property represents a unique and one-of-a-kind possible addition / extension to our rare saltwater estuary environment. It represents a natural corridor for the daylighting of Willow Creek and the restoration of an open tidal connection between the Marsh and Puget Sound. This is key to reestablishing salmon runs and habitat for juvenile Chinook salmon (an endangered species). Daylighting Willow Creek represents a wonderful opportunity to increase Puget Sound salmon runs and all that is important to that end. Thank you for considering my comments.</li> </ul> |
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**Edmonds/  
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- It is very important to base any plan on sound ecological principles and to make sure the wildlife component is protected. Because of this need in relation to Edmonds Marsh (we only have a small part of the old salt marsh left) I urge WSDOT to consider transferring the adjacent old Unocal site to the City of Edmonds, allowing for the augmentation of the Marsh's wildlife habitat and for the salmon restoration project. Edmonds Marsh is a well-known birding site and draws people from all over the country. It is an important stop on the coastal migration flyway and as one of the few remaining estuaries along Puget Sound, it has an importance beyond its size. Thank you for your consideration.
- I am a 30-year resident of Edmonds writing to support the vision of making the WSDOT property near the Edmonds marsh a nature preserve. This is our last and only opportunity to have an estuarine wildlife preserve along the Edmonds coastline--our best chance to encourage the return of salmon to our creeks and to provide an oasis of habitat for wildlife adjacent to our marsh. Edmonds does not need more shops, condos, or auto traffic in this unique remnant of estuary along our waterfront. There are many other locations around Edmonds that are much better suited for these activities. The best long-term benefit to our entire Salish Sea region will come from protection of this wetland area to help mitigate future sea level rise, provide the best possible scenario for daylighting Willow creek to allow natural tidal movement into the marsh, enhance opportunities for salmon migration, and give current and future visitors to the Edmonds waterfront a place to observe, enjoy, and learn from nature. We only have one chance to get this right. Your choice to preserve this natural environment will be an enduring gift for the future of Edmonds and all of Puget Sound. Thank you.
- Reduce environmental footprint of BOTH the ferries and the vehicles that use them. Develop technologies to treat or re-route storm water from vehicle holding areas to minimize/eliminate pollutants (heavy metals, petroleum compounds, carcinogenic PAHs, etc.) that wash off roadways into sensitive environments such as the Edmonds Marsh and Puget Sound. Currently the storm drains off the Highway 104 holding area drain directly into the Edmonds marsh causing pollutant levels (e.g., carcinogenic PAHs) to exceed EPA and State criteria thus impacting wildlife (190 species of birds) that utilize the Edmonds marsh.
- The WSDOT owned property in Edmonds at the old Unocal site should be made into a wildlife reserve since it is no longer planned to be used for a new ferry terminal. This would be great benefit to the citizens of Edmonds, wildlife that use the area, and the salmon restoration project that requires placement of channels. Streams across the property to "daylight" the connection between the Edmonds Marsh and Puget Sound to again allow salmon to utilize the Marsh and migrate upstream to spawn. WSDOT could consider this wildlife reserve as mitigation for the impacts that will be caused by the projected increased ferry traffic in Edmonds.
- Please forward my comments here to the appropriate space where comments are accepted as regards to the WSDOT-owned Unocal area of Edmonds, which you own as part of a rejected plan for a different Ferry Dock. These 22 acres, if donated to, or sold to an organization capable of maintaining it for wildlife, would do the most good for the greatest number (especially if the birds or fish are counted, too). The property abuts the threatened Edmonds Marsh. There is strong community support for lessening the degradation that the marsh already suffers and any placement of structures or hardscape on the land would worsen the situation with runoff. The marsh needs all the riparian border it can get, and this is a golden opportunity to do the right thing and the moment is now. Please seriously consider the Save Our Marsh group's request to protection of this unique open space. Thank you.

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| <p><b>Edmonds/<br/>Kingston</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• We are writing to you to request you consider making the WSDOT owned area of the old Unocal site in Edmonds a wildlife area to augment the adjacent Edmonds Marsh Wildlife Sanctuary and allow for an important salmon restoration project. WSDOT purchased the old Unocal property for the purpose of moving the Edmonds Ferry Terminal, but now according to the recent draft WSDOT Ferries Long Range Plan and your staff, WSDOT is no longer planning to use the Unocal property for a new ferry terminal. Thus, the Save Our Marsh citizens group of Edmonds is requesting that the property become a wildlife reserve to augment and enhance the adjacent Edmonds Marsh Wildlife Sanctuary and to allow for construction of tidal channels through the property as part of the Edmonds Marsh restoration project to “daylight” tidal connections between the Edmonds Marsh and Puget Sound. Making the roughly 22-acre WSDOT property on the southern edge of the Edmonds Marsh a wildlife reserve will enhance the viability of the remnant Edmonds Marsh to continue to support wildlife and maintain the important ecological functions that wetlands/ estuaries serve for society. Using the old Unocal site for other purposes that may involve large buildings, large paved areas, or vehicle traffic would be to the detriment of the Edmonds Marsh and the wildlife that currently utilize it. The Edmonds Marsh is a remnant of the 100 acres that it was historically. The Unocal property, now owned by WSDOT, was actually part of the Marsh before it was filled in the 1920’s. Nonetheless, the Edmonds Marsh is still viewed as a “hidden jewel” by Edmonds residents. It is one of the few remaining urban saltwater estuaries in the Puget Sound area. The Edmonds Marsh is listed in the Audubon Society’s “The Great Washington State Birding Trail” which lists “the best places for the best bird watching in the Evergreen State.” Over 190 bird species have been documented in and around the Edmonds Marsh. Once the planned restoration project called the “Willow Creek Daylighting Project” is complete, the Edmonds Marsh will again be accessible for anadromous salmon species including juvenile Chinook salmon that are listed under the Endangered Species Act. There is substantial support in the Edmonds community for the Edmonds Marsh and for a wildlife sanctuary. The Marsh supports tourism in general, eco-tourists specifically, bird enthusiasts, and nature lovers. The old Unocal property represents a unique and one-of-a-kind possible addition / extension to this rare saltwater estuary environment. It also provides the opportunity for establishing more natural channels to connect the Marsh to Puget Sound as part of the “Willow Creek Daylighting” restoration project being planned by the City of Edmonds. We urge you to consider making the old Unocal property a wildlife reserve. If WSDOT is not in a position to manage this land as a wildlife reserve, would WSDOT consider transferring the property to the Washington Department of Fish and Wildlife as a Wildlife Area, or to State Parks or the City of Edmonds? Thank you for your consideration of this request. We look forward to hearing your response. Sincerely, Save Our Marsh citizens group</li> <li>• Do I have the right place for comments on the future use of the WSDOT Unocal property in Edmonds, WA? As a 58-year resident of Edmonds, I have watched with sadness as first the Edmonds Marsh was reduced to its current size and then threatened by surrounding development. Rather than being a true asset to the health of Puget Sound, it struggles to maintain its own equilibrium. Designating the Unocal property as a Wildlife Sanctuary would help to mitigate the toxins from surrounding property run-off and assist in the daylighting of Willow Creek, thereby enhancing natural wildlife habitat for the citizens of Edmonds and beyond and contribute to improving the health of Puget Sound. Natural estuaries and wildlife sanctuaries are becoming increasingly rare; designating the Unocal property a Wildlife Sanctuary would be a valuable step to protecting this fragile but important land. If this is not the correct place for comments on this topic, I would appreciate it if you would forward it to the correct place for me.</li> </ul> |
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**Edmonds/  
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- I am not sure if this is the place I would comment on the Unocal property. If not please forward onto the appropriate department. Since the property appears to have been abandoned as a spot for a new terminal. My husband and I would love to see it enhanced as a bird refuge with boardwalks. Edmonds has a bird festival every year and this would increase the enthusiasm for birdwatchers and photographers as access from the south would improve the lighting when taking photos in the evenings.
- I believe we need to restore the former Unocal property to a natural state as a much needed buffer for wildlife. It's rare to have this opportunity and if we again use it for human convenience, ignoring the vital needs of the natural world we will be making an irretrievable error.
- I endorse creating a Wildlife sanctuary on the vacated Unocal property.
- My comments have to do with the disposition of the Unocal properties adjacent to the Edmonds Marsh. If the ferry system is not going to use this land in the foreseeable future, then it would be prudent to allow it contribute to the natural area (the Edmonds Marsh) immediately to the north. The Marsh is so important to the ecology of Puget Sound--as bird sanctuary, incubation area for salmon, and restorative to all of us in today's frenetic world. It is one of very few estuaries left in the Puget Sound region. Please consider all of these when making the decision as to its disposition. It will be such a waste of potential to see it become a casualty of commercial interests.
- Now that the ferry is not going to be used in Edmonds, please leave it as a wildlife sanctuary. We are slowly destroying nature with parking lots and buildings. If this continues we will lose nature and salmon forever.
- Please consider making the old UNOCAL facility a wildlife refuge to support and augment the beautiful and valuable Edmonds Marsh (what little is left of it). Our birds need it, our salmon need it, our air needs it--indeed, we humans need it. Much more than more ferry parking or another high-density housing development. Edmonds already supports a very decent tourist industry, and a vibrant wildlife area would enhance that greatly. These opportunities don't come along often. PLEASE: let's do the right thing and keep this land as a beautiful open space for all to enjoy. Thank you.
- Please let the Unocal property be a marsh. We do not need more development to tax our already strained resources.
- Restore an open tidal flow between the Edmonds Marsh and Puget Sound. The daylighting of Willow Creek on former Unocal property is key to restoring habitat for salmon, including endangered juvenile Chinook salmon. This vital area provides beneficial functions to fish and wildlife as well as tidal and storm influences. Long range planning should address storm water pollutants entering the Edmonds Marsh from vehicles in nearby ferry holding areas. Please continue to support proposals in the Long Range Plan to convert the ferry fleet from diesel engines to electric power.
- The issues I've brought up have the advantage of not needing the acquisition of any land, just a redirection of some resources to address the level of service and the environmental and traffic concerns. The opportunity for the Edmonds (and greater community) would be to transfer the property owned by Unocal to Washington Department of Fisheries and Wildlife so that the open space can be rehabilitated and used to enhance salmon and orca recovery. And to work closely the environmental community on this transfer or some other similar plan.

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| <p><b>Edmonds/<br/>Kingston</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>• The Long Range Plan does not support moving the Edmonds Ferry Terminal to the old Unocal site. I agree and urge WSDOT to use the old Unocal site as augmentation to the adjacent Edmonds Marsh as a wildlife reserve.</li> <li>• The old Unocal property represents an opportunity for WSDOT to further steward the health of central Puget Sound by adding this property to the rare pocket estuary that is the Edmonds Marsh.</li> <li>• WSDOT is about to take ownership of the former Unocal property at the foot of Pine Street in Edmonds. Since the asphalt plant closed and the property became fallow except for operations to decontaminate it, it has become a de facto wildlife preserve. The large pond is unique habitat for Edmonds and supports an incredible diversity of waterfowl throughout the year. The trees along Willow Creek support many migrating passerines. Birds of the field use the large open area. Waterfowl nest on that property. Deer and coyotes use it. This property is not going to be developed for a new ferry terminal. It best and highest use for the Edmonds community is to preserve it as a wildlife sanctuary and an adjunct habitat for the Edmonds marsh.</li> <li>• WSDOT should set aside the Unocal site adjacent to the Edmonds Marsh as a wildlife reserve to augment the Edmonds Marsh Wildlife Sanctuary. Willow Creek should be day lighted to allow salmon access to streams across the property. We need to invest in the greater health of central Puget Sound by supporting estuaries such as the Edmonds Marsh, which in turn support salmon runs, forage fish, and endangered orca whales.</li> <li>• Allowing the UNOCAL property to be converted to an extended marsh with a meandering Willow Creek for salmon would be the absolute best use of that acreage! Please, do not turn it into a parking lot!</li> <li>• I am really looking forward to seeing an electric float! Good job on making a path toward sustainability. Is the energy used to recharge the batteries will be of renewable sources? Is a full life cycle of the battery being evaluated? (Lithium, etc.)</li> <li>• The boat rides are great - no need to make any changes. The community experiences need better monitoring and overall more attention. Of great concern is the continuous pollution of idling vehicles and tire/brake dust that enters the dissected edge of the Edmonds Marsh. There needs to be environmental monitoring and enforcement of the no idle policy. A regular street washing and vacuum process for the holding lanes would be of significant help.</li> <li>• Now that the former UNOCAL property is no longer needed for a terminal. I suggest that the land be part of a salmon habitat restoration project and the governor's Southern Resident Killer Whale Recovery efforts. The land should be converted into a wildlife sanctuary. The City of Edmonds and local people are involved in restoring the marsh in Edmonds.</li> <li>• Plan should clearly state that the Edmonds ferry terminal WILL NOT be moved to old Unocal site. This is way too costly and would have adverse impacts on Edmonds Marsh, migrating waterfowl, salmon restoration, and local businesses. Schedule for changing existing ferries to electric should be moved up to start immediately. Edmonds-Kingston Ferry route should be changed to 3 ferries operating concurrently. This will reduce vehicle backups, negate need for major terminal changes, and reduce vehicle emissions and pollutants into environment (from idling/ slow moving cars in lines).</li> </ul> |
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| <p><b>Point Defiance/<br/>Tahlequah</b></p> | <ul style="list-style-type: none"> <li>On page 35, regarding the Map of proposed elements by route by 2040. Pierce Transit appreciates the planned electrification of the Tahlequah-Point Defiance route, given the benefits electrification provides to air quality, climate, and energy security. Given that short distance of this route will minimize the technological challenges of this emerging technology, PT encourages early implementation of electrification for this route in the overall electrification schedule. On page 78, under the heading Point Defiance/Tahlequah Terminal operational efficiency enhancements. Passenger vehicle queue lengths are currently impacting transit operations at Point Defiance, which serves as the terminus for Routes 10 and 11. Therefore Pierce Transit fully supports coordination with WSF on the planning and implementation of improvements here.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p><b>Other</b></p>                         | <ul style="list-style-type: none"> <li>Glad to see you are concerned and working towards improvements in this area. have you looked into budgeting for carbon offsets in the meantime to improve your green footprint as you transition your fleet and perhaps afterwards? This is something I pay for every flight I take, for instance.</li> <li>Curb idling at ferry terminals. Please work on curbing idling at the ferry terminals. The signage in place in regard to idling at the Friday Harbor and Anacortes is minimal and not very visible to most car passengers. It is unfair and unhealthy for ferry workers to be subjected to some much toxic car exhaust. It is estimated that one minute of idling produces more carbon monoxide than the smoke from 3 packs of cigarettes (<a href="http://enginesoff.com/pdfs/CASEO-Background-Report.pdf">http://enginesoff.com/pdfs/CASEO-Background-Report.pdf</a>). People idle year-round because they are unaware of the negative impact it has. Part of curbing idling will be educating the public on how unhealthy it is for both human health and the environment and how it is often unnecessary. If you are idling your car for more than ten minutes turn it off! Turn your car on and off being negative on engines are out dated myths. There are a lot campaigns on the subject already in place such as Turnoff (<a href="https://iturnitoff.com/index.html#/the-issue">https://iturnitoff.com/index.html#/the-issue</a>) and the one mentioned above. May be consider partnering with a conservation group or university program to develop and translate this important lesson.</li> <li>The investment has already been made to clean up the area and make it a safe environment for wildlife. An interpretive center would enhance appreciation for the wildlife habitat and ensure a bright future for all indigenous species.</li> <li>Anything we can do to help save the Orca population we need to!</li> <li>Please make the necessary investments needed to protect and serve ALL life in this region of the world!</li> <li>Be sure to build w/ sea level rise in mind! It's less expensive to go higher/inland now than after a lot of rebuilding has been done. Build in ability to compensate for sea level rises.</li> <li>I support the transition of the fleet to quieter vessels that will protect the Southern resident killer whales. I also support transition to reducing greenhouse gases, more recycling, etc., hybrids, resilience in light of sea level rise.</li> <li>Electric ferries are great! The plan should somehow encourage electric cars to reduce emissions, especially waiting in line.</li> <li>I applaud every effort made to operate in a more environmentally sound manner.</li> <li>Pleased with plans for lower fuel consumption</li> <li>I would like to see electric boats come on line sooner.</li> <li>Zero carbon footprint is a worthwhile goal.</li> <li>I'm skeptical about an all-electric-battery powered boat. I wonder going forward if</li> </ul> |

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| <p><b>Other (continued)</b></p> | <p>there will be a reliable supply of materials to match battery making demand. I would suggest hybrid engines at the most.</p> <ul style="list-style-type: none"> <li>• Would definitely like to see improvements that emphasize sustainability, minimize impacts to marine wildlife, and cut carbon emissions. How can we encourage people to drive less onto the ferry? How can the terminal itself and the vessels become more energy efficient?</li> <li>• I do not support using public funds to develop or try new hybrid propulsion technology. I recommend reducing emissions by using “off-the-shelf” and proven technology, such as exhaust gas scrubbers or LNG engines as the cost effective, low risk investment in our public ferries.</li> <li>• I am happy that energy efficiency is a top priority. Thank-you, Governor of Washington Inslee! I remember when the San Francisco-Oakland Bay Bridge was out of service following the Loma Prieta earthquake, additional ferry service was implemented to carry people between work and home.</li> <li>• The upgrades to terminals (electrification for ferry recharging) and to ferries (from diesel to electric) can't happen soon enough.</li> <li>• Given the age of some of the ferries, and the vagaries of mechanical engines, I think the ferry system does quite well. I was very enthused about the advent of electric ferries starting in about 5 years. With far fewer moving parts, I think electric ferries will be even more reliable.</li> <li>• As mentioned above, I am quite enthused about the coming of electric (Li battery powered) ferries! I think this will make for a quieter ride, with essentially no pollution. The diesel fumes from the ferries now are unpleasant. Congratulations on this near-future upgrade to the ferries!</li> <li>• Adding 'greener' boats is a good idea.</li> <li>• I fully support plans to change ferries to electric energy.</li> <li>• Plan should emphasize all new ferries will be electric to reduce diesel emissions.</li> <li>• I like the idea of hybrid-electric power for the ferries, but the idea of fully-electric ferries shouldn't even be on the table. I fear that money will be dumped in that direction that is best used elsewhere (per the 2040 plan) and a fully electric ferry just isn't technically viable now. Yes, it's perfectly OK to keep informed about full-electric propulsion, but it shouldn't be a budget item. Fortunately, it looks like the WSF is mostly aware of this, but there are people in the area (and in the state congress) who are emotionally involved in reducing emissions, etc., but are not technically savvy enough to keep that in check while making budgetary decisions.</li> <li>• Good idea on electrics.</li> <li>• In the coming two decades between now and 2040, I would love to see Washington State Ferries to consider/analyze and incorporate battery-electric vessels into their fleet. The Havyard shipyard in Norway has constructed the first of many fully electric ferries capable of transporting 120 cars and 360 passengers [1]. Since 2015, this vessel (The “Ampre”) has demonstrated a reduction in operational costs by 80% and emissions by 95%[2]. Would be incredible to see vessels like these deployed along our ferry routes! Thank you for your consideration. [1] <a href="http://www.corvusenergy.com/marine-project/mf-ampere-ferry/">http://www.corvusenergy.com/marine-project/mf-ampere-ferry/</a> [2] <a href="https://www.electrek.co/2018/02/03/all-electric-ferry-cuts-emission-cost/">https://www.electrek.co/2018/02/03/all-electric-ferry-cuts-emission-cost/</a></li> <li>• 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.</li> </ul> |
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| <p><b>Other (continued)</b></p> | <ul style="list-style-type: none"> <li>• As a retired Chief Engineer of the fleet, I applaud the hybrid movement. The LNG fling was interesting but dangerous and would be full of unforeseen problems. I think additional out of the box thinking could be on the subject below. Thanks.</li> <li>• I am glad that WSF is looking at building an electric fleet instead of converting to the volatile and dangerous hydrogen-driven engines that were bandied about a decade or more ago.</li> <li>• Electric ferries will promote this idea in a big way. One other action the ferry system could take in this area is to reduce storm water runoff from ferry holding lanes. This runoff typically contains unacceptable levels of hydrocarbon and heavy metal contaminants (both of which are carcinogenic) generated by both moving and sitting traffic. Avoiding such pollution is a big part of maintaining a good environment in and around the ferry terminal and holding lanes. Local communities should not be held responsible for the environmental cleanup necessitated by ferry traffic.</li> <li>• What is our plan in the event of major event (seismic) and what routes do we want to consider as being the best option to bring the system back to service.</li> <li>• Could full electrification be added as a potential option? What is the action plan for sea level rise? What amount of rise would trigger a funding push to renovate at-risk docks?</li> <li>• Please make sure the draft Washington State Ferries Long Range Plan takes into account the Washington Coastal Resilience Project conclusions on sea level rise (<a href="http://www.wacoastalnetwork.com">www.wacoastalnetwork.com</a>).</li> <li>• You have none.</li> <li>• Is the State planning on 3 electric ferries in the future? Why electric? And don't tell me it's an environmental issue because that reason is made up by the liberal state government.</li> <li>• I believe the tank farm should be converted to marshland. More paving and parking and traffic and apartments is neither needed nor wanted.</li> <li>• I recently founded a small business focused on resilience. Are there any opportunities to help the ferry systems with its resilience needs? In general, I really like your comprehensive resilience plan. I think you're thinking about the issues in a holistic manner.</li> <li>• Please take new and emerging research into account when determining how to protect the whales from the ferry noise and traffic. The Southern Resident Killer Whales are a resource that we cannot replace if we lose them.</li> <li>• Our old ferries are unreliable, any loss of service affects all ferry riders - especially ferry dependent communities. A newer, quieter, and more environmentally responsible fleet will be better for everyone, especially the SRKW!</li> <li>• I believe that investing in ferries that are more reliable and quiet, and are good for local resident people, and orca whales, is the way to go. Because ferries are running all day in our waters, upgrading to more modern, quieter vessels with smaller emissions, is a chance to make a significant impact on local orcas' health, as well as the environment in general.</li> <li>• Beyond Executive Orders, WSF should acknowledge that underwater noise from ferries has potential environmental impacts on many marine species (not just the Southern Resident Killer Whales) and state a goal of reducing these impacts even if/after orcas are no longer struggling. I'd particularly like to see WSF articulate an understanding that its ferries generate noise at a wide range of frequencies --</li> </ul> |
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primarily from 1-1000 Hz where baleen whales emit most signals and have maximum auditory sensitivity, but also from 1,000 to at least 40,000 and possibly >100,000 Hz (at close ranges typical within Puget Sound and the San Juan Islands) where toothed whales emit most signals and have maximum auditory sensitivity. This frequency overlap of ferry noise and marine mammal sensitivity and signals means that WSF should be talking and thinking about minimizing acoustic impacts on SRKWs, Bigg's killer whales, harbor porpoises, Dall's porpoises, Pacific White-sided dolphin, minke whales, humpback whales, gray whales, Stellar and California sea lions, harbor seals, elephant seals, northern fur seals, as well as somniferous fish of the Salish Sea. Furthermore, the literature suggests potential impacts on invertebrates and even plankton. Any design charrette should include consultation with Navy Region Northwest and relevant marine architectural firms with experience in quieting technologies and design/build methods for each ship class (not just ferries). I'm particularly interested in knowing whether there are big reductions in noise from design of unidirectional ferries that use bow thrusters to dock but have primary propulsion only in one direction (thereby NOT having free-wheeling or reversing propellers at the current bow of the ship -- the suspected source of the "clicked-clack" underwater noise signature of WSF ferries). New construction contracts should include noise emission standards that result in lower levels of noise (from 1 Hz -100,000 Hz) from the new vessel relative to noise levels of the vessel being replaced (or in the case of ferries add to the fleet, relative to the median noise spectrum for the fleet). Over time, the WSF fleet noise levels should decrease, ideally to ambient noise levels (e.g. the 5% quantile of 1-minute spectrum levels). Please ensure hybrid or all-electric ferries will be quieter (at all frequencies) than the vessel they replace? There is a danger that demand for faster ferries will result in increased noise levels; though the new vessel is quieter at the replaced vessel's normal speed, it may be louder when operated at a new, faster speed (e.g. in order to increase reliability or reduce transit times). As the old vessels are replaced, their source level spectrum should be measured (at least opportunistically, e.g. in partnership with the Orca sound hydrophone network, or ideally via an ANSI-compliant methodology similar to the one employed by BC Ferries through a contract with JASCO). Similarly, new vessels should be measured using the same methodology so that the public can be assured that over the long-term, noise spectrum levels received by local marine species from the WSF fleet decrease to near natural ambient noise levels. If a new vessel under normal operating conditions has higher source levels (at any frequency relevant to local species) then it should NOT be accepted as a replacement! Finally, two high-level thoughts: 1) Don't forget that in some cases as ridership grows and more trips are made per day, that on some routes it may be a good long-term investment for the State to fund a tunnel or a bridge! 2) In the non-summer months, there are often strong north-south winds blowing across many WSF routes, most of which are oriented east-west. This suggests to me that there may be impressive gains in fuel efficiency and noise reduction by including sails or kites in the design of new, green ferries. There are recent precedents for such renewable propulsion in the commercial shipping sector (e.g. fixed sails and/or automated kites). Remember that a beam reach is the most powerful point of sail, and you're on one most of the time!

- Transitioning to quiet, no-emissions ferries should be a top priority.
- Vessel noise from ferries impacts the critically endangered Southern Resident Killer Whales. Greenhouse gas emissions from ferries contribute to climate change. I support the draft long-range plan's recommendation that WSF replaces aging vessels and add relief vessels beyond those currently available (for maintenance and repairs without disrupting ferry service). Construction of new, quieter, plug-in hybrid-capable, ferries needs to be expedited for ferry-dependent communities, the protection and recovery of Southern Resident Killer Whales, and our climate.

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| <p><b>Other (continued)</b></p> | <ul style="list-style-type: none"> <li>• Build ferries that run quieter. The noise of the older ferries disrupts the sonar used by our resident Orcas.</li> <li>• To help our struggling orca whales, please plan for a greener and quieter fleet of ferries. I hope that all electric ferries will be possible (Norway already has some). The hull and prop design are important as well. See the comments below that were made by the Chief Mate on the M/V Tillikum San Juan Islands inter-island ferry: The Tillikum is 3 times quieter than a variable pitch vessel. A variable pitch prop makes added noise when feathering and is prone to cavitation. The main diesel drive engine of the Tillikum runs at a constant RPM, making it so much quieter; to give an example, submarines are diesel/electric to keep them as quiet as possible. Another attribute of the M/V Tillikum is the keel, which is shaped in a sharp “V”, eliminating excessive wake, unlike the Issaquah class ferries, whose keels are more rounded. Wake can disrupt sonar communication between SRKW.</li> <li>• Vessel noise from ferries impacts the critically endangered Southern Resident Killer Whales. Greenhouse gas emissions from ferries contributes to climate change. Construction of new, quieter, plug-in hybrid-capable, ferries needs to be expedited for ferry-dependent communities, the protection and recovery of Southern Resident Killer Whales, and our climate.</li> <li>• Construction of new, quieter, plug-in hybrid-capable ferries needs to be expedited for ferry-dependent communities, the protection and recovery of Southern Resident Killer Whales, and our climate.</li> <li>• I’m very supportive of the plan for quieter boats. The resident orcas are vital to the economies and survival of the San Juan Islands.</li> <li>• Quieter ferries for whales</li> <li>• This is where improvement is needed. A group of us got together to create this video about noise pollution. Please watch this and share it with the committee to hear about our noise concerns: <a href="https://youtu.be/_fcEB6rM6_0">https://youtu.be/_fcEB6rM6_0</a>.</li> <li>• The plan needs to better address environmental impacts of increased numbers of vehicles. The vehicles using the ferries will be concentrated in the holding/loading areas and their emissions and other pollutants will affect local environments. The plan must address how holding/loading areas and operations will be modified to minimize pollution impacts of projected increased vehicle traffic.</li> <li>• Look into more environmentally sustainable options for fuel for new boats.</li> <li>• 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. The infrastructures of the system have been neglected for so long that it will be a disaster here for those that commute the system.</li> <li>• Fuel consumption and cost is a huge financial driver for WSF. Find ways to continue to cut fuel consumption, move to cleaner alternatives and explore new technologies. The Jumbo Mark II electrification project is a step in this direction but falls short of moving the fleet away from fossil fuels. Financial investments into alternatives like the electrification project now will have long term payback into the future. The vessels that are going on line today will be around for 50-60 years and are still no better from a fuel burning perspective than their predecessors of two, three decades ago. Tier 4 compliance helps with emissions but does not move the fleet away from diesel fuel.</li> <li>• Is this the emergency response section? Coordinating with other emergency preparedness groups? With the Navy Kitsap and Whidbey?</li> </ul> |
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| <p><b>Other (continued)</b></p> | <ul style="list-style-type: none"> <li>• Has consideration been given to incorporating solar energy and other renewable energy sources to reduce amount of dependence on fossil fuels?</li> <li>• A ferry system dependent on fossil fuels is not planning for the future. We wholeheartedly support alternatively powered systems, even if more costly.</li> <li>• Construction of new, quieter, plug-in hybrid-capable, ferries needs to be expedited for ferry-dependent communities, the protection and recovery of Southern Resident Killer Whales, and our climate.</li> <li>• I support the strategy of using hybrid or pure electric propulsion. I would like to see modifications done to terminals such that the effects on the marine habitat is minimal: e.g. daylighting near-shore seabed with light permeable surface such as a metal mesh as opposed to concrete.</li> <li>• My family and I (four adults) support the draft long range plan's recommendation that WSF construct new, quieter, plug-in hybrid-capable, ferries. These types of vessels need to be expedited for the environment, the ferry-dependent communities, and especially for the protection and recovery of Southern Resident Killer Whales.</li> <li>• Without a doubt electric powered ferries would reduce waterborne noise, reduce carbon emissions, and improve efficiency and thereby lower fuel costs. These are all vitally important attributes. In the longer term, on-board batteries charged at night from the local grid would further reduce operating costs and carbon emissions.</li> <li>• Yes to electric ferry. Save the Salish Sea.</li> <li>• Happy to see that the ferries are going to be able to operate using both fuel and battery power in the future.</li> <li>• Hybrid plug-in ferries are a necessity for the future, not an option.</li> <li>• I support the plan to replace the older vessels with new electric ferries. Reducing noise for the survival of the orcas needs to be a high priority. Along with reduction greenhouse gas emissions to save the health of the Salish Sea marine life.</li> <li>• I support the draft long range plan's recommendation that WSF replace aging vessels with new, quieter, plug-in hybrid-capable ferries. We need reliable, quiet ferry transportation. By replacing our aging and unreliable ferries with a new, quieter zero-emission ferry fleet we provide much needed benefits to our ferry dependent communities, we protect our Southern Resident Killer Whales, and we help reduce greenhouse gases that contribute to climate change. We must do everything possible to protect the orca whales.</li> <li>• Please replace aging vessels with new, quieter, plug-in hybrid-capable, ferries.</li> <li>• Replacing old, unreliable ferries with new, quieter, plug-in hybrid-capable, ferries is long overdue! This will protect the whales, help to reverse greenhouse gas emissions as well as create a more reliable ferry service. This project needs to be expedited.</li> <li>• Adding more environmentally friendly hybrid vessels to the fleet will increase reliability, decrease the carbon footprint of sailings, and the reduced noise will be SRKW friendly.</li> <li>• I support the draft long range plan's recommendation that WSF construct new, quieter, plug-in hybrid-capable, ferries AND the SRKW Task Force draft recommendation 23: Reduce noise from the Washington State ferries by accelerating the transition to quieter and more fuel-efficient vessels and implementing other strategies to reduce ferry noise when Southern Residents are present.</li> <li>• Please invest in building lower impact plug in hybrid vessels to reduce the overall carbon footprint of the ferry system. This is also a step in the right direction toward quieting the Salish Sea, a move that is essential for protecting the vast and diverse</li> </ul> |
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Other (continued)

marine life that has called the sea home long before we have. Our southern resident orca whales are incredibly important to the ecosystem and Washington state ferries has a responsibility to do what they can to foster a hospitable environment for this vulnerable species.

- Replacing boats with electric hybrids is a great idea! We really MUST get off fossil fuels ASAP, and this is a way to do so and still maintain communication with the mainland. The quieter vessels will also improve the environment our orca whales deal with. Please institute electric boats as quickly as possible.
- We need to make the Washington State Ferry system as sustainable as technologically possible as soon as possible. I know that I will be counting on the ferries for a long time to come and hopefully Washington State Ferries will be there to ferry me, and eventually my grandchildren, around for at least 100 more years. If we expect to have ferries for a long time, we need to plan to make their impact as ecologically negligent and sustainable as possible. This means that we need to shift to cleaner energy engines, less engine noise and a more sustainable business model today.
- We support WSF using ferries with greater noise reduction as well as using ferries that can use a hybrid form of energy. The orca population has been damaged by the noise level of all commercial vessels, and it is imperative that we reduce the noise so that the Orca population can increase and flourish. This is so important environmentally as well as economically.
- Anything we can do to make the WSF ferry system more reliable, eco-friendly, and orca-friendly please.
- Our aging fleet is unreliable, and any loss of service impacts all ferry riders and especially ferry-dependent communities. Vessel noise from ferries impacts the critically endangered Southern Resident Killer Whales. Greenhouse gas emissions from ferries contributes to climate change. I support the draft long range plan's recommendation that WSF replace aging vessels and add relief vessels beyond those currently available (for maintenance and repairs without disrupting ferry service). Construction of new, quieter, plug-in hybrid-capable, ferries needs to be expedited for ferry-dependent communities, the protection and recovery of Southern Resident Killer Whales, and our climate.
- Please support the draft, long-range, recommended plan for WSF to replace the aging, sometimes unreliable ferries - and add new relief ferries - which would be quiet and plug-in hybrid-capable. Current ferry engine noise is harmful to our Southern Resident Killer Whales and other marine mammals and ferries' greenhouse gases contribute to climate change. Please act now to save the SRKW and help the climate. Thank you.
- I support the draft long range plan's recommendation that WSF replace aging vessels, add relief vessels beyond those currently available (for maintenance and repairs without disrupting ferry service). I also support the construction of new, quieter, plug-in hybrid-capable ferries for the protection and recovery of Southern Resident Killer Whales, and our climate.
- Replacing aging vessels with new, quieter, plug-in hybrid-capable, ferries is a win-win for ferry-dependent communities and Southern Resident Killer Whales (SRKW) and slowing climate change. Because ferries represent over 70% of commercial vessel traffic managed by the USCG's Vessel Traffic Service, reducing ferry noise will have a significant benefit to SRKW who are impacted by vessel noise. The plug-in hybrid-capable ferries and the transition to a zero-emission ferry fleet would also reduce greenhouse gas emissions and address climate change impacts. Expediting the plan to build quieter, hybrid-capable ferries will further benefit ferry riders, SRKW, and our climate.

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| <p><b>Other (continued)</b></p> | <ul style="list-style-type: none"> <li>• Our aging fleet is unreliable, and any loss of service impacts all ferry riders and especially ferry-dependent communities. Vessel noise from ferries impacts the critically endangered Southern Resident Killer Whales. Greenhouse gas emissions from ferries contributes to climate change. I support the draft long range plan's recommendation that WSF replace aging vessels and add relief vessels beyond those currently available (for maintenance and repairs without disrupting ferry service). Construction of new, quieter, plug-in hybrid-capable, ferries needs to be expedited for ferry-dependent communities, the protection and recovery of Southern Resident Killer Whales, and our climate.</li> <li>• I support the draft long range plan's recommendation that Washington State Ferries replace unreliable and petroleum powered vessels. Additional relief vessels need to be added to allow for maintenance and repair without disrupting service. Construction of modern and technologically adept vessels with quieter, plug-in hybrid-capable engines (to protect the whales) needs to be made a priority. Ferry-dependent communities, the Southern Resident Killer Whales, and our climate all are relying on these long overdue changes and updates in the Washington State Ferry system.</li> <li>• I support the plan to replace aging ferry 🚢 vessels and add relief vessels. If possible, the vessels should be quieter and hybrid-fuel compatible.</li> <li>• By consistently not fully filling the boats with passengers especially during busy times, fuel is being wasted on each run. Also, by not filling the boats we are contributing to the pollution that is caused by more cars idling in line.</li> <li>• I am stoked to hear that there is a plan for electric boats and infrastructure. I am not so stoked about the Olympic class ferry design.</li> <li>• Our aging fleet is unreliable, and any loss of service impacts all ferry riders and especially ferry-dependent communities. Vessel noise from ferries impacts the critically endangered Southern Resident Killer Whales. Greenhouse gas emissions from ferries contributes to climate change.</li> <li>• Sustainability - Applaud continued utilization of Green Marine as a voluntary certification scheme. Support continued engagement.</li> <li>• Sustainability - WMB fully supports low impact and electrification of WSF vessels and terminal infrastructure and calls out efforts as a primary demonstration project. Refer to WMB strategy for how WA grows as a Center of Excellence for electrification and supports the entire WA maritime supply chain from design to suppliers to workforce. Including vessel impacts on healthy ecosystems. WSF will be able to utilize this regional expertise as well as the WMB cluster organization for developing Joint Industry Projects that support growth in WSF electrification and low-impact design. Resilience - Consider use of energy storage that supports electrification to support resiliency. Need clear long-term planning with utilities in the midst of utility modernization.</li> <li>• Our aging fleet is unreliable, and any loss of service impacts all ferry riders and especially ferry-dependent communities. Vessel noise from ferries impacts the critically endangered Southern Resident Killer Whales. Greenhouse gas emissions from ferries contributes to climate change.</li> <li>• I support the draft long range plan's recommendation that WSF replace aging vessels and add relief vessels beyond those currently available (for maintenance and repairs without disrupting ferry service). Construction of new, quieter, plug-in hybrid-capable, ferries needs to be expedited for ferry-dependent communities, the protection and recovery of Southern Resident Killer Whales, and our climate.</li> </ul> |
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- Our aging fleet is unreliable, and any loss of service impacts all ferry riders and especially ferry-dependent communities. Vessel noise from ferries impacts the critically endangered Southern Resident Killer Whales. Greenhouse gas emissions from ferries contributes to climate change. I support the draft long range plan's recommendation that WSF replace aging vessels and add relief vessels beyond those currently available (for maintenance and repairs without disrupting ferry service). Construction of new, quieter, plug-in hybrid-capable, ferries needs to be expedited for ferry-dependent communities, the protection and recovery of Southern Resident Killer Whales, and our climate.
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| <p><b>Other (continued)</b></p> | <ul style="list-style-type: none"> <li>• Reservation system works very well. Obviously there cannot be unchecked growth on the islands if we want to preserve the health of marine animals and plants. Is investment in non-polluting ferries possible at this time? Should definitely be in any new measures addressing Orca survival and climate change.</li> <li>• Our aging fleet is unreliable, and any loss of service impacts all ferry riders and especially ferry-dependent communities. Vessel noise from ferries impacts the critically endangered Southern Resident Killer Whales. Greenhouse gas emissions from ferries contributes to climate change. I support the draft long range plan's recommendation that WSF replace aging vessels and add relief vessels beyond those currently available (for maintenance and repairs without disrupting ferry service). Construction of new, quieter, plug-in hybrid-capable, ferries needs to be expedited for ferry-dependent communities, the protection and recovery of Southern Resident Killer Whales, and our climate.</li> <li>• Our aging ferry fleet is a major impediment to reliable service and affects riders, ferry personnel, and all who live on or visit the San Juans. The draft long term plan to replace the fleet with electric plug in boats is smart in terms of reliability, and has huge advantages for the environment. The cleaner air that will result and quieter engines that will benefit marine mammals are additional tremendous steps forward as well. I strongly support this long term plan for a better future for our Islands.</li> <li>• Our aging fleet is unreliable, and any loss of service impacts all ferry riders and especially ferry-dependent communities. Vessel noise from ferries impacts the critically endangered Southern Resident Killer Whales. Greenhouse gas emissions from ferries contributes to climate change. I support the draft long range plan's recommendation that WSF replace aging vessels and add relief vessels beyond those currently available (for maintenance and repairs without disrupting ferry service). Construction of new, quieter, plug-in hybrid-capable, ferries needs to be expedited for ferry-dependent communities, the protection and recovery of Southern Resident Killer Whales, and our climate.</li> <li>• I am stoked to hear that there is a plan for electric boats and infrastructure. I am not so stoked about the Olympic class ferry design.</li> <li>• The conversion to electric is a good idea.</li> <li>• Work with local agencies to get much higher zoning around ferry terminals and up to 20 min by bike away, to reduce drive on rates. Incentivize carpools! Maybe give them a lower fare? Reduce car amenities. Electrify.</li> <li>• Enthusiastic about new hybrid ferries!</li> </ul> |
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| <h3>Comments on implementation and investment</h3>                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <p><b>Anacortes/Lopez/<br/>Orcas/Shaw/<br/>Friday Harbor/<br/>Sidney</b></p> | <ul style="list-style-type: none"> <li>• Look at Nantucket when considering the San Juan route.</li> <li>• I would like to see a better source (reliable) to fund new ferries.</li> <li>• Are financial projections of report indexed for inflation? 7+ billion capitan budget will double to 14 billion over 20 year period only at 2% government goal for inflation (stated goal for federal reserve). If inflation is 3% cost bill be 21 billion.</li> <li>• How important WSF is to San Juan County cannot be overstated. SJC Public works alone spends nearly \$60k each year in fares to move equipment and supplies to support our programs. Nearly all commerce to this county is carried by WSF, except for gasoline, propane, and other dangerous products not allowed on public ferries.</li> </ul> |

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| <p><b>Anacortes/Lopez/<br/>Orcas/Shaw/<br/>Friday Harbor/<br/>Sidney (continued)</b></p> | <p>Grocery stores, restaurants, schools, construction companies, garbage services, government services, and residents all rely on WSF to deliver the goods. Funding and implementing this plan will ensure WSF will be able to 'deliver the goods' well into the future.</p> <ul style="list-style-type: none"> <li>• I think WSF is doing the best it can with managing resources.</li> <li>• On Sept 14 2014, a former WSF Senior Manager of Customer and Communication Programs ] told me letter that they know this is a major issue in Anacortes and one terminal managers are working to curtail. She has forwarded my communication to north terminal manager for their review and action. Well it's been four years now and I've not seen anything done.</li> <li>• As a resident of Lopez Island and a Washington resident for over 60 years, I am intimately aware of the importance of the WSF system. No question, we need newer, safer and more reliable ferries to serve our Island residents. But there must be competition in the bidding process to build new ferries.</li> <li>• The law to only purchase new ferries in state needs to be changed. It benefits only the employees of the one company that builds ferries in Washington. The plan to build an overhead walkway and upgrade the existing tier-up slip is good to do. The big problem in Friday Harbor is pedestrians crossing the street during the vehicle off-load.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p><b>Fauntleroy/<br/>Vashon/<br/>Southworth</b></p>                                     | <ul style="list-style-type: none"> <li>• It is going to need full support from the Legislature.</li> <li>• If the legislature does not fill the funding gap, how will WSDOT set priorities for what work gets done?</li> <li>• After Friday's (10/19) debacle on the triangle route, it became apparent to me that WSF is incapable of fixing its problems. It's not the Fauntleroy dock, it's not the schedule. It's the entire management structure at fault. With a political appointee at the top (who may be very good) trying to manage a bunch of career bureaucrats/ union employees who can stop any initiative for improvement, the situation is hopeless. Until some heads roll, the riders/taxpayers will not be well served. And that directive must start with the Governor directing that significant change must happen. Unfortunately, the Governor is more interested in running for President than taking care of issues like this. There is no long range solution until there are changes in the management structure of this moribund ferry system.</li> <li>• Southworth should be held accountable - profitable developments should be only approved with proper traffic plans that mitigate the impact on long term users who rely on the service for medical and economic reasons. Why should Vashon pay the price for the peninsula's relatively explosive growth?</li> <li>• Implementation would be simple at Fauntleroy not aware of all issues at the Seattle dock.</li> <li>• It always seems like Southworth is the last to be considered for any improvements and schedule enhancements. I know it has lower rider numbers but it's still quite frustrating. I voted for the tax increase to get the new fast ferry boats and was excited to see Southworth would be getting the passenger direct route to downtown Seattle however the voter pamphlet was quite ambiguous regarding how the schedule would work. Had I known it would not include more routes during the day and on weekends, I would not have voted for this. For the amount of money, I was expecting to see a fuller service than what is planned and this is extremely frustrating.</li> </ul> |

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| <p><b>Fautleroy/Vashon/Southworth</b><br/>(continued)</p> | <p>Good day.</p> <p>Included here are my initial comments about the new ferry draft plan.</p> <p>To let you know, I have lived on Vashon for 23 yrs. and commuted for 20 into Seattle. I am a retired nurse on a fixed low income.</p> <p>First off, the proposed “needs” are too many, too broad (2040?!). Let’s just say WSF want the moon. More money coming into the area does not have to mean extravagance. Some wise and calm minds need to balance a reasonable budget with what truly needs to be done. The plan as it stands is excessive.</p> <p>Great on going electric and reducing noise! Can we mention this as an issue about caring for orcas and the animals in the waters?</p> <p>All these many changes will cost lots of money.</p> <p>Which of course means ferry increase of fees: where is consideration for low income folks? I’ll just put it out there: we can’t afford an increase.</p> <p>Perhaps we can put a small dingy tied to the back of the boat for low income folks! Or will WSF offer no increased fees for people who, perhaps, have submitted paperwork to qualify for no increase?</p> <p>King Co. offers reduced property taxes for those who qualify and I’ll tell you, if I had not been able to access this upon my retirement I could not have stayed in my house which I have owned (not yet outright) for 21 yrs. and paid for by myself while sacrificing much in order to do so.</p> <p>You are planning for new boats and changes on existing boats.</p> <p>Here’s a great suggestion that will be appreciated by so many, especially by all the commuters who have little time in their work and commute lives to exercise. Install treadmills, lots of them, and /or some other workout equipment. Right now, we have So Many Chairs that are forever and always empty (poor prior planning?). A total waste of money. People in general would like a place to move their bodies. Get creative with this! Staff could also access this during breaks and before and after their shifts. Let’s be healthy!</p> <p>I read a lot of talk about all we will be able to do with I phones.</p> <p>What if we don’t have an I-phone (me)?</p> <p>Will we find boats full of people who booked ahead (priority for the rich)?</p> <p>And for the many people with asthma and allergies and other environmental sensitivities, please, no off gassing of chemicals in products purchased like tiles and plastic. I have been unable to go up into the some of the boats after these were installed. They may be ok now after many yrs., but I have just made it a habit not to go up in the boat unless out of dire necessity. Whether people realize this and remark on it or not, this is a very definite and well known health. Consider your staff.</p> <p>These are just some of my initial ideas.</p> <p>I expect they will be reviewed and considered.</p> <p>I plan to attend the mg on Vashon in October.</p> <p>Thank you.</p> |
| <p><b>Mukilteo/Clinton</b></p>                            | <ul style="list-style-type: none"> <li>• Given the number of ferries needed now and, in the future, the law re: “Buy Local = WA only” must be changed! Out of state designers must be used to meet the needs. Also, better QC to avoid breakdowns.</li> <li>• Push state to get bids from out-of-state shipyards to increase competition and capacity.</li> <li>• How is it that the Mukilteo/Clinton run has been completely left off the long-term plan? Isn’t it the busiest run in the entire system? Please fix this before approving.</li> <li>• We may already be too late in planning, but nothing to be done about that.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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| <p><b>Mukilteo/Clinton</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>I am writing to say that not having Mukilteo city council, citizens as a part of the long term discussion related to moving the ferry terminal is a huge oversight. You kept saying you are here as partners, however, there has not been public meetings in years. We the citizens in old town have been suffering from commuters cutting through our residential streets driving too fast for the area, purposely missing the light at 5th street and making illegal u turns on highway 525 in inappropriate areas. Goat trail rd., the intersection at 5th street. We are going to be suffering for years and if you don't include us on major decisions, that is not part of being "partners" in our community. Do not even think about having the walk on area at the fareast side of the entire terminal. Ridiculous. It should be to the right of the toll booth. You claim you have to fence it in to discourage people getting on the boat for free. Umm sure. You cannot close off the entire waterfront and this will kill waterfront business from income (Ivar's) especially. You made promises years ago that the waterfront would be one continuous walkway. Well, now we're told that you must walk through the terminal to keep going east. Another really stupid idea. Random people walking through the terminal? Not being checked thru "security" points. But yet you want to fence it in? I don't think so. We want transparency and open discussions now. Do not even think moving forward with any other new ideas or requirements without consulting the public and council. Hold meetings at night so most folks can come, announce it way ahead of time. No more secrets, budget changes or additions. We don't need 5 different rock types for the weird designs by the terminal. No exit at the far eastern end of the terminal area. Do not allow the tribes to do whatever they want to our waterfront. I do not want a parking garage on my waterfront. No thank you. Let's get it right now before it's too late. No access to resident areas upon exiting heading southbound into 2nd or 3rd streets. Please listen to us now. I'm sure a class action lawsuit could happen. We are not dropping this and we need you to hear us now.</li> </ul> |
| <p><b>Seattle/<br/>Bainbridge Island</b></p>          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Seattle/<br/>Bremerton</b></p>                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Port Townsend/<br/>Coupeville</b></p>           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Edmonds/<br/>Kingston</b></p>                   | <ul style="list-style-type: none"> <li>What are "operational constraints" at Edmonds. 20 years - 14.2B. 7.5B fare recovery. Historically-legislative approves + revenue. 20 year oper. Capital shortfall= 6.7B</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p><b>Point Defiance/<br/>Tahlequah</b></p>           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Other</b></p>                                   | <ul style="list-style-type: none"> <li>We should change the procurement law, to allow at least some of the new ferries to be built outside the State of Washington.</li> <li>Keep these ferries and our tax dollars in the state of Washington</li> <li>If you don't waste a bunch of money on studies and feasibility and stay focused on keeping up with growth in the area, the system is sustainable. Allow open competition in bidding, designing and building new boats - that will save billions in the long run.</li> <li>Look at the Canadian ferry system, and their excellent ferries. We should be able to learn from them. Ferries should cost no more than 160 million in today's dollars to build. Keep costs in line by allowing competing bids to build our ferries. Some of the newest ferries have been pretty lousy, considering the cost. We must scrutinize this part of the equation to keep costs and reliability under control.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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| <p><b>Other (continued)</b></p> | <ul style="list-style-type: none"> <li>• As part of the funding look into PPP (Public-Private-Partnership). This is how B.C. ferries are run.</li> <li>• Page 10 discusses the capital investment shortfall. Can the costs of ferries be reduced by allowing out of state competition for the construction of the ferries? We see that many states have much lower transportation construction costs than the State of Washington. Can we afford this construction policy?</li> <li>• I am relieved and at the same time mildly alarmed when I hear about state lawmakers successfully fending off potential legislation to have new ferries made outside of the State of Washington where cheaper labor can be found. Please feel free to contact me to support your efforts to keep the ferries made in Washington State.</li> <li>• Washington State law requires state ferries to be built in state. Only one ship builder has the capacity to build ferries, this limits competitive bidding and increase cost. It may be cheaper to build ferries out of state??</li> <li>• Measure ridership - by type (commuters or “travelers” or “tourists”)</li> <li>• Could you publish how much investment this represents in money? Where the money comes from? Only customer tickets on public funding?</li> <li>• I would like to see an analysis of cost benefit of enhancement of this route.</li> <li>• I suggest that you work towards quantifying the hours lost in excess wait times and the cost of that loss to society (e.g., work time lost, family time lost, or vacation time wasted). Compare your statistics to the service levels of area highways and bridges. Such information might help legislators understand the urgency of upgrading the system.</li> <li>• The LRP does not present information on the cost effectiveness or relative priority of elements proposed in the plan. Elements of the proposal will compete with other public needs, so the WSF LRP must show and justify which routes and projects are the highest priority and which projects will provide the biggest bang for the dollars spent.</li> <li>• We must fully fund the increases in maintenance and new-build ferries. The ferries are part of our highway system and must be funded by both ridership and legislative appropriations.</li> <li>• Your investment program looks pretty acceptable to me. See above ‘manage growth’ though. I wish your state funding would improve as you should be getting your share of highway funding because that’s what you are - a marine highway!</li> <li>• I believe you’re doing your best. You need more money!</li> <li>• This plan as written lays a solid foundation for the future of WSF. Cooperation from the Legislature will be the key to implementation. Without full funding, this plan cannot be carried forward. Without full funding, ferry service in this state will stagnate and decline. Counties and cities that rely on service to sustain their economies will have to make hard decisions regarding the future.</li> <li>• Reliable service is essential to sustaining and building on the economic growth we’ve started to enjoy and makes it possible to use WSF as a part of everyday life. Without continued investment, we’ll endanger our gains and be unprepared for the infrastructure needs of our future.</li> <li>• I’ve heard history where there was underinvestment in the ferry system that really hurt customer experiences; we would not want to risk a return to neglect.</li> <li>• Allowing ferry service to decline as it has demands that WSDOT is provided with the capital funds needed to put it back on an even keel again. State government and the</li> </ul> |
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| <p><b>Other (continued)</b></p> | <p>Legislature must accept the importance of this task. They should also clean house of inexperienced management and replace with the caliber of management to be found in top private companies.</p> <ul style="list-style-type: none"> <li>• As I noted above, the ferries are part of our state highway system. I know ferries are expensive to build and operate, but highways in sparsely populated areas of our state probably cost a lot per capita to build and maintain.</li> <li>• Invest in long term solutions. We have a prosperous, fast growing region. Don't take shortcuts or do on the cheap. I support increased transportation taxes.</li> <li>• Maybe real estate sales tax currently used to buy public lands could be diverted for a few years to help purchase new vessels to protect sea life?</li> <li>• New ferries must be fully funded.</li> <li>• Is there any consideration for developing a public/private partnership for either, or both, operations and capital investment? When was the last time this was discussed, and could there be a time when it could be revisited? Operations - What efficiencies and cost savings come from privatizing operations. WSF could set operational scope, guidelines, labor contracts, etc. but realize savings. I.e. If the single international sailing was privately operated, WSF would alleviate the need to operate a system wide IMO Safety Management System. Capital - There has been interest from various private entities to support financing and/or construction of new vessels. Also - due to increased use of low-zero impact design, Impact Investors could be interested to support "Smart Transportation" operations. Opportunities to look at financing capital costs against fuel savings and efficiencies received from electrification.</li> <li>• My hope is that there is a way to streamline this whole plan. It doesn't take huge, time consuming studies to see that we need more ferries. We don't need to reinvent the wheel. Plenty of plans/blueprints for ferries exist all over the world. Washington State has built numerous ferries that could be slightly modified or modernized, without starting from scratch. More modular construction and ease of maintenance could be planned in. This isn't rocket science, so it shouldn't cost what it takes to put a man on the moon.</li> <li>• Not sure there is any in the state bureaucracy known as WSDOT and WSF. My experience to date is rigidity and lack of thinking outside the box.</li> <li>• Nothing can happen until there is complete overhaul of the WSF and DOT management structure.</li> <li>• Not sustainable with inefficient and incompetent oversight of the ferry system.</li> <li>• If you build it, they will come.</li> <li>• 1. With the proposal to build new ferries, open bidding outside of Washington. According to the Washington State Auditor, Washington taxpayers pay some of the highest costs in the nation to build new ferries. One primary cost driver is the "Build in Washington" mandate required by state legal codes RCW 47.60.814, RCW 47.60.772 and RCW 47.56.780. These laws ban truly open bidding for ferry construction, even though we could get modern, high-performance ferries built at a substantial discount elsewhere. 2. Make labor negotiations part of the legislative process, as they were prior to 2004. In closed door contract negotiations with the Governor's office, ferry unions found ways to effectively pay ferry workers back, through assignment pay and callback pay. Assignment pay cost taxpayers \$3 million between 2012 and 2017, and callback pay cost \$7 million between 2011 and 2015. 3. Implement these suggested reforms from the Washington Policy Center (from 2011) if not implemented already: Utilize all financial tools available, including</li> </ul> |
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**Other (continued)**

public/private partnerships. Maintain a minimum farebox recovery rate averaged across the system. To lower costs and improve service, allow private operators. Allow private operators (and independent districts) to use State Ferry docks. Allow competitive, open market labor wages; do not require union wage rates. Require that private operators and/or their subcontract employees are not bound by WSDOT Union contracts. Allow private operators and/or their subcontract operators to run subscribed services (such as a boat or two in the morning to take people to work and a boat or two in the evening to take people home, with pre-sold seats). If service is delegated to independent ferry districts, these additional recommendations apply: A majority of the governing body shall be directly elected. Appointed members shall represent the minority of the body. If the ferry district is given taxing authority, voters within the new district shall approve all tax increases. If the taxing authority remains with the governing body, the increase can only be approved with a two-thirds vote of the body. If the ferry district is given new taxing authority, the new tax revenues must be protected and tied to the direct operating and capital needs of providing ferry service. The state will continue to subsidize new ferry districts. The state subsidy to the new district shall be approved by the state legislature through the normal budget process. The state subsidy shall be tied to the direct operating and capital needs of providing ferry service. The operating subsidy shall be driven by the minimum farebox recovery rate set by the legislature. The state subsidy shall be paid from current sources already allocated to Washington State Ferries (Currently 1.08 cents per gallon in gas taxes). The state subsidy shall be subject to the provisions of the 18th Amendment of the Washington State Constitution. If the state subsidy is ever reduced from the previous year, the remaining state revenue shall be placed in the Motor Vehicle Account and made available for appropriation through the legislative process. Allow Ferry Districts and/or their subcontract operators to run subscribed services (such as a boat or two in the morning to take people to work and a boat or two in the evening to take people home, with pre-sold seats). Require that Ferry Districts and/or their subcontract employees are not bound by WSDOT Union contract provisions.

- More important to me than any of the comments I've made above is the preservation of my civil rights, specifically my Fourth Amendment right. I saw a report on King 5 television news about ten years ago concerning federal agents coming on board a ferry (or ferries), asking to check the bags of random passengers. I believe that is unconstitutional, and I don't want any branch of law enforcement to ask to check my bags aboard a ferry unless they have reasonable suspicion or probable cause. I ask that the ferries use bomb-sniffing dogs on board, if necessary. I also ask that signage at the car loading dock says that all vehicles and passengers are subject to search IF there is reasonable suspicion or probable cause. Thank you.
- The plan is VERY no specific and without detail or schedule for implementation of the strategies to manage growth - see Manage Growth, above.
- page 97...Vessel retirements, Hyak, Tillikum, need to be detailed for capital and operations/maintenance budget as to end of FY or calendar year or per COI. New construction needs more detailed dates and realistic timeline for in state builds unless someone gets out of state approval. 2022-2024 or 2025? 5 new vessels in 3 years.
- Plan needs to state FY or Calendar Year.
- We look at the recent history of this area and note that population and traffic are rising very quickly. That's why I'm so happy to see WSF take on a long term plan to manage their response to this growth in a thoughtful way.

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| <p><b>Other (continued)</b></p> | <ul style="list-style-type: none"> <li>• Addressing what the plan contemplates is not optional. As population pushes west, especially Kitsap County, WSF must keep up.</li> <li>• Good Luck! The system is a gem, and worthy of the best planning---and implementation---we can give it.</li> <li>• It's worth it!</li> <li>• My first concern about the over plan is that I believe your time frame is way off. These numbers are starting to happen NOW! 2040 is too far off. Some of these changes should have been made 15 years ago to get ready for all the increased population coming --- Well, now they're HERE and still more to come. So, I think the plan range should be to get implemented on the 10 year range, not 20.</li> <li>• "The primary challenge for state ferries, according to the draft plan, is lack of capital funding. The total cost to implement the plan over the next 20 years is \$14.2 billion. \$7.5 billion is projected to be covered by tax revenue and fare collection. So, funding the other roughly \$6 billion will be up to taxpayers and lawmakers." We frequently ride the Canadian ferry system. Their ferries are new, modern, fast and safe. They have, in the past, had them built in Germany for a cost of around 125 million dollars each, taking around 2 years to build. How in the world can WSF and WSDOT project 14 billion dollars for 5 ferries? The very notion of that amount of money for the ferries, and anything else that could possibly have to do with keeping up with ridership speaks volumes of the corruption, non-compete clauses and over-runs that have plagued WSF for years. It is beyond absurd, and frankly, a disgusting waste of time and money.</li> <li>• You can count on the people who depend on the Washington State ferries for their livelihoods to keep an eye on new ferry developments. The taxpayers of Washington will want to hear about the factual cost of building ferries where non-compete laws keep prices realistic. The people who ride the ferries will be very interested to know why it takes so long, and costs so much to update our boats. Our Islands have been impacted by broken down, unreliable 50-year-old ferries for the last few years. Every inconvenience that drives away tourism dollars or discourages investment in the Islands has a real impact on us residents. More modular, easier to service ferry designs could keep repair times to a minimum.</li> <li>• I'm very curious about the work force development piece - this was not a problem that I was aware of previously, and it seems like a big concern for Ferries. I feel that there could be better recruitment efforts to help manage this. I'm as concerned about the operational shortfalls are "easier sells" for the legislature because they will be providing a more tangible, new investment that will be easily quantified. However, I feel that operational costs need to be prioritized. How will Ferries provide for that gap in the budget?</li> <li>• As much of the funding as possible for these projects should come from state and federal funding. Fare increases must be minimized to the greatest extent possible.</li> <li>• It is going to cost a lot of money-taxes are not the only answer. Pre-booking you can charge more for. Unions are not helping as they are just thinking about the money to donate for political reasons. Nothing should be political when it comes to transportation and the need to get to your job, Dr., Hospital, Airport, Union meetings, etc. And I dislike the comment made to me by a ferry employee saying-The answer to your complaint is move to the other side.</li> <li>• We have to have more boats and they need to be maintained, as the report states.</li> <li>• The price for boats should not be reflected mainly in fare increases. Those of us who rely on the ferries rely much less on the bridges and highways- the part of the system WE use should be as fully supported as the part anyone else uses.</li> </ul> |
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**Other (continued)**

- Thanks for the opportunity to respond to your 2018 Comprehensive Growth Plan I've been on the Clinton ferry Advisory Committee for around 8 years, so I'm quite familiar with the internal structure of WSF and have commuted for 20 years on the Mukilteo run, so I know the operation pretty well. I have little problem with what's in your comp plan - its organized, filled with lots of data and has some visions for the future. I have great anguish what's not in your comp plan. But let's start with the good ideas from your LRP: The Plan mentions - eliminating non-driver fares for customers traveling on the ferry with a vehicle. Great idea. To implement a reservation system - consider more detailed assessment of reservations; focus on weekends and holiday periods to avoid inconvenience for commuters. Excellent! On the negative side: A comp plan should be a vision and roadmap of how an organization is going to respond to the challenges and opportunities in the future. You looks out 20 years and predict a 30% ridership increase. But rather than offer concrete ways of just how you will respond to that substantial increase is very vague - I'd expect some concrete directions, or nothing will happen. For example, you state as a goal, to increase walk on travelers, an excellent goal. But this has been a goal for a long time and I've seen little actual steps to make this happen. You mention that you've widened the gap between walk on and vehicle fares. This change was a mere ½% less increase in walk-on vs car increase. In my view the only way you can respond to increasing ridership within your constrained budget, is to do the same thing the DOT is attempting - get the cars off the road. For WSF it's get cars off the boats. You state the goal numerous times but I sense no determination to take substantial steps to make it a reality. It seems your comp plan spends an inordinate amount of time talking about such things as terminal maintenance, car holding areas, providing better cuts inform motion, building new boats, expand boat capacity on Bainbridge and training an adequate workforce. These are great and necessary - but what steps are you going to take to actually deal with that 30% ridership increase - of it's not detailed in the comp plan, it's doubtful they'll see the light of day for the next 20 years. If you fail to change the car/passenger percentage, I think you might be doomed to longer lines, increased infrastructure you can't afford and a dissatisfied ridership. In your section 7 (Implementation,. Investments and financial outlook), you mention Near Term goals, Medium term ones and Long term ones. None of these goals specify any of the strategies you mention to change your ridership (i.e. cars vs passengers). On page 66 you mention Plan vessel and terminal spaces to be flexible and responsive to emerging technologies and new transportation options. I'd like to see some steps WSF can take to Encourage some of these new transportation options. To make them happen, WSF could play a proactive part. It's not! Pricing strategies. The plan states:" Two pricing strategies that resulted from the 2009 Plan are widening the gap between vehicle and passenger fares, which incentivizes walk-on passengers, and offering a discounted rate for vehicles under 14 feet in length, which allows WSF to transport a greater total number of vehicles." The changes you made to accomplish this are so small, they're ludicrous. In reality, you've scarcely budget to gap between car rates and passenger rate. As for that 14 foot car discount -I see this as another halfhearted baby step. How many 14 foot cars are produced, very few, If you really wanted to make a change you would have set this as the more realistic 16 foot mark. It was halfhearted at best. This gets me to one of the major shortfalls of WSF pricing mistakes. Why on earth are all cars between 14 and 22 feet charged the same rate? The commodity you are selling is space on the boat - but WSF ignores this, as if all cars are the same size, they're not! On this topic the comp plan states:
  - "Automatic vehicle length detection: Installation of equipment to automatically

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| <p><b>Other (continued)</b></p> | <p>detect the physical dimensions of vehicles would result in the most accurate fare pricing and the most efficient vessel loading. However, this technology is considered to be emerging”</p> <p>I’ve heard this for around 10 years now and it’s ludicrous. Next year we’ll have driverless cars on the road and you’re telling me WSF cannot obtain the technology to measure the length of a car that pulls up to a toll booth, and stops. You could very easily and inexpensively determine the length of a car and charge based on that length. For some reason that escapes me, WSF refuses to fairly charge cars by the space they occupy - what’s with that? Taking this easy step would be fair and promote that goal of less vehicle space on the boats.</p> <p>Sorry to be so negative, but as stated above “A comp plan should be a vision and roadmap of how an organization is going to respond to the challenges and opportunities in the future.”</p> <p>This one has many excellent features and analysis, but it falls short on concrete steps to make some of the sorely needed fundamental changes, as noted above, really happen.</p> <p>Thanks for your request for comment.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• The ferry seems underfunded, mismanaged, and has totally lost sight of the customer they serve.</li> <li>• Very concerned about changing costs of construction and impact on bids for vessels due to tariffs - aluminum, steel, etc. Not sure how to address this, but will call legislature and encourage others as well.</li> <li>• More investment/quicker scenarios</li> <li>• Quicker action steps, more interaction!</li> </ul> |
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| <h3 style="background-color: #00728f; color: white; padding: 5px;">Additional comments</h3> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| <p><b>Anacortes/Lopez/<br/>Orcas/Shaw/<br/>Friday Harbor/<br/>Sidney</b></p>                | <ul style="list-style-type: none"> <li>• I appreciate the WSDOT staff who held an open house on the inter-island ferry. Thank you for trying to bring the information to those who live on an island. Thank you for the opportunity to make comments.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b>Fauntleroy/<br/>Vashon/<br/>Southworth</b></p>                                        | <ul style="list-style-type: none"> <li>• I don’t see a significant change to improve the triangle route in the medium or long term plan. Why not? I believe it is one of the most problematic routes. Specifically, the Fauntleroy dock and Fauntleroy Way approach are inadequate and unsafe. It seems you are punting on these issues.</li> <li>• Please take the time to fully review the effects this will have on: students (under 18) traveling to/from school, commuters and times, medical/implications to the additional cost of non-insurance vs. ambulance services, businesses being affected by supply &amp; demand, tourism and revenue being affected by the lack of frequency. We are parents and business owners. This proposed schedule will adversely affect both aspects of our lives, personally. Seattle school districts have early release every Wednesday. That falls within the proposed schedule change.</li> <li>• The proposed Pendulum Schedule for the Triangle Route is a thoroughly researched solution that is based on data and rigorous scientific method. Meanwhile, WSF has failed to provide any data supporting how their proposed draft schedule will improve the severely degraded service on this route. The Vashon-Maury Island Beachcomber</li> </ul> |

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| <p><b>Fauntleroy/<br/>Vashon/<br/>Southworth</b><br/><i>(continued)</i></p> | <p>quoted the WSF Strategic Communications Manager as saying that the Pendulum Schedule was flawed because it didn't allow for enough dwell time for the boats. Yet, the WSF draft schedule doesn't even follow this criteria that supposedly disqualifies the pendulum schedule. This is completely irrational. The Pendulum schedule is the best solution on the table that uses existing resources. A sea trial should be conducted before it is rejected.</p> <ul style="list-style-type: none"> <li>• Please feel free to contact me. I live in the community and am very concerned!</li> <li>• Similar to [previous response]. I'm more interested in renovations to the Fauntleroy terminal rather than the ferry experience, which I always enjoy when I do ride the ferry.</li> <li>• I am not a commuter, so I frequently use the ferry at off-peak times. The proposal to go to Southworth first from Vashon, then to Fauntleroy, at off peak times is going to impose a hardship on the people of Vashon and I hope you will reconsider it. Or consider the pendulum route somebody proposed.</li> </ul> |
| <p><b>Mukilteo/Clinton</b></p>                                              | <ul style="list-style-type: none"> <li>• Thanks for this opportunity for public input. Wish you guys would toughen up, fly right and do an event in Mukilteo and Anacortes. But that's me.</li> <li>• Thank you so much for putting on the Freeland open house. Very much appreciated.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p><b>Seattle/<br/>Bainbridge Island</b></p>                                | <ul style="list-style-type: none"> <li>• Thank you for the opportunity to submit my input. I'd love to attend the Oct 9 meeting at the Senior Center/waterfront Park, but I will be out of town. Thanks for your consideration.</li> <li>• What is with the idea to keep wasting money on ferries? Build a floating tunnel from Seattle to Bainbridge to Bremerton. A lot cheaper and better for the environment. A floating tunnel to replace the hood canal bridge would also be a better option. Maintenance would be a lot cheaper than replacing ferries that breakdown.</li> <li>• Customer service is already very good. Keep it up! Coleman Dock is awful right now but hopefully will improve. Better advanced notice at street intersections, news/etc. is essential to notify customers of routing changes.</li> </ul>                                                                                                                                                                                                                                                                                    |
| <p><b>Seattle/<br/>Bremerton</b></p>                                        | <ul style="list-style-type: none"> <li>• The Colman dock preservation project is the perfect opportunity to enhance the customer experience by implementing state of the art, multi-modal facility way finding, mode integration, and ADA accessibility. Wayfinding should be robust and seamless for the customer to find their way / route to their destination. Whether departing from or arriving to, customers should have all the modal connections communicated to them whether transit, passenger ferry or vehicle ferry.</li> <li>• The Bremerton/Seattle ferry fast foot ferry has experienced frequent breakdowns and also fills up too fast. We need more, and more reliable service on this as well as the future Southworth/Seattle route.</li> </ul>                                                                                                                                                                                                                                                                                                                                                  |
| <p><b>Port Townsend/<br/>Coupeville</b></p>                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p><b>Edmonds/<br/>Kingston</b></p>                                         | <ul style="list-style-type: none"> <li>• Thank you for doing an open house.</li> <li>• Emerge access - RR access/Edmond Xing.</li> <li>• Putting the passenger only ferry on the Kingston/Seattle run is going to be a waste of time and money. A much better alternative would be better roads to the Winslow terminal, and bigger ferries on that route.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p><b>Point Defiance/<br/>Tahlequah</b></p>                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

**Other**

- 41 years of enjoying our ferry system. Keep up the great work!
- Great job on looking at so many different aspects in a thoughtful way.
- Thank you for considering a humane approach to the ferry travel we rely upon.
- Thank you for your excellent service; we appreciate it!
- Thanks for trying. This is a big challenge and I think a lot of the riders are unrealistic and sometimes mean spirited about what to expect. The boats are an amazing part of WA State history.
- Thank-you for taking the time to read my comments!
- We have always enjoyed our ferry crossings... even when they are rough...
- Thank you for all you do. I feel that is amazing that a state administers a ferry fleet to islands all up and down the state's coastline. I think most people take it for granted that it is a public and not privately held institution.
- I really appreciate the effort you put into publicizing your plans and providing opportunities to comment.
- Everyone at the open house was very helpful! There was a lot of information though and it was a little difficult to digest it all.
- Your people are great!
- Please hear the community's concerns and take them seriously!
- You're not listening to people who have decades of experience riding the ferries. Why is that?
- WSF meetings with citizens of communities they serve should be included in the LRP. Both as passengers and neighbors, we see various needs and deficiencies in the WSF service, and need the face-to-face meetings to discuss issues and options for resolution. The FROG surveys are good, but not sufficient, and the LRP should address community meetings.
- I'd hate to get started. I have a lot to say.
- This strategic plan looks way better than what I saw in 2009. Thank you. But I still don't see the creativity that will address the challenges and opportunities. If we think you can do better, take that as a compliment. 2009 made me want to put my head in my hands, so this is better!
- I feel like somebody got paid by the word to write this thing. People who ride the ferries, such as myself, aren't interested in "values" and "mission statements." It's not the 90s anymore. So much information was repeated time and again, which made this a chore to read through. This could have been done in 60 pages, instead of 200.
- At the end of the 70's or early 80's, there was a study published and circulated on the vessels concerning the building of bridges at various locations that would eliminate various ferry runs. Vashon to Southworth, a bridge connecting a couple of the San Juan Is., but the main one that would eliminate the three main central ferry runs and at least six large ferries was a floating tunnel or suspension bridge from Edmonds to Kingston. This could be done with public/private financing and probably easier now with advances in engineering.
- The 2040 plan calls for more of the same. The ferry system needs to explore learn and other concepts regarding vessel loading and vehicle transportation. Why not explore tunnels in lieu of more vessels? What are cost effective or more efficient alternatives. None were presented in the long range plan. Can ferries tow another

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| <b>Other (continued)</b> | <p>barge to carry more vehicles? Can an automated loading system be implemented where many cars load on a boarding transport vehicle so those cars are all loaded and off-loaded all at once? I am sure there are lots of “wild” ideas that could better serve the State and improve service or reduce overall costs.</p> <ul style="list-style-type: none"> <li>• Build some Bridges instead and end this archaic system...that is the only way to be truly sustainable and reduce the environmental footprint.</li> <li>• Build a bridge.</li> <li>• Thank you for the opportunity to comment.</li> <li>• Appreciate a chance to comment and am very appreciative of the service.</li> </ul> |
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**Part 2: Emailed comments**

| <b>Date</b>    | <b>Email</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <b>8/9/18</b>  | <p>One thought that popped in my head and that I’d like included in the public comments for the LRP is the need to keep Pier 48 in Seattle and to potentially develop it as a regional POF hub in the future. Without other options readily available in the downtown Seattle core, it’s crucial to hold onto that asset and create a multi-jurisdictional steering community to oversee the design, permitting and management of said asset.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>9/8/18</b>  | <p>As our family uses the ferry system daily, we have a few recommendations:</p> <ol style="list-style-type: none"> <li>1. Improved Parking. It’s time. A lot of people don’t use the service because the City of Port Orchard has NO downtown parking options and neither does the City of Bremerton. Except, of course, the price-gouging private garages and lots. Too expensive for the average person. Both cities NEED “Park &amp; Ride” facilities. Perhaps WSDOT could work with both cities to find solutions there. THEN, ferry usage would increase.</li> <li>2. A Fast-Ferry from Port Orchard to Seattle. Once #1 above is resolved, this is a given.</li> <li>3. During the summer tourist season, run an extra ferry on each route, especially the northern routes (Port Townsend, Mukilteo, Edmonds, and Bremerton). This would allow for a ferry departure every 40 minutes as opposed to the regular schedule of every hour for Bremerton, and every 20 minutes for the other routes.</li> <li>4. Probably the most important: borrow Big Bertha and, after completing the necessary easement processes, tunnel underground from the west end of SR 518 down to the water. Then build a floating bridge ferry station and parking/staging area (appx 3+ acres) using surplus and/or re-purposed floating bridge pieces from the 520 re-do and the coming I-90 re-do. This would allow the Southworth ferry to provide the Kitsap Peninsula with a direct route to SeaTac Airport...a major improvement over the 1.5-2-hour traffic nightmare known as I-5.</li> </ol> <p>Other than that, we feel the WA Ferry System does a fantastic job of moving people and vehicles. And, thank you for that!</p> |
| <b>9/10/18</b> | <p>In the near-term, must solve the issue of not having cell phone reception on the Chimacum; commuters are unable to stay productive by preparing for the day in the office or finishing the day on the way home. In the long-term, never deploy a vessel again that blocks cell phone reception.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>9/12/18</b> | <p>Why isn’t the “pendulum” routing included here for the Fautleroy-Vashon-Southworth route? It is more efficient and less costly to run.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |