

### Part 3: Email comments

Date	Email
4/9/2018	Why are all of your meetings on the West side of the Sound?
4/9/2018	I have been asked why Mukilteo and Edmonds were not scheduled for WSF long range plan open houses. Could you please provide some background on that question? thanks
4/12/2018	<p>Looking through the 15 pages of the boards for the open houses (thanks for sending those ahead of time!), I'm seeing only brief mention of Reservations.</p> <p>WSF has very limited ways to gather input from customers about their experiences with the Reservations system; even the most recent FROG survey barely touched on the subject.</p> <p>I think WSF may be missing out on a rare opportunity to more thoroughly survey actual users of the Reservations system.</p> <p>Questions like:</p> <ul style="list-style-type: none"> <li>* Have you ever used the WSF Reservations System?</li> <li>n About how often do you use the Reservations System?</li> <li>n Do you use the WSF website?</li> <li>n Do you call WSF Customer Service?</li> <li>* Have you tried to make a Reservation and could not because the sailing(s) you wanted were already full?</li> <li>n About how often has this happened?</li> <li>n When you can't make a Reservation, do you try to travel "stand-by"?</li> <li>n What do you do instead of taking the ferry (change plans, cancel trip, drive around, ...)?</li> <li>* Overall, how satisfied are you with the Reservation System?</li> <li>* What would you like to see changed in the Reservation System?</li> </ul> <p>A short survey of this kind at the Open Houses in both Port Townsend and Friday Harbor - the only two routes that have Reservations - would cost almost nothing but could tell us a lot.</p> <p>There are probably other questions about Reservations that WSF would like to ask, so please consider this suggestion and let me know if you can put something together for April 19.</p>
4/22/2018	<p>Hi Hadley,</p> <p>I am curious, other than the Suquamish which I understand may be in service in the fall of 2018, are there any other plans for new vessels? I use the ferry system in the San Juan Islands with some regularity and many of the boats up there are not only looking a little rough but it feels like there are more instances where boats are out of service due to maintenance issues than there used to be; as I remember, last summer it seems there were quite a few instances where sailing were cancelled due to boat maintenance.</p> <p>Your insight would be great.</p> <p>Thanks - Trevor</p>

4/30/2018

4/30/18

To: Wash. State Ferry System Comp

subject: 2018 Long Range Plan comments

As a 30 years frequent user of the ferries, a 7 year member of the Clinton Ferry Advisory Board and a concerned user of this essential mode of transportation, I had a few thoughts on your 2018 comprehensive plan update. I was unable to make the recent public hearing in Clinton, hence this letter.

1st, I'd like to commend the many impressive qualities including dedicated and knowledgeable staff within WSF. Your on-time performance is outstanding, the character and friendliness of your ferry workers is commendable, and your ability to keep on keeping on despite a perennial uncertain budget is laudable. All this in spite of the multiple layers of government and related 'agencies' that have a say in your funding and operation.

As for the Comp Plan:

1st - its way overdue. I just went through your 2009 comp plan and basically found it to be totally without a vision or concrete measures for how to respond to the challenges you will face in coming years. Your ridership is supposedly going up 30% in the next 20 years and this 2009 plan had virtually no goals or visions how to handle such increases. It seemed a continuation of existing operational modes with little thought about more substantive initiatives to deal with the future.

Your challenges are just like the State DOT, which faces a situation where the traffic in the Puget Sound Area continues to deteriorate (as it has for the last 40 years) and now has reached a point just short of a panic. What's DOT's answer? - per their website it's basically to GET CARS OFF THE ROAD - or in their words ' a shift in the way we do business to get the most capacity of the entire multimodal transportation system, leverage our limited funding and engage with communities and partners.'. This approach is actually on target and insightful. Although this goal is certainly difficult, they at least have a vision and are trying to implement it.

WSF on the other hand, has exactly the same problem - to lessen cars on the boats. Your 2009 comp plan states this goal but is woefully inadequate in doing anything which might actually move WSF in that direction. Where are the concrete steps, the responsive measures to deal with our ever changing communities?

I was on the FAC-T committee for 2 years where we debated fare increases for both vehicles and passengers. Said FAC-T was stretched to it's limit even granting a smaller increase in passenger fees (compared to vehicles) - as I recall we came up with a measly .5% less increase for the passengers. What kind of incentive is this? It's inadequate and it's no wonder it's effect is so minor. Bodies such as this seem to be so intent on preserving some vintage idealism from the 50's rather than facing the larger challenges and long range effectiveness of the ferry system. I'd recommend that WSF firmly embed their more comprehensive goals into the objectives of such working advisory groups.

In the old days the ferries were viewed as floating bridges to move cars across those bodies of water WSF now serves. But it's now 2018 and WSF should be concerned about providing transportation to those of us living in ferry served communities to get from our homes to where we need to go on the mainlands. Not just getting us into a line at the boat and ferrying our cars to said mainland where there are already so many cars on the road that we just sit in another bottleneck. Times have changed!

<p>(continued)</p>	<p>I watched for years now DOT just widened and improved one stretch of road thereby to push the bottleneck downstream a few miles. This is exactly what WSF is doing. Broaden your objectives, create the demand for transit agencies to respond by bringing passengers to your ferry docks. Be progressive, get cars off the boats AND the roads.</p> <p>How will this save you money? Well, you have a lot of boats to replace in the coming years – perhaps you should strive for replacement boats which might even have less car capacity. These would certainly lessen your capital burdens. This will also make ferry communities happy, to be rid of that endless string of cars that sit idling and waiting on those arterioles leading to the ferry docks.</p> <p>As for the fares you charge. How can WSF persist in charging a flat fee for all cars from 14-22 feet in length? What kind of incentive is that? Is not the main commodity that you sell simply space on the boat? ALL shipping companies (i.e. UPS, FedEx, trucking companies, etc.) base fees on the weight and volume of the package. Your package is automobiles but all with 4 wheels and 14-22 feet in length pays the same. I’ve brought this up at numerous WSF sessions and the reply is ‘well it’s just too expensive to implement a system to measure car length at the toll booths’. I find it strange that by years end we’ll be seeing driverless cars on the roads and yet WSF can’t efficiently measure the length of a stopped car that pulls up to a toll booth. This is very discouraging.</p> <p>Car fees could go in 2 foot increments and that extra revenue resulting from higher fees to the larger ones would offset a needed reduction in passenger fares. This should be a primary objective within your 2018 comp plan and concrete steps could stimulate that goal mentioned above, – get cars off the boats.</p> <p>IF WSF, as a subset of the DOT, could come up with a vision and implementation plan that coincides and supports those challenges recognized by that same DOT – you might just find a more favorable response to your budget requests when they go before both the DOT and the Wash. State Legislature. WSF has the perfect arena and data tracking mechanisms to take bold steps and be able to show their effectiveness in dealing with more comprehensive goals than just ferrying cars across Puget Sound waterways. Get cars off the boats, and the roads!</p> <p>Lastly, a consideration that is extensive and only going to become more urgent is climate change. WSF goes through an enormous amount of diesel (hence green-house gases) as we know. I’m discouraged that LPG options have been shelved but encouraged that, with the Volkswagen grant, WSF will equip 3 hybrid ferries. The equivalent miles per gallon you burn, ferrying cars across your routes is pretty huge (you might look at an interesting 1996 study which computed the miles per gallon achieved by ferry boats for passengers and for cars at: (<a href="http://www.mdpi.com/1996-1073/4/2/239/pdf">www.mdpi.com/1996-1073/4/2/239/pdf</a>&lt;<a href="http://www.mdpi.com/1996-1073/4/2/239/pdf">http://www.mdpi.com/1996-1073/4/2/239/pdf</a>&gt;). Such figures lend credence to an effort to move people across the waters as opposed to cars fore climate considerations.</p> <p>thanks for your consideration and looking forward to your new comp plan,</p>
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<p>5/4/2018</p>	<p>What is your biggest priority for your route or community?  I'd like to see an overhead boarding platform for Clinton please.  What other issues should the Long Range Plan consider?  Electric or hybrid ferries.  Also all-year sundeck access to all ferries.  Finally, keep refreshing the ferry fleet as long as you limit wake wash. Wake wash issues have hampered Washington State Ferries since the Jumbo Mk Is in the 1970s, were horrendous with the Passenger Only Fast Ferries and wake wash needs to be kept to a minimum.  Do you have any other questions or comments?  Yeah I got two questions:  1) Why wasn't an open house held in Mukilteo or Anacortes?  2) Will I see please a response to my request the Long Range Plan consider refreshing the ferry fleet with minimal wake wash?  Thanks.</p>
<p>5/4/2018</p>	<p>Hi Ray,  Thank you for a really nice open house in Clinton last Tuesday. The Clinton Community can be a tough crowd, but they are a great group that always keeps us on our toes here at the County. I know everyone appreciated your efforts to show them how WSF is developing this plan.  I wanted to let you know that the IRTPO Members decided to send a letter of input regarding the WSF Long Range Plan. I believe the letter went out today to Assistant Secretary Scarton and was cc'd to Secretary Millar. I am attaching a scan of that letter for your review.  Good luck with the remaining open houses and I will see you at the next TAG meeting!  Thanks,  Brian</p>
<p>5/15/2018</p>	<p>Jamie:  Rep. Jeff Morris's Session Report, which arrived in the mail yesterday, states that one of his accomplishments in the 2018 legislative session was to secure money "to invest in upgrading San Juan Islands and Anacortes ferry terminals over the next four years and beyond."  I don't know what specific projects Rep. Morris has in mind, but I would like to point out that the Lopez ferry terminal needs some help.  Specifically:  1. Parking. Overflow parking is currently on the west side of the County Road south of Penny Lane. That parking area is a ditch and, in the winter, a muddy ditch. If there were a culvert in the ditch, the ditch could be filled with a hard-surface material, and parking would be easier and more convenient.  2. Safety and Congestion. The removal of the restaurant at the ferry dock has provided space for staging the hordes of bicyclists that come/go, particularly in the summer. The newly created passenger drop-off/pick-up turn around has created a convenient way for cars to access the ferry dock. Unfortunately, the cars and the bikes are all using the same small space—to and from the staging area and the vehicle turn around. This space</p>

<p>(continued)</p>	<p>is at the bottom of a steep hill, which, in my view, increases the danger and likelihood of an accident. One solution would be to move the vehicle turn around to the top of the hill, and allow only walkers and bikers on the hill and at the bottom.</p> <p>3. Reservations. My sense is that Lopez residents are more amenable to eastbound reservations now than they were earlier, particularly in the morning during Spring and Fall. Currently, the Lopez terminal is at the wrong end of the traffic line to manage reservations. I know that WSF owns property to the west of the current terminal. I don't know if that property could be used as a terminal/staging area or if the terminal could be moved to the south, up the hill.</p> <p>In my view, it would be worthwhile to commission a new "master plan" for the Lopez terminal area that would deal with all of these issues: parking, safety and congestion, and reservations. As our ferry use increases, these problems are likely to get worse.</p> <p>—John</p>
<p>5/24/2018</p>	<p>Two comments from the combined TAG &amp; PAG eating.</p> <p>First is the load factor and how it is calculated. I believe that for Vashon specifically it misses a significant fact. Measuring the westbound traffic gives a false impression of the load. It neglects the fact that the Southworth traffic is one direction, primarily, during the day. Vashon's traffic is constantly bi-directional. A significant amount of traffic is being missed. Yes the cars do return to Vashon but the load factor is tremendously undervalued. The capacity off Vashon is just as important as that to Vashon. The nearly, or over, full boats are not being considered. This is especially true on weekends.</p> <p>MY second comment is related to the vessel spreadsheets that Elliot bay did. This is a great start. However i believe the risk categories are being generous. After this last week of broken boats that is proven. The Issaquah class is nearing catastrophic failure, at least from the user point of view. I believe that the risk starts much sooner than illustrated. The charts are a tremendous step forward. The need for continuous construction is evident.</p> <p>The wrong impression has been given in the past that there are enough active boats to cover breakdowns, or even do sufficient maintenance. The users are getting hosed by the breakdowns. For that after so is WSF with the costs to shuffle the fleet and lost revenue. Though the island communities have o go, they cut back their travel. The revenue is only guaranteed for the end of the day return home.</p> <p>Greg</p>