Overview

Washington State Ferries is incrementally increasing service to meet increasing demand as the ferry system continues to recover from the pandemic. A return to full capacity of the system is dependent on several variables, including:

- The trajectory of the pandemic and ongoing impacts of COVID-19 on the workforce.
- Ridership levels and accommodating the seasonal increase in summer peak season ridership.
- The ability of WSF to recruit, hire and train new employees to fill key positions.
- The rate of retirements and other separations that contribute to overall staffing levels.
- Lack of vessels due to unanticipated breakdowns and an aging fleet.

Progress toward reaching targeted staffing levels

<table>
<thead>
<tr>
<th>Washington State Ferries: Staffing Needs</th>
<th>Current Staffing Levels (as of 6/10/22)</th>
<th>Target Staffing Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensed Deck (Captains and Mates)</td>
<td>176</td>
<td>514</td>
</tr>
<tr>
<td>Unlicensed Deck (AB and OS)</td>
<td>200</td>
<td>546</td>
</tr>
<tr>
<td>Licensed Engine (Chief Engineer and Asst. Engineer)</td>
<td>177</td>
<td>185</td>
</tr>
<tr>
<td>Unlicensed Engine (Oilers)</td>
<td>183</td>
<td>203</td>
</tr>
</tbody>
</table>

Service Restoration Process

1. **Route Prioritization Stage**
   - Confirm route prioritization
   - Are all thresholds met?
     - YES: Continue monitoring metrics & progressing towards service goals
     - NO: Review resources to determine when the route can reliably be restored

2. **Alternate Service Stage**
   - Review resources to determine when the route can reliably be restored
   - Are all thresholds met?
     - YES: Monitor reliability and track when the route meets 95% reliability over a three week period
     - NO: Continue trial period

3. **Trial Service Stage**
   - Monitor reliability and track when the route meets 95% reliability over a three week period
   - Is threshold met?
     - YES: Continue trial period
     - NO: Route is restored to regular service levels

4. **Restored Service Stage**
   - Route is restored to regular service levels
   - Is service restored to original levels for ALL routes?
     - YES: Continue operating regular season schedules on all routes; strive for 99% reliability systemwide
     - NO: Return to Stage 1 (Route Prioritization) and determine when the next route on the list can be restored
Ferry Service Restoration

WSF has prioritized ferry routes based on ridership, service performance, availability and directness of travel alternatives, and vessel and crew availability.

Service Reliability

During the trial stage, WSF’s target is 95% reliability over three weeks before considering a route fully restored. This chart illustrates current reliability for all routes based on a regular schedule.

Upcoming Service Changes

- WSF continues to see a high number of relief requests among vessel crew due to COVID-19.
- WSF plans to begin trialing full service on the Edmonds/Kingston route later this year. A second boat will be added daily as crewing allows.
- The next three routes – Fauntleroy/Vashon/Southworth, Seattle/Bremerton and Port Townsend/Coupeville – likely will not be restored to regular service until Spring 2023. The Anacortes/Sidney, B.C. route will be restored in Summer 2023 at the earliest.

Systemwide Ridership

Total 2022 ridership compared to previous years (data updated as of 6/12/22)