

Appendix A: Comments

The comments below represent transcribed comments, collected in-person at open houses, by mail, online, and email between April 9 and May 24.

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Part 1: Comment forms (paper and online)

What is your biggest priority for your route or community?	
<p>Anacortes/ San Juan Islands</p>	<ul style="list-style-type: none"> • Improve Lopez Terminal. Overflow parking on west side of [county] road is a mess. Needs to be a shoulder on the road - not a creek bed. [Unreadable] (EB) would probably be accepted on Lopez. Need to move terminal up the hill - to be at other end of [J line]. Need more parking at terminal. Terminal [unreadable] dangerous in summer - Bikers debarking ferry mixing with cars going to drop off/pick up area. Cars should not be allowed on steep hill shore dock. • Adequate reserve boats in case of break downs. • A thriving community needs reliable transport. Boats need to be maintained and replaced with dedicated long range revenue sources and capital budget that prevent waste from political short term thinking. Waste from all sources needs laser focus (including labor agreements) to earn additional resources. • I realize having ferries is not like a bridge but services in San Juan County are quite limited and we are dependent on ferries for nearly all food, materials, supplies and more, not to mention most medical. • Coordinating 8:05 ferry from Friday Harbor to Anacortes with departure of Bellaire Shuttle from ferry landing. Right now ferry arrives 5 minutes after the shuttle has departed for SeaTac meaning that ferry users must wait 2 hours for next shuttle. • Efficiency of travel time, congestion. • At least some year-round evening connections between the islands, so that county residents can attend evening events on other islands without requiring evening lodging (at tourist rates). • Satellite bus and rail lines with parking at remote stations. • Consistency. No break downs. • 1) A new terminal building at Anacortes. The current building is old, undersized, and ADA incompatible. This was voted in and funded under the nickel gas tax package, but never has been completed. Only design work has been done. 2) Overhead passenger loading in Friday Harbor.

<p>Anacortes/ San Juan Islands <i>(continued)</i></p>	<p>3) Overhead passenger loading in Orcas. 4) Second auto slip in Friday Harbor.</p> <ul style="list-style-type: none"> • Vessel reliability. The San Juan's - the route I ride most - are plagued with aging, rusty, rattling, shuddering vessels that are frequently behind schedule, or out of service, because of equipment issues. Have you ridden on the Yakima lately? The vibrations are so bad in the upper cabin that it is difficult to read or write while underway. • Dependable, on-time departure schedule with backup ferry for coverage of mechanical failures. • Reliable and affordable transportation to Anacortes and other San Juan Islands. • Biggest priority for me is to have better integration between all forms of public transportation. I would like to be able to travel between my home on Orcas Island and Seattle without putting my car on the ferry. This would require better bus service between Anacortes and Mount Vernon. There is good Amtrak service between Mount Vernon and Seattle, but the Skagit County bus connections between Anacortes and Mount Vernon need to be better coordinated with ferry schedules in order to make connections with Amtrak trains. • (Orcas Island) 1.Schedules 2.Being on time 3.Reliable boats • San Juan's - reliability. I understand you cannot have standby ferries on every route in the event of a breakdown however the summer of 2017 was a zoo. Don't plan major maintenance in the summer months. When the Yakima went down last month it was a mess for a week. The islands are growing and as such boats are full at times even in the winter months. We don't have the option to drive the longer way around. • More vessel/schedule dependability. Seems there should be a back-up ferry. We are so dependent on the ferry system here in the San Juan's. We can't choose to drive around. • The cost of leaving the San Juan Islands and returning home has become an economic burden for many, many islanders. It is too expensive to get to medical appointments, training opportunities, educational opportunities and forget about leisure. There needs to be some system of reducing or at least not raising the cost for residents. • Accessibility I have lived in Friday Harbor for forty years. I worked and retired here. I am a disabled veteran with only one leg. I have had problems on the ferries and hope that in the future you will try to make it easier for handicapped people to access the ferries. It also would be nice for increased service maybe start the summer season earlier as it gets harder to go to the mainland for doctor's appointments. I know people that have had to leave their long time homes on the island for this reason. It is sad that a person needs to leave their home and relatives because the ferry schedule doesn't allow them to make their appointments. • Reliable service from Anacortes to Friday Harbor; including new boats or backup boats when the old ones fail. On time service is also important; I don't understand why the boats are regularly late due to heavy traffic, even during the weekdays in the shoulder seasons. Can the loading process be better managed by the crew? • It is very common for the ferries in the Anacortes/San Juan's route to end up running behind schedule "due to heavy vehicle traffic boarding the vessel". (That's the excuse given time and time again in the ferry alert emails). This has not been going on for weeks or months - it's been going on for years. YEARS! I think your people who plan our ferry schedules need to be aware that HEAVY VEHICLE TRAFFIC WILL
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BE BOARDING THE VESSEL, and plan the schedule accordingly. If I lived in North Bend and commuted to work in downtown Seattle, and was 30 minutes late to work as often as these ferries are late, and all I could say was “geez I’m sorry boss - there was heavy traffic on my way in this morning”, how long do you think I would be employed? (as a side note - I’ve now just received a ferry alert even as I’m filling out this form and guess what it says... “The Hayek and Yakima are running approx. 20 - 30 min. behind schedule due to heavy vehicle traffic creating loading/unloading delay. These delays impact the 9:30..... blah blah blah”. This alert was sent on 5/9/18 at 10:05AM to subscribers of the Anacortes / San Juan Islands route)

- I provided this at the open house.
- Dependable service and frequent sailings Anacortes-Lopez. I live on Lopez Island, but often must get to the mainland for work and personal reasons. It is nearly impossible (and hugely frustrating) with the current system, which includes infrequent sailings, and constant delays and service disruptions due to aging fleet, deferred maintenance, inadequate # of ferries and other such barriers to transit. All of these must be improved.
- 1. On Lopez, there is no reservation system for getting off the island. This is a serious disadvantage compared to Orcas and San Juan Island especially during the summer months or weekends during the other seasons. Residents sometimes need to have their cars in the line 2 or 3 ferry arrivals in advance to make sure they can get off the island for appointments. 2. During the spring/summer often visitors are waiting hours in line with no restrooms or water sources because they are so far from the terminal. 3. Also, there is no way to communicate with the terminal as Cell service is pretty much nonexistent and announcements cannot be heard once you are outside of the area with marked lanes. Often cars are waiting in line off the road all the way to Odlin Park, almost a mile away. You can’t leave your car because you don’t know how soon a ferry might be coming, if you opt to drive to the terminal, you lose your place in the line!!!
- My biggest priority is to be able to conduct government business in San Juan County.
- Being a resident of the San Juan Islands (Orcas) the dependability of the WSF Fleet is vital to our economy, and my ability to work and access mainland for medical appointments. Breakdowns and cancellations seem to be on the rise - this is a major priority for me. As prices continue to rise, we will reach a point where access to the ferries will be out of reach for some of the residents of the San Juan Islands where “driving around” is not an option. For a long range plan, this should be explored/ discussed.
- A schedule that serves residential ferry users rather than tourists. Shaw Island gets short shifted every season.
- Judging by the number of ferry alerts recently (in April) affecting the San Juan Islands route, a major problem is maintaining the printed schedule during busy times. And it isn’t even summer season yet!!
- Access for residents to ferries (priority over tourists!) and access to public transportation to reduce car travel. I know funding is tough thanks to some idiots in previous and current administrations, but I hope!! that WA will get smart about funding public transportation in the future... having easy access to good public transit on both sides of the water, but particularly the mainland side will be nice now and vital in the future as more and more people move to WA and traffic continues to worsen dramatically. I’m not sure how you can make it easier for island residents to get priority boarding but anything you can do in that regard would be great. Getting

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to dr. appointments and shopping and services while fighting tourists for spots on the ferries can be so frustrating. Also keeping it affordable for residents! I know we want tourism to some degree on the ferries, but we shouldn't punish residents with costs and access to support increased tourism. It's a balance... and too many tourists will ruin the very places they are coming to see anyway. Work with ferry landing municipalities to make sure we have walking/biking/transit access to services. E.g. in Anacortes, it's possible to take the bus from the terminal, but not easy to walk or bike into downtown because the shoreline path is not complete. Can you work with Anacortes (and likewise with other towns) to publish better descriptions and information about connecting to mass transit? On making it safe and easy to walk or bike to downtown from the terminal? E.g. if I want to go to Burlington or Bellingham from the Anacortes ferry terminal, how would I do that easily? Which ferries / buses / other work best for a shopping trip or a trip to the hospitals or clinics in the area? Perhaps incentivizing businesses that will benefit residents near the terminal. E.g. there are at least two empty business-zoned buildings near the Anacortes terminal (I think they used to be restaurants). Why not a grocery store?

Work with WSDOT so we do better about putting bike lanes and walking paths next to all roads, preferably separated from the main road. E.g. from Lopez to Orcas, it's very difficult for me to not drive on to the ferry even when I'd rather walk or bike. I can't walk to Eastsound and the road is not good for bikes - no shoulder at all.

- Lopez Island has a large Spanish speaking community who has no representation within the ferry system. There have been no efforts by WSF to put out information about the reservation system in Spanish or to provide translation at meetings. Everyone on the FAC is old and white but our Lopez representative talked to one Spanish speaking guy one time who told him things were fine so I guess it doesn't matter. Our Spanish speaking community continues to grow with new families joining the island every year, but they are invisible to ferries. If something goes wrong for them with a service disruption or a reservation problem, many are unable to advocate for themselves. Also, Lopez Island residents are discriminated against by the reservation system. We cannot make reservations leaving Lopez and thus have no way to guarantee a spot off the island. The ideal ferry for many families who want to make a day trip to America in the fall and the spring is the 9:30am boat. But our quota is small and this boat overloads almost every day. The next boat is not until 1:30pm, which is really too late for a day trip. For many people, the ideal boat coming back is the 6:00pm boat, but this boat is also often full, so getting a reservation is best. Except if forces outside your control cause you to be overloaded on the 9:30, you are probably going to cancel your trip. But then it is too late to cancel your return reservation and avoid the no show fee. There are no policies that protect us in this scenario. Even though it is EASY for customer service to just call the Lopez terminal and confirm there was an overload, they are not interested in this. They think we might be lying about having been in that line. They somehow believe that LOPEZ residents are going to game the system!! So we are unfairly charged \$10 for circumstances we have no control over! Just don't make a reservation? Sure. That's all fun and games until there is a service disruption, and they turn you away at the booth in Anacortes and tell you have to spend the night on the mainland. More on that below. Also, the Lopez terminal has no running water and no food vendor, just unreliable vending machines, and no other access to food or water within a reasonable walking distance. Summer Sunday wait times at the terminal often hit 12+ hours, especially during service disruptions. The local grocery store will often donate bottled water to stranded tourists who are stuck in line.

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This wasn't such a problem when we had a great food vendor at the site. But now they are gone and WSF has done nothing to try and remedy that problem, preferring to use that spot as a bike staging area and allowing the terminal to deteriorate to primitive conditions that are inconsistent with the other terminals on the route and tourists are often unprepared for.

- Aging vessels and infrastructure.
- This is so ridiculous for your time and efforts when the San Juan Ferry route is broken NOW and has been for the past 2-3 years.
What is needed is a 1-2 year plan to address current pressing issues, service disruptions, and current peak season capacity demands. Please wake up and smell the odoriferous roses!
- Accessibility. Affordability.
- Replacement of ferries->virtually ALL the old ships are on the San Juan Islands routes and break down all the time.
- More ferries, more available arrivals/departures.
- Ferries that don't break down all the time in the San Juans. And/or enough backup capacity to handle them. Can WSDOT lease emergency backup boats from BC Ferries? Speaking of which, what's the plan for fixing the Yakima's propeller right now???
- Reservations on Lopez Island, Eastbound.. 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.
- A new ferry to serve the San Juan Islands.
- Newer vessels running more efficiently with less O+M costs (hopefully on alternative fuel or hybrid vessels). We need to have a pipeline for consistent fleet upgrades. Investment in newer vessels should help lower O+M costs. The San Juan Islands ferries is our life blood- carries freight + critical connection for residents. Tourism is important to WA State as well as for island residents' economy. We subsidize state roads and transportation infrastructure through the state too!! A carbon tax maybe the most appropriate funding source for alternative fueled vessels and service sustainability.
- **DEPENDABLE, ON TIME** service year round for Orcas residents. **PRIORITY** reservations for medical needs not qualifying for medical passes **YEAR ROUND** for Orcas residents. (See following example.)
My partner and I, both senior citizens, group medical appointments on the mainland whenever possible to minimize trips. As a typical example, I booked a reservation for 5/24, returning 5/25, Orcas to Anacortes. No return space was or is available for that date. I will camp on line at 6:30 am for the release of final space on 5/23. Failing that, we will be forced to stay two overnights in a hotel on the mainland. **THIS IS A RECURRING PROBLEM DURING TOURIST SEASON.**
- The reservation system makes it very difficult for full time residents to make vital medical appointments especially in the summer time.

<p>Anacortes/ San Juan Islands <i>(continued)</i></p>	<ul style="list-style-type: none"> • Reliable, consistent service is necessary for those of us who rely totally on ferry service. Example: San Juan Islands route: I had a dr appointment at 3:30 on the mainland. I arrived at the Lopez Ferry terminal at 7:45 for the 9:30 ferry (The next ferry was at 1:30 ferry -- too late for me to make my appointment on time.) The ferry arrived at around 10:00. This means that to make a 3:30 appointment, I had to leave my house 8 hours in advance. We need more ferries on the SJI route! • The Anacortes/San Juan/Sidney Route needs to accommodate the needs of Island residents. Specific issues include: <ol style="list-style-type: none"> 1) Insufficient mid-day schedules and capacity: <ol style="list-style-type: none"> a) Requires essentially a full day to travel to either the mainland or another island, even though a medical appointment, civil need or other activity might require an hour or less. b) It is extremely difficult to get access to the ferry on short notice (especially during peak season when all of the reservations are sold out well in advance) for support or medical services only available on the mainland. As a resident it is frequently not possible to schedule equipment failures and medical needs. 2) Inter-island schedule Inter-Island service does not facilitate commerce, recreation, or civil needs. <ol style="list-style-type: none"> a) Given that Friday Harbor is the County Seat, it should be possible for residents of the county to travel to/from Friday Harbor without having to dedicate an entire day to the venture. b) The evening service terminates early, especially during peak season making it not possible to attend any evening events on another island without requiring an overnight stay. 3) Ferries are unable to maintain schedules. <ol style="list-style-type: none"> a) The routes are currently assigned in a manner such that a delay in any ferry necessarily delays other ferries due to dock conflicts. b) There is insufficient time in the schedule to accommodate loading and unloading. This is especially true during peak season when there are many traveling for which this is a new process and it will necessarily take longer - plan for it! c) Essentially every summer there is an extended period during which at least one of the ferries is either down or only able to provide degraded service. The impact of these delays - which are essentially unavoidable - can and should be mitigated with other strategies for providing the necessary capacity. • Operational reliability of ferries (vessels) to stay reasonable close to their planned seasonal schedules. • This includes mechanical reliability as well as crew reliability (minimal Coast Guard and Boatmen's union personnel and backups) available for all sailings. • The traffic impact to Fidalgo Island is already substantial - how is the WSDOT working with local entities to offset what will happen with that projected 37% growth in ridership for the Anacortes/San Juan routes? • Consistent and reliable service between Anacortes and the San Juan Islands! Schedules need to realize when the passengers can get to and from a specific island. Right now to travel westbound and get to Friday Harbor, there is a gap from 9:00 am until 2:40 pm...nearly 5-3/4 hours. The Washington State ferries are not just a compilation of "boats" travelling between the mainland and the islands, it is an extension of the Washington state highways system, and has been since, I think, the late 1940's or early '50's. When a boat goes "down" for one reason or another, the service goes down also, and with ageing boats we seem to have no replacements. And when one gets a ding in its propeller, like the Yakima currently, the boat goes out to repairs, and this one is now travelling at half-speed because the "repair" was just
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<p>Anacortes/ San Juan Islands <i>(continued)</i></p>	<p>a temporary...and when does the repair take place? In the middle of the summer, of course, when the Islanders need the tourist trade to make a living. And certainly it's not just the tourist trade, but getting the tradespeople (groceries, hardware, lumber, drugs, etc) to the islands so people can live. These Islands are not like down south where the boats go every half hour or so.</p> <ul style="list-style-type: none"> • Reliable boats and or priority for when there is a broken boat to the islands, because it is the only way to on or off. • Scheduling. Having no ferry between 12:30 and 4:30 departing Anacortes is hard to accept. • The biggest priority for our route/community is some sort of "local system" where the people who actually live here, use the ferry system year round and rely on it for our main highway to get to medical appointments, work needs, etc. would get a larger number of available spaces than the tourists who are just visiting for vacation. This "local system" is already needed now, and will be almost a requirement with the growth forecast for the future. • Efficiency. It is my understanding that part of the reason for the implementation of the reservation system was to avoid the necessity of creating more holding space at the terminals for cars (resulting from long wait times-especially so during high tourist traffic on the San Juan/Sydney routes). The 30 minute requirement for being in line before scheduled departure becomes self-defeating when there are delays (SJ/ Sydney probably has the worst "on time" performance of any route in the system) to say nothing of hugely inconvenient and unnecessary. I propose that reservations should be valid as long as the car is in line up to the minute the boat begins loading, after which the holder is considered late and put in the standby lane. • San Juan Islands - boats that don't break down so often!
<p>Fauntleroy/ Vashon/ Southworth</p>	<ul style="list-style-type: none"> • Time of sailing • Reliable ferry service. Not being left at the Vashon Terminal on the weekends because the boat is full of Southworth cars. • Change ticketing at Fauntleroy - Preferably to mobile ticketing and put cars on Orca • Vashon - Fauntleroy route: Bigger dock at Fauntleroy. 2 slips 180 spaces for vehicles. Short term - take over the lower parking lot at Lincoln Park and build a replacement lot further up the road. Much faster and cheaper than extending the Fauntleroy dock. This extends the dock onto land - toll booths move to the lower lot. The dock and line from the park and holding area at the lot are filled with the right mix of destinations for the next boat. Have tickets issued at the lot and checked at the end of the dock. Seattle gets all the traffic off the street. • Make a realistic solution for the Fauntleroy Ferry Dock. Holding capacity of dock beyond ticket booth. New ticketing system eliminating the ticket booth (like Tacoma narrows bridge). Organize the local traffic pattern in Fauntleroy: Suggest the "Fauntleroy 100P" - One way street arrangement near the dock. • Direct route to downtown Seattle • More routes, cost effective for families, and commuters, and more parking spaces. • To be able to get around Puget Sound by avoiding I5 and I405 and thus making commuting easier from home to work.

<p>Fauntleroy/ Vashon/ Southworth <i>(continued)</i></p>	<ul style="list-style-type: none"> • Increasing auto loading capability for Southworth to Fauntleroy runs during morning commute hours. • The Southworth dock needs 2 bays so there can be 2 ferries: a direct route with large boat to Fauntleroy; and a second direct route at ALL times to Vashon using a smaller boat. Children attend the excellent schools on Vashon and are disadvantaged by having to sometimes sail via Fauntleroy. • My biggest priority is streamlined travel between Southworth and Seattle. The current trip to Fauntleroy is well out of the way from where my final destination on the Seattle side and is a lengthy detour. I would prefer if the auto ferry ended in Seattle rather than Fauntleroy. I am hopeful the Kitsap Transit passenger only ferry will provide improved service. However, evenings and weekends we will likely still need to rely on WSF service. • Ferry's that go where people live ... and transit that connects to the Ferry's. I live on the north end of the Kitsap Peninsula and could work in Seattle if the Ferry system was viable. It is too slow, and just way to inconvenient to be realistic. I'd have a 2 hour commute each way, and that would be unreliable. To go about 12-15 miles. Yet I see that a good portion of the State's transportation budget is going to support this white elephant system that benefits a few, and benefits tourism, but really not that many residents. SO the top things to DO (not just consider) - 1) Connections to and from the terminals that actually get people off the roadway. • Participate in ORCA Business Passport! WSDOT is the only transit agency that does not participate in this employer-paid transit pass program run in King, Snohomish and Pierce counties. Please sign-on! This would further encourage your riders to be walk-ons and covers transit to-from the ferry. • Ease of transfer from ferry to other form of transportation (bus, bike, car/ride-share, etc.) • Having the ferries be on-time (problem during summer months, during Fridays, and when on Triangle two-boat schedule). Also maintaining some direct routes between Fauntleroy and Southworth, both directions, in both AM and PM. • My biggest priority is connecting transit and pedestrian service. Please make terminals accessible to people not cars. • Working with nearby municipalities near docks in order to improve housing and non-motorized access to the ferries. I would love it I could have apartments and condos near ferry dock terminals in Bainbridge, Bremerton, and other lines that end near transportation or employment centers. • Continue to provide affordable, regular transportation for all routes. • I think the discussion around the Fauntleroy-Vashon-Southworth route is too heavily centered on cars. Many riders are able to use motorcycles or transit in combination to reach their destination, and the number and types of alternative services - ride-hailing, car-share, bike-share, etc. - seem to be increasing by the month. For me driving on in a passenger vehicle is the exception for ferry use, and I think that will be more and more common as people learn about different options and traffic in the region only continues to become more congested. The much-lauded rise of autonomous cars will change things even further (if it ever happens). When approached from this perspective, I think more weight should be put on having ferries run on schedule, coordinating the sailing schedules with transit agencies, and increasing space at terminals for alternative transportation mode parking & pickup/
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<p>Fauntleroy/ Vashon/ Southworth <i>(continued)</i></p>	<p>drop-off. The focus on getting as much passenger vehicle capacity out of each sailing, which dominates the discussion around the Fauntleroy-Vashon-Southworth route, feels like a hold-over from a more car-centric, older generation.</p> <ul style="list-style-type: none"> • The Fauntleroy dock is an awful mess. This would be a great trial to switch to 100% Good2Go and ORCA. The operator at the toll booth could simply ask how many passengers, and charge the correct amount to the Good2Go account or the send the bill to the address that the car is licensed to. Simple. ORCA card readers could be located the second (unmanned) tollbooth as well, so any car that has both Good2Go accounts and passengers with ORCA cards could pass through onto the dock using the aforementioned automated system. Additionally, each sailing from Fauntleroy should go to both stops, meaning a boat would depart every 30 minutes. This would not only make the Fauntleroy dock operate more smoothly, but it would address the absolutely insane sailing gaps between the fast growing connections from Vashon to Southworth. There is a midday gap of about 6 hours where the only connection between Vashon and Southworth is via Fauntleroy. This must be changed. Finally, transit connections must improve. On-island connections need to be subsidized by WSDOT, for no other reason that encouraging more islanders to take transit to the ferry, thus freeing up space on ferries to reduce congestion, idling, and wait time at the dock, and increase the available space for cars on a new, always 2-stop, Southworth-Vashon-Fauntleroy route. Additionally, better Sound Transit connections to SeaTac and Tukwila Amtrak from Fauntleroy should be a priority for both WSDOT and the Port of Seattle, to reduce freeway and airport congestion related to long range trips. Southworth to Port Orchard and Gig Harbor connections should also be funded to broaden the pool of potential walk-on customers heading to or from the Southworth area. • I think that only if the ferry system can operate free of micromanagement by the legislature will WSDOT be able to address current problems. For instance, instituting Wave-to-Go at Fauntleroy would speed loading and help address the problem with ferries leaving only partially full, but it is my understanding that ferry fee collections can't be changed except by legislative action. My biggest priority would be to address efficient loading/travel at Fauntleroy. • A safe and timely journey. • Making it easier to travel on ferries with large bikes. When loading on the Vashon ferry toward Fauntleroy it is often difficult to get past the cars to a safe area to park the bikes, especially with a bike carrying children. On the newer Bremerton ferry a curb makes it very difficult to get bikes with children or trailers into the bike parking area. These are just a few examples of ways in which boarding the ferry with a bike is unnecessarily difficult. Thinking more about bikes during loading and ferry design could fix these issues at minimal cost. • We have been commuting Vashon to Fauntleroy - 2 cars /5 days a week for full time jobs for 30 plus years. Our biggest priority would be the need for increased service and capacity as your data demonstrates we will need for this route both now and in the future. • Insufficient parking on Vashon to support walk-on passengers and the lack of passenger drop-off and pick-up on the dock. Insufficient passenger drop-off and pick-up space at Fauntleroy. Public Transit on the Fauntleroy side is organized to go downtown. A large percentage of commuters go south form the dock to Tukwila, Renton, etc. To get to Renton for example, would require 3 different buses and the cost is so close to a <14' car and driver it is not worth the extra 2+ hours of commute time a day.
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<p>Fauntleroy/ Vashon/ Southworth <i>(continued)</i></p>	<ul style="list-style-type: none"> • I live on Vashon and work in Seattle so that's my main focus. I'm taking the foot ferry more often since it gets me into downtown the worst part of my commute by car or bus is traffic in Seattle. That said, my primary comment is a big shout out to the designers of this digital presentation of this plan-- great job, very accessible, w engaging graphics. • Improving shoreline access and removing creosote piling and bulkhead at the Tahlequah dock. • Improve Fauntleroy's dock - it is hugely deficient from a car's point of view. Add a second berth, increase the dock size so during peak times we aren't lining up way down the street. We have a much better terminal in tiny little Southworth. If the Fauntleroy community continues to be a road block, consider moving the terminal/ route elsewhere. • Getting a ferry route direct from Southworth to downtown Seattle that has multiple sailings daily, but especially during commute hours. • Fauntleroy to Vashon and Southworth. This is a huge issue for island and peninsula residents as well as those who live near the dock and must use Fauntleroy to access communities to the south. Issue #1: Congestion on Fauntleroy along the park. Remove all parking between 1:00 PM and 7:00 PM weekdays. Ferry cars must move around parked cars which causes long traffic backups on Fauntleroy with no alternative route. I have seen accidents and a few fights because of this easily remedied situation. Issue #2: Lack of dock capacity and ferries leaving the dock only partially full when the backup is over a mile long. Ferries are part of the state highway system. When the state wants to improve the highways is uses eminent domain to purchase needed property. Purchase five homes to the north of the ferry dock so that you can increase dock capacity by 300 to 400%. This is the best solution as you can construct the added space without impacting ferry service. You can build over the drainage line. The sewage pump station does not need to be impacted. You would have the ability to add another slip if needed in the future. You do not need to go through significant environmental issues associated with the small stream to the south. While a few home owners will be upset but handsomely rewarded financial, thousands of Fauntleroy, Vashon and Southworth residents will be delight not mentioning thousands of tourists. This is a highway. Please consider it as such. • Fauntleroy/Vashon needs to get rid of toll booth and only scan tickets. All must be pre-purchased. Vashon/Point Defiance needs a bigger boat. Vashon/Fauntleroy Route Simple solution to the long lines and slow loading and un-filled boats from Fauntleroy. These boats can leave full and on-time. Eliminate the drive-through window toll-both and require that all of us have pre-paid tickets before we board. Al you need are scanners to scan our tickets or re-direct us out of the line to go buy our tickets in advance and return to the line. We can buy and print them online, or we can go to an outlet such as the West Seattle Thriftway. You can pay Thriftway and others some of the proceeds, and they will benefit from more in store traffic that leads to more business for them. We must get rid of the drive-through booth completely. We must have tickets in hand to be scanned. The walk-on booth at Fauntleroy can remain open, and so can the kiosk in the waiting area. • Not to waste energy by sailing boats that are not full. • Smoothing out queue flow. Providing WSF park & ride & shuttles to offsite. Creating a queue line on sidewalk edge of worth Lincoln Park. Creating a direct ferry route Southworth to downtown.
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<p>Fauntleroy/ Vashon/ Southworth <i>(continued)</i></p>	<ul style="list-style-type: none"> • Efficient use of the service- filling the boats as close to capacity as possible and not leaving dozens of cars at the dock, especially when they were there well in advance of the sailing time (just couldn't be processed quickly enough and/or not enough space at the dock). • Living in Fauntleroy, our/my concern is traffic. What is WSF doing to encourage more walk-on traffic? Can WSF partner with Metro transit to provide transit service to destinations other than Downtown Seattle, i.e. Renton, Kent, Bellevue, Redmond, UW, Northgate, and Bothell? • 1) less vehicle congestion 2) easier transit connections 3) ferry user parking restrictions. • No terminal expansion. • Long lines at Fauntleroy. These can be reduced through higher prices for passenger cars, reduced rates for walk-ons and cyclists, more coordination with buses and ride shares. • Increasing the number of vehicles taken from and to Southworth we are forced to travel around through Tacoma due to the lack of available room on the ferries. The Vashon stops should be eliminated during peak hours and another direct route should be added in the evening as well as increased capacity and direct routes in the mornings. • Larger Ferries to accommodate more cars during peak hour to assure people can make the Ferries they want on time. • I travel the Vashon Island <-> Fauntleroy ferry route daily, and the single biggest issue I can see with that route is the capacity for loading vessels on the Fauntleroy side. Traffic frequently backs up past the North end of Lincoln Park. The route is barely functional currently, and if ridership is expected to increase by over 50% I think a disaster is on the horizon if nothing proactive is done to optimize loading. Some ideas: <ol style="list-style-type: none"> 1. Larger dock - more capacity to hold cars in the loading lanes so they don't have to queue up Fauntleroy. This has worked well on the Vashon side 2. Dedicated lanes to differentiate Vashon/Southworth up Fauntleroy - Vashon traffic is frequently blocked by those loading the small Southworth lane. If there were a way to better differentiate the destinations earlier (before the toll booths), loading would not be blocked. 3. A fast lane for prepaid tickets/passes - a lot of time is wasted in loading due to lack of preparation on the part of casual travelers. IMO daily commuters should not be held up waiting for this traffic to drum up exact change. I've missed a few boats because of this, and it should be easy to avoid. • Fill boats to capacity at Fauntleroy, even if it means slight schedule delays. • Better service for Southworth commuters. More direct routes during commuting hours one real direct route for Southworth commuters which is taken by those who have the luxury to carpool and work hours that accommodate a 4:20 sailing. This is not sufficient. Finding a better way to separate or identify Southworth riders so we are having to wait over an hour to load while we watch Vashon riders load Vashon/Southworth run with another Vashon only boat waiting to dock. A Larger vessels to accommodate increased ridership. Service has improved slightly for Southworth commuters however there is still an equity issue. • Adapting to rising sea-levels. • Vashon is my community. Everyday there is at least an hour wait "due to heavy traffic". I believe the problem stems from your "on time performance" verses filling
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<p>Fauntleroy/ Vashon/ Southworth <i>(continued)</i></p>	<p>the boats. We need separate lines for Vashon and Southworth. We need those who have tickets to be able to drive around the toll booth and have the employees use hand held machines to scan the tickets. You are talking about new technology. Get machines that work in the rain. This frees up the booths for those buying tickets. This allows for quicker filling the dock.</p> <p>Biggest priority is filling the boat to capacity before the boat leaves the dock when there are cars that have been lined up on Fauntleroy.</p> <ul style="list-style-type: none"> • Cleaning up the mess at Fauntleroy. Ferries leaving for on-time performance while not full when there is a 1/2 mile line up Fauntleroy Way is not working out. We also need overhead passenger loading and unloading, which would save a lot of time during the school year when over 100 people walk off the car deck. They don't hurry, they don't get out of the way and it slows down vehicle offloading. • My biggest priority is to make sure boats are filled on the Triangle Route during peak commute times. Boats OFTEN leave with many spaces open, while the line stretches a mile or more up the road. Cars with prepaid tickets should NOT have to stop at the toll booth. If the scanners don't work - get new ones!!!! • Fauntleroy-Vashon, Pd-Tlh. • Minimize the impact on the Fauntleroy neighborhood when it comes to the increased future demand for ferry service to Vashon and Southworth -- in other words, determine other ways to transfer passengers from Vashon and Southworth to the Seattle mainland, other than using the Fauntleroy terminal. • The Fauntleroy dock needs to be enlarged to afford more holding space for vehicles and 2 more slots for ferries to dock. • More sailing times for Southworth. More help getting on term area from street parking • Put Southworth cars on the 3:00pm Fauntleroy run. • Schedule and dependency of the boat. Why currently is there passenger only boats during peak travel times? • (Daily commuter from Southworth to Fauntleroy) Efficiency is my biggest priority. Getting riders through as quick as possible. But communication is up there as well. • Congestion related to vehicle traffic traveling to/from the Fauntleroy ferry dock was gotten way out of control. It has never made sense to force people to drive several miles through residential neighborhood streets and further clogging the West Seattle Bridge, just to get commuters to downtown Seattle. West Seattle traffic is already reaching a critical breaking point with numerous major apartment complexes going up. It is crazy to think WSDOT would choose to compound the problem by creating yet more ferry capacity! • Reliability, ease of commute (wait times, toll booth, ferries filling up and sailing half full etc), cost of commute, schedule of sail times. • Fauntleroy to Southworth/Southworth to Fauntleroy. Having commuted to and from Port Orchard to SeaTac almost every day for the past 20 years, it is clear that this route does not serve the customer well. Lately, increased traffic has made catching the ferry and getting home an ordeal. Something must be done to increase dock capacity and flow through along with major improvements on Fauntleroy Ave. to enable Vashon / Southworth traffic to flow more smoothly. Ferries are frequently not full because Southworth cars are blocked by a long line of Vashon cars. The car line up Fauntleroy is frequently over a mile long, way past Lincoln Park, the Shell gas station and even past the retirement home. Also the ticketing is slow and inefficient. Really, there is no technology that can speed this up? I have to hand
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**Fauntleroy/
Vashon/
Southworth**
(continued)

my monthly pass to someone and have them scan it? Really? Also, monthly pass commuter traffic should be given a priority lane especially in summer, a lane that allows self-scanning. Lastly, the fact that the traffic on the Fauntleroy/Southworth/Vashon runs are projected to increase by 57% , more than any other route, tells me that this route needs to be priority number one for improvements. Thank You.

- Size of Fauntleroy dock.
- Larger dock at Fauntleroy to alleviate the bottleneck. We understand that larger ferries will be put on this route but it was noted that summer of 2017 the Sealth could not be loaded full during a two boat schedule when one boat was down.
- Improved throughput at Fauntleroy and maximum loading/unloading of ferries.
- Larger dock at Fauntleroy/upgrades to roads to keep through traffic flowing and provide a place for cars to wait safely for the ferry.
- Better/faster/more-complete-loading-for-fuller-boats on the triangle route of Fauntleroy/Vashon/Southworth
- Vashon Island—Efficiency.
- Expand the Fauntleroy dock to accommodate two slips. Drop the antiquated Spring/Fall boat schedule. The regional population has grown and continues to do so with more people living on the islands and Bremerton and Southworth in order to afford property and rents. May service is backing up too frequently due to less service, especially on weekends. Save money by electrifying boats and put that into more new boats.
- Water taxis should run on the week-ends!
- Reliable ferry service that is committed to moving passengers in an efficient manner.
- Develop a plan so the ferry follows the schedule, but doesn't leave the slip with lots of space when there are still cars needing to load.
- We need a bigger dock (2 slips) at the Fauntleroy ferry terminal. The lines and wait are horrible, especially for residents who have to commute every day. Worst commute in Seattle in terms of time spent.
- Growing population and easier logistics on the Fauntleroy side. The lines in the summer is crazy and only will get worse as the population grows. A better more optimized loading from a multiple slip and/or adding a parking lot allowing for more walk ons, especially for residents on Vashon side. While I understand likely Fauntleroy side homeowners not liking parking or a 2 slip dock, the community as a whole will benefit beyond any number of complaining Fauntleroy side residents.
- Fauntleroy needs a larger dock.
- A bigger dock at Fauntleroy. The main thing I would recommend is having a longer dock that is wider at the end to allow for two boats to dock at once and have more space for lining up cars waiting to board.
- The VERY INADEQUATE dock at Fauntleroy.
- Bigger dock at Fauntleroy!
- To increase bussing from the ferry to popular points of destination, in order to decrease cars lining up and impacting traffic in a neighborhood that was not built for a ferry line.
Traffic direction during the summer months to support the normal traffic flow of the neighborhood being impacted...ie Fauntleroy dock.
- Less wait time, bigger boats, more schedule options.

<p>Mukilteo/Clinton</p>	<ul style="list-style-type: none"> • Relieve peak traffic on Clinton/Mukilteo. Please consider: Additional boat - at least at peak periods. Local residents should get some sort of priority access - we need to get to mainland for services/appointments. • 1. Ferries run on time - most 1/2 late during peak times. 2 Parking available (24 hr.+) at Mukilteo. 3. Overhead loading at both Mukilteo & Clinton to speed loading/on loading process. • Cutting down the wait times during peak time. • ADA Parking so I can walk on the ferry or pick up a walk on passenger in a wheelchair. • Parking + connection to transit - both on + off peak travel times. • Safe and reliable transportation - overhead loading in Clinton to match Mukilteo. • Predictability. I think reservations could help with this. • Access (car, walk on) to ferry docks. Getting flow in & out of the ferry loading area. • Reducing wait time, esp. during peak season. • Reducing wait times for cars during peak ridership. • Recognition of the importance of this route & the corresponding improvements to capacity & runs. Island County provides tourism (\$\$) & housing opportunities to residents & visitors. Access (efficient) is critical to relieving the housing pressure in Snohomish County continued convenient access for tourists which benefit not only Island but also Washington State. • Reducing summertime waits. • I'm retired and have a lot of flexibility. • That I don't have to wait to get on the ferry. Waiting in line is stressful and at times causing me to be late for apts. : - (• Having a system that promotes to the health of our Island at Whidbey, tourism, living, and economy. By having a welcoming and safe terminal we better represent our island home and state. We should be leaders in the Ferry system and stand out to the nation and our Canadian friends. • There is inadequate capacity. • Shorter lines, more parking. • More transit connections into Seattle. • I'm a physician that needs to access the mainland from Whidbey for patient access at Harborview at varying hours. There needs to be accommodations for overnight parking beyond the 100 spaces currently available. I've been in the waiting list for 8 months and I'm still listed as 93 in the cue. • Mukilteo-Clinton: parking in Mukilteo (overnight) is badly needed; line cutting continues to be a huge problem, especially in summers; long ferry lines are awful for those of us who live here and depend on the ferry to get to medical appointments, work, and the like. Greater capacity is needed in heavy times. No one should have to wait 3 hours every Thursday afternoon to Monday am during summers. • Maintaining/keeping to publish sailing schedules between Mukilteo and Clinton. It takes longer to load and unload onto the 144-car ferries than it does for the lower capacity/older ferries. However, nobody seemed to have thought of that and the ferries are constantly behind schedule and wait times are often unacceptably long, creating uncertainty for the users of the ferry system. We often must plan on leaving
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<p>Mukilteo/Clinton <i>(continued)</i></p>	<p>Whidbey Island/Clinton at least two hours earlier than we used to, so that we can get to our medical appointments on time in Everett. This has become worse since the addition of the Tokitae.</p> <ul style="list-style-type: none"> • Safe, convenient, affordable transportation between Whidbey Island and mainland destinations. • Availability. I want the ferry there whenever I need one. Affordability is the second consideration. • On the Clinton/Mukilteo route, implement a reservation program and/or incentives and pricing strategies. The summertime impact of tourists on this route adversely affects the residents of Whidbey Island. A WSF reservation system is already in place and can be adopted for this route. The pricing strategies to implement may include allowing 40 spaces per sailing at a premium price, via a reservation system, similar to seating pricing on airlines. Some ferry users will pay the premium for a guaranteed spot on a sailing. WSF will increase its operating income from such a program. • CLINTON - MUKILTEO: Thank you for planning a foot passenger on-ramp for the new Mukilteo dock. Please note, however, that one is also needed on the Clinton side! Also, the second ferry slip at Whidbey Island landing currently is seldom used. It is a given that the demand for ferry service will increase by 2020 and beyond, therefore it seems reasonable that the two-boat schedule now in use will be inadequate. (The addition of the second larger vessel was an improvement, but just barely at the present rate of ridership.) It seems reasonable to conclude that a four-boat schedule will soon be needed, not just desirable, and Clinton apparently would be able to accommodate that. However on the diagram for the new Mukilteo landing there appears to be only one ferry slip. Should we conclude that the second pier at Clinton will still be a waste? If so, WHY? • Seamless/easy transition from public transport to ferry and vice versa. Wait times. <ul style="list-style-type: none"> 1. Not having any parking available in Mukilteo - need overnight capabilities too 2. Having larger boats taken out of service for maintenance during high travel months 3. Having consistent training for all ferry workers who do the same job. • Add parking near terminals to the list of items needing attention. Perhaps through partnering with other agencies. More walk-on boarding is definitely encouraged if parking near a ferry terminal is available. • I live on Whidbey. Parking in Mukilteo has diminished to a crazy extent. And if available, some parking is only for a maximum of 4 hours. Overnight guests can't walk-on even if they'd prefer to do so. • Making the Mukilteo-Clinton route more efficient, and taking into account real growth, and not the incorrect growth numbers predicted by Island County. • Increasing connections to transit beyond the existing commuter routes. Our community is a popular weekend destination and there is currently very limited transit on weekends on either side of the Mukilteo-Clinton route. Amtrak Cascades needs to stop at Mukilteo once the new terminal is complete. State investments in the multi-modal hub make no sense if both WSDOT services don't connect to each other. This would allow weekend transit service without much additional funding required AND it would allow for non-commuter and reverse peak transit during the week. If better transit connections are made in Mukilteo, Langley and South Whidbey will work to improve connections on our end. We already have ample parking and easy drop-off/pickup even without additional transit. With weekend
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<p>Mukilteo/Clinton (continued)</p>	<p>ferry service near or at capacity, we have to make it easier for walk-on passengers to access this route on the weekends.</p> <ul style="list-style-type: none"> • I'd like to see an overhead boarding platform for Clinton please. • Parking in Mukilteo. I am a daily commuter to work and have limited parking options in Mukilteo. Having a park and ride to service the ferry landing in Mukilteo is required. If the goal is to increase walk-ons and decrease the number of cars driving on the ferry, a park and ride is needed. • I'm a physician that needs to access the mainland from Whidbey for patient access at Harborview at varying hours. There needs to be accommodations for overnight parking beyond the 100 spaces currently available. I've been in the waiting list for 8 months and I'm still listed as 93 in the cue. • Passenger only route Seattle to Clinton.....Clinton to Seattle. • Anticipation of an enormous influx of vehicle traffic outpacing and overwhelming the arterial system. Already the Seattle Times editorial board wrote that in 15 years the final expansion of SeaTac will be done and full, leading them to write that Paine Field will be targeted for a second runway. With light rail and the new ferry terminal all converging to likely lead to exponential growth coupled with the Port of Everett and Marysville river front park development. • Clinton-Mukilteo. Reliable departure times and the ability to make an online reservation and print-out a ticket. • Parking in Mukilteo- Your representatives stated that "we are not in the parking business." That, by default, puts you in the car transport business. Without parking in Mukilteo, there is no way to encourage people to walk onto the ferry (Question 4). There has been a huge increase in tourists coming to Whidbey over the past 15 years. They all drive as there is no parking in Mukilteo. Commuting used to leave a car on each side and walk across no more as no parking in Mukilteo. Add to that the state's failure to provide effective mass transit unlike Portland or Europe. • Ferry efficiency and cost to residents. • Accurate ridership projections, overnight Mukilteo parking, and seismic/preparedness reliability. • Please institute a system where by ferry pass holders have a dedicated lane. It is frustrating to be in line in time to catch the ferry yet held up because someone who wants to pay with pennies delays your lane so that you miss the ferry. As just happened to me today. Cars I was in front of while inching down the hill loaded the ferry while I am at the very end of lane one, waiting for the next one. • Maintaining affordable ferry service. • On time arrival/departure to prevent long wait times. • Future plans for reservations are not practical for people who live on the island and need to commute for work to the mainland. • Huge traffic backups on Mukilteo-Clinton run starting April thru October. I simply do NOT understand why you did not take the opportunity, while planning the Mukilteo upgrade, to add a second dock and be able to increase the number of boats operating during this critical time. Since Clinton already has 2 docks, it would have been fairly easy to set up a second one on the Mukilteo side and to take advantage of running staggered runs. Another option would be to put bigger boats, like those for Bainbridge, online during these periods to handle the increased traffic. Our little island depends on the tourist
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<p>Mukilteo/Clinton <i>(continued)</i></p>	<p>traffic that comes during the summer. Having to wait up to 3 hours in order to get here, does nothing to help out with the perception of a nice leisurely, relaxing trip to Whidbey.</p> <ul style="list-style-type: none"> • 2 - 145 car ferries plus a better walk on terminal. Self-serve ticket purchases. Hybrid or electronic ferries. • Lack of parking at the Mukilteo terminal. Automobile back-ups could be reduced significantly if there was a plan to have a multi-level parking garage at Mukilteo. People are willing to pay for parking and I am sure there could be a business plan that supports but politics has prevented parking for the new Mukilteo terminal. People wanting to visit Whidbey must take a car to the island because there is no parking in Mukilteo. This is a bad plan for the community. • We have had a home on Whidbey Island since 2005. We have noticed a tremendous increase in ferry wait times over the past five years in the summer season. It has caused a huge burden on our ability to be with our family -- either it takes all day to go see them in the Seattle area, or they do not want to sit in a 3 hour ferry line to come see us.
<p>Seattle/ Bainbridge Island</p>	<ul style="list-style-type: none"> • Working in the Galley. We have recycling bins for customers but do not have dumpsters off the ferry. All garbage, cardboard, and recyclables go into the trash. Which upsets me greatly. This is on all routes. • More frequent ferries on Sea-BI route, esp. commuting hours + peak times. • Not biggest (which would be continued, dependable service for a Bainbridge resident) but very important. I bike commute throughout the year. The BI arrival and mixed vehicles off-load is very dangerous for bikes. We riders have been told that the dynamics of the road beyond the boat ramp are not the purview of WSDOT but are CoBI concerns. Really?! If WSDOT wants to encourage multi-modal and reduce car loads (particularly single occupancy vehicles) then developing safe bicycle exiting procedures (up to several hundred yards beyond the boat) will encourage more people to adopt cycling as a viable and comfortable commuting mode. • Seattle/Bainbridge: Highest priority is on-time service followed by decreased crossing time. • Reduce the volume of cars entering/exiting from other regions to the Bainbridge Island ferry terminal. Perhaps build a park and ride off the island and convenient transit to get them on the ferry. Be a supportive partner to the new fast ferry routes (Kitsap Transit) since these could help reduce the impacts immensely. Green construction is a priority. I appreciate the goals to include electric boats and environmentally friendly facility improvements. Passenger and bicycle riders should be prioritized. The sidewalks and pedestrian/bicyclist facilities extending from the terminals should be high quality to encourage walking/biking. Services such as food, bathroom, etc. at the terminals and on the ferries should be prioritized. These amenities are appreciated. Need better Wi-Fi on the ferries - it does not work most of the time even if you have Verizon, ATT, etc. • Fewer single rider cars coming across Bainbridge to take the ferry. We need better methods to get people to take transit to the BI ferry terminal. Alternatively, other routes, such as from Suquamish to Seattle could reduce the endless traffic lines on SR 305 on Bainbridge. • I use the BI-SEA route most of the time. The highest priority for me is to have ferries consistently run on time.

<p>Seattle/ Bainbridge Island <i>(continued)</i></p>	<ul style="list-style-type: none"> • I take both the BI/Seattle and Edmonds/Kingston routes almost daily. The aging ticketing systems are the biggest hassle for me. This is especially true of the pass readers in the Seattle terminal, which are confusing to new riders and fail to read my monthly Revalue pass about 20% of the time. • The drop off/pick up area at the Bainbridge terminal needs to be redesigned for safety, efficiency and increased capacity. • Bainbridge has a terrible loading dock for walk-ons. Can't it be upgraded??
<p>Seattle/ Bremerton</p>	<ul style="list-style-type: none"> • Enough boats, steady, reliable service. • Bigger boats, more peak service, increase speed/lower crossing time, vehicle maintenance. • I have lost the ability to work using my Wi-Fi card on the Chimacum. I have lost hours of work in commute and with my family because I now have to go home and finish work. This needs to be fixed!!! • Boat at Peak hours be on time! No slowing of the ferries due to budget constraints. Bremerton has the longest ride. • Timely convenient service. • Ferries remain an option in case of a natural disaster. • 1) Recently your new ferries seem geared to tourists, not commuters. That's ridiculous - commuters consistently pay the fares, and taxes that support this. We rely on the ferry to get to/from work. We do not take the ferry for fun. We don't need sundecks, we need Wi-Fi and less restrictive seating. What a waste! Previously, I could at least utilize my travel time doing work 2 hours a day - now, I have established a second residence in Seattle because basically I basically lost 10 hours of productivity because somebody decided to treat the windows, and won't put in repeaters so we can use our hotspots (which once repeaters are installed would not be a cost to the ferry system), Think about who regularly uses and supports these things!! • New boats should have connectivity for web and cell. Other boats should be retrofitted. Bremerton boats need to accommodate the demand for walk-on passenger seats; the Chimacum is inadequate. Quality of construction should be emphasized as new boats are built; again, the Chimacum has been a bit nightmare-ish, from a rider perspective. • Have cell phone reception so I can connect to the Internet and work. The Chimacum has no reception. Considering that the Seattle-Bremerton route takes the longest, it is vital that we can stay productive. • I am interested to know how the separate foot-only ferries are integrated into the plan (I know that they are legally separate) and how much passenger traffic the expanding foot-only ferry routes take from your growth projections. I wonder how much the foot-only ferry is impacting the Bremerton route. There must be separate growth calculations for the growth of vehicle traffic on the vessels vs the growth of passenger traffic. • Reliable and fast commuting options from Kitsap (Bremerton) to Seattle, coordinated with the continued expansion of Kitsap fast ferry routes from Southworth, Bremerton, etc. • Reliable schedule, on-time departures. This requires better coordination at Colman Dock for off-loading of vehicles into traffic. Too often, especially in summer, there is gridlock, causing lengthy delays in evening departures.

<p>Seattle/ Bremerton <i>(continued)</i></p>	<ul style="list-style-type: none"> • Increase frequency and speed of Bremerton to Seattle service. • I am on the Bremerton route, the biggest priority for our community is the infrequent number of sailings during peak hours. It is impractical to have only one sailing every 1hr15min - a third ferry used during peak morning and afternoon commute times would help alleviate overcrowded boats and greatly increase the convenience of the route for commuters/regular riders. • Design boats like the Kaleetan that have ample indoor seating for high growth / high volume commuter routes (e.g. Bremerton / Seattle, Bainbridge / Seattle, Edmonds / Kingston, Vashon / West Seattle). Very disappointing that new ferries like the Chimacum only have one deck of interior seating. While sun decks are nice in the summer, they are very cold and damp at 6:30 in the morning most times of the year around here. As an additional point, please replace outdoor metal benches, which are very cold to sit on, with wooden benches which are more comfortable to sit on. • My primary daily route is Bremerton-Seattle, and I commute on foot from my house to my job using Kitsap Transit buses, the ferries, and Seattle light rail. That one hour each way on the ferry is a very key part of having a productive day. The dramatic downgrade we experienced going from having a Super Class ferry (Kaleetan or Hyak) to an Olympic Class vessel (Chimacum) has been discouraging on many levels. The lost worker hours due to the lack of internet coverage and far-from-optimal seating design, the reduction in interior heated seating, and many other elements lead many who ride the vessel to be concerned about how our tax payer dollars and ferry fares were spent. We are hopeful that the lessons learned from these non-passenger optimized vessels will help guide the 40 year plan; so they can be reassigned to more logical routes that are less walk-on-commuter dependent (such as the San Juans, etc.). • To ensure the consistent and timely availability of the Bremerton to Seattle run. Boat maintenance and replacement are a huge concern. While the Chimacum is a welcome addition to the fleet, losing the Hyak will mean having to use the Kitsap or Chelan when the Chimacum or Kaleetan is offline. The Kitsap and Chelan are too small for peak hour traffic. • Ensure there is reliable and continuing service. • Size of Boats. Bremerton will be increasing!
<p>Port Townsend/ Coupeville</p>	<ul style="list-style-type: none"> • Manageable peak hours - long waits during high commute hours make island county undesirable for those either seeking employment or those seeking an island housing option • Starting a second ferry much earlier in the year (April) for the Port Townsend - Coupeville run - people are turned away in April a lot. • Increase runs on PT ferry • Commercial capacity. Why force commercial traffic to “go around” when shortest route results in less environmental stress, less foreign fuel dependency and less highway wear and tear. Many routes have commercial capacity off peak. Fare incentives could result in better utilization. It seems counterproductive that freight coming off the I-82/I-90 corridor must travel south to Tacoma then cross the Narrows Bridge to continue west to Port Townsend, Port Angeles and Vancouver Island. • I ride the Pt. Townsend ferry multiple times a year, and the Clinton ferry every now and then. Ferry operations that coincide with my travel plans and steady, reliable schedules count a lot.

**Port Townsend/
Coupeville**
(continued)

- Funding the construction of hybrid, fast passenger ferries
- Assess the viability of a ferry from Port Townsend directly to Seattle. Also, is there potential for a ferry from the peninsula to the airport? Seems like there could be a public transit option to get to the airport.
- Maintenance of the ferry services: Bainbridge-Seattle ,Port Townsend-Coupeville , Kingston-Edmonds, Port Angeles-Victoria
- Port Townsend is growing and we need access to Seattle. Our population is becoming older (57.5 years) probably because retired people have time to drive back and forth whenever they want and can choose a remote location. However young families who would like to live and raise children in a town like this need to have access to a city. If we don't solve this problem soon PT will be dead in 30 years. A ferry schedule that would cover at least 3 days and twice per day would be fine. Perhaps uniting Jefferson with Kitsap would be a solution. We really are excited to have the Kingston pedestrian only ferry starting in June this year. That alone is going to take a tremendous strain off of the Bainbridge road traffic. It will cut 1 full hour off of our commute to Seattle. Thank you for that!
- I would like a boat on the PT/Coupeville route that holds more cars and less wasted space for bicycles. The Port Townsend ferry has very limited space for cars and even with a reservation we have been left on the dock at Coupeville for lack of space. Very frustrating!! We have been in PT for over 20 years and there is no way the bicycle level on the new ferries is ever used to anywhere near its capacity.
- Port Townsend. Convert the wasted deck between the vehicle deck and the passenger deck into car lanes.
- Ferry cancellations Pt. Townsend/Coupeville Route because of Tides and Winds. KEEP the ferry ticket people, do not automate.
- Port Townsend - Coupeville (Keystone)
Extend the 2-boat service season to go from April 1 through October 31.
Add more sailings so that we have full 2-boat service for the entire 16-hour day.
All the sailings are full -- what more evidence do you need to prove that the supply is NOT meeting the current demand, much less the "50%" growth that you are projecting?
- Expand hours for CV-PT 2 hours per day now.
Begin 2 boat service in the Spring by Easter. Extend 2 boat service in the Fall and Winter to include Thanksgiving and at least some 2 boat service around Christmas, weather dependent.
- Port Townsend Improved terminal staging area.
- I would like to see WSF invest more into the southern region of the Puget Sound. Oddly, in the last few decades, new ferry routes haven't been expanded south beyond Pt. Defiance. Tacoma, Olympia, Lacey and the greater Pierce County region have grown in population substantially in recent years but currently still have limited options for traveling across/around the Puget Sound. As a resident in southern Pierce County, it would be nice if one could catch a ferry from Tacoma and head south to Olympia or north to Seattle.

<p>Edmonds/ Kingston</p>	<ul style="list-style-type: none"> • I live near the Kingston/Edmonds route. I'm concerned about the summer back up that happens along SR 104 and the impacts to the local community from this back up. Issuing boarding passes before the passengers travel through the town is not an effective measure. Working in that area, people are blocking local traffic, cutting others off, and driving the wrong way down one-way streets all summer long. Enforcement by the State Patrol is sporadic. • A reliable (safe and timely) system that enables me to get to/from home and my destination without lengthy delays during routine travel periods (increased ferry traffic is expected during peak weekend and holiday travel times). • Accommodating volumes on Kingston/Edmonds route on weekends and in the summer. Kingston comes to a halt when there is a ferry line backup. A reservation system on this route would probably help to solve this problem. • Reduce interval between sailings, do not revert to one boat service at night; consider 3 boat service at peak times. • The summer season on the Edmonds/Kingston route is horrendous - please consider adding a vessel to this route. It is severely impacted by tourists visiting our area as visitors that are visiting the Olympic Peninsula are directed to take this route. • For Kingston: Address and eliminate congestion in Kingston- (Hwy 104 both approaching toll booths and departing terminal heading west on 104). In short term, change procedures for use of holding lot to maximize use of available space. Eliminate practice of "spacer lanes", reduce space for tall and big rigs. • Hwy 104 accommodation of traffic back + restrictions. Parking. Commercial traffic accommodations • That the population growth does not exceed the infrastructure in place to handle all these new residents who want to use the ferry for work, please or visiting friends/ family. Everything is intertwined. So my interest is how road construction on 104 would help keep traffic flowing, but also keep intact a sense of community in our Downtown area. • Kingston -> Reservations!! Or better management of peak usage by using queuing theory, line or regression or any better way of handling traffic! • Reliable service. Attention to latest trends in technology such as mobile ticketing, text alerts.
<p>Online comments</p>	<ul style="list-style-type: none"> • Demand management which affects livability. The fare increases you note are deceiving. Some ticket categories, like the youth fare and the multi-ride passenger pass got even bigger increases in the late 90's than the base car did. By targeting high volume passenger households with the biggest fare increases, you dramatically raised the cost of living in ferry dependent communities for those sorts of households - while keeping fares affordable for seniors and other low volume households - changing the demographics of these communities. You restored the youth discount to 50% off around 2013 - around the time your ridership started rising. Coincidence? Or maybe reducing the cost of family travel increased family travel - and the appeal of ferry dependent communities. Restoring the 40% discount for the multi-ride passenger pass would encourage more passenger trips and get some frequent riders to switch from driving on for every trip, reducing your overloads. And stop raising passenger fares altogether! The base vehicle/driver fare should be at LEAST 4 times the base passenger fare. There's excess capacity on the passenger deck and too many cars trying to ride - use higher vehicle prices to manage demand. Currently, the multi-ride vehicle pass stays the same price all year, while other vehicle fares go up

<p>Online comments (continued)</p>	<p>during peak season. ALL vehicle fares should rise in peak season and fall in winter. On some routes, more than half the vehicles are getting the multi-ride discount, even in peak season! Make the multi-ride vehicle pass discount 30% off the seasonal fare to encourage more drivers to walk on in summer but drive on in winter.</p> <ul style="list-style-type: none"> • Add free Wi-Fi on the ferries, as has been done in almost all major airports around the USA and overseas. • Getting to and from work in Seattle. • Doesn't break down and enough space for everyone. • How the 2040 Long Range Plan will impact Point Defiance Park, Point Defiance Marina and the surrounding area. • Accessibility, meaning proximity to home, work & leisure locations. Frequency, how often service is available and how dependable it is. Price, is it employee subsidized? Travel time, does it make my end to end commute the same or shorter. Overall, is it convenient and reasonably priced? • Improve transit connections! • Expanding small ferry service both number of runs and times, including expanding shoulder season. • Faster service. • Align landside facilities with the boats using them. For example, now that Issaquah class boats are operating on FVS, the staging area cannot accommodate a boat's worth of vehicles. A boat has to either have longer dwell time to fill it up or it has to leave empty. <p>You need to provide incentives to get people to do what you want them to. Presently, no incentive for people to purchase tickets in advance. Everyone, prepaid or not, still has to wait in the same line. Design a system that favors prepaid customers at the expense of people who have to buy a ticket.</p> <ul style="list-style-type: none"> • Dependable service without long waits in line to catch a ferry. • decrease wait times, make additional noncar routes available i.e. I don't see any passenger only boats on your list running between Vashon and Seattle, Edmonds and Bainbridge, Winslow and Seattle allowing people who commute to get on a cross sound passenger only vessel linking Vashon directly to downtown Seattle; to get on in Winslow and go directly to Seattle without waiting for cars to load, to get on in Kingston, or Edmonds and go directly to Seattle....why can't there be a fleet of cross sound vessels at rush hour, all electric, using the sound as another form of commuter transport.....removing all those people from their cars. In the original life of Puget Sound there were docks all over the area and a mosquito fleet picking up people and goods....perhaps it's time to go back to something like that... • Efficiency in the fuel economy of the big picture. Including Ferries, buses, cars, other. So reducing the number of drive-on passengers would be great. • The ability to commute on weekdays efficiently and on time, and the ability to sneak in a nap or finish up some work or phone calls while on the ferry. Reduced wait time and to stay on schedule. Cost/time effective way to commute. When traveling recreationally with family, the features that make it relaxing and fun for kids. Being able to explore the ferry as part of the recreation. Reduce stress that is caused by traffic and waiting in line trying to get somewhere but can't.
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<p>Online comments (continued)</p>	<ul style="list-style-type: none"> • Well maintained boats that are able to reliably depart on schedule. Proper maintained routines so that breakdowns don't occur during scheduled runs. Multi stop runs should include an entire lane in the boat so that the first stop can still continue to load up to a few minutes prior to sailing... I have seen cars pull through the gate twenty minutes past my arrival and they get on because they are going to second stop. This is even prior to boat loading. • On-time travel. • My primary use of ferries is on a bicycle, to connect routes together. • Population explosion and hence more ridership for the ferry system. • Population increase hence increased traffic and congestion. • Spreading out peak hour use. Suggest differential fares to motivate drivers to use ferries @ off-peak times. • Green Fleet and accessibility/Ease of use. I firmly believe that the WSF should invest in a fleet of green passenger ferries that utilize our water highways. These new green routes would include runs for commuters and perhaps connecting points of interest. We could reduce traffic easily with a commuter run from Bellevue/Kirkland to Madrona or another point that would connect people to the Westside with ease. There could be another from Tacoma to Seattle and Renton to Seattle. I have lived here my entire life, part of it spent on Whidbey, and I know the ferries are a part of the landscape, but we should begin to look to a future with that resembles the culture and love for the Earth that exists in Seattle. Turn the fleet green. Create routes that connect people to jobs without beating the dead horse that is I-5. Let's set an example we can be proud of. • The schedule and on-time nature of the boats is number one. • Better accessibility. All new terminals should have overhead loading; all new ferries should have easily accessible restrooms on the car deck as well as the passenger deck. • Having reliable service that leaves when it says it's going to, gets me to where I'm going when it says it's going to, and is easy to use. • As a regular auto commuter, what is challenging is when special events overload the system, resulting in unexpected delays. I wish a reservation system for commuters could be put in place to make the system more time reliable. • My first and biggest concern, one that I've been writing about for many years now is Coleman Dock. There was a golden opportunity years back when the federal government was surplusizing out Pier 91 and the State could have purchased it for next to nothing and had a huge area that could have sustained the Seattle/Winslow run for the next 100 years. I know that the major "driver" of the current location are the Bainbridge walk-on passengers but the early and primary tenet of the WSFS is to be an extension of the Washington State Highway System, not the "sidewalk" system. Now more than ever Coleman Dock is very poorly located for auto traffic. Seattle still doesn't have a solid plan for the street area along Alaskan Way other than they want it to be a "park or park like area". The way Seattle is currently operating there may be very little hope for auto traffic to access Coleman Dock. Now you're investing a huge amount of money in the Coleman Dock facility and most of it's going for administration and the walk-on passengers with a much lower percentage going to what should be the major concern of the department, the auto traffic. There hasn't been any inspired innovation coming from WSDOT/WSFS regarding the practical long-term usage the Coleman Dock facility where the auto traffic is concerned.
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<p>Online comments <i>(continued)</i></p>	<p>In ways I'm one of the lucky ferry system riders in that since I live on Queen Anne Hill and my destination is almost the same distance whether I ride the Seattle/Winslow route or the Edmonds/Kingston route but now I almost always use the Edmonds/Kingston route because it such a mess at Coleman Dock and it really doesn't matter whether it's coming or going it's all bad. Trying to get to the terminal is bad and then trying to get out of the terminal is most often even worse and you always have to check far ahead to be sure that there isn't any kind of event going on in either of the stadiums because if there is you can count on at least a couple of hours to get from the terminal to some where that the streets are even reasonably moving. It's a mess and it's only going to get worse.</p> <ul style="list-style-type: none"> • Right-sized ferries (KWA DITABL) running at 45-min. intervals continue reservation system. Add electrical ferries to the fleet; no lng. • Fixing the peak hours backup at the Pier 52 terminal. • The biggest priority for WSF should be replacing old, aging, unreliable vessels like the Super Class. These already have many reliability issues and seem to require a disproportionate amount of maintenance and repairs compared to other vessels in the fleet. You really should not wait till 2027 to retire the remaining Super class ferries Kaleetan, Yakima and Elwha. They need to be replaced by 2025 at the latest. Just build four more Olympic class vessels (perhaps you can modify them to expand the passenger cabin so that it holds 2000 passengers like the Supers currently do) and you can easily have the Supers replaced by then with minimal additional design costs. <p>Also, when it comes to the Tillikum, what vessel is going to replace it when it hits the 60-year mark and needs to be retired in 2019? You really can't just retire it without a replacement as you will be left without a backup ferry once again. Part of the intent of the Olympic class' construction was to allow WSF to have a reasonably sized backup ferry, which the Tillikum serves well as. Let's wait on replacing the Tillikum until we can build a replacement for her.</p> <ul style="list-style-type: none"> • Washington State resident discount during peak season. • Safe and easily accessible bike routes, especially protected bike lanes. This includes around and on the ferry routes. • Safety, preventative maintenance and repairs completed on time and not deferred. • Reliability, schedules that can be counted on and functional assets to support, Plan "B" Consistency in the loading and unloading procedures and policies. • Getting to and from work on-time! • 24/7 running ferries. • I don't see a benefit to the traveler to purchase tickets ahead of time, online. Including a discount would increase online ticket purchases.
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What other issues should the Long Range Plan consider?

<p>Anacortes/ San Juan Islands</p>	<ul style="list-style-type: none"> • Suggest expanding summer schedule & eliminating winter schedule. • Increasing terminal capacity (2 vehicle docks) and earthquake resiliency at Friday Harbor. • How can you forecast 37% percent growth in ridership with no (zero) increase in terminal capacity either in FAR or ANA? (40% growth to Sidney).
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**Anacortes/
San Juan Islands**
(continued)

- Making 2nd slip for ferry in Friday Harbor operational. It seems a waste of fuel to make the Interisland wait to use other slip.
- Fast commutes -with schedules that match the typical island workday (10-5 for businesses, 8:30 to 3:30 for schools). Current scheduling costs island businesses + their employees vast amounts of time and money waiting for hours for ferries.
- Move to hybrid ferry propulsion - LNG generators and electric drive lines/propulsion, then look to electric only in the distant future. Smaller ferries for passenger only travel. Smaller ferries for vehicle only travel at lower frequency. High frequency passenger only sailing, particularly at peak hours.
- A transportation district should be designated for island properties that use ferries as their primary access. I.e. San Juan, Orcas, Shaw, Lopez, Hiemes island property owners should pay a real estate tax that helps support the ferry system
- 1) Parking in Anacortes has reached its max during peak times. As traffic is projected to increase, vehicle space will be even more limited, and foot passenger levels will increase. Parking will be an issue in the years to come and should be addressed in the long range plan.
- Definitely expand the reservation system. It has been a huge success on the San Juan's routes, dramatically reducing traffic backups while rider numbers are increasing.
- Projections for growth on the San Juan Island runs seem optimistically low if you increase sailings but could be even lower if it remains so difficult to get here between May and October.
- Scheduling - why in the San Juan spring schedule is there 5 hours between boats in the middle of the day to Orcas? It makes the 3:40 a mess and even in slow season you have empty boats when there isn't demand and over full boats due to scheduling.
- More dependable vessels--avoid breakdowns and service disruptions.
- Mostly I am very impressed with the system. The quality of customer service is really high. The staff is very efficient and clear with loading and unloading. It's great. I'd like to see the reservation system expanded. Particularly to the Kingston Edmonds run.
- San Juan Inter island ferry commuters get totally screwed when a ferry breaks down. It happens every year. Replacing a ferry that is being repaired needs to happen in a timely manner.
- Great plan for ten new vessels by 2030, but how will they be paid for? Need a plan for a stable funding source. Can a second loading ramp be installed in Friday Harbor to avoid delays due to a vessel waiting when another is at the dock?
- I love that you're planning for reduced carbon emissions and quieter running for the Orca population. Kudos!
- In looking over the handouts given at the open house, one in particular stood out - Level of Service (LOS) Standards. I note that the current standard is based on how many sailings are completely full. This is an absolutely absurd measure, particularly as more reservations are implemented. Does the fact that there were spaces left for two or three cars on a sailing mean it didn't meet the standard? Particularly with reservations in the San Juan's, the ferry system has gone out of its way to discourage standby vehicles. But without standby vehicles it is almost impossible for the sailing to leave 100% full. And with 90% of the spaces reserved, there is little if any assurance that a standby can get on the next boat or even the one after that. With many hours between sailings, it takes a very hearty person to try standby. This means

<p>Anacortes/ San Juan Islands (continued)</p>	<p>that there is every likelihood that the boat won't leave 100% full. A more realistic measure would be to calculate the actual percentage filled for each sailing and then average those for that route. Using other examples of utilization, neither hotels nor airlines assume that only 100% full is meeting the standard.</p> <ul style="list-style-type: none"> • WSF needs to form a partnership with all electric transportation to provide value for using that option. For ferry terminals with long waiting times (the future loads may even increase the wait time), plan for quick charging stations for electric bicycles, electric road bikes, EV autos and trucks. • Better alert system when there is a ferry breakdown and an alternate schedule is put into affect. During the last disruption of services, an alternate ferry service plan was implemented the different departure times but it was not indicated on the alert for the first 2 days! It would be nice if residents had some sort of priority within the reservation system, especially in the summer. Sometimes it's almost impossible to get on and off the island, especially from Lopez for a last minute appointments which are often medical. Recently I had a Doctor form for a medical priority. For some reason the terminal on Lopez didn't receive the fax from the Dr and they would not honor my physical copy! I was very lucky that I had come very early to the terminal and was within the quota for that ferry as they would not give me any priority. • Affordable transportation. • Negotiate reduced staffing on low-passenger volume trips. Charge higher fares at most popular travel times and lower fares for less popular times. Negotiate assigned compartment cleaning duties to all hands on every sailing. Eliminate idle travel time. • None of the policies matter if the terminals don't implement them. The Anacortes terminal has refused year after year to implement the service disruption policies, and turns away people at the booth, stranding them on the mainland, while boats sail away not full. I finally wrote to the governor last year and he forced WSF to write an apology letter, but I am skeptical it will result in any change, as the leadership in Anacortes has previously ignored all other directives on this issue. • If there is an emergency--an earthquake, a terrorist strike, a bad storm, etc.--how will the ferries support people who may be cut off from services on the islands? Can you provide details about emergency plans? More backup ferries. (Yes, I know funding... Believe me, I'd much rather fund the ferries (and public transit) than half the stuff we fund instead...) Our public access ways are very car centric. Walking and biking access are usually after thoughts or not thought of well at all. Please work with WSDOT to rethink the car focus and prioritize mass transit, biking, and walking. Make those three *easy*. (I know, funding!! argh Can I just say how much I despise Tim Eyman?!). • The runs in the San Juan's are longer - I've always dreamed of (and would happily pay for) access to exercise equipment since this is my commute. Imagine the interisland and San Juan ferry having a few treadmills, elliptical, exercise bikes... or an open area where we could put out a yoga mat and do some stretches. It would be a dream come true. Also more healthy items in the galley. Local vendors would also be appreciated. • Getting the legislature to understand the ferries are our roads. Do they close down 405 and say, "Sorry, you have to have a reservation to drive 405" or "We apologize for any inconvenience, but only so many vehicles can drive 405 in a day, and you lost out". • Discounts for full time island residents. An annual pass for twelve trips. • Smaller walk-on-passenger-only boats to provide more frequent and efficient service.
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**Anacortes/
San Juan Islands**
(continued)

- Fare structuring for the San Juan islands to accommodate passenger vehicles with trailers.
- Reconnect funding to highways as the costs have soared.
- Resident Population versus Tourist Population.
- Reservations going off-island on Lopez. I know half the island will want to beat me up over that, and there's the issue of how to pull it off without a ferry parking lot, but I'd suggest doing a "hackathon" project with a bunch of smart people to solve the problem of how to efficiently have reservations without a toll booth and parking lot. It's definitely possible. Think of how Southwest Airlines manages their board process.
- The Lopez terminal is highly constrained, space-wise; at present, eastbound reservations are not possible. 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 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.
- Having fresh made, healthy, tasty foods available at the San Juan Islands ferries cafeterias!
- - Economic sustainability of WSF services
-Economic contribution (benefit) WSF service provides WA economy
-Benefits of investment in newer alternative fuel/hybrid vessels.
- Deferred maintenance has a price, and I think we are suffering the consequences. It appears that both funding amounts and priority for ferries should be elevated. Has contracting the fleet ownership and/or operations been considered and evaluated?
- The system is so unreliable that full time resident cannot make medical appointments with any assurance the ferries will arrive on scheduled time. If it is not maintenance issues it is crew issues. As a full time resident we understand weather related issues but as the only residents in Washington who have no choice other than ferry to get us to the mainland, it is very discomfoting to see the Seattle area receive priority support while we remain step children. For example, why do Bremerton passengers have a cheaper far than San Juan passengers even though the ferry travels the same distance? Yet you propose to charge San Juan residents even more during the summer.
- Adding additional ferries... keeping in mind that our fleet is already way behind on maintenance and the vessels are very old.
- Given the scope of the plan (through 2040), this plan needs to account for not only increases in capacity, but also a significant change in ridership needs. With the approaching advent of self-driving vehicles, it is quite possible that the needs for vehicle traffic to/from the islands could be significantly reduced even with significant increases in ridership.
A part of this planning should consider perhaps a larger fleet of smaller boats, which also include passenger or passenger/bicycle only ferries. This could result in increased capacity and with more frequent service it could spread the peak demands.
- With regard to the WSF Reservation System, there are two changes that should be considered.
 1. Apportion a larger percentage of the available spaces at the two week and two day

<p>Anacortes/ San Juan Islands <i>(continued)</i></p>	<p>releases. Instead of 30/30/30 consider a 20/35/35. As a frequent user, most trips are planned within two weeks of needed sailings.</p> <p>2. Increase reservation holding amount from \$10 to \$25. This would be an incentive for those who are “no shows” (which is a significant number) to cancel and release their places ensuring that each sailing is a full as possible. This may also may generate more revenue that could be directed to more frequent maintenance of existing boats on those runs where reservations are needed.</p> <ul style="list-style-type: none"> • It is absolutely incredulous that there are no boats in the construction pipeline. It seems like perhaps the members of the legislature who are “drylanders” and do not approve the funds to build new boats, should all have to live on one of our island for a month or so and see how they like the commute. Not quite as quick as bopping down I-5. And to make matters worse it looks like there is one boat (the Hyak) that is going to be taken out of service next year due its age and there is no replacement. And there won't be a replacement for several years as if I remember correctly from the last few that were built, it takes about 3 years to build one. • Replace those who are currently in management and operations. They have done a horrible job at the present time. • Obviously, the aging ferries need to be addressed. They are becoming more and more unreliable as the fleet ages and as there aren't enough back ups this causes delays and cancellations of runs. With the forecast ridership increase at those numbers, the current status will not be able to be maintained. Currently, during peak times it is almost impossible to get on/off from the San Juan Islands. Perhaps there should be more ferry runs during the day and night from and to the islands. Extend the operating hours to accommodate the masses. With the projected crowds, shouldn't the Anacortes ferry landing also get redesigned to accommodate the influx of people. Currently, during peak times, all of the available parking is already full. How will this be addressed in the future? And lastly, cost. It is becoming increasingly expensive to make the commute as a local from the islands to Anacortes for needed reasons. We understand the need for a summer surcharge, but feel that this shouldn't be forwarded onto the people who reside in this county. We contribute to the ferry system and support it by regularly using it year round. Instead “charge” the infrequent or single time ridership the extra “tax” to make up the needed revenue. • A HUGE HUGE HUGE increase in the summer surcharge. Locals either buy multi-ride tickets or purchase a single use from a friend/acquaintance. Tourists are not going to base a decision upon where to vacation on the cost of a ferry ticket being \$80 vs. \$40.
<p>Fauntleroy/ Vashon/ Southworth</p>	<ul style="list-style-type: none"> • Run the ferries w/out politics. Ignore “stakeholders” and move people efficiently. • Adding summer boats for tourist season, better vehicle maintenance schedules and standards. Connections in Seattle, construction is a mess, not just the dock but everywhere - hard to be a pedestrian or bicyclist or even a transit user in Seattle. Signal time at dock and nearby Wi-Fi on Ferries. Back up boats that aren't ancient relics. • Lockers to put your stuff while walking around the boat. • Jet back packs. • Other adversities. • Looking at expanding the Pt. Defiance ferry terminal as another major hub between the South Sound and Seattle.

<p>Fauntleroy/ Vashon/ Southworth <i>(continued)</i></p>	<ul style="list-style-type: none"> • Parking & waiting at Fauntleroy. • Breaking apart the Vashon/Southworth/Fauntleroy route. Peak hour's boats to Southworth or Vashon but not both. Also poll the riders to determine if they go North or South when they leave Fauntleroy. If Southworth-ingtons go north then have their run go Southworth Coleman dock. Or [vice versa] depending on riders answers. Breaking them apart would solve Fauntleroy dock problem. Still have runs between Vashon & Southworth. • Suit the ferries to the needs of routes. Engine size relative to route length, ratio of passenger to vehicle space. Wonder about all the people from WSF at this meeting. Is staffing causing things to be done just to keep people busy. • How long can a vessel live? Realistic age (see European system). How many spare vessels do you need to cover maintenance and vessels in repair? Then build those vessels. • Use/fight for sound and practical solution. Allowing anything short of that causes distrust in WSF. • I think that separate loading for passengers is important, and a safety issue. Cars often start their engines when walk-offs are standing right in front of the cars...at some point someone may have a heart attack or become incapacitated and run over the pedestrians that are waiting to walk off. Until separate loading is established, it would be helpful if the ferry workers would enforce the signs that say "do not start engines until ferry workers direct you to do so." Currently, cars often start their engines and ferry workers just look at them and then look away. Another issue is the dangerous intersection where the Fauntleroy traffic exits onto Fauntleroy Avenue. A simple street light would help driver safety (I've seen many near misses), and an overhead walkway would help pedestrian safety (again, many near misses). • Freeze fare increases for walk-ons and make bikes free. I have never ridden a ferry that has been at capacity due to walk-ons or due to bicycles and these riders are making the environmentally-friendly choice. Fares for cars should reflect filling ferries to 70-85% capacity, just as on-street parking is priced in major cities. If you are reaching 100% capacity for your ferries, your prices for vehicles are too low. • Coordinate with local municipalities to encourage and facilitate mixed-use housing development at and near ferry terminals. • The plan is long range. Please consider where people will be and how they will be moving in 2040, not current patterns. Please consider: <ul style="list-style-type: none"> -Ending diesel use. WA State Ferries are the #2 public user of diesel in the state and move a tiny fraction of people. Electric options are cleaner and by 2040 will be vastly less expensive. -Connecting communities not roads. Service to places such as Clinton, Keystone, Fauntleroy, and Southworth work well in making short routes, not connecting people and places. Service should be connecting urban hubs not highway ends; a 2040 timeframe makes this possible. -Phasing out carrying cars. Vehicle transportation is insanely expensive, inefficient, and designed for the 20th century. Half way through the 21st century, people and freight will not be traveling in cars and trucks. If you do not plan for this, service and finances will take irrevocable hits. Please transition to passenger and freight only ships. -Pollution reduction. Regulations in the Puget Sound around physical and sound pollution in the water will be increasing dramatically over the next 25 years. Be prepared for low sound, no pollution vehicles options.
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<p>Fauntleroy/ Vashon/ Southworth <i>(continued)</i></p>	<ul style="list-style-type: none"> • Fare differentials for walk-ons vs vehicles. Passengers are paying way too much compared to vehicular access. It would encourage more green transportation methods and land use policies if fares were reduced for walk-ons and increased for vehicles. • Consider how road congestion might impact ridership as users look for other options and continue to move out of the downtown cores of Seattle and Tacoma. • I believe that any Long Range Plan involving citizens should include a discussion and reminder that our civil rights are not something we were born with and they can easily be taken away. This is especially true of transportation planning, particularly when federal jurisdiction is involved. I would like to remind everyone that, according to a news story broadcast on King 5 Television roughly 10 to 15 years ago, federal agents boarded at least one, possibly more, of the ferries sometime after 9/11 and randomly (if I'm remembering correctly) approached passengers and asked to look inside their bags. The fact that this story made it to the news makes me hopeful that my fellow citizens will not just roll over and "play dead" when their Fourth Amendment rights are being shredded. I'm all for state security and law enforcement checking passengers' belongings if there is probable cause or reasonable suspicion to do so. And if there is probable cause or reasonable suspicion for conducting searches which requires federal involvement that is fine with me as long as the searches involve only those passengers who are suspected of something. I hope to see the day when all ferry signs say, "All Passengers and Their Belongings Are Subject to Inspection If There Is Probable Cause or Reasonable Suspicion." I would also like to continue to see security on the ferries run by state security and law enforcement as it seems to have since that news story ran, from what I can tell anyway. I would be more than happy to speak at any and all open houses for one minute or two about this topic. Thank you very much. • Please focus on transit as a priority. This not only includes transit connections, but things like covered walkways connection terminal from transit stops, coordinated schedules, and WSDOT subsidization for routes that connect to EVERY ferry sailing. This must also include honoring transfers from other transit systems to encourage walk-ons. • Simple solution to the long lines and slow loading and un-filled boats from Fauntleroy. These boats can leave full and on-time. Eliminate the drive-through window toll-both and require that all of us have pre-paid tickets before we board. All you need are scanners to scan our tickets or re-direct us out of the line to go buy our tickets in advance and return to the line. We can buy and print them online, or we can go to an outlet such as the West Seattle Thriftway. You can pay Thriftway and others some of the proceeds, and they will benefit from more in store traffic that leads to more business for them. We must get rid of the drive-through booth completely. We must have tickets in hand to be scanned. The walk-on booth at Fauntleroy can remain open, and so can the kiosk in the waiting area. • The Fauntleroy ferry needs quite a bit of attention. Please make Fauntleroy Blvd. ferry line a no parking zone at all times. It is so dangerous and disruptive when cars are parked there during the allotted time. It causes mass confusion, cars moving around parked cars into the southbound traffic which have a cascading effect on boarding the ferry and leaving on time. • Secure bike parking at ferry terminals would be hugely helpful. When biking to the ferry terminal to walk on for a work commute and leave your bike for hours you need a place that it will be safe, even though it is left there regularly for long periods of time. Bremerton and downtown Seattle especially need this.
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<p>Fauntleroy/ Vashon/ Southworth <i>(continued)</i></p>	<ul style="list-style-type: none"> • Listen to the commuters as to ideas for loading solutions at Fauntleroy - the bypass lane and increased police/traffic assistance at that terminal can be beneficial as demonstrated from the past use of these tools. • Why do the 118 and 119 buses STILL go on the ferry? It was long ago determined that this was cost ineffective and that the 118 and 119 unload/reload on Fauntleroy and Vashon sides. • The Fauntleroy dock is TOO SMALL! The local community wants it gone and complains about the traffic. With a larger holding capacity on the dock this could be greatly reduced. Besides, the dock was there first! Consider splitting the Fauntleroy-Vashon Southworth route into two routes: 1) Fauntleroy-Vashon-Southworth 2) Southworth-Vashon-Downtown (Colman dock) This would reduce the traffic at Fauntleroy and would likely eliminate the need to expand the Fauntleroy dock. • Coordination with bus transit at all terminals. Even more energy fuel conservation. • It is time (due to cost of housing) to allow for ferry travel between Tacoma and Seattle. • Building ferries outside of Washington, and making ferries last as long or longer than the Steel-Electrics. • The Southworth route is more profitable and popular now that the boarding at Fauntleroy has become more efficient and reliable. A direct route for Fauntleroy/Southworth would increase ridership as the shortened route would be more enjoyable. • I think there should be adequate parking and staging areas at Fauntleroy, and separate loading slips there for Vashon and for Southworth. There should be more available back-up ferries, and a system to assure that adequate numbers of trained personnel are always available. I also think that a way must be found to guarantee that the ferry system has enough money to provide adequate service. • Connection with public transit at the terminals should be better - the terminals really need to be multi-modal and have various destinations. The rapid ride bus from Fauntleroy to Seattle stops way too many times to be considered an express bus, and there doesn't appear to be an efficient way to get from Fauntleroy to SeaTac. • Coordination with regional foot ferry development to allow mutual cost savings for planning, construction and access. Foot ferry increases can greatly reduce the walk on demand for the ferry system slowing the need for auto system capacity expansion. • I wish the ferries would do more to encourage passengers to walk onto the boats and utilize public transportation. This could include decreased parking costs at underutilized ferry terminal parking lots, transfer agreements so passengers could save money on a trip incorporating buses and ferries, improved coordination between buses and ferries, or installing ORCA vending machines at ferry terminals. • Traffic speed should be reduced from the Harper fishing pier south past the Harper park. The view is gorgeous. So Many people walk, jog, and bicycle alongside the road in that area. Also children ride their bikes and skateboard on the path on the side of the road. There is no room to park by the fishing pier so everyone Parks alongside the road. This speed should be reduced from 35 miles per hour to 25 miles per hour. People also drive way over the speed limit racing to the ferry and I believe a lower speed limit and bold signage would slow them down.
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<p>Fauntleroy/ Vashon/ Southworth (continued)</p>	<ul style="list-style-type: none"> • Privatization of the ferry fleet and/or formation of smaller independent transit authorities. I have nothing against public employees, but the WSF system is notoriously inefficient with pretty outlandish pay and benefits for what the employees are actually doing. Couple that with old, inefficient ferries and you can plan all you like but if you don't look at the cost benefit side of the equation, this will just be yet another expensive planning exercise that yields little. • How to be good stewards for our Puget Sound ecosystem- allow for natural processes along the nearshore- large wood/sediment transport has the ability to move along drift {unreadable] creak and pockets [unreadable- estuaries] available for fish, birds, and wildlife. • No terminal expansion • *Environmentally sound travel *Coordinated service with other transit providers • No terminal expansion. • There is a physical limit to cars and ferries, but your growth chart does not take this into consideration. • "Quick wins" at Fauntleroy now are imperceptible. Think outside the box and be willing to make radical changes! I really like the idea of the battery-powered ferries. • The population increase in Kitsap County commuting to south Seattle. Improving the staging area at Fauntleroy to separate the Southworth and Vashon commuters better like maybe signals along Fauntleroy to move the cars forward for the boat that is currently loading or a separate dock for each destination. • Reliability of boats is also a big concern. As we get closer to capacity, having one boat out of service can cause devastating delays. • More recognition for staff doing a great job (you have a few at Fauntleroy and Southworth and you need to keep them) as well as accountability for those who are not invested. Ongoing training opportunities on how to engage riders and handle difficult people. • Reduced emissions. • When the meeting came to Vashon for all to talk (not the open house) but the public meeting. Notes were carefully taken and then a very long list of why each and every suggestion could not be implemented. It is very hard to believe that you really want public comment. Or are you just checking the box that you asked. Then threw ll our suggestions in the garbage can, Where is the customer service. • Triangle route is going to become more crowded with people moving to the Peninsula to escape the high housing costs in the Seattle area. Consider moving the Southworth - bound boats to downtown Seattle. • - Standby/Replacement boat for the future (running a no-slack schedule with 50+ year old boats in not realistic) - Less focus on hybrid/electric boats until the overall boat fleet is more reliable - Independent review of Triangle route for the future - • Use of unused Terminal 5 in Harbor Island. • Utilize technology (e.g. Good to Go lanes) to expedite fee collection as cashiers sitting in booths are too costly and inefficient. • Move Vashon term to the south on the east side. • Adding slips at Fauntleroy terminal, better vehicle staging peak travel reservation system for daily commuters.
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**Fauntleroy/
Vashon/
Southworth**
(continued)

- - Equality among riders. There are some that can't carpool due to several factors as well as alternative routes for riders. To put one above that of another is selective and not fair to those that have to lose hours of work just to make a certain ferry.
- Moving Fauntleroy ferry service to downtown Seattle -- where people WANT to go!
- Implementing technology and specific lanes to accommodate local and commuter traffic. Having overnight parking and shuttles if parking is satellite so there is more use of walk on's or bike use.
- Just build a bigger dock at Fauntleroy.
- Unloading the boat into traffic at Fauntleroy decreases the amount of time the boat has to load. Perhaps having a full time officer there during peak times directing traffic can help minimize delays.
Also, there has not been one safety related issue during the ferry bypass lane for pre-ticketed passengers at Fauntleroy. A quick solution would be to bring it back.
- A car-mounted transponder system for paying car ferry fares, such as Good2Go or New York's EZ Pass. Also, selling car and passenger tickets online or through an app, as can currently be done for meter taxi tickets.
- Making ferry service affordable for residents of island communities.
- Bigger dock at Fauntleroy, which would help separate and stage the cars for Southworth vs Vashon. Don't send half empty boats from Southworth when there are huge lines of cars waiting. Or just build a floating toll bridge ;)
- Dock size at Fauntleroy, possibility of elevated passenger loading at Fauntleroy to allow for passenger load/unload without slowing car load/unload, faster ticketing options (tap-and-go? Good-to-Go?)
- Match size of dock, schedule, loading and waiting process (including super clear and prominent signage) to the demand. Measure a combination of performance data points—truck drivers must get all their load someplace in a timely manner and safely. They don't get to pick just one measure to focus on.
- Expediting loading at the Fauntleroy dock so that boats are not leaving partially filled when there is a long line of cars up past Lincoln Park. The system needs to have a spare boat. Too frequently older boats are breaking down with no backup.
- Bigger dock at Fauntleroy (maybe a double decker?)
- Efficient loading flow on Fauntleroy Avenue and responsible sorting of vehicles for destination which allows a smooth transition to the dock.
- Have the ferry and dock employees send people that cut into the ferry holding line to the back of the line. Telling people to call the report line is ineffective and helps no one. It's extremely frustrating and the number of people cutting the line is steadily increasing.
- Cost increases over time. Think of long term impact to residents.
- Priority or summer discount for residents over tourists. Possible priority boarding for residents. Multiple passengers in a single car gaining or paying less to encourage personal car pooling. Possible summer time weekend limited water taxi services into Seattle would likely lower weekend waiting lines.
- chairs in the women's restrooms on the docks, for breastfeeding mothers.
- Related to the small dock - ferries leaving partially or all the way EMPTY.
- EZ Pass for frequent riders to speed ticket processing.

<p>Fautleroy/ Vashon/ Southworth <i>(continued)</i></p>	<ul style="list-style-type: none"> • Create foot ferry from Southworth to Downtown Seattle. • If I drive around from Seattle to Port Orchard-it takes two hours or longer from my office. The ferry is really the only viable option but the wait times are sometimes almost as long.
<p>Mukilteo/Clinton</p>	<ul style="list-style-type: none"> • Prioritize additional boats. Expand the system - Additional routes would relieve road traffic in certain areas, Stop spending so much time/energy/money for carbon impact - fix the immediate problems. Plan for more growth than projected. • Mukilteo/Clinton reservation system priority for residents. • Coming from BC the ferries are very low. Raise fees. • Having a flexible system that can easily add boats to congested runs on heavy demand days. • Integration with business & communities near the ferry, Integration with bus/train/transit services. • Regional connectivity. Destination/route planning - from point A to point B, not just ferry. • Population projects cannot be the only or most important metric. If the correlation was direct we would not see the ridership we see. Clearly there are local conditions affecting ridership. Any modeling should incorporate more localized data. Keep studying this issue before you make any long-term capital improvements. • Go electric!! • I think Mukilteo/Clinton stats will increase faster than your projections! • If drop off & pick up has to be so far away - at least put the wall from the ferry to the area under roof & blocked walls on the sides, to make it more comfortable & easier to walk. Put it the complete distance between the ferry to the Pick Up/Drop off area : -) • Get ahead of demand instead of behind. • Tourism-growth not accurate. • The ridership forecast is based upon GMA numbers for growth. Does not include the growing level of tourist/recreational component of the ferry traffic model. • Passenger only ferry from Whidbey into Seattle (Pioneer Square) and return. • Overnight parking for commuters. Reservations for commuters on the Mukilteo-Clinton routes and vice versa. • Zero emissions is a lofty goal. However, have you considered the environmental impact of using lithium batteries -- from the first creation of the batteries to their ultimate disposal hazards? See the following article, which primarily focuses on cars, but the information about “green” energy is applicable to “green ferry systems” as well (very long but worth the time to read): https://spectrum.ieee.org/energy/renewables/unclean-at-any-speed “Plugging in” to charge batteries saves nothing except your conscience. The energy that is down the line from that charge isn’t created by magical fairy dust. It’s created by coal, natural gas, nuclear power -- something besides wishful thinking. • Realistic growth projections, impacts of delayed improvements, better use of available assets within modernization, expanding reservation system. • Please also consider whether it might be possible to offer a dedicated service for Whidbey Island residents/commuters. Please note that there is a dire need for parking for foot passengers here. Not everyone on Whidbey Island has easy access to public transportation.

Mukilteo/Clinton <i>(continued)</i>	<ul style="list-style-type: none"> • As tourism increases how to balance tourist transportation needs with those who rely on the ferries to get to/from jobs. • Preservation of the charming waterfront and reasonable parking, accessibility with identification of who is parking for what purpose from Whidbey Island commuters to new Paine Field passengers for vacation and business. We need parking and expansion of some reserved land or parking towers to have capacity. • Maybe make the ferry routes immune to tidal variances by having different docks, or adjustable docks that can work at different tidal heights. This would allow for rising water levels now, and when they go back down in the future. Global weather patterns are cyclic, so plan WAY ahead. Maybe have the ferries float into a coffer dam type of lock or something that could be adjustable as they dock. • Overnight parking for commuters. Reservations for commuters on the Mukilteo-Clinton routes and vice versa. • 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. • Electrification of ferries is a nice idea, but wouldn't it be much simpler and cheaper to switch to renewable biofuels? • WSF's failure to provide parking in Mukilteo demands people drive-on. Traffic calming in Clinton, including using the stop light at the ferry so people in the clinton area can get on the road without a 10-min wait at 525. Cars race down to the Jery and fly up the hill because it looks wide open. Citizens have been asking for traffic calming on 525 for at least a decade. WSF has ignored us. Get rid of those plastic tickets. They generate a huge un-recyclable waste each year. Paper or electronic. • Eliminate line cutters- place state patrol doing some patrolling at parking and lanes like Mukilteo speedway. Ticket people that are locals. • Environmentally friendly bathrooms and dining. • Options for long term parking near terminals. • I would like to see that people living on the island could get special boarding. (own waiting line). Mukilteo line needs an extra vessel on Friday and Saturday when many people visit their second homes on the island and tourists come for a weekend. • Always consider how to handle seasonal disparities with ridership. • Operating more than two ferries during peak ferry traffic times. The wait times and lines for the Mukilteo and Clinton ferries is a significant inconvenience for travelers. Summertime and Holiday traffic is really high. • Price. The price is rather high now, and people choose to drive off Whidbey Island and travel all the way around to go to Seattle, just because of the price. Please keep the price the same. Any higher, and I am afraid there might be less people taking the ferry, which equates to huge traffic jams. • What if the ferry terminal next to Ivar's were to stay open during the summer months once the new terminal is complete and the second dock in Clinton utilized more during peak times. By doing this, there could be a dedicated boat for homeowners on the island and non-residents could use the other terminal. You could have a special sticker that homeowners could purchase for this privilege. Homeowners would then have the same ferry wait times that are available during the winter months. It would be wonderful to be able to make reservations. This would take care of long ferry lines!
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<p>Mukilteo/Clinton <i>(continued)</i></p>	<ul style="list-style-type: none"> • The loading and unloading of passengers is ridiculous. The whole concept of “everyone gets off at once” is just a disaster. Theme park engineers have solved these problems. The information is out there, if anyone cares to make it better. Designing the terminals to offload from one side of the boat is wasteful. • We should look to have a 24 boat fleet. If done right this gets old boats 1.75 years out of service every 10 years and newer boats 1.5 years out of service every 10 years (that includes every boat of a route 4 weeks a year) We should look at the next boats being Olympic II. Length and width the same but have potential of eliminating the second car deck on some of them to be better utilized for triangle route and islands when we do not need the larger vehicle capacity and keep from being able to use vessel for the route infrastructure. This will help as the Issaquah class reaches 60 years. Also the propulsion system should be both diesel and hybrid so it can charge up no matter where used. • Vessel maintenance, replacement and additions. Need more service and maintenance relief vessels, at least 2 as the fleet is experiencing more problems more frequently endangering people and economies. • Major concern over the gov’s executive order giving priority to conversion of the jumbos to hybrid electric. Believe there is too much risk associated with this technology particularly during a time when the fleet is aging and failing. Prioritize building 3 more Olympic class now and develop the hybrid electric parallel, but not exclusively. Prepare a visual of the maintenance backlog by boat and projected retirement dates based on their condition rather than 60 years, i.e., such as the Issaquah class at 45 years. This is in order to help legislators and the like understand the need.
<p>Seattle/ Bainbridge Island</p>	<ul style="list-style-type: none"> • Is there a way to distinguish between resident ferry users and visitors/vacation users? Congestion is a given on our regional transportation corridors. But the ferries are of fixed capacity. Might a reservation system that partially favors residents help assure they can get around during peak summer travel periods? We have been using the National Parks wilderness permits system for decades. Reservations lock in our plans, but there are also a certain number of daily walk-in permits for those people who are traveling on a whim, and perhaps have more schedule flexibility. • The reconstitution of the passenger-only fast ferries on non-environmentally sensitive routes. The operation of lighter (aluminum) passenger-only ferries could provide several advantages. They are less expensive to construct and operate, provide resiliency and allow for increased asset maintenance and repair with additional vessels. They can be used during non-peak times to supplement the larger more costly vessel operations. The lighter weight conjoins well with a 100% electric power initiative. • Reduce the noise, air quality, traffic, and community impacts on the routes to the Bainbridge Island terminal and other terminals impacting residents. Incentivize electric and low to zero emission travel options since they are quieter and have lower air quality impacts. I can hear the zooming of cars from Highway 305 even though I live almost 1 mile away. • Glad you are aware of and planning for rising sea levels. All infrastructure needs to be designed around that reality. • The parking / drop-off & pick-up area for walk-on passengers is dismal. It isn’t designed to accommodate today’s level of walk-on passengers and will only get worse.

<p>Seattle/ Bainbridge Island <i>(continued)</i></p>	<ul style="list-style-type: none"> • 1) There are a lot of people standing around waiting, why not provide more amenities such as healthy food (e.g., from Town & Country Market in Winslow) , locally made crafts or reading material to purchase at all of the terminals? This would be sort of a mini airport terminal idea. • 2) It's a looong walk from the ferry to the terminal at Bainbridge, often up a steep hill depending on the tide. Pulling heavy suitcases when returning from SeaTac airport is very taxing and nearly impossible for seniors. Could there be electric carts, human services (e.g., Boy Scouts for hire with reservation), conveyor belt or some other way to help with this? • I'm also very concerned about the prospects of a system-wide reservation system being implemented. That would become a tragic boondoggle for both the user public and for the administration. As a very long term (65 years) automobile driving customer using the system at least two times a week year around ferry user I can tell rider I can tell you that reservations will not work for me or the vast majority of the system customers. You, the State does have to remember that we the people that use the system are really "customers" not people that should be discounted as just "users" of a service that the State allows us to use. There are so many restrictions to a reservation system that it would make the system totally impractical for most riders. I for one never look at the schedule because I know that if I miss one boat there will always be another one and there is no complications because it's always been "first come, first served" as it should be.
<p>Seattle/ Bremerton</p>	<ul style="list-style-type: none"> • Twice in the last few months (again, I have quit riding on a regular basis, so I travel twice a week typically) the ferry has been delayed because a crew member has been missing. The first time, I understand somebody failed to schedule a backfill for an employee on vacation, the second time I have no idea what caused the situation. I can tell you I had to be at the airport for an international flight, and was about 35 minutes late in my arrival, having relied on public transportation to get to the airport (Ferry/Orca). The first time, I was merely late to work by 1/2 hour or so. Multiply that by however many people are on the 6:20 AM ferry, and you have a bit of a wake created by that one incident. Imagine how many other people and companies were impacted, and what the state's position is when their employees are late. How does that go over? I did write a letter, requesting a reply, and of course never received one. However, it does appear that there needs to be a better back-up plan? Or maybe a better prevention plan? Like the scheduling issue? Does somebody need to double check things going forward? If it were the case of illness, maybe there should be an additional employee aboard? What happened if an employee were injured or ill during the trip and you are now short a crew member? Does that work with the coast guard? Is there a better way to approach? Some kind of consideration for the regular commuters versus the exodus to the beach on Friday/Sunday people. Maybe there is a lower fare for the regulars if they buy a book of tickets or something. • Excellent emphasis on the green aspects of operation and push by the Legislature to become carbon-neutral. Coordination with the Coast Guard on the required number of on-board staffing and their plan for safety runs, looking for operational efficiencies while maintaining safety standards. • Seattle-Bremerton route has a big hole in the evening between 10:30pm and 12:50am. For people working a 2nd shift, they usually miss the 10:30pm and have to wait a long time. • Revisit ridership increase. I think Bremerton will increase more than 40%.

<p>Seattle/ Bremerton <i>(continued)</i></p>	<ul style="list-style-type: none"> • I would be interested to read the long range plan on line when it is available. What was in the Plan was extremely high level and does not leave much to comment on. It should look at the potential that van Pool vehicles would stay at the ferry terminals and the van pool passengers could use the ferry ride to change from one grouping (according to where they are picked up) and change to a different grouping (depending on where they are going). That way the same people don't need to come from the same area and go to the same work locations in a dedicated vehicle. This could open more van pool ridership and allow more other vehicles on the ferry. • Speed up vehicle access to Bremerton Ferry via the 303 and ensure adequate parking exists at all times at Bremerton Terminal. Ensure all Bremerton ferries have enough life vests for full capacity of ferry. Consider a Silverdale to Seattle ferry service if possible. "Mosquito fleet" concept. Consider building a tunnel under Puget Sound. In the long run it will be much cheaper than running a ferry service. • Balancing outdoor against indoor seating - sun decks are nice, but only for 4 or 5 months of the year. Otherwise, the seats are sparsely populated, if not empty. While I understand the appeal of deck seating for visitors, regular riders would doubtless appreciate a larger number of indoor seats during the crowded winter commuting months. • How will boats fit the large number of passengers as the demand for commuting continues to grow. Make sure that ship computer systems don't interfere with Wi-Fi connections. One of the reasons people choose to walk on and ride the ferry is the ability to do work on their commute and extremely poor Wi-Fi signals inhibit the ability to do that. • I think the plan covers a good range of issues, several which I had not thought of like the greening effort. I do hope the plan has more details for recruitment of a qualified workforce and more involvement with the cities with ferry terminals like Seattle and Bremerton. I'm concerned that some of the boat captains can't seem to park a boat and that lack of sufficient crew continues to cause some delays. Both Bremerton and Seattle could do more to help with traffic issues when boats are unloading and making affordable parking available for walk-on traffic. • WIFI and Cell connectivity. • Changes come down the pipe line with SOLAS and STCW standards with implementation of new technologies that could be good for the ferry system. • Potentially greater growth in Kitsap than the current projections predict. Seattle didn't expect to grow nearly as much as it has recently (10% in one year). Those people are already starting to "spill over" into Bremerton and other Kitsap communities. There will likely be a need for vessels more in the Jumbo Mark II class for Bremerton soon (at least for passengers, but not necessarily cars); I personally don't think the Olympic Class will not be able to handle the passenger load on the Bremerton route in the next 5-10 years, but more data will need to be collected and evaluated by WADOT on this topic. I also think WA Ferries should consider strategic partnerships with other emerging transportation providers, such as the Kitsap Transit Fast Ferries. Perhaps schedule planning can be a joint effort to help you both serve as many passengers as possible in the most efficient ways. The new King County funded passenger only facility being built in Seattle at the main terminal is a great example of such a partnership. • How will boats fit the large number of passengers as the demand for commuting continues to grow. Make sure that ship computer systems don't interfere with Wi-Fi connections. One of the reasons people choose to walk on and ride the ferry is the ability to do work on their commute and extremely poor Wi-Fi signals inhibit the ability to do that.
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<p>Port Townsend/ Coupeville</p>	<ul style="list-style-type: none"> • It would be nice to have a few more runs on the PT/ Coupeville route throughout the day/year, later at night and less cancellations for staff not showing up to work. • Replace all old ferries with new ferries that are less polluting. • The plan does not include any assessment of new or potential new routes. For example, where are the Port Townsend riders going when they use the Clinton ferry, or the Kingston or Bainbridge ferries? If many are heading to Seattle, would a direct ferry to Seattle possibly be viable? How about seasonal ferries between Port Townsend and Seattle? Would help the tourism in Port Townsend as well. • Please consider ways to mitigate in-water noise disturbance to whales and other marine life from ferry engines (see documentary, Sonic Sea). Research findings show that marine transportation is already disrupting whales. Increase ferry traffic will only exacerbate that if ferries are not designed to better mitigate the noise and frequencies they generate in the water. • Dock modifications compatible with these vessels. • Improve Hwy 19/20 out of Port Townsend without going to 4 lanes, stable funding, Transit interface, reservation system working well on PT/Coupeville. • city side - make some effort to unload in the order of loading (getting in line early for an appointment and ending up being unloaded near last is not reasonable) peninsula side - they often unload a bunch of heavy trucks and RV's early that cause delays all the way to Port Angeles because passing them is unsafe. • Fast ferries from other routes. Like Port Townsend to Seattle. • Nothing fancy, just clean bathrooms and space on the ferry without waiting. I don't care if there's no food, no WiFi, etc. Just a safe working ferry. • Cover the entire 1/2 acre of the new Colman dock roof with solar panels. A 300+ kW system should be easy to install if you PLAN for it up-front. Use that energy to charge a large bank of batteries on shore which will then recharge the batteries on the hybrid ferries. ZERO CARBON. Covers over the large parking lots at Bainbridge can provide space for solar panels on that side of the route. • Walk on commuter from Southworth and downtown Seattle and back to Southworth. Also have walk on ferries on weekend between Southworth and Seattle (Downtown)! And the reverse back to Southworth from Seattle.
<p>Edmonds/ Kingston</p>	<ul style="list-style-type: none"> • 1) Please do not reduce car capacity in order to force an increase in foot traffic ridership/alternative modes of transportation. Ferry routes are state highways. Reducing car capacity on these routes would be like reducing lanes on I-5 in order to allow for bike and ped lanes. It makes no sense and creates a bottleneck. • 2) Ferries are romantic icons of the Northwest, but they are utilitarian first-- they enable residents to access important land routes for long-distance travel, and for shopping, medical and other time-sensitive priority destinations. In that vein, please maintain sensitivity to island and peninsula travelers-- not all travelers are on vacation. Many require the ferry system in order to access essential services. • 3) Discourage construction of bridges as an alternative to increasing ferry routes and departures unless absolutely necessary. This would fundamentally change the character of the region. • 4) I support providing the option of ferry reservations on Sundays and holiday times, but not during other normal travel periods because this would constrain worker-commuter flexibility (i.e., Kingston/Edmonds route) • 5) Ensure strong partnerships with other transit providers in order to increase route

<p>Edmonds/ Kingston <i>(continued)</i></p>	<p>options and accessibility for walk-on traffic. Look to decrease gaps in routes where pedestrians have to take multiple modes (and time) to get to their destinations.</p> <p>6) Ensure sufficient and affordable parking on both ends of ferry routes-- both long term (for airport bound riders) and short term (for commuters).</p> <p>7) Extend the 90-day expiration date for Wave-2-Go to 120 days or even 6 months. This restriction prohibits individuals who make fewer trips on the ferry to miss out on savings. This savings options is important to all travelers, including lower income and older travelers.</p> <p>8) Dry dock/shipyard issues: consider developing partnerships with the Navy to utilize facilities in the event of an emergency. Similarly, what plans are in the works to seek alternative sites for dry-docking?</p> <p>9) Consider creating advertising to help offset WSF costs. The ferries should remain their traditional white/green/black, but why not find a way to introduce (selective and appropriate) advertising on the inside? I do not prefer doing this to the ferries, but it is worth considering. Might also consider corporate naming of ferries... (ugh)</p> <ul style="list-style-type: none"> • Connecting public transportation options to ferry terminals. If I could easily take a bus to/from a ferry terminal I'd almost never drive on. Currently the bus connections for Kingston/Edmonds route are poor in timing, route options, and weekend/off-hours service. • Charge higher rates for out of state passengers and/or vehicles? Similar to how residents of Tacoma pay less to visit Point Defiance Zoo than visitors from out of Tacoma. Also, the legislature should consider allowing for ferries to be purchased out of state. Seeing as they're okay with the galley vendors being from out of state, they should open up competition for building the boats. It could save the state a lot of money. The state-owned trains aren't built in Washington. I know there are jobs associated with in-state boat builders, but very few of us have our jobs protected to the degree boat builders do. Ideally the boats would still be built in state, but it's worth evaluating other options. • Increase capacity for auto traffic to meet demand. If projection is 47% increase by 2040, then how many vessels, and what size; and how many daily crossings will be required? This planning meeting did not present options to meet the projected demand. • Fares, appropriately accommodate fare increases not just "assume" - families are being "priced out" from traveling on Ferries. • How are we affecting the orca population by riding back and forth? I'm glad to see they are trying to use green energy and that technology is growing. However, I'm still worried about our impact on the environment because our orcas population is getting so low. • Flex scheduling - find a way to run boats more often during peak - more efficient loading and offloading, etc. • What are other Ferry systems around the world doing to meet their own challenges for expansion, maintenance, funding, and environmental?
<p>Other online comments</p>	<ul style="list-style-type: none"> • If ridership is going to increase as projected, ferry waiting areas will have to be enlarged. • Livability in ferry dependent communities - for ALL ages. Households with kids should not be priced out of using the ferry system to access medical care, education, etc. on the other side of the Sound. • Ways to maintain low fares, including surge pricing during the summer.

Other online comments
(continued)

- To keep costs reasonable, the plan should consider a tourist tax or surcharge for those just visiting or just passing through the area. The people who rely on the ferries for daily commuting or local use should not bear the burden of the summer season.
- Please recognize in vessel planning that ridership extends beyond daily commuters but cross state travelers use personal vehicles, campers, or whom are pulling trailers rely on car ferry access. For these travelers--many from out of State-- off peak fare specials would contribute to system efficiency, maximize capacity and increase revenue.
- Provide adequate staffing especially for SMS (Safety Management System.) After 9/11 their duties quadrupled with more responsibility and the same 4-man/woman staff. Funding should include providing adequate staffing for our internal operations.
- cost to ride.....least polluting
- Coordination with other transit such as buses at Colman Dock. Easier/faster loading and unloading. More frequent announcements when unloading will occur at different dock than usual to allow passengers rushing for buses to exit ferry ahead of the not-in-a-hurry passengers.
The galley in the older boats gets crowded immediately during rush hour runs; most galley staff are helpful but sometimes they aren't even at the register when we get in line to purchase food or drink.
- Continuous service free of mechanical breakdowns.
- Increasing advertising sales and space agreements with vendors aboard Ferries as a source of revenue, installing amazon lockers, bike lockers and other modern efficiencies for commuters at ferry end points. Prioritize greening the fleet (100% electric) to reduce future costs.
- I cannot think of anything else at this time.
- There was no backup ferry to cover for ferries down with maintenance issues. Also, apparently some ferries were affected by staffing issues.
- Faster passenger only ferries, like Bremerton Fast Ferry and West Seattle Ferry.
- Make terminals more pedestrian friendly - currently they're buried behind seas of parking/car holding areas, outdoor waiting space is limited, and they don't have the best connections to transit. Plan to have most riders be walk-ons or bicyclists, and then go from there in terms of planning space allocation, potential for development around the terminal, and other issues.
- Sustainability- reducing carbon emissions. Connecting with regional transit and trails and other non-motorized.
- Being able to reserve a space on auto ferries on all routes.
- Internet and affordable healthy food options.
- Building ferries outside of Washington State to achieve lower costs through increased competition and potentially qualifying for Federal grant funding.
- That our freeway is over capacity and our waterway isn't, and instead of thinking so small and constraining ourselves to the current routes we should look at expanding, at the least during high density hours, and include other connections.
- Getting people from one place to another in a reliably timely manner. So reducing wait times and accurately reporting the current schedule and length of line.
- When I commute to Seattle, I look at three options - Kingston Ferry, Bainbridge ferry or taking the bridge via Tacoma. I look at traffic times for all of them and direction of

Other online comments
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travel can be a factor. For instance, going East, I either pay for Bridge or Ferry, so the ferry makes sense if traffic at that end of town is reasonable. But going home, I will lean towards going thru Tacoma as there is no bridge fees, and it is harder to be able to catch a ferry without having to wait an hour due to traffic getting there and ferry wait times in the afternoon are greater. With traffic getting even worse in Seattle, the alternate of driving around is becoming less and less attractive. But it also makes it harder to get to the ferries. How will traffic in the region affect the ferry system in the future? Over the last several years of commuting, how I get where I want to go has changed over time as I adjusting to other changes. I used to ride a motorcycle and it was quite a treat to be able to get on the ferry. Made it worthwhile.

- Please consider, with the cost of gas and the cost of bringing a car, driver and passenger on the ferry, it is almost 100\$ every time you come to the San Juan's from the Seattle area. This is a huge burden on families who love the islands . We pay a lot of taxes to keep our roads, buses and ferries running smoothly. Please use caution when allocating funds, spending money. Do your best to cut government waste and help keep our ferries reasonably priced. We live in an area where the ferry system should be revered and a well oiled machine. Don't just add more loaders who stand around and wave their arms. Teach efficiency!
- The Long Range Plan should include an alignment of how bicycles should act on each ferry and terminal - it varies widely between terminals, ranging from "walk on/off only" to "ride on, ride off," to "ride on/walk off," etc. Some of this may come down to crew training, but ideally each terminal should be aligned for consistency - hopefully allowing riding off. Each terminal exit should have a clearly marked bike lane (or even sharrows) to indicate where bikes should go to avoid mixing with cars as much as possible. Terminal fare booths should also have clear markings (and consistency) about how cyclists are to pay - certain terminals want cyclists to act like cars, while others want them to pay at the pedestrian booth.
- See previous comments regarding fares and staffing.
- Strongly urge conversion of as many ferries as possible to hybrid or all-electric power.
- Suggest that new & rehabbed ferries have two single user (plus attendant if applicable) bathrooms on vehicle level for disabled and for folks who prefer gender neutral facilities.
- A partnership with community colleges to provide apprenticeship opportunities. Fluid transition from ferry, to train, to bus.
- Better integration with other forms of mass transit. Bus stops and, where available, rail stops, should be easy to get to from the dock, express access to local transit centers considered, and the ORCA card should be more integrated - e.g. for motorcycle or car trips as well as walk-on fares.
- Technology -- better ways to buy tickets, get real time info, etc.
- The pier 52 terminal, during peak hours, backs up all the way to the north end of the waterfront. It can take over an hour to go from the north end to Pier 52. You have to wait for one ferry to arrive, unload all its vehicles, and then load vehicles to make room for more cars in the terminal for Alaska way to move. This problem happened before the terminal started construction (and removed lanes) and before the viaduct was taken down. You will have 30% more vehicles trying to cram into the same space. More storage for vehicles waiting on boats needs to be built into the pier 52 terminal. The idea of overflowing it onto the street is not enough, it cannot handle the capacity. Add more holding lanes on the pier 52 terminal, or another level of holding lanes to make up for the demand. The lack of vehicle storage space gridlocks

Other online comments
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the waterfront. ALSO why are we getting rid of slip #1 at Bainbridge? All it takes is one issue and suddenly we are down to one slip. If a boat crashes the dock then it could take MONTHS to repair one slip. We should be expanding or maintaining our capacity, not reducing it.

- Do a cost-benefit analysis with regards to replacing the remaining three Super class vessels prior to 2027. Preferably, they should be replaced between 2023 and 2025.
- A north-south route. Clinton to Seattle.
- Washington State Ferries (WSF) has bled “RED” - lost money - for 43 straight years (soon to be 44 years). That’s a pretty pathetic history. Isn’t it about time something was done about it? Recommendations have been made in the past. Shortly after the voter rejection of the MVET a Joint Legislative Task Force on Ferries (JTFF) was formed. It recommended that WSF’s farebox recovery rate be improved to 80%. Simultaneously with that the Governor’s Blue Ribbon Commission on Transportation (BRCT) recommended that the farebox recovery rate strive for 90%. Both can be found on pg.12 of WSF’s 2009 Long-Range Plan. More recently the Washington State Transportation Commission (WSTC) recommended that WSF “Increase Ferry Fares... to Close Operating Funding Gap” stating that by increasing fares its farebox recovery ratio could get as high as 97 to 99 percent (pg.ES-4 and ES-5, February 2009 Ferry Funding Recommendations report). Despite these recommendations WSF’s farebox recovery rate over the last seven years has been 65.6%, 66.2%, 69.7%, 69.2%, 72.9%, 73.2%, and 75.8%. Recent improvements are nothing to really get very excited about. They are largely the result of lower fuel costs. WSF has lost money for two simple reasons. Its fares are too low and costs too high.WSF tracks a Level of Service (LOS) standard for each of its routes: Level 1, 25-35% of sailings filled to capacity; Level 2, 50-85% of sailings full. The metric is derived from the volume-to-capacity data it collects for each route’s boats (volume - actual vehicle traffic carried; & capacity - how many vehicles it’s possible to carry on the vehicle deck of a boat). Based on the recently disseminated Summer Service Contingency Plan a Jumbo II can hold 197 vehicles; a Jumbo, 186; Super, 139; Olympic, 141; Issaquah, 120; Evergreen State, 81; and a Kwa-di-Tabil, 62. At LOS 30% (MAY) & 35% (AUG) the Port Townsend/Coupeville route’s Level 1 standard is set higher than any other WSF route save the San Juan’s. In 2016 it exceeded those standards, recording a 38.4% LOS in May and a 47.03% in August. No other route even came close (Mukilteo/Clinton, only other route to exceed Level 1 with 25.33% in May). As it has in other years Port Townsend had the highest volume-to-capacity in 2017 of any other WSF route at 66.1%. You would think, then, that a route with almost every sailing filled to capacity would have no trouble being in the “black,” that its farebox recovery rate would be at 100% or better. Not the case.Port Townsend/Coupeville’s farebox recovery rate for 2017 was 50.8%, up from 48.6% in 2016. That makes no sense unless its fares are too low or its costs too high. It’s both, but fares first. The Port Townsend ferry is a 30 minute crossing of the Sound just like Kingston, Bainbridge, and Southworth are, yet its and Southworth’s fares are 22.7% less than those other two Central Sound routes. A long standing fare policy for WSF is “Tariff Route Equity” which means that a fare to cross in 30 minutes in one place should be the same as it is to cross in 30 minutes at another. Fares should be raised 29% for the Port Townsend ferry to match the Central Sound fares. Doing so would have raised its 2017 revenues to \$8.5 million, enough to at least exceed its direct vessel operating expenses of \$7.3 million. A route’s revenues should at the very minimum cover its “operating” expenses. At roughly 800,000 riders each, the Port Townsend and Point Defiance routes have close to the same ridership with Point Defiance carrying more vehicles at 466,000 to Port Townsend’s 374,000. They also both use the Kwa-di-Tabil class ferry. Point Defiance’s volume-to-capacity is lower at 54.2%

**Other online
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but its farebox recovery rate higher at 53%. If its standard vehicle fare was \$10 and every one of its sailings were full it would be just shy of making enough revenue to cover its total expenses (its costs per sailing is \$626; and a 62 vehicle capacity times \$10 = \$620). As its current fare is \$9.575 (\$19.15 round trip) it has no hope of ever having a 100% recovery rate. For Point Defiance to even have a chance at a break-even recovery rate its passenger ridership has to be thrown into the mix hoping that it will make enough of a difference. In 2017 it had 339,000 passengers. Passenger fares are set at a little less than one-third of vehicle fares which means Point Defiance's 339,000 passengers equates to about 113,000 standard vehicles. Add those to its actual number of vehicles and its effective volume-to-capacity becomes 67.3%. That's about the same as Port Townsend's actual but doing the same with its passenger ridership makes its effective volume-to-capacity climb to 92.4%. Inclusion of passenger revenue for Point Defiance will not enhance its recovery rate enough. Like Port Townsend, Point Defiance's fares also need to be raised to the minimum necessary to cover its direct vessel operating expenses; they need to be raised 20%. Mukilteo/Clinton has a similar situation to Port Townsend. Its 63% volume-to-capacity is WSF's 2nd highest. Its farebox recovery ratio, though – 91% in 2016 & 87.5% in 2017. Like Port Townsend & Point Defiance, its fares are also too low. Mukilteo/Clinton is a 20 minute ferry ride with an \$8.95 non-peak season standard vehicle fare. Also a 20 minute ride is Fauntleroy/Vashon that is priced at \$9.575 (\$19.15 round trip) - same as the 15 minute Point Defiance and 10 minute Southworth/Vashon ferries. It does not make sense under "Tariff Route Equity" that a 20 minute Mukilteo/Clinton ferry ride should be priced lower than a 10/15 minute ride much less a similar 20 minute crossing. If it was instead also brought to the same increase needed for Point Defiance (approx. \$11.50), the roughly 27% increase in fares & revenue would be more than sufficient to put it well into the "black." At that point, three routes - Bainbridge, Kingston, & Mukilteo - solidly account for over 60% of both WSF's ridership and revenues. That's one-third of WSF's routes producing close to two-thirds of its riders and fare revenues. And all are in the "black." Raising fares predictably gives rise to concerns about how well WSF's customers might tolerate them. Are they affordable? This apprehension appears to have been codified in statute: "desirability of reasonable rates for persons using the ferry system to commute daily to work and (for) other frequent users who live in ferry-dependent communities" (pg.10 WSF 2009 Long-Range Plan (RCW 47.60.326?)). Two things say the concern over the affordability of fares was - and is - overwrought. In 1999 the real world intruded upon the RCW as Washington's voters rejected the MVET. Reality caused the RCW to contradict itself. "Reasonable (fare) rates" were no longer defined by reference to WSF's customers as fares were doubled over the years 2001-2016 in an attempt to resurrect WSF's farebox recovery rate. During the MVET years the recovery rate was around 65%. With the loss of the MVET it fell below 60%. Without a funding source fares had to be raised. In 2001 they were raised 20% and in 2002 another 12.5%. By 2004 the compounded increase was roughly 50%. The recovery rate responded, getting as high as 78.5%. The effort, though, was for naught. Costs more than matched fare increases and in short order the recovery rate again settled into the 65-70% range. Fares continued to increase. It was only at this point, as the fare increase rose above 50%, that WSF's ridership began to drop. They did not, however, 'crater.' The drop in ridership bottomed out at an eventual 15% loss when the fare increase reached a cumulative 75% increase and then they began to climb to their present number of 24 million riders even as fares kept right on rising to be double in 2016 what they once were in 2001. It may not be what one wants to see happen but for fares to double and only have a 15% loss in ridership is just not that bad. A little more perspective; some may think 15% is 'that bad.' WSF's ridership is roughly 24,000,000 but the actual number of customers who

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chalk up those rides is 300,000 (see pg. i & 1, January 2012 Joint Transportation Committee (JTC)/Cedar River Group Fare Media Study, Final Report). Of the 24,000,000 who ride WSF half are commuters and the other half are infrequent/one-time users (see FROG survey, "Trip Purpose" page; WSF Traffic Statistics Riders Segment report also useful). Fare increases are much more likely to have an impact on commuters than the other half. The maximum number of 'daily' commuters there can possibly be is around 25,000. The 15% loss in ridership is applied to them. That works out to be a loss of 3750 customers or just 1.25% of the total 300,000 customers the JTC report identifies. A 1.25% loss in customers on a doubling of fares is amazingly sedate. Just not that bad! There's an underlying reason as to why this 15% loss in ridership isn't more dramatic. Those who ride WSF can well afford the fare. Two different sources tell us that. WSF provides the first: "Regular ferry customers are somewhat older and more affluent than state residents overall or average residents in ferry communities (west side of Puget Sound)" (WSDOT Ferries Long-Range Plan: 2009-2030, section 6.1, pg.31). "More affluent." The second comes from Exhibit 7 of the January 2012 JTC/Cedar River Group Fare Media Study, Final Report (pg.10); it found:

Regular Commuters - 30% of WSF riders / middle to high income / 21 or more trips a month.

Regular Non-Commuters - 35% of WSF riders / middle to upper-middle income / 5 or less trips/mos.

Tourist/Recreation Riders - 25% of WSF riders / middle to high income / 3 or less trips/mos.

That's 90% of WSF's ridership trending upper-middle income to high income. A statute codifying a concern for those who "daily commute" or live in "ferry-dependent communities" tends over time to lead to artificially low fares. For the "more affluent." The "more affluent" than state residents overall. Let's tell that to the thousands upon thousands slugging it out day after day on the I-5 commute and ask them what they think about having to "subsidize" the fare of the "more affluent" enjoying a relaxed ferry ride to work? The concern is overwrought; the statute misguided. What is a "reasonable rate" for WSF to charge? One that pays for the costs of the service provided. To charge a reasonable rate like this WSF must know what the average cost per sailing on each of its routes are. An example of this has already been given: Point Defiance-Tahlequah. In 2017 its total expenses of \$8,685,000 divided by total sailings in the year of 13870 (38 daily sailings X 365 days) equaled an average cost per sailing of \$626. With 2017 fare revenues of \$4,670,000 its average of \$337 collected per sailing was not enough to cover its operating costs per sailing of \$404 (2017 operating costs of \$5,604,000 divided by 13870 yearly sailings). The following table presents costs/revenue per sailing information for WSF's eight domestic routes using their FY2017 data. The Anacortes-Sydney route is not presented as it should be obvious that its yearly ridership of 140,000 (48,000 vehicles) is hardly worth the effort; it's not worth the \$6 million in expenses to only get back \$4 million in revenue. Sydney is not worth the extra \$100 million+ in capital expenses for the boat to serve it. The routes in the table are presented in descending order of their volume-to-capacity; their farebox recovery rate also presented for comparative value. Two values are given for each route under 'Costs per Sailing;' the first for total expenses, the second for the route's direct vessel operating expenses.

Other online comments (continued)	Route	Volume/ Capacity	Farebox RcvryRate	Sailings/Yr	Costs per Sailing	Revenue per Sailing
	Port Townsend/ Coupeville	66.1%	50.8%	9124	Total \$1407	\$715
Mukilteo/ Clinton	62.8%	87.5%	27375	Operating Total \$944	\$797 \$826	
Edmonds/ Kingston	62.4%	114%	18250	Operating Total \$1853	\$556 \$2114	
Bainbridge Island	59.4%	108.1%	16425	Operating Total \$2358	\$1382 \$2550	
Point Defiance/ Tahlequah	54.2%	53%	13870	Operating Total \$626	\$337 \$404	
San Juan Islands (minus InterIsland)	50.7%	57.7%	12045	Operating Total \$4020	\$2650 \$2321	
Bremerton	48.5%	50.8%	10950	Operating Total \$3077	\$1885 \$1563	
F-V-S (Triangle)	39%	58.1%	40150	Operating Total \$833	\$512 \$484	

The important thing to be derived from the table is that the average cost per sailing and revenue per sailing can now be compared directly to the fare revenue produced on individual sailings. A sailing whose revenue/ridership graphically degrades the daily revenue needing to be collected on a route is easily identifiable as a candidate for removal from the route's schedule. Trends can be determined and fares set to keep the WSF system farebox recovery rate at 100% or better based on how much a route's fare revenue is weighted to be the result of either vehicle or passenger traffic. As an example of the last point, Bremerton's volume-to-capacity goes from 48.5% to an effective volume-to-capacity of 98% when its passengers are figured into the equation while the Triangle's only goes from 39% to 48.6% when the same is done for it.

Other things can be observed as noteworthy in the table. For instance, is there a correlation between volume-to-capacity and total/operating expenses in the bottom three routes of the San Juan Islands, Bremerton, and the Triangle? Would their total costs drop dramatically and farebox recovery rates improve markedly if an adjustment of some kind were made to how those routes operated?

WSF does appear to have some sense of individual route operating parameters/values. Scenario B to its 2009 Long-Range Plan recommended cuts in service on certain routes. The routes selected for cuts were termed "relatively poor financial performers or the proposed service reductions are during low productivity periods." The cuts identified were: Sidney terminated; San Juan Islands - 2 Supers & MV Sealth on InterIsland; Point Defiance downsized; Port Townsend, a 1-boat operation; Bremerton, 1 boat; and Triangle (F-V-S), a 2-boat operation. Much the same was also recommended in a July 13 2016 internal memo detailing the services needing to be curtailed in the face of an impending budget shortfall: late night service at Mukilteo (4-hour reduction); Point Defiance (18-hour boat reduced to a 16-hour); Mid-day tie up at Bremerton (2-hour reduction); Fauntleroy reduced to a 2-boat service; MV Sealth de-crewed; and Port Townsend, 1-boat Spring shoulder. The problem is these determinations seem to have been made more as a "sense of things" than the result of informed data analysis. In January of this year I asked WSF for information on specific sailings. After two months of waiting and a notification of a need for an extension to "put the records together" WSDOT/WSF Information Technology (IT) provided me with a response. Information was missing and they had not collated fares with ridership. Upon pointing the latter out I was informed that "(a)n agency is not obligated to create a new record to satisfy a records request (WAC 44-14-

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04003(5).” The information requested had been for fare revenues, vehicles, and passengers for individual late night sailings on the Point Defiance, ‘Triangle,’ and Bremerton routes. If this information could not be readily provided to me then it clearly is not a matter routinely and normally examined by WSF. Sailings are made with car decks empty. There are a good number of Bremerton sailings that record less than \$20, less than \$10, of fare revenues - grossly insufficient to offset against its average costs per sailing of \$3077. Is it any wonder WSF is insolvent? You can’t know what fare to charge if you don’t know the what’s of your costs. Of the two, fares and costs, the biggest problem for WSF is its costs. Its cost problem gets down to this: too much service with too few people interested in it. That’s too many boats, too many sailings.

The following is a table of route costs in descending order from highest cost route to lowest:

Route	Costs	Ratio of Total Expenses to Operating Expenses	Farebox Recovery Rate
San Juan	Total \$48,424,000		
Islands	Operating \$31,919,000	1.52	57.7%
Bainbridge	Total \$38,733,000		
Island	Operating \$22,702,000	1.71	108.1%
Edmonds/	Total \$33,803,000		
Kingston	Operating \$20,588,000	1.64	114%
Bremerton	Total \$33,694,000		
	Operating \$20,645,000	1.63	50.8%
F-V-S	Total \$33,459,000		
(Triangle)	Operating \$20,549,000	1.63	58.1%
Mukilteo/	Total \$25,851,000		
Clinton	Operating \$15,211,000	1.70	87.5%
Port Twnsnd/	Total \$12,835,000		
Coupeville	Operating \$7,276,000	1.76	50.8%
Point D’fnce/	Total \$8,685,000		
Tahlequah	Operating \$5,604,000	1.55	53%

Where to begin in order to improve a particular route’s recovery rate? It isn’t just the disparities in the ratio of total to operating expenses on these routes; the San Juan’s apparently having the least non-operational expenses and Port Townsend having the most (that’s odd, isn’t it?). From top to bottom, then, the routes with cost problems and the correction needed. San Juan Islands - operates with too many boats; current total of four, three out of Anacortes and one for the Interisland. Eliminate Shaw Island as a to/from destination out of Anacortes; move its service to the Interisland route. The 2017 vehicle volume for Anacortes-Shaw was only 15,175 or roughly 7 cars per each of its 6 daily stops. Use only 2 Super or Olympic class boats to Friday Harbor & Orcas with stops at Lopez metered in. The object here is to get the San Juan’s to their Level 1 LOS. Bremerton - Its 75% passenger to total riders ratio (84% of that, foot) is the highest in WSF system; it’s principally a commuter route with AM to Seattle and PM back to Bremerton. Its 21 hour sailing day is greatly underutilized, cut it back. Eliminate last sailing of day: 11:40 Bremerton & 12:50 Seattle. Eliminate midday sailings: 12:20 & 1:30 Bremerton & 1:30 & 2:50 Seattle; except restore them on the weekend while at same time eliminating the first two sailings of the day from both Seattle and Bremerton. Vehicle traffic warrants nothing larger than Issaquah class on route. F-V-S (‘Triangle’) - operates with too many boats; currently three. At 39% has the worst volume to capacity of any WSF route. The Southworth-Vashon route is grossly underutilized. Reduce F-V-S to two boats; it already has a published ‘2-boat schedule.’ Its 24/7 service is extravagant. Eliminate first sailings of the day and drop all late night F-V-S sailings that depart after Southworth’s 12:25 AM. The

**Other online
comments
(continued)**

object, again, is to get the F-V-S route to its Level 1 LOS. Port Townsend/Coupeville - Its costs go up when it goes from a 1-boat schedule to a 2-boat. Lose the 2nd boat. If route capacity needs to be increased then deepen Keystone channel and put an Issaquah class boat like the MV Sealth on the route. Drop 10:00 PM & 10:40 PM sailings. Point Defiance/Tahlequah - Eliminating the first sailing of the day as well as the last three could help improve its farebox recovery rate. However, what really needs to be considered is scrapping the route altogether. Southworth/Vashon is a grossly underutilized route that is part of the 2-boat F-V-S route; transferring Point Defiance's 844,000 ridership to Southworth/Vashon's 190,000 makes sense. In 2009 WSF was in a financial crisis. The WSTC described it as follows: "Washington State Ferries (WSF) is facing a funding crisis that extends beyond the current dilemma of how to close the gap between operating income and rapidly rising operating costs. More dramatic and more threatening to the system's existence is (its) large unmet capital funding..." (Executive Summary, pg.ES-1, February 2009 Ferry Funding Recommendations). WSF acknowledged this in Appendix M of its 2009 Long-Range Plan: "Considering the current condition of the asset base and looking at the magnitude of WSF's future capital needs... it is clear that significantly reducing capital expenditures over the next 22 years will require reducing the size of the fleet." The solution, then, limit capital expenditures. Considering the "in extremis" nature of WSF's operating and capital expenses its fleet disposition should be downsized to look like the following:

Bainbridge:	2 Jumbo II class boats
Edmonds/Kingston:	2 Jumbo class boats
Mukilteo/Clinton:	2 Olympic class boats
San Juan's:	2 Olympic boats
InterIsland:	1 Kwa-di-Tabil class boat - Winter // "MV Sealth" - Summer
F-V-S:	1 Super class boat & 1 Issaquah class boat
Bremerton:	1 Super class boat & 1 Issaquah class boat
Pt. Townsend/Coupeville:	1 Kwa-di-Tabil class - Winter// 1 Issaquah class - Summer
spare:	1 Jumbo; 1 Super (Olympic); 4(2) Issaquah; 1(3) Kwa-di-Tabil

That's a total of 14 boats winter & summer compared to the 19 in the summer and 17 in the winter that WSF currently operates. This kind of downsized fleet plan is WSF's Scenario B taken one step further. It is at the opposite end of the fleet envisioned by Scenario A in WSF's 2009 Long-Range Plan that sought to increase the size of WSF's fleet. Scenario A was banking on WSF's ridership increasing. It appears the 2040 plan is adopting the same strategy projecting an impressive "straight-line" increase in ridership - "ferry ridership growing more than 30% by 2040." Good plan? The 2009 Long-Range Plan said it projected a 37% ridership growth between 2006 and 2030 and that getting just 13% growth would get it back to its 1999 "historical high" of 26.8 million, adding that, "From a system planning perspective it is important to note that at this rate of growth it will take until the middle of the next decade (approximately 2015) for ridership to return to its previous (FY 1999) peak level of 26.8 million (pg.39, 2009 Long-Range Plan)." Got it now. Both plans say it's going to happen: the 2009, a 37% growth; 2040, a 30% growth. And the gauge of it all will be the historic peak level of 26.8 million regained by 2015. Just one problem. Didn't happen. Not in 2015, not in 2017, not in 2018. Not even close. WSF's current ridership - just over 24 million. The 2040 plan, just like the 2009, a "bust" before it even gets going.

By its own admission the State acknowledges that something different must be done. From page 4 of the 2009 Long-Range Plan: "Given the economic conditions... it was necessary to consider the implications of a future where state funding could not realistically keep up with the needs of the ferry system." In other words, the money to do things like they've always been done isn't there anymore. What's it going to be? More "red?" Or are we going to turn this thing around?

<p>Other online comments <i>(continued)</i></p>	<ul style="list-style-type: none"> • I think it would be very realistic for WSF to look into launching new southern auto ferry routes to ease traffic congestion on I-5. While a passenger only option has been proposed, a vehicle auto ferry route running between Seattle, Tacoma and Olympia is also needed and may be more realistic to ease growing traffic congestion. An Olympia to Seattle/Tacoma auto routes would also be vital in the event of an emergency. For example, in the event of the tragic DuPont Train Derailment, I-5 was totally blocked southbound. An Auto ferry running up and down the Puget Sound would have been ideal during this incident. With the Cascadia subduction earthquake imminent and Mt Rainier’s Lahar zones threatening to block key portions of I-5 in the event of an eruption; Washington State may need the ferries during a statewide emergency. The results could be catastrophic. A northbound/southbound auto ferry route would be vital to allow traffic & evacuations to continue to flow between Seattle & Olympia. Regardless, with the ever growing population commuting between Seattle, Olympia and Tacoma every day, there really needs to be vehicle ferry terminals & routes in Olympia that runs to Seattle, via Tacoma. This new scenic Northbound/Southbound route would ease traffic congestion and give everyone more options for travel between Seattle, Tacoma & Olympia. Meanwhile, this northbound/southbound route would also be a key vital route for tourism. Tourists would be able to hop on a ferry right at Colman dock in downtown Seattle and head south to explore our state and bring in much needed tourist revenue. Northbound/Southbound auto ferry routes might be a needed & realistic option for Washington 2040. • Communicate with King County buses- the bus comes when it does. Ferry riders can’t control that! I get very tired of literally running for a ferry and hoping I get on. I already have a 2.5 hour commute EACH way- don’t want to wait an extra hour plus because I missed a boat due to a bus! • Please, allow running ferries late into the night, at least till past 2am when bars close. It incentives people to visit areas and hinders people from attempting drunk driving. Having 24/7 public transit, ferry included, would immensely improve my want to travel and the safety of roads, and reduce traffic law violations, like drunk driving.
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Do you have any other questions or comments?

<p>Anacortes/ San Juan Islands</p>	<ul style="list-style-type: none"> • Can the costs of building & maintaining critical urban infrastructure in Seattle and Tacoma (e.g. I-5, US 99) be a reference for ferry capital & operations subsidies out of road funds? • We pay high gas taxes but have no state roads. That money should go to ferry ops & growth. Even ferries that travel nearly empty at off hours are vital to those who use them. How about small ferries for off hours use? • More efficient hull designs/superstructure designs. Lower maintenance design of superstructures/external bulkheads/companionways/decking/ more efficient and effecting anti-fouling coatings. Consider preparing docks for autonomous vessels. Consider preparing docks for autonomous vehicles. Decouple funding from WA State Highway Budget. Establish marine transportation budget just for WSF. • Good service is a must. Ferry ridership can increase if there is a good food vendor. Tourists will ride for the fun of it. • Perhaps a wider sailing window year-round. I take the Friday Harbor to Anacortes and then Coupeville to PT to get to Bremerton. And it’s tough to make it one way and do my mom’s appointment in either direction. I mostly end up spending two overnights because of this. If there were a wider operating window I could probably do one.
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<p>Anacortes/ San Juan Islands <i>(continued)</i></p>	<ul style="list-style-type: none"> • Off-loading during the summer is a major issue in Friday Harbor. While this is a joint problem with the Town and County, can the WSF staff help move this issue up the priority list? • There was a time when WSF was very concerned with the safety of toll booth personnel, and was taking steps to mitigate driver and passenger frustration - I don't remember all the details. But I do know that if WSF is truly concerned with mitigating driver frustration, you could very easily solve one big cause of stress and frustration with a simple white strip on the approach lane and a sign that says "STOP here and wait for next available toll booth". Have you ever heard Murphy's Law "The other line always moves faster"? Well it's true and if you're trying to get through the toll booth and have to choose a line, only to end up stuck behind someone who's taking forever, and people who arrived AFTER you end up getting through the toll booth BEFORE you, it can be extremely frustrating. It happened to me once soon after the reservation system went into effect, and caused me to get to the booth less than 30 minutes before sailing time (which is the cutoff for keeping a reservation). Luckily the ticket seller was aware of that and let me keep my reservation - however, I have a friend who missed her ferry for this very reason. She arrived about 35 minutes before scheduled sailing time, but got behind someone who took forever... she watched as a number of cars who arrived after her, got through the other booth and by the time she got to her ticket seller it was past the 30 minute mark. The ferry was overloaded and she did not get on that ferry. Even though she had a reservation. Cars that arrived AFTER her did get on. • I don't know who the subcontractor is for the bench seats on the Samish (and maybe the other new ones) but they are horribly uncomfortable -- especially to be on the longest route. There is a board running down the middle of the whole bench cushion which is as hard as a rock, while the front portion and the back portion have adequate padding. Since everything else on the Samish is so good (like enough width in the car lanes to get out of a car), it is a shame to have this blight. I guess it does get us up and walking around to ease our discomfort, so we do end up getting some exercise as a result! • WSF needs to inform us of what the WA State DOT long range plans are for 2040 Western WA and how that fits into the WSF plans. One such plan would be a bridge to Vashon Island that would reduce the ferry service to the just Vashon/Fauntleroy run. Vashon is highest percentage (57%) of growth in your plan. I have traveled a lot in this area and used to live in Kitsap. It would be nice to see the overall big picture for 2040. (I may be alive at 92). • Please take in account that other people in other counties have free roads and San Juan county islanders pay high fees for transportation. • I have participated in FAC meetings, WSTC meetings, community meetings, etc. None of it matters. Ferries does what they want to do. I've never felt like anyone at Ferries Headquarters actually cared what people on the SJI route think, they just make a token effort to try to quell unrest. I've asked for years for improved communication during service disruptions. Vessel Watch becomes unusable when the boats are hours off schedule or on a new schedule. If it is the weekend? Forget about it. There is no leadership and no one knows what is going on. My son's first grade class had to cancel a rare field trip to the mainland when the Yakima went down. Not because of the schedule change. The schedule change would have allowed the field trip. But because the new schedule was not communicated until 10:43pm the night before. I was up late checking it because my husband relies on an early ferry to commute to work and one of us needed to know what was
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**Anacortes/
San Juan Islands**
(continued)

happening in the morning, so I was the one staying up late checking my email every five minutes and scouring Facebook to see if anyone else had heard anything. In conclusion, I wish you wouldn't waste money pretending to care what we think, I'd rather the money go toward hiring enough coast guard documented crew to reliably operate the boats on our route.

- I love that you are trying to figure out how to make the ferries less energy intensive. I worry a bit about our assumption that we'll have plenty of hydro power; as rainfall patterns change, potentially dams come down, this may or may not always been the case. I'd love to see you utilize solar as much as possible on rooftops, parking lots, etc. Solar "roadways" are showing potential for gathering energy and charging electric cars. Also love that you mention quieting the ferries - anything we can do to make our soundscape less noisy is a good thing, especially for wildlife, but man-made noise is stressful on humans too, so that's fantastic. Thanks for everything - I love the ferries! :-)
- What is the plan for the San Juan inter-island ferry once Tillikum is retired? The Evergreen States were perfect for this route. Issaquah's are too big and Kwa-di-Tabils don't work with their weird car deck.
- Definitely, money is needed to build more ferries especially since some current ferries are reaching their predicted end of service.
- The lack of ability to have reservations at Lopez for off-island trips is a handicap, but I don't know how to solve the problem of space for holding vehicles.
- All new and modified ferries should be using a power source with the least harm to our environment.
- Sell the Yakima, Hyak and Chelan for scrap.
- I hear over and over again that little attention is paid to the Ferry Advisory Committees. They feel that the decisions have already been made and that WSDOT just pretends they are taking recommendations seriously.
- Status quo is not an option. Many changes are already long overdue.
- I feel that a multi ride pass to the San Juan's should be able to be used incrementally if the overall vehicle length falls within a multiple of under 22 feet. The fee to take an SUV with a small trailer to pick up a new appliance on the mainland is exorbitant, particularly with the Summer surcharge. I.E.; an under 22 vehicle with an under 22 trailer attached should be able to use 2 wave to go rides.
- Why is British Columbia ferries so much better? Nicer, larger, great amenities, beautiful ferry landings, informative while on board, cater to both residents and tourists. Even 15 years ago taking the WA Ferry for the first time... I was so disappointed after being on a BC Ferry days earlier.
I actually am curious... how are the BC Ferry's run? Are they provincial? Or private?
- 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.
- Immediately address the parking on island ferries so that all the large bodied SUVs, Minivans and wide pickups are not all parked side by side. Not being able to get out of one's vehicle by means of the door one is sitting by is atrocious and abusive! Most elderly people cannot climb over gear boxes, seats or squeeze through barely open car doors to get out and go to the bathroom.
- We are putting our Orcas place up for sale because my wife medical needs aren't compatible with an unreliable, over capacity ferry system. The Seattle Cancer Care

<p>Anacortes/ San Juan Islands <i>(continued)</i></p>	<p>facility also runs at capacity and has to adhere to rigid scheduling if they hope to meet the needs of their patients. One of their patients is YOUR patient and you are failing her. Yes, we have a medical pass, but what good is it if she's an hour late for an appointment? They can't shuffle schedules of a hundred patients just to accommodate her. We're sad to leave but the situation is untenable.</p> <ul style="list-style-type: none"> • This survey was just short of a joke. Operations and management should be in the same category as labor. • How can we create a grassroots citizen campaign to advocate for more funding to create a sustainable ferry service for the future? ?? Under "Operational changes to reduce costs..." I believe it is imperative that budgeting supports more Maintenance, both in personnel and in time allotted. Under "Technologies," do please remember that not all passengers have mobile technology capability and thus keep older means of action available. Also, Self Service sounds great. But please keep a human back-up for when the system doesn't work. Under "Measuring Performance," and somewhere between Operating costs and Reliability, manufacturers should be held financially responsible when their new ferries break down upon being put into service. • Can someone acquire most or all reservations to/from Orcas at (or before) time of release during tourist season? My experience is that it's necessary to call precisely at 7am on day of release to have any chance of obtaining a reservation for high traffic dates. Is one or a few parties (agents?) booking large numbers of reservations for high traffic periods? • At recent meeting in the San Juan's a WSDOT Ferry rep suggested residents travel on the red eyes or very late ferries. Obviously that person did not know we already do that but still cannot arrive at Anacortes or home on scheduled times. As a resident of the San Juans, it appears WSDOT is only interested in making money every the oldest fleet of tourism at the expense of residents. We have the oldest fleet in the system. Why not swap some of the ferries in Seattle area with some of our old boats? • Please keep in mind the ferry only destinations and the people who rely totally on WSF for medical needs. • The current 30-minute policy for reservations needs reconsideration. This is especially true right now as we are looking at boats for the islands being delayed frequently by well over an hour behind the scheduled departure. This means that reservation holders are required to wait in excess of 90 minutes, even though it is frequently known well in advance that the ferry is late, and exactly (or very close) how late the ferry will be. A much more appropriate policy would be to make the cutoff 30 minutes prior to the ferry arrival at the dock. This provides sufficient time for loading and does not unnecessarily burden the ferry rider due to ferry performance issues. The carbon-neutral requirement appears to only be considering the burning of fossil fuels in the ferries, and not the total carbon footprint for the various power options. Additionally, this power review, if considering batteries, needs to consider the costs and availability of the materials required for energy storage for the lifetime of the boat. While technology can enhance certain features, it is also very capable of impeding activities related to loading and unloading so do not use technology, just because it is available. Make sure to run a real cost benefit analysis with pilot deployments prior to fully embracing new technology.
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<p>Anacortes/ San Juan Islands <i>(continued)</i></p>	<ul style="list-style-type: none"> • Ferries are not just a convenience on the San Juan Islands route. There is no alternative way of getting to appointments, conducting business or commuting to work from the mainland to the islands or vice versa. We have no state roads that be used as an 'alternative route'. • The past two summers have taken a toll on the economy of island communities that are entirely dependent on reliable ferry service. Reliable service is available on the Seattle routes and it's possible to be reliable in the San Juan's. Thanks so much for letting us have the time for thoughtful input into our WA State Transportation System. I look forward to more opportunities to participate in our transportation system. • Many of us who use the Anacortes-San Juan run wonder whatever happened to "first come-first served"? We have actually been the 5th car in line in Friday Harbor and instead of being the 5th off the boat, get shuffled off to the side areas and get off the boat at the very end of the unloading process. One thing that has helped decrease the old "wait in line forever", has been the reservations system...except when there is a last minute change in an islander's plans and they need off the island earlier. Then they must wait in line with those without reservations and hope they can get off. It's time for our Legislature to step up and improve "our state road"...the ferry system with new, energy efficient boats right now. • This survey was just short of a joke. Operations and management should be in the same category as labor. • I hope you will consider the BIG picture when making long term plans. We are all in this together for the long haul. • These suggestions are easy to implement and cost nothing to TRY. I fail to see any downside in seeing whether or not they might work, increasing efficiency, convenience and income.
<p>Fauntleroy/ Vashon/ Southworth</p>	<ul style="list-style-type: none"> • Been emailing back and forth with the Ferry Community Partnership members, and Adam Brockus' (FCP -Bremerton) point of view on the status of boat building in Washington I found to be insightful - thus, sharing: Vigor and the State Legislature had a chance to keep building Olympic-class Ferries at a rate of one every 24 months and replace all the Supers, Jumbos,, and Issaquah-class Vessels before just about all of them turned 60-years old and build them in Washington. Frank Nelson, Greg Beardsley, Rex Nelson and I made a very good spreadsheet on how it would be done. Vigor said that they could only reserve their Dry-dock and Shops if they were given word by the end of Session 2018. We told the State Legislators that. [The] Legislature did not respond. Vigor has now signed a multi-year contract to build Aluminum boats for the Army. Vigor no longer has the Dry-dock to build ferries in Washington (and Vigor is now owned by people in Oregon). Martinec has sworn never to work again with WSF. Dakota Creek refuses to conform to the States' Apprenticeship's Requirements. Nichols Brothers declared bankruptcy and can only build the superstructure. And the Governor has declared that the next boats will be hybrid. The State had a chance to keep it "Build it in Washington" but they chose not to act in time, and so now that can't happen before the boats turn 60 years old. I hate to use the cliché: "That ship has sailed" but the legislature didn't reserve the berth, didn't pay for the tickets, and didn't make it to the dock when they were told they had to. We can't "Build in Washington" before our boats must be decommissioned because of age. The good news is that we will now have a New House Transportation Chair and probably a new Senate Transportation Chair to begin the path of designing and building the next vessel-class to replace the 13 boats that will turn 60 before 2040. Per the Governor's Mandate, they will be Hybrid Vessels. So here's a few points to make. 1) Start immediately on research and design of the hybrid-class Vessel. At best,

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the first ones will come on-line no less than 10 years from now. 2) FULLY fund the maintenance of all remaining vessels, as they will all have to last those 10 years and beyond. 3) Prepare a funding mechanism to pay for the building of these 13 vessels and even beyond that. Funding can no longer be individually budgeted like before as Legislatures find gridlock. 3) Don't forget the Mid-Life Rehab of existing vessels like the Jumbo Mark IIs. They missed it for the Hayek and it's now the worst vessel in the fleet. 5) Also fully fund facility improvements to get the electrical power to the docks. Hybrid is not going to save anything if they don't get the Power Lines out to them. 6) By the way, ridership numbers are increasing. Plan for bigger docks, bigger boats, and more busses to the boats for each and every route. On the other hand, Ferries pay for 74% of their operations through maintenance (unlike 15% for busses), and the Washington boat builders are now fully employed. "Build in Washington" is now moot and I personally would not even mention it. We should act now on the building of new boats before the old ones grow inoperative and we are caught in a crisis much worse than when we had to take 4 Steel Electrics out in 2007.

- Run vehicle handling and ticketing reforms by terminal staff. Ask for their suggestions and take them seriously. Cut back on planners in administration building. Terminals are the least important part of the system. All people really want in a terminal is shelter and even that can be optional. People are concerned about getting to where they are going and are not interested in fancy terminals. Look at the Vashon PO boat!
- As a Vashon rider not able to get on the boat from Vashon during the day often I would appreciate cars being counted in SW and leaving space for allocated Vashon cars.
- WSF needs to project a vision of the Fautleroy terminal in terms of capability to properly service current and future boats. The dock was originally sized to easily service the Evergreen and Steel Electric class boats. The arrival of the Issaquah class boats demonstrated over 20 years ago the dock is too small and requires a lot of human intervention to fully load the boats. Dwell time is important, but has been demonstrated to not be the root cause of failure to fully load the boats as seen when the route is on a two boat schedule. In spite of hemorrhaging with daily failures to fully load boats, WSF has not said a word about how to properly set up the right facilities at the Fautleroy terminal. There is a long line of excuses and inaction hiding behind excuse emails. WSF is critical of the public talking to the lawmakers in Olympia about the issues at Fautleroy, but also fails miserably at accurately representing the issues and any viable solutions. WSF does not listen to the FAC's and has demonstrated they only serve themselves, not the customers. A viable dock would hold up to 200 vehicles (make it longer and wider), have two boat slips, and a dedicated lane on Fautleroy Way. Figure it out WSG. Whatever happened to "just do it"?
- Thank you for your time and effort in putting this open house event on in our community.
- As our region grows the ferries need to keep up the pace. Southworth needs more ferry capacity. There are times when the boat leaves behind cars at Southworth because there are cars waiting at Vashon.
- I actually really love the ferries I always have, I wish they were a viable form of transit for myself, my family and my neighbors ... and though I live about three miles from the nearest terminal (Southworth) I use the system perhaps twice a year. Please don't just do another planning exercise that regurgitates census data and economic projections, extrapolating projected ridership. Focus on who could be using the system, but aren't and why not and then build that into the plan. Get people off the roadways and into mass transit .

**Fauntleroy/
Vashon/
Southworth**
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- Will getting fares back to a reasonable level, especially for walk on passengers, ever be in the cards for WSDOT? It seems as if there are many environmental goals in place, but none would be more effective than encouraging more people to fill seats on the boats inside spaces on the car deck. It currently costs \$11.10 to walk on a ferry and catch the bus both ways from Fauntleroy, on \$12.00 for a short car and driver. For only saving 90 cents a day, of course I will drive. ORCA transfers must be accepted, along with monthly Puget Pass transit passes, if WSDOT ever wants to encourage more walk-on ferry users.
- Fauntleroy to Vashon and Southworth. This is a huge issue for island and peninsula residents as well as those who live near the dock and must use Fauntleroy to access communities to the south.
Issue #1: Congestion on Fauntleroy along the park. Remove all parking between 1:00 PM and 7:00 PM weekdays. Ferry cars must move around parked cars which causes long traffic backups on Fauntleroy with no alternative route. I have seen accidents and a few fights because of this easily remedied situation.
Issue #2: Lack of dock capacity and ferries leaving the dock only partially full when the back up is over a mile long. Ferries are part of the state highway system. When the state wants to improve the highways it uses eminent domain to purchase needed property. Purchase five homes to the north of the ferry dock so that you can increase dock capacity by 300 to 400%. This is the best solution as you can construct the added space without impacting ferry service. You can build over the drainage line. The sewage pump station does not need to be impacted. You would have the ability to add another slip if needed in the future. You do not need to go through significant environmental issues associated with the small stream to the south.
While a few home owners will be upset but handsomely rewarded financial, thousands of Fauntleroy, Vashon and Southworth residents will be delight not mentioning thousands of tourists.
This is a highway. Please consider it as such.
- Simple solution to the long lines and slow loading and un-filled boats from Fauntleroy. These boats can leave full and on-time. Eliminate the drive-through window toll-both and require that all of us have pre-paid tickets before we board. All you need are scanners to scan our tickets or re-direct us out of the line to go buy our tickets in advance and return to the line. We can buy and print them online, or we can go to an outlet such as the West Seattle Thriftway. You can pay Thriftway and others some of the proceeds, and they will benefit from more in store traffic that leads to more business for them. We must get rid of the drive-through booth completely. We must have tickets in hand to be scanned. The walk-on booth at Fauntleroy can remain open, and so can the kiosk in the waiting area.
- A number of viable solutions to the triangle route (Fauntleroy-Vashon-Southworth) have been proposed, but WSDOT has not completely addressed why these are not being implemented.
- Please fix Fauntleroy!
- I suggest that in lieu of a dock expansion at Fauntleroy, the upper parking lot at Lincoln Park should become the holding area for cars waiting for ferries. People using the park would park along the street with no restrictions. This plan could work with some creative thinking using cameras, remotely operated gates, and perhaps a toll booth in that lot. Do not let a few selfish residents on the east side of the street kill this idea.
- Better Orca card integration and the ability to add multi use passes to an orca card online would be helpful. The current fare system is rather confusing.

<p>Fauntleroy/ Vashon/ Southworth <i>(continued)</i></p>	<ul style="list-style-type: none"> • Hire pleasant smiling staff who remember we are the customer! • The Fauntleroy-Vashon-Southworth route consistently gets the oldest boats that fail more frequently than boats on other routes, seem to have deck crews that are new and/or being trained and don't know what they are doing, deck crews that all use different hand signals, and differently crews load and unload the boats differently. These should be standardized! This has been a complaint by many people for years but has never been addressed. I do not support reservations or changing fares based on the departure times for the Fauntleroy-Vashon-Southworth routes. This is mostly a commuter route, not a tourist route, and changing the fares for different times of day to even-out loading by reducing peak traffic only penalizes people who do not have flexible work hours. The way to achieve this is by partnering with major employers, not forcing on the employees. There is no place in any Washington State Agency for discrimination, be it race, age, sex/orientation, income, or working hours! • * Reduce # of sailings on Fauntleroy ferries to immediately eliminate [idcinc] boats * Create immediate for non-vehicle traffic *Create immediate dis-incentives for vehicle traffic. *Long-term consolidate all terminal operations downtown, utilize terminal 5 which has no hope of even being commercially viable. Provide, light rail & bus access & bike trail access. • Traffic mitigation. • No ferry terminal expansion. • Greening the Fleet: what about greening our behavior as riders? If more of us switch to buses, electric-assist bikes, and car-pooling, it will keep the lines shorter, and parking will be less of an issue as well. How can WSF encourage that? High prices for gasoline-powered passenger cars - they should pay the most, per weight or per volume. Much lower rates for walk-ons and bicycles. I support this part of the plan: Implement incentives or pricing strategies to encourage walk-on, carpool or non-peak period travel - if bicycles are added. No automated vessel mooring. We are losing too many good paying jobs to automation the way it is. I ride my bike to the Vashon terminal, and would love to leave it there for more than 24 hours, so I can go somewhere for the weekend. Need bike lockers! Partnerships - YES! Add car sharing facilities at ferry terminals. Partner with local transit agencies to improve transit connections. • I love the ferries and when I can catch them it keeps me from having to be involved in the 15 commute. • If not able to provide larger Ferries maybe consider more Ferries per port. • On a positive note, I'd like to commend the current group for coming up with some clever loading policies to temporarily reduce strain in peak hours. Having officers direct traffic up Fauntleroy to pull Vashon traffic out of line to fill boats is a great move. • Just would love not waiting an hour or more for a ferry. Something needs to change when you spend more time waiting for a ferry to Southworth than it takes you to get there. This is not unusual this is the norm. Heavy traffic really everyday then adjust. • Vashon needs to have 2/3 of the spaces on the ferry that is shared with Southworth. And that includes the weekends. So many times the ferry is mostly filled on weekends when it arrives on Vashon leaving few spaces for us. • I often observe ferry workers moving at a snail's pace and spending a fare amount of time socializing when they could be more focused on facilitating faster and safer loading/unloading, painting and cleaning the boats during sailings. Otherwise, cut the number of workers to help lower the cost for commuters.
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**Fauntleroy/
Vashon/
Southworth
(continued)**

- Give Southworth bigger share of sailings times.
- Why is there no current capacity adjustments planned for Fauntleroy terminal?
- - The concepts are nice to update terminals to meet the growing needs. But with limited space at each terminal, how can one plan for proper growth and meet the needs of the riders?
 - Adjusting the schedule will impact many commuters, how will it ease or r
- WSDOT needs to understand West Seattle residential neighborhoods have become fed up with how this service is being delivered and the burden (both transportation and noise) you have placed on us. You didn't even bother to contact neighborhoods located just a couple blocks away from the dock regarding this long range planning process. (A friend forwarded info to us.)
- With the infrastructure improvements in Tacoma, right off the ferry, it would be nice to have a few departures later in the evening to be able to accommodate jobs and later use of the restaurants, park, movies etc.
- See above. It's nuts putting larger ferries on the routes with not enough capacity on the dock to fill them.
- Food for thought: Why is it that as a pre-ticketed passenger one must wait in line behind people making transactions instead of boarding? If one has a paid for ticket they should board while others are purchasing their ticket.
- Prices in the galley are out of control!
- Failure is political. Good performance is not. Handle the job at hand, good people!
- PLEASE don't subject the Vashon and Southworth runs to the horrible bottlenecks experienced last summer at the ticket booths. Go back to hand scanners if necessary or paper ticketing, but do something to prevent the enormous backups experienced last summer.
- Hire more repair people so ferries aren't out of service as long. Thank you for all you do!
- In my opinion traffic flow would be improved if ticket sales were reversed. Free travel to Vashon, Southworth and Tahlequah, paid travel to leave those locations. It would reduce bottleneck sales to 1/3 at Fauntleroy and improve traffic flow.
- Why do we have to pay per person when we already pay for a car? This is hard for families with kids. It can cost 15-25 dollars every time you go off island.
- When will a new dock at Fauntleroy be built? Why is it not in the plan NOW?
- Could federal or state taxes offset more of cost of ridership- seems riders pay larger proportion of operating fees than drivers on highways etc.
- I would like to see a bigger boat assigned to the 6:40 Southworth-Fauntleroy run. It's a limited load for Southworth so why not have a bigger boat to accommodate more Southworth riders? I have to get to the terminal at 6:00 just after the other ferry leaves to ensure I get on the 6:40.
- The ferries are supposed to be convenient for the people riding them, not inconvenient. The ferries are a huge part of Washington State - Seattle transportation.

<p>Mukilteo/Clinton</p>	<ul style="list-style-type: none"> • Find a way to track lost ridership - on Clinton/Mukilteo - many give up rather than wait. Your projections don't consider tourist/vacation travel adequately. Prioritize local/island residents who depend on ferry for errands/shopping/services/etc. Tourists should get less immediate access. • Population projections do not consider the # people who visit + have 2nd homes on WI. In South Whidbey 28% of dwelling units are 'vacant' so are 2nd homes. The state average is approx. 9%. This should be factored into the projections + allocations. WSF should be at the table at the Port Mukilteo + Tribes discussing parking in Mukilteo. Having good parking and reliable public transit connections will change the nature of ferry travel. • The "new schedule" for Mukilteo - Clinton is not working. • First boat from Clinton should be Tokitae sized for weekday commute. Vehicles are routinely left @ dock. 2nd boat tends to not be filled & can be smaller size. • Please continue to allow motorcycle to "cut" line during peak ridership. I live on WI & ride a motorcycle during spring/summer. If I could not do that, I would sell my house. Consider priority boarding lanes for residents of WI. Not just people who have summer homes. • If I could have a wish, it would be to build a floating bridge & do away with the ferry between Clinton and Mukilteo • Open houses should have been better tailored to Whidbey-Mukilteo Route. Info about new Mukilteo terminal etc. Timeline for Kittitas replacement with Samish or other large capacity boats. • The attempt to go "green" is very much appreciated. Also appreciated is the current accelerated service for medical transportation. • Thank you for putting this detailed presentation together for all of us that are affected. It is very helpful. • Many ferries in the fleet are already diesel-electric (just like trains) and it seems like it would be incredibly easy to add batteries to these systems to increase their efficiency. Additionally, we don't have many long ferry runs (basically only the San Juan's), so plugging in the ferries to charge or using induction charging from the docks might help to reduce fuel requirements. The system needs to "retire" some ferries (like the Hayek) in name only, and keep them in reserve until such time as we have at least one additional boat we can use, year-round, that will not cause massive traffic disruptions to any route. The Chetzemoka should also be outfitted with a variable-pitch propeller, so it can actually be useful elsewhere in the system. We also need to talk about ensuring that the ferries have some personality and are not just utilitarian devices. Some people spend an inordinate amount of time onboard, and deserve to have a place that feels like home. • We are quite concerned about the retiring skilled ferry staff and captains. What is the plan to actively recruit and train journeymen ferry crew and our future captains? It sure won't do any good to build those better boats if you didn't invest the time, money and energy to create new workers -- which is what you should be doing right now. • Clinton - Mukilteo usage forecast seems to predict no growth. Currently the route usage is limited by lack of reliable schedule and ability to wait for hours to ride. Sizing the future based upon no growth when significant capacity improvements are way overdue creates a self-fulfilling prophesy. Adjusting planned completion dates to accept previous failures to complete on time covers the failures. New Mukilteo terminal had been planned to open in 2019 as of the beginning of 2018. Now this plan says 2020.
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<p>Mukilteo/Clinton (continued)</p>	<p>Improvements to ferry loading would greatly improve capacity & schedule performance. Shore & ship crews both lack consistent processes and neither ensures available space is used (except first vehicle & last vehicles). Docking automation needs to be provided & ability to hold the boat in place without running the props would save fuel & decrease pollution.</p> <ul style="list-style-type: none"> • Build a small marina with daily slip rentals, and a kayak dock, plus the boat ramps. • Yeah I got two questions: <ol style="list-style-type: none"> 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. • I like the idea of adding electric or hybrid systems to newer ferry power options. I am surprised that Mukilteo-Clinton ferry increase is purported to be of such a small amount - seems to be busier every year from my vantage point! • Reduction of the Clinton-Mukilteo fare, which I believe is the highest per-capita per-mile rate in the whole ferry system. Fares should be relatively equalized, so all passengers pay the same per-capita rate. Sell discount tickets in bulk, e.g., buy 10 trips at once with no expiration date. Relocate and add some ferry cams, so parking lot are fully visible. E.g., the ferry booth structure in Clinton blocks the view of large stretches of the lanes. • DOT should charge more tolls on the highways, so ferry riders don't have to carry a disproportionate share of the transportation construction and maintenance costs of the overall system. • As a Langley resident, it's impossible to come and go from Whidbey Island on busy holiday or summer weekends. Typical wait times of 2-3 hours make it unrealistic to travel off island. Further, normal weekday morning wait times have also increased beyond what might be considered appropriate. On a typical Tuesday or Wednesday, when people schedule off-island medical and business trips (because Fridays and Mondays are too busy with the weekenders) we often find wait times exceeding one hour for a 9 or 10 am crossing. This is really not appropriate. We hope something can be done to increase capacity. • What happened to the law the legislature passed probably 20+ years ago, which specifies that Island County must stop issuing building permits if ferry wait times become excessive? • I took your survey. I'm sorry, but I don't believe it will provide much useful information to you. Some of the questions (e.g., how much of the budget should be applied to maintenance?) are totally out of the realm of what a normal person could answer. I hope you didn't pay too much for the survey and I hope you don't put too much stock in the results. • After maybe 50 years as a Whidbey ferry rider, I have become bitter and angry. The ferry system is inefficient, expensive and cars not a what for concerns of riders. - Parking in Mukilteo, - inefficient ticketing resulting in huge gas usage by stalled/ waiting vehicles in lines, -miserable passenger loading through rat maze in Mukilteo, - terrible traffic issues in Clinton as a result of failure to calm traffic from ferry by WSF. As a result our family (kids, grandkids) brave a long wait coming to visit the family farm--1+ hour from Seattle; 1 1/2 + hour wait at Mukilteo- and with small children it is very difficult. No place to park, no mass transit that works from Seattle- so we are selling our house and moving. I am bitter. • Need to train and hire more people so call-in's do not disrupt service.
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<p>Mukilteo/Clinton <i>(continued)</i></p>	<ul style="list-style-type: none"> • Please do focus on seismic security and disaster preparedness in the Long Range Plan. Especially for Whidbey and other islands, this is our only way on or off the island in an emergency. We need boats available, too. I've heard that the boats will be diverted to other uses. Just don't forget us! • I think the ridership growth projections for Clinton-Mukilteo are way too low. The Navy is planning a huge influx of people, the tourists just keep coming, and Seattle prices are too high. So people come! I like the idea of incorporating car sharing options at terminals. I would use that for going to Seattle or elsewhere. If we had it on the Clinton side, tourists could use it too, IF there is sufficient overnight parking in Mukilteo. We need that parking ability! Do work with other transit agencies to preserve schedule awareness to make connections. I finally am using ferry and transit to get to and from the airport. Fantastic! I don't go at commuter times, though, so the 113-512-417 buses are very important to me. Service to the new Paine Field airport will be very important starting this fall, too. Again, not just at 8-5 commuter times. • This was a good overview and I feel that most things have been carefully thought through. • I live in South Whidbey. I depend on the boats. I would love more options to use them without my car. In particular, I'd like to see better 24/7 access to trains from the Mukilteo station. Anytime I don't take my car on the boat there is room for someone else. • Train the crew to load and unload the vessel always in the same pattern. It is frustrating to board as one of the first and get off the vessel as one of the last. Seeing cars who came in at the last minute, leave the vessel first. • More options for travel into city for walk on passengers. • I can only speak about the Pt. Townsend and Mukilteo ferries. Perhaps a third outlet off of Whidbey Island would help, let's say from Greenbank to Camano Island, therefore boosting both economies, and allowing traffic to flow southward towards Everett to ease tension on the Mukilteo ferry. This would be half way between Burlington and Everett, which will help out Deception Pass Bridge (less traffic). Perhaps Oak Harbor to Camano. I know I would definitely take that line. For Pt. Townsend, I think doubling up on the ferries might help (one every 1/2 hour), or add another ferry route off the island southward, but I am sure it costs a lot to build a new ferry terminal.
<p>Seattle/ Bainbridge Island</p>	<ul style="list-style-type: none"> • Better [efficiency] when something needs to be fixed and/or upgrade in the galley when it is the responsibility of the state • From Hadley, Contact about attending a meeting in September • Make sure the terminals have healthy food and dining options particularly on the Seattle side since walk-on people often have to wait for extended periods of time and can't leave easily. Perhaps add a kids sitting and play area in the new Colman terminal since residents might have to wait for a while. Thanks much for this excellent information! Great presentation of the information. Well done. • There used to be two Seattle bus lines that operated from in front of the ferry terminal (Colman Dock). These were removed several years ago and the service has not been as convenient nor integrated with the ferries as in the past. When all of the work is done (viaduct, new terminal, Alaskan Way), I hope the buses can be returned to the front of the ferry terminal. That was real integrated transportation!

<p>Seattle/ Bainbridge Island <i>(continued)</i></p>	<ul style="list-style-type: none"> • I have ridden the ferry from Bainbridge to Seattle for 19 years and for the most part appreciate the experience. The ferry staff and management do a very good job getting us to and fro. • Remove the ability of walk-on passengers to cut in line at the Bainbridge terminal by walking around the outside and up the ramp. • Some ferry employees at Colman Dock are very rude and unhelpful. Maybe this is the culture of the organization but after a long day - usually 12 hours with the commute included - it's just another frustration to try and not react to while trying to get on the ferry and get home. • Convert the Kwa-di-Tabil class wasted space between the vehicle deck and the passenger deck into car lanes.
<p>Seattle/ Bremerton</p>	<ul style="list-style-type: none"> • Think outside the box. Experiment with allowing a private "mosquito fleet" to move people when WSF can't serve them. Think "Uber Ferry" • Overall, I like the ferry, but it has been very unreliable on the Bremerton route in the last year - boats break, run at half power or smaller boats are subbed in and the communication about that has not been good enough. I have even been on boats that were turned back to port. It's very frustrating. We rely on the ferry to keep our jobs. Our community needs the ferry to thrive. And frankly, Seattle and the region need the housing in Kitsap. Ferries should be a much bigger priority of WSDOT. The technology needed is in the engine room. Not an app. We don't need faster ticketing when the boats are too old to make the trip. • When an old ferry is deactivated it could be commissioned as a floating refuge for lower income and others having a hard time in life and allow fishing off the docks and deck. • The Bremerton run has been a problem for the system since I can remember, back to the days of the Kalakala. It is long and ridership is relatively low. Now there is competing service from an unreliable fast ferry that is supported entirely by taxes. In 1967, the HYAK class ferries provided hourly service between Bremerton and Seattle that lasted all day long. For a number of reasons (vibration, bad propulsion motor design, blunt stern frames, and loss of subsidy) the ferries had to slow down. The important lesson from this experiment was that frequent, reliable service is more important than occasional, really fast service. To that end, WSF should consider changing the structure of the Bremerton run to have more, smaller ferries that can supplant the Kitsap Transit fast ferry and provide all-day frequent service at 50 minute intervals. Consider using two 72 car ferries instead of one 144 car ferry on the run. Terminal time can be cut in half because of fewer cars. If the ferries are as long, or longer, than the HYAK, they will not need upper car decks and the crew that goes with them. With length there is less wash and less power required to make speed. Consider also not carrying vehicles over 10 feet tall on the 72 car ferries; is there much truck traffic on the Bremerton run with the Narrows Bridge so close? Continue to have one 144 car ferry on the run, operating at a lower speed, to carry trucks and tall vehicles. • In the interim, would you please put the darn repeaters on the ferries so we can use our Wi-Fi and do our work? I understand people have written in, but nobody seems to care? The option is to start a campaign through our representatives and regulatory bodies - that seems extreme to have to do something as common sense as this? If you really care, which is in question by most of your regular riders at this point, you would do something about it so we can use our hotspots and do our work. Again.... forget the stupid sun decks and give us Wi-Fi and better seating to use it.

<p>Seattle/ Bremerton <i>(continued)</i></p>	<ul style="list-style-type: none"> • I would like to see adequate parking for ferry passengers who live in Bremerton and travel to Seattle aboard the Seattle-to-Bremerton run. Eventually I will be moving to Bremerton to buy a home. I currently live in Seattle. • Rework the fare system. If the ferries were passenger only, the ships could be much smaller, faster, and more efficient (e.g. the Kitsap fast ferry). Despite that, it costs about the same to bring a car on board as it does to bring a friend (\$16.70 for two people, \$18.70 for a car and driver). Drivers also have an outsized portion of the terminal space dedicated to them, and are diminishing the potential for the new Seattle waterfront to be a people-centered place by having two lanes on the new Alaskan Way for ferry queuing. It's time to put the actual costs of driving onto drivers instead of having everyone else subsidize them! • Better boats for Bremerton. Bremerton needs expanded food service. How is it that an hour long route has less options than the Bainbridge ferry? • Stop worrying so much about environmental impacts and focus more on quality and speed of service please. DO NOT lower ferry speed to keep them quieter. Going slower to not disturb orcas is stupid. Improve engines if need be but don't go slower. Build a tunnel under the Sound. Other countries have longer, deeper tunnels in more seismically active areas. Why are we stuck in the stone age with only ferries? • The ferry has been an excellent and invaluable service, allowing my wife and I to move to the peninsula and buy a house. Thanks to WSDOT, we're out of Seattle's vicious rent market. I would like to see a broader and more aggressive campaign to increase the total number of ferries running at any given moment, as well as an accompanying public relations campaign to draw more young families out of Seattle in into the peninsula. With WSDOT's help, Seattle's housing crisis could be an opportunity for peninsula communities to grow. • Find a more efficient system to load passengers on to the boat. Funneling passengers down into a narrow section so that someone can manually count the number of people is not an acceptable process when technologies exist that could easily automate this. • The survey questions were good, but it is also a little challenging to answer for all ferry routes I take. For example, I think the heavy daily commuter routes like Bremerton and Seattle should be more optimized for walk on passengers from a vessel design perspective. However, a vessel serving the San Juan Islands probably needs to be more optimized for vehicles. For me, the "percentage of vessel" allotment question in the survey would be different for those two scenarios. From a vessel planning perspective, it would be nice to see annual passengers per sailing, rather than passengers total per route. Bainbridge Island has many more sailings than Bremerton; so it would be interesting to see how full each vessel is on average. It is a tough balancing act, I know. • How can we depend on the gridlocked legislature to pay attention to building bigger boats. A directed fund should be made just for building new and bigger boats. Also increased transparency with WSF Management. You guys keep doing things that screw up the system and there's no warning or even an explanation. What about Fautleroy? The people helped make up a plan and WSF ditched it before it was even tried. The person who decided that should be identified and removed from office! • The work the wartsila has been doing with wireless charging and automation of docking and mooring is very impressive. Has there been any attempt to see if future Washington State ferries could be used as test beds to help integrate this technology into the US merchant marine fleet? • Thanks for the opportunity to review and comment!
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<p>Port Townsend/ Coupeville</p>	<ul style="list-style-type: none"> • Getting cars off the road is the goal. Incentives like discounted fares and healthcare discounts for bikes, pedestrians, ride share etc. The money saved from road maintenance can go to rebuilding the great ferry highway system that we once had years ago. • Funding: I wish to integrate with another company in town. They are at work on a larger scale; 200pass. Mine's 69. • Better parking on Mukilteo side encourages walk-ons • Larger waiting area for the Coupeville terminal, more capacity for the Port Townsend-Coupeville run. • Please investigate a Seattle-Port Townsend route. This is a major market and, without a personal vehicle, a nearly impossible trip to take. Consider running this as a summer route only and building out from there. • Run more ferries to British Columbia from the islands/Anacortes or adjust the schedule to be useful for a Friday-Sunday trip. Mid-day trips are not useful for most travelers.
<p>Edmonds/ Kingston</p>	<ul style="list-style-type: none"> • 1) Federal Highways Administration funds-- There is no mention of WSF receiving funding from FHWA. Why not? As part of the state highway system, seems like WSF routes (ferries) would receive some of this funding. Doesn't the aging ferry system qualify for funding under the President's infrastructure redevelopment plans? • 2) There are obviously multiple competing priorities when it comes to funding the ferry system-- maintenance, new ferries, terminals, safety, admin, fuel, etc... As a former emergency manager, I wonder how security (terrorism) and disaster retrofit work into these priorities. For the terminals and docks-- if there were a significant seismic event, the ferry system would become crucial in supporting access routes to/from peninsulas and islands when other main arterials may be inaccessible. Have the aging terminals and docks been retrofitted to account for seismic events? Does WSF work with FEMA's Mitigation program to seek funds for this or would this come through FHWA, as WSF/DOT should be under the federal highways program? • 3) WSF work with the Legislature to develop a creative taxing strategy. Example: this may be a bit off-base, but there is a current issue in Western Washington-- and has also adversely impacted BC-- where Chinese residents are coming in an buying up real estate, yet not residing in homes. This has driven up real estate costs without enhancing the community fabric of our neighborhoods (vacant houses with no families). Why doesn't the Legislature work on identifying vacant properties and institute a tax for such homes that are purchased and left vacant? These funds could be distributed to various programs, including WSF. • Yes, we take the Bainbridge and Edmonds route twice a month and often rely on it for dinner. I would like you to bring back the romaine, onions and pickles that have always made the burger fell fairly substantial. The burgers are pitiful without them and expensive. Please bring back the fresh items for patrons who rely on you for dinner. Thank you. • I would have liked a discussion rather than a survey. It feels so exclusive. I feel we needed a more robust discussion, rather than looking at billboards that don't really carry much weight. It's a complicated process. The 3billboards are pretty, but I think what the public cares about isn't even being addressed on there. I thought we'd have talks about schedules, fares, and how traffic flows in and off the dock. This process keeps us all locked up in our heads and collectively I think the public feels more heard when we can have group discussions.

<p>Edmonds/ Kingston <i>(continued)</i></p>	<ul style="list-style-type: none"> • What is WSF doing to ensure that new Ferries built today will last 60 years? In terms of procurement, ship yard selection, condition-based maintenance, cybersecurity, etc. • Improve comfort and service on ships and in terminals; learn from BC ferry system. • The survey is a waste of time. How can you possibly allocate space between vehicles and pedestrians; they occupy different space? Could you put cars or the passenger deck or add additional walk-ons on the car deck? How many fewer runs to save fuel - get rid of all ferries and save all the fuel. The mission is to move passengers. Saving fuel is great but at what cost? Driving around (from Kingston) vs taking the ferry depends on whether I'm going to Everett or the airport - there is no proper answer. With all the possible starting and ending points there is no way to (changing the schedule). What is important to me is arriving on time so I can catch land transportation; leaving on time doesn't matter as long as the ferry doesn't leave early. Finally, how can anyone allocate funds between functions without knowing various parameters; it's like asking which gear in a clock would you most be willing to remove. It is a system and needs to be analyzed a such, not as a bunch of independent parts. As a retired data/management analyst this survey looks to me like something from which to cherry pick statistics in order to do whatever you want. • Why is it that the Edmonds/Kingston route always loses their "big boat" when a Bainbridge boat has to be serviced? I guess my perspective is that all routes basically should be "sharing the pain" where maintenance is concerned. While I realize Bainbridge has a lot of walk-on customers, I'd like to see stats on how the number of cars between the two routes compares.
<p>Other online comments</p>	<ul style="list-style-type: none"> • Ferry names should reflect the entire state --its been decades since a ferry was named after tribal references found east of the mountains. Half of Seattle's power is generated in Pend Oreille County, WA, home of the Kalispel Tribe of Indians-- shouldn't this impoverished part of the state, located in the Selkie/Kootenai Rockies be reflected in the states ferry fleet? • Thanks for the opportunity to spout off! • Thanks for seeking our input! • Thank you! • Thank you for putting the plan into a digestible format for ferry riders. Much appreciated. • I think the plan is considering the appropriate issues and problems that will be faced by WSF. • This is the WSF goes out of business long term plan. Ferries can't be carbon free. Ferries need replacement. It's cheaper to replace a ferry than to do huge remodel jobs like replace the entire mechanical system. The Fauntleroy dock is a problem that must be addressed. You received an executive order from the Governor that in effect puts you out of business. You'll have to soon start shutting down routes starting with the Sidney route. It's a job though for all of you till it ends. Luckily our public transit systems are not subject to our Governor's executive orders. • Please make sure Metro Parks Tacoma is included in any open house invitations, etc. as I am the Regional Parks Manager for the District and oversee Point Defiance Park and Ruston Way waterfront parks. • Thank you for putting this detailed presentation together for all of us that are affected. It is very helpful.

<p>Other online comments (continued)</p>	<ul style="list-style-type: none"> • Standardize ferries so ferries can serve all routes (or get close to this). Would it help in multiple ways? Lower production cost, ferry downtime, maintenance, etc.? Alan Mullaly did this with Ford to turn around the fledgling company, as detailed in the book 'American Icon'. • Educating new riders about ferry etiquette somehow would be nice. They need to know to tuck in tightly, turn off headlights, and get back to their cars in a timely fashion. • Technology is making it harder to keep ferries for 60 years. For example, today's complex propulsion control systems become unsupported after about 10 years and replacing them is expensive with installation taking a ferry out of service for a long time. When things were simpler (more mechanical with fewer computer based systems) it was easier to keep things running over time. That is not the case any longer. A 60 year lifespan is not realistic. If we need up to 13 ferries in the next 22 years, WSF will have to build a new ferry every 2 years from now until 2040. The shipyards are not as proficient today and as a result, it takes longer and costs more to get things done. To compound the problem, one of the best shipyards in Puget Sound is limited to contracts of less than \$3 million due to RCW 39.04.320(1)(b)(iv). On 7/1/2020 this drops to \$2 million. Most preservation contracts are in excess of \$2 million which will eliminate this shipyard and reduce competition. This artificial limit needs to be removed or at least increased. The technology for all electric ferries is in the infancy stage. All electric ferries for short routes like Pt. Defiance/Tahlequah or Clinton/Mukilteo are possible now (check out the AMPERE which operates in Norway) but for the longer routes, the shore side charging technology still isn't there yet. • We're always about 30 years behind in instituting what we actually need for the city to function-thus the gridlock on the roads, the rising population of homeless and severe lack of affordable housing OR ability to deal with them (Finland has it mastered as do other cities where they house first) the racial insensitivity in the police department... • I don't believe improving the amenities on the ferry needs to be a priority. If the bathrooms are operable and there's clean water to drink then more amenities aren't as necessary as improving the function of the ferries as reliable transportation. • The last question in the survey is a ridiculous question to ask the average customer. We don't know the costs of operating this transportation service. ***it would be AWESOME IF YOU COULD HAVE FERRY ALERTS ONLY GO TO SPECIFIC RUNS CHOSEN BY CUSTOMER**** way to many emails for ferry alerts!!!! • If you switch to all electric are you putting those wires in at the Coleman dock (and other docks) so you don't have to do that later? • This type of comment form masks the true nature of customer attitudes and opinions. The WSF organization suffers from systemic incompetence. Most individual employees are acceptable, but in the aggregate, the org as a whole is really poorly performing. You might have the best record on safety, or that fake on-time departure stat, but from the outside looking in, it's fairly easy to see the way inertia, habit, and leadership have held WSF in stagnation for at least 20 years (probably longer.) Also, you have a customer relations problem. The fact that this comment will get read, filed, and then ignored is an extension of this problem. • 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
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<p>Other online comments (continued)</p>	<p>under camera system. Consider eliminating passenger fares at Edmonds/Kingston, Muklteo/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 walkons.</p> <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 Muklteo outages (only one slip 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.</p> <ul style="list-style-type: none"> • Please work hard on reducing carbon emissions through any means available - it may well be one of the most globally important things we can do. • I certainly don't envy you in developing this plan. As a resident of Kitsap County I have witnessed a large increase in growth, and hence ridership, over the last 10 years due, in my estimation, the influx of commuters moving to the County because they can no longer afford to live in the greater Seattle/King County region. Secondly, you seem to be facing a shortage of qualified workers/operators. Understandably as your current staff ages and you increase service you will need more people. At present it doesn't sound like they're lining up at the hiring door. I hope I'm wrong. Third, you will have to increase fares substantially in order to properly service your fleet and compensate your staff. I certainly do understand your situation. Unless you receive a substantial increase in State funding, which I don't foresee, riders will simply have to "suck it up" if they want the service. Good luck with the Plan. I sincerely hope you are successful. • Keep up the great work. Operating a system as large and technically challenging as WSF is no easy task. • I'm glad WSF is taking on this strategic planning. Boats are very large and very expensive and you can't just snap your fingers and make one appear when you need it. There is also a lot of support needed from the cities to keep terminals safe and usable. I also don't want the state to just throw money at WSF since those are tax dollars I paid and I want it spent wisely. Good luck and I look forward to seeing the plan. • Why are there no ferries south of Point Defiance? • Thank you for the opportunity to voice my ideas. • Why have you not created a 24/7 ferry schedule? • Tonight's meeting was a waste of time! There were no questions answered OR options presented! The ferry people were just standing there! • Reevaluating the 60 year life, compared to possibly a 50 year life span of a ferry appears to be a critical key in a cost-benefit analysis of increasing maintenance costs in the final 10 years of a ferry's life. As is already known, 60 years is the longest life projection of any fleet afloat. Naval craft and the BC ferry systems have much shorter life projections. But even more critical is the safety factor involved of having a major mechanical or hull failure occur when a ferry is loaded and enroute. It is a travesty that preventative and required maintenance has recently sidelined another vessel for
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Other online comments
(continued)

an estimated \$11 million dollar repair due to lack of maintenance. The current state of delays, is reminiscent of the pre-reservation days. When people had to arrive hours early and wait and hope to get a spot. Currently people with reservations still have to arrive at least 30 minutes before departure time to hold their reservation spot and yet have to wait an unknown amount of time (possibly 30-60 minutes, later as the day progresses) due to the current vessel status. I find it almost humorous when clicking on the “Copy notes into form” button, attempting to bring my notes forward into the comments form, NOTHING HAPPENS!

- Reservations are not necessarily a good thing. I would not expand this program. Very good idea to add solar panels and allow terminals to create their own power for the facilities. Overhead loading replacement at Colman’s Slip 3, I have heard that has been removed from the plan. I don’t believe this plank is very safe. I think removing it’s replacement to save money is a huge mistake. The fact that no catastrophic event has yet occurred, is NOT indicative of a lack of safety concern. That plank can easily slip off the dock side, potentially dumping passengers in to the water below. Though it is carefully watched, a failure could occur especially in high winds and rough seas. Slip 1 is so much safer.
- It would be nice to see an official WSF smartphone/ iPhone app to bring the ferry system into the 21st century to connect better with modern ferry riders and taxpayers. A new interactive & engaging WSF website would also engage educational interests and support from taxpayers as a whole. There are so many things an official app & redesigned website could bring to ferry riders; from interactive deck plans for the boats to route information & reservation options, there is so much an official app & updated/modernized website could offer to the ferry system.
- Another thing that I’d like to comment on is the idea of you coming up with a new payment system. First whatever happened to the “Wave & Go” system that was proposed so many years ago and the card readers that hung on the side of the ticket booths for so many years. It never was able to work so it was finally totally given up. Now you’re proposing that it might come back in a new format. The biggest fault with that is that you’re most likely going to hire the same people that you’ve hired to toll the 520 Bridge and now the new mess of a Highway 99 Tunnel at a huge monetary cost all of which will be covered by big increases in the cost of fares and all of it going to a company that really isn’t contributing anything at all to the ferry system’s actual operation and core mission moving autos, goods and people. Don’t do it.
- It seems like variable pricing to incentivize non - peak travel is a good idea as long as it’s not too punitive. Some people have no flexibility - especially many service jobs filled by low income workers. If they have no choice but to take a peak hour ferry, demand pricing shouldn’t be too high. Making multi-modal travel as easy as possible would help. It helps a lot that Kitsap Transit schedules their busses to meet the ferries (Jefferson Transit does not). But what about an app that seamlessly puts trips together - bus, ferry, Lyft, etc? Electrification excites me. Batteries could be charged in the early mornings, when demand/rates are lower. It would be a good match for wind power, using that power to recharge when other demand is lower. I also wonder if electric propulsion would be significantly quieter for the sake of whales. If hybrid, use electric motor drive and use sound isolated fuel engines to generate electricity to drive the motors.
- I very much appreciate the level of detail provided in this virtual open house and the fact that WSDOT made it available publicly and virtually. I am a relatively new rider on the ferry fleet, and I love the experience. I am excited to see how it is modernized over the next decades.

<p>Other online comments (continued)</p>	<ul style="list-style-type: none"> • I am excited to experience an all-electric ferry! The noise of diesel is bothersome, I can't imagine how hard it must be for the orcas and other marine life. • For Kingston- information on advisory radio (1610 AM) does not provide info on wait times, or options such as Bainbridge or Bremerton. Traffic cameras do not provide view of vehicles waiting between toll booth and Lindvog ave. Traffic waiting on shoulders of Hwy 104 need access to bathrooms and services. Fares should be same in both directions and should be payable with good-to-go system and automated license plate reading system. Speed of vehicle loading and density of cars should be improved. (Need more personnel on the auto deck to improve loading process. Passenger loading at Bainbridge and Seattle needs improvement. Suggest using both sides like Hong Kong. • For the most part I feel WSF is doing a very good job. The ferry system is much appreciated. Thank you! • At recent meeting in the San Juan's a WSDOT Ferry rep suggested residents travel on the red eyes or very late ferries. Obviously that person did not know we already do that but still cannot arrive at Anacortes or home on scheduled times. As a resident of the San Juans, it appears WSDOT is only interested in making money every the oldest fleet of tourism at the expense of residents. We have the oldest fleet in the system. Why not swap some of the ferries in Seattle area with some of our old boats? • Gradually raise car/truck prices enough to pay for reliable boats, and keep walk-ons/ bikes cheap. I say this as someone who lives in San Juan County and invariably drives my car onto the ferry. My assessment is that the service and personnel are good. The boats are in poor condition. I will pay what it costs for reliable boats.
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Part 2: Open house comments provided on post-it notes

<p>What are your biggest priorities as WSF plans to accommodate growing ridership?</p>	
<p>Anacortes/ San Juan Islands</p>	<ul style="list-style-type: none"> • Adequate parking to encourage walk-ons. • Early ferries & late ferries. • Amenities, food, water, aesthetics, to enjoy the trip. • Reserve boat for breakdowns and regular rotation maintenance. • Absolute need to keep 30/30/30 phased reservation system for local businesses and individuals with mainland appointments.
<p>Fauntleroy/ Vashon/ Southworth</p>	<ul style="list-style-type: none"> • Fund & build vessels before 50% of the fleet ages! • Passenger &/or vehicle access to downtown terminal from Vashon 7 days/week. • Stop paper receipts at Fauntleroy. • Good to go! No passenger fees if in a vehicle. Route Fauntleroy to Colman. Expand parking over Viaduct. • Be realistic. Stand up for real solutions. WSF are the experts - behave like you think so yourself. Make your solutions known,