

WSDOT Ferries Division PVA Report and WSF Action Plan

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How Did We Get Here?

- In March 2010, Gov. Gregoire asked the Passenger Vessel Association (PVA) to conduct a review of how well WSDOT implemented changes recommended by past system reviews and audits, and to make further recommendations for efficiency improvements.
- The PVA is the leading national organization for public and private ferry and other passenger-vessel agencies and businesses. A national expert review panel met six times this summer to review WSDOT's Ferries Division and complete a report.
- Passenger Vessel Association made 36 recommendations on many aspects of ferry operations.

Response to Recommendations

WSDOT will work to implement the majority of the recommendations, highlights include:

- Making vessel captains management's representative on the ferries.
- Improving accident- and injury-prevention measures.
- Improving ways to measure success in areas such as customer satisfaction, on-time performance, and cost efficiency.
- Ensuring that staffing on the vessels is appropriate for the number of passengers being carried.
- Imposing a system-wide, two-minute loading cut-off before sailings.
- Requiring staff to meet new customer-service standards.
- Right-sizing capital design and management.
- Dedicating a capital funding source.

Response to Recommendations

Some recommendations require further analysis, including:

- Changing from a state-run agency to a different type of governance. PVA Governance Report due Dec. 21.
- Changing vessel loading and unloading procedures.
- Using pricing or other strategies to manage demand, such as peak-period pricing or off-peak discounts.

Response to Recommendations

WSDOT does not concur with some recommendations, including:

- Reducing the staff hours of the engine-room crew. It is more cost-effective to have engine-room crews perform vessel maintenance and repairs during evening tie-ups than dispatching crews from WSDOT's Eagle Harbor Maintenance Facility to do that work or bringing the vessels to Eagle Harbor.
- Adding a second and third shift at Eagle Harbor to perform vessel maintenance and repairs. WSDOT has examined this option in the past and determined that it is not feasible given a) wide geographic distribution of the system and b) noise ordinances on Bainbridge Island (where Eagle Harbor is located).

Questions?

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