



**Washington State Ferries
Long Range Plan Technical Advisory Group Meeting #2
September 21, 2017
Century Square Building | 1501 4th Ave, Seattle
Alki Room
9:30am – 11:30am**

MEETING SUMMARY

Welcome

Ray Deardorf, Washington State Ferries (WSF) Senior Planning Manager, welcomed the group to the second WSF 2040 Long Range Plan Technical Advisory Group (TAG) meeting. Ray thanked the group for participating in the TAG and announced WSF is in the process of hiring a consultant to develop the Long Range Plan; a detailed work plan will be shared at the next TAG meeting.

Carmen Bendixen, Senior Transportation Planner and meeting facilitator, reviewed the meeting agenda and objectives, which included confirming roles and responsibilities, providing background data on WSF existing conditions, and evaluating WSF strengths, weaknesses, opportunities, and threats.

Roles and Responsibilities

Carmen reviewed roles and responsibilities for the TAG and the WSF project team. TAG members received a copy of the Policy, Executive, and Technical Advisory Group rosters in their packets. Based on feedback at the first advisory group meetings, WSF invited Washington State Department of Transportation (WSDOT) and King County Metro staff to participate in the TAG. The role of the TAG is to help ensure the plan uses the most up to date local, regional, and state data; review and provide feedback on draft plan elements; represent local perspectives; help disseminate plan updates and public involvement opportunities within local jurisdictions; collaboratively engage with TAG members; and assist in building and maintaining support for the plan.

The WSF project team will provide background materials, data, and public input; respond to questions and requests quickly and thoroughly; attend TAG meetings to answer questions and inform discussion; consider and address TAG input when developing the plan; and report back to TAG members on how the project team considered and addressed input in the final plan. TAG members provided the following comments on the rosters.

- David Forte, Kitsap County, noted that there seemed to be a lack of geographical representation on the Executive Advisory Group.
- Patricia Love, City of Mukilteo, requested more representatives on the Executive Advisory Group from each county.
- Richard Warren, WSDOT, and Jim Corenman, Ferry Advisory Committee, responded to the comments and expressed support for a smaller Executive Advisory Group. Richard confirmed WSF's approach is consistent with WSDOT's steering committee for similar long range plans.
- Benjamin Smith, SDOT, commented that WSF should consider future freight needs in plan development.

Existing Conditions

Ray Deardorf presented existing conditions of the ferry system, including the fleet and terminals, and reviewed 2013 origin and destination survey data.

The group provided the following feedback on the state of the terminals:

- Benjamin Smith, SDOT, encouraged WSF to work with jurisdictions near the terminals to plan for impacts to local roadways and infrastructure during a seismic event.
- Kris O'Brochta, Island Transit, added local agencies and individuals play an important role in emergency preparation.
- Patricia Love, City of Mukilteo, asked how the numeric magnitude of the 100 and 1000 year seismic events. TAG members explained that the storm events are calculated differently and cannot be translated to a numeric magnitude.

TAG members shared the following input on origin and destination survey results:

- Justin Leighton, Washington State Transit Association, asked about the details available in the origin and destination survey for non-motorized travel, and whether use of those modes was trending up over time or not.
- Graydon Newman, King County Metro, asked if the survey considered information related to trip times.
- Justin Leighton, Washington State Transit Association, encouraged WSF to evaluate ORCA data to better understand transfers and trip times.
- Chal Martin, City of Bremerton, observed that any reduction in ridership is a concern, and that the long range plan needs to address that emerging issue.

Strengths, Weaknesses, Opportunities, and Threats Exercise

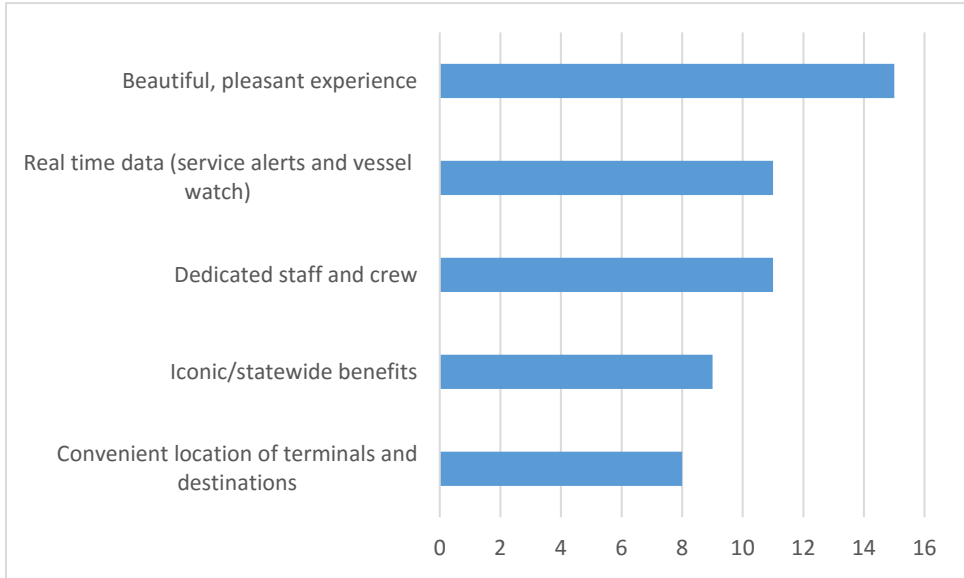
Stephanie Cirkovich, WSF Community Services and Planning Director, introduced the strengths, weaknesses, opportunities, and threats (SWOT) exercise. Stephanie explained the results of the SWOT analysis will help set the vision for the plan.

Laura LaBissoniere Miller, facilitator, provided instructions for the SWOT analysis and invited participants to complete an individual worksheet. Next, participants divided into small groups for focused discussions about each of the SWOT categories. Lastly, participants used dot stickers to rank their top five strengths, weaknesses, opportunities, and threats.

The following section summarizes the results of the SWOT analysis.



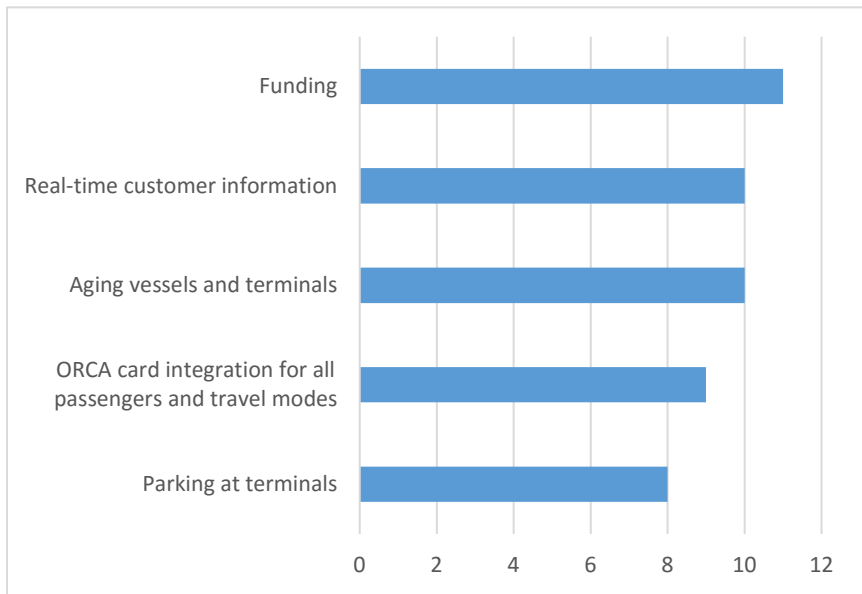
Strengths



TAG members indicated WSF's top five strengths are: offering a beautiful, pleasant experience; providing dedicated staff and crew; sharing real time data with service alerts and vessel watch features; providing an iconic service that attracts visitors to Washington state; and the convenient location of terminals and destinations.

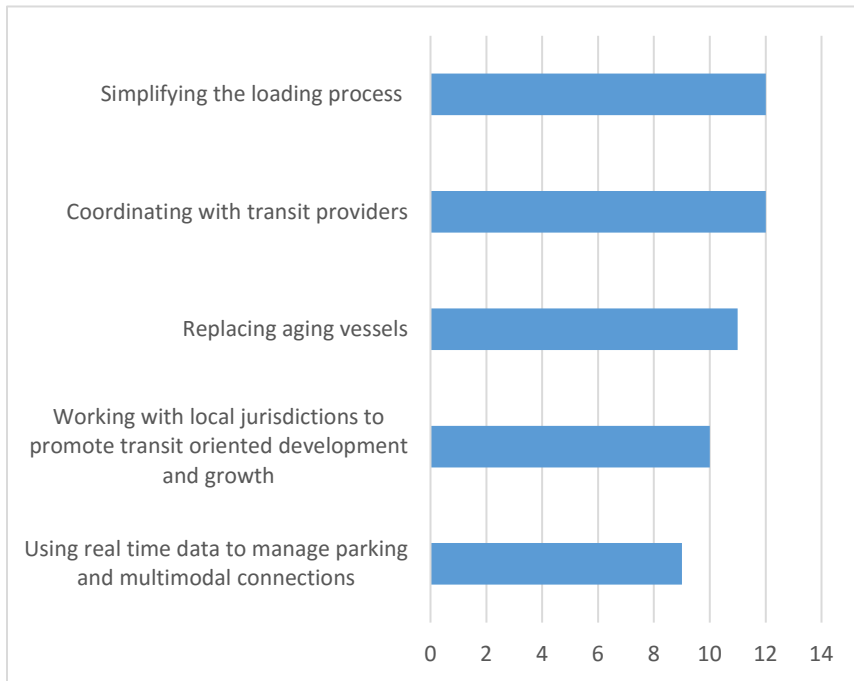
Other strengths included service reliability; fare collection and farebox recovery; the reservation system; multimodal options for walk-on passengers; avoiding increased road congestion; and providing seven new vessels.

Weaknesses



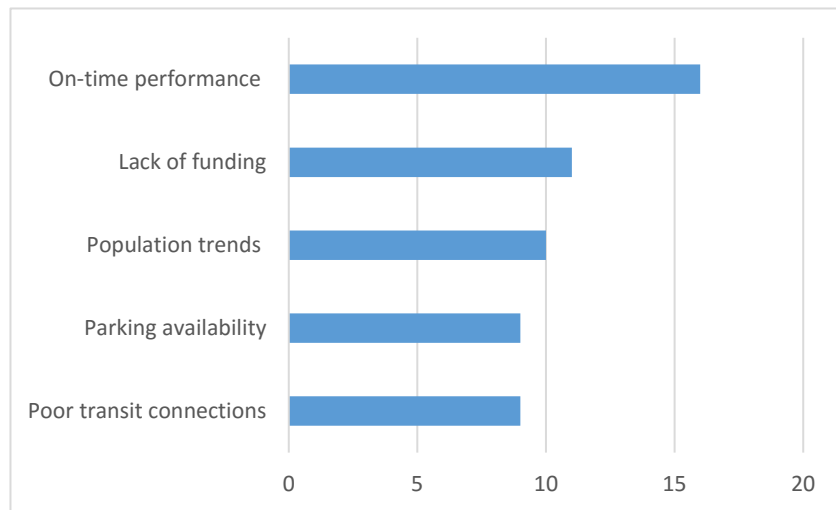
TAG members identified the following top five weaknesses: funding; aging vessels and terminals; real-time customer information; ORCA card integration for all passengers and travel modes; and parking at terminals. Additional weaknesses included multimodal connections; wayfinding; reliability; turnaround time/frequency; lack of queuing space; crewing issues; coordination with other WSDOT divisions; aging terminals, and lack of terminal employees to efficiently manage loading operations.

Opportunities



TAG members cited the following top five opportunities: coordinating with transit providers; simplifying the loading process; replacing aging vessels; working with local jurisdictions to promote transit oriented development and growth; and using real time data to manage parking and multimodal connections. Additional opportunities included prioritizing freight service needs; using advanced technologies; integrating fun passenger activities; investing in efficient fuel types; and coordination with local jurisdictions to reduce travel time by improving multimodal access to terminals.

Threats



TAG members shared the following top five threats: on-time performance; lack of funding; population trends; poor transit connections; and parking availability. Additional threats included seismic events; increase in autonomous vehicles; vessel design limits flexibility to plan for advanced technology; increasing congestion of connecting modes; fuel; competition with other transportation needs; and climate change.

Threats related to population trends included decrease in daily commuters due to retirement; increase in teleworking; and millennials moving closer to employment centers to avoid long commutes.

Additional Questions and Comments

Participants provided the following additional questions and comments.

- Russ Harvey, San Juan County, said that wider ferry lanes has increased capacity for freight and encouraged WSF to continue planning for freight needs in constructing new vessels.
- Russ Harvey said that parking is a very real issue for ferries and will become an even bigger issue in the future. Steffani Lillie, Kitsap Transit, agreed, adding the number one complaint of customers is lack of parking at terminals.



Next Steps

Each group provided a brief report out, highlighting their top strengths, weaknesses, opportunities, and threats. Laura explained WSF will compile the feedback and circulate the meeting summary for review. The results of the SWOT analysis will also be shared with the consultant team hired to develop the plan.

Ray reviewed next steps including finalizing the scope of the plan and hiring a consultant team to develop the plan. The next TAG meeting is scheduled for Thursday, November 16, but may be delayed if the consultant is not onboard by November. Agenda topics for the next meeting will include reviewing preliminary ridership forecast data and the consultant's work plan. The project team thanked the group for their time and contributions to the discussion.

Attendance:

Meeting Attendees:

- Nazmul Alam, WSDOT Olympic Region
- Greg Beardsley, Vashon FAC
- Anthony Boscolo, WSDOT Public Transportation Division
- Gil Cerise, PSRC
- Ken Clow, City of Port Townsend
- David Forte, Kitsap County
- Chris Hammer, City of Bainbridge Island
- Russ Harvey, San Juan County
- Justin Leighton, Washington State Transit Association
- Greg Lerner, King County Water Taxi
- Greg Lanning, City of Port Townsend
- Steffani Lillie, Kitsap Transit
- Patricia Love, City of Mukilteo
- Chal Martin, City of Bremerton
- Ian Munce, City of Tacoma
- Frank Nelson, Bremerton FAC



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- Graydon Newman, King County Metro
- Kris O'Brochta, Island Transit
- Matt Shelden, Sound Transit
- Benjamin Smith, SDOT
- Kate Tourtellot, Community Transit
- Richard Warren, WSDOT Multimodal Planning Division
- Phil Williams, City of Edmonds
- Brian Wood, Island County & Island RTPO

Participating by phone:

- Jason Beloso, WSDOT Freight
- Todd Carlson, WSDOT NW Region
- Amber Coulson, WSDOT Budget
- Tom Hanson, WSDOT Public Transportation Division
- Kathy Murray, WSDOT Multimodal Planning Division
- Ed Spilker, WSDOT Active Transportation
- Larry Watkinson, WSDOT Equal Opportunity Office

Project Team:

- Carmen Bendixen, Washington State Ferries
- Stephanie Cirkovich, Washington State Ferries
- Ray Deardorf, Washington State Ferries
- Hadley Rodero, Washington State Ferries
- Laura LaBissoniere Miller, PRR
- Sam DeMars-Hanson, PRR



Washington State Ferries



Appendix

A. TAG SWOT Activity Flip Chart Comments



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STRENGTHS

BEAUTIFUL, PLEASANT EXPERIENCE

PEOPLE - STAFF, CREW

TABLES TO WORK ON

TERMINAL LOCATIONS / DESTINATIONS

ICONIC TO STATE & BENEFITS OF THAT STATE

ROUND TRIP FARES COLLECTED ON 1 SIDE

RELIABILITY - COMPLETING RUNS, NOT OTP

MULTI-MODAL OPTIONS FOR WALK-ONS

7 NEW BOATS BY NEXT YEAR

IMMUNE TO INCREASING CONGESTION

SERVICE ALERTS & VESSEL WATCH

RIDER-BASED DECISIONS



Washington State Ferries



TRANSPARENCY

RESERVATION SYSTEM ●●●●●

DEDICATED STAFF ●●

LABOR RELATIONS

FAREBOX RECOVERY ●●●●



Weaknesses

Lack of OHL

Inefficient terminals ●●●●

Dependence on large

- auto ferries

Wayfinding → Multinodal transportation options ●●●●

Allocation of service - LOS.

Lack of terminal employees ●
to efficiently load/unload ●●

Inefficient Payment system ● ●



Weakness

• Aging vessels + terminals

• Funding

• Customer Information

• - Timely/real time info

• - Technology

• Conflicts at terminals
(RR tracks, etc.)

• Communication w/ fleet employees
+ Training



Washington State Ferries

WSDOT

Weaknesses

High fares

ORCA - full integration

- Passenger type/
Categories

Coordination w/ WSDOT

"Roads talking to Ferries"

Connections to Roads +
Transit



② Weaknesses

- Boats are late •
Reliability ••
- Crewing issues ••
- Lack of ~~big~~ queuing space ••
- *Parking at terminals ••
- Turnaround time/Frequency ••
- Lack of vessels - More boats



OPPORTUNITIES

3

Fast Ferries/RF investment /

Less Crew using technology to pilot

- Use more Technologies
- Real time Data use (Parking, intermodal Connections)
- Efficiencies - non motorized
- Coordinate and be flexible on Working with Transit
- App Based reservations & Payments
- Vessel replacements
- Work w/ Jurisdictions for TOD access and growth and Multimodal opportunities
- Simplify Loading Process and line up and Customers
- Add fun and activities to routes (Art, music, games and more ~ Advertise it)
- Streamline Permitting
- Freight as a Priority or Market

Fuel types

• WiFi



4

THREATS

Restroom
1980#



TRENDS - POPULATION MOVING TO CENTERS, NOT WANTING TO COMMUTE

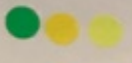


- POPULATION OF ISLANDS / PENINSULA AGING OUT OF COMMUTER AGE



FUNDING (LACK OF)

- CLIMATE CHANGE



- SEISMIC EVENTS



- TRANSIT CONNECTIONS NOT THERE

- TERRORISM



④

THREATS

TELEWORKING - RIDERSHIP IMPACT ●

TIGHTENING ENVIRONMENTAL REGULATIONS - COST, ETC.

FINANCIAL THREAT ● ● ● ● ● ●
INSUFFICIENT \$ FOR:

- NEW VESSELS
- OVERHAUL / MAJOR PRESERVATION
- MAINTENANCE

● ● COMPETITION WITH OTHER TRANSPORTATION NEEDS

● ● INCREASING CONGESTION OR ●
CONNECTING MODES

● ● ● ● ● ● ● ● ● ● ● ●
PARKING AVAILABILITY ●

TRANSIT DESTINATION AVAILABILITY