

Ferries On-Time Performance Reporting

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Discussion Overview

- Response to proviso from 2010 legislative session
- How good is Ferries on-time performance?
- Factors that influence on-time performance
- Measurement and reporting

Ferries on-time Performance – Comparison of 2009 with 2010

Route	% Within 10 Minutes	
	2009	2010
Pt. Defiance - Tahlequah	94%	96%
Fauntleroy - Vashon	94%	95%
Fauntleroy - Southworth	94%	94%
Southworth - Vashon	93%	94%
Seattle - Bremerton	97%	97%
Seattle - Bainbridge Island	95%	94%
Edmonds - Kingston	89%	93%
Mukilteo - Clinton	96%	98%
Coupeville - Port Townsend	82%	89%
Anacortes – San Juan Islands	87%	87%
Anacortes – Sidney, BC	72%	85%
System Wide	93%	94%

Factors That Influence on-time Performance

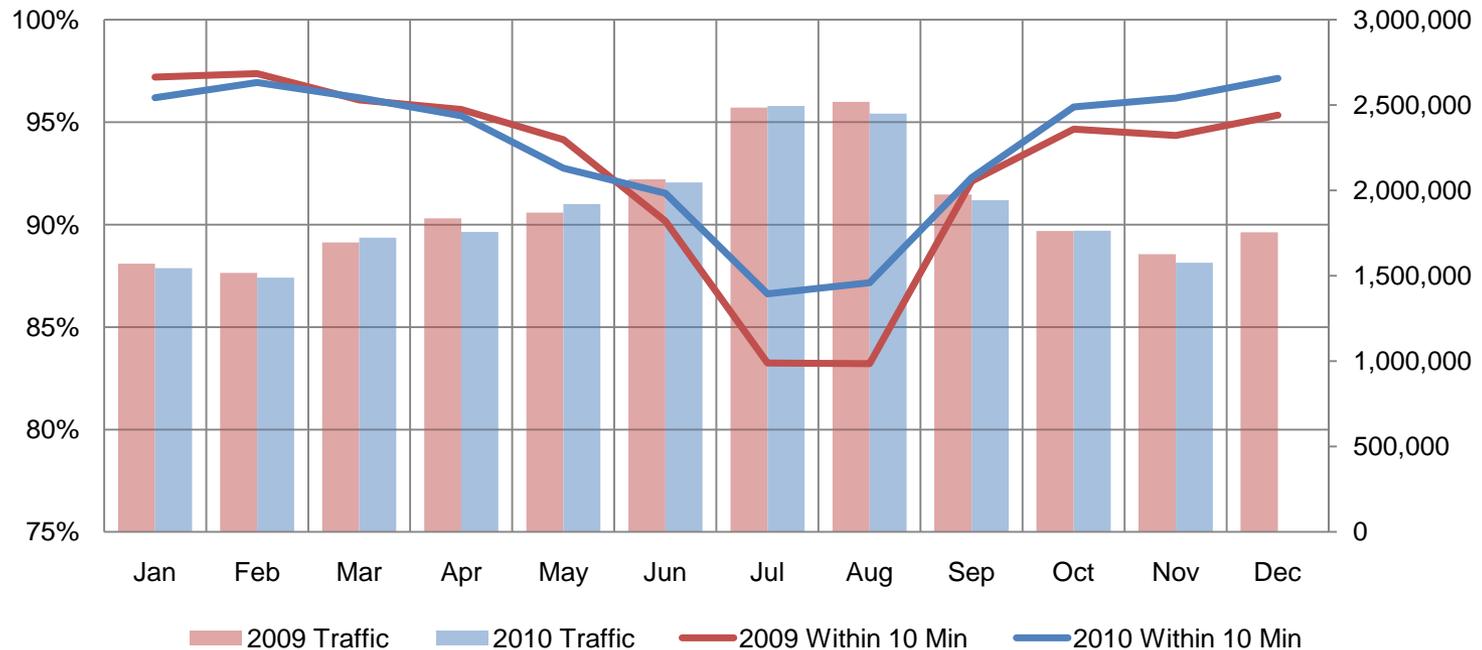
- Tightness of the schedule
- The need to provide emergency medical evacuations for island residents
- Limitations of shore side facilities
- Periodic incidents of stalled vehicles
- Lack of a consistent cut off time for loading
- Traffic volumes

Seasonal Influences

- More vehicle traffic to load and unload in the peak summer months
- Terminal locations are more congested with traffic and pedestrians
- Infrequent riders are less familiar with driving on and off the vessels
- Seasonal increases in pleasure boat traffic

Impacts of Seasonal Traffic Volumes to on-time Performance

Impact of Traffic Volume on WSF On-Time Performance CY2010 and CY2009



Operational and Scheduling Process Changes

- Improving (by reducing) time in the terminal for loading and offloading
- Spreading the schedule out to allow more time for loading and offloading
- On multi-destination routes, increase proportion of single destination sailings
- Speeding up vessels
- Cut off time for loading

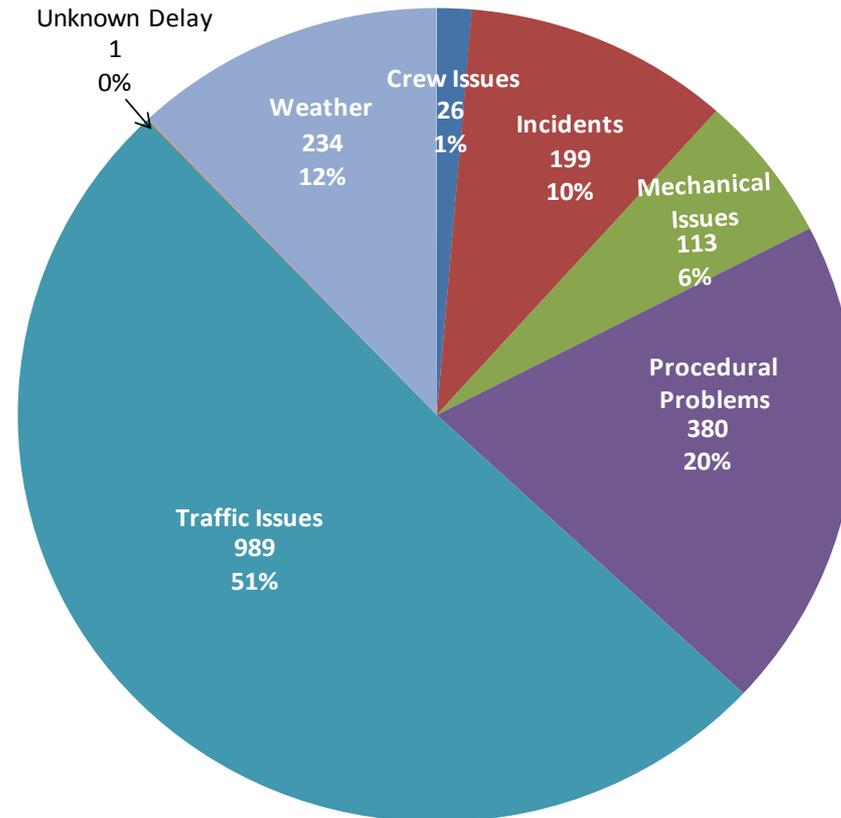
Measurement and Reporting

Reasons for delays

- Crew issues – error in dispatch, crew did not report, crew familiarization
- Incidents – medical, rescue, vehicle stalled
- Mechanical issues – both vessel and terminal
- Procedural problems – vessel waiting for another to clear the slip, boat switches, receiving supplies
- Traffic Issues – heavy traffic, high center trucks, trains in Edmonds
- Weather – winds, fog, tides

Breakout of Reasons For Being Late

Distribution of Late Sailing Reason Codes
July - December 2010



Questions?

For more information regarding Ferries On-Time Performance,
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