

MEETING SUMMARY
SAN JUAN ISLANDS VRS COMMUNITY PARTNERSHIP MEETING
SAN JUAN ISLAND YACHT CLUB, FRIDAY HARBOR, WA

Wednesday, May 28, 2014; 11:30 a.m. – 4:00 p.m.

Note: This meeting summary represents notes from the Washington State Department of Transportation Ferries Division (WSF) Partnership Group Meeting, and is not a formal transcript or minutes. It is provided as a record for the staff, group members and public in attendance, and other interested parties.

Welcome

George Capacci, WSF Deputy Chief of Construction & Operations

Fauna Larkin, BERK & Associates

Dwight Hutchinson, WSF VRS Manager

George welcomed the group and thanked them for their ongoing participation. He introduced Fauna Larkin of BERK & Associates as the meeting facilitator, and members of the WSF team.

Meeting Overview

Fauna Larkin, BERK & Associates

Fauna went over the agenda, the meeting objectives and format, and the handouts, which included updated information from what was originally sent out to the group. The topics included the backup at Anacortes this weekend, the Friday Harbor and Orcas Operating Plans, same day service disruptions at Anacortes, and if there is time, same day service disruptions at Orcas and Friday Harbor terminals. For travel planning purposes, she proposed ending the session at 3:45 instead of 4:00.

George discussed the operational statistics for the past weekend. WSF had a busier than normal weekend. There were 1,797 trips scheduled system-wide; three trips were canceled on the Port Townsend/Coupeville route because of tides, and two trips on the Fautleroy/Vashon/Southworth route for medical emergencies. Other than that there were no cancellations. This is a very positive statistic for a busy holiday weekend.

WSF also acknowledged that this past weekend customers experienced long backups and waits. This situation is at the end of the bell curve, and is not the norm. While WSF cannot design a system for the worst case scenario, we are in the process of determining what did and did not go well, and what we are hoping the Vehicle Reservations System (VRS) can take care of.

Brian Churchwell said that WSF can get in front of customers and tell them that if they had gone online to make a reservation, they would have been able to see that the middle of the day was full. Customers can then decide to sail in morning instead. Also, we could use reservation information to make staffing and service decisions, including adding extra sailings and staff.

Memorial Day Weekend Service Lessons Learned

Fauna Larkin, BERK & Associates

Fauna facilitated first a discussion about what worked well this weekend, what did not, and whether members had questions for staff. Second, comments were taken regarding suggestions for improvements.

Questions & Comments

1. (Howie Rosenfeld) I did not have any personal experiences riding the ferries this weekend but noticed delays.
2. (Deborah Hopkins) The Whale Watching industry lost revenue this weekend because even those customers trying to walk on the ferry from Anacortes could not make their trip. The total lost customers was about 60 on Saturday and 60 on Sunday.
3. (Bill Pike) I saw smooth operation. An extra trip by the Hyak would have helped. This would have been more critical Friday than Saturday. The backup on Oakes Avenue was the biggest issue. I had to come in through neighborhoods.
4. (Ken Burtness) I got off the boat Friday afternoon at 3 p.m. The traffic from the light at top of hill traffic backed up to Oakes Avenue.
5. (Susan Young) I was there Saturday morning and it was not pretty. The email alert I received suggested arriving 60-90 minutes early, but you really needed to get there even earlier than that or you couldn't get on. People were trying to game the system by unloading at Lopez, then re-loading for Friday Harbor. There were safety issues, including cars driving on the wrong side of the road. The restrooms at the terminal had no toilet paper or soap. I heard that five people were left on the dock Friday night trying to go to Friday Harbor. I agree with the walk-on business. Safety, staffing, and communication were all problematic.
6. (Clark Johnson) My Memorial Day experience was positive. I was in Seattle, and heard about needing to leave early on TV, radio, and through emails. The communications have vastly improved.

Thank you. We will be sure to pass that on to our staff.

7. (Jamie Stephens) I was there Friday morning for a boat; there were people picking up their cars because the 8:25 Thursday night was overloaded. If customers get there no more than one hour in advance with VRS, there may be too many cars to hold. Can we eliminate the tag shack? There need to be very explicit directions when we have VRS to get in the proper lane. We were on passenger overload also; even if parking was available you couldn't have gotten on Saturday.

We will check into that. That situation would be highly unusual.

8. (Wally Gudgell) Not sure why we are having this conversation because VRS should solve all these problems. Brian you are in charge of technical issues and education. What is your public education rollout? I would like to see it. I would like to critique it in

- advance. When you are talking about service disruption you can't anticipate every variable; there is a point where you can't plan, a point of no return.
9. (Zach Akin) Processing time worked well this weekend. Monday went smoothly because of the tagging system. They can get a tag, leave, and come back later, which eases congestion.
 10. (Larry Vandermay) Traveling from Orcas to Anacortes, traffic was backed up on the county road for over a mile. Orcas needs a revamped parking lot. I saw that every single agent was walking the line to inform and calm down passengers.
 11. (Pat McKay) We need to be able to get them through the tollbooth more efficiently.
 12. (Jim Corenman) The Terminal Conditions website good, but it needs to be able to track spaces available even when things get busy and weird.
 13. (Trevor Sharp) When the tag shack becomes an information booth, that's a big concern. We could not be efficient in processing because of the bottleneck at the tag shack.
 14. (Melissa Johnson) That's with not all booths staffed with sellers.
 15. (Dwight Hutchinson) What went well was the Port Townsend/Coupeville route, where, due to reservations, they had no lines. There are many differences in the routes, but the boats were full. We have scalable space at the tollbooth; throughput is what we need to look at. It does not help to add a seller because the tag shack is a bottleneck. There were spaces on early sailings that customers could have used. We should look at the information process when we have peak times like that.
 16. (Melissa Johnson) The person responsible for organizing unscheduled service is Jadwiga Kellock. We try to do it months in advance. She is planning service for the 4th of July right now. She talks to terminal supervisors about what staff is needed. Also how we get information out about our parking lot. The FAC suggested free parking, but that's half a million dollars in lost revenue. We need to get information out on how you can change your mind regarding parking. Information is a problem, how can we manage that better? What did go well was we were able to go in and talk to our staff and be responsive to the issues they raised.

Memorial Day Weekend Service Suggestions

Fauna Larkin, BERK & Associates

1. (Brian Churchwell) Communication worked well. Terminal conditions are a key way to let people know what sailings to take. This includes 24 hour reminders, and the fact that we expect heavier traffic than normal. It lets them know what to expect.
2. (Howie Rosenfeld) I would like to see increased communications. We need to communicate effectively to legislators. The marketing that Deborah is doing is working. Tourism is major economic advantage for our state.
3. (Margot Shaw) The processing problem that Jamie Stephens brought up is the prime issue to be worked on. It brings up a question about the diagrams; they show that if you have a reservation you go to a certain ticket booth. There should be a different booth for reservation holders.



4. (Deborah Hopkins) There should be a check-in process or something like it in Anacortes. Something like the tagging that Zach Akin is doing.
5. (Bill Pike) International check-in needs to be faster. It's twice as bad in July because there will be second boat. There was a delay to have documents checked on Saturday morning. This has a cascading effect on sailings. Communications were great this weekend, but they could perhaps be more proactive if possible. The sign on Oakes avenue was helpful. Is there a provision for ferry traffic to be off to the side on Oakes Ave? Could there be a ferry only lane or holding lane?
We will look into that. Brian will ask Leonard and let you know.
6. (Sally Thomsen) Improved communications to people who are not regular ferry users is needed. The information on spaces available is very helpful. When we get to VRS we need to educate.
Brian responded that WSF will send out a communication plan on Monday.
7. (Ken Burtness) The Port Townsend/Coupeville comments from Dwight are good. We can assume that reservations have helped.
8. (John Brantigan) The operations plan for the Anacortes terminal discussed in the last meeting does not address the problems.
9. (Susan Young) I Agree. Until infrastructure, communications, and staffing are taken care of, the San Juan Island Partnership can only do so much to help. The operations plan needs to address the problems. We need to have a place for drivers to go that is not back to Anacortes if they are turned out. They need a specific place to drive to if they need to go make their own reservation.
Why not route walk-ons onto the Skyline route? I also agree with assigning booths. I will say that using my cell phone to go to the web page comforted me in terms of finding out Lopez space availability this weekend.
For the tag shack, on busy days why can't you have 2 people, 1 on each side of the shack on busy days?
10. (Clark Johnson) I concur with John. It's a failure of the communications system if anyone turns onto the spur without a reservation on a peak day.
11. (Jamie Stephens) The Terminal Conditions page crashes on busy days. Those are the days we need it the most. For the tag shack, if the idea is to limit its use as an information booth, why not just set up a ticket scanner there? You could scan your ticket, then look and know what lane to go into.
12. (Steve Mason) I agree with Jamie Stephens. Can you come up with a computer program so that the person at the tollbooth can tell you what lane to go into?
George Capacci responded that a ticketing system is next generation, something that we are working on but are not implementing yet.
13. (Zach Akin) The tag shack problem is the biggest issue. We need two people, and a second lane when busy.
14. (Rick Hughes) Have we reached out to town of Anacortes and the new mayor to solve the problem? We can find out which days they anticipate being busy in town. We

could also have a monitoring kiosk with information displayed, maybe partner with store or business.

15. (John Whetten) We need something upstream from the tollbooth to answer questions, and help those who need but can't get reservation. Since 10 meetings ago we have not addressed communications regarding how processing will work.
16. (Pat McKay) We are relying too heavily on the tag shack and tollbooth. We need a roaming ambassador between them.
17. (Jim Corenman) Using Memorial Day weekend as example of why VRS won't work is not good strategy. The biggest problem is too many people in too few spaces. Communicating VRS to people is best idea.
18. (Dwight Hutchinson) I will look at the tag shack being used as an information booth problem.
19. (Melissa Johnson) Providing unscheduled service will help. We will try to make this happen for the Fourth of July.
20. (Margot Shaw) How many people come to the islands without a plan? Most people communicate with lodging or someone else about their travel plans. We should all be communicating with friends and customers to arrive 2 hours early.
21. (Bill Pike) I have a question for Trevor. Even with 18 lanes there were not enough lanes. When the tag shack got backed up they had to combine groups of vehicles in a compound. What does a tag mean? What does a ribbon mean? These things cause people to ask questions.
22. (George Capacci) We have identified problems, we are working on solutions; the key is communications. The communications plan is going out on Monday. The big challenge is trying to envision next summer. We have been working through problems.

Group Discussions

Fauna Larkin, BERK & Associates

Brian Churchwell, WSF Deputy Program Manager for Vehicle Reservations

The room was divided into two groups to discuss the Friday Harbor and Orcas Island Operating plans.

The Friday Harbor group came up with two suggestions:

- Tailor the informational brochure to describe where to go in Anacortes if you are turned out at the tollbooth because reservations are full.
- One suggestion on where to go if turned out was Washington Park.

Service Disruptions

Fauna Larkin, BERK & Associates

Fauna discussed the same day and planned service disruptions handouts (see Reservations and Service Disruptions Summary Discussion Guide handout).

Questions & Comments

Option 1

1. (Ken Burtness) Under Option 1 would you also cancel all reservations going eastbound?
Yes.
2. (Sally Thomsen) How about international reservations?
No.
3. (John Brantigan) What would you do with people in the lot?
We would try to take care of them first.
4. (Pat McKay) Where would commercial vehicles go?
We would stage them with talls if possible. We can stage them based on what the terminal staff need.

Questions & Comments

Option 2

1. (Howie Rosenfeld) Is there an administrative cost difference between the two options?
It's easier to facilitate option 1, but terminal staff see that option 2 is more encouraging for VRS and provides better customer service.
2. (Jamie Stephens) Option 2 is what we're doing already. If the object is for everyone to have confirmed space, then there is no difference between options 1 and 2.
We run option 1 all the way. Option 2 would benefit reservation holders. We are currently doing option 1.
But a cascading effect causes option 2 to become first-come, first-served.
3. (Ken Burtness) Under option 2 if you are full with reservation holders, then no standbys will get on until the end of the day.
Probably true. The vessel will be full with almost all reservation holders until the end of the day, then all drive-ups. There is some uncertainty with option 2. People may decide to leave earlier.
I would like to see how Port Townsend system works
4. (John Brantigan) If there was a reservations system in place now, what would have happened if there had been a breakdown on Saturday morning? Which would have caused more disruption, option 1 or 2?
That's a very good question. Let's begin the next discussion with it.
5. (Dwight Hutchinson) We use option 2 at Port Townsend/Coupeville. During the busiest times we have capacity to handle reservation holders, usually for 2 or 3 sailings, then reserved and standbys. Regular cars go faster, talls take a little longer.
6. (Fauna Larkin) Have you ever had to do that with extremely high volume sailings? 4th of July?

7. (Dwight Hutchinson) It's an easier route, it does not have multiple destinations, but we have been able to use option 2 successfully. By the third or fourth disruption we were pretty good at it.
8. (Brian Churchwell) After each disruption we met and looked at what worked and what didn't.
9. (Susan Young) How can you translate those lost sailings and what you learned at Port Townsend/Coupeville to more sailings and a different route?
10. (Dwight Hutchinson) Fewer sailings were disrupted because fewer people use that route.
11. (George Capacci) Our load statistics are 52%. Many sailings are not full, some are full.
12. (Margot Shaw) Statistically how many service disruptions take place over more than one day?
13. (Brian Churchwell) We don't have statistics on that right now.
14. (Fauna Larkin) We need to break out same day, then long-term service disruptions. We need to talk about day two, but that will be a different discussion. As far as options 1 and 2 are concerned, what are risks? What do you like?
15. (John Brantigan) For a typical 50% loaded boat either, but for a full boat option 2 is better. It's more fair, works better operationally.
16. (Ken Burtness) In Port Townsend you lose 100% of service with 1 boat down and it's working there. In the San Juans you lose 32% of service. Option 2 is better.
17. (Sally Thomsen) Option 1 is better because option 2 would mean the boats weren't full enough.
18. (Bill Pike) Option 2 because we want people to make a reservation. It's a more fair way to treat people.
19. (Deborah Hopkins) I like option 2.
20. (Margot Shaw) Option 2 is more fair. A service disruption would train people to make a reservation.
21. (Howie Rosenfeld) People I've talked to like option 2 because it's fair.
22. (Jim Corenman) Option 2 is fair.
23. (Pat McKay) Option 2 is fair. Option 1 is a concern with commercial customers. It would affect the cost of doing business too heavily.
24. (Larry Vandermay) Option 2, but make sure communication is very good.
25. (John Whetten) Option 2. If 1/3 of the boats are down, 2/3 are not down. You should expect to be able to serve your reserved customers.
26. (Zach Akin) Option 2 is easier for customer service, easier to explain to reserved customers.
27. (Steve Mason) Option 2 is more fair.
28. (Jamie Stephens) I agree with option 2.
29. (Trevor Sharp) Some reservation holders may get cut off because of stops at Lopez. I just want to clarify that we have to leave some spots open when we are loading.
30. (Jamie Stephens) A risk is that there are only two direct boats to Friday Harbor and there are five multi-stop boats. I agree with option 2, but consider the fairness when



bumping someone in front of you. It also seems like we are not dealing with the risks of multi-stop trips.

31. (Susan Young) If we start doing that are we talking about allotments?
32. (Brian Churchwell) It's first-come, first-served based on destination.
33. (Fauna Larkin) What are the interisland risks, Dwight and Trevor?
34. (Dwight Hutchinson) In Port Townsend/Coupeville service stops completely with a service disruption. In the San Juans service does not stop.
35. (Trevor Sharp) I don't see any significant risks unless the interisland boat goes down. In that case, though, I still like option 2.
36. (Melissa Johnson) We have done those backup schedules. We have learned from mistakes. We can tell when reservation holders got redeemed. That analysis is brilliant.
37. (Zach Akin) What happens functionally between terminals is that we communicate back and forth during a disruption; how many do you have in your lot? We work together to figure out how to load and serve all those people.
38. (Melissa Johnson) There is no PA system in lots B and C here. We hope to develop that.
39. (Brian Churchwell) I think the discussion of a service disruption from Anacortes westbound was very productive. Does anyone have a different opinion about what should happen going eastbound?
40. (Fauna Larkin) Does anyone think option 1 is less risky eastbound?
No one commented.
41. (Ken Burtness) You can't hear the PA if you are up the hill on Lopez.
42. (Fauna Larkin) Fauna discussed the handout for planned service disruptions, including the definition and key principles. She asked for input and whether there were questions. *(see handouts)*
43. (Margot Shaw) If you cancel the most recently made reservation first, it hurts Lopez because of the tiered release system.
44. (Fauna Larkin) Yes. We need input.
45. (Howie Rosenfeld) Is cancel the right word? Are we just re-prioritizing?
46. (Brian Churchwell) A sailing gets dropped completely. To disrupt as few customers as possible, we cancel one sailing completely.
47. (Fauna Larkin) In Port Townsend/Coupeville it's a dropped sailing. Especially if it's far in the future, it's more fair to cancel one sailing.
48. (Bill Pike) Is cancel as applied to reservations the right word? If a trip is not happening it's accurate, but if you downsize, then it's discriminatory toward those who reserve early.
49. (Fauna Larkin) So a trip will still be made, then we would re-book and accommodate first-come, first-served?
50. (Bill Pike) Yes, don't make arbitrary judgments based on who reserved first.



51. (Jim Corenman) There's a certain fairness in serving those who reserved early, but we do need to consider the tiers. Maybe we could prioritize on who made their reservation the earliest for each tier.
52. (Fauna Larkin) So we would take a percentage of each tier?
53. (Jim Corenman) Yes.
54. (Margot Shaw) Statistically, we are only talking about .5 percent of sailings per year?
55. (Brian Churchwell) No, the .5 percent of sailings lost per year is strictly cancellations, not sailings that were downsized.
56. (Fauna Larkin) Discussed page two of the Planned Service Disruptions Discussion Guide (see handout), and the outstanding policy questions that need to be resolved, noting that WSF cannot re-book on the customer's behalf.
57. (Clark Johnson) I like prioritizing by tiered reservations, but can we use airline techniques to incentivize people to change their reservation? Can we first ask people to give up their reservation in exchange for some sort of benefit?
Also, I'm concerned about the second tiered release of space. It seems like it would be enhancing problems with service disruptions that take place over more than one day. I would ask you to reconsider the second tier and make it shorter, closer to the sailing time.
58. (Fauna Larkin) How close to the sailing time?
59. (Clark Johnson) Two days.
60. (Fauna Larkin) So release only the amount of space available to accommodate the smallest vessel, then the rest of the space two days before the sailing?
61. (Clark Johnson) No, release 50%, then selectively raise the available space. Always ensure space is available in targeted space.
62. (Fauna Larkin) It sounds like you would allow for some overage, whereas current tiered release guarantees that you have space in the case of downsizing.
63. (Jamie Stephens) If we just take off the last reservation in, it offends locals. This has been their objection to the plan. Regarding notification, ferry alerts are not always noticeable unless they arrive by email one or two days before a sailing, not five.
64. (Brian Churchwell) At what point do we consider a service disruption planned? Do we initiate options 1 or 2 if a disruption goes into the second day, or do we want to do a planned service disruption at that point?
65. (Bill Pike) I think it should start at the beginning of the business day, 24 hours after the disruption.
66. (Dwight Hutchinson) If you only had 117 bookings and had to reduce to 115, you only have to cancel 2 bookings. Sometimes that only means cancelling or rescheduling 1 customer. If you use a timeline it won't help this situation.
67. (Bill Pike) Does WSF need a policy on overbooking? In the airline business the airline considers it an oversale and accepts responsibility. First they wait for no-shows, so it might not be a problem. But if there is a problem, then you might need to selectively cancel reservations. What is the policy if you can't reach them? If they drive up what do you do? Offer a refund at the tollbooth?
68. (Dwight Hutchinson) Commercial customers need predictability.

69. (Bill Pike) It's a policy that needs to be defined in WSF. It's not fair to arbitrarily select who gets canceled based on when they booked.
70. (John Brantigan) I think last in first out is fair. The weighted tiered release thing is too complicated.
71. (Dwight Hutchinson) We can call commercial customers and re-book them.
72. (Fauna Larkin) What is the tipping point? If you impact fewer people is it more fair to cancel based on when they reserved?
73. (Pat McKay) Commercial clients need predictability. They would still need a phone call if a boat is downsized.
74. (Fauna Larkin) What policy is most fair to commercial users?
75. (Pat McKay) It's most fair to cancel the last made reservation first.
76. (Margot Shaw) If I make a reservation online, what is the process? Do I get a receipt?
77. (Brian Churchwell) You get a confirmation email that you can print. It has a bar code that can be scanned.
78. (Margot Shaw) Then everyone with a reservation should get an email in the event of a disruption, especially if it's planned.
79. (Fauna Larkin) We need feedback and more information on how to handle an additional stop as well.
80. (Ken Burtness) Canceling in the order they were made seems like best option, but it benefits tourists over locals. The tiered release alleviates that problem to a certain extent. It makes me more comfortable with last-in rule.
81. (Zach Akin) In tiered release, 48 hours ahead of time you find out that there will be less space. At that point you just don't take any more reservations. The reservation problem takes care of itself.
82. (Fauna Larkin) If a sailing will be off by more than 15 minutes, is that enough reason to do an automatic re-book?
83. (Bill Pike) Yes, it would be a cancellation and an added trip.
84. (Jamie Stephens) It happens all the time. Would you cancel and re-book everyone all the time?
85. (Fauna Larkin) So, if your ability to accommodate the same number of people is the same but the time has changed, notify that time has changed. If capacity is reduced, then cancel.
86. (Bill Pike) Yes.
87. (Howie Rosenfeld) The tiered release is caused by an aging fleet.
88. (Clark Johnson) There is always space available in the core of the schedule with my plan.
89. (Fauna Larkin) I heard that you prefer option 2 from same day to the next day, then go to a planned service disruption. If the disruption is 30 minutes or less, don't worry about it, just notify everyone. There is some disagreement on the question about how to prioritize in the case of downsizing, and tiered releases. It might be ok to save that question until we talk about tiered releases next time. We still have some outstanding questions on how to minimize downsizing cancellations. Please comment.



90. (Bill Pike) In terms of 30 minutes, if it's a long-term thing put it in the schedule. If it's going to be happening over two days you might not want to go through too many hoops. Also, you immediately reduce capacity when you downsize. Reservation cancellations may take care of it and you would not need to cancel anyone.
91. (John Brantigan) An hour would be better than 30 minutes.
92. (Zach Akin) Tiered release just opens up a window of opportunity; it does not necessarily benefit the person who was waiting to make a reservation for two months.
93. (Fauna Larkin) In a service disruption will VRS work?
94. (Ken Burtness) Short term, it works; long term needs more discussion. For example, adding extra stops. But I'm confident we can solve the problem.
95. (Fauna Larkin) In Friday Harbor and Orcas, option 2 was the preferred option. In opt 2 reservations continue to be prioritized. They show up, their reservation is redeemed in the access lanes or at the tollbooth. At Orcas, the tollbooth will be moved. We will place them in lanes 1-5. Drive-up customers can be redeemed with a handheld. If they are standby, they will be staged in lane 6 or access lane 2.
96. (Melissa Johnson) People say they have a reservation but you don't know until you scan them. If they say they have a reservation, still scan them, and then stage them.
97. (Fauna Larkin) Option 2 in Friday Harbor. Prioritize reservation holders over drive up. They will be staged in lot A, then lot B if needed. Drive-ups are staged in lot C.
98. (Zach Akin) On a busy day, yes. If it's not busy, drive-ups are staged in B.
99. (Bill Pike) What is the cutoff time to honor a reservation?
100. (Melissa Johnson) At Lopez you need to arrive in the arrival window. This policy is supported.
101. (Zach Akin) Right now 30 minutes. If we're loading that's the cutoff. After that you're too late.
102. (Trevor Sharp) After we load the first standby that's the cutoff.
103. (Melissa Johnson) That's what we do at all the islands.
104. (Dwight Hutchinson) We honor them until we take a logistical step that means we can't. It's not arbitrary, probably when we start loading.
105. (Melissa Johnson) The policy to cut off acceptance of reservation holders when we start loading is clean, consistent, and clear.
106. (Margot Shaw) In an Orcas service disruption it's not fair to mix those people with reservations with other reserved people, they should go in standby.
107. (Brian Churchwell) Because we have lost a sailing that day we can't accommodate everyone and stage them in that area.
108. (Fauna Larkin) The challenge is processing people at the tollbooth and tag shack, and the process at Anacortes. The next meeting will cover the tiered release and the communication plan. The next meeting will be June 17, and will be another long meeting.
109. (Melissa Johnson) The employees at Orcas and Friday Harbor have been very supportive of the operations plan; they have a very good attitude.
110. (Fauna Larkin) Please email us regarding what questions and misconceptions you have heard about. Send an email to Brian about concerns that other residents have.

111. (Brian Churchwell) You will get an email from us on Monday regarding the communication plan, WAC changes, and the tiered release plan. You can respond to that email. There will be a secondary email regarding the Anacortes processes packet.
112. (Howie Rosenfeld) Please make it clear in that email that you are also soliciting questions from those not present today.

Public Comments

None.

Conclusion

George thanked everybody for coming. The next meeting will be June 17. Brian said that there will be a meeting in January or February to discuss what is and is not working at that point.

Group Members

Present	Name of Group Member	Representing
	Adrienne Adams	Lopez Island
	Mike Aley	Orcas Island
	Carol Anderson	San Juan Island
	Kathy Booth	Lopez Island
X	John Brantigan	Shaw Island
X	Ken Burtness	Lopez Island
	Cass Clark	Lopez Island
X	Jim Corenman	San Juan Island
	David Dubbell	San Juan Island
	Lance Evans	Orcas Island
	Tony Ghazel	Orcas Island
X	Wally Gudgell	Orcas Island
	John Hess	San Juan Island
X	Deborah Hopkins	San Juan Island
X	Clark Johnson	Lopez Island
	Gordon Jonasson	Lopez Island
	Mark Lione	Anacortes
	John MacLeod	Orcas Island
X	Pat McKay	San Juan Island
X	Bill Pike	Mount Vernon
	John Poletti	Orcas Island
X	Howie Rosenfeld	San Juan Island
X	Margot Shaw	Orcas Island
X	Jamie Stephens	Lopez Island
	Mike Stolmeier	Orcas Island
	Terresa Sundstrom	San Juan Island

Present	Name of Group Member	Representing
X	Sally Thomsen	San Juan Island
X	Larry Vandermay	Orcas Island
X	John Whetten	Lopez Island
X	Susan Young	Lopez Island
	Beverly Zapalac	Lopez Island

Project Team

- George Capacci, WSF Deputy Chief of Construction & Operations
- Brian Churchwell, WSF Deputy Program Manager for Vehicle Reservations
- Dwight Hutchinson, WSF VRS Manager
- Melissa Johnson, San Juan Islands Terminal Manager
- Trevor Sharp, Anacortes Reservations Planning Manager
- Fauna Larkin, BERK & Associates
- Carrie Oberg, WSF Communications

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