



2012 Guemes Island Ferry Operations Work Plan

Skagit County Public Works intends to gather public advisory input on the Guemes Island Ferry Operations 2012 Work Plan. As set forth in Resolution R20100050, Attachment A, any interested organization or citizen at large may provide input through the Public Forum process.

2012 Work Program Topics of Interest

A. Level of Service Standards

- Develop Level of Service (LOS) standards for the Guemes Island Ferry. In this endeavor, consider the process for establishing LOS standards, which may include studying what other ferry systems are doing.
- Establish a series of performance measures for the Guemes Island Ferry Operations which reflect the level of service desired for providing ferry service between Anacortes and Guemes Island.
- The Level of Service Standards should take into consideration seasonal demand, time of day/week demand, demand management, ridership, capacity, wait times, congestion, sailing schedules, reliability, the cost of providing the service, cost containment parameters, and staffing needs.
- The LOS Standards should be data driven, focus on asset utilization, and help inform management of strategic investment decisions.
- The LOS Standards should focus on peaks and valleys in ridership, and also how to best fit the service to the overall demand, and fill up the spaces outside the peaks.
- Present to the Board of Skagit County Commissioners by December, 2012.

B. Ferry Schedule

- Review the current ferry schedule and operating practices for the purposes of determining the need to expand the number of runs during high demand times of the year, as well as the need for establishing different summer and winter schedules considering seasonal demands and staffing considerations to meet demand management needs.
- Inform the Board of Skagit County Commissioners of findings by April 30, 2012.

C. Ferry Ticketing

- Develop a ticket structure that will deliver the appropriate fare recovery for Skagit County in 2013. Present fare recommendations to the Board of Skagit County Commissioners by April 30, 2012.
- Continue to review fare categories for the purposes of determining whether the appropriate ticketing structure is in place. This will be an ongoing analogy of the ticketing system, which may include the review of ticket selling whether automated, online, or at the ferry terminal.

D. Fare Recovery Model

- Review the entire current fare methodology for the purposes of determining whether improvements can be made to the current model, such as handling shortfalls and/or surpluses in any given year. Report findings to the Board of Skagit County Commissioners by April 30, 2012.
- Continue to provide the public with ferry operating costs in the format used in the old Deficit Reimbursement Report. Complete and distribute 2011 reports by April 30, 2012.

E. Long-Range Planning

- Work with a Marine Consultant to evaluate the ferry system, put together a 20-year ferry plan, and analyze costs associated with future replacement of all ferry facilities for the purposes of determining the most equitable replacement and/or modification and repair schedule.
- Inform the Board of Skagit County Commissioners of findings by December, 2012.

F. ADA Accessibility during the Annual Ferry Outages

- Continue to review federal and state ADA standards so that appropriate accommodations may be made available during ferry outages.

G. Progress Report

- Work with the Ferry Committee and citizens at large to develop a progress report to be included in the annual Operations Status Report. Inclusive of this report will be accomplishments on the current year's Work Plan and suggestions and input for the following year's Work Plan.
- Present to the Board of County Commissioners as a component of the Ferry Operations Status Report no later than November 30, 2012.

Note: It is anticipated that the Public Works Department may incorporate citizen advisory input from the Guemes Island Ferry Committee, other interested organizations or citizens at large, and that the County may meet with these parties throughout the year to gather information on specific topics incorporated within the Annual Ferry Fare Target Revenue Report and the Annual Work Plan.

To submit comments or suggestions for the 2012 Ferry Operations Work Plan, or on any and all issues and concerns relative to Guemes Island Ferry Operations, please contact Rachel Beck, Ferry Operations Division Manager by email at rachelb@co.skagit.wa.us, by phone at (360) 419-7618, or by mail at 1800 Continental Place, Mount Vernon, WA 98273.