

# Public Comments by Case = Lake Chelan Recreation, Inc. TS-151742

**Total Comments:** 3

**In Favor:** 0

**Opposed:** 3

**Undecided:** 0

Filing Support	Commenter	Source	Comments
No			
	Patty Wilsey	Web	I am not in favor of the Lake Chelan Boat Company's request to suspend service of the Lady Express 19 days earlier than the published schedule. There are people with travel plans that have been set for a long time, who are depending on the published arrival/departure times. If the Lake Chelan Boat Company wishes to operate as a monopoly on the transportation, they should have to provide the service that is publicly advertised. There are no other choices for the public.
	Clifford G. Courtney, Stehekin Valley Ranch, LLC	E-mail	<p>From: Cliff Courtney [mailto:cliff4liberty@gmail.com]            Sent: Tuesday, August 25, 2015 3:00 PM            To: UTC DL Consumer &lt;Consumer@utc.wa.gov&gt;            Cc: Parlette, Linda Evans &lt;linda.parlette@leg.wa.gov&gt;; Hawkins, Brad &lt;brad.hawkins@leg.wa.gov&gt;; Condotta, Cary &lt;cary.condotta@leg.wa.gov&gt;            Subject: Ferries, stopping service, Lake Chelan Recreation Inc.</p> <p>To whom it may concern,</p> <p>I am writing to contest the proposed request by Lake Chelan Recreation Inc. (LCRI) to stop service on Lake Chelan early with their Lady Express vessel.</p> <p>This is an unfortunate time for all of us and certainly there are many services operating in the red right now, trying to see if they can salvage their business when the fire situation straightens out. I own and operate Stehekin Valley Ranch LLC in Stehekin and will be negatively impacted by the further reduction in service. The boat schedules in general does not fit well with the needs of the overnight visitors to Stehekin but the Lady Express comes the closest. Even though it departs at the same 8:30 am hour in Chelan, it at least gets clients here in time to transport them to the ranch for lunch and an afternoon activity. The biggest advantage however is that it gets folks back on the road on the return trip around 2:30pm and that is very desirable to my guests. the Lady Express schedules have continued to be pruned by LCRI and they already have truncated schedules that affect my opening and my closing dates. It is hard to operate on the schedule of the</p>

			<p>Lady II for my operation.</p> <p>The biggest complaint I have today is the same complaint I could lodge every time LCRI makes a schedule change or chooses to add or delete a vessel; they fail to ever hold a public meeting or seek any input from the private community or the business community. I actually received notice of this change by way of a forward and my business was never even contacted. I know in times past we have had comment periods such as when they terminated our Sunday boat in the winter, but it seems we never have any meaningful chance to interact aside from directly to the WUTC. In a small community a person hesitates to interfere or comment because of fear of reprisals or bad relations, especially when it is the only service allowed on the lake.</p> <p>LCRI continues to block any effort I have made to provide service for my guests with another vessel, citing the fear factor, that if I am allowed to haul my own guests it may well be the tipping point that drives them to reduced schedules, higher fees or even discontinuation of public service in the winter. I do not agree with these charges nor do I believe it is a zero based game, but it does beg the question: If losing my customers causes loss of service then what happens if his lack of service, lack of service quality, lack of beneficial schedules or lack of ability to interact with the business community causes the demise of my business and the customers do not come at all?</p> <p>The legislature and thereby the WUTC has decided it is necessary to eliminate free enterprise and to subsidize LCRI via a virtual monopoly. Now seems to be the time then to tell LCRI that this may be some of the bitter that goes with the sweet. At the very least I would hope the WUTC would insist upon a public meeting to hear concerns and to come up with other solutions before it allows LCRI to discontinue the Lady Express season which is already way to short to fulfill reasonable transportation needs.</p> <p>It was my hope that we could salvage September. If this request is granted then it makes it that much tougher as did the decision to stop running this vessel on September 15th. Decisions such as this one, made without community input, is largely what is to blame for the increased call for another service. This same type of behavior is much to blame for loss of ridership and for the continued erosion of the viable season in Stehekin.</p> <p>Thank you for your time and consideration.</p> <p>Sincerely,  Clifford G. Courtney  Stehekin Valley Ranch,LLC</p>
	Nancy Davis, Stehekin Outfitters and Stehekin Reservations	E-mail	FORWARDED TO UTC BY SENATOR PARLETTE  To Whom It May Concern:  I'm writing this letter today in response to an email forwarded to me by Lake Chelan Recreation in regards to making a decision to decline services due to the wild fire situation this summer.

As you know, Stehekin lies at the heart of the North Cascades at the end of Lake Chelan and this particular boat company has the monopoly on the lake. They bring us the majority of our tourists which is the livelihood of our season. Schedules in our valley revolve around the arrival of their ferry boats and any changes caused to their system create ripple effects in ours. Businesses in the valley, mine included are trying to finish out our season, remain open and allow guests the opportunity to spend time here to partake in the activities offered. Together, this community has taken a hit from the fires burning in the area as smoke has reduced our numbers considerably, but decreasing transportation to the valley will impact it further.

For Stehekin Outfitters, we offer horse assisted hiking trips with one starting this coming week. The plan is for guests to arrive on the Lady Express, allowing them the majority of the day to hike to their first camp. Waiting another hour and a half (or more if the boat is running behind schedule) may not seem like much but to someone trying to squeeze in the miles before dinner it can make a significant impact.

Our daily program includes half day rides and guests wanting to do the afternoon ride benefit greatly from the Express boat because their early arrival enables them to grab a bite for lunch before climbing on a horse.

For Stehekin Reservations the drop in visitation has slowed the “traffic” through our office tremendously. We offer two rental vehicles that enable guests to tour the valley at their leisure or make a quick trip up to the Stehekin Pastry Company. The beauty of summer boat schedule is that it gives guests a three hour layover to see the sights; having just the Lady II running cuts that time in half.

The summer schedule of both boats on the water seems short enough to those of us trying to make a living during that time and to cut it shorter packs a punch. Please don't hit us when we're already down, instead join us in surviving the summer with the lower than average numbers and know our community as a whole relies on our businesses working together. I know that twenty days may seem like a lot when things look bleak but those days also fall over Labor Day Weekend which holds the greatest promise of visitation. I would hate to think of people being turned away because the boats were being run on a reduced schedule. Once a company starts pulling services, it is hard to add them back, to get customers to salvage their vacations or try again the following year. We need to cultivate our relationships and take care of our customers, especially to a place as unique as Stehekin when we rely completely on exclusive transportation needs.

Please take our concerns into consideration before allowing this boat company to reduce services.

			Thank you, Nancy Davis Stehekin Outfitters and Stehekin Reservations
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