

Monday, August 2nd, I took the Kitsap ferry from Seattle to Bremerton for my trip home from work. I want you to know that it has been a very long time since I was treated as a valued customer by clean and smiling crew members and was welcomed aboard such a clean boat. The crew was very professional, the boat ran well, and the crossing was swift and on time. I have been taking the 5:30 boat from Seattle and normally arrive home about 7 to 7:10 in the evening. I only live about 7 minutes bus ride from the ferry terminal in Bremerton. I take the 4:50 ferry in to Seattle in the morning and that makes a very long day.

I have taken the new Kitsap ferry every day this week and have watched the rider-ship grow every day. The increase in rider- ship between August 2 and August 3rd was 35% per the headcount. Everyone I have talked to is so happy to have this alternative to the state auto ferry. All comments have been very positive. This is quieter, cleaner, and on time and the schedule can only get better. It is limited now but they have plans to expand and I for one am eager to see what they can do if they can expand to a second boat and more runs. I feel that the extra time I get in the evening (now getting home at 6:10) is worth the extra money we are paying. Many others to whom I have spoken agree. And when you are surrounded by a smiling crew, clean boat and professional service, you don't mind the long day so much.

I am voting for continued service from this company. I sincerely hope that the commission will consider the valuable service this company is ready, willing and most able to provide for Kitsap County residents.

I have been a commuter between Bremerton and Seattle for 5 ½ years and have watched the steady decline of the Bremerton auto ferry and the crew's attitude and appearance. The auto ferries to and from Bremerton are dirty, lacking amenities (toilet tissue, hand towels, and soap in the ladies room) and clean water to drink. They consistently leave anywhere from 10 to 30 minutes late depending on the excuse that day. The cost of the mostly malfunctioning vending machines (service provided by SODEXHO) is beyond belief and the highest anywhere, even the airports. The auto ferry crew scowl at you when you board and hide after the boat leaves the dock. If there were an emergency on board and you needed their assistance you would have to know where to go find them because they are NOT in public view at all on the crossings. I used to ride the 6:25 AM boat from Bremerton and every morning a lady had to knock on the crew lounge door and ask for a clean hand towel roll or toilet tissue to be placed in the ladies room. We took bets on how long a spill of some type of food or drink would be on the tables or floor before it would be wiped up. The record breaker was a smashed jam sandwich on the Hyak that was in place for 10 1/2/ weeks. I'm sorry, but there is NO EXCUSE for the dirt the passengers have to put up with on those boats. An article was in the Sun about the dirty boats and I read the official response from the ferry service supervisor. The man should be fired. If the Utilities and Transportation Commission needs to sanction someone, t it the state auto ferries to and from Bremerton. But perhaps you can't do anything about the dirt. Can you at least do something about the fact that they won't keep even a little close to the schedule? I will write to the Department of Health about the dirt. They need a good inspection.

Carroll Lee deCamp