

# Lady of the Lake

Lake Chelan Boat Company  
P.O. Box 1057  
Chelan, WA. 98816

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December 6, 2019

Washington Utilities & Transportation Commission  
Attn: Tariff Division  
P.O. Box 47250  
Olympia, WA 98504-7250

RE: Tariff revisions to Lake Chelan Boat Company Tariff No. 63, requesting an effective date of 1/15/20.

To whom it may concern,

In overview, the goal of Lake Chelan Boat Company's new management (Discover Lake Chelan, LLC) lies substantially in a few areas:

- 1) Changing the cumbersome rate structure, to enable activation of an affordable online ticketing system, which will streamline ticket sales and all processes for the public and the company. The historical multiple fare options, (for so many rarely traveled routes) have been eliminated, to allow the company to introduce online ticketing, that the public is expecting and demanding. The main up lake communities of Stehekin and Holden Village have good internet access and will be able to book tickets online, as well as all other travelers.
- 2) Streamlining baggage weighing/handling by moving to a bags per ticket holder method, instead of a total weight per ticket. This will be easier for the passenger to understand and comply with, as well as for the company. It also falls more in line with current transportation standards.
- 3) The fare proposal has fare increases of 13.52%, which keeps fares at a market level, while allowing the company to operate, and cover the new land lease fee that has never been in rates. In the past, the land owner operated the company, and received no compensation in rates for the valuable waterfront property required to operate this type of a public transportation service. The rates have not been increased in 7 years.

We respectfully submit and request the following changes to our passenger Tariff No. 63:

- 1) **Page 3, Items 10(E), (F), (H):** The Commuter Ticket program is being replaced with a Frequent Traveler program. The Frequent Traveler program is: Any individual purchasing a round trip ticket will be eligible to receive one (1) free round trip for every three (3) purchases of the same round trip ticket type, within a 12 month period. All applicable tickets must be purchased and used by the same frequent traveler. This is a more efficient way to provide a discount to frequent travelers, and is a less cumbersome process for the passenger and the company.
- 2) **Page 3, Item 20:** Baggage Allowance: LCBC is requesting to change the manner in which passenger luggage is handled and charged. The maximum weight per package is being

increased to 75 lbs, instead of the current 55 lbs, and the allowance is 2 bags per adult ticket and 1 bag per child ticket. This will reduce the task of weighing passenger baggage, will allow better passenger understanding of the policy, and create better traffic flow on the day of travel. This method is standard in today's travel environment.

- 3) **Page 4, Items 31, 32, 35:** Item 31 has been added to allow a 5% discount for travelers 65 year of age and older. Item 32 has been added to allow promotional discounts for educational purposes and to stimulate travel on light travel days. This flexibility will allow travel incentives when appropriate, and to match industry expectations, in regards to school/educational trips, and for seniors. Item 35 addressing discounts for Firefighter Fares when fighting fires in our region has been adjusted to a 10% discount. LCBC management believes this is more appropriate than the original 20% discount.
- 4) **Page 4, Item 52(A):** changed to "No single package is to exceed 75 lbs", updated from the 55 lb current maximum.
- 5) **Page 5, Item 55:** Deleting note that "No pets will be transported on the Lady Express during the summer season". They will be allowed at a higher rate of \$25 one way. Space is very limited on the Lady Express in the summer, but instead of disallowing it, it will be allowed on a space available basis for a higher rate.
- 6) **Page 5, Item 60:** 60(A)(3) Language in regard to commuter ticket refunds has been removed. 60(C) Changed valid date for tickets. Tickets will be good for the date specified only. 60(D) Tickets will no longer be valid for a up to a year from the date specified. Seats can no longer be held for "no shows", which is what this policy has allowed, thus holding tickets from other passengers.
- 7) **Page 6 & 7:** Language in regards to commuter tickets has been removed. All rates are increases of 13.52%, except for the added "Lucerne-Stehekin Loop Fare" and the "Short Hop Fare". Rates have not been increased in 7 years.

Added a "Lucerne-Stehekin Loop Fare", which is presented at \$5.50, and is based on the difference between a Stehekin round trip ticket and the Lucerne round trip ticket. This will allow Lucerne passengers to travel through Stehekin on their inbound or outbound leg, by paying the equivalent price of a round trip Stehekin ticket. This is very beneficial to Holden Village passengers, due to unsafe road conditions during some times of the year. During the winter, for safety reasons, Holden Village travels the 12 mile road just one time per day. If their guests do not travel up lake on the boat, on their outbound leg, they must stay in a warming hut at the Lucerne Landing, which is not always sufficient for the need.

Added a "Short Hop Fare" to fill the gap of short travel routes, not beginning or ending at the main down lake ports of Chelan or Fields Point Landing. This provides a reasonable fare for odd short travel legs. This compliments LCBC's goal of reducing the historical complex rate grid.

- 8) **Page 9, Item 140:** Minimum Charge language has been changed to reflect the minimum charges for the different categories of freight as listed in Items 200 through 250.

- 9) **Page 9, Item 150:** Package limit changed to 75 lbs, as stated previously.
- 10) **Page 10, Item 170:** This Item referring to pick up and delivery service has been eliminated from the tariff. However, the company will still provide this service, with the intent to expand on it. Currently this item refers to pickup at two local grocery stores and is more limiting than helpful. The company will be looking at what can be offered with an eye to expand this as much as possible. It will be addressed outside of the tariff, to allow more flexibility.
- 11) **Page 11, Items 200-240 have been revised, Items 235, 215, 250 have been added:**  
The changes to freight rate items reflect the change of the base freight rates for the different categories of freight that we ship, to include passenger's additional luggage over their allowance, unaccompanied freight parcels for non-passengers, and bulk commercial freight shipments, along with addressing the fares for pets, bicycles, kayaks and game animals.

A copy of the public notice letter, in regards to our requested tariff changes, that will be posted at all main ports 30 days prior to the requested effective date of January 15, 2020, will be sent through the UTC portal by 12/11/19.

We respectfully request your approval of these changes to our tariff 63. If additional information is needed, please call Brun Garfoot or Cindy Engstrom at 509-682-1123.

Sincerely,  
*Reed Courtney*  
Reed Courtney  
Discover Lake Chelan, LLC-Managing Member

Sincerely,  
*Brun Garfoot*  
Brun Garfoot  
Discover Lake Chelan, LLC-Managing Member