

Docket No. TE-151906

Exhibit No. _____ (BT-1)

Respondent Ride the Ducks of Seattle, L.L.C.

WUTC v. Ride the Ducks of Seattle, L.L.C.

WUTC Docket No. TE-151906

DECLARATION OF BRIAN TRACEY

EXHIBIT 1



RIDE *The* DUCKS
OF SEATTLE

INFORMATION PACKET

TABLE OF CONTENTS

| | |
|---|-----------|
| Ride the Ducks of Seattle – At-A-Glance | 1 |
| Why You Should Support the Return of Ride the Ducks of Seattle | 4 |
| Rigorous Investigation and Responsive Operational Changes | 4 |
| Culture of Safety | 5 |
| Contributions to the Local Economy and Community | 5 |
| Safety, Maintenance and Staffing | 8 |
| History and Culture | 9 |
| Maintenance Overview | 10 |
| Daily Vehicle Inspections | 10 |
| Periodic and Annual Maintenance | 10 |
| Updates and Modifications | 11 |
| Maintenance and Inspections Team | 11 |
| Captain and Deckhand Staffing Overview | 12 |
| Captain Staffing | 12 |
| Captain Training | 13 |
| Continuing Education and Safety Drills | 14 |
| Deckhand Staffing | 14 |
| Supporter Letters | 16 |



AT-A-GLANCE

Top Seattle attraction
for **19** years

3 million passengers

Family Run since **1997**

Traveled a total of more
than **1.5 million** miles

History

Best City Tour **7** years
in a row
- King 5's Best Northwest Escapes

Carry more than **300,000**
guests per year

More than **11,000** tours
per year

Safety

Earned **highest possible rating** on
all transportation agency
inspections over past
15 years

Preventable accidents **far below** King County
Metro* threshold

Community

130 employees

Generates business
for others in local tourism

Committed to philanthropy
with **\$100,000+**
tickets donated
in past 4 years alone

*King County Metro safety data available at <http://metro.kingcounty.gov/am/reports/monthly-measures/safety-security.html>

| ★ INVESTIGATION & OPERATIONS | ★ INSPECTIONS |
|---|----------------------------|
|---|----------------------------|

- UTC completed exhaustive three-month examination of the Ducks' maintenance, fleet, training and safety practices
- In the future, the Ducks will...
 - No longer use the Aurora Bridge
 - Add a second staff member to every tour
 - Make ongoing modifications to the fleet, including additional video cameras and GPS tracking

- **100% satisfactory** – the highest possible – rating on all inspections and compliance reviews by UTC*, USCG* and FMCSA* over past 15 years
- Daily Duck inspections by a Captain and a Maintenance Technician – **surpassing Washington State requirements for commercial vehicles**
- Annual inspections by USCG
- Periodic inspections done by UTC

| ★ MAINTENANCE TEAM | ★ ALL CAPTAINS |
|---------------------------------|-----------------------------|
|---------------------------------|-----------------------------|

- Fleet maintenance manager awarded certificate of appreciation from the USCG in 2015
- 10 maintenance technicians who are certified United States Inspectors of Commercial Vehicles and Inspectors of Commercial Vehicle Brakes
- 1 fleet maintenance manager with 20+ years experience working on military vehicles
- 1 maintenance foreman who is ASE Certified Master in Medium/Heavy Duty Trucks
- All complete a 90-day training course

- All captains have undergone 240 hours of training and hold a minimum of 120 hours of operational sea time
- Hold Washington State Commercial Drivers License
- Hold at minimum a 25-ton Limited Local Merchant Mariner Credential
- Team includes former commercial airline pilots, helicopter pilots, commercial fishing boat captains, cruise ship captains, engineers, and military personnel

| KING COUNTY METRO | RIDE THE DUCKS |
|---|--|
| King County Metro has set a threshold of staying under 10.3 preventable accidents per million miles | Ride the Ducks of Seattle has never had a preventable accident per million miles rating of higher than 2.6 - well under the threshold set by King County Metro |
| 33 days of training required for drivers | Captains complete 240 hours of training over six weeks and must complete three two-hour continuing education sessions per quarter |
| Drivers participate in seven days of on-route training | Ten days of on-route training for Captains, with an additional five days of dress rehearsal, audit and review = 15 days total |

* UTC- Utilities and Transportation Committee, USCG-United States Coast Guard, FMCSA-Federal Motor Carrier Safety Administration





• ————— •

Why You Should Support the Return of Ride the Ducks of Seattle

• ————— •

Why You Should Support the Return of Ride the Ducks of Seattle

The return of Ride the Ducks of Seattle makes sense for a host of reasons – starting with the Washington Utilities and Transportation Commission’s massive and rigorous investigation of the Ducks’ operation. Working closely with the UTC, Ride the Ducks of Seattle has identified potential areas of improvement and is introducing procedures to ensure its safety practices exceed the UTC staff’s expectations. Area leaders and community members can rely upon and trust this process for ensuring the safety of the public.

The culture of safety that Ride the Ducks of Seattle has built over two decades also demonstrates its incredibly strong commitment to the safety of its passengers and others who share the roads and waterways.

Beyond these factors, the organization’s return is also critical to Seattle’s economy, culture and tourism industry. Ride the Ducks of Seattle generates more than 100 well-paying jobs, supports a host of charities across the region, attracts tourists to the area and drives them to other local businesses.

Read on to explore why Ride the Ducks of Seattle deserves your support.

Rigorous Investigation and Responsive Operational Changes

Over the past three months, investigators from the UTC have conducted an exhaustive examination of every facet of Ride the Ducks of Seattle’s operational history, combing through thousands of documents, reviewing maintenance and staffing procedures, and dismantling and inspecting vehicles.

Ride the Ducks of Seattle has welcomed and cooperated fully with the investigation, opening its practices, fleet and facilities to scrutiny, and making team members available to answer questions and assist with the effort.

Based on the UTC’s work and in response to feedback from community members, Ride the Ducks of Seattle will make several changes to its service when it is approved to return, including:

- Changing its routes to no longer travel over the Aurora Bridge.
- Adding a second staff member to every tour. The Captain will focus only on safely operating the vehicle, while a Deckhand will interact with guests and lead the tour.
- Ongoing efforts to make further modifications to operational vehicles, including implementing additional on-board video recording equipment and GPS tracking to use as training, review and accident prevention.
- Enhancing randomized drug and alcohol testing. Ride the Ducks of Seattle has always conducted testing with a certified agency, but in the future will increase the number of randomized tests based on the size of the team, which fluctuates because of the seasonal nature of its business. This issue has not been identified as a contributor to the September accident nor any other incidents.
- Revising some minor documentation practices, such as requiring staff members to provide full signatures on documents, rather than initials.

Culture of Safety

Since its inception in 1997, Ride the Ducks of Seattle has made safety its No. 1 priority, and built its operations around the goal of becoming the safest Duck tour company in the country.

Ride the Ducks of Seattle's 19-year record of maintenance and staffing practices, its accident rate compared to other modes of public transportation and the recognition it has earned from transportation regulators all underscore its track record of safety.

As part of its rigorous maintenance, training and safety program, Ride the Ducks of Seattle:

- Has consistently received the highest rating on inspections and compliance reviews over the past 15 years by the UTC, the U.S. Coast Guard (USCG) and the Federal Motor Carrier Safety Administration (FMCSA), which governs large commercial vehicles.
- Saw its Fleet Maintenance Manager awarded with a certificate of appreciation from the USCG Sector Seattle Commander for exemplary training and workmanship in January 2015.
- Earned a fully compliant rating with zero non-conformities in a 2015 USCG Marine Training Course compliance audit.
- Requires daily vehicle inspections by both a Maintenance Technician and a Captain before any Duck is taken out on the road – surpassing Washington State regulations.
- Completes comprehensive, detailed annual inspections in compliance with Department of Transportation (DOT) and USCG certifications.

The success of this program is due in no small part to Ride the Ducks of Seattle's rigorous training requirements and the experience of its team:

- Maintenance professionals must have a minimum of two years' experience in the automotive maintenance field and complete a 90-day training course; many hold Automotive Service Excellence (ASE), master and U.S. inspector certifications.
- Captains are required to pass 240 hours of training over six weeks, including 15 days of on-route training and auditing, and three continuing education courses per quarter.
- All Captains hold Washington State Commercial Driver Licenses (CDL) and USCG Certified Merchant Mariner credentials. Ride the Ducks of Seattle's Captain ranks include former military and commercial airline pilots, as well as commercial fishing and cruise ship captains.

Because of this focus on exemplary maintenance, experience and training, Ride the Ducks of Seattle has maintained a low preventable accident rate. King County Metro considers 10.3 preventable accidents per million miles as its highest acceptable threshold. Since 2000, Ride the Ducks of Seattle has never had a preventable accident per million miles rating higher than 2.6. A preventable accident is defined as one in which the operator failed to do everything reasonable to prevent the accident.

Contributions to the Local Economy and Community

For nearly two decades, Ride the Ducks of Seattle has been an integral part of Seattle's economy, culture and a key driver and partner of the local tourism industry.

- Importantly, Ride the Ducks of Seattle helps support the local economy by generating 130 well-paying jobs. As detailed in the letters that follow, even seasonal and part-time positions provide a valuable service enabling retired professionals to continue to earn income, allowing students to fund their education and creating a place for airline pilots and commercial captains to put their technical skills to use.

- Ride the Ducks of Seattle has attracted more than three million people to the city's downtown core and outlying neighborhoods in the past 10 years. The organization hosts 300,000 guests a year, giving tourists and area residents a key reason to visit and then return – and buy more goods and services – time and again. *KING 5's Best Northwest Escapes* named Ride the Ducks of Seattle the “Best City Tour” seven years in a row. On TripAdvisor.com, Ride the Ducks of Seattle is currently No. 1 out of 39 Boat Tours & Water Sports in Seattle, based on 1,833 reviews.
- As letters from organizations such as Tom Douglas Restaurants, T.S. McHugh and Ten Mercer, Visit Seattle, the Victoria Clipper, and many others attest, Ride the Ducks of Seattle creates a multiplier effect for the local hospitality and tourism industries by giving riders a firsthand look at local businesses on its route and serving as a referral source to numerous other attractions.
- Ride the Ducks of Seattle supports hundreds of charities across the region. In the last four years alone, it has donated nearly \$100,000 in free tickets and charters to nonprofits, school and church fundraisers, and other causes. Working with the Starlight Children's Foundation, the organization has welcomed seriously ill children and their families on special tours every year in addition to giving monetary donations. Plus, thousands of community members have been touched by Ride the Ducks of Seattle's Random Ducks of Kindness campaign.

There is a host of evidence to support the return of Ride the Ducks of Seattle – including the UTC's rigorous inspection, the operational changes the Ducks have made and the organization's long-term thorough maintenance, extensive training and dedication to safety. Ride the Ducks of Seattle's return is also vital to the health of the city's tourism industry and culture, with benefits that extend throughout the local economy and philanthropic community.



Safety, Maintenance and Staffing

Safety, Maintenance and Staffing

With the objective to be the most entertaining and the safest Duck tour operation in the country, safety has informed every decision at Ride the Ducks of Seattle; it's woven throughout the organization's history of service in Seattle. This document provides an overview of that history, a foundation of fact to encourage future conversations about the Ducks' operations and impact on the local economy, tourism industry, philanthropic community and culture.

Here you'll find a detailed look at Ride the Ducks of Seattle's extensive training, safety and maintenance procedures, and other systems and policies broken down into four distinct sections: company history and culture, staffing overview, maintenance overview, and community and economic contributions.

Taken together, the provided information speaks to a broader culture of safety that the organization has built over nearly two decades of operations and will continue to develop into the future.

History and Culture

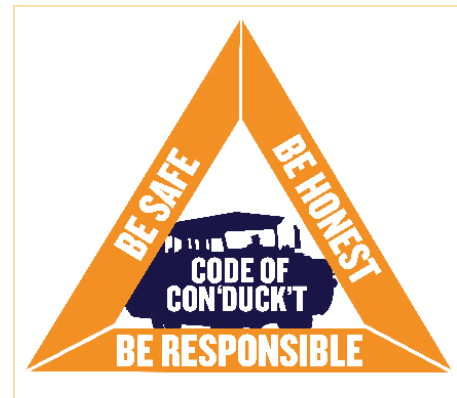
Ride the Ducks of Seattle is a family-run business that opened for tours in 1997. Over the years, it has grown from a one-Duck operation with a handful of employees to a fleet of 20 Ducks with more than 130 employees that carry approximately 300,000 people on more than 11,000 tours per year, traveling a total of more than 1.5 million miles. In the past 10 years, more than three million people have quacked their way around Seattle on a Duck.

This level of growth has been possible in large part due to a stable safety culture and management system that begins with the highest executive to the newest member of the team. In 1997, Ride the Ducks of Seattle adopted a top-down culture of safety which has evolved into their “Code of Con’DUCK’t” outlining the guiding principles for decision-making throughout the organization. This historical code is the underlying philosophy that drives every decision Ride the Ducks of Seattle makes.

Ride the Ducks of Seattle “Code of Con’DUCK’t”:

Ride the Ducks of Seattle believes and trains all employees that safety is a combination of safe practice, honesty and responsibility. These three core values of Ride the Ducks of Seattle highlight the “Code of Con’DUCK’t” and culture at the organization.

- **BE SAFE:** Some companies believe in “Best Practices” for safety. Since “best” implies there is no further room for improvement, Ride the Ducks of Seattle has implemented a “Safe Practice” method of operation. This allows – and more importantly, holds accountable – each and every employee to identify, report and resolve any unsafe situation whether actual or theoretical.
- **BE HONEST:** Growth and improvement within the safety-sensitive operations of Ride the Ducks of Seattle cannot happen without 100 percent honesty in the relationships of supervisor to employee, employee to supervisor, and company to guest, the general public and regulatory agencies. Honesty means an ability to identify and communicate through reporting all occurrences of non-conformity or hazardous conditions throughout any Ride the Ducks of Seattle operation.
- **BE RESPONSIBLE:** Ride the Ducks of Seattle requires all employees to perform within the laws, regulations and policies of Washington State, all regulatory agencies and Ride the Ducks of Seattle. Being responsible means collectively and individually taking accountability for actions when serving guests and the community and for creating a safe, courteous and professional work environment.



Maintenance Overview

Ride the Ducks of Seattle's accomplished maintenance team works behind the scenes to ensure Ducks consistently run at peak performance.

The company adheres to very stringent maintenance and inspection regimes as required by Washington State, USCG, UTC, FMCSA and other governing bodies. However, much of the maintenance and inspections Ride the Ducks of Seattle requires of itself are above and beyond standard state and federal regulations to ensure that the Duck fleet is consistently operating in top condition. For example, all commercial vehicles or vessels are required to undergo a daily safety inspection by the driver or operator, but Ride the Ducks of Seattle mandates that its daily safety inspections, detailed below, are performed by both a Maintenance Technician and a Captain.

Because of Ride the Ducks of Seattle's rigorous maintenance and inspection regimes and its outstanding maintenance team and staff as a whole, it is with great pride that the organization can demonstrate that over the past 15 years it has consistently received the highest rating of "Satisfactory" on inspections and compliance reviews by the UTC, USCG and FMCSA, which governs large commercial vehicles. Additionally, a recent 2015 USCG Marine Training Course compliance audit resulted in zero non-conformities and a fully-compliant ranking.

Daily Vehicle Inspections

Ride the Ducks of Seattle executes a "two sets of eyes" policy for daily inspections. Each Duck that has ever and will ever be sent out on Seattle's streets, whether for tours or training, is inspected thoroughly by a Maintenance Technician and the Captain.

Ride the Ducks of Seattle goes beyond "Satisfactory" (the highest rating by the UTC) and requires mechanics to check every Duck every day before it is allowed to operate. Captains cannot use a Duck for a tour if it has not been checked by a Maintenance Technician and the Captain.

Washington State does not require a mechanic to check a vehicle daily, neither before nor after the day of operation. The one exception is if the driver writes up a defect in a post-trip report. In that case, a mechanic would immediately lock the vehicle out of service and perform unscheduled maintenance on the vehicle.

Periodic and Annual Maintenance

While the team gives Duck vehicles the highest level of attention on a day-to-day basis, this is just the first step in ensuring the fleet's safety. Ride the Ducks of Seattle Maintenance Technicians are certified and required to perform annual DOT inspections of each Duck in operation and each vessel is subject to annual inspections by the USCG in compliance with Ride the Ducks of Seattle's Certificate of Inspection. The inspections are robust, comprehensive and extremely detailed.

Periodic or preventive maintenance is performed by Ride the Ducks of Seattle maintenance technicians on regimented schedules. Whether it is an oil change, a grease job, brake inspection or auxiliary steering cable replacements, everything is scheduled on a very specific timeline.

If a repair to a Duck requires Ride the Ducks of Seattle to compromise a watertight envelope or if any work, such as welding, or modification to current configuration takes place, the Ducks team notifies the USCG who then may require inspection. Additionally, Ride the Ducks of Seattle executes a vehicle lock-out system to ensure any Duck with a maintenance concern is removed and kept out of service until the concern is eliminated.

Updates and Modifications

As part of its continued effort for fastidious operations, Ride the Ducks of Seattle has elected to make changes and modifications to the operations and fleet, outlined below. Ride the Ducks of Seattle has always been committed to the safety of its passengers and the streets of Seattle, and the new procedures are a reflection of this ongoing commitment.

- Ride the Ducks of Seattle has created a new tour route that will no longer include the Aurora Bridge.
- All Duck vehicles will be reconfigured to accommodate the new Deckhand/Tour Guide, including passenger-facing seat, relocated radio and removal of one passenger seat to allow for Deckhand work area.
- The organization has updated the training material, courses and a simulator to reflect changes to operations.
- Ride the Ducks of Seattle is working towards implementing additional on-board video recording equipment and GPS tracking to use as training, review and accident prevention.

Maintenance and Inspections Team

The maintenance team must complete rigorous requirements and training to ensure its exemplary capabilities. Ride the Ducks of Seattle currently employs 10 full-time Maintenance Technicians, one Fleet Maintenance Manager with over 20 years' experience working on military vehicles and one Maintenance Foreman. Each maintenance team member must have a minimum of two years of experience in vehicle maintenance or comparable experience from an accredited training program prior to working for Ride the Ducks of Seattle. Several team members are Automotive Service Excellence (ASE) certified, some with multiple certifications – the gold-standard in vehicle maintenance.

During a 90-day training and review process, Maintenance Technicians are instructed on how to inspect a Duck and learn the policies and procedures embedded in Ride the Ducks of Seattle operations, component rebuilds and emergency procedures. All team members have completed requirements to qualify as a United States Inspector of a Commercial Vehicle and Inspector of Commercial Vehicle Brakes.

Ride the Ducks of Seattle offers a continuing education incentive program through which Maintenance Technicians can utilize work time and receive reimbursements to obtain additional ASE certifications in varying automotive disciplines.

Captain and Deckhand Staffing Overview

Ride the Ducks of Seattle is incredibly proud of its entire staff. It is with a particular and intentional hiring and training approach that it employs the best and the brightest in the industry.

The staff's responsibilities on the road and waterways mean they must be expert drivers and excellent mariners. All employees have the skillset to meet the demands of this role through an integrated process that begins with identifying candidates with strong experience – including military and commercial backgrounds – conducting rigorous training programs that exceed regulatory requirements, and engaging in systematic briefings and continuing education.

This fall, Ride the Ducks of Seattle announced it will add a second person aboard each Duck to serve as the Deckhand and Tour Guide. Like all staff members, these team members must meet stringent hiring and training standards for the newly created Deckhand position, detailed below.

Beyond strict qualifications and training, a good, positive attitude is the foundation of the Ride the Ducks of Seattle company culture at every level. It's what makes tours entertaining and Ride the Ducks of Seattle a great place to work. It is the fuel that drives the company and all its members. At Ride the Ducks of Seattle, a positive attitude is not just an expectation, it's a necessity.

Captain Staffing

Prior to entering the training program, Ride the Ducks of Seattle's Captains must meet stringent background checks, and many have prior experience as military or commercial pilots, professional maritime captains or commercial drivers. The organization seeks those who are a cut above.

Ride the Ducks of Seattle Captain team includes:

- 2 military-trained and retired helicopter pilots
- 1 retired commercial airline pilot
- 2 engineers (1 mechanical, 1 civil)
- 6 have 100-ton masters captain licenses, including the lead Captain Trainer and the Director of Safety
- 2 have 50-ton masters captain licenses
- 2 commercial fishing boat captains
- 1 cruise ship captain
- Others with varying maritime and relevant professional backgrounds

Minimum Requirements:

To be considered as a Captain candidate at Ride the Ducks of Seattle, individuals must:

- Have a clear driving record as required to obtain a Washington State Commercial Driver License (CDL).
- Be completely drug-free and participate in DOT and USCG pre-employment and random drug testing.
- Have a minimum of 120 hours of operational sea time.
- Pass and keep current DOT and USCG medical screens/physicals.
- Classify for, at minimum, a 25-ton Limited Local Merchant Mariner Credential and have the credential on board and available for examination at all times when the Duck is in operation.
- Apply for and hold a valid Transportation Workers Identification Credential as issued by the Transportation Security Administration (TSA).
- Show ability to perform emergency duties including, but not limited to: fire, flooding, man overboard, general emergency and machinery issues. The ability to perform these duties must be shown prior to operating a Duck, as well as at least once every three months.

Captain Training

Once candidates make it through strict hiring requirements, the organization puts them through a demanding training process and requires they obtain additional certifications. As with everything it does, Ride the Ducks of Seattle strives to ensure all staff and operations surpass requirements and expectations. In this vein, all Captains must successfully complete a rigorous training program including a minimum of 240 total training hours over a six-week period.

Within the 240 hours Captains are required to complete:

- Ten full days of on-route training with an instructor. Feedback for improvement and growth is given daily and as needed throughout training sessions.
- Six days of various training (communications, breakdowns/accidents, boat ramp operations, tour information, CDL testing preparations).
- One CDL test day. CDL tests are conducted at the Washington State testing facility by a Washington State-certified and employed CDL tester.
- Five days of dress rehearsal, audit and review. These days are completed as close to real operations as possible. Trainers remain silent unless safety or emergency reasons require their intervention. The training staff onboard use Ride the Ducks of Seattle Captain Tour Safety Audit/Review checklists to ensure compliance with Washington State laws and Ride the Ducks of Seattle procedures and policies. Each Captain goes through at least one on-road dress rehearsal after showing abilities for their progression in the training process.
- Duck familiarization and inspections classroom and hands-on training. Inspections practices are certified by Washington State during the CDL test and Ride the Ducks of Seattle prior to passenger-carrying operations.
- Classroom drive training, driving basics training and introductory drive session.
- USCG certified and regulated marine training course.
- Training for and possess a Washington State Boater Education Card.
- Waterborne operations and emergency procedures drills (man overboard, fire, flooding, evacuation, etc.). Successful completion is required to continue in class and to qualify for Merchant Mariner Credential.
- A classroom drug and alcohol training session.
- American Red Cross First Aid and CPR training.

Training may, and has been, extended for candidates who need more focus on any area(s) of study. Candidates who are unable to show the ability to safely operate the Duck according to the laws, regulations and standards of Washington State, USCG and Ride the Ducks of Seattle are not permitted to become a Ride the Ducks of Seattle Captain.

If a Captain takes a leave of absence or is inactive for more than 30 days, the individual must complete an update and policy classroom session, an inspections review/audit, a driving audit and provide a negative result drug screen. This is followed by on-water emergency drills and an on-the-road tour greenlight or audit with a trainer. Complete comfort and abilities verification is required before releasing the Captain to in-service duty.

Continuing Education and Safety Drills

Even after all staff members have proven they are equipped with the skills and competence to run successful tours, Ride the Ducks of Seattle puts them through additional training, drills and continued education courses to ensure the learning is ongoing and that each and every staff member is always at the top of their game.

As part of this mantra, the Ride the Ducks of Seattle operations team conducts one-on-one safety briefings with Captains at least five days per week. These briefings are used to focus their attention on a specific item or concern. This could range from inspection procedures, route operations, emergency procedures, day-to-day operations and other topics. The daily briefings also give Captains an opportunity to point out any issues they currently have or have ever observed with the route, Ducks or operations.

To ensure each Captain is consistently providing a safe tour each and every time, Ride the Ducks of Seattle trainers regularly complete ride-a-longs and driver reviews using a very detailed point system and review criteria. Trainers also drill Captains on a regular basis to ensure they are prepared for anything at all times. Emergency drills include, but are not limited to: man overboard, fire on board, flooding, collision on land/water, grounding, medical emergency, abandon ship, loss of steering on water and loss of propulsion. These drills are done as close to real-life situations as safely possible while on the road/water.

In addition to being trained and tested each and every day during safety briefings, Ride the Ducks of Seattle also requires Captains to participate in quarterly continuing education. Ride the Ducks of Seattle believes it is of the utmost importance to continually refine and hone skills, so each Captain attends three two-hour training sessions per quarter on a range of topics, including emergency drills and operations.

Deckhand Staffing

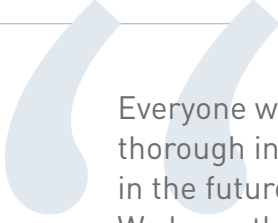
Ride the Ducks of Seattle, upon returning to operations, will employ a Deckhand that falls within the USCG designated requirements and will be responsible for emergency duties as directed by the Captain as well as serve as the acting tour guide. As with Captains, the bar will remain high as the organization hires and trains for the new position of Deckhand.

Minimum Requirements:

- Hold and keep current all appropriate certifications and training as required by the FMCSA, USCG and Ride the Ducks of Seattle.
- Be certified by the American Red Cross, or equivalent, in First Aid and CPR.
- Complete and pass all Ride the Ducks of Seattle training for Deckhands and Tour Guides.
- Complete the training for and possess a Washington State Boater Education Card.
- Demonstrate the ability to respond to emergency situations including: man overboard, fire, abandon ship and emergency evacuation, foul weather, medical emergency and collision.
- Pass a pre-employment drug screen as defined by the Ride the Ducks of Seattle Drug and Alcohol Policy. Be completely drug-free and comply with the regulations set forth by Ride the Ducks of Seattle's Drug and Alcohol Testing Program.
- Have a working knowledge of knots, line handling, docking procedures and basic rules of the road and waterways.
- Understand the role of a lookout on a vessel.
- Participate in quarterly continuing education training sessions.



Supporter Letters



Everyone was heartbroken at the Aurora Bridge accident, and we trust with your thorough investigation and internal fixes, we can avoid anything like that happening in the future. Ride the Ducks is an important tourist attraction in downtown Seattle. We know they can make all the changes you recommend to safely start their business again as soon as possible.

Tom Douglas, Chef & Owner, Tom Douglas Restaurants

We are so fortunate to have Ride the Ducks in our city. I have taken many of my family members and friends who come to visit from around the world on the Ducks because it is one of the most memorable experiences they will have and talk about forever.

...the thought of having another Seattle Seahawk Super Bowl parade without the Ducks in it is... well, just sad. The visual of our team on the Ducks riding down 4th Avenue is one the 12's will never forget. The Ducks are a part of our city.

Jeanne McNamee, President, McNamee Media

I was very disappointed to see the Duck tours are not in operation at this time. I've taken this tour several times over the course of the past few years and my family has always enjoyed it for the entertainment, education and the low cost. Please bring back The Duck Tours soon, especially before the holidays. This is one of our most memorable parts of visiting Seattle!!

Gina Allison, Orlando, FL resident

Many of us who live in the downtown area have become big fans of the Ducks as they drive through our city spreading goodwill and filling the streets with the happy faces of so many visitors. They have become such a big part of what makes our city so vibrant.

James R. Kemper, DDS

The Ducks are a huge part of what makes Seattle the unique, historic, active, amusing and spontaneous entity that it is... I have never, ever felt that my safety was compromised, and had complete trust in my captains. ... Please consider reinstating the Ducks to the city and letting the good times roll.

Corinne Nicole Springer, Seattle resident

Seattle without Ride the Ducks is like Seattle without the Needle. They need to come home.

Lark Ohta, Director of Sales, VisionOne

