

From: Polar Endeavour Captain [mailto:XXXXXXXXXX]
Sent: Saturday, July 9, 2016 6:43 PM
To: Arrow Dispatch <dispatch@ArrowMarineGroup.com>
Subject: RE: Seeking your comments

Good Evening,

You guys do an exceptional job every time. From the regular launch service to specials when needed, to last minute stores/parts, to launching of lifeboats, etc. etc., you allow us to do our jobs better and more efficiently. And, in a couple of cases in the past, looked out for the safety of our crew when they were not fit to join the vessel.

Just this last port stay at March Pt you brought us a pallet and a half of produce that got missed from our regular storing, as well as warehouse freight, including piston rods.

Thank you for your dedicated, consistent, outstanding service.

I wish you were in every port we go to. The competition doesn't come close.

If there is anything we can do on our end to assist you better, please don't hesitate to let me know.

Regards,

Janet DeCastro
Master, Polar Endeavour
XXXXXXXXXX

From: Arrow Dispatch [mailto:dispatch@ArrowMarineGroup.com]
Sent: Saturday, July 09, 2016 8:22 PM
To: Polar Endeavour Captain <XXXXXXXXXX>; Polar Endeavour Chief Steward <XXXXXXXXXX>
Subject: [EXTERNAL]Seeking your comments

Captain, Chief Engineer, Chief Mate, Chief Steward, Vessel Operators:

Periodically we send out emails requesting your feedback. As you know, in all ports of Puget Sound, it is the goal of Arrow Launch Service crew and staff to make sure that your crew, vessel, and Company service needs and requirements are met with the very safest, highest quality, efficient and cost effective launch service possible.

The purpose of this email is to monitor and continually strive to exceed your service needs. Arrow seeks input from vessel operators regarding services that were provided to you and/or your vessel(s) during a recent port stay in Puget Sound. We thank you in advance for taking the time to send us your critiques and comments.

In addition, if Arrow can provide you with a service that is not currently being provided, please free to ask and or include those comments in your response.

As always, please feel free to contact Dispatch, 24HR, at 360-457-1544, or myself, with any specific service requirements and/or concerns.

Best regards,

Jack Harmon
Arrow Launch Service, Inc.
24 HR Dispatch 360-457-1544
Direct Dial 360-457-9617 ext: 101
Cell XXXXXXXX

From: Overseas Nikiski - Master [mailto:XXXXXXXXX]
Sent: Sunday, July 10, 2016 8:30 AM
To: Arrow Dispatch <dispatch@ArrowMarineGroup.com>
Subject: RE: Seeking your comments

Jack,

Excellent service and customer focus! On several occasions Arrow has responded with short notice to service this vessel. Whether it was getting an injured crew member off at Port Angeles in the middle of the night or the infamous 75 picks at March point when we were getting ready for a South Korea shipyard I have found that your group always does their best.

Thanks for the consistently superior service.

Regards,

Michael F. Sullivan
Overseas Nikiski
XXXXXXXXX (Cell)

From: Arrow Dispatch [mailto:dispatch@ArrowMarineGroup.com]
Sent: Sunday, July 10, 2016 1:29 AM
To: masterXXXXXXXXX.com; Overseas Nikiski - Chief Engineer
Subject: Seeking your comments

Captain, Chief Engineer:

Periodically we send out emails requesting your feedback. As you know, in all ports of Puget Sound, it is the goal of Arrow Launch Service crew and staff to make sure that your crew, vessel, and Company service needs and requirements are met with the very safest, highest quality, efficient and cost effective launch service possible.

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As always, please feel free to contact Dispatch, 24HR, at 360-457-1544, or myself, with any specific service requirements and/or concerns.

Best regards,

Jack Harmon
Arrow Launch Service, Inc.
24 HR Dispatch 360-457-1544
Direct Dial 360-457-9617 ext: 101
Cell XXXXXXXX

***** This electronic mail transmission may contain confidential or privileged information. If you believe you have received this message in error, please notify the sender by reply transmission and delete the message without copying or disclosing it. *****

From: Adventure Captain [mailto:XXXXXXXXXX]
Sent: Friday, May 17, 2013 12:02 PM
To: 'Arrow Dispatch'
Subject: RE: Arrow Launch Inc.

Arrow Launch Dispatch,

Arrow launch has always been exceedingly accommodating in every situation that has come up. Arrow launch has always been reliable, professional and a pleasure to work with.

Regards,

Wayne T. Komulainen
Master, Polar Adventure

XXXXXXXXXX VSAT

XXXXXXXXXX Ship cell

XXXXXXXXXX

XXXXXXXXXX

From: Arrow Dispatch [mailto:Dispatch@ArrowMarineGroup.com]

Sent: Sunday, May 12, 2013 9:40 AM

To: Polar Adventure Captain

Subject: Arrow Launch Inc.

Captain, Chief Engineer, Chief Mate, Chief Steward, Vessel Operators:

In all ports of Puget Sound, it is the goal of Arrow Launch Service crew and staff to make sure that your crew, vessel, and Company service needs and requirements are met with the very safest, highest quality, efficient and cost effective launch service possible.

The purpose of this email is to monitor and continually strive to exceed your service needs. Arrow seeks input from vessel operators regarding services that were provided to you and/or your vessel(s) during a recent port stay in Puget Sound. We thank you in advance for taking the time to send us your critiques and comments.

In addition, if Arrow can provide you with a service that is not currently being provided, please free to ask and or include those comments in your response.

As always, please feel free to contact Dispatch, 24HR, at 360-457-1544, or myself, with any specific service requirements and/or concerns.

Best regards,

Jack Harmon
Arrow Launch Service, Inc.
24 HR Dispatch 360-457-1544
Direct Dial 360-457-9617 ext: 101
Cell XXXXXXXXX

From: Beckett, Heidi [mailto:XXXXXXXXXX]
Sent: Wednesday, May 30, 2012 11:03 AM
To: Wenz, Robert; Satava, Rick; Arrow Launch Dispatch; Arrow Launch
Subject: FW: Feedback on Arrow Launch

From: AK Frontier Captain [mailto:XXXXXXXXXX]
Sent: Wednesday, May 30, 2012 9:31 AM
To: Beckett, Heidi
Subject: Feedback on Arrow Launch

Good morning,

I wanted to take this opportunity to comment on the outstanding level of service Arrow Launch has provided to the Alaskan Frontier. On our most recent visit to Port Angeles, Washington, Arrow Launch provided punctual, courteous and professional service. The dispatch office and launch crews are always accommodating to facilitate the operational needs of the vessel. The conduct and awareness to safety demonstrated by Arrow launch personnel was outstanding.

Thank you,

Captain William Rouch
M/T Alaskan Frontier
Alaska Tanker Company

On Sep 16, 2012, at 17:26, "Jack Harmon" <jharmon@olypen.com> wrote:

It was more than our pleasure... A project as vital as this is.... It was an honor! And thank you for understanding when I called asking for guidance on what may have seemed a simple question.

Best regards,

Jack
360-460-1217

On 2012-09-16, at 3:43 PM, "Dickensheets, Tim"
<XXXXXXXXXX> wrote:

Jack – Joan,

Superior Energy wishes to express our greatest appreciation for a job well done by you and your staffs. Everyone was appreciative of your flexibility and patience.

Personally – I say thank you. I know I sometimes had you going in multiple directions – only because I knew you could pull it off.

Kind regards,

Tim Dickensheets
Director of Compliance
Superior Energy Services LLC, Marine Technical Services
13333 Northwest Freeway, Suite 100
Houston, Texas 77040
832.590.6500 office • XXXXXXXXX cell
XXXXXXXXXX

<image001.jpg>



Alaska Tanker Company, LLC
15400 NW Greenbrier Parkway
Parkside Building, Suite A400
Beaverton, Oregon 97006

503-207-0046
Fax 503-207-0075

Captain John D. Merrigan
Marine Team Leader
Alaska Tanker Company, LLC
Office: (503) 207-0064
Mobile: (971) 330-4016
Email: John.Merrigan@aktanker.com

25 October 2016

Washington State Utilities & Transportation Commission
1300 S. Evergreen Park Drive SW
Olympia, WA 98504

Dear Sir or Madam,

This letter is to confirm Alaska Tanker Company (ATC) has been a customer of Arrow Launch Service (Arrow Launch) since ATC's inception in 1999. ATC, which was created to consolidate transport of Alaskan crude oil to the US West Coast, operates a fleet of crude oil tankers and relies on Arrow Launch services to conduct its business in port.

Arrow Launch supplies ATC with personnel launches for crew changes and shore leave, and provides launch access for the boarding of technicians, auditors, and government and regulatory agency workers. While the ATC fleet is in Washington State waters, Arrow Launch is the exclusive provider for launch and associated services, including transport, delivery and warehousing of freight, spare parts, stores, laundry, perishable food items, and sundries. Arrow Launch has provided these services to ATC hundreds of times each year for the past 17 years while maintaining their availability 24 hours a day, 365 days a year.

Alaska Tanker Company, LLC audits our vendors on a regular basis to provide the necessary assurances that all of our purveyors meet the highest of safety standards. These standards are set forth by ATC's Quality Safety Management System, derived from regulations pertaining to the ISM Code, TMSA, and SIRE inspection program. Arrow Launch has performed well in every audit.

Arrow Launch Services has been responsive to ATC's needs, reliably providing services in a timely manner since 1999. Arrow Launch has not once failed or refused service to ATC.

Sincerely,

Captain John D. Merrigan