

## Mary Ross

- Whatcom County's current ferry outage plan does not allow for a rapid deployment of a back up passenger only service , Current plan requires lots of \$ and time to install temporary docks for the currently contracted passenger only ferry to be able to transport people back and forth from the mainland to the island. I estimate that the minimum time required to provide back up passenger only service would be close to 24 hours. I need to verify this with our Captain Rich Hudson. I am going to investigate getting an estimate of the monetary **cost to do this plus cost of passenger vessel contract**
- As a committee assignment I spoke with Captain Rachael Rowe Ferry Operations Division Manager Skagit County Public Works this morning Oct 13, 2021 to gather some information on what their back up vessel deployment time frame was. She said that of course it is variable due to type of outage but their system shoots for a two to three hour time frame before passenger only service is implemented.
- Planned ferry outages for dry dock or monthly inspections are inconvenient but with notice islanders can usually adjust schedules. During Dry dock there is about a 6 hour window with no ferry service at both ends of dry dock where temporary floats are installed, and then removed. During the monthly inspections there is no ferry service for 5 hours from 10 AM to 3PM Usually on a Wednesday but not always. No passenger only service is even considered for a planned outage because our passenger only
- Besides the planned outages as the ferry infrastructure ages in spite of all the scheduled inspections and maintenance shutdowns There have also been an increasing number of randomly needed shut downs for maintenance on other repairs of the dock mechanisms besides random shut downs for ferry mechanical issues.
- There are costs involved every time the ferry system shuts down for scheduled or unscheduled reasons. The ferry system loses revenue, Islanders have to make alternate arrangements to get to work, to get their children to school or to return to their home afterwards. Appointments for mainland services like Dentists, Doctors, School, Work, Airline Flights, pet care, a theatre or concert or sporting event with non refundable tickets even a meal at a restaurant that you have had reservations for months might be missed.
- Many of these things might be able to be rescheduled but in some cases everyone just loses out and pays penalties for cancelation or changes. When my husband Jim and I were caught in the July 31 outage when I was planning to drive him to the emergency room our anticipated expenses were gas and a car & driver and a pedestrian punch. Plus medical. As it turned out an aid car ride on the other side to the hospital and a taxi ride home from the hospital were a little over \$1,000. I also had 5 guests at my home that afternoon that needed to get back to their Bellingham hotels because they had flights booked out of Sea Tac Sunday

morning. Thankfully all of them were able to get off the island in a couple of private boats. For one of them who was mobility impaired climbing down the rock rip rap was not an option, as it was getting rowed out in a rubber dinghy then onto a moored boat off Isle Aire Beach was quite a challenge. If private boaters acting as good Samaritans had not been available that day the costs of missed flights for those 5 friends would have amounted to around \$2,000 more. I know for a fact that if a private boater had not been able to transport Jim to the other side and we would have had to wait for the ferry to be repaired his urgent need to get to the ER would have escalated to life threatening and probably would have then resulted in helicopter evac.

- Whatcom County ferry system needs a better back up plan to move all its customers in event of prolonged planned or unplanned outages now and in planning for the future.
- I would like LIFAC to help the county realize and remember that the ferry is not a pleasure boat It is a bridge or lifeline between the mainland and Lummi Island. We need either a better back up plan. Or we need cooperation not adversarial relationship to work together with county and island community to solve this problem.

What type of Outage was this?	When were you Impacted? i.e. what Date? (use approximate day if you don't recall the exact one)	For how Long a time were you Impacted	During this specific Outage, which Demographic category best fit you?	What was the Major Impact:	Please explain your selection of "Other Impact" - this helps us understand the types of Impact better	Were you able to get across DURING the Outage?	As a Mainland Business employee stuck on the island:	How did you get across During the Outage?	Please feel free to provide as much additional information as you can:	If this Outage had a Personal Financial Impact, what was the estimated amount?	If this Outage had an impact to your Business, what was the estimated amount?
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	10/11/2021	Days	Island based Business Owner or its Employee - attempting to work	Other Impact	Unable to get supplies needed for my business.	No		Took our own private boat to mainland to pick up delivered supplies			Inconvenience
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	07/30/2021	2 days	Islander	Unable to return home		Yes		via a privately provided Boat	We live on the island but work on the mainland. We work 7 days a week. Had to use private boat to pack up our personal items and move to mainland for our jobs.	+\$500	
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	08/27/2021	??	Islander	Other Impact	I'm not sure we were impacted by this one, at least not in a major way. No recollection of any major inconvenience. As per the Whacom Co Twitter feed, the downtime was only about 5--1/2 hours.	Yes		via a privately provided Boat	Or rather, we probably could have gotten across if we had needed to, unless it was too rough for our smallish boat.	--	
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	07/31/2021	Several hours	Visitor	Other Impact	Difficulty getting to wedding reception on island after driving several hours to attend	Yes		via a privately provided Boat	Fortunately our friend was able to get us (and several others) back and forth without too much issue. Largest issue was parking and I also scraped my foot pretty badly as I helped my young children up the rocks at the landing		
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	10/28/2021	all day	Islander	Unable to return home		No			The outage left me, my 5 day old son and 3 year old daughter stranded on the mainland for 8+ hours. Being just a few days postpartum it was incredibly challenging to wait, find safe parking, carry a car seat and child and groceries down the dock and onto the temporary foot ferry for a late night crossing. We then had to fit into a jam packed boat and I barely could find a seat - not to mention this during a pandemic and worrying about the health of my family.		
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	01/19/2022	Several hours	Islander	Missed hard to Schedule Critical Medical appointment		No					

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Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	10/15/2021	6 hours?	Islander	Other Impact	<p>I'm not sure of the date, but it was not long after dry dock, if memory serves. I got stuck on the mainland side after trying to make a quick trip to town, and had situation at home I needed to return to asap. Ferry was down from approximately 10 or 11 to approximately 4, then had to wait for several ferry crossings to get on the boat.</p> <p>On October 25th, the ferry was struggling again. I had to get to the airport Tuesday morning the 26th, but opted to go in Monday afternoon (25th) while ferry was running and spend the night in town, since I had concerns it wouldn't be running on Tuesday (I believe that was the outage when islanders were advised not to leave if they didn't need to, since ferry was unreliable).</p>	No			<p>I first moved to the island in 1982, and after being gone for a while have been here again for the last 8 years. It seems that there have been more unplanned outages in the last year than I ever recall from previous years. Oftentimes, outages occur just before people are trying to leave or arrive, so plans have to be altered and appointments rescheduled. Islanders expect a certain degree of this. However, if this was a bridge, one lane could likely still be left open so transportation could continue. In November, although the ferry was operating, flooding on the Lummi Nation further hampered the ability of islanders to come and go.</p> <p>During the long outage at the end of July, there was at least one mental health crisis that was diffused, thankfully, by a skilled neighbor. The individual was threatening other neighbors and things could have escalated in a very bad way. Knowing that there was no way to leave the island, or to get law enforcement here, only added to the stress for neighbors. While these are not situations where a financial cost can be applied, they are very serious and impactful to islanders.</p>		
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	08/27/2021	7 hours	Islander	Unable to return home		No			I was carrying oysters and Full Bloom Farm ha items for their store, We put everything together and got a boat to take it over to Lummi. I stayed on the mainland.	None	

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Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	01/13/2022	One hour	Islander	Missed hard to Schedule Critical Medical appointment		No			Managed to use 15 minutes of my appointment as I arrived late.	45 min appointment \$40 only able to use 15 minutes	
Weather Related service interruption	11/18/2021	Many days	Islander	Unable to return home		No			I don't mind if there are occasional ferry outages. They happen, and they will happen with a fancy new boat. Outages can be inconvenient, but LI is a fairly rustic and out of the way place to live. Everyone knows what they sign up for when they decide to live or visit Lummi Island. It's not the suburbs and it's not a city. There are inconveniences involved. The Whatcom Chief will need to be replaced some day, and I prefer a small ferry with fewer crossings. The biggest change that needs to happen are peoples' attitudes about what Island life is or is not. Keep Lummi wild!		
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	01/18/2022	8 hours	Islander	Other Impact	Mary Ross gave me a ride to a VA hearing aid appointment. Not easy to get these.	Yes		via County provided boat (emergency Passenger Ferry)	Beau of the Orcas Island Expeditions water taxi service is able to land on our beaches to perform emergency evacuation. Mary ross has the complete information on his services. He already does this between Orcas Island and Waldron. He has 11 vessels, fast catamarans, that have Coast Guard approved captains and vessels. He is able to do this with or without docks.		

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Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	07/31/2021	approximately 6 hours	Islander	Other (explain below please)		Yes		via a privately provided Boat	<p>Last summer, six of our family visited us on Lummi Island. On July 31, our visitors made a grocery run to Bellingham. After leaving the island, the ferry had steering problems, causing it to: (1) rotate while in mid-channel; (2) move in reverse to reach Gooseberry; (3) abort landing at Gooseberry; (4) subsequently leave Gooseberry in reverse; (5) again spin in mid-channel; and (6) finally return to Gooseberry where all vehicles were unloaded by backing off the ferry.</p> <p>As a result, my family was unable to return to the Island when planned and had to wait until transport was provided.</p> <p>Four of my six on-board family members included: two children; my daughter-in-law, a double amputee whose then-current condition prevented use of her prosthetics and caused her to rely on crutches; and my son who was recovering from back surgery.</p> <p>After several hours at the Gooseberry dock, Islander Chris Immer transported our family members back to the Island in his private boat.</p> <p>Chris' boat pulled in on the north side of the Lummi Island dock where access to road level required climbing a steep incline covered in large rocks. My daughter-in-law had to navigate -- moving rock to rock, sitting in turn on each rock and relying on her hands to steady herself. My son was able to cautiously pick his way up the slope but, because of his recent surgery, was unable to assist his wife.</p> <p>My family is grateful to Islanders, who in typical Island fashion responded to my family's crisis in a commendable manner. (1) During the ferry's malfunction, crew members went car-to-car to inform passengers of what was happening thereby relieving passenger tension and demonstrating that the crew was knowledgeable and in control. (2) The provision of private boat transport by Chris Immer, Rob Mason and others was invaluable in that it prevented passengers from being stranded for an unknown period of time on the Bellingham side. (3) Fellow passengers on Chris Immers' boat stepped forward to carefully help my daughter-in-law climb to road level on the Island side.</p> <p>I feel it is naïve, and neglectful, for</p>	No financial impact. I have several videos, taped by my son. I would be happy to provide them to you.	

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Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	10/15/2021	Two days	Islander	Unable to return home		Yes		via County provided Walk on Ferry	Wife was grocery shopping on mainland, ferry broke down. And she was stranded. Don't remember precise date but it was the major outage post dry dock. In addition to hotel lodging. Wife had to park car at airport because of vandalism worry and then Uber over to Gooseberry to catch passenger ferry. Finally. We had to drive over to airport when ferry was repaired. Costs were lodging, parking, Uber, and ferry fare for second car to bring wife to airport and back and frozen food loss. . There have also been times when appointments have been re-scheduled. Our greatest fear is that we are both on the mainland at the same time and the ferry breaks down. We have two dogs and cats that need daily attention.	Lodging-\$200. Parking-\$14. Uber-\$25. Passenger ferry \$8. Extra car return trip-\$14. Lost frozen good groceries-\$30	
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	01/17/2022	All day	Islander	Unable to get to my Job		No			I was on the 5:40 ferry on January 17th on my way to work when we got to Gooseberry Point the ramp was not able to get high enough to lift the apron so that the ferry could dock. Obviously this had been a known issue since maintain certain crews had been working on it the previous day. The ferry had to turn around and return to the island. I had to inform my supervisors that I was unable to get to work and get permission to work from home. This was a true imposition in that I had meeting scheduled all day and reports that were due. Lucky I had brought my laptop home so that I could work. I work sensitive and secure information and data and am not able to access it from home. On this occasion I was able to zoom into meeting and do what needed to be done.	None	
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	07/31/2021	maybe an hour?	Islander	Other Impact	Was planning to take the ferry to B'ham for an overnight stay to escape the weddings.	Yes		via a privately provided Boat	We took our own boat over and docked for the night in Squalicum. It was only a minor inconvenience (they are not all major after all; not sure why this "survey" is only set up for major ones).	+\$23 in saved fares!	

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Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	01/17/2022	couple of hours	Islander	Other (explain below please)		No			Had morning errands. Just cancelled the day.		
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	01/17/2022	0 hrs	Islander	Other (explain below please)		No			I just wanted to say that I did not have any problems during the outages (I made up the date for the required field), although I feel for those who did. I know that there was a workman from B'ham who was stuck here over night and had problems finding a place to stay.		
Weather Related service interruption	10/25/2021	1 day	Islander	Other (explain below please)		No			Had various appointments that had to be rescheduled for various alternate days in lieu of one consolidated day. This specific date was mostly an inconvenience. We had our dogs with us, if we had gotten over and could not have gotten back, it would have complicated our situation due to limited dog lodging options.	Not this time.	
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	10/28/2021	24 hrs	Islander	Unable to return home		Yes		via County provided Walk on Ferry	Had to overnight at a hotel.	\$150	
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	01/17/2022	2 hr	Islander	Unable to get to my Job		Yes		via County provided Walk on Ferry		200	
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	01/17/2022	just 90 minutes	Islander	Unable to get to my Job		No			We are weekend Islanders. We live and work in Seattle. Occasionally we have had close calls where we weren't sure we were going to be able to get back to Seattle. I am a mental health provider, so missing work would mean cancelling appointments with clients. Today was a close call. I had to contact all my clients and let them know I might have to reschedule. Fortunately, the outage was brief and I was able to keep the appointments. There was one other time we couldn't get ON the island years ago and had to stay in a hotel in Bellingham. We have not been severely impacted by outages.	No	

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Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	10/06/2021	2 hours	Islander	Missed Non-Refundable Event		No			I had movers scheduled to move my furniture for a remodel that was suppose to start October 7. The movers arrived to Gooseberry Point to find the ferry out of commission. They waited 30 minutes then went on to another job. I was charged \$300 as they bill from the time they leave the shop. I had to reschedule both the movers (& pay them again from the shop) & reschedule the contractor too.	\$300	
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	10/28/2021	6 hours	Islander	Other (explain below please)		Yes		via County provided Walk on Ferry	Airline departure--luckily the foot passenger ferry became available but still had to arrange for travel from the Gooseberry to the airport.	If not for the foot ferry, \$150.00 to change the airline ticket	
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	07/31/2021	3 Hours	Islander	Other (explain below please)		Yes		via a privately provided Boat	Airline arrival from Seattle to Island--our guests were able to get a ride with a privately provided boat for which we were extremely grateful.	If not for private boat owners, hotel costs	
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	07/30/2021	2 days	Islander	Other (explain below please)		No			Had planned grocery shopping. Fortunately we were still on the island side. But we have invested in a mainland RV property so that if the ferry breaks down, we will have somewhere safe to go to. We needed this bolt hole during the big Fall flood.		
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	08/31/2021	5 hours	Islander	Unable to return home		No					
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	10/28/2022	days	Islander	Missed hard to Schedule Critical Medical appointment		No			VERY important appt. with cardiac surgeon post-pacemaker emergency had to be cancelled. Impossible to reschedule in a timely way. Passenger ferry no good because we had no car on the mainland to travel to doctor. A hot mess!		

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Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	10/28/2021	48hrs	Islander	Unable to return home		Yes		via County provided Walk on Ferry	The next day, walked on and had to pay GB neighbor to park my truck there AFTER having to get a hotel in town with my 2 dogs, go shopping for dog food, toothbrush etc. You know, we have an old ferry and this is part of island living. We are better prepared with a "overnight" bag in the car as a result, for our dogs as well. The hotel in town we stay at, when catching early am flights, allows dogs. It was an adventure. I expect nothing but more of the same with an electric ferry replacement. Plenty of dead in the water situations with heavy trucks and large swells, needing to be towed in. Hales Passage HAS to have at the very least, a Hybrid diesel option or we haven't seen anything yet but of course, we will learn that the hard way....I have no doubt	\$250	
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	07/31/2021	Several hours	Business - Island Based	Unable to return home		Yes		via a privately provided Boat	LICC had a funeral on that day and I, my pianist, and the family were unable to return to Bellingham afterwards. Most of us caught a ride to the mainland with Chris Immer. Very dangerous getting down those rocks to the boat. One family member scraped her leg badly but no serious injustices. Huge thanks to Chris.		Emotional damage!
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	01/17/2022	Missed appointment resulted in having to wait months for a reschedule. So. Months.	Islander	Missed hard to Schedule Critical Medical appointment		No			This is the second major appointment I've missed since drydock due to the ferry being out of service. I've missed or had to reschedule many other things since then as well, including a trip to pick up family from the airport in Seattle. I've lost count how many times the cheif has been "out of service due to mechanical issues" since drydock, but probably around 5? 6? 7? We are considering moving off island with this as a major consideration. My partner has been late to work, or had to wait hours, in some instances over 24 hours to return home on the ferry after work, many times. It is unrealistic to live out here if you work off island, having to depend on the ferry, which most working people do.		

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Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	10/29/2021	1 day	Islander	Missed hard to Schedule Critical Medical appointment		Yes		via County provided Walk on Ferry	We had to reschedule 2 appointments - one for a service call from a mainland appliance company which was very hard to re-schedule. And one for a physical therapy appointment on the mainland which was inconvenient to re-schedule. Fortunately, the provider waived the fee for cancelling at short notice.		
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	10/28/2021	3 days	Visitor	Other (explain below please)		No			I was in line to catch the return afternoon ferry and was eventually told the Ferry had a problem and to check the situation the following morning. I was stuck on Lummi Island with no place to stay. I was sopping wet from working outside all day in wet weather and all my clothes and luggage were at a Hotel on the mainland. Fortunately an "Lummi Island Good Samaritan" found a place for me to stay on the island. It was an unexpected extended visit in a beautiful place with good people....while my \$151/night room at Silver Reef remained unoccupied. No refunds were permitted. I was 3 days behind schedule.	\$161.00 minimum	
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	08/21/2021	12 hours	Islander	Other (explain below please)		Yes		via a privately provided Boat	I used my landing craft to trans ports about a150 people during the outage as we had to wait for the foot passenger ferry to be put in place. Missed my daughters reception.	\$2000	
Mechanical Breakdown (of Whatcom Chief, Passenger Ferry, or a Dock)	10/28/2021	2 days	Islander Business - Island Based	Other (explain below please)		No			During the outage, my father (77 years old) was visiting and was unable to get off Island to go back to his hotel where his dry closes and personal supplies were left. My partner and I had to quickly find accommodations for him on Island so that he would have a place to stay and get dried off from a full days work in the rain. Thankfully, we were able to find an unoccupied vacation rental available for him to stay until the ferry was back in operation. Also during the outage, I was unable to complete a on Island project and was not able to return rented machinery by the deadline of the contract.	250	500
Weather			Islander	Unable to return home		No			Ended up meeting up with several friends, we all went and had dinner and drinks, planned to get a hotel and decided to check one last time and ferry was running thanks to our fearless crew	0	

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Mechanical Breakdown			Islander	Unable to return home		No			2021 had 2 dogs and got a hotel at Holiday Inn by airport. Bought dog food etc. No big deal. Things happen. We have to be able to adapt and adjust or..... MOVE  During DD and on windy day, was unable to get back home on foot ferry. Went to Fred Meyer, bought a tooth brush and would have got a hotel room IF needed BUT our hardworking, tireless crew was able to get us back 2020.		
Mechanical Breakdown			Islander	Other (explain below please)		No			We are prepared living rural, for these types of emergencies..... We are prepared and keep 3 months worth of living supplies, rx etc. This was resolved extremely efficiently and quickly and it seems there is a small % of populace who has been here a long time, but yet refuses to take heed, prepare or anticipate these types of life happenstances	0	
Mechanical Breakdown			Islander Visitor	Other (explain below please)		Yes		via County provided Walk on Ferry	Visitors staying with us lost hotel and flights to get home. Eventually a neighbor stuck on the other side was able to pick them up off the walk on ferry and drive them to the border before their Covid tests expired. Trip for them to come about 30 miles to see us ended up costing 1500.00.	1000.00	