McAllister Towing is proud to announce our latest new build plans for a 5,150 hp twin Azimuth Stern Drive (ASD) tug.

The **Eric M. McAllister** will closely resemble the 2008 **Rosemary** and **Andrew McAllister**. The major difference will be the engines. The new tractor tug will be powered by 3516CHD Tier III Caterpillars, thus making her the first Tier III tug in McAllister’s fleet. The environmentally friendly tug will dramatically lower emissions. McAllister’s Engineering Manager Marty Costa says, “It is important as we move forward in modernizing our fleet to be more environmentally conscious. In meeting the Tier III standards, this tug will have a 50% reduction in particulate matter and a 20% reduction in nitrogen oxide.”

The **Eric** is being designed by Jensen Maritime Consultants. It will be the tenth tug designed by Jensen in our fleet. “We are pleased that the longstanding partnership we have with McAllister has given us the opportunity to design another environmentally responsible tugboat for use on the East Coast,” said Jensen VP Johan Sperling in a statement.

(Story continues on next page)
The ERIC will be 96’ in length and 34’ in width. In addition to the two Caterpillar 3516CHD engines, the tug will be powered by two Schottel 1215 Z-drives. This combination will deliver a projected bollard pull of 67 tons and a running speed of 12 knots. Additionally, the firefighting system will produce 11,967 gallons per minute through a pair of FFS 1200LB remotely controlled monitors. The water is delivered through a single FFS SFD 300-400 pump powered by a Caterpillar C32 engine. The monitors will have a 1,500-gallon tank, foam capability and a deluge system. Towing machinery will include: a JonRie 250 Escort winch with full render/recover on the bow and a JonRie 512 Tow winch with a spool capacity of 2,100 ft. of 2 ¼” wire on the stern.

Marty Costa says “In keeping with the environmentally responsible design of this tug, we will be using biodegradable non-hazardous hydraulic fluid in the winches.”

The tug is being built by Senesco Marine, LLC in North Kingstown, RI. This will be McAllister’s first tug from this shipyard. Senesco Marine has in the last few years constructed twenty ocean going, ABS classed, double hull petroleum barges fitted with ATB coupler systems, and delivered three 4,200 HP, ATB fitted, ABS classed tugs. Vice President of Operations, Captain Steve Kress commented “We are pleased to have contracted this project to Senesco as they come highly recommended and will contribute to the local economy where the ERIC is intended to be operated when launched in the fall of 2013. The yard’s proximity to our Operations will also allow us to be more involved in the day to day progress of the new build”.

The tug will be classified with ABS as: Maltese Cross A-1 Towing, Escort Service, FiFi 1 and Maltese Cross AMS. Upon delivery in 2013, McAllister plans to base the tug in the New Bedford, MA area, primarily doing escort work in Buzzards Bay. The ERIC M. McALLISTER, named after the company’s CFO, will be the 24th tractor tug in McAllister’s fleet.
On Saturday July 28th, the Liberty Ship S.S. JOHN W. BROWN with full crew and over 100 passengers set out for its “Chesapeake Bay Living History Day” cruise. The ship was being escorted by the tug ROBERT E. McALLISTER, and for one particular passenger the tug was paramount to his voyage.

As the 6 hour sightseeing cruise entered Craighill Channel, Captain Mark Rooney and Deckhand Gary Beard aboard the ROBERT noticed that the Anne Arundel County Fireboat, “LADY ANNE”, was being called into service by the JOHN W. BROWN. Capt. Rooney switched channels on the tug’s radio and discovered that a passenger aboard the ship was in distress. Mark and Gary then witnessed that the fire boat was struggling to come alongside the JOHN W. BROWN. Capt. Rooney stated, “Due to the smaller size of the LADY ANNE, the current in the channel and the speed of the JOHN W. BROWN, it was apparent that the Captain of the fire boat was fighting to get into a safe position alongside the ship. I proceeded to call the Captain and the Pilot aboard the JOHN W. BROWN and volunteered our tug to assist with the rescue.”

Coordinating with the fire department, the Coast Guard, which was now also on the scene, and the Pilot Mike Efford, a former McAllister pilot, Capt. Rooney and his deckhand Gary designed a plan to safely extract the passenger from the ship. Gary took a handheld radio out to the deck so he could help Mark in steering the boat safely alongside the JOHN W. BROWN. The tug first allowed members from the fire department and the Coast Guard to board the tug, then Capt. Mark proceeded to come alongside the stern of the ship. “Pilot Efford was trying to slow the ship down, but because she runs on steam they can’t come to stop instantly so I had to come along as the ship was still steaming. The ship was moving at
approximately 7 knots and I needed to really hold the tug steady by the gangway for the safety of everyone involved. That was where Gary became a huge help from the deck. He was able to relay to me via radio the position of the tug in relation to the ship. We had a real advantage over the fireboat because of the ROBERT’s power and also her size. Whereas the fireboat was getting slammed around a bit from the wake of the ship, I was able to get in close and match the speed of the ship. Gary then helped coordinate the lowering of the passenger, who was on a backboard, from the ship’s gangway to the tug and eventually from the tug to the fire boat. From start to finish the operation took 10 to 15 minutes”.

Due to the quick thinking and response from Capt. Rooney, Gary Beard and the tug ROBERT, the passenger was safely evacuated from the ship. It was discovered later that the passenger had a previous heart condition and had begun experiencing chest pains during the cruise. He was taken to a local hospital, treated for a pacemaker malfunction and was fortunately released later that day.

After the rescue, the tug and crew continued to escort the JOHN W. BROWN and once again it became a typical day on the waters of the Chesapeake Bay. McAllister Towing would like to congratulate Captain Mark Rooney and Deckhand Gary Beard on a phenomenal job. You and your tug certainly delivered on McAllister’s promise of unsurpassed service!
At the Helm

Captain Gifford’s RELIANCE - A Genuine Beauty!

By Merrill Feitell

Not only has Captain Bruce Gifford piloted the tug RELIANCE through the waterways of Rhode Island, he’s also navigated the boat down the FDR Drive in Manhattan—a model of it, that is, one he built to scale, from scratch, in his basement workshop, before delivering it to its stately position in the McAllister offices at 17 Battery Place in New York City.

And it’s a model to behold. Captain Gifford crafts his models just as real boats are built—with the same meticulous planning and diagramming, though he forges the vessel from wood instead of steel. From the crafted rag fenders to the soldered brass rigging, Captain Gifford’s RELIANCE is anointed with painstaking detail: There are navigation books on the shelf in the wheelhouse; a tiny bell hangs just below the ship’s name board. The detail reflects Gifford’s love of both the tug itself and the art of model-making—thus, he admits he was a little nervous steering his craft through New York City traffic. “Two years in the making and encased in display glass, all we needed was to get rear-ended! I was just glad to get it there in one piece.”

So was Portland Tugboat President Brian Fournier, who’d commissioned the model and invited Gifford to present the RELIANCE to Brian McAllister at the annual General Managers’ meeting in New York. “After you make a boat, you get attached to it,” Gifford says. “But I’m always proud to give it to its new owners, and I’m proud to have the RELIANCE in the corporate office.” The RELIANCE survived its road trip intact and is now displayed in the company conference room overlooking the harbor at 17 Battery Place.

(Story continues on page 6)
Given the fact that Gifford worked aboard the actual tug RELIANCE for 9 years, the work is more than a model, it's an intimate portrait. You can see his love of the RELIANCE in all of the model's details. While the lifeboat is simply sanded from solid wood, the wheelhouse bell—which appears so convincingly to be a manufactured bell—is actually the head of a screw hung upside down. Gifford admits that he had to think about that one for a long time. “How am I going to make that? There’s no textbook on this. You have to use your imagination.”

He has found himself discovering alternate uses for many unexpected materials—auto body parts; drywall sanding pads; window screening. While it’s the intricacy and invention of the detail work that really gets Gifford going, crafting the hull was key to capturing the likeness of the RELIANCE. “You don’t have anything if you don’t have a hull. Building the hull isn’t quite as fun as working up the brass details, but it’s really the signature—and with that boat, it’s not an easy hull to make. There’s a lot of shape to it, but I really got it down.”

This is no small feat—especially given the fact that the RELIANCE was the first tug Gifford ever built—and he’d only built about 12 models before it, picking up modeling as a hobby after an injury in 1999.

Of course, the very architecture that makes the RELIANCE a compelling subject also makes it a tough boat to render: The hull, the wheelhouse, the stern, the stack, and the visor on the RELIANCE are all gracefully, classically rounded, giving it the signature look of a traditional tug.

“It’s got all those nice lines to it, so it’s a really pretty boat,” he says. “It’s a classy and classic harbor boat.”

While the corporate HQ is, no doubt, an honorable home for one of his models, Captain Gifford’s basement-borne creations have taken on a certain celebrity. Commissioned by the Discovery Channel, Gifford’s work has appeared on the network’s show Lobster Wars, and, currently, he’s working on models for the New Bedford Whaling Museum.

If you’re curious how a self-taught model hobbyist might land his work into this esteemed maritime museum, Gifford will tell you that it wasn’t exactly easy. While his initial presentation baited the museum’s interest, all of his models are commissioned, and most owners, Gifford learned, didn’t want to part with the boats for the 6-12 months the museum wished to hold them. Later, however, the museum invited Gifford to participate in a modeler’s exhibit.
“To me, that’s a big deal,” he says. “I like the idea that my kids will visit on a field trip with school and their dad is going to have pieces on display.”

Gifford has always been interested in art, particularly drawing, sculpture, and architecture, but he’s entirely self-taught—he’s never even tried out a modeling kit. “But by being on the water for any length of time, you understand boats, you understand how they’re built, and this has really helped my boat making.”

When might Gifford manage to get this intricate work done? “It happens early, early in the morning on my days off.” His family has made a game of checking out the model-in-progress, seeing if they can identify the progress made on the ship while the kids—two boys and a girl—are still asleep.

Despite the splashy television debut of his models and their entry into the halls of maritime history, most of Gifford’s commissions are by individuals who learn of his work through the grapevine. Often the models are ordered as surprise gifts for the owner, and Gifford loves seeing the response: “It’s a natural high. It’s not about getting the commission. It’s about seeing the satisfaction of the owner of a boat seeing his boat in miniature. A guy makes a livelihood on a boat for so many years, then sells the boat, but he’s still got that model to look at, and it can be passed on for generations.”

Though Gifford is no longer steering the RELIANCE, he is still a tug Captain with McAllister and his allegiance in modeling still lies with the tugs. “I like making workboats—the fishing boats and tugs—because there’s a real purpose to the boat. It’s my roots, where I come from, and it’s also the way they’re built.” He laughs affectionately, adding: “And, I’m like everybody else. Everybody just likes seeing the tugs.”

(From L to R) Captain Brian McAllister, Captain Brian Fournier and Captain Bruce Gifford at the unveiling and presentation of the model of The RELIANCE at McAllister’s headquarters in New York City.
Captain Joseph Benton III, Vice President and General Manager of McAllister Towing of Philadelphia recently returned from 2 weeks of Active Duty with the Navy Reserve with U.S. Fleet Activities Yokosuka, Japan. Yokosuka is home to the US Navy’s last tug fleet operated by active duty Navy tug crews. We asked him to share his experiences with our readers.

“This was my second time in Yokosuka. I was also there in October of 2011. I am a Lieutenant Commander in the Navy Reserve Strategic Sealift Officer Program. Our program is sponsored by Military Sealift Command and is located in Norfolk, Virginia. It is comprised of over 2,000 officers who are graduates of the US Merchant Marine Academy, SUNY Maritime, as well as the other state maritime schools.

I was selected by the program to train and mentor Navy tug masters on board the new Z-Tech 4500 (4,000 hp) tugs designed by Robert Allen. I was asked to provide guidance on basic tug operations and tug make-ups on MSC and USN vessels. I also advised the Navy Harbor Pilots on the capabilities of tractor tugs and their applications for ship docking. I had the opportunity to ride several jobs with them and was able to see first hand the unique challenges they face when working with Navy ship commanding officers in an advisory role.

Fleet Activities Yokosuka is in the process of transitioning from four single screw 2,000 hp YTBs (Yard Tug, Big) to three twin screw Azimuth Stern Drive (4,000 hp) YT (Yard Tug). The navy has continued the tradition of naming its tugs after Native American Tribes. The current YTB’s are:
YTB-763 (Muskegon), YTB-787 (Kittanning), YTB-798 (Opelika), and the YTB-807 (Massapequa). The current YT’s in the fleet are: YT-805 (Seminole), YT-806 (Puyallup), and the YT-807 (Menominee).

This assignment was a perfect fit since I am well versed in the handling characteristics of YTB’s as well as Tractors. I have previously served as Captain on the single screw JEFFREY K. MCALLISTER (YTB-770), and the tractor tugs TIMOTHY MCALLISTER (YTB-788), and REID MCALLISTER, as well as other tractors.

In addition to training the tug masters, I also mentored them regarding the steps and courses necessary for them to get a license. Hopefully one day these talented individuals may prove to be assets to McAllister.”

By combining his knowledge and passion of our industry with his service to our country, Captain Benton has undoubtedly led the way for the US Navy and also McAllister. We commended you Joe!

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**THE LUCKY BAG**

By Wayne Stiles

The word “listless”, meaning dull and lifeless, had a maritime origin coined in the days of sail. A ship under sail in a strong breeze would list sharply either to port or starboard, but when there was no breeze a ship would ride upright with no list, or listlessly.

In 1822, Rowland Hussey Macy was born the fourth of six children to a Quaker family in Nantucket. When he was 15 years old, the young R. H. Macy shipped on a whaling ship, the EMILY MORGAN. During his voyage he had a red star tattooed on his hand. Later, after establishing a dry goods store that would become a world famous department store, that red star would become world famous as the logo for Macy’s.
Each office and shoreside employee recently received a newly published Employee Handbook. The Employee Handbook was developed to assist office and shoreside employees in becoming familiar with some of the benefits and obligations of employment. As a document adopted in conjunction with the Company’s Quality and Safety Management System (QSMS), the Employee Handbook supersedes all prior handbooks distributed and any policy or communication relating to them. This article highlights twelve important changes to the Employee Handbook and summarizes what you need to know about them.

The first change relates to “our vision” – we have included a new section on the importance of Customer Service to our business. As a team working closely together, your role is to ensure that our customers receive personalized, prompt attention and high quality service every time. (See Section 1.2)

The second change does away with the requirement to get department head determination for your hours of work. Supervisor approval will now suffice. (See Section 2.2)

The third change includes a new telecommuting policy requiring formal approval for working from home. (See Section 2.3)

The fourth change clarifies the section on attendance and vacation. With regards to attendance, you are expected to report to work during inclement weather and other extraordinary events, unless the Company declares an emergency closing. On vacation, the revised manual makes more clear that vacation must be used in the year accrued. You may not carry-over unused, accrued vacation unless approved in writing by a supervisor. If approved, eligible employees may carry over no more than 5 days. Also, vacation may be taken in half-day increments with supervisor approval. (See Section 2.4 and 6.2)

The fifth change updates the policy prohibiting harassment by expanding it to include additional protected characteristics such as sex, marital status and citizenship. (See Section 2.7)

The sixth change updates the section on pay procedures and pay periods. Employees are encouraged to enroll in direct deposit. This will help save time and trouble each payday by automatically depositing pay in your account. (See Section 4.1)

The seventh change creates new sections describing healthcare, insurance, disability, retirement and FSA benefits for non-maritime personnel. This will help clarify many questions recently brought to our attention. (See Section 5)
The **eighth** change clarifies our expectations with regard to our **confidential and proprietary information** as well as your **truthfulness and accuracy**. You must keep non-public information about the Company confidential. You must not misrepresent important facts or include inappropriate information in Company records and documents. If you fail to abide by these policies, you may be subject to disciplinary action up to and including termination and other legal action. (See Section 7.2 and 7.3)

The **ninth** change enhances our **drug-free workplace**. The Company may require you to submit to a test for drugs and/or alcohol in certain circumstances. (See Section 7.5)

The **tenth** change clarifies the **electronic communications and usage policy**. Company-provided resources, like computers and cellphones, remain Company property. Employees have no expectation of privacy in using them, must comply with professional standards of conduct, and should take appropriate steps to protect these resources. (See Section 7.7)

The **eleventh** change modifies the section on **business travel and entertainment expenses** to ensure we continue to maintain compliance with IRS guidelines. (See Section 7.13)

The **twelfth** change adds an **anti-retaliation or whistleblower protection policy**. This clarifies that employees will not be subjected to retaliation for making a reasonable and good faith complaint against an individual or practice violating Company policy, or for participating in the investigation of such a complaint. Retaliation is a serious violation of this policy and will be the occasion of disciplinary action against the person who engages it, up to and including termination. (See Section 8.2)

We hope you will read the Employee Handbook carefully, and keep it for future reference. If you have any questions or ideas about how to improve Company policies, please feel free to contact your supervisor or Buckley McAllister, Director of Human Resources at (212) 269-3200.

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**McAllister - “Your Business” - MSNBC**

**McAllister Towing** was recently featured on MSNBC’s program “Your Business”.

The program features interviews with President Captain Brian A. McAllister and CFO Eric McAllister as well as video of a recent docking in NY Harbor. The program’s introduction states, “**The Small Business Administration says the majority of startups go out of business within five years and only a third of them make it to ten. What are the chances of a family company lasting for 150 years over five generations? You’re going to love meeting the McAllister’s because they know how to beat the odds.**”

To view the program in its entirety please go to the following website [http://www.openforum.com/videos/shipshape-family-business](http://www.openforum.com/videos/shipshape-family-business). We hope you enjoy it!
In continuing our “Spotlight On” section, we are proud to share with you the often forgotten part of the McAllister family, The Bridgeport and Port Jefferson Steamboat Company. With a 120 year history, the ferry company is one of the oldest divisions of the McAllister dynasty. We hope you enjoy becoming a little more familiar with this operation, the port and the outstanding individuals who work there.

How many employees work at The Bridgeport and Port Jefferson Steamboat Company (“BPPJ”)?

We have a total of 147 employees – 103 crew and dock and 44 office staff.

Who are the key personnel at BPPJ?

<table>
<thead>
<tr>
<th>Name &amp; Position</th>
<th>Date of Hire</th>
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</thead>
<tbody>
<tr>
<td>Fred Hall – Vice President and General Manager</td>
<td>05/12/1982</td>
</tr>
<tr>
<td>Captain Don Fromm, Port Captain</td>
<td>06/06/1989</td>
</tr>
<tr>
<td>Lou Rinaldo, Operations Manager</td>
<td>03/01/1985</td>
</tr>
<tr>
<td>Mario Dezelic, Port Engineer</td>
<td>03/06/1987</td>
</tr>
<tr>
<td>Mike Plumb, Assistant Operations Manager</td>
<td>05/10/1993</td>
</tr>
<tr>
<td>Captain Jim McGuire, Assistant Port Captain</td>
<td>05/12/1996</td>
</tr>
<tr>
<td>Sharon St. Louis, Manager Purser Dept.</td>
<td>05/15/1978</td>
</tr>
<tr>
<td>Carol Koutrakos, HR/Claims, Manager</td>
<td>10/18/1997</td>
</tr>
<tr>
<td>Ron Moskowitz, Call Center/Customer Service Manager</td>
<td>09/27/2010</td>
</tr>
<tr>
<td>Marjorie Britt, Director, New England Tour Dept.</td>
<td>06/08/1998</td>
</tr>
<tr>
<td>Frank Marino, Manager Steamboat Concessions</td>
<td>11/20/1991</td>
</tr>
<tr>
<td>Vanessa Laos, Accounting Manager</td>
<td>04/02/2008</td>
</tr>
</tbody>
</table>

How long has the company been a part of McAllister?

The BPPJ Ferry is a Bridgeport and Port Jefferson institution, having been founded more than a full century ago, in 1883. The famous circus producer, Phineas Taylor (P.T.) Barnum, then in his seventies and a resident of Bridgeport, was one of twenty-seven stockholders who signed the Articles of Association. Barnum was the first president of the company. The idea of establishing the organization was presumably the idea of Barnum’s old friend, Captain Charles E. Tooker, a ship master who lived directly across Long Island Sound in Port Jefferson, New York.

In 1883, steamboats were thriving. On Long Island Sound, there was a great fleet of vessels connecting New York with ports in New England, plus many more employed on shorter runs. Steam navigation had come to the Sound in 1815 when the FULTON was placed in service between New York and New Haven. Robert Fulton, for whom she was named, died only a few weeks before the FULTON made her epochal trip across the waters of Long Island Sound.
The McAllister family purchased the ferry company from the Tooker family in 1961. After 129 years the company still carries commuters, vacationers, and freight-hauling trucks between New England and the eastern end of Long Island, providing a critical water by-pass to the congested New York City metropolitan region.

What was the first vessel that BPPJ ran and what route did it follow?
The first ferry to ply the waters of Long Island sound for BPPJ was the NONOWANTUC. The 120 foot wooden hull vessel featured a compound engine to turn the propeller, one boiler and two masts rigged with staysails to keep her from rolling excessively. She was licensed to carry 350 passengers and carried a crew of six. The NONOWANTUC was built in 1883 at a cost of $28,000 by the then noted shipbuilding firm of Mather & Wood in Port Jefferson. The original ferry had the distinct advantage of being able to steam on a regular and dependable schedule and not succumb to the vagaries of the weather, which often disrupted the sailing vessels, the only other option in crossing the sound. The legacy of the NONOWANTUC lives on in the fact that we are still running the same route over 128 years later.

Any interesting facts about the Ports of Port Jefferson and Bridgeport?
Port Jefferson was well known for its ship building with numerous yards doting the shoreline between the late 1700’s and WWII. Today commercial vessels like tugs and barges and the occasional tanker share the harbor with our ferries.

Bridgeport was once a bustling commercial port particularly during Bridgeport’s industrial heyday. Greatly reduced commercial traffic now includes coal deliveries and oil deliveries by barge and an occasional ship.

How many vessels make up the ferry fleet?
The BPPJ Ferry currently operates three diesel ferries, the M/V PARK CITY (capacity 90 vehicles, 1,000 persons), the M/V P.T. BARNUM (capacity 120 vehicles, 1,000 persons), and the M/V GRAND REPUBLIC (capacity 120 vehicles, 1,000 persons), on a year-round basis. Each vessel features comfortable seating in climate-controlled cabins, as well as outdoor seating, restrooms, and food and beverage service.

The M/V PARK CITY was built in 1986 in McAllister’s own shipyard in Palatka, FL. The PARK CITY is the second vessel in our fleet’s history to be named for the City of Bridgeport, nicknamed “the Park City”, to acknowledge the abundance of parks within city limits – including two designed by the father of American landscape architecture, Frederick Law Olmsted.

This past winter the PARK CITY underwent a major renovation that included a complete gutting and installation of new décor on the main passenger deck plus the installation of a modern, state-of-the-art elevator.

The P. T. BARNUM, built in 1999 at Eastern Shipbuilding in Panama City, FL, was named for our first shareholder and first president, famed circus tycoon, Phineas Taylor Barnum.

(Story continues on page 14)
The **GRAND REPUBLIC**, built in 2003 also at Eastern Shipbuilding, is named for one of the most magnificent steamboats to ever ply the Hudson River. The original **GRAND REPUBLIC** was the flagship of the McAllister Steamboat Company in the early 1900’s. She served the “turn of the century” tourist trade from New York City up the Hudson to Bear Mountain. Today’s **GRAND REPUBLIC** is the third McAllister vessel to carry the name of this proud side-wheeler.

**What’s the best attribute of the port?**
Port Jefferson has a natural splendor that can leave you speechless. In fact when Capt. Jim, second generation McAllister, landed his schooner here he is attributed with saying “This is the most beautiful harbor I’ve ever sailed into.”

**What’s the worst?**
The port is extremely popular. The summer season can see the entire port filled with pleasure boats and it makes it more challenging for our larger ferries to navigate safely.

**How many trips do you make daily? How long is each trip?**
We provide year round ferry service across Long Island Sound between Bridgeport, CT and Port Jefferson, NY for vehicles, passengers and freight. The Ferry operates 20-30 trips per day (140-210 trips per week) in each direction using three vessels and carries approximately 400,000 cars, trucks and buses and more than 800,000 passengers annually. The length of time on the ferries to complete a one-way trip is one hour and 15 minutes with approximately 15 minutes at the dock. A round trip would be approximately three hours. The distance between the two ports is approximately 102 miles by land and 17 miles by ferry. We estimate in normal traffic, the ferry can save commuters an hour in each direction.

**What is busiest season for the ferry?**
Summer is our busiest season. On a busy Friday or Sunday in August we carry approximately 2,200 to 2,500 vehicles and more than 5,000 passengers throughout the day. Major holidays also keep us busy. Thanksgiving being the busiest of all holidays.

**What is the ferry company’s commitment to its customers?**
Our job is to serve our customers. As a team working closely together, our role is to ensure that our customers receive personalized, prompt attention and high quality service every time. The ferry company’s goal is to provide a continuously improving travel experience across Long Island Sound that exceeds customer expectations and reflects the innovation and pride of our employees.

To accomplish our objective, we instituted a Customer Service Program with a strong focus on careful planning, process control, and a commitment to customers. Our attention to process control
means that we are (a) establishing procedures to provide customers with a consistent and satisfactory experience on board our vessels; (b) getting better information on our customers and their experience, and (c) making sure that customer complaints are addressed. This is where most of the time and effort in building our initiative is spent.

Recently, we hired Ron Moskowitz, our dedicated Customer Service Manager, to (a) interact with our riders before, during and after our service, (b) participate in the hiring process of customer-friendly personnel and (c) train our employees to be more customer-oriented. We also engaged LRA Worldwide, a leading research and consulting firm that specializes in customer experience management, to measure customer satisfaction through service quality reviews. Finally, we are working hard on the phased-in upgrade of our ferryboats, starting with the recent refurbishment of the PARK CITY. To us, “well done is better than well said”, as Benjamin Franklin once stated.

If you were riding the ferry for the first time, what would be the one thing you’d tell someone to do/see while on the trip?
If the weather is good, nothing beats sitting outside on the top deck and enjoying the salt air, the sea breeze and the magnificent view.

What does the future hold for the ferry?
The ferry company is embarked on a quest to improve the ferry terminals on both sides of Long Island Sound. Recently, the company acquired approximately eight and a half acres on the east side of Bridgeport Harbor with the intent of creating a state-of-the-art terminal facility that will correct all the inadequacies of the current terminal.

Benefits will include: reduced transit times and lower fuel consumption, easier on and off I-95, on-site parking, increased staging area plus neighborhood friendly components such as waterfront access and retail shops. Longer term plans for the Port Jefferson, NY terminal include extension of the existing pier and construction of a new more efficient building to replace the one currently in use. Of course, as demand for ferry service increases, the company stands ready to add ferries as appropriate.

Just like the McAllister tug operations, we are proud to be a maritime company with over 100 years of service and we look forward to serving the public for at least another 100 years!
Just a reminder to keep your stories, photos and submissions coming. Please send them to Craig Rising at the 17 Battery Office.