



May 1, 2019

Dear Valued Customer,

As the busy summer season approaches, we would like to address a concern that many of our customers have regarding our barge arrival times.

The question typically asked is: "Why, when the need and urgency is greatest, are barge arrival times different in the summer versus the winter?" Answer: Each summer, we see significant (almost double) increases in construction freight, fish processing supplies and tourist goods along with greater amounts of merchandise for local stores. When the salmon return in June, July and August, we see even more volume. Cruise ships also return in the summer months which create increased traffic in the ports. Everything peaks at the same time.

This results in summer challenges with receiving, loading, barge travel time, unloading, and delivery time. In addition, the summer low tides in the Wrangell Narrows often hold us up before we get to Petersburg. It is a complex array of events that delay barge arrival times by a half-day to a full-day later in the summer months.

We understand that there may be frustrations the normal summer schedule can cause and we sincerely apologize. We continually look for ways to increase service levels and efficiency, always with an emphasis on safety.

At Alaska Marine Lines we truly appreciate your business and hope you have a safe and prosperous busy season. If you have any questions please contact your sales representative or our customer service department and we would be happy to help. Thank you for your loyalty and your patience.

Sincerely,

Jake Maenpa, Vice President Sales
Alaska Marine Lines

Our mailing address is:
Alaska Marine Lines
5615 W Marginal Way SW
Seattle, WA 98106-1521