



# Red and White Fleet

SINCE 1892 – THE SAN FRANCISCO SIGHTSEEING TRADITION

**Pier 43 ½ • San Francisco, California USA 94133 • 415.673.2900 • Fax: 415.447.0619**

Palmer Johnson Power Systems  
28970 Hopkins Street  
Hayward, CA 94545  
Attn: Brad Lyons  
Re: Hayward Service Team

Brad,

Red and White Fleet have been operating boats in San Francisco for over 100 years. Our current fleet of 4 uses Twin Disc gearboxes exclusively. This decision was based heavily on the quality of Twin Disc and the superior knowledge of Richard Johnson and his teammate Kurt Brodie.

Recently our vessel Harbor Princess broke it starboard input coupling. I contacted Richard Easter Sunday without hesitation - knowing he would answer to discuss a timeline for repair. He decided it was best to come out Tuesday after assembling appropriate tools and parts. When Richard and Kurt arrived there was no time wasted. They both went right to work. Time keeping was accurate and deadlines and workmanship were kept paramount. I felt very comfortable that Palmer Johnson (specifically Kurt and Richard) would make sure our vessel would sail with minimal down time.

Later when the port coupling failed, I was on vacation. Again I contacted Richard on a Sunday for both of them to arrive Monday. This experience was even better. Red and White Fleet's staff did not have to manage them at all.

On several other occasions, I have been able to contact Richard to ask about clutch noise (squawk on 509 boxes) rate of rise (521 boxes) and most recently torque settings on mounting bolts.

This team is an asset to Palmer Johnson as well as San Francisco Bays' Commercial Fleet.

Thank you,  
Michael E.  
Port Engineer Red and White Fleet