



# PIERCE COUNTY WATERBORNE TRANSPORTATION STUDY

## COMPILED COMMENTS

**DRAFT | MAY, 2015**

### INTRODUCTION

The following table provides a representation of comments organized by service, operations, funding and fare policy and grouped into subsections highlighting potential ferry system intervention options. The comments were gathered from the following sources, which are identified in the right hand column for each comment:

- Waterborne Transportation Study Open House Comment Forms – Public Meeting held at the Anderson Island Elementary School on May 13<sup>th</sup>, 2015
- Onboard Ferry Survey – Administered to ferry riders on March 17<sup>th</sup>, 19<sup>th</sup>, 21<sup>st</sup> and 22<sup>nd</sup> of 2015
- Resident/Property Owner Survey – Open in online and hard copy formats from March 13<sup>th</sup> through April 3<sup>rd</sup> of 2015
- Pierce County Waterborne Transportation Study Advisory Group Meeting Notes – Meetings held in March and April of 2015
- Anderson Island Citizens’ Advisory Board (AICAB) – Unofficial Comments provided by AICAB on May 13<sup>th</sup>, 2015

All comments were recorded as received, with minor changes made to account for spelling errors and readability. The content of the comments remains true to what was originally written or heard in transcription.

## SERVICE

### Response to Potential Growth and Increased Demand

<b>Manage Demand</b>	This type of service may force larger vehicles to less desirable times especially if you change fare use based on time of the run.	Public Meeting 5.13.15
	As an island resident I feel island residents should get preferential boarding when there are overloads during peak season.	Property Owner Survey
<b>Add vehicle capacity</b>	If this results in buying a larger ferry, I don't believe this would improve throughput	Public Meeting 5.13.15
	Expand the terminal and add boats. It's too small and it will cost 10x more when it becomes a reality in 10 years. Build it now. Save money..	Property Owner Survey

# SERVICE

	I think that we need a larger ferry.	Property Owner Survey
	Continue using two ferries on holiday weekends.	Onboard Survey
<b>Accept greater delay</b>	Add more ferry times or use two ferries.	Public Meeting 5.13.15
	The answer to the question posed as to what constitutes an "acceptable level of congestion" is going to be situational. Missing the boat because of an overload when you are traveling home from vacation or to the mainland to shop is very different than being late for work or a scheduled doctor's appointment.	AICAB Unofficial Comments 5.13.15
	Related to demand and growth, there was a county Comprehensive Plan presentation just last Friday. Much of land has been converted to Agricultural resource land from R10 zoning. There is basically no more commercial development allowed and they even reduced the Nelson's Corner from Commercial to R10. It appears the County policy is away from density and development. But we have an anomaly in the Riviera. We are probably the only place in the County using R10, everyone else is R5. There were surprises in there from me. They are focused on rural residential.	Advisory Group Meeting 4.16.15
	Anderson Island is currently experiencing land use challenges. We have wells, septic (not sewer) and small lots, with exception of Riviera. There are wells serving Riviera and private wells. Many of them are coming up saltwater – we are already starting to challenge the aquifer. New wells have been tried on the north end. They have just put in and came up salt and now are trying to sell that lot with no potable water source. Now we are getting into water rights issues, neighbors threatening to sue.	Advisory Group Meeting 4.16.15

## Reservations and Communications

<b>Reservations</b>	Absolutely not!	Public Meeting 5.13.15
	Reservations would cause more problems than benefits. There would be a "privileged" group, and the rest of us.	Public Meeting 5.13.15
	Too Restrictive.	Public Meeting 5.13.15
	I would suggest Pierce County consider (A) a premium reservation service where for a (significant) additional charge you could reserve a spot on the ferry for a specific transit. I believe that the BC Ferry system does this. (B) Congestion pricing where certain popular ferry transits are priced with a surcharge.	Property Owner Survey
<b>Enhanced Communications</b>	Always improve ways to let us know when ferry runs are impacted.	Public Meeting 5.13.15
	Would be nice if the sign at Steilacoom actually gave real time information - if ferry is broken down, etc.	Public Meeting 5.13.15
	The notification when there is an issue are not timely, delayed, or don't happen at all on some occasions. There is a lot of modern technology that isn't being used that could make things more efficient. This includes	Property Owner Survey

# SERVICE

and app for smart phones or a to-go pass for riders. The online ticket purchasing system is not up to date and cumbersome....

PC Ferry System is seriously lacking in the communication department. The text alerts are vague and never in a timely manner. The reader board on the Steilacoom side is a complete waste - it never provides accurate information - and it never changes!...As islanders we understand that there are bumps in the road when it comes to traveling via ferry. BUT, you could use some common courtesy and communication with the riders - a simple heads-up would go a long way with us.

Property Owner Survey

The current ferry camera views are not at all useful for assisting with planning ferry use and determining how full a ferry might be or how long wait times are. I was previously advised they were used for security purposes, but if so, there is no need to have them publicly viewable. As aimed, they are currently of no value. Also, the current ferry schedule is difficult to read and is a different format than any other ferry schedule I've researched.

Property Owner Survey

I am signed up for the Ferry Alert system through my e-mail, but I do not always receive those alerts. For holiday week-ends/overloads, please make sure someone is paying attention to moving over lanes that have missed the ferry. My son and his family sat in Lane 3 for more than 4 hours, with Lanes 1 and 2 getting on, but never moving Lane 3 over. This was a couple of years ago.

Property Owner Survey

The printed schedule is hard to read especially for a new person.

Onboard Survey

Communication and real time data could be much improved over current levels.

Onboard Survey

## Short-Term Service Options

### Maintain Current Service Level

Being retired, I am not as impacted

Public Meeting 5.13.15

The current service and pricing provides a fair and realistic balance for the needs of the community as whole.

Property Owner Survey

We have the best ferry service we have ever had. Would not like to see it changed for the worse.

Public Meeting 5.13.15

We're satisfied and think the Pierce County ferry provides perfectly sufficient and adequate service. We've made adaptations to maintain our flexibility. Our decision to live on and commute to work from Anderson Island was based on the 6:30am and 7:30pm weekday runs; those or similar runs meet our needs. Thanks!

Property Owner Survey

Keep it Simple!! We all knew the ferry system was a limiting factor when we moved to the island. Some of us moved here because of that. Any increase in service has to pay for itself.

Property Owner Survey

We do not need any more service. No more late runs and no earlier runs please. Ridden the ferry since the Tahoma did the run. We have excellent service now. More than we deserve really.

Onboard Survey

# SERVICE

	Ferry service is better than ever. Needs no new runs - later runs or earlier - leave it alone please.	Onboard Survey
<b>Extend Hours</b>	This would improve livability on the island	Public Meeting 5.13.15
	An earlier sailing would take the pressure off the 6:15 and people who work in Seattle would be allowed a better commute	Public Meeting 5.13.15
	Extended hours would permit more potential commuters - many say they would buy on island if ferry were earlier	Public Meeting 5.13.15
	A 5:00 am ferry would allow us to live on the island and be able to commute to work. A later weekday run would probably help also.	Property Owner Survey
	An earlier weekday ferry run and later runs would help Island grow and bring more revenue to system and Anderson. This is a great place to live but some are leaving due to Ferry system. Residents here pay lots for taxes etc. Anderson Island could become a growing community like Vashon if only the commute was more convenient.	Property Owner Survey
	I have heard complaints that the military would consider living on Anderson Island if they could get a ferry in time to make their morning PT sessions. This could help bring back the housing values on the Island.	Property Owner Survey
	To maintain the quality of life on the island we need more working families. We will not get them without earlier-later runs. Even if a bit less frequent rides overall, these early-late additions will enhance County revenues from the ferry.	Property Owner Survey
	WE NEED LATE FERRY ON SUNDAYS NOT THURSDAYS THERE IS NO LONGER OFF ISLAND WEEKENDS BECAUSE OF NO LATE SUNDAY FERRY SERVICE	Property Owner Survey
	Earlier & later weekday ferry service would allow us to consider moving to Anderson Island and live there year round, within the next 1-2 years. With current service and capacity, we may need to wait 7-10 years before living on the island year round.	Property Owner Survey
	It would give us so much more quality of life on the island if we had 8:40pm ferry daily and also one late ferry on Friday or Saturday night.	Property Owner Survey
We are raw land property owners. The intent of the lot was for retirement, long term, but looked at the possibility of building sooner if it worked for commuting and school needs. We homeschool and spend lots of time out and about for activities in the community. Not having late evening runs on both weekdays and weekends discouraged the idea of moving to the island prior to retirement. We currently have our lot for sale due to what also appears to be a declining ferry service. At this point I don't see us even retiring to the island. We come to the island now just to visit other family that is retired, every few months.	Property Owner Survey	

# SERVICE

The service overall is very good - especially the crew. It would be wonderful if you would extend later night times available from Steilacoom - it would let us take advantage of attending concerts - plays - special activities offered in current cities.	Property Owner Survey
Due to lack of an early ferry, I am forced to stay with friends to get to work on time. An early departure and later ferry needed. If more options, island could attract more residents and services, also younger population.	Onboard Survey
You can't commute to Seattle on the train from the ferry during the week. You can't have a business dinner & come home m-thrs. You can't work in Bellevue and make it home - this is not a retirement island. It's supposed to be a full service island!	Onboard Survey
Later boats weekdays & weekends. Sports and social activities for kids and adults are very hard to accommodate with the current sched.	Onboard Survey
Need later boats on mon/tues/wed. Island living limitations - no late ferries on mon/tues/wed. Makes it very difficult to work on the mainland - sometimes Seattle - and get to the ferry by 7:30 - very stressful!!!	Onboard Survey
The one thing that would be most helpful is at least one earlier ferry run in the mornings and later ferry runs during the Monday through Wednesday days of the week. Like 8:40 runs Monday through Wednesday.	Onboard Survey
It would be great if we could get to the freeway before 7:00am when it is already a mess. It would be great to have a Sunday late night for trips or outings on weekends...	Onboard Survey
Any time you can add a ferry to a school night it helps middle school and high school students. Right now they have to stay the night with friends in Steilacoom for sports, band, prom, etc. We need later runs for those kids.	Advisory Group Meeting 3.11.16

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**Extend Hours + Add Frequency**

Good idea.	Public Meeting 5.13.15
I hope that there is serious consideration for increased hours - later and earlier along with frequency of ferry service to Anderson island. We may have moved on island earlier if we could have worked off island and our kids could have gone to school of island. It is time to become more of a commuter island so that families can raise children, work off island and have great community life. We are retired now.. but for us to build on island and move to Anderson. The ferry needs to be more user friendly and accessible (frequency and later hours) for the lifestyle we want to have. Currently, if you need medical treatment ,, you would need to stay at a hotel to keep appointments at major medical centers in Seattle.. If you go to cultural events you have to get a hotel..	Property Owner Survey
Would like to see enhanced service to island in order to maintain/increase property value. We do pay significant property taxes (\$6000. Yr) so so feel we pay a fair amount for service received as well as through paid ferry fares.	Onboard Survey
The ferry system needs more runs. Families are moving off island due to limited service....	Onboard Survey

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**Add Mid-day service**

A 1 pm ferry route would greatly relieve some of the overloads on the 2:10 route on weekends during the summer.	Property Owner Survey
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# SERVICE

Get the 11am back each day...when the ferry is at 10:30 am, everything stacks up waiting for the next available ferry at 12:30 and then you go to Ketron which takes more time to get back to the other side. Change back to 11am. Property Owner Survey

Would like to see an 11:00 am ferry. Onboard Survey

Even on Saturday and Sunday, at the ends of the day, we have too much frequency. Put the service where the demand is, move it off the ends to the middle. Advisory Group Meeting 4.16.15

## General Short Term Options Comments

...Would take the bus if the bus came more than 2 times a day and didn't leave right before the ferry gets in. Onboard Survey

...Please work with pierce transit to coordinate but transportation with arrivals in Steilacoom. Please consider offering park. Onboard Survey

The only real improvement that would matter to me would be to make the ferry schedule and Pierce Transit Bus schedule match up better. I rely on the bus to get me to and from Pierce College, and more frequent trips for the bus, more than every two hours would truly help. Onboard Survey

## Long- Term Service Options

<b>Year-round Weekday expansion with Peak Service</b>	Like	Public Meeting 5.13.15
<b>Weekday Expansion with Peak and Shoulder Service</b>	Better graduated option. ["Shoulder" circled with ?? Next to it]	Public Meeting 5.13.15 Public Meeting 5.13.15
<b>Peak All Year</b>	\$\$\$ Need more ferry boats that work all year round.	Public Meeting 5.13.15 Onboard Survey
<b>Extend Year-Round Weekend Evening</b>	Believe a lot of Islanders would benefit from having a Saturday later last ferry @ 11:30pm allowing time for dinner and a movie/show. That on that Sat the 1st morning ferry be shifted to 8:30am.  It would give us so much more quality of life on the island if we had 8:40pm ferry daily and also one late ferry on Friday or Saturday night.  We need the sun. 10 pm ferry run back! Later ferries would be good every day for normal living schedules, (work) for later returns for all residents, etc!	Property Owner Survey Property Owner Survey Onboard Survey
<b>Add Passenger only Vessel</b>	...foot ferry possibly for later in evening after main ferry shuts down.	Onboard Survey

# SERVICE

<b>Triangle Run</b>	Revisit the Triangle Run. Last study recommended it to get more service for Anderson because they thought it was needed for growing ridership. But ridership is now lower. I think most people would like to see it eliminated.	Advisory Group Meeting 3.11.15
<b>General Long- Term Option Comments</b>	<p>I don't know that we need as many sailings as Option 3, but more sailings for commuters year round would be nice, especially earlier in the morning</p> <p>Development of Ketron Island is of considerable importance to property owners, but the infrequency of ferry service is a hindrance to development. I suspect that the same holds true for Anderson Island development, as well.</p> <p>I would move primary residence to Ketron if there was frequent ferry service</p> <p>Have been considering building on island now that we are retired, but recent Ferry issues and scheduling have been a deterrent.</p> <p>As a Ketron resident would like to see: 1. Separate runs-no more 2 hour rides 2. Later run (5:00 pm to early) 3. Mid-afternoon runs that would accommodate children returning from school.</p> <p>More Ketron runs. A dedicated Ketron run would be very helpful.</p> <p>Bring back 1000 p Sunday. Have 840 ferry every day. Have a later ferry on Friday or sat (? le). Have the schedule closer to what (Vashon?) Has.</p> <p>Separate Anderson Island and Ketron runs and make Ketron tickets more expensive due to lower ridership</p>	<p>Public Meeting 5.13.15</p> <p>Property Owner Survey</p> <p>Property Owner Survey</p> <p>Property Owner Survey</p> <p>Onboard Survey</p> <p>Onboard Survey</p> <p>Onboard Survey</p> <p>Onboard Survey</p>

# OPERATIONS

## Terminals and Vessels

<b>Terminals</b>	...the thing that gets me is that you have to walk way down to buy a ticket. Why not just sell the ticket on the ferry like the Lummi Island ferry and not even have a ticket booth?	Property Owner Survey
	Ticket kiosk at the top of the ferry line in Steilacoom so tickets can be purchased before getting into the ferry line. Ability to have ferry employees scan a barcode on a smartphone or tablet rather than printing out a paper copy of the ticket	Property Owner Survey
	Consider offering low cost monthly parking TO ANDERSON ISLAND RESIDENTS ONLY at the old train station in Steilacoom. This would lead to much more efficient ferry usage and hopefully reduce your costs.	Property Owner Survey
	2 weeks ago on 8:30 AM ferry was detained by a freight train with 90 oil cars. With increasing derailments in USA, I am concerned if we have an emergency plan? If fire or explosion occurred? I understand Senator Cantwell is also interested. We are at war with terrorist and we are all soft target! Retired US Army Colonel Med Corps 22-years of service. I just reviewed minutes of Anderson Island and Advisory Board I served six years on. Meeting Deb Wallace on 9/6/2013 gave good community input. See if you can review. A copy we also have 70 Veterans now American Legion Post 265 meets monthly.	Property Owner Survey
	My car bottoms out on ramps do you cover the repairs to my car? Some tides. Cell 287-9724 i drive as slow as i can.	Onboard Survey
	Good service, needs ticket kiosk when you leave into the ferry parking lot in Steilacoom.	Onboard Survey
<b>Vessels</b>	Would like to see WiFi on the ferry!	Onboard Survey
	Vending machine and coffee service would be great! Add WiFi?	Onboard Survey
	1. It is so cold upstairs really need some heaters turned on. 2. Put in a vending machine for coffee and snacks.	Onboard Survey
	Buses don't leave early, neither should ferries.	Onboard Survey
	There is concern about the "cost" of the second boat sitting idle until we get to the point where we need it (as other than a back-up). Are there ways to put it to work (e.g. generate income) until it is needed, without losing need flexibility?	AICAB Unofficial Comments 5.13.15

## Partnership Options

<b>McNeil Island Partnership</b>	[The question is if there is value to the County. Yes we could do it, but it's not something the County would gain advantage from. It is a certainly small, and not likely to grow market.] Yes, especially with uncertainty about the state's plans which change every two years or even more frequently with the budget. And the capital costs needed to make it work.	Advisory Group Meeting 4.16.15
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# OPERATIONS

My concern was around parking. My perception is we have a significant number of people walking on to commute, and that may have declined over the years. Advisory Group Meeting 4.16.15

## General Operations

<b>General Operations Comments</b>	I would like wi-fi access on the ferry; a nicer waiting area on Anderson side; the sign to work at terminal; tickets on smart devices; coffee, tea machine; heat on ferry on cold days; ferry alerts; earlier sound horn on foggy days; DON'T MAKE WALK-ONS STAND IN COLD AND RAIN S YOU LOAD ONE WHOLE SIDE OF FERRY; TRAIN LOADING CREW WITH CONSISTENCY; MAKE SURE GAPS BETWEEN CARS ARE CLOSED TO GET MORE ON; FIX INTERIOR OF FERRY, SEATS RIPPED. OLD FERRY BATHROOM GROSS.	Property Owner Survey
	Teach people to obey the rules and enforce the rules - dogs upstairs, use parking brake, the spaces on the dock are for handicap, etc. Facilitate walk-on over adding runs. That means parking on mainland, bus connections, carpooling, etc.	Property Owner Survey
	For the most part the ferry system works well. The bus and the ferry need to schedule better.	Property Owner Survey
	Ferry should have an orca pass & a real savings pass for commuting. Coffee in waiting area again-maybe a machine. Vouchers for those days ferries are down. Foot ferry possibly for later in evening after main ferry shuts down.	Onboard Survey
	Try to let walk-ons on asap and out of the bad weather. The tracking web site is down for weeks now. The web site that shows the ferry position in transit.	Onboard Survey

# FUNDING

<b>Establish a policy-level fare recovery rate</b>	There is strong support for setting a formal policy for the farebox recover rate, but it needs to be specifically built for Anderson Island (don't just copy other ferry systems), and what it includes (e.g. only Operations and Maintenance expenses) needs to be logical and clearly stated.	AICAB Unofficial Comments 5.13.15
<b>Establish a policy-level fare recovery formula</b>	<p>If calculated properly, this would be feasible.</p> <p>It was generally agreed that establishing a formal ratio for standard vehicle to standard passenger fares is a good idea as it provides predictability and would limit the "political" and personal "push and shove" every time fares are set. Setting that ration should be "revenue neutral" that is any changes from the current ration should be done through a combination of a decrease in one fare offset by an increase in the other fare. The general consensus is that we should set that ratio for ourselves (e.g. affordability, equity) rather than set it based on what other systems do.</p>	<p>Public Meeting 5.13.15</p> <p>AICAB Unofficial Comments 5.13.15</p>
<b>Broaden funding base through a Ferry District</b>	<p>Need more details on how this works before I can support this.</p> <p>...may make sense on the surface as a better alternative than the Road Fund for the County's share. However, there was a great deal of concern that it would need to be a County-wide district (not just the Islands), and it has the potential to negatively impact other local "junior" taxing districts subject to the \$5.90 tax cap. There was skepticism that an agreement could be reached to create a County-wide tax to support just the Island's ferry.</p>	<p>Public Meeting 5.13.15</p> <p>AICAB Unofficial Comments 5.13.15</p>
<b>General Funding Options Comments</b>	<p>Make ours comparable to Washington State Ferries and add State Funding.</p> <p>How would ferry district affect funding for Fire Department? This is a critical island service.</p> <p>Charge islanders base rate. Increase ferry price for summer visitors. Island address on license get discount. Those who don't have an island address, charge them high rate. They will pay!</p> <p>Certain other ferry revenue (e.g. FTA funds) needs to be used to "offset" the farebox requirement. And, what is included in the "expenses that are the responsibility of the farebox needs to be logical and clearly stated. For example, is depreciation considered an O&amp;M expense? It's not in other jurisdictions). It was also suggested that to minimize short-term fluctuations in farebox recovery requirements, a multi-year average of O&amp;M expenses should be used.</p>	<p>Public Meeting 5.13.15</p> <p>Public Meeting 5.13.15</p> <p>Public Meeting 5.13.15</p> <p>AICAB Unofficial Comments 5.13.15</p>

# FARE POLICY

## Vehicle to Passenger Fare Ratio

### No Change

#### No passenger fare increase

#### Lower passenger fare increases

Washington State Ferries is designed to carry more passengers. We aren't built that way. We're not near the limit on passengers, but we would approach it quicker if we drive people out of their cars. We would need to look at unintended consequences of adding more walk-on passengers.

Advisory Group Meeting 4.23.15

In 2004, as a result of the last study, vehicles got a smaller fare increase than passengers. The commuter passenger had the highest increase. Since then we've seen declines. We had 50% more commuter passenger trips in 2002 than 2014. My household doesn't take as many passenger trips because the price is high.

Advisory Group Meeting 4.23.15

The reduced discount on the passenger walk on discount, in 2004, I think really made people just drive on, because it wasn't worth it to pay for parking and walk on just for that smaller discount.

Advisory Group Meeting 4.16.15

#### No charge for passengers

There was not support for the "bridge model" (passengers ride free) for mostly logistical reasons as well as concern about possibly being "inundated" with folks just wanting to take a free boat ride.

AICAB Unofficial Comments 5.13.15

My concern about free passenger fares is that they would be used as a fun, sunny boat trip and we'd have overloads on the passenger deck.

Advisory Group Meeting 4.23.15

#### General Fare Ratio Comments

Working adults pay for the ferry not retired people that leave once a week

Public Meeting 5.13.15

Ferry service is very expensive and isn't offered late or early enough during the weekdays or weekends.

Onboard Survey

It is pretty sad that they raise the price of tickets way too often.

Onboard Survey

It was generally agreed that establishing a formal ratio for standard vehicle to standard passenger fares is a good idea as it provides predictability and would limit the "political" and personal "push and shove" every time fares are set. Setting that ration should be "revenue neutral" that is any changes from the current ration should be done through a combination of a decrease in one fare offset by an increase in the other fare.

AICAB Unofficial Comments 5.13.15

There is some healthy skepticism that changing the ratio in favor of lower passenger fares will draw very many out of their cars (Demand Management) -- especially with very limited public transportation and parking in Steilacoom, and the limited opportunities for/interest in carpooling.

AICAB Unofficial Comments 5.13.15

We need to spread the gap between passengers and vehicles. Youth fare is too high. Charging a kid the same as seniors makes sense.

Advisory Group Meeting 4.23.15

# FARE POLICY

## Passenger Fare Type Ratios

### No change

<b>Increase Youth Discount</b>	I don't see a reason to give a teenager a discount unless they are going to school.	Advisory Group Meeting 4.23.15
<b>Increase senior and disabled discount</b>	<p>The old people cannot pay more. They need a car.</p> <p>The consultants had suggested that the Senior Passenger fare discount <u>could</u> be increased (currently 50%) to maintain the ratio to the Youth discount. The consensus was that for the majority of Island seniors that is unnecessary/unwarranted. However, there is interest in the County looking into financial assistance with ferry fares for low income seniors -- maybe existing programs (Transben?-- ) for those who already qualify for County property tax relief.</p> <p>You mentioned that use of the senior discount declined and everyone uses the frequent rider pass. I've never used the senior discount, even though I am a senior, because the commuter product is cheaper. People who can't afford to go off island much very much can't afford to use the commuter pass.</p>	<p>Public Meeting 5.13.15</p> <p>AICAB Unofficial Comments 5.13.15</p> <p>Advisory Group Meeting 4.23.15</p>
<b>General Fare Type Ratios Comments</b>	<p>All have to pay a portion, not sure best route</p> <p>Further reduced fares, especially for seniors and students.</p> <p>There was general agreement that moving the Youth fare to 50% to the standard passenger fare -- we've been inching in that direction for the last 4 years by freezing the Youth fare.</p> <p>There was discussion about the discount for Senior Car and Driver, and how that is calculated -- for example shouldn't we discount the senior/handicapped <u>driver</u> the same amount they would be discounted as a passenger, but do not discount the vehicle portion of the fare (like the State does)? It needs to be logical.</p> <p>It was noted that many senior drivers shifted to and use the Value Pass because it is now a better deal per ride and is not subject to the peak season surcharge. However, that only works for those who will make 5 trips in 40 days and can afford to lay out \$69.15 all at once. Do we need a Senior Vehicle and Driver Value Pass? The general feeling was against multiple discounts on a single fare classification (e.g. multi-ride Senior, multi-ride Youth), so no.</p>	<p>Public Meeting 5.13.15</p> <p>Property Owner Survey</p> <p>AICAB Unofficial Comments 5.13.15</p> <p>AICAB Unofficial Comments 5.13.15</p> <p>AICAB Unofficial Comments 5.13.15</p>

## Vehicle Size

<b>No change</b>	Keep it the same. Do not fix what is not broken.	Public Meeting 5.13.15
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# FARE POLICY

<b>Linear price per foot</b>	...Charge by actual length over 21! My motorhome is 31 ft. I pay the same as a 40' motorhome. The 9 ft is actually double paid by the next vehicle behind me.	Onboard Survey
<b>Increasing Price per Foot</b>	For oversize vehicles, there is support for establishing ratios that make sense (e.g. are "algorithmic"), but it is felt that looking only at the vehicle's length at some point does not take into consideration the additional impact of weight and reduced maneuverability with, and around large vehicles on the car deck. However, it was noted two 20 foot vehicles take up more space than one 40 foot vehicle because of the space that must be left between the two vehicles. The fare for one 30 to 39 foot vehicle (e.g. motor home) is 1.6 times the fare for two 21 foot vehicles. That seems unfair.	AICAB Unofficial Comments 5.13.15
<b>Smaller length categories</b>		
<b>Small Car Fare</b>	There is support for the establishment of a small vehicle fare and the 14 foot mark makes sense for a cutoff -- if it can and will be enforced.	AICAB Unofficial Comments 5.13.15
<b>General Vehicle Size Comments</b>	Cost for oversize vehicles is too high now. Do not increase!	Public Meeting 5.13.15
	Also, shouldn't there be marks on the pavement so the ticket taker can confirm the length of the oversized vehicles?	AICAB Unofficial Comments 5.13.15
	The concept of using fare incentives to shift large or commercial vehicles to less busy runs was generally viewed positively, but with the consideration that tides are variable and already limit scheduling for those vehicles.	AICAB Unofficial Comments 5.13.15
	One consideration – if you restrict access to some people, especially in the summer, the tides don't fall at the same time every day. There's a lot of moving pieces when you try to do that. It's beyond loading the boat.	Advisory Group Meeting 4.23.15
	The vehicle type issue is important. We should have pricing that's fair and consistent. Large vehicles are a concern for manageability. I think the current pricing schedule over-recognizes that – tried to load the cost on large vehicles – that's my largest concern. I support looking at pricing for passengers versus vehicles. Passengers are charged too much.	Advisory Group Meeting 4.23.15

## Frequent Rider Discount

### No change

<b>Modify Pass Rules</b>	Rules to limit pass "sharing"	Public Meeting 5.13.15
	Car and driver commuter should not expire	Public Meeting 5.13.15
	Would like a commuter pass to have a senior fare.	Property Owner Survey

# FARE POLICY

	A 5 ride coupon should not have a limit on when the rides must be used by.	Property Owner Survey
	There was some discussion about creating a Senior Vehicle and Driver multi-ride discount, but the general sentiment is against compounding discounts (e.g. senior and frequent user).	AICAB Unofficial Comments 5.13.15
	It was agreed that the practice of "sharing" the Value Pass (e.g. among family members, for different vehicles) is common -- so it has become as much a "volume discount" as it is a "frequency discount". Changing the "rules" for the Value Pass would be a sensitive issue.	AICAB Unofficial Comments 5.13.15

## Vary discount

<b>General Frequent Rider Discount Comments</b>	Full time residents should not pay peak season prices.	Public Meeting 5.13.15
	Island residents should be able to buy an annual pass.	Property Owner Survey
	Do not add any more runs. The rates are too high now especially for seniors. If the commuters want more runs raise the commuter fees!!!! They want more runs and cheaper commuter fees. Doesn't seem right to me. Make them pay for what they want.	Property Owner Survey
	...Drive - on electronic passes or resident passes.	Onboard Survey
	A Good to Go account would work great! Discount for Anderson Island residents!	Onboard Survey
	Would like to see a passenger pass, just like the frequent rider one. Otherwise I like things the way they are now. Frequent rider is great the way it is. Congestion/peak pricing is a great idea – charge more for most used runs.	Advisory Group Meeting 4.23.15

## Congestion/Peak Pricing

### No change

<b>Increase peak surcharge</b>	There was strong resistance to the idea of charging the Vehicle Value Pass the Peak Season Surcharge as a Demand Management strategy. The same would be true of any pass intended for our regular, year-round commuters. Most commuters and other Island residents don't have the luxury, or interest in, changing their work routines or mainland obligations just because it is summer. However, it was also noted that a strategy of "gouging" off-Islanders with higher and higher ferry fares isn't a good idea either.	AICAB Unofficial Comments 5.13.15
	The person driving Friday afternoons in summer should pay more than the person driving Monday through Friday in January.	Advisory Group Meeting 4.23.15

# FARE POLICY

<b>Three-tier surcharge</b>	There was no specific concern with the idea of a three-tier seasonal fare surcharge structure or varied rates (e.g. higher in July & August vs. May, June & September), other than the concern with adding complexity to an already complex fare and schedule structure -- and as long as it doesn't apply to any Value Pass or Monthly Pass categories	AICAB Unofficial Comments 5.13.15
<b>General Congestion/Peak Pricing Comments</b>	<p>Full time residents should not have peak season.</p> <p>The price should be 1 price only - keep it simple. Focus - the simpler it is the less expensive to handle.</p> <p>People that live here FT don't have the luxury to avoid peak times &amp; shouldn't have to pay peak pricing. For example, Doctor's appointment occur all year long.</p> <p>...I think you should provide an app or scannable card for commuters who can show residency and we should receive lower rates and be able to purchase more advance fares. The weekenders and summer residents should pick up a little cost as they require more work from the crew than the residents do. ..</p> <p>A general, busy time of day premium fare idea was not well received -- with several noting that lack of schedule flexibility for work commuters and with certain appointments for others. It was noted that many full-time Island residents have already changed "rearranged their life" around ferry congestion (e.g. never go to town on a Friday, avoid travel to and from the mainland on summer weekends) to the extent they can. Those Islanders who cannot change their travel practices (e.g. work commuter with no bus service alternative) should not be penalized.</p>	<p>Public Meeting 5.13.15</p> <p>Public Meeting 5.13.15</p> <p>Public Meeting 5.13.15</p> <p>Property Owner Survey</p> <p>AICAB Unofficial Comments 5.13.15</p>

## Monthly Pass Product

### No change

<b>Passenger only monthly pass</b>	In the interest of Demand Management, the focus should be more on a passenger monthly pass over a vehicle driver pass, with increased focus on addressing bus schedule and mainland parking limitations.	AICAB Unofficial Comments 5.13.15
<b>Vehicle monthly pass</b>	Maybe a pass for residents on a monthly basis, always checking to make sure you have the pass or there are enough rides left is annoying. I would rather pay a fee for the monthly pass and know I can get home without having to stop and print one out or run down to the terminal. Something that is prepaid for the month and then just re-charge it for the next month. That way even a part time resident could have the pass and pay the monthly charge for when they are here. That way they have a pass when they are here, but cannot pay for the months they are gone, then just re-charge it when they return. Less paper waste too. Easier tracking of usage per household, maybe pay \$5.00 for the card (pass) and have them for a household, not just a person. That way I would have 3 cards, one for myself, my husband, and my son that all tie together. Each card would have its own fee for the month.	Property Owner Survey

# FARE POLICY

Maybe a pass for residents on a monthly basis, always checking to make sure you have the pass or there are enough rides left is annoying. I would rather pay a fee for the monthly pass and know I can get home without having to stop and print one out or run down to the terminal. Something that is prepaid for the month and then just re-charge it for the next month. That way even a part time resident could have the pass and pay the monthly charge for when they are here. That way they have a pass when they are here, but cannot pay for the months they are gone, then just re-charge it when they return. Less paper waste too. Easier tracking of usage per household, maybe pay \$5.00 for the card (pass) and have them for a household, not just a person. That way I would have 3 cards, one for myself, my husband, and my son that all tie together. Each card would have its own fee for the month.

Onboard Survey

...there was general agreement that a new monthly pass should be "intended" and structured (rules) for the daily commuters (e.g. 21 trips in 30 days) and is priced to provide "a little better deal than the Value Pass".

AICAB Unofficial Comments 5.13.15

There is general agreement that a monthly pass makes sense for many -- however, it should be in addition to the current Value Pass, not in place of it e.g. New Product).

AICAB Unofficial Comments 5.13.15

If I had a vehicle pass, I would buy for a month. It's about the inconvenience. I hate nothing more than having to jump out and send a kid down because they don't have a ticket. We don't come off the island if it costs \$34. More inclined to come off the island if we had the flexibility of a pass. Allows people to spread out their trips. You don't have to get everything done in one day. There's more flexibility with a pass.

Advisory Group Meeting 4.23.15

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## General Monthly Pass Product Comments

30 day passes.	Public Meeting 5.13.15
Both passenger/walk on/vehicle.	Public Meeting 5.13.15
I would think a monthly pass would save time and money for the County.	Public Meeting 5.13.15
Monthly passes. Current ticketing system is a mess.	Property Owner Survey
Have monthly commuter passes available for car and driver and passenger.	Onboard Survey