



PIERCE COUNTY WATERBORNE TRANSPORTATION STUDY

COMPILED COMMENTS AND RECOMMENDATIONS

DRAFT | July, 2015

The following table provides a representation of comments organized by: overall policy recommendations, short-term recommendations, and long-term recommendations. The comments were gathered from several sources, identified in the right column for each comment:

- Waterborne Transportation Study Open House Comment Forms – Public Meetings held at the Anderson Island Elementary School on May 13th, 2015 and June 11, 2015
- Onboard Ferry Survey – Administered to ferry riders on March 17th, 19th, 21st and 22nd of 2015
- Resident/Property Owner Survey – Open in online and hard copy formats from March 13th through April 3rd 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 13th, 2015

OVERALL POLICY RECOMMENDATIONS

Long-Term Financial Sustainability

Implement a formula-based fare revenue target	<p>Establish a County Road Fund commitment</p> <p>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.</p>	<p>Public Meeting 6.11.15</p> <p>AICAB Unofficial Comments 5.13.15</p>
	Not excited about levies though	Public Meeting 6.11.15
	No taxing district!	Public Meeting 6.11.15
Work to broaden funding base	<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>AICAB Unofficial Comments 5.13.15</p>

Pursue other non-fare operating revenues

Level of Service

Add flexibility to Level of Service language	Be careful	Public Meeting 6.11.15
	Not enough clear information to develop an opinion	Public Meeting 6.11.15

Develop a summer level of Service standard

Technology and System Improvements

Acquire new fare collection system with reservations ability	I'm not convinced we need the expense of reservations	Public Meeting 6.11.15
	Be ahead of the tech curve – not follow	Public Meeting 6.11.15
	Cost in time lost by missing a boat is too high. Also, cost in \$ too high	Public Meeting 6.11.15
	Reservations would cause more problems than benefits. There would be a "privileged" group, and the rest of us.	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

Acquire new fare collection system with account-based fares

Improved communication system	Not valuable. When we need to go, we go earlier and are prepared to wait. Cost vs value is high	Public Meeting 6.11.15
	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 and app for smart phones or a to-go pass for riders. The online ticket purchasing system is not up to date and cumbersome....	Property Owner Survey
	Communication and real time data could be much improved over current levels.	Onboard 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

County Ferry Operators Group

Share investment costs, such as fare collection system or communications platforms

Formalize emergency vessel replacement plans, including options to tap outside resources

Lease the 2nd boat for dry-dock maintenance periods if the vessel is not otherwise in use

SHORT-TERM RECOMMENDATIONS

Fares: Policy

Gradually increase vehicle-passenger fare ratio to 4.0:1	Absolutely	Public Meeting 6.11.15
	This may discourage cars and lose revenue. Maybe peak times?	Public Meeting 6.11.15
	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
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

Develop a fuel surcharge policy	Must be fairly set, including fast response to decreases as well as increases	Public Meeting 6.11.15
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Fares: Vehicles

Add a small car fare category	Not likely to increase fare revenue 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.	Public Meeting 6.11.15 AICAB Unofficial Comments 5.13.15
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Standardize oversize fares on a linear per foot basis	...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. 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. Cost for oversize vehicles is too high now. Do not increase!	Onboard Survey AICAB Unofficial Comments 5.13.15 Public Meeting 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 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

Increase summer surcharge on vehicles from 25% to 30%

Maybe even 35%. Or make driver use a passenger ticket too for all or part of summer.

Public Meeting 6.11.15

Will we run the summer visitors off?

Public Meeting 6.11.15

Fares are already high for car and passenger

Public Meeting 6.11.15

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

Full time residents should not have peak season.

Public Meeting 5.13.15

The price should be 1 price only - keep it simple. Focus - the simpler it is the less expensive to handle.

Public Meeting 5.13.15

People that live here FT don't have the luxury to avoid peak times & shouldn't have to pay peak pricing. For example, Doctor's appointment occur all year long.

Public Meeting 5.13.15

Fares: Passengers

Change youth fare to 50% of full passenger fare (from 64%)

Yes!

Public Meeting 6.11.15

Ok, but loss of revenue falls on seniors and commuters to make up

Public Meeting 6.11.15

I don't see a reason to give a teenager a discount unless they are going to school.

Advisory Group Meeting
4.23.15

Introduce a monthly passenger pass

Yes!

Public Meeting 6.11.15

Passenger and vehicle!!

Public Meeting 6.11.15

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

Steilacoom Terminal

Work with Pierce Transit to align schedules	If this doesn't happen, a passenger only ferry is of NO value	Public Meeting 6.11.15
	...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
Establish a formal drop off/ pick up procedure and support with signage	No need - plenty of room on Commercial Street or in parking lot	Public Meeting 6.11.15
Improve signage	Get the Steilacoom sign to work well or take it down!	Public Meeting 6.11.15
Improve signage (and possibly the grade crossing barriers) to prepare for increasing rail traffic	Also spread out schedule to 70 min headways more often	Public Meeting 6.11.15
	No left turn on to Villa Beach Rd from Ferry	Public Meeting 6.11.15
	Grade crossing barrier - isn't that the railroad's responsibility?	Public Meeting 6.11.15
Evaluate the potential for kiosk sales at the same time the fare collection system is being specified.	Kiosk @ Lafayette or park in Steilacoom. And/or on boat, but not at store.	Public Meeting 6.11.15
	...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? 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 Property Owner Survey

Anderson Island Terminal

Establish a formal drop off/ pick up	Needed badly	Public Meeting 6.11.15
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procedure and support with signage	Bus shelter needed at parking lot on Anderson Island	Public Meeting 6.11.15
	No way to enforce this on the island, so it's a waste of money	Public Meeting 6.11.15
Add signage to minimize conflicts during busy and overflow situations	Anyone can see exactly what's going on. And we all wait any way. Rather than leaving and losing our place in line anyway. The camera shows the line now.	Public Meeting 6.11.15
Short-Term Recommendations with Cost/Revenue Implications		
Add one early morning weekday run, Monday-Friday	Growing commuter population responding to greater livability	Public Meeting 6.11.15
	[I would support this if funded by the County] To start the ball - then evaluate best way to fund.	Public Meeting 6.11.15
	The current service and pricing provides a fair and realistic balance for the needs of the community as whole.	Property Owner Survey
	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
	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
	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
Add one evening run Monday-Wednesday	Would support but not first choice	Public Meeting 6.11.15
	Growing commuter population responding to greater livability	Public Meeting 6.11.15
	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
	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
	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
	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
Add a new afternoon triangle run to	It's not the cost here, it's the time lost by Anderson Islanders - Ketron has now exactly what they asked for. Leave it alone	Public Meeting 6.11.15

improve frequency to Ketron	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. 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. I would move primary residence to Ketron if there was frequent ferry service	Advisory Group Meeting 3.11.15 Onboard Survey Property Owner Survey
Add two-boat service in July and August, Fridays & Sundays, 12-8pm	Too much \$ - doesn't improve year-round livability No fare increase - the second boat pays for itself, or don't use it.	Public Meeting 6.11.15 Public Meeting 6.11.15

LONG-TERM RECOMMENDATIONS

Demand Management

Use demand management as a first resort	Need to present Options scenarios to riders/ residents Service expansion first!	Public Meeting 6.11.15 Public Meeting 6.11.15
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Service Expansion

Expand service as a second resort	But in increments, like adding an 11am run Fri-Sun 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..	Public Meeting 6.11.15 Property Owner Survey
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Investment Needs

Steilacoom terminal expansion	[Don't support] Just fixed it	Public Meeting 6.11.15
Automated measurement and fare determination	Depends on cost	Public Meeting 6.11.15
Remote parking	Not needed yet	Public Meeting 6.11.15

facilities in Steilacoom supported with shuttle services and/or shared parking at existing public facilities

Wow! Awesome idea. Fabulous. More Steilacoom parking!

Public Meeting 6.11.15

The ferry should receive a portion of all Parking Fees

Public Meeting 6.11.15