

Consolidated and Formatted List of Needs

Affordability

- Affordable pricing
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- Competitive pricing
- Economic Viability
- Streamline rate making process
- Fair and equitable evaluation of annualized increase
- Reasonable and affordable rates
- [Ag would like to add keeping loading and unloading on the pier to minimize additional transportation costs for the customers who are taxed with a 46% rate increase.](#)

Reliable

- Reliable, unwavering freight service schedule with known capacities
- No interruption of service except for weather
- Uninterrupted schedule
- Reliable and efficient transportation of goods between islands that meet or exceed customer expectations
- Consistent sailing schedules, gate hours and operations

Meeting Client Needs

- Provide for freight service needs of the neighbor islands
- Continue to service freight of all kinds
- Options—want other options to be considered for services that will allow competitive pricing for comparable services
- Extend and organize gate hours
- [Consideration of the greater good and not just a single party or single perspective.](#)

Service

- Customer service and outreach
- Service
- Quality customer service

Operational Excellence

- Staging and overall efficiency
- Higher costs=expectation of better delivery of services or carrier to provide something "new" that is not the case today
- Empowered with flexibility to nimbly respond to changing conditions

Unique Items

- Safety (esp. in re: animals)

- Independent auditor to review YB finances
- Provide State funding for those commodities that are granted discounts
- Current regulatory framework reviewed and updated and restore regulatory parity w/unregulated service providers
- Adequate support (e.g., grants, subsidies) to incentivize water carrier(s) to provide the breadth of desired services when some are not compensatory