Consolidated and Formatted List of Needs

**Affordability**
- Affordable pricing
- Affordability
- 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