

From: [Amelia Felton](#)
To: [UTC DL Records Center](#)
Subject: Docket # TC- 160821
Date: Thursday, July 21, 2016 12:41:53 PM

To Whom it May Concern,

I am writing this letter in reference to Docket # TC- 160821, re. The Friday Harbor Jolly Trolley. My name is Amelia Felton, I grew up on this beautiful island as a teen and moved back several years ago to raise my family here. My family owns several businesses on the island and we have been so excited to see a new option for locals and visitors alike when it comes to transportation and tours. One of the major benefits of the Trolley is that passengers are given a full island experience with the ability to get on and off at locations to go on self guided tours of the stops that speak to them. Tony has taken transportation on the island a step above and provides educational videos as well as personal experience that has drawn an outpouring of support from tourists as well as locals. One of the key factors on the trolley tour is that passengers are able to ask to hop off at areas that they would like to further explore and can hop back on later that day to finish their trip. I have recently worked with a local whale watch company (currently taking time off due to medical issues with my child) and our customers loved the on and off features of the tour because they could complete part of the tour in the morning, return for their whale watch trip mid day and finish their tour in the afternoon without feeling rushed. The schedule that the trolley has was necessary in coordinating which whale watch trip of the day worked best for our customers based on the areas of the island they wanted to explore. Many customers were only coming over to go on the whale watch tour and were not staying on island and the schedule allowed us to help them get the full island experience before, after, or around their whale watch trip and still make their ferry home. I also would like to touch on the diversity of the current transportation options on the island. For years we had only two options, San Juan taxi and tours (which has now been split into two companies) and Bob's Taxi, we made do with the limited services but at times getting around the island was difficult to say the least. I was happy to see some diversity when additional taxi services started and even more excited to see a trolley added to the mix. Our small island has grown over the years and the tourism is only going to continue to increase and with that increase we need to support new businesses to help spread out the demand. I do not support having only one transportation service for tours especially when the differences in the services are so great. I do not wish to talk bad about the other company that provides shuttle and tour services but they just don't compare to the experience that you get on the

trolley. However there is just no comparing a tour where you are sitting on a crowded enclosed stuffy charter bus with a trolley that has educational videos on a flat screen, a "conductor" who even dresses to fit the part and can give facts about each location, open air seating and beautiful benches. I hope that you will take this into consideration in this matter and not allow for a lower quality tour to hold the monopoly on our island.

Thank you for your time and consideration,

Amelia Felton
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