

**From:** [David Shank](#)  
**To:** [UTC DL Records Center](#)  
**Subject:** Docket No. TC-160821  
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I am submitting the following comments regarding the Friday Harbor Jolly Trolley petition for forbearance.

I am a resident of Friday Harbor and am familiar with and have used the Jolly Trolley service since it began operating on the island. I have lived here for the last 2 ½ years and have been a regular visitor to Friday Harbor over the last 40 years. This town and this island are a special place in a beautiful location. It is one of the most popular tourist destinations in the country and much of that popularity is due to the the community's ongoing efforts to create a place with character and charm.

One of the challenges for visitors however is that it has been difficult to get out of the downtown area to visit other parts of the island that are especially attractive. You can rent bikes or scooters or you can hire a taxi or hire the san juan transit bus. The addition of the Jolly Trolley has been a real asset to the community. It is not just another bus/transit line but is an attractive "trolley car" designed for the kind of sight-seeing that really lets you experience the island and its natural beauty. In addition, it is a bus with character and I have witnessed many times that locals and tourists on the street stop what they are doing to watch the trolley pass by. In addition, the ability to offer hop-on/hop-off service to tourists or residents who may want to create their own schedule and timeline is essential to the true value of the kind of service Jolly Trolley (and other transit choices) offer.

It goes without saying that adding the Jolly Trolley service to the island is a real asset to the community and especially for tourists. Yet I can imagine that others who provide similar services may not welcome the additional competition for passengers. But we all know that competition is a good thing. It keeps prices reasonable and improves transit and customer service in a myriad of ways as tourists vote with their consumer dollars for the service that they find most attractive and that best meets their needs. It should be self-evident that the service that competes well will be rewarded as customers choose what best works for them. This commission should evaluate applications based on what is best for the community and not what is best for various businesses offering similar services.

This community is served well with companies that offer similar services. for example, one of the most popular tourist activities is whale watching. There are many companies here that conduct whale watching tours and who must compete for customers based on rates and service and the best customer experience.

As a member of this community I trust you will look closely at what Jolly Trolley is asking for and allow them to continue the service that they currently offer in all aspects. In their short time on the island they have already created a service and community asset that is a real value to this community and one we have all come to admire and depend upon.

Thank you for your consideration.

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