From:	Nancy Freeborn
To:	Congestion Subcommittee
Subject:	Driveway congestion
Date:	Wednesday, August 23, 2023 5:21:44 PM

Dear CBL committee,

Simply increasing the Wednesday fare will NOT fix congestion on Wednesdays, or any day!

The increased number of passengers (car and on foot), as well as freight deliveries, CBL forklifts, independent work trucks, school and city buses, drop-offs and pick-ups, all collide at the striped walkway and bottleneck.

Wednesday fares: Island residents who pay property taxes pay $40 a car ticket, year round. Any day $40. All year. No more clog of residents on Wednesdays.

Can freight be separated from passengers? It is very dangerous as is.

Can signage be used for visitors waiting for the ferry? A queue line to organize everyone, keep them off the sidewalks and in line to wait for boarding. When the whole front of the building is swarming with outgoing passengers waiting to board folks coming off the ferry have nowhere to go except into the driveway. It would save the CBL crew from having to scream at everyone. To be fair, the visitors don't know what's happening. They need signage / directions!

Perhaps a CBL ambassador (person) could be stationed outside the building directing the passengers as they wait. Their sole purpose is to answer questions and relieve some of the chaos For visitors AND CBL employees. Create a line for waiting passengers and direct those disembarking where to go.

Someone is going to get hurt. The freight coming and going, and piling up outside the freight area, is dangerous! It forces cars dropping off and picking up to swerve around it and into pedestrians and other cars. It needs to be addressed. The forklifts zoom past pedestrians.

The CBL employee parking area is wasted space. That could have been used as another functioning lane for the car queue, safely distancing cars and pedestrians away from the freight area. The sidewalk should have been placed so as to divide the freight from the cars and pedestrians. Specific areas.

Thank you! We all appreciate everything you do and the tremendous amount of work involved! It seems the capacity of freight and people has increased faster than the accommodations.

Best wishes,
Nancy Freeborn

nancy freeborn design
415 640 2168
www.nancyfreeborndesign.com

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