

ACKNOWLEDGMENTS AND REFERENCES

This report was completed with many thanks and appreciation for the assistance from the Town of Nantucket Planning & Economic Development Commission, various Town of Nantucket boards and commissions, Nantucket Planning staff, the Steamship Authority, The Hy-Line Ferry, the Nantucket Regional Transit Authority (NRTA), and the Nantucket Public Library.

1977 Nantucket Central Business District Circulation and Parking Study, Town of Nantucket Planning & Economic Development Commission

December 1993 Planning and Implementation for Downtown Parking and Traffic Circulation, Mullin Associates

1996 Downtown Traffic Circulation Analysis, R. A. Cataldo Engineering

1998 A Strategy to Address Parking and Traffic Congestion in Downtown Nantucket, Downtown Parking and Congestion Work Group

2005 (May) Evaluation of Some Bicycle Facilities and Programs in Massachusetts Communities, John S. Allen

2004 February, San Francisco's Shared Lane Markings: Improving Bicycle Safety, San Francisco Department of Parking & Traffic, Alta Planning & Design

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APPENDIX

MINUTES OF MEETINGS

PROJECT NO.: 2967-04

PROJECT NAME: Nantucket Circulation and Ferry Access Study

DATE OF MEETING: June 4 and June 5, 2007

SUBJECT OF MEETING: Project Kick-Off Meeting
Stakeholders and Public Meetings

LOCATION OF MEETING: Nantucket, Massachusetts

ATTENDEES: Mark Arigoni, Milone & MacBroom, Inc.
Vincent McDermott, Milone & MacBroom, Inc.
(see below for others)

The following are paraphrases of the discussion topics heard at the specified meetings and should not be considered verbatim.

Town Staff Meeting (9:00 a.m. Town Planning Office)

Andrew Vorce – Planning Director (not present).

Mike Burns (Transportation Planner) and Leslie Woods (Senior Planner).

Town Planners Comments and Discussion Topics

- Logistics and islands are different/don't compare with Martha's Vineyard.
- Traffic queuing down Easy Street is a problem.
- Grand Union lot is a private parking lot and is owned by private entity. It is used by public, with no overnight parking.
- Handicap accessible access to Hyline Ferry is a problem ('96 start of high speed ferry at Hyline).
- Wayne Lamson – Steamship Authority General Manager
- Flint Ranney – SSA Board member.
- Nat Lowell – Port Council member
- Nantucket Planning Board – 5 members.
- Nantucket Planning Commission – 12 members.
- Freight trucks are Cape Cod Express/Stop & Shop/Fed Ex./UPS
- Yates Gas – propane - trucks

- WB-45 (largest truck on island)
- Francis & Washington Street intersection needs improvements.
- U.S. Foods performs break of bulk on island.
- Cab service is very competitive/pay by zone, not a time based fare.
- Public transportation – park & ride lots are located throughout island.
- NRTA Policy?
- Kate Hamilton – Visitor services.
- Rotary – Important Node.
- Sparks & Pleasant Street – new roundabout under construction.
- WB-45 is preferable/WB-60 is not cost effective.
- Size restriction on buses.
- Two historical districts exist in Town: 1 – Zoning (?) driven, 1 – Historic District Commission.
- Preservation Institute of Nantucket
- Tracy Bakalar – Chamber of Commerce

June 4 Meeting Schedule Update

1:00 p.m. – SSA

3:00 p.m. – 6:00 p.m. (Atheneum) stakeholder's meeting

7:00 p.m. – 9:00 p.m. public

Steamship Authority Meeting (SSA)

SSA Comments:

Saukaty & Gayhead – containment services/separate carrier.

No published schedule – get schedule?

No - jitney service bus service.

Queuing along Francis Street is a problem.

Would like to see Town buy the corner restaurant parcel open up the area for improved circulation.

(Review with Andrew)

Move the SSA terminal closer to street.

Only barge access (delivery of stone and large bulk) on island is to the rear of building (SSA terminal).

There is currently an overlap in ferry services (arrivals & departures).

We need designated taxi pick-up and drop-off areas.

Need NRTA (Nantucket Regional Transit Authority) stop at terminal.

Would like to pursue a wider or cantilevered walk for pedestrian access to Easy Street (Bill Klien, 1st town/previous Town Planner had visions of this concept).

Dreamland Theater – proposal for redevelopment causes concern (adds congestion along Easy Street)

Oak Street access as bypass to traffic congestion (review as possibility)

Beach Street extension/alleyway – utilized as a service area.

Food trucks in early A.M. – do deliveries and get right back on the next available - Ferry off the island.

Francis & Union Street – bad intersection – locals signal, visitors do not. It is a main route.

Standby is a #card issued and check back via phone or internet.

Hyannis is a vehicle storage issue/Nantucket is a vehicle/pedestrian congestion issue due to volume during ferry's arrival.

Potential drop-off (two fairgrounds property) with shuttle service will need a partnership to work.

Lack of sidewalks and connection to town.

SSA employees (10 - 12 spaces) It will be a Union issue if the parking is not close to terminal.

Separate planning consultant for SSA is looking into expansion of terminal.

This study will need to be coordinated with the SSA study.

Security – screening of vehicles/checking of bags within covered areas at fast and slow boats.

Delivery trucks downtown – don't allow trucks after 12 noon. How do we do that?

Goal to reduce trucks/trips to 1997 levels.

6:00 a.m. is earliest ferry.

"This is Nantucket" is a phrase you will hear over and over, and it is true. (Funny)

Nat Lowell General Comments:

6:00 a.m. (leaves Hyannis) freight in at 8:00 a.m. (arrives Nantucket) 90% freight/food – if trucks aren't loaded fully (Sysco, U.S. Food, Sid Wayner) pup trailers with core district deliveries front/rear of the trailer you will get a slow down of deliveries.

-Trash and gas/oil done between 5:30 a.m. to 6:00 a.m.

-Food and people coming to work at 8:00 a.m.

Utilizing yellow lines and hydrants (in front of Richard Glidden's office) works well for loading zone.

Don't take any more parking spaces out.

#21 Federal needs a space for ramp.

Broad Street works as one-way. Nantucket has the "Once here nobody else can have one" mindset.

Truck agreement – only one-way to get boat in at 6:00 a.m. is to leave from New Bedford (this is not feasible as it will take 5 hours and 1,700 gallons of fuel).

Nantucket Solution – "truck route only."

Tiny easements and larger curb clearance radius will fix problems along truck route.

"Slicin' and dicin' – turn corner."

Moving utility poles is a major headache to deal with utility company.

Break down of freight on island – First, it won't work. Only 27 miles to Hyannis – not that far; it can be done in one day. We need to meet DOT compliance of 14 hour work day – Bermuda?

SunTrans CC Express – day freight – 5 to 6 hr deliveries.

Stop & Shop and concrete can come later – as they are on the island less time.

UPS Works – trucks at night break down on island facility.

Widening/lengthening/scheduling/capitalist private companies.

Fair/Pine/Orange Streets – it works, why "Nantucket?"

Existing public – 305 spaces in on street parallel parking spaces (not counting the Grand Union lot.)

Limiting cars on island has been taken off-warrant. Satellite parking and separate cab areas will cause cab drivers to worry about business.

P & B Bus Service/private - off island.

NRTA bus schedule runs too far into fall. (some say not long enough).

First Stakeholder Meeting 3:00 to 6:00 p.m. (Atheneum)

Young's Bike Shop owner - Harvey Young.

Steamboat Wharf: 500 -- 1,000 bikes on ramp - estimate - need actual data.

Traffic studies neglect town bikes and pedestrians.

Can we count bicycle traffic at intersections or is not feasible? (may be feasible?)

25,000 to 30,000 bikes on island during summer months. Est. need data from SSA.

Bike paths are a mile out from town center. Existing 10' paved trail.

Everybody sends bicyclists out Washington Street (jammed up) -- conflicts with truck route. Move bikes out Pleasant Street.

Painting designated bike lines on street? But don't only limit bikes to that area?

"Yack On" is a local talk show that has discussed bikes in the past.

Old rail bed potential for an in-town bike-way.

Polpus Road has bike path but some bikers stay on the road.

Bicycle education is needed.

Center/Main/Broad Street is downtown core 1/4 mile from post office = 800 spaces.

A resident parking sticker. Program much like "Georgetown" may work.

How many employees? Survey merchants, restaurants, Chamber of Commerce.

People who work in downtown can't park in downtown. Police are cracking down on employee parking on Main Street and is pushing the parking problem to other neighborhoods where its not enforced.

No employee parking from June 15 to September 15? Not in parking districts.

Local merchants need to enforce parking w/ their employees. "Self parking."

Potential to put employees in commuter or satellite lots with bus service.

"21E" lease and clean up at parking garage site.

Can ferry's stop pedestrians for 5 minutes to let trucks get through first? At SSA terminal?

How is the Broad Street switch working out? Trucks seem to like it.

How can the town put the truck and deliveries before the town's people? It is backwards.

India-Main-Center Street-Block = Designed for loading zones are being used for employee parking.

Better coordination of delivery trucks on ferry schedule is needed.

First Stakeholder Meeting 3:00 to 6:00 p.m. – Atheneum (continued)

21 Federal (42 employees in July) park before 6:00 – stop ticketing at 7:00 p.m., thus the employees avoid ticket and take up parking spaces – the employee "shuffle."

Parking enforcement until 8:00 p.m. needs to be reinstated.

Potential for airport to have oil tanks off-shore that would have single point mooring – one super tanker yearly – the existing tank farm/yard needs to be moved; safety reasons/aesthetic.

Parking garage concept – would a mixed-use building erase the benefit of additional parking created for a garage?

Should we just pave the parking garage area or actually build a structure? What is the net benefit?

Affordable, safe, convenient parking – municipal facility (not supported by town government), not public-private partnership.

Business improvement tax (DIF or TIF).

10,000 – 12,000 parking tickets nets town \$350,000 - \$400,000 annually?

Do we actually need a parking garage?

NRTA – Should they run a bus every 15 minutes in/out of town from a satellite parking facility.

Specialized bus to/from ferry service?

Inns are on the decline from 1,200 to under 1,000 rooms are available.

People are renting homes and avoiding taxes.

Ferry reservations are easier to get now than a couple of years ago.

NRTA comments – unless you're going to the Whaling Museum, they (buses) are not convenient. You need to take two buses to get to Stop & Shop. Why?

Make NRTA free – no money, like Vail, Colorado.

One-way Broad & Chestnut – good. What happened to making Center Street one-way all the way through?

Bus service stops at 11:45 p.m. – can't take bus home from late night or restaurant worker.

\$250,000 ridership on NRTA buses. Madaket ridership route is lower – how do we fix?

\$200,000 annual revenue from Steamship Authority went to additional police enforcement for summer.

Achieve additional parking – show with yellow lines for parking.

Allow tandem parking – allow homeowners to block their own driveways. Not supported.

Hussy/Gay/India – No parking but people park on the sidewalks. Are roads wide enough? Parking on sidewalks ruins sidewalks.

First Stakeholder Meeting 3:00 to 6:00 p.m. – Atheneum (continued)

Private owners maintain sidewalks in front of property, not the town – it is expensive.

Maintenance of cobblestone streets is expensive.

Upper Main Street – awful sidewalk conditions.

Will a parking garage solve the problem or will other fixes solve the problem and save money?

Trade "tank yard" for parking – in a minute.

Zoning Board waivers for new buildings are too often not required – this can't happen.

Zoning permits uses – for economic development purposes only.

Impact fee – not really but "in favor"/"in lieu of ...equals" too many variances – we need to look at zoning by laws.

Where does "national grid" stand on parking garage concept? They don't want to sell it.

Cars on sidewalk are a problem on Cliff Road.

Limited amount of rental cars, but they didn't limit the size – cars are getting bigger.

Town can only regulate parking in 15 to 60 minute intervals. 90 minutes hard to enforce, while 60 minutes isn't enough time to eat.

Needs better marking of actual parking spaces? Smaller parking sizes needed so larger vehicles won't fit.

Potential circulator system – "trolley"?

Parking garage at town lot on Washington exists, but it is ½ mile away and people won't walk that far.

Public Meeting 7:00 p.m. to 9:00 p.m.

Circulation – parking – public transportation – bicycle/pedestrian circulation-commercial vehicles/deliveries-ferry terminals-gateways (sense of arrivals) "Nantucket Way" – not city solutions/not mainland solutions.

Francis Street corner "I know what the problem is but you can't have a 21st century solution for an 18th century village.

Some things should be left alone. Certain things should remain.

Trucks are key. Used to go up Crooked Lane – it can't work.

Existing truck route works, but would work more efficiently with a few small Nantucket fixes.

Compact car consideration/encourage small car usage.

Public Meeting 7:00 p.m. to 9:00 p.m. (continued)

Utilize parking garage to eliminate poor parking stalls that cause more congestion. Opportunities exist for wider sidewalks.

Upper Broad Street could have angled parking much like Main Street.

India or Liberty? Make small/compact car parking only.

Can you get more spaces with smaller spaces? Only make parallel spaces with mark on curb not a full line on pavement.

People slam on breaks on Sconset Road at bike crossings going 50 mph.

Mopeds inefficiently using parallel car parking spaces.

Cars not pulling up to marked lines, inefficient use of spaces.

Data collection concern online in two months summer – don't want summer fixes to change character of Town.

Safety concern is that the bicycles and trucks take same route out of town.

Mopeds – employees use them – positive/good; alternate mode of transportation – good.

Mopeds – rentals come with issues/accidents but are a source of income. Off-island workers using town lot on Washington to park.

Mopeds use in town is fine/mopeds out of town is bad; they go 20 mph, speed limit is 40 mph.

Once per day – medi-vac mopeds out to the mainland. Need to check on this.

Take two different time snapshots in summer and winter; Federal and Main Streets are bad in the winter and the summer. Compare similarities – there are several issues other than July and August. (Consider)

Whole picture – contractor's trucks happen all year; island is busy all year.

With grand kids – you need big cars; it's a part of life.

We will not get rid of big vehicles – dirt roads/beach access. You actually need them.

Ferry traffic – currently policeman help move traffic; move along at Easy/Broad/Main/Water. Could work at Sparks and Surfside intersection too.

Tough to train summer cops to direct traffic efficiently.

Hordes of pedestrians you can't control no jaywalking by law.

High speed ferry's are an in town airport; only had high speed ferry service for 10 years – we only need small solutions to fix problems.

Public Meeting 7:00 p.m. to 9:00 p.m. (continued)

Think about that poor Sysco driver who had a COD customer not there to pay so he had to wait and everyone is stuck behind him.

Why? A tandem pup trailer is actually 4' longer and more maneuverable than a straight trailer.

"Parking shuffle" – it happens and town employees know the best spots to avoid tickets.

Any changes that are made to the core will effect areas outside of the core – needs to be understood.

Nantucket "dichotomy" is that it's everybody else's problem.

The merchants pay employees tickets – tax write-off.

Livery vans? Shuttles for employees back to where they live?

Use town funds to enhance shuttle that the state won't fund.

Make real estate company downtown have two to three cars designated for employee use – avoid 14 employee cars on the street.

Town parking lot should be for fishermen, contractors and employees.

Police in April ticketing is as bad as a bus service in November.

Doubling the size of the town lot with deck is good but watch out for views of neighbors.

Transportation center? Has this been discussed at the garage site? Article at Special Town Meeting.

Bus staging zone – leave buses running; exhaust is awful.

Hyline taxis – there is only one actual parking space but 5 to 6 taxis park there. This has changed.

(NRTA) Schedules of buses need to be alternated or staggered schedules/they are not staggered right now and buses just sit and wait; all of them in a line. If you make buses free -- more people will use them.

Answer the question: How fast can we get you from A to B?

Survey from employees and employers is needed to complete understanding of employee needs.

Distinction between daytime and evening employees. When you do your merchants survey?

Employees will give better idea of what they do.

Employees are the locals that park and use up valuable parking spaces.

Summer employees aren't the problem; they have don't have cars. Some don't.

Land bank parking lot is lost – now 2 hour parking – it was no limit parking in the past.

Fact: There are more cars on the island now so that information saying it's the same old problem is not accurate.

Public Meeting 7:00 p.m. to 9:00 p.m. (continued)

16,000 registered vehicles.

Demand hasn't increased – in reality the movie theater has closed and opened up parking.

Continue to educate the town through public forums and website.

NRTA Meeting June 5

Paula Leary – NRTA/8:00 a.m. on East Chestnut.

Work closer with Martha's Vineyard – good friends in trade areas "dump the pump."

New marketing brochure.

Not keen on getting shuttle closer to SSA – as it would result in too much traffic.

Airport doesn't fund their co-op anymore.

Program is \$4 million under-funded anything "transit authorized is difficult" and is legislatively tied to money. There are bigger fish to fry.

Proud of 3 million riders since 1995/route design. 4,000 riders per day July and August.

Transportation hub – "spoke" or "mid-island hub" – is not a good idea. Why take people out of town to bring them back in?

No idle law – when parked downtown, EPA 5 minute idle law. Maintenance is a nightmare when considering shutting engines down and restarting.

It's a hard thing – bus system raved about by all, but people want more.

Limited marketing brochures and maps – on boats and SSA mainly.

Wheels, heels & pedals.com is an informative website.

Three to five private tour bus agencies exist on the island – all varying size.

R.S. Walters, Cape Cod – advertisers

More visitors know about routes services than islanders.

Term rides with emergency ride home and get reimbursed from taxi services.

Year round residents tend to be the complainers.

Current commuter solutions – is to offer discount to employers for employees to use.

If money were no object, we wouldn't miss the second shift – midnight, restaurant worker – eater.

Service to Tom Nevers – increase frequency (need to be on it) extend season – second shift workers.

Concerns – turning radii with newer buses.

NRTA Meeting (continued)

Current ADA van service – door to door service – two vans.

Two fairgrounds Road property as park and ride.

"Nantucket Way" – proximity to everything, but why would you shuttle people from ferry?

Circulator trolley – doesn't make any sense.

Downtown bus stop – wanted map on bench tops – HDC did not allow.

No bus shelters – because HDC won't allow.

Traffic Safety Work Group Meeting 10:00 a.m. June 5, 2007

Chestnut Street – losing spaces with police station.

New shift goes to 3:00 a.m. in morning with ATV's.

Parking enforcement at Broad and Strip in evening.

Traffic cops moving traffic – works well together.

Paid parking – parking medallions - previous study committee.

- Controlling cars into downtown.

- One medallion per household.

- One sticker period.

People complain about tickets -- can't do it without commercial plates.

Permit, not permit commercial trucks parking downtown.

Parking on sidewalks? Problem?

10 streets were picked for no parking.

Cliff Road – you don't need to park on the sidewalk.

Dover Street – parking on sidewalk is required.

Stripe Main Street with pilot striping program and other spaces.

The type of parking on Main Street causes parking congestion.

Think circulation of Quince, India, Ash Lane, Ash Road changes outside of box method.

Lost something as part of Center Street shift.

Choke points – Easy/Broad.

Truck route – works but needs minor improvements to fix radii, etc.

Pedestrian access in Easy Street to and from the SSA.

Traffic Board Meeting 10:00 a.m. June 5, 2007 (continued)

South Water and Main added bollards – they didn't work.

Pacific Club – storm drain.

It is a big intersection. People cut across because the sidewalk is so narrow – needs to be widened. Move storm drain and benches to block crossing.

Increased cab queuing at Hyline Ferry would eliminate landscaped islands in Grand Union lot.

Washington and Salem Street intersection – no crosswalk – people wander all over. Buses are right there but you can't see them. Not really a great place for buses or people right now.

Ferry User Survey Summary Town of Nantucket, Massachusetts

Hyannis – Nantucket (Hyline Highspeed) Thursday, August 9, 2007 @ 3:15 p.m.:

1 Person – Parked at the terminal – family rents a house for the summer, he commutes on Friday afternoons to the island and back home on Sunday nights for the work week in Boston. Comments: Grand Union "A&P" parking lot is pain in the neck, what needs to be done is to designate more spaces in the lot for drop off/pick up of passengers at peak times only.

1 Person – Dropped off at the terminal by a friend and will get picked up in Nantucket by family – visiting family on the island for the weekend. Comments: You need to limit the number of vehicles on the island, it is getting out of control. You need more parking downtown – build a "pretty" parking garage.

2 People – Parked at the terminal and will get picked up by family at the terminal in Nantucket – visiting family on the island for the week. Comments: It is extremely difficult to find your bags in the carts, it is too congested and there is no room at the Hyline terminal in Nantucket. They need more people helping you to find your bags and instruct where to go from there. They always see people wandering around following the masses hoping they are going the right way. I think they need "information directors" or very noticeable people on podiums or dressed with "big hats" providing directions, getting people cabs, on buses, to the bike rentals, etc. More education should be given about the NRTA (Nantucket Regional Transit Authority) on the ferry and in the terminals and more people will use it. She uses the buses but thinks that a lot of people don't use it because its not the chic thing to do, they are "snobby," it's a fact. One bus to Sconset per hour is not enough. NRTA needs to be closer to the terminals. Site seeing buses are too big for the downtown area and should not be allowed there. Thought should be given not to the limiting of cars on the island but just the number of cars downtown during the peak hours, say 10 a.m. to 2 p.m. A satellite parking area and shuttle service to terminal should be developed? The parking lot (Grand Union) is a mess, jammed up when ferries overlap, and they do on occasion overlap quite a bit. They use the Hyline because of the people (nice) and that it is much easier to park in Hyannis at Hyline (as opposed to the SSA [Steamship Authority]).

2 People – Parked at the terminal – island residents. Comments: Owners of Nantucket Island Rent-a- Car. Problems are at the rotary, high school, Old South Road, and the Five Corners. Work hours are from 7:00 a.m. to 3:30 p.m. and the off-island workers stop at 2:30. The recent one-way redirection seems to be working. They (the Town) should look into satellite parking lots with shuttles to terminals and drop-off/pick-up areas. NRTA doesn't provide service all the way on Cliff Road (it only goes to Liberty), that is why I don't use it.

3 People – Parked at the terminal – vacation and renting for eight days.

1 Person – Dropped off at the terminal by a friend – visiting family on the island.
Comments: The congestion is part of the essence of the island. It is not that bad, it works.

2 People – Parked near the terminal – island residents.

3 People – Parked at the terminal – weekend visitors/vacationers.

2 People – Dropped off by relatives at terminal – island residents (summer only).

1 Person – Parked car at the terminal – vacationing for the weekend. Comments: The traffic is pretty bad downtown.

1 Person – Took another boat to the terminal – works on the island for the summer.
Comments: There is no issue during off hours (during the week or mid-day) when the ferries aren't as full, the morning and evening are bad.

2 People – Parked car near the terminal – vacationing on the island.

2 People – Parked car at the terminal – vacationing.

1 Person – Dropped off at the terminal – family stays on the island for the summer (resident). Comments: (Hyannis) Ocean Street traffic light doesn't stay green long enough, timing should be adjusted when traffic is busy. There is no rhyme or reason to how bags are found, no numbers on the baggage carts, it is a free for all.

1 Person – Took a taxi to terminal – vacationing. Comments: Not enough bathrooms at Hyannis terminal.

1 Person – Dropped off at the terminal – vacationing for one night.

1 Person – Parked near the ferry – vacationing (annual trip).

2 People – Parked car near the terminal at relative's house – vacationing.

1 Person – Parked car at the terminal – vacationing/resident for the week. Comments: Don't travel on Friday-Sunday to avoid traffic. Route 132 by the bridge is big issue – normal commuters, not ferry users, get stuck in the traffic all the time, there should be a separation.

2 People – Parked car near the terminal – vacation on weekends regularly.

4 People – Parked car near the terminal – vacationing. The family will get picked up on the island by a friend/relative doing the "circle and wait, circle and wait" at the Grand Union lot and downtown roads.

Nantucket – Hyannis (Hyline Highspeed) Friday, August 10, 2007 @ 7:45 a.m.:

3 People – Will get picked up at the ferry (Hyannis) – took a taxi to Nantucket terminal, all island residents/workers. They do not have cars on the island to get around town. Comments: They are just getting off the island, once a month.

2 People – Parked near the ferry at a friends house "secret lot" (Hyannis) – long-term renters (spent summers on the island for last 35 years) returning to the mainland for the weekend. They have car to get around town. Comments: Will only use the Hyline ferry, the people are very nice and helpful. The SSA is off schedule a lot. It is difficult to get to the Hyline terminal with their handicapped mother. The traffic at Sparks and the high school is awful. Need to propose another pier away from downtown to relieve traffic, but that won't happen in our lifetime.

1 Person – Island resident/business owner, parked car near the terminal (Nantucket) and is assuming he will get ticket, but it is worth it, has two cars on the island – returning to the mainland for the day. Comments: Need more taxis on the island, there is no excuse for that. Hyannis public transportation is efficient. The Hyline employees are very pleasant and will bend over backwards to help you.

2 People – Dropped off at the ferry (Nantucket) – island resident (20 years), will get picked up at the terminal by friends (Hyannis) returning to the mainland for the weekend. They have two cars to get around town. Comments: They need to stop the police from directing traffic at Broad Street because it causes more traffic and makes the problem worse. It would work better as a merge with the "you go – then I go mentality."

4 People – Parked near the ferry (Hyannis) – took a taxi to the terminal (Nantucket) returning to the mainland from vacation. Comments: There are way too many big SUV's on the island, they should only be used for the beaches and dunes, not allowed downtown. They wanted to ride bikes more but found it very difficult to find the marked bike trail route in town, the bike trails are great but the directions fall apart once you get onto the local roads. They were not comfortable walking or riding their bikes downtown with their kids.

2 People – Parked near the ferry (Hyannis) – took the INN shuttle to the terminal (Nantucket) returning to the mainland from vacation.

2 People – Took a taxi to the ferry (Nantucket) – island residents, they will get picked up at the terminal by friends (Hyannis), returning to the mainland for the weekend. Comments: If you want to limit the number of cars on the island, they need to provide more/cheaper parking on the mainland (Hyannis). It costs \$75.00 to park your car for few days, \$300.00 to rent car for few days vs. \$200.00 to get your car off the island and another \$200.00 to get it back on and you need a reservation well before hand, what would you do, park your car and then rent one? Right? As a business owner, we only have three months to make up our \$100K lease/rent fee, it is hard, thus we want people to get on and off the island as easy as possible. Will really only use the Hyline, the SSA is unreliable when the weather changes.

1 Person – Island resident took a taxi to ferry (Nantucket) – will take a taxi when in Hyannis.

1 Person – Dropped off at the ferry (Nantucket) – parked near the terminal in Hyannis, returning home from vacation, stayed with family (residents) on the island and used their car to get around town.

2 People – Walked to the terminal (Nantucket) and parked near the ferry (Hyannis) – returning to the mainland from vacation.

Hyannis – Nantucket (SSA Eagle - Traditional) Friday, August 10, 2007 @ 9:15 a.m.

2 People – Car on ferry and two bikes on ferry – family rents a house twice a summer for a week at a time. Comments: Bike path is good but the master plan needs work, a more connected bike trail around the entire island would be better and safer, i.e., there is no bike path to Madaket. The NRTA would be used more with better advertisement, use Aspen Co. as an example, the ease of use is amazing out there. The bus needs to be made a part of life or a "mindset" in order for it to thrive. A better bus schedule and expanded bus service areas are needed. Bus should be free for certain times, the charge for other times. Limiting the cars on the island will not work. Historical/traditional driving techniques will work better than traffic signals and police directing traffic.

2 People – Parked car at the terminal (Hyannis) – will rent bikes on the island to get around – daytrip only.

4 People – Parked at the terminal and will get picked up by family at the terminal in Nantucket – visiting family on the island for the week.

2 People – Car on ferry - vacationing for the weekend on the island.

3 People – Parked at the terminal (lot #2) and will rent bikes in Nantucket – vacation.

3 People – Parked at the terminal and will take the bus, if they can find it, they heard that the bus is hard to find in Nantucket – daytrip only. Comments: There are no brochures about public transportation on the boat, nothing. Where do we go when we get off the boat, where is the introduction video I can watch "Welcome to Nantucket," this is how you can get around, this is what you can see, this is where you should go...etc., they have video screens and video games, why can't they have a "Nantucket Video," we have the modern technology and it should be pretty inexpensive.

2 People – Dropped at the terminal and will walk from the terminal in Nantucket to my house – I have a car at house for use. Island resident/vacationing full time for the summer. Comments: Move Pacific National and put a Mass Transit Center there, you would then use

Washington loop and centralize all buses. Cars have only been on the island since 1920, before them it was trains. What about a trolley system? It is difficult to use the bus to get to the beach, buses need to be better equipped to handle beach goers. We got a bus to the airport, why can't we have bus go directly to the ferry terminal.

3 People – Car on ferry and three bikes on ferry, vacationing for the month on the island at a family house on the island.

3 People – Parked car at the terminal (Hyannis) – will walk around downtown or take a tour bus on the island – daytrip only.

4 People – Car on ferry and three bikes on ferry, vacationing for the week on the island at rental house on the island. Comments: We generally avoid the downtown so the traffic doesn't really concern us, we come for the beaches, not the downtown.

3 People – Two adults, one baby, have a car on the ferry. Vacationing for eight days. Comments: We don't worry about the traffic, we try to avoid it.

2 People and Dog – Parked car at the terminal (Hyannis) and will get picked up at the ferry by the friends whose home they are staying with for the week. Comments: There should be less cars allowed on the island, need better public transportation or better bus stations/pick-up areas that out-of-towners can easily see, not just places that you need to study the NRTA routes maps to find. Need to find or show a better way to get the bicyclers out of downtown. Thinks that a satellite parking area other than the SSA terminal and the Grand Union lot, with shuttle downtown would work, but it will take a while to get used to. Expert or avid road bikers will avoid the bike trails because of the fear of crashing into a family of bikers with small children weaving all over the place.

5 People – Car on ferry, vacationing for two week vacation on the island at rental house. Comments: We generally avoid the downtown area so the traffic doesn't really concern us, we come for the beaches, not the downtown.

1 Person – Parked a little ways from the terminal (Hyannis) – rode bike to terminal and have bike on the ferry, will use bike or bus to get around, staying for the weekend only.

3 People – Parked near the ferry in Hyannis, brought kayak on boat, two will get picked up by relative at terminal (Nantucket) and one will boat to house on the island. They are long-term renters and have bikes already on the island.

4 People – Parked car near the ferry and plan on renting bikes on the island for a daytrip only. Comments: Come over quite often and would like to see a centralized bus/taxi area for both ferries, maybe some mid-point between the two wharfs?

2 People – Parked car near the ferry and plan on renting bikes or mopeds on the island for the next 96 hours. Comments: You can't see, it's all very confusing. They don't have these problems in Holland or Sweden. They should close Main Street to cars, provide additional satellite parking lots outside of downtown and trolley people in an out.

45 Kids (Boy Scouts) 30 Adults (Chaperones) – Parked cars at the terminal (Hyannis) and all have bikes. They have one box truck that has camping equipment and bikes packed on ferry and another truck packed on the next ferry over. They are camping for the weekend and going back on Sunday.

General Comments: There were no brochures available on the ferry, all mounted holders were empty. Interesting that the ferry has video games and a TV screen but no information about Nantucket, the NRTA, and where to go and what to do when you arrive. It seems like there is an opportunity to better educate people on the boats on where and how best to get around once you arrive on the island.

Nantucket – Hyannis (Hyline Highspeed) Friday, August 10, 2007 @ 3:15 p.m.:

3 People – Parked near the ferry (Hyannis) – vacationing, not a resident. They used the tour bus and walked around town. Comments: There are no signs or directions when you get off the ferry, they just followed the crowds.

1 Person – Parked car at the terminal (Hyannis) – returning from vacationing/rental house for the week. They brought one car over on the car ferry and used that all week. Comments: The weather makes the whole ferry travel idea worse.

3 People – Parked near the ferry (Hyannis) – returning from vacationing, not a resident. They used mopeds and bikes to get around town. Comments: This was their sixth vacation; they had no issues at all but feel that they know the island.

2 People – Parked near the ferry (Hyannis) – it was long walk to the ferry though – returning from vacationing, stayed with island residents. They used the resident's car to get around town. Comments: The people that they stayed with on the island have lived there for 19 years and have no problem with Nantucket, but Hyannis is congested and brutal in bad weather, traffic, confusion, etc.

2 People – Will get picked up at the ferry (Hyannis) – island residents from May-October. They have a car on island to get around town. Comments: They avoid the ferries at difficult times. Avoid the ferries during bad weather, the traffic is worse. They usually use the Hyline, but weather and running out of time forced them to take the SSA. Intersection of Quaker Road (dump) is difficult. There are more cars on the island thus parking is worse. Friendship Lane has bad parking problems. He has learned what areas to avoid, i.e., avoid the high school intersection and Grand Union at all costs. The contractors are a big problem to congestion during the week. If you don't know your way around, you will make congestion worse and you

will get lost. The Marine Home Center and five corners intersection is busy and always has congestion problems. People used to use his driveway to turn around in when they got lost and that was quite often. The rain/weather definitely increases traffic problems.

3 People – Parked near the ferry (Hyannis) – dropped off at the ferry (Nantucket) – returning from a day trip. They wanted to rent bikes but got rained out and just walked to get around town. Comments: The people that they stayed with on the island have lived there for 19 years and have no problem with Nantucket, but Hyannis is congested and brutal in bad weather, traffic, confusion, etc.

1 Person – Parked near the ferry (Hyannis) – walked to the ferry from hotel (Nantucket) – returning from three-day vacation, not a resident.

2 People – Parked near the ferry (Hyannis) – dropped off at the ferry (Nantucket) – returning from vacation, stayed with island residents. They used the resident's car to get around town. Comments: They did rent bikes or mopeds because it just didn't look safe.

2 People – Parked near the ferry (Hyannis) – took a taxi to the ferry (Nantucket) – returning from vacation, stayed with island resident. They used the resident's car to get around town. Comments: Absolute disaster trying to get to the terminal, taxi got stuck in traffic a half mile from the terminal, got out of car (taxi) with a newborn baby and ran down the street in the rain to get to terminal to catch the ferry. Strongly feels that the ferries shouldn't be right downtown or something has to happen to keep the traffic out of downtown so that ferry users can actually get to the ferry.

4 People – Parked near the ferry (Hyannis) – dropped off at the ferry (Nantucket) – returning from eight-day vacation, rented a house. They brought their bikes and used a friend's/island resident's car to get around town.

7 People – Parked near the ferry (Hyannis) – took taxis to terminal (Nantucket) – returning from two-week vacation, rental property. They rented bikes and used the NRTA shuttle to get around.

2 People – Parked near the ferry (Hyannis) – dropped off at the ferry (Nantucket) – returning from three-day vacation. Stayed with friends/residents.

3 People – Parked near the ferry (Hyannis) – took taxi to the ferry (Nantucket) – returning from vacation, rented a house. They rented bikes and mopeds to get around town.

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