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Dear Commissioners,

I come here as a taxpayer, voting constituent, long time Travel Consultant and part time 6 year employee at Pier 91 terminal. Each season, I resolve to make comments to those who are elected to care for our port facilities and for tourism in the greater Seattle area. Unfortunately, I become distracted by activities arranging travel and volunteering at my parish during the "off-season." When I opened the CONNECTION email last week, I was motivated to speak up, and called for information. Paul welcomed me to write you, sign in for the meeting, and present my concerns. They are:

1. **Need for better signage** in the arrival and departure vehicle area for passengers: The two small signs directing passengers to "private car pickup" and "buses-taxis" are too small to stand out and are often covered by the crowd or tall persons. These signs do not match the standards acceptable at SeaTac airport. Overhead (roof-mounted) large signs with more clarity like ones at the airport would be more appropriate. I invite you to come, meet with me and other employees at Pier 91 for suggestions.
2. **More Space for Taxis-Cars-Buses** in the pickup lanes: When 2 ships are in port with current capacity for a total of 7000 passengers. There are not enough parking spaces to pick-up passengers, nor is there enough space for passengers to wait, especially for taxis. With the advent of an even larger ship docking at Pier 91 in 2019, now is the time to plan for the future. I suggest removal of Lot A. Then add more spaces for bus parking, taxi pickup area and at least 2 more private pick-up spaces. At this time the north-south walking corridors for passengers is very cramped. If feasible, the widths should be expanded, restriped and labeled for easier passage and visibility to find the appropriate/needed transportation mode.
3. **Dress Code for the Union Porters:** Although the Cruise Pier positions assisting passengers is a very minor part of the Union's purpose and contract with the port, it is a vital one. These men and women serve as the host/hostess to welcome guests to Seattle. It is important that a good image be presented. You will note that all the employees of other pier services are required to wear uniforms (usually dress slacks, white button down shirts, and sweaters or jackets). These are minimum wage jobs; certainly Union wages are enough to provide uniform clothing to represent Seattle to the public. This is a different venue than the loading and unloading at the container piers. Something as simple as Seattle Blue/Green T-Shirts/Sweatshirts with dark jeans or Khaki uniformity would present a better welcome to tourists that spend their dollars here. A good impression will encourage the first time tourist to return again.

Thank you for considering my suggestions for the port. I look forward to future improvements

Sincerely

  
Kathleen G. Tansey

**WEST Side—View from Exit doors**

**EAST Side—View from Exit doors**

