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PUBLIC UTILITIES COMMISSION

October 23, 2013

Sharon & David Cooley  
834 Quail Court  
Arroyo Grande, CA, 93420

Division of (RI) Public Utilities  
89 Jefferson BL  
Warwick, RI, 02888

Re: Endorsement of Docket D-13-105, A&R Marine Application for Certificate of Public Convenience

Dear members of the RI PUC:

This is a request to file our endorsement of the subject applicant for operation of a public ferry transit between Bristol, RI and Prudence Island, RI. My wife and I reside in California, but have owned a vacation home on Prudence Island for over 15 years; this home is at 0458 Narragansett Road and it will become our residence soon when Dave retires later this year.

We have spent many summers and a few winters living on Prudence and I have to say, that during that time we have seen no improvement in ferry operations/service. In fact, we think the service has gotten worse. On the plus side, the crew who operate the boats and the office are professional and courteous, but that doesn't make up for the facility and the way it is maintained nor the Owner's disdain for the customers.

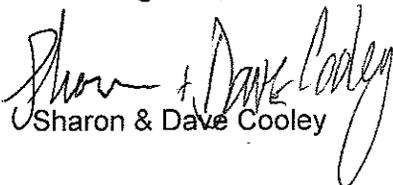
Lack of an available reservation system further reduces access for customer use. This is made more frustrating when boats run with empty spaces because cancellations cannot be substituted for. No restrooms and no heat are health issues for most people. Parking (daily, overnight and long term) is limited in Bristol. The existing parking lot is poorly maintained including hazardous pot holes and no snow removal. The vessels, themselves (winter and summer) receive only minimal upkeep. The dock/landing facilities on the Island and Bristol are also not properly maintained.

Lastly, the owner exhibits a "take it or leave it" attitude when actually on the boat and is often rude to customers if they question anything to do with the operation itself.

My family and many of our friends on the island know principals in the A&R Marine operation and are confident that they have the expertise and motivation to bring better and long lasting ferry service to Prudence.

**It's time for something new, ...better. Please give A&R a chance!**

Sincerely,

  
Sharon & Dave Cooley