

HIRA Howe Island Ratepayers Association_____

May 6, 2018

Mayor Denis Doyle and Council Members

Township of Frontenac Islands

RR#4 Gananoque, Ontario

K7G 2V6

Re: Howe Island Ferries

Dear Councilors

We refer to Darlene Plumley's email to me dated April 23, 2018. Please add my name as a delegation for your May meeting on Wolfe Island.

At that time, I would like to address a number of matters having to do with the ferry service on Howe with particular reference to attempting to ease the pain for ferry users during the outage period of the foot ferry.

Has Council considered the following measures which would have the effect of providing better service during the outage period (and possibly beyond the date when the foot ferry returns to service):

- 1) Adding additional crew now in order to be able to eliminate all day time breaks for the crews on weekends.
- 2) Changing the maintenance periods to night time (say 11:00 pm to 1:00 am) when traffic is down.
- 3) Having lines painted on the road way so that users have some idea of how many ferries they will have to wait for before boarding.
- 4) Adding an additional third crew member at the least during rush hours to assist with loading in order to speed up the loading process.
- 5) Having internet cameras at each ferry terminal to enable ferry users to check lineups and ferry position in real time.

The idea of having cameras has been the subject matter of HIRA's letters to Council dated August 8, 2017, dated September 8, 2017, January 6, 2018 and April 18, 2018. While the minutes of Council's meeting of October 10, 2017 said that staff had been instructed to investigate, no results of that investigation have been forthcoming. You seem to have simply dismissed the idea out of hand not

on the basis of the results of due diligence or an investigation, but on the basis that if the Mayor doesn't think it works on Wolfe Island, it will not work on Howe Island.

There may be other worthwhile suggestions for easing the pain during the outage period and I would hope Council would be open to hearing and implementing those as well as the suggestions made here. While we understand that the foot ferry is scheduled to return to service no later than June 30, we and you know from firsthand experience that that may not happen. If the foot ferry is not returned when due, the summer busy season without full dual ferry service will increase the pain and frustration on Howe. Are there plans in place to meet that contingency?

Yours truly

"Bill Robertson"

Bill Robertson, Chair

HIRA

Cc Paul Charbonneau