

Pelee Island Transportation Needs Study

Public Comment and Response Table – for Period of Feb 1 – July 1, 2010

#	Theme	Comment	Response
<p>The study team thanks stakeholders for the comments received. This input is critical to the success of the study, and has been used to help identify problems and opportunities and alternatives to address them as the study moves forward.</p> <p>The study team encourages you to attend one of the public information centres being held July 15, 16, and 17 to review and comment on the information presented.</p> <p>(Note: # column is our identifier, for mailing purposes, of the person who commented)</p>			
	Ferry System Management	Ferry Operating Schedule	
3		Departure and arrival times make time off the island very short. Not enough time for people to get to appointments and do their shopping before having to return.	<p>The study has included the following transportation problems with respect to these concerns:</p> <ul style="list-style-type: none"> • Inadequate on-island time for tourist day-trippers from mainland Ontario. • Schedule does not allow tourist day-trippers from Sandusky Ohio. • Schedule does not provide May/June weekend service for US cottagers (except Memorial Day weekend). • Departure time of the last Friday evening sailing from the Ontario mainland is too early for many travelers. • Inadequate number of daily trips during peak tourism season. • Better use could be made of available vehicle capacity during peak periods <p>The ferry system management alternatives that will be evaluated during the study with respect to these concerns are:</p> <ul style="list-style-type: none"> • Modify schedule to improve Ontario and US day-
33		Need to be able to have more time to do round-trips/day trips off the island.	
5		Cost of ferry cannot be justified based on the limited time available on the island once you get there.	
1		Jiimaan can run over one time daily and back and lose some passenger numbers which would lose deck hands.	
41		A change/increase in ferry service would bring many more people to visit and enjoy Pelee Island each year and would drastically improve the island's economy.	
4		Frequency of ferry trips has decreased and the times available are awkward.	
15		To increase tourism more continuous trips need to be put in place.	
19		Pelee Island needs a better “shuttle” service if it is going to improve economically, because Bob-lo island is closer to Detroit, Windsor, etc and their ferry runs more frequently.	
5		Festival this summer (War of 1812) needs more access by ferry.	
33		Schedule should be set for everyone on the Island's use not just to meet the demands/needs of Pelee Island Winery and Owen Sound Transportation.	
6		Access is to island by ferry is an issue.	

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3		Scheduling of the ferries is an issue.	<p>tripping timing/opportunities, and springtime weekend connections for U.S. cottagers.</p> <ul style="list-style-type: none"> • Increase number of daily trips during peak tourism season. • Make better use of vehicle capacity by diverting some user groups to off-peak sailing times (e.g., for farm and construction material shipments).
5		No ferries available after 6pm on Fridays. Finds restrictive timing of ferries impacting visitor numbers.	
6		Ferries used to run one day a week until late fall. Early Spring week-end and late fall week-end coverage needs to be addressed.	
1		Jiiman could increase (number of trips) at harvest times.	
33		Need extra trips in the fall to allow for agricultural commodities to get off of the island.	
45		Friday evenings at 9pm there used to be a ferry to Pelee island from the Canadian ports. Now there is none. It makes it very inconvenient for those who work outside the ferry terminal area to get off work in time to get that 6 pm. Anyone else coming from further must wait till the following morning ferry, staying overnight on the mainland, -adding another cost. Thus many have been discouraged from coming at all. Each time we were on that 9pm ferry it was packed full of cars and people!	
45		The trip over on Friday evenings drew a large number of "walk on" persons for the cruise to Pelee and back. This is all lost revenue for the transportation company now.	
	Ferry System Management	Ferry Reservations/Cancellations	
41		Every March 1st we start calling at 8:00 A.M. to make reservations for the year. This past March 1st it took almost two hours of getting a busy signal to get through to a service representative.	<p>The study has included the following transportation problems with respect to these concerns:</p> <ul style="list-style-type: none"> • Vehicle capacity often wasted because of reservation cancellations, "deadhead" / low ridership periods, etc. • Users experience significant switchboard answering delays during peak booking periods. • Users are unable to get advance notice of individual delayed or cancelled sailings due to inclement weather or mechanical breakdowns. The Island is >30km from the mainland, and weather causes uncertainty of travel and travel times.
33		Need spaces that are booked for agricultural commodities to be used by all farmers, and not be left with the chance of being on 'stand by'.	
5		Would like to strongly suggest you invest in a system that would update the status of the sailings. Today I am scheduled to leave Leamington at 10 am. I live 45 minutes from Leamington and need to be at the dock 1 hour prior to the sailing time. Yet I have no way to find out if the boat is sailing with the rain and strong winds.	
5		The website does not show a status, the 800 number message	

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		has not updated their sailing times and neither the island office nor the Leamington office answer the phone.	<p>The ferry system management alternatives that will be evaluated during the study with respect to these concerns are:</p> <ul style="list-style-type: none"> • Increase penalty and notice requirement for reservation cancellations to reduce wasted vehicle capacity, and offer incentives or limit access for farm and construction material shipments during peak periods to reduce “deadhead”/low ridership sailing times, and to reduce competition for peak period access. • Upgrade switchboard technology and staffing to better inform public of service interruption events and duration. Based upon input received, MTO and OSTC have already implemented improvements to the daily sailing updates on the telephone and service interruption information/ updates on the web site. <p>With respect to diversion of ferry due to weather, OSTC always sends passengers back to the dock where their cars are parked via taxi cab. Walk-ons awaiting pick-up often call for a pick-up at the alternate dock.</p> <p>It should be noted that there will always be an element of uncertainty in travelling across Lake Erie to/from an island >30 km from the mainland (in the same way as there will be uncertainty of travel time associated with congestion in Ontario's major urban centres). This often results in difficulty finalizing sailing status until immediately before scheduled sailing times, to ensure safety of passengers and crew.</p>
36		Why are more details not provided to the booking office when the ferry service is down for a prolonged period so that they can provide this information to residents and ferry users who need to plan their schedules and consider their options?	
37		We can get no news from transportation other than “we don't know anything” when the ferry breaks down. We get that same answer every time there is a breakdown	
47		Communication from PITS was almost non-existent. Even though the ferry broke down on Sunday morning, no information was provided that day about replacement services on Monday morning. No compensation for the delayed sailing was provided and no apology. Just a wasted day for me.	
38		We are never told until the last moment what is going on and each person tells you something different. There is nothing good about this transportation system or the people that currently run it.	
31		When ferry cannot dock in Kingsville due to high winds, passengers are left stranded in Leamington when it forced to dock there with no transportation back to Kingsville to get their vehicles.	
48		There is no consistency in the service. Late sailings have become normal. It often occurs once or twice a week. We rush to the dock to meet the boat, only to find it is waste of gas and a waste of time.	
48		The transportation service has been more of a dis-service and an inconvenience than anything else.	
	Ferry System Management	Simplify ferry schedule presentation	

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31		Make the time table seamless. Just show the time a ferry arrives and departs.	Simplification of the ferry schedule layout is an alternative under consideration, to improve communications and provide an easier travel experience. This alternative will be explored and assessed as the study moves forward.
	Ferry System Management	MTO and OSTC roles in decision-making.	
37		I hope that something can be done to change the operating practices of OSTC. The secrecy and lack of transparency is affecting our business, tourism and our own personal lives.	<p>The study has included the following transportation problem with respect to these concerns:</p> <ul style="list-style-type: none"> • Decision-making in not transparent to stakeholders. <p>The ferry system management alternative that will be evaluated during the study with respect to this concern is:</p> <ul style="list-style-type: none"> • Make information regarding OSTC and MTO roles in decision-making available to stakeholders. <p>By contract:</p> <ul style="list-style-type: none"> • OSTC is required to operate and maintained the vessels, docks, parking lots, marshalling yards and ancillary buildings owned and provided by MTO. • MTO must approve the following: <ul style="list-style-type: none"> ○ annual operating budget; ○ changes to fares; ○ changes to start/end of sailing season operating schedule; ○ structural changes to the vessels; ○ other capital expenditures; and ○ hiring of additional staff. <p>Given the above, the consultant study team is focusing on issues and their resolution by the owner (MTO) and operator (OSTC), and will not be recommending changes to either owner or operator of the ferry system.</p>
36		We are at the mercy of those who hold the power and the information, and we have very little access to either of these ourselves, despite our efforts.	
36		By whose authority are the sailing start and end dates set each year?	
47		Why is the Province of Ontario involved in running ferries? I suggest that operation of the ferry service, including selection of appropriate vessels, be turned over to the private sector, with the Province of Ontario providing appropriate subsidies but not the operational expertise. Subsidies should be designed in such a way that the private sector operator is encouraged to attract traffic to the ferry route.	
47		Almost anyone could run the ferries better than the OSTC and concern for customer communications would be better coming from a Company whose livelihood depends on ferry income.	
	Ferry System	Management of Ferry Servicing; Back-Up Ferry Service in	

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	Management	Shoulder and Off-Season	
33		The Jiimaan breaks down and has trouble with its engines, frequently leaving you stranded on the main land.	<p>The study has included the following transportation problem with respect to these concerns:</p> <ul style="list-style-type: none"> • Break-downs require immediate attention and temporarily take a ferry vessel out of service for repairs. <p>Ferry system management alternative that will be evaluated during the study to address this concern is the following:</p> <ul style="list-style-type: none"> • In order to reduce impacts to Island residents, provide back-up ferry service in shoulder and off-season <p>It should be noted that OSTC has a Planned and Preventative Maintenance (PPM) system in place that is over and above Transport Canada requirements, which requires maintenance schedule based on hours of use, etc. OSTC's International Safety Management (ISM) system includes comprehensive maintenance and operational procedures that results in reduced accidents and improved use of equipment.</p> <p>Ferry vessels are serviced at the end of the off-season, and then inspected annually by Transport Canada, prior to commencement of the sailing season in March. The Jiimaan has a number of unique components; therefore, replacement parts are difficult to find in short order.</p> <p>Inspections done as part of this study found the ferries to be well maintained and in good condition.</p> <p>Also see below for vessel alternatives regarding this concern.</p>
36		Are the ferries serviced over the winter months so that they can be in use by March? If not, why not? This is surely a more cost effective way of doing things and will help ensure those who need the service in order to access their homes and property has it.	
37		It seems inconceivable to us that OSTC would not do their vessel refits during the winter months so that when ferry service began, they would at least have the other vessel to bring into service as backups.	
37		Breakdowns seem to be an ongoing problem here and we seem to get nowhere with complaints.	
38		Why wait till spring to do the work that needs to be done on the ferries when they have been just sitting there all winter? They should be fixed, reconditioned, painted, etc before they are due to start running, not they day they are supposed to start	
40		Over the past two years it is a lack of maintenance and boat breakdowns that have been the bulk of missed boats.	
37		We understand that breakdowns do occur but to do it on the second day seems to be a little disconcerting and to not have the refit done on the Jiimaan at the end of the season so that it would be ready for an emergency such as we are having is appalling.	
36		Why is the Jiimaan not in service as a back-up for the Islander from the first date of sailing each year?	
48		There is no excuse for our boats to be breaking down when they should be fixed up during the 4 months that they sit empty.	
47		Diesel powered boats are among the most reliable of transportation systems. I have no idea why the MV Jiimaan is so unreliable but I suggest it is likely either because it is a poorly built boat or because it is very poorly operated.	
	Ferry System Management	Accuracy of ticket sales and efficiency of ferry loading procedures	

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5		The process at the dock is very cumbersome and takes far more time than it should. I would suggest that the frequent sailor card be connected to a credit card. The frequent sailor card should be a swipable card which would register the vehicle and charge the fees to the card decreasing the amount of time each vehicle spends at the window at the gate.	<p>The study has included the following transportation problem with respect to these concerns:</p> <ul style="list-style-type: none"> Stakeholders perceive inaccuracies in ticket sales and inefficiencies in the ticket-taking and information recording procedures associated with loading of passengers and vehicles. <p>The alternative that will be evaluated during the study to address this concern is the following:</p> <ul style="list-style-type: none"> Explore opportunities for improving ticket sales accuracy and ferry loading efficiency.
5		A swipe of the card should also create a list of passengers which could be printed or electronically sent and stored. Eliminating the need for a person to take the tickets and the other person who marks the sheet on a clipboard, saving time in the loading process of the boat. The door from the office to the staging yard should be locked and only opens with the swipe of a barcode which would be on the walk on ticket giving greater control of the yard and more accurate records.	
51		If two fuel trucks were utilized concurrently for ferry refueling, time lost to this activity between voyages would be reduced.	
	On-Island Transportation Service and Mainland Transit Connections	Need a shuttle on the island. Need mainland transit connections	
15		Shuttle buses between the Winery and the marina and/or around the perimeter of the island would be beneficial.	<p>The study has included the following transportation problem with respect to these concerns:</p> <ul style="list-style-type: none"> No on-Island passenger service to facilitate passengers leaving their cars on the mainland. Inadequate accessibility to transit at the Ontario mainland ports <p>Alternatives that will be evaluated during the study to address this concern are the following:</p> <ul style="list-style-type: none"> Provide tourist-friendly on-Island passenger service (e.g. shuttle bus) during peak tourist season and for new tourist development. Explore possibility of improved municipal bus service at Ontario mainland ports.
42		To promote more walk-ons and lessen the demand for transporting vehicles there has to be a better way to get around the Island once you get there.	
42		There should be a bus/trolley that continually circles the Island on a schedule and stops at all the "hot spots" i.e. Winery, East beach, Fish Point, Lighthouse etc. to lessen the demand to transport vehicles to and from the Island.	
42		Perhaps trolley passes could be purchased in combination with ferry tickets?	
31		Municipality was to provide transportation to town if the dock was built and they no longer do.	
5, 4		Access to ferry an issue.	

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46		Some form of Island transportation could be coupled with pedestrian boat so that once reaching the Island, visitors could board a bus that would make round trips on the coast roads.	
46		Perhaps an all day pass could be purchased that would allow visitors to get on and off the bus at various sites along the route. A couple of buses could probably provide a pickup every half hour.	
	Ferry Port Locations	Change the port locations serviced by the ferries	
1		Would like the Jiimaan to run to the North dock.	<p>The study has included the following transportation problems with respect to these concerns:</p> <ul style="list-style-type: none"> • The duration of the voyage between mainland Ontario and Pelee Island is longer because of the distance from the north end of the island and West Dock. • Providing service to two mainland Ontario ports and one US port may limit opportunities for overall improvements to ferry service for Pelee Island. • Use of an improved Scudder Dock could reduce sailing cancellations under some wind conditions; and could reduce travel time to mainland Ontario and save fuel due to shorter travel distance. • Signage, maps and schedule are confusing to some tourists because only 1 of the 2 Ontario mainland ports is in service at any time. <p>Port alternatives that will be evaluated during the study with respect to these concerns is:</p> <ul style="list-style-type: none"> • Maintain service to all current ports • Switch the Pelee Island ferry service from West Dock to Scudder/North Dock (it is not financially sustainable for MTO to operate two ferry ports on the Island). • Discontinue US service and investigate interest of US carriers.
21		The number one suggestion for the service is to make it take less time. This would translate into pure economic development benefits for the island. For every 15 minutes you cut down on the trip it would add to housing values, tax base, tourism, ability to access the island for vendors and many other benefits. Please recommend cutting down the time for the trip from the mainland to the island by docking at the North end. When the ferry hits the corner of the island there is almost a half hour left on the trip.	
46		Cutting the current trip time in half to about 45 mins would be desirable.	
33		Repair dock at north end (at Scudder) so ferries can dock on windy days. Would shorten trip by half an hour off and save fuel.	
15		To increase tourism, time taken to travel to the island needs to be reduced.	
31		Confusing to have two docks for tourists, especially when the July changeover occurs.	
3		Difficult to get access to a ferry from the US side. Being forced to drive long distances to Canada to get on the ferry.	
41		We live in Ohio and have found it difficult to get ferry service out of Sandusky. We would come over many more times each year and have more people visit, but there is no room on the MV Pelee Islander for a vehicle.	

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4		Can't get reservations for their car on the ferry from the US side.	<ul style="list-style-type: none"> • Consolidate Ontario mainland port services in Leamington. Reasons for this location include: <ul style="list-style-type: none"> ○ two vessels cannot spend the winter at Kingsville. ○ maintenance facilities are located at Leamington; there is no room for them at Kingsville ○ more services are available in Leamington, including a transit connection.
18		Access to Sandusky should continue and improve in the frequency of crossing for tourism.	
24		Own property on Pelee Island. Canada has done little to accommodate American friends. Hope that there will be an appropriate consideration to Americans needs.	
41		It is our hope that the ferry schedule out of Sandusky is expanded.	
31		Enable ferries to dock between US and Canada, i.e. Pelee Island and Sandusky.	
15		Canadian taxpayer should not be involved with the ferry to the US. This should be a tender to a US business. The preferred private organization use of the West Dock could be an option.	
33		Comments from US cottage owners should not be considered as they do not pay for the cost of the ferry service, customs or coast guard.	
30		Treat all islands, i.e. Put-In Bay, in the area as one group with ferry service between them for day or evening trips.	
48		Provide with us with something perhaps more efficient, if the boat docked at the North End.	
	Ferry Port Design / Performance	Port design results in unnecessary sailing cancellations and passenger inconveniences.	
51		Design of ports requires pedestrians to cross live lanes of traffic when disembarking from the ferries	<p>The study has included the following transportation problems with respect to port design:</p> <ul style="list-style-type: none"> • Wind/wave conditions sometimes result in the ferry docking at a different Ontario mainland port than was scheduled*. • Limited passenger amenities. • Design of ports requires pedestrians to cross live lanes of traffic when disembarking from the ferries. • Limited parking, particularly outside border-secure area on Pelee.
49		There have never been what would be considered proper restrooms, except the one dedicated for the employees. When this was addressed a few years ago, the answer was to place "port a johns" beside the terminal building, which customers view & comment as not being an acceptable means of public use nor are they wheelchair accessible. The period of time for heaviest use is during the heat of the summer months, which compounds the problem, especially for seniors. This "fix" does not seem conducive with providing customers with the best service possible or making them feel valued. Such buildings	

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49		<p>are normally meant as temporary solutions and not for a long term solution.</p> <p>The long walkway which runs between the terminal building and the ship. This distance is by far greater for passengers to walk than the distance between the terminals & ship at both mainland terminals. There is no protection from any inclement weather, such as rain, wind (sometimes bitter cold), & at times, snow. Passengers usually have baggage, carts, strollers, etc. in tow, which can be difficult to maneuver at the best of times, let alone against the elements. Since the employees do their utmost to follow security protocol for drop-off & pick-up of passengers, it would be appropriate to provide a more proper environment, maybe in the way of a covered walkway in order to deal with all that embarking & disembarking of passengers entails. I can appreciate that perhaps budgeting may have proved to be reasons behind the lack of improvement in these above areas, however, if there is to be a new vision for the transportation service, I ask that you consider these comments during the planning process, not only for any new vessels, but for the entire system in general.</p>	<ul style="list-style-type: none"> • Parking at Sandusky is for the most part at a location remote from the dock. • Stakeholder perception that border security provisions are unnecessarily interfering with West Dock operation during off-season when no U.S. service is provided (perception that security provisions in the US interfere to a lesser degree). <p>*Note that currently, when ferries are diverted to alternate docks, OSTC sends passengers back to the dock where their cars are parked via taxi cab. Walk-ons awaiting pick-up often call to make meeting arrangements at the alternate dock.</p> <p>Port alternatives that will be evaluated during the study to address these concerns are:</p> <ul style="list-style-type: none"> • Improve port design/performance <ul style="list-style-type: none"> ○ Improve port passenger amenities. ○ Provide better walk-on / walk-off provisions for passengers. ○ Improve port parking and vehicle queuing. • Investigate potential for reducing inconvenience without affecting safety requirements or certification under the International Ship and Port Facility Security Code (ISPS). <p>Also see the comments and responses regarding the ferry vessels on the issue of maneuverability during inclement weather conditions.</p>
	Ferry Vessels Design and Performance	Ferries need to accommodate more vehicles.	
3		Need to have a large enough vessel for vehicles and trucks to move supplies (crops, business materials).	See Pelee Islander and Jiimaan responses below.
3		Long wait times to get on a ferry as there is limited space (enough for 10 vehicles on the Islander).	

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4		Space is limited to 10 vehicles and less if there is a truck or car with trailer.	
24		Imperative that Canada considers a ferry that can accommodate more vehicles than the current Ferry.	
41		With the retirement of the MV Pelee Islander looming, it is our hope that it is replaced by a larger ferry with more vehicle space.	
41		Called on March 30 th and there was nothing available in May to get vehicle passage over and a number of the weeks in the Summer had no vehicle passage available. Consequently instead of going over each weekend in May and the times we wanted during the summer, our trips to Pelee this year, as in past years will be limited.	
31		Use the same ferries as the ones used for the US islands. This will increase the number of spaces available on the ferries and increase frequency of ferries.	
	Ferry Vessels Design and Performance	Ferries need to be able to sail under higher wind/wave conditions.	
19		The Jiimaan is not suitable all the time because it is too big and cannot dock in many weather conditions. This stops tourism and cottagers from investing in the island.	See Pelee Islander and Jiimaan responses below.
	Ferry Vessels Design and Performance	Ferry Breakdowns	
33		The Jiimaan breaks down and has trouble with its engines, frequently leaving you stranded on the main land.	<p>The study has included the following transportation problem with respect to this concern:</p> <ul style="list-style-type: none"> • The lack of extra engines means that the vessel cannot operate through a breakdown. <p>Ferry vessel alternatives that will be evaluated during the study to address this concern are the following:</p> <ul style="list-style-type: none"> • Have extra engines on replacement for the Pelee Islander so that vessel can operate during breakdowns. • Consider providing extra engines on the Jiimaan.

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			Also see above for ferry system management alternatives regarding this concern
	Ferry Vessels Design and Performance	Jiimaan Design/Performance.	
48		Provide with us with something reliable and consistent.	<p>The study has included the following transportation problems with respect to the Jiimaan:</p> <ul style="list-style-type: none"> • Inadequate docking maneuverability during conditions of high wind/waves. • Enclosed vehicle deck and stairwells require additional crew to meet emergency response regulations. • Enclosed vehicle deck means that trucks carrying some dangerous goods cannot be carried. • Inadequate vehicle capacity during peak travel periods. • The lack of extra engines means that the vessel cannot operate through a breakdown. • Many engine/mechanical components are unique, so when breakdowns occur replacement parts are difficult to find in short order and can require overseas shipments. • Weight capacity / load line sometimes reached before vehicle capacity is fully utilized. <p>Ferry vessel alternatives that will be evaluated during the study to address these Jiimaan concerns are the following:</p> <ul style="list-style-type: none"> • Provide additional bow thrusters for improved docking maneuverability. • Extend hull to provide open air vehicle deck to accommodate trucks carrying some dangerous goods. • Convert existing propulsion/ steering system to azimuth thrusters (ship propellers that can be rotated in any horizontal direction) for improved

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			<p>maneuverability (only possible if hull is extended).</p> <ul style="list-style-type: none"> • Lengthen vessel and/or add McGregor ramps to increase vehicle capacity. • Increase hull freeboard for improved weight capacity so vehicle capacity can be fully utilized. • Consider providing extra engines. • Replace Jiimaan with a vessel that addresses the problems and opportunities.
	Ferry Vessels Design and Performance	Pelee Islander Design/Performance.	
19		A smaller faster boat that could dock at “Skudders Dock” end of the island, that would run as often as needed, as many times in the day as needed, with less staff and a shuttle bus on the island for individuals who do not want to bring a car over.	<p>The study has included the following transportation problem with respect to the Pelee Islander:</p> <ul style="list-style-type: none"> • Inadequate vehicle capacity during peak travel periods. • Limitations to truck size that can be accommodated on Islander. • Side-load access for vehicles makes loading/off-loading difficult. • The lack of extra engines means that the vessel cannot operate through a breakdown. • Upcoming need to replace the Pelee Islander provides the opportunity to address some ferry vessel problems. <p>Ferry vessel alternatives that will be evaluated during the study to address these concern are the following:</p> <ul style="list-style-type: none"> • Replace Pelee Islander with vessel of increased vehicle capacity, and wind/waves and ice capability. Key considerations are: <ul style="list-style-type: none"> • classified for ‘Near Coastal Waters II’ • a good “sea boat” for the short/steep wave action of Lake Erie • able to operate in light ice conditions • greater vehicle capacity • designed for roll-on , roll-off vehicle loading
18		A new boat is required to replace the Pelee Islander.	
1		New boat to be a 20 car catamaran running 4 to 5 times daily so when the Jiimaan breaks down this other vessel can recover the lost in a matter of hours.	
51		When replacing the Pelee Islander, consider alternate vessel designs such as those utilized for island service on the Mediteranean Sea (more open, lower profile, greater vehicle carrying capacity, more maneuverable, etc). Consider purchasing relatively new ferries that are for sale on the international market, and not just commissioning a new vessel.	

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			<p>/off-loading</p> <ul style="list-style-type: none"> • have extra engines so vessel can operate through breakdowns • Carry out improvements to extend Pelee Islander service life.
	Ferry Vessels Design and Performance	Need more/faster ferries during peak tourist season	
30		More small to medium sized 'roll on-roll off' ferries to increase flexibility of scheduling.	<p>It is not financially sustainable for the province to operate and/or fund more than two ferry vessels to service Pelee Island. Given the concern regarding vehicle carrying capacity, the study is not considering replacement of either existing ferry with a passenger-only high speed vessel.</p> <p>Accordingly, as stated above:</p> <ul style="list-style-type: none"> • the study will evaluate the alternative of providing passenger service (e.g. shuttle bus) on the island to reduce the need for vehicle capacity of the ferries (particularly during peak tourist season); and • one of the port alternatives that will be evaluated during the study is the elimination of U.S. ferry service, so that overall ferry service and service flexibility between the Island and Ontario mainland can be improved. <p>In addition, the private sector may be able to complement MTO ferry service with alternative marine passenger service during peak tourist season. To that end, the study will evaluate the possibility of private carriers using the MTO ports.</p>
51		Provide a hydroplane for high-speed passenger-only service during peak tourist season.	
46		Cutting the current trip time in half to about 45 mins would be desirable.	
46		I would like to see a faster form of pedestrian transportation to Pelee Island.	
1		The west dock should be open for a US carrier, we would love to come here 2 times daily.	
	Ferry Vessels Design and Performance	Accommodate Bicycles	

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43		Lack of bicycle racks on the vessel leading to damage to bicycles when they are stacked along the side of the vessel. Bicycles and their riders are regarded as a nuisance by the ferry company.	The current study seeks to provide for all types of travel, including walking and cycling. The sufficiency of bicycle storage on the vessels will be assessed as part of the study.
	Impact of Ferry Service Cancellations on Island Economy		
1		This Island needs a fast reliable means of moving people and product which would enhance the lack of tourists and their dollars to boost this failing economy.	The alternatives identified by this study to address transportation problems and opportunities are expected to address many of the concerns regarding impact of ferry service to the Island economy.
36		Islanders, and visitors for that matter, deserve reliable and affordable ferry service. The means are there to provide this service.	
38		After the winter we are all out of groceries but can't get over to get any. Doctors and dentists Appointments have been cancelled and re-cancelled.	
38		The transportation problems have deteriorated to the point where we are now stuck here for over three weeks.	
40		I am a Pelee Island Resident, Business Owner and Operator, Land Owner and Mother of two young children. It is getting more and more difficult to be all of the above on Pelee Island as a result of not being able to plan out what should be a simple thing, transporting ourselves to and from the Island.	
1		The reason there all 44 'for sale' signs on the Island is directed to the unreliable Transportation service.	
40		Without reliable transportation people are reluctant now to come over the visit. The less visitors, the less business.	
37		Hardship and expenses for businesses opening up in the spring and guests must fly over and rent a car as the winter vehicle came back from the airport when the boat started running. And the ferry service is down.	
38		Businesses have had to cancel paying customers, People and their cars have been stuck on either side for weeks. This is just plain not acceptable. Would you go someplace when you didn't	

Pelee Island Transportation Needs Study

Public Comment and Response Table – for Period of Feb 1 – July 1, 2010

#	Theme	Comment	Response
		know if you would ever get back or not?	
5		Finds unpredictable timing of ferries impacting visitor numbers.	
47		I understand from talking to residents of the island that the MV Jiimaan breaks down frequently and that tourism is being adversely affected.	
40		There is a cost that is incurred every time the ferry does not run as per scheduled. There has been a loss in the thousands since opening my business in 2004.	
40		I am two weeks away from opening my business and two weeks behind now due to the Islander dry docked and no alternative boat in place and no compensation for plane prices.	
15		The island's long-term economic health needs to be considered.	
40		I am not happy with how we have been neglected over the years and how un-accommodating this service has been.	
48		If there is anything you can do to regulate the service and make it more viable, that would be greatly appreciated.	
48		If the boat sails 40 minutes late, I still have to pay my employees to wait around	
48		This ferry service is slowly killing this island. My family had come to visit me for the weekend and their trip had to be cut short. They were told when the boat broke down and that they wouldn't find out any details for another couple of hours.	
5		Ferry should support agriculture on the island.	
	Air Service		
3		Cameron Air is useful. However, their hours of operation make it difficult to have freight items for businesses reach the island.	
33		Planes available are small and difficult for seniors to use from an accessibly side	
37		Airline charges extra freight when exceeding the 40lb limit, when business owners would normally be bringing a full vehicle of spring supplies.	

Pelee Island Transportation Needs Study

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#	Theme	Comment	Response
			<ul style="list-style-type: none"> Extend on-mainland time for Pelee resident day-trippers, with earlier Island departure and later return times. Increase flexibility for cargo. Replace winter air service with hydro-plane service. <p>It should be noted that Pelee Island's airport and runway characteristics and the Canadian Aviation Regulations restrict aircraft type, size and capacity to 9-passengers</p>
	Other		
18		All levels of government need to provide the necessary funding to support the Island's 'New Plan'.	The Ontario Ministry of Municipal Affairs and Housing and the Township of Pelee Island are working together to develop an updated Official Plan.
27		Wondering if you have any information regarding the demographics, or any other pertinent data related to the island you think may help with our project.	
35		Create a causeway combining a toll-bridge with structures from proposed wind turbine project.	While this alternative is interesting and innovative, it is beyond the scope of the study and will not be carried forward for further evaluation.
18		Pelee Island should have wheelchair accessible cottages because it is flat and the landscape promotes accessible paths.	This is an issue that rests with the tourism operators and is beyond the scope of the study. Although it will not be carried forward for further evaluation, the study team will ensure that the operators are made aware of this recommendation.
12		Interested in the Needs Study and its findings. Would like to receive the final results/findings of the Needs Study.	The www.peleeislandstudy.ca website provides updates and reports will be made available as they are developed over the course of the study. Public Information Centres are being held in Leamington, Kingsville and Pelee Island on July 15, 16 and 17 th . See study notice in newspapers, at docks or on website.
49		I am eagerly looking forward to the proceedings of the upcoming study.	
15		Greatest influence of vessel recommendations should be those of the Captain of the ferry vessels.	The study team is requesting input from OSTC, and its knowledge is being incorporated into the study's findings.

Pelee Island Transportation Needs Study

Public Comment and Response Table – for Period of Feb 1 – July 1, 2010

#	Theme	Comment	Response
50		Have a copy of the study "Engineering-Economic Feasibility Report...International Crossing" was prepared for the State Of Ohio with the participation of the government of Ontario back in 1969, by Howard, Needles, Tammen & Bergendoff Consulting Engineers. I would be happy to share it with you with the guarantee that it will be returned for my safe keeping.	Thank you. Arrangements will be made to get a copy of this report.
39		When will the survey be made available (either online or in a form I can complete and fax back)?	The ferry travel survey occurred between June 2 and June 8, 2010. Comments on the transportation service can be provided via team@peleislandstudy.ca , or you can attend the Public Information Centres being held in Leamington, Kingsville and Pelee Island on July 15, 16 and 17 th . See study notice in newspapers, at docks or on website www.peleislandstudy.ca .
39		I travel to Pelee Island as a tourist a few times each year, and would like to complete the transportation survey accordingly.	The spring travel survey has been completed, and the results are summarized at the PIC. More detailed results will be released in a report.
49		It is my understanding that there have been individuals riding the ferries taking surveys & gathering opinions from the public. Had I known how to apply for participate as a surveyor, I certainly would have been interested. I would be pleased to offer any assistance that I may be able to provide from my experience.	