

October 22, 2026

Steve Brisson, Director MSHP

✓ Margaret Doud and MI City Council

Attached is a copy of a letter I sent to Brad Chambers of the Mackinac Island Carriage Tours. It is a culmination of meetings with Brad as well as meetings of the Mackinac Island Cottagers Association discussing concerns with taxi service.

Residents of Mackinac Island would appreciate anything you can do in your capacity to help alleviate any of the concerns addressed in the letter.

Thank you very much for your consideration.

Vicki

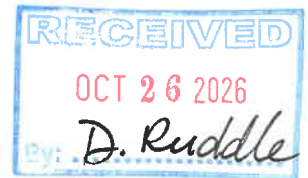
Victoria Riel

Past President

Mackinac Island Cottagers Association



**Mackinac Island
Cottagers Association**
Established 1962



October 22, 2026

Mr. Brad Chambers
Mackinac Island Carriage Tours
PO Box 400
Mackinac Island, MI 49757

Dear Brad,

As the 2026 season comes to a close, I hope you have had a good summer! The weather this fall certainly has been cooperating!

My term as President of the Mackinac Island Cottagers Association has ended, but I have been asked to follow up on some issues I was championing. You and I have had a few discussions regarding taxi service, but with busy schedules, it has been difficult to really have meaningful and productive results. So, I wanted to write this letter to help you fully understand the thoughts of many residents. My hope is that you can use some of these thoughts in your future operations of Mackinac Island Carriage Tours.

Tourism is essential to the island, and we understand the challenge of serving the large number of visitors who arrive each year. However, residents depend on local taxi services for everyday needs, family responsibilities, medical appointments, work, and other essential trips. During busy periods, they can face long waits or difficulty securing transportation while service is focused primarily on tourists.

I respectfully ask you to consider the following ideas that have been suggested in conversations with residents.

1. **Resident pass (like resident boat passes).** In discussions with Steve Brisson, I learned that MICT must get approval from the State Park to raise taxi fares but does not need such approval to lower them. Even with a reduced rate, revenue might actually increase because residents might be more inclined to use the taxis. With the account system that already exists, administration would be very easy and also could be implemented for immediate family members via a QR code.
2. **Shuttle service (like buses in cities).** Shuttles could have a published schedule and route. For example, the route could go up the west bluff, through the Annex, to Townhomes, through Sunset Forest neighborhoods, past the airport, through Harrisonville, and back to town. Taxi stops could be designated similar to bus stops in cities. It is possible that even with a reduced rate for residents, revenue might increase and electric bike and mobility cart usage could decrease.
3. **Minimum charges only when the entire ride is with fewer passengers than the minimum.** Fares already increase with zone, and the length of the ride increases with many additional passengers so why have a minimum charge with more than the minimum passengers.
4. **Carriages near the center line on Cadotte Avenue.** Overhanging trees near Grand Hotel bike parking has caused carriages to move toward the center of Cadotte Avenue. This has caused a hazard for bikes and pedestrians. I informed Drew Butterfield of this and trees have been



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trimmed, but this is something that should be monitored.

5. **Winter Telephone number.** I believe you have agreed to implement a winter cell phone that can be called earlier than 8:00 am when weather may prompt a rider to cancel an early taxi. This will be very helpful, and the number should be posted, perhaps with Facebook, to all residents.

These ideas are not meant to diminish the importance of visitors. This is simply a request for a better balance between serving the island's tourism economy and supporting the people who live here and sustaining the community throughout the year.

I hope your company will review its policies and establish a fair, practical way to ensure that residents and their families are not overlooked during the busiest parts of the season.

Thank you very much for your consideration.

Kind Regards,

Victoria Riel
Past President
Mackinac Island Cottagers Association

cc: Steve Brisson, Director MSHP
Magaret Doud and Mackinac Island City Council