

City Clerk

From: Jennifer Sulkowski <jss227@cornell.edu>
Sent: Saturday, July 6, 2024 1:53 PM
To: City Clerk
Cc: Yuri George Jan Pool
Subject: Complaint Against Starline

To the City of Mackinac Island:

Our 6 island employees who all hold commuter passes with Starline were not allowed to board any boat from 11:15am to 2pm today (Saturday July 6) because they were told tourists and tourist groups have priority. Our show is at 3pm every Wednesday through Sunday. 2pm is too late for a boat. The guys were told residents and employees will no longer have priority boarding and will from now on be asked to board last or wait for later boats if boats are at capacity with tourists. Starline was not answering their phones when we tried to call several times this morning.

Our guys went to the Sheplers dock, explained the problem and were told their commuter passes would not be honored and they'd have to buy tourist tickets if they wanted to board at all.

Last week, I called for a shuttle for our elderly family visiting, was told there would be a 2 hour wait for shuttles (we would have missed the last two boats of the day if we'd waited), and I was hung up on after being told if I didn't like the 2 hour wait, I could take it up with the company that bought Starline out.

There is absolutely no accountability for the essential boat service Island residents and employees depend upon.

How much longer do we all have to put up with this? Who is overseeing the ferry ownership and management changeover? How is safety of boats and passengers being handled? And do we have any assurance that it's being looked after at all?

We are headed in the direction of a catastrophe and we all know it. We were on the boat 6 weeks ago that took the JV basketball team home after a meet and the boat almost capsized due to an inexperienced intern captain being allowed to drive the boat with no monitoring due to short staff. It's a miracle no children riding on top were thrown overboard.

Are we waiting for a serious irreversible boat accident to happen in order to do something? We have all seen, heard, experienced, and know of the severe negligence of Starline...why would we keep waiting to step in and demand actual, real, tangible change?

When is enough, enough?

Sincerely,

Jennifer and Yuri Pool