

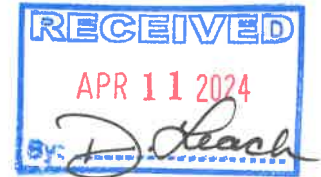


HOFFMANN FAMILY  
OF COMPANIES  
ELEVATE YOUR EXPERIENCE

**Shepler's Mackinac Island Ferry**  
Mackinaw City & St. Ignace  
P.O. Box 250  
Mackinaw City, MI 49701  
Phone: 231-436-5023 | 800-828-6157  
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April 11, 2024

City of Mackinac Island  
Attn: Mayor Doud and City Council Members  
P.O. Box 455  
Mackinac Island, MI 49757



Dear Mayor Doud and City Council Members,

Recently, our safety and security panels were approved by both the Planning Commission and Historic District Commission of Mackinac Island on April 9<sup>th</sup>, as the Mackinac Island City Council noted Shepler's had skipped those approval processes prior to equipment installation. Again, we apologize for this overstep. Shepler's would like to continue the discussion with transparent communication on establishing our 2025 rates and services as it pertains to our proposed luggage fee.

Prior to postponing the implementation of the \$4.00 luggage fee per item for the 2024 season we had introduced changes to which guests would be affected by said fee. To recap, the following Luggage Policy would apply to Shepler's Resident, Season and Commuter Card pass holders.

The Pass Holders mentioned above will have their luggage fee waived and bypass the ticket office facility if all three of the following criteria are met:

- a) Items being shipped fall under the definition of ***luggage or grocery and household goods***.
- b) All belongings are packed into a closed sealed container (i.e., Suitcase, duffle bag, tote) and can be loaded onto Shepler's luggage cart by one cast member.
- c) Each item is labeled with the owner's name and contact number.
  - o This will suffice our Homeland Security Goal

We understand there is some apprehension, and rightfully so, by allowing this fee to be established and then Shepler's changing how and who this fee applies to for future seasons. To ease this concern, Shepler's will not alter the proposed rate or Luggage Policy while operating under the current franchise. As many are aware the current franchise expires in June of 2027. We appreciate the feedback, suggestions, and conversations we have received since our initial press release and feel the above changes fairly address those concerns. Previous comments made by the City Council expressed a desire to participate in the establishment of the Luggage Policy and we are asking for your involvement moving forward.

Best Regards,

Jason Wiley  
Director of Operations

**Luggage:** Suitcases or other bags in which to pack personal belongings for travel.

**Grocery and household goods:** Food and foodstuffs, groceries, beverages, and household goods, prepackaged or measured into quantities for household use only. Such items must be reasonable in size and easily lifted by an individual.

**Freight:** Any item that does not fit the definition of "luggage" or "grocery and household goods." Any item including grocery and household goods intended for non-households or business purposes, is subject to the non-pass holder luggage fees.

## City Clerk

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**From:** Mayor's Assistant  
**Sent:** Thursday, April 11, 2024 2:13 PM  
**Subject:** FW: Shepler's Letter to Mackinac Island City Council 4.11.24 - Luggage Policy  
**Attachments:** Letter to Mackinac Island City Council 4.11.24 Luggage Policy.pdf

**Follow Up Flag:** Flag for follow up  
**Flag Status:** Flagged

Good Afternoon Mayor, Council and Clerk,

Please see the attached letter from Shepler's.

Thank you,

*Trista L. France*

Mayor's Assistant  
City of Mackinac Island  
7358 Market Street  
P.O. Box 455  
Mackinac Island, MI 49757  
[assistant@cityofmi.org](mailto:assistant@cityofmi.org)  
(906) 847-6556 (office)  
(906) 847-6430 (fax)

**From:** Jason Wiley <jason@sheplersferry.com>  
**Sent:** Thursday, April 11, 2024 2:05 PM  
**To:** Mayor's Assistant <assistant@cityofmi.org>  
**Subject:** Shepler's Letter to Mackinac Island City Council 4.11.24 - Luggage Policy

Hello Trista,

If you could please send the attached letter to Mayor Doud and members of the City Council. Thank you and have a great day.

Kind Regards,

**Jason Wiley**  
**Director of Operations – Mackinaw City**  
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