

Concerns, issues raised regarding Labrador Coastal Service

1	What is being done to assure a better coordination between Nunatsiavut Marine and Labrador Marine?	After the first trip, which was very rushed, a discussion was had between NMI and LMI management to resolve issues that resulted from that trip. The second trip has gone much smoother.
2	Is there a plan to have someone from reservations (NMI) to be on the ferry to ensure reservation are faithfully observed?	As noted in the first item the issues that occurred have been resolved; this included a problem communicating the reservation/passenger list
3	Is there a plan to have a purser on board?	During discussions as noted in item 1, this has been resolved and NMI are in the process of hiring a Purser for the vessel.
4	Will there be more staff on deck to attend and assist passengers? For safety and security reasons some passengers have asked if there could be more staff.	This is not a situation requiring more staff; a Purser will be added which will aid in passenger direction. It was about allocation of staff and as the crew becomes more familiar with the vessel and the role they have to play; the process will become more routine.
5	When will the ferry accept freezing food and on what frequency and why isn't it a service provided at all time?	The ferry can accept frozen food and moved freight offering on the 2nd trip. Freight acceptance, as it has been handled for the past 20 years, it accepted on Thursday and Friday for loading to the ship on Sunday. The purpose of this is to reduce fuel cost in running reefers which also help reduces pollution. It reduces the possibility of a mechanical breakdown causing spoilage to customers freight.
6	People are saying that the dangerous goods can't get on it right now... Is that true is that service available right now if not when will it be?	Dangerous goods can be handled on the vessel within Transport Canada regulation; There were questions regarding this however the products in question, propane and fireworks can be handled. As per regulation guidelines must be followed when offering for shipment, see LMI/NMI website for information on dangerous goods. In the unlikely event a product is offered for shipment that cannot go on the vessel we will arrange alternate means of transport.
7	Will the power outlets be changed for north American ones?	There are outlets in cabins as well as some accommodation for charging in public locations onboard.
8	Is the boat built capable of facing the harsh weather of the coast and if so what's there to prove it?	The vessel is certified by Transport Canada for trade in the area with proper ice class; same as the previous vessel.
9	How does it differ from the Ranger in terms of capabilities?	The vessel has much greater capacity than the Northern Ranger, is a Ro-Ro ferry to allow passengers to drive on/off with their vehicles. It can handle the same type of cargo as the Astron, i.e. containers, trailer of building materials, refrigerated cargo to coastal ports as well as service of product delivery from the plant at Makkovik.
10	Is the threshold for sailing the same as the Northern Ranger when it comes to wind or waves?	Threshold for sailing is at the discretion of the Captain; safety of passengers, crew is top priority. The vessel is capable of operating in the condition encountered in the area, same as the previous vessel. There will be occasion where there may be delays such as high gale force winds. This is no different that the Northern Ranger operation. Ensuring freight gets to destination without damage is a factor.
11	why the change to Goose Bay what is the goal?	We operate the service under contract to the Provincial Government, department of Transportation and Works. Now, it's Monday-Friday at Labrador North, the same as the Northern Ranger was.
12	Is running diesel reefers on the ship allowed?	Arrangements have been made to operate diesel reefers on the deck of the vessel until such time as enough hybrid reefers are available.
13	Can reefers be left at the dock in Goose Bay for extended periods, i.e. weekends?	As per the conditions of carriage (bill of lading) the customer is responsible to pick up goods upon arrival. This process has not changed from previous years. LMI and NMI are not responsible for refrigerated goods left at the dock.
14	When is refrigerated cargo accepted at Goose Bay?	Frozen and chill product is accepted on Thursday and Friday prior to departure of the vessel on Monday.
15	Will there be any issue moving all freight on each departure?	We will endeavour to move all freight offering on the next departure. This will be an ongoing process by ships crew to determine the best way to load the vessel to accommodate.

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16	Will frozen food be unloaded from the vessel and left on the dock at coastal ports?	The process for discharging freight at coastal ports is the same as in previous years. The Northern Ranger would off-load reefer cargo, customers would have to take delivery when it was landed. Same for the Astron carried reefers loaded with multiple ports. At each port the reefer container would go ashore, cargo removed, and put back onboard.
17	Will there be any freezer capacity at the coastal ports for frozen product?	There is no stationary freezer space available at coastal ports. This has not changed from previous years.
18	Is there space for passengers travelling to store frozen products?	No, all frozen product must be shipped as freight. Passengers are allowed 2 pieces of luggage that can be put in the baggage boxes provided if desired. An additional item is allowed, i.e. carry on.
19	Will there be any procedures put in place to ensure safe freight operation and passengers moving to/from the vessel?	This has been addressed with clearly visible fenced in area guiding passengers to/from the stairs and elevator. LMI and NMI operate with focus on safety; if pedestrian traffic is in conflict with freight equipment movement the freight will be shut down until the issue is resolved. One crewmember is always on ramp and assigned the task of monitoring this during cargo operations to ensure public safety.
20	Have announcements been considered for items such as safety, etc.?	This has been addressed and announcements made regarding departures, pre-arrival, smoking policy, etc.
21	Will detailed instruction on life vest stowage and use, procedures covering evacuation and life boat procedures, as well as instruction on possible various alarms and their meanings be available?	This process is now in place onboard.
22	What are the restrictions regarding unaccompanied children?	Children under the age of 14 (student ID may be required) will not be sold a ticket to board the vessel. While onboard children are the responsibility of the parent or guardian who is travelling with them. LMI is not responsible to supervise underaged children.
23	What procedures are in place regarding crew interaction with passengers?	Crew are responsible to carry out their duties as assigned, ensure that passengers areas, cabins and washroom are maintained in a sanitary state. They are required to treat all passengers with respect. Crew who do not follow procedures as noted will be subject to disciplinary action.
24	Have issues regarding ticketing and reservation been resolved?	The rushed start up of the vessel caused some issues regarding reservations however these problems were resolved and the system is now operation smoothly.
25	Have the hours of operation for the cafeteria posted?	The menu boards and hours of operation for the cafeteria are posted onboard.
26	Will there be internet access for passengers onboard?	The contract does not allow for internet access for passengers. Satellite is provided onboard.
27	Is alcohol and drug use allowed onboard and what is the smoking policy?	Consumption of alcohol and use of drugs is prohibited in public areas. Smoking is not allowed as per Provincial regulations.