

Dear Panel Members,

Our family has been boating on the Trent-Severn Waterway for over ten years. We enjoy travelling from Lake Simcoe to Georgian Bay every year. We went east as far as Stoney Lake only once.

A few points we wanted to mention:

- As the fees go up, the service goes down. This is not a good combination. The last lock is now at 7:00 PM. This makes boating more of a rush and deadline to make the last lock especially if you're travelling through two or more locks in the evening hours. Even the 8:00 PM last lock is a bit early (especially during July and August). Furthermore, the removal of the weather conditions electronic message board at lock 42 was not appreciated and led to a very dangerous situation for our family last summer. At the very least, staff at the locks should be made aware of and warn boaters of approaching tornados or other hazardous weather conditions.
- The lockmaster at lock 42 has been a pleasant part of our journey for over 10 years. He has always been pleasant and courteous. On the other hand, the various staff at the Big Chute (lock 44) has been less than helpful and caring over the years. Even our trip through there three weeks ago was not very pleasant at all. The staff seemed more concerned with rushing the boats on and cramming them in than with the safety of the boaters.
- Minimal upgrades at the locks, such as a few shorepower plugs and at least one water hose hookup, would make overnighting at the locks more enjoyable.

Overall we are happy with the system but wanted to mention the above points to make it even more enjoyable. The first point was of most concern to us.

Yours truly,

Mr. Adrian Kardash