



June 10, 2025

Dear Applicant:

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act, 2015 (Our File #: TI/086/2025)

On June 2, 2025, the Department of Transportation and Infrastructure received your request for access to the following records:

Wording of Request

Please provide a complete itemized listing of all occurrences of vessels servicing the Long Island - Pilley's Island route being unavailable for service, including dates, name of the vessel impacted and duration of each occurrence where the vessel was unavailable due to mechanical or other issues. Records requested for period January 1, 2025, to May 31, 2025.

I am pleased to inform you that a decision has been made by the Deputy Minister for Transportation and Infrastructure to provide access to the requested information.

In accordance with your request for a copy of the records, the appropriate copies have been enclosed.

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in section 42 of the **Access to Information and Protection of Privacy Act, 2015** (the Act) (a copy of this section of the Act has been enclosed for your reference). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner.

The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner
2 Canada Drive
P. O. Box 13004, Stn. A
St. John's, NL. A1B 3V8

Telephone: (709) 729-6309
Toll-Free: 1-877-729-6309
Email: commissioner@oipc.nl.ca



You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to section 52 of the Act (a copy of this section of the Act has been enclosed for your reference).

Please be advised that this request may be published on the [Completed Access to Information Requests](#) website. Requests will be posted when possible, but no sooner than three business days after a response is sent electronically, or five business days where a response is sent by mail. Please note that requests for personal information will not be posted online. Additional details regarding the process for publishing requests online can be found [here](#).

If you have any further questions, please contact me by email at ATIPP-TI@gov.nl.ca.

Sincerely,

Josh Abbott
ATIPP Coordinator

Access or correction complaint

42.(1) A person who makes a request under this Act for access to a record or for correction of personal information may file a complaint with the commissioner respecting a decision, act or failure to act of the head of the public body that relates to the request.

(2) A complaint under subsection (1) shall be filed in writing not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

(b) after the date the head of the public body is considered to have refused the request under subsection 16(2).

(3) A third party informed under section 19 of a decision of the head of a public body to grant access to a record or part of a record in response to a request may file a complaint with the commissioner respecting that decision.

(4) A complaint under subsection (3) shall be filed in writing not later than 15 business days after the third party is informed of the decision of the head of the public body.

(5) The commissioner may allow a longer time period for the filing of a complaint under this section.

(6) A person or third party who has appealed directly to the Trial Division under subsection 52(1) or 53(1) shall not file a complaint with the commissioner.

(7) The commissioner shall refuse to investigate a complaint where an appeal has been commenced in the Trial Division.

(8) A complaint shall not be filed under this section with respect to

(a) a request that is disregarded under section 21;

(b) a decision respecting an extension of time under section 23;

(c) a variation of a procedure under section 24; or

(d) an estimate of costs or a decision not to waive a cost under section 26.

(9) The commissioner shall provide a copy of the complaint to the head of the public body concerned.

Direct appeal to Trial Division by an applicant

52. (1) Where an applicant has made a request to a public body for access to a record or correction of personal information and has not filed a complaint with the commissioner under section 42, the applicant may appeal the decision, act or failure to act of the head of the public body that relates to the request directly to the Trial Division.

(2) An appeal shall be commenced under subsection (1) not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

(b) after the date the head of the public body is considered to have refused the request under subsection 16(2).

(3) Where an applicant has filed a complaint with the commissioner under section 42 and the commissioner has refused to investigate the complaint, the applicant may commence an appeal in the Trial Division of the decision, act or failure to act of the head of the public body that relates to the request for access to a record or for correction of personal information.

(4) An appeal shall be commenced under subsection (3) not later than 15 business days after the applicant is notified of the commissioner's refusal under subsection 45(2).

| Service | Vessel(s) | Status | Schedule Impact Details | Vessel Details | Weather/Ice Details | Additional Info | Date |
|------------------------------|-------------------|----------------|---|------------------|--|---|-----------|
| Long Island - Pilleys Island | MV Sound of Islay | Out of Service | | mechanical issue | | | 5/7/2025 |
| Long Island - Pilleys Island | MV Sound of Islay | Out of Service | | mechanical issue | | | 5/6/2025 |
| Long Island - Pilleys Island | MV Sound of Islay | Out of Service | | | high winds | The MV Sound of Islay is out of service due to high winds. Another update will be made at 4:00 pm regarding the 5:00 pm departure. | 4/10/2025 |
| Long Island - Pilleys Island | MV Sound of Islay | Out of Service | | | high winds | The MV Sound of Islay is out of service due to high winds. Another update will be made at 2:30 pm regarding the 3:00 pm departure. | 4/10/2025 |
| Long Island - Pilleys Island | MV Sound of Islay | Out of Service | | | high winds | The MV Sound of Islay is out of service due to high winds. Another update will be made at 2:00 pm regarding the 3:00 pm departure. | 4/10/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | | | | The 3:00 PM and the 3:30 PM departures this evening are cancelled due to gale force winds 35 - 45 knots from the West. There will be an update at 4:30 PM regarding the other scheduled trips this evening. Winter Schedule. | 4/2/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | service could be interrupted at any time on | | gale warning,high winds,sea conditions | Winter Schedule. Please be advised that due to forecasted adverse weather conditions for this weekend service could be interrupted at any time. All trips for the remainder of the day Feb 15 are canceled due to high winds. Please monitor NL511 for more updates. | 2/15/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | service could be interrupted at any time on | | gale warning,high winds,sea conditions | Winter Schedule. Please be advised that due to forecasted adverse weather conditions for this weekend service could be interrupted at any time. The 1:00 pm departure from LI & the 1:30 pm departure from PI are cancelled due to high winds, update at 2:30 pm. Please monitor NL511 for more updates. | 2/15/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | service could be interrupted at any time on | | gale warning,high winds,sea conditions | Winter Schedule. Please be advised that due to forecasted adverse weather conditions for this weekend service could be interrupted at any time. The 10:30 am departure from LI & the 11:15 am departure from PI are cancelled due to high winds, update at 12:00 Noon. Please monitor NL511 for more updates. | 2/15/2025 |

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|------------------------------|------------------|----------------|---|--|--|--|-----------|
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | service could be interrupted at any time on | | gale warning,high winds,sea conditions | Winter Schedule. Please be advised that due to forecasted adverse weather conditions for this weekend service could be interrupted at any time. The 8:00 am departure from LI & the 8:30 departure from PI are cancelled due to high winds, update at 9:30. Please monitor NL511 for more updates. | 2/15/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | service could be interrupted at any time on | | gale warning,high winds,sea conditions | Winter Schedule. Please be advised that due to forecasted adverse weather conditions for this weekend service could be interrupted. The 10:30 departure from Long Island & the 11:15 departure from Pilleys Island are cancelled due to weather conditions and sea swell at Pilleys island, further update at 12:00 noon. Please monitor NL511 for more updates. | 2/14/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | | | gale warning,high winds | Winter Schedule. Due to West wind 35 - 40 knots the 1:00 PM departure from Long Island and the 1:30 PM departure from Pilleys Island are cancelled. There will be another update at 2:30 PM. Please monitor NL511 for more updates. | 2/12/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | service cancelled for the remainder of today on | | gale warning,high winds | Due to the continuing West winds 35 knots to 45 knots the final trip for today is cancelled. Conditions are forecast to improve overnight. Please monitor the 511 app for updates tomorrow morning. | 1/21/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | | | gale warning,high winds | Due to the continuing West winds 35 knots to 45 knots the 5:00 PM and 5:45 PM departures are cancelled. We are continuing to monitor the conditions and the forecast. There will be another update at 6:00 PM regarding the final trip for the day. Please monitor the 511 app for updates. | 1/21/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | | | gale warning,high winds | Due to the continuing West winds 35 knots to 45 knots the 3:00 PM and 3:30 PM departures are cancelled. We are continuing to monitor the conditions and the forecast. There will be another update at 4:30 PM. Please monitor the 511 app for updates. | 1/21/2025 |

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|------------------------------|------------------|----------------|--|--|--|-------------------------|--|-----------|
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | | | | gale warning,high winds | Due to the continuing West winds 35 knots to 45 knots the 1:00 PM and 1:30 PM departures are also cancelled. There will be another update at 2:30 PM but conditions are not expected to improve until overnight. Please monitor the 511 app for updates. | 1/21/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | | | | gale warning,high winds | Due to the continued gale warning and West winds 35 knots to 45 knots the 10:30 AM and 11:15 AM departures are also cancelled. There will be another update at 12:30 PM. Please monitor the 511 app for updates. | 1/21/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | | | | gale warning,high winds | Due to a gale warning and West winds 35 knots to 45 knots the first trip this morning is cancelled. There will be an update at 10:00 AM. Please monitor the 511 app for updates. | 1/21/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | | | | gale warning,high winds | Due to a gale warning and West winds 35 knots to 45 knots the first trip this morning is cancelled. There will be an update at 10:00 AM. Please monitor the 511 app for updates. | 1/21/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | | | | | Service is cancelled for the remainder of the day due to High winds, Swell & Serge. | 1/5/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | | | | | Vessel is Out of service due to High winds and Serge conditions at Pilleys Island and Long Island. The 1:00PM & 3:00PM from Long Island are cancelled. Another update will be at 3:00PM. | 1/5/2025 |
| Long Island - Pilleys Island | MV Hazel Mclsaac | Out of Service | | | | | Vessel is Out of service due to High winds and Serge conditions at Pilleys Island and Long Island, another update will be at Noon. | 1/5/2025 |