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Feb 19 2024

February 19, 2024

Ms. A. Shonta Dunston
Chief Clerk
NC Utilities Commission
430 N. Salisbury Street
Room 5063
Raleigh, NC 27603

**Re: In the Matter of
Application of Bald Head Island Transportation, Inc. for Approval of
Revisions to Regular Passenger Ferry Schedules to 45-Minute Departures
NCUC Docket A-41 Sub 23
*Application for Revisions to Ferry Schedules***

Dear Ms. Dunston:

Attached hereto for filing in the above referenced docket is Bald Head Island Transportation, Inc.'s ("BHIT") Application for Revisions to Ferry Schedules.

If you should have any questions pertaining to this filing, please do not hesitate to contact me.

Thanking you in advance for your assistance in this matter.

Sincerely,

/s/ M. Gray Styers, Jr.

M. Gray Styers, Jr.

pbb

Enclosure

Ms. Shonta A. Dunston
Page Two
February 19, 2024

Copy to: Christopher J. Ayers, Esq.
William E. H. Creech, Esq.
Christine Osborne, President – Bald Head Association
Charles A. Paul, III – President – Bald Head Transportation, Inc.
Peter Quinn, Mayor – Village of Bald Head Island
David Sawyer, CEO – Bald Head Island Club

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

Docket No. A-41, Sub 23

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION:

In the Matter of:	)	
	)	
Application of Bald Head Island	)	APPLICATION FOR
Transportation, Inc. for Approval of	)	REVISIONS TO FERRY
Revisions to Regular Passenger Ferry	)	SCHEDULES
Schedules to 45-Minute Departures	)	

This application is filed by Bald Head Island Transportation, Inc. ("BHIT"), through undersigned counsel, pursuant to Commission Rules R1-5 and R1-7 and N.C.G.S. § 62-32(b). BHIT respectfully requests approval of a revision to its main passenger ferry schedules, as explained more fully below and, in support thereof, respectfully shows the Commission as follows:

1. The correct name and post office address of the applicant is Bald Head Island Transportation, Inc., P. O. Box 3069, Bald Head Island, North Carolina 28461.
2. Copies of correspondence and all filed documents should be sent to:

M. Gray Styers, Jr., Esq.
Elizabeth Sims Hedrick, Esq.
Fox Rothschild LLP
434 Fayetteville Street, Suite 2800
Raleigh, North Carolina 27601
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Mr. Charles A. Paul, III
Bald Head Island Transportation, Inc.
Post Office Box 3069
Bald Head Island, NC 28461
E-mail: cpaul@bhisland.com
Telephone: (910) 457-7358

3. BHIT is a common carrier under the laws of the State of North Carolina and is authorized to transport passengers and their personal effects. BHIT operates via water between Bald Head Island and Deep Point Marina in Southport, North Carolina, and pursuant to schedules approved by the Commission in its Orders in Docket Nos. A-41, Sub 7, Sub 10, Sub 12, Sub 16, and Sub 17. BHIT's ferry and tram operations in the State of North Carolina are subject to the jurisdiction of this Commission.

Background

4. BHIT refines its operations so that it can provide safe, reliable transportation services to its customers as efficiently and cost-effectively as possible. BHIT closely monitors ridership numbers, baggage volumes, maritime traffic congestion in the river, the island's commercial and residential development patterns, and other factors that affect on-time performance and adherence to its Commission-approved schedules. It recognizes the need for regular, on-time ferry trips to support island businesses, accommodate visitors, and allow island residents convenient access to and from the mainland. Over the years, as customer needs have changed, BHIT has evolved its schedules as approved by the Commission.

5. For example, in 2012, due to diminishing contractor passenger traffic during the winter months of November through February, in Docket A-41, Sub 10, BHIT requested elimination of the Contractor Ferry Service Winter Schedule and allowing contractor ticket passengers to ride the (regular) Passenger Ferry operating pursuant to its Winter Schedule during those months. The Commission approved BHIT's request on March 29, 2012, with the remaining service provided under Item No. 55-A of the BHIT tariff. On September 3, 2013, BHIT requested in Docket A-41, Sub 12 a minor

adjustment to the Contractor Ferry Schedule by synchronizing the schedule ending date with the end of Daylight Savings Time to correspond with the Village of Bald Head Island ordinances (Item No. 55-B). The Commission approved this request on October 17, 2013. More recently, in response to increasing passenger traffic and in an effort to reduce the potential for passenger ‘bumps’ due to ferry maximum passenger capacity having been reached, BHIT filed an application in Docket A-41, Sub 16 on October 18, 2016, requesting the Contractor Ferry Schedule be extended to begin on February 15th and end on November 15th. The Commission approved BHIT’s request on November 7, 2016. In Docket A-41, Sub 17, the Commission revised Contractor Ferry Schedule Item Number 55-C, added a new Contractor Ferry Schedule Item Number 56, and reduced certain Passenger Ferry service trips during the months of November through February under Passenger Ferry Schedule 54-B.

6. In accordance with its current schedule, the Bald Head Island passenger and contractor ferries operate on an hourly round-trip schedule. This requires a 30-minute “turnaround” period each way to load and unload passengers and baggage dollies and transit the approximately five nautical mile route between departure points on the lower Cape Fear River. The passenger ferry and contractor ferry operate alternate, top-of-the-hour and bottom-of-the-hour departure schedules to minimize overlap at the ferry terminals and reduce vessel and passenger traffic in the marinas and at the terminals. The current Schedule 53-A (April 1 to October 31 – “Summer”) and Schedule 54-C (November 1 to March 31 – “Winter”) illustrating this 30-minute turnaround for the passenger ferry are attached as Appendix A.

Customer Growth and Effects on On-time-performance

7. In 2010 – the first full year of operations from the mainland terminal at Deep Point, annual round-trip ridership was 570,000. In 2019, annual round-trip ridership exceeded 700,000 passengers for the first time. In 2021 and 2022, round-trip passenger volume increased substantially to over 746,000 and 760,000 respectively. Passenger volume in 2023 set another consecutive record exceeding 782,000. Baggage volume in 2021, 2022, and 2023 exceeded three million pounds of baggage moved by hand on and off the ferries. Additionally, last year, BHIT transported over 4,560 oversized items, such as bikes, kayaks, canoes, and large luggage items that are unable to fit in a dolly.

8. Passenger numbers and baggage volumes have a direct impact on on-time-performance (OTP) factors. First, the more passengers the ferry system transports, the more time it takes to load and unload passengers and their baggage. To unload and load a ferry at its maximum capacity of passengers and baggage takes a minimum of 10 minutes -- or one-third of the total available transit time to maintain schedule. Second, high passenger numbers and baggage volumes add substantial weight to the ferries, which increases fatigue on propulsion systems and slows transit times. Third, each of the oversized items are loaded individually and adds significant time to the unloading and loading cycle.

9. Although passenger ridership and baggage volumes have the greatest impact on OTP, other navigational factors affect OTP, including currents, tides, weather, vessel traffic, dredging operations, unanticipated equipment problems, and Village of Bald Head Island emergency medical transportation needs. A reliable schedule should include sufficient elasticity to accommodate these factors as well.

10. BHIT calculates ferry OTP by designating any passenger ferry delayed more than two minutes¹ from its scheduled departure time as a late departure. BHIT's stated target for OTP is 95%. Based on the two-minute standard, the passenger ferry has averaged an annual OTP of 85.3% between 2007 and 2022. While the ferry has achieved, and occasionally exceeded, its 95% OTP target during the lowest passenger volume months of the year, in general, the ferry system has never achieved its 95% annual average OTP target. In 2021 and 2022, the ferry system was only able to achieve an annual average OTP of 66% and 68% respectively.² For 2023, OTP trended higher compared to 2021 and 2022 at 76% (**Figure 1**), but still well below the 95% OTP target.

Figure 1

BHIT Passenger Ferry On-Time-Performance by Year/Month (%)				
	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
January	96	90	88	84
February	95	86	86	89
March	98	65	85	92
April	99	67	66	70
May	89	54	69	68
June	77	47	56	55
July	68	45	53	56
August	61	53	51	61
September	72	59	55	72
October	75	68	61	84
November	86	76	73	87
December	89	84	77	94
Average	83.8	66.2	68.3	76.0
COVID-19 (Reduce Passenger Capacity)			Reservation System Transition	

¹ The final order in Docket No. A-41, Sub 22 included a condition to change the late departure standard from two-minutes to five-minutes. The Sub 22 order is currently under appeal by the Village of Bald Head Island and implementation is pending adjudication of that appeal.

² OTP in 2020 and 2021 was definitely affected by COVID and the Commission-approved reductions in ferry capacity. Those challenges and stresses, however, helped inform management decisions about needed changes to the operations and scheduling to improve OTP and customer experience.

Other Efforts to Improve On-Time-Performance and Need for Schedule Change

11. BHIT recognizes the need to improve OTP and has undertaken several initiatives toward that goal. In February of 2022, BHIT established a new Maintenance Director position to improve vessel and facility maintenance. In April 2022, BHIT requested, and the NCUC approved, baggage definitions and standards that defined the baggage allowance for ticketed passengers to three. In July of 2022, one of the catamaran ferries was re-engined with more powerful engines to improve performance, and BHIT was approved for a Diesel Emissions Reduction Act grant in February of 2023 to re-engine the other catamaran (scheduled for March/April 2024). Most significantly, in June 2023, BHIT deployed an electronic ticketing and reservation system to manage and distribute passenger flows and provide customers with greater travel predictability.

12. In 2023, these initiatives collectively contributed to higher ferry availability and performance, reduced baggage delays, and improved OTP during the peak months of June, July, and August compared to the same months in 2021 and 2022 -- from an average 48% and 53% respectively to 57% (see **Figure 1**). In addition, the electronic ticketing and reservation system has facilitated an overall 26% reduction in “bumped” passengers (passengers left remaining in line due to the ferry reaching its maximum capacity) when comparing June through December 2022 and 2023 (**Figure 2**).

Figure 2

BHIT Passenger Ferry Bumps by Year/Month				
	2020	2021	2022	2023
January	25	670	215	191
February	5	104	40	122
March	276	2,087	195	142
April	963	2,898	830	1,182
May	2,531	1,366	1,074	1,289
June	16,136	2,122	884	1,044
July	21,630	2,768	2,648	1,969
August	10,501	620	1,245	1,382
September	8,794	730	884	239
October	4,480	701	373	31
November	730	292	556	170
December	372	153	27	9
Average	5,537	1,209	748	647
COVID-19 (Reduced Passenger Capacity)			Reservation System Transition	

13. The electronic ticketing and reservation system implemented in June 2023 allows passengers to view reservation space availability for each departing and returning ferry run in advance of arriving at the ferry terminal. Each ferry run provides 100 reservation spaces (booked online or through the mobile app) and a minimum of 50 stand-by/walk-up spaces (any unused reservations remain available for stand-by/walk-up passengers up to the ferry's 150 passenger maximum capacity).³ Using this information, passengers are able to see which ferries are already "sold out" and which earlier or later ferries are available for booking. By distributing reserved passenger ridership across a broader time window throughout the day, the reservation system reduces waiting times to purchase tickets and board ferries, builds higher predictability into passenger travel

³ Reservation and stand-by/walk-up ratios are adjustable within the ticketing system to accommodate changing ridership trends.

schedules, and helps reduce the number of “bumped” passengers during regular and peak operating times. The success of the transition to electronic ticketing – despite considerable initial public skepticism -- is evidenced by the fact that, within six months of roll-out, eight-five percent (85%) of all tickets are now purchased on-line through the website or mobile app.⁴

14. The efficiency initiatives previously described have laid a foundation for further operational and customer experience improvements (including changing ferry departure times from the easy-to-remember top-of-the-hour and on the half-hour), but their impact on OTP is not sufficient for BHIT to reach its OTP goals. Furthermore, current and planned Bald Head Island home construction and business expansion indicate passenger and baggage volume will continue to grow and put further strain on the ferry system to maintain its operating schedule.

15. For example, as new home and business construction on the island expands, the demand for tram service to carry passengers further and further away from the ferry terminal adds substantial travel time to deliver passengers to and from their destination. At present, the furthest home from the ferry terminal requires 40 minutes to complete the round trip, not including the time necessary to load and unload baggage. To maximize efficiency, a standard tram run coordinates multiple drop-offs and pick-ups throughout the island. Depending on the required route and number of passengers and baggage, tram operators may have less than five minutes to deliver passengers to the

⁴ Most of the paper tickets still purchased at the ticket window are for the contractor ferry, not the passenger ferry.

terminal, unload baggage from the tram into dollies, and then load the dollies on the ferry.⁵

16. Fundamentally, the challenge of meeting OTP goals is a *time – speed – distance* problem. Given the *time* it takes to load and unload passengers and baggage, the *speed* the vessels are able to achieve, the *distance* the ferries must travel to and from each departure point, and other uncontrollable variables such as medical emergencies, maritime traffic congestion, and weather, there is simply not sufficient time built into the current schedule to reasonably maintain OTP at the desired level. Under the current 30-minute turnaround schedule, the vessels are already operating at their maximum capability, which not only causes stress and wear on equipment, but also eliminates any elasticity to absorb even the briefest delay.⁶ For example, each delay has a cumulative impact on the schedule over the course of a day and carries forward to each subsequent run (i.e. a 5-minute delay of the 8:00 ferry plus a 10-minute delay of the 9:00 ferry, results in the 10:00 ferry leaving, at best, 15 minutes after the scheduled departure time, etc.) There is no opportunity to reduce the cumulative delays that increase over the course of the day, so that, ultimately the aggregate delays can absorb (i.e. cancel) an entire run, which only increases the number of “bumped” passengers who had planned to travel on the canceled run. During the peak season, the passenger ferry may absorb two

⁵ This timeline is further strained when operating the “second boat” during the peak season that not only requires twice the number of passenger pick-ups and drop-offs, but also requires all drop-offs and pick-ups to be completed in less than 30 minutes. The need to engage most tram drivers for drop-offs and pick-ups during two-ferry operations reduces ferry terminal baggage handling capacity by up to half with a commensurate increase in unloading and loading times. For homes located furthest from the ferry terminal, unless a tram is solely dedicated to serve that address, it is nearly impossible to conduct both drop-offs and pick-ups in the required time to have passengers delivered to the terminal in time to board the ferry and load their baggage.

⁶ BHIT-operated ferries traverse the Cape Fear River over 8000 times each year. Upon information and belief, no other ferry system in the United States – public or private – makes that many runs annually.

or occasionally three runs throughout the day due to cumulative departure delays. The only viable solution to resolve this problem and achieve OTP goals is to change the schedule to reflect actual and achievable operating parameters.

Proposed New Passenger Ferry Schedule

17. To achieve OTP standards and build more reliability, efficiency, and predictability into the ferry and tram system, and to address the challenges explained above, BHIT recommends and requests approval for changing the passenger ferry schedule from a 30-minute turnaround schedule to a 45-minute turnaround schedule (i.e. departing from each destination point every 90 minutes vs. the current 60 minutes). This will provide the ferry system additional elasticity in the schedule to absorb predictable (seasonal high passenger and baggage numbers) and unpredictable (weather, dredging operations, medical emergencies, etc.) delays, and will significantly improve the system's ability to achieve OTP goals.

18. Exhibits 3 and 4 attached hereto show the proposed Summer and Winter schedules with a 45-minute turnaround for the passenger ferry and continuation of the 30-minute turnaround for the contractor ferry.⁷

19. In the summer, the first contractor ferry will continue to depart from the Deep Point Terminal at 5:30 am and from the island at 6:00 am, Monday through Friday, as it does now. The first passenger ferry will depart at 6:00 am from Deep Point each day of the week (as compared to 7:00 am Monday through Friday and 6:00 am Saturday and

⁷ The proposed schedule change applies to the *passenger ferry only*. The contractor ferry will maintain the current 30-minute schedule. BHIT has concluded that the contractor ferry schedule can continue to operate on a 30-minute turnaround schedule because it is not as subject to seasonal ridership fluctuations, does not require baggage service to be provided, does not include tram delivery over the island, and thus has not experienced the same OTP problems as the passenger ferry. Any person with a ticket – whether for the passenger ferry or the contractor ferry – can board and ride the contractor ferry. This provides on-

Sunday under the current schedule). The first passenger ferry departure from the island will be at 6:45 am, Monday through Friday, and 6:30 am on Saturday and Sunday. The last passenger ferry will leave Deep Point at 10:30 pm, and leave the island at 11:00 pm each day.

20. In the winter, again, the contractor ferry schedule will be unchanged. The first passenger ferry will depart at 6:00 am from Deep Point (as compared to 7:00 am Monday through Friday and 6:00 am Saturday and Sunday under the current schedule). The first passenger ferry departure from the island will be at 6:45 am, Monday through Friday, and 6:30 am on Saturday and Sunday. The last passenger ferry will leave Deep Point at 9:00 Sunday through Thursday, and 10:30 pm Friday and Saturday, and will leave the island at 9:45 Sunday through Thursday, and 11:00 pm on Friday and Saturday.

21. Under the current 30-minute-turnaround schedule, the ferries will travel 24 to 27 one-way runs per day. During the peak travel season, the 30-minute schedule necessitates the cancellation of an average of two runs daily due to the accumulation of late departures throughout the day, as described above.

22. Shifting to the proposed 45-minute schedule, the ferries will make 19 to 20 one-way runs per day carrying an average of 74 passengers. There is sufficient capacity on the vessels to transport all passengers wanting to travel to or from the island with this number of runs over the course of the day, even on the peak usage day. Furthermore, the additional time provided to unload and load passengers and baggage in the proposed schedule will not only significantly improve OTP, but also reduce or eliminate the need to cancel runs. The additional time between departures allows more

island residents -- who may not require baggage handling services or tram service -- other options for frequent departure times from the island and from Deep Point if necessary.

time and scheduling flexibility for the trams to drop-off, pick-up, and deliver passengers to the on-island terminal. This proposal also eliminates the last, late evening runs, which carry on average 3 or fewer passengers throughout the year.

23. Adopting a 45-minute schedule increases the ferry service's ability to remain on schedule, improves service reliability, predictability, and operational efficiency, and builds greater trust with passengers. Ancillary benefits of the 45-minute schedule include reduced stress and fatigue on equipment and employees and increased safety (operational risk including employee injuries increases significantly when operations are rushed to maintain OTP). Furthermore, improving OTP will encourage passengers to adhere to reservation times rather than assume delays, which often compels passengers to arrive earlier than their scheduled departure and over-dependence on standby options, which contributes to a higher number of "bumped" passengers. Coupled with the electronic ticketing and reservation system, the 45-minute schedule will provide passengers a more accessible, flexible, and pleasant travel experience.

24. The proposed new Passenger Ferry and Tram Schedule 53-A (Summer) and Schedule 54-C (Winter) are shown in attached Appendix B.

25. In summary, the new proposed schedules are just and reasonable and in the public's best interest as they will: i) allow BHIT to provide better on-time-performance in accordance with its approved schedules and operational standards; ii) enable greater reliability and predictability of service and reduce passenger wait-times and the chance of being bumped to another run; iii) increase efficiency in the utilization of utility personnel and assets (vessels and trams); iv) reduce the risks of mistakes and errors adversely affecting employee morale and safety; and v) in general, improve customer service.

26. BHIT requests that these changes be effective on May 1, and that they be approved as soon as possible so that it can publicize this new schedule and incorporate it into the reservation system as far in advance of May 1 as possible.

Stakeholder Outreach and Notification

27. Representatives of several major stakeholder groups on the island have been informed of the new proposed passenger ferry schedules. Specifically, Mr. Chad Paul made presentations to the Annual Meeting of the Bald Head Island Association (HOA) on January 27, 2024, and to the annual planning retreat of the Village of Bald Island Council on February 6, at both of which he explained BHIT's plans to shift to a 45-minute schedule.

28. The OTP problems have been widely acknowledged among the stakeholder groups, and the need for a 45-minute turnaround schedule has been informally discussed for some time. It was the subject of questions from, and answers to, the Commissioners at the hearing in Docket No. A-40, Sub 21; it was the subject of public witness testimony in Docket No. A-40, Sub 22 and was discussed with the Public Staff in the context of negotiating conditions in the stipulation in that docket; and it has been the topic of additional meetings with the Public Staff since then.

29. Keeping the Contractor Ferry on its current 30-minute schedule minimizes any adverse effect on employers and contractors doing business on the island (and provides on-island residents -- who may not require baggage handling services or tram service -- additional options for frequent departure times from the island and from Deep Point if necessary). Upon information and belief, none of the major stakeholder groups that use BHIT's system has expressed opposition to the changes requested in this Application.

30. Upon filing of this Application, BHIT will provide copies to the leadership of the major stakeholder groups, as shown on the certificate of service, have copies available for the general public at the ticket office at both the Bald Head Island terminal and the Deep Point terminal, and provide such other notice as may be ordered by the Commission.

31. Upon approval of these adjustments to its schedules, BHIT will: i) post notices of the revised schedules at the Deep Point terminal, the terminal on Bald Head Island, and on the Bald Head Island website; ii) send mass e-mails via several channels to island property owners; iii) announce the changes at various organizational meetings on the island; iv) inform passengers who call to make ferry reservations; and v) provide such other notice as may be ordered by the Commission.

WHEREFORE, BHIT respectfully requests that the Commission issue an order approving the proposed revisions described above to its passenger ferry schedule currently identified as Items 53-A and 54-C, and accept and approve replacement new schedules as set forth in this Application and shown in Appendix B, to be effective as of May 1, ordering notification as described herein, and requiring the filing of the revised schedules.

Respectfully submitted this 19th day of February, 2024.

FOX ROTHSCHILD LLP

/s/ M. Gray Styers, Jr.

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Attorneys for Bald Head Island Transportation, Inc.

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Feb 19 2024

APPENDIX A

Current Passenger Ferry and Tram Schedules:

Item No. 53-A Operating Hours for Bald Head Island Passenger Ferry & Tram Services
(4/1 through 10/31)

Item No. 54-C Operating Hours for Bald Head Island Passenger Ferry & Tram Services
(11/1 through 3/31)

APPENDIX A A-41 SUB 23

Supplement No. 11, Cancels Supplement No 10 to NCUC No. 7

ITEM NUMBER 53-A: OPERATING HOURS FOR BALD HEAD ISLAND PASSENGER FERRY & TRAM SERVICES

All Times are DEPARTURE TIMES from Terminal Listed

Beginning 4/1 through 10/31

MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY				SUNDAY			
DEEP POINT	ISLAND	DEEP POINT	ISLAND	DEEP POINT	ISLAND	DEEP POINT	ISLAND	DEEP POINT	ISLAND	DEEP POINT	ISLAND	* DEEP POINT	* ISLAND	DEEP POINT	ISLAND	* DEEP POINT	* ISLAND
										6:00 AM	6:30 AM				6:00 AM		
7:00 AM	7:30 AM	7:00 AM	7:30 AM	7:00 AM	7:30 AM	7:00 AM	7:30 AM	7:00 AM	7:30 AM	7:00 AM	7:30 AM			7:00 AM	7:30 AM		
8:00 AM	8:30 AM	8:00 AM	8:30 AM	8:00 AM	8:30 AM	8:00 AM	8:30 AM	8:00 AM	8:30 AM	8:00 AM	8:30 AM			8:00 AM	8:30 AM		
9:00 AM	9:30 AM	9:00 AM	9:30 AM	9:00 AM	9:30 AM	9:00 AM	9:30 AM	9:00 AM	9:30 AM	9:00 AM	9:30 AM	9:30 AM	10:00 AM	9:00 AM	9:30 AM	9:30 AM	10:00 AM
10:00 AM	10:30 AM	10:00 AM	10:30 AM	10:00 AM	10:30 AM	10:00 AM	10:30 AM	10:00 AM	10:30 AM	10:00 AM	10:30 AM	10:30 AM	11:00 AM	10:00 AM	10:30 AM	10:30 AM	11:00 AM
11:00 AM	★ 11:30 AM	11:00 AM		11:00 AM		11:00 AM	★ 11:30 AM	11:00 AM	11:30 AM	11:00 AM	11:30 AM	11:30 AM	12:00 PM	11:00 AM	11:30 AM	11:30 AM	12:00 PM
★ 12:00 PM	12:30 PM		12:30 PM		12:30 PM	★ 12:00 PM	12:30 PM	12:00 PM	12:30 PM	12:00 PM	12:30 PM	12:30 PM	1:00 PM	12:00 PM	12:30 PM	12:30 PM	1:00 PM
1:00 PM	1:30 PM	1:00 PM	1:30 PM	1:00 PM	1:30 PM	1:00 PM	1:30 PM	1:00 PM	1:30 PM	1:00 PM	1:30 PM	1:30 PM	2:00 PM	1:00 PM	1:30 PM	1:30 PM	2:00 PM
2:00 PM	2:30 PM	2:00 PM	2:30 PM	2:00 PM	2:30 PM	2:00 PM	2:30 PM	2:00 PM	2:30 PM	2:00 PM	2:30 PM	2:30 PM	3:00 PM	2:00 PM	2:30 PM	2:30 PM	3:00 PM
3:00 PM	3:30 PM	3:00 PM	3:30 PM	3:00 PM	3:30 PM	3:00 PM	3:30 PM	3:00 PM	3:30 PM	3:00 PM	3:30 PM	3:30 PM	4:00 PM	3:00 PM	3:30 PM	3:30 PM	4:00 PM
4:00 PM	4:30 PM	4:00 PM	4:30 PM	4:00 PM	4:30 PM	4:00 PM	4:30 PM	4:00 PM	4:30 PM	4:00 PM	4:30 PM			4:00 PM	4:30 PM		
5:00 PM	5:30 PM	5:00 PM	5:30 PM	5:00 PM	5:30 PM	5:00 PM	5:30 PM	5:00 PM	5:30 PM	5:00 PM	5:30 PM			5:00 PM	5:30 PM		
6:00 PM	6:30 PM	6:00 PM	6:30 PM	6:00 PM	6:30 PM	6:00 PM	6:30 PM	6:00 PM	6:30 PM	6:00 PM	6:30 PM			6:00 PM	6:30 PM		
7:00 PM	7:30 PM	7:00 PM	7:30 PM	7:00 PM	7:30 PM	7:00 PM	7:30 PM	7:00 PM	7:30 PM	7:00 PM	7:30 PM			7:00 PM	7:30 PM		
8:00 PM	8:30 PM	8:00 PM	8:30 PM	8:00 PM	8:30 PM	8:00 PM	8:30 PM	8:00 PM	8:30 PM	8:00 PM	8:30 PM			8:00 PM	8:30 PM		
9:00 PM	9:30 PM	9:00 PM	9:30 PM	9:00 PM	9:30 PM	9:00 PM	9:30 PM	9:00 PM	9:30 PM	9:00 PM	9:30 PM			9:00 PM	9:30 PM		
10:00 PM	10:30 PM	10:00 PM	10:30 PM	10:00 PM	10:30 PM	10:00 PM	10:30 PM	10:00 PM	10:30 PM	10:00 PM	10:30 PM			10:00 PM	10:30 PM		
11:00 PM		11:00 PM		11:00 PM		11:00 PM		11:00 PM	11:30 PM	11:00 PM				11:00 PM			



TRAM SERVICE NOT AVAILABLE



FERRY SERVICE NOT AVAILABLE

* Offered from 2nd Saturday of June through Labor Day Weekend

◆◆ Offered from Memorial Day Weekend through Labor Day Weekend

Service offered during May through September only.

PLEASE MAKE RESERVATIONS WELL IN ADVANCE FOR ALL TRAM SERVICES Departing Deep Point 457-5003 Departing Island 457-5006

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Feb 19 2024

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Supplement No. 11, Cancels Supplement No. 10 to NCUC No. 7

ITEM NUMBER 54-C: OPERATING HOURS FOR BALD HEAD ISLAND PASSENGER FERRY & TRAM SERVICES

All Times are DEPARTURE TIMES from Terminal Listed

Beginning 11/1 through 3/31

MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY	
DEEP POINT	ISLAND	DEEP POINT	ISLAND	DEEP POINT	ISLAND	DEEP POINT	ISLAND	DEEP POINT	ISLAND	DEEP POINT	ISLAND	DEEP POINT	ISLAND
										6:00 AM	6:30 AM	6:00 AM	6:30 AM
7:00 AM	7:30 AM	7:00 AM	7:30 AM	7:00 AM	7:30 AM	7:00 AM	7:30 AM	7:00 AM	7:30 AM	7:00 AM	7:30 AM	7:00 AM	7:30 AM
8:00 AM	8:30 AM	8:00 AM	8:30 AM	8:00 AM	8:30 AM	8:00 AM	8:30 AM	8:00 AM	8:30 AM	8:00 AM	8:30 AM	8:00 AM	8:30 AM
9:00 AM	9:30 AM	9:00 AM	9:30 AM	9:00 AM	9:30 AM	9:00 AM	9:30 AM	9:00 AM	9:30 AM	9:00 AM	9:30 AM	9:00 AM	9:30 AM
10:00 AM	10:30 AM	10:00 AM	10:30 AM	10:00 AM	10:30 AM	10:00 AM	10:30 AM	10:00 AM	10:30 AM	10:00 AM	10:30 AM	10:00 AM	10:30 AM
11:00 AM		11:00 AM		11:00 AM		11:00 AM		11:00 AM		11:00 AM		11:00 AM	11:30 AM
	12:30 PM		12:30 PM		12:30 PM		12:30 PM		12:30 PM		12:30 PM	12:00 PM	12:30 PM
1:00 PM	1:30 PM	1:00 PM	1:30 PM	1:00 PM	1:30 PM	1:00 PM	1:30 PM	1:00 PM	1:30 PM	1:00 PM	1:30 PM	1:00 PM	1:30 PM
2:00 PM	2:30 PM	2:00 PM	2:30 PM	2:00 PM	2:30 PM	2:00 PM	2:30 PM	2:00 PM	2:30 PM	2:00 PM	2:30 PM	2:00 PM	2:30 PM
3:00 PM	3:30 PM	3:00 PM	3:30 PM	3:00 PM	3:30 PM	3:00 PM	3:30 PM	3:00 PM	3:30 PM	3:00 PM	3:30 PM	3:00 PM	3:30 PM
4:00 PM	4:30 PM	4:00 PM	4:30 PM	4:00 PM	4:30 PM	4:00 PM	4:30 PM	4:00 PM	4:30 PM	4:00 PM	4:30 PM	4:00 PM	4:30 PM
5:00 PM	5:30 PM	5:00 PM	5:30 PM	5:00 PM	5:30 PM	5:00 PM	5:30 PM	5:00 PM	5:30 PM	5:00 PM	5:30 PM	5:00 PM	5:30 PM
6:00 PM	6:30 PM	6:00 PM	6:30 PM	6:00 PM	6:30 PM	6:00 PM	6:30 PM	6:00 PM	6:30 PM	6:00 PM	6:30 PM	6:00 PM	6:30 PM
7:00 PM	7:30 PM	7:00 PM	7:30 PM	7:00 PM	7:30 PM	7:00 PM	7:30 PM	7:00 PM	7:30 PM	7:00 PM	7:30 PM	7:00 PM	7:30 PM
8:00 PM	8:30 PM	8:00 PM	8:30 PM	8:00 PM	8:30 PM	8:00 PM	8:30 PM	8:00 PM	8:30 PM	8:00 PM	8:30 PM	8:00 PM	8:30 PM
9:00 PM	9:30 PM	9:00 PM	9:30 PM	9:00 PM	9:30 PM	9:00 PM	9:30 PM	9:00 PM	9:30 PM	9:00 PM	9:30 PM	9:00 PM	9:30 PM
				10:00 PM	10:30 PM	10:00 PM	10:30 PM	10:00 PM	10:30 PM	10:00 PM	10:30 PM		
						11:00 PM	11:30 PM	11:00 PM	11:30 PM		11:30 PM		
									12:30 AM				



TRAM SERVICE NOT AVAILABLE

PLEASE MAKE RESERVATIONS WELL IN ADVANCE FOR ALL TRAM SERVICES



FERRY SERVICE NOT AVAILABLE

Departing Deep Point 457-5003

Departing Island 457-5006

APPENDIX B

Proposed Passenger and Tram Schedules with a 45-minute turnaround:

Item No. 53-A Operating Hours for Bald Head Island Passenger Ferry & Tram Services
(4/1 through 10/31)

Item No. 54-C Operating Hours for Bald Head Island Passenger Ferry & Tram Services
(11/1 through 3/31)

Proposed -- Item No. 53-A Passenger Ferry Schedule – SUMMER - 45-Minute Schedule

All Times are Departure Times
from Terminal Listed

Beginning 4/1 through 10/31

Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
DP	BHI	DP	BHI	DP	BHI	DP	BHI	DP	BHI	DP	BHI	DP	BHI
6:00 AM	6:45 AM	6:00 AM	6:45 AM	6:00 AM	6:45 AM	6:00 AM	6:45 AM	6:00 AM	6:45 AM	6:00 AM	6:30 AM	6:00 AM	6:30 AM
7:30 AM	8:15 AM	7:30 AM	8:15 AM	7:30 AM	8:15 AM	7:30 AM	8:15 AM	7:30 AM	8:15 AM	6:45 AM	7:30 AM	6:45 AM	7:30 AM
9:00 AM	9:45 AM	9:00 AM	9:45 AM	9:00 AM	9:45 AM	9:00 AM	9:45 AM	9:00 AM	9:45 AM	7:30 AM	8:15 AM	7:30 AM	8:15 AM
10:30 AM	11:15 AM	10:30 AM	11:15 AM	10:30 AM	11:15 AM	10:30 AM	11:15 AM	10:30 AM	11:15 AM	8:15 AM	9:00 AM	8:15 AM	9:00 AM
12:00 PM	12:45 PM	12:00 PM	12:45 PM	12:00 PM	12:45 PM	12:00 PM	12:45 PM	12:00 PM	12:45 PM	9:00 AM	9:45 AM	9:00 AM	9:45 AM
1:30 PM	2:15 PM	1:30 PM	2:15 PM	1:30 PM	2:15 PM	1:30 PM	2:15 PM	1:30 PM	2:15 PM	9:45 AM	10:30 AM	9:45 AM	10:30 AM
3:00 PM	3:45 PM	3:00 PM	3:45 PM	3:00 PM	3:45 PM	3:00 PM	3:45 PM	3:00 PM	3:45 PM	10:30 AM	11:15 AM	10:30 AM	11:15 AM
4:30 PM	5:15 PM	4:30 PM	5:15 PM	4:30 PM	5:15 PM	4:30 PM	5:15 PM	4:30 PM	5:15 PM	11:15 AM	12:00 PM	11:15 AM	12:00 PM
6:00 PM	6:45 PM	6:00 PM	6:45 PM	6:00 PM	6:45 PM	6:00 PM	6:45 PM	6:00 PM	6:45 PM	12:00 PM	12:45 PM	12:00 PM	12:45 PM
7:30 PM	8:15 PM	7:30 PM	8:15 PM	7:30 PM	8:15 PM	7:30 PM	8:15 PM	7:30 PM	8:15 PM	12:45 PM	1:30 PM	12:45 PM	1:30 PM
9:00 PM	9:45 PM	9:00 PM	9:45 PM	9:00 PM	9:45 PM	9:00 PM	9:45 PM	9:00 PM	9:45 PM	1:30 PM	2:15 PM	1:30 PM	2:15 PM
10:30 PM	11:00 PM	10:30 PM	11:00 PM	10:30 PM	11:00 PM	10:30 PM	11:00 PM	10:30 PM	11:00 PM	2:15 PM	3:00 PM	2:15 PM	3:00 PM
No Tram Service DP - Deep Point Departure BHI - Bald Head Island Departure Available Memorial Day Weekend through Labor Day Weekend										3:00 PM	3:45 PM	3:00 PM	3:45 PM
										3:45 PM	4:30 PM	3:45 PM	4:30 PM
										4:30 PM	5:15 PM	4:30 PM	5:15 PM
										6:00 PM	6:45 PM	6:00 PM	6:45 PM
										7:30 PM	8:15 PM	7:30 PM	8:15 PM
										9:00 PM	9:45 PM	9:00 PM	9:45 PM
										10:30 PM	11:00 PM	10:30 PM	11:00 PM

OFFICIAL COPY

Feb 19 2024

Proposed – Item No. 54-C Passenger Ferry Schedule -- WINTER -- 45-Minute Schedule

All Times are Departure Times
from Terminal Listed

Beginning 11/1 through 3/31

Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
DP	BHI	DP	BHI	DP	BHI	DP	BHI	DP	BHI	DP	BHI	DP	BHI
6:00 AM	6:45 AM	6:00 AM	6:45 AM	6:00 AM	6:45 AM	6:00 AM	6:45 AM	6:00 AM	6:45 AM	6:00 AM	6:30 AM	6:00 AM	6:30 AM
7:30 AM	8:15 AM	7:30 AM	8:15 AM	7:30 AM	8:15 AM	7:30 AM	8:15 AM	7:30 AM	8:15 AM	7:30 AM	8:15 AM	7:30 AM	8:15 AM
9:00 AM	9:45 AM	9:00 AM	9:45 AM	9:00 AM	9:45 AM	9:00 AM	9:45 AM	9:00 AM	9:45 AM	9:00 AM	9:45 AM	9:00 AM	9:45 AM
10:30 AM	11:15 AM	10:30 AM	11:15 AM	10:30 AM	11:15 AM	10:30 AM	11:15 AM	10:30 AM	11:15 AM	10:30 AM	11:15 AM	10:30 AM	11:15 AM
12:00 PM	12:45 PM	12:00 PM	12:45 PM	12:00 PM	12:45 PM	12:00 PM	12:45 PM	12:00 PM	12:45 PM	12:00 PM	12:45 PM	12:00 PM	12:45 PM
1:30 PM	2:15 PM	1:30 PM	2:15 PM	1:30 PM	2:15 PM	1:30 PM	2:15 PM	1:30 PM	2:15 PM	1:30 PM	2:15 PM	1:30 PM	2:15 PM
3:00 PM	3:45 PM	3:00 PM	3:45 PM	3:00 PM	3:45 PM	3:00 PM	3:45 PM	3:00 PM	3:45 PM	3:00 PM	3:45 PM	3:00 PM	3:45 PM
4:30 PM	5:15 PM	4:30 PM	5:15 PM	4:30 PM	5:15 PM	4:30 PM	5:15 PM	4:30 PM	5:15 PM	4:30 PM	5:15 PM	4:30 PM	5:15 PM
6:00 PM	6:45 PM	6:00 PM	6:45 PM	6:00 PM	6:45 PM	6:00 PM	6:45 PM	6:00 PM	6:45 PM	6:00 PM	6:45 PM	6:00 PM	6:45 PM
7:30 PM	8:15 PM	7:30 PM	8:15 PM	7:30 PM	8:15 PM	7:30 PM	8:15 PM	7:30 PM	8:15 PM	7:30 PM	8:15 PM	7:30 PM	8:15 PM
9:00 PM	9:45 PM	9:00 PM	9:45 PM	9:00 PM	9:45 PM	9:00 PM	9:45 PM	9:00 PM	9:45 PM	9:00 PM	9:45 PM	9:00 PM	9:45 PM
								10:30 PM	11:00 PM	10:30 PM	11:00 PM		

No Tram Service

DP-Deep Point Departure

BHI - Bald Head Island Departure

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Feb 19 2024

STATE OF NORTH CAROLINA)
)
COUNTY OF BRUNSWICK)

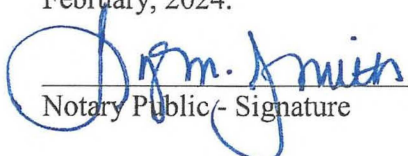
V E R I F I C A T I O N

Charles A. Paul, III, President, Bald Head Island Transportation, Inc., verifies that he has read the foregoing APPLICATION FOR REVISIONS TO FERRY SCHEDULES and knows the contents thereof; that the same is true of his own knowledge, except as to those matters therein alleged upon information and belief, and as to those matters, he believes them to be true.



Charles A. Paul, III

SWORN TO AND SUBSCRIBED
before me this 19th day of
February, 2024.



Notary Public - Signature

Tracy M. Smith

Notary Public – Printed Name

My Commission Expires:

2/15/2028



CERTIFICATE OF SERVICE

I, M. Gray Styers, Jr., hereby certify that the foregoing **APPLICATION FOR REVISIONS TO FERRY SCHEDULES** has been served this day on counsel of record by hand delivery, electronic mail or by depositing copies of same in a depository under the exclusive care and custody of the United States Postal Service in postage prepaid envelopes and properly addressed as follows:

Christopher J. Ayers, Esq.
Executive Director
North Carolina Utilities Commission - Public Staff
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Raleigh, North Carolina 27611

William E. H. Creech, Esq.
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North Carolina Utilities Commission - Public Staff
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Christine Osborne, President
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David Sawyer, CEO
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E-Mail: dsawyer@bhiclub.net

This 19th day of February, 2024.

/s/ M. Gray Styers, Jr.
M. Gray Styers, Jr.