



CHEBEAGUE TRANSPORTATION COMPANY

January 2023

# News from CTC!

## 2022 In Review!

### Winter Office Hours

Monday - Thursday

9am - 4pm

Friday

9am - 12:30pm

### A note on our boarding times...

We implemented a boarding time during the pandemic to give our crews time to clean the boats and to minimize contact between passengers. This boarding time came with the added benefit of allowing time for the crew to conduct trainings, complete routine maintenance tasks and step off the boat to use the bathroom (our crews need to do this too!).

Our operation was highly scrutinized during the pandemic with the USCG providing the most oversight for our industry. They requested updates to operational changes throughout the pandemic. When we let them know that we restricted passenger access to our vessels to only when the crew was there, they let us know in no uncertain terms that we were to do this all the time. Passengers may not access the vessel if it is not fully staffed in accordance to its Certificate of Inspection (COI).

Because of this, and in order to give passengers a clear and reasonable expectation of when they can walk on the boat, we continue to board passengers beginning 10 minutes prior to departure.

*Thanks for your understanding and cooperation!*

### Business Office:

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Chebeague Island, ME 04017  
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www.ctcferry.org

This past year was a busy one! Passenger counts on our ferry approached pre-pandemic levels, stayed very busy all summer and our parking lots were full but manageable this summer. Like many businesses, we continued to struggle a little with staffing and have felt just a little short handed. Despite this, thanks to the dedication of our employees, we have had almost no schedule disruptions.

On top of our normal operations, CTC undertook a few projects in 2022. We implemented a new, digital ticketing system that will greatly improve our ticketing during the busiest times of the year. It also helps us make sure we capture a fare from every passenger who rides the ferry. We worked with the Town and the dredge contractor at the beginning of the year to ensure our continuity of operations while the dredging project was underway. We were ecstatic when we finally were able to safely run at all tides again! CTC also engaged a development consultant in 2022 who has been working with us to explore grants and other fund-

ing opportunities that are available to non-profits like us. We anticipate this helping to allow us to continue to invest for the future in our buses, boats and parking lots while keeping our fares as affordable as possible.

While the final numbers are not in yet, 2022 will end up being CTC's strongest operational revenue year to date! This was driven by a continuing increase in ridership, which projects to be up 8% over 2021 along with fare increases on our ten ride ferry tickets and increase in certain parking fees. Unfortunately, this great revenue year was offset by one of the most expensive years on record as well. With fuel and labor costs rising, both for CTC and our vendors, repairs and maintenance, fuel and salaries and wages costs worked together to create a negative cash flow year for CTC. We are working to explore new revenue streams and as always, try to keep costs as low as possible get back to a positive cashflow year in 2023.

*Happy New Year!*

### CTC to Implement Winter Boarding Procedure!

With passenger counts low, temperatures dropping and inclement weather a common thing for the next few months, CTC will implement a winter boarding procedure effective immediately.

- Passengers should wait on the pier for instructions to board from the crew.
- *Boarding* on the Chebeague side will begin *10 minutes prior to departure* time.
- *Tickets must be purchased* online or from our office, *in advance* of getting to the ferry.
- Deckhands will collect fares once the ferry is underway.

The lower passenger counts allow us to do this until we get busy again. Starting May 26th, we will go back to collecting tickets on the pier, prior to boarding.

### EMPLOYEE BIRTHDAYS

Alan Small - Jan. 8

*Happy Birthday!*