

# CTC Customer Survey Results - 2010

*This report summarizes the results of a survey conducted by Chebeague Transportation Company in November 2010. Over 120 customers submitted a survey. 58% of the respondents were year round residents. 65% use CTC three times per week or more. The survey gives CTC valuable insight to our customers' needs. Thanks to everyone who took the time to complete it. If you have any questions, feel free to contact Carol Sabasteanski at (207) 319-3061 or csabasteanski@gmail.com*

Question	Selection	Answer	Percentage
<b>2. What is your relationship to Chebeague?</b>			
	# Answer	Response	%
	1 Year around resident	66	58%
	2 Seasonal resident	35	31%
	3 Frequent visitor or renter	10	9%
	4 Occasional visitor or renter	1	1%
	5 Provider of services to Chebeague but non-resident	2	2%
	Total	114	100%
<b>3. How often do you use CTC when you are on (or working on) Chebeague? (Count round trip travel as ONE use)</b>			
	# Answer	Response	%
	1 Average less than once per week	40	35%
	2 Average up to three times per week	51	45%
	3 Average four to nine times per week	20	18%
	4 Average ten times or more per week	2	2%
	Total	113	100%
<b>4. What best describes you? (Check all that apply)</b>			
	# Answer	Response	%
	1 Commuter	18	16%
	2 Family with school aged children	21	18%
	3 Retired	48	42%
	4 Middle aged with grown children	26	23%
	5 Student	4	4%
	6 Other - Up to 50 words	10	9%
<b>5. How would you rate our bus and parking lot service to our customers?</b>			
	# Answer	Response	%
	1 Poor	5	5%
	2 Just OK	14	13%
	3 Good	45	41%
	4 Very Good	45	41%
	Total	109	100%
<b>6. How would you rate our boat transportation service to our customers?</b>			
	# Answer	Response	%
	1 Poor	1	1%
	2 Just OK	6	6%
	3 Good	43	39%
	4 Very Good	59	54%
	Total	109	100%

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### 7. How would you rate our barging service to our customers?

# Answer	Response	%
1 Poor	7	7%
2 Just OK	20	20%
3 Good	39	39%
4 Very Good	33	33%
Total	99	100%

### 8. How would you rate our service to visitors to the island who are not familiar with our operations?

# Answer	Response	%
1 Poor	9	8%
2 Just OK	36	34%
3 Good	47	44%
4 Very Good	15	14%
Total	107	100%

### 9. How would you rate our service to customers who need help loading and unloading freight?

# Answer	Response	%
1 Poor	7	7%
2 Just OK	16	15%
3 Good	40	38%
4 Very Good	42	40%
Total	105	100%

### 10. How would you rate our service to our elderly customers?

# Answer	Response	%
1 Poor	8	8%
2 Just OK	8	8%
3 Good	29	28%
4 Very Good	60	57%
Total	105	100%

### 11. How would you rate our overall level of service to our customers?

# Answer	Response	%
1 Poor	1	1%
2 Just OK	20	18%
3 Good	46	41%
4 Very Good	44	40%
Total	111	100%

### 12. How would you rate the value of our parking and bus operations?

# Answer	Response	%
1 Poor	15	15%
2 Just OK	24	23%
3 Good	43	42%
4 Very Good	21	20%
Total	103	100%

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### 13. How would you rate the value of our boat operations?

# Answer	Response	%
1 Poor	3	3%
2 Just OK	30	28%
3 Good	40	37%
4 Very Good	35	32%
Total	108	100%

### 14. How would you rate the value of our barging operations?

# Answer	Response	%
1 Poor	6	6%
2 Just OK	19	20%
3 Good	51	53%
4 Very Good	20	21%
Total	96	100%

### 15. How would you rate the overall value of our operations?

# Answer	Response	%
1 Poor	2	2%
2 Just OK	28	26%
3 Good	47	44%
4 Very Good	30	28%
Total	107	100%

### 16. What do you think CTC's priorities should be in 2011?

# Answer	Response	%
1 Improve customer service	19	18%
2 Add trips	17	17%
3 Reduce costs	71	69%
4 Other - Up to 50 words	35	34%

### 17. How can CTC best improve its customer service?

# Answer	Response	%
1 More help with freight and luggage Improve communication with	26	28%
2 customers Have friendlier and more helpful	32	35%
3 service	29	32%
4 Improve the freight shed Improve access to boat (please	28	30%
5 explain) - Up to 50 words	10	11%
6 Other - Up to 50 words	28	30%

### 18. Where should CTC add trips?

# Answer	Response	%
1 Trips should be reduced to reduce our cost	30	31%
2 Trips are fine the way they are	29	30%
3 Morning trips (until Noon)	6	6%
4 Afternoon trips (Noon until 6)	5	5%
5 Evening trips (after 6)	31	32%

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## Comments on improving Customer Service

Rail on Cousins Island needs to have another more narrow hand rail like Chebeague does.  
Start an on call CTC water taxi service to downtown Portland  
Add more barging time  
Most of the employees are wonderful  
Create annual/season passes  
More handicapped spaces needed on Chebeague, add same on Cousins  
CTC boat employees should help with freight on Chebeague side  
Continue to work to run the barge like a business, with real schedules, using current technologies  
Boat and pier need to be reconfigured to help elderly  
Boat is dark when customers enter  
2 way ramp to float  
Reduce costs  
You do a great job.  
Fight over the hill and barge restrictions.  
Long term parking costs more than barging.  
Can't unload freight on Cousins  
Widen turn around for bus  
Heat, light, and weatherize the freight shed  
Still difficult to drive down to boat on Cousins..bus drivers get upset  
Increase safety at stone pier relative to retrieving baggage, etc.  
Rainy weather, channel roof water away from stern luggage area  
Always have boat docked headed out for faster rescue departures  
There has got to be a better way to get freight on boat  
Investigate feasibility of credit card payments for visitors

## Summary of Additional Comments Made in Survey

Inconsistent service levels from boat crew and bus drivers. Some are helpful, some are not  
Need evening trips for school kids (8:00PM)  
Too expensive for families and friends to visit the island, can we have a day pass or family pass?  
Snow plowing on Cousins is not as good as Route 1.  
Consider earlier boat for commuters who need to be to work at 7am  
Too many trips for size of population, eliminate low volume trips  
Improve barge service. To much waiting time.  
Cost of transportation too high for families living on the island  
Improve freight shed, get lights and heat if possible  
Do a better job informing visitors of the process of getting to the island  
Find a better way to handle freight. How about supplying freight carts?  
Limit the amount of freight a person can bring on, some people abuse the service  
Offer more options for parking fees (monthly, etc)  
Crew should let people board on Cousins in bad weather before crew loads the freight  
Investigate advantages of non-profit structure  
Investigate advantages of transit authority structure  
Offer senior discount  
Run a van in the winter  
Bus drivers should be more helpful in helping with freight, some help, some do nothing.  
Bus drives should provide more information to visitors to the island about how to handle luggage, etc  
Add Sunday evening trips  
Bus drivers have been more helpful in the last year helping with freight  
Reduce parking lot fees  
Customer service has improved in recent years  
CTC staff now seems to have the attitude that their job is to provide customer service, an important shift from past years  
More trips in summer, reduce trips in winter  
Overall I think the company is a wonderful institution

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Add early evening trips  
Consider adding on call water taxi service  
Lack of consistency among employees is a problem  
There should be commuter, resident, non-resident passes that can be purchased annually (or seasonally)  
Families cannot afford to go to the mainland for an evening, ferry costs are too high  
Have agenda and financials available a week before the annual meeting.  
Let bus drivers drive people up the hill  
Run busses to Falmouth shopping center between boats  
Change boat schedule, add trips during rush hour and dinnertime  
Don't hire more people, leave things alone  
Post schedule and prices in parking lot.  
Bus needs to leave on time.  
Use debit/credit cards  
Reduce ferry fees