

Chebeague Transportation Company

# What's New at CTC?

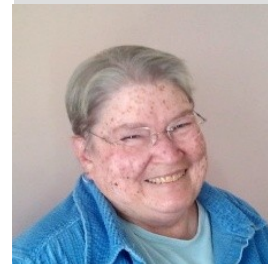
www.chebeaguetrans.com

December 2010



## CTC Staff in the Spotlight

**Gloria Brown**



Gloria Brown, CTC's Office Manager, joined the company in June of 2000. She has lived on Chebeague for 25 years with her husband Bob who is a mechanical engineer and a CTC commuter. They live in the house built by Bob's great grandparents Ami and Dora Littlefield. Gloria is originally from Cambridge Mass and worked for many years as a legal secretary. She says that after spending a two week vacation on the island when she was first married, she was "hooked" on Chebeague. Son Christopher lived on the island for several years and attended high school while here. He now is married with a three year old son, Liam, and lives in Windham. Gloria is very active in the Church. Her favorite hobby is genealogy. **Gloria will be leaving CTC in December. We are very grateful for her many years of dedicated service to the company. Please help us wish her well !**

### PLEASE NOTE:

- Free Boat Days for all customers will be Saturday December 4th and Saturday December 11th.
- Parking Applications should be sent to the Business Office as soon as possible to reserve your space for 2011. Stickers will be mailed in December.

### CTC & Community

CTC provides many vital services to the island. One of the services we perform is Rescue. In 2009, we assisted over 70 people in getting to the hospital in a timely manner. In order to do this, we require crews to be on call 24 hours per day and monitor the rescue calls constantly. Neither CTC nor employees receive compensation for rescues. They are part of our service to the island.

#### Business Office:

(207) 846-5227  
123 Roy Hill Rd,  
PO Box 27  
ctc@chebeague.net

#### General Manager:

(207) 319-3061

### Survey Says.....

CTC has been conducting a customer survey during the month of November. As of November 20th, we have had approximately 80 responses. We are grateful to the many customers who not only took time to complete the survey, but also offered many valuable suggestions. Our customers will be provided with the survey results once all have been received and tabulated. We thought we would give an interim report for surveys received before November 20.

Percent of respondents rating "Good" or "Very Good" for service in:

Parking and bus services—84%

Boat—95%

Barging—63%

Overall Service—80%

Percent of respondents rating "Good" or "Very Good" for value of:

Parking and bus services—62%

Boat service—72%

Barging—72%

Overall value—72%

Thanks to everyone who is helping CTC by letting us know how we can serve you better!

### Christmas and New Year's Day Schedule

Christmas			New Year's Day	
Bus leaves RT 1	Boat leaves Chebeague	Boat leaves Cousins	Boat leaves Chebeague	Boat leaves Cousins
7:45 AM	8:00 AM	8:15 AM	8:00 AM	8:15 AM
<b>9:45 AM</b>	<b>10:00 AM</b>	<b>10:15 AM</b>		
11:45 AM	12 PM	12:15 PM	12 PM	12:15 PM
4:30 PM	4:45 PM	5:00 PM	4:45 PM	5:00 PM
7:15 PM	7:30 PM	7:45 PM	7:30 PM	7:45 PM

We have added a 10AM boat from Chebeague on Christmas Day. We will continue to evaluate the convenience of our schedules.

