



Selected Survey Comments:

"Help for riders from the Route 1 parking lot is spotty depending on who the driver is."

"A middle evening (around 8 p.m.) weeknight run is critical. Expecting kids to come home at 9 or 10 on a school night if they have after-school activities is not good."

"Excessive amounts of personal freight coming over during summer months creates gridlock...Casco Bay Lines freight option works really well, and it would be great to find ways to encourage more to try it....People have been abusing the generosity of the CTC; shipping beds and bureaus on the afternoon of July 3rd comes to mind."

"Reduce the price; friends think it's too much money to just come over for the day."

"Maybe CTC could employ a few teenagers to help at the bus lot and unloading at the wharf. We all help one another out, but during the summer, it might help to move things along and keep everyone moving. Most visitors are reluctant to take any bag but their own until someone reminds us that we are all going to the same place."

"Short-term parking rates are high."

"Family discounts for visitors."

"Thank you for this very important shift in company karma."

What's New at CTC?

What do CTC customers think?

We asked and you responded. More than 120 of you took the time and effort to answer our recent customer survey, and we are grateful. Your thumbs up -- and thumbs down -- on issues such as customer service, fees, barging and schedules will help us set our priorities and improve our operations in 2011. We've already started on that task.

On the whole, you gave us a ranking of a little less than "good" on overall value and a little higher than good on overall service. Boat transportation rated the highest in service, while barging rated the lowest. For value, boat transportation rated the highest with parking and bus service the lowest.

We know we can do better. We realize that we can't immediately address all the issues that you've raised, but in the coming months your suggestions and comments will help us shape our planning as we reassess our operations. By this time next year, we hope you see significant improvements in many areas.

Your top priority for CTC in 2011 -- and this includes year-round residents, seasonal residents and visitors/renters -- is to reduce costs. Many of you encouraged us to move ahead with becoming a non-profit, or a quasi-public operation, which would make us eligible for grants.

61% of respondents thought we should maintain or reduce the current schedule. 32% felt we should add evening trips.

Consistency of service is another issue we need to address. You told us that in several ways. New employee guidelines are being created that will spell out customer service requirements. We know some of our employees go the extra mile for our customers; under the new guidelines that is expected of all our employees.

You've also asked us to be better communicators. This customer survey is just the first step in the process. We plan on doing a better job explaining our operations to everyone. The trip to and from Chebeague is old hat for many of us, but for first-time visitors it is often confusing and that can cause delays. We can alleviate some of that confusion by simply letting visitors know how things are done.

This is just a summary of the survey results. The complete results, plus a selection of some of your comments pro and con, is available on our website, www.chebeaguetrans.com. We'll also have some printed copies available to share on the Islander. Thank you for your input and please continue to let us know how we can better serve Chebeague.

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CTC Staff in the Spotlight

Leon Hamilton



Leon Hamilton will retire from his full time position as CTC captain in January. Leon was born and raised on Chebeague and has spent most of his working life on the water. He served in the Navy and Coast Guard for many years. He also ran supply boats to oil rigs in the Gulf of Mexico and captained the Monhegan Ferry from New Harbor. In 1998 he joined CTC as a Captain. Leon's priorities at CTC have been to "keep everything going" to ensure customers get a dependable and safe ferry service. He has been in charge of vessel maintenance for several years and has always made sure that the vessels were well cared for. Leon and wife Jennifer are looking forward to spending time in the South during the cold Maine winters. He will not be gone from CTC totally, however, as Leon has signed on to be a seasonal Captain for barging and charter services. He will be back at CTC in April to start that position. **Please help us thank Leon for his years of excellent service to CTC!**