



# What's New at CTC?

## CTC Policies

### ANNUAL PARKING PERMIT FEES WERE DUE IN FULL ON MARCH 31ST

The deadline for receiving full payment for annual parking fees for 2017 was March 31st.

Customers who have not paid the full amount due by the end of a 30 day grace period (April 30th) will have to pay the full annual parking fee when submitting an application for 2018.

Please affix your 2017 sticker to your car if you have not done so already to avoid violation tickets and fines.

### Reminder

*Summer ferry fares go into effect on May 1st.*

**DESIGNATED COMMUTER PARKING ON COUSINS ISLAND ENDS APRIL 1ST.**

### CTC OFFICE

(207) 846-5227/846-3700  
16 North Road, PO Box 27  
Chebeague Island, ME 04017  
chebeaguetrans@gmail.com  
chebeaguetrans.com

CTC policies are designed for the safe and efficient transportation of our customers. Last month, we reviewed the Safety Policy and Passenger Behavior Policy. Our review of policies continue this month with the Package Transport Policy, Commercial Freight Policy, and Disability Accommodation Policy.

### Package Transport Policy

It is the Policy of the Company to transport packages both on and off the island as a service and convenience to our customers. Customers requesting package transport by ferry boat or bus will be responsible for assuring proper packaging of contents and labeling for delivery, as well as making arrangements for delivery or pickup. All packages transported by the Company shall be carried at the customer's risk, and the Company shall have no liability for lost or damaged packages or their contents. Normal freight fees will apply.

### Commercial Freight Policy

Freight should be delivered by the 12:15 PM ferry.

Freight should not be delivered

by dual wheel vehicles.

Customers who are not on the ferry must notify CTC of the delivery in advance.

The first person who calls the CTC office on 4/13/2017 and says "Happy Easter, CTC" gets a free guest ticket book.

All unaccompanied freight must display customer's name.

Freight must be picked up at the ferry directly after the boat returns to Chebeague.

Freight fees must be paid upon delivery to Chebeague.

### Disability Accommodation Policy

Passengers needing accommodations because of physical disabilities should call the CTC office during regular business hours at least 24 hours in advance of travel.

Passengers who need assistance boarding the ferry should consider the tides on the dates of travel and travel on high tides if possible. The ramp to the ferry float is very steep on low tide.

## Don't Get Towed!!

In accordance with our published policies - CTC may have any unauthorized vehicle towed from our parking lots. All vehicles must have an annual parking permit or a daily parking ticket displayed.

### Freight on the Bus

In serving the island, CTC transports great quantities of both personal and commercial freight. We would like to remind our customers of some of our freight policies and regulations regarding transportation on our buses.

The CTC buses are used to transport personal freight only for bus passengers.

Commercial freight deliveries to Chebeague should be delivered directly to the wharf from the supplier.

Passengers who have large amounts of personal freight should deliver it to the wharf and then return to the parking lot for the ride on the bus.

Federal regulations prohibit the transportation of any type of fuel or anything that has - or has had - fuel in it on our buses.

Transporting vehicle or marine batteries is also prohibited on buses.

Please review our Package Transport Policy for more information.