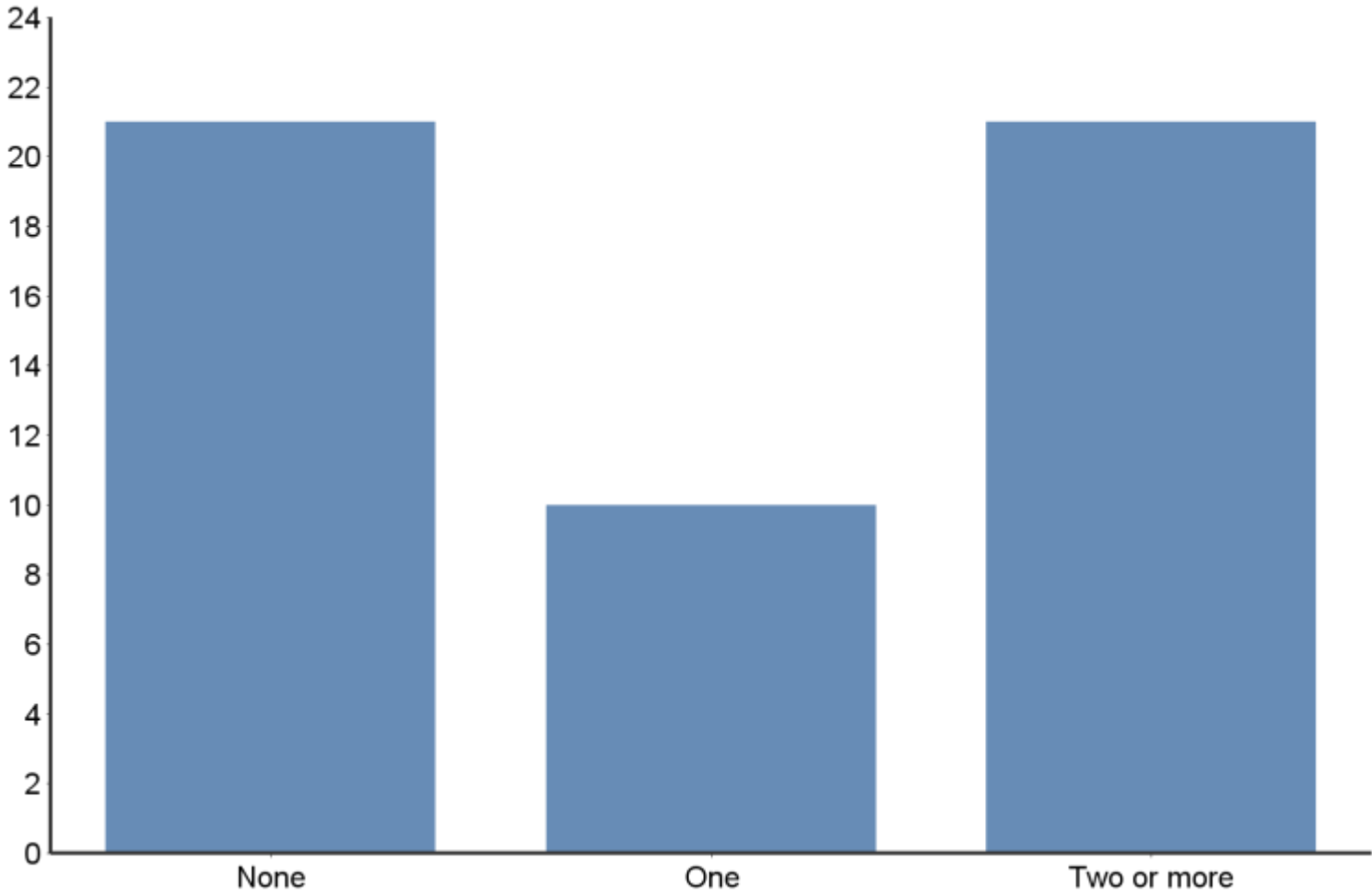
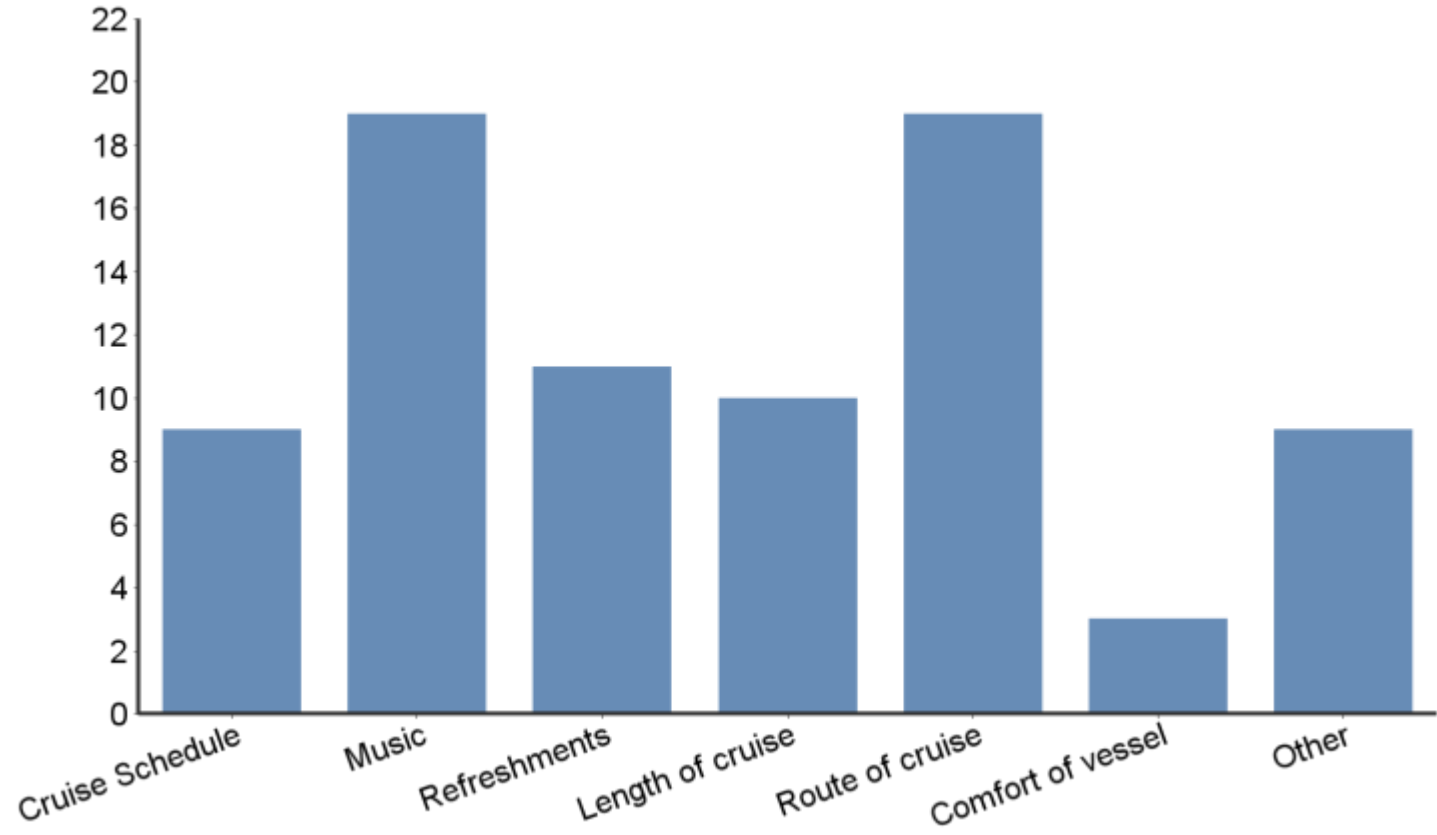


How many cruises did you join in 2011?



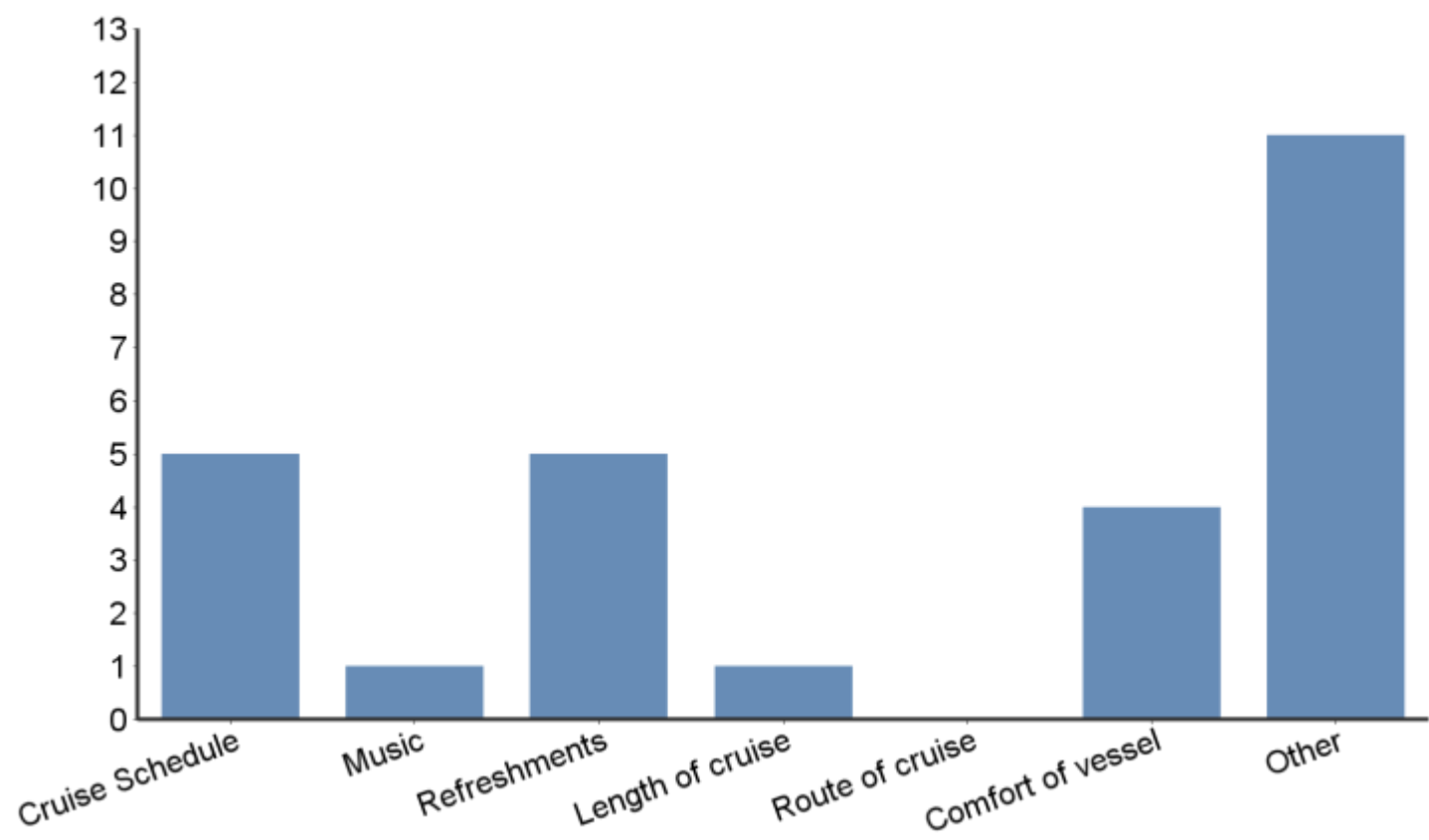
| # | Answer | Bar | Responses | % |
|---|-------------|---|-----------|--------|
| 1 | None | <div style="width: 21px; height: 15px; background-color: #4F81BD;"></div> | 21 | 40.38% |
| 2 | One | <div style="width: 10px; height: 15px; background-color: #4F81BD;"></div> | 10 | 19.23% |
| 3 | Two or more | <div style="width: 21px; height: 15px; background-color: #4F81BD;"></div> | 21 | 40.38% |
| | Total | | 52 | 100% |

What did you like BEST about the 2011 cruises?



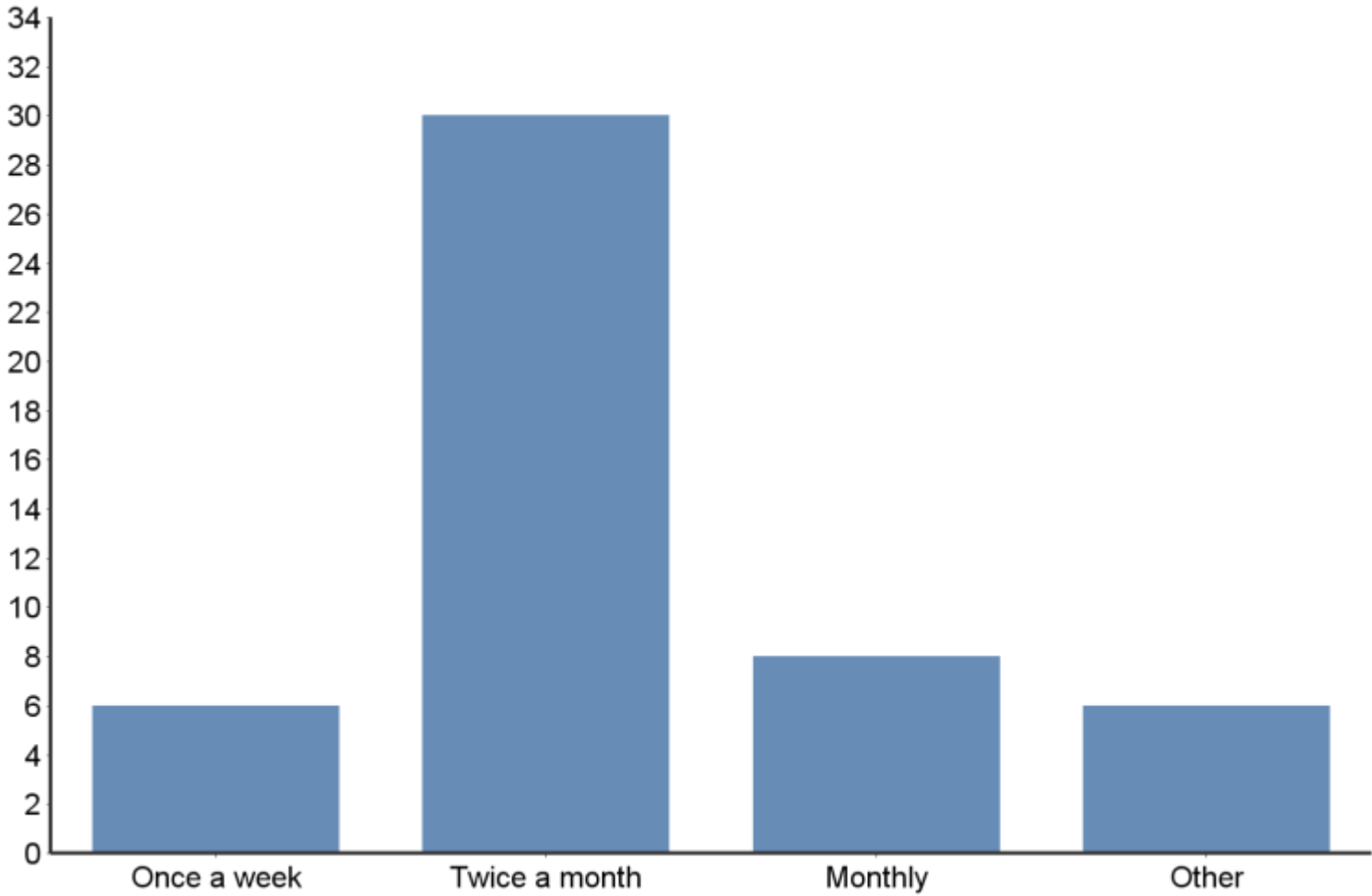
| # | Answer | Bar | Responses | % |
|---|-------------------|---|-----------|--------|
| 1 | Cruise Schedule | <div style="width: 9px; height: 15px; background-color: #4F81BD;"></div> | 9 | 23.68% |
| 2 | Music | <div style="width: 19px; height: 15px; background-color: #4F81BD;"></div> | 19 | 50% |
| 3 | Refreshments | <div style="width: 11px; height: 15px; background-color: #4F81BD;"></div> | 11 | 28.95% |
| 4 | Length of cruise | <div style="width: 10px; height: 15px; background-color: #4F81BD;"></div> | 10 | 26.32% |
| 5 | Route of cruise | <div style="width: 19px; height: 15px; background-color: #4F81BD;"></div> | 19 | 50% |
| 6 | Comfort of vessel | <div style="width: 3px; height: 15px; background-color: #4F81BD;"></div> | 3 | 7.89% |
| 7 | Other | <div style="width: 9px; height: 15px; background-color: #4F81BD;"></div> | 9 | 23.68% |
| | Total | | 80 | 100% |

What did you like LEAST about the 2011 cruises?



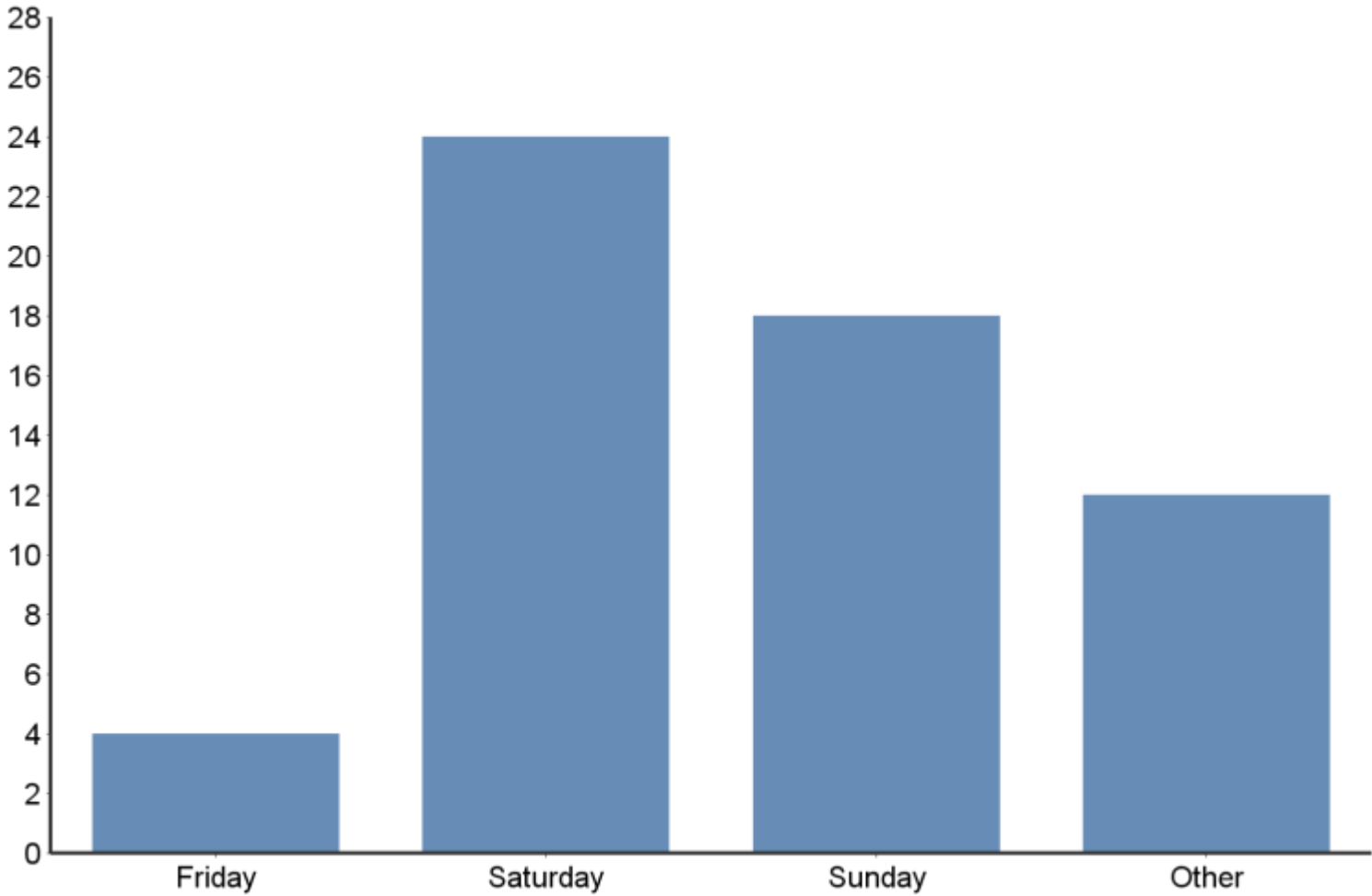
| # | Answer | Bar | Responses | % |
|---|-------------------|-----|-----------|--------|
| 1 | Cruise Schedule | ■ | 5 | 20.83% |
| 2 | Music | ■ | 1 | 4.17% |
| 3 | Refreshments | ■ | 5 | 20.83% |
| 4 | Length of cruise | ■ | 1 | 4.17% |
| 5 | Route of cruise | | 0 | 0% |
| 6 | Comfort of vessel | ■ | 4 | 16.67% |
| 7 | Other | ■ | 11 | 45.83% |
| | Total | | 27 | 100% |

How often should we have cruises in 2012?



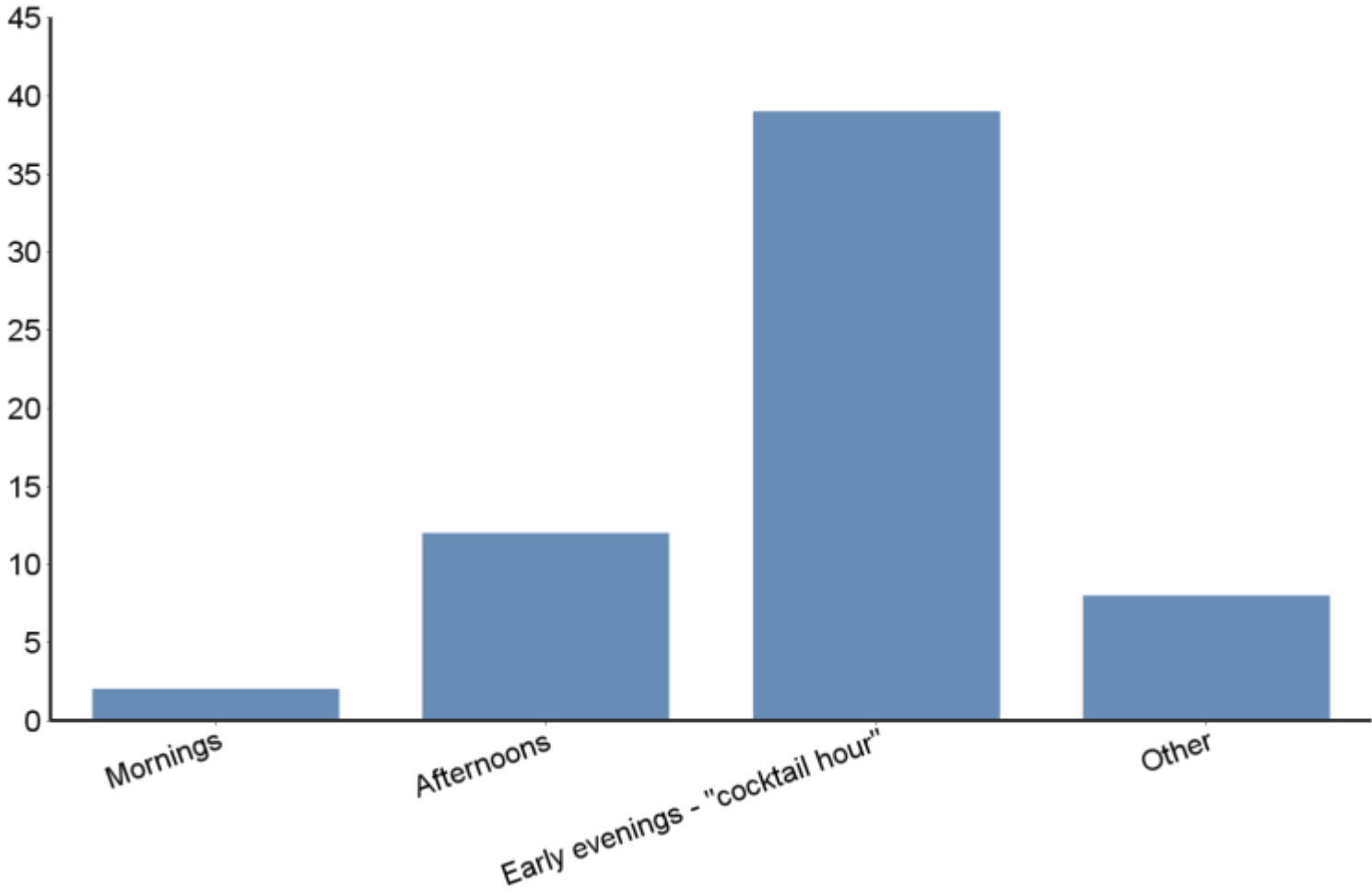
| # | Answer | Bar | Responses | % |
|---|---------------|-----|-----------|------|
| 1 | Once a week | | 6 | 12% |
| 2 | Twice a month | | 30 | 60% |
| 3 | Monthly | | 8 | 16% |
| 4 | Other | | 6 | 12% |
| | Total | | 50 | 100% |

What day of the week should we have cruises?



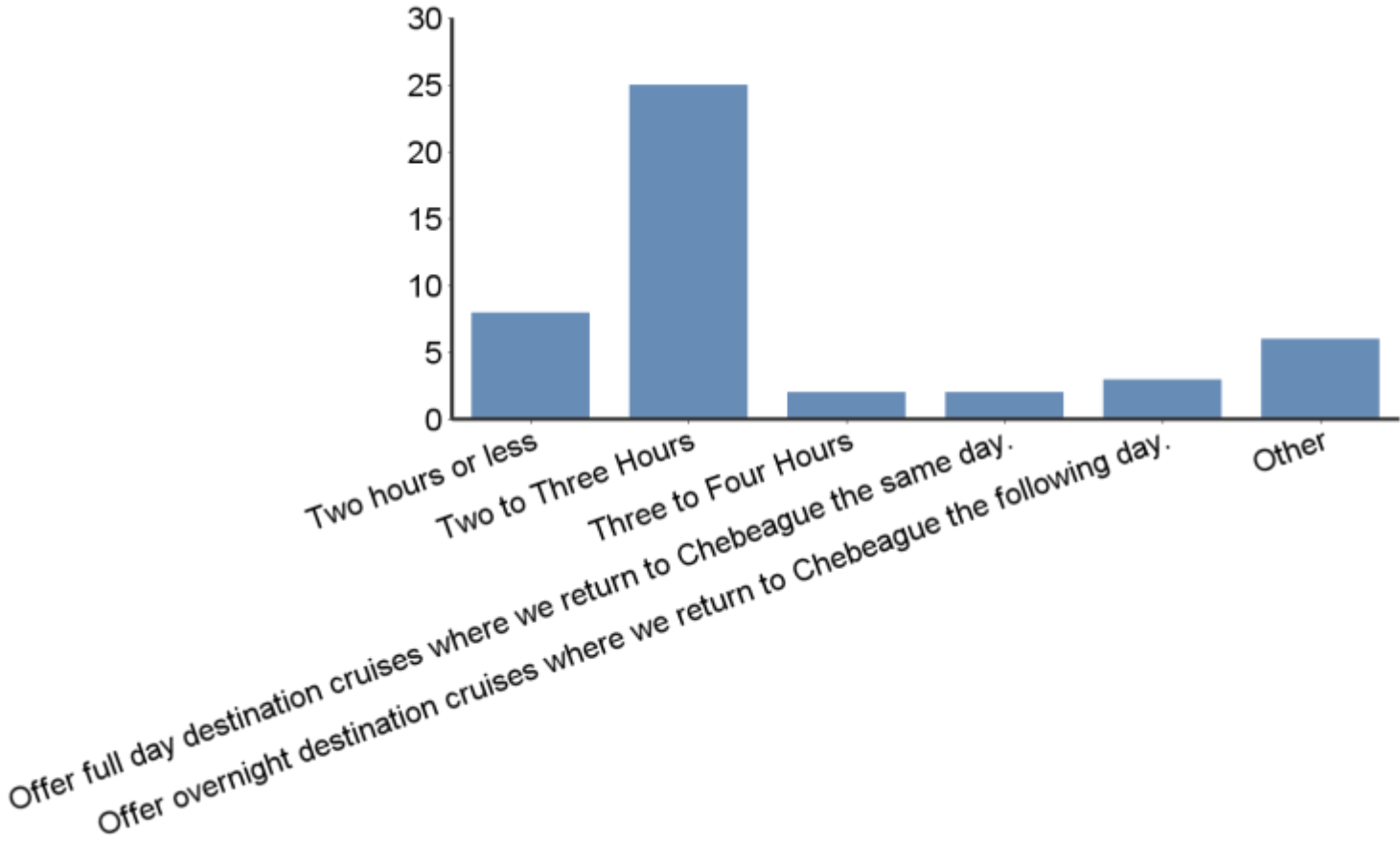
| # | Answer | Bar | Responses | % |
|---|----------|-----|-----------|--------|
| 1 | Friday | | 4 | 9.09% |
| 2 | Saturday | | 24 | 54.55% |
| 3 | Sunday | | 18 | 40.91% |
| 4 | Other | | 12 | 27.27% |
| | Total | | 58 | 100% |

In 2012, what time should we start the cruises?



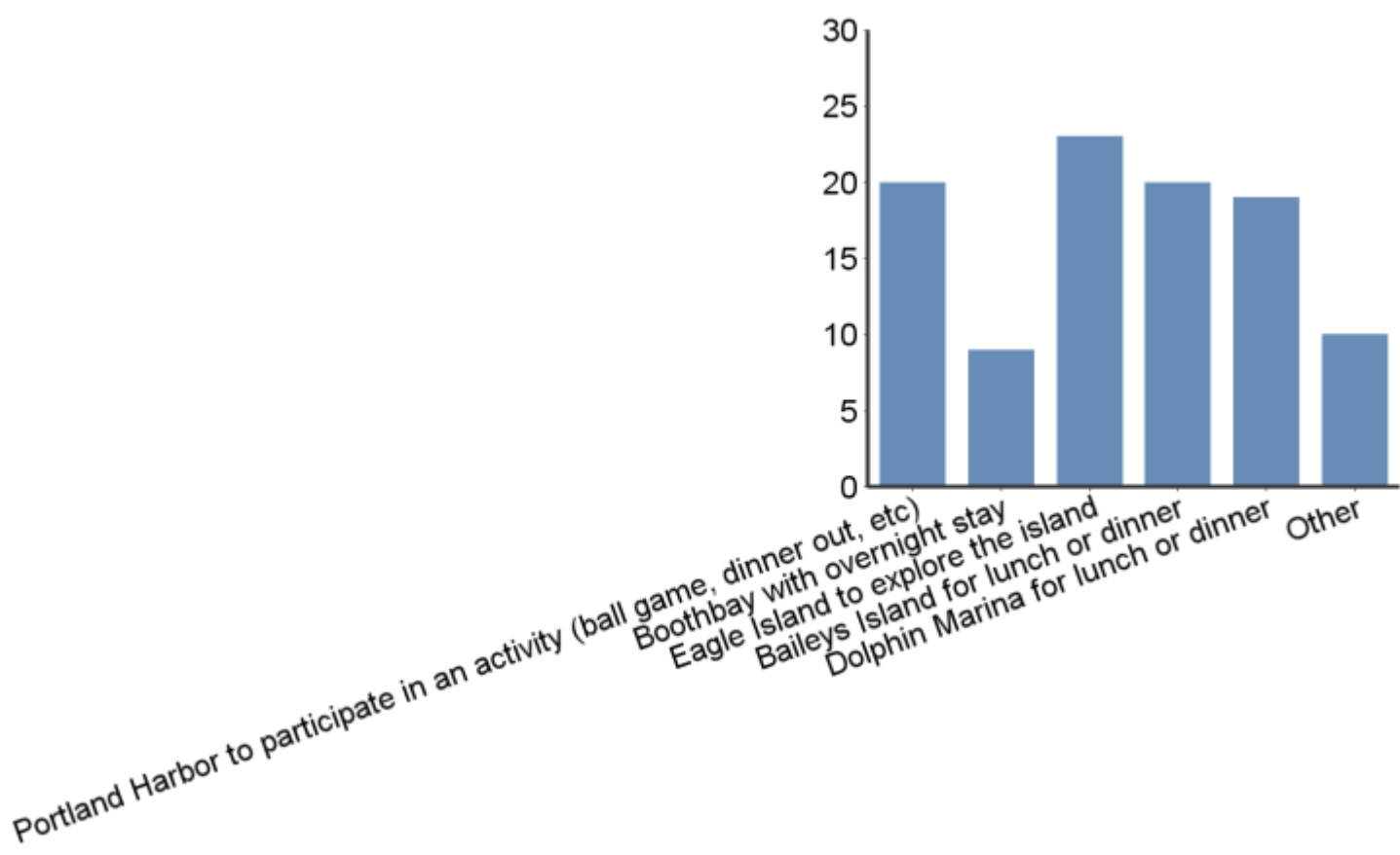
| # | Answer | Bar | Responses | % |
|---|----------------------------------|-----|-----------|--------|
| 1 | Mornings | | 2 | 4.26% |
| 2 | Afternoons | | 12 | 25.53% |
| 3 | Early evenings - "cocktail hour" | | 39 | 82.98% |
| 4 | Other | | 8 | 17.02% |
| | Total | | 61 | 100% |

How long should the cruise be?



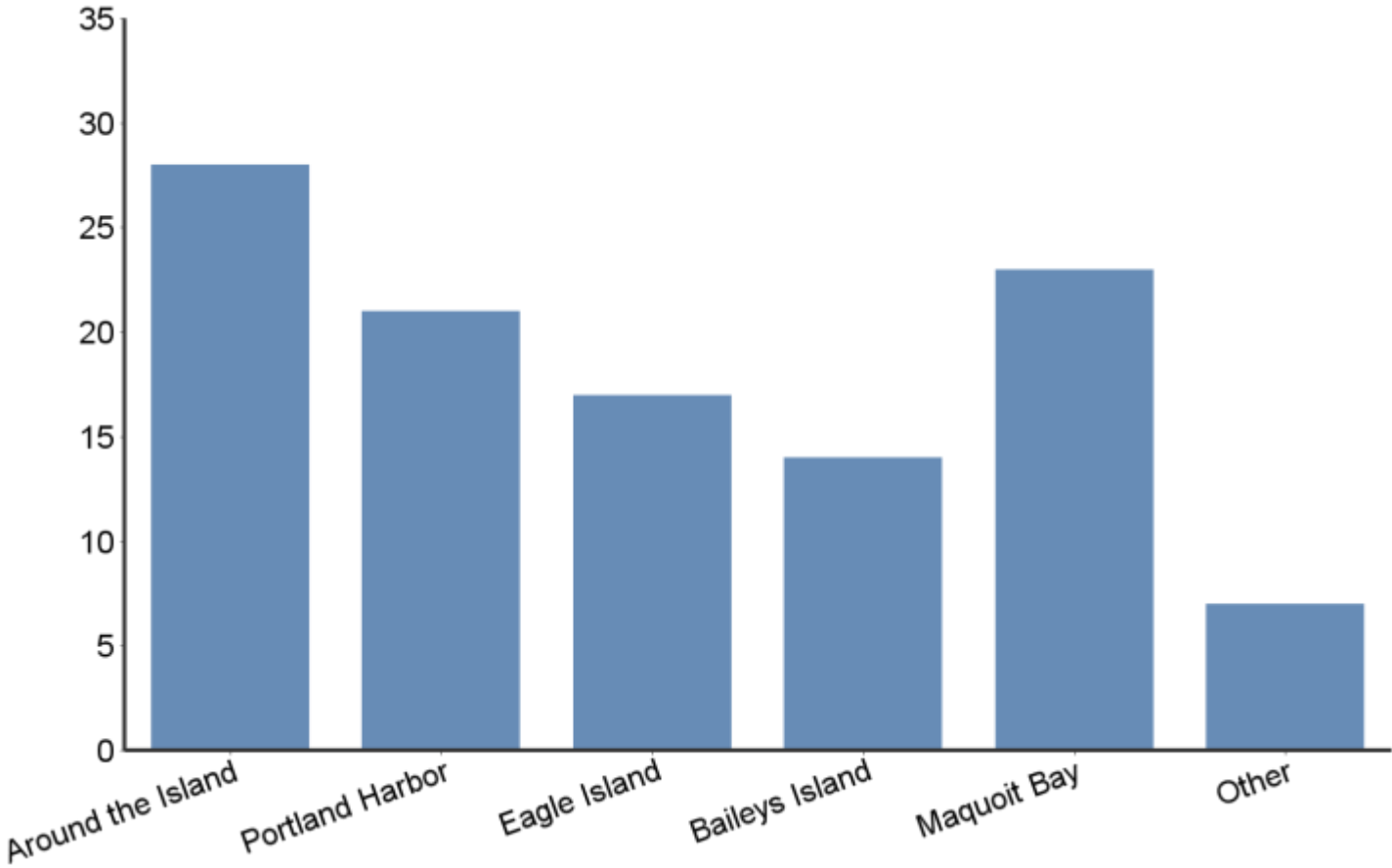
| # | Answer | Bar | Responses | % |
|---|---|-----|-----------|--------|
| 1 | Two hours or less | | 8 | 17.39% |
| 2 | Two to Three Hours | | 25 | 54.35% |
| 3 | Three to Four Hours | | 2 | 4.35% |
| 4 | Offer full day destination cruises where we return to Chebeague the same day. | | 2 | 4.35% |
| 5 | Offer overnight destination cruises where we return to Chebeague the following day. | | 3 | 6.52% |
| 6 | Other | | 6 | 13.04% |
| | Total | | 46 | 100% |

Do you have suggestions for destination cruises where passengers leave the Piper to enjoy an attraction or shopping?



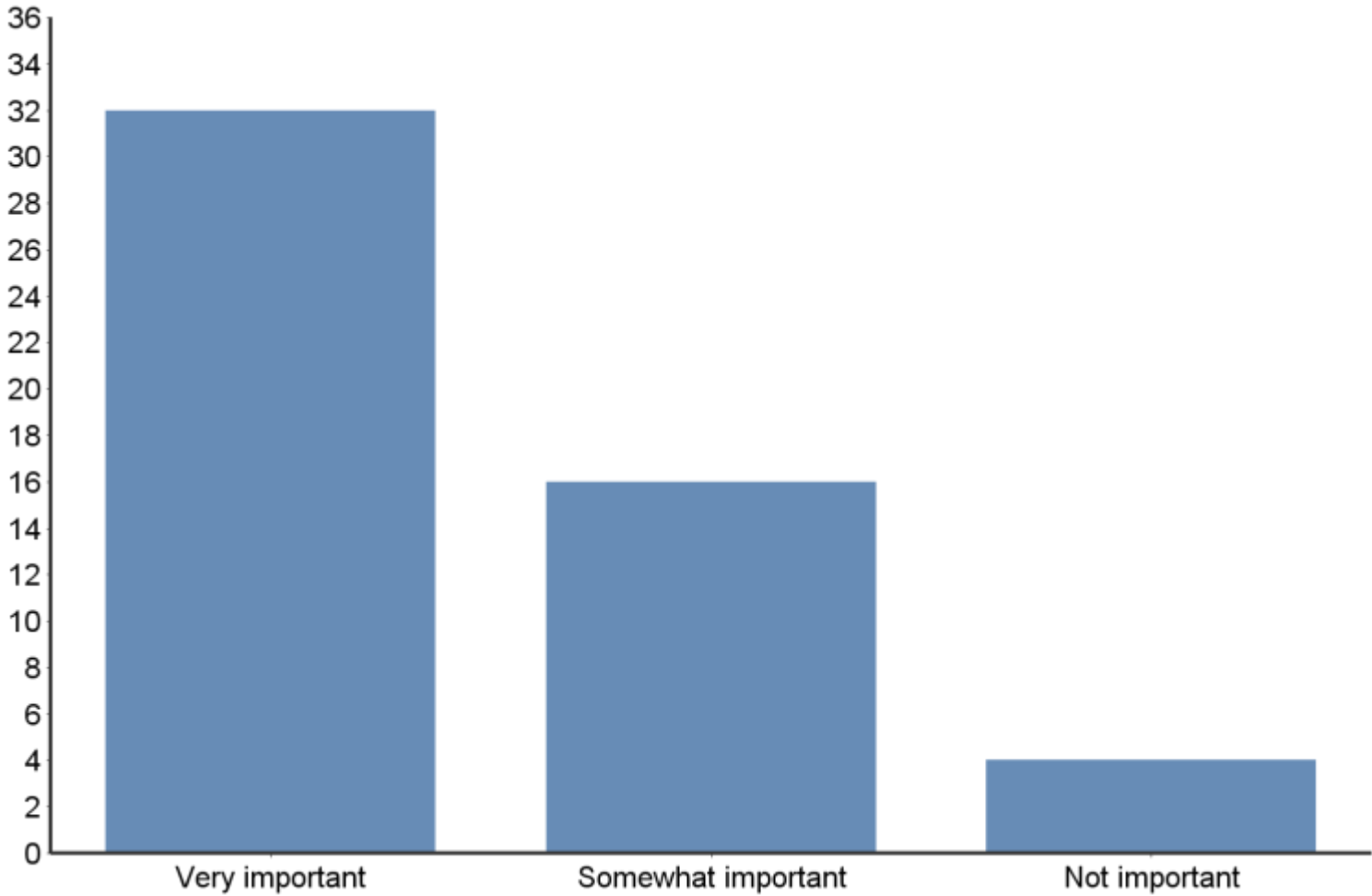
| # | Answer | Bar | Responses | % |
|---|--|-----|-----------|--------|
| 1 | Portland Harbor to participate in an activity (ball game, dinner out, etc) | | 20 | 45.45% |
| 2 | Boothbay with overnight stay | | 9 | 20.45% |
| 3 | Eagle Island to explore the island | | 23 | 52.27% |
| 4 | Baileys Island for lunch or dinner | | 20 | 45.45% |
| 5 | Dolphin Marina for lunch or dinner | | 19 | 43.18% |
| 6 | Other | | 10 | 22.73% |
| | Total | | 101 | 100% |




For cruises with no stops where would you like to go?



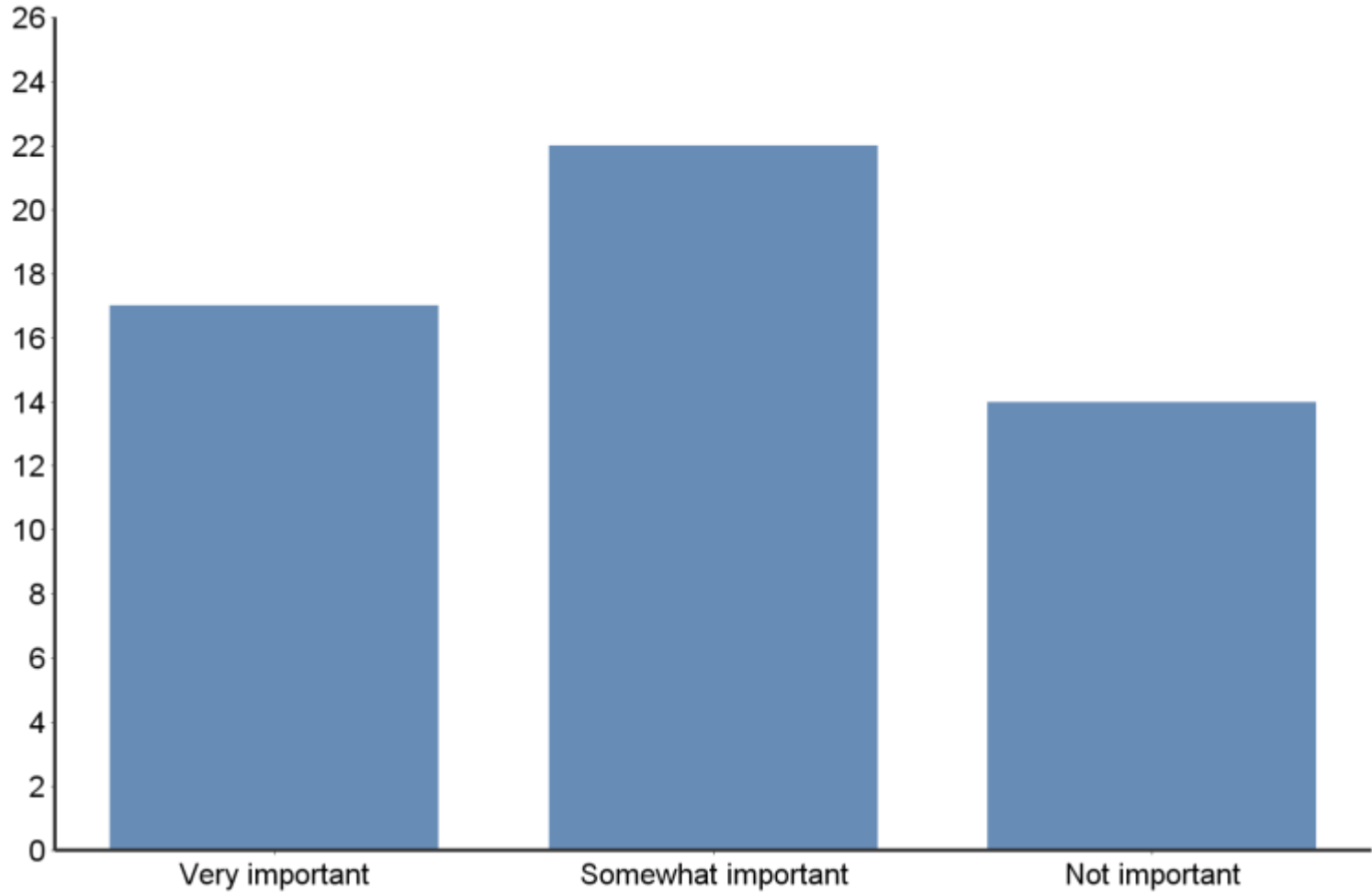
| # | Answer | Bar | Responses | % |
|---|-------------------|---|-----------|--------|
| 1 | Around the Island | <div style="width: 28px; height: 15px; background-color: #4F81BD;"></div> | 28 | 62.22% |
| 2 | Portland Harbor | <div style="width: 21px; height: 15px; background-color: #4F81BD;"></div> | 21 | 46.67% |
| 3 | Eagle Island | <div style="width: 17px; height: 15px; background-color: #4F81BD;"></div> | 17 | 37.78% |
| 4 | Baileys Island | <div style="width: 14px; height: 15px; background-color: #4F81BD;"></div> | 14 | 31.11% |
| 5 | Maquoit Bay | <div style="width: 23px; height: 15px; background-color: #4F81BD;"></div> | 23 | 51.11% |
| 6 | Other | <div style="width: 7px; height: 15px; background-color: #4F81BD;"></div> | 7 | 15.56% |
| | Total | | 110 | 100% |

How important is having beverages and snacks available on our cruises?



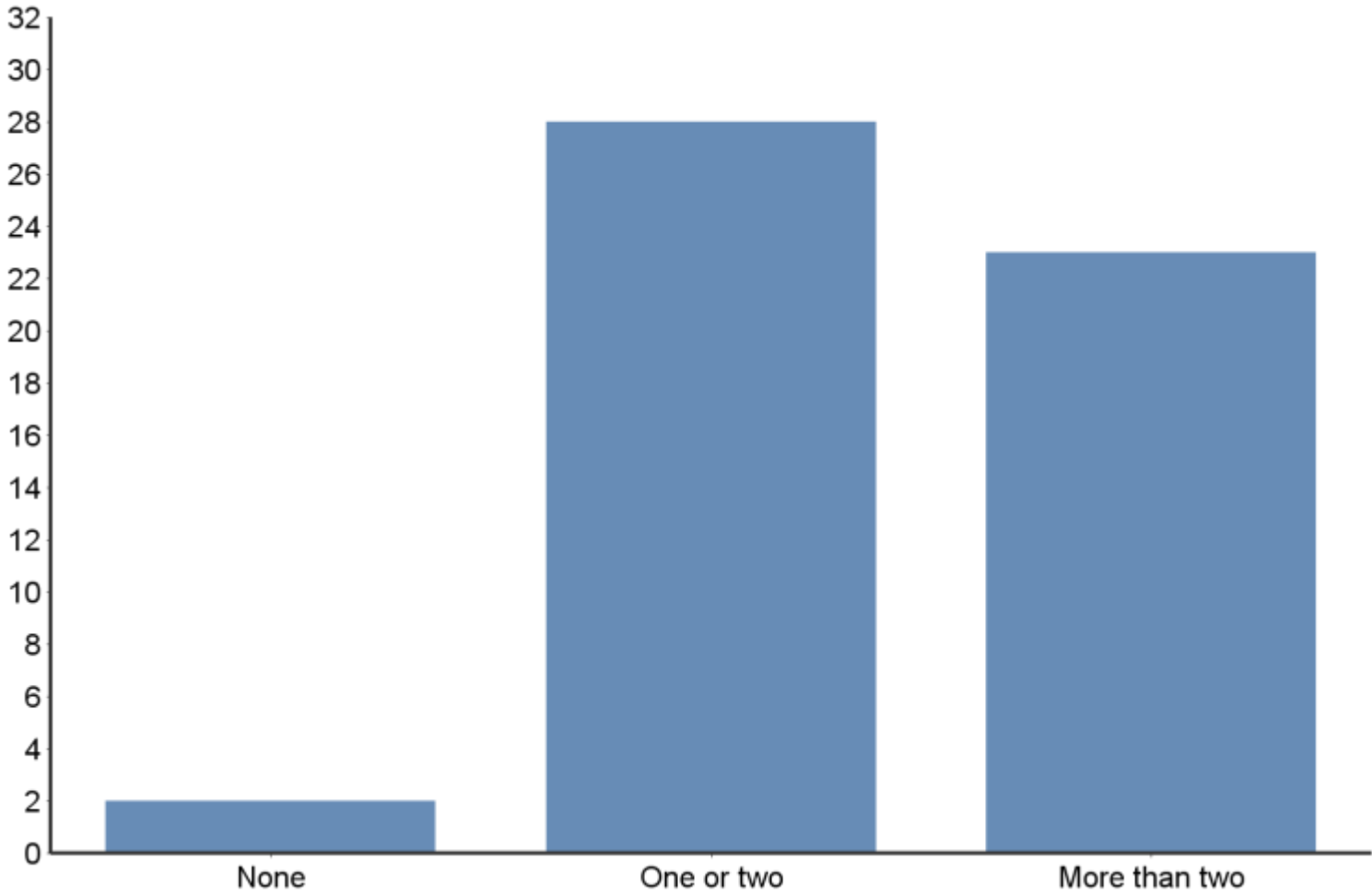
| # | Answer | Bar | Responses | % |
|---|--------------------|---|-----------|--------|
| 1 | Very important |  | 32 | 61.54% |
| 2 | Somewhat important |  | 16 | 30.77% |
| 3 | Not important |  | 4 | 7.69% |
| | Total | | 52 | 100% |

How important is having live music on the cruises?



| # | Answer | Bar | Responses | % |
|---|--------------------|-----|-----------|--------|
| 1 | Very important | | 17 | 32.08% |
| 2 | Somewhat important | | 22 | 41.51% |
| 3 | Not important | | 14 | 26.42% |
| | Total | | 53 | 100% |

How many cruises will you join in 2012 if your schedule allows?



| # | Answer | Bar | Responses | % |
|---|---------------|-----|-----------|--------|
| 1 | None | | 2 | 3.77% |
| 2 | One or two | | 28 | 52.83% |
| 3 | More than two | | 23 | 43.4% |
| | Total | | 53 | 100% |

Additional comments/suggestions:

| Text Entry |
|--|
| byob would be fine |
| I do not like the idea of combining cruise with dining out, but could CTC sell light high quality meals (easily portable) in addition to snacks? |
| Deck hands should be passing out this survey after collecting tickets or after freight is loaded and passenger are boarding. They need to be more inviting to participate in the survey. |
| Great service. Keep it up! |
| The crew is great and the vessel is beautiful |
| I don't know how long it takes to get to Boothbay, but if time permits, maybe a trip to include the Botanical Gardens? |
| Your ideas have been very creative. Just go with it! |
| Thanks for doing this and for looking for our input! |
| They are great, love them, keep them coming! |
| I believe that there are two main types of customers - Residents and renters - residents probably prefer weekend cruises, while renters would prefer mid-week |
| Would be great to use PP for late boat Friday and Saturday to Portland. |
| Narrating cruises was great. Upgrade food, charge for some. Sunday could be rain day for Sat cruises |
| More Ketch |
| Live music is important if it's a party more than a cruise. If you don't provide food, people could pack a picnic and their own beverages. |
| cost ?? |
| The music and beverages are only important on late afternoon/sunset cruises |
| Dinner cruise to Dolphin or Bailey during week or Saturday lunch. Keep tickets affordable. Good idea to give out tickets to people who would not go were hooked. Add tickets to raffles. Give out tickets at CTC annual meeting. Non profits - commons, CIHS, wine tasting, CRC, Polka party |
| Loved the cruise and will definitely do more, a blast. Good music huge plus, Advertise more, better snacks |