

CTC Customer Survey Results 2013

Last Modified: 12/16/2013

1. What is your relationship to Chebeague?

#	Answer	Response	%
1	Year round resident	30	64%
2	Seasonal resident	11	23%
3	Frequent visitor or renter	5	11%
4	Occasional visitor or renter	1	2%
5	Provide services to Chebeague, but do not live there	0	0%
	Total	47	100%

2. How often do you use CTC when you are on (or working on) Chebeague? (Count round trip travel as ONE use)

#	Answer	Response	%
1	Averages less than once a week	15	32%
2	Average 1-3 times per week	23	49%
3	Average 4-5 times per week	6	13%
4	Average more than 5 times per week	3	6%
	Total	47	100%

3. What best describes you? (Check all that apply)

#	Answer	Response	%
1	Commuter	8	17%
2	Family with school age children	4	9%
3	Retired	12	26%
4	Middle aged with grown children	15	32%
5	Student	2	4%
6	Other	6	13%
	Total	47	100%

Other

Retired with grown children
 adult with family on island
 working on rehabbing a house we bought
 Renter who is old but still working

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4. How would you rate the QUALITY of our parking and bus service?

#	Answer	Response	%
1	Poor	0	0%
2	Just OK	4	9%
3	Good	18	38%
4	Very good	25	53%
	Total	47	100%

Statistic	Value
Min Value	2
Max Value	4
Mean	3.45
Variance	0.43
Standard Deviation	0.65
Total Responses	47

5. How would you rate the QUALITY of our ferry service?

#	Answer	Response	%
1	Poor	0	0%
2	Just OK	3	6%
3	Good	11	23%
4	Very good	33	70%
	Total	47	100%

Statistic	Value
Min Value	2
Max Value	4
Mean	3.64
Variance	0.37
Standard Deviation	0.61
Total Responses	47

6. How would you rate the QUALITY of our barging service?

#	Answer	Response	%
1	Poor	0	0%
2	Just OK	3	7%
3	Good	12	29%
4	Very good	27	64%
	Total	42	100%

Statistic	Value
Min Value	2
Max Value	4
Mean	3.57
Variance	0.40
Standard Deviation	0.63
Total Responses	42

7. How would you rate the QUALITY of our service for passengers visiting the Island who are unfamiliar with our operations?

#	Answer	Response	%
1	Very Poor	0	0%
2	Just OK	11	25%
3	Good	24	55%
4	Very Good	9	20%
	Total	44	100%

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Statistic	Value
Min Value	2
Max Value	4
Mean	2.95
Variance	0.46
Standard Deviation	0.68
Total Responses	44

8. How would you rate the QUALITY of our service loading and unloading freight?

#	Answer	Response	%
1	Poor	0	0%
2	Just OK	3	7%
3	Good	12	26%
4	Very good	31	67%
	Total	46	100%

Statistic	Value
Min Value	2
Max Value	4
Mean	3.61
Variance	0.38
Standard Deviation	0.61
Total Responses	46

9. How would you rate the QUALITY of our service to elderly and disabled passengers?

#	Answer	Response	%
1	Poor	0	0%
2	Just OK	3	7%
3	Good	12	28%
4	Very good	28	65%
	Total	43	100%

Statistic	Value
Min Value	2
Max Value	4
Mean	3.58
Variance	0.39
Standard Deviation	0.63
Total Responses	43

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10. Please add any additional comments/suggestions below.

Text Response

The commitment of the CTC employees to meet the needs of the Island as far as elderly, disabled on the boat is exemplary! This includes all rescues and emergency calls, every employee on the boat is professional, helpful and caring this includes the bus drivers/parking attendants also. I realize the company allows this, but the actual work of those individuals is above and beyond. As a Manager of Island Commons, I have been on the last boat at night to pick up a resident returning from the ER unplanned and received assistance above and beyond. I have had medication, medical supplies etc. sent on the boat and the staff has taken great care to make sure I have it. I have also had to send things to Cousins for a family member to pick up for a hospitalized res. The Staff always makes it happen. I have had this positive experience with my own emergencies, illness etc. also. They deserve recognition. Barging is now a pleasure. Soooo easy. How much nicer it would be if bus driver took control of wharf to the top of the ramp. Answer any questions. Suggest that folks step aside and let departing passengers by. Alert new folks to all procedures, carts, etc. There was one Monday morning when the bus was way overloaded. If I had been the driver, I would have been very reluctant to take everyone on a single trip. How do we communicate better to get that additional bus when needed? Having said all of the above, overall CTC does such a great job. Carroll has done great job and is always available. I just called office and got recording. Martha called me back within 5 minutes and answered my questions. Barging is so easy now. Minimal waiting and Leon is the best! The communication between the customers, the office and barge Captains has really made a huge difference. I always get a reminder the day before so I know the time we should be at the ramp. I could go on, but you get the idea. Great job!!

I really am not familiar with all aspects of the CTC operation, but had no choice to say that. I would recommend including that in future surveys. For instance, we do not use the bus, so have no concept of how well it is run! I have only guessed at some of the answers! Similarly, there are users who have no idea of the Cousins lot grading! And, once again, I will point out that reverse commuters take the spaces which our commuters leave empty (that is why there is a 10 minute layover on the 6:40). There is no time the so-called commuter parking spaces are actually empty for plowing. This puts residents into a position of not finding a space to park, upon return to the Cousins lot. Do you really want to make residents feel less valued than reverse commuters?

Again, high compliments to the always professional John Ash. No, I'm not a relative or friend. I just appreciate his excellent service.

CTC is an excellent service overall to the island community. Keep up the good work.

I miss the 6:15 on Sundays. I really like the internet. The staff is better this year - except (employee)

(Employee) is not very nice.

Please fix the draft under the doors. I think simple weather stripping would help - very cold. Also on the port side windows behind the door. The rubber gasket is broken.

Stay independent! The allure of grant money means you lose control of discretionary policies on operations and policy - Not worth it!

Parking service is good except for John and Bud who are very good. Some drivers could explain the procedure better, and help carry items from bus to boat.

Carts super to use - more info should be given to first time riders - esp. on their arrival at Cousins wharf.

Area for improvement is cost

the best describes you Q - check all that apply function does not work- you can only check one button please consider making the Sunday schedule the same as other days - it is too restrictive for day trips etc. not to be able to go on early boat and come back after 7:30 - also gap between 5 and 7:30 boat is too wide the 8:15 boat is fabulous. Think about making the 9:30 later like 10 pm so there is a little bit more leeway for people to stay on mainland later during the week?

As we look to please and make things easier for visitors and summer people (talk of credit cards, prices, buses) - keep in mind the commuters. We are not working off island to make the millions, working off island to afford to be able to live on island. Costs, commuter passes (flexibility: When Oct. 1st falls on a Tuesday commuters still have to pay summer rate for that week....really?), and timely boats since this is a mode of transportation is important to prioritize and support the commuters who are just trying to make island living work. The CTC has been a service that is vital for the island, summer people, and obviously depends on serving summer residents/visitors, just keep the small folk in the back of your mind when making changes.

Service to handicapped question comments: Service is, in fact, too good, in the case of the # of handicapped spaces allotted in Cousins lot. Maybe it would be better if those folks were encouraged to use the bus rather than walking up the hill to the lot. Given the limited # of cars allowed in the Cousins lot, develop a policy (re: available spaces for new residents of Chebeague who commute to the mainland for work that does not allow life-long lot users to be "bumped" for those who live on Chebeague as a bedroom community. Be prepared for the growth some people are encouraging - get behind the Sunset landing initiative, and look for a bigger boat (sadly).

The crew is always polite and helpful. My wheelchair and I appreciate the extra attention.

I don't think it is fair to raise boat prices in the summer

Overall, the ferry is great - very good crew and very accommodating with supplies. (wrote in excellent for quality of ferry service and for the loading and unloading of freight.

We only come for one or two weeks per year

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having to pay \$20 for 2 and 1/2 hrs. of parking is outrageous. Ex. going to a meeting of a non- profit in the evening. Paint a walk area on Cousins pier for people leaving the boat so as to eliminate having to walk around people, saying excuse me and bumping into others.

Carts are great. Improvements to Cousins lot and the freight shed are appreciated.

Annual fee for unlimited use \$2,500 - \$2,800 per family. I cannot understand why you would collect 50 to 60 checks and account for and punch over 100 cards. FLAT FEE PLEASE!! Rated outstanding on quality of ferry and barging and unloading freight as well as freight carts and 8pm ferry.

11. How would you rate the VALUE of our parking and bus operations?

#	Answer		Response	%
1	Poor		6	13%
2	Just OK		5	11%
3	Good		23	49%
4	Very good		13	28%
Total			47	100%

Statistic	Value
Min Value	1
Max Value	4
Mean	2.91
Variance	0.91
Standard Deviation	0.95
Total Responses	47

12. How would you rate the VALUE of our ferry operations?

#	Answer		Response	%
1	Poor		0	0%
2	Just OK		4	9%
3	Good		17	36%
4	Very good		26	55%
Total			47	100%

Statistic	Value
Min Value	2
Max Value	4
Mean	3.47
Variance	0.43
Standard Deviation	0.65
Total Responses	47

13. How would you rate the VALUE of our barging operations?

#	Answer		Response	%
1	Poor		0	0%
2	Just OK		4	10%
3	Good		15	36%
4	Very good		23	55%
Total			42	100%

Statistic	Value
Min Value	2
Max Value	4
Mean	3.45
Variance	0.45
Standard Deviation	0.67
Total Responses	42

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14. How would you rate the OVERALL VALUE of our operations?

#	Answer		Response	%
1	Poor		0	0%
2	Just OK		3	7%
3	Good		16	36%
4	Very good		26	58%
	Total		45	100%

Statistic	Value
Min Value	2
Max Value	4
Mean	3.51
Variance	0.39
Standard Deviation	0.63
Total Responses	45

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15. What do you think CTC's priorities should be in 2014?

Text Response

Quicker ways of snow removal from the parking lots is greatly needed. This is due to the fact that multiple times last winter people had to park in spots which were still snow filled after going to work.

Retaining current rates for passengers and increasing rates for dunnage. Better oversight for freight that should be paid for, large items, rugs, etc.

Being able to use charge cards for tickets; ensuring consistent information is given to bus riders about how to handle their materials on the cousins dock (many occasional visitors do not get the message)

same as has always been, making income to offset boat fair/parking fees AS FAR AS SERVICE : CONTINUING TO PROVIDE AFFORDABLE COMMUTE FOR STUDENTS. AND RESIDENTS WITH ILLNESS (COMMUTE FOR TREATMENTS ETC.)

Continuity in the training of bus drivers and parking lot attendants. Especially pertaining to making sure all new folks are familiar with our system. Determining how we are going to purchase/finance replacement for Islander.

continued safe operations, plan for adequate bus service for special events, continue the wonderful cruises

Lower prices for residents and their visiting families.

With the definition exception of John Ash, who is awesome, half the bus drivers are unhelpful - for example, twice the summer the bus nearly left without me as I was still unloading bags from the Islander on the Cousin's Island side.

Also twice, by the time I got off the bus at the Rte. 1 lot the driver had disappeared - without opening the rear door (never mind offering to help.) I think, given the cost, the bus drivers should absolutely be required to help people carry bags to and from the ferry. Also, the scheduling, or lack of, around weddings this summer was horrible. And bus drivers jam well over the maximum number of passengers on a bus. I'm sure your insurer would have a fit. I think CTC excels in all areas except the bus experience. While merely a summer person, I think my parking costs and ticket costs help keep this vital service afloat, and that my bad experiences should be considered. Thank you to the hard workers at CT. PS - the carts are lousy and break. :(

Take credit cards. More consistency in how the bus drivers explain service and help passengers.

Don't raise prices.

Continue to listen and respond to the community.

I think it is time to seriously take a look at maybe the possibility of challenging the court decree which limits the ability to operate from Cousins Island, and maybe look into a larger barge to compete better in Casco bay.

Bathroom.

Keep rates down.

Be cash positive and look to build reserves to replace the Islander

Offer credit cards. Don't raise prices.

Discount cards for frequent flyer for parking. For example park 9 nights and get the 10 one free?

Ferry Operations Less Alcohol cruises

Hold the line on fares and parking - try for income in other ways i.e. cruises. It takes a while for those trips to catch on. I heard good reports from participants last summer.

Parking issues, working with town on chebeague shuttle service.

trying to loosen some of the restrictions imposed by Yarmouth maintaining and continuing to improve customer service and facilities

Change nothing, you can't improve perfection.

Find way to reduce the price of parking

lower prices

Find a way to make it less expensive for residents & regular users and recoup from occasional users.

Focused on the residents of the island

Continue to become a 501c3 operation.

Keep up the good work!

Accept credit cards.

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16. Please indicate your opinion of the following changes/initiatives over the last 3 years.

#	Question	Little or no value	Somewhat valuable	Pretty valuable	Very valuable	Total Responses
1	Monthly newsletter	7.14%	28.57%	42.86%	21.43%	42
2	New website	4.76%	14.29%	42.86%	38.10%	42
3	Facebook page	23.68%	28.95%	26.32%	21.05%	38
4	Emails/texts with service updates	0.00%	7.69%	20.51%	71.79%	39
5	Cousins Parking Lot grading	0.00%	20.00%	32.50%	47.50%	40
6	Repairing the freight shed	0.00%	11.63%	32.56%	55.81%	43
7	Lights at Cousins wharf	0.00%	2.22%	20.00%	77.78%	45
8	Freight carts	4.44%	8.89%	15.56%	71.11%	45
9	Adding 8pm ferry trip	0.00%	2.44%	21.95%	75.61%	41
10	Summer cruises	4.76%	23.81%	42.86%	28.57%	42
11	Reduced price on-line tickets	4.55%	15.91%	27.27%	52.27%	44
12	Adding 14 passenger bus	10.00%	10.00%	32.50%	47.50%	40
13	More accurate scheduling times for barging trips.	2.33%	9.30%	25.58%	62.79%	43
14	Other	0.00%	0.00%	0.00%	66.67%	2

Other

Staff are more outgoing, good training
 New Office
 Reliability