



# What's New at CTC?

## 2013 Survey Results

### Don't be late!

Our crew does its best to make sure there is no one left when departing from the wharves. Sometimes we even turn around to go back and pick up a late comer. But this is the exception. Especially in icy conditions and bad weather, the captain will usually continue with the departure. Please be on time!

### Annual Parking Permits

Please remember to affix your 2014 sticker to your vehicle.

### Commuter meeting

Commuters are invited to join us at the Public Safety Building on February 2nd at 4PM to discuss possible changes in the fare structure and our upcoming fare collection changes.

### Winter Office Hours

Monday - Thursday  
9am - 4pm

### Business Office:

(207) 846-5227/846-3700  
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Many thanks to our customers who took the time to complete our survey. As promised, here is a summary of the results:

47 surveys were completed. The profile of the respondents was similar – except that there was a significantly higher percentage of retired respondents in 2010.

Overall ratings in all categories have improved since 2010.

Barging had a big improvement in its quality rating. In 2010 72% rated our service good or above. In 2013 this increased to 93%. Other significant improvements in ratings were in “value of ferry operations” (from 69% to 91%) and “overall value of our operations” (from 72% to 94%)

All questions on quality and value of service had results of 90% or higher on combined “good” or “very good” categories except service to passengers unfamiliar with our operations (75%) and value of parking and bus operations (77%). These, however increased from 58% and 62% respectively.

The questions with the highest percentage of “very good” answers were:

- Quality of ferry service (70%)
- Quality of service helping disabled and elderly passengers (65%)
- Quality of freight handling (67%)
- Quality of barging service (64%)
- Quality of bus service (53%)
- Value of ferry operations (55%)
- Value of barging service (55%)

-Overall value of our operations (58%)

All but one category saw increases in the combined “good” and “very good” ratings. The average percentage increase for these categories was 16%. The other category (quality of ferry service) had the same results in both surveys (93%).

Initiatives that were most appreciated were:

- Improvements at Cousins Island wharf
- Emails/texts
- Freight carts
- 8PM ferry
- More accurate barge scheduling
- Parking lot upgrade
- 14 passenger bus
- Reduced price for online tickets

The most often mentioned opportunity for improvement was in the bus operations – scheduling and consistency of service.

A complete report of the survey results can be found on our website on the “News and Information” page.

### Use the Bus!

There is no need to wait in the cold for the ferry, get aboard the bus where it is warm!

Don't walk up the hill on a cold day, or when the walk is hazardous, climb on the bus and we will drop you off at the parking lot entrance!

## Did You Know?

CTC provides special ferry trips at NO COST in the following circumstances:

**-Rescue trips.** The evening crew is on duty from 6PM until 6AM. Crew members must be on the island and reachable at all times. In 2013, CTC transported more than 55 rescue patients.

**-Sheriff calls.** CTC performs special trips for the Sheriff Department. In 2013, we performed 11 such trips. The crew must wait on the ferry while the sheriff is on the island - sometimes for several hours.

**-Transportation of the deceased.** When a person dies on the island, we perform a special trip to transport the deceased. This occurred twice in 2013.

**-Fire Department Emergency Runs.** In the event firefighters or equipment need to be transported to the island, CTC provides the service. There were no such events in 2013.