



Chebeague Transportation Company

COVID-19 Service Update – Ticket Collection and Boarding May 29, 2020

CTC is continually reviewing our procedures to identify areas where we can make adjustments to promote social distancing and safety. In response to feedback from our crew and some members of the public, we are making the following adjustments to our procedures.

On Chebeague

- The Deckhand will take the ticket collection box to the top of the ramp 10 minutes prior to departure.
- The Deckhand will begin allowing passengers to board 5 minutes prior to departure.
- Passengers who are not wearing face coverings will be advised they are required on the ferry. If they do not have face coverings, the Deckhand will tell them where they are located on the boat so they can get one.
 - *Young children who are unable to wear face coverings or people who have conditions that prevent them from wearing face coverings are the **only** exceptions to this rule.*
- Passengers will deposit tickets in the collection box before they go down the ramp.
 - Passengers who do not have tickets complete a green “Charge” sheet located on a clipboard on the stern and leave it on the clipboard.
- The Deckhand and Captain will maintain an accurate passenger count and stop boarding once capacity is reached.
 - If there are more passengers than can be accommodated on one trip, a second trip will immediately be run.

At Cousins Island

- After all passengers have disembarked, the Deckhand will move empty carts to the Cousins pier.
- Waiting passengers will remain in line next to a number 1-20 on the south side of the Cousins pier.
- The Deckhand will take the ticket collection box to the top of the ramp.
- Passengers who are not wearing face coverings will be advised they are required on the ferry. If they do not have face coverings, the Deckhand will tell them where they are located on the boat.
 - *Young children who are unable to wear face coverings or people who have conditions that prevent them from wearing face coverings are the **only** exception to this rule.*
- Passengers will deposit tickets in the collection box before they go down the ramp.
 - Passengers who do not have tickets complete a green “Charge” sheet located on a clipboard on the stern and leave it on the clipboard.
 - The Deckhand will allow **one** passenger/couple/family down the ramp at a time. The passenger will be instructed to load any personal freight they have and then board the ferry, staying clear of loading areas. If a passenger has no freight, they can board the ferry and stay clear of loading areas.
 - Once the first passenger/couple/family is finished loading their freight and have boarded, the Deckhand will give the next passenger the same instructions and continue until boarding is complete.
- The Captain will remain in the wheelhouse and keep a count of passengers - stopping boarding when capacity is reached.
 - If there are more passengers than can be accommodated on one trip, a second trip will immediately be run.
 - Any people dropping off or retrieving freight will be allowed to do so even after capacity is reached.

Thank you for your understanding and cooperation!

We recognize the extra demands this imposes on CTC travelers but the safety of everyone amid the current COVID-19 crisis is our most important goal. Please pitch in and help us all to remain healthy and please be kind to our frontline employees – they are doing their best under difficult circumstances. Contact General Manager Carol Sabasteanski (207-319-3061) if you have questions, concerns or suggestions.