



# Chebeague Transportation Company

July 24, 2020

## SERVICE UPDATES

### **Online ferry ticket sales now available!**

**Customers can now purchase most ferry ticket types online.** The tickets available are: Child/Pet (20 ride), Resident/Parking Permit Holder (10 ride), 10-Ride Adult, Weekly Commuter/Frequent Traveler (10 ride), and Monthly Commuter (unlimited).

Purchased tickets will be available on the ferry on the next scheduled ferry trip - at both Chebeague and Cousins Island.

To purchase tickets, go to [my-site-102807.square.site](https://my-site-102807.square.site) or visit the home page of our website, chebeaguetrans.com for a link.

### **Ready to board the ferry but forgot to purchase tickets?**

In our efforts to protect our crew and passengers, CTC suspended sales of ferry tickets from 4/4 until 4/19. During this time, there was no charge for riding the ferry. On 4/20, we introduced the COVID-19 ticket books at a cost of \$30 for 10 rides – children under 12 continued to ride at no charge. We returned to our normal fee structure on 6/1. To promote social distancing, all tickets had to be purchased through the office and were delivered to the ferry.

When passengers board the ferry who have not purchased tickets in advance, we have accommodated them by providing charge slips. Our policy is that the charge must be paid within 72 hours or the regular one-way ferry fee (\$10) will be charged. While many people call the office and pay their charge immediately, many do not. Consequently, the office must mail invoices to dozens of people each month. Please remember to pay for your tickets in advance.

### **Number of Passengers allowed on the bus and the ferry**

The ferry can carry 32 passengers per trip. If the passenger count exceeds 32, the ferry will return to pick up the remaining passengers as soon as possible. There are cases where the ferry may not be able to immediately return. This can happen between the 4PM and the 5PM trips or if there is a rescue.

The bus can carry passengers in 9 seats. If family members can share a seat it is possible for us to carry more than 9 passengers. If the bus reaches capacity, the driver will return to the Route One lot to pick up remaining passengers. Each of these situations needs to be coordinated between the ferry and the bus as many factors can impact the way a situation is handled.

### ***Thank you for your understanding and cooperation!***

*We recognize the extra demands COVID-19 protocols impose on CTC travelers but the safety of everyone amid the current crisis is our most important goal. Please pitch in and help us all to remain healthy. 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.*