



# What's New at CTC?

## Rules on the ferry

### Weekday School Boats Start 9/3

CTC will begin its service to carry school children on 9/3—the first day of school. The morning boat will leave Chebeague at 7:05 AM. The afternoon boat will leave Cousins Island at 3:05 PM. The service is week days only and will run during school holidays and school cancellation days (weather permitting). The CTC bus does not meet the school boats.

### **Winter Ferry Fares**

go into effect on October 1st.

**The CTC office will be closed on Labor Day—September 2nd.**

#### **CTC OFFICE**

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### Tickets

CTC offers several types of ferry tickets for our customers. Island residents and parking permit holders qualify to purchase the discounted “green ticket”. Our deckhands are tasked with verifying that the passenger does, in fact, qualify to use this discounted ticket. Therefore, if the deckhand does not recognize the passenger as a resident or parking permit holder, s/he will ask to see their parking permit ID card.

Lately, our deckhands have found several instances of people trying to use the green ticket who do not qualify. Island residents or parking permit holders give their green ticket to guests to pay for their ferry ride. This abuse of our policies put both the deckhand and the passenger in an uncomfortable situation.

All island residents qualify for the green tickets. However, for parking permit holders, only the permit holder, spouse, and children 21 and younger qualify. Others must pay regular fares or purchase the 10-ride ticket.

### Dogs

All dogs must be on a leash—even puppies. We have had a

number of instances where dogs lunge at other dogs. Also, other passengers may be allergic to dogs (or just not dog lovers) and object to a dog approaching them.

### Commercial Freight Policy

Freight should be delivered by the 10:15 AM ferry.

Freight should not be delivered by dual wheel vehicles.

Customers who are not on the ferry must notify CTC of the delivery in advance.

All unaccompanied freight must display customer's name.

Freight must be picked up at the ferry directly after the boat returns to Chebeague.

Freight fees must be paid upon delivery to Chebeague.

### Safety Policy

We strive for the safe transportation of all passengers to and from Chebeague. Weather conditions, tides, and other factors may affect the relative safety of boarding the ferry. At the captain's sole discretion, boarding of a passenger or passengers may be denied in unsafe conditions or circumstances.

***When the ferry must make two trips to carry all passengers, passengers will be transported on a first/come, first/serve basis.***

### **Independence Update**

The Independence work is proceeding. Sea trials, stability test, and Coast Guard inspections should be completed in the next few weeks. Stay tuned for the date she will come home to Chebeague.

### **Crew Assistance**

Passengers needing accommodations because of physical disabilities should call the CTC office during regular business hours at least 24 hours in advance of travel.

Crew assistance will be available according to the schedule posted on the ferry and in the Island Calendar.

### **Cousins Island Parking**

The Cousins Island parking lot is sometimes very full and it is difficult to find spaces for all customers. Often, spaces are lost because vehicles park too far apart. Please park as close to other vehicles as is safe. Thanks.