



Chebeague Transportation Company

August 25, 2020

SERVICE UPDATES/REMINDERS

The Public is not allowed in the CTC office

As a reminder, the CTC office is available to staff only. If you need to pick something up at the office, call ahead and the office staff will meet you at the door or leave the item in the mailbox next to the door for you to pick up. Please try to handle your transactions over the phone, by email, or by mail if possible.

Bicycles on the ferry

As a reminder, bicycles are not allowed on the ferry without prior approval from the office.

How to purchase your ferry tickets

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



The QR code is posted on signs near the ferry and will soon be posted at Route One as well. By scanning this code on your smart phone, you will be presented with the link to the site to purchase tickets on-line my-site-102807.square.site

Passengers must complete the purchase before boarding the ferry. The deckhand will give you the tickets on the ferry after boarding.

The charge log is only available in special circumstances. Frequent, or repeated, use of the charge slip has added significant work to the office. Please plan in advance.

If you purchase tickets from home, etc. they will be available on the ferry on the next scheduled ferry trip - at both Chebeague and Cousins Island. Weekly/monthly commuter passes will be available on the ferry the first business day following the purchase. For tickets purchased in advance, online or through the office, please provide the deckhand your name or the name of the person who purchased the tickets.

If you have guests coming to the island, please purchase their tickets in advance or explain the process to them so they can purchase tickets prior to arriving at the ferry.

To purchase tickets, scan the QR code, go to my-site-102807.square.site or visit the home page of our website, chebeaguetrans.com for the link.



Have you charged your ferry tickets on a charge slip?

If you have completed a charge slip, you must resolve the charge within 72 hours. If not resolved within 72 hours, the regular one-way ferry fee (\$10, adults; \$3, children/pets) will be charged. While many people have called the office and paid their charge immediately, many have not. In the near future, CTC will implement a penalty for customers who have not paid the outstanding amount within 72 hours.

Masks, masks, masks....

Masks are required on the bus and on the ferry. Passengers who ride on the upper deck on the stern are still required to wear masks. If you have a medical condition that makes it difficult to wear a mask, please contact the office in advance. People who cannot wear masks are asked to remain on the stern, 6 feet away from other passengers, and to face outward.

Number of Passengers allowed on the bus and the ferry

As we reported last month, 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. The ferry will not return between the 4PM and the 5PM trips. A rescue may also affect our ability to return immediately.

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.

When the bus needs to make two trips, the situation is coordinated between the ferry and the bus. In some cases, the ferry may return for the extra passengers. In some cases, the ferry may wait for the bus to return.

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.