



What's New at CTC?

Congratulations

Matt!

We are very pleased to announce that Matt Ridgway has been promoted to Marine Operations Manager.

Matt joined CTC as a captain in 2013. In 2016 he was promoted to Senior Captain.

Since graduating from college Matt has spent most of his time working on the water - where his travels have taken him around the country and to the Caribbean. His knowledge of boats and boat operations have proven invaluable to CTC.

In his new role, Matt is responsible for all aspects of our marine operations, including managing all boat crew staff.

Please join us in congratulating Matt on his well deserved promotion!

Letter from the CTC Board

For years, CTC crew members have voluntarily offered assistance to passengers needing help boarding or exiting the Islander. Travel on ramps to the float at low tide poses a significant safety risk for all riders, particularly for those who require help -- and for the CTC crew members who provide it.

The number of requests for assistance has grown in recent years, as have incidents where passenger and crew safety has been jeopardized. A serious accident involving passengers or crew members is a very real possibility.

As part of its ongoing evaluation of safe operations, the CTC board of directors has enacted new guidelines for passenger assistance. These will go into effect on February 15, 2019. As of that date, the CTC crew will no longer provide assistance to passengers at half-tide or below. Assistance will continue to be available at half-tide and above, when movement up and down ramps is safer for all.

Passengers who require physical assistance are encouraged to plan their travel accordingly.

Why is CTC implementing this policy now? Safety. Safety for our crew and safety for all who ride the ferry.

Over the past several years, CTC has attempted to identify and implement a safer means of moving passengers in need of assistance on the ramps. This included the purchase of a state-of-the-art powered wheelchair. Despite several modifications, the chair proved incapable of moving passengers safely. With a 12-foot tidal range, low tides rendered the ramp too steep even for even a high-tech power chair.

CTC is actively working with the town to find both short- and long-term solutions to this problem. Among the options are longer ramps, which would reduce the incline even at low tides.

What is the impact of the new policy?

*Emergency transport provided by the

Town of Chebeague will not be affected. Fire/rescue workers are trained to safely move individuals and have access to transport equipment suitable for all conditions. CTC will continue to be on call 24/7 to provide mainland emergency transport as it does currently.

*CTC carries a standard wheelchair onboard. Individuals who must travel at less than half-tide and those accompanying them are welcome to use the chair at their own risk.

*Travel via Casco Bay Lines is an option because safe access is not dependent on the tides.

*To help travel planning, CTC will provide a chart of ferry trips where crew assistance will be available (weather conditions permitting) as part of its newsletter "What's New at CTC?" The newsletter is included in the monthly Island Calendar. It is also posted on the News and Info page of CTC's website www.chebeaguetrans.com and on the website www.chebeague.org. Additionally, anyone wishing to receive a copy of the monthly newsletter (and tide travel chart) via email may sign up on CTC's News and Info page. Copies of the chart will also be available on the ferry and at the CTC office.

The CTC board has carefully weighed the need for instituting this new safety guideline over the past year, aware that it will pose an inconvenience for some of our customers. It has been the consistent position of all our Captains that ramps steeper than half-tide are unsafe and that the safety of all our passengers and of our crew must be our highest priority regardless of past practice.

We will continue to assist all who need it, but only when that assistance does not jeopardize safety. And CTC will continue to work with the Town of Chebeague Island to find a long-term solution to safer access.

CTC Board of Directors

Heater in Freight Shed!

For the comfort of our passengers, CTC has installed a heater in the freight shed on Cousins.

Ken Pelton designed the system which includes a timer installed on the wall. The first person arriving before a ferry should turn on the heater to warm the shed.

Notice to Annual Parking Permit Holders...

Annual parking permit holders who are not residents are issued an ID card with their parking sticker. Please have the ID card available for deckhands if asked so we can confirm your eligibility for a reduced price ferry ticket (green tickets). Thanks!

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