

2011 Ferry Survey Report Results

1. What is your relationship to Chebeague?

#	Answer	Response	%
1	Year-round resident	56	67%
2	Seasonal resident	21	25%
3	Frequent visitor/renter	5	6%
4	Occasional visitor/renter	1	1%
	Provider of services to Chebeague		
5	but not a resident	0	0%
	Total	83	100%

2. Select all answers that describe you.

#	Answer	Response	%
1	Commuter	23	28%
2	Family with children in school	18	22%
3	Retired	23	28%
4	Middle-aged with grown children	32	39%
5	Student	3	4%
6	Other	5	6%
7	Middle-aged with no children	8	10%

Other:

work on island
working on island

Grandmother w frequent grandchild visit
Working retiree.
reverse commuter

3. How often do you use CTC when you are living on (or working on) Chebeague.

#	Answer	Response	%
1	Average less than once a week	6	7%
2	Average one to four times per week	48	58%
3	Average five to nine times per week	23	28%
4	Average ten times or more per week	6	7%

Other reasons trips are important

Ability to go out to dinner and a movie on the weekend including Sunday. Travel home on Sunday from a trip and still make a boat.

Life!

Being a retired summer resident, I can adapt to most any schedule

important to my arrival and departure time from the island when having to travel back to NJ

Other non-medical appts and appts for my dogs; also getting to airport and/or bus terminal

boat choices for summer the same as winter

Convenience for the weekend

PSO Sunday concerts

Use of a ferry is very confining.

Must make 640 to make 745 CBL to peaks. 645 should leave 615.

Guests coming over

Sports, social activities, shopping, teacher meetings

Must shop, go to Dr's, visit family and friends and return at night

These are trips I use frequently coming and going

Start work 730 to 9 PM, finish work 2 to 7 PM

My job starts earlier than the schedule I am late every day.

Many early morning, evening trips to let commuters get to/from work without much down time.

Gives me plenty of time to catch the ferry

Traveling to and from visits to elderly parent. Attempting to enjoy dining and cultural events in the city.

Airport and bus connections.

Traffic on Friday means that we often miss the 6:30pm just by a little but the next is 2.5 hours later.

to get airline passengers

Allows for time to tend to things on the mainland and see family without getting back on Island too late.

off-island entertainment

Late trips are important for islanders to have mainland social time with friends and family; as well as

recreation e.g. skiing need after 6:30

getting on and off at night

social visits by friends and family

Commuting to work. Living on mainland I have meetings Mon and Wed so 945 is very important night so

For our family, it is important that John be able to get to work early and often work late during the winter.

The new 8 boat has been very helpful.

The 10AM boat is important to me. Reasons are personal. The boat schedule is fine, don't change it

We love to give our grandchildren as many chances to make it out to the island as possible. If they miss the

830 bus on Friday night they have to wait for the 1015 bus. This is very very late for young children.

commuting between homes

These are trips we consistently use and rely on for appts and care giving. The 8 pm is a nice add on. It

would great to keep the current schedule.

Beginning and end of day are important for flexibility in work

Total 83 100%

5. Monday - Thursday - During School Year

#	Question	Somewhat	Very	Responses
1	Between 6 and 7 AM	4	35	39
2	Between 7 and 8 AM	3	18	21
3	Between 8 and 9 AM	5	24	29
4	Between 9 and 10 AM	7	10	17
5	Between 10 and 11 AM	4	14	18
6	Between 11 AM and 12 PM (noon)	2	9	11
7	Between 12 and 1 PM	8	7	15
8	Between 1 and 2 PM	4	2	6
9	Between 2 and 3 PM	4	22	26
10	Between 3 and 4 PM	3	14	17
11	Between 4 and 5 PM	5	33	38
12	Between 5 and 6 PM	6	21	27
13	Between 6 and 7 PM	4	32	36
14	Between 7 and 8 PM	3	22	25
15	Between 8 and 9 PM	3	19	22
16	Between 9 and 10 PM	4	10	14
17	Between 10 and 11 PM	3	10	13

6. Friday

#	Question	Somewhat	Very	Responses
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I can make appts and do shopping on the same day and return not too late on these boats. Usually 8am and 230 or 4 boats are great. Sometimes 10am is nice.
 It would be great to have a boat at 730 or 740 because then I would be to school on time.
 am trip needed to get to work on time. PM trips depend on work, don't get home same time each day.

add'l Comments
 Yes
 I really don't think any schedule changes are needed or desirable.
 Matching the schedule in the afternoon is most important for the school children going to Cumberland and/or Yarmouth, not sure how to show the importance in the above schedules
 I tried to change my answer on the trips but was unable to do so. During the school year, and summers, please count the first AM trip and delete the second (7 - 8) trip on Mon - Thurs and on Fri. Thank you. Could not uncheck a box once checked. Feel 6-7pm school year is most important. Whatever the schedule we learn to work our lives around it when necessary.
 Continue to improve the management of everyday activities with a goal of more consistency and better communication with customers. The idea of more info to barging customers prior to actual barging is a step in the right direction. You go girl!!!!!!
 I am not a year round resident but have commuted in the summer. My greatest challenge is getting out of work early enough to catch the 4:30 bus. If I miss it, I have to wait until 6:00. Would be great if that 4:30 bus/5:00 boat was a half hour later and that would spread out the late afternoon/after work boat runs to be at 4:00, 5:30 and 6:30 (or push that one to 7:00 if need be.)
 Really could use hand carts at Cousins - would speed up the process and ease the wear and tear on the body
 Getting home to Chebeague always seems more important. Going off I plan around boat schedules. Too many choices are too many choices sometimes. Later in the day it seems better to have more boat choices.
 If the first boat left Chebeague 20 Min early I could get to work on time.
 7 to 8 pm boat very important!
 Sun noon important in case we want to go off island after church. I think it is always important to have an early boat for travel reasons we have family far away. The eight is important because it will allow my daughter to do sports without staying up until 9-10pm. The early boat is also important in case we need to make a quick trip for business reasons and not miss much of work day.
 Any 8-11pm boat is good
 Need 530 pm ferry! Had to request special permission from employer to work 730-420 to make boats. One Sunday night we are on the mainland in the winter.
 Commuters chose jobs and schedules around the boat schedule. Once you start moving the schedule, it affects peoples' ability to maintain employment. I think adding the 10:00 boat was a bad idea to the holiday schedule. WE understand that CTC employees have to work on holidays and the decreased boat schedule should help. On weekends, people will take boats that are available.
 Early boat for school/commuting; Evening and night trips in winter are critical or school activities and work; 2:30 boat for school kids M-F; late (10-11) boats on weekend nights are important for island kids and others to have a social life off island; a boat after 7:30pm Sunday would be good; the 8:15 boat on M-TH has been great- thanks!

1	Between 6 and 7 AM	3	34	37
2	Between 7 and 8 AM	4	17	21
3	Between 8 and 9 AM	5	21	26
4	Between 9 and 10 AM	6	8	14
5	Between 10 and 11 AM	4	15	19
6	Between 11 AM and 12 PM (noon)	3	7	10
7	Between 12 and 1 PM	6	8	14
8	Between 1 and 2 PM	4	2	6
9	Between 2 and 3 PM	5	17	22
10	Between 3 and 4 PM	4	14	18
11	Between 4 and 5 PM	5	26	31
12	Between 5 and 6 PM	4	23	27
13	Between 6 and 7 PM	3	24	27
14	Between 7 and 8 PM	2	20	22
15	Between 8 and 9 PM	4	14	18
16	Between 9 and 10 PM	2	12	14
17	Between 10 and 11 PM	3	21	24

7. Saturday

#	Question	Somewhat	Very	Responses
1	Between 6 and 7 AM	4	17	21
2	Between 7 and 8 AM	6	10	16
3	Between 8 and 9 AM	10	14	24
4	Between 9 and 10 AM	7	4	11
5	Between 10 and 11 AM	6	15	21
6	Between 11 AM and 12 PM (noon)	2	9	11
7	Between 12 and 1 PM	6	10	16
8	Between 1 and 2 PM	3	2	5

It would be really nice to have another boat on Fridays between 6:30pm and 9pm. We travel to the island April to November.

I find your time brackets to be confusing.... as in which bracket includes the boat which leaves at 8 am??> Between 7 and 8 or between 8 and 9????>

It's really hard to work in a trade from the island because most employers on the mainland want you to be at work at 7:00 AM and that is not possible with the ferry schedule.

Put the boat crew to work for the entire shift, not just while the boat is underway! staff the Cousins lot on a random basis, not full time

8 pm trip M-F allows us to see mainland family and attend grandchildren's' sporting events w/o losing valuable sleep!

One of the hardest things we have found that we have to work around is the lack of a late boat on Thursday. Hank commutes out of town most weeks, and traditionally he would fly home on Thursdays, but here on Chebeague that means he usually can't get home before the last ferry.

It would have been helpful if the survey had indicated leaving Chebeague or Cousins; I thought the agreement with Yarmouth was 6 am-11 pm? Maybe it has changed.

I have no trouble with the current schedule. I do wish school children (through high school) could have student prices and not go into adult at age 12.

We prefer that all boats leave Chebeague on the hour or on the half hour.

When I move back to the island year round Sunday 8am will be important for church on mainland.

We are happy with the way trips are now. I did not fill in the rest, no need to.

Thanks for Listening

After school is done, should stop 8pm trip.

It would be great to have boats at 2 and 3 so people who wanted to come home around 2 wouldn't have to wait until 3 for school kids

The 8pm boat is a great addition. Can do things early evening and get home at a decent hour.

I think schedule is excellent now. Used the 8PM once, very nice. IF additional trips mean higher fares, keep things as they are.

Guest Tickets: for me to buy guest tickets ONLY on the day of the CTC annual meeting is very tough / impossible due to other commitments on the same day. Perhaps these tickets could be made available over Memorial Day Weekend or another time when I could purchase. I use these to provide transportation for guests. I also believe that the summer season is the time of year when CTC earns much money for its annual budget. I also need to say that the pricing for tickets is prohibitive for family and friends to visit. A mother, father and two teenage / preteen aged children would cost \$48 plus parking for 24 hours is \$20. Asking a family to spend \$68 to visit is tough. I can't show people how fun and friendly Chebeague Island is because the cost to get to the island is too high. This is a tough situation because I know that CTC has expenses and I do not want to diminish the cost associated in running the business. It's what about trying something new....why don't you permit island residents to use green tickets for ANY guest (not stockholder green). More visitors may actually come and parking in the RT. 1 lot wouldn't be so prohibitive if they have access to less expensive tickets (or someone is paying for them altogether). Also, please don't eliminate ANY trips in winter or summer. Transportation is already the most challenging

9	Between 2 and 3 PM	7	14	21
10	Between 3 and 4 PM	6	10	16
11	Between 4 and 5 PM	6	19	25
12	Between 5 and 6 PM	6	9	15
13	Between 6 and 7 PM	6	17	23
14	Between 7 and 8 PM	5	13	18
15	Between 8 and 9 PM	5	11	16
16	Between 9 and 10 PM	0	16	16
17	Between 10 and 11 PM	4	22	26

9. Sunday

#	Question	Somewhat	Very	Responses
1	Between 6 and 7 AM	3	7	10
2	Between 7 and 8 AM	9	10	19
3	Between 8 and 9 AM	8	12	20
4	Between 9 and 10 AM	8	4	12
5	Between 10 and 11 AM	6	12	18
6	Between 11 AM and 12 PM (noon)	3	8	11
7	Between 12 and 1 PM	8	14	22
8	Between 1 and 2 PM	5	3	8
9	Between 2 and 3 PM	10	11	21
10	Between 3 and 4 PM	5	9	14
11	Between 4 and 5 PM	7	21	28
12	Between 5 and 6 PM	8	13	21
13	Between 6 and 7 PM	4	16	20
14	Between 7 and 8 PM	4	18	22
15	Between 8 and 9 PM	5	11	16
16	Between 9 and 10 PM	3	9	12
17	Between 10 and 11 PM	3	3	6

13. Monday - Thursday - Summer

#	Question	Somewhat	Very	Responses
1	Between 6 and 7 AM	6	35	41
2	Between 7 and 8 AM	5	17	22
3	Between 8 and 9 AM	5	22	27
4	Between 9 and 10 AM	10	7	17
5	Between 10 and 11 AM	5	15	20
6	Between 11 AM and 12 PM (noon)	5	6	11
7	Between 12 and 1 PM	7	13	20
8	Between 1 and 2 PM	3	4	7
9	Between 2 and 3 PM	6	18	24
10	Between 3 and 4 PM	2	17	19
11	Between 4 and 5 PM	6	30	36
12	Between 5 and 6 PM	5	23	28
13	Between 6 and 7 PM	4	22	26
14	Between 7 and 8 PM	4	14	18
15	Between 8 and 9 PM	6	15	21
16	Between 9 and 10 PM	8	11	19
17	Between 10 and 11 PM	2	12	14

14. Friday

#	Question	Somewhat	Very	Responses
1	Between 6 and 7 AM	6	30	36
2	Between 7 and 8 AM	6	13	19
3	Between 8 and 9 AM	6	21	27
4	Between 9 and 10 AM	9	7	16
5	Between 10 and 11 AM	5	15	20
6	Between 11 AM and 12 PM (noon)	6	6	12
7	Between 12 and 1 PM	7	11	18
8	Between 1 and 2 PM	3	4	7
9	Between 2 and 3 PM	7	16	23
10	Between 3 and 4 PM	4	16	20
11	Between 4 and 5 PM	5	27	32
12	Between 5 and 6 PM	4	22	26
13	Between 6 and 7 PM	3	24	27
14	Between 7 and 8 PM	3	17	20
15	Between 8 and 9 PM	4	15	19
16	Between 9 and 10 PM	6	14	20
17	Between 10 and 11 PM	4	20	24

15. Saturday

#	Question	Somewhat	Very	Responses
1	Between 6 and 7 AM	5	15	20
2	Between 7 and 8 AM	8	11	19
3	Between 8 and 9 AM	9	17	26
4	Between 9 and 10 AM	6	5	11
5	Between 10 and 11 AM	8	16	24
6	Between 11 AM and 12 PM (noon)	6	5	11
7	Between 12 and 1 PM	6	12	18
8	Between 1 and 2 PM	3	5	8
9	Between 2 and 3 PM	6	12	18
10	Between 3 and 4 PM	6	11	17
11	Between 4 and 5 PM	7	19	26
12	Between 5 and 6 PM	5	11	16
13	Between 6 and 7 PM	5	10	15
14	Between 7 and 8 PM	2	7	9
15	Between 8 and 9 PM	2	15	17
16	Between 9 and 10 PM	7	14	21
17	Between 10 and 11 PM	3	25	28

16. Sunday

#	Question	Somewhat	Very	Responses
1	Between 6 and 7 AM	3	9	12
2	Between 7 and 8 AM	7	10	17
3	Between 8 and 9 AM	9	14	23
4	Between 9 and 10 AM	7	5	12
5	Between 10 and 11 AM	7	13	20
6	Between 11 AM and 12 PM (noon)	5	8	13
7	Between 12 and 1 PM	6	15	21
8	Between 1 and 2 PM	6	3	9
9	Between 2 and 3 PM	9	14	23
10	Between 3 and 4 PM	5	11	16

11	Between 4 and 5 PM	8	19	27
12	Between 5 and 6 PM	8	13	21
13	Between 6 and 7 PM	3	14	17
14	Between 7 and 8 PM	5	15	20
15	Between 8 and 9 PM	4	11	15
16	Between 9 and 10 PM	4	9	13
17	Between 10 and 11 PM	3	4	7

4. Please explain why the trips you selected as VERY IMPORTANT are critical to you or your family.

#	Answer	Response	%
1	Employment	28	39%
2	Medical appointments	16	22%
3	Events or appointments for child	8	11%
4	Errands	23	32%
5	School for you or your child	9	13%
6	Other (up to 100 characters)	40	56%