



What's New at CTC?

2020 In Review

Annual Parking Permits

Annual parking permits have been issued for applications received to date. Unfortunately, we were unable to issue permits for the Cousins Island lot to all who applied. Please remember to affix your 2021 permit to your vehicle right away.

Cousins Island Lot

Many people who normally commute are not which has continued to make space extremely tight in the Cousins Lot. We ask that households that were issued two Cousins stickers to please park one car at the Route 1 lot if they are not regularly commuting right at this time.

Employee Birthdays

Alan Small—1/8
Happy Birthday,

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2020 was a tough year for many businesses, CTC included. After a great start to the year that began with the commissioning of our new ferry, the *Independence*, the world changed. Steep declines in revenue due to the Covid-19 pandemic necessitated service reductions. Adhering to CDC guidance for passenger ferries and buses limited our capacities, at times creating substantial inconveniences for our passengers. To keep our employees and passengers safe, we had to reinvent the way we operate, with all of you along for the ride. We recognize it has been challenging for everyone.

For the first time since 2009, CTC will not record a profitable year. The final numbers aren't in yet, but our net income will be down by about a half-million dollars compared to 2019. The company will have lost more than \$300,000. We will have carried less than 50% of the passengers compared with last year. Until the pandemic passes, we anticipate the bad financial news will continue.

We did however, have some bright spots in 2020. Our bottom line would be significantly worse if not for grants received, both from the federal and state governments, as well as a private foundation and personal donations. Thank you!

By putting the safety of passengers and crew first, and by following CDC guidelines (mask wearing, ventilation, providing space for social distancing and other measures), we have avoided crew and passenger exposures or transmission of Covid-19. Working with the Town, we have continued to provide emergency rescue transport, developing protocols to carry all patients safely. CTC continues to perform this vital service at no cost to the Town.

We have also forged valuable new relationships, in our Island community and through our participation in several industry groups. Those ties make us stronger now and in coming years.

CTC is confident that we will endure this difficult time and continue to provide safe and reliable transportation to and from Chebeague Island. We are thankful for our employees—all dedicated frontline workers—for keeping our vital service going. We are also grateful for the Chebeague community and the support we have received. As we move into 2021, our committed staff and community give us optimism for strong recovery when the pandemic subsides.

Happy New Year

Thank You Carol!

After 10 years as general manager of CTC, a time of unprecedented growth and expanded services at the company, Carol Sabasteanski retired on Nov. 22.

During the decade, Carol professionalized CTC operations, implemented new policies, put the company on solid financial footing, worked tirelessly to keep the ferry, buses and barge running smoothly, oversaw the design and construction of the *Independence*, and made the safety of passengers and crew a top priority.

She remembered employee birthdays, promoted crew training and when the need arose, even drove the bus. If there was a glitch in service, or an unhappy customer, Carol answered her phone or arrived on the scene and tackled the problem.

A fierce watchdog over the well-being of her employees, she built a strong, talented and loyal CTC team. The CTC board, and the Chebeague community, send thanks for a job well done.