

Casco Bay Island Transit District – March Finance Committee Meeting

Tariff Proposal Workshop Topic

April 10, 2024

Intro:

How We Got Here

- Passed budget with \$4.3 M operating loss (brought neutral through grant revenue). Approval included a requirement to reduce amount of operating loss by ~\$1M through management adjustments via a mix of both **EXPENSE REDUCTION AND REVENUE INCREASE**
- Expense side: Concerning trend of increased operating loss (even omitting covid years), due to rising expenses
- Revenue side: Tariff hasn't been changed in 15 years
- Staff proposals during budget process were not data informed (e.g., were flat % increases) of varying magnitude, which therefore could not be seriously considered
- 6 months into the FY and the committee has not received a proposal from staff to consider; therefore, the committee has initiated direct action on the topic



Note: 2020-2021 excluded due to COVID-19 pandemic impact

Where Do We Go From Here

- This is the second workshop of the finance committee
- At the conclusion of this April finance committee meeting, the intent is to make a recommendation to the Board for consideration and action at the Board of Directors meeting on April 25th
 - This Board meeting will also serve as an official public hearing related to rate changes¹
- Any proposal, if passed by the Board, requires submission to the Maine Public Utilities Commission
 - Any proposed effective date would be set no less than 30 days after the approval by the Board²
- Public participation and comment is welcome and encouraged at all meetings and workshops.
- Additional information can be found at <https://www.cascobaylines.com/finance-committee-rate-change/>
- Written comments may be shared via email to ratechange@cascobaylines.com with Jen Lavanture (jenniferl@cascobaylines.com) and/or your local director on copy.

¹ The District shall hold at least one public hearing prior to filing for changes to its rates or tolls. The District shall provide notice of this hearing at least 14 days prior to the date when the hearing is to be held by posting such notice in a conspicuous location at the mainland ferry terminal and on each of the vessels used by the District.

² The Casco Bay Island Transit District shall give notice to the public of any change to its rates and tolls at least 30 days in advance of the effective date of the changes.

The notice must be published at least twice in the Portland Press Herald or a similar newspaper of general daily circulation that is distributed in Cumberland County.

The notice must be placed in conspicuous locations on each of the vessels used by the District and in the mainland terminal.

The notice shall describe any planned change in CBITD's rates or tolls, the proposed effective date, and how fifty or more ratepayers can request, in writing, that the Commission investigate the change in rates or tolls.

The District shall include in its filing with the Commission for a change in rates and tolls, a copy of the notices provided and an affidavit indicating where the notices appeared.

Diving In:

Scope and Key Assumptions:

Focus of today's workshop discussion:

- Passenger tickets
- Bicycle Tickets
- Domestic Animal Tickets
- Cruises

What we're not doing at this meeting:

- Vehicles
- Freight

Key Assumptions:

- Not feasible to have residential tiered pricing¹
- Will maintain a peak/off-peak pricing structure that cycles in April and Oct
- Same eligibility criteria for half price tickets apply
- Children pricing structure (free under 5, half price for 5-13)
- No change to domestic animal pricing policy

¹ The chair recommends that this committee pursue further legal analysis and solicit formal guidance from counsel on the feasibility of implementing some program of resident discount pricing in the future based on recent conversation with CBITD counsel.

Current Tariff Structure

Summarized

CURRENT								
	PEAK SEASON	Peaks Island	Little Diamond	Great Island	Diamond Cove	Long Island	Great Chebeague	Cliff Island
FULL PRICE		\$7.70	\$8.20	\$9.55	\$10.70	\$10.70	\$11.05	\$11.55
HALF PRICE		\$3.85	\$4.10	\$4.75	\$5.35	\$5.35	\$5.50	\$5.75
COMMUTER		\$23.95	\$26.35	\$31.35	\$32.40	\$32.40	\$35.90	\$38.20
MONTHLY		\$82.50	\$88.00	\$106.75	\$111.90	\$111.90	\$124.85	\$125.15
ANNUAL		\$906.95	\$968.00	\$1,174.25	\$1,231.00	\$1,231.00	\$1,263.35	\$1,376.65
	OFF SEASON	Peaks Island	Little Diamond	Great Island	Diamond Cove	Long Island	Great Chebeague	Cliff Island
FULL PRICE		\$4.10	\$5.20	\$6.15	\$6.95	\$6.95	\$6.75	\$7.45
HALF PRICE		\$2.00	\$2.60	\$3.10	\$3.45	\$3.45	\$3.35	\$3.70
COMMUTER		\$16.00	\$19.35	\$23.35	\$24.65	\$24.65	\$23.75	\$26.35
MONTHLY		\$82.45	\$88.00	\$106.75	\$111.90	\$111.90	\$124.85	\$125.15
ANNUAL		\$906.95	\$968.00	\$1,174.25	\$1,231.00	\$1,231.00	\$1,263.35	\$1,376.65

Proposed Structure – Round-Trip Passenger Rates

DRAFT – FOR WORKSHOP AT 04/10 FINANCE COMMITTEE MEETING

PROPOSED - FLAT FARE ALL ISLANDS		
PEAK SEASON		Flat Fare: All Islands
	FULL PRICE	\$14.00
	HALF PRICE	\$7.00
	MONTHLY	\$48.00
*New	HALF PRICE MONTHLY	\$24.00
OFF SEASON		Flat Fare: All Islands
	FULL PRICE	\$7.20
	HALF PRICE	\$3.60
	MONTHLY	\$32.00
*New	HALF PRICE MONTHLY	\$16.00
ANNUAL		Flat Fare : All Islands
	ANNUAL	\$432.00
*New	HALF PRICE ANNUAL	\$216.00

Note: Propose that annual and monthly passes also include transportation of one bicycle and/or one domesticated animal (dog/cat) along with the pass holder.

Proposed Structure

DRAFT – FOR WORKSHOP AT 04/10 FINANCE COMMITTEE MEETING

- Implementation discussion questions:
 - Should we include a 90-day pass, priced the same as 3x monthly (improves operational efficiency and convenience for riders)?
 - Do we include in the tariff as flat fare all islands (operational efficiency) or implement on a per island basis but with the same cost (potentially better data)?

Proposed Structure – Round-Trip Passenger Rates Island by Island Comparison vs. Current

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PEAKS ISLAND				
PEAK SEASON	Current Tariff	Proposed	% Change	% Change vs. Inflation
FULL PRICE	\$7.70	\$14.00	▲ 82%	▲ 25%
HALF PRICE	\$3.85	\$7.00	▲ 82%	▲ 25%
COMMUTER	\$23.95	NA	NA	NA
MONTHLY	\$82.50	\$48.00	▼ -42%	▼ -60%
HALF PRICE MONTHLY	NA	\$24.00	NA	NA
OFF SEASON				
FULL PRICE	\$4.10	\$7.20	▲ 76%	▲ 21%
HALF PRICE	\$2.00	\$3.60	▲ 80%	▲ 24%
COMMUTER	\$16.00	NA	NA	NA
MONTHLY	\$82.45	\$32.00	▼ -61%	▼ -73%
HALF PRICE MONTHLY	NA	\$16.00	NA	NA
ANNUAL				
ANNUAL	\$906.95	\$432.00	▼ -52%	▼ -67%
HALF PRICE ANNUAL	NA	\$216.00	NA	NA

Proposed Structure - Round-Trip Passenger Rates Island by Island Comparison vs. Current

DRAFT – FOR WORKSHOP AT 04/10 FINANCE COMMITTEE MEETING

LITTLE DIAMOND ISLAND

	Current Tariff	Proposed	% Change	% Change vs. Inflation
PEAK SEASON				
FULL PRICE	\$8.20	\$14.00	▲ 71%	▲ 18%
HALF PRICE	\$4.10	\$7.00	▲ 71%	▲ 18%
COMMUTER	\$26.35	NA	NA	NA
MONTHLY	\$88.00	\$48.00	▼ -45%	▼ -62%
HALF PRICE MONTHLY	NA	\$24.00	NA	NA
OFF SEASON				
FULL PRICE	\$5.20	\$7.20	▲ 38%	— 5%
HALF PRICE	\$2.60	\$3.60	▲ 38%	— 5%
COMMUTER	\$19.35	NA	NA	NA
MONTHLY	\$88.00	\$32.00	▼ -64%	▼ -75%
HALF PRICE MONTHLY	NA	\$16.00	NA	NA
ANNUAL				
ANNUAL	\$968.00	\$432.00	▼ -55%	▼ -69%
HALF PRICE ANNUAL	NA	\$216.00	NA	NA

GREAT DIAMOND ISLAND

	Current Tariff	Proposed	% Change	% Change vs. Inflation
PEAK SEASON				
FULL PRICE	\$9.55	\$14.00	▲ 47%	— 1%
HALF PRICE	\$4.75	\$7.00	▲ 47%	— 2%
COMMUTER	\$31.35	NA	NA	NA
MONTHLY	\$106.75	\$48.00	▼ -55%	▼ -69%
HALF PRICE MONTHLY	NA	\$24.00	NA	A
OFF SEASON				
FULL PRICE	\$6.15	\$7.20	▲ 17%	▼ -19%
HALF PRICE	\$3.10	\$3.60	▲ 16%	▼ -20%
COMMUTER	\$23.35	NA	NA	NA
MONTHLY	\$106.75	\$32.00	▼ -70%	▼ -79%
HALF PRICE MONTHLY	NA	\$16.00	NA	NA
ANNUAL				
ANNUAL	\$1,174.25	\$432.00	▼ -63%	▼ -75%
HALF PRICE ANNUAL	NA	\$216.00	NA	NA

Proposed Structure - Round-Trip Passenger Rates Island by Island Comparison vs. Current

DRAFT – FOR WORKSHOP AT 04/10 FINANCE COMMITTEE MEETING

DIAMOND COVE					
	Current Tariff	Proposed	% Change	% Change vs. Inflation	
PEAK SEASON					
FULL PRICE	\$10.70	\$14.00	▲ 31%	▼ -10%	
HALF PRICE	\$5.35	\$7.00	▲ 31%	▼ -10%	
COMMUTER	\$32.40	NA	NA	NA	
MONTHLY	\$111.90	\$48.00	▼ -57%	▼ -70%	
HALF PRICE MONTHLY	NA	\$24.00	NA	NA	
OFF SEASON					
FULL PRICE	\$6.95	\$7.20	— 4%	▼ -29%	
HALF PRICE	\$3.45	\$3.60	— 4%	▼ -28%	
COMMUTER	\$24.65	NA	NA	NA	
MONTHLY	\$111.90	\$32.00	▼ -71%	▼ -80%	
HALF PRICE MONTHLY	NA	\$16.00	NA	NA	
ANNUAL					
ANNUAL	\$1,231.00	\$432.00	▼ -65%	▼ -76%	
HALF PRICE ANNUAL	NA	\$216.00	NA	NA	

LONG ISLAND					
	Current Tariff	Proposed	% Change	% Change vs. Inflation	
PEAK SEASON					
FULL PRICE	\$10.70	\$14.00	▲ 31%	▼ -10%	
HALF PRICE	\$5.35	\$7.00	▲ 31%	▼ -10%	
COMMUTER	\$32.40	NA	NA	NA	
MONTHLY	\$111.90	\$48.00	▼ -57%	▼ -70%	
HALF PRICE MONTHLY	NA	\$24.00	NA	NA	
OFF SEASON					
FULL PRICE	\$6.95	\$7.20	— 4%	▼ -29%	
HALF PRICE	\$3.45	\$3.60	— 4%	▼ -28%	
COMMUTER	\$24.65	NA	NA	NA	
MONTHLY	\$111.90	\$32.00	▼ -71%	▼ -80%	
HALF PRICE MONTHLY	NA	\$16.00	NA	NA	
ANNUAL					
ANNUAL	\$1,231.00	\$432.00	▼ -65%	▼ -76%	
HALF PRICE ANNUAL	NA	\$216.00	NA	NA	

Proposed Structure - Round-Trip Passenger Rates Island by Island Comparison vs. Current

DRAFT – FOR WORKSHOP AT 04/10 FINANCE COMMITTEE MEETING

CHEBEAGUE ISLAND				
	Current Tariff	Proposed	% Change	% Change vs. Inflation
PEAK SEASON				
FULL PRICE	\$11.05	\$14.00	▲ 27%	▼ -13%
HALF PRICE	\$5.50	\$7.00	▲ 27%	▼ -12%
COMMUTER	\$35.90	NA	NA	NA
MONTHLY	\$124.85	\$48.00	▼ -62%	▼ -71%
HALF PRICE MONTHLY	NA	\$24.00	NA	NA
OFF SEASON				
FULL PRICE	\$6.75	\$7.20	— 7%	▼ -26%
HALF PRICE	\$3.35	\$3.60	— 7%	▼ -26%
COMMUTER	\$23.75	NA	NA	NA
MONTHLY	\$124.85	\$32.00	▼ -74%	▼ -81%
HALF PRICE MONTHLY	NA	\$16.00	NA	NA
ANNUAL				
ANNUAL	\$1,263.35	\$432.00	▼ -66%	▼ -76%
HALF PRICE ANNUAL	NA	\$216.00	NA	NA

CLIFF ISLAND				
	Current Tariff	Proposed	% Change	% Change vs. Inflation
PEAK SEASON				
FULL PRICE	\$11.55	\$14.00	▲ 21%	▼ -16%
HALF PRICE	\$5.75	\$7.00	▲ 22%	▼ -16%
COMMUTER	\$38.20	NA	NA	NA
MONTHLY	\$125.15	\$48.00	▼ -62%	▼ -74%
HALF PRICE MONTHLY	NA	\$24.00	NA	NA
OFF SEASON				
FULL PRICE	\$7.45	\$7.20	— -3%	▼ -33%
HALF PRICE	\$3.70	\$3.60	— -3%	▼ -33%
COMMUTER	\$26.35	NA	NA	NA
MONTHLY	\$125.15	\$32.00	▼ -74%	▼ -82%
HALF PRICE MONTHLY	NA	\$16.00	NA	NA
ANNUAL				
ANNUAL	\$1,376.00	\$432.00	▼ -69%	▼ -78%
HALF PRICE ANNUAL	NA	\$216.00	NA	NA

Proposed Structure – Domesticated Animals and Bicycles

DRAFT – FOR WORKSHOP AT 04/10 FINANCE COMMITTEE MEETING

DOMESTICATED ANIMALS				BICYCLES			
	Current Tariff	Proposed	% Change		Current Tariff	Proposed	% Change
SINGLE TICKET	\$4.10	\$4.50	▲ 10%	SINGLE TICKET - ADULT	\$6.50	\$7.00	— 8%
COMMUTER	\$14.45	NA	NA	SINGLE TICKET - CHILD	\$3.25	\$3.50	— 8%
MONTHLY ADD-ON	\$10.00	NA	NA	COMMUTER	\$16.85	NA	NA
ANNUAL ADD-ON	\$0.00	NA	NA	MONTHLY	\$31.25	NA	NA
				MONTHLY ADD-ON	\$10.00	NA	NA
				ANNUAL ADD-ON	\$0.00	NA	NA

Note: No Peak/Off-Peak structure for Domesticated Animals and Bicycles.
Propose that annual and monthly passes also include transportation of one bicycle and/or one domesticated animal (dog/cat) along with the pass holder.

Forecasted Revenue Impact – Passenger Rates

DRAFT – FOR DISCUSSION AT 04/10 FINANCE COMMITTEE MEETING

Full Year	2024 Proposal - Revenue	Peaks Island	Little Diamond	Great D. Island	Diamond Cove	Long Island	Great Chebeague	Cliff Island	Total
	Full Price	\$2,024,740	\$38,135	\$73,264	\$170,228	\$204,986	\$53,906	\$46,559	\$2,611,818
	Half Price	\$482,079	\$24,068	\$35,550	\$39,216	\$93,703	\$8,565	\$18,789	\$701,970
	Commuter	-	-	-	-	-	-	-	-
	Monthly Pass*	\$121,315	\$2,699	\$8,236	\$17,633	\$22,799	\$776	\$2,650	\$176,109
	Annual Pass	\$28,370	-	-	-	\$432	-	\$432	\$29,234
		2,656,504	64,902	117,050	227,078	321,920	63,248	68,430	3,519,131

Full Year	Current Pricing - Revenue	Peaks Island	Little Diamond	Great D. Island	Diamond Cove	Long Island	Great Chebeague	Cliff Island	Total
	Full Price	\$1,117,637	\$22,711	\$51,812	\$131,789	\$162,377	\$43,177	\$39,591	\$1,569,093
	Half Price	\$265,585	\$14,397	\$25,320	\$30,721	\$75,020	\$6,843	\$16,090	\$433,976
	Commuter	\$282,847	\$8,968	\$29,015	\$42,796	\$88,977	\$3,322	\$13,014	\$468,938
	Monthly Pass	\$53,483	\$98	\$2,912	\$18,128	\$5,096	\$115	-	\$79,832
	Annual Pass	\$49,743	-	-	-	\$1,231	-	\$1,377	\$52,350
		1,769,296	46,173	109,060	223,434	332,700	53,457	70,071	2,604,190

Full Year	% Change	Peaks Island	Little Diamond	Great D. Island	Diamond Cove	Long Island	Great Chebeague	Cliff Island	Total
	Full Price	81%	68%	41%	29%	26%	25%	18%	66%
	Half Price	82%	67%	40%	28%	25%	25%	17%	62%
	Commuter	-	-	-	-	-	-	-	-
	Monthly Pass*	(64%)	(70%)	(74%)	(71%)	(76%)	(77%)	(80%)	(68%)
	Annual Pass	(43%)	-	-	-	(65%)	-	(69%)	(44%)
		50%	41%	7%	2%	(3%)	18%	(2%)	35%

* 2024 Proposal estimates assume that existing Commuter tickets convert to Monthly Pass.

* Estimates based on 2023 Ticket Sales Data

Forecasted Revenue Impact – Sensitivity Analysis

TO BE PRESENTED AND DISCUSSED AT 04/10 COMMITTEE MEETING

Proposed Structure – Cruises

DRAFT – FOR WORKSHOP AT 04/10 FINANCE COMMITTEE MEETING

MAILBOAT / SUNRISE / SUNSET

	Current Tariff	Proposed	% Change	
ADULT	\$17.00	\$19.50	▲	15%
SENIOR	\$14.50	\$16.50	▲	14%
CHILD	\$8.50	\$10.00	▲	15%

DIAMOND PASS

	Current Tariff	Proposed	% Change	
ADULT	\$16.00	\$18.50	▲	16%
SENIOR	\$13.50	\$15.75	▲	17%
CHILD	\$8.00	\$9.25	▲	16%

Note: Cruise pricing last updated in 2020.

Forecasted Revenue Impact - Cruises

DRAFT – FOR WORKSHOP AT 04/10 FINANCE COMMITTEE MEETING

Full Year	2024 Proposal - Revenue	Mailboat	Diamond Pass	Sunset	Sunrise	Moonlight	Total
	Adult	\$209,114	\$85,766	\$62,510	\$6,916	\$399	\$364,705
	Senior	\$91,658	\$37,328	\$9,207	\$677	-	\$138,869
	Child	\$8,970	\$5,615	\$2,310	\$80	\$10	\$16,985
	Total	\$309,742	\$128,708	\$74,027	\$7,673	\$409	\$520,558

Full Year	2024 Proposal - Ticket #	Mailboat	Diamond Pass	Sunset	Sunrise	Moonlight	Total
	Adult	11,006	4,636	3,290	364	21	19,317
	Senior	5,555	2,370	558	41	-	8,524
	Child	897	607	231	8	1	1,744
	Total	17,458	7,613	4,079	413	22	29,585

Full Year	Current Pricing - Revenue	Mailboat	Diamond Pass	Sunset	Sunrise	Moonlight	Total
	Adult	\$187,102	\$74,176	\$55,930	\$6,188	\$357	\$323,753
	Senior	\$80,548	\$31,995	\$8,091	\$595	-	\$121,228
	Child	\$7,625	\$4,856	\$1,964	\$68	\$9	\$14,521
	Total	\$275,274	\$111,027	\$65,985	\$6,851	\$366	\$459,502

Full Year	Current Pricing - Ticket #	Mailboat	Diamond Pass	Sunset	Sunrise	Moonlight	Total
	Adult	11,006	4,636	3,290	364	21	19,317
	Senior	5,555	2,370	558	41	-	8,524
	Child	897	607	231	8	1	1,744
	Total	17,458	7,613	4,079	413	22	29,585

Forecasted Revenue Impact – Sensitivity Analysis, Cruises

TO BE PRESENTED AND DISCUSSED AT 04/10 COMMITTEE MEETING

Appendix:

Current Tariff Structure, Inflation Adjusted

Inflation Adjusted Pricing	Peaks Island	Little Diamond	Great D. Island	Diamond Cove	Long Island	Great Chebeague	Cliff Island
Peak-Season							
Full Price	\$11.17	\$11.90	\$13.85	\$15.52	\$15.52	\$16.03	\$16.76
Half Price	\$5.59	\$5.95	\$6.89	\$7.76	\$7.76	\$7.98	\$8.34
Commuter	\$34.74	\$38.22	\$45.48	\$47.00	\$47.00	\$52.08	\$55.41
Monthly Pass	\$119.61	\$127.66	\$154.86	\$162.33	\$162.33	\$166.61	\$181.55
Half Price Monthly Pass	-	-	-	-	-	-	-
Off-Season							
Full Price	\$5.95	\$7.54	\$8.92	\$10.08	\$10.08	\$9.79	\$10.81
Half Price	\$2.90	\$3.77	\$4.50	\$5.00	\$5.00	\$4.86	\$5.37
Commuter	\$23.21	\$28.07	\$33.87	\$35.76	\$35.76	\$34.45	\$38.22
Monthly Pass	\$119.61	\$127.66	\$154.86	\$162.33	\$162.33	\$166.61	\$181.55
Half Price Monthly Pass	-	-	-	-	-	-	-
Annual							
Annual Pass	\$1,315.67	\$1,404.23	\$1,703.43	\$1,785.75	\$1,785.75	\$1,832.68	\$1,997.04
Half Price Annual Pass	-	-	-	-	-	-	-

Market Analysis and Tariff Comparisons

Maine State Ferry Prices: Last Updated - (October 2019)

Ticet Type	Island	Duration	Peak (6/1 - 9/30)	Off-Peak (10/1 - 5/31)	Cost @ 20 ft.	Peak: 2024 Proposal	Off-Peak: 2024 Proposal	Cost @ 20 ft.
Adult (18+)	Islesboro	20	\$13.00	\$8.00	-	\$15.00	\$9.00	-
Minor (6-17)	Islesboro	20	\$9.00	\$4.00	-	\$10.50	\$4.50	-
Child (0-5)	Islesboro	20	-	-	-	-	-	-
Commuter	Islesboro	20	\$52.00	\$32.00	-	\$60.00	\$36.00	-
Vehicle	Islesboro	20	\$29.50	\$22.00	-	\$37.50	\$26.00	-
Motorcycle	Islesboro	20	\$23.75	\$17.50	-	\$29.25	\$20.50	-
Truck per ft.	Islesboro	20	\$4.00	\$4.50	\$80.00	\$6.00	\$5.00	\$120.00
Reservation	Islesboro	20	\$20.00	\$20.00	-	\$20.00	\$20.00	-
Bicycle - Adult	Islesboro	20	\$18.00	\$13.00	-	\$21.00	\$15.00	-
Bicycle - Minor	Islesboro	20	\$14.00	\$9.00	-	\$16.50	\$10.50	-

Chebeague Ferry: Last Updated -

Ticet Type	One Way	Round Trip	Monthly (Residents Only)	Annual (Residents Only)
Adult (12+)	\$10.00	\$18.00	\$130.00	\$1,430.00
Child (6-11)	\$3.00	\$5.00	\$50.00	\$550.00
Child (0-5)	-	-	-	-
10-Ride Adult	\$63.00	-	-	-
10-Ride Resident	\$42.00	-	-	-
25-Ride Child (6-11)	\$25.00	-	-	-
Pets	\$3.00	\$5.00	-	-
20-Ride Pet	\$25.00	-	-	-
Bicycles	\$3.00	\$5.00	-	-
20-Ride Bicycle	\$25.00	-	-	-

Link to Casco Bay Island Transit District Approved and In Effect Tariff Rates and Terms

Tariff Rate:

<https://www.cascobaylines.com/uploads/Tariff-RATES-approved-by-puc-effective-6-1-2021.pdf>

Tariff Terms:

<https://www.cascobaylines.com/uploads/Tariff-TERMS-approved-by-puc-effective-6-1-2021.pdf>

Current Ticket Policy

- Fares apply in either direction between Portland and Islands in Casco Bay.
- Each ticket permits round-trip transportation.
- Child fares are for children aged 5-13. There is no charge for children under 5.
- Senior fares are for people 65 years of age or over.
- A Medicare Card, METRO Reduced Fare card or an out of state disability card issued by a transit agency of that State may be presented at the Ticket Office to validate half fares for persons with transportation disabilities.
- Dogs (except service animals) require tickets to board and must be kept leashed at all times.
- Bicycles require tickets or must be shipped as freight.

Frequent Rider Passes

- You must show your pass to the deckhand in order to board the boat.
- If you do not have your pass, you must purchase a ticket. This ticket will be refundable when you present your pass at the ticket window on a subsequent date, with a limit of refunds to two times within a twelve-month period from date of issuance.
- Passes are non-transferable and may only be used by the person named on the pass. Failure to abide by this rule may result in permanent loss of the pass.
- If you lose your pass, a replacement may be purchased for an \$8.00 fee.

Annual Passes

- The Annual Pass includes transportation of one bicycle and/or one domesticated animal (dog/cat) along with the pass holder.

Round Trip Tickets

- Each ticket is good for 60 days.
- A refund is offered if tickets are turned in before the 60 days are up (less \$.25 per passenger ticket and \$1.00 per vehicle ticket).
- After a ticket has expired, **each** ticket can be turned in at the ticket counter toward the purchase of **one** ticket of the same type (e.g. adult for adult, child for child).
- The cost of swapping **each** ticket would be \$.25 per passenger ticket and \$1.00 per vehicle ticket.
- For tickets purchased at the higher price (seasonal rate change), the difference shall be paid by the purchaser.

Commuter Tickets

- Commuter books consist of five (5) round-trip tickets
 - Applies to Passengers, Domestic Animals, and Bicycles
- Each ticket in a book of Commuter Tickets is good for 14 days.

Wholly unused and non-expired commuter book tickets will be redeemed in the following manner:

- The product of the number of tickets used from the commuter book times the regular round trip fare will be subtracted from the price of the commuter book, and the difference, minus a \$.25 per ticket service charge, will be refunded to the purchaser.
- Expired Commuter book tickets have no value after expiration.
- Commuter Book tickets are for exclusive use only by the purchaser and his or her immediate family and are not otherwise transferable.
- The purchaser's immediate family shall include his or her spouse and any or all purchaser's children under 18 who live with the purchaser.
- Passenger Commuter Book tickets expire 15 days after issue.
- Bicycle Commuter Book tickets expire 60 days after issue.

¹ <https://www.cascobaylines.com/portland-ferry-rates/passenger/>

Commuter Book Current Tariff Rules (Current)

- In addition to regular fare tickets, carrier offers certain tickets at discount known as Commuter Book tickets, based upon frequency of travel by purchaser. The discounts under Commuter Book tickets are substantial and it is necessary that strict compliance with conditions of their sale be enforced in order to protect the interests of commuter patrons.
- In consideration of the discount at which they are sold, the purchaser, by purchase and use of Commuter Book tickets, agrees to and accepts same, subject to tariff regulations, limitations and conditions as follows:
- Commuter Book tickets are 5 to a book and permit one round trip each. Passenger and Animal Commuter Book tickets are limited to 15 days and the Bicycle Commuter Book tickets are limited to 60 days, including date of sale.
- Commuter Book tickets are for exclusive use only by purchaser and his or her immediate family and are not otherwise transferable. The purchaser's immediate family shall include his or her spouse and any or all purchaser's children under 18 who live with the purchaser.
- It is necessary to safeguard the rights of the original purchaser as well as to prevent improper use of Commuter Book tickets. Carrier reserves the right at all times to request identification in connection with all Commuter Book tickets when they are used. Commuter Book tickets will not be honored for passage or redemption if detached from stub or if altered or mutilated.
- The date of sale and expiration date are printed on each Commuter Book ticket at the time of sale, and no use of such ticket will be permitted after date of expiration. Non- expired unused tickets will be redeemed in accordance with the provisions of Item 129 of this tariff.

Residential Boarding Pass Policy

- Each pass will cost \$10. Any person ages 5+ wishing to board ahead of others must have their own pass.
- All 2023 passes will be valid for all trips departing between 9:15 am – 7:15 pm from May 26, 2023 – October 9, 2023.
- The definition of a resident is as follows:
 - (a) persons domiciled on Peaks Island;
 - (b) persons who own property on Peaks Island and pay property taxes to the City of Portland; and
 - (c) their spouses, partners, or dependents.
 - This includes year-round and seasonal residents (including leaseholders).
 - It does not include guests, other relatives, or friends.
- Applications will be accepted on a rolling basis. New applications will be accepted in person or online. Renewals will be processed in person.
- Any new applicant must submit at least two (2) of the following documents:
 - property tax bill;
 - rental agreement;
 - motor vehicle registration;
 - driver's license;
 - hunting or fishing license;
 - utility bill;
 - property insurance bill;
 - or, other evidence of Peaks Island residency that is acceptable to Casco Bay Lines.
- All new applications requires applicants to certify information before a notary public.
- Once submitted, an application for a new pass holder, and supporting documentation, will be reviewed by District personnel. Provided the applicant meets the criteria (as outlined above), the pass or passes will be issued.
- In the event an application does not meet the criteria, the applicant will be notified in writing and an explanation for the denial provided.
- The program will not impede the public's right to travel nor consistently deny ferry service access to non-residents and will have, at most, a negligible or minor impact on the ability of non-residents to use its ferry services.
- The program will designate a minority percentage of a ferry's maximum capacity to residents, set a cap on the number of passes issued, and ensure that non-residents make up a majority of passengers on each trip to and from Peaks Island.
 - The maximum percentage that will be designated to resident pass holders will be forty (40) percent of the respective vessel's designated capacity.
 - In 2023, a cap of 1,500 annual passes will be issued on a first come, first served basis. Depending upon demand, this number may need to be adjusted upward.
- Pass holders must arrive at the respective terminal fifteen (15) minutes prior to departure time and wait in a designated area prior to boarding.
- An applicant may appeal the denial of a boarding pass request by District personnel in accordance with the following procedures:
 - An appeal must be made in writing to the District, supported by sufficient information to enable to appeal to be fairly evaluated, within 7 calendar days after the issuance of the written notice of denial.
 - The appeal will be evaluated by the District's General Manager.
 - A written decision from the General Manager stating the grounds for allowing or denying the appeal will be provided to the appellant within 60 days of the filing of the appeal.
 - The decision of the General Manager is final and no further appeal will be considered by the District or its Board of Directors.
- This policy is intended solely as an internal guide to the District. It does not afford any person any property or contractual rights, and no person shall have any enforceable rights against the District based upon this policy or alleged violations of this policy.

¹ <https://www.cascobaylines.com/portland-ferry-rates/passenger/>