

## Caity Gildart

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**From:** rory thesellersplace.com <rory@thesellersplace.com>  
**Sent:** Tuesday, April 8, 2025 12:51 PM  
**To:** Rate Change  
**Subject:** Why the difference?

Hi,

I recently received the Rate Change Proposal for the car ferry. It says to write you with comments.

One thing in the document made me curious.

The proposed rates during peak season show a discounted fare that is different for Thurs-Sat compared to Sun-Wed. But the undiscounted fares are the same all week.

But during off peak, it's the reverse: the undiscounted fare is different for Thurs-Sat compared to Sun-Wed. But the discounted fares are the same all week.

What is the reason the rate structures swap like this between peak and off-peak seasons?

Thank you,

Rory Sellers  
Peaks Island

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## Caity Gildart

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**From:** Marianne Taylor <mtaylor4mail@yahoo.com>  
**Sent:** Tuesday, April 8, 2025 1:56 PM  
**To:** Rate Change  
**Subject:** Vehicle rate change

Hello. I am a seasonal resident of Peaks Island. I own a seasonal cottage and am on the island from May to October. I was shocked, last summer to see the passenger rates double. I have lived in Boston most of my life and considered the fall out if the trains and bus fares simply doubled overnight. In essence—the ferry is a public service as Peaks is part of Portland. The residential tax rates in Portland are already exceedingly high, but I have always reasoned that the ferry is like public transportation. I have been coming to Peaks for 30 years and remember well the old terminal. As I could see, there were few issues with the old terminal. In fact it seemed to have even more seating than the new renovated terminal. The renovated space is just that—lots of air and un usable space. It seems to me that there are the same number of registers selling tickets as there always were. I learned also that the entire second floor above the renovated space is the CBL offices. This seems hard to grasp as the renovation obviously cost CBL millions. But for what actual improvements to the customer base? Just like the “new” ferry which will only fit 2-3 more cars? All this begs the question: what could the goals of CBL actually be when it is obvious that customer service is not a top priority?

Summer after summer I try to work with the system. I take my car on and off the island as infrequently as possible. But like many of us—we occasionally need our cars off island. The lack of any kind of car reservation system has always baffled me. When I have inquired (as I often do when relegated to wait at the “whale wall” for hours on end) I have been given various excuses: it wouldn’t be fair to people who could not make a reservation; the computer system is not set up for reservations; it would be impossible to manage. Yet, I have taken the ferry to Vinalhaven as well as the Cross Sound Ferry as well as the ferries to Marthas Vineyard and Nantucket. How is it that all these jurisdictions manage to run a functional car reservation system and CBL can not. I have spent entire days waiting to get my car on at either side of the ferry. It seems to me terribly inconsiderate for CBL to expect people to simply arrive at the terminal and hope for the best—the best often being having to wait for three or 4 hours in the baking sun with kids, pets, and elderly passengers. All this for a 18 minute ferry ride. I have been told—come at this time and not at that time only to arrive in a sea of total confusion—a free for all of unmanaged chaos. Often cars arrive and have no idea where to even line up—they cut in front of other cars and mayhem ensues. In short—the system is unmanned, unfair, and a total mess. Is this really the best CBL can do?

And now we are told that CBL is in debt and the car fares need to double—you’re taking away the cheap car ferry on Wednesdays—and you’re STILL refusing to implement a common sense reservation system. All this while we see the massive renovation which seemed to do nothing but colonize waterfront “air” space, thus greatly increasing CBL’s square footage and office space—yet do nothing to improve customer experience and satisfaction. I am so very disappointed to learn that the only way CBL can remain financially viable is to double fares, both passenger and auto. It seems to me that some unsustainable business decisions were made around unnecessary terminal and ferry—and now CBL wants their passengers to bail them out.

I, like many, will simply have no choice but to pay for a parking space in town as the ferry will not only be prohibitively expensive, not to mention as unreliable and dysfunctional as it always has been.

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## Caity Gildart

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**From:** Mira Ptacin <mira.ptacin@gmail.com>  
**Sent:** Tuesday, April 8, 2025 4:31 PM  
**To:** Rate Change  
**Subject:** woud like to retract my statement

Hello,

I just saw a copy of the current proposal and realize I was misinformed by the information that was given to me. I'd like to retract my comments!

Thank you so much for your understanding!  
Best,  
Mira

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**Mira Maria Ptacin**



Author & Educator

[www.miraMptacin.com](http://www.miraMptacin.com)

author of ***Poor Your Soul***

and ***The In-Betweens: The Spiritualists, Mediums, and Legends of Camp Etna***

**Peace.**

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## Caity Gildart

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**From:** Susan Nightingale <nightsb20@gmail.com>  
**Sent:** Tuesday, April 8, 2025 5:39 PM  
**To:** Rate Change  
**Subject:** Vehicle fare increase

Good afternoon,

I am writing to ask a few questions prior to your next meeting about the rate change. While I completely understand the need for an increase in vehicle fare, I share many of the concerns already voiced by full and part time islanders.

My husband and I spend about 6 months at our cottage on Peaks every year, typically May through October. Due to his mobility issues and frequent appointments in town, we have begun to drive back and forth much more frequently than we use to. Last year, we often left Portland on Wednesday nights and returned on Sunday nights, making it more affordable and less busy.

He always purchased a pass but as the car driver, I didn't need a ticket so only purchased a passenger ticket on the rare occasions we traveled without a car. If I understand it correctly, he will be able to purchase the reduced fare vehicle ticket with his pass as long as he's in the car. The issue here is that with the current pass structure, he will pay the \$100 twice because he will need to buy a 90 day pass twice in the 6th month period. I'm sure there must be others in this situation. Would you consider 1) a six month pass so people pay the \$100 once per season or 2) attach a lower fee to the 90 day pass like \$50 so it equals out?

I also wonder how this affects households with multiple drivers who may not be traveling together but each may need to drive their family vehicle from time to time. This plan would require those families to pay an additional \$100 for each pass holder so they have the ability to buy a reduced fare as needed. This could amount to a lot of additional cost for those families.

Lastly, I am very concerned about the additional expense that will be added for any service/construction work that property owners will have to bear. It will greatly increase the cost of any project or necessary maintenance as these ferry rates are added to our price for any job. I would expect it will also increase the prices at restaurants, shops and the store because that additional cost will need to be passed on to customers. It could end up being a lot.

We appreciate your efforts and willingness to take all this public input as you work towards a solution that can work for everyone involved.

Thank you,  
Susan Nightingale

Sent from my iPad

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## Caity Gildart

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**From:** Susan Hanley <susan.hanley123@gmail.com>  
**Sent:** Tuesday, April 8, 2025 7:15 PM  
**To:** Rate Change  
**Subject:** Support for vehicle fare proposal

Dear CBL Board Members,

I am writing to support the most recent vehicle fare proposal that reduces the vehicle rate to \$46 Sunday-Wednesday during the peak season, and \$46 every day during the off peak season, for people who purchase a \$100 discount pass.

I believe this proposal provides a very affordable rate for people who want to bring their cars over to the island. Creating the \$100 discount pass is a clever way to make affordable car ferry tickets available for frequent ferry riders. I liken it to many subscription services that people sign up for, like paying \$139/year for an Amazon Prime membership, which provides the benefit of free shipping on some Amazon items.

In this case, for a \$100/year fee, people can pay a very fair rate of \$46 to bring their car to Peaks Island. This is actually less than the price of a car ferry ticket adjusted for inflation since 2010 when rates were last raised (\$52).

An added benefit of the proposal is that discount pass holders can purchase a reduced car ferry ticket for any car they are riding in - not just the car they own. So they can extend the benefit to family and friends just by riding over on the ferry with them. This is another great idea!

I hope that you will vote in favor of this vehicle fare proposal and support an initiative that increases CBL revenues in a fair way.

Thanks,  
Susan

Susan Hanley  
President, Board of Directors  
Fifth Maine Museum  
[fifthmainemuseum.org](http://fifthmainemuseum.org)  
207-332-2443



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## Caity Gildart

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**From:** M J Burnette <mj.burnette@yahoo.com>  
**Sent:** Tuesday, April 8, 2025 9:12 PM  
**To:** Rate Change  
**Subject:** Rate Changes

As a retired senior, I downsized to one car which I keep on Peaks Island. I always go off Island with this car and not as a passenger only. If I understand your proposals, in order to get discounted auto rates, I would have to also purchase a passenger pass. Is there no option of auto passes only ?

Secondly, the non islander auto charges of \$ 120 to \$ 190. are ridiculous for a 15 minute boat ride. It's hard enough getting any service people to come to Peaks and this won't help. This will also discourage family and friends to visit.

Lastly, why are non-commercial vehicles seeing such high increases as compared to only 23 % for commercial vehicles. When a commercial vehicle is taking up to four or six car spaces, why are they not being charged accordingly ?

M J Burnette  
39 Central Avenue  
Peaks Island, Maine

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## Caity Gildart

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**From:** Annie O'Brien <asob45@aol.com>  
**Sent:** Tuesday, April 8, 2025 10:11 PM  
**To:** Rate Change  
**Subject:** Please slow the process down

To the administrators of Casco Bay Lines:

I am a 45-year full time resident of Peaks Island. I am concerned about the proposed rate changes and the impact they will have on island residents, as well as on friends and family who visit us. There has been a lot of information flying around, but not enough clarity or time to process the implications of the changes. Personally, I have not had enough time to explore how the rate changes will affect our family.

I request that a decision not be rushed, and that you take the time to get islanders the information they need in order to fully understand and express their opinions about the proposed rate changes.

Thank you,  
Anne Sibley O'Brien

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## Caity Gildart

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**From:** Info  
**Sent:** Wednesday, April 9, 2025 7:19 AM  
**To:** Caity Gildart  
**Subject:** Fw: Rate Changes

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**From:** ann kearsley design <ak@annkearsley.com>  
**Sent:** Tuesday, April 8, 2025 8:40 PM  
**To:** Info <info@cascobaylines.com>  
**Cc:** Ann Kearsley Design <ak@annkearsley.com>  
**Subject:** Rate Changes

April 8

Dear CBL,

I'm writing to express my dismay over the proposed extreme increase in vehicle rates. The single jump increase is *so* extreme - raising the cost of living on the island by literally thousands of dollars a year.

A brief investigation of other ferry line fares along the Eastern seaboard suggests that the Peaks Island ferry - an 18-minute ride - would be one of the most expensive ferries by a long shot. A round-trip ticket for a 1-hour (each way) ferry to Nantucket is \$220. That's \$1.83 per minute as opposed to the Peaks Island ride which will cost \$5.28 per minute. The Block Island ferry is \$75.20 round trip for vehicles for a 55-minute ride (each way) which works out to \$1.73 per minute.

CBL has not provided a clear explanation of how its management has landed in these financial straits or why its fares are not comparable to those of other ferry lines in the Northeast. CBL has also not provided a convincing explanation for why Peaks Island residents are expected to bear the burden of digging you out of your financial hole. This decision seems punitive and deeply unfair.

Ann Kearsley  
500 Seashore Avenue  
Peaks Island, ME 04108  
207.318.1113



**From:** Barrington Coughlin <barringtoncoughlin@gmail.com>  
**Sent:** Wednesday, April 9, 2025 7:41 AM  
**To:** Rate Change  
**Subject:** Support for Rate Change Proposal

To: Casco Bay Lines Board

I am writing in strong support of the recommendations presented by the Finance Committee on vehicle charges.

Past Boards were able in the past to rely on government largess to avoid fare increases. The odds are high that government grants to cover operating expenses will be reduced or eliminated.

The proposed fare increases protect those users most reliant on frequent use of vehicular services vs. occasional or one-time users, which is fair.

The discussions around support for the financially neediest of users through the benevolence of island organizations such as PIC, Loretta Voyer Fund, etc. provide a common-sense approach to supporting those most in need.

A one-year trial period of the new fare structure will allow the Board and the Community to determine which parts of the proposal work well, and which parts do not and should be changed.

We can no longer pretend that we are immune to the increasing costs of island living, and that the government will always take care of us. I commend the Board for recognizing this, and I commend the Finance Committee for all the hard work put into addressing these problems, and for coming up with a workable proposal.

## Caity Gildart

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**From:** John W. Gulliver <jwgulliver@gmail.com>  
**Sent:** Saturday, April 12, 2025 10:22 AM  
**To:** Rate Change  
**Cc:** Gulliver Jean K.  
**Subject:** Proposed New Fares

To the Finance Committee,

We are writing in support of the overall goals of the Finance Committee to secure the long-term future of Casco Bay Lines and its year-round service to Peaks and the other islands in Casco Bay, while maintaining affordable and accessible service.

We write as longtime summer residents of Peaks. In fact, John's great grandfather built the family cottage on Peaks in 1898. Family members have been customers of CBL and its predecessors ever since.

It is prudent to increase revenues and become more disciplined in operating expenses to balance the budget and become less dependent on federal subsidies that are at great risk of either elimination altogether or substantial reduction. While this is true for each of the islands served by CBL, our personal knowledge and experience are with Peaks.

Rate increases on various classes of service, especially vehicle service to Peaks Island, are long overdue in light of overall inflation, higher operating expenses, and the large amount of vehicle travel to Peaks with bigger and heavier vehicles that take a greater toll on ferry equipment. No one likes a fare increase, but worse than that would be a major impairment of this essential service.

The revised proposal from the Finance Committee reflects a sincere commitment to balance affordability and accessibility for all residents, including those who regularly must move their vehicles on an off the island, with the need to achieve financial sustainability. The Finance Committee has already shown a willingness to modify its proposals based on feedback and has expressly stated that the final decision will be a pilot program for 2025, subject to further modification as experience dictates. This is a sound approach that we support.

Jean and John Gulliver

John W. Gulliver  
jwgulliver@gmail.com  
+1.207.415.3400

## Caity Gildart

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**From:** Chris Hoppin <choppin@aol.com>  
**Sent:** Sunday, April 13, 2025 1:32 PM  
**To:** Rate Change  
**Cc:** Jean Hoffman  
**Subject:** Proposed Vehicle Rates

These are long overdue and this proposal looks good.  
Let's adopt it ASAP so we can benefit from Summer crowds.

C.J. Hoppin            207 232 2908  
196 Seashore Avenue  
Peaks Island, ME 04108

## Caity Gildart

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**From:** Cynde Putney <cyndep325@gmail.com>  
**Sent:** Monday, April 14, 2025 11:34 AM  
**To:** Rate Change  
**Subject:** Comments on 4/9 proposed vehicle rates

I would like to thank the committee for all their hard work on this issue. The latest proposal which essentially offers year-round residents a \$10 increase in vehicle rates, after 10 years of no increases seems quite manageable. I would note that in many ways the new discounted structure is an improvement for year-round residents who purchase an annual pass during the majority of Peak Season (after any pre-purchased tickets expired in June) as the proposed highest rate is the same as it has been in times past, and the Sun-Thur rate is now less than it was previously. The additional fee paid by 90 day pass holders has been cut in half from original proposal.

Are vehicle tickets still going to be good for 60 days under the proposed plan?

Thank you,  
Cynde Putney

Sent from my iPhone

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## Caity Gildart

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**From:** EMILY MAGAL <emagal@aol.com>  
**Sent:** Tuesday, April 15, 2025 2:15 PM  
**To:** Rate Change  
**Subject:** Proposed Rate Change

I am writing to applaud the most recent proposed car ferry pricing rate change.

In my opinion it will increase CBL income, provide islanders/frequent users a reasonable solution to the huge price jump and decrease pressure on Wednesdays.

Thank you for listening and working so hard to find a solution.

Emily Magal  
130 Island Avenue  
Peaks Island, ME 04108  
240-460-8770 (mobile)  
207-766-2509 (home)

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