

CASCO BAY LINES ALL SERVICE

Service Overview

Casco Bay Lines (CBL) operates four ferry routes, all of which operate from the Portland Ferry Terminal. CBL ferries carry passengers, vehicles, mail, and freight.

- **Bailey:** A seasonal route serving Bailey Island that is temporarily discontinued.
- **Down Bay:** Serves Little Diamond Island, Great Diamond Island, Diamond Cove, Long Island, Chebeague Island, and Cliff Island year-round.
- **Inner Bay:** Serves Little Diamond Island, Great Diamond Island, Diamond Cove, and Long Island year-round.
- **Peaks:** Serves Peaks Island year-round.

CBL schedules change throughout the year, primarily to accommodate significant increases in ridership during the summer months. For most residents of island communities served by CBL, ferries are their only mode of transport on- or off-island, and so are a lifeline service. Of the islands served by CBL, only Chebeague Island is served by another fixed-route ferry service. Aside from Peaks Island, outbound ferry stops are frequently made on an on-call basis only, meaning that ferries do not stop at a dock if there is no one requesting to board or alight the boat and there is no freight to drop off.

Service Map



CBL is a unique and highly regulated transit provider in the Greater Portland region. The service is legally obligated to serve Casco Bay islands, and is overseen and/or regulated by the United States Coast Guard, United States Department of Homeland Security, and Maine Public Utilities Commission.

Connections

The only fixed-route transit connection with CBL ferries is via METRO Route 8, which serves the Portland Ferry Terminal. This route connects ferry riders to the PULSE, where they can access BSOOB Transit, RTP, METRO, and SPBS routes. It also connects riders to several shopping and healthcare destinations. RTP demand-response service can serve the ferry terminal if requested.

Schedule

CBL schedules vary throughout the year, depending on the season. The amount of service provided is lowest in winters, higher in spring and fall, and highest in summer, to accommodate high levels of tourist demand. Service to each dock, according to each seasonal schedule, is designed below.

Chebeague Island

- In summer, seven round trips operate between 5:00 AM and 10:10 PM. Trips depart every two to three hours.
- In spring and fall, seven round trips operate between 5:00 AM and 9:55 PM (10:35 PM on Fridays). Trips depart every two to three hours.
- In winter, seven round trips operate between 5:00 AM and 9:40 PM (10:25 PM on Fridays). Trips depart every two to three hours.

Cliff Island

- In summer, seven round trips operate between 5:00 AM and 9:55 PM. Trips depart every two to three hours.
- In spring and fall, seven round trips operate between 5:00 AM and 9:40 PM (10:25 PM on Fridays). Trips depart every two to three hours.
- In winter, seven round trips operate between 5:00 AM and 9:25 PM (10:10 PM on Fridays). Trips depart every two to three hours.

Diamond Cove

- In summer, eleven outbound and ten inbound trips operate between 7:45 AM and 10:40 PM. Trips depart every one to two hours.
- In spring and fall, eight outbound and six inbound trips operate between 7:45 AM and 10:25 PM (11:05 PM on Fridays). Outbound trips depart every 120 to 150 minutes, with a gap between 1:00 PM and 4:15 PM. There is one inbound trip in the morning, one during midday, and four in the evening.
- In winter, six outbound and three inbound trips operate between 7:45 AM and 5:05 PM. The first two outbound trips are 15 minutes apart, followed by trips every one to two

hours, with the final two trips made three hours apart. There is one inbound trip in the morning, one during midday, and one in the evening.

Great Diamond

- In summer, 13 outbound trips and 12 inbound trips operate between 5:00 AM and 10:55 PM. Trips depart every 45 to 60 minutes. The second to last inbound trip is a subsidized run and does not operate on Monday or Tuesday.
- In spring and fall, 10 round trips operate between 5:00 AM and 10:40 PM (11:20 PM on Fridays). Trips depart every one to two hours.
- In winter, 10 outbound and eight inbound trips operate between 5:00 AM and 10:05 PM (10:50 PM on Fridays). Trips depart every two to three hours.

Little Diamond

- In summer, 13 outbound trips and 12 inbound trips operate between 5:00 AM and 11:00 PM. Trips depart every 45 to 60 minutes. The second to last inbound trip is a subsidized run and does not operate on Monday or Tuesday.
- In spring and fall, 10 round trips operate between 5:00 AM and 10:45 PM (11:25 PM on Fridays). Trips depart every one to two hours.
- In winter, 10 outbound and eight inbound trips operate between 5:00 AM and 10:10 PM (10:55 PM on Fridays). Trips depart every two to three hours.

Long Island

- In summer, 13 outbound and 12 inbound trips operate between 5:00 AM and 10:25 PM. Trips depart every one to two hours.
- In spring and fall, 10 round trips operate between 5:00 AM and 10:15 PM (10:55 PM on Fridays). Trips depart every one to two hours.
- In winter, 10 round trips operate between 5:00 AM and 9:55 PM (10:40 PM on Fridays). Trips depart every one to two hours.

Peaks Island

- In summer, 15 round trips operate between 5:45 AM and 10:55 PM on most days, with an extra trip on Fridays and Saturdays returning at 11:55 PM. Trips generally depart every hour, with headways of two hours between some trips.
- In spring and fall, 15 round trips operate between 5:45 AM and 10:55 PM on most days, with an extra trip on Fridays and Saturdays returning at 11:55 PM. Trips generally depart every hour, with headways of two hours between some trips.

- In winter, 14 round trips operate between 5:45 AM and 10:55 PM on most days, with an extra trip on Fridays and Saturdays returning at 11:55 PM. Trips generally depart every hour, with headways of 90 minutes between some trips.

CBL’s current schedules are the result of an in-depth schedule analysis project that resulted in schedule changes being implemented in February 2020.¹

Ridership

Ridership by Day and Time of Day

In October 2019, CBL ridership was higher on weekends, driven largely by Peaks Island riders (approximately 700 more people ride to Peaks Island on weekends than weekdays). At Cliff Island, Diamond Cove, Great Diamond, and Long Island docks, weekday ridership was slightly higher on weekdays than on weekends.

During a typical October 2019 weekday, CBL ridership peaked in mid-day. Ridership on late-evening sailings was very low.

Ridership by Time of Day (October 2019)

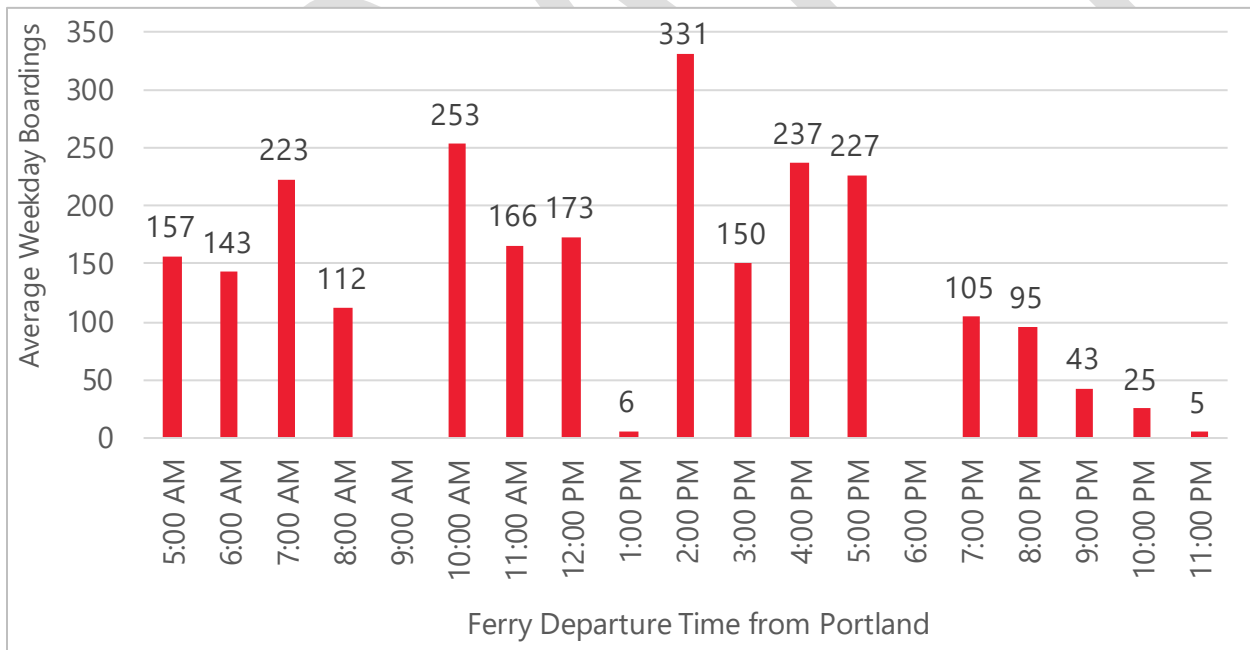


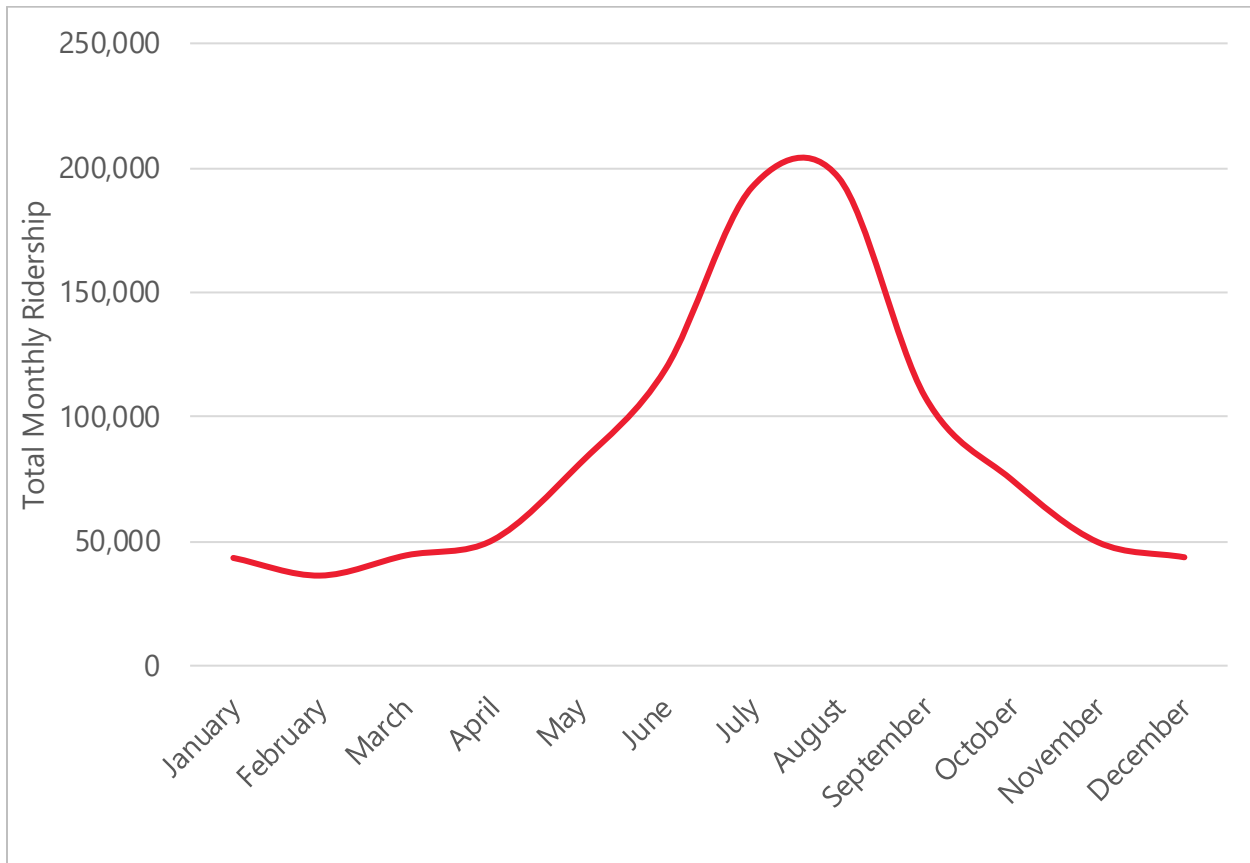
Chart shows ridership that occurs on trips departing from Portland during the hour which begins at the time noted on x axis. For example, ridership in the 8:00 AM bar is ridership that occurred from 8:00 a.m. through 8:59 AM.

¹ Casco Bay Lines. February 28, 2020. Schedule Analysis Project. <<https://www.cascobaylines.com/about-us/project-information/schedule-analysis-project/>>

Ridership by Month

CBL ridership is highly seasonal, with nearly four times as many riders using the system in the peak summer tourist season as during winter. In 2019, 59% of CBL annual ridership occurred in June through September.

Weekday Ridership by Month (2019)



Ridership by Stop

Because CBL ridership varies dramatically by time of year, this profile shows ridership by stop in the lowest-ridership (February) and highest-ridership (August) months of 2019. Outside of Portland, Peaks Island is the highest-ridership CBL stop in both seasons, followed by Long Island and Great Diamond Island in the winter and Long Island and Diamond Cove in the summer.

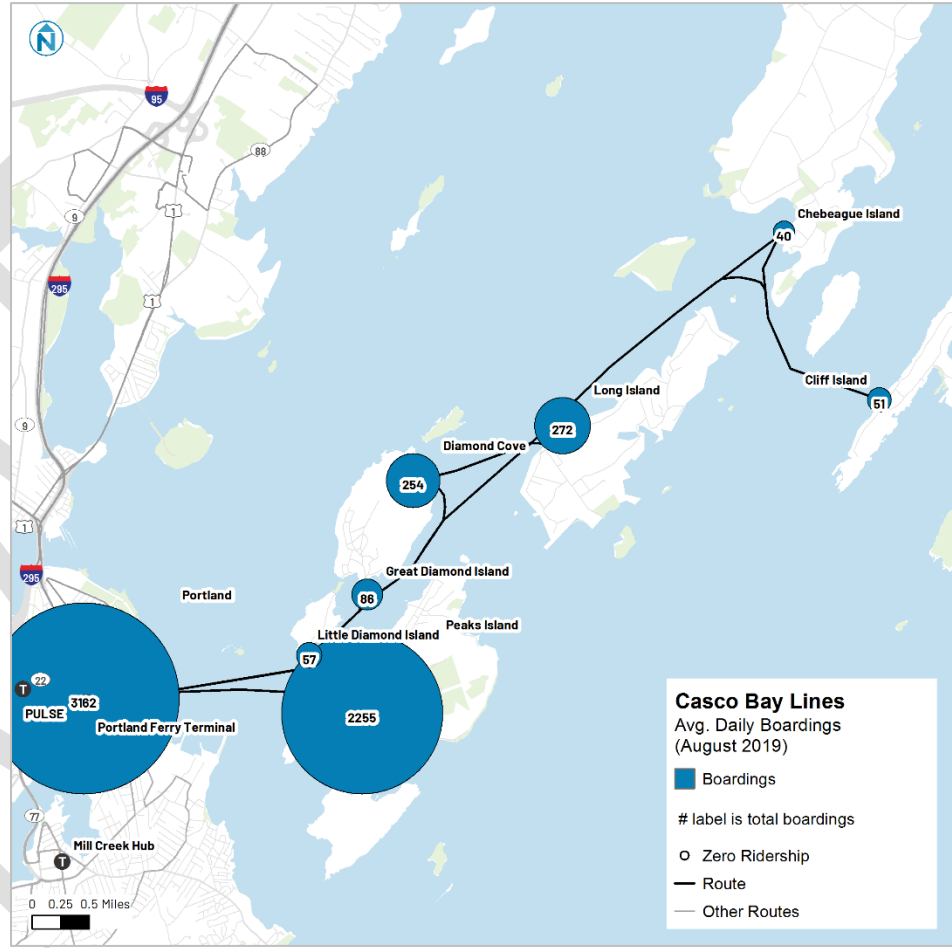
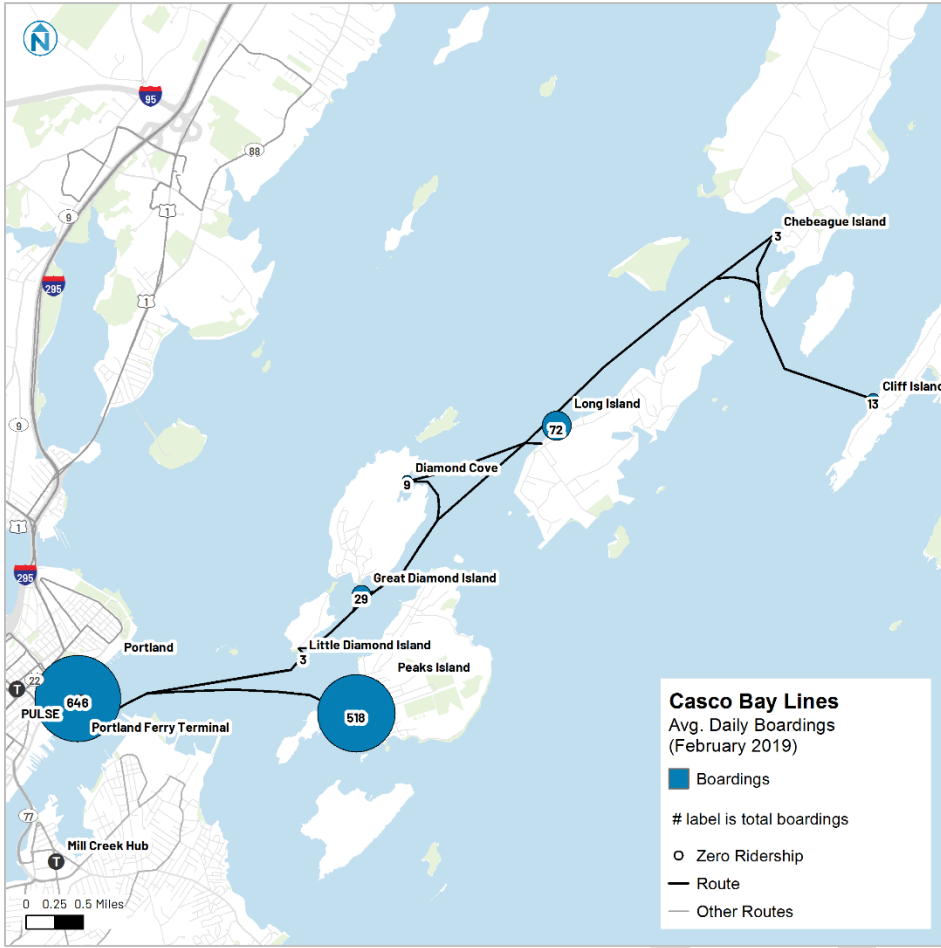
Diamond Cove sees the greatest percent increase in ridership in the summer, with nearly 3,000% growth in boardings. Great Diamond Island sees the smallest percent increase in summer ridership, with only a 200% increase in boardings. Peaks Island sees the greatest absolute increase in summer boardings, with approximately 1,700 more average daily boardings in summer than in winter.

Stop	Winter ADB (February 2019)	Summer ADB (August 2019)	Percent Difference, Winter to Summer*
Peaks Island	518	2,255	+340%
Little Diamond Island	3	57	+1,860%
Great Diamond Island	29	86	+200%
Diamond Cove	9	254	+2,820%
Long Island	72	272	+280%
Chebeague Island	3	40	+1,410%
Cliff Island	13	51	+290%
Portland	646	3,162	+390%
Total	1,292	6,325	+390%

*Rounded to nearest 10%.

Weekday Ridership by Stop: Winter (February 2019)

Ridership by Stop: Summer (August 2019)



Assessments and Opportunities

Strengths

- CBL service provides essential transportation for people, vehicles, and goods to several island communities.
- CBL service is reliable, providing year-round access to the island communities.
- Ridership in summer tourism season is very high, particularly to Peaks Island, showing that CBL provides a service that is in high demand and well-used by visitors to the region.
- CBL is part of the Southern Maine Transit Tracker app, which shares real-time information for riders of several transit providers in the region.

Weaknesses

- There is minimal connectivity between the Portland Ferry Terminal, the fixed-route bus network, and key destinations in the Portland region. Only METRO Route 8 serves the Portland Ferry Terminal.
- For tourists and visitors to the region, there is no one-seat ride transit connection between the Portland Ferry Terminal and Portland Transportation Center or the Jetport.
- Because of the unique nature of ferry operations, CBL uses its own third-party ticketing and reservation system. CBL does not accept DiriGO fare cards or apps, despite the three largest fixed-route bus providers that serve downtown Portland accepting this medium. This may inconvenience some riders.

Opportunities

Opportunities to improve service on CBL are limited, given considerable constraints on vehicle availability, stop infrastructure, and lifeline service considerations. However, some opportunities exist to improve connectivity to the larger regional transit network:

- CBL ferries do not have good connectivity to the passenger rail network. A one-seat transit ride from the Portland Ferry Terminal to the Portland Transportation Center would provide connections to Downeaster and Concord Coach Line service.
- Visitors to the region have no easy way to tour the area without a car. A seasonal tourism circulator could be designed to connect the Jetport, the Portland Transportation Center, and the Portland Ferry Terminal with key destinations in the region.
- The Portland Ferry Terminal is a short (but relatively steep) walk to Congress Street, where multiple regional bus routes converge. Improved signage and wayfinding could better facilitate and highlight this connection.

- The new bus turnaround at the reconstructed Portland Ferry Terminal could provide a high level of passenger amenities (e.g., shelter, seating, real time information).
- The regional Dirigo fare program could be enhanced so CBL ferries could accept the farecard from riders transferring between other regional transit services and CBL ferries. Joining a unified fare system would make regional travel simpler for residents and tourists.

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