

# MAINE STATE FERRY SERVICE



# WELCOME & INTRODUCTIONS

# PURPOSE:

To share and gain support for the Maine State Ferry Service's responsibility and desire to provide:

- a safe and healthful work environment
- an efficient maximized line-up process for loading
- positive quality interactions between employees & customers

**Continue to experience a  
growing number of life safety  
concerns for employees and  
customers!**



# SPECIALIZED TEAM DEVELOPED

- Occupational Health & Safety
- Human Resources
- Line Attendants
- Ferry Service Manager
- Ferry Service Business Administrator
- Traffic Engineers
- Public Safety Engineers
- Public Service Managers

# ROCKLAND FERRY TERMINAL PARKING STUDY

Completed in 2016

## Rockland Ferry Terminal Parking Study



WIN 18594  
Rockland Ferry Terminal, Rockland, Maine

November 7, 2016  
Prepared by:

Maine Department of Transportation  
Bureau of Planning  
16 State House Station  
Augusta, ME 04333-0016



...every system is designed  
to deliver the results given!





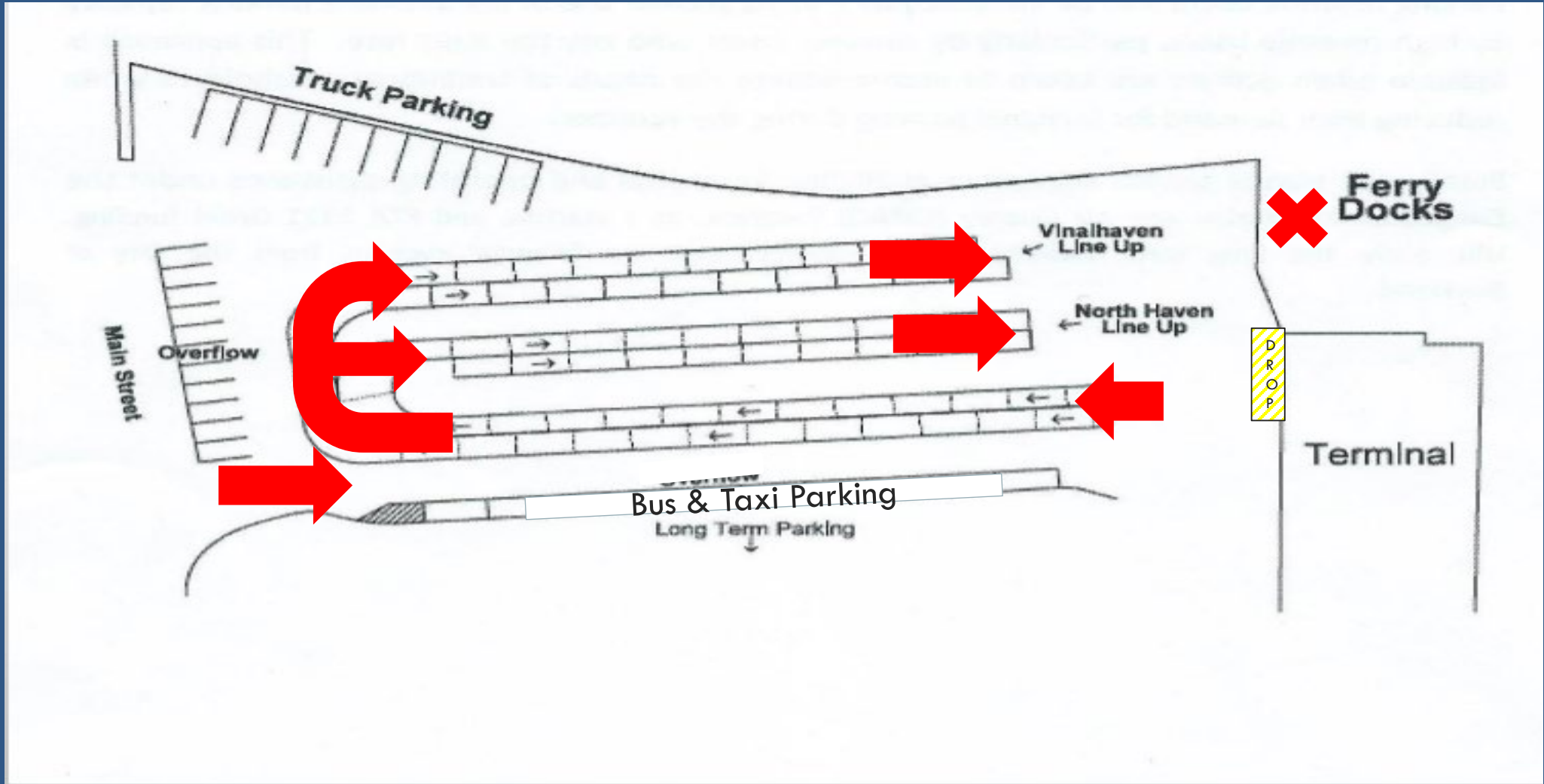
# TEAM RECOMMENDATIONS

- Immediate Improvements
  - Bus/Taxi Parking and Passenger Drop Off Location
  - Trials Involving Traffic and Speed Control Devices
- Short & Long Term Safety Improvements to the Terminal Lot
- Present to MaineDOT Management
- Present to Island Advisory Board
- Continue to plan and prepare for future implementations





# TRAFFIC IN THE TERMINAL LOT



# TWO WAY TRAFFIC COMING AND GOING IN THE ESTABLISHED EXIT LANE



Vehicles are directed to load the boat using the terminal lot exit lane during simultaneous exiting from the long-term parking lot.





Use of non-exit lanes to exit the terminal lot, sometimes directed to do so, because the exit lane is blocked due to boat loading.



# UNPREDICTABLE ACTIONS OF VEHICLES & PEDESTRIANS



# UNPREDICTABLE PEDESTRIAN TRAFFIC THROUGH THE TERMINAL LOT





# Other Vehicle Traffic Exposures

- Vehicles backing up and pulling out of line up lanes (Line Vehicle Parking and others)
- Vehicles not following established traffic patterns in the terminal lot
- Excessive vehicular speed in the terminal lot
- Persons exit vehicles after entering the line-up areas
- Uncontrolled unpredictable chaotic traffic
- Congestion
- Distractions



# CROSSWALKS IMPROVEMENTS - ADA



Statewide effort to improve ADA compliance and overall safety of crosswalks

**THE MAINE STATE FERRY SERVICE IS  
COMMITTED TO IMPROVING**

**SAFETY FOR ALL,**

**EFFICIENCY & MAXIMIZATION OF SPACE,**

**AND**

**EMPLOYEE & CUSTOMER INTERACTIONS**

# IMPROVEMENT GOALS

- Ensure safety is achieved by reducing risks to the lowest possible level.
- Provide an easily understood and maximized line up process.
- Provide positive experiences every day for customers and employees.

# IMPLEMENTED SAFETY IMPROVEMENTS



# BUS AND TAXI PICK-UP/DROP OFF AREA



- Decreases congestion in area of most concern
- Eliminates the visibility issues caused by the bus in front of the terminal
- Convenient drop off location near the pedestrian crosswalk to the terminal

# PASSENGER DROP OFF AREA



A convenient safe location to drop off passengers without exposure to traffic, effectively reducing pedestrian traffic in the terminal lot.



## OTHER IMPROVEMENTS IMPLEMENTED

- Increased Employee Awareness of Hazards
- Improved Employee Visibility/Identification
- Improved Crosswalks (ADA Compliant)
- Vinalhaven Standby Line changes reducing employee exposure to traffic

- Customer Service Training for all Ferry Service Employees
- Electronic Ticketing Contract Awarded
- Trialed Use of Temporary Signage & Cones to Direct Traffic
- Posted Temporary Signage to Lower Speed
- Used Temporary Speed Bumps to Slow Traffic

# ROCKLAND FERRY TERMINAL LOT CHALLENGES/OPPORTUNITIES



What potential hazards do you see?





# AREA OF GREATEST CONCERN



- Exposures to
  - Line Attendant
  - Pedestrian
- Exit lane congestion issues
  - Use of exit lane for loading
  - long-term parking exiting
  - Truck parking
  - Bus/Taxi/Customer exiting
- Traffic going to Knight's Marine and the Snack Shack



# PEDESTRIAN/LINE ATTENDANT EXPOSURES

## HAZARDS

- Exposure to vehicular traffic.
  - Walking in vehicle traffic lanes.
  - Walking in exit lane.
- Exposure and distraction of Line Attendant.

## CONTROLS

- Improve pedestrian walkway signage to give positive guidance.
- Improved communication for passengers.
- New line up procedure, providing organized transitions.
- Eliminate the pedestrian crosswalk leading to the parking space in front of Marine Patrol.





# EXITING LONG-TERM PARKING

## HAZARDS

- Pedestrian exposure to traffic crossing in front of the terminal to the area of most concern.
- Potential vehicle collisions (exit used by Line Attendants to load the boat).

## CONTROL

- New exit to eliminate long-term parking to enter the area of most concern.



# EXIT LANE FROM LONG-TERM PARKING





# VEHICLES BOARDING THE FERRIES

## HAZARDS

- Traffic travels to and from the boat in the terminal lot exit lane. (Liability!)
- Exposure of pedestrians, line attendants, and other vehicle traffic

## CONTROLS

- New chute style line-up
- New exit lane to eliminate long-term parking to enter the area of most concern.



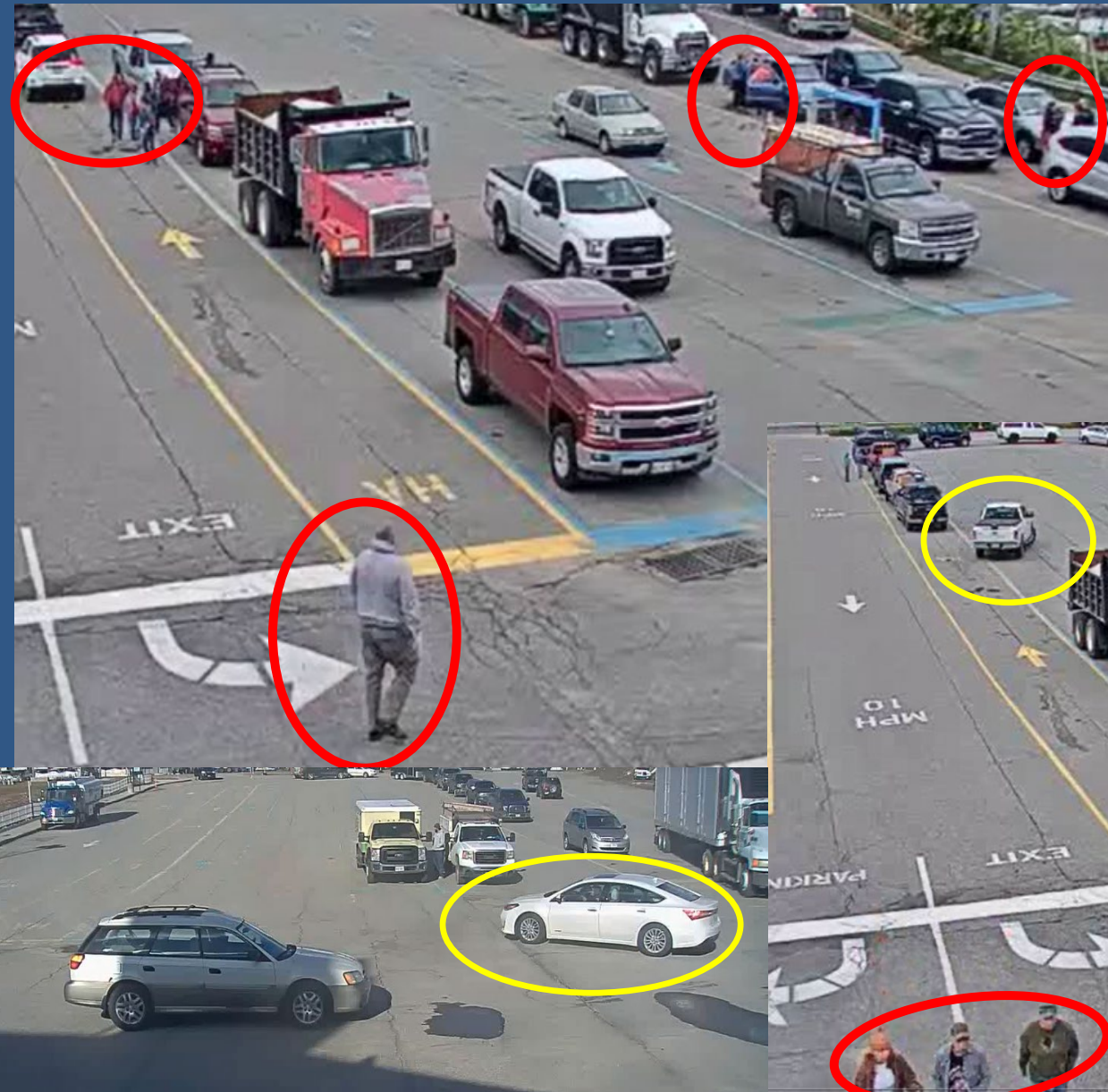
# VEHICLES & PEDESTRIANS CUTTING THROUGH PARKING LOT.

## HAZARDS

- Pedestrian exposure to vehicle traffic
- Vehicle traveling in wrong direction
- Pedestrians walking in vehicle traffic lanes

## CONTROLS

- Change Line up to chute style line up
- Improved
  - communication to customers
  - parking lot vehicle signage
  - pedestrian signage





# UNAUTHORIZED PARKING & UNPREDICTABLE TRAVEL THRU TERMINAL LOT

## HAZARDS

- Increased customer/employee confrontation
- Vehicles parked in dangerous locations
- Vehicles not following established traffic patterns
- Pedestrian exposed to vehicular traffic

## CONTROLS

- Educate public about the ferry terminal lot rules and layout
- Provide positive guidance signage
- Provide crosswalk and walking areas



# ACCESS TO/FROM KNIGHT'S MARINE

## HAZARDS

- Frequent tractor with boat traffic in loading area with no advance notice (increased at peak ridership)
- Backing tractor and trailer without spotter causing exposure of potential back-over of line attendants, pedestrians and vehicles

## CONTROL

- Control access to the Marina during loading and unloading of boats



# SNACK SHACK TRAFFIC

## HAZARDS

- Pedestrian exposure to increased vehicular traffic.
- Added congestion to a congested area.

## CONTROL

- Control access to the Snack Shack during loading and unloading of boats.



# LINE VEHICLE PARKING

## HAZARDS

- Vehicles maneuvering around other vehicles
- Switching of vehicles exposing pedestrians
- Other potential vehicle struck by hazards
- Security Concern Involving Unattended Vehicle

## CONTROLS

- Eliminate line vehicle parking
- Use of long term parking





# ADA ACCESS



## HAZARD

- Improper ADA access, and tripping hazards

## CONTROLS

- Change cross walk location. ( has been completed)
- Improve transition area to sidewalk.



# TRUCK PARKING

## HAZARDS

- Improper truck parking, trucks parking in exit lane.
- Trucks parked in insufficient parking spaces.

## CONTROL

- Create a safe and efficient large truck parking area.



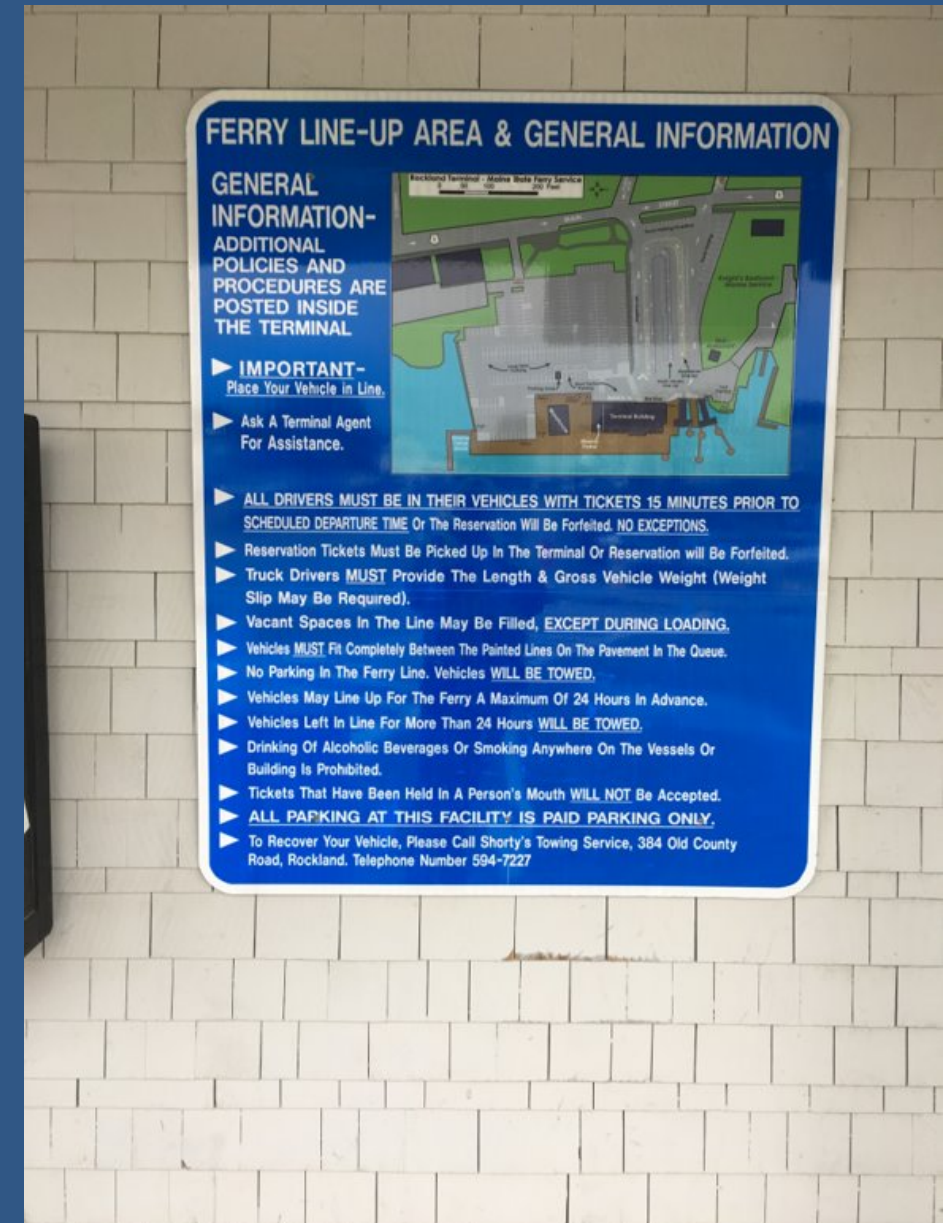
# COMMUNICATIONS

## Hazards

- Unclear guidance for passenger
- Blocked vehicle line up lanes
- Blocked entrance and exit of terminal lot
- Unpredictable vehicle movements within terminal lot

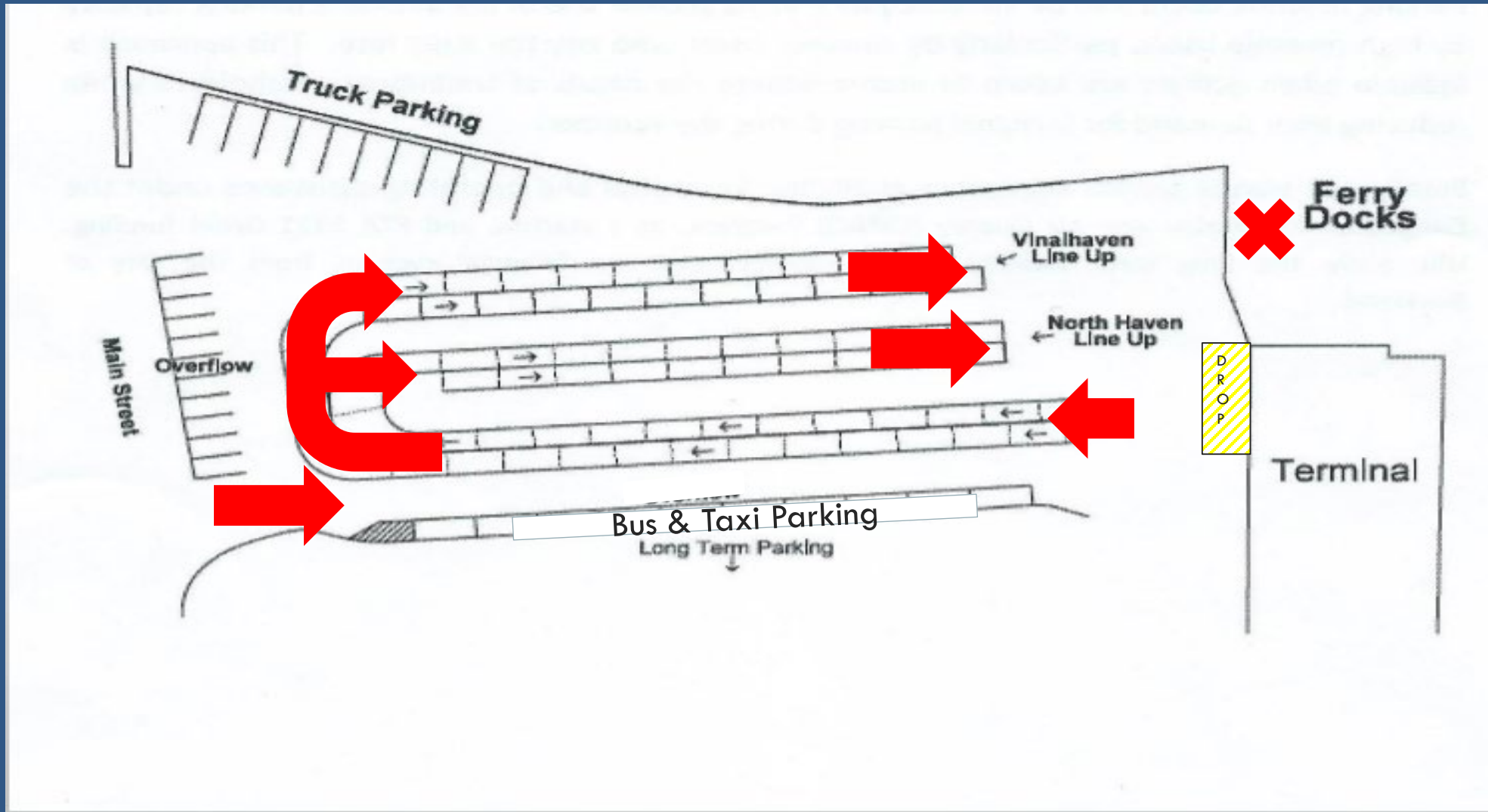
## Controls

- Improve communication
  - Communicate prior to arrival – web based/telephonic
  - Provide positive guidance signage for:
    - Parking
    - Pedestrian
    - Drop off
    - New chute style line up





# VEHICLES ENTERING THE TERMINAL LOT



# SHORT-TERM IMPROVEMENTS

- Chute Style Line Up to Board Ferries
- Exit Lane for Exiting the Long-Term Parking Lot
- Improved Customer Communication
  - Prior to arrival – web based/telephonic
  - Positive Guidance Signage in Terminal Lot

*Short-Term Concept Plan  
Rockland Ferry Terminal  
Rockland, ME*



## Chute Style Line-up

- Reduced Vehicle Traffic in the Terminal Lot
- Color coded Island Lanes
- Increased capacity of line-up lanes



# POTENTIAL CAPACITY IMPROVEMENTS

## Existing set up:

North Haven Reserve	~200 FT
North Haven	~1020 FT
Overflow Line-up	~275 FT
Vinalhaven	~1138 FT
Vinalhaven reserve	~200 FT

## Proposed change:

North Haven Reserve	~215 FT
North Haven	~1110 FT
Overflow Line-up	~550 FT
Vinalhaven	~1226 FT
Vinalhaven Reserve	~244 FT

# EXAMPLES OF SIMILAR SUCCESSFUL PARALLEL FERRY TERMINAL LINE-UPS

- Manitowoc, WI
- Seattle, WA
- Cape May-Lewes, DE
- Falmouth, MA
- Nantucket, MA
- Vineyard Haven, MA
- Hatteras, NC
- Orient, NY
- Milwaukee, WI



# NEW SOUTH END EXIT



## South End Exit

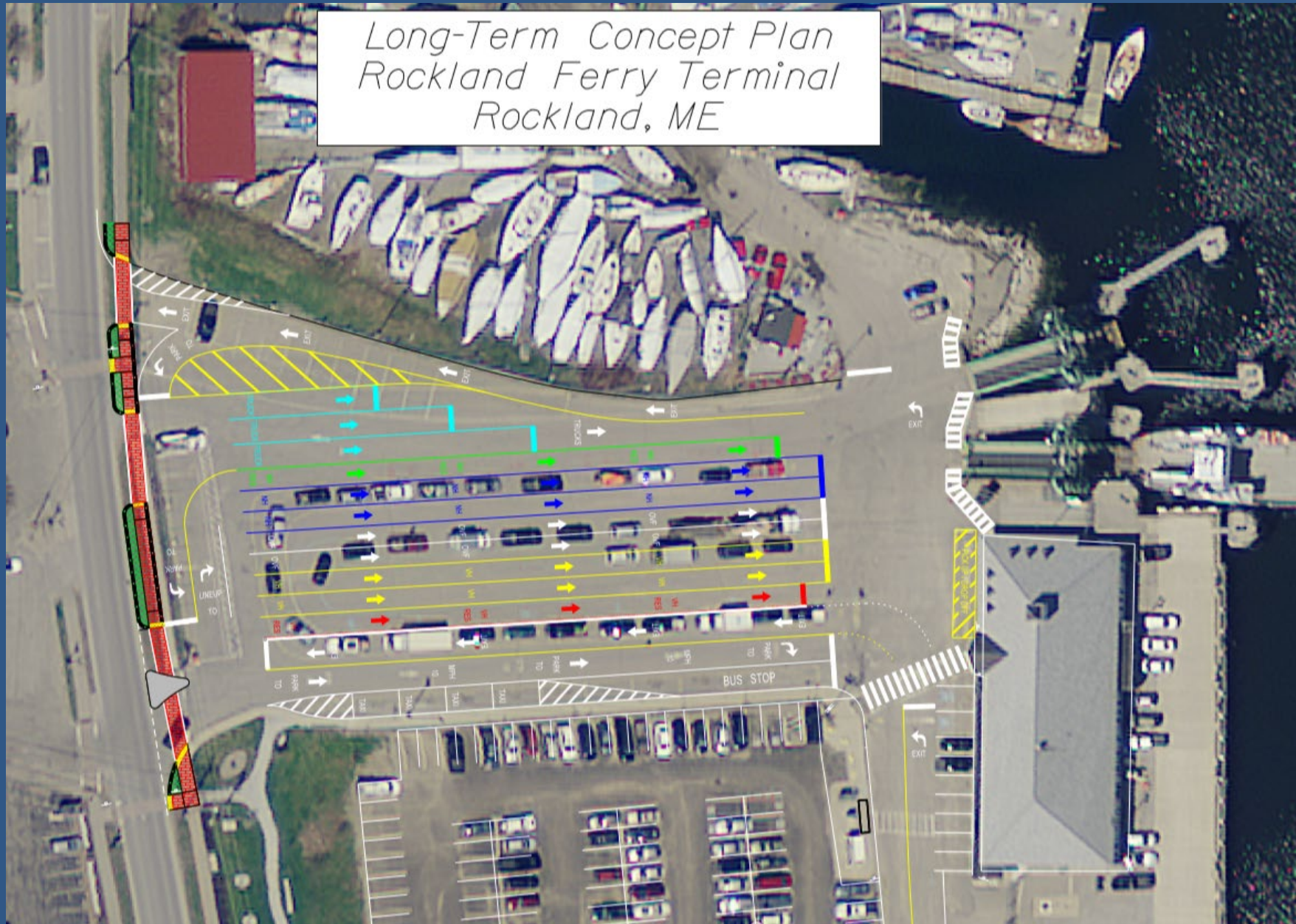
- Reduces traffic by potentially eliminating 300 cars from entering the area of most concern
- Reduces congestion
- Reduces frustration



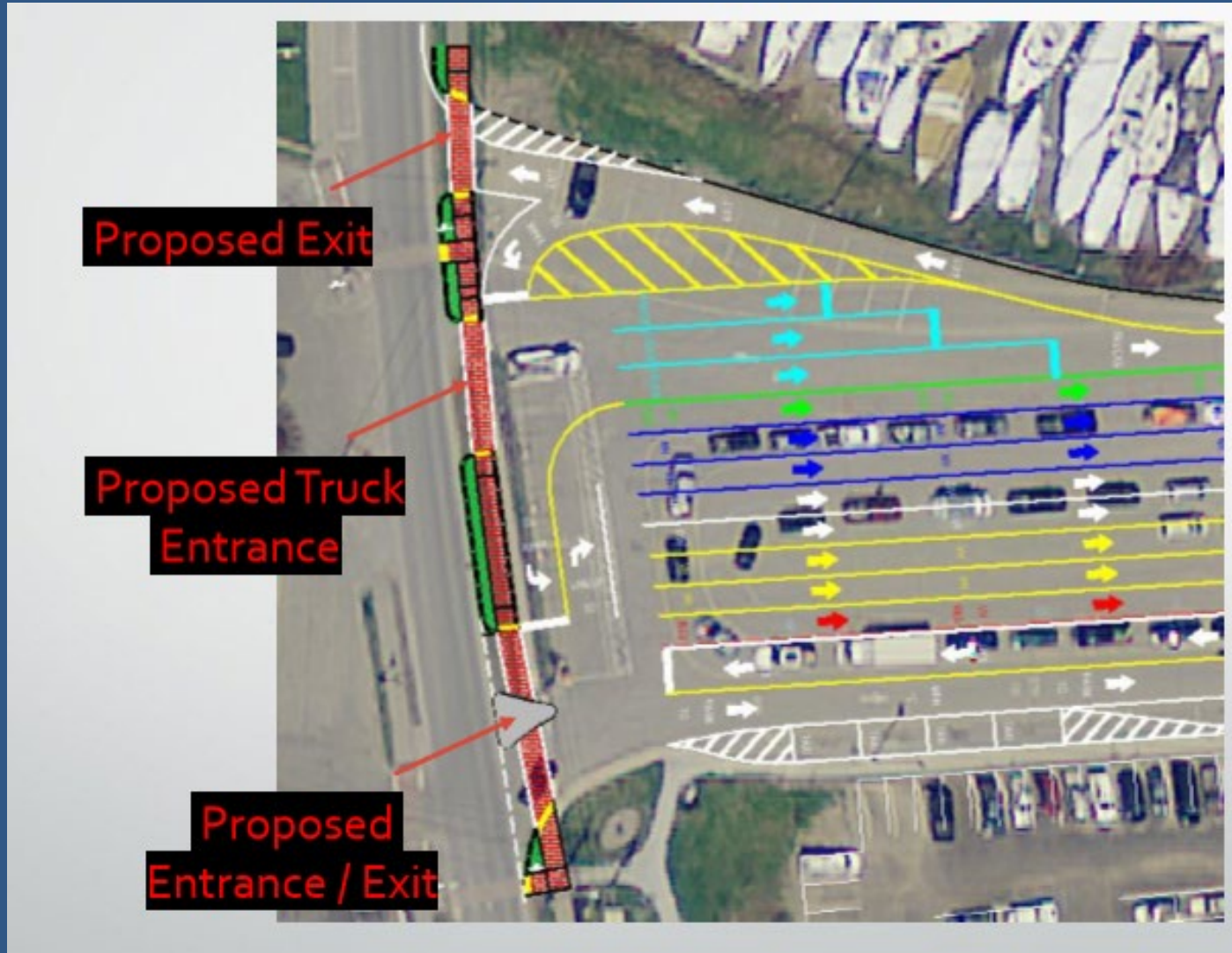
# LONG TERM IMPROVEMENTS

- Truck Parking/Line up
- Entrance Access Changes
- Additional Pedestrian Safety Improvements

Long-Term Concept Plan  
Rockland Ferry Terminal  
Rockland, ME



# LONG TERM IMPROVEMENTS





# LONG TERM IMPROVEMENTS



# WHAT OTHER HAZARDS ARE IN THE TERMINAL LOT?

- What concerns do you identify?
- What would work well?

# DISCUSSION / QUESTIONS