

****FERRY NEWS – ATTENTION****

LINE NUMBER PROCEDURE AND PHONE NUMBER (596-5400) FOR NORTH HAVEN TERMINAL

The North Haven terminal has adopted a new procedure of assigning vehicle line numbers and also has a **new phone number**. We share Rockland's phone number: **596-5400**. When you dial **596-5400**, the menu will prompt you to **press 3 for North Haven**. You then have four menu options to choose from – 1) information on how to get a line number, 2) to get a line number, 3) rates and schedule, 4) ticket agent. **All calls** for North Haven will use the new phone number: **596-5400**.

Line numbers are for customers who do not have a reservation and would like to put their vehicle in line for the next ferry after one departs. Rather than signing a clipboard and waiting in the terminal at different times each day, we assign line numbers for all 3 ferry trips for the following day over the phone. Our telephone system holds calls in a queue and they are answered in the order received. There have been no changes to how and when you line up your vehicle and also no changes to the reservation system.

We begin taking calls for line numbers at exactly 11:00 a.m. Calling prior to 11:00 a.m. and pressing 2 for a number sends you to a mailbox voicemail which does not count as getting a number. A ticket agent will be logging in to take live calls at 11:00 a.m. If there are calls ahead of yours in the queue, an automated voice will ask you to hold and give you an approximate wait time. Numbers will be given out **exclusively** over the phone between 11:00 a.m. and 11:30 a.m. and only one line number will be assigned per phone call during this time. **When calling at 11:00 a.m. for a line number, after pressing 3 for North Haven, you must press 2 when prompted to be in the queue.** After 11:30 a.m., any remaining numbers can be acquired by stopping in the terminal or calling and pressing 4 for a ticket agent.

You will be asked:

- which ferry the following day you would like a number for
- your name (or the name of the person you are calling for)
- your phone number (or the phone number of the person you are calling for)
- the type of vehicle that will be lining up

We will then inform you of which number you have been assigned and remind you when to have your vehicle in line to hold your spot. These times have not changed. You must have a vehicle in line at:

3:45-4:00 p.m. the day before travel for the 7:30 a.m. ferry

7:30-7:45 a.m. the day of travel for the 12:30 p.m. ferry

12:30-12:45 p.m. the day of travel for the 3:45 p.m. ferry

Example: You would like to travel on the 12:30pm ferry on a Wednesday. On Tuesday at 11:00am, you would dial **596-5400**, press 3 for North Haven and then press 2 to be in the number queue. You would be told which number you are and reminded to line up the vehicle between 7:30 – 7:45 am on Wednesday.