

LINE NUMBER PROCEDURE FOR NORTH HAVEN

The North Haven terminal assigns vehicle line numbers using a telephone system.

All calls for North Haven dial: **596-5400 and press '3' for North Haven.** Then choose from the following menu:

'1' for information on how to get a line number

'2' to get a line number the day before travel between 11:00 – 11:30am.

'3' for rates and schedule

'4' for the ticket window

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. We assign line numbers at 11:00am daily for all 3 ferry trips the following day. Our telephone system holds calls in a queue and they are answered in the order received.

We begin taking calls for line numbers at 11:00am. Calling prior to 11:00 will send you to a mailbox voicemail asking you to hang up and call back. A ticket agent will be logging in to take live calls at 11:00am. 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 and 11:30 am and only one line number will be assigned per phone call during this time. **When calling at 11:00am for a line number, after pressing '3' for North Haven, you must press '2' when prompted to be in the queue.** After 11:30am, any remaining line 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 number of the person you are calling for)

-the type of vehicle that will be going on the ferry - if you are substituting a vehicle in the line, it **MUST TAKE THE SAME TICKET(S) AS THE VEHICLE TRAVELING ON THE FERRY.**

We will then assign you your number and remind you when to have your vehicle in line to hold your spot. You must have your vehicle in line at:

3:45-4:00pm the day before travel for the 7:30am ferry

7:30-7:45am the day of travel for the 12:30pm ferry

12:30-12:45pm the day of travel for the 3:45pm 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 7:30-7:45am on Wednesday.