Frequently Asked Questions (FAQs): Unredeemed Reservations

Updated January 2, 2020

Q: How do I cancel my fast-ferry reservations?

A: From the main reservation page, click the "My Account" button, click on the Order History tab and click on the Order that has the reservations you want to cancel. Effective December 11, 2019, the Order detail will show a "Cancel Tickets" button next to each booking and a "Cancel All Tickets" button below all of the bookings associated with the order (see image below), as well as this notice: "Reservation tickets cannot be cancelled for scheduled sailings departing within 30 minutes."

If you want to cancel individual bookings, click on the Cancel button next to that booking; <u>if you want to cancel ALL the bookings for this order</u>, click on the Cancel All Tickets button at the bottom of the Order. The system will prompt you to confirm that this is what you want to do before it cancels tickets.


When you book your reservations, confirmation e-mails now include a notice that you can cancel them up to 30 minutes before a sailing as well as instructions on how to cancel them.

Q: I am leery of cancelling reservations because your system may cancel the entire week's worth of bookings instead of the one trip I can't make. What am I supposed to do?

A: You should not experience this problem as long as you follow the instructions mentioned above. If you still experience this problem, report it using our online form.

Q: How do I know I have successfully cancelled my reservation?

A: If you have successfully cancelled a booking, you will see the button on the Order History change to "Cancelled" (see image below). In the past, cancelled orders were labeled "Voided."
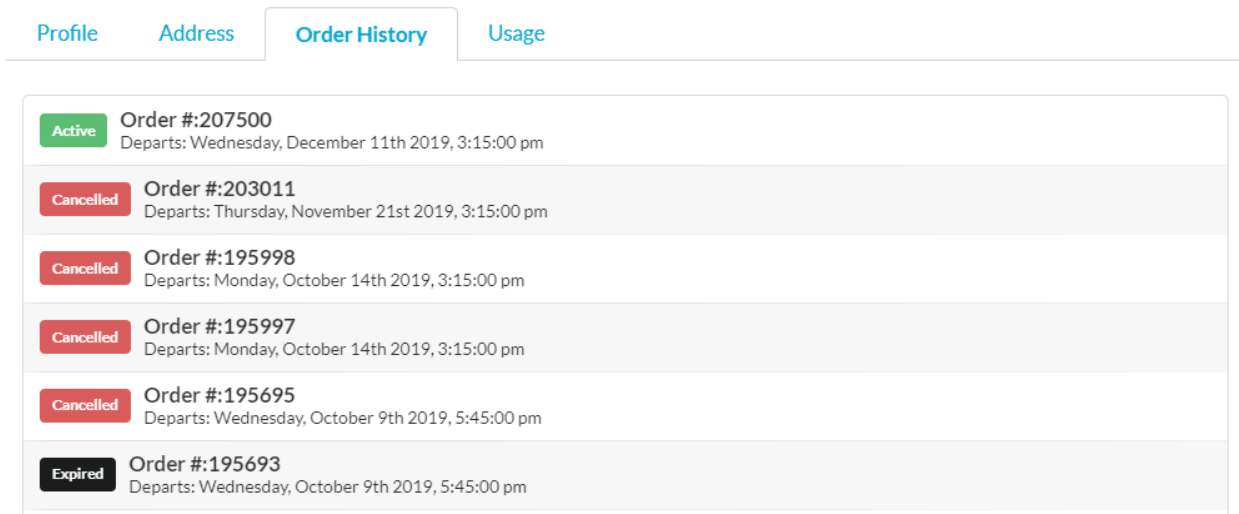
If you are trying to cancel a booking within 30 minutes of a scheduled sailing, the system will not allow it. Instead, the button on the order and next to the tickets will say "Past Cutoff Time."

Previously, the system displayed no Cancel button when a customer tried to cancel a booking less than 30 minutes before a sailing; instead the system displayed "Amount Owing." This update provides users with a more intuitive indicator when it's too late to cancel a booking.

Q: How do I look up my reservations to see which ones were deemed "no-shows"?

A: Effective December 11, 2019, a new "Usage" tab is available in My Account. Customers can see the percentage of their account's bookings that were used (i.e. checked in) by year, by month and by day. From the annual view, click on the "Details" button to drill down to the statistic for each month; to look at individual sailings, click on the "Details" button again. The system will display "Used" for reservations that were scanned or redeemed at least 10 minutes prior to a sailing and "Not Used" for reservations that were not (see image below). Reservations that have not been checked in at least 10 minutes before a sailing are released to walk-up customers and considered not used.

Profile Address Order History **Ticket Usage - Oct 2019**

| 2019-10-07 - Bremerton-Seattle - 3:15 pm | Not Used |
| 2019-10-07 - Bremerton-Seattle - 3:15 pm | Not Used |

Q: Why is Kitsap Transit sending out these notices?

A: We want our customers to be aware if our records show they have a high number of unredeemed reservations ("no-shows") so that they start to change their behavior, such as not booking for two seats when they need only one and cancelling bookings for sailings they know ahead of time they won't use. The average no-show rate for August 2019 sailings was 48 percent. This is a very high rate of unredeemed reservations and undermines the goal of having a reservation system to manage demand. Since warning notices were issued in October 2019, the average no-show rate has fallen dramatically: The average rate was 25 percent in November.

Q: How did you define a "high" number of no-shows? What about reservations on cancelled sailings?

A: A reservation is considered unredeemed ("no-show") if it has not been checked in by our dock agent at least 10 minutes before a scheduled sailing -- even if you give your reservation to someone else and they are not checked in at least 10 minutes before that sailing. We exclude reservations on cancelled sailings when we develop warning notices, although the reservation will still show up in your order history.

In reviewing no-shows on sailings from June through August 2019, Kitsap Transit set thresholds to focus on those customers who reserved 30 or more seats and had 10 or more no-shows during the period. There were 360 customers who met this criteria, with a median no-show rate of 54 percent (half had a higher rate, half had a lower rate).

In reviewing no-shows on sailings from September through November 2019, Kitsap Transit used similar criteria: Individuals who reserved 30 or more spots on sailings during the three-month period and had a "no-show" rate of 33 percent or higher. In December 2019 Kitsap Transit sent warning notices to about 175 individuals based on this criteria, including 37 individuals who had no-show rates of 75 percent or higher; this subgroup received notice that the agency will begin deleting reservations from their accounts unless they contact us before January 21 and show improvement.

Q: I'm late on occasion. What's the big deal?

A: Chronic no-shows are bad for everyone: It's bad for customers who need the certainty of a reservation but can't get one and must make other travel arrangements. It's bad for customers who follow the rules and don't want to pay a convenience fee, if one is implemented to reduce the no-show rate. And it's bad for taxpayers if the vessels leave the dock at less than full capacity on a route where we know demand exceeds capacity.

Q: I want to report issues I am having trying to cancel my reservation. How do I do that?

A: Kitsap Transit has set up a web form in which customers can report technical issues with cancelling their reservations; this information will be shared with the reservation-system vendor for the purpose of detecting potential systemwide issues and addressing them. The form can be accessed by clicking **here**.