ATTACHMENT C

Station 1: Allocation of Reservations

Number of Dots:

- Orange: 7
- Blue: 15

Comments:

- 1 seat per booking discriminates against families
- Keep reservation window to open the month prior
- If you change it to a weekly reservation window, people won't buy monthly passes if they don't know if they are full reservations for the month.
- Preferences for frequent fliers in the res system
- Is there any way to have everyone ask for what they want & reservations to later be randomly given amongst those who are requested (like a lottery system)?
- Limit to one seat per sailing. Priority for monthly pass holders. Priority for good behavior.
- Increase reservation slots to combat no-show percentage i.e. if particular sailing averages 20 no-shows, increase reservation slots to 108
- Do it once
- Why can't we have a "monthly" reservation per run?
- You'll create a host of new problems:
  - How do you determine eligibility?
  - How is that preferable over walk-ups?
- I support a frequent rider priority program.
- We know in advance! You should be able to plan. I'm able to block my calendar and make sure I'm ready.
- The system should not allow making blocks of same-time reservations. This lead to high no-shows since it's cumbersome to cancel the unneeded times.

Station 2: Convenience Fee

Number of Dots:

- Orange: 3
- Blue: 19

Comments:

- Subscription fee for early access to the reservation system
- More than willing to pay convenience fee of $1.00 per sent to guarantee ride on the boat.
- If you implement a convenience fee, how will the current Rocket Rez platform handle the added strain of having to authorize credit card transactions during each reservation transaction?
- Fee should be waived the next month if >80% shows up (no shows cost)
- Convenience fee must be charged when res. is made or it will encourage more no shows.
- You cannot ask if a customer wants to pay more. Supply & demand. If you have more demand than supply you raise the cost.
- It is not worth 1 million to build a payment system for a fee. The supply/demand issue will remain.
- Not sure if this is the correct method – but there MUTS be a way to incentivize/disincentivize rider-ship/no-shows.
- If demand is so high – the "con" of losing riders is invalid
- You mention that adding a penalty fee raises the system to go from a $100k to $1M, but you'll have the same issue with a convenience fee because no one will want to enter their CC for every reservation. They will want to store it.
- Reservation fee but able to cancel and get a refund.
- Convenience fee created a HUGE barrier to those with less income!
- Big convenience fee
- No. My employer covers my fare and there is no mechanism to charge of the fees. Typing in your card would take too long (and probably crash the system).
- I've heard many riders say they will go back to WSF if this happens. Please don't chase off the ridership!
- Might be ok but system logistic are too great of a concern.
- Not equitable. Puts preference on people that can afford it.

Station 3: Cancellation Window

Number of Dots:

- Orange: 4
- Blue: 10

Comments:

- Allow cancellations up to 30 minutes prior to sailing.
- Shortening window allows more opportunities for potential "walkups" to snag guaranteed seats online same day.
- I'd cancel but sometimes I don't know if work is going to run long. Or maybe I wake up ill. Shorten this window so I can cancel.
- There needs to be a simpler process to cancel so it is convenient.
- Make cancellation reliable
- I'm okay w/ the current window of time to cancel, but I've never been able to cancel without losing my whole week.
- Cancellations are only effective if there is a convenient way to know reservations have been released.
- Cancellation should be fast, easy and no risk of losing whole week.
- We should be able to cancel a rez up to 30 mins prior to sailing. Work conflicts often come up at the last minute, which prevent us from catching the boat.
- Give people the opportunity to cancel reserve 30 minutes before sailing.
- Give capability to cancel up to 30 to 45 minutes
- Maybe 30-60 min instead of 2 hrs before.
- Current platform does not consistently cancel reservations. Cancelling one rez sailing after ends up canceling an active week's worth of reservations. System isn't reliable!
- The cutoff window doesn't matter if the system can't make them immediately available & alert standby users to get one via mobile.
- Allow cancellations up until 10 min. before check-in deadline. Assumes system works to cancel one reservation at a time.
- A shorter cancellation window is must. 30-45 min. window MAX

Station 4: Penalizing No-Shows

Number of Dots:

- Orange: 5
- Blue: 33

Comments:

- Why can't you charge our ORCA cards up front?
- Penalizing is good in theory, but requires a system we can trust
- Have a maximum number of reservations a person can have within a time period. (Allow others to have the benefit of reservations)
- Make sure no-shows are real and system is not registering false positives.
- Create an "up front" credit card acct to charge for no-shows – like good to go. There's a balance that you then draw against.
- Reward the riders that have a high show-rate by allowing them to book early when reservations are released.
- Reduce no-shows by only allowing one seat per sailing. "Ban" bad actors for one month who have 6 reservations per sailing + only use 3
- If there was a way to make a cost to a no-show and the current cancellation system was improved (more trust that it only cancels the sailing you want) then I support it and this would have to be done without slowing down the user experience
- Cut to reserving one at a time vs two at a time
- Need to de-due customers for the no-shows.
- Isn't this system used by WSF? Entering CC at reservation + only charging if no show?
- When I am consistently last person through the reservation line and I have ticket 35 there needs to be some king of punative action.
- I would support a no-show fee/penulty. This should be a cash penalty that isn't covered with a "trip" on a transit pass.
- Spend money to make Res system PCI compliant.
- Make canceled reservations easier to find otherwise cancelling isn't worth the time or hassle.
- Only if cancellations are easier to accomplish w/ no risks to other reservations.
- Not sure if this is the ~~correct~~ best method to disincentivize but there ~~does need to~~ MUST be a way to incetivize/disincentivize reservation utilization/no-shows.
- Mostly, I don't control whether or not I can make my reservation
  - Bus late, driver didn't call ahead
  - Sickness
  - Work escalations
- Don't allow ability to make future reservations if fee not paid. Wouldn't have to store credit card one time transaction.

- I advocate penalizing no shows, but the current sys. Has issues with identifying users. E.g. "hiding"
- Require credit card to create account. Fee charged if no show but is a "owed amount" that customer must pay before additional reservations can be made. (like library fees)
- Find out why people do not cancel before penalizing.
- If you know the person who is making 6 reservations how about start there & penalize that person who's abusing the system.
- Charge their ORCA card or debit/credit card. Send them a damn invoice for not using their reserv.
- No-shows. If people can make res. with you, not show up and there is no penalty you encourage the behavior.
- If no penalty is imposed the no shows will continue their patterns.
- Chronic no-shows should forfeit right to use res system.
- No necessarily monetary
  - Limit their ability to reserve?
- At first I was pro-charging no convenience fee but charging no shows, but it sounds like the risks of storing credit card data is too high and to expensive. Just block their accounts. I know is easy to get around, but at least it will be a pain to the user.

Station 5: No Reservations

Number of Dots:

- Orange: 6
- Blue: 31

Comments:

- A no reservation system would likely decrease overhead costs.
- With two boat service we should trial a no reservation system
- No reservations defeats the time savings element of the fast ferry.
- A reservation system only benefits those who are able to actually make reservations.
- NO! We need them – this is why we moved here.
- With a no reservation system you would need a line-counter that is viewable online to inform potential passengers.
- Without a reservation system, the fast ferry is useless. Commuters would waste the time savings standing in line. Commuters need certainty.
- Will opt for WSF if no reservations – much cheaper, same time commitment.
- At what point will fast ferry be a non-time saver if have t ostand in line 30 mins
  - o WSF option appealing then
- Keep reservations! I need to know which boat I'll make!
  - o If I missed the 8:00, the next trip would be the 8:45 state ferry, getting gme to work almost 2 hours later than usual!
  - o The point of a FAST ferry is to decrease travel time. Having to wait in line for hours makes it pointless.
- Only some people get to enjoy the benefit of reservations.
- If you're worried about empty seats, this will guarantee that it's not due to missed reservations.
- If you get rid of the reservations I would have to get in line very early, which negates a faster service!
- Majority has already spoken MULT. times. Keep reservations.
- Reliability is key. If a second boat can accommodate ALL passengers waiting ot ride with a 10 min. or less wait then reservations may not be necessary. This must be proven first!
- A reservation sys. Is ESSENTIAL to maintaining the time savings of the fast ferry.
- If we get rid of reservations you may as well remove "fast" from fast ferry.
- Getting rid of reservations does NOT make it "equal" opportunity.
  - o Those who can run downstairs or of buses fastest would have an advantage.
  - o Bus route 1 & 2 riders exist only for FF.

- NO! Commuters need predictability – FIX what's broken but keep reservations.
- People will not be able to plan commute reliability. Many (including myself) will give up rather than gamble on what boat they *MIGHT* catch.
- Have alternate sailings – some sailings with reservations & some without (especially during peak times)
- Cancelling reservations would only make ppl show up earlier, further negating the 20-minute RT time savings that FF's offer. (20-minutes because currently you have to arrive 10 min. before each sailing).
- Keep reservations!
- Waiting in line 30-40 min is not a fast ferry – may as well take a nap on WSF boat.
- Keep reservations now & when 3 boats are in service.
- I wouldn't wait in a line for longer than 15 minutes – defeats the FF appeal to my commute.
- People want to be able to rely on ferry to get to work on time.

Station 6: Reservation Software

Number of Dots:

- Orange: 0
- Blue: 26

Comments:

- Keep current vendor, increase server capacity
- Experience with rocket Rez isn't great – but I have nothing to compare it to for this unique situation. I think it is still worthwhile to keep looking for more compatible alternatives.
- Better openness for 1 time users.
- The system is so slow and require so many catchas etc. that it is barely workable.
- It's fine. Just slow. They have been very responsive it correcting issues. Changing would just waste money.
- Change the reservation period to 1 or 2 week periods vs 60 days
- Get an app system that can
    1. Make our reservations
    2. Put them into a calendar
    3. We can bring up the calendar and scan from there
        - Please!
- Booking a week at a time is nice but causes delays if you have to cancel a day or change time
- Need a better way to know what you have – accidentally book 2 sailings for same time
- May be a reason for no shows or not cancelling.
- Hard to find the right email with barcode especially if multiple for a week – need an app with your reservations
- Can you optimize current website for mobile phones?
- Users can create multiple email addresses to get 2+ reservations
- The computer scripts being used to reserve faster than everyone else
- Rocket Rez is a garbage system that should have never been chosen. The vendor that should have been chosen is CARUS. Review their RFP and go back.
- Mobile-friendly rez system.
- Demand a reporting capability
- How do you have a system that has personal and not have it use https?
- John Clausen: what reasons do you have that support your opinion that Rocket Rez is a "good system"?
- Too many captcha that slows my reservation process. I have had reservation cancelled on me even when completed process.
- Obviously those who are abusing the system and making multiple (more than 2) are still making reservation

- Software has frequent errors during reservations.
- Not necessarily change – just fix & improve
- Need 5LA to make vendor accountable.

Parking Lot

Post-its:

- Schedule fast ferries to sailing 10-20 minutes prior to WSF.
- Bus 1 jams up 6th & Warren. Warren 9 304
- Spll tickets at the time of reservations with the ability of resale by customer
- No bus service for E Bremerton/Manette
- Run 2nd boat Port Orchard -> Bremerton -> Seattle and back.
- Schedule sailings before WSF sailings. If we miss fast ferry we can catch WSF
- Many sailings of fast ferry if you can do it on Saturdays you can do it all week.
- Promote Fast Ferrys for off peak sailings.

Written:

- If mechanical issues on RP1 are suspected – issue warning to waiting passengers so they may choose to take an earlier WSF rather than risk the RP cancellation – have to wait 45 min for next WSF.
- Require software co. to have a 2nd server when reservations open, even if they just rent a "cloud" server for the day. (it's cheap!)
- Busses do not line up well with fast ferries. For example, the last run of the fast ferry arriving at 8:15 is in time for passengers to watch busses 212, etc. pull out without them. Busses could be scheduled 5 minutes later to solve this.
- Southworth?!
- I 2nd Southworth! Then I won't need Bremerton boat. Sooner the better!
- Any committee should have at least one representation from the commuter base.
- Is this system mainly for daily commuters or someone who once in a while might want to take it? Who is your customer????
- Please provide a more definitive timeline for the second boat and all the events that must occur before. E.g. how long is est. from coast guard fore Reliance paperwork to be certified?
- Current account (personal) info is not on a secure site HTTPS and puts all our personal info at risk.
- This is shocking and not accepable! Huge example of faulty software!!