Today’s Agenda

• Reservation system overview
• User feedback
• Upcoming changes to system
• ORCA number requirement
• Demo
• Q&A
Background

• Reservation system launched in June 2017
• Grew out of desire to offer predictability for commuters using a high-demand service
• Kitsap Transit Board awarded contract on Tuesday to Four Nines Technologies:
  – Evaluate KT’s existing reservation system
  – Analyze alternate available systems
  – Cost of building a custom system
What Users Say They Want

• Fewer clicks, faster process
• Ability to book trips on multiple days in one transaction
• Ability to cancel one leg of a roundtrip
• Ability to get reservations for sailings
• Crack down on abuses of the system
• Mobile app with real-time information
Enhancements

• Efficiency
  – Book a week of trips in each direction in one order
  – Every trip booked is one-way, making it easier to cancel one leg of a trip

• Controls
  – Account registration required with ORCA number
  – Each account limited to one trip per day in each direction (1 to Seattle, 1 to Bremerton)
  – CAPTCHA screen is under consideration
ORCA ID required

- In ORCA ID field you will type in your last name followed by the last 5 digits of your 8-digit ORCA number
- If you use U-PASS, this 8-digit number is on the back of your card
- If the system does not accept your number, you will need to contact KT Customer Service

Example

BHATT55528
Demo
Q&A

Thanks!

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