

# Kitsap Fast Ferries Frequently Asked Questions

May 25, 2017



# Welcome!



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# Look for GoToWebinar box

To ask a question, simply type it in the Chat Window:







# Transform Transit

Let's map our future together this May

## JOIN US IN PERSON

**Wednesday, May 17**

5:30-7:30 p.m.

South Kitsap Fire  
& Rescue Station 8,  
Port Orchard

**Monday, May 22**

5:30-7:30 p.m.

Sheridan Park  
Community Center,  
Bremerton

**Wednesday, May 31**

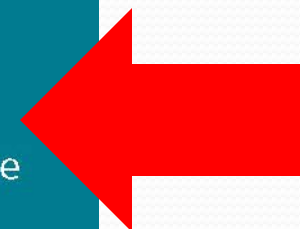
5:30-7:30 p.m.

North Viking  
Transit Center,  
Poulsbo

Attend a meeting or take  
our survey for a chance to  
win a \$250 VISA gift card!

### **PARTICIPATE ONLINE:**

[www.KitsapTransit.participate.online](http://www.KitsapTransit.participate.online)  
May 8 - June 5



# Objectives

- Share update on launch of fast-ferry service
- Answer questions we've received
- Gather additional questions
- Promote new Kitsap Fast Ferries e-mail list

Espanol or Tagalog?



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**RIDER ALERTS** [view all](#)

[subscribe to alerts](#)

ATED - Temporary Schedule... at 4:38pm - 05/18/17

[Memorial Day Bus](#)





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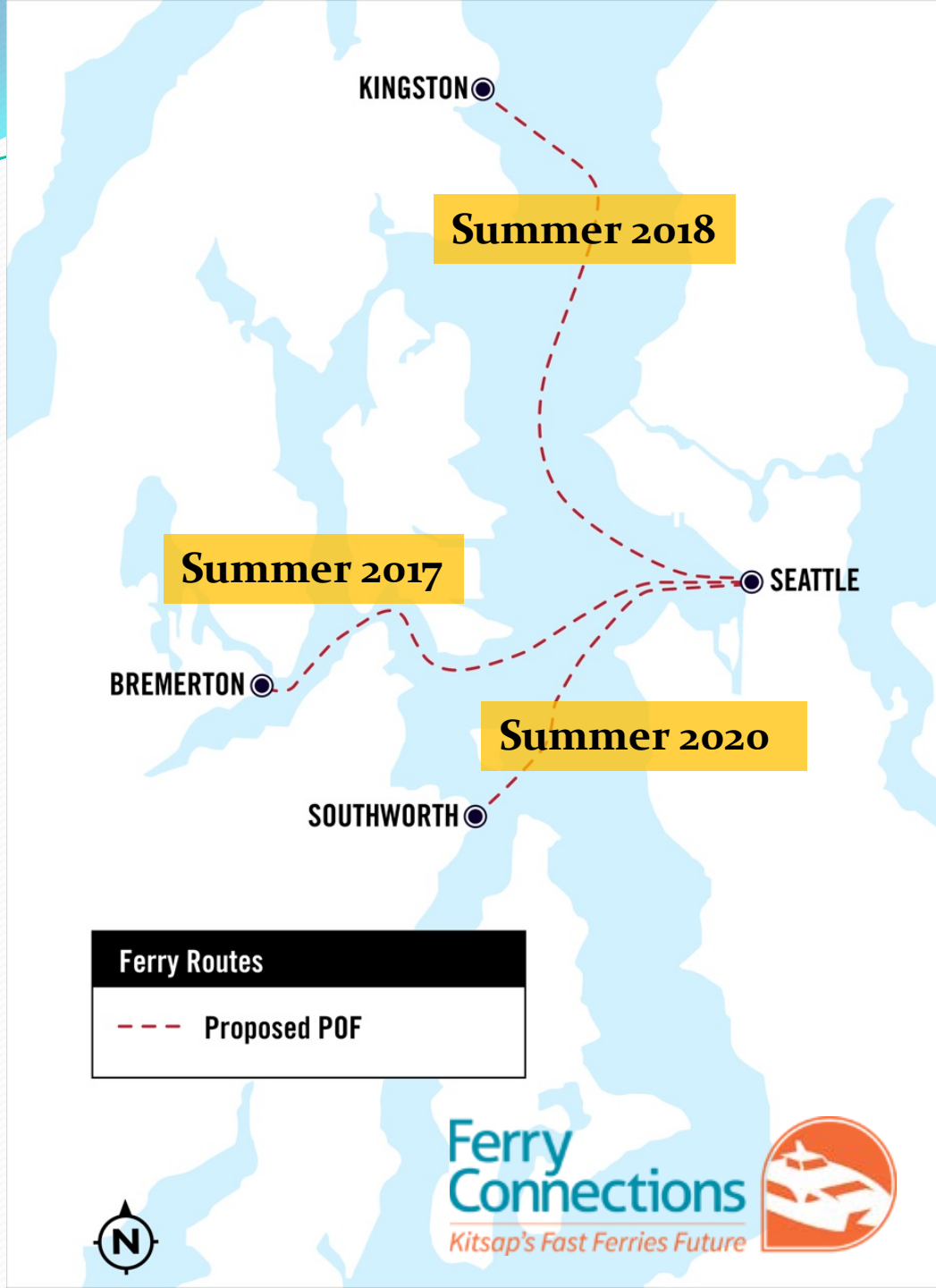
POLL

# Today's Agenda

- Fast Ferries Overview
- Fares
- Service Schedule
- Rider Policies
  - Food/Beverages, Pets, Bicycles
- Reservations
- Q&A



# OVERVIEW



## FAST FACTS

Last November, Kitsap County voters approved a sales-tax increase of 3/10 of 1 percent to support passenger-only ferry (POF) service on three routes to downtown Seattle.

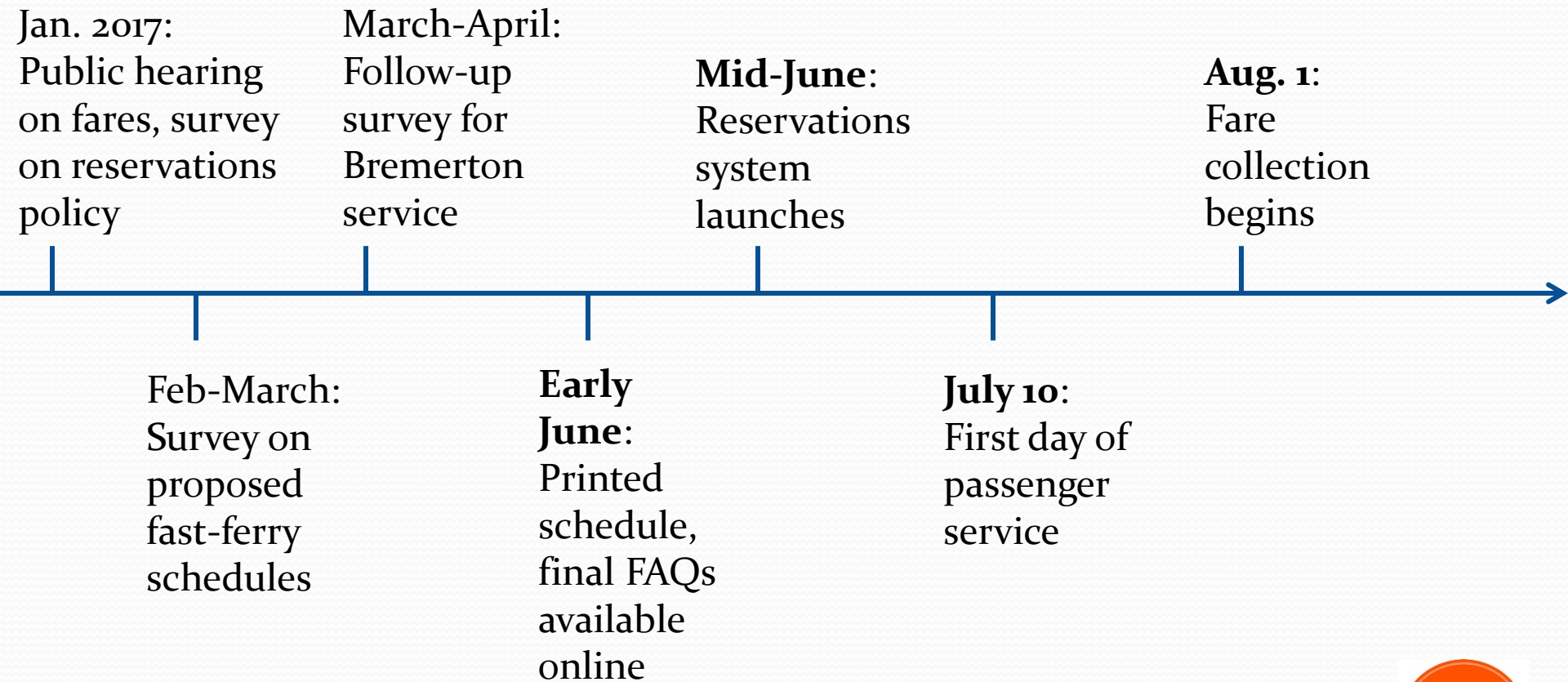
Currently, Kingston and Southworth have no direct connection to downtown Seattle.

Seattle is a top work destination for Kitsap County residents – more than 12,000 worked in Seattle in 2014.

(Census Bureau)



# Timeline



# Rich Passage 1

- 118-passenger capacity
- Designed for high speed, low wake
- Four-month trial service in 2012







# POLL

# FARES

# How much does it cost to ride?

- Single-ride fare
  - To Seattle: \$2 (Reduced Fare: \$1)
  - From Seattle: \$10 (Reduced Fare: \$5)
- Monthly pass
  - Fast-ferry only: \$168 (Reduced Fare: \$84)
  - Combined bus/fast-ferry: \$196 (Reduced Fare: \$98)
- To receive Reduced Fare, seniors and disabled must show Regional Reduced Fare Permit (RRFP). Youth and low-income must have a reduced-fare pass loaded onto their ORCA cards.

# Why are no fares collected in July?

- The new service launches on July 10. Under Kitsap Transit's fare policy, fares are not collected in a month when a new service begins operations after the first day of that month.
- This policy allows the public to sample the new service. It also protects monthly passholders from getting less than what they paid for.



# How do I pay to ride?

- Tap ORCA card on reader when boarding loaded with
  - E-Purse
  - Kitsap Fast Ferries pass
  - Puget Pass
  - Your employer's Passport product
- Place exact cash fare in farebox when boarding
- Buy ticket with credit/debit card from ticket vending machine (available in mid-August) and show it to deckhand



# ORCA pass availability

- Monthly passes for the fast-ferry service may not be available immediately
- Kitsap Transit is working to identify ways to mitigate the impact on riders
- More information will be provided later

***Can I pay my fare with Washington State Ferries fare products?***

No, Kitsap Transit does not accept those.

***If I buy a fast-ferry ticket and can't get a seat, do I have to buy another ticket to ride on WSF?***

Yes. However, if Kitsap Transit cancels a sailing due to a mechanical breakdown, it will provide monthly passholders with tickets for the next WSF sailing.

Kitsap Transit fast-ferry ticket is valid for future fast-ferry trips.





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# SCHEDULE

# How was the fast-ferry schedule developed?

- Kitsap Fast Ferries' Bremerton-Seattle schedule was developed with input from the public through online surveys and community meetings.
- Kitsap Transit has tried to satisfy customer preferences while negotiating for use of limited dock availability in Seattle and minimizing crossing conflicts in Rich Passage.

# Service Schedule

## Cross-Sound Fast Ferry

*28-minute crossing*

*Bremerton to Seattle*

### Monday–Friday

5:40      8:00      **4:35**

6:50      **3:25**      **5:50**

### Saturday

9:20      **1:50**      **6:50**      **10:50**

10:50      **3:20**      **8:10**

**12:20**      **5:20**      **9:30**

*Seattle to Bremerton*

### Monday–Friday

6:15      8:35      **5:15**

7:25      **4:00**      **6:25**

### Saturday

10:05      **2:35**      **7:30**      **11:30**

11:35      **4:00**      **8:50**

**1:05**      **6:05**      **10:10**

# Ramp up in sailing frequency

- Beaches will be monitored as frequency ramps up in four-week increments
- In mid-August:
  - Two evening crossings will be added Mon-Thur
  - Six evening crossings will be added Fridays
  - All day service on Saturdays
- October-April:
  - Commute hours only, no Saturday service



# How does Kitsap Fast Ferries' crossing time compare to existing choices?

- The anticipated crossing time for Kitsap Fast Ferries is approximately 28 minutes, compared to 60 minutes for the larger WSF vessels which carry automobiles.
- Actual crossing times will vary depending on a number of factors, including weather, sailing conditions and other vessels using the dock in Seattle.
- The crossing time does not include approximately 7 minutes for passenger loading and unloading.

# Colman Dock construction

- Work begins in Seattle this summer on multi-year Colman Dock construction project
- Project will impact Kitsap Fast Ferries service in August
- More information will be provided once we know exactly what the service impact will be

# Do you have schedules for the new Kingston or Southworth services?

- Schedules will be developed once Kitsap Transit is closer to launch of these services.
- Fast-ferry service is slated to begin in summer 2018 for Kingston and summer 2020 for Southworth.



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# RIDER POLICIES





# Can I bring my pet aboard?

- Service animals are eligible to ride all Kitsap Transit buses and vessels.
- Passengers using a service animal are responsible for the animal and may be held liable for the behavior and actions of the animal. Pets and service animals, regardless of training or certification, may be denied transportation if the animal poses a direct threat to the health or safety of others.
- Small pets traveling with their owners are also allowed. However, your pet must be in a suitable carrier and may not exceed 25 pounds.

# Are your vessels ADA accessible?

- Ramp to board Rich Passage 1
- Vessel can accommodate up to four mobility devices

# Can I bring my bicycle aboard?

- Bicycles are **not** permitted in the cabin. No tie-ups to vessel railings.
- Exterior racks fit up to **eleven** bicycles.
  - No disc brakes
  - No fenders
  - No fat (balloon) tires
- Electric bicycles are **not** permitted



# Is there WiFi aboard?



Kitsap Fast Ferries will not offer WiFi service on its vessels at this time.

There are power outlets distributed throughout the cabin for charging computers, cell phones and other electronic devices.

# Can I purchase food or beverages on Kitsap Fast Ferries?

- Due to the short crossing time, no food or beverages will be sold aboard the vessels.
- Passengers are not allowed to eat in the cabin; beverages in closed containers are allowed.







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# RESERVATIONS

# Making a reservation

- Anyone can book a reservation, as long as they have registered for an account with Kitsap Transit and seats are available.
- Reservations will be taken on a first-come, first-served basis.
- After the system is launched, you will be able to make a reservation by going to [KitsapTransit.com](http://KitsapTransit.com), visiting our customer service office, or calling our call center at (800) 501-RIDE.
- No payment required during reservation. Customers pay their fare just before they board the vessel.



# How many reservations taken?

- The Rich Passage 1 accommodates 118 passengers. Three-quarters of those seats, or 88 seats, will be open for reservations.
- The remaining 30 seats will be open for walk-up passengers.
- The maximum number of seats a registered account user can reserve is four. If you need to reserve more than four seats on a sailing, please contact Customer Service at (800) 501-RIDE.

# Can I see how many spots are left for reservations?

- Yes, you will be able to view the number of available seats by visiting [KitsapTransit.com](https://www.kitsaptransit.com).
- Reservations are for a spot, not any particular seat (i.e. window or at the front of the vessel).



# When do reservations open?

- Reservations can be made at the **beginning of each month for the following month**. For example, on August 1, you can book seats through the end of September.
- Although Kitsap Transit will not be collecting fares in the month of July, customers will be able to begin reserving seats on July sailings starting in mid-June.
- Reservations for August sailings will open July 1.

# Are reservations on all sailings?

- Initially, reservations will be taken only for peak-commute period trips Monday through Friday. As demand grows, Kitsap Transit will consider allowing reservations on additional sailings.

# Reservations on multiple sailings

- You can reserve up to four spots on one eastbound trip and one westbound trip each day for the current month and succeeding calendar month.

# Cancelling a reservation

- Reservations should be cancelled **two hours** before the scheduled sailing time to avoid a penalty.
- Customers with reservations must redeem them by being checked in **within 10 minutes** before the scheduled sailing time.
- Reserved seats that have not been redeemed will be released to passengers in the walk-up line.

***What if my scheduled sailing is cancelled, but the next sailing is operating – what happens to my reservation?***

If a sailing is cancelled, all reservations for that sailing will be cancelled and don't carry over to the next sailing.

***What if I have a monthly pass but am unable to reserve seats on any sailings?***

Due to the anticipated demand for seats, Kitsap Transit recommends that commuters first reserve their block of seats for the month before buying a monthly Kitsap Transit Fast Ferry pass.





A wide-angle photograph of the Seattle skyline across the water. The city's skyscrapers, including the dark, tiered Smith Tower, are prominent against a cloudy sky. In the foreground, a white ferry boat moves across the water, leaving a white wake. The waterfront area with various docks and smaller boats is visible between the water and the city.

SEE YOU JULY 10

Questions?

Kitsap  
Transit