

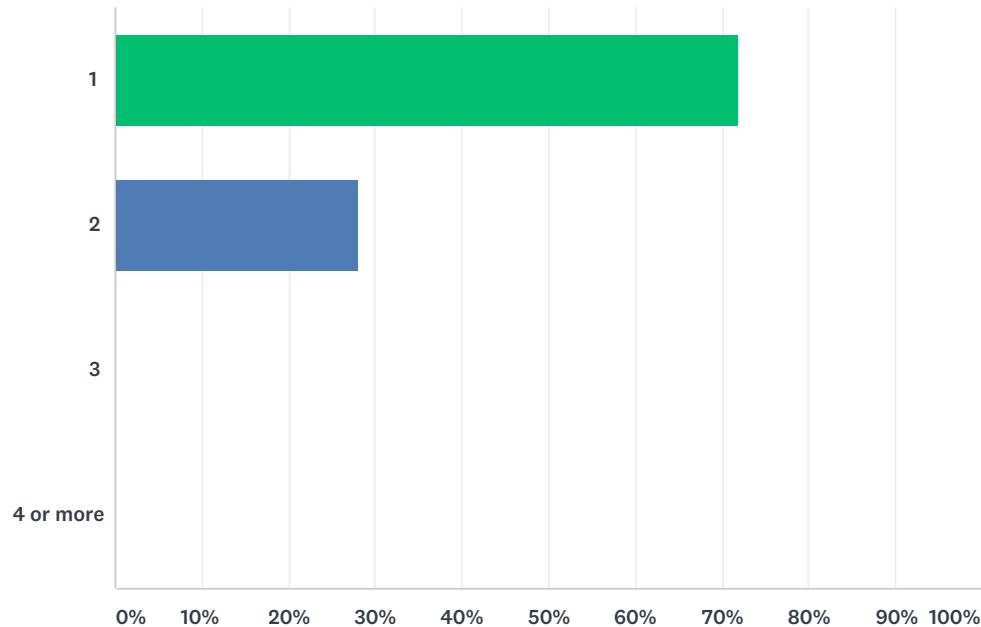
Q1 Please tell us your name, ZIP code, and e-mail address.

Answered: 89 Skipped: 0

ANSWER CHOICES	RESPONSES	
Name	100.00%	89
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	100.00%	89
Country	0.00%	0
Email Address	100.00%	89
Phone Number	0.00%	0

Q2 How many people are you bringing and need to reserve seats for?

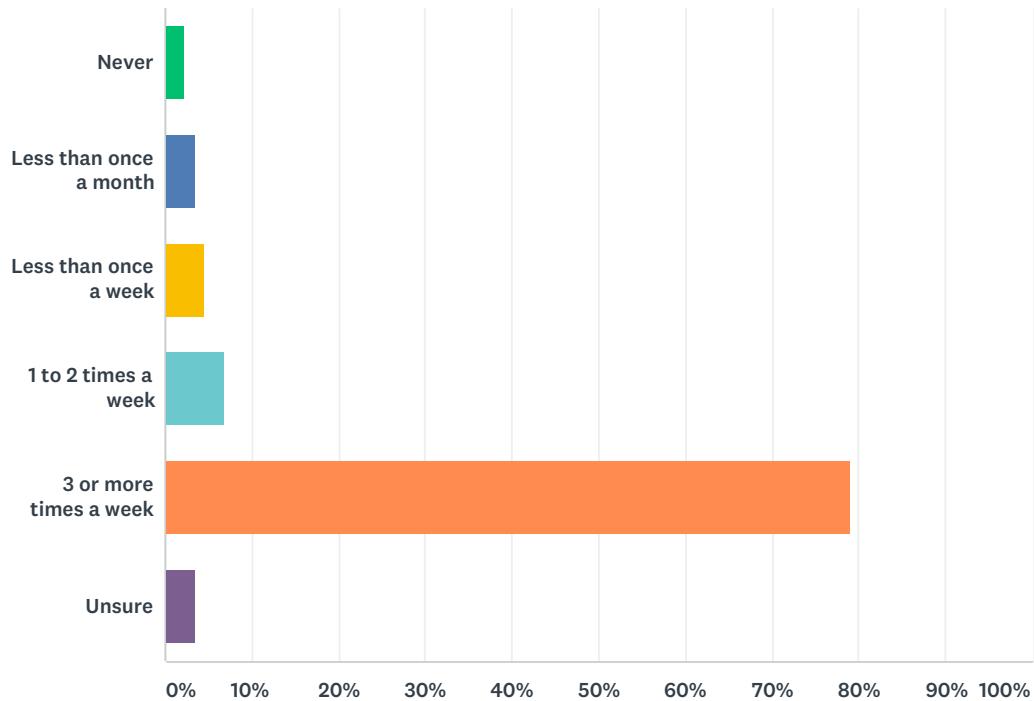
Answered: 89 Skipped: 0



ANSWER CHOICES	RESPONSES	
1	71.91%	64
2	28.09%	25
3	0.00%	0
4 or more	0.00%	0
TOTAL		89

Q3 How frequently do you ride Kitsap Transit's fast-ferry service across the Puget Sound? Would you say...

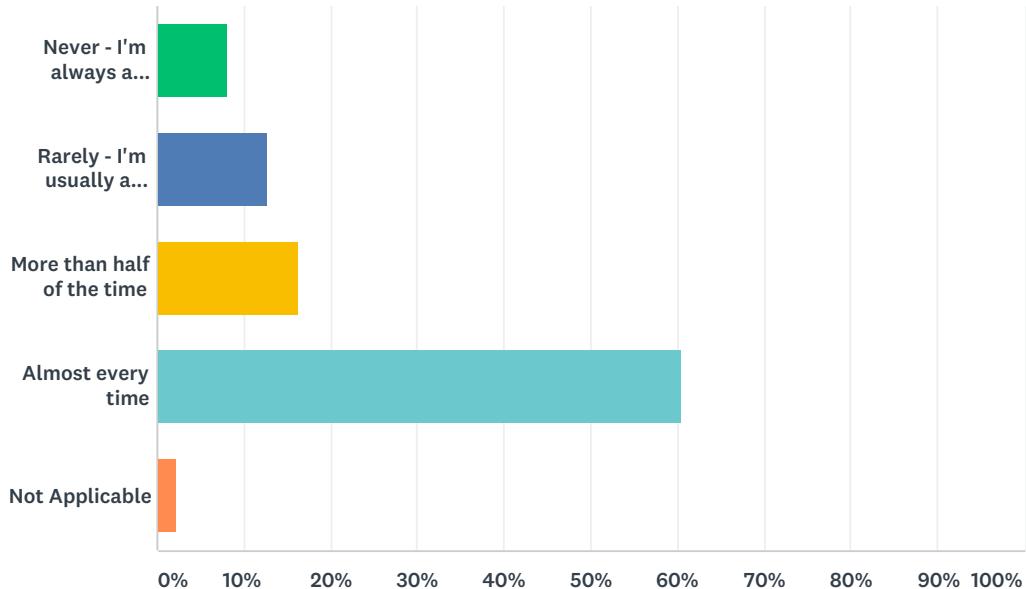
Answered: 86 Skipped: 3



ANSWER CHOICES	RESPONSES	
Never	2.33%	2
Less than once a month	3.49%	3
Less than once a week	4.65%	4
1 to 2 times a week	6.98%	6
3 or more times a week	79.07%	68
Unsure	3.49%	3
TOTAL		86

Q4 How often do you use a reservation when you travel on weekday commuter fast-ferry sailings?

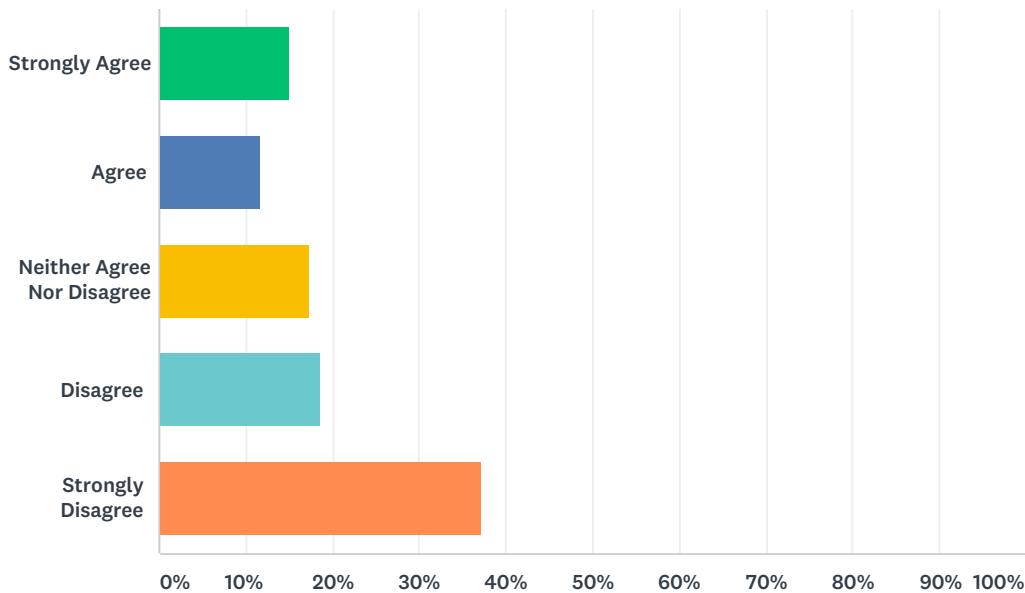
Answered: 86 Skipped: 3



ANSWER CHOICES	RESPONSES	
Never - I'm always a walk-up	8.14%	7
Rarely - I'm usually a walk-up	12.79%	11
More than half of the time	16.28%	14
Almost every time	60.47%	52
Not Applicable	2.33%	2
TOTAL		86

Q5 In 2019 Kitsap Transit anticipates delivery of two more Rich Passage-class vessels. If Kitsap Transit adds a second boat to the Bremerton/Seattle route (essentially doubling the capacity) should the reservation system be discontinued in favor of having fast-ferry passengers board first-come, first-served?

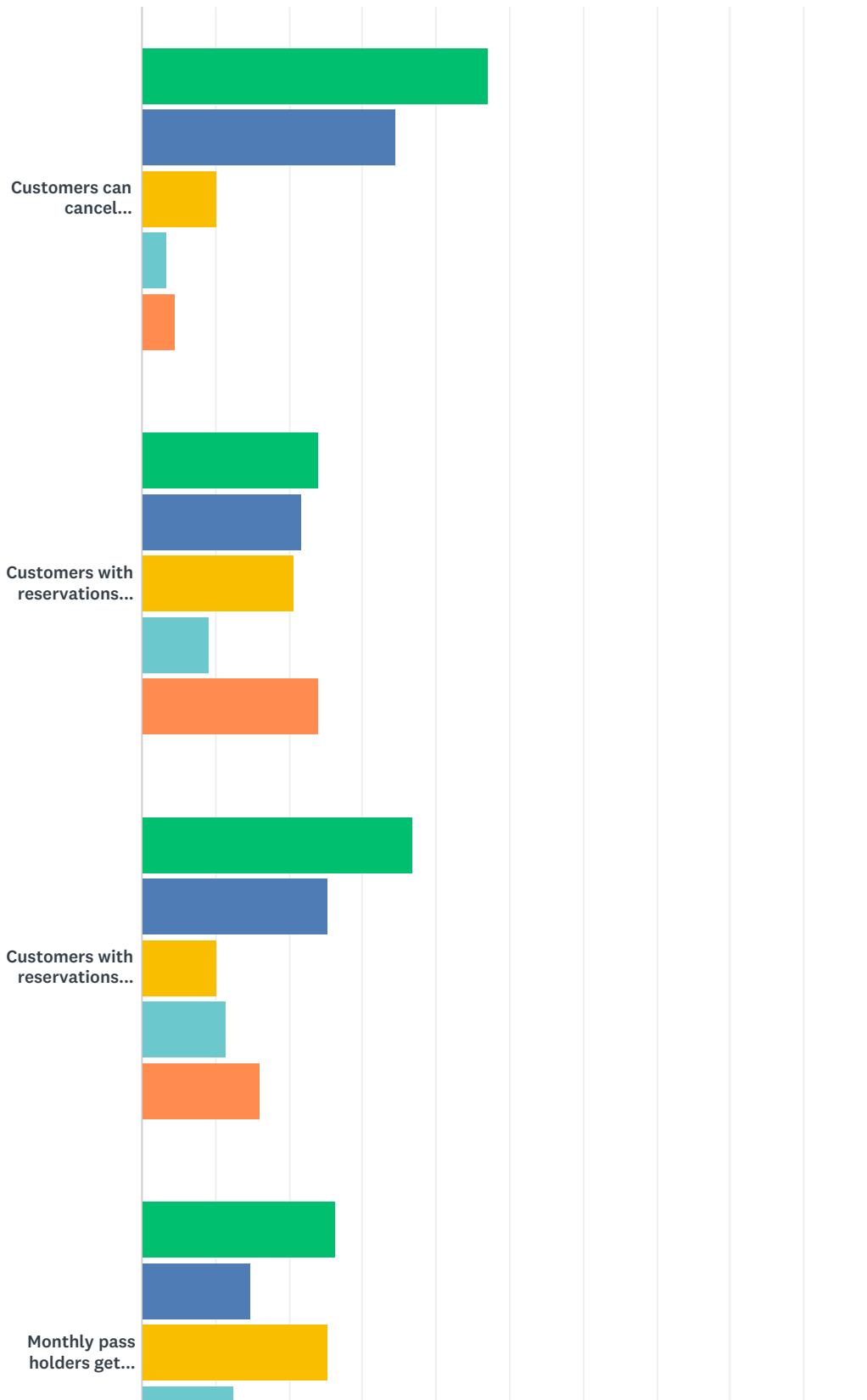
Answered: 86 Skipped: 3



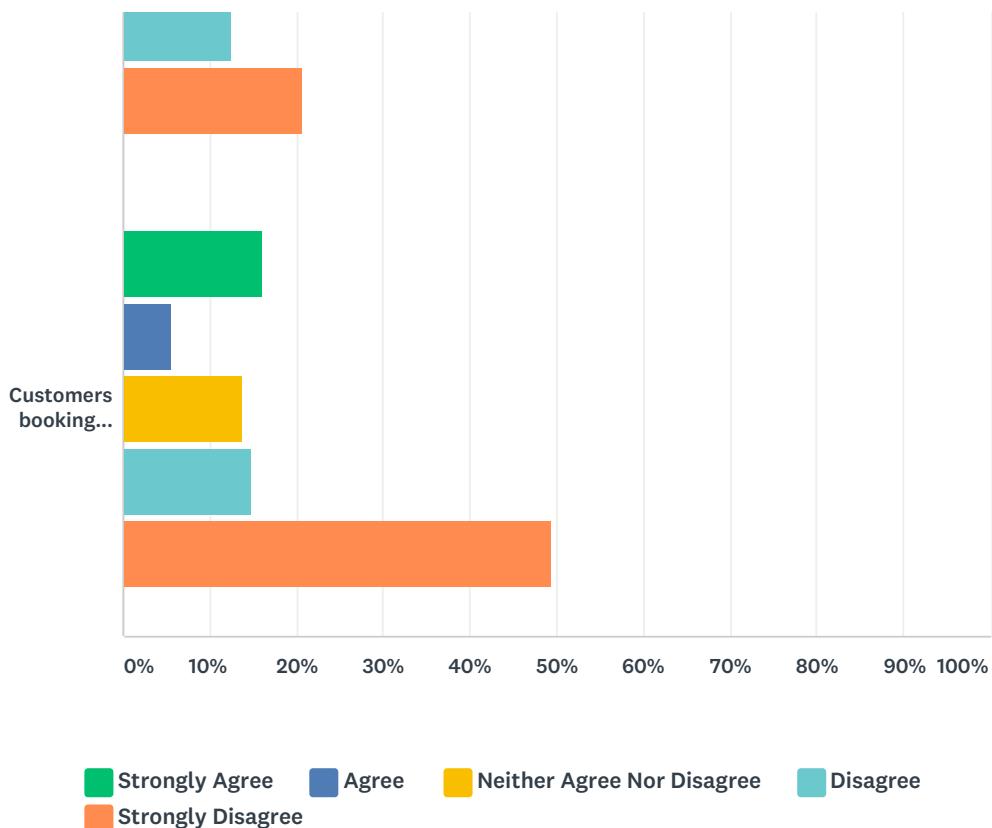
ANSWER CHOICES	RESPONSES	
Strongly Agree	15.12%	13
Agree	11.63%	10
Neither Agree Nor Disagree	17.44%	15
Disagree	18.60%	16
Strongly Disagree	37.21%	32
TOTAL		86

Q6 Please indicate your level of support for the following changes to the reservation system.

Answered: 87 Skipped: 2



May 2019 Community Meeting: Bremerton Fast Ferry Update



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Customers can cancel reservations less than 2 hours before scheduled sailing time	47.13% 41	34.48% 30	10.34% 9	3.45% 3	4.60% 4	87	1.84
Customers with reservations can check in less than 10 minutes before scheduled sailing time	24.14% 21	21.84% 19	20.69% 18	9.20% 8	24.14% 21	87	2.87
Customers with reservations who fail to show up and redeem their reservation get penalized	36.78% 32	25.29% 22	10.34% 9	11.49% 10	16.09% 14	87	2.45
Monthly pass holders get priority for reservations	26.44% 23	14.94% 13	25.29% 22	12.64% 11	20.69% 18	87	2.86
Customers booking reservations would be charged a small convenience fee for each trip	16.09% 14	5.75% 5	13.79% 12	14.94% 13	49.43% 43	87	3.76

Q7 If you have any further comments or suggestions for improving the fast-ferry reservations system, please share those with us here. Please click the 'DONE' button to complete the survey.

Answered: 43 Skipped: 46

Q7 If you have any further comments or suggestions for improving the fast-ferry reservations system, please share those with us here. Please click the 'DONE' button to complete the survey.

Answered: 43 Skipped: 46

#	RESPONSES	DATE
1	Please add another boat to the Bremerton line ASAP	5/11/2019 6:36 AM
2	The last fast ferry arrives at 8:15, just in time to see the busses drive off exactly at 8:15. Even the sometimes granted 3 minute window, if followed, is not enough. Could the busses --- for me, the 212-- be rescheduled to leave 5 minutes or more later?	5/10/2019 9:52 PM
3	Fire Rocket Rez and use a reservations company that has experience working with transit agencies.	5/10/2019 9:24 PM
4	Easy increase capacity either by larger boats or more boats ... Have a real reservation system in place	5/10/2019 8:48 PM
5	On the monthly reservation day, the calendar should default to the month for which we are reserving so we don't spend time waiting for the correct month to load. Each individual should only be allowed to reserve 1 seat per sailing to eliminate people teaming up to get reservations which puts those with nobody to team up with at a disadvantage on reservation day. In case it's not clear, two people can reserve two seats on the 8 am boat for an entire month twice as fast as one person can reserve a single seat on the 8 am boat for an entire month because the team can divide and conquer. If we forget to login, is there a way to not have to go all the way back to the beginning? Alternatively, could there be a screen at the beginning (say, as soon as you choose the direction of sailing) to remind people to login if they ARE NOT already (if beyond site capability, no warning is better than a warning we must waste time clicking through even if logged in). Since reservations are free, is it possible to take out one of the confirmation steps at the end? I believe there are 3 or 4 clicks needed. I don't care to see a total price I'm not paying (I have a pass), and I don't care to see a confirmation that payment is not required. I also prefer not to be asked to "enter my information" when you've already made me create a profile to even access the reservation system. Thanks!	5/9/2019 11:07 PM
6	Rather than charging a reservation fee, collect fares when the reservation is booked and refund only if the reservation is cancelled on time. No-shows lose \$2 or \$10. This is a proper incentive to a) only reserve what you need and b) cancel unneeded reservations. The fee will not incentivize anything, just cost more. Up front fare collection and the Time Value of Money will mean more revenue for KT than a fee.	5/6/2019 2:36 PM
7	Why would you remove the reservations with the additional boat?	5/6/2019 2:01 PM
8	Penalizing people for not using their reservation is unacceptable. I've tallied my missed reservations and causes over the past few months, and nearly 75% were outside of my control. Nearly half were due to Kitsap Transit buses not arriving on time. None of the causes were known more than 2 hours in advance. Top reasons: - Bus did not arrive on schedule, missed 10 min cut-off (driver did not inform fast ferry ticketing station) - escalation at work - illness (flu, cold, etc) - wake up less than two hours before sailing	5/6/2019 10:24 AM
9	Done	5/4/2019 11:01 AM
10	Maybe ask for the small amount of deposit when booking	5/4/2019 5:56 AM
11	The current format for reserving seats needs to be more intuitive. Revise so users only need to click on the time slots they want to select and then reserve those. Scale back ability to reserve in advance from one month to no more than two weeks in advance. I suspect the one month window is at least partially contributing to the unclaimed reservation issue. Things come up, personal schedules change during a month and folks are not canceling their now unneeded reservations. Make that change and charge a \$2 penalty to any unclaimed reservation not canceled within 6 hours of departure and I would bet your unclaimed reservation problem improves quite a bit. Allow a few penalty waivers per 12 month period per account. Emergencies happen.	5/3/2019 8:07 PM

May 2019 Community Meeting: Bremerton Fast Ferry Update

12	Hopefully the two boat schedule will eliminate the need for reservations. The reservation system is currently a huge barrier to using the ferry and often drives me to the WSDOT ferry.	5/3/2019 7:29 PM
13	No "convenience fee" for reservations! When adding a second fast ferry, having them depart every 45 minutes instead of an hour to an hour and a half would be amazing!	5/3/2019 3:31 PM
14	I believe that if there are any committees discussing changes to the system, that at least one member of the riding community be included to provide that perspective. It may just be optics, but it seems to me that the customer voice is lacking in the prioritization of the changes being made.	5/3/2019 1:37 PM
15	My hope for these surveys and meetings would be that Kitsap Transit and the regional transit authorities would realize that there is a large demand to have shorter commutes. And be encouraged to press on, figure out how to increase capacity without impeding the shore lines and other sensitive issues with regards to the route of travel. I have other comments regarding the reservation system, but those I think should be shared in a better forum. I am happy to speak with someone if there is a time and place for that.	5/3/2019 1:37 PM
16	More boats!	5/3/2019 1:23 PM
17	My main concern is trying to solve the reservations problem with a solution that gives people with more money an advantage. Adding penalties and fees and prioritizing passholders all seem like poor solutions that will have negative effects on people with lower SES status.	5/3/2019 1:23 PM
18	Scrap the current system and start fresh. You have significant performance issues, poor design (way too many clicks). It takes at least two people working together to have any hope of getting all of the necessary reservations.	5/3/2019 6:23 AM
19	I don't understand where the idea for a service fee for making reservations came from. Are you trying to discourage people from making reservations? Please consider the purpose of the fast ferry was for time savings. "Spring across the sound!" If I have to wait a half an hour in line for my 35 min boat ride, THERE IS NO TIME SAVINGS.	5/2/2019 5:01 PM
20	Please bring on the new boat sooner than later. It's much needed.	5/2/2019 12:26 PM
21	Dump the reservation system completely	5/2/2019 12:23 PM
22	Why would you penalize a customer if they cancelled a reservation?	5/2/2019 10:32 AM
23	Please fix Rocket Rez!	5/2/2019 6:59 AM
24	Please look into other service providers for reservations - RocketRez is horrible. Also consider switching to weekly or bi-weekly reservations rather than monthly, to help with the madness on the first of the month. Improve the way people can view their reservations - it takes forever to find the right reservation to cancel if my plans change for the day.	5/1/2019 10:25 PM
25	Revert 200 Series buses	5/1/2019 6:49 PM
26	Kitsap Transit needs to figure the reservation system out or allow a bigger boat from Bremerton. Doing away with reservations will slowly kill the fast ferry and the momentum for Bremerton's economy.	5/1/2019 5:19 PM
27	DO NOT GET RID OF RESERVATIONS - PLEASE! The reservation system itself is a mess, but I would still rather deal with a broken system than have no option for reservations at all. Multiple surveys at this point have confirmed that the majority of riders agree, and want to KEEP reservations as an option. So please stop suggesting getting rid of a system that the majority of your riders have indicated they NEED in order for the FF to continue being a viable option for us.	5/1/2019 12:50 PM
28	Please pay the money for a better reservation system if the capacity of two boats does not cover all of the demand. Rocket Rez has proven it can't provide a service that meets customer demands/satisfaction.	5/1/2019 12:20 PM
29	The reservation system is poorly designed and doesn't have sufficient system capacity whenever window opens. It should be a scalable system (added instances whenever window opens), allow one to reserve all at once instead of one direction at a time and one week at a time, and it should take less clicks and provide proper feedback on what has been selected. It should be "bot" proof, because right now all seats are gone within a matter of seconds when window opens and system doesn't even have the responsiveness to display. Display of time takes seconds (poor system scalability for window open periods).	5/1/2019 9:57 AM
30	put the second boat in service ASAP. NOBODY wants a back up boat over a potential doubling of capacity in the near term. quit with the politics and get the second boat running NOW! there is no fixing a shitt	5/1/2019 9:16 AM

May 2019 Community Meeting: Bremerton Fast Ferry Update

31	I think adding the extra capacity will be a huge boost for customers and for KT. In general, the fast ferry is a huge success and would just like to say thanks to all the folks involved with making my commutes to Seattle painless and safe.	4/30/2019 4:05 PM
32	I don't agree with the convenience fee for booking a reservation but if you book a reservation and then are a no show you get charged for it - it would only take one or two times before people would start releasing their reservations so those of us needing one can get one and not be stressed on how to get home.	4/26/2019 4:47 PM
33	Enforcing the no show policy would be a big deterrent. the no show rate is currently way too high but since there are no consequences nobody cares about it.	4/25/2019 8:06 AM
34	Whole reservation system needs to go. Even when I worked flexibility in scheduling was crucial to life in a heavy commute area. You're going to give people heart attacks stressing them out.	4/23/2019 5:23 PM
35	Please listen to those of us who take the ferry every day. We are frustrated that a Board made up of few to no ferry commuters are making decisions contrary to the will of those who use the service.	4/22/2019 1:03 PM
36	If transit is going to be equally accessible to all people, then there should not be any added fees. I already pay for a monthly auto-ferry pass due to my work hours. To have to pay additional fees for walk-up reservations (my work offers an Orca card that covers the cost of the fast ferry ride. But to have to purchase a monthly pass or to pay fees for a reservation is cost prohibitive. The reservation system should be accessible to people who don't make enough money to pay additional fees. I would take the fast ferry in the morning (6:45) regularly if I could confirm a reservation in advance. But I can't, so I get up earlier to take the 6:20 ferry.	4/22/2019 12:14 PM
37	It seems very difficult to figure out how to navigate when new or open reservations become available. I have never been successful at finding any times available that work with my schedule.	4/19/2019 10:26 PM
38	Charge deposit for reservation and take it if people doesn't show up	4/19/2019 5:51 PM
39	I. Think it would be fantastic for a second boat to be added to the Bremerton- Seattle run.	4/19/2019 5:19 PM
40	Only allow 1 seat reservation per trip. You probably know better, but I venture to say that a good percentage of no-shows is from people who reserve 2 seats for themselves and their friends. Entire cliques thereby make reservations for each other, but then don't cancel once they realize that not all reservations are actually needed/used.	4/19/2019 5:13 PM
41	More fast ferries! Later fast ferries! All day fast ferries! Quicken the commute!	4/19/2019 4:45 PM
42	This survey should be done independent of the RSVP. If people are unable to attend, at least their opinion is heard.	4/19/2019 4:26 PM
43	The reservation system is terrible and cannot handle the load. Have you ever tried to secure reservations on the first day of the month at 9am? You should try it sometime, it is the most infuriating process I have to deal with every month. How about we buy a monthly pass which includes reservations on each run for daily riders?	4/19/2019 4:22 PM