

Kitsap Fast Ferries Reservation System Update

Kitsap Transit Webinar

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Presented by
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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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