

FAST FERRY RESERVATION SYSTEM

KITSAP TRANSIT RESPONSES TO CONSULTANT FOUR NINES RECOMMENDATIONS

March 5, 2019

Board of Commissioners Meeting

Retain Current System

- Consultant Recommendation
 - Retain current reservation system
 - Seek prioritized enhancements from the current vendor
- Kitsap Transit Recommendation
 - Renew contract with RocketRez
 - Authorize modifications

Scanning Reservations

- Consultant Recommendation
 - Improve the printed/online barcodes for more consistent scanning of reservations
- Kitsap Transit Recommendation
 - Modify RocketRez scanners to allow barcode and manual check-ins
 - Request additional modifications to the invoice/barcoding process

Reports

- Consultant Recommendation
 - Improve reports and query capabilities to extract data from the reservation system
- Kitsap Transit Recommendation
 - Upgrade the scanning and check-in capabilities to obtain reports required to address no-shows
 - Correct confusion about invoice versus ticket
 - Identify needed reports

Choice in Ticketing

- Consultant Recommendation
 - Revise screen flows to accommodate both one-time and recurring reservations, based on the type of user signing in
- Kitsap Transit Recommendation
 - Configure KT website to accommodate both multiple and single day users

Reservation Fee

- Consultant Recommendation
 - Charge a non-refundable, reservation convenience fee, payable by credit/debit at the time of reservation
- Kitsap Transit Recommendation
 - Consider after 2nd Bremerton to Seattle Fast Ferry is operating

Reservations Per Sailing

- Consultant Recommendation
 - Amend the reservation policy to allow unique users to make one reservation per direction
- Kitsap Transit Recommendation
 - Analyze no-shows and reservation “trades”
 - Make modifications as necessary

Cancellation Time Frame

- Consultant Recommendation
 - Review policy about reservation cancellation time frame
- Kitsap Transit Recommendation
 - Change can be made based upon current data

Reservation Processing

- Consultant Recommendation
 - Change the way reservations are released
- Kitsap Transit Recommendation
 - Review after operation of second Fast Ferry
 - Considerations
 - Change in boat schedules
 - Scarcity of seats

Real Time Visibility

- Consultant Recommendation
 - Provide customers with real time visibility for availability of walk-up spaces on each sailing
- Kitsap Transit Recommendation
 - Modification of check-in process will make this possible
 - Additional equipment required

ORCA

- Consultant Recommendation
 - Technical work built with next generation ORCA architecture and APIs in mind
- Kitsap Transit Recommendation
 - NgORCA Phase 2 will encompass reservation system

Reservation Continuation

- Consultant Recommendation
 - Analyze the demand for reservations after the second vessel is operational and determine whether the reservation system can be eliminated
- Kitsap Transit Recommendation
 - Agree to analyze

Number of Reservations

- Consultant Recommendation
 - If retaining the reservation system after second vessel operational, consider lowering the number of reservations available per sailing to increase walk-up availability
- Kitsap Transit Recommendation
 - Agree to study

Mobile Application

- Consultant Recommendation
 - Develop an API for linking reservations to a mobile application
 - If retaining the reservation system, provide customers with a mobile application option for presenting/redeeming their reservations
- Kitsap Transit Recommendation
 - Research costs and value

Real Time Visibility

- Consultant Recommendation
 - Develop an API for linking to a variable message sign for real time reservation availability per sailing
- Kitsap Transit Recommendation
 - Agree
 - Current vendor can support with check-in modifications

Internal System Capabilities

- Consultant Recommendation
 - Ensure that cancellation timeframes, number of directional/daily reservations, etc., is a configurable parameter, modifiable by KT
- Kitsap Transit Recommendation
 - Currently available

Sign-in Process

- Consultant Recommendation
 - New verification features that do not require guest or third-party applications (e.g.: Google, Facebook, etc.) in order to login
- Kitsap Transit Recommendation
 - Not recommended

Next Steps

- Renew contract with RocketRez
- Authorize modification to check-in process
 - Focus on no-show process
 - If necessary, reduce ability to make two reservations
- Explore costs to develop API for real-time boat capacity information
- Explore costs to develop API for mobile application

