

BREMERTON FAST FERRY UPDATE – EVALUATION FORM

MAY 11, 2019

What is your overall assessment of today's event? (1= poor, 5=excellent)

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Comments and suggestions on event itself (including activities you think would be useful in the future):

Stop focusing on penalizing no-shows.  
Fix the reservation system problems  
~~or~~ or go back to the RFP from  
Carus.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

1. Reservations are crucial
2. Cancel window should be smaller and ~~and~~ should make walk-ons a nake immediately.
3. Software is broken, not meeting needs, needs to be replaced ASAP.

THANK YOU!

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Comments and suggestions on event itself (including activities you think would be useful in the future):

Thanks for having this meeting. Appreciate KT for wanting to make FF reservations more effective.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

Just a note to share. We moved here to P.O. because of the FF and better/easier commute. I personally pay for my own ferry pass. With that in mind, I have to know which ferry - KT or WSF - I will be taking each month - it is one or the other. I won't pay an additional convenience fee when I already am paying for my own pass. **THANK YOU!** And if I can't get the majority of my reservations I will be forced into taking and buy WSF pass vs KT FF pass.

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Comments and suggestions on event itself (including activities you think would be useful in the future):

I think group discussions are hard to moderate, etc...  
I hope all our feedback via stickervoting,  
post-it comments, and audience comments  
are well documented and taken into consideration  
from a qualitative POV.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

**THANK YOU!**

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Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

As a group, we cannot agree on everything, BUT it seems we all seem to agree that we need a better software/program that allows for easier reservation booking.

**THANK YOU!**

After hearing/participating in the group discussion, it seems it may be the program not allowing booking of all reservations, as we all communicated the same issues when attempting to book reservations.

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Comments and suggestions on event itself (including activities you think would be useful in the future):

I would be very cautious to make concrete conclusions from the vocal few in this meeting. I would continue to listen to the survey response data which shows much less consensus.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

If I were able to draw any conclusion it is that riders want a system that is secure, accurate and facile. The barriers to optimize a reservation system seem steep and this is likely why very few ferry systems in the world are willing to implement one.

THANK YOU!

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Comments and suggestions on event itself (including activities you think would be useful in the future):

More time for discussion and comments  
Hope all comments were recorded.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

We need more of these meetings  
Go job advertising the meeting  
We need to either improve the current system or get a new one.  
Put the other boat in service. Extra run during peak hours.

**THANK YOU!**

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Comments and suggestions on event itself (including activities you think would be useful in the future):

MORE TIME TO DISCUSS ALL ISSUES. I FEEL NOT ALL ISSUES MAY HAVE BEEN ADDRESS.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

A NEW SYSTEM NEEDS TO BE IMPLEMENTED OR MAJOR CHANGES NEED TO BE PUT IN PLACE TO IMPROVE ~~SYSTEM~~ CURRENT SYSTEM.

THANK YOU!

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Comments and suggestions on event itself (including activities you think would be useful in the future):

IDENTIFY PARTICIPANTS BY AREA OF EXPERTISE.  
ASK FOR DECORATION. YOU HAVE A LOT  
OF SOFTWARE KNOWLEDGE IN YOUR RIDERSHIP.  
USE IT.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

IT IS KITSAP TRANSIT'S RESPONSIBILITY  
TO FILL SEATS. THIS IS NOT ACCOMPLISHED  
BY DISCOURAGING CURRENT RIDERS BY  
"PENALIZING" THEM. SCHEDULING, POLICY,  
PROCEDURE. ~~THE~~ MARKETING. SOCIAL  
AWARENESS. THESE WILL FILL SEATS.

THANK YOU!



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Comments and suggestions on event itself (including activities you think would be useful in the future):

The problem statement around the correlation between no-shows and empty seats was not supported by the data presented.  
I fear we're talking about a problem that may not exist.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

If you want to incentivize people to use reservations, talk about the carrot, not the stick (penalties for no-shows).

THANK YOU!

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Comments and suggestions on event itself (including activities you think would be useful in the future):

It was great to have KT here to listen to our  
governors. This isn't an easy problem to solve, but it is  
nice to see ICT actively trying to fix it by hearing from  
us as users.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

Monthly passes for each ride or each sailing.

THANK YOU!

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Comments and suggestions on event itself (including activities you think would be useful in the future):

Thank you for hosting this

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

I think you could get lots of feedback on specific issues if you need to. Commuters are happy to share their experiences

There would also be a group of volunteers willing to test any software enhancements before they are rolled out.

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Comments and suggestions on event itself (including activities you think would be useful in the future):

More time needed,

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

~~Response~~  
More park and rides & better service in the evenings could help reduce pressure on EPO Sailing.

THANK YOU!

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Comments and suggestions on event itself (including activities you think would be useful in the future):

*I think might have been useful to have someone from Rocket Rec present*

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

*Clearly the 2 major issues are a need for more boats/seat and serious problems w/ the tracking system.*

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Comments and suggestions on event itself (including activities you think would be useful in the future):

This forum needs to have been done months ago & needs to happen on a regular basis. The board needs to include at least one regular commuter.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

**THANK YOU!**

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Comments and suggestions on event itself (including activities you think would be useful in the future):

*Well organized and moderated*

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

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Comments and suggestions on event itself (including activities you think would be useful in the future):

Posters and voting stickers were a great idea, the survey & voting ahead of time (when we reserved) was a good idea too. It was nice to see those results in the presentation.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

- Keep reservations!!
- Thanks for having these meetings. The coffee & pastries were appreciated. I hope you know we appreciate your efforts despite some of the angry comments.  
-From a daily rider

THANK YOU!



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Comments and suggestions on event itself (including activities you think would be useful in the future):

Good for us

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

Don't Take the "Fast" out of the fast ferry. Get some of our local software wizards to create a workable app. w/ calendar that we can access with simple a link on the go on our phone.

**THANK YOU!**

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Comments and suggestions on event itself (including activities you think would be useful in the future):

OPEN UP ALL ISSUES SCHEDULING, PRICING,  
FULL PAY IN ADVANCE FOR RESERVATIONS  
NO REFUND! SCHEDULE FAST FERRIES  
to sail prior to state FERRIES

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

BUSSES LEAVE PRIOR TO FERRIES  
OFFLOADING

THANK YOU!

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Comments and suggestions on event itself (including activities you think would be useful in the future):

Too much talking/lecturing – more time should have gone to history

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

Thank you!

THANK YOU!

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Comments and suggestions on event itself (including activities you think would be useful in the future):

*Curtis should talk less about what can't be done, and stop repeating lecturing us. He set a tone that puts people on edge.*

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

*Carla has a excellent read of the crowd and set the right tone! More Carla next time. She can get things done - as in moving the people on topic.*

**THANK YOU!**

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Comments and suggestions on event itself (including activities you think would be useful in the future):

Thanks for not letting this become a skating match. You did a great job!!  
at controlling the discussions

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

Would just like to see you concentrate on fixing the reservation system including the ability to eliminate those dummy accounts as I was a little shocked to hear about but may explain why reservations are able to fill & create those no shows.

**THANK YOU!**

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Comments and suggestions on event itself (including activities you think would be useful in the future):

longer? (it was setup very well!)

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

- keep the reservation sys.
- improve cancellation process/window
- keep up looking at beach/erosion + wake data etc., it's possible some of the old WSF/Bainbridge/RP erosion data was flawed
- Thanks for your hard work KT!

THANK YOU!

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Comments and suggestions on event itself (including activities you think would be useful in the future):

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

THANK YOU FOR TAKING OUR VOICES INTO CONSIDERATION.

I HOPE OUR NEEDS ARE MORE CLEAR, AND AS THE MAJORITY HAVE ONCE AGAIN MADE CLEAR WE WANT TO KEEP A RESERVATION SYSTEM IN ONE I HOPE THE IDEA TO DITCH IT WILL

**THANK YOU!**

FINALLY DISAPPEAR

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Comments and suggestions on event itself (including activities you think would be useful in the future):

I heard no solutions.  
I was expecting possible solutions.  
instead were re-iterating the same concerns  
& issues.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

Did not appreciate Curtis from Ford was  
passive aggressive talk that were never  
going to have a perfect ferry system.  
We all know this. We are asking  
for some solutions to problems that  
continue to ~~occur~~ occur that  
causes much frustration in reserving  
reservations.

**THANK YOU!**



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Comments and suggestions on event itself (including activities you think would be useful in the future):

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

would be nice if some of the 'holes' in the Car Ferry schedule could be covered by the Fast Ferry

**THANK YOU!**

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Comments and suggestions on event itself (including activities you think would be useful in the future):

I appreciate KT staff focusing on hearing comments/concerns + keeping the discussion more solution/information based and not devolving into an "individual gripes" session.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

Get the software to function properly + address the remaining issues from there

**THANK YOU!**

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Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

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Comments and suggestions on event itself (including activities you think would be useful in the future):

~~PERFECT~~ SET-UP

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

KEEP IN MIND THAT SOME OF THE LOUDEST VOICES ARE SOMETIMES PART OF THE NO-SHOW ISSUE. FIND THE BAD ACTORS AND HOLD THEM ~~ACCOUNTABLE~~ ACCOUNTABLE i.e. CXL THE REST OF THEIR RESERVATIONS

THANK YOU!

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Thank you for hosting this!

Comments and suggestions on event itself (including activities you think would be useful in the future):

Small group think and then share at  
Main themes from the table/topic to  
save some time of a lot of individuals  
saying the same thing.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

I'm really happy there's momentum behind  
making it's better for everyone!

**THANK YOU!**

- Thank you! I know  
this is stress kit.

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Comments and suggestions on event itself (including activities you think would be useful in the future):

Make clear the objective & goal of event. Facilitate to stay on track. Be clear on scope.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

Continue to have events...

- Keep Reservations
  - Improve cancellation - charge window
  - Ability to know what you have
- Empty seat factors
  - Day of week
  - Timing w/ state ferry system
  - Connecting transportation issues
  - Uncontrollable events (meetings etc.)

**THANK YOU!**

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Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

**THANK YOU!**



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Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

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Comments and suggestions on event itself (including activities you think would be useful in the future):

Thank you for working on this difficult problem, but most of all providing the FF service to begin with.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

**THANK YOU!**

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Comments and suggestions on event itself (including activities you think would be useful in the future):

The meeting drastically improved when you allowed some questions.

The tone started a bit hostile toward your prime rider. This improved when the 4 9s consultant apologized to the woman.

Did you have any additional feedback on the topics discussed today that you wanted to share with Kitsap Transit?

You need to be honest with what the system can actually do. You also need to stop saying "no orders" or "penalite" and think what your real problem is, such as no one trusts wallet PLZ to cancel or it is too difficult to cancel.

**THANK YOU!**