

### **3 Person Ferry Operations Procedures**

- **Pre-selling of vehicles and walk on passenger traffic shall be the priority of all Pursers. This shall only be done in accordance with the vessel COI.**
- All sales should cease at one minute prior to scheduled departure or as directed by the Captain.
- Crew members will be required carry a portable radio to communicate with the Ferry Master and deckhand.

#### **Loading of the ferry shall follow these general guidelines:**

- The Purser shall control both vehicle traffic and walk on traffic on the dock.
- Prior to loading vehicles, ticketed walk-on passenger shall board the ferry first. The purser will open the passenger boarding gate to allow passengers to board and then close the gate. No more walk on passengers shall board until vehicle loading has ceased.
- The deckhand shall collect coupons, verify passes and validate cash tickets (by punching a hole in the ticket) of the boarding passengers as they board the ferry.
- While the passengers are boarding the ferry, the purser can start the vehicle line moving forward so that they can begin verifying coupon books, passes and selling tickets.
- The purser will send vehicle traffic to the ferry only after communication with the deckhand or Captain to send vehicles.
- The Purser may sell tickets to walk-on passengers who arrive during the vehicle loading period, as time allows.
- Ticket validation, coupon collection and pass verification from boarding vehicles and passengers may be done at the convenience of the deckhand anytime after the vehicle has been parked.
- Normally, ticket validation, coupon collection and pass verification from vehicles and passengers should be done prior to departure but may be done while underway.
- At one minute prior to sailing or at the direction of the Master, the deckhand shall close the vehicle traffic gate. Once the gate has been closed, all vehicle sales shall cease, however, the Purser shall verify passes, coupon books and sell tickets to any waiting passengers and allow them to board.

- The Purser has the choice to secure funds at the Purser's office in the terminal building or secure the funds onboard in the Crew quarters.
- The deckhand shall collect coupons, verify passes and validate cash tickets (by punching a hole in the ticket) of the final boarding passengers as they board the ferry.
- Both the Purser and Deckhand shall prepare the vessel for Departure.
- When off loading the ferry at the Anacortes Dock the purser may at the direction of the Captain, leave the vessel to go and start pre-selling for the next scheduled sailing.

### **Boarding Counts**

- The deckhand shall be responsible for the passenger count.
- Confirmation counts by trip will be used for USCG boarding counts and by PW accounting to assist in reconciliation of ticket sales to boarding to ensure passengers that boarded the ferry have paid.

### **Ticket Sales**

- Each Purser for that day shall have a separate cash drawer that shall be locked or under his/her control at all times.
- Purser collects cash and checks from drivers and walk-on passengers for cash fares.
- Credit card sales shall take place only within the terminal office.
- Purser pre-sells tickets to walk-on passengers and vehicles prior to loading.
- Purser issues a ticket for each sale, or if a frequency-user media is used, checks to make sure the ticket is valid.
- Drivers of vehicles greater than 20' must provide the correct length of their vehicle to the Purser when paying their fare. Purser needs to visually verify length.
- Drivers must tell the purser the number of passengers and fare category of the passengers if there are passengers in their vehicle.

### **Ticket Collection**

- The Purser opens the passenger walk-on gate, to allow paid walk-on passengers to board the ferry, then closes the gate. The deckhand validates ticket stubs (by punching a hole in the stub) and collects frequent user book coupons and does a count of walk-on passengers, Late arrival walk-on passengers board after the last vehicle.

- The deckhand validates ticket stubs (by punching a hole in the stub) and collects frequent user book coupons from the vehicle and vehicle passengers. Deckhand collects for late arriving walk-on passengers as they board.

### **Funds Security**

- The purser will lock the tickets and funds onboard the ferry or in the terminal building in a secure locked location. Upon arrival at Anacortes, the purser will retrieve their tickets and funds and be prepared to begin selling walk-on passenger fares.