

## **Fare Collection and Ferry Loading Procedures**

These procedures are meant to establish site specific fare collection and ferry loading procedures in conjunction with the Guemes Ferry Cash Collection Policy and Skagit County Cash Collection Policies administered by the Skagit County Treasurer.

The purpose of these procedures is to give employees guidance to collect, safeguard County funds and incorporate cash handling and ticket sales into the daily operation.

### **General Guidelines:**

- Pre-selling of vehicles and walk on passenger traffic shall be the priority of all pursers.
- All sales should cease at one minute prior to scheduled sailings in order to maintain on time departures. This may be waived as directed by the captain for customer service or exigent circumstances.
- Crew members will be required to carry a portable radio to communicate with the ferry captain and deckhand while loading the vessel.
- The purser shall control both vehicular and walk passenger traffic on the dock.
- The purser is responsible for selling all user media to include cash tickets, multi-ride tickets and charge slips.
- Upon selling individual cash tickets, pursers must deface the ticket by punching a hole in the ticket.

### **Loading**

- Prior to loading vehicles, the purser shall sell cash tickets, verify dates and punch multi-ride tickets for walk-on passengers to board the ferry first. The purser will open the passenger boarding gate to allow paid passengers to board the ferry and then close the gate. Walk-on passengers may board the ferry while vehicular traffic is loading but must wait for direction from the purser and deckhand after their fare has been collected.
- While walk-on passengers are boarding, the purser should pre-sell vehicle and

passenger traffic. The purser shall sell cash tickets, verify dates and punch multi-ride tickets for vehicles and passengers.

- Drivers must tell the purser the number of passengers and fare category of the passengers if there are passengers in their vehicle including non-paying passengers. It may be necessary to check ID for reduced fare requests.
- The purser will send vehicle traffic to the ferry only after communication with the deckhand or captain indicating they are ready to board vehicles.
- The purser may sell cash tickets, verify dates and punch multi-ride tickets for walk-on passengers who arrive during the vehicle loading period, as time allows.
- Random ticket checks for passengers onboard the ferry may occur at anytime.
- At one minute prior to sailing or at the direction of the captain, the deckhand shall close the vehicle traffic gate. Once the gate has been closed, all vehicle sales shall cease. The purser shall then collect fares for the remaining walk-on passengers and allow them to board.
- Vehicles greater than 20' must be measured by the purser when paying their fare.

### **Departures and Arrivals**

- The purser shall secure their cash and tickets in a locked drawer in the pursers office prior to departure.
- The Deckhands shall prepare the vessel for departure after the remaining walk-on passengers have boarded. Once the vessel is ready for departure, the deckhand shall signal the captain that you are ready for departure.
- When off loading on the Guemes dock, all walk-on passengers shall be held in the passenger waiting area just outside the passenger cabin on the #1 end of the boat or in the passenger cabin until directed by the crew to off load. At a minimum, the lane of vehicles next to the passenger cabin shall be empty prior to passengers being off loaded.
- When off loading the ferry at the Anacortes terminal, the purser may, at the direction and discretion of the captain, leave the vessel to go and pre-sell passengers and vehicle for the next scheduled sailing.

### **Boarding Counts**

- The deckhand shall be responsible for the USCG vehicle and passenger counts to

include non-paying passengers (under 6 yrs. and public works vehicles and passengers). The purser must notify the deckhand of any non paying vehicles and passengers.

- USCG boarding counts shall be accurate as this is an official log. Additionally, to a reasonable extent, Public Works accounting Department will use the USCG count to audit ticket sales to boarding counts to ensure that vehicles and passengers that boarded the ferry have paid.

### **Fund Security**

- Each purser per shift shall have a separate cash drawer that shall be locked and under his/her control at all times.
- Pursers are responsible for collecting cash, checks, receipts and signatures for fares from all passengers.
- Purser shall be responsible for maintaining a locked safe during their shift.
- Credit card sales shall take place only within the terminal office.
- Pursers shall issue a ticket for each cash sale, verify dates on multi-ride tickets to ensure they are valid then collect punches on punch cards for fares.
- The purser must secure tickets, cash, checks and any other receipts in a locked drawer in the purser office at the terminal building at all times unless being used for sales.
- Prior to leaving the office for a scheduled ferry sailing, the purser must be sure the office is secure.

### **Cash Reconciliation**

- At the conclusion of each shift, the purser and captain shall close-out ticket sales numbers, count cash, checks and change. The shift supervisor must count the deposit and verify the reconciliation of the cash receipts to the ticket sales.