

Kitsap Transit Briefing

Kingston Community Advisory Council

John Clauson, Executive Director
September 9, 2026

TODAY'S BRIEFING

- Better Transit for Kingston-Hansville-Indianola
- Rider/text message alerts
- Large groups and Kitsap Fast Ferries
- Ferry Performance Indicator

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Better Transit for Kingston·Hansville·Indianola

Pilot Starts December 6, 2026

Expanded Services, ADA Paratransit, and New Timed Stops



Three Buses. One Integrated System.

✓ PILOT LAUNCH DEC 6, 2026



A

HANSVILLE EXPRESS

Bus A

🕒 Mon–Fri • 4:30 AM–8:00 PM

Bus A is the **Hansville Express**, operating Monday–Friday as a dedicated commuter-focused service linking the Hansville on-demand zone to George’s Corner, the Kingston Ferry Terminal, and all six daily Kingston Fast Ferry (KFF) sailings. It begins its first zone sweep at **4:30 AM** to meet the 5:25 AM KFF sailing and continues through **8:00 PM**, providing timed connections to KFF. Bus A is designed to ensure ferry connections and provide reliable, structured service for Hansville’s highest-demand corridor.



B

KINGSTON CIRCULATOR

Bus B

🕒 Mon–Sat • 7:00 AM–6:00 PM

Bus B is the **Kingston Circulator**, operating Monday–Friday and Saturday with a fixed hourly timed-stop pattern connecting Safeway, Village Green, the Kingston Ferry Terminal, and George’s Corner. It provides predictable, clockface service every hour from **7:00 AM to 6:00 PM**, with additional flag stops along Barber Cut Off Road and South Kingston. Bus B forms the core local circulation service for Kingston and supports transfers at George’s Corner during weekday operations.

Indianola Extension Runs (Bus B – Monday–Friday Only)

The Indianola extensions are incorporated into Bus B’s weekday schedule to provide limited-frequency service between Kingston and Indianola. 10 a.m., 1 p.m., 3:40 p.m.



C

ADA VEHICLE

Bus C

🕒 Mon–Sat • 7:00 AM–7:00 PM

Bus C is dedicated paratransit-compliance bus for the Kingston, Hansville, and Indianola service area, operating Monday through Saturday from **7:00 AM to 6:00 PM**.

Kingston Circulator At a Glance



ROUTING Flexible on-demand routing within Kingston service zone



FREQUENCY Timed departures from Kingston Ferry Hub every 60 minutes



KEY STOPS Kingston Ferry Terminal · Suquamish Way · Miller Bay Rd · Bond Rd · Kingston P&R (George's Corner)



HOW TO REQUEST Kitsap Transit PINGO app · 1-800-501-RIDE



CAPACITY & ACCESSIBILITY Accessible ramp, priority seating, securement

\$

Service Zone

Circulator

Kingston & surrounding neighborhoods



Mon–Sat · 7:00 AM – 6:00 PM | ADA Paratransit available for eligible riders

Monday–Saturday ADA Paratransit

EXPANDED ADA SERVICE · PILOT START December 6, 2026

 Bus C — ADA Vehicle

Mon–Sat· 7:00 AM–7:00 PM



WHAT'S NEW FOR ADA RIDERS



Lift-equipped cutaway van — 2 wheelchair securements — all ADA compliance standards met



Operating hours 7:00 AM–7:00 PM, Monday–Saturday



All zones served: Kingston, Hansville, *and* Indianola — Geographic coverage for ADA riders



Book via the online portal or call dispatch — ADA riders: Minimum 1-day advance booking required.



Connects to Poulsbo, Silverdale, and Bremerton at George's Corner P&R through a scheduled transfer to another ACCESS vehicle.

Lift-equipped service is available to all 3 zones — Kingston, Hansville, and Indianola

Riding the Kingston Pilot — Step by Step



STEP 01
Check the Schedule
Download the Kitsap Transit PINGO app or visit kitsaptransit.com/kingston for Bus A timed departures and Bus B service windows.



STEP 02
Request Your Ride (Bus B)
Open the app or call **1-800-501-RIDE**.



STEP 03
Wait at Your Stop
For timed stops, arrive **5 minutes early**. For on-demand stops, wait at your requested location — the driver will confirm via app.



STEP 04
Board & Pay
ORCA card, cash, or mobile pay accepted. Operator will deploy ramp or lift upon request.



STEP 05
Transfer to fixed route if needed
At timed hubs, connect Bus A, Bus B, and Paratransit.



STEP 06
Arrive at Destination

Your Questions Answered



FAQ

Do I need a smartphone to use Bus B on-demand?

No. You can call 1-800-501-RIDE

What if my on-demand trip is not confirmed?

You'll receive a text or voice notification.

Will this service become permanent?

The pilot runs through December 2027. A decision on permanent service will follow the performance review.

How far in advance do I need to book ADA Paratransit?

At least one day in advance.

Is the pilot free to ride?

No — standard Kitsap Transit fares apply.

How do I give feedback?

Complete the onboard survey card or contact our customer service department.



TODAY'S BRIEFING

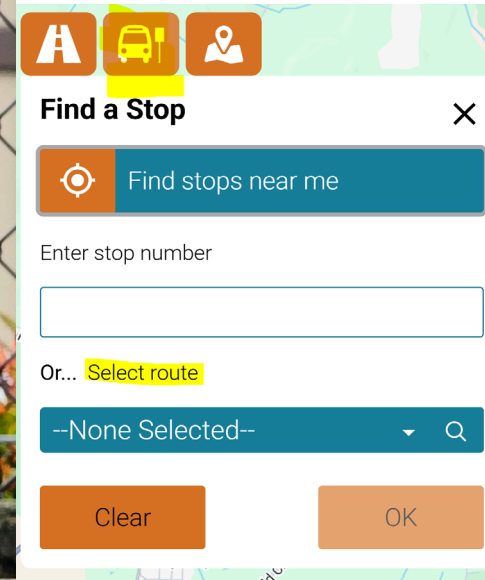
- Better Transit for Kingston-Hansville-Indianola
- Rider/text message alerts
 - Timeliness of messages
 - NextBus texting
- Large groups and Kitsap Fast Ferries
- Ferry Performance Indicator

Timeliness of Notifications

- Initially, ferry crew would notify Marketing, who would manually create and issue alerts
 - Delays caused by time of day ... Marketing department not staffed during all operational hours
- Summer 2025 – pilot program with automation software
- Crew now notifies Dispatch; trip(s) canceled through Clever CAD program, triggering automated rider alert to riders

Text for Next Bus

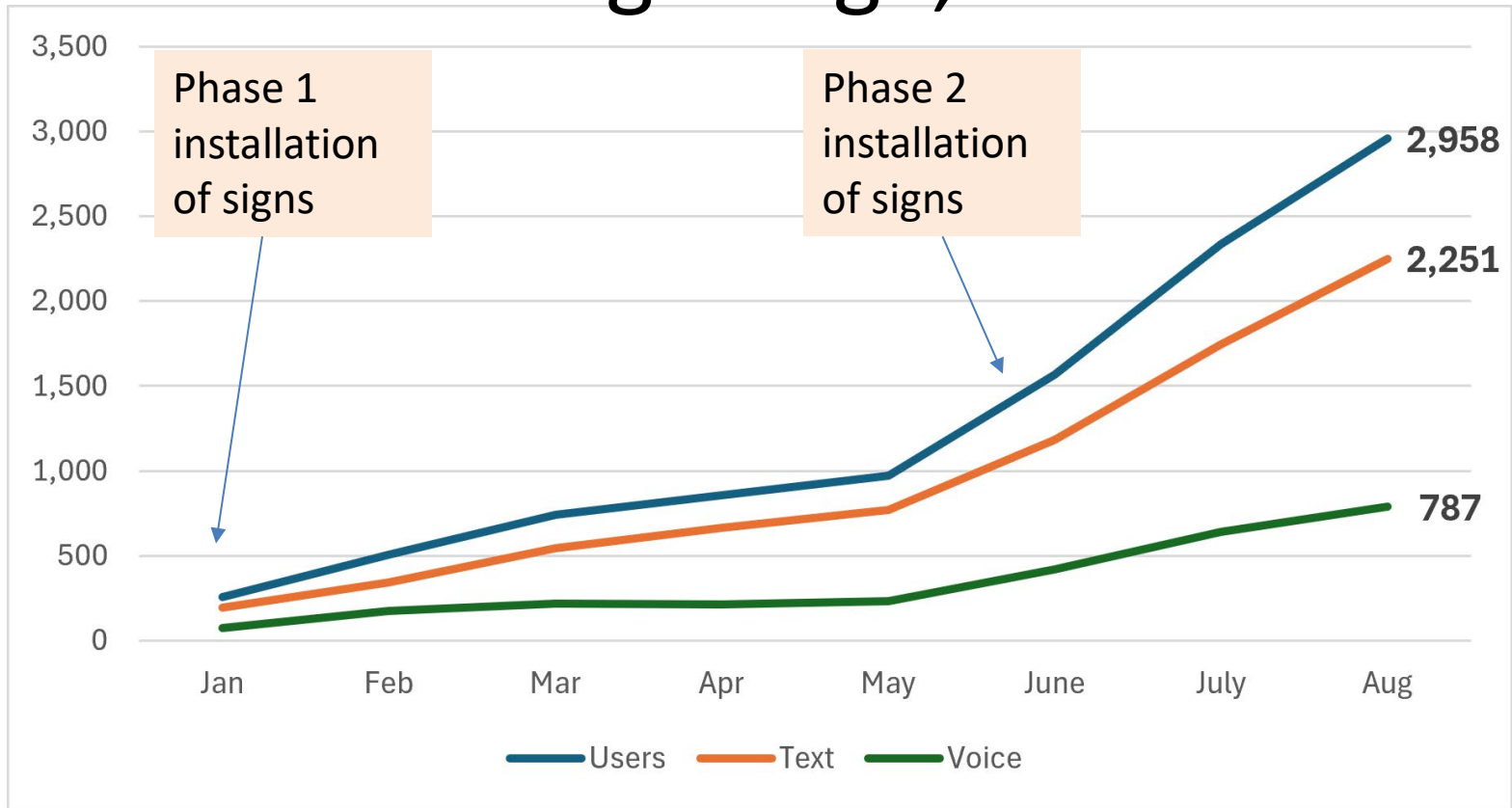
- Text (360) 800-3433 with stop number to receive expected time of departure of **up to 3 vehicles** in next 60 minutes.
- To filter by route, add a hyphen and the route number.
 - Example: 1-217, where 1 is the stop number for Bremerton Transportation Center and 217 is the route number.



Text for Next Bus Pilot

- Kitsap Transit was first transit agency to launch ServiceBot from Simplify Transit
- Development, testing of software in 2025
- Iterative testing of customer-facing content
 - Survey of transit riders during soft launch in 2025
 - Content on bus-stop signs reviewed twice by Community Advisory Committee in 2026
- All bus stops in transit network have been installed

Texting Usage, 2026



- 2,251 SMS conversations in August, up from 772 in May
- Top 5 bus stops, by usage:
 - Washington at 6th
 - Hwy 305 at Seabold
 - Fred Meyer (E Bremerton)
 - Kitsap Way at Adele
 - North Viking TC

- #212, #217, #221, #224, #226 were the top five routes most requested
- 787 voice conversations in August, up from 233 in May. These are users who selected option to speak with Customer Service.



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Kitsap Transit RIDER ALERTS

Statement on June 11, 2026 Kingston Fast Ferry boarding and updates to Kitsap Transit's large group travel policy

June 18, 2026

Kitsap Transit received complaints from customers who were unable to board the 3:20 PM Kingston Fast Ferry from Seattle on June 11, 2026, after the vessel reached capacity.

An internal review found that a breakdown in communication led to confusion on the dock and frustration for regular riders. In April, Customer Service was contacted by a school planning a large-group trip and was correctly advised that boarding is first-come, first-served; however, this information was not shared internally. On June 10, Customer Service received confirmation that approximately 130 students and chaperones would travel on the June 11 sailings. While Marine Services was notified, it was too late to adjust crew staffing to carry more than 150 passengers on the ferry, and internal protocols did not require rider alerts to be issued.

On June 11, the group arrived an hour early and was first in line for the 3:20 PM sailing. That sailing typically carries 100 passengers. King County Marine Ambassadors decided to stage the large group outside of the passenger-only ferry terminal to alleviate congestion there. When the school group boarded first, many regular commuters were unable to board.

Kitsap Transit is implementing the following changes to prevent this from happening again:

- **Group travel:** Fast Ferry service remains first-come, first-served. Groups of 10 or more are asked to provide at least 7 days' notice; groups of 50 or more should provide at least 14 days' notice to allow crew staffing to be adjusted.
- **Internal coordination:** Customer Service will notify Marine Services the same day when large group travel is identified. Marine Services will notify Marketing if demand may exceed the higher passenger capacity.
- **Rider alerts:** Kitsap Transit will issue alerts when large group travel may impact passenger capacity, even with increased crew staffing.
- **Digital signage:** Kitsap Transit will work with King County on digital-display messaging to alert riders in the queue lines when large group travel may cause a sailing to reach capacity.

The school group followed existing policies. We apologize to customers who were unable to board and are committed to providing better advance notice so riders can plan accordingly.

Kitsap Transit

You're receiving this email because you signed up for Alerts from Kitsap Transit

10 Washington Avenue, Bremerton, WA 98337

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Kitsap
Transit



Kitsap Transit

RIDER ALERTS

Kingston Fast Ferry – Large group expected on 3:20 PM sailing to Kingston

Monday, June 29, 2026

Kitsap Transit has been informed that a large group of passengers (around 155) is expected to ride the 3:20 PM Kingston Fast Ferry sailing from Seattle to Kingston this afternoon.

Commuters should be aware that this sailing may reach capacity. Kitsap Transit is operating a vessel with a max capacity of 250 passengers.

Questions? Contact Kitsap Transit's Customer Service staff by calling 360.373.2877 or 800.501.RIDE.

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Kitsap Transit

RIDER ALERTS

Updates to Kitsap Transit's large group travel policy

July 2, 2026

Effective immediately, Kitsap Transit is implementing the following changes to our [large group travel policy](#):

- **Group travel:** Groups of 10 or more are asked to provide at least 7 days' notice before riding the bus or Kitsap Transit local or fast ferries. Groups of 50 or more should provide at least 14 days' notice to allow ferry crew staffing to be adjusted. Advance notice allows us to make every effort to accommodate the largest number of riders safely.
- **Rider alerts:** Kitsap Transit will issue alerts when large group travel may impact passenger capacity, even with increased crew staffing.
- **Digital signage:** Kitsap Transit will work with King County Marine on digital-display messaging to alert riders in the queue lines at Pier 50 when large group travel may cause a sailing to reach capacity.
- **Boarding:** Our Fast Ferry service boards on a first come, first served basis. Due to limited space, we recommend large groups consider riding Washington State Ferries.

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Kitsap Transit

RIDER ALERTS

Bremerton Fast Ferry: Large group expected on 3:05 PM sailing to Seattle– 8/18

Tuesday, August 18, 2026

Kitsap Transit has been informed that a large group of passengers is expected to ride the 3:05 PM Bremerton Fast Ferry sailing from Bremerton to Seattle this afternoon.

Commuters should be aware that this sailing may reach capacity. Kitsap Transit is operating a vessel with a max capacity of 118 passengers.

Questions? Contact Kitsap Transit's Customer Service staff by calling 360.373.2877 or 800.501.RIDE.

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KITSAP FERRIES PERFORMANCE INDICATORS

June 2026

How to use the dashboard

Kitsap Transit operates two categories of passenger-only ferries – cross-sound “fast ferries” and local “foot ferries.” View ridership by “category” or “route.” Select route for trends in key metrics. For more data on each route, click the other tabs above.

View Ridership by
Route

Select Ferry Service
Kingston

Key Performance Indicators for August 2026

Ridership (Kingston)

12,325

On-Time Performance (Kingston)

96%

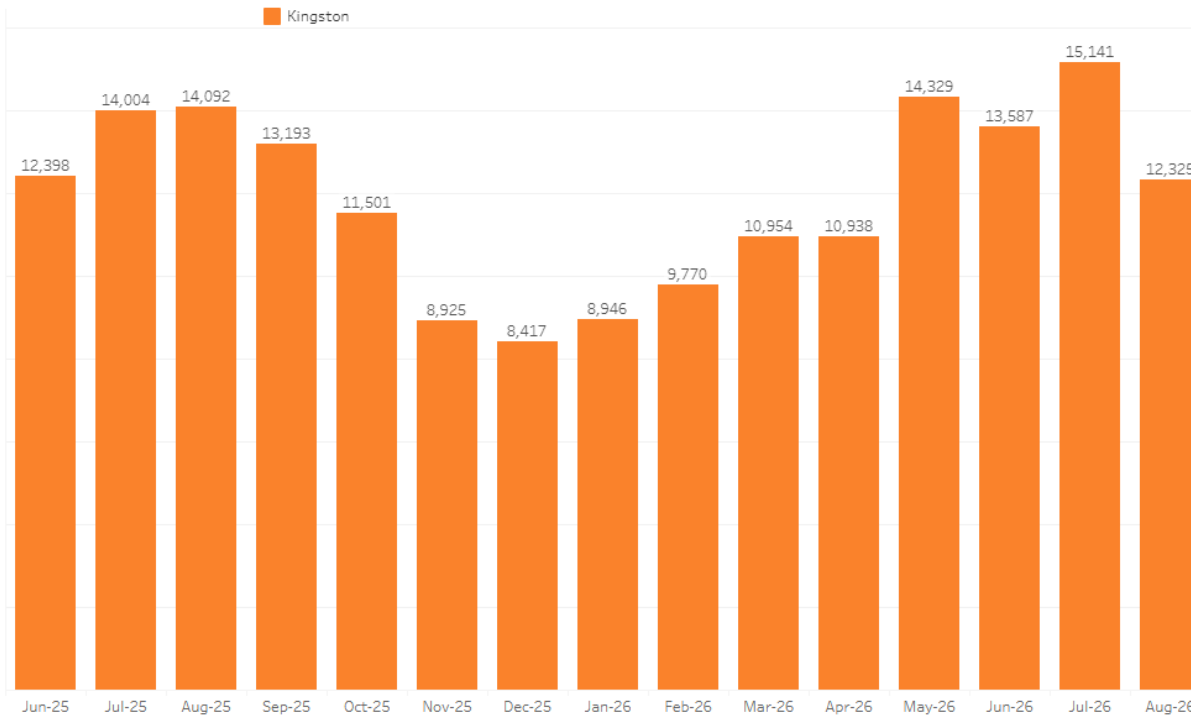
Reliability (Kingston)

89%

View more at

kitsaptransit.com/ferry-dash

Ridership: Number of Passenger Boardings



Average Load

Direction	AM/PM	
	AM	PM
TO SEATTLE	46%	9%
TO KINGSTON	6%	47%

Range of Months (start and end)



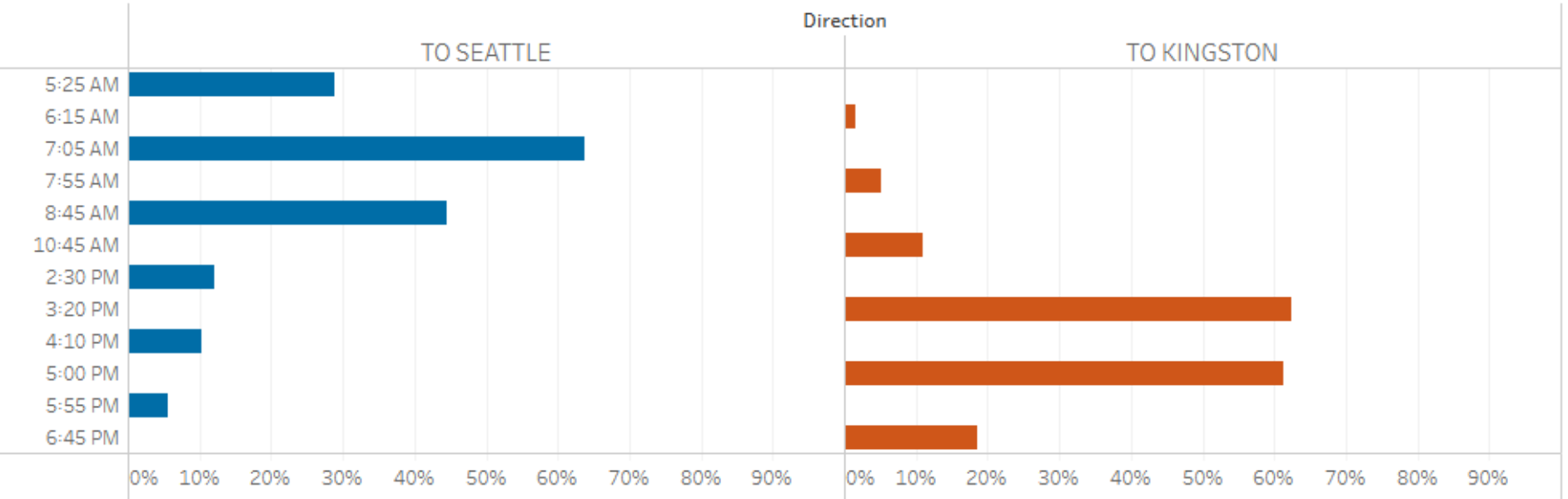
Schedule Type

Mon-Fri

AM/PM

(All)

Average Passenger Load, by Sailing
Hover over a bar to see statistics for that sailing.



Kingston Fast Ferry On-Time Performance and Reliability

On-Time Performance: Percentage of Operated Sailings Arriving On Time

Sailings are counted as "on time" if the vessel arrives early or within 5 minutes of scheduled arrival and "late" if it arrives after that.

Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26
99%	98%	100%	99%	100%	99%	96%	95%	99%	99%	99%	95%	95%	96%	96%

Reliability: Percentage of Scheduled Sailings that were Operated

Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26
100%	99%	100%	100%	99%	100%	93%	91%	100%	100%	98%	100%	98%	100%	89%

Recent Events:

- 7/30 Rider Alert: Kingston Ferry without backup vessel
- August: More than 30 Kingston-Seattle sailings canceled
- Back-up boat expected to return September 14



QUESTIONS?

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Photo courtesy of Art Grice

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