



Feb. 25 Fare Changes Frequently Asked Questions

WSDOT Ferries Division (WSF) is making three fare collection changes on Wednesday, Feb. 25:

- Eliminating checks and Canadian currency as forms of payment.
- Separating the senior/disabled fare into two categories.
- Removing discounted single round-trip fares (senior, disabled, youth) from kiosks and the WSF Web site.

Why are these fare collection changes necessary?

These changes are being implemented to save money. They reduce costs and simplify fare collection at a time when WSF is facing a significant budget shortfall. These measures will also help ensure discounts are reserved for only customers who are truly eligible.

Why is WSF eliminating checks as a form of payment?

Eliminating checks will save up to \$50,000 annually in processing fees. In 2008, checks accounted for less than 4.5% of all forms of payment collected by WSF.

Why is WSF eliminating Canadian currency as a form of payment?

This change simplifies fare collection, which saves money, and aligns operations at Anacortes (which is the only terminal where Canadian currency is accepted) with the other terminals in the ferry system.

What forms of payment are accepted by WSF?

WSF accepts cash, Visa, MasterCard, American Express, Discover, debit cards, traveler's checks and money orders.

Why is WSF eliminating discounted, *single* round-trip fares (senior, disabled, youth), from kiosks at WSF terminals and from the WSF Web site?

It is necessary to eliminate discounted, single round-trip fares (senior, disabled, youth), from kiosks at WSF terminals and from the WSF Web site to ensure that discounts are preserved for customers who are truly eligible. Beginning Wednesday, Feb. 25, these tickets will only be available for purchase at tollbooths with proof of eligibility.

Can customers purchase senior, disabled or youth fares from the WSF Web site?

Senior and disabled fares can be purchased online (not youth fares). WSF is offering new ReValue cards for senior or disabled passengers. The new senior or disabled ReValue cards are good for five round-trips in 90 days. ReValue cards automatically replenish, charging a credit card every 90 days or when all of the trips are used.

Is WSF offering a new fare in place of the Senior/Disabled Convenience Card?

Yes. WSF is separating the Senior/Disabled fare into two single categories (Senior or Disabled) and offering new ReValue cards for senior passengers or disabled passengers. The new Senior or Disabled ReValue cards are good for five round-trips in 90 days with proof of eligibility. ReValue cards automatically replenish, charging a credit card every 90 days or when all of the trips are used.

Can customers still purchase the current Senior/Disable Convenience Card?

No. Beginning Wed. Feb. 25, customers will no longer be able to purchase the Senior/Disabled Convenience Card, which was good for five round trips from Oct. 11 of the previous year-Oct.10 of the following year. WSF will honor Senior/Disabled Convenience Cards purchased prior to Feb. 25 until Oct. 10, 2009.

How old must you be to qualify for the senior discount?

Customers must be 65 years of age or older to qualify for the senior discount with proof of eligibility.

How old must you be to qualify for the youth discount?

Children ages six and under will be carried free when accompanied by parent or guardian. Children ages six through eighteen years of age will be charged the youth fare.

What are valid forms of proof of age or eligibility to qualify for senior, disabled or youth discounts?

- Proof of eligibility for the [Senior Discount](#) include proper identification establishing proof of age such as a drivers license, passport or birth certificate.
- Proof of eligibility for [Disabled Passengers](#) include a WSF Disability Travel Permit, Regional Reduced Fare Permit, or other identification which establishes a disability.
- Youth should be prepared to show proof of age if required at time of redemption.

How do I obtain a WSF Disability Travel Permit?

Customers must contact WSF Customer Service to obtain, fill out and return a WSF Disability Travel Permit form. To contact WSF, call one of the following phone numbers:

206-464-6400 (General Information)

888-808-7977 (WA)

511 (WA)

Persons who are deaf or hard of hearing may access Washington State Telecommunications Relay Service by dialing:

711 (WA) and asking to be connected to 206-515-3460

How do I obtain a Regional Reduced Fair Permit?

To obtain a Regional Reduced Fair Permit visit the King Count Metro Web site at http://transit.metrokc.gov/tops/accessible/reduced_fare_permit.html or call:

206-553-3060

206-684-1739 (TTY Relay Service)

How can I get more information about fare collection changes planned for Wednesday, Feb. 25?

For more information about fare collection changes planned for Feb. 25, contact WSF Senior Customer Service Manager Susan Harris-Huether at Sharris@wsdot.wa.gov, or call 206-515-3460.

Americans With Disabilities Act information: Individuals requiring reasonable accommodation of any type, including preparation of this material in alternate formats, sign-language interpretation, and physical accessibility accommodations, may contact Susan Harris-Huether at Sharris@wsdot.wa.gov or 206-515-3460. Persons with hearing impairments may access Washington State Telecommunications Relay Service (TTY) by dialing 7-1-1 and asking to be connected to 206-515-3460. **Title VI information:** The Washington State Department of Transportation (WSDOT) assures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination based on race, color, national origin and sex in the provision of benefits and services. For language interpretation services please contact Susan Harris-Huether at Sharris@wsdot.wa.gov or 206-515-3460. For information on WSDOT's Title VI Program, please contact the Title VI Coordinator at 360-705-7098.