

2022 PIERCE COUNTY FERRY OPERATIONS CONTRACT

Overview

Pierce County Planning and Public Works will be implementing a new contract with HMS Ferries Inc. for ferry operations, effective April 1, 2022. The new contract was awarded through a competitive bidding process and has been restructured to a performance-based contract to better serve our passengers and provide additional transparency and accountability.

OPERATOR HMS Ferries Inc.	PERFORMANCE PERIOD Up to 20 years total. (5-year base period, plus options for three 5-year periods.)	KEY CHANGES Expanded service, key performance indicators, and performance standards.	ANNUAL CONTRACT COST \$3.3M - \$3.9M for the first 5 years.
EFFECTIVE DATE April 1, 2022			

Performance Standards (Key Performance Indicators)

Performance Objective	Target	Minimum Acceptable	Performance Standard
On-time Departure Rate	95.0%	90.0%	A departure is considered "on-time" if it departs the landing within 10 minutes of the published schedule.
Trip Completion Rate	95.0%	90.0%	A trip is considered "completed" if it departs and arrives at the designated landing in accordance with the published schedule.
Maintenance Accomplishment Rate	95.0%	90.0%	An operational maintenance activity is considered "on-time" if it is completed within the scheduled maintenance window.
Customer Satisfaction Rate	75.0%	N/A	A customer is considered "Satisfied" if they provide positive or neutral survey feedback in response to their ferry experience.

Contact Us

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(253) 798-2478

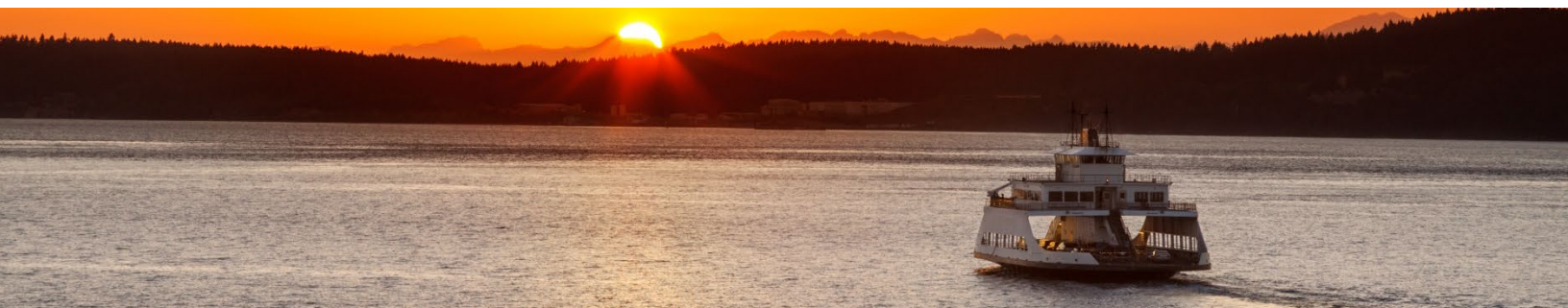
PierceCountyWa.gov/FerryContract

PierceCountyWa.gov/FerryFeedback

Key Contract Changes

	Expiring Contract	New Contract
Structure	100% cost-reimbursement plus fixed management fee.	Combination of fixed price and cost reimbursement with management incentive fee. The management fee portion of the compensation will now be paid based on quarterly evaluations of the contractor's performance rather than a flat fee.
Budget	\$2.7 million in 2021. Contractor's operating budget was fixed by specific line item (labor, supplies, training, etc.) and did not allow for adjustments to account for wage increases and labor market issues.	\$3.5 million in 2022. Contractor can allocate fixed price portion as needed to ensure optimum balance between staffing, supplies, training, technology, and other expenses.
Technology	Limited ticketing system provided by a third party and billed separately with a cost sharing agreement.	Full service and modern ticketing system and real-time rider updates.
Level of Service	Provided two-boat service twice a week (Friday and Sunday) from June-August. Two-boat service was not a requirement of the contract.	Provides two-boat service three times a week (Friday, Sunday, Monday) and aligns peak season ticket fares (Friday before Memorial Day through Labor Day). Two-boat service included in the contract.
Customer Service	No customer feedback program.	Conduct monthly customer satisfaction surveys.
Accountability	No incentives or penalties for contractor's performance.	Key performance indicators will be measured and published on https://Open.PierceCountyWa.gov and used to determine the management fee payment.

Learn more about the Ferry Operations Contract:
PierceCountyWa.gov/FerryContract



Pierce County Planning and Public Works (PPW) helps Pierce County build a place people are proud to call home.