FAQ

Q: Where is Pierce County Ferry in the City Experiences app?

A: Once you are logged into the app, on the main screen, click Ferries on the lower menu. On the next screen, select Pierce County Ferry.

Q: Can I go to the Pierce County Ferry page automatically?

A: Yes. You must first turn on Location Services. If you did not enable Location Services when you first logged in, you must perform the following steps.

On an iPhone, open the Settings app. Find and select City Experiences. On the next screen, click on Location, then choose the permission "While Using the App." The next time you open the City Experiences app, you'll start on the Pierce County Ferry screen.

On an Android device, open the Settings App. Find Apps. Select the City Experiences app, then Permissions, then Location. Change the permission to "Allow only while using the app." The change will take place once you fully close the app and reopen it. The app will open on the Ferry page, select Pierce County Ferry.

Q: Can I share a Value Pass with someone else?

A: Yes, you can. You must manually add the shared ticket to the second user's City Experience app. In the app, go to Account on the lower menu. Select My Tickets and then click the blue plus button in the upper right corner. Enter the email used when originally purchasing the tickets. Click Ok. Enter the confirmation number, which is the order number, and select Ok. The shared ticket will appear here until it is used in full.

Q: The app isn't working on my phone, and I need to purchase a ticket, what should I do?

A: On any smart device, you can navigate to PierceCountyWA.gov/FerryTickets and purchase tickets directly from the County's website. Once you complete your purchase, you will get an email confirmation with a QR code that you can display on your device. Also, you can choose to have your tickets text to you by entering your phone number on the confirmation page. A link with your tickets will be texted to you that you can pull up on your device as well.

Q: Why did the link in the text message take me to the wrong web page?

A: On Android devices, when you click on the link, it opens your web browser to the last web page you were looking at. Instead, please copy the link from the text and paste it into your web browser, on your phone. The order confirmation will display with your ticket's QR code.

Q: My ticket disappeared, where did it go?

A: Tickets that have been fully used disappear from the app.

Q: Where is the ticket number?

A: There are no ticket numbers. The order number includes all tickets on that order.

Q: How do I read the schedule on the app?

A: In the City Experiences app, the schedule is dynamic, meaning it updates as the day progresses and displays the ferry location in real time.

Here's how to use the schedule on the app. First, select where you are departing from, Steilacoom, Anderson Island, or Ketron. The next scheduled departure from that location will display along with whether the boat is expected to be on time or not.

You can also see service alerts, that may affect the schedule, at the top of the page. Click on the "i" icon to see more information.

If you prefer the printed schedule layout, you can view it at PierceCountyWA.gov/FerrySchedule.