

# PIERCE COUNTY FERRY SYSTEM TICKETS

Provided by HMS Ferries, Inc.

## SPOTLIGHT

## Revolutionizing Transportation for Washington's Pierce County Ferry

### Client

Pierce County Ferry

### Project

[www.pierceferrytickets.com](http://www.pierceferrytickets.com)

### Industry

Transportation

### Platform

 myCloudFare

### Features

Mobile Ticketing  
Account Management  
Retail POS Terminals  
Smart Cards  
Fare Inspection Device

### Overview & Results

The Pierce County Ferry System provides service between Anderson Island, Ketron Island and Steilacoom in Washington State's Puget Sound. Maritime management company, HMS Ferries, Inc. manages all of Pierce County Ferry's day to day operations.

HMS Ferries was looking to modernize the fare collection process they provide for their client, Pierce County Ferry. Pierce County wanted an all-in-one ticketing system with the ability to scale to match customer demand, along with the flexibility to adapt to changes in fare structure, the mobile device landscape, and security/compliance requirements. Americaneagle.com came in with a state of the art ticketing solution that has revolutionized the way ferry passengers ride. Through the power of myCloudFare, riders now have the choice to purchase and store tickets directly from their smartphones or purchase online and print

at home. The entire system includes a custom mobile app, point of sale systems, and ticket validators. Fully functional for today's mobile passenger, the new system has made boarding a breeze as customers no longer have to fumble for cash to pay for fares. Americaneagle.com also implemented a self-service portal, allowing Pierce County Ferry customers to manage their account information including tickets purchased, tickets used, transaction history reports and more.

Thanks to this scalable and robust system, the ferry system now has a ticketing system that keeps up with the way its transit customers travel today.

