

Rocket Transportation LLC  
C-062991, dba Rocket Transportation  
Tariff No. 5

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Tariff Number 5  
Cancels Tariff Number 4  
Of  
**Rocket Transportation LLC**  
C-062991

For the transportation of passengers as described in Certificate Number C-62991

On-demand, door-to-door service by reservation only;

All passengers must have either their origin or destination in East Jefferson  
County, Clallam County, or Kitsap County north of SR308;

BETWEEN East Jefferson County, Clallam County, or Kitsap County AND Kitsap County, Seattle and Tacoma  
Amtrak stations, Seattle and Tacoma Greyhound bus terminals, Seattle and Tacoma Hospitals, Seattle  
waterfront cruise ship piers, SeaTac Airport and hotels along the route.

Issued by:

Kathy Roman – Managing Partner  
20 Grant Rd  
Sequim, WA 98382

(360) 683-8087

[Trips@GoRocketMan.com](mailto:Trips@GoRocketMan.com)

Issue Date: 11-14-2023

Effective Date: 12-21-2023

Issued By: Kathy Roman, Managing Partner, Rocket Transportation LLC

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PASSENGER RULES / TERMS AND CONDITIONS

1. **FARES:** Fares are based on Fare Zones and distance from the Fare Travel Route. Fares for pickup at a particular location will apply equally to each traveler at that location. See FARE DETAILS and FARE TABLE.
2. **ADDITIONAL FEES:** Additional fees apply to each leg of travel (i.e.: One Way ticket is one leg of travel and Round Trip is two legs of travel).
  - 2.1. **BAGGAGE:** See BAGGAGE CLARIFICATIONS
    - 2.1.1. **STANDARD BAGGAGE:** is carried free of charge.
    - 2.1.2. **ODD BAGGAGE:** Additional fees for odd-sized items as follows:
      - 2.1.2.1. Fish Box under 30 lbs. and under 50 linear inches - \$5.00 each
      - 2.1.2.2. Fishing Pole or Golf Bag no longer than 58 inches and under 84 linear inches - \$10.00 each
    - 2.1.3. **ADDITIONAL BAGGAGE LIABILITY:** Adult: \$50. Child: \$60.
  - 2.2. **PETS IN CARRIERS:** See ANIMAL RULES
    - 2.2.1. Small carrier up to 21" x 16" x 15" for pets under 17 pounds \$10.00 each;
    - 2.2.2. Medium carrier 27" x 21 ½" x 20" for pets between 17 and 30 pounds \$20.00 each;
    - 2.2.3. Large carrier 36" x 24 ½" x 26" for pets between 30 and 40 pounds \$40.00 each.
3. **DISCOUNTS:**
  - 3.1. **INFANT:** One infant up to the age of 2 may travel at No Charge when traveling with a full fare passenger at least 18 years of age. This Infant ticket has no cash value.
    - 3.1.1. If the infant is cancelled or the infant does not appear with the traveler, the ticket is voided and the seat released back to Rocket.
  - 3.2. **CHILD:** Age 2 years through 11 years 50% when traveling with full fare passenger at least 16 years of age. Child pays full fare when traveling alone. Child needs Dispatcher advanced approval to travel alone.
    - 3.2.1. If the child portion of the ticket is cancelled or the child does not appear with the traveler, the child portion of the ticket is voided and the seat released back to Rocket.
  - 3.3. **COMMUNITY PARTNERSHIP:** Varies based on Community Location. see PROMOTIONS
  - 3.4. **ROUND TRIP:** Round Trip is a 10% discount off two same One Way fares on a single reservation made more than two days prior to travel. See ROUND TRIP
4. **BAGGAGE CLARIFICATIONS:**
  - 4.1. **LINEAR INCHES:** The length + height + width of the item added together.
  - 4.2. **IDENTIFICATION:** All pieces must have clear identification of passenger last name on the outside of the bag in a font at least one quarter inch tall.
  - 4.3. **DISCLOSE ALL BAGGAGE:** All baggage/boxes/animals the traveler expects to bring on the van must be disclosed at booking. Items not properly disclosed at booking will not be permitted on the van.

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- 4.4. BAGGAGE IN REAR OF VAN: Travelers are not allowed to place in nor retrieve from items in the rear of the van.
- 4.5. STANDARD BAGGAGE: is defined as two pieces of fully enclosed luggage with handles, per booked seat, placed in the rear of the van . Each Luggage item must weigh 50 pounds or less and have a maximum dimension of 62 linear inches including wheels. Boxes and Totes are not luggage.
- 4.6. ADDITIONAL BAGGAGE: Items placed in the rear of the van beyond the standard luggage per seat. Due to space limitations, each seat booking is limited to 2 pieces of luggage each with the exception being Odd Baggage and Pets.
- 4.7. OVERSIZE / OVERWEIGHT: Items over 50 pounds are not carried. Items over 62 linear inches are not carried except as stated in section 2.1.2.2.
- 4.8. ODD BAGGAGE: Items allowed on board (as listed in section 2.1.2) in addition to the two standard bags per seat. If it is not listed, we do not carry it.
- 4.9. PERSONAL ITEMS: are items such as purses, back packs, computer bags, and brief cases kept with the traveler at their seat. One personal item is allowed per traveler. These items must not interfere with the safety or comfort of other travelers.
- 4.10. COATS, UMBRELLAS, AND SUCH are items that should never be out of the possession of the traveler.
- 4.11. BAGGAGE INSPECTION: Rocket does not make a habit of inspecting the contents of baggage. Rocket does reserve the right to inspect baggage that raises a suspicion. The traveler may choose to not bring the baggage rather than have it inspected.
- 4.12. NORMAL WEAR AND TEAR: The handling of baggage causes it to break down over time. Repeated stacking and sliding the bags in the rear of the van is hard on baggage. Rocket Transportation is not responsible for how your items respond to this process.
- 4.13. SUITABILITY FOR REAR OF VAN: Rocket Transportation recommends that all electronic, delicate, crushable, or non-stackable items be kept with the traveler and not placed in the baggage area of the vehicle. Asking the driver to place these items in the baggage area of the vehicle is considered negligence on the part of the traveler.
- 4.14. BAGGAGE LIABILITY: As provided by Washington State law (RCW 81.29.050 and WAC 480-30-476), unless a higher value is declared prior to transportation and paying an additional amount agreed to in writing by Rocket Transportation LLC, the following maximum property liability will apply:
  - 4.14.1. Per Adult Fare: \$250.00
  - 4.14.2. Per Childs Fare \$100.00

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4.14.3. Liability is not extended to excess value coverage on articles of extraordinary value including, but not limited to: negotiable instruments; papers, money, manuscripts, irreplaceable publications, documents, jewelry and watches, cameras, computers, DVD players or other electronic equipment, and musical instruments.

4.14.3.1. ADDITIONAL BAGGAGE LIABILITY: If you would like to purchase additional luggage liability up to \$1000.00 you may do so for the following amounts with a detailed description of the luggage contents provided at reservation: Adult: \$50. Child: \$60.

4.15. CONTRARY TO COMPANY POLICY: Should the situation arise that Rocket's driver accepts non-disclosed or delicate items into the rear of the van in an effort to assist an unprepared traveler, this does not mandate the same for any future traveler, nor does it transfer responsibility for those items from the traveler to Rocket at any level. Drivers doing this will face disciplinary action as it interferes with expedient and predictable travel for all.

**5. ANIMAL RULES:**

5.1. ANIMAL ALLERGY: If you have an animal allergy, it is up to you to add this to the traveler's name on the first tab of the reservation; i.e.: "TRAVELER SMITH – cat allergy". Accommodating your allergy may require you to be on an earlier or later (less convenient) shuttle depending on other reservations. It is possible for dogs and cats (or other pets in a carrier) to be on the same shuttle.

5.2. SERVICE ANIMALS: "Service animals, as defined by the Americans with Disabilities Act, will be carried free of charge. Service animals may not occupy passenger seats (must sit or lay on floor at traveler's feet) unless it is necessary to assist an individual with a disability." Emotional Support Animals (ESA's) are considered pets that provide comfort to the traveler.

5.3. CARRIERS: Pets not in fully enclosed, secure carriers will not be carried.

5.3.1. One carrier in the rear of the van per trip. Carrier must be hard cased in order to not be crushed.

5.3.2. One carrier per traveler with as many pets that safely and comfortably fit inside the carrier.

5.3.3. Pets must remain in the carrier for the entire trip. Pets out of the carrier are cause for the traveler and carrier to be dropped at the next convenient location for the driver with the ticket considered used.

5.3.4. Carrier must remain on the floor or in the rear of the van for the entire trip. Placing a carrier on the seat is highly unsanitary. More importantly, Rocket has witnessed several carriers fall to the floor while the traveler is juggling items. Keep the carrier on the floor for the safety of your pet(s) and all travelers.

5.3.5. With the carrier on the floor, should you choose to unzip it for the comfort of your pet, the pet must still stay in the opened carrier; preferably connected with a tether to the carrier.

5.4. HIDDEN PETS: Pets brought on board tucked inside clothing or hidden in some creative manner will be cause for the traveler and the pet to be dropped at the next location convenient for the driver and the ticket considered used as a carrier is not available to place the pet in. Pet slings are not considered carriers as they do not fully enclose, isolating the pet.

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**6. ROUND TRIP:**

6.1. A round trip ticket is a discounted ticket for two legs of travel in opposite directions and therefore can only be used in that round trip manner. Using the ticket as two One Ways is not permitted. A Round Trip ticket must have both legs of travel purchased at the same time on the same reservation.

6.2. For a MULTI-PARTY Round Trip ticket, both legs of travel must have the same types and numbers of travelers. A Round Trip can't have two travelers one direction and one traveler on the other, or an ADULT and CHILD one direction and two ADULTS the other.

6.2.1. The Reservation system may allow you to book it, but it is an INVALID RESERVATION which Rocket is not obligated to fulfill as booked. The Reservation most likely has inaccurate fares and will not properly show all travelers at Dispatch. See INVALID BOOKING

6.3. If the traveler wants only the second leg refunded, the Administration Fee and the First Leg Fare are deducted prior to the refund.

**7. PAYMENT:** Payment is expected to be made at the time the reservation is made.

7.1. Reservation is not booked until fare has been paid. For Online Reservations, the Reservation Summary Screen is prior to the Payment Screen. Printing / showing / presenting the Summary Screen is not a Reservation. After the payment has been made, a Booking Confirmation Email will be sent to you.

7.1.1. Carefully review the Booking Confirmation Email for accuracy to ensure your most convenient travel on our Shared Shuttle. Fixing errors after Dispatch increases the inconvenience of your travel with Rocket.

7.2. CHARGE CARDS: Credit Cards are the expected form of payment. Cash is accepted on very rare occasions and only with Dispatcher pre-approval. Drivers do not carry change so any amount above the fare is a tip to the driver.

7.3. FARE ZONES: Fare is determined by actual addresses provided on the reservation and the fare zone that applies. If the incorrect fare zone is stated for the booking and the traveler insists on keeping the address in the different fare zone, the only remediation will be to pay the proper fare or cancel the ticket. See RATE TABLE.

7.3.1. Not all shuttles serve all Fare Zones.

7.4. TRAVEL AGENTS / SALES COMMISSION: Travel Agents may assist travelers with their Rocket reservations through our online reservation system. The Travel Agent must negotiate a fee for this assistance directly with the traveler. Rocket does not have a booking contract with Travel Agents.

7.5. INTERMEDIATE APPLICATION / CONSISTENT PRICING: Fares to or from intermediate points not named herein, will be the same as the fare to or from the next more distant station for which fares are named herein. No passenger will be required to pay more for transportation to an intermediate point along a route than is charged for a longer trip over the same route.

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#### 8. RESERVATIONS:

8.1. Advanced reservations are required to use Rocket Transportation's Shared Shuttle Vans.

8.1.1. Reservations can be made online at GoRocketMan.com, or with a Rocket Agent by Telephone at Menu Option 1, more than two days prior to the travel date.

8.1.2. Reservations closer to travel than 2 days must be made through the Rocket Dispatcher by Telephone at Menu Option 5 with limited pickup locations.

8.1.3. Reservations for pickups in Seattle, SeaTac, Tacoma, and Kitsap made after Dispatch has been completed for that travel day, are made after you have successfully arrived at the pickup location. Rocket recommends you have backup travel plans available as our primary responsibility is for our previously booked travelers as we attempt to fit you in. We apologize in advance for any additional inconvenience this may cause you.

8.2. TARGETED SHUTTLES: We call the shuttles by the time (targeted time to arrive or depart SeaTac) but no shuttle has a specific targeted time until Dispatched. For the examples started above, we mention a 7:30am shuttle and a 9am shuttle. At Dispatch, those shuttles could be 8am and 10:15am based on actual reservations. Or possibly, a shuttle is added because the 9am was full and now those shuttles are 8:00am, 9:30am, and 10:30am.

8.3. ACCURATE TRAVEL DETAILS: Providing inaccurate connecting travel information or changing travel plans that affect Rocket, without updating Rocket prior to the date of travel makes the ticket fully used. Rocket Menu Option 1 is always available to leave a message if an agent is not available. Shuttles are unnecessarily delayed when Rocket is checking your travel status from inaccurate or outdated information. After leaving a message, look for a new email with the updated information for confirmation.

8.4. TRAVEL WINDOW: Rocket uses travel windows to group reservations and still give the traveler an idea of when they can expect to arrive at or depart their Off Peninsula Locations (Seattle, SeaTac, etc). One part of the travel window is determined by your TRAVEL DETAILS as entered on the same named tab in the reservation system and the TRAVEL TYPE as detailed below. The travel window is a minimum of two hours and possibly up to four hours depending on the number of shuttles and actual reservations made prior to yours on that day. If you want more time before or after your location time (hotel, train, flight, etc) a Rocket Agent can adjust that for you.

8.4.1. EXAMPLE FOR CLARITY: If your domestic flight departs SeaTac at 1:50pm, the travel window starts 120 minutes prior to your flight time (11:50am) and is at least two hours (9:50am), your TRAVEL WINDOW for that reservation will be 9:00am to 11:50am because 9:00am is the start of the previous shuttle with the minimum two hour window. This TRAVEL WINDOW means that you can expect to arrive at SeaTac departures deck between 9:00am and 11:50am. Your pickup time on the North Olympic Peninsula could be 2 to 5 hours prior to those times depending on your selected pickup location.

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8.5. FULL SHUTTLES: If space is not available on the optimal shuttle at booking, your TRAVEL WINDOW will be longer to put you on the earlier or later shuttle as appropriate.

8.5.1. EXAMPLE FOR CLARITY: For the same example, if the 9am shuttle is already full when you make your reservation, your shuttle window will be 7:30am to 11:50am with your reservation defaulting to the 7:30am shuttle understanding that you would still desire to arrive closer to 11:50am.

8.6. TRAVEL TYPES: Definitions as used in the reservation software.

8.6.1. PRIMARY LOCATION: The address you most likely call "home" or you most likely will visit on the North Olympic or North Kitsap Peninsulas. This address will eventually be filled from your Rocket Customer Profile.

8.6.2. ALTERNATE LOCATION: The next most commonly used address for your reservations. Again, this address will eventually be filled from your Rocket Customer Profile.

8.6.3. HOTEL: You have a reservation at the hotel you are requesting we pick you up at. TRAVEL WINDOW is 30 minutes prior to arriving at or departing from selected location time entered on reservation.

8.6.4. MEET POINT: This location type can be used at any address. This address would need to be entered for each reservation. TRAVEL WINDOW is 30 minutes prior to arriving at or departing from selected location.

8.6.4.1. For pickup on the North Olympic or North Kitsap Peninsulas, it would be an address not normally used by you so you would not want it saved in your profile.

8.6.4.2. For HOTELS, it would be used when you have selected to be picked up at a hotel but are not actually a client at the hotel. Rocket will not enter the hotel lobby to look for you or ask the desk for any information if we are having trouble locating you as you are not a client at the hotel. CRUISE hotels are not available as a MEET location.

8.6.4.3. For Airport, Train, or Bus, again you have selected that location for pickup but are not a client on the travel mode – it is not CONNECTING TRAVEL for you. If you choose AIRPORT first and then change to MEET POINT, the arrival or departure minimum TRAVEL WINDOW is now only 30 minutes and you are likely to miss your connecting travel or shuttle.

8.6.4.3.1. Do not use this if you have actual Air, Train, or Bus reservations.

8.6.4.3.2. Having Travel Information (Airline, Train, etc) on a MEET reservation is for your information only; Rocket does not see the Travel Information, nor take that into consideration in the Dispatch process if MEET is the Travel Type.

8.6.5. AIRPORT (DOMESTIC): You have a domestic flight reservation departing or arriving at the airport. Your reservation TRAVEL WINDOW minimum will automatically be set to arrive at the airport 120 minutes prior to your scheduled flight time and depart the airport 45 minutes after your scheduled flight time.

8.6.6. AIRPORT (INTERNATIONAL): You have an international flight reservation arriving at or departing from the airport. Your reservation TRAVEL WINDOW minimum will automatically be set to arrive at the airport 180 minutes prior to your scheduled flight time and depart the airport 90 minutes after your scheduled flight time.

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- 8.6.7. AMTRAK / GREYHOUND / Other Bus: You have a train or bus reservation at the location you are requesting we pick you up at. TRAVEL WINDOW is 30 minutes prior to arriving at or departing from travel location time entered on reservation. Tacoma is the recommended station location for travel with Rocket.
- 8.6.8. CRUISE HOTEL: (CRUISE SEASON ONLY) You have a reservation at the hotel you are requesting we pick you up at. TRAVEL WINDOW is 30 minutes prior to arriving at or departing from selected location time entered on reservation. Note that CRUISE locations are usually on the very first shuttle of the day, sometimes on the second.
- 8.6.9. CRUISE PIER: (CRUISE SEASON ONLY) You have a cruise reservation arriving at or departing from the cruise pier. Your reservation TRAVEL WINDOW will automatically be set to arrive at the pier 30 minutes prior to your cruise board time and depart the cruise pier 30 minutes after your cruise deboard time.
- 8.6.9.1. CRUISE locations are usually on the very first shuttle of the day, sometimes on the second so the travel window is very long. (ie: Board time is 4pm, TRAVEL WINDOW will be 9am to 2pm (most likely 11am) or Deboard is 9am, TRAVEL WINDOW is 9:30am to 2pm (most likely 10am).
- 8.6.9.2. To arrive or depart Cruise Pier locations later in the day, consider deboarding Rocket Shared Shuttle at SeaTac Airport and taking Premier Shuttle to the Cruise Piers.
- 8.7. SEATTLE CITY and TACOMA: Target times for Seattle City are 60 minutes after or before SeaTac. Target times for Tacoma are 30 minutes before or after SeaTac. Example for 7:30am shuttle: Tacoma 7am, SeaTac 7:30am, Seattle 8:30am, and 9:00am return shuttle: Seattle 8:00am, SeaTac 9:00am, Tacoma 9:30am.
- 8.7.1. Rocket is generally not in the Seattle City area before 9am nor after 2pm.
- 8.7.2. Seattle City, Tacoma, and Kitsap times are very dependent on SeaTac times.
- 8.8. INVALID BOOKING: Rocket has no responsibility to fulfill invalid reservations as written.
- 8.8.1. An invalid booking is one that includes a location combination not served, unreasonable service times, or inconsistent number and / or type of travelers on a Round Trip. For example: "...arriving at SeaTac between 10:01am and 10:01am for a 10:30am departure on flight..."; this is not valid Shared Shuttle Language in that there is not enough time prior to the flight and the travel window is shorter than 2 hours.
- 8.8.2. Rocket attempts to correct these prior to the travel date to make expectations clear. Please carefully review your email reservation confirmation. Call us if anything is unclear.
- 8.8.3. Rocket will fulfill the reservation in the same manner as if it had been written validly; our example: "...arriving at SeaTac between 07:30am and 08:30am for a 10:30am departure on flight..."
- 8.8.4. For a Round Trip with inconsistent travelers in each direction, waiting until Dispatch may find you with not enough seats on your desired shuttle. Rocket recommends cancelling the ticket refunding to the ROCKET WALLET, then rebooking individual tickets which may result in a higher ticket cost. Contact the Dispatcher at phone option 5 if assistance is needed in this process.

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- 8.9. BE READY: In order to minimize travel time, travelers are expected to be at their pickup point ready to load at least 10 minutes ahead of the TARGETED pickup time provided by Rocket in their UPCOMING JOURNEY DETAILS email. (Call Dispatch if you are unable to locate the email.)
- 8.9.1. For pickups on the North Olympic or Noth Kitsap Peninsulas, it is best practice to place baggage that will be loaded in the rear of the van on your porch / doorstep / driveway ten minutes prior to targeted pickup time and have yard / porch lights on. Our Dispatch goal is to have the van depart the address no later than the targeted pickup time provided in the email.
- 8.9.1.1. If the driver has not arrived by the pickup time given in the email, call the driver to find out why. Better to hear, "I'm just around the corner." than "I don't see you on my manifest. Let me pull over to find out why."
- 8.9.1.2. If the driver is unable to find you at your pickup location, (ie: no answer to knocking on the door or ringing the bell) within 5 minutes of arrival and you do not respond to a call to the cell number on the reservation, the van will move on to the next pickup location. This is a No Call / No Show situation and you will need to find a way to catch up to the Rocket van if you desire to continue your travel with Rocket.
- 8.9.2. Have your cell phone ringer unblocked and on high volume to receive a call from the driver if necessary.
- 8.10. CHECK IN:
- 8.10.1. For HOTEL and MEET pickups in Seattle, SeaTac, or Tacoma, it is best to check in with your driver when you are at your pickup location ready to load when the van arrives.
- 8.10.2. At Airports when flying in, it is REQUIRED that you call to check in with your driver once you have deboarded the plane on your way to Door 00 or at baggage claim waiting for your bags. Leaving a voicemail at the provided driver's extension is considered checking in.
- 8.11. UNSCHEDULED SERVICE: This service works when we all work together. If your plane (information provided in reservation / updated reservation) is on time or early (according to airport web site) AND you do not check in AND you do not answer the driver's call to the cell number provided on the reservation, you are considered a No Call / No Show. The shuttle will not wait and you are welcome on the next shuttle with available seat(s) serving your area.
- 8.11.1. Shuttles are not obligated to wait until the stated targeted departure time just hoping someone will appear that we are unable to make contact with and has not made contact with us.
- 8.12. HELPFUL NOTE: If you are booking a drop off MEET or HOTEL, make the travel time AFTER the defaulted Shuttle time. If the last shuttle says 4pm, make the hotel 4:30pm or later (6:00pm or later if you really only want to be on the very last shuttle of the day). This travel time tells us your preferences, then the travel window is calculated from that time to provide flexibility for the Dispatcher to optimize travel for that day.

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**9. TICKET LIMITATIONS:**

- 9.1. **SCHEDULE MAINTENANCE:** Rocket Transportation will not be responsible for delays caused by accidents, breakdowns, weather, highways/road conditions, or other factors beyond the control of Rocket Transportation and its employees. Rocket Transportation likewise does not guarantee arrival at, or departure from, any point at any specific time.
- 9.2. **ITEMS NOT ACCEPTED ON THE VAN:** Should the traveler choose not to take the booked travel on Rocket as a result of Rocket's denial of undisclosed or unacceptable items presented to the van at pick up, the ticket is considered completely used.
- 9.3. **NO CALL, NO SHOW:** A customer who has made a reservation but fails to properly cancel, reschedule, or appear at the designated pick-up point by the scheduled departure time is considered a completely used ticket except as stated in REFUNDS.
- 9.3.1. Note that Rocket is not a Scheduled service and does not always wait until the targeted departure time at the airport. Once it is determined that your flight is delayed to the point that it is most likely you will not make it; especially if the current shuttle has many travelers and the next shuttle has a lighter load. Often the later, lighter shuttle will get you home about the same time with less stops and not hold up the other travelers unnecessarily because you arrived two minutes after our 45 minute wait.
- 9.4. **CONNECTING TRAVEL DELAYS:** In the case of the specified plane, train, or bus is delayed at no fault of the traveler, the ticket may be used on the next available shuttle by that same traveler (As determined when the traveler arrives and notifies the Dispatcher between 8am and 9pm PT). You do not need to rebook or change to a specific future shuttle. Rocket will always do our best to accommodate the glitches that happen during travel. However, priority is given to those that have taken every step possible to mitigate the glitch and not leave it all to Rocket.
- 9.5. **KEEP ROCKET UPDATED:** For pickup at SeaTac, Amtrak, or Bus, call Rocket Dispatch as soon as you are aware that your travel is delayed at your departing location between 8am and 9pm PT.
- 9.5.1. If that will put you on the plane, train, bus during that time, leave a general voicemail on Menu option 1 that will be picked up the next morning.
- 9.5.2. If your travel information changes (flight, train, bus #) update Rocket with that information after 8am or by voicemail on Menu option 1. Any delay that occurs after the plane has departed is noted in the flight status and often minimal.
- 9.5.3. This updated flight, train, bus information becomes your new reservation specification for Travel Details. A new email confirmation will follow every change.
- 9.6. **OBSERVED HOLIDAYS:** Rocket Transportation will provide service by reservation, in accordance with its certificate, 365 days per year, balancing company efficiency and customer convenience.

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9.7. **INCONVENIENCE:** Rocket strives to limit the inconvenience of time arriving at or departing from SeaTac, Trains, Hotels, etc. to less than two hours. Meaning that if you desire to get to SeaTac by 1pm, we do not want to get you there before 11am. If the wait is longer, we didn't have another option to make it shorter. Cancelling a reservation after pickup times have been sent out via email prior to the pickup time is a used ticket. Your reservation affected the other travelers on that shuttle and it is too late to fill the seat with another traveler.

9.7.1. Transferring from one van to another to continue service is a normal part of Rocket operations.

9.8. **LOST AND FOUND:** Rocket Transportation will not be responsible for items lost or left on any vehicle by passengers. Rocket Transportation will attempt to secure any such items at our office for up to thirty days but does not guarantee any protection or rightful return. Any items not claimed by rightful owner for a period exceeding thirty days shall be properly discarded or given to local charities.

9.9. **HOOD CANAL BRIDGE:** If the Hood Canal Bridge is scheduled in advance for an all day closure, Rocket will not operate Shared Shuttle Service on that day. Extended service may be available the day prior and day after a scheduled closure.

**10. CANCELLATIONS/CONFIRMATIONS:**

10.1. Cancellations made at least 2 full days prior to the dispatched pickup time leave the ticket open for future use as booked (cancel the ticket but do not request a refund then open ticket later to activate with new travel details) or credit of unused portion to the ROCKET DIGITAL WALLET.

10.2. **CONFIRMATION of CANCELLATION:** When a cancellation is made (online or by calling), look for the updated email showing the reservation status as "Cancelled" for each leg of travel you expect to now be cancelled. If the email does not show up within 1 hour, repeat the cancellation process as the cancellation is not confirmed until the email is received with the proper status. This is very important not only so Rocket doesn't attempt to Dispatch a cancelled reservation, but also to start the desired refund process for the traveler.

**11. REFUNDS:**

11.1. **ONLINE SYSTEM:** 100% refund is available up to 24 hours after purchase if more than 2 days prior to travel date when made through and cancelled through our web reservation system. For Round Trip reservations this date of travel would be for the first leg. This refund is automatic through the system not requiring a refund request or human intervention.

11.2. **MULTIPLE PARTY TICKET:** Should one traveler in a party cancel, there is no method to cancel/refund part of the ticket and use the other part. The entire ticket must be cancelled then refunded or held as the booking party desires. For maximum ticket flexibility, book individual ADULT tickets for each reservation.

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11.3. PROCESSING TIME: Refunds are processed within 60 days of the refund request. Credit Card Disputes freeze all transactions for the disputed reservation. Outstanding amounts due places a freeze on the Rocket customer's account until resolved to the benefit of all parties.

11.4. REFUND POLICY: Per WAC 480-30-356, "Subject to the exceptions of (d)(ii) and (iii) of this subsection unused tickets will be redeemed at the purchase price and unused portions of round-trip tickets will be redeemed by charging the regular fare or fares for the portion or portions used, and refunding the balance of the purchase price minus administrative fees.

11.4.1. (ii) Administrative fees for "Door-to-Door" service "By Reservation Only" – apply to one Reservation either One Way or Round Trip. Rocket's Administrative Fees increase as the travel date draws near:

11.4.1.1.1. more than 2 weeks prior to the first or only travel date: \$30 per reservation

11.4.1.1.2. at 2 weeks prior to the first travel date it changes to \$50 per reservation

11.4.1.1.3. increasing again at 1week prior to \$80

11.4.1.1.4. lastly to \$100 2 days prior to travel date when reservations are only made through the Dispatcher

11.4.1.2. If the 2<sup>nd</sup> leg travel date of a round trip is more than 2 weeks from the first travel date, the Administrative Fee resets to that date after the first leg of travel has been used.

11.4.1.3. The Administrative Fee will never cause the ticket to cost more to the traveler, it only affects refunds.

11.4.2. (iii) A customer who has made a reservation but fails to cancel, reschedule, or appear at the designated pick-up point by the scheduled departure time is not eligible for a refund unless the failure was caused by an airline delay or cancellation." If your plane is late but you still have ample time to make the shuttle, that is not a delay caused by the airline.

11.5. ROCKET DIGITAL WALLET: Optionally, travelers affected by verifiable airline delays or cancellations, or other unforeseeable circumstances, may request to have the full paid amount of the unused fare placed in the ROCKET DIGITAL WALLET for future reservations booked through the Online Reservation System.

11.5.1. Administration Fee is not deducted from amounts sent to the Rocket Digital Wallet.

11.5.2. Once placed in the Rocket Digital Wallet, a credit card refund is not available.

11.5.3. Rocket Digital Wallet amounts have no cash value.

11.5.4. 3 MONTHS: Amounts placed into the ROCKET DIGITAL WALLET are verifiable for 3 months. Rocket will not remove funds but we will also not trace their origins nor verify correct value after 3 months. The funds are usable for as long as they remain in the digital wallet. If you believe the funds were not credited properly to your Rocket Digital Wallet, you have 3 months from the date of credit to ask Rocket to research the issue. Rocket must take as long as necessary to show that funds were applied correctly or take appropriate steps to make the funds apply correctly.

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11.5.5. **BOOKING LIMITATIONS:** Funds in the ROCKET DIGITAL WALLET may be use on any Shared Shuttle Service booked online.

11.6. **DUPLICATE CHARGES:** A duplicate charge is when the Reservation System has charged more than once for the same Reservation; Payment for a Duplicate Reservation is not a Duplicate Payment. Duplicate Payments are not visible on the Reservation System as it occurs as the Reservation System is talking to the Payment Processor. This is caused by thinking you didn't hit the Submit reservation button and hit it again mid processing. If you suspect a Duplicate Charge, reach Rocket Tech Support by Telephone at Menu Option 3. Duplicate Charges are refunded in full as soon as they are verified which only Tech Support can do.

**12. RIGHT OF REFUSAL:**

12.1. Rocket Transportation reserves the right to deny a requested reservation for travel in the following circumstances per WAC 480-30-451

12.1.1. In the company's judgment, providing the service would be hazardous, unsafe, or dangerous to persons or property;

12.1.2. In the company's judgment, driveways or roads are improperly constructed or maintained, do not have adequate turn arounds, or have other unsafe conditions and the customer refuses to select an appropriate meet point for the address;

12.1.3. The customer has an outstanding amount due to the company;

12.1.4. The customer refuses to allow company personnel, drivers, agents, or representatives access to baggage or other materials prior to it being loaded in or on the vehicle;

12.1.5. The customer appears to be under the influence of drugs or alcohol; or

12.1.6. The customer attempts to bring onboard the vehicle materials that would be detrimental to the safety or comfort of other passengers.

12.2. **OBJECTIONABLE PASSENGERS ALREADY ON THE VAN:** Passengers under the influence of drugs or alcohol, or who appear incapable of personal care, or whose conduct or behavior may be objectionable to other passengers will be asked to contain themselves for the remainder of the trip. If the passenger is unable or unwilling to do so, they will be dropped at the next convenient location for the driver and their trip completed and / or banned from future travel on Rocket.

**13. WHEELCHAIR AND PERSONS WITH DISABILITIES:**

13.1. **NO CHARGE:** Folding manual wheelchairs and walkers are accepted at no additional charge. These must be disclosed at booking to ensure space.

13.2. **TWO STEPS INTO VANS:** Our vans require 2 steps – one onto a stool, electric step, or running board and one into the van. Drivers are only able to offer a hand or arm to steady the traveler.

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- 13.3. ATTENDANT: Passengers must ingress and egress with minimal assistance. If the passenger is unable to travel alone, an attendant with a paid reservation must accompany the passenger.
- 13.4. ROCKET DRIVERS LIMITED ASSISTANCE: Drivers are not Care Givers, Attendants, or Sitters. Please do not ask the driver to act as an attendant. It is unsafe for a driver to be directly responsible for the care of a passenger in a moving vehicle.
- 13.4.1. Rocket drivers are unable to physically ensure passengers board or disembark at proper locations and times. Drivers are able to provide phone / verbal assistance to passengers that call the driver, or passengers that answer the driver's call to the number provided.
- 13.4.2. Drivers may not leave the van in a public location to assist a traveler away from the van.

**14. SERVICE TYPE:**

- 14.1. SERVICE AREA: Rocket serves the North Olympic Peninsula of Clallam and East Jefferson Counties traveling across the Hood Canal Bridge to Kitsap County north of SR308, taking passengers to and from Silverdale, Bremerton, Port Orchard, Gig Harbor, Tacoma, SeaTac and Seattle. Then the exact reverse travel picking up in Seattle, SeaTac, Tacoma, etc. dropping off in Poulsbo, Port Ludlow, etc.
- 14.2. DOOR TO DOOR SERVICE: Rocket picks up passengers at their selected location in East Jefferson County and Clallam County crossing the Hood Canal Bridge picking up in north Kitsap then dropping off at limited locations in Kitsap, Pierce, and King Counties; reversing on the return trip. Fares are dependent on this selected location. In order to pay a different fare, the traveler must select a location in a different fare zone.
- 14.3. WHAT WE DO: Rocket operates a Connecting Service with one Direct Van on each route. Additional vehicles (most commonly Rocket Vehicles) bring passenger groups to the Direct Van to minimize travel time for all. Understand that each transfer stop adds travel time meaning that each run is optimized to group with the intent to minimize Direct Van travel time. Transferring to a different van to continue service is expected; this is the primary method for Rocket to reduce travel time for all.
- 14.4. FLAG STOPS: Every stop with Rocket is a Flag Stop in that Rocket does not stop anywhere that there is no passenger booking to stop at. Although SeaTac Airport is our most common stop, there are trips that do not drop off nor pick up at SeaTac.
- 14.5. DEFINITIONS: Per WAC 480-30-036
- 14.5.1. "Connecting service" means an auto transportation company service over a route, or routes, that require passengers to transfer from one vehicle to another vehicle operated by either the same company or a different company before reaching the ending point.
- 14.5.2. "Direct route" means an auto transportation company service over a route that goes from the beginning point to the ending point with limited, if any, stops along the way, and traveling only to points located on the specific route without requiring a passenger to transfer from one vehicle to another.

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**15. SERVICE LIMITATIONS / REQUIREMENTS:**

- 15.1. CLIENT SELECTED LOCATION ON THE NORTH OLYMPIC PENINSULA and NORTH KITSAP PENINSULA: All locations must have minimal pot holes, good traction, 15' canopy clearance on all sides of road and driveway, be well marked and well lit, and require the van to reverse direction no more than one time in order to return to the road.
  - 15.1.1. Carrier not responsible for property damage resulting from the absence of any of the above.
- 15.2. STANDARD PICKUP LOCATION: Standard pickup location is on the street at the driveway of the provided address. Van will not leave road unless residence is at least 100' from where the driveway meets the road AND meets the requirements noted above.
  - 15.2.1. Driver will retrieve baggage from your porch (or location no more than 100 feet from safe and appropriate van stop location) and take it to the van (or reverse) by rolling or carrying at the driver's discretion.
  - 15.2.2. Please clearly and repeatedly communicate with driver if baggage is at a location different than your person until the baggage is on the van.
- 15.3. WEATHER IMPACT ON SELECTED LOCATION: If the selected location is not accessible due to weather, construction, and such, client must select an alternative location in an accessible area. This change is not a failure to provide door to door service. Driver has the final say on accessibility especially in the cases of snow or ice-covered roads. We will not place anyone in danger to check out conditions closer to your location for the slim chance that those roads are better than the main roads already in question. Temperatures fall quickly after the sun goes down and the wet or slushy road becomes ice.
- 15.4. NATIONAL PARKS: Rocket does not serve State or National Park locations that require a pass to enter.
- 15.5. KNOW YOUR STOP: Client must provide accurate address details (123 MAIN ST rather than TRANSIT CENTER) and know how to assist driver to the selected address. Be ready to answer a call if the driver needs information about your pickup.
- 15.6. GATES: Driver will not proceed through a closed yet unlocked gate without specific permission from the client. With permission, driver will open the gate then continue to location. Client is responsible for closing the gate. This is to ensure gated animals are not release unintentionally.
- 15.7. GATE CODE: Should your selected location have a locked closed gate that restricts access to your location, you must provide access through the gate, by code, phrase, call, etc. whatever is proper for access. If access is not successful, your location of service, at the previously specified time, is now at the gate.
- 15.8. Pickup locations can only be modified by the Rocket Dispatcher after Shared Shuttle Run has been Dispatched. Drivers will check in with Dispatcher if changes are requested of them.
- 15.9. Client must accept additional inconvenience as part of shared transportation.
- 15.10. Driver Tips are always appreciated for a job well done - and not included in the fare.

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**16. VAN GUIDELINES:**

- 16.1. Passengers are asked to follow all driver instructions on seating. Failure to comply with a driver's instruction completes that trip and removes your future ability to travel with Rocket.
- 16.2. Rocket attempts to sit parties with multiple travelers together and we ask all travelers to help us by listening to and following the directions of the driver.
- 16.3. Each reservation books one seat per passenger. We ask passengers to restrict themselves to one seat until all passengers are boarded for that run.
- 16.4. The only way to guarantee the ability to utilize more than one seat is to book additional passengers with the name "Seat". Seat would be the same fare as if it was another adult traveler with additional STANDARD BAGGAGE in the rear.
- 16.5. Most of the vans have four seats at the rear; these seats are narrower than the rest of the van. Rocket attempts to not place more than 3 travelers (one single traveler and one party of two travelers) at the rear to minimize cramped quarters.
- 16.6. Choosing the seats next to the door before all have loaded requires you to exit each time a new passenger boards as we will never ask a passenger to step over another passenger to get to a seat.
- 16.7. Priority for the two seats next to the door (outside front bench and jump seat) and the middle front bench seat is given to travelers with limited mobility.
- 16.8. Front Passenger seat is a seat available to travelers. This seat and the front bench middle seat are prioritized for passengers prone to motion sickness. It is up to you to add this to the traveler's name on the first tab of the reservation; i.e.: "TRAVELER SMITH – motion sickness"
- 16.9. Eating and drinking is allowed on the van as long as the food is not messy or stinky and the drink is in a non-spill container. Each driver may add restrictions at their discretion.
- 16.10. No specific seats are reserved at booking at this time. Also, there is no guarantee that enough prioritized seats will be available on each shuttle.
- 16.11. Selecting a seat in the van does not guarantee you will stay in that seat for the entire trip. Situations may arise which require you to move seats.
- 16.12. Communicate needs/limitations with your driver and be prepared to collaborate with other travelers to find a solution that works for all minimizing travel delays.

**17. SAFETY AND LIABILITY:**

- 17.1. VAN DOORS: Van doors are to be opened only by Rocket Drivers – including rear doors to baggage area.
- 17.2. SEATBELTS: Seatbelts must be worn by all travelers on Rocket Transportation vans in accordance with RCW [46.61.688](#). The van will not move until all seatbelts are properly latched. Do not book with Rocket if you are unable to wear a seatbelt. Seatbelt extenders are available in each van by request.
- 17.3. CAR SEATS: Children riding with Rocket Transportation must ride in a car seat provided by client in accordance with RCW [46.61.687](#). Rocket Transportation does not provide car seats.

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- 17.4. LIMITED ADULTS/CHILDREN: Rocket takes absolutely no additional responsibility for children or adults traveling alone that require an attendant, or are unable to determine their path at the drop point.
- 17.5. SMOKING / ALCOHOL: Smoking of all substances and open containers of alcohol are prohibited on all vans. This includes all tobacco products, E-Cigarettes and medicinal or recreational marijuana.
- 17.6. ALTERNATE MEANS OF TRANSPORT: If Rocket is unable to complete the valid booking, Rocket will provide alternate transportation of Rocket's selection with Rocket or another carrier at Rocket's expense. If traveler(s) chooses different alternate transportation the traveler shall pay for that selection.
- 17.7. DRIVER CONVERSATION: When the van is East of the Hood Canal Bridge (Kitsap/Tacoma/Seattle side) please do not chat with the driver; necessary conversation only allowing the driver to focus on the heavier traffic.
18. **PORT ACCESS / SAFETY:** Rocket has promised to follow all rules put in place by the Port of Seattle (SeaTac – Seattle Tacoma International Airport) to be able to drop off on the Departures Deck and pick up on the Arrivals Deck. We ask that Rocket Travelers are also good stewards of Port Seattle use. These are some but not all Port rules. Please see [PortSeattle.org](http://PortSeattle.org) website for more information.
- 18.1. INCAPACITATED: Travelers on Rocket are not allowed to be intoxicated / incapacitated upon arrival at SeaTac. If this should happen, the traveler must exit the Rocket van immediately into the custody of Port Seattle Security.
- 18.2. PERSONAL VEHICLES: The "Airporters" zone on the Arrivals Deck and "Shuttle" zones on the Departure Deck are for authorized vans and buses as set by Port Seattle Ground Transportation. These areas are not authorized for personal vehicles to pick up or drop off travelers even if the traveler will next take, or just exited, one of these authorized vans or busses. For the safety of all, please walk to / from the closest authorized personal vehicle location (Door 6 on Arrivals, many doors on Departures).
- 18.3. SMOKING: Smoking at SeaTac Arrivals Deck is just outside Door 00, back into the alcove. Unfortunately, not all smokers stay back into the designated smoking area and it is sometimes necessary to walk through the smoke. Rocket travelers that smoke should ensure they are in the designated Smoking Area not jeopardizing our future ability to use the Airporters zone outside Door 00 and Door 2.
- 18.4. CURB SAFETY: Travelers should never be between the Rocket Van and moving vehicles. Please stay on the sidewalk and wait for the driver to bring the luggage to the curb, or place the luggage on the curb where the driver indicates for the driver to load onto the van. If the passenger van doors are not next to the curb, take extra care to not walk in the path of moving vehicles; entering and exiting only when instructed by the driver.
19. **PROMOTIONAL FARES:**
- 19.1. RADIO STATION PROMOTION: KSQM radio station Sequim, Washington; KONP radio station Port Angeles, Washington, KPTZ radio station Port Townsend, Washington or any local radio station:
- 19.1.1. Rocket will provide the radio station with X number of regular fare tickets both one way and round trip.
- 19.1.2. The radio station will in turn offer the tickets to their listeners at some discounted rate.

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- 19.1.3. Rocket Transportation will receive full credit of the ticket amount to be used towards advertising on that radio station.
- 19.2. NEWSPAPERS AND PUBLICATIONS: Peninsula Daily News, Sequim Gazette, PT Leader and other such publications including newsletters, brochures, placemats, and maps:
- 19.2.1. Provide the same as the RADIO stations if feasible for the publication and its readers.
- 19.2.2. Provide an additional one-time discount to readers of the publication.
- 19.2.3. Provide a Buy One Get One discount to readers of the publication.
- 19.3. COMMUNITY SUPPORT: Support local fundraising efforts within our community through ticket donations to programs for the elderly and children.
- 19.4. COMMUNITY PARTNERSHIP: Rocket will coordinate with local businesses or points of interest to incentivize travelers choosing that pickup / drop off location to minimize travel time for all. The fare would be discounted and potential other benefits provided.
- 19.4.1. Travelers selecting to be picked up or dropped off select public points along the travel path will be provided a strongly discounted fare. Round Trip discount does not apply at these locations.
- 19.4.2. COMMUNITY PARTNERSHIP PREPAY: Travelers choosing to pre-purchase travel utilizing a Community Partnership location by purchasing a five-ticket book (email receipt, no physical book) receive an additional discount of 10%. Should a traveler wish to have this pre-paid purchase refunded, the current cost of the trips will be applied to trips used and the remainder of the prepaid purchase refunded minus the Administrative Fee.
20. **FARE DETAILS:**
- 20.1. **FLEXIBLE FARES:** Per WAC 480-30-420 "Fare flexibility. It is in the public interest to provide flexibility to auto transportation companies to charge fares for service.
- 20.2. For the purposes of this section, the following definitions apply:
- 20.2.1. "**Base fare**" means the fares set forth in the company's tariff, except for tariff supplements, in effect on the date the company files a proposed tariff for flexible fares as a means to establish maximum fares.
- 20.2.2. "**Flexible fares**" means the authority to charge, at the company's discretion, fares in any amount at or below the maximum fares.
- 20.2.3. "**Maximum fare**" means a fare set initially at twenty-five percent above the company's base fare, as published in the company's effective tariff, except for tariff supplements. After a maximum fare has been published and become effective, the maximum fare will increase annually by five percent."
- 20.3. **Fare path of travel:** Starting at the Forks Transit Center traveling west along HWY 101 to Left on SR 20, Right on Four Corners Road, R on SR 19, Left on SR 104, cross the Hood Canal Bridge toward Poulsbo. The shortest travel path will always be taken based on passenger reservation locations. This path determines additional fare sub-zones that significantly increase travel times and incur a higher fare to serve:

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## 21. FARE TABLE:

## RATE SCHEDULE

Zone ----->		BASE	OUT	SAT	BASE	OUT	SAT
# Guests		ONE WAY			ROUND TRIP		
1	Base	100.00	170.00	220.00	200.00	340.00	440.00
	Max	125.00	213.00	275.00	250.00	425.00	550.00
2	Base	200.00	340.00	440.00	400.00	680.00	880.00
	Max	250.00	425.00	550.00	500.00	850.00	1100.00
3	Base	300.00	510.00	660.00	600.00	1020.00	1320.00
	Max	375.00	638.00	825.00	750.00	1275.00	1650.00
4	Base	400.00	680.00	880.00	800.00	1360.00	1760.00
	Max	500.00	850.00	1100.00	1000.00	1700.00	2200.00
5	Base	500.00	850.00	1100.00	1000.00	1700.00	2200.00
	Max	625.00	1063.00	1375.00	1250.00	2125.00	2750.00
6	Base	600.00	1020.00	1320.00	1200.00	2040.00	2640.00
	Max	750.00	1275.00	1650.00	1500.00	2550.00	3300.00
7	Base	700.00	1190.00	1540.00	1400.00	2380.00	3080.00
	Max	875.00	1488.00	1925.00	1750.00	2975.00	3850.00

**BASE:** North Kitsap County, East Jefferson County North of SR 104 West side of Hood Canal Bridge, South on HWY 101 until Lairds Corner Park N Ride.

This includes Port Ludlow, Chimacum, Port Hadlock, Port Townsend, Sequim, Port Angeles, Poulsbo, Kingston, Port Gamble, and Hansville.

**OUTlying:** Quilcene, Indian Island (Gate or Park) / Marrowstone / Nordland, and Port Angeles West of Lairds Corner along HWY 101 until Lake Crescent, and along SR 112 through Joyce. •

**SATellite:** Brinnon, Port Angeles West of Lake Crescent and Joyce, Beaver, La Push, Forks west until the Fork's Transit Center, Sekiu, Clallam Bay, and Neah Bay.

Note 1: Fare Rounding Factor is 1

Note 2: OUTlying is 170% of BASE

Note 3: SATellite is 220% of BASE

Note 4: Fares listed are ADULT

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**Rocket Transportation, LLC**

For the transportation of passengers:

On-demand, door-to-door service by reservation only;

All passengers must have either their origin or destination in E Jefferson County, Clallam County, Kitsap County north of SR 308;

BETWEEN Jefferson, Clallam, and Kitsap Counties AND Kitsap County, Seattle and Tacoma Amtrak stations, Seattle and Tacoma Greyhound bus terminals, Seattle and Tacoma Hospitals, Seattle waterfront cruise ship piers, SeaTac Airport and hotels along the route

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Door-to-door service is unscheduled.

Reservations must be made on at least 24 hours advance notice.

The actual time the vehicle will arrive to pick up passengers depends on the number of passengers making reservations, and the locations that those passengers request pickup. Rocket Transportation will develop actual routes to balance passenger convenience and company efficiency.

Service is available 365 days a year between 5:00am and 9:00pm but Rocket Transportation reserves the right to provide service outside of these hours at its own discretion.

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Note: Rocket Transportation is not responsible for delays caused by weather, accidents, or other circumstances beyond its control.

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