

SUB Apr 13, 2023

Rocket Transportation LLC  
C-062991, dba Rocket Transportation  
Tariff No. 3

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PASSENGER RULES, TERMS AND CONDITIONS  
Tariff Number 3

Modification 1

Of

**Rocket Transportation LLC**

For the transportation of passengers as described in Certificate Number C-062991

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

All passengers must have either their origin or destination in Jefferson or Clallam counties;

BETWEEN Jefferson and Clallam 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.

Issued by:

Kathy Roman – Managing Partner  
320 N MATRIOTTI AVE  
Sequim, WA 98382

(360) 683-8087

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

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## PASSENGER RULES, TERMS AND CONDITIONS

**(C)1. Adult Fares:** Published fares are adult fares and apply to passengers who have reached or passed their 15th birthday.

**(N)FLEXIBLE FARES** – New fare structure -See table in Section 20

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.

For the purposes of this section, the following definitions apply:

"**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.

"**Flexible fares**" means the authority to charge, at the company's discretion, fares in any amount at or below the maximum fares.

"**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."

**(A)2. Children's Fares:** Children 0-14 will pay the ordinary adult rate discounted by ten percent (10%) - maximum three children under 12 per adult traveler. Carrier reserves the right to not transport unaccompanied minors under the age of 15. Carrier reserves the right to not transport children under 12 years of age accompanied only by another traveler 15-17 years of age. Children riding with Rocket Transportation must ride in a car seat in accordance with state law provided by client.

**(R)3. Seniors:** The term "senior" or "senior citizen" shall mean all individuals aged sixty (60) years or older traveling alone.

**4. Military:** The term "military" shall mean all "Active Duty" or "Retired" military members traveling alone.

**3 & 4 A** 10% discount will be given to Senior and Military passengers as defined. No other discounts may be used in conjunction with these discounted fares.

**5. Fare Payment:** Payment is expected to be made by credit card at the time the reservation is made. Fare is determined by actual addresses provided. If the incorrect fare zone is stated for the booking, the only remediation will be to pay the proper fare or cancel the ticket with a refund according to "Unused Tickets" and "Refunds" below.

~~\*\*\*6. Unused Tickets: Due to the considerable amount of work...~~

**(C)7. Cancellations and Refunds:**

Per WAC 480-30-356 Refunds for unused and partially used tickets.

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"Subject to the exceptions of (ii) and (iii) of this subsection unused tickets will be redeemed at the purchase price and unused portions of round-trip or commutation 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."

(i) In the case of delays in connecting travel (traveling from Seattle, SeaTac, or Tacoma), contact with Rocket must be made prior to the dispatched pickup time to be able to use the ticket on other shuttle runs so that other travelers are not delayed in our search for you. You do not need to rebook in advance to be placed on the next available shuttle. After your initial call advising us of the delay, call as quickly as possible upon your actual arrival and we'll get you rebooked. (360-683-8087 option 5 after 8am-7:30pm PT)

Reservations properly cancelled are able to have 100% of unused value placed in the ROCKET DIGITAL WALLET for unrestricted future use. Funds placed in the wallet have no cash value as it is very difficult to refund to a credit card once placed in the wallet. You have 30 days to verify receipt of funds and ask us to research funds that didn't show up. Once reported we must take as many days as necessary to figure out the discrepancy. It is in everyone's interest to resolve it quickly. Rocket does not remove funds from your ROCKET DIGITAL WALLET. In the case of a credit card dispute, your Rocket account is frozen until resolution suitable to both parties.

You are not required to use the ROCKET DIGITAL WALLET. You may receive the refund minus appropriate fees to your credit card. Choosing the wallet means you are satisfied with the transaction that started with your credit card and believe the wallet to be the better value for your funds.

(ii) Refunds will be made to your credit card minus an additional 5% credit card processing fee. Refunds are processed within 60 days of request. Proof of airline delay or cancellation is required if that is the reason for the refund request.

(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.

**(A)8. Round Trip Tickets:** A round trip ticket can only be used in a round trip manner. Using the ticket as two one ways is not permitted. Round Trip is a 10% discount off two one ways.

**9. Consistent Pricing:** 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.

**10. Right of Refusal:** Rocket Transportation reserves the right to deny any requested reservation for travel in accordance with WAC 480-30-451.

**(C)11. Requirements and Limitations:**

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- 11a All locations must have minimal pot holes, good traction, and 15' canopy clearance on all sides of road and driveway.
- 11b Van will not leave road unless residence is at least 100' from where the driveway meets the road and turn around to return to the road requires no backing.
- 11c Rocket does not serve State or National Park locations that require a pass to enter.
- 11d Client must provide accurate address and know how to assist driver to address.
- 11e Client must accept additional inconvenience as part of shared transportation.

**12. Additional Fees:** Additional fees apply to each leg of travel (ie: One Way ticket is one leg of travel and Round Trip is two legs of travel).

Items not properly disclosed at booking will not be permitted on the van if space is not available. If the traveler chooses not to take the trip as a result of non-disclosed items not being accepted on the van, the ticket is considered completely used.

**(C)12a. Standard Baggage:** Standard baggage will be carried free of charge and is defined as one checked bag and one carry-on bag as defined below.

**\*\*\*12b. Odd Luggage:** Prior arrangements must be made with the office during office hours for odd luggage as not all vehicles are able to accommodate large or unusual items. Rocket Transportation will charge an additional fee for odd-sized luggage as follows: folding wheelchairs & walkers – No Charge; fishing poles - \$5.00 each; golf bags - \$10.00 each;

**12c. Additional Luggage:** Carrier will charge an additional fee of \$5 per piece for additional luggage items beyond the standard one checked bag and one carry-on bag providing they are not 'odd-sized' meaning odd shaped or oversized according to airport guidelines for checked bags when space is available.

**\*\*\*12d. Checked Size Bags:** Each checked size bag must weigh 50 pounds or less and have a maximum dimension of 62 linear inches (length + height + width) as defined according to airport guidelines. Overweight bags are subject to an additional fee of \$5 each. Passengers are responsible for the correct identification and retrieval of their luggage. All pieces must be properly tagged with your name.

**12e. Carry-on bags** will be kept with the passenger should space become an issue. Carry-on bags as defined according to airport guidelines: maximum dimension of 45 linear inches (length + height + width) as defined according to airport guidelines including wheels and handles.

**12f. Animals:** Service Dogs traveling with sight or hearing impaired passengers will be carried free of charge. Service animals will not be permitted to occupy a seat, but must lie or stand at the feet of the passenger. Other pets will be transported only when they are housed in pet carriers placed in the rear of the van or on the floor near the traveler at the following rates:

Small carrier 21" x 16" x 15" \$5.00 each;

Medium carrier 27" x 21 ½" x 20" \$10.00 each;

Large carrier 36" x 24 ½" x 26" \$15.00 each;

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X-Large carrier 40" x 27" x 30" \$20.00 each.

Pets not in carriers will not be carried. Pets in carriers not properly disclosed at booking will be carried on a space available basis with **double** the appropriate fee paid directly to the driver prior to boarding.

**12g. Non-Disclosed Pets:** Pets brought on board without prior disclosure will be cause for the traveler and the animal to be dropped at the next location convenient for the driver and the ticket considered used.

**12h. Baggage Liability:** Minimum amount of liability for baggage is \$250.00 per adult fare and \$125.00 per child's fare. Passengers that declare a value in excess of \$250 will be required to pay an additional charge of \$10.00 per \$100.00 value. The maximum value for which the company will be liable per bag or item checked is \$1,000.00. The passenger's declared amount may not exceed the actual value of the baggage and its contents. 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. Rocket Transportation recommends that all electronic items be kept with the traveler and not be placed in the baggage area of the vehicle. Placing electronics in the baggage area of the vehicle is considered negligence on the part of the traveler.

Claim forms will be available at our office and from each driver. Claim form will be copied by copier or picture with the claimant keeping the original.

Checked baggage that the company cannot locate within one hour of arrival at destination will be designated as lost. The company must notify the passenger at that time and furnish the passenger with a claim form.

The company will resolve claims for baggage loss or damage within sixty days of receipt with a firm offer of settlement or with a written explanation of denial of the claim.

**Loss or damage to carry-on items.** The company shall not be held responsible for loss or damage to baggage carried onboard the vehicle unless it can be shown that the company was in some way negligent.

**13. Lost and Found Items:** 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.

**14. 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.

**15. Holidays Observed:** 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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**16. Objectionable Passengers:** Carrier reserves the right to refuse service to any persons in accordance with WAC 480-30-451; especially those 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. Carrier also reserves the right to refuse carriage of any materials that its employees deem unsafe and/or not in the best interest of the passengers.

**17. Stop-overs:** Stop-overs will not be allowed at any point en-route unless the passenger upon re-boarding pays the full fare for that station to the destination.

**18. 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.

**(N)19. SERVICE TYPE:**

**SERVICE AREA:** Rocket serves the North Olympic Peninsula of Clallam and East Jefferson County traveling across the Hood Canal Bridge with one potential stop in Poulsbo, 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.

**DOOR TO DOOR SERVICE:** Rocket picks up or drops off passengers at their selected location in East Jefferson County and Clallam County crossing the Hood Canal Bridge with a limited pickup in Poulsbo then dropping off at limited locations in Kitsap, Pierce, and King Counties. 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.

**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 stops. Transferring to a different van to continue service is expected.

**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.

**DEFINITIONS:** Per WAC 480-30-036

"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.

"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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## Promotional Fares

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KSQM radio station Sequim, Washington; KONP radio station Port Angeles, Washington; KPTZ radio station Port Townsend, Washington:

- We will provide the radio station with X number of regular fare tickets both one way and round trip.
- The radio station will in turn offer the tickets to their listeners at some discounted rate.
- Rocket Transportation will receive full credit of the ticket amount to be used towards advertising on the radio.

Peninsula Daily News newspaper and other publications such as newsletters, brochures, placemats, and maps:

- Provide the same as the radio stations if feasible for the publication and its readers.
- Provide an additional one-time discount to readers of the publication.
- Provide a “buy one get one” discount to readers of the publication.

Rocket Transportation Sequim and Port Townsend Washington:

- Rocket Transportation would continue to provide our service at our current prices. After ten fares have been purchased by a rider Rocket Transportation will provide the eleventh one for free.
- Support local fundraising efforts within our local community through ticket donations to fundraising efforts to support programs for the elderly and children.

COMMUNITY SUPPORT: Support local fundraising efforts within our community through ticket donations to programs for the elderly and children.

(N) 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.

Travelers selecting to be picked up or dropped off at Rocket specified points along the travel path will be provided a discounted fare very close to the Flexible Base Fare in that Fare Zone. This fare will be known at purchase. No other discounts may be used in conjunction with these discounted fares.

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%. No other discounts may be used in conjunction with these discounted fares.

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(C)20. FLEXIBLE FARES

RATE SCHEDULE									
Zone ----->		BASE	OUT	SAT	BASE	OUT	SAT		
#		ONE WAY			ROUND TRIP				
Guests									
1	Base	74.60	126.80	164.10	149.20	253.60	328.20		
	Max	93.30	158.50	205.10	186.50	317.00	410.30		
2	Base	149.20	253.60	328.20	298.40	507.20	656.40		
	Max	186.50	317.00	410.30	373.00	634.00	820.50		
3	Base	223.80	380.40	492.30	447.60	760.80	984.60		
	Max	279.80	475.50	615.40	559.50	951.00	1230.80		
4	Base	298.40	507.20	656.40	596.80	1014.40	1312.80		
	Max	373.00	634.00	820.50	746.00	1268.00	1641.00		
5	Base	373.00	634.00	820.50	746.00	1268.00	1641.00		
	Max	466.30	792.50	1025.60	932.50	1585.00	2051.30		
6	Base	447.60	760.80	984.60	895.20	1521.60	1969.20		
	Max	559.50	951.00	1230.80	1119.00	1902.00	2461.50		
7	Base	522.20	887.60	1148.70	1044.40	1775.20	2297.40		
	Max	652.80	1109.50	1435.90	1305.50	2219.00	2871.80		

**BASE:** 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, and Port Angeles. •

**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, Forks west until the Fork's Transit Center, Sekiu, Clallam Bay, and Neah Bay.

Note 1: Base and Max rates shown in table expect all travelers to be adults.

Note 2: Fare Rounding Factor is .10

Note 3: OUTlying is 170% of Base

Note 4: SATellite is 220% of Base

Note 5: Driver Tips are never expected, always appreciated and not included in the fare.

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

All passengers must have either their origin or destination in Jefferson or Clallam counties;

BETWEEN Jefferson & Clallam 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.

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.

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

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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