

Members of the Board

Jody Breckenridge, Chair
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**SAN FRANCISCO BAY AREA
WATER EMERGENCY TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS MEETING**
Thursday, May 10, 2018 at 1:30 p.m.
Port of San Francisco
Pier 1
San Francisco, CA

The full agenda packet is available for download at sanfranciscobayferry.com/weta

AGENDA

1. CALL TO ORDER – BOARD CHAIR
2. PLEDGE OF ALLEGIANCE/ROLL CALL
3. REPORT OF BOARD CHAIR **Information**
4. REPORTS OF DIRECTORS **Information**

Directors are limited to providing information, asking clarifying questions about matters not on the agenda, responding to public comment, referring matters to committee or staff for information, or requesting a report to be made at another meeting.
5. REPORTS OF STAFF **Information**
 - a. Executive Director’s Report on Agency Projects, Activities and Services
 - b. Monthly Review of Financial Statements
 - c. Legislative Update
6. CONSENT CALENDAR **Action**
 - a. Board Meeting Minutes – April 5, 2018
 - b. Authorize Release of a Request for Proposals for Mobile Ticketing Platform
7. APPROVE ADOPTION OF THE FY 2018/19 OPERATING AND CAPITAL BUDGET AND RELATED ACTIONS **Action**
8. AUTHORIZE FILING APPLICATIONS WITH THE METROPOLITAN TRANSPORTATION COMMISSION FOR FY 2018/19 REGIONAL MEASURE 1 AND REGIONAL MEASURE 2 OPERATING AND CAPITAL FUNDS **Action**
9. APPROVE PURCHASE OF COMMERCIAL INSURANCE POLICIES FOR FY 2018/19 **Action**

**Water Emergency Transportation Authority
May 10, 2018 Meeting of the Board of Directors**

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| 10. <u>APPROVE AMENDMENT TO AGREEMENT WITH NEMATODE MEDIA, LLC FOR FERRY TICKET SALES AND INFORMATION SERVICES IN FY 2018/19</u> | Action |
| 11. <u>APPROVE FY 2019-2022 TITLE VI PROGRAM</u> | Action |
| 12. <u>OVERVIEW OF ONBOARD RIDERSHIP SURVEY</u> | Information |
| 13. <u>PUBLIC COMMENTS FOR NON-AGENDA ITEMS</u> | |

ADJOURNMENT

All items appearing on the agenda are subject to action by the Board of Directors. Staff recommendations are subject to action and change by the Board of Directors.

PUBLIC COMMENTS WETA welcomes comments from the public. Each person wishing to address the Board of Directors is requested to complete a Speaker Card. Please forward completed Speaker Card and any reports/handouts to the Board Secretary. Speakers will be allotted no more than three (3) minutes to speak and will be heard in the order of sign-up. Said time frames may be extended only upon approval of the Board of Directors.

Non-Agenda Items: A 15 minute period of public comment for non-agenda items will be held at the end of the meeting. Please indicate on your speaker card that you wish to speak on a non-agenda item. No action can be taken on any matter raised during the public comment period.

Agenda Items: Speakers on individual agenda items will be called in order of sign-up after the discussion of each agenda item.

WETA meetings are wheelchair accessible. Upon request, WETA will provide written agenda materials in appropriate alternative formats to individuals with disabilities. In addition, WETA will arrange for disability-related modifications or accommodations including auxiliary aids or services to enable individuals with disabilities to participate in public meetings. Please send a written request including your name, mailing address, telephone number and brief description of the requested materials in preferred alternative format and/or auxiliary aid or service at least five (5) days before the meeting. Requests should be made by mail to: Board Secretary, WETA, 9 Pier, Suite 111, San Francisco, CA 94111; by e-mail to: contactus@watertransit.org; or by telephone: (415) 291-3377.

MEMORANDUM

TO: WETA Board Members

FROM: Nina Rannells, Executive Director

DATE: May 10, 2018

RE: Executive Director's Report

CAPITAL PROJECT IMPLEMENTATION UPDATE

4 New Vessels – Central Bay

This project will construct four new 400-passenger high-speed 27-knot propeller vessels; two to replace the MV *Encinal* and *Harbor Bay Express II* and two to support the growing demand for WETA services.

The Board of Directors approved a contract with Aurora Marine Design (AMD) for vessel construction management services in December 2013, and with Kvichak Marine Industries - now Vigor Kvichak (Vigor) - in April 2015 for the construction of two new replacement vessels. Vessel construction began in September 2015. The first of these vessels, the MV *Hydrus*, was completed in March and put into revenue service in April 2017. The second of these vessels, the MV *Cetus*, was placed into revenue service in August 2017.

On October 6, 2016 the Board of Directors approved a contract award to Vigor for construction of two additional vessels. The first of these vessels, the MV *Argo*, is nearing completion. Vessel acceptance is scheduled for the week of May 14 in Seattle. Vessel delivery schedule and duration is weather-dependent; transit time is usually 2 to 3 days. The hull modules for the fourth vessel, the MV *Carina*, are all joined with the exception of the bow module. Wiring, plumbing and insulation work is over 80% complete. Pumps, generators, shafting, rudders and other machinery are installed. The cabin module deck has been fully framed and aligned at the Vigor Harbor Island facility. The MV *Carina* is scheduled for completion in December 2018.

3 New Vessels – North Bay

This project will construct three new 445-passenger high-speed 34-knot jet propulsion vessels to support WETA's Vallejo and North Bay services. In December 2015, the Board of Directors approved a contract with Fast Ferry Management for vessel construction management services. On September 1, 2016 the Board of Directors approved a contract award to Dakota Creek Industries for vessel construction. Vessel construction is in full swing.

The design and engineering work for the three new vessels is complete; all structural drawings have been approved by Det Norske Veritas (DNV) and are now under final review by the U.S. Coast Guard (USCG). Piping and electrical drawings have also been submitted to the USCG. The second and third shipsets of main engines were successfully factory tested in late April. Main engine exhaust emissions testing was also completed and EPA Tier 4 compliance for gaseous emissions was demonstrated at the factory. An agreement between WETA, MTU, Pacific Power Group and Dakota Creek for field testing of these first-ever MTU Tier 4 compliant

engines has been finalized. MTU will be providing final CARB paperwork in July 2018 to document EPA Tier 4 or better exhaust emission levels.

The first shipset of waterjets will be installed into the vessel in early May. The hulls for the first and second vessels, the MV *Pyxis* and MV *Vela*, are 100% and 80% complete, respectively. The superstructure for MV *Pyxis* is nearing 100% complete as well. Hull framing for the third vessel, the MV *Lyra*, is also complete. The MV *Pyxis* is scheduled to roll out of the fabrication building for launch in July 2018. With MV *Pyxis* out of the fabrication building, the shipyard will start erection of MV *Lyra*. Initial sea trials for MV *Pyxis* are currently scheduled to begin in early October 2018.

MV *Peralta* Mid-Life Project – Phase Two

This project provides for a general refurbishment of the vessel. On December 7, 2017 the Board of Directors approved a contract award to Marine Group Boat Works. The Phase Two refurbishment includes: renovation of the passenger cabins, bathrooms and galley, exterior paint and coatings, navigation electronics, control systems upgrades, steering system replacement, stern hull section module. The MV *Peralta* arrived safely in San Diego on December 18. The cabin interior has been cleared of its ceiling materials, seating and carpet in preparation for new installations. The old stern sections have been removed and the new stern sections are 50% complete. Engineering and design are underway for the interior passenger spaces, wheelhouse dash and main deck bar. Project work is scheduled to be completed by June 2018.

Central Bay Operations and Maintenance Facility

This project will construct a new ferry operations and maintenance facility at Alameda Point to serve as the base for WETA's existing and future Central Bay ferry fleet and operations. The project is being constructed by Overaa/Power, a Joint Venture, and construction management is being provided by 4Leaf, Inc. The building exterior skin was recently installed, and the waterside installation of floats and piles was completed in 2017. The project is scheduled for completion in the summer of 2018.

Downtown San Francisco Ferry Terminal Expansion Project

This project will expand berthing capacity at the Downtown San Francisco Ferry Terminal in order to support new and existing ferry services to San Francisco. The project also includes landside improvements needed to accommodate expected increases in ridership, and to support emergency response capabilities. Project construction is being provided by Power Engineering under a Guaranteed Maximum Price contract, and construction management is being provided by CH2M Hill Engineers.

Site work began in February 2017, including the installation of construction fencing, site demolition, and placement of seismic, noise, vibration, and settlement monitoring devices. Dredging and pile driving work planned for 2017 was successfully completed within the six month regulatory window for in-water construction. The contractor will resume pile driving during the next six month regulatory work window that begins in June. In April, the contractor continued to build formwork, install rebar, and pour concrete to construct the new promenade which will provide access to future Gates F and G, scheduled to open for service by the end of 2018. This project is scheduled to be completed in late 2019.

Richmond Ferry Terminal and Service

This project will construct a ferry terminal in Richmond to support new public transit ferry service between Richmond and San Francisco. Construction will consist of replacement of an existing

facility (float and gangway) and a phased parking plan. Manson Construction is the main contractor and construction management is being provided by Ghirardelli Associates. New service will be operated with the support of Contra Costa County Measure J funds authorized by the Contra Costa County Transportation Authority in March 2015 and any remaining balance of RM2 operating funds not needed to support existing services.

Project dredging and pile removal was completed in October. The waterside pile installation was completed in November. Construction of the landside improvements commenced in February 2018. The estimated start date for Richmond operations is currently October 2018.

SERVICE DEVELOPMENT UPDATE

Mission Bay Ferry Landing

The Port of San Francisco released an engineering feasibility and site selection study for a future Mission Bay ferry landing in March 2016. WETA staff participated in the study and provided input regarding ferry operations and potential service models. In December 2016, the Port of San Francisco awarded a contract to COWI/OLMM to complete preliminary design, permitting and entitlement activities, and began the process in partnership with WETA. To support the effort, the City and Port of San Francisco placed \$7 million in its capital budget. A project Memorandum of Understanding (MOU) between the Port and WETA was adopted by the WETA Board in January 2017. Staff has been working together with Port staff and their consultants on initial design and environmental testing activities. Port staff anticipates releasing an environmental document in the early part of 2018 along with public outreach to Mission Bay stakeholders.

Alameda Seaplane Lagoon Ferry Terminal

In April 2016, the Alameda City Council and WETA Board of Directors adopted a MOU defining a future service concept for western Alameda and identifying the terms and conditions under which a new Seaplane Lagoon Ferry Service would be implemented. The MOU defines roles and responsibilities for each party pertaining to the proposed construction of a new ferry terminal along Seaplane Lagoon on the former Naval Air Station at Alameda Point, future operation of the service, and the pursuit of funds necessary to support the new service. Staff continues to work with the City to fulfill WETA's commitments under the MOU with the common goal of achieving the start of service by 2020.

On March 16, 2018, 30 acres of the 68-acre Site A parcel at Alameda Point was transferred from the City to Alameda Point Partners (APP), the City's private partner for development at Alameda Point. This transfer is an important milestone for Site A development and includes \$10 million for the Seaplane Lagoon Ferry Terminal. The City previously secured \$8 million from the Alameda County Transportation Commission for the terminal. The City has contracted with Marcy Wong Donn Logan Architects to complete the final design of the ferry terminal. WETA staff is participating in the design effort. The City and WETA staff are discussing terms to define roles and responsibilities for final design and construction of the new terminal. The terms will also address roles and responsibilities for future improvements at Main Street Terminal in consideration of the Seaplane Lagoon Terminal. These terms will be agreed to as an amendment to the existing MOU or in a letter agreement.

Redwood City Ferry Terminal

A Draft Redwood City Ferry Terminal site feasibility report was completed in 2012 in an effort to identify site opportunities, constraints and design requirements, and better understand project feasibility and costs associated with the development of a terminal and service to Redwood City. During the summer of 2016, staff from the Port of Redwood City (Port), WETA and Redwood

City met to redefine the project, shifting the development toward a public facility available to multiple ferry operators in advance of formal WETA service given the lack of project funds for such service at this time. This alternative development model would allow the Port and City to move forward with construction of a terminal, allowing time for WETA and the City to advocate for operational and vessel funding for eventual WETA service.

Redwood City has taken the lead role for implementation of the Ferry Terminal Project. The City is requesting \$450,000 in Measure A funds to prepare a Financial Feasibility Study and Cost Benefit Analysis Report for the Redwood City Ferry Terminal Construction and Service. The City is the project sponsor and will lead an effort with the Port of Redwood City (Port) and the Water Emergency Transportation Authority (WETA) to construct a ferry terminal and bring public ferry transit service to Redwood City. The SMCTA will consider this request at its May 2018 meeting. Staff is also working with the City on a project MOU. The MOU will address roles and responsibilities for publicly funded construction of a new terminal led by Redwood City and publicly funded operations led by WETA. Staff is working on scheduling a May 25 site visit to Redwood City for available Board members and other interested parties.

Treasure Island Service

This project - which will be implemented by the Treasure Island Development Authority (TIDA), the San Francisco County Transportation Authority (acting in its capacity as the Treasure Island Mobility Management Authority), and the prospective developer - will institute new ferry service to be operated by WETA between Treasure Island and downtown San Francisco in connection with the planned Treasure Island Development Project. The anticipated start of operations would be 2023 given the current project schedule.

WETA staff is working with City of San Francisco staff to support development of this project. In that capacity, they are participating in regular meetings of the City's Technical Advisory Committee, convened to update and further develop the Treasure Island Mobility Management Program that will include a new ferry service to be provided in conjunction with the development project.

SYSTEM PLANS/STUDIES

Passenger Intercept Survey

This project is a systemwide survey of WETA riders that will provide staff with important information about how and why riders use the ferry, their demographic and socioeconomic characteristics, as well as their current satisfaction with WETA services. The Passenger Intercept Survey is administered on a triennial basis, and provides data required to meet Federal Transit Administration (FTA) and Metropolitan Transportation Commission (MTC) reporting requirements, as well as information needed to effectively plan, market, and provide customer service for WETA services. Staff secured the on-call planning services of CDM Smith to administer the survey and prepare a final report summarizing the results. CDM Smith conducted the surveys on all WETA routes during the first two weeks of November. Initial counts show that the surveyors received upwards of 1,600 completed surveys. An overview of the final report will be presented at this month's Board meeting.

Alameda Terminals Access Initiatives

The City of Alameda City Council authorized a residential parking permit program for the Harbor Bay Ferry Terminal area in February 2017. City of Alameda staff coordinated with the Harbor Bay Master Homeowner's Association to develop a strategy for implementing the residential permit and enforcement program, including outreach to surrounding communities and ferry riders. On June 27, the City began the outreach effort with cooperation from WETA through the

Bay Alerts system. The City continued its outreach process through the end of August and began active enforcement in September 2017. To make up for the loss of parking, WETA began working with the City to develop strategies to enhance alternative access to the terminal, and staff executed an agreement with AC Transit to offer a free transfer to ferry riders who take the bus to the ferry. In addition, bike lockers were upgraded and new bike racks were installed.

At the request of the Harbor Bay Homeowner's Association and the City of Alameda, WETA has been considering a parking fee at the Harbor Bay lot. WETA staff has engaged CDM Smith to evaluate potential parking fee programs, not just for Harbor Bay but for the entire WETA system. A program of systemwide parking fee program policy goals was approved by the WETA Board in November 2016 that will be used to guide the development of a specific paid parking program for the Harbor Bay Terminal site. Staff anticipates bringing a recommendation for a parking fee program in summer of 2018.

At Main Street, WETA worked with City of Alameda staff beginning in spring 2015 to open the Officer's Club parking lot as an overflow lot for the many riders who had been parking on dirt lots or on the shoulders of Main Street. WETA funded a new crosswalk and minor improvements to the lot, which opened to ferry riders on May 24, 2016. In addition to the parking improvements, 20 bicycle lockers at the Main Street terminal -- funded through a grant from the Bay Area Air Quality Management District -- were installed on February 22, 2016. Staff shifted focus to identify additional access improvement possibilities - such as buses, shuttles, bicycles, and pedestrian improvements - after the parking improvements were underway, and recently met with private companies like Lyft, Chariot and Scoop in an effort to explore alternative options for improving transportation options for ferry riders in Alameda and elsewhere.

Berkeley Environmental Studies

The proposed Berkeley service will provide an alternative transportation link between Berkeley and downtown San Francisco. Staff has coordinated with FTA staff to discuss the process for completion of the Final EIS/EIR. FTA has indicated that it will not be able to complete the NEPA process and issue a Record of Decision because a long-term operational funding source is not available for the service at this time. Staff is in communication with Berkeley staff in an effort to identify opportunities to move this project forward in the near future.

Solano County Water Transit Plan and Financial Feasibility Study

The Solano Transportation Authority (STA) is preparing to conduct a feasibility study of potential ferry and water transit routes in Solano County. STA has asked WETA to partner on the study by serving on a Technical Advisory Committee and funding the necessary ridership forecasting tasks, similar to the role WETA played in the 2014 Ferry Feasibility Study in Contra Costa County. The STA study is expected to begin by January and be complete in the summer of 2018. Staff will provide the Board with updates as the study progresses.

Small Vessel Service Study and Landing Request

Staff is in the early stages of planning for the Small Vessel Service Study authorized by the Board on March 5. In the meantime, staff was approached by a private small vessel operator regarding establishing regular landings at the Harbor Bay terminal to transport employees from South San Francisco in the reverse commute direction on behalf of a private business. Staff has conducted two on-site vessel match-ups with the private vessel operator and crew, and has identified issues that need to be addressed to ensure that the proposed vessel can safely land at the Harbor Bay site.

EMERGENCY RESPONSE ACTIVITIES UPDATE

WETA's enabling legislation directs the agency to provide comprehensive water transportation and emergency coordination services for the Bay Area region. Staff is currently working on the following emergency response related activities:

Vessel Mutual Assistance Plan and Oakland Airport Water Rescue Plan Validation Exercise: On Saturday April 21, WETA participated in an exercise hosted by the USCG and Oakland International Airport to validate the Oakland Airport's Water Rescue Plan in the event of a water landing of a plane in the San Francisco Bay. In this scenario, the USCG would activate the Vessel Mutual Assistance Plan and call for assistance from ferry operators. Alameda County Fire Department is responsible for implementing Oakland Airport's plan and providing their vessels to conduct the search and rescue portion of this effort with mutual aid assistance from other fire departments. Ferries would be utilized as a potential on-water casualty collection point, a location for on-scene triage, and a holding facility to compare survivors to the aircraft's manifest.

The exercise was focused on validating the procedures/hardware required to move dozens or hundreds of non-able bodied persons from a low-freeboard life-raft (Inflatable Bouyancy Apparatus (IBA)) to a high-freeboard ferry. The ferry crews deployed an IBA and a slide and participated in strategizing on the best ways to move people from the IBA up the slide to the ferry. Several lessons learned were gained from this exercise including:

- It is not advisable to have a fire/ferry crew members pull someone up the slide as having two people on the slide overweighs it and makes it too steep.
- The ferry crew provided a 6x1 block and tackle (pulley system) and hung it above the slide. The block and tackle, in combination with a safety sling, was the best and most efficient way to move people from the IBA up to the ferry.
- Laying a piece of cargo netting or a rope ladder on the slide would increase traction and provide handholds and footholds for people to move up the slide.

The exercise was extremely helpful for the fire crews to interface with the rescue equipment on the ferry and it was also very informative for the ferry crew to train on this scenario and gain experience deploying the IBA and slide. In addition to the agencies already mentioned, participants included the Bay Area Search and Rescue Council, San Francisco Police Department, and fire departments from the following jurisdictions: Oakland, Alameda, Berkeley, South San Francisco, and Richmond. Additionally, Golden Gate Ferry, Alcatraz Cruises, Hornblower, and Angel Island Ferry participated as observers.

Central Bay Operations & Maintenance Facility Emergency Operations Center (EOC): Staff is continuing to work on ordering emergency communications equipment for the Central Bay Operations & Maintenance Facility, and developing a functional layout for converting the conference room into an EOC during an event requiring EOC activation.

OTHER PROJECTS

Website Upgrades

Work is nearing completion on an upgrade to the San Francisco Bay Ferry and WETA website's content management framework. Site improvements include improved accessibility, security upgrades, and responsive design. The responsive design element will be the most apparent change to customers as WETA currently maintains separate mobile and desktop sites for San Francisco Bay Ferry service. The upgraded site will provide seamless access to visitors on mobile devices and enhance public access to agency information. Content migration has been completed and testing is currently underway. The upgrades are anticipated to go live in May.

Ridership Database

WETA has contracted with TransSight LLC to build a web-based Ridership Database and Reporting System to improve access to and use of ridership and other operating data from Blue & Gold Fleet's data systems. The new database will import data on a nightly basis directly from Blue & Gold Fleet's database, allow WETA to incorporate data not included in the existing database and improve staff's access to and aid interpretation of ridership data. It will also provide custom reports for staff use and generate inferred data for reporting as required by WETA's various funding partners. Additionally, the database will improve public access to ridership data via a portal on WETA's website. Work on the web-based Ridership Database and Reporting System is scheduled to be completed in June 2018.

Mobile Ticketing Platform

WETA is in the process of developing a mobile ticketing platform that will allow riders to use their mobile devices to buy tickets for the ferry. Visitors and other infrequent riders who do not have Clipper Cards will be the primary users of the mobile ticketing platform. WETA has contracted with on-call technical consultant BlinkTag, Inc. for assistance with market research and RFP development. WETA plans to launch the mobile ticketing platform in September 2018. An item requesting authorization to release an RFP for development of a Mobile Ticketing Platform is included on this month's meeting agenda.

OPERATIONS REPORT

Monthly Operating Statistics - The Monthly Operating Statistics Report for March 2018 is provided as Attachment A.

KEY BUSINESS MEETINGS AND EXTERNAL OUTREACH

On April 8-11, Taylor Rutsch attended the American Public Transportation Association's 2018 Fare Collection & Revenue Management Conference in Jacksonville, Florida. This annual gathering brings together officials and vendors from around the world to discuss public transit fare collection and revenue management issues and developments.

On April 11, Lauren Gularte participated on a panel discussing emergency ferry transportation at the City and County of San Francisco's Epicenter 2018 conference.

On April 11, WETA provided a site tour of the FTX project for over 40 members of the National Association of Women in Construction.

On April 16, Nina Rannells attended the Clipper Executive Board meeting.

On April 21, WETA participated in an emergency response exercise validating the Oakland Airport's Water Rescue Plan.

On April 24, Director Intintoli and Executive Director Rannells attended the Vallejo City Council Meeting to provide an update on WETA's plans and programs.

On May 7, Lauren Gularte met with emergency managers from Oakland, San Francisco and San Jose International Airports and the Captain of the Port to discuss a regional approach to the airports' required water rescue plan.

OTHER BUSINESS

Assembly Bill 1121 (Chiu)

Assemblymember David Chiu (D) San Francisco, introduced AB-1121 to make changes to WETA and enhance its ability to provide regional ferry services in the Bay Area. The bill, which passed to the Senate on May 18, 2017, includes language to increase the membership of the WETA Board of Directors to nine members, with five members to be appointed by the Governor, two members to be appointed by the Senate Committee on Rules and two members to be appointed by the Speaker of the Assembly. This has been made into a two-year bill that can be considered by the State Legislature in 2018.

Regional Measure 3

Senate Bill 595 (SB 595), signed by the Governor on October 19, 2017, was introduced by Senator Beall on February 17, 2017 to authorize a new bridge toll measure (Regional Measure 3) to raise the tolls on the state-owned bridges to fund a program of regional transportation improvements, including WETA ferry projects, in the San Francisco Bay Area. The WETA Board adopted a Regional Measure 3 Principles and Investment Program at its June 2017 meeting and took a position of "support" for the bill at its meeting in July 2017.

On January 24, 2018, the Bay Area Toll Authority authorized moving forward to place Regional Measure 3 on the June 5, 2018 ballot. If approved by a majority of Bay Area voters, the measure would raise tolls by a total of \$3 over a six year period starting with a \$1 increase on January 1, 2019, followed by additional \$1 increases in January 2022 and January 2025.

The WETA Board of Directors adopted a resolution of support for Regional Measure 3 at their February 8, 2018 meeting. Regional Measure 3 will provide WETA with \$300 million in capital funds to support construction of WETA vessels, terminals and facilities and an annual operating subsidy to support enhanced and expanded ferry services that starts at \$10 million in the first year and grows to \$35 million annually by the fifth year. Operating funds not utilized in a given year will be set aside in a reserve by MTC for use by WETA in future years.

Federal Transit Administration Review

WETA has received notification of the upcoming FTA Comprehensive Review scheduled to take place in 2018. Recipients of FTA funds are required to undergo this review every three years to assess management practices and program implementation and ensure that the recipient programs are administered in accordance with FTA requirements and objectives. Staff has submitted the required pre-audit materials to FTA and the on-site review is scheduled to take place on July 19-20.

Organizational Review

Staff has engaged the services of Koff & Associates, a local Human Resources consulting firm, to assist in a variety of general and specific human resources needs and projects. An early task has been to review position work requirements and job descriptions and prepare a comprehensive compensation schedule covering all currently authorized staff positions consistent with WETA's Human Resources Guide and CalPERS requirements. The updated compensation schedule is included as a part of the FY 2018/19 agency budget. Upcoming work will include a review of WETA's organizational structure to identify changes that will be required to support the continued growth of WETA's services, fleet and facilities.

END

Attachment A

Monthly Operating Statistics Report March 2018

			Alameda/ Oakland	Harbor Bay	South San Francisco	Vallejo*	Systemwide
Boardings	<i>vs. last month</i>	Total Passengers March 2018	96,604	30,279	13,172	81,785	221,840
		Total Passengers February 2018	85,542	25,430	11,670	69,823	192,465
		Percent change	12.93%	19.07%	12.87%	17.13%	15.26%
	<i>vs. same month last year</i>	Total Passengers March 2018	96,604	30,279	13,172	81,785	221,840
		Total Passengers March 2017	87,172	30,773	13,693	81,180	212,818
		Percent change	10.82%	-1.61%	-3.80%	0.75%	4.24%
	<i>vs. prior FY to date</i>	Total Passengers Current FY To Date	950,878	248,240	106,658	766,280	2,072,056
		Total Passengers Last FY To Date	850,211	235,593	99,320	721,308	1,906,432
		Percent change	11.84%	5.37%	7.39%	6.23%	8.69%
	Avg Weekday Ridership March 2018	3,667	1,376	599	3,334	8,977	
Ops Stats	Passengers Per Hour	137	184	77	136	135	
	Revenue Hours	703	165	171	602	1,641	
	Revenue Miles	9,753	3,530	2,717	18,389	34,389	
Fuel	Fuel Used (gallons)	45,049	15,208	14,139	149,880	224,277	
	Avg Cost per gallon	\$2.43	\$2.43	\$2.43	\$2.35	\$2.37	

* Includes backup bus boardings. March bus ridership totaled 15 for Vallejo.

MEMORANDUM

TO: Board Members

**FROM: Nina Rannells, Executive Director
Lynne Yu, Manager, Finance & Grants**

**SUBJECT: Monthly Review of FY 2017/18 Financial Statements for Nine Months
Ending March 31, 2018**

Recommendation

There is no recommendation associated with this informational item.

Summary

This report provides the attached FY 2017/18 Financial Statements for nine months ending March 31, 2018.

Operating Budget vs. Actual

	Prior Actual	Current Budget	Current Actual
Revenues - Year To Date:			
Fare Revenues	\$13,364,143	\$14,149,360	\$14,928,920
Bridge Toll Revenues	10,524,080	15,916,698	12,666,369
Other Revenues	2,250	546,499	12,810
Total Operating Revenues	\$23,890,474	\$30,612,556	\$27,608,099
Expenses - Year To Date:			
Planning & Administration	\$1,853,628	\$2,252,055	\$1,416,882
Ferry Services	22,036,846	28,360,501	26,191,218
Total Operatings Expenses	\$23,890,474	\$30,612,556	\$27,608,099
System-Wide Farebox Recovery %	61%	50%	57%

Capital Actual and % of Total Budget

	YTD Actual	% of FY 2017/18 Budget
Revenues:		
Federal Funds	\$14,682,661	56.78%
State Funds	48,761,803	55.15%
Bridge Toll Revenues	13,504,933	61.38%
Other Revenues	460,747	18.78%
Total Capital Revenues	\$77,410,144	55.80%
Expenses:		
Total Capital Expenses	\$77,410,144	55.80%

Fiscal Impact

There is no fiscal impact associated with this informational item.

END

San Francisco Bay Area Water Emergency Transportation Authority
FY 2017/18 Statement of Revenues and Expenses
For Nine Months Ending 3/31/2018

% of Year Elapsed 75%

	Current Month	Year - To - Date			Total FY 2017/18 Budget	% of Total Budget
		FY2016/17 Actual	FY 2017/18 Budget	FY 2017/18 Actual		
OPERATING EXPENSES						
<u>PLANNING & GENERAL ADMIN:</u>						
Wages and Fringe Benefits	\$83,723	\$1,068,142	\$1,065,597	\$800,766	1,419,500	56.4%
Services	91,131	815,522	1,243,885	712,879	1,657,000	43.0%
Materials and Supplies	16,194	19,571	64,709	28,566	86,200	33.1%
Utilities	3,154	15,156	21,395	25,005	28,500	87.7%
Insurance	-	1,178	19,518	1,201	26,000	4.6%
Miscellaneous	8,631	203,143	194,653	160,855	259,300	62.0%
Leases and Rentals	31,076	254,591	276,702	278,431	368,600	75.5%
Admin Overhead Expense Transfer	(68,252)	(523,675)	(634,404)	(590,822)	(845,100)	69.9%
Sub-Total Planning & Gen Admin	\$165,658	\$1,853,628	\$2,252,055	\$1,416,882	3,000,000	47.2%
<u>FERRY OPERATIONS:</u>						
<u>Harbor Bay FerryService</u>						
Purchased Transportation	\$165,119	\$1,100,921	\$1,522,014	\$1,457,030	2,027,500	71.9%
Fuel - Diesel & Urea	36,903	208,037	384,276	304,809	511,900	59.5%
Other Direct Operating Expenses	36,725	278,758	422,861	307,905	563,300	54.7%
Admin Overhead Expense Transfer	8,668	66,661	80,473	74,762	107,200	69.7%
Sub-Total Harbor Bay ¹	\$247,416	\$1,654,377	\$2,409,624	\$2,144,506	3,209,900	66.8%
<i>Farebox Recovery</i>	38%	66%	49%	51%	49%	
<u>Alameda/Oakland Ferry Service</u>						
Purchased Transportation	\$598,863	\$5,251,077	\$6,439,225	\$6,145,099	8,577,800	71.6%
Fuel - Diesel & Urea	109,312	783,612	1,526,893	1,095,862	2,034,000	53.9%
Other Direct Operating Expenses	133,756	829,133	1,327,061	941,276	1,767,800	53.2%
Admin Overhead Expense Transfer	29,776	218,388	273,850	256,161	364,800	70.2%
Sub-Total Alameda/Oakland	\$871,707	\$7,082,211	\$9,567,029	\$8,438,398	12,744,400	66.2%
<i>Farebox Recovery</i>	64%	60%	47%	61%	47%	
<u>Vallejo FerryService</u>						
Purchased Transportation	\$844,903	\$7,581,746	\$7,985,711	\$8,526,178	10,637,900	80.1%
Fuel - Diesel & Urea	351,527	2,618,426	4,010,234	3,066,988	5,342,100	57.4%
Other Direct Operating Expenses	154,317	934,949	1,192,313	1,344,036	1,588,300	84.6%
Admin Overhead Expense Transfer	25,185	201,218	236,015	290,064	314,400	92.3%
Sub-Total Vallejo	\$1,375,931	\$11,336,339	\$13,424,273	\$13,227,266	17,882,700	74.0%
<i>Farebox Recovery</i>	69%	64%	57%	60%	57%	
<u>South San Francisco FerryService</u>						
Purchased Transportation	\$163,541	\$1,379,284	\$2,026,174	\$1,757,332	2,699,100	65.1%
Fuel - Diesel & Urea	34,308	264,439	437,649	287,480	583,000	49.3%
Other Direct Operating Expenses	35,453	282,788	451,687	295,844	601,700	49.2%
Admin Overhead Expense Transfer	4,623	37,408	44,065	40,391	58,700	68.8%
Sub-Total South San Francisco	\$237,925	\$1,963,918	\$2,959,575	\$2,381,047	3,942,500	60.4%
<i>Farebox Recovery</i>	40%	37%	26%	33%	26%	
Total Operating Expenses	\$2,898,637	\$23,890,474	\$30,612,556	\$27,608,099	\$40,779,500	67.7%
OPERATING REVENUES						
Fare Revenue	\$1,691,326	13,364,143	\$14,149,360	\$14,928,920	18,848,600	79.2%
Regional - Bridge Toll	1,197,836	10,524,080	15,916,698	12,666,369	21,202,900	59.7%
Regional - Alameda Tax & Assessment	-	-	546,499	-	728,000	0%
Other Revenue	9,475	2,250	-	12,810	-	0%
Total Operating Revenues	\$2,898,637	\$23,890,474	\$30,612,556	\$27,608,099	\$40,779,500	67.7%

San Francisco Bay Area Water Emergency Transportation Authority
FY 2017/18 Statement of Revenues and Expenses
For Nine Months Ending 3/31/2018

Project Description	Current Month	Project Budget	Prior Years Actual	FY2017/18 Budget	FY2017/18 Actual	Future Year	% of Total Project Budget
CAPITAL EXPENSES:							
FACILITIES:							
Terminal Construction							
Downtown Ferry Terminal Expansion - South Basin	2,571,659	\$97,965,000	\$15,787,480	\$36,792,520	\$20,412,331	\$45,385,000	37%
Richmond Ferry Terminal	931,024	20,000,000	2,590,699	12,409,301	\$4,776,235	5,000,000	37%
Maintenance and Operations Facilities							
North Bay Operations & Maintenance Facility	\$901	31,082,000	29,996,658	1,085,342	523,257	0	98%
Central Bay Operations & Maintenance Facility	1,163,274	69,500,000	31,431,761	37,068,239	\$25,579,172	1,000,000	82%
Terminal Improvement							
Terminal Dredging - Vallejo and SSF Terminals	1,624	3,750,000	-	75,000	3,727	3,675,000	0%
FERRY VESSELS:							
Vessel Construction							
400-Pax Replacement Vessels - M/V Hydrus & M/V Cetus	-	33,951,000	31,175,793	2,775,207	\$2,329,475	-	99%
445-Pax Replacement Vessel - M/V Vallejo	603,913	23,372,000	4,694,001	12,777,999	\$5,203,634	5,900,000	42%
445-Pax Expansion (Waterjet) Vessels - 2 vessels	391,874	46,745,000	7,619,930	11,000,070	\$6,295,843	28,125,000	30%
400-Pax Expansion (Propeller) Vessels - 2 vessels	777,382	33,400,000	17,552,573	10,847,427	\$6,702,372	5,000,000	73%
New High-Speed Vessel	1,113	14,000,000	-	750,000	\$4,851	13,250,000	0%
Vessel Rehabilitation and Refurbishment							
Vessel Mid-Life Refurbishment Phase II - M/V Peralta	1,177,606	5,117,000	-	5,117,000	\$2,189,941	-	43%
Major Component Rehabilitation - M/V Solano	-	780,000	8,503	771,497	\$711,095	-	92%
Vessel Engine Overhaul - M/V Bay Breeze	2,205	850,000	-	850,000	\$391,553	-	46%
Vessel Qtr-Life Refurbishment - M/V Taurus	-	2,500,000	-	2,500,000	\$2,283,249	-	91%
Vessel Engine Overhaul - M/V Intintoli and M/V Mare Island	-	3,000,000	-	15,000	\$0	2,985,000	0%
Vessel Qtr-Life Refurbishment - M/V Scorpio	-	2,500,000	-	2,500,000	\$0	-	0%
CAPITAL EQUIPMENT / OTHER:							
CCTV and LCD Network Integration	-	400,000	-	400,000	\$609	-	0%
Purchase Lifesaving Equipment (IBAs)	336	90,000	-	90,000	\$336	-	0%
Purchase Spare Vessel Engine	-	400,000	-	400,000	\$0	-	0%
Purchase Service Vehicles	616	500,000	-	500,000	\$2,465	-	0%
Total Capital Expenses	\$7,623,526	\$389,902,000	\$140,857,399	\$138,724,600	\$77,410,144	\$110,320,000	
CAPITAL REVENUES:							
Federal Funds	\$1,421,626	85,324,816	\$35,497,889	25,859,701	\$14,682,661	\$23,967,226	59%
State Funds	4,440,866	234,349,000	81,530,443	88,410,720	48,761,803	64,407,836	56%
Regional - Bridge Toll	1,525,177	63,201,032	19,915,315	22,000,779	13,504,933	21,284,937	53%
Regional - Alameda Sales Tax Measure B / BB	235,522	5,437,152	3,913,752	1,523,400	459,801	-	80%
Regional - Alameda TIF / LLAD	336	490,000	-	490,000	946	-	0%
Regional - San Francisco Sales Tax Prop K	-	1,100,000	-	440,000	-	660,000	0%
Total Capital Revenues	\$7,623,526	\$389,902,000	\$140,857,399	\$138,724,600	\$77,410,144	\$110,320,000	

TO: WETA Board Members

FROM: Peter Friedmann, WETA Federal Legislative Representative
Ray Bucheger, WETA Federal Legislative Representative

SUBJECT: WETA Federal Legislative Board Report – May 2018

This report covers the following topics:

1. WETA and Bay Area Council Coming to DC
2. Trump Administration Seeks Expedited Project Review Timeline through “One Federal Decision” MOU
3. Trump Administration Makes Changes to TIGER Grant Program, Issues NOFO
4. Status of FTA Grant Program Application

WETA and Bay Area Council Coming to DC

WETA will be well represented in DC later this month, when Jim Wunderman leads the Bay Area Council (BAC) on Capitol Hill, at the White House and in key Federal agencies. Nina Rannells will be carrying the interests of WETA. In advance of the visit, we are organizing meetings, some for the BAC and some for Nina.

Trump Administration Seeks Expedited Project Review Timeline through “One Federal Decision” MOU

On April 9, President Trump presided over the signing of the One Federal Decision Memorandum of Understanding (MOU), which was signed by eleven agencies that have agreed to implement reforms to speed environmental reviews for major infrastructure projects. The MOU, which was signed by the heads of the Interior, Agriculture, Commerce, Housing and Urban Development, Transportation, Energy, and Homeland Security departments, as well as the Environmental Protection Agency, U.S. Army Corps of Engineers, Federal Energy Regulatory Commission and Advisory Council on Historic Preservation, applies to all federal environmental reviews or authorizations required for projects, including review and consultation obligations under the National Environmental Policy Act (NEPA), National Historic Preservation Act and Endangered Species Act (ESA).

The MOU reaffirms many of the statutory requirements included in Title 41 of the FAST Act (2015), including the requirement that one federal agency be designated as the lead agency, that the lead agency develops a coordinated project schedule, and that reviews are conducted concurrently. While many of the commitments being made by the aforementioned agencies are not new, discussions we have had with the White House and political appointees in the aforementioned agencies lead us to believe that we could see a higher level of follow-through than with past Administrations. With that being said, these agencies must still deal with budget and staffing constraints that could make it difficult to adhere to the two-year permitting process put forth in the MOU.

Over the coming months, agencies will work on developing appropriate internal policies and procedures to comply with the MOU. Each agency has committed to transmit an implementation plan to the Council on Environmental Quality (CEQ) and Office of Management and Budget (OMB) within 90 days.

Trump Administration Makes Changes to TIGER Grant Program, Issues NOFO

The U.S. Department of Transportation is replacing the TIGER grant program with a new discretionary grant program – the announcement was made as part of a Notice of Funding Opportunity that was issued by DOT on April 23. The new grant program is called the Better Utilizing Investments to Leverage Development (BUILD) program and will devote at least 30 percent of funds to projects in rural areas (compared to 20% under TIGER). Projects from a single state can receive up to \$150 million in funding. This is an increase from \$50 million under TIGER FY2017. Congress appropriated a total of \$1.5 billion for this program in FY18.

According to the NOFO, priority will be given to projects that concurrently install broadband or make use of innovative technologies, like Intelligent Transport System (ITS) infrastructure; have strong support and partnerships with state and local governments and private entities; improve connectivity for citizens to jobs, health care, and other destinations; and maximize non-federal sources of funding, such as recycling, tolling, tax-increment financing, and sales or gas tax increases. Bond issuances do not count towards this criterion.

Applications for BUILD grants are due on July 19. Similar to TIGER grants, BUILD grant awards for urban areas are in the range of \$5M to \$25M for urban areas and \$1M to \$25M for rural areas. FY 2018 BUILD Transportation Discretionary Grant funds must be expended by September 30, 2025. DOT is hosting a series of webinars in May to explain the new application process.

Status of FTA Grant Program Application

We spoke with the Federal Transit Administration (FTA) in late April to inquire about the timing for grant awards. FTA staff responded that they don't know when the grant money will be awarded for FY17, and instructed us to check in again in late May. In late March FTA staff told us to check in again in late April. Recall that last October, WETA submitted an application for \$5 million in funding to upgrade and enhance the vessel Solano. Both Senators have sent letters of support to DOT, as have Representatives Nancy Pelosi, Mike Thompson, Jared Huffman, Jackie Speier, Zoe Lofgren, Anna Eshoo, Barbara Lee, Mark DeSaulnier, Eric Swalwell and John Garamendi.

Respectfully Submitted,

Peter Friedmann and Ray Bucheger

SAN FRANCISCO BAY AREA WATER EMERGENCY TRANSPORTATION AUTHORITY
MINUTES OF THE BOARD OF DIRECTORS MEETING

(April 5, 2018)

The Board of Directors of the San Francisco Bay Area Water Emergency Transportation Authority met in regular session at the Port of San Francisco, Pier 1 in San Francisco, CA.

1. CALL TO ORDER – BOARD CHAIR

Chair Jody Breckenridge called the meeting to order at 1:35 p.m.

2. ROLL CALL

Chair Breckenridge, Vice Chair James Wunderman, and Director Anthony Intintoli were in attendance.

3. REPORT OF BOARD CHAIR

Chair Breckenridge reported that she had discussed the impacts, beyond military base concerns, of permitting processes with senior U.S. Coast Guard (USCG) leadership at Fort Irwin during a recent meeting of the State Military Council. She said she left that meeting optimistic that there would be a review of the California Environmental Quality Act (CEQA) process with an objective of arriving at an improved lead/follow process to mitigate some of the current method's challenges. Chair Breckenridge said she had also asked that the federal National Environmental Policy Act (NEPA) process be reviewed, and said the outcome of these reviews will be reported back to WETA.

Chair Breckenridge also reported that she had a general discussion about naval engineering and research and development with the senior leadership at the USCG headquarters, and she explained that this leadership will change in June. She said that she had also met with the incoming team, and noted that the USCG has a senior liaison who also serves as an aide to Federal Transportation Secretary Elaine Chao. Chair Breckenridge said that in exploring emerging technologies and alternative fuel solutions with its partners, it will prove valuable for WETA to focus on the current administration's recurring objective of putting America first, and said it will be good for American business for WETA to put shipyards, engine and parts manufacturers, technology developers, power producers, and others in the American economy to work to meet its greener technology and expansion objectives. She said that the incoming USCG leaders will be working as partners with WETA to pursue these opportunities.

4. REPORTS OF DIRECTORS

Vice Chair Wunderman reported that his focus since the last meeting has been on Regional Measure 3 (RM3) advocacy in his role as CEO of the Bay Area Council (BAC). He said he was pleased to report recent endorsements of the measure from *The Mercury News*, the *San Francisco Chronicle*, and the *East Bay Times*, and he noted that additional endorsements were expected soon. Vice Chair Wunderman said absentee ballots for the measure will be mailed to voters in about a month. He added that the campaign was well organized, with most opposition driven by anti-taxation groups, and said that aggressive fundraising efforts continued.

Vice Chair Wunderman said his upcoming travel plans with the BAC will include a trip to New York in a few weeks where he will meet with the New York Economic Development Corporation in efforts to forge collaborative water transit bonds on the east coast. He noted that the BAC had met with Senator Dianne Feinstein recently, who committed efforts to secure a meeting with the office of Secretary Chao during the BAC trip to Washington in mid-May. Vice Chair Wunderman said it would be good to have someone from the WETA staff in Washington for that meeting and to come armed with specific, targeted system

objectives for discussion. Vice Chair Wunderman said he had also recently met with leaders in the Central Valley, a burgeoning area that will greatly benefit from better transportation connections to the current economic engines of the Bay Area.

Director Intintoli said there is wide support in Solano County for RM3, especially from the business community. He also thanked WETA staff for the work that garnered the positive results expressed in a letter from the Governor's Office of Emergency Services (Cal OES) after the recent joint Cal OES and California Department of Finance site visit to the WETA Pier 9 office and their tours of several WETA fleet and facility assets.

5. REPORTS OF STAFF

Ms. Rannells shared her written report with Directors and welcomed questions. She commended Finance & Grants Manager Lynne Yu for her fine work in support of the Cal OES and Department of Finance audit. The commendation was echoed by Chair Breckenridge who said that Ms. Yu's recordkeeping for the agency is meticulous and very much appreciated.

Ms. Rannells introduced WETA Administrative Analyst Scott Houston who, she explained, was managing two projects newly listed in her report which have been in progress for some time. She explained that the WETA website upgrade project was expected to strengthen the site's security, provide better mobile access and responsiveness, and provide more efficient tools for content management. The second project, she said, was the creation of a database which will allow ridership and service data from Blue & Gold Fleet to be captured every night for easier and more robust system operations reporting. Ms. Rannells noted that portions of the ridership database data could ultimately be made accessible to the public as well.

Ms. Rannells acknowledged receipt of a letter from Tideline Marine Group President Nathan Nayman requesting additional landing tests of Tideline vessels at the WETA Harbor Bay Terminal which, she said, was under review.

Chair Breckenridge requested an update on the state of AC Transit service to the Harbor Bay Terminal in a future report.

Ms. Rannells introduced WETA Federal Legislative Representatives Peter Friedmann and Ray Bucheger who provided a federal update.

Mr. Friedmann said that no big infrastructure bill has the current administration's focus right now and that there will likely be no such bill anytime soon but that funds were still flowing for projects, including through the Transportation Investment Generating Economic Recovery (TIGER) program. He further noted that some of WETA's subcontractors were in very important political districts and that partnering with their representatives to leverage that political clout could help to secure future WETA support and funding. He emphasized that with WETA's current projects and future expansion plans, the agency will be responsible for the most maritime jobs in the country and this has the attention of WETA's enthusiastic labor advocates.

Mr. Friedmann said he would like to expand the San Francisco Bay Coalition to include the Central Valley to grow its size and bipartisanship. He added that he would like to see all Bay Area VIPs take a ride on crowded, rush hour, commuter ferries where they wait in line and board with their constituents so they can see firsthand the importance of supporting the WETA system.

Mr. Friedmann said that the opportunities for WETA that the passing of RM3 would provide were very exciting, especially because the measure's funds would provide operational funding for WETA service, something that to date has never been supported with federal funding. He also said he was available to

help secure meetings in Washington for Vice Chair Wunderman's visit in May, including with Secretary Chao.

Director Josefowitz joined the meeting at 1:58 p.m.

Mr. Bucheger said that the biggest hurdle to new infrastructure plans will be funding, and added that the current administration was expected to continue rebranding infrastructure to represent things like projects found in the Federal Aviation Administration bill for the nation's airports and deferred maintenance of water and sewage treatment plants that were already in the works. He said that the Fixing America's Surface Transportation (FAST) Act will expire in a few years and that preparations for related conversations next year were in the works. Mr. Bucheger noted that TIGER grants total funding, previously \$500 million, was now \$1.5 billion, and said that FY2019 will bring even more transportation funding for the Department of Transportation. Finally, Mr. Bucheger said they have been reaching out to ferry groups in red states like Texas and Louisiana to build a more bipartisan approach in their efforts.

Chair Breckenridge thanked Mr. Friedmann and Mr. Bucheger for their efforts and updates and said that WETA projects held the promise of big opportunities for American businesses, and that Secretary Chao understands this because she has extensive experience working in the maritime industry. She also asked about the likelihood of an increase in the fuel tax, and Mr. Friedmann said such an increase presently has little support and was not imminent.

Vice Chair Wunderman said that private public partnerships should be included in WETA funding efforts because there are a lot of private sector dollars available and WETA services provide great benefits to private employers. Mr. Friedmann agreed, and noted that Genentech in South San Francisco had provided help in capital funding efforts for WETA's South San Francisco Ferry Terminal at Oyster Point. Vice Chair Wunderman said that Genentech has contracted with a private operator to ferry employees from the North and East Bay to work in South San Francisco.

PUBLIC COMMENT

Genentech Senior Transportation Program Manager Heather Salem said the company reimburses all ferry costs for its employees and that the private contracted and WETA public ferry services were comparable. She added that employees report commuting on the water as "life-changing" because it is so beautiful and peaceful.

6. CONSENT CALENDAR

Director Intintoli made a motion to approve the consent calendar which included:

- a. Board Meeting Minutes – March 1, 2018
- b. Authorize Release of an Invitation for Bids for Dredging and Marine Construction Service for the Terminal Dredging Project
- c. Authorize Release of a Request for Proposals for Information Systems Improvements at the Main Street and Harbor Bay Ferry Terminals

Vice Chair Wunderman seconded the motion and the consent calendar carried unanimously.

Yeas: Breckenridge, Intintoli, Josefowitz, Wunderman. Nays: None. Absent: DelBono.

7. APPROVE CONTRACT AWARD TO MAZE & ASSOCIATES FOR INDEPENDENT YEAR-END AUDITING SERVICES

Finance & Grants Manager Lynne Yu presented this item to approve a contract award to Maze & Associates for *Independent Year-End Auditing Services* in an amount not to exceed \$64,310 for a three year term with two one year renewal options to be exercised at the discretion of the Executive Director.

Director Josefowitz asked if the Board will be able to review the audit scope and Ms. Yu said the letter of engagement for the audit is brought to Directors for approval prior to the audit commencing.

Director Intintoli made a motion to approve the item.

Chair Breckenridge seconded the motion and the item carried unanimously.

Yeas: Breckenridge, Intintoli, Josefowitz, Wunderman. Nays: None. Absent: DelBono.

8. APPROVE NAMING THE NORTH BAY OPERATIONS AND MAINTENANCE FACILITY AFTER CHARLENE HAUGHT JOHNSON

Ms. Rannells presented this item to approve the naming of the North Bay Operations and Maintenance Facility after Charlene Haught Johnson. She explained that Ms. Johnson was WTA/WETA's original Chair who significantly contributed to the establishment and development of WETA and its services who is deserving of the recognition for her commitment and important work. Director Intintoli said Ms. Johnson believed very strongly in the ferry system and led the Board for 14 years.

PUBLIC COMMENT

Mr. Friedmann said Ms. Johnson was extremely supportive and encouraging and that he was so impressed by the kindness he witnessed Director Intintoli display toward her.

Director Intintoli made a motion to approve the item.

Vice Chair Wunderman seconded the motion and the item carried unanimously.

Yeas: Breckenridge, Intintoli, Josefowitz, Wunderman. Nays: None. Absent: DelBono.

9. OVERVIEW OF DRAFT FY 2018/19 WORK PROGRAM

Ms. Rannells presented this informational overview of the WETA Draft FY 2018/19 Work Program. She explained that in addition to myriad smaller projects going on behind the scenes, major projects in the coming year will include relocation and restructuring of Central Bay maintenance and operations from San Francisco to the new Central Bay Operations and Maintenance Facility, launch of the new Richmond service, continued Downtown San Francisco Ferry Terminal Expansion Project construction with a major project milestone of two new gates (F & G) in the fall, continuing fleet improvements and additions, greener technology objectives including renewable diesel (R99), terminal dredging, terminal information, parking and access improvements, Mission Bay and Seaplane Lagoon terminal development, small vessel plan development, Short Range Transit Plan development, Solano Water Transit Study participation, mobile ticketing implementation, new future service development, ramped up emergency response training and regional exercise participation, numerous public relations and communications initiatives to support the new projects and services, and a reorganization to bolster customer service efforts to better serve WETA's growing ridership.

Director Josefowitz asked about including a comprehensive approach to increasing terminal access as another project for the FY2018/19 or a future year work plan. He suggested that if there will be a revenue stream from charging for parking at terminals, that the revenue be used to pay for riders' transportation to WETA terminals as a means of improving access. Chair Breckenridge explained that parking at WETA terminals is presently a revenue stream for some cities and the Board approved framework for potential parking solutions in the WETA system is just a starting point to get to solutions that work for all. She said that the primary objective Directors and staff need to hold in their focus during that process is not just how to get more people to the terminal to take the ferry but how to get the people who do out of cars. Chair Breckenridge emphasized the importance of allying with WETA's many public transit and municipal partners to reach this important goal. Vice Chair Wunderman said he would like to

see WETA engage with ride-sharing companies to increase terminal access. Chair Breckenridge said there have been discussions with Chariot and others, and that increased participation and partnering with cities is crucial because they work with the developers who should bear at least some of the cost of getting people to the offices they are building.

Director Josefowitz inquired about the population target for the recent rider survey expected to be shared with Directors in May and suggested that a survey of non-ferry riders at some point in the future would likely garner even more useful information than a rider survey. It was agreed by all that a survey of non-ferry riders, especially those in the growing Central Valley population, could be useful, as would engaging the region's potential transportation partners.

Ms. Rannells noted that these work program highlights for the coming new fiscal year do not include any new plans, programs or projects associated with RM3. She explained that in the event that RM3 is approved by voters in June 2018, staff will identify adjustments to the FY 2018/19 work program and budget for Board consideration at a future meeting.

Chair Breckenridge said it will be helpful for Directors to agree on a few talking items and have some facts they can share that are related to sea level rise and the specific planning efforts being undertaken to address the sea wall in WETA projects. She said this would help illustrate the reality of the impacts of sea level rise for anyone unfamiliar with this growing challenge. She also said that given the changes that will be required to support the growth of WETA's services, fleet, and facilities structure – whether or not RM3 passes this summer - another sizeable project that should be added to the work program in the new year is a review of the organizational structure of the agency.

10. 2018 EMERGENCY RESPONSE EXERCISE AND TRAINING SCHEDULE

Program Manager/Analyst Lauren Gularte presented WETA's 2018 Emergency Response Exercise and Training Schedule. She explained that the planned exercises and training will provide opportunities to evaluate the effectiveness of WETA's Emergency Response Plan (ERP) by determining whether the goals, decisions, and timing outlined in the ERP result in successful responses. Ms. Gularte further explained that this staff training also helps to develop essential emergency management skills, reinforces the responsibilities required to operate in an Emergency Operations Center (EOC), and introduces new technologies and communication methods. She said that the 2018 WETA staff training will include four lunchtime training sessions to delve into specific areas of the ERP, plus two exercises that will require WETA EOC activation. Ms. Gularte added that Blue & Gold Fleet, WETA's contract operator, will be concurrently training their crews and exercising their staff recall process this year. The 2018 program also includes two additional exercises in coordination with the Oakland International Airport (OAK), the Alameda County Fire Department (ACFD), USCG and other ferry operators on the bay to validate and test the OAK's Water Rescue Plan (WRP) to respond to a water landing of a commercial aircraft in the San Francisco Bay.

11. RON COWAN CENTRAL BAY OPERATIONS AND MAINTENANCE FACILITY PROJECT CONSTRUCTION AND UTILIZATION UPDATE

Ms. Rannells introduced this item, noting that the new Central Bay Operations and Maintenance Facility and the Downtown San Francisco Ferry Terminal Expansion were foundational projects that will support WETA's anticipated expansion and serve the system well into the future. She introduced Senior Planner Chad Mason who presented an informational update and slideshow on the progress of the construction of the Central Bay Facility.

Mr. Mason said that the contractor has been receptive to changes WETA requested to increase operational efficiency, and thus far has accommodated those changes within the normal scope of the project. He said the building envelope was complete and interior finishes and systems were being installed, and that a lot of work was being done for street and park improvements, with utilities currently being laid. Mr. Mason said that the bulk of the work on the water side was also complete, with all major

components installed. He added that the substantial completion milestone target is currently mid-June 2018, when WETA's contract operator Blue & Gold Fleet was expected to begin moving in. He said the entire roof of the building will be covered in solar panels and the structure will be, at minimum, a LEED Silver certified facility.

Mr. Mason introduced Operations Manager Keith Stahnke who shared an overview of the utilization plans for the new facility. Mr. Stahnke explained that Blue & Gold Fleet has been hosting the WETA Central Bay fleet since 1990 and he noted that WETA's eight vessels in today's fleet have exceeded those available mooring spaces. He said that currently, fuel for the Central Bay Fleet is stored in a single 10,000 gallon tank at Blue & Gold's Pier 41 facility, and fuel delivery is required every other day just to maintain the WETA service. Mr. Stahnke explained that with the recently completed North Bay Operations and Maintenance Facility, and the addition of the new Central Bay Facility, WETA will be able to moor and maintain its growing fleet. He explained that these new facilities will provide WETA with an Operations Control Center for active service monitoring, administrative space for management, reporting, and processing of fare revenue, Emergency Operations Centers with back-up power and multiple communications methods, mooring and fueling facilities including a 48,000 gallon fuel storage tank, engineering shops for most light to medium repairs, and parts and supplies storage spaces.

Mr. Stahnke said that the North Bay Facility has a dockside crane to facilitate smaller and less frequently needed repairs, and he explained that larger repairs and maintenance projects will still require dry dock and ship yard utilization. He said that Blue & Gold Fleet and WETA Operations staff have been meeting weekly and utilizing a master task list and timeline to facilitate moving vessels, crews, engineering and support staff into the new facility. Mr. Stahnke said schedules and crews have had to be revised, and he noted that those revisions were done without disruption to existing commute schedules. He added that the service changes will be staggered throughout the summer up to the Independence Day holiday.

Vice Chair Wunderman asked about security at the new facility. Mr. Stahnke said employees will have electronic access cards and the facility will be secured and gated.

Director Josefowitz asked what will be done with the four berths not immediately utilized by the Central Bay fleet vessels and Mr. Stahnke said they will be used by the new vessels that will soon be delivered. He asked about power in the berths and Mr. Stahnke said there will be power at all of the berths. Chair Breckenridge said she wants to assure that when Directors visit the facilities that they are shown how and where maintenance and repair work will be done.

Director Josefowitz asked if WETA has a public art policy for its facilities. Mr. Mason said that the City of Alameda will be installing a large public art piece at the Central Bay Facility site and there will also be interpretive signage about the area and the facility installed. Ms. Rannells noted that the City of Richmond has plans to install a substantial public art piece at the new WETA ferry terminal, also presently under construction.

12. OPEN TIME FOR PUBLIC COMMENTS FOR NON-AGENDA ITEMS

PropSF Client Management and Business Development representative Alex Kryska said that Prop was operating at various locations throughout the Bay Area other than Vallejo and Oakland because those cities are already well served by WETA service. He said PropSF has had great success in Berkeley and will begin service to Redwood City in May. Mr. Kryska said PropSF supports WETA's small vessel study and is eagerly hoping to provide boats to WETA that would be union crewed and ADA accessible. He also said that PropSF is looking into alternative fuel options for its vessels.

All business having been concluded, the meeting was adjourned at 3:49 p.m.

- Board Secretary

END

MEMORANDUM

TO: Board Members

**FROM: Nina Rannells, Executive Director
Kevin Connolly, Manager, Planning & Development
Michael Gougherty, Senior Planner**

SUBJECT: Authorize Release of a Request for Proposals for Mobile Ticketing Platform

Recommendation

Authorize release of a Request for Proposals (RFP) for Mobile Ticketing Platform.

Background

For over a decade, transit agencies have been globally transitioning to electronic fare payment systems. These systems benefit riders by making it easier to pay fares and transfer between different operators, and create opportunities for agencies to expedite the boarding process, reduce overhead expenses associated with cash-handling, and discourage fraud. In the Bay Area, over 800,000 daily riders use Clipper, a reloadable contactless smart card accepted as electronic fare payment by 22 transit agencies. Over 70% of WETA fares are paid using Clipper, including over 95% of fares on the Harbor Bay and South San Francisco commute-only services.

Of the WETA riders that do not use Clipper, approximately 10% use the Vallejo monthly pass, which is not supported by Clipper. Of the remaining non-Clipper users, many are visitors and families that take the Alameda/Oakland or Vallejo ferry services for non-commute trips. Visitors often do not have Clipper cards and families are unable to use a single Clipper card to purchase multiple tickets. During particularly high-demand non-commute trips on summer weekends or special events, long waits can occur for non-Clipper users to purchase tickets, resulting in stressful passenger experiences and in some instances service delays.

Discussion

Staff has engaged BlinkTag, Inc., one of WETA's on-call consultants, to assist with market research and RFP development for a Mobile Ticketing Platform to serve as an alternative electronic fare payment for WETA riders that are unable to use Clipper. Their initial work identified several potential vendors capable of developing a suitable Mobile Ticketing Platform for WETA, including several that have built similar platforms for other transit agencies in the Bay Area.

Staff is prepared to move forward with an RFP to solicit proposals for development of a Mobile Ticketing Platform for WETA services. With May authorization to release an RFP, staff expects to be in a position to bring a contract award forward for Board consideration and approval at the July Board meeting. Development of a mobile ticketing platform is expected to take approximately two months to complete once a Notice to Proceed has been issued.

Fiscal Impact

There is no fiscal impact associated with the release of this RFP.

END

MEMORANDUM

TO: Board Members

FROM: Nina Rannells, Executive Director
Lynne Yu, Manager, Finance and Administration

SUBJECT: Approve Adoption of the FY 2018/19 Operating and Capital Budget and Related Actions

Recommendation

Approve the following associated with the FY 2018/19 Operating and Capital Budget:

1. Adopt the proposed FY 2018/19 Operating and Capital Budget including the annual staff position authorizations; and
2. Authorize the Executive Director to amend Contract #11-011 with Blue & Gold Fleet, Inc. to support the FY 2018/19 work program including transitioning services to the new Ron Cowan Central Bay Operations and Maintenance Facility and initiating new Richmond service.

Background

Chapter 5, Article 4, Section 66540.41 of the San Francisco Bay Area Water Emergency Transportation Authority's (WETA) Administrative Code requires preparation and implementation of an annual budget to support the agency's operation. This item contains the proposed FY 2018/19 Operating and Capital Budget.

Discussion

The proposed combined FY 2018/19 Operating and Capital Budget contains \$157.5 million in spending proposals including \$47.8 million to support system operations and \$109.7 to support capital projects. The proposed budget is funded with a combination of \$58.1 million State funds, \$36.0 million Bridge Tolls, \$35.2 million Federal funds, \$23.3 million passenger fares, and \$4.9 million other regional and local funds.

The primary focus of the budgeted work program is to support the planning, management and operation of WETA's planning and administration functions and the operation of WETA's five San Francisco Bay Ferry (SFBF) routes: Alameda/Oakland to San Francisco, Alameda/Oakland to South San Francisco, Harbor Bay to San Francisco, Vallejo to San Francisco and Richmond to San Francisco. The budget also includes significant funds to support the construction and refurbishment of ferry vessels and core facilities needed to support regular and emergency response ferry service operations. The operating and capital components of the proposed budget are discussed in further detail below.

FY 2018/19 OPERATING BUDGET

The proposed FY 2018/19 Operating Budget, as provided in **Attachment A**, totals \$47.8 million and is funded with \$23.3 million fare revenues, \$21.2 million Bridge Tolls, \$2.6 million Contra Costa Measure J and \$728,000 Alameda local funds. It is made up of two primary components including a \$44.8 million Ferry Service Operating budget and a \$3.0 million Planning and Administration budget, consistent with MTC’s funding of WETA’s separate operational and planning/administrative functions. The proposed FY 2018/19 Operating Budget reflects a \$7.0 million (17.11%) increase over the current year budget of \$40.8 million, in support of the new Richmond Ferry Service, increased Purchased Transportation staffing and service requirements to support operation from the new Ron Cowan Central Bay Maintenance and Operations Facility (Central Bay facility) and general inflationary cost increases. A detailed budget for Ferry Service operation - by route - and for WETA’s Planning and Administration unit is included in **Appendix 1** to this report.

Ferry Service Operating Budget - \$44.8 million

Operating Expense

The proposed budget includes \$44.8 million to support operation of WETA’s San Francisco Bay Ferry (SFBF) services in FY 2018/19. This will include services on the four existing routes plus the new Richmond Ferry Service that is anticipated to begin service in October 2018. In FY 2018/19, SFBF will utilize 14 vessels to carry a projected 3.2 million passengers as summarized below:

Route	Proposed Budget		Projected Ridership	
	Total	% of Total	Total	% of Total
AOFS	\$14,272,000	31.9%	1,439,500	45.4%
AHBF	\$3,740,700	8.4%	360,640	11.4%
Vallejo	\$19,984,000	44.7%	1,109,550	35.0%
SSF	\$3,519,200	7.9%	164,700	5.2%
Richmond	\$3,239,900	7.2%	93,504	3.0%
Total	\$44,755,800	100.0%	3,167,894	100.0%

SFBF services are operated on WETA’s behalf by Blue & Gold Fleet (BGF), our contract operator.

Purchased Transportation (contract operations) and Fuel have historically accounted for between 80% and 85% of WETA’s annual ferry service operating expense. The proposed FY 2018/19 Operating Budget includes \$28.3 million (63%) to support Purchased Transportation expenses and \$9.4 million (21%) for Fuel, representing a combined 84% of the proposed ferry service budget.

Purchased Transportation – Purchased Transportation includes such items as vessel crews, maintenance staff and supplies, ticket office operations, dispatch, operations management and support services and contractor profit, as provided by WETA’s ferry service contract operator, Blue & Gold Fleet.

Purchased Transportation expense is budgeted to increase \$4.4 million (18.3%), from \$23.9 million to \$28.3 million, in FY 2018/19. This increase is the result of four primary changes including: (1) budget of \$2.4 million to support the operation of the new Richmond Ferry Service; (2) previously negotiated wage increases for Blue & Gold vessel crews and

maintenance workers; (3) the addition of three maintenance engineers to manage and perform routine maintenance on WETA's growing fleet of vessels; and (4) the addition of dispatchers and supervisors to support SFBF's service growth and operation out of the new Central Bay facility.

Fuel – Fuel expense is budgeted at \$3.00 per gallon for FY 2018/19, consistent with the price used for the past two years, in the FY 2016/17 and the FY 2017/18 budgets. Per gallon fuel prices have fluctuated over the past several years, ranging from as low as \$1.35 to \$3.50. The average price per gallon for fuel in FY 2016/17 was \$1.99 and the average price for the first nine months of the current fiscal year, through March 2018, is \$2.22. Due to the volatility of fuel prices, an average price per gallon of \$3.00 is used in computing the proposed fuel budget in the FY 2018/19 Operating Budget. With the launch of the new Richmond Ferry Service, Fuel usage in FY 2018/19 is expected to increase to approximately 3.1 million gallons systemwide.

Operating Revenue

Fare revenue is projected to make up 52% of the Ferry Service operating budget. Fares are budgeted to increase \$4.5 million in FY 2018/19 due to the projected 9.5% ridership growth and the 3% fare increase scheduled for July 1, consistent with the Board approved 5-Year Fare Program, for the four existing ferry routes. The new Richmond Ferry Service is projected to generate \$680,000 in Fare revenues, representing a projected farebox recovery of 21%. Regional Bridge Tolls, Contra Costa Measure J and Alameda Property Tax/Assessment funds will make up the balance of the required operating revenue to support service operation in FY 2018/19.

Planning and Administration Operating Budget - \$3 million

Operating Expense

The proposed budget includes \$3.0 million to support agency general planning and administrative expenses for staff wages and benefits, professional support services such as planning consultants, legal and lobbying services, and other general items associated with WETA's planning and administration activities housed at Pier 9. This budget supports a staffing level of 15 full time positions, in addition to the Executive Director, consistent with FY 2017/18 staffing levels. These positions are identified in the Organizational Chart and associated Position Authorization Table provided in **Appendix 2**, which have been developed consistent with WETA's Human Resources Guide policies and California Public Employees' Retirement Law. The proposed budget also provides for a 3.6% cost of living increase for WETA staff positions based upon the most recent one-year (February 2017 to February 2018) change in the Consumer Price Index for the San Francisco Bay Area, consistent with prior years.

Agency planning and operational work efforts in FY 2018/19 are anticipated to focus on:

- Transition of WETA's central bay services to the new Central Bay facility;
- Final service development and launch of the new Richmond Ferry Service;
- Carrying out fleet construction and improvement projects and identifying opportunities to further green our vessel operation;
- Developing and constructing terminal improvements;
- Continued development of plans for new services including completing the Small Vessels Study and working with cities and other partners to plan for future expansion services;
- Continued emergency response training and program development;

- Development of public events for major project milestones including the delivery and acceptance of three new vessels, the opening of the new Central Bay facility, opening Gates F & G at the Downtown Ferry Terminal and launch of the new Richmond Ferry Service; and
- Review of WETA's organizational structure to identify changes that will be required to support the continued growth of WETA's service, fleet and facilities.

Operating Revenue

WETA's Planning and Administration budget is funded with \$3 million Regional Measure 2 funds established for and allocated annually by MTC for this specific purpose.

FY 2018/19 CAPITAL BUDGET

The proposed FY 2018/19 Capital Budget, as provided in **Attachment B**, includes 16 new and continuing projects necessary to maintain existing services and facilities and to further develop WETA's near-term expansion services. These projects total \$334.2 million with budgeted FY 2018/19 expenditures in the amount of \$109.7 million.

Major capital project activity and expense in FY 2018/19 will include work on the following projects:

- **San Francisco Berthing Expansion** – Site work began in February 2017. Dredging and pile driving work planned for the 2017 in-water work window was completed. The contractor will continue to build formwork, install rebar, and pour concrete to construct the new promenade, providing access to future Gates F and G scheduled to open for service by the end of 2018. The full project is scheduled to be completed in late 2019.
- **Richmond Ferry Service** – Construction of the Richmond ferry terminal continues on schedule and is expected to be completed in the coming months. The estimated start date for the Richmond operations is October 2018.
- **Ron Cowan Central Bay Operations and Maintenance Facility** – The construction of the Ron Cowan Central Bay Operations and Maintenance Facility is well underway and is expected to be completed in Spring/Summer 2018. WETA and Blue & Gold staff have begun planning efforts regarding transitioning the operations and maintenance of WETA's central bay services from Blue & Gold's shared facilities at Pier 9 and Pier 41 in San Francisco to the new facility.
- **Vessel Purchase, Replacement and Rehabilitation** – The FY 2018/19 Capital program includes a number of vessel rehabilitation, purchase and replacement projects necessary to maintain WETA's fleet of existing vessels in a "state of good repair" and support our ability to deliver uninterrupted, safe, reliable and efficient ferry transportation services. These projects include:
 - Construction of six new vessels including three 445-passenger high-speed waterjet vessels, one 250-passenger high-speed waterjet vessel and two 400-passenger propeller vessels;
 - Rehabilitation of major system components, including engine overhaul work, on the MV *Intintoli*, MV *Mare Island*, and MV *Taurus*;
 - Quarter-Life and Mid-Life Refurbishment of the MV *Peralta* and MV *Scorpio*; and
 - Service Life Extension of the MV *Solano*.

- **Capital Equipment** – The FY 2018/19 Capital program includes a number of capital equipment purchases that will be completed during the course of the year to support ongoing operations such as the purchase of service vehicles to promote safe and efficient movement, transportation and handling of materials at both of the operations and maintenance facilities, and the purchase of a replacement Selective Catalyst Reduction (SCR) System for the MV *Scorpio*.

Capital Revenue

The proposed FY 2018/19 Capital Budget is funded with a variety of ferry transportation grant revenues made available to WETA for specific projects contained in the budget. FY 2018/19 capital expenditures will be funded with \$58.1 million State, \$35.2 million Federal, \$14.8 million Bridge Toll and \$1.6 million Local grant revenue sources.

Fiscal Impact

The proposed FY 2018/19 Operating and Capital Budget is \$157.5 million, including \$47.8 million in Operating and \$109.7 million in Capital. The proposed budget is fully funded through fare revenues and various federal, state and local grant funds available to support WETA's ferry services and capital projects.

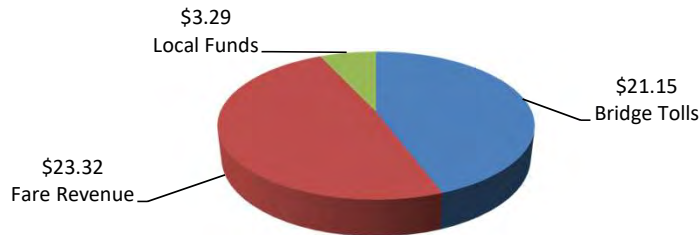
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Attachment A

San Francisco Bay Area Water Emergency Transportation Authority FY 2018/19 Operating Budget - Proposed *(figures in millions)*

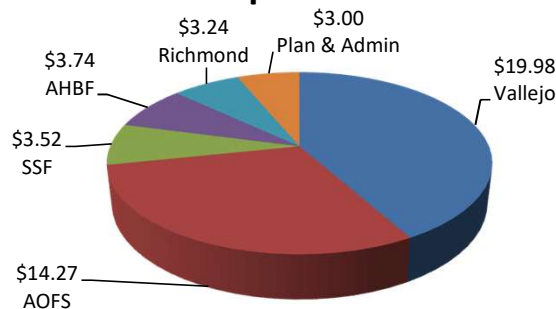
	Proposed FY 2018/19	Percentage (%) of Total
Revenues		
Fare Revenue:	\$23.32	49%
- Vallejo Ferry Service (Vallejo)	11.65	
- Alameda/Oakland Ferry Service (AOFS)	8.06	
- Alameda Harbor Bay Ferry Service (AHBF)	1.68	
- South San Francisco Ferry Service (SSF)	1.25	
- Richmond Ferry Service (Richmond)	0.68	
Bridge Tolls	21.15	44%
Local Subsidies/Assessments and Other Revenue	3.29	7%
Total Revenues	\$47.76	100%

Revenues



	Proposed FY 2018/19	Percentage (%) of Total
Expenses		
Ferry Service	\$44.76	94%
- Vallejo Ferry Service (Vallejo)	19.98	
- Alameda/Oakland Ferry Service (AOFS)	14.27	
- South San Francisco Ferry Service (SSF)	3.52	
- Alameda Harbor Bay Ferry Service (AHBF)	3.74	
- Richmond Ferry Service (Richmond)	3.24	
Planning and Administrations	3.00	6%
Total Expenses	\$47.76	100%

Expenses



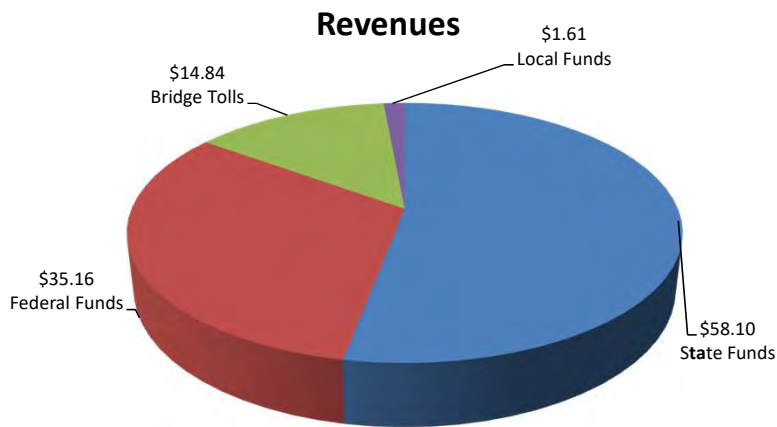
**San Francisco Bay Area Water Emergency
Transportation Authority
FY 2018/19 Operating Budget - Proposed
Summary**

	FY 2018/19 Operating Budget - Proposed		
	Planning & Administrations	Ferry Services	Total
Revenues			
Fare Revenue	-	23,320,000	23,320,000
Local - Bridge Toll Revenue	3,000,000	18,148,300	21,148,300
- <i>Regional Measure 1 - 5%</i>	-	1,648,300	1,648,300
- <i>Regional Measure 2</i>	3,000,000	16,500,000	19,500,000
Local Subsidies and Assessments		3,287,500	3,287,500
Total Revenues	3,000,000	44,755,800	47,755,800
Expenses			
Salaries, Wages & Fringe Benefits	1,551,800	1,101,600	2,653,400
Professional / Contract Services	1,367,400	2,065,000	3,432,400
Purchased Transportation	-	28,326,300	28,326,300
- <i>Vessel Expense - Crew</i>	-	13,571,300	13,571,300
- <i>Vessel Expense - Maintenance</i>	-	9,496,800	9,496,800
- <i>Non-Vessel Expenses</i>	-	2,799,400	2,799,400
- <i>Fixed Fees and Profit</i>	-	2,458,800	2,458,800
Fuel - Diesel	-	9,435,100	9,435,100
- <i># of gallons</i>		3,145,018	3,145,018
- <i>Per gallon cost</i>		\$3.00	\$3.00
Repair, Operating & Promotional Supplies	180,500	213,200	393,700
Utilities	41,100	296,600	337,700
Insurance	28,300	1,928,000	1,956,300
Dues, Subscriptions, Media & Other Expenses	312,800	186,400	499,200
Leases, Rentals and Docking Fees	388,700	333,000	721,700
Admin Overhead Expense Transfer	(870,600)	870,600	-
Total Expenses	3,000,000	44,755,800	47,755,800
# of Passengers	-	3,167,894	
<i>Average Fare</i>		\$7.36	
<i>Farebox Recovery - Combined</i>		52%	

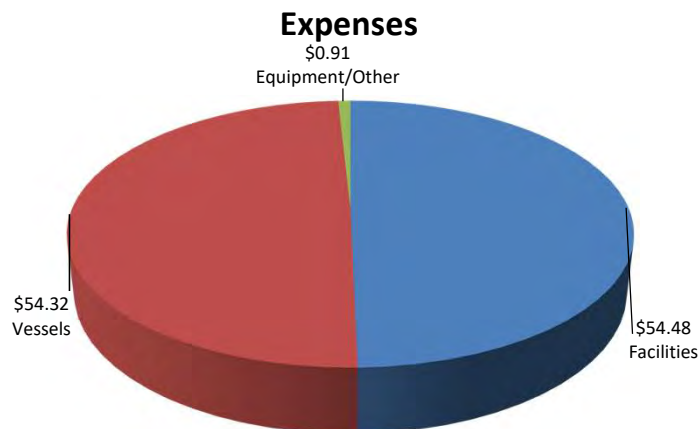
Attachment B

San Francisco Bay Area Water Emergency Transportation Authority FY 2018/19 Capital Budget - Proposed *(figures in millions)*

	Total FY 2018/19	Percentage (%) of Total
Revenues		
State Funds	\$58.10	53%
Federal Funds	35.16	32%
Bridge Tolls	14.84	14%
Local Funds	1.61	1%
Total Revenues	\$109.71	100.0%



	Total FY 2017/18	Percentage (%) of Total
Expenses		
Facilities	\$54.48	50%
Ferry Vessels	54.32	50%
Capital Equipment/Other	0.91	1%
Total Expenses	\$109.71	100.0%



**San Francisco Bay Area Water Emergency
Transportation Authority
FY 2018/19 Capital Budget - Proposed**

	Total Project Budget	Prior Years Spent	FY 2018/19 Proposed Budget	Future Years Budget
CAPITAL REVENUES:				
Federal Funds	\$78,840,140	\$34,779,234	\$35,160,906	\$8,900,000
State Funds	199,233,450	113,413,766	58,103,324	27,716,360
Bridge Toll Revenues	52,952,010	31,085,600	14,841,770	7,024,640
Local Funds	3,223,400	1,397,400	1,606,000	220,000
Total Capital Revenues	\$334,249,000	\$180,676,000	\$109,712,000	\$43,861,000
CAPITAL EXPENDITURES:				
FACILITIES:	\$191,215,000	\$118,109,000	\$54,478,000	\$18,628,000
Terminal Construction				
Downtown Ferry Terminal Expansion - South Basin	97,965,000	44,337,000	35,000,000	18,628,000
Richmond Ferry Terminal	20,000,000	12,630,000	7,370,000	-
Maintenance and Operations Facility				
Ron Cowan Central Bay Ops & Maint. Facility	69,500,000	61,067,000	8,433,000	-
Terminal Improvement				
Terminal Dredging - Vallejo and South San Francisco	3,750,000	75,000	3,675,000	-
FERRY VESSELS:	\$141,934,000	\$62,377,000	\$54,324,000	\$25,233,000
Vessel Construction				
445-Pax Replacement Vessel for M/V Vallejo	23,372,000	12,748,000	10,624,000	-
445-Pax Expansion (Waterjet) Vessels - 2 each	46,745,000	17,437,000	20,000,000	9,308,000
400-Pax Expansion (Propeller) Vessels - 2 each	33,400,000	27,255,000	6,145,000	-
250-Pax High-Speed (Waterjet) Vessel	14,000,000	200,000	9,000,000	4,800,000
Vessel Quarter-Life/Mid-Life Refurbishment				
Vessel Mid-Life Refurbishment - M/V Peralta	5,117,000	4,737,000	380,000	-
Vessel Engine Overhaul - M/V Intintoli and M/V Mare Island	3,000,000	-	1,500,000	1,500,000
Vessel Quarter-Life Refurbishment - M/V Scorpio	2,500,000	-	2,500,000	-
Vessel Engine Overhaul - M/V Taurus *	800,000	-	800,000	-
Vessel Service Life Extension - M/V Solano *	13,000,000	-	3,375,000	9,625,000
CAPITAL EQUIPMENT/OTHER:	\$1,100,000	\$190,000	\$910,000	\$0
CCTV Installation and Network Intergration - East Bay Terminals	400,000	10,000	390,000	-
Purchase Service Vehicles **	500,000	180,000	320,000	-
Purchase Selective Catalyst Reduction (SCR) System *	200,000	-	200,000	-
Total Capital Expenditures	\$334,249,000	\$180,676,000	\$109,712,000	\$43,861,000

* Denotes new project

** Denotes revised project scope and budget

FY 2018/19 Capital Project Detail

FACILITIES:

Terminal Construction

Downtown Ferry Terminal Expansion – South Basin

This project will expand berthing capacity at the Downtown San Francisco Ferry Terminal to ensure that adequate facilities are available in downtown San Francisco to accommodate current and future planned ferry services and support emergency response. The project includes the construction of two new ferry berths, Gates F and G, south of the Ferry Building, refurbishment and modification of the existing southern terminal Gate E, installation of amenities such as weather-protected areas for queuing, improvements to pedestrian circulation and covering of current “lagoon” area. Site work began in February 2017 and the project is scheduled to be completed in late 2019.

Richmond Ferry Terminal

The Richmond Ferry Service will provide an alternative transportation link between Richmond and downtown San Francisco. Project dredging, pile removal and waterside pile installation are completed. Construction of the landside improvements commenced in February 2018. The estimated start date for Richmond service is currently October 2018.

Maintenance and Operations Facility

Central Bay Operations and Maintenance Facility

This project supports the development of a Central Bay operations and maintenance facility at Alameda Point to support existing East Bay services as well as future expansion services. This facility will support light maintenance, mooring, basic fueling, dispatch and operations, and will also house an emergency operations center. This facility will provide access to a 7-day supply of fuel. The project is being constructed by Overaa/Power, a Joint Venture, and construction management is being provided by 4Leaf, Inc. The building exterior skin was recently installed, and the waterside installation of floats and piles was completed in 2017. The project is scheduled for completion in the summer of 2018.

Terminal Improvement

Terminal Dredging – Vallejo and South San Francisco

This project will support the required periodic maintenance dredging of the Vallejo and the South San Francisco ferry terminal basins to ensure continued operational reliability. CLE Engineering was awarded a contract in January 2018 for technical and construction management services. The selection of a contractor to perform the dredging work for this project is anticipated for Summer 2018. All work is expected to be complete by November 2018.

FERRY VESSELS:

Vessel Construction

445-Pax Replacement Vessel for *M/V Vallejo*

This project will design and construct a replacement vessel for the *M/V Vallejo*, currently utilized in service between the City of Vallejo and San Francisco. In September 2016, WETA Board of Directors approved the contract award to Dakota Creek Industries for vessel construction. The shipset of the new generation EPA Tier 4 engines have been delivered to the shipyard for test fit. The new vessel, *M/V Pyxis* is scheduled for launch in July 2018, with initial sea trials set for September 2018.

445-Pax Expansion (Waterjet) Vessels – 2

This project will design and construct two new 445 passenger-only vessels to add to WETA's North Bay fleet and support WETA's ability to operate new Richmond to San Francisco ferry service. In September 2016, WETA Board of Directors approved the contract award to Dakota Creek Industries for vessel construction. The shipset of engines for these vessels will be ready for factory acceptance testing in the Spring/Summer 2018. The hull of the first vessel, *M/V Vela*, is 80% complete. The hull framing of the second vessel, *M/V Lyra*, is also complete. The *M/V Vela* is scheduled for completed in Summer 2019 follow by *M/V Lyra* in late 2019.

400-Pax Expansion (Propeller) Vessels - 2

This project will design and construct two new 400 passenger-only vessels to add to WETA's Central Bay fleet to meet the rising passenger demand. In October 2016, a contract was awarded to Aurora Maine Design for construction management services for this project and Vigor Kvichak LLC was awarded the design-build construction contract for the vessels. The first of these vessels, the *M/V Argo*, is nearing completion. The vessel is scheduled for launch in late March 2018, followed by sea trials in April 2018 and delivery and final acceptance in mid to late May 2018. The hull modules for the second vessel, the *M/V Carina*, are all joined with the exception of the bow module. Wiring, plumbing and insulation work is over 50% complete. Machinery, including pumps, generators, shafting and rudders are installed. The cabin module deck has been fully framed and aligned at the Vigor Harbor Island facility. The *M/V Carina* is scheduled for completion in December 2018.

250-Pax New High Speed (Waterjet) Vessel

At its December 7, 2017 meeting, WETA Board of Directors authorized staff to move forward with the necessary actions to design and build a new 250 passenger high speed, shallow draft vessel that will establish a new class of WETA vessel with the versatility to support WETA's diverse system of services. Authorizations included issuing a Request for Proposals (RFP) for vessel construction management services and a RFP for vessel design and construction. Glostien was awarded a contract for construction management services in March 2018. The work under this contract will include such items as preparation of technical specifications, vessel construction management and oversight, and warranty administration.

Vessel Rehabilitation and Refurbishment

Vessel Mid-Life Refurbishment – M/V Peralta

This project will include extensive dry-dock and engine overhaul of the 15-year old *M/V Peralta*. The project will be implemented in two phases. The Phase 1 contract was awarded to Bay Ship & Yacht in February 2015 and work was completed in late 2015. On December 7, 2017 the WETA Board of Directors approved a contract award to Marine Group Boat Works for the Phase 2 work, which includes renovation of the passenger cabins, bathrooms and galley, exterior paint and coatings, navigation electronics, control systems upgrades, steering system replacement, stern hull section module. The *M/V Peralta* arrived safely in San Diego in December 2017. Project work is scheduled to be completed by Spring/Summer 2018.

Vessel Engines Overhaul – M/V Intintoli and M/V Mare Island

The project will support the completed overhaul of the main propulsion engines on the *M/V Intintoli* and *M/V Mare Island* in accordance with original equipment manufacturer (OEM) preventative maintenance requirements. This engine work is necessary to ensure that the engines are operating safely, reliably, and efficiently over their economic useful life.

Vessel Quarter-Life Refurbishment – *M/V Scorpio*

This project provides for a general refurbishment of the *M/V Scorpio* and will include the following scope of work: major dry-dock, passenger cabin and seating rehabilitation, and running gear and HVAC overhaul. This project is necessary to achieve full useful life of the asset.

Vessel Engine Overhaul – *M/V Taurus*

The project will support the complete overhaul of the *M/V Taurus*'s main engines in accordance with original equipment manufacturer (OEM) preventative maintenance requirements. The required work includes the removal of the engines from the vessel and the replacement of internal sub-components. This engine work is necessary to ensure engines operate reliably over their economic useful life.

Service Life Extension – *M/V Solano*

This project will support the complete refurbishment and repowering of the *M/V Solano*. The *M/V Solano* was constructed and entered service in July 2004. Its main propulsion engines are due for mandatory retirement in late 2018 as required by the Harborcraft Regulations of the California Air Resources Board. All other equipment and machinery on the vessel is nearing the end of its useful life. After project completion, the *M/V Solano* will be fully compliant with EPA and CARB marine diesel engine exhaust emissions regulations. With the completion of this work, the overall reliability and efficiency of the vessel will be greatly improved, to a level that is comparable to a newly constructed ferry vessel.

CAPITAL EQUIPMENT/OTHER:

CCTV Installation and Network Integration

This project provides for the development of a unified network of closed-circuit televisions (CCTVs) to monitor the Alameda Main Street and Alameda Harbor Bay ferry terminals. This project will install CCTVs and passenger information systems that will integrate with the existing monitoring network at the North Bay and Central Bay operations and maintenance facilities as well as at the Vallejo and South San Francisco ferry terminals. The resulting expanded system will greatly improve WETA's situational awareness for transit system monitoring and for safety and security.

Purchase Service Vehicles

This project was included in the FY 2017/18 Capital Budget to purchase service vehicles to serve both the North Bay and Central Bay operations and maintenance facilities. The project has been revised to include the purchase of 1) man life, 2) stake truck, 3) staff van for facility and terminal inspections, 4) crew van to shuttle crew to various start-up locations/terminals, 5) maintenance truck, and 6) work boat/skiff for the Central Bay operations and maintenance facility. The purchase of these vehicles will support the maintenance and operational work at these facilities.

Purchase Selective Catalyst Reduction (SCR) System

This project will fund the purchase of a replacement Selective Catalyst Reduction (SCR) System for the *M/V Scorpio*. This technology reduces diesel emissions. The new system will improve reliability and reduce maintenance cost.

Appendix 1

San Francisco Bay Area Water Emergency Transportation Authority FY 2018/19 Ferry Service Operating Budget - Proposed Summary

FY 2018/19 Operating Budget - Proposed						
	Alameda/ Oakland	Alameda Harbor Bay	Vallejo	South San Francisco	Richmond	Total
Revenues						
Fare Revenue	\$8,061,200	\$1,676,900	\$11,650,300	\$1,251,200	\$680,400	\$23,320,000
Bridge Toll Revenue	6,210,800	1,335,800	8,333,700	2,268,000	-	18,148,300
- Regional Measure 1 - 5%	709,000	-	939,300	-	-	1,648,300
- Regional Measure 2	5,501,800	1,335,800	7,394,400	2,268,000	-	16,500,000
Local - Contra Costa Measure J	-	-	-	-	2,559,500	2,559,500
Local - Alameda Property Tax and Assessments	-	728,000	-	-	-	728,000
Total Revenues	\$14,272,000	\$3,740,700	\$19,984,000	\$3,519,200	\$3,239,900	\$44,755,800
Expenses						
Salaries, Wages & Fringe Benefits	\$485,400	\$127,500	\$398,000	\$55,000	\$35,700	\$1,101,600
Professional / Contract Services	813,900	342,900	644,800	169,200	94,200	2,065,000
Purchased Transportation	9,335,400	2,280,000	11,936,100	2,400,000	2,374,800	28,326,300
- Vessel Expense - Crew	4,626,500	1,266,700	5,166,200	1,218,500	1,293,400	13,571,300
- Vessel Expense - Maintenance	2,815,300	636,700	4,656,300	772,100	616,400	9,496,800
- Non-Vessel Expenses	983,500	129,100	1,482,100	117,500	87,200	2,799,400
- Fixed Fees and Profit	910,100	247,500	631,500	291,900	377,800	2,458,800
Fuel - Diesel	2,013,900	607,500	5,748,000	577,200	488,500	9,435,100
- # of gallons	671,300	202,503	1,916,000	192,405	162,810	3,145,018
- Per gallon cost	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00
Repair, Operating & Promo Supplies	97,300	20,300	71,600	12,900	11,100	213,200
Utilities	108,800	30,600	86,000	32,600	38,600	296,600
Insurance	848,100	170,300	585,900	196,700	127,000	1,928,000
Advertising Media & Other Expenses	77,200	18,600	76,400	8,600	5,600	186,400
Leases, Rentals and Docking Fees	108,500	42,200	122,700	23,500	36,100	333,000
Admin Overhead Expense Transfer	383,500	100,800	314,500	43,500	28,300	870,600
Total Expenses	\$14,272,000	\$3,740,700	\$19,984,000	\$3,519,200	\$3,239,900	\$44,755,800
# of Passengers	1,439,500	360,640	1,109,550	164,700	93,504	3,167,894
Average Fare	\$5.60	\$4.65	\$10.50	\$7.60	\$7.28	\$7.36
Farebox Recovery	56%	45%	58%	36%	21%	52%

Assumptions:

- ▶ The total proposed FY2018/19 Ferry Service Operating Budget of \$44.8 million reflects a total increase of \$7.0 million over the FY2017/18 Budget. The total budget increase includes \$3.2 million, 46% of the total, for the new Richmond Ferry Service.
- ▶ The proposed increase of \$4.4 million for Purchased Transportation includes an increase of 3% in the billing rate for Vessel Expense - Crew. Vessel Expense - Maintenance is increased to include new Blue & Gold staff to support the management and operation of the new Ron Cowan Central Bay Operations and Maintenance Facility. Total vessel engineers planned for FY2018/19 is 13.0 FTEs, an increase of 3.5 FTEs over FY2017/18's budgeted total. Total Purchased Transportation cost to operate the new Richmond Ferry Service from October 1, 2018 to June 30, 2019 is projected to be \$2.4 million.
- ▶ System-wide average cost per gallon of Fuel for the first 9 months of FY2017/18, through March 2018, was \$2.22. Due to the volatility and uncertainty of fuel prices, Fuel is budgeted at \$3.00 per gallon for FY2018/19. The total fuel usage in FY2018/19 for the four existing routes is expected to be consistent with FY2017/18's estimated actual, a total of approximately 3 million gallons. Total system-wide usage, including the Richmond Ferry Service, is expected to be 3.1 gallons.

**San Francisco Bay Area Water Emergency
Transportation Authority
FY 2018/19 Operating Budget - Proposed
Alameda Oakland Ferry Service (AOFS)**

	FY 2016/17	FY 2017/18	FY 2017/18 Estimated Actual	FY 2018/19 Proposed Budget
	Actual	Budget		
Revenues				
Fare Revenue	\$6,052,900	\$6,009,000	\$6,967,900	\$8,061,200
Bridge Toll Revenue	3,707,800	6,735,400	4,628,600	6,210,800
- Regional Measure 1 - 5%	-	798,000	-	709,000
- Regional Measure 2	3,707,800	5,937,400	4,628,600	5,501,800
Other Revenue	2,600	-	10,500	-
Total Revenues	\$9,763,300	\$12,744,400	\$11,607,000	\$14,272,000
Expenses				
Salaries, Wages & Fringe Benefits	\$351,500	\$458,600	\$421,600	\$485,400
Professional / Contract Services	499,000	624,100	361,600	813,900
Purchased Transportation	7,158,600	8,577,800	8,093,700	9,335,400
- Vessel Expense - Crew	3,776,700	4,060,400	4,339,000	4,626,500
- Vessel Expense - Maintenance	2,441,600	3,392,000	2,551,300	2,815,300
- Non-Vessel Expenses	476,700	625,600	673,300	983,500
- Fixed Fees and Profit	463,600	499,800	530,100	910,100
Fuel - Diesel & Urea	1,078,600	2,034,000	1,515,600	2,013,900
- # of gallons	558,335	678,013	626,011	671,300
- Per gallon cost	\$1.93	\$3.00	\$2.42	\$3.00
Repair, Operating & Promo Supplies	54,100	62,500	409,200	97,300
Utilities	14,300	18,200	20,200	108,800
Insurance	226,900	433,800	337,100	848,100
Advertising Media & Other Expenses	24,000	31,800	31,500	77,200
Leases, Rentals and Docking Fees	68,100	138,800	70,300	108,500
Admin Overhead Expense Transfer	288,200	364,800	346,200	383,500
Total Expenses	\$9,763,300	\$12,744,400	\$11,607,000	\$14,272,000
Percent Change (from prior year's Budget)				11.99%
# of Passengers	1,183,188	1,201,800	1,283,855	1,439,500
Average Fare	\$5.12	\$5.00	\$5.43	\$5.60
Farebox Recovery	62%	47%	60%	56%

Assumptions & Budget Changes:

- ▶ The proposed FY2018/19 Budget assumes ridership growth of 12.1% and an average fare increase of 3%, consistent with the Board approved 5-year Fare Program.
- ▶ Vessel Expense - Crew is consistent with FY2017/18's estimated actual plus a 3% billing rate increase.
- ▶ The total proposed budget increase of \$358,000 for Non-Vessel Expenses is mainly attributed to cost to operate the new Ron Cowan Central Bay Operations and Maintenance Facility.
- ▶ Assumes \$3.00 per gallon Fuel cost.
- ▶ Increases in Utilities expense and Insurance expense are also due to the costs related to the new facility.
- ▶ Admin Overhead Expense Transfer is the allocation of indirect cost to each route. An indirect cost rate of 79% is used in FY2018/19.

**San Francisco Bay Area Water Emergency
Transportation Authority
FY 2018/19 Operating Budget - Proposed
Alameda Harbor Bay Ferry Service (AHBF)**

	FY 2016/17	FY 2017/18	FY 2017/18	FY 2018/19
	Actual	Budget	Estimated Actual	Proposed Budget
Revenues				
Fare Revenue	\$1,513,600	\$1,581,100	\$1,518,300	\$1,676,900
Bridge Toll Revenue	747,300	900,800	1,555,900	1,335,800
- <i>Regional Measure 2</i>	747,300	900,800	1,555,900	1,335,800
Local - Alameda Property Tax and Assessments		728,000	-	728,000
Total Revenues	\$2,260,900	\$3,209,900	\$3,074,200	\$3,740,700
Expenses				
Salaries, Wages & Fringe Benefits	\$107,300	\$134,700	\$123,000	\$127,500
Professional / Contract Services	134,400	229,500	156,200	342,900
Purchased Transportation	1,496,200	2,027,500	1,994,800	2,280,000
- <i>Vessel Expense - Crew</i>	857,900	1,184,100	1,152,600	1,266,700
- <i>Vessel Expense - Maintenance</i>	472,600	677,500	589,000	636,700
- <i>Non-Vessel Expenses</i>	23,200	17,400	95,600	129,100
- <i>Fixed Fees and Profit</i>	142,500	148,500	157,600	247,500
Fuel - Diesel	281,300	511,900	470,000	607,500
- <i># of gallons</i>	145,059	170,628	191,196	202,503
- <i>Per gallon cost</i>	\$1.94	\$3.00	\$2.46	\$3.00
Repair, Operating & Promo Supplies	11,500	24,600	69,700	20,300
Utilities	8,400	10,100	10,900	30,600
Insurance	98,200	119,000	114,200	170,300
Advertising Media & Other Expenses	3,400	11,800	2,800	18,600
Leases, Rentals and Docking Fees	32,300	33,600	31,800	42,200
Admin Overhead Expense Transfer	87,900	107,200	100,800	100,800
Total Expenses	\$2,260,900	\$3,209,900	\$3,074,200	\$3,740,700
Percent Change (from prior year's Budget)				16.54%
# of Passengers	321,289	326,000	333,936	360,640
<i>Average Fare</i>	<i>\$4.71</i>	<i>\$4.85</i>	<i>\$4.55</i>	<i>\$4.65</i>
<i>Farebox Recovery</i>	<i>67%</i>	<i>49%</i>	<i>49%</i>	<i>45%</i>

Assumptions & Budget Changes:

- ▶ *Assumes ridership growth of 8% and an average fare increase of 3%, consistent with the Board approved 5-year Fare Program.*
- ▶ *Vessel Expenses - Crew includes 50% of a 4-member crew, 2,700 hours, to continue the morning crossing that was added in November 2017 when the higher-capacity vessel was taken out of service for its required maintenance.*
- ▶ *Fuel usage is projected to increase due to 12 months of the added morning crossing.*
- ▶ *Increases in Utilities expense and Insurance expense are due to cost related to the new maintenance facility.*
- ▶ *Admin Overhead Expense Transfer is the allocation of indirect cost to each route. An indirect cost rate of 79% is used in FY2018/19.*

**San Francisco Bay Area Water Emergency
Transportation Authority
FY 2018/19 Operating Budget - Proposed
Vallejo Ferry Service (Vallejo)**

	FY 2016/17	FY 2017/18	FY 2017/18	FY 2018/19
	Actual	Budget	Estimated Actual	Proposed Budget
Revenues				
Fare Revenue	\$10,007,600	\$10,238,800	\$10,733,300	\$11,650,300
Bridge Toll Revenue	5,984,100	7,643,900	7,774,400	8,333,700
- Regional Measure 1 - 5%	-	904,900	-	939,300
- Regional Measure 2	5,984,100	6,739,000	7,774,400	7,394,400
Other Revenue	87,600	-	2,400	-
Total Revenues	\$16,079,300	\$17,882,700	\$18,510,100	\$19,984,000
Expenses				
Salaries, Wages & Fringe Benefits	\$324,000	\$395,200	\$361,800	\$398,000
Professional / Contract Services	440,300	601,600	857,900	644,800
Purchased Transportation	10,591,100	10,637,900	11,510,600	11,936,100
- Vessel Expense - Crew	2,009,700	4,464,700	4,939,300	5,166,200
- Vessel Expense - Maintenance	6,451,100	4,389,400	4,718,200	4,656,300
- Non-Vessel Expenses	1,231,800	1,208,900	1,253,200	1,482,100
- Fixed Fees and Profit	573,800	574,900	599,900	631,500
- SolTrans: Route 200 / Backup Buses - to Dec 2016	324,700	-	-	-
Fuel - Diesel	3,473,200	5,342,100	4,422,800	5,748,000
- # of gallons	1,721,328	1,780,685	1,862,806	1,916,000
- Per gallon cost	\$2.02	\$3.00	\$2.37	\$3.00
Repair, Operating and Promo Supplies	489,600	105,500	442,800	71,600
Utilities	81,800	67,300	97,500	86,000
Insurance	162,200	163,700	366,000	585,900
Advertising Media & Other Expenses	30,900	40,300	44,400	76,400
Leases, Rentals and Docking Fees	220,500	214,700	111,200	122,700
Admin Overhead Expense Transfer	265,700	314,400	295,100	314,500
Total Expenses	\$16,079,300	\$17,882,700	\$18,510,100	\$19,984,000
Percent Change (from prior year's Budget)				11.75%
# of Passengers	1,000,773	1,003,800	1,045,745	1,109,550
Average Fare	\$10.00	\$10.20	\$10.26	\$10.50
Farebox Recovery	62%	57%	58%	58%

Assumptions & Budget Changes:

- ▶ Assumes ridership growth of 6.1% and an average fare increase of 3%, consistent with the Board approved 5-year Fare Program.
- ▶ Total FY2018/19 crew hours, under Vessel Expense - Crew, is expected to be consistent with FY2017/18's estimated actual. The proposed budget includes a 3% billing rate increase.
- ▶ The proposed increase in Vessel Expense - Maintenance is attributed to the 3% billing rate increase.
- ▶ Admin Overhead Expense Transfer is the allocation of indirect cost to each route. An indirect cost rate of 79% is used in FY2018/19.

**San Francisco Bay Area Water Emergency
Transportation Authority
FY 2018/19 Operating Budget - Proposed
South San Francisco Ferry Service (SSF)**

	FY 2016/17	FY 2017/18	FY 2017/18	FY 2018/19
	Actual	Budget	Estimated Actual	Proposed Budget
Revenues				
Fare Revenue	\$993,200	\$1,019,700	\$1,059,600	\$1,251,200
Bridge Toll Revenue	1,673,800	2,922,800	2,123,500	2,268,000
- <i>Regional Measure 2</i>	<i>1,673,800</i>	<i>2,922,800</i>	<i>2,123,500</i>	<i>2,268,000</i>
Other Revenue	-	-	300	-
Total Revenues	\$2,667,000	\$3,942,500	\$3,183,400	\$3,519,200
Expenses				
Salaries, Wages & Fringe Benefits	\$60,100	\$73,900	\$66,200	\$55,000
Professional / Contract Services	129,300	208,800	124,700	169,200
Purchased Transportation	1,858,900	2,704,900	2,281,600	2,400,000
- <i>Vessel Expense - Crew</i>	<i>1,106,500</i>	<i>1,426,500</i>	<i>1,201,800</i>	<i>1,218,500</i>
- <i>Vessel Expense - Maintenance</i>	<i>512,500</i>	<i>1,035,800</i>	<i>796,200</i>	<i>772,100</i>
- <i>Non-Vessel Expenses</i>	<i>33,000</i>	<i>40,700</i>	<i>71,200</i>	<i>117,500</i>
- <i>Fixed Fees and Profit</i>	<i>206,900</i>	<i>201,900</i>	<i>212,400</i>	<i>291,900</i>
Fuel - Diesel & Urea	341,900	577,200	403,800	577,200
- # of gallons	176,915	192,405	166,043	192,405
- Per gallon cost	\$1.93	\$3.00	\$2.43	\$3.00
Repair, Operating & Promo Supplies	13,000	16,000	40,900	12,900
Utilities	18,900	20,200	21,100	32,600
Insurance	160,700	236,100	166,200	196,700
Advertising Media & Other Expenses	21,700	33,300	12,100	8,600
Leases, Rentals and Docking Fees	13,200	13,400	12,500	23,500
Admin Overhead Expense Transfer	49,300	58,700	54,300	43,500
Total Expenses	\$2,667,000	\$3,942,500	\$3,183,400	\$3,519,200
Percent Change (from prior year's Budget)				-10.74%
# of Passengers	136,320	137,800	143,658	164,700
Average Fare	\$7.29	\$7.40	\$7.38	\$7.60
Farebox Recovery	37%	26%	33%	36%

Assumptions & Budget Changes:

- ▶ Assumes ridership growth of 14.6% and an average fare increase of 3%, consistent with the Board approved 5-year Fare Program.
- ▶ Vessel Expense - Crew for FY2018/19 is expected to be consistent with FY2017/18's estimated actual plus 3% billing rate increase.
- ▶ Vessel Expense - Maintenance includes approximately 2 FTEs billed at \$67.20 per hour.
- ▶ The proposed FY2018/19 budget assumes a total decrease of \$423,000, 10.74%, when compared to FY2017/18 budget due to over-budget of \$242,300 for Vessel Expenses - Crew and \$130,000 for Vessel Expenses - Maintenance in FY2017/18.

**San Francisco Bay Area Water Emergency
Transportation Authority
FY 2018/19 Operating Budget - Proposed
Richmond Ferry Service (Richmond)**

	FY 2016/17	FY 2017/18	FY 2017/18	FY 2018/19
	Actual	Budget	Estimated Actual	Proposed Budget
Revenues				
Fare Revenue	\$0	\$0	\$0	\$680,400
Local - Contra Costa Measure J				2,559,500
Total Revenues	\$0	\$0	\$0	\$3,239,900
Expenses				
Salaries, Wages & Fringe Benefits	\$0	\$0	\$0	\$35,700
Professional / Contract Services	-	-	-	94,200
Purchased Transportation	-	-	-	2,374,800
- Vessel Expense - Crew	-	-	-	1,293,400
- Vessel Expense - Maintenance	-	-	-	616,400
- Non-Vessel Expenses	-	-	-	87,200
- Fixed Fees and Profit	-	-	-	377,800
Fuel - Diesel	-	-	-	488,500
- # of gallons	-	-	-	162,810
- Per gallon cost	-	-	-	\$3.00
Repair, Operating & Promo Supplies	-	-	-	11,100
Utilities	-	-	-	38,600
Insurance	-	-	-	127,000
Advertising Media & Other Expenses	-	-	-	5,600
Leases, Rentals and Docking Fees	-	-	-	36,100
Admin Overhead Expense Transfer	-	-	-	28,300
Total Expenses	\$0	\$0	\$0	\$3,239,900
Percent Change (from prior year's Budget)				0.00%
# of Passengers	-	-	-	93,504
Average Fare				\$7.28
Farebox Recovery				21%

Assumptions:

- ▶ Assumes service to begin October 1, 2018.
- ▶ Assumes average daily boarding = 487.
- ▶ Projected farebox recovery for FY2018/19 is 21%.

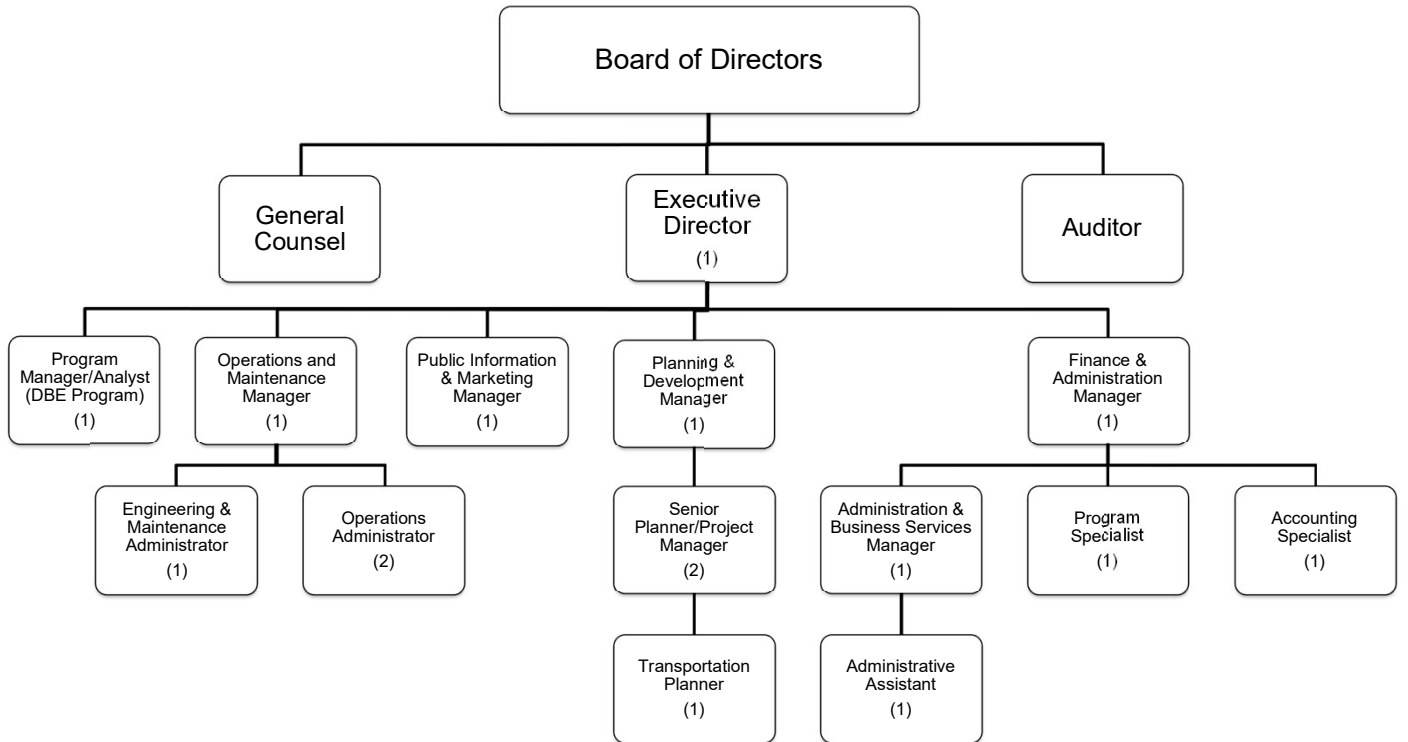
**San Francisco Bay Area Water Emergency
Transportation Authority
FY 2018/19 Operating Budget - Proposed
Planning & Administrations**

	FY 2016/17	FY 2017/18	FY 2017/18	FY 2018/19
	Actual	Budget	Estimated Actual	Proposed Budget
Revenues				
Bridge Toll Revenue	\$2,473,300	\$3,000,000	\$2,817,400	\$3,000,000
Total Revenues	\$2,473,300	\$3,000,000	\$2,817,400	\$3,000,000
Expenses				
Salaries, Wages & Fringe Benefits	\$1,319,000	\$1,419,500	\$1,372,500	\$1,551,800
- Salaries & Wages	1,382,000	1,785,800	1,467,200	1,986,800
- Fringe Benefits	1,117,200	1,208,000	1,163,200	1,285,000
- Less Direct Charges to Ferry Services & Capital	(1,180,200)	(1,574,300)	(1,257,900)	(1,720,000)
Professional / Contract Services	1,029,500	1,657,000	1,248,400	1,367,400
- Management Svcs	378,000	605,000	500,700	596,000
- Advertising Fees	123,100	122,000	150,900	44,000
- Professional & Technical Svcs	470,200	878,200	524,600	668,000
- Other Services	58,200	51,800	72,200	59,400
Repair, Operating & Promo Supplies	116,800	86,200	275,100	180,500
Utilities	22,400	28,500	36,000	41,100
Insurance	23,500	26,000	27,700	28,300
Advertising Media & Other Expenses	306,800	285,600	280,400	312,800
Leases, Rentals and Docking Fees	346,400	368,600	373,700	388,700
Subtotal Expenses	\$3,164,400	\$3,871,400	\$3,613,800	\$3,870,600
Overhead Expense Transfers				
Alameda/Oakland Service	(\$288,200)	(\$376,100)	(\$346,200)	(\$383,500)
Alameda Harbor Bay Service	(87,900)	(110,500)	(100,800)	(100,800)
South San Francisco Service	(49,300)	(60,600)	(54,300)	(43,500)
Vallejo Service	(265,700)	(324,200)	(295,100)	(314,500)
Richmond Service	-	-	-	(28,300)
Subtotal Expense Transfers	(\$691,100)	(\$871,400)	(\$796,400)	(\$870,600)
Total Expenses	\$2,473,300	\$3,000,000	\$2,817,400	\$3,000,000

Assumptions & Budget Changes:

- ▶ Includes a 3.6% cost of living increase for staff positions based on the one-year (February 2017 to February 2018) change in the Consumer Price Index for the San Francisco Bay Area. Total FTEs is consistent with approved FY2017/18 staffing levels.
- ▶ Total Salaries, Wages & Fringe Benefits represents a staffing level of 16. Currently 2 positions are unfilled.
- ▶ Includes Employer Public Employee Retirement System (PERS) contribution of up to 10.61% and Other Post Employment Benefits (OPEB) contribution of 4.40%.
- ▶ Includes budget for marketing and launch of the new Richmond Ferry Service.

Appendix 2



WETA Position Authorization Table Fiscal Year 2018/19

Position	Salary Range: Annually	
	Low	High
Accounting Specialist (non-exempt)	56,280	80,400
Administration & Business Services Manager	80,350	114,780
Administrative Assistant (non-exempt)	52,530	75,040
Engineering & Maintenance Administrator	98,960	141,360
Finance & Administration Manager	121,350	173,350
Operations & Maintenance Manager	121,350	173,350
Operations Administrator	80,640	115,200
Planning & Development Manager	130,210	186,010
Program Manager/Analyst	98,960	141,360
Program Specialist	64,570	92,240
Public Information & Marketing Manager	107,100	153,000
Senior Planner/Project Manager	103,030	147,180
Transportation Planner	79,340	113,340

SAN FRANCISCO BAY AREA WATER EMERGENCY TRANSPORTATION AUTHORITY

RESOLUTION NO. 2018-15

**APPROVE ADOPTION OF THE FY 2018/19
OPERATING AND CAPITAL BUDGET AND ASSOCIATED ACTIONS**

WHEREAS, Chapter 5, Article 4, Section 66540.41 of the San Francisco Bay Area Water Emergency Transportation Authority's (WETA) administrative code requires preparation and implementation of an annual budget to support the agency's operation; and

WHEREAS, the FY 2018/19 Operating and Capital Budget (Budget) contains \$157.5 million in expenditures including \$47.8 million to support system operations and \$109.7 to support capital projects; and

WHEREAS, the Budget is funded with \$58.1 million State funds, \$36.0 million Bridge Tolls, \$35.2 million Federal funds, \$23.3 million passenger fares, and \$4.9 million other regional and local funds;

WHEREAS, the FY 2018/19 Budget reflects a spending plan to support the work activities necessary to deliver WETA's operating program of projects, plans and services utilizing WETA staff, consultants and WETA's contract operator Blue & Gold Fleet; and

WHEREAS, the FY 2018/19 Budget includes an Organizational Chart and Position Authorization Table for staff developed consistent with WETA's Human Resources Guide and California Public Employees' Retirement Law; and

WHEREAS, the FY 2018/19 Budget work activities require Blue & Gold Fleet, Inc., WETA's contract operator, to transition WETA's central bay services to operate out of the new Ron Cowan Central Bay Operations and Maintenance Facility (Central Bay) and launch new Richmond ferry service; now, therefore, be it

RESOLVED, that WETA Board of Directors (Board) hereby approves the adoption of the FY 2018/19 Budget including the annual staff position authorizations; and be it further

RESOLVED, that the Board authorizes the Executive Director to amend Contract #11-011 with Blue & Gold Fleet, Inc. to support the FY 2018/19 work program including transitioning services to the new Central Bay facility and initiating new Richmond service.

CERTIFICATION

The undersigned, Board Secretary, does hereby certify that the foregoing is a full, true and correct copy of a resolution duly and regularly adopted at a meeting of the San Francisco Bay Area Water Emergency Transportation Authority held on May 10, 2018.

YEA:

NAY:

ABSTAIN:

ABSENT:

/s/ Board Secretary

2018-15

END

MEMORANDUM

TO: Board Members

**FROM: Nina Rannells, Executive Director
Lynne Yu, Manager, Finance & Grants**

SUBJECT: Authorize Filing Applications with the Metropolitan Transportation Commission for FY 2018/19 Regional Measure 1 and Regional Measure 2 Operating and Capital Funds

Recommendation

Approve the following actions relative to securing operating and capital funds to support WETA's FY2018/19 Operating and Capital Budget:

1. Authorize the Executive Director to file an application with the Metropolitan Transportation Commission (MTC) for a total of \$4,248,300 FY 2018/19 Regional Measure 1 (RM1) operating and capital funds; and
2. Authorize the Executive Director to file applications with MTC for a total of \$19,500,000 FY 2018/19 Regional Measure 2 (RM2) operating funds; and
3. Authorized the Executive Director to take any other related actions as may be required to secure these funds.

Background

In November 1989, voters approved Regional Measure 1 (RM1), authorizing a toll increase on all state owned bridges in the Bay Area. Five percent (RM1-5%) of the revenue derived from this toll increase is made available for allocation by MTC for ferry transit operations and bicycle related planning and two percent (RM1-2%) of the revenue from the toll increase is programmed and allocated solely for the capital costs associated with the design, construction, and acquisition of rapid water transit systems.

In 2004, voters approved Regional Measure 2 (RM2), authorizing an additional toll increase on the state owned bridges in the Bay Area. This extra \$1.00 is to fund various transportation projects within the region including both capital projects and operating support for a number of transit services as identified in Section 30914(c) and (d) of the California Street and Highways Codes (S&HC).

Senate Bill 976 amended State law to direct all RM1 and RM2 funds for ferries through MTC to WETA beginning January 1, 2008, in order to support operation of the agency's regional ferry system.

Discussion

This item authorizes staff to prepare and submit applications to MTC for available RM1 and RM2 operating and capital funds required to support agency planning, administration, ferry service operations and capital expenditures included in the proposed FY 2018/19 Operating and Capital Budget.

FY 2018/19 RM2 Operating Funds

WETA is eligible to receive annual allocations of RM2 operating funds to support 1) general agency administrative and planning activities and 2) transbay ferry services. As identified in the proposed FY 2018/19 Operating Budget, RM2 operating funds will be requested for:

- WETA Planning and General Administration	\$ 3,000,000
- Transbay Ferry Services	<u>\$16,500,000</u>
Total	\$19,500,000

FY 2018/19 RM1 Funds

This item includes authorization to file applications with MTC to receive a total of \$4,248,300 in Regional Measure 1 funds needed to support WETA's FY 2018/19 budget, including \$1,648,300 in operating funds and \$2,600,000 in capital funds as described below.

RM 1 Operating

WETA is eligible to receive annual allocations of RM1-5% operating funds to support the Alameda/Oakland, Alameda Harbor Bay and Vallejo ferry services. MTC estimates a total of \$3,308,186 is available in FY 2018/19 for these services. As identified in the proposed FY 2018/19 Operating Budget, \$1,648,300 RM 1-5% funds will be requested. Excess funds not requested this year can be banked at MTC and utilized to support service operation in future years.

RM1 Capital

WETA is eligible to receive annual allocations of RM1-2% funds dedicated to ferry capital projects. As identified in the proposed FY 2018/19 Capital Budget, RM1 capital funds will be required for the following projects:

- Vessel Service Life Extension – <i>M/V Solano</i>	\$ 2,600,000
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Fiscal Impact

This item supports securing Regional Measure 1 and Regional Measure 2 operating and capital funds to support WETA's FY 2018/19 Operating and Capital Budget as proposed.

END

SAN FRANCISCO BAY AREA WATER EMERGENCY TRANSPORTATION AUTHORITY

RESOLUTION NO. 2018-16

AUTHORIZE FILING AN APPLICATION WITH THE METROPOLITAN TRANSPORTATION COMMISSION FOR FY 2018/19 REGIONAL MEASURE 1 2% BRIDGE TOLL RESERVE CAPITAL, REGIONAL MEASURE 1 5% UNRESTRICTED STATE OPERATING AND REGIONAL MEASURE 2 OPERATING AND CAPITAL FUNDS

WHEREAS, Bay Area voters approved Regional Measure 1 (RM1) in November 1988, which authorized a standard auto toll of \$1.00 for all seven State-owned Bay Area toll bridges; and

WHEREAS, up to five-percent (5%) of the revenue derived from the toll increase was made available for allocation by Metropolitan Transportation Commission (MTC) to transportation projects that reduce congestion in the bridge corridors; and

WHEREAS, the law was amended in 1997 to direct MTC to allocate an additional 2% of the RM1 toll increase solely for planning, construction, operation, and acquisition of rapid water transit system; and

WHEREAS, the law was further amended in 2007 to name the San Francisco Bay Area Water Emergency Transportation Authority (WETA) as the eligible recipient of these funds; and

WHEREAS, as operator of the Alameda/Oakland (AOFS), Alameda Harbor Bay (AHBF) and Vallejo ferry services, WETA is eligible to receive annual allocations of RM1 Bridge Toll Revenue funds; and

WHEREAS, staff has identified the need for an operational subsidy for these services; and

WHEREAS, staff has identified the need for capital assistance for projects necessary for the efficient operation of these ferry services; and

WHEREAS, SB 916 (Chapter 715, Statutes 2004), commonly referred to as Regional Measure 2 (RM2), identified projects eligible to receive funding under the Regional Traffic Relief Plan; and

WHEREAS, MTC is responsible for funding projects eligible for RM2 funds, pursuant to Streets and Highways Code Section 30914(c) and (d); and

WHEREAS, MTC has established a process whereby eligible transportation project sponsors may submit allocation requests for RM 2 funding; and

WHEREAS, allocations to MTC must be submitted consistent with procedures and conditions as outlined in RM2 Policy and Procedures; and

WHEREAS, WETA is an eligible sponsor of transportation projects in RM2, Regional Traffic Relief Plan funds; and

WHEREAS, WETA's *Transbay Ferry Service (Project #6)* and *Regional Planning and Operations (Project #11)* are eligible for consideration in the Regional Traffic Relief Plan of RM2, as identified in California Streets and Highways Code Section 30914(c) or (d); and

WHEREAS, the RM 2 allocation requests, attached hereto in the Operating Assistance Proposal and incorporated herein as though set forth at length, demonstrates a fully funded operating plan

that is consistent with the adopted performance measures, as applicable, for which WETA is requesting that MTC allocate RM2 funds; and

WHEREAS, Part 2 of the project application, attached hereto and incorporated herein as though set forth at length, includes the certification by WETA of assurances required for the allocation of funds by MTC; now, therefore, be it

RESOLVED, that WETA and its agents shall comply with the provisions of the MTC's RM2 Policy Guidance (MTC Resolution No. 3636); and be it further

RESOLVED, that WETA certifies that the project is consistent with the Regional Transportation Plan (RTP); and be it further

RESOLVED, that WETA approves the Operating Assistance Proposal, attached to this resolution; and be it further

RESOLVED, that WETA approves the certification of assurances, attached to this resolution; and be it further

RESOLVED, that WETA is authorized to submit an application for RM2 funds for planning and administration of the regional ferry services in accordance with California Streets and Highways Code 30914(d); and be it further

RESOLVED, that WETA is authorized to submit an application for RM2 funds for the operation of transbay ferry services in accordance with California Streets and Highways Code 30914(d); and be it further

RESOLVED, that WETA certifies that the projects and purposes for which RM2 funds are being requested are in compliance with the requirements of the California Environmental Quality Act (Public Resources Code Section 21000 et seq.), and with the State Environmental Impact Report Guidelines (14 California Code of Regulations Section 150000 et seq.) and, if relevant the National Environmental Policy Act (NEPA), 42 USC Section 4-1 et seq. and the applicable regulations thereunder; and be it further

RESOLVED, that there is no legal impediment to WETA making allocation requests for RM2 funds; and be it further

RESOLVED, that there is no pending or threatened litigation which might in any way adversely affect the proposed project, or the ability of WETA to deliver such project; and be it further

RESOLVED, that WETA agrees to comply with the requirements of MTC's Transit Coordination Implementation Plan as set forth in MTC Resolution 3866; and be it further

RESOLVED, that WETA indemnifies and holds harmless MTC, its Commissioners, representatives, agents, and employees from and against all claims, injury, suits, demands, liability, losses, damages, and expenses, whether direct or indirect (including any and all costs and expenses in connection therewith), incurred by reason of any act or failure to act of the Authority, its officers, employees or agents, or subcontractors or any of them in connection with its performance of services under this allocation of RM2 funds. In addition to any other remedy authorized by law, so much of the funding due under this allocation of RM2 funds as shall reasonably be considered necessary by MTC may be retained until disposition has been made of any claim for damages; and be it further

RESOLVED, that WETA shall, if any revenues or profits from any non-governmental use of property (or project) that those revenues or profits shall be used exclusively for the public transportation services for which the project was initially approved, either for capital improvements or maintenance and operational costs, otherwise MTC is entitled to a proportionate share equal to MTC's percentage participation in the projects(s); and be it further

RESOLVED, that assets purchased with RM2 funds including facilities and equipment shall be used for the public transportation uses intended, and should said facilities and equipment cease to be operated or maintained for their intended public transportation purposes for its useful life, that MTC shall be entitled to a present day value refund or credit (at MTC's option) based on MTC's share of the Fair Market Value of the said facilities and equipment at the time the public transportation uses ceased, which shall be paid back to MTC in the same proportion that RM2 funds were originally used; and be it further

RESOLVED, that WETA's Board of Directors hereby approve the applications for operation and capital assistance and authorizes its Executive Director, or her designee, to execute and submit allocation requests with MTC for FY 2018/19 Regional Measure 1-5% Unrestricted State Funds and 2% Bridge Toll Revenue Funds and to enter into all agreements necessary to secure these funds; and be it further

RESOLVED, that WETA authorizes its Executive Director, or her designee, to execute and submit an allocation request with MTC for FY 2018/19 RM2 operating funds in the amount of \$19,500,000, for the project, purposes and amounts included in the project applications attached to this resolution; and be it further

RESOLVED, that a copy of this resolution shall be transmitted to MTC in conjunction with the filing of WETA's applications referenced herein.

CERTIFICATION

The undersigned, Board Secretary, does hereby certify that the foregoing is a full, true and correct copy of a resolution duly and regularly adopted at a meeting of the San Francisco Bay Area Water Emergency Transportation Authority held on May 10, 2018.

YEA:

NAY:

ABSTAIN:

ABSENT:

/s/ Board Secretary

2018-16

END

MEMORANDUM

TO: Board Members

**FROM: Nina Rannells, Executive Director
Melanie Jann, Manager, Administration & Business Services
Keith Stahnke, Manager, Operations**

SUBJECT: Approve Purchase of Commercial Insurance Policies for FY 2018/19

Recommendation

Approve the purchase of the following commercial insurance policies for FY 2018/19 from Alliant Insurance Services (Alliant), estimated to cost \$429,000 in total:

- 1) Marine Commercial Liability including Terminal Operators and Automobile Liability
- 2) Excess Marine Liabilities
- 3) Property Insurance
- 4) Public Officials Management & Employment Practices Liability
- 5) Crime Insurance

Background/Discussion

WETA carries a variety of different insurance policies to protect the agency and its operation from third party claims and loss of property. These policies are renewed annually with WETA Board of Directors approval based upon quotes provided by WETA's insurance broker, Alliant Insurance Services.

This item authorizes the purchase of FY 2018/19 insurance policies consistent with prior year policies and coverage levels, as secured through Alliant Insurance Services. Each type of insurance proposed is described below and policy coverage and pricing is detailed in the 2018/19 Insurance Policy Schedule provided as **Attachment A**.

Marine Commercial Liability and Excess Marine Liabilities

These coverages protect against third party claims for bodily injury and property damage at covered locations.

Property Insurance

This coverage provides protection against losses due to damage to property from fires, vandalism, accidents, earthquake, flood, etc. including both personal property and business inventory. This coverage also extends to the waterside assets consisting of the docks, floats, gangways, piers, pilings and ramps which are insured for replacement costs subject to the property insurance limits.

Public Officials Management & Employment Practices Liability

This coverage is designed to address the significant exposures faced by public entities and responds to claims brought against an insured public entity, its employees and volunteers for any alleged or actual breach of duty, neglect, error, misstatement or omission in the course of public duties. Included is coverage for employment related matters, such as wrongful termination and harassment.

Crime Insurance

Crime insurance covers money, securities and other property against a variety of criminal acts including fraud, employee theft, robbery and forgery.

In addition to this coverage, it is worth noting that there is overlap between WETA's coverage and the coverage of our contract operator, Blue & Gold Fleet, for incidents that occur while passengers embark and debark from the vessels. Blue & Gold Fleet's bumbershoot insurance provides an additional \$49,000,000 of coverage for such incidents, bringing the liability limit up to \$74,000,000 between WETA's Marine Commercial Liability policy (\$25,000,000) and Blue & Gold Fleet's bumbershoot policy (\$49,000,000).

Actual annual premiums for all policies for FY 2017/2018 were \$266,742. Annual premiums for all FY 2018/19 policies are estimated to cost \$429,000 based upon preliminary estimates. This amount includes expanded coverage over the current year for the new Richmond terminal and service (\$32,500) and the newly built Central Bay Operations and Maintenance Facility (\$126,000).

Fiscal Impact

Sufficient funds are included in the proposed FY 2018/19 Operating Budget to support the purchase of commercial insurance as outlined in this memorandum.

END

San Francisco Bay Area Water Transportation Authority (WETA)
2018 - 2019 Insurance Policy Schedule

Attachment A

Coverage	Locations	Deductible/Retention	FY 2017/18 Limit	FY 2017/18 Premium	FY 2018/19 Limit	FY 2018/19 Estimated Premium
Marine Commercial Liability Terminal Operators Liability Wharfingers Liability Auto Liability	Pier 9 Offices Pier 9 Berthing Facility Central Bay O&M Facility North Bay O&M Facility Vallejo Ferry Ticket Office Harbor Bay Alameda Main Street Oakland Clay Street Vallejo Mare Island South San Francisco Richmond	\$2,500 each occurrence	\$1,000,000 Each Occurrence \$3,000,000 Aggregate	\$ 14,438	\$1,000,000 Each Occurrence \$3,000,000 Aggregate	\$ 17,438
Excess Marine Liabilities	Pier 9 Offices Pier 9 Berthing Facility Central Bay O&M Facility North Bay O&M Facility Vallejo Ferry Ticket Office Harbor Bay Alameda Main Street Oakland Clay Street Vallejo Mare Island South San Francisco Richmond	N/A	\$9,000,000 Excess \$1,000,000 Plus	\$ 11,813	\$9,000,000 Excess \$1,000,000 Plus	\$ 13,000
			\$15,000,000 Excess \$10,000,000	\$ 15,750	\$15,000,000 Excess \$10,000,000	\$ 16,500
Property Insurance	Pier 9 Offices Pier 9 Berthing Facility Central Bay O&M Facility North Bay O&M Facility Vallejo Ferry Ticket Office Harbor Bay Alameda Main Street Oakland Clay Street Vallejo Mare Island South San Francisco Richmond	\$10,000 each occurrence \$20,000 wind, wind driven water and flood	Total Insured Value: \$84,300,000	\$ 202,422	Total Insured Value: \$145,300,000	\$ 357,422
Public Officials Management & Employment Practices Liability	N/A	\$15,000 each public officials management \$20,000 each employment practices violation	\$3,000,000 Aggregate	\$ 21,120	\$3,000,000 Aggregate	\$ 22,704
Crime Insurance	N/A	\$2,500 each occurrence	\$1,000,000 Each Occurrence	\$ 1,200	\$1,000,000 Each Occurrence	\$ 1,260
				\$ 266,742	\$ 428,323	

* NEW for FY 2018/19 - Central Bay Operations and Maintenance Facility and Richmond Service

SAN FRANCISCO BAY AREA WATER EMERGENCY TRANSPORTATION AUTHORITY

RESOLUTION NO. 2018-17

APPROVE PURCHASE OF COMMERCIAL INSURANCE POLICIES FOR FY 2018/19

WHEREAS, WETA's existing Commercial Insurance Policies expire on July 1, 2018 and WETA seeks to renew the policies through June 30, 2019; and

WHEREAS, these policies are being provided through Alliant Insurance Services, WETA's insurance broker, and WETA wishes to continue this arrangement for FY 2018/19; and

WHEREAS, WETA has received preliminary estimates for FY 2018/19 insurance coverage, expanded to cover the new Richmond terminal and service as well as the new Central Bay Operations and Maintenance Facility; and

WHEREAS, the estimated cost of insurance coverage in FY 2018/19, including expanded coverage for the new facilities, is fair and reasonable and consistent with prior year rates; now, therefore, be it

RESOLVED, that the Board of Directors hereby approves and authorizes the Executive Director to purchase Commercial Insurance from Alliant Insurance Services at an estimated amount of \$429,000 for FY 2018/19.

CERTIFICATION

The undersigned, Board Secretary, does hereby certify that the foregoing is a full, true and correct copy of a resolution duly and regularly adopted at a meeting of the San Francisco Bay Area Water Emergency Transportation Authority held on May 10, 2018.

YEA:

NAY:

ABSTAIN:

ABSENT:

/s/ Board Secretary

2018-17

END

MEMORANDUM

TO: Board Members

FROM: Nina Rannells, Executive Director
Ernest Sanchez, Manager, Public Information & Marketing

SUBJECT: Approve Amendment to Agreement with Nematode Media, LLC for Ferry Ticket Sales and Information Services for FY 2018/19

Recommendation

Approve Amendment No. 11 to Agreement #04-205 with Nematode Media, LLC in the amount of \$83,000 for services July 1, 2018 through June 30, 2019.

Background/Discussion

Bay Crossings is a privately owned business with a primary mission to provide public transit-related services which include operating a Clipper Customer Service Center, selling San Francisco Bay Ferry tickets (Harbor Bay, Alameda/Oakland/San Francisco and Vallejo) and MUNI Day Passes, and disseminating public transit and visitor information. Clipper Customer Service Center functions are funded under a contract with the Metropolitan Transportation Commission (MTC). Other services provided by the Bay Crossings store, such as sale of transit tickets and passes, are supported through separate agreements with individual transit agencies.

WETA first entered into a formal agreement with Bay Crossings in September 2004 for ferry service information dissemination through the Bay Crossings newspaper and the Bay Crossings storefront in the downtown San Francisco Ferry Building Terminal. This relationship was expanded to include ferry ticket sales functions in recent years when WETA took over the City of Alameda and City of Vallejo services.

Beginning in FY 2015/16, WETA increased its support of Bay Crossings to include enhanced store point-of-sale advertising for WETA materials. At the time, the Board of Directors re-confirmed its interest and support for providing an in-person WETA customer service and tickets sales option at the downtown San Francisco Ferry Building Terminal and acknowledged that the Bay Crossings store offered a unique opportunity to deliver this service in a straightforward and cost-effective manner for WETA.

Staff recommends continuing to utilize Bay Crossings to provide ticket sales and service information in Fiscal Year 2018/19, and proposes that the Board of Directors approve amending Agreement #04-205 with Bay Crossings in the amount of \$83,000 to extend our service agreement from July 1, 2018 through June 30, 2019. This amount is the same as was provided in FY 2017/18 for these services.

Fiscal Impact

Funds will be included in the FY 2018/19 operating budget to support this contract amendment.

END

SAN FRANCISCO BAY AREA WATER EMERGENCY TRANSPORTATION AUTHORITY

RESOLUTION NO. 2018-18

APPROVE AMENDMENT TO AGREEMENT WITH NEMATODE MEDIA, LLC, FOR SERVICES

WHEREAS, in September 2004 WETA entered into Agreement #04-205 with Nematode Media, LLC, for advertising in Bay Crossings magazine, and for ferry ticket sales and distribution of ferry information at the Ferry Building Bay Crossings store; and

WHEREAS, in July 2005, WETA approved Amendment No. 1 to the Agreement to extend the term for one year and modify the Scope of Work; and

WHEREAS, in July 2006, WETA approved Amendment No. 2 to the Agreement to extend the term of the Agreement for three years through June 30, 2009, and

WHEREAS, in July 2009, WETA approved Amendment No. 3 to the Agreement to extend the term of the Agreement for three years through June 30, 2012; and

WHEREAS, in July 2012, WETA approved Amendment No. 4 to the Agreement to extend the term of the Agreement for one year through June 30, 2013; and

WHEREAS, in July 2013, WETA approved Amendment No. 5 to the Agreement to extend the term of the Agreement for one year through June 30, 2014; and

WHEREAS, in July 2014, WETA approved Amendment No. 6 to the Agreement to extend the term of the Agreement for one year through June 30, 2015; and

WHEREAS, in July 2015, WETA approved Amendment No. 7 to the Agreement to extend the term of the Agreement for one year through June 30, 2016; and

WHEREAS, in December 2015, WETA approved Amendment No. 8 to the Agreement to adjust contractor compensation and modify contractor scope of work, and

WHEREAS, in June 2016, WETA approved Amendment No. 9 to the Agreement to extend the term one year through June 30, 2017; and

WHEREAS, in April 2017, WETA approved Amendment No. 10 to the Agreement to extend the term one year through June 30, 2018; now, therefore, be it

RESOLVED, that the Board of Directors hereby approves Amendment No. 11 to Agreement No. 04-205 with Nematode Media, LLC in the amount not to exceed \$83,000 for FY 2018/19 and authorizes the Executive Director to execute the amendment.

CERTIFICATION

The undersigned, Board Secretary, does hereby certify that the foregoing is a full, true and correct copy of a resolution duly and regularly adopted at a meeting of the San Francisco Bay Area Water Emergency Transportation Authority held on May 10, 2018.

YEA:

NAY:

ABSTAIN:

ABSENT:

/s/ Board Secretary

2018-18

END

MEMORANDUM

TO: Board Members

FROM: Nina Rannells, Executive Director
Lauren Gularte, Program Manager/Analyst

SUBJECT: Approve FY 2019-2022 Title VI Program

Recommendation

Approve the FY 2019-2022 Title VI Program.

Background

Title VI of the Civil Rights Act of 1964 specifies that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” While Title VI protects against discrimination on the grounds of race, color, or national origin, Title VI does not provide protection for low-income populations. Executive Order 12898 and the subsequent guidelines issued by the Department of Transportation (DOT) and the U. S. Environmental Protection Agency regarding Environmental Justice, require federal DOT grantees give consideration to the impacts on both minority populations and low-income populations. In 2000, Executive Order 13166 addressed improving access to services for persons with Limited English Proficiency (LEP) by requiring recipients to take reasonable steps to ensure meaningful access to benefits, services, information and other important portions of their programs and activities for individuals who are Limited English Proficient.

All programs receiving financial assistance from the Federal Transit Administration (FTA) are subject to Title VI and DOT’s implementing guidelines. FTA requires that all direct and primary recipients of FTA financial assistance document their compliance with Title VI and DOT’s implementing guidelines by submitting a Title VI program once every three years. The Title VI program must be approved by the recipients governing body prior to submission.

Discussion

WETA is a recipient of federal funds, pursuant to Title 49 U.S.C. Chapter 53, under FTA section 5307/09 and is required to submit a Title VI program once every three years. An updated Title VI program is due to FTA by June 1, 2018.

Staff has prepared the Title VI Program update in accordance with the regulations and guidance provided in FTA Circular 4702.1B (dated October 1, 2012) for transit providers operating less than 50 vehicles in peak service in an Urbanized Area of 200,000 or more in population. The Title VI Program details how WETA strives to ensure that access to its facilities and programs are equitably distributed and provided without regard to race, color, religious creed, or national origin and that equal opportunities are afforded to all individuals in its service area without regard to race, color, religious creed or national

origin, as they relate to community participation in local transit planning, policy and decision-making processes.

WETA's Title VI Program includes the following key components:

1. A description of WETA and its transit services
2. Public notice of the protections from discrimination provided by Title VI
3. Procedures for filing a Title VI complaint
4. A list of any Title VI complaints, investigations or lawsuits naming WETA or San Francisco Bay Ferry since adoption of the last Title VI Program
5. A public participation plan for transit service planning and projects, and a list of public outreach activities conducted since the last Title VI Program
6. A language assistance plan to ensure access to services for Limited English Proficient Individuals
7. Any equity analysis related to the determination of the site or location of new transit facilities covered by 49 CFR 21.9(b)(3) and policies to ensure that transit services and amenities are deployed in a non-discriminatory manner.

The FY 2019-2022 Title VI program is included as **Attachment A** to this report. Staff recommends approval of this Title VI Program addressing WETA's responsibilities under Title VI of the Civil Rights Act of 1964.

Fiscal Impact

There is no fiscal impact associated with this report. The Title VI Program is required by federal law and FTA regulations as a condition of receiving federal funds.

END

SAN FRANCISCO BAY AREA WATER EMERGENCY
TRANSPORTATION AUTHORITY (WETA)

2019-2022 Title VI Program

May 2018



**TITLE VI PROGRAM
WETA**

Table of Contents

	Page
1 Introduction.....	1-1
Overview	1-1
Title VI Compliance.....	1-1
2 Description of Transit Service.....	2-1
Agency Background	2-1
WETA Governance & Staff.....	2-2
Transit Services Provided and Areas Served.....	2-2
Defining WETA's Service Area.....	2-5
Fleet Information.....	2-6
System Performance.....	2-7
3 General Reporting Requirements	3-1
Annual Title VI Certification and Assurance	3-1
Required Submission of Title VI Program / Additional Information Upon Request.....	3-1
Notifying Beneficiaries of Protection Under Title VI.....	3-3
Title VI Complaint Procedures.....	3-3
Record of Title VI Investigations, Complaints, and Lawsuits.....	3-3
Promoting Inclusive Public Involvement	3-4
Providing Meaningful Access to Limited English Proficient (LEP) Individuals.....	3-13
Minority Representation on Planning and Advisory Bodies	3-14
Determination of Site or Location of Facilities	3-14
4 Program Specific Requirements	4-1
Requirement to Set Systemwide Service Standards and Policies	4-1
Major Service Change Policy	4-5
Distribution of Transit Amenities and Vehicle Assignment Policies	4-5

Appendix A	WETA Organizational Chart
Appendix B	Procedures for Filing, Tracking, and Investigating Title VI Complaints
Appendix C	WETA Limited English Proficiency (LEP) Plan
Appendix D	Title VI Policy Statement, Information Request Procedures, Complaint Filing Notice
Appendix E	Sample Public Notices

**TITLE VI PROGRAM
WETA**

Table of Figures

	Page
Figure 2-1 San Francisco Bay Ferry Routes as of April 2018.....	2-6
Figure 2-2 Summary of WETA Service Fleet by Route, April 2018.....	2-6
Figure 2-3 Summary of Operating Statistics, March 2018.....	2-7
Figure 3-1 LEP Persons within WETA Service Area.....	3-13
Figure 4-1 Summary of Performance Measures and Standards.....	4-3

1 INTRODUCTION

OVERVIEW

The San Francisco Bay Area Water Emergency Transportation Authority (WETA) is the public agency responsible for operating the San Francisco Bay Ferry system that serves Oakland (Jack London Square), Alameda (Harbor Bay and Main Street/Gateway), San Francisco (Downtown Ferry Building and Pier 41), South San Francisco (Oyster Point Marina), and Vallejo. WETA also manages seasonal service to AT&T Park.

TITLE VI COMPLIANCE

Title VI of the Civil Rights Act of 1964 specifies that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Executive Order 12898 and the subsequent guidelines issued by the Department of Transportation and the U. S. Environmental Protection Agency require consideration of the impacts on minority and low-income populations. Circular 4702.1B distributed by the FTA provides guidance under Title VI for transit agencies and other federal funding recipients to ensure that services are provided in a manner that is nondiscriminatory and without respect to the minority or income status of its current or potential riders.

WETA is a recipient of federal funds, pursuant to Title 49 U.S.C. Chapter 53, under FTA section 5307/09. As a recipient of federal funds, WETA has prepared its 2015 Title VI Program in accordance with FTA Circular 4702.1B, dated October 1, 2012. WETA understands its responsibility to ensure that all transit service and access to its facilities are equitably distributed and provided without regard to race, color, religious creed, or national origin. Furthermore, WETA strives to ensure that equal opportunities are afforded to all individuals in its service area without regard to race, color, religious creed or national origin, as they relate to community participation in local transit planning, policy and decision-making processes.

2 DESCRIPTION OF TRANSIT SERVICE

This chapter provides a brief overview of WETA and the services it provides as well as a summary of the history of WETA and its development over the past 15 years. This chapter also includes an overview of the WETA governance structure, a description of specific ferry services provided, **WETA's service area**, and a summary of recent service performance.

AGENCY BACKGROUND

In October 1999, the California State legislature formed the San Francisco Bay Area Water Transit Authority (WTA), a regional agency mandated to create a long-term plan for new and expanded water-transit and related services on the San Francisco Bay. The enabling legislation (Senate Bill 428) directed the WTA to prepare an Implementation and Operations Plan (IOP) in order to evaluate ridership demand, cost-effectiveness, and the environmental impact of expanded water transit services. In July of 2003, the legislature approved this plan and authorized the WTA to operate a comprehensive public water transit system of ferries, back-up buses, and terminals.

Effective January 1, 2008, a new state law (SB 976 as amended by SB 1093) dissolved the WTA and replaced it with the San Francisco Bay Area Water Emergency Transportation Authority (WETA). This new regional agency is responsible for consolidating and operating existing public ferry services in the Bay Area, planning new service routes, and coordinating ferry transportation response to emergencies or disasters affecting the Bay Area transportation system. The creation of WETA responds to a need for more comprehensive water transportation and emergency services which emphasize a **regional approach that will significantly increase the Bay Area's** emergency response capabilities and contribute significantly to a more robust and environmentally friendly public transit system.

From 2008 to 2012, WETA worked with the cities of Alameda and Vallejo to transition the City of **Alameda's two** ferry services **and the City of Vallejo's ferry service** to WETA. In June of 2012 WETA opened its first expansion ferry route from Alameda/Oakland to South San Francisco. Under the San Francisco Bay Ferry brand, WETA carries over 2.7 million passengers annually on four ferry routes, utilizing a fleet of 14 high speed passenger-only ferry vessels. San Francisco Bay Ferry currently serves the cities of Alameda, Oakland, San Francisco, South San Francisco and Vallejo.

In 2016, the WETA Board adopted a Strategic Plan that outlines a vision for the San Francisco Bay Ferry system over the next 20 years that responds to passenger demand, makes critical infrastructure investments, and increases WETA's ability to respond to emergencies and system disruptions. With funding and environmental approvals, WETA's Strategic Plan calls for new services to Richmond, Treasure Island, Mission Bay, Berkeley, Redwood City, Seaplane Lagoon, the South Bay, and the Carquinez Strait, ultimately creating a robust 16-terminal regional network to meet the Bay Area demand for a safe, sustainable and environmentally responsible transportation alternative.

TITLE VI PROGRAM WETA

In the fall of 2018, WETA is slated to open a new Richmond ferry service operating between the existing San Francisco Ferry Terminal and a new ferry terminal on the Ford Peninsula in the City of Richmond.

WETA is also currently constructing the Downtown San Francisco Ferry Terminal Expansion Project. This project will increase capacity to serve current and future passengers and improve the amenities around the terminal. The two and a half year construction project will take place in **the Ferry Building's** South Basin and includes building Gates F and G as well as the reconstruction of Gate E. The project is expected to be complete in late 2019.

WETA GOVERNANCE & STAFF

WETA Board

As directed by SB 976 as amended by SB 1093, the WETA Board is comprised of five members each with six year terms. Members of the Board are appointed as follows:

- Three members are appointed by the Governor, including the Chair and Vice Chair, subject to confirmation by the Senate.
- One member is appointed by the Senate Committee on Rules.
- One member is appointed by the Speaker of the Assembly.

Each Board member has one vote. The Board holds regular meetings once a month and additional meetings as required. Its meetings are subject to prior public notice and are open to the public in accordance with California state law.

WETA Staff

WETA staff currently consists of 14 regular employees including the Executive Director. The agency is divided into four departments including Maintenance and Operations; Public Information and Marketing; Planning and Development; and Finance and Administration.

WETA's organizational chart is included as Appendix A of this report.

TRANSIT SERVICES PROVIDED AND AREAS SERVED

As of January 1, 2012, the Blue and Gold Fleet (B&GF) is under contract with WETA to provide operation and maintenance services for the entire WETA system. B&GF is responsible for the **daily operation and management of WETA's ferry transit system, which includes vessel** operations and basic maintenance, equipment and facilities management, terminal operations, personnel management (with contract employees), communications, dispatching and notification systems, provision of fueling and lubricants, fare collection, and provision of on-board services such as food and beverage services.

From July 1, 2012 until Dec 31, 2016, WETA provided funding to the Solano Transportation Authority (SolTrans) for the Route 200 express bus service from the Vallejo ferry terminal to the Downtown San Francisco ferry terminal to provide on demand back up service in the event demand exceeded vessel capacity or when vessels experienced mechanical breakdowns. In the fall of 2016, WETA put forth a proposal to the WETA Board of Directors and the public to significantly increase ferry service between Vallejo and San Francisco and eliminate Route 200

**TITLE VI PROGRAM
WETA**

express bus service. In response to the public comments and direction from the WETA Board of Directors, as of January 1, 2017 WETA ceased providing funding for Route 200.

San Francisco Bay Ferry currently operates four primary ferry routes from the cities of Alameda, Oakland, San Francisco, South San Francisco and Vallejo.¹

Figure 2-1 San Francisco Bay Ferry Routes as of April 2018



Alameda/Oakland Service

The Alameda/Oakland ferry (AOFS) provides daily service between Alameda, Oakland and downtown San Francisco. In FY 16/17 the AOFS carried 1,183,188 passengers. Limited seasonal service is provided to AT&T Park for selected San Francisco Giants baseball games (weekday night games and weekend day games). Service is also provided between Alameda and Oakland, and between the San Francisco Ferry Building and Pier 41 (Short Hop).

Alameda Harbor Bay Service

The Alameda Harbor Bay ferry (AHBF) provides weekday peak-period service between Harbor Bay Isle and downtown San Francisco. Annual ridership for FY 16/17 was 321,289.

Vallejo Ferry Service

The Vallejo ferry provides daily service between Vallejo and downtown San Francisco. In FY 16/17 the Vallejo service carried 1,000,773 riders. Limited seasonal service is provided to AT&T Park for select baseball games (weekday night games and weekend day games). In March 2017, WETA

¹ A full description of the schedules and fares for each route can be found at www.sanfranciscobayferry.com.

**TITLE VI PROGRAM
WETA**

initiated a Short Hop service from its new operation and maintenance facility on Mare Island to the Vallejo ferry terminal. The Short Hop service is a 5-minute sailing across the Napa River. The schedule for Mare Island service utilizes previously non-revenue (“deadhead”) trips. On weekdays there are seven departures and arrivals to the Vallejo ferry terminal, and four weekend departures and arrivals to Mare Island.

South San Francisco Ferry Service (SSF)

The South San Francisco ferry service provides weekday peak-period service between Alameda, Oakland, and Oyster Point in South San Francisco. The service started in June 2012. In FY 16/17 the South San Francisco service carried 136,320 riders. Service is also provided between Alameda and Oakland (Short Hop).

DEFINING WETA'S SERVICE AREA

Given the nature of ferry transit service and the difficulty of defining a service area based on ferry routes that do not traverse through census tracts, it was determined that the preferred way to define the service area for WETA was to utilize passenger survey responses to identify home/origin census tracts. In October 2017, WETA administered an onboard survey to riders asking a series of questions on travel patterns, rider demographics, rider attitudes, and rating of various services. The survey was conducted as a self-administered questionnaire distributed and **collected onboard each of WETA's four ferry routes, similar to a previous onboard survey** administered by WETA in 2011 and 2014. For each service, the trips selected for surveying were scheduled to achieve a representative cross section of riders during all time periods, including weekday peak, weekday off peak, and weekends. In total, 1,944 surveys were completed and processed.

Using the valid responses from this survey, a service area was defined and demographic data was **analyzed by census tract. It should be noted that WETA's service area, and service population, may be different than the last submission of WETA's Title VI plan as a result of the fact that on-board survey responses are used to determine San Francisco Bay Ferry's service area each time the survey is conducted.** The specific steps in the methodology are outlined below:

1. Based on survey responses, trip origins by ZIP Code were mapped.
2. Any origin ZIP Code with only one **response was not included. Many of these "low-response" ZIP Codes fell outside of what was believed to be a reasonable definition of WETA's service area (i.e. Sacramento or Livermore).**
3. ZIP Code geographies were converted into geographies defined by census tracts so that demographic data from the U.S. Census and American Community Survey (ACS) could be utilized. Because the geographies of ZIP Codes and census tracts do not necessarily match, a **"best fit" methodology was used to determine which tracts to include.**

Key findings from the 2017 on-board survey regarding where San Francisco Bay Ferry passengers originate from, include the following:

- San Francisco terminals primarily serve downtown San Francisco and secondarily serve other parts of San Francisco, Angel Island, Treasure Island, Tiburon, Daly City, and Pacifica.
- Oakland and Alameda terminals primarily serve Oakland, Alameda, Harbor Bay, and Berkeley and secondarily serve other parts of the East Bay, including Concord, Walnut Creek, Dublin, San Ramon, Orinda, and Lafayette.
- Service area of the Harbor Bay terminal primarily includes Harbor Bay, Alameda, San Leandro, and Oakland.
- Vallejo terminal has the largest service area, covering Vallejo, Benicia, Fairfield, Vacaville, other parts of Solano County, Sonoma, and Napa.
- The Vallejo and Oakland/Alameda routes have about 12 percent of visitors. The South San Francisco and Harbor Bay routes, as commute service only routes, have low proportion of visitors, about one percent.

**TITLE VI PROGRAM
WETA**

FLEET INFORMATION

Figure 2-2 provides a summary of the WETA service fleet and the basic characteristics of each vessel by route. WETA provides similar vessels for each route in terms of vessel type and on-board amenities. There are slight differences between the size and speed of the vessels by route, but these differences are predominantly due to the specific service needs of each route. For example, the fastest vessels have been assigned to the Vallejo route because of the greater distance and large span of open water between the Vallejo terminal and San Francisco.

Figure 2-2 Summary of WETA Service Fleet by Route as of April 2018

Service	Vessel Name	Year Built	Vessel Type	Passenger Capacity[3]	Speed (Knots)	Restrooms	Snack Bar
Alameda / Oakland	Encinal	1985	Aluminum Catamaran	395	25	3	Yes
	Hydrus	2017		400	27	3	Yes
	Cetus	2017		400	27	3	Yes
Harbor Bay	Bay Breeze	1994		250	24	2	Yes
	Peralta	2001		331	25	3	Yes
South San Francisco	Taurus	2009		225	25	2	Yes
	Pisces	2009		225	25	2	Yes
Vallejo	Intintoli	1997		349	34	3	Yes
	Solano	2004		320	34	4	Yes
	Vallejo	1991		267	34	3	Yes
	Mare Island	1997		330	34	3	Yes
	Gemini	2008	225	25	2	Yes	
Spare Vessels	Scorpio	2009	199	25	2	Yes	

Source: WETA

**TITLE VI PROGRAM
WETA**

SYSTEM PERFORMANCE

Figure 2-3 provides an overview of the operating statistics for the different ferry services for the month of March 2018. WETA's system-wide ridership has grown 26% since 2015.

Figure 2-3 Summary of Operating Statistics, March 2018

			Alameda/ Oakland	Harbor Bay	South San Francisco	Vallejo*	Systemwide	
Boardings	vs. last month	Total Passengers March 2018	96,604	30,279	13,172	81,785	221,840	
		Total Passengers February 2018	85,542	25,430	11,670	69,823	192,465	
		Percent change	12.93%	19.07%	12.87%	17.13%	15.26%	
	vs. same month last year	Total Passengers March 2018	96,604	30,279	13,172	81,785	221,840	
		Total Passengers March 2017	87,172	30,773	13,693	81,180	212,818	
		Percent change	10.82%	-1.61%	-3.80%	0.75%	4.24%	
	vs. prior FY to date	Total Passengers Current FY To Date	950,878	248,240	106,658	766,280	2,072,056	
		Total Passengers Last FY To Date	850,211	235,593	99,320	721,308	1,906,432	
		Percent change	11.84%	5.37%	7.39%	6.23%	8.69%	
			Avg Weekday Ridership March 2018	3,667	1,376	599	3,334	8,977
	Ops Stats		Passengers Per Hour	137	184	77	136	135
			Revenue Hours	703	165	171	602	1,641
		Revenue Miles	9,753	3,530	2,717	18,389	34,389	

* Includes backup bus boardings. March bus ridership totaled 15 for Vallejo.

Source: WETA

3 GENERAL REPORTING REQUIREMENTS

Chapter III of FTA Circular 4702.1B describes the general reporting requirements required of WETA and its sub-recipients to ensure that their activities comply with Title VI regulations and/or the DOT Order on Environmental Justice and the DOT Guidance on Limited English Proficiency (LEP). Summaries of these requirements and **WETA's** efforts in meeting them are outlined below.

ANNUAL TITLE VI CERTIFICATION AND ASSURANCE

To ensure accordance with 49 CFR Section 21.7, applicants shall submit their annual Title VI assurance as part of their annual Certification and Assurance submission to FTA. Recipients shall collect Title VI assurances from sub-recipients prior to passing through FTA funds.

WETA annually submits its Certifications and Assurances in the Transit Award Management System (TrAMS) within 90 days from the date on which the Certifications and Assurances are printed in the Federal Register. The Executive Director and WETA Legal Counsel individually and electronically certify the Certifications and Assurances using a secret Personal Identification Number (PIN) within TEAM. The WETA Executive Director and Legal Counsel last certified on March 5, 2018 and April 5, 2018, respectively.

REQUIRED SUBMISSION OF TITLE VI PROGRAM / ADDITIONAL INFORMATION UPON REQUEST

To ensure compliance with 49 CFR Section 21.9(b), FTA requires that all recipients document their compliance by submitting a Title **VI Program** to **FTA's regional civil rights officer** once every three years.

WETA submitted its most recent Title VI report to the FTA in May 2015. Since that time, several service changes have occurred, including:

1. **Service Enhancements Capacity Shortfalls – Aug 2015**

To address the 26% increase in ridership over the last three years, WETA added an additional trip on both the Alameda/Oakland and Vallejo routes during evening peak commute period. The WETA Board of Directors also authorized creating a service plan for the following spring/summer to continue this increase as well as add an additional morning trip to the central bay services. The WETA Board of Directors approved this increase in August 2015.

**TITLE VI PROGRAM
WETA**

2. Vallejo Ferry Service Enhancements and Deletion of Scheduled Route 200 Service - Implemented January 2017

In October 2016, WETA provided a proposal to the Board of Directors to enhance ferry service in Vallejo, eliminating the need for scheduled Route 200 bus service while also addressing recent strong demand for increased ferry service. Route 200 is funded by WETA and operated by Soltrans. Scheduled Route 200 bus service has historically served two purposes: first, as a means of backup when scheduled ferry departures reach boarding limits or when vessels are experiencing anticipated outages due to maintenance or mechanical issues. Secondly, Route 200 service helped to **“fill gaps” in the schedule**. Due to WETA increasing ferry service, Route 200 has experienced a long term decline.

WETA followed its Public Comment Policy and provided outreach to Vallejo ferry and bus riders on the proposal through emails and notices on WETA’s passenger notification system, Bay Alerts, along with flyers distributed on boats and buses. The flyers were translated into Spanish and Chinese and were accompanied by a comment card, enabling riders to provide feedback that was then collected by crews. In addition to the direct outreach to riders, the boards for both the Solano Transportation Authority (STA) and SolTrans received informational presentations on the service change proposal. WETA received letters from both agencies in support of the service change proposal.

The proposal to enhance ferry service beginning in January 2017 while deleting scheduled Route 200 bus service was approved by the WETA Board of Directors in November 2016 and the service change was implemented in January 2017. Three new ferry departures from Vallejo and two from San Francisco were implemented to replace high ridership bus departures.

3. Mare Island Ferry Service and Mare Island Short Hop Fare – Implemented March 2017

In February 2017, the WETA Board of Directors authorized initiation of service to/from the newly constructed North Bay Maintenance and Operations facility terminal site on Mare Island beginning on March 6, 2017 and approved use of the standard WETA short hop fare of \$1.60 for travel between Mare Island and the Vallejo Terminal.

The Mare Island service consists of a 5 minute ferry trip across the Napa river from WETA’s new maintenance facility to the Vallejo Ferry Terminal. Utilizing previous non-revenue trips to and from the maintenance facility, the schedule consists of seven departures and arrivals to Vallejo each weekday and four weekend departures and arrivals to Mare Island. Flyers alerting passengers to the new short hop service were provided in English, Spanish and Chinese.

4. New Vessels to Routes – 2017 to Present

In 2013 WETA started a project to construct four new 400 passenger high speed 27-knot propeller vessels to replace two vessels used in the central bay services (Alameda/Oakland, Harbor Bay & South San Francisco ferry services) and to support the growing demand for WETA services and ensure that there are sufficient vessels to provide needed back-up capacity. WETA accepted delivery of the MV Hydrus and MV Cetus in 2017 and is expecting to receive the MV Argo in late May 2018 and the MV Carina in December 2018. In a separate project, WETA is also constructing 3 additional high-speed vessels to expand the fleet to support new Richmond service in the fall of 2018, and to

**TITLE VI PROGRAM
WETA**

replace the oldest vessel in the Vallejo service that is due for retirement. These vessels will be delivered in late 2018 through 2019.

NOTIFYING BENEFICIARIES OF PROTECTION UNDER TITLE VI

In order to comply with 49 CFR 21.9(d), recipients and sub-recipients shall provide information to beneficiaries regarding their Title VI obligations and appraising beneficiaries of the protections against discrimination afforded to them by Title VI.

WETA has established a statement of rights, per Title VI, for those who are benefiting from services and/or contracts funded with federal assistance. WETA has made that statement of rights available to the public. WETA has also made available to the public:

- A policy statement addressing its commitment to avoid discrimination on the basis of race, color, or national origin
- A description of procedures for how to request more information on the obligations of WETA to fulfill Title VI obligations
- A public notice that informs beneficiaries of their right to file Title VI complaints, and the process for doing so, should they feel that discrimination has occurred
- A statement in traditional Chinese and Spanish that information in these languages are available by calling our administrative office

These notices are posted on all vessels and ferry terminals, as well as posted on the San Francisco Bay Ferry website. Additionally, **WETA's Title VI notice, policy statement and complaint form are provided in Traditional Chinese and Spanish languages on San Francisco Bay Ferry's website. Documentation of the statement of rights, WETA's policy statements, and public notification of rights are included in Appendix D.**

TITLE VI COMPLAINT PROCEDURES

In order to comply with 49 CFR 21.9(b), recipients and sub-recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public upon request.

WETA has developed procedures for filing, tracking, and investigating Title VI complaints. The procedures are included as Appendix B and D of this document and are provided in English, Spanish and Chinese languages.

RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

In order to comply with 49 CFR 21.9(b), recipients and sub-recipients shall prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or sub-recipient that allege discrimination on the basis of race, color, or national origin. WETA received one Title VI complaint in August 2015 as summarized below.

**TITLE VI PROGRAM
WETA**

Ref Number	Date of Incident	Date Complaint Form Received	Complaint Summary	Status	Actions Taken
2015_T61	6/12/2015	8/14/2015	Complaint filed claiming discrimination on the basis of age, race and disability.	Closed	After investigation and review, complaint determined to be without merit.

PROMOTING INCLUSIVE PUBLIC INVOLVEMENT

In order to comply with 49 CFR 21.5(b)(7) and to engage in community outreach consistent with the DOT Order on Environmental Justice, recipients and sub-recipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach and involvement activities. Per Title VI requirements, **an agency’s public participation strategy shall offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions.**

WETA recognizes that the FTA has given recipients latitude to determine how, when, and how often specific public involvement measures should take place and what measures are most appropriate. WETA strives to fully engage the public in its planning, policy and decision making processes, as well as in its marketing and outreach activities.

Current Outreach and Public Involvement Activities

WETA conducts outreach and involvement opportunities for the public as new planning efforts are initiated, as new fares are considered, as service changes are considered, and when new services are implemented.

Most of WETA’s outreach has been through stakeholder and community meetings, public hearings and Board of Directors meetings. The following section summarizes the key projects and policies that have involved public meetings, hearings and outreach during the period covered by this report, June 2015 through April 2018.

Special Public Activities, Events, and Outreach Efforts

1. Alameda Access Plan Activities - 2013-Present

Beginning in spring 2013, both Alameda Main Street and Harbor Bay ferry terminals experienced a surge in ridership resulting in near-or over-capacity trips, full parking lots, and limited space for bicycles. WETA developed terminal access studies to identify how riders get to the terminals and potential ways to reduce parking needs and increase other terminal access methods. The studies featured public workshops in March 2014 to allow riders and terminal neighbors alike to provide their own ideas and solicit input and reaction to alternative solutions and analysis.

Since then, WETA staff has been engaged in a three-year effort to improve access to both terminals through a working partnership with both the City of Alameda and AC Transit staff. After considerable public input, the City of Alameda City Council authorized a residential parking permit program for the Harbor Bay Ferry Terminal area in February 2017. **City of Alameda staff coordinated with the Harbor Bay Master Homeowner’s**

**TITLE VI PROGRAM
WETA**

Association to develop a strategy for implementing the residential permit and enforcement program, including outreach to surrounding communities and ferry riders. On June 27, the City began the outreach effort with cooperation from WETA through the Bay Alerts system. The City continued its outreach process through the end of August and began active enforcement in September 2017. To make up for the loss of parking, WETA began working with the City to develop strategies to enhance alternative access to the terminal, and staff executed an agreement with AC Transit to offer a free transfer to ferry riders who take the bus to the ferry. In addition, bike lockers were upgraded and new bike racks were installed.

At the request of the Harbor Bay Homeowner’s Association and the City of Alameda, WETA has been considering a parking fee at the Harbor Bay lot. WETA staff has engaged CDM Smith to evaluate potential parking fee programs, not just for Harbor Bay but for the entire WETA system. A program of system-wide parking fee program policy goals was approved by the WETA Board in November 2016 that will be used to guide the development of a specific paid parking program for the Harbor Bay Terminal site. Staff anticipates bringing a recommendation for a parking fee program in early 2018.

In response to public comments at the 2014 public workshops and ridership increases, WETA has been working to increase access to the Main Street terminal. WETA worked **with City of Alameda staff beginning in spring 2015 to open the Officer’s Club parking lot** as an overflow lot for the many riders who had been parking on dirt lots or on the shoulders of Main Street. WETA funded a new crosswalk and minor improvements to the lot, which opened to ferry riders on May 24, 2016. In addition to the parking improvements, 20 bicycle lockers at the Main Street terminal -- funded through a grant from the Bay Area Air Quality Management District – were installed on February 22, 2016. Staff shifted focus to identify additional access improvement possibilities - such as buses, shuttles, bicycles, and pedestrian improvements - after the parking improvements were underway, and recently met with private companies like Lyft, Chariot and Scoop in an effort to explore alternative options for improving transportation options for ferry riders in Alameda and elsewhere.

2. System Expansion Policy – Adopted June 2015

Recent planning activities have highlighted the need to establish a Board-level set of policies and standards that define WETA expectations for future expansion projects. These activities include the Contra Costa Transportation **Authority’s Ferry Terminal** Financial Feasibility Study and project agreements for the Richmond Ferry service and the Downtown San Francisco Terminal expansion. The policy is intended to be used as a tool for WETA partners, providing a comprehensive definition of WETA service requirements. The System Expansion Policy establishes target levels of performance based on existing WETA service. Minimum levels of performance would need to be achieved within ten year, allowing services to build a ridership market and for transit supportive land use changes to occur.

The WETA Board of Directors adopted the System Expansion Policy at the June 2015 meeting after public discussion.

3. System Performance Targets Policy – Adopted June 2015

Recent ridership growth and upcoming planning and service scheduling activities will benefit from an established Board-level set of policies and standards that define WETA

**TITLE VI PROGRAM
WETA**

service and measures of productivity. As ridership continues to grow and WETA services experience crowding and capacity issues, adjustments or modifications to existing services will occur on a regular basis. The policy is intended to be used as a tool for WETA staff and a consistent set of reporting standards for the WETA Board, WETA partners and riders to gain a better understanding of WETA service performance.

The System Performance Targets Policy establishes minimum, target and maximum levels of performance. It introduces the idea of triggers that will justify new or enhanced service for routes that are experiencing an excess of demand. The proposed policy also establishes minimum levels of performance to not only provide a goal for expansion projects but also a threshold of fiscal sustainability for existing services. The System Performance Targets policy will be a supporting document in the future WETA Strategic Plan and Short Range Transit Plans.

The WETA Board of Directors adopted the System Performance Targets Policy at the June 2015 meeting after public discussion.

4. Terminal Access Policy – Adopted June 2015

Recent planning activities have highlighted the need to establish a Board-level set of policies and standards that define WETA terminal access needs and expectations, not only for future expansion projects but existing terminals. These activities include the Alameda Terminal Access Study and project planning activities for the Richmond Ferry Terminal and the Downtown San Francisco Terminal expansion. The policy is intended to be used as a tool for WETA partners, providing guidance for enhancing access opportunities and building ferry ridership.

WETA partners include not just stakeholders interested in expansion but cities and agencies that have a vested interest in attracting travelers to **WETA’s existing services**. The policy suggests target levels of access for all modes: parking, bicycle facilities, pedestrian network and feeder transit. The Terminal Access Policy is a supporting document in WETA’s Strategic Plan and for other planning activities.

The proposed policy includes statements and both quantitative and qualitative measures of terminal access conditions in the immediate vicinity of the ferry terminal. The terminal access guidelines can be applied to new projects or existing terminals. Access guidelines are intended to encourage municipalities to develop transit-supportive infrastructure for bikes, pedestrians and bus/shuttle modes.

The WETA Board of Directors adopted the Terminal Access Policy at the June 2015 meeting after public discussion.

5. WETA Strategic Plan – Approved October 2016

The Draft WETA Strategic Plan, released in January 2016, is the result of a planning process that began in March 2015 with an introductory Board workshop that provided agency and service background information and identified strategic areas for discussion. A second workshop in May 2015 reviewed and validated the Board-adopted Mission and Vision statements and provided an opportunity to consider new WETA policies related to service performance and expansion. Taking input from the Board, WETA staff spent the summer reaching out to stakeholders, sharing draft strategic plan policies and gaining valuable input for the eventual draft plan. Stakeholder outreach included 20+

**TITLE VI PROGRAM
WETA**

stakeholder meetings with the following government agencies, business groups, non-profits, and the press:

- Solano Transportation Authority staff
- Bay Area Council Ferry Committee
- Silicon Valley Leadership Group
- San Mateo Transportation Authority
- MTC staff
- City of Vallejo staff
- **City of Richmond Mayor's Roundtable**
- East Bay Economic Development Alliance
- Solano Transportation Authority Board
- City of Alameda staff
- AC Transit staff
- **West Contra Costa Mayor's**
- San Francisco Business Times
- UCSF staff
- Solano Transportation Authority Transit Committee
- San Francisco Transportation Authority staff
- Alameda County Transportation Commission staff
- Bay Area Congestion Management Agencies

The Draft 2016 WETA Strategic Plan was reviewed with the Board of Directors at their January 14, 2016 meeting and then released for public review and input including being **posted on WETA's website. The deadline for submission of comments was February 19.** In all, 12 comment letters were submitted, either through email, the WETA web site or letter.

In March 2016 the Board of Directors created a working group consisting of staff, and two **Board Members to review the draft plan within the context of WETA's mission and vision** statements. As a result of the work of this committee, the WETA Board adopted revised Mission and Vision statements at its June 2016 meeting. A revised draft Strategic Plan consistent with the new Mission and Vision statements was released in September and was adopted by the WETA Board in October 2016.

6. 2016-2025 Short Range Transit Plan – Adopted March 2016

Federal transportation statutes require that the Metropolitan Transportation Commission (MTC), in partnership with state and local agencies, develop and periodically update a long-range Regional Transportation Plan (RTP), and a Transportation Improvement Program (TIP) which implements the RTP by programming federal funds to transportation projects contained in the RTP. In order to effectively execute these planning and programming responsibilities, MTC requires that each transit operator in its region which receives federal funding through the TIP, prepare, adopt, and submit a **Short Range Transit Plan (SRTP). The SRTP provides an overview of WETA's public** transit ferry services and recent system performance, as well as a ten-year projection of transit capital and operating expenses and revenues for FY 2015-16 to FY 2024-25.

In accordance with MTC requirements for SRTP updates, staff prepared a draft 2016 SRTP for FY 2015-16 to FY 2024-25 that was presented to the Board and released for public comment on January 14, 2016. Outreach included notification to ferry riders and **interested citizens through WETA's email listserve and the BayAlerts notification system** that the draft SRTP was available online for review. Additionally, staff directly emailed over 30 stakeholder **organizations that have been engaged with WETA's recent strategic** planning process. 27 public comments were submitted by 11 individuals or organizations. **The majority of WETA's responses were clarifications concerning the scope, purpose, or** requirements of the SRTP

**TITLE VI PROGRAM
WETA**

The WETA Board of Directors approved the 2016 SRTP at the March 2016 meeting.

7. Emergency Response Plan – Approved March 2016

WETA was created by the California Legislature in 2007 by Senate Bill (SB) 976 as amended by SB 1093. California Government Code Section 66540.2 and 66540.5 directs WETA to consolidate and operate public ferry services in the Bay Area, plan new service routes, and authorizes WETA to coordinate ferry transportation response to emergencies or disasters affecting the Bay Area transportation system. In 2015 and 2016 WETA conducted outreach and prepared an Emergency Response Plan which describes the **WETA's roles and responsibilities in an emergency. Staff conducted an initial set of stakeholder meetings with USCG Sector San Francisco, California Office of Emergency Services (CalOES), MTC, the San Francisco Department of Emergency Management (DEM) and WETA's contracted operator Blue & Gold Fleet in 2015. Additionally, three plan validation meetings were held in 2016 and attended by over 19 stakeholder agencies.**

The Board of Directors approved the WETA Emergency Response Plan in March 2016.

8. FFY 2017-2019 Overall DBE goal – Public Participation April 2016, Approved September 2016

As a recipient of federal transportation funding, WETA is required to have a diversity program for the participation of DBE firms in WETA contracting opportunities. The Department of Transportation requires federal grant recipients to set overall DBE goals on a three-year basis. WETA developed and submitted a new goal for FFY 2017-2019 to the Federal Transit Administration.

U.S. DOT Regulations require that the maximum feasible portion of the overall DBE goal be achieved using race-neutral means such as programs and initiatives that assist small businesses in general and that are not limited to minority or women-owned firms. **WETA's efforts in this area are facilitated through active participation in educational and outreach events organized by the San Francisco Bay Area Regional Business Outreach Committee (BOC); a committee comprised of over 20 Bay Area transit and transportation agencies. In April 2016, the BOC sponsored a consultation and public participation meeting with trade, business organizations and DBE firms on the agency's DBE goal setting process for FFY 2017-2019 and upcoming contracting opportunities detailed in the DBE Goal Analysis Report. The public participation meeting consisted of two parts, a meeting focused on consulting with and receiving comments from various trade groups, minority, women's and general contractor groups, community organizations, and other representatives to discuss how to increase availability of disadvantaged, minority and women owned businesses and a second session with owners and representatives of DBE firms.**

The WETA Board of Directors approved WETA's FFY 2017-2019 Overall DBE goal in September 2016.

9. Central Bay Operations & Maintenance Facility Groundbreaking – Sept 2016

The Ron Cowan Central Bay Operations & Maintenance facility at Alameda Point will serve as the base for WETA's existing and future central bay ferry fleet. The anticipated opening date will be in the summer of 2018. The facility will provide running maintenance services such as fueling, engine oil changes, concession supply, and light repair work for WETA vessels. The new facility will also serve as WETA's Operations

**TITLE VI PROGRAM
WETA**

Control Center for day-to-day management and oversight of service, crew, and facilities. In the event of a regional emergency, the facility will function as an Emergency Operations Center, serving passengers and sustaining water transit service for emergency response and recovery. On September 15, 2016 a groundbreaking ceremony to commemorate the start of construction was attended by numerous state, regional, local and private-sector supporters of the project as well as the Alameda community at large.

10. North Bay Operations & Maintenance Facility Ribbon Cutting Ceremony – October 2016

WETA constructed a new ferry operations and maintenance facility located on Mare Island in Vallejo. The landside phase included site preparation and construction of a new fuel storage and delivery system along with warehouse and maintenance space. The waterside phase includes a system of modular floats and piers, gangways, and over-the-water utilities. The facility was substantially complete in the fall of 2016. A ribbon-cutting ceremony for the project was held on October 26, 2016 and attended by numerous state, regional, local and private-sector supporters of the project as well as the Vallejo community at large.

11. System Wide Parking Fee Program Policy Goals – Approved November 2016

In November 2016 staff proposed goals for a system-wide parking fee program policy for WETA-controlled facilities. The goals will help shape parking fee programs at individual terminals and provide guidance as staff works with City partners to develop parking and access initiatives at various system terminals. It is expected that a parking fee program will be introduced at the Harbor Bay terminal in the next couple years as a part of a multi-pronged approach developed by the City of Alameda in conjunction with Harbor Bay residents, the Alameda Transportation Commission and WETA to address terminal access issues and concerns.

The proposed goals are based upon WETA existing policy and planning documents such as **WETA's Access Policy, the 2016 Strategic Plan and actions taken by the WETA Board.** The goals were developed with the understanding that while a parking fee program may be introduced at the Harbor Bay terminal in the near term, the program goals are meant to apply to all existing and future terminals.

The WETA Board of Directors adopted the System Wide Parking Fee Program Policy Goals in November 2016.

12. M/V Hydrus Christening – March 2017

On March 21, 2017, the San Francisco Bay Area Water Emergency Transportation Authority (WETA) christened the Hydrus, the first of seven new vessels to join the San Francisco Bay Ferry fleet over the next three years. The 400-passenger vessel officially entered service in April 2017, serving the Central Bay routes of San Francisco to Alameda, Oakland and Harbor Bay.

This event also marked WETA's sixth anniversary of providing ferry service. Over the past six years, WETA has seen a 74 percent increase in ridership and now carries more than 2.7 million riders a year from nine terminals throughout the San Francisco Bay Area. To address the increased demand for ferry service, WETA is investing \$465 million in assets and infrastructure — including new terminals, maintenance and operations facilities, and vessels — to expand ferry service. New vessel construction is \$175 million of the overall

**TITLE VI PROGRAM
WETA**

capital expenditure. This event was attended by numerous state, regional, local and private-sector supporters.

13. WETA Local Hazard Mitigation Plan – Adopted May 2017

WETA prepared a Hazard Mitigation Plan (HMP) in accordance with the Federal Disaster Mitigation Act of 2000, which requires local governments to develop and submit HMPs as a condition of receiving Hazard Mitigation Grant Program and other mitigation project grant funding. This includes pre-disaster mitigation funding and post-disaster mitigation funding for existing WETA facilities. The essential steps of hazard mitigation are to identify and profile hazards that affect the local area surrounding existing facilities, analyze the people and facilities at risk from those hazards, and develop mitigation actions to lessen or reduce the impact of the profiled hazards.

The process includes coordination with stakeholder agencies with jurisdictions that might interface with WETA during a disaster response and public participation. In addition to inviting all the jurisdictions that contain WETA operated facilities to participate on the planning team for the HMP, WETA provided a copy of the final draft HMP to them for review and comment. WETA also provided a copy of the final draft HMP to its contract operator and other transit agencies for review and comment. WETA provided public notification through its website, and Facebook and Twitter accounts. Additionally, WETA conducted a public online survey to solicit their input on the hazards that WETA faces, the safety of WETA ferry operations and the mitigation activities that the riders recommend WETA undertake. The draft HMP was placed on the WETA website for public review and comment. Finally, notification of the draft HMP review and adoption by the WETA Board was advertised.

The WETA Board of Directors approved the Hazard Mitigation Plan in May 2017.

14. Proposed Regional Measure 3 Principles and Ferry Investment Program – Adopted June 2017

Preparations are underway by the California State Legislature and the Metropolitan Transportation Commission (MTC) to bring a new bridge toll funding measure - Regional Measure 3 (RM3) - to Bay Area ballots in June 2018. In anticipation of the new measure, WETA developed a set of investment principles to serve as an input to local, regional, and **statewide discussions about the measure.** WETA's proposed Regional Measure 3 Investment Principles were developed by staff using the Strategic Plan and Board discussions as a guide. These principles support development of a program of projects that can be delivered within the next 10 years and would offer near-term congestion relief **to the Bay Area's congested bridge corridors.** The Principles, which were intended to communicate to legislators and other stakeholders the policy basis for the accompanying Ferry Investment Program, include priority to:

1. Enhance Existing Ferry Services
2. Add Key Expansion Terminals
3. Create Fiscal Stability
4. Pursue Implementation-Ready Projects
5. Continued Partner Development

**TITLE VI PROGRAM
WETA**

The WETA Board of Directors approved the Regional Measure 3 Principles and Ferry investment Program at the June 2017 public meeting, which was attended by representatives from 11 stakeholder groups.

Ongoing Community Participation/Partnerships

In addition to the special hearings and events, WETA staff regularly works with a variety of regional and community organizations, and participates on special community advisory committees. Regularly attended regional planning, community, business outreach and emergency response meetings include the following:

- San Francisco County Transportation Authority
- Alameda County Transportation Authority Technical Advisory Working Group
- Metropolitan Transportation Commission Transit Sustainability Project Steering Committee
- Bay Area Partnership Board
- Clipper Executive Board
- Regional Transportation Plan/Sustainable Community Strategy Meetings
- Metropolitan Transportation Commission TransResponse Plan Steering Committee
- City and County of San Francisco Lifelines Council
- Regional Transportation Agency Emergency Coordinator Workshops
- Harbor Safety Committee
- Harbor Safety Committee Ferry Operations Work Group
- Port of San Francisco Maritime Commerce Advisory Committee
- Port of San Francisco Waterborne All-Hazard Response Plan Steering Committee
- Port of San Francisco Northeastern Waterfront Advisory Group (NEWAG)
- Regional Business Outreach Committee Monthly Meetings
- Regional Title VI Working group quarterly meetings
- Bay Conservation & Development Commission (BCDC) and Port of San Francisco Waterfront Planning Working Group
- City of Alameda Disaster Council
- **City and County of San Francisco’s Emergency Support Function #1 Transportation Working Group**
- **Metropolitan Transportation Commission’s annual Table Top Exercise for emergency response**
- Fleet Week Emergency Response Exercise Planning meetings
- San Mateo County Transportation Authority Community Advisory Committee
- TRANSPLAN Eastern Contra Costa County Communities
- West Contra Costa County Transportation Advisory Committee
- SPUR, International Transportation Engineers (ITE), APTA technical tours

Future Outreach and Public Involvement

WETA's objective is to ensure the various communities served by the ferry operation have sufficient opportunities to provide input in the development and design of future ferry services and stations, changes to existing services, and marketing efforts. Key elements of WETA's ongoing efforts to actively solicit the participation of all community members including minority, low-income and LEP populations include the following:

- WETA regularly conducts outreach efforts related to existing ferry service and proposed plans for ferry service expansion. Meetings are held in locations accessible to transit and at times that are convenient for low-income and minority communities.
- WETA provides notices to riders in English regarding major service changes or decreases in benefits. Additionally consistent with the LEP plan, WETA also provides the following notifications in both Spanish and Chinese:
 - A notice on schedules, brochures and the San Francisco Bay Ferry Website that free telephone translation services are available by calling 415-705-8291.
 - Translated notices of proposed decreases in benefits or services, informational meetings regarding proposed decreases in benefits or services, and public hearings regarding proposed decreases in benefits or services.
 - A statement notifying Spanish and Chinese speakers that free in-person translators are available if requested 5 business days prior to the scheduled meeting or public hearing regarding proposed decreases in benefits or services.

PROVIDING MEANINGFUL ACCESS TO LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS

Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

Appendix C **includes WETA’s 2018 LEP Plan**, which provides a detailed analysis of LEP persons **within the WETA service area and the agency’s plan to reach these individuals**. English proficiency and languages spoken within the WETA service area were evaluated **in WETA’s LEP Plan**. The results are summarized below.

As defined by Chapter I of the FTA Circular 4702.1B, LEP persons are defined as those that reported to the U.S. Census that they speak English less than “very well,” “**not well**” or “**not at all**.” Within the WETA service area, 15.5% of the population speaks English “**less than very well**,” “**not well**” or “**not at all**” (Figure 3-1). The American Community Survey (ACS) categorizes those individuals into one of four major language groups: Spanish, Other Indo-European, Asian and Pacific Islander, and Other. Each of these groups include multiple languages, in fact both the Asian and Pacific Islander and Other Language categories includes over 20 distinct languages and the Other Indo-European category includes over 40 different languages. Identifying specific languages within these four umbrella categories requires further analysis. However, this data is not available from the American Community Survey at the census tract level.

Figure 3 -1 LEP Persons within WETA Service Area

Data Category	Number	Percentage
Total Population over 5 years	345,375	100.00%
Total Population Speaking Only English	228,388	66.13%
Total Population Speaking Another Language and Speaking English “Very well”	63,331	18.34%
Population over 5 years Speaking English “well,” “not well,” or “not at all”:	53,656	15.53%
<i>Asian and Pacific Island Languages</i>	32,913	9.53%
<i>Spanish Language</i>	15,058	4.36%
<i>Other Indo-European Languages</i>	3,471	1.00%
<i>Other Languages</i>	2,214	0.64%

Source: American Community Survey, 5 year Estimate – 2016. Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older.

Relying on the ACS data alone does not provide the information to determine which specific **languages meet DOT’s Safe Harbor Threshold and require translations of WETA’s vital documents**. Federal guidance provides that the greater number or proportion of LEP individuals from a particular language group served or encountered by a recipients program, the more likely language services are needed.

WETA’s LEP monitoring activities clearly indicate the presence of Spanish and Chinese LEP individuals:

TITLE VI PROGRAM WETA

- **WETA's** Onboard survey reported that of the 6% of WETA riders that speak English less than "very well," **40% speak Spanish, and 15% speak a dialect of Chinese.**
- 85% of the LEP persons who seek assistance at the Vallejo Ticket Office speak Spanish and 10% speak a dialect of Chinese.

As evidenced by WETA's LEP monitoring activities, the most predominant languages spoken by LEP individuals accessing WETA's services are Spanish and Chinese. As such, WETA will continue to translate its vital documents into Spanish and Chinese.

WETA's Four Factor Analysis, language implementation plan and language assistance measures are described in greater detail in the revised LEP Plan attached as Appendix C. In addition, WETA's onboard survey, which is translated into Spanish and Chinese, is included in Appendix F.

MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

Recipients may not, on the grounds of race, color, or national origin, deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program. Recipients that have transit-related, non-elected planning boards, advisory councils or committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those bodies and a description of efforts made to encourage the participation of minorities on such bodies.

WETA does not currently have any standing planning or advisory boards or committees. The WETA Board of Directors serves as the policy board for San Francisco Bay Ferry. **Three of the five members of WETA's Board of Director's are appointed by the Governor, one Director is appointed by the Senate Rules Committee, and one Director is appointed by the Assembly Committee on Rules.**

DETERMINATION OF SITE OR LOCATION OF FACILITIES

Per 49 CFR 21.9(b)(3), recipients may not select the site or location of facilities with the purpose or effect of excluding persons from, denying the benefits of, or subjecting them to discrimination on the basis of race, color, or national origin. Per 49 CFR 21, the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin. This requirement does not apply to bus shelters, transit stations, power substations, as these are evaluated during project development and the National **Environmental Policy Act (NEPA) process.** "Facilities" included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. In order to integrate considerations expressed in the DOT Order on Environmental Justice, recipients and subrecipients should integrate an environmental justice analysis into their NEPA documentation of construction projects.

WETA does not have any new projects subject to this requirement that were not previously reported in WETA's 2015 Title VI Program.

4 PROGRAM SPECIFIC REQUIREMENTS

WETA is a transit provider that operates fewer than 50 fixed route vehicles in peak service and is located in a UZA of 200,000 or more in population. As such, WETA has prepared this Title VI Program consistent with the regulations in FTA Circular 4702.1B, dated October 1, 2012, for transit providers with fewer than 50 fixed route vehicles in peak service.

REQUIREMENT TO SET SYSTEMWIDE SERVICE STANDARDS AND POLICIES

Chapter IV of the FTA Circular 4702.1B states that in order to comply with 49 CFR Section 21.5(b)(2) and (7), Appendix C to 49 CFR part 21, recipients shall adopt quantitative system-wide service standards necessary to guard against discriminatory service design or operations decisions. **Included below are WETA's** quantitative performance standards and major service change policy **included in the agency's 2016-2025 Short Range Transit Plan (SRTP)**, which was adopted by the WETA Board in March 2016.

Introduction

In August 2008, the WETA Board adopted the following Mission Statement for the organization:

WETA is a regional agency with responsibility to develop and operate a comprehensive Bay Area regional public water transportation system. WETA shall also provide water transportation services in response to natural or man-made disasters.

At the same time, the Board approved a Vision for how WETA would pursue its Mission:

Establish and operate a regional ferry system that connects communities, reduces congestion and provides an emergency response capability.

Taken together, the Mission and Vision **describe and characterize WETA's multiple functional** roles in the regional transportation network.

System-wide Performance Targets Policy

Transit system performance measures help provide a consistent framework for measuring the efficiency and quality of transit services and also serve as a tool for the effective management and planning of transit services. In June 2015, the WETA Board developed and adopted a policy for managing the ferry system on a regular basis, utilizing a set of performance measures and related standards for WETA services. This policy calls for ferry service to be evaluated against the adopted metrics on a quarterly and annual basis, and for service enhancements to be planned in such a way that performance on existing services is not significantly impaired.

**TITLE VI PROGRAM
WETA**

Each of the performance measures defined in the policy includes a minimum value, target value, and maximum value. Services will be managed towards the target, but it is understood that performance fluctuates over time; the minimum and maximum values define a range of acceptable outcomes to allow for variability around the target. The maximum value is a new concept, essentially representing a trigger that will justify new or enhanced service for routes that are experiencing an excess of demand. While service enhancements such as increased frequency or larger vessels will be popular with riders, they will also reduce the productivity of a service for a period of time as the service attracts new riders. Therefore, after an enhancement in service, it may take some time for a service to return to minimum or target levels of productivity.

The performance targets policy establishes minimum levels of performance to provide a goal for expansion projects and also as a threshold of fiscal sustainability for existing services. In the case where a service drops below the minimum standards for a sustained period of time, WETA shall consider service alterations such as cutting service, redesigning schedules or re-structuring routes. WETA will strive to design any remedial actions to minimize effects on passengers and will hold its mission as an emergency response agency above all whenever it re-designs its services.

Performance Measures and Standards

The performance evaluation measures from the System Performance Targets Policy and the associated minimum, target, and maximum standards for WETA services are summarized in Figure 4-1 and then described in more detail below. The performance measures are intended to evaluate the competitiveness and fiscal sustainability of both existing and new WETA ferry services. The measures are expressed in three ways: minimum, target and maximum (as applicable). Minimum levels are what will be required after the initial 10 years of operation. Target levels are consistent with expected performance of mature services such as Alameda/Oakland, Vallejo, and Harbor Bay. When a particular service achieves maximum levels, this indicates that a service enhancement or increase may be justified. After a service enhancement has been introduced, there will be a four year recovery period, allowing the service to regain minimum and target levels of productivity.

**TITLE VI PROGRAM
WETA**

Figure 4-1 Summary of Performance Measures and Standards

Measure	Standard
Passengers per Revenue Hour (Commute-only services)	Minimum: 100 Target: 150 Maximum: 250
Passengers per Revenue Hour (All-day services)	Minimum: 100 Target: 125 Maximum: 250
Farebox Recovery	Minimum: 40% Target: 50-70% Maximum: 100%
Peak Hour Occupancy	Minimum: 50% Target: 60-75% Maximum: 80%

For future iterations of the SRTP, WETA will fully report on the performance metrics described here. To enable the agency to collect, analyze, and report on its performance more efficiently, WETA is in the process to create a data collection and tracking system that will allow consistent and efficient data reporting across all services. The agency will work closely with its contractor to ensure that their reporting allows performance on these adopted standards to be measured and reported.

Passengers per Revenue Hour – Commute-only services

Measures: Ratio of total passenger boardings to total revenue service hours

Standard: *Minimum: 100*
Target: 150
Maximum: 250

Discussion: This measure provides an evaluation of ridership and the efficiency of operating resources. Services that have high two-way ridership along with a short travel time, enabling vessels to offer multiple runs in a given commute period will be strong performers.

Passengers per Revenue Hour – All-day services

Measures: Ratio of total passenger boardings to total revenue service hours

Standard: *Minimum: 100*
Target: 125
Maximum: 250

**TITLE VI PROGRAM
WETA**

Discussion: This measure provides an evaluation of ridership and the efficiency of operating resources. All-day services typically operate seven days per week and generally from 6 AM up to 8 PM. Today, only Alameda/Oakland and Vallejo are all day services. The target for Passengers per Revenue Hour is slightly lower, given lower volumes in the midday and off-peak periods.

Farebox Recovery

Measure: The ratio of total fare revenue to total operating cost

Standard: *Minimum:* 40%
Target: 50-70%
Maximum: 100%

Discussion: The farebox recovery ratio reflects ridership and fare levels operating expense, and financial sustainability. This illustrates service effectiveness, efficiency and productivity. Note that for special event services, **WETA's objective is to recover the full incremental cost of this discretionary service through farebox or other special revenues identified for this event.**

Peak Hour Occupancy

Measure: Ratio of the number of boardings to available vessel capacity, measured for all peak direction departures during the highest ridership hour of a given commute service

Standard: *Minimum:* 50%
Target: 60-75%
Maximum: 80%

Discussion: Peak hour occupancy indicates ridership demand and provides guidance for vessel deployment and service planning. High levels of peak hour occupancy indicate the possibility of leave-behinds or standees and would require corrective action.

MAJOR SERVICE CHANGE POLICY

Federal Transit Administration regulations require that transit operators develop and use a process for soliciting and considering public comments before increasing fares or making significant changes in service. WETA defines a major service change as one that affects 25% or more of the trips within a route that WETA is operating at the time it is considering making the service modifications.

As adopted by the WETA Board of Directors under Resolution 2010-38, WETA will undertake the following actions as part of the process for receiving public comments, ideas and feedback on proposed fare changes and/or major service changes:

- WETA will begin the public notification process for proposed changes 30 days or more before holding a public hearing to consider public comments.
- The public notification process will provide information about the proposed fare increase or service modification in sufficient detail that a member of the general public can readily understand the specifics of the change. This information may be contained in materials that are referenced in the Public Notice as space and the need for clarity and simplicity in communication of information reasonably dictates.
- At a minimum, the Public Notice will clearly explain the manner(s) in which the public can obtain details of the proposed changes, how they can comment on them and the date time and location of the public hearing.
- The Public Notice will be published and posted on the applicable ferry vessels that are used for the affected services, on WETA's **website and using other forms of mass media** that will provide economical and effective announcements to the public.
- Any comments made before the public hearing will be transmitted to the Board at the official public hearing and will, in all intents and purposes, be considered a part of the official record.

The above policy reflects the agency's commitment to a process that is open, transparent and considerate of public input. It requires that WETA establish procedures that the public can use to provide input other than attending and testifying at a formal public hearing; recognizing the value of personal time as well as the variety of options for receiving input through online or social media accounts. The policy is flexible to allow use of informal public meetings, written comments via email or letter and other ways the public can voice its comments to the Board concerning any proposed fare increase or major service change.

DISTRIBUTION OF TRANSIT AMENITIES AND VEHICLE ASSIGNMENT POLICIES

The requirement to set system-wide service standards and policies relates to the general prohibition on discrimination on the basis of race, color, or national origin as well as the requirement that no person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service on the basis of race, color, or national origin.

**TITLE VI PROGRAM
WETA**

Distribution of Transit Amenities Policy

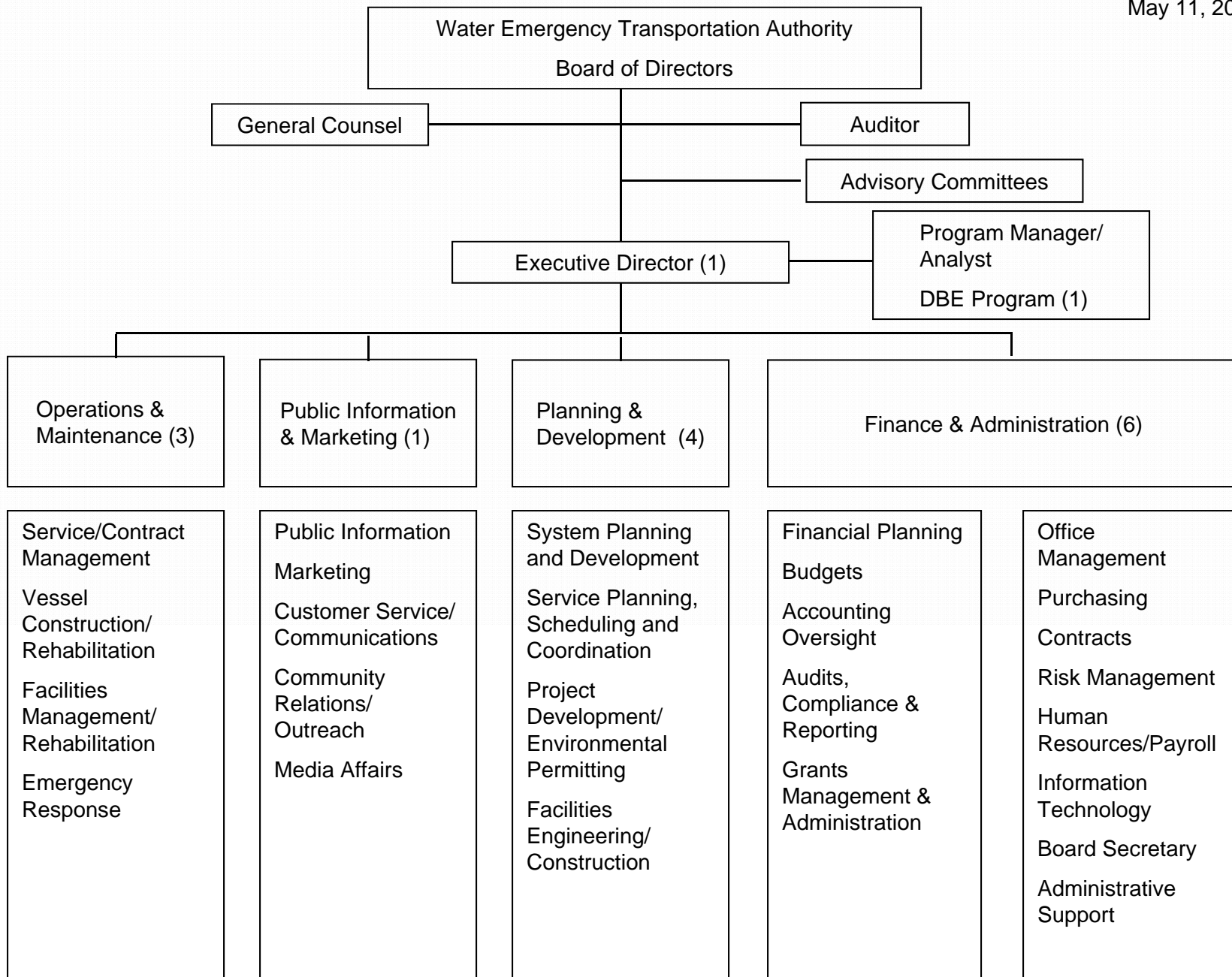
When resources allow for improvements at multiple terminal locations, WETA will prioritize resources based on the condition of current amenities and passenger ridership at the proposed terminal locations.

Vehicle Assignment Policy

All trips will be assigned vessels with bicycle racks, restrooms, and snack bar service. Vessels will be assigned to routes based on infrastructure and environmental limitations, and vessels of similar age will be assigned to routes in situations where there are no external limiting factors. Limitations include but are not limited to the inability of some vessels to dock at certain terminal facilities, and the need for higher speed vessels to operate on certain routes due to geographic distance. In the event WETA acquires new or refurbishes existing vessels, the vessels will be distributed equitably throughout the system in situations where there are no external limiting factors.

APPENDIX A

WETA Organizational Chart



APPENDIX B

Procedures for Filing, Tracking, and Investigating Title VI Complaints

THE SAN FRANCISCO BAY AREA WATER EMERGENCY TRANSPORTATION AUTHORITY TITLE VI COMPLAINT PROCEDURES

Title VI Policy Statement

The Water Emergency Transportation Authority (WETA) grants all citizens equal access to its transportation services. WETA is committed to a policy of nondiscrimination in the conduct of its business, including its responsibilities under Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d) which provides that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of ferry service.

Title VI Complaint Procedures

If you believe that you have received discriminatory treatment based on race, color or national origin, you have the right to file a Title VI complaint with WETA. Federal and State laws require complaints to be filed within sixty (60) calendar days of the last alleged incident. You may download a complaint form by clicking here or by visiting www.sanfranciscobayferry.com. You may also call WETA at the number listed below and request that a Title VI Complaint Form be mailed to you or you can submit a written statement that contains all of the information listed below. If you are unable to write a complaint or need assistance submitting a complaint, please call (415) 291-3377 for assistance. Complaints may be mailed, faxed, personally delivered or emailed to:

Title VI Complaints c/o
WETA
Pier 9, Suite 111, The Embarcadero
San Francisco, CA 94111
Phone: (415) 291-3377
Fax: (415) 291-3388
Email: contactus@watertransit.org

All complaints must include the following information:

1. Complainant's name, address and contact number.
2. The basis of the complaint (e.g. race, color or national origin).
3. The date(s) on which the alleged discriminatory event occurred.
4. The nature of the incident that led the complainant to believe discrimination was a factor.
5. Names, addresses and contact numbers of persons who may have knowledge of the event.
6. Other agencies or courts where complaint may have been filed and a contact name.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights:

FTA Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor–TCR
1200 New Jersey Ave. SE
Washington, DC 20590
Telephone: 816-329-3770
www.fta.dot.gov

Investigation Procedures

WETA will review and investigate all Title VI complaints. Reasonable measures will be undertaken to preserve any information that is confidential. The investigation may include a review of all relevant documents, practices and procedures as well as discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation will be conducted and generally completed within sixty (60) days of receipt of a formal complaint. Based upon the information received, an investigation report will be prepared. The complainant will receive a letter stating the final decision by the end of the investigation. In order to be accepted, a complaint must meet the following criteria:

- The complaint must be filed within 60 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
- The allegation(s) must involve a program or activity that receives Federal financial assistance.

A complaint may be recommended for dismissal for the following reasons:

- The complainant requests withdrawal of the complaint.
- The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The complainant cannot be located after reasonable attempts.

If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the United States Department of Transportation, FTA Office of Civil Rights. WETA shall maintain a log of Title VI complaints received which shall include the date the complaint was filed, a summary of the allegations, the status of the complaint and actions taken by WETA in response to the complaint.

APPENDIX C

Limited English Proficiency (LEP) Plan

LIMITED ENGLISH PROFICIENCY PLAN

Developed to comply with 49 CFR 21.5 (b) and the U.S. DOT LEP Guidelines

I. INTRODUCTION

Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency,” reprinted at **65 FR 50121 (August 16, 2000)**, requires each federal agency, and the recipients of federal funds, to examine the services it provides, develop and implement a system and take reasonable steps to ensure that persons with Limited English Proficiency (LEP) can **meaningfully access the agency’s services. Individuals who have a limited ability to read, write, speak, or understand English are limited English proficient, or LEP.**

In accordance with Executive Order 13166, the U.S. Department of Transportation (DOT) published revised LEP guidelines concerning service and policies by recipients of Federal financial assistance in the Federal Register (70 FR 74087) on December 14, 2005. The purpose of the LEP policy guidelines is to clarify the responsibilities of recipients and assist them in fulfilling their responsibilities to LEP persons pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. WETA is committed to complying with the requirements of Title VI, Executive Order 13166, and DOT LEP Implementing Guidance. The intent of this plan is to ensure **that LEP persons have meaningful access to information about WETA’s ferry system and routes.**

Consistent with the guidance in U.S. DOT Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient (LEP) Persons a Handbook for Public Transportation Providers, WETA conducted an LEP needs assessment based on the four-factor analysis framework:

1. The Number or Proportion of LEP Persons Served or Encountered in the Eligible Service Population
2. The Frequency with Which LEP Individuals Come in Contact With the Program, Activity, or Service
3. The Nature and Importance of the Program, Activity, or Service Provided by the Program
4. The Resources Available to the Recipient and Costs

This plan includes an assessment of the limited English proficiency needs of the populations within **WETA’s service area** and an explanation of the steps the agency is currently taking to address these needs **to ensure meaningful access to WETA’s services by persons with limited English proficiency.**

II. LIMITED ENGLISH PROFICIENCY NEEDS OF WETA’S SERVICE AREA

The four-factor analysis developed by FTA requires that information be included in LEP Plans **regarding the number and percentage of LEP persons in WETA’s service area, and the nature,**

frequency and importance of contact with LEP persons in providing transit services. Each of these elements is addressed in the following sections.

1. The Number or Proportion of LEP Persons Served or Encountered in the Eligible Service Population

WETA's current ferry system consists of four ferry routes: Alameda/Oakland, Harbor Bay, South San Francisco, and Vallejo services. Each is further described below:

- Alameda/Oakland Ferry service (AOFS) provides all day service from the cities of Alameda **and Oakland to Downtown San Francisco and Fisherman's Wharf**, with seasonal service to AT&T Ballpark. In FY 16/17 the AOFS carried 1,183,188 passengers.
- Harbor Bay Ferry Service provides commute-only service from the Harbor Bay community in Alameda to Downtown San Francisco. Annual ridership for FY 16/17 was 321,289.
- South San Francisco Ferry provides commute only service from Oakland and Alameda to the biotech employment center at Oyster Point in South San Francisco. There is also limited midday service between South San Francisco and San Francisco. This service started on June 4, 2012. In FY 16/17 the South San Francisco service carried 136,320 riders.
- Vallejo Ferry provides all day service from Vallejo to Downtown San Francisco and **Fisherman's Wharf with seasonal service to AT&T Ballpark**. Annual ridership for FY16/17 was 1,000,773.

Given the nature of ferry transit service and the difficulty of defining a service area based on ferry routes that do not traverse through census tracts, it was determined that the preferred way to define the service area for WETA was to utilize passenger survey responses to identify home/origin census tracts. WETA redefines its service area based on the results of the onboard survey conducted every 3 years. Accordingly, every three years **WETA's service area** and service population may change.

Demographic data from the American Community Survey (ACS), using 2016 - 5 year estimates, for **all of the census tracts within WETA's service area** was compiled. Respondents from the ACS were asked to categorize their ability to speak English as either a) "very well," b) "well," c) "not well," d) "not at all." Consistent with FTA Circular 4702.1B, Limited English Proficiency (LEP) is defined as "...persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than "very well," "not well," or "not at all.""

The ACS breaks out all languages potentially spoken into the following four major language groups:

1. Spanish
2. Other Indo-European Languages
3. Asian and Pacific Island Languages
4. Other Languages

According to the ACS, the determination of whether to show an individual language or collapse it into an aggregated category depends mostly on the size of the population in the United States speaking that language at home. The ACS collapses smaller languages with other languages in a way that meets a certain population threshold, but still has some utility for translators or researchers. For data at the census tract level, languages other than English are collapsed into four major language groups: Spanish, Other Indo-European languages, Asian and Pacific Island

languages, and Other languages. The ACS collapses the following languages into these four umbrella categories.

Table 1: Languages in ACS Major Language Groups

Spanish	
Spanish, Ladino	
Other Indo-European languages	
French (incl. Cajun)	Persian (incl. Farsi, Dari)
Haitian	Gujarati
Italian, Sicilian	Hindi
Portuguese, Kabuverdianu	Urdu
German, Luxembourgish	Punjabi
Yiddish, Pennsylvania Dutch or other West Germanic languages	Bengali
Greek	Nepali, Marathi, Konkani
Russian	Albanian, Lithuanian, Pashto (Pushto), Romanian, Swedish
Polish	Telugu
Bosnian, Croatian, Serbian	Tamil
Bulgarian, Czech, Ukrainian	Malayalam, Kannada, or other Dravidian languages
Armenian	
Asian and Pacific Island languages	
Mandarin Chinese, Min Nan Chinese (incl. Taiwanese), Yue Chinese (Cantonese)	Khmer
Japanese	Thai, Lao, or other Tai-Kadai languages
Korean	Burmese, Karen, Turkish, Uzbek
Hmong	Tagalog (incl. Filipino)
Vietnamese	Cebuano (Bisayan), Hawaiian, Iloko (Ilocano), Indonesian, Samoan
Other Languages	
Navajo	Amharic, Chaldean Neo-Aramaic, Somali, Tigrinya
Apache languages, Cherokee, Lakota, Tohono O'odham, Yupik languages	Akan (incl. Twi), Igbo (Ibo), Wolof, Yoruba
Arabic	Ganda, Kinyarwanda, Lingala, Swahili
Hebrew	Hungarian, Jamaican Creole English, Unspecified

Source: American Community Survey, <https://www.census.gov/topics/population/language-use/about.html>

Utilizing the ACS data Table 2 shows the languages spoken at home for all persons within WETA’s current service area that are five years old and older, with number and percentage of the population.

Table 2: Individuals Five Years and Older Speaking English “Well,” “Not Well” or “Not at All” for WETA’s Current Service Area

Data Category	Number	Percentage
Total Population over 5 years	345,375	100.00%
Total Population Speaking Only English	228,388	66.13%
Total Population Speaking Another Language and Speaking English “Very well”	63,331	18.34%
Population over 5 years Speaking English “well,” “not well,” or “not at all”:	53,656	15.53%
<i>Asian and Pacific Island Languages</i>	32,913	9.53%
<i>Spanish Language</i>	15,058	4.36%
<i>Other Indo-European Languages</i>	3,471	1.00%
<i>Other Languages</i>	2,214	0.64%
Data Category	Number	Percentage
Total Population over 5 years	345,375	100.00%
Total Population Speaking Only English	228,388	66.13%
Total Population Speaking Another Language and Speaking English “Very well”	63,331	18.34%
Population over 5 years Speaking English “well,” “not well,” or “not at all”:	53,656	15.53%
<i>Asian and Pacific Island Languages</i>	32,913	9.53%
<i>Spanish Language</i>	15,058	4.36%
<i>Other Indo-European Languages</i>	3,471	1.00%
<i>Other Languages</i>	2,214	0.64%

Source: American Community Survey, 5 year Estimate – 2016. Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older.

A total of **15.53%** of the population in WETA’s service area report that they speak English less than “very well.” The language group with the highest number of LEP individuals is Asian and Pacific Islander languages, with 32,913 individuals representing **9.53% of the population of WETA’s** current service area. The Asian and Pacific Islander community includes over 45 ethnic groups of varied cultural, social, and economic backgrounds and, as noted in the Table 1, speak more than 20 languages other than English. The second highest language group with 15,058 individuals or **4.36% of WETA’s** current service area is Spanish.

Persons who primarily speak Other Indo-European languages and speak English less than very well include of 3,471 individuals or **1.00% of WETA’s** current service population. As noted in Table 1, the Other Indo-European language category includes over 40 European and Indic languages. Speakers of Other Languages include 2,214 individuals or **0.64% of the population of WETA’s** current service area. Table 1 indicates that over 20 languages are collapsed into the Other Language category.

Due to the fact that the Asian and Pacific Islander, Other Indo-European and Other Language groups include so many different and wholly distinct languages, further research is needed to

determine the most common languages **spoken by LEP individuals within WETA's current service area.**

2. The Frequency with Which LEP Individuals Come in Contact With the Program, Activity, or Service

As mentioned previously, ferry service does not traverse through census tracts and neighborhoods. As such, depending solely on census demographic data to determine the language needs of current and potential San Francisco Bay Ferry riders is not sufficient to ensure WETA is providing meaningful access to LEP persons. WETA employs several different procedures to monitor the **frequency with which LEP individuals come into contact with WETA's services.**

On Board Passenger Survey

As **part of WETA's** regular public outreach and service assessment efforts, WETA conducts onboard surveys to solicit input from ferry passengers every 3 years. In fall 2017, WETA administered an onboard survey to riders asking a series of questions on travel patterns, rider demographics, rider attitudes, and rating of various services. The survey was conducted as a self-administered **questionnaire distributed and collected onboard each of WETA's four ferry routes, similar to a** previous onboard survey administered by WETA in 2011 and 2014. The surveys were provided in English, Spanish and Chinese. For each service, the trips selected for surveying were scheduled to achieve a representative cross section of riders during all time periods, including weekday peak, weekday off peak, and weekends. In total, 1,944 surveys were completed and processed.

Question #20 of the survey asked **respondents how "well" they speak English.** Of the 1,944 individuals who responded, approximately 94% (1,819 individuals) indicated that they speak English **"very well."** Of the 6% (125 individuals) **of WETA riders that speak English less than "very well,"** 40% (50 individuals) speak Spanish, 15% (19 individuals) speak a dialect of Chinese. The remaining responses include several other languages spoken as indicated in the table below:

Table 3: WETA On Board Survey Results

Respondent speaking English "well," "not well," or "not at all"		
Language	Number	Percentage
Spanish	50	40.00%
Chinese (Cantonese & Mandarin)	19	15.20%
Tagalog	9	7.20%
French	7	5.60%
Filipino	5	4.00%
German	5	4.00%
Hindi	4	3.20%
Japanese	4	3.20%
Russian	4	3.20%
Dutch	3	2.40%
Italian	2	1.60%
Arabic	1	0.80%
Cambodian	1	0.80%
Danish	1	0.80%
Gaelic	1	0.80%
Greek	1	0.80%
Halia	1	0.80%
Hebrew	1	0.80%
Portuguese	1	0.80%
Romanian	1	0.80%
Susu	1	0.80%
Swedish	1	0.80%
Turkish	1	0.80%
Vietnamese	1	0.80%

These results demonstrate that the predominant languages spoken by LEP persons accessing WETA’s services speak Spanish and dialects of Chinese.

Customer Service Line/Administrative Office

WETA monitors the frequency with which LEP individuals come into contact with WETA’s services. WETA’s contracted operator and WETA administrative staff are trained to use the AT&T Language Line Telephone service which provides access to translators in over 170 different languages. WETA’s contracted operator answers the customer service line and has a staff person that speaks Spanish. Since the last submission, no phone calls have been received on WETA’s customer service line that have required the use of the telephone translation service (a language other than Spanish). WETA also monitors LEP contact with WETA’s administrative offices. WETA received a phone call from a Spanish speaking individual on September 13, 2017. WETA’s administrative staff was able to assist the customer with schedule information.

Vallejo Ticket Office

WETA periodically monitors the number of LEP persons that seek assistance at the Vallejo Ticket Office. Over the last 3 years, 85% of the LEP persons documented who requested assistance at the Vallejo Ticket Office spoke Spanish, 10% spoke a dialect of Chinese and the remaining 5% spoke Japanese (1.2%), Sign-Language (1.2%), Italian (1.2%) and Portuguese (1.2%). Many of the ticket sellers at the Vallejo Ticket

Office speak Spanish and are able to assist Spanish speaking customers. Additionally, all ticket sellers have been trained to use the AT&T Language Line Telephone service which provides access to translators in over 170 different languages.

Website Analytics

The final monitoring activity that WETA conducts is looking at its website analytics to see the language browser settings of its website users. Below are the top 5 language browser settings of San Francisco Bay Ferry website users during the period June 2015 –March 2018:

1. English - 96.96%
2. Spanish - 0.68%
3. German - 0.49%
4. French - 0.34%
5. Chinese - 0.26%

The remaining 1.27% consisted of 14 different languages. This data is not necessarily relied upon, however, it is collected and therefore reported.

6. The Nature and Importance of the Program, Activity, or Service Provided by the Program

WETA provides point-to-point ferry service to San Francisco from four terminal sites in Alameda and Solano Counties, and one ferry service from Alameda County to San Mateo County. WETA provides approximately 7,500 passenger trips per weekday and provided 2,641,570 trips in FY 16/17. These services provide a transportation alternative to private automobile, BART regional rail and AC Transit inter-county bus services in the congested Bay Bridge corridor. The services are predominantly structured and utilized to provide peak-period transportation for work trips into San Francisco and San Mateo County. However, both the Alameda/Oakland and Vallejo services offer mid-day and weekend trips to provide transportation for off-peak travel. In the event that BART or Bay Bridge travel is disrupted, these ferry services provide a back-up system of travel in this corridor.

7. The Resources Available to the Recipient and Costs

WETA's approach to providing LEP access is to identify and assess the need and then consider how best to provide beneficial and effective services to meet the needs of the LEP populations in our service area within the financial and personnel resources available to the agency. The following resources are available to WETA:

- AT&T telephone translation services (170 languages)
- On-call document translation services
- Access to in-person translators
- Spanish speaking ticket sellers and customer service agents

The DOT **Safe Harbor Provision stipulates that "...if a recipient provides written translations of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations."**

The ACS data **reports 15,058 Spanish speaking LEP individuals in WETA's service area** and therefore clearly indicates that there is a need for WETA to provide information in Spanish. Unfortunately the ACS data at the census tract level is only available in the four major language groups: Spanish, Asian and Pacific Islander, Other Indo-European, and Other Languages. Each of these categories includes over 20 distinct languages. Relying on the ACS data alone is not sufficient to determine which languages meet **DOT's Safe Harbor Threshold and require translations of WETA's vital documents.**

Federal guidance provides that the greater number or proportion of LEP individuals from a particular language group served or encountered by a recipient's program, the more likely language services are needed. **As evidenced by WETA's LEP monitoring activities, the most predominant languages spoken by LEP individuals accessing WETA's services are Spanish and Chinese.**

WETA's LEP monitoring activities clearly indicate the presence of Spanish and Chinese LEP individuals:

- **WETA's 2017 onboard survey reported that of the 6% of WETA riders that speak English less than "very well," 40% speak Spanish, and 15% speak a dialect of Chinese.**
- **85% of the LEP persons who seek assistance at the Vallejo Ticket Office speak Spanish and 10% speak a dialect of Chinese.**
- **WETA received 1 phone call from an LEP individual. That individual spoke Spanish.**

As such, WETA will continue to translate its vital documents into Spanish and Chinese.

Translation of Vital Documents

Consistent with the definition of vital documents in FTA Circular 4702.1B, WETA considers the following as vital documents: consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses or decreases in benefits or services; and notices advising LEP individuals of free language translation services.

WETA provides written translations of vital documents in Spanish and Chinese, including a statement on the Title VI Notice to the public in Spanish and Chinese that information in that language is available, written translations of the Title VI complaint form and instructions which are posted on **San Francisco Bay Ferry's website**, notifications regarding decreases in benefits or services, and a notice in Spanish and **Chinese on WETA's website and brochures that free language translation services are available.** Additionally, on any public notice regarding official public hearings or meetings/workshops related to a proposed decrease in benefits, WETA includes a statement notifying Spanish and Chinese LEP individuals that free in person language translations services are available if requested 5 business days prior to the meeting.

Additional language assistance measures and monitoring activities specific to Chinese and Spanish LEP **individuals have been included in WETA's LEP plan below.** WETA will continue to collect information and conduct outreach efforts related to LEP persons in our service area through the following activities and services, which are further outlined in our LEP Plan below:

- Continue to conduct regular on-board passenger surveys and provide surveys in Spanish and Chinese
- Continued provision of telephone translation services with interpreters capable of translating over 170 languages
- Access to Chinese and Spanish document translation and in-person translator services
- Including a notice translated into Chinese and Spanish on the WETA and San Francisco Bay Ferry websites as well as on routes brochures that notifies passengers that free telephone translation services can be provided by calling the customer service line

- Continued **monitoring of the frequency with which LEP individuals contact WETA’s contracted service provider or WETA’s administrative office**

In addition to Chinese and Spanish translations of WETA’s vital documents, most of WETA’s vital information is also available on the 511.org website which is capable of translating website content into 90 different languages. The Metropolitan Transportation Commission (MTC) manages the 511.org website which is known as the official clearinghouse of transit information for the nine county Bay Area region and provides transit information, a personalized trip planner on the web and mobile phones, and links callers with customer service centers at each Bay Area transit agency. **Information on WETA’s San Francisco Bay Ferry services** (route maps, fares, schedules, service alerts and notices) are available on 511.org. Over the last several years, MTC has conducted such effective public outreach campaigns about 511.org that within the San Francisco Bay region this is the most widely known source of transit information and would likely be one of the places where potential passengers would go to find out more **information on WETA’s San Francisco Bay Ferry services.**

Finally, WETA has been working on changes to its website over the last several years including improved accessibility, responsive design, installing a language translator, and restructuring how public notices are **displayed on WETA’s website.** These changes will provide the ability for customers to translate into dozens of different languages as well as for WETA staff to track the number of times people access written translations of public notices.

Through this additional work and services, WETA will continue to monitor and assess the LEP needs in our service area to ensure that the mix of language assistance measures available will provide the most **needed assistance to the greatest number of LEP persons within WETA’s available resources.**

III. LIMITED ENGLISH PROFICIENCY (LEP) PLAN

In consideration of the four-factor analysis above as well as the resources available to the agency and the cost involved, WETA proposes the following plan for implementation.

How WETA and Staff May Identify a Person Who Needs Language Assistance

WETA monitors and assesses the number of LEP individuals, and the language spoken, who contact **either WETA’s administrative offices or WETA’s contracted ferry operator for information on ferry service.** WETA monitors **the frequency with which LEP individuals come into contact with WETA’s services** in the following ways:

- WETA has language identification cards available at our administrative offices and at the Vallejo Ticket Office to assist in the identification of a language spoken by a LEP visitor. Staff can then use the **AT&T’s language** line telephone translation services. AT&T language translation services have interpreters available in over 170 languages.
- **WETA’s** contracted operator documents how many times individuals with limited English proficiency contact the customer service line as well as visit the Vallejo Ticket Office and what information they are trying to access.
- WETA documents **how many times individuals with limited English proficiency contact WETA’s administrative offices,** and what information they are trying to access.
- Conduct and analyze **surveys of WETA’s passengers** every 3 years to assess whether any further **language assistance measures are needed to provide meaningful access to WETA’s services.**
- WETA has trained its Captains and Deckhands on board the vessel to use language identification cards and direct passengers to use the free telephone translation services provided by WETA.

- Review census updates as they become available to monitor whether population changes in **WETA's service area have resulted in a change of the number**, type or concentration of LEP individuals

Language Assistance Measures

WETA will consider the following means to respond to LEP needs:

- Provide telephone translation services through AT&T Language Line telephone services, which are capable of interpreting and translating over 170 languages. This can be used for in-person or telephone conversations with an LEP person.
- **Provide written translations of WETA's vital documents in Traditional Chinese and Spanish.** WETA considers the following as vital documents: consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses or decreases in benefits or services; and notices advising LEP individuals of free language translation services.
- On notices notifying the public of a meeting proposing a loss or decrease in benefits or services, provide a statement in Spanish and Chinese advising that free in-person translators are available if requested 5 business days prior to the public hearing or public meeting.
- **Post a notice in Chinese and Spanish on WETA's San Francisco Bay Ferry website**, and printed on route brochures informing the public that telephone language translation services are available by phone.
- Continue to update information and service alerts on 511.org to ensure most current information is available on this website which provides website content translated into 90 different languages.
- Identify other community resources such as agencies serving LEP persons which may have resources to share.
- Post the WETA Title VI Policy and LEP Plan on San Francisco Bay Ferry's website at www.sanfranciscobayferry.com.
- Conduct periodic assessments of the LEP plan and policies as needed.

Staff Training

The following training has been provided to all WETA staff, as well as the customer service representatives of **WETA's contracted ferry operator**:

- Information on the WETA Title VI Procedures and LEP responsibilities
- Description of language assistance services offered to the public
- How to document language assistance requests
- Use of AT&T Language Line telephone translation services and document translation services
- What constitutes a Title VI/LEP violation and how to handle and process a potential Title VI/LEP complaint

Outreach Efforts

As the need arises, WETA will consider the following outreach activities:

- **Identify agencies in each of WETA's service areas that may serve LEP populations**
- **Provide information on WETA's services to agencies that serve LEP populations**
- Provide opportunities for LEP participation at public meetings, through advertising and conduct of meetings, as appropriate

Monitoring and Updating the LEP Plan

WETA will update the LEP plan as required by U.S. DOT. Additionally, WETA will monitor the presence of LEP populations through the abovementioned language identification and assistance measures and will update this plan should it become clear that concentrations of LEP individuals, beyond Spanish and Chinese LEP individuals, **are present in WETA's service area.**

Future updates to this plan will include the following:

- The number or percentage of documented LEP individuals encountered annually
- How the needs of LEP individuals have been addressed
- Determine **the current LEP population in WETA's service area**
- Determine whether the need for translation services has changed
- **Determine whether WETA's financial resources are sufficient to fund language assistance resources needed**
- **Determine whether complaints have been received concerning WETA's failure to meet the needs of LEP individuals**
- Determine whether WETA has fully complied with the goals and guidance of this LEP plan

Dissemination of the WETA LEP Plan

A link to the **WETA LEP Plan and the Title VI Procedures** is included on WETA's website at www.sanfranciscobayferry.com. Any person or agency with internet access will be able to access and download the plan. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail or in person, and shall be provided a copy of the plan at no cost.

Questions or comments regarding this LEP Plan may be submitted to the Water Emergency Transportation Authority, Program Manager / Analyst:

Water Emergency Transportation Authority
Pier 9, Suite, 111, The Embarcadero
San Francisco, CA 94111
Phone: 415-364-3188
Fax: 415-291-3388
Email: gularte@watertransit.org

APPENDIX D

Title VI Policy Statement, Information
Request Procedures, and Complaint Filing
Notice

**THE SAN FRANCISCO BAY AREA
WATER EMERGENCY TRANSPORTATION AUTHORITY**

TITLE VI COMPLAINT PROCEDURES

Title VI Policy Statement

The Water Emergency Transportation Authority (WETA) grants all citizens equal access to its transportation services. WETA is committed to a policy of nondiscrimination in the conduct of its business, including its responsibilities under Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d) which provides that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of ferry service.

Title VI Complaint Procedures

If you believe that you have received discriminatory treatment based on race, color or national origin, you have the right to file a Title VI complaint with WETA. Federal and State laws require complaints to be filed within sixty (60) calendar days of the last alleged incident. You may download a [complaint form by clicking here](#) or by visiting www.sanfranciscobayferry.com. You may also call WETA at the number listed below and request that a Title VI Complaint Form be mailed to you or you can submit a written statement that contains all of the information listed below. If you are unable to write a complaint or need assistance submitting a complaint, please call (415) 291-3377 for assistance. Complaints may be mailed, faxed, personally delivered or emailed to:

Title VI Complaints c/o
WETA
Pier 9, Suite 111, The Embarcadero
San Francisco, CA 94111
Phone: (415) 291-3377
Fax: (415) 291-3388
Email: contactus@watertransit.org

All complaints must include the following information:

1. Complainant's name, address and contact number.
2. The basis of the complaint (e.g. race, color or national origin).
3. The date(s) on which the alleged discriminatory event occurred.
4. The nature of the incident that led the complainant to believe discrimination was a factor.
5. Names, addresses and contact numbers of persons who may have knowledge of the event.
6. Other agencies or courts where complaint may have been filed and a contact name.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights:

FTA Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor–TCR
1200 New Jersey Ave. SE
Washington, DC 20590
Telephone: 816-329-3770
www.fta.dot.gov

Investigation Procedures:

WETA will review and investigate all Title VI complaints. Reasonable measures will be undertaken to preserve any information that is confidential. The investigation may include a review of all relevant documents, practices and procedures as well as discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation will be conducted and generally completed within sixty (60) days of receipt of a formal complaint.

Based upon the information received, an investigation report will be prepared. The complainant will receive a letter stating the final decision by the end of the investigation.

In order to be accepted, a complaint must meet the following criteria:

- a. The complaint must be filed within 60 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
- b. The allegation(s) must involve a program or activity that receives Federal financial assistance.

A complaint may be recommended for dismissal for the following reasons:

- a. The complainant requests withdrawal of the complaint.
- b. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- c. The complainant cannot be located after reasonable attempts.

If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the United States Department of Transportation, FTA Office of Civil Rights.

WETA shall maintain a log of Title VI complaints received which shall include the date the complaint was filed, a summary of the allegations, the status of the complaint and actions taken by WETA in response to the complaint.

Title VI Complaint Form Water Emergency Transportation Authority

The San Francisco Bay Area Water Emergency Transportation Authority (WETA) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within sixty (60) calendar days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator by calling (415) 291-3377. The completed form must be returned to WETA Title VI Coordinator, Pier 9, Suite 111, The Embarcadero, San Francisco CA 94111.

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State & Zip Code:
Person(s) discriminated against (if someone other than Complainant): Name(s): Street Address, City, State & Zip Code:	

Which of the following best describes the reason for the alleged discrimination took place?

Race _____

Color _____

National Origin (Limited English Proficiency) _____

Date of Incident: _____

Please describe the alleged discrimination incident. Provide the names and title of all employees involved, if available. Explain what happened and whom you believe was responsible. Please use the next page, or the back of this form, if additional space is required.

Title VI Complaint Form Water Emergency Transportation Authority

Please describe the alleged discrimination incident (continued):

Have you filed a complaint with any other federal, state or local agencies? Yes _____ No _____
 If so, list agency/agencies and contact information below:

Agency: _____ Contact Name: _____

Street Address, City, State & Zip Code: _____ Phone: _____

Agency: _____ Contact Name: _____

Street Address, City, State & Zip Code: _____ Phone: _____

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainants Signature: _____ Date: _____

Print Name of Complainant: _____

Date Received: _____
Received By: _____

三藩市灣區 水上應急交通局

第六篇投訴程序

第六篇政策陳述

水上應急交通局（WETA）給予所有公民享用其交通服務的平等權利。WETA 致力在營業活動中奉行不歧視政策，包括本局在 1964 年《民權法案》第六篇（《美國法典》第 42 章 2000d 條）之下的責任；該政策規定，不得以種族、膚色或民族出身為由，禁止任何人參加其輪渡服務計畫或是拒絕給予該計畫的利益或進行歧視。

第六篇投訴程序

如果您認為自己因為種族、膚色或民族出身而受到歧視，您有權向 WETA 提起第六篇投訴。聯邦和州法律規定在上次指控事件起六十（60）天內提起投訴。您可以[點選此處投訴表](#)或是瀏覽 www.sanfranciscobayferry.com 下載。您也可以撥打下列號碼致電 WETA 要求郵寄第六篇投訴表，或是提交包含以下全部資訊的書面陳述。如果您不能撰寫投訴書或是需要協助提交投訴書，請致電 (415) 291-3377 尋求協助。投訴書可以郵寄、傳真、專人交付或以電子郵件寄至：

Title VI Complaints c/o
WETA
Pier 9, Suite 111, The Embarcadero
San Francisco, CA 94111
電話：(415) 291-3377
傳真：(415) 291-3388
電子郵件：contactus@watertransit.org

所有投訴必須包括以下資訊：

1. 投訴人姓名、地址和聯繫電話。
2. 投訴依據（例如種族、膚色或民族出身）。
3. 指控的歧視事件發生日期。
4. 致使投訴人認為歧視是因素之一的事件性質。
5. 可能瞭解事件者的姓名、地址和聯繫電話。
6. 投訴人已提起投訴的其他機構或法院及聯絡人姓名。

也可向聯邦公共交通管理局民權辦公室提起投訴：

FTA Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor–TCR
1200 New Jersey Ave. SE

Washington, DC 20590
電話：816-329-3770
www.fta.dot.gov

調查程序：

WETA 將審查和調查所有的第六篇投訴。將採取合理措施保護機密資訊。調查可能包括審查所有的相關文件、行為和程序以及與所有受影響人士討論投訴事宜，以確定問題的性質。調查一般在收到正式投訴起六十（60）天內完成。

將根據收到的資訊，擬定調查報告。調查結束後，投訴人將收到說明最終決定的信件。

欲得到受理，投訴書必須符合以下標準：

- a. 投訴必須在指控的事件發生或是投訴人知曉指控的歧視時起 60 天內提起。
- b. 指控必須涉及接受聯邦財政協助的計畫或活動。

以下理由可能會建議駁回投訴：

- a. 投訴人請求撤回投訴。
- b. 對於提供處理投訴所需額外資訊的一再請求，投訴人沒有回應。
- c. 經合理嘗試後無法找到投訴人。

如果未認定違法而投訴人希望就該決定提起上訴，可以直接向美國交通部 FTA 民權辦公室上訴。

WETA 需要保存收到的第六篇投訴日誌，其中包括提起投訴日期、指控概要、投訴狀態及 WETA 針對投訴採取的行動。

第六篇投訴表 水上應急交通局

三藩市灣區水上應急交通局（WETA）致力確保任何人不因經修訂的 1964 年《民權法案》第六篇規定的種族、膚色或民族出身，被禁止參加或是拒絕享有其服務利益。第六篇投訴必須在指控的歧視之日起六十（60）天內提起。

以下是協助我們處理您投訴所需的資訊。如果您需要協助填寫本表，請致電 (415) 291-3377 聯繫第六篇協調員。填好的表格必須寄回 WETA 第六篇協調員，地址為：Pier 9, Suite 111, The Embarcadero, San Francisco CA 94111。

您的姓名：	電話：
街道地址：	其他電話：
	市、州和郵遞區號：
被歧視人（如果不是投訴人）：	
姓名：	
街道地址、市、州和郵遞區號：	

以下哪一項最能描述指控的歧視發生原因？

種族 _____

膚色 _____

民族出身（英語能力有限） _____

事件日期： _____

請描述指控的歧視事件。如能提供，請指出所有涉及的員工姓名和頭銜。解釋發生的經過及您認為的責任人。如果需要更多空白，請使用下一頁或本表格背面。

AUTORIDAD DE TRANSPORTE DE EMERGENCIA DEL AGUA DEL ÁREA DE LA BAHÍA DE SAN FRANCISCO

PROCEDIMIENTOS DE QUEJA CONFORME AL TÍTULO VI

Declaración de políticas conforme al Título VI

La Autoridad de Transporte de Emergencia del Agua (WETA) otorga a todos los ciudadanos la igualdad de acceso a sus servicios de transporte. WETA está comprometido con una política de no discriminación en el ejercicio de su actividad, incluidas sus responsabilidades en virtud del Título VI la Ley de 1964 de los Derechos Civiles (42 U.S.C § 2000 d), el cual establece que ninguna persona podrá, por motivos de raza, color u origen nacional, ser excluida de participar en, ser negado los beneficios de, o ser objeto de discriminación en su programa de servicio de ferry.

Procedimientos de Queja Conforme al Título VI

Si usted cree haber recibido trato discriminatorio por causa de su raza, color o país de origen, tiene el derecho de presentar una queja conforme al Título VI con WETA. Las leyes federales y estatales requieren que las quejas se presenten dentro de los sesenta (60) días calendario a partir del último presunto incidente. Usted puede descargar un [formulario de reclamación haciendo clic aquí](#) o visitando www.sanfranciscobayferry.com. También puede llamar a WETA al número que aparece a continuación y solicitar que se le envíe por correo un formulario de queja conforme al Título VI o bien usted puede presentar una declaración por escrito que contiene toda la información que se menciona a continuación. Si usted no puede escribir una queja o necesita ayuda para presentar una queja, por favor llame al (415) 291-3377 para obtener ayuda. Las quejas pueden ser enviadas por correo, fax, o correo electrónico o entregadas en persona a:

Title VI Complaints c/o
WETA
Pier 9, Suite 111, The Embarcadero
San Francisco, CA 94111
Phone: (415) 291-3377
Fax: (415) 291-3388
Email: contactus@watertransit.org

Todas las quejas deben incluir la siguiente información:

1. Nombre, domicilio y número de contacto del quejoso.
2. La razón de la queja (por ej., raza, color, origen nacional).
3. La(s) fecha(s) en las cuales ocurrió el presunto incidente discriminatorio.
4. La naturaleza del incidente que llevó al quejoso a creer que la discriminación fue un factor.
5. Nombre, domicilio y números de contacto de las personas que puedan tener conocimiento del suceso.
6. Otras agencias o tribunales donde la queja haya sido presentada y un nombre de contacto.

Las quejas también se pueden presentar en la Oficina de los Derechos Civiles de la Administración Federal de Transporte:

FTA Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor–TCR
1200 New Jersey Ave. SE
Washington, DC 20590
Telephone: 816-329-3770
www.fta.dot.gov

Procedimientos de investigación:

WETA revisará e investigará todas las quejas conforme al Título VI. Se llevarán a cabo medidas razonables para proteger cualquier información que sea confidencial. La investigación puede incluir una revisión de todos los documentos, prácticas y procedimientos pertinentes, así como discusiones de la queja con todas las partes afectadas para determinar la naturaleza del problema. La investigación será realizada y normalmente será finalizada en un plazo no mayor a sesenta (60) días desde la recepción de la queja formal.

En base a la información recibida, se preparará un informe de la investigación. El quejoso recibirá una carta que establece la decisión final para finales de la investigación.

Para ser aceptada, una queja debe reunir los siguientes criterios:

- a. La queja debe ser presentada dentro de los 60 días calendario siguientes a la ocurrencia del presunto incidente o cuando se enteró el quejoso de la presunta discriminación.
- b. Las alegaciones deben incluir un programa o actividad que recibe ayuda financiera federal.

Una queja puede ser recomendada para desestimación por las siguientes razones:

- a. El quejoso solicita la retirada de la queja.
- b. El quejoso omite responder a las reiteradas solicitudes de información adicional necesaria para tramitar la queja.
- c. El quejoso no puede ser localizado tras de varios intentos razonables.

Si no se encuentra ninguna violación y el quejoso desea apelar la decisión, él o ella puede apelar directamente al Departamento de Transporte de EE.UU., Oficina de Derechos Civiles de la FTA.

WETA deberá mantener un registro de las quejas conforme al Título VI recibidas, el cual incluirá la fecha de presentación de la queja, un resumen de los alegatos, el estado actual de la queja y las medidas tomadas por WETA, en respuesta a la queja.

Formulario de Queja Conforme al Título VI Autoridad de Transporte de Emergencia del Agua

La Autoridad de Transporte de Emergencia del Agua del Área de la Bahía de San Francisco (WETA) tiene el compromiso de asegurarse de que ninguna persona sea excluida de participar o que se le nieguen los beneficios de sus servicios con base a raza, color u origen nacional, , conforme se establece en el Título VI de la Ley de Derechos Civiles de 1964 y sus enmiendas. Las quejas conforme al Título VI deben presentarse dentro de los sesenta (60) días calendario a partir de la fecha de la presunta discriminación.

La siguiente información es necesaria para ayudarnos con el procesamiento de su queja. Si usted necesita ayuda para llenar este formulario, por favor póngase en contacto con el Coordinador del Título VI, llamando al (415) 291-3377. El formulario lleno debe ser devuelto a WETA Title VI Coordinator, Pier 9, Suite 111, The Embarcadero, San Francisco CA 94111.

Su nombre:	Tel:
Calle del domicilio:	Teléfono alternativo:
	Ciudad, estado, código postal:
Persona(s) contra quien se cometió discriminación (diferente(s) del quejoso) Nombre(s): Calle del domicilio, ciudad, estado, código postal:	

¿Cuál de las siguientes describe mejor la razón de la presunta discriminación?

Raza _____

Color _____

Origen nacional (dominio limitado del inglés)

Fecha del incidente: _____

Por favor describa el incidente de la presunta discriminación. Escriba el nombre y puesto de todos los empleados involucrados, si están disponibles. Por favor, explique qué pasó y quién cree usted que haya sido responsable. Utilice la siguiente página, o la parte de atrás de este formulario, si se necesita espacio adicional.

Formulario de Queja Conforme al Título VI Autoridad de Transporte de Emergencia del Agua

Por favor describa el incidente de la presunta discriminación (continuación).

¿Ha presentado una queja con otras agencias federales, estatales o locales? Yes _____ No _____
Si contesta que sí, por favor haga una lista de las agencias y la información de contacto a continuación:

Agencia: _____ Nombre del contacto: _____

Calle del domicilio, ciudad, estado, código postal: _____ Tel: _____

Agencia: _____ Nombre del contacto: _____

Calle del domicilio, ciudad, estado, código postal: _____ Tel: _____

Afirmo que he leído el cargo anterior y que es verdadero según mi leal saber y entender.

Firma del quejoso: _____ Fecha: _____

Nombre del quejoso con letra de molde:

Date Received: _____ Received By: _____
--

KNOW YOUR RIGHTS

The Water Emergency Transportation Authority (WETA) operates its services and programs without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. WETA is committed to practicing non-discrimination. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with WETA.

For more information on WETA's civil rights program and the procedures to file a complaint, call 415-291-3377; email contactus@watertransit.org; visit www.sanfranciscobayferry.com or our administrative offices at Pier 9, Suite 111, The Embarcadero, San Francisco, CA 94111.

如果需要其他語言的資訊，請致電 415-291-3377

Si se necesita información en otro idioma comuníquese al 415-291-3377



San Francisco Bay Ferry
A SERVICE OF WETA

APPENDIX E

Sample Public Notices



Enhanced Vallejo Ferry Weekday Schedule In Effect Beginning January 2, 2017

Route 200 Bus to Be Discontinued

Beginning January 2, the San Francisco Bay Ferry will introduce a new weekday schedule that increases the number of ferry departures and permanently discontinues all Route 200 bus service.

Weekday ferry service additions consist of **four new departures from Vallejo** and **three new departures from San Francisco**. In addition, the existing 8:00 AM weekday Vallejo departure will be discontinued.

The weekday ferry schedule in effect beginning January 2 is below. New departures are highlighted in red and deleted departures are struck through. There are no changes to the current weekend ferry schedule.

Vallejo Weekday Schedule, January 2 through February 24, 2017

To San Francisco		
<i>Depart Vallejo</i>	<i>Arrive Ferry Bldg</i>	<i>Arrive Pier 41</i>
5:30 AM	6:30 AM	-----
6:00	7:10	-----
6:30	7:30	-----
7:00	8:00	-----
7:45	8:45	-----
8:00	9:10	-----
8:30	9:40	-----
10:00	11:00 AM	11:20 AM
12:00 PM	1:10 PM	-----
2:00	3:20	3:00
3:00	4:10	-----
4:00	5:00	-----
4:45	5:45	-----
5:45	7:05	6:45
6:45	7:55	-----

To Vallejo		
<i>Depart Ferry Bldg</i>	<i>Depart Pier 41</i>	<i>Arrive Vallejo</i>
6:35 AM	-----	7:35 AM
7:15	-----	8:25
8:15	-----	9:15 AM
9:00	-----	10:00
11:10 AM	11:30 AM	12:30 PM
2:30 PM	-----	3:40
3:30	3:10	4:30
4:30	-----	5:30
5:15	-----	6:15
5:30	-----	6:40
6:00	-----	7:00
7:15	6:55	8:15
8:15	-----	9:25

All scheduled Route 200 bus service on both weekdays and weekends will be discontinued. Bus service through Soltrans Route 80 will still be available providing a connection to BART's El Cerrito Del Norte station.

如需中文資訊，請訪問 bit.ly/VallEnh 獲得該通知的副本。

Si necesita información en español por favor visite bit.ly/VallEnh para obtener una copia de este aviso.



Mejoras al horario de días laborables del Vallejo Ferry Vigente a partir del 2 de julio de 2017

Se suspenderá el servicio del autobús de la Ruta 200

A partir del 2 de enero, San Francisco Bay Ferry introducirá un nuevo horario en días laborables que incrementa el número de salidas del ferry y suspende permanentemente todo el servicio de autobús de la Ruta 200.

Las adiciones de servicio del ferry en días laborables consisten en cuatro nuevas salidas desde Vallejo y tres nuevas salidas desde San Francisco. Además, se suspenderá la salida existente desde Vallejo de las 8:00 a.m. en días laborables.

El horario en días laborables del ferry, vigente a partir del 2 de enero, se encuentra abajo. Las nuevas salidas están resaltadas en rojo y las salidas eliminadas están tachadas. No hay cambios en el horario actual de fin de semana del ferry.

Horario en días laborables de Vallejo, del 2 de enero al 24 de febrero de 2017

A San Francisco		
<i>Sale de Vallejo</i>	<i>Llega al Ferry Bldg</i>	<i>Llega a Pier 41</i>
5:30 AM	6:30 AM	-----
6:00	7:10	-----
6:30	7:30	-----
7:00	8:00	-----
7:45	8:45	-----
8:00	9:10	-----
8:30	9:40	-----
10:00	11:00 AM	11:20 AM
12:00 PM	1:10 PM	-----
2:00	3:20	3:00
3:00	4:10	-----
4:00	5:00	-----
4:45	5:45	-----
5:45	7:05	6:45
6:45	7:55	-----

A Vallejo		
<i>Sale del Ferry Bldg</i>	<i>Sale de Pier 41</i>	<i>Llega a Vallejo</i>
6:35 AM	-----	7:35 AM
7:15	-----	8:25
8:15	-----	9:15 AM
9:00	-----	10:00
11:10 AM	11:30 AM	12:30 PM
2:30 PM	-----	3:40
3:30	3:10	4:30
4:30	-----	5:30
5:15	-----	6:15
5:30	-----	6:40
6:00	-----	7:00
7:15	6:55	8:15
8:15	-----	9:25

Se suspenderá todo el servicio de autobús programado de la Ruta 200, tanto en días laborables como en fines de semana. Seguirá disponible el servicio de autobús de la Ruta 80 de Soltrans, la cual ofrece una conexión a la estación BART de El Cerrito Del Norte.



增加的 Vallejo 平日渡輪時間表 自 2017 年 1 月 2 日起生效

200 路巴士將停運

從 1 月 2 日開始，三藩市海灣渡輪（San Francisco Bay Ferry）將推出一個新的平日時間表，以增加渡輪出發次數，並永久停止所有的 200 路巴士服務。

增加的平日渡輪服務包括從瓦列霍（Vallejo）出發的四個新班次及從三藩市出發的三個新班次。另外，現有的平日早上 8:00 從 Vallejo 出發的班次將會停止。

從 1 月 2 日開始生效的平日渡輪時間表如下。新的出發班次用紅色顯示，取消的出發班次已被劃掉。目前的週末渡輪時間表沒有變化。

Vallejo 平日時間表，2017 年 1 月 2 日至 2 月 24 日

至三藩市 (San Francisco)		
從瓦列霍 (Vallejo) 出發	到達 渡輪大廈 (Ferry Bldg)	到達 41 號碼頭 (Pier 41)
早上 5:30	早上 6:30	-----
6:00	7:10	-----
6:30	7:30	-----
7:00	8:00	-----
7:45	8:45	-----
8:00	9:10	-----
8:30	9:40	-----
10:00	早上 11:00	早上 11:20
中午 12:00	下午 1:10	-----
2:00	3:20	3:00
3:00	4:10	-----
4:00	5:00	-----
4:45	5:45	-----
5:45	7:05	6:45
6:45	7:55	-----

至瓦列霍 (Vallejo)		
從渡輪大廈 (Ferry Bldg) 出發	從 41 號碼頭 (Pier 41) 出發	到達 瓦列霍 (Vallejo)
早上 6:35	-----	早上 7:35
7:15	-----	8:25
8:15	-----	早上 9:15
9:00	-----	10:00
早上 11:10	早上 11:30	中午 12:30
下午 2:30	-----	3:40
3:30	3:10	4:30
4:30	-----	5:30
5:15	-----	6:15
5:30	-----	6:40
6:00	-----	7:00
7:15	6:55	8:15
8:15	-----	9:25

所有平日和週末的 200 路巴士服務將會停止。通過 Soltrans 80 路的巴士服務將會繼續，以提供到 BART 的 El Cerrito Del Norte 站的接駁服務。

Vallejo/San Francisco



Mare Island Ferry service begins on March 6, 2017

The Water Emergency Transportation Authority (WETA) will begin providing San Francisco Bay Ferry service between Mare Island and the Vallejo Terminal on March 6, 2017.

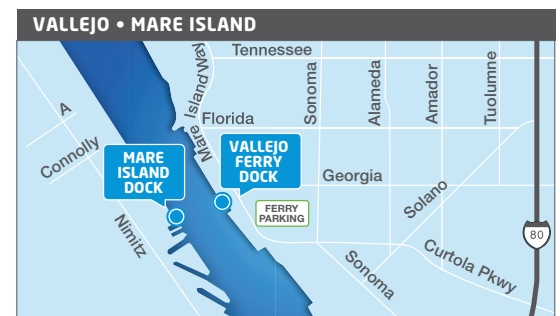
Mare Island weekday service will consist of seven trips between Mare Island and Vallejo; the weekend schedule provides four trips.

The standard fare for a trip between Mare Island and the Vallejo Ferry Terminal is proposed to be \$1.60 — the same as current Short Hop fares elsewhere in the WETA system. The Mare Island Short Hop fare for Seniors and Disabled passengers will be \$0.80.

Passengers boarding at Mare Island may stay onboard and continue on to San Francisco, paying only the standard Vallejo-to-San Francisco fare; they will not be charged the additional Short Hop fare. Please note that vessels from Mare Island wait up to 15 minutes after arriving at the Vallejo Terminal before departing for San Francisco.

Initially, there will be no parking fee in Mare Island. Ferry riders may park in designated areas at the Mare Island Ferry Terminal.

For more information visit SanFranciscoBayFerry.com



**Mare Island Ferry Dock:
1050 Nimitz Avenue, Vallejo**



Weekdays to San Francisco

Effective March 6 – April 28, 2017

Depart Mare Island	Depart Vallejo	Arrive Ferry Building	Arrive Pier 41
5:10 AM	5:30 AM	6:30 AM	—
5:40	6:00	7:10	—
6:10	6:30 #	7:30	—
6:40	7:00 #	8:00	—
—	7:45 #	8:45	—
—	8:30	9:40	—
—	10:00	11:00	11:20
—	12:00 PM	1:10 PM	—
1:40	2:00 ▲	3:20	3:00 PM
2:40	3:00	4:10	—
3:40	4:00	5:00	—
—	4:45	5:45	—
—	5:45 ▲	7:05	6:45
—	6:45	7:55	—

Weekends to San Francisco

Effective March 11 – April 30, 2017

Depart Mare Island	Depart Vallejo	Arrive Ferry Building	Arrive Pier 41
9:30 AM	10:00 AM	11:00 AM	11:20 AM
11:00	11:30	12:30 PM	—
2:10 PM	2:30 PM	3:30	3:50 PM
3:10	3:30	4:30	—
—	5:15 ▲	6:40	6:15

Weekends from San Francisco

Depart Ferry Building	Depart Pier 41	Arrive Vallejo	Arrive Mare Island
11:10 AM	11:30 AM	12:30 PM	12:45 PM
12:45 PM	—	1:45	2:00
3:40	4:00	5:00	—
4:40	—	5:40	5:55
7:00	6:30 ◆	8:00	8:15

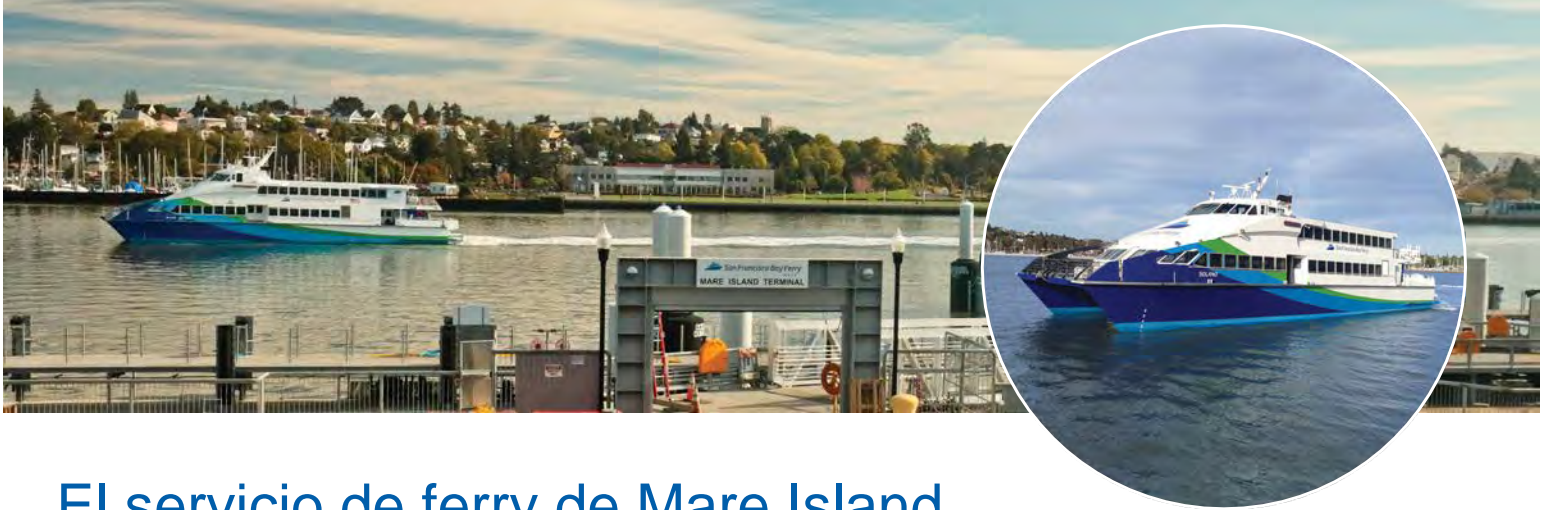
▲ To SF Ferry Building via Pier 41 ◆ To Vallejo via SF Ferry Building
 All arrival times are estimates.

Weekdays from San Francisco

Depart Ferry Building	Depart Pier 41	Arrive Vallejo	Arrive Mare Island
6:35 AM	—	7:35 AM	—
7:15	—	8:25	—
8:15	—	9:15	—
9:00	—	10:00	10:15
11:10	11:30	12:30 PM	12:45 PM
2:30 PM	—	3:40	—
3:30	3:10 PM	4:30	—
4:30 #	—	5:30	—
5:15 #	—	6:15	—
5:30 #	—	6:40	6:55
6:00 #	—	7:00	7:15
7:15	6:55	8:15	8:30
8:15	—	9:25	9:40

▲ To SF Ferry Building via Pier 41 ◆ To Vallejo via SF Ferry Building ● To Vallejo via Pier 41
These departures are more likely to be at capacity.
 All arrival times are estimates.

Vallejo/San Francisco



El servicio de ferry de Mare Island comienza el 6 de marzo de 2017

La Water Emergency Transportation Authority (WETA) comenzará a proveer el servicio de ferry de San Francisco Bay entre Mare Island y la Terminal de Vallejo el 6 de marzo de 2017.

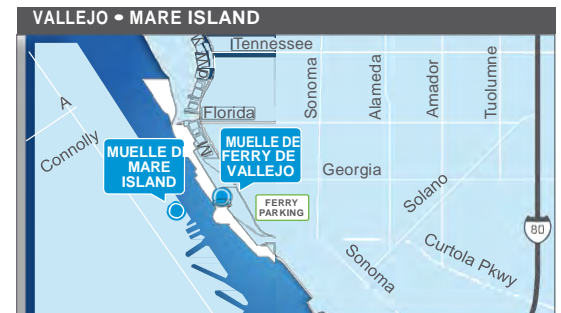
El servicio entre semana de Mare Island consistirá de siete viajes entre Mare Island y Vallejo; el horario de fin de semana ofrece cuatro viajes.

La tarifa estándar para un viaje entre Mare Island y la terminal de ferry de Vallejo se propone ser de \$1.60 – la misma que las tarifas actuales de viaje corto en otras partes del sistema de WETA. La tarifa de viaje corto a Mare Island para pasajeros mayores y discapacitados será de \$0.80.

Los pasajeros que embarcan en Mare Island pueden permanecer a bordo y continuar hasta San Francisco, pagando solamente la tarifa estándar de Vallejo a San Francisco; no se les cobrará la tarifa adicional de viaje corto. Tenga en cuenta que las embarcaciones de Mare Island esperan hasta 15 minutos después de llegar a la terminal de Vallejo antes de partir para San Francisco.

Inicialmente, no habrá cuota de estacionamiento en Mare Island. Los pasajeros del ferry pueden estacionarse en áreas designadas en la terminal de ferry de Mare Island.

Para obtener mayor información, visite SanFranciscoBayFerry.com



**Muelle del Ferry de Mare Island:
1050 Nimitz Avenue, Vallejo**



San Francisco Bay Ferry

Días laborables hacia San Francisco

Vigencia: 6 de marzo – 28 de abril de 2017

Sale de Mare Island	Sale de Vallejo	Llega a Ferry Building	Llega a Pier 41
5:10 AM	5:30 AM	6:30 AM	—
5:40	6:00	7:10	—
6:10	6:30	7:30	—
6:40	7:00 [⚡]	8:00	—
—	7:45	8:45	—
—	8:30	9:40	—
—	10:00	11:00	11:20
—	12:00 PM	1:10 PM	—
1:40	2:00 ▲	3:20	3:00 PM
2:40	3:00	4:10	—
3:40	4:00	5:00	—
—	4:45	5:45	—
—	5:45 ▲	7:05	6:45
—	6:45	7:55	—

Fines de semana hacia San Francisco

Vigencia: 11 de marzo – 30 de abril de 2017

Sale de Mare Island	Sale de Vallejo	Llega a Ferry Building	Llega a Pier 41
9:30 AM	10:00 AM	11:00 AM	11:20 AM
11:00	11:30	12:30 PM	—
2:10 PM	2:30 PM	3:30	3:50 PM
3:10	3:30	4:30	—
—	5:15 ▲	6:40	6:15

Fines de semana desde San Francisco

Sale de Ferry Building	Sale de Pier 41	Llega a Vallejo	Llega a Mare Island
11:10 AM	11:30 AM	12:30 PM	12:45 PM
12:45 PM	—	1:45	2:00
3:40	4:00	5:00	—
4:40	—	5:40	5:55
7:00	6:30 ◆	8:00	8:15

▲ Hacia SF Ferry Building via Pier 41 ◆ Hacia Vallejo via SF Ferry Building
 Todas las horas de llegada son estimaciones.

Días laborables desde San Francisco

Sale de Ferry Building	Sale de Pier 41	Llega a Vallejo	Llega a Mare Island
6:35 AM	—	7:35 AM	—
7:15	—	8:25	—
8:15	—	9:15	—
9:00	—	10:00	10:15
11:10	11:30	12:30 PM	12:45 PM
2:30 PM	—	3:40	—
3:30	3:10 PM	4:30	—
4:30	—	5:30	—
5:15 [⚡]	—	6:15	—
5:30	—	6:40	6:55
6:00 [⚡]	—	7:00	7:15
7:15	6:55	8:15	8:30
8:15	—	9:25	9:40

▲ Hacia SF Ferry Building via Pier 41 ◆ Hacia Vallejo via SF Ferry Building ● Hacia Vallejo via Pier 41
[⚡] Estas salidas son más probables de estar al máximo de su capacidad.
 Todas las horas de llegada son estimaciones.

瓦列霍(Vallejo) / 三藩市(San Francisco)



Mare 島渡輪服務 從 2017 年 3 月 6 日開始

水上緊急交通管理局 (WETA) 將於 2017 年 3 月 6 日開始在 Mare 島和瓦列霍 (Vallejo) 碼頭之間提供三藩市海灣渡輪 (San Francisco Bay Ferry) 服務。

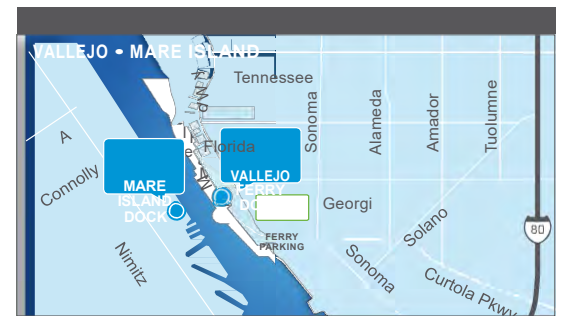
Mare 島平日服務將包括 Mare 島和瓦列霍之間的七個班次；週末時間有四個班次。

Mare 島和瓦列霍輪渡碼頭之間的標準票價建議為 \$1.60 - 與當前 WETA 系統中的其他地方短程票價相同。長者和殘障乘客的 Mare 島短程票價將為 \$0.80。

在 Mare 島上渡輪的乘客可以留在船上繼續前往三藩市，只需支付標準的瓦列霍 (Vallejo) 至三藩市的票價，而不會被收取額外的短期票價。請注意，Mare 島的渡輪在到達瓦列霍碼頭後最多等待 15 分鐘，然後再前往三藩市。

剛開始時，在 Mare 島不會收取停車費。渡輪乘客可以在 Mare 島渡輪碼頭的指定地區停車。

如需了解詳情，請查閱網站 SanFranciscoBayFerry.com



Mare 島渡輪碼頭：
1050 Nimitz Avenue, Vallejo

平日到達三藩市

生效日期 3月6日-4月28日, 2017

離開 Mare 島	離開 Vallejo	到達 波輪大廈	到達 41 號碼頭
早上 5:10	早上 5:30	早上 6:30	—
5:40	6:00	7:10	—
6:10	6:30	7:30	—
6:40	7:00 [⚡]	8:00	—
—	7:45	8:45	—
—	8:30	9:40	—
—	10:00	11:00	11:20
—	12:00 下午	1:10 下午	—
1:40	2:00 ▲	3:20	3:00 下午
2:40	3:00	4:10	—
3:40	4:00	5:00	—
—	4:45	5:45	—
—	5:45 ▲	7:05	6:45
—	6:45	7:55	—

週末到達三藩市

生效日期 3月11日-4月30日, 2017

離開 Mare 島	離開 Vallejo	到達 波輪大廈	到達 41 號碼頭
早上 9:30	早上 10:00	早上 11:00	早上 11:20
11:00	11:30	中午 12:30	—
下午 2:10	下午 2:30	3:30	下午 3:50
3:10	3:30	4:30	—
—	5:15 ▲	6:40	6:15

週末離開三藩市

離開 波輪大廈	離開 41 號碼頭	到達 Vallejo	到達 Mare 島
早上 11:10	早上 11:30	中午 12:30	中午 12:45
下午 12:45	—	1:45	2:00
3:40	4:00	5:00	—
4:40	—	5:40	5:55
7:00	6:30 ◆	8:00	8:15

▲ 經 41 號碼頭到達三藩市波輪大廈 ◆ 經三藩市波輪碼頭到達 Vallejo
所有到達時間都是預估的。

平日離開三藩市

離開 波輪大廈	離開 41 號碼頭	到達 Vallejo	到達 Mare 島
早上 6:35	—	早上 7:35	—
7:15	—	8:25	—
8:15	—	9:15	—
9:00	—	10:00	10:15
11:10	11:30	中午 12:30	中午 12:45
下午 2:30	—	3:40	—
3:30	下午 3:10	4:30	—
4:30	—	5:30	—
5:15 [⚡]	—	6:15	—
5:30	—	6:40	6:55
6:00 [⚡]	—	7:00	7:15
7:15	6:55	8:15	8:30
8:15	—	9:25	9:40

▲ 經 41 號碼頭到達三藩市波輪大廈 ◆ 經三藩市波輪大廈到達 Vallejo ● 經 41 號碼頭到達 Vallejo
[⚡] 這些離開班次很可能是客滿。
所有到達時間都是預估的。

APPENDIX F

WETA Onboard Survey

San Francisco Bay Ferry

PASSENGER SURVEY 2017

Please take a few minutes to complete **both sides** of this questionnaire. When finished, please hand completed survey back to the survey coordinator.

ABOUT THIS TRIP

1. Ferry Terminals: Where did you board this Ferry and where will you exit?

Boarding Terminal

- Alameda (Main Street)
- Harbor Bay
- Oakland (Jack London Sq)
- Pier 41
- SF Ferry Building
- South SF
- Vallejo

Exiting Terminal

- Alameda (Main Street)
- Harbor Bay
- Oakland (Jack London Sq)
- Pier 41
- SF Ferry Building
- South SF
- Vallejo

2. Trip Beginning: Where did you come from before you got on this Ferry?

- My home My work Somewhere else

- a. City _____
- b. Nearest Intersection _____
- c. Landmark/Neighborhood _____

3. Trip Ending: Where will you go after exiting this Ferry?

- My home My work Somewhere else

- a. City _____
- b. Nearest Intersection _____
- c. Landmark/Neighborhood _____

4. Accessing the ferry:

- a. How did you get to the Ferry terminal?
- b. How will you get to your final destination after you exit the ferry?

	(4a) Used to get to Ferry	(4b) Will use after exiting Ferry
Walk all the way	<input type="checkbox"/>	<input type="checkbox"/>
Bike	<input type="checkbox"/>	<input type="checkbox"/>
Drive alone	<input type="checkbox"/>	<input type="checkbox"/>
Carpool	<input type="checkbox"/>	<input type="checkbox"/>
Dropped off / Picked up by car	<input type="checkbox"/>	<input type="checkbox"/>
Public Transit (Bus/Rail)	<input type="checkbox"/>	<input type="checkbox"/>
The F-Line (Muni)	<input type="checkbox"/>	<input type="checkbox"/>
Private/Employer Shuttle	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify) _____	_____	_____

5. What is the purpose of your trip today?

- Commute to/from work/school
- Medical/Dental
- Shopping
- Entertainment/Recreation
- Sightseeing
- Other: _____

6. What OTHER TYPE of transportation would you most likely have used if you didn't take the Ferry for your trip today? (check one only)

- Ferry is my only option
- Drive alone
- Carpool
- "Casual" Carpool
- Uber/Lyft
- Bus
- BART/rail transit
- Other: _____

7. What type of fare did you pay for this trip?

- Adult
- Youth
- Senior
- Other: _____
- Disabled/Medicare
- School Groups

8. What type of ticket did you use?

- Clipper card
- Single ride/one-way
- Monthly pass (*Vallejo*)
- Other: _____

9. Are you making a round-trip on the Ferry today?

- Yes (*rode Ferry earlier today or will ride later today*)
- No

FERRY USAGE

10. How often do you typically use the Ferry?

- 6-7 days a week
- 5 days a week
- 3-4 days a week
- 1-2 days a week
- 1-3 days a month
- Less than once per month
- This is my first time on the ferry

11. What are the main reasons you ride the Ferry?

- (Check up to three)
- Don't have a car/don't drive
 - Don't want to deal with parking/traffic
 - Ability to do other things (read, sleep)
 - Faster than other options
 - Help the environment
 - Save money
 - Relax/reduce stress
 - Sightseeing
 - Quality of ride much better than BART/bus
 - Other: _____

12. How long have you been using the Ferry?

- This is my first time
- Less than 6 months
- 6 month - 12 months
- 1 - 2 years
- 3 - 5 years
- 6 - 10 years
- More than 10 years

13. Do you live here or are you a visitor?

- Live in San Francisco Bay Area
- Visitor

SATISFACTION WITH THE FERRY

14. Please rate the Ferry on each attribute below, with “5” being the best rating (Very Satisfied) and “1” being the worst rating (Very Dissatisfied).

Terminals	Very Satisfied			Very Dissatisfied			N/A
Terminal cleanliness	5	4	3	2	1		<input type="checkbox"/>
Ease of access and use	5	4	3	2	1		<input type="checkbox"/>
Signage	5	4	3	2	1		<input type="checkbox"/>
Personal Security (terminal and parking lots)	5	4	3	2	1		<input type="checkbox"/>
Lighting (terminal and parking lots)	5	4	3	2	1		<input type="checkbox"/>
Usefulness of electronic arrival/departure signs	5	4	3	2	1		<input type="checkbox"/>
Availability of bus and shuttle connections	5	4	3	2	1		<input type="checkbox"/>
Availability amenities (seating, newsstands, etc)	5	4	3	2	1		<input type="checkbox"/>
Availability of car parking	5	4	3	2	1		<input type="checkbox"/>
Availability of bike parking	5	4	3	2	1		<input type="checkbox"/>
Protection from adverse weather	5	4	3	2	1		<input type="checkbox"/>

Onboard Ferries	Very Satisfied			Very Dissatisfied			N/A
Availability of seats on ferry	5	4	3	2	1		<input type="checkbox"/>
Cleanliness of ferry	5	4	3	2	1		<input type="checkbox"/>
Clarity of public address announcements	5	4	3	2	1		<input type="checkbox"/>
Quality of service at the ferry snack bar	5	4	3	2	1		<input type="checkbox"/>
Access for bicyclists	5	4	3	2	1		<input type="checkbox"/>
Access for persons with disabilities	5	4	3	2	1		<input type="checkbox"/>
Condition of restrooms	5	4	3	2	1		<input type="checkbox"/>
Quality of WiFi connection	5	4	3	2	1		<input type="checkbox"/>
Helpfulness and courtesy of ferry crews	5	4	3	2	1		<input type="checkbox"/>

Ferry Overall	Very Satisfied			Very Dissatisfied			N/A
On-time performance of ferries	5	4	3	2	1		<input type="checkbox"/>
Hours of operation	5	4	3	2	1		<input type="checkbox"/>
Frequency of ferries	5	4	3	2	1		<input type="checkbox"/>
Timely information about service disruptions	5	4	3	2	1		<input type="checkbox"/>
Timeliness of connections with buses/shuttles	5	4	3	2	1		<input type="checkbox"/>
Ease of purchasing tickets or passes	5	4	3	2	1		<input type="checkbox"/>
Overall rating of the Ferry	5	4	3	2	1		<input type="checkbox"/>

CONTACT INFORMATION (OPTIONAL)

23. Name: _____

24. Phone: (_____) _____

25. Email Address: _____

ADDITIONAL COMMENTS

DEMOGRAPHICS

These questions will be used for statistical purposes **only**.

15. Gender

- Male
- Female
- Non-binary

16. Age

- 12 or younger
- 13 - 17
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 & older

17. Annual Household Income

- Under \$15,000
- \$15,000 - \$24,999
- \$25,000 - \$34,999
- \$35,000 - \$44,999
- \$45,000 - \$54,999
- \$55,000 - \$64,999
- \$65,000 or more

18. Race/Ethnicity (Please mark all that apply)

- Caucasian/White
- Hispanic/Latino
- African American/Black
- Asian/Pacific Islander
- Native American
- Other: _____

19. What is your home Zip Code?

20. How well do you speak English?

- Very well
- Well
- Not well
- Not at all

a. Language(s) spoken at home:

- Mandarin
- Cantonese
- Spanish
- Other: _____

21. May we contact you to ask your opinion of Ferry Service? (If yes, please provide contact information)

- Yes
- No

22. Do you have a smartphone?

- Yes
- No

San Francisco Bay Ferry

ENCUESTA DE PASAJEROS 2017

Por favor dedique unos minutos a llenar ambos lados de este cuestionario. Cuando haya terminado, devuelva la encuesta completa al coordinador de la encuesta.

ACERCA DE ESTE VIAJE

1. **Terminales de ferry:** ¿Dónde abordó este ferry y dónde va a desembarcar?

Terminal de embarque

- Alameda (Main Street)
- Harbor Bay
- Oakland (Jack London Sq)
- Pier 41
- SF Ferry Building
- South SF
- Vallejo

Terminal de desembarque

- Alameda (Main Street)
- Harbor Bay
- Oakland (Jack London Sq)
- Pier 41
- SF Ferry Building
- South SF
- Vallejo

2. **Comienzo del viaje:** ¿De dónde vino antes de abordar este ferry?

- Mi hogar Mi trabajo Otro lugar

- a. Ciudad _____
- b. La intersección más cercana _____
- c. Punto de referencia/Vecindario _____

3. **Final del viaje:** ¿A dónde irá después de desembarcar de este ferry?

- Mi hogar Mi trabajo Otro lugar

- a. Ciudad _____
- b. La intersección más cercana _____
- c. Punto de referencia/Vecindario _____

4. **Accediendo al ferry:**

- a. ¿Cómo llegó a la terminal de ferry?
- b. ¿Cómo llegará a su destino final después de desembarcar?

	(4a)	(4b)
	¿Cómo llegó al ferry?	¿Cómo llegará después de desembarcar?

Caminando todo el camino	<input type="checkbox"/>	<input type="checkbox"/>
En bicicleta	<input type="checkbox"/>	<input type="checkbox"/>
Conducir sólo	<input type="checkbox"/>	<input type="checkbox"/>
Auto compartido	<input type="checkbox"/>	<input type="checkbox"/>
Me dejaron/recogieron en auto	<input type="checkbox"/>	<input type="checkbox"/>
Transporte público (autobús/tren)	<input type="checkbox"/>	<input type="checkbox"/>
La Línea F (Muni)	<input type="checkbox"/>	<input type="checkbox"/>
Transporte privado/del empleador	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft	<input type="checkbox"/>	<input type="checkbox"/>

Otro (especifique): _____

5. **¿Cuál es el propósito de su viaje hoy?**

- Viaje habitual hacia/desde el trabajo/la escuela
- Médico/Dental
- Compras
- Entretenimiento/Recreación
- Disfrutar de las vistas
- Otro: _____

6. **¿Qué OTRO TIPO de transporte hubiera utilizado probablemente si no hubiera tomado el ferry para su viaje hoy?** (marque sólo uno)

- Ferry es mi única opción
- Conducir sólo
- Auto compartido
- Auto compartido informal
- Uber/Lyft
- Autobús
- BART/tren
- Otro: _____

7. **¿Qué tipo de tarifa pagó por este viaje?**

- Adulto
- Joven
- Tercera edad
- Otro: _____
- Discapacitado/Medicare
- Grupo escolar

8. **¿Qué tipo de boleto usó?**

- Tarjeta Clipper
- Viaje sencillo/de ida solamente
- Pase mensual (Vallejo)
- Otro: _____

9. **¿Está haciendo un viaje de ida y vuelta en el ferry hoy?**

- Sí (me vine en ferry hoy mismo o lo tomaré más tarde hoy)
- No

USO DE FERRY

10. **¿Con qué frecuencia suele usar el ferry?**

- 6-7 días a la semana
- 5 días a la semana
- 3-4 días a la semana
- 1-2 días a la semana
- 1-3 días al mes
- Menos de una vez por mes
- Esta es mi primera vez en el ferry

11. **¿Cuáles son las razones principales por las que viaja en ferry?** (Marque hasta tres)

- No tengo automóvil/no manejo
- No quiero batallar con el estacionamiento/tráfico
- Capacidad de hacer otras cosas (leer, dormir)
- Más rápido que otras opciones
- Ayudar al medio ambiente
- Ahorrar dinero
- Relajarme/reducir el estrés
- Disfrutar de las vistas
- Calidad de viaje mucho mejor que BART/autobús
- Otro: _____

12. **¿Por cuánto tiempo ha estado usando el ferry?**

- Ésta es mi primera vez
- Menos de 6 meses
- 6 meses - 12 meses
- 1 - 2 años
- 3 - 5 años
- 6 - 10 años
- Más de 10 años

13. **¿Vive aquí o está visitando?**

- Vivo en el Área de la Bahía de San Francisco
- Visitante

SATISFACCIÓN CON EL FERRY

14. Por favor califique el ferry en cada atributo a continuación, siendo "5" la mejor calificación (Muy satisfecho/a) y "1" la peor calificación (Muy insatisfecho/a).

Terminales	Muy satisfecho/a			Muy insatisfecho(a)			N/A
Limpieza de la terminal	5	4	3	2	1		<input type="checkbox"/>
Facilidad de acceso y uso	5	4	3	2	1		<input type="checkbox"/>
Señalización	5	4	3	2	1		<input type="checkbox"/>
Seguridad personal (terminales y estacionamientos)	5	4	3	2	1		<input type="checkbox"/>
Alumbrado (terminales y estacionamientos)	5	4	3	2	1		<input type="checkbox"/>
Utilidad de las señales electrónicas de llegada/salida	5	4	3	2	1		<input type="checkbox"/>
Disponibilidad de conexiones de autobuses y enlaces	5	4	3	2	1		<input type="checkbox"/>
Disponibilidad de servicios (asientos, quioscos, etc.)	5	4	3	2	1		<input type="checkbox"/>
Disponibilidad de estacionamiento	5	4	3	2	1		<input type="checkbox"/>
Disponibilidad de estacionamiento para bicis	5	4	3	2	1		<input type="checkbox"/>
Protección contra el clima adverso	5	4	3	2	1		<input type="checkbox"/>

A bordo del ferry	Muy satisfecho/a			Muy insatisfecho(a)			N/A
Disponibilidad de asientos en el ferry	5	4	3	2	1		<input type="checkbox"/>
Limpieza del ferry	5	4	3	2	1		<input type="checkbox"/>
Claridad de los anuncios dirigidos al público	5	4	3	2	1		<input type="checkbox"/>
Calidad del servicio en el snack bar del ferry	5	4	3	2	1		<input type="checkbox"/>
Acceso para ciclistas	5	4	3	2	1		<input type="checkbox"/>
Acceso para personas con incapacidades	5	4	3	2	1		<input type="checkbox"/>
Condición de los baños	5	4	3	2	1		<input type="checkbox"/>
Calidad de la conexión WiFi	5	4	3	2	1		<input type="checkbox"/>
Amabilidad y cortesía de las tripulaciones de los ferry	5	4	3	2	1		<input type="checkbox"/>

Ferry en general	Muy satisfecho/a			Muy insatisfecho(a)			N/A
Puntualidad de los ferry	5	4	3	2	1		<input type="checkbox"/>
Horario de operación	5	4	3	2	1		<input type="checkbox"/>
Frecuencia del servicio	5	4	3	2	1		<input type="checkbox"/>
Información oportuna sobre interrupciones del servicio	5	4	3	2	1		<input type="checkbox"/>
Puntualidad de las conexiones con autobuses/enlaces	5	4	3	2	1		<input type="checkbox"/>
Facilidad de comprar boletos o pases	5	4	3	2	1		<input type="checkbox"/>
Calificación general del ferry	5	4	3	2	1		<input type="checkbox"/>

INFORMACIÓN DE CONTACTO (OPCIONAL)

23. Nombre: _____

24. Te: (_____) _____

25. Dirección de correo electrónico: _____

COMENTARIOS ADICIONALES

DEMOGRAFÍA

Estas preguntas se usarán sólo con fines estadísticos.

15. Sexo

- Hombre
 Mujer
 No binario

16. Edad

- 12 ó menos
 13 - 17
 18 - 24
 25 - 34
 35 - 44
 45 - 54
 55 - 64
 65 y mayor

17. Ingresos anuales de la familia

- Under \$15,000
 \$15,000 - \$24,999
 \$25,000 - \$34,999
 \$35,000 - \$44,999
 \$45,000 - \$54,999
 \$55,000 - \$64,999
 \$65,000 o más

18. Raza/Etnia (por favor marque todas las que apliquen)

- Blanco/Caucásico
 Hispano/Latino
 Afroamericano/Negro
 Asiático/Isleño del Pacífico
 Nativo americano
 Otro: _____

19. ¿Cuál es el código postal de su casa?

20. ¿Qué tan bien domina el inglés?

- Muy bien
 Bien
 No tan bien
 Nada

a. Idioma(s) que se hablan en el hogar:

- Mandarín
 Cantonés
 Español
 Otro: _____

21. ¿Podemos comunicarnos con usted para preguntarle su opinión sobre el servicio de ferry? (Si es así, proporcione la información de contacto)

- Sí
 No

22. Tiene un smartphone?

- Sí
 No

三藩市海灣渡輪

2017年乘客調查

請您抽幾分鐘填寫問卷的正反面。完成後，請將填妥的問卷交給問卷協調員。

關於本次行程

1. 渡輪碼頭：您從哪裡搭乘渡輪，會在這裡下船？

登船碼頭

- Alameda (Main Street)
- Harbor Bay
- Oakland (Jack London Sq)
- Pier 41
- SF Ferry Building
- South SF
- Vallejo

下船碼頭

- Alameda (Main Street)
- Harbor Bay
- Oakland (Jack London Sq)
- Pier 41
- SF Ferry Building
- South SF
- Vallejo

2. 行程開始：您上船之前從哪裡來？

- 家裡
- 工作地點
- 其他地方

- a. 城市 _____
- b. 最近的交口 _____
- c. 地標 / 社區 _____

3. 行程結束：您下船之後要去哪裡？

- 家裡
- 工作地點
- 其他地方

- a. 城市 _____
- b. 最近的交口 _____
- c. 地標 / 社區 _____

4. 搭乘渡輪：

- a. 您如何前往渡輪碼頭？
- b. 您下船後如何前往最終目的地的？

(4a) 前往渡輪的方式 (4b) 下渡輪後的方式

全程走路	<input type="checkbox"/>	<input type="checkbox"/>
自行車	<input type="checkbox"/>	<input type="checkbox"/>
自己開車	<input type="checkbox"/>	<input type="checkbox"/>
與人共乘	<input type="checkbox"/>	<input type="checkbox"/>
由汽車接送	<input type="checkbox"/>	<input type="checkbox"/>
大眾捷運 (公車 / 火車)	<input type="checkbox"/>	<input type="checkbox"/>
F-Line (Muni)	<input type="checkbox"/>	<input type="checkbox"/>
私人 / 雇主交通車	<input type="checkbox"/>	<input type="checkbox"/>
計程車	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft	<input type="checkbox"/>	<input type="checkbox"/>

其他 (請指明) _____

5. 您今天行程的目的是什麼？

- 往返工作 / 學校
- 醫療 / 牙科
- 購物
- 娛樂 / 休閒
- 觀光
- 其他: _____

6. 如果您今天不搭渡輪，最可能使用哪一種交通工具？ (只選一項)

- 渡輪是我的唯一選擇
- 自己開車
- 與人共乘
- 順道共乘
- Uber/Lyft
- 公車
- BART/火車
- 其他: _____

7. 您這次行程支付哪一種船費？

- 成人票
- 兒童票
- 老人票
- 其他: _____
- 殘障 / Medicare票
- 學校團體票

8. 您使用哪一種船票？

- Clipper卡
- 單次 / 單程
- 月票 (Vallejo)
- 其他: _____

9. 您今天會搭渡輪來回嗎？

- 是 (今天稍早搭乘渡輪，或是晚點會搭渡輪)
- 否

渡輪使用

10. 您通常多常搭渡輪？

- 一週6-7天
- 一週5天
- 一週3-4天
- 一週1-2天
- 一個月1-3天
- 一個月不到一次
- 這是我第一次搭渡輪

11. 您搭渡輪的主要原因是什麼？ (最多選三個)

- 沒有車 / 不開車
- 不想處理停車 / 交通
- 能做其他事 (看書、睡覺)
- 比其他選項還快
- 協助環境
- 省錢
- 放鬆 / 減壓
- 觀光
- 搭乘品質遠勝於BART / 公車
- 其他: _____

12. 您使用渡輪多久了？

- 這是我第一次
- 不到6個月
- 6個月 - 12個月
- 1 - 2年
- 3 - 5年
- 6 - 10年
- 10年以上

13. 您住在此地還是遊客？

- 住在三藩市灣區
- 遊客

渡輪滿意度

14. 請對渡輪的以下每一項評分，5是最佳評分（非常滿意），1是最差評分（非常不滿意）。這些問題只會用於統計目的。

碼頭	非常滿意					非常不滿意	不適用
碼頭清潔性	5	4	3	2	1	<input type="checkbox"/>	
容易前往和使用	5	4	3	2	1	<input type="checkbox"/>	
標示	5	4	3	2	1	<input type="checkbox"/>	
個人安全（碼頭和停車場）	5	4	3	2	1	<input type="checkbox"/>	
照明（碼頭和停車場）	5	4	3	2	1	<input type="checkbox"/>	
電子抵港 / 離港標示的有用性	5	4	3	2	1	<input type="checkbox"/>	
公車和接駁車轉乘可用性	5	4	3	2	1	<input type="checkbox"/>	
便利設施（座椅、書報架等）可用性	5	4	3	2	1	<input type="checkbox"/>	
停車位可用性	5	4	3	2	1	<input type="checkbox"/>	
自行車停車可用性	5	4	3	2	1	<input type="checkbox"/>	
免受惡劣的天氣	5	4	3	2	1	<input type="checkbox"/>	

登上渡輪	非常滿意					非常不滿意	不適用
渡輪座椅可用性	5	4	3	2	1	<input type="checkbox"/>	
渡輪清潔性	5	4	3	2	1	<input type="checkbox"/>	
公共廣播的清楚程度	5	4	3	2	1	<input type="checkbox"/>	
渡輪點心台的服務品質	5	4	3	2	1	<input type="checkbox"/>	
自行車騎士通行	5	4	3	2	1	<input type="checkbox"/>	
殘障人士通行	5	4	3	2	1	<input type="checkbox"/>	
廁所情況	5	4	3	2	1	<input type="checkbox"/>	
WiFi連線品質	5	4	3	2	1	<input type="checkbox"/>	
渡輪工作人員的幫助和禮貌	5	4	3	2	1	<input type="checkbox"/>	

渡輪整體	非常滿意					非常不滿意	不適用
渡輪準時性	5	4	3	2	1	<input type="checkbox"/>	
營業時間	5	4	3	2	1	<input type="checkbox"/>	
渡輪頻率	5	4	3	2	1	<input type="checkbox"/>	
關於服務中斷的即時資訊	5	4	3	2	1	<input type="checkbox"/>	
轉乘公車 / 接駁車的準時性	5	4	3	2	1	<input type="checkbox"/>	
購買船票或通行證的容易性	5	4	3	2	1	<input type="checkbox"/>	
渡輪的整體評分	5	4	3	2	1	<input type="checkbox"/>	

聯絡資訊（選填）

23. 姓名： _____

24. 電話： () _____

25. 電子郵件地址： _____

額外意見

人口統計資料

15. 性別

- 男
- 女
- 非二元性別

16. 年齡

- 12歲或以下
- 13 - 17歲
- 18 - 24歲
- 25 - 34歲
- 35 - 44歲
- 45 - 54歲
- 55 - 64歲
- 65歲或以上

17. 全家年度收入

- \$15,000以下
- \$15,000 - \$24,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 - \$199,999
- \$200,000或以上

18. 種族 / 族裔（請標出所有適用答案）

- 白種人
- 西語裔 / 拉丁美洲裔
- 非裔美國人 / 黑人
- 亞裔 / 太平洋島民
- 美國原住民
- 其他： _____

19. 您家的郵遞區號是什麼？

20. 您的英語講得如何？

- 非常好
- 很好
- 不太好
- 完全不會說

a. 家裡說的語言：

- 普通話
- 廣東話
- 西班牙語
- 其他： _____

21. 我們可以聯繫您詢問您對於渡輪服務的意見嗎？（如果是，請提供聯繫資訊）

- 是
- 否

22. 您有智慧手機嗎？

- 是
- 否

SAN FRANCISCO BAY AREA WATER EMERGENCY TRANSPORTATION AUTHORITY

RESOLUTION NO. 2018-19

APPROVE FY 2019-2022 TITLE VI PROGRAM

WHEREAS, Title VI of the Civil Rights Act of 1964 is a federal statute that provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance; and

WHEREAS, all programs receiving financial assistance from the Federal Transit Administration (FTA) are subject to Title VI and the U.S. Department of Transportation's implementing regulations at 49 CFR part 21; and

WHEREAS, the San Francisco Bay Area Water Emergency Transportation Authority (WETA), as the operator of San Francisco Bay Ferry, is a recipient of financial assistance from FTA; and

WHEREAS, FTA requires that all direct and primary recipients of FTA financial assistance document their compliance by submitting an updated Title VI Program once every three years; and

WHEREAS, an update to the WETA Title VI Program is due to FTA on June 1, 2018; and

WHEREAS, WETA has prepared an update to the Title VI Program in accordance with the requirements detailed in FTA Circular 4702.1B (dated October 1, 2012); now, therefore, be it

RESOLVED, that the Board of Directors hereby approves the FY 2019-22 Title VI Program.

CERTIFICATION

The undersigned, Board Secretary, does hereby certify that the foregoing is a full, true and correct copy of a resolution duly and regularly adopted at a meeting of the San Francisco Bay Area Water Emergency Transportation Authority held on May 10, 2018.

YEA:

NAY:

ABSTAIN:

ABSENT:

/s/ Board Secretary

2018-19

END

MEMORANDUM

TO: Board Members

FROM: Nina Rannells, Executive Director
Kevin Connolly, Manager, Planning & Development
Mike Gougherty, Senior Planner
Taylor Rutsch, Transportation Planner

SUBJECT: Overview of Onboard Ridership Survey

Recommendation

There is no recommendation associated with this informational item.

Background

In November 2017, WETA administered an onboard survey to riders asking a series of questions on travel patterns, rider demographics, rider attitudes and rating of various services. The survey was conducted as a self-administered questionnaire distributed and collected onboard each of WETA's four ferry routes, similar to previous onboard surveys administered by WETA in 2011 and 2014. For each service, the trips selected for surveying were scheduled to achieve a representative cross section of riders during all time periods, including weekday peak, weekday off peak, and weekends. In total, 1,944 surveys were completed and processed.

Discussion

Below is a summary of major findings and initial conclusions from the 2017 onboard survey. A more detailed oral presentation of the survey results will be presented by staff at the May Board of Directors meeting, including a comparison to the previous 2011 and 2014 survey results.

Rider Profile

- Higher Income – Typically, ferry riders have higher median household incomes than the average household in the communities the ferry serves.
- Middle Aged Commuters – Most common ferry riders are work commuters aged 25 to 54 years.
- Regular Riders – The majority of the ferry passengers (69 percent) ride at least three days a week. Half of ferry passengers ride at least five days a week.
- Fewer Seniors/Youth/Disabled – Fewer seniors/youth/disabled ride the ferry than other modes of regional public transit.
- Racial/Ethnic Representation – Typically, ferry riders' race/ethnicity is consistent with the race/ethnicity demographic of the communities the ferry serves. However, Caucasians are slightly overrepresented and Asian/Pacific Islanders are underrepresented on the Alameda/Oakland and Vallejo services and African Americans are underrepresented on the Alameda/Oakland service.

Frequency of Use

- Increased “Flex” Users – Higher percent of “flex” users who ride the ferry less than five days a week or use it one-way and ride a different mode for the other direction.

Years of Use

- New Riders and Loyal Riders – Proportionately more passengers are relatively new riders (less than three years) or long-time loyal riders (10+ years).

Reasons for Use

- Common Reasons – The most common reasons for ferry use are ride quality, relaxation, ability to multitask, faster service, and avoidance of traffic/parking. These reasons are consistent across all of the routes.
- Faster Service – Compared to prior surveys, more riders chose “Faster Service” as the reason for ferry use. This increase over time is likely because traffic and other transit modes are slower and more congested than in the past.

Fares

- Opportunity to Reduce Cash Fares – Increased use of smartphones by ferry riders creates an opportunity to reduce the few remaining cash fares.

Access Modes

- Decrease in Solo Drivers – Riders accessing their origin terminals by driving alone has decreased significantly system wide from prior surveys.
- Introduction of TNCs – The use of TNCs for first-mile and last-mile service is now an increasingly popular option for ferry riders.
- Significant Bike Access – Many riders are using bikes to access the ferry terminals, especially at Alameda, South San Francisco, the San Francisco Ferry Building, and Pier 41.

Alternative Modes

- The Ferry is a Choice – The ferry is rarely the only option; most riders choose it over riding BART, Transbay Buses, or driving alone.

Satisfaction

- High Rider Satisfaction – Overall passenger satisfaction remains high in relation to other major regional transit services.
- Desire For More Service – Passengers want more frequent off-peak service, especially during late morning, midday, and late evening/night periods.

Fiscal Impact

There is no fiscal impact associated with this item.

END