

**Members of the Board**

James Wunderman, Chair  
Monique Moyer, Vice Chair  
Jessica Alba  
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Pippin Dew

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

*Thursday, October 10, 2024 at 1:00 p.m.*

**Richmond City Council Chambers  
Community Services Building  
440 Civic Center Plaza  
Richmond, CA 94804**

*and*

**Videoconference**

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***The full agenda packet is available for download at [weta.sanfranciscobayferry.com](http://weta.sanfranciscobayferry.com)***

**AGENDA**

1. CALL TO ORDER
2. ROLL CALL/PLEDGE OF ALLEGIANCE
3. REPORT OF BOARD CHAIR **Information**
  - a. Chair's Verbal Report
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
    - i. November 2024 Schedule Changes
    - ii. Richmond Service Update
    - iii. Ferry Rider Appreciation/California Clean Air Day
  - b. Monthly Review of Financial Statements
  - c. Federal Legislative Update
  - d. State Legislative Update
  - e. Monthly Operations, Ridership, and Recovery Report
6. CONSENT CALENDAR **Action**
  - a. Approve Board Meeting Minutes – August 8, 2024
  - b. Approve Changes to Diversity Program for Contracts and Submittal of the Revised Program to the U.S. Department of Transportation
  - c. Ratify Contract Award to Bay Ship and Yacht Co. for MV *Cetus* and MV *Hydrus* Repair and Drydock

**Water Emergency Transportation Authority  
October 10, 2024 Meeting of the Board of Directors**

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7. AUTHORIZE SECOND AMENDMENT TO AGREEMENT WITH RIM ARCHITECTS, LLP FOR SERVICES RELATED TO OFFICE RECONFIGURATION PROJECTS **Action**
  
8. ADOPT SF BAY FERRY REGIONAL MEASURE 3 FIVE-YEAR OPERATING PLAN FY2025-2029 **Action**
  
9. APPROVE CONTRACT AWARD TO MARITIME CONSULTING PARTNERS (MCP) FOR CONSULTING SERVICES IN THE NOT-TO-EXCEED AMOUNT OF \$285,000 TO ASSIST WITH PLANNING AND DEVELOPMENT OF SF BAY FERRY'S NEXT FERRY OPERATING AGREEMENT **Action**
  
10. APPROVE PARTICIPATION IN THE GREEN MARINE PROGRAM **Action**
  
11. RICHMOND FREE FERRY FRIDAY PROMOTION **Information**
  
12. 2024 SF BAY FERRY ONBOARD PASSENGER SURVEY RESULTS **Information**
  
13. DRAFT ACCESS POLICY **Information**
  
14. PUBLIC COMMENTS FOR NON-AGENDA ITEMS
  
15. RECESS INTO CLOSED SESSION
  - a. Public Employee Performance Evaluation; Conference with Labor Negotiator **Information/  
Action**  
Pursuant to Government Code Sections 54957(b)(1) and 54957.6  
Title: Executive Director  
Agency Designated Representative: Jim Wunderman
  
16. REPORT OF ACTIVITY IN CLOSED SESSION  
Potential approval of amendment to Executive Director employment agreement. **To Be Determined**

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.

*If you know in advance that you would like to make a public comment during the meeting, please email BoardOfDirectors@watertransit.org with your name and item number you would like to provide comment on no later than 15 minutes after the start of the meeting. Comments will also be accepted in real time. During the public comment period, speakers will be allotted no more than 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.*

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

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.

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 an email with your request to: contactus@watertransit.org as soon as possible and no later than 5 days prior to the meeting and we will work to accommodate access to the meeting.

TO: WETA Board Members

FROM: Seamus Murphy, Executive Director

DATE: October 10, 2024

RE: Executive Director's Report

## Pilot Services Update

### ***Redwood City Ballpark Service***

The Redwood City Ballpark Service Pilot Project completed its 4-game service plan on September 15. Staff is preparing a report analyzing the performance of the pilot project and identifying future opportunities.

### ***Sea Change Hydrogen Ferry***

On August 30, the agency and SWITCH Maritime hosted Governor Gavin Newsom, Senator Alex Padilla, and officials from the U.S. Department of Energy aboard Sea Change as a part of the announcement of major hydrogen infrastructure investment at the Port of Oakland. Since August, the agency has also held onboard tours for SPUR, the Bay Area Council, media, and visiting transit operators interested in learning about the technology. Sea Change continues to operate most Fridays, Saturdays, and Sundays on the Pier 41 Short Hop route.

### ***Oakland Alameda Water Shuttle***

The Oakland Alameda Water Shuttle continues to successfully operate between Jack London Square and Alameda Landing. Through the end of September, the service carried more than 28,000 passengers over 11 weeks. Staff worked with Blue & Gold Fleet and the pilot partners to enhance frequency and adjust service windows ahead of the planned November 4 schedule change.

## November 2024 Schedule Changes

Staff has finalized schedule changes for its core service that will go into effect on November 4, 2024. Changes are minor overall, focused on improving on-time performance and vessel flexibility. The changes include:

- Increased dwell times on key weekend Vallejo departures based on on-time performance data analysis
- Adjustments to several weekday crew blocks to provide additional vessel assignment options for Richmond trips given terminal restrictions at Harbor Bay and South San Francisco

Only one peak commute period will be changed as a result of these changes: the current 9 AM westbound Richmond departure will move to 8:55 AM. Based on past passenger feedback, an earlier trip at this time of the morning commute is likely to be broadly embraced. Staff has developed a communications plan for this and other departure time changes.

This schedule will be in effect until Spring 2025.

## Guided Trip for Guide Dogs for the Blind

On September 14, WETA hosted a tour for members of Guide Dogs for the Blind. Staff helped coordinate and attended the group's annual training outing, which included a dozen participants and

their service animals in training, on a weekend ferry ride from Alameda Main Street. The purpose of the outing was to help familiarize the guide dogs with public transit systems alongside their handlers, while also providing a valuable opportunity for media coverage of the charity organization. The event was featured in articles in the East Bay Times, Mercury News, Merced News, and California Dolphin. Special thanks to the staff from the Operations and Regulatory Affairs departments for facilitating this event. These connections are crucial to ensuring that we provide the most accessible service to riders of all abilities.

### **Ferry Rider Appreciation Day/California Clean Air Day**

As a participant in California Clean Air Day, SF Bay Ferry joined other transit agencies through the state by offering free rides on Wednesday, October 2. The agency combined this effort with its annual Ferry Rider Appreciation Day.

Agency staff and outreach specialists from Next Steps Marketing rode morning ferries on all routes to thank passengers for choosing SF Bay Ferry. Staff distributed promotional items and snacks and sought feedback on how to make ferry service even better.

### **Vallejo Waterfront Weekend**

On Saturday, October 5, the agency provided free tours along Mare Island Strait as a part of Vallejo Waterfront Weekend, a major community-led celebration of Vallejo's historic waterfront. This is the fifth year that SF Bay Ferry has offered free waterfront tours as a part of the event.

### **Added Service for Fleet Week and Maker Faire**

The agency will enhance service on the Vallejo, Oakland & Alameda and Pier 41 Short Hop routes for Fleet Week on Saturday, October 12 and Sunday, October 13. The agency will also run its Richmond Scenic route on both days. The Richmond Scenic is a 1-hour point-to-point trip from Richmond to San Francisco that travels further north than usual Richmond ferry trips. The agency first ran the Richmond Scenic last season. Due to overwhelming demand, the agency has instituted reservation requirements for the trip.

On Saturday, October 19, and Sunday, October 20, the Maker Faire Bay Area will be held on Mare Island. SF Bay Ferry is Maker Faire's official transportation partner for the event and will provide free ferry shuttle service between Vallejo and Mare Island as well to add a special southbound trip at the conclusion of the event both days. Ferry riders will also receive discounted tickets to the event.

### **Regional Transportation Measure**

Senator Wiener and Senator Wahab chose to pause their efforts to advance the regional transportation measure, SB 1031 and asked MTC to convene a select committee to develop and seek consensus on authorizing legislation with broad enough regional support to pass the Legislature in 2025 and pave the way for a successful ballot measure in 2026. The Select Committee's work is scheduled to conclude in October 2024.

Over the past three months, the Committee has discussed various revenue options, investment priorities, policy approaches and scenario frameworks that would be part of a future revenue measure. At the September meeting, the committee discussed two potential legislative alternatives: The first, a half-cent sales tax dedicated to transit agencies facing near term deficits in four or more counties; and the second, a larger measure funded by sales, payroll and parcel taxes that would include more transformative strategies. A consensus on either option has proven to be elusive. The committee is expected to discuss reworked and new proposals at its final meeting in October. WETA Board Chair Jim Wunderman is a member of the committee, and WETA staff has continued to participate in the Executive Committee and will be part of ongoing discussions.

### **Public Ferry Coalition Update**

San Francisco Bay Ferry has worked over the last couple of years to revitalize a loosely knit group of public ferry operators around the country to form the Public Ferry Coalition (PFC). The PFC is co-chaired by San Francisco Bay Ferry and Washington State Ferries, meets quarterly and is regularly attended by about 20-25 public ferry operators around the country with the goal of increasing coordination, information exchange and advocating for common issues. The PFC recently voted to formalize the organization by developing a voting structure, a logo and will be working over the next several months to develop a website. The next couple of quarterly meetings will be dedicated to identifying common priorities to advocate for in the next surface transportation re-authorization bill that expires in September 2026.

### **Revised Ferry Protocol Lanes**

The Marine Exchange hosts the Harbor Safety Committee which has brought together maritime users to work on common issues since 1991. When high-speed ferries were introduced on the San Francisco Bay, the Harbor Safety Committee worked together to develop Ferry Protocol Lanes to minimize vessel conflicts. San Francisco Bay Ferry's contracted operator, Blue & Gold Fleet, sits on the Harbor Safety Committee and is represented by Tony Heeter. Mr. Heeter has worked over the last several months to revise the Ferry Protocol lanes to include an additional downbound lane to better accommodate the Richmond ferry service and lay the groundwork required for a future Berkeley Ferry Service. The revised Ferry Protocol lanes provide more capacity for ferry traffic, minimizes vessel conflicts, and helps the ferry service to work cooperatively with other users of the bay, including recreational users. The Harbor Safety Committee approved the new ferry protocol lanes at their meeting on September 5, 2024.

### **Richmond Service Update**

SF Bay Ferry introduced the Richmond ferry route in January 2019. The route, which initially offered a commute-only weekday service, performed well above projections until COVID-19 decimated demand across all transportation modes in March 2020.

In 2019, the Richmond route averaged approximately 800 riders per day. Over the prior 12 months ending with August 2024, the route averaged 944 riders per weekday. The route has the single best ridership recovery in the SF Bay Ferry system, aided substantially by San Francisco Bay Ferry's investment of COVID relief and Regional Measure 3 funds to substantially enhance the Richmond schedule and decrease fares as a part of the Pandemic Recovery Program. Staff will present a comprehensive summary of the Richmond service at the October 2024 Board of Directors Meeting.

\*\*\*END\*\*\*

**MEMORANDUM**

**TO: Board Members**

**FROM: Seamus Murphy, Executive Director  
Erin McGrath, Chief Financial Officer**

**SUBJECT: Review of FY 2024/25 Financial Statements Ending August 31, 2024**

**Recommendation**

There is no recommendation associated with this informational item.

**Financial Statements Summary**

This report provides a summary of financial activity for through August 2024, the second month of the Fiscal Year. For the operating budget, the summary chart below outlines current progress against budget. Revenue and expense to date for operations is \$10.7 Million with 17% of the fiscal year completed. This summary chart has been improved to show more detail on the operating expense by category as well as expense related to pilot projects underway. In addition, overall farebox recovery shows the full cost of operations including the administration and planning functions that are essential to the service.

<b>Ferry Operations Summary</b>	<b>Year - To - Date</b>	<b>Annual</b>	
	<b>FY2024/25 Actual Current YTD</b>	<b>FY2024/25 Approved Budget</b>	<b>% of FY2024/25 Budget</b>
<b>Revenue:</b>			
Fare Revenue	\$ 2,847,037	\$ 14,065,234	20%
Transfers to Reserves	(955,363)	(8,439,141)	11%
Bridge Toll Revenues	6,185,024	50,606,165	12%
State Operating Assistance	1,913,711	11,664,129	16%
Alameda/Contra Costa Tax Revenue	736,090	4,307,450	17%
Other Revenue	5,400	2,545,000	0%
<b>Total Operating Revenues</b>	<b>\$ 10,731,899</b>	<b>\$ 74,748,837</b>	<b>14%</b>
<b>Expense:</b>			
Operations Labor	\$ 3,074,708	\$ 19,291,343	16%
Vessel Fuel	2,053,864	15,687,000	13%
Vessel Operations & Maintenance	1,015,043	8,805,864	12%
Facility Operations & Maintenance	1,730,474	11,296,160	15%
Systemwide Expense	1,504,111	10,649,045	14%
Demonstration/Pilot Projects	666,917	3,473,724	19%
Planning & Administration	686,783	5,545,703	12%
<b>Total Operating Expenses</b>	<b>\$ 10,731,899</b>	<b>\$ 74,748,838</b>	<b>14%</b>
<b>Farebox Recovery % (Regular Service)</b>	<b>28%</b>		

Revenue and expense by both category and route is shown in the detailed reports attached. These reports have been reorganized slightly to show revenue at the top of the report and expense below, mirroring how the budget is presented.

The capital budget reporting provided here has been revised to reflect the reorganization of the electrification program of projects to better identify their locations. For example, projects such as “Shoreside Electrification” are now shown divided into the locations where applicable. The capital budget approved in June anticipates \$83.4 million in expense for the fiscal year. This amount is unchanged with the reorganization of the project reporting.

Capital Budget expenses are summarized below, with more detail provided on the following pages. Expenses through the first two months of the fiscal year, as shown below, are \$1.3 million. The total approved program has been revised to \$296 million, \$1.5 million higher than earlier. This is the result of an increase in the estimates and commitments related to Downtown San Francisco, Harbor Bay, and Seaplane Lagoon electrification and a decrease in total Oakland project estimates. Staff will presenting more detailed capital program data and information on the progress of each project at the November meeting

<b>Capital Budget Summary</b>	<b>FY2024/25 Actual Current YTD</b>	<b>FY2024/25 Approved Budget</b>	<b>% of FY2024/25 Budget</b>
<b>Revenue:</b>			
Federal Funds	\$ 846,010	\$ 37,035,764	2%
State Funds	321,047	22,204,389	1%
Bridge Toll Revenues	154,342	22,320,841	1%
Local/Other Revenues	3,913	1,856,893	0%
<b>Total Capital Revenues</b>	<b>\$ 1,325,312</b>	<b>\$ 83,417,887</b>	<b>2%</b>
<b>Expense:</b>			
Repair and Replacement	\$ 86,874	\$ 26,057,363	0%
Vessel Projects	863,206	13,263,495	7%
Electrification Program (REEF)	375,232	44,097,030	1%
<b>Total Capital Expense</b>	<b>\$ 1,325,312</b>	<b>\$ 83,417,887</b>	<b>2%</b>

**Investment Report**

The total monthly balance held in both the Local Agency Investment Fund (LAIF) and our commercial bank as of August 31 is \$16.7 million. Detail is provided below.

	<b>August 2024</b>
Bank of America (Checking)	\$ 841,268
Bank of America (Measure B/BB)	6,396,781
Local Agency Investment Fund (LAIF)	9,429,295
<b>Total</b>	<b>\$ 16,667,343</b>

**Fiscal Impact**

There is no fiscal impact associated with this informational item.

\*\*\*END\*\*\*

**San Francisco Bay Ferry (WETA)**  
**Operating & Administration Monthly Budget Report FY 2024/25**  
**Through the Month Ending 8/31/2024**

% of Year Elapsed 17%

	Month	Year - To - Date		Total	Total Budget
	Aug. 2024 Actual	FY2023-24 Actual	FY2024-25 Actual	FY2024-25 Budget	
<b>OPERATING REVENUE</b>					
Fare Revenue	\$1,384,585	\$2,539,052	2,847,037	\$14,065,234	20%
Revenue Transfer to Reserve	(955,363)	-	(955,363)	(8,439,141)	11%
Federal Operating Assistance	-	4,500,129	-	-	
Regional - Bridge Toll	3,039,584	1,603,872	6,185,024	50,606,165	12%
State Operating Assistance	1,267,787	-	1,913,711	11,664,129	16%
Local	377,136	626,950	736,090	4,307,450	17%
Other Revenue	4,850	57,817	5,400	2,545,000	0%
<b>Total Operating Revenue</b>	<b>\$5,118,578</b>	<b>\$ 9,327,820</b>	<b>\$ 10,731,899</b>	<b>\$ 74,748,837</b>	<b>14%</b>
<b>OPERATING EXPENSE</b>					
<b>Harbor Bay Ferry Service</b>					
Operations Labor	\$134,858	\$276,775	307,471	\$1,688,425	18%
Vessel Fuel	73,168	164,763	143,622	1,254,960	11%
Vessel Operations & Maintenance	59,693	50,647	107,245	1,023,362	10%
Facility Operations & Maintenance	48,064	110,038	109,332	760,837	14%
Systemwide Expense	57,929	123,688	135,474	966,188	14%
<b>Total Harbor Bay Farebox Recovery</b>	<b>\$373,711</b> 27%	<b>\$725,910</b> 23%	<b>\$ 803,144</b> 24%	<b>\$ 5,693,772</b> 19%	
<b>Alameda/Oakland Ferry Service</b>					
Operations Labor	\$310,172	\$720,575	\$707,183	\$4,408,474	16%
Vessel Fuel	209,050	519,491	410,773	2,823,660	15%
Vessel Operations & Maintenance	93,488	93,349	179,407	1,646,620	11%
Facility Operations & Maintenance	131,851	285,706	293,293	1,926,387	15%
Systemwide Expense	159,434	355,431	366,275	2,541,987	14%
<b>Total Alameda/Oakland Farebox Recovery</b>	<b>\$903,995</b> 41%	<b>\$ 1,974,552</b> 38%	<b>\$ 1,956,930</b> 38%	<b>\$ 13,347,128</b> 24%	
<b>Vallejo Ferry Service (Vallejo)</b>					
Operations Labor	\$364,115	\$808,577	\$830,171	\$5,851,832	14%
Vessel Fuel	459,911	1,098,959	903,700	\$6,745,410	13%
Vessel Operations & Maintenance	109,142	203,133	219,184	\$2,506,542	9%
Facility Operations & Maintenance	381,969	609,412	827,530	5,194,472	16%
Systemwide Expense	204,817	412,187	469,228	3,151,145	15%
<b>Total Vallejo Farebox Recovery</b>	<b>\$1,519,953</b> 40%	<b>\$ 3,132,267</b> 36%	<b>\$ 3,249,813</b> 41%	<b>\$ 23,449,402</b> 27%	
<b>South San Francisco Ferry Service (SSF)</b>					
Vessel Operations Labor	\$121,372	\$264,004	\$276,724	\$1,706,808	16%
Vessel Fuel	52,263	139,791	102,545	941,220	11%
Vessel Operations & Maintenance	88,421	54,538	132,366	1,129,078	12%
Facility Operations & Maintenance	42,883	110,417	102,722	719,434	14%
Systemwide Expense	43,916	83,345	101,412	800,037	13%
<b>Total South San Francisco Farebox Recovery</b>	<b>\$348,855</b> 17%	<b>\$ 652,095</b> 9%	<b>\$ 715,769</b> 16%	<b>\$ 5,296,577</b> 13%	
<b>Richmond Ferry Service (Richmond)</b>					
Vessel Operations Labor	\$242,744	\$528,009	\$553,447	\$3,384,571	16%
Vessel Fuel	146,335	344,461	287,689	2,196,180	13%
Vessel Operations & Maintenance	140,075	71,941	253,346	1,520,044	17%
Facility Operations & Maintenance	124,546	252,288	258,249	1,742,897	15%
Systemwide Expense	112,074	195,807	257,447	1,911,368	13%
<b>Total Richmond Farebox Recovery</b>	<b>\$765,774</b> 15%	<b>\$ 1,392,506</b> 14%	<b>\$ 1,610,179</b> 15%	<b>\$ 10,755,060</b> 12%	

(continued on next page)



**San Francisco Bay Ferry (WETA)**  
**Operating & Administration Monthly Budget Report FY 2024/25**  
**Through the Month Ending 8/31/2024**

% of Year Elapsed **17%**

	Month Aug. 2024 Actual	Year - To - Date		Total FY2024-25 Budget	Total Budget
		FY2023-24 Actual	FY2024-25 Actual		
<b>OPERATING EXPENSE (continued)</b>					
<b>Seaplane Lagoon Ferry Service</b>					
Vessel Operations Labor	\$175,315	\$335,442	\$399,712	\$2,251,233	18%
Vessel Fuel	104,525	229,641	205,535	1,725,570	12%
Vessel Operations & Maintenance	69,383	48,152	123,495	980,217	13%
Facility Operations & Maintenance	60,913	147,132	139,348	952,132	15%
Systemwide Expense	75,469	155,576	174,275	1,278,319	14%
<b>Total Seaplane Lagoon Farebox Recovery</b>	<b>\$485,606</b> 25%	<b>\$ 915,943</b> 26%	<b>\$ 1,042,364</b> 23%	<b>\$ 7,187,472</b> 17%	<b>15%</b>
<b>Subtotal Operations (Regular Service)</b>	<b>\$4,397,894</b>	<b>\$ 8,793,273</b>	<b>\$ 9,378,199</b>	<b>\$ 65,729,411</b>	<b>14%</b>
<i>Farebox Recovery (exclud. Administration)</i>	<i>31%</i>	<i>29%</i>	<i>30%</i>	<i>21%</i>	
<b>Hydrogen Demonstration Project (Sea Change)</b>	\$297,994	48,767	\$ 527,577	<b>\$2,143,724</b>	25%
<b>Alameda - Oakland Demonstration Project (Woodstock)</b>	\$73,053	N/A	139,340	<b>\$1,330,000</b>	10%
<b>Subtotal Ferry Operations (All)</b>	<b>\$4,768,941</b>	<b>\$ 8,842,040</b>	<b>\$ 10,045,116</b>	<b>\$ 69,203,135</b>	<b>15%</b>
<b>Planning and Administration</b>					
Wages and Fringe Benefits	\$191,709	\$337,437	\$409,478	\$2,991,281	14%
Professional & Other Services	117,593	205,805	216,948	1,983,648	11%
Information Tech., Office, Supplies	4,151	1,438	7,143	99,000	7%
Utilities/Communications	2,045	3,018	3,733	25,632	15%
Insurance	1,941	5,389	5,535	28,059	20%
Dues, Memberships, Misc.	3,429	27,580	14,747	148,268	10%
Leases and Rentals	28,769	42,046	29,198	269,816	11%
Admin Overhead Expense Transfer	-	(136,934)	-		
<b>Subtotal Planning &amp; Administration</b>	<b>\$349,637</b>	<b>\$485,780</b>	<b>\$ 686,783</b>	<b>\$ 5,545,703</b>	<b>12%</b>
<b>Total Operating Expense</b>	<b>\$5,118,578</b>	<b>\$ 9,327,820</b>	<b>\$ 10,731,899</b>	<b>\$ 74,748,838</b>	<b>14%</b>
<i>Farebox Recovery incl. Admin.</i>			<b>28%</b>		

	Total Project Revenue/Expense	Prior Year Revenue/Expense	FY 2024/25 Budget (revised)	Year-To-Date FY2024/25 Actual	Total Future Year	% of Project Budget
<b>CAPITAL REVENUE</b>						
Federal Funds	\$ 131,437,683	\$ 17,266,977	\$ 37,035,764	\$ 846,010	\$ 77,134,942	14%
State Funds	78,802,033	25,932,860	22,204,389	321,047	30,664,854	33%
Regional - Bridge Toll	79,215,315	11,073,223	22,320,841	154,342	45,821,250	14%
Local /Other	6,590,000	707,943	1,856,893	3,913	4,025,164	11%
<b>Total Revenue</b>	<b>\$ 296,045,031</b>	<b>\$ 54,981,003</b>	<b>\$ 83,417,887</b>	<b>\$ 1,325,312</b>	<b>\$ 157,646,211</b>	
<b>CAPITAL EXPENSE</b>						
<b>Vessel Projects: Dorado Class</b>						
High Speed Vessels (Dorado/Delphinus)	30,420,100	30,183,002	237,098	-	(0)	99%
Vessel Replacements (Karl, Zalophus)	37,902,400	21,371,139	13,026,397	863,206	3,504,864	59%
<b>Repair and Replacement Program: Vessels</b>						
Vessel Mid-Life Reburishment - MV Gemini	4,488,000	20,275	4,213,000	8,890	254,725	1%
Vessel Waterjet Upgrade - Pyxis Class Vessels	700,000	214,429	360,528	3,960	125,043	31%
Vessel Mid-Life Refurbishment & Engine Overhaul -	4,679,000	8,381	4,670,000	-	619	0%
Water Jet Equipment	940,000	198,223	739,075	-	2,702	21%
Engine Overhauls and Improvements	9,425,000	249,894	9,175,176	28,508	-	3%
Component Improvements/Dry Dock	3,412,000	-	3,412,000	9,085	-	0%
<b>Repair and Replacement Program: Facilities</b>						
Vallejo Terminal Reconfiguration	16,696,000	451,663	600,000	35,533	15,644,337	3%
Passenger Floats Rehabilitation - Pier 9	1,362,000	-	1,362,000	-	-	0%
Vallejo Ferry Terminal Dredging	3,520,000	-	165,000	898	3,355,000	0%
Parking Lot Preservation & Maintenance - SSF	190,584	-	190,584	-	-	0%
NOBMF Fuel Farm Upgrades	420,000	-	420,000	-	-	0%
Mare Island-Pier 9 Office Reconfiguration	550,000	-	550,000	-	-	0%
Multiuse Emergency Float	200,000	-	200,000	-	-	0%
<b>Electrification Program (REEF)</b>						
<b>Vessels</b>						
New Electric Vessels (Three - 150 PX)	31,296,441	384,532	9,559,212	103,939	21,352,697	2%
New Electric Vessel (Intintoli Replacement)	26,446,700	956,722	11,469,302	10,970	14,020,676	4%
New Electric Vessel (Mare Island Replacement)	26,500,000	28,540	2,357,935	10,970	24,113,525	0%
<b>Facility Electrification</b>						
Central Bay Terminal	6,946,000	8,041	75,000	2,200	6,862,959	0%
Downtown San Francisco	28,315,432	848,878	12,447,141	231,073	15,019,413	4%
Treasure Island	6,798,681	-	2,593,681	5,951	4,205,000	0%
Main Street	5,689,830	-	640,313	-	5,049,518	0%
Seaplane Lagoon	11,189,000	-	780,313	-	10,408,688	0%
Harbor Bay	12,656,693	-	3,099,134	898	9,557,559	0%
Richmond Terminal	4,687,500	-	200,000	-	4,487,500	0%
Mission Bay Project	700,000	57,285	125,000	2,055	517,715	8%
Berkeley Pier/Ferry Project	3,000,000	-	200,000	6,362	2,800,000	0%
Oakland Ferry Terminal	16,913,670	-	550,000	815	16,363,670	0%
<b>Total Expense</b>	<b>\$ 296,045,031</b>	<b>\$ 54,981,003</b>	<b>\$ 83,417,887</b>	<b>\$ 1,325,312</b>	<b>\$ 157,646,210</b>	

**TO: SF Bay Ferry Board Members**

**FROM: Peter Friedmann, SF Bay Ferry Federal Legislative Representative  
Ray Bucheger, SF Bay Ferry Federal Legislative Representative  
Madison Hite, SF Bay Ferry Federal Legislative Representative**

**SUBJECT: SF Bay Ferry Federal Legislative Board Report – September 2024**

This report covers the following topics:

- Advocacy for EPA Clean Ports Grant
- SF Bay Ferry Selected Wins Funding from FTA Passenger Ferry Grant Program
- SF Bay Ferry Leadership in Washington, D.C.
- Update on Ferry Service Expansion Act

### **Advocacy for EPA Clean Ports Grant**

We have been working to build support within the Bay Area Congressional Delegation for the application that was submitted by SF Bay Ferry and the Port of San Francisco for funding through the Environmental Protection Agency (EPA) Clean Ports Grant program. SF Bay Ferry and the Port are seeking \$55 million for 1) electrification infrastructure at the Downtown San Francisco Ferry Terminal, 2) construction of a 400 passenger zero emission vessel, 3) establishment of a Mission Bay Ferry Terminal, and 4) financial support of a regional maritime workforce development program to train over 150 participants ages 18-24 from disadvantaged and low-income communities in the greater San Francisco Bay Area and the re-entry population.

We obtained letters of support from Bay Area Congressional delegation members, including Senator Padilla, Senator Butler, Speaker Emerita Pelosi, Congresswoman Eshoo, Congressman Huffman, Congressman Mullin, Congresswoman Lee, and Congressman Garamendi. Members of the Bay Area Congressional delegation have spoken with EPA Administrator Michael Regan about the project.

The EPA Clean Ports Grant program was created by the Inflation Reduction Act (IRA); this is the first round of funding to be awarded by EPA.

### **SF Bay Ferry Selected Wins Funding from FTA Passenger Ferry Grant Program**

SF Bay Ferry was awarded \$11.5 million by the Federal Transit Administration (FTA) through the Section 5307(h) Ferry Passenger Grant Program to increase the passenger capacity of two fully electric vessels to support WETA's Rapid Electric Emission Free (REEF) Ferry Program. SF Bay

Ferry worked with SF Bay Ferry staff to obtain letters of support from the Bay Area Congressional Delegation.

We also worked to increase the level of funding available through this program as part of the FY24 appropriations process – an additional \$20 million was available this year due to our efforts. This additional \$20 million follows similar plus-ups we were able to get in previous years, including an additional \$15 million in FY23, an additional \$6.5 million in FY22 and an additional \$8 million in FY21. Altogether, this additional funding increased the ability of SF Bay Ferry to receive funding through this program.

### **SF Bay Ferry Leadership in Washington, D.C.**

When SF Bay Ferry Executive Director Seamus Murphy traveled to Washington, D.C. in September, we supported his trip by scheduling meetings with the offices of Senator Padilla (D-CA), Senator Patty Murray (D-WA), and Congressman Garamendi (D-CA). We discussed the Ferry Service Expansion Act and briefed new staffers on SF Bay Ferry.

### **Update on Ferry Service Expansion Act**

We are continuing to work towards reintroduction of the Ferry Service Expansion Act. This legislation would increase the funding level for the Federal Highway Administration's (FHWA) Ferry Boats and Ferry Terminal Facilities Formula (Grant) Program and the Federal Transit Administration's (FTA) Passenger Ferry (Competitive) Grant Program. The bill would also make permanent the Electric or Low-Emitting Ferry Pilot Program that was created by the Infrastructure Investment and Jobs Act (IIJA). We anticipate House legislation to be introduced before the end of the 118<sup>th</sup> Congress as a "placeholder" for the 119<sup>th</sup> Congress. We are continuing to work with our partners to find a Republican lead on the Senate side.

Respectfully Submitted,  
Peter Friedmann, Ray Bucheger and Madison Hite



1415 L Street  
Suite 1000  
Sacramento  
CA, 95814  
916-446-4656

October 3, 2024

TO: Board of Directors - San Francisco Bay Area Water Emergency Transportation Authority

FM: Matt Robinson, Partner  
Michael Pimentel, Legislative Advocate

RE: **STATE LEGISLATIVE UPDATE – October 2024**

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***General Update***

August 31 marked the final day of the 2023-24 Legislative Session. After two long weeks of Floor session, the Legislature sent approximately 991 bills to the Governor. Governor Newsom had until September 30 to act on these measures.

The Assembly, at Governor Newsom’s request, convened a special session to further explore proposals for reducing the cost of fuel in California, including the Governor’s proposal, captured in [ABX2-1 \(Aguiar-Curry and Hart\)](#), to require that California refineries hold fuel in reserve to mitigate for cost increases due to refinery maintenance shutdowns. The Assembly has held two information committee hearings so far and passed this bill off the Assembly Floor on October 1. The Senate will convene on October 11 to consider actions taken by the Assembly.

The Legislature will reconvene for the 2025-26 Legislative Session on December 2 for the Organizational Session and the swearing-in of newly elected legislators. We expect 34 new legislators in the Senate and Assembly when the Legislature reconvenes. Following the Organizational Session, the Legislature will adjourn for the remainder of the year and reconvene to begin the real work of the first year of the session in January 2025.

For more information about key legislative and budget deadlines, see the 2024 Legislative Calendar available [here](#).

***Update on Sponsored Legislation***

On September 27, Governor Newsom vetoed [AB 2061 \(Wilson\)](#), legislation co-sponsored by WETA and the Bay Area Council. As a reminder, this bill would have created through January 1, 2030, a sales and use tax exemption for zero-emission ferries purchased by public transit agencies. The bill had received strong bipartisan support throughout the legislative process, having passed both houses with no “no” votes.

In his veto message, Governor Newsom cited concerns about the bill’s impact to the state’s General Fund and the Administration’s two-year budget agreement with the Legislature. Specifically, he noted:

*I share the author's commitment to accelerating the adoption of zero-emission technologies within the public transit system by reducing upfront costs. The state has made unprecedented investments to support the clean transportation transition, dedicating billions of dollars to deliver cleaner mobility options for all Californians. Recent achievements include the electrification of Caltrain, the launch of the nation's first hydrogen hub, and the mobilization of a \$1.9 billion investment plan to create the country's most extensive zero-emission charging network. This bill, while laudable, should be considered in the context of the annual budget process given the general fund implications of a tax exemption.*

*In partnership with the Legislature this year, my Administration has enacted a balanced budget that avoids deep program cuts to vital services and protected investments in education, health care, climate, public safety, housing, and social service programs that millions of Californians rely on. It is important to remain disciplined when considering bills with significant fiscal implications that are not included in the budget, such as this measure.*

Notably, the bill would not have impacted the state's General Fund in the current or next budget year. We are working with WETA staff to engage the Governor's Office to explore more fully the Governor's justification for vetoing the bill and to discuss next steps for supporting WETA's transition to zero-emission technology.

#### ***CalSTA's Transit Transformation Task Force Convenes for Fifth Meeting***

The California State Transportation Agency convened its fifth Transit Transformation Task Force meeting on August 29 in Los Angeles. This meeting, the second of several geared toward informing a report of recommendations required to be submitted to the Legislature by October 2025, focused discussion on reforms to the Transportation Development Act and workforce recruitment, retention, and development issues.

As previously highlighted, the California Transit Association is leading engagement in the Task Force discussions on behalf of California transit agencies. To inform the positions it takes at Task Force meetings, the Association has engaged its membership and CALACT members on the challenges / barriers they face in delivering improvements to transit service and has convened an internal Transit Transformation Advisory Committee to develop policy recommendations (for breaking past these challenges) for submittal to the Task Force.

Relative to the August 29 meeting, the Association, with the support of its Advisory Committee, delivered recommendations to the Task Force on TDA reform and workforce recruitment, retention, and development. You can read the Association's recommendations [here](#). The Task Force is subject to the state's open meeting requirements for state bodies, known as Bagley-Keene, and as such, all agenda materials and recordings are available on [CalSTA's website](#).

#### ***November 5 Election***

As we noted in your last report, California voters will act on 10 propositions, including the climate and education bonds passed by the Legislature on November 5. As a reminder, the ballot for statewide propositions is as follows:

- **Prop. 2:** \$10 billion education bond.
- **Prop. 3:** Reaffirm the right of same-sex couples to marry.

- **Prop. 4:** \$10 billion climate bond.
- **Prop. 5:** 55% voter approval for local bonds (ACA 1 / ACA 10).
- **Prop. 6:** End indentured servitude in state prisons.
- **Prop. 32:** Raise the state minimum wage to \$18 an hour.
- **Prop. 33:** Allow local governments to impose rent controls.
- **Prop. 34:** Require certain health care providers to use nearly all revenue from Medi-Cal Rx on patient care.
- **Prop. 35:** Make existing tax on managed health care insurance plans permanent.
- **Prop. 36:** Increase penalties for theft and drug trafficking.

Recently, the Public Policy Institute of California conducted [polling](#) on the November ballot measures. We note some of the key findings below:

**Proposition 4: Climate Bond** – *After reading the ballot title and label, 65 percent of likely voters would vote yes (33% no). Partisans are deeply divided, with 83 percent of Democrats and 64 percent of independents in support compared to 35 percent of Republicans.*

**Proposition 5: 55% voter approval for local bonds** – *Likely voters are divided on this legislative constitutional amendment, with 49 percent saying they would vote yes and 50 percent saying they would vote no.*

**Proposition 36: Increase penalties for theft and drug trafficking** – *After reading the Proposition 36 ballot title and label, 71 percent of likely voters say they would vote yes, while 26 percent would vote no. There is broad—and bipartisan—support for Proposition 36.*

#### ***Sponsored Legislation***

##### **AB 2061 (Wilson) State Sales Tax Exemption: Zero-Emission Ferries (SPONSOR)**

This bill would, through January 1, 2030, exempt the purchase of zero-emission ferries by public transit agencies from the state portion of the sales and use tax. **This bill was vetoed by Governor Newsom.**

#### ***Legislation of Interest***

##### **SB 532 (Wiener) Bridge Toll Increase for Transit Operations**

This bill, as currently drafted, would temporarily raise tolls on seven state-owned bridges in the Bay Area by \$1.50 for five years, generating approximately \$180 million annually. SB 532 would direct this revenue to the Metropolitan Transportation Commission to help eligible transit operators avoid service cuts and maintain operations and to transform transit service pursuant to MTC's adopted Transit Transformation Action Plan, or to make specific safety, security, reliability, or cleanliness improvements. SB 532 is co-authored by a group of lawmakers, including Senators Cortese and Becker, and Assembly Members Haney, Ting, Lee, Bonta, and Wicks. **This bill was gutted-and-amended to address a new topic — parking.**

##### **SB 960 (Wiener) Complete Streets Projects on the State Highway System**

On complete streets, this bill would require all transportation projects funded or overseen by Caltrans to provide complete streets facilities unless exempt pursuant to the bill. It would also require the targets and performance measures adopted by the California Transportation Commission to include within the

SHOPP asset management plan objective targets and measures reflecting state transportation goals and objectives, including for complete streets assets on the state highway system. This bill would also require Caltrans' performance report to include a description of complete streets facilities on each project. Lastly, this bill would require Caltrans to develop and adopt a project intake, evaluation, and encroachment permit review process for complete streets facilities that are sponsored by a local jurisdiction or transit agency. As a part of this process, Caltrans would be required to designate an encroachment permit manager in each district to oversee the review of complete streets facilities applications. Caltrans would then be required to produce a report on the project applications submitted for complete streets facilities.

On transit priority projects, this bill would require the Director of Transportation to, on or before July 1, 2027, adopt a transit priority policy to guide the implementation of transit priority facilities on the state highway system. The bill would also require the Caltrans-prepared State Highway System Management Plan (SHSMP) to include specific and quantifiable accomplishments, goals, objectives, costs, and performance measures for transit priority facilities consistent with SHOPP asset management plan and Caltrans' most recent policy. **This bill was signed by Governor Newsom.**

#### **SB 1031 (Wiener) Bay Area Transportation Regional Measure / Transit Consolidation**

This bill would provide the Metropolitan Transportation Commission with the authority to propose a regional measure to fund transportation, dubbed Connect Bay Area. Additionally, the bill, as currently in print, includes provisions for transit governance and targets for transit operations; provides clear control for MTC over both historical transit formula funding (STA and LTF), as well new measure money, and condition access to those funds on adherence to the abovementioned governance structure and operational targets; and requires CalSTA to conduct a study to consolidate all of the transit agencies in the Bay Area. As noted above, the bill will soon be amended to reflect terms approved by the Senate Transportation Committee. **This bill is not moving forward this year.**

#### **AB 1837 (Papan) San Francisco Bay Area: Public Transportation**

Modeled after the work underway at MTC, this bill would create the Regional Network Management Council as an 11-member council to provide leadership and critical input on regional transit policies, and to provide executive guidance on regional transit policies and actionable implementation plans in pursuit of transformative improvements in the customer experience San Francisco Bay area transit. **This bill is not moving forward this year.**

#### **AB 2824 (McCarty) Transit Employee Assaults**

This bill would have created parity in the enhanced penalties levied against individuals who commit assault or battery against a public transit operators and ticketing agents and all other transit employees and contractors. This bill will not move forward this year. This bill was co-sponsored by the California Transit Association. **This bill is not moving forward this year.**



MEMORANDUM

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**TO:** Board Members

**FROM:** Seamus Murphy, Executive Director  
Michael Gougherty, Director of Planning  
Timothy Hanners, Director of Project Delivery & Engineering  
Thomas Hall, Director of Operations & Customer Experience  
Gabriel Chan, Transportation Planner  
Joseph Ramey, Project Development & Controls

**SUBJECT:** Monthly Operations, Ridership, and Recovery Report – October 2024

**Background**

**Operations**

Following the implementation of the new Swiftly system for ridership and service operations data in January 2023, staff are now able to develop accurate and real-time on-time performance and reliability reports. Staff will now aggregate and publish this data in the Monthly Operations, Ridership, and Recovery Report.

The following metrics are now included in this report:

- **On-Time Trips:** Trips arriving early, on-time, or less than five minutes after the scheduled arrival time.
- **Late Trips:** Trips arriving five minutes or more past the scheduled arrival time.
- **Cancelled Trips:** Cancelled trips not replaced by a substitute (backup) vessel.
- **On-Time Performance (OTP):** The percentage of total trips that arrived early, on-time, or less than five minutes after the scheduled arrival time.
- **Service Reliability:** The percentage of scheduled trips that were operated, after adjusting for trips cancelled.

In addition, staff will compare on-time performance and service reliability metrics of other ferry operators to those of WETA moving forward. On-time performance and reliability data will be sought from the following public ferry operators:

- Golden Gate Ferry
- Washington State Ferries
- Kitsap Transit
- Staten Island Ferry
- Massachusetts Bay Transportation Authority (MBTA) Ferry

This new component of the monthly report will also inform potential initiatives that staff can pursue to improve on-time performance and reliability along with input from the Board and others.

**Ridership**

The WETA Pandemic Recovery Plan (Plan) began on July 1, 2021 with the enhancement of the Vallejo, Oakland & Alameda, and Richmond routes, the restart of the suspended Harbor Bay route, and the launch of the new Alameda Seaplane route. The following weekend also marked the relaunch

of weekend service on the Vallejo, Oakland & Alameda, and Richmond routes. WETA relaunched the South San Francisco service in November 2021.

The Plan enhanced service during midday and weekend periods to reflect changing demands from regular commuters and recreational riders. Lower fares, more in line with parallel transit options such as BART or Transbay buses, is an additional feature of the Plan. With the introduction of the new ridership database in January 2023, staff are now able to provide more in-depth insights about ridership data with greater precision and accuracy. This report provides a monthly update on ridership trends, comparisons to historical data and other regional transit operators, as well as upcoming service adjustments.

## **Discussion**

### **Operations**

#### Highlights:

- **On-time performance** averaged 97.3% systemwide January through September 2024, a slight increase compared to the same period in 2023 of 97.0%.
- On-time performance is generally consistent for weekends and weekdays, and across routes, with minor variations from month-to-month.
- On-time performance for the Vallejo weekend service has improved over the last several months averaging 85.4% for August and September, compared to 77.4% for June and July. The improvement is likely explained by ridership seasonality and lower levels of demand typical for the late summer to early fall period.
- **Service reliability** averaged 99.6% systemwide January through September 2024 compared to 99.3% for the same period in 2023, a slight increase of 0.3 percentage points.
- There was a total of 163 trip segments cancelled January through September combined, compared to 37,757 trip segments provided during these months. Cancelled trips represented 0.4% of total scheduled trips during this period.
- With the recent addition of the Delphinus vessel, SF Bay Ferry now has 17 vessels in our fleet. This vessel provides additional capacity to maintain regular service, especially during periods where a vessel is out of service for repairs and regular maintenance.
- WETA has similar, if not higher, levels of on-time performance and reliability compared to other public ferry operators analyzed. WETA's year-to-date on-time performance through August 2024 averaged 97.3% compared to 94.4% for other selected public ferry operators considered in this report. WETA's year-to-date reliability performance through August in 2024 averaged 99.5% compared to 99.1% for the other public ferry operators analyzed. WETA will continue to track and monitor this data in 2024 as it becomes available.

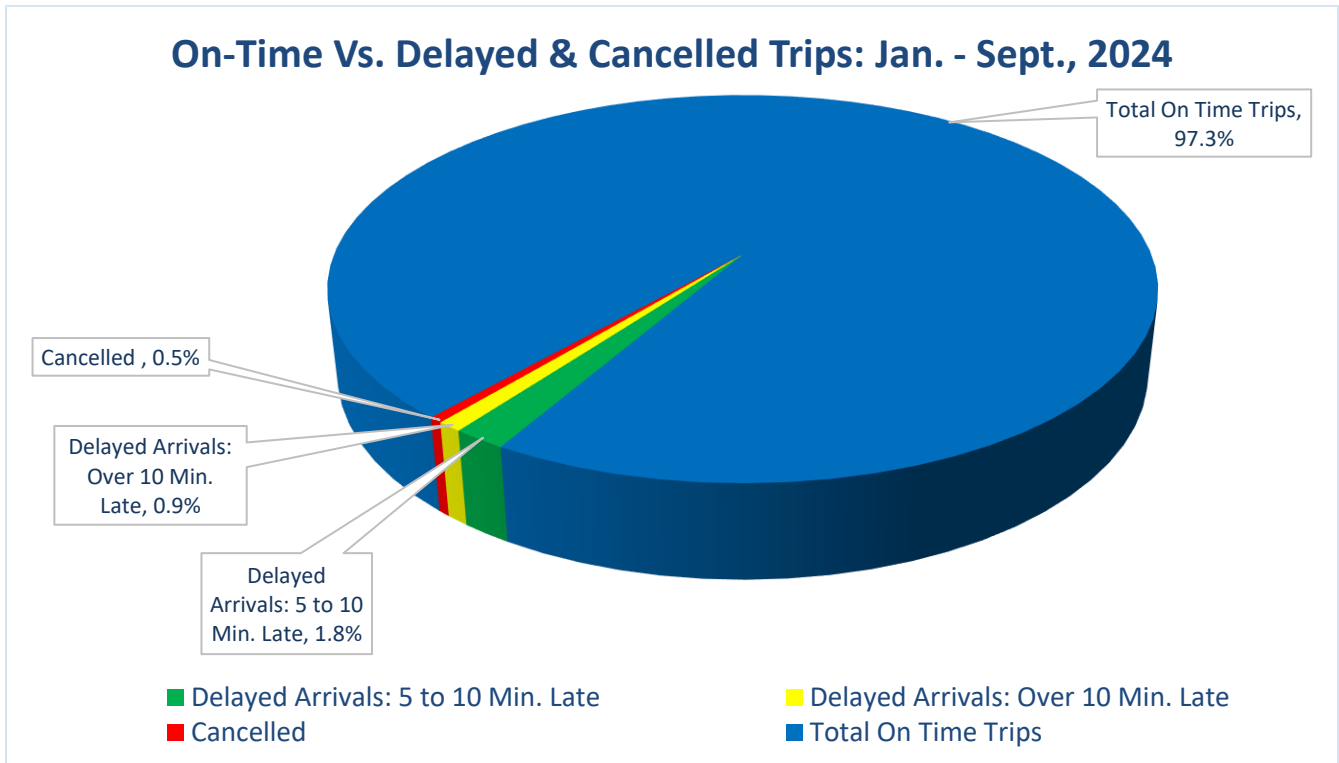
### **Ridership**

This report includes data for both August and September. SFBF had over 267 thousand boardings in August and 237 boardings in September—higher than projections in the budget. Compared to the same months in 2019, ridership was about 80% of pre-pandemic. Even though September ridership usually falls off from the highs of the summer, year-over-year SFBF ridership is almost 40,000 boardings higher than 2023. Compared to BART and Caltrain, SFBF significantly outperforms them in terms of ridership recovery. While BART has had some record high ridership days in the last few months, they are still under 50% of 2019 ridership. Caltrain remains at about 32% of 2019 ridership. Staff will continue to monitor ridership trends throughout the winter months.

**Appendix A. Operations Data Summary**

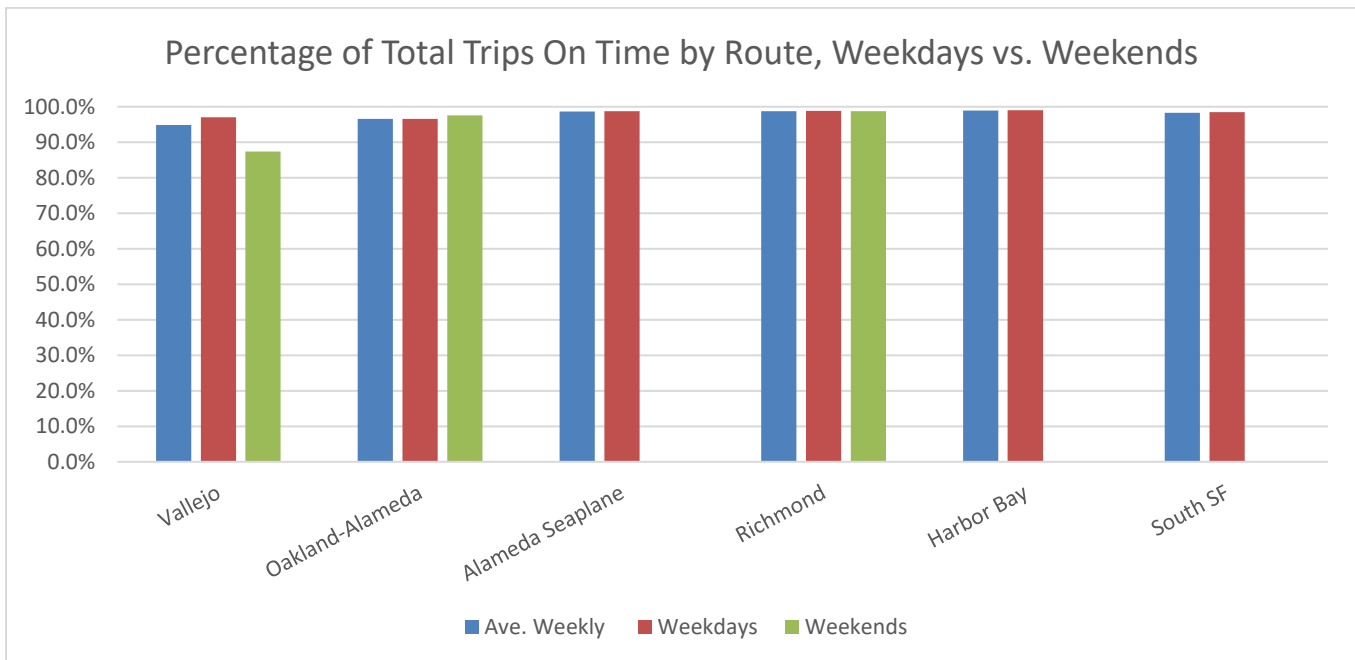
**Percentage of Trips On-Time: Year-to-Date (January – September 2024)**

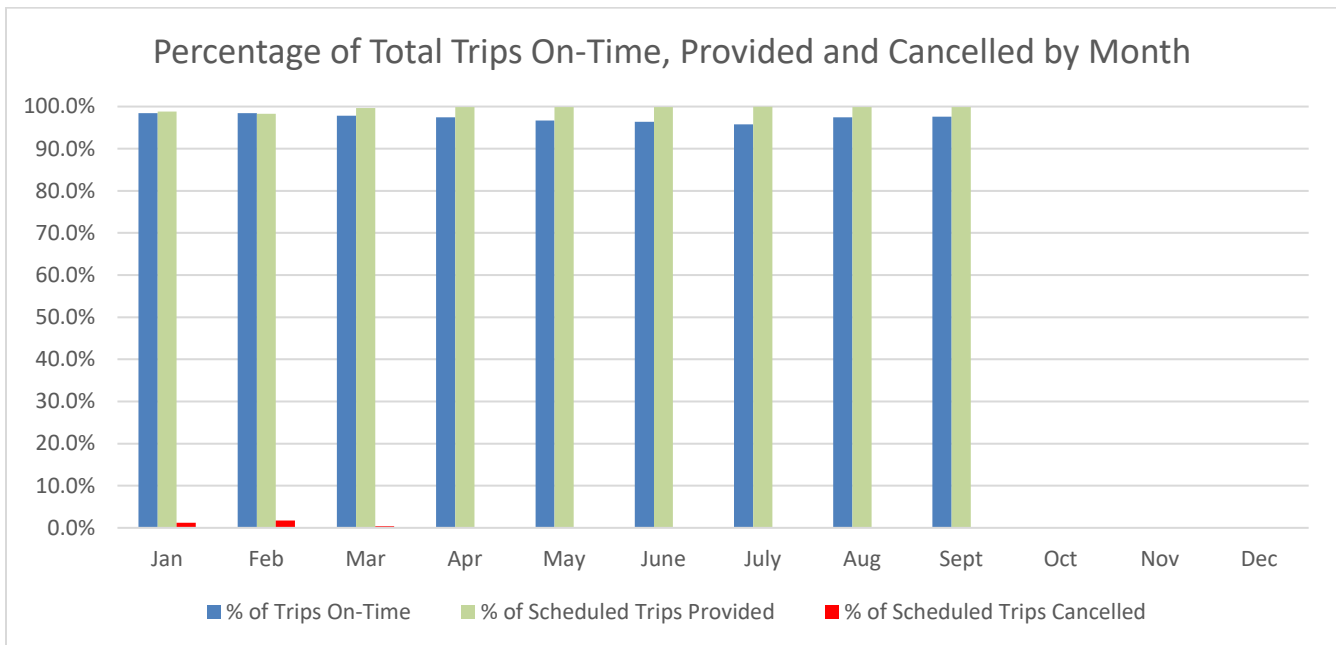
Route	Ave. Weekly	Weekdays	Weekends
Vallejo	94.9%	97.1%	87.4%
Oakland-Alameda	96.6%	96.6%	97.6%
Alameda Seaplane	98.7%	98.7%	Not Provided
Richmond	98.7%	98.9%	98.8%
Harbor Bay	98.9%	99.0%	Not Provided
South SF	98.3%	98.5%	Not Provided
<b>Total System</b>	<b>97.3%</b>	<b>97.9%</b>	<b>95.5%</b>



**On-Time Performance & Reliability by Month (January to September 2024)**

	<b>% of Trips On-Time</b>	<b>% of Scheduled Trips Provided</b>	<b>% of Scheduled Trips Cancelled</b>
January	98.5%	98.8%	1.2%
February	98.4%	98.3%	1.7%
March	97.9%	99.6%	0.4%
April	97.5%	99.9%	0.1%
May	96.7%	99.9%	0.1%
June	96.4%	99.9%	0.1%
July	95.8%	99.9%	0.1%
August	97.5%	99.9%	0.1%
September	97.6%	99.9%	0.1%
October			
November			
December			
<b>Annual Average</b>	<b>97.3%</b>	<b>99.6%</b>	<b>0.4%</b>





**WETA On-Time Performance & Reliability Compared to Other Ferry Operators, Ave. Jan. – Aug. 2024\***

	<b>% of Trips on Time</b>	<b>% of Scheduled Trips Provided</b>
Golden Gate	97.2%	99.3%
Washington State Ferries	84.5%	98.3%
Kitsap Transit	97.2%	99.2%
Massachusetts Bay Transportation Authority	98.6%	99.7%
<b>Average of Comps</b>	<b>94.4%</b>	<b>99.1%</b>
<b>WETA</b>	<b>97.3%</b>	<b>99.5%</b>
BART	74.8%	
MUNI	83.5%	
AC Transit	73.5%	

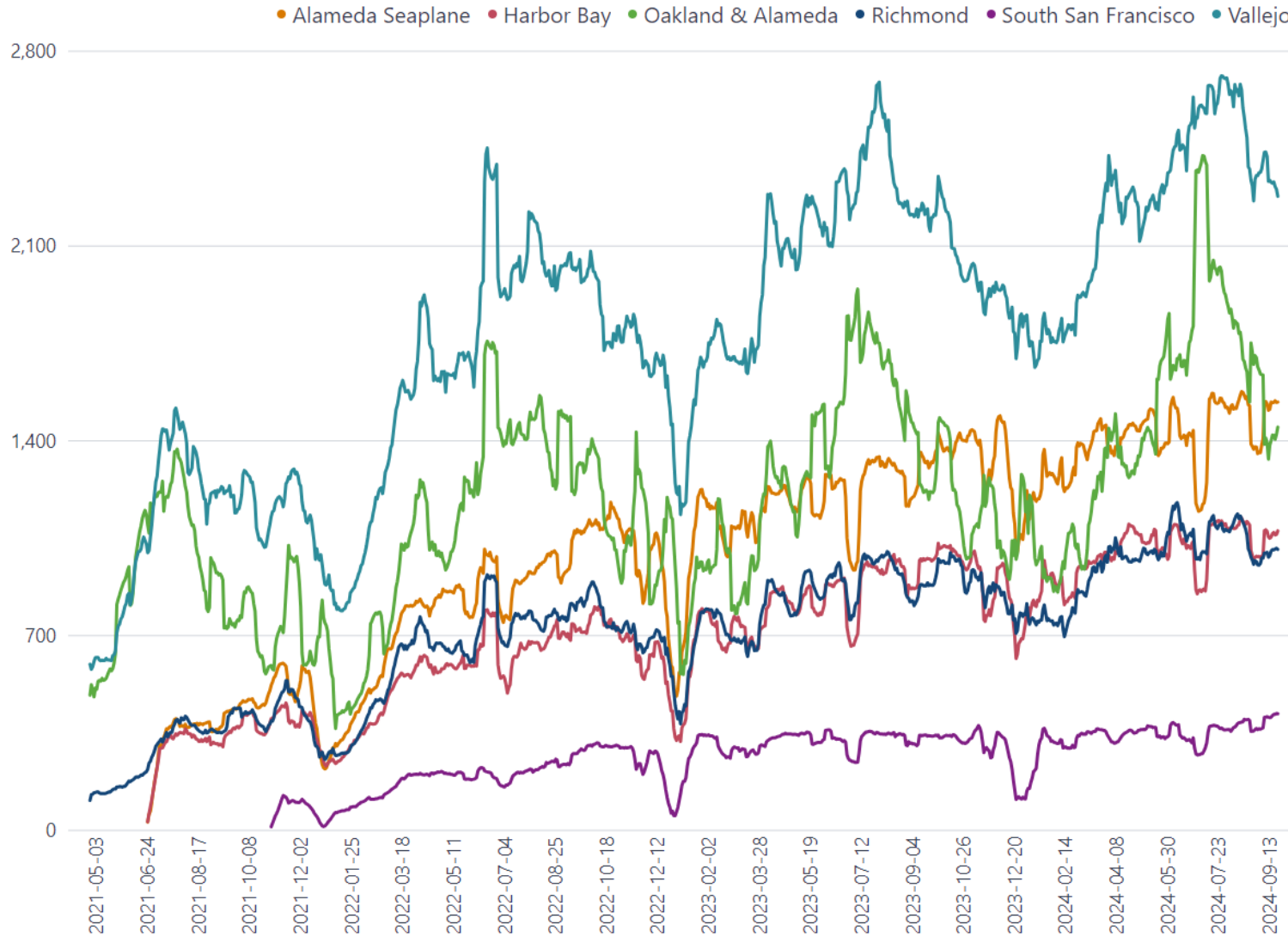
\* The definition of on-time performance varies among the other ferry and transit operators considered in this analysis. Some operators consider on-time performance based on late departures instead of late arrivals. Most operators define on-time trips as trips departing or arriving within 5 minutes of the scheduled departure or arrival time.

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### Appendix B. Ridership Data Summary

#### 10-Day Weekday Average Ridership

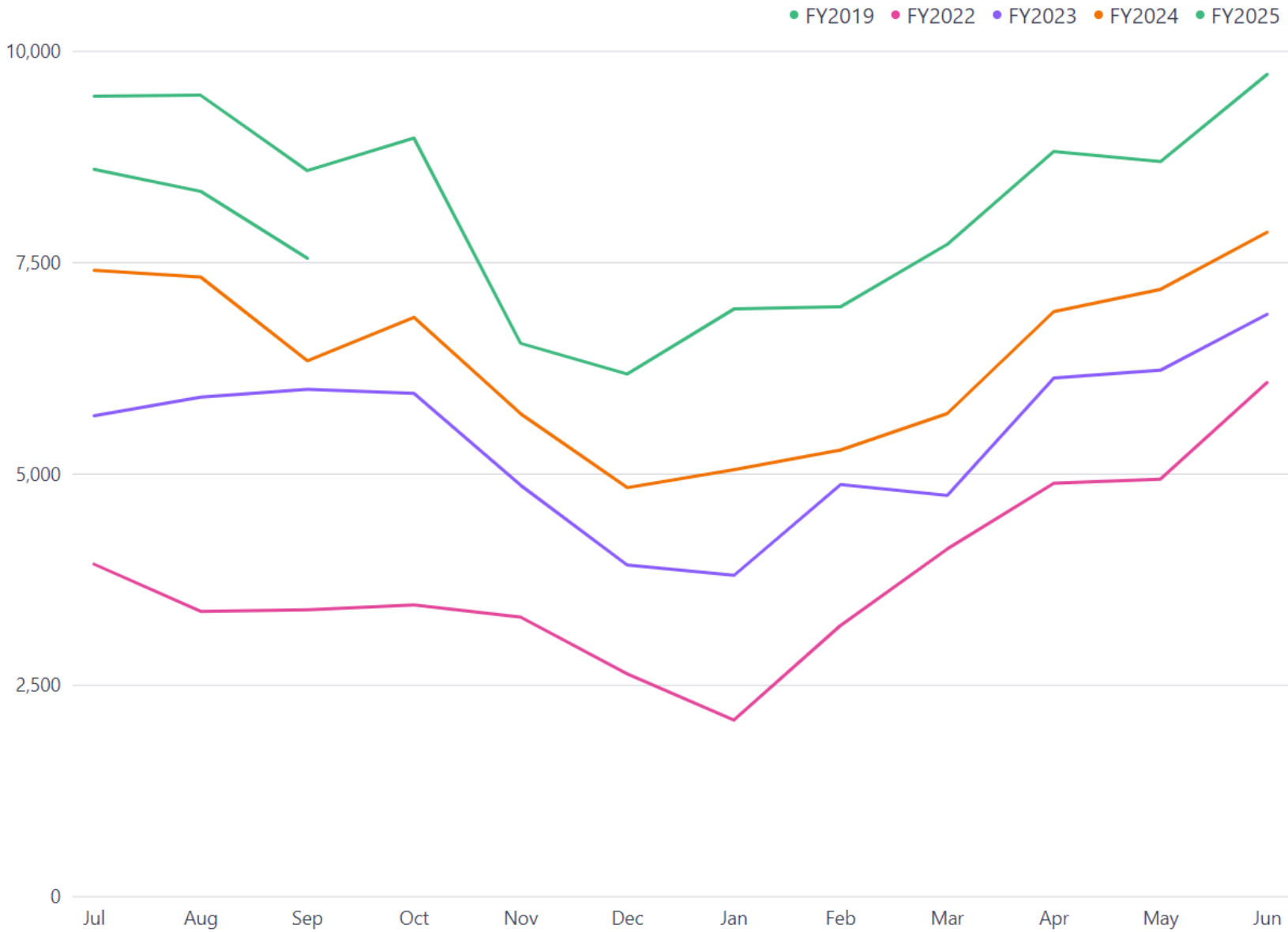
[Download CSV](#)



Ridership from other routes and event ridership is excluded.

### Average Daily Ridership By Month

[Download CSV](#)



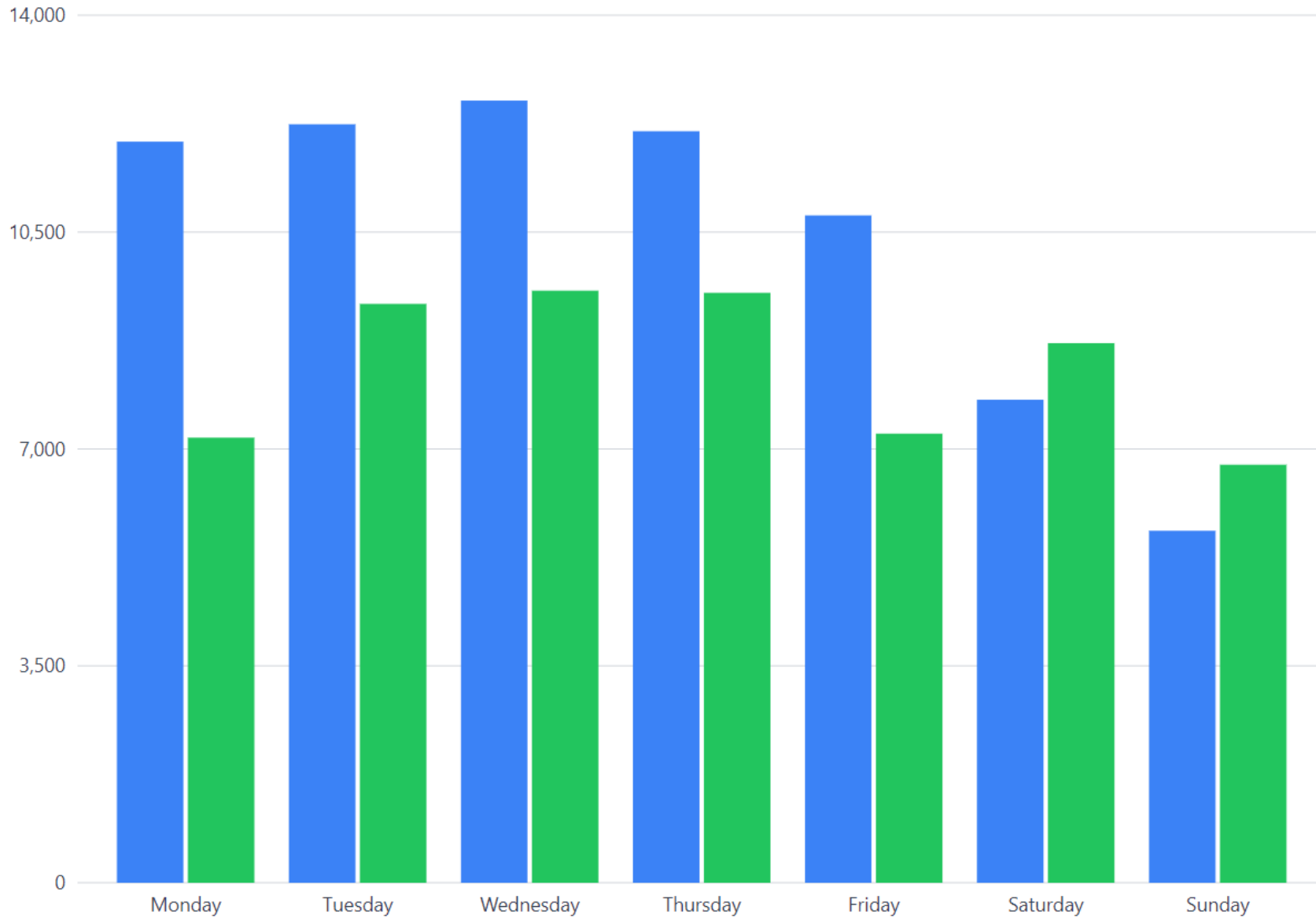
Event ridership is excluded.



### Average Ridership by Day of Week Systemwide

[Download CSV](#)

• August 2019 • August 2024

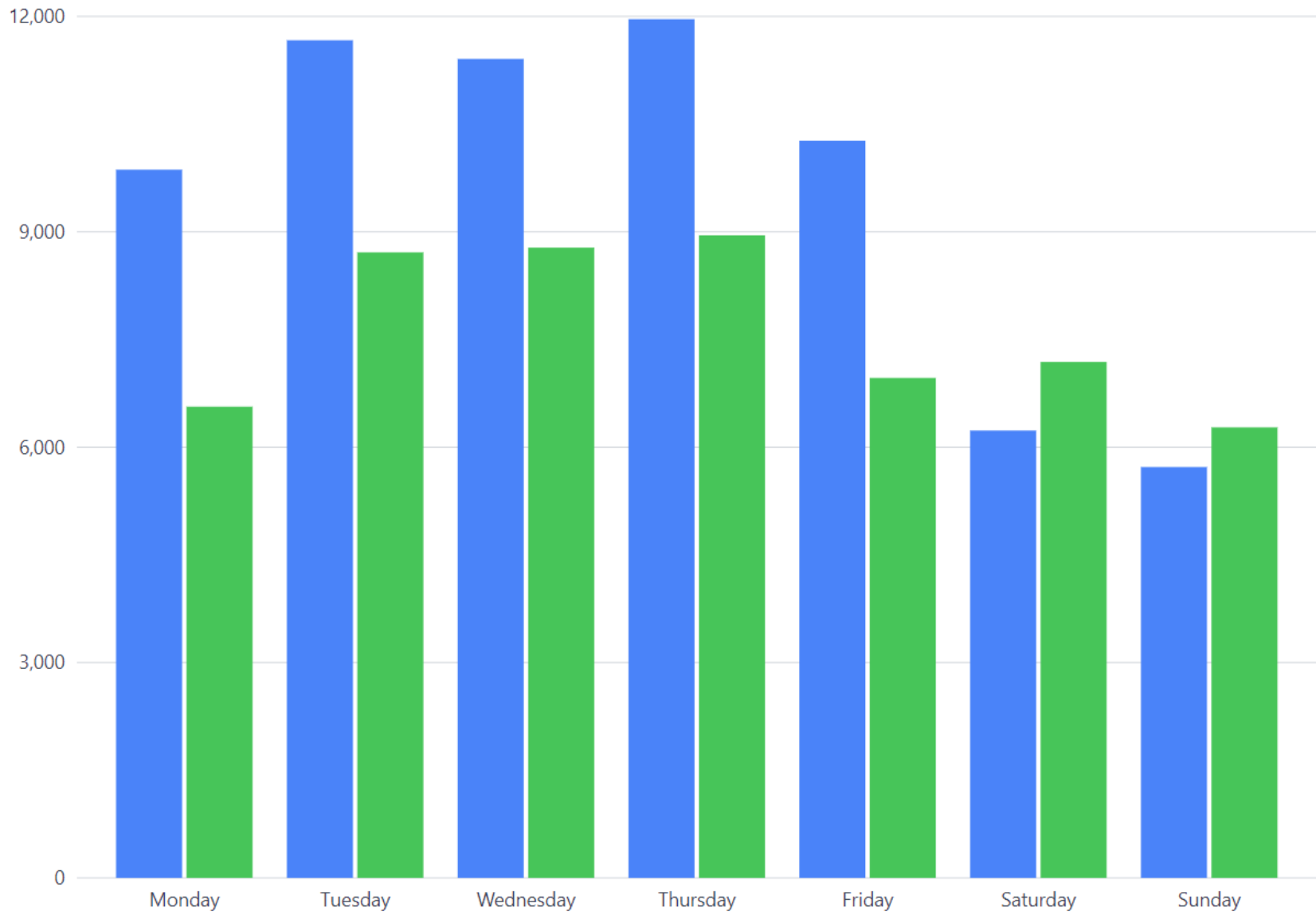


Event ridership is excluded. Holidays with no service are excluded.

### Average Ridership by Day of Week Systemwide

[Download CSV](#)

• September 2019 • September 2024

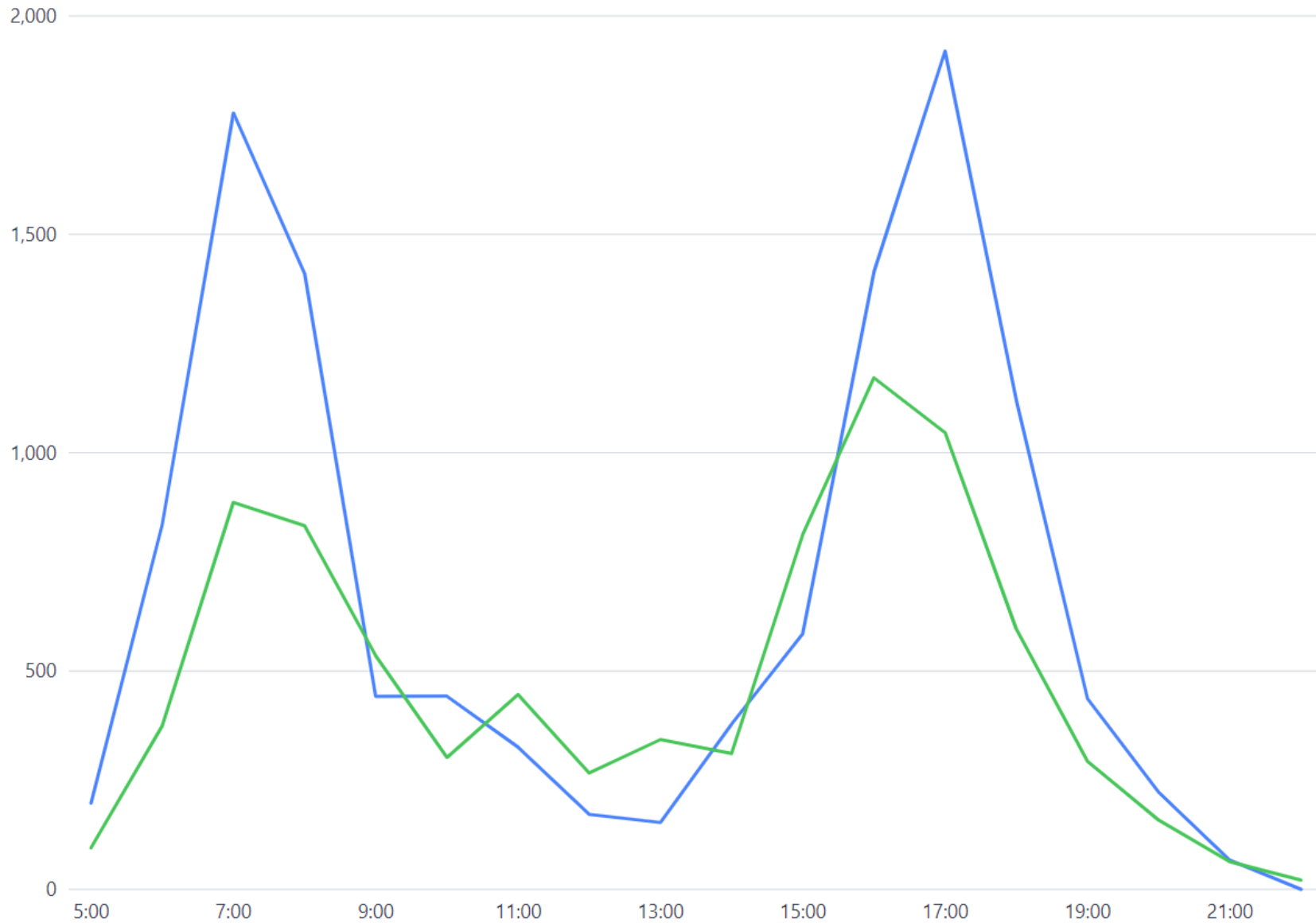


Event ridership is excluded. Holidays with no service are excluded.

### Average Weekday Hourly Ridership

[Download CSV](#)

• August 2019 • August 2024

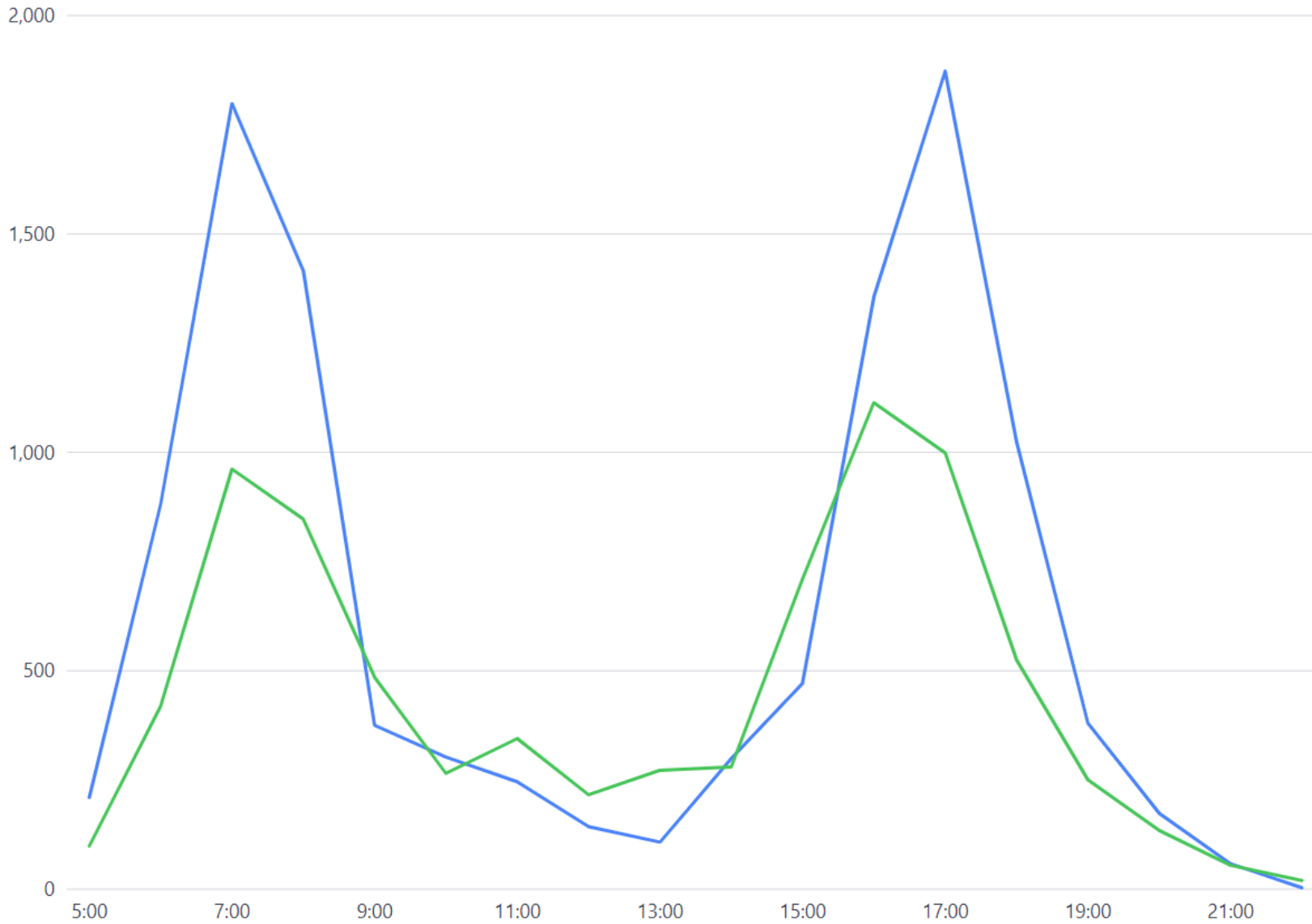


Event ridership is excluded. Scheduled trip segment start time is used.

### Average Weekday Hourly Ridership

[Download CSV](#)

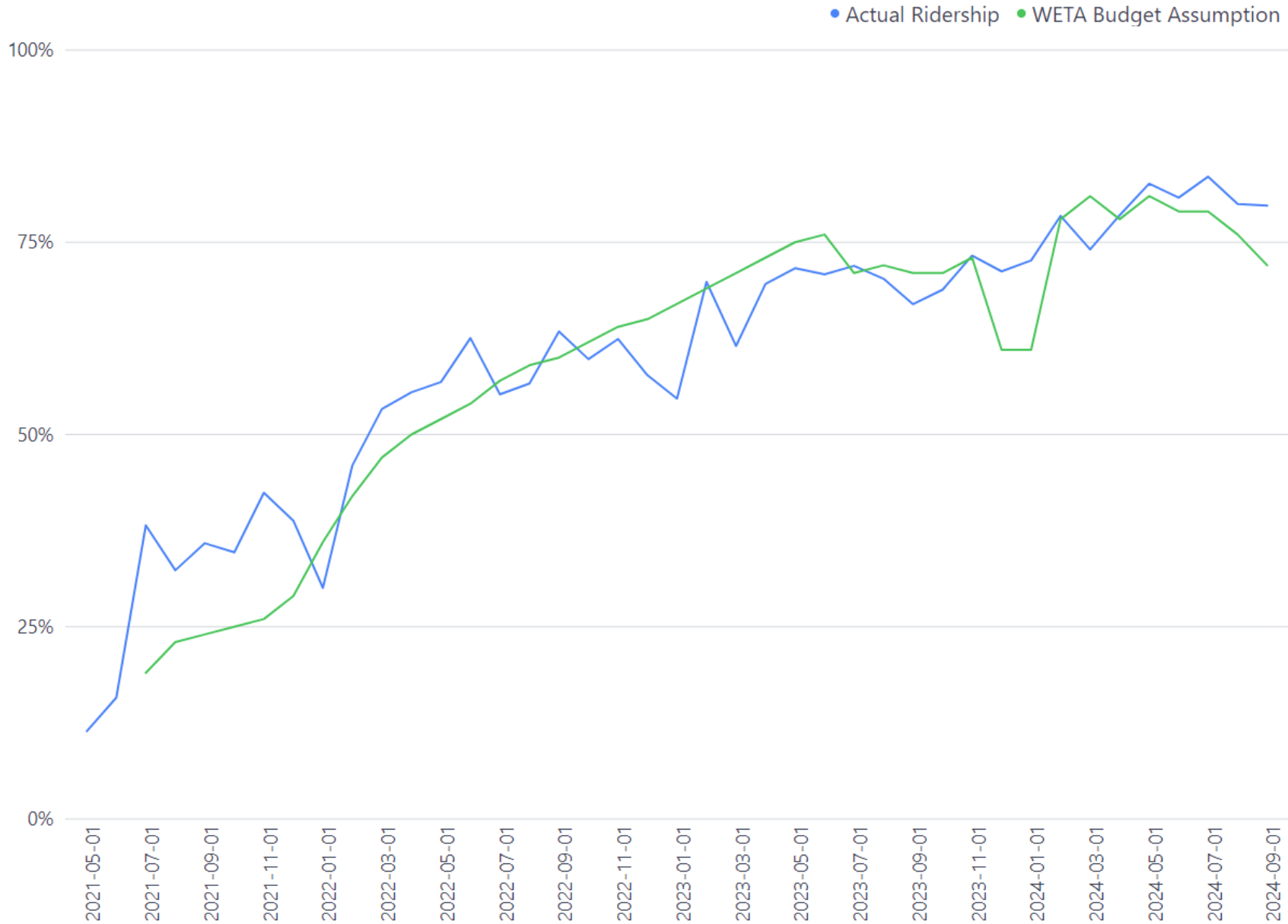
● September 2019 ● September 2024



Event ridership is excluded. Scheduled trip segment start time is used.

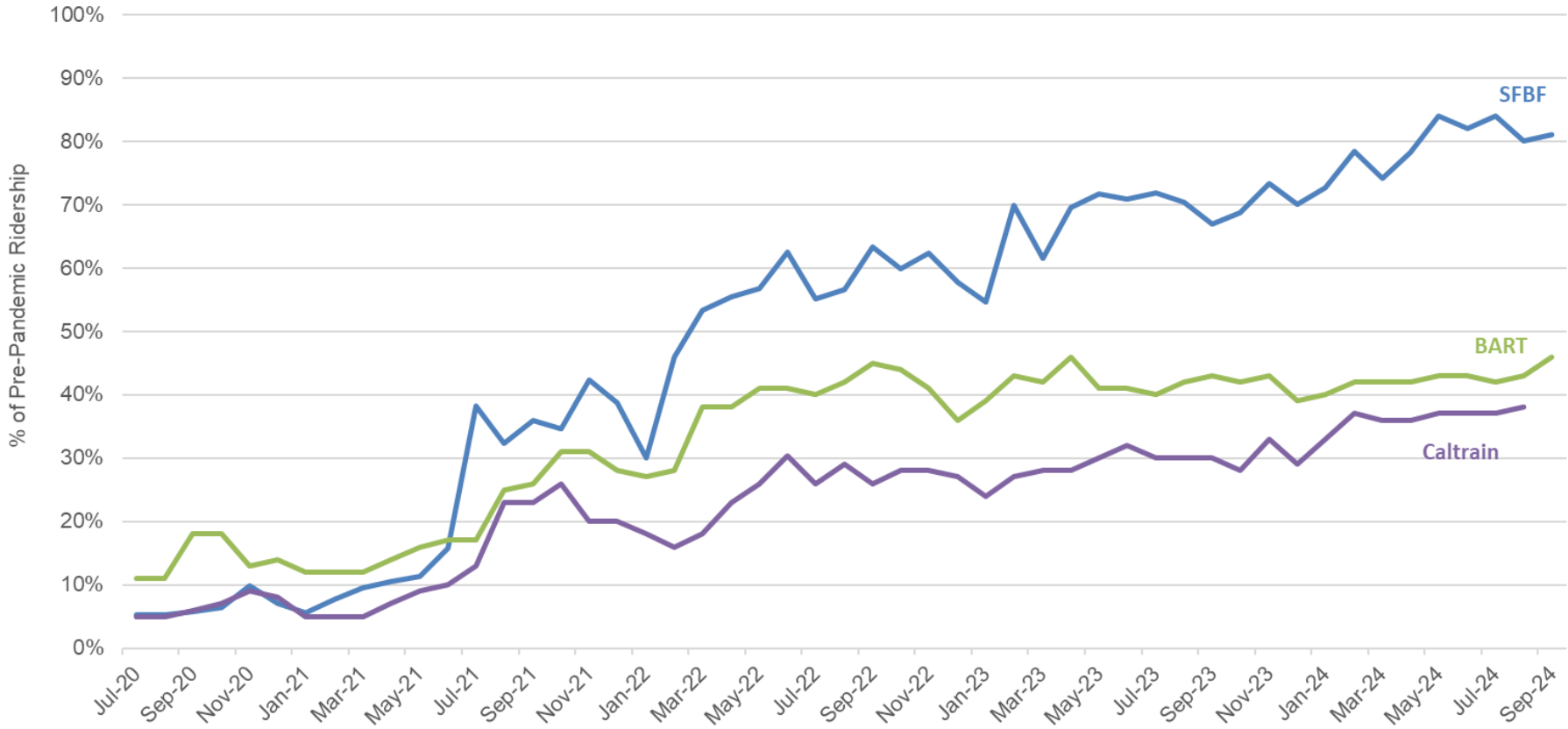
### Actual vs Budgeted Ridership

[Download CSV](#)



Event ridership is excluded.

### Regional Transit Ridership



**Operational Statistics**

[Download CSV](#)

	Oakland & Alameda	Richmond	Harbor Bay	South San Francisco	Alameda Seaplane	Vallejo	San Francisco Pier 41 Short Hop	Oakland Alameda Water Shuttle	Ballpark (Oakland & Alameda)	Ballpark (Vallejo)	Ballpark (Redwood City)	Systemwide
Total Ridership August 2024	73,807	29,620	23,838	8,295	33,271	75,352	1,716	12,777	5,291	2,862	366	267,195
Total Ridership July 2024	82,694	29,855	23,160	7,719	31,935	81,868	2,377	7,147	5,155	3,472	270	275,652
Percent Change	-10.7%	-0.8%	2.9%	7.5%	4.2%	-8%	-27.8%	78.8%	2.6%	-17.6%	35.6%	-3.1%
Total Ridership August 2024	73,807	29,620	23,838	8,295	33,271	75,352	1,716	12,777	5,291	2,862	366	267,195
Total Ridership August 2023	66,311	26,260	22,409	8,179	30,562	72,188	1,349	0	4,264	2,938	0	235,956
Percent Change	11.3%	12.8%	6.4%	1.4%	8.9%	4.4%	27.2%	Infinity%	24.1%	-2.6%	Infinity%	13.2%
Total Ridership FY2025 to date	156,501	59,475	46,998	16,014	65,206	157,220	4,093	19,924	10,446	6,334	636	542,847
Total Ridership FY2024 to date	145,380	50,989	39,754	14,496	54,560	147,907	3,875	0	8,813	5,690	0	475,989
Percent Change	7.6%	16.6%	18.2%	10.5%	19.5%	6.3%	5.6%	Infinity%	18.5%	11.3%	Infinity%	14%
Average Weekday Ridership August 2024	1,708	1,061	1,084	377	1,512	2,509	14	468	460	164		8,751
Weekdays Operated in August 2024	22	22	22	22	22	22	5	14	7	7	0	22
Average Weekend Ridership August 2024	4,026	696				2,239	183	692	690	570	366	8,297
Weekend Days Operated in August 2024	9	9	0	0	0	9	9	9	3	3	1	9
Ridership Per Hour August 2024	148	77	118	60	152	96	132	89	460	211	183	111
Ridership Per Mile August 2024 <sup>†</sup>	10.4	4.2	5.7	3.3	9	3.6	7.9	∞	40.7	7.3	∞	5.8
Revenue Hours August 2024	500	383	202	139	219	782	13	143	11	14	2	2,409
Revenue Hours FY To Date	996	758	394	272	429	1,552	28	204	22	27	4	4,688
Revenue Miles August 2024 <sup>†</sup>	7,096.8	6,996	4,162.4	2,530	3,684.8	20,907.5	217	0	130	389.9	0	46,114.3
Revenue Miles FY To Date <sup>†</sup>	14,128.6	13,843.6	8,135.6	4,945	7,212.8	41,505	461.9	0	247	779.3	0	91,258.9
% of planned trip segments August 2024	100%	99.7%	100%	100%	99.7%	100%	46.1%	100%	100%	100%	100%	98.5%
% of trip segments on time August 2024 <sup>*</sup>	99.3%	99.8%	100%	100%	100%	97.1%	100%					99.2%
	<a href="#">View Trips &gt;</a>	<a href="#">View Trips &gt;</a>	<a href="#">View Trips &gt;</a>	<a href="#">View Trips &gt;</a>	<a href="#">View Trips &gt;</a>	<a href="#">View Trips &gt;</a>	<a href="#">View Trips &gt;</a>	<a href="#">View Trips &gt;</a>	<a href="#">View Trips &gt;</a>	<a href="#">View Trips &gt;</a>	<a href="#">View Trips &gt;</a>	<a href="#">View Trips &gt;</a>

<sup>†</sup>Statute miles.

<sup>\*</sup>On time is less than 10 min of delay in arriving.

**Operational Statistics**

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	Oakland & Alameda	Richmond	Harbor Bay	South San Francisco	Alameda Seaplane	Vallejo	San Francisco Pier 41 Short Hop	Oakland Alameda Water Shuttle	Ballpark (Oakland & Alameda)	Ballpark (Vallejo)	Ballpark (Redwood City)	Systemwide
Total Ridership September 2024	62,083	26,305	21,535	8,264	30,781	66,531	1,980	9,098	5,858	3,878	804	237,117
Total Ridership August 2024	73,807	29,620	23,838	8,295	33,271	75,352	1,716	12,777	5,291	2,862	366	267,195
Percent Change	-15.9%	-11.2%	-9.7%	-0.4%	-7.5%	-11.7%	15.4%	-28.8%	10.7%	35.5%	119.7%	-11.3%
Total Ridership September 2024	62,083	26,305	21,535	8,264	30,781	66,531	1,980	9,098	5,858	3,878	804	237,117
Total Ridership September 2023	53,589	21,861	19,119	6,637	26,437	61,239	1,292	0	4,904	3,131	0	198,209
Percent Change	15.9%	20.3%	12.6%	24.5%	16.4%	8.6%	53.3%	Infinity%	19.5%	23.9%	Infinity%	19.6%
Total Ridership FY2025 to date	218,584	85,780	68,533	24,278	95,987	223,751	6,073	29,022	16,304	10,212	1,440	779,964
Total Ridership FY2024 to date	198,969	72,850	58,873	21,133	80,997	209,146	5,167	0	13,717	8,821	0	674,198
Percent Change	9.9%	17.7%	16.4%	14.9%	18.5%	7%	17.5%	Infinity%	18.9%	15.8%	Infinity%	15.7%
Average Weekday Ridership September 2024	1,517	992	1,077	413	1,539	2,335	50	326	401	144		8,108
Weekdays Operated in September 2024	21	21	20	20	20	21	5	12	7	7	0	21
Average Weekend Ridership September 2024	3,359	608				1,945	192	577	610	574	402	7,428
Weekend Days Operated in September 2024	9	9	0	0	0	9	9	9	5	5	2	9
Ridership Per Hour September 2024	130	73	117	66	154	90	66	72	429	221	201	104
Ridership Per Mile September 2024 <sup>†</sup>	9.1	4	5.7	3.6	9.2	3.4	4.6	∞	37.6	7.6	∞	5.4
Revenue Hours September 2024	479	360	183	126	200	741	30	127	14	18	4	2,282
Revenue Hours FY To Date	1,476	1,118	578	398	629	2,293	58	331	36	45	8	6,970
Revenue Miles September 2024 <sup>†</sup>	6,788	6,572	3,784	2,285.2	3,360	19,774.3	434	0	156	509.1	0	43,662.5
Revenue Miles FY To Date <sup>†</sup>	20,916.6	20,415.6	11,919.6	7,230.2	10,572.8	61,279.2	895.9	0	403	1,288.4	0	134,921.4
% of planned trip segments September 2024	100%	100%	100%	99.3%	100%	99.7%	92.7%	99.5%	100%	100%	100%	99.6%
% of trip segments on time September 2024 <sup>*</sup>	98.3%	99.3%	100%	100%	100%	96.4%	96.7%					98.6%

[View Trips >](#) [View Trips >](#) [View Trips >](#) [View Trips >](#) [View Trips >](#) [View Trips >](#) [View Trips >](#) [View Trips >](#) [View Trips >](#) [View Trips >](#) [View Trips >](#) [View Trips >](#) [View Trips >](#)

<sup>†</sup>Statute miles.  
<sup>\*</sup>On time is less than 10 min of delay in arriving.



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

*[August 8, 2024]*

The Board of Directors of the San Francisco Bay Area Water Emergency Transportation Authority met in regular session at the Port Commission Hearing Room at the Ferry Building, Second Floor, San Francisco, CA and via videoconference.

**1. CALL TO ORDER**

Chair James Wunderman called the meeting to order at 1:04 p.m.

**2. ROLL CALL**

Chair James Wunderman, Vice Chair Monique Moyer, Director Jessica Alba, and Director Pippin Dew were in attendance.

Chair Wunderman led the Pledge of Allegiance. He welcomed directors, staff, and meeting guests and noted that the meeting was being conducted in person and by videoconference and was being recorded. He advised guests about offering public comment and how guests could sign up to speak throughout the meeting.

**3. REPORT OF BOARD CHAIR**

Chair Wunderman said that good ridership numbers during this economic period was encouraging for the future of the organization. He stated that there have been challenges and issues when doing something different with the launch of *Sea Change* and *Woodstock*.

**4. REPORTS OF DIRECTORS**

Vice Chair Moyer thanked the staff, communities, Blue & Gold Fleet (Blue & Gold), and anyone else involved in making the pilot programs happen.

Vice Chair Moyer reported that she and Director Jeffrey DelBono represented WETA at the Grand Opening celebration of Swedish electronic battery manufacturer, Echandia's new facility in Marysville, WA that will supply the American-made maritime battery systems for SF Bay Ferry's Rapid Electric Emission-Free (REEF) Ferry Program. She said that she was honored to represent WETA along with Washington State Governor Jay Inslee, Marysville Mayor Jon Nehring, and other dignitaries where Governor Inslee announced moving towards leveraging battery systems on the Washington State Ferries.

Vice Chair Moyer said the highlight of their trip was visiting Mavrik Marine in La Conner, WA to see the two vessels being built and explain who "Karl the fog" is, and thanked Director of Project Delivery and Engineering Timothy Hanners for setting up the visit. She added that it was a fantastic trip and was pleased to have had the opportunity to see the momentum continuing with support from the State and region in pursuit of WETA's vision for economic vitality and environmental stewardship.

Director Dew remarked that she had attended the launch of *Sea Change* with her daughter who found it interesting and cool to drink emissions from the water fountain.

The Directors expressed excitement about the three pilot programs in operation this summer and continuing the momentum.

Chair Wunderman thanked staff for working towards his request for changing meeting locations.

## 5. REPORTS OF STAFF

Executive Director Seamus Murphy stated that it was a busy July with the christening of the *Sea Change* and the start of the Oakland Alameda Water Shuttle and Redwood City Ballpark Ferry Service pilot projects.

Mr. Murphy said that the *Sea Change* earned WETA a lot of attention, being the first of its kind. Issues with the operation and reliability of the *Sea Change* have arisen, and a comprehensive report on its applicability to SF Bay Ferry's services and its future as part of the ferry network will be provided at the end of the six-month pilot. He remarked that many people were riding to experience the technology first-hand and the water fountain exhaust, including his own family.

Mr. Murphy reported that ridership on the Oakland Alameda Water Shuttle has been a huge hit. He said that the pontoon damage that occurred on day one has been resolved, and the service has been operating reliably. SF Bay Ferry will be working with its partners to enhance service.

Mr. Murphy stated that ramp work was required at the Port of Redwood City prior to the launch of the Redwood City Ballpark Ferry Service which carried about 250 riders for its first run.

Mr. Murphy mentioned that two Request for Proposals (RFP) were released. The first is the 150-passenger electric vessel that will serve the San Francisco waterfront, and the second is for two 400-passenger vessels that will serve the Central Bay routes. He said that the projects would be receiving attention as the vessels will be the first in the country to operate on a high-speed passenger ferry network.

Mr. Murphy reported that representatives from the Federal Transit Administration (FTA) were onsite to conduct WETA's triennial review that resulted in a few findings that WETA will correct with its next quarterly reporting to FTA. He said that the FTA team took the ferry over to the Alameda Seaplane Ferry Terminal to visit the Central Bay Operations and Maintenance Facility.

Mr. Murphy said that WETA is working on Metropolitan Transportation Commission's (MTC) regional transportation plan, Plan Bay Area 2050+. He stated that there were issues with the first draft that was presented at the Regional Network Management Council Meeting which did not include WETA's Berkeley and Redwood City expansion projects. He said that stakeholders encouraged MTC staff to include the expansion projects in the plan with the next draft noting that final adoption would take approximately six months. He added that Berkeley and Redwood City had ferry-specific funding that would not compete with other projects, but that MTC looked at the overall amount of money available to the region and determined that the expansion projects overlapped with existing transit services in its evaluation.

Mr. Murphy provided five written reports and invited Joe Ramey, Project Development and Controls and Gabriel Chan, Transportation Planner to report on the operations and ridership. Mr. Ramey reported that on-time performance for 2024 was identical to the same period (January through July) in 2023 at 97.3 percent with a slight improvement in reliability for the same period. He said that 0.5 percent of total trips were cancelled. He noted that on-time performance for Vallejo weekend service declined in recent months, which he believed correlated to higher ridership.

Mr. Ramey invited Director of Operations and Customer Experience Thomas Hall to discuss preliminary observations and solutions to improve on-time performance for the Vallejo weekend service. Mr. Hall said WETA reviewed all the weekend delays over a certain period and made some adjustments including shifting the locations of Guest Assistant Representatives and reestablishing direct Giants Ballpark Service from Alameda, Oakland, and Vallejo from the Ballpark Short Hop Service after three years of service. Mr. Hall clarified that recreational riders are not familiar with the protocols of riding the ferry and are not in a rush to disembark compared to commute riders.

Mr. Chan reported that ridership for July was exceptionally strong with over 267,000 total boardings boosted from June ridership with the opening of the Oakland Alameda Water Shuttle and the Redwood City Ballpark Service. He said that Saturdays were the third strongest ridership day behind Tuesdays and Wednesdays. He added that SF Bay Ferry continues to outperform other regional operators in terms of regional ridership.

Mr. Murphy concluded his report and offered to answer questions.

### **PUBLIC COMMENT**

Team Folds Representative Alita Dupree said that she has been following the status of the *Sea Change* and hoped to ride it one day. Ms. Dupree thanked WETA for advocating for funding.

Former Port of Redwood City Port Commission Chairperson Lorianna Kastrop reported that she had just stepped down as a commissioner after 16 years and wanted to thank WETA for its support of Redwood City ferry service. She said that she was able to take the first ride on the Redwood City Ballpark Service and noted that everyone was having a good time. She commended WETA, the crew, and especially the captain for carefully navigating through the channel to minimize disturbance to the recreational water participants.

Chair Wunderman thanked Ms. Kastrop for her work and support of WETA, her friendship, and encouraged her to stay involved.

### **6. CONSENT CALENDAR**

Director Alba made a motion to approve the consent calendar:

- a. Approve Board Meeting Minutes – July 11, 2024
- b. Authorize the Filing of an Application with the Metropolitan Transportation Commission for \$18,000,000 in Regional Measure 3 Capital Funds
- c. Approve Sole Source Contract Award to Pacific Power Group, LLC for Main Engine Preventative Maintenance Services

Chair Wunderman called for public comments, and there were none.

Director Dew seconded the motion, and the consent calendar carried unanimously.

Yeas: Alba, Dew, Moyer, Wunderman. Nays: None. Absent: DelBono.

### **7. AUTHORIZE SUBMITTING AN APPLICATION FOR FTA FORMULA FUNDING FOR FISCAL YEARS 2024/25-2028/29 WITH SF BAY FERRY TRANSIT CAPITAL PRIORITIES**

Grants Manager Jennifer Raupach presented this item for authorizing submission of an application to the MTC for funding under the FTA Formula Program and Surface Transportation Program in the amount of \$55.995 million for Fiscal Years 2024/25 through 2028/29 Transit Capital Priorities (TCP). She clarified that the request would support various capital improvement projects on existing facilities and assets.

Vice Chair Moyer made a motion to adopt Resolution No. 2024-38 approving this item.

Chair Wunderman called for public comments, and there were none.

Director Dew seconded the motion, and the item passed unanimously.

Yeas: Alba, Dew, Moyer, Wunderman. Nays: None. Absent: DelBono.

### **8. ADOPT SUSTAINABILITY POLICY**

Senior Transportation Planner Arthi Krubanandh presented this item for adopting the Sustainability Policy (Policy) that was designed to adopt specific goals and objectives supporting Focus Area #3 – Environmental Stewardship of the 2050 Service Vision & Business Plan. She said that staff would initiate an outreach process to develop a short-term Sustainability Plan consistent with the Policy upon the Board's adoption of the Policy.

#### **PUBLIC COMMENT**

Ms. Dupree voiced her support for the Sustainability Policy.

Ms. Krubanandh confirmed that the action would be adoption of the final policy. Chair Wunderman thanked Ms. Krubanandh for incorporating the suggestions of the Board from the previous meeting.

Director Dew shared that she had a conversation with MTC Commissioner James Spering about creating a regional Joint Powers Authority (JPA) for dredging to enable those in need of dredging to be more effective, efficient, and ecological and thought that it would be good for SF Bay Ferry to consider.

Director Dew asked for thoughts on examples on ways to encourage waterfront development in areas adjacent to San Francisco Bay that have potential for reducing energy consumption.

Mr. Murphy said that SF Bay Ferry could advocate and support development at densities that would encourage more ridership and making certain that SF Bay Ferry services are operating in a way that would support those developments including talking to developers, cities, and communities.

Director Dew made a motion to adopt Resolution No. 2024-39 approving this item.

Chair Wunderman called for public comments, and there were none.

Director Alba seconded the motion, and the item passed unanimously.

Yeas: Alba, Dew, Moyer, Wunderman. Nays: None. Absent: DeBono.

#### **9. BOARD WORKSHOP: EXPANDING THE BAY AREA MARITIME INDUSTRY**

Chair Wunderman commented on this item which he said has been in the planning stages for a period. He said that SF Bay Ferry had come to an agreement to invest significant time, resources, and energy in bringing to bear the first electric fleet when the California Air Resources Board had introduced the Commercial Harbor Craft (CHC) Regulation.

Chair Wunderman said that SF Bay Ferry operates the nation's cleanest diesel vessels, and the vessels continue to get cleaner. He said that he was proud of what has been achieved so far but was committed to doing much more at higher prices that do not come easily or cheaply.

Chair Wunderman said that federal law makes it clear that vessels operated by SF Bay Ferry be manufactured in the United States (US). He said that the region was developed based on shipbuilding and asked about the possibility of once again creating vessels in the San Francisco Bay Area such as the *Klamath*, home of the Bay Area Council, which was built in 1924 at Bethlehem Shipyard in San Francisco.

Chair Wunderman said that shipbuilding developed in the area due to the Gold Rush and wars where San Francisco became the central point for shipbuilding and repair, a major part of the regional economy of the workforce and culture. He said that as the war ended, the Navy stopped investing funds in building new ships. He said that now there is an opportunity to bring shipbuilding back with different sets of materials, employees, and locations.

Chair Wunderman stated that the Bay Area economy is the worst in the country post-pandemic and is mostly compressed into information technology and related business. He felt that it was society's obligation to have a diverse economy with access to good paying jobs with benefits. He said that Regional Measure (RM) 3 which raised bridge tolls was approved by the voters a few years ago directed a significant amount of funds to ferry production and operation. He felt that several factors be taken into consideration when awarding a contract and expressed a responsibility to do so in a way that economically benefits this region.

Chair Wunderman said that the purpose of the workshop was to explore the potential for reestablishing a maritime industry in the Bay Area. He realized that this endeavor was going to be expensive but was looking forward to hearing from the presenters.

Mr. Murphy provided a few comments about how a transit agency's services and expansion projects benefit the regional economy. He mentioned that most of the work done regionally has been in the maintenance and repair program. He said that the US shipyard capacity is constrained and has been working to encourage international companies that are developing battery and electric vessel technology to come to the US to support SF Bay Ferry's REEF Program.

Director of Project Delivery and Engineering Timothy Hanners shared information on the local shipyard capacity, SF Bay Ferry's routine and ongoing repair and maintenance program, and the industry status of the region. Mr. Hanners commented that all the routine work is usually completed in the Bay Area with minimal travel costs and confirmed the lack of shipyards impacts the repair schedule.

Bay Ship & Yacht (Bay Ship) General Manager Gerona Goethe joined by Chief Executive Officer Joel Welter shared a current photo of Bay Ship's shipyard and stated that Bay Ship was mainly a repair facility based in Alameda, CA that supported local ferry operators within San Francisco, as well as local tug companies, federal contractors, and private owners. Ms. Goethe said that Bay Ship can support emergency work whenever possible and remarked that Bay Ship provided a build bid a long time ago under MV *Peralta*, got close, but continued with the repair work. Ms. Goethe invited Mr. Welter to provide some history on the build bid.

Mr. Welter stated that Bay Ship submitted a build proposal over twenty years ago while working at Bay Ship as a junior engineer, lost, but found that repair work and barge and float builds were a better fit for Bay Ship.

Chair Wunderman stated that public comment would be taken later and continued with the panel of speakers.

Lind Marine President and Owner Christian Lind began by noting that Lind Marine owns Moose Boats, which is an exclusive aluminum catamaran and monohull boatbuilder. Mr. Lind said that Lind Marine has engaged in drydocking many of SF Bay Ferry's vessels at its facility located on Mare Island and remained open to continue repair work for SF Bay Ferry.

Mr. Lind was joined by Vice President of Operations Services, ESG Programs and Compliance Bill Butler. Mr. Butler stated that Lind Marine, through its Moose Boats division, recently manufactured a 75-foot aluminum passenger catamaran that is in service in the Bay Area and will be building a 122-foot steel construction passenger vessel later this year.

Mr. Lind stated that it was not a level playing field, and it is difficult for Lind Marine and Moose Boats to bid on the current vessels due to the higher cost of living and the highly regulated environmental atmosphere in the Bay Area.

Chair Wunderman commented that the purpose of the new technology was to clean up the environment and reduce greenhouse gases (GHG) and particulate matter but building outside the Bay Area is

exporting pollution where labor laws are less equitable resulting in the exportation of much of the California economy.

Director Dew said that she toured Lind Marine and Moose Boats' facilities and was impressed with their work.

Chair Wunderman thanked Mr. Lind for the work that Lind Marine did on the *Klamath*.

Mare Island Dry Dock, LLC Project Manager AJ Pangelinan stated that Mare Island Dry Dock, which has two dry docks with a third close to activation (720 and 780 feet in length), was focused on repairs, specifically federal government work, and has been in operation for over ten years.

Chair Wunderman asked to be educated about the most serious environmental regulations preventing shipbuilders from building in the Bay Area to see if anything can be done legislatively or by working with California regulatory agencies.

Mr. Murphy introduced Government and Regulatory Affairs Manager Lauren Gularte to talk about the national shipyard capacity constraints. Ms. Gularte said that capacity constraints are not unique to the Bay Area stating that overall shipbuilding capacity output has decreased by 85 percent from the 1950s due to the contraction of the US military. She said that the US military had over 1,000 ships in the 1950s dropping down to 272 ships in 2017 back up to 472 ships in 2024. She said that there are 154 shipyards with varying specialties and skills spread across 29 different states.

Ms. Gularte noted that Secretary of the Navy Carlos Del Toro stated that this was a national security issue with the lack of shipyards, skilled maritime workforce, and the maritime supply chain.

Ms. Gularte said that she held a meeting with members of the Public Ferry Coalition who expressed the same issues.

Former Washington State Department of Transportation Assistant Secretary Patty Rubstello shared her shipbuilding experience with the challenges and solutions with and congratulated SF Bay Ferry on the launch of *Sea Change*. She added that the federal procurements prohibited geographical preferences.

Mr. Murphy remarked that federal funds were a primary source of funding for SF Bay Ferry that would enable the leveraging of RM 3 funds. He said that SF Bay Ferry was working to get the federal restrictions on prohibiting geographical preferences relaxed with help from Congressman John Garamendi. He added that there is a new Office of Management and Budget (OMB) Federal Register recommendation to remove the restriction for federally funded contracts.

Mr. Murphy introduced the next set of presenters to talk about opportunities.

Marine Group Boat Works (MGBW) President Todd Roberts stated that MGBW was a family-owned business based in San Diego occupying over a million square feet including land and water. He shared his presentation on MGBW's services which include repair, maintenance and refits; mechanical and machining; coatings and preservation; and new construction in the 100 to 250-foot range. He explained how MGBW is a sustainable shipyard and is working on a modernization project to increase capacity.

Mr. Roberts provided some job and economic information and the barriers to expanding to the Bay Area. He said that MGBW constructs multi-purpose crafts, dive boats, workboats, and tugboats and was currently building two patrol boat for the country of Jordan. He mentioned that MGBW submitted a proposal for the Hydrus class vessels and was the lowest bidder but was not selected. Mr. Roberts commented that putting together a proposal for new construction costs \$20,000 to \$35,000 to put together. He said that he was excited about the opportunity and that expanding to the Bay Area was a three-to-four-year runway.

Vice Chair Moyer asked for a follow up to continue the conversation with informal discussions to keep the energy and momentum going.

Port of San Francisco (SF Port) Assistant Deputy Director of Maritime Dominic Moreno said that SF Port is an enterprise and public trust agency that manages approximately seven and a half miles of waterfront on the San Francisco Peninsula. He shared his presentation on what is preventing the expansion of shipyard capacity in the area and the near-term opportunities. He said that an industrial ship repair facility existed at Pier 68, known as the Pier 68 shipyard which occupies about ten acres of land, 17 acres of submerged land, and two large inoperable dry docks.

Mr. Moreno said that the SF Port is caretaker of the buildings and assets for Pier 68 after the request for proposal (RFP) looking for an operator of the facility failed and was currently pursuing a disposition strategy for the two dry docks to reduce SF Port liability but is committed and required to keep maritime related industrial activities at this facility. He said that he saw the facility as a potential opportunity for a maritime workforce development training center.

Chair Wunderman said that his dad had served in the Navy during World War II and served on a Liberty ship that was built in San Francisco. He thanked Mr. Moreno for the work he did for SF Port.

Mr. Murphy said that the topic was switching to workforce and introduced Working Waterfront Coalition (Coalition) Project Director Sal Vaca. Mr. Vaca explained that the Coalition is an industry-led partnership working with industry employers and labor that addresses career pathways of the maritime industry. He noted that the Coalition had secured over \$4 million of state funding to develop career pathways for marine trades and the water transportation portion.

Mr. Vaca said the hands-on training would include ship maintenance, ship repair, shipyard safety, shipping, marine painting, sustainability training component in partnership with the Port of Oakland and SF Port with an introduction to welding at California State University Maritime Academy (Cal Maritime). He said that employers would review and approve the curriculum for the ten-week program.

Mr. Vaca reminded the Board that the program was targeting disadvantaged communities. He said that the Coalition would reach out to the high schools and continue to adopt the high school career technical programs to develop pathways from classes to hands-on training making the instruction relevant and real. He said that the first cohort launched on September 9 with 20 students, with up to 30 students in subsequent classes. He added that each student would be assigned a counselor, coach, or case manager to help address any barrier that students may have to participate and succeed in the training program, ultimately connecting the individuals to a job once training is completed.

He noted that the individuals will have support for one year to keep the individuals connected to the industry.

The Directors thanked Mr. Vaca and Coalition President and CEO Bobby Winston for their work.

Mr. Murphy introduced the final presenter, Carpenters Training Trust Fund for Northern California (NorCal Carpenters) Director of Operations Matthew Rowlett to talk about the NorCal Carpenters work in the maritime industry. Mr. Rowlett said that the NorCal Carpenters represented eleven different crafts in Northern California offering apprenticeships at multiple training centers.

Mr. Rowlett stated that much of the training is coming from hands-on training and no-the-job training, noting that new members are not brought into the program until there is a need. He said that no training was available for shipwrights unless there was potential for that work with on-the-job training.

Mr. Murphy thanked all the presenters and hoped the information provided some helpful context.

In closing, Mr. Murphy recommended that SF Bay Ferry continue to work with the Coalition to support the work of the Coalition and to support the new proposed rule from the OMB about the FTA geographic preference language in procurements, expanding the maritime industry in the region, streamlining the permitting hurdles, and encouraging local municipalities to offer incentives to help offset the cost of doing business.

Mr. Murphy suggested having a discussion with the Governor's Office of Business and Economic Development (GO-Biz) about opportunities to pursue to encourage more work to happen in California. He stated that Go-Biz was going to be a part of the senior leadership seminar at Fleet Week.

Mr. Murphy concluded his comments and asked for comments from the Directors about the workshop.

Chair Wunderman said that it helped him understand where the opportunities could be, the challenges that existed, the places to turn for support, talked about a coalition building process, and offered to participate in continuing the discussion.

#### **PUBLIC COMMENT**

SF Resident and Artemis Technologies Member Jonathan Nichols, Navier Founder and CEO Sampriti Bhattacharyya, and Candela Chief Commercial Officer Nakul Virat spoke in support of building and collaborating with the shipyards to build the vessels in the Bay Area.

San Francisco Fleet Week Association Executive Director Lewis Loeven spoke about the national security issues of the maritime statecraft industry.

Ms. Dupree stated that new supply chains were needed to raise an industry.

Consultant Ellen Johnck stated that the permitting process was complicated and needed streamlining.

Director Dew stated that she submitted a proposal of the Working Waterfront Coalition to California Jobs First with the goal of creating jobs and opportunities for disadvantaged communities that are in climate resiliency industries.

The Directors said they learned a lot and thanked everyone that participated and for the work in planning and preparing the workshop.

#### **10. PUBLIC COMMENTS FOR NON-AGENDA ITEMS**

With all business concluded, Chair Wunderman adjourned the meeting at 4:25 p.m.

- Board Secretary

\*\*\*END\*\*\*



MEMORANDUM

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**TO:** Board Members

**FROM:** Seamus Murphy, Executive Director  
Lauren Duran Gularte, Government & Regulatory Affairs Manager  
Terence Candell, Government & Regulatory Affairs Specialist

**SUBJECT:** Approve Changes to Diversity Program for Contracts and Submittal of the Revised Program to the U.S. Department of Transportation

**Recommendation**

Approve the WETA's Diversity Program for Contracts and authorize submittal of the revised Program to the U.S. Department of Transportation (DOT) by March, 2025.

**Background**

On July 21, 2022, the Biden-Harris Administration and U.S. DOT issued a Notice of Proposed Rulemaking (NPRM) to modernize the Disadvantaged Business Enterprise (DBE) and Airport Concession DBE (ACDBE) program regulations in Title 49 Code of Federal Regulations (C.F.R.) Part 26, Participation by Disadvantaged Business Enterprise in Department of Transportation Financial Assistance Program. The intent of the NPRM was to improve the DBE/ACDBE programs by optimizing performance, growing capacity and owner wealth, reducing burdens on firms and recipients, improving operational cohesiveness, strengthening monitoring and oversight requirements, updating certification provisions, and making technical corrections to provide clarification of the rules to recipients, program applicants, and participants.

On April 9, 2024, U.S. DOT announced the Final Rule with instructions for recipients to implement the changes, effective May 9, 2024. In addition, U.S. DOT issued Part 26 Implementation Guidance (a), a List of New Rule Timelines (b), and have offered training sessions (c) in all revised areas of 49 C.F.R. Part 26 in an effort to assist recipients in updating their DBE Programs. More information may be found here

- [https://www.transportation.gov/sites/dot.gov/files/2024-04/Part%2026%20Implementation%20Guidance%204.9.2024\\_1.pdf](https://www.transportation.gov/sites/dot.gov/files/2024-04/Part%2026%20Implementation%20Guidance%204.9.2024_1.pdf)
- <https://www.transportation.gov/sites/dot.gov/files/2024-04/List%20of%20New%20Rule%20Timelines.pdf>
- <https://www.transportation.gov/dbe-rulemaking/webcast>

**Discussion**

DOT's Final Rule includes a number of revisions throughout the CFR, including new definitions, personal net worth limits, business size eligibility, and guidance for counting participation on procurements. Changes significant to WETA's Program are as follows:

- Tiered program requirements for recipients that receive planning, capital, or operating assistance that cumulatively exceeds or is less than \$670,000;
- Additional bidder's list information to capture race and gender, zip code, and applicable North American Industry Classification System (NAICS) code(s) for each scope of work item;
- Monitoring and oversight requirements;
- Monitoring Prompt Payment and Return of Retainage;

- Transit Vehicle Manufacturer (TVM) definition and process for establishing DBE Project Goals for procurements for which no TVM exists;
- Procedures for tracking DBE participation on design-build contracts subject to DBE goals through DBE Open Ended Performance Plans;
- New “Distributor” definition for counting DBE credit;
- Business Size cap increased to \$30.72 million;
- Increase in the Personal Net Worth (PNW) cap to \$2.047 million; and
- Counting DBE Participation after Decertification.

Staff has revised the Authority’s Diversity Program for Contracts consistent with the revisions to the CFR set by the Final Rule. Those revisions are listed as follows:

- Revised Tiered Program (§ 26.21) to reflect qualifications and requirements changes in the Final Rule.
- Revised the information recipients are required to gather during negotiated procurements for creating and maintaining a Bidders List (§ 26.11).
- Revised Monitoring and Oversight Requirement (§ 26.37) to reflect additional requirements for effective implementation.
- Revised Prompt Payment and Return of Retainage (§ 26.29) to reflect changes in the Final Rule and the Authority’s new methodology for return of retainage on completed contracts.
- Revised Transit Vehicle Manufacturer (TVM) Requirement (§§ 26.5 & 26.49) to reflect updates in the Final Rule regarding TVM award reporting requirements and establishing project-specific DBE goal from a specialized manufacturer (i.e. shipyards that build ferries) when a TVM cannot be identified.
- Added language for requiring DBE Open-Ended Performance Plan for Design-Build Contract solicitations (§ 26.53) to be submitted by prime contractors, in concordance with language in the Final Rule that allows recipients to do so.
- Revised language regarding a DBE Distributor (§ 26.55) to reflect the Final Rule’s new definition and qualification.
- Revised language for Business Size Determination (§ 26.65) regarding the gross annual receipts cap for firm’s eligibility to be certified as a DBE in accordance with the Final Rules new limit.
- Updated the limit for an individuals’ reportable assets and liability Personal Net Worth (§ 26.68) for DBE certification eligibility in accordance with the Final Rules new limit and triennially adjusted increase.
- Added language for Counting DBE Participation After Decertification (§ 26.68) to reflect the Final Rule’s new restriction.

Since the Authority’s Diversity Program for Contracts was prepared several years ago, staff has taken this opportunity to update and make the following non-substantial revisions to the Program:

- Streamlined the document by separating the determination of each triennial overall DBE goal adopted by the Board from the text of the Program.
- Updated the Program with the Authority’s current staff structure.
- Correctly named Seamus Murphy in the document as the Executive Director of WETA.
- Included new DBE Report Forms that were created to capture information during procurements that is now required by the Final Rule.

**Fiscal Impact**

There is no direct fiscal impact associated with this item. However, the administration of the DBE and SBE program element and other increased monitoring and accountability functions imposed by the revised federal requirements will increase the workload for Authority staff.

\*\*\*END\*\*\*



**The San Francisco Bay Area  
Water Emergency Transportation  
Authority**

**Diversity Program for Contracts**

Revised October 2024

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## DIVERSITY PROGRAM FOR CONTRACTS

### I. POLICY (Section 26.23)

The San Francisco Bay Area Water Emergency Transportation Authority (“The AUTHORITY”) is committed to a Diversity Program for the participation of Disadvantaged Business Enterprises (“DBEs”) and Small Business Enterprises (“SBEs”) in the AUTHORITY’s contracting opportunities in accordance with 49 Code of Federal Regulations (CFR) Part 26, revised and effective May 9, 2024, as may be amended (“Regulations”). It is the policy of the AUTHORITY to ensure nondiscrimination on the basis of race, color, sex or national origin in the award and performance of any U.S. Department of Transportation (“U.S. DOT”) assisted contracts or in the administration of its DBE program or the requirements of 49 CFR Part 26. It is the intention of the AUTHORITY to create a level playing field on which DBEs and SBEs can compete fairly for contracts and subcontracts relating to the AUTHORITY’s construction, procurement and professional services activities.

The Board of Directors is responsible for establishing the DBE policy of the AUTHORITY. The Executive Director of the AUTHORITY is responsible for ensuring adherence to this policy. The DBE Program Administrator, in coordination with AUTHORITY Managers, is responsible for the development, implementation and monitoring of the Diversity Program for Contracts in accordance with the AUTHORITY’s nondiscrimination policy. It is the expectation of the Board of Directors and the Executive Director that all AUTHORITY personnel shall adhere to the provisions and procedures, as well as, the spirit of this Program.

This policy will be circulated to all AUTHORITY personnel and to members of the community that perform or are interested in performing work on AUTHORITY contracts. The complete Diversity Program for Contracts and the annual overall DBE goals analysis are available for review on the AUTHORITY’s official internet Website and at the:

DBE Program Office  
San Francisco Bay Area  
Water Emergency Transportation Authority  
Pier 9, Suite 111, The Embarcadero  
San Francisco, CA 94111

If you have any questions or would like further information regarding this Program, please contact the DBE Program Administrator, by email [gularte@watertransit.org](mailto:gularte@watertransit.org), by telephone at 415-364-3188 or by fax at 415-291-3388.

Seamus Murphy  
Executive Director

**A. Applicability (Sections 26.3 and 26.21)**

The AUTHORITY, a recipient of federal financial assistance from the Federal Transit Administration (“FTA”) and the Federal Highway Administration (“FHWA”) of the U.S. DOT, is required to implement a Disadvantaged Business Enterprise (DBE) Program in accordance with 49 CFR Part 26, which is incorporated herein by this reference. The Program outlined herein applies to all AUTHORITY contracts that are funded, in whole or in part, by U.S. DOT federal financial assistance. In the event of any conflicts or inconsistencies between the Regulations and this DBE Program with respect to U.S. DOT-assisted contracts, the Regulations shall prevail.

The AUTHORITY will submit updates to DOT representing significant changes to this DBE Program.

**B. Objectives (Section 26.1)**

The objectives of this Program are the following:

1. To remove barriers to DBE participation in the bidding, award and administration of AUTHORITY contracts;
2. To assist DBEs to develop and compete successfully outside of the Program;
3. To ensure that the Program is narrowly tailored in accordance with 49 CFR Part 26;
4. To ensure that only DBEs meeting the eligibility requirements are permitted to participate as DBEs;
5. To identify business enterprises that are eligible as DBEs to provide the AUTHORITY with required materials, equipment, supplies and services; and to develop a good rapport with the owners, managers and sales representatives of those enterprises;
6. To develop communication programs and procedures which will acquaint prospective DBEs with the AUTHORITY’s contract procedures, activities and requirements and allow DBEs to provide the AUTHORITY with feedback on existing barriers to participation and effective procedures to eliminate those barriers.
7. To administer the Program in close coordination with various managers and staff within the AUTHORITY so as to facilitate the successful implementation of this Program.

**C. Prohibited Discrimination (Section 26.7)**

The AUTHORITY shall not exclude persons from participation in, deny benefits to, or otherwise discriminate against any persons in connection with the award and

performance of any contract governed by 49 CFR Part 26 on the basis of race, color, sex or national origin.

The AUTHORITY shall not directly or through contractual or other arrangements, use criteria or methods of administration that have the effect of defeating or substantially impairing accomplishment of the objectives of this Program with respect to individuals of a particular race, color, sex or national origin.

## **II. DEFINITIONS (Section 26.5)**

Any terms used in this Program that are defined in 49 CFR § 26.5 or elsewhere in the Regulations shall have the meaning set forth in the Regulations. Some of the most common terms are defined below.

### **A. Disadvantaged Business Enterprise (DBE) (Section 26.5)**

A DBE is a for-profit, small business concern; 1) that is at least fifty-one percent (51%) owned by one or more individuals who are both socially and economically disadvantaged, or, in the case of a corporation, in which fifty-one percent (51%) of the stock is owned by one or more socially and economically disadvantaged individuals; and 2) whose management and daily business operations are controlled by one or more of the socially and economically disadvantaged individuals who own it.

### **B. Small Business Concern (Section 26.5)**

With respect to firms participating as DBEs in U.S. DOT assisted contracts, a small business concern is an existing small business, as defined by Section 3 of the Small Business Act and the Small Business Administration regulations implementing it (13 CFR Part 121), whose average annual gross receipts for the previous three (3) years does not exceed \$30.72 million (or as adjusted for inflation by the Secretary of U.S. DOT) pursuant to 49 CFR § 26.65(b).

### **C. Socially and Economically Disadvantaged Individuals (Section 26.5)**

Socially and economically disadvantaged individual means any individual who is a citizen (or a lawfully admitted permanent resident) of the United States and who has been subjected to racial or ethnic prejudice or cultural bias within American society because of his or her identity as a member of groups and without regard to his or her individual qualities. The social disadvantage must stem from circumstances beyond the individual's control.

There is a rebuttable presumption that an individual is both socially and economically disadvantaged if s/he is a citizen or lawfully admitted permanent resident of the United States and is:

1. "Black Americans," which includes persons having origins in any of the Black racial groups of Africa;
2. "Hispanic Americans," which includes persons of Mexican, Puerto Rican, Cuban, Dominican, Central or South American, or other Spanish or Portuguese culture or origin, regardless of race;
3. "Native Americans," which includes persons who are enrolled members of a federally or State recognized Indian tribe, Alaska Natives, or Native Hawaiians;
4. "Asian-Pacific Americans," which includes persons whose origins are from Japan, China, Taiwan, Korea, Burma (Myanmar), Vietnam, Laos, Cambodia (Kampuchea), Thailand, Malaysia, Indonesia, the Philippines, Brunei, Samoa, Guam, the U.S. Trust Territories of the Pacific Islands (Republic of Palau), Republic of the Northern Mariana Islands, Samoa, Macao, Fiji, Tonga, Kiribati, Tuvalu, Nauru, Federated States of Micronesia, or Hong Kong;
5. "Subcontinent Asian Americans," which includes persons whose origins are from India, Pakistan, Bangladesh, Bhutan, the Maldives Islands, Nepal or Sri Lanka;
6. Women;
7. Any additional groups whose members are designated as socially and economically disadvantaged by the SBA, at such time as the SBA designation becomes effective.

Additionally, any individual can demonstrate, by a preponderance of evidence, that he or she is socially and economically disadvantaged on a case-by-case basis. The AUTHORITY will follow the guidelines in 49 CFR Part 26, Appendix E for this determination.

An individual cannot be presumed or determined on a case-by-case basis to be economically disadvantaged if he or she has a personal net worth exceeding \$2.047 Million (excluding the individual's ownership interests in the small business concern and his or her primary residence) or are able to accumulate substantial wealth as defined in 49 CFR §26.67.

**D. Race-Neutral (Section 26.5)**

A procedure or program that is used, or can be used, to assist all small businesses. For the purposes of this Program, race-neutral includes ethnic and gender neutrality.

**E. Race-Conscious (Section 26.5)**

A measure or program that is specifically focused on assisting only DBEs, including women-owned DBEs.

**F. Personal Net Worth (Section 26.5)**

The net value of the assets of an individual's reportable assets and liabilities, per the calculation rules in 49 CFR § 26.68.

The net value of the assets of an individual remaining after total liabilities are deducted. An individual's personal net worth does not include the individual's ownership interest in an applicant or participating DBE firm, or the individual's equity in his or her primary place of residence. An individual's personal net worth includes only his or her own share of community property with the individual's spouse.

**G. Open-Ended Performance Plan (Section 26.53(e))**

In a design-build contracting situation, in which the recipient solicits proposals to design and build a project with minimal-project details at time of letting, the recipient may set a DBE goal that proposers must meet by submitting a DBE Open-Ended DBE Performance Plan (OEPP) with the proposal. The OEPP replaces the requirement to provide the information required for good faith efforts procedures in 26.53(b) that applies to design-bid-build contracts. An OEPP must include a commitment to meet the goal and provide details of the types of subcontracting work or services (with projected dollar amount) that the proposer will solicit DBEs to perform. The OEPP must include an estimated time frame in which actual DBE subcontracts would be executed.

**III. RESPONSIBILITY FOR DBE PROGRAM IMPLEMENTATION**

**A. Duties of DBE Program Administrator (DBELO) (Section 26.25)**

Pursuant to 49 CFR § 26.25 ([www.fhwa.dot.gov/HEP/49cfr26.HTM](http://www.fhwa.dot.gov/HEP/49cfr26.HTM)), the Program shall be administered by the DBE Program Administrator ("Administrator"), who shall be appointed by and have direct, independent access to the Executive Director of the AUTHORITY. The DBE Program Administrator is designated as the Disadvantaged Business Enterprise Liaison Officer (DBELO). The DBELO is the primary person responsible for implementing all aspects of this Program and will work closely with other departments and consultants of the AUTHORITY, including legal, procurement, insurance, marine engineering, planning and development and others who are responsible for making decisions relative to the AUTHORITY's construction, procurement and professional service contracts. The Administrator will assist relevant managers and staff participating in a review committee for the evaluation of submittals. The Administrator's specific duties and responsibilities are attached as Exhibit A and incorporated herein.

**B. Duties of Diversity Program for Contracts Reconsideration Official (Section 26.53 and 26.87)**

The Executive Director, or the Executive Director's designee, will serve as the Diversity Program for Contracts Reconsideration Official ("Reconsideration Official"). The Reconsideration Official will not have played any role in the original good faith efforts or eligibility determination. The Administrator may attend all Reconsideration Official meetings and furnish background information to the Reconsideration Official. The Reconsideration Official will preside over hearings that may be held pursuant to this Program, including administrative reconsideration of the Administrator's determination of a bidder's compliance with good faith efforts requirements or other Diversity Program for Contracts requirements in accordance with 49 CFR §26.53(d) and 26.87(e) respectively.

**C. Regional Outreach (Section 26.51)**

The Administrator is designated by the Executive Director to represent the AUTHORITY as a member of appropriate regional outreach consortia. The AUTHORITY will participate in such group programs, activities and efforts in the San Francisco Bay Area to create a level playing field on which DBEs can compete fairly; to enhance outreach and communication efforts with these firms; to provide appropriate assistance and information for participation in U.S. DOT-assisted contracts and other contracts; and to develop joint resources among recipients. To this end, the Administrator will attend scheduled meetings of such groups and will contribute to the achievement of their projects approved by the AUTHORITY's Executive Director.

**D. California Unified Certification Program (Section 26.81)**

The AUTHORITY is a signatory to the California Unified Certification Program ("CUCP") Memorandum of Agreement ("MOA"). The AUTHORITY will participate in CUCP activities to further the objectives of the DBE Program, consistent with the Regulations and the CUCP MOA, as approved by the U.S. Secretary of Transportation on March 13, 2002, and as may be amended from time to time.

**IV. ADMINISTRATIVE REQUIREMENTS**

**A. DBE Financial Institutions (Section 26.27)**

It is the policy of the AUTHORITY to investigate the full extent of services offered by financial institutions owned and controlled by socially and economically disadvantaged individuals in the community, to make reasonable efforts to use these institutions and to encourage prime contractors on U.S. DOT-assisted contracts to make use of these institutions.

The Administrator has researched the website for The Federal Reserve Board at [www.federalreserve.gov/releases/mob/](http://www.federalreserve.gov/releases/mob/) to identify minority-owned banks derived from the Consolidated Reports of Condition and Income filed quarterly by banks (FFIEC 031 through 034) and from other information on the Board's National Information Center database. The Administrator will continue to use this source to continue to solicit minority-owned banks to participate in the AUTHORITY's DBE Program.

Together with the AUTHORITY's Chief Financial Officer, the Administrator shall explore the full extent of services offered by banks and other financial institutions that qualify as DBEs in the San Francisco Bay Area and determine areas in which the AUTHORITY may reasonably utilize their services. The AUTHORITY shall also encourage its prime contractors to use the services of DBE financial institutions.

**B. Prompt Payment Mechanisms (Section 26.29)**

The Authority will include a contract clause in DOT-assisted contracts that requires prime Diversity Program for Contracts

contractors to pay subcontractors for satisfactory performance of their contracts no later than 30 days from receipt of each payment the Authority makes to the prime contractor.

U.S. DOT requires recipients to use one of the following methods to ensure prompt and full payment of retainage from the prime contractor to the subcontractor within 30 days after the subcontractor's work is satisfactorily completed:

1. Decline to hold retainage from prime contractors and prohibit prime contractors from holding retainage from subcontractors.
2. Decline to hold retainage from prime contractors and require a contract clause obligating the prime contractor to make prompt and full payment of any retainage kept by the prime contractor to the subcontractor within 30 days after the subcontractor's work is satisfactorily completed.
3. Hold retainage from prime contractors and provide for prompt and regular incremental acceptances of portions of the prime contract, pay retainage to prime contractors based on the acceptances, and include a contract clause obligating the prime contractor to pay all retainage owed to the subcontractor for satisfactory completion of the accepted work within 30 days after payment to the prime contractor.

The Authority will use Method No. 2 above to ensure prompt and full payment of retainage from the prime contractor to the subcontractor.

For purposes of these requirements, a subcontractor's work is satisfactorily completed when all the tasks called for in the subcontract have been accomplished and documented as required by the Authority. When the Authority has made an incremental acceptance of a portion of a prime contract, the work of a subcontractor covered by that acceptance is deemed to be satisfactorily completed.

If applicable California state law requires the prime contractor to pay subcontractors within a shorter time period than the 30-day time periods set forth above, the prime contractor must comply with the applicable state law.

These prompt payment and return of retainage requirements also apply to all lower-tier subcontractors.

### **C. Monitoring Prompt Payments (Section 26.37)**

The contractor shall maintain records of all DBE and non-DBE participation in the performance of the contract, including subcontracts entered into with certified DBEs and all materials purchased from certified DBEs.

It is the contractor's responsibility to maintain records and documents for three (3) years following the performance of the contract. These records will be made available for inspection upon request by any authorized representative of the Authority or U.S. DOT. This reporting requirement is also extended to any certified DBE subcontractor.



The Authority will maintain a running tally of real time entry of payments actually made to DBE firms by use of an automated cloud-based system known as the District's Diversity Compliance Management System (DCMS) powered by B2Gnow software. Prime contractors are required to report all payment information in DCMS, which must be confirmed by all DBE and non-DBE subcontractors, subconsultants, and suppliers, up to ten tiers. Documentation to verify such payments may be requested. Credit toward overall or contract goals will only be given upon satisfactory evidence that payments were actually made to DBEs and that DBEs performed a commercially useful function.

The Authority may perform interim audits of contract payments to DBEs. The audit will review payments to DBE subcontractors to ensure that the actual amount paid to DBE subcontractors equals or exceeds the dollar amounts stated in the report of proposed DBE participation. Authority staff may, as necessary, review subcontract agreements for the inclusion of prompt payment clauses required by the Authority's DBE Program.

Prime contractors are expected to complete a Final Audit for each subcontractor and state that a final payment has been made. Subcontractors confirming final payments are required to upload a copy of their final check as supporting documentation to confirm final payment reported by the Contractor. The Authority will request all prime contractors to provide the Authority with executed copies of subcontractor agreements to verify dollar amounts stated for all DBEs.

**D. DBE Database (Section 26.31)**

The DBE Database is a consolidated and automated directory that identifies firms that have been certified as DBEs by the CUCP. The DBE Database is jointly maintained and updated by the CUCP certifying member agencies in coordination with the California Department of Transportation (Caltrans), and the CUCP DBE Database Manager. The DBE Database is available at Caltrans' website on the Internet, <https://dot.ca.gov/programs/civil-rights/dbe-search>, and can be made available to contractors and to the public upon request. The AUTHORITY will use the DBE Database as a primary resource in developing overall goals and contract-specific goals, and conducting outreach and other activities to promote DBE participation in U.S. DOT contracts.

The DBE Database shall include the firm's name, address, telephone number, and types of work, utilizing the North American Industry Classification System (NAICS) codes for which the firm is certified as a DBE. Additionally, the DBE Database may include, whenever possible, the date the firm was established, the legal structure of the firm, the percentage owned by disadvantaged individuals, capacity, previous work experience and a contact person. The DBE Database shall not in any way prequalify the identified DBE firms with respect to licensing, bondability, competence or financial responsibility.

**E. Bidders List (Section 26.11)**

The Administrator has created and is maintaining a bidders list consisting of all firms bidding on prime contracts and bidding or quoting on subcontracts on U.S. DOT- assisted projects. The AUTHORITY will require all prime contractors bidding or proposing on U.S. DOT-assisted contracts to submit the following information about the prime contractor

and all subcontractors who provide a bid, proposal or quote to the

prime contractor: the firm's name, address including zip code, the firm majority owner's race, the firm majority owner's gender, firm's status as a DBE or non-DBE, age of the firm, NAICS code applicable to each scope of work the firm sought to perform in its bid, and annual gross receipts of the firm.

Bidders/proposers must submit this information to the AUTHORITY with their bids or initial responses to negotiated procurements. If the information is not received within the time specified, the bidder/proposer will be deemed non-responsive.

Data gathering will be conducted by requiring firms bidding on contracts to submit a form entitled, Prime Contractor and Subcontractor/Subconsultant/Supplier Report. The Administrator will maintain the confidentiality of any proprietary information in accordance with applicable Federal, State and local law. This information will be requested of all bidders and provided to U.S. DOT as further described in Section VIII.A.

**F. Over-Concentration (Section 26.33)**

If the Administrator determines that DBE participation is so over-concentrated in certain types of work or contracting opportunities assisted by FTA or FHWA that it unduly burdens the participation of non-DBEs in that type of work, the Administrator will develop appropriate measures to address the over-concentration. The Administrator will seek approval of such measures from FTA or Caltrans on behalf of FHWA and, at that time, the measures will become a part of this Program. Currently, the AUTHORITY is unaware of any types of work that have a burdensome over-concentration of DBE participation.

**G. Business Development and Mentor-Protégé Programs (Section 26.35)**

The AUTHORITY may establish or participate in a DBE business development program to assist firms in gaining the ability to compete successfully in the marketplace outside the DBE Program. As a part of the business development program or separately, the AUTHORITY may establish or participate in a mentor-protégé program in which another DBE or non-DBE firm is the principal source of business development assistance. If the AUTHORITY determines such a program is beneficial, a proposed program will be developed and submitted to the U.S. DOT operating administrations for approval, after which it will become a part of this DBE Program. Guidelines outlined in Appendices C and D of 49 CFR Part 26 will be utilized in setting up the formal agreements and programs.

The AUTHORITY participates extensively in maritime and transit industry associations (Passenger Vessel Association, Interferry, America Public Transit Association, California Transit Association), and advertises contractor opportunities with the AUTHORITY through those venues. Through those associations, the AUTHORITY purchasing and project management staff will be available for and communicate with representatives of small businesses to become acquainted with the owners and to identify qualified businesses that may furnish services and products. AUTHORITY staff will provide information on how to do business with the AUTHORITY, technical assistance on specified contracts, and other topics of interest to small business concerns.

#### **H. Dissemination of Policy Statement (Section 26.23)**

The Administrator shall issue a signed and dated Policy Statement throughout the AUTHORITY and to the business community, including DBEs and non-DBEs that perform work on U.S. DOT-assisted contracts for the AUTHORITY. The Policy Statement shall be disseminated as follows:

1. Through interoffice mail to Managers, and buying staff;
2. Through regular mail to DBE and Non-DBE firms that are currently performing work on U.D. DOT-assisted contracts;
3. Through regular mail to DBE and non-DBE firms that have recently been awarded U.S. DOT-assisted contracts; and
4. Through the AUTHORITY's website and upon request by the interested public, including the business community.

Additionally, to ensure that potential bidders are aware of the DBE policy, the AUTHORITY makes reference to this policy in its contract specifications and advertisements of all U.S. DOT-assisted contracts.

#### **I. Monitoring Actual DBE Participation (Sections 26.37 and 26.55)**

The Administrator shall monitor and track the actual DBE participation through contractor and subcontractor reports of payments. The Administrator will maintain a running tally of payments actually made to DBE firms to track each DBE commitment and will require prime contractors and DBE subcontractors and suppliers to provide appropriate documentation to verify such payments, including details of each payment through the Authority's B2Gnow system. This running tally mechanism will provide for a frequent comparison of payments made to each listed DBE relative to the progress of work, including payments for such work to the prime contractor to determine whether the contractor is on track with meeting its DBE commitment and whether any projected shortfall exists that requires the prime contractor's good faith efforts to address to meet the contract goal pursuant to 49 CFR § 26.53(g).

The AUTHORITY will also monitor actual DBE participation by reviewing contracting records and monitoring work sites in California to ensure the counting of each DBE's participation is consistent with its function on the contract, which will be documented by a written verification. Monitoring may be conducted in conjunction with monitoring of contract performance for other purposes (close out revisions for a contract).

With respect to achieving the Authority's overall goal, the Authority will use a running tally that provides for a frequent comparison of cumulative DBE awards/commitments to DOT-assisted prime contract awards to determine whether the Authority's current implementation of contract goals is projected to be sufficient to meet its annual goal. This mechanism will inform the Authority's decisions to implement goals on contracts to be advertised according to the Authority's established contract goal-setting process.

The Administrator shall ensure that DBE participation is counted in accordance with the Regulations. Credit toward overall or contract goals, if applicable, will only be given upon satisfactory evidence that payments were actually made to DBEs.

**J. Reporting to U.S. DOT (Section 26.11)**

The Administrator will continue to provide data about the AUTHORITY's DBE Program and the reports regarding DBE participation and annual overall goals required by the Regulations to FTA and Caltrans on behalf of FHWA, as required.

**K. No Quotas or Set-Asides (Section 26.43)**

The AUTHORITY does not, and will not, use quotas nor set-asides in any way in the administration of this Program.

## **V. ACHIEVING GOALS AND COUNTING DBE PARTICIPATION (Section 26.45)**

The AUTHORITY receives U.S. DOT financial assistance as a direct recipient of such funds from Federal Transit Administration (FTA) and as a subrecipient of such funds from Federal Highway Administration through California Department of Transportation (Caltrans). The Board of Directors shall establish an overall goal for the participation of DBEs in all budgeted contracts utilizing U.S. DOT/FTA financial assistance. The overall goal shall be expressed as a percentage of the total amount of U.S. DOT funds the AUTHORITY anticipates expending in the three forthcoming fiscal years. In appropriate cases, a project goal may be established, approved and expressed as a percentage of funds for a particular grant or project or group of grants and/or projects.

The AUTHORITY's overall goal and/or project goal represents the amount of ready, willing and able DBEs that are available to participate in contracting opportunities and is reflective of the amount of DBE participation the AUTHORITY would expect absent the effects of discrimination. The AUTHORITY intends to meet its goal to the maximum extent feasible through the race-neutral measures described in Section V.D. Where race-neutral measures are inadequate to meet the overall goal or project goal, the AUTHORITY may use race-conscious measures for particular contracts with subcontracting opportunities.

### **A. Methodology For Setting Overall Goals or Project Goals (Section 26.45)**

1. Projecting U.S. DOT-Assisted Contract Expenditures. In consultation with the appropriate AUTHORITY managers and staff responsible for contracting activities, the Administrator will conduct a thorough analysis of the projected number, types of work and dollar amounts of contracting opportunities that will be funded, in whole or in part, by U.S. DOT federal financial assistance for the goal period or project goal. Consistent with the Regulations, the analysis for overall goals will exclude projected contract expenditures for vessel construction projects.

2. Establishing a Base Figure. The AUTHORITY will develop a base figure for the relative availability of DBEs by determining the number of ready, willing and able DBEs relative to the number of all businesses ready, willing and able to participate in its U.S. DOT-assisted contracts for the goal period or project goal. The AUTHORITY will follow one of the methodologies provided in the Regulations or develop an alternative methodology and provide the appropriate documentation in the Goal Analysis Report described in Section V.B.2.

a Analyzing Available Businesses in the AUTHORITY's Local Market Area. The Administrator will conduct a thorough analysis of its local market area which is determined by the area in which the substantial majority of the contractors and subcontractors with which the AUTHORITY does business are located in the area in which the AUTHORITY spends the substantial majority of its federal contracting dollars. This analysis will include a description of geographical boundaries of its local market area, the NAICS codes for the types of work to be contracted, and any other indicators

that the AUTHORITY determines to be relevant in defining its local market area for the goal period or project goal. The Administrator will then determine the number of all firms in the AUTHORITY's local market area that are available to participate in the AUTHORITY's projected contracts. The Administrator will consider a variety of sources including, but not limited to, the U.S. Census Bureau's County Business Patterns Database, the AUTHORITY's Bidders List, and relevant disparity studies.

b. Analyzing Available DBEs in the AUTHORITY's Local Market Area. The Administrator will conduct a similar analysis to determine the total DBEs that are available to participate as contractors, subcontractors, consultants, subconsultants, manufacturers, and suppliers in the projected contracts for the goal period or project goal. This analysis will include a description of the available DBEs relative to the geographical boundaries of its local market area, the NAICS codes for the types of work to be contracted, and any other factors as described in Section V.A.2.a. The AUTHORITY will consider a variety of sources including, but not limited to, the CUCP DBE Database, its Bidders List, and any relevant disparity studies.

c. Calculating the Base Figure. The Administrator will determine the Base Figure by dividing the available DBEs in its local market area by the available businesses in its local market area consistent with the Regulations. The calculation will include a weighting factor according to the contract expenditure patterns analyzed in Section V.A.1.

3. Adjusting the Base Figure. The AUTHORITY will adjust the base figure based on demonstrable evidence indicating that the availability of DBEs for U.S. DOT-assisted contracts for the goal period or project goal may be higher or lower than the base figure indicates. At minimum, the Administrator will analyze the results of DBE participation in the AUTHORITY's current and recent past contracts, any available and relevant disparity studies (to the extent that they are not accounted for in the base figure), and any available and relevant results of other and similar U.S. DOT recipients' efforts to contract with DBEs.

4. Projection of Percentage of Overall Goal or Project Goal to Be Achieved Through Race-Neutral and Race-Conscious Measures. The AUTHORITY proposes to meet the maximum feasible portion of the overall goal or project goal through race-neutral methods. If the projected portion of the race-neutral goal is less than the overall or project goal, the remaining portion may be achieved by using race-conscious methods for particular projects that have subcontracting opportunities. If there is a need to use race-conscious methods the Administrator shall monitor the progress toward achieving the annual overall or project goal and increase or reduce the use of race-conscious methods in accordance with 49 CFR § 26.51(f).

**B. Publishing and Adopting the Overall Goals or Project Goals (Section 26.45(g))**

1. Consultation with Various Groups, Organizations, and Officials. The AUTHORITY will hold one or more public participation sessions to obtain input in

the goal-setting process, specifically on the availability of disadvantaged and non-disadvantaged businesses, the effects of discrimination on opportunities for DBEs, and efforts to establish a level playing field for the participation of DBEs. Members from the public that will be invited to attend the public participation sessions will include, but not be limited to, minority, women and general contractors groups, community organizations and other officials or organizations which could be expected to have information concerning the availability of disadvantaged and non-disadvantaged businesses and the effects of discrimination on opportunities for DBEs.

2. Goal Analysis Report. Upon completion of the analysis described in Section V.A. and after consultation with various groups, organizations and other officials, unless otherwise directed, the Administrator will prepare a Goal Analysis Report for DBE participation in FTA-assisted contracts for the three year triennial period, or for the project goal. Each report shall document the analysis and methodology in arriving at the proposed goal and shall include a projection of the portion of the goal to be achieved through race-neutral and race-conscious measures.

3. Publication of the Proposed Overall DBE Goal or Project Goal. Pursuant to 49 CFR § 26.45(g), AUTHORITY will publish a notice of the proposed overall or project goal on its official Internet Web site before submission to the operating administration.

4. Adoption of the Overall DBE Goal. Following review of the Goal Analysis Report, the Board of Directors shall adopt an overall DBE goal for DBE participation which shall include a projection of portions of that goal that can be achieved through race neutral and race conscious measures. It will also consider authorization of the submission of the Goal Analysis Report to FTA for review by August 1, or by a different submission date established by the concerned operating administration.

### **C. Transit Vehicle Manufacturers Certification (26.49)**

The AUTHORITY shall require transit vehicle manufacturers (TVM) to certify that they have established an overall DBE goal that has been approved or not disapproved by FTA as a condition to bid or propose on any applicable AUTHORITY contract. The AUTHORITY will notify FTA of a contract award to a TVM within 30 days of making such award, in accordance with 49 CFR 26.49(a)(4). Expenditures for FTA-assisted transit vehicle procurements are not included in the funding base to which the overall goal for other FTA-assisted contract expenditures applies.

If TVMs are not available for a transit vehicle procurement (such as for ferry purchases), the AUTHORITY will request authorization from FTA to develop a project-specific goal for such contracts in accordance with 49 CFR 26.49(f) and 49 CFR 26.45(e). The AUTHORITY will notify FTA of a contract award to a non-TVM for a transit vehicle procurement within 30 days of making such award.

If non-transit vehicles are purchased, the AUTHORITY will include expenditures for such contracts in the AUTHORITY's triennial DBE goal or in a project-specific goal.



**D. Achieving the Annual Overall Goal or Project Goal (Section 26.51)**

The AUTHORITY shall achieve the overall goal and/or project goal for DBE participation through a combination of race-neutral and gender-neutral measures and race-conscious measures for particular contracts with subcontracting opportunities.

1. Race-Neutral and Gender-Neutral Methods. The AUTHORITY intends to use race-neutral and gender-neutral methods to the maximum extent feasible to achieve its overall goal and/or project goal. DBE participation that is obtained on contracts that have no specific DBE contract goal, or where prime contractors use a strictly competitive bidding process that did not consider the DBE's status as a DBE in awarding a subcontract shall be considered race-neutral and gender-neutral DBE participation. In addition, the AUTHORITY will use the following measures as appropriate:

a. Configuring large contracts into smaller contracts, when feasible, when to do so would make contracts more accessible to small businesses and would not impose significant additional cost, delay or risk to the AUTHORITY;

b. Identifying components of the work that represent subcontracting opportunities and identifying the availability of DBE subcontractors. Contractors will be encouraged to consider small businesses for components of the work for which there is a known supply of ready, willing, and able small businesses, including DBEs, in preparing their bids;

c. Assisting in overcoming limitations in bonding and financing;

d. Providing technical assistance in orienting small businesses to public contract procedures, use of the Internet, and facilitating introductions to the AUTHORITY's and other U.S. DOT recipients' contracting activities;

e. Providing outreach and communication programs on contract procedures and contract opportunities to ensure the inclusion of DBEs which includes facilitating small business events that may be coordinated with other U.S. DOT grantees, federal agencies, or local organizations. These events will include procedures explaining how to do business with the AUTHORITY and explore best business practices, which may be used to market small businesses at the AUTHORITY;

f. Ensuring the distribution of the DBE Database to the widest feasible universe of potential prime contractors;

g. Providing business development assistance;

h. Arranging solicitations, times for the presentation of bids, quantities, specifications, and delivery schedules in ways that facilitate participation by DBEs and other small businesses; and

i. Section (26.39) Establishing a race-neutral small business enterprise (SBE) element as part of its DBE program to facilitate competition by small Diversity Program for Contracts

business concerns, taking all reasonable steps to eliminate obstacles to their participation in procurements as prime contractors or subcontractors. Details of the SBE element are included in Exhibit C and incorporated herein.

2. Race Conscious Measures. The Board of Directors shall establish contract-specific DBE participation goals on particular prime contracts with subcontracting opportunities to the extent that the AUTHORITY cannot achieve its overall goal with race-neutral methods. Where a contract-specific DBE goal has been established, the bidder or proposer must meet the contract-specific goal or demonstrate that it made sufficient good faith efforts to do so. A bidder shall be ineligible for contract award if it does not meet the goal or demonstrate sufficient good faith efforts.

The contract-specific goal shall be established by the Board of Directors based upon a recommendation from the Executive Director substantiated by information furnished by the Administrator. The contract-specific goal shall apply to the percentage participation of DBEs in the total contract work and be set forth in the Special Provisions of the contract specifications. The AUTHORITY is not required to establish a contract-specific goal for every prime contract with subcontracting opportunities. For each contract involving subcontracting opportunities, the factors outlined below will be considered to determine whether a contract-specific goal should be established for the particular contract and, if so, what the percentage goal shall be:

- a. The projected portion of the AUTHORITY's overall goal that will be met by establishing contract-specific goals;
- b. The progress toward achieving the AUTHORITY's overall goal;
- c. The full range of activities in the proposed contract;
- d. The availability of DBEs as prime contractors or subcontractors in the types of work involved in the performance of the proposed contract;
- e. The unique conditions of the project that might affect the ability of the prime contractor to coordinate, utilize or incorporate subcontractors or suppliers into the project. (Projects consisting of only one or two subtrades may not be appropriate for a contract-specific goal due to the fact that establishing a goal could result in restrictive bidding.);
- f. The effect that the contract-specific goal might have on the time of completion; and
- g. Any other relevant criteria.

3. Awarding Contracts with Contract-Specific Goals. The AUTHORITY will award contracts in accordance with its Administrative Code and all applicable laws. For purposes of this section, "successful bidder/proposer" means the lowest responsive and responsible bidder for contracts awarded pursuant to the lowest responsive and

responsible bidder standard, or a proposer that submits the highest ranked proposal for contracts awarded pursuant to a Request for Proposals procedure.

A successful bidder/proposer that fails to demonstrate it achieved the contract-specific DBE participation goal and fails to demonstrate that it made sufficient good faith efforts to do so shall not be deemed "responsive" and, therefore, shall be ineligible for award of the contract. However, the AUTHORITY reserves the right to treat compliance with the good faith efforts requirements as a matter of "responsibility" for certain contracts in accordance with 49 CFR § 26.53(b)(3) and the applicable solicitation documents.

For design-build contracts in which the Authority solicits proposals to design and build a project with minimal-project details at time of letting, the Authority may set a DBE goal that proposers must meet by submitting a DBE Open-Ended DBE Performance Plan (OEPP) with the proposal. An OEPP replaces the requirement to provide the information required by 49 CFR § 26.53(b) and discussed below. To be considered responsive, an OEPP must include: (i) a commitment to meet the DBE goal; (ii) details on the types of subcontracting work or services (with projected dollar amount) the proposer will solicit DBEs to perform; and (iii) an estimated time frame when the DBE subcontracts will be executed. Once the Authority awards the design-build contract, the Administrator will conduct ongoing monitoring and oversight to determine whether the design-builder is using good faith efforts to comply with the OEPP and schedule. An OEPP may be modified by mutual agreement of the Authority and the design-builder throughout the life of the project, so long as the design-builder continues to use good faith efforts to meet the goal.

a. Evaluation of Bids or Proposals: After the bid/proposal due date, the Administrator shall evaluate all bids/proposals to determine whether the bidders/proposers submitted all of the information required by 49 CFR § 26.53(b). The successful bidder/proposer who also meets the contract-specific DBE goal, or demonstrates sufficient good faith efforts to meet the contract-specific DBE goal, shall be recommended for the contract award. In the event that the successful bidder/proposer fails to meet the contract-specific goal or fails to demonstrate sufficient good faith efforts in accordance with the solicitation requirements, or is otherwise unresponsive or not responsible, the Administrator shall evaluate the bidder with the next lowest bid price or the proposer with next highest ranked proposal. Should the Administrator determine that additional information is needed to evaluate a bidder's or proposer's submission with regard to the DBE requirements, the Administrator shall request said bidder or proposer to submit the required information, or may contact the listed DBEs directly.

b. Evaluation of DBE Certification Status: The AUTHORITY shall require that any DBEs listed by bidders or proposers for participation in the contract be certified DBEs as of the bid/proposal due date. The Administrator shall review the bidder's or proposer's DBE forms to confirm each DBE firm's certification status. The AUTHORITY will accept current certifications by any recipients of U.S. DOT funds acceptable to the AUTHORITY in accordance with Section VII of this Diversity Program for Contracts and 49 CFR Part 26, Subpart D and Appendix E.

c. Determination of Amount of DBE Participation: The Administrator shall review the total dollar value of the work to be performed by DBEs and the total contract bid price reported on the Prime Contractor and Subcontractor/Subconsultant/Supplier Report for accuracy and shall compare it to the contract-specific goal established for the contract.

d. Preliminary Determination of Type of DBE Supplier: For each DBE listed as a regular dealer or distributor, the Administrator will make a preliminary DBE counting determination to assess its eligibility for 60% or 40% DBE credit, respectively. The Administrator's written determination will also assess the cost of materials and supplies based on the DBE's demonstrated capacity and intent to perform as a regular dealer or distributor under the contract at issue, in accordance with the requirements of § 26.55(e). The written determination will be made before the prime contract is executed.

e. Determination of Good Faith Efforts: If the amount of DBE participation does not meet the contract-specific goal, the Administrator shall review the good faith efforts report submitted by the successful bidder/proposer. The Administrator shall determine whether the successful bidder/proposer has performed the quality, quantity and intensity of efforts that demonstrates a reasonably active and aggressive attempt to meet the contract-specific goal in accordance with 49 CFR Part 26, Appendix A.

f. Right to Administrative Reconsideration: In the event that the Administrator determines the successful bidder/proposer is not responsive to the solicitation (or responsible, if permitted in the solicitation documents) because it has not met the contract-specific goal or demonstrated good faith efforts to meet the contract-specific goal, the Administrator will notify the successful bidder/proposer in writing. The notification shall include the reasons for the determination and inform the successful bidder/proposer of its right to request administrative reconsideration of the determination. The request for administrative reconsideration must be in writing and sent to the designated staff person within the time period specified in the notice of determination.

As part of the administrative reconsideration, the successful bidder/proposer may submit written documentation for the Reconsideration Official's consideration and may appear before the Reconsideration Official. The Reconsideration Official will only consider documentation of good faith efforts made prior to the bid/proposal due date (or within 5 days after the bid/proposal due date, if compliance with good faith efforts requirements is treated as a matter of "responsibility" in the solicitation documents). Any written documentation the successful bidder/proposer wishes the Reconsideration Official to consider must be submitted to the designated staff person within the timeframe specified in the notice of administrative reconsideration.

The Reconsideration Official will convene an administrative reconsideration proceeding prior to the time that a recommendation for award of contract is presented to the Board of Directors or the Executive Director, depending on the size of the contract. The Reconsideration Official will consider the good faith efforts documentation submitted with

the successful bid/proposal (or within 5 days after the bid/proposal due date, if compliance with good faith efforts requirements is treated as a matter of "responsibility" in the solicitation documents), the Administrator's original good faith efforts determination, and any other written materials the bidder/proposer has submitted to the Reconsideration Official, in accordance with this section, to determine whether the successful bidder/proposer has performed the quality, quantity and intensity of efforts that demonstrates a reasonably active and aggressive attempt to meet the contract-specific goal in accordance with 49 CFR Part 26, Appendix A.

The Reconsideration Official shall provide the successful bidder/proposer with a written decision on reconsideration, explaining the basis for its determination. In the event that the Reconsideration Official finds that the successful bidder/proposer has not met the contract-specific goal or demonstrated good faith efforts to meet the contract-specific goal, the Administrator will deem said bidder/proposer not responsive (or if permitted in the solicitation documents, not responsible) and evaluate the bidder submitting the next lowest bid, or the next highest-ranking proposer.

g. Recommendation for Award: Following the determination of the successful bidder/proposer, the Administrator shall prepare a report on the successful bidder/proposer's compliance with the DBE requirements for review by the Executive Director and for presentation to the Board of Directors, if applicable, at the time the contract award is considered. If the Board or the Executive Director disagrees with the recommendation, the Board or the Executive Director shall reject all bids or refer the matter back to staff for further evaluation and recommendation. The decision of the Board of Directors or the Executive Director on the award of contract, if such a decision is made, shall be final and binding on all parties, subject to compliance with the AUTHORITY's bid protest procedures.

4. Open-Ended DBE Performance Plan (OEPP). for Design-Build Contracts: For design-build contracts, the Administrator can require a DBE OEPP. An OEPP must include: (i) a commitment to meet the DBE goal for the entire project; (ii) provide details on the types of subcontracting work or services the proposer will solicit DBEs to perform; and (iii) estimated time frame when the DBE subcontracts will be executed. Once the Recipient-design-builder agreement is executed, the Administrator will conduct ongoing monitoring and oversight to determine whether the design-builder is using good faith efforts to comply with the OEPP. An OEPP may be modified by mutual agreement of the Administrator and design-builder throughout the life of the project.

**E. Counting and Tracking DBE Participation (Section 26.55)**

The Administrator will count DBE participation in accordance with 49 CFR §26.55. Only the work actually performed by a DBE will be counted towards the DBE goal. The cost of supplies and materials obtained by the DBE or equipment leased (except from the prime contractor or its affiliate) may also be counted. The DBE firm must perform a commercially useful function, as defined in 49 CFR §26.55(c).

Work that a DBE subcontracts to a non-DBE firm does not count toward DBE goals. Expenditures may only be counted if the DBE is performing a commercially useful

function. A DBE should perform at least thirty percent (30%) of the total cost of its contract with its own work force.

If materials or supplies are obtained from a DBE manufacturer, 100 percent (100%) of the cost will be counted. If the materials and supplies are purchased from a DBE regular dealer as defined in 49 CFR § 26.55, 60 percent (60%) of the cost will be counted.

If the materials or supplies are purchased from a DBE distributor, as defined in 49 CFR §26.55, that neither maintains sufficient inventory nor uses its own distribution equipment for the products in question, the Authority will count 40 percent (40%) of the cost of materials or supplies (including transportation costs).

DBE achievement will not be counted toward DBE goals until the DBE has been paid. If contract-specific goals are set, the Administrator will track the participation of DBEs in contract-specific goal contracts separately from the participation of DBEs that is considered race-neutral. Additionally, the Administrator will not count that portion of a DBE's participation that is achieved after the certification of the DBE has been removed during the performance of a contract.

Additionally, the Administrator will follow the rules in 49 CFR § 26.87(j) to determine how to count a DBE's participation for purposes of contract and overall goals in the event of DBE decertification.

A DBE subcontractor (or an approved substitute DBE firm) may not be terminated without prior written AUTHORITY consent. This includes, but is not limited to, instances in which a prime contractor seeks to perform work originally designated for a DBE subcontractor with its own forces or those of an affiliate, a non-DBE firm, or with another DBE firm. The prime contractor must also seek the Administrator's written approval when the prime contractor seeks to reduce a DBE's scope of work, even if that work is re-assigned to another DBE working on the project. For contracts with DBE contract goals, the AUTHORITY will consent to the termination of a DBE subcontractor only for good cause, which includes, but is not limited to, the circumstances listed in 49 C.F.R 26.53(f)(3).

If a DBE subcontractor is terminated, or fails to complete its work on the contract for any reason, the prime contractor must make good faith efforts to find another DBE subcontractor to substitute for the original DBE. These good faith efforts shall be directed at finding another DBE to perform at least the same amount of work under the contract as the DBE that was terminated, to the extent needed to meet the contract goal. The good faith efforts shall be documented by the contractor. If the AUTHORITY requests documentation under this provision, the contractor shall submit the documentation within seven (7) days, which may be extended for an additional seven (7) days at the prime contractor's written request, if the AUTHORITY deems necessary. The AUTHORITY shall provide a written determination to the contractor stating whether or not good faith efforts have been demonstrated.

#### **F. Failing to Meet Overall Goals (Section 26.47)**

If the awards and commitments shown on the AUTHORITY's Uniform Report of Awards or Commitments and Payments at the end of any federal fiscal year are less than the overall goal applicable to that federal fiscal year, the Administrator will analyze in detail

the reasons for the difference between the overall goal and awards and commitments. Specific steps and milestones to correct the problems identified and to meet overall goals for future fiscal years will be established. Analysis and corrective actions will be retained for three years and made available to FTA on request for their review.

**VI. REQUIRED CONTRACT PROVISIONS (Sections 26.13, 26.23, 26.27, 26.29, 26.31, 26.37, 26.55, and Subpart D)**

Each financial assistance agreement the AUTHORITY signs with FTA or Caltrans on behalf of FHWA will include a nondiscrimination assurance from the AUTHORITY. U.S. DOT-assisted contracts that the AUTHORITY lets will include, as appropriate, the model contract provisions that are set forth in the current version of the AUTHORITY's Federal Solicitation and Contract Templates, available from the Administrator. The Administrator shall have discretion to modify the provisions for particular contracts as needed, in consultation with Legal Counsel. These required contract provisions consist of:

- ◆ The AUTHORITY's DBE Program policy.
- ◆ The following nondiscrimination assurance from the contractor (and each subcontract the prime contractor signs with a subcontractor): "The contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as recipient deems appropriate."
- ◆ A statement that encourages prime contractors to use financial institutions owned and controlled by socially and economically disadvantaged individuals in the community.
- ◆ A clause that requires prime contractors to pay subcontractors for satisfactory performance of their contracts no later than 30 days from receipt of each payment the AUTHORITY makes to the prime contractor. This clause also requires the prompt return of retainage payments from the prime contractor to the subcontractor within 30 days after the subcontractor's work is satisfactorily completed. Such clauses also apply to all lower-tier subcontractors.
- ◆ U.S. DOT requires recipients to use one of the following methods to ensure prompt and full payment of any retainage kept by the prime contractor or subcontractor to a subcontractor:
  1. Decline to hold retainage from prime contractors and prohibit prime contractors and subcontractors from holding retainage from subcontractors.
  2. Decline to hold retainage from prime contractors and include a contract clause obligating the prime contractor and subcontractors to make

prompt and full payment of any retainage kept by the prime contractor to the subcontractor within 30 days after the subcontractor's work is satisfactorily completed.

3. Hold retainage from the prime contractors and provide for prompt and regular incremental acceptances of portions of the contract, pay retainage to prime contractors based on the acceptances, and include a contract clause obligating the prime contractor and subcontractors to pay all retainage owed to the subcontractor for satisfactory completion of the accepted work within 30 days after payment to the prime contractor.

The AUTHORITY will use Method No. 3 above to comply with the Prompt Payment requirement.

- ◆ The website address for the DBE directory identifying all firms eligible to participate as DBEs in the AUTHORITY's program.
- ◆ The DBE participation goal (where applicable).
- ◆ A section that provides the DBE certification standards.
- ◆ A section that provides how DBE participation is counted toward goal.
- ◆ A section on reporting requirements, including a provision ensuring that DBE participation is credited toward overall or contract goals only when payments are actually made to DBE firms.
- ◆ A section on administrative remedies to ensure compliance with the DBE program.

## **VII. CERTIFICATION STANDARDS (Subpart D and Appendix E)**

The AUTHORITY is a participant of the CUCP, which follows U.S. DOT directives and guidance concerning certification matters. The CUCP MOA provides U.S. DOT recipients the option to be either a certifying member or a non-certifying member. The AUTHORITY has elected to be a non-certifying member. The CUCP makes all DBE certification decisions on behalf of U.S. DOT recipients in the state. The AUTHORITY relies upon the CUCP for the certification of DBE firms and ensures that only firms certified as eligible DBEs participate in the Program. Should the AUTHORITY decide to change its non-certifying status and elect to become a certifying member, the AUTHORITY will apply the standards of Subpart D and Appendix E of the Regulations.

## **VIII. MONITORING AND RECORDKEEPING (Sections 26.11 and 26.37)**

### **A. Bidders List (Section 26.11)**

The AUTHORITY will require all prime contractors bidding on U.S. DOT-assisted



contracts to return, at the time bids/proposals are due (options apply as to the time this information is required so long as it is prior to the award of the contract), the following information about the prime contractor and all subcontractors who provided a bid:

- Firm name Firm address including zip code
- Firm majority owner's race
- Firm majority owner's gender
- Firm's status as a DBE or non-DBE
- Age of the firm
- Annual gross receipts
- NAICS code applicable to each scope of work the firm sought to perform in its bid

The AUTHORITY will use this information to maintain and update its Bidders List. The Authority will submit this information to the U.S. DOT's designated system no later than December 1 following the fiscal year in which the relevant contract was awarded. In the case of a "design-build" contracting situation where subcontracts will be solicited throughout the contract period as defined in a DBE Performance Plan pursuant to [§ 26.53\(e\)](#), the data must be entered no later than December 1 following the fiscal year in which the design-build contractor awards the relevant subcontract(s).

**B. Monitoring Payments to DBEs (Section 26.37)**

The contractor shall maintain records of all DBE participation in the performance of the contract, including subcontracts entered into with certified DBEs and all materials purchased from certified DBEs.

It is the contractor's responsibility to maintain records and documents for three (3) years following the performance of the contract. These records will be made available for inspection upon request by any authorized representative of the AUTHORITY or U.S. DOT. This reporting requirement is also extended to any certified DBE subcontractor.

The AUTHORITY will maintain a running tally of payments actually made to DBE firms and may require prime contractors and DBE subcontractors and suppliers to provide appropriate documentation to verify such payments. Credit toward overall or contract goals will only be given upon satisfactory evidence that payments were actually made to DBEs.

The AUTHORITY may perform interim audits of contract payments to DBEs. The audit will review payments to DBE subcontractors to ensure that the actual amount paid to DBE subcontractors equals or exceeds the dollar amounts stated in the report of proposed DBE participation.

**C. Reporting to U.S. DOT (Section 26.11)**

The AUTHORITY will continue to report DBE participation and overall goal setting methods to FTA and Caltrans on behalf of FHWA as directed. Statistical data will be maintained as prescribed on a semi-annual basis to provide reports to U.S. DOT administrations reflecting the DBE participation on the AUTHORITY's federally-assisted

procurement activities.

**D. Contract Remedies (Section 26.37)**

The AUTHORITY will monitor compliance of its contractors on federally-assisted contracts with the requirements of the Regulations and the DBE Program. The AUTHORITY may impose such contract remedies as are available under federal, state and local law and regulations for non-compliance. Such remedies may include, but are not limited to, withholding of progress payments and contract retentions, imposition of liquidated damages, and termination of the contract in whole or in part.

**E. Confidentiality of Information on Complainants (Section 26.109)**

To the extent permitted by law, the identity of an individual who submits a complaint related to the administration of this Program ("complainant") will be kept confidential, at the complainant's election. If such confidentiality will hinder an investigation, proceeding or hearing conducted by the AUTHORITY or U.S. DOT, or result in a denial of appropriate administrative due process to other parties, the AUTHORITY will advise the complainant for the purpose of waiving the privilege. Complainants are advised that, in some circumstances, failure to waive the privilege may result in the closure of the investigation or dismissal of the proceeding or hearing.

**F. Cooperation (Section 26.109)**

The AUTHORITY agrees to cooperate fully and promptly with compliance reviews, certification reviews, investigations, and other requests for information by U.S. DOT. All participants in the AUTHORITY's DBE Program (including, but not limited to, all proposers or bidders subject to this Program, DBE firms, complainants and appellants, and contractors and subcontractors using DBE firms to meet an overall, project or contract goal) are required to cooperate fully and promptly with compliance reviews, certification reviews, investigations, and other requests for information by U.S. DOT or the AUTHORITY. Failure to do so will be grounds for appropriate action against the party involved, as determined by the AUTHORITY and/or U.S. DOT (e.g., with respect to DBE firms, denial of certification or removal of eligibility and/or suspension and debarment; with respect to a complainant or appellant, dismissal of the complaint or appeal; with respect to a contractor which uses DBE firms to meet goals, findings of non-responsibility for future contracts and/or suspension and debarment).

**G. Intimidation and Retaliation (Section 26.109)**

The AUTHORITY will not intimidate, threaten, coerce, or discriminate against any individual or firm for the purpose of interfering with any right or privilege secured by the Regulations or because the individual or firm has made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing under the Regulations.

All participants in the AUTHORITY's DBE Program (including, but not limited to, all proposers or bidders subject to this Program, DBE firms, complainants and appellants, and contractors and subcontractors using DBE firms to meet an overall, project or contract goal)

must not intimidate, threaten, coerce, or discriminate against any individual or firm for the purpose of interfering with any right or privilege secured by the Regulations or because the individual or firm has made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing under the Regulations. A violation of this provision constitutes noncompliance with 49 CFR section 26.109 and will be grounds for appropriate enforcement action against the party involved, as determined by the AUTHORITY and/or U.S. DOT.

**IX. PUBLIC PARTICIPATION AND OUTREACH EFFORTS (Sections 26.45 and 26.51)**

The AUTHORITY's activities, public participation and outreach efforts, are directed at assisting the AUTHORITY to solicit public input to set DBE participation goals and to widen public awareness of the AUTHORITY's Diversity Program for Contracts to meet AUTHORITY DBE goals.

In establishing DBE goals, the AUTHORITY will provide for public participation. This will include:

- Prior to finalizing the Goals Analysis Report, the AUTHORITY will consult with U.S. DOT agencies, other U.S. DOT grantees, minority, women's and general contractor groups, community organizations, or other officials or organizations which could be expected to have information concerning the availability of disadvantaged and non-disadvantaged businesses, the effects of discrimination on opportunities for DBEs, and the AUTHORITY's efforts to establish a level playing field for the participation of DBEs.
- The AUTHORITY will publish a notice on its official internet website announcing its proposed overall goal or project goal prior to submission to the operating administration.
- In conjunction with the AUTHORITY's activities to meet its DBE goals, the AUTHORITY will implement various public participation and outreach activities designed to broaden awareness of the AUTHORITY's Diversity Program for Contracts. The measures described in 49 CFR § 26.51 focusing on race-neutral means will be actively pursued, and the AUTHORITY will also encourage its contractors to make similar outreach efforts to include DBE participation in subcontracting opportunities. In conjunction with regional outreach committee and CUCP, the AUTHORITY will continue to participate and help organize and offer training programs for meeting DBE eligibility requirements, familiarize potential contractors with AUTHORITY procurement procedures and requirements, and otherwise develop effective programs to further the inclusion of DBEs in the AUTHORITY's contracting activities.

## Exhibit A

### **DBE Program Administrator (DBELO) Duties and Responsibilities (Section 26.25)**

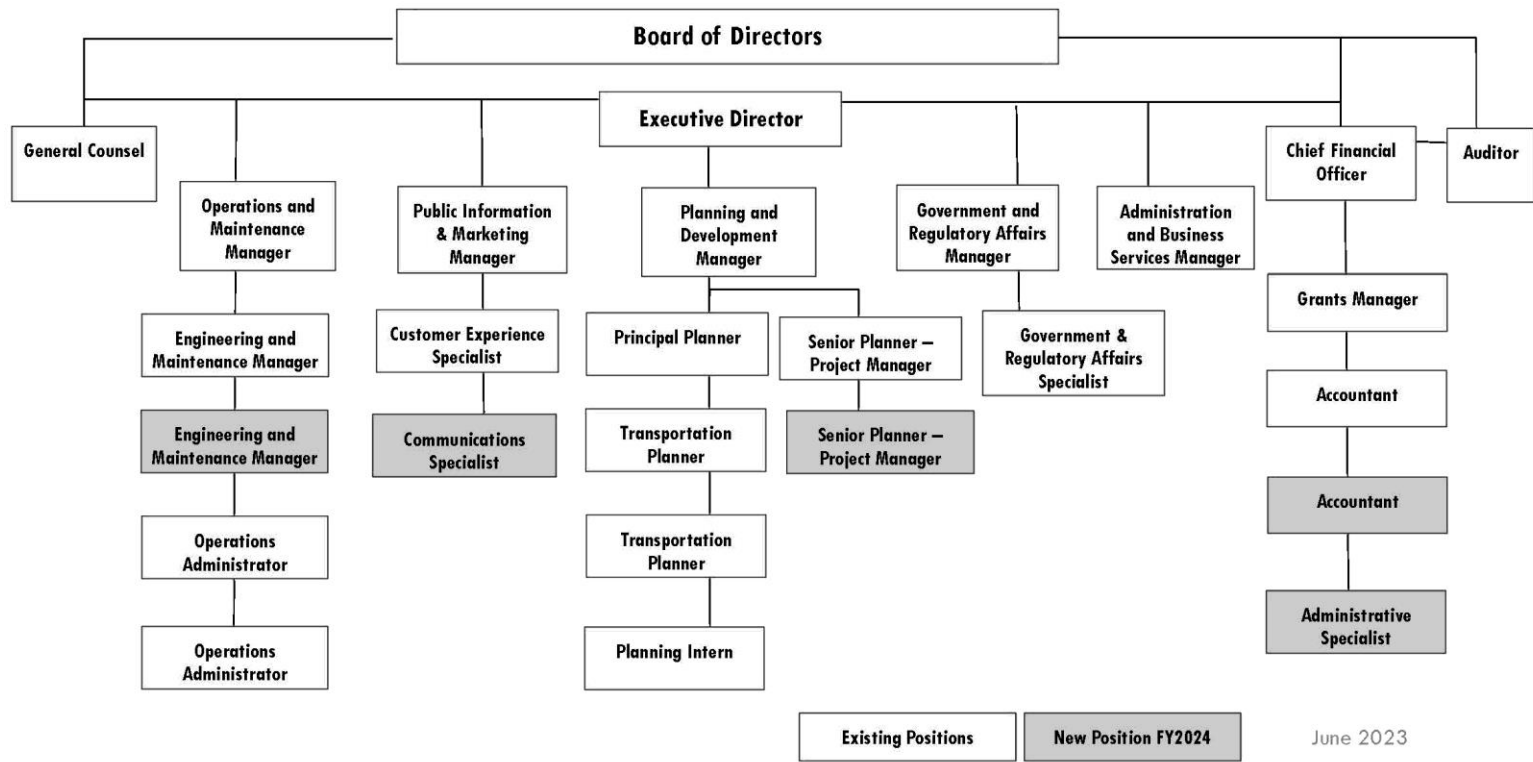
1. Analyzing and assessing the available resources and evidence for the establishment, achievement, and further improvement of DBE goals for U.S. DOT-assisted contracts;
2. Developing, monitoring and evaluating the Diversity Program for Contracts, and preparing supplemental written procedures and guidelines to implement the Program;
3. If the AUTHORITY is a certifying member of the CUCP, maintaining and updating the DBE Database in accordance with 49 CFR § 26.31;
4. Maintaining and updating the Bidders List in accordance with 49 CFR § 26.11;
5. Conducting race-neutral and gender-neutral measures to facilitate the participation of small business concerns, including DBEs, through outreach and other community programs, training and business development programs, restructuring contracting opportunities, informing and assisting with preparing bids, simplifying bonding, surety and insurance requirements or other race-neutral means;
6. Participating in the contract bid and award process, including recommending specific contract goals where appropriate, reviewing contract specifications, attending pre-bid conferences and evaluating bids for contractor responsiveness, responsibility and good faith efforts;
7. Monitoring specific contract performance, actual DBE participation, contract payments, and purchase requisitions;
8. Monitoring overall DBE participation, adjusting overall goals and means of achievement, assessing areas of over-concentration of DBE participation, and reporting to the Executive Director, the AUTHORITY Board of Directors, FTA and Caltrans on behalf of FHWA, as needed;
9. If the AUTHORITY is a certifying member of the CUCP, determining all certification actions including initial certifications, recertifications, denials and removals;
10. Participating in the statewide Unified Certification Program in accordance with 49 CFR § 26.81, and CUCP MOA;
11. Assisting the AUTHORITY's Managers and Staff in the review committee for the evaluation of submittals;
12. Participating in regional outreach activities;
13. Participating in other transit organizations on common issues pertaining to diversity programs for contracts;
14. Establishing, implementing, and monitoring a Small Business Enterprise program;

15. Investigating DBE protests; and
16. Maintaining all appropriate records and documentation of the Program.

**Exhibit B**

**Organization Chart**

**WETA ORGANIZATION CHART**



## EXHIBIT C

### **Small Business Enterprise Element (Section 26.39)**

The AUTHORITY's Board of Directors adopted a Small Business Enterprise element (SBE Program) on February 16, 2012 as one of the AUTHORITY's race-neutral methods of achieving small business participation, including disadvantaged business participation, on particular contracts with subcontracting opportunities. This SBE Program applies to all federally funded AUTHORITY contracts where race-neutral and gender-neutral methods are employed. The AUTHORITY will take all reasonable steps to eliminate obstacles for SBEs to participate as prime contractors or subcontractors in the AUTHORITY's procurement activities.

#### **A. Definition of Small Business Enterprise**

To participate as an eligible small business in programs administered by the AUTHORITY, a firm must meet both of the following requirements:

1. A firm (including affiliates) must be an existing small business as defined by Small Business Administration (SBA) regulations, 13 CFR Part 121, for the appropriate NAICS codes based on the type(s) of work that a firm performs. The firm must hold one of the acceptable certifications listed in Section B below.

2. Even if a firm meets the above requirement, the firm's (including affiliates) average annual gross receipts over the previous three years cannot exceed a maximum cap of \$30.72million (or as adjusted for inflation by the Secretary of U.S. DOT).

For information on SBA size standards, visit: <https://www.sba.gov/federal-contracting/contracting-guide/size-standards>. Affiliates are defined in SBA regulations 13 CFR Part 121.103.

#### **B. Acceptable Comparable Small Business Enterprise Certifications**

***The AUTHORITY will accept the small business enterprise certifications performed by other agencies, provided that the size standards described in Section A(1) and A(2) above are met.*** If a firm is certified in one or more of the following programs, and meets AUTHORITY size standards, the firm is automatically deemed a small business for AUTHORITY purposes. The term "SBE" will be used collectively for qualified SBEs, WBEs, MBES and other approved certifications. As indicated below, the AUTHORITY may require an affidavit of size for each SBE prime contractor or subcontractor. **Certifications from self-certification programs are not acceptable.** The AUTHORITY may request and review financial information provided by SBE firms if necessary to confirm eligibility. Firms must be certified as of the time of bid/proposal submittal.

1. **Disadvantaged Business Enterprise (DBE) certification** pursuant to U.S. Department of Transportation regulations, 49 CFR Part 26. This includes DBE

certifications performed by the California Unified Certification Program or by the Unified Certification Program of any other state.

2. **State Minority Business Enterprise (SMBE) State Women Business Enterprise (SWBE) certification by the State of California or by any other state** provided that their certification complies with Section A1 and A1 above. In addition to copies of SMBE/SWBE certifications, bidders certified out-of-state must submit an affidavit of size for each SMBE/SWBE prime contractor or SMBE/SWBE subcontractor at the time of bid submittal.

3. **Small Business (SB) certification by the California Department of General Services (DGS)** provided that their certification complies with Section A1 and A1 above. In addition to copies of SB certifications, bidders must submit an affidavit of size for each SB prime contractor or subcontractor at the time of bid submittal.

4. **Microbusiness (MB) certification by the California Department of General Services for ALL industries.**

5. **SBA 8(a) by the Small Business Administration** provided that their certification complies with Section A1 and A1 above. In addition to copies of SBA 8(a) certifications, bidders must submit an affidavit of size for each SBA 8(a) prime contractor or SBA 8(a) subcontractor at the time of bid submittal.

6. **SBE/MBE/WBE certification from other state, county, or local government-certifying agency** provided that their certification complies with Section A1 and A1 above. In addition to copies of certifications, bidders must submit an affidavit of size for each certified prime contractor or subcontractor at the time of bid submittal.

#### **C. Race-Neutral SBE Measures**

The AUTHORITY will continue its efforts to enhance small business participation through the regional outreach committee and other community programs, training and business development programs, restructuring contracting opportunities, simplifying bonding, surety and insurance requirements or other race-neutral means.

#### **D. Determining and Adopting the Overall SBE Goal**

The AUTHORITY will establish an overall SBE goal on a triennial basis for participation by Small Business Enterprises in all federally funded contracts the AUTHORITY expects to award during the triennial goal period. The AUTHORITY will set its overall SBE goal on the same three-year cycle as the overall DBE goal. The overall SBE goal will be determined based on an analysis of the number and type of federally funded contracting opportunities the AUTHORITY expects to release in the next three year reporting period, the AUTHORITY's history of attracting SBEs, as well as the availability of SBEs in the types of work involved in upcoming opportunities. As part of this analysis staff will consult the California Unified Certification Program ([http://www.dot.ca.gov/hq/bep/find\\_certified.htm](http://www.dot.ca.gov/hq/bep/find_certified.htm)) and Department of General Services



databases for information on the availability of SBEs for various types of work. The overall SBE goal will be expressed as a percentage of the total amount of U.S. DOT funds the AUTHORITY anticipates expending in the three forthcoming fiscal years.

Following the review of the board report, the Board of Directors shall adopt an overall SBE goal which will subsequently be published in solicitations for federally funded contracts (that are not excluded from the AUTHORITY's SBE Program) and will also be published on the AUTHORITY's website.

The AUTHORITY may choose to exclude certain eligible contracts from the AUTHORITY's SBE Program after consideration of the following factors:

1. The full range of activities in the proposed contract
2. The availability of SBEs as prime contractors or subcontractors in the types of work involved in the performance of the proposed contract;
3. The unique conditions of the project that might affect the ability of the prime contractor to coordinate, utilize, or incorporate subcontractors or suppliers into the project. (Projects consisting of only one or two sub-trades may not be appropriate for inclusion in the AUTHORITY's SBE program.)
4. The effect that SBE participation may have on timing for the completion of the contract.
5. Any other relevant criteria.

**E. Achieving The Overall SBE Goal**

The AUTHORITY will seek to achieve the overall SBE goal for each year in the three-year reporting period. Although the AUTHORITY will not set contract specific goals, submitters are strongly encouraged to obtain SBE participation, including DBEs, in their bid or proposal. The bidder or proposer is required to provide a commitment of SBE achievement on a form provided by the AUTHORITY in their submittal notifying the AUTHORITY of the bidder's or proposer's SBE goal commitment for that contract. The Administrator shall review the SBE goal commitment and will confirm each SBE firm's certification status. If a firm receives SBE status during the completion of the contract, the AUTHORITY may include the firms' participation in its SBE program achievement. Acceptable comparable Small Business Enterprise certifications are listed in Section B

of this document. Certain certifications require completion of a SBE Affidavit Form in a form designated by the AUTHORITY, and submitted at the time of bid/proposals are due.

Submittals that fail to document the solicitation of SBE participation may not be considered. The Administrator shall determine whether the bidder/proposer has performed the quality, quantity and intensity of efforts that demonstrates a reasonably active and aggressive attempt to attain SBE participation. All bidders/proposers must submit a description of the process that was followed to select the subcontractors and suppliers proposed to be included in this work and the steps taken to obtain small business participation. The AUTHORITY will consider SBE utilization, and the AUTHORITY's ability to meet its overall SBE goal in the evaluation of submittals of federally funded contracts included in the AUTHORITY's SBE Program.

Work that a SBE subcontracts to a non-SBE firm does not count toward the overall SBE achievement. Expenditures may only be counted if the SBE is performing a commercially useful function. Only the work actually performed by a SBE will be counted toward the AUTHORITY's overall SBE achievement. The cost of supplies and materials obtained by the SBE or equipment leased (except from the prime contractor or its affiliate) may also be counted. The Administrator will not count that portion of a SBE's participation that is achieved after the certification of the SBE had been removed during the performance of a contract.

If the amount of SBE participation at the end of any federal fiscal year is less than the overall SBE goal, the Administrator will analyze the reasons for the difference between the goal and actual participation in contract awards and commitments and take reasonable steps to increase SBE participation.

# DBE/SBE Report Form (Q-19AP)

PRIME CONTRACTOR/CONSULTANT AND SUBCONTRACTOR/SUBCONSULTANT/SUPPLIER

## Instructions

- The Summary worksheet displays your overall progress for the questionnaire.
- The worksheets numbered from 1 to N represent question sets.
- For each question set, select a response from the dropdown (if applicable) and enter a response comment for each question in the table.
- If specific instructions have been provided for a given subset, they will appear as a tooltip for a purple cell. Mouse-over to review them.
- When pasting content, please use Paste Special as Text without any formatting.
- You can only submit text based responses, please do not use special characters like emojis.
- Please do not change the structure of any of the worksheets. Changing the structure will invalidate your submission.
- Any additional information outside of the given structure of the worksheets will not be visible to the purchaser.
- Please do not save this file in a different format. Saving this file in a different format will invalidate your submission.
- Please do not use Excel formulas in your responses.
- Please follow the instructions provided along with this file to submit it back to Bonfire.
- If you have any questions regarding the content of this file, please contact the appropriate purchaser.
- If you have any technical problems, please contact Bonfire at Support@GoBonfire.com.

## Additional Instructions

Section B: Subcontractor/Subconsultant/Suppliers Information

PLEASE NOTE THE IMPORTANT REQUIREMENTS BELOW:

Offerers **MUST** provide the following information on ALL subcontractors/subconsultants/suppliers that provided Offerer a bid, quote, or proposal for work, services or supplies associated with this RFQ pursuant to WETA's sub-proposal reporting requirements. This information shall be provided for all sub-proposers regardless of tier for DBEs, SBEs, non-DBEs and non-SBEs. Include all sub-proposal acceptance(s) AND rejection(s).

Attach "Intent to Perform" letter signed by each subcontractor who will perform work should this contract be awarded to the Prime listed above with your RFQ submission.

IF YOU HAVE MORE THAN 5 SUBCONTRACTORS TO LIST FOR SECTION B, PLEASE SUBMIT ADDITIONAL QUESTIONNAIRE FORMS AS NEEDED (ex. if you are listing 14 subcontracts, please submit 3 questionnaire forms).

## Question Set 1: DBE/SBE Report - Section A

### Question Set 1 Instructions

Please complete the Prime Consultant/Contractor (Offerer) Information requested below.

#	Question	Response	Comment	Status
<b>Prime Consultant/Contractor (Offerer) Information</b>				?
1.1.1	Offerer's Name	-		Incomplete
1.1.2	What is the firm's address (including zip code)?	-		Incomplete
1.1.3	Offerer NAICS Codes	-		Incomplete
1.1.4	What is the majority firm owner's race?			Incomplete
1.1.5	What is the majority firm owner's gender?			Incomplete
1.1.6	Is your firm a Small Business Enterprise (SBE)?			Incomplete
1.1.7	Is your firm a Disadvantaged Business Enterprise (DBE)?			Incomplete
1.1.8	Age of your firm:	-		Incomplete
1.1.9	Annual Gross Receipts (select one)			Incomplete
<b>9 Questions</b>			<b>0.00% Complete</b>	

## Question Set 2: DBE/SBE Report - Section B

### Question Set 2 Instructions

Please include the DBE/SBE certification number in Comments for each DBE/SBE subcontractor listed. Attach "Intent to Perform" letter signed by each subcontractor who will perform work should this contract be awarded to the Prime listed in Section A. Offerors MUST provide the following information on ALL subcontractors/subconsultants/ suppliers that provided Offeror a bid, quote, or proposal for work, services or supplies associated with this RFQ pursuant to Authority's sub-proposal reporting requirements. Include all sub-proposal acceptance(s) AND rejection(s).

PLEASE ENTER N/A FOR ANY UNUSED SUBCONTRACTOR QUESTION SETS SO QUESTIONNAIRE WILL DISPLAY COMPLETED. ONLY SELECT N/A FOR RACE/GENDER IF NO SUBCONTRACTOR IS LISTED.

IF YOU HAVE MORE THAN 5 SUBCONTRACTORS TO LIST FOR SECTION B, PLEASE SUBMIT ADDITIONAL QUESTIONNAIRE FORMS AS NEEDED (ex. if you are listing 14 subcontractors, please submit 3 questionnaire forms).

#	Question	Response	Comment	Status
<b>Subcontractor 1</b>				
2.1.1	Name	-		Incomplete
2.1.2	Address, including zip code	-		Incomplete
2.1.3	Contact Person	-		Incomplete
2.1.4	Phone	-		Incomplete
2.1.5	Email	-		Incomplete
2.1.6	Contractor's License No. (if applicable)			Incomplete
2.1.7	Certified DBE/SBE?			Incomplete
2.1.8	What is the majority firm owner's race? (only select N/A if no subcontractor is listed)			Incomplete
2.1.9	What is the majority firm owner's gender? (only select N/A if no subcontractor is listed)			Incomplete
2.1.10	List NAICS Codes (applicable to the scope of work the firm intends to perform)	-		Incomplete
2.1.11	Annual Gross Receipts of firm (select one)			Incomplete
2.1.12	Age of firm?	-		Incomplete
2.1.13	Describe Work or Type of Materials/Supplies	-		Incomplete
2.1.14	Subcontractor Proposal Accepted?			Incomplete
2.1.15	Percentage of Contract Participation	-		Incomplete

**SAN FRANCISCO BAY AREA  
WATER EMERGENCY TRANSPORTATION AUTHORITY (WETA)**

**SMALL BUSINESS ENTERPRISE AFFIDAVIT OF SIZE**

- SMBE/SWBE Certification by a state other than California, provided that your firm's average annual gross receipts fall below the SBA industry-specific size cap and in no case exceed \$45 million.
- SB Certification by the California Department of General Services (DGS), provided that your firm's average annual gross receipts fall below the SBA industry-specific size cap and in no case exceed \$16 million.
- SBA 8(a) Certification by the Small Business Administration provided that your firm's average annual gross receipts fall below the SBA industry-specific size cap and in no case exceed \$45 million.
- SBE/MBE/WBE Certification by any California county or local government-certifying agency or out-of-state government-certifying agency, provided that your firm's average annual gross receipts fall below the SBA industry-specific size cap and in no case exceed \$45 million.

I HEREBY DECLARE AND AFFIRM that I am the \_\_\_\_\_(Title)

and duly authorized representative of \_\_\_\_\_  
(Name of Firm)

whose address is \_\_\_\_\_

and whose phone number is \_\_\_\_\_

I HEREBY DECLARE AND AFFIRM that the firm is a Small Business Enterprise (SBE) in accordance with the San Francisco Bay Area Water Emergency Transportation Authority (WETA) standards as defined in its Diversity Program for Contracts. The firm is certified as of the date that the WETA receives the bid/proposal for:

\_\_\_\_\_ (RFP/RFQ Name)

and I will provide the certification to document this fact with this enclosure.

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## Description of the Selection Process of Subcontractors/Subconsultants/Suppliers

RFP/RFQ # and Name: \_\_\_\_\_  
Offeror's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Owner or Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

Provide a narrative description of how the Offeror selected its subcontractors/  
subconsultants/suppliers, including the following elements (please attach additional sheets as  
necessary):

1. Soliciting small businesses, including DBEs, to participate through all reasonable and available means.

Example: Include attendance at pre-bid meeting, advertisements, written notices and agencies, organizations or groups contacted to provide assistance in contacting, recruiting and using small business concerns.

2. Selecting portions of the work that are economically feasible for small businesses, including DBEs.

Example: List items of work which the Contractor made available to small business concerns, including, where appropriate, any breaking down of the scope of Services (including those items normally performed by the Contractor with its own forces) into economically feasible units to facilitate DBE/SBE participation.

3. Providing adequate information about the Scope of Services in a timely manner to DBEs/SBEs.

Example: List dates of written notices soliciting bids from DBEs/SBEs and the dates and methods used for following up initial solicitations to determine with certainty whether the DBEs/SBEs were interested.

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4. Negotiating in good faith with DBEs/SBEs.

5. Not rejecting DBEs/SBEs as unqualified without sound business reasons.

Example: Explain reasons for rejecting bids from DBEs/SBEs and accepting proposals from selected firms.

6. Making efforts to assist DBEs/SBEs in obtaining required insurance.

7. Making efforts to assist DBEs/SBEs in obtaining necessary equipment, supplies or materials.

8. Describe any other steps that the Contractor used to select its subcontractors/  
subconsultants/suppliers.

**The undersigned certifies that the above narrative description is true and accurate.**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_



MEMORANDUM

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**TO: Board Members**

**FROM: Seamus Murphy, Executive Director  
Timothy Hanners, Director of Project Delivery & Engineering  
Jeffery Powell, Senior Project Manager**

**SUBJECT: Ratify Contract Award to Bay Ship and Yacht Co. for MV *Cetus* and MV *Hydrus*  
Repair and Drydock**

**Recommendation**

Staff recommends the Board:

1. Ratify contract award to Bay Ship & Yacht Co. (Bay Ship) for MV *Cetus* and MV *Hydrus* Dry Dock and Repair work in the amount of \$489,172; and
2. Authorize the Executive Director to take any additional actions necessary to support this work.

**Discussion**

WETA Passenger vessels require a biennial USCG dry dock inspection which includes an extensive hull inspection. The current Certificates of Inspection for the MV *Cetus* and the MV *Hydrus* expire on September 27, 2024 and October 17, 2024, respectively. The vessels are not allowed to operate in service beyond this date until a successful USCG examination has taken place and a new Certificate of Inspection is issued by the USCG.

In addition to dry docking the vessels to perform the USCG biennial inspection, the Port and Starboard main drive line assemblies must be inspected. The underwater hull coatings must also be inspected and refurbished. All sea valves must be removed from the vessels and undergo inspection to determine if repairs or replacements are required. All underwater anodes must also be inspected and replaced, as needed. Air compressors are due for replacement, which is a critical component for emission compliance requirements.

This work requires a shipyard capable of dry docking the vessels and performing extensive equipment replacement, inspection, and any sight unseen required repairs. Although sight unseen items cannot be identified until the removal process begins, history has shown that some level of required repairs can be expected.

WETA staff released an RFP for this work on August 15, 2024 in accordance with all applicable procurement requirements. WETA received two proposals in response to the RFP from Bay Ship and Marine Group Boat Works (MGBW). An evaluation committee reviewed the proposals in accordance with the requirements in the RFP and determined that the proposals were complete and responsive to the RFP and that both firms are qualified to perform the work.

Based on the evaluation criteria in the RFP, the evaluation committee determined Bay Ship and Yacht was the highest ranked proposer. Bay Ship's price of \$489,172 was determined to be fair and reasonable for the work to be performed and in line with the Independent Cost Estimate (ICE) which is documented in the project folder. The scoring results are outlined in the following table:

	<b>Total</b>	<b>Project Understanding and Approach</b>	<b>Proposer's Qualifications and Experience</b>	<b>Price Proposal</b>
<b>Supplier</b>	<b>/ 100 pts</b>	<b>/ 25 pts</b>	<b>/ 25 pts</b>	<b>/ 50 pts</b>
Bay Ship & Yacht Co, Inc.	94 pts	21.5 pts	22.5 pts	50 pts
Marine Group Boat Works	87.5 pts	23 pts	23.5 pts	41 pts

Staff planned to recommend the Board award a contract to Bay Ship at the Board's September meeting in order drydock the MV Cetus before its Certificate of Inspection expired on September 27th. However, after the September Board meeting was cancelled, on September 16, 2024, the Executive Director awarded the contract to Bay Ship in the amount of \$489,172 to accommodate the required USCG biennial inspection.

Staff now recommends the Board ratify the contract award to Bay Ship for MV *Cetus* and MV *Hydrus* repair work and drydock in the amount of \$489,172 and authorize the Executive Director to take any additional actions necessary to support this work.

WETA's overall annual Disadvantaged Business Enterprise (DBE) goal for Federal Fiscal Year 2024/25 is 0.48 percent and the Small Business Enterprise (SBE) goal is 7.5 percent for Federal Transit Administration (FTA) assisted contracts. Staff has reviewed the DBE/SBE materials provided by Bay Ship and Yacht and has determined that 0 percent DBE 2024/25 participation and 0 percent SBE participation is anticipated during the performance of this contract.

**Fiscal Impact**

Funding for this agreement is included in the FY 24/25 Capital Budget. This is funded 80 percent by FTA funds and 20 percent by Regional Measure 1 funds.

\*\*\*END\*\*\*

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

**RESOLUTION NO. 2024-40**

**RATIFY CONTRACT AWARD TO BAY SHIP & YACHT CO. FOR MV *CETUS* AND MV *HYDRUS*  
EMERGENCY DRY DOCK AND REPAIR WORK**

**WHEREAS**, on August 15, 2024, WETA released a Request for Proposals for the MV *Cetus* and MV *Hydrus* repairs and dry dock (RFP); and

**WHEREAS**, in accordance with the RFP, WETA's Administrative Code, and applicable federal procurement requirements, WETA established an evaluation committee that reviewed the two proposals received by the RFP's due date from Bay Ship & Yacht Co. (Bay Ship & Yacht) and Marine Group Boat Works; and

**WHEREAS**, based on the requirements and evaluation criteria in the RFP, the evaluation committee determined Bay Ship & Yacht's proposal was complete, responsive to the RFP, and that Bay Ship & Yacht is qualified to perform the work; and

**WHEREAS**, based on the evaluation criteria in the RFP, the evaluation committee determined Bay Ship & Yacht was the highest ranked proposer; and

**WHEREAS**, as required by federal procurement requirements, staff determined Bay Ship & Yacht's price to be fair and reasonable; and

**WHEREAS**, the current Certificates of Inspection for the MV *Cetus* and the MV *Hydrus* expire on September 27, 2024 and October 17, 2024, respectively, after which dates the vessels may not be used in SF Bay Ferry service absent renewed USCG certification based on the work that is the subject of the RFP; and

**WHEREAS**, to ensure the MC *Cetus* was drydocked before its USCG Certificate of Inspection expired on September 27, 2024, the Executive Director awarded a contract to Bay Ship & Yacht on September 16, 2024 in the amount of \$489,172; and

**WHEREAS**, the Executive Director recommends the Board ratify the contract award to Bay Ship & Yacht Co. for MV *Cetus* and MV *Hydrus* repairs and dry dock in the amount of \$489,172, and authorize the Executive Director to take any other related actions to support this work; now, therefore, be it

**RESOLVED**, that the Board of Directors hereby ratifies the contract award to Bay Ship & Yacht Co. for MV *Cetus* and MV *Hydrus* repairs and dry dock in the amount of \$489,172; and be it further

**RESOLVED**, that the Board of Directors authorizes the Executive Director to take any other related actions to support this work.

## 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 October 10, 2024.

YEA:

NAY:

ABSTAIN:

ABSENT:

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/s/ Board Secretary

2024-40

\*\*\*END\*\*\*

**MEMORANDUM**

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**TO: Board Members**

**FROM: Seamus Murphy, Executive Director  
Erin McGrath, Chief Financial Officer  
Timothy Hanners, Director of Project Delivery & Engineering  
Joseph Ramey, Project Development & Controls**

**SUBJECT: Authorize Second Amendment to Agreement with RIM Architects, LLP for Services Related to Office Reconfiguration Projects**

**Recommendation**

Authorize the Executive Director to execute the second amendment to SF Bay Ferry's Agreement with RIM Architects, LLP (RIM) to extend the term of the Agreement and increase the not-to-exceed amount to \$197,000 to allow RIM to continue providing services related to the North Bay Operations and Maintenance Facility (NBOMF) and Pier 9 office planning projects.

**Background/Discussion**

As SF Bay Ferry ramps up hiring to fill new positions approved in the budget over the past two years, there is a need to expand existing office space capacity and improve that space to best accommodate new staff and hybrid work. RIM's services will provide critical support for the configuration and buildout of office spaces to meet the needs of the agency.

On April 6, 2023, staff issued an RFP for Architectural and Engineering services for firms to assist SF Bay Ferry staff with the remodel of the office area of the NBOMF on Mare Island (NBOMF project). A contract was awarded to RIM on May 8, 2023 under the Executive Director's procurement authority for an amount not to exceed \$89,923 for preliminary engineering work for the NBOMF project.

On May 8, 2024, the parties executed the First Amendment to the contract to extend the term, incorporate additional services related to the office reconfiguration at Pier 9, and increase the not-to-exceed amount to \$100,000 to cover additional ADA assessment work for the NBOMF project and the preliminary concept designs for office reconfiguration at Pier 9.

At SF Bay Ferry's request, RIM submitted an updated proposal to perform the following additional work:

- RIM will provide construction administration and bid phase support services for the NBOMF project, including revised design documentation as necessary. This scope will support the procurement and management of a contractor to undertake the buildout. It's anticipated that the NBOMF project will be completed within the fiscal year and will accommodate engineering and operations staff who are located there.
- RIM will perform design services as requested by SF Bay Ferry to evaluate the program, spatial layout and design opportunities for SF Bay Ferry's office headquarters in San Francisco, which may include revised design concepts for the Pier 9 office and/or new designs additional office space. Initial work at Pier 9 has resulted in a realization that

additional space will need to be identified in order to accommodate the full staff. RIM's services are needed for conceptual and preliminary evaluations of any prospective new space.

Staff determined RIM's price in its updated proposal to be fair and reasonable based on previous work. Staff recommends the Board authorize a second amendment to extend the term of the Agreement and to increase the not-to-exceed amount to \$197,000 for the additional work described above.

**Fiscal Impact**

The approved FY 2024-25 budget includes funding for this work within the \$550,000 capital project for both the NBOMF project and Pier 9 office projects.

\*\*\*END\*\*\*

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

**RESOLUTION NO. 2024-41**

**AUTHORIZE SECOND AMENDMENT TO AGREEMENT WITH RIM ARCHITECTS, LLP  
FOR SERVICES RELATED TO OFFICE RECONFIGURATION PROJECTS**

**WHEREAS**, on May 8, 2023, SF Bay Ferry entered into Agreement No. 23-007 with RIM Architects, LLP (RIM) for services related to the North Bay Operations and Maintenance Facility (NBOMF) office remodel project in the amount of \$89,923 (Agreement); and

**WHEREAS**, on May 8, 2024, SF Bay Ferry and RIM executed the First Amendment to the Agreement to extend the term, incorporate additional services related to the office reconfiguration at Pier 9, and increase the not-to-exceed amount to \$100,000; and

**WHEREAS**, RIM submitted an updated proposal to perform additional work related to the NBOMF and Pier 9 office reconfiguration projects; and

**WHEREAS**, SF Bay Ferry determined RIM's price in its updated proposal to be fair and reasonable; and

**WHEREAS**, staff recommends the Board authorize the Executive Director to execute a Second Amendment to the Agreement to extend the term and increase the not-to-exceed amount to \$197,000; now, therefore, be it

**RESOLVED**, that the Board of Directors hereby authorizes the Executive Director to execute a Second Amendment to Agreement No. 23-007 with RIM Architects, LLP to extend the term and increase the not-to-exceed amount to \$197,000.

**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 October 10, 2024.

YEA:

NAY:

ABSTAIN:

ABSENT:

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/s/ Board Secretary

2024-41

\*\*\*END\*\*\*

**MEMORANDUM**

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**TO: Board Members**

**FROM: Seamus Murphy, Executive Director  
Erin McGrath, Chief Financial Officer  
Michael Gougherty, Director of Planning  
Gabriel Chan, Transportation Planner**

**SUBJECT: Adopt SF Bay Ferry Regional Measure 3 Five-Year Operating Plan  
FY2025-2029**

**Recommendation**

Adopt the *SF Bay Ferry Regional Measure 3 Five-Year Operating Plan FY2025-2029* in compliance with Regional Measure 3 (RM3) operating assistance funding requirements.

**Background**

RM3 requires that WETA adopt and annually update a plan that includes systemwide and route-specific performance measures related to fare-box recovery, ridership, and other measures. San Francisco Bay Ferry (SFBF) updates this plan on an annual basis to reflect evolving project timeframes, service levels, and financial assumptions. Last year, the Board adopted the RM3 Five-Year Operating Plan (“Operating Plan”) with a planning horizon of FY28 to fulfill the requirements of the Master Funding Agreement between SFBF and the Metropolitan Transportation Commission (MTC).

Staff developed this update to the plan which covers fiscal years 2025 through 2029. The plan closely adheres to the recently adopted WETA 2022 Short-Range Transportation Plan (SRTP) and the previous year’s plan with updated project timeframes, service levels, and financial assumptions. Other plans and studies that inform the Operating Plan include the WETA Strategic Plan (2016), Plan Bay Area 2050, and the ongoing 2050 Service Vision and Business Plan project.

**Discussion**

The plan update for FY25-29 carries forward many of the same elements of the previous year’s plan with some key differences related to project timelines, financials, and performance measures. The plan reflects current service and fare programs, which grew out of the 2021 Pandemic Recovery Program of expanded service and fare reductions. Since that time, SFBF has been on a positive trajectory as ridership continues to outpace other regional operators measured against pre-pandemic levels.

In addition to continuing the enhancement and expansion of ferry services established in the Pandemic Recovery Program, the Operating Plan assumes the development and implementation of key expansion projects for the ferry system. New services along the San Francisco waterfront will be made possible by a new terminal on Treasure Island and the opening of a permanent terminal at 16<sup>th</sup> Street in San Francisco’s Mission Bay neighborhood. An all-electric service between Berkeley and San Francisco will be introduced after a new recreational pier and ferry terminal is constructed in the Berkeley Marina. Finally, service to Redwood City and Oakland will offer ferry access to the mid-Peninsula region providing a



valuable linkage from two of the Bay Area’s largest cities to the office locations of several technology employers.

While many of the underlying assumptions remain the same, the FY25-29 Plan has some important changes compared to the previous year’s plan:

1. RM3 Reserve Account and Allocation

Because of the lawsuit that delayed use of RM3 funds for 5 years, SFBF has access to a reserve account where its operating funds from those five years are held. The balance of SFBF’s reserve funds in FY25 is approximately \$12 million higher than what staff had assumed in the previous year’s plan for a total reserve account balance of about \$84 million in June 2024. This is the result of two main factors: higher than anticipated interest earnings on the SFBF funds and reduced spending by SFBF against FY24 RM3 funding.

2. Cost Escalation

The previous year’s plan assumed lower operating costs for FY25 than those approved in the recent FY25 Operating Budget. Ultimately, an increase in budget for FY25 for the current Operating Plan compared to previous plan has a compounding effect on future years. Despite the higher reserve account balance, this fund is projected to be exhausted in FY34—three years earlier than previously expected.

3. Performance Measures

The plan presented last year included a placeholder for RM3 performance measures as SFBF staff awaited direction from MTC. As part of the plan update, staff are proactively proposing specific performance measures for SFBF services that would be transmitted to MTC. These performance measures are outlined below and detailed in Appendix B of the Plan and include farebox recovery, customer experience, regional coordination, and equity.

**Long-term Financial Outlook**

In FY24’s Plan, staff expected the RM3 operating reserve account to be exhausted by FY37. Compared to last year, the runway for RM3 operating funds is now FY34, as indicated in Table 1 below. This assumes that all expansion and electrification projects proceed as planned and the agency does not identify additional funding for ferry operations. Additional scenarios were tested to gauge the impact should electrification savings not materialize or costs escalate faster than anticipated, as summarized in Table 1 below.

**Table 1: Long-term SFBF RM3 Financial Projections**

	Existing System + Expansion Projects
Runway year*	FY34
Runway year w/o electrification savings	FY31
Runway year at 4% escalation	FY32

*\*final fully funded year*

There are multiple drivers of the shortened operating funding runway including inflation, increased support for in demonstration services, staffing increases, and costs associated with

delivery of multiple new vessels. Despite the additional \$12 million in the reserve account in FY25 for the current plan compared to the previous plan, the impacts of higher than anticipated expenditures in the immediate term are amplified in the out years due to compounding while revenues are projected to remain relatively flat.

Staff have preliminarily identified three complementary long-term strategies that could extend the runway of RM3 operating funds and promote longer-term financial sustainability:

1. *Limit the annual expenditure of RM3 operating funds to \$35 million.* This constraint, based on the maximum allocation of new RM3 operating funds to SFBF each year, would promote long-term financial sustainability as SFBF could preserve its existing reserve of RM3 funds to leverage other funds or to use during fiscal emergencies. Since the maximum allocation of RM3 funds does not escalate to keep pace with typical cost inflation, this strategy alone would be insufficient for achieving long-term financial sustainability. Of note, the Operating Plan assumes a required draw-down of existing RM3 reserve in each year to yield sufficient revenues to balance the budget.
2. *Seek new non-RM3 funding sources for existing and expansion services.* New sources of funding will be required to continue delivering service at current or enhanced levels (as demand warrants) and to deliver new expansion routes included in the 2050 Service Vision. SFBF will continue to advocate for new funding as part of the current legislative effort to draft a regional transit ballot measure, continue to engage partners at the county level to include funding for ferries in local transportation measures, and work with cities and private developers to design transportation demand management strategies that provide funding for planned ferry projects.
3. *Adjust service on underperforming routes.* The proposed Operating Plan maintains existing service levels that were proposed as part of the Pandemic Recovery Program. The restructuring or potential scaling back of service levels on some routes could result in substantial cost savings and productivity gains for SFBF. To the extent that the previous two strategies are feasible, this may be an essential strategy to pursue in years to come as the runway of RM3 operating funds closes in. While SFBF is committed to maintaining current service levels approved as part of the FY25 Operating Budget, staff will begin exploring service restructuring options that could be implemented in future fiscal years to promote overall financial sustainability. Any proposed restructuring would be vetted through a robust public engagement process and require approval by the Board as a major service change.

### **Proposed SFBF RM3 Performance Measures**

In addition to the financial elements of the Operating Plan, staff are proactively proposing performance measures for the Board's consideration. The objective in establishing performance measures is to ensure that RM3 operating dollars are financially well-managed, effective at meeting customer needs, and aligned with regional priorities. Given that these objectives have varying market demands and policy goals, different performance measures will apply compared to the previous bridge toll funds like Regional Measure 2, which relied solely on a farebox recovery metric.

Staff are proposing the following performance measures to be used as guidance in a *holistic* assessment of the use of RM3 operating funds for ferry service:

1. Farebox Recovery
  - a. Annual farebox recovery requirement not to exceed that of regional bus  
OR

- b. Demonstrated growth in farebox recovery rate year-over-year
- 2. Customer Experience
  - a. Average annual on time performance of at least 85%
  - b. Average annual trip cancellation rate of no more than 5%
  - c. Customer satisfaction rate of at least 85% as measured by periodic SFBF on-board surveys
- 3. Regional Coordination
  - a. Fares are consistent with other comparable regional transit fares
  - b. Service plans and schedules are adjusted pursuant to regional initiatives to foster schedule coordination among Bay Area transit operators

In addition to the performance measures above, staff propose including an analysis of equity. Routes that perform well on equity metrics like the percentage of low-income riders or Clipper START/Bay Pass participation will have that count as a “plus factor” when considering corrective actions. Potential actions include extending the time frame allotted to meet performance measures, revising performance measures, developing new marketing programs, or reallocation of RM3 operating funds from underperforming routes.

SF Bay Ferry will have five years following the establishment of performance measures to meet the standards set for RM3 ferry operations projects. On an annual basis staff will report to the Board on progress toward the proposed RM3 performance measures. The Board will then make recommendations to MTC should it decide that corrective action is warranted.

**Fiscal Impact**

There is no fiscal impact associated with this action item as the Operating Plan is consistent with the approved FY25 budget.

\*\*\*END\*\*\*

***Attachment A – Regional Measure 3 Five-Year Operating Plan FY2025-2029***



**REGIONAL MEASURE 3**  
**5-YEAR OPERATING PLAN**  
**FY 2025-2029**

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*Overview*

*Service and Ridership by Route*

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*System Enhancement and Expansion*

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## Executive Summary

Regional Measure Three (RM3) requires a Five-year Operating Plan (5YOP) that defines the enhancement and expansion of the ferry system using operating funds available to San Francisco Bay Ferry (SFBF) through the RM3 program. SFBF intends to update this plan on an annual basis as projects and service levels are constantly changing to meet Bay Area transportation needs. This second installment covers fiscal years (FY) 2025 through 2029 and closely adheres to SFBF's most recently adopted Short Range Transit Plan (SRTP) in 2022. Other plans and studies that inform the 5YOP include the WETA Strategic Plan (2016), Plan Bay Area 2050, and the WETA 2050 Service Vision and Business Plan.

The plan assumes the continuation of SFBF's Pandemic Recovery Program (PRP) – an enhanced and expanded service plan paired with fare reductions put into operation in July 2021. It also assumes regular fare increases in accordance with the multiyear fare policy adopted in 2023. The intent of the PRP was to attract riders back to the ferry system while at the same time appealing to new riders with services that departed from the pre-pandemic peak-period orientation of ferry service. Also, in acknowledgement of the ferry system's limited ridership profile (mainly higher income San Francisco office workers), the PRP lowered fares by up to 40 percent on some routes, providing an even footing with parallel transit services and breaking down price as a barrier to riding the ferry. After over three years, the PRP has set SFBF on a positive trajectory as ridership has outpaced other regional operators. Total FY 2024 San Francisco Bay Ferry ridership was 2,406,515 representing 75% of 2019 pre-pandemic annual ridership.

In addition to continuing the enhancement and expansion of ferry services established in the PRP, the 5YOP assumes the development and implementation of key expansion projects for the ferry system. New services along the San Francisco waterfront will be made possible by a new terminal on Treasure Island and the opening of a permanent terminal at 16th Street in San Francisco's Mission Bay neighborhood in FY27. An all-electric service between Berkeley and San Francisco is planned to begin operations after a new recreational pier and ferry terminal is constructed in the Berkeley Marina in FY29. San Francisco Bay Ferry is developing longer-term plans to start new service between Redwood City and Oakland consistent with its recently adopted 2050 Service Vision and Expansion Policy. This project would start operations beyond the time horizon of the 5YOP and would offer ferry access to the mid-Peninsula region providing a valuable linkage from two of the Bay Area's largest cities to the office locations of several technology employers.

As with the region's other transit agencies, SFBF faces a challenge in adjusting to a reliance on high farebox recovery rates driven by the pre-pandemic model of peak period focused ridership and premium fares. Unlike many other agencies, SFBF can benefit from two developments that will enable a more fiscally sustainable service moving forward.

First, the availability of RM3 operating funds has allowed SFBF to backfill the federal COVID relief funds that supported the services in FY24 but have been fully subscribed and will be unavailable in FY25 or subsequent years. SFBF's operating budget is \$74.7 million in FY25 with about \$34.5 million in RM3 operating spending. The 5YOP proposes that SFBF will continue to use RM3 operating funds to support its current operations. This source has allowed SFBF to keep fares consistent with other regional operators (consistent with SFBF Fare Policy) and attract new riders to the ferry. Since the initiation of the PRP, annual ridership on the system has increased 70% percent with a year over year increase of 18% percent compared to FY23. Over the longer term, future updates to the 5YOP may contemplate changes or restructuring of existing services to ensure that RM3 funds are used in a financial sustainable manner and can support SFBF service enhancement and expansion goals articulated in the 2050 Service Vision and Expansion Policy.

The second development is the introduction of zero-emission battery-electric power to the ferry fleet. Ultimately, the move to battery-electric power is projected to reduce operating expenses by approximately 20 percent for a fully electrified SFBF network. Funding the Rapid Electric Emission-Free (REEF) Ferry program will require up to \$266 million in capital funding. To date, SFBF has secured almost \$186 million in federal, state, regional, and local funds with over \$44 million budgeted in FY25. Funding opportunities for the conversion of greenhouse gas-emitting transportation uses to climate-friendly technologies are available at the regional, state, and federal level. SFBF will continue aggressively pursuing these opportunities.

While the service plan and capital improvements contribute to a vision of a future expanded and enhanced ferry service, the likelihood will be that plans and projects will change. Service will also adjust over time as demand shifts with a regional economy still in flux. Without a return to ridership levels approaching those in the pre-pandemic era, there will have to be modifications to ensure cost-effective services both for existing and new candidate ferry services. The 5YOP will be renewed on an annual basis to document this changing service delivery dynamic.

## Plan Overview

The SFBF FY2025-FY2029 Regional Measure Three Five-Year Operating Plan (5YOP) is an update to last year's plan and uses many of the assumptions and analyses published in the SFBF's FY2024-FY2028 Short-Range Transit Plan. The 5YOP assumes one likely scenario for a future operation, unlike the four alternative futures covered in the SRTP. That scenario assumes a gradual increase in ridership consistent with recent growth and the continuation of service and fares established in SFBF's PRP and reaffirmed in the recent Five-year Fare Program. It also considers changes to financial, project delivery, and ferry service assumptions.

## Current Service Profile FY25

### Overview

SFBF operates six regional routes—Alameda & Oakland, Alameda Seaplane, Harbor Bay, Vallejo, Richmond, and South San Francisco. The Alameda Seaplane, Harbor Bay, and South San Francisco routes are weekday-only services. In addition to regional routes, SFBF continues to offer short hop services between Vallejo & Mare Island, Alameda Main Street and Oakland, and on weekends between Downtown San Francisco and Pier 41. SFBF also operates special event service to Oracle Park and Chase Center.

Since last year, SFBF has added a robust pilot program that uses non-traditional operating models and partnerships to test ferry services on a limited term basis throughout the region with local and private sector partners. Staff will evaluate each pilot project and consider the feasibility of permanent service. SFBF currently operates three temporary services with the possibility of additional pilots in 2025 and beyond:

- 1) **Oakland-Alameda Water Shuttle** service connecting Jack London Square in Oakland and Alameda Landing in Alameda five days a week until June 2026.
- 2) **Redwood City – SF Ballpark Special Event Service** for five select Giants home games in 2024.
- 3) **SeaChange Hydrogen Vessel Demonstration Project** offering supplemental service between Downtown San Francisco and Pier 41 on weekends in 2024.

The WETA Board approved a five-year fare program in March 2023 that took effect in July 2023. The fare program continues the existing fare established as part of the PRP but with annual adjustments for inflation. SFBF is a participant in the Clipper START program as well as the pilot Bay Pass program and offers free or discounted transfers to bus services at many of its origin terminals.



## Service and Ridership by Route

### *Alameda Main St. & Oakland*

<b>Terminals</b>	<b>Service Hours</b>	<b>Total Transit Time</b>	<b>Typical Vessel Capacity</b>	<b>Total Ridership FY24</b>
Oakland  Alameda Main St.  Downtown San Francisco Ferry Terminal	Weekdays: 6:30am – 9:10pm  Weekends: 8:30am – 9:40pm	40 minutes	400	627,679

### *Alameda Seaplane*

<b>Terminals</b>	<b>Service Hours</b>	<b>Total Transit Time</b>	<b>Typical Vessel Capacity</b>	<b>Total Ridership FY24</b>
Alameda Seaplane Lagoon  Downtown San Francisco Ferry Terminal	Weekdays: 6:30am – 10:20pm	20 minutes	400	354,257

### *Harbor Bay*

<b>Terminals</b>	<b>Service Hours</b>	<b>Total Transit Time</b>	<b>Typical Vessel Capacity</b>	<b>Total Ridership FY24</b>
Alameda Harbor Bay  Downtown San Francisco Ferry Terminal	Weekdays: 6:30am – 6:40pm	25 minutes	330	240,167

### *Vallejo*

<b>Terminals</b>	<b>Service Hours</b>	<b>Total Transit Time</b>	<b>Typical Vessel Capacity</b>	<b>Total Ridership FY24</b>
Mare Island  Vallejo  Downtown San Francisco Ferry Terminal	Weekdays: 5:15am – 8:00pm  Weekends: 9:00am – 8:50pm	60 minutes	445	726,664

**Richmond**

Terminals	Service Hours	Total Transit Time	Typical Vessel Capacity	Total Ridership FY24
Richmond  Downtown San Francisco Ferry Terminal	Weekdays: 6:30am – 8:25pm  Weekends: 9:50am – 8:10pm	35 minutes	400	284,175

**South San Francisco**

Terminals	Service Hours	Total Transit Time	Typical Vessel Capacity	Total Ridership FY24
Alameda Main St.  Oakland  South San Francisco	Weekdays peak only: 6:05am – 8:00am; 3:20pm – 5:20pm	60 minutes	225	82,173

**Fare Chart (effective July 1, 2024)**

	Alameda Seaplane	Alameda & Oakland	Alameda Harbor Bay	South San Francisco	Vallejo	Richmond	Short Hop <sup>2</sup>
One-Way (Clipper/Mobile Ticket/Paper Ticket)	Standard	Standard	Standard	Standard	Standard	Standard	Standard
Adult	\$4.70	\$4.70	\$4.70	\$7.20	\$9.60	\$4.70	\$1.00
Youth (5-18 yrs.)	\$2.30	\$2.30	\$2.30	\$3.60	\$4.70	\$2.30	\$0.50
Senior/Disabled/Medicare (65+ valid ID) <sup>1</sup>	\$2.30	\$2.30	\$2.30	\$3.60	\$4.70	\$2.30	\$0.50
Children (under 5 with paying adult)	Free	Free	Free	Free	Free	Free	Free
School Groups <sup>3</sup>	\$1.80	\$1.80	\$1.80	\$2.80	\$3.60	\$1.80	N/A

Oracle Park/Chase Center Event Services (one-way)	No Service	Special <sup>4</sup>	No Service	No Service	Special <sup>5</sup>	No Service	No Service
Adult	N/A	\$10.75	N/A	N/A	\$18.75	N/A	N/A
Youth (5-18 yrs.)	N/A	\$8.25	N/A	N/A	\$14.00	N/A	N/A
Senior/Disabled/Medicare (65+ valid ID) <sup>1</sup>	N/A	\$8.25	N/A	N/A	\$14.00	N/A	N/A
Children (under 5 with paying adult)	N/A	Free	N/A	N/A	Free	N/A	N/A

<sup>1</sup>. Seniors, persons with disabilities and Medicare cardholders may ride at a discount if they hold a Regional Transit Connection Discount Card, Medicare card, DMV Disabled Placard ID, or proof of age 65 or older.

<sup>2</sup>. One-way between Oakland and Alameda or between the SF Ferry Building and Pier 41 or between Mare Island and Vallejo.

<sup>3</sup>. School groups must reserve tickets in advance at [www.sanfranciscobayferry.com/school-groups](http://www.sanfranciscobayferry.com/school-groups)

<sup>4</sup>. Service between Oracle Park and Alameda-Oakland. Also, service between Chase Center and Alameda-Oakland began in October 2019.

<sup>5</sup>. Service between Oracle Park and Vallejo. There is no service between Chase Center and Vallejo.

## Future Service Profile & Assumptions

### System Enhancement and Expansion

SFBF's capital program continues to move forward over the next five years with many significant growth milestones. The agency plans to open four new ferry terminals at Treasure Island (FY2027), Mission Bay (FY2027), Berkeley (FY2029), and Redwood City (FY2030) and expand the fleet from 17 to as many as 26 vessels by FY30.

### Future Service Assumptions

At this time, SFBF is assuming the following for its future service (expenditure details in Appendix A):

- 1) Operating levels and expenses in FY25 are consistent with SFBF's FY25 Budget.
- 2) Ridership grows by 7% through FY26, 5% in FY27, and by 3% annually after that.
- 3) Existing service levels remain consistent with the most recent SFBF SRTP prepared in 2022 for the duration of the 5YOP.
- 4) Overall operating expenses increase by 3% annually.
- 5) A reserve account balance of approximately \$84 million through June 2024 is available based on information provided by MTC.
- 6) For FY25, new RM3 operating funds allocated to SFBF total \$25.7 million based on estimates provided by MTC.
- 7) Total new RM3 operating funds available to SFBF will total \$35 million in FY26 and subsequent years of the 5YOP based on projections made by MTC.
- 8) SFBF maximizes the use of other operating revenue sources (RM2, RM1, TDA) prior to accessing RM3 operating funds.
- 9) Service expansion is consistent with Plan Bay Area 2050 and the 2050 Service Vision & Expansion Policy, including:
  - a. San Francisco REEF service to Treasure Island starts in FY27
  - b. REEF Mission Bay service starts in FY27
  - c. Berkeley REEF ferry service to San Francisco starts in FY29
- 10) SFBF maintains a \$3.47 million set-aside for pilot projects and services in FY25 and \$2.5 million in FY26.
- 11) On services SFBF converts to battery electric vessels, operating expenses are 20% lower.

### Battery Electric Ferry Conversion

SFBF is pursuing an aggressive development strategy to bring battery-electric power to its facilities combined with the purchase of new vessels and conversion of existing vessels. Following the recommendations of two recent studies, the development strategy centers on a phased approach starting with near-term opportunities in the central bay region of San Francisco, Alameda and Oakland. Expansion to mid-range terminals in Richmond, South San Francisco and Harbor Bay will follow in Phase II. Long-range services are not currently viable for battery-electric power given the anticipated near-term evolution of battery-electric technology. Another technology will have to emerge for services over 30 miles in length. However, by 2030, the plan envisions zero-emission operations in every SFBF service except for Vallejo and Redwood City.

SFBF has already secured about \$186 million in grant funding from federal, state, regional, and local sources towards shoreside infrastructure, battery-equipped floats and both new and converted vessels. That funding will be paired with RM3 capital funds to deliver the improvements necessary to transition eight of the ten SFBF services anticipated to be in operation by 2030. The services scheduled for transition to all-electric operations are: Alameda-Oakland, Alameda Seaplane, Harbor Bay, South San Francisco, Richmond, Berkeley and the San Francisco waterfront (Treasure Island, Mission Bay). New battery-powered vessels and the conversion of existing vessels will enable zero-emission operations to be introduced on an aggressive schedule. In addition, as vessels age out of the fleet, they will be replaced by new electric vessels.

The following schedule outlines the expected delivery of electrified ferry routes:

FY 2027 – Treasure Island (SF), Mission Bay (SF), Alameda Seaplane (partial)

FY 2028 – Alameda Seaplane (full), Oakland/Alameda, Harbor Bay

FY 2029 – Berkeley, Richmond (partial)

FY 2030 – Richmond (full), South San Francisco

## Conclusion

SFBF has established a robust and aggressive service electrification and expansion plan for the next five years—consistent with the goals of the RM3 legislation that voters approved in 2018. The \$300 million in RM3 capital funds will advance projects like electrification and the construction of new terminals across the region. This will allow SFBF to advance the Bay Area as a region towards its access, mobility, equity, and environmental goals. It also gives the agency leverage when pursuing competitive funding opportunities at the state and federal levels. Since last year, the agency has secured an additional \$24 million in capital funds for the shoreside infrastructure and electrification projects. For operations, SFBF will be able to continue offering high quality service as well as launch planned new routes with up to \$35 million in annual operating RM3 funds.

SFBF will revisit the plan annually and ensure that operating funds are spent efficiently. As travel behavior continues to change in the years after the pandemic, the agency remains flexible in its service offerings and will recommend to MTC service and funding adjustments as needed and in accordance with the performance measures for ferry operations (Appendix B).

## Appendix A. RM3 Expenditures and Funding

RM3 Expenditure Plan	FY24 (actual)	FY25	FY26	FY27	FY28	FY29
Operating	\$1,766,805	\$34,489,938	\$35,846,835	\$39,561,251	\$35,739,412	\$39,644,309
RM3 Annual Operating Allocation	\$21,678,080	\$25,700,000	\$35,000,000	\$35,000,000	\$35,000,000	\$35,000,000
RM3 Transfer to Reserve	\$19,911,275	-\$8,789,938	-\$846,835	-\$4,561,251	-\$739,412	-\$4,644,309
Operating Reserve Account	\$64,947,971	\$84,859,246	\$76,069,308	\$75,222,473	\$70,661,222	\$69,921,810

Operating Expenditures	FY24 (actual)	FY25	FY26	FY27	FY28	FY29
Harbor Bay	\$5,110,422	\$5,693,772	\$5,864,585	\$6,040,523	\$4,977,391	\$5,126,712
Alameda Seaplane	\$6,344,974	\$7,187,472	\$7,403,096	\$6,862,670	\$6,283,156	\$6,471,650
Oakland/Alameda	\$12,173,854	\$13,347,128	\$13,747,542	\$14,159,968	\$11,667,814	\$12,017,848
Richmond	\$9,225,023	\$10,755,060	\$11,077,712	\$11,410,043	\$11,752,344	\$10,894,423
SSF	\$4,806,572	\$5,296,577	\$5,455,474	\$5,619,139	\$5,787,713	\$5,961,344
Vallejo	\$19,094,367	\$23,449,402	\$24,152,884	\$24,877,471	\$25,623,795	\$26,392,509
Treasure Island	\$0	\$0	\$2,856,324	\$5,882,408	\$6,058,881	\$6,240,647
Mission Bay	\$0	\$0	\$0	\$4,047,900	\$4,169,337	\$4,294,417
Berkeley	\$0	\$0	\$0	\$0	\$0	\$5,929,235
Redwood City	\$0	\$0	\$0	\$0	\$0	\$0
Planning & Administration	\$3,163,767	\$5,545,703	\$5,712,074	\$5,883,436	\$6,059,939	\$6,241,738
Pilots	\$989,539	\$3,473,724	\$2,500,000	\$2,575,000	\$2,652,250	\$2,731,818
<b>Annual Operating Expenses</b>	<b>\$60,908,518</b>	<b>\$74,748,838</b>	<b>\$78,769,691</b>	<b>\$87,358,558</b>	<b>\$85,032,619</b>	<b>\$92,302,341</b>

Operating Revenues	FY24 (actual)	FY25 (budgeted)	FY26	FY27	FY28	FY29
Fare Revenue	\$12,874,614	\$14,065,234	\$15,983,165	\$18,159,683	\$19,529,343	\$22,772,300
Federal COVID Relief Funds	\$23,240,684					
RM2 - Operating & Admin	\$15,050,183	\$15,866,227	\$15,615,525	\$15,615,525	\$15,615,525	\$15,615,525
RM1	\$248,956	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000
Local - Contra Costa Measure J	\$3,761,720	\$3,807,450	\$3,990,809	\$4,110,533	\$4,233,849	\$4,360,864
STA Operating Assistance	\$2,946,748	\$3,224,988	\$2,958,905	\$3,047,672	\$3,139,102	\$3,233,275
Local - Alameda Property Tax		\$500,000	\$500,000	\$500,000	\$500,000	\$500,000
Treasure Island Service	\$0	\$0	\$2,374,454	\$4,826,394	\$4,699,262	\$4,560,159
Other (Demonstration)	\$1,018,806	\$2,545,000	\$1,250,000	\$1,287,500	\$1,326,125	\$1,365,909
RM3 - Operating & Admin/Demonstration	\$1,766,805	\$34,489,938	\$35,846,835	\$39,561,251	\$35,739,412	\$39,644,309
<b>Total Annual Operating Revenues</b>	<b>\$60,908,516</b>	<b>\$74,748,837</b>	<b>\$78,769,691</b>	<b>\$87,358,558</b>	<b>\$85,032,619</b>	<b>\$92,302,341</b>

Farebox Recovery Ratio	23%	21%	23%	23%	26%	27%

## Appendix B. RM3 Performance Measures for Ferry Operations

The objective in establishing performance measures for ferry operations is to ensure that RM3 operating dollars are directed toward services that are financially well-managed, effective at meeting customer needs and aligned with regional priorities. Given that these three objectives have varying market demands and policy goals, different performance measures will apply compared to previous bridge toll funds like Regional Measure 2 (RM2).

For RM2 operating funds, the only performance measure used to determine the effective use of funds is the farebox recovery rate. The COVID pandemic and associated decrease in travel demand exposed deficiencies in this model as SF Bay Ferry, as well as other regional operators in the Bay Area, continued to provide service for essential trips without meeting farebox targets on routes receiving RM2 funds. Since then, SF Bay Ferry has reduced fares to be commensurate with transit service in parallel corridors, restructured its services to promote equity and ridership diversity, and led as an early adopter of initiatives to better integrate regional transit service. As such, the farebox recovery rate alone does not capture the full suite of benefits that come from operation of the SF Bay Ferry network. While financial performance will remain an important RM3 performance metric, other measures acknowledging customer experience and regional transit integration objectives will now be considered as well.

The RM3 performance measures detailed in this Plan are intended to be used as guidance in a *holistic* assessment of the use of RM3 operating funds for ferry service. SF Bay Ferry is proposing performance measures for ferry routes in three categories:

### 1) Farebox Recovery\*\*

- a. Annual farebox recovery requirement not to exceed that of regional express bus\*\*  
OR
- b. Demonstrated growth in farebox recovery rate year-over-year

### 2) Customer Experience

- a. Average annual on time performance of at least 85%
- b. Average annual trip cancellation rate no more than 5%
- c. Customer satisfaction rate of at least 85% as measured by periodic SFBF on-board surveys

### 3) Regional Coordination

- a. Fares are consistent with other comparable regional transit fares
- b. Service plans and schedules are adjusted pursuant to regional initiatives to foster schedule coordination among Bay Area transit operators

*\*\*subject to change*

In addition to the performance measures above, staff propose including an analysis of equity. Routes that perform well on equity metrics like the percentage of low-income riders or Clipper START/Bay Pass participation will have that count as a “plus factor” when considering corrective actions. These metrics should not be used as a basis for discontinuing the allocation of RM3 operating funds to a service:

- **Equity**
  - o Percentage of low-income riders (annual income under \$100,000) using the service as measured by SF Bay Ferry on-board surveys or comparable surveys administered by MTC
  - o Clipper START/Bay Pass participation rates

SF Bay Ferry shall report progress toward performance measures through its annual Operating Agreement. The



WETA Board will receive annual reports from staff of ferry network performance and make a recommendation to MTC should it decide corrective action is warranted based on these performance measures.

SF Bay Ferry shall have five years following the establishment of performance measures to meet the standards set for RM3 ferry operations projects. If SF Bay Ferry has not met the adopted performance measure targets by the close of this period, MTC with the recommendation of the WETA Board will take steps as outlined in the RM3 Policies and Procedures. Potential responses include extending the time frame allotted to meet performance measures, revising performance measures, developing new marketing programs, or reallocation of RM3 operating funds from underperforming routes.

For the purposes of RM3 operating program performance measures, the following definitions of terms shall apply:

**Ridership:** Ridership shall be measured in boardings (total of all adult, youth and student, senior and disabled, inter-operator paid transfer, and non-revenue boardings) on the SFBF network.

**Farebox recovery:** Farebox recovery shall be defined as the ratio of fares collected to the total operating costs. Operating costs are defined as the fully allocated cost for providing service. Operators may adjust fare revenues for discounted products (e.g., youth fares, senior fares, multi-ride passes, etc.) to the Clipper standard one-ride fare for the purposes of this calculation.

**Operating cost:** Operating cost shall be quantified as the fully loaded operating cost, unless an alternative methodology is approved by MTC staff. Fully loaded operating cost is defined as the hourly operating rate that includes both direct and indirect costs. The total service cost shall include both revenue and non-revenue hours for the segment or route/s receiving RM3 funds.

**On Time Performance:** On Time Performance shall be defined as the percentage of total trips that arrived early, on-time, or less than ten minutes after the scheduled arrival time. Trips arriving ten minutes or more past the scheduled arrival time are considered late.

**Customer Satisfaction:** Customer satisfaction shall be defined as the percentage of SFBF on board survey respondents who indicated overall “satisfied” or “very satisfied” with their experience on SFBF.

Pending the establishment of RM3 performance measures for ferry operations, SF Bay Ferry will work with MTC staff to modify RM2 performance measures to match these same standards.

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

**RESOLUTION NO. 2024-42**

**ADOPT SF BAY FERRY FY 2025-2029 REGIONAL MEASURE 3 FIVE-YEAR OPERATING PLAN**

**WHEREAS**, Bay Area voters approved Regional Measure 3 (RM3) in June, 2018, which authorized an additional \$3.00 toll increase to fund, in part, WETA's operating program; and

**WHEREAS**, the Metropolitan Transportation Commission (MTC) is responsible for funding operating assistance eligible for RM3 funds; and

**WHEREAS**, to be eligible for RM3 operating assistance, WETA must adopt a plan that includes systemwide and route-specific performance measures related to fare-box recovery, ridership, and any other measures deemed appropriate by WETA; and

**WHEREAS**, such a plan will form the basis for a required supplemental agreement to the Master Funding Agreement between WETA and MTC that will establish a five-year plan for funding WETA's ferry services; and

**WHEREAS**, at a public meeting on October 10, 2024, WETA staff presented to the Board a proposed Five-Year Operating Plan that complies with all RM3 requirements; now, therefore, be it

**RESOLVED**, that the Board of Directors hereby adopts the Regional Measure 3 Five-year Operating Plan in compliance with RM3 operating assistance funding requirements.

**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 October 10, 2024.

YEA:

NAY:

ABSTAIN:

ABSENT:

---

/s/ Board Secretary

2024-42

\*\*\*END\*\*\*

MEMORANDUM

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**TO:** Board Members.

**FROM:** Seamus Murphy, Executive Director  
Erin McGrath, Chief Financial Officer  
Joe Ramey, Project Development & Controls

**SUBJECT:** Approve Contract Award to Maritime Consulting Partners (MCP) for Consulting Services in the Not-to-Exceed Amount of \$285,000 to Assist with Planning and Development of SF Bay Ferry's Next Ferry Operating Agreement

**Recommendation**

Approve contract award to Maritime Consulting Partners (MCP) for consulting services in the not-to-exceed amount of \$285,000 to support SF Bay Ferry's development of a new ferry operating contract set to begin in 2027. Authorize the Executive Director to negotiate and execute an agreement and take any other related actions to support this work.

**Background**

SF Bay Ferry entered into the current operating agreement with Blue & Gold Fleet (Blue & Gold) effective December 30, 2011 to serve as SF Bay Ferry's contract operator. In 2021, the Board authorized an amendment to the Agreement such that it now extends until the end of 2026. In March 2024, the Board authorized the release of an RFP for professional services to develop a new ferry operating agreement (RFP# 24-019). The timing of the procurement was designed to allow enough time for staff to plan for the next operating agreement before the current agreement expires.

**Discussion**

SF Bay Ferry released an RFP for consultant services on Aug. 1, 2024 using its Bonfire procurement portal and held a Pre-Proposal Conference on Aug. 9, 2024. Questions were solicited from interested parties that were due on August 16, 2024. There were no questions received.

Twenty-two (22) firms or individuals downloaded the RFP document, and two firms submitted proposals by the September 6, 2024 deadline. Both proposers were found to be responsive to the solicitation's requirements. Staff believes the limited number of proposals received is primarily due to the small universe of firms possessing the relatively specialized experience and skills sought in the RFP, which include experience developing ferry operating contracts, understanding of ferry operations, and maritime industry standards/regulations.

An evaluation panel appointed by the Executive Director evaluated the two proposers per the following criteria included in the RFP.

- **Criteria No. 1: Project Understanding and Approach:** Proposer's understanding of the services; proposer's proposed approach to providing the services and working with SF Bay Ferry staff; organization chart of proposed team (20% of score).

- **Criteria No. 2: Proposer’s Qualifications and Experience:** Proposer’s qualifications to perform the services; proposer’s relevant experience performing work that is the same or similar to the services, including the scope and dollar value of prior projects completed and proposer’s references; and sufficiency of proposer’s financial strength, resources and capabilities to perform the services (25% of score).
- **Criteria No. 3: Qualifications and Experience of Key Personnel:** Key personnel’s qualifications to perform the services and key personnel’s relevant experience performing work that is the same or similar to the services (25% of score).
- **Criteria No. 4: Cost Proposal:** Reasonableness of billing rates and price proposal to complete example project (30% of score).

A table summarizing average scoring from the panel for two proposals is presented below.

<b>Proposer</b>	<b>Crit. No. 1 (Max 20)</b>	<b>Crit. No. 2 (Max 25)</b>	<b>Crit. No. 3 (Max 25)</b>	<b>Crit. No. 4 (Max 30)</b>	<b>Total Score (Max 100)</b>
<b>Maritime Consulting Partners</b>	19.25	21.50	22.75	22.70	<b>86.20</b>
<b>Capex Project Advisory Services</b>	16.00	15.50	16.25	30.00	<b>77.75</b>

After review, the members of evaluation panel scored Maritime Consulting Partners as the highest ranked proposer.

Maritime Consulting Partners’ proposal demonstrated a strong understanding of the Services requested in the RFP and the necessary qualifications and experience to execute the project successfully. The Evaluation Panel was particularly impressed with Maritime Consulting Partners’ strong experience and qualifications with ferry operations and contracts, including working for both public and private sector ferry operations, including Puerto Rico Department of Transportation and Public Works, Fishers Island Ferry District, Jacksonville Transportation Authority, Pierce County Public Works, Martha’s Vineyard Steamship Authority, NYC Ferry/HMS Ferries, United Launch Alliance, and others. Maritime Consulting Partners also has demonstrated experience in developing vessel procurements on behalf of both public and private entities, which provides an additional level of relevant contracting experience. The project team proposed by Maritime Consulting Partners has extensive experience in the maritime industry and with passenger ferry operations, with each proposed team member having decades of experience within the industry.

WETA staff found Maritime Consulting Partners’ proposed labor rates to be fair and reasonable given that they are comparable to the rates WETA pays other consultants.

Pending Board approval, staff will begin work quickly with kick-off meetings expected to be held in late October or early November 2024. Per the RFP, the proposed contract length is approximately two years. In the coming months, staff will be returning to the Board to discuss the goals of the future solicitation for a new operating contract to ensure that the strategic objectives of SF Bay Ferry are met.

**DBE/SBE Participation**

This contract is not federally funded, and as such it is not subject to Disadvantaged Business Enterprise (DBE) or Small Business Enterprise (SBE) goals.

**Fiscal Impact**

Funds for the first year of this project are included in the approved FY2024/25 budget in the amount of \$200,000. Staff does not expect to exceed the \$200,000 budgeted amount in FY2024/25. As necessary, additional funding up to \$85,000 will be included in the FY2025/26 fiscal year budget to meet the not-to-exceed contract amount of \$285,000.

\*\*\*END\*\*\*

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

**RESOLUTION NO. 2024-43**

**AWARD CONTRACT TO MARITIME CONSULTING PARTNERS IN THE NOT TO EXCEED AMOUNT OF \$285,000 TO ASSIST WITH PLANNING AND DEVELOPMENT OF SF BAY FERRY'S NEXT OPERATING AGREEMENT**

**WHEREAS**, the San Francisco Bay Area Water Emergency Transportation Authority's (SF Bay Ferry) operating agreement with Blue & Gold Fleet expires on December 31, 2026; and

**WHEREAS**, SF Bay Ferry requires consulting services to support a future solicitation for a new operator contract; and

**WHEREAS**, on August 1, 2024, SF Bay Ferry issued a Request for Proposals (RFP) for such services; and

**WHEREAS**, in accordance with the RFP and SF Bay Ferry's Administrative Code, SF Bay Ferry established an evaluation committee that reviewed the two proposals received by the RFP's due date; and

**WHEREAS**, based on the evaluation criteria in the RFP, the Evaluation Committee concluded that Maritime Consulting Partners was the highest ranked proposer; and

**WHEREAS**, after completion of the ranking process, SF Bay Ferry staff negotiated an agreement with Maritime Consulting Partners and agreed upon hourly rates determined to be fair and reasonable; and

**WHEREAS**, the Executive Director recommends that the Board award a contract to Maritime Consulting Partners in the not-to-exceed amount of \$285,000 to support SF Bay Ferry in its future solicitation for a new operator contract; now, therefore, be it

**RESOLVED**, that the Board of Directors hereby approves entering into a contract with Maritime Consulting Partners in the not-to-exceed amount of \$285,000 to support SF Bay Ferry in its future solicitation for a new operator contract; and be it further

**RESOLVED**, that the Board of Directors authorizes the Executive Director to execute an agreement with Maritime Consulting Partners and take any other necessary actions consistent with this action.

**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 October 10, 2024.

YEA:

NAY:

ABSTAIN:

ABSENT:

---

/s/ Board Secretary

2024-43

\*\*\*END\*\*\*

**MEMORANDUM**

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**TO: Board Members**

**FROM: Seamus Murphy, Executive Director**  
**Michael Gougherty, Director of Planning**  
**Arthi Krubanandh, Senior Transportation Planner**

**SUBJECT: Approve Participation in the Green Marine Program**

**Recommendation**

Approve participation in the Green Marine Program.

**Background/Discussion**

In August 2024, the Board adopted a Sustainability Policy to ensure environmentally responsible ferry operations, aligned with regional and statewide climate and resilience goals. A key objective of this policy is to strengthen environmental initiatives through independent monitoring and partnerships such as the Green Marine program.

Green Marine is a voluntary certification program that helps maritime operators improve environmental performance beyond regulatory requirements. It addresses critical issues like greenhouse gas (GHG) emissions, underwater noise, and waste management.

By joining Green Marine, SF Bay Ferry will gain access to standardized performance indicators that facilitate effective tracking of environmental progress and benchmarking against industry peers. This would support WETA's efforts to address challenges such as marine wildlife protection, and waste management, while advancing the goals outlined in the Sustainability Policy.

Green Marine's focus on performance indicators such as air emissions and waste management, complements the goals for transitioning to zero-emission vessels (ZEVs) as outlined in the 2050 Service Vision & Expansion Policy. The program's structured framework, which includes self-evaluation guides, performance benchmarks, and third-party verification, provide a transparent, data-driven approach to monitoring environmental performance. This approach would ensure that improvements are measurable and verifiable.

Collaboration with stakeholders such as marine operators, regulatory agencies, and environmental organizations, fosters shared learning and best practices, enhancing SF Bay Ferry's capacity for environmental leadership and positioning for future funding opportunities. Through its participation, SF Bay Ferry would make measurable progress toward a resilient, sustainable future.

**Next Steps**

Pending the Board's approval to join the Green Marine program, staff will proceed with the following key steps to ensure full and ongoing participation in the program:

1. Conducting a self-evaluation against at least one of Green Marine's environmental performance indicators. These indicators cover a range of environmental issues such as GHG emissions, marine wildlife protection, underwater noise, and waste management.

2. Verifying the self-assessment results through accredited external auditors in alternate years.
3. Submitting annual reports of the self-evaluation using Green Marine's standardized forms and templates.
4. Achieving annual certification based on the results of the self-evaluation and verification process.

**Fiscal Impact**

The 2025 membership and certification fee for the Green Marine program is approximately \$12,500, and this amount is allocated in the FY2025 budget.

\*\*\*END\*\*\*



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

**RESOLUTION NO. 2024-44**

**APPROVE PARTICIPATION IN GREEN MARINE PROGRAM**

**WHEREAS**, Green Marine is a voluntary certification program that helps maritime operators improve environmental performance beyond regulatory requirements to address critical issues like greenhouse gas emissions, underwater noise, and waste management; and

**WHEREAS**, participating in the Green Marine Program is consistent with WETA's Sustainability Policy and helps further the goal of providing environmentally responsible ferry service; and

**WHEREAS**, participating in the Green Marine program will allow WETA to achieve annual certification based on an evaluation of performance indicators covering a range of environmental issues; and

**WHEREAS**, the Executive Director recommends that WETA participate in the Green Marine Program; now, therefore, be it

**RESOLVED**, that the Board of Directors approves WETA's participation in the Green Marine Program and authorizes the Executive Director to take further actions to further WETA's participation consistent with this action.

**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 October 10, 2024.

YEA:

NAY:

ABSTAIN:

ABSENT:

---

/s/ Board Secretary

2024-44

\*\*\*END\*\*\*

MEMORANDUM

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**TO:** Board Members

**FROM:** Seamus Murphy, Executive Director  
Thomas Hall, Director of Operations & Customer Experience  
Michael Gougherty, Director of Planning  
Alexis Matsui, Public Information & Marketing Manager  
Gabriel Chan, Transportation Planner  
Lensaa Temesgen, Transportation Planning Intern

**SUBJECT:** Richmond Free Ferry Friday Promotion

**Recommendation**

There is no recommendation associated with this informational item.

**Background**

SF Bay Ferry introduced the Richmond ferry route in January 2019. The route, which initially offered a commute-only weekday service, performed well above projections until COVID-19 decimated demand across all transportation modes in March 2020.

In 2019, the Richmond route averaged approximately 800 riders per day. Over the prior 12 months ending with August 2024, the route averaged 944 riders per weekday. The route has the single best ridership recovery in the SF Bay Ferry system, aided substantially by San Francisco Bay Ferry's investment of COVID relief and Regional Measure 3 funds to substantially enhance the Richmond schedule and decrease fares as a part of the Pandemic Recovery Program.

SF Bay Ferry typically uses its regional operating funds to market and promote its services on a regional or systemwide basis. In spring 2024, the CCTA, which provides funding to support Richmond ferry service through its Measure J transportation sales tax revenues, approached the agency about leveraging \$200,000 of Measure J funds in FY25 for targeted promotion of the Richmond ferry route to boost new ridership.

**Discussion**

Staff from the agencies collaborated to create a menu of promotional concepts to enhance Richmond ridership. Agency staff vetted these concepts in summer 2024 in terms of potential ridership impact as well from the standpoint of operational considerations. The collected team agreed that the concept of offering free rides on the route for all passengers on Fridays during November and December – dubbed Free Ferry Fridays -- met all desired outcomes.

SF Bay Ferry has experienced lower ridership across all routes on Fridays due to the hybrid work revolution. Peak commute ridership on Fridays remains substantially lower than the rest of the week, even as return-to-office shifts continue. The choice of Fridays was made with existing occupancy in mind: There is plenty of capacity for new riders across all trips on the Richmond route on Fridays. In addition, recreational ridership is typically higher on Fridays than midweek, which could incite new riders to try the ferry for non-work trips given the free fare.

The objectives of this promotion are:

- Generate positive media coverage and social media engagement regarding the promotion
- Increase Friday ridership on the Richmond route by 20 percent compared to 2023
  - Baseline ridership for Fridays in November and December 2023: 691 passengers per day
  - Goal for November and December 2024: 864 passengers per day
- Increase overall ridership on the Richmond route through heightened awareness and engagement

SF Bay Ferry plans to develop branding and messaging around Free Ferry Fridays, highlighting the level of service (26 daily departures on the route), short travel time (35 minutes), and amenities of the ferry. Staff will take special care to highlight CCTA's role in funding the promotion as well as indicate this promotion applies only to the Richmond route. The messaging and content created to support the promotion will be shared with local partners in Western Contra Costa County.

The agency plans to commit up to \$10,000 in targeted advertising to highlight the promotion for West Contra Costa County audiences and will leverage its ongoing East Bay marketing campaign conducted by D&A Communications to highlight the opportunity for new riders. The marketing campaign targets will include non-English speaking communities with print and digital outreach efforts in multiple languages.

Staff will conduct opt-in surveys with participants on one or more of the promotion days to learn more about the trip purpose, ferry history, and geographic origin points of the riders.

With agreement from CCTA, the agency may extend the promotion into January, leveraging the promotion to boost the typical lower ridership that month. This determination will be made in late November after an assessment of the promotion's performance to that point.

**Fiscal Impact**

CCTA has committed to reimburse the agency for uncollected fares on the promotion free ride days based on actual ridership counts for those days and the average fare per passenger for October 2024. The agency will spend up to \$10,000 to advertise the promotion, which will also be reimbursed by CCTA. Staff has forecast that this promotion will use roughly \$60,000 of the \$200,000 in Measure J funding dedicated to FY25 Richmond ferry promotion. The agency intends to develop plans for further use in the spring and early summer of 2025.

\*\*\*END\*\*\*

MEMORANDUM

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**TO: Board Members**

**FROM: Seamus Murphy, Executive Director  
Thomas Hall, Director of Operations and Customer Experience**

**SUBJECT: 2024 SF Bay Ferry Onboard Passenger Survey Results**

**Recommendation**

There is no recommendation associated with this informational item.

**Background**

Prior to the pandemic, the agency conducted onboard passenger surveys every three years. At Board direction, SF Bay Ferry is currently conducting onboard passenger surveys on an annual basis to measure ridership demographic, behavior and sentiment changes during the recovery phase. The last survey was conducted in July and August 2022 by CDM Smith with results presented to the Board in December 2022.

In July 2023, the Board authorized the agency to enter a 5-year contract with Corey, Canapary and Galanis (CCG), a Bay Area-based research firm, for surveying and market research services. CCG began work on the 2024 SF Bay Ferry onboard passenger survey in late 2023.

In addition to the rigorous onboard intercept surveys, staff regularly conducts less formal surveys to get passenger and non-passenger feedback on various relevant topics, including ferry amenities, passenger experience policies, and service schedules.

**Discussion**

Staff will present the major findings from the survey and additional context during the Board meeting. The summary report is attached to this memo and has been posted to the SF Bay Ferry website.

**Fiscal Impact**

There is no fiscal impact associated with this informational item.

\*\*\*END\*\*\*

**Attachment A – 2024 Onboard Ferry Survey Summary Report**



# **2024 Onboard Ferry Survey Summary Report**

**Prepared and conducted by**  
COREY, CANAPARY & GALANIS RESEARCH  
447 Sutter Street – Penthouse North  
San Francisco, CA 94108  
[www.ccgresearch.com](http://www.ccgresearch.com)

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**Note: Crosstabulated tables included under separate cover**

# Introduction

This report details the findings of an onboard survey of San Francisco Bay Ferry passengers conducted by Corey, Canapary & Galanis (CC&G).

- The onboard ferry survey was conducted between April 12, 2024, and April 30, 2024 on all regular routes.

Key objectives of the survey include:

- Reporting trip characteristics, such as rider frequency, fare media usage, trip purpose and origin/destination.
- Rider home location, to differentiate the needs and preferences of local versus visiting riders.
- Motivators to use the ferry as well as possible alternative transportation modes for riders.

This report includes the following key sections: Executive Summary and Detailed Results by Question.

Questions regarding this project may be directed to Thomas Hall, Director, Operations & Customer Experience, San Francisco Bay Ferry | Water Emergency Transportation Authority (WETA).  
hall@watertransit.org.

This report version was published on September 13, 2024.

## Methodology and Response Rate

The survey was conducted as an onboard self-administered questionnaire distributed to San Francisco Bay Ferry riders. Surveyors boarded pre-selected ferries. Surveyors were instructed to survey in certain areas of pre-selected ferries. This ensured that multiple trips on each route were surveyed and represented various times of day, direction, and chosen level of the ferry. It is important to spread out the ferry surveying, as otherwise it is possible to gather the entire number of surveys on just a few busy trips.

Overall, 1,890 total surveys were distributed resulting in 1,744 completed surveys, with 356 nonresponses from eligible passengers, totaling 2,100 eligible respondents on all sections of surveyed ferries. This represents an 83% response rate (e.g. 1,744 completed surveys / 2,100 eligible respondents).

Respondents could complete the survey onboard and return it to the surveyor, complete it at home and mail to CC&G, or complete it online. Of these 1,744 completed surveys, 1,632 were completed onboard, 103 were completed online and 9 were mailed back.

Surveys were available in English, Spanish, and Chinese. Of the 1,744 completed surveys, 1,725 were completed in English, 14 in Spanish, and 5 in Chinese.

Specific steps were taken to ensure the highest possible response rate. This included using professional, experienced onboard surveyors on the project, making the questionnaire available in

multiple languages (English, Spanish and Chinese), and providing an online option for persons who did not have time to complete the survey onboard.

Surveyors returned completed questionnaires to Corey, Canapary & Galanis' office following the completion of the fieldwork. Data entry, editing, and coding were done in-house by Corey, Canapary & Galanis once questionnaires were returned.

**General Notes about the Results**

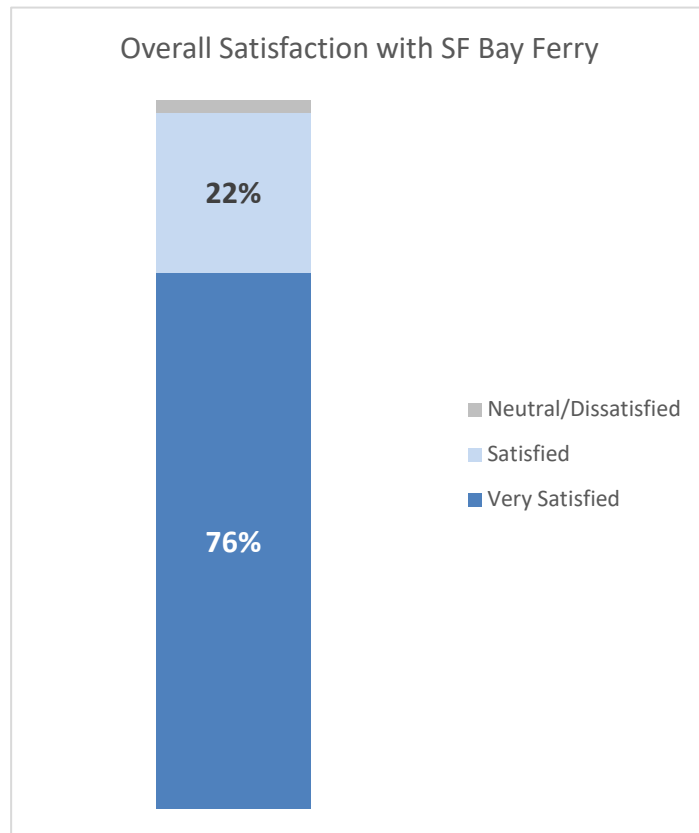
- Totals may appear to be more than 100% due to rounding.
- Questions with no total percentage shown allowed for multiple responses.
- For some open-ended questions, only the top responses are shown, and this is noted on that particular question. Please refer to the statistical tables for a complete list.



## Executive Summary

- Respondents overall were very satisfied with the service provided by SF Bay Ferry, with an average rating of 4.73 out of 5.00.

- 98% of riders in 2024 rated their experience as “Satisfied” or “Very Satisfied.” This is comparable to the 99% rating in 2022 and the 88% rating in 2017.
- Riders on the Harbor Bay Ferry were the most satisfied, rating their experience 4.81 (out of 5). While still very high, riders on the South San Francisco Ferry were slightly less satisfied, rating their experience at 4.51 out of 5.
- Comments regarding the ratings, which were provided by 37% of respondents, suggest that ferry staff and cleanliness are key contributors to the high ratings.



- Three-quarters of respondents (77%) say they use the ferry to relax or reduce stress, making this the top reason among respondents overall.
- The Vallejo Ferry has the highest share of riders from outside the San Francisco Bay Area (14%), while South San Francisco (2%) and Alameda Seaplane (3%) ferries have the lowest.
- Among all respondents, half (56%) used some form of car-based transportation to access their ferry, while 21% walked all the way, 14% used a bike or scooter, 11% used public transit, and 1% used a private shuttle.

- Among all respondents, one-third (40%) used some form of car-based transportation to get from the ferry to their destination, while 30% walked all the way, 16% used public transit, 15% used a bike or scooter, and 2% used a private shuttle.
- Overall, respondents use the ferries to commute to work or school (56%), travel to entertainment or recreation locations (34%) or sightseeing (11%)
- Overall, three-quarters of respondents (77%) used a Clipper card to pay their fare, 17% used the SF Bay Ferry App, 5% used a single use ticket, and 2% used an employer/school pass or a Clipper Start Card.
- Overall, respondents ride the ferry an average of 2.3 days per week, with the most frequent users being on the South San Francisco (average 3.3 days/week), Alameda Seaplane (average 3.1 days/week), and Harbor Bay (average 3.0 days/week) routes.
- Two thirds of riders (67%) would use a car-based type of transport if they didn't take a ferry, with 44% opting to drive alone. Slightly fewer (59%) would use public transit, with 45% opting for BART or other rail transit. Notably, 9% of riders have no alternative to SF Bay Ferry.

## Detailed Results

## Overall Rating

Respondents overall were very satisfied with the service provided by SF Bay Ferry, with an average rating of 4.73 out of 5.00.

- 98% of riders in 2024 rated their experience as “Very Satisfied” or “Satisfied.” This is comparable to the 99% rating in 2022. In 2017, this rating was 88%.
- Riders on the Harbor Bay Ferry were the most satisfied, rating their experience 4.81 (out of 5). While still very high, riders on the South San Francisco Ferry were slightly less satisfied, rating their experience at 4.51 out of 5.

Comments regarding the ratings, which were provided by 37% of respondents, suggest that staff and cleanliness are key contributors to the high ratings.

### Overall rating of SF Bay Ferry service

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>5 - Very Satisfied</b>	76%	81%	82%	80%	79%	57%	67%
<b>4 - Satisfied</b>	22%	18%	17%	18%	19%	36%	31%
<b>3</b>	1%	<1%	1%	1%	-	6%	2%
<b>2 - Dissatisfied</b>	<1%	-	-	<1%	1%	-	<1%
<b>1 - Very Dissatisfied</b>	<1%	1%	-	<1%	<1%	-	-
Blank (#)	38	5	1	15	4	2	11
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Average (mean) score</b>	<b>4.73</b>	<b>4.78</b>	<b>4.81</b>	<b>4.77</b>	<b>4.76</b>	<b>4.51</b>	<b>4.65</b>

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>Satisfied (4 or 5)</b>	98%	99%	99%	98%	99%	94%	98%
<b>Dissatisfied (1 or 2)</b>	1%	1%	<1%	1%	1%	<1%	<1%
<b>Neutral</b>	1%	<1%	1%	1%	-	6%	2%

**Comments**

		<b>By Route</b>					
	<b>TOTAL</b>	<b>Alameda Seaplane</b>	<b>Harbor Bay</b>	<b>Oakland/Alameda</b>	<b>Richmond</b>	<b>S. San Francisco</b>	<b>Vallejo</b>
Base: (Left Comment)	652	99	86	155	89	21	202
<b>Staff are friendly, professional, helpful</b>	21%	21%	23%	21%	20%	10%	22%
<b>General compliment</b>	18%	18%	19%	21%	25%	10%	14%
<b>Ferry is clean</b>	14%	16%	17%	13%	17%	10%	12%
<b>Need more frequency</b>	14%	21%	13%	9%	18%	14%	12%
<b>Need expanded hours</b>	12%	13%	20%	9%	13%	24%	10%
<b>Ferry is reliable/on-time</b>	12%	17%	14%	9%	11%	5%	12%
<b>Comfortable/Relaxing/Beautiful views</b>	7%	4%	6%	10%	7%	10%	5%
<b>Feel safe</b>	5%	3%	5%	4%	4%	-	6%
<b>More routes/stops closer to my origin/destination</b>	4%	1%	3%	7%	6%	10%	2%
<b>Reduce fare</b>	4%	2%	5%	1%	2%	-	7%
<b>Reduce crowding</b>	3%	1%	-	1%	-	10%	6%

*\*Only coded comments from over 3% of respondents are included here. See tables for a full list.*

## Reasons for Using SF Bay Ferry

Three-quarters of respondents (77%) say they use the ferry to relax or reduce stress, making this the top reason among respondents overall.

- Riders on the South San Francisco ferry (81%) are much more likely than riders overall (65%) to use the ferry to avoid traffic or because it’s a productive use of time (53% vs. 28%)
- A higher share of both Richmond (32%) and Alameda Seaplane (31%) riders said they use the ferry because parking is easier or less expensive (compared with 25% overall).
- While 21% of riders overall use the ferries to sightsee, 32% of the Oakland/Alameda ferry and 31% of the Richmond ferry use the ferry for this purpose.
- Riders on the Vallejo ferry had the highest share of people saying they use the ferry because they do not drive/do not have a car (14%, vs 11% overall), while only 4% of the South San Francisco ferry use the ferry for this reason.

*What are the main reasons you ride the ferry?  
(Multiple responses accepted)*

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>Relaxing / reduces stress</b>	77%	81%	83%	79%	83%	85%	70%
<b>Avoids traffic</b>	65%	74%	74%	53%	57%	81%	70%
<b>Better for the environment</b>	28%	27%	37%	27%	32%	23%	25%
<b>Productive use of time</b>	28%	25%	34%	27%	28%	53%	27%
<b>Less expensive</b>	25%	25%	19%	21%	27%	4%	32%
<b>Parking is easier / less expensive</b>	23%	31%	23%	21%	32%	9%	18%
<b>Sightseeing</b>	21%	15%	8%	32%	31%	6%	17%
<b>Don't have a car / don't drive</b>	11%	13%	12%	9%	8%	4%	14%
<b>Feel safe/Safer than alternatives</b>	1%	-	2%	3%	2%	-	<1%
<b>Fun/Enjoy being on the water/Enjoy boating</b>	1%	<1%	<1%	1%	1%	-	1%
<b>Terminals are close to origin/destination</b>	1%	1%	2%	1%	1%	-	<1%
Blank (#)	41	4	2	16	5	2	12

*\*Only reasons representing at least 1% of responses are shown. Please see tables for a complete list.*

## Trip Origin and Destination

Three-quarters of respondents (77%) started their trip in San Francisco (46%) or Alameda (32%) counties.

- Among those living in the San Francisco Bay Area, 46% said they started their trip in San Francisco, 32% said they started their trip in Alameda County, and 21% said they started their trip in another Bay Area county (other than San Francisco or Alameda).
- Among those who live outside the Bay Area, 42% started their trip in San Francisco County, 22% began in Alameda County, and 21% in another Bay Area county. Notably, 14% of those who live outside the Bay Area began their trip outside the Bay Area with half beginning their trips in Sacramento County (7%).

### Where did you BEGIN this trip?

County of Origin	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,747	242	207	476	222	49	551
Bay Area County	99%	100%	100%	99%	100%	100%	97%
San Francisco County	46%	35%	57%	42%	48%		56%
Alameda County	32%	60%	42%	54%	4%	96%	1%
Solano County	9%	-	-	1%	1%	-	28%
Contra Costa County	6%	1%	-	<1%	45%	4%	1%
Napa County	3%	-	-	-	1%	-	10%
San Mateo County	1%	1%	1%	1%	-	-	2%
Marin County	1%	2%	1%	2%	-	-	<1%
Santa Clara County	<1%	<1%	-	1%	-	-	-
Sonoma County	<1%	-	-	-	<1%	-	-
Other California County	1%	-	-	1%	<1%	-	3%
Sacramento County	1%	-	-	1%	-	-	1%
Yolo County	<1%	-	-	-	-	-	1%
Fresno County	<1%	-	-	-	<1%	-	<1%
Stanislaus County	<1%	-	-	1%	-	-	
Placer County	<1%	-	-	-	-	-	<1%
Blank (#)	143	6	11	56	17	1	52
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

*\*Answers from respondents who provided the same location for both their origin and destination were removed*

### Alameda Seaplane Route (City of Origin) \*

Eastbound	Total	Westbound	Total
Base: (All Respondents)	89		148
<b>San Francisco</b>	92%	<b>Alameda</b>	92%
<b>Mill Valley</b>	2%	<b>Oakland</b>	2%
<b>Sausalito</b>	2%		

### Harbor Bay Route (City of Origin) \*

Eastbound	Total	Westbound	Total
Base: (All Respondents)	117		86
<b>San Francisco</b>	98%	<b>Alameda</b>	95%

### Oakland/Alameda Route (City of Origin) \*

Eastbound	Total	Week day	Week end	Westbound	Total	Week day	Week end
Base: (All Respondents)	213	124	89		239	139	100
<b>San Francisco</b>	95%	98%	92%	<b>Oakland</b>	57%	73%	35%
<b>Larkspur</b>	2%	-	5%	<b>Alameda</b>	23%	9%	41%
				<b>Berkeley</b>	6%	9%	3%
				<b>San Leandro</b>	3%	2%	4%
				<b>Hayward</b>	2%	2%	2%

### Richmond Route (City of Origin) \*

Northbound	Total	Week day	Week end	Southbound	Total	Week day	Week end
Base: (All Respondents)	113	74	39		107	70	37
<b>San Francisco</b>	93%	97%	85%	<b>Richmond</b>	73%	71%	77%
				<b>El Cerrito</b>	6%	9%	-
				<b>Berkeley</b>	3%	3%	3%
				<b>El Sobrante</b>	3%	3%	3%

\*Answers from respondents who provided the same location for both their origin and destination were removed. Only responses from 2% or greater of riders overall are shown, see crosstabulated tables for complete list.



**South San Francisco Route (City of Origin) \***

Westbound	Total
Base: (All Respondents)	49
<b>Oakland</b>	44%
<b>Alameda</b>	42%
<b>Berkeley</b>	6%

**Vallejo Route (City of Origin) \***

Eastbound	Total	Week day	Week end	Westbound	Total	Week day	Week end
Base: (All Respondents)	326	245	81		209	136	73
<b>San Francisco</b>	95%	97%	86%	<b>Vallejo</b>	54%	60%	42%
<b>Daly City</b>	3%	1%	11%	<b>Napa</b>	17%	8%	34%
				<b>Fairfield</b>	6%	7%	5%
				<b>Benicia</b>	6%	7%	5%
				<b>American Canyon</b>	5%	5%	5%
				<b>Sacramento</b>	3%	4%	2%
				<b>Vacaville</b>	2%	2%	2%

\*Answers from respondents who provided the same location for both their origin and destination were removed. Only responses from 2% or greater of riders overall are shown, see crosstabulated tables for complete list.

Two-thirds (69%) of respondents were going to a destination in San Francisco (45%) or Alameda (24%) counties.

- While most riders were traveling to destinations in the Bay Area, 4% of riders who live outside the Bay Area were traveling to destinations outside the Bay Area.

*Where will you END this trip? (County of destination)\**

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>Bay Area County</b>	<b>99%</b>	<b>100%</b>	<b>100%</b>	<b>99%</b>	<b>100%</b>	<b>100%</b>	<b>98%</b>
San Francisco County	45%	60%	41%	51%	48%	-	37%
Alameda County	24%	38%	58%	43%	2%	2%	-
Solano County	15%	-	-	-	-	-	49%
Contra Costa County	8%	-	1%	2%	50%	-	1%
San Mateo County	3%	1%	-	0%	<1%	98%	0%
Napa County	3%	-	-	-	-	-	10%
Santa Clara County	<1%	-	-	1%	-	-	0%
Marin County	<1%	<1%	-	<1%	-	-	0%
Sonoma County	<1%	-	-	-	<1%	-	0%
<b>Other California County</b>	<b>1%</b>	<b>-</b>	<b>-</b>	<b>1%</b>	<b>-</b>	<b>-</b>	<b>2%</b>
Sacramento County	<1%	-	-	1%	-	-	1%
San Joaquin County	<1%	-	-	<1%	-	-	<1%
Placer County	<1%	-	-	<1%	-	-	<1%
Yolo County	<1%	-	-	-	-	-	<1%
Blank (#)	54	6	5	23	6	-	15
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\*Answers from respondents who provided the same location for both their origin and destination were removed.

### Alameda Seaplane Route (City of Destination) \*

Eastbound	Total	Westbound	Total
Base: (All Respondents)	89		148
<b>Oakland</b>	57%	<b>San Francisco</b>	97%
<b>Alameda</b>	25%		
<b>Berkeley</b>	3%		
<b>Antioch</b>	2%		
<b>Fremont</b>	2%		
<b>Sacramento</b>	2%		

### Harbor Bay Route (City of Destination) \*

Eastbound	Total	Westbound	Total
Base: (All Respondents)	117		86
<b>Alameda</b>	91%	<b>San Francisco</b>	100%
<b>Oakland</b>	3%		
<b>San Leandro</b>	2%		

### Oakland/Alameda Route (City of Destination) \*

Eastbound	Total	Week day	Week end	Westbound	Total	Week day	Week end
Base: (All Respondents)	213	124	89		239	139	100
<b>San Francisco</b>	98%	99%	97%	<b>Oakland</b>	57%	72%	35%
				<b>Alameda</b>	25%	14%	39%
				<b>Berkeley</b>	3%	2%	4%
				<b>Antioch</b>	2%	1%	2%
				<b>Fremont</b>	2%	2%	1%
				<b>Sacramento</b>	2%	2%	1%

\*Answers from respondents who provided the same location for both their origin and destination were removed. Only responses from 2% or greater of riders overall are shown, see crosstabulated tables for complete list.

### Richmond Route (City of Destination) \*

Northbound	Total	Week day	Week end	Southbound	Total	Week day	Week end
Base: (All Respondents)	113	74	39		107	70	37
<b>Richmond</b>	73%	77%	65%	<b>San Francisco</b>	98%	99%	97%
<b>El Cerrito</b>	9%	10%	8%				
<b>Pinole</b>	5%	5%	3%				
<b>El Sobrante</b>	4%	4%	3%				
<b>Berkeley</b>	3%	1%	6%				
<b>Hercules</b>	3%	-	8%				
<b>San Pablo</b>	2%	-	5%				

### South San Francisco Route (City of Destination) \*

Westbound	Total
Base: (All Respondents)	49
<b>South San Francisco</b>	94%
<b>Brisbane</b>	6%

### Vallejo Route (City of Destination) \*

Eastbound	Total	Week day	Week end	Westbound	Total	Week day	Week end
Base: (All Respondents)	326	245	81		209	136	66
<b>Vallejo</b>	59%	61%	55%	<b>San Francisco</b>	98%	98%	99%
<b>Napa</b>	11%	9%	18%				
<b>Fairfield</b>	9%	10%	6%				
<b>Benicia</b>	7%	9%	1%				
<b>American Canyon</b>	4%	4%	6%				
<b>Vacaville</b>	2%	2%	3%				

\*Answers from respondents who provided the same location for both their origin and destination were removed. Only responses from 2% or greater of riders overall are shown, see crosstabulated tables for complete list.

## Boarding and Alighting Terminals

Respondents were most likely to board at San Francisco (50%) or Vallejo (12%) terminals.

- Weekend riders were more likely to board at Vallejo than weekday riders (17% vs. 11%).
- While respondents were most likely to have boarded the ferry at San Francisco, those who started their trip at home were much more likely to have boarded Vallejo than those who started their trip at work (14% vs. 2%).

### Where did you board this ferry?

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>San Francisco</b>	50%	39%	52%	47%	47%	-	62%
<b>Vallejo</b>	12%	-	-	-	-	-	38%
<b>Oakland</b>	12%	-	<1%	38%	-	63%	-
<b>Alameda (Seaplane)</b>	8%	60%	-	<1%	-	-	-
<b>Richmond</b>	7%	-	-	<1%	53%	-	-
<b>Harbor Bay</b>	6%	-	47%	-	-	-	-
<b>Alameda (Main Street)</b>	5%	1%	-	15%	-	37%	-
<b>South San Francisco</b>	-	-	-	-	-	-	-
Blank (#)	8	-	1	7	-	-	-
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Respondents were most likely to alight at San Francisco (47%) or Vallejo (20%) terminals.

- While 8% of weekday riders alighted at Oakland, on weekends this share increases to 11%.
- Respondents who began their trip at home were most likely to alight in San Francisco (55%). Those who began at work were most likely to alight at Vallejo (37%).

*Where will you exit this ferry?*

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>San Francisco</b>	47%	58%	45%	54%	53%	-	38%
<b>Vallejo</b>	20%	-	-	-	-	-	62%
<b>Oakland</b>	8%	-	-	32%	-	-	-
<b>Harbor Bay</b>	7%	-	55%	<1%	-	-	-
<b>Richmond</b>	6%	-	-	-	47%	-	-
<b>Alameda (Seaplane)</b>	6%	41%	-	-	-	-	-
<b>Alameda (Main Street)</b>	4%	<1%		13%	-	-	-
<b>South San Francisco</b>	3%	-	-	<1%	-	100%	-
Blank (#)	28	7	-	19	-	-	2
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## Access (getting to) and Egress (going from)

Among all respondents, half (56%) used some form of car-based transportation to access their ferry, while 21% walked all the way, 14% used a bike or scooter, 11% used public transit, and 1% used a private shuttle.

- Weekday riders were most likely to drive (39%) or walk (24%). Weekend riders were most likely to drive (43%) or use public transit (15%).
- Those respondents coming from home were the most likely to drive (50%) to the ferry. Those coming from work were the most likely (43%) to walk to the ferry.
- When viewed by terminal:
  - Respondents leaving from Vallejo were most likely to use car-based transit (85%) to reach the terminal.
  - Respondents leaving from Alameda Seaplane were most likely to use a bike or scooter (23%) to get to that terminal.
  - Those leaving from San Francisco were most likely to use public transit (18%) to access that terminal.
  - Respondents leaving from Harbor Bay were most likely to walk all the way to access that terminal (18%).

### *How did you get to this ferry? (Multiple responses accepted)*

	TOTAL	Weekday	Weekend
Base: (All Respondents)	1,744	1,306	434
<b>Car-Based (Net)</b>	<b>56%</b>	<b>53%</b>	<b>66%</b>
Drive (park and ride)	40%	39%	43%
Dropped off by car	9%	8%	13%
Uber / Lyft / Waymo	7%	6%	10%
Taxi	<1%	1%	0%
<b>Walked all the way</b>	<b>21%</b>	<b>24%</b>	<b>14%</b>
<b>Bike / Scooter</b>	<b>14%</b>	<b>17%</b>	<b>7%</b>
<b>Public transit (bus/rail)</b>	<b>11%</b>	<b>10%</b>	<b>15%</b>
<b>Private/Employer shuttle</b>	<b>1%</b>	<b>1%</b>	<b>-</b>
Blank (#)	17	13	4

Among all respondents, one-third (40%) used some form of car-based transportation to get from the ferry to their destination, while 30% walked all the way, 16% used public transit, 15% used a bike or scooter, and 2% used a private shuttle.

- Those respondents coming from home were the most likely to walk (38%) to their destination. Those coming from work were the most likely (46%) to drive.
- Weekday riders were most likely to walk (33%) or drive (23%). Weekend riders were most likely to drive (26%) or use public transit (25%).
- When viewed by terminal:
  - Respondents arriving in Vallejo were most likely to use car-based transit (80%) to reach their destination.
  - Respondents arriving at Alameda Seaplane or South San Francisco were most likely to use a bike or scooter (each 40%) to get to their destination.
  - Those arriving in Francisco were most likely to use public transit (25%) to access their destination. These respondents were also the most likely to walk all the way to their destination (42%).

*And how will you get to your destination after you exit this ferry? (Multiple responses accepted)*

	<b>TOTAL</b>	<b>Weekday</b>	<b>Weekend</b>
Base: (All Respondents)	1,744	1,306	434
<b>Car-Based (Net)</b>	<b>40%</b>	<b>37%</b>	<b>49%</b>
Drive (park and ride)	24%	23%	26%
Picked up by car	8%	7%	12%
Uber / Lyft / Waymo	7%	6%	9%
Taxi	1%	1%	2%
<b>Walk all the way</b>	<b>30%</b>	<b>33%</b>	<b>22%</b>
<b>Public transit (bus/rail)</b>	<b>16%</b>	<b>13%</b>	<b>25%</b>
<b>Bike / Scooter</b>	<b>15%</b>	<b>17%</b>	<b>7%</b>
<b>Private/Employer shuttle</b>	<b>2%</b>	<b>2%</b>	<b>-</b>
Blank (#)	299	198	101



## Access/Egress by Terminal

### Alameda Main Street Terminal

Access*	
Base: (All Respondents)	84
<b>Car-Based (Net)</b>	<b>73%</b>
Drive (park and ride)	57%
Dropped off by car	10%
Uber/Lyft/Waymo	6%
<b>Bike / Scooter</b>	<b>14%</b>
<b>Public transit (bus/rail)</b>	<b>8%</b>
<b>Walked all the way</b>	<b>7%</b>

Egress^	
Base: (All Respondents)	71
<b>Car-Based (Net)</b>	<b>61%</b>
Drive (park and ride)	37%
Picked up by car	19%
Uber/Lyft/Waymo	4%
Taxi	2%
<b>Walk all the way</b>	<b>22%</b>
<b>Bike / Scooter</b>	<b>11%</b>
<b>Public transit (bus/rail)</b>	<b>7%</b>

### Alameda Seaplane Terminal

Access*	
Base: (All Respondents)	150
<b>Car-Based (Net)</b>	<b>66%</b>
Drive (park and ride)	54%
Dropped off by car	9%
Uber/Lyft/Waymo	3%
<b>Bike / Scooter</b>	<b>23%</b>
<b>Walked all the way</b>	<b>11%</b>
<b>Public transit (bus/rail)</b>	<b>2%</b>

Egress^	
Base: (All Respondents)	92
<b>Car-Based (Net)</b>	<b>24%</b>
Drive (park and ride)	22%
Picked up by car	1%
Uber/Lyft/Waymo	1%
Taxi	1%
<b>Bike / Scooter</b>	<b>40%</b>
<b>Walk all the way</b>	<b>25%</b>
<b>Public transit (bus/rail)</b>	<b>9%</b>

### Harbor Bay Terminal

Access*	
Base: (All Respondents)	87
<b>Car-Based (Net)</b>	<b>52%</b>
Drive (park and ride)	45%
Dropped off by car	7%
<b>Walked all the way</b>	<b>30%</b>
<b>Bike / Scooter</b>	<b>20%</b>
<b>Private/Employer shuttle</b>	<b>2%</b>
<b>Public transit (bus/rail)</b>	<b>1%</b>

Egress^	
Base: (All Respondents)	120
<b>Car-Based (Net)</b>	<b>35%</b>
Drive (park and ride)	28%
Picked up by car	6%
Uber/Lyft/Waymo	1%
<b>Walk all the way</b>	<b>38%</b>
<b>Bike / Scooter</b>	<b>20%</b>
<b>Private/Employer shuttle</b>	<b>6%</b>
<b>Public transit (bus/rail)</b>	<b>2%</b>

\*Boarded at this terminal

^Alighted at the terminal

### Oakland Terminal

Access*	
Base: (All Respondents)	211
<b>Car-Based (Net)</b>	<b>57%</b>
Drive (park and ride)	40%
Dropped off by car	7%
Uber/Lyft/Waymo	9%
Taxi	1%
<b>Walked all the way</b>	<b>26%</b>
<b>Bike / Scooter</b>	<b>12%</b>
<b>Public transit (bus/rail)</b>	<b>7%</b>

Egress^	
Base: (All Respondents)	153
<b>Car-Based (Net)</b>	<b>44%</b>
Drive (park and ride)	35%
Picked up by car	6%
Uber/Lyft/Waymo	2%
Taxi	1%
<b>Walk all the way</b>	<b>30%</b>
<b>Bike / Scooter</b>	<b>15%</b>
<b>Public transit (bus/rail)</b>	<b>10%</b>

### Richmond Terminal

Access*	
Base: (All Respondents)	107
<b>Car-Based (Net)</b>	<b>78%</b>
Drive (park and ride)	58%
Dropped off by car	11%
Uber/Lyft/Waymo	9%
<b>Walked all the way</b>	<b>12%</b>
<b>Bike / Scooter</b>	<b>7%</b>
<b>Public transit (bus/rail)</b>	<b>5%</b>

Egress^	
Base: (All Respondents)	115
<b>Car-Based (Net)</b>	<b>58%</b>
Drive (park and ride)	47%
Picked up by car	5%
Uber/Lyft/Waymo	3%
Taxi	2%
<b>Walk all the way</b>	<b>22%</b>
<b>Bike / Scooter</b>	<b>15%</b>
<b>Public transit (bus/rail)</b>	<b>9%</b>

### San Francisco Terminal

Access*	
Base: (All Respondents)	893
<b>Car-Based (Net)</b>	<b>44%</b>
Drive (park and ride)	30%
Dropped off by car	7%
Uber/Lyft/Waymo	6%
Taxi	1%
<b>Walked all the way</b>	<b>26%</b>
<b>Public transit (bus/rail)</b>	<b>18%</b>
<b>Bike / Scooter</b>	<b>16%</b>
<b>Private/Employer shuttle</b>	<b>1%</b>

Egress^	
Base: (All Respondents)	798
<b>Walk all the way</b>	<b>42%</b>
<b>Public transit (bus/rail)</b>	<b>25%</b>
<b>Car-Based (Net)</b>	<b>22%</b>
Drive (park and ride)	8%
Dropped off by car	4%
Uber/Lyft/Waymo	9%
Taxi	1%
<b>Bike / Scooter</b>	<b>13%</b>
<b>Private/Employer shuttle</b>	<b>1%</b>

\*Boarded at this terminal

^Alighted at the terminal

### South San Francisco Terminal^^

Egress^	
Base: (All Respondents)	50
<b>Bike / Scooter</b>	<b>40%</b>
<b>Walk all the way</b>	<b>29%</b>
<b>Private/Employer shuttle</b>	<b>20%</b>
<b>Public transit (bus/rail)</b>	<b>9%</b>
<b>Car-Based (Net)</b>	<b>2%</b>
Drive (park and ride)	2%

### Vallejo Terminal

Access*	
Base: (All Respondents)	211
<b>Car-Based (Net)</b>	<b>85%</b>
Drive (park and ride)	53%
Dropped off by car	20%
Uber/Lyft/Waymo	13%
<b>Walked all the way</b>	<b>8%</b>
<b>Bike / Scooter</b>	<b>4%</b>
<b>Public transit (bus/rail)</b>	<b>4%</b>
<b>Private/Employer shuttle</b>	<b>&lt;1%</b>

Egress^	
Base: (All Respondents)	340
<b>Car-Based (Net)</b>	<b>80%</b>
Drive (park and ride)	46%
Picked up by car	24%
Uber/Lyft/Waymo	9%
Taxi	1%
<b>Public transit (bus/rail)</b>	<b>11%</b>
<b>Walk all the way</b>	<b>7%</b>
<b>Bike / Scooter</b>	<b>5%</b>
<b>Private/Employer shuttle</b>	<b>1%</b>

\*Boarded at this terminal

^Alighted at the terminal

^^ Due to limited ridership on the South SF Ferry line, there were no respondents who began their trip at South San Francisco terminal.

## Trip Purpose

Overall, respondents use the ferries to commute to work or school (56%), travel to entertainment or recreation locations (34%) or sightseeing (11%)

- Respondents on the South San Francisco and the Harbor Bay ferries were the most likely to be using the ferry to commute to work or school (100% and 91% respectively). Respondents on the Oakland/Alameda ferry were the most likely to be traveling to an entertainment or recreation destination (55%) or for sightseeing (18%).
- Weekday riders were most likely to be commuting (72%). Weekend riders were most likely to be traveling to an entertainment/recreation destination (72%) or sightseeing (24%).
- Bay Area residents were most likely to be commuting (57%) and visitors to be traveling to an entertainment/recreation destination (54%).

*What is the purpose of your trip? (Multiple responses accepted)*

	TOTAL	Weekday	Weekend
Base: (All Respondents)	1,744	1,306	438
<b>Commute to/from work or school</b>	56%	72%	7%
<b>Entertainment/Recreation</b>	34%	22%	72%
<b>Sightseeing</b>	11%	6%	24%
<b>Shopping</b>	5%	3%	9%
<b>Medical/Dental</b>	1%	1%	1%
<b>Personal business</b>	1%	1%	1%
<b>Work related meeting/event</b>	1%	1%	-
<b>Volunteer/Church</b>	<1%	<1%	<1%
Blank (#)	24	14	10

	TOTAL	By Route					
		Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>Commute to/from work or school</b>	56%	81%	91%	30%	51%	100%	81%
<b>Entertainment/Recreation</b>	34%	14%	8%	55%	41%	-	14%
<b>Sightseeing</b>	11%	3%	4%	18%	13%	-	3%
<b>Shopping</b>	5%	2%	3%	5%	4%	-	2%
<b>Medical/Dental</b>	1%	2%	<1%	<1%	1%	-	2%
<b>Personal business</b>	1%	1%	<1%	1%	1%	-	1%
<b>Work related meeting/event</b>	1%	2%	-	1%	-	-	2%
<b>Volunteer/Church</b>	<1%	<1%		<1%	-	-	<1%
Blank (#)	24	-	1	5	2	-	16

## Round Trip

Most respondents (83%) are making a round trip on the ferry.

- The share of weekend riders making a one-way trip is double the share of weekday riders (28% vs. 14%).
- Respondents on the South San Francisco and the Harbor Bay ferries were the most likely to be making a round trip (96% and 94% respectively). Respondents on the Oakland/Alameda ferry were the most likely to be making a one-way trip (20%).

### Are you making a round trip today?

	TOTAL	Weekday	Weekend
Base: (All Respondents)	1,744	1,306	434
<b>Yes</b>	83%	86%	73%
<b>No</b>	17%	14%	27%
Blank (#)	23	15	8
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

	TOTAL	By Route					
		Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>Yes</b>	83%	90%	94%	80%	85%	96%	76%
<b>No</b>	17%	10%	6%	20%	15%	4%	24%
Blank (#)	23	2	1	12	2	-	6
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## Fare Type and Payment

Overall, three-quarters of respondents (77%) used a Clipper card to pay their fare, 17% used the SF Bay Ferry App, 5% used a single use ticket, and 2% used an employer/school pass or a Clipper Start Card.

- Those riding the Vallejo route (24%) and Richmond route (14%) were most likely to use the SF Bay Ferry App. Those riding the Oakland/Alameda route were most likely to use a paper single ride ticket (7%).
- Clipper use generally rose as income rose, with 83% of those making \$200K or above using Clipper compared to 59% of those make less than \$25K. More frequent riders were also more likely to use Clipper with 89% of those who use the ferry three or more days a week, compared with 63% who use the ferry one day a month or less
- While most (80%) of Bay Area Residents and 48% of visitors use Clipper, 33% of visitors use the SF Bay Ferry app compared to 15% of Bay Area residents.

Most riders paid an adult fare (87%), followed by 10% senior and 2% disabled or youth fare. Vallejo had the highest share of senior riders (13%).

### How did you pay this fare?

	TOTAL	By Route					
		Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>Clipper (blue plastic card or phone app)</b>	77%	88%	92%	69%	81%	96%	69%
<b>SF Bay Ferry App</b>	17%	7%	5%	23%	14%	4%	24%
<b>Paper Ticket (single ride/one-way)</b>	5%	1%	3%	7%	5%	-	6%
<b>Employer/School Pass (Easy Pass, Bay Pass, etc.)</b>	1%	4%	-	<1%	-	-	-
<b>Clipper Start Card</b>	1%	<1%	-	1%	-	-	1%
Blank (#)	49	3	1	15	6	-	24
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### What type of fare did you pay for this trip?

	TOTAL	By Route					
		Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>Adult</b>	87%	96%	90%	86%	87%	98%	83%
<b>Senior</b>	10%	3%	9%	11%	11%	2%	13%
<b>Disabled/Medicare</b>	1%	1%	<1%	1%	1%	-	2%
<b>Youth</b>	1%	-	<1%	1%	1%	-	2%
Blank (#)	80	10	-	38	9	-	23
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## Ridership Frequency

Overall, respondents ride their ferry an average of 2.3 days per week.

- The most frequent users of SF Bay Ferry tend to be on the South San Francisco (average 3.3 days/week), Alameda Seaplane (average 3.1 days/week), and Harbor Bay (average 3.0 days/week) routes. Overall, passengers use the service 2.3 days/week.
- Frequency of use tends to be higher during typical rush hour periods. Weekday peak users tend to use the service about 3.0 days per week, while off peak weekday users use the service an average of 1.7 days/week, and weekend users ride SF Bay Ferry an average of 0.8 days/week. Use during AM Peak appears to be more frequent (average 3.1 days/week) than during PM Peak (1.7 days/week).
- Those living in the Bay Area overall average 2.4 days/week, while visitors average 1.4 days/week.

### How often do you use SF Bay Ferry?

	TOTAL	By Route					
		Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>6 to 7 days/week (6.5 days/week)</b>	1%	1%	<1%	1%	1%	-	2%
<b>5 days/week (5 days/week)</b>	18%	28%	26%	7%	15%	27%	21%
<b>3 to 4 days/week (3.5 days/week)</b>	23%	34%	37%	13%	23%	47%	18%
<b>1 to 2 days/week (1.5 days/week)</b>	15%	19%	20%	14%	14%	18%	11%
<b>1 to 3 days/month (0.25 days/week)</b>	14%	8%	9%	17%	15%	2%	16%
<b>Less than once per month (0.1 days/week)</b>	19%	7%	5%	28%	17%	4%	23%
<b>This is my first time on the ferry</b>	10%	3%	3%	20%	14%	2%	8%
Blank (#)	8	-	-	2	1	-	5
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Average # days/week</b>	<b>2.31</b>	<b>3.08</b>	<b>3.03</b>	<b>1.45</b>	<b>2.25</b>	<b>3.32</b>	<b>2.24</b>

## Alternatives to SF Bay Ferry

Two thirds of riders (67%) would use a car-based type of transport if they didn't take a ferry, with 44% opting to drive alone. Slightly fewer (59%) would use public transit, with 45% opting for BART or other rail transit. Notably, 9% of riders have no alternative to SF Bay Ferry.

- Richmond (59%) and Oakland/Alameda (54%) riders were the most likely to use BART/Rail as an alternative to the ferry. South San Francisco (73%) and Alameda Seaplane (50%) riders were the most likely to drive alone as an alternative to the ferry.
- Weekday riders were about as likely to use a car-based type of transport rather than public transit as an alternative to the ferry (65% vs. 62%). Weekend riders, however, were much more likely to use a car-based type of transport rather than public transit (70% vs. 49%).

*What other type of transportation would you have used if you didn't take the ferry for your trip today? (Multiple responses accepted)*

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>Auto (Net)</b>	<b>67%</b>	<b>65%</b>	<b>60%</b>	<b>67%</b>	<b>58%</b>	<b>86%</b>	<b>71%</b>
Drive alone	44%	50%	42%	40%	44%	73%	45%
Carpool	10%	5%	5%	10%	7%	6%	15%
Uber / Lyft / Waymo	12%	10%	13%	17%	7%	6%	11%
<b>Public Transit (Net)</b>	<b>59%</b>	<b>60%</b>	<b>64%</b>	<b>67%</b>	<b>70%</b>	<b>39%</b>	<b>48%</b>
BART / rail transit	45%	42%	44%	54%	59%	31%	35%
Bus	14%	18%	19%	13%	11%	8%	13%
<b>Bicycle</b>	<b>1%</b>	<b>1%</b>	<b>&lt;1%</b>	<b>1%</b>	<b>&lt;1%</b>	-	<b>1%</b>
<b>Ferry is my only option</b>	<b>9%</b>	<b>11%</b>	<b>13%</b>	<b>4%</b>	<b>5%</b>	<b>8%</b>	<b>12%</b>
Blank (#)	19	4	1	7	3	-	3



## Home Location

The Vallejo Ferry has the highest share of visitors (14%), while South San Francisco (2%) and Alameda Seaplane (3%) ferries have the lowest.

### Are you visiting or do you live in the San Francisco Bay Area?

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>Visiting</b>	10%	3%	4%	12%	10%	2%	14%
<b>Live in the San Francisco Bay Area</b>	90%	97%	96%	88%	90%	98%	86%
Blank (#)	38	5	1	14	4	2	11
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### What is your five-digit home zip code?

Zip Code is in:

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>Bay Area County</b>	<b>99%</b>	<b>98%</b>	<b>96%</b>	<b>90%</b>	<b>92%</b>	<b>98%</b>	<b>87%</b>
Alameda County	41%	75%	73%	60%	11%	91%	4%
Solano County	19%	-	-	5%	1%	-	55%
San Francisco County	14%	19%	21%	15%	11%	2%	10%
Contra Costa County	11%	1%	1%	6%	63%	4%	3%
Napa County	4%	-	-	1%	1%	-	13%
Santa Clara County	1%	1%	1%	2%	-	-	<1%
San Mateo County	1%	1%	-	1%	1%	-	1%
Sonoma County	1%	-	1%	1%	2%	-	1%
Marin County	<1%	1%	-	<1%	-	-	-
<b>Other California County*</b>	<b>3%</b>	<b>&lt;1%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>&lt;1%</b>	<b>6%</b>
Sacramento County	<1%	-	-	1%	-	-	3%
Yolo County	<1%	-	-	1%	-	-	2%
<b>Outside California</b>	<b>6%</b>	<b>1%</b>	<b>3%</b>	<b>8%</b>	<b>6%</b>	<b>2%</b>	<b>7%</b>
Blank (#)	117	12	9	34	21	3	38
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	

\*Outside the San Francisco Bay Area, only counties representing at least 1% of responses are shown. Please see tables for a complete list

## Home Zip Code by Route

### Alameda Seaplane Route\*

	Total	Weekday	Weekend
Base: (All Respondents)	242	242	
<b>94501</b>	67%	67%	-
<b>94110</b>	3%	3%	-
<b>94117</b>	3%	3%	-
<b>94114</b>	2%	2%	-
<b>94121</b>	2%	2%	-
<b>94601</b>	2%	2%	-

### Harbor Bay Route\*

	Total	Weekday	Weekend
Base: (All Respondents)	207	207	
<b>94502</b>	49%	49%	-
<b>94501</b>	17%	17%	-
<b>94109</b>	4%	4%	-
<b>94110</b>	3%	3%	-
<b>94103</b>	2%	2%	-
<b>94105</b>	2%	2%	-
<b>94107</b>	2%	2%	-
<b>94117</b>	2%	2%	-
<b>94133</b>	2%	2%	-

### Oakland/Alameda Route\*

	Total	Weekday	Weekend
Base: (All Respondents)	473	269	204
<b>94501</b>	12%	7%	18%
<b>94607</b>	8%	11%	4%
<b>94611</b>	6%	10%	2%
<b>94610</b>	5%	9%	-
<b>94606</b>	3%	5%	1%
<b>94605</b>	2%	3%	2%
<b>94608</b>	2%	2%	2%
<b>94602</b>	2%	3%	1%
<b>94612</b>	2%	3%	1%
<b>94109</b>	2%	1%	3%
<b>94619</b>	2%	3%	-
<b>94502</b>	2%	1%	3%
<b>94591</b>	2%	<1%	3%

\*Only zip codes representing at least 2% overall of responses are shown. Please see tables for a complete list

### Richmond Route\*

	Total	Weekday	Weekend
Base: (All Respondents)	222	146	76
<b>94804</b>	22%	25%	16%
<b>94801</b>	11%	11%	12%
<b>94530</b>	7%	9%	3%
<b>94805</b>	5%	6%	3%
<b>94806</b>	5%	5%	6%
<b>94803</b>	5%	5%	5%
<b>94564</b>	3%	4%	2%
<b>94547</b>	3%	2%	5%
<b>94107</b>	2%	2%	2%
<b>94706</b>	2%	2%	3%
<b>94110</b>	2%	2%	2%
<b>94708</b>	2%	1%	3%

### South San Francisco Route^

	Total	Weekday	Weekend
Base: (All Respondents)	49	49	
<b>94501</b>	39%	39%	-
<b>94610</b>	9%	9%	-
<b>94607</b>	7%	7%	-
<b>94608</b>	7%	7%	-
<b>94602</b>	4%	4%	-
<b>94605</b>	4%	4%	-
<b>94611</b>	4%	4%	-
<b>94612</b>	4%	4%	-

### Vallejo Route\*

	Total	Weekday	Weekend
Base: (All Respondents)	551	393	158
<b>94590</b>	16%	20%	5%
<b>94591</b>	15%	17%	9%
<b>94510</b>	7%	9%	2%
<b>94589</b>	6%	7%	5%
<b>94503</b>	5%	4%	5%
<b>94558</b>	4%	4%	6%
<b>94559</b>	4%	3%	7%
<b>94534</b>	4%	4%	2%
<b>94533</b>	2%	2%	3%
<b>94501</b>	2%	2%	3%

\*Only zip codes representing at least 2% overall of responses are shown. Please see tables for a complete list

^Only zip codes representing at least 4% overall of responses are shown. Please see tables for a complete list

## Demographics

*What languages do you regularly speak at home? (Multiple respondents accepted)*

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>English</b>	95%	97%	96%	96%	94%	96%	92%
<b>Spanish</b>	12%	8%	4%	9%	18%	4%	16%
<b>Chinese</b>	4%	3%	10%	4%	6%	2%	1%
<b>Filipino/Tagalog</b>	1%	1%	<1%	1%	-	-	3%
<b>French</b>	1%	1%	-	2%	1%	-	1%
<b>German</b>	1%	<1%	-	1%	1%	-	1%
<b>Portuguese</b>	1%	<1%	<1%	<1%	1%	-	1%
Blank (#)	53	8	6	17	4	2	16

*\*Only responses with at least 1% response shown above (see tables for full list). It should be noted this survey was offered in English, Spanish and Chinese.*

*How well do you speak English?*

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>Very Well – 4</b>	92%	96%	94%	92%	91%	98%	89%
<b>Well – 3</b>	7%	4%	6%	7%	7%	2%	8%
<b>Not Well – 2</b>	1%	-	-	<1%	2%	-	3%
<b>Not at All – 1</b>	<1%	<1%	<1%	1%	<1%	-	<1%
Blank (#)	44	5	4	16	3	2	14
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Average (mean) score</b>	<b>3.90</b>	<b>3.95</b>	<b>3.93</b>	<b>3.91</b>	<b>3.88</b>	<b>3.98</b>	<b>3.85</b>

*Gender*

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>Female</b>	51%	43%	49%	49%	54%	41%	56%
<b>Male</b>	48%	55%	51%	49%	44%	59%	43%
<b>Non-Binary</b>	1%	1%	-	3%	1%	-	1%
Blank (#)	108	7	10	37	20	3	31
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

*Race/Ethnicity (multiple responses accepted) \**

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>Caucasian/White</b>	54%	64%	53%	56%	53%	80%	45%
<b>Asian/Pacific Islander</b>	25%	27%	40%	20%	21%	16%	24%
<b>Hispanic/Latino</b>	18%	11%	5%	18%	26%	7%	25%
<b>African American/Black</b>	11%	7%	4%	13%	10%	11%	13%
<b>Native American</b>	2%	1%	2%	3%	1%	2%	2%
Blank (#)	118	15	11	37	14	5	36
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

*Age*

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>13-17 (15 years)</b>	2%	<1%	1%	3%	1%	-	2%
<b>18-23 (20.5 years)</b>	6%	2%	7%	5%	5%	-	11%
<b>24-35 (29.5 years)</b>	26%	34%	25%	25%	19%	30%	25%
<b>35-44 (39.5 years)</b>	24%	30%	21%	28%	24%	46%	18%
<b>45-54 (49.5 years)</b>	18%	19%	23%	16%	17%	17%	17%
<b>55-64 (59.5 years)</b>	13%	9%	14%	11%	18%	4%	15%
<b>65 and older (70 years)</b>	11%	4%	10%	13%	16%	2%	13%
Blank (#)	87	9	8	28	9	3	30
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Average age (# years)</b>	<b>43.2</b>	<b>40.7</b>	<b>43.7</b>	<b>43.1</b>	<b>46.6</b>	<b>39.7</b>	<b>43.0</b>

	2024 TOTAL	2022 TOTAL	2017 TOTAL
<b>Under 35</b>	34%	38%	29%
<b>35-44</b>	24%	20%	25%
<b>45-54</b>	18%	21%	22%
<b>55-64</b>	13%	14%	16%
<b>65 and older</b>	11%	8%	8%

\*Prior to 2024, this was a single response question. Respondents who were of more than one ethnicity selected "more than one race." In 2024, as a multiple response question, respondents of more than one ethnicity could select multiple ethnicities. For this reason, previous results are not shown.

*Annual Household Income*

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Under \$15,000 (\$7,500)	3%	<1%	1%	4%	2%	-	5%
\$15,000 - \$24,999 (\$19,999.5)	2%	1%	-	3%	1%	-	2%
\$25,000 - \$49,999 (\$37,499.5)	6%	2%	1%	5%	6%	-	9%
\$50,000 - \$74,999 (\$62,499.5)	10%	5%	4%	9%	13%	5%	14%
\$75,000 - \$99,999 (\$87,499.5)	11%	10%	5%	10%	10%	5%	14%
\$100,000 - \$149,999 (\$124,500)	17%	18%	17%	17%	15%	9%	19%
\$150,000 - \$199,999 (\$174,999.5)	16%	19%	17%	17%	20%	11%	13%
\$200,000 and above (\$225,000)	36%	44%	57%	36%	32%	70%	23%
Blank (#)	264	38	32	81	28	5	80
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Average income (\$)</b>	<b>148,131</b>	<b>167,363</b>	<b>183,888</b>	<b>147,947</b>	<b>146,095</b>	<b>196,545</b>	<b>122,984</b>

	2024 TOTAL	2022 TOTAL	2017 TOTAL
Under \$50,000	10%	7%	6%
\$50,000 - \$99,999	21%	22%	26%
\$100,000 - \$199,999	33%	40%	43%
\$200,000 and above	36%	30%	25%

*Household Size*

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
<b>1</b>	<b>18%</b>	<b>19%</b>	<b>14%</b>	<b>23%</b>	<b>15%</b>	<b>15%</b>	<b>15%</b>
<b>2</b>	<b>39%</b>	<b>43%</b>	<b>39%</b>	<b>37%</b>	<b>47%</b>	<b>37%</b>	<b>38%</b>
<b>3</b>	<b>16%</b>	<b>16%</b>	<b>15%</b>	<b>15%</b>	<b>16%</b>	<b>15%</b>	<b>18%</b>
<b>4</b>	<b>17%</b>	<b>16%</b>	<b>26%</b>	<b>17%</b>	<b>14%</b>	<b>28%</b>	<b>16%</b>
<b>5</b>	<b>6%</b>	<b>3%</b>	<b>6%</b>	<b>5%</b>	<b>5%</b>	<b>4%</b>	<b>9%</b>
<b>6 or more</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>3%</b>	<b>3%</b>	<b>-</b>	<b>4%</b>
Blank (#)	135	14	8	44	16	3	50
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Average # people in household</b>	<b>2.7</b>	<b>2.5</b>	<b>2.8</b>	<b>2.5</b>	<b>2.6</b>	<b>2.7</b>	<b>2.8</b>

# Appendices

## Questionnaires





# Customer Survey 2024



Dear Ferry Passenger,

Thank you for participating! Please complete this survey to help us plan for the future. You can hand the survey back or complete it online at: <https://SFferrysurvey.com>.

## ABOUT THIS TRIP

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

*Boarding Terminal*

- Alameda (Main Street)
- Alameda (Seaplane)
- Harbor Bay
- Oakland
- Richmond
- San Francisco
- South San Francisco
- Vallejo

*Exiting Terminal*

- Alameda (Main Street)
- Alameda (Seaplane)
- Harbor Bay
- Oakland
- Richmond
- San Francisco
- South San Francisco
- Vallejo

2. **Starting Point:** Where did you **BEGIN** this trip?

*(NOT Ferry Terminal)*

- Home
- Work
- Somewhere else

a. City: \_\_\_\_\_

b. Address\*: \_\_\_\_\_

*\* Cross-streets or landmark OK instead*

3. **Destination:** Where will you **END** this trip?

*(NOT Ferry Terminal)*

a. City: \_\_\_\_\_

b. Address\*: \_\_\_\_\_

*\* Cross-streets or landmark OK instead*

4. **Access.** How did you get **to this ferry**? And how will you get to your final destination **after you exit** this ferry?

*(Check all that apply)*

	Got to Ferry	Will Use to Get to Final Destination
Walk(ed) all the way	<input type="checkbox"/>	<input type="checkbox"/>
Bike / Scooter	<input type="checkbox"/>	<input type="checkbox"/>
Drive (park and ride)	<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"/>
Private/Employer shuttle	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>
Uber / Lyft / Waymo	<input type="checkbox"/>	<input type="checkbox"/>
Other ( <i>specify</i> ): _____		

5. **Trip Purpose.** What is the purpose of your trip?

- Commute to/from work or school
- Medical/Dental
- Shopping
- Entertainment/Recreation
- Sightseeing
- Other: \_\_\_\_\_

6. **Payment.** How did you pay this fare?

- Clipper (blue plastic card or phone app)
- Paper Ticket (single ride/one-way)
- SF Bay Ferry App
- Other: \_\_\_\_\_

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

- Adult
- Youth
- Senior
- Disabled / Medicare
- School group
- Other: \_\_\_\_\_

8. Are you making a **round trip** on the ferry today?

- Yes
- No

9. **How often** do you use SF Bay Ferry?

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

10. What **other** type of transportation would you have used if you didn't take the ferry for your trip today?

- Drive alone
- Carpool
- Uber / Lyft / Waymo
- Bus
- BART / rail transit
- Ferry is my only option
- Other: \_\_\_\_\_

Run ID: \_\_\_\_\_

## YOUR OPINION OF SF BAY FERRY SERVICE

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11. Overall rating of **SF Bay Ferry** service:

- Very Satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very Dissatisfied

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## ABOUT YOU

---

12. What are the main reasons you ride the ferry?

*(select up to three)*

- Faster
- Less expensive
- Relaxing / reduces stress
- Avoids traffic
- Better for the environment
- Parking is easier / less expensive
- Productive use of time
- Don't have a car / don't drive
- Sightseeing
- Other: \_\_\_\_\_

13. Are you visiting or do you live in the San Francisco Bay Area?

- Visiting
- Live in San Francisco Bay Area

14. What is your

5 digit **home Zip Code**? \_\_\_\_\_

Live outside U.S.

15. What **languages** do you regularly speak at home?

- English
- Chinese
- Spanish
- Other: \_\_\_\_\_

## CONTACT INFORMATION

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May we contact you in the future to ask your opinion about SF Bay Ferry? If so, please complete the following:

Name: \_\_\_\_\_ Phone: (\_\_\_\_\_) \_\_\_\_\_

Email Address: \_\_\_\_\_

16. How well do you speak English?

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

17. **Gender:**  Male

Female

Non-binary

Other: \_\_\_\_\_

18. **Race/Ethnicity:** *(Check all that apply)*

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

19. **Age:**  Under 13

13 - 17

18 - 24

25 - 34

35 - 44

45 - 54

55 - 64

65 & older

20. How many **people** are in your household?

1

2

3

4

5

6+

21. **Annual Household Income:**

Under \$15,000

\$15,000 - \$24,999

\$25,000 - \$49,999

\$50,000 - \$74,999

\$75,000 - \$99,999

\$100,000 - \$149,999

\$150,000 - \$199,999

\$200,000 and above

## BALLOT MEASURE

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22. Would you support or oppose a ballot measure to raise revenue for investment in expanded and improved regional ferry service?

- Support Strongly
- Support Somewhat
- Neutral
- Oppose Somewhat
- Oppose Strongly

**Thank you for your responses!** You can also complete this survey online (see link on first page) OR mail to: SF Bay Ferry Survey 2024, c/o Corey, Canapary & Galanis, 447 Sutter Street – PH North, San Francisco, CA 94108



# Encuesta de clientes 2024



Estimado pasajero de ferri,

¡Gracias por participar! Rellene esta encuesta para ayudarnos a planificar el futuro. Puede devolver la encuesta o rellenarla en línea en: <https://SFferrysurvey.com>.

## SOBRE ESTE VIAJE

1. **Terminales de ferri:** ¿Dónde embarcó en este ferri y dónde desembarcará?

*Terminal de embarque*

- Alameda (Calle Mayor)
- Alameda (Seaplane)
- Bahía de Harbor
- Oakland
- Richmond
- San Francisco
- San Francisco Sur
- Vallejo

*Terminal de llegada*

- Alameda (Calle Mayor)
- Alameda (Seaplane)
- Bahía de Harbor
- Oakland
- Richmond
- San Francisco
- San Francisco Sur
- Vallejo

2. **Punto de partida:** ¿Dónde ha **COMENZADO** el viaje?

*(NO Terminal de ferri)*

- Casa
- Trabajo
- En otro lugar

a. Ciudad: \_\_\_\_\_

b. Dirección\*: \_\_\_\_\_

*\* Calles transversales o puntos de referencia OK en su lugar*

3. **Destino:** ¿Dónde **terminará** el viaje?

*(NO Terminal de ferri)*

a. Ciudad: \_\_\_\_\_

b. Dirección\*: \_\_\_\_\_

*\* Calles transversales o puntos de referencia OK en su lugar*

4. **Acceso.** ¿Cómo llegaste a este ferri? ¿Y cómo llegará a su destino final **después de salir de** este ferri?

*(Marque todo lo que aplique)*

	Llegar al Ferri	Utilizará para llegar al Destino final
Caminar todo el camino	<input type="checkbox"/>	<input type="checkbox"/>
Bicicleta / Scooter	<input type="checkbox"/>	<input type="checkbox"/>
En coche (aparcamiento y trayecto)	<input type="checkbox"/>	<input type="checkbox"/>
Dejar / Recoger en coche	<input type="checkbox"/>	<input type="checkbox"/>
Transporte público (autobús/tren)	<input type="checkbox"/>	<input type="checkbox"/>
Lanzadera privada/empresa	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>
Uber / Lyft / Waymo	<input type="checkbox"/>	<input type="checkbox"/>
Otros ( <i>especifique</i> ): _____		

5. **Propósito del viaje.** ¿Cuál es el objetivo de su viaje?

- Desplazamiento al trabajo o a la escuela
- Médico/Dental
- Compras
- Entretenimiento/Recreo
- Turismo
- Otros: \_\_\_\_\_

6. **Pago.** ¿Cómo pagó esta tarifa?

- Clipper (tarjeta de plástico azul o app de teléfono)
- Billete en papel (trayecto único/ida)
- SF Bay Ferry App
- Otros: \_\_\_\_\_

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

- Adulto
- Joven
- Senior
- Discapacitados / Medicare
- Grupo escolar
- Otro: \_\_\_\_\_

8. ¿Vas a hacer hoy un **viaje de ida y vuelta** en el ferri?

- Sí
- No

9. **¿Con qué frecuencia** utiliza el SF Bay Ferry?

- 6 a 7 días/semana
- 5 días/semana
- 3 a 4 días/semana
- 1 a 2 días/semana
- 1 a 3 **días/mes**
- Menos de una vez al **mes**
- Esta es mi primera vez en el ferri

10. ¿Qué **otro** tipo de transporte habría utilizado si no hubiera tomado el ferri para su viaje de hoy?

- Conducir solo
- Compartir coche
- Uber / Lyft / Waymo
- Autobús
- BART / transporte ferroviario
- Ferri es mi única opción
- Otros: \_\_\_\_\_

Escriba su ID: \_\_\_\_\_

## SU OPINIÓN SOBRE EL SERVICIO DE FERRI DE LA BAHÍA DE SF

---

11. Valoración global del servicio de ferris de la bahía de San Francisco:

- Muy satisfecho
- Satisfecho
- Ni satisfecho ni insatisfecho
- Insatisfecho
- Muy insatisfecho

COMENTARIOS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## ACERCA DE TI

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12. ¿Cuáles son las principales razones por las que viaja en ferri? (seleccione hasta tres)

- Más rápido
- Más barato
- Relajante / reduce el estrés
- Evita el tráfico
- Mejor para el medio ambiente
- Aparcar es más fácil / menos caro
- Uso productivo del tiempo
- No tengo coche / no conduzco
- Turismo
- Otro: \_\_\_\_\_

13. ¿Está de visita o vive en la Bahía de San Francisco?

- Visita
- Vivir en la bahía de San Francisco

14. ¿Cuál es su

Código postal de 5 dígitos? \_\_\_\_\_

Vive fuera de EE.UU.

15. ¿Qué idiomas hablas habitualmente en casa?

- Inglés
- Chino
- Español
- Otros: \_\_\_\_\_

## INFORMACIÓN DE CONTACTO

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¿Podemos ponernos en contacto con usted en el futuro para pedirle su opinión sobre SF Bay Ferry? En caso afirmativo, rellene lo siguiente:

Nombre: \_\_\_\_\_ Teléfono: (\_\_\_\_\_) \_\_\_\_\_

Dirección de correo electrónico: \_\_\_\_\_

\_\_\_\_\_

**Gracias por sus respuestas.** También puede rellenar esta encuesta en línea (véase el enlace en la primera página) O enviarla por correo a: SF Bay Ferry Survey 2024, c/o Corey, Canapary & Galanis, 447 Sutter Street - PH North, San Francisco, CA 94108

16. ¿Habla usted bien inglés?

- Muy bien
- Bien
- No muy bien
- En absoluto

17. Género:  Hombre

Mujer

No binario

Otros: \_\_\_\_\_

18. Raza/etnia: (Marque todo lo que corresponda)

- Caucásico/Blanco
- Hispano/Latino
- Afroamericano/Negro
- Asiáticos/Isleños del Pacífico
- Nativo americano
- Otro: \_\_\_\_\_

19. Edad:  Menor de 13 años  35 - 44

13 - 17

45 - 54

18 - 24

55 - 64

25 - 34

65 años o más

20. ¿Cuántas personas viven en su casa?

- 1
- 2
- 3
- 4
- 5
- 6+

21. Ingresos anuales de los hogares:

- Menos de 15.000 \$
- 15,000 \$ - 24,999\$
- 25,000\$ - 49,999\$
- 50,000\$ - 74,999\$
- 75,000\$ - 99,999\$
- 100,000\$ - 149,999\$
- 150,000\$ - 199,999\$
- 200.000\$ y más

## MEDIDA DEL VOTO

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22. ¿Apoyaría o se opondría a una medida electoral para recaudar ingresos destinados a invertir en la ampliación y mejora del servicio regional de ferri?

- Apoyar firmemente
- Apoyo Algo
- Neutral
- Algo en contra
- Totalmente en contra



# 客戶調查2024



親愛的渡輪乘客，  
感謝您的參與！請完成這份調查，以幫助我們規劃未來。您可以將調查表交回，或在線上完成：  
<https://SFferrysurvey.com>.

## 關於這次旅行

1. **渡輪碼頭**：你在哪裡搭乘這艘渡輪，又將在哪裡下船？

登機候機室

離開終端機

- |                                     |                                     |
|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> 阿拉米達（主街）   | <input type="checkbox"/> 阿拉米達（主街）   |
| <input type="checkbox"/> 阿拉米達（水上飛機） | <input type="checkbox"/> 阿拉米達（水上飛機） |
| <input type="checkbox"/> 港灣灣        | <input type="checkbox"/> 港灣灣        |
| <input type="checkbox"/> 奧克蘭        | <input type="checkbox"/> 奧克蘭        |
| <input type="checkbox"/> 里士滿        | <input type="checkbox"/> 里士滿        |
| <input type="checkbox"/> 舊金山        | <input type="checkbox"/> 舊金山        |
| <input type="checkbox"/> 南三藩市       | <input type="checkbox"/> 南三藩市       |
| <input type="checkbox"/> 瓦萊霍        | <input type="checkbox"/> 瓦萊霍        |

2. **起點**：你從哪裡開始這次旅程？

(非渡輪碼頭)

- 家中                       工作                       其他地方

a. 城市：\_\_\_\_\_

b. 地址\*：\_\_\_\_\_

\* 交叉街道或地標也可以。

3. **目的地**：你將在哪裡結束這次旅行？

(非渡輪碼頭)

a. 城市：\_\_\_\_\_

b. 地址\*：\_\_\_\_\_

\* 交叉街道或地標也可以。

4. **進入**。你是怎麼到達這艘渡輪的？在你下船後，你將如何到達最終目的地？

(勾選所有適用項目)

	搭渡輪	將使用以抵達最終目
一路走來	<input type="checkbox"/>	<input type="checkbox"/>
單車 / 滑板車	<input type="checkbox"/>	<input type="checkbox"/>
開車（停車和搭乘）	<input type="checkbox"/>	<input type="checkbox"/>
乘車送達/接送	<input type="checkbox"/>	<input type="checkbox"/>
公共交通（巴士/鐵路）	<input type="checkbox"/>	<input type="checkbox"/>
私人/僱主穿梭巴士	<input type="checkbox"/>	<input type="checkbox"/>
計程車	<input type="checkbox"/>	<input type="checkbox"/>
Uber / Lyft / Waymo	<input type="checkbox"/>	<input type="checkbox"/>
其他（請具體說明）： _____		

5. **旅行目的**。您的旅行目的是什麼？

- 通勤至/從工作或學校  
 醫療/牙科  
 購物  
 娛樂/休閒  
 觀光  
 其他：\_\_\_\_\_

6. **付款**。您是如何支付這個車費的？

- 夾子（藍色塑料卡或手機應用程式）  
 紙質車票（單程）  
 舊金山灣渡輪應用程式  
 其他：\_\_\_\_\_

7. **車費類別**。您為這次旅程支付了哪種類型的車費？

- 成人                       殘障 / 醫療保險  
 青年                       學校團體  
 高級                       其他：\_\_\_\_\_

8. 今天你是要搭渡輪來回嗎？

- 是  
 不是

9. 你多久搭乘一次舊金山灣區渡輪？

- 6到7天/週  
 每週5天  
 3到4天/週  
 1到2天/週  
 1至3天/月  
 少於每月一次  
 這是我第一次搭渡輪

10. 如果你今天沒有搭渡輪去旅行，你會選擇使用哪種交通工具？

- 獨自開車  
 共乘  
 Uber / Lyft / Waymo  
 公共汽車  
 BART / 輕軌交通  
 渡輪是我的唯一選擇  
 其他：\_\_\_\_\_

運行 ID: \_\_\_\_\_

## 您對舊金山灣渡輪服務的意見

11. 旧金山湾渡輪服务的整体评分:

- 非常滿意
- 滿意
- 既不滿意也不不滿意
- 不滿
- 非常不滿

評論:

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## 關於你

12. 你搭渡輪的主要原因是什麼?

(最多選擇三個)

- 更快
- 更便宜
- 放鬆/減輕壓力
- 避開交通
- 更有利於環境
- 停車更容易/更便宜
- 有效利用時間
- 沒有車/不開車
- 觀光
- 其他: \_\_\_\_\_

13. 您是否曾造訪或居住在舊金山灣區?

- 參觀
- 在舊金山灣區生活

14. 你的

位元首頁Zip 碼多少? \_\_\_\_\_

居住在美國以外

15. 你在家常說什麼語言?

- 英文
- 中文
- 西班牙語
- 其他: \_\_\_\_\_

## 聯絡資訊

能否在未來與您聯繫, 詢問您對SF Bay Ferry的看法? 如果是, 請填寫下列內容:

姓名: \_\_\_\_\_ 電話: (\_\_\_\_\_) \_\_\_\_\_

電子郵件地址: \_\_\_\_\_

16. 你的英文說得如何?

- 非常好
- 好
- 不太好
- 一點也不

17. 性別:  男

女

非二元性別

其他: \_\_\_\_\_

18. 種族/族裔: (勾選所有適用者)

- 高加索人/白人
- 西班牙裔/拉丁裔
- 非裔美國人/黑人
- 亞洲/太平洋島嶼民族
- 美洲原住民
- 其他: \_\_\_\_\_

19. 年齡:  13歲以下

35 - 44

13 - 17

45 - 54

18 - 24

55 - 64

25 - 34

65 歲及以上

20. 你家有幾個人?

1  2  3  4  5  6+

21. 年度家庭收入:

\$15,000以下

\$75,000 - \$99,999

\$15,000 - \$24,999

\$100,000 - \$149,999

\$25,000 - \$49,999

\$150,000 - \$199,999

\$50,000 - \$74,999

\$200,000 及以上

## 選票措施

22. 您是否支持或反對一項投票措施, 以增加對擴大和改進區域渡輪服務的投資的收入?

- 支持強烈
- 支持略有
- 中立
- 反對略有
- 強烈反對

謝謝你的答覆! 您也可以在網路上完成這項調查(見第一頁的連結) 或寄電子郵件給: SF Bay Ferry Survey 2024, c/o Corey, Canary & Galanis, 447 Sutter Street - PH North, San Francisco, CA 94108

## Verbatim Responses

Comments provided as a response to Q11 (Overall Rating of SF Bay Ferry Service)

**Comments from the Alameda Seaplane Ferry  
Q11 Rating – Very Satisfied (5)**

LOVE IT.

YOU OVERCHARGED, I TRIED TO FIGURE OUT WHY, BUT WAS TOLD TO KEEP MOVING!

FAST, CLEAN, GREAT STAFF. I LIKE FREE COFFEE.

SPECIAL SHOUT-OUT TO CREW MEMBERS [NAMES REMOVED] FOR ALWAYS BEING WELCOMING, HELPFUL AND KIND!

APPRECIATE THE CLEANLINESS.

SERVICE HAS ALWAYS BEEN EXCELLENT.

NOT FREQUENT ENOUGH

WE LOVE LOVE THE FERRY. THE STAFF ARE THE BEST AS IS THE VIEW AND EVERYTHING

VERY CLEAN, FUSS FREE, SPACIOUS, EASY TO WORK, RELAXING

MORE BIKE SPACE, MORE FREQUENT DEPARTURE TIMES

LOVE THE MORNING COFFEE. WISH THE TIMING WAS MORE CONVENIENT GETTING TO ALAMEDA IN THE MORNING, LEAVING. BOTH TERMINALS LEAVE APPROX. THE SAME TIME

WE LOVE THE FERRY!

ALWAYS ON TIME, LIKE SNACK BAR & DRINKS, CLEAN BATHROOM.

ON TIME & CLEAN

I WOULD RIDE ROUND TRIP IF YOU REINSTATED THE 6AM DEPARTURE FROM ALAMEDA EITHER SEAPLANE OR MAIN STREET. [NAMES REMOVED] ARE GREAT DECKHANDS

PLEASE ADD MORE FERRY TIMES

IT WOULD BE HIGHLY CONVENIENT (IMPROVE MY LIFE!) IF THE SEAPLANE & MAIN ST FERRIES WERE STAGGERED SO WE HAD SERVICE MORE THAN ONCE AN HOUR!

SUPER FRIENDLY STAFF

I WISH THERE WAS A LATER EVENING RUN TO MAKE THE FERRY MORE FEASIBLE FOR NIGHT LIFE. MAYBE 10:30 OR 11 ON FRI/SAT?

FERRY TIMES ARE LESS CONVENIENT FOR TRAVEL TO THE EASY BAY. INCONSISTENT DOCKING, I HAVE GOTTEN ON THE WRONG FERRY AT THE RIGHT TIME. DESTINATION NOT CALLED. BEAUTIFUL BOATS

RIDE IS ALWAYS ON TIME. BOATS ARE CLEAN

EXCELLENT FOR COMMUNITY TO WORK!

FUN WAY TO TRAVEL BUT MORE EXPENSIVE THAN BART. EASIER PARKING TOO, BUT STILL USE BART AS PRIMARY MODE TO WORK.



**Comments from the Alameda Seaplane Ferry  
Q11 Rating – Very Satisfied (5)**

AWESOME. ONLY WISH IT COULD BE MORE FREQUENT.

HOPE FOR MORE WEEKEND SERVICE AT SEAPLANE.

THIS SERVICE IS AMAZING. I WISH THE ALAMEDA SEAPLANE WAS AVAILABLE ON WEEKENDS.

SOMETIME THE FERRY COMES LATE OR LEAVES LATE IN THE MORNING.

TOO EXPENSIVE, NOT ENOUGH TRIPS IN SCHEDULE.

LOVE THE FERRY!!

I LOVE THE SF FERRY!

WISH YOU WOULD BRING BACK THE 7:50 AM RUN.

EFFICIENT, ALWAYS ON TIME, CLEAN ENOUGH.

SODA CHARGES VARIES. ONE DAY THEY CHARGED \$4 AND LATER THAT DAY IT WAS \$5.

ON TIME, FAIR PRICE, CLEAN.

SOME BOATS ARE NICER THAN OTHERS - EX 8:25 SEAPLANE FERRY IS ALWAYS ON TIME. WISH THERE WERE MORE TIMES BETWEEN 8-9 AM TOO BUSY.

THE EVENING SCHEDULE FOR EASTBOUND TO ALAMEDA SHOULD BE MORE STAGGERED SO THAT FOR THOSE WITH FLEXIBILITY ON DESTINATION, THEY HAVE BETTER OPTIONALITY OF TIME.

I TAKE THE 6:30 AM FERRY CAUSE IT IS THE EARLIEST. BUT IF THERE WAS EVEN EARLIER THAT'D BE BETTER (5:30 - 6:00).

POLITE CREW. ORGANIZED OPERATION. CLEAN VESSEL. CAFE ONBOARD.

MORNING FERRY IS OFTEN RUNNING BEHIND. AS THE 1ST FERRY OF THE DAY THIS IS FRUSTRATING.

I LOVE IT! TEACH THE OTHER TRANSIT AGENCIES ABOUT BEING ON TIME! CLEAN! POLITE!  
BEAUTIFUL!

SUPER GRATEFUL FOR THIS SERVICE, WOULD LEAVE ALAMEDA IF THE FERRY NO LONGER SERVED.

ITS AN INCREDIBLE WAY TO GET TO / FROM WORK IM GRATEFUL FOR THIS SERVICE EVERY DAY

THE FERRY IS ESSENTIAL TO MY COMMUTE THANK YOU

I APPRECIATE THE TIMELINESS AND RELIABILITY OF THE FERRY AS WELL AS THE FRIENDLY PEOPLE THAT WORK ON THE FERRY YOU ALL DO AMAZING WORK

THE BEST PART OF MY DAY

ALWAYS THE BEST WAY TO CROSS THE BAY! SUGGESTION: SEATS ARE STAINED & NEED CLEANING/REPLACEMENT.

AS RIDERSHIP GROWS, I HOPE THERE ARE MORE FERRY RUNS IN THE EVENING FROM SF TO ALAMEDA (MORE DEPARTURE TIMES).

**Comments from the Alameda Seaplane Ferry  
Q11 Rating – Very Satisfied (5)**

THE ALAMEDA MAIN ST FERRY TAKES TOO LONG TO GET TO SF ON WEEKENDS. IF SEAPLANE RAN ON WEEKENDS AGAIN, I WOULD TAKE IT MUCH MORE FREQUENTLY.

NEED MORE FERRY TIMES FOR SEAPLANE. AN HOUR APART IS TOO LONG DURING PEAK COMMUTE HOURS.

CLEAN, EFFICIENT, GREAT STAFF. LOVE THE BAR, AND THE NEW COFFEE IS WONDERFUL.

MORE FERRY SCHEDULE WILL BE GREAT.

I WISH THE FERRY WOULD COME MORE FREQUENTLY, NOT ENOUGH TIMES.

FAST, EFFICIENT, DEPENDABLE.

WHAT A BLESSING! HOW EFFICIENT ARE THE BOATS? MORE FREQUENT TRIPS IS, OF COURSE, THE DREAM.

ON TIME CLEAN FRIENDLY STAFF PEACEFUL WAY TO COMMUTE

ALWAYS ON TIME AND VERY FRIENDLY STAFF

GETTING TO THE FERRY IS THE ONLY ISSUE THAT IS NOT CONVENIENT. OTHERWISE, I LOVE USING THE FERRY.

LOVE THE FERRY!

I LOVE TAKING THE FERRY ITS SO MUCH NICER THAN DRIVING

PROFESSIONAL STAFF RELIABLE SCHEDULE WELL-MAINTAINED VESSEL

THE ONLY REASON I DIDN'T SAY VERY SATISFIED IS BECAUSE I WISH THE FERRY RAN MY ROUTE MORE OFTEN

BEST WAY TO COMMUTE BEEN RIDING SINCE 2008 THE CREW ON EACH FERRY ARE AWESOME THE FERRY ALWAYS PITCHES IN WHEN WE HAVE A TRANSIT CRISIS (BART STRIKE) OR BRIDGE PROTESTERS

WINTER HOURS MAKE WAITING FOR UBER VERY SCARY (DARK & EMPTY) CAN YOU OFFER SECURITY AFTER 5 PM IN THE PARKING LOT FROM OCT - JAN?

CLEAN QUIET AND TIMELY THE BEST WAY TO CROSS THE BAY

CLEAN FRIENDLY CREW

RELIABLE PLEASANT

WOULD APPRECIATE MORE OPTIONS / TIMES IN THE EVENINGS

ALWAYS ON TIME

CLEAN, FAST, ON TIME, RELIABLE. LOVE IT!

FRIENDLY STAFF, NOT CROWDED, ON TIME.

**Comments from the Alameda Seaplane Ferry  
Q11 Rating – Very Satisfied (5)**

THE FERRY SERVICE IS GREAT! I WOULD SUGGEST RUNNING THE FERRY LATER TO HARBOR BAY. ALSO, NO WEEKEND FERRIES FROM HARBOR BAY IS TOUGH. SEAPLANE IS THE ONLY ALTERNATIVE BUT IS 20 + MINUTES AWAY.

GREAT & FRIENDLY CREW.

I LOVE FERRY. SOMETIMES IT DOESN'T QUITE FIT MY SCHEDULE.

LOVE TAKING THE FERRY. SO HAPPY TO SEE WHAT THE FERRY SERVICE DID W/THEIR FEDERAL PANDEMIC DOLLARS!

I WOULD LIKE MORE FERRIES DURING MORNING AND EVENING COMMUTE HOURS. EVERY HALF HOUR INSTEAD OF HOUR PLEASE! OUTDOOR SEATING TO AVOID EXPOSURE TO ILLNESS!

NOT ONLY IS IT THE BEST STRESS FREE MOST BEAUTIFUL RIDE IN, BUT ALSO SO WELL RUN AND THE STAFF IS ALWAYS FRIENDLY. BEST WAY IN/OUT BY FAR!

DON'T UNDERSTAND WHY THE SNACK BAR ISN'T OPEN IN THE AFTERNOONS DURING THE SEAPLANE ROUTES.

LATER HOURS ON WEEKENDS. LAST FERRY AT 2AM FROM SF BACK TO ALAMEDA

**Comments from the Alameda Seaplane Ferry  
Q11 Rating – Satisfied (4)**

I'D LIKE TO SEE MORE AFTERNOON TIMES FROM SF TO ALAMEDA SEAPLANE

MORE FREQUENT FERRIES ESPECIALLY TO ALLOW PARENTS TO GET TO WORK/HOME TO DROP OFF KIDS

WONDERFUL SERVICE

THE FERRY SERVICE IS BY FAR MY FAVORITE TRANSIT IN THE BAY! A SATURDAY SEAPLANE SERVICE COULD BE A GREAT ADDITION EVENTUALLY.

LOVE!! FREE COFFEE IN THE MORNINGS! WOULD BE GREAT IF THERE WAS COFFEE AVAILABLE ALL DAY - EVEN IF THEY DID EVENTUALLY CHARGE FOR IT. LOVE THE WIFI ALSO

I HAVE A BIKE. I HAVE TO WAIT FOR EVERYONE TO GET OFF, IT'S ANNOYING. I HAVE TO GET TO WORK!!!

LOVE THE FERRY. IT'S A DELIGHT.

I LOVE RIDING THE FERRY!

CLEAN, RELAXING, FRIENDLY STAFF, ALWAYS A GOOD EXPERIENCE.

LOVE THE STAFF. THEY GREET ME WARMLY EVERY TRIP.

THE FERRY IS A JOY. IT'S COMFORTABLE, INEXPENSIVE, BIKE-ON BIKE-OFF. KEEP UP THE GOOD SERVICE!

SEAPLANE FERRY IS ALWAYS ON TIME I HAVE TAKEN HARBOR BAY BEFORE AND IT WAS NOT QUITE AS ON TIME

WOULD LOVE TO BRING BACK A 7:45AM OPTION AND 6PM OPTION

ONLY DOWNSIDE IS WHEN SMALLER FERRIES ARE SWAPPED IN ON COMMUTE.

I WISH IT RAN MORE OFTEN, LATER & WEEKENDS.

**Comments from the Alameda Seaplane Ferry  
Q11 Rating – Neutral (3)**

LATER SERVICE BACK FROM SF ON WEEKENDS

IT HAS BEEN A TRUE PLEASURE TO COMMUTE. CREW ARE MOST OF THE TIME FRIENDLY. FERRY ALL CLEAN AND ON TIME.

I LOVE THE FERRY. NO BETTER WAY TO THE CITY

**Comments from the Alameda Seaplane Ferry  
Q11 Rating – Blank (0)**

THE BEST PUBLIC TRANSPORTATION IN THE BAY!

THANK YOU FOR PROVIDING SUCH AN AMAZING COMMUTING EXPERIENCE!!

I LIKE THE SF BAY FERRY VERY MUCH; THE BOATS ARE NICE BUT I'VE HAD TWO TRIPS (RUNS) CANCELED IN MY TWO MONTHS HERE.

**Comments from the Harbor Bay Ferry  
Q11 Rating – Very Satisfied (5)**

LOVE THE UPDATED FERRY. EVERYONE IS FRIENDLY.

PARKING AT BAY FARM ISLAND CAN BE CHALLENGING AT TIMES

LOVE IT!

VERY CLEAN. PROFESSIONAL CREW, HELPFUL TOO.

IT'S THE BEST WAY TO COMMUTE. REASONABLE, CLEAN & SAFE

HANDS DOWN BEST PUBLIC TRANSIT IN THE BAY AREA. WORKERS ARE FRIENDLY & ACCOMMODATING

AWESOME

GOOD SERVICE

AMAZING SERVICE

I LOVE IT! ALWAYS ON TIME, NO TRAFFIC, GREAT CREWS.

LOVE THE MORNING COFFEE AND GREAT & KIND STAFF

SERVICE OUT OF HARBOR BAY IS NOT AS FREQUENT AS IT COULD BE

PASS DISCOUNT ON MONTHLY PASS

NEED PASS DISCOUNT (E.G. MONTHLY PASS OR PUNCH CARD)

TYPICALLY ON TIME, CLEAN, WELL PRICED, SAFE, FRIENDLY STAFF!

AWESOME!

MORE TIMES!! HOURLY IS STRESSFUL

I WISH THE FERRY SERVICE RAN LONGER AT HARBOR BAY AND ON THE WEEKENDS

WOULD LOVE TO HAVE MORE FERRIES AT DIFFERENT TIMES.

ON TIME, CLEAN, GOOD PRICE

CLEAN, NICE PEOPLE (PASSENGERS), AMAZING VIEWS, NICE EMPLOYEES, FAST, GOOD AMENITIES

NEED MORE EXTEND HOUR AFTER 6:40PM MAY ADD 7:40PM

CREW MEMBERS ARE KIND AND ATTENTIVE. THEY MAKE SURE THEY DO THEIR JOBS WELL AND ANSWER QUESTIONS WITH PATIENCE.

VERY WELL RUN TRANSPORT SERVICE

NEW BOATS ARE MORE RELIABLE

A SUGGESTION WOULD BE FOR THE CREW MEMBERS TO WEAR NAME TAGS. IT WOULD BE NICE TO GREET THEM BY NAME.

WOULD LOVE A NIGHT ROUTE AFTER 6:40

**Comments from the Harbor Bay Ferry  
Q11 Rating – Very Satisfied (5)**

MOST OF THE TIME FERRY IS ON TIME, VERY CLEAN, NICE STAFF

LOVE, LOVE, LOVE THE FERRY!

WOULD LOVE SOUTH BAY OPTION FOR COMMUTING

THE BEST WAY TO COMMUTE!

PEACEFUL!

VERY RELIABLE.

I LOVE DOLPHINS! THANKS FOR THE COOL BOATS. PLEASE ISSUE NEW BOAT TRADING CARDS!

AMAZING AND FRIENDLY STAFF, CLEAN FERRIES. HOPEFULLY NEW ONES USED MORE OFTEN FOR MY COMMUTE. ONLY ISSUES ARE BIKE RACKS ARE POOR AND INFREQUENT CANCELLATION OF SERVICE ISN'T REPORTED, EVEN ON THE APP.

ON TIME, RELIABLE FOR COMMUTING.

ON TIME & RARELY CANCELLED. FOR TIMES IT IS CANCELLED, AN EARLY NOTIFICATION (30 MINS BEFORE DEPARTURE) WOULD BE HELPFUL.

ON TIME.

1. A 8:00 AM FERRY WOULD BE NICE FROM HARBOR BAY. 2. NEWER BOATS WOULD BE NICE TOO.

NEEDS MORE AVAILABILITY - 30 MIN VS 1 HOUR SERVICE.

LOVE HOW CONVENIENT AND RELAXING THE TRIP IS!

WOULD LIKE LATER SERVICES BROUGHT BACK TO HARBOR BAY.

HARBOR BAY NEEDS WEEKEND SERVICE ON SUMMER WEEKENDS.

PLEASE ADD SOME ADDITIONAL AFTERNOON RIDES. ALSO, ADEQUATE PARKING AT HARBOR BAY IS ALWAYS AN ISSUE.

ALWAYS CLEAN AND KIND STAFF. APPRECIATE HOW YOU STAY ON-TIME.

I ENJOY THE FERRY SERVICE. ONLY ADJUSTMENT WOULD BE TO ADD A MID-AFTERNOON RETURN FERRY (2 OR 3 PM) FROM HARBOR BAY.

LOVE THE FRIENDLY CREW AND BOATS!

CAN HAVE MORE FREQUENT ROUTES AFTER 12 PM & BEFORE 4 PM.

HARBOR BAY HAS BEEN BEHIND SCHEDULE LAST COUPLE OF WEEKS 5-15 MIN LATE ARRIVING & DEPARTING.

WISH FOR ELECTRIC FERRIES. MORE STOPS WITH SMALLER BOATS ON SMALL PIERS IN ALAMEDA ETC., WOULD BE GREAT.

**Comments from the Harbor Bay Ferry  
Q11 Rating – Very Satisfied (5)**

I HAVE BEEN TAKING FERRY FOR LAST SIX YEARS. EVERY TIME I ENJOYED, FELT GOOD & REACHED ON TIME TO MY DESTINATION. THANK YOU GUYS. YOU ALL ARE AWESOME!!!

PLEASE KEEP COSTS DOWN. TOO EXPENSIVE.

ITS NICE TO KNOW WHEN THE FERRY WILL BE DELAYED OR CANCELLED VIA TEXT THE FERRY RUNS PRETTY INFREQUENTLY

LOOKING FOR WORD FOR THE FERRY TO BE STARTED FROM HARBOR BAY ON WEEKENDS

EXTREMELY PLEASANT WAY TO TRAVEL, REDUCES TRAFFIC & GOOD FOR ENVIRONMENT!

WISH THERE WAS AN 8AM FROM HARBOR BAY TO SF AND A 5:10PM FROM SF TO HARBOR BAY (PEAK COMMUTE TIMES)

WE NEED WEEKENDS SERVICE AND LATER HOURS FOR COMING BACK FROM SF!

SAFER, CLEANER, NICER THAN BART

WOULD LIKE A LATER TIME TO COME BACK FROM SAN FRANCISCO TO HARBOR BAY

I MISS THE PERALTA. IT HAD MY FAVORITE SEAT LAYOUT.

FERRY IS THE MOST CONVENIENT AND ECONOMICAL MASS TRANSIT TO AND FROM WORK, SHOPPING, MEDICAL/DENTAL APPOINTMENTS. FERRY RIDE IS ALSO VERY RELAXING AFTER A HARD DAYS WORK. LESS CARS IN THE ROAD MEANS LESS AIR POLLUTION, AND WE NEED TO TAKE PART IN SAVING OUR ENVIRONMENT FOR FUTURE GENERATIONS TO COME.

NEED MORE FREQUENT COMMUTE TIMINGS AND FOR IT TO RUN LATER AT NIGHT AND ON WEEKENDS. REALLY NEED A BETTER WAY TO GET TO SF ON WEEKENDS THAN THE MAIN STREET FERRY, ESPECIALLY AS I LIVE BY HARBOR BAY

PLEASE START A HARBOR BAY TO SOUTH SAN FRANCISCO FERRY

I WISH THE HARBOR BAY AND/OR SEA PLANE ROUTES ALSO RAN ON THE WEEKENDS. I WOULD USE THE FERRY ON SATURDAY AND SUNDAY IF MORE WERE AVAILABLE. FERRY STAFF IS ABSOLUTELY WONDERFUL! THANKS FOR ALL THAT YOU DO.



**Comments from the Harbor Bay Ferry  
Q11 Rating – Satisfied (4)**

I LOVE THE FERRY! IT'S MY FAVORITE WAY TO COMMUTE, AND I'VE ALSO USED IT TO GO TO SAN FRANCISCO FOR FUN/ON WEEKENDS, AND ON EVENINGS.

BEST PART OF MY COMMUTE

IT'S GREAT!

VERY CONVENIENT COMFORTABLE COMMUTE, CLEAN AND ENJOY THE OPTION TO BUY SNACKS AND DRINKS

FAVORITE WAY TO COMMUTE & TRAVEL FOR LEISURE

I WOULD TAKE ALAMEDA SEAPLANE ON WEEKENDS IF IT WAS AVAILABLE FOR BOATING & ROLLER SKATING

ABSOLUTELY GREAT STAFF! WONDERFUL BOATS! CLEAN & COMFORTABLE!

EVERYONE IS VERY FRIENDLY AND HELPFUL

WOULD LOVE MORE SERVICE TO HARBOR BAY ESPECIALLY ON WEEKENDS!

QUIET, CLEAN, BEAUTIFUL VIEWS

FRIENDLY CREW, FAST ON-TIME

LOVE THE FRIENDLY CREW

I WORK IN MISSION BAY AND WOULD LOVE WEEKEND SERVICE & SERVICE FROM ALAMEDA - MISSION BAY AND HB - SSF!

I'VE TAKEN THE FERRY SINCE THE 90'S. SOME YEARS MORE FREQUENT THAN OTHERS. I LOVE THE EXPANDED HB SCHEDULE. WOULD LIKE ONE MORE RUN IN THE EVENINGS LIKE BEFORE.

LOVE HAVING THIS OPTION. ITS SO EASY

ALWAYS CLEAN, STAFF ALWAYS KIND, SMOOTH, GREAT WIFI

**Comments from the Harbor Bay Ferry  
Q11 Rating – Dissatisfied (2)**

WEEKEND & LATE NIGHT WEEKDAY SERVICE WOULD BE GREAT

**Comments from the Harbor Bay Ferry  
Q11 Rating – Blank (0)**

FRIENDLY CREW, CLEAN BOATS, QUICK, PRETTY GOOD SCHEDULE

HARBOR BAY FERRY HAS BAD BIKE RACKS. BIKE FALL DOWN, THEY ARE HARDER TO USE. THE SEAPLANE & OAK/ALAMEDA BIKE RACKS ARE BETTER.

SAFE & RELIABLE

EXPENSIVE

LOVE THE FRIENDLY STAFF, WIFI, ALWAYS ABLE TO GET A SEAT & EASY ON/OFF. WOULD LOVE A LATER FERRY FROM SF -> BAY FARM LIKE PRE-COVID

**Comments from the Oakland/Alameda Ferry  
Q11 Rating – Very Satisfied (5)**

GOOD STAFF!

I LOVE THE FERRY! I KNOW GOLDEN GATE FERRY IS A DIFFERENT COMPANY, BUT I WISH THEIR BIKE PARKING WAS AS EASY AS YOURS!

SPACE FOR BIKES IS VERY IMPORTANT: LARKSPUR - SF BIKE SPACE WAS BAD.

WOULD LIKE MORE DRINK PURCHASE OPTIONS.

WISH THERE WERE MORE WEEKEND AND EVENING OPTIONS TO ALAMEDA FROM SF, WISH THERE WAS SERVICE FROM SF TO SOUTH SF.

LOVE THE FERRY!

EVERYTHING IS A 5 EXCEPT THE APP.

NICE DAY, EMPTY FERRY. COMFORTABLE SEATS.

LOVE IT.

THE FERRY SYSTEM IS A TREASURE! LOVE IT!

TOO BAD SEAPLANE DOESN'T RUN ON WEEKENDS

JUST A LOT OF PEOPLE AND HOT AND MUGGY

VERY CLEAN

ALWAYS GREAT SERVICE. SAFE & CLEAN. STAFF ARE FRIENDLY & ATTENTIVE.

A LOT SAFER THAN BART.

VERY BEAUTIFUL.

WEEKEND SCHEDULE IS HORRIBLE. HAD TO STAY ALL DAY PRETTY MUCH JUST TO GET BACK TO OAKLAND.

LOVE SF FERRY, GREAT SERVICE, GREAT WORKERS. I AM A TRANSIT WORKER MYSELF AND TAKING THE FERRY MAKES MY WORK MORE ENJOYABLE.

LESS BUSY PLEASE, LOVE THE LEGROOM.

CLEAN RESTROOMS.

FERRY USED TO GO FROM OAKLAND TO PIER 41 IN SF. I MISS THAT AND HOPE YOU HAVE THE SVC AGAIN.

HANDS DOWN THE BEST WAY INTO AND OUT OF SF! WHY DRIVE?

LOVELY STAFF

CHEAPER IS ALWAYS BETTER

ALWAYS CLEAN. VERY EASY. VERY CONVENIENT ONLY THING THAT WOULD MAKE THINGS BETTER IS WEEKEND SERVICE TO HARBOR BAY, BUT I UNDERSTAND THAT IS MOSTLY A COMMUTER SERVICE

**Comments from the Oakland/Alameda Ferry  
Q11 Rating – Very Satisfied (5)**

BEST PART OF MY DAY

TAKING MY SCOOTER/EUC IS A PAIN ON BART. THE FERRY IS NICER, MORE CONVENIENT & ALMOST AS FAST.

TRULY "THE BEST WAY TO CROSS THE BAY". LOVE THE COFFEE TOO.

WITHOUT A DOUBT, THE FERRY IS THE BEST TRANSIT FOR CYCLISTS

WOULD LOVE MORE FERRIES BUT I KNOW THAT TAKES TIME. WAITING FOR AN HOUR FOR THE NEXT ONE IS REALLY LONG COMPARED TO BART

LOVE THE CLEANLINESS, STAFF, ETC. BUT WISH IT RAN MORE FREQUENTLY

WOULD LOVE A FEW MORE SCHEDULED DIRECT OAKLAND FERRY OPTIONS IN THE EVENING & LATE AFTERNOON

GOOD ATTENTION FROM THE CREW

I LOVE THE FERRY! I TELL EVERYONE IT'S THE BEST WAY TO COMMUTE/PART OF MY DAY!

MORE WI-FI CONNECTIVITY WOULD BE GREAT! SAME W/ POTENTIAL FOR BREAKFAST SNACKS.

I WOULD LOVE AN EXTRA (LATER) "EXPRESS" FERRY FROM OAKLAND TO SF IN THE AFTERNOON, EVENING WITHOUT THE ALAMEDA STOP

I LOVE THE FERRY SO MUCH. BEST COMMUTE I'VE EVER HAD. THANK YOU!! IF ANYTHING, MORE TERMINALS/EAST BAY BART CONNECTION WOULD BE AN AMAZING IMPROVEMENT.

THE BEST WAY TO COMMUTE. I LOVE THE FERRY AND TELL MY FRIENDS TO RIDE IT

GREAT STAFF AND THE FERRY IS ON TIME!

PLEASE CONTINUE THE CLEAN AND PUNCTUAL SERVICE.

I LOVE RIDING THE FERRY. IT IS THE BEST WAY TO COMMUTE. I LOVE THAT I CAN AVOID TRAFFIC. NEVER HAD A BAD EXPERIENCE ON THE FERRY. THANK YOU!

WAY BETTER THAN TAKING BART, MORE RELAXING AND NOT CROWDED. ALSO ABLE TO DO MY WORK THANKS TO WIFI AND A SAFE ENVIRONMENT

I CANNOT SAY ENOUGH ABOUT HOW MUCH I LOVE THE FERRY! THE CREWS ARE WONDERFUL. IT'S ALL SO CIVILIZED!

IT'S THE BEST COMMUTE I'VE EXPERIENCED IN THE BAY AREA

THIS IS BY FAR THE CLEANEST, SAFEST WAY TO COMMUTE TO SF.

I HAVE TRIED USING THE FERRY FROM SAUSALITO AND TIBURON ON WEEKENDS - TOO INFREQUENT, INCONSISTENT

USED TO COMMUTE FROM OAKLAND TO SF - LOVED THE FERRY

APPRECIATE THE AFFORDABILITY

**Comments from the Oakland/Alameda Ferry  
Q11 Rating – Very Satisfied (5)**

WE ARE REALLY SATISFIED

ANNOYS ME THAT THE CLIPPER READERS BREAK SO OFTEN

ALWAYS VERY CLEAN. STAFF IS ALWAYS FRIENDLY AND HELPFUL

NICE BOAT

I WISH THE FERRY TO SAUSALITO MATCHED THE EAST BAY FERRY

I FEEL VERY FORTUNATE TO HAVE THE FERRY SYSTEM TO TRAVEL TO / FROM SF. ALWAYS ON TIME AND A BEAUTIFUL RIDE

WE LOVE THE FERRY

WORRIED ABOUT SEA PLANE PARKING LOT RUNNING OUT OF SPACE

WOULD BE GREAT TO HAVE FREQUENT FERRIES

SO COMFY CONVENIENT

SYSTEM TO BOARD IS HAPHAZARD AND UNPLEASANT AS THE CREW YELLS INSTRUCTIONS.

BEAUTIFUL WAY TO TRAVEL.

WOULD IDEALLY LIKE MORE CONSISTENT AND LATER RUN TIMES

I THOUGHT IT WAS BETTER PRE-COVID WHEN YOU COULD REMAIN ON FERRY AT THE FERRY BLDG FOR A SHORT HOP. PIER 39 IS A BIG DESTINATION FOR EUROPEANS AND IT'S FAMILY FRIENDLY TO BE ABLE TO REMAIN ON BOAT TO PIER 39

BEST COMMUTE EVER!!

THE BEST WAY TO CROSS THE BAY!!!

LOVE THAT THE FERRY LEAVES RIGHT ON TIME NOW AND FREE COFFEE.

SMOOTH RIDE, COURTEOUS STAFF.

SUPER CLEAN, NICE STAFF.

SO GOOD! PLZ MAKE MORE FREQUENT.

SAFETY COMPARED TO BART OR CALTRAIN.

GREAT CREW!

WAYFINDING COULD BE IMPROVED.

COMFORTABLE. ALWAYS ON TIME.

VERY FRIENDLY & HELPFUL STAFF; CLEAN; TIMELY (EXCEPT WOULD LOVE MORE TIMES SF - OAK).

ALMOST ALWAYS ON TIME. CREWS ARE EXCELLENT.

BEST EXPERIENCE.

**Comments from the Oakland/Alameda Ferry  
Q11 Rating – Very Satisfied (5)**

FEWER OPTIONS THAN BART, BUT SO WORTH IT! MUCH BETTER THAN BEING CRAMMED ON A BART TRAIN OR STUCK IN TRAFFIC.

FASTER, NO HASSLE ON THE TRAFFIC.

NEW HIRES/FACES AREN'T SECURING THE RAMP THAT ATTACHES THE FERRY WHEN DISEMBARKING US OFF FERRY AND SEEMS TO RUSH US OFF (HAPPENS IN 7:30 AM SHIFT). PREVIOUSLY WE ALWAYS WAITED TILL EVERYTHING WAS SECURED.

I LOVE THE FERRY.

GOOD.

BEST WAY TO TRAVEL ACROSS THE BAY HANDS DOWN!

WOULD LIKE TO SEE EARLY AFTERNOON FERRIES TO ALAMEDA SEAPLANE.

WORKERS ARE FRIENDLY AND HELPFUL.

TOO SLOW IN WAKE ZONE AT ALAMEDA SEAPLANE.

GOOD VIBES, PACE OF TRAVEL, FRIENDLY STAFF.

STAFF ARE FRIENDLY & HELPFUL.

CLEAN, SAFE, NICE PEOPLE, AFFORDABLE.

BUYING THE TICKET IN SAN FRANCISCO WAS A LITTLE CONFUSING BUT WE FIGURED IT AFTER ASKING A PERSON.

ONE OF THE BARTENDERS GRABBED MY ASS BECAUSE I HAD MY OWN DRINK. OLDER WHITE WOMAN WITH GLASSES IN HER HAIR.

THE APP IS EXTREMELY SLOW, THOUGH.

I LOVE THE FERRY. THE FOLKS ARE FRIENDLY & COFFEE IN THE AM IS A BONUS PLUS THE VIEWS AND I CAN WORK IN PEACE.

IT IS THE BEST COMMUTE I'VE EVER HAD.

THERE COULD BE MORE SIGNAGE AT THE TERMINALS DURING BOARDING.

LOVE IT!

I LOVE THE FERRY! ON TIME, CLEAN, KIND EMPLOYEES...IT'S GREAT.

ABSOLUTELY LOVE IT!

QUICK & EASY

RELAXING, GENERALLY ON TIME, FREE VALIDATED PARKING AT JACK LONDON A HUGE PLUS.

ALWAYS CLEAN W/ ATTENTIVE STAFF

SKIPPER IS GOOD. STAFF ARE COOL.

**Comments from the Oakland/Alameda Ferry  
Q11 Rating – Very Satisfied (5)**

TAKES A WHILE TO GET OUT OF PORT

BAR CLOSED AT UNEXPECTED TIMES. SOMETIMES RUNS LATE. DOESN'T OPERATE PAST 9PM ON WEEKENDS.

BIKES AND WALKERS SHOULD BE ABLE TO DISEMBARK AT THE SAME TIME

BAR WAS CLOSED

OPEN A PORT / TERMINAL IN BERKELEY MARINA

THIS WAS AN AWESOME FIRST IMPRESSION. FRIENDLY & HELPFUL PERSONNEL, COMFY & SPACIOUS SEATS, ECONOMIC & EFFICIENT. LOVED IT! 10/10

BOARDING IS JUST A BIT CONFUSING WHEN USING THE APP. IT'S UNCLEAR IF I NEED TO JUST SHOW MY TICKET TO AN ATTENDANT OR IF IT NEEDS TO BE SCANNED. OTHERWISE, IT'S ONE OF MY FAVORITE WAYS TO GET TO SF!

MOSTLY RELIABLE AND VERY CONVENIENT. GOAL IS 10 MIN FASTER BUT IT'S NOT RELIABLE ENOUGH

NICE STAFF I WAS ALMOST LATE AND THE STAFF STILL LET ME IN.

GREAT SERVICE, THERE SHOULD BE MORE WEEKEND RUNS, EXPLORE EXPANDING SERVICE FROM MARIN TO EAST BAY

SO MUCH FUN, VERY BEAUTIFUL, KIND/FRIENDLY EMPLOYEES.

ENJOY THE RIDE-LIKE BEING IN THE ELEMENTS

EVERYONE WAS VERY HELPFUL.

PLEASE BRING SEAPLANE LAGOON FERRY ONLINE FOR THE WEEKENDS. I WOULD USE IT EVERY WEEKEND.

MORE AM BOATS AROUND 8AM FROM ALAMEDA!

BE MORE PATIENT WITH PEOPLE WITH MOBILITY ISSUES. MY FRIEND SAID HER FERRY PULLED OFF WHILE SHE WAS ON THE WALKWAY TO BOARD BECAUSE SHE WAS SLOW DUE TO KNEE ISSUES (SF TO VALLEJO).

**Comments from the Oakland/Alameda Ferry  
Q11 Rating – Satisfied (4)**

LOVE IT! ESPECIALLY WHEN TAKING BICYCLE AROUND THE BAY.

POOR APP, HAD PROBLEMS EVERY TRIP

MY FRIEND WHO DIDN'T HAVE CLIPPER OR PHONE HAD A HARD TIME BUYING TICKET

CLEAN FERRIES, WONDERFUL HELPFUL STAFF

I REALLY ENJOY TAKING THE FERRY! IT'S THE BEST WAY TO GET TO THE CITY & BACK FROM THE EAST BAY

SEAPLANE DOESN'T RUN ON WEEKENDS

SOME STAFFER TOLD US THAT WE CAN'T STAY ON BOAT FOR THE ROUND TRIP AND WE HAVE TO GET OFF, WHICH IS NOT THE CASE.

SO CLEAN. STAFF IS PROFESSIONAL. AFFORDABLE. NOT CROWDED. BEAUTIFUL VIEWS. PLEASE, PLEASE, PLEASE ADD FERRIES SO THAT WE CAN GO TO BALL PARK OR CHASE CENTER EVENTS THAT GO TIL LATE AT NIGHT. DON'T TAKE THEM AWAY IF YOU ALREADY DO THEM. IF I COULD ALWAYS TAKE FERRY TO SF FROM ALAMEDA I WOULD USE IT 100%

CLEAN, FRIENDLY STAFF, COMFORTABLE.

CLEAN AND NICE SERVICE.

SERVICE TO SOUTH BAY WOULD BE FANTASTIC.

THIS IS OBVIOUSLY OUT OF THE FERRY SERVICES CONTROL BUT IT WOULD BE HELPFUL IF MUNI COORDINATED AND RAN BUSES THAT PICKED UP SHORTLY AFTER FERRY ARRIVALS. I WOULD TAKE IT MORE OFTEN

COMFORTABLE

WOULD LIKE SERVICE FROM HARBOR BAY TO SF ON WEEKENDS

CLEAN MODERN FERRY, SMOOTH RIDE

THERE ARE NO BUS LINES TO THE ALAMEDA FERRY LINES, WHICH IS VERY INCONVENIENT. I WISH THE FERRIES RAN MORE FREQUENTLY

I LOVE THE FERRY SERVICE

CLEAN, RELIABLE, RELAXING.

HELPFUL SERVICE.

THIS IS THE BEST COMMUTING EXPERIENCE - ALWAYS SO CLEAN, ON TIME, & RELIABLE. I WOULD ASK THE FERRY TO CONSIDER ALIGNING THE SCHEDULE W/SCHOOL RELEASE. ALAMEDA SCHOOLS GET OUT AT 2:50 (ISH). THERE SHOULD BE A SEA PLANE FERRY THAT ARRIVES AT 2:30 FOR COMMUTERS W/CHILDREN.

GREAT EXPERIENCE AS COMPARED WITH BART.



**Comments from the Oakland/Alameda Ferry**  
**Q11 Rating – Satisfied (4)**

THE BEST! FRIENDLY STAFF, FREE COFFEE IN THE MORNING

SOMETIME DECK HANDS ARE NOT FRIENDLY.

WE NEED BETTER COORDINATION AMONG DIFFERENT FERRIES THEY SHOULD BE RUN FROM A CITY OWNED CENTRAL SYSTEM. WE NEED FERRY SERVICE FROM BERKELEY.

WE LOVE CATCHING THE FERRY. IT IS VERY RELAXING. CONSIDER AD CAMPAIGN TO INCREASE RIDERSHIP. I THINK WHEN PEOPLE TRY IT THE FIRST TIME THEY WILL LOVE IT TOO.

THE FERRY IS VERY CLEAN.

THE TEAM MEMBERS ARE PLEASANT AND THE COMMUTE IS THE BEST.

FERRY IS GREAT. NEEDS TO CONNECT TO BART IN E. BAY. BERKELEY NEEDS FERRY SERVICE.

IT'S MY FAVORITE WAY TO COMMUTE! VERY RELAXING.

NEED MORE TRIPS, EVERY HOUR IS NOT ENOUGH.

I WOULD LIKE IF THERE WAS MORE SERVICE TO CHASE CENTER MISSION BAY AREA. SO MANY EMPLOYEES FROM CHASE CENTER & UCSF WOULD BENEFIT FROM THIS.

WISH THERE WAS A LATER BOAT AT NIGHT! CAN WE GET SPEEDIER BOATS SOMETIMES?

I LOVE IT. MY FAVORITE WAY TO GET TO SF / VALLEJO FROM OAKLAND.

STAFF ARE EXCELLENT! CLEANLINESS & SAFETY GREATLY APPRECIATED.

I HAVE BEEN A HUGE ADVOCATE FOR THE FERRY EVER SINCE I STARTED USING IT TO COMMUTE 6 YEARS AGO. BEST MODE OF TRANSPORT IN THE BAY. IT'LL CHANGE YOUR LIFE.

NO STAIRS FOR BIKES

**Comments from the Oakland/Alameda Ferry  
Q11 Rating – Neutral (3)**

IT'S PRETTY

**Comments from the Oakland/Alameda Ferry  
Q11 Rating – Blank (0)**

STAFF ARE NOT REALLY FRIENDLY. TALKED ME RUDELY SOMETIMES.

I LOVE THE FERRY. WOULD LOVE HAVING A WATER FOUNTAIN IF POSSIBLE.

SUPER FUN TRIP

**Comments from the Richmond Ferry  
Q11 Rating – Very Satisfied (5)**

ONLY COMPLAINT IS THE LACK OF DEPARTURE TIMES COMPARED TO OTHER FERRY LINES. A LATER ROUTE WOULD BE GREAT TO SPEND MORE TIME IN SF.

MORE WEEKEND SERVICE PLEASE! I'D LIKE TO GO DIRECT RICHMOND TO PIER 41.

I LOVE THE FERRY, IT HAS BEEN MY BEST EXPERIENCE COMMUTING TO/FROM WORK. THANK YOU!  
FRIENDLY STAFF, NICE AMBIENCE, CLEAN ENVIRONMENT.

DECK HANDS [NAMES REMOVED] ARE SUPER COOL. REPLACE AFT DECK SEATS ON HYDRUS.

EVERYTHING IS AWESOME!

OVERALL, SATISFIED ESPECIALLY WHEN IT'S ON TIME AND IF IT'S LATE, WE ARE INFORMED.  
APPRECIATE BEING INFORMED! ALSO, CREW VERY NICE AND PROFESSIONAL. SHIP IS VERY CLEAN,  
WHICH MAKES IT NICE! GREAT JOB!

IT ALLOWS ME TO START/END MY DAY WITH EASE. VERY CLEAN AND RELIABLE.

EASY ACCESS/CLEANING/COMFORTABLE/SAFE.

LOVE THE FERRY, BUT IT'S FAR FROM MY HOUSE & TAKES TWICE AS LONG AS DRIVING DIRECTLY.

I LOVE THE FERRY! I RAVE ABOUT IT TO MY FRIENDS & CO-WORKERS AND SHARE ABOUT IT ON IG.  
THE VIEWS - RELAX, SAFE.

[NAME REMOVED] AND ANOTHER DECK HAND ON THE RICHMOND AF FERRY (SHORTER WHITE  
MALE WITH GLASSES AND GREY/WHITE HAIR). VERY RACIST. I HAVE SUBMITTED ONE COMPLAINT  
ALREADY.

EXCELLENT WAY TO TRAVEL/COMMUTE.

I THINK IT'S THE BEST TRANSPORT THE BAY HAS NOW.

I LOVE THE FERRY, SO GLAD IT EXISTS SO I DON'T HAVE TO TAKE BART.

CLEAN, ON-TIME, & PREDICTABLE.

CLEAN AND PROMPT.

EXCELLENT SERVICE, FRIENDLY STAFF!

I LOVE RIDING THE FERRY. IT IS VERY CONVENIENT AND THE VIEW IS AMAZING.

VERY CLEAN, BUT IT'S FIRST TRIP OF THE DAY. VERY HELPFUL ATTENDANTS DURING BOARDING  
BEAUTIFUL, FUN, AMAZING!

AMAZING. KEEP UP THE WORK.

VERY CLEAN. EXCELLENT SERVICE. THANK YOU!

**Comments from the Richmond Ferry  
Q11 Rating – Very Satisfied (5)**

CLEAN AND MOSTLY CONVENIENT. STAFF IS PROFESSIONAL AND HELPFUL. NEED MORE FERRIES (PRE-6:30 AM) FOR COMMUTE IN AM.

JUST WISH THERE WERE PAY STATIONS WHILE WAITING TO AVOID CLOGGING W/IN BOAT WHEN PAYING.

SF FERRY APP COULDN'T OPEN ON FERRY.

MORE FERRIES DURING THE DAY

THE FERRY SERVICE IS MY FAVORITE MODE OF TRANSPORTATION. THE BOAT IS ALWAYS CLEAN, STAFF IS ALWAYS WELCOMING AND ITS A PLEASANT WAY TO GET TO WORK

IT'S LIKE A VACATION TWICE A DAY!

SATISFIED BUT WISH THERE WERE MORE FERRY TIMES

BIKES GET SALT SPRAY! YOU NEED TO HAVE A SECURE BIKE AREA OR VALET/SAFE BIKE OR MOTORCYCLE PARKING IN SF. MORE LOCATIONS SF

ONLY REASON WHY I SOMETIMES USE BART IS THE TIMINGS AND FREQUENCY OF FERRY SERVICE

THE FERRY IS FANTASTIC. I ALWAYS GET A SEAT. IT'S CLEAN - ON TIME. EFFICIENT. BUT THE FERRY TERMINALS COULD HAVE BETTER AMENITIES, A COFFEE SHOP, WATER WAITING AREA ETC.

I ENJOY THE RELIABLE SCHEDULES AND PLEASANT STAFF.

LOVE TAKING THE FERRY! THANK YOU FOR OFFERING THIS!

OVERALL, I ENJOY THE FERRY. IT WOULD BE NICE TO SEE MORE TIMES FOR THE RICHMOND - SF ROUTE AND A LITTLE CHEAPER.

I LOVE THE FERRY. WISH IT RAN MORE OFTEN ON WEEKEND DAYS & LATER EVERY DAY.

FRIENDLY STAFF, AFFORDABLE FARES, BEAUTIFUL & PEACEFUL COMMUTE, CLEAN VESSELS.

BETTER THAN OTHER OPTIONS AND CONVENIENT TO WHERE I LIVE.

AT THIS POINT HAVING TO TAKE BART OR BUS WOULD BE A NIGHTMARE. FERRY CUSTOMER SINCE 2022.

PLEASANT, FREE TIME. SOMETIMES THE FERRY DEPARTING SF IS DELAYED.

PLEASE ADD A 10:00 AM SERVICE RICHMOND - SAN FRANCISCO! HAPPY WITH THE FRIENDLY STAFF & THE FREE MORNING COFFEE. WIFI IS A PLUS.

WISH THERE IS A 8:30 AM FERRY FROM RICHMOND TO SF. SOMETIMES TRAFFIC PROBLEM OR TRAIN CROSSING CAUSE DELAY ON MY WAY TO FERRY TERMINAL.

FRIENDLY STAFF AND CLEAN.

7:45 AM RICHMOND FERRY WOULD BE BETTER. THE STAFF IS ALWAYS VERY FRIENDLY.

VERY CLEAN AND TIMELY.

**Comments from the Richmond Ferry  
Q11 Rating – Very Satisfied (5)**

A FERRY BETWEEN 8 AM & 9 AM WOULD WORK BETTER FOR MY WORK COMMUTE.

GREAT TRANSPORTATION SERVICE.

I REALLY APPRECIATE STAFF, VERY FRIENDLY. FERRY IS ALSO TIMELY. WATCH OUT FOR STRAGGLERS BEFORE DEPARTURE. I ONCE ARRIVED A MINUTE BEFORE DEPT BUT THE DOOR WAS SEALED.

JUST WISH THERE WERE MORE TRIPS.

DIFFICULT TO FIND SERVICE ALERTS ON WEB SITE.

ON THE SF FERRY APP, IT SAYS THAT A DEPARTURE TIME IS 8:05 PM, BUT TURNS OUT THERE ARE BREAKS SO THE DEPARTURE TIME IS 8:25 PM INSTEAD. IF THERE ARE BREAKS, IT SHOULD BE NOTIFIED ON THE APP.

1. CONCESSION STAND ON BOARD IS INCONSISTENT. 2. MID DAY GAP IN SERVICE. THE ONLY REASON I WOULD SUPPORT A BALLOT MEASURE IS TO ADD A FERRY ROUTE FROM RICHMOND TO LARKSPUR.

LOVE THE FERRY BUT WOULD LOVE MORE TIMES ON WEEKENDS & WEEKDAYS. SOME ADDED AND SOMETHING BETWEEN 12-5.

MORE PM FERRIES & WEEKEND SNACKBAR.

BEAUTIFUL RIDE. NICE WAY TO TRAVEL.

GREAT EXPERIENCE! VERY PLEASED COMMUTER FERRIES FINALLY ARE HERE.

DON'T USE IT SUPER OFTEN BUT HAS ALWAYS BEEN TIMELY AND A GOOD EXPERIENCE.

AWESOME.

WE WOULD LOVE FERRIES AFTER 9 PM. 8 PM IS TOO EARLY AFTER DINNER TO GO HOME.

WOULD LIKE AN EARLIER BOAT.

I CAN NEVER GO BACK TO BART

**Comments from the Richmond Ferry  
Q11 Rating – Satisfied (4)**

WISH IT OPERATED MORE OFTEN, HAD MORE FERRIES AND RAN LATER.

BEST WAY TO COMMUTE IN THE BAY!

I VERY MUCH APPRECIATE THAT RICHMOND HAS A FERRY AND ALWAYS LOOK FORWARD TO OPPORTUNITIES TO RIDE ON IT.

GREAT SERVICE ALWAYS ON TIME.

VERY CONVENIENT, SAFE, CLEAN AND FRIENDLY CREW.

BEST COMMUTE. WOULD LOVE A 7 AM.

LOVE THE FERRY. NICE STAFF TOO. PLEASE KEEP IT AFFORDABLE - ESPECIALLY FOR SENIORS.

EASY, FUN.

NEED MORE FERRIES

NEED MORE HOURS FOR RICHMOND TO SAN FRANCISCO ESPECIALLY IN THE MORNING MAY BE 6AM, 8:30AM

I WISH THERE WERE MORE SERVICE TIMES

LOVE IT! ADD MORE TRIPS/TIMES! SOME BOATS COULD USE MORE BIKE PARKING.

THE CREW IS FRIENDLY AND PROFESSIONAL.

LATE FERRY ANNOUNCEMENTS SOMETIMES COME AFTER THE FERRY HASN'T SHOWN UP

I AM VERY SATISFIED BUT I'D CONSIDER THE FERRY SERVICE PERFECT IF IT HAD DECENT WIFI.

THE HEAT DOESN'T WORK ON MAY BOATS. IT'S COLD IN THE MORNING.

THE ONLY WISH I HAVE IS THAT IT OPERATED MORE FREQUENTLY - OTHERWISE, IT IS LOVELY.

ALWAYS ON TIME.

I LOVE THE FERRY!!!

AWESOME STAFF.

LOVE HAVING THIS IN MY NEIGHBORHOOD, I TRAVEL FREQUENTLY FOR WORK SO THIS IS ONE MORE GREAT OPTION.

I SO WISH THERE WAS A FERRY TO MARTINEZ OR CROCKETT OR PITTSBURG/ANTIOCH. I COULD CONSIDER MORE WORK IN SF!

LOVE THE FERRY AND APPRECIATE IT VERY MUCH AS A LOVELY WAY TO GET TO SF.

IF YOU HAD BIKE LOCK BOXES THAT WERE BIGGER AND COULD ACCOMMODATE A CARGO E-BIKE I TAKE MY KID TO SCHOOL IN, I WOULDN'T NEED A CAR TO GET TO THE FERRY AND COULD TAKE IT MORE OFTEN (4X A WEEK). BUT I CAN'T FIT MY BIKE IN THE BIKE LINK BOXES AND AM TOO WORRIED IT WOULD GET STOLEN IF LOCKED OUT IN THE OPEN

**Comments from the Richmond Ferry  
Q11 Rating – Blank (0)**

WOULD LIKE MORE SERVICE OPTIONS ON WEEKEND, BUT THE FERRY ITSELF NEVER FAILS TO DELIGHT.

FERRY STAFF MEMBERS ARE VERY POLITE AND FRIENDLY. WISH TO RECEIVE ALERTS AHEAD OF TIME WHEN A FERRY IS CANCELLED. IT SHOULD HAVE BEEN SHOWN ON THE LCD DISPLAY AT FERRY TERMINALS TOO.

**Comments from the South San Francisco Ferry  
Q11 Rating – Very Satisfied (5)**

START FERRY IN OAKLAND AND THEN ALAMEDA -> SOUTH SAN FRANCISCO

ALL EMPLOYEES ARE A++

WOULD LIKE MORE FREQUENT FERRIES ADDED TO THE SCHEDULE

I LOVE THE FERRY! EXPANDED TIMES TO SSF WOULD BE HELPFUL BUT I UNDERSTAND THE CONSTRAINTS

BRING BACK A LATER TRIP FROM OYSTER PT FROM JACK LONDON 6:20PM OR 7PM DEPARTURE WOULD BE GREAT

I DO SOME OF MY WORK ON THE FERRY. IT WOULD BE BETTER IF WIFI WORKED CONSISTENTLY.

I LOVE MY FERRY COMMUTE

THERE WERE A LOT OF CANCELLATIONS AND SERVICE DISRUPTIONS OVER THE LAST SEVERAL MONTHS. THESE HAVE IMPROVED AS NEWER BOATS HAVE BEEN USED FOR THE ROUTES.

WOULD VERY MUCH LIKE TO HAVE A LATER FERRY TO SSF (9:20) TO ALLOW FOR DROP OFF KIDS AT OUSD

I WOULD APPRECIATE A LATER EVENING FERRY GOING BACK TO OAKLAND. I CAN ONLY TAKE THE FERRY ONE WAY

IT IMPROVES MY QUALITY OF LIFE IMMENSELY.

CLEAN, COMFORTABLE AND THE WIFI ACCESS ALLOWS ME TO BE PRODUCTIVE DURING THE TRIP. PRODUCTIVITY DURING MY COMMUTE IS HUGE.

PLEASE NO BAY BREEZE ON SOUTH SF ROUTE, TOO MANY BIKES!

WHAT A WAY TO START THE DAY! BEAUTIFUL!

WOULD BE A PERFECT EXPERIENCE IF THERE WERE A DIRECT ROUTE FROM ALAMEDA TO SOUTH SAN FRANCISCO FOR ARRIVAL DURING WORKING HOURS



**Comments from the South San Francisco Ferry**  
**Q11 Rating – Satisfied (4)**

THE OLDER BOATS ARE VERY LOUD AND THERE IS A SMELL OF EXHAUST. THE NEWER BOATS ARE GREAT.

I WISH ALAMEDA WASN'T THE FIRST TO BOARD ON OUTGOING AND LAST TO UNLOAD ON TRIP BACK (W/ OAKLAND). FERRY SCHEDULE DOES NOT ALLOW FOR SCHOOL DROPOFF. A FERRY @ 8:30 OR LATER WOULD ALLOW WORKING PARENTS MORE OPTIONS

A FEW BOATS ARE OLD AND NOISY W/ LOTS OF VIBRATION WHEN RUNNING. MORE SHIPS LIKE THE DORADO WOULD BE AMAZING.

GREAT SERVICE FROM FERRY TEAM. BOAT IS ALWAYS CLEAN AND USUALLY ON TIME.

LOVE IT, WOULDN'T CHANGE A THING! EXCEPT MAYBE MORE BOATS

THERE HAVE BEEN MORE CANCELLATIONS ON THE SSF ROUTE RECENTLY. OFTEN RELATIVELY LAST MINUTE. NOTIFICATIONS ARE SPOTTY AT BEST. I ALSO WISH THERE WAS A LATER MORNING AND/OR MIDDAY RUN BETWEEN OAKLAND AND SSF. FERRY IS GETTING VERY CROWDED TUESDAY, WEDNESDAY AND THURSDAY.

**Comments from the Vallejo Ferry  
Q11 Rating – Very Satisfied (5)**

VERY SATISFIED DEPENDING ON CREW/CAPTAIN.

I DON'T LOVE THAT THE 3:40 CREW LEAVES PASSENGERS STANDING IN THE RAIN/INCLEMENT WEATHER

QUIET, CLEAN, EASY TO GET ON & OFF! LOVE THE FREE COFFEE IN THE EARLY AM!

I WISH THERE ARE MORE FERRIES GOING TO VALLEJO DAILY.

I DON'T LIKE THE NEW MORE MODERN SHIPS, LESS SEATS & LESS SPACE

CREW IS ALWAYS PROFESSIONAL AND FRIENDLY, CLEAN AND ON TIME!

RELIABLE, CLEAN, IMPROVED WIFI, NICE TEAM

DO NOT LIKE THE NEW BOAT.

SOME DAYS ARE GREAT, OTHER DAYS ARE NOT. MOST DECK HANDS ARE AMAZING, SOME ARE VERY RUDE. SENDING SMALL BOATS ON SF GIANTS GAME DAYS IS NOT A GOOD IDEA GOING FORWARD.

WISH THERE WAS ANOTHER SCHEDULED FERRY BETWEEN 6 PM & 7:45 PM (LIKE 7 PM). THIS IS A DEAD SERVICE ZONE DURING RUSH HOUR.

WOULD BE SOLIDLY "VERY SATISFIED" IF I WASN'T WRONGFULLY DENIED BOARDING ONCE. THAT KIND OF RUINED MY COMMUTE. I PAID! (EVENING CREW).

VERY NICE COMMUTE. FREE COFFEE IN THE MORNING HAS BEEN A NICE TOUCH.

STICKS TO SCHEDULE.

I WISH THE SCHEDULE HAVE MORE IN THE MORNING. 8:15, 9:30, CAN ADD 8:45 OR 9:00.

BRING BACK VALLEJO 6:30 AM FERRY.

I WOULD LIKE THE 6:30 AM FERRY FROM VALLEJO TO SF TO RETURN. THE CURRENT SCHEDULE IS NOT CONDUCIVE TO AN 8 AM START TIME.

DOESN'T SEEM LIKE YOU LISTEN TO YOUR RIDER'S SUGGESTIONS/NEEDS. WE REALLY NEED A FERRY ON THE WEEKDAYS BETWEEN 6 PM AND 7:45 PM. TOO BAG A GAP. PLEASE.

STAFF AND RIDE IS ALWAYS PLEASANT.

CLEAN, EFFICIENT, TIMELY, FRIENDLY STAFF.

WIFI HAS GOTTEN BETTER. WE NEED MORE EVENING BOATS BACK TO VALLEJO (E.G., 7 - 7:15 PM). THE NEWEST BOATS ARE TOO SMALL (TOO COLD TO RIDE UPSTAIRS).

THIS IS THE MOST PLEASANT LEG OF MY COMMUTE. THE WORKERS ARE GREAT. THE EXPERIENCE IS SO RELAXING.

YOU NEED A FERRY @ 7:00 PM FOR THE COMMUTE FROM SF TO VALLEJO.

IT CAN BE CLEANER SEATS/CARPET FLOOR.

**Comments from the Vallejo Ferry  
Q11 Rating – Very Satisfied (5)**

GOOD SERVICES.

I WOULD MARK VERY SATISFIED IF THERE WAS A 6:30 AM FERRY FROM VALLEJO TO SF AND IF I HAVEN'T GOTTEN MY CAR BROKEN INTO TWICE.

ONLY PROBLEM: EXPENSIVE VALLEJO PARKING DOESN'T FEEL SAFE. I STOPPED PARKING THERE. IT'S A FABULOUS COMMUTE TO SF & BACK FROM VALLEJO. FRIENDLY, CLEAN AND NOW FREE A.M. COFFEE? WOW! SPACIOUS, SAFE, RELIABLY ON TIME, COST EFFECTIVE. WORTH THE MONEY!

ADDITIONAL FERRY TIMES/RUNS WOULD BE GREAT. RUN/SAIL FASTER. REDUCE DURATION TIME TO 45 MINS.

YOU NEED TO BRING BACK THE MONTHLY PASS FOR DAILY COMMUTERS.

VERY COMFORTABLE CALM AND SAFE

PLEASE MAKE LATER WEEKDAY TRIPS VALLEJO<->SF 8:10PM IS TOO EARLY. EXPAND TO 9:00PM LIKE WEEKEND SERVICE

ONE OF THE PRIMARY REASONS I MOVED TO VALLEJO

NEED MORE HANDICAP PARKING

WOULD PREFER SAFER PARKING AREA IN VALLEJO FERRY. WANT A FERRY IN BENICIA

BARTENDERS & CREW ARE GREAT!

WANT PIER 39 AND ANGEL ISLAND STOPS

EASIEST WAY TO AND FROM WORK. 2:20PM FERRY IS A GREAT RIDE HOME

EASY AND FUN WITH VIEWS

ASIDE FROM THE SMALL CRAMPED DELPHINUS FERRY, I'M OVERALL SATISFIED

STAFF IS VERY FRIENDLY

I CAN EASILY DO WORK ON THE FERRY

GATE ATTENDANT WAS VERY FRIENDLY & ALL STAFF WERE CORDIAL

SUPER KIND STAFF, GREAT DRINK SELECTION

STAFF ARE NICE AND HELPFUL

WORKERS ARE ALWAYS FRIENDLY

THE FERRY IS THE BEST COMMUTE EVER! AND I'VE TAKEN MANY FORMS OF TRANSPORTATION. LOVE THE FERRY!

I'VE MET SO MANY AMAZING PEOPLE ON THE FERRY!

CUSTOMER SERVICE 10/10, PRICE IS VALUABLE FOR TIME/COMMUTE. WOULD LIKE MORE FOOD OPTIONS I.E. CUP OF NOODLE, PASTRIES, HOT DOG ETC.

**Comments from the Vallejo Ferry  
Q11 Rating – Very Satisfied (5)**

IT WOULD BE HELPFUL IF A KIOSK TO ADD FARE OR PURCHASE CLIPPER CARDS WAS IN THE VALLEJO FERRY BUILDING. IT IS VERY INCONVENIENT TO NOT HAVE ONE IN THE VALLEJO FERRY BUILDING

SMALLER BOATS EL DORADO AND DELPHINUS ARE NOT COMMUTER FRIENDLY W/ VALLEJO'S CAPACITY. TOO SMALL AND CRAMMED TOGETHER

YOU NEED A 7PM FROM SF TO VALLEJO PLEASE BUT TOO EXPENSIVE

PROFESSIONAL STAFF HELPFUL, COURTEOUS

VERY GOOD SERVICE EVERYDAY

EVERY YEAR THE PRICE FOR THE BALL PARK FERRY GOES UP. THIS YEAR IT WENT UP 3 DOLLARS AND FOR THE DAY GAMES WE NEVER HAVE ENOUGH BOATS FOR THE COMMUTES WHO GET STRANDED

PLEASE RESTORE AM BEVERAGE SERVICE. KEEP THE FERRY AFFORDABLE!

I WISH SOME OF THE NEWER BOATS ON THE RICHMOND LINE WERE USED EX: HYDRAS

WISH THERE WAS A 6:30PM SF-VALLEJO FERRY

RELIABLE, CLEAN AND FRIENDLY SERVICE

ON TIME

NEED TO CLEAN MORE

I WISH I COULD QUALIFY FOR SOME SORT OF FEE WAIVER - I SPEND \$100 (\$93 TO BE EXACT) A WEEK

FRIENDLY & HELPFUL CREW

PLEASE INFORM EARLY DEPARTURES ON SPECIAL DAYS (GIANTS GAME)

LOVE RIDING FERRY VERY CONVENIENT

LOVE THE MORNING COFFEE, CLEAN BATHROOM, FRIENDLY STAFF

IT'S VERY SATISFIED FOR MY FAMILY

WOULD APPRECIATE THE BIGGER FERRIES DURING COMMUTE HOURS - NO DELPHINUS/DORADO

THE STAFF ARE KIND!

JUST WISH IT WAS EASIER TO GET DISCOUNT CLIPPER THEY ASK FOR W-2 LAST YEAR AND I DIDN'T HAVE ACCESS TO THE FILE AND WOULDN'T TAKE WHEN I OFFERED THEM.

WOULD PUT VERY SATISFIED BUT THE NEW FERRY BOAT BEING USED AT 7:15 IS INCONVENIENT SINCE IT IS TOO PACKED.

I FEEL SAFER ON THE FERRY THAN DRIVING/BUS/BART ESPECIALLY AFTER A LONG DAY

THE 5:15 AM CREW ARE OUTSTANDING. [NAMES REMOVED] ARE MY FRIENDS. PROFESSIONAL AND ON TIME.

**Comments from the Vallejo Ferry  
Q11 Rating – Very Satisfied (5)**

ONTIME GOING TO WORK

VERY KIND & HELPFUL STAFF

ON TIME EVERY TIME

ALWAYS ON TIME

CLEAN & FRIENDLY STAFF, SCHEDULE IS ON TIME

ALWAYS CLEAN AND THE STAFF IS ALWAYS NICE

EVERYTHING IS GOOD, RELAXING AND THE FERRY ITSELF IS CLEAN!

LOVE THE FERRIES!

THE FERRIES ARE GREAT! MY ONLY COMPLAINT IS FREQUENCY AND A VERY AWKWARD VALLEJO - SF SCHEDULE ON WEEKEND AFTERNOONS.

WOULD PREFER EXPANDED WEEKEND SCHEDULES.

MY ONLY COMPLAINT IS THE LACK OF SECURITY AT THE VALLEJO FERRY PARKING GARAGE. WOULD LOVE TO FEEL OKAY LEAVING MY CAR OVERNIGHT

I WISH THEY HAD MORE FERRIES, AND MORE DESTINATIONS AROUND THE BAY.

BEST FORM OF MASS TRANSIT. CLEAN, FRIENDLY ENVIRONMENT. UNLIKE ON BART, I CAN GET WORK DONE ON BOARD AND NOT SEE OPEN DRUG USE AND FIGHTS EACH RIDE.

CLEANER THAN BART

CLEAN & LOVE THE NEW BAR! EVERYONE IS FRIENDLY.

LOVE THE FERRY. USED TO TAKE IT DAILY FOR WORK BEFORE COVID

ALWAYS ON TIME AND THE ALERTS HELP ME PLAN AHEAD

BEST WAY TO GET TO SF. NEVER DRIVE TOO STRESSFUL

SMOOTH RIDE, LOVE THE BAR & NEVER CROWDED ON WEEKENDS FOR ME

VERY CLEAN, TIMELY

THE BOATS ARE CLEAN AND WELL LOOKED AFTER

ENJOY CLEANLINESS OF THE FERRY. NICE & RELAXING METHOD TO GET TO SF

COULD BE FASTER, IT'S SLOW IN MARE ISLAND STRAIT. WAKE CONCERNS?

EASY, CONVENIENT, AFFORDABLE PRICE, AND PLEASANT JOURNEY.

CUSTOMER SERVICE WAS OUTSTANDING FROM CREW/BAR AS WELL CAPTAIN WAS KIND AND PROFESSIONAL

CREW WAS VERY HELPFUL AND ATTENTIVE, VERY POLITE

**Comments from the Vallejo Ferry  
Q11 Rating – Very Satisfied (5)**

2:20 PM FERRY SHOULD BE MOVED TO AT LEAST 2:40 PM.

THE SF BAY FERRY ROUTE FROM VALLEJO TO SF AND VICE VERSA HAVE ALWAYS BEEN ACCOMMODATING AND PATIENT. ALWAYS A PLEASANT RIDE IF I TAKE THE FERRY.

ALWAYS ON TIME. THERE WAS FREE COFFEE IN AM, BUT THE CREAMER THAT WAS OUT WAS CURDLED.

GREAT WAY TO GO TO THE CITY!!

THERE ARE PASSENGERS THAT ARE RUDE, ROWDY, VERY INCONSIDERATE BUT THE FERRY STAFF IS NOT DOING SOMETHING ABOUT IT.

WE MISS THE DONUTS AND BLOODY MARYS ON AM SERVICE!

GREAT SERVICE & WELL RUN.

FASTER WI-FI, MORE SERVICES AFTER 4PM AND BEFORE 7AM

GREAT SERVICE AND RIDE EXPERIENCE. WOULD LOVE IF THERE ARE LESS GAPS IN TIME WITH THE SCHEDULE (MORE FERRY TIMES).

SANITATION, SEATS/TABLES ARE OFTEN DIRTY. RAIN WATER ON SOME SEATS. VERY COLD ALL THE TIME. SOME MORNINGS COFFEE RUNS OUT

ALMOST ALWAYS ON-TIME AND LOVE THE SNACK BAR AND COMFORT

GREAT RIDE! SNACK BAR A PLUS

LOVE THE FERRY BUT WISH THERE WERE MORE SCHEDULED FROM SF TO VALLEJO IN THE LATER EVENING (7PM, 630PM, 9PM, ETC.)

I WOULD LIKE TO SEE A SPACING BETWEEN 7:40PM AND 8:10PM FERRY. THE GAP FROM THE 6PM UNTIL 7:40PM FERRY IS SIGNIFICANT.

WOULD LIKE ANOTHER SERVICE BETWEEN 6M & THE 7:45 AND MORE LATE NIGHT

\$4 ARIZONA ICED TEA IS CRAZY!

BEST WAY TO GET TO SF

I WISH I COULD TAKE THE FERRY FROM VALLEJO TO MARIN OR OAKLAND, AND NOT ONLY TO SF. IT WOULD BE GREAT!

I LOVE THE FERRY

I REALLY LIKE THE FERRY IN GENERAL. I JUST WANT A COMMUTER PROGRAM BECAUSE FULL FARE 10 TIMES/WEEK IS EXPENSIVE. ALSO, DISLIKE DELPHINUS, TOO SMALL.

I WOULD LIKE TO SEE THE CLEANING MORE FREQUENT

CREW ARE VERY NICE & PROFESSIONAL

**Comments from the Vallejo Ferry  
Q11 Rating – Very Satisfied (5)**

NEW BOATS ARE TOO SMALL AND CROWDED PEOPLE LINE UP WAY TOO EARLY DESPITE INTERCOM SAYING DON'T.

I LOVE TAKING THE FERRY SO I DON'T DRIVE DURING BUSY HRS

NEED ADDITIONAL FERRY SERVICE WHEN IT'S GAME DAY- GIANTS FROM SFO TO VALLEJO IN THE AFTERNOON

CLEAN ENVIRONMENT, FRIENDLY STAFF, SAFE, EFFICIENT, PUNCTUAL SCHEDULE

SOMETIMES GETTING TO THE 5:20PM FERRY IS CHALLENGING 5:30PM WOULD BE BETTER

MY BIGGEST COMPLAINT IS WHEN WE GET A DORADO CLASS VESSEL ON A COMMUTER RUN. THE SEATING IS UNCOMFORTABLE AT THE SIZE OF THE COMMUTE RUN

CONVENIENT, RELIABLE, COURTEOUS ATTENDANTS, QUIET. I RODE FERRY DAILY WHEN I LIVED IN BENICIA!

SCHEDULE DOESN'T WORK FOR THE COMMUTERS, SHOULD BE A 7PM FERRY. NOT A 7:45 A 8:15PM, THIS IS STUPID!

RAISE REVENUE WITHOUT RAISING THE COST OF SERVICE FOR FERRY RIDERS

CLEAN & PLEASANT STAFF

BETTER & MORE FERRY TIMES. LATER FROM SF TO VALLEJO LAST FERRY SHOULD BE AT OR AFTER 10PM

WISH THERE WERE A FEW MORE DEPARTURES BETWEEN 6-7AM & 8-10AM

WISH VALLEJO/SF FERRY WOULD RUN AFTER AT NIGHT

VERY EASY, SAFE & CLEAN

I LIKE THE CLEANNESS OF THE RESTROOMS

I LOVE TAKING THE FERRY & STAFF IS GREAT, WOULD LOVE TO SEE A BETTER DISCOUNT FOR STUDENTS! I TAKE THE FERRY 4-6 TIMES/WEEK & IT REALLY ADDS UP FOR A BROKE COLLEGE STUDENT

I WISH THERE WAS A SF BAY FERRY SHUTTLE TO BRING ME FROM NAPA TO VALLEJO

SF BAY FERRY APP ON PHONE IS HORRIBLE. NICE THAT YOU CAN BUY A TICKET ON BOARD SHIP.

A LATER WEEKDAY DEPARTURE FROM SF TO VALLEJO WOULD BE GREAT.

LOVE THE FERRY!

WE FEEL VERY FORTUNATE THAT THERE IS A FERRY OPTION.

STAFF ARE NICER THAN THEY USED TO BE, BUT I'D LIKE TO SEE THE STAFF MEMBERS SMILE MORE.

EASY, CONVENIENT & FRIENDLY.

**Comments from the Vallejo Ferry  
Q11 Rating – Very Satisfied (5)**

LOVE THE FERRY.

I WISH IT COST A BIT LESS.

VERY SAFE AND SECURE W/SEVERAL EMPLOYEES ON BOARD.

MORE FREQUENT SERVICE/TIME CHOICES IN THE AFTERNOON WOULD BE NICE.

I FEEL SAFER ON THE FERRY AFTER A LONG DAY RATHER THAN DRIVING MY OWN CAR.

THE FERRY BAR IS ALWAYS GREAT. BEST BLOODY MARYS

IT'S THE FAVORITE PART OF MY DAY - I POST ON SOCIAL MEDIA ALL THE TIME AND EVERYONE IS ENVIOUS OF MY FERRY COMMUTE

WE ADORE SFBF!

6:00PM TO 7:45PM SAN FRANCISCO FERRY DEPARTURES ARE TO SPREAD APART. YOU NEED TO REINSTATE THE 7:15PM SAN FRANCISCO FERRY

I'M VERY SATISFIED WITH MY FERRY SERVICE JUST WISH THEY WOULD REDO THE SCHEDULE PROVIDING A 6:30 AM FROM VALLEJO AND ALSO A 6:30 OR 7:00 PM LEAVING SAN FRANCISCO HEADING BACK TO VALLEJO. OTHERWISE, PASSENGERS ARE WAITING OVER AN HOUR FOR THE NEXT FERRY, FOR BOTH RIDES. ALSO PROVIDING MORE FERRIES FOR THE GIANTS AND WARRIOR GAMES SO FERRIES AREN'T OVERCROWDED. OTHERWISE, THE CREW MEMBERS ARE AMAZING AND DO A WONDERFUL JOB AT KEEPING EVERYONE SAFE.

I THINK THE PRICING IS KIND OF CRAZY! \$18.30 FOR ROUND TRIP, BUT I GET THE DISTANCE JUSTIFIES THE PRICE.



**Comments from the Vallejo Ferry  
Q11 Rating – Satisfied (5)**

WISH THERE WAS A 10 AM VALLEJO - SF FERRY. ALSO, 6:30 PM SF - VALLEJO FERRY.

I WISH YOU RAN A 6:30 AM & PM FERRY (AM = FROM VALLEJO) (PM = FROM SF).

QUICK RIDE & LEAVES ON TIME

BOAT IS VERY CLEAN & SAFE. THANK YOU!

JUST SUCKS WHEN WE GET DORADO OR OTHER SMALL BOATS. VALLEJO'S FERRY IS ALMOST ALWAYS BUSY

SEND AT LEAST ONE PERSON TO LET PASSENGERS KNOW OF DELAYS, CANCELATIONS WITHOUT RELYING ON PASSENGERS TO USE ONLINE OR APP SOURCES TO CONFIRM. SAME WITH SCHEDULE CHANGES

I LOVE THE NEWER ONES BECAUSE IT HAS CHARGERS THAT ARE MORE ACCESSIBLE

CLEAN & FRIENDLY

CREW ARE VERY FRIENDLY.

I LIKE THE SPEED OF THE FERRY. THE SEATS ARE VERY COMFORTABLE

THE STAFF ARE VERY PLEASANT. CUSTOMER SERVICE IS EXCELLENT.

THE RIDE WAS VERY RELAXING.

ON TIME.

WISH THERE WAS AN EARLIER START SCHEDULE ON WEEKEND.

VERY CLEAN

GREAT STAFF, ALWAYS NICE & WELCOMING!

WISH YOU HAD LATER FERRIES (EVENINGS) & MORE OFTEN

I LIKED IT WHEN IT WAS A WHOLE \$9 DOLLARS INSTEAD IT OF BEING \$9.30

ON TIME, CREW FRIENDLY

CREW ALWAYS SUPPORTIVE/GRAND. THANK YOU ALL

ALWAYS ON TIME, VERY RELIABLE FORM OF TRAVELING TO COLLEGE

STAFF IS FRIENDLY, ESPECIALLY THE BARTENDER

EMPLOYEES ON BOARD VERY PLEASANT & CUSTOMER SERVICE ORIENTED.

ONE COMPLAINT: PLEASE DO NOT USE THE TINY FERRIES FOR VALLEJO. WE HAVE THE LONGEST RIDE/BIGGEST FARE PLEASE!

THE THING I HATE IS THE UNSAFE PARKING IN VALLEJO. WE HAD OUR CATALYTIC CONVERTER STOLEN AND HAVE CAUGHT THIEVES MANY TIMES.

**Comments from the Vallejo Ferry**  
**Q11 Rating – Satisfied (5)**

I LOVE THE FERRY, BUT IT WOULD BE GREAT TO ADD MORE PM TIMES TO GO BACK TO VALLEJO PAST 8:10PM. THAT WOULD BE NICE! I WOULD LOVE IT IF WE COULD CONTINUE TO KEEP THE 2:20 FERRY TO VALLEJO. IT'S VERY CONVENIENT! THANK YOU!

WOULD LOVE TO HAVE MORE EVENING ROUTES BETWEEN 6PM AND 8:10PM AND IDEALLY A LATER THAN 8:10 OPTION

THE FERRY IS VERY CONVENIENT. ESPECIALLY AVOIDING THE COMMUTE WITH TRAFFIC

CLEAN

I APPRECIATE IT IS CLEAN, ON TIME, DOESN'T CANCEL OFTEN, AND IS SAFE (NO HOMELESS ETC)

SAFE, CLEAN, ON TIME, FREE COFFEE

IT'S THE MOST EASY WAY TO TRAVEL

I MOVED FROM OAKLAND TO VALLEJO FOR BETTER COMMUTE FOR THE FERRY

MORE SIGNS AND IN APP EXPLANATION OF PROCESS

I REALLY LIKE RIDING ON THE MORE REFURBISHED BOATS. WIFI COULD BE FASTER.

VERY CONVENIENT AND RELAXING

AS AN INTERNATIONAL STUDENT I COULD NOT GET A DISCOUNT AS SUCH, DUE TO INCOME (WHICH I DO NOT HAVE). INTERNATIONAL STUDENTS CANNOT WORK IN THE US.

HELPFUL, FRIENDLY.

SAFE CLEAN FAST.

SUGGESTION: OFFER AN ADDITIONAL FERRY RIDE FROM VALLEJO TO SF ON THE WEEKENDS BETWEEN 3:45 PM AND 7:40 PM.

I WISH YOU HAD BETTER NIGHT SERVICE. I WOULD LIKE TO HAVE DINNER OR GO TO A PLAY. AND STILL GET BACK TO THE FERRY BUILDING

**Comments from the Vallejo Ferry  
Q11 Rating – Neutral (3)**

EVERYONE WAS VERY FRIENDLY, LEFT ON TIME FROM TERMINAL

LOVE THE FERRY! SO THANKFUL. EXCELLENT SERVICE.

I LOVE RIDING THE FERRY

NEED MORE SIGNAGE AND INSTRUCTION ON APP FOR TRAVELERS & FIRST TIMERS.

**Comments from the Vallejo Ferry  
Q11 Rating – Blank (0)**

IT'S THE ONLY WAY I VISIT SF!

THE FARE IS REASONABLE; THE FERRY IS COMFORTABLE AND CLEAN. BUYING A SENIOR CLIPPER CARD WAS NOT CONVENIENT.

VALLEJO FERRY IS BEST WAY TO CROSS THE BAY

I DON'T LIKE THE FERRY THAT'S LIKE A TIN CAN, CAN'T REMEMBER THE NAME BUT IT'S SOMETIMES THE 7:30AM

MEMORANDUM

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**TO:** Board Members

**FROM:** Seamus Murphy, Executive Director  
Michael Gougherty, Director of Planning  
Gabriel Chan, Transportation Planner

**SUBJECT:** Draft Access Policy

**Recommendation**

There is no recommendation associated with this informational item.

**Background**

The previous iteration of the Access Policy was completed in 2016 as part of the most recent WETA Strategic Plan. Its focus was targeted and primarily discussed parking capacity at ferry terminals. It is time to update the Access Policy to consider more than parking capacity and to provide a roadmap for future landside improvements that will continue to foster ridership growth while also achieving the agency's wider policy goals. For potential future terminals, it provides guidance and aspirational targets for advancing a system expansion or enhancement project to the implementation phase. The Access Policy also lays the groundwork for projects, programs, and initiatives that support innovative first/last mile solutions at ferry terminals. This includes but is not limited to walking, biking, transit and paratransit, micro mobility, pick-ups and drop-offs, and parking.

**Discussion**

The development of San Francisco Bay Ferry's updated Access Policy is rooted in stakeholder outreach conducted for the 2050 Service Vision & Business Plan over the last three years. During this process, staff heard feedback from various interested stakeholders that improving first/last mile connections and access at ferry terminals is important for improving the experience of current riders and attracting future riders. The proposed Access Policy supports Focus Area #4 ("Community Connections") of the Business Plan effort.

The Access Policy has five pillars that support the overarching goal of providing a safe, comfortable, and equitable first/last mile experience for ferry riders while establishing a roadmap for how the agency approaches landside improvements without direct ownership of those projects. If adopted by the Board, this policy will guide the work of SF Bay Ferry Staff and local partners when pursuing landside access improvements. An overview of the five pillars and subtopics discussed in the Access Policy is below with the full document available as **Attachment A**:

- 1) **Access Principles for Ferry Services.** San Francisco Bay Ferry will consider the following overarching goals for prioritizing investment in service expansion or enhancement projects in coordination with local partners.
  - Ridership growth
  - Equity
  - Active transportation
  - Environmental benefits
  
- 2) **Role of Local Jurisdictions.** Local jurisdictions should retain or assume responsibility for managing, operating, maintaining, owning, rehabilitating, constructing, and funding terminal access programs and improvements.

- Landside assets
- Local funding
- Land use and transportation policies

**3) Role of San Francisco Bay Ferry.** San Francisco Bay Ferry will partner with local jurisdictions to provide planning support for terminal access programs and improvements.

- Planning and technical support
- Advocacy and outreach
- Pilot programs

**4) Emerging Technology & Pilots.** San Francisco Bay Ferry will partner with local jurisdictions in considering emerging technologies or innovative solutions for first/last mile connections on a demonstration project basis.

- Public-private partnerships
- Outside funding and expertise
- Potential long-term improvements

**5) Performance and Mode Share Goals.** San Francisco Bay Ferry will monitor and consider terminal access performance measures and conditions as a factor in determining ferry service levels.

- Sustainable vs. drive alone mode share
- Pedestrian access
- Bike access
- Transit access
- Parking access

The Access Policy lays the foundation for SF Bay Ferry and local jurisdictions to develop access plans for every ferry terminal. With established planning documents, SF Bay Ferry and local jurisdictions will be able to more effectively pursue competitive funding to improve the access and first/last mile conditions around ferry terminals.

These terminal access plans will include the following tasks:

- A landside access and first/last mile **needs assessment**
- Development of a **project and program list** for potential access improvements
- Prioritization of potential access improvements via a robust **public participation process**
- Evaluation and determination of **level of effort and funding required** to implement high priority access improvements

### **Next Steps**

Staff invites the Board to provide feedback on the draft Access Policy. Feedback will be incorporated into a final draft of the Access Policy that will be presented to the Board in November for adoption. Pending adoption of a final Access Policy, staff will begin outreach to partner cities with existing ferry service to initiate work on the city-specific ferry terminal access plans.

### **Fiscal Impact**

There is no fiscal impact associated with this item.

\*\*\*END\*\*\*

# SAN FRANCISCO BAY FERRY TERMINAL ACCESS POLICY – DRAFT

Adopted by WETA Board Resolution #2024-XX  
Month, Date, Year

The San Francisco Bay Ferry Access Policy establishes agency-wide goals, priorities, and standards for how ferry riders access the San Francisco Bay Ferry system. At existing terminals, it provides a roadmap for future landside improvements that will continue to foster ridership growth while also achieving the agency's wider policy goals. For potential future terminals, it provides guidance and aspirational criteria for advancing a system expansion project to implementation. The Access Policy also lays the groundwork for projects, programs, and initiatives that support innovative first-last mile solutions at ferry terminals. This includes but is not limited to walking, biking, transit and paratransit, micro mobility, pick-ups and drop-offs, and parking.

- 1. Access Principles for Ferry Services.** San Francisco Bay Ferry will consider the following overarching goals for prioritizing investment in service expansion or enhancement projects in coordination with local partners.
  - a. Promote and support sustainable ridership growth through terminal access conditions.
  - b. Prioritize the most vulnerable ferry riders—including those who are transit dependent or do not own a car.
  - c. Develop robust active transportation infrastructure that promotes sustainable trips to origin ferry terminals and a safe and comfortable first/last mile experience regardless of mode.
  - d. Reduce parking lot footprint for ferry terminals and encourage non-single occupancy driving trips—which includes carpool, rideshare, and pickups/drop offs.
  - e. Realize environmental benefits for local communities with ferry service—including reduced point source emissions and congestion on local roads.
  
- 2. Role of Local Jurisdictions.** Local jurisdictions should retain or assume responsibility for managing, operating, maintaining, owning, rehabilitating, constructing, and funding terminal access programs and improvements.
  - a. Oversee the ownership and maintenance of landside terminal assets, parking lots, bike storage, waiting areas, and public access amenities.
  - b. Contribute local funds to support construction of new access improvements or landside facilities.
  - c. Act as lead agency for landside access projects and improvements.
  - d. Determine and set local land use policy – including zoning, density, and allowable uses.

- e. Determine and set local transportation policy – including Transportation Demand Management programs (TDM), parking fees, shuttle programs, local bus service, transit priority, and the pedestrian and bicycle network.

**3. Role of San Francisco Bay Ferry.** San Francisco Bay Ferry will partner with local jurisdictions to provide planning support for terminal access programs and improvements.

- a. Provide planning support and lead development of ferry terminal access plans.
- b. Cooperate with local jurisdictions in securing competitive funding for landside improvements.
- c. Conduct advocacy and outreach to local stakeholders and communities.
- d. Consider pilot programs and innovative first/last mile initiatives in partnership with local jurisdictions.

**4. Emerging Technology & Pilots.** San Francisco Bay Ferry will partner with local jurisdictions in considering emerging technologies or innovative solutions for first/last mile connections on a demonstration project basis.

- a. Explore public-private partnerships for first/last mile connections where traditional methods like fixed route transit are not feasible.
- b. Leverage outside funding and expertise from non-governmental organizations.
- c. Partner with local jurisdictions to conduct pilot program evaluation to determine feasibility in the long-term.

**5. Performance and Mode Share Goals.** San Francisco Bay Ferry will monitor and consider terminal access performance measures and conditions as a factor in determining ferry service levels.

- a. Depending on individual facts and circumstances, consider a goal of 50% or greater of trips to and from origin ferry terminals to be used by sustainable modes while continuing to grow ferry ridership.
- b. Depending on individual facts and circumstances, consider a goal of 50% or greater of driving trips to be non-drive alone—which includes carpool, rideshare, and pick up/drop off.
- c. Measure and evaluate San Francisco Bay Ferry and local jurisdictions' performance towards modal access goals below:

Access Mode	Goals
Walk	Minimum Walk Score of 50 (“somewhat walkable”), target of 70+ (“very walkable”).
	ADA accessible sidewalks within a one-mile radius of the ferry terminal.
	Completion of a pedestrian safety analysis using SafeTREC that reports the previous 10 years of crash data in a one-mile radius around the ferry terminal, identifies common causes of fatal and severe crashes, and proposes mitigation measures to improve pedestrian safety.
Bike	Minimum Bike Score of 50 (“somewhat bikeable”), target of 70+ (“very bikeable”).
	Adequate bike storage on vessels for riders who choose to bring bikes on board.
	Landside bike parking spaces equal to at least 30% of the average daily bike ridership on a given ferry route.
	Completion of a bike facility inventory to identify gaps in the network in the vicinity of the terminal. Bike facilities should be contiguous and connect to the regional bike network, ideally with bike lanes physically separated from general purpose traffic.
	Completion of a bike safety analysis using SafeTREC that reports the previous 10 years of crash data in the vicinity of the terminal, identifies common causes of fatal and severe crashes, and proposes mitigation measures to improve safety.
Transit	Coordinated bus schedules that align with ferry departures when bus headways are 30 minutes or greater.
	On-time performance of at least 80% for connecting local transit.
Parking	Parking lot maximum capacity: 250 spaces.
	Average 85% parking usage. When occupancy exceeds 85%, use of parking fees to manage excess demand.
	Approximately 10% of parking spaces allocated for publicly available electric vehicle charging.



**AGENDA ITEM 14**  
**PUBLIC COMMENTS FOR NON-AGENDA ITEMS**

**AGENDA ITEM 15**  
**RECESS INTO CLOSED SESSION**

**AGENDA ITEM 16**  
**REPORT OF ACTIVITY IN CLOSED SESSION**

**NO MATERIALS**