

WETA/San Francisco Bay Ferry  
SFDPH  
Health and Safety Plan Attachments

**Section 2 – Vehicle Capacity**

**Metrics WETA will use to assess whether occupancy limits are being exceeded system-wide, on specific routes, specific vehicles, and at particular times of day.**

WETA tracks the ridership for every vessel. We share this information on our website so that passengers can plan their trips based on the expected ridership. The charts on our website, available here: <https://sanfranciscobayferry.com/news/ferry-ridership-data-covid19>, show the previous week's average ridership for each peak-direction commute trip on the three active ferry routes. (Only data from Monday through Thursday is currently used. Fridays typically see lower commute ridership across the system.) Currently and in accordance with public health guidance, approximately 70-75 percent of the seats on each vessel are unavailable to ensure social distancing. The charts include the average ridership for the previous week and the number of unused, available seats given that ridership level. Note that ridership does vary week to week and these charts should be used only as guides. WETA is monitoring ridership very closely.

**Measures WETA will use to ensure vehicles do not go over the planned vehicle occupancy**

If maximum capacity based on current social distancing reductions is reached on any departure, vessel crews will suspend boarding and remaining passengers will need to wait for the next departure. If the next departure isn't within an hour timeframe, we will try to add a vessel if available.

In addition to limiting the number of passengers on board to adhere to planned vehicle occupancy, WETA also takes the following measures:

- provide information to our riders about when departures are more or less crowded, including the socially distanced capacity for each trip.
- Deploy Guest Assistance Representatives to terminals with high demand to be able to provide information and assist the crew.

**Measures to be taken when there is evidence of occupancy exceedance, including thresholds and triggers for taking specific actions.**

Vessels do not go over capacity limits. Passengers enter the vessel through one door. Deckhands/crews count each passenger and cut off boarding once the planned occupancy (consistent with social distancing requirements) is reached.

If the socially distanced occupancy is reached on a vessel, remaining passengers at the terminal must wait for the next vessel. If we see a trend where a particular departure reaches the planned occupancy, we will add service. As our passenger demand continues to increase we will not be able to add service to each departure that reaches the planned occupancy level as we do not have enough vehicles to do so and our resources are limited. Our only other option, and the reason for this application, is to increase the socially distanced capacity on our vessels.

### **Strategies to address frustration and anger among riders when boats leave without them due to reaching planned capacity limits.**

Increasing capacity and frequency are two primary strategies in managing ridership demand and minimize passenger “leave behinds” when a vessel reaches its socially distanced based capacity limits. WETA preemptively inform passengers how full each vessel departure is based on the previous week’s ridership. Ferry ridership is pretty consistent. Most people who use the ferry take the same departure times every day. In addition, starting in July Guest Assistance Representatives will be stationed at terminals with high ridership to assist passengers with information and ensure compliance with social distancing and masking. Guest Assistance Representatives have received de-escalation training and have been taught to empathize with customers and remind them that due to COVID there are capacity limits and inform them of the next departure.

### **Section 3 – Signage & Messaging Requirements**

#### **Post the agreed upon signage and deploy public messaging with specific content throughout the system**

**WETA has completed a detailed plan describing:**

- **Sign and messaging deployment, including timing and maintenance.**  
WETA has existing signage on its COVID-19 safety protocols at all active San Francisco Bay Ferry terminals and on board all active ferries. These signs indicate that social distancing must be practiced at terminals and on board, that masks must be worn, people should stay home if they have a cough or a temperature, people should sneeze or cough into a tissue or if not available into one’s elbow, and that passengers should not shake hands or engage in any unnecessary physical conduct.

WETA has proposed some changes to the signage requirements in the signage matrix. These changes are included in the attached excel spreadsheet titled, “WETA\_Signage Matrix.” The proposed changes reflect the fact that ferry vessels do not have operable windows.

WETA will review the signage to ensure the requirements under this Transit Health and Safety Plan are met. WETA will also provide weekly checks to ensure signage remains in good condition. WETA will update its digital onboard graphics to reflect changes described in this Transit Health and Safety Plan and continue to communicate its safety protocols through its social media channels, website and passenger alert system.

- **Minimum signage that will be deployed before relaxed distancing is allowed.**

The existing signage is adequate until the new signage is printed and installed.

Existing signage at terminals does not indicate socially distanced capacities. Each of our vessels has a different capacity. We provide capacity information to our riders on our website based on the vessels that will be assigned to each departure.

- **Translation indicating languages and schedule for deployment of translated materials.**

Information is provided in English, Spanish and Chinese on existing signs. Any updated signage would have information in both Spanish and Chinese as well.

#### **Metrics to assess whether signage is maintained in good condition system-wide or on specific routes or specific vehicles**

Signage is checked weekly and is replaced if not in good condition.

#### **Measures to be taken when there is evidence of problems with signage, such as removal or vandalism, including thresholds and triggers for taking specific actions.**

Signage is replaced when it is removed/vandalized as described above.

### **Section 4 - Face Coverings**

#### **Check the strategies WETA will use to ensure riders wear face coverings at all times, unless specifically exempted; describe in detail in an attachment:**

All passengers are subject to the State of California's mask-wearing policy and the Federal TSA masking requirement. We have aggressively messaged this policy (see details in Section 3). When passengers load one of our vessels, a crew member counts every passenger as they get on. Any passenger without a mask is not allowed on board unless they are exempted from the mask requirement due to a disability prohibiting them from wearing a mask or due to age (under 2 years old). A mask is provided for free to any customer that does not have a mask.

We provide pro-social enforcement via our ticket sellers, our crews, and through our social media outlets. Mask wearing compliance is tracked and is 100%.

#### **Detailed plan for monitoring and ensuring continuous improvement in mask compliance includes:**

- **Metrics to assess mask compliance system-wide, on specific routes, specific vehicles, and at particular times of day**

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Vessel crews are stationed on all passenger decks of all vessels (on all routes, vehicles and at all times the vessel is in passenger service) to monitor passenger safety including mask wearing protocols. In addition, our operations team reviews video footage onboard the vessel to confirm mask compliance.

- **Measures to ensure mask compliance is maintained**

Any passenger without a mask is not allowed on board unless they are exempted from the mask requirement due to a disability prohibiting them from wearing a mask or due to age (under 2 years old). A mask is provided for free to any customer that does not have a mask. We monitor video footage to ensure passenger and employee compliance. We report our masking compliance on the Bay Area Transit Operators Healthy Transit Plan website: <http://dashboard.healthytransitplan.com/>

Signage is posted at administrative and maintenance facilities notifying vendors and contractors that masks are required to enter the facilities.

- **Measures to be taken when there is evidence of poor mask compliance, include thresholds and triggers for taking specific actions**

All passengers are periodically reminded to wear their masks via loudspeaker. If someone has taken off their mask onboard they are instructed to put it back on by the crewmembers. If still not compliant passengers are requested to leave at the next destination.

- **Established collaboration with Advance Planning to improve mask compliance strategies and includes specific milestones for implementation.**

Operations and management meet regularly to discuss masking compliance and if any measures or strategies are required.

## **Section 5 – Ventilation Systems**

The Health and Safety Plan includes the following and provides additional detail. All of the vessels are equipped with a forced air filtration system separated by zones (decks). Inspection and replacement of the filters are done quarterly.

- **Brief description of mechanical ventilation available in the fleet.**

Air handlers pull fresh outside air into the forced air systems, running the air through filters and dehumidifiers, while simultaneously changing out the inside air. These systems circulate air when passengers are on board.

- **Strategy for opening windows 6” at the beginning of each route**

WETA’s ferry vessels do not have operable windows. United States Coast Guard regulations require doors to be secured when underway except when in use. Passengers have the option to sit in the outdoor seating. In addition, the vessels ventilation systems pull fresh outside air into the forced air systems, running the air through filters and dehumidifiers, while simultaneously changing out the inside air.

- **Plans for window ventilation for poor air quality or bad weather. Ways that WETA will work to improve ventilation for COVID-19 prevention on the fleet, include:**

- Regular inspection and maintenance of the ventilation system.

- **Specific plans for considering emerging technologies. Description of thresholds or criteria to evaluate feasibility**

When or if a major component such as a HVAC System fails or reaches its useful life, the most current, efficient, available replacements are considered. Vessels also undergo mid-life rehabilitations approximately every 5 years and all major systems and components are evaluated for refurbishment or replacement at that time.

- **Budget planning for ventilation improvements, including specific milestones.**

- Capital budgets are set to coordinate with mid-life rehabilitations.

## **Section 6 – Sanitation for high-touch surfaces and areas**

WETA developed a Passenger and Crew Safety Plan in June 2020 that describes all of the mitigations that are still in place to prevent the spread of COVID-19. That plan is available on our website at <https://sanfranciscobayferry.com/bestwayback>

After every passenger trip, crews wipe down frequently-touched surfaces including Clipper readers, handrails, arm rests, door handles, seat trays, stairwells, counters, tabletops, and restroom surfaces. Each in-service vessel undergoes a full, deep cleaning daily as well as an electrostatic disinfectant fogging to sanitize all surfaces including hard-to-reach areas, carpeting, and upholstery. Cleaning products used are all on the United States Environmental Protection Agency’s (EPA) list of products qualified to kill coronavirus.

### **The Health and Safety Plan shall include an attachment with details about sanitation practices including:**

- **Identification of high touch surfaces**
  - High touch surfaces include Clipper readers, handrails, arm rests, door handles, seat trays, stairwells, counters, tabletops, and restroom surfaces.
- **Frequency of cleaning**
  - Frequently touched surfaces are cleaned after every passenger trip. Vessels are fully disinfected each night at the end of the service day.
- **identify cleaning and disinfection products types and requirements for use**

- Crews use Virex II as our standard disinfectant frequently touched surfaces on the vessels after every passenger trip. At the end of the day, each vessel is fully disinfected (using an electrostatic fogging machine). The disinfectant used for vessel fogging is Benefect, a viricidal, EPA registered, hospital grade disinfectant. Both Virex II and Benefect are listed on the United States Environmental Protection Agency's (EPA) list of products qualified to kill coronavirus.
- **Personnel responsible for cleaning**
  - Vessel crews are responsible for cleaning frequently touched surfaces after every passenger trip. Vessel fogging is performed by a cleaning contractor.
- **Cleaning logs or tracking**
  - The Captain of the vessel ensures the crews are cleaning throughout the time the vessel is in service and is logged on a trip basis. Operations management does regular checks to ensure cleaning protocols are followed. Full disinfecting at the end of each day is performed by a contractor and monitored and logged by operations management.

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