

Agenda Item No. 1c  
For: January 12, 2006

## **FERRY PASSENGERS ADVISORY COMMITTEE (FPAC)**

*Agenda for Wednesday, November 2, 2005*

**Convene at 12:00 p.m. - Adjourn by 1:15 p.m.  
Embarcadero Room  
Pier One, Port of San Francisco**



### Approval of October 5, 2005 Minutes

1. Service Issues
  - Day After Thanksgiving Schedule
  - December Schedule Changes
2. Operational Issues
  - BART Project Update
4. Update on Spaulding Refurbishment Project
5. Other Items/Future Agenda Items
  - 2005 Christmas Ornament
  - Merry Ferry
6. Member/Visitor Comments

# FERRY PASSENGERS ADVISORY COMMITTEE (FPAC)

*Minutes of Wednesday, October 5, 2005*



## **Embarcadero Room, Port of San Francisco, Pier One**

FPAC Members Present: Frances Barbour-Hayden, Ken Eichstaedt, George Griswold, Frank Johnston, Lee Kleinecke, Jorge Schulz, Erik Selvig, Cindy Swift, David Tollen

Staff Present: Pascale Soumoy, Associate Planner; Helen Haas, Customer Relations Supervisor; Pete Guthlein, Marketing & Communications Specialist; Lisa Locati, Security and Emergency Management Specialist; Jim Swindler, Ferry Division Manager

Visitors Present: Denise Turner, Port of San Francisco

Approval of Minutes of September 7, 2005. The minutes were approved.

### 1. Service Issues

- a. MV Mendocino Dry-dock Schedule The MV Mendocino will be out of service and in dry dock October 10-14 and back in regular service on October 17<sup>th</sup>. The alternative schedule will be used and has been well publicized with posters, flyers and email announcements. FPAC member requested that the HVAC vent on the lower deck near the stairs be checked during the dry dock. He noticed that the intake vent is very dirty and should be cleaned out.
- b. December Schedule Changes On December 12<sup>th</sup>, several morning Larkspur departures will change slightly and depart 5 minutes earlier. This is being done to ensure on-time performance for the 7:50 am Larkspur departure. The changes in the Sausalito schedule are related to the time it takes for the bicyclist to board and disembark from the ferry with their bikes. FPAC, Sausalito ferry rider noted that these changes should be very well publicized since passengers barely make the current departure times.

### 2. Operational Issues

- a. Security Screening Pilot Project Lisa Locati debriefed FPAC on the results of the passenger screening project, during which approximately 8000 passengers were screened before boarding the ferries. Transportation Security Administration (TSA) screeners began with the low ridership trips and worked toward screening passengers of the 9:15 am Larkspur departure. Higher ridership trips were easier to screen in Larkspur than in San Francisco due to layout of the terminal.

Scanners were set up to identify passengers who had come in contact with nitrate based explosives. There were six positive hits, all of which were explained and released. The bags of those who tested positive were swabbed, not searched. Golden Gate Ferry was able to demonstrate that they can continue to operate even if the MARSEC levels are raised.

Ferry expects a full report from TSA in the coming month. This report will detail the month long process and include statistics of those screened.

- b. BART Project Update The District, Water Transit Authority (WTA), San Francisco Bay Conservation and Development Commission and the Port of San Francisco all responded to BART's Environmental Assessment for the transbay tube seismic retrofit project. The seismic retrofit project is in the planning phase and the construction is scheduled to last 2-3 years. All of the letters underscored that the San Francisco Ferry Terminal and Golden Gate Ferry will be severely impacted. Discussions regarding the mitigation work are underway. The project scope is substantial and it may be best if Golden Gate Ferry operations moved for duration of project to allow BART to complete the work faster.
3. See Something? Say Something! Campaign Ms. Locati explained the new safety campaign *See Something? Say Something!* a the new customer education campaign geared to encourage passengers to be aware of their surroundings. The District has done a lot of internal education of employees who have been trained on how to respond to reports of packages and now want to include passengers. Buses, Ferries and the Bridge will have posters and smaller pocket sized handouts to inform our riders and visitors. This campaign will be launched October 24<sup>th</sup>.
4. Update on Spaulding Refurbishment Project Jim Swindler explained that the drawings and specifications are nearly finished and will go out to bid in the next few weeks. Changes were made to the original plans when it was found that the work budgeted at \$4.2 million would actually cost closer to \$5 million. One of the more significant items not being accomplished is the relocation of the engine room bulkhead on the main deck. This change will actually increase available space for bicycles on the main (lower) deck. The MV Marin will be the first to go to the shipyard in late December. The project is a bit behind and the vessel will be in the shipyard until April 2006, so Ferry will need to operate Sausalito and SBC ball park service with two Spauldings.
5. Other Items/Future Agenda Items

Return of Lunch Bunch Lunch Bunch made a successful return to Sausalito Ferry with ridership at 171 on the September 16, 242 on the 23rd and 274 on the 30th. This was a great turnout considering normal ridership for this trip is 75 passengers. WTA co-sponsored the event and paid for the music provided. Mr. Swindler would like to continue this series next year and hopes WTA will want to participate as a sponsor next year as well.

## 6. Member/Visitor Comments

- FPAC members would like to see the return of the children's holiday decorations aboard the ferries. Many passengers found this to be festive and fun, are missing this tradition and are asking Mr. Swindler to consider bringing this back this year.
- FPAC member Frances Barbour Hayden would like District to start a campaign/promotion to encourage cyclists who live within a 3-mile radius of a ferry terminal to bike to the terminal. These riders could be rewarded i.e. with 1 free trip for every 10 times s/he rides to the ferry. Maybe this could be sponsored by WTA or MCBC? Frances offered her assistance.
- FPAC member would like us to bring GGB holiday ornaments to the November meeting.
- Member asked that the wallet sized ferry schedules no longer be printed with red lettering on white background. This color scheme is difficult for those who are color blind to read.
- Request for ridership data on a regular basis, perhaps FPAC could be sent this information electronically? Staff explained that ridership data is entered into the new statistics system, Transtat, and that there is a delay in the posting and availability of numbers in readable format. Helen Haas added that ferry is not showing and increases in ridership due to higher gasoline prices. This is the worse fall season she has seen in a long time, the traffic has been horrible.
- On October 5<sup>th</sup> the MV Del Norte was taken out of service due to the raw water pumps breaking down during the morning commute period. Th vessel was repaired and back in service in the afternoon.
- Fleet week is October 7<sup>th</sup> through 9<sup>th</sup>. Seven ships are coming into Pier 32-39 and Pier 90, and will be open for viewing on Saturday and Sunday on a first come first served basis. The Blue Angels will be performing both days. GGF is not adding any trips but a few trips coincide well with flying and performance times.
- MV Del Norte has water leaks on the lower level windows, the window trays fill up with water and deckhands place t-shirts all overt the place to absorb the water.
- Member George Griswold commented that the 6:20 p.m. SF to LFT trip sometimes slows down in the San Quentin channel and sometimes speeds through the channel. It is supposed to slow down, a mandatory procedure to prevent wakes. Mr. Swindler asked that he be notified when the boats speed through channel.
- Please look for GGT bus with the pink ribbon around it. This is an employee-sponsored bus decorated in honor of October being Breast Cancer Awareness Month.

# **FERRY PASSENGERS ADVISORY COMMITTEE (FPAC)**

*Agenda for Wednesday, December 7, 2005*

**Convene at 12:00 p.m. – Adjourn by 1:15 p.m.  
Embarcadero Room  
Pier One, Port of San Francisco**



## Approval of November 2, 2005 Minutes

1. Service Issues  
December Schedule Changes
2. Operational Issues  
BART Project Update
3. Five-Year Fare Program
4. Other Items/Future Agenda Items  
2005 Christmas Ornament  
Merry Ferry  
Ferry Holiday Decorating
5. Member/Visitor Comments

# FERRY PASSENGERS ADVISORY COMMITTEE (FPAC)



*Minutes of Wednesday, November 2, 2005*

## **Embarcadero Room, Port of San Francisco, Pier One**

FPAC Members Present: Frances Barbour-Hayden, George Griswold, Frank Johnston, Robert Karfiol, Lee Kleinecke, Erik Selvig

Staff Present: Pascale Soumoy, Associate Planner; Helen Haas, Customer Relations Supervisor; Pete Guthlein, Marketing & Management Specialist; Jim Swindler, Ferry Division Manager

Visitors Present: Dwight Steeves, Visitor; Denise Turner, Port of San Francisco

Approval of Minutes of October 5, 2005 The minutes were approved.

### 1. Service Issues

**Day After Thanksgiving Schedule:** On the day after Thanksgiving, November 25<sup>th</sup>, the Larkspur Ferry will operate on a modified schedule. Ferries will depart Larkspur to arrive in San Francisco for the 8:00 a.m. and 9:00 a.m. work start time, and the 5:30 a.m. Route 97 bus will also be in service. Sausalito Ferry will operate on a regular holiday schedule. Flyers and sandwich boards will detail Larkspur schedule.

**December Schedule Changes:** On December 12<sup>th</sup>, several morning Larkspur departures will change slightly and depart 5 minutes earlier. This is being done to ensure on-time performance for the 7:50 a.m. Larkspur departure. The changes in the Sausalito schedule are related to the time it takes for bicyclists to board and disembark from the ferry with their bikes. The date of the changes coincides with bus schedule changes, which occur quarterly on the second Sunday of the month, and publication of the Transit Guide.

### 2. Operational Issues

**BART Project Update:** The District, Water Transit Authority, San Francisco Bay Conservation and Development Commission, and the Port of San Francisco all responded to BART's Environmental Assessment for the transbay tube seismic retrofit project. District comments were mainly operational in nature. The next meeting between the District and BART staff will be November 8<sup>th</sup>. More information will be available in early 2006.

3. Update on Spaulding Refurbishment Project

Ferry Division has not yet received the engineering plans and schedule from the marine engineers. Due to this delay, Jim Swindler will postpone the Spaulding going to the shipyard for refurbishment until next fall. If the ferry were to go to the shipyard now and the engineering drawings and plans were further delayed, there could be problems with getting ferry back in time next spring. To prevent major delays, cost overruns, change orders, etc., Mr. Swindler prefers to wait a year. He hopes all plans will be finalized by spring in order to release the Request for Proposal before summer 2006. This schedule would allow time for contractor and ferry staff to go over the plans carefully and be ready to take ferry to drydock late next fall.

4. Other Items/Future Agenda Items

**Fare Program:** On December 11<sup>th</sup> bus and ferry fares will change. Zones 7 and 9 will be collapsed into Zone 2, and Zone 8 will join with Zone 3. The old zones will then have the same fares as their new respective zones, Zones 2 and 3. Other zones' fares will either stay the same or decrease slightly. Only one zone will have a fare increase: In Zone 10, which includes the East Bay, fares will change to a flat fare of \$3.25.

Ferry fare changes include the Youth Fare becoming 50% of adult cash fare for passengers 6 to 18 years of age. This makes bus and ferry youth fare policy consistent. The group fare policy will change, requiring groups of 20 or more (adults, youth, seniors, disabled) to arrange for a group trip in advance and be granted the frequent user fare if applicable. East Bay passengers using a bus to transfer to the ferry will pay the ferry cash fare for the entire trip.

**Holiday Events:** The Merry Ferry will be happen again this year between December 12 and 17. The Marketing Department is organizing the event and coordinating with several restaurants and businesses to provide drawing prizes and refreshments. School children will again be allowed to decorate the ferry.

On December 7<sup>th</sup> the Golden Gate Bridge is hosting a holiday event between 7 a.m. and 1 p.m. at the Toll Plaza near the visitors' parking lot. Carolers, Starbucks, KISS-FM (promoting their "One Warm Coat" campaign) and Santa will be there.

The 2005 Ornament was presented and offered to FPAC members for \$13.

5. Member/Visitor Comments

Members noted that the postings for the Mendocino drydock schedule were effective and appreciated. The alternate schedule worked well, too. They welcome any advanced notice.

Frances Barbour-Hayden commented that 511 was not offering the alternate schedule when she called to get information. Helen Haas explained that we did not send the alternate schedule to 511 because installing the new information would have taken too long. The District is not electronically connected to 511 and there are many issues between the Metropolitan Transportation Commission, 511, and various transit

providers. Golden Gate Transit is not large enough to influence big changes, but things are moving along.

Erik Selvig attended the TAM meeting and recounted the plans for the Greenbrae interchange. These major plans will include temporarily closing Lucky Drive, adding a new road near Cost Plus, and more. The project will take years.

Visitor Dwight Steeves commented that the Lunch Bunch event was very enjoyable. He attended all three cruises and hopes they will happen again next year. Mr. Swindler noted that because passenger turnout was high for these roundtrips, it is likely the event will be scheduled again for next summer.

Mr. Steeves added that the boat switch that occurs just before the 5:20 p.m. San Francisco departure still causes delays. Can anything be done to minimize this?