GOLDEN GATE GAZETTE
PUBLISHED BY THE GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT, SAN FRANCISCO, CA
FALL 2016

BUS SERVICE ADJUSTMENTS

Effective Sunday, September 11, 2016

Golden Gate Transit schedules are adjusted quarterly to improve system efficiency.

Routes 4, 18, 27, 30, 38, 54, 56, 58, 70, 72, 74, 93, 101, and 101X Schedules adjusted up to six minutes to improve connections and running times.

Route 24 One northbound and one southbound trip now serve the Civic Center. Schedule adjustments.

Route 24X New express route that bypasses all bus pads (including Lucky Drive Bus Pad) and uses the Broadway Tunnel.

Route 30 Southbound weekday and weekend trip added departing San Rafael Transit Center at 11:00 pm.

Route 40 All westbound trips now serve Bellam Blvd at Marin Square. Schedule adjustments.

Route 40X New weekday express route that bypasses Pt. Richmond. All other stops are the same as Route 40.

Route 54 Southbound trip added arriving at the SF Financial District at 9:50 am. Schedule adjustments.

Route 93 Northbound 5:16 pm trip eliminated. See Route 24 for alternate service. Northbound 3:24 pm trip eliminated. Schedule adjustments.

Route 580 Route cancelled due to low ridership. See Routes 40 and 40X for service between the East Bay and Marin.

SoMa service Select trips on Routes 4, 24, and 54 to 8th & Folsom and from Folsom & 7th eliminated. See Routes 92 and 93 for alternate service.

SF Financial District New northbound bus stops added on Fremont Street between Mission and Market Streets; northbound bus stop revisions in this area.

Larkspur and Sausalito Ferry will begin operating the Larkspur and Sausalito Ferry.

Select trips on Routes 4, 24, and 54 to 8th & Market will begin operating the M.V. Golden Eagle.

Routes 40 and 40X will operate on those routes.

Northbound weekday and weekend trip added

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We are pleased to announce that Golden Gate Transit is now testing real-time departure information on the new 511.org website. We know you have been waiting patiently for real-time transportation information, and we are working hard to implement this technology for you. We are currently validating the integrity of the data and hope to roll it out to our riders soon. In addition, we are working to install electronic signage at major bus stops that will display real-time departures for our buses.

We look forward to providing you with reliable, real-time information that will make your travel experience a better one.

GGT TESTING REAL-TIME TECHNOLOGY

For passenger safety, all onboard items must be stored:

- COMPLETELY UNDER THE SEAT,
- COMPLETELY IN THE OVERHEAD RACK, OR
- COMPLETELY ON THE PASSENGER’S LAP.

Mobility devices such as canes, crutches, walkers, and collapsible strollers are exceptions; however, no item can block an aisle or exit.

GGT LUGGAGE POLICY

NEW BUS STOP LOCATIONS IN THE FINANCIAL DISTRICT

Effective Monday, September 12, two new bus stops will be added on Fremont Street between Mission Street and Market Street. As a result, the boarding locations for Routes 38, 54, 56, 58, 72, and 72X, will shift slightly. This map shows the bus stop configuration.

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CRISIS TEXT LINE

Those coming to the Golden Gate Bridge to commit suicide are, as you know, more than ever. Since 2007, the number of troubled young people under 25 years old showing up at the bridge considering suicide has increased more than five-fold. In response to this change, the District is partnering with CriSis Text line to better reach these troubled young people, who frequently use text messaging to communicate. CriSis Text line is a national non-profit that provides free, 24/7 support for people in crisis via text.

Golden Gate Bridge Patrol and CriSis Text line will work together to bring people to safety, when the keyword ‘GGG’ is tested to 741741.

THE WAVE (ROUTES 25, 37) WILL NOT OPERATE ON NOVEMBER 25.

Golden Gate Sausalito Ferry Reduced Schedule
Day After Thanksgiving, Friday, November 25, 2016

<table>
<thead>
<tr>
<th>Depart Sausalito</th>
<th>Arrive San Francisco</th>
<th>Depart San Francisco</th>
<th>Arrive Sausalito</th>
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<tr>
<td>9:00 pm</td>
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NEW FERRY SCHEDULES
Effective September 26 – December 18, 2016

LARKSPUR FERRY

[Table of ferry schedules for Larkspur Terminal]
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HOLIDAY SERVICE CALENDAR

<table>
<thead>
<tr>
<th>HOLIDAY</th>
<th>FERRY</th>
<th>BUS</th>
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<tbody>
<tr>
<td>COLUMBUS DAY</td>
<td>Regular</td>
<td>Regular</td>
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<tr>
<td>VETERANS DAY</td>
<td>Regular</td>
<td>Holiday</td>
</tr>
<tr>
<td>THANKSGIVING DAY</td>
<td>No Service</td>
<td>Holiday</td>
</tr>
</tbody>
</table>

TIPS FOR USING GOLDEN GATE TRANSIT’S FREE WiFi

Search for “GST-WiFi.” You don’t need a password, but must accept the Terms of Use. Your device must be WiFi-enabled. If you don’t see “GST-WiFi,” try restoring your device.

Bandwidth is limited and shared among all riders. Please be courteous and limit use of streaming audio and video.

Avoid downloading large files.

Use webtabs and be considerate of fellow riders.

WANT TO USE THE LUGGAGE BAY BIKE RACKS? LEARN HOW WITH THIS VIDEO!

Visit goldengate.org/links/videos or scan the code above.

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THE WAVE (ROUTE 25) WILL NOT OPERATE ON NOVEMBER 25.

Golden Gate Sausalito Ferry customers can now purchase ferry tickets online for service between downtown Sausalito and the San Francisco Ferry Building (NOT to Pier 41 or Fisherman’s Wharf). The District has partnered with Parkmobile to provide fare payment services for ferry tickets using a mobile telephone application and online interface. Parkmobile also provides mobile parking payments for the Larkspur Ferry Terminal.

Purchasing tickets online allows customers to avoid lines at the ticket vending machines and assists in quicker boarding. Once purchased, tickets may be printed or downloaded to a mobile device. Tickets may be used on ANY Golden Gate Sausalito Ferry trip. They are not for a designated departure time or date. A one-way adult ticket is $11.75 ($5.75 youth/seriously disabled). To purchase Golden Gate Sausalito Ferry tickets, visit goldengateferry.clickandpark.com.

Customers who use multiple modes of transit (ferries, buses, trains, etc.) are encouraged to use Clipper as the easiest and fastest way to pay their fare. Clipper is accepted by most Bay Area transit agencies. For more information, visit clippercard.com.

New Express Route 24X bypasses all bus pads!

Sign up for route-specific service alerts at http://goldengatetransit.org/contact

TIDES ARE PREDICTED FOR DURING UNUSUALLY HIGH MANZANITA PARK & RIDE IS PRONE TO FLOODING.

ClipperCard.com.

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CUSTOMERS WHO USE MULTIPLE MODES OF TRANSIT (FERRIES, BUSES, TRAINS, ETC.) ARE ENCOURAGED TO USE CLIPPER AS THE EASIEST AND FASTEST WAY TO PAY THEIR FARE. CLIPPER IS ACCEPTED BY MOST BAY AREA TRANSIT AGENCIES. FOR MORE INFORMATION, VISIT CLIPPERCARD.COM.
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BUS OPERATOR JULIE ANN BOTELHO AWARDED FOR EXEMPLARY SERVICE

On July 21, 2016, the District’s Advisory Committee on Accessibility (ACA) presented the Russ Bohlke Award for Exemplary Service to Golden Gate Transit Bus Operator Julie Ann Botelho. This is given to a bus driver, ferry crew member, or other District staff who provides exceptional service to seniors and persons with disabilities.

Botelho was recognized for providing exemplary service on two back-to-back occasions at the Northgate Mall. This stop contains a short turning radius and Botelho took the extra step of spotting the patron during the boarding process. She went the extra mile to make sure the patron stayed safe and could board the bus successfully.

“I’m very proud to receive this award. It’s nice to be recognized for the work I perform. Helping ADA passengers navigate our transit system gives me great satisfaction,” said Botelho.

Director of Bus Operations Rich Hibbs noted, “It is always nice when someone takes the time to let us know when an employee does something special or goes above and beyond to help a customer. In this case, I am extremely proud that a bus operator like Julie is recognized with an honor as special as the Russ Bohlke Award.”

Botelho started her tenure at the District in 2010 and this year began training new bus drivers. “My goal is not only to turn out great drivers but to impress upon them great customer skills,” she said.

This year’s award finalists were Bus Operators Norberto Chavez, Chryel Stevenson Crawford, Daymon Davis, Capeda Fuller, Victor Lau, Rahman Natouf, and Tatiana Nielsen.

The award is named in honor of Russ Bohlke, one of the first members of the ACA. He served on the committee for 30 years and was directly involved with the District’s ADA compliance. Bohlke suffered a severe injury while playing football for UC Berkeley in the early 1950s. He became active in public accessibility issues and was a tireless advocate in making transportation available and accommodating to people with disabilities. He passed away on July 4, 2009.

511 (Toll Free) • 711TDD • goldengate.org

non-service animals belong in a carrier

THE MENDO IS BACK!
The M.V. Mendocino returned to service in July, following a $6 million renovation that included extending the hull, installing new water jets, and replacing the ceilings, flooring, paneling, and seat covers. Federal funding paid for 80 percent of the work, District funds 18 percent, and state clean-air funds 2 percent of the cost.

Follow Us On Facebook and Twitter to receive service alerts!