

20-05

**REPORT OF THE GENERAL MANAGER
BOARD OF DIRECTORS
MEETING OF NOVEMBER 18, 2005**



The Honorable Board of Directors
Golden Gate Bridge, Highway and Transportation District

Honorable Members:

PRESENTATIONS BY DISTRICT STAFF FOR THE MONTH OF OCTOBER

For the month of October, District staff made speeches and/or presentations to community groups/interviewers interested in the District. The following presentations were made in the month of October:

| PRESENTATION TO: | PRESENTED BY: |
|---|--|
| Air Resource Board | Gene Walker |
| California Transit Association Conference | Teri Mantony, Alan Zahradnik & Gene Walker |
| IBTTA Fall Maintenance Workshop Annual Conference | Dennis Dellarocca & Craig Dodson |
| Professional Environmental Marketing Association – “Ongoing Seismic Retrofit on the Golden Gate Bridge” | Denis Mulligan |
| St. Francis Yacht Club Women’s Committee | Celia Kupersmith |

SPECIAL EVENT/EXPRESSIVE ACTIVITY REQUESTS

Below are the dates, times and sponsoring agencies of special events and expressive activities for which permits have been sought. The following application was received since last reported to the Board in the October 28, 2005, Report of the General Manager:

| <u>Event Date</u> | <u>Event Title</u> | <u>Location</u> | <u>Type*</u> | <u>Expected No. Participants</u> |
|--------------------------|---------------------------|------------------------|---------------------|---|
| November 11, 2005 | Flagman's Monthly Walk | East Sidewalk | EX | 1 |

- The types of permits are as follows: EX – Expressive Activity and SE – Special Event

GOLDEN GATE TRANSIT BUS SYSTEM PERFORMANCE REPORT – SEPTEMBER 2005

Attached is the *Golden Gate Transit Bus System Performance Report* for the month of September 2005. This report provides a breakdown of monthly patronage by county bus services (Attachment 1).

FERRY STATISTICS – OCTOBER 2005

During the month of October, Larkspur ferry service carried 109,574 passengers. Morning commute runs carried 33,525 passengers, and evening commute runs carried 43,679. A total of 955 crossings were scheduled and completed. Of the 955 crossings, 4 were SBC Park service crossings. Averages were:

| | |
|---------------------------------------|-------|
| Daily | 3,534 |
| Weekdays | 4,454 |
| Sat., Sun., Hol. | 1,603 |
| AM Commute | 1,596 |
| PM Commute | 2,080 |
| Larkspur to SBC Park (Sat, Sun, Hol.) | 547 |
| SBC Park to Larkspur (Sat, Sun, Hol.) | 582 |

Sausalito ferry service carried 39,508 passengers during the month of October. Morning commute runs carried 4,016 passengers, and evening commute runs carried 12,584. A total of 508 crossings were scheduled and completed. Averages were:

| | |
|------------------|-------|
| Daily | 1,507 |
| Weekdays | 1,303 |
| Sat., Sun., Hol. | 1,984 |
| AM Commute | 195 |
| PM Commute | 638 |

Tables detailing September Larkspur and Sausalito Ferry patronage are attached (Attachments 2-3).

RETIREMENT OF WILLIAM HAYES, CHIEF BRIDGE PAINTER, BRIDGE DIVISION

It is my privilege to announce that Chief Bridge Painter William Hayes retired on November 1, 2005 after celebrating twenty-nine years and seven months of service with the District.

Mr. Hayes joined the District as a Bridge Painter on March 16, 1976, and was promoted to his current position on April 1, 1993. Mr. Hayes was commended for his quick response and assistance during an accident on the Bridge in 1994. Of a special note, Mr. Hayes was awarded Employee of the Month for February 1996 and selected by the Joint District/Bus Transit Employee of the Month Committee to receive the Honorable Mention Award for 1996.

Prior to District service, Mr. Hayes was employed as a painter for San Francisco Housing Authority and Local No. 4 in San Francisco, working on projects for several contractors on high rise buildings.

We wish Mr. Hayes a long and happy retirement.

**PRESENTATION OF TWENTY YEAR SERVICE AWARD TO ANN CRYSTAL
McGREW, BUS OPERATOR, BUS DIVISION**

We are pleased to announce that Bus Operator Ann McGrew, celebrated twenty years of service with the District on June 24, 2005.

Ms. McGrew joined the District as a part-time Bus Operator on June 24, 1985 and in November of the same year, was promoted to full time status. Prior to District service, Ms. McGrew worked for Educational Consulting & Services as a Teachers Substitute and at Alliance Medical Center as a Nutritionist Assistant. Ms. McGrew also owned her own business for a time, marketing Wholesale of Sea Sponges to Natural Food Stores and Beauty Supply Stores in the Bay Area. During her employment with the District, Ms. McGrew has received recognition of her professionalism, including personal letters written by appreciative patrons commending her on the excellent service they've received. One such letter came from a visitor all the way from England!

**PRESENTATION OF TWENTY YEAR SERVICE AWARD TO PETER CARRICK,
VESSEL MASTER, FERRY DIVISION**

We are pleased to announce that Vessel Master Peter Carrick, celebrated twenty years of service with the District on October 31, 2005.

Mr. Carrick joined the District as a Vessel Operator in June of 1983 and two years later in August of 1985 was promoted to full time status.

**PRESENTATION OF TWENTY YEAR SERVICE AWARD TO HECTOR BOUGH,
BRIDGE SERVICE OPERATOR, BRIDGE DIVISION**

We are pleased to announce that Bridge Service Operator Hector Bough, celebrated twenty years of service with the District on November 8, 2005.

Mr. Bough joined the District as a part-time Lane worker on November 8, 1985 and in January 1989 was promoted to full time status. Prior to District service, Mr. Bough worked for Cypress Trucking in San Francisco as a driver. Of a special note, Mr. Bough received recognition of his professionalism on job well done when responding to a traffic accident, from former General Manager Carney Campion, commending Mr. Bough on his actions. Also, a patron of the Bridge sent a glowing e-mail to Bridge Administration, praising Mr. Bough and his exemplary service, stating, "This man should be considered a key asset to your organization!"

**PRESENTATION OF TWENTY YEAR SERVICE AWARD TO TODD PRICE,
DECKHAND, FERRY DIVISION**

We are pleased to announce that Deckhand Todd Price, celebrated twenty years of service with the District on November 14, 2005.

Mr. Price joined the District as a Deckhand on November 14, 1985. Of special note, Mr. Price has received an award from the Advisory Committee on Services for People with Disabilities for exemplary performance in assisting in the transportation of elderly persons or persons with disabilities.

EMPLOYEE OF THE MONTH - NOVEMBER 2005

After reviewing nominations submitted by District employees, the Employee of the Month Committee selected Sally Hinds, FasTrak Coordinator in the District Division, as the Employee of the Month for November 2005.

Ms. Hinds receives this prestigious award in recognition of her professional and proactive approach during the FasTrak Regional Customer Service Center consolidation and the contracting of the collection agency to collect on past FasTrak violations. During the consolidation of the Regional FasTrak Customer Service Center, Ms. Hinds went above and beyond the call of duty by putting in long daily hours and following up with Bay Area Toll Authority (BATA) and Caltrans to ensure everything was complete and deadlines were met. Furthermore, Ms. Hinds' keen insight with the implementation of the collection agency contract has saved the District thousands in funds that would have been otherwise written off. As a fellow employee commented, "Ms. Hinds is always professional, pleasant, and 'customer service friendly' while working with other agencies as well as the public."

Ms. Hinds joined the District in May 1999 as a Board Assistant in the District Secretary's office and promoted to her current position in September 2001. Prior to District employment, she worked for the Center for Citizen Initiatives in San Francisco as a Chief Operating Officer, for C.G. Jung Institute in San Francisco in Development & Administration, and for St. Ursula Academy & Villa as a Development Director.

Ms. Hinds was born in Cincinnati, Ohio, graduated from Summit Country Day High School in Cincinnati, and later attended colleges at Vermont College in Montpelier, VT and St. Louis University in St. Louis, MO where she earned a M.A. in Psychology. Ms. Hinds currently resides in Orinda with her partner John Russell and their children Lydia and Natalie. In her spare time she enjoys the Argentine tango and photography. Ms. Hinds is a member of the Psi Chi, the National Honor Society in Psychology.

Respectfully submitted,

Celia G. Kupersmith
General Manager

Attachments

CGK:ak:sp

Golden Gate Transit Bus System Performance Report for September 2005

As of September-05

All Routes

| | September-05 | August-05 | % Chg eptember-04 | % Chg | Marin | Sonoma | SF | M/SF | S/SF | S/M | EB | M/EB | S/EB | SF/EB |
|----------------|--------------|-----------|-------------------|-------|---------|--------|-------|---------|--------|--------|-----|--------|------|-------|
| Total Patrons: | 653,586 | 635,874 | 2.8% | -0.5% | 377,170 | 5,889 | 2,249 | 183,510 | 43,638 | 20,749 | 466 | 19,450 | 215 | 250 |
| Avg /WD | 26,708 | 23,964 | 11.5% | -1.4% | 14,936 | 214 | 87 | 7,899 | 1,927 | 833 | 21 | 773 | 8 | 10 |
| Avg / Sat | 11,393 | 11,619 | -1.9% | 3.6% | 7,865 | 166 | 43 | 2,127 | 364 | 403 | 4 | 407 | 9 | 5 |
| Avg / Sun/Hol | 9,431 | 9,544 | -1.2% | 6.9% | 6,409 | 140 | 53 | 1,823 | 348 | 325 | 3 | 321 | 5 | 4 |

| | Bus Service | | | | Service | | DH | | Total | | Canx | | Serv. | | DH | | Total | |
|---------------------------|-------------|-------|-------|-------|---------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|
| | Trips | Hours | Trips | Hours | Hours | Trips | Hours | Hours | Trips | Hours | Trips | Hours | Miles | Trips | Miles | Miles | Days | Days |
| Passenger Revenue | | | | | | | | | | | | | | | | | | |
| Cash | \$640,112 | | | | | | | | | | | | | | | | | |
| # Tickets | 171,588 | | | | | | | | | | | | | | | | | |
| Ticket \$ | \$565,667 | | | | | | | | | | | | | | | | | |
| Transfers | 146,731 | | | | | | | | | | | | | | | | | |
| Free | 11,121 | | | | | | | | | | | | | | | | | |
| Translink | 1,875 | | | | | | | | | | | | | | | | | |
| Total Revenue | \$1,205,779 | | | | | | | | | | | | | | | | | |
| Audit Revenue | \$1,327,078 | | | | | | | | | | | | | | | | | |
| Adjustment | 110.1% | | | | | | | | | | | | | | | | | |
| Operating Expense | | | | | | | | | | | | | | | | | | |
| Expense | \$5,588,917 | | | | | | | | | | | | | | | | | |
| Audit Expense | \$5,860,928 | | | | | | | | | | | | | | | | | |
| Adjustment | 104.9% | | | | | | | | | | | | | | | | | |
| Route Performance | | | | | | | | | | | | | | | | | | |
| Riders per Trip | 28 | | | | | | | | | | | | | | | | | |
| Load Factor | 64.4% | | | | | | | | | | | | | | | | | |
| Riders per Hour | 24 | | | | | | | | | | | | | | | | | |
| Fare Recovery | 22.6% | | | | | | | | | | | | | | | | | |
| Deficit per Passenger | \$6.94 | | | | | | | | | | | | | | | | | |
| Cancellation Rate | 0.0% | | | | | | | | | | | | | | | | | |
| Data Input Quality | | | | | | | | | | | | | | | | | | |
| Substituted Trips | 2,119 | | | | | | | | | | | | | | | | | |
| Substitution Percent | 9.0% | | | | | | | | | | | | | | | | | |

LARKSPUR FERRY TOTAL PATRONAGE

| ACTUAL | | | | | | MONTHLY COMPARISONS | | |
|-----------|-------------------------|-------------------------|---------------------------|---------------------------|----------------------------|-------------------------------------|--|--|
| | 04/05 MONTHLY PAX | CUMUL 04/05 TOTAL | 2005/06 MONTHLY PAX | CUMUL 2005/06 TOTAL | 2005/06 TO 04/05 +/- | CUMUL 2005/06 TO 04/05 +/- | CUMUL 2005/06 | |
| | | | | | | | CUMUL 2005/06 WEIGHT ESTIMATE | ACTUAL TO WEIGHT ESTIMATE +/- |
| JULY | 133,446 | 133,446 | 131,467 | 131,467 | (1) % | (1) % | 156,178 | (16) % |
| AUGUST | 137,899 | 271,345 | 144,095 | 275,562 | 4 % | 2 % | 299,157 | (8) % |
| SEPTEMBER | 124,248 | 395,593 | 119,580 | 395,142 | (4) % | (0) % | 433,415 | (9) % |
| OCTOBER | 98,776 | 494,369 | 109,574 | 504,716 | 11 % | 2 % | 547,018 | (8) % |
| NOVEMBER | 98,702 | 593,071 | | | | | 632,122 | |
| DECEMBER | 104,954 | 698,025 | | | | | 727,277 | |
| JANUARY | 87,549 | 785,574 | | | | | 814,049 | |
| FEBRUARY | 83,318 | 868,892 | | | | | 882,265 | |
| MARCH | 106,883 | 975,775 | | | | | 982,918 | |
| APRIL | 114,099 | 1,089,874 | | | | | 1,104,458 | |
| MAY | 121,887 | 1,211,761 | | | | | 1,224,678 | |
| JUNE | 125,322 | 1,337,083 | | | | | 1,363,421 | |

LARKSPUR FERRY COMMUTE PATRONAGE

| ACTUAL | | | | | | MONTHLY COMPARISONS | |
|-----------|-------------------------|-------------------------|---------------------------|---------------------------|----------------------------|-------------------------------------|--|
| | 04/05 COMMUTE PAX | CUMUL 04/05 TOTAL | 2005/06 COMMUTE PAX | CUMUL 2005/06 TOTAL | 2005/06 TO 04/05 +/- | CUMUL 2005/06 TO 04/05 +/- | |
| JULY | 79,478 | 79,478 | 79,436 | 79,436 | (0) % | (0) % | |
| AUGUST | 84,372 | 163,850 | 91,987 | 171,423 | 9 % | 5 % | |
| SEPTEMBER | 76,989 | 240,839 | 79,091 | 250,514 | 3 % | 4 % | |
| OCTOBER | 72,842 | 313,681 | 77,204 | 327,718 | 6 % | 4 % | |
| NOVEMBER | 70,070 | 383,751 | | | | | |
| DECEMBER | 73,135 | 456,886 | | | | | |
| JANUARY | 68,667 | 525,553 | | | | | |
| FEBRUARY | 63,778 | 589,331 | | | | | |
| MARCH | 80,927 | 670,258 | | | | | |
| APRIL | 75,219 | 745,477 | | | | | |
| MAY | 75,680 | 821,157 | | | | | |
| JUNE | 85,082 | 906,239 | | | | | |

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SAUSALITO FERRY TOTAL PATRONAGE

| ACTUAL | | | | | | MONTHLY COMPARISONS | | |
|-----------|-------------------------|-------------------------|---------------------------|---------------------------|----------------------------|-------------------------------------|--|--|
| | 04/05 MONTHLY PAX | CUMUL 04/05 TOTAL | 2005/06 MONTHLY PAX | CUMUL 2005/06 TOTAL | 2005/06 TO 04/05 +/- | CUMUL 2005/06 TO 04/05 +/- | CUMUL 2005/06 | |
| | | | | | | | CUMUL 2005/06 WEIGHT ESTIMATE | ACTUAL TO WEIGHT ESTIMATE +/- |
| JULY | 47,169 | 47,169 | 55,918 | 55,918 | 19 % | 19 % | 51,869 | 8 % |
| AUGUST | 49,275 | 96,444 | 55,384 | 111,302 | 12 % | 15 % | 104,321 | 7 % |
| SEPTEMBER | 45,261 | 141,705 | 45,237 | 156,539 | (0) % | 10 % | 153,968 | 2 % |
| OCTOBER | 34,508 | 176,213 | 39,508 | 196,047 | 14 % | 11 % | 190,812 | 3 % |
| NOVEMBER | 27,161 | 203,374 | | | | | 213,388 | |
| DECEMBER | 23,037 | 226,411 | | | | | 232,635 | |
| JANUARY | 19,171 | 245,582 | | | | | 251,340 | |
| FEBRUARY | 21,337 | 266,919 | | | | | 273,345 | |
| MARCH | 33,795 | 300,714 | | | | | 305,571 | |
| APRIL | 33,342 | 334,056 | | | | | 340,593 | |
| MAY | 40,216 | 374,272 | | | | | 380,549 | |
| JUNE | 40,590 | 414,862 | | | | | 423,264 | |

SAUSALITO FERRY COMMUTE PATRONAGE

| ACTUAL | | | | | | MONTHLY COMPARISONS | |
|-----------|-------------------------|-------------------------|---------------------------|---------------------------|----------------------------|-------------------------------------|--|
| | 04/05 COMMUTE PAX | CUMUL 04/05 TOTAL | 2005/06 COMMUTE PAX | CUMUL 2005/06 TOTAL | 2005/06 TO 04/05 +/- | CUMUL 2005/06 TO 04/05 +/- | |
| JULY | 15,700 | 15,700 | 20,627 | 20,627 | 31 % | 31 % | |
| AUGUST | 17,672 | 33,372 | 26,899 | 47,526 | 52 % | 42 % | |
| SEPTEMBER | 14,212 | 47,584 | 17,523 | 65,049 | 23 % | 37 % | |
| OCTOBER | 12,827 | 60,411 | 16,600 | 81,649 | 29 % | 35 % | |
| NOVEMBER | 10,835 | 71,246 | | | | | |
| DECEMBER | 10,774 | 82,020 | | | | | |
| JANUARY | 9,220 | 91,240 | | | | | |
| FEBRUARY | 9,715 | 100,955 | | | | | |
| MARCH | 14,338 | 115,293 | | | | | |
| APRIL | 12,663 | 127,956 | | | | | |
| MAY | 13,476 | 128,769 | | | | | |
| JUNE | 15,344 | 143,300 | | | | | |