

02-09

**REPORT OF THE GENERAL MANAGER  
BOARD OF DIRECTORS  
MEETING OF JANUARY 23, 2009**

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



Honorable Members:

**SPECIAL EVENT/EXPRESSIVE ACTIVITY REQUESTS**

There were no scheduled special event/expressive activities since last reported in the January 9, 2009, Report of the General Manager.

**GOLDEN GATE TRANSIT BUS SYSTEM PERFORMANCE REPORT – DECEMBER 2008**

Attached is the *Golden Gate Transit Bus System Performance Report* for the month of December 2008. The reports provide a breakdown of monthly patronage by county bus services (Attachment 1).

**FERRY STATISTICS – DECEMBER 2008**

During the month of December, Larkspur ferry service carried 109,684 passengers. Morning commute runs carried 32,043 passengers, and evening commute runs carried 45,426. A total of 974 crossings were scheduled and 975 completed. One extra crossing was made on December 27<sup>th</sup> to carry overflow passengers from San Francisco Ferry Terminal to Larkspur after a night football game at AT&T Park. Averages were:

Daily	3,656
Weekdays	4,577
Sat., Sun., Hol.	1,123
AM Commute	1,457
PM Commute	2,065

Sausalito ferry service carried 31,172 passengers during the month of December. Morning commute runs carried 4,141 passengers, and evening commute runs carried 11,651. A total of 492 crossings were scheduled and completed. Averages were:

Daily	1,039
Weekdays	1,088
Sat., Sun., Hol.	908
AM Commute	188
PM Commute	530

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

## **RETIREMENT OF DEBORAH KEYES, HUMAN RESOURCES ANALYST, DISTRICT DIVISION**

It is my privilege to announce the retirement of Human Resources Analyst Deborah Keyes, District Division on January 23, 2009, after twenty years of dedicated service with the District.

Ms. Keyes joined the District as a Personnel Technician on January 3, 1989. Her position was reclassified on December 28, 1995, to Human Resources Analyst. Ms. Keyes accepted a leadership role during a particularly heavy recruitment period from June 2007, until April 2008.

During her career with the District, Ms. Keyes was selected employee of the month for September 1992 and June 2002. As one co-worker commented on Ms. Keyes' positive attitude, "She is willing to embrace change, but not just for the sake of change, but because it makes sense"; and another commented on "her prompt, courteous and professional manner in dealing with fellow employees and vendors". Ms. Keyes has been instrumental in creating the current Bus Operator recruitment procedures, from advertising, screening, testing, scoring, interviewing, background and security clearances, reference checks as well as keeping applicants informed of the progress of the recruitment. Ms. Keyes has received numerous letters commending her work from other departments and divisions. A 1995 letter from the Superintendent of Schedules stated, "Debbie's professionalism exhibited and the speed of the process were very impressive. I was honored to be able to follow Ms. Keyes through the intricate steps necessary to fill this position". Ms. Keyes participated in the District's *Summer Hire Program* as well as the *Welfare to Employment Summit*. Ms. Keyes also participated in many District *Bus Roadeos*, her husband of forty years, John Keyes, was always at her side helping out too! Ms. Keyes sometimes joked that he was another District employee and always had his "honey do" list of tasks to help Ms. Keyes at work. Ms. Keyes has served on various boards and committees for Marin and Sonoma Counties including the Affirmative Action Committee, the Equal Employment Development Advisory Committee and served as President of the Marin Personnel Management Forum.

Prior to employment with the District, Ms. Keyes worked as a clerk for Dalmo Victor Aerospace, as a store manager for Bedazzled Jewelry and as a Senior Human Resource Representative for Harris Digital Telephone Systems in Novato where she worked on projects such as recruitment, employee and labor relations liaison, EEO and affirmative action, workers' compensation, safety & training, employee assistance programs and managed the company's cafeteria.

Ms. Keyes was born and raised in Berkeley, CA, attending Berkeley High School and later attending both Indian Valley College and Dominican University where she majored in Personnel Administration.

In her spare time, Ms. Keyes is actively involved in her church and its national and international outreach and witnessing program as well as many functions. She enjoys collecting dolls, and does arts and crafts, cooking and catering, and tending to and talking and singing with her parrot, he especially loves to sing gospel duets.

Retirement plans include resting, taking better care of herself, and traveling across country on a train. She will also be dedicating some of her time assisting in an Internship Orientation Program at the local high school and other needed ministries at her church.

**PRESENTATION OF FIVE YEAR SERVICE AWARD – DIRECTOR SABRINA HERNÁNDEZ**

We are pleased to announce that Director Sabrina Hernández celebrated five years of service with the District on January 16, 2009.

Director Hernández took the oath of office, joining the District Board of Directors on January 16, 2004, as an at-large member, appointed by the Board of Supervisors of the San Francisco. Currently, Director Hernández serves as Vice-Chair of the Rules, Policy and Industrial Relations Committee, and as a member of the Building and Operating Committee. Also, she is a member of the Advisory Committee for Review of Officers of the District.

Director Hernández has displayed unwavering support and advocacy of the employees of the District, offering acknowledgment and respect for their hard work, and striving to ensure a safe and fair working environment for all employees. Director Hernández also prides herself as a champion of fair contracting, contributing her time and attention to contract compliance issues.

Director Hernández has a strong record of community and civic service, with an emphasis on labor issues. She has served as a member of the Citizens Advisory Committee of the San Francisco Human Rights Commission, and as Co-President on the Board of Directors for Tradeswoman, Inc. She is also a member of the Northern California Coalition of Compliance Organizations, the Coalition of Labor Union Women, and the Labor Council for Latin American Advancement and the IBEW Electrical Workers Minority Caucus. In her professional life, Director Hernández is a State Certified Journey Level Electrician.

**PRESENTATION OF FIVE YEAR SERVICE AWARD – DIRECTOR GERALD COCHRAN**

We are pleased to announce that Director Gerald Cochran celebrates five years of service with the District on January 27, 2009.

Director Cochran took the oath of office, joining the District Board of Directors on January 27, 2004, representing the county of Del Norte. Currently, Director Cochran serves as Vice-Chair of the District's Transportation Committee, and is a member of the District's Finance-Auditing Committee and the Governmental Affairs and Public Information Committee.

Director Cochran has an extensive history of government service including: Past-President of the California Assessors Association (1979), former Chairman of Sutter Coast Hospital Board of Trustees (1994-1996), and former member of the State board of Equalization Timber Advisory Committee (1976-2006), Regional Water Quality Control Board, North Coast Region (2002-2006), Rural Human Services Board of Directors (1987-2004) and Humboldt State University Presidents Advisory Board (1983-1996).

Director Cochran has a diverse record of community and civic service in Del Norte County including membership in the Crescent City Rotary, the Veterans of Foreign Wars and the American Legion. He is also a Del Norte County Veterans Service Officer.

**PRESENTATION OF FIVE YEAR SERVICE AWARD – DIRECTOR GERALD COCHRAN (continued)**

Director Cochran served honorably in the U.S. Military from January 1961 to November 1964. With the United States Air Force, he was stationed in Tachikawa, Japan, Tan Su Nhut Air Base, Saigon, Republic of South Vietnam and Air War College at Maxwell AFB in Alabama. Director Cochran attended Humboldt State University. In his professional life, Director Cochran was the Del Norte County Assessor from 1970 and retired from the position in 2006.

**PRESENTATION OF TWENTY YEAR SERVICE AWARD TO AIDA CAPUTO, CONTRACTS OFFICER, DISTRICT DIVISION**

We are pleased to announce that Contracts Officer Aida Caputo, District Division, celebrated twenty years of service with the District on January 16, 2009.

Ms. Caputo joined the District on January 16, 1989, as a part-time Office Assistant in the District Secretary's office at the Bridge. In August 1990, Ms. Caputo was promoted to Administrative Secretary to the General Manager. On January 6, 1995, Ms. Caputo transferred from the Bridge to the Bus Division in San Rafael, as Administrative Secretary to the Bus Transit Manager. On July 6, 1998, Ms. Caputo became one of District's Diversity Program Representatives and her position was reclassified in 2000 to DBE Program Administrator. Ms. Caputo was on the move again on September 25, 2006, going back to the Bridge for the position of Capital & Grant Programs Analyst and then to her current position as Contracts Officer on January 14, 2008. During her career with the District, Ms. Caputo was honored as employee of the month for February 1992.

Prior to District service, Ms. Caputo was employed as a clerk-typist in the Budget Branch and later, the Finance & Accounting Branch of the U.S. Army Corps of Engineers, where she received a "Special Act" award and an "On-the-Spot" award for exceptional work performance.

Ms. Caputo was born in the Philippines and raised in San Francisco where she attended Lowell High School. She received an Associate in Science Degree in Business and a Certificate of Completion in Court Reporting from the City College of San Francisco and a Bachelor in Public Administration Degree from the University of San Francisco.

Ms. Caputo currently resides in Petaluma with her husband Christopher Caputo who is a Bridge Service Supervisor with the District. In her free time she enjoys spending time with her family and friends.

**PRESENTATION OF TWENTY YEAR SERVICE AWARD TO EDGAR "RENE" TOVAR, OPERATING ENGINEER, BRIDGE DIVISION**

We are pleased to announce that Operating Engineer Edgar "Rene" Tovar, Bridge Division, celebrated twenty years of service with the District on January 16, 2009.

Mr. Tovar joined the District on January 16, 1989. During his career with the District, Mr. Tovar was personally thanked by then General Manager, Carney J. Campion, for his wonderful response during a fatal accident on the Bridge. Additionally, he was thanked by the General Manager and the Human Resources Director for his active role in the District's annual health fair for employees.

**PRESENTATION OF TWENTY YEAR SERVICE AWARD TO EDGAR “RENE” TOVAR, OPERATING ENGINEER, BRIDGE DIVISION (continued)**

Prior to District service, Mr. Tovar was employed as a mechanic with Williams & Burrows, Inc., in Belmont, CA and Lowrie Paving Company in South San Francisco. He also worked as a back hoe operator for Abbet Electric Corporation and Stacy & Witbeck both of San Francisco. As the crane operator for Abbet Electric, Mr. Tovar helped to install the Tower accent flood lights over twenty-two years ago.

In his free time, Mr. Tovar is involved with a prison ministry and the historical study of the interwoven issues between the biblical and the secular. He enjoys golf, traveling to Italy and Guatemala and outings with his grandchildren.

**EMPLOYEE OF THE MONTH – JANUARY 2009**

After reviewing nominations submitted by District employees, the Employee of the Month Committee selected Ana Araya, Assistant Payroll Administrator, as the Employee of the Month for January 2009.

Ms. Araya receives this prestigious award in recognition of her commitment and dedication to her job and for her professional and clear thinking skills. Ms. Araya is such a diligent and hard worker in the Payroll Department. She works alongside her coworkers as a great team member making it a priority that all District employees get a correct paycheck in a timely manner. Recently, Ms. Araya assisted a fellow employee whose paycheck did not electronically post to their bank account. This was outside of Ms. Araya’s duties but she managed to calm the employee and professionally deal with several bank employees retelling the same issue at hand each time she was transferred. Once Ms. Araya was directed to the correct department, it was discovered that it was the bank’s error and the check was immediately credited to the employee’s account. Ms. Araya was determined to solve the problem and help the employee to diffuse a stressful situation.

Ms. Araya joined the District as an Office Specialist in October 1994, promoted to Traffic Specialist in May 1995, and to her current position in July 2007. Prior to District employment, she held the position of Assistant Trust Officer for Bank of America, and a Secretary for Prudential-Bache Securities.

Born in San Francisco, Ms. Araya has been a resident of Fairfax, since 1996. She attended Sir Francis Drake High School and later attended the College of Marin and Indian Valley College. In her spare time, Ms. Araya enjoys snow skiing, waterskiing, cycling, and traveling. Of special note, Ms. Araya is honored to be recognized as Employee of the Month by her co-workers.

Respectfully submitted,

Celia G. Kupersmith  
General Manager

Attachments

CGK:ak:sp

# Golden Gate Transit Bus System Performance Report for December 2008

## All Bus Routes As of December-08 Rider Breakdown by County O/D for December-08

	Dec-08	Nov-08	% Chg	Dec-07	% Chg	Marin	Sonoma	SF	M/5F	S/5F	S/M	EB	M/EB	S/EB	SF/EB
Total Patrons:	574,307	575,849	-0.3%	544,685	5.4%	319,702	5,588	3,936	169,584	38,186	17,180	118	19,171	508	334
Avg /WD	22,668	24,857	-8.8%	22,204	2.1%	12,138	209	159	7,098	1,625	657	4	744	21	13
Avg / Sat	10,373	10,648	-2.6%	10,833	-4.2%	7,323	146	66	1,773	291	372	3	388	7	4
Avg / Sun/Hol	6,848	8,364	-18.1%	7,739	-11.5%	4,677	86	42	1,272	258	256	2	244	7	4

Passenger Revenue	Operating Expense			Bus Service			Service			Total			
	Expense	Adjustment	%	Trips	Hours	DH	Hours	Trips	Hours	Miles	DH	Miles	Total Miles
GFI	\$6,031,783	\$5,499,528	91.2%	Total 25,642	29,742	3,349	33,091	457,068	81,034	538,102			
Cash	\$540,886			Avg WD 992	1,159	143	1,302	18,030	3,419	21,449			
# Tickets	77,099			Avg Sat 460	508	30	538	7,129	733	7,862			
Ticket \$	\$292,014			Avg Sun/Hol 393	444	22	466	6,394	583	6,977			
Transfers	110,532												
Free	8,959			Riders per Trip	22								
TransLink(memo)	9,426			Load Factor	50.9%								
TransLink				Riders per Hour	19								
eCash	\$309,748			Fare Recovery	21.9%								
Transfers	4,574			Deficit per Passenger	\$7.48								
Passengers	85,072			Percent trips cancelled	0.3%								
				% trips with overloads	0.2%								
				Miles between accidents	21,524								

Data Input Quality		Canx	Over-	Acci-
		Trips	loads	dents
Total Revenue	\$1,142,648	44	75	47
Audit Revenue	\$1,203,420	44	75	44
Adjustment	105.3%	44	0	2
		43	0	1
				0
				5

Substituted Trips	2,918
Substitution Percent	11.4%

## LARKSPUR FERRY TOTAL PATRONAGE

ACTUAL						MONTHLY COMPARISONS		
	2007/08 MONTHLY PAX	CUMUL 2007/08 TOTAL	2008/09 MONTHLY PAX	CUMUL 2008/09 TOTAL	2008/09 TO 2007/08 +/-	CUMUL 2008/09 TO 2007/08 +/-	CUMUL 2008/09	
							CUMUL 2008/09 WEIGHT ESTIMATE	ACTUAL TO WEIGHT ESTIMATE +/-
JULY	145,214	145,214	147,970	147,970	2 %	2 %	143,500	3 %
AUGUST	150,814	296,028	139,060	287,030	(8) %	(3) %	292,500	(2) %
SEPTEMBER	121,117	417,145	122,290	409,320	1 %	(2) %	411,000	(0) %
OCTOBER	121,612	538,757	121,944	531,264	0 %	(1) %	531,400	(0) %
NOVEMBER	110,902	649,659	96,989	628,253	(13) %	(3) %	641,100	(2) %
DECEMBER	104,285	753,944	109,684	737,937	5 %	(2) %	744,300	(1) %
JANUARY	95,269	849,213					852,200	
FEBRUARY	90,838	940,051					950,600	
MARCH	108,504	1,048,555					1,067,100	
APRIL	118,826	1,167,381					1,196,600	
MAY	118,266	1,285,647					1,334,200	
JUNE	128,941	1,414,588					1,475,000	

## LARKSPUR FERRY COMMUTE PATRONAGE

ACTUAL						MONTHLY COMPARISONS
	2007/08 COMMUTE PAX	CUMUL 2007/08 TOTAL	2008/09 COMMUTE PAX	CUMUL 2008/09 TOTAL	2008/09 TO 2007/08 +/-	CUMUL 2008/09 TO 2007/08 +/-
JULY	89,341	89,341	91,885	91,885	3 %	3 %
AUGUST	97,671	187,012	86,822	178,707	(11) %	(4) %
SEPTEMBER	76,963	263,975	85,418	264,125	11 %	0 %
OCTOBER	90,847	354,822	90,337	354,462	(1) %	(0) %
NOVEMBER	79,934	434,756	68,915	423,377	(14) %	(3) %
DECEMBER	70,157	504,913	77,469	500,846	10 %	(1) %
JANUARY	76,817	581,730				
FEBRUARY	70,913	652,643				
MARCH	81,451	734,094				
APRIL	81,837	815,931				
MAY	77,650	893,581				
JUNE	83,104	976,685				

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## SAUSALITO FERRY TOTAL PATRONAGE

ACTUAL						MONTHLY COMPARISONS		
	2007/08 MONTHLY PAX	CUMUL 2007/08 TOTAL	2008/09 MONTHLY PAX	CUMUL 2008/09 TOTAL	2008/09 TO 2007/08 +/-	CUMUL 2008/09 TO 2007/08 +/-	CUMUL 2008/09	
							CUMUL 2008/09 WEIGHT ESTIMATE	ACTUAL TO WEIGHT ESTIMATE +/-
JULY	62,054	62,054	73,923	73,923	19 %	19 %	62,700	18 %
AUGUST	69,554	131,608	84,293	158,216	21 %	20 %	132,900	19 %
SEPTEMBER	57,955	189,563	55,289	213,505	(5) %	13 %	191,500	11 %
OCTOBER	48,655	238,218	49,719	263,224	2 %	10 %	240,600	9 %
NOVEMBER	39,786	278,004	35,887	299,111	(10) %	8 %	280,800	7 %
DECEMBER	30,340	308,344	31,172	330,283	3 %	7 %	311,400	6 %
JANUARY	23,004	331,348					340,600	
FEBRUARY	30,268	361,616					371,700	
MARCH	50,645	412,261					417,400	
APRIL	45,252	457,513					465,800	
MAY	50,178	507,691					515,800	
JUNE	57,564	565,255					568,000	

## SAUSALITO FERRY COMMUTE PATRONAGE

ACTUAL						MONTHLY COMPARISONS
	2007/08 COMMUTE PAX	CUMUL 2007/08 TOTAL	2008/09 COMMUTE PAX	CUMUL 2008/09 TOTAL	2008/09 TO 2007/08 +/-	CUMUL 2008/09 TO 2007/08 +/-
JULY	24,570	24,570	32,366	32,366	32 %	32 %
AUGUST	29,662	54,232	33,031	65,397	11 %	21 %
SEPTEMBER	17,928	72,160	22,964	88,361	28 %	22 %
OCTOBER	19,685	91,845	23,343	111,704	19 %	22 %
NOVEMBER	16,656	108,501	14,589	126,293	(12) %	16 %
DECEMBER	13,543	122,044	15,792	142,085	17 %	16 %
JANUARY	12,619	134,663				
FEBRUARY	14,628	149,291				
MARCH	22,993	172,284				
APRIL	20,328	192,612				
MAY	20,737	213,349				
JUNE	24,158	237,507				

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