



07-09

**REPORT OF THE GENERAL MANAGER  
BOARD OF DIRECTORS  
MEETING OF APRIL 24, 2009**

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

Honorable Members:

**EMERGENCY ACTION OF THE GENERAL MANAGER RELATIVE TO  
EMERGENCY REPAIR OF GANGWAY AT THE SAN FRANCISCO FERRY  
TERMINAL**

In March, the Ferry Division Deputy General Manager Jim Swindler was notified that one of the large hydraulic cylinders that raises and lowers the east gangway primary passenger platform at the San Francisco Ferry Terminal was showing significant signs of leakage when the ramp was being operated. As a result, use of this ramp was terminated and operated from the west gangway/platform, until the cylinder could be properly inspected.

During the next proper tide, the District's maintenance staff inspected the lower end of the ramp and noted that during operation, the hydraulic cylinder was, in fact, leaking fluid. After review, a determination was made that the cylinder could not be repaired in place. Therefore, it was necessary to seek the services of a marine contractor having the requisite skills and equipment to remove and replace the cylinder using our spare cylinder.

On March 12, 2009, the District contacted CS Marine Construction (CS Marine), a contractor that has an excellent work history with the District, and requested an assessment of the work necessary to remove and replace the cylinder. CS Marine provided an estimate of \$31,000 to accomplish the work and advised that it should be accomplished on a weekend to eliminate any possibility of service interruptions.

After reviewing the work plan and cost estimate provided by CS Marine, work proceeded as soon as possible. On March 15, 2009, CS Marine mobilized the necessary equipment and completed the repairs without any service interruption. The work was completed without any significant discharge of hydraulic fluid into the Bay.

This item is informational and is reported to the Board in compliance with the District's policy regarding emergency procurements.

**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 applications were received since last reported to the Board in the April 10, 2009, Report of the General Manager:

Event Date	Event Title	Location	Type*	Expected No. Participants
April 25, 2009	Seismic Challenge	West Sidewalk	SE	20
April 26, 2009	USF HMS Cancer Research Walk	East Sidewalk	SE	150
May 2, 2009	“The Relay” Organs R’ Us	E-Sidewalk, E&W Lot	SE	300

The types of permits: EX – Expressive Activity; SE – Special Event

**GOLDEN GATE TRANSIT BUS SYSTEM PERFORMANCE REPORT – MARCH 2009**

Attached is the *Golden Gate Transit Bus System Performance Report* for the month of March 2009. The report provides a breakdown of monthly patronage by county bus services (Attachment 1).

**FERRY STATISTICS – MARCH 2009**

During the month of March, Larkspur ferry service carried 102,951 passengers. Morning commute runs carried 33,426 passengers, and evening commute runs carried 45,312. A total of 983 crossings were scheduled and completed. Averages were:

Daily	3,321
Weekdays	4,336
Sat., Sun., Hol.	841
AM Commute	1,519
PM Commute	2,060

Sausalito ferry service carried 42,082 passengers during the month of March. Morning commute runs carried 4,732 passengers, and evening commute runs carried 16,308. A total of 504 crossings were scheduled and 502 were completed; two crossings were cancelled on March 22<sup>nd</sup> due to a mechanical failure of the *M.S. San Francisco*. Averages were:

Daily	1,357
Weekdays	1,379
Sat., Sun., Hol.	1,305
AM Commute	215
PM Commute	741

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

**PRESENTATION OF THIRTY YEAR SERVICE AWARD TO MOIRA FORRISTAL,  
BRIDGE SERVICE OPERATOR, BRIDGE DIVISION**

We are pleased to announce that Bridge Service Operator Moira Forristal celebrated thirty years of service with the District on April 16, 2009.

Ms. Forristal first joined the District as a part-time Laneworker on April 16, 1979, after working for the District as a temporary employee. She was promoted to Bridge Service Operator on November 17, 1980. Ms. Forristal has the distinction of being the first female tow person in the history of the Bridge and was honored by Senator Barbara Boxer for being one of the women in a traditionally male job. Ms. Forristal has received several letters of commendation from customers for the assistance she provided during emergency situations. She has been described as displaying friendliness, composure and good humor. She was commended by her superiors for her teamwork and cooperation during a bridge closure by volunteering to work past her shift to provide assistance. In 1991, Ms. Forristal received a special commendation for helping to deliver the only baby born on the Bridge.

Prior to joining the District, Ms. Forristal was employed as a Retail Clerk for Marin Wine and Spirits and as a Secretary at Holley Transmission in San Rafael. A native of Marin County, Ms. Forristal attended Sir Francis Drake High School and College of Marin.

In her free time, Ms. Forristal enjoys hiking, camping, travel and reading. She lives in Novato with her son, Ben.

**PRESENTATION OF THIRTY YEAR SERVICE AWARD TO DAVID TURNER, BUS  
MECHANIC, BUS DIVISION**

We are pleased to announce that Bus Mechanic David Turner will celebrate thirty years of service with the District on April 30, 2009.

Mr. Turner joined the District as a Mechanic in the Bus Transit Division on April 30, 1979. Mr. Turner was awarded the Bus Transit Employee of the Month Award for July 1988, in recognition of his excellent productivity, attendance and high standards of performance. In August 1988, Mr. Turner devised a new way to run the oil drain tube back into the engine, thus stopping oil from flowing into the street and lot, and cutting oil consumption. He was also awarded for the second time as Employee of the Month for the month of December 2003. Mr. Turner's father, Delmer Turner, also worked for and retired from the District as a Bus Mechanic. When Mr. Turner started at the District he worked with his father and co-workers nicknamed Mr. Turner "the Kid".

Prior to his employment with the District, Mr. Turner worked as a construction worker and as a Diesel Mechanic for Clinton Gow, Inc. in Cotati.

**PRESENTATION OF TWENTY-FIVE YEAR SERVICE AWARD TO MANUEL DUQUE, APPRENTICE BRIDGE PAINTER, BRIDGE DIVISION**

We are pleased to announce that Apprentice Bridge Painter Manuel Duque celebrated twenty-five years of service with the District on April 12, 2009.

Mr. Duque joined the District as a temporary part-time Laneworker and became a regular part-time Lane worker on April 12, 1984, and on November 29, 1984, he transferred to the Bus Division as a Servicer. On June 25, 1987, Mr. Duque transferred to the Auditing Department as a Traffic Audit Assistant. Mr. Duque successfully passed the Bus Operators training class on December 4, 1987. In 1988, Mr. Duque moved back to the Bridge, accepting a promotion to Bridge Service Operator and became a Bridge Service Supervisor on October 31, 1990. On December 16, 1996, Mr. Duque was promoted to Painter Laborer and then promoted to his current position on March 16, 2009. During his career with the District, Mr. Duque has received numerous letters from patrons commending and praising his professionalism, courteous service and helpful, cheerful manner. Mr. Duque was selected Employee of the Month for June 2007, in recognition of his dedication and commitment to his job and co-workers.

Prior to District service, Mr. Duque worked for Channel 25 in San Francisco as a Production Assistant Trainee. Mr. Duque worked for Coca Cola in El Salvador as a distributor and stock person; and he was a bartender at both the Corinthian Yacht Club and the San Francisco Yacht Club; and as a waiter at Cathedral Hill Hotel in San Francisco.

In his free time, Mr. Duque enjoys traveling with his wife, Martha; son, Manuel; and daughter, Monica. They have traveled to the Caribbean, Puerto Rico, Jamaica, Dominican Republic, Bahamas and four locations in Mexico. He has played soccer in an adult league and is an assistant basketball coach for El Sobrante High School.

**PRESENTATION OF TWENTY-FIVE YEAR SERVICE AWARD TO JAMES SHANAHAN, BUS MECHANIC, BUS TRANSIT DIVISION**

We are pleased to announce that Bus Mechanic James Shanahan celebrated twenty-five years of service with the District on April 23, 2009.

Mr. Shanahan joined the District on April 23, 1984, as a Bus Mechanic in the Bus Transit Division. He was part of the Transit Maintenance Team at the APTA National Rodeo in San Francisco, CA, which took place on September 23, 2000, and the team placed 2<sup>nd</sup> in the nation.

Prior to District employment, Mr. Shanahan worked as a Journeyman Mechanic for Greyhound Bus Lines and as a Mechanic and Driver for Bill's Texaco and Towing.

## **EMPLOYEE OF THE MONTH – APRIL 2009**

After reviewing nominations submitted by District employees, the Employee of the Month Committee selected David Rivera, Bridge Lieutenant, as the Employee of the Month for April 2009.

Lieutenant Rivera receives this prestigious award in recognition of his dedication to his job and for his extreme professionalism. Lieutenant Rivera's co-workers nominated him because he is always giving 110% of himself to his job and takes his job seriously. When foreign dignitaries visit the Bridge, Lieutenant Rivera always ensures that their visit is a memorable one by welcoming them to the Bridge and supplying them with very resourceful information. Lieutenant Rivera enjoys working for an international icon and it shows by his dedication to his job at every level. Personally, he has offered a co-worker a ride home, volunteered as a donor representative for the United Way Campaign, ran in the Chase Corporate Challenge, and with his warm smile, has offered his help on the 4<sup>th</sup> of July Ferry Ride by helping to serve ice cream to fellow employees and their families.

Lieutenant Rivera joined the District as a probationary temporary Bridge Officer on November 29, 1994. On January 9, 1996, he was promoted to probationary Bridge Officer, to Bridge Sergeant on July 26, 2000, and to his current position on December 9, 2004. Prior to District employment, he worked for U.S. Pure Water as a Sales Representative, General Nutrition Center as a Manager, and represented the United States Army as an American Soldier.

Born in Oakland, California, Lieutenant Rivera attended Castro Valley High School in Castro Valley and later attending Vista College and earned an AA in Liberal Arts and a BA in Political Science from San Francisco State University. Lieutenant Rivera is in the United States Army Reserves and combined with his prior active status, he has served a total of 19 years. He holds the rank of Staff Sergeant in Military Intelligence and was stationed locally in Novato, San Francisco's Presidio and Oakland, as well overseas in Iraq and South Korea. Lieutenant Rivera's hobbies are computers, yard-work, and working for either the District or the Army. Lieutenant Rivera is a member of the American Legion and has achieved a special Award of Achievement for volunteering his time and effort for a Canned Food Drive for the city of Oakland. Of special note, Lieutenant Rivera is very grateful for working for the District and has met great and wonderful people while working here. To him, the ability to look at such an icon everyday is his bonus! Lieutenant Rivera wishes to extend his gratitude to all his co-workers for his award of Employee of the Month.

Respectfully submitted,

Celia G. Kupersmith  
General Manager

Attachments

CGK:ak:sp

## Golden Gate Transit Bus System Performance Report - March 2009

### All Bus Routes

### As of March-09

### Rider Breakdown by County O/D for March-09

	March-09	Feb-09	% Chg	March-08	% Chg	Marin	Sonoma	SF	M/SF	S/SF	S/M	EB	M/EB	S/EB	SF/EB
Total Patrons:	590,624	524,366	12.6%	633,029	-6.7%	325,630	5,808	4,789	179,420	39,926	16,699	447	17,368	340	197
Avg /WD	23,457	23,733	-1.2%	25,406	-7.7%	12,483	219	196	7,537	1,698	624	20	659	13	8
Avg / Sat	9,827	9,912	-0.9%	11,246	-12.6%	6,719	148	61	1,832	314	358	2	382	8	3
Avg / Sun/Hol	7,031	6,766	3.9%	8,636	-18.6%	4,826	82	41	1,243	268	309	1	254	5	2

Passenger Revenue		Operating Expense		Bus Service	Trips	Service Hours	DH Hours	Total Hours	Serv. Miles	DH Miles	Total Miles
		Expense	\$6,154,169	Total	26,124	30,153	3,549	33,702	463,226	84,957	548,183
<b>GFI</b>		Audit Expense	\$6,061,154	Avg WD	1,018	1,182	153	1,335	18,318	3,600	21,918
Cash	\$614,321	Adjustment	98.5%	Avg Sat	449	504	27	531	7,070	712	7,782
# Tickets	62,023	<b>Route Performance</b>		Avg Sun/Hol	394	446	22	468	6,411	592	7,003
Ticket \$	\$229,355	Riders per Trip	23			<b>Canx</b>	<b>Over-</b>	<b>Acci-</b>	<b>Mo.</b>		
Transfers	97,902	Load Factor	51.4%			<b>Trips</b>	<b>loads</b>	<b>idents</b>	<b>Days</b>		
Free	22,291	Riders per Hour	20			<b>Seats</b>					
TransLink(memo)	5,947	Fare Recovery	21.8%								
<b>TransLink</b>		Deficit per Passenger	\$8.02	Total	44	22	30	22	31		
eCash	\$435,235	Percent trips cancelled	0.1%	WD	44	22	29	21	22		
Transfers	7,306	Percent trips with overloads	0.1%	Sat	42	0	1	1	4		
Passengers	119,660	Miles between Accidents	24,917	Sun/Hol	43	0	0	0	5		
		<b>Data Input Quality</b>									
Total Revenue	\$1,278,911	Substituted Trips	3,529								
Audit Revenue	\$1,321,580	Substitution Percent	13.5%								
Adjustment	103.3%										

## 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	96,843	834,780	2 %	(2) %	852,200	(2) %
FEBRUARY	90,838	940,051	84,348	919,128	(7) %	(2) %	950,600	(3) %
MARCH	108,504	1,048,555	102,951	1,022,079	(5) %	(3) %	1,067,100	(4) %
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	72,399	573,245	(6) %	(1) %	
FEBRUARY	70,913	652,643	65,525	638,770	(8) %	(2) %	
MARCH	81,451	734,094	78,738	717,508	(3) %	(2) %	
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	31,007	361,290	35 %	9 %	340,600	6 %
FEBRUARY	30,268	361,616	25,345	386,635	(16) %	7 %	371,700	4 %
MARCH	50,645	412,261	42,082	428,717	(17) %	4 %	417,400	3 %
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	13,671	155,756	8 %	16 %
FEBRUARY	14,628	149,291	12,578	168,334	(14) %	13 %
MARCH	22,993	172,284	21,040	189,374	(8) %	10 %
APRIL	20,328	192,612				
MAY	20,737	213,349				
JUNE	24,158	237,507				

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