

Agenda Item No. 1.c.
For: April 9, 2009

FERRY PASSENGERS ADVISORY COMMITTEE (FPAC)

Agenda for Monday, April 13, 2009

**Convene at 12:00 p.m. – Adjourn by 1:15 p.m.
Bayside Rooms 3 and 4
Pier One, Port of San Francisco**



Approval of Summary of Meeting of March 9, 2009

1. Operational Issues

- Larkspur AM Peak Ferries at Capacity
- Parking and Access Update
- Report on Vessel Maintenance/Drydocking – Name of Newly Acquired Vessel
- Upcoming Special Ferry Services

2. Other Items/Future Agenda Items

- Ferry Passenger “Code of Conduct”
- TransLink and Elimination of Ferry Discount Ticket Books

3. Member/Visitor Comments

4. Committee Business

- Recruitment of New FPAC members

5. Next Meeting: May 11, 2009

- Survey of members to determine if a quorum will be present

Attachments: 1. Summary from meeting of March 9, 2009
2. Ferry Route Performance Reports for February 2009
All Routes
Larkspur Ferry Terminal-San Francisco Ferry Terminal
Sausalito Ferry Terminal-San Francisco Ferry Terminal

FERRY PASSENGERS ADVISORY COMMITTEE (FPAC)



Notes of Meeting of Monday, March 9, 2008

Bayside Rooms 3 and 4 Pier One, Port of San Francisco

FPAC Members Present: Ken Eichstaedt, Frank Johnston, Robert Karfiol, Melissa Mooney, Colman Mullin, Erik Selvig, Dwight Steeves

Staff Present: Josh Widmann, Associate Planner; Greg Hansard, Marine Superintendent; Helen Haas, Customer Relations Supervisor; Barbara Vincent, Senior Planner

Guests: Denise Turner, Port of San Francisco; Reinhard Ludke

Approval of Summary of Meeting of February 9, 2009

1. Operational Issues

Larkspur AM Peak Ferries at Capacity. Josh Widmann reported that the recession and rain in February had probably resulted in lower ferry patronage and thus no instances of AM peak trips exceeding passenger capacity.

Parking and Access Update. Mr. Widmann briefed the committee on the status of the Larkspur Ferry Terminal parking lot. Crosswalk lights are still not operational but should be working very soon. He reported that ferry staff are still seeking additional spots for motorcycle parking but have not identified any areas. The pedestrian/vehicular circulation diagram and publication explaining new changes to the Larkspur lot is still under development. Ken Eichstaedt asked if an alignment for bicycles from Cal Park Hill Tunnel to East Sir Francis Drake Boulevard had been determined, and staff said they would look into the matter.

Report on Vessel Maintenance/Drydocking. Mr. Widmann announced the return of the *M.S. San Francisco* to revenue service. Greg Hansard reported that former Washington State ferry *M.V. Snohomish* heads to the shipyard March 27 and after 3 to 4 weeks will be brought to Larkspur. Greg Hansard reported vessel upgrades will include an upper loading door, water control upgrade and thrust modification. In response to Robert Karfiol's question about vessel control details, Mr. Hansard explained that the current Washington State joystick thrust control will be replaced with a lever system that resembles the current Golden Gate Ferry setup. Mr. Hansard also explained that the increase in water jet size from 500 mm to 650 mm should result in only a minimal reduction in travel time if one engine were to go out of service.

2. Other Items/Future Agenda Items

Golden Gate Ferry Vessel Refurbishment Receives \$9.4 million through the American Recovery and Reinvestment Act. Mr. Widmann reported that the recently passed economic stimulus package will provide \$9.4 million to Golden Gate Ferry for engine replacement, water jet refurbishment, repainting, and a capacity increase on the *M.V. Chinook* vessel. District will not receive the *M.V. Chinook* until Fiscal Year 2011. Frank Johnston asked where the vessels would be berthed in the San Francisco Bay, and Mr. Hansard reported that

Richmond was the most suitable berthing location under consideration. Dwight Steeves suggested that some of the Water Emergency Transit Authority (WETA) funds could cover docking and U.S. Coast Guard inspection costs. Mr. Eichstaedt said he wasn't sure if it was politically possible to use WETA funds. Reinhardt Ludke asked if WETA was looking at a regional fleet plan that includes Golden Gate Transit, and Mr. Widmann informed him that Golden Gate Ferry remains independent of WETA.

Ferry Passenger "Code of Conduct". Mr. Widmann reported that FPAC's comments on the code of conduct have been incorporated into the new draft materials. Development of these materials will be put on hold, however, until the Ferry Division completes refurbishment of the *M.V. Snohomish*.

TransLink and Elimination of Ferry Discount Ticket Books. In response to questions raised during the February FPAC meeting, Mr. Widmann reported that TransLink card value does not expire. Also, TransLink does not charge the user on the return afternoon trip to the ferry via a Muni transfer until the user "tags on" at the ferry terminal. The free paper transfer will eventually be eliminated, but it will be continued for some time so patrons can use this as a backup form of payment while Muni continues to test TransLink. Helen Haas reported that patrons are officially supposed to exchange their ferry-to-Muni vouchers for a Muni transfer in the underground Muni Metro stations but ferry patrons rarely adhere to this policy. Barbara Vincent suggested checking the TransLink website for updates on the status of Muni's testing phase.

Fall 2008 Ferry Survey Focus Group Data. Ms. Vincent discussed draft findings from the recent systemwide passenger survey focus group sessions as they relate to ferry operations. Golden Gate Ferry staff was highly praised. Mr. Ludke theorized that customer service training was the cause. Mr. Hansard indicated customer service is one of the elements of focus during staff training. Mr. Steeves disagreed with the focus group opinion of a gap in midday service and instead considered late-night weekend service to suffer from a gap. He suggested partnering with the San Francisco Chamber of Commerce to fund late evening weekend service. Mr. Karfiol asked how non-commuters were sought for the focus groups and whether Sonoma County commuters were represented. Ms. Vincent explained the survey selection process. Mr. Steeves questioned whether any survey questions requested opinions about new ferry terminal facilities and new routes but was told no such questions were asked.

3. Member/Visitor Comments

Colman Mullin reported that the TransLink machine at the San Francisco Ferry Terminal was out of receipt paper. Ms. Haas said she will report this problem to TransLink, but explained that all ferry users may directly contact TransLink about problems they encounter. Denise Turner reported that the Red and White Fleet may possibly operate midday trips between Sausalito and Pier 43½.

4. Committee Business

None.

5. Next Meeting

The next meeting will be **Monday, April 13, 2009**, 12:00 noon to 1:15 p.m. in Bayside Rooms 3 and 4, Pier One, Port of San Francisco.