



Agenda Item No. (6)(A)

**REPORT OF THE GENERAL MANAGER  
BOARD OF DIRECTORS  
MEETING OF MARCH 27, 2020**

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

Honorable Members:

**NOVEL CORONAVIRUS (COVID-19)**

Please know that this is a rapidly evolving situation, and we are still making adjustments as things unfold. Earlier this month the District activated a virtual Emergency Operations Center (EOC) for the operational planning and coordination for the District's preparedness and response to COVID-19. The District is coordinating with County and Regional EOCs in its planning and response to the unfolding pandemic. As part of these coordinating efforts, the District is participating in daily conference calls with the various County Departments of Emergency Services, and County Public Health officials participate in all of these EOC virtual meetings.

With respect to disseminating information to our employees, periodic memorandums are being sent to all District employees, as well as being posted on bulletin boards throughout the District at all employee locations (Bridge, Bus, Ferry and Administration).

With respect to disseminating information to our customers, the District is providing service updates on our website <https://www.goldengate.org/district/news-media/> and has reproduced, distributed and posted COVID-19 posters at our high traffic passenger areas such as the San Rafael Transit Center, Golden Gate Bridge Toll Plaza Bus Transfer Stops, Marin City, Petaluma Transit Mall, the Larkspur Ferry Terminal, etc. The posters were developed by the San Francisco Department of Public Health, and the posters provide information in both Spanish and English.

The District has modified its cleaning procedures in response to COVID-19 in order to protect our employees and customers.

County Public Health Officers in Bay Area counties (San Francisco, Marin, Santa Clara, San Mateo, Alameda, Sonoma and Contra Costa) issued sweeping Shelter-in-Place Orders (SIP Orders) that will remain in effect until April 7, 2020.

Transit is considered an essential service under the SIP Orders, so we are maintaining the span of service (first and last bus trips), but we are reducing the frequency of service. Per the SIP Orders, most people should be staying at home and only take transit for essential trips, such as buying

### **NOVEL CORONAVIRUS (COVID-19) (continued)**

groceries or going to work at businesses or agencies that remain open under the SIP Orders. Our goal with these adjustments is to ensure that there is enough service to maintain social distancing for riders who need to take transit, while recognizing that running empty buses and ferries would not be prudent.

The District will continue to monitor transit ridership under the SIP Orders, and we will adjust service further, as needed. Also, going forward we may have to adjust service levels based on the availability of staff in the event of widespread COVID-19 transmission through the community.

At the Golden Gate Bridge, we have seen a dramatic decrease in Bridge traffic since the SIP Orders went into effect. On the first morning after the Orders, Bridge traffic between 5:00 a.m. and 10:00 a.m. declined by 70 percent, compared to a Tuesday morning in March of last year.

The good news is that the public is largely obeying the SIP Orders, helping our communities stay healthy and safe during this crisis. While great from a public safety perspective, this presents challenges from a financial perspective, and so we are working with our state and federal partners to seek funding to address the impacts of this public health emergency on our transportation system.

### **STATUS UPDATE RELATIVE TO THE REPAIRS RELATED TO THE SAN FRANCISCO FERRY TERMINAL FACILITIES AND THE *M.S. SAN FRANCISCO FERRY***

On November 23, 2018, the *M.S. San Francisco* Ferry ran into the District's Ferry Berths and the San Francisco Ferry Building Promenade. The vessel and facilities suffered significant damage, and immediate repairs of both the facilities and vessel were required in order to prevent the interruption or cessation of necessary District services. As reported to the Board at its December 21, 2018 and subsequent meetings, the District immediately commenced an investigation to determine the cause of the accident and an assessment of the extent of the damage to both the vessel and the District's and the Port of San Francisco's facilities.

In accordance with Public Contract Code Section 22050 and the District's Procurement Policy, the General Manager engaged the services of a number of firms. The vessel is back in service, and repairs to the District's facility will be underway shortly.

The repairs to the Port of San Francisco's promenade have not yet commenced and the costs have not been finalized. Moffatt & Nichol has performed the required inspections and is finalizing its repair recommendations. This portion of the work is also under review by our insurer.

Current costs to date for all activities related to the allision are \$2,425,913.65, a portion of which will be paid by the District's insurers. The General Manager will continue to provide the Board with regular updates on the status of this work, the costs, and the associated insurance reimbursements.

## PRESENTATIONS BY DISTRICT STAFF FOR THE MONTH OF FEBRUARY 2019

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

PRESENTATION TO:	PRESENTED BY:
Mission Dolores Academy - Community Reads Day	David Rivera, Bridge Captain
Passenger Vessel Association (CARB Actions)	Jim Swindler, Deputy General Manager, Ferry Division

## SPECIAL EVENT/EXPRESSIVE ACTIVITY REQUESTS

There were no special event/expressive activity requests since last reported in the February 27, 2020, Report of the General Manager.

## BRIDGE TRAFFIC FOR THE MONTH OF FEBRUARY 2020

Bridge southbound traffic for the month of February was 1,500,405 vehicles as compared to the previous year's total of 1,430,668 vehicles, which is less than a 5% change from the previous year. FasTrak® usage is 87% overall for February of 2019. This compares to 86% overall for the past rolling 12-months (March 2019 – February 2020) (Attachment).

## VEHICLE TRAFFIC INCIDENTS FOR THE MONTH OF FEBRUARY 2020

Of the vehicles that crossed the Golden Gate Bridge in February, there were 4 traffic incidents detailed as follows:

GOLDEN GATE BRIDGE AND TOLL PLAZA				
Vehicle Traffic Incident	Occurrences	Vehicles	Injuries	Fatalities
HB – Hit Barrier	1	1	0	0
APPROACHES – (Waldo Grade, Alexander Ave., Doyle Drive & Park Presidio Blvd.)				
Vehicle Traffic Incident	Occurrences	Vehicles	Injuries	Fatalities
HB – Hit Barrier	1	1	0	0
RE – Rear Ender	1	5	1	0
O – Other	1	2	0	0
<b>TOTAL INCIDENTS</b>	<b>4</b>	<b>9</b>	<b>1</b>	<b>0</b>

## BICYCLE INCIDENTS FOR THE MONTH OF FEBRUARY 2020

For the month of February 2020, there were 3 bicycle incidents to report:

<b>GOLDEN GATE BRIDGE AND TOLL PLAZA</b>				
Bicycle Incidents	Occurrences	Bicycles	Injuries	Fatalities
None	0	0	0	0
<b>APPROACHES – (Alexander Ave., Lower Conzelman Rd. &amp; Lincoln Blvd.)</b>				
Bicycle Incidents	Occurrences	Bicycles	Injuries	Fatalities
SO - Solo	3	3	3	0
<b>TOTAL INCIDENTS</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>0</b>

## FERRY – TRANSPORT BICYCLE STATISTICS

Listed below are the Bicycle Statistics for the Sausalito Ferry service:

Sausalito Southbound Bike Counts	
2012 Annual Total	110,397
2013 Annual Total	149,869
2014 Annual Total	192,080
2015 Annual Total	172,815
2016 Annual Total	169,685
2017 Annual Total	144,064
2018 Annual Total	116,248
2019 Annual Total	95,590
January – February 2020	4,237

Listed below are the Bicycle Statistics for the Larkspur Ferry service:

Larkspur Southbound Bike Counts	
2016 Annual Total	35,769
2017 Annual Total	30,990
2018 Annual Total	29,747
2019 Annual Total	29,828
January - February 2020	2,346

## RETIREMENT OF PAK TAM, BUS OPERATOR, BUS DIVISION

We are pleased to announce that Bus Operator Pak Tam retired on March 1, 2020, after thirty-six years of service with the District.

Mr. Tam joined the District on March 5, 1984 as Bus Operator.

### **RETIREMENT OF DUARTE M. MACHADO, CHIEF MECHANIC, BUS DIVISION**

We are pleased to announce that Chief Mechanic Duarte Machado retired on March 13, 2020, after twenty-five years and 6 months of service with the District.

Mr. Machado joined the District on September 6, 1994 as a Bus Mechanic.

### **PRESENTATION OF THIRTY-YEAR SERVICE AWARD TO JEFFREY W. ATKINS, BUS OPERATOR, BUS DIVISION**

We are pleased to announce that Bus Operator Jeff Atkins celebrated thirty years of service with the District on March 15, 2020.

Mr. Atkins joined the District as a Part-time Bus Operator on March 15, 1990, and became a Full-time Operator on June 6, 1991.

### **PRESENTATION OF FIVE-YEAR SERVICE AWARD TO DIRECTOR BERT HILL**

We are pleased to announce that Director Bert Hill will celebrate five years of service with the District on March 27, 2020.

Director Hill took his oath of office, joining the District Board of Directors on March 27, 2015. He is one of nine Board members representing the City and County of San Francisco, and is one of the non-elected, public members appointed by the San Francisco Board of Supervisors. Currently, Director Hill is a member of the Transportation, Rules, Policy & Industrial Relations, and the Governmental Affairs and Public Information Committees. He is also a member of the Labor Relations Advisory Committee.

Director Hill has an accomplished career in active transportation advocacy, primarily bicycles, including experience as a Certified Bicycle Safety Educator, an Expert Witness, and producer of bicycle safety videos. Since 2005, he has served as Chair of the San Francisco Bicycle Advisory Committee, and is current Chair of the Caltrans District 4 Bicycle Advisory Committee. He has participated with the San Francisco Municipal Transportation Agency (SFMTA) on various task forces, including a Transit Effectiveness Project, and teaches a class to MUNI Operator candidates. Director Hill has been a member of the San Francisco Bicycle Coalition for over 20 years, and worked for Bechtel Corporation for 30 years.

Director Hill received B.A., Business (Labor Economics and Urban Development), University of Washington, Seattle. His general interests include backpacking, bikepacking, grandparenting, climate activism, and Boy Scouts, currently serving as a National Delegate, representing the SF Bay Area Council.

## **EMPLOYEE OF THE MONTH – MARCH 2020**

After reviewing nominations submitted by District employees, the Employee of the Month Committee selected Fernando Tejada, Lead Deckhand, in the Ferry Division, as the Employee of the Month for March 2020.

Mr. Tejada receives this prestigious award in recognition of his proactive approach to his job and for his willingness to jump in to assist when needed. Last year, Mr. Tejada was a key component in the success of the critical fuel oil hose replacement project. Mr. Tejada's calm approach to handling a very dynamic situation was unparalleled. A fellow co-worker commented that Mr. Tejada is always willing to go the extra mile, whether it is arriving early, staying late or taking on new challenges.

Mr. Tejada sees an issue and offers a solution. He trains new crew hires and leads by example. Mr. Tejada is always upbeat and brings up the morale of his fellow crewmembers as well as passengers. One example of being solution oriented was when the need arose to check the tie-ups and modify the gangway for the newly leased *M.V. Millennium* Ferry. Mr. Tejada offered a sensible solution that was put into place and service was able to proceed as scheduled. He routinely offers solutions for various vessel tie-ups, and communicates with the Vessel Masters, Terminal Agents and crew to safely board the vessels in a timely manner while maintaining his humor and setting a good example for his co-workers.

Mr. Tejada first joined the District as a Casual Terminal Assistant on April 22, 2016. He achieved Permanent Regular Full-Time Deckhand status on February 25, 2019. Prior to District employment, Mr. Tejada worked as a Deckhand for Blue & Gold Fleet: San Francisco Bay Cruise and Sightseeing; and prior to that as an Auto Technician for Norwalk Auto Auction in Norwalk, California; and prior to that as an Auto Technician for California Auto Dealers Exchange, L.L.C. in Anaheim, California.

Mr. Tejada was born in Los Angeles, California and attended schools in Hollywood and later attended North Hollywood High School in North Hollywood. Mr. Tejada is a resident of Oakland since 2013 where he lives with his wife Charity and their dog and cat. Mr. Tejada served in the United States Army as an E-4 Specialist, stationed in Fairbanks, Arkansas from 1998 to 2001. His hobbies are drawing, painting and cycling.

Respectfully submitted,

Denis J. Mulligan  
General Manager

DJM:jb:sp

## SUMMARY OF TRAFFIC AND TOLL REVENUE

## I. SOUTHBOUND TRAFFIC

	FEBRUARY				FISCAL YEAR TO DATE				MARCH to FEBRUARY - (Last 12 Months)			
	2020	% of Total Traffic	2019	% Change	2020	% of Total Traffic	2019	% Change	2020	% of Total Traffic	2019	% Change
2-Axle	1,486,733	99%	1,417,962	5%	12,875,895	99%	13,093,042	-2%	19,609,511	99%	19,961,075	-2%
Multi-Axle	13,672	1%	12,706	8%	124,999	1%	112,150	11%	187,861	1%	170,582	10%
<b>TOTAL</b>	<b>1,500,405</b>		<b>1,430,668</b>	<b>5%</b>	<b>13,000,894</b>		<b>13,205,192</b>	<b>-2%</b>	<b>19,797,372</b>		<b>20,131,657</b>	<b>-2%</b>

## II. TRANSACTION RESOLUTION

	FEBRUARY				FISCAL YEAR TO DATE				MARCH to FEBRUARY - (Last 12 Months)			
	2020	% of Total Traffic	2019	% Change	2020	% of Total Traffic	2019	% Change	2020	% of Total Traffic	2019	% Change
FasTrak Account	1,300,958	87%	1,232,123	6%	11,109,437	85%	11,208,104	-1%	16,933,623	86%	17,093,472	-1%
Full FasTrak Fare	1,252,204	83%	1,181,938	6%	10,668,002	82%	10,749,278	-1%	16,258,055	82%	16,392,881	-1%
Carpool/Clean Air	36,562	2%	37,976	-4%	336,687	3%	351,628	-4%	515,696	3%	540,380	-5%
PWD	454	0%	441	3%	3,539	0%	3,819	-7%	7,279	0%	5,851	24%
Non-Revenue	11,738	1%	11,768	0%	101,209	1%	103,379	-2%	152,593	1%	154,360	-1%
License Plate Account	15,416	1%	15,666	-2%	136,648	1%	153,619	-11%	213,722	1%	236,938	-10%
One-Time Payment	11,134	1%	10,842	3%	115,990	1%	121,319	-4%	180,550	1%	184,760	-2%
Invoice Payment	27,291	2%	68,743	-60%	734,012	6%	802,220	-9%	1,127,928	6%	1,244,309	-9%
Violation Payment	-	0%	14,584	-100%	107,124	1%	185,663	-42%	188,401	1%	275,639	-32%
In Process	145,606	10%	88,710	64%	797,683	6%	734,267	9%	1,153,148	6%	1,096,539	5%
<b>TOTAL</b>	<b>1,500,405</b>		<b>1,430,668</b>	<b>5%</b>	<b>13,000,894</b>		<b>13,205,192</b>	<b>-2%</b>	<b>19,797,372</b>		<b>20,131,657</b>	<b>-2%</b>

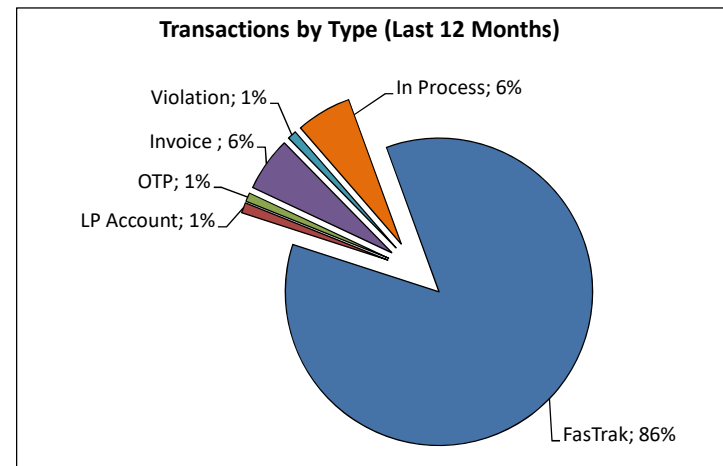
## III. TOTAL REVENUE COLLECTED

	FEBRUARY			FISCAL YEAR TO DATE			MARCH to FEBRUARY - (Last 12 Months)		
	2020	2019	% Change	2020	2019	% Change	2020	2019	% Change
	\$ 11,697,526	\$ 10,778,159	9%	\$ 100,006,086	\$ 96,774,013	3%	\$ 149,703,168	\$ 146,638,522	2%

\* Note: Total Revenue Collected is all monies received and is not directly related to the transaction counts above.

DATA SINCE INCEPTION *	
<b>Revenue Vehicles</b>	
2-Axle Vehicles	1,072,262,055
Multi-Axle Vehicles	28,982,997
Disabled Patron Vehicles	454,252
Commute Period Carpool	2,574,624
<b>Revenue Vehicles Subtotal</b>	<b>1,104,273,928</b>
<b>Non-Revenue Vehicles</b>	
Federal	12,257,389
CHP/GGBHTD	5,225,271
GG Transit Buses	3,717,559
Other Non-Revenue	190,161
Commute Period Carpool NR	14,934,191
<b>Non-Revenue Vehicles Subtotal</b>	<b>36,324,571</b>
<b>Total Toll-Paying Direction Vehicles</b>	<b>1,140,598,499</b>

\* Data Since Inception includes only data for vehicles traveling in the toll-paying direction.



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