Agenda Item No. (3)(a)–(3)(d)

To: Transportation Committee/Committee of the Whole
Meeting of June 26, 2025

From: Ron Downing, Director of Planning
Denis J. Mulligan, General Manager

Subject: **REPORTS OF DISTRICT ADVISORY COMMITTEES**
(a) **ADVISORY COMMITTEE ON ACCESSIBILITY**
(b) **BUS PASSENGERS ADVISORY COMMITTEE**
(c) **FERRY PASSENGERS ADVISORY COMMITTEE**
(d) **PEDESTRIAN AND BICYCLE ADVISORY COMMITTEE**

## Recommendation

There is no recommendation associated with this item.

## Summary

The purpose of the formation of the above-mentioned Advisory Committees is to provide the public a forum by which they can communicate their viewpoints and suggestions on the operations of the Golden Gate Bridge, Highway and Transportation District (District), as well as on the bus and ferry transit systems, to the District Board of Directors and staff. These Advisory Committees meet regularly, and designated District staff participates in these meetings. From time to time, these Advisory Committees submit recommendations to the District's Transportation Committee (Committee) for its consideration.

The Secretary of the District is required to provide packets of the Advisory Committees to the Committee.

The documents attached to this report are as follows:

**(a) ADVISORY COMMITTEE ON ACCESSIBILITY**
Agenda Packet of January 16, 2025

**(b) BUS PASSENGERS ADVISORY COMMITTEE**
Agenda Packet of May 21, 2025

**(c) FERRY PASSENGERS ADVISORY COMMITTEE**
Agenda Packets of February 6, 2025, April 3, 2025, and June 5, 2025

**(d) PEDESTRIAN AND BICYCLE ADVISORY COMMITTEE**
Agenda Packets of February 12, 2025, and April 9, 2025

## Fiscal Impact

There is no fiscal impact associated with this item.

Attachments

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# ADVISORY COMMITTEE ON ACCESSIBILITY (ACA)

## *Agenda for Thursday, January 16, 2025*

Convene at 1:30 p.m. – Adjourn by 3:00 p.m.

Conference Room (Room 109), Administration Building
Golden Gate Bridge, Highway & Transportation District
1011 Andersen Drive, San Rafael, CA 94901

1. Roll Call and Introductions

2. Approval of July 18, 2024, Meeting Minutes *(Attached)*

3. Ongoing Business
   a. Receive information report on Marin County Local Bus and Mobility Management
   b. Receive information report on Paratransit Service (Regional and Local)

4. New Business
   a. Review and Approval of Proposed ACA Bylaws *(Attached)*
   b. Presentation – Regional Accessibility Initiatives – Drennen Shelton, MTC

5. Member Announcements

6. Public Comment (3 minutes per speaker)

7. Adjournment

Next Meeting: April 17, 2025

Public Comment Note: Members of the public are encouraged to participate in-person and provide public comment at the designated times during the meeting.

Agenda and meeting materials are available in alternative formats, and a phonic-ear amplification system is available, upon request. In addition, the District will arrange for disability-related modifications or accommodations, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, telephone number and brief description of the requested materials, preferred alternative format, and/or auxiliary aid or service at least three (3) days before the meeting. Requests should be made by mail to: Amorette M. Ko-Wong, Secretary of the District, Golden Gate Bridge, Highway and Transportation District, P.O. Box 29000, Presidio Station, San

Francisco, CA 94129-9000; or e-mail to districtsecretary@goldengate.org; or telephone at (415) 923-2223, or the District's ADA Compliance & Program Manager at (415) 257-4416, or California Relay Service at 711.

Sign-language interpreters may be requested by the deaf or hearing impaired by calling (415) 257-4415 or TDD **711** at least three (3) days prior to the meeting.

Consult the District's website at http://www.goldengate.org/, or call **511** for further GGT bus and ferry schedule information. Information on accessible services is also available on the District's website. To schedule paratransit transportation to the meeting (for paratransit eligible riders), call Marin Access Paratransit at (415) 454-0964 or (800) 454-0964.

For further information regarding the ACA, call Jon Gaffney, ADA Compliance and Program Manager, at (415) 257-4416 or email jgaffney@goldengate.org.

# ADVISORY COMMITTEE ON ACCESSIBILITY (ACA)

GOLDEN GATE BRIDGE
HIGHWAY & TRANSPORTATION DISTRICT

***Meeting Minutes for Thursday, July 18, 2024***

**Location:** Conference Room (Room 109), Administration Building, Golden Gate Bridge, Highway & Transportation District, 1011 Andersen Drive. San Rafael, CA 94901

**Committee Members Present:** Patti Mangels, Terry Scussel, Marcela Vargas, Craig Yates

**Committee Members Absent:** Jamie Faurot

**District Staff Present:** Jon Gaffney, ADA Compliance and Program Manager; Roberta Regan, Administrative Assistant, Planning Department; John Gray, Director of Engineering and Maintenance, Collette Martinez, Director of Ferry Operations, Ferry Division

**Visitors Present:** Kent Hinton, Transdev, Joanna Huitt, Marin Transit, Christian Stark, Sr. Project Manager, Aurora Marin Design

1. **Roll Call and Introductions.** Patty Mangels called the meeting to order at 1:32 p.m. Members, staff and visitors introduced themselves.

2. **Approval of Minutes.** Meeting minutes were approved as written.

3. **Ongoing Business.**

**A. Marin County Local Bus and Mobility Management.** Joanna Huitt announced that Marin Transit would be implementing service changes to their fixed route service in August 2024. She also stated that Marin Transit was allowing youth riders (under the age of 18) to ride free on Marin Transit buses for the summer of 2024.

Ms. Huitt then described updates to the Marin Access family of services. She stated that the Marin Access Fare Assistance Program was in the process re-certifying individuals as riders must re-apply every year to remain in the program. She then discussed the expansion of the Marin Access Catch-A-Ride program to include Lyft as a provider. This change allows riders to use their Catch-A-Ride vouchers with either Uber, Lyft or North Bay Taxi. Ms. Huitt also stated that the annual Marin Access Rider Survey had been distributed to all Marin Access Riders to obtain feedback on all the Marin Access Services.

**B. Marin Access/Paratransit Service (Regional and Local).** Ms. Huitt stated that Marin Transit continues to study rider trends on the Marin Access Paratransit Service to determine why ridership has not yet returned to pre-pandemic levels. She stated that Marin Transit would be presenting information on this topic to their Board of Directors at Marin Transit's August 5th, 2024 Board of Directors meeting.

Jon Gaffney went over Marin Access Paratransit Statistics for the month of June 2024. He stated that on-time performance was over 90% for both the Marin Local and Regional

Paratransit services. He also stated that ridership for the Paratransit services remains at about 50% of the ridership pre-pandemic.

Kent Hinton announced that Trandev had recently brought the Scheduling Supervisor for Transdev's SF Access Program in to provide the scheduling staff at Marin Access with some additional training on best practices in creating schedules efficiently.

**C. District's ADA Transition Plan.** Mr. Gaffney gave the committee an update on the status of the District's ADA Transition Plan. He stated that the District held a public hearing for feedback on the Draft ADA Transition Plan on May 19, 2024 and that the plan was adopted by the Board of Directors at their June 28, 2024 meeting.

**D. Review of Proposed Ferry Design.** Christian Stark and John Gray gave the committee an update on the proposed Ferry Design for the next fleet of boats for Golden Gate Ferry. They presented design drawings, three dimensional models and design elevations for the proposed ferry boat. Mr. Stark explained that the design being presented would be used to replace the existing seven vessels and add one additional vessel. He stated that this design was currently the only one approved by the California Environmental Protection Agency. The presentation gave an overview of the design and focused on accessibility features of the new vessel (accessible seating, path of travel, elevator, etc.). The group discussed these features in length.

**4. ACA Member Announcements.** Marcela Vargas announced that she has been trying to recruit new members for the ACA in the Mill Valley area. She asked for some materials she could hand out to people who may be interested in the ACA. Mr. Gaffney provided her with some flyers for recruitment.

**5. Public Comment.** None.

**6. Adjournment**. Patti Mangles adjourned the meeting at 3:22 p.m.

Members were advised that the next meeting would take place on October 17, 2024. That meeting was later canceled.

## GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

## ADVISORY COMMITTEE ON ACCESSIBILITY



## ARTICLE I: PURPOSE

**Section 1. Name.**
The name of this group is the Advisory Committee on Accessibility ("Committee").

**Section 2. Creation and Purpose.**

The Committee was established by the Golden Gate Bridge, Highway and Transportation District ("District") Board of Directors ("Board of Directors") on November 1, 1979 for the purpose of encouraging active participation of individuals with disabilities in the District's compliance and planning process. (Resolution No. 81-274.)

The Committee advises District staff. District staff will provide informational updates on Committee business to the District's Board of Directors.

**Section 3. Committee Membership Eligibility and Voting Requirements; Scope of Bylaws**

The Board of Directors established membership eligibility and voting requirements for the Committee on May 18, 2006. A copy of these requirements are included as Attachment 1. These Bylaws address matters not covered in Attachment 1 that are necessary for the effective management and operation of the Committee.

## ARTICLE II: MEMBERSHIP & STAFFING

**Section 1. Composition.**
The Committee will consist of at least five (5), and no more than twelve (12) members appointed by District staff.

**Section 2. Member Terms.**
Each member will serve a term of three (3) years. Members wishing to serve another term may reapply to the District for Committee membership.

**Section 3. District Support.**
District staff will support the Committee's business as follows:

- Serve as the liaison between the Committee and the Board of Directors.
- Serve as the liaison between the Committee and District staff, all internal and external organizations, and members of the public.
- Prepare Committee meeting agenda packets in consultation with the Committee Chair.
- Post and distribute Committee meeting agenda packets.
- Attend Committee meetings.
- Prepare Committee meeting minutes.
- Maintain the Committee roster.
- Manage Committee member recruitments.
- Handle all communications to and from the Committee.

## ARTICLE III: OFFICERS

**Section 1. Duties of Officers.**
The officers of the Committee will be the Chair and Vice Chair. Their duties are as follows:

**Section 1.1. Chair Duties.**
The Chair presides over all Committee meetings of which there is quorum of members present. The Chair works with District staff to schedule meetings and develop meeting agendas. The Chair may create and appoint members to temporary ad hoc advisory subcommittees of the Committee as provided in the Brown Act.

**Section 1.2. Vice Chair Duties.**
The Vice Chair assists the Chair in the execution of that role. The Vice Chair presides over meetings in the event the Chair is absent. In the event of a vacancy in the Chair's position, the Vice Chair will succeed as Chair for the remainder of the Chair's term, and the Committee will elect a successor Vice Chair.

**Section 2. Election of Chair and Vice Chair.**
The Committee will elect a Chair and Vice Chair annually. No person may occupy the Chair or Vice Chair position for more than one (1) year. Committee members will nominate and vote to elect a Chair and Vice Chair at the first regular meeting of each calendar year. An individual receiving a majority of the votes of the current membership will be elected and will assume office at the second meeting of the year.

## ARTICLE IV: MEETINGS

**Section 1. Brown Act.**
The Committee is subject to and will comply with the Ralph M. Brown Act (California Government Code Section 54950 et seq.) ("Brown Act"). Notice of Committee meetings, posting of Committee meeting agendas, and the conduct of such meetings will comply with the Brown Act requirements applicable to legislative bodies.

**Section 2. Location and Time.**
District staff, in consultation with the Committee Chair, will establish the time and place for regular Committee meetings to be held four times per year. Generally, meetings will be held quarterly, on the third Thursday of the selected month from 1:30 p.m. to 3:00 p.m. The Chair, in consultation with District staff, may cancel a regularly scheduled meeting if there are no items requiring Committee discussion or action, or if less than a quorum of the Committee is expected to attend the meeting.

**Section 3. Minutes.**
District staff will record each regular and special meeting. District staff will prepare the minutes for all Committee meetings. A copy of the minutes of the prior meeting will be presented to the Committee for approval at the next Committee meeting. District staff will include a copy of the minutes of the most recent Committee meeting in the informational report on advisory committees to the Transportation Committee of the Board of Directors.

**Section 4. Public Comment.**
Public comment at Committee meetings will be limited to three (3) minutes per person, unless the Chair, at their discretion, permits additional time.

### Section 5. Parliamentary Procedure.

**Section 5.1. Robert's Rules of Order.**
The Committee will follow Robert's Rules of Order, except where inconsistent with applicable law, these Bylaws, or modified by action of the Committee.

**Section 5.2. Voting.**
Each voting member of the Committee shall have one vote. Voting members must be present to vote. Action items must have a simple majority vote of the current Committee membership in order to pass.

### Section 6. Order of Business.
The order of business for Committee meetings generally will be as follows:

(a) CALL TO ORDER
(b) ROLL CALL
(c) ELECTION OF OFFICERS – when appropriate and at least once each year
(d) APPROVAL OF MEETING MINUTES
(e) OTHER BUSINESS
(f) COMMITTEE MEMBER COMMENTS/COMMUNICATIONS
(g) PUBLIC COMMENTS – at this time, members of the public may speak on any matter within the jurisdiction of the Committee
(h) ADJOURNMENT

### Section 7. Adjournment.
The Chair may adjourn a meeting when the discussion of all business on the agenda has concluded or a quorum of the Committee is no longer present at the meeting.

## ARTICLE V: MISCELLANEOUS

**Section 1. Communications with the District; Requests for Information.** All member communications to the District related to the Committee, including requests for information or records to support Committee business, should be directed to the staff person designated by the District or submitted to pac@goldengate.org.

### Section 2. Committee Records.
All Committee records are the property of the District and are subject to public disclosure pursuant to the California Public Records Act (Government Code Sections 7920.000 et seq.) Requests to inspect or copy Committee records should be made to the Secretary of the District by email at districtsecretary@goldengate.org, or by mail at Golden Gate Bridge, Administration Building, Golden Gate Bridge Toll Plaza, San Francisco, California, 94129. The Secretary of the District will handle all requests for Committee records.

**Section 3. Member Conduct.** Members are expected to show respect for each other by raising hands, not interrupting, and following time limits for discussion at Committee meetings. Members are expected to respect the Brown Act's open meeting requirements when communicating with each other about subjects within the Committee's jurisdiction.

**Section 4. Conflicts of Interest.** If a member has a conflict of interest under California Government Code Sections 1090 et seq. or Government Code Sections 87100 et seq, in a matter before the Committee, the member must abstain from making, participating in making, or influencing the making of a decision on that matter. Before the Committee begins discussing an item in which a member has a conflict of interest, the member must state the nature of the conflict on the record, excuse themselves from the meeting, and refrain from any participation in the decision.

**Section 5. Compensation.** Members will not receive compensation for, or reimbursement of expenses associated with, attendance of Committee meetings. The District will not make any reimbursement or payment in connection with expenses incurred on behalf of the Committee without prior approval of the Board of Directors.

**Section 6. No Standing Subcommittees.** There shall be no standing subcommittees.

## ARTICLE VI: AMENDMENT OF BYLAWS

These Bylaws, with the exception of Attachment 1, may be amended at any meeting of the Committee by a majority vote of the current Committee membership, provided that the amendment has been approved in advance by District staff and submitted in writing to the Committee at a previous meeting. Actions by the Board of Directors that replace or supersede these Bylaws or provisions thereof shall take precedence or be incorporated as soon as possible.

Adopted [date]

8b / file

TO: Transportation Committee

FROM: Dale W. Luehring, General Manager

DATE: November 1, 1979

SUBJECT: FORMATION OF A DISABLED CITIZEN'S ADVISORY COMMITTEE TO THE DISTRICT

At its August 2, 1979 meeting, the Transportation Committee was advised that the new U.S. Department of Transportation 504 Regulations mandated that the District complete a "Compliance Evaluation" of its "policies and practices" which affect accessibility by January 2, 1980.

The District will also be required to provide input to a "Transition Plan" which MTC must complete by July 2, 1980. The committee was also informed that the regulations require the active participation of handicapped citizens at all levels of the compliance and transition planning.

Staff initially felt that this active citizen participation could come from the Paratransit Coordinating Councils of Marin, Sonoma, and perhaps San Francisco Counties. However, at this time, Sonoma County is the only county of the three which has a functioning PCC.

Therefore, due to the immediate need for active participation of handicapped citizens in the District's planning process, it is recommended that the Board of Directors approve formation of an informal Disabled Citizens' Advisory Committee to the Golden Gate Bridge, Highway and Transportation District based on the following guidelines:

1) Due to a need to coordinate compliance and transition planning with MTC, the core of the committee shall consist of the Handicapped Advisors to the MTC Commissioners from Marin and Sonoma Counties and one of the two advisors to the MTC Commissioners from San Francisco.

2) The remainder of the committee members shall be appointed by the General Manager with the advice of the above core members, and shall, if possible, represent all the following categories of disability:

   a) Electric Wheelchair
   b) Manual Wheelchair
   c) Sight disabilities
   d) Hearing disabilities
   e) Ambulatory with mobility aids
   f) Ambulatory with difficulty but no aids
   g) Developmental disabilities*
   h) Emotionally disturbed*
   i) Frail elderly

*Staff representative of advocacy organization

3) The General Manager shall ensure that representation is from all portions of the Golden Gate Transit service area.

It is further recommended that special transportation to meetings of the committee be provided to members who would otherwise be unable to attend.

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 81-274

APPROVE COMPOSITION OF THE ADVISORY COMMITTEE

ON SERVICES FOR HANDICAPPED PERSONS

July 31, 1981

WHEREAS the Rules, Policy and Industrial Relations Committee has so recommended; now, therefore, be it

RESOLVED that the Board of Directors hereby approves the composition and reconstitution of the Advisory Committee on Services for Handicapped Persons, as follows:

> The Advisory Committee on Services for the Handicapped Persons shall remain an informal group with a spokesperson or alternate designated to report to the Board of Directors and whose members shall be required to attend at least two of the three previous monthly meetings if they are to vote on matters before the Committee.

ADOPTED this 31st day of July, 1981, by the following vote of the Board:

AYES (13): Directors Bettini, Boesel, Boxer, Bronkema, Ceballos, Curley, Daubeneck, Edington, Leonoudakis, Moskovitz, Renne, Silver and Stansbury

NOES (1): Director Castner

ABSENT (5): Directors Del Carlo, Fraser, Kopp and Putnam; President Molinari

President

Attest:

Secretary

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

CARNEY J. CAMPION
GENERAL MANAGER

**AGENDA ITEM NO.**

December 5, 1989
For: December 14, 1989

To: Rules, Policy and Industrial Relations Committee

From: Carney J. Campion, General Manager

Subject: **ADVISORY COMMITTEE ON SERVICES FOR PERSONS WITH DISABILITIES - RECOMMENDATIONS REGARDING MEMBERSHIP POLICIES AND COMMITTEE PROCEDURES**

Background

At its February 16, 1989 meeting, the Rules, Policy and Industrial Relations Committee reviewed Resolutions 10-639 and 81-274 which currently provide membership criteria and procedures relative to the Advisory Committee on Services for Persons With Disabilities (see copy of February 10, 1989 staff report **attached).** At the conclusion of its discussion, the Rules Committee directed staff to meet with members of the Advisory Committee to review the Advisory Committee's criteria and procedures.

A subcommittee of the full Advisory Committee was formed to meet with staff to review the Advisory Committee's membership policies and procedures and to identify alternatives. In the Committee's deliberations consideration was given as to whether the current informal framework of the Advisory Committee on Services for Persons With Disabilities has reduced the strength or effectiveness of the Advisory Committee's recommendations.

The subcommittee met several times with staff and reported its findings to the full Advisory Committee at its October 20, 1989 meeting. The Committee discussed the subcommittee's recommendations and approved the following membership policies and procedures.

Advisory Committee Recommendations:

1. Official Meeting Date and Time: Third Thursday of each month at 11 am.

2. Committee Membership: Individuals who wish to be a member of the Advisory Committee must so state their interest to

submitted by the Advisory Committee on Services for Persons With Disabilities. Further, with the understanding that adoption of these recommendations rescinds Resolutions 10-639 and 81-274.

Attachment
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c. **Eligibility to Vote**: To become a voting member of the Committee, an individual must have attended at least three consecutive previous meetings (one excused absence allowed) and indicated his or her interest in becoming a new member at one of the previous meetings. Ongoing members will lose their eligibility to vote after two (2) unexcused absences during any one calendar year. An unexcused absence is defined as any time a member fails to attend a regularly scheduled meeting without prior consultation with the chairperson. The chairperson may approve three (3) excused absences per year for members. Members who lose their eligibility will be eligible to again vote once they have attended two consecutive regular meetings. Exceptions to these attendance requirements for voting membership can be presented for consideration by the Committee on an individual case basis.

Adopted

5. **Approve Revision to Equal Employment Opportunity Affirmative Action Policy Statement**

**Resolution No. 89-320** (Rules, Policy and Industrial Relations Committee, 12-14-89) authorizes a revision of the policy statement of the District's Equal Employment Opportunity Affirmative Action Program to include ancestry, medical condition (cancer related), and sexual orientation as additional bases of nondiscrimination, and directs that the revised policy statement be submitted to the California Department of Fair Employment and Housing .

Adopted

6. **Ratify Payment of Bills**

**Resolution No. 89-321** (Finance-Auditing Committee, 12-21-89) ratifies the payment of bills by the Auditor-Controller totalling $915,397.58.

Adopted

7. **Ratify Previous Investments**

**Resolution No. 89-322** (Finance-Auditing Committee, 12-21-89) ratifies the following investments, as made by the Auditor-Controller:

| Date Purchased | | Maturity Date | Days to Maturity | Amount | Yield |
|---|---|---|---|---|---|
| 12-07-89 | Bank of the West, R.P. | 12-11-89 | 4 | $1,400,000 | 8.0625% |
| 12-11-89 | Bank of the West, R.P. | 12-13-89 | 2 | $1,650,000 | 8.0625% |
| 12-13-89 | Bank of the West, R.P. | 12-14-89 | 1 | $1,000,000 | 8.1875% |
| 12-19-89 | Bank of the West, R.P. | 12-20-89 | 1 | $1,750,000 | 8.125% |
| 12-20-89 | Dai-Ichi Kangyo Bank, B.A. | 01-23-90 | 34 | $ 991,793 | 8.76% |
| 12-20-89 | Tokai Bank Ltd., B.A. | 01-18-90 | 29 | $ 992,984 | 8.77% |

Adopted

8. **Authorize Investments**

**Resolution No. 89-323** (Finance-Auditing Committee, 12-21-89) authorizes the Auditor-Controller to invest, within the established policy of the Board, the following investment, as well as all other funds not required to cover expenditures which may become available:

| Investment Date | | Amount |
|---|---|---|
| 12-22-89 | Bank of America, C.D. | 760,243 |

Adopted

October 1993

ADVISORY COMMITTEE ON ACCESSIBILITY
MEMBERSHIP AND VOTING REQUIREMENTS

Membership Requirements

To be a member of Advisory Committee on Accessibility (ACA), an individual must meet one of the following criteria:

1. Qualify for a Regional Transit Connection Discount Card (RTCDC) except visitors or those with a short-term disability.

2. Represent an organization which serves the elderly or persons with disabilities; or,

3. If not eligible under 1 or 2 above, individuals interested in the provision of transportation services to the elderly and persons with disabilities may be eligible for membership at large.

Voting Requirements

To become a voting member of ACA, an individual must have attended at least three consecutive previous meetings (one excused absence allowed) and indicated their interest in becoming a new member at one of the previous meetings. Ongoing members will loose their eligibility to vote after two (2) unexcused absences during any one calendar year. An unexcused absence is defined as any time a member fails to attend a regularly scheduled meeting without prior consent of the chairperson. The chairperson may allow a member three (3) excused absences per year. Members who loose their eligibility will be eligible to vote once they have attended two consecutive regular meetings. Exceptions to these attendance requirements for voting membership can be presented for consideration by ACA on an individual case basis.

Qualified individuals are invited to state their interest in writing to ACA:

Advisory Committee on Accessibility
c/o Dee Struick
Department of Planning and
Policy Analysis
Golden Gate Bridge, Highway and
Transportation District
1011 Andersen Drive
San Rafael, CA 94901-5381

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BOX 9000, PRESIDIO STATION • SAN FRANCISCO, CALIFORNIA 94129-0601 • TELEPHONE 415 921 5858

SUMMARY OF MEMBERSHIP AND COMMITTEE
PROCEDURES SUBCOMMITTEE MEETINGS

September 1, 1989

The Subcommittee discussed recruiting more disabled and elderly individuals who were regular transit riders for participation in the Committee. It was suggested flyers on the buses and a press release (similar to that used to recruit participants in the Bus Passengers Advisory Committee) might result in additional interest in the Advisory Committee on Services for Persons With Disabilities by disabled and elderly passengers who use Golden Gate Transit regularly .

The mailing list was reviewed as to whether or not the people on the list participated regularly or were on the list to receive information about the Committee's activities. Fourteen (14) active participates were identified [six (6) representing themselves as individuals, and eight (8) representing themselves and organizations], while forty-three (43) were identified as being on the mailing list but as not participating. It was the consensus of the Subcommittee that those who participate should be considered the voting members of the Committee.

The Subcommittee felt that a new attendee would need to attend two (2) consecutive regular meetings before they could vote (at the third meeting attended). The Subcommittee further attempted to define the extent of participation required by the active committee members for voting purposes. The Subcommittee reviewed the Marin County Transit District Paratransit Coordinating Council's bylaws regarding membership, specifically Article IV, Section 5:

> Members, who have three (3) unexcused absences from regularly scheduled meeting during any one calendar year will automatically be removed as voting members of the PCC by a majority vote of at least a quorum of those present and voting at the time of the third unexcused absence. An unexcused absence is defined as any time a member fails to attend a regularly scheduled meeting, without prior consent of the chairperson. The chairperson may allow a member two (2) excused absences per year. Organizations or agencies or individuals wishing to be reinstated as voting members of the PCC shall follow the procedure described in Article IV, Section 3**."
>
> ** (regarding the membership application process)

It was the consensus of the Subcommittee that voting members of the Advisory Committee should be limited to two unexcused and three excused absences per calendar year.

Discussion was continued until September 15, 1989 at 1:30 pm.

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

RESOLUTION NO. 81-274

APPROVE COMPOSITION OF THE ADVISORY COMMITTEE

ON SERVICES FOR HANDICAPPED PERSONS

July 31, 1981

WHEREAS the Rules, Policy and Industrial Relations Committee has so recommended; now, therefore, be it

RESOLVED that the Board of Directors hereby approves the composition and reconstitution of the Advisory Committee on Services for Handicapped Persons, as follows:

> The Advisory Committee on Services for the Handicapped Persons shall remain an informal group with a spokesperson or alternate designated to report to the Board of Directors and whose members shall be required to attend at least two of the three previous monthly meetings if they are to vote on matters before the Committee.

ADOPTED this 31st day of July, 1981, by the following vote of the Board:

AYES (13): Directors Bettini, Boesel, Boxer, Bronkema, Ceballos, Curley, Daubeneck, Edington, Leonoudakis, Moskovitz, Renne, Silver and Stansbury

NOES (1): Director Castner

ABSENT (5): Directors Del Carlo, Fraser, Kopp and Putnam; President Molinari

President

Attest:

Secretary

CB

GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

CARNEY J. CAMPION
GENERAL MANAGER

**AGENDA ITEM NO.**

December 5, 1989
For: December 14, 1989

To: Rules, Policy and Industrial Relations Committee

From: Carney J. Campion, General Manager

Subject: **ADVISORY COMMITTEE ON SERVICES FOR PERSONS WITH DISABILITIES - RECOMMENDATIONS REGARDING MEMBERSHIP POLICIES AND COMMITTEE PROCEDURES**

Background

At its February 16, 1989 meeting, the Rules, Policy and Industrial Relations Committee reviewed Resolutions 10-639 and 81-274 which currently provide membership criteria and procedures relative to the Advisory Committee on Services for Persons With Disabilities (see copy of February 10, 1989 staff report **attached)**. At the conclusion of its discussion, the Rules Committee directed staff to meet with members of the Advisory Committee to review the Advisory Committee's criteria and procedures.

A subcommittee of the full Advisory Committee was formed to meet with staff to review the Advisory Committee's membership policies and procedures and to identify alternatives. In the Committee's deliberations consideration was given as to whether the current informal framework of the Advisory Committee on Services for Persons With Disabilities has reduced the strength or effectiveness of the Advisory Committee's recommendations.

The subcommittee met several times with staff and reported its findings to the full Advisory Committee at its October 20, 1989 meeting. The Committee discussed the subcommittee's recommendations and approved the following membership policies and procedures.

Advisory Committee Recommendations:

1. Official Meeting Date and Time: Third Thursday of each month at 11 am.

2. Committee Membership: Individuals who wish to be a member of the Advisory Committee must so state their interest to

the Committee and meet one of the following criteria:

a. Qualify for a Regional Transit Connection Discount Card (RTCDC) under any of the elderly (Section 19) or disabled (Section 1-18) criteria for eligibility in the program. Changes in the RTCDC program will automatically be incorporated as changes in criteria for membership in the Advisory Committee.

b. Represent an organization which serves the elderly or the disabled.

c. If not eligible under "a" or "b", other individuals interested in the provisions of transportation services to the elderly and disabled would be eligible for membership at large. An individual may be considered as a member at large if his or her membership would not result in the numbers of members at large exceeding one quarter of the representation on the Committee. The membership of members at large is subject to the vote of the Committee, and members at large may not hold office.

Other interested individuals and organizations may be on the mailing list to receive the agenda and the minutes (or agenda only) without being members.

3. <u>Eligibility to Vote</u>: To become a voting member of the Committee, an individual must have attended at least three consecutive previous meetings (one excused absence allowed) and indicated their interest in becoming a new member at one of the previous meetings. Ongoing members will loose their eligibility to vote after two (2) unexcused absences during any one calendar year. An unexcused absence is defined as any time a member fails to attend a regularly scheduled meeting without prior consultation with the chairperson. The chairperson may approve three (3) excused absences per year for members. Members who loose their eligibility will be eligible to again vote once they have attended two consecutive regular meetings. Exceptions to these attendance requirements for voting membership can be presented for consideration by the Committee on an individual case basis.

**RECOMMENDATION**

It is recommended that the Rules Policy and Industrial Relations Committee recommend to the Board of the Directors adoption of the above three membership and voting criteria and procedures as submitted by the Advisory Committee on Services for Persons With Disabilities. Further, with the understanding that adoption of these recommendations rescinds Resolutions 10-639 and 81-274.

Attachment
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GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT

October 1993

# ADVISORY COMMITTEE ON ACCESSIBILITY
# MEMBERSHIP AND VOTING REQUIREMENTS

## Membership Requirements

To be a member of Advisory Committee on Accessibility (ACA), an individual must meet one of the following criteria:

1. Qualify for a Regional Transit Connection Discount Card (RTCDC) except visitors or those with a short-term disability.

2. Represent an organization which serves the elderly or persons with disabilities; or,

3. If not eligible under 1 or 2 above, individuals interested in the provision of transportation services to the elderly and persons with disabilities may be eligible for membership at large.

## Voting Requirements

To become a voting member of ACA, an individual must have attended at least three consecutive previous meetings (one excused absence allowed) and indicated their interest in becoming a new member at one of the previous meetings. Ongoing members will loose their eligibility to vote after two (2) unexcused absences during any one calendar year. An unexcused absence is defined as any time a member fails to attend a regularly scheduled meeting without prior consent of the chairperson. The chairperson may allow a member three (3) excused absences per year. Members who loose their eligibility will be eligible to vote once they have attended two consecutive regular meetings. Exceptions to these attendance requirements for voting membership can be presented for consideration by ACA on an individual case basis.

Qualified individuals are invited to state their interest in writing to ACA:

Advisory Committee on Accessibility
c/o Dee Struick
Department of Planning and
Policy Analysis
Golden Gate Bridge, Highway and
Transportation District
1011 Andersen Drive
San Rafael, CA 94901-5381

a:c:\word\aca\mem-vol.103

BOX 9000 PRESIDIO STATION • SAN FRANCISCO CALIFORNIA 94129-0601 • TELEPHONE 415 921 5858

February 2001

# ADVISORY COMMITTEE ON ACCESSIBILITY MEMBERSHIP AND VOTING REQUIREMENTS

## Membership Requirements

To be a member of Advisory Committee on Accessibility (ACA), an individual must meet one of the following criteria:

1. Qualify for a Regional Transit Connection Discount Card, except for visitors or those with a short-term disability.

2. Represent an organization that serves the elderly or persons with disabilities.

3. If not eligible under 1 or 2 above, individuals interested in the provision of transportation services to the elderly and persons with disabilities may be eligible for membership at large.

4. Ex-officio members are representatives whose agencies have a direct or indirect fiscal or operating relationship in District provision of service.

## Voting Requirements

To become a voting member of ACA, an individual must have attended at least two regular ACA meetings within a four-month period and have indicated his or her interest in becoming a new member at one of the previous meetings. Regular members will lose their eligibility to vote following two unexcused absences during any one calendar year. An unexcused absence is defined as any time a member fails to attend a regularly scheduled meeting without prior consent of the chairperson.

Members who lose their eligibility to vote will regain eligibility once they have attended two consecutive regular meetings. Exceptions to these attendance

# Advisory Committee on Accessibility Membership Recruitment

Golden Gate Bridge, Highway and Transportation District Advisory Committee on Accessibility (ACA) was organized in 1979 to advise the District Board of Directors on transportation and other issues pertaining to seniors and persons with disabilities.

ACA consists of active, dedicated volunteers who use Golden Gate Transit buses, ferries, and Whistlestop Wheels intercounty paratransit services. ACA reflects a variety of transit user groups. These include seniors, ambulatory disabled, manual and power wheelchair users, persons with limited vision, persons with speech disorders, and agencies representing those groups.

In recent years, ACA has played a pivotal role in many accomplishments, including the District's response to Americans with Disabilities Act, establishment of intercounty paratransit services, and improvements in access of transit vehicles and facilities, including terminals, bus stops, and shelters.

ACA meets monthly and is open to individuals concerned about the District and accessible transportation issues. Meetings are held on the third Thursday of each month at Golden Gate Bridge, Highway and Transportation District offices, 1011 Andersen Drive, San Rafael.

If you are interested in participating, please complete and return the application form on the reverse side. Your name will be placed on the mailing list to receive an agenda packet for the next scheduled ACA meeting.

Individuals are welcome to attend ACA meetings at any time. Candidates must attend a minimum of two out of four consecutive meetings to be considered a voting member of ACA. If you have any questions or require additional information, please telephone Cynthia Petersen, ACA liaison, at (415) 257-4415 [TDD (415) 257-4554].

a:f:\AA\aca\recruitnotice.031

BOX 29994, PRESIDIO STATION • SAN FRANCISCO, CALIFORNIA 94129-0601 • TELEPHONE 415/921-5858

**Attachment A**

Adopted May 18, 2006

GOLDEN GATE BRIDGE
HIGHWAY & TRANSPORTATION DISTRICT

# ADVISORY COMMITTEE ON ACCESSIBILITY MEMBERSHIP AND VOTING REQUIREMENTS

## Membership Requirements

To be a member of Advisory Committee on Accessibility (ACA), an individual must meet one of the following criteria:

1. Qualify for a Regional Transit Connection Discount Card.
2. Represent an organization that serves the elderly or persons with disabilities.
3. Qualify for Americans with Disabilities (ADA) paratransit services.
4. Have an interest in the provision of transportation services to the elderly and persons with disabilities.

## Voting Members:

To become a voting member, an individual must qualify under one of the four categories above and be a user of Golden Gate Transit or Marin County Transit District bus, paratransit, or Golden Gate Ferry services. The individual must also have attended at least two regular ACA meetings within a four-month period and indicated his/her interest in becoming a new member at a previous meeting.

## Non-Voting Members:

An individual who qualifies above but who does not use Golden Gate transit bus, paratransit or Golden Gate Ferry services may become a non-voting member of ACA. Representatives whose agencies have a direct or indirect fiscal or operating relationship to District provision of service may become ex-officio members of ACA.

## Quorum:

At least 50% of ACA voting members plus one additional voting member must be present to constitute a quorum for the purpose of conducting ACA business. Voting members on a leave of absence do not count for the purposes of determining a quorum.

Loss of Membership:

Members will lose their eligibility to vote and will become non-members upon the following:

1) resignation from ACA;
2) four unexcused absences within a 12-month period.

Members who lose their eligibility to vote may request reinstatement of voting eligibility upon attendance at two consecutive regular ACA meetings.

Leaves of Absence:

Members may request a leave of absence from ACA during which time the member will continue to be listed on the roster of ACA but will not be counted toward a quorum for the purposes of conducting ACA business. Three or more consecutive excused absences will be considered a leave of absence if a formal request for a leave of absence has not been made.

Exceptions:

Exceptions to these attendance requirements may be presented for consideration by ACA on an individual-case basis.

Contact Information:

Eligible individuals are invited to state their interest in becoming a member of ACA by telephoning, writing, or e-mailing as follows:

Advisory Committee on Accessibility
c/o Cynthia B. Petersen
Planning Department
Golden Gate Bridge, Highway and Transportation District
1011 Andersen Drive
San Rafael, CA 94901-5381

(415) 257-4415 (telephone)

(415) 257-4516 (facsimile)

pac@goldengate.org (e-mail)

# Bay Area Paratransit Eligibility Transformation Action Plan Action 25

September 2024

METROPOLITAN TRANSPORTATION COMMISSION

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## Bay Area Partnership Accessibility Committee

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# Action 25: Standardized Eligibility Practices

## Action 25 Introduction

Action 25 of the Bay Area Transit Transformation Action Plan focuses on standardizing eligibility practices for programs that benefit people with disabilities (i.e., Regional Transportation Connection Clipper® Access program and ADA paratransit).

Eligibility for both RTC Clipper Access and ADA paratransit is based on qualifying disabilities, but the eligibility criteria for ADA paratransit is more rigorous than that of RTC Clipper Access. RTC Clipper Access provides a Clipper discount card to Bay Area residents with qualifying disabilities.[1] Eligible riders use the card to receive discounted fares on fixed-route bus, rail and ferry systems throughout the Bay Area. To better align eligibility, MTC and Bay Area transit agencies expanded RTC Clipper Access eligibility criteria to include riders who qualify for ADA paratransit. This has streamlined the RTC Clipper Access application process for ADA paratransit riders who can use fixed-route transit under some circumstances. This work was completed in September 2023 and will be implemented in May 2024.

## Paratransit Eligibility Summary

The larger focus of Action 25 is on standardizing the approach to determining eligibility for ADA-mandated paratransit provided by Bay Area public transit agencies. The Americans with Disabilities Act (ADA) requires public transit agencies that operate fixed-route service to provide "complementary paratransit" service to people with disabilities who cannot use the fixed-route bus or rail service some or all of the time because of a disability. In general, ADA paratransit service must be provided within 3/4 of a mile of a bus route or rail station, at the same hours and days, for no more than twice the regular fixed-route fare. To qualify for this service, it is typically necessary to submit an application and may also require supporting documentation, an in-person interview and/or an in-person assessment of the applicant's ability to use fixed-route service.

Since the initial implementation of ADA paratransit in the early 1990's, many different approaches have been used by Bay Area transit agencies. All have been guided by the expertise and competence of resolute program staff and informed by sometimes shifting federal guidance and local priorities through the decades. As a result, Bay Area transit agencies employ a wide variety of evaluation practices for establishing ADA paratransit eligibility.

The work of Action 25 emphasizes universal practices, reducing burdens to applicants, riders and transit agencies, regionalizing some functions and maximizing the use of existing resources, while also ensuring continued compliance with federal requirements contained in 49 CFR Part 27, FTA Circular 4710.1 and elsewhere. These have been the guiding principles in the development of the recommendations by MTC and the Bay Area Partnership Accessibility Committee (BAPAC), a working group of Bay Area public transit and paratransit agency staff.

It important to note that there are significant variations between transit agencies in the nine-county Bay Area that limit the full standardization of eligibility practices. These variations include, but are not limited to, the size and governance structure of the agency, demographic differences between subregions, jurisdictional density, associated availability of fixed-route/other transportation services,

[1] https://511.org/transit/rtc-card

political priorities of elected officials and constituencies in different jurisdictions and existing contracts with eligibility vendors.

Further, full adoption of best practices identified elsewhere in the U.S. would require a large investment of already very limited resources and would not necessarily be beneficial in all cases. Based on preliminary cost analysis, the recommendations presented in this report could lead to some agencies incurring higher eligibility costs and others lower costs. Ideally, agencies would pool their resources to share the burden of the eligibility function for the sake of regional benefits of standardized practices. However, given the fiscal challenges currently faced by many transit agencies, these recommendations have identified near-term actions that will result in a level of standardization to meet the Action 25 objectives, while considering the context for implementation by each agency. At the same time, some of the more far-reaching recommendations have also been presented as long-term changes to consider over time as additional resources become available.

This report is divided into three sections. The first provides an overview of current eligibility practices by public transit agencies in the Bay Area. This is followed by a section describing the industry-wide best practices and lessons learned from peer transit agencies across the country. The third section presents near-term recommendations that are intended to be implemented by all agencies, and some strategies for longer-term consideration to meet the overall objectives of Action 25 consistent with best practices nation-wide. A summary of the recommendation is listed below.

Near-Term Recommendations

1. Standardize application forms and provide applications online, including translated versions to meet Title VI requirements.
2. Standardize eligibility interview protocols for agencies using in-person and paper/phone-based assessments.
3. Standardize the appeals process.
4. Explore non in-person assessments for disability categories that are not conducive to in-person assessments.
5. Standardize definitions of eligibility categories and renewal timelines.
6. Identify and enhance promotion of paratransit alternatives and incorporate travel training referrals during the eligibility process.
7. Set aside new funding for MTC to host paratransit eligibility trainings annually.
8. Learn about new eligibility vendors with support from and in coordination with MTC.
9. Explore technical solutions to enhance eligibility implementation.
10. Develop ongoing monitoring strategies for quality assurance.

# Bay Area ADA Paratransit Eligibility Practices

The Americans with Disabilities Act (ADA) requires public transit agencies that operate fixed-route service to provide “complementary paratransit” service to people with disabilities who cannot use the fixed-route bus or rail service some or all of the time because of a disability. In general, ADA paratransit service must be provided within 3/4 of a mile of a bus route or rail station, at the same hours and days, for no more than twice the regular fixed-route fare. To qualify for this service, it is typically necessary to submit an application, and may also require supporting documentation, an in-person interview and/or an in-person assessment of the applicant’s ability to use fixed-route service.

Information was gathered about current eligibility practices conducted by public transit ADA-mandated paratransit programs throughout the region. Documentation of these practices is based on interviews with representatives of all ADA paratransit programs in the Bay Area, in addition to analysis of data generated by the Regional Eligibility Database (RED). Paratransit eligibility methods in the Bay Area range across a variety of models due to both differences in agency protocols and capacities, and the effect of the pandemic. It should be noted that the information contained in this report was gathered in August-October 2022, at a time when agencies were slowly beginning to emerge from the effects of the pandemic.

Due to COVID-related restrictions starting in March 2020, many Bay Area transit agencies significantly changed their processes for determining ADA paratransit eligibility. Agencies that had used in-person assessments shifted to paper-based or telephone interviews to avoid potential contagion. As a result, to identify "typical" eligibility models used by the various agencies, a segment of this analysis is based on 2019 practices. In addition, while attempting to make direct comparisons between various agencies based on the RED, it was discovered that some data could not be captured due to RED reporting limitations.

## Application Volume

The following table shows the number of applications submitted at each transit agency and illustrates volume decline since COVID.

**Table 1 New Applications per Agency**

| Agency | 2019 Monthly Average | July 2022 | Percent Change |
|---|---|---|---|
| County Connection | 49 | 28 | -43% |
| East Bay Paratransit | 161 | 204 | 21% |
| Livermore Amador Valley Transit Authority (LAVTA) | 18 | 15 | -17% |
| Marin Transit / Golden Gate Transit (Marin Access) | 45 | 17 | -62% |
| Napa Valley Transportation Authority (NVTA) | 13 | 9 | -31% |
| Petaluma Transit | 12 | 13 | 10% |
| SamTrans | 113 | 93 | -18% |
| San Francisco Municipal Transportation Agency (SFMTA) | 212 | 199 | -6% |
| Santa Clara Valley Transportation Authority (VTA) | 250 | 190 | -24% |
| Santa Rosa CityBus | 24 | 17 | -29% |
| Solano County Operators[2] | 46 | 26 | -44% |
| Sonoma County Transit | 23 | 15 | -35% |
| Tri Delta Transit | 56 | 75 | 34% |
| Union City Transit | 11 | 12 | 9% |
| WestCAT | 5 | 2 | -60% |

[2] Eligibility for the five Solano County transit agencies (City of Dixon, Fairfield and Suisun Transit, Rio Vista Delta Breeze, Solano County Transit, and Vacaville City Coach) is performed through one contract overseen by Solano Transportation Authority (STA), the consolidated transportation service agency and county transportation authority, and in this report will be referred to as the Solano County Operators.

## Eligibility Models

Within the U.S., the Bay Area is unique in the variety of paratransit eligibility models adopted by the transit agencies in the region. As a result, an applicant in one area of the region cannot be guaranteed the same eligibility process and potentially the same outcome if they were to apply in another part of the region. This task is intended to address this issue of regional inconsistency.

At the same time, there are myriad historic reasons and present-day realities that influence the adoption of various eligibility models. For example, large paratransit programs have greater financial resources than small programs to implement what are considered in the industry to be more sophisticated eligibility processes (i.e., eligibility models that incorporate some form of in-person assessments). But a few small Bay Area agencies report not experiencing fiscal constraints within their paratransit programs and recorded paratransit ridership declines even before the onset of COVID. These agencies may not see a need to implement an in-person model.

While in-person assessments may require additional resources upfront, they provide a face-to-face touchpoint for an agency to determine eligibility within ADA guidelines. Some agencies have found this approach to be more complete and holistic compared to simply assessing people over the phone or through a paper application. Currently, the experience within the Bay Area and beyond has shown that the quality of both phone-based and in-person assessments can vary substantially based on the evaluator's training/background, methodology, questions, etc. This is discussed in greater detail in subsequent sections.

Within the Bay Area, some agencies rely only on a paper-based application to determine eligibility, which applicants either mail in or drop off at the transit agency. Other agencies conduct phone or in-person interviews in addition to applications. Still others follow-up phone or in-person interviews with a transit skills assessment (also known as a "functional assessment") that evaluates an applicant's ability to use the fixed-route system.

Pre-COVID, a substantial proportion of agencies used in-person assessments, either "interviews only" or "interviews plus functional assessments as needed." A slightly smaller proportion used paper-based assessments with the option of follow-up interviews.

Agencies such as SamTrans, County Connection, SFMTA, East Bay Paratransit, Santa Rosa CityBus, Petaluma Transit and the Solano County Operators required in-person assessments pre-COVID, but all relied on phone interviews during the pandemic. Most of these agencies gradually reinstituted in-person assessments during 2022.

Marin Access (representing Golden Gate Transit and Marin Transit) noted political support for a relatively open eligibility process due to the lack of funding constraints within their paratransit program. Both Marin Access and Union City Transit have never conducted in-person evaluations and believe that the benefits do not justify the cost. However, Marin Access indicated that more than half the applications require phone interview follow-ups to clarify information submitted by the applicant. VTA's board of directors does not support in-person evaluations, even though the contractor for the agency is almost fully set up to conduct these assessments. Napa Valley Transportation Authority (NVTA) is open to in-person evaluations if the process costs were to be mitigated by a regional eligibility model. Tri Delta Transit at the time of the interviews was conducting in-person interviews on a very limited basis. WestCAT automatically confirms all applicants as eligible if they submit all the required information.

## Eligibility Levels

Paratransit applicants are granted different eligibility determinations based on the extent to which the applicant's disability impacts their ability to ride the fixed-route system. The following table provides definitions for each of the four potential eligibility determinations.

**Table 2 Eligibility Level Definitions**

| Eligibility Level | Definition |
|---|---|
| Unconditional[3] | The rider's disability prevents them from using the fixed-route service under any circumstances, regardless of weather, distance to the stop, etc. |
| Conditional | The rider can be reasonably expected to make some trips on the fixed-route service, whereas paratransit will be required for other trips. |
| Denied | Applicant is ineligible to use ADA paratransit service as they are able to use fixed-route service independently. Applicant can reapply at any time. |
| Incomplete | Application reviewed by the agency and found to be incomplete, returned to the applicant for completion. |

## Use of Eligibility Conditions

One of the key measures of an effective eligibility program is the ability to make conditional eligibility determinations and to have the reservationist staff capability to apply those conditions to trip requests. While there are model agencies throughout the U.S. that routinely apply conditions, most systems nationwide have not implemented this eligibility category because of the perception that implementation is expensive and complicated.

While almost all Bay Area agencies use the conditional eligibility category, only three reported application of eligibility conditions: SamTrans, Sonoma County Transit and Petaluma Transit. However, Petaluma Transit indicated that since they have transitioned from in-person contracted evaluations to an in-house, paper application-based model, the percentage of eligibility conditions has declined. VTA and County Connection have chosen not to apply eligibility conditions due to lack of training of scheduling staff, which is a significant issue for many agencies due to salary and skill levels of most reservationists. Marin Access has not ruled out the possibility of applying eligibility conditions but noted the high training costs needed to implement this change.



## Eligibility Term

The RED currently defines ADA paratransit eligibility terms as follows:

**Table 3 RED Eligibility Term Definitions**

| RED Eligibility Term | Definition |
|---|---|
| Permanent | Three years[4] of eligibility followed by full recertification process |
| Temporary | Up to one year of eligibility followed by full recertification process |

[3] Also known as "full" eligibility.
[4] The RED default for Permanent eligibility was updated from three to five years on February 1, 2024.

| | |
|---|---|
| Auto-renewal | Three years of eligibility followed by abbreviated recertification process (also known as auto-recertification, simplified or expedited recertification), typically used for riders with permanent disabilities |

## Recertification and Permanent Eligibility

Importantly, the "permanent" status does not actually grant riders with permanent eligibility. Rather, the permanent status grants riders with an extended term of eligibility (in this case, three years) before having to go through the full recertification process. By contrast, the "auto-renewal" status is an approach that has been identified as an important benefit to some members of the disability community, particularly those who have permanent disabilities.

Under the auto-renewal process, agencies use information gathered about the rider's disability during the initial application process or subsequent recertification where evaluators indicate that the applicant's inability to ride fixed-route transit is unlikely to change. They would therefore not be required to participate in a full recertification process when their eligibility expires. This reduces the burden associated with a full follow-up application recertification process for both riders and agency staff.

Agencies have different ways of handling this auto-renewal process but generally a short form or postcard is sent to riders asking for an update of contact information, changes in mobility, changes in disability and any changes in mobility devices used.

**Table 4 Agencies that Grant Auto-Renewal Eligibility During Initial Assessment**

| Agency | Grant Auto-Renewal Eligibility During Initial Assessment |
|---|---|
| County Connection | Yes |
| East Bay Paratransit | Yes |
| Livermore Amador Valley Transit Authority (LAVTA) | Yes |
| Marin Transit / Golden Gate Transit (Marin Access) | Yes |
| Napa Valley Transportation Authority (NVTA) | No |
| Petaluma Transit | Yes |
| SamTrans | Yes |
| San Francisco Municipal Transportation Agency (SFMTA) | No |
| Santa Clara Valley Transportation Authority (VTA) | No |
| Santa Rosa CityBus | Yes |
| Solano County Operators | No |
| Sonoma County Transit | Yes |
| Tri Delta Transit | Yes |
| Union City Transit | Yes |
| WestCAT | Yes |

Nine agencies allow for an auto-renewal eligibility designation during their initial assessment. East Bay Paratransit, NVTA and the Solano County Operators provide auto-renewal eligibility by an abbreviated short form for the eligibility recertification process. Marin Access relies on a professional verification form[5] to determine auto-renewal eligibility. SFMTA grants permanent eligibility to all customers who use group van agency services.[6] County Connection does not provide auto-renewal eligibility during the initial assessment but plans to initiate this approach shortly. SamTrans offered "renew by mail" eligibility during the initial assessment pre-pandemic.

**Table 5 Permanent Eligibility Rate**

| Agency | Permanent Eligibility Rate |
|---|---|
| County Connection | 97% |
| East Bay Paratransit | 80% |
| Livermore Amador Valley Transit Authority (LAVTA) | 5% |
| Marin Transit / Golden Gate Transit (Marin Access) | 90% |
| Napa Valley Transportation Authority (NVTA) | 46% |
| Petaluma Transit | 40% |
| SamTrans | 20% |
| San Francisco Municipal Transportation Agency (SFMTA) | 5% |
| Santa Clara Valley Transportation Authority (VTA) | 0% |
| Santa Rosa CityBus | 38% |
| Solano County Operators | 22% |
| Sonoma County Transit | 0% |
| Tri Delta Transit | 95% |
| Union City Transit | Unable to provide |
| WestCAT | 100% |

## In-House Staff vs. Contractor Evaluations

Seven agencies conduct eligibility evaluations using in-house staff. Of these agencies, Petaluma Transit and Union City Transit reported that their staff are required to enroll in National Transit Institute (NTI) ADA paratransit eligibility training. The NTI training is also used by other agencies but not as a staff requirement. It should be noted that during the past three years NTI class offerings have been significantly scaled back. LAVTA previously externally contracted eligibility evaluations pre-pandemic but now conducts evaluations in-house. WestCAT and Sonoma County Transit indicated that their in-house evaluators had no formal training apart from on-the-job training.

Eight agencies use contractors to determine eligibility. East Bay Paratransit requires contracted certification analysts to attend NTI training. The five national eligibility vendors who have active contracts in the Bay Area are CARE Evaluators, Medical Transportation Management (MTM), Transdev, ADA Ride and Paratransit, Inc.

[5] A professional verification of functional disability requires the applicant's treating professional to fill out information on the applicant's disability, date of onset, medications used, side effects, etc.
[6] SF Paratransit Group Van offers pre-scheduled, door-to-door van service to groups of ADA-eligible riders attending specific agency programs such as Adult Day Health Care, senior centers, or workplaces.

**Table 6 Conducting Evaluations: In-House vs. Contractor**

| Agency | In-House vs. Contractor Evaluations |
|---|---|
| County Connection | In-house |
| East Bay Paratransit | Contractor (Transdev) |
| Livermore Amador Valley Transit Authority (LAVTA) | In-house |
| Marin Transit / Golden Gate Transit (Marin Access) | Contractor (Transdev) |
| Napa Valley Transportation Authority (NVTA) | Contractor (ADA Ride) |
| Petaluma Transit | In-house |
| SamTrans | Contractor (MTM) |
| San Francisco Municipal Transportation Agency (SFMTA) | Contractor (Transdev) |
| Santa Clara Valley Transportation Authority (VTA) | Contractor (Transdev) |
| Santa Rosa CityBus | Contractor (CARE) |
| Solano County Operators | Contractor (Paratransit, Inc.) |
| Sonoma County Transit | In-house |
| Tri Delta Transit | In-house |
| Union City Transit | In-house |
| WestCAT | Contractor (MV Transportation) |

## Training for Personnel Conducting Evaluations

The skill levels and training of eligibility evaluators significantly impacts their ability to reliably conduct accurate eligibility determinations. The Easter Seals Project ACTION manual and training program that has served as the gold standard for eligibility models in the U.S. for the past twenty years recommends that occupational and physical therapists (OTs and PTs) generally have the best skills for determining applicants' ability to ride fixed-route transit. However, in practice, the personal familiarity of many OTs and PTs with the public transit options in their area cannot necessarily be assumed, as they are no more likely to be regular transit riders than the general public. Additionally, due to the costs associated with hiring and retaining these professionals and periods in which there are a lack of available candidates for evaluation, OTs and PTs are generally used to conduct evaluations only in larger and medium sized U.S. transit agencies. Many smaller agencies rely on training that has been provided periodically by programs like NTI and staff without postsecondary educational backgrounds.

Bay Area transit agencies reported extremely limited use of OTs and PTs in their eligibility programs (only one agency), including those conducted by contractors. Some agencies indicated that their evaluators had participated in the NTI trainings and others that their evaluators had only received on-the-job training, usually from their predecessors. In some instances, eligibility determinations are conducted by clerical staff who have no training in disability- or rehabilitation-related fields. This common issue demonstrates that eligibility training is hard to find.

## Integration of the Eligibility Process into Mobility Management Function

Mobility management is a strategic, cost-effective framework in which services and best practices are developed for connecting people with transportation needs to resources that can accommodate those needs. Its focus is the person — the individual with specific needs — rather than a particular transportation mode. Through partnerships with transportation service providers, mobility management enables individuals to use a cost-efficient travel method that is appropriate for their situation and trip.

In recent years, many U.S. transit agencies have shifted towards a more holistic approach to serving the mobility needs of the public. As part of this trend, the concept of mobility management has evolved, which encourages and supports the consumer to make use of all public transportation resources in their community, not just ADA paratransit service. This holistic approach is also recommended in MTC's Coordinated Public Transit-Human Service Transportation Plan.[7] The additional transportation resources, including travel training, community shuttles, taxis and ride hailing companies could potentially meet some of the mobility needs of people with disabilities. Some agencies have integrated the paratransit eligibility function into their mobility management structure to broaden mode choices for individuals seeking paratransit eligibility.

Seven Bay Area agencies reported having no plans to integrate the eligibility function into a broader mobility management framework. Many others have either explicitly folded eligibility into mobility management or ensure that customers are made aware of the other mobility services available in their area as part of their eligibility process.

SFMTA, County Connection, Marin Access and LAVTA have all integrated the eligibility function into a larger mobility management structure to varying degrees. East Bay Paratransit provides a resource list to applicants during their evaluation process and are considering developing an in-house travel training program. While VTA is still in the early stages of creating a mobility management function, they do refer customers to volunteer driver programs. Other agencies reported that they refer to other program offerings as part of their eligibility process (e.g., NVTA staff inform applicants about their shared vehicle program). SamTrans has a mobility management function that is not linked directly to the eligibility process, but evaluators do offer travel training referrals. Tri Delta Transit does not currently plan to integrate the eligibility function into a mobility management function but may change direction under new management and to further the countywide mobility management plan.

**Table 7 Mobility Management Functions Integrated into Eligibility Process**

| Agency | Mobility Management Functions Integrated into Eligibility Process |
|---|---|
| County Connection | Already integrates the eligibility process into a mobility management function |
| East Bay Paratransit | Provides information and some referrals to other mobility options; Does not work directly with other agencies |
| Livermore Amador Valley Transit Authority (LAVTA) | Already integrates the eligibility process into a mobility management function |
| Marin Transit / Golden Gate Transit (Marin Access) | Already integrates the eligibility process into a mobility management function |
| Napa Valley Transportation Authority (NVTA) | Promotes reduced taxi fare and transit ambassador programs as part of eligibility process |
| Petaluma Transit | Open to having a mobility manager assist with assessments, travel training and outreach |
| SamTrans | Offers transit training referrals; Has mobility management function that is not directly related to eligibility process |



[7] www.mtc.ca.gov/coordinatedplan

| Agency | Mobility Management Functions Integrated into Eligibility Process |
|---|---|
| San Francisco Municipal Transportation Agency (SFMTA) | Already integrates the eligibility process into a mobility management function |
| Santa Clara Valley Transportation Authority (VTA) | Refers riders to volunteer programs; Promotes Regional Transportation Connection Clipper Access program |
| Santa Rosa CityBus | No plans to integrate eligibility process into a mobility management function |
| Solano County Operators | No plans to integrate eligibility process into a mobility management function |
| Sonoma County Transit | No plans to integrate eligibility process into a mobility management function |
| Tri Delta Transit | May integrate eligibility process into mobility management function under new leadership |
| Union City Transit | No plans to integrate eligibility process into a mobility management function |
| WestCAT | No plans to integrate eligibility process into a mobility management function |

## Eligibility Costs

The information in the tables below provides the costs of the eligibility process within each transit agency and the costs per individual assessment. The cost per individual assessment is calculated by dividing the overall eligibility process cost by the number of completed assessments. Eligibility costs can be calculated differently across agencies, but generally they include staff time needed for administrative tasks (including contract oversight), reviewing applications, conducting interviews and transit skills assessments, professional follow-ups and writing up reports and correspondence. They generally do not include the capital costs of the assessment facility or development of marketing materials, although these are sometimes included in the eligibility vendor’s scope where this function is contracted out.

In reviewing and comparing the costs documented below, transportation costs to and from assessment facilities is one substantive cost that has not been included for those conducting in-person assessments. This is due to the inconsistency with which transportation costs are reflected in the costs provided by transit agencies. While the omission of transportation costs to and from assessment facilities facilitatates an apples-to-apples comparison across agencies, a more complete analysis of in-person assessments must include these costs.

**Table 8 Annual Assessment Costs Per Applicant and Eligibility Process Costs**

| Agency | Number of Annual Assessments | Cost per Assessment | Total Annual Cost of Eligibility Process |
|---|---|---|---|
| County Connection | 1,198 | $192 | $230,000 |
| East Bay Paratransit | 5,914 | $70 | $414,000 |
| Livermore Amador Valley Transit Authority (LAVTA) | 300 | $67 | $19,500 |
| Marin Transit / Golden Gate Transit (Marin Access) | N/A | Unable to provide | $75,000 |

| | | | |
|---|---|---|---|
| Napa Valley Transportation Authority (NVTA) | N/A | $240 | Unable to provide |
| Petaluma Transit | 350 | $200 | $70,000 |
| SamTrans | 2,368 | $231 | $547,000 |
| San Francisco Municipal Transportation Agency (SFMTA) | 5,827 | $162 | $944,000 |
| Santa Clara Valley Transportation Authority (VTA) | 4,872 | $195 | $950,000 |
| Santa Rosa CityBus | 228 | $334 | $76,000 |
| Solano County Operators | 1,768 | $164 | $290,000 |
| Sonoma County Transit | 200 | $150 | $30,000 |
| Tri Delta Transit | 200 | $150 | $30,000 |
| Union City Transit | Unable to provide | Unable to provide | Unable to provide |
| WestCAT | 175 | $163 | $28,525 |

*Note: These figures exclude transportation costs to and from assessment facilities.*

Costs per individual assessment ranged from $70 for East Bay Paratransit to $344 for Santa Rosa CityBus. Per assessment costs at Santa Rosa CityBus and other contracting agencies have grown considerably since the onset of the pandemic due to high fixed costs being spread across a reduced volume of applications. VTA's eligibility contract is largely set up to cover the cost of staff that would be required to conduct in-person interviews. However, as of September 2023, the current model relies exclusively on phone interviews. As a result, the cost per phone assessment is almost as high as would be the case if the agency were conducting in-person interviews since these are largely driven by labor costs.

It should be noted that some of these costs were much higher pre-COVID when contractors were providing in-person assessments rather than phone interviews (e.g., Solano County Operators paid their contractor $397.65 for in-person assessments, in contrast to $164 for phone interviews).

Table 8 provides the range of costs for eligibility processes within each agency, both contracted costs and in-house costs, based on information provided in the stakeholder interviews. The total annual cost of eligibility processes ranged from $30,000 in Sonoma County to nearly $950,000 at VTA. As noted above, these do not include the considerable costs of providing transportation to and from in-person assessments.



## Appeals Models

Transit agencies are required by the ADA to create an appeals procedure that allows applicants who have been granted any determination other than "unconditional" to have their eligibility determination subject to additional review.

**Table 9 Appeals Models by Agency**

| Agency | Appeals Model |
|---|---|
| County Connection | Agency Committee |
| East Bay Paratransit | Agency Committee |
| Livermore Amador Valley Transit Authority (LAVTA) | Referral to Executive Director |
| Marin Transit / Golden Gate Transit (Marin Access) | Agency Committee |
| Napa Valley Transportation Authority (NVTA) | Referral to Executive Director |
| Petaluma Transit | Agency Committee |

| | |
|---|---|
| SamTrans | Agency Committee |
| San Francisco Municipal Transportation Agency (SFMTA) | Agency Committee |
| Santa Clara Valley Transportation Authority (VTA) | Agency Committee |
| Santa Rosa CityBus | Agency Committee |
| Solano County Operators | Agency Committee |
| Sonoma County Transit | Agency Committee |
| TriDelta Transit | Agency Committee |
| Union City Transit | Referral to General Manager |
| WestCAT | Agency Committee |

The appeals process of ten agencies is the responsibility of an agency-based committee made up of medical professionals, transit agency representatives and paratransit registrants. Many agencies conduct an administrative review of the appeal before referring to an appeals panel. For example, VTA uses a two-level appeals process that includes an administrative level of appeal conducted in-house, then an appeals committee made up of VTA managers. Instead of consulting a committee, NVTA evaluation staff refer appeals to the Executive Director.

Four agencies do not have a documented appeals process. LAVTA has historically overturned conditional eligibility determinations in favor of the applicant upon appeal. Several agencies have had few appeals processed in recent years. Marin Access and Petaluma Transit reported not having received an appeal since 2018.

### Other Suggestions and Observations by Transit Agency Staff

As part of the interview process with agency staff throughout the Bay Area, some offered the following additional suggestions for consideration in the development of eligibility process recommendations:

- For any recommended eligibility model changes, it is important to consider the implementation timeline as it relates to current eligibility contracts, as it can take up to 12 months to complete a contract process.
- The cost of the eligibility function (in funding, staff resources, etc.) impacts processes and outcomes. While transit agencies may be big, accessible services departments tend to be small, and some can afford robust contractor support while others cannot.
- ADA paratransit programs typically consume an outsized proportion of transit agency's operating budget while only accounting for a small percent of the agency's ridership. Therefore, improving the efficiency of the paratransit program can help maximize scarce resources. However, the development of a sophisticated eligibility process within a high-quality mobility management framework requires bold action and investment. The importance of decision-maker and executive management level support cannot be overstated.

## Lessons Learned from Elsewhere in the U.S.

Over the course of more than thirty years since the passage of the Americans with Disabilities Act (ADA), numerous studies and reports have documented best practices in the field of paratransit eligibility certification programs, although at this point most are at least a decade old. The first document, which remains the gold standard for best practices in the field, is the Paratransit Eligibility Manual published by Easter Seals Project ACTION (ESPA). Although it was published in 2003 (and updated in 2014 by the National Aging and Disability Transportation Center https://www.nadtc.org/wpcontent/uploads/NADTC-Determining-ADA-Paratransit-Eligibility.pdf), this manual has been used by a significant portion of paratransit evaluators around the country since the time of publication.

In addition to chapter 9 of the Federal Transit Administration's Circular 4710.1, Guidance on the ADA[8], several substantial and well-researched reports documenting best practices and guidance for determining ADA paratransit have been published. It should be noted that these resources were developed as best practices, in some cases, almost 15 years ago. The fact that there are not newer resources available indicates that ADA paratransit has not changed or progressed since its inception. Still, the following resources should be considered as Bay Area agencies consider changing eligibility practices:

- Topic Guides on ADA Transportation, Topic Guide 3: ADA Paratransit Eligibility; DREDF, TranSystems and the Federal Transit Administration, 2010
- TCRP Synthesis 116: Practices for Establishing ADA Paratransit Eligibility Assessment Facilities, TRB, 2015
- TCRP #163: Strategy Guide to Enable and Promote the Use of Fixed-route Transit by People with Disabilities, TRB, 2013

It should be noted that the extracts highlighted below range from information considered more basic to many in the industry, to recommendations of eligibility best practices that are more nuanced.

The highlights of best practices documented below are followed by summaries of interviews with four well-known ADA paratransit eligibility programs outside of the Bay Area. These include:

- San Diego MST
- Capital Metro (Austin, TX)
- Chicago RTA
- King County Metro (Seattle, WA)

King County is the only ADA paratransit program included here that serves rural communities in addition to urban and suburban areas.

## Topic Guides on ADA Transportation, Topic Guide 3: ADA Paratransit Eligibility (2010)

### Strictly limit eligibility using best practices in the transit industry

- This is intended to prevent transit agencies from conferring ADA paratransit rights on large sections of the general public who do not require paratransit service due to the cost implications and inevitable decline in the quality of service if non-eligible riders used the service.

- A program that strictly limits eligibility without utilizing best industry practices risks denying access to people who have a civil right to ADA paratransit service.

### Base eligibility decisions on the applicant's most limiting condition

- The transit agency should consider an applicant's potential travel during all seasons throughout the entire region, not only near the home or workplace.

[8] U.S. Department of Transportation. Federal Transit Administration. FTA C 4710.1 (November 4, 2015).

- Secondary conditions, such as disorientation, fatigue and difficulties with balance, should be considered, as well as variable conditions, such as multiple sclerosis, which may change the applicant's ability to travel at different times.
- Staff proficient in assessing functional ability to use the fixed-route service and evaluating barriers to travel should conduct eligibility and route assessments.

### Develop and use a comprehensive skills list

To correctly assess eligibility, a transit agency must consider:

- The individual's functional ability
- The accessibility of the transit system, and its stations and stops
- The impact of architectural barriers including streets and intersections, lack of sidewalks and poor sidewalks, lack of curb ramps and poor curb ramps
- Specific local environmental conditions, such as the climate

## TCRP Synthesis 116: Practices for Establishing ADA Paratransit (2015)

### Eligibility assessment facilities

This report examines the state of the practice in implementing and conducting determinations of ADA paratransit eligibility. It looks at the various processes, facilities, equipment and tools used by transit agencies that include in-person interviews and functional assessments.

The following table presents a portion of the agencies that were included in the study. As is evident by the population size of the service areas, most of the agencies using eligibility assessment facilities for in-person assessments serve medium to large systems (only three are in locations with populations under 400,000). However, in the eight years since the survey was conducted, increasing numbers of small to medium size cities have introduced in-person eligibility assessments.

**Table 10 Eligibility Outcomes for Agencies with Eligibility Assessment Facilities**

| Transit Agency, City, State | Area Population (2012) | Applications per Year |
|---|---|---|
| Anchorage Public Transportation Department, Anchorage, AK (Muni) | 245,069 | 797 |
| Corpus Christi Regional Transit Authority, Corpus Christi, TX (CCRTA) | 342,412 | 927 |
| Spokane Transit Authority, Spokane, WA (STA) | 394,120 | 1,818 |
| Pierce County Public Transportation Benefit Area, Tacoma, WA (Pierce) | 557,069 | 3,233 |
| San Mateo County Transit District, San Carlos, CA (SamTrans) | 737,100 | 2,888 |
| Jacksonville Transportation Authority, Jacksonville, FL (OTA) | 838,815 | 1,209 |
| Department of Transportation Services, Honolulu, HI (DTS) | 953,207 | 4,629 |
| Capital Metropolitan Transit Authority, Austin, TX (CMTA) | 1,023,135 | 3,029 |
| Central Ohio Transit Authority, Columbus, OH (COTA) | 1,081,405 | 2,056 |

| | | |
|---|---|---|
| Port Authority of Allegheny County, Pittsburgh, PA (ACCESS) | 1,415,244 | 725 |
| Tri-County Metropolitan Transportation District, Portland, OR (TriMet) | 1,469,790 | 3,338 |
| Nashville Metropolitan Transit Authority, Nashville, TN | 1,583,115 | 1,132 |
| Broward County Transit, Ft. Lauderdale, FL | 1,780,172 | 5,358 |
| Regional Transportation Commission of S. Nevada, Las Vegas, NV | 1,886,011 | 5,560 |
| King County Metro, Seattle, WA | 1,957,000 | 6,122 |
| Utah Transit Authority, Salt Lake City, UT | 2,165,290 | 1,161 |
| Metro Mobility, Minneapolis, MN | 2,314,701 | 8,612 |
| Dallas Area Rapid Transit, Dallas, TX | 2,423,480 | 3,732 |
| Orange County, Transportation Authority, Orange, CA | 3,014,923 | 7,871 |
| Southeastern Pennsylvania Transportation Authority, Philadelphia, PA | 3,320,234 | 6,295 |
| Valley Metro, Phoenix, AZ | 3,629,114 | 4,753 |
| Massachusetts Bay Transportation Authority, Boston, MA | 4,181,019 | 11,114 |
| Regional Transportation Authority (RTA), Chicago, IL | 6,133,037 | 15,960 |
| Access Services, Inc., Los Angeles, CA | 11,638,106 | 39,483 |

Fourteen of the 24 transit agencies listed above own or lease the facilities used for making eligibility determinations. Contractors provide the facilities at the other 10 agencies. The size of the facilities ranges from 702 square feet to 19,500 square feet. The average size is 7,884 square feet for processes that relied more heavily on indoor simulations and props. Where assessments are done mainly outdoors, facilities average 2,538 square feet. Others use elaborate indoor facilities, which are designed to simulate travel in the community. Ramps of various slopes are used to simulate hills and mock-ups of street crossings and traffic controls are often included. Full-sized, fixed-route buses with lifts or ramps along with mock-ups of buses are also often included within the facility. Curbs, curb ramps and rough or unstable surfaces (e.g., simulated broken/uneven pavement, artificial grass, gravel, loose dirt and sand) can also be used along the indoor walk.

Easter Seals Project ACTION (ESPA) guidance is also widely used to design outdoor assessment routes. Such routes are typically up to 0.5 mile (2,640 ft) in length; include pathways with curbs, curb ramps, varied surfaces, slopes, and cross-slopes; and uncontrolled as well as controlled intersections.

Besides the specific design of indoor and outdoor routes and props used for functional assessments, the case examples also identified important facility design considerations, including:

- Adequately sized waiting areas for applicants, as well as other individuals attending the interviews and assessments.
- Adequately sized pickup and drop-off areas for applicants arriving by paratransit.
- The maintenance of privacy in areas where interviews and assessments are conducted.
- Multiple elevators if facilities are in shared buildings.

The case examples revealed that public involvement is important if eligibility determination processes are changed to include in-person interviews and functional assessments. Public input is also important in facility design.

Several agencies noted that well designed and equipped facilities helped them build public confidence in the overall eligibility determination process.

Most agencies used a single eligibility determination facility. Two agencies—RTA and SEPTA—indicated multiple facilities. SEPTA has three facilities that serve its four-county service area and RTA has five facilities that serve a large six county area (administrative offices are located at one facility and other facilities are used just for interviews and assessments).

The following table illustrates the components for each step of the eligibility process used in the survey sample, pre-COVID, and may be indicators of the eligibility models paratransit systems could resume post-COVID.

**Table 11 Types of Information and Processes Used to Make ADA Paratransit Eligibility Determinations, 2012 Survey of Transit Agencies**

| Sources of Information | Total | % of Total Respondents |
|---|---|---|
| Paper applications completed by applicants or others on their behalf | 115 | 91% |
| Information from professionals familiar with applicants | 95 | 75% |
| In-person interviews of all applicants | 37 | 29% |
| In-person interviews of some applicants | 28 | 22% |
| In-person functional assessments of all applicants | 18 | 14% |
| In-person functional assessments of some applicants | 33 | 26% |
| Other | 13 | 10% |
| Total Respondents | 127 | |

The following table describes eligibility outcomes using different models. The report states: "The literature suggests that processes that use in-person interviews and functional assessments have more thorough and accurate eligibility determination outcomes than processes that rely solely on paper applications and/or information from professionals familiar with applicants."

**Table 12 Reported ADA Paratransit Eligibility Determination Outcomes for Paper vs. In-Person Determination Processes**

| Type of Process | Unconditional Determination | Conditional Determination | Temporary Determination | Not Eligible Determination |
|---|---|---|---|---|
| Paper Applications with Professional Verification | 88% | 11% | 1% | 7% |
| In-Person Interviews and Functional Assessments | 63% | 28% | 9% | 7% |

Finally, the report also suggests that with more thorough determinations, particularly better identification of specific and measurable conditions of eligibility, it is possible to implement trip-by-trip eligibility (determining if certain trips requested by conditionally eligible riders can be made by fixed-route transit).

- A review of trip-by-trip eligibility determinations by King County Metro in Seattle, WA found that about 7.5% of trips by conditionally eligible riders are made on fixed-route transit rather than ADA paratransit.

- A review of trip eligibility by ACCESS in Pittsburgh, PA found that 15% of trips by conditionally eligible riders are made on fixed-route transit rather than on ADA paratransit.

### Lessons learned from case studies

- Transit agency staff noted that the agencies were generally pleased with the change they had made from a paper application process to in-person interviews and functional assessments.
- Staff also indicated that riders and their communities were largely accepting of the new process and facilities.
- Several noted that thorough public involvement was critical for gaining public acceptance of the new process.
- Several transit agencies noted that well-designed assessment facilities helped with public acceptance and confidence in the process.
- It was also noted that including an in-person element to the process helps with educating the public about the nature of ADA paratransit services. During interviews, eligibility staff can discuss service policies and answer any questions that applicants may have.
- Transit agencies reported the following logistical and design issues:
    - Having adequate waiting room space
    - Having adequate space for vehicles to drop off and pick up applicants
    - Having multiple elevators if the assessment center is in a shared office building
    - Ensuring and independently verifying the accessibility of any buildings that house the eligibility program
    - Verifying the accessibility of restrooms
    - Locating restrooms close to the interview and assessment areas
    - Maintaining confidentiality by separating administrative offices, interview rooms and waiting areas from areas where functional assessments are conducted
    - Having separate waiting areas, if possible, for arriving applicants and applicants who have completed the process and are waiting for return rides
    - Allowing some down time for the unexpected, including longer than expected interviews, additional assessments not initially anticipated, issues with transportation and other such incidents
    - Cross training staff to help with workflow and to better manage a dynamic process
- The thoroughness of outcomes is generally considered to be related to the percentage of applicants found conditionally eligible.
- The thoroughness of determination outcomes likely depends most on the skills of the staff conducting assessments.

## TCRP #163: Strategy Guide to Enable and Promote the Use of Fixed-Route Transit by People with Disabilities (2013)

The research indicates that doing thorough ADA paratransit eligibility can assist riders with disabilities in identifying travel options beyond ADA paratransit. Implementing a more thorough eligibility determination process and trip-by-trip eligibility determinations can, however, be costly and require considerable work. Extensive community input is needed when changing the eligibility determination process. Creating transportation assessment centers and including in-person interviews and functional assessments as part of the process can also be costly and require a significant initial investment.

- On-street reviews of pathway accessibility must be conducted.
- Software must be customized or created to store trip eligibility decisions so that ADA paratransit reservationists and schedulers have the information they need to quickly determine if trips that are requested should be scheduled.
- Procedures need to be developed and implemented to allow reservationists and schedulers to easily make decisions related to factors that vary from day to day (such as the weather or time of day) and cannot be pre-determined.

If done correctly, and with public input, more thorough eligibility determinations and trip-by-trip eligibility can have significant benefits that outweigh these initial and ongoing costs. Transit agencies that have successfully implemented more thorough ADA paratransit eligibility determination processes noted several important implementation issues:

- Developing a range of accessible transportation services and options for riders with disabilities.
- Holding extensive discussions with the community to obtain support prior to implementation.
- Stressing that the application process is not just about eligibility for the ADA paratransit service but is also to identify all the accessible transportation options that can assist individuals with meeting their travel needs.
- Taking every opportunity throughout the process to inform individuals about all accessible transportation services, including sending this information with application materials, telephone follow-ups when applications are received and discussing transportation options during in-person interviews.
- Including in-person interviews and functional assessments in the process so that conditions of eligibility can be accurately and thoroughly determined.
- Setting measurable and specific conditions of eligibility so that they can be applied to trip requests.
- Not relying on determination letters to communicate conditions of eligibility, but rather following up by phone with individuals determined conditionally eligible to explain their conditions and to answer any questions they may have.
- Conducting detailed on-street assessments to identify path-of-travel barriers when making trip eligibility decisions.
- Developing and using technology to record pathway and trip eligibility information.
- Customizing existing software or developing supplemental software that can record the results of trip eligibility reviews and automatically apply the results to rider requests so that decisions about trip accessibility do not have to be made by reservationists.
- Developing a database of community accessibility as on-street pathway and trip eligibility reviews are completed and using this to make other trip eligibility decisions more easily in similar areas.
- Contacting people in person to say if a trip is possible on fixed-route transit rather than having them find out when the trip is not accepted by a reservationist.
- Offering to accompany riders on initial fixed-route trips to facilitate a transition from ADA paratransit to fixed-route transit.
- Having a travel training program that can assist riders with the transition to fixed-route service.
- Adopting a “convenience fare” that allows riders to still use paratransit for a higher, non-ADA fare when trips are determined as able to be made by fixed-route transit.

## Model ADA Paratransit Eligibility Programs Outside of the Bay Area

To supplement the information provided elsewhere in this document regarding best practices, four paratransit eligibility program managers that are known nationwide for their effective eligibility models and innovative practices were interviewed. Following is a description of each program, including lessons learned that could be relevant to the Bay Area.

### Chicago RTA

*Known for integration of eligibility process and robust travel training program, interview with Michael VanDekreke, Director of Mobility Services Department (which includes both eligibility and travel training).*

#### *Eligibility*

Prior to the pandemic, RTA conducted in-person assessments for all applicants, including those who were recertifying. Applicants were not required to submit the application form in advance but brought the completed forms to their interviews.

During the pandemic, RTA used a paper application, and if something was unclear on the form, staff would conduct a phone interview.

For recertifications, staff would only call if they identified changes since the previous assessment or if there was conflicting information reported in the application. The agency found that, for the most part, nothing had changed in terms of disability and mobility aid used. RTA used this as an opportunity to revise their approach to recertifications in the form of two pilot programs.

Pilot program I – this program was wrapping up at the time of the interview and was considered successful. Under this program, in-person assessments are only conducted for new applicants and "re-applicants" (i.e., those who have been eligible in the past but failed to renew their eligibility). Recertifying applicants are required to complete a full application and mail it into the RTA. If there have been any changes since the previous application, applicants are required to come in for an assessment, but this occurs on a limited basis. Based on the agency's experience during COVID, they believe that they have not compromised the accuracy of assessments and have seen significant expense savings.

Pilot program II – this program was planned for implementation in January 2023. When new or reapplicants call to apply, they will be scheduled to come in for an in-person interview and assessment. For recertifying applicants, staff will conduct a 30-minute customized phone interview based on the previous assessment's findings. If there have been significant changes, applicants will be required to come in for an assessment. One of the goals of this pilot is for the program to become paperless, so the paper application will no longer be used. Staff have found that, in the past, some applicants self-selected not to proceed with applying once they saw the application form. RTA will closely monitor if not providing a paper application in advance will impact the drop-off rate, thus driving up demand for appointments and increase the not-eligible rate as a result.

In-person assessments are conducted by professionals with a bachelor's degree who have a social service, psychology or related background and have worked in the disability field.

#### *Travel training*

Prior to the pandemic, RTA had four travel trainers and one Orientation and Mobility Specialist on staff. Now, the eligibility contractor, Transdev, also conducts travel training using the same number of staff.

They are having challenges hiring an O+M Specialist as these professionals can receive a much higher salary working for Veterans Administration hospitals.

In 2019, RTA trained 264 individuals and routinely had a waitlist. The travel training program is highly customized to meet the needs of trainees. Approximately 20% of trainees are referred through the eligibility process, but the majority are recruited through mobility outreach to various social service agencies.

To promote the travel training program, even before individuals have begun the application process, applicants are prompted to seek information about riding fixed-route while calling in to the transit agency phone system. Staff also send out a travel training brochure with every application packet and educate applicants in the interview that they will not lose their eligibility if they ride fixed-route. If anyone expresses interest, staff immediately contacts them and “talks up” the program.

### *Lessons Learned*

RTA’s emphasis on educating applicants about fixed-route and other options has been very effective in managing the volume of eligibility applications. Forty percent of individuals who contact the agency with the intention of applying for paratransit ultimately decide not to follow through with the process. In a comprehensive study conducted in 2011, a detailed examination of the drop-off rate at each step of the process confirmed that this reflected well-informed choices by members of the public. As a result, the individuals who follow through to the end of the process are very likely to be found fully eligible.

The report states: “While the RTA process finds only 1-2% of applicants Not Eligible, it is the opinion of the review team that this is not a sign of laxness in the process, but of direct and indirect screening of applicants at the front end and applicant self-selection out of the process.”

## San Diego MTS

*Known for innovative approach to eligibility assessments during COVID, interview with Jay Washburn, Manager of Paratransit and Minibus*

### *Current eligibility practice*

MTS requests that applicants submit their applications before scheduling the interview. The application includes a professional verification form. The request to submit is not mandatory, but most applicants do comply, and this is considered an important approach to ensuring the effectiveness of the interview as the assessor has a chance to review the contents and customize the interview accordingly.

The eligibility process is fully the responsibility of a contractor; however, MTS reviews their eligibility recommendations before making a final determination. As stated previously, the process is limited to an interview with no functional assessments. However, assessors do observe the applicant as they navigate the slope accessing the eligibility facility. They also observe applicants’ speed of ambulation, their ability to sit, stand and follow directions given to get to the room. The agency is considering complete functional assessments for the future, but they have not been ready to progress to that level since moving from phone to in-person interviews was already a big step.

**Table 13 San Diego MTS Eligibility Outcomes**

| Eligibility Outcome | New Applications | Recertifications |
|---|---|---|
| Unconditional | 65% | 75% |
| Conditional | 21% | 22% |

| | | |
|---|---|---|
| Temporary | 8% | 2% |
| Not Eligible | 2% | Less than 1% |

Eligibility conditions are routinely applied by call-takers. Staff conduct path-of-travel assessments for all trip requests by conditionally eligible riders. MTS ascribes substantial cost savings to the practice because for every paratransit trip denied under these conditions, the agency calculates a savings of an additional eleven trips of the same kind. The MTS representative indicated that unless agencies are going to apply conditions, it's not worth their time and cost to implement thorough in-person assessments. Riders are referred to other services that will meet their needs.

#### *Cost*

Since the contract is based on a flat fee for personnel, the agency is not able to easily determine cost per assessment. This is particularly true considering recent application volume fluctuations. Pre-COVID, the contractor was processing 2,400 applications per annum. For FY 21/22, the number was 1,700.

#### *Assessment of the Success of the Video Assessment Pilot Program*

During the approximately 10 months prior to resumption of in-person interviews earlier this year, MTS implemented a video assessment pilot program that involved the placement of tablets at the front door of applicants. The applicants were then requested to situate the tablets in a location that allowed the assessor to remotely observe the applicants' ability to ambulate.

The agency indicated that the pilot program had mixed results. Providing tablets to applicants may have been more effective than conducting a phone interview as it allowed assessors to make some visual observations. However, some staff at MTS had concerns about potential liability risks that limited their ability to observe people moving. The agency may decide to resume the program in the future but in a more robust manner that allows for more extensive observations. It should be noted that this model is limited due to lack of information about the applicant's ability to maneuver in the community.

#### *Lessons Learned*

MTS found that when they were conducting telephone interviews, which they found to be of limited effectiveness, they received 4,000 applications annually. Within two years of shifting to in-person interviews, that number dropped to 2,000. MTS believes that this number represents the individuals who are most likely to be eligible and justifies the need for in-person assessments by avoiding unnecessary cost associated with large phone interview volumes and using those funds to provide better service to those who do meet the ADA requirements.

### King County Metro, Seattle

*Known for creating alternative transportation options for people with disabilities and initiating significant pre-application education for over 25 years, interview with Spencer Cotton, ADA Certification Administrator*

King County Metro made a policy decision in the decade after the passage of the ADA to emphasize education of applicants at the first point of contact about the parameters of paratransit service and the availability of the travel training program, which was established in 1994. In recent years, Metro has developed other programs suited to the mobility needs of potential paratransit applicants.

Programs include the Community Access Transportation Program (CAT), which provides transportation services in partnership with jurisdictions and agencies who can provide more direct and less expensive services than ADA paratransit service. Metro also partially funds a system of sixteen community shuttles (Hyde shuttles) and a volunteer transportation program, which primarily serves shorter trips within communities and/or direct trips to medical appointments. As a result of this approach, Access Transportation, the ADA paratransit provider, serves more complicated, lengthier trips. The region's inter-county service requires transfers between different agencies, which are reportedly, "seamless for the customer," who calls their call center, and the schedulers work out the transfer through an inter-agency agreement.

In recent years, Metro has implemented many microtransit options specifically intended to connect people to transit centers in their communities, which can provide a useful alternative for some paratransit trips. In addition, Metro staff help applicants apply for a taxi and community shuttle program, as well as register for the comprehensive Transit Instruction Program (Travel Training).

As a result of the educational approach and availability of alternative services, Metro's Access program has a lower volume of registrants than comparable systems and, prior to the pandemic, that number was declining by 1-2% per annum. In 2007, Metro had over 30,000 registrants. The program currently has 11,400 registrants, representing an over 60% decrease in paratransit registrants in the past fifteen years. The current rate of new and recertifying applications is 424 per month, in contrast to 515 pre-COVID (a 17% decrease). Due to the proactive approach described above, only individuals who cannot ride fixed-route service apply, and the agency has a very low eligibility denial rate.

### *Eligibility Model*

Prior to the pandemic, all applicants were required to participate in an in-person assessment. Applicants were required to get a professional verification form completed as part of their application process. Metro temporarily ceased the in-person requirement for just four months in 2020, following the onset of the pandemic. Metro has resumed in-person assessments for all new applicants, unless they are unable to wear a mask due to a disability, in which case they are granted temporary eligibility. For those who are applying for recertification, a portion of the assessment is required to be conducted in-person.

Although King County is relatively large (over 2,300 square miles), with a significant proportion of rural areas, the agency provides transportation for all applicant assessments. As part of the initial phone call, when rural applicants find out there is no paratransit service in their area, they sometimes choose not to apply.

Metro staff, consisting of seven full-time equivalent employees (FTEs) review applications, contact customers to discuss details of the application on the phone, answer questions on process and talk about alternative options. This phone call can take 5 to 15 minutes. Staff are required to have experience working with people with disabilities.

For nearly three decades Metro has contracted with the Department of Rehabilitation Medicine at Harborview Medical Center, which is the public hospital for the county.

Harborview staff make a recommendation to Metro staff, who combine the evaluation information with the professional verification, application and telephone notes to make an ADA paratransit eligibility determination.

Metro is currently examining the introduction of various digital elements to the process, including allowing customers to go online and request that a form be sent to their health care provider. The goal is to make the process more streamlined for the customer. Implementation is expected to take two years.

### *Use of Conditional Eligibility Category*

Metro staff routinely apply eligibility conditions. One staff person is responsible for a variety of activities to ensure the effective use of the conditional eligibility category. They send follow-up letters to all those found conditionally eligible to explain what this means and offer to have a phone call to discuss alternative options. This staff person monitors trip patterns of conditionally eligible riders, and if they identify a trip that would be accessible on fixed-route, they inform the riders.

### *Cost*

The 2022 contract cost per full assessment was $197 (this includes both physical and cognitive assessments). To ensure the long-term stability of the program, Harborview has a contract through 2030.

### *Lessons Learned*

The agency summed up the reasons for the success of their eligibility program as follows:

- The process of educating people before they apply about available alternative transportation options is built into the paratransit eligibility process in a substantive way.
- The agency provides significant alternative transportation options, as described above.
- It took a long time to get to where they are now, but there has been a steady process of improvement over the past 25 years.

## Capital Metro (CapMetro), Austin

*Known for a hybrid model of in-house staff and eligibility contractor, interview with Sara Sanford, Manager Eligibility & Customer Services.*

Due to significant application backlogs and staff limitations, CapMetro currently requires in-person assessments for only a portion of all new applicants. During the pandemic period (which in terms of alternate assessments, lasted through March 2022) the agency granted presumptive eligibility to all applicants. After the resumption of in-person assessments, many who were granted less than full eligibility are now appealing the new determinations.

Prior to COVID, the agency required all new applicants (in addition to 85% to 90% of those who were recertifying) to come in for an assessment. Applicants were granted four-year eligibility terms, instead of the more common three-year terms of other systems. Exceptions to the in-person requirement for those who were recertifying included those who were unconditionally eligible, those with dementia and wheelchair users. Those subsets of the registrants were sent a one-page form to update their information.

### *Hybrid Model*

CapMetro staff conduct an initial review of all applications and refer about 65% to 70% of those to the contractor to conduct an interview and functional assessment. The qualifications of agency staff responsible for the initial review vary significantly, including professionals with a criminal justice background, a social worker and an individual who has worked with those who have autism. The positions are open to anyone who has experience in social services and health care.

### *Eligibility Registration Base and Outcomes*

Pre-COVID, the eligibility outcomes were as follows:

- 55% to 60% Unconditional
- 35% to 40% Conditional
- 15% Transitional/Temporary (up to two years)
- 3% to 4% Denials

Very few applicants appealed their determinations (until the current period post resumption of in-person assessments).

With a population of 960,000 (2020 Census), Austin has an ADA registration base of just 7,800. The registration base has been growing by about 3% per year, while the population has grown 20% to 30% during this period.

### *Cost per Assessment and Staffing*

The cost per assessment is not available as Cap Metro pays a fixed rate to their vendor to do more than eligibility assessments. This includes safety assessments for those who are registrants to make sure they can ride paratransit safely. The agency and the contractor each have 2 FTEs on staff (the latter being occupational and physical therapists). The contract is based on 1,500 assessments per annum.

### *Conditional Eligibility*

CapMetro routinely applies eligibility conditions. While call center staff apply the "easier" conditions, such as night/day and weather, one FTE is responsible for applying environmental conditions (e.g., distance, terrain, etc.). In this capacity, the staff person audits trips and online bookings, sends notification letters to those whose paratransit trip could have been taken by fixed-route service and informs the rider about fixed-route options. Staff also work with those who have recently been determined conditionally eligible to find alternative transportation options.

In contrast to the plethora of alternative programs offered by King County Metro, CapMetro does not have many alternative programs. However, approximately five years ago they set up the Office of Mobility Management. This office, which is housed in the agency's Planning Department, includes a trip planning specialist who helps people find alternative options, such as TNCs, taxis, volunteer programs, microtransit and fixed-route service. In addition, the agency offers a travel training program, which used to be integrated with the eligibility function pre-COVID, but most travel trainees do not come through the eligibility program. Instead, they are referred by non-profit organizations.

Austin provides "Pickup" microtransit in nine zones, some of which are centrally located, while others are outside of the fixed-route corridors. The per trip fare is $1.25, the same as a fixed-route trip. All vehicles are wheelchair accessible.

The agency was a pioneer in the microtransit field and originally intended to provide connections to transit in lower density areas. When Pickup service is introduced into a new area, eligibility staff identify registrants who live in those zones and contact them to promote use of the service and travel training (with free rides during training). A "few people have shifted" from paratransit to Pickup service, which has a much higher productivity rate and is more attractive to customers because of the spontaneity and response time of close to 15 minutes. Some of the zones have become so popular that the agency is considering replacing them with fixed-route service. Although Pickup service did not originally replace low fixed-route productivity areas (which is commonly the case in other systems), the agency has recently started this approach. Overall, the decision to provide microtransit service is a challenging balancing act.

### *Lessons Learned*

In an eligibility-related innovation, CapMetro has implemented a "frontline feedback process." If drivers are concerned about a rider's ability to ride paratransit safely, they will call the dispatch department. Dispatch fills out a form based on driver input and submits it to the eligibility department.

The eligibility department in turn reviews the applicant's information on file, pulls a video from the rider's trip and, for those using mobility aids who are unsteady on their feet, requests them to come back in for discussion and education on potential risks.

This program was set up in response to complaints from the drivers who believed that their input regarding rider safety and behavior was being disregarded. The complaints usually proved to be well-founded, although occasionally the driver appears to be at fault (and one has even been terminated as a result). This program has considerably improved the relationship between the agency and paratransit drivers.

# Recommendations

## Near-Term Recommendations

Through this planning process, Bay Area transit agency staff have collectively determined the following recommendations to be implemented over the next 12 months.

### 1. Standardize application forms and provide application forms online

Develop and implement two standard application forms:

a) A short form for agencies that use in-person assessments

b) A longer form for all other agencies to compensate for the lack of information that can be gained in an in-person assessment

Some agencies are planning to transition from phone interviews (which provide more information than paper-based models) to in-person assessments. These agencies may consider shifting from the longer form to the shorter form when this change is implemented. Consistent with recent trends, we recommend changing usage of the term “functional assessments” to “transit skills assessments.”

Implement online application forms throughout the region, including translated versions to meet Title VI requirements.

### 2. Standardize two sets of intake interview protocols for agencies conducting in-person versus paper/phone-based assessments

Since agencies conducting in-person assessments can gather information in the assessments that do not need to be obtained during the initial call, these protocols can be shorter than phone/paper-based protocols. However, to achieve a level of standardization, some agencies will need to expand their intake calls to educate callers about mobility options and the intended role of ADA paratransit.

### 3. Standardize appeals process

All agencies will use the same appeals process. For smaller agencies and those without a standing committee, a regional standing committee may be formulated based on the recommendations in section 9.7.4 of FTA Circular 4710.1. This is particularly intended to benefit small agencies that do not have the resources to coordinate and implement a complex appeals processes.

### 4. Standardized definitions of eligibility categories and renewal timelines

**Table 14 New Standardized Eligibility Definitions**

| Level of Eligibility Outcomes | Definition |
|---|---|
| Unconditional | Applicant is unable to use the fixed-route network independently due to a disability or disabling health condition. |
| Conditional | Applicant has a disability or disabling health condition that prevents them from using the fixed-route network independently for some trips but not for others. |
| Denied | Applicant is ineligible for paratransit services because they were not found to have a disability or disabling health condition that prevents them from using the fixed-route network independently. |

| Level of Eligibility Outcomes | Definition |
|---|---|
| Incomplete | The application was found to be incomplete and returned to the applicant for completion. |

| Term of Eligibility Outcomes | Definition |
|---|---|
| Permanent[9] | Five years (increased from three years[10]) of eligibility, followed by an abbreviated recertification process. |
| Temporary | Applicant is provided with up to five years of eligibility, followed by a full recertification process. |

Under the new standardized process, agencies should use information gathered during the initial application process where evaluators indicate that the applicant's ability to ride fixed-route transit is unlikely to improve. Therefore, riders would be asked to confirm their contact information and provide a simple update regarding their disability status (e.g., mobility aids used, changes in health or disability since last certification date, etc.) rather than participate in a full recertification process when their eligibility expires. For both riders and agency staff this will reduce the burden associated with a full follow-up application process. In instances where an applicant's recertification questionnaire does suggest a material change in their ability to independently use fixed-route transit, the agency would initiate a second assessment, such as an interview, transit skills assessment or a new professional verification.

Each eligibility determination includes both an eligibility level and an eligibility term. The best practice, according to §9.3 of FTA Circular 4710.1, is to include the applicant's eligibility level and expiration date (rather than "term") in the applicant's determination letter. Applicants found ineligible are free to reapply at any time.

## 5. Explore non in-person options for certain disability categories

This recommendation applies to individuals whose application is based on certain disabling conditions that cannot always be fully evaluated through an in-person assessment, such as certain cognitive disabilities, visual disabilities, psychiatric disabilities and seizure disorders (e.g., submission of professional verification with possibility of telephone follow-up). These conditions occur intermittently or otherwise may not present themselves clearly during interviews or transit skills assessments. In such instances, a professional verification of the applicant's most limiting condition, with the possibility of a telephone follow-up, may be a more appropriate option. Since most agencies do not have this option included in the scope of their vendor contracts, we are recommending that this be implemented on an optional basis in the short term.

## 6. Identify paratransit alternatives, enhance promotion and incorporate travel training

Identify all accessible mobility options available in the community and ensure that these options are discussed in detail in the in-person and phone assessments. Ensure eligibility and travel training programs work in tandem (this strategy is already being integrated into the eligibility process at several agencies).

[9] Previously referred to as "Auto-Renewal," "Auto-Recert," "Renew by Mail."
[10] As a result of this planning process, transit agencies have begun making this change as of January 2024. All agencies are expected to complete this recommendation by mid-2024.

### 7. MTC host paratransit eligibility trainings annually to enhance eligibility evaluators skills

MTC should set aside funding to host annual paratransit eligibility trainings. Trainings can incorporate peer cross-evaluator ratings and other mechanisms to improve consistency and overall Quality Assurance/Quality Control (e.g., National Transit Institute at Rutgers University, Easter Seals Project ACTION and ADA Guru).

### 8. Learn about new potential eligibility vendors

MTC and agencies will create a subcommittee to identify potential vendors with rehabilitation expertise that can be adapted to in-person eligibility assessments. Agencies will reach out to these vendors to explain the process and generate interest in future contract solicitations. MTC will maintain an inventory of national and local eligibility vendors that can be used by agencies pursuant to their own procurement guidelines in future solicitations.

### 9. Explore technical solutions to enhance eligibility implementation

MTC and agencies will create a subcommittee during the planning process under TAP Action 24, Recommend Paratransit Reforms, to explore technical solutions for enhancing accuracy and consistency of eligibility programs that will integrate upgraded scheduling and dispatching software using continuous dynamic optimization.[11] Focus should be on software programs that have an eligibility module that can be used by schedulers to consider trip eligibility limitations when scheduling a trip. Software solutions are expensive, but integrating software systems between transit agencies could reduce costs for individual agencies.

### 10. Develop ongoing monitoring strategies for quality assurance

Agencies can adopt strategies that can be used to measure the impact of short-term recommendations to determine effectiveness and implement modifications as needed. These could include:

- Trends in eligibility outcomes
- Sample checking language used to describe eligibility conditions to ensure they are comprehensible and operational
- Secondary review of all eligibility denials
- Reviewing adherence to 21-day deadlines for eligibility determinations
- Reviewing the costs of eligibility assessments

## Longer Term Recommendations to Consider

The following recommendations are based on the best practices assessment from beyond the Bay Area and would bring local transit agencies closer to across-the-board standardization. These recommendations would require major investments or a fundamental shift in how paratransit eligibility is handled in the region. Currently, there is not a broad consensus among transit agency staff on these topics.

### 1. Explore implementation of in-person assessments

It is recognized that some agencies have chosen to preserve their paper/phone-based eligibility processes due to a variety of issues, including funding availability and easing burdens to applicants, and to provide enhanced ADA services. These agencies may want to consider the expansion of in-person assessments. A well-designed in-person assessment is considered the most in-depth method for

[11] Transit Cooperative Research Program Synthesis 168, Continuous Dynamic Optimization: Impacts on ADA Paratransit Services (2023), http://nap.nationalacademies.org/26907

achieving an accurate assessment. However, this will raise the cost of determining eligibility and increase burdens to applicants.

## 2. Explore increasing application of trip conditional eligibility

For agencies that are using in-person assessments and have the ability or the desire to use trip conditional eligibility, consider implementing the following measures:

- Evaluate and improve conditional eligibility language to make it more operational. Where possible, define conditional eligibility based on concrete metrics rather than general phrases.
  - For example, rather than indicating that a person is eligible for a trip due to "distance," indicate that they are eligible for a paratransit trip when the distance to the bus stop is more than three blocks on either end of the trip.
- Train eligibility and call-taking staff to reflect more clearly defined conditional language.
  - For example, eligibility and call-taking staff (and the registrant) should all share a similar understanding of the conditions under which their trip request is ADA-paratransit eligible.
- Implement protocol for contacting conditionally eligible riders by phone to clarify their eligibility conditions and discuss alternatives to paratransit.
- Consider implementing a staff "bus buddy" or offering a travel trainer to accompany rider on first fixed-route trip, even if they have not expressed an interest in more general travel training.

## 3. Consider a fully integrated regional system of eligibility centers

A fully integrated regional system would include the establishment of regional in-person eligibility centers to conduct ADA paratransit eligibility assessments for all transit agencies in the Bay Area. This model could incorporate a range of levels of assessments, with most applicants evaluated in-person through interviews and/or transit skills assessments.

Subregional centers would ideally be implemented to balance the goal of merging functions to achieve economies of scale for systems that are near each other, while avoiding significant travel for paratransit applicants. To determine logical consolidation of facilities, further analysis will be needed to account for the specifics of each subregion, such as the distances applicants would have to travel to access each center and an assessment of counties' available resources to conduct assessments. This approach is also intended to address the needs of smaller systems that do not have the resources to hire rehabilitation specialists or establish separate travel training programs and appeal functions.

Eligibility centers could also serve as a one-stop shop for transportation of disadvantaged riders who are informed of the variety of mobility options in their area, including the use of fixed-route transit, paratransit service, city, county and non-profit based services, microtransit, taxi and ride-hail services. Several agencies in the Bay Area have already integrated their eligibility tasks into a larger mobility management function. This strategy is intended to expand on those efforts, incorporating multiple agencies in the process. Other considerations of a fully integrated regional system include determining the need for smaller satellite offices in more rural areas and considering the staggered timelines of current eligibility contracts as differing end points of each contract can pose a challenge to entering simultaneous contract arrangements.

# Next Steps

## Ongoing Coordination

The Bay Area's transit agencies have already made significant progress toward many of the near-term goals recommended in this report. However, progress has been uneven in some areas, and more work remains to be done. Following acceptance of this report, staff will convene a Paratransit Eligibility Working Group consisting of MTC, transit and paratransit accessibility and eligibility staff. The mandate of this working group will be to track each agency's progress towards implementation of these recommendations and provide support and technical assistance as requested by agency staff. The working group will provide updates to the region's paratransit coordinating councils and the Regional Network Management Council.

## Report to the Commission

Transit agencies will be asked to submit final implementation reports on Action 25 recommendations in early 2025. Staff will analyze and compile the reports and present the results of implementation activities to the RNM Council, the Regional Network Management Committee and the Commission.

# Appendix

## Eligibility Process Overview

To enhance the standardization of paratransit eligibility processes across Bay Area agencies, the decision tree below can guide evaluators as they go through the paratransit eligibility evaluation.

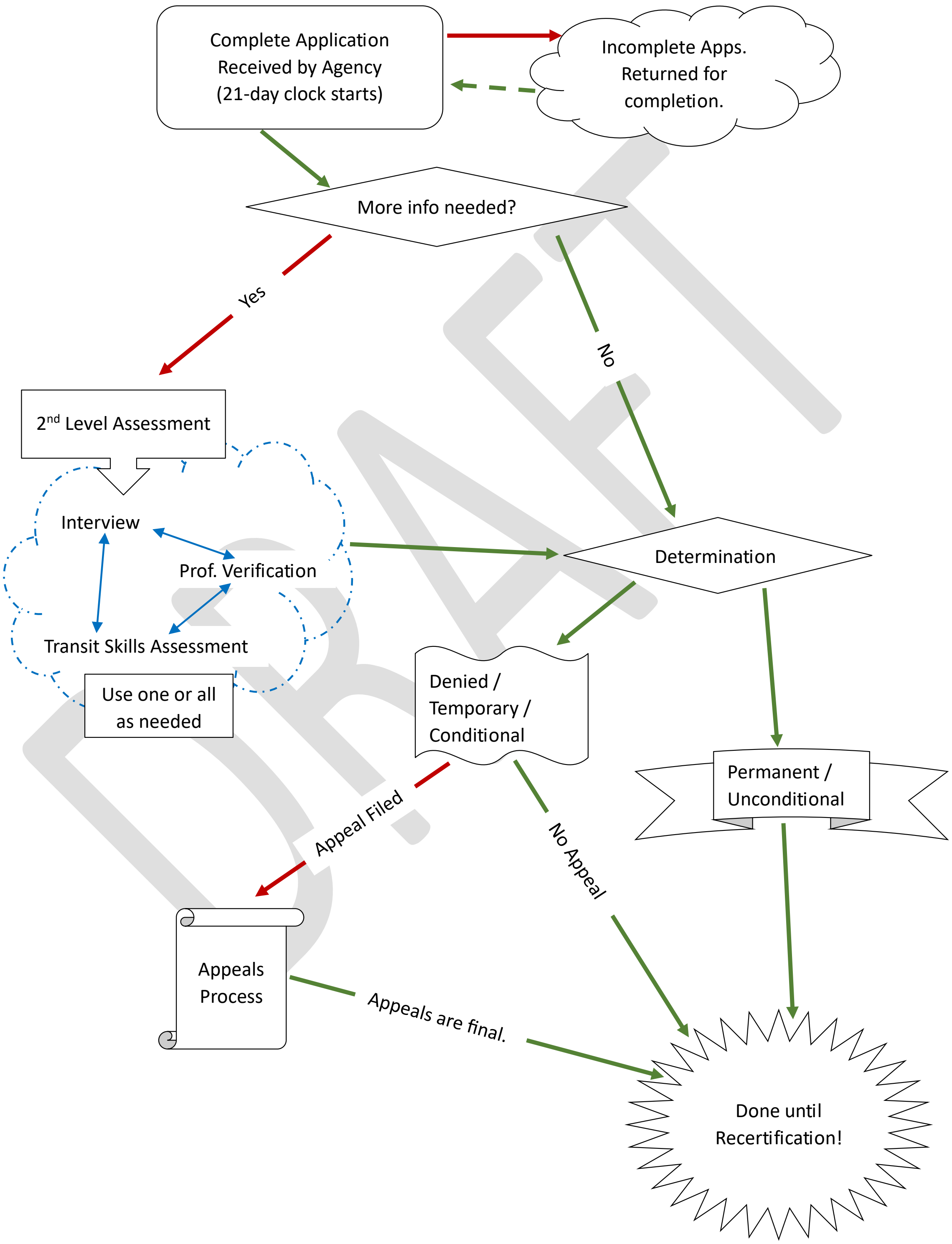


**Figure 1: Eligibility Process Overview**

## Process for Conducting ADA Paratransit Eligibility Assessments

1. To the greatest extent practicable, ADA paratransit applications should be combined with applications for related programs within the greater mobility management framework, including travel training and the Regional Transportation Connection Clipper Access Program. Application materials should be as easy as possible for any interested parties to access, including:
    a. Posted to transit agency websites, with links from other agency websites as appropriate
    b. Paper copies available at senior centers, libraries, transit agency, other agency offices, etc.
2. Applicant submits completed application.
    a. If the submitted application contains sufficient information to determine eligibility, proceed to number 4 below.
    b. Return incomplete application with instructions for completion. In many instances, a follow-up phone call may be helpful to explain why the application was returned and/or what additional information is required.
3. If necessary, conduct a second-level assessment, which may include one or more of the following elements.
    a. Applicant interview (in-person, via video conference, via telephone, etc.)
    b. Transit Skills Assessment
    c. Professional confirmation/verification, obtained from an appropriate licensed professional

    Applicants must be provided transportation to and from any required in-person assessment activity.

    Note: the result of the Transit Skills Assessment should also be used as an initial assessment for the applicant's potential to be travel trained.
4. Record determination (in agency client files, dispatch software and the Regional Eligibility Database) and send client eligibility letter. In all cases, the mailing should include information about other mobility programs that are or may be available to the applicant.
    a. If eligibility is Permanent and Unconditional, the process is complete for five years.
    b. If eligibility is other than Permanent and Unconditional (i.e., Temporary, Conditional or Denied), instructions for filing an appeal must be included.
5. Applicants may appeal their eligibility determination if the determination is anything other than Permanent and Unconditional. Appeals will be conducted in a standardized manner agreed upon by the transit agencies that will allow applicants to state their case. A letter of finding will be issued to the applicant stating whether the appeals panel has upheld or modified the original determination.

Applicants must be provided with transportation to and from their appeal hearing. Appeals are generally considered final, regardless of outcome.

## General Protocol for Eligibility Interview

- Explain that any information they provide will be kept confidential, to the extent practicable, and shared only on a "need to know" basis (i.e., with other transit agencies), however, paratransit eligibility information is not HIPAA protected.
- Explain the purpose of the phone or video conference interview (e.g., "This is an opportunity for you to explain your travel abilities and your need for ADA paratransit service").
- Explain what will happen (e.g., "We will have a short phone interview, which may result in a determination being made on your eligibility, or we may need some extra information from your treating professional or you may be referred for an in-person assessment").
- Explain that ADA paratransit is adaptive bus service intended only for customers who are unable, because of their disability, to ride the fixed-route bus/train without assistance for some or all their trips.
- Explain that there are different categories of eligibility (e.g., "There are a couple different types of eligibility, either Unconditional, in which it is determined that you need ADA Paratransit for all your trips, or Conditional, in which you can use ADA Paratransit for some trips but are expected to ride transit for other trips. There is also Temporary eligibility in case your disability is short-term")
- Ask the applicants if they have any questions about ADA paratransit eligibility.
- Explain any other mobility options that may be available to the applicant (e.g., "There are also other programs available in your area for which you may qualify. I would like to give you some information on these programs after our interview, if that is all right with you").

## Sample Interview Questions

### *All Applicants*

- Please tell me how you currently travel outside your home?
- Have you ridden transit before?
    - What type of transit? Bus? Train? Streetcar?
    - When was the last time and how often?
    - How do you believe your disability prevents you from riding transit?

### *Applicants reporting mobility/physical impairments*

- What about getting to and from transit?
    - Are you able to cross streets by yourself?
    - Are you able to cross large intersections?
    - Are you able to walk over uneven surfaces (grass, sand, gravel, etc.)?
    - Are you able to travel up a gradual hill?

- How far would you be able to walk in ideal weather? How many city blocks?
- Are there any barriers that affect your ability to travel to a bus stop on your own?

- Are there times when your condition changes?
  - Does weather affect your ability to travel? If so, how?
  - Are you undergoing any treatments that would cause your condition to manifest or be more severe at times? (e.g., dialysis, chemotherapy, electroconvulsive therapy, etc.)
  - Do you ever use a mobility aid, like a cane or a wheelchair? What type? How often? (Record details for all mobility aids/devices reported)
- Once onboard a bus or train:
  - Are you able to grip a handrail?
  - Are you able (do you have the dexterity) to pay your fare using the farebox or Clipper validator?
  - Some fixed-route transit involves standing. Please tell me about your ability to keep your balance in a moving vehicle.

### *Questions for Assessing Conditions that Cannot be Evaluated through an Assessment*

Many agencies have found that certain disabling conditions, such as cognitive disabilities, visual disabilities, psychiatric diagnoses and seizure disorders do not always lend themselves readily to complete evaluation through an interview or transit skills assessment, making accurate determinations in these cases particularly challenging. In many instances, a professional verification from the applicant's doctor, social worker or other licensed practitioner can provide the needed information to complete the determination. Below are questions to be used if the primary basis for the individual's application falls in one of the following categories.

### *Applicants Reporting Cognitive Impairments*

- Have you ever traveled alone on a bus? What would you do if you got lost?
- Have you had training to travel in the community? Which places did you learn to go to? Are you able to go to those places now?
- Can you understand and count out the bus fare without assistance?
- Are you able to read and use transit timetables or online schedules?

### *Applicants Reporting Visual Disabilities*

- Can you describe how your visual limitations affect you?
- Are your visual limitations stable, degenerative or otherwise changing?
- Do you have any disabilities besides vision that prevent you from riding the bus or train?
- Do you have a visual acuity statement from your treating professional? (Note: 20/200 is legally blind)
- Do you use any mobility aids when you are outdoors?

- Can you walk alone outdoors? If yes, when can you travel? Can you go further than a block from your home?

If the applicant is partially sighted, ask the following questions:

- Can you see steps or curbs?
- Is your vision worse during daytime, nighttime or about the same in all lighting conditions?
- Can you clearly see bus signage, including route number? Are you able to differentiate between buses at a stop with multiple routes?

### *Applicants Reporting Psychiatric Diagnosis*

- How do you feel your disability prevents you from riding transit?
- Is your condition controllable with medication?
    - Do you experience any side effects from the medication that would affect your ability to use transit?

### *Applicants Reporting Seizure Disorders*

- How do your seizures prevent you from traveling on the fixed-route system?
- Does your condition prevent you from using the fixed-route system all of the time, or just at specific times? If specific times, when?

### *Additional Questions for All Applicants*

- Do you have any disabilities or disabling health conditions besides what we have discussed that prevent you from riding the fixed-route system? (Note: this is a very important question as applicants often have more than one condition but may have listed only the most limiting condition)
- Have you considered getting instructions on how to ride transit? If not, are you interested? (Note: use this opportunity to explain other mobility options in the community that may be suited to the applicant)

The above questions are relatively high level and will need to be tailored to the applicant and the application information. Additional questions may also be needed to get at the applicant's true abilities. The professional verification submission will provide more information in making an accurate determination. It is important that applicant health care providers listed on the application be contacted if eligibility is difficult to determine. Attempts to reach health care providers should be well documented to ensure a timely turnaround of eligibility determination.

It is important to document all questions asked of the applicant along with their answers. It is also important to remember you only need information pertaining to the applicant's disability as it relates to their ability to use fixed-route transit. You are not collecting data on their overall health or the extent of their disability.

## When to Conduct an In-Person Interview and/or a Transit Skills Assessment?

If the applicant does not fall into one of the categories listed above for a phone/video conference interview and the application does not provide enough information for an accurate determination, including whether the applicant may be able to ride transit some of the time, an in-person interview and/or a transit skills assessment may be the most accurate method of determining eligibility. An in-person skills assessment is particularly necessary if the applicant could be conditionally eligible or denied eligibility.

Applicants should be asked to bring their primary mobility aid(s) and should be advised if the skills assessment will take place outdoors. Additionally, the transit agency must make travel arrangements to the interview site.

**Metropolitan Transportation Commission**

# Partners Memo – January 2025

**January 2, 2025**

## Update on Regional Accessibility Initiatives

**Subject:**

Adoption of the 2024 Coordinated Public Transit-Human Services Transportation Plan and an update on the accessibility initiatives under the Transit Transformation Action Plan

### Coordinated Plan Background

MTC has adopted an update of the region's Coordinated Public Transit-Human Services Transportation Plan, better known as the "Coordinated Plan." This federally required planning effort establishes the region's funding priorities and coordination strategies between public transit and human services transportation providers to better serve older adults, people with disabilities, and low-income populations.

### Coordinated Plan Update Process

The update process provided opportunities for a diverse range of stakeholders, including riders, with an interest in human services and public transportation to provide input, as well as a Technical Advisory Committee to guide the update of this plan. Stakeholders were asked to identify service gaps and barriers, provide solutions most appropriate to meet these needs based on local conditions, and prioritize the needs and recommendations. Extensive outreach and public engagement with transportation disadvantaged populations, their advocates, and agencies who serve them took place between 2020 and 2024.

The draft Coordinated Plan includes the following information:

- Demographic information summary of older adults, people with disabilities, poverty, race and ethnicity, zero vehicle households, and veterans
- Regional inventory of existing transportation services and funding in the Bay Area for transportation disadvantaged populations
- Outreach and stakeholder gap identification
- Regional recommendations for MTC and partner agencies

## Coordinated Plan Recommendations to Address Mobility Gaps

Included in the Coordinated Plan are eight categories of recommendations, with several recommended initiatives for MTC, transit agencies, county transportation authorities, county mobility managers, cities and counties, and community-based organizations. Importantly, these recommendations built upon the recommendations presented in the previous Coordinated Plan updates.

In the coming months, MTC staff will begin working on implementing recommendations from the plan in collaboration with partner agencies and stakeholders.

## Transformation Action Plan Accessibility Initiatives Background

In July 2021, MTC's Blue Ribbon Transit Recovery Task Force developed the Bay Area Transit Transformation Action Plan (Action Plan). The Action Plan identified five desired outcomes with associated near-term action items to achieve a more connected, efficient, and user-focused mobility network. One outcome was "Accessibility: Transit services for older adults, people with disabilities, and those with lower incomes are coordinated efficiently," and with it came five actions, listed in Attachment A: Transformation Action Plan Accessibility Initiatives Activities Update. These accessibility initiatives have significant overlap with the Coordinated Plan recommendations (see Attachment B, Crosswalk of Coordinated Plan Recommendations and Transformation Action Plan Initiatives).

### Accessibility Initiatives Update

MTC, together and in consultation with a working group of transit staff, various disability-community stakeholders, and members of the Bay Area's paratransit coordinating councils, have been making progress on various aspects of the five accessibility initiatives. Most notable among the updates is the acceptance of the Action 25 Bay Area Paratransit Eligibility Transformation Action Plan report and recommendations (Attachment C: Action 25 Bay Area Paratransit Eligibility Transformation Action Plan Report) in October 2024 by the MTC Regional Network Management Council, a transit general manager-level advisory group that provides leadership on regional transit policies and actions. Acceptance of this report has enabled project staff to begin implementing policy changes.

**Attachments:**

- Attachment A: Transformation Action Plan Accessibility Initiatives Activities Update
- Attachment B: Crosswalk of Coordinated Plan Recommendations and Transformation Action Plan Initiatives
- Attachment C: Action 25 Bay Area Paratransit Eligibility Transformation Action Plan Report

**Transformation Action Plan Accessibility Initiatives Activities Update**

| Number | Action | Action Description and Activities Update |
|---|---|---|
| 21 | Designate a Mobility Manager to coordinate rides and function as a liaison between transit agencies in each county, consistent with the 2018 Coordinated Plan. | Description: MTC will facilitate meetings with agencies, organizations, and other parties to discuss current mobility management practices in each county and find consensus on which entity should lead mobility management functions countywide.<br>Activities Update: Project staff has collected county-based stakeholder information in preparation for meetings invitations, which will be sent in early 2025. |
| 22 | Fund additional subregional one seat paratransit ride pilot projects and develop cost-sharing policies for cross jurisdictional paratransit trips. | Description: MTC and transit agencies will pilot services that will reduce paratransit transfers in subregions of the Bay Area. Project staff will study current cost-sharing and transfer arrangements, and work with transit staff and paratransit riders to recommend policies changes to improve transfer service and cost-sharing.<br>Activities Update: Project staff has collected and analyzed transfer trip data and is now meeting with various transit staff to discuss options for pilot service. |
| *23* | Identify the next steps for the full integration of ADA-paratransit services on Clipper Next Generation. | Description: MTC will work with transit staff to develop an application programming interface to connect paratransit software with Clipper, and work with smaller agencies that will not use the interface to install equipment-based Clipper solutions on paratransit vehicles for onboard tagging.<br>Activities Update: MTC is working with SFMTA to execute an agreement to pilot the application on SF Paratransit. |

| **Number** | **Action** | **Action Description and Activities Update** |
|---|---|---|
| 24 | Identify key paratransit challenges and recommend reforms through the Coordinated Plan update. | Description: Project staff will engage a working group of paratransit riders and transit staff to identify top paratransit challenges, study various solutions, and recommend policy changes.<br>Activities Update: MTC staff is wrapping up the update to the Coordinated Plan and has been working to identify possible paratransit riders for the project's working group. Work on this action is expected to begin in late spring 2025. |
| 25 | Adopt standardized eligibility practices for programs that benefit people with disabilities (paratransit and Clipper RTC). | Description: MTC and transit staff will (1) study current ADA paratransit eligibility practices regionwide, and work with paratransit riders to recommend policy changes to the Regional Network Management Council to achieve a more universal approach to determining paratransit eligibility, and (2) study eligibility criteria and policies for the Regional Transit Connection (RTC) Clipper program and make recommended changes to the Clipper Executive Board.<br>Activities Update: Project staff developed an ADA paratransit eligibility report and recommendations which was accepted by the Regional Network Management Council for implementation in 2025. Project staff developed policy recommendations which were adopted by the Clipper Executive Board and implemented earlier in 2024. |

## Crosswalk of Coordinated Plan Recommendations and Transformation Action Plan Accessibility Initiatives

| **Coordinated Plan Recommendation** | **Transformation Action Plan Accessibility Initiatives** |
|---|---|
| **Coordinated Plan #1:** Designate a mobility manager in every county | **Action Plan #21:** Designate a Mobility Manager to coordinate rides and function as a liaison between transit agencies in each county, consistent with the Coordinated Plan |
| **Coordinated Plan #2**: Identify sustainable funding for transportation services and mobility management | N/A |
| **Coordinated Plan #3**: Improve access to healthcare | **Action Plan #21**: Designate a Mobility Manager to coordinate rides and function as a liaison between agencies in each county, consistent with the Coordinated Plan<br>**Action Plan #24**: Identify key paratransit challenges and recommend reforms |
| **Coordinated Plan #4**: Support regional and local efforts to improve ADA paratransit | **Action Plan #22**: Fund additional subregional one-seat paratransit ride pilots and develop cost-sharing policies for cross jurisdictional paratransit trips<br>**Action Plan #23**: Integration of ADA-paratransit services on Clipper Next Generation<br>**Action Plan #24**: Identify key paratransit challenges and recommend reforms<br>**Action Plan #25**: Adopt standardized eligibility practices for programs that benefit people with disabilities |
| **Coordinated Plan #5**: Support the accessibility of shared and future mobility | N/A |

| **Coordinated Plan Recommendation** | **Transformation Action Plan Accessibility Initiatives** |
|---|---|
| **Coordinated Plan #6**: Identify and fill equity gaps | **Action Plan #24**: Identify key paratransit challenges and recommend reforms |
| **Coordinated Plan #7**: Support infrastructure improvements to increase transportation equity and accessibility | N/A |
| **Coordinated Plan #8**: Support comprehensive emergency preparedness | **Action Plan #24**: Identify key paratransit challenges and recommend reforms |

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# BUS PASSENGERS ADVISORY COMMITTEE (BPAC)

## *Agenda for Wednesday, May 21, 2025*

Convene at 6:15 p.m. – Adjourn by 8:00 p.m.
District Conference Room – GGBHTD, Building "C"
1011 Andersen Drive, San Rafael, CA 94901

1. Roll Call and Introductions

2. Approval of November 20, 2024, Meeting Minutes *(Attached)*

3. Bus Stoppers[1]

4. Ongoing Business
   a. San Rafael Transit Center Relocation Update

5. New Business
   a. Regional Mapping & Wayfinding Project
   b. Clipper 2.0 Launch and Related Fare Policy Changes

6. Announcements
   a. Headsign and Real-Time Display Feedback Updates

7. Members' Forum[2]

8. Public Comment (3 minutes per speaker)

Adjournment

Next Meeting: July 16, 2025

[1] Members to submit observed problems in bus operations, preferably in writing before the meeting, and provide a verbal summary in less than 2 minutes.
[2] Members to discuss topics not covered on the agenda or that should be added to a future agenda.

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# Bus Passengers Advisory Committee (BPAC)

*Meeting Minutes for Wednesday, November 20, 2024*

GOLDEN GATE BRIDGE
HIGHWAY & TRANSPORTATION DISTRICT

**Location:** San Rafael District Conference Room, 1011 Andersen Dr, San Rafael, CA 94901

**Committee Members Present:** Mike Combs, Odin Palen, Dave Troup

**Committee Members Absent:** Dan Bell, Scott Kempf

**District Staff Present:** David Davenport, Principal Planner; Meaghan Goodwin, Digital Communications Program Manager; Carlena Natouf, Customer Relations Supervisor

**Guests Present:** Mohamed Osman, Senior Operations Analyst, Marin Transit

1. **Roll Call and Introductions:** Mike Combs opened the meeting at 6:25 p.m. Three members were present, representing a quorum.

2. **BPAC Chairperson/Vice Chairperson Election:** Members voted to elect Mike Combs as Chair and Dan Bell as Vice Chair for the 2025 term.

3. **Approval of Meeting Minutes:** BPAC members approved the April 17, 2024, meeting minutes.

4. **Bus Stoppers:**
   a. Dan Bell provided feedback on schedule changes that took effect in August, noting that additional Route 101 service was good but that the shift in times at San Rafael Transit Center (SRTC) for Routes 101, 130, 150, and 580 had potential negative rider impacts. David Davenport indicated that SRTC changes on Routes 101, 130, and 150 were made at the request of SMART and Marin Transit, and Route 580 was modified to maintain connections to Routes 71 and 101 where possible. Odin Palen suggested that Route 580 be modified to meet SRTC pulse times because BART schedules have since improved, and Mike Combs welcomed the changes to Route 101.
   b. Mike Combs requested that GGT information be displayed on the real-time signs installed along the Van Ness bus lanes in San Francisco and that specific route numbers be used on the bus stop signs there to help infrequent riders find the service they need. He also requested that southbound bus headsigns be changed from "San Francisco Mission & Fremont" to "San Francisco Transit Center" to clarify that GGT buses serve the same facility as Muni, AC Transit, and other agencies. David Davenport reported that District staff has worked with SFMTA on real-time signage but progress has been slow due to SFMTA staff turnover, and he noted that the Metropolitan Transportation Commission is working on signage standards as part of its Regional Mapping and Wayfinding Project. He added that District staff would discuss the headsign issue to see if changes are warranted.

**5. Ongoing Business:**

a. Proposed Amendment of Bylaws: Members approved changes to the BPAC bylaws to incorporate the code of conduct presented at the meeting on April 17, 2024.

**6. New Business:**

a. 2025 Meeting Schedule: The committee agreed to continue meeting on the third Wednesday of every other month, with a summer hiatus, from 6:15 to 8:00 p.m. in the District Conference Room at 1011 Andersen Drive in San Rafael. David Davenport indicated that a special meeting could be called if feedback on the MASCOTS Plan is required outside of this timeline.

b. Recap of August 2024 Service Changes: David Davenport provided a recap of service changes that took effect since the last BPAC meeting, which included additional service on Routes 101, 114, 132, and 172; significant schedule changes for routes serving SRTC; and a minor realignment of the northern end of Route 154. BPAC member comments were shared during Bus Stoppers.

c. January 2025 Service Changes: David Davenport provided a list of service changes set for January 2025, including a new late-night trip on Route 101, evening schedule changes on Route 130, realignment of the second morning trip on Route 132, modifications to Financial District bus stops, and three new trips on Route 580X. He also noted that GGT will no longer operate Route 29 on behalf of Marin Transit.

d. Petaluma Ridership Campaign: Meaghan Goodwin presented initial findings of a campaign to boost ridership in Petaluma, which was based on key findings from a survey conducted in May. The campaign contributed to a 17% boost in peak morning ridership at the Petaluma Fairgrounds Park & Ride, which was consistent with overall ridership increases in Petaluma during the same timeframe.

e. TRANSFER Plan: David Davenport gave a presentation on the Bay Area Transit Reliability and Accessibility Network Scheduling Framework and Equitable Regional (TRANSFER) Plan, which is an ongoing effort to improve schedule coordination between transit systems in the Bay Area. The two pilot study locations were San Rafael Transit Center and El Cerrito del Norte BART Station; initial schedule changes were implemented in August 2024, and refinements will be implemented in January 2025. Future TRANSFER Plan work will occur outside the GGT service area, but inter-agency coordination will be ongoing for the two pilot locations served by GGT.

f. MASCOTS Plan – Background and Existing Conditions: David Davenport presented background and existing conditions from the Marin-Sonoma Coordinated Transit Service (MASCOTS) Plan, which is a multi-agency effort to redesign transit service across Marin and Sonoma Counties. The goal of MASCOTS is to design a transit system that is legible and logic, reflecting the rising importance of SMART and accounting for significant post-COVID travel pattern changes. Mike Combs expressed rider frustration around the bus, train, and ferry connections in Larkspur, which are not co-located, as well as the nearby SRTC. Odin Palen noted that Marin Transit Route 228 is not timed to connect with the Larkspur Ferry, and Mike Combs added that SMART Connect shuttle buses do not accept Clipper. David Davenport will provide updates as the MASCOTS Plan progresses.

**7. Announcements:** Mohamed Osman shared Marin Transit's January 2025 service changes, which include schedule revisions to Routes 23, 49, and 57 and the transition of contractors for Route 29.

8. **Members' Forum:** Odin Palen stated that a shuttle bus between Santa Rosa and Calistoga would be interesting due to apparent worker demand.

9. **Public Comment:** None.

10. **Adjournment:** Mike Combs adjourned the meeting at 8:00 p.m.

Members were advised that the next meeting will take place on January 15, 2025. [The next meeting was subsequently rescheduled to May 21, 2025.]

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# FERRY PASSENGERS ADVISORY COMMITTEE (FPAC)

***Agenda for Thursday, February 6, 2025***

**Convene at 12:00 p.m. – Adjourn by 1:10 p.m.**
**Meeting Address: Port of San Francisco, Pier 1, Room 3 & 4**

**A. Call to Order**

**B. Roll Call**

**C. Election of 2025 Officers**

**D. Approval of Minutes of November 7, 2024**

**E. New Updates**

1. **SMART Topics Discussion**
2. **Operational Issues**
    - i. Ridership Updates
    - ii. Service Updates
3. **Updates and Other Items**
    - i. Vessel Updates
    - ii. Terminal Updates
    - iii. Return to Office Timeline Discussion

**F. Committee Business**

1. FPAC Initiatives
    - i. Larkspur Ferry Service and Parking Expansion
    - ii. Sonoma-Marin Bike Share
2. Membership Recruitment Update

**G. Public Comment**

**H. Adjournment**

1. Next Meeting: April 3, 2025
2. Survey of Members to Determine Quorum

Attachments:
1. Minutes from meeting of November 7, 2024
2. Rider Survey Presentation
3. Ferry Route Performance Report for 2024: October, November, December
    - All Routes
    - Angel Island – San Francisco Ferry Terminal (AISF)
    - Larkspur Ferry Terminal-San Francisco Oracle Park (LSPB)
    - Larkspur Ferry Terminal-San Francisco Ferry Terminal (LSSF)
    - Sausalito Ferry Terminal-San Francisco Ferry Terminal (SSSF)
    - Tiburon Ferry Terminal-San Francisco Ferry Terminal (TBSF)

**Public Comment Note**: During the public comment period, speakers will be allotted no more than 3 minutes to speak and will be heard in the order of sign-up. Said time frames may be extended only upon approval of the Committee Chair.

Public comments may also be submitted by e-mail to PAC@goldengate.org. Comments submitted before the meeting will be provided to the Committee members before or during the Committee meeting. Comments submitted after the meeting is called to order will be included as an attachment to the minutes for this meeting.

Upon request, the Golden Gate Bridge, Highway and Transportation District will provide written agenda materials in appropriate alternative formats to individuals with disabilities. In addition, the District will arrange for disability-related modifications or accommodations, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, telephone number and brief description of the requested materials, preferred alternative format, and/or auxiliary aid or service at least three (3) days before the meeting. Requests should be made by mail to: Amorette M. Ko Wong, Secretary of the District, Golden Gate Bridge, Highway and Transportation District, P.O. Box 29000, Presidio Station, San Francisco, CA 94129-9000; or e-mail to districtsecretary@goldengate.org; or telephone at (415) 923-2223, or the District's ADA Compliance & Program Manager at (415) 257-4416, or California Relay Service at 711.

# FERRY PASSENGERS ADVISORY COMMITTEE (FPAC)

***Minutes of Meeting of Thursday, November 7, 2024***

| | |
|---|---|
| FPAC Members Present: | Chuck Hornbrook, Jordan Jaffe, Carlin Long, Nathan Lozier, Erik Selvig, Chris Snell, Michael Stryker |
| Guests Present: | Mike Ghaffary, Prospective Member |
| Staff Present: | Chris Bearden, Director of Ferry Operations; Michael Hoffman, Deputy General Manager, Ferry Division; Collette Martinez, Manager, Ferry Operations; Carlena Natouf, Supervisor, Customer Relations; Francis Tremblay, Marketing and Communications Specialist; Barbara Vincent, Principal Planner; Josh Widmann, Associate Planner |

A. **Call to Order.** Chair Chuck Hornbrook called the meeting to order at 12:03 p.m.

B. **Roll Call.** A roll call was taken and a quorum was recognized.

C. **Approval of Meeting Minutes of August 1, 2024.** Members reviewed and approved the minutes with no edits at 12:07 p.m. Christopher Snell motioned to approve and Jordan Jaffe seconded.

D. **New Updates**

1. **Rider Survey Presentation**

Barbara Vincent, Principal Planner, presented the 2023 ferry rider survey. Jordan Jaffe asked if the survey could provide the number of unique individuals riding in total in a given period and their frequency. Prospective member Mike Ghaffary stated frequency of service is important as well, and that riders are more likely to ride if they have more trip options. Barbara Vincent stated that the survey data reflects this. Michael Stryker asked if ridership is increasing and if riders are traveling more frequently on the ferry. Chris Snell stated that the riders are already there, and the trips are already there, we just need people to travel more frequently. Jordan Jaffe asked what can be done with the survey data and was told that a fast ferry boat will be added on weekends. Mike Ghaffary asked about more frequent Tiburon service and Michael Hoffman stated there is currently not sufficient demand. Carlin Long requested more evening service. Collette Martinez noted the system is experiencing more demand for earlier service, so that will be the focus. Michael Stryker referred to the wake wash analysis findings and asked whether the catamarans could go faster as their wake impact is less than the Spauldings due to the two-hull configuration. Michael Hoffman responded that the current environmental process would be stalled if this were to be included, as it was not in the original scope.

2. **Operational Issues**

a. <u>Ridership Updates.</u> Josh Widmann reported ridership statistics for July, August, and September 2024. July total ridership year-over-year is up 11 percent, with Larkspur up 39 percent and Tiburon up 2.2 percent. August total ridership is up 5.6 percent year-over-year with Larkspur up 18 percent, while Tiburon is down 2.7 percent, and Sausalito down 8.5 percent. August 2024 contained one less weekday than 2023. September year-over-year ridership on all routes is up

15 percent, including Larkspur up 32.5 percent, Sausalito down 4.5 percent, and Tiburon down 2.4 percent. Sausalito and Tiburon weekday September averages were actually up compared to 2023 but the weekends were down. Michael Stryker asked why SMART's Connect shuttle in Larkspur isn't running every day. Chris Bearden stated that it is a pilot program with a 12-rider capacity and is operating limited days to curtail costs. He also said the District has worked with SMART to determine the minimum transfer walk time from Larkspur Ferry to Larkspur SMART to include all walking speeds. SMART operates different headways compared to Larkspur Ferry due to single tracking.

b. Service Updates. As of September 30, Angel Island service is operating a reduced schedule. The next signup will be January 13, 2025.

**3. Updates and Other Items**

a. Vessel Updates. Michael Hoffman updated the committee on scheduled vessel maintenance. The M.S. *San Francisco* vessel will return before Thanksgiving break and the M.V. *Mendocino* vessel will return after the break.

b. Terminal Updates. Michael Hoffman commented that San Francisco berth work starts soon; the contract is being finalized. A schedule will be available by the next FPAC meeting. Sausalito landside work, managed by the City of Sausalito, will be completed in December 2024.

c. Return to Office Timeline Discussion. Michael Hoffman stated the second quarter Downtown San Francisco office vacancy rates were the highest of this calendar year. No major updates were reported about companies requesting employees to return to the office more frequently. Francis Tremblay mentioned that the District's website event calendar includes many activities accessible by Golden Gate Ferry. The Marketing Department is promoting Google maps, Apple maps, and the Transit app for ferry schedule information.

**E. Committee Business**

**1. FPAC Initiatives**

a. Larkspur Ferry Service and Parking Expansion Study. Michael Hoffman stated the public comment period had closed and the District is reviewing comments received. Jordan Jaffe inquired about the overflow lot and was told the District is looking at various improvements at both lots.

b. Sonoma-Marin Bike Share. Josh Widmann informed FPAC that the program with Redwood Bikeshare officially launched with a ribbon cutting on November 6. There will be a six-week progress report available to staff in December and this can be presented at the next FPAC meeting.

c. 2025 Meeting Schedule and Discussion Topics. The committee agreed to meet first Thursdays in February, April, June, September, and November. Discussion topics will include Larkspur Service expansion, new build vessel updates, San Francisco berth repair, schedule changes, a District real estate overview, SMART coordination, and Clipper 2.0.

**2. Membership Recruitment.**

Mike Ghaffary informed the committee that he is still seeking membership and was told after he attends a second meeting in a row, he is eligible to become a member.

**F. Public Comments**

There were no public comments.

**G. Adjournment.** The committee agreed to reconvene on Thursday, February 6, 2025, from 12:00 p.m. to 1:10 p.m. at the Port of San Francisco.

Route 'AISF:LSP1:LSPB:LSSF:SSSF:TBSF'
All Routes

As of October-24

Ferry Route Performance

| Patrons: | Oct 24 | Sep 24 | % Chg | Oct 23 | % Chg |
|---|---|---|---|---|---|
| Total | 137,064 | 141,795 | -3.3% | 116,477 | 17.7% |
| Avg /WD | 4,456 | 5,308 | -16.0% | 3,974 | 12.1% |
| Avg / Sat | 5,054 | 5,821 | -13.2% | 3,680 | 37.3% |
| Avg / Sun/Hol | 3,588 | 5,588 | -35.8% | 3,961 | -9.4% |

| Ferry Service | Trips | Svc Hrs | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total: | 2,002 | 1,528 | 62 | 1,590 | 593 | 4 | 19,759 | 859 | 20,618 | 31 |
| Avg /WD | 74 | 55 | 2 | 57 | 582 | 0 | 737 | 35 | 771 | 23 |
| Avg / Sat | 38 | 32 | 1 | 33 | 656 | 0 | 352 | 8 | 360 | 4 |
| Avg / Sun/H | 38 | 32 | 1 | 33 | 656 | 0 | 352 | 8 | 360 | 4 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| B&G Tix Exch-Saus. | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tix** | **0** | **$0** |

| Clipper | Patrons | Revenue |
|---|---|---|
| Adult | 87,390 | $741,787 |
| Senior | 6,558 | $45,639 |
| Disabled | 347 | $2,401 |
| Youth | 493 | $3,437 |
| **Limited Use** | | |
| **All** | | |
| Adult | 17,130 | $241,479 |
| Senior | 6,678 | $46,987 |
| Disabled | 0 | $0 |
| Youth | 4,285 | $30,262 |
| **Total Clipper** | **122,881** | **$1,111,992** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **122,881** | **$1,111,992** |
| Adjustments | 14,183 | -$30,076 |
| Transfers (Memo) | 209 | |
| Faregate Revenue | $1,111,992 | |
| Audit Revenue | $1,081,916 | |
| Adjusted Monthly Expense | $0 | |

**Operating Expense**

Expense $4,684,101

| Route Performance | Oct 24 | Sep 24 | %Chg | Oct 23 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 68 | 75 | -8.7% | 65 | 5.3% |
| Load Factor (%) | 11.5 | 12.9 | -10.5% | 10.9 | 5.9% |
| Riders per Hour | 89.7 | 98.0 | -8.4% | 85.0 | 5.6% |
| Fare Recovery (%) | 23.7 | 51.2 | -53.7% | 23.5 | 0.9% |
| Deficit per Passenger | $26.06 | $9.21 | 183.0% | $27.20 | -4.2% |
| Cancellation Rate (%) | 0.2 | 1.0 | -80.1% | 1.5 | -86.7% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Tickets.com | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Tickets.com** | **0** | **$0** |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | ALL Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 17,130 | $241,479 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 6,678 | $46,987 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 4,285 | $30,262 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **28,093** | **$318,728** |

**NOTE: Blue & Gold patron count based on actual ticket count**

Route AISF
Angel Island

As of October-24

| Patrons: | Oct 24 | Sep 24 | % Chg | Oct 23 | % Chg |
|---|---|---|---|---|---|
| Total | 7,569 | 10,248 | -26.1% | 8,196 | -7.7% |
| Avg /WD | 185 | 145 | 28.0% | 204 | -9.2% |
| Avg / Sat | 524 | 791 | -33.7% | 504 | 4.0% |
| Avg / Sun/Hol | 302 | 722 | -58.2% | 338 | -10.5% |

Ferry Route Performance

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 230 | 176 | 0 | 176 | 744 | 2 | 1,783 | 0 | 1,783 | 31 |
| Avg /WD | 8 | 6 | 0 | 6 | 742 | 0 | 61 | 0 | 61 | 23 |
| Avg / Sat | 6 | 5 | 0 | 5 | 751 | 0 | 47 | 0 | 47 | 4 |
| Avg / Sun/Hol | 6 | 5 | 0 | 5 | 750 | 0 | 47 | 0 | 47 | 4 |

Passenger Revenue

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| Clipper | Patrons | Revenue |
|---|---|---|
| Adult | 3,182 | $24,851 |
| Senior | 339 | $2,350 |
| Disabled | 32 | $224 |
| Youth | 68 | $475 |
| **Limited Use** | | |
| **All** | | |
| Adult | 1,106 | $17,143 |
| Senior | 241 | $1,928 |
| Disabled | 0 | $0 |
| Youth | 267 | $2,136 |
| **Total Clipper** | **5,235** | **$49,107** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **5,235** | **$49,107** |
| Adjustments | 2,334 | $23,021 |
| Transfers (Memo) | 0 | |

| | |
|---|---|
| Faregate Revenue | $49,107 |
| Audit Revenue | $72,128 |
| Adjusted Monthly Expense | $0 |

Operating Expense

Expense $548,788

| Route Performance | Oct 24 | Sep 24 | %Chg | Oct 23 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 33 | 44 | -25.2% | 35 | -6.0% |
| Load Factor (%) | 4.4 | 6.2 | -28.7% | 4.7 | -5.9% |
| Riders per Hour | 43.0 | 57.0 | -24.5% | 45.0 | -4.4% |
| Fare Recovery (%) | 8.9 | 23.7 | -62.2% | 9.4 | -4.8% |
| Deficit per Passenger | $66.02 | $24.05 | 174.5% | $59.13 | 11.6% |
| Cancellation Rate (%) | 0.9 | 3.3 | -73.9% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Blue And Gold Patrons | Blue And Gold Revenue | Rental Bike Patrons | Rental Bike Revenue | ATT Park Patrons | ATT Park Revenue | Cal Games Patrons | Cal Games Revenue | All Other LU Patrons | All Other LU Revenue |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 1,106 | $17,143 |
| | | | | | | | | 241 | $1,928 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 267 | $2,136 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **1,614** | **$21,207** |

Route LSP1 | As of October-24 | Ferry Route Performance

ATT Special Event

| Patrons: | Oct 24 | Sep 24 | % Chg | Oct 23 | % Chg |
|---|---|---|---|---|---|
| Total | 0 | 506 | -100.0% | 0 | 0.0% |
| Avg /WD | 0 | 506 | -100.0% | 0 | 0.0% |
| Avg / Sat | 0 | 0 | 0.0% | 0 | 0.0% |
| Avg / Sun/Hol | 0 | 0 | 0.0% | 0 | 0.0% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 0 | 0 | | 0 | | 0 | | | 0 | |
| Avg /WD | 0 | 0 | | 0 | | 0 | | | 0 | |
| Avg / Sat | 0 | 0 | | 0 | | 0 | | | 0 | |
| Avg / Sun/Hol | | | | 0 | | 0 | | | 0 | |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |
| **Clipper** | Patrons | Revenue |
| Adult | 0 | $0 |
| Senior | 0 | $0 |
| Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Limited Use** | | |
| **All** | | |
| Adult | 0 | $0 |
| Senior | 0 | $0 |
| Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Clipper** | **0** | **$0** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **0** | **$0** |
| Adjustments | 0 | $0 |
| Transfers (Memo) | | |

| | |
|---|---|
| Faregate Revenue | $0 |
| Audit Revenue | |
| Adjusted Monthly Expense | $0 |

**Operating Expense**

Expense

| Route Performance | Oct 24 | Sep 24 | %Chg | Oct 23 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 0 | 253 | -100.0% | 0 | 0.0% |
| Load Factor (%) | 0.0 | 44.0 | -100.0% | 0.0 | 0.0% |
| Riders per Hour | 0.0 | 298.0 | -100.0% | 0.0 | 0.0% |
| Fare Recovery (%) | 0.0 | 1233.9 | -100.0% | 0.0 | 0.0% |
| Deficit per Passenger | $0.00 | -$155.30 | -100.0% | $0.00 | 0.0% |
| Cancellation Rate (%) | 0.0 | 0.0 | 0.0% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** |

Route LSSF
Larkspur

As of October-24

**Ferry Route Performance**

| Patrons: | Oct 24 | Sep 24 | % Chg | Oct 23 | % Chg |
|---|---|---|---|---|---|
| Total | 79,971 | 72,795 | 9.9% | 64,822 | 23.4% |
| Avg /WD | 2,869 | 2,790 | 2.8% | 2,392 | 19.9% |
| Avg / Sat | 1,937 | 1,747 | 10.9% | 1,560 | 24.2% |
| Avg / Sun/Hol | 1,562 | 1,667 | -6.3% | 1,191 | 31.1% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 992 | 733 | 0 | 733 | 440 | 2 | 12,846 | 0 | 12,846 | 31 |
| Avg /WD | 38 | 28 | 0 | 28 | 431 | 0 | 491 | 0 | 491 | 23 |
| Avg / Sat | 15 | 12 | 0 | 12 | 510 | 0 | 194 | 0 | 194 | 4 |
| Avg / Sun/Hol | 15 | 12 | 0 | 12 | 510 | 0 | 194 | 0 | 194 | 4 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| Clipper | Patrons | Revenue |
|---|---|---|
| Adult | 57,184 | $505,104 |
| Senior | 4,288 | $29,836 |
| Disabled | 254 | $1,753 |
| Youth | 305 | $2,126 |
| **Limited Use** | | |
| **All** | | |
| Adult | 6,899 | $96,586 |
| Senior | 3,315 | $23,205 |
| Disabled | 0 | $0 |
| Youth | 2,618 | $18,326 |
| **Total Clipper** | **74,863** | **$676,936** |
| | | |
| **Total Clipper, Park Mobile and Cash/Tickets** | **74,863** | **$676,936** |
| | | |
| Adjustments | 5,108 | -$114,964 |
| Transfers (Memo) | 51 | |

| | |
|---|---|
| Faregate Revenue | $676,936 |
| Audit Revenue | $561,972 |
| | |
| Adjusted Monthly Expense | $0 |

**Operating Expense**

| | |
|---|---|
| Expense | $2,243,876 |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Route Performance | Oct 24 | Sep 24 | %Chg | Oct 23 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 81 | 80 | 0.8% | 76 | 6.1% |
| Load Factor (%) | 18.3 | 18.0 | 1.8% | 16.8 | 9.1% |
| Riders per Hour | 109.1 | 108.0 | 1.0% | 103.0 | 5.9% |
| Fare Recovery (%) | 30.2 | 49.5 | -39.1% | 27.9 | 8.1% |
| Deficit per Passenger | $19.59 | $8.66 | 126.3% | $21.19 | -7.5% |
| Cancellation Rate (%) | 0.2 | 0.0 | 0.0% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| | | | | | | | | 6,899 | $96,586 |
| | | | | | | | | 3,315 | $23,205 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 2,618 | $18,326 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **12,832** | **$138,117** |

**Route SSSF** **As of October-24** **Ferry Route Performance**
**Sausalito**

| Patrons: | Oct 24 | Sep 24 | % Chg | Oct 23 | % Chg |
|---|---|---|---|---|---|
| Total | 35,303 | 36,081 | -2.2% | 32,536 | 8.5% |
| Avg /WD | 961 | 985 | -2.4% | 967 | -0.7% |
| Avg / Sat | 1,915 | 1,759 | 8.8% | 1,447 | 32.3% |
| Avg / Sun/Hol | 1,389 | 1,559 | -10.9% | 1,096 | 26.7% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 402 | 331 | 31 | 362 | 737 | 0 | 2,545 | 432 | 2,977 | 31 |
| Avg /WD | 14 | 11 | 1 | 12 | 734 | 0 | 89 | 19 | 107 | 23 |
| Avg / Sat | 10 | 9 | 0 | 9 | 750 | 0 | 63 | 0 | 63 | 4 |
| Avg / Sun/Hol | 10 | 9 | 0 | 9 | 751 | 0 | 63 | 0 | 63 | 4 |

**Passenger Revenue**

| **Cash/Tickets** | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | | |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |
| **Clipper** | Patrons | Revenue |
| Adult | 16,892 | $132,313 |
| Senior | 1,340 | $9,333 |
| Disabled | 52 | $362 |
| Youth | 84 | $583 |
| **Limited Use** | | |
| **All** | | |
| Adult | 7,972 | $111,608 |
| Senior | 2,677 | $18,739 |
| Disabled | 0 | $0 |
| Youth | 1,248 | $8,736 |
| **Total Clipper** | **30,265** | **$281,674** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **30,265** | **$281,674** |
| Adjustments | 5,038 | $85,440 |
| Transfers (Memo) | 131 | |

| | |
|---|---|
| Faregate Revenue | $281,674 |
| Audit Revenue | $367,114 |
| Adjusted Monthly Expense | $0 |

**Operating Expense**
Expense $1,074,191

| **Park Mobile** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| **Route Performance** | Oct 24 | Sep 24 | %Chg | Oct 23 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 88 | 96 | -8.5% | 85 | 3.3% |
| Load Factor (%) | 11.9 | 13.5 | -11.7% | 11.4 | 4.5% |
| Riders per Hour | 106.7 | 116.0 | -8.0% | 105.0 | 1.6% |
| Fare Recovery (%) | 26.2 | 67.6 | -61.2% | 28.2 | -7.0% |
| Deficit per Passenger | $22.45 | $5.42 | 314.2% | $22.56 | -0.5% |
| Cancellation Rate (%) | 0.0 | 0.0 | 0.0% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Blue And Gold Patrons | Blue And Gold Revenue | Rental Bike Patrons | Rental Bike Revenue | ATT Park Patrons | ATT Park Revenue | Cal Games Patrons | Cal Games Revenue | All Other LU Patrons | All Other LU Revenue |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 7,972 | $111,608 |
| | | | | | | | | 2,677 | $18,739 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 1,248 | $8,736 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **11,897** | **$139,083** |

Route TBSF
Tiburon

As of October-24

Ferry Route Performance

| Patrons: | Oct 24 | Sep 24 | % Chg | Oct 23 | % Chg |
|---|---|---|---|---|---|
| Total | 14,221 | 12,627 | 12.6% | 9,761 | 45.7% |
| Avg /WD | 442 | 411 | 7.4% | 411 | 7.6% |
| Avg / Sat | 678 | 489 | 38.7% | 169 | 301.8% |
| Avg / Sun/Hol | 336 | 408 | -17.5% | 174 | 92.8% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 378 | 288 | 31 | 319 | 749 | 0 | 2,586 | 427 | 3,012 | 31 |
| Avg /WD | 14 | 10 | 1 | 11 | 748 | 0 | 96 | 16 | 112 | 23 |
| Avg / Sat | 7 | 6 | 1 | 7 | 751 | 0 | 48 | 8 | 56 | 4 |
| Avg / Sun/Hol | 7 | 6 | 1 | 7 | 750 | 0 | 48 | 8 | 56 | 4 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| Clipper | Patrons | Revenue |
|---|---|---|
| Adult | 10,132 | $79,520 |
| Senior | 591 | $4,120 |
| Disabled | 9 | $62 |
| Youth | 36 | $252 |
| **Limited Use** | | |
| **All** | | |
| Adult | 1,153 | $16,142 |
| Senior | 445 | $3,115 |
| Disabled | 0 | $0 |
| Youth | 152 | $1,064 |
| **Total Clipper** | **12,518** | **$104,274** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **12,518** | **$104,274** |
| Adjustments | 1,703 | -$23,572 |
| Transfers (Memo) | 27 | |

| | |
|---|---|
| Faregate Revenue | $104,274 |
| Audit Revenue | $80,702 |
| Adjusted Monthly Expense | $0 |

**Operating Expense**

Expense $817,246

| Route Performance | Oct 24 | Sep 24 | %Chg | Oct 23 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 38 | 37 | 1.7% | 30 | 25.4% |
| Load Factor (%) | 5.0 | 5.2 | -3.4% | 4.4 | 14.2% |
| Riders per Hour | 49.4 | 50.0 | -1.1% | 40.0 | 23.6% |
| Fare Recovery (%) | 12.8 | 21.6 | -40.9% | 10.4 | 22.7% |
| Deficit per Passenger | $50.14 | $26.95 | 86.0% | $60.62 | -17.3% |
| Cancellation Rate (%) | 0.0 | 3.2 | -100.0% | 8.0 | -100.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| | | | | | | | | 1,153 | $16,142 |
| | | | | | | | | 445 | $3,115 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 152 | $1,064 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **1,750** | **$20,321** |

Route 'AISF:LSSF:SSSF:TBSF'
All Routes

As of November-24

Ferry Route Performance

| Patrons: | Nov 24 | Oct 24 | % Chg | Nov 23 | % Chg |
|---|---|---|---|---|---|
| Total | 93,960 | 137,064 | -31.4% | 93,507 | 0.5% |
| Avg /WD | 3,397 | 4,456 | -23.8% | 3,454 | -1.6% |
| Avg / Sat | 3,257 | 5,054 | -35.5% | 2,976 | 9.5% |
| Avg / Sun/Hol | 2,704 | 3,588 | -24.6% | 2,506 | 7.9% |

| Ferry Service | Trips | Svc Hrs | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total: | 1,747 | 1,343 | 53 | 1,395 | 583 | 39 | 17,259 | 729 | 17,988 | 29 |
| Avg /WD | 73 | 55 | 2 | 57 | 566 | 0 | 733 | 34 | 767 | 19 |
| Avg / Sat | 38 | 32 | 0 | 32 | 652 | 0 | 352 | 8 | 360 | 5 |
| Avg / Sun/H | 38 | 32 | 0 | 32 | 652 | 0 | 352 | 8 | 360 | 5 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| B&G Tix Exch-Saus. | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tix** | **0** | **$0** |

| Clipper | Patrons | Revenue |
|---|---|---|
| Adult | 60,765 | $514,604 |
| Senior | 4,387 | $30,567 |
| Disabled | 264 | $1,822 |
| Youth | 480 | $3,349 |
| **Limited Use** | | |
| **All** | | |
| Adult | 11,371 | $160,274 |
| Senior | 3,781 | $26,604 |
| Disabled | 0 | $0 |
| Youth | 4,159 | $29,337 |
| **Total Clipper** | **85,207** | **$766,557** |

| | | |
|---|---|---|
| **Total Clipper, Park Mobile and Cash/Tickets** | **85,207** | **$766,557** |
| Adjustments | 8,753 | $65,333 |
| Transfers (Memo) | 135 | |
| Faregate Revenue | $766,557 | |
| Audit Revenue | $831,890 | |
| Adjusted Monthly Expense | $323,781 | |

**Operating Expense**
Expense $4,426,459

| Route Performance | Nov 24 | Oct 24 | %Chg | Nov 23 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 54 | 69 | -22.1% | 56 | -4.0% |
| Load Factor (%) | 9.2 | 11.5 | -19.7% | 9.2 | 0.3% |
| Riders per Hour | 70.0 | 90.0 | -22.2% | 72.0 | -2.8% |
| Fare Recovery (%) | 16.1 | 23.7 | -32.1% | 16.8 | -4.2% |
| Deficit per Passenger | $42.40 | $26.06 | 62.7% | $39.39 | 7.6% |
| Cancellation Rate (%) | 2.2 | 0.2 | N/A | 0.2 | N/A |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Tickets.com | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Tickets.com** | **0** | **$0** |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | ALL Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 11,371 | $160,274 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 3,781 | $26,604 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 4,159 | $29,337 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **19,311** | **$216,215** |

**NOTE: Blue & Gold patron count based on actual ticket count**

Route AISF
Angel Island

As of November-24

| Patrons: | Nov 24 | Oct 24 | % Chg | Nov 23 | % Chg |
|---|---|---|---|---|---|
| Total | 5,310 | 7,569 | -29.8% | 7,078 | -25.0% |
| Avg /WD | 129 | 185 | -30.2% | 157 | -17.4% |
| Avg / Sat | 339 | 524 | -35.2% | 445 | -23.7% |
| Avg / Sun/Hol | 308 | 302 | 2.1% | 433 | -28.7% |

Ferry Route Performance

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 185 | 142 | 0 | 142 | 655 | 27 | 1,434 | 0 | 1,434 | 26 |
| Avg /WD | 8 | 6 | 0 | 6 | 617 | 0 | 61 | 0 | 61 | 16 |
| Avg / Sat | 6 | 5 | 0 | 5 | 750 | 0 | 47 | 0 | 47 | 5 |
| Avg / Sun/Hol | 6 | 5 | 0 | 5 | 751 | 0 | 47 | 0 | 47 | 5 |

Passenger Revenue

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| Clipper | Patrons | Revenue |
|---|---|---|
| Adult | 2,631 | $20,207 |
| Senior | 122 | $852 |
| Disabled | 8 | $56 |
| Youth | 65 | $455 |
| **Limited Use** | | |
| **All** | | |
| Adult | 720 | $11,160 |
| Senior | 137 | $1,096 |
| Disabled | 0 | $0 |
| Youth | 224 | $1,792 |
| **Total Clipper** | **3,907** | **$35,617** |
| **Total Clipper, Park Mobile and Cash/Tickets** | 3,907 | $35,617 |
| Adjustments | 1,403 | $25,499 |
| Transfers (Memo) | 0 | |

| | |
|---|---|
| Faregale Revenue | $35,617 |
| Audit Revenue | $61,116 |
| Adjusted Monthly Expense | $35,067 |

Operating Expense

| | |
|---|---|
| Expense | $479,402 |

| Route Performance | Nov 24 | Oct 24 | %Chg | Nov 23 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 29 | 33 | -13.0% | 33 | -13.0% |
| Load Factor (%) | 4.4 | 4.4 | -0.4% | 4.4 | -0.4% |
| Riders per Hour | 37.3 | 43.0 | -13.3% | 41.0 | -9.1% |
| Fare Recovery (%) | 6.9 | 9.0 | -23.1% | 8.0 | -13.5% |
| Deficit per Passenger | $90.18 | $66.02 | 36.6% | $75.38 | 19.6% |
| Cancellation Rate (%) | 12.7 | 0.9 | N/A | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Blue And Gold Patrons | Blue And Gold Revenue | Rental Bike Patrons | Rental Bike Revenue | ATT Park Patrons | ATT Park Revenue | Cal Games Patrons | Cal Games Revenue | All Other LU Patrons | All Other LU Revenue |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 720 | $11,160 |
| | | | | | | | | 137 | $1,096 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 224 | $1,792 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **1,081** | **$14,048** |

**Route LSSF** **As of November-24** **Ferry Route Performance**

**Larkspur**

| **Patrons:** | **Nov 24** | **Oct 24** | **% Chg** | **Nov 23** | **% Chg** |
|---|---|---|---|---|---|
| Total | 57,694 | 79,971 | -27.9% | 55,474 | 4.0% |
| Avg /WD | 2,388 | 2,869 | -16.8% | 2,260 | 5.6% |
| Avg / Sat | 1,347 | 1,937 | -30.4% | 1,259 | 7.0% |
| Avg / Sun/Hol | 1,118 | 1,562 | -28.4% | 1,047 | 6.7% |

| **Ferry Service** | **Trips** | **Service Hours** | **DH Hours** | **Total Hours** | **Seats** | **Canx Trips** | **Serv. Miles** | **DH Miles** | **Total Miles** | **Days Operated** |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 872 | 648 | 0 | 648 | 449 | 0 | 11,292 | 0 | 11,292 | 29 |
| Avg /WD | 38 | 28 | 0 | 28 | 439 | 0 | 492 | 0 | 492 | 19 |
| Avg / Sat | 15 | 12 | 0 | 12 | 502 | 0 | 194 | 0 | 194 | 5 |
| Avg / Sun/Hol | 15 | 12 | 0 | 12 | 502 | 0 | 194 | 0 | 194 | 5 |

**Passenger Revenue**

| **Cash/Tickets** | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| **Clipper** | Patrons | Revenue |
|---|---|---|
| Adult | 39,895 | $352,012 |
| Senior | 3,346 | $23,309 |
| Disabled | 219 | $1,509 |
| Youth | 281 | $1,957 |
| **Limited Use** | | |
| **All** | | |
| Adult | 5,062 | $70,868 |
| Senior | 2,221 | $15,547 |
| Disabled | 0 | $0 |
| Youth | 2,949 | $20,643 |
| **Total Clipper** | **53,973** | **$485,844** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **53,973** | **$485,844** |
| Adjustments | 3,721 | -$36,308 |
| Transfers (Memo) | 29 | |

| | |
|---|---|
| Faregate Revenue | $485,844 |
| Audit Revenue | $449,536 |
| Adjusted Monthly Expense | $154,384 |

**Operating Expense**

Expense $2,110,606

| **Park Mobile** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| **Route Performance** | **Nov 24** | **Oct 24** | **%Chg** | **Nov 23** | **% Chg** |
|---|---|---|---|---|---|
| Riders per Trip | 66 | 81 | -18.3% | 70 | -5.5% |
| Load Factor (%) | 14.7 | 18.3 | -19.5% | 15.5 | -4.9% |
| Riders per Hour | 89.0 | 109.0 | -18.3% | 94.0 | -5.3% |
| Fare Recovery (%) | 21.5 | 30.2 | -29.0% | 22.7 | -5.5% |
| Deficit per Passenger | $30.84 | $19.59 | 57.4% | $27.90 | 10.5% |
| Cancellation Rate (%) | 0.0 | 0.2 | -100.0% | 0.5 | -100.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| **Blue And Gold** | | **Rental Bike** | | **ATT Park** | | **Cal Games** | | **All Other LU** | |
|---|---|---|---|---|---|---|---|---|---|
| **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** |
| | | | | | | | | 5,062 | $70,868 |
| | | | | | | | | 2,221 | $15,547 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 2,949 | $20,643 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **10,232** | **$107,058** |

Route SSSF
Sausalito

As of November-24

| Patrons: | Nov 24 | Oct 24 | % Chg | Nov 23 | % Chg |
|---|---|---|---|---|---|
| Total | 22,084 | 35,303 | -37.4% | 22,982 | -3.9% |
| Avg /WD | 591 | 961 | -38.5% | 701 | -15.8% |
| Avg / Sat | 1,187 | 1,915 | -38.0% | 1,123 | 5.7% |
| Avg / Sun/Hol | 985 | 1,389 | -29.1% | 893 | 10.3% |

Ferry Route Performance

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 366 | 304 | 26 | 330 | 751 | 0 | 2,317 | 357 | 2,674 | 29 |
| Avg /WD | 14 | 11 | 1 | 12 | 751 | 0 | 89 | 19 | 107 | 19 |
| Avg / Sat | 10 | 9 | 0 | 9 | 751 | 0 | 63 | 0 | 63 | 5 |
| Avg / Sun/Hol | 10 | 9 | 0 | 9 | 750 | 0 | 63 | 0 | 63 | 5 |

Passenger Revenue

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | | |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| Clipper | Patrons | Revenue |
|---|---|---|
| Adult | 11,942 | $92,921 |
| Senior | 590 | $4,111 |
| Disabled | 25 | $174 |
| Youth | 89 | $623 |
| **Limited Use** | | |
| **All** | | |
| Adult | 4,741 | $66,374 |
| Senior | 1,197 | $8,379 |
| Disabled | 0 | $0 |
| Youth | 830 | $5,810 |
| **Total Clipper** | **19,414** | **$178,392** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **19,414** | **$178,392** |
| Adjustments | 2,670 | $73,141 |
| Transfers (Memo) | 91 | |

| | |
|---|---|
| Faregate Revenue | $178,392 |
| Audit Revenue | $251,533 |
| Adjusted Monthly Expense | $76,977 |

**Operating Expense**

| | |
|---|---|
| Expense | $1,052,359 |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Route Performance | Nov 24 | Oct 24 | %Chg | Nov 23 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 60 | 88 | -31.4% | 65 | -7.2% |
| Load Factor (%) | 8.0 | 11.9 | -32.5% | 8.7 | -7.6% |
| Riders per Hour | 72.6 | 107.0 | -32.1% | 79.0 | -8.1% |
| Fare Recovery (%) | 15.8 | 26.2 | -39.7% | 17.4 | -9.2% |
| Deficit per Passenger | $43.06 | $22.45 | 91.8% | $38.14 | 12.9% |
| Cancellation Rate (%) | 0.0 | 0.0 | 0.0% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| | | | | | | | | 4,741 | $66,374 |
| | | | | | | | | 1,197 | $8,379 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 830 | $5,810 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **6,768** | **$80,563** |

**Route TBSF**
**Tiburon**

**As of November-24**

| **Patrons:** | **Nov 24** | **Oct 24** | **% Chg** | **Nov 23** | **% Chg** |
|---|---|---|---|---|---|
| Total | 8,872 | 14,221 | -37.6% | 7,973 | 11.3% |
| Avg /WD | 289 | 442 | -34.6% | 336 | -13.9% |
| Avg / Sat | 384 | 678 | -43.4% | 149 | 157.9% |
| Avg / Sun/Hol | 293 | 336 | -12.9% | 133 | 120.0% |

**Ferry Route Performance**

| **Ferry Service** | **Trips** | **Service Hours** | **DH Hours** | **Total Hours** | **Seats** | **Canx Trips** | **Serv. Miles** | **DH Miles** | **Total Miles** | **Days Operated** |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 324 | 248 | 27 | 275 | 711 | 12 | 2,216 | 371 | 2,588 | 29 |
| Avg /WD | 13 | 10 | 1 | 11 | 701 | 0 | 91 | 15 | 107 | 19 |
| Avg / Sat | 7 | 6 | 0 | 6 | 750 | 0 | 48 | 8 | 56 | 5 |
| Avg / Sun/Hol | 7 | 6 | 0 | 6 | 751 | 0 | 48 | 8 | 56 | 5 |

**Passenger Revenue**

| **Cash/Tickets** | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| **Clipper** | Patrons | Revenue |
|---|---|---|
| Adult | 6,297 | $49,464 |
| Senior | 329 | $2,295 |
| Disabled | 12 | $84 |
| Youth | 45 | $315 |
| **Limited Use** | | |
| **All** | | |
| Adult | 848 | $11,872 |
| Senior | 226 | $1,582 |
| Disabled | 0 | $0 |
| Youth | 156 | $1,092 |
| **Total Clipper** | **7,913** | **$66,704** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **7,913** | **$66,704** |
| Adjustments | 959 | $3,001 |
| Transfers (Memo) | 15 | |

| | |
|---|---|
| Faregate Revenue | $66,704 |
| Audit Revenue | $69,705 |
| Adjusted Monthly Expense | $57,354 |

**Operating Expense**

| | |
|---|---|
| Expense | $784,091 |

| **Park Mobile** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| **Route Performance** | **Nov 24** | **Oct 24** | **%Chg** | **Nov 23** | **% Chg** |
|---|---|---|---|---|---|
| Riders per Trip | 27 | 38 | -27.9% | 25 | 9.5% |
| Load Factor (%) | 3.9 | 5.0 | -23.0% | 3.4 | 13.3% |
| Riders per Hour | 35.8 | 50.0 | -28.4% | 33.0 | 8.5% |
| Fare Recovery (%) | 7.9 | 12.8 | -38.1% | 7.3 | 8.6% |
| Deficit per Passenger | $87.32 | $50.14 | 74.2% | $90.91 | -3.9% |
| Cancellation Rate (%) | 3.6 | 0.0 | 0.0% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| **Blue And Gold** | | **Rental Bike** | | **ATT Park** | | **Cal Games** | | **All Other LU** | |
|---|---|---|---|---|---|---|---|---|---|
| **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** |
| | | | | | | | | 848 | $11,872 |
| | | | | | | | | 226 | $1,582 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 156 | $1,092 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **1,230** | **$14,546** |

Route 'AISF:LSSF:SSSF:TBSF' **As of December-24** **Ferry Route Performance**

**All Routes**

| **Patrons:** | **Dec 24** | **Nov 24** | **% Chg** | **Dec 23** | **% Chg** |
|---|---|---|---|---|---|
| Total | 91,318 | 93,960 | -2.8% | 79,526 | 14.8% |
| Avg /WD | 3,502 | 3,397 | 3.1% | 2,934 | 19.4% |
| Avg / Sat | 2,025 | 3,257 | -37.8% | 2,604 | -22.2% |
| Avg / Sun/Hol | 1,934 | 2,704 | -28.5% | 1,564 | 23.6% |

| **Ferry Service** | **Trips** | **Svc Hrs** | **DH Hours** | **Total Hours** | **Seats** | **Canx Trips** | **Serv. Miles** | **DH Miles** | **Total Miles** | **Days Operated** |
|---|---|---|---|---|---|---|---|---|---|---|
| Total: | 1,888 | 1,441 | 57 | 1,498 | 591 | 10 | 18,608 | 788 | 19,397 | 30 |
| Avg /WD | 74 | 54 | 2 | 56 | 577 | 0 | 734 | 34 | 768 | 21 |
| Avg / Sat | 38 | 32 | 1 | 33 | 654 | 0 | 352 | 8 | 360 | 4 |
| Avg / Sun/H | 38 | 33 | 0 | 33 | 653 | 0 | 357 | 8 | 365 | 5 |

**Passenger Revenue**

| **Cash/Tickets** | Patrons | Revenue |
|---|---|---|
| B&G Tix Exch-Saus. | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tix** | **0** | **$0** |

| **Clipper** | Patrons | Revenue |
|---|---|---|
| Adult | 56,979 | $486,108 |
| Senior | 5,094 | $35,490 |
| Disabled | 239 | $1,647 |
| Youth | 494 | $3,446 |
| **Limited Use** | | |
| **All** | | |
| Adult | 10,230 | $143,976 |
| Senior | 3,361 | $23,636 |
| Disabled | 0 | $0 |
| Youth | 4,474 | $31,559 |
| **Total Clipper** | **80,871** | **$725,862** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **80,871** | **$725,862** |
| Adjustments | 10,447 | $559,980 |
| Transfers (Memo) | 104 | |
| Faregate Revenue | $725,862 | |
| Audit Revenue | $1,285,842 | |
| Adjusted Monthly Expense | $189,627 | |

**Operating Expense**

Expense $7,403,477

| **Route Performance** | **Dec 24** | **Nov 24** | **%Chg** | **Dec 23** | **% Chg** |
|---|---|---|---|---|---|
| Riders per Trip | 48 | 54 | -10.4% | 48 | 0.8% |
| Load Factor (%) | 8.2 | 9.2 | -11.1% | 8.1 | 1.0% |
| Riders per Hour | 63.4 | 70.0 | -9.4% | 62.0 | 2.2% |
| Fare Recovery (%) | 9.6 | 16.1 | -40.4% | 14.7 | -34.7% |
| Deficit per Passenger | $75.20 | $42.40 | 77.4% | $45.12 | 66.7% |
| Cancellation Rate (%) | 0.5 | 2.2 | -76.1% | 3.5 | -84.9% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| **Park Mobile** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| **Tickets.com** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Tickets.com** | **0** | **$0** |

| | **Blue And Gold** | | **Rental Bike** | | **ATT Park** | | **Cal Games** | | **ALL Other LU** | |
|---|---|---|---|---|---|---|---|---|---|---|
| | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** |
| Adult | 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 10,230 | $143,976 |
| Senior | 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 3,361 | $23,636 |
| Disabled | 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 |
| Youth | 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 4,474 | $31,559 |
| Total | **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **18,065** | **$199,171** |

**NOTE: Blue & Gold patron count based on actual ticket count**

**Route AISF** **As of December-24** **Ferry Route Performance**

**Angel Island**

| **Patrons:** | **Dec 24** | **Nov 24** | **% Chg** | **Dec 23** | **% Chg** |
|---|---|---|---|---|---|
| Total | 4,099 | 5,310 | -22.8% | 4,895 | -16.3% |
| Avg /WD | 140 | 129 | 8.3% | 122 | 14.8% |
| Avg / Sat | 116 | 339 | -66.0% | 322 | -64.2% |
| Avg / Sun/Hol | 139 | 308 | -54.9% | 169 | -17.5% |

| **Ferry Service** | **Trips** | **Service Hours** | **DH Hours** | **Total Hours** | **Seats** | **Canx Trips** | **Serv. Miles** | **DH Miles** | **Total Miles** | **Days Operated** |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 220 | 169 | 0 | 169 | 743 | 2 | 1,705 | 0 | 1,705 | 30 |
| Avg /WD | 8 | 6 | 0 | 6 | 741 | 0 | 61 | 0 | 61 | 21 |
| Avg / Sat | 6 | 5 | 0 | 5 | 751 | 0 | 47 | 0 | 47 | 4 |
| Avg / Sun/Hol | 6 | 5 | 0 | 5 | 750 | 0 | 47 | 0 | 47 | 5 |

**Passenger Revenue**

| **Cash/Tickets** | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| **Clipper** | Patrons | Revenue |
|---|---|---|
| Adult | 1,702 | $13,100 |
| Senior | 69 | $481 |
| Disabled | 1 | $7 |
| Youth | 60 | $420 |
| **Limited Use** | | |
| **All** | | |
| Adult | 504 | $7,812 |
| Senior | 109 | $872 |
| Disabled | 0 | $0 |
| Youth | 241 | $1,928 |
| **Total Clipper** | **2,686** | **$24,619** |
| | | |
| **Total Clipper, Park Mobile and Cash/Tickets** | **2,686** | **$24,619** |
| | | |
| Adjustments | 1,413 | -$58,067 |
| Transfers (Memo) | 0 | |

| | |
|---|---|
| Faregate Revenue | $24,619 |
| Audit Revenue | -$33,448 |
| Adjusted Monthly Expense | $28,580 |

**Operating Expense**

| | |
|---|---|
| Expense | $1,115,847 |

| **Park Mobile** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| **Route Performance** | **Dec 24** | **Nov 24** | **%Chg** | **Dec 23** | **% Chg** |
|---|---|---|---|---|---|
| Riders per Trip | 19 | 29 | -35.8% | 23 | -19.0% |
| Load Factor (%) | 2.5 | 4.4 | -43.0% | 3.0 | -16.4% |
| Riders per Hour | 24.3 | 37.0 | -34.4% | 27.0 | -10.1% |
| Fare Recovery (%) | 2.2 | 6.9 | -68.8% | 5.8 | -62.9% |
| Deficit per Passenger | $273.19 | $90.18 | 202.9% | $110.22 | 147.9% |
| Cancellation Rate (%) | 0.9 | 12.7 | -92.9% | 0.9 | 0.1% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| **Blue And Gold** | | **Rental Bike** | | **ATT Park** | | **Cal Games** | | **All Other LU** | |
|---|---|---|---|---|---|---|---|---|---|
| **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** |
| | | | | | | | | 504 | $7,812 |
| | | | | | | | | 109 | $872 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 241 | $1,928 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **854** | **$10,612** |

**Route LSSF** **As of December-24** **Ferry Route Performance**

**Larkspur**

| **Patrons:** | **Dec 24** | **Nov 24** | **% Chg** | **Dec 23** | **% Chg** |
|---|---|---|---|---|---|
| Total | 59,846 | 57,694 | 3.7% | 49,310 | 21.4% |
| Avg /WD | 2,411 | 2,388 | 1.0% | 1,941 | 24.2% |
| Avg / Sat | 1,079 | 1,347 | -19.9% | 1,299 | -17.0% |
| Avg / Sun/Hol | 982 | 1,118 | -12.2% | 799 | 22.9% |

| **Ferry Service** | **Trips** | **Service Hours** | **DH Hours** | **Total Hours** | **Seats** | **Canx Trips** | **Serv. Miles** | **DH Miles** | **Total Miles** | **Days Operated** |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 931 | 685 | 0 | 685 | 438 | 4 | 12,057 | 0 | 12,057 | 30 |
| Avg /WD | 38 | 27 | 0 | 27 | 426 | 0 | 490 | 0 | 490 | 21 |
| Avg / Sat | 15 | 12 | 0 | 12 | 506 | 0 | 194 | 0 | 194 | 4 |
| Avg / Sun/Hol | 15 | 13 | 0 | 13 | 508 | 0 | 199 | 0 | 199 | 5 |

**Passenger Revenue**

| **Cash/Tickets** | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| **Clipper** | Patrons | Revenue |
|---|---|---|
| Adult | 39,654 | $350,388 |
| Senior | 3,935 | $27,408 |
| Disabled | 187 | $1,285 |
| Youth | 304 | $2,119 |
| **Limited Use** | | |
| **All** | | |
| Adult | 5,212 | $72,968 |
| Senior | 2,192 | $15,344 |
| Disabled | 0 | $0 |
| Youth | 3,097 | $21,679 |
| **Total Clipper** | **54,581** | **$491,191** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **54,581** | **$491,191** |
| Adjustments | 5,265 | $1,003,719 |
| Transfers (Memo) | 24 | |

| | |
|---|---|
| Faregate Revenue | $491,191 |
| Audit Revenue | $1,494,910 |
| Adjusted Monthly Expense | $91,074 |

**Operating Expense**

Expense $3,555,749

| **Route Performance** | **Dec 24** | **Nov 24** | **%Chg** | **Dec 23** | **% Chg** |
|---|---|---|---|---|---|
| Riders per Trip | 64 | 66 | -2.6% | 63 | 2.0% |
| Load Factor (%) | 14.7 | 14.7 | -0.2% | 14.6 | 0.5% |
| Riders per Hour | 87.4 | 89.0 | -1.8% | 85.0 | 2.8% |
| Fare Recovery (%) | 13.5 | 21.5 | -37.4% | 21.0 | -35.9% |
| Deficit per Passenger | $52.73 | $30.84 | 71.0% | $30.36 | 73.7% |
| Cancellation Rate (%) | 0.4 | 0.0 | 0.0% | 5.1 | -91.6% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| **Park Mobile** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| **Blue And Gold** | | **Rental Bike** | | **ATT Park** | | **Cal Games** | | **All Other LU** | |
|---|---|---|---|---|---|---|---|---|---|
| **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** |
| | | | | | | | | 5,212 | $72,968 |
| | | | | | | | | 2,192 | $15,344 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 3,097 | $21,679 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **10,501** | **$109,991** |

Route SSSF
Sausalito

As of December-24

| Patrons: | Dec 24 | Nov 24 | % Chg | Dec 23 | % Chg |
|---|---|---|---|---|---|
| Total | 19,034 | 22,084 | -13.8% | 18,895 | 0.7% |
| Avg /WD | 621 | 591 | 5.1% | 588 | 5.5% |
| Avg / Sat | 674 | 1,187 | -43.3% | 882 | -23.6% |
| Avg / Sun/Hol | 660 | 985 | -33.0% | 544 | 21.4% |

**Ferry Route Performance**

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 381 | 315 | 28 | 342 | 733 | 3 | 2,412 | 385 | 2,797 | 30 |
| Avg /WD | 14 | 11 | 1 | 12 | 727 | 0 | 88 | 18 | 106 | 21 |
| Avg / Sat | 10 | 9 | 0 | 9 | 750 | 0 | 63 | 0 | 63 | 4 |
| Avg / Sun/Hol | 10 | 9 | 0 | 9 | 750 | 0 | 63 | 0 | 63 | 5 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | | |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| Clipper | Patrons | Revenue |
|---|---|---|
| Adult | 9,843 | $77,116 |
| Senior | 712 | $4,963 |
| Disabled | 40 | $278 |
| Youth | 84 | $586 |
| **Limited Use** | | |
| **All** | | |
| Adult | 3,972 | $55,608 |
| Senior | 908 | $6,356 |
| Disabled | 0 | $0 |
| Youth | 1,013 | $7,091 |
| **Total Clipper** | **16,572** | **$151,997** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **16,572** | **$151,997** |
| Adjustments | 2,462 | -$364,892 |
| Transfers (Memo) | 61 | |

| | |
|---|---|
| Faregate Revenue | $151,997 |
| Audit Revenue | -$212,895 |
| Adjusted Monthly Expense | $41,963 |

**Operating Expense**

Expense $1,638,331

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Route Performance | Dec 24 | Nov 24 | %Chg | Dec 23 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 50 | 60 | -16.7% | 53 | -5.7% |
| Load Factor (%) | 6.8 | 8.0 | -14.8% | 7.1 | -4.0% |
| Riders per Hour | 60.5 | 73.0 | -17.2% | 64.0 | -5.5% |
| Fare Recovery (%) | 9.0 | 15.8 | -42.7% | 14.3 | -36.7% |
| Deficit per Passenger | $80.29 | $43.06 | 86.5% | $46.22 | 73.7% |
| Cancellation Rate (%) | 0.8 | 0.0 | 0.0% | 0.8 | -2.3% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| | | | | | | | | 3,972 | $55,608 |
| | | | | | | | | 908 | $6,356 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 1,013 | $7,091 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **5,893** | **$69,055** |

Route TBSF
Tiburon

As of December-24

Ferry Route Performance

| Patrons: | Dec 24 | Nov 24 | % Chg | Dec 23 | % Chg |
|---|---|---|---|---|---|
| Total | 8,339 | 8,872 | -6.0% | 6,426 | 29.8% |
| Avg /WD | 331 | 289 | 14.5% | 283 | 16.9% |
| Avg / Sat | 158 | 384 | -58.9% | 101 | 56.2% |
| Avg / Sun/Hol | 153 | 293 | -47.7% | 53 | 191.3% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 356 | 272 | 30 | 302 | 746 | 1 | 2,435 | 403 | 2,838 | 30 |
| Avg /WD | 14 | 10 | 1 | 11 | 745 | 0 | 95 | 16 | 111 | 21 |
| Avg / Sat | 7 | 6 | 1 | 7 | 750 | 0 | 48 | 8 | 56 | 4 |
| Avg / Sun/Hol | 7 | 6 | 0 | 6 | 750 | 0 | 48 | 8 | 56 | 5 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |
| **Clipper** | Patrons | Revenue |
| Adult | 5,780 | $45,505 |
| Senior | 378 | $2,639 |
| Disabled | 11 | $77 |
| Youth | 46 | $322 |
| **Limited Use** | | |
| **All** | | |
| Adult | 542 | $7,588 |
| Senior | 152 | $1,064 |
| Disabled | 0 | $0 |
| Youth | 123 | $861 |
| **Total Clipper** | **7,032** | **$58,055** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **7,032** | **$58,055** |
| Adjustments | 1,307 | -$20,780 |
| Transfers (Memo) | 19 | |

| | |
|---|---|
| Faregate Revenue | $58,055 |
| Audit Revenue | $37,275 |
| Adjusted Monthly Expense | $28,009 |

**Operating Expense**

Expense $1,093,549

| Route Performance | Dec 24 | Nov 24 | %Chg | Dec 23 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 23 | 27 | -13.2% | 21 | 11.5% |
| Load Factor (%) | 3.1 | 3.9 | -19.5% | 2.9 | 8.3% |
| Riders per Hour | 30.6 | 36.0 | -14.9% | 27.0 | 13.4% |
| Fare Recovery (%) | 5.2 | 7.9 | -34.5% | 6.0 | -13.7% |
| Deficit per Passenger | $127.53 | $87.32 | 46.1% | $105.53 | 20.9% |
| Cancellation Rate (%) | 0.3 | 3.6 | -92.2% | 4.1 | -93.2% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 1 | -100.0% |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| | Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| Adult | | | | | | | | | 542 | $7,588 |
| Senior | | | | | | | | | 152 | $1,064 |
| Disabled | | | | | | | | | 0 | $0 |
| Youth | | | | | | | | | 123 | $861 |
| Total | **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **817** | **$9,513** |

# FERRY PASSENGERS ADVISORY COMMITTEE (FPAC)

***Agenda for Thursday, April 3, 2025***

**Convene at 12:30 p.m. – Adjourn by 1:45 p.m.**
**Meeting Address: Port of San Francisco, Pier 1, Rooms 3 & 4**

**A. Call to Order**

**B. Roll Call**

**C. Approval of Minutes of February 6, 2025**

**D. New Updates**

1. **Shipyard Project Activity Presentation**
2. **Operational Issues**
   i. Ridership Updates
   ii. Service Updates
3. **Updates and Other Items**
   i. Vessel Updates
   ii. Terminal Updates
   iii. Return to Office Timeline Discussion

**E. Committee Business**

1. FPAC Initiatives
   i. Larkspur Ferry Service and Parking Expansion
   ii. Sonoma-Marin Bike Share
2. Membership Recruitment Update

**F. Public Comment**

**G. Adjournment**

1. Next Meeting: June 5, 2025
2. Survey of Members to Determine Quorum

Attachments:
1. Minutes from meeting of February 6, 2025
2. Shipyard Project Activity Presentation
3. Ferry Route Performance Report for 2025: January & February
   All Routes
   Angel Island – San Francisco Ferry Terminal (AISF)
   Larkspur Ferry Terminal-San Francisco Ferry Terminal (LSSF)
   Sausalito Ferry Terminal-San Francisco Ferry Terminal (SSSF)
   Tiburon Ferry Terminal-San Francisco Ferry Terminal (TBSF)

**Public Comment Note**: During the public comment period, speakers will be allotted no more than 3 minutes to speak and will be heard in the order of sign-up. Said time frames may be extended only upon approval of the Committee Chair.

Public comments may also be submitted by e-mail to PAC@goldengate.org. Comments submitted before the meeting will be provided to the Committee members before or during the Committee meeting. Comments submitted after the meeting is called to order will be included as an attachment to the minutes for this meeting.

Upon request, the Golden Gate Bridge, Highway and Transportation District will provide written agenda materials in appropriate alternative formats to individuals with disabilities. In addition, the District will arrange for disability-related modifications or accommodations, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, telephone number and brief description of the requested materials, preferred alternative format, and/or auxiliary aid or service at least three (3) days before the meeting. Requests should be made by mail to: Amorette M. Ko Wong, Secretary of the District, Golden Gate Bridge, Highway and Transportation District, P.O. Box 29000, Presidio Station, San Francisco, CA 94129-9000; or e-mail to districtsecretary@goldengate.org; or telephone at (415) 923-2223, or the District's ADA Compliance & Program Manager at (415) 257-4416, or California Relay Service at 711.

# FERRY PASSENGERS ADVISORY COMMITTEE (FPAC)

***Minutes of Meeting of Thursday, February 6, 2025***

| | |
|---|---|
| FPAC Members Present: | Chuck Hornbrook, Jordan Jaffe, Carlin Long, Nathan Lozier, Erik Selvig, Michael Stryker |
| Guests Present: | Emily Betts, Planning Manager, SMART (remote presentation) |
| Staff Present: | Joshua Cosgrove, Ferry Maritime Program Manager; Collette Martinez, Manager, Ferry Operations; Josh Widmann, Associate Planner |

**A. Call to Order.** Chair Chuck Hornbrook called the meeting to order at 12:05 p.m.

**B. Roll Call.** A roll call was taken and a quorum was recognized at 12:10 p.m.

**C. Election of 2025 Officers.** At 12:12 p.m. the committee elected Chuck Hornbrook as Chair and Jordan Jaffe as Vice Chair. Michael Stryker introduced the motion and Erik Selvig seconded the motion. All were in favor.

**D. Approval of Meeting Minutes of November 7, 2024.** Members reviewed and approved the minutes with no edits. Michael Stryker wished to re-emphasize his request for a faster allowable speed for catamarans in the Corte Madera Channel. He was told the catamarans are currently making 35-minute crossings and any faster speeds would result in more engine wear and tear.

**E. New Updates**

**1. SMART Topics Discussion.** SMART Planning Manager Emily Betts attended remotely via Teams to discuss SMART and Larkspur Ferry coordination. Due to the single tracking limitations, SMART can only operate at 32-minute headways. SMART is focusing on key peak directions and key connections as a result of this limitation. The Larkspur Ferry to Larkspur SMART connection pathway signage improvement plan is currently underway with the regional MTC agency, which is leading the planning efforts for improvements. The SMART Connect shuttle is an option for select trips. Any changes to the Larkspur SMART and Ferry transfer window connection will result in schedule changes at other SMART stations, affecting the timing with work and school start times and end times, for example.

**2. Operational Issues**

a. <u>Ridership Updates.</u> Josh Widmann reported ridership statistics for October, November, and December 2024. In total October ridership was up 19 percent compared to 2023, with Larkspur up 23 percent and Sausalito up 8.5 percent. Tiburon ridership increased year-over-year 46 percent, due to the Art and Wine festival. November total system ridership increased 0.5 percent compared to 2023. December total system ridership increased 15 p 2ercent compared to 2023. Chuck Hornbrook requested trip-level analysis. Jordan Jaffe requested day-of-week analysis.

b. Service Updates. New schedules began January 13, 2025, and Larkspur is carrying more riders despite the elimination of three weekday round trips. Riders have been able to utilize alternate adjacent trips.

**3. Updates and Other Items**

a. Vessel Updates. The M.V. *Mendocino* returned December 29, after being out of the active fleet since June 2024. The M.S. *Sonoma* has been out for routine maintenance since January 7 in Alameda, with a likely return by April 4. Collette Martinez reported that the new build vessel contract will be awarded in five months.

b. Terminal Updates. The San Francisco outer berth work has begun and once finished, the inner berth work will begin. Sausalito landside improvements will finish on February 15.

c. Return to Office Timeline Discussion. This item was skipped due to time constraints.

**F. Committee Business**

**1. FPAC Initiatives**

a. Larkspur Ferry Service and Parking Expansion Study. The environmental analysis work is underway and there will be no updates to report until closer to the end of the year.

b. Sonoma-Marin Bike Share. Josh Widmann informed FPAC that there are now two bike racks for Redwood Bikeshare at Larkspur Ferry Terminal.

c. 2025 Meeting Schedule and Discussion Topics. The committee agreed to modify the FPAC meeting time to 12:30 p.m. – 1:45 p.m.

**2. Membership Recruitment.**

No prospective members were in attendance.

**G. Public Comments**

There were no public comments. Josh Widmann mentioned that there is a public comment period for a No-Cost or Reduced Cost Interagency Transfer Pilot Program, as well as the Proposed Increase in Larkspur to San Francisco Special Event Ferry Fares. Public comments can be submitted to publichearing@goldengate.org through February 28, 2025 by 4:30 p.m.

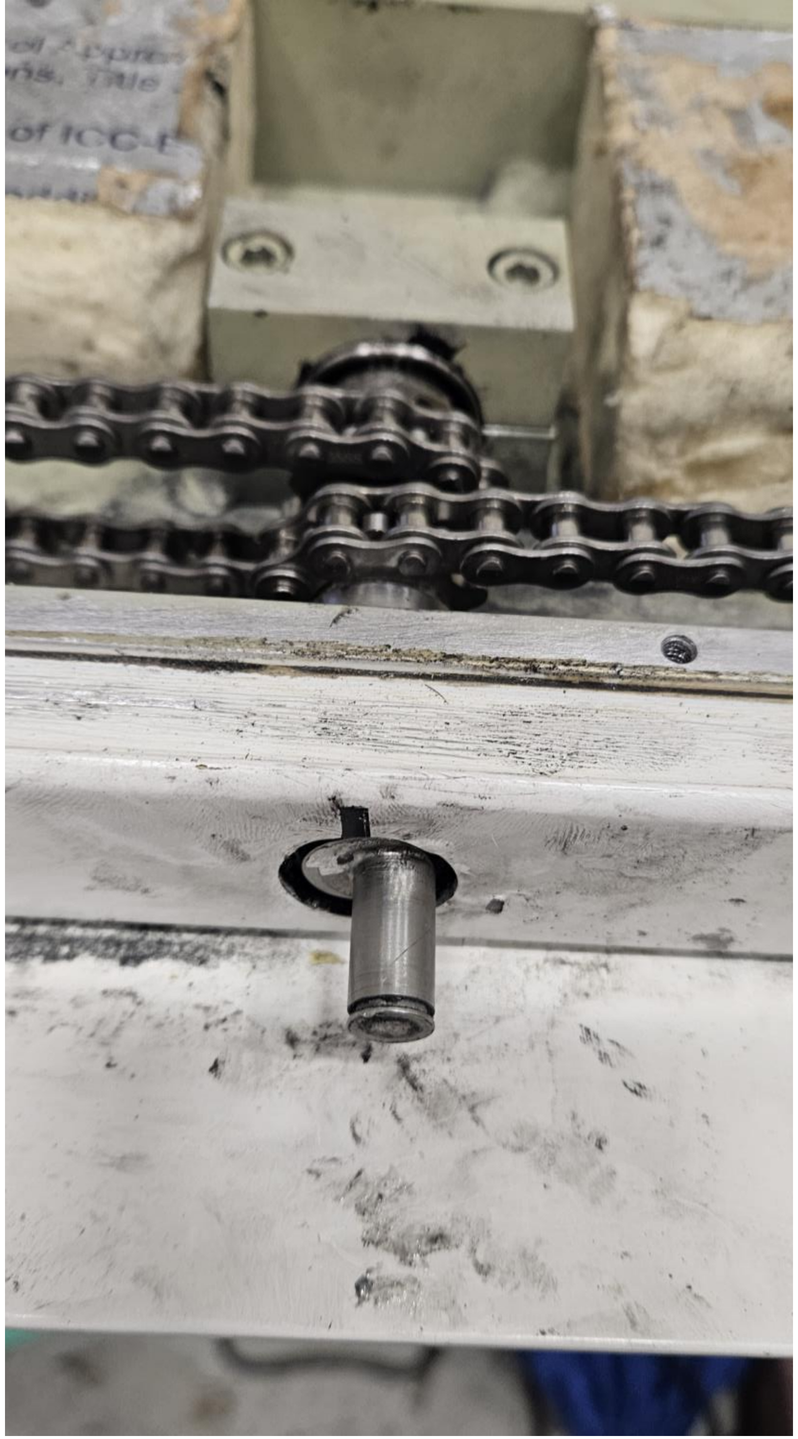
**H. Adjournment.** The committee agreed to reconvene on Thursday, April 3, 2025, from 12:30 p.m. to 1:45 p.m. at the Port of San Francisco.

# Shipyard Project Activity


SONOMA


SONOMA


Gold Filter
Gold Filter
Gold Filter




SONOMA

## 2025 Drydockings

- Sonoma – In Progress
- Napa
- Golden Gate

## 2025 Terminal Projects

- SF Terminal Outer Berth – In Progress
- Larkspur Gangways

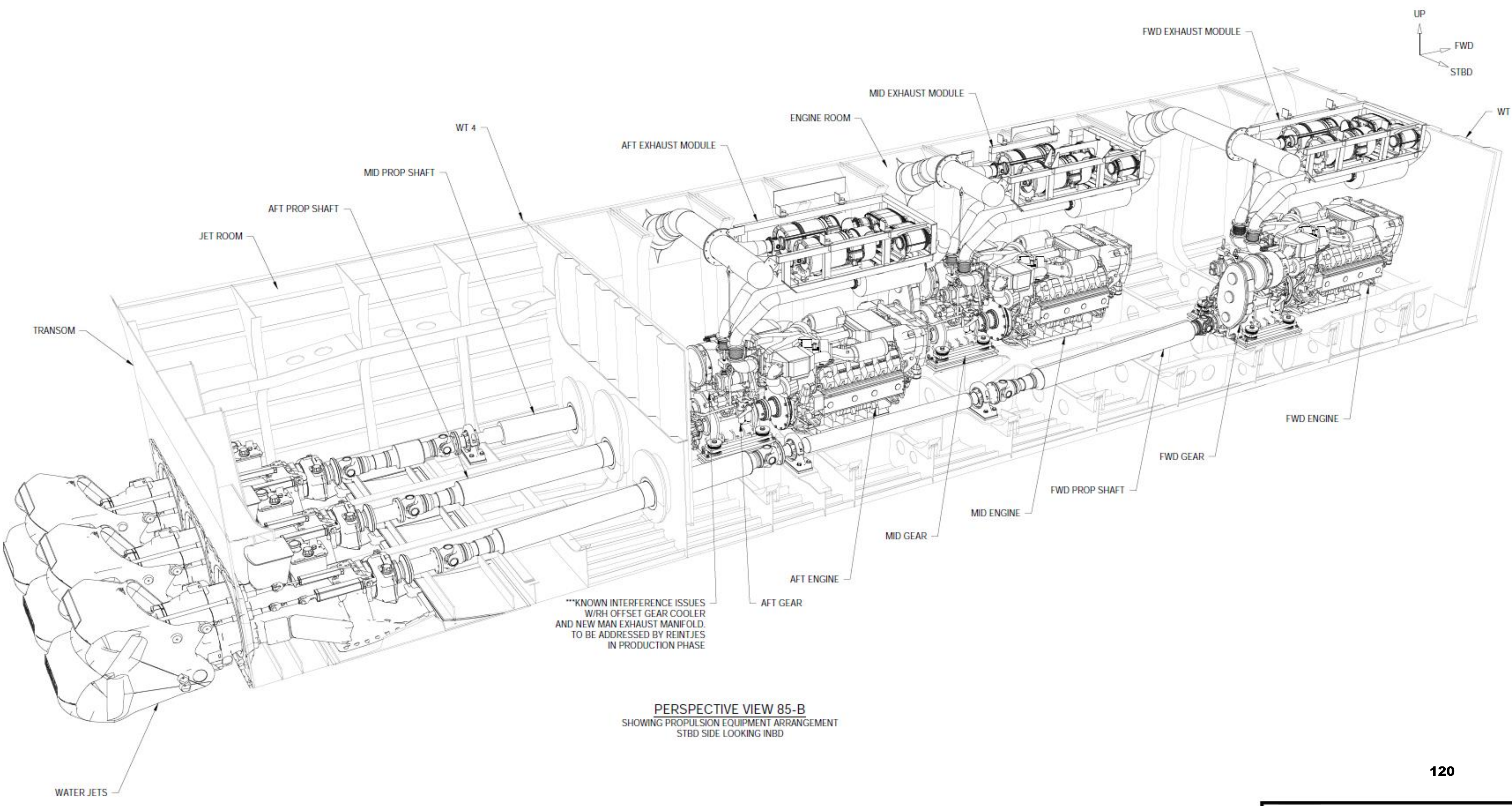
## 2026 Drydockings

- Marin
- Del Norte
- Mendocino
- San Francisco

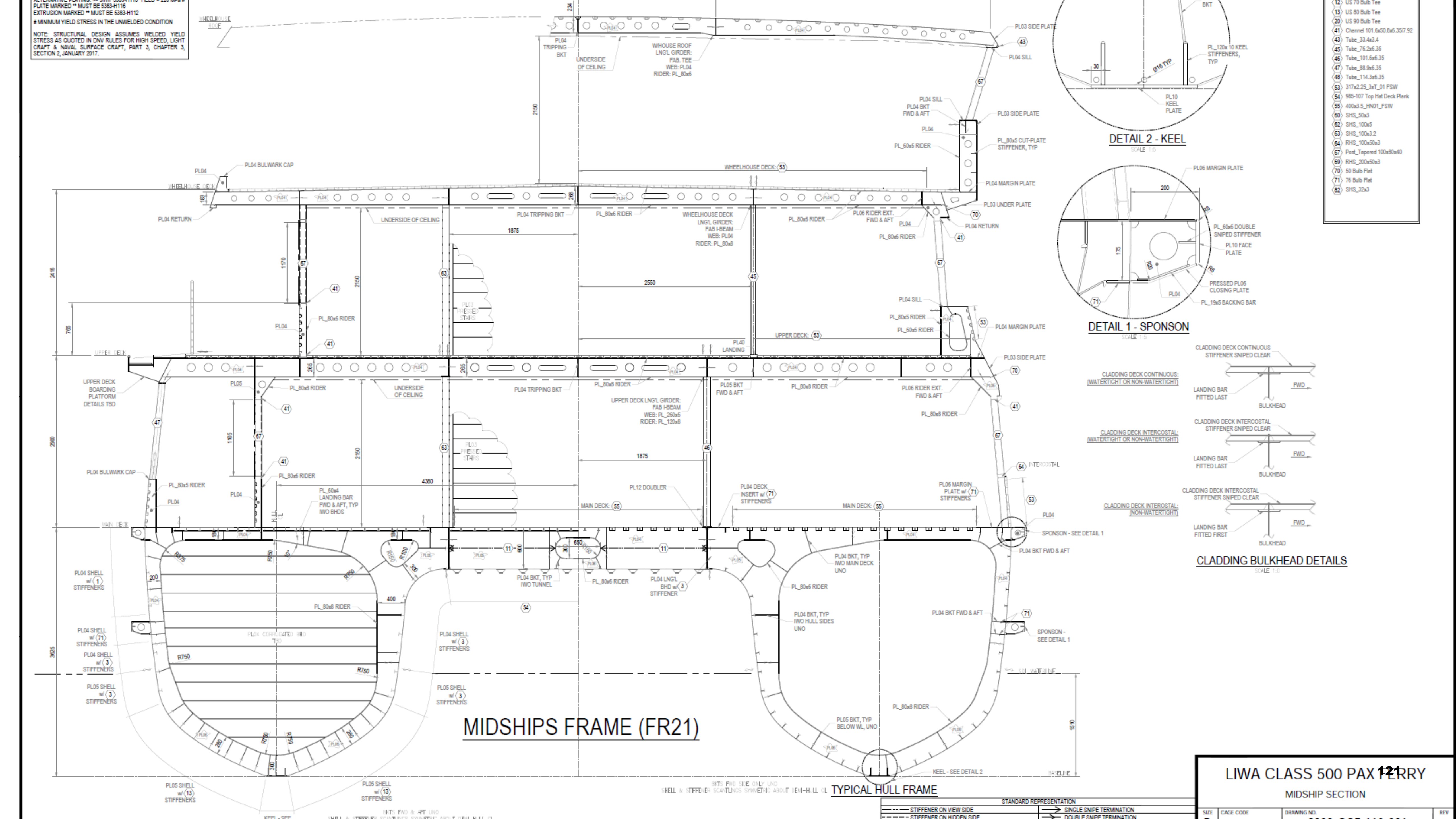
## 2026 Terminal Projects

- SF Terminal Outer Berth (cont.)
- SF Terminal Inner Berth


DANGER
DO NOT ENTER
WHEN EQUIPMENT
IS OPERATING




PERSPECTIVE VIEW 85-B
SHOWING PROPULSION EQUIPMENT ARRANGEMENT
STBD SIDE LOOKING INBD



EXTRUSION MARKED ** MUST BE 5383-H112
# MINIMUM YIELD STRESS IN THE UNWELDED CONDITION
NOTE: STRUCTURAL DESIGN ASSUMES WELDED YIELD STRESS AS QUOTED IN DNV RULES FOR HIGH SPEED, LIGHT CRAFT & NAVAL SURFACE CRAFT, PART 3, CHAPTER 3, SECTION 2, JANUARY 2017.
MIDSHIPS FRAME (FR21)
TYPICAL HULL FRAME
DETAIL 2 - KEEL
DETAIL 1 - SPONSON
CLADDING BULKHEAD DETAILS
CLADDING DECK CONTINUOUS (WATERTIGHT OR NON-WATERTIGHT)
CLADDING DECK INTERCOSTAL (WATERTIGHT OR NON-WATERTIGHT)
CLADDING DECK INTEROSTAL (NON-WATERTIGHT)
WHEELHOUSE DECK
UPPER DECK
MAIN DECK
WHOUSE ROOF LNG'L GIRDER: FAB. TEE WEB: PL04 RIDER: PL_80x6
WHEELHOUSE DECK LNG'L GIRDER: FAB I-BEAM WEB: PL04 RIDER: PL_80x8
UPPER DECK LNG'L GIRDER: FAB I-BEAM WEB: PL_260x5 RIDER: PL_120x8
(12) US 70 Bulb Tee
(13) US 80 Bulb Tee
(20) US 90 Bulb Tee
(41) Channel 101.6x50.8x6.35/7.92
(43) Tube_33.4x3.4
(45) Tube_76.2x6.35
(46) Tube_101.6x6.35
(47) Tube_88.9x6.35
(48) Tube_114.3x6.35
(53) 317x2.25_3xT_01 FSW
(54) 985-107 Top Hat Deck Plank
(55) 400x3.5_HN01_FSW
(60) SHS_50x3
(62) SHS_100x5
(63) SHS_100x3.2
(64) RHS_100x50x3
(67) Post_Tapered 100x80x40
(69) RHS_200x50x3
(70) 50 Bulb Flat
(71) 76 Bulb Flat
(82) SHS_32x3
STANDARD REPRESENTATION
STIFFENER ON VIEW SIDE
STIFFENER ON HIDDEN SIDE
SINGLE SNIPE TERMINATION
DOUBLE SNIPE TERMINATION
LIWA CLASS 500 PAX FERRY
MIDSHIP SECTION
121

Route 'AISF:LSSF:SSSF:TBSF'
All Routes

As of January-25

Ferry Route Performance

| Patrons: | Jan 25 | Dec 24 | % Chg | Jan 24 | % Chg |
|---|---|---|---|---|---|
| Total | 107,278 | 91,318 | 17.5% | 83,547 | 28.4% |
| Avg /WD | 3,806 | 3,502 | 8.7% | 3,178 | 19.7% |
| Avg / Sat | 3,323 | 2,025 | 64.1% | 1,398 | 137.7% |
| Avg / Sun/Hol | 2,564 | 1,934 | 32.6% | 2,008 | 27.7% |

| Ferry Service | Trips | Svc Hrs | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total: | 1,823 | 1,460 | 58 | 1,518 | 558 | 4 | 17,762 | 799 | 18,561 | 30 |
| Avg /WD | 69 | 54 | 2 | 56 | 553 | 0 | 680 | 34 | 714 | 22 |
| Avg / Sat | 38 | 32 | 1 | 33 | 581 | 0 | 349 | 8 | 357 | 4 |
| Avg / Sun/H | 38 | 32 | 1 | 33 | 585 | 0 | 352 | 8 | 360 | 4 |

**Passenger Revenue**

| | Patrons | Revenue |
|---|---|---|
| **Cash/Tickets** | | |
| B&G Tix Exch-Saus. | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tix** | 0 | $0 |
| **Clipper** | Patrons | Revenue |
| Adult | 74,442 | $634,517 |
| Senior | 5,247 | $36,539 |
| Disabled | 256 | $1,771 |
| Youth | 498 | $3,479 |
| **Limited Use** | | |
| **All** | | |
| Adult | 9,923 | $140,130 |
| Senior | 2,970 | $20,903 |
| Disabled | 0 | $0 |
| Youth | 4,578 | $32,381 |
| **Total Clipper** | **97,914** | **$869,720** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **97,914** | **$869,720** |
| Adjustments | 9,364 | -$37,994 |
| Transfers (Memo) | 142 | |
| Faregate Revenue | $869,720 | |
| Audit Revenue | $831,726 | |
| Adjusted Monthly Expense | $242,519 | |

**Operating Expense**

Expense $5,514,336

| Route Performance | Jan 25 | Dec 24 | %Chg | Jan 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 59 | 48 | 22.6% | 45 | 30.8% |
| Load Factor (%) | 10.5 | 8.2 | 28.6% | 7.6 | 38.8% |
| Riders per Hour | 73.5 | 63.0 | 16.7% | 59.0 | 24.6% |
| Fare Recovery (%) | 15.1 | 9.6 | 57.3% | 14.1 | 7.1% |
| Deficit per Passenger | $45.56 | $75.20 | -39.4% | $47.78 | -4.7% |
| Cancellation Rate (%) | 0.2 | 0.5 | -56.2% | 0.7 | -68.7% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| **Park Mobile** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| **Tickets.com** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Tickets.com** | **0** | **$0** |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | ALL Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 9,923 | $140,130 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 2,970 | $20,903 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 4,578 | $32,381 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **17,471** | **$193,414** |

**NOTE: Blue & Gold patron count based on actual ticket count**

Route AISF
Angel Island

As of January-25

Ferry Route Performance

| Patrons: | Jan 25 | Dec 24 | % Chg | Jan 24 | % Chg |
|---|---|---|---|---|---|
| Total | 5,938 | 4,099 | 44.9% | 4,079 | 45.6% |
| Avg /WD | 119 | 140 | -14.9% | 102 | 17.4% |
| Avg / Sat | 480 | 116 | 315.8% | 160 | 199.6% |
| Avg / Sun/Hol | 349 | 139 | 150.6% | 302 | 15.7% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 224 | 178 | 0 | 178 | 750 | 0 | 1,736 | 0 | 1,736 | 30 |
| Avg /WD | 8 | 6 | 0 | 6 | 750 | 0 | 62 | 0 | 62 | 22 |
| Avg / Sat | 6 | 5 | 0 | 5 | 750 | 0 | 47 | 0 | 47 | 4 |
| Avg / Sun/Hol | 6 | 5 | 0 | 5 | 750 | 0 | 47 | 0 | 47 | 4 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |
| **Clipper** | Patrons | Revenue |
| Adult | 3,494 | $26,980 |
| Senior | 132 | $920 |
| Disabled | 6 | $42 |
| Youth | 46 | $322 |
| **Limited Use** | | |
| **All** | | |
| Adult | 805 | $12,478 |
| Senior | 113 | $904 |
| Disabled | 0 | $0 |
| Youth | 335 | $2,680 |
| **Total Clipper** | **4,931** | **$44,325** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **4,931** | **$44,325** |
| Adjustments | 1,007 | $13,487 |
| Transfers (Memo) | 0 | |

| | |
|---|---|
| Faregate Revenue | $44,325 |
| Audit Revenue | $57,811 |
| Adjusted Monthly Expense | $30,386 |

**Operating Expense**

| | |
|---|---|
| Expense | $690,916 |

| Route Performance | Jan 25 | Dec 24 | %Chg | Jan 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 27 | 19 | 39.5% | 19 | 39.5% |
| Load Factor (%) | 3.5 | 2.5 | 41.4% | 2.6 | 35.9% |
| Riders per Hour | 33.4 | 24.0 | 39.3% | 24.0 | 39.3% |
| Fare Recovery (%) | 6.1 | 2.2 | 179.3% | 3.9 | 57.6% |
| Deficit per Passenger | $114.01 | $273.19 | -58.3% | $132.58 | -14.0% |
| Cancellation Rate (%) | 0.0 | 0.9 | -100.0% | 3.1 | -100.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| | | | | | | | | 805 | $12,478 |
| | | | | | | | | 113 | $904 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 335 | $2,680 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 1,253 | $16,062 |

Route LSSF
Larkspur

As of January-25

Ferry Route Performance

| Patrons: | Jan 25 | Dec 24 | % Chg | Jan 24 | % Chg |
|---|---|---|---|---|---|
| Total | 69,114 | 59,846 | 15.5% | 55,225 | 25.1% |
| Avg /WD | 2,693 | 2,411 | 11.7% | 2,231 | 20.7% |
| Avg / Sat | 1,419 | 1,079 | 31.6% | 718 | 97.8% |
| Avg / Sun/Hol | 1,047 | 982 | 6.6% | 817 | 28.2% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 865 | 701 | 0 | 701 | 443 | 1 | 11,202 | 0 | 11,202 | 30 |
| Avg /WD | 34 | 27 | 0 | 27 | 437 | 0 | 439 | 0 | 439 | 22 |
| Avg / Sat | 15 | 12 | 0 | 12 | 470 | 0 | 191 | 0 | 191 | 4 |
| Avg / Sun/Hol | 15 | 12 | 0 | 12 | 483 | 0 | 194 | 0 | 194 | 4 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| Clipper | Patrons | Revenue |
|---|---|---|
| Adult | 50,381 | $445,764 |
| Senior | 3,901 | $27,159 |
| Disabled | 203 | $1,403 |
| Youth | 332 | $2,318 |
| **Limited Use** | | |
| **All** | | |
| Adult | 4,540 | $63,560 |
| Senior | 1,735 | $12,145 |
| Disabled | 0 | $0 |
| Youth | 3,093 | $21,651 |
| **Total Clipper** | **64,185** | **$573,999** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **64,185** | **$573,999** |
| Adjustments | 4,929 | -$33,461 |
| Transfers (Memo) | 29 | |

| | |
|---|---|
| Faregate Revenue | $573,999 |
| Audit Revenue | $540,538 |
| Adjusted Monthly Expense | $116,181 |

**Operating Expense**

| | |
|---|---|
| Expense | $2,641,706 |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Route Performance | Jan 25 | Dec 24 | %Chg | Jan 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 80 | 64 | 24.8% | 60 | 33.2% |
| Load Factor (%) | 18.0 | 14.7 | 22.7% | 13.7 | 31.7% |
| Riders per Hour | 98.6 | 87.0 | 13.3% | 81.0 | 21.7% |
| Fare Recovery (%) | 20.8 | 13.5 | 54.2% | 20.7 | 0.5% |
| Deficit per Passenger | $31.60 | $52.73 | -40.1% | $31.64 | -0.1% |
| Cancellation Rate (%) | 0.1 | 0.4 | -71.1% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Blue And Gold Patrons | Blue And Gold Revenue | Rental Bike Patrons | Rental Bike Revenue | ATT Park Patrons | ATT Park Revenue | Cal Games Patrons | Cal Games Revenue | All Other LU Patrons | All Other LU Revenue |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 4,540 | $63,560 |
| | | | | | | | | 1,735 | $12,145 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 3,093 | $21,651 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **9,368** | **$97,356** |

**Route SSSF**
**Sausalito**

**As of January-25**

**Ferry Route Performance**

| **Patrons:** | **Jan 25** | **Dec 24** | **% Chg** | **Jan 24** | **% Chg** |
|---|---|---|---|---|---|
| Total | 22,022 | 19,034 | 15.7% | 16,715 | 31.7% |
| Avg /WD | 645 | 621 | 3.9% | 544 | 18.7% |
| Avg / Sat | 1,056 | 674 | 56.8% | 422 | 150.4% |
| Avg / Sun/Hol | 900 | 660 | 36.4% | 767 | 17.4% |

| **Ferry Service** | **Trips** | **Service Hours** | **DH Hours** | **Total Hours** | **Seats** | **Canx Trips** | **Serv. Miles** | **DH Miles** | **Total Miles** | **Days Operated** |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 385 | 315 | 21 | 336 | 563 | 3 | 2,437 | 301 | 2,738 | 30 |
| Avg /WD | 14 | 11 | 1 | 12 | 567 | 0 | 88 | 14 | 102 | 22 |
| Avg / Sat | 10 | 9 | 0 | 9 | 550 | 0 | 63 | 0 | 63 | 4 |
| Avg / Sun/Hol | 10 | 9 | 0 | 9 | 550 | 0 | 63 | 0 | 63 | 4 |

**Passenger Revenue**

| **Cash/Tickets** | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | | |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| **Clipper** | Patrons | Revenue |
|---|---|---|
| Adult | 12,675 | $99,567 |
| Senior | 749 | $5,214 |
| Disabled | 38 | $264 |
| Youth | 84 | $588 |
| **Limited Use** | | |
| **All** | | |
| Adult | 3,991 | $55,874 |
| Senior | 991 | $6,937 |
| Disabled | 0 | $0 |
| Youth | 1,034 | $7,238 |
| **Total Clipper** | **19,562** | **$175,681** |
| | | |
| **Total Clipper, Park Mobile and Cash/Tickets** | **19,562** | **$175,681** |
| | | |
| Adjustments | 2,460 | -$11,448 |
| Transfers (Memo) | 93 | |

| | |
|---|---|
| Faregate Revenue | $175,681 |
| Audit Revenue | $164,233 |
| Adjusted Monthly Expense | $53,781 |

**Operating Expense**

| | |
|---|---|
| Expense | $1,222,867 |

| **Park Mobile** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| **Route Performance** | **Jan 25** | **Dec 24** | **%Chg** | **Jan 24** | **% Chg** |
|---|---|---|---|---|---|
| Riders per Trip | 57 | 50 | 14.4% | 45 | 27.1% |
| Load Factor (%) | 10.2 | 6.8 | 49.4% | 6.0 | 69.3% |
| Riders per Hour | 70.0 | 61.0 | 14.7% | 55.0 | 27.2% |
| Fare Recovery (%) | 13.8 | 9.1 | 51.2% | 12.4 | 11.0% |
| Deficit per Passenger | $49.99 | $80.29 | -37.7% | $55.37 | -9.7% |
| Cancellation Rate (%) | 0.8 | 0.8 | -3.4% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 1 | 0 | 0.0% | 0 | 0.0% |

| **Blue And Gold** | | **Rental Bike** | | **ATT Park** | | **Cal Games** | | **All Other LU** | |
|---|---|---|---|---|---|---|---|---|---|
| **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** |
| | | | | | | | | 3,991 | $55,874 |
| | | | | | | | | 991 | $6,937 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 1,034 | $7,238 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **6,016** | **$70,049** |

Route TBSF
Tiburon

As of January-25

**Ferry Route Performance**

| Patrons: | Jan 25 | Dec 24 | % Chg | Jan 24 | % Chg |
|---|---|---|---|---|---|
| Total | 10,204 | 8,339 | 22.4% | 7,528 | 35.5% |
| Avg /WD | 348 | 331 | 5.3% | 302 | 15.3% |
| Avg / Sat | 368 | 158 | 133.1% | 99 | 273.4% |
| Avg / Sun/Hol | 269 | 153 | 75.3% | 124 | 117.4% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 349 | 266 | 37 | 302 | 714 | 0 | 2,387 | 498 | 2,885 | 30 |
| Avg /WD | 13 | 10 | 1 | 11 | 714 | 0 | 91 | 20 | 111 | 22 |
| Avg / Sat | 7 | 6 | 1 | 7 | 714 | 0 | 48 | 8 | 56 | 4 |
| Avg / Sun/Hol | 7 | 6 | 1 | 7 | 714 | 0 | 48 | 8 | 56 | 4 |

**Passenger Revenue**

| **Cash/Tickets** | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| **Clipper** | Patrons | Revenue |
|---|---|---|
| Adult | 7,892 | $62,207 |
| Senior | 465 | $3,247 |
| Disabled | 9 | $63 |
| Youth | 36 | $252 |
| **Limited Use** | | |
| **All** | | |
| Adult | 587 | $8,218 |
| Senior | 131 | $917 |
| Disabled | 0 | $0 |
| Youth | 116 | $812 |
| **Total Clipper** | **9,236** | **$75,715** |
| **Total Clipper, Park Mobile and Cash/Tickets** | 9,236 | $75,715 |
| Adjustments | 968 | -$6,571 |
| Transfers (Memo) | 20 | |

| | |
|---|---|
| Faregate Revenue | $75,715 |
| Audit Revenue | $69,144 |
| Adjusted Monthly Expense | $42,170 |

**Operating Expense**

Expense $958,848

| **Park Mobile** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| **Route Performance** | Jan 25 | Dec 24 | %Chg | Jan 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 29 | 23 | 27.1% | 22 | 32.9% |
| Load Factor (%) | 4.1 | 3.1 | 32.1% | 3.0 | 36.5% |
| Riders per Hour | 38.4 | 31.0 | 23.8% | 29.0 | 32.3% |
| Fare Recovery (%) | 7.6 | 5.2 | 45.5% | 5.3 | 42.7% |
| Deficit per Passenger | $90.68 | $127.53 | -28.9% | $103.35 | -12.3% |
| Cancellation Rate (%) | 0.0 | 0.3 | -100.0% | 1.7 | -100.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Blue And Gold Patrons | Blue And Gold Revenue | Rental Bike Patrons | Rental Bike Revenue | ATT Park Patrons | ATT Park Revenue | Cal Games Patrons | Cal Games Revenue | All Other LU Patrons | All Other LU Revenue |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 587 | $8,218 |
| | | | | | | | | 131 | $917 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 116 | $812 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **834** | **$9,947** |

Route 'AISF:LSSF:SSSF:TBSF'
All Routes

As of February-25

Ferry Route Performance

| Patrons: | Feb 25 | Jan 25 | % Chg | Feb 24 | % Chg |
|---|---|---|---|---|---|
| Total | 86,841 | 107,278 | -19.1% | 82,462 | 5.3% |
| Avg /WD | 3,392 | 3,806 | -10.9% | 3,305 | 2.6% |
| Avg / Sat | 2,963 | 3,323 | -10.9% | 2,608 | 13.6% |
| Avg / Sun/Hol | 2,140 | 2,564 | -16.5% | 1,347 | 58.9% |

| Ferry Service | Trips | Svc Hrs | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total: | 1,568 | 1,281 | 49 | 1,330 | 557 | 46 | 15,119 | 668 | 15,788 | 28 |
| Avg /WD | 65 | 52 | 2 | 54 | 546 | 0 | 634 | 31 | 666 | 19 |
| Avg / Sat | 37 | 31 | 1 | 32 | 594 | 0 | 345 | 8 | 353 | 4 |
| Avg / Sun/H | 38 | 32 | 0 | 32 | 607 | 0 | 349 | 8 | 357 | 5 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| B&G Tix Exch-Saus. | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tix** | **0** | **$0** |

| Clipper | Patrons | Revenue |
|---|---|---|
| Adult | 60,765 | $516,945 |
| Senior | 4,639 | $32,315 |
| Disabled | 247 | $1,704 |
| Youth | 369 | $2,577 |
| Limited Use | | |
| All | | |
| Adult | 8,339 | $117,856 |
| Senior | 2,640 | $18,573 |
| Disabled | 0 | $0 |
| Youth | 3,139 | $22,215 |
| **Total Clipper** | **80,138** | **$712,184** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **80,138** | **$712,184** |
| Adjustments | 6,703 | $62,339 |
| Transfers (Memo) | 145 | |
| Faregate Revenue | $712,184 | |
| Audit Revenue | $774,523 | |
| Adjusted Monthly Expense | $14,808 | |

**Operating Expense**

| | |
|---|---|
| Expense | $4,627,176 |

| Route Performance | Feb 25 | Jan 25 | %Chg | Feb 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 55 | 59 | -6.1% | 47 | 17.8% |
| Load Factor (%) | 9.9 | 10.5 | -5.4% | 8.0 | 24.2% |
| Riders per Hour | 67.8 | 74.0 | -8.4% | 61.0 | 11.1% |
| Fare Recovery (%) | 15.3 | 15.1 | 1.3% | 16.7 | -8.4% |
| Deficit per Passenger | $45.25 | $45.56 | -0.7% | $39.23 | 15.4% |
| Cancellation Rate (%) | 2.9 | 0.2 | N/A | 2.5 | 14.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Tickets.com | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Tickets.com** | **0** | **$0** |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | ALL Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 8,339 | $117,856 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 2,640 | $18,573 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 3,139 | $22,215 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **14,118** | **$158,644** |

**NOTE: Blue & Gold patron count based on actual ticket count**

**Route AISF**
**Angel Island**

As of February-25

| Patrons: | Feb 25 | Jan 25 | % Chg | Feb 24 | % Chg |
|---|---|---|---|---|---|
| Total | 5,480 | 5,938 | -7.7% | 5,376 | 1.9% |
| Avg /WD | 151 | 119 | 26.4% | 161 | -6.6% |
| Avg / Sat | 326 | 480 | -32.1% | 394 | -17.1% |
| Avg / Sun/Hol | 292 | 349 | -16.2% | 147 | 98.4% |

**Ferry Route Performance**

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 194 | 157 | 0 | 157 | 706 | 12 | 1,504 | 0 | 1,504 | 27 |
| Avg /WD | 8 | 6 | 0 | 6 | 700 | 0 | 61 | 0 | 61 | 18 |
| Avg / Sat | 6 | 5 | 0 | 5 | 687 | 0 | 43 | 0 | 43 | 4 |
| Avg / Sun/Hol | 6 | 5 | 0 | 5 | 750 | 0 | 47 | 0 | 47 | 5 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| Clipper | Patrons | Revenue |
|---|---|---|
| Adult | 2,570 | $19,618 |
| Senior | 136 | $950 |
| Disabled | 15 | $105 |
| Youth | 53 | $371 |
| **Limited Use** | | |
| All | | |
| Adult | 740 | $11,470 |
| Senior | 93 | $744 |
| Disabled | 0 | $0 |
| Youth | 242 | $1,936 |
| **Total Clipper** | **3,849** | **$35,194** |
| **Total Clipper, Park Mobile and Cash/Tickets** | 3,849 | $35,194 |
| Adjustments | 1,631 | $13,200 |
| Transfers (Memo) | 0 | |

| | |
|---|---|
| Faregate Revenue | $35,194 |
| Audit Revenue | $48,393 |
| Adjusted Monthly Expense | $1,910 |

**Operating Expense**

| | |
|---|---|
| Expense | $596,872 |

| Route Performance | Feb 25 | Jan 25 | %Chg | Feb 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 28 | 27 | 4.6% | 27 | 4.6% |
| Load Factor (%) | 4.0 | 3.5 | 14.3% | 3.8 | 5.3% |
| Riders per Hour | 34.9 | 33.0 | 5.6% | 34.0 | 2.5% |
| Fare Recovery (%) | 5.9 | 6.2 | -5.2% | 5.6 | 5.0% |
| Deficit per Passenger | $102.84 | $114.01 | -9.8% | $83.03 | 23.9% |
| Cancellation Rate (%) | 5.8 | 0.0 | 0.0% | 5.6 | 4.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| | | | | | | | | 740 | $11,470 |
| | | | | | | | | 93 | $744 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 242 | $1,936 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 1,075 | $14,150 |

Route LSSF
Larkspur

As of February-25

Ferry Route Performance

| Patrons: | Feb 25 | Jan 25 | % Chg | Feb 24 | % Chg |
|---|---|---|---|---|---|
| Total | 55,099 | 69,114 | -20.3% | 52,735 | 4.5% |
| Avg /WD | 2,391 | 2,693 | -11.2% | 2,274 | 5.1% |
| Avg / Sat | 1,258 | 1,419 | -11.4% | 1,118 | 12.5% |
| Avg / Sun/Hol | 927 | 1,047 | -11.5% | 555 | 66.8% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 720 | 602 | 0 | 602 | 440 | 22 | 9,324 | 0 | 9,324 | 28 |
| Avg /WD | 31 | 26 | 0 | 26 | 429 | 0 | 399 | 0 | 399 | 19 |
| Avg / Sat | 15 | 12 | 0 | 12 | 490 | 0 | 194 | 0 | 194 | 4 |
| Avg / Sun/Hol | 15 | 12 | 0 | 12 | 486 | 0 | 192 | 0 | 192 | 5 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |
| **Clipper** | Patrons | Revenue |
| Adult | 41,122 | $363,888 |
| Senior | 3,382 | $23,547 |
| Disabled | 194 | $1,335 |
| Youth | 219 | $1,529 |
| **Limited Use** | | |
| **All** | | |
| Adult | 3,433 | $48,062 |
| Senior | 1,415 | $9,905 |
| Disabled | 0 | $0 |
| Youth | 2,138 | $14,966 |
| **Total Clipper** | **51,903** | **$463,232** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **51,903** | **$463,232** |
| Adjustments | 3,196 | $28,308 |
| Transfers (Memo) | 27 | |

| | |
|---|---|
| Faregate Revenue | $463,232 |
| Audit Revenue | $491,540 |
| Adjusted Monthly Expense | $7,049 |

**Operating Expense**

| | |
|---|---|
| Expense | $2,202,697 |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Route Performance | Feb 25 | Jan 25 | %Chg | Feb 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 77 | 80 | -4.3% | 59 | 29.7% |
| Load Factor (%) | 17.4 | 18.0 | -3.4% | 13.2 | 31.8% |
| Riders per Hour | 91.5 | 99.0 | -7.6% | 79.0 | 15.8% |
| Fare Recovery (%) | 21.0 | 20.8 | 0.8% | 23.4 | -10.4% |
| Deficit per Passenger | $31.70 | $31.60 | 0.3% | $27.15 | 16.8% |
| Cancellation Rate (%) | 3.0 | 0.1 | N/A | 1.3 | 128.1% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Blue And Gold Patrons | Blue And Gold Revenue | Rental Bike Patrons | Rental Bike Revenue | ATT Park Patrons | ATT Park Revenue | Cal Games Patrons | Cal Games Revenue | All Other LU Patrons | All Other LU Revenue |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 3,433 | $48,062 |
| | | | | | | | | 1,415 | $9,905 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 2,138 | $14,966 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 6,986 | $72,933 |

Route SSSF
Sausalito

As of February-25

Ferry Route Performance

| Patrons: | Feb 25 | Jan 25 | % Chg | Feb 24 | % Chg |
|---|---|---|---|---|---|
| Total | 18,470 | 22,022 | -16.1% | 17,025 | 8.5% |
| Avg /WD | 561 | 645 | -13.0% | 559 | 0.4% |
| Avg / Sat | 1,055 | 1,056 | -0.1% | 909 | 16.0% |
| Avg / Sun/Hol | 718 | 900 | -20.3% | 552 | 30.0% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 356 | 295 | 13 | 308 | 604 | 0 | 2,254 | 179 | 2,432 | 28 |
| Avg /WD | 14 | 11 | 1 | 12 | 595 | 0 | 89 | 9 | 98 | 19 |
| Avg / Sat | 10 | 9 | 0 | 9 | 645 | 0 | 63 | 0 | 63 | 4 |
| Avg / Sun/Hol | 10 | 9 | 0 | 9 | 618 | 0 | 63 | 0 | 63 | 5 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | | |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| Clipper | Patrons | Revenue |
|---|---|---|
| Adult | 11,207 | $87,398 |
| Senior | 726 | $5,062 |
| Disabled | 28 | $195 |
| Youth | 67 | $467 |
| Limited Use | | |
| All | | |
| Adult | 3,707 | $51,898 |
| Senior | 1,011 | $7,077 |
| Disabled | 0 | $0 |
| Youth | 699 | $4,893 |
| **Total Clipper** | **17,445** | **$156,989** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **17,445** | **$156,989** |
| Adjustments | 1,025 | $15,639 |
| Transfers (Memo) | 103 | |

| | |
|---|---|
| Faregate Revenue | $156,989 |
| Audit Revenue | $172,628 |
| Adjusted Monthly Expense | $3,399 |

**Operating Expense**

| | |
|---|---|
| Expense | $1,062,214 |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Route Performance | Feb 25 | Jan 25 | %Chg | Feb 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 52 | 57 | -9.0% | 50 | 3.8% |
| Load Factor (%) | 8.6 | 10.2 | -15.8% | 6.8 | 26.3% |
| Riders per Hour | 62.6 | 70.0 | -10.6% | 60.0 | 4.4% |
| Fare Recovery (%) | 14.7 | 13.8 | 6.8% | 15.8 | -6.8% |
| Deficit per Passenger | $49.19 | $49.99 | -1.6% | $42.31 | 16.3% |
| Cancellation Rate (%) | 0.0 | 0.8 | -100.0% | 2.8 | -100.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 1 | -100.0% | 0 | 0.0% |

| Blue And Gold Patrons | Blue And Gold Revenue | Rental Bike Patrons | Rental Bike Revenue | ATT Park Patrons | ATT Park Revenue | Cal Games Patrons | Cal Games Revenue | All Other LU Patrons | All Other LU Revenue |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 3,707 | $51,898 |
| | | | | | | | | 1,011 | $7,077 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 699 | $4,893 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 5,417 | $63,868 |

Route TBSF
Tiburon

As of February-25

Ferry Route Performance

| Patrons: | Feb 25 | Jan 25 | % Chg | Feb 24 | % Chg |
|---|---|---|---|---|---|
| Total | 7,792 | 10,204 | -23.6% | 7,326 | 6.4% |
| Avg /WD | 288 | 348 | -17.2% | 311 | -7.1% |
| Avg / Sat | 324 | 368 | -11.9% | 187 | 73.0% |
| Avg / Sun/Hol | 203 | 269 | -24.3% | 92 | 121.4% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 298 | 227 | 36 | 263 | 688 | 12 | 2,038 | 490 | 2,528 | 28 |
| Avg /WD | 13 | 9 | 2 | 11 | 684 | 0 | 85 | 22 | 107 | 19 |
| Avg / Sat | 7 | 5 | 1 | 6 | 675 | 0 | 45 | 8 | 52 | 4 |
| Avg / Sun/Hol | 7 | 6 | 0 | 6 | 724 | 0 | 48 | 8 | 56 | 5 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| Clipper | Patrons | Revenue |
|---|---|---|
| Adult | 5,866 | $46,041 |
| Senior | 395 | $2,756 |
| Disabled | 10 | $70 |
| Youth | 30 | $210 |
| **Limited Use** | | |
| **All** | | |
| Adult | 459 | $6,426 |
| Senior | 121 | $847 |
| Disabled | 0 | $0 |
| Youth | 60 | $420 |
| **Total Clipper** | **6,941** | **$56,769** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **6,941** | **$56,769** |
| Adjustments | 851 | $5,193 |
| Transfers (Memo) | 15 | |

| | |
|---|---|
| Faregate Revenue | $56,769 |
| Audit Revenue | $61,962 |
| Adjusted Monthly Expense | $2,449 |

**Operating Expense**

Expense $765,393

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Route Performance | Feb 25 | Jan 25 | %Chg | Feb 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 26 | 29 | -9.8% | 23 | 13.7% |
| Load Factor (%) | 3.8 | 4.1 | -7.3% | 3.1 | 22.6% |
| Riders per Hour | 34.3 | 38.0 | -9.7% | 30.0 | 14.4% |
| Fare Recovery (%) | 7.4 | 7.6 | -2.7% | 7.0 | 5.6% |
| Deficit per Passenger | $91.26 | $90.68 | 0.6% | $86.92 | 5.0% |
| Cancellation Rate (%) | 3.9 | 0.0 | 0.0% | 3.6 | 7.5% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| | | | | | | | | 459 | $6,426 |
| | | | | | | | | 121 | $847 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 60 | $420 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **640** | **$7,693** |

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# FERRY PASSENGERS ADVISORY COMMITTEE (FPAC)

***Agenda for Thursday, June 5, 2025***

GOLDEN GATE BRIDGE
HIGHWAY & TRANSPORTATION DISTRICT

**Convene at 12:30 p.m. – Adjourn by 1:45 p.m.**
**Meeting Address: Port of San Francisco, Pier 1, Room 3 & 4**

**A. Call to Order**

**B. Roll Call**

**C. Approval of Minutes of April 3, 2025**

**D. New Updates**

1. **Clipper 2.0 Presentation**
2. **Operational Issues**
    i. Ridership Updates – 2019 vs. 2025
    ii. Service Updates
3. **Updates and Other Items**
    i. Vessel Updates
    ii. Terminal Updates
    iii. Return to Office Timeline Discussion

**E. Committee Business**

1. FPAC Initiatives
    i. Larkspur Ferry Service and Parking Expansion
    ii. Sonoma-Marin Bike Share
2. Membership Recruitment Update

**F. Public Comment**

**G. Adjournment**

1. Next Meeting: September 4, 2025
2. Survey of Members to Determine Quorum

Attachments: 1. Minutes from meeting of April 3, 2025
2. Ferry Route Performance Report for 2025: March & April
All Routes
Angel Island – San Francisco Ferry Terminal (AISF)
Larkspur Ferry Terminal-San Francisco Oracle Park (LSPB)
Larkspur Ferry Terminal-San Francisco Ferry Terminal (LSSF)
Sausalito Ferry Terminal-San Francisco Ferry Terminal (SSSF)
Tiburon Ferry Terminal-San Francisco Ferry Terminal (TBSF)

**<u>Public Comment Note</u>**: During the public comment period, speakers will be allotted no more than 3 minutes to speak and will be heard in the order of sign-up. Said time frames may be extended only upon approval of the Committee Chair.

Public comments may also be submitted by e-mail to PAC@goldengate.org. Comments submitted before the meeting will be provided to the Committee members before or during the Committee meeting. Comments submitted after the meeting is called to order will be included as an attachment to the minutes for this meeting.

Upon request, the Golden Gate Bridge, Highway and Transportation District will provide written agenda materials in appropriate alternative formats to individuals with disabilities. In addition, the District will arrange for disability-related modifications or accommodations, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, telephone number and brief description of the requested materials, preferred alternative format, and/or auxiliary aid or service at least three (3) days before the meeting. Requests should be made by mail to: Amorette M. Ko Wong, Secretary of the District, Golden Gate Bridge, Highway and Transportation District, P.O. Box 29000, Presidio Station, San Francisco, CA 94129-9000; or e-mail to districtsecretary@goldengate.org; or telephone at (415) 923-2223, or the District's ADA Compliance & Program Manager at (415) 257-4416, or California Relay Service at 711.

# FERRY PASSENGERS ADVISORY COMMITTEE (FPAC)

***Minutes of Meeting of Thursday, April 3, 2025***

| | |
|---|---|
| FPAC Members Present: | Chuck Hornbrook, Nathan Lozier, Erik Selvig, Christopher Snell, Michael Stryker |
| Staff Present: | Chris Bearden, Director of Ferry Operations; Joshua Cosgrove, Ferry Maritime Program Manager; John Gray, Director of Engineering and Maintenance, Ferry Division; Collette Martinez, Manager, Ferry Operations; Josh Widmann, Associate Planner |

**A. Call to Order.** Chair Chuck Hornbrook called the meeting to order at 12:34 p.m.

**B. Roll Call.** A roll call was taken and a quorum was recognized at 12:35 p.m.

C. **Approval of Meeting Minutes of February 6, 2025.** Michael Stryker moved to approve the Minutes, followed by a second from Chuck Hornbrook. The minutes were approved unanimously.

**D. New Updates**

1. **Shipyard Activity Presentation.** John Gray shared a presentation on vessels and docking facilities. The M.S. *Sonoma* is wrapping up soon with underwater sea trial testing on Monday. The M.V. *Napa* will be going out for service in July followed by the M.V. *Golden Gate*. The M.S. *Marin* is scheduled to go out in February 2026. The outer San Francisco berth ramp was removed on March 24 for repairs. The floating mooring equipment will be pulled out, as well. These components will be back in service sometime in 2026. Once taken down, the Larkspur Berth 1 gangways will be rebuilt with a six-week timeline to repair the telescoping ramp roller wear and tear. John Gray then discussed the new-build vessel, *Liwa*, which will have the only approved engine of its kind in California. The construction contract will be awarded later in the year.

2. **Operational Issues**

a. Ridership Updates. Josh Widmann skipped the reporting of ridership statistics; however, the monthly reports were available for review. Christopher Snell and Chuck Hornbrook asked questions regarding cancelations and farebox recovery. They were informed that on some occasions the Ferry Division requires Coast Guard or other agency approval before they can resume service, and there is little advance notice, thus backup buses are provided until no longer needed. Farebox recovery varies from month to month, resulting from one-time costs landing on certain months and sometimes as a result of a three pay-period month. Chris Bearden reported weekend ridership has increased, due to the use of the fast ferries.

b. Service Updates. This item was skipped due to time constraints.

3. **Updates and Other Items**

a. Vessel Updates. This item was discussed above in John Gray's presentation.

b. Terminal Updates. This item was discussed above in John Gray's presentation.

c. Return-to-Office Timeline Discussion. It was noted that while some workers are required to commute to work more frequently, those in managerial positions are still commuting less frequently. No other return-to-work updates were shared with the group.

**E. Committee Business**

1. **FPAC Initiatives**

a. Larkspur Ferry Service and Parking Expansion Study. The environmental analysis continues. Currently, the consultant is gathering data on bicycle parking occupancy. The study continues, and the Draft Environmental Impact Report will be released to the public later in 2025.

b. Sonoma-Marin Bike Share. Josh Widmann informed FPAC that a day pass is now available for purchase using the Redwood BikeShare app. First Quarter 2025 ridership will be available April 10.

2. **Membership Recruitment**

No prospective members were in attendance.

**F. Public Comments**

There were no public comments.

**G. Adjournment.** The committee agreed to reconvene on Thursday, June 5, 2025, from 12:30 p.m. to 1:45 p.m. at the Port of San Francisco.

Route 'AISF:LSPB:LSSF:SSSF:TBSF' — As of March-25 — Ferry Route Performance

All Routes

| Patrons: | Mar 25 | Feb 25 | % Chg | Mar 24 | % Chg |
|---|---|---|---|---|---|
| Total | 114,978 | 86,841 | 32.4% | 101,175 | 13.6% |
| Avg /WD | 4,036 | 3,392 | 19.0% | 3,965 | 1.8% |
| Avg / Sat | 3,981 | 2,963 | 34.4% | 2,643 | 50.6% |
| Avg / Sun/Hol | 2,309 | 2,140 | 7.9% | 2,419 | -4.6% |

| Ferry Service | Trips | Svc Hrs | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total: | 1,746 | 1,432 | 54 | 1,486 | 509 | 8 | 16,959 | 744 | 17,704 | 31 |
| Avg /WD | 67 | 53 | 2 | 55 | 510 | 0 | 652 | 34 | 686 | 21 |
| Avg / Sat | 38 | 32 | 1 | 33 | 528 | 0 | 352 | 8 | 360 | 5 |
| Avg / Sun/H | 38 | 32 | 0 | 32 | 501 | 0 | 347 | 8 | 355 | 5 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| B&G Tix Exch-Saus. | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tix** | **0** | **$0** |

| Clipper | Patrons | Revenue |
|---|---|---|
| Adult | 77,356 | $656,269 |
| Senior | 5,479 | $38,165 |
| Disabled | 305 | $2,110 |
| Youth | 475 | $3,309 |
| **Limited Use** | | |
| **All** | | |
| Adult | 12,753 | $180,026 |
| Senior | 3,652 | $25,730 |
| Disabled | 0 | $0 |
| Youth | 4,868 | $34,548 |
| **Total Clipper** | **104,888** | **$940,157** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **104,888** | **$940,157** |
| Adjustments | 10,090 | $23,017 |
| Transfers (Memo) | 171 | |
| Faregate Revenue | $940,157 | |
| Audit Revenue | $963,174 | |
| Adjusted Monthly Expense | -$560,523 | |

**Operating Expense**

Expense $5,434,762

| Route Performance | Mar 25 | Feb 25 | %Chg | Mar 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 66 | 55 | 19.7% | 54 | 21.9% |
| Load Factor (%) | 12.9 | 9.9 | 30.6% | 9.2 | 40.6% |
| Riders per Hour | 80.3 | 68.0 | 18.1% | 70.0 | 14.7% |
| Fare Recovery (%) | 19.3 | 15.3 | 26.1% | 17.8 | 8.4% |
| Deficit per Passenger | $34.22 | $45.25 | -24.4% | $38.52 | -11.2% |
| Cancellation Rate (%) | 0.5 | 2.9 | -84.3% | 1.7 | -73.2% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Tickets.com | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Tickets.com** | **0** | **$0** |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | ALL Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 12,753 | $180,026 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 3,652 | $25,730 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 4,868 | $34,548 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **21,273** | **$240,304** |

**NOTE: Blue & Gold patron count based on actual ticket count**

Route AISF
Angel Island

As of March-25

Ferry Route Performance

| Patrons: | Mar 25 | Feb 25 | % Chg | Mar 24 | % Chg |
|---|---|---|---|---|---|
| Total | 8,355 | 5,480 | 52.5% | 8,016 | 4.2% |
| Avg /WD | 203 | 151 | 34.7% | 186 | 9.4% |
| Avg / Sat | 519 | 326 | 58.9% | 390 | 32.9% |
| Avg / Sun/Hol | 300 | 292 | 2.6% | 434 | -30.8% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 228 | 186 | 2 | 188 | 630 | 0 | 1,767 | 26 | 1,793 | 31 |
| Avg /WD | 8 | 6 | 0 | 6 | 662 | 0 | 62 | 1 | 63 | 21 |
| Avg / Sat | 6 | 5 | 0 | 5 | 610 | 0 | 47 | 0 | 47 | 5 |
| Avg / Sun/Hol | 6 | 5 | 0 | 5 | 470 | 0 | 47 | 0 | 47 | 5 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |
| **Clipper** | Patrons | Revenue |
| Adult | 3,628 | $27,329 |
| Senior | 231 | $1,612 |
| Disabled | 4 | $28 |
| Youth | 72 | $504 |
| **Limited Use** | | |
| **All** | | |
| Adult | 989 | $15,330 |
| Senior | 166 | $1,328 |
| Disabled | 0 | $0 |
| Youth | 472 | $3,776 |
| **Total Clipper** | **5,562** | **$49,906** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **5,562** | **$49,906** |
| Adjustments | 2,793 | $16,818 |
| Transfers (Memo) | 0 | |

| | |
|---|---|
| Faregate Revenue | $49,906 |
| Audit Revenue | $66,724 |
| Adjusted Monthly Expense | -$75,743 |

**Operating Expense**

Expense $734,397

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Route Performance | Mar 25 | Feb 25 | %Chg | Mar 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 37 | 28 | 30.9% | 35 | 4.7% |
| Load Factor (%) | 5.8 | 4.0 | 45.4% | 4.7 | 23.8% |
| Riders per Hour | 45.0 | 35.0 | 28.6% | 45.0 | 0.0% |
| Fare Recovery (%) | 7.6 | 5.9 | 28.4% | 8.8 | -13.9% |
| Deficit per Passenger | $72.86 | $102.84 | -29.2% | $66.73 | 9.2% |
| Cancellation Rate (%) | 0.0 | 5.8 | -100.0% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| | Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| Adult | | | | | | | | | 989 | $15,330 |
| Senior | | | | | | | | | 166 | $1,328 |
| Disabled | | | | | | | | | 0 | $0 |
| Youth | | | | | | | | | 472 | $3,776 |
| Total | **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **1,627** | **$20,434** |

Route LSPB
ATT Baseball

As of March-25

Ferry Route Performance

| Patrons: | Mar 25 | Feb 25 | % Chg | Mar 24 | % Chg |
|---|---|---|---|---|---|
| Total | 0 | 0 | 0.0% | 370 | -100.0% |
| Avg /WD | 0 | 0 | 0.0% | 370 | -100.0% |
| Avg / Sat | 0 | 0 | 0.0% | 0 | 0.0% |
| Avg / Sun/Hol | 0 | 0 | 0.0% | 0 | 0.0% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 0 | 0 | | 0 | | 0 | | | 0 | |
| Avg /WD | 0 | 0 | | 0 | | 0 | | | 0 | |
| Avg / Sat | 0 | 0 | | 0 | | 0 | | | 0 | |
| Avg / Sun/Hol | | | | 0 | | 0 | | | 0 | |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |
| **Clipper** | Patrons | Revenue |
| Adult | 0 | $0 |
| Senior | 0 | $0 |
| Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Limited Use** | | |
| **All** | | |
| Adult | 0 | $0 |
| Senior | 0 | $0 |
| Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Clipper** | **0** | **$0** |
| **Total Clipper, Park Mobile and Cash/Tickets** | 0 | $0 |
| Adjustments | 0 | $0 |
| Transfers (Memo) | | |

| | |
|---|---|
| Faregate Revenue | $0 |
| Audit Revenue | |
| Adjusted Monthly Expense | $0 |

**Operating Expense**
Expense

| Route Performance | Mar 25 | Feb 25 | %Chg | Mar 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 0 | 0 | 0.0% | 185 | -100.0% |
| Load Factor (%) | 0.0 | 0.0 | 0.0% | 41.1 | -100.0% |
| Riders per Hour | 0.0 | 0.0 | 0.0% | 218.0 | -100.0% |
| Fare Recovery (%) | 0.0 | 0.0 | 0.0% | 623.7 | -100.0% |
| Deficit per Passenger | $0.00 | $0.00 | 0.0% | -$102.21 | -100.0% |
| Cancellation Rate (%) | 0.0 | 0.0 | 0.0% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** |

Route LSSF | As of March-25 | Ferry Route Performance

Larkspur

| Patrons: | Mar 25 | Feb 25 | % Chg | Mar 24 | % Chg |
|---|---|---|---|---|---|
| Total | 70,716 | 55,099 | 28.3% | 61,175 | 15.6% |
| Avg /WD | 2,789 | 2,391 | 16.6% | 2,426 | 14.9% |
| Avg / Sat | 1,591 | 1,258 | 26.5% | 1,165 | 36.5% |
| Avg / Sun/Hol | 840 | 927 | -9.4% | 880 | -4.6% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 820 | 688 | 0 | 688 | 444 | 2 | 10,619 | 0 | 10,619 | 31 |
| Avg /WD | 32 | 27 | 0 | 27 | 440 | 0 | 414 | 0 | 414 | 21 |
| Avg / Sat | 15 | 12 | 0 | 12 | 475 | 0 | 194 | 0 | 194 | 5 |
| Avg / Sun/Hol | 15 | 12 | 0 | 12 | 452 | 0 | 189 | 0 | 189 | 5 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |
| **Clipper** | Patrons | Revenue |
| Adult | 51,750 | $457,464 |
| Senior | 3,840 | $26,717 |
| Disabled | 241 | $1,665 |
| Youth | 299 | $2,081 |
| **Limited Use** | | |
| **All** | | |
| Adult | 5,103 | $71,442 |
| Senior | 2,096 | $14,672 |
| Disabled | 0 | $0 |
| Youth | 3,182 | $22,274 |
| **Total Clipper** | **66,511** | **$596,314** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **66,511** | **$596,314** |
| Adjustments | 4,205 | $1,277 |
| Transfers (Memo) | 27 | |

| | |
|---|---|
| Faregate Revenue | $596,314 |
| Audit Revenue | $597,591 |
| Adjusted Monthly Expense | -$271,600 |

**Operating Expense**

| | |
|---|---|
| Expense | $2,633,395 |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Route Performance | Mar 25 | Feb 25 | %Chg | Mar 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 86 | 77 | 12.0% | 64 | 34.7% |
| Load Factor (%) | 19.4 | 17.4 | 11.6% | 13.9 | 39.7% |
| Riders per Hour | 102.8 | 92.0 | 11.7% | 85.0 | 20.9% |
| Fare Recovery (%) | 25.2 | 21.0 | 20.2% | 21.7 | 16.4% |
| Deficit per Passenger | $24.97 | $31.70 | -21.2% | $29.84 | -16.3% |
| Cancellation Rate (%) | 0.2 | 3.0 | -91.9% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| | Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| Adult | | | | | | | | | 5,103 | $71,442 |
| Senior | | | | | | | | | 2,096 | $14,672 |
| Disabled | | | | | | | | | 0 | $0 |
| Youth | | | | | | | | | 3,182 | $22,274 |
| Total | 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 10,381 | $108,388 |

**Route SSSF** **As of March-25** **Ferry Route Performance**

**Sausalito**

| **Patrons:** | **Mar 25** | **Feb 25** | **% Chg** | **Mar 24** | **% Chg** |
|---|---|---|---|---|---|
| Total | 25,762 | 18,470 | 39.5% | 22,723 | 13.4% |
| Avg /WD | 686 | 561 | 22.2% | 650 | 5.5% |
| Avg / Sat | 1,373 | 1,055 | 30.1% | 884 | 55.3% |
| Avg / Sun/Hol | 900 | 718 | 25.4% | 932 | -3.4% |

| **Ferry Service** | **Trips** | **Service Hours** | **DH Hours** | **Total Hours** | **Seats** | **Canx Trips** | **Serv. Miles** | **DH Miles** | **Total Miles** | **Days Operated** |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 394 | 326 | 14 | 341 | 514 | 0 | 2,494 | 197 | 2,691 | 31 |
| Avg /WD | 14 | 11 | 1 | 12 | 497 | 0 | 89 | 9 | 98 | 21 |
| Avg / Sat | 10 | 9 | 0 | 9 | 530 | 0 | 63 | 0 | 63 | 5 |
| Avg / Sun/Hol | 10 | 9 | 0 | 9 | 598 | 0 | 63 | 0 | 63 | 5 |

**Passenger Revenue**

| **Cash/Tickets** | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | | |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |
| **Clipper** | Patrons | Revenue |
| Adult | 14,406 | $112,006 |
| Senior | 798 | $5,578 |
| Disabled | 53 | $369 |
| Youth | 76 | $528 |
| **Limited Use** | | |
| **All** | | |
| Adult | 6,041 | $84,574 |
| Senior | 1,241 | $8,687 |
| Disabled | 0 | $0 |
| Youth | 1,100 | $7,700 |
| **Total Clipper** | **23,715** | **$219,441** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **23,715** | **$219,441** |
| Adjustments | 2,047 | $1,735 |
| Transfers (Memo) | 130 | |

| | |
|---|---|
| Faregate Revenue | $219,441 |
| Audit Revenue | $221,176 |
| Adjusted Monthly Expense | -$127,724 |

**Operating Expense**

Expense $1,238,394

| **Park Mobile** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| **Route Performance** | **Mar 25** | **Feb 25** | **%Chg** | **Mar 24** | **% Chg** |
|---|---|---|---|---|---|
| Riders per Trip | 65 | 52 | 25.7% | 64 | 2.2% |
| Load Factor (%) | 12.7 | 8.6 | 47.9% | 9.4 | 35.3% |
| Riders per Hour | 78.9 | 63.0 | 25.3% | 79.0 | -0.1% |
| Fare Recovery (%) | 19.8 | 14.7 | 34.4% | 17.8 | 11.0% |
| Deficit per Passenger | $34.59 | $49.19 | -29.7% | $36.56 | -5.4% |
| Cancellation Rate (%) | 0.0 | 0.0 | 0.0% | 5.9 | -100.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| | **Blue And Gold** | | **Rental Bike** | | **ATT Park** | | **Cal Games** | | **All Other LU** | |
|---|---|---|---|---|---|---|---|---|---|---|
| | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** |
| Adult | | | | | | | | | 6,041 | $84,574 |
| Senior | | | | | | | | | 1,241 | $8,687 |
| Disabled | | | | | | | | | 0 | $0 |
| Youth | | | | | | | | | 1,100 | $7,700 |
| Total | **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **8,382** | **$100,961** |

**Route TBSF** **As of March-25** **Ferry Route Performance**

**Tiburon**

| Patrons: | Mar 25 | Feb 25 | % Chg | Mar 24 | % Chg |
|---|---|---|---|---|---|
| Total | 10,145 | 7,792 | 30.2% | 8,891 | 14.1% |
| Avg /WD | 358 | 288 | 24.2% | 334 | 7.3% |
| Avg / Sat | 499 | 324 | 53.9% | 203 | 145.6% |
| Avg / Sun/Hol | 269 | 203 | 32.2% | 173 | 55.1% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 304 | 232 | 38 | 270 | 588 | 6 | 2,079 | 521 | 2,601 | 28 |
| Avg /WD | 13 | 9 | 2 | 11 | 604 | 0 | 87 | 24 | 111 | 19 |
| Avg / Sat | 7 | 6 | 1 | 7 | 567 | 0 | 48 | 8 | 56 | 4 |
| Avg / Sun/Hol | 7 | 6 | 0 | 6 | 492 | 0 | 48 | 8 | 56 | 5 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |
| **Clipper** | Patrons | Revenue |
| Adult | 7,572 | $59,471 |
| Senior | 610 | $4,258 |
| Disabled | 7 | $49 |
| Youth | 28 | $196 |
| **Limited Use** | | |
| **All** | | |
| Adult | 620 | $8,680 |
| Senior | 149 | $1,043 |
| Disabled | 0 | $0 |
| Youth | 114 | $798 |
| **Total Clipper** | **9,100** | **$74,495** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **9,100** | **$74,495** |
| Adjustments | 1,045 | $3,188 |
| Transfers (Memo) | 14 | |

| | |
|---|---|
| Faregate Revenue | $74,495 |
| Audit Revenue | $77,683 |
| Adjusted Monthly Expense | -$85,456 |

**Operating Expense**

Expense $828,575

| Route Performance | Mar 25 | Feb 25 | %Chg | Mar 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 33 | 26 | 28.4% | 26 | 28.4% |
| Load Factor (%) | 5.7 | 3.8 | 49.4% | 3.6 | 57.7% |
| Riders per Hour | 43.7 | 34.0 | 28.7% | 34.0 | 28.7% |
| Fare Recovery (%) | 10.0 | 7.4 | 35.5% | 7.9 | 26.9% |
| Deficit per Passenger | $65.91 | $91.26 | -27.8% | $83.68 | -21.2% |
| Cancellation Rate (%) | 1.9 | 3.9 | -50.4% | 3.1 | -37.6% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| | Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| Adult | | | | | | | | | 620 | $8,680 |
| Senior | | | | | | | | | 149 | $1,043 |
| Disabled | | | | | | | | | 0 | $0 |
| Youth | | | | | | | | | 114 | $798 |
| Total | 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 883 | $10,521 |

**Route 'AISF:LSPB:LSSF:SSSF:TBSF'** **As of April-25** **Ferry Route Performance**

**All Routes**

| Patrons: | Apr 25 | Mar 25 | % Chg | Apr 24 | % Chg |
|---|---|---|---|---|---|
| Total | 144,594 | 114,978 | 25.8% | 119,805 | 20.7% |
| Avg /WD | 5,289 | 4,036 | 31.1% | 4,821 | 9.7% |
| Avg / Sat | 5,684 | 3,981 | 42.8% | 4,066 | 39.8% |
| Avg / Sun/Hol | 4,537 | 2,309 | 96.5% | 4,273 | 6.2% |

| Ferry Service | Trips | Svc Hrs | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total: | 1,804 | 1,482 | 58 | 1,539 | 524 | 0 | 17,594 | 791 | 18,386 | 30 |
| Avg /WD | 69 | 56 | 2 | 58 | 526 | 0 | 684 | 33 | 717 | 22 |
| Avg / Sat | 40 | 34 | 1 | 35 | 543 | 0 | 382 | 8 | 390 | 4 |
| Avg / Sun/H | 40 | 34 | 1 | 35 | 530 | 0 | 382 | 8 | 390 | 4 |

**Passenger Revenue**

| **Cash/Tickets** | Patrons | Revenue |
|---|---|---|
| B&G Tix Exch-Saus. | 0 | $150 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tix** | **0** | **$150** |

| **Clipper** | Patrons | Revenue |
|---|---|---|
| Adult | 87,992 | $746,026 |
| Senior | 6,691 | $46,583 |
| Disabled | 377 | $2,606 |
| Youth | 614 | $4,306 |
| **Limited Use** | | |
| **All** | | |
| Adult | 15,860 | $223,858 |
| Senior | 5,021 | $35,489 |
| Disabled | 0 | $0 |
| Youth | 6,276 | $44,461 |
| **Total Clipper** | **122,831** | **$1,103,329** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **122,831** | **$1,103,479** |
| Adjustments | 21,763 | $232,393 |
| Transfers (Memo) | 176 | |
| Faregate Revenue | $1,288,834 | |
| Audit Revenue | $1,335,872 | |
| Adjusted Monthly Expense | $0 | |

**Operating Expense**

Expense $9,553,625

| **Route Performance** | Apr 25 | Mar 25 | %Chg | Apr 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 80 | 66 | 21.4% | 66 | 21.4% |
| Load Factor (%) | 15.3 | 12.9 | 18.6% | 12.0 | 27.5% |
| Riders per Hour | 97.6 | 80.0 | 22.0% | 86.0 | 13.5% |
| Fare Recovery (%) | 13.5 | 19.3 | -30.1% | 34.5 | -60.9% |
| Deficit per Passenger | $57.16 | $34.22 | 67.0% | $17.01 | 236.0% |
| Cancellation Rate (%) | 0.0 | 0.5 | -100.0% | 7.3 | -100.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| **Park Mobile** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| **Tickets.com** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Tickets.com** | **0** | **$0** |

| Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | ALL Other LU | |
|---|---|---|---|---|---|---|---|---|---|
| Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 15,860 | $223,858 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 5,021 | $35,489 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 6,276 | $44,461 |
| **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **27,157** | **$303,808** |

**NOTE: Blue & Gold patron count based on actual ticket count**

**Route AISF**
**Angel Island**

**As of April-25**

**Ferry Route Performance**

| Patrons: | Apr 25 | Mar 25 | % Chg | Apr 24 | % Chg |
|---|---|---|---|---|---|
| Total | 10,204 | 8,355 | 22.1% | 9,846 | 3.6% |
| Avg /WD | 268 | 203 | 32.2% | 242 | 10.8% |
| Avg / Sat | 651 | 519 | 25.4% | 606 | 7.3% |
| Avg / Sun/Hol | 425 | 300 | 41.6% | 523 | -18.8% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 224 | 181 | 0 | 181 | 656 | 0 | 1,736 | 0 | 1,736 | 30 |
| Avg /WD | 8 | 6 | 0 | 6 | 666 | 0 | 62 | 0 | 62 | 22 |
| Avg / Sat | 6 | 5 | 0 | 5 | 662 | 0 | 47 | 0 | 47 | 4 |
| Avg / Sun/Hol | 6 | 5 | 0 | 5 | 575 | 0 | 47 | 0 | 47 | 4 |

**Passenger Revenue**

| **Cash/Tickets** | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |

| **Clipper** | Patrons | Revenue |
|---|---|---|
| Adult | 4,614 | $35,361 |
| Senior | 202 | $1,408 |
| Disabled | 23 | $161 |
| Youth | 111 | $777 |
| **Limited Use** | | |
| **All** | | |
| Adult | 1,200 | $18,600 |
| Senior | 342 | $2,736 |
| Disabled | 0 | $0 |
| Youth | 529 | $4,232 |
| **Total Clipper** | **7,021** | **$63,275** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **7,021** | **$63,275** |
| Adjustments | 3,183 | $18,182 |
| Transfers (Memo) | 0 | |

| | |
|---|---|
| Faregate Revenue | $63,275 |
| Audit Revenue | $81,456 |
| Adjusted Monthly Expense | $0 |

**Operating Expense**

| | |
|---|---|
| Expense | $1,508,981 |

| **Park Mobile** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| **Route Performance** | Apr 25 | Mar 25 | %Chg | Apr 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 46 | 37 | 23.1% | 42 | 8.5% |
| Load Factor (%) | 6.9 | 5.8 | 19.7% | 5.6 | 24.0% |
| Riders per Hour | 56.4 | 45.0 | 25.3% | 53.0 | 6.4% |
| Fare Recovery (%) | 4.2 | 7.6 | -44.8% | 14.8 | -71.7% |
| Deficit per Passenger | $141.68 | $72.86 | 94.5% | $35.88 | 294.9% |
| Cancellation Rate (%) | 0.0 | 0.0 | 0.0% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| | Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|---|
| | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** |
| | | | | | | | | | 1,200 | $18,600 |
| | | | | | | | | | 342 | $2,736 |
| | | | | | | | | | 0 | $0 |
| | | | | | | | | | 529 | $4,232 |
| | **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **2,071** | **$25,568** |

**Route LSPB** | **As of April-25** | **Ferry Route Performance**

**ATT Baseball**

| Patrons: | Apr 25 | Mar 25 | % Chg | Apr 24 | % Chg |
|---|---|---|---|---|---|
| Total | 10,019 | 0 | 0.0% | 10,563 | -5.2% |
| Avg /WD | 659 | 0 | 0.0% | 591 | 11.5% |
| Avg / Sat | 892 | 0 | 0.0% | 760 | 17.4% |
| Avg / Sun/Hol | 1,152 | 0 | 0.0% | 1,186 | -2.9% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 26 | 23 | 0 | 23 | 750 | 0 | 392 | 0 | 392 | 13 |
| Avg /WD | 2 | 2 | 0 | 2 | 750 | 0 | 30 | 0 | 30 | 9 |
| Avg / Sat | 2 | 2 | 0 | 2 | 751 | 0 | 30 | 0 | 30 | 2 |
| Avg / Sun/Hol | 2 | 2 | 0 | 2 | 751 | 0 | 30 | 0 | 30 | 2 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |
| **Clipper** | Patrons | Revenue |
| Adult | 19 | $295 |
| Senior | 1 | $16 |
| Disabled | 0 | $0 |
| Youth | 2 | $31 |
| **Limited Use** | | |
| **All** | | |
| Adult | 12 | $186 |
| Senior | 0 | $0 |
| Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Clipper** | **34** | **$527** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **34** | **$527** |
| Adjustments | 9,985 | $185,355 |
| Transfers (Memo) | 0 | |

| | |
|---|---|
| Faregate Revenue | $527 |
| Audit Revenue | $185,882 |
| Adjusted Monthly Expense | $0 |

**Operating Expense**

| | |
|---|---|
| Expense | $133,330 |

| Route Performance | Apr 25 | Mar 25 | %Chg | Apr 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 385 | 0 | 0.0% | 352 | 9.5% |
| Load Factor (%) | 51.4 | 0.0 | 0.0% | 48.2 | 6.6% |
| Riders per Hour | 433.7 | 0.0 | 0.0% | 391.0 | 10.9% |
| Fare Recovery (%) | 139.8 | 0.0 | 0.0% | 191.6 | -27.0% |
| Deficit per Passenger | -$5.25 | $0.00 | 0.0% | -$8.61 | -39.1% |
| Cancellation Rate (%) | 0.0 | 0.0 | 0.0% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| | Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| Adult | | | | | | | | | 12 | $186 |
| Senior | | | | | | | | | 0 | $0 |
| Disabled | | | | | | | | | 0 | $0 |
| Youth | | | | | | | | | 0 | $0 |
| Total | **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **12** | **$186** |

Route LSSF
Larkspur

As of April-25

Ferry Route Performance

| Patrons: | Apr 25 | Mar 25 | % Chg | Apr 24 | % Chg |
|---|---|---|---|---|---|
| Total | 82,187 | 70,716 | 16.2% | 70,330 | 16.9% |
| Avg /WD | 3,101 | 2,789 | 11.2% | 2,698 | 14.9% |
| Avg / Sat | 1,951 | 1,591 | 22.7% | 1,427 | 36.8% |
| Avg / Sun/Hol | 1,541 | 840 | 83.4% | 1,317 | 17.0% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 824 | 698 | 0 | 698 | 451 | 0 | 10,671 | 0 | 10,671 | 30 |
| Avg /WD | 32 | 27 | 0 | 27 | 447 | 0 | 414 | 0 | 414 | 22 |
| Avg / Sat | 15 | 12 | 0 | 12 | 476 | 0 | 194 | 0 | 194 | 4 |
| Avg / Sun/Hol | 15 | 12 | 0 | 12 | 470 | 0 | 194 | 0 | 194 | 4 |

**Passenger Revenue**

| Cash/Tickets | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |
| **Clipper** | Patrons | Revenue |
| Adult | 57,851 | $510,831 |
| Senior | 4,820 | $33,522 |
| Disabled | 276 | $1,903 |
| Youth | 357 | $2,491 |
| **Limited Use** | | |
| **All** | | |
| Adult | 7,041 | $98,574 |
| Senior | 2,847 | $19,929 |
| Disabled | 0 | $0 |
| Youth | 3,604 | $25,228 |
| **Total Clipper** | **76,796** | **$692,478** |
| **Total Clipper, Park Mobile and Cash/Tickets** | 76,796 | $692,478 |
| Adjustments | 5,391 | $11,767 |
| Transfers (Memo) | 32 | |

| | |
|---|---|
| Faregate Revenue | $692,478 |
| Audit Revenue | $704,245 |
| Adjusted Monthly Expense | $0 |

**Operating Expense**

Expense $5,022,901

| Park Mobile | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| Route Performance | Apr 25 | Mar 25 | %Chg | Apr 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 100 | 86 | 16.0% | 73 | 36.6% |
| Load Factor (%) | 22.1 | 19.4 | 14.0% | 16.1 | 37.4% |
| Riders per Hour | 117.7 | 103.0 | 14.3% | 99.0 | 18.9% |
| Fare Recovery (%) | 13.8 | 25.3 | -45.5% | 37.6 | -63.3% |
| Deficit per Passenger | $52.69 | $24.97 | 111.0% | $13.71 | 284.3% |
| Cancellation Rate (%) | 0.0 | 0.2 | -100.0% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| Blue And Gold Patrons | Blue And Gold Revenue | Rental Bike Patrons | Rental Bike Revenue | ATT Park Patrons | ATT Park Revenue | Cal Games Patrons | Cal Games Revenue | All Other LU Patrons | All Other LU Revenue |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 7,041 | $98,574 |
| | | | | | | | | 2,847 | $19,929 |
| | | | | | | | | 0 | $0 |
| | | | | | | | | 3,604 | $25,228 |
| 0 | $0 | 0 | $0 | 0 | $0 | 0 | $0 | 13,492 | $143,731 |

**Route SSSF** **As of April-25** **Ferry Route Performance**

**Sausalito**

| Patrons: | Apr 25 | Mar 25 | % Chg | Apr 24 | % Chg |
|---|---|---|---|---|---|
| Total | 30,452 | 25,762 | 18.2% | 16,355 | 86.2% |
| Avg /WD | 879 | 686 | 28.2% | 870 | 1.0% |
| Avg / Sat | 1,691 | 1,373 | 23.2% | 805 | 110.2% |
| Avg / Sun/Hol | 1,090 | 900 | 21.1% | 850 | 28.2% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 388 | 320 | 15 | 335 | 498 | 0 | 2,456 | 207 | 2,663 | 30 |
| Avg /WD | 14 | 11 | 1 | 12 | 498 | 0 | 89 | 9 | 98 | 22 |
| Avg / Sat | 10 | 9 | 0 | 9 | 472 | 0 | 63 | 0 | 63 | 4 |
| Avg / Sun/Hol | 10 | 9 | 0 | 9 | 525 | 0 | 63 | 0 | 63 | 4 |

**Passenger Revenue**

| **Cash/Tickets** | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | | $150 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$150** |

| **Clipper** | Patrons | Revenue |
|---|---|---|
| Adult | 16,636 | $129,702 |
| Senior | 1,127 | $7,861 |
| Disabled | 70 | $486 |
| Youth | 105 | $735 |
| **Limited Use** | | |
| **All** | | |
| Adult | 6,795 | $95,130 |
| Senior | 1,607 | $11,249 |
| Disabled | 0 | $0 |
| Youth | 1,904 | $13,328 |
| **Total Clipper** | **28,244** | **$258,490** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **28,244** | **$258,640** |
| Adjustments | 2,208 | $14,886 |
| Transfers (Memo) | 126 | |

| | |
|---|---|
| Faregate Revenue | $258,640 |
| Audit Revenue | $273,526 |
| Adjusted Monthly Expense | $0 |

**Operating Expense**

Expense $1,987,634

| **Park Mobile** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| **Route Performance** | Apr 25 | Mar 25 | %Chg | Apr 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 78 | 65 | 20.7% | 68 | 15.4% |
| Load Factor (%) | 15.8 | 12.7 | 24.1% | 16.3 | -3.3% |
| Riders per Hour | 95.1 | 79.0 | 20.3% | 84.0 | 13.2% |
| Fare Recovery (%) | 13.0 | 19.8 | -34.3% | 31.7 | -59.0% |
| Deficit per Passenger | $56.78 | $34.59 | 64.1% | $20.27 | 180.1% |
| Cancellation Rate (%) | 0.0 | 0.0 | 0.0% | 37.5 | -100.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| | Blue And Gold | | Rental Bike | | ATT Park | | Cal Games | | All Other LU | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue | Patrons | Revenue |
| Adult | | | | | | | | | 6,795 | $95,130 |
| Senior | | | | | | | | | 1,607 | $11,249 |
| Disabled | | | | | | | | | 0 | $0 |
| Youth | | | | | | | | | 1,904 | $13,328 |
| Total | **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **10,306** | **$119,707** |

**Route TBSF** **As of April-25** **Ferry Route Performance**

**Tiburon**

| Patrons: | Apr 25 | Mar 25 | % Chg | Apr 24 | % Chg |
|---|---|---|---|---|---|
| Total | 11,732 | 10,145 | 15.6% | 12,711 | -7.7% |
| Avg /WD | 382 | 358 | 6.7% | 420 | -9.0% |
| Avg / Sat | 500 | 499 | 0.3% | 469 | 6.5% |
| Avg / Sun/Hol | 331 | 269 | 23.2% | 398 | -16.9% |

| Ferry Service | Trips | Service Hours | DH Hours | Total Hours | Seats | Canx Trips | Serv. Miles | DH Miles | Total Miles | Days Operated |
|---|---|---|---|---|---|---|---|---|---|---|
| Total | 342 | 259 | 43 | 302 | 626 | 0 | 2,339 | 585 | 2,924 | 30 |
| Avg /WD | 13 | 10 | 2 | 12 | 632 | 0 | 89 | 24 | 113 | 22 |
| Avg / Sat | 7 | 6 | 1 | 7 | 628 | 0 | 48 | 8 | 56 | 4 |
| Avg / Sun/Hol | 7 | 6 | 1 | 7 | 566 | 0 | 48 | 8 | 56 | 4 |

**Passenger Revenue**

| **Cash/Tickets** | Patrons | Revenue |
|---|---|---|
| Blue/Gold Tix Exchg-Sausalito | 0 | $0 |
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| Adjustments | 0 | $0 |
| **Total Cash/Tickets** | **0** | **$0** |
| **Clipper** | Patrons | Revenue |
| Adult | 8,872 | $69,838 |
| Senior | 541 | $3,777 |
| Disabled | 8 | $56 |
| Youth | 39 | $273 |
| **Limited Use** | | |
| **All** | | |
| Adult | 812 | $11,368 |
| Senior | 225 | $1,575 |
| Disabled | 0 | $0 |
| Youth | 239 | $1,673 |
| **Total Clipper** | **10,736** | **$88,560** |
| **Total Clipper, Park Mobile and Cash/Tickets** | **10,736** | **$88,560** |
| Adjustments | 996 | $2,204 |
| Transfers (Memo) | 18 | |

| | |
|---|---|
| Faregate Revenue | $88,560 |
| Audit Revenue | $90,763 |
| Adjusted Monthly Expense | $0 |

**Operating Expense**

| | |
|---|---|
| Expense | $900,779 |

| **Park Mobile** | Patrons | Revenue |
|---|---|---|
| Adult | 0 | $0 |
| Senior/Disabled | 0 | $0 |
| Youth | 0 | $0 |
| **Total Park Mobile** | **0** | **$0** |

| **Route Performance** | Apr 25 | Mar 25 | %Chg | Apr 24 | % Chg |
|---|---|---|---|---|---|
| Riders per Trip | 34 | 33 | 4.0% | 35 | -2.0% |
| Load Factor (%) | 5.5 | 5.7 | -3.9% | 4.8 | 14.2% |
| Riders per Hour | 45.3 | 44.0 | 3.1% | 47.0 | -3.5% |
| Fare Recovery (%) | 9.8 | 10.0 | -1.7% | 15.0 | -34.5% |
| Deficit per Passenger | $69.23 | $65.91 | 5.0% | $37.73 | 83.5% |
| Cancellation Rate (%) | 0.0 | 1.9 | -100.0% | 0.0 | 0.0% |
| Trip Overloads | 0 | 0 | 0.0% | 0 | 0.0% |
| Accidents | 0 | 0 | 0.0% | 0 | 0.0% |

| | **Blue And Gold** | | **Rental Bike** | | **ATT Park** | | **Cal Games** | | **All Other LU** | |
|---|---|---|---|---|---|---|---|---|---|---|
| | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** | **Patrons** | **Revenue** |
| Adult | | | | | | | | | 812 | $11,368 |
| Senior | | | | | | | | | 225 | $1,575 |
| Disabled | | | | | | | | | 0 | $0 |
| Youth | | | | | | | | | 239 | $1,673 |
| Total | **0** | **$0** | **0** | **$0** | **0** | **$0** | **0** | **$0** | **1,276** | **$14,616** |

# PEDESTRIAN AND BICYCLE ADVISORY COMMITTEE (PBAC)

## *Agenda for Wednesday, February 12, 2025*

**Convene at 5:00 p.m. – Adjourn by 6:30 p.m.**
Golden Gate Bridge Toll Plaza, Board Room, San Francisco, CA.

1. **Call to Order (5 Minutes)**

2. **Roll Call and Introductions (5 Minutes)**

3. **Election of 2025 Chair and Vice Chair (5 Minutes)**

4. **Consent Calendar (5 Minutes)**
   a. Approval of Meeting Minutes from October 9, 2024

5. **Committee Business (60 Minutes)**
   a. Bike Storage on Buses Discussion (Bus Division)
   b. Recent Bicycle and Pedestrian Issues/Observations - Ongoing (PBAC Members)
   c. Recap of 2025 Discussion Topics
   d. Outreach for Vacant PBAC Spots (PBAC Members)

6. **Public Comment - 3 Minutes per Speaker (10 Minutes)**

7. **Adjournment**

Attachments:
1. Draft Minutes of October 9, 2024 PBAC
2. Bus Bike Rack Presentation

**Public Comment Note**: If you know in advance that you would like to make a public comment during the meeting, please email PAC@goldengate.org with your name and item number you would like to provide comment on no later than 15 minutes prior to the start of the meeting. During the public comment period, speakers will be allotted no more than 3 minutes to speak and will be heard in the order of sign-up. Said time frames may be extended only upon approval of the Committee Chair.

Public comments may also be submitted by e-mail to PAC@goldengate.org. Comments submitted before the meeting will be provided to the Committee members before or during the Committee meeting. Comments submitted after the meeting is called to order will be included as an attachment to the minutes for this meeting.

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# PEDESTRIAN AND BICYCLE ADVISORY COMMITTEE (PBAC)

## *Meeting Minutes for Wednesday, October 9, 2024*

**Location:** Board Room, Administration Building
Golden Gate Bridge Toll Plaza, San Francisco, CA 94129

**Members Present:** Parker Day, Candy Doran, Dan Federman, Kevin Gammon, Timothy Hunter, Barbara Jean Jones, Sasha Madfes, David Pilpel, Ray Scherck, Warren Wells

**Members Absent:** James Grady, Charles Metzler, Susan Nawbary

**District Staff Present:** David Rivera, Deputy General Manager, Bridge Division; Josh Widmann, Associate Planner, Roberta Regan, Administrative Assistant.

**Guests Present:** Odin Palen, Prospective Member

**1.** **Call to Order.** Warren Wells called the meeting to order at 5:05 p.m. A quorum of members was present.

**2.** **Roll Call and Introductions.** Committee members, staff, and visitors introduced themselves.

**3.** **Consent Calendar**.
**a. Approval of Meeting Minutes from August 14, 2024.** David Pilpel moved to approve the minutes with minor edits, and Sasha Madfes provided a second. The committee voted unanimously to approve.

**4.** **Committee Business.**
**a. Bike Storage on Buses Discussion.** (*This item was skipped because Bus Safety and Training staff were unable to attend the meeting.)*
**b. Bridge Sidewalk Maintenance Tool Storage & Bike/Ped Needs.** David Rivera shared a PowerPoint presentation on the maintenance equipment that is stored on the west sidewalk of the Golden Gate Bridge, starting at the north anchorage. Mr. Rivera identified equipment that is used for the suicide barrier construction and other tasks: scaffolding, a handwashing station, rescue equipment box with lifesaving gear, industrial machines, painters' equipment boxes and supply shacks, and where they are located along the span. Equipment (including contractors' temporary equipment) must be properly stowed away after workers leave at 3:30 p.m., when the west sidewalk opens to bicyclists. Warren Wells asked about the minimum width allowed for bicyclists, as the sidewalk width is 10 feet. Mr. Rivera answered that five feet must be maintained for bicyclists. Barriers surrounding equipment are allowed to protrude 8-12 inches because they are not made of flexible material. Mr. Wells suggested using belvederes to tuck away the equipment, which would not impede sightlines. Barbara Jones thanked Mr. Rivera for staff's commitment to safety. Mr. Rivera stressed that the group call or email him or the Sergeants' Office to report any issues, as always.

**c. Recent Bicycle and Pedestrian Issues/Observations**. The signage for the prohibited vehicular left-hand turn from Alexander Avenue southbound to East Road southbound was discussed. Delineators were suggested to reinforce the rule, which are used in many intersections throughout the region.

**d. Outreach for Vacant PBAC Spot.** Odin Palen stated that he is still interested in becoming a member, after submitting his application in April 2024. Josh Widmann informed Mr. Palen that he must attend two consecutive meetings for membership.

**e. PBAC 2025 Schedule and Topics.** The committee discussed and agreed upon the following meeting dates: February 12, April 9, June 11, August 13, and October 8. Mr. Wells then asked each PBAC member to suggest topics for 2025. Parker Day suggested asking Bus staff again to present Bike Storage on Buses, so that topic was designated for the February 12, 2025 meeting. Ray Scherck requested a presentation on counters on the bridge and also on Alexander Avenue; perhaps a guest speaker from MTC. Mr. Wells mentioned a presentation on the Larkspur Ferry Expansion Study. Kevin Gammon asked for more information on bicycle connectivity with ferries in Larkspur and San Francisco. Mr. Wells asked if a follow-up to the 2020 Alta Bicycle Safety Study might be possible. Candy Doran suggested revisiting the wayfinding signage on the Bridge and exploring the idea of painting a green bike lane. Mr. Wells stated that the main meeting topics could be finalized at the February 12 meeting.

**f. Other Business.**

i. Mr. Wells asked Mr. Rivera about the status of the Alexander Avenue letter that Warren Wells had summarized and sent to the Board after the last meeting. Mr. Rivera agreed to follow up on this.

ii. Mr. Wells mentioned the Election of Officers. Staff reminded him that, according to the PBAC Bylaws, this item of business takes place at the first meeting of the new year. Several members expressed the desire for Warren Wells and Sasha Madfes to continue in their current roles as Chair and Vice Chair. Josh Widmann agreed to research this subject before the next meeting.

**5.** **<u>Public Comment.</u>** None.

**6.** **<u>Adjournment.</u>** Warren Wells adjourned the meeting at 6:12 p.m.

**The next meeting of the Pedestrian and Bicycle Advisory Committee will take place on Wednesday, February 12, 2025 at 5:00 p.m., at the Golden Gate Bridge Board Room, San Francisco, CA.**

# Golden Gate Bridge Highway & Transportation District

## Bike to Transit

Mario M Jacquez
Director of Transportation

# Golden Gate Bridge, Highway & Transportation District

## Bus Division Presentation Objective

1 Comparison of Bicycle Load Capacities: Gillig vs. MCI Buses

2 Step-by-Step Loading Instructions for Gillig and MCI Buses

3 Challenges with Underbelly Racks at Specific San Francisco Stops

4 Best Practices: Dos/Don'ts, Size Restrictions, Electric and Gas Devices

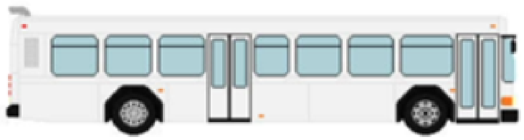
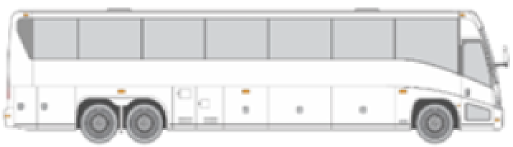
5 Open Discussion & Questions

# Comparison of Bicycle Load

## Capacities: Gillig vs. MCI Buses

### Everything you Need to Know about Bringing your Bike on Board

The Gillig hybrid bus has front-mounted racks with space for **three** bikes, the MCI Coach has underbelly racks that hold **two** bikes. All bikes are loaded on a first come, first-served basis.

| |  Gillig (Front-Mounted Bike Rack) |  MCI Coach (Underbelly Bike Rack)* |
|---|---|---|
| Bikes |  |  |
| E-Bikes |  |  |

** In San Francisco, due to safety considerations, underbelly bike racks may NOT be used at some bus stops, including any temporary stops.*

Curious which bus is heading to your stop? Call Customer Service at 415.455.2000 or download pantographapp.

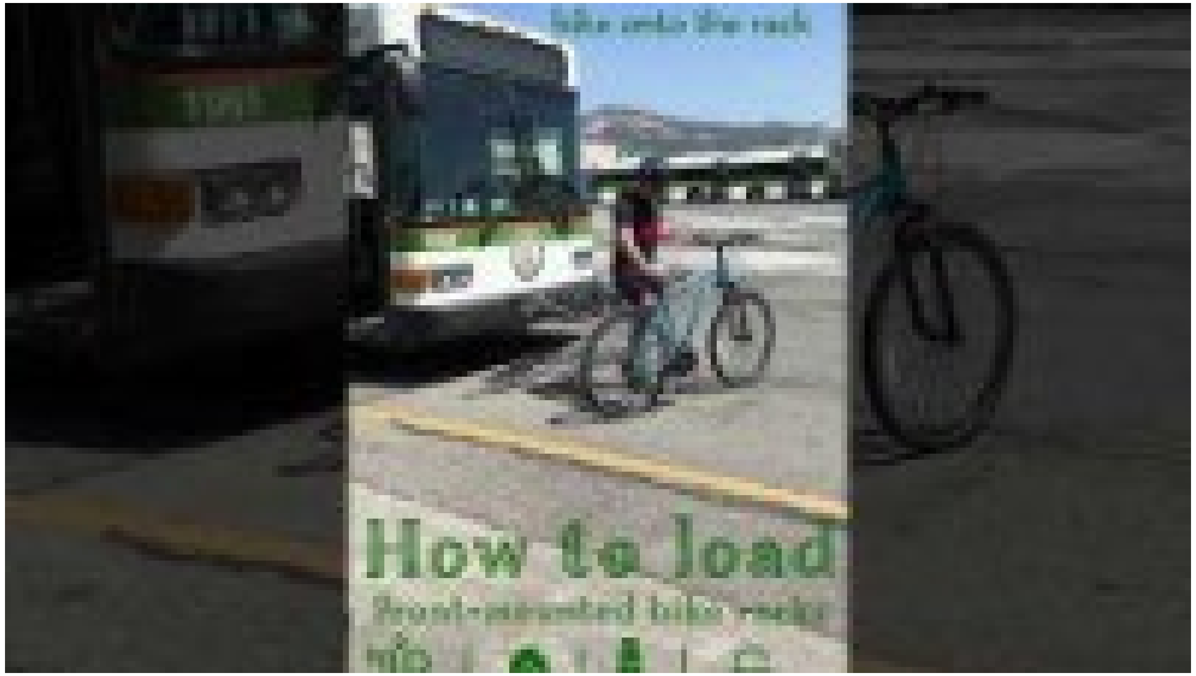
# Step-by-Step Loading Instructions for Gillig and MCI Buses

**GILLIG 40'**
**FRONT-MOUNTED BIKE RACK**

**Step 1**. Signal to the driver.
**Step 2.** Pull the handle to unlock the bike rack.
**Step 3**. Remove all loose items and load the bike onto the rack.
**Step 4.** Secure the front wheel.

**MCI 45'**
**UNDERBELLY BIKE RACK**

**Step 1**. Signal to the driver.
**Step 2.** Pull the handle to open the underbelly door and pull the rack out.
**Step 3.** Remove all loose items and load the bike onto the rack.
**Step 4**. Push the rack all the way in and close the door.




# Challenges with Underbelly Racks at Specific San Francisco Stops

| Location | Bus Stop ID | GGT Bus Service | Direction |
|---|---|---|---|
| Battery St & Jackson St | 40049 | Financial District | Southbound |
| Perry St & 3rd St | 42213 | Financial District | Northbound |
| Fremont St & Mission St | 40057 | Financial District | Northbound |
| Fremont St btw Mission St & Market St | 42233 | Financial District | Northbound |
| Sansome St & Vallejo St | 42006 | Financial District | Northbound |
| Sansome St & Lombard St | 40082 | Financial District | Northbound |
| North Point St & Stockton St | 40046 | Financial District | Northbound |
| North Point St & Hyde St | 40042 | Financial District | Northbound |
| Richardson Ave & Francisco St | 40036 | Financial District/Civic Center | Northbound |

# Challenges

## Bus Stop Obstruction

## Pole Obstructing Access

## Trash Can Hazard

## Tight Loading Space

# Best Practices: Dos and Don’ts for Bicycle Etiquette

Bikes are welcome for free on a first-come, first-served basis when space is available on the racks.

Bikes are NOT allowed inside the bus, even if the rack is full.

You are responsible for loading and unloading your own bike.

Golden Gate Transit assumes no responsibility for bikes that are lost, stolen, damaged, or left on racks.

Bay Wheels/Lyft/Redwood Bikeshare bikes are not allowed on Golden Gate Transit.

When exiting the bus, alert the driver that you need to remove your bike.

# Best Practices: Size Restrictions

Bikes with front fenders or tires wider than 3" will NOT fit on front-mounted bike racks.


Bike handlebars cannot extend more than 42" from the front of the bus.

Bikes with rear-mounted baskets or child seats can fit on the front-mounted bike racks, but NOT on the underbelly racks.

Bikes with front-mounted baskets or horizontal racks will NOT fit on either front-mounted or underbelly bike racks.

# Best Practices: Electric & Gas-Powered Devices

Personal electric bikes (e-bikes) are only allowed on GGT buses that are equipped with front-mounted bike racks (Gillig low-floor buses).

E-bike batteries must remain on the bike and cannot be brought on board the bus.

Electric scooters are allowed on Golden Gate Transit buses but must be powered off and the handle retracted for easy storage.

E-bikes cannot weigh more than 55lbs

Lyft Bay Wheels, Redwood, or Today Bikeshare bikes are not allowed on Golden Gate Transit.

However, Lyft Bay Wheels, Redwood or Bikeshare bikes can be easily accessible to nearby hubs.

Thank you

Questions & Answers

Mario M. Jacquez
Director of Transportation
MJacquez@goldengate.org
415-257-4456

# PEDESTRIAN AND BICYCLE ADVISORY COMMITTEE (PBAC)

## *Agenda for Wednesday, April 9, 2025*

**Convene at 5:00 p.m. – Adjourn by 6:30 p.m.**
Golden Gate Bridge Toll Plaza, Board Room, San Francisco, CA.

1. **Call to Order (5 Minutes)**

2. **Roll Call and Introductions (5 Minutes)**

3. **Consent Calendar (5 Minutes)**
    a. Approval of Meeting Minutes from February 12, 2025

4. **Committee Business (60 Minutes)**
    a. Bridge Sidewalk Special Event Closure Presentation (Dave Rivera)
    b. Bicycle Safety Incident Statistics Presentation (Dave Rivera)
    c. Recent Bicycle and Pedestrian Issues/Observations - Ongoing (PBAC Members)

5. **Public Comment - 3 Minutes per Speaker (10 Minutes)**

6. **Adjournment**

Attachments:

1. Draft Minutes of February 12, 2025 PBAC meeting
2. Bicycle Incidents 2015 - 2025
3. Bicycle Incident Locations 2015 - 2025

**<u>Public Comment Note</u>**: If you know in advance that you would like to make a public comment during the meeting, please email PAC@goldengate.org with your name and item number you would like to provide comment on no later than 15 minutes prior to the start of the meeting. During the public comment period, speakers will be allotted no more than 3 minutes to speak and will be heard in the order of sign-up. Said time frames may be extended only upon approval of the Committee Chair.

Public comments may also be submitted by e-mail to PAC@goldengate.org. Comments submitted before the meeting will be provided to the Committee members before or during the Committee meeting. Comments submitted after the meeting is called to order will be included as an attachment to the minutes for this meeting.

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# PEDESTRIAN AND BICYCLE ADVISORY COMMITTEE (PBAC)

***Meeting Minutes for Wednesday, February 12, 2025***

**Location:** Board Room, Administration Building
Golden Gate Bridge Toll Plaza, San Francisco, CA 94129

**Members Present:** Parker Day, Candy Doran, James Grady, Barbara (BJ) Jones, Sasha Madfes, David Pilpel, Warren Wells

**Members Absent:** Kevin Gammon, Timothy Hunter, Charles Metzler, Susan Nawbary, Ray Scherck

**District Staff Present:** David Rivera, Deputy General Manager, Bridge Division; Les Belton, Deputy General Manager, Bus Division; Mario Jacquez, Director of Transportation; Josh Widmann, Associate Planner, Roberta Regan, Administrative Assistant

**Guests Present:** Michael Jones, Consultant

**1.** **Call to Order.** Warren Wells called the meeting to order at 5:06 p.m. A quorum of members was present.

**2.** **Roll Call and Introductions.** Committee members, staff, and visitors introduced themselves.

**3.** **Election of Officers.** Josh Widmann confirmed that current officers may be re-elected for another term if the committee votes to approve. Sasha Madfes moved to re-elect Warren Wells as Chair, and Candy Doran provided a second. David Pilpel moved to re-elect Sasha Madfes as Vice Chair, and BJ Jones provided a second. The committee unanimously voted to approve both motions.

**4.** **Consent Calendar.**
**a. Approval of Meeting Minutes from October 9, 2024.** David Pilpel moved to approve the minutes with one minor word change, and Sasha Madfes provided a second. The committee voted unanimously to approve the October 9, 2024 meeting minutes.

**5.** **Committee Business.**
**a. Bike Storage on Buses Discussion.** Mario Jacquez, Director of Transportation, shared that he researched the last two years of cyclists' complaints submitted to the District. There were several requests to acquire more Gillig buses in the fleet, which can carry more bicycles on their front rack compared to the MCI underbelly storage. Mr. Jacquez presented a PowerPoint to the committee. He stated that Gilligs have front-mounted racks with space for three bikes, while MCIs have underbelly racks with space for two bikes. Bikes are loaded on a first-come, first-served basis. He also shared detailed step-by-step instructions for loading bikes on both bus types. A YouTube video is available on the District website (https://www.goldengate.org/bus/riding-the-bus/bringing-your-bike/). He pointed out the challenges that exist at certain stops in San

Francisco and provided the Committee with a list of those locations. A slide of "Do's and Don'ts for Bicycle Etiquette" on GGT followed. Mr. Jacquez also stated that gas-powered devices are never allowed on GGT buses. A question-and-answer period followed.

Several PBAC members asked about higher weight limits that currently exist on other agencies using bike racks from different companies such as Byk Rak. The rules for front racks on larger 45-foot buses were also discussed. Mr. Jacquez explained that the California Highway Patrol imposes limits on the configuration of 45-foot bus bicycle racks GGT is allowed to use due to our buses traveling on freeways and on city streets with Caltrans designations such as Lombard Street and Van Ness Avenue, where a bus may pass over a yellow line. There are also limitations due to the turns buses need to make through narrow San Francisco street intersections, where a front rack could cross over to the oncoming traffic lane. He shared the safety issues that require no more than two bikes in under-belly bike storage. Because of line-of-sight constraints for the driver, the second underbelly storage to the rear of the bus is not used. BJ Jones asked how the public is educated about District rules for bicycles. Several options were discussed but the group favored posting a District bike resources QR code on buses and a QR code at Golden Gate Transit San Francisco bus stops with bike constraints. Warren Wells mentioned setting up a location for cyclists to practice loading their bikes onto a bike rack.

**b. Recent Bicycle and Pedestrian Issues/Observations.** Warren Wells mentioned that the Vista Point trail is under construction. Candy Doran stated that the entrance signs on the east sidewalk still need to be reversed. David Rivera said he would check on this. James Grady mentioned a close call he had on Alexander Avenue to East Road location, where he almost came in contact with a small wine tour bus. BJ asked about speed restrictions on the Bridge sidewalks, after seeing e-bikes on the west sidewalk moving as fast as 28 mph. Warren Wells responded that all bikes are now allowed on multi-use pathways per state law, but speeds must not exceed 15 mph on the Golden Gate Bridge.

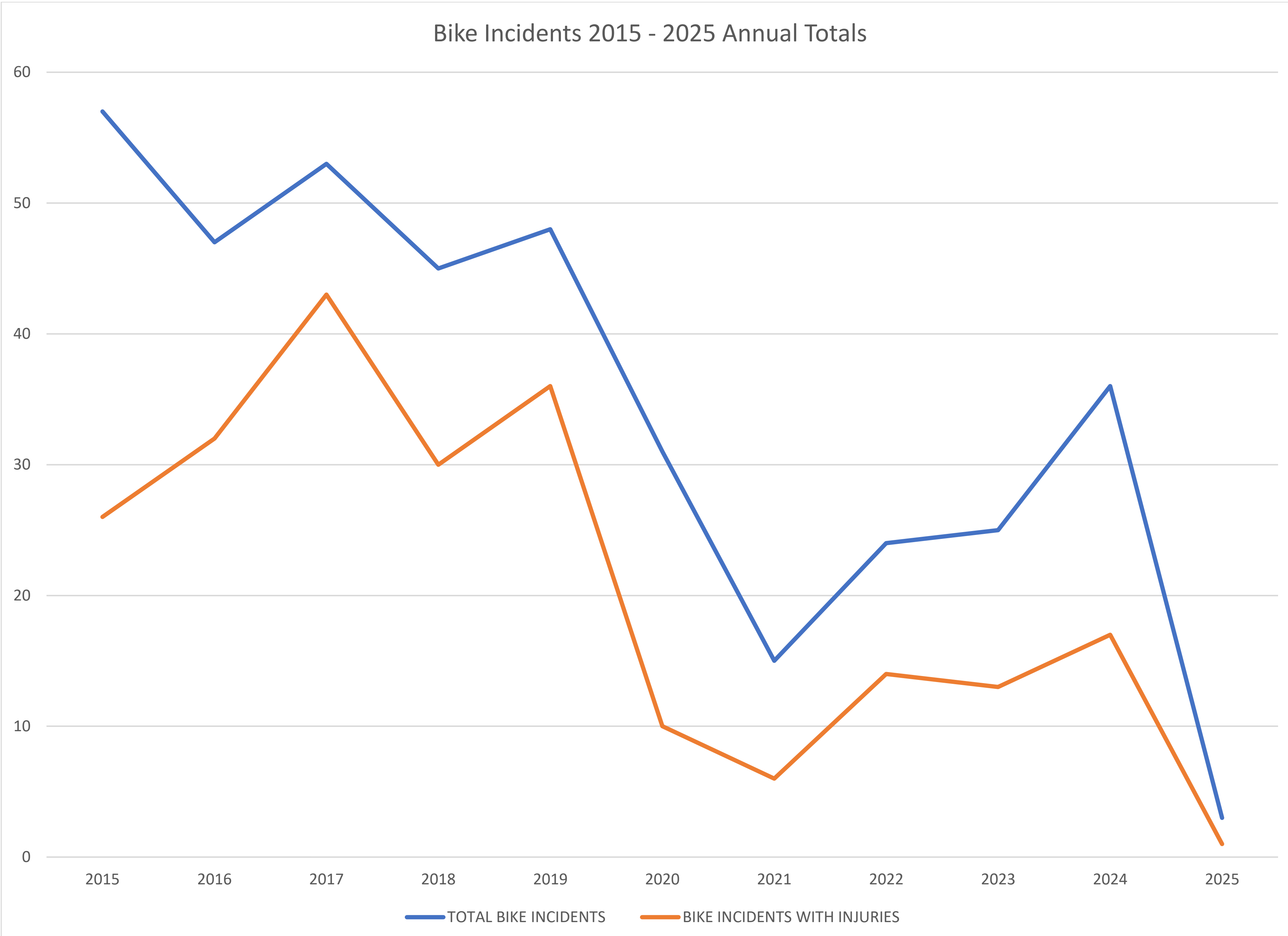
**c. Recap of 2025 Discussion Topics.** Warren Wells reiterated that the Larkspur Ferry Expansion project presentation would need to be later in the year, likely the October meeting due to the timing of the environmental document process. He also commented that a presentation on Bridge event policy and noticing requirements would be of interest. Josh Widmann stated that David Rivera could share Bridge sidewalk bicycle and pedestrian incident statistics and special event sidewalk closures at a future meeting. An update on Alexander Avenue was mentioned. Sasha Madfes inquired as to whether the Board of Directors had an official response to the wayfinding letter submitted in November 2023. David Rivera said he would reach out to the District Secretary's office. Bicycle counts on the Bridge and on ferries were also of interest to members. An update to the 2020 Bicycle Study was mentioned.

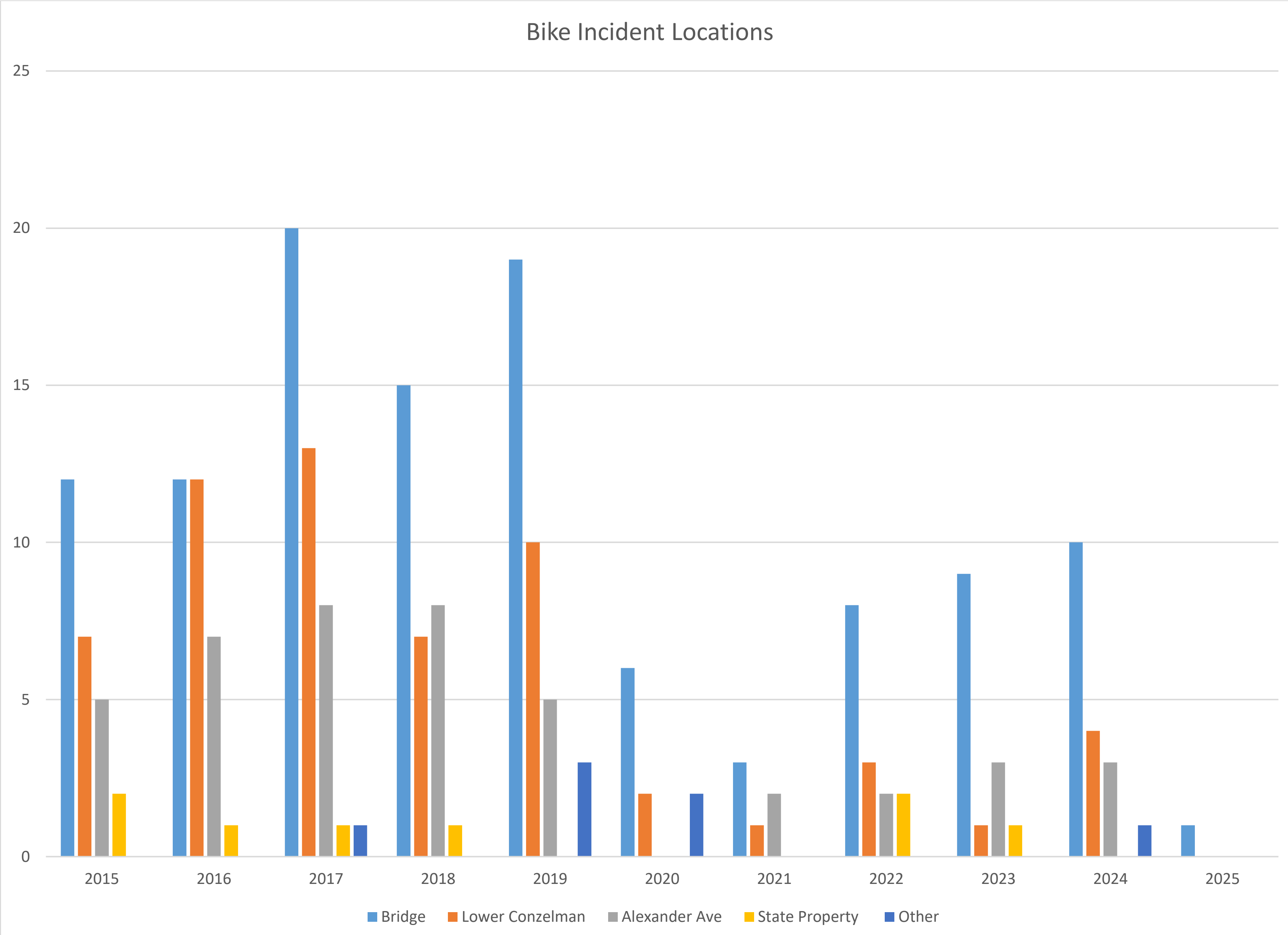
**d. Outreach for Vacant PBAC Spot.** Josh Widmann stated that Odin Palen is still a prospective member.

**6.** **<u>Public Comment.</u>** None.

**7.** **<u>Adjournment.</u>** Warren Wells adjourned the meeting at 6:12 p.m.

**The next meeting of the Pedestrian and Bicycle Advisory Committee will take place on Wednesday, April 9, 2025 at 5:00 p.m., at the Golden Gate Bridge Board Room, San Francisco, CA.**


Bike Incidents 2015 - 2025 Annual Totals
60
50
40
30
20
10
0
2015
2016
2017
2018
2019
2020
2021
2022
2023
2024
2025
TOTAL BIKE INCIDENTS
BIKE INCIDENTS WITH INJURIES



Bike Incident Locations
25
20
15
10
5
0
2015
2016
2017
2018
2019
2020
2021
2022
2023
2024
2025
Bridge
Lower Conzelman
Alexander Ave
State Property
Other