



## **FREQUENTLY ASKED QUESTIONS**

### **South San Francisco Service**

#### **What onboard amenities are there?**

In addition to free Wi-Fi and full beverage service and snack bar, the ferries offer, accommodation for Segways, space for 34 bicycles and a variety of seating arrangements for passenger comfort.

#### **How do I get tickets to ride the ferry?**

Clipper cards and paper tickets are accepted on the ferry. If you are using Clipper just Tag-On and Tag-Off as directed by the crew. Paper tickets are also accepted and are available for purchase onboard the boat. Cash, checks, and credit cards are accepted.

If you are not a current Public Transit commuter, you can try the South San Francisco ferry for **FREE**. For offer details visit [www.commute.org](http://www.commute.org) and click on "Try Transit Free Incentive."

#### **Why are there no discounts with use of the Clipper Card? Are there going to be frequent rider discounts?**

The \$7 fare is already a discounted fare. San Francisco Bay Ferry established the fare based on the fact that this is a commute-only service and most riders will be using Clipper. In addition, most large employers in the Oyster Point area participate in transit benefits almost exclusively through Clipper.

#### **How much is parking and what is the parking validation process?**

Free parking is available at the Oakland, Alameda and South San Francisco terminals.

**In Oakland:** Riders are eligible for up to 12 hours of free validated parking in the 7-story garage at 101 Washington St., Oakland. Be sure to bring your parking ticket to the Ferry Terminal for validation. Weekday garage hours are Monday through Thursday 5:45 AM to 1:00 AM and Friday 5:45 AM to 2:00 AM. There is no overnight parking.

**In Alameda:** Free parking is available at 2990 Main St., adjacent to the ferry terminal. There is no overnight parking

**In South San Francisco:** Free parking is available adjacent to the terminal.

**Where are the bike lockers? What is the process for using them? (reservations required? Who can use them?)**

There are 12 electronic bike lockers at the South San Francisco ferry terminal, located in the parking lot in front of the terminal. There are no reservations required and anyone with a bikelink.org account and card can use them. Please visit [www.bikelink.org](http://www.bikelink.org) for more information.

**Which public transit providers will connect with the South San Francisco terminal?**

Currently there is no mass transit service to/from the South San Francisco terminal. Thus, San Francisco Bay Ferry has partnered with the Peninsula Congestion Alliance (Alliance) and with the San Mateo County Transportation Authority to provide free shuttle services that will drop off commuters at local employers. This will make it easy and convenient for commuters to travel to and from their final destinations.

**Will South San Francisco employers be offering shuttles to/from the ferry?**

Some employers (including Genentech) provide shuttle service to/from the in South San Francisco ferry terminal for their employees. The South San Francisco ferry fare will also cover a free transfer to a shuttle service that will serve local employment centers. This service has been arranged through the Peninsula Congestion Alliance and is partially funded with a San Mateo County Transportation Authority Measure A grant.

**How do Employees get a shuttle pass to ride the ferry?**

A pass is not required to ride the shuttles. The shuttles are free for ferry riders.

**Are there commuter transportation options if there is a disruption of ferry service?**

The Peninsula Congestion Alliance and South San Francisco companies such as Genentech and Takeda provide Emergency Ride Home programs that allow employees who utilize alternative forms of commuting (such as ferry service) a free ride home for emergencies, up to four times per year via taxicabs or rental cars.

**Would you be open to more frequent AM or PM service in the future?**

**Would you be open to service from Harbor Bay in Alameda?**

The ferry service is conducting an ongoing review of the service with an eye to improvement. We will implement more ferry service or ferry service from Harbor Bay if it is financially viable and meets funding requirements.