



2024 Onboard Ferry Survey Summary Report

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Note: Crosstabulated tables included under separate cover

Introduction

This report details the findings of an onboard survey of San Francisco Bay Ferry passengers conducted by Corey, Canapary & Galanis (CC&G).

- The onboard ferry survey was conducted between April 12, 2024, and April 30, 2024 on all regular routes.

Key objectives of the survey include:

- Reporting trip characteristics, such as rider frequency, fare media usage, trip purpose and origin/destination.
- Rider home location, to differentiate the needs and preferences of local versus visiting riders.
- Motivators to use the ferry as well as possible alternative transportation modes for riders.

This report includes the following key sections: Executive Summary and Detailed Results by Question.

Questions regarding this project may be directed to Thomas Hall, Director, Operations & Customer Experience, San Francisco Bay Ferry | Water Emergency Transportation Authority (WETA).
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Methodology and Response Rate

The survey was conducted as an onboard self-administered questionnaire distributed to San Francisco Bay Ferry riders. Surveyors boarded pre-selected ferries. Surveyors were instructed to survey in certain areas of pre-selected ferries. This ensured that multiple trips on each route were surveyed and represented various times of day, direction, and chosen level of the ferry. It is important to spread out the ferry surveying, as otherwise it is possible to gather the entire number of surveys on just a few busy trips.

Overall, 1,890 total surveys were distributed resulting in 1,744 completed surveys, with 356 nonresponses from eligible passengers, totaling 2,100 eligible respondents on all sections of surveyed ferries. This represents an 83% response rate (e.g. 1,744 completed surveys / 2,100 eligible respondents).

Respondents could complete the survey onboard and return it to the surveyor, complete it at home and mail to CC&G, or complete it online. Of these 1,744 completed surveys, 1,632 were completed onboard, 103 were completed online and 9 were mailed back.

Surveys were available in English, Spanish, and Chinese. Of the 1,744 completed surveys, 1,725 were completed in English, 14 in Spanish, and 5 in Chinese.

Specific steps were taken to ensure the highest possible response rate. This included using professional, experienced onboard surveyors on the project, making the questionnaire available in

multiple languages (English, Spanish and Chinese), and providing an online option for persons who did not have time to complete the survey onboard.

Surveyors returned completed questionnaires to Corey, Canapary & Galanis' office following the completion of the fieldwork. Data entry, editing, and coding were done in-house by Corey, Canapary & Galanis once questionnaires were returned.

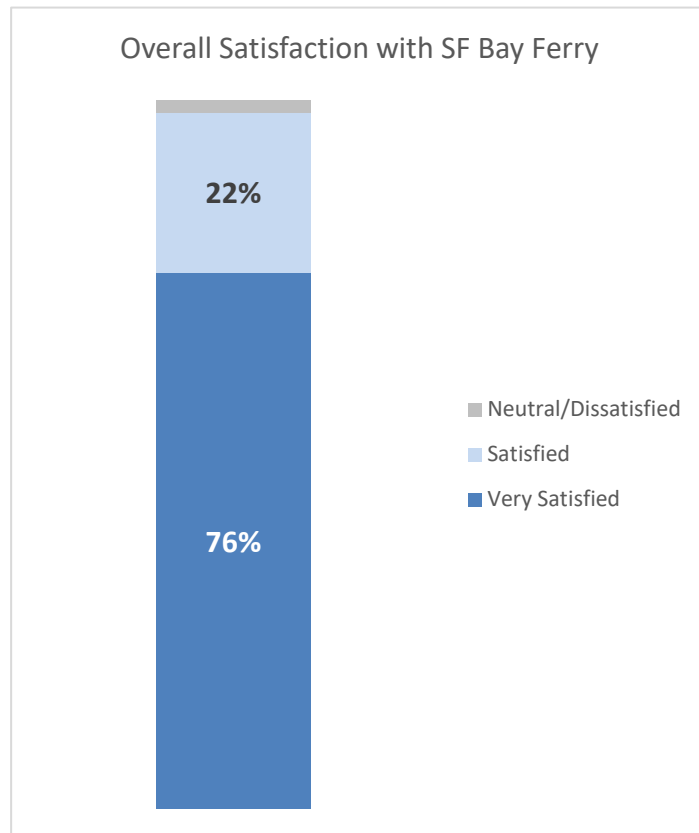
General Notes about the Results

- Totals may appear to be more than 100% due to rounding.
- Questions with no total percentage shown allowed for multiple responses.
- For some open-ended questions, only the top responses are shown, and this is noted on that particular question. Please refer to the statistical tables for a complete list.

Executive Summary

- Respondents overall were very satisfied with the service provided by SF Bay Ferry, with an average rating of 4.73 out of 5.00.

- 98% of riders in 2024 rated their experience as “Satisfied” or “Very Satisfied.” This is comparable to the 99% rating in 2022 and the 88% rating in 2017.
- Riders on the Harbor Bay Ferry were the most satisfied, rating their experience 4.81 (out of 5). While still very high, riders on the South San Francisco Ferry were slightly less satisfied, rating their experience at 4.51 out of 5.
- Comments regarding the ratings, which were provided by 37% of respondents, suggest that ferry staff and cleanliness are key contributors to the high ratings.



- Three-quarters of respondents (77%) say they use the ferry to relax or reduce stress, making this the top reason among respondents overall.
- The Vallejo Ferry has the highest share of riders from outside the San Francisco Bay Area (14%), while South San Francisco (2%) and Alameda Seaplane (3%) ferries have the lowest.
- Among all respondents, half (56%) used some form of car-based transportation to access their ferry, while 21% walked all the way, 14% used a bike or scooter, 11% used public transit, and 1% used a private shuttle.

- Among all respondents, one-third (40%) used some form of car-based transportation to get from the ferry to their destination, while 30% walked all the way, 16% used public transit, 15% used a bike or scooter, and 2% used a private shuttle.
- Overall, respondents use the ferries to commute to work or school (56%), travel to entertainment or recreation locations (34%) or sightseeing (11%)
- Overall, three-quarters of respondents (77%) used a Clipper card to pay their fare, 17% used the SF Bay Ferry App, 5% used a single use ticket, and 2% used an employer/school pass or a Clipper Start Card.
- Overall, respondents ride the ferry an average of 2.3 days per week, with the most frequent users being on the South San Francisco (average 3.3 days/week), Alameda Seaplane (average 3.1 days/week), and Harbor Bay (average 3.0 days/week) routes.
- Two thirds of riders (67%) would use a car-based type of transport if they didn't take a ferry, with 44% opting to drive alone. Slightly fewer (59%) would use public transit, with 45% opting for BART or other rail transit. Notably, 9% of riders have no alternative to SF Bay Ferry.

Detailed Results

Overall Rating

Respondents overall were very satisfied with the service provided by SF Bay Ferry, with an average rating of 4.73 out of 5.00.

- 98% of riders in 2024 rated their experience as “Very Satisfied” or “Satisfied.” This is comparable to the 99% rating in 2022. In 2017, this rating was 88%.
- Riders on the Harbor Bay Ferry were the most satisfied, rating their experience 4.81 (out of 5). While still very high, riders on the South San Francisco Ferry were slightly less satisfied, rating their experience at 4.51 out of 5.

Comments regarding the ratings, which were provided by 37% of respondents, suggest that staff and cleanliness are key contributors to the high ratings.

Overall rating of SF Bay Ferry service

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
5 - Very Satisfied	76%	81%	82%	80%	79%	57%	67%
4 - Satisfied	22%	18%	17%	18%	19%	36%	31%
3	1%	<1%	1%	1%	-	6%	2%
2 - Dissatisfied	<1%	-	-	<1%	1%	-	<1%
1 - Very Dissatisfied	<1%	1%	-	<1%	<1%	-	-
Blank (#)	38	5	1	15	4	2	11
TOTAL	100%	100%	100%	100%	100%	100%	100%
Average (mean) score	4.73	4.78	4.81	4.77	4.76	4.51	4.65

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Satisfied (4 or 5)	98%	99%	99%	98%	99%	94%	98%
Dissatisfied (1 or 2)	1%	1%	<1%	1%	1%	<1%	<1%
Neutral	1%	<1%	1%	1%	-	6%	2%

Comments

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (Left Comment)	652	99	86	155	89	21	202
Staff are friendly, professional, helpful	21%	21%	23%	21%	20%	10%	22%
General compliment	18%	18%	19%	21%	25%	10%	14%
Ferry is clean	14%	16%	17%	13%	17%	10%	12%
Need more frequency	14%	21%	13%	9%	18%	14%	12%
Need expanded hours	12%	13%	20%	9%	13%	24%	10%
Ferry is reliable/on-time	12%	17%	14%	9%	11%	5%	12%
Comfortable/Relaxing/Beautiful views	7%	4%	6%	10%	7%	10%	5%
Feel safe	5%	3%	5%	4%	4%	-	6%
More routes/stops closer to my origin/destination	4%	1%	3%	7%	6%	10%	2%
Reduce fare	4%	2%	5%	1%	2%	-	7%
Reduce crowding	3%	1%	-	1%	-	10%	6%

**Only coded comments from over 3% of respondents are included here. See tables for a full list.*

Reasons for Using SF Bay Ferry

Three-quarters of respondents (77%) say they use the ferry to relax or reduce stress, making this the top reason among respondents overall.

- Riders on the South San Francisco ferry (81%) are much more likely than riders overall (65%) to use the ferry to avoid traffic or because it’s a productive use of time (53% vs. 28%)
- A higher share of both Richmond (32%) and Alameda Seaplane (31%) riders said they use the ferry because parking is easier or less expensive (compared with 25% overall).
- While 21% of riders overall use the ferries to sightsee, 32% of the Oakland/Alameda ferry and 31% of the Richmond ferry use the ferry for this purpose.
- Riders on the Vallejo ferry had the highest share of people saying they use the ferry because they do not drive/do not have a car (14%, vs 11% overall), while only 4% of the South San Francisco ferry use the ferry for this reason.

*What are the main reasons you ride the ferry?
(Multiple responses accepted)*

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Relaxing / reduces stress	77%	81%	83%	79%	83%	85%	70%
Avoids traffic	65%	74%	74%	53%	57%	81%	70%
Better for the environment	28%	27%	37%	27%	32%	23%	25%
Productive use of time	28%	25%	34%	27%	28%	53%	27%
Less expensive	25%	25%	19%	21%	27%	4%	32%
Parking is easier / less expensive	23%	31%	23%	21%	32%	9%	18%
Sightseeing	21%	15%	8%	32%	31%	6%	17%
Don't have a car / don't drive	11%	13%	12%	9%	8%	4%	14%
Feel safe/Safer than alternatives	1%	-	2%	3%	2%	-	<1%
Fun/Enjoy being on the water/Enjoy boating	1%	<1%	<1%	1%	1%	-	1%
Terminals are close to origin/destination	1%	1%	2%	1%	1%	-	<1%
Blank (#)	41	4	2	16	5	2	12

**Only reasons representing at least 1% of responses are shown. Please see tables for a complete list.*

Trip Origin and Destination

Three-quarters of respondents (77%) started their trip in San Francisco (46%) or Alameda (32%) counties.

- Among those living in the San Francisco Bay Area, 46% said they started their trip in San Francisco, 32% said they started their trip in Alameda County, and 21% said they started their trip in another Bay Area county (other than San Francisco or Alameda).
- Among those who live outside the Bay Area, 42% started their trip in San Francisco County, 22% began in Alameda County, and 21% in another Bay Area county. Notably, 14% of those who live outside the Bay Area began their trip outside the Bay Area with half beginning their trips in Sacramento County (7%).

Where did you BEGIN this trip?

County of Origin	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,747	242	207	476	222	49	551
Bay Area County	99%	100%	100%	99%	100%	100%	97%
San Francisco County	46%	35%	57%	42%	48%		56%
Alameda County	32%	60%	42%	54%	4%	96%	1%
Solano County	9%	-	-	1%	1%	-	28%
Contra Costa County	6%	1%	-	<1%	45%	4%	1%
Napa County	3%	-	-	-	1%	-	10%
San Mateo County	1%	1%	1%	1%	-	-	2%
Marin County	1%	2%	1%	2%	-	-	<1%
Santa Clara County	<1%	<1%	-	1%	-	-	-
Sonoma County	<1%	-	-	-	<1%	-	-
Other California County	1%	-	-	1%	<1%	-	3%
Sacramento County	1%	-	-	1%	-	-	1%
Yolo County	<1%	-	-	-	-	-	1%
Fresno County	<1%	-	-	-	<1%	-	<1%
Stanislaus County	<1%	-	-	1%	-	-	
Placer County	<1%	-	-	-	-	-	<1%
Blank (#)	143	6	11	56	17	1	52
TOTAL	100%	100%	100%	100%	100%	100%	100%

**Answers from respondents who provided the same location for both their origin and destination were removed*

Alameda Seaplane Route (City of Origin) *

Eastbound	Total	Westbound	Total
Base: (All Respondents)	89		148
San Francisco	92%	Alameda	92%
Mill Valley	2%	Oakland	2%
Sausalito	2%		

Harbor Bay Route (City of Origin) *

Eastbound	Total	Westbound	Total
Base: (All Respondents)	117		86
San Francisco	98%	Alameda	95%

Oakland/Alameda Route (City of Origin) *

Eastbound	Total	Week day	Week end	Westbound	Total	Week day	Week end
Base: (All Respondents)	213	124	89		239	139	100
San Francisco	95%	98%	92%	Oakland	57%	73%	35%
Larkspur	2%	-	5%	Alameda	23%	9%	41%
				Berkeley	6%	9%	3%
				San Leandro	3%	2%	4%
				Hayward	2%	2%	2%

Richmond Route (City of Origin) *

Northbound	Total	Week day	Week end	Southbound	Total	Week day	Week end
Base: (All Respondents)	113	74	39		107	70	37
San Francisco	93%	97%	85%	Richmond	73%	71%	77%
				El Cerrito	6%	9%	-
				Berkeley	3%	3%	3%
				El Sobrante	3%	3%	3%

*Answers from respondents who provided the same location for both their origin and destination were removed. Only responses from 2% or greater of riders overall are shown, see crosstabulated tables for complete list.

South San Francisco Route (City of Origin) *

Westbound	Total
Base: (All Respondents)	49
Oakland	44%
Alameda	42%
Berkeley	6%

Vallejo Route (City of Origin) *

Eastbound	Total	Week day	Week end	Westbound	Total	Week day	Week end
Base: (All Respondents)	326	245	81		209	136	73
San Francisco	95%	97%	86%	Vallejo	54%	60%	42%
Daly City	3%	1%	11%	Napa	17%	8%	34%
				Fairfield	6%	7%	5%
				Benicia	6%	7%	5%
				American Canyon	5%	5%	5%
				Sacramento	3%	4%	2%
				Vacaville	2%	2%	2%

*Answers from respondents who provided the same location for both their origin and destination were removed. Only responses from 2% or greater of riders overall are shown, see crosstabulated tables for complete list.

Two-thirds (69%) of respondents were going to a destination in San Francisco (45%) or Alameda (24%) counties.

- While most riders were traveling to destinations in the Bay Area, 4% of riders who live outside the Bay Area were traveling to destinations outside the Bay Area.

*Where will you END this trip? (County of destination)**

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Bay Area County	99%	100%	100%	99%	100%	100%	98%
San Francisco County	45%	60%	41%	51%	48%	-	37%
Alameda County	24%	38%	58%	43%	2%	2%	-
Solano County	15%	-	-	-	-	-	49%
Contra Costa County	8%	-	1%	2%	50%	-	1%
San Mateo County	3%	1%	-	0%	<1%	98%	0%
Napa County	3%	-	-	-	-	-	10%
Santa Clara County	<1%	-	-	1%	-	-	0%
Marin County	<1%	<1%	-	<1%	-	-	0%
Sonoma County	<1%	-	-	-	<1%	-	0%
Other California County	1%	-	-	1%	-	-	2%
Sacramento County	<1%	-	-	1%	-	-	1%
San Joaquin County	<1%	-	-	<1%	-	-	<1%
Placer County	<1%	-	-	<1%	-	-	<1%
Yolo County	<1%	-	-	-	-	-	<1%
Blank (#)	54	6	5	23	6	-	15
TOTAL	100%	100%	100%	100%	100%	100%	100%

*Answers from respondents who provided the same location for both their origin and destination were removed.

Alameda Seaplane Route (City of Destination) *

Eastbound	Total	Westbound	Total
Base: (All Respondents)	89		148
Oakland	57%	San Francisco	97%
Alameda	25%		
Berkeley	3%		
Antioch	2%		
Fremont	2%		
Sacramento	2%		

Harbor Bay Route (City of Destination) *

Eastbound	Total	Westbound	Total
Base: (All Respondents)	117		86
Alameda	91%	San Francisco	100%
Oakland	3%		
San Leandro	2%		

Oakland/Alameda Route (City of Destination) *

Eastbound	Total	Week day	Week end	Westbound	Total	Week day	Week end
Base: (All Respondents)	213	124	89		239	139	100
San Francisco	98%	99%	97%	Oakland	57%	72%	35%
				Alameda	25%	14%	39%
				Berkeley	3%	2%	4%
				Antioch	2%	1%	2%
				Fremont	2%	2%	1%
				Sacramento	2%	2%	1%

*Answers from respondents who provided the same location for both their origin and destination were removed. Only responses from 2% or greater of riders overall are shown, see crosstabulated tables for complete list.

Richmond Route (City of Destination) *

Northbound	Total	Week day	Week end	Southbound	Total	Week day	Week end
Base: (All Respondents)	113	74	39		107	70	37
Richmond	73%	77%	65%	San Francisco	98%	99%	97%
El Cerrito	9%	10%	8%				
Pinole	5%	5%	3%				
El Sobrante	4%	4%	3%				
Berkeley	3%	1%	6%				
Hercules	3%	-	8%				
San Pablo	2%	-	5%				

South San Francisco Route (City of Destination) *

Westbound	Total
Base: (All Respondents)	49
South San Francisco	94%
Brisbane	6%

Vallejo Route (City of Destination) *

Eastbound	Total	Week day	Week end	Westbound	Total	Week day	Week end
Base: (All Respondents)	326	245	81		209	136	66
Vallejo	59%	61%	55%	San Francisco	98%	98%	99%
Napa	11%	9%	18%				
Fairfield	9%	10%	6%				
Benicia	7%	9%	1%				
American Canyon	4%	4%	6%				
Vacaville	2%	2%	3%				

*Answers from respondents who provided the same location for both their origin and destination were removed. Only responses from 2% or greater of riders overall are shown, see crosstabulated tables for complete list.

Boarding and Alighting Terminals

Respondents were most likely to board at San Francisco (50%) or Vallejo (12%) terminals.

- Weekend riders were more likely to board at Vallejo than weekday riders (17% vs. 11%).
- While respondents were most likely to have boarded the ferry at San Francisco, those who started their trip at home were much more likely to have boarded Vallejo than those who started their trip at work (14% vs. 2%).

Where did you board this ferry?

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
San Francisco	50%	39%	52%	47%	47%	-	62%
Vallejo	12%	-	-	-	-	-	38%
Oakland	12%	-	<1%	38%	-	63%	-
Alameda (Seaplane)	8%	60%	-	<1%	-	-	-
Richmond	7%	-	-	<1%	53%	-	-
Harbor Bay	6%	-	47%	-	-	-	-
Alameda (Main Street)	5%	1%	-	15%	-	37%	-
South San Francisco	-	-	-	-	-	-	-
Blank (#)	8	-	1	7	-	-	-
TOTAL	100%	100%	100%	100%	100%	100%	100%

Respondents were most likely to alight at San Francisco (47%) or Vallejo (20%) terminals.

- While 8% of weekday riders alighted at Oakland, on weekends this share increases to 11%.
- Respondents who began their trip at home were most likely to alight in San Francisco (55%). Those who began at work were most likely to alight at Vallejo (37%).

Where will you exit this ferry?

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
San Francisco	47%	58%	45%	54%	53%	-	38%
Vallejo	20%	-	-	-	-	-	62%
Oakland	8%	-	-	32%	-	-	-
Harbor Bay	7%	-	55%	<1%	-	-	-
Richmond	6%	-	-	-	47%	-	-
Alameda (Seaplane)	6%	41%	-	-	-	-	-
Alameda (Main Street)	4%	<1%		13%	-	-	-
South San Francisco	3%	-	-	<1%	-	100%	-
Blank (#)	28	7	-	19	-	-	2
TOTAL	100%	100%	100%	100%	100%	100%	100%

Access (getting to) and Egress (going from)

Among all respondents, half (56%) used some form of car-based transportation to access their ferry, while 21% walked all the way, 14% used a bike or scooter, 11% used public transit, and 1% used a private shuttle.

- Weekday riders were most likely to drive (39%) or walk (24%). Weekend riders were most likely to drive (43%) or use public transit (15%).
- Those respondents coming from home were the most likely to drive (50%) to the ferry. Those coming from work were the most likely (43%) to walk to the ferry.
- When viewed by terminal:
 - Respondents leaving from Vallejo were most likely to use car-based transit (85%) to reach the terminal.
 - Respondents leaving from Alameda Seaplane were most likely to use a bike or scooter (23%) to get to that terminal.
 - Those leaving from San Francisco were most likely to use public transit (18%) to access that terminal.
 - Respondents leaving from Harbor Bay were most likely to walk all the way to access that terminal (18%).

How did you get to this ferry? (Multiple responses accepted)

	TOTAL	Weekday	Weekend
Base: (All Respondents)	1,744	1,306	434
Car-Based (Net)	56%	53%	66%
Drive (park and ride)	40%	39%	43%
Dropped off by car	9%	8%	13%
Uber / Lyft / Waymo	7%	6%	10%
Taxi	<1%	1%	0%
Walked all the way	21%	24%	14%
Bike / Scooter	14%	17%	7%
Public transit (bus/rail)	11%	10%	15%
Private/Employer shuttle	1%	1%	-
Blank (#)	17	13	4

Among all respondents, one-third (40%) used some form of car-based transportation to get from the ferry to their destination, while 30% walked all the way, 16% used public transit, 15% used a bike or scooter, and 2% used a private shuttle.

- Those respondents coming from home were the most likely to walk (38%) to their destination. Those coming from work were the most likely (46%) to drive.
- Weekday riders were most likely to walk (33%) or drive (23%). Weekend riders were most likely to drive (26%) or use public transit (25%).
- When viewed by terminal:
 - Respondents arriving in Vallejo were most likely to use car-based transit (80%) to reach their destination.
 - Respondents arriving at Alameda Seaplane or South San Francisco were most likely to use a bike or scooter (each 40%) to get to their destination.
 - Those arriving in Francisco were most likely to use public transit (25%) to access their destination. These respondents were also the most likely to walk all the way to their destination (42%).

And how will you get to your destination after you exit this ferry? (Multiple responses accepted)

	TOTAL	Weekday	Weekend
Base: (All Respondents)	1,744	1,306	434
Car-Based (Net)	40%	37%	49%
Drive (park and ride)	24%	23%	26%
Picked up by car	8%	7%	12%
Uber / Lyft / Waymo	7%	6%	9%
Taxi	1%	1%	2%
Walk all the way	30%	33%	22%
Public transit (bus/rail)	16%	13%	25%
Bike / Scooter	15%	17%	7%
Private/Employer shuttle	2%	2%	-
Blank (#)	299	198	101

Access/Egress by Terminal

Alameda Main Street Terminal

Access*	
Base: (All Respondents)	84
Car-Based (Net)	73%
Drive (park and ride)	57%
Dropped off by car	10%
Uber/Lyft/Waymo	6%
Bike / Scooter	14%
Public transit (bus/rail)	8%
Walked all the way	7%

Egress^	
Base: (All Respondents)	71
Car-Based (Net)	61%
Drive (park and ride)	37%
Picked up by car	19%
Uber/Lyft/Waymo	4%
Taxi	2%
Walk all the way	22%
Bike / Scooter	11%
Public transit (bus/rail)	7%

Alameda Seaplane Terminal

Access*	
Base: (All Respondents)	150
Car-Based (Net)	66%
Drive (park and ride)	54%
Dropped off by car	9%
Uber/Lyft/Waymo	3%
Bike / Scooter	23%
Walked all the way	11%
Public transit (bus/rail)	2%

Egress^	
Base: (All Respondents)	92
Car-Based (Net)	24%
Drive (park and ride)	22%
Picked up by car	1%
Uber/Lyft/Waymo	1%
Taxi	1%
Bike / Scooter	40%
Walk all the way	25%
Public transit (bus/rail)	9%

Harbor Bay Terminal

Access*	
Base: (All Respondents)	87
Car-Based (Net)	52%
Drive (park and ride)	45%
Dropped off by car	7%
Walked all the way	30%
Bike / Scooter	20%
Private/Employer shuttle	2%
Public transit (bus/rail)	1%

Egress^	
Base: (All Respondents)	120
Car-Based (Net)	35%
Drive (park and ride)	28%
Picked up by car	6%
Uber/Lyft/Waymo	1%
Walk all the way	38%
Bike / Scooter	20%
Private/Employer shuttle	6%
Public transit (bus/rail)	2%

*Boarded at this terminal

^Alighted at the terminal

Oakland Terminal

Access*	
Base: (All Respondents)	211
Car-Based (Net)	57%
Drive (park and ride)	40%
Dropped off by car	7%
Uber/Lyft/Waymo	9%
Taxi	1%
Walked all the way	26%
Bike / Scooter	12%
Public transit (bus/rail)	7%

Egress^	
Base: (All Respondents)	153
Car-Based (Net)	44%
Drive (park and ride)	35%
Picked up by car	6%
Uber/Lyft/Waymo	2%
Taxi	1%
Walk all the way	30%
Bike / Scooter	15%
Public transit (bus/rail)	10%

Richmond Terminal

Access*	
Base: (All Respondents)	107
Car-Based (Net)	78%
Drive (park and ride)	58%
Dropped off by car	11%
Uber/Lyft/Waymo	9%
Walked all the way	12%
Bike / Scooter	7%
Public transit (bus/rail)	5%

Egress^	
Base: (All Respondents)	115
Car-Based (Net)	58%
Drive (park and ride)	47%
Picked up by car	5%
Uber/Lyft/Waymo	3%
Taxi	2%
Walk all the way	22%
Bike / Scooter	15%
Public transit (bus/rail)	9%

San Francisco Terminal

Access*	
Base: (All Respondents)	893
Car-Based (Net)	44%
Drive (park and ride)	30%
Dropped off by car	7%
Uber/Lyft/Waymo	6%
Taxi	1%
Walked all the way	26%
Public transit (bus/rail)	18%
Bike / Scooter	16%
Private/Employer shuttle	1%

Egress^	
Base: (All Respondents)	798
Walk all the way	42%
Public transit (bus/rail)	25%
Car-Based (Net)	22%
Drive (park and ride)	8%
Dropped off by car	4%
Uber/Lyft/Waymo	9%
Taxi	1%
Bike / Scooter	13%
Private/Employer shuttle	1%

*Boarded at this terminal

^Alighted at the terminal

South San Francisco Terminal^^

Egress^	
Base: (All Respondents)	50
Bike / Scooter	40%
Walk all the way	29%
Private/Employer shuttle	20%
Public transit (bus/rail)	9%
Car-Based (Net)	2%
Drive (park and ride)	2%

Vallejo Terminal

Access*	
Base: (All Respondents)	211
Car-Based (Net)	85%
Drive (park and ride)	53%
Dropped off by car	20%
Uber/Lyft/Waymo	13%
Walked all the way	8%
Bike / Scooter	4%
Public transit (bus/rail)	4%
Private/Employer shuttle	<1%

Egress^	
Base: (All Respondents)	340
Car-Based (Net)	80%
Drive (park and ride)	46%
Picked up by car	24%
Uber/Lyft/Waymo	9%
Taxi	1%
Public transit (bus/rail)	11%
Walk all the way	7%
Bike / Scooter	5%
Private/Employer shuttle	1%

*Boarded at this terminal

^Alighted at the terminal

^^ Due to limited ridership on the South SF Ferry line, there were no respondents who began their trip at South San Francisco terminal.

Trip Purpose

Overall, respondents use the ferries to commute to work or school (56%), travel to entertainment or recreation locations (34%) or sightseeing (11%)

- Respondents on the South San Francisco and the Harbor Bay ferries were the most likely to be using the ferry to commute to work or school (100% and 91% respectively). Respondents on the Oakland/Alameda ferry were the most likely to be traveling to an entertainment or recreation destination (55%) or for sightseeing (18%).
- Weekday riders were most likely to be commuting (72%). Weekend riders were most likely to be traveling to an entertainment/recreation destination (72%) or sightseeing (24%).
- Bay Area residents were most likely to be commuting (57%) and visitors to be traveling to an entertainment/recreation destination (54%).

What is the purpose of your trip? (Multiple responses accepted)

	TOTAL	Weekday	Weekend
Base: (All Respondents)	1,744	1,306	438
Commute to/from work or school	56%	72%	7%
Entertainment/Recreation	34%	22%	72%
Sightseeing	11%	6%	24%
Shopping	5%	3%	9%
Medical/Dental	1%	1%	1%
Personal business	1%	1%	1%
Work related meeting/event	1%	1%	-
Volunteer/Church	<1%	<1%	<1%
Blank (#)	24	14	10

	TOTAL	By Route					
		Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Commute to/from work or school	56%	81%	91%	30%	51%	100%	81%
Entertainment/Recreation	34%	14%	8%	55%	41%	-	14%
Sightseeing	11%	3%	4%	18%	13%	-	3%
Shopping	5%	2%	3%	5%	4%	-	2%
Medical/Dental	1%	2%	<1%	<1%	1%	-	2%
Personal business	1%	1%	<1%	1%	1%	-	1%
Work related meeting/event	1%	2%	-	1%	-	-	2%
Volunteer/Church	<1%	<1%		<1%	-	-	<1%
Blank (#)	24	-	1	5	2	-	16

Round Trip

Most respondents (83%) are making a round trip on the ferry.

- The share of weekend riders making a one-way trip is double the share of weekday riders (28% vs. 14%).
- Respondents on the South San Francisco and the Harbor Bay ferries were the most likely to be making a round trip (96% and 94% respectively). Respondents on the Oakland/Alameda ferry were the most likely to be making a one-way trip (20%).

Are you making a round trip today?

	TOTAL	Weekday	Weekend
Base: (All Respondents)	1,744	1,306	434
Yes	83%	86%	73%
No	17%	14%	27%
Blank (#)	23	15	8
TOTAL	100%	100%	100%

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/ Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Yes	83%	90%	94%	80%	85%	96%	76%
No	17%	10%	6%	20%	15%	4%	24%
Blank (#)	23	2	1	12	2	-	6
TOTAL	100%	100%	100%	100%	100%	100%	100%

Fare Type and Payment

Overall, three-quarters of respondents (77%) used a Clipper card to pay their fare, 17% used the SF Bay Ferry App, 5% used a single use ticket, and 2% used an employer/school pass or a Clipper Start Card.

- Those riding the Vallejo route (24%) and Richmond route (14%) were most likely to use the SF Bay Ferry App. Those riding the Oakland/Alameda route were most likely to use a paper single ride ticket (7%).
- Clipper use generally rose as income rose, with 83% of those making \$200K or above using Clipper compared to 59% of those make less than \$25K. More frequent riders were also more likely to use Clipper with 89% of those who use the ferry three or more days a week, compared with 63% who use the ferry one day a month or less
- While most (80%) of Bay Area Residents and 48% of visitors use Clipper, 33% of visitors use the SF Bay Ferry app compared to 15% of Bay Area residents.

Most riders paid an adult fare (87%), followed by 10% senior and 2% disabled or youth fare. Vallejo had the highest share of senior riders (13%).

How did you pay this fare?

	TOTAL	By Route					
		Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Clipper (blue plastic card or phone app)	77%	88%	92%	69%	81%	96%	69%
SF Bay Ferry App	17%	7%	5%	23%	14%	4%	24%
Paper Ticket (single ride/one-way)	5%	1%	3%	7%	5%	-	6%
Employer/School Pass (Easy Pass, Bay Pass, etc.)	1%	4%	-	<1%	-	-	-
Clipper Start Card	1%	<1%	-	1%	-	-	1%
Blank (#)	49	3	1	15	6	-	24
TOTAL	100%	100%	100%	100%	100%	100%	100%

What type of fare did you pay for this trip?

	TOTAL	By Route					
		Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Adult	87%	96%	90%	86%	87%	98%	83%
Senior	10%	3%	9%	11%	11%	2%	13%
Disabled/Medicare	1%	1%	<1%	1%	1%	-	2%
Youth	1%	-	<1%	1%	1%	-	2%
Blank (#)	80	10	-	38	9	-	23
TOTAL	100%	100%	100%	100%	100%	100%	100%

Ridership Frequency

Overall, respondents ride their ferry an average of 2.3 days per week.

- The most frequent users of SF Bay Ferry tend to be on the South San Francisco (average 3.3 days/week), Alameda Seaplane (average 3.1 days/week), and Harbor Bay (average 3.0 days/week) routes. Overall, passengers use the service 2.3 days/week.
- Frequency of use tends to be higher during typical rush hour periods. Weekday peak users tend to use the service about 3.0 days per week, while off peak weekday users use the service an average of 1.7 days/week, and weekend users ride SF Bay Ferry an average of 0.8 days/week. Use during AM Peak appears to be more frequent (average 3.1 days/week) than during PM Peak (1.7 days/week).
- Those living in the Bay Area overall average 2.4 days/week, while visitors average 1.4 days/week.

How often do you use SF Bay Ferry?

	TOTAL	By Route					
		Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
6 to 7 days/week (6.5 days/week)	1%	1%	<1%	1%	1%	-	2%
5 days/week (5 days/week)	18%	28%	26%	7%	15%	27%	21%
3 to 4 days/week (3.5 days/week)	23%	34%	37%	13%	23%	47%	18%
1 to 2 days/week (1.5 days/week)	15%	19%	20%	14%	14%	18%	11%
1 to 3 days/month (0.25 days/week)	14%	8%	9%	17%	15%	2%	16%
Less than once per month (0.1 days/week)	19%	7%	5%	28%	17%	4%	23%
This is my first time on the ferry	10%	3%	3%	20%	14%	2%	8%
Blank (#)	8	-	-	2	1	-	5
TOTAL	100%	100%	100%	100%	100%	100%	100%
Average # days/week	2.31	3.08	3.03	1.45	2.25	3.32	2.24

Alternatives to SF Bay Ferry

Two thirds of riders (67%) would use a car-based type of transport if they didn't take a ferry, with 44% opting to drive alone. Slightly fewer (59%) would use public transit, with 45% opting for BART or other rail transit. Notably, 9% of riders have no alternative to SF Bay Ferry.

- Richmond (59%) and Oakland/Alameda (54%) riders were the most likely to use BART/Rail as an alternative to the ferry. South San Francisco (73%) and Alameda Seaplane (50%) riders were the most likely to drive alone as an alternative to the ferry.
- Weekday riders were about as likely to use a car-based type of transport rather than public transit as an alternative to the ferry (65% vs. 62%). Weekend riders, however, were much more likely to use a car-based type of transport rather than public transit (70% vs. 49%).

What other type of transportation would you have used if you didn't take the ferry for your trip today? (Multiple responses accepted)

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Auto (Net)	67%	65%	60%	67%	58%	86%	71%
Drive alone	44%	50%	42%	40%	44%	73%	45%
Carpool	10%	5%	5%	10%	7%	6%	15%
Uber / Lyft / Waymo	12%	10%	13%	17%	7%	6%	11%
Public Transit (Net)	59%	60%	64%	67%	70%	39%	48%
BART / rail transit	45%	42%	44%	54%	59%	31%	35%
Bus	14%	18%	19%	13%	11%	8%	13%
Bicycle	1%	1%	<1%	1%	<1%	-	1%
Ferry is my only option	9%	11%	13%	4%	5%	8%	12%
Blank (#)	19	4	1	7	3	-	3

Home Location

The Vallejo Ferry has the highest share of visitors (14%), while South San Francisco (2%) and Alameda Seaplane (3%) ferries have the lowest.

Are you visiting or do you live in the San Francisco Bay Area?

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Visiting	10%	3%	4%	12%	10%	2%	14%
Live in the San Francisco Bay Area	90%	97%	96%	88%	90%	98%	86%
Blank (#)	38	5	1	14	4	2	11
TOTAL	100%	100%	100%	100%	100%	100%	100%

What is your five-digit home zip code?

Zip Code is in:

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Bay Area County	99%	98%	96%	90%	92%	98%	87%
Alameda County	41%	75%	73%	60%	11%	91%	4%
Solano County	19%	-	-	5%	1%	-	55%
San Francisco County	14%	19%	21%	15%	11%	2%	10%
Contra Costa County	11%	1%	1%	6%	63%	4%	3%
Napa County	4%	-	-	1%	1%	-	13%
Santa Clara County	1%	1%	1%	2%	-	-	<1%
San Mateo County	1%	1%	-	1%	1%	-	1%
Sonoma County	1%	-	1%	1%	2%	-	1%
Marin County	<1%	1%	-	<1%	-	-	-
Other California County*	3%	<1%	1%	2%	2%	<1%	6%
Sacramento County	<1%	-	-	1%	-	-	3%
Yolo County	<1%	-	-	1%	-	-	2%
Outside California	6%	1%	3%	8%	6%	2%	7%
Blank (#)	117	12	9	34	21	3	38
TOTAL	100%	100%	100%	100%	100%	100%	

*Outside the San Francisco Bay Area, only counties representing at least 1% of responses are shown. Please see tables for a complete list

Home Zip Code by Route

Alameda Seaplane Route*

	Total	Weekday	Weekend
Base: (All Respondents)	242	242	
94501	67%	67%	-
94110	3%	3%	-
94117	3%	3%	-
94114	2%	2%	-
94121	2%	2%	-
94601	2%	2%	-

Harbor Bay Route*

	Total	Weekday	Weekend
Base: (All Respondents)	207	207	
94502	49%	49%	-
94501	17%	17%	-
94109	4%	4%	-
94110	3%	3%	-
94103	2%	2%	-
94105	2%	2%	-
94107	2%	2%	-
94117	2%	2%	-
94133	2%	2%	-

Oakland/Alameda Route*

	Total	Weekday	Weekend
Base: (All Respondents)	473	269	204
94501	12%	7%	18%
94607	8%	11%	4%
94611	6%	10%	2%
94610	5%	9%	-
94606	3%	5%	1%
94605	2%	3%	2%
94608	2%	2%	2%
94602	2%	3%	1%
94612	2%	3%	1%
94109	2%	1%	3%
94619	2%	3%	-
94502	2%	1%	3%
94591	2%	<1%	3%

*Only zip codes representing at least 2% overall of responses are shown. Please see tables for a complete list

Richmond Route*

	Total	Weekday	Weekend
Base: (All Respondents)	222	146	76
94804	22%	25%	16%
94801	11%	11%	12%
94530	7%	9%	3%
94805	5%	6%	3%
94806	5%	5%	6%
94803	5%	5%	5%
94564	3%	4%	2%
94547	3%	2%	5%
94107	2%	2%	2%
94706	2%	2%	3%
94110	2%	2%	2%
94708	2%	1%	3%

South San Francisco Route^

	Total	Weekday	Weekend
Base: (All Respondents)	49	49	
94501	39%	39%	-
94610	9%	9%	-
94607	7%	7%	-
94608	7%	7%	-
94602	4%	4%	-
94605	4%	4%	-
94611	4%	4%	-
94612	4%	4%	-

Vallejo Route*

	Total	Weekday	Weekend
Base: (All Respondents)	551	393	158
94590	16%	20%	5%
94591	15%	17%	9%
94510	7%	9%	2%
94589	6%	7%	5%
94503	5%	4%	5%
94558	4%	4%	6%
94559	4%	3%	7%
94534	4%	4%	2%
94533	2%	2%	3%
94501	2%	2%	3%

*Only zip codes representing at least 2% overall of responses are shown. Please see tables for a complete list

^Only zip codes representing at least 4% overall of responses are shown. Please see tables for a complete list

Demographics

What languages do you regularly speak at home? (Multiple respondents accepted)

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
English	95%	97%	96%	96%	94%	96%	92%
Spanish	12%	8%	4%	9%	18%	4%	16%
Chinese	4%	3%	10%	4%	6%	2%	1%
Filipino/Tagalog	1%	1%	<1%	1%	-	-	3%
French	1%	1%	-	2%	1%	-	1%
German	1%	<1%	-	1%	1%	-	1%
Portuguese	1%	<1%	<1%	<1%	1%	-	1%
Blank (#)	53	8	6	17	4	2	16

**Only responses with at least 1% response shown above (see tables for full list). It should be noted this survey was offered in English, Spanish and Chinese.*

How well do you speak English?

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Very Well – 4	92%	96%	94%	92%	91%	98%	89%
Well – 3	7%	4%	6%	7%	7%	2%	8%
Not Well – 2	1%	-	-	<1%	2%	-	3%
Not at All – 1	<1%	<1%	<1%	1%	<1%	-	<1%
Blank (#)	44	5	4	16	3	2	14
TOTAL	100%	100%	100%	100%	100%	100%	100%
Average (mean) score	3.90	3.95	3.93	3.91	3.88	3.98	3.85

Gender

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Female	51%	43%	49%	49%	54%	41%	56%
Male	48%	55%	51%	49%	44%	59%	43%
Non-Binary	1%	1%	-	3%	1%	-	1%
Blank (#)	108	7	10	37	20	3	31
TOTAL	100%	100%	100%	100%	100%	100%	100%

*Race/Ethnicity (multiple responses accepted) **

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Caucasian/White	54%	64%	53%	56%	53%	80%	45%
Asian/Pacific Islander	25%	27%	40%	20%	21%	16%	24%
Hispanic/Latino	18%	11%	5%	18%	26%	7%	25%
African American/Black	11%	7%	4%	13%	10%	11%	13%
Native American	2%	1%	2%	3%	1%	2%	2%
Blank (#)	118	15	11	37	14	5	36
TOTAL	100%	100%	100%	100%	100%	100%	100%

Age

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
13-17 (15 years)	2%	<1%	1%	3%	1%	-	2%
18-23 (20.5 years)	6%	2%	7%	5%	5%	-	11%
24-35 (29.5 years)	26%	34%	25%	25%	19%	30%	25%
35-44 (39.5 years)	24%	30%	21%	28%	24%	46%	18%
45-54 (49.5 years)	18%	19%	23%	16%	17%	17%	17%
55-64 (59.5 years)	13%	9%	14%	11%	18%	4%	15%
65 and older (70 years)	11%	4%	10%	13%	16%	2%	13%
Blank (#)	87	9	8	28	9	3	30
TOTAL	100%	100%	100%	100%	100%	100%	100%
Average age (# years)	43.2	40.7	43.7	43.1	46.6	39.7	43.0

	2024 TOTAL	2022 TOTAL	2017 TOTAL
Under 35	34%	38%	29%
35-44	24%	20%	25%
45-54	18%	21%	22%
55-64	13%	14%	16%
65 and older	11%	8%	8%

*Prior to 2024, this was a single response question. Respondents who were of more than one ethnicity selected "more than one race." In 2024, as a multiple response question, respondents of more than one ethnicity could select multiple ethnicities. For this reason, previous results are not shown.

Annual Household Income

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
Under \$15,000 (\$7,500)	3%	<1%	1%	4%	2%	-	5%
\$15,000 - \$24,999 (\$19,999.5)	2%	1%	-	3%	1%	-	2%
\$25,000 - \$49,999 (\$37,499.5)	6%	2%	1%	5%	6%	-	9%
\$50,000 - \$74,999 (\$62,499.5)	10%	5%	4%	9%	13%	5%	14%
\$75,000 - \$99,999 (\$87,499.5)	11%	10%	5%	10%	10%	5%	14%
\$100,000 - \$149,999 (\$124,500)	17%	18%	17%	17%	15%	9%	19%
\$150,000 - \$199,999 (\$174,999.5)	16%	19%	17%	17%	20%	11%	13%
\$200,000 and above (\$225,000)	36%	44%	57%	36%	32%	70%	23%
Blank (#)	264	38	32	81	28	5	80
TOTAL	100%	100%	100%	100%	100%	100%	100%
Average income (\$)	148,131	167,363	183,888	147,947	146,095	196,545	122,984

	2024 TOTAL	2022 TOTAL	2017 TOTAL
Under \$50,000	10%	7%	6%
\$50,000 - \$99,999	21%	22%	26%
\$100,000 - \$199,999	33%	40%	43%
\$200,000 and above	36%	30%	25%

Household Size

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,744	242	207	473	222	49	551
1	18%	19%	14%	23%	15%	15%	15%
2	39%	43%	39%	37%	47%	37%	38%
3	16%	16%	15%	15%	16%	15%	18%
4	17%	16%	26%	17%	14%	28%	16%
5	6%	3%	6%	5%	5%	4%	9%
6 or more	3%	3%	2%	3%	3%	-	4%
Blank (#)	135	14	8	44	16	3	50
TOTAL	100%	100%	100%	100%	100%	100%	100%
Average # people in household	2.7	2.5	2.8	2.5	2.6	2.7	2.8

Appendices

Questionnaires



Customer Survey 2024



Dear Ferry Passenger,

Thank you for participating! Please complete this survey to help us plan for the future. You can hand the survey back or complete it online at: <https://SFferrysurvey.com>.

ABOUT THIS TRIP

1. **Ferry Terminals:** Where did you board this ferry and where will you exit?

Boarding Terminal

- Alameda (Main Street)
- Alameda (Seaplane)
- Harbor Bay
- Oakland
- Richmond
- San Francisco
- South San Francisco
- Vallejo

Exiting Terminal

- Alameda (Main Street)
- Alameda (Seaplane)
- Harbor Bay
- Oakland
- Richmond
- San Francisco
- South San Francisco
- Vallejo

2. **Starting Point:** Where did you **BEGIN** this trip?

(NOT Ferry Terminal)

- Home
- Work
- Somewhere else

a. City: _____

b. Address*: _____

** Cross-streets or landmark OK instead*

3. **Destination:** Where will you **END** this trip?

(NOT Ferry Terminal)

a. City: _____

b. Address*: _____

** Cross-streets or landmark OK instead*

4. **Access.** How did you get to this ferry? And how will you get to your final destination **after you exit** this ferry?

(Check all that apply)

	Got to Ferry	Will Use to Get to Final Destination
Walk(ed) all the way	<input type="checkbox"/>	<input type="checkbox"/>
Bike / Scooter	<input type="checkbox"/>	<input type="checkbox"/>
Drive (park and ride)	<input type="checkbox"/>	<input type="checkbox"/>
Dropped off / Picked up by car	<input type="checkbox"/>	<input type="checkbox"/>
Public transit (bus/rail)	<input type="checkbox"/>	<input type="checkbox"/>
Private/Employer shuttle	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>
Uber / Lyft / Waymo	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify): _____		

5. **Trip Purpose.** What is the purpose of your trip?

- Commute to/from work or school
- Medical/Dental
- Shopping
- Entertainment/Recreation
- Sightseeing
- Other: _____

6. **Payment.** How did you pay this fare?

- Clipper (blue plastic card or phone app)
- Paper Ticket (single ride/one-way)
- SF Bay Ferry App
- Other: _____

7. **Fare Category.** What **type** of fare did you pay for this trip?

- Adult
- Youth
- Senior
- Disabled / Medicare
- School group
- Other: _____

8. Are you making a **round trip** on the ferry today?

- Yes
- No

9. **How often** do you use SF Bay Ferry?

- 6 to 7 days/week
- 5 days/week
- 3 to 4 days/week
- 1 to 2 days/week
- 1 to 3 days/**month**
- Less than once per **month**
- This is my first time on the ferry

10. What **other** type of transportation would you have used if you didn't take the ferry for your trip today?

- Drive alone
- Carpool
- Uber / Lyft / Waymo
- Bus
- BART / rail transit
- Ferry is my only option
- Other: _____

Run ID: _____

YOUR OPINION OF SF BAY FERRY SERVICE

11. Overall rating of **SF Bay Ferry** service:

- Very Satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very Dissatisfied

COMMENTS: _____

ABOUT YOU

12. What are the main reasons you ride the ferry?

(select up to three)

- Faster
- Less expensive
- Relaxing / reduces stress
- Avoids traffic
- Better for the environment
- Parking is easier / less expensive
- Productive use of time
- Don't have a car / don't drive
- Sightseeing
- Other: _____

13. Are you visiting or do you live in the San Francisco Bay Area?

- Visiting
- Live in San Francisco Bay Area

14. What is your

5 digit **home Zip Code**? _____

Live outside U.S.

15. What **languages** do you regularly speak at home?

- English
- Chinese
- Spanish
- Other: _____

CONTACT INFORMATION

May we contact you in the future to ask your opinion about SF Bay Ferry? If so, please complete the following:

Name: _____ Phone: (_____) _____

Email Address: _____

16. How well do you speak English?

- Very well
- Well
- Not well
- Not at all

17. **Gender:** Male

Female

Non-binary

Other: _____

18. **Race/Ethnicity:** *(Check all that apply)*

- Caucasian/White
- Hispanic/Latino
- African American/Black
- Asian/Pacific Islander
- Native American
- Other: _____

19. **Age:** Under 13

13 - 17

18 - 24

25 - 34

35 - 44

45 - 54

55 - 64

65 & older

20. How many **people** are in your household?

- 1
- 2
- 3
- 4
- 5
- 6+

21. **Annual Household Income:**

- Under \$15,000
- \$15,000 - \$24,999
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 - \$199,999
- \$200,000 and above

BALLOT MEASURE

22. Would you support or oppose a ballot measure to raise revenue for investment in expanded and improved regional ferry service?

- Support Strongly
- Support Somewhat
- Neutral
- Oppose Somewhat
- Oppose Strongly

Thank you for your responses! You can also complete this survey online (see link on first page) OR mail to: SF Bay Ferry Survey 2024, c/o Corey, Canapary & Galanis, 447 Sutter Street – PH North, San Francisco, CA 94108



Encuesta de clientes 2024



Estimado pasajero de ferri,

¡Gracias por participar! Rellene esta encuesta para ayudarnos a planificar el futuro. Puede devolver la encuesta o rellenarla en línea en: <https://SFferrysurvey.com>.

SOBRE ESTE VIAJE

1. **Terminales de ferri:** ¿Dónde embarcó en este ferri y dónde desembarcará?

Terminal de embarque

- Alameda (Calle Mayor)
- Alameda (Seaplane)
- Bahía de Harbor
- Oakland
- Richmond
- San Francisco
- San Francisco Sur
- Vallejo

Terminal de llegada

- Alameda (Calle Mayor)
- Alameda (Seaplane)
- Bahía de Harbor
- Oakland
- Richmond
- San Francisco
- San Francisco Sur
- Vallejo

2. **Punto de partida:** ¿Dónde ha **COMENZADO** el viaje?

(NO Terminal de ferri)

- Casa
- Trabajo
- En otro lugar

a. Ciudad: _____

b. Dirección*: _____

** Calles transversales o puntos de referencia OK en su lugar*

3. **Destino:** ¿Dónde **terminará** el viaje?

(NO Terminal de ferri)

a. Ciudad: _____

b. Dirección*: _____

** Calles transversales o puntos de referencia OK en su lugar*

4. **Acceso.** ¿Cómo llegaste a este ferri? ¿Y cómo llegará a su destino final **después de salir de** este ferri?

(Marque todo lo que aplique)

	Llegar al Ferri	Utilizará para llegar al Destino final
Caminar todo el camino	<input type="checkbox"/>	<input type="checkbox"/>
Bicicleta / Scooter	<input type="checkbox"/>	<input type="checkbox"/>
En coche (aparcamiento y trayecto)	<input type="checkbox"/>	<input type="checkbox"/>
Dejar / Recoger en coche	<input type="checkbox"/>	<input type="checkbox"/>
Transporte público (autobús/tren)	<input type="checkbox"/>	<input type="checkbox"/>
Lanzadera privada/empresa	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>
Uber / Lyft / Waymo	<input type="checkbox"/>	<input type="checkbox"/>
Otros (<i>especifique</i>): _____		

5. **Propósito del viaje.** ¿Cuál es el objetivo de su viaje?

- Desplazamiento al trabajo o a la escuela
- Médico/Dental
- Compras
- Entretenimiento/Recreo
- Turismo
- Otros: _____

6. **Pago.** ¿Cómo pagó esta tarifa?

- Clipper (tarjeta de plástico azul o app de teléfono)
- Billete en papel (trayecto único/ida)
- SF Bay Ferry App
- Otros: _____

7. **Categoría de tarifa.** ¿Qué **tipo** de tarifa pagó por este viaje?

- Adulto
- Joven
- Senior
- Discapacitados / Medicare
- Grupo escolar
- Otro: _____

8. ¿Vas a hacer hoy un **viaje de ida y vuelta** en el ferri?

- Sí
- No

9. **¿Con qué frecuencia** utiliza el SF Bay Ferry?

- 6 a 7 días/semana
- 5 días/semana
- 3 a 4 días/semana
- 1 a 2 días/semana
- 1 a 3 **días/mes**
- Menos de una vez al **mes**
- Esta es mi primera vez en el ferri

10. ¿Qué **otro** tipo de transporte habría utilizado si no hubiera tomado el ferri para su viaje de hoy?

- Conducir solo
- Compartir coche
- Uber / Lyft / Waymo
- Autobús
- BART / transporte ferroviario
- Ferri es mi única opción
- Otros: _____

Escriba su ID: _____

SU OPINIÓN SOBRE EL SERVICIO DE FERRI DE LA BAHÍA DE SF

11. Valoración global del servicio de ferris de la bahía de San Francisco:

- Muy satisfecho
- Satisfecho
- Ni satisfecho ni insatisfecho
- Insatisfecho
- Muy insatisfecho

COMENTARIOS: _____

ACERCA DE TI

12. ¿Cuáles son las principales razones por las que viaja en ferri? (seleccione hasta tres)

- Más rápido
- Más barato
- Relajante / reduce el estrés
- Evita el tráfico
- Mejor para el medio ambiente
- Aparcar es más fácil / menos caro
- Uso productivo del tiempo
- No tengo coche / no conduzco
- Turismo
- Otro: _____

13. ¿Está de visita o vive en la Bahía de San Francisco?

- Visita
- Vivir en la bahía de San Francisco

14. ¿Cuál es su

Código postal de 5 dígitos? _____

Vive fuera de EE.UU.

15. ¿Qué idiomas hablas habitualmente en casa?

- Inglés
- Chino
- Español
- Otros: _____

INFORMACIÓN DE CONTACTO

¿Podemos ponernos en contacto con usted en el futuro para pedirle su opinión sobre SF Bay Ferry? En caso afirmativo, rellene lo siguiente:

Nombre: _____ Teléfono: (_____) _____

Dirección de correo electrónico: _____

Gracias por sus respuestas. También puede rellenar esta encuesta en línea (véase el enlace en la primera página) O enviarla por correo a: SF Bay Ferry Survey 2024, c/o Corey, Canapary & Galanis, 447 Sutter Street - PH North, San Francisco, CA 94108

16. ¿Habla usted bien inglés?

- Muy bien
- Bien
- No muy bien
- En absoluto

17. Género: Hombre

Mujer

No binario

Otros: _____

18. Raza/etnia: (Marque todo lo que corresponda)

- Caucásico/Blanco
- Hispano/Latino
- Afroamericano/Negro
- Asiáticos/Isleños del Pacífico
- Nativo americano
- Otro: _____

19. Edad:

- Menor de 13 años
- 13 - 17
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 años o más

20. ¿Cuántas personas viven en su casa?

- 1
- 2
- 3
- 4
- 5
- 6+

21. Ingresos anuales de los hogares:

- Menos de 15.000 \$
- 15,000 \$ - 24,999\$
- 25,000\$ - 49,999\$
- 50,000\$ - 74,999\$
- 75,000\$ - 99,999\$
- 100,000\$ - 149,999\$
- 150,000\$ - 199,999\$
- 200.000\$ y más

MEDIDA DEL VOTO

22. ¿Apoyaría o se opondría a una medida electoral para recaudar ingresos destinados a invertir en la ampliación y mejora del servicio regional de ferri?

- Apoyar firmemente
- Apoyo Algo
- Neutral
- Algo en contra
- Totalmente en contra



客戶調查2024



親愛的渡輪乘客，
感謝您的參與！請完成這份調查，以幫助我們規劃未來。您可以將調查表交回，或在線上完成：
<https://SFferrysurvey.com>.

關於這次旅行

1. **渡輪碼頭**：你在哪裡搭乘這艘渡輪，又將在哪裡下船？

登機候機室

離開終端機

- | | |
|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> 阿拉米達（主街） | <input type="checkbox"/> 阿拉米達（主街） |
| <input type="checkbox"/> 阿拉米達（水上飛機） | <input type="checkbox"/> 阿拉米達（水上飛機） |
| <input type="checkbox"/> 港灣灣 | <input type="checkbox"/> 港灣灣 |
| <input type="checkbox"/> 奧克蘭 | <input type="checkbox"/> 奧克蘭 |
| <input type="checkbox"/> 里士滿 | <input type="checkbox"/> 里士滿 |
| <input type="checkbox"/> 舊金山 | <input type="checkbox"/> 舊金山 |
| <input type="checkbox"/> 南三藩市 | <input type="checkbox"/> 南三藩市 |
| <input type="checkbox"/> 瓦萊霍 | <input type="checkbox"/> 瓦萊霍 |

2. **起點**：你從哪裡開始這次旅程？

(非渡輪碼頭)

- 家中 工作 其他地方

a. 城市：_____

b. 地址*：_____

* 交叉街道或地標也可以。

3. **目的地**：你將在哪裡結束這次旅行？

(非渡輪碼頭)

a. 城市：_____

b. 地址*：_____

* 交叉街道或地標也可以。

4. **進入**。你是怎麼到達這艘渡輪的？在你下船後，你將如何到達最終目的地？

(勾選所有適用項目)

	搭渡輪	將使用以抵達最終目
一路走來	<input type="checkbox"/>	<input type="checkbox"/>
單車 / 滑板車	<input type="checkbox"/>	<input type="checkbox"/>
開車（停車和搭乘）	<input type="checkbox"/>	<input type="checkbox"/>
乘車送達/接送	<input type="checkbox"/>	<input type="checkbox"/>
公共交通（巴士/鐵路）	<input type="checkbox"/>	<input type="checkbox"/>
私人/僱主穿梭巴士	<input type="checkbox"/>	<input type="checkbox"/>
計程車	<input type="checkbox"/>	<input type="checkbox"/>
Uber / Lyft / Waymo	<input type="checkbox"/>	<input type="checkbox"/>
其他（請具體說明）：_____		

5. **旅行目的**。您的旅行目的是什麼？

- 通勤至/從工作或學校
 醫療/牙科
 購物
 娛樂/休閒
 觀光
 其他：_____

6. **付款**。您是如何支付這個車費的？

- 夾子（藍色塑料卡或手機應用程式）
 紙質車票（單程）
 舊金山灣渡輪應用程式
 其他：_____

7. **車費類別**。您為這次旅程支付了哪種類型的車費？

- 成人 殘障 / 醫療保險
 青年 學校團體
 高級 其他：_____

8. 今天你是要搭渡輪來回嗎？

- 是
 不是

9. 你多久搭乘一次舊金山灣區渡輪？

- 6到7天/週
 每週5天
 3到4天/週
 1到2天/週
 1至3天/月
 少於每月一次
 這是我第一次搭渡輪

10. 如果你今天沒有搭渡輪去旅行，你會選擇使用哪種交通工具？

- 獨自開車
 共乘
 Uber / Lyft / Waymo
 公共汽車
 BART / 輕軌交通
 渡輪是我的唯一選擇
 其他：_____

運行 ID: _____

您對舊金山灣渡輪服務的意見

11. 旧金山湾渡輪服务的整体评分:

- 非常滿意
- 滿意
- 既不滿意也不不滿意
- 不滿
- 非常不滿

評論:

關於你

12. 你搭渡輪的主要原因是什麼?

(最多選擇三個)

- 更快
- 更便宜
- 放鬆/減輕壓力
- 避開交通
- 更有利於環境
- 停車更容易/更便宜
- 有效利用時間
- 沒有車/不開車
- 觀光
- 其他: _____

13. 您是否曾造訪或居住在舊金山灣區?

- 參觀
- 在舊金山灣區生活

14. 你的

位元首頁Zip 碼多少? _____

居住在美國以外

15. 你在家常說什麼語言?

- 英文
- 中文
- 西班牙語
- 其他: _____

聯絡資訊

能否在未來與您聯繫, 詢問您對SF Bay Ferry的看法? 如果是, 請填寫下列內容:

姓名: _____ 電話: (_____) _____

電子郵件地址: _____

16. 你的英文說得如何?

- 非常好
- 好
- 不太好
- 一點也不

17. 性別: 男

女

非二元性別

其他: _____

18. 種族/族裔: (勾選所有適用者)

- 高加索人/白人
- 西班牙裔/拉丁裔
- 非裔美國人/黑人
- 亞洲/太平洋島嶼民族
- 美洲原住民
- 其他: _____

19. 年齡: 13歲以下

13 - 17

18 - 24

25 - 34

35 - 44

45 - 54

55 - 64

65 歲及以上

20. 你家有幾個人?

1

2

3

4

5

6+

21. 年度家庭收入:

\$15,000以下

\$15,000 - \$24,999

\$25,000 - \$49,999

\$50,000 - \$74,999

\$75,000 - \$99,999

\$100,000 - \$149,999

\$150,000 - \$199,999

\$200,000 及以上

選票措施

22. 您是否支持或反對一項投票措施, 以增加對擴大和改進區域渡輪服務的投資的收入?

- 支持強烈
- 支持略有
- 中立
- 反對略有
- 強烈反對

謝謝你的答覆! 您也可以在網路上完成這項調查(見第一頁的連結) 或寄電子郵件給: SF Bay Ferry Survey 2024, c/o Corey, Canary & Galanis, 447 Sutter Street – PH North, San Francisco, CA 94108

Verbatim Responses

Comments provided as a response to Q11 (Overall Rating of SF Bay Ferry Service)

**Comments from the Alameda Seaplane Ferry
Q11 Rating – Very Satisfied (5)**

LOVE IT.

YOU OVERCHARGED, I TRIED TO FIGURE OUT WHY, BUT WAS TOLD TO KEEP MOVING!

FAST, CLEAN, GREAT STAFF. I LIKE FREE COFFEE.

SPECIAL SHOUT-OUT TO CREW MEMBERS [NAMES REMOVED] FOR ALWAYS BEING WELCOMING, HELPFUL AND KIND!

APPRECIATE THE CLEANLINESS.

SERVICE HAS ALWAYS BEEN EXCELLENT.

NOT FREQUENT ENOUGH

WE LOVE LOVE THE FERRY. THE STAFF ARE THE BEST AS IS THE VIEW AND EVERYTHING

VERY CLEAN, FUSS FREE, SPACIOUS, EASY TO WORK, RELAXING

MORE BIKE SPACE, MORE FREQUENT DEPARTURE TIMES

LOVE THE MORNING COFFEE. WISH THE TIMING WAS MORE CONVENIENT GETTING TO ALAMEDA IN THE MORNING, LEAVING. BOTH TERMINALS LEAVE APPROX. THE SAME TIME

WE LOVE THE FERRY!

ALWAYS ON TIME, LIKE SNACK BAR & DRINKS, CLEAN BATHROOM.

ON TIME & CLEAN

I WOULD RIDE ROUND TRIP IF YOU REINSTATED THE 6AM DEPARTURE FROM ALAMEDA EITHER SEAPLANE OR MAIN STREET. [NAMES REMOVED] ARE GREAT DECKHANDS

PLEASE ADD MORE FERRY TIMES

IT WOULD BE HIGHLY CONVENIENT (IMPROVE MY LIFE!) IF THE SEAPLANE & MAIN ST FERRIES WERE STAGGERED SO WE HAD SERVICE MORE THAN ONCE AN HOUR!

SUPER FRIENDLY STAFF

I WISH THERE WAS A LATER EVENING RUN TO MAKE THE FERRY MORE FEASIBLE FOR NIGHT LIFE. MAYBE 10:30 OR 11 ON FRI/SAT?

FERRY TIMES ARE LESS CONVENIENT FOR TRAVEL TO THE EASY BAY. INCONSISTENT DOCKING, I HAVE GOTTEN ON THE WRONG FERRY AT THE RIGHT TIME. DESTINATION NOT CALLED. BEAUTIFUL BOATS

RIDE IS ALWAYS ON TIME. BOATS ARE CLEAN

EXCELLENT FOR COMMUNITY TO WORK!

FUN WAY TO TRAVEL BUT MORE EXPENSIVE THAN BART. EASIER PARKING TOO, BUT STILL USE BART AS PRIMARY MODE TO WORK.

**Comments from the Alameda Seaplane Ferry
Q11 Rating – Very Satisfied (5)**

AWESOME. ONLY WISH IT COULD BE MORE FREQUENT.

HOPE FOR MORE WEEKEND SERVICE AT SEAPLANE.

THIS SERVICE IS AMAZING. I WISH THE ALAMEDA SEAPLANE WAS AVAILABLE ON WEEKENDS.

SOMETIME THE FERRY COMES LATE OR LEAVES LATE IN THE MORNING.

TOO EXPENSIVE, NOT ENOUGH TRIPS IN SCHEDULE.

LOVE THE FERRY!!

I LOVE THE SF FERRY!

WISH YOU WOULD BRING BACK THE 7:50 AM RUN.

EFFICIENT, ALWAYS ON TIME, CLEAN ENOUGH.

SODA CHARGES VARIES. ONE DAY THEY CHARGED \$4 AND LATER THAT DAY IT WAS \$5.

ON TIME, FAIR PRICE, CLEAN.

SOME BOATS ARE NICER THAN OTHERS - EX 8:25 SEAPLANE FERRY IS ALWAYS ON TIME. WISH THERE WERE MORE TIMES BETWEEN 8-9 AM TOO BUSY.

THE EVENING SCHEDULE FOR EASTBOUND TO ALAMEDA SHOULD BE MORE STAGGERED SO THAT FOR THOSE WITH FLEXIBILITY ON DESTINATION, THEY HAVE BETTER OPTIONALITY OF TIME.

I TAKE THE 6:30 AM FERRY CAUSE IT IS THE EARLIEST. BUT IF THERE WAS EVEN EARLIER THAT'D BE BETTER (5:30 - 6:00).

POLITE CREW. ORGANIZED OPERATION. CLEAN VESSEL. CAFE ONBOARD.

MORNING FERRY IS OFTEN RUNNING BEHIND. AS THE 1ST FERRY OF THE DAY THIS IS FRUSTRATING.

I LOVE IT! TEACH THE OTHER TRANSIT AGENCIES ABOUT BEING ON TIME! CLEAN! POLITE!
BEAUTIFUL!

SUPER GRATEFUL FOR THIS SERVICE, WOULD LEAVE ALAMEDA IF THE FERRY NO LONGER SERVED.

ITS AN INCREDIBLE WAY TO GET TO / FROM WORK IM GRATEFUL FOR THIS SERVICE EVERY DAY

THE FERRY IS ESSENTIAL TO MY COMMUTE THANK YOU

I APPRECIATE THE TIMELINESS AND RELIABILITY OF THE FERRY AS WELL AS THE FRIENDLY PEOPLE THAT WORK ON THE FERRY YOU ALL DO AMAZING WORK

THE BEST PART OF MY DAY

ALWAYS THE BEST WAY TO CROSS THE BAY! SUGGESTION: SEATS ARE STAINED & NEED CLEANING/REPLACEMENT.

AS RIDERSHIP GROWS, I HOPE THERE ARE MORE FERRY RUNS IN THE EVENING FROM SF TO ALAMEDA (MORE DEPARTURE TIMES).

**Comments from the Alameda Seaplane Ferry
Q11 Rating – Very Satisfied (5)**

THE ALAMEDA MAIN ST FERRY TAKES TOO LONG TO GET TO SF ON WEEKENDS. IF SEAPLANE RAN ON WEEKENDS AGAIN, I WOULD TAKE IT MUCH MORE FREQUENTLY.

NEED MORE FERRY TIMES FOR SEAPLANE. AN HOUR APART IS TOO LONG DURING PEAK COMMUTE HOURS.

CLEAN, EFFICIENT, GREAT STAFF. LOVE THE BAR, AND THE NEW COFFEE IS WONDERFUL.

MORE FERRY SCHEDULE WILL BE GREAT.

I WISH THE FERRY WOULD COME MORE FREQUENTLY, NOT ENOUGH TIMES.

FAST, EFFICIENT, DEPENDABLE.

WHAT A BLESSING! HOW EFFICIENT ARE THE BOATS? MORE FREQUENT TRIPS IS, OF COURSE, THE DREAM.

ON TIME CLEAN FRIENDLY STAFF PEACEFUL WAY TO COMMUTE

ALWAYS ON TIME AND VERY FRIENDLY STAFF

GETTING TO THE FERRY IS THE ONLY ISSUE THAT IS NOT CONVENIENT. OTHERWISE, I LOVE USING THE FERRY.

LOVE THE FERRY!

I LOVE TAKING THE FERRY ITS SO MUCH NICER THAN DRIVING

PROFESSIONAL STAFF RELIABLE SCHEDULE WELL-MAINTAINED VESSEL

THE ONLY REASON I DIDN'T SAY VERY SATISFIED IS BECAUSE I WISH THE FERRY RAN MY ROUTE MORE OFTEN

BEST WAY TO COMMUTE BEEN RIDING SINCE 2008 THE CREW ON EACH FERRY ARE AWESOME THE FERRY ALWAYS PITCHES IN WHEN WE HAVE A TRANSIT CRISIS (BART STRIKE) OR BRIDGE PROTESTERS

WINTER HOURS MAKE WAITING FOR UBER VERY SCARY (DARK & EMPTY) CAN YOU OFFER SECURITY AFTER 5 PM IN THE PARKING LOT FROM OCT - JAN?

CLEAN QUIET AND TIMELY THE BEST WAY TO CROSS THE BAY

CLEAN FRIENDLY CREW

RELIABLE PLEASANT

WOULD APPRECIATE MORE OPTIONS / TIMES IN THE EVENINGS

ALWAYS ON TIME

CLEAN, FAST, ON TIME, RELIABLE. LOVE IT!

FRIENDLY STAFF, NOT CROWDED, ON TIME.

**Comments from the Alameda Seaplane Ferry
Q11 Rating – Very Satisfied (5)**

THE FERRY SERVICE IS GREAT! I WOULD SUGGEST RUNNING THE FERRY LATER TO HARBOR BAY. ALSO, NO WEEKEND FERRIES FROM HARBOR BAY IS TOUGH. SEAPLANE IS THE ONLY ALTERNATIVE BUT IS 20 + MINUTES AWAY.

GREAT & FRIENDLY CREW.

I LOVE FERRY. SOMETIMES IT DOESN'T QUITE FIT MY SCHEDULE.

LOVE TAKING THE FERRY. SO HAPPY TO SEE WHAT THE FERRY SERVICE DID W/THEIR FEDERAL PANDEMIC DOLLARS!

I WOULD LIKE MORE FERRIES DURING MORNING AND EVENING COMMUTE HOURS. EVERY HALF HOUR INSTEAD OF HOUR PLEASE! OUTDOOR SEATING TO AVOID EXPOSURE TO ILLNESS!

NOT ONLY IS IT THE BEST STRESS FREE MOST BEAUTIFUL RIDE IN, BUT ALSO SO WELL RUN AND THE STAFF IS ALWAYS FRIENDLY. BEST WAY IN/OUT BY FAR!

DON'T UNDERSTAND WHY THE SNACK BAR ISN'T OPEN IN THE AFTERNOONS DURING THE SEAPLANE ROUTES.

LATER HOURS ON WEEKENDS. LAST FERRY AT 2AM FROM SF BACK TO ALAMEDA

Comments from the Alameda Seaplane Ferry Q11 Rating – Satisfied (4)

I'D LIKE TO SEE MORE AFTERNOON TIMES FROM SF TO ALAMEDA SEAPLANE

MORE FREQUENT FERRIES ESPECIALLY TO ALLOW PARENTS TO GET TO WORK/HOME TO DROP OFF KIDS

WONDERFUL SERVICE

THE FERRY SERVICE IS BY FAR MY FAVORITE TRANSIT IN THE BAY! A SATURDAY SEAPLANE SERVICE COULD BE A GREAT ADDITION EVENTUALLY.

LOVE!! FREE COFFEE IN THE MORNINGS! WOULD BE GREAT IF THERE WAS COFFEE AVAILABLE ALL DAY - EVEN IF THEY DID EVENTUALLY CHARGE FOR IT. LOVE THE WIFI ALSO

I HAVE A BIKE. I HAVE TO WAIT FOR EVERYONE TO GET OFF, IT'S ANNOYING. I HAVE TO GET TO WORK!!!

LOVE THE FERRY. IT'S A DELIGHT.

I LOVE RIDING THE FERRY!

CLEAN, RELAXING, FRIENDLY STAFF, ALWAYS A GOOD EXPERIENCE.

LOVE THE STAFF. THEY GREET ME WARMLY EVERY TRIP.

THE FERRY IS A JOY. IT'S COMFORTABLE, INEXPENSIVE, BIKE-ON BIKE-OFF. KEEP UP THE GOOD SERVICE!

SEAPLANE FERRY IS ALWAYS ON TIME I HAVE TAKEN HARBOR BAY BEFORE AND IT WAS NOT QUITE AS ON TIME

WOULD LOVE TO BRING BACK A 7:45AM OPTION AND 6PM OPTION

ONLY DOWNSIDE IS WHEN SMALLER FERRIES ARE SWAPPED IN ON COMMUTE.

I WISH IT RAN MORE OFTEN, LATER & WEEKENDS.

**Comments from the Alameda Seaplane Ferry
Q11 Rating – Neutral (3)**

LATER SERVICE BACK FROM SF ON WEEKENDS

IT HAS BEEN A TRUE PLEASURE TO COMMUTE. CREW ARE MOST OF THE TIME FRIENDLY. FERRY ALL CLEAN AND ON TIME.

I LOVE THE FERRY. NO BETTER WAY TO THE CITY

**Comments from the Alameda Seaplane Ferry
Q11 Rating – Blank (0)**

THE BEST PUBLIC TRANSPORTATION IN THE BAY!

THANK YOU FOR PROVIDING SUCH AN AMAZING COMMUTING EXPERIENCE!!

I LIKE THE SF BAY FERRY VERY MUCH; THE BOATS ARE NICE BUT I'VE HAD TWO TRIPS (RUNS) CANCELED IN MY TWO MONTHS HERE.

**Comments from the Harbor Bay Ferry
Q11 Rating – Very Satisfied (5)**

LOVE THE UPDATED FERRY. EVERYONE IS FRIENDLY.

PARKING AT BAY FARM ISLAND CAN BE CHALLENGING AT TIMES

LOVE IT!

VERY CLEAN. PROFESSIONAL CREW, HELPFUL TOO.

IT'S THE BEST WAY TO COMMUTE. REASONABLE, CLEAN & SAFE

HANDS DOWN BEST PUBLIC TRANSIT IN THE BAY AREA. WORKERS ARE FRIENDLY & ACCOMMODATING

AWESOME

GOOD SERVICE

AMAZING SERVICE

I LOVE IT! ALWAYS ON TIME, NO TRAFFIC, GREAT CREWS.

LOVE THE MORNING COFFEE AND GREAT & KIND STAFF

SERVICE OUT OF HARBOR BAY IS NOT AS FREQUENT AS IT COULD BE

PASS DISCOUNT ON MONTHLY PASS

NEED PASS DISCOUNT (E.G. MONTHLY PASS OR PUNCH CARD)

TYPICALLY ON TIME, CLEAN, WELL PRICED, SAFE, FRIENDLY STAFF!

AWESOME!

MORE TIMES!! HOURLY IS STRESSFUL

I WISH THE FERRY SERVICE RAN LONGER AT HARBOR BAY AND ON THE WEEKENDS

WOULD LOVE TO HAVE MORE FERRIES AT DIFFERENT TIMES.

ON TIME, CLEAN, GOOD PRICE

CLEAN, NICE PEOPLE (PASSENGERS), AMAZING VIEWS, NICE EMPLOYEES, FAST, GOOD AMENITIES

NEED MORE EXTEND HOUR AFTER 6:40PM MAY ADD 7:40PM

CREW MEMBERS ARE KIND AND ATTENTIVE. THEY MAKE SURE THEY DO THEIR JOBS WELL AND ANSWER QUESTIONS WITH PATIENCE.

VERY WELL RUN TRANSPORT SERVICE

NEW BOATS ARE MORE RELIABLE

A SUGGESTION WOULD BE FOR THE CREW MEMBERS TO WEAR NAME TAGS. IT WOULD BE NICE TO GREET THEM BY NAME.

WOULD LOVE A NIGHT ROUTE AFTER 6:40

**Comments from the Harbor Bay Ferry
Q11 Rating – Very Satisfied (5)**

MOST OF THE TIME FERRY IS ON TIME, VERY CLEAN, NICE STAFF

LOVE, LOVE, LOVE THE FERRY!

WOULD LOVE SOUTH BAY OPTION FOR COMMUTING

THE BEST WAY TO COMMUTE!

PEACEFUL!

VERY RELIABLE.

I LOVE DOLPHINS! THANKS FOR THE COOL BOATS. PLEASE ISSUE NEW BOAT TRADING CARDS!

AMAZING AND FRIENDLY STAFF, CLEAN FERRIES. HOPEFULLY NEW ONES USED MORE OFTEN FOR MY COMMUTE. ONLY ISSUES ARE BIKE RACKS ARE POOR AND INFREQUENT CANCELLATION OF SERVICE ISN'T REPORTED, EVEN ON THE APP.

ON TIME, RELIABLE FOR COMMUTING.

ON TIME & RARELY CANCELLED. FOR TIMES IT IS CANCELLED, AN EARLY NOTIFICATION (30 MINS BEFORE DEPARTURE) WOULD BE HELPFUL.

ON TIME.

1. A 8:00 AM FERRY WOULD BE NICE FROM HARBOR BAY. 2. NEWER BOATS WOULD BE NICE TOO.

NEEDS MORE AVAILABILITY - 30 MIN VS 1 HOUR SERVICE.

LOVE HOW CONVENIENT AND RELAXING THE TRIP IS!

WOULD LIKE LATER SERVICES BROUGHT BACK TO HARBOR BAY.

HARBOR BAY NEEDS WEEKEND SERVICE ON SUMMER WEEKENDS.

PLEASE ADD SOME ADDITIONAL AFTERNOON RIDES. ALSO, ADEQUATE PARKING AT HARBOR BAY IS ALWAYS AN ISSUE.

ALWAYS CLEAN AND KIND STAFF. APPRECIATE HOW YOU STAY ON-TIME.

I ENJOY THE FERRY SERVICE. ONLY ADJUSTMENT WOULD BE TO ADD A MID-AFTERNOON RETURN FERRY (2 OR 3 PM) FROM HARBOR BAY.

LOVE THE FRIENDLY CREW AND BOATS!

CAN HAVE MORE FREQUENT ROUTES AFTER 12 PM & BEFORE 4 PM.

HARBOR BAY HAS BEEN BEHIND SCHEDULE LAST COUPLE OF WEEKS 5-15 MIN LATE ARRIVING & DEPARTING.

WISH FOR ELECTRIC FERRIES. MORE STOPS WITH SMALLER BOATS ON SMALL PIERS IN ALAMEDA ETC., WOULD BE GREAT.

**Comments from the Harbor Bay Ferry
Q11 Rating – Very Satisfied (5)**

I HAVE BEEN TAKING FERRY FOR LAST SIX YEARS. EVERY TIME I ENJOYED, FELT GOOD & REACHED ON TIME TO MY DESTINATION. THANK YOU GUYS. YOU ALL ARE AWESOME!!!

PLEASE KEEP COSTS DOWN. TOO EXPENSIVE.

ITS NICE TO KNOW WHEN THE FERRY WILL BE DELAYED OR CANCELLED VIA TEXT THE FERRY RUNS PRETTY INFREQUENTLY

LOOKING FOR WORD FOR THE FERRY TO BE STARTED FROM HARBOR BAY ON WEEKENDS

EXTREMELY PLEASANT WAY TO TRAVEL, REDUCES TRAFFIC & GOOD FOR ENVIRONMENT!

WISH THERE WAS AN 8AM FROM HARBOR BAY TO SF AND A 5:10PM FROM SF TO HARBOR BAY (PEAK COMMUTE TIMES)

WE NEED WEEKENDS SERVICE AND LATER HOURS FOR COMING BACK FROM SF!

SAFER, CLEANER, NICER THAN BART

WOULD LIKE A LATER TIME TO COME BACK FROM SAN FRANCISCO TO HARBOR BAY

I MISS THE PERALTA. IT HAD MY FAVORITE SEAT LAYOUT.

FERRY IS THE MOST CONVENIENT AND ECONOMICAL MASS TRANSIT TO AND FROM WORK, SHOPPING, MEDICAL/DENTAL APPOINTMENTS. FERRY RIDE IS ALSO VERY RELAXING AFTER A HARD DAYS WORK. LESS CARS IN THE ROAD MEANS LESS AIR POLLUTION, AND WE NEED TO TAKE PART IN SAVING OUR ENVIRONMENT FOR FUTURE GENERATIONS TO COME.

NEED MORE FREQUENT COMMUTE TIMINGS AND FOR IT TO RUN LATER AT NIGHT AND ON WEEKENDS. REALLY NEED A BETTER WAY TO GET TO SF ON WEEKENDS THAN THE MAIN STREET FERRY, ESPECIALLY AS I LIVE BY HARBOR BAY

PLEASE START A HARBOR BAY TO SOUTH SAN FRANCISCO FERRY

I WISH THE HARBOR BAY AND/OR SEA PLANE ROUTES ALSO RAN ON THE WEEKENDS. I WOULD USE THE FERRY ON SATURDAY AND SUNDAY IF MORE WERE AVAILABLE. FERRY STAFF IS ABSOLUTELY WONDERFUL! THANKS FOR ALL THAT YOU DO.

**Comments from the Harbor Bay Ferry
Q11 Rating – Satisfied (4)**

I LOVE THE FERRY! IT'S MY FAVORITE WAY TO COMMUTE, AND I'VE ALSO USED IT TO GO TO SAN FRANCISCO FOR FUN/ON WEEKENDS, AND ON EVENINGS.

BEST PART OF MY COMMUTE

IT'S GREAT!

VERY CONVENIENT COMFORTABLE COMMUTE, CLEAN AND ENJOY THE OPTION TO BUY SNACKS AND DRINKS

FAVORITE WAY TO COMMUTE & TRAVEL FOR LEISURE

I WOULD TAKE ALAMEDA SEAPLANE ON WEEKENDS IF IT WAS AVAILABLE FOR BOATING & ROLLER SKATING

ABSOLUTELY GREAT STAFF! WONDERFUL BOATS! CLEAN & COMFORTABLE!

EVERYONE IS VERY FRIENDLY AND HELPFUL

WOULD LOVE MORE SERVICE TO HARBOR BAY ESPECIALLY ON WEEKENDS!

QUIET, CLEAN, BEAUTIFUL VIEWS

FRIENDLY CREW, FAST ON-TIME

LOVE THE FRIENDLY CREW

I WORK IN MISSION BAY AND WOULD LOVE WEEKEND SERVICE & SERVICE FROM ALAMEDA - MISSION BAY AND HB - SSF!

I'VE TAKEN THE FERRY SINCE THE 90'S. SOME YEARS MORE FREQUENT THAN OTHERS. I LOVE THE EXPANDED HB SCHEDULE. WOULD LIKE ONE MORE RUN IN THE EVENINGS LIKE BEFORE.

LOVE HAVING THIS OPTION. ITS SO EASY

ALWAYS CLEAN, STAFF ALWAYS KIND, SMOOTH, GREAT WIFI

**Comments from the Harbor Bay Ferry
Q11 Rating – Dissatisfied (2)**

WEEKEND & LATE NIGHT WEEKDAY SERVICE WOULD BE GREAT

**Comments from the Harbor Bay Ferry
Q11 Rating – Blank (0)**

FRIENDLY CREW, CLEAN BOATS, QUICK, PRETTY GOOD SCHEDULE

HARBOR BAY FERRY HAS BAD BIKE RACKS. BIKE FALL DOWN, THEY ARE HARDER TO USE. THE SEAPLANE & OAK/ALAMEDA BIKE RACKS ARE BETTER.

SAFE & RELIABLE

EXPENSIVE

LOVE THE FRIENDLY STAFF, WIFI, ALWAYS ABLE TO GET A SEAT & EASY ON/OFF. WOULD LOVE A LATER FERRY FROM SF -> BAY FARM LIKE PRE-COVID

**Comments from the Oakland/Alameda Ferry
Q11 Rating – Very Satisfied (5)**

GOOD STAFF!

I LOVE THE FERRY! I KNOW GOLDEN GATE FERRY IS A DIFFERENT COMPANY, BUT I WISH THEIR BIKE PARKING WAS AS EASY AS YOURS!

SPACE FOR BIKES IS VERY IMPORTANT: LARKSPUR - SF BIKE SPACE WAS BAD.

WOULD LIKE MORE DRINK PURCHASE OPTIONS.

WISH THERE WERE MORE WEEKEND AND EVENING OPTIONS TO ALAMEDA FROM SF, WISH THERE WAS SERVICE FROM SF TO SOUTH SF.

LOVE THE FERRY!

EVERYTHING IS A 5 EXCEPT THE APP.

NICE DAY, EMPTY FERRY. COMFORTABLE SEATS.

LOVE IT.

THE FERRY SYSTEM IS A TREASURE! LOVE IT!

TOO BAD SEAPLANE DOESN'T RUN ON WEEKENDS

JUST A LOT OF PEOPLE AND HOT AND MUGGY

VERY CLEAN

ALWAYS GREAT SERVICE. SAFE & CLEAN. STAFF ARE FRIENDLY & ATTENTIVE.

A LOT SAFER THAN BART.

VERY BEAUTIFUL.

WEEKEND SCHEDULE IS HORRIBLE. HAD TO STAY ALL DAY PRETTY MUCH JUST TO GET BACK TO OAKLAND.

LOVE SF FERRY, GREAT SERVICE, GREAT WORKERS. I AM A TRANSIT WORKER MYSELF AND TAKING THE FERRY MAKES MY WORK MORE ENJOYABLE.

LESS BUSY PLEASE, LOVE THE LEGROOM.

CLEAN RESTROOMS.

FERRY USED TO GO FROM OAKLAND TO PIER 41 IN SF. I MISS THAT AND HOPE YOU HAVE THE SVC AGAIN.

HANDS DOWN THE BEST WAY INTO AND OUT OF SF! WHY DRIVE?

LOVELY STAFF

CHEAPER IS ALWAYS BETTER

ALWAYS CLEAN. VERY EASY. VERY CONVENIENT ONLY THING THAT WOULD MAKE THINGS BETTER IS WEEKEND SERVICE TO HARBOR BAY, BUT I UNDERSTAND THAT IS MOSTLY A COMMUTER SERVICE

**Comments from the Oakland/Alameda Ferry
Q11 Rating – Very Satisfied (5)**

BEST PART OF MY DAY

TAKING MY SCOOTER/EUC IS A PAIN ON BART. THE FERRY IS NICER, MORE CONVENIENT & ALMOST AS FAST.

TRULY "THE BEST WAY TO CROSS THE BAY". LOVE THE COFFEE TOO.

WITHOUT A DOUBT, THE FERRY IS THE BEST TRANSIT FOR CYCLISTS

WOULD LOVE MORE FERRIES BUT I KNOW THAT TAKES TIME. WAITING FOR AN HOUR FOR THE NEXT ONE IS REALLY LONG COMPARED TO BART

LOVE THE CLEANLINESS, STAFF, ETC. BUT WISH IT RAN MORE FREQUENTLY

WOULD LOVE A FEW MORE SCHEDULED DIRECT OAKLAND FERRY OPTIONS IN THE EVENING & LATE AFTERNOON

GOOD ATTENTION FROM THE CREW

I LOVE THE FERRY! I TELL EVERYONE IT'S THE BEST WAY TO COMMUTE/PART OF MY DAY!

MORE WI-FI CONNECTIVITY WOULD BE GREAT! SAME W/ POTENTIAL FOR BREAKFAST SNACKS.

I WOULD LOVE AN EXTRA (LATER) "EXPRESS" FERRY FROM OAKLAND TO SF IN THE AFTERNOON, EVENING WITHOUT THE ALAMEDA STOP

I LOVE THE FERRY SO MUCH. BEST COMMUTE I'VE EVER HAD. THANK YOU!! IF ANYTHING, MORE TERMINALS/EAST BAY BART CONNECTION WOULD BE AN AMAZING IMPROVEMENT.

THE BEST WAY TO COMMUTE. I LOVE THE FERRY AND TELL MY FRIENDS TO RIDE IT

GREAT STAFF AND THE FERRY IS ON TIME!

PLEASE CONTINUE THE CLEAN AND PUNCTUAL SERVICE.

I LOVE RIDING THE FERRY. IT IS THE BEST WAY TO COMMUTE. I LOVE THAT I CAN AVOID TRAFFIC. NEVER HAD A BAD EXPERIENCE ON THE FERRY. THANK YOU!

WAY BETTER THAN TAKING BART, MORE RELAXING AND NOT CROWDED. ALSO ABLE TO DO MY WORK THANKS TO WIFI AND A SAFE ENVIRONMENT

I CANNOT SAY ENOUGH ABOUT HOW MUCH I LOVE THE FERRY! THE CREWS ARE WONDERFUL. IT'S ALL SO CIVILIZED!

IT'S THE BEST COMMUTE I'VE EXPERIENCED IN THE BAY AREA

THIS IS BY FAR THE CLEANEST, SAFEST WAY TO COMMUTE TO SF.

I HAVE TRIED USING THE FERRY FROM SAUSALITO AND TIBURON ON WEEKENDS - TOO INFREQUENT, INCONSISTENT

USED TO COMMUTE FROM OAKLAND TO SF - LOVED THE FERRY

APPRECIATE THE AFFORDABILITY

**Comments from the Oakland/Alameda Ferry
Q11 Rating – Very Satisfied (5)**

WE ARE REALLY SATISFIED

ANNOYS ME THAT THE CLIPPER READERS BREAK SO OFTEN

ALWAYS VERY CLEAN. STAFF IS ALWAYS FRIENDLY AND HELPFUL

NICE BOAT

I WISH THE FERRY TO SAUSALITO MATCHED THE EAST BAY FERRY

I FEEL VERY FORTUNATE TO HAVE THE FERRY SYSTEM TO TRAVEL TO / FROM SF. ALWAYS ON TIME AND A BEAUTIFUL RIDE

WE LOVE THE FERRY

WORRIED ABOUT SEA PLANE PARKING LOT RUNNING OUT OF SPACE

WOULD BE GREAT TO HAVE FREQUENT FERRIES

SO COMFY CONVENIENT

SYSTEM TO BOARD IS HAPHAZARD AND UNPLEASANT AS THE CREW YELLS INSTRUCTIONS.

BEAUTIFUL WAY TO TRAVEL.

WOULD IDEALLY LIKE MORE CONSISTENT AND LATER RUN TIMES

I THOUGHT IT WAS BETTER PRE-COVID WHEN YOU COULD REMAIN ON FERRY AT THE FERRY BLDG FOR A SHORT HOP. PIER 39 IS A BIG DESTINATION FOR EUROPEANS AND IT'S FAMILY FRIENDLY TO BE ABLE TO REMAIN ON BOAT TO PIER 39

BEST COMMUTE EVER!!

THE BEST WAY TO CROSS THE BAY!!!

LOVE THAT THE FERRY LEAVES RIGHT ON TIME NOW AND FREE COFFEE.

SMOOTH RIDE, COURTEOUS STAFF.

SUPER CLEAN, NICE STAFF.

SO GOOD! PLZ MAKE MORE FREQUENT.

SAFETY COMPARED TO BART OR CALTRAIN.

GREAT CREW!

WAYFINDING COULD BE IMPROVED.

COMFORTABLE. ALWAYS ON TIME.

VERY FRIENDLY & HELPFUL STAFF; CLEAN; TIMELY (EXCEPT WOULD LOVE MORE TIMES SF - OAK).

ALMOST ALWAYS ON TIME. CREWS ARE EXCELLENT.

BEST EXPERIENCE.

**Comments from the Oakland/Alameda Ferry
Q11 Rating – Very Satisfied (5)**

FEWER OPTIONS THAN BART, BUT SO WORTH IT! MUCH BETTER THAN BEING CRAMMED ON A BART TRAIN OR STUCK IN TRAFFIC.

FASTER, NO HASSLE ON THE TRAFFIC.

NEW HIRES/FACES AREN'T SECURING THE RAMP THAT ATTACHES THE FERRY WHEN DISEMBARKING US OFF FERRY AND SEEMS TO RUSH US OFF (HAPPENS IN 7:30 AM SHIFT). PREVIOUSLY WE ALWAYS WAITED TILL EVERYTHING WAS SECURED.

I LOVE THE FERRY.

GOOD.

BEST WAY TO TRAVEL ACROSS THE BAY HANDS DOWN!

WOULD LIKE TO SEE EARLY AFTERNOON FERRIES TO ALAMEDA SEAPLANE.

WORKERS ARE FRIENDLY AND HELPFUL.

TOO SLOW IN WAKE ZONE AT ALAMEDA SEAPLANE.

GOOD VIBES, PACE OF TRAVEL, FRIENDLY STAFF.

STAFF ARE FRIENDLY & HELPFUL.

CLEAN, SAFE, NICE PEOPLE, AFFORDABLE.

BUYING THE TICKET IN SAN FRANCISCO WAS A LITTLE CONFUSING BUT WE FIGURED IT AFTER ASKING A PERSON.

ONE OF THE BARTENDERS GRABBED MY ASS BECAUSE I HAD MY OWN DRINK. OLDER WHITE WOMAN WITH GLASSES IN HER HAIR.

THE APP IS EXTREMELY SLOW, THOUGH.

I LOVE THE FERRY. THE FOLKS ARE FRIENDLY & COFFEE IN THE AM IS A BONUS PLUS THE VIEWS AND I CAN WORK IN PEACE.

IT IS THE BEST COMMUTE I'VE EVER HAD.

THERE COULD BE MORE SIGNAGE AT THE TERMINALS DURING BOARDING.

LOVE IT!

I LOVE THE FERRY! ON TIME, CLEAN, KIND EMPLOYEES...IT'S GREAT.

ABSOLUTELY LOVE IT!

QUICK & EASY

RELAXING, GENERALLY ON TIME, FREE VALIDATED PARKING AT JACK LONDON A HUGE PLUS.

ALWAYS CLEAN W/ ATTENTIVE STAFF

SKIPPER IS GOOD. STAFF ARE COOL.

**Comments from the Oakland/Alameda Ferry
Q11 Rating – Very Satisfied (5)**

TAKES A WHILE TO GET OUT OF PORT

BAR CLOSED AT UNEXPECTED TIMES. SOMETIMES RUNS LATE. DOESN'T OPERATE PAST 9PM ON WEEKENDS.

BIKES AND WALKERS SHOULD BE ABLE TO DISEMBARK AT THE SAME TIME

BAR WAS CLOSED

OPEN A PORT / TERMINAL IN BERKELEY MARINA

THIS WAS AN AWESOME FIRST IMPRESSION. FRIENDLY & HELPFUL PERSONNEL, COMFY & SPACIOUS SEATS, ECONOMIC & EFFICIENT. LOVED IT! 10/10

BOARDING IS JUST A BIT CONFUSING WHEN USING THE APP. IT'S UNCLEAR IF I NEED TO JUST SHOW MY TICKET TO AN ATTENDANT OR IF IT NEEDS TO BE SCANNED. OTHERWISE, IT'S ONE OF MY FAVORITE WAYS TO GET TO SF!

MOSTLY RELIABLE AND VERY CONVENIENT. GOAL IS 10 MIN FASTER BUT IT'S NOT RELIABLE ENOUGH

NICE STAFF I WAS ALMOST LATE AND THE STAFF STILL LET ME IN.

GREAT SERVICE, THERE SHOULD BE MORE WEEKEND RUNS, EXPLORE EXPANDING SERVICE FROM MARIN TO EAST BAY

SO MUCH FUN, VERY BEAUTIFUL, KIND/FRIENDLY EMPLOYEES.

ENJOY THE RIDE-LIKE BEING IN THE ELEMENTS

EVERYONE WAS VERY HELPFUL.

PLEASE BRING SEAPLANE LAGOON FERRY ONLINE FOR THE WEEKENDS. I WOULD USE IT EVERY WEEKEND.

MORE AM BOATS AROUND 8AM FROM ALAMEDA!

BE MORE PATIENT WITH PEOPLE WITH MOBILITY ISSUES. MY FRIEND SAID HER FERRY PULLED OFF WHILE SHE WAS ON THE WALKWAY TO BOARD BECAUSE SHE WAS SLOW DUE TO KNEE ISSUES (SF TO VALLEJO).

Comments from the Oakland/Alameda Ferry
Q11 Rating – Satisfied (4)

LOVE IT! ESPECIALLY WHEN TAKING BICYCLE AROUND THE BAY.

POOR APP, HAD PROBLEMS EVERY TRIP

MY FRIEND WHO DIDN'T HAVE CLIPPER OR PHONE HAD A HARD TIME BUYING TICKET

CLEAN FERRIES, WONDERFUL HELPFUL STAFF

I REALLY ENJOY TAKING THE FERRY! IT'S THE BEST WAY TO GET TO THE CITY & BACK FROM THE EAST BAY

SEAPLANE DOESN'T RUN ON WEEKENDS

SOME STAFFER TOLD US THAT WE CAN'T STAY ON BOAT FOR THE ROUND TRIP AND WE HAVE TO GET OFF, WHICH IS NOT THE CASE.

SO CLEAN. STAFF IS PROFESSIONAL. AFFORDABLE. NOT CROWDED. BEAUTIFUL VIEWS. PLEASE, PLEASE, PLEASE ADD FERRIES SO THAT WE CAN GO TO BALL PARK OR CHASE CENTER EVENTS THAT GO TIL LATE AT NIGHT. DON'T TAKE THEM AWAY IF YOU ALREADY DO THEM. IF I COULD ALWAYS TAKE FERRY TO SF FROM ALAMEDA I WOULD USE IT 100%

CLEAN, FRIENDLY STAFF, COMFORTABLE.

CLEAN AND NICE SERVICE.

SERVICE TO SOUTH BAY WOULD BE FANTASTIC.

THIS IS OBVIOUSLY OUT OF THE FERRY SERVICES CONTROL BUT IT WOULD BE HELPFUL IF MUNI COORDINATED AND RAN BUSES THAT PICKED UP SHORTLY AFTER FERRY ARRIVALS. I WOULD TAKE IT MORE OFTEN

COMFORTABLE

WOULD LIKE SERVICE FROM HARBOR BAY TO SF ON WEEKENDS

CLEAN MODERN FERRY, SMOOTH RIDE

THERE ARE NO BUS LINES TO THE ALAMEDA FERRY LINES, WHICH IS VERY INCONVENIENT. I WISH THE FERRIES RAN MORE FREQUENTLY

I LOVE THE FERRY SERVICE

CLEAN, RELIABLE, RELAXING.

HELPFUL SERVICE.

THIS IS THE BEST COMMUTING EXPERIENCE - ALWAYS SO CLEAN, ON TIME, & RELIABLE. I WOULD ASK THE FERRY TO CONSIDER ALIGNING THE SCHEDULE W/SCHOOL RELEASE. ALAMEDA SCHOOLS GET OUT AT 2:50 (ISH). THERE SHOULD BE A SEA PLANE FERRY THAT ARRIVES AT 2:30 FOR COMMUTERS W/CHILDREN.

GREAT EXPERIENCE AS COMPARED WITH BART.

Comments from the Oakland/Alameda Ferry
Q11 Rating – Satisfied (4)

THE BEST! FRIENDLY STAFF, FREE COFFEE IN THE MORNING

SOMETIME DECK HANDS ARE NOT FRIENDLY.

WE NEED BETTER COORDINATION AMONG DIFFERENT FERRIES THEY SHOULD BE RUN FROM A CITY OWNED CENTRAL SYSTEM. WE NEED FERRY SERVICE FROM BERKELEY.

WE LOVE CATCHING THE FERRY. IT IS VERY RELAXING. CONSIDER AD CAMPAIGN TO INCREASE RIDERSHIP. I THINK WHEN PEOPLE TRY IT THE FIRST TIME THEY WILL LOVE IT TOO.

THE FERRY IS VERY CLEAN.

THE TEAM MEMBERS ARE PLEASANT AND THE COMMUTE IS THE BEST.

FERRY IS GREAT. NEEDS TO CONNECT TO BART IN E. BAY. BERKELEY NEEDS FERRY SERVICE.

IT'S MY FAVORITE WAY TO COMMUTE! VERY RELAXING.

NEED MORE TRIPS, EVERY HOUR IS NOT ENOUGH.

I WOULD LIKE IF THERE WAS MORE SERVICE TO CHASE CENTER MISSION BAY AREA. SO MANY EMPLOYEES FROM CHASE CENTER & UCSF WOULD BENEFIT FROM THIS.

WISH THERE WAS A LATER BOAT AT NIGHT! CAN WE GET SPEEDIER BOATS SOMETIMES?

I LOVE IT. MY FAVORITE WAY TO GET TO SF / VALLEJO FROM OAKLAND.

STAFF ARE EXCELLENT! CLEANLINESS & SAFETY GREATLY APPRECIATED.

I HAVE BEEN A HUGE ADVOCATE FOR THE FERRY EVER SINCE I STARTED USING IT TO COMMUTE 6 YEARS AGO. BEST MODE OF TRANSPORT IN THE BAY. IT'LL CHANGE YOUR LIFE.

NO STAIRS FOR BIKES

**Comments from the Oakland/Alameda Ferry
Q11 Rating – Neutral (3)**

IT'S PRETTY

**Comments from the Oakland/Alameda Ferry
Q11 Rating – Blank (0)**

STAFF ARE NOT REALLY FRIENDLY. TALKED ME RUDELY SOMETIMES.

I LOVE THE FERRY. WOULD LOVE HAVING A WATER FOUNTAIN IF POSSIBLE.

SUPER FUN TRIP

**Comments from the Richmond Ferry
Q11 Rating – Very Satisfied (5)**

ONLY COMPLAINT IS THE LACK OF DEPARTURE TIMES COMPARED TO OTHER FERRY LINES. A LATER ROUTE WOULD BE GREAT TO SPEND MORE TIME IN SF.

MORE WEEKEND SERVICE PLEASE! I'D LIKE TO GO DIRECT RICHMOND TO PIER 41.

I LOVE THE FERRY, IT HAS BEEN MY BEST EXPERIENCE COMMUTING TO/FROM WORK. THANK YOU!
FRIENDLY STAFF, NICE AMBIENCE, CLEAN ENVIRONMENT.

DECK HANDS [NAMES REMOVED] ARE SUPER COOL. REPLACE AFT DECK SEATS ON HYDRUS.

EVERYTHING IS AWESOME!

OVERALL, SATISFIED ESPECIALLY WHEN IT'S ON TIME AND IF IT'S LATE, WE ARE INFORMED.
APPRECIATE BEING INFORMED! ALSO, CREW VERY NICE AND PROFESSIONAL. SHIP IS VERY CLEAN,
WHICH MAKES IT NICE! GREAT JOB!

IT ALLOWS ME TO START/END MY DAY WITH EASE. VERY CLEAN AND RELIABLE.

EASY ACCESS/CLEANING/COMFORTABLE/SAFE.

LOVE THE FERRY, BUT IT'S FAR FROM MY HOUSE & TAKES TWICE AS LONG AS DRIVING DIRECTLY.

I LOVE THE FERRY! I RAVE ABOUT IT TO MY FRIENDS & CO-WORKERS AND SHARE ABOUT IT ON IG.
THE VIEWS - RELAX, SAFE.

[NAME REMOVED] AND ANOTHER DECK HAND ON THE RICHMOND AF FERRY (SHORTER WHITE
MALE WITH GLASSES AND GREY/WHITE HAIR). VERY RACIST. I HAVE SUBMITTED ONE COMPLAINT
ALREADY.

EXCELLENT WAY TO TRAVEL/COMMUTE.

I THINK IT'S THE BEST TRANSPORT THE BAY HAS NOW.

I LOVE THE FERRY, SO GLAD IT EXISTS SO I DON'T HAVE TO TAKE BART.

CLEAN, ON-TIME, & PREDICTABLE.

CLEAN AND PROMPT.

EXCELLENT SERVICE, FRIENDLY STAFF!

I LOVE RIDING THE FERRY. IT IS VERY CONVENIENT AND THE VIEW IS AMAZING.

VERY CLEAN, BUT IT'S FIRST TRIP OF THE DAY. VERY HELPFUL ATTENDANTS DURING BOARDING
BEAUTIFUL, FUN, AMAZING!

AMAZING. KEEP UP THE WORK.

VERY CLEAN. EXCELLENT SERVICE. THANK YOU!

**Comments from the Richmond Ferry
Q11 Rating – Very Satisfied (5)**

CLEAN AND MOSTLY CONVENIENT. STAFF IS PROFESSIONAL AND HELPFUL. NEED MORE FERRIES (PRE-6:30 AM) FOR COMMUTE IN AM.

JUST WISH THERE WERE PAY STATIONS WHILE WAITING TO AVOID CLOGGING W/IN BOAT WHEN PAYING.

SF FERRY APP COULDN'T OPEN ON FERRY.

MORE FERRIES DURING THE DAY

THE FERRY SERVICE IS MY FAVORITE MODE OF TRANSPORTATION. THE BOAT IS ALWAYS CLEAN, STAFF IS ALWAYS WELCOMING AND ITS A PLEASANT WAY TO GET TO WORK

IT'S LIKE A VACATION TWICE A DAY!

SATISFIED BUT WISH THERE WERE MORE FERRY TIMES

BIKES GET SALT SPRAY! YOU NEED TO HAVE A SECURE BIKE AREA OR VALET/SAFE BIKE OR MOTORCYCLE PARKING IN SF. MORE LOCATIONS SF

ONLY REASON WHY I SOMETIMES USE BART IS THE TIMINGS AND FREQUENCY OF FERRY SERVICE

THE FERRY IS FANTASTIC. I ALWAYS GET A SEAT. IT'S CLEAN - ON TIME. EFFICIENT. BUT THE FERRY TERMINALS COULD HAVE BETTER AMENITIES, A COFFEE SHOP, WATER WAITING AREA ETC.

I ENJOY THE RELIABLE SCHEDULES AND PLEASANT STAFF.

LOVE TAKING THE FERRY! THANK YOU FOR OFFERING THIS!

OVERALL, I ENJOY THE FERRY. IT WOULD BE NICE TO SEE MORE TIMES FOR THE RICHMOND - SF ROUTE AND A LITTLE CHEAPER.

I LOVE THE FERRY. WISH IT RAN MORE OFTEN ON WEEKEND DAYS & LATER EVERY DAY.

FRIENDLY STAFF, AFFORDABLE FARES, BEAUTIFUL & PEACEFUL COMMUTE, CLEAN VESSELS.

BETTER THAN OTHER OPTIONS AND CONVENIENT TO WHERE I LIVE.

AT THIS POINT HAVING TO TAKE BART OR BUS WOULD BE A NIGHTMARE. FERRY CUSTOMER SINCE 2022.

PLEASANT, FREE TIME. SOMETIMES THE FERRY DEPARTING SF IS DELAYED.

PLEASE ADD A 10:00 AM SERVICE RICHMOND - SAN FRANCISCO! HAPPY WITH THE FRIENDLY STAFF & THE FREE MORNING COFFEE. WIFI IS A PLUS.

WISH THERE IS A 8:30 AM FERRY FROM RICHMOND TO SF. SOMETIMES TRAFFIC PROBLEM OR TRAIN CROSSING CAUSE DELAY ON MY WAY TO FERRY TERMINAL.

FRIENDLY STAFF AND CLEAN.

7:45 AM RICHMOND FERRY WOULD BE BETTER. THE STAFF IS ALWAYS VERY FRIENDLY.

VERY CLEAN AND TIMELY.

**Comments from the Richmond Ferry
Q11 Rating – Very Satisfied (5)**

A FERRY BETWEEN 8 AM & 9 AM WOULD WORK BETTER FOR MY WORK COMMUTE.

GREAT TRANSPORTATION SERVICE.

I REALLY APPRECIATE STAFF, VERY FRIENDLY. FERRY IS ALSO TIMELY. WATCH OUT FOR STRAGGLERS BEFORE DEPARTURE. I ONCE ARRIVED A MINUTE BEFORE DEPT BUT THE DOOR WAS SEALED.

JUST WISH THERE WERE MORE TRIPS.

DIFFICULT TO FIND SERVICE ALERTS ON WEB SITE.

ON THE SF FERRY APP, IT SAYS THAT A DEPARTURE TIME IS 8:05 PM, BUT TURNS OUT THERE ARE BREAKS SO THE DEPARTURE TIME IS 8:25 PM INSTEAD. IF THERE ARE BREAKS, IT SHOULD BE NOTIFIED ON THE APP.

1. CONCESSION STAND ON BOARD IS INCONSISTENT. 2. MID DAY GAP IN SERVICE. THE ONLY REASON I WOULD SUPPORT A BALLOT MEASURE IS TO ADD A FERRY ROUTE FROM RICHMOND TO LARKSPUR.

LOVE THE FERRY BUT WOULD LOVE MORE TIMES ON WEEKENDS & WEEKDAYS. SOME ADDED AND SOMETHING BETWEEN 12-5.

MORE PM FERRIES & WEEKEND SNACKBAR.

BEAUTIFUL RIDE. NICE WAY TO TRAVEL.

GREAT EXPERIENCE! VERY PLEASED COMMUTER FERRIES FINALLY ARE HERE.

DON'T USE IT SUPER OFTEN BUT HAS ALWAYS BEEN TIMELY AND A GOOD EXPERIENCE.

AWESOME.

WE WOULD LOVE FERRIES AFTER 9 PM. 8 PM IS TOO EARLY AFTER DINNER TO GO HOME.

WOULD LIKE AN EARLIER BOAT.

I CAN NEVER GO BACK TO BART

**Comments from the Richmond Ferry
Q11 Rating – Satisfied (4)**

WISH IT OPERATED MORE OFTEN, HAD MORE FERRIES AND RAN LATER.

BEST WAY TO COMMUTE IN THE BAY!

I VERY MUCH APPRECIATE THAT RICHMOND HAS A FERRY AND ALWAYS LOOK FORWARD TO OPPORTUNITIES TO RIDE ON IT.

GREAT SERVICE ALWAYS ON TIME.

VERY CONVENIENT, SAFE, CLEAN AND FRIENDLY CREW.

BEST COMMUTE. WOULD LOVE A 7 AM.

LOVE THE FERRY. NICE STAFF TOO. PLEASE KEEP IT AFFORDABLE - ESPECIALLY FOR SENIORS.

EASY, FUN.

NEED MORE FERRIES

NEED MORE HOURS FOR RICHMOND TO SAN FRANCISCO ESPECIALLY IN THE MORNING MAY BE 6AM, 8:30AM

I WISH THERE WERE MORE SERVICE TIMES

LOVE IT! ADD MORE TRIPS/TIMES! SOME BOATS COULD USE MORE BIKE PARKING.

THE CREW IS FRIENDLY AND PROFESSIONAL.

LATE FERRY ANNOUNCEMENTS SOMETIMES COME AFTER THE FERRY HASN'T SHOWN UP

I AM VERY SATISFIED BUT I'D CONSIDER THE FERRY SERVICE PERFECT IF IT HAD DECENT WIFI.

THE HEAT DOESN'T WORK ON MAY BOATS. IT'S COLD IN THE MORNING.

THE ONLY WISH I HAVE IS THAT IT OPERATED MORE FREQUENTLY - OTHERWISE, IT IS LOVELY.

ALWAYS ON TIME.

I LOVE THE FERRY!!!

AWESOME STAFF.

LOVE HAVING THIS IN MY NEIGHBORHOOD, I TRAVEL FREQUENTLY FOR WORK SO THIS IS ONE MORE GREAT OPTION.

I SO WISH THERE WAS A FERRY TO MARTINEZ OR CROCKETT OR PITTSBURG/ANTIOCH. I COULD CONSIDER MORE WORK IN SF!

LOVE THE FERRY AND APPRECIATE IT VERY MUCH AS A LOVELY WAY TO GET TO SF.

IF YOU HAD BIKE LOCK BOXES THAT WERE BIGGER AND COULD ACCOMMODATE A CARGO E-BIKE I TAKE MY KID TO SCHOOL IN, I WOULDN'T NEED A CAR TO GET TO THE FERRY AND COULD TAKE IT MORE OFTEN (4X A WEEK). BUT I CAN'T FIT MY BIKE IN THE BIKE LINK BOXES AND AM TOO WORRIED IT WOULD GET STOLEN IF LOCKED OUT IN THE OPEN

**Comments from the Richmond Ferry
Q11 Rating – Blank (0)**

WOULD LIKE MORE SERVICE OPTIONS ON WEEKEND, BUT THE FERRY ITSELF NEVER FAILS TO DELIGHT.

FERRY STAFF MEMBERS ARE VERY POLITE AND FRIENDLY. WISH TO RECEIVE ALERTS AHEAD OF TIME WHEN A FERRY IS CANCELLED. IT SHOULD HAVE BEEN SHOWN ON THE LCD DISPLAY AT FERRY TERMINALS TOO.

**Comments from the South San Francisco Ferry
Q11 Rating – Very Satisfied (5)**

START FERRY IN OAKLAND AND THEN ALAMEDA -> SOUTH SAN FRANCISCO

ALL EMPLOYEES ARE A++

WOULD LIKE MORE FREQUENT FERRIES ADDED TO THE SCHEDULE

I LOVE THE FERRY! EXPANDED TIMES TO SSF WOULD BE HELPFUL BUT I UNDERSTAND THE CONSTRAINTS

BRING BACK A LATER TRIP FROM OYSTER PT FROM JACK LONDON 6:20PM OR 7PM DEPARTURE WOULD BE GREAT

I DO SOME OF MY WORK ON THE FERRY. IT WOULD BE BETTER IF WIFI WORKED CONSISTENTLY.

I LOVE MY FERRY COMMUTE

THERE WERE A LOT OF CANCELLATIONS AND SERVICE DISRUPTIONS OVER THE LAST SEVERAL MONTHS. THESE HAVE IMPROVED AS NEWER BOATS HAVE BEEN USED FOR THE ROUTES.

WOULD VERY MUCH LIKE TO HAVE A LATER FERRY TO SSF (9:20) TO ALLOW FOR DROP OFF KIDS AT OUSD

I WOULD APPRECIATE A LATER EVENING FERRY GOING BACK TO OAKLAND. I CAN ONLY TAKE THE FERRY ONE WAY

IT IMPROVES MY QUALITY OF LIFE IMMENSELY.

CLEAN, COMFORTABLE AND THE WIFI ACCESS ALLOWS ME TO BE PRODUCTIVE DURING THE TRIP. PRODUCTIVITY DURING MY COMMUTE IS HUGE.

PLEASE NO BAY BREEZE ON SOUTH SF ROUTE, TOO MANY BIKES!

WHAT A WAY TO START THE DAY! BEAUTIFUL!

WOULD BE A PERFECT EXPERIENCE IF THERE WERE A DIRECT ROUTE FROM ALAMEDA TO SOUTH SAN FRANCISCO FOR ARRIVAL DURING WORKING HOURS

**Comments from the South San Francisco Ferry
Q11 Rating – Satisfied (4)**

THE OLDER BOATS ARE VERY LOUD AND THERE IS A SMELL OF EXHAUST. THE NEWER BOATS ARE GREAT.

I WISH ALAMEDA WASN'T THE FIRST TO BOARD ON OUTGOING AND LAST TO UNLOAD ON TRIP BACK (W/ OAKLAND). FERRY SCHEDULE DOES NOT ALLOW FOR SCHOOL DROPOFF. A FERRY @ 8:30 OR LATER WOULD ALLOW WORKING PARENTS MORE OPTIONS

A FEW BOATS ARE OLD AND NOISY W/ LOTS OF VIBRATION WHEN RUNNING. MORE SHIPS LIKE THE DORADO WOULD BE AMAZING.

GREAT SERVICE FROM FERRY TEAM. BOAT IS ALWAYS CLEAN AND USUALLY ON TIME.

LOVE IT, WOULDN'T CHANGE A THING! EXCEPT MAYBE MORE BOATS

THERE HAVE BEEN MORE CANCELLATIONS ON THE SSF ROUTE RECENTLY. OFTEN RELATIVELY LAST MINUTE. NOTIFICATIONS ARE SPOTTY AT BEST. I ALSO WISH THERE WAS A LATER MORNING AND/OR MIDDAY RUN BETWEEN OAKLAND AND SSF. FERRY IS GETTING VERY CROWDED TUESDAY, WEDNESDAY AND THURSDAY.

**Comments from the Vallejo Ferry
Q11 Rating – Very Satisfied (5)**

VERY SATISFIED DEPENDING ON CREW/CAPTAIN.

I DON'T LOVE THAT THE 3:40 CREW LEAVES PASSENGERS STANDING IN THE RAIN/INCLEMENT WEATHER

QUIET, CLEAN, EASY TO GET ON & OFF! LOVE THE FREE COFFEE IN THE EARLY AM!

I WISH THERE ARE MORE FERRIES GOING TO VALLEJO DAILY.

I DON'T LIKE THE NEW MORE MODERN SHIPS, LESS SEATS & LESS SPACE

CREW IS ALWAYS PROFESSIONAL AND FRIENDLY, CLEAN AND ON TIME!

RELIABLE, CLEAN, IMPROVED WIFI, NICE TEAM

DO NOT LIKE THE NEW BOAT.

SOME DAYS ARE GREAT, OTHER DAYS ARE NOT. MOST DECK HANDS ARE AMAZING, SOME ARE VERY RUDE. SENDING SMALL BOATS ON SF GIANTS GAME DAYS IS NOT A GOOD IDEA GOING FORWARD.

WISH THERE WAS ANOTHER SCHEDULED FERRY BETWEEN 6 PM & 7:45 PM (LIKE 7 PM). THIS IS A DEAD SERVICE ZONE DURING RUSH HOUR.

WOULD BE SOLIDLY "VERY SATISFIED" IF I WASN'T WRONGFULLY DENIED BOARDING ONCE. THAT KIND OF RUINED MY COMMUTE. I PAID! (EVENING CREW).

VERY NICE COMMUTE. FREE COFFEE IN THE MORNING HAS BEEN A NICE TOUCH.

STICKS TO SCHEDULE.

I WISH THE SCHEDULE HAVE MORE IN THE MORNING. 8:15, 9:30, CAN ADD 8:45 OR 9:00.

BRING BACK VALLEJO 6:30 AM FERRY.

I WOULD LIKE THE 6:30 AM FERRY FROM VALLEJO TO SF TO RETURN. THE CURRENT SCHEDULE IS NOT CONDUCIVE TO AN 8 AM START TIME.

DOESN'T SEEM LIKE YOU LISTEN TO YOUR RIDER'S SUGGESTIONS/NEEDS. WE REALLY NEED A FERRY ON THE WEEKDAYS BETWEEN 6 PM AND 7:45 PM. TOO BAG A GAP. PLEASE.

STAFF AND RIDE IS ALWAYS PLEASANT.

CLEAN, EFFICIENT, TIMELY, FRIENDLY STAFF.

WIFI HAS GOTTEN BETTER. WE NEED MORE EVENING BOATS BACK TO VALLEJO (E.G., 7 - 7:15 PM). THE NEWEST BOATS ARE TOO SMALL (TOO COLD TO RIDE UPSTAIRS).

THIS IS THE MOST PLEASANT LEG OF MY COMMUTE. THE WORKERS ARE GREAT. THE EXPERIENCE IS SO RELAXING.

YOU NEED A FERRY @ 7:00 PM FOR THE COMMUTE FROM SF TO VALLEJO.

IT CAN BE CLEANER SEATS/CARPET FLOOR.

**Comments from the Vallejo Ferry
Q11 Rating – Very Satisfied (5)**

GOOD SERVICES.

I WOULD MARK VERY SATISFIED IF THERE WAS A 6:30 AM FERRY FROM VALLEJO TO SF AND IF I HAVEN'T GOTTEN MY CAR BROKEN INTO TWICE.

ONLY PROBLEM: EXPENSIVE VALLEJO PARKING DOESN'T FEEL SAFE. I STOPPED PARKING THERE. IT'S A FABULOUS COMMUTE TO SF & BACK FROM VALLEJO. FRIENDLY, CLEAN AND NOW FREE A.M. COFFEE? WOW! SPACIOUS, SAFE, RELIABLY ON TIME, COST EFFECTIVE. WORTH THE MONEY!

ADDITIONAL FERRY TIMES/RUNS WOULD BE GREAT. RUN/SAIL FASTER. REDUCE DURATION TIME TO 45 MINS.

YOU NEED TO BRING BACK THE MONTHLY PASS FOR DAILY COMMUTERS.

VERY COMFORTABLE CALM AND SAFE

PLEASE MAKE LATER WEEKDAY TRIPS VALLEJO<->SF 8:10PM IS TOO EARLY. EXPAND TO 9:00PM LIKE WEEKEND SERVICE

ONE OF THE PRIMARY REASONS I MOVED TO VALLEJO

NEED MORE HANDICAP PARKING

WOULD PREFER SAFER PARKING AREA IN VALLEJO FERRY. WANT A FERRY IN BENICIA

BARTENDERS & CREW ARE GREAT!

WANT PIER 39 AND ANGEL ISLAND STOPS

EASIEST WAY TO AND FROM WORK. 2:20PM FERRY IS A GREAT RIDE HOME

EASY AND FUN WITH VIEWS

ASIDE FROM THE SMALL CRAMPED DELPHINUS FERRY, I'M OVERALL SATISFIED

STAFF IS VERY FRIENDLY

I CAN EASILY DO WORK ON THE FERRY

GATE ATTENDANT WAS VERY FRIENDLY & ALL STAFF WERE CORDIAL

SUPER KIND STAFF, GREAT DRINK SELECTION

STAFF ARE NICE AND HELPFUL

WORKERS ARE ALWAYS FRIENDLY

THE FERRY IS THE BEST COMMUTE EVER! AND I'VE TAKEN MANY FORMS OF TRANSPORTATION. LOVE THE FERRY!

I'VE MET SO MANY AMAZING PEOPLE ON THE FERRY!

CUSTOMER SERVICE 10/10, PRICE IS VALUABLE FOR TIME/COMMUTE. WOULD LIKE MORE FOOD OPTIONS I.E. CUP OF NOODLE, PASTRIES, HOT DOG ETC.

**Comments from the Vallejo Ferry
Q11 Rating – Very Satisfied (5)**

IT WOULD BE HELPFUL IF A KIOSK TO ADD FARE OR PURCHASE CLIPPER CARDS WAS IN THE VALLEJO FERRY BUILDING. IT IS VERY INCONVENIENT TO NOT HAVE ONE IN THE VALLEJO FERRY BUILDING

SMALLER BOATS EL DORADO AND DELPHINUS ARE NOT COMMUTER FRIENDLY W/ VALLEJO'S CAPACITY. TOO SMALL AND CRAMMED TOGETHER

YOU NEED A 7PM FROM SF TO VALLEJO PLEASE BUT TOO EXPENSIVE

PROFESSIONAL STAFF HELPFUL, COURTEOUS

VERY GOOD SERVICE EVERYDAY

EVERY YEAR THE PRICE FOR THE BALL PARK FERRY GOES UP. THIS YEAR IT WENT UP 3 DOLLARS AND FOR THE DAY GAMES WE NEVER HAVE ENOUGH BOATS FOR THE COMMUTES WHO GET STRANDED

PLEASE RESTORE AM BEVERAGE SERVICE. KEEP THE FERRY AFFORDABLE!

I WISH SOME OF THE NEWER BOATS ON THE RICHMOND LINE WERE USED EX: HYDRAS

WISH THERE WAS A 6:30PM SF-VALLEJO FERRY

RELIABLE, CLEAN AND FRIENDLY SERVICE

ON TIME

NEED TO CLEAN MORE

I WISH I COULD QUALIFY FOR SOME SORT OF FEE WAIVER - I SPEND \$100 (\$93 TO BE EXACT) A WEEK

FRIENDLY & HELPFUL CREW

PLEASE INFORM EARLY DEPARTURES ON SPECIAL DAYS (GIANTS GAME)

LOVE RIDING FERRY VERY CONVENIENT

LOVE THE MORNING COFFEE, CLEAN BATHROOM, FRIENDLY STAFF

IT'S VERY SATISFIED FOR MY FAMILY

WOULD APPRECIATE THE BIGGER FERRIES DURING COMMUTE HOURS - NO DELPHINUS/DORADO

THE STAFF ARE KIND!

JUST WISH IT WAS EASIER TO GET DISCOUNT CLIPPER THEY ASK FOR W-2 LAST YEAR AND I DIDN'T HAVE ACCESS TO THE FILE AND WOULDN'T TAKE WHEN I OFFERED THEM.

WOULD PUT VERY SATISFIED BUT THE NEW FERRY BOAT BEING USED AT 7:15 IS INCONVENIENT SINCE IT IS TOO PACKED.

I FEEL SAFER ON THE FERRY THAN DRIVING/BUS/BART ESPECIALLY AFTER A LONG DAY

THE 5:15 AM CREW ARE OUTSTANDING. [NAMES REMOVED] ARE MY FRIENDS. PROFESSIONAL AND ON TIME.

**Comments from the Vallejo Ferry
Q11 Rating – Very Satisfied (5)**

ONTIME GOING TO WORK

VERY KIND & HELPFUL STAFF

ON TIME EVERY TIME

ALWAYS ON TIME

CLEAN & FRIENDLY STAFF, SCHEDULE IS ON TIME

ALWAYS CLEAN AND THE STAFF IS ALWAYS NICE

EVERYTHING IS GOOD, RELAXING AND THE FERRY ITSELF IS CLEAN!

LOVE THE FERRIES!

THE FERRIES ARE GREAT! MY ONLY COMPLAINT IS FREQUENCY AND A VERY AWKWARD VALLEJO - SF SCHEDULE ON WEEKEND AFTERNOONS.

WOULD PREFER EXPANDED WEEKEND SCHEDULES.

MY ONLY COMPLAINT IS THE LACK OF SECURITY AT THE VALLEJO FERRY PARKING GARAGE. WOULD LOVE TO FEEL OKAY LEAVING MY CAR OVERNIGHT

I WISH THEY HAD MORE FERRIES, AND MORE DESTINATIONS AROUND THE BAY.

BEST FORM OF MASS TRANSIT. CLEAN, FRIENDLY ENVIRONMENT. UNLIKE ON BART, I CAN GET WORK DONE ON BOARD AND NOT SEE OPEN DRUG USE AND FIGHTS EACH RIDE.

CLEANER THAN BART

CLEAN & LOVE THE NEW BAR! EVERYONE IS FRIENDLY.

LOVE THE FERRY. USED TO TAKE IT DAILY FOR WORK BEFORE COVID

ALWAYS ON TIME AND THE ALERTS HELP ME PLAN AHEAD

BEST WAY TO GET TO SF. NEVER DRIVE TOO STRESSFUL

SMOOTH RIDE, LOVE THE BAR & NEVER CROWDED ON WEEKENDS FOR ME

VERY CLEAN, TIMELY

THE BOATS ARE CLEAN AND WELL LOOKED AFTER

ENJOY CLEANLINESS OF THE FERRY. NICE & RELAXING METHOD TO GET TO SF

COULD BE FASTER, IT'S SLOW IN MARE ISLAND STRAIT. WAKE CONCERNS?

EASY, CONVENIENT, AFFORDABLE PRICE, AND PLEASANT JOURNEY.

CUSTOMER SERVICE WAS OUTSTANDING FROM CREW/BAR AS WELL CAPTAIN WAS KIND AND PROFESSIONAL

CREW WAS VERY HELPFUL AND ATTENTIVE, VERY POLITE

**Comments from the Vallejo Ferry
Q11 Rating – Very Satisfied (5)**

2:20 PM FERRY SHOULD BE MOVED TO AT LEAST 2:40 PM.

THE SF BAY FERRY ROUTE FROM VALLEJO TO SF AND VICE VERSA HAVE ALWAYS BEEN ACCOMMODATING AND PATIENT. ALWAYS A PLEASANT RIDE IF I TAKE THE FERRY.

ALWAYS ON TIME. THERE WAS FREE COFFEE IN AM, BUT THE CREAMER THAT WAS OUT WAS CURDLED.

GREAT WAY TO GO TO THE CITY!!

THERE ARE PASSENGERS THAT ARE RUDE, ROWDY, VERY INCONSIDERATE BUT THE FERRY STAFF IS NOT DOING SOMETHING ABOUT IT.

WE MISS THE DONUTS AND BLOODY MARYS ON AM SERVICE!

GREAT SERVICE & WELL RUN.

FASTER WI-FI, MORE SERVICES AFTER 4PM AND BEFORE 7AM

GREAT SERVICE AND RIDE EXPERIENCE. WOULD LOVE IF THERE ARE LESS GAPS IN TIME WITH THE SCHEDULE (MORE FERRY TIMES).

SANITATION, SEATS/TABLES ARE OFTEN DIRTY. RAIN WATER ON SOME SEATS. VERY COLD ALL THE TIME. SOME MORNINGS COFFEE RUNS OUT

ALMOST ALWAYS ON-TIME AND LOVE THE SNACK BAR AND COMFORT

GREAT RIDE! SNACK BAR A PLUS

LOVE THE FERRY BUT WISH THERE WERE MORE SCHEDULED FROM SF TO VALLEJO IN THE LATER EVENING (7PM, 630PM, 9PM, ETC.)

I WOULD LIKE TO SEE A SPACING BETWEEN 7:40PM AND 8:10PM FERRY. THE GAP FROM THE 6PM UNTIL 7:40PM FERRY IS SIGNIFICANT.

WOULD LIKE ANOTHER SERVICE BETWEEN 6M & THE 7:45 AND MORE LATE NIGHT

\$4 ARIZONA ICED TEA IS CRAZY!

BEST WAY TO GET TO SF

I WISH I COULD TAKE THE FERRY FROM VALLEJO TO MARIN OR OAKLAND, AND NOT ONLY TO SF. IT WOULD BE GREAT!

I LOVE THE FERRY

I REALLY LIKE THE FERRY IN GENERAL. I JUST WANT A COMMUTER PROGRAM BECAUSE FULL FARE 10 TIMES/WEEK IS EXPENSIVE. ALSO, DISLIKE DELPHINUS, TOO SMALL.

I WOULD LIKE TO SEE THE CLEANING MORE FREQUENT

CREW ARE VERY NICE & PROFESSIONAL

**Comments from the Vallejo Ferry
Q11 Rating – Very Satisfied (5)**

NEW BOATS ARE TOO SMALL AND CROWDED PEOPLE LINE UP WAY TOO EARLY DESPITE INTERCOM SAYING DON'T.

I LOVE TAKING THE FERRY SO I DON'T DRIVE DURING BUSY HRS

NEED ADDITIONAL FERRY SERVICE WHEN IT'S GAME DAY- GIANTS FROM SFO TO VALLEJO IN THE AFTERNOON

CLEAN ENVIRONMENT, FRIENDLY STAFF, SAFE, EFFICIENT, PUNCTUAL SCHEDULE

SOMETIMES GETTING TO THE 5:20PM FERRY IS CHALLENGING 5:30PM WOULD BE BETTER

MY BIGGEST COMPLAINT IS WHEN WE GET A DORADO CLASS VESSEL ON A COMMUTER RUN. THE SEATING IS UNCOMFORTABLE AT THE SIZE OF THE COMMUTE RUN

CONVENIENT, RELIABLE, COURTEOUS ATTENDANTS, QUIET. I RODE FERRY DAILY WHEN I LIVED IN BENICIA!

SCHEDULE DOESN'T WORK FOR THE COMMUTERS, SHOULD BE A 7PM FERRY. NOT A 7:45 A 8:15PM, THIS IS STUPID!

RAISE REVENUE WITHOUT RAISING THE COST OF SERVICE FOR FERRY RIDERS

CLEAN & PLEASANT STAFF

BETTER & MORE FERRY TIMES. LATER FROM SF TO VALLEJO LAST FERRY SHOULD BE AT OR AFTER 10PM

WISH THERE WERE A FEW MORE DEPARTURES BETWEEN 6-7AM & 8-10AM

WISH VALLEJO/SF FERRY WOULD RUN AFTER AT NIGHT

VERY EASY, SAFE & CLEAN

I LIKE THE CLEANNESS OF THE RESTROOMS

I LOVE TAKING THE FERRY & STAFF IS GREAT, WOULD LOVE TO SEE A BETTER DISCOUNT FOR STUDENTS! I TAKE THE FERRY 4-6 TIMES/WEEK & IT REALLY ADDS UP FOR A BROKE COLLEGE STUDENT

I WISH THERE WAS A SF BAY FERRY SHUTTLE TO BRING ME FROM NAPA TO VALLEJO

SF BAY FERRY APP ON PHONE IS HORRIBLE. NICE THAT YOU CAN BUY A TICKET ON BOARD SHIP.

A LATER WEEKDAY DEPARTURE FROM SF TO VALLEJO WOULD BE GREAT.

LOVE THE FERRY!

WE FEEL VERY FORTUNATE THAT THERE IS A FERRY OPTION.

STAFF ARE NICER THAN THEY USED TO BE, BUT I'D LIKE TO SEE THE STAFF MEMBERS SMILE MORE.

EASY, CONVENIENT & FRIENDLY.

**Comments from the Vallejo Ferry
Q11 Rating – Very Satisfied (5)**

LOVE THE FERRY.

I WISH IT COST A BIT LESS.

VERY SAFE AND SECURE W/SEVERAL EMPLOYEES ON BOARD.

MORE FREQUENT SERVICE/TIME CHOICES IN THE AFTERNOON WOULD BE NICE.

I FEEL SAFER ON THE FERRY AFTER A LONG DAY RATHER THAN DRIVING MY OWN CAR.

THE FERRY BAR IS ALWAYS GREAT. BEST BLOODY MARYS

IT'S THE FAVORITE PART OF MY DAY - I POST ON SOCIAL MEDIA ALL THE TIME AND EVERYONE IS ENVIOUS OF MY FERRY COMMUTE

WE ADORE SFBF!

6:00PM TO 7:45PM SAN FRANCISCO FERRY DEPARTURES ARE TO SPREAD APART. YOU NEED TO REINSTATE THE 7:15PM SAN FRANCISCO FERRY

I'M VERY SATISFIED WITH MY FERRY SERVICE JUST WISH THEY WOULD REDO THE SCHEDULE PROVIDING A 6:30 AM FROM VALLEJO AND ALSO A 6:30 OR 7:00 PM LEAVING SAN FRANCISCO HEADING BACK TO VALLEJO. OTHERWISE, PASSENGERS ARE WAITING OVER AN HOUR FOR THE NEXT FERRY, FOR BOTH RIDES. ALSO PROVIDING MORE FERRIES FOR THE GIANTS AND WARRIOR GAMES SO FERRIES AREN'T OVERCROWDED. OTHERWISE, THE CREW MEMBERS ARE AMAZING AND DO A WONDERFUL JOB AT KEEPING EVERYONE SAFE.

I THINK THE PRICING IS KIND OF CRAZY! \$18.30 FOR ROUND TRIP, BUT I GET THE DISTANCE JUSTIFIES THE PRICE.

**Comments from the Vallejo Ferry
Q11 Rating – Satisfied (5)**

WISH THERE WAS A 10 AM VALLEJO - SF FERRY. ALSO, 6:30 PM SF - VALLEJO FERRY.

I WISH YOU RAN A 6:30 AM & PM FERRY (AM = FROM VALLEJO) (PM = FROM SF).

QUICK RIDE & LEAVES ON TIME

BOAT IS VERY CLEAN & SAFE. THANK YOU!

JUST SUCKS WHEN WE GET DORADO OR OTHER SMALL BOATS. VALLEJO'S FERRY IS ALMOST ALWAYS BUSY

SEND AT LEAST ONE PERSON TO LET PASSENGERS KNOW OF DELAYS, CANCELATIONS WITHOUT RELYING ON PASSENGERS TO USE ONLINE OR APP SOURCES TO CONFIRM. SAME WITH SCHEDULE CHANGES

I LOVE THE NEWER ONES BECAUSE IT HAS CHARGERS THAT ARE MORE ACCESSIBLE

CLEAN & FRIENDLY

CREW ARE VERY FRIENDLY.

I LIKE THE SPEED OF THE FERRY. THE SEATS ARE VERY COMFORTABLE

THE STAFF ARE VERY PLEASANT. CUSTOMER SERVICE IS EXCELLENT.

THE RIDE WAS VERY RELAXING.

ON TIME.

WISH THERE WAS AN EARLIER START SCHEDULE ON WEEKEND.

VERY CLEAN

GREAT STAFF, ALWAYS NICE & WELCOMING!

WISH YOU HAD LATER FERRIES (EVENINGS) & MORE OFTEN

I LIKED IT WHEN IT WAS A WHOLE \$9 DOLLARS INSTEAD IT OF BEING \$9.30

ON TIME, CREW FRIENDLY

CREW ALWAYS SUPPORTIVE/GRAND. THANK YOU ALL

ALWAYS ON TIME, VERY RELIABLE FORM OF TRAVELING TO COLLEGE

STAFF IS FRIENDLY, ESPECIALLY THE BARTENDER

EMPLOYEES ON BOARD VERY PLEASANT & CUSTOMER SERVICE ORIENTED.

ONE COMPLAINT: PLEASE DO NOT USE THE TINY FERRIES FOR VALLEJO. WE HAVE THE LONGEST RIDE/BIGGEST FARE PLEASE!

THE THING I HATE IS THE UNSAFE PARKING IN VALLEJO. WE HAD OUR CATALYTIC CONVERTER STOLEN AND HAVE CAUGHT THIEVES MANY TIMES.

Comments from the Vallejo Ferry
Q11 Rating – Satisfied (5)

I LOVE THE FERRY, BUT IT WOULD BE GREAT TO ADD MORE PM TIMES TO GO BACK TO VALLEJO PAST 8:10PM. THAT WOULD BE NICE! I WOULD LOVE IT IF WE COULD CONTINUE TO KEEP THE 2:20 FERRY TO VALLEJO. IT'S VERY CONVENIENT! THANK YOU!

WOULD LOVE TO HAVE MORE EVENING ROUTES BETWEEN 6PM AND 8:10PM AND IDEALLY A LATER THAN 8:10 OPTION

THE FERRY IS VERY CONVENIENT. ESPECIALLY AVOIDING THE COMMUTE WITH TRAFFIC

CLEAN

I APPRECIATE IT IS CLEAN, ON TIME, DOESN'T CANCEL OFTEN, AND IS SAFE (NO HOMELESS ETC)

SAFE, CLEAN, ON TIME, FREE COFFEE

IT'S THE MOST EASY WAY TO TRAVEL

I MOVED FROM OAKLAND TO VALLEJO FOR BETTER COMMUTE FOR THE FERRY

MORE SIGNS AND IN APP EXPLANATION OF PROCESS

I REALLY LIKE RIDING ON THE MORE REFURBISHED BOATS. WIFI COULD BE FASTER.

VERY CONVENIENT AND RELAXING

AS AN INTERNATIONAL STUDENT I COULD NOT GET A DISCOUNT AS SUCH, DUE TO INCOME (WHICH I DO NOT HAVE). INTERNATIONAL STUDENTS CANNOT WORK IN THE US.

HELPFUL, FRIENDLY.

SAFE CLEAN FAST.

SUGGESTION: OFFER AN ADDITIONAL FERRY RIDE FROM VALLEJO TO SF ON THE WEEKENDS BETWEEN 3:45 PM AND 7:40 PM.

I WISH YOU HAD BETTER NIGHT SERVICE. I WOULD LIKE TO HAVE DINNER OR GO TO A PLAY. AND STILL GET BACK TO THE FERRY BUILDING

**Comments from the Vallejo Ferry
Q11 Rating – Neutral (3)**

EVERYONE WAS VERY FRIENDLY, LEFT ON TIME FROM TERMINAL

LOVE THE FERRY! SO THANKFUL. EXCELLENT SERVICE.

I LOVE RIDING THE FERRY

NEED MORE SIGNAGE AND INSTRUCTION ON APP FOR TRAVELERS & FIRST TIMERS.

**Comments from the Vallejo Ferry
Q11 Rating – Blank (0)**

IT'S THE ONLY WAY I VISIT SF!

THE FARE IS REASONABLE; THE FERRY IS COMFORTABLE AND CLEAN. BUYING A SENIOR CLIPPER CARD WAS NOT CONVENIENT.

VALLEJO FERRY IS BEST WAY TO CROSS THE BAY

I DON'T LIKE THE FERRY THAT'S LIKE A TIN CAN, CAN'T REMEMBER THE NAME BUT IT'S SOMETIMES THE 7:30AM