

SAN FRANCISCO BAY AREA WATER EMERGENCY  
TRANSPORTATION AUTHORITY (WETA)

## **2019-2022 Title VI Program**

**May 2018**



TITLE VI PROGRAM

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# 1 INTRODUCTION

## OVERVIEW

The San Francisco Bay Area Water Emergency Transportation Authority (WETA) is the public agency responsible for operating the San Francisco Bay Ferry system that serves Oakland (Jack London Square), Alameda (Harbor Bay and Main Street/Gateway), San Francisco (Downtown Ferry Building and Pier 41), South San Francisco (Oyster Point Marina), and Vallejo. WETA also manages seasonal service to AT&T Park.

## TITLE VI COMPLIANCE

Title VI of the Civil Rights Act of 1964 specifies that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Executive Order 12898 and the subsequent guidelines issued by the Department of Transportation and the U. S. Environmental Protection Agency require consideration of the impacts on minority and low-income populations. Circular 4702.1B distributed by the FTA provides guidance under Title VI for transit agencies and other federal funding recipients to ensure that services are provided in a manner that is nondiscriminatory and without respect to the minority or income status of its current or potential riders.

WETA is a recipient of federal funds, pursuant to Title 49 U.S.C. Chapter 53, under FTA section 5307/09. As a recipient of federal funds, WETA has prepared its 2015 Title VI Program in accordance with FTA Circular 4702.1B, dated October 1, 2012. WETA understands its responsibility to ensure that all transit service and access to its facilities are equitably distributed and provided without regard to race, color, religious creed, or national origin. Furthermore, WETA strives to ensure that equal opportunities are afforded to all individuals in its service area without regard to race, color, religious creed or national origin, as they relate to community participation in local transit planning, policy and decision-making processes.

## 2 DESCRIPTION OF TRANSIT SERVICE

This chapter provides a brief overview of WETA and the services it provides as well as a summary of the history of WETA and its development over the past 15 years. This chapter also includes an overview of the WETA governance structure, a description of specific ferry services provided, WETA's service area, and a summary of recent service performance.

### AGENCY BACKGROUND

In October 1999, the California State legislature formed the San Francisco Bay Area Water Transit Authority (WTA), a regional agency mandated to create a long-term plan for new and expanded water-transit and related services on the San Francisco Bay. The enabling legislation (Senate Bill 428) directed the WTA to prepare an Implementation and Operations Plan (IOP) in order to evaluate ridership demand, cost-effectiveness, and the environmental impact of expanded water transit services. In July of 2003, the legislature approved this plan and authorized the WTA to operate a comprehensive public water transit system of ferries, back-up buses, and terminals.

Effective January 1, 2008, a new state law (SB 976 as amended by SB 1093) dissolved the WTA and replaced it with the San Francisco Bay Area Water Emergency Transportation Authority (WETA). This new regional agency is responsible for consolidating and operating existing public ferry services in the Bay Area, planning new service routes, and coordinating ferry transportation response to emergencies or disasters affecting the Bay Area transportation system. The creation of WETA responds to a need for more comprehensive water transportation and emergency services which emphasize a regional approach that will significantly increase the Bay Area's emergency response capabilities and contribute significantly to a more robust and environmentally friendly public transit system.

From 2008 to 2012, WETA worked with the cities of Alameda and Vallejo to transition the City of Alameda's two ferry services and the City of Vallejo's ferry service to WETA. In June of 2012 WETA opened its first expansion ferry route from Alameda/Oakland to South San Francisco. Under the San Francisco Bay Ferry brand, WETA carries over 2.7 million passengers annually on four ferry routes, utilizing a fleet of 14 high speed passenger-only ferry vessels. San Francisco Bay Ferry currently serves the cities of Alameda, Oakland, San Francisco, South San Francisco and Vallejo.

In 2016, the WETA Board adopted a Strategic Plan that outlines a vision for the San Francisco Bay Ferry system over the next 20 years that responds to passenger demand, makes critical infrastructure investments, and increases WETA's ability to respond to emergencies and system disruptions. With funding and environmental approvals, WETA's Strategic Plan calls for new services to Richmond, Treasure Island, Mission Bay, Berkeley, Redwood City, Seaplane Lagoon, the South Bay, and the Carquinez Strait, ultimately creating a robust 16-terminal regional

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network to meet the Bay Area demand for a safe, sustainable and environmentally responsible transportation alternative.

In the fall of 2018, WETA is slated to open a new Richmond ferry service operating between the existing San Francisco Ferry Terminal and a new ferry terminal on the Ford Peninsula in the City of Richmond.

WETA is also currently constructing the Downtown San Francisco Ferry Terminal Expansion Project. This project will increase capacity to serve current and future passengers and improve the amenities around the terminal. The two and a half year construction project will take place in the Ferry Building's South Basin and includes building Gates F and G as well as the reconstruction of Gate E. The project is expected to be complete in late 2019.

## WETA GOVERNANCE & STAFF

### WETA Board

As directed by SB 976 as amended by SB 1093, the WETA Board is comprised of five members each with six year terms. Members of the Board are appointed as follows:

- Three members are appointed by the Governor, including the Chair and Vice Chair, subject to confirmation by the Senate.
- One member is appointed by the Senate Committee on Rules.
- One member is appointed by the Speaker of the Assembly.

Each Board member has one vote. The Board holds regular meetings once a month and additional meetings as required. Its meetings are subject to prior public notice and are open to the public in accordance with California state law.

### WETA Staff

WETA staff currently consists of 14 regular employees including the Executive Director. The agency is divided into four departments including Maintenance and Operations; Public Information and Marketing; Planning and Development; and Finance and Administration. WETA's organizational chart is included as Appendix A of this report.

## TRANSIT SERVICES PROVIDED AND AREAS SERVED

As of January 1, 2012, the Blue and Gold Fleet (B&GF) is under contract with WETA to provide operation and maintenance services for the entire WETA system. B&GF is responsible for the daily operation and management of WETA's ferry transit system, which includes vessel operations and basic maintenance, equipment and facilities management, terminal operations, personnel management (with contract employees), communications, dispatching and notification systems, provision of fueling and lubricants, fare collection, and provision of on-board services such as food and beverage services.

From July 1, 2012 until Dec 31, 2016, WETA provided funding to the Solano Transportation Authority (SolTrans) for the Route 200 express bus service from the Vallejo ferry terminal to the Downtown San Francisco ferry terminal to provide on demand back up service in the event demand exceeded vessel capacity or when vessels experienced mechanical breakdowns. In the

fall of 2016, WETA put forth a proposal to the WETA Board of Directors and the public to significantly increase ferry service between Vallejo and San Francisco and eliminate Route 200 express bus service. In response to the public comments and direction from the WETA Board of Directors, as of January 1, 2017 WETA ceased providing funding for Route 200.

San Francisco Bay Ferry currently operates four primary ferry routes from the cities of Alameda, Oakland, San Francisco, South San Francisco and Vallejo.<sup>1</sup>

**Figure 2-1 San Francisco Bay Ferry Routes as of April 2018**



### **Alameda/Oakland Service**

The Alameda/Oakland ferry (AOFS) provides daily service between Alameda, Oakland and downtown San Francisco. In FY 16/17 the AOFS carried 1,183,188 passengers. Limited seasonal service is provided to AT&T Park for selected San Francisco Giants baseball games (weekday night games and weekend day games). Service is also provided between Alameda and Oakland, and between the San Francisco Ferry Building and Pier 41 (Short Hop).

### **Alameda Harbor Bay Service**

The Alameda Harbor Bay ferry (AHBF) provides weekday peak-period service between Harbor Bay Isle and downtown San Francisco. Annual ridership for FY 16/17 was 321,289.

<sup>1</sup> A full description of the schedules and fares for each route can be found at [www.sanfranciscobayferry.com](http://www.sanfranciscobayferry.com).

## **Vallejo Ferry Service**

The Vallejo ferry provides daily service between Vallejo and downtown San Francisco. In FY 16/17 the Vallejo service carried 1,000,773 riders. Limited seasonal service is provided to AT&T Park for select baseball games (weekday night games and weekend day games). In March 2017, WETA initiated a Short Hop service from its new operation and maintenance facility on Mare Island to the Vallejo ferry terminal. The Short Hop service is a 5-minute sailing across the Napa River. The schedule for Mare Island service utilizes previously non-revenue (“deadhead”) trips. On weekdays there are seven departures and arrivals to the Vallejo ferry terminal, and four weekend departures and arrivals to Mare Island.

## **South San Francisco Ferry Service (SSF)**

The South San Francisco ferry service provides weekday peak-period service between Alameda, Oakland, and Oyster Point in South San Francisco. The service started in June 2012. In FY 16/17 the South San Francisco service carried 136,320 riders. Service is also provided between Alameda and Oakland (Short Hop).

## DEFINING WETA'S SERVICE AREA

Given the nature of ferry transit service and the difficulty of defining a service area based on ferry routes that do not traverse through census tracts, it was determined that the preferred way to define the service area for WETA was to utilize passenger survey responses to identify home/origin census tracts. In October 2017, WETA administered an onboard survey to riders asking a series of questions on travel patterns, rider demographics, rider attitudes, and rating of various services. The survey was conducted as a self-administered questionnaire distributed and collected onboard each of WETA's four ferry routes, similar to a previous onboard survey administered by WETA in 2011 and 2014. For each service, the trips selected for surveying were scheduled to achieve a representative cross section of riders during all time periods, including weekday peak, weekday off peak, and weekends. In total, 1,944 surveys were completed and processed.

Using the valid responses from this survey, a service area was defined and demographic data was analyzed by census tract. It should be noted that WETA's service area, and service population, may be different than the last submission of WETA's Title VI plan as a result of the fact that on-board survey responses are used to determine San Francisco Bay Ferry's service area each time the survey is conducted. The specific steps in the methodology are outlined below:

1. Based on survey responses, trip origins by ZIP Code were mapped.
2. Any origin ZIP Code with only one response was not included. Many of these "low-response" ZIP Codes fell outside of what was believed to be a reasonable definition of WETA's service area (i.e. Sacramento or Livermore).
3. ZIP Code geographies were converted into geographies defined by census tracts so that demographic data from the U.S. Census and American Community Survey (ACS) could be utilized. Because the geographies of ZIP Codes and census tracts do not necessarily match, a "best fit" methodology was used to determine which tracts to include.

Key findings from the 2017 on-board survey regarding where San Francisco Bay Ferry passengers originate from, include the following:

- San Francisco terminals primarily serve downtown San Francisco and secondarily serve other parts of San Francisco, Angel Island, Treasure Island, Tiburon, Daly City, and Pacifica.
- Oakland and Alameda terminals primarily serve Oakland, Alameda, Harbor Bay, and Berkeley and secondarily serve other parts of the East Bay, including Concord, Walnut Creek, Dublin, San Ramon, Orinda, and Lafayette.
- Service area of the Harbor Bay terminal primarily includes Harbor Bay, Alameda, San Leandro, and Oakland.
- Vallejo terminal has the largest service area, covering Vallejo, Benicia, Fairfield, Vacaville, other parts of Solano County, Sonoma, and Napa.
- The Vallejo and Oakland/Alameda routes have about 12 percent of visitors. The South San Francisco and Harbor Bay routes, as commute service only routes, have low proportion of visitors, about one percent.

## FLEET INFORMATION

Figure 2-2 provides a summary of the WETA service fleet and the basic characteristics of each vessel by route. WETA provides similar vessels for each route in terms of vessel type and on-board amenities. There are slight differences between the size and speed of the vessels by route, but these differences are predominantly due to the specific service needs of each route. For example, the fastest vessels have been assigned to the Vallejo route because of the greater distance and large span of open water between the Vallejo terminal and San Francisco.

**Figure 2-2 Summary of WETA Service Fleet by Route as of April 2018**

Service	Vessel Name	Year Built	Vessel Type	Passenger Capacity[3]	Speed (Knots)	Restrooms	Snack Bar
Alameda / Oakland	Encinal	1985	Aluminum Catamaran	395	25	3	Yes
	Hydrus	2017		400	27	3	Yes
	Cetus	2017		400	27	3	Yes
Harbor Bay	Bay Breeze	1994		250	24	2	Yes
	Peralta	2001		331	25	3	Yes
South San Francisco	Taurus	2009		225	25	2	Yes
	Pisces	2009		225	25	2	Yes
Vallejo	Intintoli	1997		349	34	3	Yes
	Solano	2004		320	34	4	Yes
	Vallejo	1991		267	34	3	Yes
	Mare Island	1997		330	34	3	Yes
	Gemini	2008	225	25	2	Yes	
Spare Vessels	Scorpio	2009	199	25	2	Yes	

Source: WETA

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**SYSTEM PERFORMANCE**

Figure 2-3 provides an overview of the operating statistics for the different ferry services for the month of March 2018. WETA’s system-wide ridership has grown 26% since 2015.

**Figure 2-3 Summary of Operating Statistics, March 2018**

			Alameda/ Oakland	Harbor Bay	South San Francisco	Vallejo*	Systemwide	
Boardings	vs. last month	Total Passengers March 2018	96,604	30,279	13,172	81,785	221,840	
		Total Passengers February 2018	85,542	25,430	11,670	69,823	192,465	
		Percent change	12.93%	19.07%	12.87%	17.13%	15.26%	
	vs. same month last year	Total Passengers March 2018	96,604	30,279	13,172	81,785	221,840	
		Total Passengers March 2017	87,172	30,773	13,693	81,180	212,818	
		Percent change	10.82%	-1.61%	-3.80%	0.75%	4.24%	
	vs. prior FY to date	Total Passengers Current FY To Date	950,878	248,240	106,658	766,280	2,072,056	
		Total Passengers Last FY To Date	850,211	235,593	99,320	721,308	1,906,432	
		Percent change	11.84%	5.37%	7.39%	6.23%	8.69%	
			Avg Weekday Ridership March 2018	3,667	1,376	599	3,334	8,977
	Ops Stats		Passengers Per Hour	137	184	77	136	135
			Revenue Hours	703	165	171	602	1,641
		Revenue Miles	9,753	3,530	2,717	18,389	34,389	

\* Includes backup bus boardings. March bus ridership totaled 15 for Vallejo.

Source: WETA

## 3 GENERAL REPORTING REQUIREMENTS

Chapter III of FTA Circular 4702.1B describes the general reporting requirements required of WETA and its sub-recipients to ensure that their activities comply with Title VI regulations and/or the DOT Order on Environmental Justice and the DOT Guidance on Limited English Proficiency (LEP). Currently, WETA does not have any sub-recipients. Summaries of these requirements and WETA's efforts in meeting them are outlined below.

### ANNUAL TITLE VI CERTIFICATION AND ASSURANCE

To ensure accordance with 49 CFR Section 21.7, applicants shall submit their annual Title VI assurance as part of their annual Certification and Assurance submission to FTA. Recipients shall collect Title VI assurances from sub-recipients prior to passing through FTA funds.

WETA annually submits its Certifications and Assurances in the Transit Award Management System (TrAMS) within 90 days from the date on which the Certifications and Assurances are printed in the Federal Register. The Executive Director and WETA Legal Counsel individually and electronically certify the Certifications and Assurances using a secret Personal Identification Number (PIN) within TEAM. The WETA Executive Director and Legal Counsel last certified on March 5, 2018 and April 5, 2018, respectively.

### REQUIRED SUBMISSION OF TITLE VI PROGRAM / ADDITIONAL INFORMATION UPON REQUEST

To ensure compliance with 49 CFR Section 21.9(b), FTA requires that all recipients document their compliance by submitting a Title VI Program to FTA's regional civil rights officer once every three years.

WETA submitted its most recent Title VI report to the FTA in May 2015. Since that time, several service changes have occurred, including:

#### 1. Service Enhancements Capacity Shortfalls – Aug 2015

To address the 26% increase in ridership over the last three years, WETA added an additional trip on both the Alameda/Oakland and Vallejo routes during evening peak commute period. The WETA Board of Directors also authorized creating a service plan for the following spring/summer to continue this increase as well as add an additional morning trip to the central bay services. The WETA Board of Directors approved this increase in August 2015.

**2. Vallejo Ferry Service Enhancements and Deletion of Scheduled Route 200 Service - Implemented January 2017**

In October 2016, WETA provided a proposal to the Board of Directors to enhance ferry service in Vallejo, eliminating the need for scheduled Route 200 bus service while also addressing recent strong demand for increased ferry service. Route 200 is funded by WETA and operated by Soltrans. Scheduled Route 200 bus service has historically served two purposes: first, as a means of backup when scheduled ferry departures reach boarding limits or when vessels are experiencing anticipated outages due to maintenance or mechanical issues. Secondly, Route 200 service helped to “fill gaps” in the schedule. Due to WETA increasing ferry service, Route 200 has experienced a long term decline.

WETA followed its Public Comment Policy and provided outreach to Vallejo ferry and bus riders on the proposal through emails and notices on WETA’s passenger notification system, Bay Alerts, along with flyers distributed on boats and buses. The flyers were translated into Spanish and Chinese and were accompanied by a comment card, enabling riders to provide feedback that was then collected by crews. In addition to the direct outreach to riders, the boards for both the Solano Transportation Authority (STA) and SolTrans received informational presentations on the service change proposal. WETA received letters from both agencies in support of the service change proposal.

The proposal to enhance ferry service beginning in January 2017 while deleting scheduled Route 200 bus service was approved by the WETA Board of Directors in November 2016 and the service change was implemented in January 2017. Three new ferry departures from Vallejo and two from San Francisco were implemented to replace high ridership bus departures.

**3. Mare Island Ferry Service and Mare Island Short Hop Fare – Implemented March 2017**

In February 2017, the WETA Board of Directors authorized initiation of service to/from the newly constructed North Bay Maintenance and Operations facility terminal site on Mare Island beginning on March 6, 2017 and approved use of the standard WETA short hop fare of \$1.60 for travel between Mare Island and the Vallejo Terminal.

The Mare Island service consists of a 5 minute ferry trip across the Napa river from WETA’s new maintenance facility to the Vallejo Ferry Terminal. Utilizing previous non-revenue trips to and from the maintenance facility, the schedule consists of seven departures and arrivals to Vallejo each weekday and four weekend departures and arrivals to Mare Island. Flyers alerting passengers to the new short hop service were provided in English, Spanish and Chinese.

**4. New Vessels to Routes – 2017 to Present**

In 2013 WETA started a project to construct four new 400 passenger high speed 27-knot propeller vessels to replace two vessels used in the central bay services (Alameda/Oakland, Harbor Bay & South San Francisco ferry services) and to support the growing demand for WETA services and ensure that there are sufficient vessels to provide needed back-up capacity. WETA accepted delivery of the MV Hydrus and MV Cetus in 2017 and is expecting to receive the MV Argo in late May 2018 and the MV Carina in December 2018. In a separate project, WETA is also constructing 3 additional high-speed vessels to expand the fleet to support new Richmond service in the fall of 2018, and to

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replace the oldest vessel in the Vallejo service that is due for retirement. These vessels will be delivered in late 2018 through 2019.

### **NOTIFYING BENEFICIARIES OF PROTECTION UNDER TITLE VI**

In order to comply with 49 CFR 21.9(d), recipients and sub-recipients shall provide information to beneficiaries regarding their Title VI obligations and appraising beneficiaries of the protections against discrimination afforded to them by Title VI.

WETA has established a statement of rights, per Title VI, for those who are benefiting from services and/or contracts funded with federal assistance. WETA has made that statement of rights available to the public. WETA has also made available to the public:

- A policy statement addressing its commitment to avoid discrimination on the basis of race, color, or national origin
- A description of procedures for how to request more information on the obligations of WETA to fulfill Title VI obligations
- A public notice that informs beneficiaries of their right to file Title VI complaints, and the process for doing so, should they feel that discrimination has occurred
- A statement in traditional Chinese and Spanish that information in these languages are available by calling our administrative office

These notices are posted on all vessels and ferry terminals, as well as posted on the San Francisco Bay Ferry website. Additionally, WETA's Title VI notice, policy statement and complaint form are provided in Traditional Chinese and Spanish languages on San Francisco Bay Ferry's website. Documentation of the statement of rights, WETA's policy statements, and public notification of rights are included in Appendix D.

### **TITLE VI COMPLAINT PROCEDURES**

In order to comply with 49 CFR 21.9(b), recipients and sub-recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public upon request.

WETA has developed procedures for filing, tracking, and investigating Title VI complaints. The procedures are included as Appendix B and D of this document and are provided in English, Spanish and Chinese languages.

### **RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

In order to comply with 49 CFR 21.9(b), recipients and sub-recipients shall prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or sub-recipient that allege discrimination on the basis of race, color, or national origin. WETA received one Title VI complaint in August 2015 as summarized below.

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Ref Number	Date of Incident	Date Complaint Form Received	Complaint Summary	Status	Actions Taken
2015_T61	6/12/2015	8/14/2015	Complaint filed claiming discrimination on the basis of age, race and disability.	Closed	After investigation and review, complaint determined to be without merit.

## PROMOTING INCLUSIVE PUBLIC INVOLVEMENT

In order to comply with 49 CFR 21.5(b)(7) and to engage in community outreach consistent with the DOT Order on Environmental Justice, recipients and sub-recipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach and involvement activities. Per Title VI requirements, an agency's public participation strategy shall offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions.

WETA recognizes that the FTA has given recipients latitude to determine how, when, and how often specific public involvement measures should take place and what measures are most appropriate. WETA strives to fully engage the public in its planning, policy and decision making processes, as well as in its marketing and outreach activities.

### Current Outreach and Public Involvement Activities

WETA conducts outreach and involvement opportunities for the public as new planning efforts are initiated, as new fares are considered, as service changes are considered, and when new services are implemented.

Most of WETA's outreach has been through stakeholder and community meetings, public hearings and Board of Directors meetings. The following section summarizes the key projects and policies that have involved public meetings, hearings and outreach during the period covered by this report, June 2015 through April 2018.

### Special Public Activities, Events, and Outreach Efforts

#### 1. Alameda Access Plan Activities - 2013-Present

Beginning in spring 2013, both Alameda Main Street and Harbor Bay ferry terminals experienced a surge in ridership resulting in near-or over-capacity trips, full parking lots, and limited space for bicycles. WETA developed terminal access studies to identify how riders get to the terminals and potential ways to reduce parking needs and increase other terminal access methods. The studies featured public workshops in March 2014 to allow riders and terminal neighbors alike to provide their own ideas and solicit input and reaction to alternative solutions and analysis.

Since then, WETA staff has been engaged in a three-year effort to improve access to both terminals through a working partnership with both the City of Alameda and AC Transit staff. After considerable public input, the City of Alameda City Council authorized a residential parking permit program for the Harbor Bay Ferry Terminal area in February 2017. City of Alameda staff coordinated with the Harbor Bay Master Homeowner's

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Association to develop a strategy for implementing the residential permit and enforcement program, including outreach to surrounding communities and ferry riders. On June 27, the City began the outreach effort with cooperation from WETA through the Bay Alerts system. The City continued its outreach process through the end of August and began active enforcement in September 2017. To make up for the loss of parking, WETA began working with the City to develop strategies to enhance alternative access to the terminal, and staff executed an agreement with AC Transit to offer a free transfer to ferry riders who take the bus to the ferry. In addition, bike lockers were upgraded and new bike racks were installed.

At the request of the Harbor Bay Homeowner's Association and the City of Alameda, WETA has been considering a parking fee at the Harbor Bay lot. WETA staff has engaged CDM Smith to evaluate potential parking fee programs, not just for Harbor Bay but for the entire WETA system. A program of system-wide parking fee program policy goals was approved by the WETA Board in November 2016 that will be used to guide the development of a specific paid parking program for the Harbor Bay Terminal site. Staff anticipates bringing a recommendation for a parking fee program in early 2018.

In response to public comments at the 2014 public workshops and ridership increases, WETA has been working to increase access to the Main Street terminal. WETA worked with City of Alameda staff beginning in spring 2015 to open the Officer's Club parking lot as an overflow lot for the many riders who had been parking on dirt lots or on the shoulders of Main Street. WETA funded a new crosswalk and minor improvements to the lot, which opened to ferry riders on May 24, 2016. In addition to the parking improvements, 20 bicycle lockers at the Main Street terminal -- funded through a grant from the Bay Area Air Quality Management District -- were installed on February 22, 2016. Staff shifted focus to identify additional access improvement possibilities - such as buses, shuttles, bicycles, and pedestrian improvements - after the parking improvements were underway, and recently met with private companies like Lyft, Chariot and Scoop in an effort to explore alternative options for improving transportation options for ferry riders in Alameda and elsewhere.

### **2. System Expansion Policy – Adopted June 2015**

Recent planning activities have highlighted the need to establish a Board-level set of policies and standards that define WETA expectations for future expansion projects. These activities include the Contra Costa Transportation Authority's Ferry Terminal Financial Feasibility Study and project agreements for the Richmond Ferry service and the Downtown San Francisco Terminal expansion. The policy is intended to be used as a tool for WETA partners, providing a comprehensive definition of WETA service requirements. The System Expansion Policy establishes target levels of performance based on existing WETA service. Minimum levels of performance would need to be achieved within ten year, allowing services to build a ridership market and for transit supportive land use changes to occur.

The WETA Board of Directors adopted the System Expansion Policy at the June 2015 meeting after public discussion.

### **3. System Performance Targets Policy – Adopted June 2015**

Recent ridership growth and upcoming planning and service scheduling activities will benefit from an established Board-level set of policies and standards that define WETA

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service and measures of productivity. As ridership continues to grow and WETA services experience crowding and capacity issues, adjustments or modifications to existing services will occur on a regular basis. The policy is intended to be used as a tool for WETA staff and a consistent set of reporting standards for the WETA Board, WETA partners and riders to gain a better understanding of WETA service performance.

The System Performance Targets Policy establishes minimum, target and maximum levels of performance. It introduces the idea of triggers that will justify new or enhanced service for routes that are experiencing an excess of demand. The proposed policy also establishes minimum levels of performance to not only provide a goal for expansion projects but also a threshold of fiscal sustainability for existing services. The System Performance Targets policy will be a supporting document in the future WETA Strategic Plan and Short Range Transit Plans.

The WETA Board of Directors adopted the System Performance Targets Policy at the June 2015 meeting after public discussion.

### **4. Terminal Access Policy – Adopted June 2015**

Recent planning activities have highlighted the need to establish a Board-level set of policies and standards that define WETA terminal access needs and expectations, not only for future expansion projects but existing terminals. These activities include the Alameda Terminal Access Study and project planning activities for the Richmond Ferry Terminal and the Downtown San Francisco Terminal expansion. The policy is intended to be used as a tool for WETA partners, providing guidance for enhancing access opportunities and building ferry ridership.

WETA partners include not just stakeholders interested in expansion but cities and agencies that have a vested interest in attracting travelers to WETA's existing services. The policy suggests target levels of access for all modes: parking, bicycle facilities, pedestrian network and feeder transit. The Terminal Access Policy is a supporting document in WETA's Strategic Plan and for other planning activities.

The proposed policy includes statements and both quantitative and qualitative measures of terminal access conditions in the immediate vicinity of the ferry terminal. The terminal access guidelines can be applied to new projects or existing terminals. Access guidelines are intended to encourage municipalities to develop transit-supportive infrastructure for bikes, pedestrians and bus/shuttle modes.

The WETA Board of Directors adopted the Terminal Access Policy at the June 2015 meeting after public discussion.

### **5. WETA Strategic Plan – Approved October 2016**

The Draft WETA Strategic Plan, released in January 2016, is the result of a planning process that began in March 2015 with an introductory Board workshop that provided agency and service background information and identified strategic areas for discussion. A second workshop in May 2015 reviewed and validated the Board-adopted Mission and Vision statements and provided an opportunity to consider new WETA policies related to service performance and expansion. Taking input from the Board, WETA staff spent the summer reaching out to stakeholders, sharing draft strategic plan policies and gaining valuable input for the eventual draft plan. Stakeholder outreach included 20+

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stakeholder meetings with the following government agencies, business groups, non-profits, and the press:

- Solano Transportation Authority staff
- Bay Area Council Ferry Committee
- Silicon Valley Leadership Group
- San Mateo Transportation Authority
- MTC staff
- City of Vallejo staff
- City of Richmond Mayor's Roundtable
- East Bay Economic Development Alliance
- Solano Transportation Authority Board
- City of Alameda staff
- AC Transit staff
- West Contra Costa Mayor's
- San Francisco Business Times
- UCSF staff
- Solano Transportation Authority Transit Committee
- San Francisco Transportation Authority staff
- Alameda County Transportation Commission staff
- Bay Area Congestion Management Agencies

The Draft 2016 WETA Strategic Plan was reviewed with the Board of Directors at their January 14, 2016 meeting and then released for public review and input including being posted on WETA's website. The deadline for submission of comments was February 19. In all, 12 comment letters were submitted, either through email, the WETA web site or letter.

In March 2016 the Board of Directors created a working group consisting of staff, and two Board Members to review the draft plan within the context of WETA's mission and vision statements. As a result of the work of this committee, the WETA Board adopted revised Mission and Vision statements at its June 2016 meeting. A revised draft Strategic Plan consistent with the new Mission and Vision statements was released in September and was adopted by the WETA Board in October 2016.

### **6. 2016-2025 Short Range Transit Plan – Adopted March 2016**

Federal transportation statutes require that the Metropolitan Transportation Commission (MTC), in partnership with state and local agencies, develop and periodically update a long-range Regional Transportation Plan (RTP), and a Transportation Improvement Program (TIP) which implements the RTP by programming federal funds to transportation projects contained in the RTP. In order to effectively execute these planning and programming responsibilities, MTC requires that each transit operator in its region which receives federal funding through the TIP, prepare, adopt, and submit a Short Range Transit Plan (SRTP). The SRTP provides an overview of WETA's public transit ferry services and recent system performance, as well as a ten-year projection of transit capital and operating expenses and revenues for FY 2015-16 to FY 2024-25.

In accordance with MTC requirements for SRTP updates, staff prepared a draft 2016 SRTP for FY 2015-16 to FY 2024-25 that was presented to the Board and released for public comment on January 14, 2016. Outreach included notification to ferry riders and interested citizens through WETA's email listserve and the BayAlerts notification system that the draft SRTP was available online for review. Additionally, staff directly emailed over 30 stakeholder organizations that have been engaged with WETA's recent strategic planning process. 27 public comments were submitted by 11 individuals or organizations. The majority of WETA's responses were clarifications concerning the scope, purpose, or requirements of the SRTP

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The WETA Board of Directors approved the 2016 SRTP at the March 2016 meeting.

### **7. Emergency Response Plan – Approved March 2016**

WETA was created by the California Legislature in 2007 by Senate Bill (SB) 976 as amended by SB 1093. California Government Code Section 66540.2 and 66540.5 directs WETA to consolidate and operate public ferry services in the Bay Area, plan new service routes, and authorizes WETA to coordinate ferry transportation response to emergencies or disasters affecting the Bay Area transportation system. In 2015 and 2016 WETA conducted outreach and prepared an Emergency Response Plan which describes the WETA's roles and responsibilities in an emergency. Staff conducted an initial set of stakeholder meetings with USCG Sector San Francisco, California Office of Emergency Services (CalOES), MTC, the San Francisco Department of Emergency Management (DEM) and WETA's contracted operator Blue & Gold Fleet in 2015. Additionally, three plan validation meetings were held in 2016 and attended by over 19 stakeholder agencies.

The Board of Directors approved the WETA Emergency Response Plan in March 2016.

### **8. FFY 2017-2019 Overall DBE goal – Public Participation April 2016, Approved September 2016**

As a recipient of federal transportation funding, WETA is required to have a diversity program for the participation of DBE firms in WETA contracting opportunities. The Department of Transportation requires federal grant recipients to set overall DBE goals on a three-year basis. WETA developed and submitted a new goal for FFY 2017-2019 to the Federal Transit Administration.

U.S. DOT Regulations require that the maximum feasible portion of the overall DBE goal be achieved using race-neutral means such as programs and initiatives that assist small businesses in general and that are not limited to minority or women-owned firms. WETA's efforts in this area are facilitated through active participation in educational and outreach events organized by the San Francisco Bay Area Regional Business Outreach Committee (BOC); a committee comprised of over 20 Bay Area transit and transportation agencies. In April 2016, the BOC sponsored a consultation and public participation meeting with trade, business organizations and DBE firms on the agency's DBE goal setting process for FFY 2017-2019 and upcoming contracting opportunities detailed in the DBE Goal Analysis Report. The public participation meeting consisted of two parts, a meeting focused on consulting with and receiving comments from various trade groups, minority, women's and general contractor groups, community organizations, and other representatives to discuss how to increase availability of disadvantaged, minority and women owned businesses and a second session with owners and representatives of DBE firms.

The WETA Board of Directors approved WETA's FFY 2017-2019 Overall DBE goal in September 2016.

### **9. Central Bay Operations & Maintenance Facility Groundbreaking – Sept 2016**

The Ron Cowan Central Bay Operations & Maintenance facility at Alameda Point will serve as the base for WETA's existing and future central bay ferry fleet. The anticipated opening date will be in the summer of 2018. The facility will provide running maintenance services such as fueling, engine oil changes, concession supply, and light repair work for WETA vessels. The new facility will also serve as WETA's Operations

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Control Center for day-to-day management and oversight of service, crew, and facilities. In the event of a regional emergency, the facility will function as an Emergency Operations Center, serving passengers and sustaining water transit service for emergency response and recovery. On September 15, 2016 a groundbreaking ceremony to commemorate the start of construction was attended by numerous state, regional, local and private-sector supporters of the project as well as the Alameda community at large.

### **10. North Bay Operations & Maintenance Facility Ribbon Cutting Ceremony – October 2016**

WETA constructed a new ferry operations and maintenance facility located on Mare Island in Vallejo. The landside phase included site preparation and construction of a new fuel storage and delivery system along with warehouse and maintenance space. The waterside phase includes a system of modular floats and piers, gangways, and over-the-water utilities. The facility was substantially complete in the fall of 2016. A ribbon-cutting ceremony for the project was held on October 26, 2016 and attended by numerous state, regional, local and private-sector supporters of the project as well as the Vallejo community at large.

### **11. System Wide Parking Fee Program Policy Goals – Approved November 2016**

In November 2016 staff proposed goals for a system-wide parking fee program policy for WETA-controlled facilities. The goals will help shape parking fee programs at individual terminals and provide guidance as staff works with City partners to develop parking and access initiatives at various system terminals. It is expected that a parking fee program will be introduced at the Harbor Bay terminal in the next couple years as a part of a multi-pronged approach developed by the City of Alameda in conjunction with Harbor Bay residents, the Alameda Transportation Commission and WETA to address terminal access issues and concerns.

The proposed goals are based upon WETA existing policy and planning documents such as WETA's Access Policy, the 2016 Strategic Plan and actions taken by the WETA Board. The goals were developed with the understanding that while a parking fee program may be introduced at the Harbor Bay terminal in the near term, the program goals are meant to apply to all existing and future terminals.

The WETA Board of Directors adopted the System Wide Parking Fee Program Policy Goals in November 2016.

### **12. M/V Hydrus Christening – March 2017**

On March 21, 2017, the San Francisco Bay Area Water Emergency Transportation Authority (WETA) christened the Hydrus, the first of seven new vessels to join the San Francisco Bay Ferry fleet over the next three years. The 400-passenger vessel officially entered service in April 2017, serving the Central Bay routes of San Francisco to Alameda, Oakland and Harbor Bay.

This event also marked WETA's sixth anniversary of providing ferry service. Over the past six years, WETA has seen a 74 percent increase in ridership and now carries more than 2.7 million riders a year from nine terminals throughout the San Francisco Bay Area. To address the increased demand for ferry service, WETA is investing \$465 million in assets and infrastructure — including new terminals, maintenance and operations facilities, and vessels — to expand ferry service. New vessel construction is \$175 million of the overall

capital expenditure. This event was attended by numerous state, regional, local and private-sector supporters.

### **13. WETA Local Hazard Mitigation Plan – Adopted May 2017**

WETA prepared a Hazard Mitigation Plan (HMP) in accordance with the Federal Disaster Mitigation Act of 2000, which requires local governments to develop and submit HMPs as a condition of receiving Hazard Mitigation Grant Program and other mitigation project grant funding. This includes pre-disaster mitigation funding and post-disaster mitigation funding for existing WETA facilities. The essential steps of hazard mitigation are to identify and profile hazards that affect the local area surrounding existing facilities, analyze the people and facilities at risk from those hazards, and develop mitigation actions to lessen or reduce the impact of the profiled hazards.

The process includes coordination with stakeholder agencies with jurisdictions that might interface with WETA during a disaster response and public participation. In addition to inviting all the jurisdictions that contain WETA operated facilities to participate on the planning team for the HMP, WETA provided a copy of the final draft HMP to them for review and comment. WETA also provided a copy of the final draft HMP to its contract operator and other transit agencies for review and comment. WETA provided public notification through its website, and Facebook and Twitter accounts. Additionally, WETA conducted a public online survey to solicit their input on the hazards that WETA faces, the safety of WETA ferry operations and the mitigation activities that the riders recommend WETA undertake. The draft HMP was placed on the WETA website for public review and comment. Finally, notification of the draft HMP review and adoption by the WETA Board was advertised.

The WETA Board of Directors approved the Hazard Mitigation Plan in May 2017.

### **14. Proposed Regional Measure 3 Principles and Ferry Investment Program – Adopted June 2017**

Preparations are underway by the California State Legislature and the Metropolitan Transportation Commission (MTC) to bring a new bridge toll funding measure - Regional Measure 3 (RM3) - to Bay Area ballots in June 2018. In anticipation of the new measure, WETA developed a set of investment principles to serve as an input to local, regional, and statewide discussions about the measure. WETA's proposed Regional Measure 3 Investment Principles were developed by staff using the Strategic Plan and Board discussions as a guide. These principles support development of a program of projects that can be delivered within the next 10 years and would offer near-term congestion relief to the Bay Area's congested bridge corridors. The Principles, which were intended to communicate to legislators and other stakeholders the policy basis for the accompanying Ferry Investment Program, include priority to:

1. Enhance Existing Ferry Services
2. Add Key Expansion Terminals
3. Create Fiscal Stability
4. Pursue Implementation-Ready Projects
5. Continued Partner Development

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The WETA Board of Directors approved the Regional Measure 3 Principles and Ferry investment Program at the June 2017 public meeting, which was attended by representatives from 11 stakeholder groups.

### **Ongoing Community Participation/Partnerships**

In addition to the special hearings and events, WETA staff regularly works with a variety of regional and community organizations, and participates on special community advisory committees. Regularly attended regional planning, community, business outreach and emergency response meetings include the following:

- San Francisco County Transportation Authority
- Alameda County Transportation Authority Technical Advisory Working Group
- Metropolitan Transportation Commission Transit Sustainability Project Steering Committee
- Bay Area Partnership Board
- Clipper Executive Board
- Regional Transportation Plan/Sustainable Community Strategy Meetings
- Metropolitan Transportation Commission TransResponse Plan Steering Committee
- City and County of San Francisco Lifelines Council
- Regional Transportation Agency Emergency Coordinator Workshops
- Harbor Safety Committee
- Harbor Safety Committee Ferry Operations Work Group
- Port of San Francisco Maritime Commerce Advisory Committee
- Port of San Francisco Waterborne All-Hazard Response Plan Steering Committee
- Port of San Francisco Northeastern Waterfront Advisory Group (NEWAG)
- Regional Business Outreach Committee Monthly Meetings
- Regional Title VI Working group quarterly meetings
- Bay Conservation & Development Commission (BCDC) and Port of San Francisco Waterfront Planning Working Group
- City of Alameda Disaster Council
- City and County of San Francisco's Emergency Support Function #1 Transportation Working Group
- Metropolitan Transportation Commission's annual Table Top Exercise for emergency response
- Fleet Week Emergency Response Exercise Planning meetings
- San Mateo County Transportation Authority Community Advisory Committee
- TRANSPLAN Eastern Contra Costa County Communities
- West Contra Costa County Transportation Advisory Committee
- SPUR, International Transportation Engineers (ITE), APTA technical tours

## Future Outreach and Public Involvement

WETA's objective is to ensure the various communities served by the ferry operation have sufficient opportunities to provide input in the development and design of future ferry services and stations, changes to existing services, and marketing efforts. Key elements of WETA's ongoing efforts to actively solicit the participation of all community members including minority, low-income and LEP populations include the following:

- WETA regularly conducts outreach efforts related to existing ferry service and proposed plans for ferry service expansion. Meetings are held in locations accessible to transit and at times that are convenient for low-income and minority communities.
- WETA provides notices to riders in English regarding major service changes or decreases in benefits. Additionally consistent with the LEP plan, WETA also provides the following notifications in both Spanish and Chinese:
  - A notice on schedules, brochures and the San Francisco Bay Ferry Website that free telephone translation services are available by calling 415-705-8291.
  - Translated notices of proposed decreases in benefits or services, informational meetings regarding proposed decreases in benefits or services, and public hearings regarding proposed decreases in benefits or services.
  - A statement notifying Spanish and Chinese speakers that free in-person translators are available if requested 5 business days prior to the scheduled meeting or public hearing regarding proposed decreases in benefits or services.

## PROVIDING MEANINGFUL ACCESS TO LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS

Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

Appendix C includes WETA’s 2018 LEP Plan, which provides a detailed analysis of LEP persons within the WETA service area and the agency’s plan to reach these individuals. English proficiency and languages spoken within the WETA service area were evaluated in WETA’s LEP Plan. The results are summarized below.

As defined by Chapter I of the FTA Circular 4702.1B, LEP persons are defined as those that reported to the U.S. Census that they speak English less than “very well,” “not well” or “not at all.” Within the WETA service area, 15.5% of the population speaks English “less than very well,” “not well” or “not at all” (Figure 3-1). The American Community Survey (ACS) categorizes those individuals into one of four major language groups: Spanish, Other Indo-European, Asian and Pacific Islander, and Other. Each of these groups include multiple languages, in fact both the Asian and Pacific Islander and Other Language categories includes over 20 distinct languages and the Other Indo-European category includes over 40 different languages. Identifying specific languages within these four umbrella categories requires further analysis. However, this data is not available from the American Community Survey at the census tract level.

**Figure 3 -1 LEP Persons within WETA Service Area**

Data Category	Number	Percentage
Total Population over 5 years	345,375	100.00%
Total Population Speaking Only English	228,388	66.13%
Total Population Speaking Another Language and Speaking English “Very well”	63,331	18.34%
Population over 5 years Speaking English “well,” “not well,” or “not at all”:	53,656	15.53%
<i>Asian and Pacific Island Languages</i>	32,913	9.53%
<i>Spanish Language</i>	15,058	4.36%
<i>Other Indo-European Languages</i>	3,471	1.00%
<i>Other Languages</i>	2,214	0.64%

Source: American Community Survey, 5 year Estimate – 2016. Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older.

Relying on the ACS data alone does not provide the information to determine which specific languages meet DOT’s Safe Harbor Threshold and require translations of WETA’s vital documents. Federal guidance provides that the greater number or proportion of LEP individuals from a particular language group served or encountered by a recipients program, the more likely language services are needed.

WETA’s LEP monitoring activities clearly indicate the presence of Spanish and Chinese LEP individuals:

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- WETA's Onboard survey reported that of the 6% of WETA riders that speak English less than "very well," 40% speak Spanish, and 15% speak a dialect of Chinese.
- 85% of the LEP persons who seek assistance at the Vallejo Ticket Office speak Spanish and 10% speak a dialect of Chinese.

As evidenced by WETA's LEP monitoring activities, the most predominant languages spoken by LEP individuals accessing WETA's services are Spanish and Chinese. As such, WETA will continue to translate its vital documents into Spanish and Chinese.

WETA's Four Factor Analysis, language implementation plan and language assistance measures are described in greater detail in the revised LEP Plan attached as Appendix C. In addition, WETA's onboard survey, which is translated into Spanish and Chinese, is included in Appendix F.

## MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

Recipients may not, on the grounds of race, color, or national origin, deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program. Recipients that have transit-related, non-elected planning boards, advisory councils or committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those bodies and a description of efforts made to encourage the participation of minorities on such bodies.

WETA does not currently have any standing planning or advisory boards or committees. The WETA Board of Directors serves as the policy board for San Francisco Bay Ferry. Three of the five members of WETA's Board of Director's are appointed by the Governor, one Director is appointed by the Senate Rules Committee, and one Director is appointed by the Assembly Committee on Rules.

## DETERMINATION OF SITE OR LOCATION OF FACILITIES

Per 49 CFR 21.9(b)(3), recipients may not select the site or location of facilities with the purpose or effect of excluding persons from, denying the benefits of, or subjecting them to discrimination on the basis of race, color, or national origin. Per 49 CFR 21, the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin. This requirement does not apply to bus shelters, transit stations, power substations, as these are evaluated during project development and the National Environmental Policy Act (NEPA) process. "Facilities" included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. In order to integrate considerations expressed in the DOT Order on Environmental Justice, recipients and sub-recipients should integrate an environmental justice analysis into their NEPA documentation of construction projects.

WETA does not have any new projects subject to this requirement that were not previously reported in WETA's 2015 Title VI Program.

## 4 PROGRAM SPECIFIC REQUIREMENTS

WETA is a transit provider that operates fewer than 50 fixed route vehicles in peak service and is located in a UZA of 200,000 or more in population. As such, WETA has prepared this Title VI Program consistent with the regulations in FTA Circular 4702.1B, dated October 1, 2012, for transit providers with fewer than 50 fixed route vehicles in peak service.

### REQUIREMENT TO SET SYSTEMWIDE SERVICE STANDARDS AND POLICIES

Chapter IV of the FTA Circular 4702.1B states that in order to comply with 49 CFR Section 21.5(b)(2) and (7), Appendix C to 49 CFR part 21, recipients shall adopt quantitative system-wide service standards necessary to guard against discriminatory service design or operations decisions. Included below are WETA's quantitative performance standards and major service change policy included in the agency's 2016-2025 Short Range Transit Plan (SRTP), which was adopted by the WETA Board in March 2016.

#### Introduction

In August 2008, the WETA Board adopted the following Mission Statement for the organization:

*WETA is a regional agency with responsibility to develop and operate a comprehensive Bay Area regional public water transportation system. WETA shall also provide water transportation services in response to natural or man-made disasters.*

At the same time, the Board approved a Vision for how WETA would pursue its Mission:

*Establish and operate a regional ferry system that connects communities, reduces congestion and provides an emergency response capability.*

Taken together, the Mission and Vision describe and characterize WETA's multiple functional roles in the regional transportation network.

#### System-wide Performance Targets Policy

Transit system performance measures help provide a consistent framework for measuring the efficiency and quality of transit services and also serve as a tool for the effective management and planning of transit services. In June 2015, the WETA Board developed and adopted a policy for managing the ferry system on a regular basis, utilizing a set of performance measures and related standards for WETA services. This policy calls for ferry service to be evaluated against the adopted metrics on a quarterly and annual basis, and for service enhancements to be planned in such a way that performance on existing services is not significantly impaired.

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Each of the performance measures defined in the policy includes a minimum value, target value, and maximum value. Services will be managed towards the target, but it is understood that performance fluctuates over time; the minimum and maximum values define a range of acceptable outcomes to allow for variability around the target. The maximum value is a new concept, essentially representing a trigger that will justify new or enhanced service for routes that are experiencing an excess of demand. While service enhancements such as increased frequency or larger vessels will be popular with riders, they will also reduce the productivity of a service for a period of time as the service attracts new riders. Therefore, after an enhancement in service, it may take some time for a service to return to minimum or target levels of productivity.

The performance targets policy establishes minimum levels of performance to provide a goal for expansion projects and also as a threshold of fiscal sustainability for existing services. In the case where a service drops below the minimum standards for a sustained period of time, WETA shall consider service alterations such as cutting service, redesigning schedules or re-structuring routes. WETA will strive to design any remedial actions to minimize effects on passengers and will hold its mission as an emergency response agency above all whenever it re-designs its services.

### **Performance Measures and Standards**

The performance evaluation measures from the System Performance Targets Policy and the associated minimum, target, and maximum standards for WETA services are summarized in Figure 4-1 and then described in more detail below. The performance measures are intended to evaluate the competitiveness and fiscal sustainability of both existing and new WETA ferry services. The measures are expressed in three ways: minimum, target and maximum (as applicable). Minimum levels are what will be required after the initial 10 years of operation. Target levels are consistent with expected performance of mature services such as Alameda/Oakland, Vallejo, and Harbor Bay. When a particular service achieves maximum levels, this indicates that a service enhancement or increase may be justified. After a service enhancement has been introduced, there will be a four year recovery period, allowing the service to regain minimum and target levels of productivity.

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Figure 4-1 Summary of Performance Measures and Standards

Measure	Standard
Passengers per Revenue Hour (Commute-only services)	Minimum: 100 Target: 150 Maximum: 250
Passengers per Revenue Hour (All-day services)	Minimum: 100 Target: 125 Maximum: 250
Farebox Recovery	Minimum: 40% Target: 50-70% Maximum: 100%
Peak Hour Occupancy	Minimum: 50% Target: 60-75% Maximum: 80%

For future iterations of the SRTP, WETA will fully report on the performance metrics described here. To enable the agency to collect, analyze, and report on its performance more efficiently, WETA is in the process to create a data collection and tracking system that will allow consistent and efficient data reporting across all services. The agency will work closely with its contractor to ensure that their reporting allows performance on these adopted standards to be measured and reported.

***Passengers per Revenue Hour – Commute-only services***

**Measures:** Ratio of total passenger boardings to total revenue service hours

**Standard:** *Minimum: 100*  
*Target: 150*  
*Maximum: 250*

**Discussion:** This measure provides an evaluation of ridership and the efficiency of operating resources. Services that have high two-way ridership along with a short travel time, enabling vessels to offer multiple runs in a given commute period will be strong performers.

***Passengers per Revenue Hour – All-day services***

**Measures:** Ratio of total passenger boardings to total revenue service hours

**Standard:** *Minimum: 100*  
*Target: 125*  
*Maximum: 250*

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**Discussion:** This measure provides an evaluation of ridership and the efficiency of operating resources. All-day services typically operate seven days per week and generally from 6 AM up to 8 PM. Today, only Alameda/Oakland and Vallejo are all day services. The target for Passengers per Revenue Hour is slightly lower, given lower volumes in the midday and off-peak periods.

### *Farebox Recovery*

**Measure:** The ratio of total fare revenue to total operating cost

**Standard:** *Minimum:* 40%

*Target:* 50-70%

*Maximum:* 100%

**Discussion:** The farebox recovery ratio reflects ridership and fare levels operating expense, and financial sustainability. This illustrates service effectiveness, efficiency and productivity. Note that for special event services, WETA's objective is to recover the full incremental cost of this discretionary service through farebox or other special revenues identified for this event.

### *Peak Hour Occupancy*

**Measure:** Ratio of the number of boardings to available vessel capacity, measured for all peak direction departures during the highest ridership hour of a given commute service

**Standard:** *Minimum:* 50%

*Target:* 60-75%

*Maximum:* 80%

**Discussion:** Peak hour occupancy indicates ridership demand and provides guidance for vessel deployment and service planning. High levels of peak hour occupancy indicate the possibility of leave-behinds or standees and would require corrective action.

## MAJOR SERVICE CHANGE POLICY

Federal Transit Administration regulations require that transit operators develop and use a process for soliciting and considering public comments before increasing fares or making significant changes in service.<sup>2</sup> WETA defines a major service change as one that affects 25% or more of the trips within a route that WETA is operating at the time it is considering making the service modifications.

As adopted by the WETA Board of Directors under Resolution 2010-38, WETA will undertake the following actions as part of the process for receiving public comments, ideas and feedback on proposed fare changes and/or major service changes:

- WETA will begin the public notification process for proposed changes 30 days or more before holding a public hearing to consider public comments.
- The public notification process will provide information about the proposed fare increase or service modification in sufficient detail that a member of the general public can readily understand the specifics of the change. This information may be contained in materials that are referenced in the Public Notice as space and the need for clarity and simplicity in communication of information reasonably dictates.
- At a minimum, the Public Notice will clearly explain the manner(s) in which the public can obtain details of the proposed changes, how they can comment on them and the date time and location of the public hearing.
- The Public Notice will be published and posted on the applicable ferry vessels that are used for the affected services, on WETA's website and using other forms of mass media that will provide economical and effective announcements to the public.
- Any comments made before the public hearing will be transmitted to the Board at the official public hearing and will, in all intents and purposes, be considered a part of the official record.

The above policy reflects the agency's commitment to a process that is open, transparent and considerate of public input. It requires that WETA establish procedures that the public can use to provide input other than attending and testifying at a formal public hearing; recognizing the value of personal time as well as the variety of options for receiving input through online or social media accounts. The policy is flexible to allow use of informal public meetings, written comments via email or letter and other ways the public can voice its comments to the Board concerning any proposed fare increase or major service change.

## DISTRIBUTION OF TRANSIT AMENITIES AND VEHICLE ASSIGNMENT POLICIES

The requirement to set system-wide service standards and policies relates to the general prohibition on discrimination on the basis of race, color, or national origin as well as the requirement that no person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service on the basis of race, color, or national origin.

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<sup>2</sup> WETA is aware that it is not required to have a major service change policy. The policy was adopted in 2010 and WETA continues to implement the policy for major service changes.

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**Distribution of Transit Amenities Policy**

When resources allow for improvements at multiple terminal locations, WETA will prioritize resources based on the condition of current amenities and passenger ridership at the proposed terminal locations.

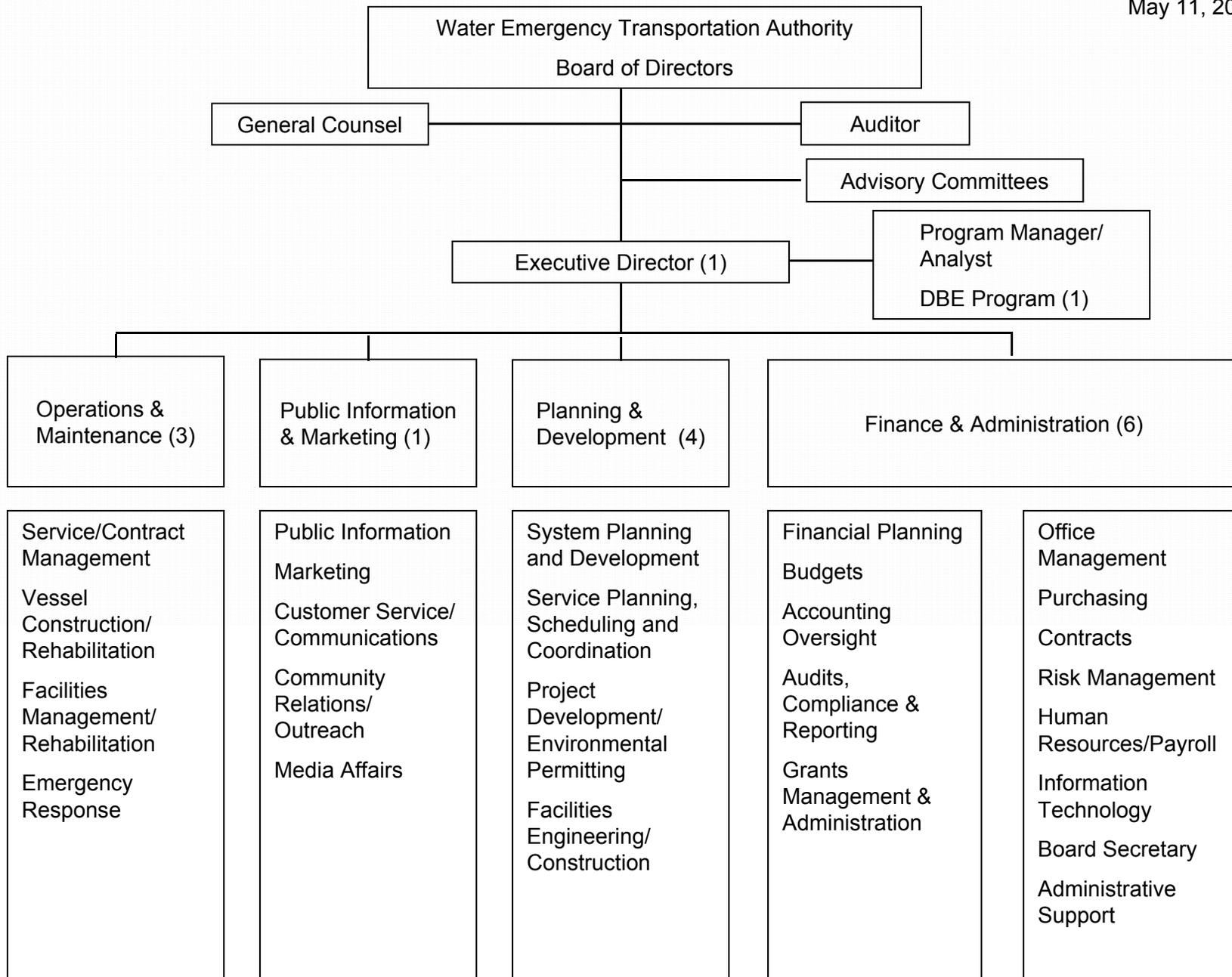
**Vehicle Assignment Policy**

All trips will be assigned vessels with bicycle racks, restrooms, and snack bar service. Vessels will be assigned to routes based on infrastructure and environmental limitations, and vessels of similar age will be assigned to routes in situations where there are no external limiting factors. Limitations include but are not limited to the inability of some vessels to dock at certain terminal facilities, and the need for higher speed vessels to operate on certain routes due to geographic distance. In the event WETA acquires new or refurbishes existing vessels, the vessels will be distributed equitably throughout the system in situations where there are no external limiting factors.

## **APPENDIX A**

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### WETA Organizational Chart



## **APPENDIX B**

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### Procedures for Filing, Tracking, and Investigating Title VI Complaints

# THE SAN FRANCISCO BAY AREA WATER EMERGENCY TRANSPORTATION AUTHORITY TITLE VI COMPLAINT PROCEDURES

## Title VI Policy Statement

The Water Emergency Transportation Authority (WETA) grants all citizens equal access to its transportation services. WETA is committed to a policy of nondiscrimination in the conduct of its business, including its responsibilities under Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d) which provides that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of ferry service.

## Title VI Complaint Procedures

If you believe that you have received discriminatory treatment based on race, color or national origin, you have the right to file a Title VI complaint with WETA. Federal and State laws require complaints to be filed within sixty (60) calendar days of the last alleged incident. You may download a complaint form by clicking here or by visiting [www.sanfranciscobayferry.com](http://www.sanfranciscobayferry.com). You may also call WETA at the number listed below and request that a Title VI Complaint Form be mailed to you or you can submit a written statement that contains all of the information listed below. If you are unable to write a complaint or need assistance submitting a complaint, please call (415) 291-3377 for assistance. Complaints may be mailed, faxed, personally delivered or emailed to:

Title VI Complaints c/o  
**WETA**  
Pier 9, Suite 111, The Embarcadero  
San Francisco, CA 94111  
Phone: (415) 291-3377  
Fax: (415) 291-3388  
Email: [contactus@watertransit.org](mailto:contactus@watertransit.org)

All complaints must include the following information:

1. Complainant's name, address and contact number.
2. The basis of the complaint (e.g. race, color or national origin).
3. The date(s) on which the alleged discriminatory event occurred.
4. The nature of the incident that led the complainant to believe discrimination was a factor.
5. Names, addresses and contact numbers of persons who may have knowledge of the event.
6. Other agencies or courts where complaint may have been filed and a contact name.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights:

**FTA Office of Civil Rights**  
Attention: Title VI Program Coordinator  
East Building, 5th Floor–TCR  
1200 New Jersey Ave. SE  
Washington, DC 20590  
Telephone: 816-329-3770  
[www.fta.dot.gov](http://www.fta.dot.gov)

## **Investigation Procedures**

WETA will review and investigate all Title VI complaints. Reasonable measures will be undertaken to preserve any information that is confidential. The investigation may include a review of all relevant documents, practices and procedures as well as discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation will be conducted and generally completed within sixty (60) days of receipt of a formal complaint. Based upon the information received, an investigation report will be prepared. The complainant will receive a letter stating the final decision by the end of the investigation. In order to be accepted, a complaint must meet the following criteria:

- The complaint must be filed within 60 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
- The allegation(s) must involve a program or activity that receives Federal financial assistance.

A complaint may be recommended for dismissal for the following reasons:

- The complainant requests withdrawal of the complaint.
- The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The complainant cannot be located after reasonable attempts.

If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the United States Department of Transportation, FTA Office of Civil Rights. WETA shall maintain a log of Title VI complaints received which shall include the date the complaint was filed, a summary of the allegations, the status of the complaint and actions taken by WETA in response to the complaint.

## **APPENDIX C**

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### Limited English Proficiency (LEP) Plan

# LIMITED ENGLISH PROFICIENCY PLAN

Developed to comply with 49 CFR 21.5 (b) and the U.S. DOT LEP Guidelines

## I. INTRODUCTION

Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency,” reprinted at 65 FR 50121 (August 16, 2000), requires each federal agency, and the recipients of federal funds, to examine the services it provides, develop and implement a system and take reasonable steps to ensure that persons with Limited English Proficiency (LEP) can meaningfully access the agency’s services. Individuals who have a limited ability to read, write, speak, or understand English are limited English proficient, or LEP.

In accordance with Executive Order 13166, the U.S. Department of Transportation (DOT) published revised LEP guidelines concerning service and policies by recipients of Federal financial assistance in the Federal Register (70 FR 74087) on December 14, 2005. The purpose of the LEP policy guidelines is to clarify the responsibilities of recipients and assist them in fulfilling their responsibilities to LEP persons pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. WETA is committed to complying with the requirements of Title VI, Executive Order 13166, and DOT LEP Implementing Guidance. The intent of this plan is to ensure that LEP persons have meaningful access to information about WETA’s ferry system and routes.

Consistent with the guidance in U.S. DOT Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient (LEP) Persons a Handbook for Public Transportation Providers, WETA conducted an LEP needs assessment based on the four-factor analysis framework:

1. The Number or Proportion of LEP Persons Served or Encountered in the Eligible Service Population
2. The Frequency with Which LEP Individuals Come in Contact With the Program, Activity, or Service
3. The Nature and Importance of the Program, Activity, or Service Provided by the Program
4. The Resources Available to the Recipient and Costs

This plan includes an assessment of the limited English proficiency needs of the populations within WETA’s service area and an explanation of the steps the agency is currently taking to address these needs to ensure meaningful access to WETA’s services by persons with limited English proficiency.

## II. LIMITED ENGLISH PROFICIENCY NEEDS OF WETA’S SERVICE AREA

The four-factor analysis developed by FTA requires that information be included in LEP Plans regarding the number and percentage of LEP persons in WETA’s service area, and the nature, frequency and

importance of contact with LEP persons in providing transit services. Each of these elements is addressed in the following sections.

## 1. The Number or Proportion of LEP Persons Served or Encountered in the Eligible Service Population

WETA's current ferry system consists of four ferry routes: Alameda/Oakland, Harbor Bay, South San Francisco, and Vallejo services. Each is further described below:

- Alameda/Oakland Ferry service (AOFS) provides all day service from the cities of Alameda and Oakland to Downtown San Francisco and Fisherman's Wharf, with seasonal service to AT&T Ballpark. In FY 16/17 the AOFS carried 1,183,188 passengers.
- Harbor Bay Ferry Service provides commute-only service from the Harbor Bay community in Alameda to Downtown San Francisco. Annual ridership for FY 16/17 was 321,289.
- South San Francisco Ferry provides commute only service from Oakland and Alameda to the biotech employment center at Oyster Point in South San Francisco. There is also limited midday service between South San Francisco and San Francisco. This service started on June 4, 2012. In FY 16/17 the South San Francisco service carried 136,320 riders.
- Vallejo Ferry provides all day service from Vallejo to Downtown San Francisco and Fisherman's Wharf with seasonal service to AT&T Ballpark. Annual ridership for FY16/17 was 1,000,773.

Given the nature of ferry transit service and the difficulty of defining a service area based on ferry routes that do not traverse through census tracts, it was determined that the preferred way to define the service area for WETA was to utilize passenger survey responses to identify home/origin census tracts. WETA redefines its service area based on the results of the onboard survey conducted every 3 years. Accordingly, every three years WETA's service area and service population may change.

Demographic data from the American Community Survey (ACS), using 2016 - 5 year estimates, for all of the census tracts within WETA's service area was compiled. Respondents from the ACS were asked to categorize their ability to speak English as either a) "very well," b) "well," c) "not well," d) "not at all." Consistent with FTA Circular 4702.1B, Limited English Proficiency (LEP) is defined as "...persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than "very well," "not well," or "not at all."

The ACS breaks out all languages potentially spoken into the following four major language groups:

1. Spanish
2. Other Indo-European Languages
3. Asian and Pacific Island Languages
4. Other Languages

According to the ACS, the determination of whether to show an individual language or collapse it into an aggregated category depends mostly on the size of the population in the United States speaking that language at home. The ACS collapses smaller languages with other languages in a way that meets a certain population threshold, but still has some utility for translators or researchers. For data at the census tract level, languages other than English are collapsed into four major language groups: Spanish, Other Indo-European languages, Asian and Pacific Island languages, and Other languages. The ACS collapses the following languages into these four umbrella categories.

Table 1: Languages in ACS Major Language Groups

<b>Spanish</b>	
Spanish, Ladino	
<b>Other Indo-European languages</b>	
French (incl. Cajun)	Persian (incl. Farsi, Dari)
Haitian	Gujarati
Italian, Sicilian	Hindi
Portuguese, Kabuverdianu	Urdu
German, Luxembourgish	Punjabi
Yiddish, Pennsylvania Dutch or other West Germanic languages	Bengali
Greek	Nepali, Marathi, Konkani
Russian	Albanian, Lithuanian, Pashto (Pushto), Romanian, Swedish
Polish	Telugu
Bosnian, Croatian, Serbian	Tamil
Bulgarian, Czech, Ukrainian	Malayalam, Kannada, or other Dravidian languages
Armenian	
<b>Asian and Pacific Island languages</b>	
Mandarin Chinese, Min Nan Chinese (incl. Taiwanese), Yue Chinese (Cantonese)	Khmer
Japanese	Thai, Lao, or other Tai-Kadai languages
Korean	Burmese, Karen, Turkish, Uzbek
Hmong	Tagalog (incl. Filipino)
Vietnamese	Cebuano (Bisayan), Hawaiian, Iloko (Ilocano), Indonesian, Samoan
<b>Other Languages</b>	
Navajo	Amharic, Chaldean Neo-Aramaic, Somali, Tigrinya
Apache languages, Cherokee, Lakota, Tohono O'odham, Yupik languages	Akan (incl. Twi), Igbo (Ibo), Wolof, Yoruba
Arabic	Ganda, Kinyarwanda, Lingala, Swahili
Hebrew	Hungarian, Jamaican Creole English, Unspecified

Source: American Community Survey, <https://www.census.gov/topics/population/language-use/about.html>

Utilizing the ACS data Table 2 shows the languages spoken at home for all persons within WETA’s current service area that are five years old and older, with number and percentage of the population.

**Table 2: Individuals Five Years and Older Speaking English “Well,” “Not Well” or “Not at All” for WETA’s Current Service Area**

<b>Data Category</b>	<b>Number</b>	<b>Percentage</b>
Total Population over 5 years	345,375	100.00%
Total Population Speaking Only English	228,388	66.13%
Total Population Speaking Another Language and Speaking English “Very well”	63,331	18.34%
Population over 5 years Speaking English “well,” “not well,” or “not at all”:	53,656	15.53%
<i>Asian and Pacific Island Languages</i>	32,913	9.53%
<i>Spanish Language</i>	15,058	4.36%
<i>Other Indo-European Languages</i>	3,471	1.00%
<i>Other Languages</i>	2,214	0.64%

Source: American Community Survey, 5 year Estimate – 2016. Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older.

A total of 15.53% of the population in WETA’s service area report that they speak English less than “very well.” The language group with the highest number of LEP individuals is Asian and Pacific Islander languages, with 32,913 individuals representing 9.53% of the population of WETA’s current service area. The Asian and Pacific Islander community includes over 45 ethnic groups of varied cultural, social, and economic backgrounds and, as noted in the Table 1, speak more than 20 languages other than English. The second highest language group with 15,058 individuals or 4.36% of WETA’s current service area is Spanish.

Persons who primarily speak Other Indo-European languages and speak English less than very well include of 3,471 individuals or 1.00% of WETA’s current service population. As noted in Table 1, the Other Indo-European language category includes over 40 European and Indic languages. Speakers of Other Languages include 2,214 individuals or 0.64% of the population of WETA’s current service area. Table 1 indicates that over 20 languages are collapsed into the Other Language category.

Due to the fact that the Asian and Pacific Islander, Other Indo-European and Other Language groups include so many different and wholly distinct languages, further research is needed to determine the most common languages spoken by LEP individuals within WETA’s current service area.

## **2. The Frequency with Which LEP Individuals Come in Contact With the Program, Activity, or Service**

As mentioned previously, ferry service does not traverse through census tracts and neighborhoods. As such, depending solely on census demographic data to determine the language needs of current and potential San Francisco Bay Ferry riders is not sufficient to ensure WETA is providing meaningful access to LEP persons. WETA employs several different procedures to monitor the frequency with which LEP individuals come into contact with WETA’s services.

### *On Board Passenger Survey*

As part of WETA’s regular public outreach and service assessment efforts, WETA conducts onboard surveys to solicit input from ferry passengers every 3 years. In fall 2017, WETA administered an onboard survey to riders asking a series of questions on travel patterns, rider demographics, rider attitudes, and rating of various services. The survey was conducted as a self-administered questionnaire distributed and collected onboard each of WETA’s four ferry routes, similar to a previous onboard survey administered by WETA in 2011 and 2014. The surveys were provided in English, Spanish and Chinese. For each service, the trips selected for surveying were scheduled to achieve a representative cross section of riders during all time periods, including weekday peak, weekday off peak, and weekends. In total, 1,944 surveys were completed and processed.

Question #20 of the survey asked respondents how “well” they speak English. Of the 1,944 individuals who responded, approximately 94% (1,819 individuals) indicated that they speak English “very well.” Of the 6% (125 individuals) of WETA riders that speak English less than “very well,” 40% (50 individuals) speak Spanish, 15% (19 individuals) speak a dialect of Chinese. The remaining responses include several other languages spoken as indicated in the table below:

**Table 3: WETA On Board Survey Results**

<b>Respondent speaking English "well," "not well," or "not at all"</b>		
<b>Language</b>	<b>Number</b>	<b>Percentage</b>
Spanish	50	40.00%
Chinese (Cantonese & Mandarin)	19	15.20%
Tagalog	9	7.20%
French	7	5.60%
Filipino	5	4.00%
German	5	4.00%
Hindi	4	3.20%
Japanese	4	3.20%
Russian	4	3.20%
Dutch	3	2.40%
Italian	2	1.60%
Arabic	1	0.80%
Cambodian	1	0.80%
Danish	1	0.80%
Gaelic	1	0.80%
Greek	1	0.80%
Halia	1	0.80%
Hebrew	1	0.80%
Portuguese	1	0.80%
Romanian	1	0.80%
Susu	1	0.80%
Swedish	1	0.80%
Turkish	1	0.80%
Vietnamese	1	0.80%

These results demonstrate that the predominant languages spoken by LEP persons accessing WETA’s services speak Spanish and dialects of Chinese.

### *Customer Service Line/Administrative Office*

WETA monitors the frequency with which LEP individuals come into contact with WETA's services. WETA's contracted operator and WETA administrative staff are trained to use the AT&T Language Line Telephone service which provides access to translators in over 170 different languages. WETA's contracted operator answers the customer service line and has a staff person that speaks Spanish. Since the last submission, no phone calls have been received on WETA's customer service line that have required the use of the telephone translation service (a language other than Spanish). WETA also monitors LEP contact with WETA's administrative offices. WETA received a phone call from a Spanish speaking individual on September 13, 2017. WETA's administrative staff was able to assist the customer with schedule information.

### *Vallejo Ticket Office*

WETA periodically monitors the number of LEP persons that seek assistance at the Vallejo Ticket Office. Over the last 3 years, 85% of the LEP persons documented who requested assistance at the Vallejo Ticket Office spoke Spanish, 10% spoke a dialect of Chinese and the remaining 5% spoke Japanese (1.2%), Sign-Language (1.2%), Italian (1.2%) and Portuguese (1.2%). Many of the ticket sellers at the Vallejo Ticket Office speak Spanish and are able to assist Spanish speaking customers. Additionally, all ticket sellers have been trained to use the AT&T Language Line Telephone service which provides access to translators in over 170 different languages.

### *Website Analytics*

The final monitoring activity that WETA conducts is looking at its website analytics to see the language browser settings of its website users. Below are the top 5 language browser settings of San Francisco Bay Ferry website users during the period June 2015 –March 2018:

1. English - 96.96%
2. Spanish - 0.68%
3. German - 0.49%
4. French - 0.34%
5. Chinese - 0.26%

The remaining 1.27% consisted of 14 different languages. This data is not necessarily relied upon, however, it is collected and therefore reported.

## **6. The Nature and Importance of the Program, Activity, or Service Provided by the Program**

WETA provides point-to-point ferry service to San Francisco from four terminal sites in Alameda and Solano Counties, and one ferry service from Alameda County to San Mateo County. WETA provides approximately 7,500 passenger trips per weekday and provided 2,641,570 trips in FY 16/17. These services provide a transportation alternative to private automobile, BART regional rail and AC Transit inter-county bus services in the congested Bay Bridge corridor. The services are predominantly structured and utilized to provide peak-period transportation for work trips into San Francisco and San Mateo County. However, both the Alameda/Oakland and Vallejo services offer mid-day and weekend trips to provide transportation for off-peak travel. In the event that BART or Bay Bridge travel is disrupted, these ferry services provide a back-up system of travel in this corridor.

## 7. The Resources Available to the Recipient and Costs

WETA's approach to providing LEP access is to identify and assess the need and then consider how best to provide beneficial and effective services to meet the needs of the LEP populations in our service area within the financial and personnel resources available to the agency. The following resources are available to WETA:

- AT&T telephone translation services (170 languages)
- On-call document translation services
- Access to in-person translators
- Spanish speaking ticket sellers and customer service agents

The DOT Safe Harbor Provision stipulates that "...if a recipient provides written translations of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations."

The ACS data reports 15,058 Spanish speaking LEP individuals in WETA's service area and therefore clearly indicates that there is a need for WETA to provide information in Spanish. Unfortunately the ACS data at the census tract level is only available in the four major language groups: Spanish, Asian and Pacific Islander, Other Indo-European, and Other Languages. Each of these categories includes over 20 distinct languages. Relying on the ACS data alone is not sufficient to determine which languages meet DOT's Safe Harbor Threshold and require translations of WETA's vital documents.

Federal guidance provides that the greater number or proportion of LEP individuals from a particular language group served or encountered by a recipient's program, the more likely language services are needed. As evidenced by WETA's LEP monitoring activities, the most predominant languages spoken by LEP individuals accessing WETA's services are Spanish and Chinese.

WETA's LEP monitoring activities clearly indicate the presence of Spanish and Chinese LEP individuals:

- WETA's 2017 onboard survey reported that of the 6% of WETA riders that speak English less than "very well," 40% speak Spanish, and 15% speak a dialect of Chinese.
- 85% of the LEP persons who seek assistance at the Vallejo Ticket Office speak Spanish and 10% speak a dialect of Chinese.
- WETA received 1 phone call from an LEP individual. That individual spoke Spanish.

As such, WETA will continue to translate its vital documents into Spanish and Chinese.

### *Translation of Vital Documents*

Consistent with the definition of vital documents in FTA Circular 4702.1B, WETA considers the following as vital documents: consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses or decreases in benefits or services; and notices advising LEP individuals of free language translation services.

WETA provides written translations of vital documents in Spanish and Chinese, including a statement on the Title VI Notice to the public in Spanish and Chinese that information in that language is available, written translations of the Title VI complaint form and instructions which are posted on San Francisco Bay Ferry's website, notifications regarding decreases in benefits or services, and a notice in Spanish and Chinese on WETA's website and brochures that free language translation services are available. Additionally, on any public notice regarding official public hearings or meetings/workshops related to a proposed decrease in benefits, WETA includes a statement notifying Spanish and Chinese LEP individuals

that free in person language translations services are available if requested 5 business days prior to the meeting.

Additional language assistance measures and monitoring activities specific to Chinese and Spanish LEP individuals have been included in WETA's LEP plan below. WETA will continue to collect information and conduct outreach efforts related to LEP persons in our service area through the following activities and services, which are further outlined in our LEP Plan below:

- Continue to conduct regular on-board passenger surveys and provide surveys in Spanish and Chinese
- Continued provision of telephone translation services with interpreters capable of translating over 170 languages
- Access to Chinese and Spanish document translation and in-person translator services
- Including a notice translated into Chinese and Spanish on the WETA and San Francisco Bay Ferry websites as well as on routes brochures that notifies passengers that free telephone translation services can be provided by calling the customer service line
- Continued monitoring of the frequency with which LEP individuals contact WETA's contracted service provider or WETA's administrative office

In addition to Chinese and Spanish translations of WETA's vital documents, most of WETA's vital information is also available on the 511.org website which is capable of translating website content into 90 different languages. The Metropolitan Transportation Commission (MTC) manages the 511.org website which is known as the official clearinghouse of transit information for the nine county Bay Area region and provides transit information, a personalized trip planner on the web and mobile phones, and links callers with customer service centers at each Bay Area transit agency. Information on WETA's San Francisco Bay Ferry services (route maps, fares, schedules, service alerts and notices) are available on 511.org. Over the last several years, MTC has conducted such effective public outreach campaigns about 511.org that within the San Francisco Bay region this is the most widely known source of transit information and would likely be one of the places where potential passengers would go to find out more information on WETA's San Francisco Bay Ferry services.

Finally, WETA has been working on changes to its website over the last several years including improved accessibility, responsive design, installing a language translator, and restructuring how public notices are displayed on WETA's website. These changes will provide the ability for customers to translate into dozens of different languages as well as for WETA staff to track the number of times people access written translations of public notices.

Through this additional work and services, WETA will continue to monitor and assess the LEP needs in our service area to ensure that the mix of language assistance measures available will provide the most needed assistance to the greatest number of LEP persons within WETA's available resources.

### **III. LIMITED ENGLISH PROFICIENCY (LEP) PLAN**

In consideration of the four-factor analysis above as well as the resources available to the agency and the cost involved, WETA proposes the following plan for implementation.

#### *How WETA and Staff May Identify a Person Who Needs Language Assistance*

WETA monitors and assesses the number of LEP individuals, and the language spoken, who contact either WETA's administrative offices or WETA's contracted ferry operator for information on ferry service. WETA monitors the frequency with which LEP individuals come into contact with WETA's services in the following ways:

- WETA has language identification cards available at our administrative offices and at the Vallejo Ticket Office to assist in the identification of a language spoken by a LEP visitor. Staff can then use the AT&T's language line telephone translation services. AT&T language translation services have interpreters available in over 170 languages.
- WETA's contracted operator documents how many times individuals with limited English proficiency contact the customer service line as well as visit the Vallejo Ticket Office and what information they are trying to access.
- WETA documents how many times individuals with limited English proficiency contact WETA's administrative offices, and what information they are trying to access.
- Conduct and analyze surveys of WETA's passengers every 3 years to assess whether any further language assistance measures are needed to provide meaningful access to WETA's services.
- WETA has trained its Captains and Deckhands on board the vessel to use language identification cards and direct passengers to use the free telephone translation services provided by WETA.
- Review census updates as they become available to monitor whether population changes in WETA's service area have resulted in a change of the number, type or concentration of LEP individuals

#### Language Assistance Measures

WETA will consider the following means to respond to LEP needs:

- Provide telephone translation services through AT&T Language Line telephone services, which are capable of interpreting and translating over 170 languages. This can be used for in-person or telephone conversations with an LEP person.
- Provide written translations of WETA's vital documents in Traditional Chinese and Spanish. WETA considers the following as vital documents: consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses or decreases in benefits or services; and notices advising LEP individuals of free language translation services.
- On notices notifying the public of a meeting proposing a loss or decrease in benefits or services, provide a statement in Spanish and Chinese advising that free in-person translators are available if requested 5 business days prior to the public hearing or public meeting.
- Post a notice in Chinese and Spanish on WETA's San Francisco Bay Ferry website, and printed on route brochures informing the public that telephone language translation services are available by phone.
- Continue to update information and service alerts on 511.org to ensure most current information is available on this website which provides website content translated into 90 different languages.
- Identify other community resources such as agencies serving LEP persons which may have resources to share.
- Post the WETA Title VI Policy and LEP Plan on San Francisco Bay Ferry's website at [www.sanfranciscobayferry.com](http://www.sanfranciscobayferry.com).
- Conduct periodic assessments of the LEP plan and policies as needed.

### Staff Training

The following training has been provided to all WETA staff, as well as the customer service representatives of WETA's contracted ferry operator:

- Information on the WETA Title VI Procedures and LEP responsibilities
- Description of language assistance services offered to the public
- How to document language assistance requests
- Use of AT&T Language Line telephone translation services and document translation services
- What constitutes a Title VI/LEP violation and how to handle and process a potential Title VI/LEP complaint

### Outreach Efforts

As the need arises, WETA will consider the following outreach activities:

- Identify agencies in each of WETA's service areas that may serve LEP populations
- Provide information on WETA's services to agencies that serve LEP populations
- Provide opportunities for LEP participation at public meetings, through advertising and conduct of meetings, as appropriate

### Monitoring and Updating the LEP Plan

WETA will update the LEP plan as required by U.S. DOT. Additionally, WETA will monitor the presence of LEP populations through the abovementioned language identification and assistance measures and will update this plan should it become clear that concentrations of LEP individuals, beyond Spanish and Chinese LEP individuals, are present in WETA's service area.

Future updates to this plan will include the following:

- The number or percentage of documented LEP individuals encountered annually
- How the needs of LEP individuals have been addressed
- Determine the current LEP population in WETA's service area
- Determine whether the need for translation services has changed
- Determine whether WETA's financial resources are sufficient to fund language assistance resources needed
- Determine whether complaints have been received concerning WETA's failure to meet the needs of LEP individuals
- Determine whether WETA has fully complied with the goals and guidance of this LEP plan

Dissemination of the WETA LEP Plan

A link to the WETA LEP Plan and the Title VI Procedures is included on WETA's website at [www.sanfranciscobayferry.com](http://www.sanfranciscobayferry.com). Any person or agency with internet access will be able to access and download the plan. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail or in person, and shall be provided a copy of the plan at no cost.

Questions or comments regarding this LEP Plan may be submitted to the Water Emergency Transportation Authority, Program Manager / Analyst:

Water Emergency Transportation Authority  
Pier 9, Suite, 111, The Embarcadero  
San Francisco, CA 94111  
Phone: 415-364-3188  
Fax: 415-291-3388  
Email: [gularte@watertransit.org](mailto:gularte@watertransit.org)

## **APPENDIX D**

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Title VI Policy Statement, Information  
Request Procedures, and Complaint Filing  
Notice

**THE SAN FRANCISCO BAY AREA  
WATER EMERGENCY TRANSPORTATION AUTHORITY**

**TITLE VI COMPLAINT PROCEDURES**

**Title VI Policy Statement**

The Water Emergency Transportation Authority (WETA) grants all citizens equal access to its transportation services. WETA is committed to a policy of nondiscrimination in the conduct of its business, including its responsibilities under Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d) which provides that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of ferry service.

**Title VI Complaint Procedures**

If you believe that you have received discriminatory treatment based on race, color or national origin, you have the right to file a Title VI complaint with WETA. Federal and State laws require complaints to be filed within sixty (60) calendar days of the last alleged incident. You may download a [complaint form by clicking here](#) or by visiting [www.sanfranciscobayferry.com](http://www.sanfranciscobayferry.com). You may also call WETA at the number listed below and request that a Title VI Complaint Form be mailed to you or you can submit a written statement that contains all of the information listed below. If you are unable to write a complaint or need assistance submitting a complaint, please call (415) 291-3377 for assistance. Complaints may be mailed, faxed, personally delivered or emailed to:

Title VI Complaints c/o  
**WETA**  
Pier 9, Suite 111, The Embarcadero  
San Francisco, CA 94111  
Phone: (415) 291-3377  
Fax: (415) 291-3388  
Email: [contactus@watertransit.org](mailto:contactus@watertransit.org)

All complaints must include the following information:

1. Complainant's name, address and contact number.
2. The basis of the complaint (e.g. race, color or national origin).
3. The date(s) on which the alleged discriminatory event occurred.
4. The nature of the incident that led the complainant to believe discrimination was a factor.
5. Names, addresses and contact numbers of persons who may have knowledge of the event.
6. Other agencies or courts where complaint may have been filed and a contact name.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights:

FTA Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor–TCR  
1200 New Jersey Ave. SE  
Washington, DC 20590  
Telephone: 816-329-3770  
[www.fta.dot.gov](http://www.fta.dot.gov)

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# 三藩市灣區 水上應急交通局

## 第六篇投訴程序

### 第六篇政策陳述

水上應急交通局（WETA）給予所有公民享用其交通服務的平等權利。WETA 致力在營業活動中奉行不歧視政策，包括本局在 1964 年《民權法案》第六篇（《美國法典》第 42 章 2000d 條）之下的責任；該政策規定，不得以種族、膚色或民族出身為由，禁止任何人參加其輪渡服務計畫或是拒絕給予該計畫的利益或進行歧視。

### 第六篇投訴程序

如果您認為自己因為種族、膚色或民族出身而受到歧視，您有權向 WETA 提起第六篇投訴。聯邦和州法律規定在上次指控事件起六十（60）天內提起投訴。您可以[點選此處投訴表](#)或是瀏覽 [www.sanfranciscobayferry.com](http://www.sanfranciscobayferry.com) 下載。您也可以撥打下列號碼致電 WETA 要求郵寄第六篇投訴表，或是提交包含以下全部資訊的書面陳述。如果您不能撰寫投訴書或是需要協助提交投訴書，請致電 (415) 291-3377 尋求協助。投訴書可以郵寄、傳真、專人交付或以電子郵件寄至：

Title VI Complaints c/o  
**WETA**  
Pier 9, Suite 111, The Embarcadero  
San Francisco, CA 94111  
電話：(415) 291-3377  
傳真：(415) 291-3388  
電子郵件：[contactus@watertransit.org](mailto:contactus@watertransit.org)

所有投訴必須包括以下資訊：

1. 投訴人姓名、地址和聯繫電話。
2. 投訴依據（例如種族、膚色或民族出身）。
3. 指控的歧視事件發生日期。
4. 致使投訴人認為歧視是因素之一的事件性質。
5. 可能瞭解事件者的姓名、地址和聯繫電話。
6. 投訴人已提起投訴的其他機構或法院及聯絡人姓名。

也可向聯邦公共交通管理局民權辦公室提起投訴：

FTA Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor–TCR  
1200 New Jersey Ave. SE

Washington, DC 20590  
電話：816-329-3770  
[www.fta.dot.gov](http://www.fta.dot.gov)

**調查程序：**

WETA 將審查和調查所有的第六篇投訴。將採取合理措施保護機密資訊。調查可能包括審查所有的相關文件、行為和程序以及與所有受影響人士討論投訴事宜，以確定問題的性質。調查一般在收到正式投訴起六十（60）天內完成。

將根據收到的資訊，擬定調查報告。調查結束後，投訴人將收到說明最終決定的信件。

欲得到受理，投訴書必須符合以下標準：

- a. 投訴必須在指控的事件發生或是投訴人知曉指控的歧視時起 60 天內提起。
- b. 指控必須涉及接受聯邦財政協助的計畫或活動。

以下理由可能會建議駁回投訴：

- a. 投訴人請求撤回投訴。
- b. 對於提供處理投訴所需額外資訊的一再請求，投訴人沒有回應。
- c. 經合理嘗試後無法找到投訴人。

如果未認定違法而投訴人希望就該決定提起上訴，可以直接向美國交通部 FTA 民權辦公室上訴。

WETA 需要保存收到的第六篇投訴日誌，其中包括提起投訴日期、指控概要、投訴狀態及 WETA 針對投訴採取的行動。





# AUTORIDAD DE TRANSPORTE DE EMERGENCIA DEL AGUA DEL ÁREA DE LA BAHÍA DE SAN FRANCISCO

## PROCEDIMIENTOS DE QUEJA CONFORME AL TÍTULO VI

### **Declaración de políticas conforme al Título VI**

La Autoridad de Transporte de Emergencia del Agua (WETA) otorga a todos los ciudadanos la igualdad de acceso a sus servicios de transporte. WETA está comprometido con una política de no discriminación en el ejercicio de su actividad, incluidas sus responsabilidades en virtud del Título VI la Ley de 1964 de los Derechos Civiles (42 U.S.C § 2000 d), el cual establece que ninguna persona podrá, por motivos de raza, color u origen nacional, ser excluida de participar en, ser negado los beneficios de, o ser objeto de discriminación en su programa de servicio de ferry.

### **Procedimientos de Queja Conforme al Título VI**

Si usted cree haber recibido trato discriminatorio por causa de su raza, color o país de origen, tiene el derecho de presentar una queja conforme al Título VI con WETA. Las leyes federales y estatales requieren que las quejas se presenten dentro de los sesenta (60) días calendario a partir del último presunto incidente. Usted puede descargar un [formulario de reclamación haciendo clic aquí](#) o visitando [www.sanfranciscobayferry.com](http://www.sanfranciscobayferry.com). También puede llamar a WETA al número que aparece a continuación y solicitar que se le envíe por correo un formulario de queja conforme al Título VI o bien usted puede presentar una declaración por escrito que contiene toda la información que se menciona a continuación. Si usted no puede escribir una queja o necesita ayuda para presentar una queja, por favor llame al (415) 291-3377 para obtener ayuda. Las quejas pueden ser enviadas por correo, fax, o correo electrónico o entregadas en persona a:

Title VI Complaints c/o  
**WETA**  
Pier 9, Suite 111, The Embarcadero  
San Francisco, CA 94111  
Phone: (415) 291-3377  
Fax: (415) 291-3388  
Email: [contactus@watertransit.org](mailto:contactus@watertransit.org)

Todas las quejas deben incluir la siguiente información:

1. Nombre, domicilio y número de contacto del quejoso.
2. La razón de la queja (por ej., raza, color, origen nacional).
3. La(s) fecha(s) en las cuales ocurrió el presunto incidente discriminatorio.
4. La naturaleza del incidente que llevó al quejoso a creer que la discriminación fue un factor.
5. Nombre, domicilio y números de contacto de las personas que puedan tener conocimiento del suceso.
6. Otras agencias o tribunales donde la queja haya sido presentada y un nombre de contacto.

Las quejas también se pueden presentar en la Oficina de los Derechos Civiles de la Administración Federal de Transporte:

FTA Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor–TCR  
1200 New Jersey Ave. SE  
Washington, DC 20590  
Telephone: 816-329-3770  
[www.fta.dot.gov](http://www.fta.dot.gov)

**Procedimientos de investigación:**

WETA revisará e investigará todas las quejas conforme al Título VI. Se llevarán a cabo medidas razonables para proteger cualquier información que sea confidencial. La investigación puede incluir una revisión de todos los documentos, prácticas y procedimientos pertinentes, así como discusiones de la queja con todas las partes afectadas para determinar la naturaleza del problema. La investigación será realizada y normalmente será finalizada en un plazo no mayor a sesenta (60) días desde la recepción de la queja formal.

En base a la información recibida, se preparará un informe de la investigación. El quejoso recibirá una carta que establece la decisión final para finales de la investigación.

Para ser aceptada, una queja debe reunir los siguientes criterios:

- a. La queja debe ser presentada dentro de los 60 días calendario siguientes a la ocurrencia del presunto incidente o cuando se enteró el quejoso de la presunta discriminación.
- b. Las alegaciones deben incluir un programa o actividad que recibe ayuda financiera federal.

Una queja puede ser recomendada para desestimación por las siguientes razones:

- a. El quejoso solicita la retirada de la queja.
- b. El quejoso omite responder a las reiteradas solicitudes de información adicional necesaria para tramitar la queja.
- c. El quejoso no puede ser localizado tras de varios intentos razonables.

Si no se encuentra ninguna violación y el quejoso desea apelar la decisión, él o ella puede apelar directamente al Departamento de Transporte de EE.UU., Oficina de Derechos Civiles de la FTA.

WETA deberá mantener un registro de las quejas conforme al Título VI recibidas, el cual incluirá la fecha de presentación de la queja, un resumen de los alegatos, el estado actual de la queja y las medidas tomadas por WETA, en respuesta a la queja.

## Formulario de Queja Conforme al Título VI Autoridad de Transporte de Emergencia del Agua

La Autoridad de Transporte de Emergencia del Agua del Área de la Bahía de San Francisco (WETA) tiene el compromiso de asegurarse de que ninguna persona sea excluida de participar o que se le nieguen los beneficios de sus servicios con base a raza, color u origen nacional, , conforme se establece en el Título VI de la Ley de Derechos Civiles de 1964 y sus enmiendas. Las quejas conforme al Título VI deben presentarse dentro de los sesenta (60) días calendario a partir de la fecha de la presunta discriminación.

La siguiente información es necesaria para ayudarnos con el procesamiento de su queja. Si usted necesita ayuda para llenar este formulario, por favor póngase en contacto con el Coordinador del Título VI, llamando al (415) 291-3377. El formulario lleno debe ser devuelto a WETA Title VI Coordinator, Pier 9, Suite 111, The Embarcadero, San Francisco CA 94111.

Su nombre:	Tel:
Calle del domicilio:	Teléfono alternativo:
	Ciudad, estado, código postal:
Persona(s) contra quien se cometió discriminación (diferente(s) del quejoso)  Nombre(s):  Calle del domicilio, ciudad, estado, código postal:	

¿Cuál de las siguientes describe mejor la razón de la presunta discriminación?

Raza \_\_\_\_\_

Color \_\_\_\_\_

Origen nacional (dominio limitado del inglés)

Fecha del incidente: \_\_\_\_\_

Por favor describa el incidente de la presunta discriminación. Escriba el nombre y puesto de todos los empleados involucrados, si están disponibles. Por favor, explique qué pasó y quién cree usted que haya sido responsable. Utilice la siguiente página, o la parte de atrás de este formulario, si se necesita espacio adicional.

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# KNOW YOUR RIGHTS

The Water Emergency Transportation Authority (WETA) operates its services and programs without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. WETA is committed to practicing non-discrimination. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with WETA.

For more information on WETA's civil rights program and the procedures to file a complaint, call 415-291-3377; email [contactus@watertransit.org](mailto:contactus@watertransit.org); visit [www.sanfranciscobayferry.com](http://www.sanfranciscobayferry.com) or our administrative offices at Pier 9, Suite 111, The Embarcadero, San Francisco, CA 94111.

如果需要其他語言的資訊，請致電 415-291-3377

Si se necesita información en otro idioma comuníquese al 415-291-3377



**San Francisco Bay Ferry**  
A SERVICE OF WETA

## **APPENDIX E**

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### Sample Public Notices



## Enhanced Vallejo Ferry Weekday Schedule In Effect Beginning January 2, 2017

### Route 200 Bus to Be Discontinued

Beginning January 2, the San Francisco Bay Ferry will introduce a new weekday schedule that increases the number of ferry departures and permanently discontinues all Route 200 bus service.

Weekday ferry service additions consist of **four new departures from Vallejo** and **three new departures from San Francisco**. In addition, the existing 8:00 AM weekday Vallejo departure will be discontinued.

The weekday ferry schedule in effect beginning January 2 is below. New departures are highlighted in red and deleted departures are struck through. There are no changes to the current weekend ferry schedule.

### Vallejo Weekday Schedule, January 2 through February 24, 2017

To San Francisco		
<i>Depart Vallejo</i>	<i>Arrive Ferry Bldg</i>	<i>Arrive Pier 41</i>
5:30 AM	6:30 AM	-----
6:00	7:10	-----
6:30	7:30	-----
7:00	8:00	-----
7:45	8:45	-----
<del>8:00</del>	<del>9:10</del>	-----
8:30	9:40	-----
10:00	11:00 AM	11:20 AM
12:00 PM	1:10 PM	-----
2:00	3:20	3:00
3:00	4:10	-----
4:00	5:00	-----
4:45	5:45	-----
5:45	7:05	6:45
6:45	7:55	-----

To Vallejo		
<i>Depart Ferry Bldg</i>	<i>Depart Pier 41</i>	<i>Arrive Vallejo</i>
6:35 AM	-----	7:35 AM
7:15	-----	8:25
8:15	-----	9:15 AM
9:00	-----	10:00
11:10 AM	11:30 AM	12:30 PM
2:30 PM	-----	3:40
3:30	3:10	4:30
4:30	-----	5:30
5:15	-----	6:15
5:30	-----	6:40
6:00	-----	7:00
7:15	6:55	8:15
8:15	-----	9:25

All scheduled Route 200 bus service on both weekdays and weekends will be discontinued. Bus service through Soltrans Route 80 will still be available providing a connection to BART's El Cerrito Del Norte station.

如需中文資訊，請訪問 [bit.ly/VallEnh](http://bit.ly/VallEnh) 獲得該通知的副本。

Si necesita información en español por favor visite [bit.ly/VallEnh](http://bit.ly/VallEnh) para obtener una copia de este aviso.



## Mejoras al horario de días laborables del Vallejo Ferry Vigente a partir del 2 de julio de 2017

Se suspenderá el servicio del autobús de la Ruta 200

A partir del 2 de enero, San Francisco Bay Ferry introducirá un nuevo horario en días laborables que incrementa el número de salidas del ferry y suspende permanentemente todo el servicio de autobús de la Ruta 200.

Las adiciones de servicio del ferry en días laborables consisten en cuatro nuevas salidas desde Vallejo y tres nuevas salidas desde San Francisco. Además, se suspenderá la salida existente desde Vallejo de las 8:00 a.m. en días laborables.

El horario en días laborables del ferry, vigente a partir del 2 de enero, se encuentra abajo. Las nuevas salidas están resaltadas en rojo y las salidas eliminadas están tachadas. No hay cambios en el horario actual de fin de semana del ferry.

### Horario en días laborables de Vallejo, del 2 de enero al 24 de febrero de 2017

<b>A San Francisco</b>		
<i>Sale de Vallejo</i>	<i>Llega al Ferry Bldg</i>	<i>Llega a Pier 41</i>
5:30 AM	6:30 AM	-----
6:00	7:10	-----
6:30	7:30	-----
7:00	8:00	-----
7:45	8:45	-----
<del>8:00</del>	<del>9:10</del>	-----
8:30	9:40	-----
10:00	11:00 AM	11:20 AM
12:00 PM	1:10 PM	-----
2:00	3:20	3:00
3:00	4:10	-----
4:00	5:00	-----
4:45	5:45	-----
5:45	7:05	6:45
6:45	7:55	-----

<b>A Vallejo</b>		
<i>Sale del Ferry Bldg</i>	<i>Sale de Pier 41</i>	<i>Llega a Vallejo</i>
6:35 AM	-----	7:35 AM
7:15	-----	8:25
8:15	-----	9:15 AM
9:00	-----	10:00
11:10 AM	11:30 AM	12:30 PM
2:30 PM	-----	3:40
3:30	3:10	4:30
4:30	-----	5:30
5:15	-----	6:15
5:30	-----	6:40
6:00	-----	7:00
7:15	6:55	8:15
8:15	-----	9:25

Se suspenderá todo el servicio de autobús programado de la Ruta 200, tanto en días laborables como en fines de semana. Seguirá disponible el servicio de autobús de la Ruta 80 de Soltrans, la cual ofrece una conexión a la estación BART de El Cerrito Del Norte.



## 增加的 Vallejo 平日渡輪時間表 自 2017 年 1 月 2 日起生效

200 路巴士將停運

從 1 月 2 日開始，三藩市海灣渡輪（San Francisco Bay Ferry）將推出一個新的平日時間表，以增加渡輪出發次數，並永久停止所有的 200 路巴士服務。

增加的平日渡輪服務包括從瓦列霍（Vallejo）出發的四個新班次及從三藩市出發的三個新班次。另外，現有的平日早上 8:00 從 Vallejo 出發的班次將會停止。

從 1 月 2 日開始生效的平日渡輪時間表如下。新的出發班次用紅色顯示，取消的出發班次已被劃掉。目前的週末渡輪時間表沒有變化。

### Vallejo 平日時間表，2017 年 1 月 2 日至 2 月 24 日

至三藩市 (San Francisco)		
從瓦列霍 (Vallejo) 出發	到達 渡輪大廈 (Ferry Bldg)	到達 41 號碼頭 (Pier 41)
早上 5:30	早上 6:30	-----
<b>6:00</b>	<b>7:10</b>	-----
6:30	7:30	-----
7:00	8:00	-----
7:45	8:45	-----
<del>8:00</del>	<del>9:10</del>	-----
<b>8:30</b>	<b>9:40</b>	-----
10:00	早上 11:00	早上 11:20
<b>中午 12:00</b>	<b>下午 1:10</b>	-----
<b>2:00</b>	<b>3:20</b>	<b>3:00</b>
<b>3:00</b>	<b>4:10</b>	-----
<b>4:00</b>	<b>5:00</b>	-----
<b>4:45</b>	<b>5:45</b>	-----
<b>5:45</b>	<b>7:05</b>	<b>6:45</b>
<b>6:45</b>	<b>7:55</b>	-----

至瓦列霍 (Vallejo)		
從渡輪大廈 (Ferry Bldg) 出發	從 41 號碼頭 (Pier 41) 出發	到達 瓦列霍 (Vallejo)
早上 6:35	-----	早上 7:35
<b>7:15</b>	-----	<b>8:25</b>
8:15	-----	早上 9:15
<b>9:00</b>	-----	<b>10:00</b>
早上 11:10	早上 11:30	中午 12:30
<b>下午 2:30</b>	-----	<b>3:40</b>
<b>3:30</b>	<b>3:10</b>	<b>4:30</b>
<b>4:30</b>	-----	<b>5:30</b>
<b>5:15</b>	-----	<b>6:15</b>
<b>5:30</b>	-----	<b>6:40</b>
<b>6:00</b>	-----	<b>7:00</b>
<b>7:15</b>	<b>6:55</b>	<b>8:15</b>
<b>8:15</b>	-----	<b>9:25</b>

所有平日和週末的 200 路巴士服務將會停止。通過 Soltrans 80 路的巴士服務將會繼續，以提供到 BART 的 El Cerrito Del Norte 站的接駁服務。

## Vallejo/San Francisco



## Mare Island Ferry service begins on March 6, 2017

The Water Emergency Transportation Authority (WETA) will begin providing San Francisco Bay Ferry service between Mare Island and the Vallejo Terminal on March 6, 2017.

Mare Island weekday service will consist of seven trips between Mare Island and Vallejo; the weekend schedule provides four trips.

The standard fare for a trip between Mare Island and the Vallejo Ferry Terminal is proposed to be \$1.60 — the same as current Short Hop fares elsewhere in the WETA system. The Mare Island Short Hop fare for Seniors and Disabled passengers will be \$0.80.

Passengers boarding at Mare Island may stay onboard and continue on to San Francisco, paying only the standard Vallejo-to-San Francisco fare; they will not be charged the additional Short Hop fare. Please note that vessels from Mare Island wait up to 15 minutes after arriving at the Vallejo Terminal before departing for San Francisco.

Initially, there will be no parking fee in Mare Island. Ferry riders may park in designated areas at the Mare Island Ferry Terminal.

For more information visit [SanFranciscoBayFerry.com](http://SanFranciscoBayFerry.com)



**Mare Island Ferry Dock:**  
**1050 Nimitz Avenue, Vallejo**



## Weekdays to San Francisco

Effective March 6 – April 28, 2017

Depart Mare Island	Depart Vallejo	Arrive Ferry Building	Arrive Pier 41
5:10 AM	5:30 AM	6:30 AM	—
5:40	6:00	7:10	—
6:10	6:30 <b>#</b>	7:30	—
6:40	7:00 <b>#</b>	8:00	—
—	7:45 <b>#</b>	8:45	—
—	8:30	9:40	—
—	10:00	11:00	11:20
—	12:00 PM	1:10 PM	—
1:40	2:00 <b>▲</b>	3:20	3:00 PM
2:40	3:00	4:10	—
3:40	4:00	5:00	—
—	4:45	5:45	—
—	5:45 <b>▲</b>	7:05	6:45
—	6:45	7:55	—

## Weekends to San Francisco

Effective March 11 – April 30, 2017

Depart Mare Island	Depart Vallejo	Arrive Ferry Building	Arrive Pier 41
9:30 AM	10:00 AM	11:00 AM	11:20 AM
11:00	11:30	12:30 PM	—
2:10 PM	2:30 PM	3:30	3:50 PM
3:10	3:30	4:30	—
—	5:15 <b>▲</b>	6:40	6:15

## Weekends from San Francisco

Depart Ferry Building	Depart Pier 41	Arrive Vallejo	Arrive Mare Island
11:10 AM	11:30 AM	12:30 PM	12:45 PM
12:45 PM	—	1:45	2:00
3:40	4:00	5:00	—
4:40	—	5:40	5:55
7:00	6:30 <b>◆</b>	8:00	8:15

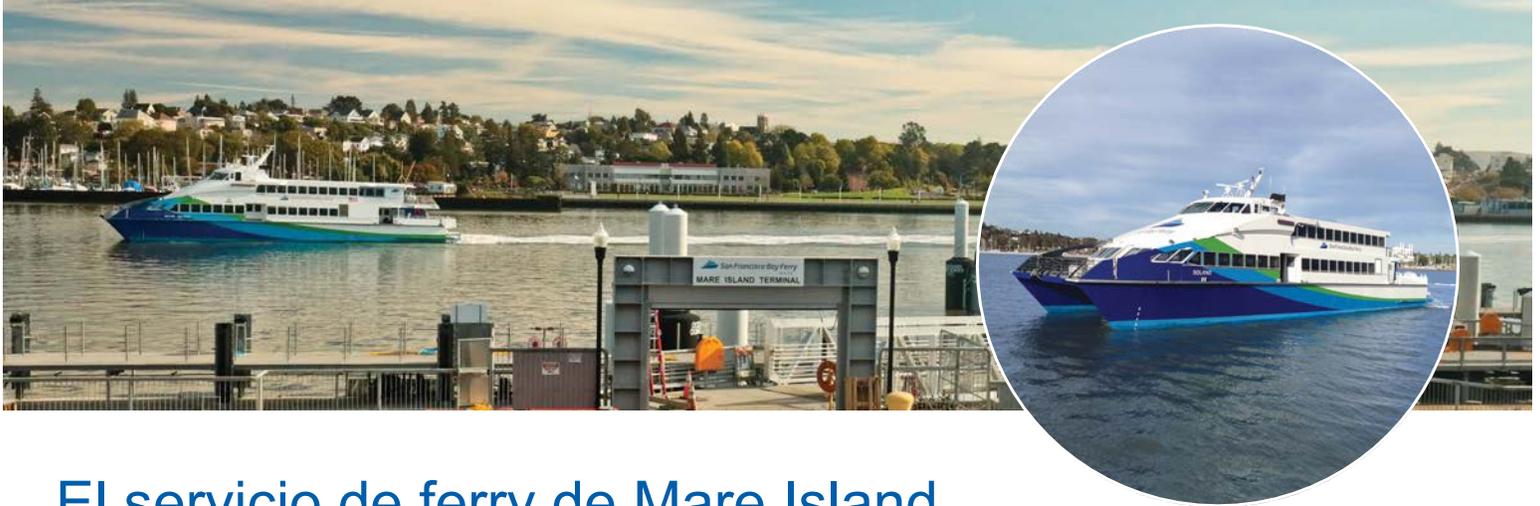
▲ To SF Ferry Building via Pier 41 ◆ To Vallejo via SF Ferry Building  
 All arrival times are estimates.

## Weekdays from San Francisco

Depart Ferry Building	Depart Pier 41	Arrive Vallejo	Arrive Mare Island
6:35 AM	—	7:35 AM	—
7:15	—	8:25	—
8:15	—	9:15	—
9:00	—	10:00	10:15
11:10	11:30	12:30 PM	12:45 PM
2:30 PM	—	3:40	—
3:30	3:10 PM	4:30	—
4:30 <b>#</b>	—	5:30	—
5:15 <b>#</b>	—	6:15	—
5:30 <b>#</b>	—	6:40	6:55
6:00 <b>#</b>	—	7:00	7:15
7:15	6:55	8:15	8:30
8:15	—	9:25	9:40

▲ To SF Ferry Building via Pier 41 ◆ To Vallejo via SF Ferry Building ● To Vallejo via Pier 41  
**#** These departures are more likely to be at capacity.  
 All arrival times are estimates.

## Vallejo/San Francisco



## El servicio de ferry de Mare Island comienza el 6 de marzo de 2017

La Water Emergency Transportation Authority (WETA) comenzará a proveer el servicio de ferry de San Francisco Bay entre Mare Island y la Terminal de Vallejo el 6 de marzo de 2017.

El servicio entre semana de Mare Island consistirá de siete viajes entre Mare Island y Vallejo; el horario de fin de semana ofrece cuatro viajes.

La tarifa estándar para un viaje entre Mare Island y la terminal de ferry de Vallejo se propone ser de \$1.60 – la misma que las tarifas actuales de viaje corto en otras partes del sistema de WETA. La tarifa de viaje corto a Mare Island para pasajeros mayores y discapacitados será de \$0.80.

Los pasajeros que embarcan en Mare Island pueden permanecer a bordo y continuar hasta San Francisco, pagando solamente la tarifa estándar de Vallejo a San Francisco; no se les cobrará la tarifa adicional de viaje corto. Tenga en cuenta que las embarcaciones de Mare Island esperan hasta 15 minutos después de llegar a la terminal de Vallejo antes de partir para San Francisco.

Inicialmente, no habrá cuota de estacionamiento en Mare Island. Los pasajeros del ferry pueden estacionarse en áreas designadas en la terminal de ferry de Mare Island.

Para obtener mayor información, visite [SanFranciscoBayFerry.com](http://SanFranciscoBayFerry.com)



**Muelle del Ferry de Mare Island:  
1050 Nimitz Avenue, Vallejo**

## Días laborables hacia San Francisco

**Vigencia: 6 de marzo – 28 de abril de 2017**

Sale de Mare Island	Sale de Vallejo	Llega a Ferry Building	Llega a Pier 41
5:10 AM	5:30 AM	6:30 AM	—
5:40	6:00	7:10	—
6:10	6:30	7:30	—
6:40	7:00 <sup>‡‡</sup>	8:00	—
—	7:45	8:45	—
—	8:30	9:40	—
—	10:00	11:00	11:20
—	<b>12:00 PM</b>	<b>1:10 PM</b>	—
<b>1:40</b>	<b>2:00 ▲</b>	<b>3:20</b>	<b>3:00 PM</b>
<b>2:40</b>	<b>3:00</b>	<b>4:10</b>	—
<b>3:40</b>	<b>4:00</b>	<b>5:00</b>	—
—	4:45	5:45	—
—	5:45 ▲	7:05	6:45
—	6:45	7:55	—

## Fines de semana hacia San Francisco

**Vigencia: 11 de marzo – 30 de abril de 2017**

Sale de Mare Island	Sale de Vallejo	Llega a Ferry Building	Llega a Pier 41
9:30 AM	10:00 AM	11:00 AM	11:20 AM
11:00	11:30	<b>12:30 PM</b>	—
<b>2:10 PM</b>	<b>2:30 PM</b>	<b>3:30</b>	<b>3:50 PM</b>
<b>3:10</b>	<b>3:30</b>	<b>4:30</b>	—
—	5:15 ▲	6:40	6:15

## Fines de semana desde San Francisco

Sale de Ferry Building	Sale de Pier 41	Llega a Vallejo	Llega a Mare Island
11:10 AM	11:30 AM	<b>12:30 PM</b>	<b>12:45 PM</b>
<b>12:45 PM</b>	—	1:45	2:00
<b>3:40</b>	<b>4:00</b>	<b>5:00</b>	—
<b>4:40</b>	—	<b>5:40</b>	<b>5:55</b>
<b>7:00</b>	<b>6:30 ◆</b>	<b>8:00</b>	<b>8:15</b>

▲ Hacia SF Ferry Building via Pier 41 ◆ Hacia Vallejo via SF Ferry Building  
 Todas las horas de llegada son estimaciones.

## Días laborables desde San Francisco

Sale de Ferry Building	Sale de Pier 41	Llega a Vallejo	Llega a Mare Island
6:35 AM	—	7:35 AM	—
7:15	—	8:25	—
8:15	—	9:15	—
9:00	—	10:00	10:15
11:10	11:30	<b>12:30 PM</b>	<b>12:45 PM</b>
<b>2:30 PM</b>	—	<b>3:40</b>	—
<b>3:30</b>	<b>3:10 PM</b>	<b>4:30</b>	—
<b>4:30</b>	—	<b>5:30</b>	—
<b>5:15 <sup>‡‡</sup></b>	—	<b>6:15</b>	—
<b>5:30</b>	—	<b>6:40</b>	<b>6:55</b>
<b>6:00 <sup>‡‡</sup></b>	—	<b>7:00</b>	<b>7:15</b>
<b>7:15</b>	<b>6:55</b>	<b>8:15</b>	<b>8:30</b>
<b>8:15</b>	—	<b>9:25</b>	<b>9:40</b>

▲ Hacia SF Ferry Building via Pier 41 ◆ Hacia Vallejo via SF Ferry Building ● Hacia Vallejo via Pier 41  
<sup>‡‡</sup> Estas salidas son más probables de estar al máximo de su capacidad.  
 Todas las horas de llegada son estimaciones.

## 瓦列霍(Vallejo) / 三藩市(San Francisco)



## Mare 島渡輪服務 從 2017 年 3 月 6 日開始

水上緊急交通管理局 (WETA) 將於 2017 年 3 月 6 日開始在 Mare 島和瓦列霍 (Vallejo) 碼頭之間提供三藩市海灣渡輪 (San Francisco Bay Ferry) 服務。

Mare 島平日服務將包括 Mare 島和瓦列霍之間的七個班次；週末時間有四個班次。

Mare 島和瓦列霍輪渡碼頭之間的標準票價建議為\$1.60 - 與當前 WETA 系統中的其他地方短程票價相同。長者和殘障乘客的 Mare 島短程票價將為\$0.80。

在 Mare 島上渡輪的乘客可以留在船上繼續前往三藩市，只需支付標準的瓦列霍 (Vallejo) 至三藩市的票價，而不會被收取額外的短期票價。請注意，Mare 島的渡輪在到達瓦列霍碼頭後最多等待 15 分鐘，然後再前往三藩市。

剛開始時，在 Mare 島不會收取停車費。渡輪乘客可以在 Mare 島渡輪碼頭的指定地區停車。

如需了解詳情，請查閱網站 [SanFranciscoBayFerry.com](http://SanFranciscoBayFerry.com)



**Mare 島渡輪碼頭：**  
**1050 Nimitz Avenue, Vallejo**

## 平日到達三藩市

生效日期 3月6日-4月28日, 2017

離開 Mare 島	離開 Vallejo	到達 波輪大廈	到達 41 號碼頭
早上 5:10	早上 5:30	早上 6:30	—
5:40	6:00	7:10	—
6:10	6:30	7:30	—
6:40	7:00 <sup>⚡</sup>	8:00	—
—	7:45	8:45	—
—	8:30	9:40	—
—	10:00	11:00	11:20
—	12:00 下午	1:10 下午	—
1:40	2:00 ▲	3:20	3:00 下午
2:40	3:00	4:10	—
3:40	4:00	5:00	—
—	4:45	5:45	—
—	5:45 ▲	7:05	6:45
—	6:45	7:55	—

## 週末到達三藩市

生效日期 3月11日-4月30日, 2017

離開 Mare 島	離開 Vallejo	到達 波輪大廈	到達 41 號碼頭
早上 9:30	早上 10:00	早上 11:00	早上 11:20
11:00	11:30	中午 12:30	—
下午 2:10	下午 2:30	3:30	下午 3:50
3:10	3:30	4:30	—
—	5:15 ▲	6:40	6:15

## 週末離開三藩市

離開 波輪大廈	離開 41 號碼頭	到達 Vallejo	到達 Mare 島
早上 11:10	早上 11:30	中午 12:30	中午 12:45
下午 12:45	—	1:45	2:00
3:40	4:00	5:00	—
4:40	—	5:40	5:55
7:00	6:30 ◆	8:00	8:15

▲ 經 41 號碼頭到達三藩市波輪大廈 ◆ 經三藩市波輪碼頭到達 Vallejo  
所有到達時間都是預估的。

## 平日離開三藩市

離開 波輪大廈	離開 41 號碼頭	到達 Vallejo	到達 Mare 島
早上 6:35	—	早上 7:35	—
7:15	—	8:25	—
8:15	—	9:15	—
9:00	—	10:00	10:15
11:10	11:30	中午 12:30	中午 12:45
下午 2:30	—	3:40	—
3:30	下午 3:10	4:30	—
4:30	—	5:30	—
5:15 <sup>⚡</sup>	—	6:15	—
5:30	—	6:40	6:55
6:00 <sup>⚡</sup>	—	7:00	7:15
7:15	6:55	8:15	8:30
8:15	—	9:25	9:40

▲ 經 41 號碼頭到達三藩市波輪大廈 ◆ 經三藩市波輪大廈到達 Vallejo ● 經 41 號碼頭到達 Vallejo  
<sup>⚡</sup> 這些離開班次很可能是客滿。  
所有到達時間都是預估的。

## **APPENDIX F**

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### WETA Onboard Survey

# San Francisco Bay Ferry

## PASSENGER SURVEY 2017

Please take a few minutes to complete **both sides** of this questionnaire. When finished, please hand completed survey back to the survey coordinator.

### ABOUT THIS TRIP

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

*Boarding Terminal*

- Alameda (Main Street)
- Harbor Bay
- Oakland (Jack London Sq)
- Pier 41
- SF Ferry Building
- South SF
- Vallejo

*Exiting Terminal*

- Alameda (Main Street)
- Harbor Bay
- Oakland (Jack London Sq)
- Pier 41
- SF Ferry Building
- South SF
- Vallejo

**2. Trip Beginning:** Where did you come from before you got on this Ferry?

- My home       My work       Somewhere else

- a. City \_\_\_\_\_
- b. Nearest Intersection \_\_\_\_\_
- c. Landmark/Neighborhood \_\_\_\_\_

**3. Trip Ending:** Where will you go after exiting this Ferry?

- My home       My work       Somewhere else

- a. City \_\_\_\_\_
- b. Nearest Intersection \_\_\_\_\_
- c. Landmark/Neighborhood \_\_\_\_\_

**4. Accessing the ferry:**

- a. How did you get to the Ferry terminal?
- b. How will you get to your final destination after you exit the ferry?

	(4a) Used to get to Ferry	(4b) Will use after exiting Ferry
Walk all the way	<input type="checkbox"/>	<input type="checkbox"/>
Bike	<input type="checkbox"/>	<input type="checkbox"/>
Drive alone	<input type="checkbox"/>	<input type="checkbox"/>
Carpool	<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"/>
The F-Line (Muni)	<input type="checkbox"/>	<input type="checkbox"/>
Private/Employer Shuttle	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify) _____	_____	_____

**5. What is the purpose of your trip today?**

- Commute to/from work/school
- Medical/Dental
- Shopping
- Entertainment/Recreation
- Sightseeing
- Other: \_\_\_\_\_

**6. What OTHER TYPE of transportation would you most likely have used if you didn't take the Ferry for your trip today?** (check one only)

- Ferry is my only option
- Drive alone
- Carpool
- "Casual" Carpool
- Uber/Lyft
- Bus
- BART/rail transit
- Other: \_\_\_\_\_

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

- Adult
- Youth
- Senior
- Other: \_\_\_\_\_
- Disabled/Medicare
- School Groups

**8. What type of ticket did you use?**

- Clipper card
- Single ride/one-way
- Monthly pass (*Vallejo*)
- Other: \_\_\_\_\_

**9. Are you making a round-trip on the Ferry today?**

- Yes (*rode Ferry earlier today or will ride later today*)
- No

### FERRY USAGE

**10. How often do you typically use the Ferry?**

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

**11. What are the main reasons you ride the Ferry?**

- (Check up to three)
- Don't have a car/don't drive
  - Don't want to deal with parking/traffic
  - Ability to do other things (read, sleep)
  - Faster than other options
  - Help the environment
  - Save money
  - Relax/reduce stress
  - Sightseeing
  - Quality of ride much better than BART/bus
  - Other: \_\_\_\_\_

**12. How long have you been using the Ferry?**

- This is my first time
- Less than 6 months
- 6 month - 12 months
- 1 - 2 years
- 3 - 5 years
- 6 - 10 years
- More than 10 years

**13. Do you live here or are you a visitor?**

- Live in San Francisco Bay Area
- Visitor

## SATISFACTION WITH THE FERRY

14. Please rate the Ferry on each attribute below, with "5" being the best rating (Very Satisfied) and "1" being the worst rating (Very Dissatisfied).

Terminals	Very Satisfied			Very Dissatisfied			N/A
Terminal cleanliness	5	4	3	2	1		<input type="checkbox"/>
Ease of access and use	5	4	3	2	1		<input type="checkbox"/>
Signage	5	4	3	2	1		<input type="checkbox"/>
Personal Security (terminal and parking lots)	5	4	3	2	1		<input type="checkbox"/>
Lighting (terminal and parking lots)	5	4	3	2	1		<input type="checkbox"/>
Usefulness of electronic arrival/departure signs	5	4	3	2	1		<input type="checkbox"/>
Availability of bus and shuttle connections	5	4	3	2	1		<input type="checkbox"/>
Availability amenities (seating, newsstands, etc)	5	4	3	2	1		<input type="checkbox"/>
Availability of car parking	5	4	3	2	1		<input type="checkbox"/>
Availability of bike parking	5	4	3	2	1		<input type="checkbox"/>
Protection from adverse weather	5	4	3	2	1		<input type="checkbox"/>

Onboard Ferries	Very Satisfied			Very Dissatisfied			N/A
Availability of seats on ferry	5	4	3	2	1		<input type="checkbox"/>
Cleanliness of ferry	5	4	3	2	1		<input type="checkbox"/>
Clarity of public address announcements	5	4	3	2	1		<input type="checkbox"/>
Quality of service at the ferry snack bar	5	4	3	2	1		<input type="checkbox"/>
Access for bicyclists	5	4	3	2	1		<input type="checkbox"/>
Access for persons with disabilities	5	4	3	2	1		<input type="checkbox"/>
Condition of restrooms	5	4	3	2	1		<input type="checkbox"/>
Quality of WiFi connection	5	4	3	2	1		<input type="checkbox"/>
Helpfulness and courtesy of ferry crews	5	4	3	2	1		<input type="checkbox"/>

Ferry Overall	Very Satisfied			Very Dissatisfied			N/A
On-time performance of ferries	5	4	3	2	1		<input type="checkbox"/>
Hours of operation	5	4	3	2	1		<input type="checkbox"/>
Frequency of ferries	5	4	3	2	1		<input type="checkbox"/>
Timely information about service disruptions	5	4	3	2	1		<input type="checkbox"/>
Timeliness of connections with buses/shuttles	5	4	3	2	1		<input type="checkbox"/>
Ease of purchasing tickets or passes	5	4	3	2	1		<input type="checkbox"/>
<b>Overall rating of the Ferry</b>	5	4	3	2	1		<input type="checkbox"/>

## CONTACT INFORMATION (OPTIONAL)

23. Name: \_\_\_\_\_

24. Phone: (\_\_\_\_\_) \_\_\_\_\_

25. Email Address: \_\_\_\_\_

## ADDITIONAL COMMENTS

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## DEMOGRAPHICS

These questions will be used for statistical purposes **only**.

15. Gender

- Male  
 Female  
 Non-binary

16. Age

- 12 or younger  
 13 - 17  
 18 - 24  
 25 - 34  
 35 - 44  
 45 - 54  
 55 - 64  
 65 & older

17. Annual Household Income

- Under \$15,000  
 \$15,000 - \$24,999  
 \$25,000 - \$34,999  
 \$35,000 - \$44,999  
 \$45,000 - \$54,999  
 \$55,000 - \$64,999  
 \$65,000 or more

18. Race/Ethnicity (Please mark all that apply)

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

19. What is your home Zip Code?

\_\_\_\_\_

20. How well do you speak English?

- Very well  
 Well  
 Not well  
 Not at all

a. Language(s) spoken at home:

- Mandarin  
 Cantonese  
 Spanish  
 Other: \_\_\_\_\_

21. May we contact you to ask your opinion of Ferry Service? (If yes, please provide contact information)

- Yes  
 No

22. Do you have a smartphone?

- Yes  
 No

# San Francisco Bay Ferry

## ENCUESTA DE PASAJEROS 2017

Por favor dedique unos minutos a llenar ambos lados de este cuestionario. Cuando haya terminado, devuelva la encuesta completa al coordinador de la encuesta.

### ACERCA DE ESTE VIAJE

1. **Terminales de ferry:** ¿Dónde abordó este ferry y dónde va a desembarcar?

*Terminal de embarque*

- Alameda (Main Street)
- Harbor Bay
- Oakland (Jack London Sq)
- Pier 41
- SF Ferry Building
- South SF
- Vallejo

*Terminal de desembarque*

- Alameda (Main Street)
- Harbor Bay
- Oakland (Jack London Sq)
- Pier 41
- SF Ferry Building
- South SF
- Vallejo

2. **Comienzo del viaje:** ¿De dónde vino antes de abordar este ferry?

- Mi hogar       Mi trabajo       Otro lugar

- a. Ciudad \_\_\_\_\_
- b. La intersección más cercana \_\_\_\_\_
- c. Punto de referencia/Vecindario \_\_\_\_\_

3. **Final del viaje:** ¿A dónde irá después de desembarcar de este ferry?

- Mi hogar       Mi trabajo       Otro lugar

- a. Ciudad \_\_\_\_\_
- b. La intersección más cercana \_\_\_\_\_
- c. Punto de referencia/Vecindario \_\_\_\_\_

4. **Accediendo al ferry:**

- a. ¿Cómo llegó a la terminal de ferry?
- b. ¿Cómo llegará a su destino final después de desembarcar?

	(4a)	(4b)
	¿Cómo llegó al ferry?	¿Cómo llegará después de desembarcar?

Caminando todo el camino	<input type="checkbox"/>	<input type="checkbox"/>
En bicicleta	<input type="checkbox"/>	<input type="checkbox"/>
Conducir sólo	<input type="checkbox"/>	<input type="checkbox"/>
Auto compartido	<input type="checkbox"/>	<input type="checkbox"/>
Me dejaron/recogieron en auto	<input type="checkbox"/>	<input type="checkbox"/>
Transporte público (autobús/tren)	<input type="checkbox"/>	<input type="checkbox"/>
La Línea F (Muni)	<input type="checkbox"/>	<input type="checkbox"/>
Transporte privado/del empleador	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft	<input type="checkbox"/>	<input type="checkbox"/>

Otro (especifique): \_\_\_\_\_

5. **¿Cuál es el propósito de su viaje hoy?**

- Viaje habitual hacia/desde el trabajo/la escuela
- Médico/Dental
- Compras
- Entretenimiento/Recreación
- Disfrutar de las vistas
- Otro: \_\_\_\_\_

6. **¿Qué OTRO TIPO de transporte hubiera utilizado probablemente si no hubiera tomado el ferry para su viaje hoy?** (marque sólo uno)

- Ferry es mi única opción
- Conducir sólo
- Auto compartido
- Auto compartido informal
- Uber/Lyft
- Autobús
- BART/tren
- Otro: \_\_\_\_\_

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

- Adulto
- Joven
- Tercera edad
- Otro: \_\_\_\_\_
- Discapacitado/Medicare
- Grupo escolar

8. **¿Qué tipo de boleto usó?**

- Tarjeta Clipper
- Viaje sencillo/de ida solamente
- Pase mensual (Vallejo)
- Otro: \_\_\_\_\_

9. **¿Está haciendo un viaje de ida y vuelta en el ferry hoy?**

- Sí (me vine en ferry hoy mismo o lo tomaré más tarde hoy)
- No

### USO DE FERRY

10. **¿Con qué frecuencia suele usar el ferry?**

- 6-7 días a la semana
- 5 días a la semana
- 3-4 días a la semana
- 1-2 días a la semana
- 1-3 días al mes
- Menos de una vez por mes
- Esta es mi primera vez en el ferry

11. **¿Cuáles son las razones principales por las que viaja en ferry?** (Marque hasta tres)

- No tengo automóvil/no manejo
- No quiero batallar con el estacionamiento/tráfico
- Capacidad de hacer otras cosas (leer, dormir)
- Más rápido que otras opciones
- Ayudar al medio ambiente
- Ahorrar dinero
- Relajarme/reducir el estrés
- Disfrutar de las vistas
- Calidad de viaje mucho mejor que BART/autobús
- Otro: \_\_\_\_\_

12. **¿Por cuánto tiempo ha estado usando el ferry?**

- Ésta es mi primera vez
- Menos de 6 meses
- 6 meses - 12 meses
- 1 - 2 años
- 3 - 5 años
- 6 - 10 años
- Más de 10 años

13. **¿Vive aquí o está visitando?**

- Vivo en el Área de la Bahía de San Francisco
- Visitante

## SATISFACCIÓN CON EL FERRY

14. Por favor califique el ferry en cada atributo a continuación, siendo "5" la mejor calificación (Muy satisfecho/a) y "1" la peor calificación (Muy insatisfecho/a).

Terminales	Muy satisfecho/a			Muy insatisfecho(a)			N/A
Limpieza de la terminal	5	4	3	2	1		<input type="checkbox"/>
Facilidad de acceso y uso	5	4	3	2	1		<input type="checkbox"/>
Señalización	5	4	3	2	1		<input type="checkbox"/>
Seguridad personal (terminales y estacionamientos)	5	4	3	2	1		<input type="checkbox"/>
Alumbrado (terminales y estacionamientos)	5	4	3	2	1		<input type="checkbox"/>
Utilidad de las señales electrónicas de llegada/salida	5	4	3	2	1		<input type="checkbox"/>
Disponibilidad de conexiones de autobuses y enlaces	5	4	3	2	1		<input type="checkbox"/>
Disponibilidad de servicios (asientos, quioscos, etc.)	5	4	3	2	1		<input type="checkbox"/>
Disponibilidad de estacionamiento	5	4	3	2	1		<input type="checkbox"/>
Disponibilidad de estacionamiento para bicis	5	4	3	2	1		<input type="checkbox"/>
Protección contra el clima adverso	5	4	3	2	1		<input type="checkbox"/>

A bordo del ferry	Muy satisfecho/a			Muy insatisfecho(a)			N/A
Disponibilidad de asientos en el ferry	5	4	3	2	1		<input type="checkbox"/>
Limpieza del ferry	5	4	3	2	1		<input type="checkbox"/>
Claridad de los anuncios dirigidos al público	5	4	3	2	1		<input type="checkbox"/>
Calidad del servicio en el snack bar del ferry	5	4	3	2	1		<input type="checkbox"/>
Acceso para ciclistas	5	4	3	2	1		<input type="checkbox"/>
Acceso para personas con incapacidades	5	4	3	2	1		<input type="checkbox"/>
Condición de los baños	5	4	3	2	1		<input type="checkbox"/>
Calidad de la conexión WiFi	5	4	3	2	1		<input type="checkbox"/>
Amabilidad y cortesía de las tripulaciones de los ferry	5	4	3	2	1		<input type="checkbox"/>

Ferry en general	Muy satisfecho/a			Muy insatisfecho(a)			N/A
Puntualidad de los ferry	5	4	3	2	1		<input type="checkbox"/>
Horario de operación	5	4	3	2	1		<input type="checkbox"/>
Frecuencia del servicio	5	4	3	2	1		<input type="checkbox"/>
Información oportuna sobre interrupciones del servicio	5	4	3	2	1		<input type="checkbox"/>
Puntualidad de las conexiones con autobuses/enlaces	5	4	3	2	1		<input type="checkbox"/>
Facilidad de comprar boletos o pases	5	4	3	2	1		<input type="checkbox"/>
<b>Calificación general del ferry</b>	5	4	3	2	1		<input type="checkbox"/>

## INFORMACIÓN DE CONTACTO (OPCIONAL)

23. Nombre: \_\_\_\_\_

24. Te: (\_\_\_\_\_) \_\_\_\_\_

25. Dirección de correo electrónico: \_\_\_\_\_

## COMENTARIOS ADICIONALES

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## DEMOGRAFÍA

Estas preguntas se usarán sólo con fines estadísticos.

### 15. Sexo

- Hombre  
 Mujer  
 No binario

### 16. Edad

- 12 ó menos  
 13 - 17  
 18 - 24  
 25 - 34  
 35 - 44  
 45 - 54  
 55 - 64  
 65 y mayor

### 17. Ingresos anuales de la familia

- Under \$15,000  
 \$15,000 - \$24,999  
 \$25,000 - \$34,999  
 \$35,000 - \$44,999  
 \$45,000 - \$54,999  
 \$55,000 - \$64,999  
 \$65,000 o más

### 18. Raza/Etnia (por favor marque todas las que apliquen)

- Blanco/Caucásico  
 Hispano/Latino  
 Afroamericano/Negro  
 Asiático/Isleño del Pacífico  
 Nativo americano  
 Otro: \_\_\_\_\_

### 19. ¿Cuál es el código postal de su casa?

\_\_\_\_\_

### 20. ¿Qué tan bien domina el inglés?

- Muy bien  
 Bien  
 No tan bien  
 Nada

a. Idioma(s) que se hablan en el hogar:

- Mandarín  
 Cantonés  
 Español  
 Otro: \_\_\_\_\_

### 21. ¿Podemos comunicarnos con usted para preguntarle su opinión sobre el servicio de ferry? (Si es así, proporcione la información de contacto)

- Sí  
 No

### 22. Tiene un smartphone?

- Sí  
 No

# 三藩市海灣渡輪

## 2017年乘客調查

請您抽幾分鐘填寫問卷的正反面。完成後，請將填妥的問卷交給問卷協調員。

### 關於本次行程

#### 1. 渡輪碼頭：您從哪裡搭乘渡輪，會在這裡下船？

##### 登船碼頭

- Alameda (Main Street)
- Harbor Bay
- Oakland (Jack London Sq)
- Pier 41
- SF Ferry Building
- South SF
- Vallejo

##### 下船碼頭

- Alameda (Main Street)
- Harbor Bay
- Oakland (Jack London Sq)
- Pier 41
- SF Ferry Building
- South SF
- Vallejo

#### 2. 行程開始：您上船之前從哪裡來？

- 家裡
- 工作地點
- 其他地方

- a. 城市 \_\_\_\_\_
- b. 最近的交口 \_\_\_\_\_
- c. 地標 / 社區 \_\_\_\_\_

#### 3. 行程結束：您下船之後要去哪裡？

- 家裡
- 工作地點
- 其他地方

- a. 城市 \_\_\_\_\_
- b. 最近的交口 \_\_\_\_\_
- c. 地標 / 社區 \_\_\_\_\_

#### 4. 搭乘渡輪：

- a. 您如何前往渡輪碼頭？
- b. 您下船後如何前往最終目的地的？

(4a) 前往渡輪的方式 (4b) 下渡輪後的方式

全程走路	<input type="checkbox"/>	<input type="checkbox"/>
自行車	<input type="checkbox"/>	<input type="checkbox"/>
自己開車	<input type="checkbox"/>	<input type="checkbox"/>
與人共乘	<input type="checkbox"/>	<input type="checkbox"/>
由汽車接送	<input type="checkbox"/>	<input type="checkbox"/>
大眾捷運 (公車 / 火車)	<input type="checkbox"/>	<input type="checkbox"/>
F-Line (Muni)	<input type="checkbox"/>	<input type="checkbox"/>
私人 / 雇主交通車	<input type="checkbox"/>	<input type="checkbox"/>
計程車	<input type="checkbox"/>	<input type="checkbox"/>
Uber/Lyft	<input type="checkbox"/>	<input type="checkbox"/>

其他 (請指明) \_\_\_\_\_

#### 5. 您今天行程的目的是什麼？

- 往返工作 / 學校
- 醫療 / 牙科
- 購物
- 娛樂 / 休閒
- 觀光
- 其他: \_\_\_\_\_

#### 6. 如果您今天不搭渡輪，最可能使用哪一種交通工具？ (只選一項)

- 渡輪是我的唯一選擇
- 自己開車
- 與人共乘
- 順道共乘
- Uber/Lyft
- 公車
- BART/火車
- 其他: \_\_\_\_\_

#### 7. 您這次行程支付哪一種船費？

- 成人票
- 兒童票
- 老人票
- 其他: \_\_\_\_\_
- 殘障 / Medicare票
- 學校團體票

#### 8. 您使用哪一種船票？

- Clipper卡
- 單次 / 單程
- 月票 (Vallejo)
- 其他: \_\_\_\_\_

#### 9. 您今天會搭渡輪來回嗎？

- 是 (今天稍早搭乘渡輪，或是晚點會搭渡輪)
- 否

### 渡輪使用

#### 10. 您通常多常搭渡輪？

- 一週6-7天
- 一週5天
- 一週3-4天
- 一週1-2天
- 一個月1-3天
- 一個月不到一次
- 這是我第一次搭渡輪

#### 11. 您搭渡輪的主要原因是什麼？ (最多選三個)

- 沒有車 / 不開車
- 不想處理停車 / 交通
- 能做其他事 (看書、睡覺)
- 比其他選項還快
- 協助環境
- 省錢
- 放鬆 / 減壓
- 觀光
- 搭乘品質遠勝於BART / 公車
- 其他: \_\_\_\_\_

#### 12. 您使用渡輪多久了？

- 這是我第一次
- 不到6個月
- 6個月 - 12個月
- 1 - 2年
- 3 - 5年
- 6 - 10年
- 10年以上

#### 13. 您住在此地還是遊客？

- 住在三藩市灣區
- 遊客

## 渡輪滿意度

14. 請對渡輪的以下每一項評分，5是最佳評分（非常滿意），1是最差評分（非常不滿意）。這些問題只會用於統計目的。

碼頭	非常滿意					非常不滿意	不適用
碼頭清潔性	5	4	3	2	1	<input type="checkbox"/>	
容易前往和使用	5	4	3	2	1	<input type="checkbox"/>	
標示	5	4	3	2	1	<input type="checkbox"/>	
個人安全（碼頭和停車場）	5	4	3	2	1	<input type="checkbox"/>	
照明（碼頭和停車場）	5	4	3	2	1	<input type="checkbox"/>	
電子抵港 / 離港標示的有用性	5	4	3	2	1	<input type="checkbox"/>	
公車和接駁車轉乘可用性	5	4	3	2	1	<input type="checkbox"/>	
便利設施（座椅、書報架等）可用性	5	4	3	2	1	<input type="checkbox"/>	
停車位可用性	5	4	3	2	1	<input type="checkbox"/>	
自行車停車可用性	5	4	3	2	1	<input type="checkbox"/>	
免受惡劣的天氣	5	4	3	2	1	<input type="checkbox"/>	

登上渡輪	非常滿意					非常不滿意	不適用
渡輪座椅可用性	5	4	3	2	1	<input type="checkbox"/>	
渡輪清潔性	5	4	3	2	1	<input type="checkbox"/>	
公共廣播的清楚程度	5	4	3	2	1	<input type="checkbox"/>	
渡輪點心台的服務品質	5	4	3	2	1	<input type="checkbox"/>	
自行車騎士通行	5	4	3	2	1	<input type="checkbox"/>	
殘障人士通行	5	4	3	2	1	<input type="checkbox"/>	
廁所情況	5	4	3	2	1	<input type="checkbox"/>	
WiFi連線品質	5	4	3	2	1	<input type="checkbox"/>	
渡輪工作人員的幫助和禮貌	5	4	3	2	1	<input type="checkbox"/>	

渡輪整體	非常滿意					非常不滿意	不適用
渡輪準時性	5	4	3	2	1	<input type="checkbox"/>	
營業時間	5	4	3	2	1	<input type="checkbox"/>	
渡輪頻率	5	4	3	2	1	<input type="checkbox"/>	
關於服務中斷的即時資訊	5	4	3	2	1	<input type="checkbox"/>	
轉乘公車 / 接駁車的準時性	5	4	3	2	1	<input type="checkbox"/>	
購買船票或通行證的容易性	5	4	3	2	1	<input type="checkbox"/>	
渡輪的整體評分	5	4	3	2	1	<input type="checkbox"/>	

## 聯絡資訊（選填）

23. 姓名： \_\_\_\_\_

24. 電話： ( ) \_\_\_\_\_

25. 電子郵件地址： \_\_\_\_\_

## 額外意見

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## 人口統計資料

15. 性別

- 男  
 女  
 非二元性別

16. 年齡

- 12歲或以下  
 13 - 17歲  
 18 - 24歲  
 25 - 34歲  
 35 - 44歲  
 45 - 54歲  
 55 - 64歲  
 65歲或以上

17. 全家年度收入

- \$15,000以下  
 \$15,000 - \$24,999  
 \$50,000 - \$74,999  
 \$75,000 - \$99,999  
 \$100,000 - \$149,999  
 \$150,000 - \$199,999  
 \$200,000或以上

18. 種族 / 族裔（請標出所有適用答案）

- 白種人  
 西語裔 / 拉丁美洲裔  
 非裔美國人 / 黑人  
 亞裔 / 太平洋島民  
 美國原住民  
 其他： \_\_\_\_\_

19. 您家的郵遞區號是什麼？

\_\_\_\_\_

20. 您的英語講得如何？

- 非常好  
 很好  
 不太好  
 完全不會說

a. 家裡說的語言：

- 普通話  
 廣東話  
 西班牙語  
 其他： \_\_\_\_\_

21. 我們可以聯繫您詢問您對於渡輪服務的意見嗎？（如果是，請提供聯繫資訊）

- 是  
 否

22. 您有智慧手機嗎？

- 是  
 否