



BASIC RULES

Here's what we expect of you. The full Passenger Code of Conduct can be found at sfbf.mobi/paxcode and posted on board every ferry.

- Follow crew member instructions
- Don't harass or disrupt other passengers or crew members
- Appropriate fares must be paid
- No smoking or vaping
- No weapons, firearms or explosives
- No pets allowed except service animals, service animals in training or animals within completely enclosed carriers that can fit on your lap (see more info at sfbf.mobi/pets)
- Boarding is first come, first served
- Don't cut in line
- All bicycles and scooters should go in the appropriate stowage area (ask a crew member if you need help)
- Walk your bike or scooter on gangways and ramps

FERRY AMENITIES

Here's what you can expect from us.

- A seat for every passenger
- Bike parking on every ferry (first come, first served)
- A clean, safe environment
- Full-service snack bar
- Tidy, stocked bathrooms
- Courteous, highly skilled crew members
- Free Wi-Fi
- The best public transit views in the world

Schedules, policies and amenities may be affected by COVID-19 safety measures.
Learn more at sfbf.mobi/covid19



QUESTIONS?

Visit sfbf.mobi or call (877) 643-3779

For free language assistance in Spanish/Traditional Chinese, call (415) 705-8291

免費的中文協助請致電 (415) 705-8291

Ayuda gratuita con el idioma en español (415) 705-8291

GET SERVICE ADVISORIES BY TEXT OR EMAIL

Sign up for BayAlerts
sfbf.mobi/bayalerts

Transit connections info
Visit 511.org or dial 511

Service suggestions are welcome. Submit comments to customerservice@sanfranciscobayferry.com, or by mail to Transportation Manager, Pier 9, Suite 111, The Embarcadero, San Francisco, CA 94111.

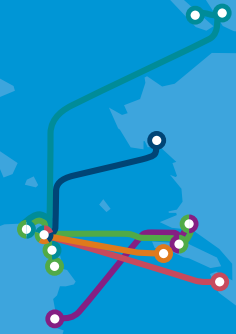
Partially funded by Alameda County Sales Tax Measure B/BB.



Richmond ferry service is supported by Contra Costa County's Measure J transportation sales tax through the Contra Costa Transportation Authority

San Francisco Bay Ferry is a service of the Water Emergency Transportation Authority (WETA).
Learn more at weta.sanfranciscobayferry.com.

RIDER GUIDE



VALLEJO
HARBOR BAY
ALAMEDA
RICHMOND
SAN FRANCISCO
SOUTH SAN FRANCISCO
OAKLAND



SanFranciscoBayFerry.com

A SERVICE OF WETA

5 QUICK STEPS TO RIDING SAN FRANCISCO BAY FERRY

1 PLAN YOUR TRIP

Check out the system map in this Rider Guide to see where we go. You can find more info and schedules on individual Route Cards or by using our trip planner at sfbf.mobi/schedules.

2 GET TO YOUR TERMINAL

Need information on getting to your departure terminal? We have up-to-date details on transit connections, bike access, parking and more at sfbf.mobi/terminals.

3 PAY YOUR FARE

We have three ways to pay your fare.

- **Clipper:** This is the easiest payment option for regular riders. Use Clipper on your phone by downloading the app and linking your account. Or get a card and add value at a self-service machine, retail location or online. Clipper is the only way to get transfer discounts if you use multiple transit providers on your commute. Make sure you tag on AND tag off. Find more info at sfbf.mobi/clipper.
- **Mobile tickets through Hopthru:** Download the Hopthru app on your smartphone and buy individual tickets. This allows fast, touchless payment for boarding the ferry and is great solution for families or groups. Get more info at sfbf.mobi/hopthru.
- **Paper tickets:** You can purchase paper tickets on board the ferry with cash or credit card. There is a surcharge for paper tickets. For the Vallejo route, onboard tickets will not be sold when the Vallejo Ferry Ticket Office is open. See hours at sfbf.mobi/tickets.

All sports service has special ticketing rules and fares. See the full details at sfbf.mobi/tickets.

4 FOLLOW OUR PASSENGER CODE OF CONDUCT

The back of this Rider Guide has the highlights of our Passenger Code of Conduct. You can see the full code at sfbf.mobi/paxcode.

5 ENJOY THE BEST WAY TO CROSS THE BAY



Some routes may be affected or suspended due to COVID-19. Check sfbf.mobi/covid19 for updated info.

ROUTE INFO

San Francisco Bay Ferry offers six regular routes, two seasonal routes and two short hop routes. All six regular routes offer commute service, and two of them also offer weekend and off-peak service. Find additional information include maps at sfbf.mobi/terminals.

FULL-SERVICE ROUTES

Oakland & Alameda

Daily service between Oakland, Main Street Alameda and Downtown San Francisco. Best option for riders from Oakland, Berkeley and northern Alameda County. Weekday commuters from the City of Alameda should use the Alameda Seaplane or Harbor Bay routes.

Vallejo

Daily service between Vallejo and Downtown San Francisco with limited service to Mare Island. Best option for riders from Solano and Napa counties.

Richmond

Daily service between the Richmond Ferry Terminal and Downtown San Francisco. Best option for riders in Contra Costa County.

SHORT HOP ROUTES

We offer service on two short routes as well:

- **Alameda Short Hop: Main Street Alameda and Oakland**
- **Pier 41 Short Hop: Downtown S.F. and Pier 41 S.F.**

See sfbf.mobi/shorthop for info.

COMMUTE ROUTES

Alameda Seaplane

Weekday commute service between Seaplane Lagoon in Alameda and Downtown San Francisco. Alameda Island residents riding during weekday commute hours should use this route. Alameda Island residents riding in midday, late evening or weekends will use the Oakland & Alameda route out of Main Street Alameda.

Harbor Bay

Weekday commute service between Harbor Bay and Downtown San Francisco. The Harbor Bay Ferry Terminal is located on Bay Farm Island in the City of Alameda.

South San Francisco

Weekday commute service between Oakland, Main Street Alameda and South San Francisco. Best option for East Bay residents who work in South S.F., especially near Oyster Point or at SFO.

SEASONAL ROUTES

Oracle Park

Ferry service connecting Vallejo, Oakland and Main Street Alameda to Oracle Park for San Francisco Giants home games. See details at sfbf.mobi/giants.

Chase Center

Ferry service connecting Oakland and Main Street Alameda to Chase Center for Golden State Warriors home games. See details at sfbf.mobi/chase.