San Francisco Bay Area

Water Emergency Transportation Authority

City of Alameda Transportation Commission

September 26, 2018

Water Emergency Transportation Authority

Public Agency created by California State Legislature

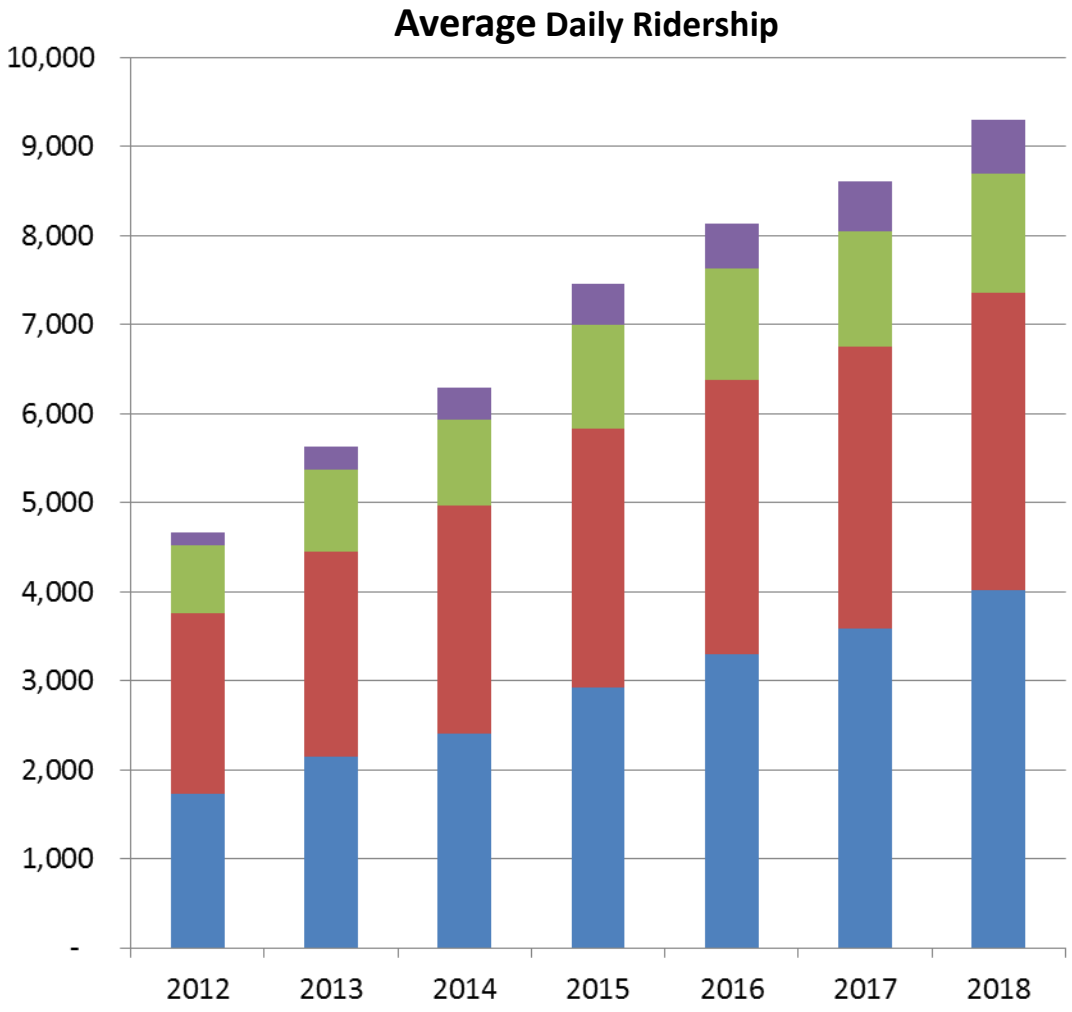
- Consolidate municipal services
- Create and expand regional system
- Emergency response

San Francisco Bay Ferry

WATER EMERGENCY TRANSPORTATION AUTHORITY

System Profile

WATER EMERGENCY TRANSPORTATION AUTHORITY



- Four routes
- 3.4M annual passengers
- 13 vessels
- $47.8M operating budget
- 74% farebox recovery ratio
- Ridership up 99% since 2012

Peak Hour Ridership

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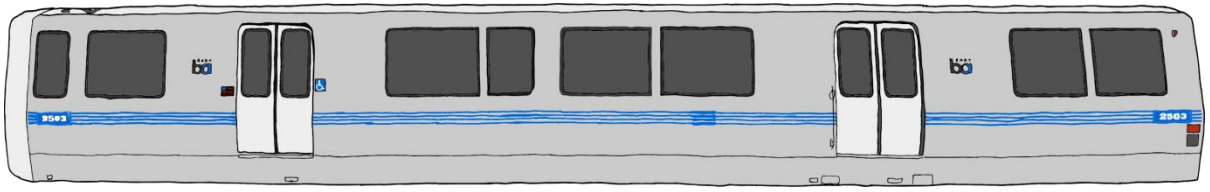
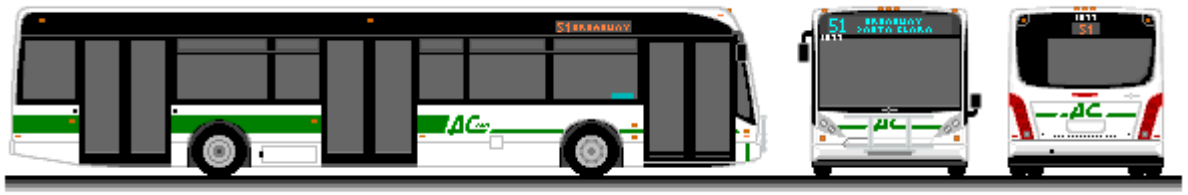
AM Peak Hour: 2,328
PM Peak Hour: 2,481

Equivalent to…



3 BART Trains



49 Transbay Buses

Growing pains

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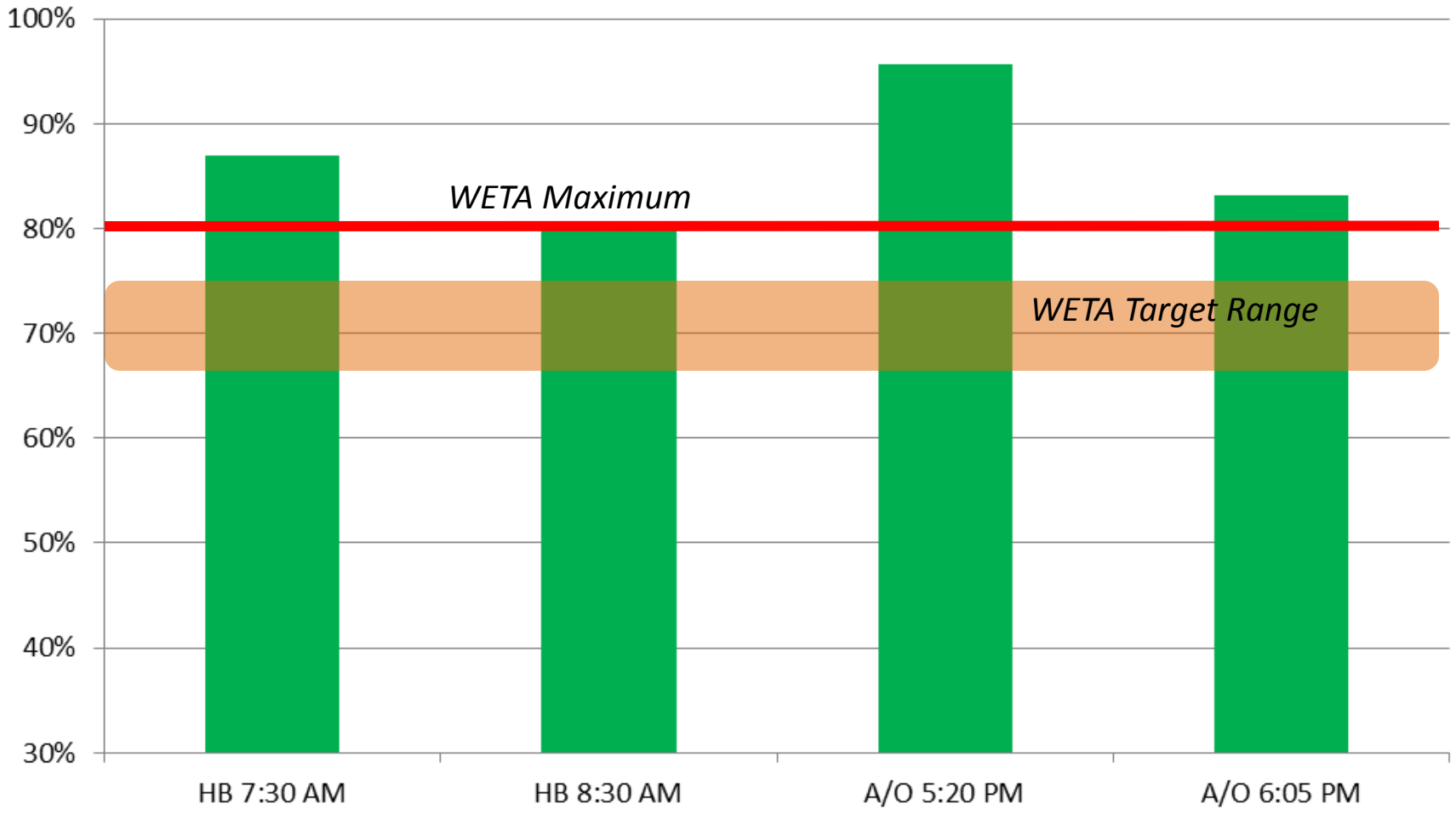
Vessels becoming more congested on all services



August 2018 PM Peak Trip Utilization

RELIEVE TRAFFIC NOW
YES ON
3
REGIONAL MEASURE 3

- $1-3 toll bridge toll increase approved in June 2018 by Bay Area voters to fund regional congestion-relief projects
- $4.2b in revenue for regional transportation improvements
  - $300m capital, $35m/year operating funds for WETA
- WETA Board priorities
  - Enhance existing ferry services
  - Add key expansion terminals
  - Create fiscal stability
  - Pursue implementation-ready projects
- Measure at risk due to pending litigation

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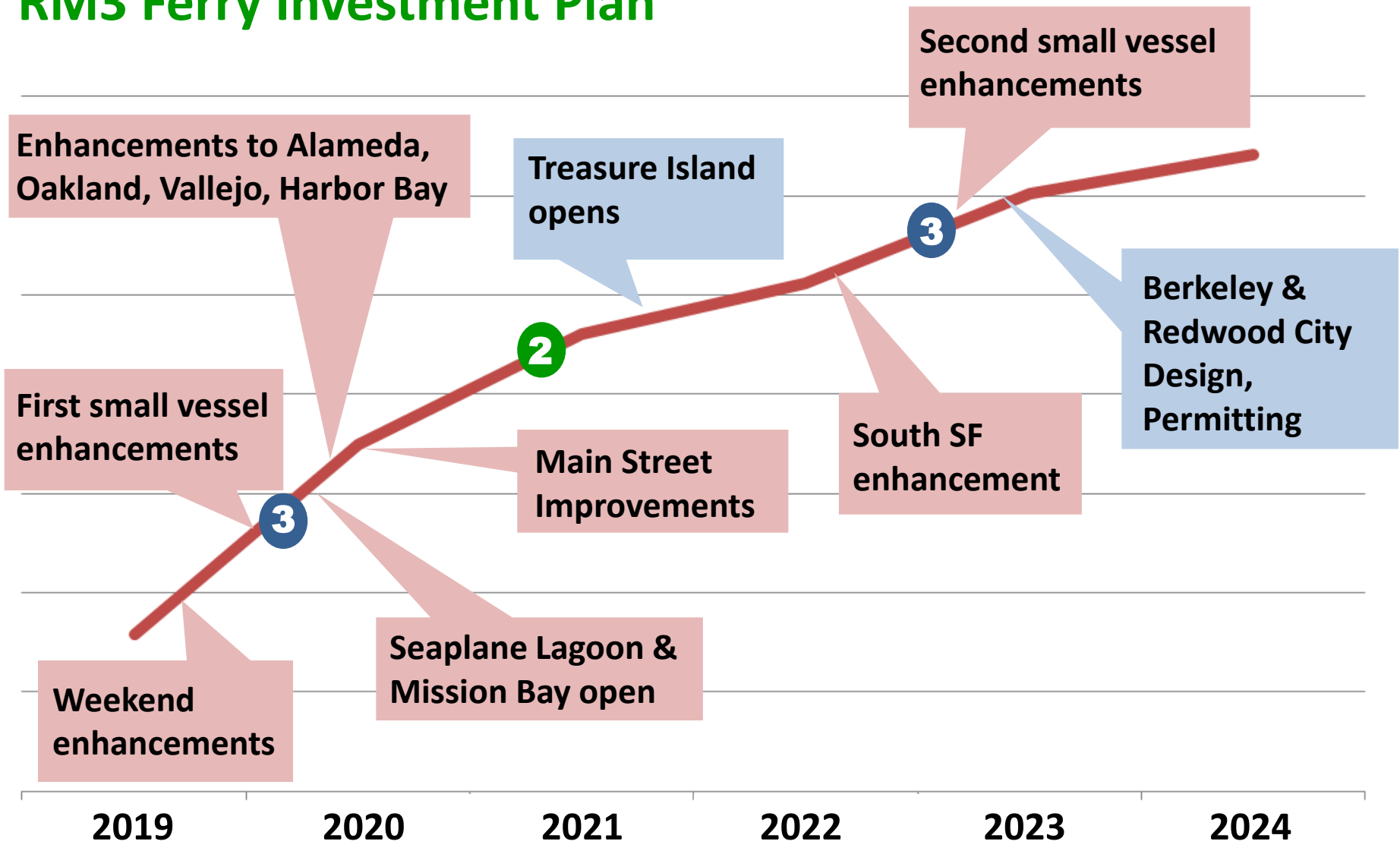
RM3 Ferry Investment Plan



Annual Operating Hours 1 *New small vessels* 1 *New standard vessels*

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RM3 Ferry Investment Plan

Capital Investment	Year of Delivery	2018 Estimate (millions)	Estimated partner investment
WETA Share of Seaplane Terminal	2020	$2	$20
Three small vessels	2020	$7-$8	--
WETA Share of Mission Bay Ferry Landing	2020	$10	$27
Two WETA Standard Vessels	2021	$28	--
Main Street Replacement, Reconfiguration	2021	$7	$1
Possible Treasure Island startup	2021	$0	$27
Berkeley Terminal Design Development	2023	$2	$3
Redwood City Terminal Design Development	2023	$2	$7
Three small vessels	2024	$7-$8	--
Total		$59	$92

Origins/Destinations
Alameda/Oakland Route

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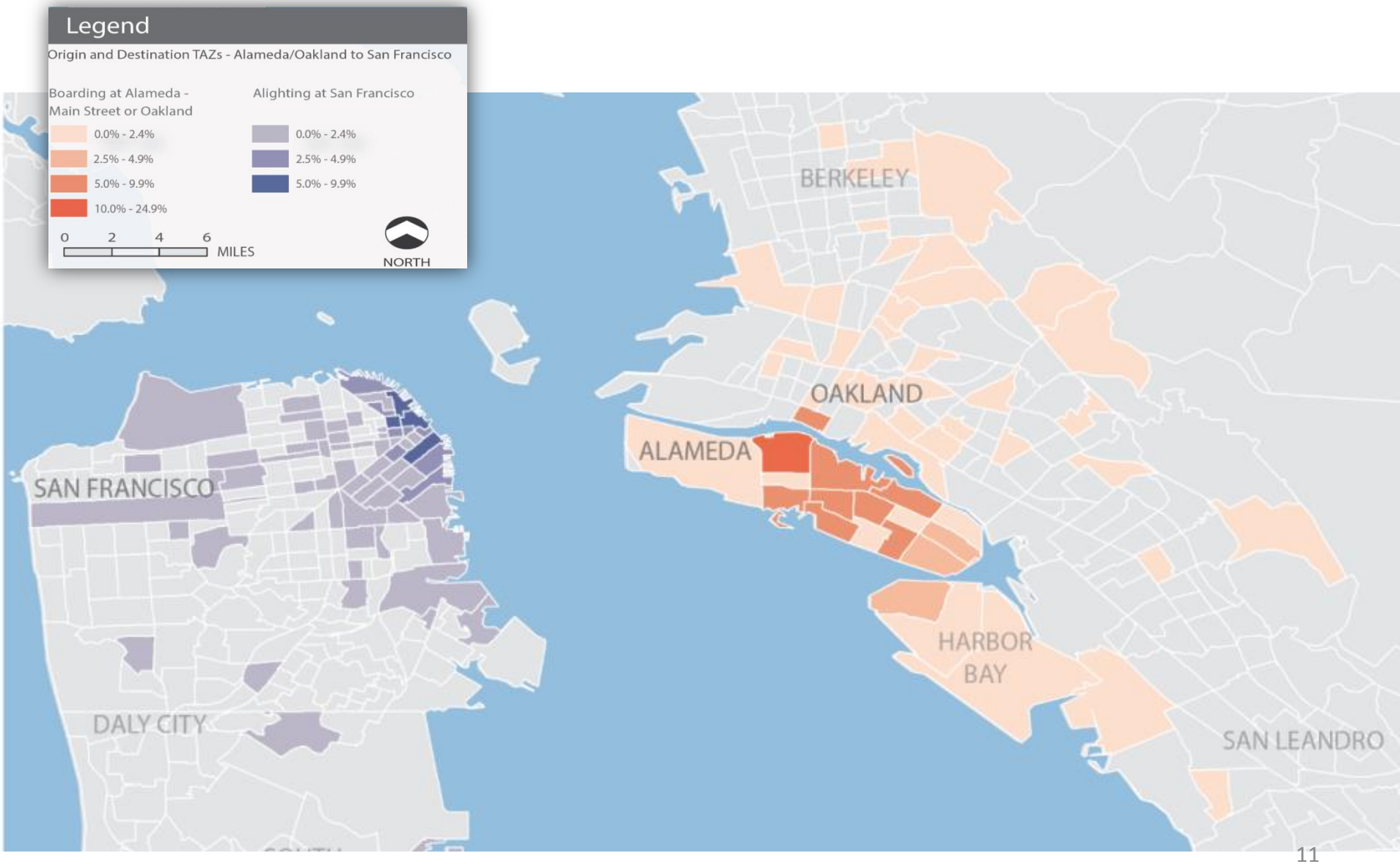
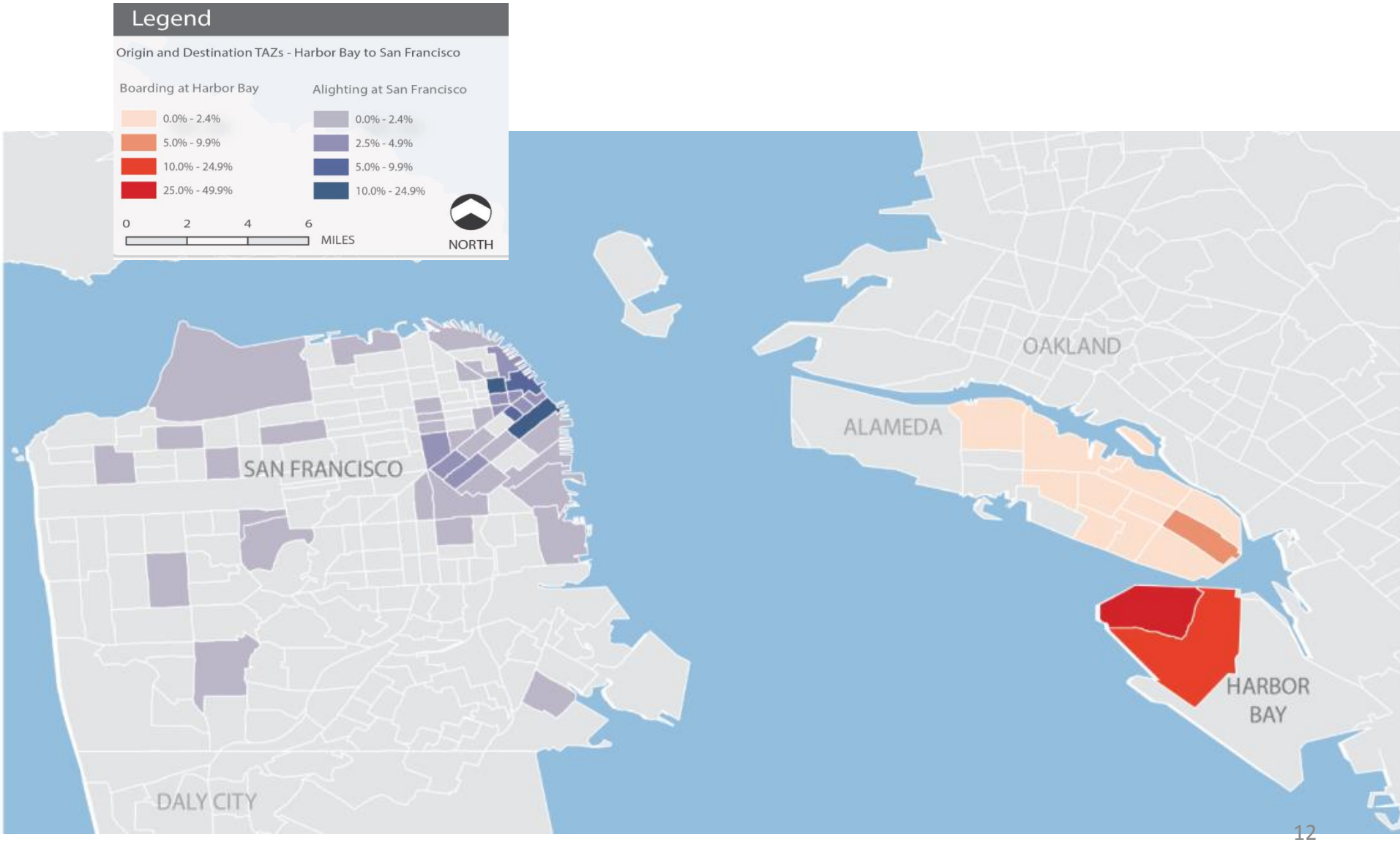


Origins/Destinations
Harbor Bay Route

WATER EMERGENCY TRANSPORTATION AUTHORITY



Main Street Customer Access

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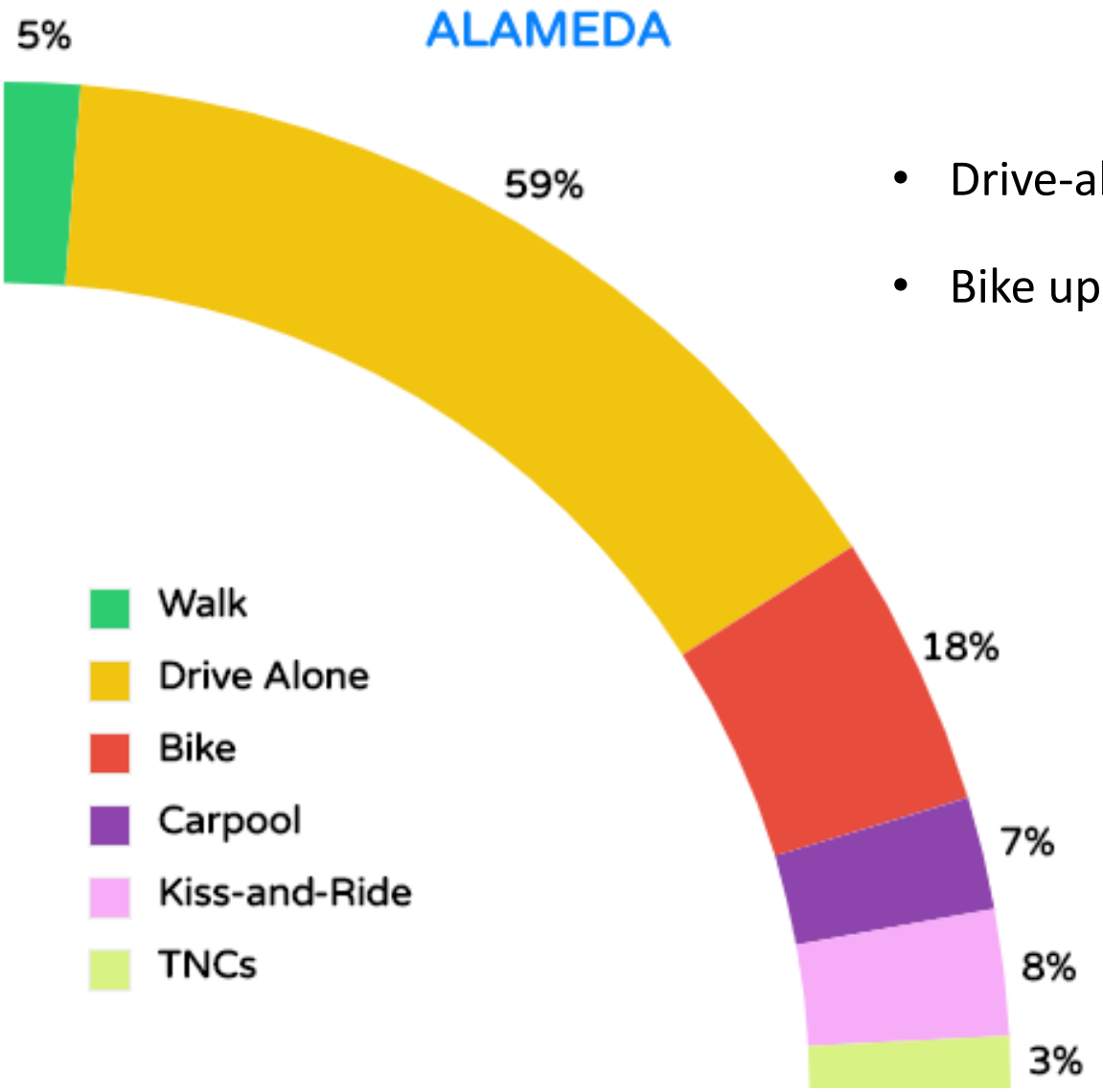
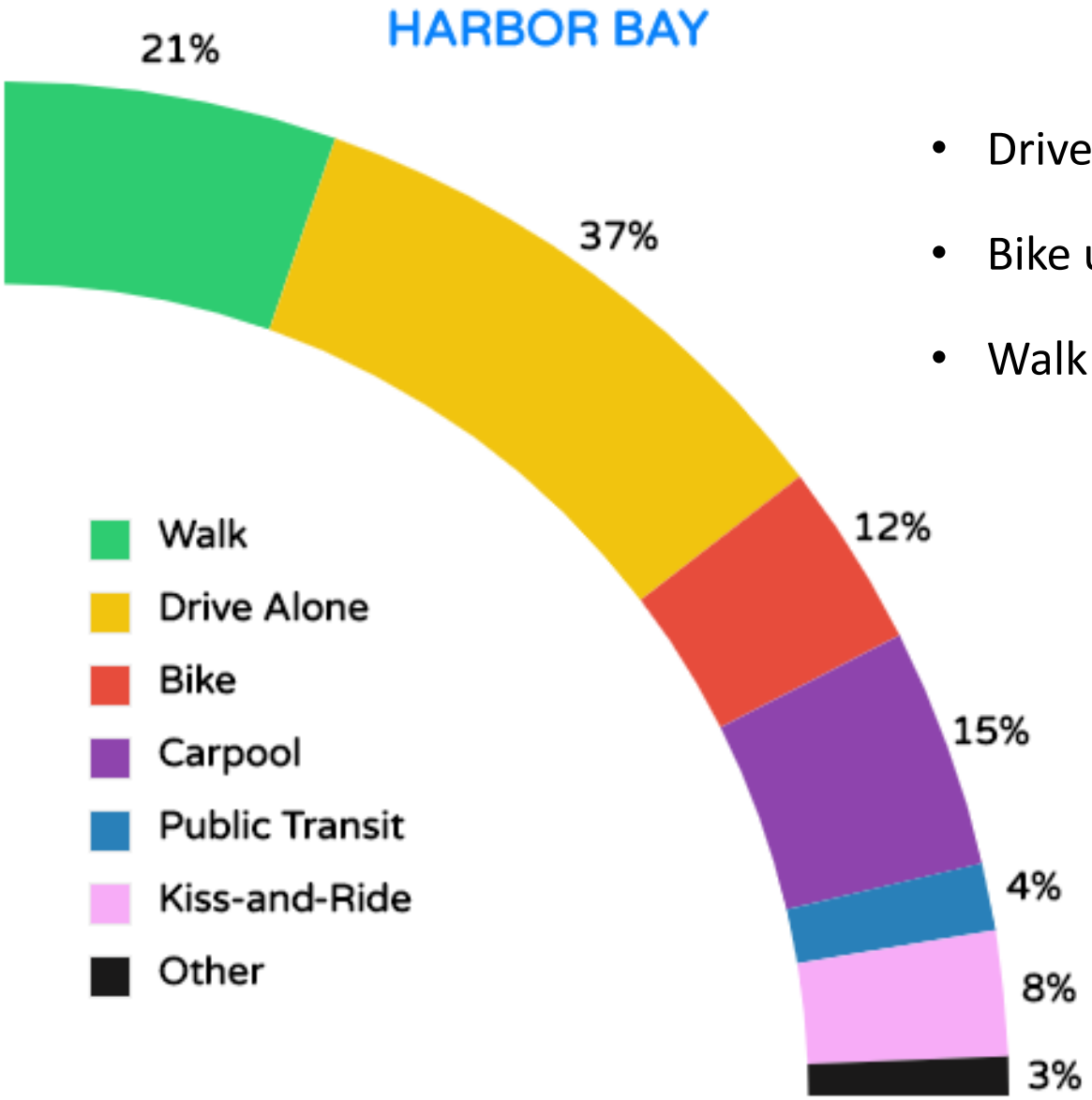


- Drive-alone down from 66% in 2014
- Bike up from 11% in 2014

Harbor Bay Customer Access

WATER EMERGENCY TRANSPORTATION AUTHORITY



- Drive-alone down from 48% in 2014
- Bike up from 7% in 2014
- Walk down from 33% in 2014

Age Distribution

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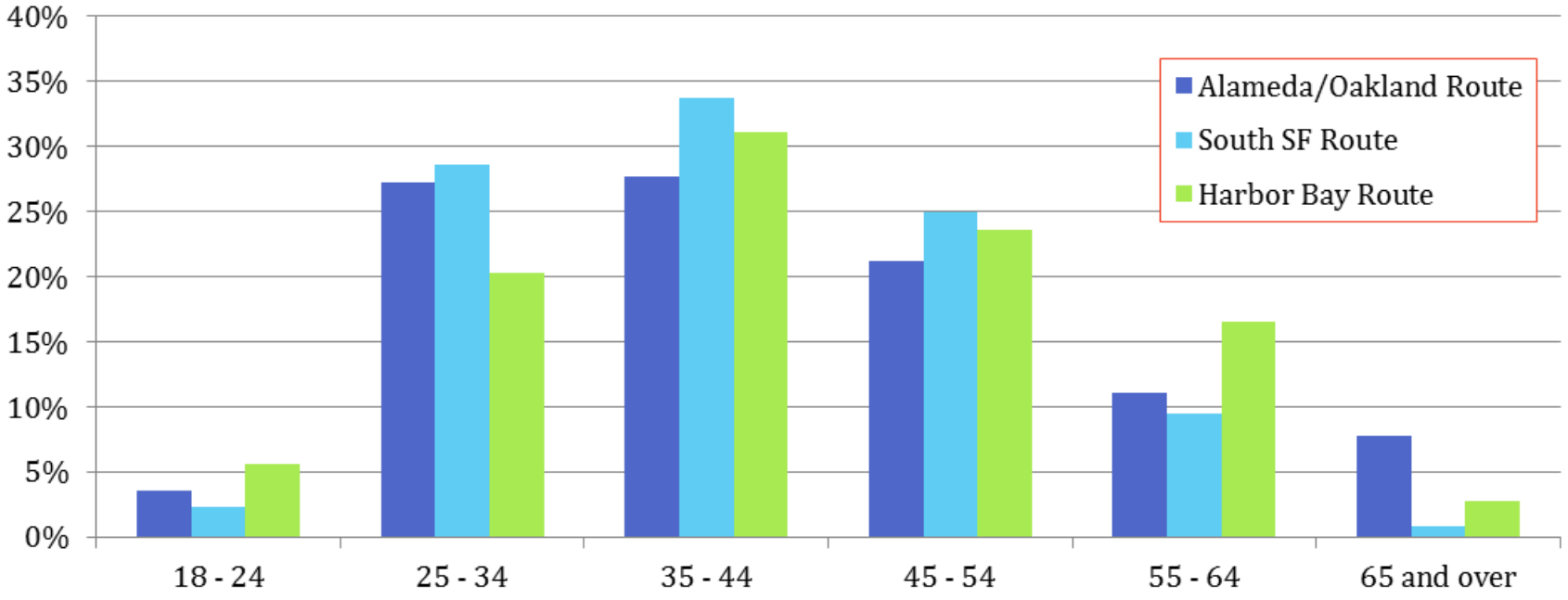

Income Distribution

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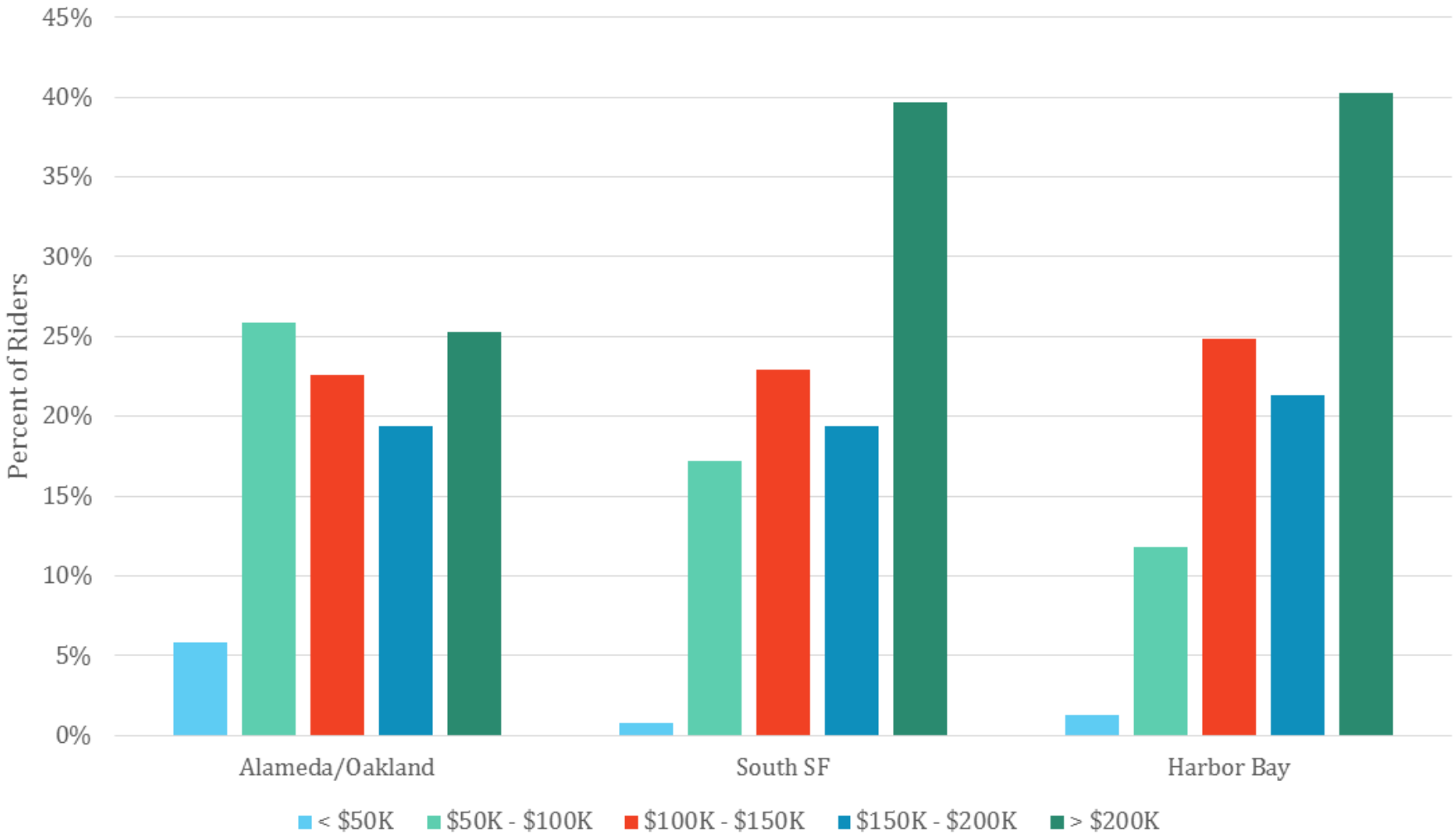

How many days per week do you ride?

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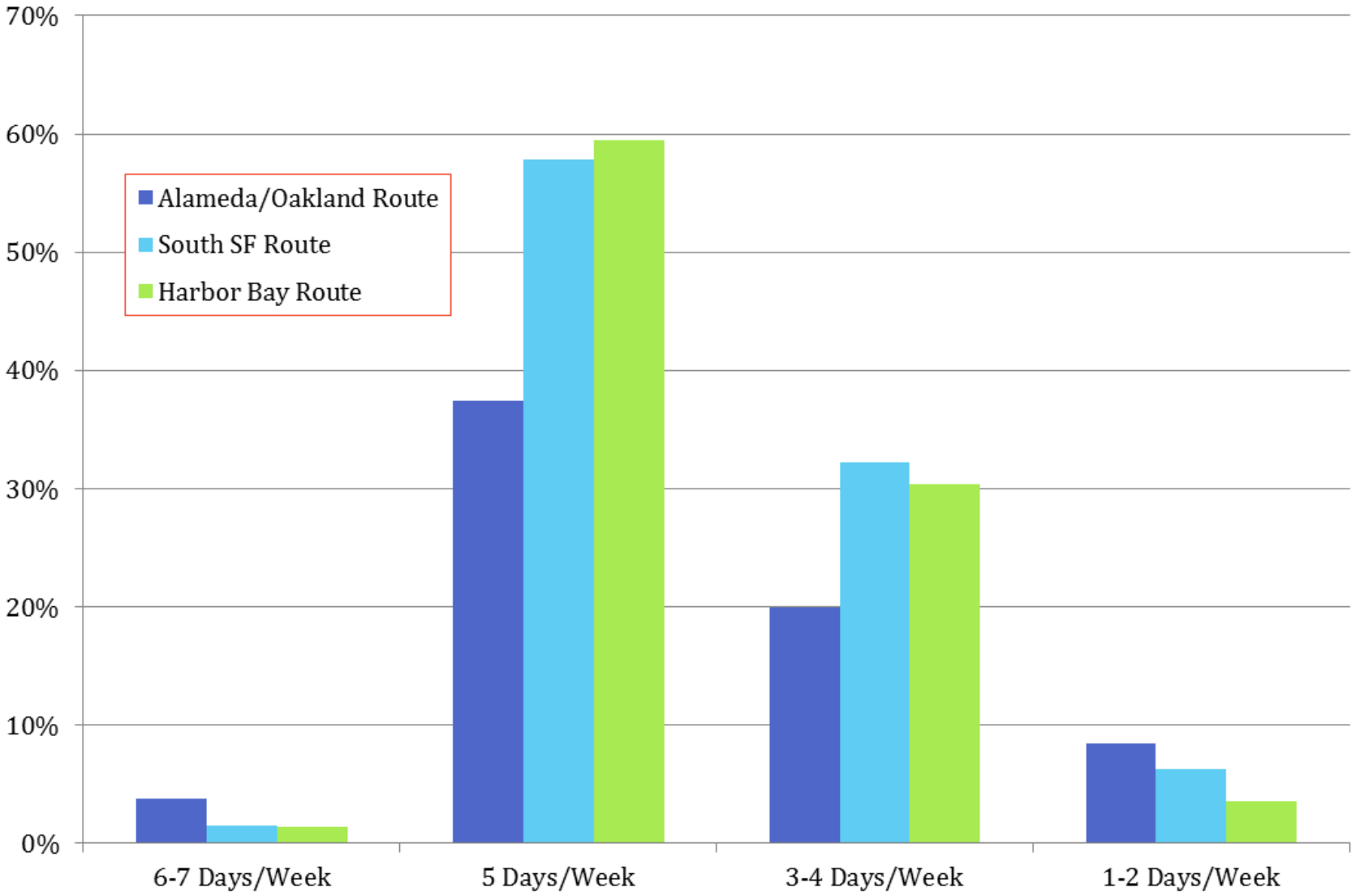
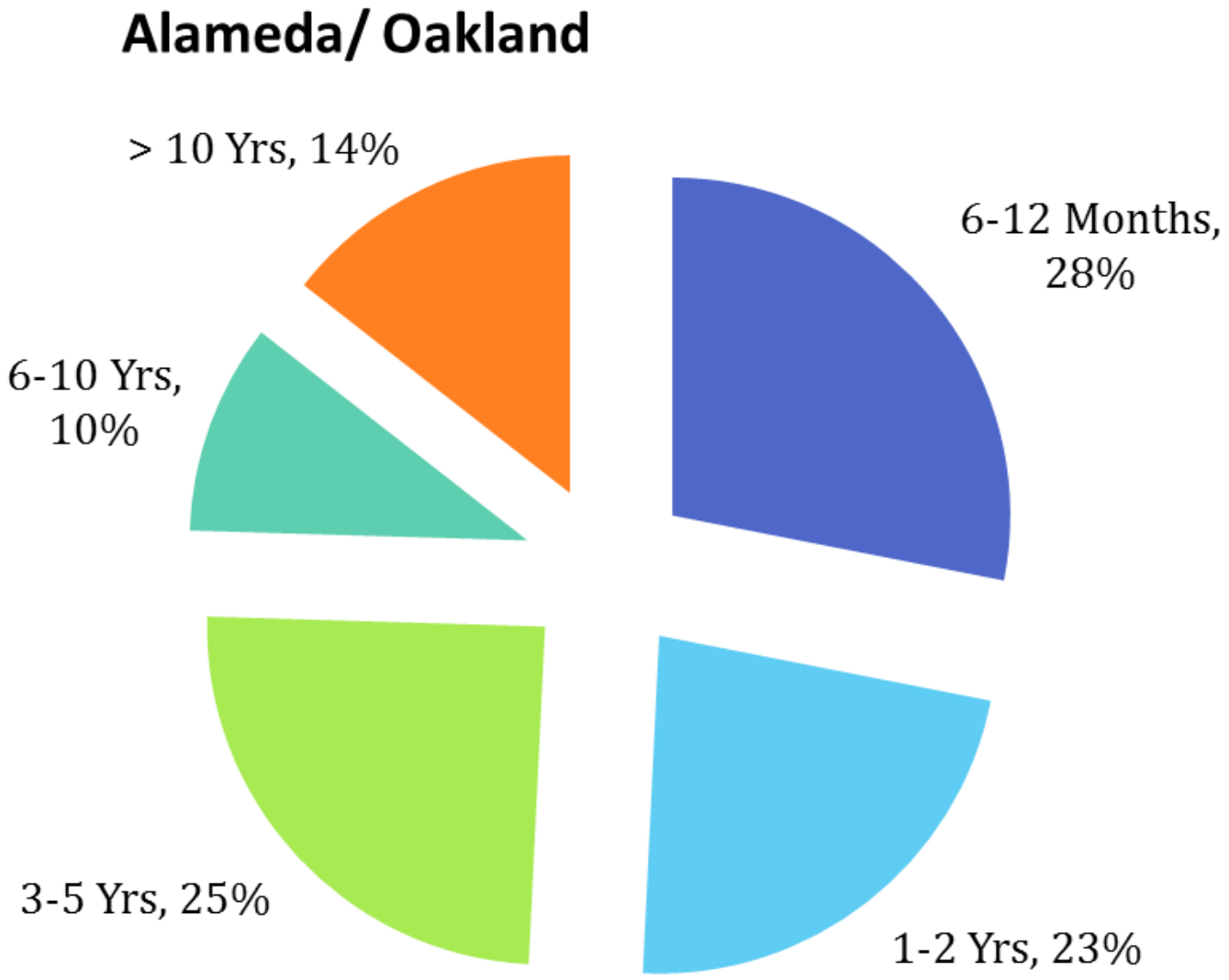


How long have you been riding?

WATER EMERGENCY TRANSPORTATION AUTHORITY



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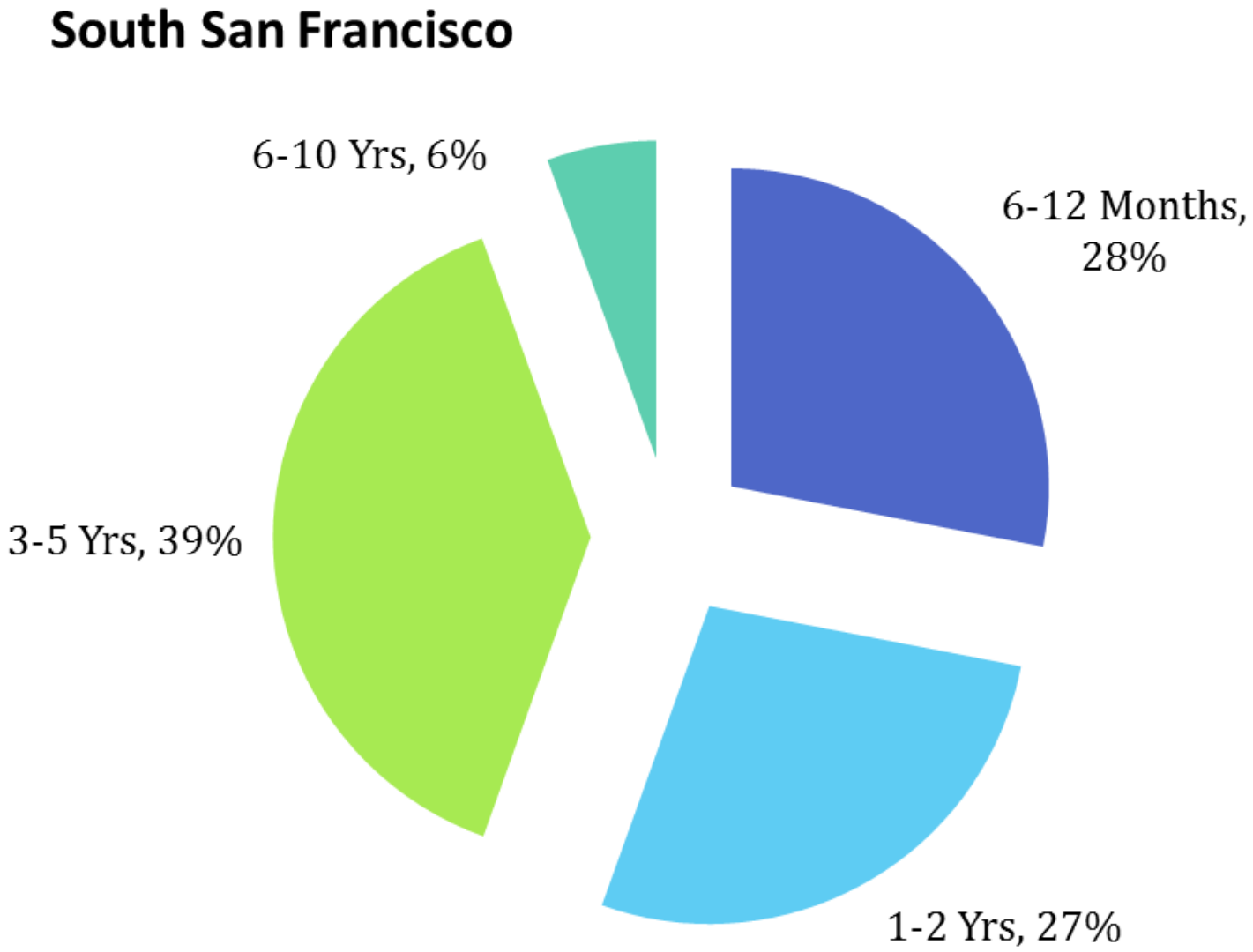

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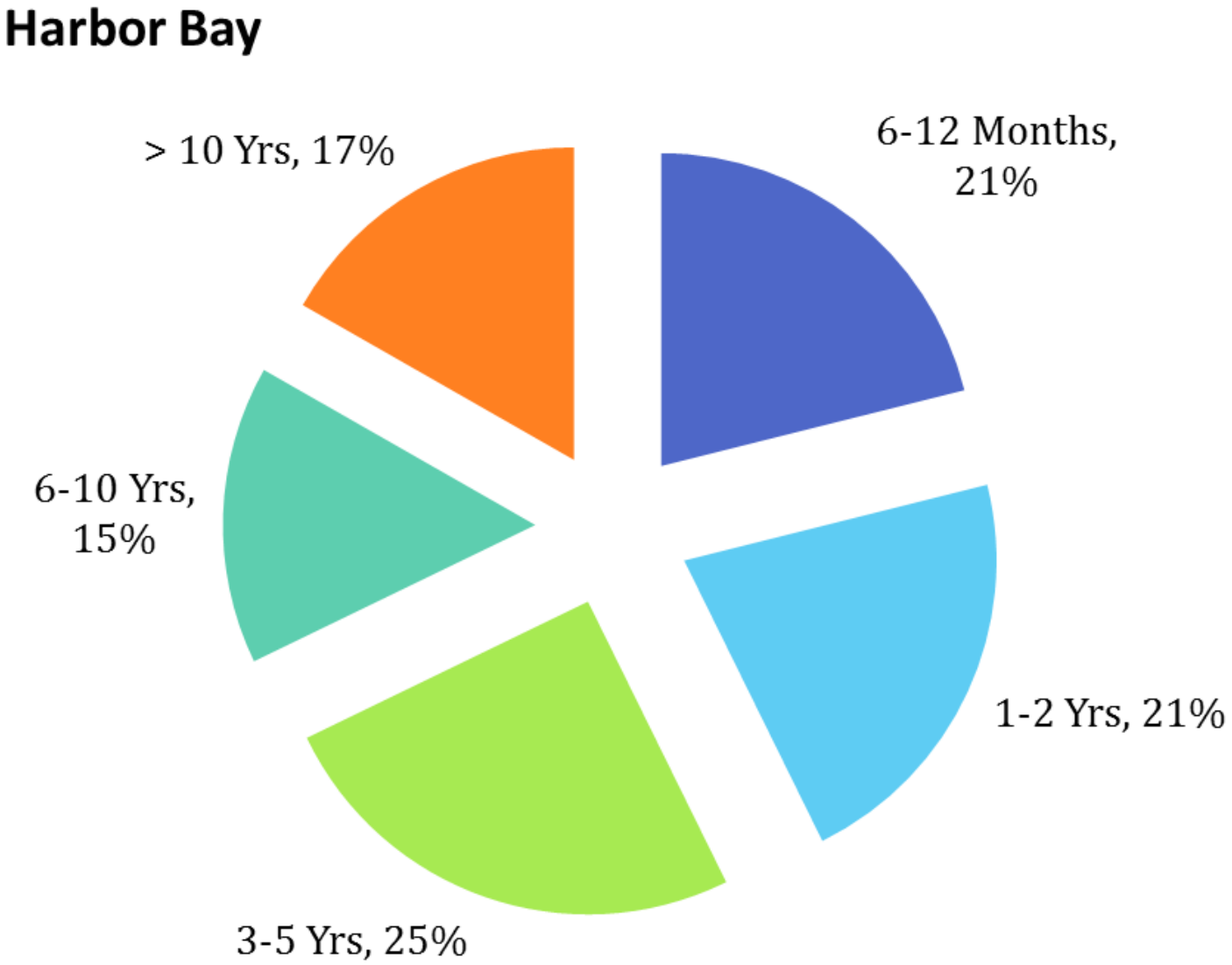

Why do you ride the ferry?

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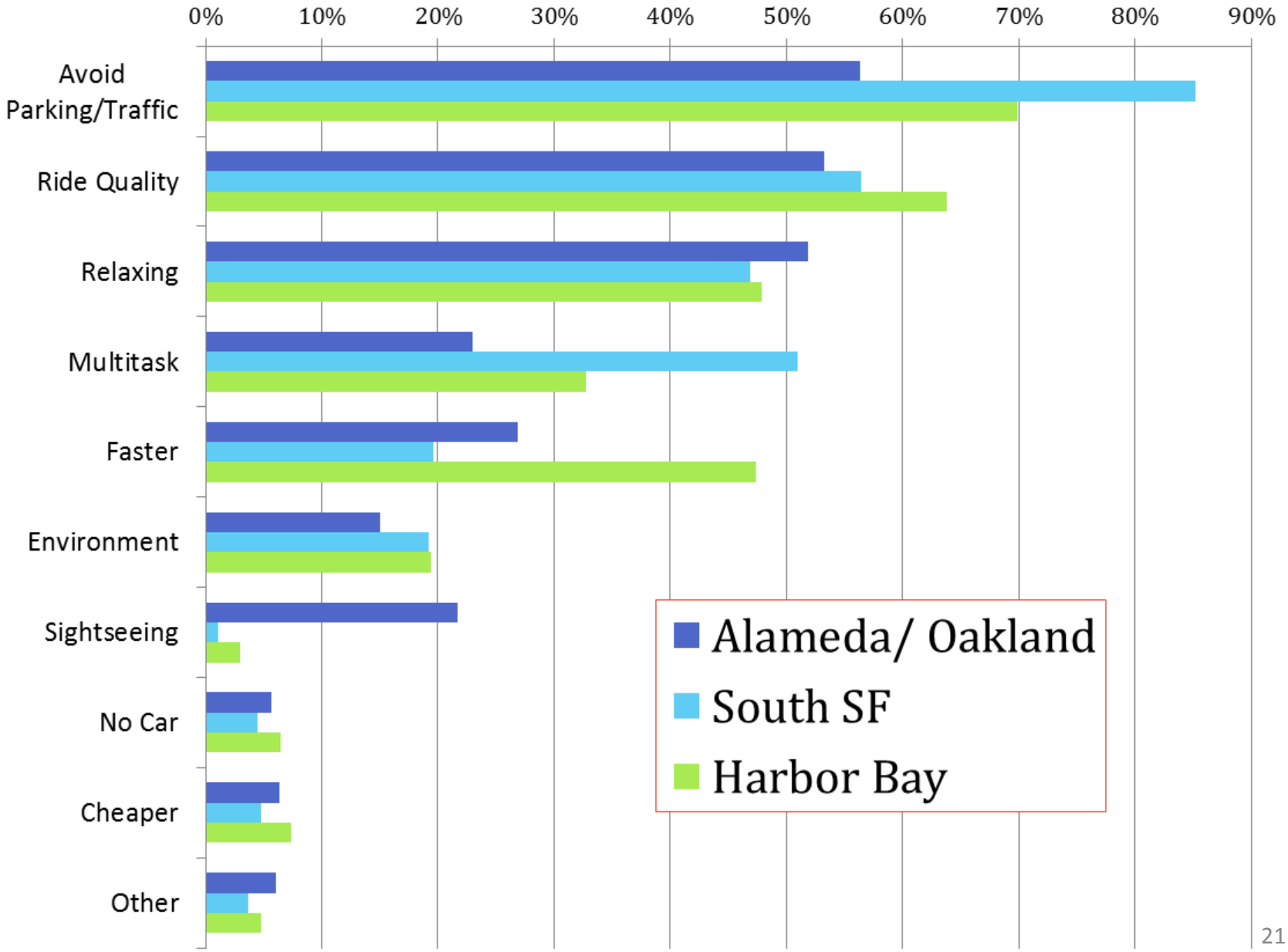

Overall Satisfaction Ratings

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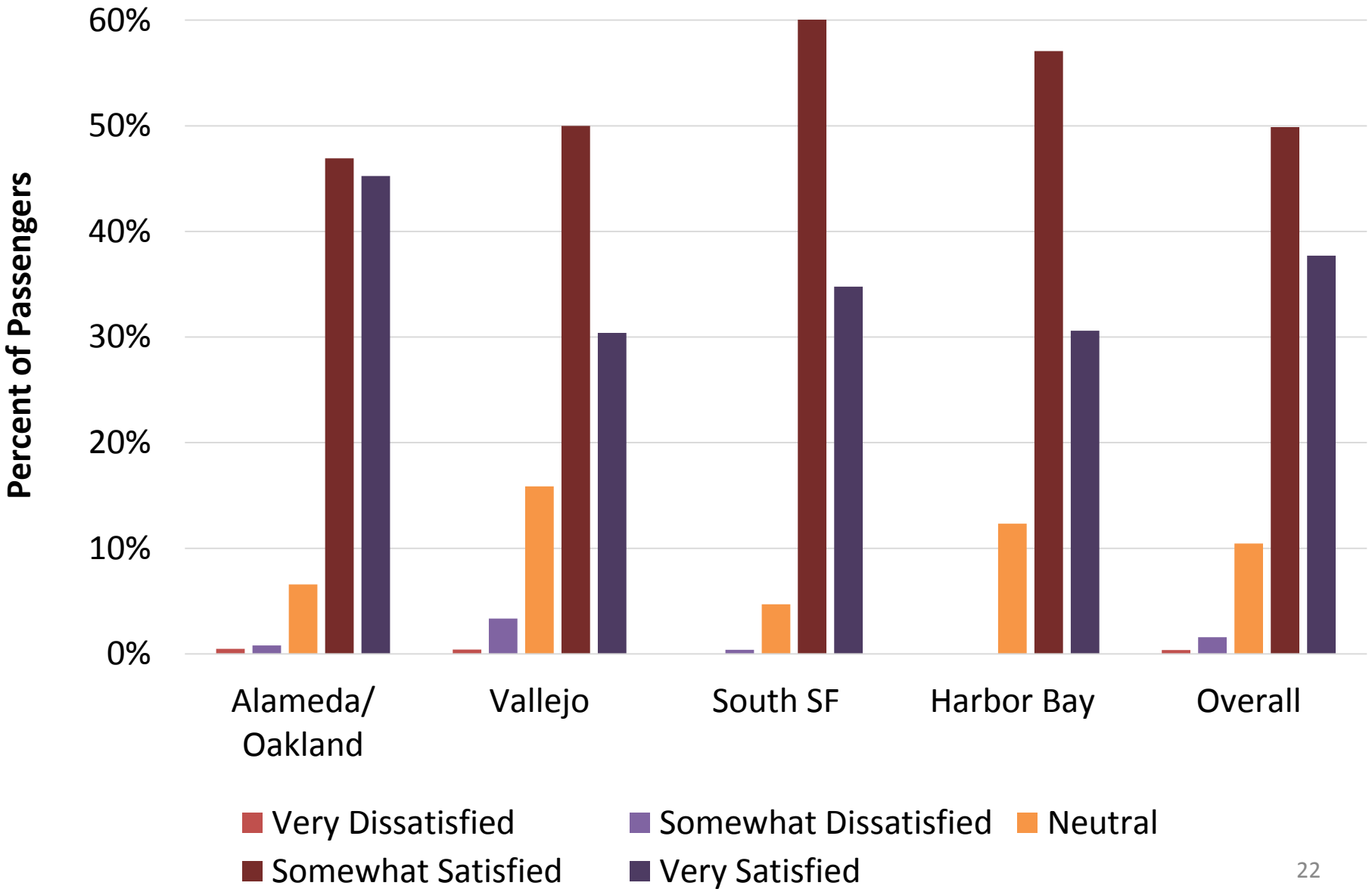

Common Complaints

- Insufficient off-peak service
- Fully occupied parking lot at the Harbor Bay terminal
- Insufficient transit access at Alameda, Harbor Bay, and Vallejo terminals
- Burdensome fare payment system:
  - Inability to add fares to a Clipper card at terminals
  - Long lines to buy tickets onboard
  - No mobile ticketing app
- Confusing or insufficient signage at terminals
- Lack of updates for service delays and cancellations
- Slow and irregular onboard Wi-Fi service

Common Compliments

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- Friendly and helpful onboard crews
- Appreciation for new boats (Cetus and Hydrus)
- Excitement for more new boats
- Reliability and on-time performance of the ferries
- Improvement in commute quality after switching over to ferry
- Option to buy snacks and drinks onboard

WATER EMERGENCY
TRANSPORTATION AUTHORITY

Questions

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