

LARA WEISIGER

From: Gail Payne
Sent: Thursday, November 16, 2017 9:11 AM
To: LARA WEISIGER
Cc: Jennifer Ott
Subject: FW: Transportation Choices Plan

Lara,

Please add this email to the correspondence for the Dec 5 City Council meeting on the Harbor Bay item as requested below by Ms. Jeffers.

Thank you.

Regards,
Gail Payne

Gail Payne, Transportation Coordinator, City of Alameda
510-747-6892 - gpayne@alamedaca.gov

From: Jennifer Jeffers [mailto:jennifer.r.jeffers@gmail.com]
Sent: Thursday, November 16, 2017 8:20 AM
To: Gail Payne <GPayne@alamedaca.gov>
Cc: Jennifer Ott <JOtt@alamedaca.gov>; amlee@actransit.org; Christine Lok <christinewlok@gmail.com>
Subject: Re: Transportation Choices Plan

Gail—

I'm writing to let you know that once again the AC 21 bus did not show up this morning to take riders from the main island to the ferry. It is pouring rain (as you know) and totally infeasible for the vast majority of riders to walk or bicycle to the ferry today, which makes a reliable bus service that much more imperative. I've been waiting since 8am and have repeatedly checked NextBus and (currently) no bus shows up for 31 min— well after the last ferry from Harbor Bay departs! Two other people have been waiting with me, as well. I now have no choice but to scramble to make alternative arrangements for getting to SF and fully expect to be delayed in arriving at least 30 min or more since the weather causes so many accidents and delays. I would appreciate you forwarding on all of these communications to the City Council so they are aware of the continuing problem with alternative transportation choices to the Harbor Bay ferry.

Sincerely,
Jennifer

On Oct 17, 2017, at 2:04 PM, Jennifer Jeffers <jennifer.r.jeffers@gmail.com> wrote:

Hi, Gail. I do sometimes have to rely on the OX bus to take me to SF on the days the 21 doesn't arrive (or if it arrives too late to make the ferry) and assuming the OX hasn't already come and gone. The stop isn't the same one but is close by. However, it often takes considerably longer for me to take the OX into the City depending on traffic -- particularly if there is an accident on the Bay Bridge (which, unfortunately, is usually the case these days). As you know, the ferry timing isn't affected by traffic and always leaves exactly on time from the pier. A

bigger issue is needing to get from the ferry back to my children's day care by 5:30pm. The OX is not reliable for this, either directly from SF or once I get to Harbor Bay, because of the timing of the buses and the fact the stop is not convenient. That is why I need to rely on the ferry (and, relatedly, the 21 bus) to get me there in time. I appreciate you and others working to make the 21 bus more reliable and more accessible to ferry riders in general. I would like to be updated if action is taken on this issue in the future.

Sincerely,
Jennifer

On Tue, Oct 17, 2017 at 12:32 PM, Gail Payne <GPayne@alamedaca.gov> wrote:

Jennifer,

I appreciate this information. As mentioned, we are working together to improve the bus reliability. If there is an issue with Line 21, is it possible for you to take Line OX directly into SF at the same bus stop? We are hoping this Line OX is a reliable back-up/contingency, especially in the short term while we work out the issues.

Thank you.

Regards,
Gail Payne

Gail Payne, Transportation Coordinator, City of Alameda
[510-747-6892](tel:510-747-6892) - gpayne@alamedaca.gov

From: Jennifer Jeffers [mailto:jennifer.r.jeffers@gmail.com]
Sent: Monday, October 16, 2017 4:57 PM
To: Gail Payne <GPayne@alamedaca.gov>
Cc: Jennifer Ott <JOtt@alamedaca.gov>; amlee@actransit.org; Christine Lok <christinewlok@gmail.com>
Subject: Re: Transportation Choices Plan

Gail,

Thank you for your email and apologies for not responding sooner. I know that Christine Lok is meeting with Jennifer Ott tomorrow to discuss this issue further, and wanted to add some information so you and others at the City and AC Transit all have it going forward. Please note that this letter only discusses bus service to/from Harbor Bay ferry (since I am most familiar with that location), but MANY ferry riders are unhappy with the fact that NO AC Transit lines service the Main Street ferry.

I have emailed you and others in the City's Transportation Department a few times since the parking restrictions were enacted around the Harbor Bay ferry to complain about the AC Transit Line 21 bus either not showing up or showing up too late to make it a feasible commute option. The problems have persisted, and although they don't take place on a daily basis, they happen enough to make relying on the 21 bus stressful at best, and completely useless at worst.

Buses Are Not on a Predictable or Routine Schedule

I use NextBus to determine when the bus is coming so I am sure to make it. However, not all of the buses turn on their GPS so that they show up on the app. As a result, sometimes I am left trying to decide whether to wait at the bus stop for 5-10 or more minutes hoping the bus is on its way, or trying to figure out alternative arrangements to make it to SF for my job. As you know, the ferry schedules are once per hour, so if I miss the 8:30am ferry, there is no other ferry for me to rely on.

In the past 3 weeks or so, there have been at least a handful of times where the bus to the ferry either did not show up at all in the morning (leaving me scrambling to find alternative options to get to SF and late to work as a result), the bus showed up after 8:20am (not allowing enough time to get to the ferry before departure), or where the bus arriving to pick up passengers from the 4:35pm ferry (arriving to Alameda at 5pm) did not show until after 5:20-5:25pm. Not having a bus show up at all or having the bus show up too late to make the ferry departure time are fairly straightforward problems. However, it is also critical that the afternoon buses picking people up from the ferry terminal arrive shortly after the ferry does -- not 20+ minutes later. Not only does a late bus discourage ridership and defeat the purpose of being a feasible "alternative" mode of transportation, many day cares and school programs on the main island close promptly at 5:30pm. In my case, I need to get to the main island to pick up my children by 5:30 or pay significant fees for late arrivals (not to mention that staff want to leave at closing time-- not wait for me to get there late because my bus didn't show up on time).

The Current AC 21 Route is Far Too Limited In Geographic Scope and Timing to Accommodate Ferry Riders

The very limited route itself on the main island (essentially, Buena Vista/Park down to Otis) is not sufficient to accommodate a vast majority of ferry riders. In addition, the fact there is essentially one AC 21 bus that is scheduled to accommodate each ferry is problematic. I know many people who can not take the bus because its departure times from various stops along

Park Street are before public schools even allow drop offs of students. Both of these issues directly impact the number of riders that can rely on using AC Transit to get to/from the ferry.

As a case in point, I have been taking the 21 bus Monday-Thursday each week since September. If anything, the 8:30am ferry should see the most ridership of the day since the parking lot is filled to capacity by at least the 730am ferry departure. However, more often than not, I am either the only ferry rider or one of only a few ferry riders getting on and off for the 8:30am ferry and on/off when the 4:30pm ferry docks.

Each ferry boat carries ~350 riders and the Harbor Bay terminal serves 3 boats to/from each day. August ridership alone is about 30,000+ (see page 10 of WETA's recent Board Meeting Agenda [\(link\)](#)). The City has promoted AC transit as one of the primary alternative transportation choices for riders, and yet in my experience, only 1-5 riders use AC Transit for a third of its arrivals/departures a day. This works out to a mere 0.5-1 PERCENT of all riders! At a minimum, these numbers evidence the fact that the AC Transit solution to the parking restriction issue is not working as it should. I consistently hear riders who otherwise are open and willing to taking public transit to/from the ferry lament the fact that they aren't anywhere near the bus route, the bus didn't show for them/was late, or that they cannot take the risk of waiting and either having it not show up or show up too late to pick up their children from day cares/schools.

I appreciate the City and AC Transit's efforts to make sure that Harbor Bay Ferry riders have feasible and reliable transportation choices to get to/from the ferry. As such, I respectfully ask that the City and AC Transit work together to remedy the issues with inconsistent bus arrival times and route/bus frequency limitations discussed above so that AC Transit can actually become one part of the transportation solution that is so sorely needed to address parking limitations at the Harbor Bay Ferry.

Sincerely,

Jennifer

On Mon, Oct 2, 2017 at 11:48 AM, Gail Payne <GPayne@alamedaca.gov> wrote:

Jennifer,

City staff just met with Christine Lok and Lauren - Harbor Bay ferry riders - who mentioned that you continue to take Line 21 to/from the ferry. How is the transfer working? They mentioned that you are having issues with the PM transfer from ferry to bus. If so, please let me know the exact timing of the transfer that is not working and what the issue is. Do you use the NextBus app or Routesy app to help gauge when a Line 21 bus is arriving?

Thank you for staying involved!

Regards,
Gail Payne

Gail Payne, Transportation Coordinator, City of Alameda
[510-747-6892](tel:510-747-6892) - gpayne@alamedaca.gov

-----Original Message-----

From: Gail Payne
Sent: Wednesday, September 20, 2017 5:09 PM
To: 'Jennifer Jeffers' <jennifer.r.jeffers@gmail.com>
Cc: Ashley Zieba <AZieba@alamedaca.gov>; ERIN GARCIA <EGARCIA@alamedaca.gov>
Subject: RE: Transportation Choices Plan

Ms. Jeffers,

Yes, please send your comments to me and to Ashley Zieba and Erin Garcia as copied here. Ashley and Erin will ensure that the Transportation Commission and the Planning Board, respectively, are forwarded your electronic comment. These commissions/boards provide recommendations that are forwarded to the City Council to take action.

Thank you.

Regards,
Gail Payne

Gail Payne, Transportation Coordinator, City of Alameda
[510-747-6892](tel:510-747-6892) - gpayne@alamedaca.gov

-----Original Message-----

From: Jennifer Jeffers [mailto:jennifer.r.jeffers@gmail.com]
Sent: Wednesday, September 20, 2017 1:31 PM
To: Gail Payne <GPayne@alamedaca.gov>
Subject: Transportation Choices Plan

Ms. Payne--

I see online that the City has invited community members to review and comment on the Transportation Choices Plan. How do community members submit their comments electronically so that they are considered by our elected officials prior to next week's Board and Commission hearings? Also, can you please tell me how the approval process is slated to take place? Do the Board and Commission both recommend actions to the Council? Thank you.

Sincerely,
Jennifer Jeffers