



2025 Onboard Ferry Survey Summary Report

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Introduction

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

- The onboard ferry survey was conducted between April 12, 2025, and April 30, 2025 on all regular routes.

Key objectives of the survey include:

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

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

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

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

Overall, 1,932 total surveys were distributed resulting in 1,786 completed surveys, with 262 nonresponses from eligible passengers, totaling 2,048 eligible respondents on all sections of surveyed ferries. This represents an 87% response rate (e.g. 1,786 completed surveys / 2,048 eligible respondents).

Respondents could complete the survey onboard and return it to the surveyor, complete it at home and mail to CC&G, or complete it online. Of these 1,786 completed surveys, 1,712 were completed onboard, 42 were completed online and 32 were mailed back.

Surveys were available in English, Spanish, and Chinese. Of the 1,786 completed surveys, 1,761 were completed in English, 23 in Spanish, and 2 in Chinese.

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

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

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

Margin of Error

In total, 1,786 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 2.31% (at the 95% confidence level).

Statistically Significant Differences

The margins of error for some key sub-groups shown in this report are:

- Weekday (n = 1,281). +/- 2.37% at the 95% confidence level;
- Weekend (n = 505). +/- 4.34% at the 95% confidence level.

- Alameda Seaplane (n = 185). +/- 7.19% at the 95% confidence level;
- Harbor Bay (n = 211). +/- 6.72% at the 95% confidence level;
- Oakland/Alameda (n = 458). +/- 4.56% at the 95% confidence level;
- Richmond (n = 280). +/- 5.83% at the 95% confidence level;
- Vallejo (n = 611). +/- 3.95% at the 95% confidence level.
- S. San Francisco (n = 41). +/- 15.27% at the 95% confidence level;
 - o Note: The smaller sample size for S. San Francisco is representative of the lower ridership on this route. Given this smaller sample size, percentages broken out specifically on this route should be considered more directional in nature.

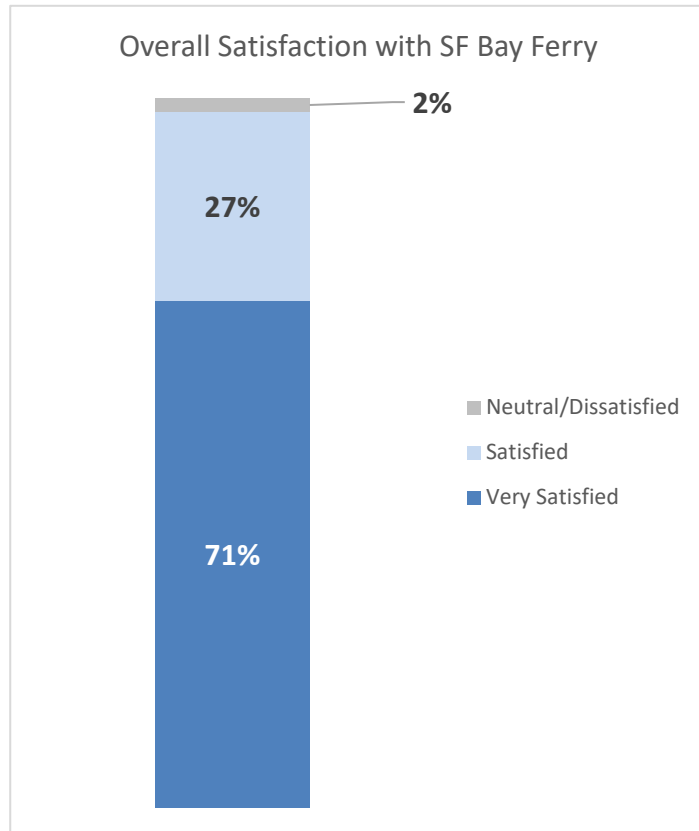
General Notes about the Results

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

Executive Summary

- Respondents overall were very satisfied with the service provided by SF Bay Ferry, with an average rating of 4.69 out of 5.00.

- 98% of riders in 2025 rated their experience as “Very Satisfied” or “Satisfied.” This is the same as in 2024 and is comparable to the 99% rating in 2022. In 2017, this rating was 88%.
- While the share of riders rating their experience “Very Satisfied” or “Satisfied” is the same in 2025 as 2024 (98%), the mean score in 2025 is slightly lower than in 2024 (4.69 vs. 4.73). This decrease is caused by a decrease in respondents very satisfied with the ferry (71% in 2025 vs. 76% in 2024) and an increase in respondents satisfied with the ferry (27% in 2025 vs. 22% in 2024).



- Riders on the Alameda Seaplane Ferry were the most satisfied, rating their experience 4.79 (out of 5). While still very high, riders on the South San Francisco Ferry were slightly less satisfied, rating their experience at 4.49 out of 5.
- Comments regarding the ratings, which were provided by 32% of respondents, suggest that frequency, staff, operating hours, and reliability are key contributors to the high ratings.

- Respondents were most satisfied with feeling safe (4.81 out of 5.00), the ferry crew (4.71 out of 5.00), and the ease of fare payment (4.69 out of 5.00). They were least satisfied with terminal access and amenities (4.51 out of 5.00), concessions (4.34 out of 5.00), and service alerts / delay notifications (4.15 out of 5.00).

- Three-quarters of respondents (74%) say they use the ferry to relax or reduce stress, making this the top reason among respondents overall.
- The Oakland & Alameda Ferry has the highest share of riders from outside the San Francisco Bay Area (15%), while South San Francisco (<1%) and Harbor Bay (3%) ferries have the lowest.
- Among all respondents, nearly two-thirds (62%) used some form of car-based transportation to access their ferry, while 17% walked all the way, 13% used a bike or scooter, 9% used public transit, and 1% used a private shuttle.
- Among all respondents, one-third (38%) used some form of car-based transportation to get from the ferry to their destination, while 34% walked all the way, 16% used public transit, 15% used a bike or scooter, and 2% used a private shuttle.
- Overall, respondents use the ferries to commute to work or school (55%), travel to entertainment or recreation locations (34%) or for sightseeing (12%).
- Overall, respondents ride their ferry an average of 2.4 days per week.
 - Average use per week is roughly the same as in 2024 (2.4 days/week in 2025 vs. 2.3 days/week in 2024)
 - The most frequent users of SF Bay Ferry tend to be on the Harbor Bay (average 3.4 days/week) Alameda Seaplane, and South San Francisco (both average 3.2 days/week) routes.
- Two-thirds of riders (65%) would use a car-based type of transport if they didn't take a ferry, with 43% opting to drive alone. Slightly fewer (58%) would use public transit, with 45% opting for BART or other rail transit. Notably, 10% of riders have no alternative to SF Bay Ferry.

Detailed Results

Overall Rating

Respondents overall were very satisfied with the service provided by SF Bay Ferry, with an average rating of 4.69 out of 5.00.

- 98% of riders in 2025 rated their experience as “Very Satisfied” or “Satisfied.” This is the same as in 2024 and is comparable to the 99% rating in 2022. In 2017, this rating was 88%.
- While the share of riders rating their experience “Very Satisfied” or “Satisfied” is the same in 2025 as 2024 (98%), the mean score in 2025 is slightly lower than in 2024 (4.69 vs. 4.73). This decrease is caused by a decrease in respondents very satisfied with the ferry (71% in 2025 vs. 76% in 2024) and an increase in respondents satisfied with the ferry (27% in 2025 vs. 22% in 2024).
- In both 2024 and 2025, 1% of respondents said they were neither satisfied nor dissatisfied with the service, and 1% of respondents said they were dissatisfied or very dissatisfied with the service.
- Riders on the Alameda Seaplane Ferry were the most satisfied, rating their experience 4.79 (out of 5). While still very high, riders on the South San Francisco Ferry were slightly less satisfied, rating their experience at 4.49 out of 5.

Comments regarding the ratings, which were provided by 32% of respondents, suggest that while satisfied overall, riders felt SF Bay Ferry should have more frequency and longer operating hours. .

Overall rating of SF Bay Ferry service

	2025 TOTAL	2024 TOTAL
Base: (All Respondents)	1,786	1,744
5 - Very Satisfied	71%	76%
4 - Satisfied	27%	22%
3	1%	1%
2 - Dissatisfied	<1%	<1%
1 - Very Dissatisfied	<1%	<1%
Blank (#)	4	38
TOTAL	100%	100%
Average (mean) score	4.69	4.73

	2025 TOTAL	2024 TOTAL
Base: (All Respondents)	1,786	1,744
Satisfied (4 or 5)	98%	98%
Dissatisfied (1 or 2)	<1%	1%
Neutral	1%	1%
TOTAL	100%	100%
Average (mean) score	4.69	4.73

San Francisco Bay Ferry | Onboard Ferry Survey Summary Report

	----- read % across -----							
	VERY SATISFIED		VERY DISSATISFIED			BLANK	MEAN SCORE	
	5	4	3	2	1	[#]	(5 Pt. Scale)	
Alameda Seaplane								
April 2025 (N=185)	79%	21%	-	-	-	-	4.79	
April 2024 (N=242).....	81%	18%	<1%	-	1%	5	4.78	
Harbor Bay								
April 2025 (N=211)	72%	28%	-	-	-	1	4.72	
April 2024 (N=207).....	82%	17%	1%	-	-	1	4.81	
Oakland/Alameda								
April 2025 (N=458)	76%	22%	2%	-	1%	1	4.72	
April 2024 (N=476).....	80%	18%	1%	<1%	<1%	15	4.77	
Richmond								
April 2025 (N=280)	77%	22%	1%	-	-	-	4.76	
April 2024 (N=222).....	79%	19%	-	1%	<1%	4	4.76	
S. San Francisco								
April 2025 (N=41)	56%	39%	2%	2%	-	-	4.49	
April 2024 (N=49).....	57%	36%	6%	-	-	2	4.51	
Vallejo								
April 2025 (N=611)	64%	33%	2%	<1%	<1%	3	4.60	
April 2024 (N=551).....	67%	31%	2%	<1%	-	11	4.65	

Comments

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (Left Comment)	575	63	100	119	86	19	188
Need more frequency	16%	16%	19%	8%	28%	21%	14%
Staff are friendly, professional, helpful	16%	17%	14%	14%	20%	21%	14%
Need expanded hours	10%	13%	19%	7%	6%	21%	7%
Ferry is reliable/on-time	8%	8%	10%	3%	3%	5%	12%
Ferry is clean	7%	6%	7%	5%	8%	5%	9%
Comfortable/Relaxing/Beautiful views	6%	2%	2%	8%	8%	-	7%
More routes/stops closer to my origin/destination	5%	5%	5%	8%	7%	5%	2%
Better notification for delayed/cancelled ferries	4%	2%	12%	-	5%	11%	3%
Reduce crowding	4%	3%	3%	1%	1%	11%	8%
More reliability	4%	2%	10%	-	2%	11%	4%
More /safe/cheaper parking	3%	5%	4%	-	1%	5%	6%
Be more bike friendly (more bike storage, no stairs for bikes, rule changes, protected from salt spray, etc.)	3%	2%	10%	1%	1%	-	1%
Food onboard is expensive/poor quality/Need more food options	3%	2%	1%	3%	1%	-	4%

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

Rating of SF Bay Ferry Service

Respondents were most satisfied with feeling safe (4.81 out of 5.00), the ferry crew (4.71 out of 5.00), and the ease of fare payment (4.69 out of 5.00). They were least satisfied with terminal access and amenities (4.51 out of 5.00), concessions (4.34 out of 5.00), and service alerts / delay notifications (4.15 out of 5.00).

- With the exception of “*Concessions*,” Harbor Bay riders rated the attributes higher than riders on other routes. Except for “*On-time performance*,” Vallejo Ferry riders rated the individual attributes lower than riders on other routes.

	Mean Scores (5 point scale)		
	2025 TOTAL	Weekday	Weekend
Base: (All Respondents)*	1,786	1,281	505
Feeling safe while onboard	4.81	4.81	4.83
Ferry crew	4.71	4.72	4.68
Ease of fare payment	4.69	4.69	4.71
On-time performance	4.63	4.60	4.73
Cleanliness (onboard)	4.63	4.61	4.66
Terminal access and amenities	4.51	4.49	4.56
Concessions	4.34	4.32	4.40
Service alerts / delay notifications	4.15	4.06	4.38

	----- read % across -----						
	VERY SATISFIED			VERY DISSATISFIED		BLANK	MEAN SCORE
	5	4	3	2	1	[#]	(5 Pt)
Feeling safe while onboard							
Total (N=1,786)	86%	12%	1%	<1%	1%	16	4.81
Alameda Seaplane (N=185).....	90%	9%	-	-	1%	1	4.87
Harbor Bay (N=211)	91%	8%	<1%	-	-	-	4.91
Oakland/Alameda (N=458)	88%	9%	2%	-	1%	5	4.84
Richmond (N=280)	88%	10%	1%	<1%	<1%	2	4.85
South San Francisco (N=41)	88%	10%	2%	-	-	-	4.85
Vallejo (N=611)	79%	17%	2%	<1%	1%	8	4.72
Ferry crew							
Total (N=1,786)	79%	16%	3%	1%	1%	23	4.71
Alameda Seaplane (N=185).....	84%	14%	1%	1%	1%	3	4.78
Harbor Bay (N=211)	85%	15%	<1%	-	-	-	4.84
Oakland/Alameda (N=458)	80%	14%	3%	1%	2%	8	4.69
Richmond (N=280)	84%	13%	3%	-	<1%	2	4.80
South San Francisco (N=41)	88%	12%	-	-	-	-	4.88
Vallejo (N=611)	72%	20%	6%	1%	1%	10	4.61
Ease of fare payment							
Total (N=1,786)	79%	14%	4%	2%	1%	19	4.69
Alameda Seaplane (N=185).....	86%	10%	3%	-	1%	1	4.80
Harbor Bay (N=211)	86%	14%	<1%	-	-	-	4.85
Oakland/Alameda (N=458)	80%	12%	5%	2%	1%	7	4.70
Richmond (N=280)	86%	9%	4%	1%	<1%	2	4.79
South San Francisco (N=41)	85%	15%	-	-	-	-	4.85
Vallejo (N=611)	71%	20%	5%	3%	2%	9	4.55
On-time performance							
Total (N=1,786)	72%	22%	4%	1%	1%	21	4.63
Alameda Seaplane (N=185).....	69%	25%	4%	1%	1%	11	4.60
Harbor Bay (N=211)	80%	15%	4%	1%	<1%	10	4.73
Oakland/Alameda (N=458)	80%	17%	1%	1%	1%	2	4.75
Richmond (N=280)	51%	39%	9%	<1%	-	-	4.40
South San Francisco (N=41)	79%	16%	3%	1%	1%	5	4.73
Vallejo (N=611)	79%	18%	2%	1%	<1%	2	4.74

	----- read % across -----						
	VERY SATISFIED			VERY DISSATISFIED		BLANK	MEAN SCORE
	5	4	3	2	1	[#]	(5 Pt)
Cleanliness (onboard)							
Total (N=1,786)	71%	23%	5%	1%	1%	19	4.63
Alameda Seaplane (N=185).....	77%	18%	4%	1%	1%	2	4.70
Harbor Bay (N=211)	76%	21%	2%	<1%	-	-	4.73
Oakland/Alameda (N=458)	77%	18%	4%	<1%	1%	6	4.70
Richmond (N=280)	76%	19%	4%	<1%	<1%	2	4.70
South San Francisco (N=41)	76%	17%	7%	-	-	-	4.68
Vallejo (N=611)	60%	30%	7%	1%	2%	9	4.47
Terminal access and amenities							
Total (N=1,786)	63%	27%	8%	1%	1%	19	4.51
Alameda Seaplane (N=185).....	64%	29%	5%	2%	1%	3	4.54
Harbor Bay (N=211)	65%	28%	6%	<1%	<1%	-	4.57
Oakland/Alameda (N=458)	66%	24%	9%	<1%	1%	4	4.54
Richmond (N=280)	69%	22%	8%	1%	-	2	4.59
South San Francisco (N=41)	54%	32%	15%	-	-	-	4.39
Vallejo (N=611)	57%	30%	10%	1%	1%	10	4.41
Concessions							
Total (N=1,786)	57%	24%	16%	2%	1%	102	4.34
Alameda Seaplane (N=185).....	65%	19%	12%	2%	1%	15	4.46
Harbor Bay (N=211)	51%	28%	19%	2%	-	10	4.28
Oakland/Alameda (N=458)	63%	20%	14%	1%	2%	31	4.41
Richmond (N=280)	59%	23%	16%	2%	1%	19	4.36
South San Francisco (N=41)	67%	13%	18%	3%	-	2	4.44
Vallejo (N=611)	52%	28%	16%	3%	1%	25	4.25
Service alerts / delay notifications							
Total (N=1,786)	49%	25%	20%	4%	2%	76	4.15
Alameda Seaplane (N=185).....	49%	28%	20%	2%	1%	5	4.23
Harbor Bay (N=211)	31%	31%	25%	9%	3%	3	3.77
Oakland/Alameda (N=458)	61%	21%	15%	2%	1%	33	4.38
Richmond (N=280)	49%	22%	23%	5%	1%	14	4.13
South San Francisco (N=41)	30%	23%	28%	13%	8%	1	3.55
Vallejo (N=611)	48%	26%	19%	4%	3%	20	4.14

Reasons for Using SF Bay Ferry

Three-quarters of respondents (74%) say they use the ferry to relax or reduce stress, making this the top reason among respondents overall.

- Riders on the South San Francisco ferry (78%) are much more likely than riders overall (64%) to use the ferry to avoid traffic or because it’s a productive use of time (54% vs. 29%)
- A higher share of both Alameda Seaplane (58%) and Harbor Bay (58%) riders said they use the ferry because it is faster (compared with 40% overall).
- While 21% of riders overall use the ferries to sightsee, 35% of the Oakland/Alameda ferry use the ferry for this purpose.

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

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
Relaxing / reduces stress	74%	77%	81%	76%	81%	88%	66%
Avoids traffic	64%	65%	69%	52%	64%	78%	70%
Faster	40%	58%	58%	29%	44%	44%	35%
Productive use of time	29%	32%	33%	25%	29%	54%	29%
Less expensive	29%	34%	27%	26%	35%	15%	29%
Better for the environment	28%	33%	27%	30%	35%	32%	22%
Parking is easier / less expensive	26%	30%	23%	25%	37%	15%	21%
Sightseeing	21%	15%	11%	35%	24%	2%	15%
Don't have a car / don't drive	10%	9%	9%	9%	6%	17%	12%
Fun/Enjoy being on the water/Enjoy boating	2%	1%	<1%	4%	5%	-	1%
Blank (#)	41	4	2	16	5	2	12

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

Trip Origin and Destination

Two-thirds of respondents (69%) started their trip in San Francisco (36%) or Alameda (33%) counties.

- Among those living in the San Francisco Bay Area, 37% said they started their trip in San Francisco, 25% said they started their trip in Alameda County, 6% said they started their trip in Solano County and 10% said they started their trip in another Bay Area county (other than San Francisco, Alameda, or Solano).
- Among those who live outside the Bay Area, 35% started their trip in San Francisco County, 34% began in Alameda County, 17% in Solano County and 13% in another Bay Area county.

Where did you BEGIN this trip?

County of Origin	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
Bay Area County	98%	100%	100%	98%	99%	100%	97%
San Francisco County	36%	27%	43%	37%	43%	-	36%
Alameda County	33%	73%	56%	56%	10%	95%	1%
Solano County	16%	-	-	-	2%	-	48%
Contra Costa County	8%	-	1%	3%	43%	-	1%
Napa County	4%	-	-	-	<1%	-	11%
San Mateo County	<1%	-	<1%	1%	-	5%	<1%
Santa Clara County	<1%	-	-	1%	<1%	-	<1%
Marin County	<1%	-	-	1%	<1%	-	-
Sonoma County	<1%	-	-	<1%	-	-	<1%
Other California County	2%	-	-	2%	1%	-	3%
Sacramento County	1%	-	-	1%	1%	-	2%
San Joaquin County	<1%	-	-	1%	-	-	<1%
Placer County	<1%	-	-	-	<1%	-	<1%
Fresno County	<1%	-	-	-	-	-	<1%
Monterey County	<1%	-	-	-	-	-	<1%
Navada County	<1%	-	-	<1%	-	-	-
Santa Cruz County	<1%	-	-	<1%	-	-	-
Tuolumne County	<1%	-	-	<1%	-	-	-
Yolo County	<1%	-	-	-	-	-	<1%
Yuba County	<1%	-	-	-	-	-	<1%
Blank (#)	90	7	3	25	16	-	39
TOTAL	100%	100%	100%	100%	100%	100%	100%

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

Alameda Seaplane Route (City of Origin) *

Eastbound	Total	Westbound	Total
Base: (All Respondents)	48		128
San Francisco	100%	Alameda	97%
		Oakland	3%

Harbor Bay Route (City of Origin) *

Eastbound	Total	Westbound	Total
Base: (All Respondents)	89		117
San Francisco	99%	Alameda	90%
		San Leandro	5%
		Oakland	2%
		San Ramon	2%

Oakland/Alameda Route (City of Origin) *

Eastbound	Total	Week day	Week end	Westbound	Total	Week day	Week end
Base: (All Respondents)	144	76	68		233	121	112
San Francisco	96%	99%	93%	Oakland	55%	71%	38%
				Alameda	23%	9%	38%
				Berkeley	6%	4%	7%
				Hayward	2%	4%	-
				Walnut Creek	2%	3%	1%

Richmond Route (City of Origin) *

Northbound	Total	Week day	Week end	Southbound	Total	Week day	Week end
Base: (All Respondents)	110	60	50		139	79	60
San Francisco	97%	97%	98%	Richmond	55%	57%	52%
				Berkeley	9%	3%	17%
				San Pablo	9%	13%	3%
				Albany	7%	5%	8%
				El Cerrito	5%	6%	3%
				El Sobrante	4%	5%	2%
				Kensington	2%	1%	3%

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

South San Francisco Route (City of Origin) *

Eastbound	Total	Westbound	Total
Base: (All Respondents)	2		39
South San Francisco	100%	Alameda	59%
		Oakland	33%
		Albany	3%
		Emeryville	3%
		San Leandro	3%

Vallejo Route (City of Origin) *

Eastbound	Total	Week day	Week end	Westbound	Total	Week day	Week end
Base: (All Respondents)	193	150	43		324	270	54
San Francisco	96%	96%	95%	Vallejo	50%	52%	41%
				Fairfield	11%	12%	7%
				Napa	8%	8%	7%
				Benicia	7%	7%	9%
				American Canyon	6%	5%	9%
				Vacaville	4%	4%	6%
				Sacramento	2%	2%	4%
				Calistoga	2%	2%	-
				Suisun City	2%	2%	-

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

Three quarters (75%) of respondents were going to a destination in San Francisco (57%) or Alameda (18%) counties.

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

		By Route					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
Bay Area County	99%	100%	100%	99%	100%	100%	99%
San Francisco County	57%	72%	54%	58%	51%	-	60%
Alameda County	18%	28%	43%	38%	3%	2%	<1%
Solano County	10%	-	-	-	-	-	30%
Contra Costa County	8%	-	<1%	2%	45%	2%	1%
San Mateo County	3%	-	2%	<1%	1%	95%	-
Napa County	2%	-	-	-	-	-	6%
Santa Clara County	<1%	1%	-	-	-	-	<1%
Marin County	<1%	-	-	-	-	-	<1%
Sonoma County	<1%	-	-	<1%	-	-	-
Other California County	1%	-	-	1%	<1%	-	1%
Sacramento County	<1%	-	-	-	<1%	-	1%
San Joaquin County	<1%	-	-	<1%	-	-	<1%
Placer County	<1%	-	-	<1%	-	-	-
Stanislaus County	<1%	-	-	<1%	-	-	-
Blank (#)	116	9	8	37	16	-	46
TOTAL	100%	100%	100%	100%	100%	100%	100%

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

Alameda Seaplane Route (City of Destination) *

Eastbound	Total	Westbound	Total
Base: (All Respondents)	47		127
Alameda	98%	San Francisco	98%
Oakland	2%		

Harbor Bay Route (City of Destination) *

Eastbound	Total	Westbound	Total
Base: (All Respondents)	88		113
Alameda	88%	San Francisco	96%
San Leandro	3%	South San Francisco	4%
Hayward	2%		
Oakland	2%		
San Lorenzo	2%		

Oakland/Alameda Route (City of Destination) *

Eastbound	Total	Week day	Week end	Westbound	Total	Week day	Week end
Base: (All Respondents)	150	79	71		215	114	101
Oakland	63%	79%	47%	San Francisco	99%	98%	100%
Alameda	17%	4%	32%				
Berkeley	3%	3%	3%				
Hayward	3%	3%	3%				
Lafayette	2%	4%	-				

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

Richmond Route (City of Destination) *

Northbound	Total	Week day	Week end	Southbound	Total	Week day	Week end
Base: (All Respondents)	113	74	39		129	78	51
Richmond	60%	68%	51%	San Francisco	98%	97%	100%
El Cerrito	8%	5%	11%				
San Pablo	7%	6%	7%				
Pinole	4%	5%	4%				
Albany	3%	-	7%				
El Sobrante	3%	5%	2%				
Hercules	3%	3%-	4%				
Kensington	3%	5%	2%				
Port Richmond	3%	2%	4%				

South San Francisco Route (City of Destination) *

Eastbound	Total	Westbound	Total
Base: (All Respondents)	2		39
Alameda	50%	South San Francisco	90%
Dublin	50%	Brisbane	3%
		Daly City	3%
		Millbrae	3%
		San Bruno	3%

Vallejo Route (City of Destination) *

Eastbound	Total	Week day	Week end	Westbound	Total	Week day	Week end
Base: (All Respondents)	201	157	44		308	262	46
Vallejo	61%	64%	50%	San Francisco	99%	99%	98%
Fairfield	10%	9%	16%				
Napa	10%	10%	9%				
Benicia	4%	3%	5%				
Sacramento	2%	1%	2%				
Vacaville	2%	2%	-				

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

Access (getting to) and Egress (going from)

Among all respondents, nearly two-thirds (62%) used some form of car-based transportation to access their ferry, while 17% walked all the way, 13% used a bike or scooter, 9% used public transit, and 1% used a private shuttle.

- Those respondents coming from home were the most likely to drive (50%) to the ferry. Those coming from work were the most likely (43%) to walk to the ferry.
- When viewed by terminal:
 - Respondents leaving from Vallejo were most likely to use car-based transit (89%) to reach the terminal.
 - Respondents leaving from Harbor Bay were most likely to use a bike or scooter (31%) to get to that terminal.
 - Those leaving from San Francisco were most likely to use public transit (16%) to access that terminal. They were also the most likely to walk all the way to access that terminal (25%).

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

	2025	2024	2025	
	TOTAL	TOTAL	Weekday	Weekend
Base: (All Respondents)	1,786	1,744	1,281	505
Car-Based (Net)	64%	56%	61%	72%
Drive (park and ride)	48%	40%	45%	54%
Dropped off by car	12%	9%	12%	12%
Uber / Lyft / Waymo	5%	7%	4%	6%
Taxi	<1%	<1%	<1%	-
Walked all the way	17%	21%	17%	16%
Bike / Scooter	13%	14%	16%	8%
Public transit (bus/rail)	9%	11%	9%	8%
Private/Employer shuttle	<1%	1%	1%	<1%
Blank (#)	15	17	11	4

Among all respondents, one-third (38%) used some form of car-based transportation to get from the ferry to their destination, while 34% walked all the way, 16% used public transit, 15% used a bike or scooter, and 2% used a private shuttle.

- Those respondents coming from home were the most likely to walk (44%) to their destination. Those coming from work were the most likely (41%) to drive.
- When viewed by terminal:
 - Respondents arriving in Vallejo were most likely to use car-based transit (78%) to reach their destination.
 - Respondents arriving at Alameda Seaplane were most likely to use a bike or scooter (50%) to get to their destination.
 - Those arriving in San Francisco were most likely to use public transit (23%) to access their destination. These respondents were also the most likely to walk all the way to their destination (44%).

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

	2025	2024	2025	
	TOTAL	TOTAL	Weekday	Weekend
Base: (All Respondents)	1,786	1,786	1,281	505
Car-Based (Net)	38%	40%	31%	56%
Drive (park and ride)	23%	24%	20%	32%
Picked up by car	8%	8%	6%	12%
Uber / Lyft / Waymo	6%	7%	4%	11%
Taxi	1%	1%	1%	<1%
Walk all the way	34%	30%	37%	26%
Public transit (bus/rail)	16%	16%	16%	15%
Bike / Scooter	15%	15%	18%	7%
Private/Employer shuttle	2%	2%	2%	<1%
Blank (#)	309	299	197	112

Access/Egress by Terminal

Alameda Main Street Terminal

Access*	
Base: (All Respondents)	92
Car-Based (Net)	74%
Drive (park and ride)	58%
Dropped off by car	13%
Uber/Lyft/Waymo	3%
Walked all the way	14%
Bike / Scooter	12%
Public transit (bus/rail)	3%

Egress^	
Base: (All Respondents)	49
Car-Based (Net)	67%
Drive (park and ride)	47%
Picked up by car	10%
Uber/Lyft/Waymo	10%
Walk all the way	22%
Bike / Scooter	12%
Public transit (bus/rail)	2%

Alameda Seaplane Terminal

Access*	
Base: (All Respondents)	135
Car-Based (Net)	82%
Drive (park and ride)	71%
Dropped off by car	10%
Uber/Lyft/Waymo	1%
Bike / Scooter	19%
Walked all the way	10%
Public transit (bus/rail)	1%

Egress^	
Base: (All Respondents)	44
Bike / Scooter	50%
Car-Based (Net)	11%
Drive (park and ride)	7%
Picked up by car	5%
Walk all the way	36%
Public transit (bus/rail)	2%

Harbor Bay Terminal

Access*	
Base: (All Respondents)	119
Car-Based (Net)	47%
Drive (park and ride)	35%
Dropped off by car	11%
Uber/Lyft/Waymo	1%
Bike / Scooter	31%
Walked all the way	22%
Public transit (bus/rail)	4%
Private/Employer shuttle	3%

Egress^	
Base: (All Respondents)	80
Car-Based (Net)	38%
Drive (park and ride)	29%
Picked up by car	9%
Bike / Scooter	29%
Walk all the way	24%
Private/Employer shuttle	8%
Public transit (bus/rail)	4%

*Boarded at this terminal

^Alighted at the terminal

Oakland Terminal

Access*	
Base: (All Respondents)	196
Car-Based (Net)	60%
Drive (park and ride)	42%
Uber/Lyft/Waymo	9%
Dropped off by car	8%
Walked all the way	23%
Bike / Scooter	14%
Public transit (bus/rail)	7%

Egress^	
Base: (All Respondents)	112
Car-Based (Net)	52%
Drive (park and ride)	38%
Uber/Lyft/Waymo	7%
Picked up by car	6%
Taxi	1%
Walk all the way	29%
Bike / Scooter	13%
Public transit (bus/rail)	8%

Richmond Terminal

Access*	
Base: (All Respondents)	147
Car-Based (Net)	86%
Drive (park and ride)	69%
Dropped off by car	16%
Uber/Lyft/Waymo	1%
Walked all the way	7%
Bike / Scooter	7%
Public transit (bus/rail)	2%

Egress^	
Base: (All Respondents)	116
Car-Based (Net)	71%
Drive (park and ride)	59%
Picked up by car	9%
Uber/Lyft/Waymo	3%
Walk all the way	18%
Bike / Scooter	9%
Public transit (bus/rail)	4%

San Francisco Terminal

Access*	
Base: (All Respondents)	723
Car-Based (Net)	47%
Drive (park and ride)	35%
Dropped off by car	7%
Uber/Lyft/Waymo	5%
Taxi	<1%
Walked all the way	25%
Public transit (bus/rail)	16%
Bike / Scooter	15%
Private/Employer shuttle	<1%

Egress^	
Base: (All Respondents)	824
Walk all the way	44%
Public transit (bus/rail)	23%
Car-Based (Net)	22%
Drive (park and ride)	10%
Uber/Lyft/Waymo	7%
Picked up by car	4%
Taxi	1%
Bike / Scooter	15%
Private/Employer shuttle	1%

*Boarded at this terminal

^Alighted at the terminal

South San Francisco Terminal

Access*	
Base: (All Respondents)	2
Car-Based (Net)	50%
Drive (park and ride)	50%
Public transit (bus/rail)	50%

Egress^	
Base: (All Respondents)	35
Bike / Scooter	40%
Walk all the way	26%
Public transit (bus/rail)	20%
Private/Employer shuttle	14%
Car-Based (Net)	11%
Uber/Lyft/Waymo	11%

Vallejo Terminal

Access*	
Base: (All Respondents)	353
Car-Based (Net)	89%
Drive (park and ride)	59%
Dropped off by car	25%
Uber/Lyft/Waymo	5%
Taxi	<1%
Bike / Scooter	6%
Public transit (bus/rail)	5%
Walked all the way	3%
Private/Employer shuttle	<1%

Egress^	
Base: (All Respondents)	207
Car-Based (Net)	78%
Drive (park and ride)	44%
Picked up by car	24%
Uber/Lyft/Waymo	9%
Taxi	1%
Walk all the way	11%
Public transit (bus/rail)	7%
Bike / Scooter	6%
Private/Employer shuttle	<1%

*Boarded at this terminal

^Alighted at the terminal

Trip Purpose

Overall, respondents use the ferries to commute to work or school (55%), travel to entertainment or recreation locations (34%) or sightseeing (12%)

- Respondents on the South San Francisco and the Harbor Bay ferries were the most likely to be using the ferry to commute to work or school (98% and 87% respectively). Respondents on the Oakland/Alameda ferry were the most likely to be traveling to an entertainment or recreation destination (59%) or for sightseeing (16%).
- Weekday riders were most likely to be commuting (74%). Weekend riders were most likely to be traveling to an entertainment/recreation destination (81%) or sightseeing (22%).
- Bay Area residents were most likely to be commuting (61%) and visitors to be traveling to an entertainment/recreation destination (63%).

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

	2025	2024	2025	
	TOTAL	TOTAL	Weekday	Weekend
Base: (All Respondents)	1,786	1,744	1,281	505
Commute to/from work or school	55%	56%	74%	6%
Entertainment/Recreation	34%	34%	16%	81%
Sightseeing	12%	11%	8%	22%
Shopping	4%	5%	2%	9%
Medical/Dental	2%	1%	2%	<1%
Work related meeting/event	1%	1%	1%	-
Personal business	1%	1%	1%	1%
Volunteer/Church	<1%	<1%	<1%	1%
Blank (#)	30	24	13	17

		By Route (2025)					
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
Commute to/from work or school	55%	86%	87%	29%	45%	98%	57%
Entertainment/Recreation	34%	9%	6%	59%	47%	-	30%
Sightseeing	12%	7%	2%	16%	12%	2%	14%
Shopping	4%	1%	1%	5%	8%	-	3%
Medical/Dental	2%	2%	2%	1%	1%	-	2%
Work related meeting/event	1%	1%	1%	1%	1%	-	1%
Personal business	1%	-	-	1%	<1%	-	1%
Volunteer/Church	<1%	-	-	<1%	<1%	-	1%
Blank (#)	30	-	-	9	6	-	15

Ridership Frequency

Overall, respondents ride their ferry an average of 2.4 days per week.

- Average use per week is roughly the same as in 2024 (2.4 days/week in 2025 vs. 2.3 days/week in 2024)
- The most frequent users of SF Bay Ferry tend to be on the Harbor Bay (average 3.4 days/week) Alameda Seaplane, and South San Francisco (both average 3.2 days/week) routes.
- Frequency of use tends to be higher during typical rush hour periods. Weekday peak users tend to use the service about 3.1 days per week, while off peak weekday users use the service an average of 1.8 days/week, and weekend users ride SF Bay Ferry an average of 0.8 days/week. Use during AM Peak appears to be more frequent (average 3.4 days/week) than during PM Peak (2.7 days/week).
- Those living in the Bay Area overall average 2.5 days/week, while visitors average 1 days/week.

How often do you use SF Bay Ferry?

	2025	2024
	TOTAL	TOTAL
Base: (All Respondents)	1,786	1,744
6 to 7 days/week (6.5 days/week)	2%	1%
5 days/week (5 days/week)	17%	18%
3 to 4 days/week (3.5 days/week)	25%	23%
1 to 2 days/week (1.5 days/week)	14%	15%
1 to 3 days/month (0.25 days/week)	13%	14%
Less than once per month (0.1 days/week)	19%	19%
This is my first time on the ferry	10%	10%
Blank (#)	7	8
TOTAL	100%	100%
Average # days/week	2.36	2.31

	By Route (2025)						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/ Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
6 to 7 days/week (6.5 days/week)	2%	-	1%	3%	3%	2%	2%
5 days/week (5 days/week)	17%	26%	31%	6%	14%	17%	20%
3 to 4 days/week (3.5 days/week)	25%	41%	43%	13%	19%	51%	22%
1 to 2 days/week (1.5 days/week)	14%	18%	11%	12%	15%	17%	15%
1 to 3 days/month (0.25 days/week)	13%	5%	7%	19%	14%	7%	13%
Less than once per month (0.1 days/week)	19%	4%	3%	33%	24%	2%	18%
This is my first time on the ferry	10%	6%	4%	15%	11%	2%	10%
Blank (#)	7	-	-	4	-	-	3
TOTAL	100%	100%	100%	100%	100%	100%	100%
Average # days/week	2.36	3.20	3.43	1.42	2.07	3.16	2.42

Alternatives to SF Bay Ferry

Two thirds of riders (65%) would use a car-based type of transport if they didn't take a ferry, with 43% opting to drive alone. Slightly fewer (58%) would use public transit, with 45% opting for BART or other rail transit. Notably, 10% of riders have no alternative to SF Bay Ferry.

- Richmond (65%) and Oakland/Alameda (56%) riders were the most likely to use BART/Rail as an alternative to the ferry. South San Francisco (68%) and Vallejo (48%) riders were the most likely to drive alone as an alternative to the ferry.
- Weekday riders were as likely to use a car-based type of transport rather than public transit as an alternative to the ferry (60% for each mode). Weekend riders, however, were much more likely to use a car-based type of transport rather than public transit (78% vs. 54%).

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

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
Auto (Net)	65%	57%	52%	66%	65%	85%	71%
Drive alone	43%	40%	37%	39%	39%	68%	48%
Carpool	12%	8%	7%	11%	16%	10%	13%
Uber / Lyft / Waymo	10%	9%	8%	16%	10%	7%	9%
Public Transit (Net)	58%	67%	64%	68%	72%	49%	41%
BART / rail transit	45%	37%	49%	56%	65%	39%	31%
Bus	13%	30%	16%	12%	7%	10%	10%
Bicycle	<1%	-	-	<1%	1%	-	<1%
Ferry is my only option	10%	12%	13%	4%	5%	7%	16%
Would not have made trip	<1%	1%	1%	<1%	-	-	<1%
Blank (#)	14	1	-	11	-	-	2

Home Location

The Oakland & Alameda Ferry has the highest share of riders from outside the San Francisco Bay Area (15%), while South San Francisco (<1%) and Harbor Bay (3%) ferries have the lowest.

What is your five-digit home zip code?

Zip Code is in:

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
Bay Area County	91%	96%	97%	85%	94%	100%	91%
Alameda County	38%	77%	74%	65%	13%	95%	1%
Solano County	22%	-	-	<1%	2%	-	65%
Contra Costa County	14%	1%	2%	5%	70%	-	3%
San Francisco County	11%	18%	20%	12%	8%	-	7%
Napa County	5%	-	-	-	-	-	14%
San Mateo County	1%	-	1%	1%	1%	2%	<1%
Sonoma County	<1%	-	-	<1%	-	-	<1%
Marin County	<1%	-	-	<1%	<1%	-	-
Santa Clara County	<1%	-	-	<1%	-	2%	-
Other California County*	5%	<1%	<1%	9%	3%	<1%	6%
Sacramento County	1%	-	-	<1%	1%	-	3%
San Joaquin County	1%	-	-	2%	-	-	<1%
Outside California	4%	4%	2%	7%	3%	-	4%
Blank (#)	122	13	8	36	13	-	52
TOTAL	100%	100%	100%	100%	100%	100%	100%

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

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
Live in the San Francisco Bay Area	91%	96%	97%	85%	94%	100%	91%
Visiting	9%	4%	3%	15%	6%	-	9%
Blank (#)	122	13	8	36	13	-	52
TOTAL	100%	100%	100%	100%	100%	100%	100%

Home Zip Code by Route

Alameda Seaplane Route*

	Total	Weekday	Weekend
Base: (All Respondents)	185	185	-
94501	71%	71%	-
94117	3%	3%	-
94110	2%	2%	-
94502	2%	2%	-
94107	2%	2%	-
94109	2%	2%	-

Harbor Bay Route*

	Total	Weekday	Weekend
Base: (All Respondents)	211	211	-
94502	47%	47%	-
94501	18%	18%	-
94107	3%	3%	-
94577	3%	3%	-
94109	3%	3%	-
94117	2%	2%	-

Oakland/Alameda Route*

	Total	Weekday	Weekend
Base: (All Respondents)	458	228	230
94501	15%	5%	25%
94607	12%	19%	6%
94610	6%	10%	2%
94611	4%	6%	2%
94605	4%	3%	4%
94602	3%	3%	3%
94606	3%	2%	4%
94612	2%	3%	1%
94608	2%	2%	1%

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

Richmond Route*

	Total	Weekday	Weekend
Base: (All Respondents)	280	147	133
94804	28%	34%	22%
94806	13%	15%	10%
94801	9%	7%	11%
94530	7%	6%	9%
94706	6%	4%	7%
94803	4%	6%	2%
94805	4%	4%	4%
94707	3%	2%	5%
94547	2%	3%	2%
94564	2%	3%	1%

South San Francisco Route^

	Total	Weekday	Weekend
Base: (All Respondents)	49	49	-
94501	41%	41%	-
94502	12%	12%	-
94608	10%	10%	-
94605	5%	5%	-
94607	5%	5%	-

Vallejo Route*

	Total	Weekday	Weekend
Base: (All Respondents)	611	469	142
94590	17%	18%	16%
94591	17%	20%	10%
94589	8%	9%	6%
94534	6%	6%	6%
94533	5%	6%	2%
94510	5%	5%	6%
94503	5%	5%	5%
94558	4%	3%	5%
94559	3%	4%	2%
95687	2%	2%	2%
94585	2%	2%	1%

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

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

Demographics

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

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
English	94%	97%	96%	94%	96%	95%	94%
Spanish	12%	9%	3%	12%	18%	5%	13%
Chinese	3%	2%	6%	3%	3%	5%	1%
Tagalog	1%	1%	1%	<1%	<1%	-	3%
French	1%	1%	<1%	1%	<1%	-	<1%
German	1%	1%	-	1%	<1%	-	<1%
Blank (#)	29	4	5	5	7	-	8

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

How well do you speak English?

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
Very Well – 4	92%	95%	96%	95%	91%	95%	89%
Well – 3	5%	2%	3%	3%	6%	5%	8%
Not Well – 2	2%	3%	<1%	1%	2%	-	2%
Not at All – 1	1%	-	-	<1%	1%	-	1%
Blank (#)	27	3	4	7	3	-	10
TOTAL	100%	100%	100%	100%	100%	100%	100%
Average (mean) score	3.90	3.92	3.96	3.93	3.88	3.95	3.85

Gender

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
Female	50%	49%	47%	48%	56%	37%	52%
Male	48%	50%	52%	49%	42%	61%	47%
Non-Binary/Other	2%	1%	<1%	3%	1%	2%	2%
Blank (#)	50	3	6	17	11	-	13
TOTAL	100%	100%	100%	100%	100%	100%	100%

*Race/Ethnicity (multiple responses accepted) **

	TOTAL	By Route					
		Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
Caucasian/White	50%	60%	49%	59%	47%	60%	40%
Asian/Pacific Islander	29%	28%	43%	20%	29%	35%	30%
Hispanic/Latino	20%	14%	9%	20%	27%	5%	23%
African American/Black	11%	7%	5%	12%	9%	8%	16%
Native American	1%	1%	1%	1%	1%	-	2%
Blank (#)	97	9	10	30	10	1	37
TOTAL	100%	100%	100%	100%	100%	100%	100%

	2025 TOTAL	2024 TOTAL
Caucasian/White	50%	54%
Asian/Pacific Islander	29%	25%
Hispanic/Latino	20%	18%
African American/Black	11%	11%
Native American	1%	2%
Blank (#)	97	118
TOTAL	100%	100%

Age

	TOTAL	By Route					
		Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
13-17 (15 years)	3%	1%	-	3%	4%	-	3%
18-23 (20.5 years)	6%	5%	4%	6%	6%	2%	9%
24-35 (29.5 years)	24%	29%	29%	24%	19%	27%	21%
35-44 (39.5 years)	28%	37%	28%	29%	26%	34%	24%
45-54 (49.5 years)	18%	16%	20%	15%	23%	32%	16%
55-64 (59.5 years)	13%	8%	10%	14%	14%	2%	15%
65 and older (70 years)	9%	5%	9%	9%	9%	2%	12%
Blank (#)	33	-	1	16	3	-	13
TOTAL	100%	100%	100%	100%	100%	100%	100%
Average age (# years)	42.4	40.3	42.7	42.3	43.2	40.8	42.9

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

	2025 TOTAL	2024 TOTAL	2022 TOTAL	2017 TOTAL
Under 35	33%	34%	38%	29%
35-44	28%	24%	20%	25%
45-54	18%	18%	21%	22%
55-64	13%	13%	14%	16%
65 and older	9%	11%	8%	8%

Annual Household Income

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/ Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
Under \$15,000 (\$7,500)	3%	-	-	3%	3%	-	4%
\$15,000 - \$24,999 (\$19,999.5)	2%	-	-	2%	2%	-	4%
\$25,000 - \$49,999 (\$37,499.5)	6%	4%	4%	6%	4%	3%	8%
\$50,000 - \$74,999 (\$62,499.5)	9%	2%	2%	9%	10%	3%	13%
\$75,000 - \$99,999 (\$87,499.5)	11%	8%	3%	12%	15%	8%	12%
\$100,000 - \$149,999 (\$124,500)	21%	22%	14%	22%	19%	15%	23%
\$150,000 - \$199,999 (\$174,999.5)	14%	17%	14%	12%	18%	13%	14%
\$200,000 and above (\$225,000)	34%	47%	63%	35%	30%	59%	21%
Blank (#)	247	27	35	57	41	2	85
TOTAL	100%	100%	100%	100%	100%	100%	100%
Average income (\$)	146,338	172,357	188,786	144,846	144,236	183,577	123,642

	2025 TOTAL	2024 TOTAL	2022 TOTAL	2017 TOTAL
Under \$100,000	30%	31%	29%	32%
\$100,000 - \$199,999	35%	33%	40%	43%
\$200,000 and above	34%	36%	30%	25%

Household Size

	By Route						
	TOTAL	Alameda Seaplane	Harbor Bay	Oakland/Alameda	Richmond	S. San Francisco	Vallejo
Base: (All Respondents)	1,786	185	211	458	280	41	611
1	19%	20%	17%	23%	22%	20%	15%
2	34%	34%	34%	36%	33%	27%	33%
3	19%	21%	20%	16%	18%	24%	19%
4	18%	14%	23%	15%	18%	24%	20%
5	7%	9%	6%	6%	6%	5%	7%
6 or more	4%	3%	3%	2%	4%	-	6%
Blank (#)	247	27	35	57	41	2	85
TOTAL	100%	100%	100%	100%	100%	100%	100%
Average # people in household	2.7	2.7	2.8	2.5	2.6	2.7	2.9

Appendices

Questionnaires



Customer Survey 2025



Dear Ferry Passenger,

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

ABOUT THIS TRIP

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

Boarding Terminal

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

Exiting Terminal

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

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

(NOT Ferry Terminal)

- Home
- Work
- Somewhere else

a. City: _____

b. Address*: _____

** Cross-streets or landmark OK instead*

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

(NOT Ferry Terminal)

- Home
- Work
- Somewhere else

a. City: _____

b. Address*: _____

** Cross-streets or landmark OK instead*

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

(Check all that apply)

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

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

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

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

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

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

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

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

(select up to three)

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

Run ID: _____

YOUR OPINION OF SF BAY FERRY SERVICE

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

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

COMMENTS: _____

10. Rating of **SF Bay Ferry** service on....(circle rating)

	Very Dissatisfied		Very Satisfied		
	←—————→				
	1	2	3	4	5
Terminal access and amenities	1	2	3	4	5
Service alerts / delay notifications	1	2	3	4	5
On-time performance	1	2	3	4	5
Ferry crew.....	1	2	3	4	5
Cleanliness (onboard)	1	2	3	4	5
Feeling safe while onboard	1	2	3	4	5
Ease of fare payment	1	2	3	4	5
Concessions	1	2	3	4	5

ABOUT YOU

11. **Age:**
- | | |
|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> Under 13 | <input type="checkbox"/> 35 – 44 |
| <input type="checkbox"/> 13 - 17 | <input type="checkbox"/> 45 - 54 |
| <input type="checkbox"/> 18 - 24 | <input type="checkbox"/> 55 - 64 |
| <input type="checkbox"/> 25 - 34 | <input type="checkbox"/> 65 & older |

CONTACT INFORMATION

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

Name: _____ Phone: (_____) _____

Email Address: _____

Thank you for your responses! You can also complete this survey online (see link on first page) OR mail to: SF Bay Ferry Survey 2025, c/o Corey, Canapary & Galanis, 447 Sutter Street – PH North, San Francisco, CA 94108

ABOUT YOU (continued)

12. What is your 5 digit **home Zip Code**?

____ _

Live outside U.S.

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

- English
- Spanish
- Chinese
- Other: _____

14. How well do you speak English?

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

15. **Gender:**

- Male
- Female
- Non-binary
- Other: _____

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

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

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

- 1 2 3 4 5 6+

18. **Annual Household Income:**

- | | |
|--|--|
| <input type="checkbox"/> Under \$15,000 | <input type="checkbox"/> \$75,000 - \$99,999 |
| <input type="checkbox"/> \$15,000 - \$24,999 | <input type="checkbox"/> \$100,000 - \$149,999 |
| <input type="checkbox"/> \$25,000 - \$49,999 | <input type="checkbox"/> \$150,000 - \$199,999 |
| <input type="checkbox"/> \$50,000 - \$74,999 | <input type="checkbox"/> \$200,000 and above |

Verbatim Responses

Comments provided as a response to Q9 (Overall Rating of SF Bay Ferry Service)

**Comments from the Alameda Seaplane Ferry
Q9 Rating – Very Satisfied (5)**

I HAVE BEEN TAKING THE FERRY FOUR YEARS AND I LOVE IT.

LOVE IT! WISH WE HAD MORE STATIONS.

[NAMES REMOVED] ARE AMAZING - THEY CARE AND SUPPORT THE NEEDS OF THE CONSUMER
GREAT CREW/GREAT EXPERIENCE

NOTE: THERE NEEDS TO BE MORE DONE ON SECURITY AT THE SEAPLANE PARKING DUE TO VEHICLE THEFTS AND DAMAGE

APPRECIATE PUBLIC SAFETY ANNOUNCEMENT, BUT SOMETIMES LOUD AND REPEATS IN MULTIPLE LANGUAGES. FOR THE SHORT TRIP, IT MAKES MY READING EXPERIENCE LESS ENJOYABLE.

BEST COMMUTE IN THE USA

BEST COMMUTE

I SIGNED UP FOR SERVICE ALERTS BUT NEVER RECEIVE THEM

BEST WAY TO COMMUTE. NEED MORE ROUTES TO SF- ESPECIALLY TO MISSION BAY.

I'M SO GLAD YA'LL ADDED THE 2:30ISH BACK TO SEAPLANE.

FRIENDLY STAFF

WISH MORE ROUTES AVAILABLE TO ORACLE PARK

THE FERRY IS MY BEST OPTION FOR COMMUTE TO WORK. IT IS ALWAYS ON TIME, CLEAN, AND CONVENIENT.

I LOVE THE SF BAY FERRY! I DEPEND ON IT FOR MY COMMUTE, AND I WOULDN'T BE ABLE TO GET TO WORK WITHOUT IT, BECAUSE I DON'T HAVE A CAR

I DO MISS FREE COFFEE

SUCH A LOVELY START AND END TO MY WORKDAY.

SEEMS TO ALWAYS BE ON TIME AND THIS DIRECTION IS NEVER CROWDED. I MISS THE FREE COFFEE THOUGH

ADD WEEKEND SERVICE TO ALAMEDA SEAPLANE. OTHERWISE, EXCELLENT; DECK HANDS ARE VERY FRIENDLY AND PROFESSIONAL

I WISH SCHEDULE WOULD ALLOW ARRIVALS BACK AT SF SUCH THAT ONE COULD BIKE TO CALTRAIN TO CATCH THE NEXT TRAIN!

LOVE, LOVE COMMUTING BY FERRY! BOATS, STAFF EXPERIENCE ALL TOP NOTCH. ADDITIONAL MORNING RIDE (30 MIN VS 1 HR INTERVALS) WOULD BE AMAZING. AND RETURN OF WEEKEND SERVICE.

ALWAYS ON TIME, RELIABLE, COMFORTABLE, CLEAN. SOME OF THE CUSHIONS COULD USE A REUPHOLSTER.

**Comments from the Alameda Seaplane Ferry
Q9 Rating – Very Satisfied (5)**

BUT MORE FREQUENT FERRY TIMES LEAVING SF AT COMMUTE HRS WOULD BE HELPFUL 5PM FOR EXAMPLE

AFTER LABOR DAY, MORE COMPANIES WILL BE FULLTIME IN THE OFFICE. MORNING/EVENINGS POSSIBLY EVERY 30 MINS INSTEAD OF EVERY HOUR.

MORE OFFICES ARE BACK TO THE OFFICE, THE 8:20AM FERRY IS FAIRLY CROWDED. IT WOULD BE NICE TO HAVE A FERRY EVERY 30 MINS DURING MORNING COMMUTE. THANKS!

COMFY, NICE VIEWS, AND I CAN COUNT ON ONE HAND HOW MANY TIMES THE FERRY HAS BEEN LATE IN 5 YEARS.

WOULD LOVE A FASTER WAY TO EXIT FERRY WITH FARE PAYMENT. MORE CONCESSION OPTIONS - BREAKFAST SANDWICH, FLAVORED SODA WATER AND FERRY GEAR LIKE PINS!

I WOULD LIKE IT IF IT WERE EASIER TO BOARD WITHOUT LONG LINE

THE BEST COMMUTE OF MY LIFE!

GREAT CREW, CLEAN

WE LOVE YOU!

BETTER COVERAGE OF ALAMEDA MAIN ST WOULD BE GOOD. ALSO, TRANSIT SHOULD ACCEPT FASTRAK (REALLY)

MOST FRIENDLY CREW EVER!! GREAT VIBE ON THE BOAT

THE CREW IS ALWAYS FRIENDLY, HELPFUL, AND UNDERSTANDING WHEN I'M RUNNING LATE.

I LOVE THE FERRY AND THE CREW IS GREAT!

THANK YOU FOR THE AMAZING SERVICE AND EXPERIENCE

THE FERRY IS FANTASTIC! I REALLY APPRECIATE THE FRIENDLY CREWS!

I AM THRILLED WITH THIS SERVICE. IT HAS MADE SF ACCESSIBLE TO ME EASILY AND EFFICIENTLY

VERY CLEAN AND ECONOMICAL

ALWAYS ON TIME. SAFE AND DEPENDABLE AND CONSISTENT

THANKS FOR EXPANDED NIGHT HOURS COMING SF TO ALAMEDA, AFTER 7PM IS GREAT FOR THOSE WHO WORK LATER

VERY SATISFIED, BUT WISH ALAMEDA/SEAPLANE HAD WEEKEND SCHEDULE

WONDERFUL SERVICE! ONLY ASK IS FOR MORE PARKING

EXCELLENT SERVICE

WOULD LOVE A 7:45

**Comments from the Alameda Seaplane Ferry
Q9 Rating – Very Satisfied (5)**

I TAKE SEAPLANE 3X/WEEK FOR WORK AND IT'S AMAZING. GREAT RIDE, PHENOMENAL STAFF, EASY PARKING

**Comments from the Alameda Seaplane Ferry
Q9 Rating – Satisfied (4)**

WOULD LOVE WEEKEND SERVICE FROM SEAPLANE AND AN ALAMEDA CROSSTOWN BUS (EAST END TO WEST END)

MY FAVORITE WAY TO CROSS THE BAY

HAVING THE SEAPLANE FERRY ON THE WEEKEND/HOLIDAYS

EVEN MORE TIMES PER DAY WOULD BE NICE. LIKE EVERY 30 MINUTES.

SEAPLANE ON WEEKENDS WOULD BE NICE. ALL FERRY MODELS NEED SIGNIFICANT BIKE RACK SPACE

THE ONLY COMPLAINT IS WHEN SCHOOL KIDS USUALLY TEENS ARE ONBOARD AND THEY DON'T HAVE ANY GUIDANCE; LATEST INCIDENT: LAST FRIDAY THEY WERE RUDE TO ONE OF THE REGULAR RIDERS

MUCH HARDER TO GET PARKING NORMALLY TAKE THE HARBOR BAY FERRY BUT PARKING IS NOW FILLING UP VERY EARLY.

I LIKE THAT IT'S FAST BUT NOT TOO FAST.

THE WORKERS ARE MY FAVORITE

BOARDING COULD BE EASIER SHOULD HAVE DEDICATED ENTRY/EXIT LANES

WIFI ON BOARD IS VERY SPOTTY. FERRY OFTEN ARRIVES LATE, MAKES BOARDING STRESSFUL/URGENT.

BRING BACK FREE COFFEE

SERVICE IS GOOD. BOATS COULD BE CLEANER AND BETTER MAINTAINED. CREW DOES NOT LOOK UNIFORM AND PROFESSIONAL

MORE FREQUENCY OF TRAVEL ALAMEDA TO SSF

COULD USE MORE FERRY TIMES FROM SEAPLANE; I WOULD USE IT ON THE WEEKENDS

JUST WISH THERE WERE MORE (HIGHER FREQUENCY) FERRIES IN THE EVENING

WOULD LIKE BETTER TIMED AM FERRY TO GET TO ALAMEDA BY 0800 FOR START OF WORK. TRANSIT PASS IS AWESOME.

MISS THE FREE COFFEE IN THE MORNING, BUT NOW I CAN GET DRUNK ON MY WAY TO WORK.

I WISH SEAPLANE LAGOON WAS OPERATIONAL ON WEEKENDS.

**Comments from the Harbor Bay Ferry
Q9 Rating – Very Satisfied (5)**

LOVE THE FERRY, BART IS NOT AN OPTION DUE TO AUTO-IMMUNE DISEASE. CAR TRAVEL IS FRUSTRATING WITH EXPENSIVE GARAGE AT DESTINATION.

WHERE IS THE PERALTA? I MISS MY FAVORITE FERRY.

GREAT TEAM ALWAYS FRIENDLY. WISH THERE WERE MORE DEPARTURE TIMES

WE DO NEED NEWER FERRY BOATS WITH LARGER CAPACITY

LOVE THE FERRY, EVERYONE HERE IS HAPPY

WORLD CLASS COMMUTE!

ALWAYS CLEAN AND ON TIME. FRIENDLY STAFF, CAFETERIA, COMFORTABLE SEATS

BOATS HAVE BEEN UPDATED AS WELL AS SAN FRANCISCO TERMINALS, AND THE BOATS HAVE BEEN STAYING ON TIME

STAFF IS ALWAYS FRIENDLY. VERY CLEAN. ALSO DEPENDABLE.

THE ONLY SUGGESTION WOULD BE TO HAVE AT LEAST TWO OR THREE RUNS TO SF DURING WEEKEND DAYS AT HARBOR BAY STATION

IT WOULD BE GREAT TO HAVE A FERRY THAT GOES TO THE MISSION THOUGH. ALSO HAVING MORE FREQUENT EVENING TIMES (E.G. 5, 5:30, 6, 6:30, 7PM) WOULD BE CONVENIENT.

BEST WAY TO COMMUTE

YOU NEED MORE HARBOR BAY TIMES. GAP BETWEEN 125 AND 340 (EAST) IS TOO BIG.

I'VE BEEN RIDING THE FERRY CONSISTENTLY FOR >20 YRS, REGULARLY COMMUTING TO SF AND SSF. THE SERVICE AND AMENITIES HAVE CONTINUED TO IMPROVE. IT'S MY PREFERRED WAY OF GETTING TO/FROM SF.

I AM GRATEFUL THE SCHEDULE WAS EXPANDED FROM HARBOR BAY A FEW YEARS AGO - IT ALLOWS ME TO USE IT FOR ALMOST ALL OF MY COMMUTES.

FRIENDLY, CLEAN, RELIABLE

I LOVE THE FERRY! THERE WERE SEVERAL DELAYS LATELY AND I WISH THERE WERE MORE FREQUENT BOATS, BUT OVERALL THIS IS GREAT OPTION!

THE BEST TRANSIT WE EVER EXPERIENCED IN THE US

BIKE RACKS ARE OFTEN FULL WITH SOME BIKES PARKED IN AISLE, COULD IMPROVE WITH MORE STORAGE

WOULD LOVE TO SEE A FERRY STOP IN MISSION BAY ON THE HARBOR BAY LINE

MUCH BETTER THAN AC TRANSIT OR BART!

I WISH THEY OFFERED MORE TIMES AT HARBOR BAY AND WEEKEND SERVICE!

LIMITED WEEKEND SERVICE WOULD BE GREAT TO SAN FRANCISCO

**Comments from the Harbor Bay Ferry
Q9 Rating – Very Satisfied (5)**

LOVE IT!

THIS OPTION HAS BEEN A DREAM FOR THE PAST 13 YEARS FOR ME.

ALWAYS ON TIME, VERY CLEAN, GOOD INTERNET, QUIET AND LIKE COFFEE/SNACKS/ DRINK AVAILABILITY

WOULD LOVE WEEKEND OR SAT SERVICE ON HARBOR BAY

PARKING DOES NOT MEET THE NEEDS OF RIDERS. PLEASE PROVIDE MORE PARKING.

HARBOR BAY CREW IS THE BEST! I ALSO RIDE SEAPLANE OR MAIN ST HB IS THE FRIENDLIEST!

WISH THERE WAS MORE FREQUENT TIMESLOTS FROM HARBOR BAY, OR AT LEAST ONE WEEKEND ROUND TRIP (MORNING + AFTERNOON).

MAYBE WEEKEND FERRY WORTH TO ADD ON HARBOR BAY

MY ONLY COMPLAINT IS LACK OF BIKE SPACE DURING PEAK HOURS.

BEST WAY TO START OR END THE DAY!

MORE FREQUENT TRIPS, RIDES TO CONCERTS AND MORE EVENTS.

PARKING CAN BE ADDRESSED, HARBOR BAY NEEDS MORE LATE-NIGHT HARBOR BAY, ALSO WEEKENDS TOO

STAFF ALWAYS SO FRIENDLY AND HELPFUL!

GREAT SERVICE.

LIMITED PARKING AT 4B TERMINAL SO IT WOULD BE HELPFUL IF PUBLIC BUS SYSTEM WAS PUNCTUAL/RELIABLE.

I WISH HARBOR BAY HAD WEEKEND COMMUTE.

FAST, UNCROWDED, ECONOMICAL, CLEAN, COURTEOUS.

ONLY WISH THERE WERE MORE TIMES IN AFTERNOON (2 OR 3 PM FROM HARBOR BAY).

CONCESSIONS HAVE GOTTEN A LITTLE PRICEY LATELY, BUT OTHERWISE ALL IS GREAT ON BOARD.

RUN TO HARBOR BAY A COUPLE TIMES ON WEEKEND AM AND PM TIMES.

I LOVE THE FERRY. GREAT CREW. USUALLY ON TIME AND I CAN MULTITASK.

ON TIME, CLEAN, RELIABLE. MORE ROUTES WOULD BE GREAT TO USE IT TO GET MORE PLACES.

MY COMMUTES HAVE BEEN GREAT WITH MINIMAL DELAYS.

STAFF IS LOVELY.

WISH THERE WAS A LATER RETURN TO HARBOR BAY.

**Comments from the Harbor Bay Ferry
Q9 Rating – Very Satisfied (5)**

NEED MORE RELIABLE WIFI AND ALCOHOL SERVED ON MORNING FERRY'S. ALSO 2:30PM & 3PM FERRY FROM HARBOR BAY.

CLEAN, ON TIME

FUN, EXCITING, KIND CREW, GREAT FOR TOURISTS.

OVERALL ON TIME RELIABLE & ALWAYS A GREAT VIEW. ONLY COMPLAINT IS LACK/DELAY OF CANCELLED FERRIES.

ALWAYS A PLEASURE RIDING THE FERRY.

PLEASE ADVERTISE APP ONLINE. NO ACCURATE DELAY UPDATES ANYWHERE EXCEPT ON THE APP.

WHEN SERVICE IS DISRUPTED OR CANCELLED, ITS DIFFICULT!

I WISH THERE WERE EARLIER ROUTES OR ROUTES ON THE HOURS (6AM, 7AM, ETC) MISSION BAY FERRY STOP! EVERYONE ON THE CREW IS SO KIND + WELCOMING!

HARBOR BAY NEEDS THE NEWER BOATS AS THEY HAVE MORE SEATS AND ARE FASTER. OFTEN, IT'S TOO CROWDED.

LOVE IT. BRAG ALL THE TIME

GREAT STAFF ON BOARD

TWO POINTS OF FEEDBACK: 1. BIKE PARKING IS GETTING CROWDED ON BOARD; NEED MORE. 2. YOU SHOULD PLAN TO ARRIVE AT YOUR DESTINATIONS 10-15 MINUTES BEFORE THE TOP & BOTTOM OF THE HOUR, SO WE CAN ARRIVE FOR MEETINGS RATHER THAN ARRIVING ON THE HOUR.

CONSISTENT

ONLY IMPROVEMENT IS SERVICE ALERTS & NOTIFICATION OF DELAYS BEING MORE TIMELY.

WOULD LOVE A FEW MORE HARBOR BAY FERRY TIME OPTIONS!

GREAT OPTION FOR COMMUTING. ONE DOWNSIDE IS THE LIMITED SCHEDULE. THE FERRY IS MUCH NICER THAN BART. DELAY NOTIFICATIONS COULD BE IMPROVED, AS THERE IS OFTEN NO ALERT UNTIL THE BOAT IS ALREADY LATE.

MORE TIMES IN THE AFTERNOON. BIGGER SPACE FOR BIKES.

[NAME REMOVED] ARE STELLAR WORKERS ON THE FERRY!

**Comments from the Harbor Bay Ferry
Q9 Rating – Satisfied (4)**

I DISLIKE WHEN THE RIDE IS TURBULENT AND SEAWATER SPLASHES ONTO MY BIKE. IT RUSTS THE CHAINS.

WOULD LIKE MORE ROOM AND BETTER SETUP FOR BIKES. I DO APPRECIATE GETTING OFF FIRST THOUGH. THE BIKE HOOKS ON NEW FERRIES DON'T ALWAYS WORK. WAY MORE BIKES IN THE LAST TWO YEARS.

SERVICE ALERTS VIA TEXT NEED WORK, SEEM INCONSISTENT

ADD HARBOR SERVICE EASTBOUND 2:30/40PM. THERE IS A GAP 1:25 AND 3:40 ONLY.

NEED MORE TRIPS FOR HARBOR BAY DURING THE DAY

I WISH THERE WERE AN EARLIER MORNING RIDE

ADD MORE SHCHEDULE ON AFTERNOON 6:10PM

WOULD LOVE MORE TIME ESPECIALLY ON THE WEEKEND OR LATER TIMES FOR HARBOR BAY

WOULD BE GREAT IF THE HARBOR BAY - SF LINE HAVE WEEKEND SCHEDULES

MORE FERRIES TO HARBOR BAY IN THE EVENING OR WEEKENDS WOULD BE NICE

IN EVENING THE FERRIES CAN GET BEHIND SCHEDULE. SOMETIMES SMALLER FERRIES SERVICES HARBOR BAY DURING RUSH HOUR AND BIKE RACK SPACE/SEATING IS LIMITED

FREE COFFEE WOULD BE AMAZING! PEOPLE LOVED IT, I NEVER TOOK BART BACK WHEN IT WAS AROUND.

CAN YOU HAVE LATER HOURS ON HARBOR BAY FERRY? (I.E., 8 PM.)

KEEP SIGNING UP FOR ALERTS ON DELAYS/CANCELLATIONS BUT NEVER GET THEM.

WISH THERE WERE MORE FREQUENT TIMES (NOT JUST EVERY HOUR). OH! BIKE RACKS AREN'T THE BEST. MY BIKE GOT SALTWATER DAMAGE ON THE CHAIN, SO I DON'T LOVE TAKING FERRY BECAUSE OF THAT!

I HAVE BIKE WITH LARGE TIRES AND THE BIKE STALLS ARE TOO SMALL. IT WOULD BE NICE TO HAVE SOME OVERSIZED STALLS.

GREAT CREW. FERRIES PERIODICALLY DOWN FOR MAINTENANCE AND DELAYED-- WANT BETTER COMMUNICATION.

COMMUNICATION OF TRIP CANCELLATIONS COULD BE MORE CONCISE.

YOU NEED A MONTHLY PASS.

HAVE GENERALLY BEEN EXTREMELY SATISFIED WITH SERVICE WITH THE EXCEPTION OF RECENT LAST-MINUTE CANCELLATIONS WITH MINIMAL NOTICE.

SOMETIMES, THE FERRY IS LATE

**Comments from the Harbor Bay Ferry
Q9 Rating – Satisfied (4)**

I WOULD BE VERY SATISFIED IF THE BOAT THAT LEAVES SSF TO PICK UP AT HARBOR BAY AT 9AM WAS OPEN TO RIDERS. I RIDE 5X A WEEK, CHARGE ME \$9 = \$45 ON A RIDE THAT EARNS 0 NOW.

THE 5:40PM HARBOR BAY FERRY FROM SF HAS BEEN A BIT BEHIND SCHEDULE LATELY. OTHERWISE REALLY APPRECIATE THE SERVICE!

FAIRLY OFTEN DELAYS FOR HARBOR BAY ARE CONCERNING, ALSO PARKING FOR LATER HOURS IS A PROBLEM.

IT'S LATE QUITE OFTEN

OVERALL SATISFIED HOWEVER THE FREQUENT DELAYS/CANCELLATIONS IN THE AFTERNOON PARTICULARLY FRUSTRATING ESPECIALLY WHEN COMMUNICATION IS POOR.

NEED TO REINSTATE WEEKEND SERVICE - AT LEAST SATURDAY OR SUNDAY - AT HARBOR BAY FERRY.

NEED MORE BOATS WITH COVERED BIKE PARKING AREA

THERE IS NO WEEKEND SERVICE FROM BAY FARM

LAST MINUTE CANCELLATIONS & DELAYS

UNEXPECTED CANCELLATIONS EVERY ONCE IN A WHILE WOULD BE NICE TO AVOID.

WISH THERE WAS STILL FERRY FROM SSF TO HARBOR BAY

NEED TO REPLACE BOATS TO GET ON TIME &/OR NO CANCELLED TRIPS

I WISH MORE FERRIES RAN MID DAY & WISH A RUN OR TWO COULD BE ADDED TO WEEKENDS.

**Comments from the Oakland/Alameda Ferry
Q9 Rating – Very Satisfied (5)**

BAR WAS CLOSED. VERY DISAPPOINTING

LOVE THE FERRY. SO HAPPY TO HAVE IT.

I LOVE THE FERRY SYSTEM IN THE BAY. IT'S EXTREMELY RELIABLE AND CONVENIENT!

WOULD APPRECIATE MORE SAILING TIMES IN THE AFTERNOON FROM SF BACK TO OAKLAND. NEED A 5PM SAILING AT LEAST.

I LOVE USING THE SF BAY FERRY

ALWAYS A PLEASURE TO RIDE.

I LOVE THE FERRY!

WOULD LOVE MORE ROUTES FROM SEAPLANE

LOVE USING PUBLIC TRANSPORTATION

PLEASE SPLIT THE LINE ONBOARDING/OFF BOARDING BETWEEN CLIPPERS AND APP TICKETS. TOO CONGESTED AND WILL ALLOW FOR SMOOTHER ON/OFF BOARDING

I LOVE THE FERRY! IT'S A SAFE AND COMFORTABLE COMMUTE OPTION THAT I USE FREQUENTLY. THE BOATS ARE CLEAN AND THE PEOPLE ARE LOVELY. I DON'T LOVE THE SCREAMING CHILDREN, BUT THAT'S NOT THE FERRY'S FAULT.

ONLY FEEDBACK I HAVE IS THAT THE FERRY IS VERY SMELLY. CAN WE GET AIR FRESHENERS?

GREAT STAFF, RELAXING ENVIRONMENT, EVERYONE IS PROFESSIONAL

STAFF ARE ALWAYS SO FRIENDLY

RELIABLE AND EASY

DRINK PRICES WENT UP. BUT OTHERWISE, I LOVE THE FERRY!

PLEASE ADD MORE SERVICE! THANKS!

IT TAKES ME MUCH LONGER THAN DRIVING BUT IT'S WORTH IT

THE FERRY IS ALWAYS WONDERFUL AND TODAY WE CHOSE IT JUST FOR EXTRA FUN

MORE ROUTES TO SSF PLEASE

LOVE THE FERRY! BEST WAY TO TRAVEL.

ALL GOOD!

NICE PEOPLE, CURATED COCKTAILS

WOULD LIKE A NON-ALCOHOLIC OR ALCOHOL-FREE BEER OPTION

CONCERNED THAT OAKLAND/ALAMEDA ROUTES HAVE BEEN CUT

I KNOW IT ISN'T REALISTIC PHYSICALLY, BUT I'D LOVE MORE SERVICE ON THE WEEKENDS.

**Comments from the Oakland/Alameda Ferry
Q9 Rating – Very Satisfied (5)**

VERY CLEAN

GREAT SERVICE FROM BOTH TERMINALS

WHEN I LIVED IN VALLEJO, I TOOK THE FERRY EVERYDAY FOR WORK AND IT WAS THE BEST PART OF MY COMMUTE.

CREW MEMBERS ARE ALWAYS NICE AND HELPFUL

EVERYONE IS SO FRIENDLY

VERY FAST RIDE, EASY TO BOARD AND GET OFF

PLEASE ADD FERRY SERVICE TO BERKELEY

FERRIES FROM BERKELEY

SUPER TIMELY AND QUIET COMFORTABLE EXPERIENCE

ALL THE BENEFITS OF BART WITH BETTER AMENITIES AND MORE SPACE.

WE LOVE THE FERRY!

BEAUTIFUL EXPERIENCE.

ABSOLUTELY THE BEST WAY TO CROSS THE BAY.

GREAT SERVICE, GREAT PRICE, WILL USE MORE OFTEN.

I LOVE THE FERRY!

ALWAYS ON TIME.

ALWAYS PLEASED.

VERY CLEAN, CONVENIENT, FAST.

IT'S CLEAN, IT'S ENJOYABLE, AND RELAXING.

LOVE THAT THERE IS A BAR.

A HIGHER QUALITY RIDE EXPERIENCE.

WORKERS ALL KIND.

I LOVE THIS SERVICE. WISH I COULD USE IT MORE.

ALWAYS A LOVELY TRIP.

WOULD APPRECIATE SERVICE ON WEEKENDS OR SEAPLANE FERRY.

SAFE, NICE VIEWS, CALM.

BRING BACK ST. GEORGE LIQUORS! SEAPLANE TO SOUTH CITY DIRECT! PLEASE!

CREW ARE GENERALLY UNFRIENDLY

**Comments from the Oakland/Alameda Ferry
Q9 Rating – Very Satisfied (5)**

I LOVE THE FERRY AND AM ALWAYS HYPING IT TO EVERYONE I KNOW. THANKS FOR WELCOMING CYCLISTS! I WOULD LOVE A HOSE TO WASH SALT OFF MY BIKE. MISS THE FREE COFFEE!

FAST, SECURE, CLEAN, AND ONLY PUBLIC TRANSIT THAT HAS A BATHROOM AND CONCESSIONS.

THIS IS A CHILL AND PEACEFUL ATMOSPHERE.

FOR TERMINAL ACCESS AND AMENITIES: JACK LONDON SQUARE NEEDS A QUALITY COFFEE CART VENDOR FOR THE MORNING COMMUTERS START @6:30 AM. PEET'S ONBOARD IS OK, BUT I WANT SF FERRY BUILDING-LEVEL COFFEE. BRANDS THAT WORK: MR. EXPRESSO. SIGNAL. BLUE BOTTLE. BICYCLE COFFEE.

ALWAYS HAVE A POSITIVE EXPERIENCE.

I LOVE THE FERRY!

ABSOLUTELY LOVE THE FERRY! IN FACT, I CHOOSE TO LIVE IN JACK LONDON TO BE ABLE TO USE THE FERRY.

STAFF ARE ALWAYS APPROACHABLE.

LOVE THE FERRY SERVICE, CREW IS ALWAYS FANTASTIC.

CONCESSIONS ARE SO EXPENSIVE!

STAFF IS EXTREMELY NICE AND HELPFUL EVERY TIME I RIDE.

I LOVE OUR FERRY SYSTEM JUST WISH I COULD RIDE MORE OFTEN

GREAT TRANSPORTATION OPTION!

EXCELLENT / FRIENDLY SERVICE

BEST OPTION BY FAR, THANK YOU!

I RIDE THE FERRY FOR FUN. IT IS GREAT!

I LOVE THE FERRY

GREAT EXPERIENCE

EASY, FRIENDLY THE BEST

I LOVE THE FERRY SOOO MUCH. IT TURNS COMMUTING AND TRAFFIC INTO AN ADVENTURE!

NICE STAFF, GREAT VIEWS

LOVE IT.

CLEAN, SAFE AND FAST

MAKE THE SNACKS CHEAPER!!

VERY IMPRESSIVE BOAT CREW. PRIDE, RESPECT, SENSE OF HUMOR ON PART OF CREW MADE TRIP SO ENJOYABLE WE WILL RIDE FERRY MORE OFTEN.

**Comments from the Oakland/Alameda Ferry
Q9 Rating – Very Satisfied (5)**

THE STAFF IS ALWAYS NICE!

A GREAT WAY TO GO TO SF.

AS LONG AS THE BAR IS OPEN IN THE EVENINGS.

I LOVE THE FERRY ACCESS TO S.F. PLEASE ADD A PORT IN BERKELEY.

**Comments from the Oakland/Alameda Ferry
Q9 Rating – Satisfied (4)**

DON'T LOVE HAVING TO HAVE AN ACCOUNT IN THE APP

WOULD LIKE MORE SATURDAY SERVICE. ALSO, PAYING FOR THE PAPER TICKET FOR A CHILD WAS VERY INEFFICIENT

SEAT IS DIRTY, TABLE IS ALSO DIRTY BUT CRUSTY TOO

WOULD LOVE FOR THE FERRY ALAMEDA - SF TO OPERATE DURING WEEKEND.

BRING BACK BARTENDER MIXED DRINKS VS CANNED

BRING THE BARTENDER BACK

NEEDS MORE OPTIONS LATER IN THE DAY. NEEDS MORE EARLIER OPTIONS FOR THE WEEKEND

I LOVE THIS FERRY! IT IS SO NICE!

HAPPY TO HAVE THE OPTION WISH COFFEE WAS STILL FREE

MY ONLY COMPLAINT ARE THE BITING FLEAS IN THE CARPET DURING THE SUMMER. I ASSUME THAT THESE COME FROM DOGS.

WOULD APPRECIATE MORE ROUTES AND DEPARTURE TIMES. SERVICE TO SOUTH BAY COULD IT HAPPEN?

WOULD LOVE TO HAVE A LATER FERRY ON ALAMEDA/OAKLAND ROUTE FRI & SAT

WISH THERE WERE MORE FERRIES THAT DON'T STOP IN ALAMEDA

5:20PM EB STARTS LATE SOMETIMES

CABIN IS VERY HOT! COMPLEMENTARY HOT WATER/TEA CART WOULD BE A NICE TOUCH. COMPLEMENTARY MEXICAN CONCHAS.

I LOVE FERRY, BUT I CAN'T TAKE IT WHEN I'M OUT LATER THAN FERRY SERVICE GOES. ALSO, I'D LOVE TO SEE BIKES OR SCOOTERS YOU CAN RENT (LIKE UBER OR LYME) AT THE ALAMEDA FERRY TERMINAL. I HAVE TO BE ABLE TO GET TO THE ALAMEDA TERMINAL WITHOUT A CAR OR BIKE.

NEEDS MORE GOOD PERSONNEL

I WISH IT RAN MORE FREQUENTLY

DON'T UNDERSTAND OR LIKE HOW I NEED MONEY FOR EACH WAY OF A ROUNDTRIP

BETTER TERMINAL NEEDED AT HARBOR BAY TERMINAL

WHEN REPLACING PARTS (I.E. HOSES) FOR MAINTENANCE, PLEASE REPLACE ENTIRETY AND NOT JUST ONE PIECE. THIS FREES UP DELAYS.

WOULD BE NICE TO HAVE LOWER PRICING ON THE BAR BUT THE FACT THAT THERE IS A BAR/REFRESHMENTS IS AMAZING!

Comments from the Oakland/Alameda Ferry
Q9 Rating – Satisfied (4)

PARKING VALIDATION - SCANNER NEVER WORKS. PAYMENTS : ONLINE TICKETS PROCESS TEDIOUS BUT I THINK THERE IS A CLIPPER OPTION I NEED TO LOOK INTO. MORE OUTDOOR SEATING WOULD BE NICE.

CLIPPER CARD PAYMENT IS NOT INITIATING

AFTERNOON ROUTE IS CROWDED (SAN FRANCISCO TO OAKLAND) BUT THAT'S NOT THE SERVICE'S FAULT.

AFTERNOON SCHEDULE CHANGE LESS CONVENIENT. ALSO, ALAMEDA STOP ADDS A LOT OF TIME.

GREAT BUT THE FERRY DOES HAVE A FLEA PROBLEM. I SEE NEW BITES ON MY LEGS ON A DAILY BASIS.

BRING BACK FREE COFFEE!

WOULD APPRECIATE 30-45 MIN FREQUENCY INSTEAD OF HOURLY

SERVICE ENDS TOO EARLY! I GET OFF AT 9:00 AT PIER 33. IT'S JUST IMPOSSIBLE TO MAKE IT TO THE LAST BOAT. PLEASE END AT 10 OR AFTER!

**Comments from the Oakland/Alameda Ferry
Q9 Rating – Neutral (3)**

I AM A LONGSHOREMAN AND WE USED TO GET SOME KIND OF DISCOUNT. BUT NOW WE GET TREATED DIFFERENTLY. WE SUPPORT YOU GUYS, WE ARE LOCAL 10. ALWAYS VERY DISHEARTENING!

WE WERE SUPPOSED TO CATCH THE FERRY BEFORE THIS, THE PERSON WHO WAS LETTING PEOPLE ON SAW US AND TOLD US TO STOP, THEN CLOSED THE DOOR ON US! FUCKED UP!

**Comments from the Oakland/Alameda Ferry
Q9 Rating – Very Dissatisfied (1)**

EXCEPT FOR [NAME REMOVED] WHO WAS HOSTILE, MILITARISTIC AND AGGRESSIVE. NEED MORE ELECTRIC FERRIES! NEED EVERY 20 MINUTES! NEW FERRIES DESIGNED POORLY WITH OUTSIDE NOT FACING VIEW!

THEY LEFT US THE FIRST TIME! THEY SAW US THEY TOLD US TO HURRY UP, BUT THEY STILL LEFT!

**Comments from the Richmond Ferry
Q9 Rating – Very Satisfied (5)**

FOR QUESTION #8, I COULD HAVE SELECTED MOST OF THE OPTIONS. THERE ARE SO MANY REASONS TO USE THE FERRY.

HOT DOGS WOULD BE A GOOD SNACK!

I'M VERY SATISFIED WITH TIMELINESS AND CLEANLINESS. HOWEVER, I HOPE RICHMOND TIMES WILL CONTINUE TO EXPAND ESPECIALLY M-F SF TO RICHMOND BETWEEN 11AM-3PM. THERE IS CURRENTLY NO SERVICE AFTER 11:40 UNTIL 3PM.

LOVE THE EASE OF THE FERRY. WISH I HAD A SIMILAR OPTION WHERE I LIVED.

LOVE BEING A FERRY COMMUTER!

WOULD LIKE TO BE ABLE TO ADD FARE TO MY CLIPPER CARD EITHER ON BOARD OR AT THE TERMINAL

NEG LATER RETURN TIMES INCREASE DEPARTURES/RETURNS

BEAUTIFUL DAY! NICE STAFF

BEST WAY TO GET AROUND THE BAY

FRIENDLY STAFF

STAFF IS EXTREMELY NICE AND FRIENDLY! LOVE THE STAFF!

HAS ALWAYS BEEN ON TIME, EASY TO USE.

IT IS MY FAVORITE WAY TO GET TO SAN FRANCISCO.

QUICK RIDE. FRIENDLY CUSTOMER SERVICE.

BEST MODE OF TRANSPORTATION TO SAN FRANCISCO.

NEED MORE DESTINATIONS FROM RICHMOND, ESPECIALLY SOUTH SAN FRANCISCO. LOTS OF COMMUTERS.

LATER WEEKEND HOURS.

CLEAN WINDOWS.

RELAXING, CALM, SCENIC RIDE.

TIME WAS GOOD, CLEAN BATHROOM.

LOVE HOW COMFY IT IS. GREAT TICKETS GREAT PEOPLE!

LOVE THE FERRY AND IS THE MAIN REASON FOR MOVING TO RICHMOND MARINA BAY:
ACCESSIBILITY

WE NEED MORE FERRY ROUTES. ESPECIALLY IN THE DIRECTION OF REDWOOD CITY

NICE STAFF. VERY CLEAN RESTROOM.

**Comments from the Richmond Ferry
Q9 Rating – Very Satisfied (5)**

MORE TIMES WOULD BE GREAT

LOVE TAKING THE FERRY. CLEAN, ON TIME AND RELAXING. CLEAN RESTROOM.

FERRY IS VERY CLEAN

IF THEY CAN HAVE MORE RIDES MORE OFTEN THAT WAY PEOPLE DON'T WAIT FOR A LONG TIME.

IT SHOULD RUN MORE OFTEN

I WISH THERE WAS A RICHMOND-SAUSALITO LINE.

EVERYONE IS NICE AND ACCOMMODATING

WINDOWS NEED TO BE CLEAN FOR SIGHTSEEING

PROFESSIONAL

WOULD APPRECIATE IF SERVICE ALERTS WERE POSTED ON THE SF BAY FERRY WEBSITE (SIMILAR TO BART). THANK YOU FOR YOUR SERVICE!

WISH THERE WAS LATER SERVICE AND EARLIER MORNING SERVICE

GREAT SERVICE, JUST NEED MORE ROUTES AND DEPARTURE TIMES.

WOULD LOVE A GREATER NUMBER OF SCHEDULED TRIPS THOUGH

GREAT SYSTEM AND SERVICES

APPRECIATE IT BEING ON TIME, THE CREW MEMBERS AND CLEANLINESS ONBOARD! NICE JOB!

COFFEE/ BATHROOMS CLEAN, CIVILIZED PEOPLE AND STAFF LOW COST, TRASH CANS

WISH THERE WERE MORE TIMES TO RETURN FROM SF TO RICHMOND

LOVE THE FERRY, ALL EMPLOYEES ARE GREAT, VERY FRIENDLY

WORKERS SHOULD ANNOUNCE PAYMENT METHODS AND ANNOUNCE MULTIPLE MACHINES TO TAP TO PAY. PEOPLE/RIDERS SEEM CONFUSED.

BUT I DO WISH IT RAN LATER FERRIES; I GET OFF WORK LATE AND CAN'T COMMUTE MOST DAYS BECAUSE OF THAT SO I DRIVE.

I WISH THERE WAS A FERRY FROM RICHMOND TO SF BETWEEN 8:55 AND 10:40

WEEKEND SERVICE AT HARBOR BAY WOULD BE GREAT!

PEOPLE ARE GREAT!

LOVE IT!!

THE STAFF ARE FRIENDLY AND KIND. THE OUTSIDE VIEW ARE BEAUTIFUL. THE RIDE IS RELAXING.

STAFF IS WARM, HELPFUL, AND PROFESSIONAL

LOVE IT!

**Comments from the Richmond Ferry
Q9 Rating – Very Satisfied (5)**

THE SEATS CAN AND SHOULD BE DRYCLEANED AS THEY'RE COVERED WITH STAINS OR REPLACED WITH MATERIAL THAT CAN BE EASILY CLEANED.

I WOULD USE THE FERRY MORE OFTEN IF DOGS WERE ALLOWED. DOGS CAN GO WHERE THE BIKES ARE PARKED.

FRIENDLY CREWS

ONLY DISSATISFACTION IS I WISH THERE WERE MORE TRIPS ON THE SCHEDULE

SOME BOATS HAVE TOO LITTLE BIKE STORAGE AND SOME GET THE BIKES REALLY WELL.

BEST WAY TO CROSS THE BAY

I WOULD LOVE TO HAVE AN EARLIER FERRY DEPARTURE FROM RICHMOND AT 6:00AM

LOVE THE FERRY

STAFF ARE FRIENDLY, COMMUNICATION WHEN FERRIES HAVE BROKE DOWN NEEDS IMPROVING

I CAN RELAX, TAKE A SHORT NAP, SIGHTSEE, ETC. NO ROWDY PEOPLE ABOARD OR HOMELESS.

BEST PUBLIC TRANSPORTATION EVER

THE FERRY IS ONLY 10 MINS FROM MY HOUSE, SO A MUCH SAFER, CLEANER OPTION THAN BART. IT'S ALSO COMFORTABLE AND OVERALL BETTER EXPERIENCE.

**Comments from the Richmond Ferry
Q9 Rating – Satisfied (4)**

CREW IS NICE

VERY EASY AND RICHMOND PARKING IS GREAT

WISH IT WAS TAXPAYER SUBSIDIZED AND CHEAPER

MORE FREQUENTLY WOULD BE NICE DURING PEAK COMMUTE HOUR, AN ADDITIONAL FERRY BETWEEN THE 8:55AM AND 10:40AM TIMES WOULD BE AWESOME. I USE IT MAINLY TO COMMUTE TO WORK.

I WOULD LIKE TO SEE LARGER VESSELS MORE FREQUENTLY ON THE RICHMOND LINE- THE LITTLE BOATS GET CROWDED.

WOULD BE VERY SATISFIED IF OFFERED EARLIER START TIME WB AND EB HAD MORE AVAILABLE TIMES BETWEEN 1130-1500 HR

I WISH THERE WERE FEWER INSTANCES OF A LATE FERRY. I'M ON THE FIRST FERRY, SO THERE REALLY SHOULD BE NO REASON FOR SCHEDULE DELAYS.

MY ONLY COMPLAINT IS THAT THE FERRY APP DOESN'T SEND BAY ALERT NOTIFICATIONS (IPHONE)

RICHMOND SERVICE IS PROMPT AND QUICK. HOWEVER, THERE AREN'T MANY FERRIES AT RUSH HOUR. EX 5:00PM SERVICE.

7AM FERRY RIDE FROM RICHMOND TO SF WOULD BE IDEAL FOR WORK COMMUTE.

WOULD BE NICE TO HAVE AN INTERCONNECT BUS/SHUTTLE TO/FROM BART FOR DAYS I NEED TO STAY LATE IN SF

1.) SERVICE ALERTS ARE LATE SOMETIMES, HOPE THIS CAN BE IMPROVED. 2.) INCREASE FREQUENCY ON WEEKEND PLEASE! BUT UNDERSTAND MAY BE DIFFICULT

WOULD LOVE MORE WEEKDAY MORNING HOURS. THE GAP BETWEEN 9-10:40 IS PROBLEMATIC PLEASE ADD PARKING TO RICHMOND TERMINAL. ADD ONE MORE RUN RIC-SF BETWEEN 8:55 + 10:40 WEEKDAY. ADD ONE MORE RUN SF - RIC BETWEEN 11:40A -3:00P.

NEED TO EXPAND ROUTES TO FROM BERKELEY

ONLY COMPLAINT IS INFREQUENT SERVICE

WISH THERE WERE MORE TIMES OFFERED

WINE ON BOARD COULD BE BETTER

WISH THE BOATS WERE MORE FREQUENT

THE 5:25PM SF-RICHMOND FERRY ALWAYS LEAVES @ 5:30. CHANGE THE SCHEDULE!

WOULD BE VERY SATISFIED IF THERE WAS A ROUTE TO GET FROM RICHMOND TO SOUTH SAN FRANCISCO DIRECTLY OR ADDED EXTENSION.

Comments from the Richmond Ferry
Q9 Rating – Neutral (3)

UNSURE WHICH FERRY, BUT UNSATISFIED WITH OLDER MODELS WITH CHAIRS THAT DON'T FUNCTION. ALSO, MAINTENANCE ISSUES ENCOUNTERED MEANS WE'RE WAITING OUTSIDE EXTRA 15-30 MINS AND I'M LATE FOR WORK.

NEED MORE FERRY RUNS INCLUDING 10:00AM WEEKDAY WESTBOUND, 9 AND 10PM WEEKDAY EASTBOUND, 10PM WEEKEND EASTBOUND, AND 11AM WEEKEND WESTBOUND.

**Comments from the South San Francisco Ferry
Q9 Rating – Very Satisfied (5)**

WISH WE HAD A SLIGHTLY LATER MORNING & EVENING SERVICE FOR THOSE GETTING INTO WORK AFTER 9 OR GETTING BACK AFTER 6

I WISH I HAD MORE TRIPS TO SSF ON FERRY SCHEDULE.

MY COMMUTE IS ONE OF THE BEST PARTS OF MY DAY

BEEN RIDING THIS SINCE IT STARTED AND HAS BEEN NICE TO SEE MORE AND MORE RIDERSHIP

PEOPLE ARE ALWAYS FRIENDLY AND HELPFUL

ALWAYS ON TIME, CLEAN, FRIENDLY STAFF

ALL THE PEOPLE WHO WORK ON THE FERRY ARE FRIENDLY AND POLITE. PEOPLE ARE GENERALLY ENVIIOUS THAT I CAN COMMUTE THIS WAY.

ROUTES LIKE SOUTH SAN FRANCISCO SHOULD HAVE WEEKEND SCHEDULE FOR KIDS, THEY WOULD LOVE SEEING CONTAINER SHIPS ANCHORING IN THE MIDDLE OF THE BAY.

**Comments from the South San Francisco Ferry
Q9 Rating – Satisfied (4)**

I WISH YOU RAN A BIT LATER IN THE MORNING.

WISH THE FERRY TO SSF PICKED UP IN OAKLAND BEFORE ALAMEDA. IT SEEMS RIDICULOUS TO ADD ON 20 MINUTES OF COMMUTE TO GO BACKWARDS FROM ALAMEDA TO OAKLAND, AND IT REALLY MAKES THE COMMUTE MUCH LONGER FOR THOSE IN ALAMEDA.

IT WOULD BE NICE IF THE FERRY RAN MORE FREQUENTLY

WOULD LIKE MORE TRANSIT TIMES

SUGGESTION FOR THE FERRY TO STOP IN ALAMEDA FIRST INSTEAD OF GOING TO SOUTH CITY - OAKLAND - ALAMEDA. THIS UNNECESSARILY ADDS 20 MINS FOR ALAMEDANS

NEED BIGGEST/NEW FERRIES FOR SOUTH SF ROUTES, CONSISTENTLY. PARKING VALIDATION NEEDS IMPROVEMENT

I LOVE IT! MORE RUNS TO AND FROM SSF PLEASE.

ON-TIME PERFORMANCE CAN BE IMPROVED. NOTIFICATION RARELY ACCURATE (10 MINS LATE IS MORE LIKE 20 MINS)

BAY BREEZE CONSISTENTLY DOESN'T HAVE HEAT IN LOWER CABIN ALL WINTER! CREW IS GREAT AND REPORTS ISSUE.

I'D LOVE TO SEE A LATER FERRY OPTION THAN 8:00 FROM ALAMEDA TO SSF. PREFERABLY WITH NO OAKLAND STOP

Comments from the South San Francisco Ferry
Q9 Rating – Neutral (3)

NEEDS TO HAVE CONSISTENT ARRIVAL AND DEPARTURE TIME, NEED BIGGER FERRY TO SSF ON TUES AND THUR (BUSY DAYS), EXPENSIVE TICKET, NEED BETTER NOTIFICATIONS IN CASE OF DELAYED OR CANCELLED FERRIES.

**Comments from the Vallejo Ferry
Q9 Rating – Very Satisfied (5)**

WISH THERE WAS A FASTER WAY TO GET TO TERMINAL FROM FAIRFIELD

VERY RELAXING, NICE VIEWS

ON THE WEBSITE, PLEASE ADVISE RIDERS TO USE THE SF BAY FERRY SITE. I THOUGHT I'D BE ABLE TO PURCHASE TICKETS AT A TICKET COUNTER, AS IT MENTIONED ON THE WEBSITE, BUT THERE IS NO LIVE PERSON THERE. IT SHOULDN'T BE LISTED AS AN OPTION.

BEST SERVICE EVER

JUST A LITTLE MORE SPACE FOR THE SECOND FLOOR OUTSIDE THE SHIP

THANK YOU FERRY SERVICE TEAM FOR EVERYTHING THAT YOU DO!

BATHROOMS ARE SOMETIMES UNCLEAN

FRIENDLY, EASY, ACCOMMODATING

ALWAYS ONTIME VERY CLEAN ON THE FERRY AND STAFF ARE PATIENT AND KIND

REALLY LOVE THE COMMUTE AND THE FOLKS WORKING. LOVE HAVING A COFFEE AND SNACK BAR.

CREW IS GREAT!

CLEAN, EASY TO GET ON BOARD, EASY TO BUY TICKET, FERRY SCHEDULE ON TIME

GOT A SEAT EVEN WHEN LOTS OF PEOPLE

SOMETIMES I'M LATE FOR WORK ON THE WEEKENDS BECAUSE THE FERRY LEAVES 10 MINS LATE.

EXCELLENT SERVICE

I LOVE THE FERRY BOAT. VERY COOL RIDE. AMAZING SIGHT-SEEING CRUISE.

VERY CONVENIENT. NICE STAFF

SERVICE CREW ARE FRIENDLY AND COURTEOUS

BEST WAY TO TRAVEL TO THE BAY AREA. ALSO TAKE THE RICHMOND FERRY SOMETIMES TO VISIT FAMILY

BUY TWO MORE PYXIS - CLASS BOATS!

WOULD LIKE AN EARLIER TRIP M-TH LIKE 5AM

IT IS A GREAT SERVICE. THE CREW'S ARE NICE AND HELPFUL.

EVERYONE IS GREAT ON EVERY FERRY!

A BIT CROWDED AT TIMES

VERY SATISFIED WITH USING THE FERRY. GREAT EXPERIENCE EVERY TIME.

ALWAYS ON TIME CREW ARE AMAZING

IT'S THE BEST WAY TO COMMUTE!

Comments from the Vallejo Ferry Q9 Rating – Very Satisfied (5)

VERY HAPPY WITH VALLEJO-SAN FRANCISCO SERVICE. SAME TIME AS DRIVING, MUCH BETTER EXPERIENCE, PLUS NO PARKING IN SAN FRANCISCO.

THANK YOU. VERY NICE STAFF AND CLEAN

SF BAY FERRY IS THE BEST! IT'S MY FERRY.

RELAXING

MORE DESTINATIONS FOR PICK UP, BENICIA LOCATION. MORE CONCESSION FOOD ITEMS: HOT GRILL FOOD, TEAS, HEALTHY FOOD ITEMS.

ALWAYS ON TIME NO RIFF RAFF. EASY RIDE.

PARKING SAFETY AT VALLEJO IS A BIG CONCERN - BOTH PERSONAL AND PHYSICAL RISKS. MY CAR HAD THEFTS MID-DAY.

I HAVE HAD PROBLEMS WITH TWO OF THE CREW.

IT'S VERY CLEAN. IT'S SPACIOUS.

LOVE THE BUDGET-PRICED CRUISES OF THE BAYS.

THE FERRY MAKES ME NEVER WANT TO DRIVE TO WORK AGAIN I WISH I WOULD OF KNEW ABOUT IT SOONER, THANK YOU

ALL IS GOOD. I LIKE TRAVELING ON THE FERRY.

EXCEPT FOR LAST MINUTE NOTIFICATIONS IF IT IS DOCKED AT MARE ISLAND INSTEAD OF VALLEJO.

I WOULD LIKE TO HAVE THE OPTION OF LATER TRIPS, ESPECIALLY DURING THE WEEKENDS IF PEOPLE STAY LATER IN SAN FRANCISCO.

THE STAFF HAVE BEEN GREAT AND THE SERVICE IS RELIABLE

MY FAVORITE WAY TO COMMUTE. AMAZING SERVICE, TIMELY, EFFICIENT. I HOPE THE FERRY NEVER STOPS!

JUST WISH YOU RAN MORE @ RUSH HOURS

ALWAYS ON TIME AND FERRY BOAT ARE ALWAYS CLEAN

I ONLY WISH THERE WAS MORE FREQUENT + LATER SERVICE

I WOULD LIKE THE BIKE AREA TO BE ENCLOSED. THE SALT WATER CORRODES BIKE PARTS.

WHEN FERRY MOVED TO MUIR ISLAND, NO ONE TOLD US WE HAD TO TAKE THE BUS.

IT WOULD BE GREAT IF THERE WAS A 6:30 PM OR 7:00 PM FERRY FROM SAN FRANCISCO TO VALLEJO.

RELAXING TRIP AND FRIENDLY STAFF.

VERY EFFICIENT!

**Comments from the Vallejo Ferry
Q9 Rating – Very Satisfied (5)**

EXCELLENT STAFF & FERRY SERVICE

CREW IS ALWAYS FRIENDLY

CLEAN, QUIET, ALWAYS ON TIME.

WISH IT WERE LESS EXPENSIVE FOR COMMUTERS

WOULD LIKE MORE FERRY TIMES AROUND COMMUTE HOURS --> 7PM, 8AM ARRIVAL, ETC.

IT WOULD BE NICE IF BIKES COULD BE STORED INSIDE/AWAY FROM SALT WATER. MY BIKE GETS RUSTY. I AM STILL QUITE HAPPY WITH THE FERRY SERVICE.

I ENJOY MY RIDES AND IT BEATS DRIVING.

LOVE CLEAN RESTROOMS ON TRANSIT

VALLEJO FERRY CAN BE VERY FULL. NEED A CRUISE SHIP?

LOVE SF FERRY!

WOULD LOVE AN EXPANDED SCHEDULE SOMETHING IN BETWEEN THE 5:20PM +6:30PM TO VALLEJO MAYBE MORE THE 5:20 TO 5:30PM?

GREAT SERVICE

WOULD BE NICE IF CAN RE-INSTATE A FERRY THAT GOES DIRECT TO BALLPARK OR EXTRA BOAT ON AFTERNOON BASEBALL GAMES.

THERE SHOULD BE BOATS LEAVING SF LATER THAN 8:00PM!

OCCASIONALLY 5 TO 10 MINUTES LATE TAKING OFF-- BUT 95% ON TIME.

SOMETIMES ALMOST ALL SEATS ARE TAKEN

EASY, RELIABLE CLOSE TO HOME AND WORK, QUIET, MY ONLY COMPLAINT IS PARKING FEE, TOO MUCH!

DO THE ANNOUNCEMENTS NEED TO BE SO LOUD?

LOVE SAN FRANCISCO BAY FERRY!

ALWAYS RELIABLE.

VERY CONSISTENT; LEAVES EXACTLY ON TIME. I ALSO USE IT TO TRAVEL TO MY UNIVERSITY.

BEST TRANSPORTATION SERVICE I'VE EVER TAKEN. WOULD LIKE A WAY TO RECEIVE TEXTS ABOUT KING TIDE DISRUPTIONS. THANK YOU ALL!

WISH IT HAD MORE TIMES, LATER TIMES, ETC.

THE FERRY'S SERVICE IS PERFECT, MULTIPLE TRIPS, TIMELY, AND FUNCTIONAL.

STAFF FEEL LIKE FAMILY, SNACK BAR IS WONDERFUL, SEATING IS VERY NICE WOULD LOVE AN EARLIER FERRY (5AM?)

**Comments from the Vallejo Ferry
Q9 Rating – Very Satisfied (5)**

ALWAYS ON TIME AND CLEAN.

VERY CONSISTENT, PROFESSIONAL.

WOULD LOVE IF VALLEJO FERRY ADDED MORE STOPS AT MARE ISLAND 9 AM AND DEPARTING 4 TO 5 PM.

CLIPPER CARD APP DIDN'T WORK. NO WAY TO BUY TICKETS IN-PERSON AT VALLEJO FERRY TERMINAL, BUT STAFF HELPFUL AND COULD BUY ON BOAT.

ON TIME, CLEAN, QUIET

I ONLY WISH THAT THE INTERNET SERVICE ON THE FERRY WAS A BIT MORE RELIABLE.

IT'D BE NICE TO HAVE A DISCOUNT CLIPPER PURCHASE FOR THESE WHO ARE EMPLOYED IN SF.

THEY ARE SO NICE AND THE VIEWS WERE AWESOME

I LOVE THE FERRY!

THANK YOU TO ALL THE STAFF KEEPING SERVICE GOING!

FRIENDLY STAFF, REASONABLE FARES

THE STAFF ARE SO SWEET AND MAKE ME FEEL SAFE ON MY RIDES. ALSO, I APPRECIATE HOW PUNCTUAL THE RIDES ARE!

LOVE THE FERRY, THE CREW ARE ALL VERY KIND AND GREAT. CAPTAIN COMMS ARE VERY HELPFUL + APPRECIATED.

GOOD SERVICE.

I RIDE THE EARLIEST FERRY AT 5:30 AM. IF ONE RAN EARLIER, I WOULD TAKE IT.

THE FERRY IS GREAT!

LIMITED OUTSIDE SEATING FOR SIGHTSEEING.

PEOPLE ARE GREAT AND VERY FRIENDLY.

IT'S ALWAYS ON TIME.

ALL IS CLEAN AND WELL MAINTAINED.

VERY GOOD SERVICE.

FERRY IS THE MOST FANTASTIC WAY TO TRAVEL TO THE CITY AND BALL GAMES. IF I WORKED IN THE CITY, I WOULD USE IT EVERY DAY!

THE FERRY IS VERY FUN.

WOULD LIKE TO GET TO SAN FRANCISCO FASTER. MORE FOOD OPTIONS WOULD BE NICE. RUN MORE OFTEN. A STOP IN BENICIA. BENICIA AND VALLEJO TERMINAL.

MEET PEOPLE OR RELAX WITH A DRINK AFTER WORK.

Comments from the Vallejo Ferry Q9 Rating – Very Satisfied (5)

RELIABLE, CLEAN; NICE AMENITIES AND STAFF.

DON'T KNOW WHAT I'D DO WITHOUT THE FERRY! SO GRATEFUL FOR THIS SERVICE.

NICE PEOPLE, PUNCTUAL TIMING, CLEAN AREAS, DEPENDABLE.

NOT USER FRIENDLY FOR A FIRST TIMER, SHOULD BE INSTRUCTIONS FOR THE FIRST TIMERS.

ONE OF THE BEST PARTS OF THE BAY AREA

CLEAN, QUIET, EFFICIENT, AFFORDABLE

I LOVE THE FERRY BUT I WISH THE Y EXPRESS WOULD CONNECT BETTER TO THE FERRY SCHED FOR VALLEJO.

ALWAYS ENJOY SAFE. TIMELY, FRESH AIR, AND REGULAR CREW THAT GETS ME HOME TO MY FAMILY - NO POLLUTION, BODY WASTE, LOUD NOISE OR COMMUTE RAGE GETTING HOME COMPARED TO OTHER MEANS BUS, CAR, BART.

GREAT EXPERIENCE.

TAGGING OFF IS STUPID! IT SLOWS EVERYONE DOWN. DRINKS AND SNACKS ARE EXPENSIVE. PARKING IS UNSAFE. EVERYONE IS WORRIED EVERY DAY IF A WINDOW WILL BE BUSTED OR YOUR CONVERTER STOLEN.

I DO FEEL A LARGE CONCERN ABOUT SAFETY, CREW MEMBERS DO NOT SCREEN OR CHECK FOR WEAPONS. THAT'S A HUGE CONCERN OF MINE.

SCHEDULE IS NOT ALWAYS UPDATED CONSISTENTLY ACROSS PLATFORMS.

WISH THERE WERE SIGNS THAT READ "KEEP CELL PHONE USE TO A MINIMUM"

[SERVICE ALERTS / DELAY NOTIFICATIONS: TEXT UPDATES WOULD BE NICE.

WISH YOU HAD A BOAT LEAVING FROM SAN FRANCISCO TO VALLEJO AT 6:45 PM. ALSO PLEASE GET BETTER SNACKS.

THANK YOU FOR YOUR SERVICES!

COULD USE BETTER PLANNING ON CONCESSIONS FOR THESE DAYS THE SAN FRANCISCO GIANTS PLAY AND HOW SOME COMMUTERS ARE SHUT OUT AND LEFT TO WAIT FOR THE NEXT FERRY.

ALL OF THE STAFF ARE COURTEOUS AND EFFICIENT. I WISH THERE WAS EXTRA FERRIED DURING SAN FRANCISCO GIANTS' GAMES. I HAVE MISSED A COMMUTE HOME DUE TO OVER-FULL FERRY.

STAFF IS VERY FRIENDLY.

**Comments from the Vallejo Ferry
Q9 Rating – Satisfied (4)**

CLEAN AND EFFICIENT

NEED BETTER OPTIONS TO GET TO FERRY FROM FAIRFIELD

I WISH THAT THERE WASN'T A GAP IN SERVICE MIDDAY. ALSO, A WAY TO PRIORITIZE PEOPLE COMMUTING TO WORK ON THE WEEKENDS OVER PEOPLE GOING FOR LEISURE

NEED TO CLEAN VALLEJO TERMINAL. BROKEN CAR WINDOWS, WHENEVER WE RETURN

THE APP NEEDS ATTENTION

DISAPPOINTED THAT THERE WAS A CHANGE TO THE BLOODY MARY. THE NEW CUTWATER IS TERRIBLE.

ONBOARD COFFEE/CAFE WOULD BE NICE

WE HAVE NOT FINISHED THE RIDE BUT BOARDING WAS FAST AND EASY AND THE SEATING IS COMFORTABLE.

IMPRESSED WITH THE EFFICIENCY AND EASE OF BOARDING AND PURCHASING TICKETS ETC.

MORE RUNS!

WOULD LIKE MORE WEEKEND SERVICE TO AND FROM VALLEJO. WEIRD TIMES CURRENTLY.

GREAT EXPERIENCE, COULD HAVE MORE FREQUENCY AND STOPS

THE ANNOUNCEMENT IS TOO LOUD. I DON'T LIKE THE HOUR AND 15 MIN GAP IN FERRY DEPARTURES IN THE MORNING BETWEEN 6:00 AND 7:15 IN THE AFTERNOON LEAVING SF DEPARTURE SCHEDULE IS TOO FAR APART AND WEIRD TIMES

THEY DO A GOOD JOB

LIGHTS ON ALL BOATS SHOULD DIM! NO MORE BEEPING OUT WITH CLIPPER CARD. IT HOLDS UP THE LINE! COMPLETE WASTE OF TIME. 1/2 PEOPLE DO, 1/2 PEOPLE DON'T

LIGHTS WAY TOO BRIGHT FOR 5:30AM FERRY. WOULD SUGGEST MOVING ONE OF (11,11:30, 12:10) WHICH ARE ALL VERY EMPTY TO A TIME BETWEEN 2:40PM-3PM!

IF POSSIBLE, PUSH THE 2:20 FERRY BACK TO 2:40 TO ACCOMMODATE CONSTRUCTION WORKERS

WHERE'S THE FREE COFFEE? YOUR TICKETS ARE SO EXPENSIVE, YOU MUST DO SOMETHING TO KEEP THOSE WHO PAY YOUR SALARY HAPPY!

WOULD LOVE TO SEE A STRUCTURE TO PROTECT US FROM THE ELEMENTS IN VALLEJO

NEED EARLY TRIPS ON WEEKEND. SAME AS WEEKDAYS 5:30AM

NOT AS CLEAN ON CERTAIN BOATS. MOLD AND MILDEW ALONG WINDOWS

ADDING ANOTHER BOAT TO THE ROUTE ON GIANTS HOME GAME DAYS WOULD HELP. OFTEN LEAVES UP TO 100 PEOPLE ON THE DOCK AFTER THE GAME.

OTHER THAN OLD FERRYS NO HEATER WORKING AT 5:30AM

**Comments from the Vallejo Ferry
Q9 Rating – Satisfied (4)**

RESTROOMS COULD BE CLEANER, ANNOUNCEMENTS LESS LOUD IN MORNING

THE CHAIRS, TABLES AND WINDOWS COULD BE ALOT CLEANER. SOMETIMES THERE ARE BUGS ON THE WINDOW SILL.

KEEP UP THE GOOD WORK.

VALLEJO PARKING IS TOO!! EXPENSIVE AND DANGEROUS

THE LINE IN SF ISN'T MONITORED AS CLOSELY AS I'D LIKE. THERE ARE A LOT OF LINE CUTTERS.

NEED BETTER COMMUNICATION WITH RIDERS. BETTER SECURITY IN PARKING LOTS.

GREAT IN MOST CASES. UNCOMFORTABLE WHILE RIDING WITH BASEBALL RIDERS.

WONDERING WHAT HAPPENED TO THE CITIZENS ADVISORY COMMITTEE THAT WETA LEGISLATION SAID IT WOULD HAVE

MORE SERVICE TIMES TO MARE ISLAND NEEDED.

CONSISTENT WITH TRAVEL TIMES EVEN WITH COMPLICATIONS, TRANSPARENCY.

EXCEPT WHEN ITS A DAY GAME FOR THE GIANTS. YOU GUYS REALLY NEED TO FIGURE SOMETHING OUT! IT IS NOT FAIR TO US REGULAR PASSENGERS TO BE OVERCROWDED WITH A BUNCH OF DRUNKS!

FERRY PARKING IS TOO EXPENSIVE

OCCASIONALLY LATE

COULD HAVE MORE TIME OPTIONS FOR PEOPLE RUNNING LATE LEAVING VALLEJO IN MORNING ONLY 6AM AND THEN AN HOUR WAIT.

UNIMPRESSED WITH THE PARKING SECURITY IN VALLEJO -

BOARD FASTER, TOO SLOW ON VALLEJO CANAL WHEN ARRIVING, FREQUENT STOPS ON WATER, SLOW WIFI/SPOTTY WIFI, DIRTY BATHROOMS + NO SINGLE LEVEL BOATS PLEASE.

MORE TIME OPTIONS WOULD BE HELPFUL. ALSO, LINES ARE TOO LONG AND RESERVATIONS SHOULD BE ALLOWED.

SHOULD BE MORE AVAILABLE TIMES DEPARTING TO AND FROM THE CITY. ESPECIALLY THE MORNINGS.

NICE RIDE ON NICE DAYS.

THE CONCESSION PRICES ARE WILDLY EXPENSIVE

SNACK BAR CHANGED. PRICES ARE FINE JUST PRODUCT CHANGES.

WOULD PREFER A MID DAY FERRY TO VALLEJO (12:30 OR 1:30P).

MORE CLIPPER TERMINALS.

**Comments from the Vallejo Ferry
Q9 Rating – Satisfied (4)**

IT'S EXPENSIVE AND PARKING IS RISKY.

SCHEDULE IS A BIT STRANGE. FROM 12- 4 THERE ARE NO SF > VALLEJO.

EFFICIENT AND CHEAP.

SOMETIMES PEOPLE LEAVE BAGS ON SEATS, FOR THEIR FRIENDS. DURING GIANTS/WARRIORS GAMES, I HAVE DIFFICULTY GETTING ON THE FERRY. PLEASE HAVE MORE OR BIGGER BOATS ON GAME DAYS. UNHEALTHY SNACKS-- LOW QUALITY IS NEGATIVE HEALTH FOR EVERYONE!

SOMETIMES THE FERRY LEAVES FIVE MINUTES EARLY SO I WOULD LIKE TO HAVE AN OPPORTUNITY TO GET 10 MINUTES MORE BEFORE DEPARTURE.

I HATE GIANTS GAME DAYS. RUINS MY WHOLE COMMUTE. GET MORE BOATS. VALLEJO IS BUSY. DO BETTER!

SECURITY IS VERY BAD. MY CAR WAS BROKEN IN FOUR TIMES. THIS IS MAKING ME THINK, IS THE FERRY THE BETTER WAY?

THE FERRY IS VERY OFTEN ON TIME, PUNCTUAL, AND VERY RELAXING!

WHAT HAPPENED TO THE FREE COFFEE? THAT WAS A NICE PERK.

INTERNET CAN BE SPOTTY AT TIMES, OTHERWISE GREAT! I DO WISH THERE WERE MORE DEPARTURE TIMES TOO.

CLEAN AND QUIET.

**Comments from the Vallejo Ferry
Q9 Rating – Neutral (3)**

WISH THE PRICE FOR REGULAR COMMUTES WAS CHEAPER 9.60 BOTH WAYS ADDS UP.

RIDES HAVE BEEN EXTREMELY PACKED AND RIDERS ARE LEFT STANDING

IT WOULD BE HELPFUL IF THE FERRY STAFF COULD LET PEOPLE SIT IN THE FERRY WHILE WAITING FOR THE FERRY TO LEAVE SF, TURNING AC ON DURING HOT DAYS

UNPUNCTUAL.

VALLEJO TERMINAL DID NOT HAVE A SIGN SAYING GO TO MARE ISLAND. HOMELESS WOMAN TOLD ME TO GET ON THE BUS.

VALLEJO FERRY IS MOST EXPENSIVE ROUTE - AND PARKING IS NOT FREE LIKE RICHMOND - LOOKING AT ALMOST \$30/DAY TP USE VALLEJO FERRY

LOVE THE SERVICE, HATE THE EVENING SCHEDULE. WE SHOULD HAVE A 7 PM FERRY.

**Comments from the Vallejo Ferry
Q9 Rating – Dissatisfied (2)**

IT WAS TARDY AND LOUD. MOREOVER, THE FERRY EMITS TOXIC FUMES UPON START UP.
WE NEED LATER DEPARTURES THAN 8 PM FROM SAN FRANCISCO.
TOO EXPENSIVE; IT NEEDS TO BE AFFORDABLE. THE FOOD/SNACKS ARE EXPENSIVE AS WELL.

**Comments from the Vallejo Ferry
Q9 Rating – Very Dissatisfied (1)**

NO ONE ALERTED US ABOUT THE NEED TO TAKE A BUS TO MARE ISLAND TO CATCH THE FERRY!