

SAN FRANCISCO BAY AREA WATER EMERGENCY
TRANSPORTATION AUTHORITY (WETA)

2025-2027 Title VI Program

FY 2025-2027



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1 INTRODUCTION

OVERVIEW

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

TITLE VI COMPLIANCE

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

WETA is a recipient of federal funds, pursuant to Title 49 U.S.C. Chapter 53, under FTA sections 5307 and 5309. As a recipient of federal funds, WETA has prepared its FY 2025-2027 Title VI Program in accordance with FTA Circular 4702.1B, dated October 1, 2012. WETA understands its responsibility to ensure that all transit service and access to its facilities are equitably distributed and provided without regard to race, color or national origin, including English language capabilities. Furthermore, WETA strives to ensure that equal opportunities are afforded to all individuals in its service area without regard to race, color or national origin as they relate to community participation in local transit planning, and policy and decision-making processes.

2 DESCRIPTION OF TRANSIT SERVICE

This chapter provides a brief overview of WETA and the services it provides as well as a summary of the history of WETA and its development over the past 14 years. This chapter also includes an overview of the WETA governance structure, a description of specific ferry services provided, WETA's service area, and a summary of recent service performance.

AGENCY BACKGROUND

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

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

From 2008 to 2012, WETA worked with the cities of Alameda and Vallejo to transition the City of Alameda's two ferry services and the City of Vallejo's ferry service to WETA. In June of 2012 WETA opened its first expansion ferry route from Alameda/Oakland to South San Francisco.

Under the San Francisco Bay Ferry brand, WETA carries over 3 million passengers annually on five ferry routes, utilizing a fleet of 15 high speed passenger-only ferry vessels. San Francisco Bay Ferry currently serves the cities of Alameda, Oakland, Richmond, San Francisco, South San Francisco and Vallejo.

As a result of the COVID-19 pandemic and the multi-county health orders prohibiting most businesses from continuing operations, ridership on San Francisco Bay Ferry's system plummeted by 95%. In the wake of the Covid-19 pandemic, WETA implemented a Pandemic Recovery Program in July 2021 which temporarily lowered fares by 30% systemwide, widened the window of operating hours, enhanced off-peak service to meet the need of Bay Area travelers and built relevance for the San Francisco Bay Ferry system. Ridership doubled overnight and has consistently increased. Over a two-year testing period, WETA made these changes permanent in July of 2023 in the form of the 2024-28 Fare Program.

The 2024-28 Fare Program was developed to preserve WETA's fare structure implemented by the Pandemic Recovery Program, which reduced fares on all services to eliminate the cost difference between the ferry and other regional transit options in the same corridor in order to attract more riders. The new fare policy included several core principles set forth by the Pandemic Recovery Program, such as promoting equity, diversity, affordability, and regional integration. Staff developed a multiyear fare program with small annual increases to maintain fare parity and keep pace with inflation. Special event fares were considered, with potential dynamic pricing. As a result of the

increased service frequency, fare reduction and focus on customer facing initiatives, as of May 2024 San Francisco Bay Ferry has achieved 80% of its pre-covid ridership and a 99% customer satisfaction rating.

Several new projects have started, been completed or progressed over the last three years including:

- In July of 2021, new ferry service from Alameda Seaplane Lagoon Ferry Terminal to Downtown San Francisco began.
- In 2021 WETA was awarded a grant from the California Energy Commission to develop a blueprint to transition San Francisco Bay Ferry operations to zero emissions. This blueprint detailed a 4 phased approach, transitioning the shortest routes to zero emissions in phase 1, medium length routes in phase 2, and longer routes in phase 3. Phase 4 includes the longest routes (24-26 nautical miles) provided by San Francisco Bay Ferry and is currently infeasible using the zero emission technology available today. In 2022, WETA made a commitment to shift at least 50% of its vessel operations to zero emissions by 2035 – one of the most aggressive timelines for a transit system in the country. Work has continued since 2021, and WETA has secured over \$127 million to support implementation of phases 1 and 2. WETA estimates that the cost of transitioning 50% of its vessel fleet to zero emissions by 2035 is in the range of \$500-750 million.
- The Treasure Island developer has constructed a ferry terminal and is providing ferry service through a private ferry operator. This service will be transferred to WETA in 2026 and will use zero emission vessels.
- The Port of San Francisco is in the process of constructing a terminal in Mission Bay. Once construction is complete, WETA will commence ferry service from Downtown San Francisco using an all-electric vessel.
- Environmental reviews are underway for both a Berkeley to San Francisco ferry service and an east bay/San Francisco to Redwood City ferry service, which are both expected to be complete in 2025. In 2021, WETA began developing the 2050 Service Vision & Business Plan, a long-term service vision based on input from agency stakeholders, the public, and other parties with an interest in the future of the agency. The goal of this project is to create clear direction for the agency and its staff concerning future expansion efforts, prioritize the use of limited funds, identify resource needs, and help build a broad coalition to advocate for future investment in the regional ferry network. During an initial stakeholder and public outreach effort in 2021, staff identified six focus areas for consideration in the Business Plan, including regional ferry network, emergency response, environmental stewardship, community connections, organizational capacity, financial capacity. The WETA Board of Directors adopted the 2050 Service Vision and Expansion Policy in Spring 2024. Over the next year staff will be developing a Business Plan that will detail implementation strategies to achieve the 2050 Service Vision.

WETA GOVERNANCE & STAFF

WETA Board

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

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

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

WETA Staff

WETA staff currently consists of 33 regular employees including the Executive Director. The agency is divided into five departments including Project Delivery & Engineering; Operations & Customer Experience; Planning and Development; Finance and Administration; and Government & Regulatory Affairs. WETA's organizational chart is included as Appendix A of this report.

TRANSIT SERVICES PROVIDED AND AREAS SERVED

WETA contracts with a private ferry operator, currently Blue and Gold Fleet (B&GF) to provide operation and maintenance services for the entire WETA system. B&GF is responsible for the daily operation and management of WETA’s ferry transit system, which includes vessel operations and basic maintenance, equipment and facilities management, terminal operations, personnel management (with contract employees), communications, dispatching and notification systems, provision of fueling and lubricants, fare collection, and provision of on-board services such as food and beverage services. San Francisco Bay Ferry currently operates five primary ferry routes from the cities of Alameda, Oakland, Richmond, San Francisco, South San Francisco and Vallejo.¹

Figure 2-1 San Francisco Bay Ferry Routes as of May 2024



Alameda/Oakland Service

The Alameda/Oakland Ferry Service was started after the Loma Prieta Earthquake on October 17, 1989, in direct response to the collapse of a section of the San Francisco–Oakland Bay Bridge and the nearly month-long closure that followed. In May 2011 the responsibility and ownership of the Alameda/Oakland service was transferred from the City of Alameda to WETA. The Alameda/Oakland Ferry Service provides all-day weekday and weekend service between the Alameda Main Street and Oakland terminals in the East Bay, and the downtown Ferry Terminal, Pier 41 Terminals in San Francisco. Local “Short Hop” service is provided between Alameda and Oakland and between downtown San Francisco and Pier 41. Special event service is provided to Oracle Park/China Basin terminal for select San Francisco Giants games and other events. New special event service for select Warriors games and concerts from Alameda/Oakland to a temporary facility at Pier 48 1/2 near the Chase Center began in late 2019. The Alameda/Oakland service had an annual ridership of approximately 597,937 in Fiscal Year (FY) 2022–23.²

¹ A full description of the schedules and fares for each route can be found at <https://sanfranciscobayferry.com/>.

² FY 18-19 is the last full year of ridership information unaffected by the 2020 global COVID-19 pandemic that resulted in an initial 97% reduction in passengers due to Bay Area-wide shelter-in-place orders.

Alameda Harbor Bay Service

The Alameda Harbor Bay Ferry Service began service in March 1992 in conjunction with development of Harbor Bay Island near the Oakland International Airport. In January 2012 the responsibility and ownership of the Harbor Bay service was transferred from the City of Alameda to WETA. The Alameda Harbor Bay Ferry Service provides commute-only weekday service between the Alameda Harbor Bay Terminal and the downtown San Francisco Ferry Terminal. A pilot program for weekday commute service between Alameda Harbor Bay and the South San Francisco Terminal began in 2018. The Alameda Harbor Bay service had an annual ridership of approximately 187,185 in FY 2022–23.

Vallejo Ferry Service

The Vallejo Ferry Service began operations in 1986 with limited commuter ferry service to San Francisco and midday service from San Francisco to Marine World/Vallejo. In July 2012 the responsibility and ownership of the Vallejo service was transferred from the City of Vallejo to WETA. The Vallejo service provides all-day weekday and weekend service between Mare Island, Vallejo terminal, downtown San Francisco Ferry Building and San Francisco Pier 41 terminal. Local “Short Hop” service is provided between downtown San Francisco and Pier 41 and between Mare Island and Vallejo. Special event service is provided to Oracle Park/China Basin for select San Francisco Giants games and other events. The Vallejo service had an annual ridership of approximately 657,647 in FY 2022–23.

South San Francisco Ferry Service (SSF)

The South San Francisco Ferry Service was launched by WETA in June 2012 and provides commute-only weekday service between the Alameda Main Street and Oakland terminals in the East Bay and the South San Francisco terminal at Oyster Point. The limited midday service between the South San Francisco terminal and downtown San Francisco Ferry terminal was discontinued in 2018 due to low ridership. The South San Francisco service had an annual ridership of approximately 142,400 in FY 2022–23.

Richmond Ferry Service

The Richmond Ferry Service was launched by WETA in January 2019; it provides commute-only weekday service between the Richmond terminal and the downtown San Francisco Ferry terminal. In August 2019 WETA added a summer weekend pilot service between the Richmond terminal and the downtown San Francisco Ferry Terminal. The Richmond service had a ridership of approximately 238,811 in FY 2022–23.

Alameda Seaplane Service

The Alameda Seaplane Ferry Service was launched by WETA in July of 2021 and provides commute-only weekday service between the Seaplane Lagoon and San Francisco terminals. With the addition of the Seaplane service, the Alameda/Oakland service was changed to focus all commute trips to the Oakland terminal, and the Seaplane service provides the commute service to Alameda, providing six commute trips to and from the San Francisco terminal daily. The Seaplane service had a ridership of approximately 271,720 in FY 2022–23.

DEFINING WETA'S SERVICE AREA

Given the nature of ferry transit service and the difficulty of defining a service area based on ferry routes that do not traverse through census tracts, WETA has always defined its service area by utilizing passenger survey responses to identify home/origin census tracts.

In July 2024, WETA administered an onboard survey to riders asking a series of questions on travel patterns, rider demographics, rider attitudes, and rating of various services. The survey was conducted as a self-administered questionnaire distributed and collected onboard each of WETA's ferry routes in operation at the time, similar to a previous onboard survey administered by WETA in 2014 and 2017. For each service, the trips selected for surveying were scheduled to achieve a representative cross-section of riders during all time periods, including weekday peak, weekday off-peak, and weekends. In total, 1,744 surveys were completed and processed.

Using the valid responses from this survey, a service area was defined and demographic data was analyzed by census tract. The specific steps in the methodology are outlined below:

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

Key findings from the 2024 on-board survey regarding where San Francisco Bay Ferry passengers originate from, include the following:

- San Francisco terminals primarily serve downtown San Francisco and secondarily serve other parts of San Francisco, Angel Island, Treasure Island, Tiburon, Daly City, and Pacifica.
- Oakland and Alameda terminals primarily serve Oakland, Alameda, Harbor Bay, and Berkeley and secondarily serve other parts of the East Bay, including Concord, Walnut Creek, Dublin, San Ramon, Orinda, and Lafayette.
- Service area of the Harbor Bay terminal primarily includes Harbor Bay, Alameda, San Leandro, and Oakland.
- The Vallejo terminal has the largest service area, covering Vallejo, Benicia, Fairfield, Vacaville, other parts of Solano County, Sonoma County, and Napa County.
- About 13% of passengers on the Vallejo and Oakland/Alameda routes are visitors to the Bay Area. The South San Francisco and Harbor Bay routes, as commute service-only routes, serve low proportions of visitors, at about 3%.

FLEET INFORMATION

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

Figure 2-2 Summary of WETA Service Fleet by Route as of May 2024

| Service | Vessel Name | Year Built | Vessel Type | Passenger Capacity[3] | Speed (Knots) | Restrooms | Snack Bar |
|---------------------|-------------|------------|--------------------|-----------------------|---------------|-----------|-----------|
| Alameda / Oakland | Carina | 2018 | Aluminum Catamaran | 400 | 27 | 3 | Yes |
| | Argo | 2018 | | 400 | 27 | 3 | Yes |
| | Hydrus | 2017 | | 400 | 27 | 3 | Yes |
| | Cetus | 2017 | | 400 | 27 | 3 | Yes |
| Harbor Bay | Bay Breeze | 1994 | | 250 | 27 | 2 | Yes |
| | Peralta | 2001 | | 331 | 25 | 3 | Yes |
| South San Francisco | Taurus | 2009 | | 225 | 25 | 2 | Yes |
| | Pisces | 2009 | | 225 | 25 | 2 | Yes |
| Vallejo | Intintoli | 1997 | | 349 | 34 | 3 | Yes |
| | Pyxis | 2017 | | 445 | 34 | 4 | Yes |
| | Vela | 2019 | | 445 | 34 | 4 | Yes |
| | Lyra | 2020 | | 445 | 34 | 4 | Yes |
| | Mare Island | 1997 | | 330 | 34 | 3 | Yes |
| Richmond | Gemini | 2008 | | 225 | 25 | 2 | Yes |
| | Scorpio | 2009 | 225 | 25 | 2 | Yes | |
| Spare Vessel | Dorado | 2022 | 320 | 32 | 2 | Yes | |
| | Delphinus | 2024 | 320 | 32 | 2 | Yes | |

Source: WETA

SYSTEM PERFORMANCE

Figure 2-3 provides an overview of the operating statistics for the different ferry services for the month of February 2024. As a result of WETA’s Pandemic Recovery Program which featured a 30% reduction in fares systemwide and an increase in service frequency and service hours, ridership has steadily increased over the last two years. As of May 2024 ridership has returned to 80% of pre-pandemic levels.

Figure 2-3 Summary of Operating Statistics, February 2024

Monthly Operating Statistics Report

| | | February 2024 | Oakland& Alameda* | Vallejo* | Richmond | Harbor Bay | Alameda Seaplane | South San Francisco** | Systemwide |
|-----------|-----------------------------------|-------------------------------------|-------------------|----------|----------|------------|------------------|-----------------------|------------|
| Boardings | Vs. last month | Total Passengers February 2024 | 36,833 | 46,003 | 19,928 | 18,377 | 27,375 | 6,528 | 155,044 |
| | | Total Passengers January 2024 | 39,543 | 47,542 | 20,063 | 19,199 | 27,527 | 5,940 | 159,814 |
| | | Percent change | -6.85% | -3.24% | -0.67% | -4.28% | -0.55% | 9.90% | -2.98% |
| | Vs. same month last year | Total Passengers February 2024 | 36,833 | 46,003 | 19,928 | 18,377 | 27,375 | 6,528 | 155,044 |
| | | Total Passengers February 2023 | 37,846 | 42,678 | 17,127 | 13,814 | 21,477 | 6,004 | 138,946 |
| | | Percent change | -2.68% | 7.79% | 16.35% | 33.03% | 27.46% | 8.73% | 11.59% |
| | Vs. prior FY to date | Total Passengers Current FY To Date | 437,139 | 472,879 | 181,450 | 152,903 | 231,800 | 52,310 | 1,528,481 |
| | | Total Passengers Last FY To Date | 382,812 | 410,405 | 148,323 | 112,432 | 166,976 | 42,852 | 1,263,800 |
| | | Percent change | 14.19% | 15.22% | 22.33% | 36.00% | 38.82% | 22.07% | 20.94% |
| | Avg Daily Ridership February 2024 | 1,315 | 1,643 | 712 | 656 | 978 | 233 | 5,537 | |
| Ops Stats | Passengers Per Hour February 2024 | 78 | 68 | 45 | 105 | 146 | 66 | 75 | |
| | Revenue Hours February 2024 | 472 | 679 | 446 | 175 | 187 | 99 | 2,059 | |
| | Revenue Miles February 2024 | 6,633 | 19,463 | 5,977 | 3,612 | 3,097 | 3,082 | 41,863 | |

Source: WETA

3 GENERAL REPORTING REQUIREMENTS

Chapter III of FTA Circular 4702.1B describes the general reporting requirements required of WETA and its sub-recipients to ensure that their activities comply with Title VI regulations and/or the DOT Order on Environmental Justice and the DOT Guidance on Limited English Proficiency (LEP). Summaries of these requirements and WETA’s efforts in meeting them are outlined below.

SUB-RECIPIENTS

Currently, WETA does not have any sub-recipients.

ANNUAL TITLE VI CERTIFICATION AND ASSURANCE

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

WETA annually submits its Certifications and Assurances in the Transit Award Management System (TrAMS) within 90 days from the date on which the Certifications and Assurances are printed in the Federal Register. The Executive Director and WETA Legal Counsel individually and electronically certify the Certifications and Assurances using a secret Personal Identification Number (PIN) within TEAM. The WETA Executive Director and Legal Counsel last certified on March 12, 2024 and March 13, 2024, respectively.

REQUIRED SUBMISSION OF TITLE VI PROGRAM / ADDITIONAL INFORMATION UPON REQUEST

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

WETA submitted its most recent Title VI report to the FTA in May 2022. Since that time, several service, fare and fleet changes have occurred, including:

1. Fiscal Year 2024-28 Fare Program

WETA implemented the Fiscal Year 2024-28 Fare Program in July 2023. The 2024-28 Fare Program was developed to preserve WETA’s fare structure from the Pandemic Recovery Program, which reduced fares on all services (by about 30%) to eliminate the cost difference between the ferry and other regional transit options in the same corridor to attract more riders. The new fare policy included several core principles set forth by the Pandemic Recovery Program, such as promoting equity, diversity, affordability, and regional integration. Staff developed a multiyear fare program with small annual increases to maintain fare parity and keep pace with inflation. Special event fares were considered, with potential dynamic pricing. An update to the WETA Fare Policy aligned with the Pandemic Recovery Program’s principles was developed. It aimed to guide fare decisions, including the FY 2024-28 Fare Program. The Fare Program outlined annual fare adjustments and one-time adjustments for special event services. WETA conducted a widespread

public outreach process during March and April 2023 to ensure awareness of the proposed program and to solicit and consider input from the public in WETA's service area. Outreach methods included virtual open house events, social media posts, website content posted in English, Spanish, Chinese and Tagalog, and notices posted on each vessel. A summary of the proposed fare program and a description of the fare changes are posted on the San Francisco Bay Ferry website. The page on the San Francisco Bay Ferry website with the fare program proposal received 4,507 views through April 19. Social media posts on San Francisco Bay Ferry channels regarding the proposed fare program received a total of more than 21,000 views through that date. WETA received 40 comments on the proposed fare program through email and social media.

2. New Vessels – 2021 to April 2024

In 2018 WETA started a project to construct two new 320-passenger high speed 36-knot propeller vessels to support the increased demand on the Vallejo service and to ensure that there are sufficient vessels systemwide to provide needed back-up capacity. In March of 2023, WETA accepted delivery of the MV Dorado, WETA's fastest vessel designed to support all service routes. In March of 2024, WETA accepted delivery of the MV Delphinus, which will operate primarily on the Vallejo route.

3. Estuary Water Shuttle Pilot Project.

In November 2023, WETA entered into a project agreement with the City of Alameda establishing roles and responsibilities for planning and implementing the Estuary Water Shuttle Pilot Project. The Estuary Project is a free water shuttle service, funded by the Alameda Transportation Management Association, linking locations along Alameda's northern waterfront to Jack London Square. This service will operate throughout the day, will be free of charge, and is oriented around new developments in Alameda that have smaller, recreational docks. The Project is intended to be a two-year pilot service, with the goal of proving a concept for permanent operation after the pilot has concluded. The service is anticipated to start in Summer 2024.

4. Sea Change

The Sea Change is the world's first hydrogen passenger ferry vessel fully powered by fuel cells. San Francisco Bay Ferry has leased the vessel from SWITCH maritime in order to demonstrate hydrogen technology along the San Francisco waterfront for a 6 month period. Funding for the operation of this public-private partnership demonstration project has been provided by the Golden Gate Bridge, Highway and Transportation District, Blue & Gold Fleet, and United Airlines among others that will be announced at a later date. The MV Sea Change will operate between the Downtown San Francisco Ferry Terminal and Pier 41 Marine Terminal starting in June 2024 and feature educational information about zero emission technology in the maritime industry.

NOTIFYING BENEFICIARIES OF PROTECTION UNDER TITLE VI

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

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

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

These notices are posted on all vessels and at our facilities, including Pier 9, North Bay Operations & Maintenance Facility, Central Bay Operations & Maintenance Facility, as well as posted on the San Francisco Bay Ferry website. Additionally, WETA's Title VI notice, policy statement and complaint form are provided in Traditional Chinese and Spanish languages on San Francisco Bay Ferry's website. Documentation of the statement of rights, WETA's policy statements, and public notification of rights are included in Appendix D.

TITLE VI COMPLAINT PROCEDURES

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

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

RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

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

WETA received two Title VI complaints since WETA's last Title VI Program submission in May 2022. WETA's list of Title VI Complaints/Lawsuits is included in Appendix B.

PUBLIC PARTICIPATION PLAN

WETA's Public Participation Plan is provided as Appendix G. A summary of public outreach and involvement activities undertaken in the last three years and a description of steps taken to ensure that minority and low-income persons had meaningful access to these activities is contained in various portions of this Report, including WETA's Public Participation Plan in Appendix G, the Limited English Proficiency Plan in Appendix B, as well as the list and description of service and fare changes and public outreach efforts within the Section 3 – General Reporting Requirements.

CURRENT OUTREACH AND PUBLIC INVOLVEMENT ACTIVITIES

WETA conducts outreach and involvement opportunities for the public as new planning efforts are initiated, as new fares are considered, as service changes are considered, and when new services are implemented. Most of WETA's outreach has been through stakeholder and community meetings, public hearings and Board of Directors meetings, as described above. The following section summarizes additional key projects and policies that have involved public meetings, hearings and outreach during the period covered by this report.

Special Public Activities, Events, and Outreach Efforts

1. Berkeley Ferry Terminal Project

The San Francisco Bay Area Water Emergency Transportation Authority (WETA) is working with the City of Berkeley to explore the feasibility of constructing a new dual-purpose pier at the Berkeley waterfront. The Berkeley Ferry Terminal project began with a feasibility study conducted by WETA in 2019. The determination of which routes to evaluate in this Study was guided by several factors: (1) broad commute pattern data to/from Berkeley and ridership potential; (2) primary markets served (e.g., commuter trips, recreational trips, special event trips); (3) operational considerations (e.g., length of travel time, number of vessels required); and (4) equity considerations (e.g., improving transit access and job access). Over the course of the project's development, WETA has held numerous workshops and meetings with Berkeley residents, City of Berkeley Councilmembers, Berkeley Transportation Commission, Berkeley Waterfront Commission, Berkeley Energy Commission, several focus groups, Berkeley Police Department and various other stakeholders.

2. Disadvantaged Business Enterprise (DBE) and Small Business Enterprise (SBE) Goals for FFY 2023 through FFY 2025 – Approved November 11, 2022

As a recipient of federal transportation funding, WETA is required to have a diversity program for the participation of DBE firms in WETA contracting opportunities. DOT requires federal grant recipients to set overall DBE goals on a three-year basis. WETA developed and submitted a new goal for FFY 2023-2025 to the Federal Transit Administration.

DOT Regulations require that the maximum feasible portion of the overall DBE goal be achieved using race-neutral means such as programs and initiatives that assist small businesses in general and that are not limited to minority or women-owned firms. WETA's efforts in this area are facilitated through active participation in educational and outreach events organized by the San Francisco Bay Area Regional Business Outreach Committee (BOC); a committee comprised of over 20 Bay Area transit and transportation agencies. In April 2019, the BOC sponsored a consultation and public participation meeting with trade, business organizations and DBE firms on the agency's DBE goal setting process for Federal Fiscal Years (FFY) 2023-2025 and upcoming contracting opportunities detailed in the DBE Goal Analysis Report. The public participation meeting consisted of two parts: a meeting focused on consulting with and receiving comments from various trade groups, minority, women's and general contractor groups, community organizations, and other representatives to discuss how to increase availability of disadvantaged, minority and women owned businesses and a second session with owners and representatives of DBE firms. The WETA Board of Directors approved WETA's FFY 2023-2025 Overall DBE goal of 0.48% in December of 2022.

3. 2050 WETA Service Vision and Business Plan

Throughout calendar year 2022: Development of the business plan with public and stakeholder outreach. 2023: WETA's Service Vision and Business Plan guides the numerous service changes WETA plans to implement over the next few years, including many new terminals and service routes. Staff held 18 outreach and engagement meetings/workshops to refine stakeholder input on San Francisco Bay Ferry's 2050 Service Vision and Business Plan. Staff held 9 sessions with community-based organizations, meetings with advisory groups, meetings with six county working groups, and conducted an online public survey with 4,568 responses to gather input. Information about the Plan and outreach conducted can be found on our website: <https://www.bayferry2050.org/>.

4. Community Events & Outreach

- 2022-24: WETA attended monthly Chamber of Commerce meetings and events in each of the cities WETA provides service. Chamber meetings and events provided WETA with an opportunity to keep apprised of community needs and priorities and provide these communities with updates on WETA services and events.
- February 2022: WETA sponsored the Black Joy Parade in Oakland.
- May 2022: WETA hosted the MTC Leadership Academy on a WETA ferry trip to the City of Vallejo.
- May 2022: WETA hosted an energizer station at the Alameda Seaplane Lagoon Ferry Terminal for Bike East Bay's Bike to Workday celebration.
- June 2022: WETA sponsored the Pista Sa Nayan Festival in City of Vallejo and provided special shuttle service between the Vallejo and Mare Island terminals.
- June 2022: WETA hosted a Ferry Fest at the Richmond terminal to celebrate the Richmond waterfront and ferry service on the Bay. Attendees had the opportunity to experience riding the ferry (for free). One of the goals of the event was to ensure that those who don't use the ferry to commute daily, or don't have the opportunity to use the ferry often, know it's a convenient and accessible transportation option. Other attractions at the outdoor festival included:
 - Free ferry rides around the bay
 - Food and drinks
 - Local vendors
 - Live music
 - Raffles and giveaways
 - Children's activities
 - Bike Rodeo safety class for kids offered by Bike Eastbay
- September 2023: WETA participated in the inaugural Rosie Ride event and encouraged riders from San Francisco to experience the Rosie the Riveter WWII Home Front National Historical Park near the Richmond terminal.
- January 2024: State of SF Bay Ferry event: WETA hosted an event to showcase San Francisco Bay Ferry's annual report. WETA's Board Chair and Executive Director provided an update on progress made to develop a world-class ferry system in the Bay Area, ferry expansion plans, as well as an overview of advancing WETA's commitment to transition at least 50% of our vessel fleet to zero emissions by 2035. Over 100 stakeholders attended the event, including representatives from WETA's state and federal legislative delegations, elected officials and staff from cities with ferry service as well as cities being considered for future expansion, funding and regulatory agency staff, regional stakeholders, business community members and many others.
- March 2024: WETA held a public christening event of our newest vessel, the MV Delphinus, and provided a free ride to the public on the newly christened vessel.

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- Working Waterfront Coalition: WETA is a partner of the Working Waterfront Coalition (WWC), an industry-led workforce development initiative inclusive of unions, workforce boards, and community groups, aiming to establish a skilled workforce pipeline and address the shortage of maritime professionals crucial for the operation and expansion of comprehensive regional ferry service. The WWC developed a website to host information about the program, filmed and produced 'TikTok' videos on WETA vessels to showcase various maritime positions, and performed targeted outreach to re-entry populations in the Bay Area to participate in the program.
- On June 1, 2024 WETA hosted the first annual Oakland Ferry Fest, a celebration of ferries and the Oakland community at Jack London Square. The event featured music, food, games & activities, community booths, free ferry rides and a kids activity area sponsored by Children's Fairyland.

Ongoing Community Participation/Partnerships

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

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

PROVIDING MEANINGFUL ACCESS TO LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS

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

Appendix C includes WETA's 20124 LEP Plan, which provides a detailed analysis of LEP persons within the WETA service area and the agency's plan to reach these individuals.

As mentioned in Chapter 2, WETA defines its service area by utilizing passenger survey responses to identify home/origin census tracts that together make up the service area. In July 2024, WETA conducted its first passenger survey since ridership has returned to near pre-pandemic levels. WETA was required to submit its revised Title VI program on June 1, 2024 and therefore could not include the results of its July 2024 survey results. In consultation with FTA, WETA has updated the June 2024 Title VI plan with the results of the onboard survey and resubmitted it by September 30, 2024.

English proficiency and languages spoken within the 2024 WETA service area were evaluated in WETA's LEP Plan. The results are summarized below.

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

Figure 3 -1 LEP Persons within WETA Service Area

| Data Category | Number | Percentage |
|---|---------|------------|
| Total Population over 5 years | 477,199 | 100.00% |
| Total Population Speaking Only English | 279,222 | 58.52% |
| Total Population Speaking Another Language and Speaking English "Very well" | 120,886 | 25.34% |
| Population over 5 years Speaking English "well," "not well," or "not at all": | 76,110 | 15.95% |
| <i>Asian and Pacific Island Languages</i> | 35,648 | 7.47% |
| <i>Spanish Language</i> | 29,937 | 6.27% |
| <i>Other Indo-European Languages</i> | 7,536 | 1.58% |
| <i>Other Languages</i> | 2,989 | 0.63% |

Source: American Community Survey, 5 year Estimate – 2022. Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older.

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

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

- WETA’s Onboard survey reported that of the 8% of WETA riders that speak English less than “very well,” 60% speak Spanish, and 20% speak a dialect of Chinese.

As evidenced by WETA’s LEP monitoring activities, the most predominant languages spoken by LEP individuals accessing WETA’s services are Spanish and Chinese. As such, WETA will continue to translate its vital documents into Spanish and Chinese. Although Tagalog does not meet the Safe Harbor threshold, there is a growing community demand for translating vital documents to Tagalog. Further, our Vallejo ferry service has a significant number of riders that speak Tagalog. Therefore, WETA will also translate it’s vital documents into Tagalog.

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

MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

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

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

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appointed by the Senate Rules Committee, and one Director is appointed by the Assembly Committee on Rules.

DETERMINATION OF SITE OR LOCATION OF FACILITIES

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

WETA does not have any new projects subject to this requirement.

4 PROGRAM SPECIFIC REQUIREMENTS

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

REQUIREMENT TO SET SYSTEMWIDE SERVICE STANDARDS AND POLICIES

Chapter IV of the FTA Circular 4702.1B states that in order to comply with 49 CFR Section 21.5(b)(2) and (7), Appendix C to 49 CFR part 21, recipients shall adopt quantitative system-wide service standards necessary to guard against discriminatory service design or operations decisions. Included below are WETA's quantitative performance standards and major service change policy included in the agency's 2020-2029 Short Range Transit Plan (SRTP), which was adopted by the WETA Board in June 2020.

Introduction

In January 2016 the WETA Board adopted the following Mission Statement for the organization:

WETA is a regional agency with responsibility to develop and operate a comprehensive Bay Area regional public water transportation system. WETA shall also provide water transportation services following natural and transportation disruptions.

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

WETA develops, operates and manages an expanded and enhanced region-wide ferry system that provides a reliable, state-of-the-art and attractive transportation option for the Bay Area and plays a critical role in coordinating and providing water transportation to serve emergency response and economic recovery needs.

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

System-wide Performance Targets Policy

Transit system performance measures help provide a consistent framework for measuring the efficiency and quality of transit services and also serve as a tool for the effective management and planning of transit services. In June 2015 the WETA Board developed and adopted a policy for managing the ferry system on a regular basis, using a set of performance measures and related standards for WETA services. The System Performance Targets Policy calls for ferry service to be evaluated against the adopted metrics on a quarterly and annual basis, and for service enhancements to be planned in such a way that performance on existing services is not significantly impaired. Each of the performance measures defined in the policy includes a minimum value, target value, and maximum value. Services will be managed toward the target, but it is understood that performance fluctuates over time; the minimum and maximum values define a range of acceptable outcomes to allow for variability around the target. The maximum value represents a trigger that will justify new or enhanced service for routes that experience an excess of demand. While service enhancements such as increased frequency or larger vessels provide additional capacity for passengers, they also reduce the productivity of a service for a period of time until the new service or capacity created attracts new riders. Therefore, after an

enhancement in service, it may take some time for a service to return to minimum or target levels of productivity. The performance targets policy establishes minimum levels of performance to provide a goal for expansion projects and also as a threshold of fiscal sustainability for existing services. In the case of a service drop below the minimum standards for a sustained period of time, WETA shall consider service alterations such as cutting service, redesigning schedules, or restructuring routes. WETA will strive to design any remedial actions to minimize effects on passengers and will hold its mission as an emergency response agency above all whenever services are redesigned.

Performance Measures and Standards

The performance evaluation measures from the System Performance Targets Policy and the associated minimum, target, and maximum standards for WETA services are summarized in figure 3-7 and described in more detail below. The performance evaluation measures are intended to evaluate the competitiveness and fiscal sustainability of both existing and new WETA ferry services. The measures are expressed in three ways: minimum, target, and maximum (as applicable). Minimum levels are what will be required after the initial ten years of operation. Target levels are consistent with expected performance of mature services such as Alameda/Oakland, Vallejo, and Harbor Bay. When a particular service achieves maximum levels, this indicates that a service enhancement or increase may be justified. After a service enhancement has been introduced, there will be a four-year recovery period, allowing the service to regain minimum and target levels of productivity.

Figure 4-1 Summary of Performance Measures and Standards

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

Passengers per Revenue Hour: Commuter-Only Services

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

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

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

Passengers per Revenue Hour: All-day services

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

Standard: *Minimum:* 100

Target: 125

Maximum: 250

Discussion: This measure provides an evaluation of ridership and the efficiency of operating resources. All-day services typically operate seven days per week, generally from 6:00 AM to 8:00 PM. Currently, only Alameda/Oakland and Vallejo are all-day services. The target for Passengers per Revenue Hour is slightly lower, given lower volumes in the midday and off-peak periods.

Farebox Recovery

Measure: Ratio of total fare revenue to total operating cost

Standard: *Minimum:* 40%

Target: 50–70%

Maximum: 100%

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

Peak Hour Occupancy

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

Standard: *Minimum:* 50%

Target: 60–75%

Maximum: 80%

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

Vehicle Headway for each mode

The vehicle headway standard is designed to ensure that passengers have equitable wait times for transit vehicles. Vehicle headways are measured as the amount of time between the departure of two subsequent ferries along the same route. WETA’s headway standard is 60 minutes during peak periods and 90 minutes during off-peak periods on all routes. Improved headways will be considered in cases where the maximum peak hour occupancy is exceeded and resources are available to improve service

On-time performance for each mode

The on-time performance standard is designed to ensure that the reliability of ferry service is equitable for passengers. On-time performance is measured as the percentage of trips that depart

timepoints within a certain number of minutes of published schedules. WETA's on-time performance standard is 95%. Ferries are considered on time if they are no more than 10 minutes within scheduled arrival.

Service Availability for each mode

The service availability standard is a broadly defined measure of geographic access to transit services. WETA measures availability of ferry service in a manner that acknowledges (a) that ferry terminals are at fixed locations, and (b) that WETA has minimal discretion to alter service availability in areas around the ferry terminals. In light of the fact that ferry terminals are in a fixed location, service availability includes multimodal access to ferry terminals. While WETA does not own any land, WETA works with the responsible agency to develop multimodal access to the best ability of the local agency.

In addition, WETA is working to increase service availability in the Bay Area. WETA's Strategic Plan outlines a vision for the San Francisco Bay Ferry system over the next 20 years that responds to passenger demand, makes critical infrastructure investments, and increases WETA's ability to respond to emergencies and system disruptions. With funding and environmental approvals, WETA's Strategic Plan calls for new services to Seaplane Lagoon in Alameda, Treasure Island, Mission Bay, Berkeley, Redwood City, the South Bay, and the Carquinez Strait, ultimately creating a robust 16-terminal regional network to meet the Bay Area demand for a safe, sustainable and environmentally-responsible transportation alternative.

MAJOR SERVICE CHANGE POLICY

FTA regulations require that transit operators develop and use a process for soliciting and considering public comments before increasing fares or making significant changes in service. WETA is aware that it is not required to have a major service change policy. WETA's major service change policy was adopted in 2010 and WETA continues to implement the policy for outreach related to major service changes. WETA defines a major service change as one that affects 25% or more of the trips within a route that WETA is operating at the time it is considering making the service modifications. A major service reduction is a decrease in 25% or more of the trips within a route that WETA is operating. WETA follows the guidelines and outreach methods in WETA's Public Participation Plan (Appendix G) when considering proposed fare increases and/or major service reductions.

DISTRIBUTION OF TRANSIT AMENITIES AND VEHICLE ASSIGNMENT POLICIES

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

Distribution of Transit Amenities Policy

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

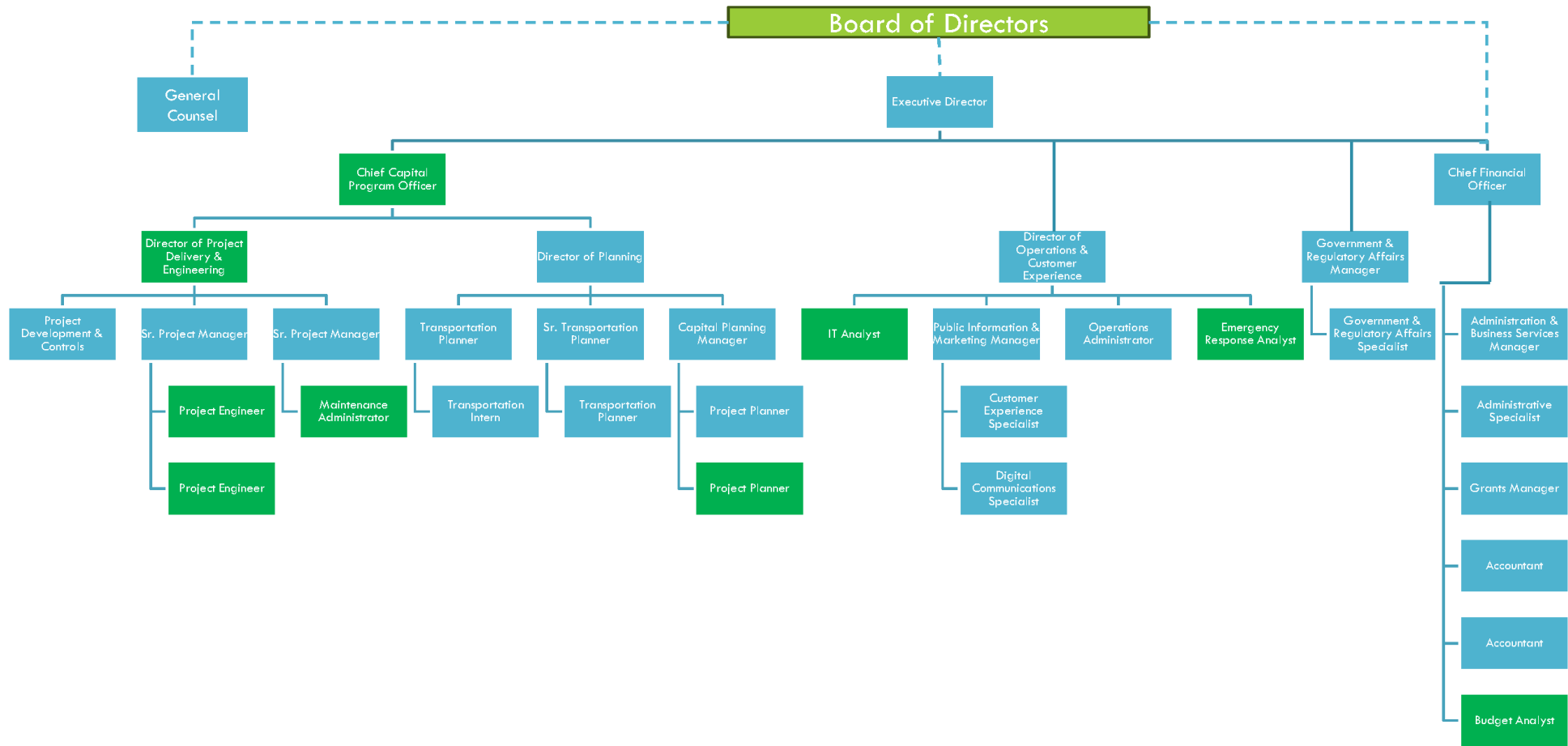
Vehicle Assignment Policy

All trips will be assigned vessels with bicycle racks, restrooms, and snack bar service. Vessels will be assigned to routes based on infrastructure and environmental limitations, and vessels of similar age will be assigned to routes in situations where there are no external limiting factors.

Limitations include but are not limited to the inability of some vessels to dock at certain terminal facilities, and the need for higher speed vessels to operate on certain routes due to geographic distance. In the event WETA acquires new or refurbishes existing vessels, the vessels will be distributed equitably throughout the system in situations where there are no external limiting factors.

APPENDIX A

WETA Organizational Chart



APPENDIX B

Procedures for Filing, Tracking, and
Investigating Title VI Complaints & Log of Title
VI Complaints

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

TITLE VI COMPLAINT PROCEDURES

Title VI Policy Statement

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

Title VI Complaint Procedures

If you believe that you have received discriminatory treatment based on race, color or national origin, you have the right to file a Title VI complaint with WETA. Federal and State laws require complaints to be filed within one hundred and eighty (180) calendar days of the last alleged incident. You may download a [complaint form by clicking here](#) or by visiting www.sanfranciscobayferry.com. You may also call WETA at the number listed below and request that a Title VI Complaint Form be mailed to you or you can submit a written statement that contains all of the information listed below. If you are unable to write a complaint or need assistance submitting a complaint, please call (415) 291-3377 for assistance. Complaints may be mailed, faxed, personally delivered or emailed to:

Title VI Complaints c/o
WETA
Pier 9, Suite 111, The Embarcadero
San Francisco, CA 94111
Phone: (415) 291-3377
Fax: (415) 291-3388
Email: customerservice@sanfranciscobayferry.com

All complaints must include the following information:

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

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

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

Investigation Procedures:

WETA will review and investigate all Title VI complaints. Reasonable measures will be undertaken to preserve any information that is confidential. The investigation may include a review of all relevant documents, practices and procedures as well as discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation will be conducted and generally completed within sixty (60) days of receipt of a formal complaint.

Based upon the information received, an investigation report will be prepared. The complainant will receive a letter stating the final decision by the end of the investigation.

In order to be accepted, a complaint must meet the following criteria:

- a. The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
- b. The allegation(s) must involve a program or activity that receives Federal financial assistance.

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

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

If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the United States Department of Transportation, FTA Office of Civil Rights.

WETA shall maintain a log of Title VI complaints received which shall include the date the complaint was filed, a summary of the allegations, the status of the complaint and actions taken by WETA in response to the complaint.

LOG OF TITLE VI COMPLAINTS

July 2021 - February 2024

Instructions: Log all complaints referencing race, color, national origin, ability to speak English, discrimination, unfairness, any other words that could indicate discrimination on the basis of race, color or national origin. Create a reference number (use for files related to complaint), provide anonymous summary of allegations and actions taken. Only submit formal complaints via Title VI form to FTA.

| Ref Number | Date of Complaint | Method of Delivery | WETA Route | Summary of Allegations | Status of Complaint | Actions taken by WETA |
|------------|-------------------|--------------------|-----------------|--|---------------------|---|
| 22-001 | 7/5/2022 | Email | Alameda/Oakland | <p>A white male passenger elbowed and touched Complainant without Complainant's consent. Complainant asked the passenger not to touch Complainant. The passenger yelled at Complainant and Complainant's cat to "recognize who he is a (white man)" and threatened to throw Complainant and Complainant's cat overboard.</p> <p>Complainant asked a white woman working as a bartender on the vessel for some of the cash in the tip jar to pay for Complainant's ticket. In response, the bartender told Complainant to "f**k off."</p> | Complete | <p>The complaint did not allege that exclusion from participation in, or denied the benefits of WETA services, or that discrimination occurred in connection with WETA's services. Nevertheless, and in accordance with WETA's Title VI Program, WETA commenced an investigation into the Complaint. WETA made repeated attempts to contact complainant by email, phone, and mail to obtain the necessary information to process the Complaint.</p> <p>Pursuant to WETA's Title VI Program, a complaint may dismissed if the complainant (a) requests withdrawal of the complaint; (b) fails to respond to repeated requests for additional information needed to process the complaint; or (c) cannot be located after reasonable attempts. WETA dismissed this Complaint and closed the investigation because (1) the Complaint does not allege exclusion from participation in, denial of benefits of, or discrimination in connection with a federally assisted program provided by WETA, on the basis of race, color, or national origin in violation of Title VI, (2) the Complainant failed to respond to repeated requests for additional information needed to process the Complaint, and (3) the Complainant cannot be located after multiple reasonable attempts.</p> <p>Accordingly, the Complaint was dismissed and the investigation of the Complaint was closed.</p> |
| 22-002 | 8/6/2022 | email | Vallejo/SF | <ol style="list-style-type: none"> 1. Complainant's niece attempted to buy a youth ticket with cash onboard the ferry. The deckhand on duty doubted the niece was a minor and asked to see ID. Niece said she was a minor and did not have ID. The deckhand accused niece of lying and called her "stupid" and "dummy." 2. The niece called her aunt to have her aunt confirm her age with the deckhand. The deckhand refused to speak with the aunt on the phone. The aunt and niece heard the deckhand say something to the effect of: "Y'all are stupid. Why do you people keep trying to get over on the system." The niece asked the deckhand "What do you mean by 'you people'?" to which the aunt and the niece heard the deckhand say "You black people." 3. The deckhand called the niece derogatory names until the captain arrived and instructed the deckhand to sell the niece a youth ticket. | Complete | <p>WETA reviewed the Complaint and video footage of the incident, requested information from WETA's service operator, Blue & Gold Fleet (BGF), and conducted interviews with the complainant, the deckhand, and the captain to determine if there was a Title VI violation.</p> <p>Based on WETA's investigation, WETA is unable to confirm the allegation that the deckhand stated that "[black] people keep trying to get over on the system" to the niece (and the aunt via speaker phone), and could not confirm that the deckhand called the niece derogatory names. There is therefore insufficient evidence to conclude a Title VI violation occurred. Accordingly, the investigation of the Complaint was closed.</p> <p>WETA had recently closed the Vallejo ticket office and the ticketing procedure had recently changed from buying a ticket at the ferry terminal to buying a ticket onboard the vessel. This incident occurred close in time to the closure of the ticket office.</p> <p>In response to this Complaint and ticketing changes associated with the closure of the Vallejo Ticket Office, WETA and BGF developed a ticket sales guidance memo that was distributed to all SF Bay Ferry crew. This guidance implements a new policy making it clear that a youth should not be required to show an ID and instructs crews to provide a requested youth fare even when a passenger's age is in question. WETA is also working with BGF to require that all SF Bay Ferry crew receive additional training to ensure crew interact with all passengers in a respectful and professional manner.</p> |

APPENDIX C

Limited English Proficiency (LEP) Plan

**Included in this Appendix is WETA's LEP Plan from the previous WETA Title VI Program.
As agreed to with FTA, WETA's LEP Plan will be updated and resubmitted by September 30, 2024.**

LIMITED ENGLISH PROFICIENCY PLAN - 2024

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

I. INTRODUCTION

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

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

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

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

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

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

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

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

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

San Francisco Bay Ferry currently operates six primary ferry routes from the cities of Alameda, Oakland, Richmond, San Francisco, South San Francisco and Vallejo. Each is further described below:

- Alameda/Oakland Ferry service (AOFS) provides all day service from the cities of Alameda and Oakland to Downtown San Francisco and Pier 41, with seasonal service to AT&T Ballpark, and special event service for select to a temporary facility at Pier 48 1/2 near the Chase Center. In FY 22/23 the AOFS carried 597,937 passengers.
- Harbor Bay Ferry Service provides commute-only service from the Harbor Bay community in Alameda to Downtown San Francisco. Annual ridership for FY 22/23 was 187,185.
- South San Francisco Ferry provides commute only service from Oakland and Alameda to the biotech employment center at Oyster Point in South San Francisco. There is also limited midday service between South San Francisco and San Francisco. This service started on June 4, 2012. In FY 22/23 the South San Francisco service carried 142,400 riders.
- Vallejo Ferry provides all day service from Vallejo to Downtown San Francisco and Pier 41 with seasonal service to Oracle Park/China Basin. Annual ridership for FY22/23 was 657,647.
- Alameda Seaplane Ferry Service was launched by WETA in July of 2021 and provides commute-only weekday service between the Seaplane Lagoon and San Francisco terminals. Annual ridership for FY22/23 was 271,720.
- Richmond Ferry Service was launched by WETA in January 2019 and provides commute-only weekday service between the Richmond terminal and the downtown San Francisco Ferry terminal. The Richmond service had a ridership of approximately 238,811 in FY 2022–23.

Given the nature of ferry transit service and the difficulty of defining a service area based on ferry routes that do not traverse through census tracts, it was determined that the preferred way to define the service area for WETA was to utilize passenger survey responses to identify home/origin census tracts. WETA redefines its service area based on the results of the onboard survey conducted every 3 years. Accordingly, every three years WETA's service area and service population may change. Demographic data from the American Community Survey (ACS), using 2016 - 5 year estimates, for all of the census tracts within WETA's service area was compiled. Respondents from the ACS were asked to categorize their ability to speak English as either a) "very well," b) "well," c) "not well," d) "not at all." Consistent with FTA Circular 4702.1B, Limited English Proficiency (LEP) is defined as "...persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than "very well," "not well," or "not at all."

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

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

According to the ACS, the determination of whether to show an individual language or collapse it into an aggregated category depends mostly on the size of the population in the United States speaking that

language at home. The ACS collapses smaller languages with other languages in a way that meets a certain population threshold, but still has some utility for translators or researchers. For data at the census tract level, languages other than English are collapsed into four major language groups: Spanish, Other Indo-European languages, Asian and Pacific Island languages, and Other languages. The ACS collapses the following languages into these four umbrella categories.

Table 1: Languages in ACS Major Language Groups

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

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

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

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

| Data Category | Number | Percentage |
|---|---------------|-------------------|
| Total Population over 5 years | 477,199 | 100.00% |
| Total Population Speaking Only English | 279,222 | 58.52% |
| Total Population Speaking Another Language and Speaking English “Very well” | 120,886 | 25.34% |
| Population over 5 years Speaking English “well,” “not well,” or “not at all”: | 76,110 | 15.95% |
| <i>Asian and Pacific Island Languages</i> | 35,648 | 7.47% |
| <i>Spanish Language</i> | 29,937 | 6.27% |
| <i>Other Indo-European Languages</i> | 7,536 | 1.58% |
| <i>Other Languages</i> | 2,989 | 0.63% |

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

A total of 15.95% of the population in WETA’s service area report that they speak English less than “very well.” The language group with the highest number of LEP individuals is Asian and Pacific Islander languages, with 35,648 individuals representing 7.47% of the population of WETA’s current service area. The Asian and Pacific Islander community includes over 45 ethnic groups of varied cultural, social, and economic backgrounds and, as noted in the Table 1, speak more than 20 languages other than English. The second highest language group with 29,937 individuals or 6.27% of WETA’s current service area is Spanish.

Persons who primarily speak Other Indo-European languages and speak English less than very well include of 7,536 individuals or 1.58% of WETA’s current service population. As noted in Table 1, the Other Indo-European language category includes over 40 European and Indic languages. Speakers of Other Languages include 2,989 individuals or 0.63% of the population of WETA’s current service area. Table 1 indicates that over 20 languages are collapsed into the Other Language category.

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

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

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

On Board Passenger Survey

As part of WETA’s regular public outreach and service assessment efforts, WETA conducts onboard surveys to solicit input from ferry passengers every 3 years. In summer 2024, WETA administered an

onboard survey to riders asking a series of questions on travel patterns, rider demographics, rider attitudes, and rating of various services. The survey was conducted as a self-administered questionnaire distributed and collected onboard each of WETA’s six ferry routes, similar to a previous onboard survey administered by WETA in 2011, 2014 and 2017. The surveys were provided in English, Spanish and Chinese. For each service, the trips selected for surveying were scheduled to achieve a representative cross section of riders during all time periods, including weekday peak, weekday off peak, and weekends. In total, 1,744 surveys were completed and processed.

Question #16 of the survey asked respondents how “well” they speak English. Of the 1,744 individuals who responded, approximately 92% (1,604 individuals) indicated that they speak English “very well.” Of the 8% (140 individuals) of WETA riders that speak English less than “very well,” 60% (209 individuals) speak Spanish, 20% (70 individuals) speak a dialect of Chinese. The remaining responses include several other languages spoken as indicated in the table below:

Table 3: WETA On Board Survey Results

| Respondent speaking English "well," "not well," or "not at all" | | |
|---|--------|------------|
| Language | Number | Percentage |
| Spanish | 209 | 60.00% |
| Chinese (Cantonese & Mandarin) | 70 | 20% |
| Tagalog | >20 | 5% |
| French | >20 | 5% |
| Filipino | >20 | 5% |
| German | >20 | 5% |
| Portuguese | >20 | 5% |

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

Customer Service Line/Administrative Office

WETA monitors the frequency with which LEP individuals come into contact with WETA’s services. WETA’s contracted operator and WETA administrative staff are trained to use the AT&T Language Line Telephone service which provides access to translators in over 170 different languages. WETA’s contracted operator answers the customer service line and frequently gets requests for translations in Chinese and Spanish.

Website Analytics

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

1. English - 96.7%
2. Spanish - 1.5%
3. German - 0.5%
4. French - 0.4%
5. Chinese - 0.3%

The remaining 0.6% consisted of 14 different languages. This data is not necessarily relied upon, however, it is collected and therefore reported.

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

WETA provides point-to-point ferry service to San Francisco from four terminal sites in Alameda and Solano Counties, and one ferry service from Alameda County to San Mateo County. WETA provides approximately 5,500 passenger trips per weekday and provided 1,263,800 trips in FY 23/24. These services provide a transportation alternative to private automobile, BART regional rail and AC Transit inter-county bus services in the congested Bay Bridge corridor. The services are predominantly structured and utilized to provide peak-period transportation for work trips into San Francisco and San Mateo County. However, both the Alameda/Oakland and Vallejo services offer mid-day and weekend trips to provide transportation for off-peak travel. In the event that BART or Bay Bridge travel is disrupted, these ferry services provide a back-up system of travel in this corridor.

7. The Resources Available to the Recipient and Costs

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

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

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

The ACS data reports 129,937 Spanish speaking LEP individuals in WETA's service area and therefore clearly indicates that there is a need for WETA to provide information in Spanish. Unfortunately the ACS data at the census tract level is only available in the four major language groups: Spanish, Asian and Pacific Islander, Other Indo-European, and Other Languages. Each of these categories includes over 20 distinct languages. Relying on the ACS data alone is not sufficient to determine which languages meet DOT's Safe Harbor Threshold and require translations of WETA's vital documents.

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

Although Tagalog does not meet the Safe Harbor threshold, there is a growing community demand for translating vital documents to Tagalog. Further, our Vallejo ferry service has a significant number of riders that speak Tagalog. Therefore, WETA will also translate its vital documents into Tagalog.

Translation of Vital Documents

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

WETA provides written translations of vital documents in Spanish and Chinese, including a statement on the Title VI Notice to the public in Spanish and Chinese that information in that language is available, written translations of the Title VI complaint form and instructions which are posted on San Francisco Bay Ferry's website, notifications regarding decreases in benefits or services, and a notice in Spanish and Chinese on WETA's website and brochures that free language translation services are available. Additionally, on any public notice regarding official public hearings or meetings/workshops related to a proposed decrease in benefits, WETA includes a statement notifying Spanish and Chinese LEP individuals that free in person language translations services are available if requested 5 business days prior to the meeting.

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

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

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

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

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

III. LIMITED ENGLISH PROFICIENCY (LEP) PLAN

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

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

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

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

Language Assistance Measures

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

- Provide telephone translation services through AT&T Language Line telephone services, which are capable of interpreting and translating over 170 languages. This can be used for in-person or telephone conversations with an LEP person.
- Provide written translations of WETA's vital documents in Traditional Chinese and Spanish. WETA considers the following as vital documents: consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses or decreases in benefits or services; and notices advising LEP individuals of free language translation services.
- On notices notifying the public of a meeting proposing a loss or decrease in benefits or services, provide a statement in Spanish and Chinese advising that free in-person translators are available if requested 5 business days prior to the public hearing or public meeting.

- Post a notice in Chinese and Spanish on WETA's San Francisco Bay Ferry website, and printed on route brochures informing the public that telephone language translation services are available by phone.
- Continue to update information and service alerts on 511.org to ensure most current information is available on this website which provides website content translated into 90 different languages.
- Identify other community resources such as agencies serving LEP persons which may have resources to share.
- Post the WETA Title VI Policy and LEP Plan on San Francisco Bay Ferry's website at www.sanfranciscobayferry.com.
- Conduct periodic assessments of the LEP plan and policies as needed.

Staff Training

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

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

Outreach Efforts

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

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

Monitoring and Updating the LEP Plan

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

Future updates to this plan will include the following:

- The number or percentage of documented LEP individuals encountered annually

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

Dissemination of the WETA LEP Plan

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

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

Water Emergency Transportation Authority
Pier 9, Suite, 111, The Embarcadero
San Francisco, CA 94111
Phone: 415-364-3188
Fax: 415-291-3388

Email: candell@watertransit.org

APPENDIX D

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



PUBLIC NOTICE

TITLE VI OF THE 1964 CIVIL RIGHTS ACT

“No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance”

The Water Emergency Transportation Authority (WETA) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended (“Title VI”). If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with WETA. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

The Title VI complaint form is available on our website at <http://sanfranciscobayferry.com/> or can be obtained by calling 415-291-3377 or emailing customerservice@sanfranciscobayferry.com.

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

Title VI Coordinator
Water Emergency Transportation Authority
Pier 9, Suite 111, The Embarcadero
San Francisco, CA 94111

Verbal complaints will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint or to receive more information on WETA’s Title VI Program, call (415) 291-3377 and ask for the Title VI Coordinator.

如果需要其他語言的資訊，請致電415-291-3377。

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

For more information on WETA’s civil rights program and the procedures to file a complaint, call 415-291-3377; email customerservice@sanfranciscobayferry.com; visit <http://sanfranciscobayferry.com/title-vi> or our administrative offices at Pier 9, Suite 111, The Embarcadero, San Francisco, CA 94111.

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

TITLE VI COMPLAINT PROCEDURES

Title VI Policy Statement

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

Title VI Complaint Procedures

If you believe that you have received discriminatory treatment based on race, color or national origin, you have the right to file a Title VI complaint with WETA. Federal and State laws require complaints to be filed within one hundred and eighty (180) calendar days of the last alleged incident. You may download a [complaint form by clicking here](#) or by visiting www.sanfranciscobayferry.com. You may also call WETA at the number listed below and request that a Title VI Complaint Form be mailed to you or you can submit a written statement that contains all of the information listed below. If you are unable to write a complaint or need assistance submitting a complaint, please call (415) 291-3377 for assistance. Complaints may be mailed, faxed, personally delivered or emailed to:

Title VI Complaints
c/o **WETA**
Pier 9, Suite 111, The Embarcadero
San Francisco, CA 94111
Phone: (415) 291-3377
Fax: (415) 291-3388
Email: customerservice@sanfranciscobayferry.com

All complaints must include the following information:

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

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

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

Investigation Procedures:

WETA will review and investigate all Title VI complaints. Reasonable measures will be undertaken to preserve any information that is confidential. The investigation may include a review of all relevant documents, practices and procedures as well as discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation will be conducted and generally completed within sixty (60) days of receipt of a formal complaint.

Based upon the information received, an investigation report will be prepared. The complainant will receive a letter stating the final decision by the end of the investigation.

In order to be accepted, a complaint must meet the following criteria:

- a. The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
- b. The allegation(s) must involve a program or activity that receives Federal financial assistance.

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

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

If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the United States Department of Transportation, FTA Office of Civil Rights.

WETA shall maintain a log of Title VI complaints received which shall include the date the complaint was filed, a summary of the allegations, the status of the complaint and actions taken by WETA in response to the complaint.

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

PROCEDIMIENTOS DE QUEJA CONFORME AL TÍTULO VI

Declaración de políticas conforme al Título VI

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

Procedimientos de Queja Conforme al Título VI

Si usted cree haber recibido trato discriminatorio por causa de su raza, color o país de origen, tiene el derecho de presentar una queja conforme al Título VI con WETA. Las leyes federales y estatales requieren que las quejas se presenten dentro de los ciento ochenta (180) días calendario a partir del último presunto incidente. Usted puede descargar un [formulario de reclamación haciendo clic aquí](#) o visitando www.sanfranciscobayferry.com. También puede llamar a WETA al número que aparece a continuación y solicitar que se le envíe por correo un formulario de queja conforme al Título VI o bien usted puede presentar una declaración por escrito que contiene toda la información que se menciona a continuación. Si usted no puede escribir una queja o necesita ayuda para presentar una queja, por favor llame al (415) 291-3377 para obtener ayuda. Las quejas pueden ser enviadas por correo, fax, o correo electrónico o entregadas en persona a:

Title VI Complaints
c/o **WETA**
Pier 9, Suite 111, The Embarcadero
San Francisco, CA 94111
Phone: (415) 291-3377
Fax: (415) 291-3388
Email: customerservice@sanfranciscobayferry.com

Todas las quejas deben incluir la siguiente información:

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

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

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

Procedimientos de investigación:

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

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

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

- a. La queja debe ser presentada dentro de los 180 días calendario siguientes a la ocurrencia del presunto incidente o cuando se enteró el quejoso de la presunta discriminación.
- b. Las alegaciones deben incluir un programa o actividad que recibe ayuda financiera federal.

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

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

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

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

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

La Autoridad de Transporte de Emergencia del Agua del Área de la Bahía de San Francisco (WETA) tiene el compromiso de asegurarse de que ninguna persona sea excluida de participar o que se le nieguen los beneficios de sus servicios con base a raza, color u origen nacional, , conforme se establece en el Título VI de la Ley de Derechos Civiles de 1964 y sus enmiendas. Las quejas conforme al Título VI deben presentarse dentro de los ciento ochenta (180) días calendario a partir de la fecha de la presunta discriminación.

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

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

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

Raza _____

Color _____

Origen nacional (dominio limitado del inglés)

Fecha del incidente: _____

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

三藩市灣區 水上應急交通局

第六篇投訴程序

第六篇政策陳述

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

第六篇投訴程序

如果您認為自己因為種族、膚色或民族出身而受到歧視，您有權向WETA 提起第六篇投訴。聯邦和州法律規定在上次指控事件起一百八十（180）天內提起投訴。您可以點選此處投訴表或是瀏覽 www.sanfranciscobayferry.com 下載。您也可以撥打下列號碼致電WETA 要求郵寄第六篇投訴表，或是提交包含以下全部資訊的書面陳述。如果您不能撰寫投訴書 或是需要協助提交投訴書，請致電(415) 291-3377 尋求協助。投訴書可以郵寄、傳真、專人交付或以電子郵件寄至：

Title VI Complaints c/o
WETA
Pier 9, Suite 111, The Embarcadero
San Francisco, CA 94111
電話： (415) 291-3377
傳真： (415) 291-3388
電子郵件： customerservice@sanfranciscobayferry.com

所有投訴必須包括以下資訊：

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

也可向聯邦公共交通管理局民權辦公室提起投訴：

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

Washington, DC 20590
電話： 816-329-3770
www.fta.dot.gov

調查程序：

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

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

得到受理，投訴書必須符合以下標準：

- a. 投訴必須在指控的事件發生或是投訴人知曉指控的歧視時起 180 天內提起。
- b. 指控必須涉及接受聯邦財政協助的計畫或活動。

以下理由可能會建議駁回投訴：

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

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

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

APPENDIX E

Sample Public Notices



PUBLIC HEARING NOTICE

FERRY SERVICE FARES

The Water Emergency Transportation Authority (WETA) is holding a Public Hearing on proposed fares for ferry service. The Public Hearing will be held at 1:00 PM on **Thursday, May 4, 2023**, at Port of San Francisco, Pier 1, San Francisco.

The proposed fare tables are available at sanfranciscobayferry.com/fare-notice.

If you are unable to attend the Public Hearing or would prefer to submit your comments in writing, please send your input by email to fareprogram@watertransit.org or by letter to San Francisco Bay Ferry, Pier 9, Suite 111, The Embarcadero, San Francisco, CA 94111. All comments or questions should be submitted to San Francisco Bay Ferry by May 3, 2023 to ensure that your input is considered. More information is available at sanfranciscobayferry.com/fare-notice.

Si necesita información sobre esta propuesta en español, conéctese a sanfranciscobayferry.com/fare-notice.

如果您需要有关该提议的中文信息，请访问sanfranciscobayferry.com/fare-notice。

Kung kailangan ninyo ng impormasyon tungkol sa panukalang ito sa wikang Tagalog, mangyaring bumisita sa sanfranciscobayferry.com/fare-notice.



AVISO DE AUDIENCIA PÚBLICA

TARIFAS DEL SERVICIO DE FERRY

La Water Emergency Transportation Authority (WETA) va a llevar a cabo una audiencia pública sobre las propuestas de tarifas en el servicio de ferry. La audiencia pública se llevará a cabo a la 1:00 p.m. del **jueves, 4 de mayo de 2023**, en el Puerto de San Francisco, Muelle 1, San Francisco.

Las tablas de tarifas propuestas están disponibles en sanfranciscobayferry.com/fare-notice.

Si usted no puede asistir a la audiencia pública o si prefiere enviar sus comentarios por escrito, por favor envíelos por correo electrónico a fareprogram@watertransit.org o por carta a San Francisco Bay Ferry, Pier 9, Suite 111, The Embarcadero, San Francisco, CA 94111. Todos los comentarios o preguntas deben enviarse a San Francisco Bay Ferry para el 3 de mayo de 2023 para asegurarse de que su aportación se tome en cuenta. Hay más información disponible en sanfranciscobayferry.com/fare-notice.



公开听证会通知 渡轮票价

水上紧急交通管理局(WETA)将就渡轮票价建议举行公开听证会。公开听证会将于2023年5月4日星期四下午1:00号码头(San Francisco, Pier 1)举行。

建议的票价表可查阅网站sanfranciscobayferry.com/fare-notice。

如果您无法参加公开听证会，或者更愿意以书面形式提交您的意见，请通过以下方式提交：电邮至 fareprogram@watertransit.org 或寄信至 San Francisco Bay Ferry, Pier 9, Suite 111, The Embarcadero, San Francisco, CA 94111。所有意见或问题应在2023年5月3日之前提交给旧金山海湾渡轮(San Francisco Bay Ferry)，以确保您的意见得到考虑。更多信息请访问sanfranciscobayferry.com/fare-notice。



PAUNAWA SA PAMPUBLIKONG PAGDINIG

PAMASAHE SA SERBISYO NG FERRY

Ang Water Emergency Transportation Authority (WETA) ay magsasagawa ng isang Pampublikong Pagdinig (Public Hearing) tungkol sa mga napanukalang pamasaha para sa serbisyo ng ferry. Gaganapin ang Pampublikong Pagdinig sa ganap na 1:00 PM sa **Huwebes, Mayo 4, 2023**, sa Port of San Francisco, Pier 1, San Francisco.

Ang mga napanukalang talaan ng pamasaha ay makukuha sa **sanfranciscobayferry.com/fare-notice**.

Kung hindi kayo makakadalo sa Pampublikong Pagdinig (Public Hearing) o kung mas nanaisin ninyong magpasa ng inyong mga komento nang nakasulat, mangyari lamang na ipadala ang inyong input sa pamamagitan ng email sa **fareprogram@watertransit.org** o sa pamamagitan ng sulat sa San Francisco Bay Ferry, Pier 9, Suite 111, The Embarcadero, San Francisco, CA 94111. Ang lahat ng mga komento o katanungan ay dapat ipasa sa San Francisco Bay Ferry bago o sa pagsapit ng Mayo 3, 2023 upang matiyak na maisasaalang-alang ang inyong input. Mas marami pang impormasyon ang makukuha sa **sanfranciscobayferry.com/fare-notice**.

APPENDIX F

WETA Onboard Survey

San Francisco BayFerry

PASSENGER SURVEY 2017

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

ABOUT THIS TRIP

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

Boarding Terminal

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

Exiting Terminal

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

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

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

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

- My home My work Somewhere else

- a. City _____
- b. Nearest Intersection _____
- c. Landmark/Neighborhood _____

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

- My home My work Somewhere else

- a. City _____
- b. Nearest Intersection _____
- c. Landmark/Neighborhood _____

4. Accessing the ferry:

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

| | (4a) Used to get to Ferry | (4b) Will use after exiting Ferry |
|--|---------------------------------|---|
| Walk all the way | <input type="checkbox"/> | <input type="checkbox"/> |
| Bike | <input type="checkbox"/> | <input type="checkbox"/> |
| Drive alone | <input type="checkbox"/> | <input type="checkbox"/> |
| Carpool | <input type="checkbox"/> | <input type="checkbox"/> |
| Dropped off / Picked up by car | <input type="checkbox"/> | <input type="checkbox"/> |
| Public Transit (Bus/Rail) The F-Line (Muni) | <input type="checkbox"/> | <input type="checkbox"/> |
| Private/Employer Shuttle | <input type="checkbox"/> | <input type="checkbox"/> |
| Taxi | <input type="checkbox"/> | <input type="checkbox"/> |
| Uber/Lyft | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (specify) _____ | - | _____ |

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

- Adult
- Youth
- Senior
- Disabled/Medicare
- School Groups
- Entertainment/Recreation
- Sightseeing
- Other: _____

5. What is the purpose of your trip today?

- Commute to/from work/school
- Medical/Dental
- Shopping

Other: _____

8. What type of ticket did you use?

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

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

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

FERRY USAGE

10. How often do you typically use the Ferry?

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

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

(Check up to three)

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

12. How long have you been using the Ferry?

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

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

- Live in San Francisco Bay Area
- Visitor

SATISFACTION WITH THE FERRY

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

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

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

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

CONTACT INFORMATION (OPTIONAL)

23. Name: _____

24. Phone: (____) _____

25. Email Address: _____

ADDITIONAL COMMENTS

DEMOGRAPHICS

These questions will be used for statistical purposes only.

15. Gender

- Male
 Female
 Non-binary

16. Age

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

17. Annual Household Income

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

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

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

19. What is your home Zip Code?

20. How well do you speak English?

- Very well
 Well
 Not well
 Not at all

a. Language(s) spoken at home:

- Mandarin
 Cantonese
 Spanish
 Other: _____

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

- Yes
 No

22. Do you have a smartphone?

- Yes
 No

San Francisco BayFerry

ENCUESTA DE PASAJEROS 2017

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

ACERCA DE ESTE VIAJE

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

Terminal de embarque

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

Terminal de desembarque

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

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

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

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

- Mi hogar
- Mi trabajo
- Otro lugar

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

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

- Mi hogar
- Mi trabajo
- Otro lugar

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

4. **Accediendo al ferry:**

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

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

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

Otro (especifique): _____

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

- Viaje habitual hacia/desde el trabajo/la escuela
- Médico/Dental
- Compras

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

- Adulto
- Joven
- Tercera edad
- Discapacitado/Medicare
- Grupo escolar

- Entretenimiento/Recreación
- Disfrutar de las vistas
- Otro: _____

Otro: _____

8. ¿Qué tipo de boleto usó?

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

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

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

USO DE FERRY

10. ¿Con qué frecuencia suele usar el ferry?

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

11. ¿Cuáles son las razones principales por las que viaja en ferry?

(Marque hasta tres)

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

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

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

13. ¿Vive aquí o está visitando?

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

SATISFACCIÓN CON EL FERRY

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

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

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

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

INFORMACIÓN DE CONTACTO (OPCIONAL)

23. Nombre: _____

24. Te: (_____) _____

25. Dirección de correo electrónico: _____

COMENTARIOS ADICIONALES

DEMOGRAFÍA

Estas preguntas se usarán sólo con fines estadísticos.

15. Sexo

- Hombre
 Mujer
 No binario

16. Edad

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

17. Ingresos anuales de la familia

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

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

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

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

20. ¿Qué tan bien domina el inglés?

- Muy bien
 Bien
 No tan bien
 Nada

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

- Mandarín
 Cantonés
 Español
 Otro: _____

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

- Sí
 No

22. Tiene un smartphone?

- Sí
 No

三藩市海灣渡輪

2017年乘客調查

請您抽幾分鐘填寫問卷的正反面。完成後，請將填妥的問卷交給問卷協調員。

關於本次行程

1. 渡輪碼頭：您從哪裡搭乘渡輪，會在哪裡下船？

登船碼頭

- Alameda (MainStreet)
- Harbor Bay
- Oakland (Jack London Sq)
- Pier 41
- SF FerryBuilding
- South SF
- Vallejo

下船碼頭

- Alameda (MainStreet)
- Harbor Bay
- Oakland (Jack London Sq)
- Pier 41
- SF FerryBuilding
- South SF
- Vallejo

6. 如果您今天不搭渡輪，最可能使用哪一種交通工具？

(只選一項)

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

2. 行程開始：您上船之前從哪裡來？

- 家裡
 - 工作地點
 - 其他地方
- a. 城市 _____

b. 最近的交口 _____

c. 地標 / 社區 _____

3. 行程結束：您下船之後要去哪裡？

- 家裡
 - 工作地點
 - 其他地方
- a. 城市 _____
- b. 最近的交口 _____
- c. 地標 / 社區 _____

4. 搭乘渡輪：

- a. 您如何前往渡輪碼頭？
- b. 您下船後如何前往最終目的地的？

(4a) 前往渡輪的方式 (4b) 下渡輪後的方式

| | (4a) | (4b) |
|----------------|--------------------------|--------------------------|
| 全程走路 | <input type="checkbox"/> | <input type="checkbox"/> |
| 自行車 | <input type="checkbox"/> | <input type="checkbox"/> |
| 自己開車 | <input type="checkbox"/> | <input type="checkbox"/> |
| 與人共乘 | <input type="checkbox"/> | <input type="checkbox"/> |
| 由汽車接送 | <input type="checkbox"/> | <input type="checkbox"/> |
| 大眾捷運 (公車 / 火車) | <input type="checkbox"/> | <input type="checkbox"/> |
| F-Line (Muni) | <input type="checkbox"/> | <input type="checkbox"/> |
| 私人 / 雇主交通車 | <input type="checkbox"/> | <input type="checkbox"/> |
| 計程車 | <input type="checkbox"/> | <input type="checkbox"/> |
| Uber/Lyft | <input type="checkbox"/> | <input type="checkbox"/> |
| 其他 (請指明) | _____ | _____ |

5. 您今天行程的目的是什麼？

- 往返工作 / 學校
- 醫療 / 牙科
- 購物

7. 您這次行程支付哪一種船費？

- 成人票
- 兒童票
- 老人票
- 殘障 / Medicare票
- 學校團體票
- 娛樂 / 休閒
- 觀光
- 其他： _____

其他： _____

8. 您使用哪一種船票？

Clipper卡

單次 / 單程

月票 (Vallejo)

其他： _____

9. 您今天會搭渡輪來回嗎？

是 (今天稍早搭乘渡輪, 或是晚點會搭渡輪)

否

渡輪使用

10. 您通常多常搭渡輪？

一週6-7天

一週5天

一週3-4天

一週1-2天

一個月1-3天

一個月不到一次

這是我第一次搭渡輪

11. 您搭渡輪的主要原因是什麼？

(最多選三個)

沒有車 / 不開車

不想處理停車 / 交通

能做其他事 (看書、睡覺)

比其他選項還快

協助環境

省錢

放鬆 / 減壓

觀光

搭乘品質遠勝於BART / 公車

其他： _____

12. 您使用渡輪多久了？

這是我第一次

不到6個月

6個月 - 12個月

1 - 2年

3 - 5年

6 - 10年

10年以上

13. 您住在此地還是遊客？

住在三藩市灣區

遊客

渡輪滿意度

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

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

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

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

聯絡資訊（選填）

23. 姓名： _____

24. 電話： () _____

25. 電子郵件地址： _____

額外意見

人口統計資料

15. 性別

- 男
 女
 非二元性別

16. 年齡

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

17. 全家年度收入

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

18. 種族 / 族裔（請標出所有適用答案）

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

19. 您家的郵遞區號是什麼？

20. 您的英語講得如何？

- 非常好
 很好
 不太好
 完全不會說

a. 家裡說的語言：

- 普通話
 廣東話
 西班牙語
 其他： _____

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

- 是
 否

22. 您有智慧手機嗎？

- 是
 否

APPENDIX G

WETA Public Participation Plan

WETA PUBLIC PARTICIPATION PLAN

1. INTRODUCTION

The San Francisco Bay Area Water Emergency Transportation Authority (WETA) is a regional public transit agency tasked with operating and expanding ferry service on the San Francisco Bay and with coordinating the water transit response to regional emergencies. Under the San Francisco Bay Ferry brand, WETA carries over 3 million passengers annually on five ferry routes, utilizing a fleet of 17 high-speed passenger-only ferry vessels. San Francisco Bay Ferry currently serves the cities of Alameda, Oakland, Richmond, San Francisco, South San Francisco and Vallejo.

In 2021, WETA began developing the 2050 Service Vision & Business Plan, a long-term service vision based on input from agency stakeholders, the public, and other parties with an interest in the future of the agency. The goal of this project is to create clear direction for the agency and its staff concerning future expansion efforts, prioritize the use of limited funds, identify resource needs, and help build a broad coalition to advocate for future investment in the regional ferry network. During an initial stakeholder and public outreach effort in 2021, staff identified six focus areas for consideration in the Business Plan. These include:

1. Regional Ferry Network
2. Emergency Response
3. Environmental Stewardship
4. Community Connections
5. Organizational Capacity
6. Financial Capacity

2. PURPOSE OF PUBLIC PARTICIPATION PLAN

Pursuant to Federal Transit Administration (FTA) Title VI regulatory guidance, federal funding recipients and sub-recipients should seek out and consider the viewpoints of minority, low-income and Limited English Proficient (LEP) populations when conducting public outreach and soliciting public involvement. FTA Circular 4702.1B requires that an agency offer “adequate notice of public participation activities, as well as early and continuous opportunities for public review and comment at key decision points.” WETA has instituted policies and procedures to engage the community and offer many opportunities for public input in the development of ferry service throughout the region and regarding major service reductions and fare increases.

This Public Participation Plan (Plan) compiles WETA's existing policies and practices for how it engages community members and passengers throughout the communities currently served by San Francisco Bay Ferry as well as the communities where ferry service is being planned. The Plan outlines how WETA includes community input in our general planning processes, solicits public input in response to proposed fare increases or major reductions in service, and ensures inclusive public participation from all community members.

3. WETA PUBLIC PARTICIPATION STRATEGY

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

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

The objectives of WETA's outreach policies and procedures outlined below are to:

- Inform the public about transportation issues and the planning process
- Establish the process whereby the public can express concerns, desires, and values in many different ways
- Reach a wide range of community members
- Implement and adjust policies and procedures in order to increase the participation of under-represented populations
- Ensure WETA's programs and activities reflect community values
- Improve ferry service based on public input
- Commit to transparent communication with WETA riders, stakeholders, peer transit operators, and the general public
- Create a more equitable, coordinated, and integrated regional transit network

WETA conducts outreach and involvement opportunities for the public as new planning efforts are initiated, as fare increases are considered, as a major reductions in service are considered, and when new services are implemented. In addition, WETA has a process to strive to ensure that all community member input is considered, including LEP individuals and members of minority and low-income populations, this includes using Community Based Organizations (CBOs) to help advertise information on WETA's outreach efforts related to existing ferry service and proposed plans for ferry service expansion. Each of these outreach procedures are discussed in more detail below.

Garnering Community Input in our General Planning Processes

One of WETA's main functions is to work toward developing and expanding ferry service on the San Francisco Bay. An integral part of expanding ferry service includes working with a wide variety of regional and community organizations, neighborhood associations and civic groups; participating on special community advisory committees, and working through local governments' community outreach committees or processes throughout the duration of the project. WETA re-engages many of these same groups when monitoring existing ferry service or considering changes to the service or terminal areas.

Some of the tools and strategies that staff employs to engage these groups and disseminate information include the following:

- Provide presentations on our plans and projects to various local and regional public agency boards

- Hold workshops in communities served by San Francisco Bay Ferry regarding plans and or proposed changes at various times of day and different days of the week to ensure the greatest participation
- Provide a virtual attendance option through internet-based meeting software and/or telephone access for Board meetings, public hearings, and informational meetings regarding changes in service, fares or benefits
- Facilitate breakout sessions for smaller group discussions
- Engage in interactive exercises
- Provide tours of facilities and terminals
- Participate in community fairs and festivals
- Participate in meetings of social and civic clubs and organizations (such homeowner/real estate groups and chambers of commerce) to inform and educate the public
- Offer to conduct meetings regarding fare or service changes in alternative languages or formats
- Periodically hold WETA Board of Director meetings at night and/or at alternative geographic locations within WETA's service area to facilitate local participation
- Utilize visual materials and methods for collecting input that are different than traditional write-in comments or attendance at public hearings
- Engage advisory committees in local jurisdictions
- Distribute written information at meetings, ferry terminals, on-board vehicles and at ticket offices
- Prepare periodic newsletters
- Utilize paid print and electronic advertisements
- Prepare press releases and press kits, and work closely with local news media to create feature stories
- Use social media to communicate about projects under development, as well as ongoing services
- Provide extensive information on our website including maps, service details, and project-specific pages
- Utilize video screens on-board vessels to communicate pertinent information
- Utilize customized "Bay Alerts" e-mail system to communicate with subscribers regarding service issues, plans and programs
- Develop and utilize email lists for regular project-specific updates

Results of these methods and strategies are integrated into the planning process and/or submitted to the Board of Directors for review and consideration when taking action on a particular project.

WETA's Process to Solicit and Consider Public Comments on Proposed Fare Increases or Major Reductions in Service

Consistent with Resolution 2010-38, WETA will undertake the following actions as part of the process for receiving public comments, ideas and feedback on proposed fare increases and/or major reductions in service:

- WETA will begin the public notification process for proposed changes 30 days or more before holding a public hearing to consider public comments.
- The public notification process will provide information about the proposed fare increase or service modification in sufficient detail that a member of the general public can readily understand the specifics of the change. This information may be contained in materials that are referenced in the Public Notice as reasonably dictated by space and the need for clarity and simplicity in communication of information.
- At a minimum, the Public Notice will clearly explain the manner(s) in which the public can obtain details of the proposed changes, how they can comment on them and the date time and location of the public hearing.
- The Public Notice will be published and posted on the applicable ferry vessels that are used for the affected services, on WETA's website and using other forms of mass media that will provide economical and effective announcements to the public. These locations and addresses are shown in Figure 5-1.
- Any comments made before the public hearing will be transmitted to the Board at the official public hearing and will, for all intents and purposes, be considered a part of the official record.

Once the public hearing takes place, staff considers the public input in making a final recommendation to the WETA Board of Directors for consideration and action at one of its regularly scheduled monthly public meetings. The above policy and process reflects WETA's commitment to a process that is open, transparent and considerate of public input. It requires that WETA establish procedures that the public can use to provide input other than attending and testifying at a formal public hearing; recognizing the value of personal time as well as the variety of options for receiving input through online or social media accounts. The policy is flexible to allow use of informal public meetings, written comments via email or letter and other ways the public can voice its comments to the Board concerning any proposed fare increase or major service reduction.

Ensuring Inclusive Participation from all Community Members

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

- WETA regularly conducts outreach efforts related to existing ferry service and proposed plans for ferry service expansion. Meetings are held in locations accessible to transit, offered in various formats and at various times and days in an effort to make attendance convenient for different communities, including low-income and minority communities.
- WETA utilizes community outreach firms to work with CBOs to outreach to the local community including, minority, low-income and LEP populations. Outreach to CBOs includes providing information related to existing ferry service, proposed plans for ferry service, major service changes and decreases in benefits.

- Consistent with WETA’s LEP plan, notices to riders regarding major service changes or decreases in benefits are provided in English, Chinese and Spanish. WETA also provides the following notifications in both Spanish and Chinese:
 - A notice on schedules, brochures and the San Francisco Bay Ferry Website that free telephone translation services are available by calling 415-705-8291.
 - A statement notifying Spanish and Chinese speakers that free in-person translators are available if requested 5 business days prior to the scheduled meeting or public hearing regarding proposed decreases in benefits or services.

4. PLAN UPDATES AND CONCLUSION

WETA is committed to a thorough and robust public participation process to encourage effective engagement from the public in decision making processes, respects and follows federal and state laws, implements WETA’s Limited English Proficiency (LEP) Plan and garners support and trust from the communities served by San Francisco Bay Ferry.

Effective public involvement is a dynamic and ongoing process. WETA will continually modify its public participation methods based on feedback from low-income, minority and LEP populations, including from both customers and community-based organizations, about the Plan's effectiveness and inclusiveness. The Plan is intended to be a living document and may be updated periodically to reflect community preferences, changing demographics and services, as well as respond to new communication and outreach methods.

APPENDIX H

WETA Board Resolution Approving
2025-2027 Title VI Program

SAN FRANCISCO BAY AREA WATER EMERGENCY TRANSPORTATION AUTHORITY

RESOLUTION NO. 2024-21

APPROVE FY 2025-2027 TITLE VI PROGRAM

WHEREAS, Title VI of the Civil Rights Act of 1964 is a federal statute that provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance; and

WHEREAS, all programs receiving financial assistance from the Federal Transit Administration (FTA) are subject to Title VI and the U.S. Department of Transportation's implementing regulations at 49 CFR part 21; and

WHEREAS, the San Francisco Bay Area Water Emergency Transportation Authority (WETA), as the operator of San Francisco Bay Ferry, is a recipient of financial assistance from FTA; and

WHEREAS, FTA requires that all direct and primary recipients of FTA financial assistance document their compliance by submitting an updated Title VI Program once every three years; and

WHEREAS, an update to the WETA Title VI Program was due to FTA on June 1, 2024; and

WHEREAS, staff submitted WETA's preliminary Title VI Program update to FTA on June 1, 2024, and now recommends Board approval to re-submit the Program; and

WHEREAS, the updated Title VI Program complies with FTA Circular 4702.1B (dated October 1, 2012); now, therefore, be it

RESOLVED, that the Board of Directors hereby approves the FY 2025-27 Title VI Program.

CERTIFICATION

The undersigned, Board Secretary, does hereby certify that the foregoing is a full, true and correct copy of a resolution duly and regularly adopted at a meeting of the San Francisco Bay Area Water Emergency Transportation Authority held on June 13, 2024.

YEA: J Alba, J DelBono, P Dew, J Wunderman

NAY: None

ABSTAIN: None

ABSENT: M Moyer



/s/ Board Secretary

2024-21

END