



Vallejo Ferry Advisory Committee Meeting Minutes

October 27, 2004, 6:30 pm
Vallejo City Hall – 4th Floor Conference Room

I. Attendees & Preliminaries

Robert Boyce, representing the 6:30am ferry riders
Pat Mathews, representing the 6:00am ferry riders (Ridership Chair)
Teri Booth Koster, representing the 8:00am ferry riders
Dale Knight, representing the 8:00am ferry riders
Virginia Turner, representing the 6:00am ferry riders
Kevin Donnelly, Blue & Gold Fleet – Baylink Administration
Patrick Morgan, Blue & Gold Fleet – Operations Manager
Marty Robbins, Baylink General Manager (Acting Committee Chair)
John Harris, City of Vallejo – Transportation Division

- Meeting called to order at 6:40pm
- Introductions

II. Old Business

SNACK BAR

- Most of the snack bar concerns have been resolved. Baylink will direct SFBC to include water on the printed menus so that passengers know that they can request a cup of water.
- Baylink will ask SFBC to take another look at expanding the menu with more healthy choice foods and snacks.

NEW SEATING FOR INTINTOLI

- Interior rehabilitation work on the vessel is complete, awaiting final USCG authorization to put the vessel back into service.

M/V VALLEJO

- The vessel is slated to go back to Nichols Brothers for aluminum replacement in September 2005. A chartered back-up vessel will be available to the City during the four months that VALLEJO is at the shipyard.

FERRY BOARDING ISSUES

- There is some degree of inconsistency with regard to boarding and ramp procedures at the Vallejo Ferry Terminal in the mornings and at the SF Ferry Building in the afternoons. Baylink Operations has issued internal memorandums regarding the correct policies and procedures. However, due to crew turnover, changing bids, and part-time (casual) deckhands, there continue to be times when policies and procedures are not being followed. Baylink Operations will re-double its efforts to make this communication more clear and make the operations more consistent.
- Baylink is considering the economic feasibility of hiring Customer Assistance Representatives (CARs) to staff the SF Ferry Building for the afternoon commute period. The labor cost amounts to about \$40,000 for the winter season (5 months). This would also enable passengers to queue on the gangway and float (under some cover) during the inclement weather. CARs could also help alleviate the problems with line cutting and other policy issues.
- Once the security upgrades are completed at the Vallejo Ferry Terminal (March 2005), gate operations there will be automated to some degree and therefore more consistent.

3 BOAT FERRY SCHEDULE & SURVEYS + MARKETING

- Another round of passenger surveys will be conducted in mid-November with the primary goal being to collect data regarding preferred sailing times. Armed with this data, Baylink will begin development of a three boat schedule for implementation starting April 1, 2005.
- Baylink will attempt an outreach to non-ferry commuters in conjunction with the development of the three boat schedule. Emphasis will be to determine if an earlier sailing from Vallejo (perhaps 5:00AM) would draw some riders from the BUS/BART route.
- As part of the roll-out of the three boat schedule, Baylink will be putting out a marketing campaign to draw attention to the service enhancements.

TICKETING PROCEDURES & MUNI STICKERS

- Muggs Coffee will not be selling tickets until further notice. To compensate the Vallejo Ferry Ticket Office has added staff and extended their business hours; opening now at 5:15AM on weekdays and 7:30AM on weekends.
- October was the first month for revised MUNI Sticker policies. We issued about 500 stickers in October, based on the MUNI survey this past summer we were expecting to issue about 350.
- The City is pursuing a price negotiation with MUNI.
- The City will continue the present sticker policy through April 2005. We encourage people to only request a MUNI sticker if they indeed use that system. Stickers issued but not used each represent a \$35.00 waste on the ferry system operating budget.

PARKING AND TRAFFIC ISSUES

- The City has opened up the newly paved lot just south of the new State Farm building. Extra parking continues to be available in the parking lots nearer to City Hall. These areas are clearly marked for ferry riders.

- There have been some complaints and recommendations received from the ridership regarding traffic light and crosswalk issues, as well as parking area arrangement issues. Baylink has forwarded all of these items onto the City's Traffic/Parking Engineer for action.

III. New Business

ADVERTISING ON VESSELS

- The City has been approached with the concept of selling advertising space on the interior of the vessels. Some vendors seem to indicate that similar boats back east are earning some good revenue from about 30-40 advertisements placed around the vessel interiors. The City will be drafting a Request for Proposals to see if a similar revenue opportunity exists with our ferries.

SAFETY ANNOUNCEMENTS

- Safety announcements on the vessels will be updated on a continuing basis. The announcement for the INTINTOLI will be revised to indicate the correct location of lifejackets. Similar to SOLANO, there are no lifejackets in the seat backs on INTINTOLI. On these two vessels the lifejackets are mainly stored under the bench seats, while some are stowed in aluminum boxes under selected transit seats.

TRAINING

- All Captains and Deckhands that work on the Vallejo ferry service are required to complete various levels or prescribed training.
- Deckhands complete a vessel and service indoctrination.
- Senior Deckhands are further trained in many phases of fast ferry operations.
- Captains undergo a complete training curriculum that covers all phases of fast ferry operation. Captains are then evaluated and certified to operate the ferries. Additionally, all Captains must maintain their licenses with the United State Coast Guard.

IV. Future Issues & Closing

- Baylink Log to be published in December 2004 following the surveys, it will address many issues cited above.
- Next VFAC Meeting will be scheduled for January, 2005.
- Meeting adjourned at 8:00pm.

Minutes Approved and Submitted:



Martin J. Robbins



Patricia A. Mathews