

**Advisory
Committee
Members**

- Jim Rutherford
Chairperson, 7:45 a.m.
- Kim Trotter
Liaison, 7:45 a.m.
- Kathy Beistel
Recording Secretary, 7:45 a.m.
- Dale Knight
Membership Coordinator, 6:30 a.m.
- Pat Mathews
Rep. 5:30 a.m.
- Robert Boyce
Rep. 6:30 a.m.
- Chip Coundjers
Rep. 6:30 a.m.
- Wayne Shepard
Rep. 7:00 a.m.
- Mohsen Sultan
Rep. 7:00 a.m.
- Dominique Levenberg
Rep. 7:45 a.m.
- Cindy Detwiler-Skinner
(emeritus)

Contact the VBAC:
VallejoBaylinkAdvisoryCommittee
@yahoo.com

Meetings are held
quarterly - complete copies
of minutes can be viewed
at www.baylinkferry.com

Baylink Staff:

- Marine Services Manager
Marty Robbins
- Operations Manager
Carl Friedrich
- Senior Port Engineer
Bryan Hoffman
- Assistant Managers
Kevin Donnelly
(Operations)
Teri Booth
(Customer Service)

Baylink Contacts:

Phone: (877) 64-FERRY
Fax: (707) 562-3141
Email: info@baylinkferry.com

BAYLINK CELEBRATES 20 YEARS AND YOU'RE INVITED!

On Thursday, June 15, Blue & Gold and Baylink will host our annual Customer Appreciation Day. On all afternoon commute return trips from San Francisco, food and non-alcoholic beverages will be available to all passengers, along with the chance to enter a raffle for several prizes, including a grand prize drawing of a Certificate good for a Baylink Monthly Pass. The drawing for the grand prize will be held at 7 p.m. and the winner announced on 95.3 KUIC radio, who will be broadcasting live from the Vallejo Ferry Terminal, where we invite you to join us from 4 to 8 p.m. to celebrate Baylink's 20th Anniversary.

We need you, our loyal Baylink patrons, to make it a festive party. On Thursday, June 15th, Baylink will carry its 6 millionth passenger, who will receive a unique prize package upon arrival in Vallejo! Could it be you?

Please join us on Thursday ... we look forward to seeing you at the Vallejo Ferry Terminal!

WHY is MY Boat ALWAYS the one that gets cancelled?

For many years, ferry commuters to and from Vallejo relied on only one boat - the *MV JetCat Express*. When she was out of service for repairs or maintenance, only a few hundred people were affected. Now, with a three boat schedule servicing between 2500 and 3000 riders per day, when a boat is out for one reason or another, effective management of the boat lineups is critical in order to affect the fewest number of passengers, especially those commuters who rely on the service to get them to their jobs.

When a boat must be taken out of service, the relative impact to the San Francisco-bound commuters, as a group, is less if the #3 boat is cancelled in the morning. Given the recent schedule change that occurred on May 15th, Baylink can still provide 11 of the 14 regularly scheduled ferry sailings with just two operational ferries. The net result is the loss of the 7:00am Vallejo departure, and the 4:30pm and 6:45pm San Francisco departures. This is truly disruptive to those passengers who regularly take those trips, but it minimizes the overall impact to the entire ridership.

With the VALLEJO undergoing warranty repairs in Washington State, we have been without a back-up vessel since the departure of KLONDIKE. This has driven

us to the modified two boat schedule used over the past four months when a vessel is down. With the return of VALLEJO in July, a two boat schedule will largely be a thing of the past.

Baylink takes seriously the whole business of service disruptions as we know that you rely on dependable and predictable transportation. In that vein, when Baylink is short a vessel, we try to react consistently, and this means operating a schedule that is the least disruptive and the most familiar to all of you.

There are methods and reasons behind what we do when we assign vessels and then juggle vessel assignments in the wake of mechanical problems. Many times we are trying to get the downed boat back into service, and our service disruption schedules give us the best opportunity to get repairs done and arrange for sea trials or U.S. Coast Guard approvals, if required. Boats are frequently shuffled around mid-day to give us the longest possible windows of time to complete either repairs or critical maintenance items. There have been days when things get pulled together just in time to preserve all runs. Some days, 45 min-

utes here or 30 minutes there mean the difference between making a ferry run, or canceling and replacing it with buses.

With the return of the VALLEJO in late July, she will be seeing a fair amount of regular service as we play catch-up on maintenance for the big boats. While we have some constraints regarding how the VALLEJO is used in the vessel rotation, we will be making every attempt to spread her daily assignments around to all the ridership. For those of you who may not be aware, the VALLEJO cannot be the last boat back to Vallejo in the evenings due to constraints at our fueling facility. However, we can do more mid-day switching of vessels given the new ferry schedule, and we will endeavor to make things fair for all concerned. The new website will have a live boat line-up page that will instantly update with information about which ferry serves each run, along with automated e-mail notifications and PDA download capability. For those Baylink passengers who carefully track the utilization of VALLEJO, things will get a lot easier and information will be more timely available.

Lost & Found

Passengers may inquire about Lost & Found items by calling the Vallejo Baylink Ticket Office at (707) 648-4349. If your call is not answered, leave a message including your name, telephone number, a description and any additional information that will assist Baylink staff in locating your lost item, and we will get back to you. Please note that items unclaimed after 30 days are donated to a local charity.

Baylink values your patronage, comments, and suggestions. We strive to provide safe, reliable, comfortable, and efficient transit between Vallejo and San Francisco. Contact information is located to the left.



Reminder About Ferry Security

Vallejo Baylink operates under an approved Security Plan as administered by the United States Coast Guard; and in cooperation with local law enforcement agencies.

Passengers are reminded that they should report suspicious persons, activities, or objects to a Crew Member as soon as possible. The Captains and Crews have been specifically trained to take appropriate actions. This applies not only onboard the ferries, but also to the public areas adjacent to ferry loading facilities. Trust your instincts. If something does not look right to you, please bring it to our attention immediately.

Subscribe to the mailing list at

www.baylinkferry.com/information/mailling-list.php

Introducing Sgt. Bob Sampayan

The Advisory Committee, along with Baylink representatives, have been working with Vallejo Police Sergeant Bob Sampayan in regard to issues related to the ferry parking lot. Below are some answers to questions that many commuters have asked of the VBAC.

VBAC: What is the present status of the parking lot security?

Officer Bob: To the best of my knowledge, the Transportation Department is still using Continental Security out of Vallejo. As far as I can tell, they have not changed their hours and work from 7 AM to 3 PM. I have suggested that they start an extra shift that will carry on until 9 PM and get the guard a golf cart to patrol the area. That way, they'd be out of the guard tower and more visible.

VBAC: Has there been a recent spike in break-ins?

Officer Bob: No, there hasn't been.

VBAC: How often is the lot patrolled?

Officer Bob: We are out there at random times. I have my officers try to get out there at least 3 or 4 times per shift, which is between 8 AM and 6 PM. We come through in marked and unmarked cars, sometimes uniformed or plain-clothes. The activity has been slow. We are also trying to keep the homeless out of the bushes and their cars and campers. For a while, they were camped there overnight but patrol seems to be doing a good job in keeping them out. Directed patrol is based on

how busy we are during the shift, but we do try to get out there as often as possible.

VBAC: What are the plans for the future, police presence, and after dark?

Same answer as above, but plans for the future ... I would like to see the Transportation Dept. increase the security staff as in my first response. I ask officers on the night shift to do their report writing in the lots to show a presence, but that can be spotty based on the number of calls they get and how busy they are.

Thanks, Officer Bob!

Ferry Fact

From July'05 through May'06 we have averaged \$0.20 per passenger mile in fuel cost, ranging from \$0.17 - \$0.26 over the 11 month period.

The trend is as follows:

FY 2001 = 7 cents per pax mile

FY 2002 = 6 cents

FY 2003 = 8 cents

FY 2004 = 10 cents

FY 2005 = 14 cents

FY 2006 = 20 cents

Baylink and the VBAC remind commuters that increased patrols by Vallejo PD are also affected by the number of calls made regarding parking lot issues – break-ins, thefts, vandalism, etc. In order to increase patrols, the parking lot needs to become more of a hot spot, which will only happen if those using the parking lot take the time to call in to report these problems. If you see anything that should be reported, or personally experience any of the above incidents, please call the Vallejo Police Department's non-emergency number at (707) 648-4321 and at least report the incident so it will be added to the "hot spot" database. Ticket Office Staff are also working with Vallejo PD to keep watch on suspicious persons in and around the Vallejo Terminal, our dock and parking areas.

Ticket Collection/Inspection & Vessel Boarding Policy

This is a reminder that tickets will be inspected before passengers are allowed to board all Baylink ferries and buses. Monthly passes shall be presented and may be subject to hands-on inspection. All passengers utilizing one-way tickets, punch cards, and Daypasses shall present the fare instruments for punching or tearing, as directed by Baylink staff.

Any passenger without a ticket shall be directed to the Vallejo Ferry Terminal Ticket Office or to the Bay Crossings Ticket Outlet in the San Francisco Ferry Building to purchase a ticket, as time permits. In the event there is insufficient time to make such purchase and/or the ticket offices have closed, any passenger without a ticket shall be boarded last and immediately escorted to the ticket selling location onboard for purchase of the required fare.

In the event that there is a disruption in ferry service, and either Vallejo Transit or charter buses are used in place of a ferry, deckhands and/or an authorized representative who may be assigned to assist in the boarding of said buses will ensure this same policy is followed.

Catch a Great Deal: Ferry to/from SF Giants Games

FOR NIGHT GAMES:

• M-Th Special: Half price Daypass for Giants ticket holders*

• 20 minutes after the last out, no earlier than 10pm, no later than 11pm ... we stay for fireworks whenever the Giants provide them.

*NOTE: Must show your Giants ticket. Children & seniors: HALF PRICE off the discounted one-way fare. Day of Game only. Available only at Vallejo Ferry Terminal Ticket Office. Limit, first 200 Giant ticket holders per game. Policy subject to change. For more information: 877.64.FERRY