



## Vallejo Baylink Advisory Committee Meeting Minutes

May 19, 2005, 6:30 pm  
China Wok Restaurant

### I. Attendees & Preliminaries

Robert Boyce, representing the 6:30am ferry riders  
Pat Mathews, representing the 5:30am ferry riders (Acting Ridership Chair)  
Mike Hobson, representing the 5:30am ferry riders  
Dale Knight, representing the 7:00am ferry riders  
Teri Booth-Koster, representing the 7:45am ferry riders  
Mohsen Sultan, representing the 7:00am ferry riders  
Wayne Shepard, representing the 7:45am ferry riders  
Kevin Donnelly, Baylink Administration  
Marty Robbins, Baylink General Manager (Acting Committee Chair)

☞ Meeting called to order at 6:40pm

☞ Introductions

### II. Old Business

#### STATUS OF ADVERTISING ON VESSELS

- ☞ 2 RFPs received – Princeton Media in New Jersey: experience in bus advertising; Meara Media in Boston: on ferry in New York, 3 marine markets. Mike H. & Kathy B. to review RFPs submitted for our 4 boats and internal Vallejo Terminal – provides exclusive rights for 1 year, afterwards 4 one year options.
- ☞ Vallejo was paid \$3K for Lennar advertising on boats – one time only
- ☞ Rack cards are maintained via the Vallejo Convention and Visitors Bureau

#### FERRY BOARDING ISSUES

- ☞ Vallejo – status of installation of security gates
  - Construction to start, includes new gates, security cameras, alarms. Roll-up gates similar to internal gates at Muggs. Completion expected around July 25.

- ✍ SF Ferry Building
  - GARs / general update - SF Port is installing another gate, forward of the forward ramp, expect to be done by August; GARs service is to continue through summer
- ✍ Unaccompanied Minors
  - Baylink management attended the April 2005 meeting in Baltimore of the Passenger Vessel Association leadership. No one at the PVA meeting owned up to having a policy covering unaccompanied minors. Baylink has a memo in the pilothouses on how to handle unaccompanied minors under 13.
- ✍ Ticket Sales in Vallejo –
  - Notices posted on cashier window reminding cashiers to ask passengers whether discount tickets are needed.
  - “Cash Only” Window – one window to be cash only, the other all credit/debit card sales. Credit/debit card sales are slow due to modem connection.
  - Request for “no chat” policy – Baylink to advise cashiers to keep aware of time constraints and reduce unnecessary conversation with ticket buyers.
  - Question raised on how deckhands are handling 10 ride punchcards: deckhands to handle between them when a passenger tells one deckhand that another deckhand has already punched their card for the current trip.

### THREE BOAT SCHEDULE

- ✍ Ridership Feedback
  - Emails received: about ½ dozen saying new schedule a failure, 15-20 saying it’s great;
  - Buses are good for maintaining the schedule;
  - No Route 5 buses
- ✍ Numbers
  - Few more commuters, less during mid-day
  - Room to grow
  - Weak areas are midday and weekends
- ✍ Buses
  - Bus drivers are becoming more accurate with numbers, now also reporting departure times
  - New general manager
- ✍ Parking
  - 5/11 Giants Game – by 10 a.m. legal parking spaces full;
  - 5/20 meeting re overflow parking
  - Next Giants day game 6/9 – parking to be reviewed, contingency lots to become operational, first option to open all City Hall lots to ferry parking
  - Waterfront Coalition needs numbers for proposed parking garage
  - Additional issues re parking lot
    - ✍ City of Vallejo trucks in “overflow zone” at City Hall
    - ✍ Abandoned vehicles - VPD handling
    - ✍ Motor homes / people living in vehicles - VPD policy re “homeless” is that they are sympathetic but will take action after 2 or 3 days

### III. New Business

#### VANDALISM

- ✍ More calls to VPD non-emergency number to report will increase resources once the reports reach a certain number

#### UNRULY (UNSUPERVISED) YOUTHS

- ✍ Deckhands report unruly passengers to captains, who make announcements. New procedure of not allowing accompanied passengers under 13 may help to reduce these incidents.

#### CIGARETTE SMOKING

- ✍ Blue & Gold Fleet and Baylink Management continue to handle complaints being received, including photos, of ferry personnel smoking on the floats or the rears of the boats

#### M/V MARE ISLAND DIESEL ODOR

- ✍ A fuel oil pump had a minor leak and the diesel tank level indicator failed; repairs were made but residue was left behind which created a strong odor as it was burning off (May 16 & 17)

#### TRAFFIC ON MARE ISLAND WAY

- ✍ Commuters are encouraged to call VPD non-emergency number to log incidents, e.g. red light runners. More calls, more incidents in database, the sooner resources can be allocated.

#### MARKETING PLANS

- ✍ \$100K of RM2 monies to go for marketing
- ✍ Advertising on buses not already being used for advertising
- ✍ Local hotels getting smaller versions of the schedule/fares

#### WI-FI INTERNET ACCESS ON THE ROUTE

- ✍ Currently being tested by Golden Gate on M/V MENDOCINO
- ✍ Might be available to Baylink in about a month to 6 weeks
- ✍ Provided by Sunrise Wireless
- ✍ Covers from Richmond-San Rafael Bridge to downtown SF

#### TICKET SYSTEMS

- ✍ 2 vendors, neither TransLink
- ✍ TransLink – perhaps next year (2006): need capital money, wireless connections on the boats
- ✍ Will be 2 machines on each boat, one in the Vallejo terminal, one in SF Ferry Building
- ✍ Muni stickers on monthly passes are no longer being accepted on cable cars

## SIGNAGE

- ✍ Installation of Nextbus services to provide online (Internet, PDA, cell phones) real time ferry info throughout the Bay Area.
- ✍ In SFFB - plasma screens to be installed outside of Peet's, includes raw data and alerts
- ✍ At Gate B – LED signs to provide real time updates re ferry service
- ✍ Coast Guard has control to shut it down.

## CALLAHAN/DeSILVA PRESENTATION

- ✍ VFAC invited by DeSilva to attend presentation regarding waterfront proposal.
  - NEWSLETTER
- ✍ VFAC asked to consider taking over publication of the quarterly newsletter (currently "Baylink Log")
  - M/V VALLEJO Aluminum Replacement
- ✍ M/V KLONDIKE to arrive in August for training purposes

## IV. Future Issues & Closing

- ✍ Next VFAC meeting scheduled for July 11, 2005 on Mare Island
- ✍ Meeting adjourned at 8:30pm.

Minutes Approved and Submitted:

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Martin J. Robbins

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Patricia A. Mathews