

FY 2022 Pandemic Recovery Program

West Contra Costa Transportation Advisory Committee

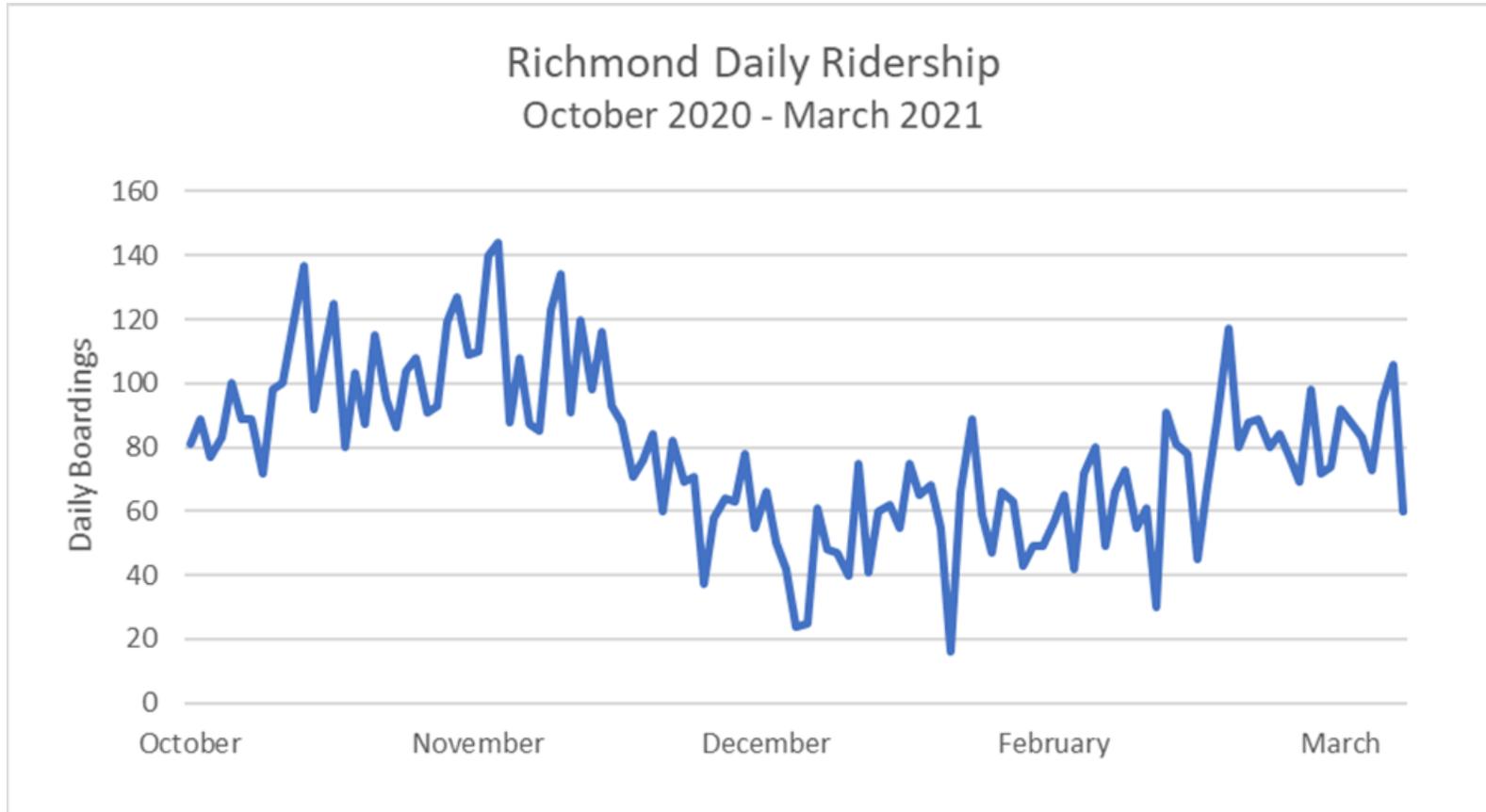


March 26, 2021

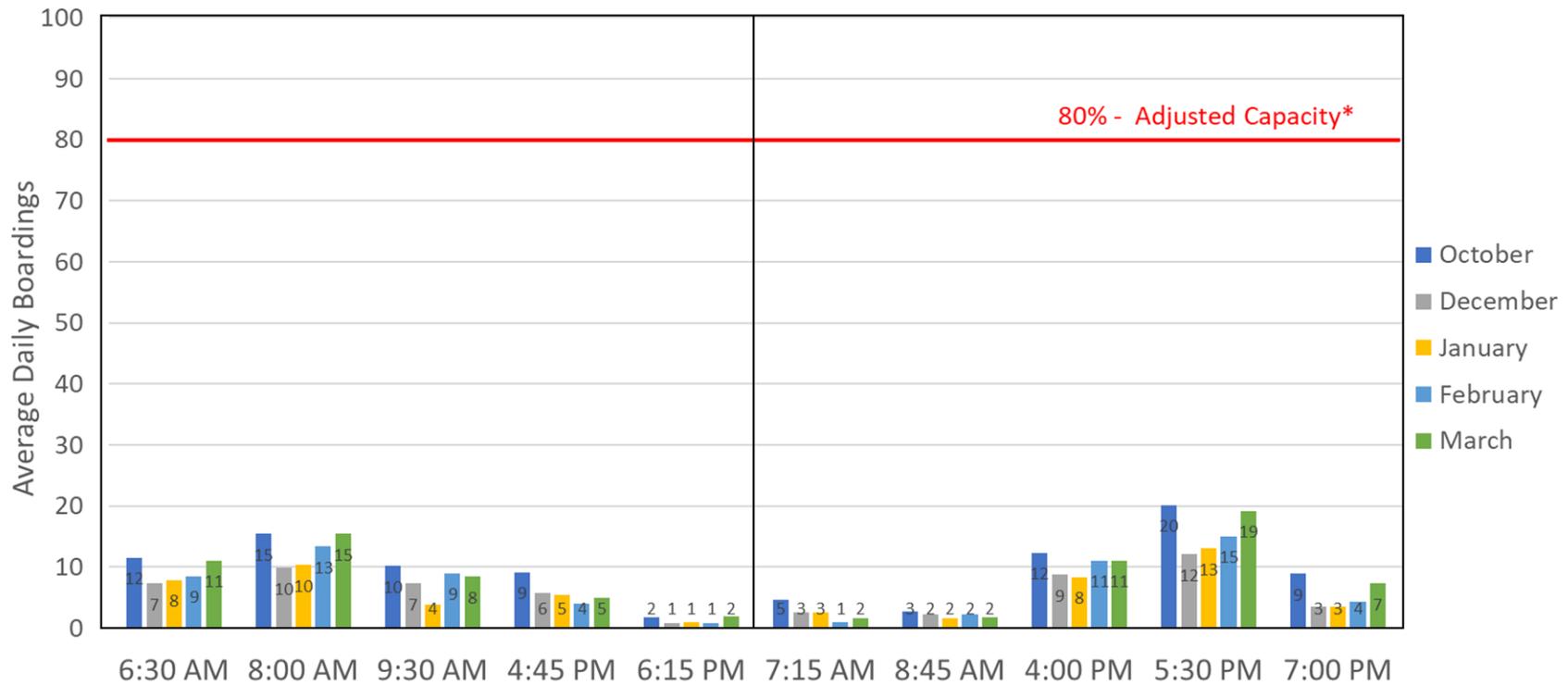
Presentation Overview

- Ridership update
 - 2021 Onboard survey
- WETA Pandemic Recovery Proposal
 - *Richmond ferry service*
 - *Fare proposal*



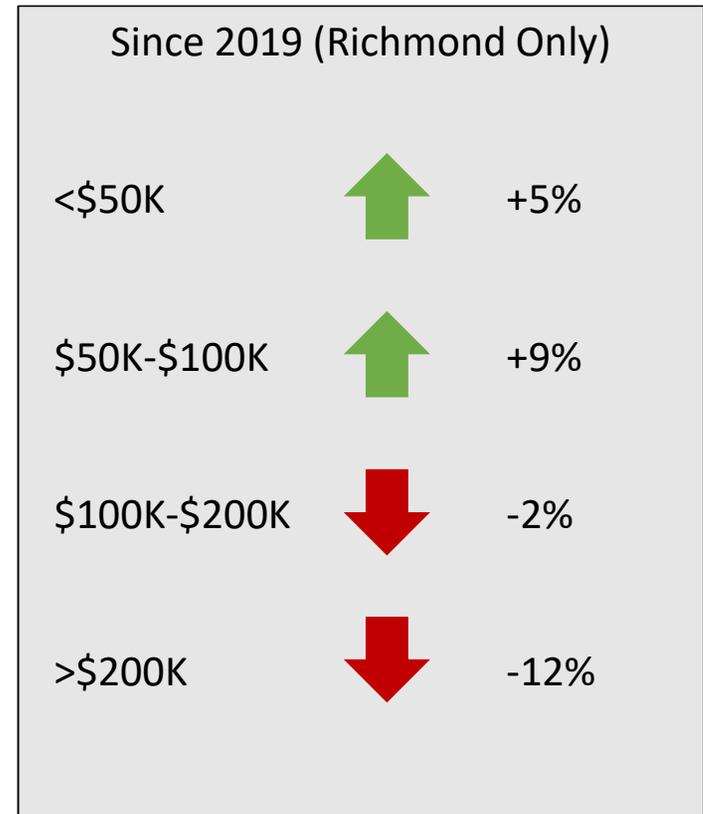
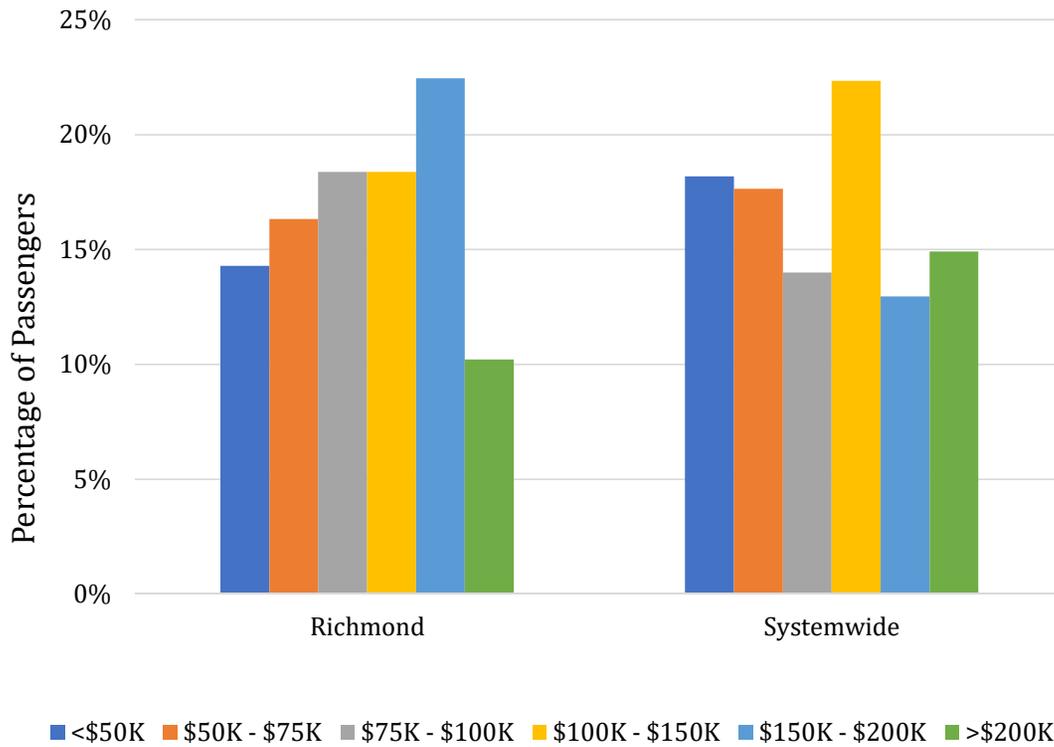


Richmond - Average Daily Boardings by Departure
October 2020 - March 2021



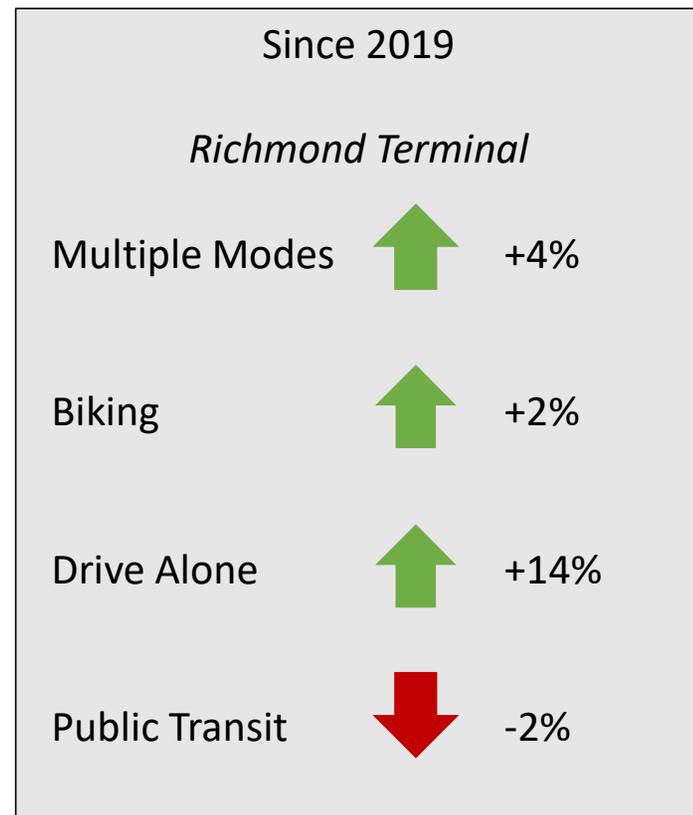
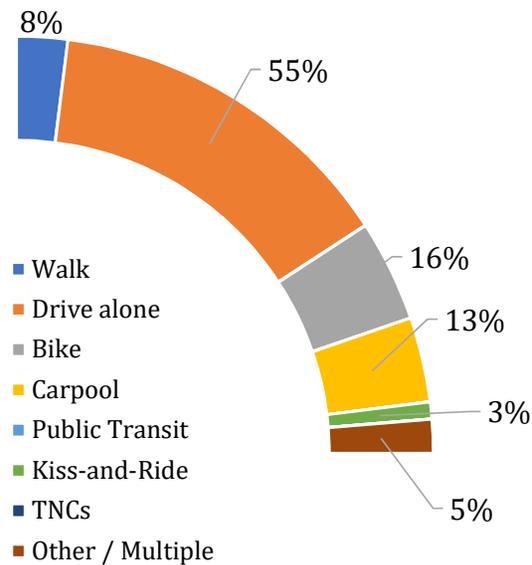
Income Levels

Higher percentage of lower-income riders vs past surveys. Richmond and Systemwide.



Accessing the Richmond Terminal

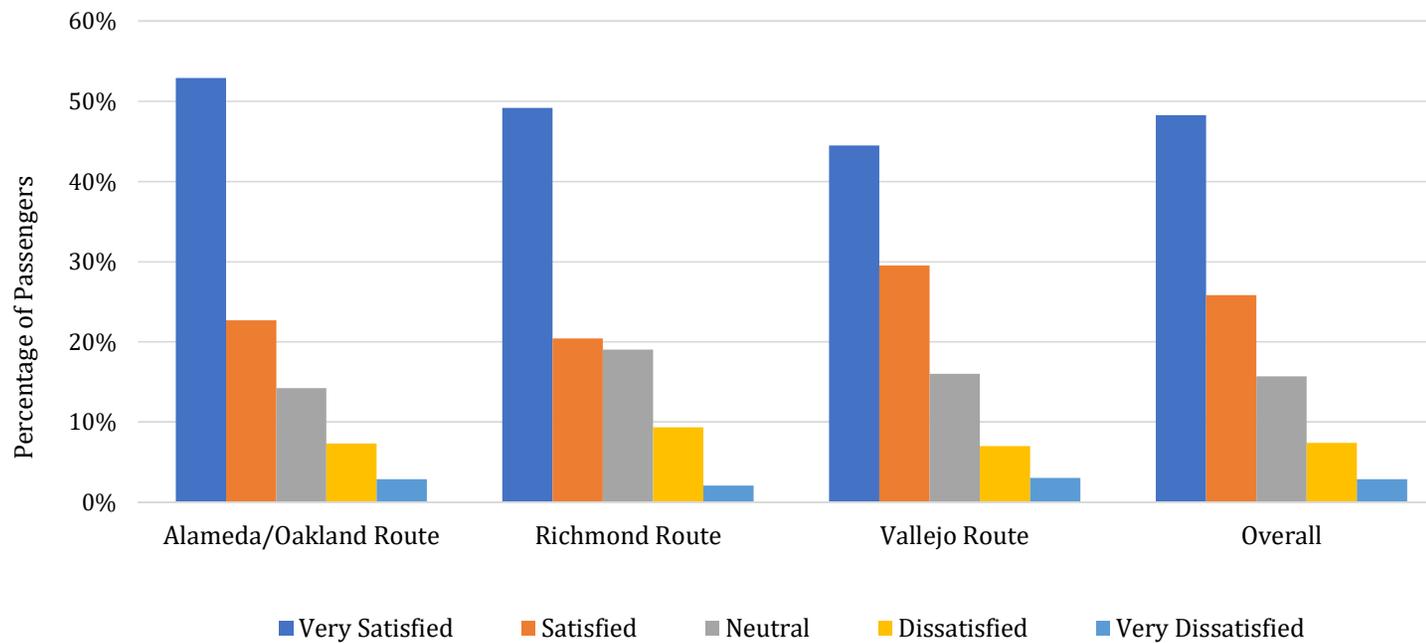
- Increase in driving alone, with decreases in walking, carpooling, drop-offs, and public transit.
- Compared to Vallejo and Oakland which have seen significant drops in drive alone access.



Rider Satisfaction

69% of Richmond riders are Satisfied or Very Satisfied with the Ferry

- Primary Compliments – Ride quality (especially w/ social distancing), helpful crews, and clean vessels
- Primary Concerns – Low service levels, lack of late-night service, lack of weekend service, high fares



Core Principles – Pandemic Recovery Program

Adopted by WETA Board, February 2021

1. Proceed with service increases to reflect continued return-to-work and widespread restart of the economy.
2. Set fares to be competitive with comparable regional transit options.
3. Work with other transit operators in the Bay Bridge corridor to explore coordinated fare strategies.
4. Develop programs and initiatives to reinforce the goals of the Clipper START program.
5. Enhance service outside of traditional peak periods to make system more relevant for transit dependent riders.
6. Develop service schedules that could ultimately be expanded to achieve 15- and 30-minute frequencies.
7. Adapt fare products, fare media, and fare payment processes to reflect shifts in work schedules, travel patterns, and passenger expectations.
8. Prioritize ridership growth and acknowledge that systemwide and route-specific farebox recovery targets are unlikely to be met during recovery.
9. Improve connectivity to local bus and feeder services, expand transfer incentives, and coordinate schedules.
10. Explore pilot programs and trial initiatives to encourage ridership among a wider cross section of riders.
11. Deliver more for less by maximizing efficiency of crews, service design, and deployment of vessels.
12. Be flexible and continually monitor performance to adjust and modify as demand shifts over time.
13. Commit to transparent communication with WETA riders, stakeholders, peer transit operators, and the general public.

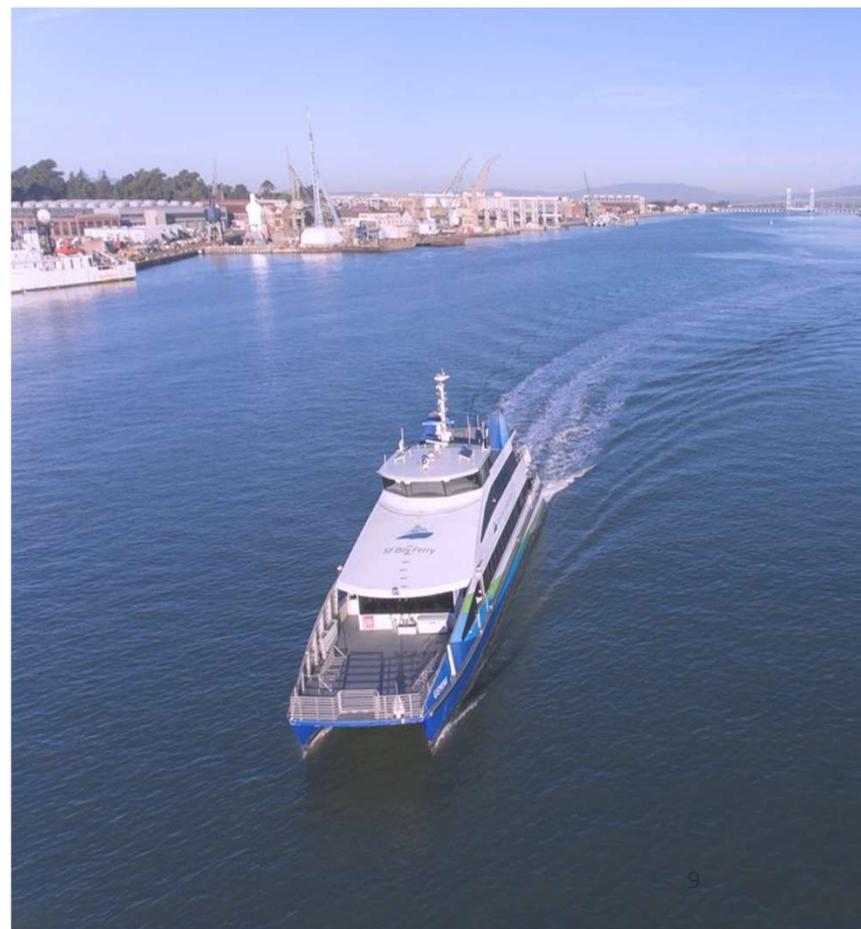
Proposed Program Summary and Next Steps

- **Takeaways**

- Suspension of current fare structure
- Temporary fare decrease, simplification
- Restart, enhancing ferry service
- Adjusting service to offer more non-peak trips

- **Next Steps**

- Continued public outreach process
- Board consideration
- Implementation in FY2022 (July 1, 2021 – June 30, 2022)



1-Year Proposed Fares Summary

- Lower Clipper Fares For All Transbay Routes → Average 20% reduction
- Hopthru App Fare Adjustment → Aligning mobile fares with Clipper fares
- Discounted Fares Offered For Paper And Electronic Fare Media → Aligning discount calculation from paper to Clipper fares
- Clipper START Fares Adjustment → Aligning discount calculation from paper to Clipper fares
- Short Hop Fare Adjustment → Short hop fares consistent with local transit fares
- Special Event Fares → No change to current special event fares

Proposed Fare Summary Table

	Zone 1	Zone 2	Zone 3	Short Hops
Clipper/Hopthru	\$4.50	\$6.75	\$9.00	\$2.25
Discount Clipper/Hopthru*	\$2.25	\$3.25	\$4.50	\$1.00
Paper Ticket	\$5.75	\$8.50	\$11.25	\$2.75
Discount Paper Ticket^	\$2.75	\$4.25	\$5.50	\$1.25
Children under 5	FREE	FREE	FREE	FREE
Zone 1	Alameda/Oakland Alameda Seaplane Harbor Bay Richmond			
Zone 2	South San Francisco			
Zone 3	Vallejo			
Short Hops	Alameda Short Hop Mare Island Short Hop			

Richmond to San Francisco

Time Period	Pre-pandemic Trips	2021 Proposed	Notes
Peak (6 - 9 am, 4 - 7 pm)	8	9-10	<ul style="list-style-type: none"> • Service enhancement, all periods • Substantial disadvantaged population • Supportive funding partner
Midday (9 am – 4 pm)	0	3-4	
Late night (after 7 pm)	0	1-2	

Fare Media	Fare
Clipper/Hopthru	\$4.50
Discount Clipper/Hopthru	\$2.25
Paper Ticket	\$5.75
Discount Paper Ticket	\$2.75
Children under 5	FREE

Share Your Comments

- Virtual Open House Overview Presentation, March 16, 7:00PM
- **Visits to City, Community Forums**
- Email recovery@sanfranciscobayferry.com by March 25, 2021
- Public Hearing on April 1, 2021 at 1:30PM



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