



San Francisco Bay Ferry (<https://sanfranciscobayferry.com>)



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SAN FRANCISCO BAY FERRY RIDERSHIP SURPASSES 2019

LEVELS FOR FIRST TIME



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SAN FRANCISCO, CALIF. – San Francisco Bay Ferry today announced systemwide monthly ridership exceeded 2019 levels for the first time in May.

SF Bay Ferry carried 279,000 riders in May 2025. In May 2019, the system carried 276,000 passengers. This represents a 101% recovery for May.

“In July 2021, we made an early decision to adjust fare and service strategies, with a focus on improving rider experience and incentivizing ridership return,” said Jim Wunderman, Chair of the SF Bay Ferry Board of Directors. “The result of that Pandemic Recovery Program has been double-digit ridership growth year-over-year. We’re now ready to transition from recovery to growth.”



Ridership on weekends has seen the strongest recovery. Weekend ridership in 2025 has been 139% of 2019 weekend ridership as more passengers take advantage of ferry service to special events including games and concerts at Oracle Park and Chase Center.

With more Bay Area residents returning to work in offices in downtown San Francisco and South San Francisco, commute ridership has also grown 19% over the last year. In May, weekday ridership was 87% of 2019 levels, the highest mark reached since the pandemic began.

SF Bay Ferry's efforts to improve rider experience have yielded great results. Customer satisfaction has grown to record-breaking levels. A 2024 onboard survey found a 98% satisfaction rating among ferry riders, the highest of any transit service in the nation. 76% of passengers indicate that they are very satisfied with the service, a number that has more than doubled since before the pandemic. The relaxing journey, affordable fares, trip frequency, convenient terminal locations, a seat for every rider, and onboard amenities like a snack and beverage bar and free Wi-Fi were among reasons riders said they chose the ferry.

In the coming years, SF Bay Ferry is planning to expand its service in response to higher ridership demand. New terminals will open at Mission Bay and Treasure Island, served by the nation's first high-speed, battery-electric passenger ferries, set to arrive in 2027.

San Francisco Bay Ferry is a regional public transit agency tasked with developing, operating and expanding ferry service on the San Francisco Bay and with coordinating the water transit response to regional emergencies. The agency operates ferry routes connecting the cities of Alameda, Oakland, Richmond, San Francisco, South San Francisco and Vallejo. More information is available at <https://sanfranciscobayferry.com/media-center> (<https://sanfranciscobayferry.com/media-center>).



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Set sail with ease. Our ferry service connects you to key destinations, offering a reliable and scenic alternative to your daily commute or weekend adventure. Start your journey with SF Bay Ferry today and experience the Bay like never before.

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