

Sonoma-Marín Area Rail Transit District

General Manager's Report

December 18, 2024



General Manager's Report

- System Closure Update
- Contracts/Procurements over \$100K
- Ridership Report
- MASCOTS Update
- Construction Update
- 2024 Annual Report
- Highlights of the Month
- Questions



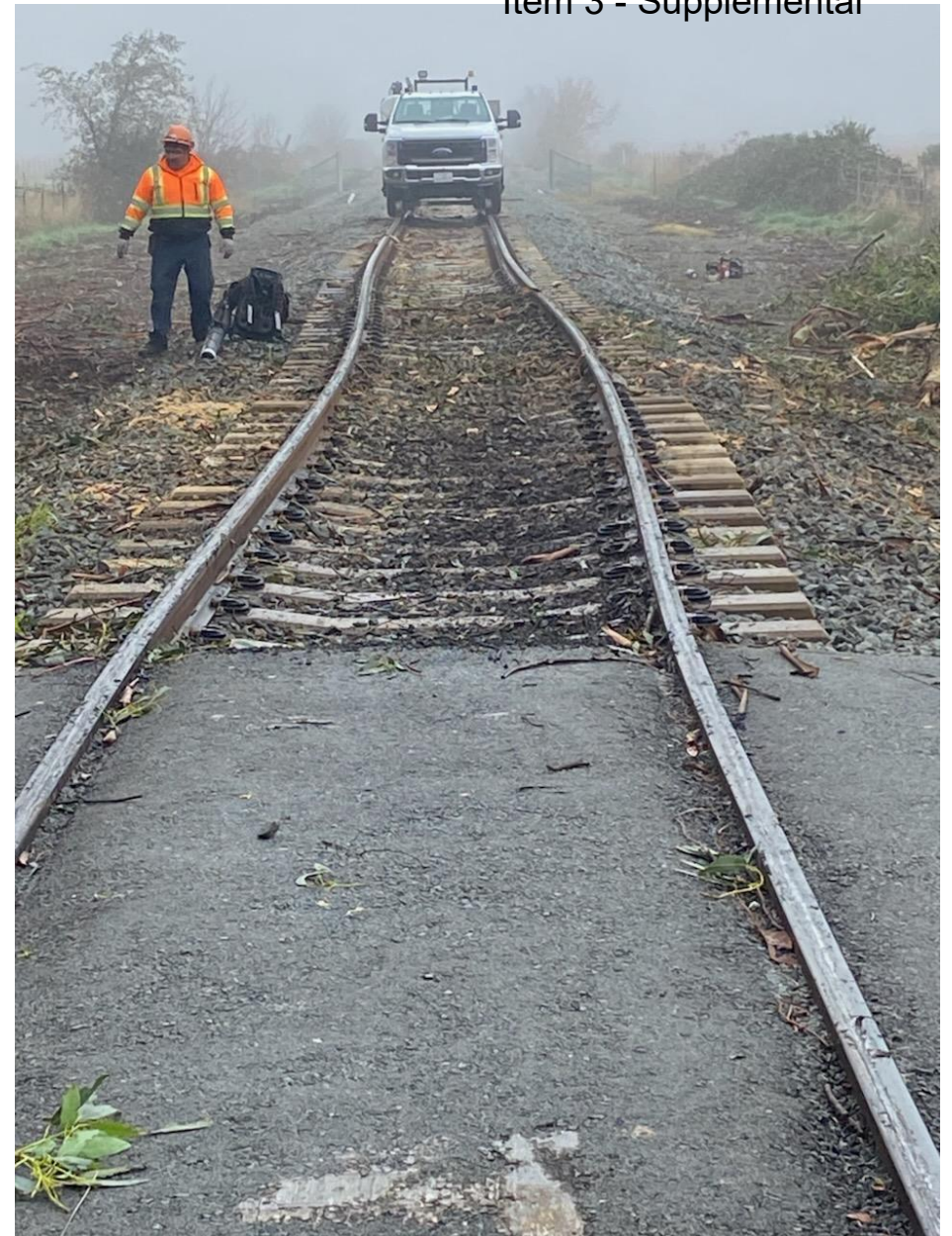
System Closure

- Scheduled weekend system closure to bring Petaluma North Station online and repair crossing at Todd Road
- Rain was expected, but we did not anticipate the damage we received
- Several large trees fell on the alignment, and we experienced track damage
- Although work on the crossing at Todd Road went well, the weather put Petaluma North project way behind





System Closure



System Closure

- Saturday morning: 10-12 hours behind schedule – already past point of no return
- Once process was started, it had to be completed, and rushing was not an option (safety critical systems)
- Dynamic testing with trains required to verify safe operation of SMART's PTC system
- Contractor ran into electrical/programming challenges requiring extensive troubleshooting and repair – this put us further behind schedule
- Made decision to cancel Monday service on Sunday at 9:00 AM



Petaluma North Project Update

- Staff mobilized to create messaging and communication
- Opened customer service Sunday afternoon and Monday at 4:00 am
- Coordinated with Transit Partners to amplify
 - GGT, SCTA, TAM, Marin Transit, Sonoma County Transit, Santa Rosa City Bus, & Petaluma Transit
- Golden Gate provided extra buses on Route 101 to support
- SMART offered to reimburse Monday commute expenses associated with taxi, Uber, Lyft, etc. via value on a Clipper Card
- Staffed stations Monday morning to communication with customers
- Completed required testing late Monday night and resumed regular service Tuesday morning



FULL SYSTEM CLOSURE EXTENDED - DECEMBER 16, 2024

SMART temporarily suspended passenger service on Saturday, December 14, through Sunday, December 15, 2024 to allow for essential Systems Testing in preparation for the opening of the new SMART Petaluma North station. **The closure has been extended, and is in effect through Monday, December 16, 2024.**

In addition to unforeseen circumstances encountered during the testing process, recent storms caused extensive damage along the rail alignment, including downed trees, damaged power poles, and track damage. SMART is actively working to address these issues to restore full passenger service and anticipates full restoration prior to the start of regular service on Tuesday, December 17, 2024.

Apps such as the Transit app, Google Maps, or Apple Maps can help you plan a trip using alternate transit routes. Golden Gate Transit offers bus service connecting Sonoma and Marin counties to San Francisco, and will operate additional buses on Route 101 to accommodate the anticipated increase in ridership.

SMART customer service is available to assist with trip planning and can be reached at (707) 794-3330 or via email at customerservice@sonomamarintrain.org.

In addition to available transit alternatives, SMART will reimburse commute expenses incurred for taxi, Uber, Lyft (or equivalent) on Monday, December 16, 2024, via value added to a Clipper Card. To request reimbursement, please complete the form at sonomamarintrain.org/systemclosure.

We apologize for the inconvenience. SMART remains committed to providing reliable transportation and will keep riders updated via Nixle and our social media platforms. We encourage you to subscribe to rider alerts by texting the word SMART to 888777.

For more information, please visit sonomamarintrain.org or scan the QR code.

Contracts/Procurement over \$100K

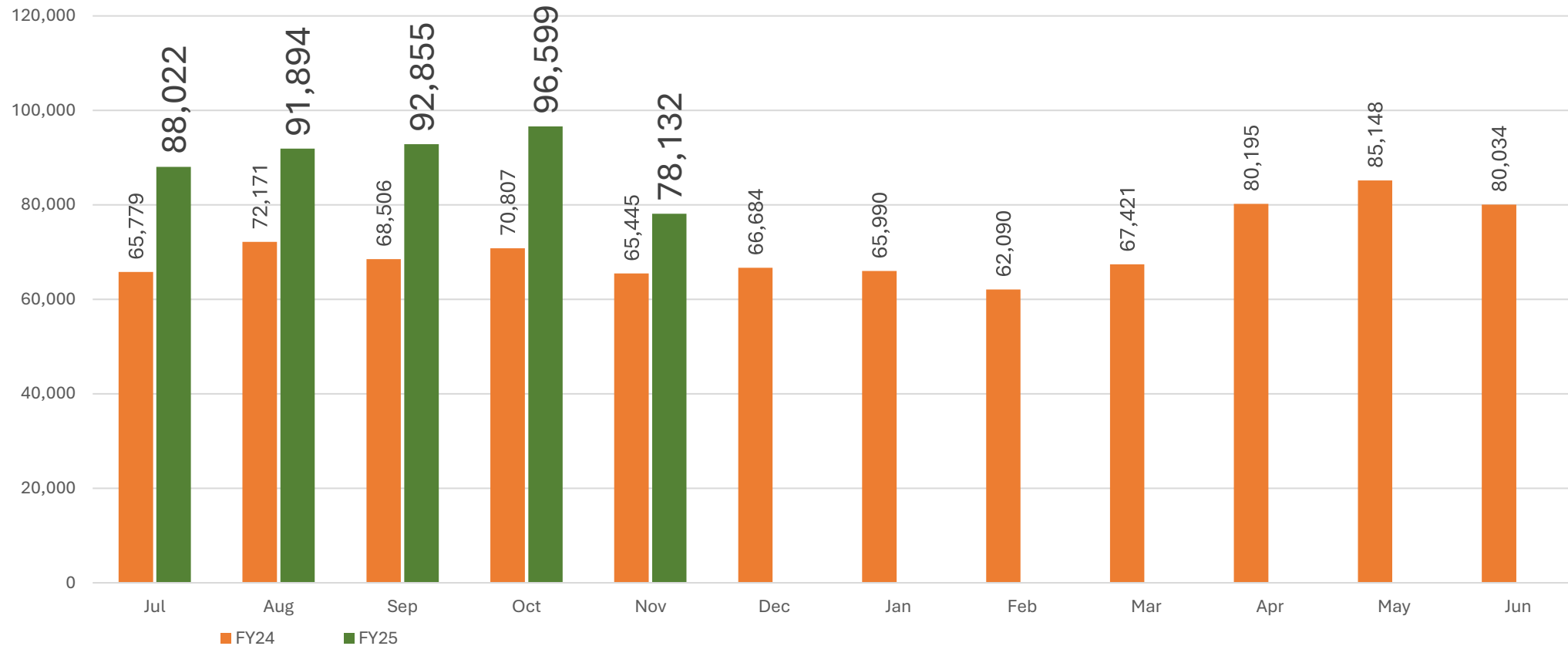
AMENDMENTS / CHANGE ORDERS					
CONTRACT # / PO #	COMPANY NAME	ACTION	DESCRIPTION	AMOUNT INCREASED	NEW CONTRACT AMOUNT
OP-SV-20-010	Mission Linen Supply	Executed Third Amendment	Employee Uniform Services (Rental and Laundering)	\$30,000.00	\$165,000.00

- Executed Amendment No. 3 to Contract OP-SV-20-010 with Mission Linen Supply
- Agreement provides for the rental and laundering of employee uniforms for Operations personnel
- Amendment extends the term of the agreement using an available option in the agreement and increases the not-to-exceed amount by \$30,000
- New total not-to-exceed amount is \$165,000.00.

SMART Ridership (Monthly)

November ridership = 78,132

- 19% higher than Nov 2023



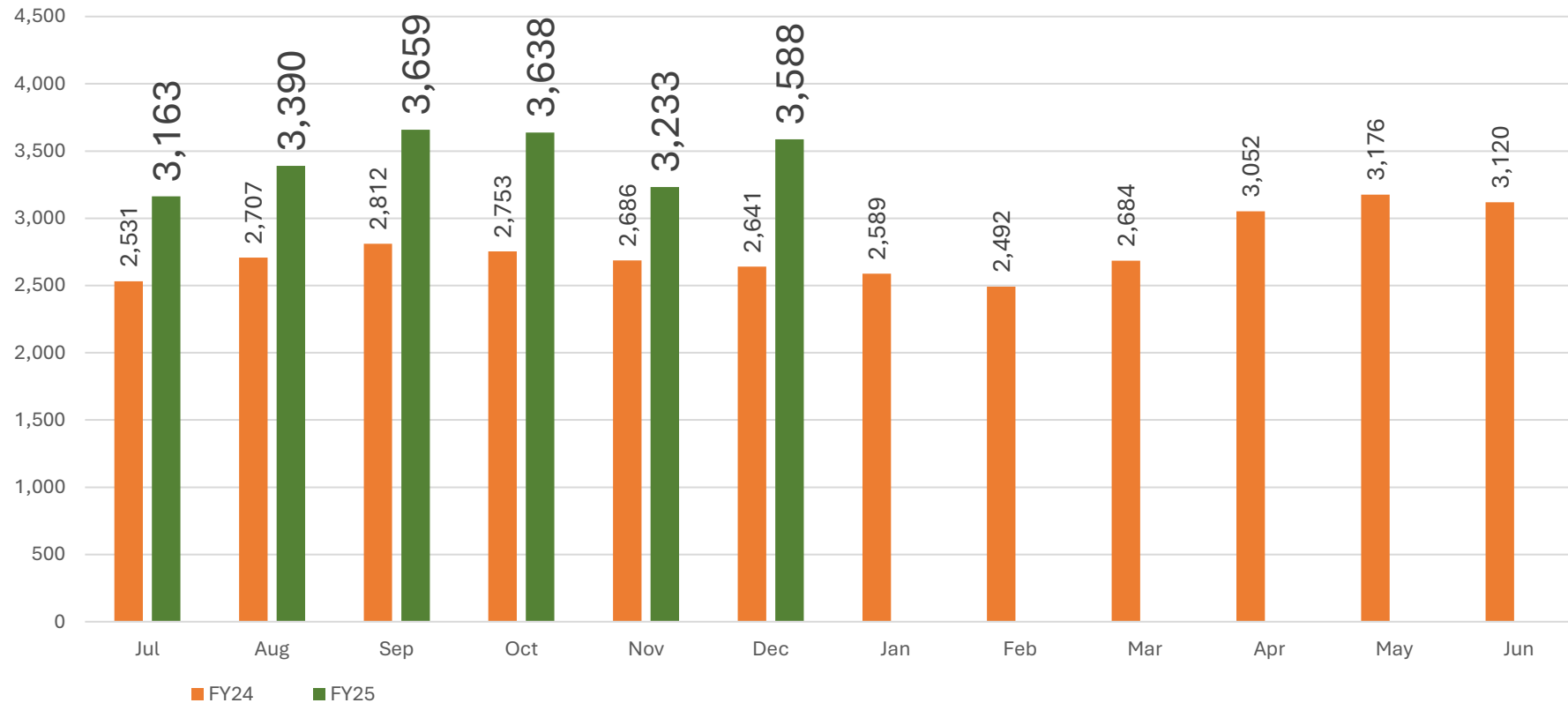
Average Weekday Ridership

November Average Weekday ridership: 3,233

- 20% over Nov 2023

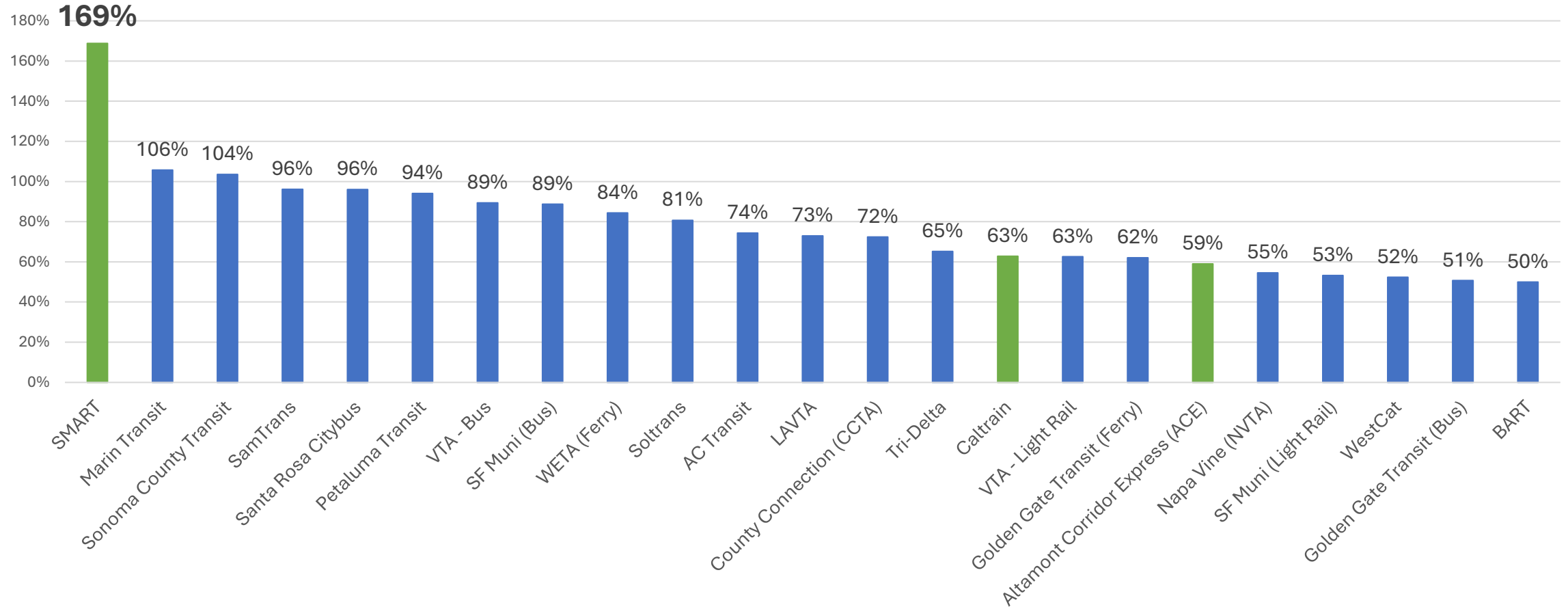
December Average Weekday ridership, to date: 3,588

- 36% over Dec 2023



Ridership Recovery – Bay Area Transit

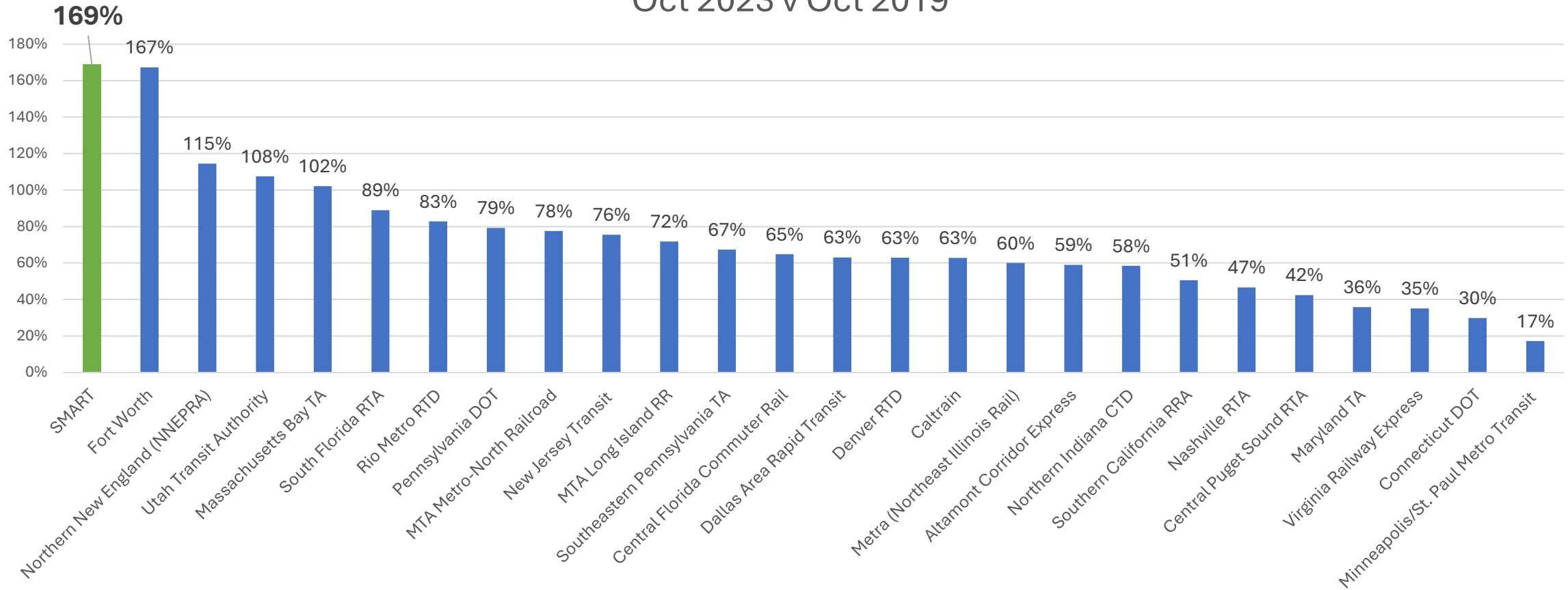
Post-pandemic Ridership Recovery (Oct 2019 v Oct 2024)



Ridership Recovery – Commuter Rail

- Oct 2024 -- Highest ridership recovery rate of any commuter rail system in the nation

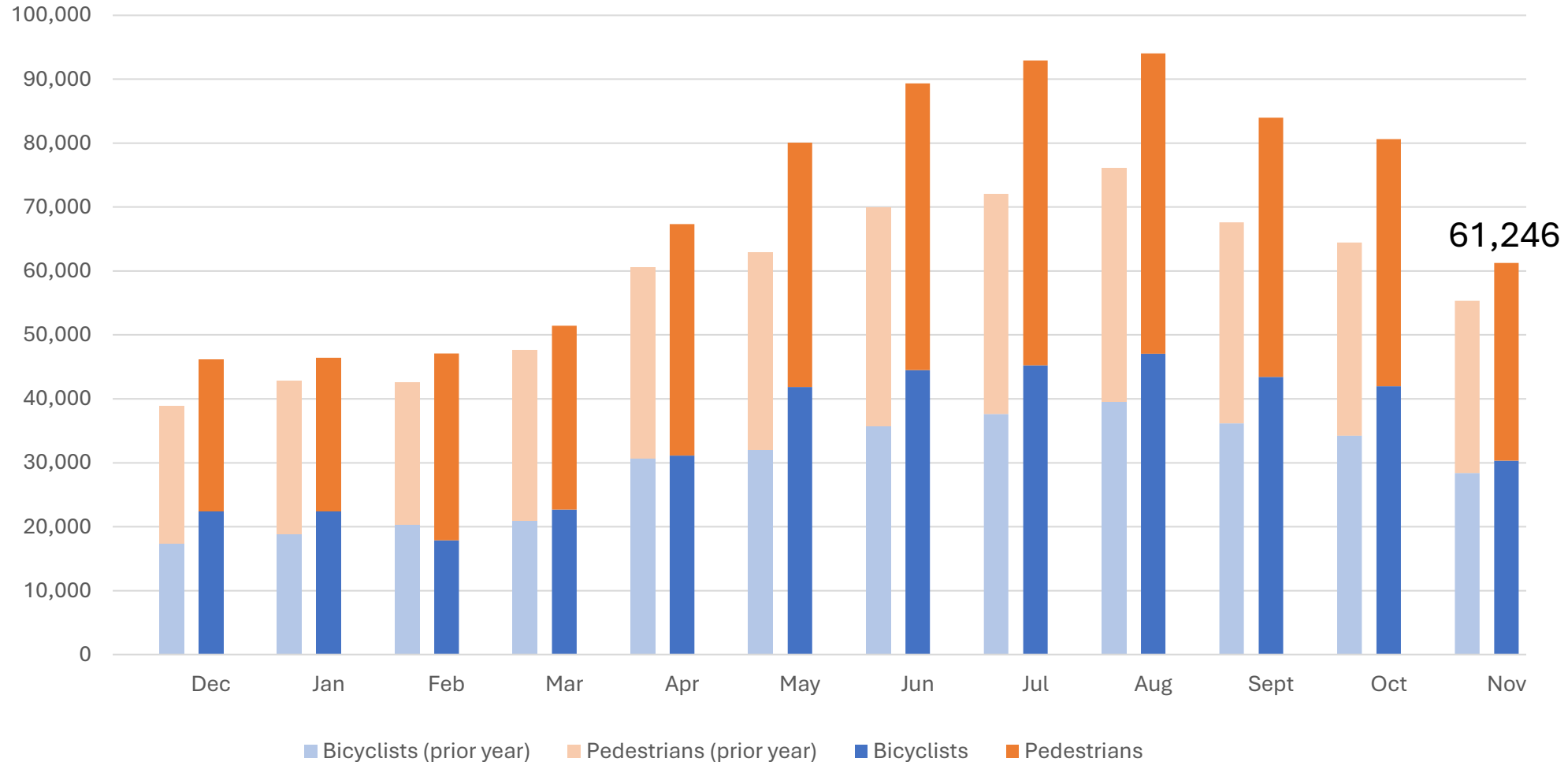
Oct 2023 v Oct 2019



SMART Pathway Counts

December 2022 - November 2024

11% higher than November 2023



61,246

■ Bicyclists (prior year) ■ Pedestrians (prior year) ■ Bicyclists ■ Pedestrians

Marin Sonoma Transit Coordination Update

- MASCOTS Introduction, Existing Conditions and Key Findings have been presented to every Board except Sonoma County Transit
- Monthly meetings of GMs & EDs continue:
 - Recent review of service planning recommendations
 - Next steps: review cost and funding implications for affected agencies
 - Early 2025: Title VI analysis and plan outreach
- Finance Subcommittee meeting monthly to discuss funding distribution scenarios
- Marketing Coordination group meeting monthly to improve coordination and plan outreach activities



Windsor Extension

- Trackwork complete
- Station Platform and shelters constructed
- Pedestrian Undercrossing constructed
- Parking lot under construction
- Grade Crossing Equipment in place
- Signal Houses installed
- Train testing planned for February - March



Windsor Extension – Parking Lot

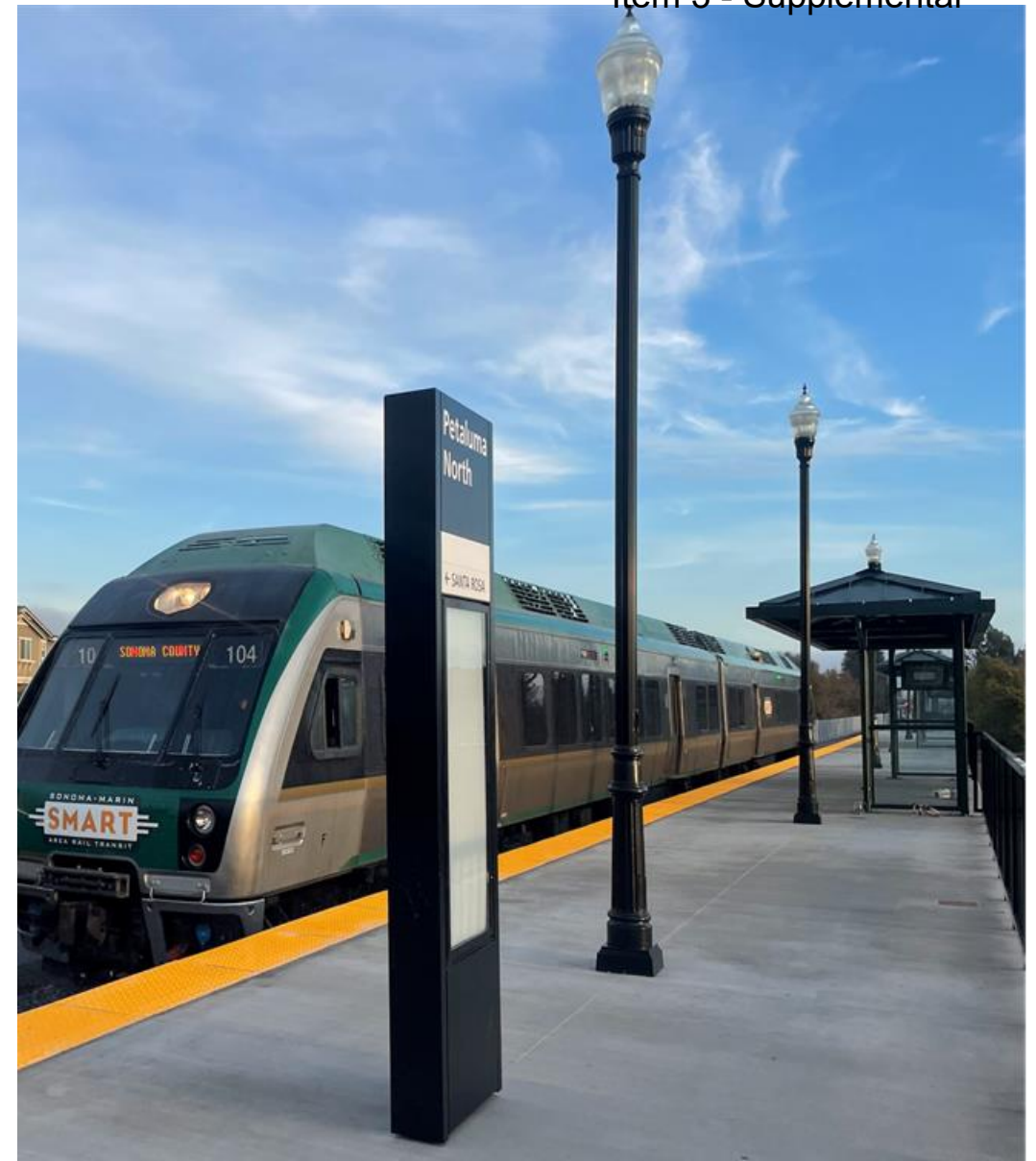


Windsor Extension – Shelter Roof



Petaluma North Station

- Trackwork complete
- Station Platform and shelters constructed
- Parking lot under construction
- Grade Crossing Equipment in place
- Signal Houses installed
- Train testing - Underway



McDowell Pedestrian Crossing – Concrete Work



Petaluma North Station – Parking Lot

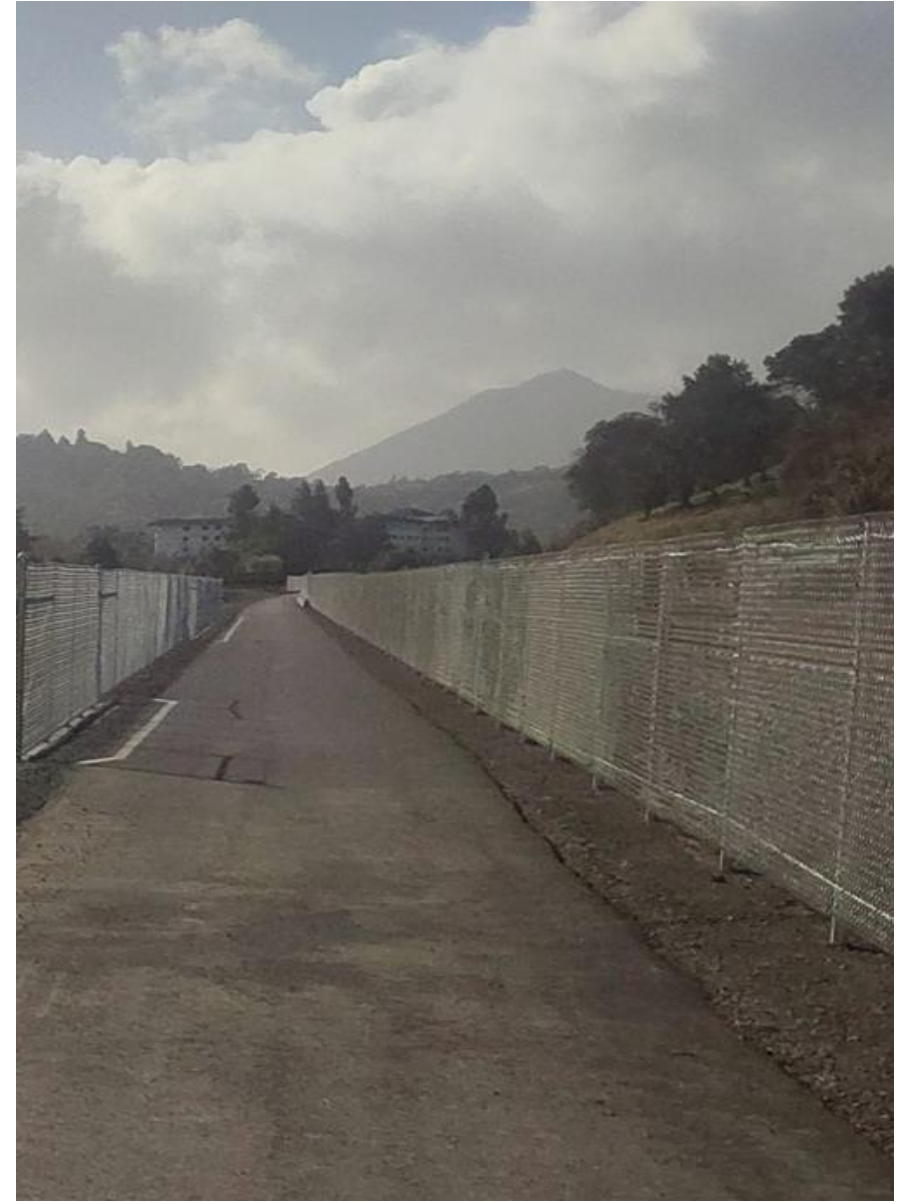


Todd Road Weekend – Parking Lot



McInnis Pathway

- Pathway paved
- Bridge Installed
- Grade crossing equipment in place
- Fencing being installed
- Commissioning grade crossing



McInnis Parkway – Fencing Installation



2024 Annual Report

- **FY24 Ridership**

- 850,270 (all-time record)
 - 33% over FY23 / 19% above FY24 goal
- Ridership equated to 18.4M passenger miles
- 8,014 SMART Connect Riders in 2024
 - On pace for 13,000 in FY25

- **FY25 Goal**

- 950,000
- Set monthly records in Jul, Aug, Sep, and Oct
- Currently on pace to exceed 1M riders in FY25

- **Pathway Usage**

- 763,325 trips in FY 24
- August 2024 new pathway trips record of 94,019



2024 Annual Report

• Service Changes

- Launched SMART Connect Shuttle at Larkspur Ferry (June 2024)
- Increased service to Marin County Fair (served over 6,000 trips)
- Added four weekday trips and four weekend trips
- Improved SMART Connect Airport Shuttle Service (adjusted hours/expanded area)



• Fares

- Continued Field trip program (59 trips/1,761 students/439 chaperones)
- Implemented free fares for senior and youth (April 2024)
 - Increased youth ridership 99% and senior ridership by 144%
- Reduced price of Rail & Sail to \$10 (April 2024)



• Freight

- Delivered 720 carloads to date
 - Already 22% above 2023 (Dec expected to be record month)
- Replaced 200 ties and repaired bridges/flood damage
- Rebuilt two private crossings and refurbished Schellville Depot
- Rebuilt Lagunitas spur and stored 49 Caltrain cars



2024 Annual Report

• Extensions

- Healdsburg amended into Plan Bay Area 2050
- Cloverdale extension expected to be ID'd in State Rail Plan (Dec 2024)
- Continuing efforts to include Cloverdale in Plan Bay Area 2050+

• Bikes

- Carried nearly 115,000 bikes (all-time record)
- Partnered with City of Petaluma to install a bike fix-it station
- Facilitated Bike Share at SMART stations in October 2024

• Customer Experience

- Installed Pathway Wayfinding Signage
- Installed Real Time Platform Signage
- Extended free Parking (4am to Midnight)
- Implemented overnight parking (\$5 per night)
- Enabled rider alerts on Google Maps, Apple Maps, and Transit App



2024 Annual Report

• Projects

- Completed LED Lighting Project
- Completed McDowell Blvd Crossing Reconstruction
- McInnis to Smith Ranch (December 2024)
- Petaluma North Station (January 2025)
- Southpoint Blvd to Main Street (January 2025)
- Golf Course to Bellevue Ave. (January 2025)
- Windsor Extension (Spring 2025)

• Grants (\$110M in in 2024)

- Clean California = \$1M (pathway signage)
- Caltrans Planning Grant = \$400K (Quality of Life Study)
- Safe Streets for All (Federal) = \$7M (Guerneville to Airport)
- TAM RM3 = \$4.7M (Hanna Ranch to Rowland)
- TAM RM3 = \$224K (Civic Center kiss & ride preliminary engineering)
- RM3 = \$2.8M (Windsor rail grade separation)
- TIRCP - \$81M (Healdsburg Extension) – largest single grant in SMART history

• Over \$100M in future grants currently pending



2024 Annual Report

• Employee Recognition

- Started new Employee of the Quarter program
- Received GFOA award for 11th year in a row.
- Ken Hendricks graduated from APTA's Emerging Leaders Program.
- Joanne Parker graduated from WTS Executive Leadership Program
- Ken Hendricks recognized by Mass Transit Magazine as one of the transit industries leading 40 professionals under 40.
- Bryan Crowley appointed as Vice Chair of APTA's IT Subcommittee
- SMART's Engineering Team received the North Bay Business Journal's Excellence in Construction award for the "Best North Bay Community Impact Project." (Petaluma North project)



Highlight of the Month

- California Transportation Commission highlighted the Windsor Extension Project in the annual report to the Legislature

STATE TRANSPORTATION IMPROVEMENT PROGRAM

California has diverse transportation needs across its different regions. Urban areas tend to experience significant congestion and wear and tear on transportation systems, while rural areas face challenges in connecting people and goods to more remote locations. Differences in density, climate, and economic activity mean that one sized solutions do not fit all. Connecting these regions through efficient and sustainable transportation networks is important for the state's economy and the quality of life for all Californians.

The State Transportation Improvement Program (STIP) is a biennial five-year plan adopted by the Commission each even-numbered year, with each new STIP adding two new years to prior programming commitments. The STIP includes a wide variety of regional and interregional capital projects that improve local roads, support active transportation, and help facilitate the movement of people and goods by improving the state highway system, intercity rail, and transit. The 2024 STIP was adopted in March 2024.

The Sonoma-Marín Area Rail Transit (SMART) Windsor Rail Systems Project, located between Santa Rosa's Airport Boulevard and the Town of Windsor in Sonoma County, replaces non-operating, publicly owned railroad tracks with a 3.1-mile passenger rail extension and an adjacent Class 1 active transportation trail. The STIP contributed \$10 million in STIP funds to complete the full SMART Windsor Rail and Pathway Extension project. The project started construction in November 2023 and is anticipated to open for passenger rail service in late Spring 2025.

Program Webpage: <https://catc.ca.gov/programs/state-transportation-improvement-program>



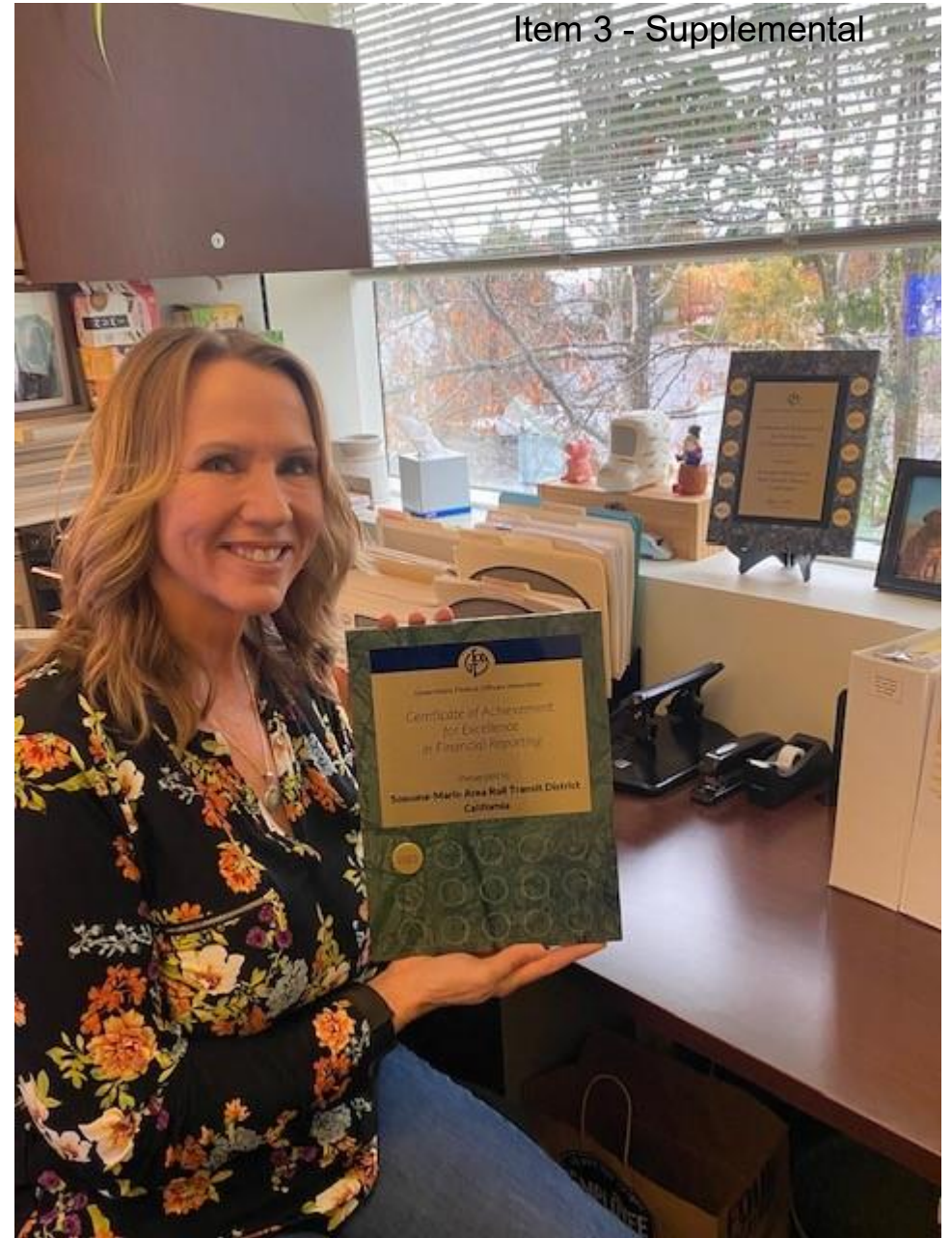
Sonoma-Marín Area Rail Transit (SMART)
Windsor Rail Systems Project



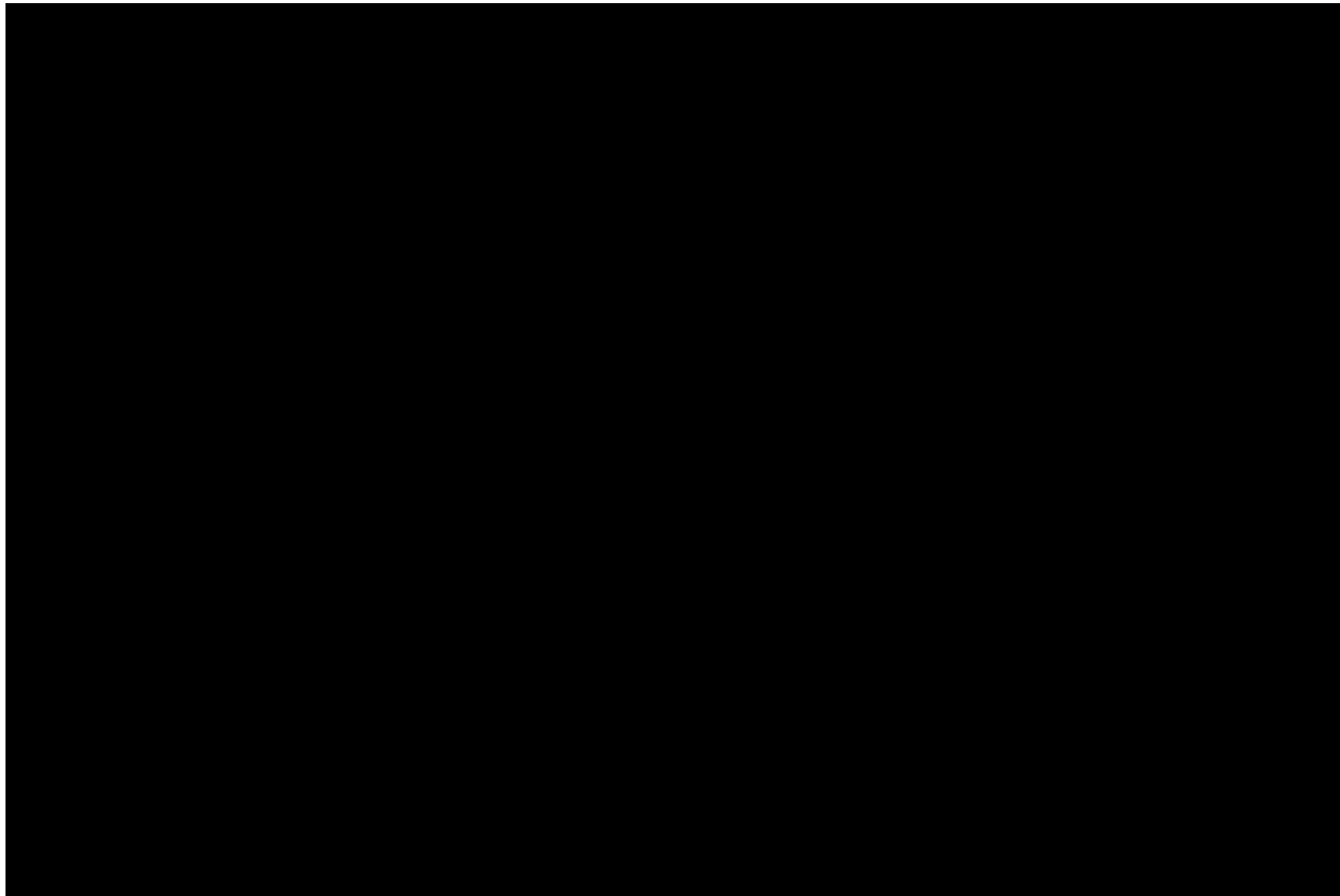
Sonoma-Marín Area Rail Transit (SMART)
Windsor Rail Systems Project

Highlight of the Month

- Kathy Holt – Accounting Manager
- Government Finance Officers Association Certificate of Achievement for Excellence in Financial Reporting
- 11th Year in a row to receive this award



Holiday Express



Questions?



www.sonomamarintrain.org



Customer Service:

CustomerService@sonomamarintrain.org

(707) 794-3330

Agenda Item 4: General Manager's Report



General Manager's Report

- New Team Member
- Ridership Report
- January Service Change
- McInnis Pathway Ribbon Cutting
- Construction Update
- Petaluma North Grand Opening
- Questions



New Team Member

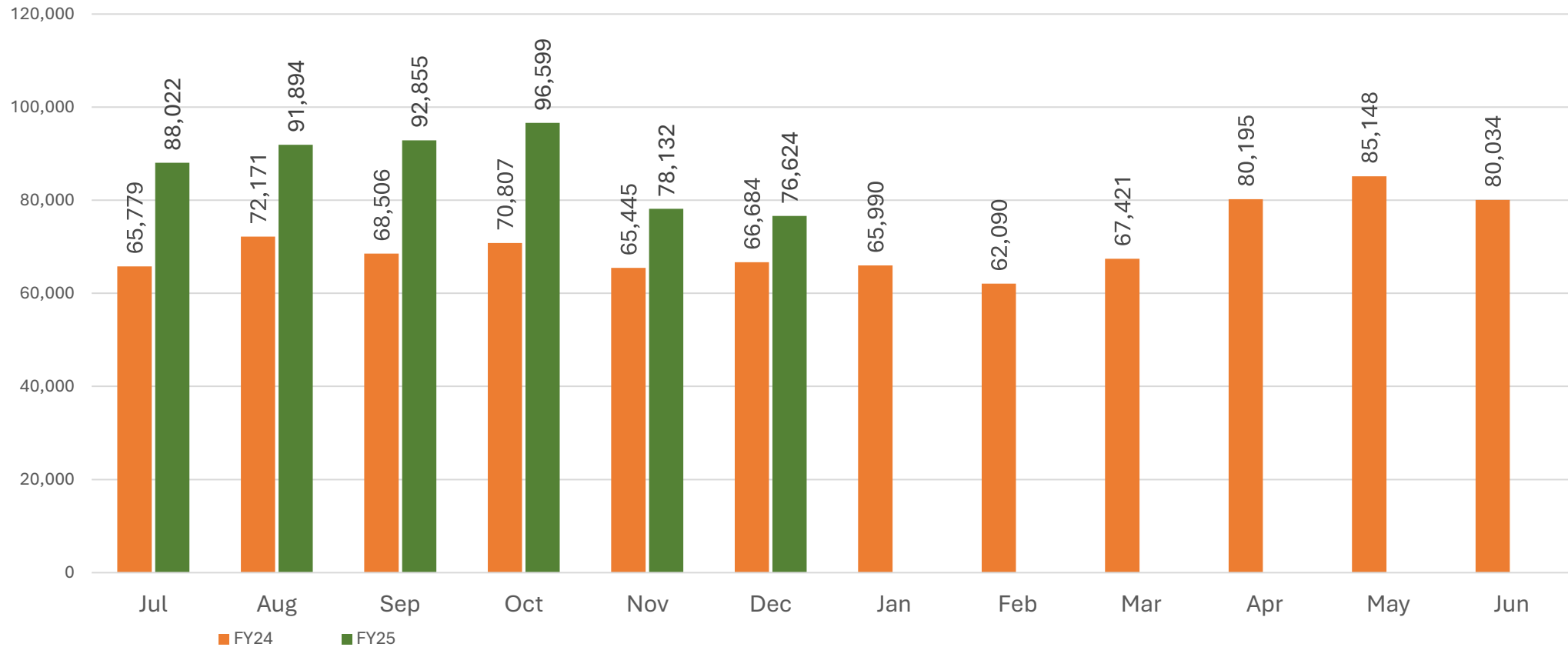
- **Litiana Mills**
 - SMART's new Regulatory Compliance and Civil Rights Manager
 - Reports directly to the General Manager
 - Assigned duties
 - DBE, EEO, Title VI, and ADA Compliance
 - Previous employment
 - State of California for over 10 years
 - Managed civil rights programs, including EEO, Reasonable Accommodation, and Diversity and Inclusion



SMART Ridership (Monthly)

December ridership = 76,624

- 15% higher than Dec 2023



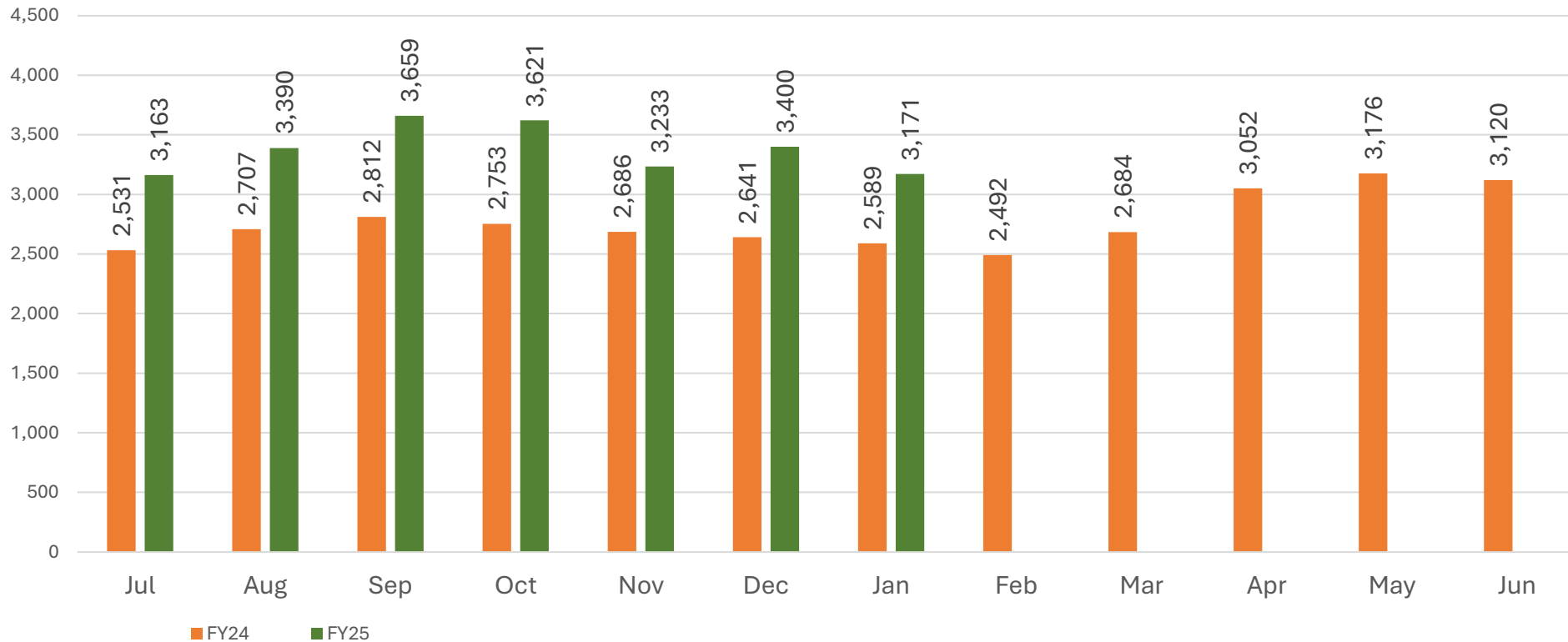
Average Weekday Ridership

December Average Weekday ridership: 3,400

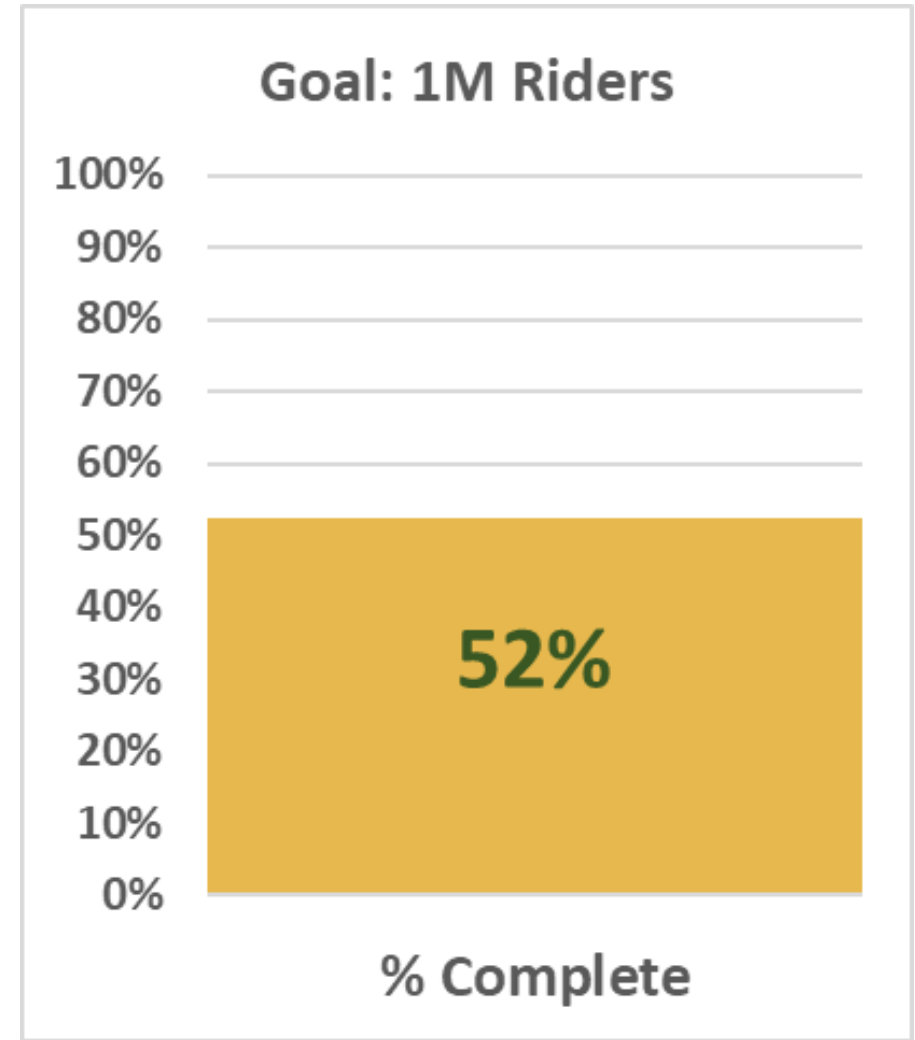
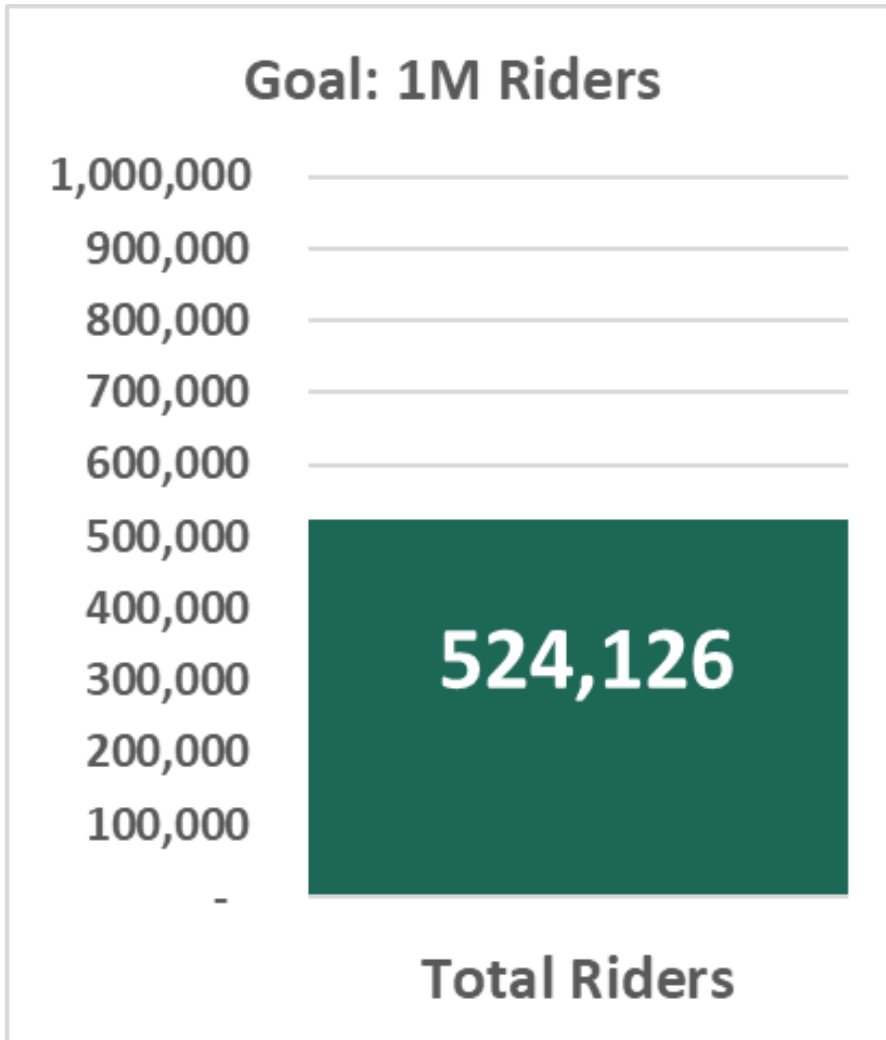
- 29% over Dec 2023

January Average Weekday ridership, to date: 3,171

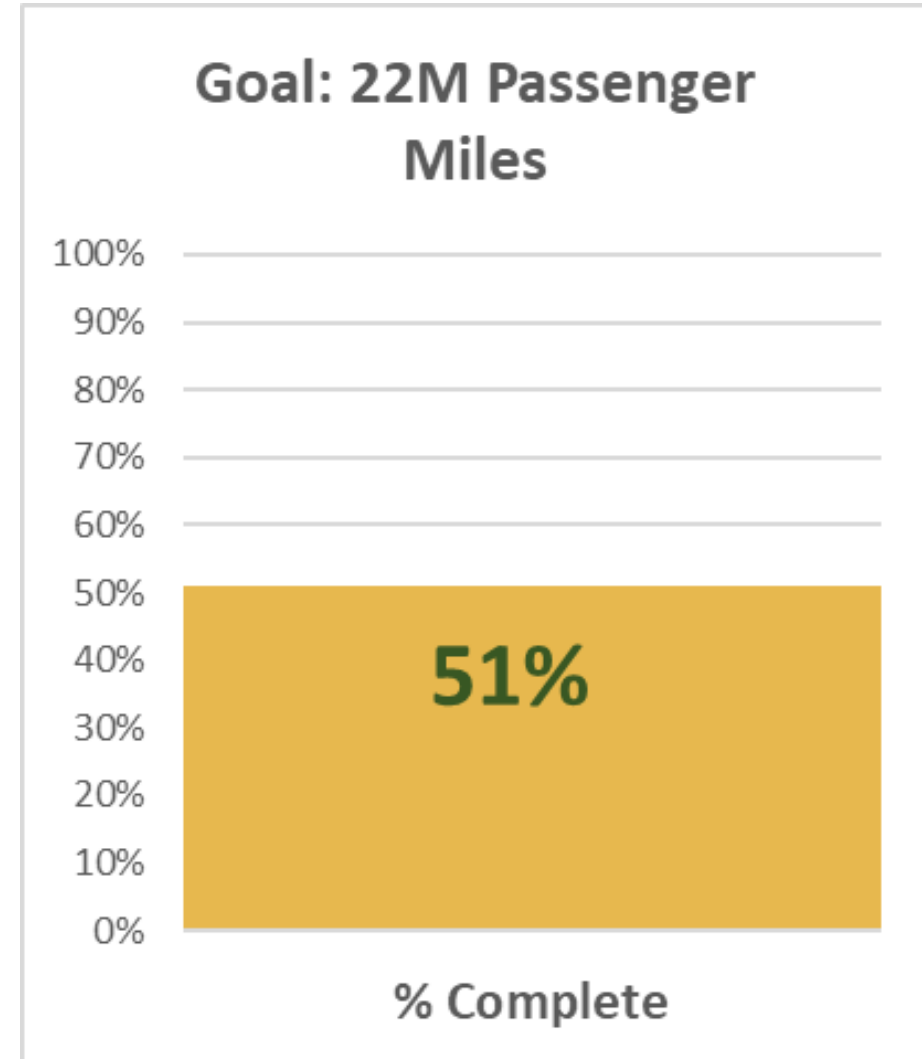
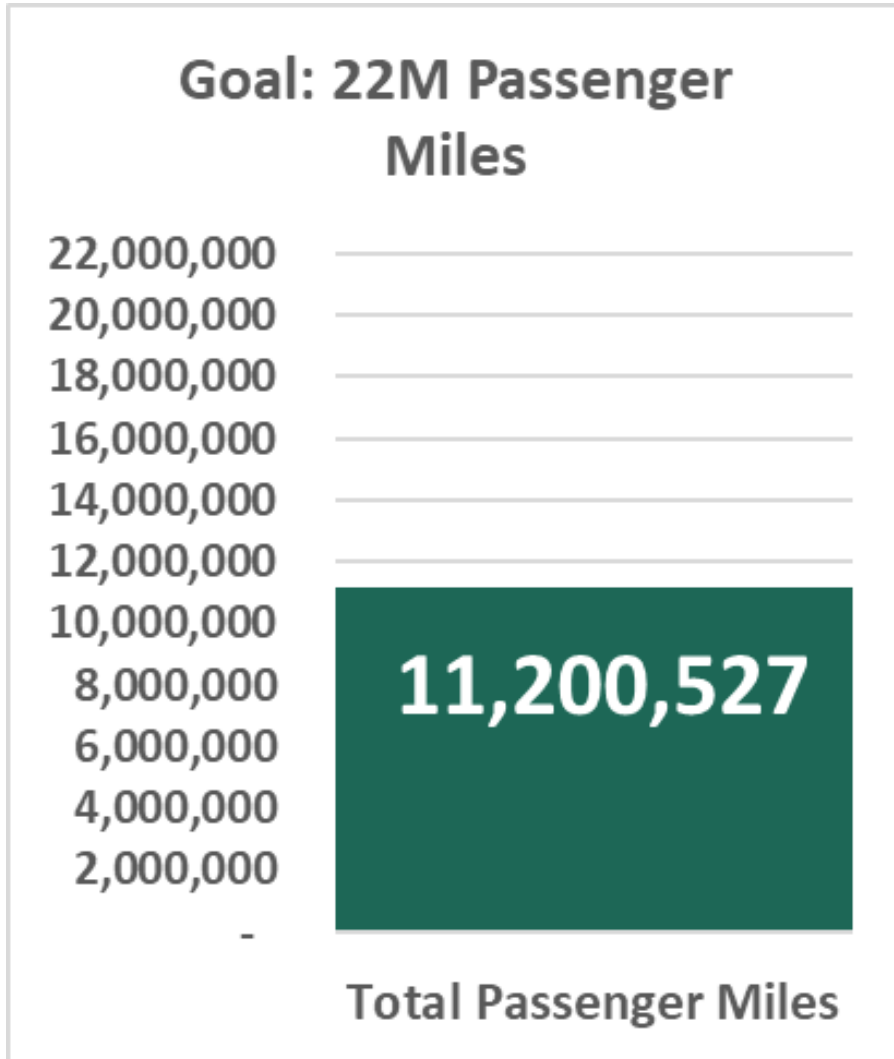
- 22% over Jan 2024



SMART to 1 Million Riders



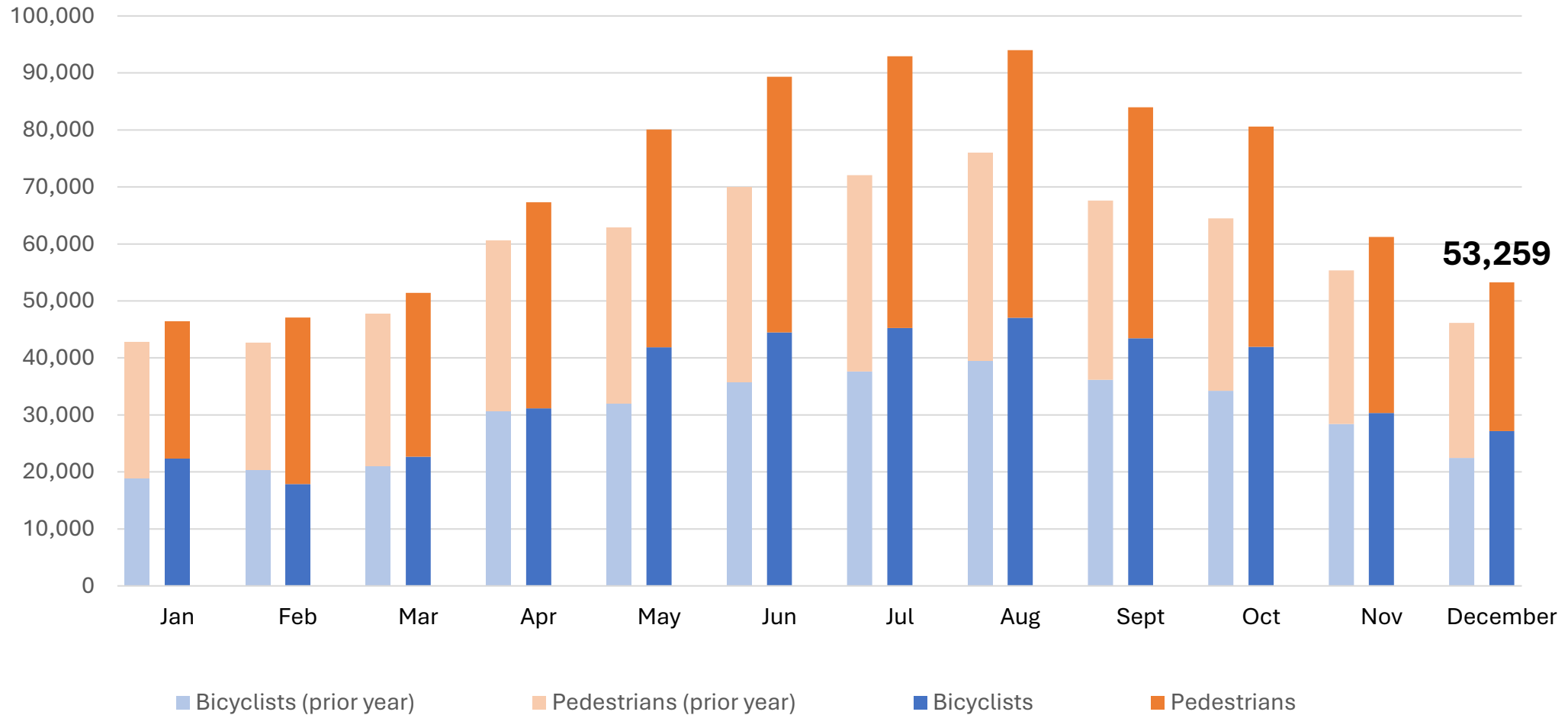
SMART to 22 Million Passenger Miles



SMART Pathway Counts

January 2023-December 2024

15% higher than November 2023



53,259

Service Change – January 13, 2025

- SMART implemented a service change on Monday, Jan 13th, in response to changes in the Golden Gate Ferry Schedule
- **Weekdays** - Ferry trips reduced from 38 to 32 trips; no changes to SMART
 - Petaluma North service added to existing schedule
- **Weekends** – Ferry times changed for most trips; SMART adjusted 11 of our 16 weekend trips by 5-20 minutes to improve connections





GRAND OPENING

SMART PATHWAY AT MCINNIS PARKWAY JANUARY 25, 2025



Windsor Extension – Parking Lot



Windsor Extension – Track Work



Windsor Extension – Grade Crossing Work



Petaluma & Santa Rosa Pathways – Remaining Work

- Complete drainage work
- Complete fencing
- Pathway Striping
- Signage
- Roadway Crossing – including traffic signals
- Estimated Completion: March 2025



Petaluma North Station – Corona Road Paving



Petaluma North Station – Final Construction





Questions?



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