



# SMART

Your train has arrived.

## Sonoma-Marín Area Rail Transit District

### General Manager's Report – March 2020

5401 Old Redwood Highway, Suite 200  
Petaluma, CA 94954  
Tel: (707) 794-3330  
Fax: (707) 794-3037  
[www.SonomaMarinTrain.org](http://www.SonomaMarinTrain.org)



# COMMUNITY OUTREACH AND MARKETING

## Coronavirus (COVID-19) Response

In response to the COVID-19 situation and subsequent shelter in place orders for Sonoma and Marin counties, SMART has taken significant proactive measures to minimize the risk of infection to its staff and its passengers.

### Cleaning of Train and Platform Areas

**In early March our Operations staff began performing a deep cleaning twice daily for each train.**

The cleaning includes:

- Cleaning interior windows, luggage racks, wind screens, tables, seats and seat back trays
- Sweeping, vacuuming and mopping interior floors and door pockets
- Emptying trash bins and recycle bins
- Cleaning and sanitizing restrooms, sinks, mirrors, walls and baby changing stations
- Dumping the sewage waste and filling the service water
- Wiping ticket vending machines with disinfectant wipes
- Cleaning the bench area on all train station platforms

Additionally, hand sanitizer dispensers were purchased and installed on every train. There are two hand sanitizer dispensers on each train car.



### Continuity of Operations Plans

In early March, SMART began to proactively prepare for a sustained response to impacts related to the COVID-19 pandemic. Each department was asked to prepare a Continuity of Operations Plan for a possible scenario where a significant portion of SMART staff is ill.

Department heads developed a list of critical duties and functions and plans to accomplish this work in the event of:

- 25% of our workforce becoming ill and unable to report to work for 2 weeks
- 50% of our workforce becoming ill and unable to report to work for 2 weeks
- the department head becoming ill and unable to report to work for 2 weeks

We also took steps to purchase a 3-month supply of personal protective equipment, including hand sanitizer, gloves, masks and disinfectant wipes.

For train service, the Operations Department developed a list of train runs that would be cancelled if we were to lose 25% or 50% of our staff to illness. If in fact, we do have to activate one of these scenarios, there will be robust public outreach and coordination with SMART's transit partners.

### **Staff Working Both Remotely and On-site**

On March 17, we had non-essential staff follow the shelter in place directive from Marin County and work remotely with a small contingent of staff working from the Petaluma office. This allowed non-essential administrative staff to minimize exposure to COVID-19 and those staff that did report to the office maintain sufficient distance to stay safe. Our Information and Technologies Department prepared a Work from Home Playbook to provide instructions to staff working remotely.

The Operations Manager conducted face-to-face meetings between March 18 and March 20 with Operations employees to review CDC guidelines for control and prevention of COVID-19. This series of meetings accommodated the various shifts of train engineers, conductors, dispatch, mechanics and maintenance-of-way staffs.

### **COVID-19 Related Communications**

SMART has maintained constant communication with its patrons through Nixle, email, media releases, social media and website. Since late February our Communications Team has been participating in weekly regional conference calls for Public Information Officers with the counties of Marin and Sonoma Joint Incident Command Centers.

In response to the decline in ridership resulting from regional shelter in place orders, SMART has made a series of temporary reductions in train service. The Communications Team has been working closely with Operations to ensure the public is kept informed of any schedule changes. Several media releases have been issued as the situation has developed. Information has been posted on SMART's website and shared across all social media platforms. We have also issued several service alerts via Nixle, notifying over 5,800 recipients about service changes.

### **Temporary Changes to Train Service Schedule**

SMART is committed to serving riders who rely on public transit to conduct essential business and access vital resources such as healthcare, pharmacies and grocery stores. SMART continues to provide train service and make schedule adjustments as necessary in order to respond to changes in ridership patterns and demand.

A [printable copy](#) of the reduced service train schedule is online and has been shared on all social media platforms. Our [Train Schedule](#) webpage is updated to reflect which trains have been temporarily cancelled. The following schedule changes are in effect until further notice:

**Temporarily CANCELLED trains:**

ALL weekend service

Southbound 6:38 AM out of the Sonoma County Airport station

Southbound 7:10 AM out of the Sonoma County Airport station

Southbound 9:18 AM out of the Sonoma County Airport station

Southbound 4:29 PM out of the Sonoma County Airport station

Northbound 8:14 AM out of the Larkspur station

Northbound 8:46 AM out of the Larkspur station

Northbound 6:05 PM out of the Larkspur station

**Temporarily ADDED trains:**

To ensure adequate afternoon service, SMART has added a midday train that will depart from the Sonoma County Airport at 1:49 PM.

**Media Releases & e-Newsletters Issued to 10,000 recipients**

March 5 - [SMART is taking proactive measures regarding the coronavirus](#)

March 16 - [SMART is temporarily cancelling weekend service](#)

March 17 - [SMART to cancel selected weekday train trips](#)

March 20 - [SMART makes additional schedule changes amid statewide Shelter in Place Orders](#)

**Safety Presentations and Public Speaking Engagements**

SMART has postponed safety presentations and public speaking engagements for March and April. Large public events in Marin and Sonoma counties continue to be postponed and rescheduled for dates later in the year, including Petaluma’s Butter and Egg Days Parade in April.

**Customer Service Counter and Hours**

One of the central functions for any transit operator is customer service. SMART provides comprehensive customer service through its Communications and Marketing Department and a supporting contract with Golden Gate Transit to provide front-line call center services from 7:00 AM – 6:00 PM, Monday through Friday.

While SMART’s Communication and Marketing staff is working remotely as a result of the novel coronavirus, we along with Golden Gate Transit continue to respond to the full range of customer service inquiries and requests.



## Requests of Fare Refunds and Credits

SMART prides itself in offering the highest level of customer service. Although SMART fares are generally non-refundable, due to shelter in place orders currently limiting travel, SMART will gladly refund and/or credit fares and passes as outlined below:

### Clipper Card

For fares purchased using Clipper, SMART customers should contact the Clipper customer service team directly at (877) 878-8883 to submit a refund request.

### SMART e-Ticket App

Customers who purchased fares through the SMART e-Ticket app may complete a [refund request form](#) and submit it directly to SMART by mail, fax, or email the form to [billing@sonomamarintrain.org](mailto:billing@sonomamarintrain.org).

### 31-Day Passes

Customers who activated a 31-Day Pass and were unable to use it due to the shelter in place orders, may submit a request for credit on their Clipper account. SMART is handling requests for credit on these passes similar to past events such as wildfires and power shutoffs. SMART is offering a one-time credit equivalent to half the value of the 31-day pass. For adults this is a \$100 credit in Clipper cash value. For seniors the value credit would be \$50.

In order to request this credit, customers must first register their Clipper card online at <https://www.clippercard.com/ClipperCard/register.jsf> and then send an email to SMART at [info@sonomamarintrain.org](mailto:info@sonomamarintrain.org) with the following information: full name, contact email and telephone number, Clipper card number, and a reason or description of the request. SMART will respond within 30 days with information on future Clipper credit.

### Eco-Passes –

March 2020 - Eco-Passes that were purchased for the month of March 2020, are unfortunately non-refundable because these passes are purchased with pre-tax dollars as part of employee benefits program.

April 2020 - Employers who purchased Eco-Passes for April 2020, may request to have these passes suspended for use at a later date. Requests to suspend April Eco-Passes must be submitted by Eco-Pass administrators (on behalf of their employees) and received by SMART by Friday, April 3, 2020. SMART staff has been coordinating with Eco-Pass administrators to help pass-holders meet this deadline. The Eco-Passes will remain suspended until the regional shelter in place order is lifted.

For more information about SMART passes and other fare products, customers and employers, may contact SMART customer service by sending an email to [info@sonomamarintrain.org](mailto:info@sonomamarintrain.org) or by telephone at (707)794-3330.



## Media and News Coverage

- March 29, *North Bay public transit agencies set to receive portion of \$1.3 billion in federal stimulus package* (Santa Rosa Press Democrat)
- March 27, *Sonoma County's congressmen say stimulus bill provides vital aid, but more will be needed* (Santa Rosa Press Democrat)
- March 26, *City, SMART reach tentative deal for second train station* (Petaluma Argus Courier)
- March 24, *Cash-drained Marin Transit agencies join call for federal aid* (Marin Independent Journal)
- March 24, *North Bay transit schedules cut under coronavirus isolation order* (Petaluma Argus Courier)
- March 23, *North Bay transit schedules cut under coronavirus isolation order* (Santa Rosa Press Democrat)
- March 23, *SMART is temporarily canceling weekend train service* (The Community Voice)
- March 23, *Coronavirus Live Updates: Surgeon General warns this week 'going to get bad'* (KPIX CBS TV)
- March 20, *Rail Group Staff Report: Global railway industry response to the Covid-19 pandemic* (Railway, Tracks & Structures)
- March 20, *SMART (Train) makes additional schedule changes amid statewide Shelter-in-Place orders* (Sonoma Country Gazette)
- March 20, *California rail agencies respond to shelter-in-place order* (Trains)
- March 19, *Developer airs plans for Petaluma downtown SMART station* (Petaluma Argus Courier)
- March 19, *In your town for March 19, 2020* (Marin Independent Journal)
- March 19, *Coronavirus Update: MTA to draw on emergency funds; Amtrak, rail agencies adjust schedules* (Progressive Railroading)
- March 18: *What's happening with transit in California?* (StreetsBlog CAL)
- March 18: *Transit agency cancels four weekday, all weekend SMART train trips* (Bay City News)
- March 18, *Marin Voice: No signs that SMART train leadership learned lessons* (Marin Independent Journal)
- March 18, *SMART train expands cancelations, 4 weekday trains suspended in coronavirus response* (KPIX CBS TV)
- March 17: *Sonoma County transit agencies reducing service amid coronavirus spread* (Santa Rosa Press Democrat)
- March 17, *Coronavirus stalls push for Bay Area transportation mega-tax* (Marin Independent Journal)
- March 17, *Transit service during Bay Area shelter-in-place* (KNTV NBC TV)



- March 17, *California passenger rail services continue during stay-at-home order* (Progressive Railroading)
- March 17, *Coronavirus Update: Officials cancel weekend SMART train service in wake of shelter-in-place* (KPIX CBS TV)
- March 16: *SMART cancels weekend train service through April 5* (Santa Rosa Press Democrat)
- March 16, *SMART cancels weekend train service due to coronavirus* (Novato Patch)
- March 14, *Dick Spotswood: It's time for SMART to consider reconfiguring its board* (Marin Independent Journal)
- March 11: *Sonoma County grapples with road tax extension following election losses* (Santa Rosa Press Democrat)
- March 11, *Railway, Tracks & Structures announces 2020 top projects winners* (Railway, Tracks & Structures)
- March 10, *Dick Spotswood: To ensure future after election loss SMART managers need to take steps* (Marin Independent Journal)
- March 9, *North Bay transit agencies, Santa Rosa airport respond to coronavirus outbreak* (North Bay Business Journal)
- March 9, *Marin election update: new numbers, same outcomes* (Marin Independent Journal)
- March 9: *Healdsburg approves community event space, farmers market project* (Santa Rosa Press Democrat)
- March 8, *Marin transit agencies working to prevent coronavirus spread* (Marin Independent Journal)
- March 8, *Golis: This week brought to you by doubt and confusion* (Santa Rosa Press Democrat)
- March 7, *Dick Spotswood: Overload of revenue issues on ballot let to dismissals* (Marin Independent Journal)
- March 6, *SMART, Sonoma County bus systems step up cleaning to safeguard against coronavirus* (Santa Rosa Press Democrat)
- March 5, *After sales-tax ballot defeat, Sonoma-Marín rail system studies possible budget cuts* (Novato Patch)
- March 5, *Coronavirus: SMART disinfecting trains, providing sanitizer* (Novato Patch)
- March 5, *Editorial: Why Sonoma voters rejected taxes* (Sonoma Index-Tribune)
- March 5, *Editorial: SMART's challenge: Regain public confidence* (Santa Rosa Press Democrat)
- March 4, *SMART reviews cuts after failure of sales tax renewal* (Santa Rosa Press Democrat)
- March 4, *North Bay voters put brakes on sales tax extension to fund SMART train service* (KPIX CBS TV)
- March 4, *SMART, critics assess aftermath of tax extension failure* (Marin Independent Journal)

- March 4, *Editorial: Marin taxpayers sent message on Election Day* (Marin Independent Journal)
- March 4, *Has the push to expand rail into the Bay Area's fringes reached the end of the line?* (San Francisco Chronicle)
- March 4, *Tuesday's transit trouncing* (StreetsBlog SF)
- March 4, *North Bay voters reject sales tax extension for SMART train system* (KTVU Fox TV)
- March 4, *SMART tax Measure fails* (Marin Independent Journal)
- March 4, *Marin, Sonoma county voters reject SMART sales tax extension* (Santa Rosa Press Democrat)
- March 4, *Marin, Sonoma County voters say no to SMART train tax measure* (San Francisco Chronicle)
- March 4, *Voters in Marin, Sonoma Co. reject SMART tax extension* (SF Gate)
- March 4, *Sonoma-Marín Area Rail sales-tax extension Measure I fails* (North Bay Business Journal)
- March 3, *Voters reject SMART train sales tax extension in Sonoma and Marin* (KQED)
- March 3, *CA: SMART ridership increases 40percent over past year* (Mass Transit Magazine)
- March 2, *CA: SMART pinpoints opening date for Healdsburg with early sales tax renewal, grant funds* (Mass Transit Magazine)
- March 1, *Two Views: SMART is a lifeline for commuters* (Santa Rosa Press Democrat)
- March 1, *Two Views: Make SMART prove itself* (Santa Rosa Press Democrat)
- February 29, *SMART pinpoints opening date for Healdsburg with early sales tax renewal, grant funds* (Santa Rosa Press Democrat)
- February 28, *SMART, COST spare her fiber-optic deal* (Marin IJ)
- February 28, *Marin Voice: To maximize value of SMART, vote yes on Measure I* (Marin IJ)
- February 26, *Green commute Sonoma-Marín Area Rail Transit, yes on Measure I* (Sonoma County Gazette)
- February 26, *Commentary: Measure I, is smart* (Cloverdale Reveille)
- February 26, *Ridership upturn - improving service networks making headway with increasing ridership* (California Transit Association)
- February 26, *Endorsement: Marin/Sonoma need alternatives to traffic, vote 'yes' on Measure I* (StreetsBlog AF)
- February 25, *Petaluma council passes controversial Corona station deal* (Petaluma Argus Courier)



# CAPITAL PROJECTS

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## WINDSOR EXTENSION PROJECT

- Design work is on-going.
- Potholing for utilities conflict and relocation is complete for design.
- Coordination with the Town of Windsor and Sonoma County is on-going.
- Environmental permitting is underway.



Vegetation Clearing along the right-of-way

## MULTI USE PATHWAY PROJECTS

- I. West Robles Avenue to Bellevue Avenue in Santa Rosa
  - SMART has prepared construction documents for the work
- II. Southpoint Street in Petaluma to Main Street in Penngrove
  - SMART issued a Request for Proposal (RFP) for design services in mid-March
  - Design is planned to begin in the Summer 2020
- III. Golf Course Drive in Rohnert Park to West Robles Avenue in Santa Rosa
  - SMART issued a Request for Proposal (RFP) for design services in mid-March
  - Design and permitting is planned to begin in the Summer 2020



West Robles to Bellevue Avenue Pathway - Santa Rosa





## SAN RAFAEL – DOWNTOWN CONGESTION Traffic/Buses/Trains/Cyclists/Pedestrians

### *What is being done to Minimize Delays?*

- I. **Problem:** Traffic congestion in Downtown San Rafael has increased over time as activities and development have expanded in the downtown area. The area around Irwin, Heatherton, 3<sup>rd</sup> and 2<sup>nd</sup> Streets is especially congested as motorists, pedestrians, and bicyclists access the transit center, freeway on and off ramps, and utilize the east-west arterials to cross town. Despite the increase in traffic, there has been no increase in roadway capacity to accommodate the growing demand.



### **Traffic increases:**

- 3rd St: 50% increase between 2000 and 2017 (20,870 trips/day to 30,842trips/day)
- 2nd St: 100% increase between 2007 and 2017 (17,736 trips/day to 35,723 trips/day)
- Transit Center: 9,000 passengers pass through/day; 500 daily bus trips
- US101 is also at or beyond capacity at certain times of the day and frequently backs-up onto City streets.
- The Miracle Mile, connecting Fairfax/San Anselmo to San Rafael is frequently beyond its capacity.

All of this existed before SMART began service to San Rafael in 2017.

## II. **SMART Initial Service:**

SMART and the City have been working on minimizing traffic impacts since 2016 – before SMART began service. Coordination items include:

- The City upgraded the traffic signal system throughout the downtown area to better coordinate and time intersection traffic signals.
- SMART developed a state-of-the-art train control system that “talks” to the traffic signal system, letting it know in advance when the train is approaching.

## III. **SMART Extension to Larkspur – crossing 2<sup>nd</sup> and 3<sup>rd</sup> Streets**

City and SMART staff have been meeting regularly to evaluate what can be done to address challenges at the crossings at 2<sup>nd</sup> and 3<sup>rd</sup> Streets, and improve overall traffic efficiencies.

### a. **SMART Extension to Larkspur – crossings at 2<sup>nd</sup> and 3<sup>rd</sup> Streets**

- i. Vehicles stopping on the tracks, especially on 2nd Street, create a safety hazard for the public and increase delays to traffic. These situations require SMART’s engineers to stop the train prior to the crossing, which can cause the crossing gates to remain down until the vehicle moves so the train can get through the crossing. To prevent cars from stopping on the tracks, the City has taken the following measures:
  1. The City has increased enforcement and has been issuing citations to motorists for stopping their vehicles on the tracks.
  2. The City is pursuing painting a “no stopping” zone on the pavement to enhance awareness of the tracks. This requires state regulatory approval, which the City is pursuing.
  3. The City is adjusting traffic signal timing to provide sufficient green time to allow vehicles to clear the tracks once the crossing system activates.
  4. The City is considering making Francisco Boulevard West a southbound one-way street. This would reduce the amount of traffic entering 2nd Street in close proximity to the railroad tracks.

### b. **Gate down time at 2nd and 3rd Streets**

- i. SMART’s southbound and northbound trains “meet” at the San Rafael station multiple times a day. In some cases, the arrival and departure times of these trains can cause the gates at 2nd and 3rd Streets to remain down for an extended period of time while the trains are passing each other. SMART has been working to minimize the gate down times during train meets to minimize traffic delays.

SMART has been refining the northbound train’s departure time from the Larkspur station to better meet the southbound train as it leaves the station at the San Rafael station. This has been an iterative process that has seen gate down times reduced from as much as over three minutes to an average of a minute and a half.



#### IV. Stakeholder Meetings

- i. SMART – San Rafael meetings have been bi-weekly since January to coordinate the above noted items.
- ii. Major Stakeholder Meeting (March 11, 2020) - Reviewed challenges, discussed work to date and planned improvements as outlined above.

##### ATTENDEES:

- Transportation Authority of Marin: Anne Richman, Bill Whitney
  - Golden Gate Highway Transportation District: Denis Mulligan
  - Marin Transit: Nancy Whelan
  - San Rafael: Jim Schutz, Bill Guerin, Lidia Que-Macedo
  - SMART: Farhad Mansourian, Bill Gamlen, Aaron Parkes
  - Caltrans: Sean Nozzari, Dina El-Tawansy, Julia Stochl
  - Fairfax: Garrett Toy
  - San Anselmo: Dave Donery
- iii. On-going Stakeholder Meetings: Expanded coordination meetings with stakeholders beyond the City of San Rafael and SMART will take place once COVID-19 shelter-in-place orders have been lifted.



## REAL ESTATE

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### PRIVATE CROSSINGS

Staff drafted and sent a license for a private crossing at the request of a property owner on the Brazos Branch that is immediately adjacent to the tracks. Staff has received a response from the owner and is working on responding.

### PROPERTY ACQUISITIONS (IN PROCESS)

Downtown Petaluma Station Property: Staff continues to work with the proposed purchaser of the property on a final Purchase and Sale Agreement. Part of the agreement includes working the Union Pacific Railroad on determining the location of a fiber optics easement which SMART has approved and Union Pacific is currently evaluating. Staff is continuing to work with the proposed buyer by giving them access to property for environmental work.

Windsor Extension Project - Staff is continuing to research property rights that were granted to third parties on or along the new extension. Staff is working to remove any encroachments on SMART property.

Track work – Research continues on property rights for both SMART and property owners regarding the location of track.

Pathway - Coordinating with the adjacent property owners and local municipalities regarding securing any necessary land rights to accommodate the construction of the pathways and interim access and laydown area needs.

### PROPERTY MANAGEMENT

Staff is continuing to address a variety of requests from adjacent property owners, such as, removal of dead trees, vegetation removal, trash, abandoned vehicles.

#### Special Events Completed:

Tamalpa Runner's Club Relay Race- February 2, 2020

#### Special Event Requests:

Santa Rosa Wine Country Century Bike Event- May 2, 2020 - **Cancelled**

Tour De Cure Bike Event for American Diabetes Association - October 18, 2020

Windsor Run & Wine Half Marathon Race – Fit for Equality – May 17, 2020 - **Cancelled**

Tour De Fox Bike Ride- Bike Monkey - August 29, 2020





Right of Entry Permits Issued:

PG&E- Rebuilding of a High-Pressure Regulator- 7215 Conde Lane- Windsor

PG&E- Gas Relocation at 8109 Conde Lane/ Bell Road- Windsor

PG&E- Gas Line Work- 487 Aviation/ 500 Caletti Avenue- Windsor

Staff is continuing working on issuing Right of Entry Permits/License with:

Buckler Family Vineyards LLC – Adobe Road Winery utility connection – Petaluma

Caltrans – Highway 101 Petaluma

City of San Rafael – MUP lighting – San Rafael

County of Marin- Simmons Slough Water Management System

Fredric C. Divine Associates- 826 State Access Road/ 1385 N. Hamilton Pkwy- Novato

PG&E – Gas Line Work – Front Street, Healdsburg

PG&E- New U/G12KV Electric Lines installation- Caulfield Lane/Hopper Street- Petaluma

PG&E- Silveira Pkwy/Smith Ranch Road San Rafael

PG&E- Gas Line maintenance Town of Windsor, multiple locations

Ghilotti Bros/ County of Sonoma- Repavement of River Road- Fulton

Town of Windsor- Construction and Utility work at Windsor River Road Round-a-bout

Comcast- Overpull new cabling at Merrydale Road to McInnis Parkway- San Rafael

Marin County Flood Control – Installation of 3 pumps – Hwy 37

ATT- 8<sup>th</sup> Street Crossing Santa Rosa

West Coast Solar Company – Solar Project – Lagunitas Brewing – Petaluma

Sonic – Numerous Access Permits issued for work on fiber optics lines.

Metro-MCI – request to connect to Sonic fiber line

COMCAST – Staff is still working to finalize outstanding license agreement fees. Fiber Optic installation verifications in 7 locations. Agreements to be revised.

# OPERATIONS

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## MAINTENANCE OF WAY:

- Staff completed fence repairs at 6 locations that had been cut by trespassers.
- Staff installed a new segment of fence in Novato to deter trespassers from crossing the track to walk along Novato Creek.
- Staff completed concrete grinding to eliminate a mis-match at the Airport Station parking lot.
- Staff completed vegetation prevention and remediation projects along all segments of the Multi-use Path from Guerneville Road to Payran Street.
- Two Signal Technicians started employment in March.
- The Signal Maintenance team completed Annual Federal Railroad Administration Inspections at 9 crossings this month. Each inspection takes 4 hours for two employees to complete.
- The Track Maintenance team, working in conjunction with Code Compliance removed 3 homeless camps from Santa Rosa that were in the active right-of-way.

## VEHICLE MAINTENANCE:

- Performed wheel truing on 8 axles which allowed us to have our wheels back in service within 24 hours.
- Performed mid-year maintenance on 4 Diesel Multiple Units.
- Performed 500-hour oil change on 9 Diesel Multiple Units.
- Automatic Train Control maintenance performed on 5 Diesel Multiple Units. maintenance keeps us compliant with Federal Regulatory Association regulations in regards to Positive Train Control.
- Performed annual inspection on 1 Diesel Multiple Units.

TRANSPORTATION:

- Updating E-Path online training for year 2020.
- Certified a new Control Supervisor as a Dispatcher
- Annual Bridge-Tender Training completed on all three Bridge-Tenders
- SMART's Engineers-Conductors finished their third month of the new Revenue Train Schedule.
- Ridership has decreased due to COVID-19 (CoronaVirus)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
17-Feb	18-Feb	19-Feb	20-Feb	21-Feb	22-Feb	23-Feb
2,081	2,961	3,196	3,124	2,959	1,568	1,456
24-Feb	25-Feb	26-Feb	27-Feb	28-Feb	29-Feb	1-Mar
2,901	3,174	3,227	3,256	2,986	1,522	969
COVID-19 Starts						
2-Mar	3-Mar	4-Mar	5-Mar	6-Mar	7-Mar	8-Mar
2,782	2,916	3,091	3,005	2,833	874	733
9-Mar	10-Mar	11-Mar	12-Mar	13-Mar	14-Mar	15-Mar
2,470	2,455	2,498	2,298	1,822	292	293
16-Mar	17-Mar	18-Mar	19-Mar	20-Mar	21-Mar	22-Mar
867	489	353	331	342	Annulled	Annulled
23-Mar	24-Mar	25-Mar	26-Mar	27-Mar	28-Mar	29-Mar
274	239	297	290	315	Annulled	Annulled

## HUMAN RESOURCE

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### CURRENT OPEN RECRUITMENTS:

Assistant Engineer – Rail Systems

### INTERVIEWS:

Administrative Assistant

### HIRES:

SMART has hired 2 Code Compliance Officers; and 2 Signal Technicians.

### MISCELLANEOUS:

On March 11, 2020 SMART's Human Resources Manager attended a Career Fair at Sonoma State University for students seeking internships and other post-graduate career opportunities.

# GRANTS, LEGISLATION, PLANNING AND REGIONAL ACTIVITIES

## REGIONAL AND LOCAL PLANNING ACTIVITIES

*Faster Bay Area Technical Advisory Group:* The FASTER Bay Area Steering Committee, comprised of staff from the Bay Area Council, the Silicon Valley Manufacturing Group, and SPUR, intended to “make the Bay Area’s transportation system seamless, faster, reliable and predictable.” According to the FASTER Steering Committee, these investments are intended “help provide more affordable transportation options, reduce climate pollution and improve access to jobs and economic opportunity for low- and middle-income residents.”

Due to the COVID-19 Pandemic, the FASTER Bay Area Steering Committee have informed those participating in the technical committee that efforts to advance legislation to put a FASTER proposal on the November 2020 ballot have been put on hold.

*Local Planning Department Notification and Coordination Tracking:* SMART Planning Staff also tracks and reviews all notices sent by local jurisdictions for projects occurring adjacent to or nearby the railroad tracks. In 2019 staff received and reviewed **171** different notices, with 37 different notices to date in 2020.

## SYSTEM ACCESS PLANNING ACTIVITIES

*Clipper START Program:* In 2015, Metropolitan Transportation Commission (MTC) launched a study to determine if a transit fare program based on household income would be feasible and effective. SMART has been participating in the MTC-hosted Clipper START Program, with monthly meetings and a recent launch of a Clipper-based means-based fare pilot program on selected regional transit operators, which include BART, SFMTA, Caltrain, Golden Gate Bus and Ferry. At the February 5, 2020 meeting, your Board unanimously approved Resolution Number 2020-05 which authorized SMART’s formal request to participate in the regional Clipper START Low Income Fare Program. Staff participated in the most recent technical advisory meeting, which was held on February 11, 2020. MTC has not recommended funding from the Low Carbon Transit Operating Program (LCTOP) funds to pay for the necessary software and hardware programming to allow SMART to participate in the Clipper START Program. No formal response has been received from MTC regarding the SMART Board request to become a participating agency in the Clipper START Program.

*MTC Regional Mapping and Pedestrian Wayfinding Program:* The Metropolitan Transportation Commission (MTC) launched the Regional Mapping and Wayfinding Program in 2017 and had begun a second phase of the program, including implementation of wayfinding improvements around the Downtown Petaluma SMART Station and the Copeland Street Transit Mall. Due to COVID-19 Pandemic, advancement of this work has been cancelled by MTC until further notice.

### *Transit Coordination Meetings:*

- March 4, 2020 - Staff attended the Metropolitan Transportation Commission (MTC) monthly Transit Finance Working Group meeting.
- March 11, 2020 – Sonoma County Transportation Authority’s Transit Technical Advisory Committee meeting.
- COVID-19 Transit Coordination Phone Calls – Staff is calling into biweekly phone meetings with Sonoma County Transit, Santa Rosa City Bus, Petaluma Transit, and Golden Gate Transit to discuss how transit services are being affected by COVID-19.

### GRANT ACTIVITIES

*Affordable Housing Sustainable Communities:* The State of California has created the Affordable Housing Sustainable Communities (AHSC) Program with the fifth cycle of programming underway for \$550 million available statewide. SMART submitted as a joint applicant with MidPen Housing and the City of Santa Rosa for the Roseland Village Project, to construct 75 affordable housing units and a series of transportation investments. If successful, SMART and the City of Santa Rosa would receive resources to complete the SMART Pathway from Joe Rodota Trail across 3<sup>rd</sup> Street, connecting to the Downtown Santa Rosa Station. SMART would also receive necessary funding towards the completion of the Windsor extension project. The State will conduct technical reviews in April and announce awards June 25, 2020.

*Transit and Intercity Rail Capital Program:* The State of California issued a Call for Projects in October 2019 for applications for the California State Transportation Agency (CalSTA) Transit and Intercity Rail Capital Program (TIRCP). This 2020 TIRCP grant cycle will program projects starting with the 2020-21 fiscal year and ending with the 2024-25 fiscal year and will add \$450-500 million of new money into the program from Senate Bill 1 and Greenhouse Gas Reduction Funds. SMART submitted a request for \$20.9 million of TIRCP funds for the Russian River Bridge Rehabilitation and Healdsburg Station project. Applications were due January 16, 2020, and awards will be announced April 2020.

*California Natural Resources Agency – Recreational Trails and Greenways:* On October 16, 2019, SMART submitted a grant application for \$2.3 million to fund construction of the SMART Pathway – McInnis Park Connector Project (McInnis to Smith Ranch Road). The full project cost estimate is \$2.9 million. The project will continue a Class 1 pathway and shared use facility from the end of the McInnis Parkway/San Francisco Bay Trail Pathway across Las Gallinas Creek, along the San Rafael Airport emergency access road, across an existing bridge, per regulatory agency request, over Las Gallinas Creek to Smith Ranch Road and the entrance to McInnis Park. The project closes a significant gap in the SMART Pathway and San Francisco Bay Trail as well as providing critical non-motorized access to nature and recreational opportunities from the Marin Civic Center area, including SMART rail services and Golden Gate and Marin Transit bus services.

On March 19, SMART was informed that SMART Pathway – McInnis to Smith Ranch project has not been selected for funding from this round of the California Natural Resources Agency – Recreational Trails and Greenways funding program.



**Metropolitan Transportation Commission  
Transportation Emergency Operations Center**  
375 Beale Street, San Francisco, CA 94105

MTC EOC Regional Summary Coordinator	
<b>Date</b>	1-April-20
<b>EOC Status</b>	Update: MTC is planning on standing down the activated Virtual EOC
<b>EOC Objectives</b>	MTC collects daily Transportation Situation Status Reports, develops the Regional Summary (this report), and transmits it to the transportation agencies, Operational Areas and Regional Emergency Operations Center.

Report Highlights – April 1, 2020
<ul style="list-style-type: none"> <li>▪ Agencies continue to reduce service schedules, running weekend schedules on weekdays and/or suspending service on certain routes.</li> <li>▪ Agencies are generally supplying masks, gloves, and hand sanitizer to employees on request, subject to availability from agency or county inventories.</li> <li>▪ FTA confirmed that the prohibition for “restricted” manufacturers (i.e. BYD) is limited to rolling stock, so masks can be purchased from BYD. It was noted that state/local funds are eligible to purchase BYD’s masks. Federal funds may NOT be used, but can be directed toward payroll, administrative costs, etc.</li> <li>▪ CALACT: has the opportunity to buy bulk masks from BYD and sell them (at cost to our members). If we get enough agencies interested by Thursday afternoon we will order a bulk purchase and express mail them to your agency. See the CALACT section below for more information.</li> </ul>
Agency Updates
Metropolitan Transportation Commission
<ul style="list-style-type: none"> <li>▪ Sharing templates for informational signage is encouraged. BART’s and WETA’s “Social Distancing” signs are in this Box folder (<a href="#">link</a>)</li> <li>▪ MTC has updated the online transit disruption map (<a href="#">link</a>). We worked with Sonoma County OA to integrate the information into their EOC dashboard.</li> <li>▪ 511 has updated the COVID-19 alert page to a new format showing “upcoming service changes”, “current service changes”, and “fares &amp; boarding information.” (<a href="#">link</a>)</li> </ul>
AC Transit
<ul style="list-style-type: none"> <li>▪ Implemented a modified schedule, consisting of Sunday service all week.</li> </ul>

### Altamont Corridor Express

Ridership from this morning's trains was only 200; yesterday totals were 430 - approximately 93% down from usual. On Monday, 4/6/2020, we will be decreasing services from our current three round-trip trains, to only two. The trains operating as of Monday will be the ACE 01, ACE 03 going westbound and ACE 04, ACE 08 going eastbound.

### Bay Area Rapid Transit (BART)

- Service ends at 9:00 PM
- There is a link and phone number on BART's website that provides alternative routes for travelers.
- Adding signs in all public areas, will be posted by tomorrow.
- BART is providing frontline employees with masks. Have been successful in obtaining masks from Contra Costa and Alameda Counties. Delivery of commercial orders of masks may take up to eight weeks.
- County stockpiles of equipment are limited. On the ordering link you have to specify your burn rate and the staff roles for which they will be used.

### CALACT

- We have been hearing from transit agencies that they are having trouble getting supplies. CALACT has the opportunity to buy bulk masks from BYD and sell them (at cost to our members). *If we get enough agencies interested by Thursday afternoon we will order a bulk purchase and express mail them to your agency.*
- BYD has begun manufacturing these products in one of their facilities overseas. KN95 vs. N95? [See CDC guidelines here.](#)
- KN95 mask are \$3.50 each plus tax & shipping. Single-use Surgical masks are \$0.70 each plus tax and shipping
- We have been quoted 2 - 2.5 weeks to get the masks depending on shipping. We plan to expedite shipping to get them as quickly as possible.
- Please complete the form (in the google doc) if you are interested in purchasing some N95 masks: ([link](#))
- CALACT recommends doing a bit of research on which masks may best fit your needs. Is a 95 mask realistically going to be used over and over again? Or will a Single-use be more appropriate. Furthermore, as of today, CDC is NOT recommending wearing the mask; however, there is growing news that those guidelines are being re-considered and the demand for masks will go up.
- Finally, KN95 is not FDA approved as of today. We are being told it's being worked on. While the CDC (as the link above indicates) says it is acceptable, the FDA technically says no. With that said, the single-use surgical mask is FDA approved.

<b>Caltrain</b>
<ul style="list-style-type: none"> <li>Virtual EOC is activated.</li> </ul>
<b>Caltrans</b>
<p>District 4: The Caltrans District 4 Emergency Operation Center (EOC) is deactivated at 05:00 PM on 04/01/2020.</p> <p><u>California Department of Transportation (Caltrans), Division of Rail and Mass Transportation (DRMT):</u>  We are requesting all FTA subrecipients that receive FTA funding through the DRMT to report impacts to or modifications of service to your respective DRMT liaisons. We appreciate all information provided to date and ask for your continued reporting as appropriate. Such information/notification allows the DRMT to act as a single focal point in collecting and coordinating all related data, to expedite one comprehensive report to the FTA detailing anticipated changes in service, thereby allowing the FTA the opportunity, if necessary, to request for additional information or details.</p> <ul style="list-style-type: none"> <li>Please note the additional guidance related to FTA funded programs listed below:</li> <li>FTA grantees may utilize <a href="#">Urbanized Area Formula Grants (Section 5307)</a> and <a href="#">Formula Grants for Rural Areas (Section 5311)</a> funds to take protective measures to protect health and safety, such as cleaning of rolling stock, which is considered preventive maintenance (a capital expense) and is eligible for an 80 percent federal match.</li> <li>Personal protective equipment (PPE) and other measures are eligible as either a maintenance or operating expense, whichever is appropriate.</li> <li>With President Trump’s signing of a Major Disaster Declaration for COVID-19 in California Grant, additional guidance regarding COVID-19 expenses will be forthcoming from FTA.</li> <li>The FTA 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program:</li> <li>For 5310 projects, the FTA has provided guidance regarding payments to employees if service is not operating: <ul style="list-style-type: none"> <li>For staff that are in a “pay” status, reimbursement is allowable.</li> <li>If the time and attendance (T&amp;A) system has staff in a status that does not generate a paycheck, then it is inappropriate to charge time against FTA grants.</li> </ul> </li> <li>The current Bi-Annual Reporting is still scheduled to end on March 31, 2020, with a 30-day grace period to submit your report. Please contact your 5310 liaison should an extension be needed.</li> <li>The 2019 Call for Projects—Small Urban and Rural list was approved by the California Transportation Commission (CTC) at the March 25, 2020, CTC meeting.</li> <li>Updates and information will be provided concerning future Successful Applicant workshops.</li> <li>Public Transportation Agency Safety Plans (PTASP) are still due by the federally mandated deadline of July 20, 2020, to be certified. Staff of both the DRMT and the PTASP—Technical Assistance Center will review all PTASPs submitted by April 30, 2020.</li> </ul>
<b>Capitol Corridor</b>
<ul style="list-style-type: none"> <li>Weekday ridership is down 95%.</li> </ul>

<b>CCCTA County Connection</b>
<ul style="list-style-type: none"> <li>Masks are currently not required, but are available to operators if they wish to use them.</li> </ul>
<b>CHP Golden Gate Division</b>
<ul style="list-style-type: none"> <li>Fully staffed and operational.</li> </ul>
<b>Fairfield and Suisun Transit (FAST)</b>
<ul style="list-style-type: none"> <li>Drivers have gloves and hand sanitizer as well as single-use masks on request.</li> <li>Placing an order for face masks through CALACT, expected delivery is in two weeks.</li> <li>Offices are closed to the general public.</li> </ul>
<b>Golden Gate Bridge, Highway &amp; Transportation District</b>
<ul style="list-style-type: none"> <li>Regional paratransit services are almost at a standstill due to lack of demand. Most of the paratransit drivers are in the vulnerable age group, and are not working.</li> <li>Golden Gate Transit Bus 64 weekday trips cancelled, 5 Saturday trips and 4 Sunday trips This includes 10 weekday commute trips eliminated each weekday from Sonoma County to SF on Routes 72X/74/76 Trip reductions are also in effect on hourly weekday Route 101 trips from Sonoma Co. to SF leaving some gaps with service being every 2 hours.</li> <li>Golden Gate Ferry Ferry Service has been further reduced Effective March 30, 2020 as well. Larkspur service is operating with one vessel going back and forth each weekday at intervals ranging between every 75, 90 and 200 minutes. There is no weekend service being operated. Tiburon and Sausalito ferry service has been combined into one route with 2 weekday a.m. trips and 2</li> <li>Staff Shortage</li> <li>With bridge traffic down 70%, bus ridership down 90% and ferry ridership down 99%, revenues are reduced on all three systems</li> </ul>
<b>LAVTA</b>
<ul style="list-style-type: none"> <li>Ridership is holding at 90% down.</li> <li>On Monday, April 6th, service will switch to a weekend schedule, and service will end at 11PM.</li> <li>Hand sanitizer and gloves are available to staff. Masks are not available, but purchasing masks is still an option. We are curious about the CALACT offer.</li> </ul>
<b>Marin Transit</b>
<ul style="list-style-type: none"> <li>Ridership is down about 80% across the board.</li> </ul>

<b>Napa Vine (NVTA)</b>
<ul style="list-style-type: none"> <li>▪ No new service changes to report. Ridership information unavailable.</li> </ul>
<b>Petaluma Transit</b>
<ul style="list-style-type: none"> <li>▪ No new service changes to report. Ridership information unavailable.</li> </ul>
<b>SamTrans</b>
<ul style="list-style-type: none"> <li>▪ No changes from Monday.</li> <li>▪ Paratransit ridership is down 75%, on par with fixed-route ridership.</li> </ul>
<b>San Joaquins</b>
<ul style="list-style-type: none"> <li>▪ Carried 415 riders Monday and 350 riders Tuesday.</li> <li>▪ Not accepting cash payment.</li> </ul>
<b>Santa Rosa City Bus</b>
<ul style="list-style-type: none"> <li>▪ Curious about sourcing of BYD masks through CALACT.</li> <li>▪ Ridership is down about 80% across the board.</li> <li>▪ Local police officer has died from COVID-19.</li> <li>▪ Instructing drivers how to keep buses and their work areas sanitized.</li> </ul>
<b>San Francisco International Airport (SFO)</b>
<ul style="list-style-type: none"> <li>▪ Not requiring drivers to wear masks, but will provide them with masks upon request.</li> </ul>
<b>SFMTA</b>
<ul style="list-style-type: none"> <li>▪ PPE and sanitizing equipment are available to frontline staff.</li> <li>▪ SFMTA Service Plan for 4/1/2020 until further notice: <ul style="list-style-type: none"> <li>· Weekday non-school</li> <li>· No special event shuttles including the 79X, 78X and LRV AM and PM Shuttles</li> <li>· Routes cancelled: <ul style="list-style-type: none"> <li>● 1AX-California A Express</li> <li>● 1BX-California B Express</li> <li>● <b>*5 Fulton</b></li> <li>● 7X-Noriega Express</li> <li>● <b>*9 San Bruno</b></li> <li>● 14X-Mission Express</li> <li>● <b>28R –19<sup>th</sup> Ave Rapid</b></li> <li>● 30X-Marina Express</li> <li>● 31AX-Balboa A Express</li> <li>● 31BX-Balboa B Express</li> <li>● 38AX-Geary A Express</li> <li>● 38BX-Geary B Express</li> <li>● <b>38R-Geary Rapid</b></li> <li>● 41-Union</li> </ul> </li> </ul> </li> </ul>

- 76X-Marin Headlands Express
- 81X-Caltrain Express
- 82X-Levi Plaza Express
- 83X-Mid-Market Express
- 88 BART Shuttle
- NX-Express
- E-Embarcadero

· Routes motorized:

- 59 Mason no more than 3 Coaches for the entire day
- 60 Hyde no more than 3 Coaches for the entire day
- 61 California no more than 2 Coaches for the entire day
- F Market - line will be motorized and the route will be realigned to serve the waterfront only, between Beach & Jones and Don Chee Way. The construction shuttle providing service between Beach & Jones and Pier 39 will be canceled
- **J, KT, L, M, N - All rail lines will be motorized. See J-Bus, KT Bus, L-Bus, M-Bus, N-Bus route pages for routing and stops**

· **\*5R Fulton Rapid will serve all local stops between Cabrillo/La Playa and Transit Center for all local service hours and use 5 local head signs (new)**

· **\*9R San Bruno Rapid will serve all local stops between Sunnydale Ave/McLaren School and Main and Mission for all local service hours and use all local head signs. (new)**

· 38 Geary will be extended to 48<sup>th</sup> Ave after serving VA Hospital outbound

- **[\*] Please note than in an effort to simplify public communications, the 5/5R and 9/9R changes are being communicated to the public as the 5R and 9R being temporarily discontinued and the 5 and 9 local lines being served with larger vehicles.**

- Paratransit:

- Paratransit demand continues to remain relatively steady over the past several days; scheduled demand for 3/31/2020 is 18% of the pre-emergency average. Actual trips performed yesterday were 17% of the normal demand for van service and 25% for paratransit taxi.

- Paratransit deployed five vehicles and 10 drivers on Monday to assist EMS in transporting PUI from medical facilities to a sheltering site.

### SMART

- Total ridership on Tuesday was 230 passengers.
- Running a reduced schedule.
- Sanitizing the trains frequently.



**Solano Transportation Authority**

- Staff are working remotely.
- Solano Transportation Authority
- SolanoExpress-Running Saturday service levels on the Yellow and Red Line, with modified service on the Blue Line and GreenExpress. As of 3/25/20 fare collection has been suspended.
- Solano Mobility Call Center-Working off-site, but operational. Providing essential riders travel information, since some local transit routes have been reduced, or eliminated, loading Taxi Cards, but are unable to process RTC cards at this time.
- Rio Vista Delta Breeze- Ridership is down 80%, normal service is being maintained and fares are being collected.
- Dixon Read Ride: Ridership has decreased roughly 75%, however normal service is being run and fare collection is being enforced. Dixon-Read Ride is limiting two passengers per vehicle as they only run cutaways.

**SolTrans**

- Operating Saturday schedule every day except Sunday on all routes;
- Ridership is down 75+%;
- Fares are not being collected, to limit driver exposure;
- Passengers are boarding through rear doors (unless unable to do so or they need to board using the ramp)
- All buses and shared staff spaces are being disinfected daily; non-shared workstations are disinfected at least weekly
- Handheld radios, vehicle keys, etc. are being disinfected at check-out and check-in
- All staff who can are working from home
- "Fogging" is scheduled to start Friday at the end of service; after all buses and facilities are fogged:
  - A portion of the fleet will be placed out of service as "clean" spares in case of exposure
  - Buses in use will be fogged 2-3 times per week
  - All offices not in use (due to staff working from home) will be sealed
  - Dispatch, driver rooms, and staff restrooms will be fogged 2-3 times per week
  - N95 masks and hand sanitizer are being issued to drivers and on-site staff
  - Movement between different staff and driver areas is being discouraged/restricted to the extent feasible (i.e. no visiting)

**Sonoma County Transit**

- No new service changes to report. Ridership information unavailable.

<b>TJPA</b>
<ul style="list-style-type: none"> <li>▪ Reduced staffing for budget reasons.</li> <li>▪ Maintaining enhanced cleaning.</li> <li>▪ Rooftop park is still open, but the playground is closed per City orders.</li> </ul>
<b>Tri-Delta (ECCTA)</b>
<ul style="list-style-type: none"> <li>▪ Fixed Route ridership down 57%</li> <li>▪ Paratransit ridership down 81%</li> <li>▪ All other service changes continue to remain in place</li> <li>▪ Rear-door boarding</li> <li>▪ Fare free</li> <li>▪ Continuing to operate regular service</li> <li>▪ No school trips</li> </ul>
<b>Union City Transit</b>
<ul style="list-style-type: none"> <li>▪ Seeking additional face masks. Currently operators are not required to wear masks, but agency will provide masks to those who ask.</li> <li>▪ Administrative staff are expected to work remotely starting next week.</li> </ul>
<b>USCG Sector San Francisco</b>
<ul style="list-style-type: none"> <li>▪ Fully staffed and operational</li> </ul>
<b>Vacaville City Coach</b>
<ul style="list-style-type: none"> <li>▪ No new service changes to report. Ridership information unavailable.</li> </ul>
<b>Vine</b>
<ul style="list-style-type: none"> <li>▪ No new service changes to report. Ridership information unavailable.</li> </ul>
<b>VTA</b>
<ul style="list-style-type: none"> <li>▪ We are working on able to share our signage resources.</li> </ul>
<b>WestCAT</b>
<ul style="list-style-type: none"> <li>▪ No new service changes to report. Ridership information unavailable.</li> </ul>
<b>WETA San Francisco Bay Ferry/Water Emergency Transportation Authority</b>
<ul style="list-style-type: none"> <li>▪ Ridership is still down 98%.</li> <li>▪ Putting up health notices and protocol signs up around facilities.</li> <li>▪ Are not requiring the crews to wear masks, but they are available if needed.</li> <li>▪ Crew is wearing gloves at all times.</li> </ul>



**COVID-19 Regional  
Transit Service Disruptions**  
March 31st, 2020

**— Suspended Service**

Service on these routes has been temporarily suspended.

**— Reduced Service**

Service or capacity on these routes have been temporarily reduced.

**Scale:**

Miles



Kilometers



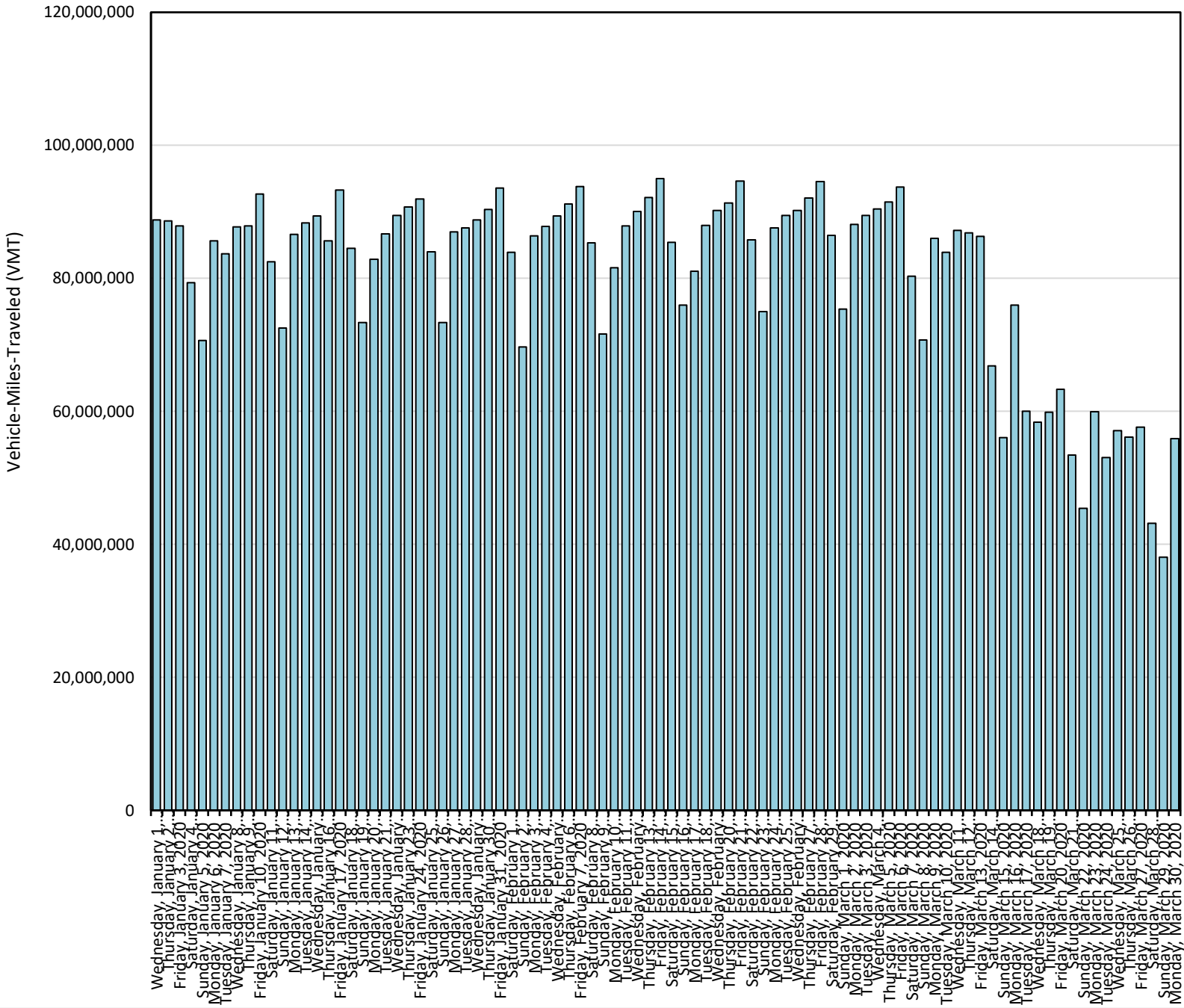
Source: TomTom North America, January 2016; MTC 511 GFS

Map Author: JC, March 31st, 2020

File Location: <https://mtcdrive.box.com/s/SullWk273rko9u2sxa5qm4prqqa1d6zt>

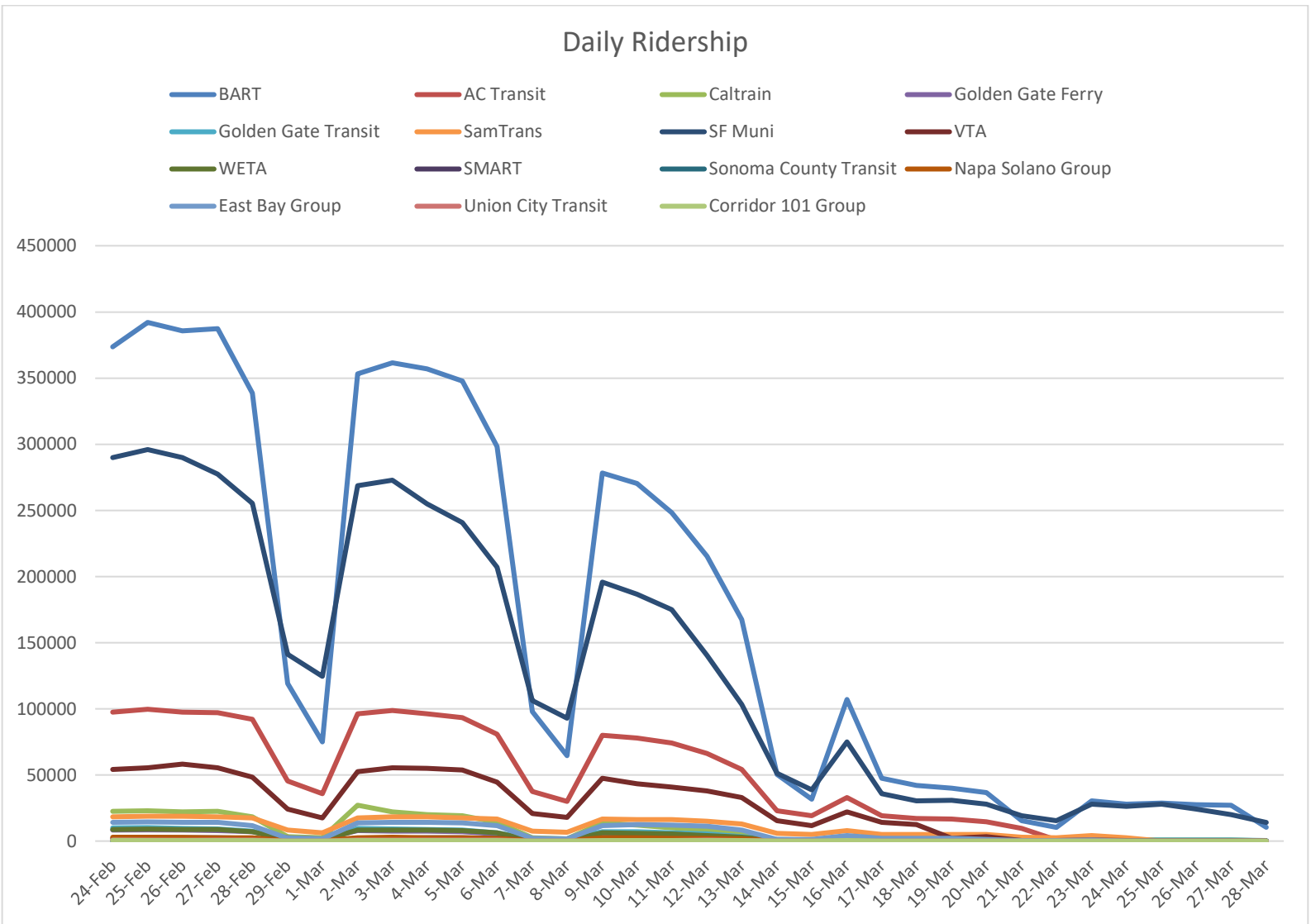
### Caltrans District 4 Vehicle-Miles-Traveled (VMT)

Below is a graph of the vehicle-miles-traveled (VMT) within the Caltrans District 4 region (nine-county Bay Area) between 1/1/2020 to 3/30/2020. The graph shows a noticeable decline in VMT during the ongoing shelter-in-place order. (Source: [PeMS](#))



### Clipper Boarding TLR005 Report

During the current Covid-19 emergency, MTC’s Clipper team each day will run what is known as a TLR005 Report, which provides a snapshot of Clipper-paid boarding for the various operators **THREE DAYS EARLIER**. The three-day delay is used to give Muni and other bus operators a window for uploading data from the onboard equipment to the Clipper system. Thus, the most recent data included in today’s run is from March 28th. These are Clipper-paid boarding only, and not passengers that paid by other means. Please note that many transit agencies have suspended fare collection.



**Year-Over-Year (YOY) Bridge Traffic Data**

Please note that the below charts are comparing year-over-year data.

<b>Monday</b>	<b>4/1/19</b>	<b>3/30/20</b>	<b>% change</b>
Antioch	8,240	5,269	-36.1%
Benicia-Martinez	57,109	29,317	-48.7%
Carquinez	59,553	36,011	-39.5%
Dumbarton	37,193	13,277	-64.3%
Richmond-San Rafael	38,830	19,735	-49.2%
San Francisco-Oakland	128,756	69,089	-46.3%
San Mateo-Hayward	55,655	24,579	-55.8%
Total	385,336	197,277	-48.8%

<b>Tuesday</b>	<b>4/2/19</b>	<b>3/31/20</b>	<b>% change</b>
Antioch	8,126	5,261	-35.3%
Benicia-Martinez	57,482	30,041	-47.7%
Carquinez	59,801	36,536	-38.9%
Dumbarton	38,844	13,309	-65.7%
Richmond-San Rafael	39,441	19,808	-49.8%
San Francisco-Oakland	129,615	69,762	-46.2%
San Mateo-Hayward	56,446	24,866	-55.9%
Total	389,755	199,583	-48.8%