SMART BOARD OF DIRECTORS PERFORMANCE MEASURES – PART 1
Introduction and Overview

April 7, 2021

SUMMARY OF 2021 UPDATES

- So far this year, we have:
- Updated mid-year budget
- Reviewed 2020 Activities and Challenges and 2021 Goals for all departments
  - Legal
  - Finance
  - Human Resources
  - Procurement
  - Information Technology
  - Real Estate
  - Operations
  - Train Control Systems
  - Safety and Security
  - Capital Projects
  - Grants, Planning and Legislation
  - Community Outreach

SONOMA-MARIN SMART AREA RAIL TRANSIT

WHAT HAVE WE LEARNED?

- Transit modes are not all the same—different modes of transportation present different levels of complexity.
- SMART is one of 31 Commuter Rail agencies in the U.S. (one of 5 in CA) subject to oversight and regulations of Federal Railroad Administration.
- We are among the few commuter rail agencies that owns its own right-of-way, tracks, and infrastructure (tunnels, bridges, signals, maintenance facilities); managing these assets drives many of our staffing requirements.
- Building, maintaining, and operating the multi-use pathway is a unique part of the vision for SMART's success.
- We conducted numerous Listening Sessions and one of the themes was that participants asked SMART to provide data and information in more user-friendly formats.

WE STILL HAVE SOME QUESTIONS

- Are we doing a good job? A great job? A poor job?
- How do we decide where to spend and where to cut?
- Which long-term investments should we prioritize?
- What information will best support decision-making?
- How should we evaluate our progress over time?

⇨ Today, we are starting a process to select and develop a set of quantifiable metrics that can help us assess our performance in a transparent way in order to:

- Allow staff to quickly and effectively make operational adjustments
- Help policy makers understand the areas where we excel and the areas we need to improve
- Help customers and stakeholders understand more about SMART

SMART ALREADY COLLECTS AND REPORTS A LOT OF DATA

- FRA
  - Notification of Grade Crossing Warning Device failures
  - Event reports for some types of accidents & incidents
  - Monthly/annual injury reports
  - Annual report on rail service failures
- Internal Operations
  - Swiftly On Time Performance
  - Delay logs
  - On-board ridership counts
  - Clipper & Mobile App reports
- Financial Reporting
  - Fiscal Year Budget Documents
  - Monthly Finance Reports
  - Comprehensive Annual Financial Report
  - Bond disclosure documents
- Website / Publications
  - General Manager's Monthly Update
  - Annual Report
  - Monthly Ridership Reports
- FTA
  - National Transit Database

United States Department of Transportation

Federal Transit Administration

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The National Transit Database (NTD)

After data reporting was required by Congress in 1974, the FTA's National Transit Database (NTD) was set up to be the repository of data about the financial, operating and asset conditions of American transit systems. The NTD records the financial, operating, and asset condition of transit systems helping to keep track of the industry and provide public information and statistics. The NTD is designed to support local, state and regional planning efforts and help

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NTD Transit Agency Profiles

The table below contains links to view transit agency profiles by report year for all agencies filing an Annual NTD Report. Profiles contain general agency information, financial, and modal data, as well as performance and trend indicators. You can locate an agency by navigating through the table, filtering by column header, state drop down or by searching the agency's name, city, or five-digit NTD ID number. National and reporter-type specific profiles are available on the Summary Profiles Page.

Region - Any -

Search Sonoma-Marin

Apply

Title	Region	City	State
Sonoma-Marin Area Rail Transit District	Region 9	Petaluma	California

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Sonoma-Marin Area Rail Transit District

Region:
Region 9

Transit Agency Profiles:

Year	File
2019	90299.pdf
2018	90299.pdf
2017	90299.pdf
2016	90299.pdf

Contact Us

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8:00am-7:00pm ET, M-F

SONOMA-MARIN SMART AREA RAIL TRANSIT

SMART NTD AGENCY PROFILE: FY2018-19

http://www.sonomamarintrain.org
5401 Old Redwood Highway
Suite 200
Petaluma, CA 94954

Sonoma-Marin Area Rail Transit District
2019 Annual Agency Profile

Programming and Grants Manager: Ms. Joanne Parker
707-794-3062

General Information

Urbanized Area Statistics - 2010 Census

Santa Rosa, CA
98 **Square Miles**
308,231 **Population**
123 **Pop. Rank out of 498 UZAs**

Other UZAs Served

13 San Francisco-Oakland, CA, 0 California Non-UZA, 428 Petaluma, CA

Service Area Statistics

2,596 **Square Miles**
763,651 **Population**

Service Consumption

18,371,183 **Annual Passenger Miles (PMT)**
716,847 **Annual Unlinked Trips (UPT)**
2,420 **Average Weekday Unlinked Trips**
1,043 **Average Saturday Unlinked Trips**
877 **Average Sunday Unlinked Trips**

Service Supplied

923,002 **Annual Vehicle Revenue Miles (VRM)**
32,890 **Annual Vehicle Revenue Hours (VRH)**
11 **Vehicles Operated in Maximum Service (VOMS)**
14 **Vehicles Available for Maximum Service (VAMS)**

Database Information

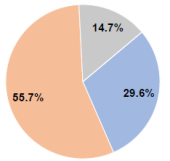
NTDID: 90299
Reporter Type: Full Reporter

Financial Information

Sources of Operating Funds Expended

Fares and Directly Generated	$10,065,590	29.6%
Local Funds	$18,958,445	55.7%
State Funds	$5,000,758	14.7%
Federal Assistance	$0	0.0%
Total Operating Funds Expended	$34,024,793	100.0%

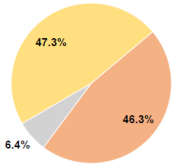
Operating Funding Sources



Sources of Capital Funds Expended

Fares and Directly Generated	$0	0.0%
Local Funds	$20,841,363	46.3%
State Funds	$2,883,978	6.4%
Federal Assistance	$21,270,383	47.3%
Total Capital Funds Expended	$44,995,724	100.0%

Capital Funding Sources



Summary of Operating Expenses (OE)

Labor	$17,779,961	64.7%
Materials and Supplies	$3,660,576	13.3%
Purchased Transportation	$0	0.0%
Other Operating Expenses	$6,049,653	22.0%
Total Operating Expenses	$27,490,190	100.0%
Reconciling OE Cash Expenditures	$6,534,603	
Purchased Transportation (Reported Separately)	$0	

Modal Characteristics

Modal Overview

Mode	Vehicles Operated in Maximum Service: Directly Operated	Vehicles Operated in Maximum Service: Purchased Transportation	Uses of Capital Funds: Revenue Vehicles	Uses of Capital Funds: Systems and Guideways	Uses of Capital Funds: Facilities and Stations	Uses of Capital Funds: Other	Uses of Capital Funds: Total
Commuter Rail	11	-	$5,690,630	$31,000,342	$7,278,518	$1,026,234	$44,995,724
Total	11	-	$5,690,630	$31,000,342	$7,278,518	$1,026,234	$44,995,724

Operation Characteristics

Mode	Operating Expenses	Fare Revenues	Uses of Capital Funds	Annual Passenger Miles	Annual Unlinked Trips	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Fixed Guideway Directional Route Miles	Vehicles Available for Maximum Service	Vehicles Operated in Maximum Service	Percent Spare Vehicles	Average Fleet Age in Years[a]
Commuter Rail	$27,490,190	$4,094,540	$44,995,724	18,371,183	716,847	923,002	32,890	85.8	14	11	21.4%	6.0
Total	$27,490,190	$4,094,540	$44,995,724	18,371,183	716,847	923,002	32,890	85.8	14	11	21.4%	

Performance Measures

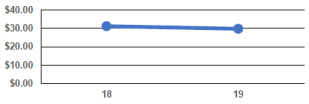
Service Efficiency

Mode	Operating Expenses per Vehicle Revenue Mile	Operating Expenses per Vehicle Revenue Hour
Commuter Rail	$29.78	$835.82
Total	$29.78	$835.82

Service Effectiveness

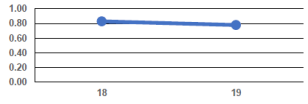
Mode	Operating Expenses per Passenger Mile	Operating Expenses per Unlinked Passenger Trip	Unlinked Trips per Vehicle Revenue Mile	Unlinked Trips per Vehicle Revenue Hour
Commuter Rail	$1.50	$38.35	0.8	21.8
Total	$1.50	$38.35	0.8	21.8

Operating Expense per Vehicle Revenue Mile: Commuter Rail



Operating Expense per Passenger Mile: Commuter Rail

Unlinked Passenger Trip per Vehicle Revenue Mile: Commuter Rail



MOVING FROM reporting DATA TO Measuring Performance

- We would prefer to have all of the data instantly at our fingertips, and a system that helps interpret what the numbers mean, but…
- Performance measurement requires resources
  - Each metric we develop will require data collection, computation, monitoring, calibrating, trouble shooting, publishing, etc.
- Too many metrics can be overwhelming
  - Need to select a focused set of measures that align with our mission & objective

⇨ SMART offers multiple transportation options that move people and connect communities, and our metrics should tell us whether we are doing this reliably, efficiently, safely, and cost-effectively.

Next Meeting We Will:

- Present SMART data and metrics from National Transit Database
- Review other potential metrics to consider beyond NTD
- Provide examples of reporting and visualization tools used by other transit agencies
- Discuss required steps for implementation

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