

General Manager's Report

April 20, 2022



General Manager's Report

Updates

- Mask Mandate
- Listening Session
- Ridership
- San Rafael Crossing

Questions

Mask Mandate

TSA Message (April 18, 2022)

- Due to today's court ruling, the Center for Disease Control and Prevention's (CDC) January 29, 2021 Order requiring masks on public transportation conveyances and at public transportation hubs is no longer in effect. Effective immediately, TSA will not enforce its mask-related security directives. TSA also is withdrawing SD 1582/84-21-01E that was issued on April 15, 2022 and scheduled to take effect on April 19, 2022. The CDC continues to recommend that people wear masks in indoor public transportation settings. TSA's withdrawal of its directive does not preclude a transportation operator from imposing its own face mask requirement

CAL OSHA still requires masks for employees on Public Transportation.

SMART Action – Masks recommended for passengers and required for employees.

Listening Sessions

Completed

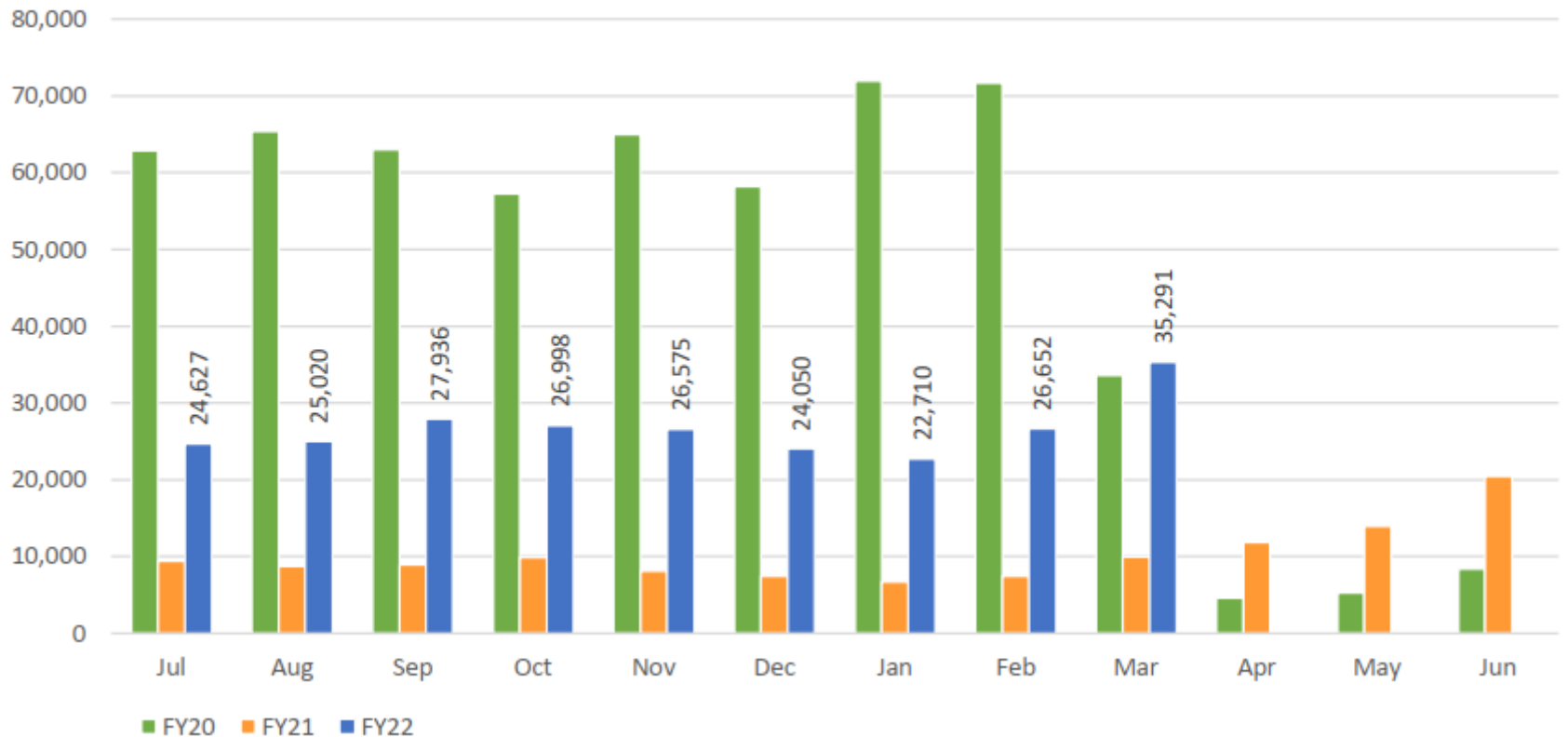
- Ridership (April 6th)
 - 45 participants (excluding SMART Staff)
 - 461 survey responses
- Pathways (April 13th)
 - 60 participants (excluding SMART Staff)
 - 167 survey responses

Upcoming

- Extensions (April 20th)
 - 165 surveys
- Freight (April 27th)
 - 50 survey responses

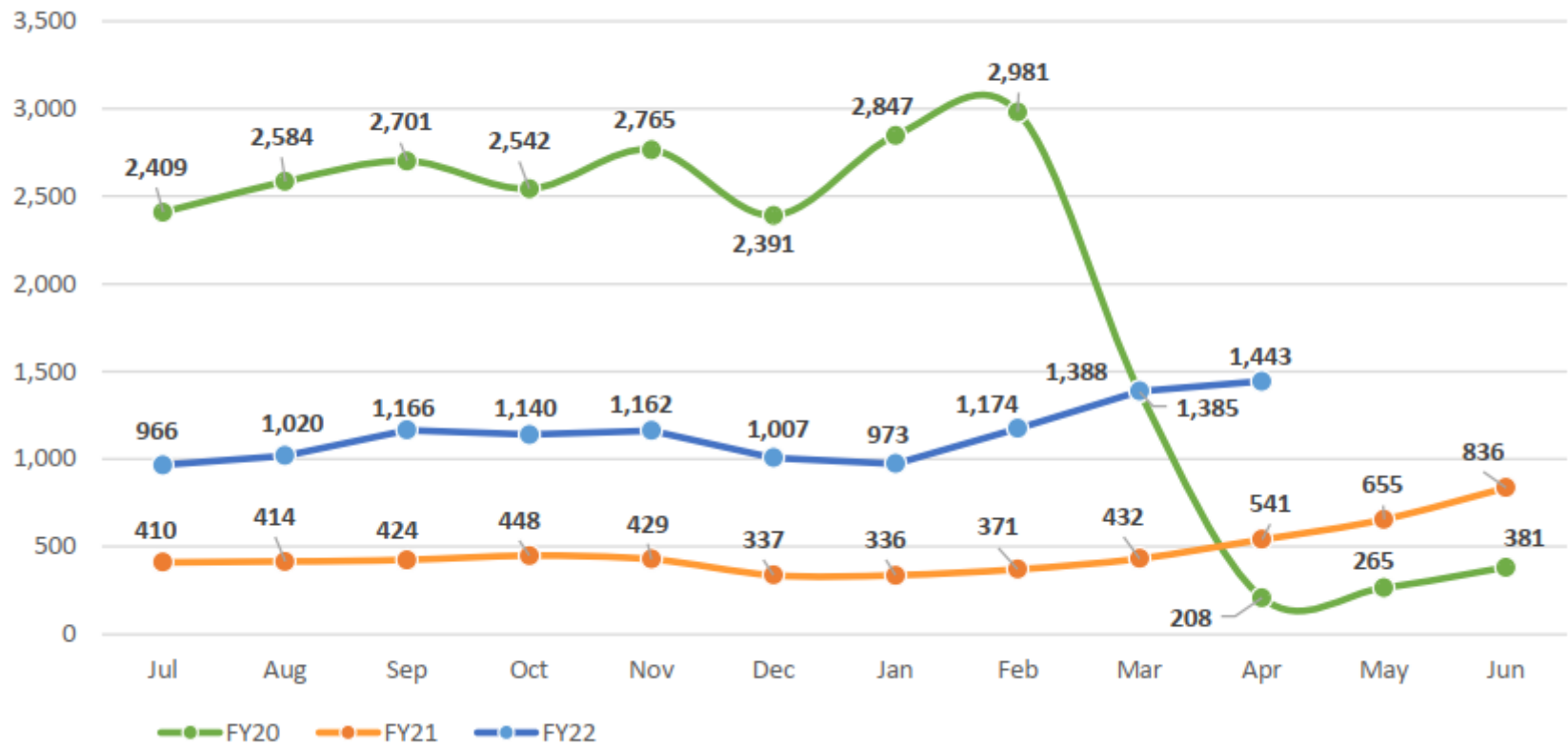
Ridership Update

SMART FY20 - FY22 Monthly Ridership

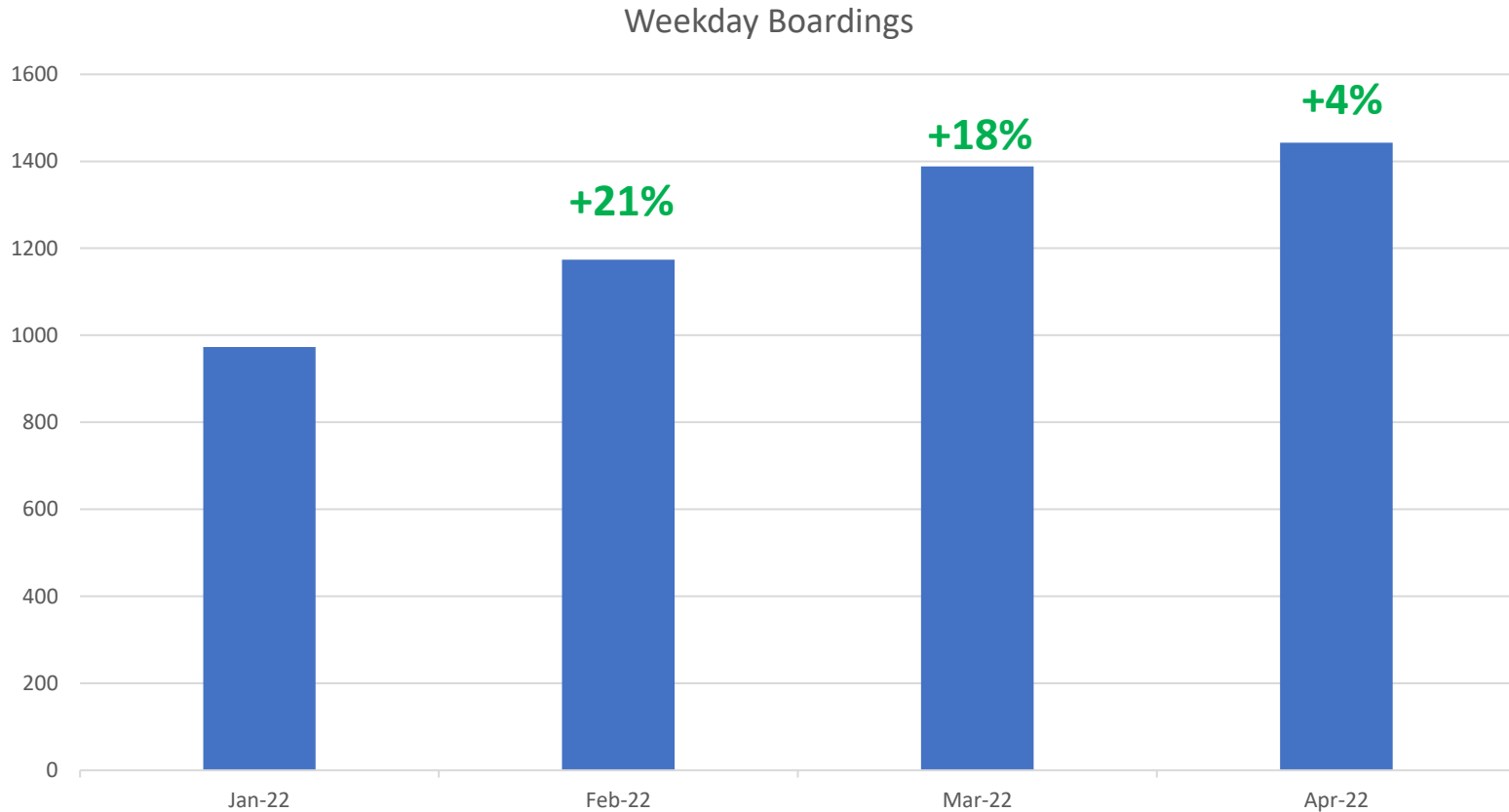


Ridership Update

SMART FY20 - FY22 Average Weekday Ridership



Ridership Update



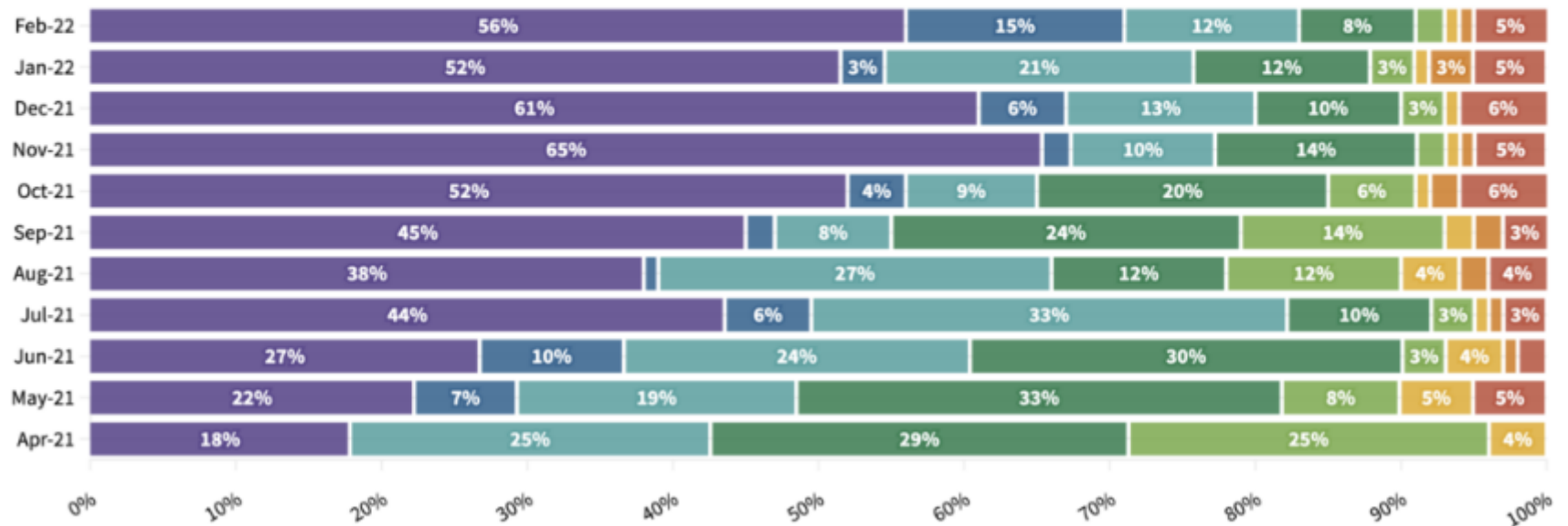
MTD April vs. January – Ridership up 48%!



Ridership Update

What is your best guess at when you will start bringing non-essential employees back to the workplace?

■ We have already begun bringing non-essential employees back
 ■ Within a month
 ■ 1-2 months
 ■ 3-4 months
 ■ 5-6 months
 ■ 7-11 months
 ■ At least one year
 ■ We do not plan on bringing non-essential employees back to the workplace

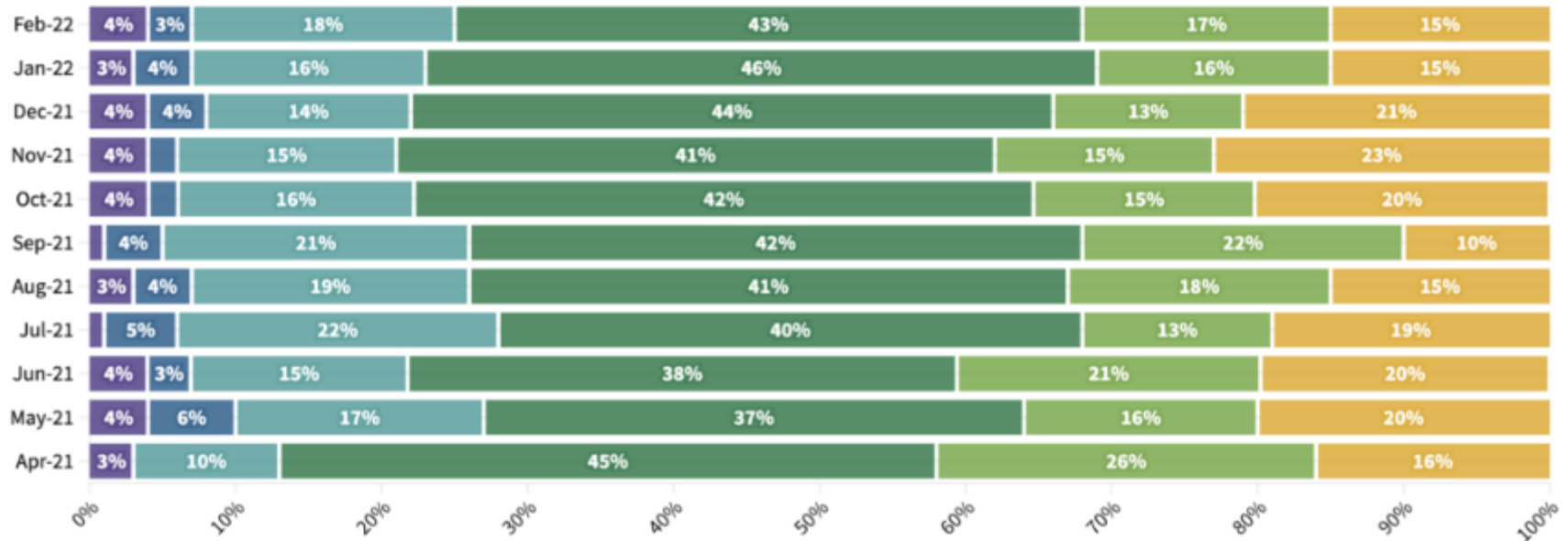


- 56% of employers report already bringing back non-essential workers
- 70% of employers predict “new normal” operations by summer

Ridership Update

Once the pandemic is behind us, how many days per week do you expect your typical employee will come to the workplace?

0 days 1 day 2 days 3 days 4 days 5 or more days

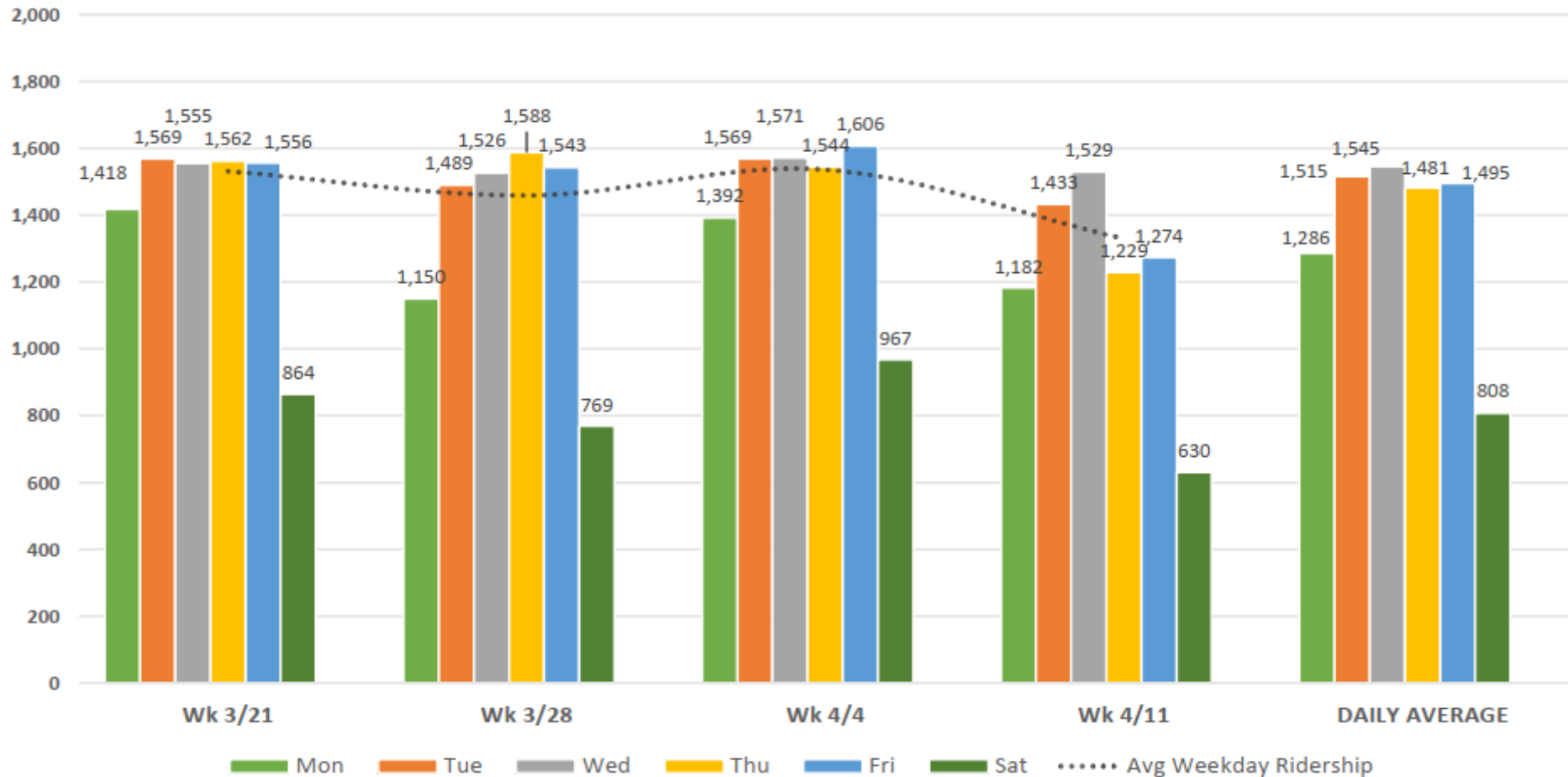


- 43% of employers anticipate workers coming to the office 3-days per week
- Employers reporting 62-63% of workforce will work Tuesday-Thursday schedule
- Percentage of workers expected to work in-office on Mondays has dipped below 50%
- Fridays have remained the least popular in-office workdays at 40%
- Only 42% of employees are expected to work traditional 9 to 5 schedule



Ridership Update

SMART Ridership by Day of Week (Previous 4 weeks)



Ridership Update

Challenges

- Traffic volume at 80% of pre-pandemic
- SMART's March ridership 51% of pre-pandemic

Post-pandemic keys to success

- Add service to meet demand
- Flexibility
- Focus on system improvements
 - Connections (first & last mile)
 - Ease of use
- Target non-commuter markets

Ridership Update

FY 2023 budgeted ridership = 594,000

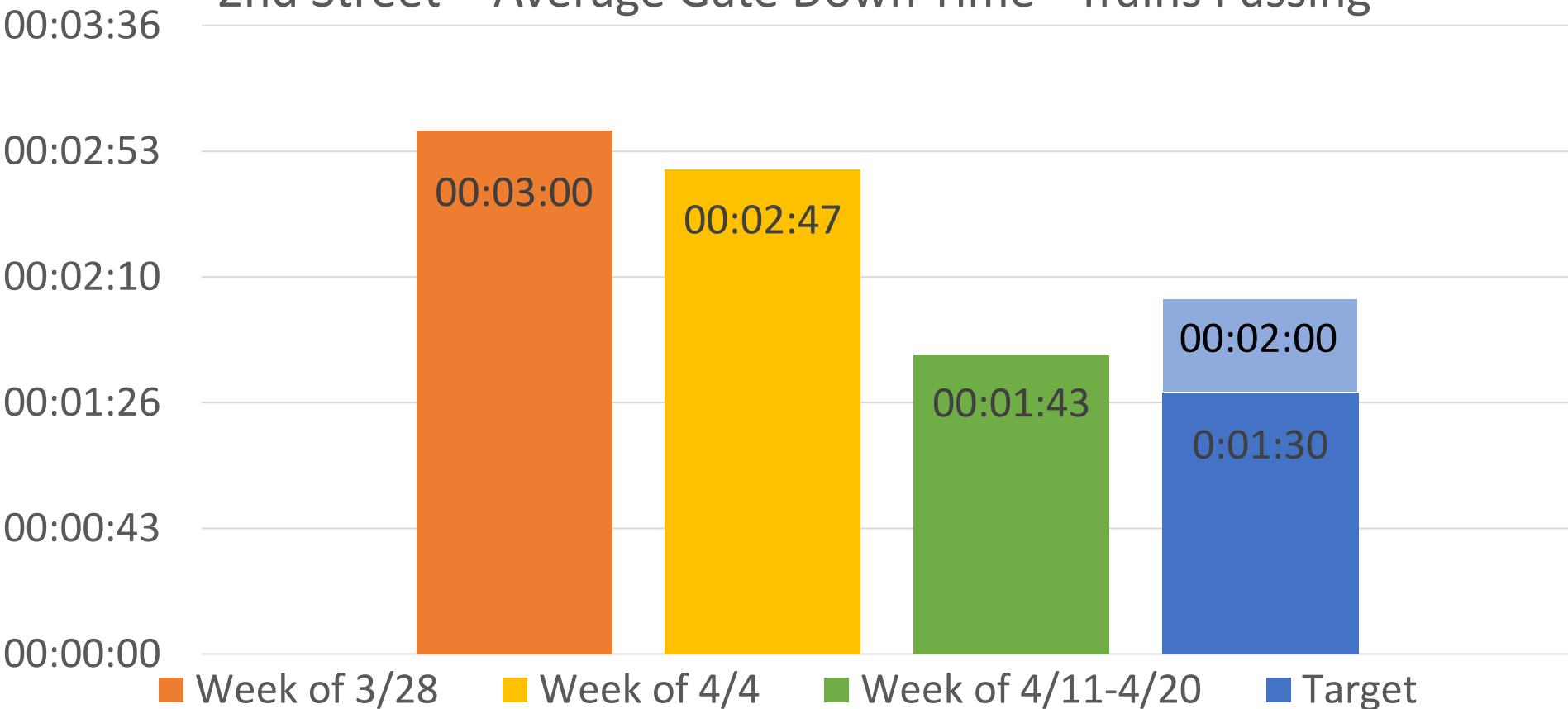
- Optimistic and challenging
 - Requires average 49,500 riders per month
 - 40% above March 2022
 - Only 17% below FY 2019 (716,847)

Service Additions

- Add Sunday service (May 1, 2022)
- Add 10 additional weekday trips (June 2022)

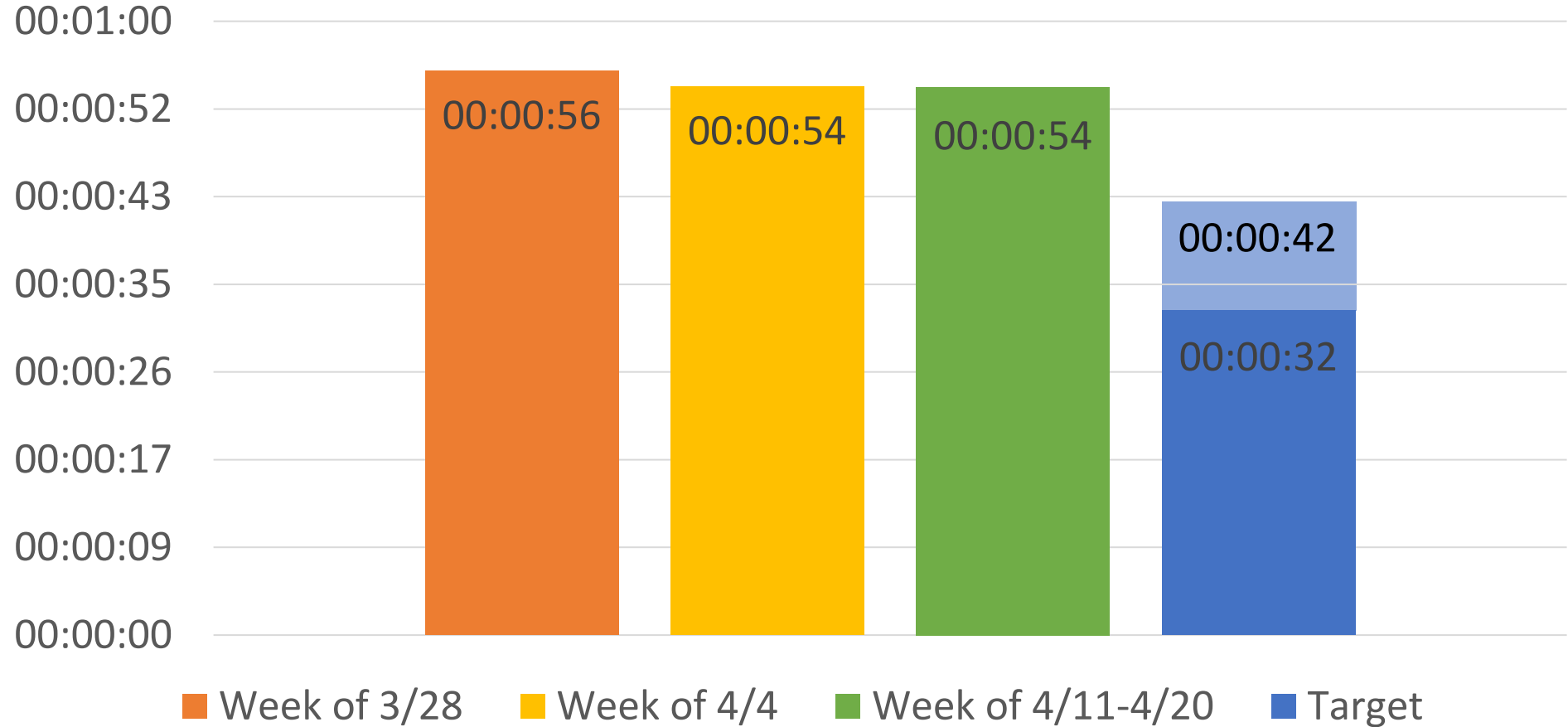
San Rafael Crossing Update

2nd Street - Average Gate Down Time - Trains Passing

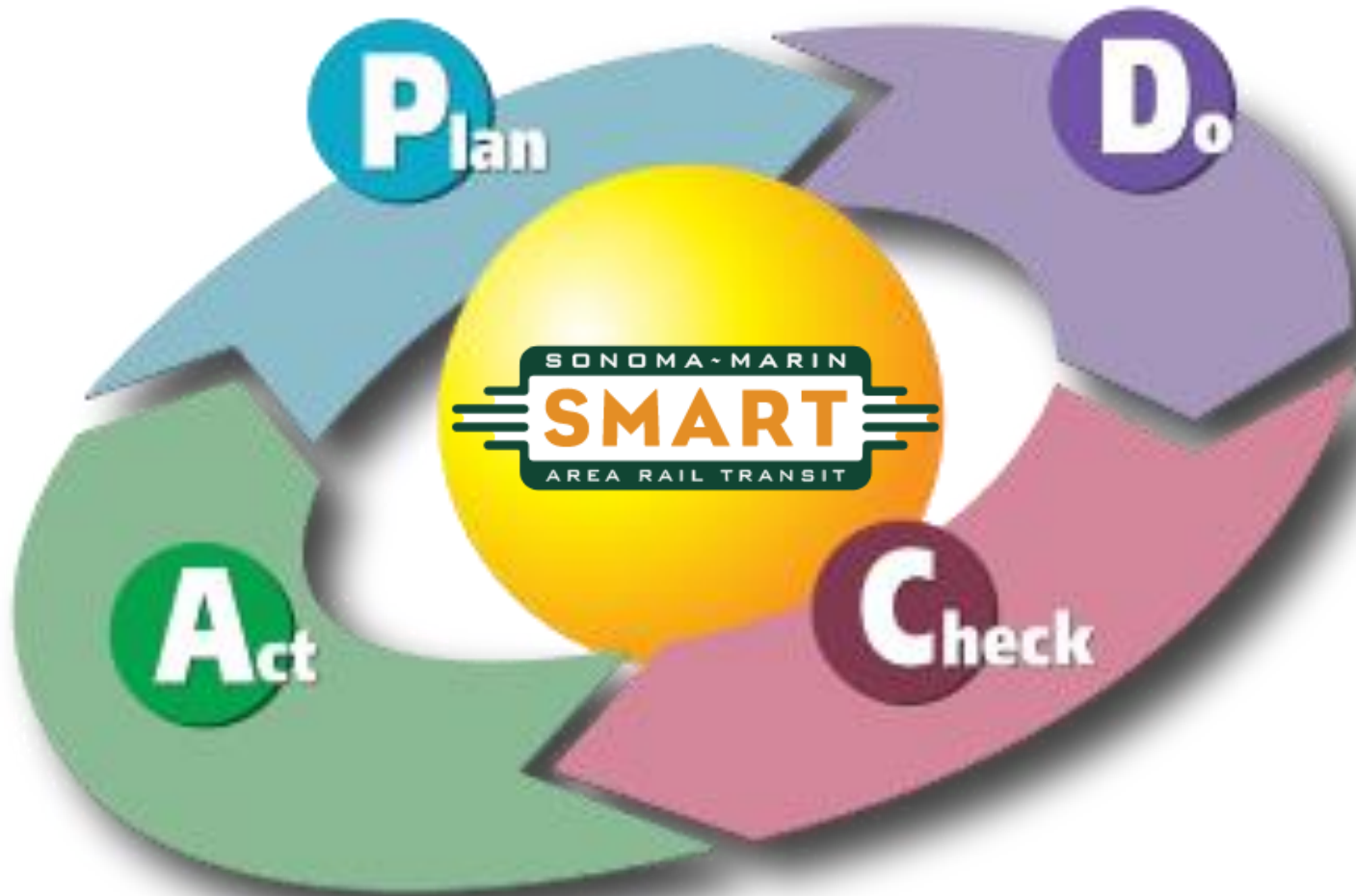


San Rafael Crossing Update

2nd Street - Average Gate Down Time - Single Train



Continuous Improvement PDCA Model



Questions?

Connect with us:

www.SonomaMarinTrain.org



Customer Service:

CustomerService@SonomaMarinTrain.org

(707) 794- 3330

