

Agenda Item 4 - General Manager's Report



January 18, 2023

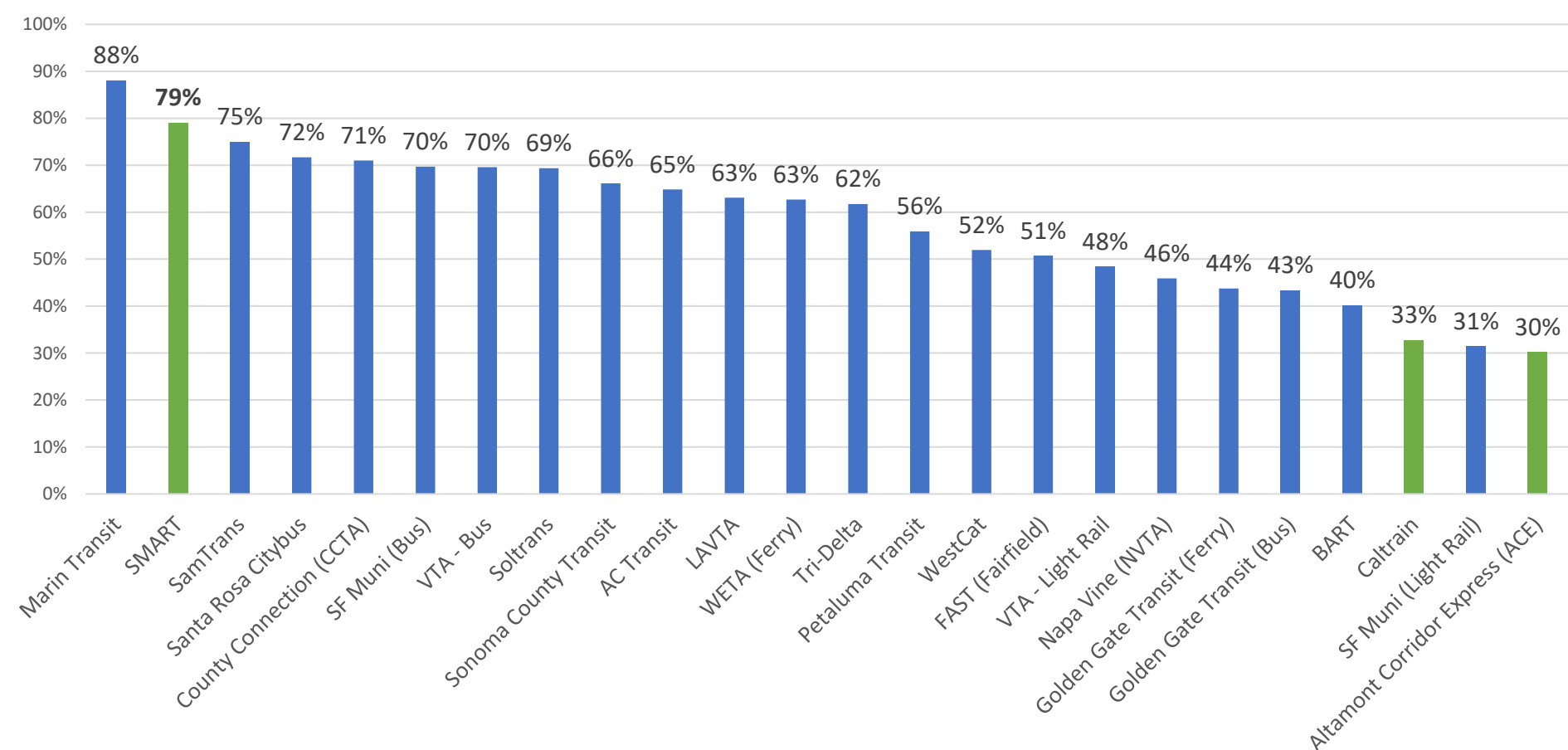
General Manager's Report

- Emergency Bridge Repair (Update)
- Ridership
- Storm Update
- FeBREWary 2023
- Questions

Emergency Bridge Repair (Brazos Branch)

- November 2, 2022 - Board approved emergency contract (Agenda item A) and its companion, Resolution No. 2022-37
- As required by Public Contract Code, the Board of Directors must review the emergency action at its next regularly scheduled meeting and thereafter.... at every regularly scheduled meeting until the emergency action is terminated.
- This item is on today's consent calendar
- Update
 - No change from last Board Meeting
 - Long-lead bridge timbers ordered and expected to arrive in January 2023
 - Contractor will return to make permanent repairs in January/February timeframe

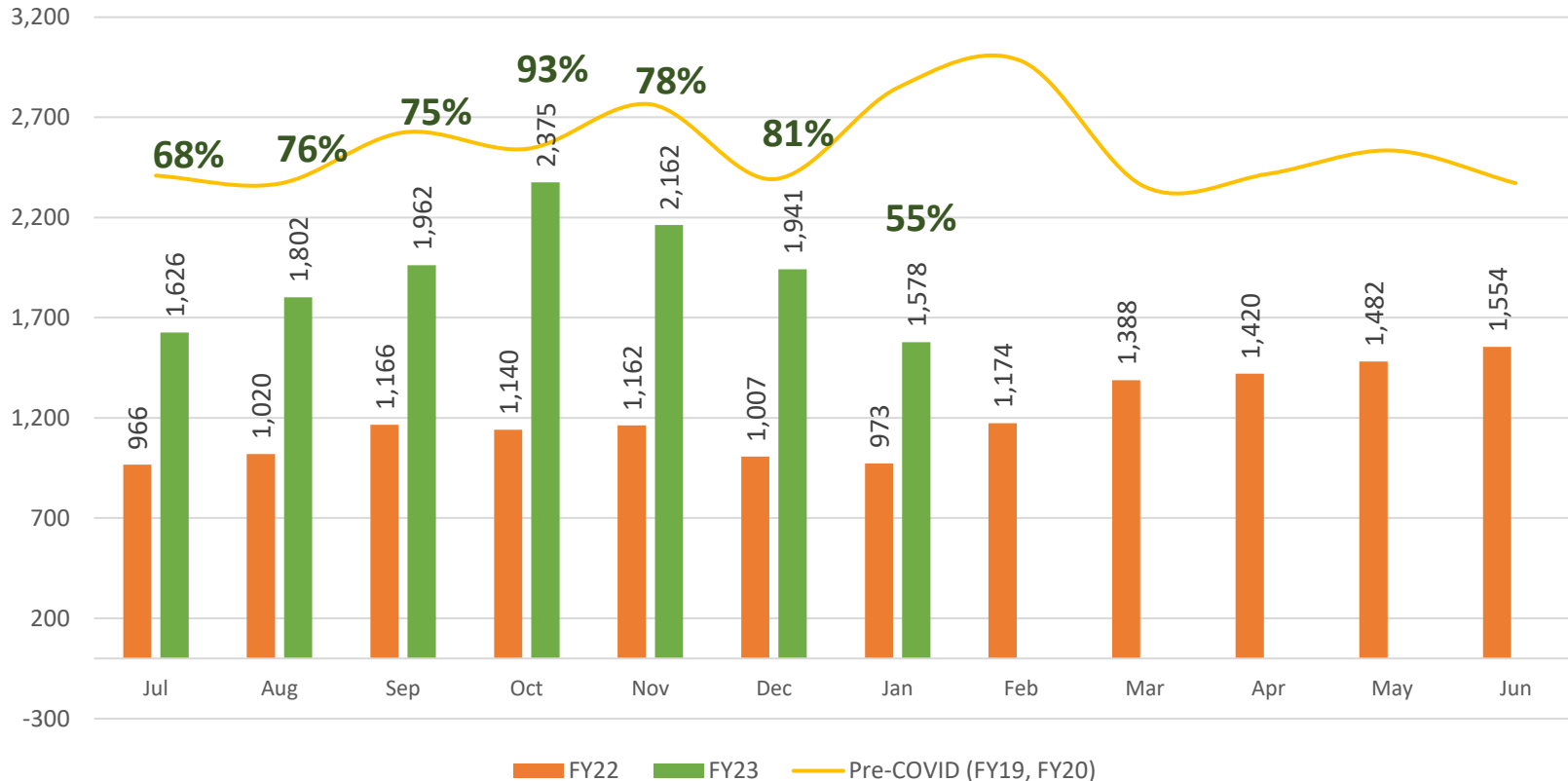
Ridership Recovery (Nov 2019 vs. Nov 2022)



- 2nd highest Bay Area ridership recovery rate in November
- 79% of November 2019 ridership



Average Weekday Ridership



January Average Weekday ridership to date: 1,578

- Down 19% from December – 34% below October
- Up 62% over January 2022
- 55% of pre-COVID

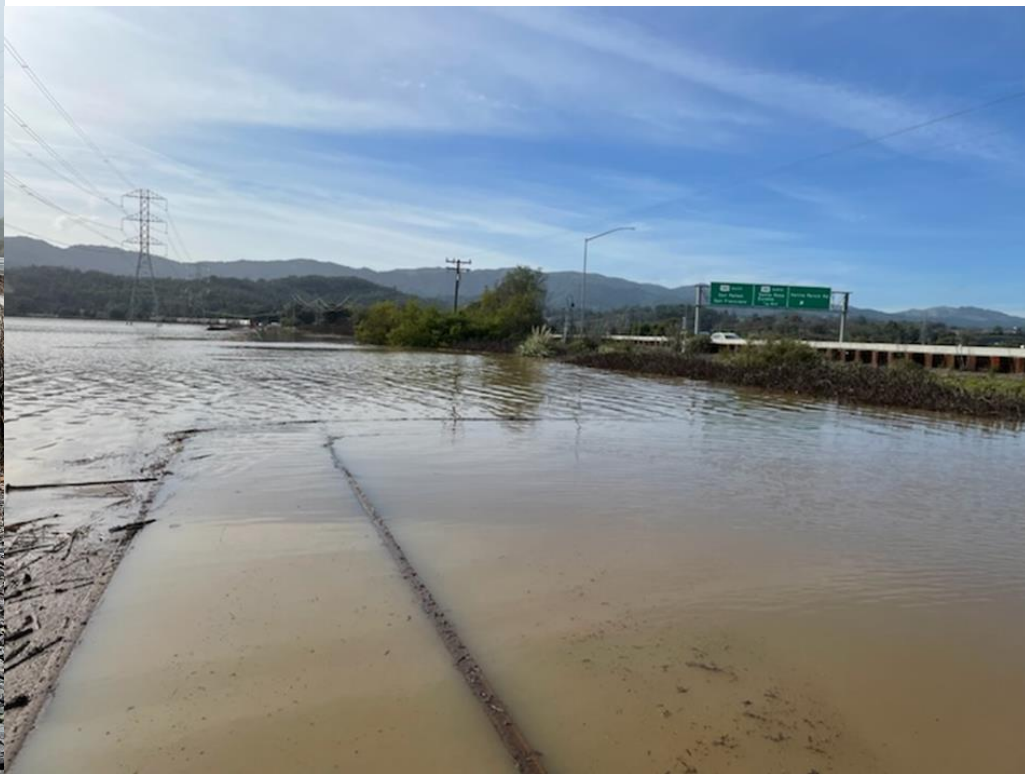
Storm Update



Storm Update



Storm Update



Hwy 37 / Novato Creek

Storm Update



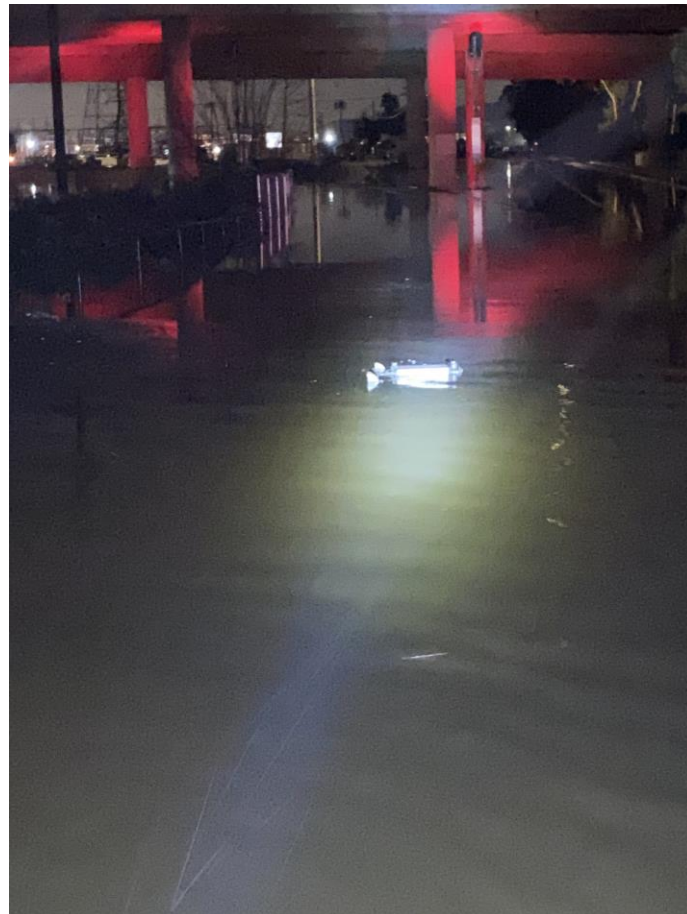
Switch at Ignacio Wye

Storm Update



Main Line at Hanna Ranch Road

Storm Update



Main Line at Hanna Ranch Road

Storm Update



Schellville

Storm Update



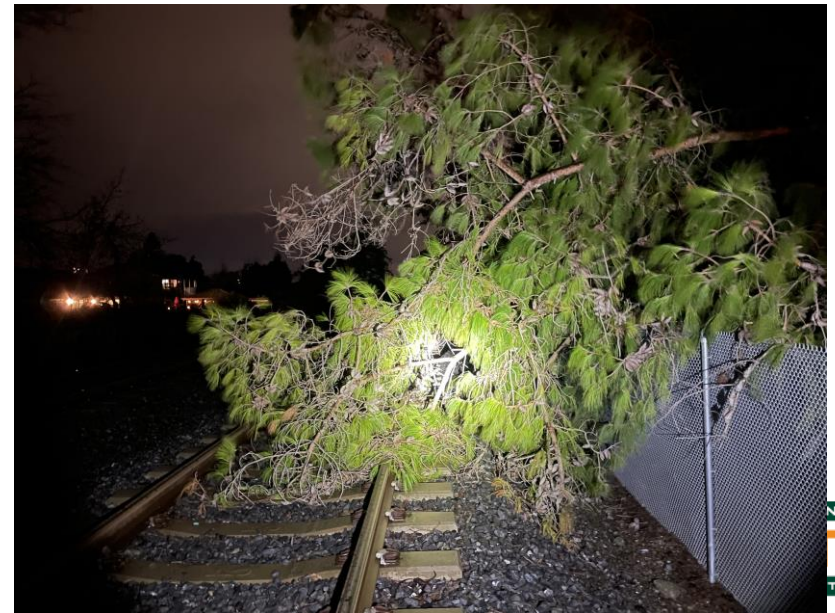
Debris Railroad Slough

Storm Update



Debris Schultz Slough

Storm Update



Storm Update



Hwy 37 / Novato Creek

Storm Update



Sears Point

Storm Update



Civic Center

Storm Update

- Special THANK YOU to MOW and Freight Teams
 - Tremendous amount of work during the storm
 - Water, debris, downed trees, and washouts
- Freight line did well until Thursday, January 12th
 - Flooding near Novato Creek
 - Unable to deliver freight
 - Currently waiting for water to recede to inspect for additional damage
- Passenger line did well until Saturday, January 14th
 - Flooding near Hanna Ranch Road
 - Slow order issued Saturday night and Sunday
 - Bus Bridge on Monday between Novato Downtown and Hamilton
 - Slow order issued on Tuesday
 - Speed restriction lifted Tuesday afternoon
 - Trains currently operating on schedule

Storm Update

- Customer communication concerns
 - Not everyone received Nixle Alerts or Tweets
 - Confusion with delay messages
 - Riders were unable to contact customer service on Monday
 - Bus bridge coordination challenges
 - Disrupted schedule affected ferry connections
 - Delayed Trains
 - SMART ran regular service - some other agencies ran holiday service on Martin Luther King Day
- Met with Managers Tuesday morning to discuss lessons learned and ideas to improve
- Team has been assembled to review current process and develop new and improved procedures for incident response

FeBREWary 2023

Tracks to Taps



- Next month is FeBREWary!
- Campaign will promote craft beer in Sonoma and Marin Counties
 - Focus will be on craft breweries close to SMART Stations
- SMART is also promoting Santa Rosa's Beer Passport



Questions?

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