Agenda Item 7: SMART Real-Time Information
Where’s my train?

• SMART’s real-time information is generated by GPS hardware onboard the trains and is communicated through a software interface called Swiftly.

• Riders can get this information in several ways:
  1. SMART website – real-time map and arrival predictions
  2. Third-Party Apps:
     o The Transit App
     o Google Maps
     o Apple Maps
  3. SMS Texting
  4. IVR Call System
SMART Website Map

Direction
To Sonoma County Airport

Stop
Santa Rosa Downtown St

Sonoma County Airport
Arriving in 20 minutes.
Transit App, Google Maps, Apple Maps
SMS (Short Message Service) allows passengers to text a code from any cell phone and receive real-time arrival prediction.

Each SMART platform will have signage with five-digit codes, depending on location and based on direction of travel.

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**Station Code**
**Código de Estación**

- **southbound to / hacia sur a Larkspur**: 71132
- **northbound to / hacia norte al Sonoma County Airport**: 71131

**CALL or TEXT**
**LLAME o TEXTO**

**call or text station code to llame o envie texto con el código de la estación**

- **707-200-6332**
Communication improvements are still needed to relay schedule updates to our passengers. We are working on:

- Banner on website relaying updates
- Google Transit – delay updates
- Transit App – rider notifications
- Real-time information signage on the platforms
- Improved 24/7 information
- Platform announcements
Questions?
Connect with us:
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