Agenda Item 7: SMART Real-Time Information

January 18, 2023

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:
        - The Transit App
        - Google Maps
        - Apple Maps
    3. SMS Texting
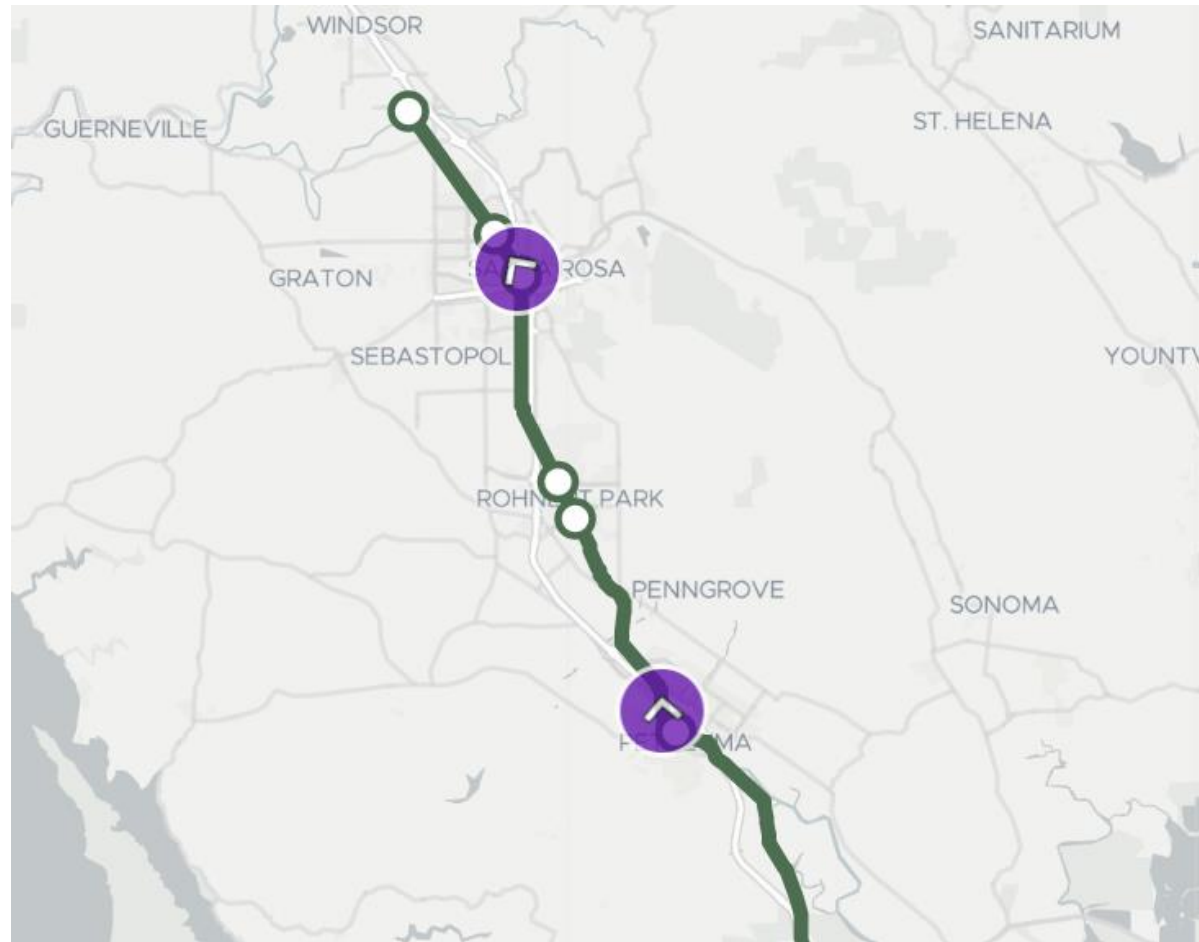   4. IVR Call System
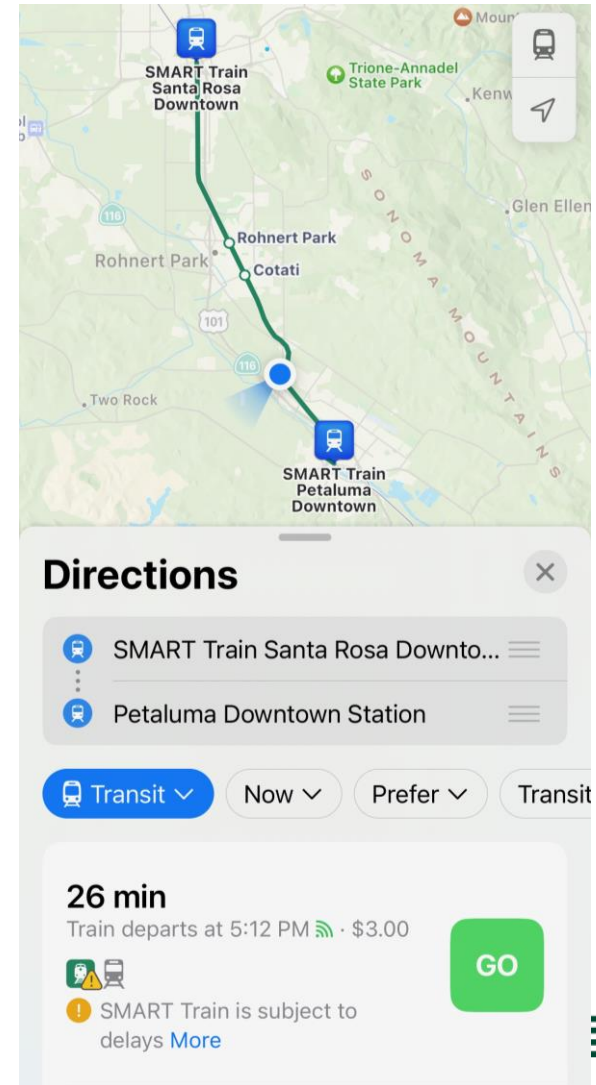
SMART Website Map

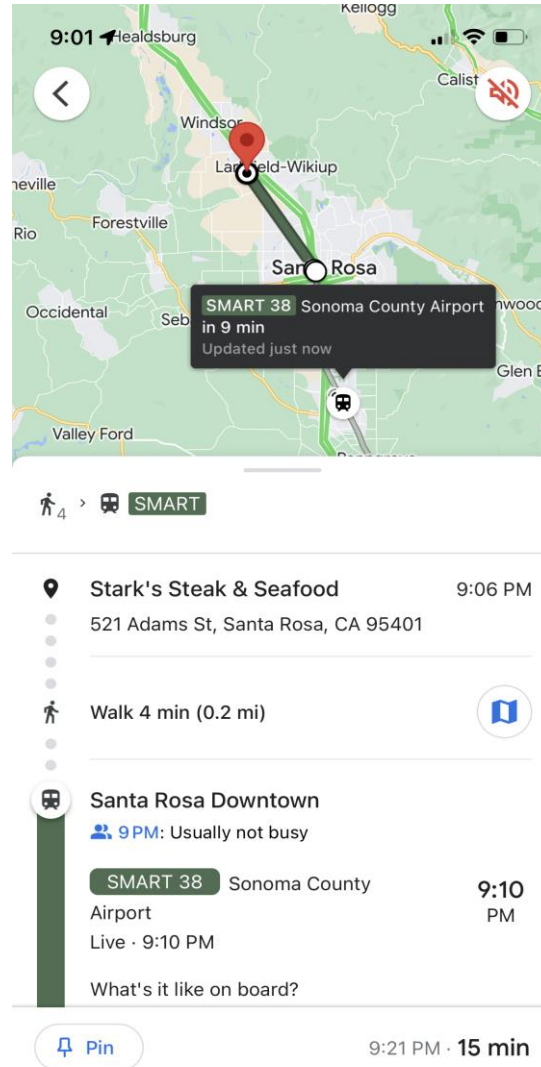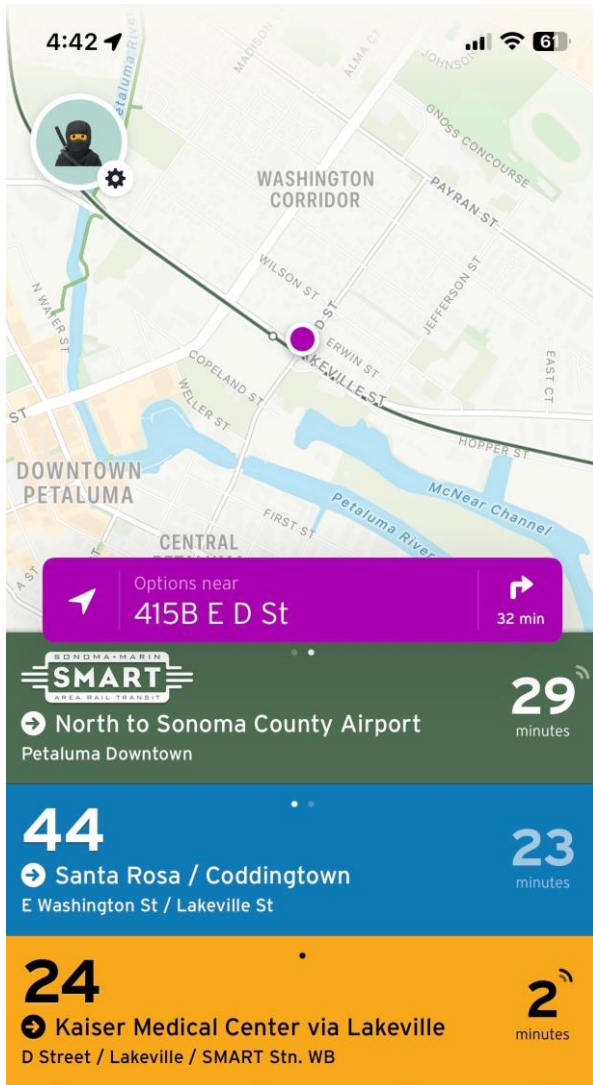**Direction**

To Sonoma County Airpor ⌄

Stop

Santa Rosa Downtown Sl ⌄

Sonoma County Airport
Arriving in 20 minutes.

Transit App, Google Maps, Apple Maps

SMS Texting & IVR Phone Line

- 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
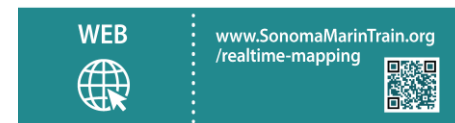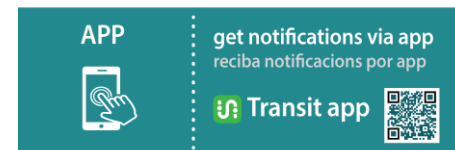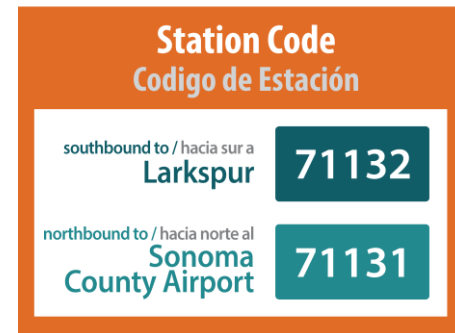
Station Code
Codigo de Estación

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 codigo de la estación

707-200-6332

Future Improvements

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?

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