



# SMART

Your train has arrived.

## Sonoma-Marín Area Rail Transit District

### General Manager's Report – February 2019

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**SMART**

|| SONOMA-MARIN AREA RAIL TRANSIT

# COMMUNITY OUTREACH

## Community Outreach | Presentations and Community Events

On January 17, 2019, SMART surpassed the one million rider mark. Conductors on the trains that day gave out 1,500 passes good for a free train trip to say ‘thank you’ to our riders. The outreach team was also on board to celebrate the milestone. Passengers were surprised with special SMART branded giveaways and a chance to take part in our #SMARTThanksAMillion social media campaign. Here’s a look at some of the fun on board the train that day:



*SMART board members joined in the celebration on board the train. Thank you to our passengers for making SMART service a success!*







**THANKS A MILLION**  
*for riding with us!*



**#SMARTThanksAMillion**



## Community Outreach | Safety Education and Awareness

In January, SMART's Community Outreach and Education department partnered with the Rohnert Park Department of Public Safety and the Detective Bureau to present a variety of safety information to students at Lawrence E. Jones Middle School in Rohnert Park. Over 700 students were educated on traffic and general safety, including a SMART train presentation on important railroad and crossing safety information.



*SMART presented rail safety information alongside Rohnert Park Public Safety Officer Justin Thompson*



SMART's ambassador program now includes support for the construction of the Bettini Transit Center in downtown San Rafael. Ambassadors are staffed seven days a week and assist Golden Gate Transit passengers in navigating the transit center while construction is underway, emphasizing the safety of all riders.

*A SMART ambassador assists a traveler at the Bettini Transit Center.*

SMART is continuing to contact schools in the San Rafael and Larkspur areas in anticipation of the extension to Larkspur opening at the end of 2019. Safety presentations are being scheduled for the Spring and Fall to educate students about the importance of safety near tracks and trains and to prepare them for the arrival of SMART's Larkspur Extension.

# MARKETING

## Marketing | Promotions

Local radio station **KZST** hosted a giveaway on board the train on Friday, February 8. Radio host Brent Farris surprised some very lucky riders with concert tickets to see Train! KZST’s “Train on the train” event was an exciting surprise for SMART train passengers. Thanks, KZST!



*The KZST crew surprised riders waiting for the train at the Santa Rosa Downtown platform with tickets to see Train!*

SMART’s marketing team assisted the Town of Windsor in promoting the **Windsor Hopper** shuttle in advance of the launch on January 31. The shuttle connects riders from the Sonoma County Airport SMART station to destinations in Windsor, including breweries, restaurants, shopping, hotels and more. SMART featured the shuttle information as a special feature on our website homepage, including a map of the service area and a link to download the app and schedule. Banners were placed at several station platforms to promote the service. SMART also promoted the new service using social media, which reached more than 40,000 people.



*Windsor Hopper banners were placed at the Sonoma County Airport, Petaluma Downtown, and San Rafael stations.*

The Communications and Marketing department created a new sticker for the fare vending machines at each station in order to promote **SMART's mobile ticketing app**. SMART customers are now presented with information on downloading the app and obtaining discount fares for seniors, youth, and passengers with disabilities while at the platform.





**FARES CAN ALSO BE PURCHASED USING OUR MOBILE APP.**

Download the mobile app by visiting your app store and searching for **SMART eTickets**.

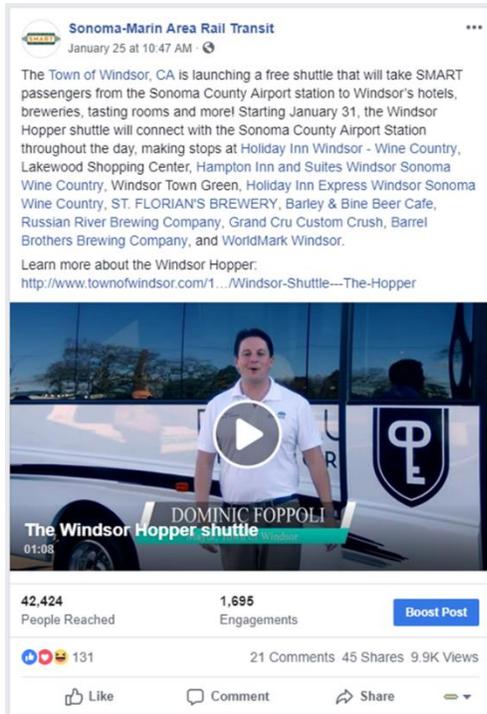
Discounted fares are available on the mobile app for seniors, youth, and passengers with disabilities.

*SMART added signage to all of its fare vending machines, located at each SMART station.*

## Digital Programs | Social Media

SMART partnered with the Town of Windsor to promote the Windsor Hopper shuttle on social media. SMART shared the information about the news service on all of its social media platforms.

The video was SMART's most popular post since the last SMART board meeting, reaching more than 42,000 people.



## MEDIA | NEWS COVERAGE

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- February 8, *CA: SMART appoints Barbara Pahre as next board vice-chair* (Mass Transit Magazine)
- February 7, *CA: SMART appoints Barbara Pahre as next board vice-chair* (Santa Rosa Press Democrat)
- February 7, *So Curious: The Healdsburg train station* (The Healdsburg Tribune)
- February 3, *North Bay councilman spurned, again, for housing decision* (San Francisco Chronicle)
- February 3, *CA: Santa Rosa, Healdsburg earn SMART board seats* (Mass Transit Magazine)
- February 2, *Marin Voice: 'Marin Commutes' encourages residents to explore transportation options* (Marin Independent Journal)
- January 31, *Santa Rosa, Healdsburg earn SMART board seats* (Santa Rosa Press Democrat)
- January 31, *Local leaders find that supporting Bay Area housing plan spurs anger at home* (San Francisco Chronicle)
- January 26, *Dick Spotswood: It's time to expand on Golden Gate ferries' success* (Marin Independent Journal)
- January 24, *Longtime Sonoma County transportation official Jake Mackenzie ousted from regional boards* (Petaluma Argus Courier)
- January 23, *Longtime Sonoma County transportation official Jake Mackenzie ousted from regional policy boards* (Santa Rosa Press Democrat)
- January 22, *Open Thread: More SMART Trains for the Bay Area?* (Streets Blog SF)
- January 18, *SMART hits 1 million passenger milestone as expansion work continues* (Marin Independent Journal)
- January 18, *Sonoma-Marin Area Rail Transit selects Gary Phillips as board chairman, eyes expansion in 2019* (North Bay Business Journal)
- January 17, *SMART selects new board chair, eyes expansion in 2019* (Sonoma Index-Tribune)
- January 17, *San Rafael Mayor Gary Phillips to chair SMART board* (Marin Independent Journal)
- January 17, *SMART selects new board chair, eyes expansion in 2019* (Petaluma Argus Courier)
- January 17, *SMART trains in Bay Area to reach 1 million passenger mark* (Roads & Bridges)

- January 16, *SMART to surpass 1 million passengers* (Mass Transit Magazine)
- January 16, *SMART selects Gary Phillips to chair board of directors, eyes expansion in 2019* (Santa Rosa Press Democrat)
- January 13, *PD Editorial: Make downtown Santa Rosa a place to live* (Santa Rosa Press Democrat)
- January 7, *Overnight SMART testing planned in Petaluma* (Petaluma Patch)
- January 7, *Santa Rosa to rethink plan for luring developers downtown* (Santa Rosa Press Democrat)
- January 7, *Veteran politician David Rabbitt set to helm Sonoma County Board of Supervisors* (Petaluma Argus Courier)

## LARKSPUR EXTENSION PROJECT

- Francisco Boulevard West roadway construction is wrapping up. A portion of the roadway between 2nd Street and Irwin Street was opened on February 7, 2019.
- The track construction is underway between the Cal Park Tunnel and Andersen Drive.
- The platform shelters have been installed at the Larkspur Station.
- Modifications to the Bettini Transit Center began in November 2018.
- The City of San Rafael Multi Use Pathway from Rice Drive to Andersen Drive is ongoing with installation paving and fencing.
- Train control and communications systems installation work has included installing pedestrian gates, signal houses and wiring devices.



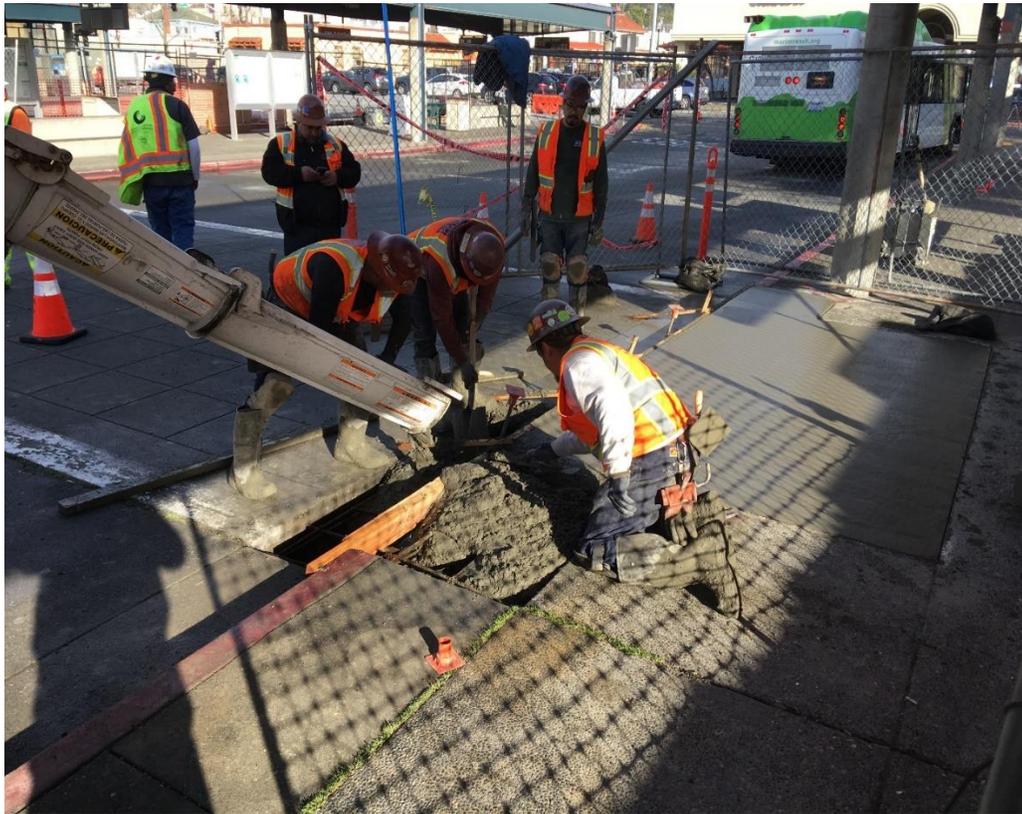
Larkspur Station- Installation of Platform Shelters



Rice Drive- traffic signal installation



Constructing sidewalk along the Rice Drive



Bettini Transit Center – reconstructing a portion of Platform B



Track construction between Auburn Bridge and Andersen Drive



Constructing track across the Auburn Street Bridge



Grade Crossing control house installation at Francisco Boulevard West



Install crossing signal gates at the Francisco Blvd.

## WINDSOR EXTENSION PROJECT

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- Preliminary 30% design plans continue to developed.
- Continued progress on the environmental permitting progress, permit applications are anticipate in spring 2019.
- Existing utility investigations are nearing completion.
- SMART continues to work closely with the Town of Windsor and the County of Sonoma to integrate respective projects with monthly meetings, weekly calls and periodic site visits.



Windsor Depot

## VEHICLE ENGINEERING

- Nippon Sharyo and SMART continue working through the commissioning and testing process preparing the new cars for service.



Nippon Sharyo has completed the between car walkway fixes to all of the new cars.

# OPERATIONS

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## MAINTENANCE OF WAY:

- Staff facilitated the relocation of the Railroad Square bike lockers with our vendor ELock. The project required SMART to pour a new 6'x6' concrete slab to support the lockers at their new location. The move was requested by the City of Santa Rosa to facilitate additional parking spaces adjacent to the Visitor Center.
- Reviewed Annual Bridge Inspection results and recommendations with SMART Engineering staff and our inspection contractor.
- Staff completed ultrasonic rail flaw testing for defects on all passenger routes with our contract vendor between San Rafael and Airport Boulevard.
- Staff completed a 3-month mechanical vegetation cutting program with a leased-on track mower.
- SMART had 5 occurrences in January of trees from neighboring properties falling and damaging our right-of-way fencing or assets.
- Facility Maintenance staff completed installation of landscape rock at Hamilton Station parking lot islands.

## TRANSPORTATION:

- January on time performance was 97%
- Staff continues to train 1 Control Supervisor
- One Conductor is in class to become an Engineer-Conductor
- Promoted (Certified) one Conductor to Engineer-Conductor
- Operations Staff met with Federal Railroad Administration Region-7 Signal and Train Control Specialist and reviewed reporting of Mandatory Directives
- Transportation Department Training: INJURY AND ILLNESS PREVENTION PROGRAMS using E-Path

## VEHICLE MAINTENANCE:

- Commissioning Diesel Multiple Units 115, 116, 117, 118
- Performed fleet conduit repair on the air supply unit
- Fleet cleaning on all Diesel Multiple Units trucks
- Performed annual maintenance on 2 Diesel Multiple Units
- Performed 500-hour oil change on 9 Diesel Multiple Units
- Automatic Train Control maintenance performed on 5 Diesel Multiple Units
- Changed out wheels on Diesel Multiple Unit 112 due to ride quality
- Performed ride height inspection on the fleet

# HUMAN RESOURCES

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## CURRENT OPEN RECRUITMENTS:

- Engineer-Conductor
- Controller Supervisor
- Real Estate Officer
- Vehicle Maintenance Technician

## INTERVIEWS CONDUCTED:

- Vehicle Maintenance Technician
- Laborer
- Controller Supervisor

## HIRING/PROMOTION:

SMART has hired (1) Senior Administrative Analyst; (1) Vehicle Maintenance Technician; and (2) Code Compliance Officers.

## MISCELLANEOUS:

SMART's Human Resources Manager is participating on the steering committee for Sonoma Corps, a new pilot program being developed by the Career Technical Education Foundation to introduce high school students to technical careers in Sonoma County. The committee held the first meeting on February 11, 2019

# REAL ESTATE

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## PROPERTY MANAGEMENT

*Special Events Completed:* Tamalpais Running Club – Runners Club Relay Race – February 10, 2019

*Special Event Requests:*

Race for Equality – Fund Raiser Race – May 19, 2019

*Right of Entry Permits Issued:*

PG&E – New electrical service – Caulfield Lane – Petaluma

PG&E – Gas Line Work – Rush Creek Place, Novato

Ghilotti Construction – Reconstruction of road – adjacent property owner – San Rafael

Daniel O Davis – Building demolition – adjacent property owner – Santa Rosa

D&M Utility Services – Pot holing for new pathway crossing at Hearn Avenue – Santa Rosa

City of Santa Rosa – Sanitary sewer line rehab work – Santa Rosa

PG&E – Vegetation trimming/removal in Windsor – Permit extension granted until December 31, 2019

City of Cotati – Repaving of East Cotati Avenue

PG&E - Installation of new gas line – San Miguel Road for the Coffey Park Restoration, Santa Rosa

*Staff is continuing working on issuing Right of Entry Permits/License with:*

Caltrans – Drainage issues – north side of Cal Park Tunnel

Devcon Construction – Road widening at 8<sup>th</sup> Street – Sonoma

West Coast Solar Company – Solar Project – Lagunitas Brewing – Petaluma

Sonic – Numerous Access Permits issued for work on fiber optics lines.

Metro-MCI – request to connect to Sonic fiber line

COMCAST – Staff is still working to finalize outstanding license agreement fees. Fiber Optic installation verifications in 7 locations. Agreements to be revised.

Marin County Flood Control/City of San Rafael – Clearing of vegetation – Drainage Channel

PG&E – Vegetation trimming/removal

## SAFETY AND SECURITY

Staff had several meetings with Department of Homeland Security to refine SMART's policies and practices. These meetings including a training component for SMART staff as well as follow up trainings in the future.

Staff participated in the Metropolitan Transportation Commissions annual training symposium. This training was attended by all of the Bay Area transportation agencies and discussed an earthquake scenario. This collaborative training allows for transportation agencies to share best practices and operations responses to emergencies.

On February 5, 2019, SMART encountered a trespasser who played chicken with the train. This "prank" caused the train to activate the emergency brake and prompted responses from police, fire, medical and SMART personnel.



Daily patrols are taking place in the Larkspur extension area to keep homeless from occupying the area with camps.

Early morning patrols continue to be an issue in contacting homeless on the pathway. Code Compliance Officers check the area to ensure the pathway is clear for pedestrians and cyclists. The below photo is in Santa Rosa.



The below photo is of the pathway in Santa Rosa between 8<sup>th</sup> and 9<sup>th</sup>, this group continually occupies the pathway, often obstructing the path for others to use.



Another camp along the pathway, as seen below in Rohnert Park. Code Compliance continues to remove camps for the safe travel along the pathway.



Another camp located in Santa Rosa, along with personal property, the camper had a long knife in his possession.



More homeless sleeping along the pathway in Santa Rosa, this time a male and female sleeping in a sleeping bag. There were moved out of the area.



# GRANTS, LEGISLATION, PLANNING AND REGIONAL ACTIVITIES

## GRANTS AND AWARD ANNOUNCEMENTS

*Active Transportation Program (ATP):* The Metropolitan Transportation Commission (MTC) released their recommendation for Round 4 ATP funds and SMART is recommended to receive \$12.5 million to construct two large inter-city connections of the SMART Pathway, between McDowell in Petaluma and Main Street in Penngrove and between Golf Course in Rohnert Park and Bellevue in Southwest Santa Rosa. The recommendation is being considered by the MTC Programming and Allocations Committee on February 13 and the full Commission on February 27. Once final approval is received, SMART will commence with completing the necessary Regional and Caltrans' processes to secure the funds and complete design of those segments, while targeting Spring 2021 for start of construction.

## REGIONAL AND LOCAL PLANNING ACTIVITIES

*Regional Transportation Plan Update:* The Metropolitan Transportation Commission has begun the process of updating the Regional Transportation Plan, currently named *Plan Bay Area 2040*. The updated financially constrained plan will be called *Plan Bay Area 2050*. MTC is also developing an unconstrained transportation vision plan called Horizon and has requested submittals of transit and roadway projects that have never been submitted for inclusion in a Regional Transportation Plan. In addition to the Plan Bay Area and Horizon efforts, MTC is currently involved in several Transit Rail Planning efforts. The **Regional Rail Synthesis** and **Crossings Perspective Paper** are looking at prior State and Regional Rail and Bay Crossing study efforts and distilling prioritized elements to help guide regional funding. Both of these documents are expected to be final in Spring 2019. The **Bay Area Transit Use Study Project** will look at how transit riders are changing in the Bay Area and how these changes are impacting transit use in the Bay Area. This report is expected to be final in Summer 2019. The final report is the **Southern Alameda County Integrated Rail Analysis**, in partnership with the State, evaluating passenger needs and expansion opportunities in the southern Alameda County area and due to be completed in 2020.

*State Route 37 Environmental Working Group:* The Transportation Authority of Marin (TAM), Sonoma County Transportation Authority (SCTA), Napa County Transportation Planning Agency (NCTPA) and Solano Transportation Authority (STA) have entered into a memorandum of understanding (MOU) to continue to jointly study needed improvements to State Route (SR) 37. The most recent meeting was held on Thursday November 8<sup>th</sup>, 2018 and the topics discussed included updates on the State Route 37 Resilient Corridor Program, authorization to submit initial programming requests to MTC, project coordination opportunities, and alternative modes updates. The next meeting is scheduled for Thursday March 7<sup>th</sup>, 2019.

*North Bay Transportation Officials:* Staff attended the most recent meeting of the North Bay Transportation Officials on Thursday February 14, 2019 in Vallejo. Topics discussed include funding updates, schedule changes and real-time data, MTC's restructuring with Association of Bay Area Governments, ridership trends and data collection, mobility as a service, and updates to the Regional Transportation Plan/Plan Bay Area/Horizon.



*Rohnert Park General Plan Technical Advisory Committee (TAC):* The City of Rohnert Park is undergoing a strategic update and analysis to the City's 2000 General Plan and is currently entering into Phase 4 of the project: Alternative Concepts. Staff was in attendance at the TAC meeting held on Tuesday February 19, 2019 to review the preliminary Alternatives plan and provide input.

*Airport Area Specific Plan Advisory Team Meeting:* The County of Sonoma has been working on a Specific Plan for the Santa Rosa Airport Area over the last couple of years. The consulting group hired to work on the plan will be publishing the draft preferred alternative in the coming weeks. Staff will be in attendance at the advisory team meeting scheduled for Thursday February 27<sup>th</sup>, 2019 to review the draft preferred alternative.

*Local Planning Department Notification and Coordination Tracking:* SMART Planning staff tracks and reviews all notices sent by local jurisdictions for projects occurring adjacent to or nearby the railroad tracks. In 2018, Staff received and reviewed 172 different notices. In January 2019, Staff received and reviewed 14 different notices.

### SYSTEM ACCESS PLANNING ACTIVITIES

#### *Transit Coordination Meetings:*

- February 6, 2019 - Staff attended the Metropolitan Transportation Commission (MTC) monthly Transit Finance Working group meeting.
- February 13, 2019 – Staff attended Sonoma County Transportation Authority's monthly Transit Technical Advisory Committee meeting.
- March 13, 2019 – Planned meeting with North Bay Transit Operators and San Joaquin Thruway Bus regarding coordination potential.

#### *Transit Support Programs:*

*Means Based Fare Discount Working Group* – In 2015 MTC launched a study to determine if a transit fare program based on household income would be feasible and effective. SMART has been participating in the MTC-hosted Means Based Fare Discount Working Group, with monthly meetings and a recent launch of a Clipper-based means-based fare pilot program on selected regional transit operators. SMART staff attended the most recent working group meeting, held on Tuesday, February 12, 2019.

### BICYCLE ACCESS AND PARKING

*Bike Share:* The Sonoma County Transportation Authority (SCTA) and Transportation Authority of Marin (TAM) submitted a joint application to the Metropolitan Transportation Commission (MTC) to receive a grant to create a bike share system in close proximity to the SMART stations. SCTA and TAM recently released Request for Proposals from qualified vendors for professional services to develop, launch and operate the bike share system. Proposals must be received by 5:00pm on March 29, 2019, and conservative estimates are that the program would launch in Spring 2020. SMART will continue to collaborate on program implementation going forward.

*BikeLink™ Lockers:* In addition to 10 U-Racks at each SMART station, SMART has installed 34 electronic lockers accommodating 68 bicycles at SMART stations. Each station has a minimum of 4 locker parking spaces and efforts are underway to ensure that any new stations in the system will have electronic lockers, as space and resources allow. The locker vendor, BikeLink™, has locker locations throughout the Bay Area and more information on how to use the system can be found here: <https://www.bikelink.org>.

BikeLink is completing testing of a pilot project with BART's BikeLink lockers allowing Clipper card usage to access BikeLink lockers. Once that testing is completed, SMART anticipates implementing the Clipper card access feature throughout the SMART BikeLink network. In addition, SMART staff is working with BikeLink staff to monitor SMART's BikeLink locker network and modify as needed to address locker capacity concerns.

