

Board of Directors Meeting: January 18, 2023 – Public Comments

Date	Name	2. January 4, 2023 – Board Minutes
		None
Date	Name	5. Public Comment on Non-Agenda Items
January 17, 2023	Carolyn J Jorgensen	See attachment
Date	Name	6. Consent
		<ul style="list-style-type: none"> a. Accept Monthly Ridership – December 2022 b. Determine there is a continued need for emergency action and continue to approve contract No. FR-ER-22-001 for emergency repairs to the Timber Trestle Bridge at Railroad Slough, MP-B38.97, for a total contract amount not to exceed \$425,000 c. Approve Resolutions Regarding the application of One Bay Area Grants (OBAG 3) for SMART Pathway: Great Redwood Trail – Novato and SMART Pathway: Great Redwood Trail – Santa Rosa
		None
Date	Name	7. Real-Time Information System (Information) - <i>Presented by Emily Betts</i>
		None
Date	Name	8. Authorize the General Manager to Execute Contract No. PL-PS-22-002 with The Routing Company to furnish, implement, customize, and maintain a Microtransit Software as a Service (“SaaS”) software platform and solution, for a total not-to-exceed amount of \$60,000 - <i>Presented by Emily Betts</i>
		None
Date	Name	9. Property Purchase of Petaluma Properties - <i>Presented by General Manager Cumins</i>
		<ul style="list-style-type: none"> a. Approve Resolution No. 2023-05 authorizing the General Manager to execute a Property Purchase Agreement Between the Sonoma-Marin Area Rail Transit District and Basin Street Properties for Five (5) Parcels at the Corner of Lakeview & D Streets in Petaluma across the street from SMART’s Downtown Petaluma Station for \$240,000, and any documents reasonably necessary to complete the purchase transaction b. Approve Resolution No. 2023-06 finding that the Property Purchase Agreement Between SMART and Basin Street Properties for the acquisition of five parcels in downtown Petaluma is exempt from environmental review under the California Environmental Quality Act (CEQA)
		None

Safety Concerns from my SMART experience – Jan 16, 2023 Martin Luther King Day

I am Carolyn Jorgensen, resident of Santa Rosa and a frequent rider of the SMART train. I am semi-retired from financial software development with a focus in banking.

- 1) I want to share my experience as a passenger along with my husband, an educator. On MLK day, we set out with a plan to Rail to Sail to SF and attend the DeYoung Museum. We checked the SMART schedule and planned our trip around train 13, which departs at 8:21 am from SR North.
- 2) Upon arrival to the platform, one passenger was sharing that the 7:17 am train was canceled and they hoped this train was coming. I decided to call SMART Customer Service, but they were closed that day due to the holiday per their recording. The train arrived and I asked the conductor/engineer about the previous canceled schedule. He replied that it was due to the need for a Bus Bridge due to Hwy 37 flooding onto the tracks between Novato Downtown and Novato Hamilton. We would need to take this bus from this train and it would take 20 mins instead of the 5 mins. He asked if we had Nixle. We did not so we added that SMART notification at 9:00 am. There were NO notifications about SMART sent to us.
- 3) We boarded the train at that point. I called GG to inquire about the Larkspur Ferry time. I was told it was running at 11:10 am on holiday schedule and would arrive at 12:10 pm in SF. We had thought it was also on regular weekday but didn't think to check. There were no informative messages about this from:
 - a. Audio on the train to inform passengers nor banner updates on the train
 - b. SMART full website (latest news is from September 2022)
 - c. SMART Customer Service pre-recorded message for holiday
 - d. Message from the conductor

My husband noted we could get off in Petaluma and ride the next Northbound train to return to our car and drive ,as our museum reservation was for 12:45 pm. We knew we could not get from SF Ferry Terminal to GG Park in a half an hour on the N Judah.

- 4) Upon our return from SF, I decided to take the SMART from Larkspur station at 2:55 pm out of interest for the Bus Bridge experience.
 - a. The conductor circulated from passenger to passenger describing the need to disembark at Novato San Marin.
 - b. Once off the train, a GG bus was parked nearby and we rode 20 mins to Novato Downtown.
 - c. I boarded the train and sat near 2 passengers Santa Rosa bound who were from San Rafael and Daly City.They asked about return service later that evening. I did not know about the Real Time Updates nor did the conductor. He replied the trains would be running remainder of the schedule. The audio now on board repeated the Bus Bridge delays.
- 5) There was no mention Sunday evening on FOX News during the Highway 37 topic about this impacting SMART. My neighbor sent me the Press Democrat story from Sunday Jan 16 showing the tracks under water but no mention of the impact on the train service. Jan 9, a passenger Chris Linnell posted on Facebook that he was riding on tracks from Old Adobe to Santa Penngrove on tracks 2 feet above water. Where was SMART on communicating to the public this issue?
- 6) My concern is that we live in area where emergencies occur; either wildfires or now floods. I strongly think SMART needs to have a better emergency plan for these situations and I hope that you can address this need. **Thank you, Carolyn Jorgensen.**