

Agenda Item 5 - General Manager's Report December 20, 2023



General Manager's Report

- Contracts/Procurements over \$100K
- Bikeshare Update
- Marin/Sonoma Transit Coordination
- Petaluma North Weekend Construction Options
- 2023 Accomplishments
- Highlight of Month
- Questions

Contract/Procurements over \$100K

| AMENDMENTS / CHANGE ORDERS | | | | | |
|----------------------------|----------------------|-----------------|--|------------------|--------------|
| CONTRACT # / PO # | COMPANY NAME | ACTION | DESCRIPTION | AMOUNT INCREASED | NEW AMOUNT |
| OP-SV-17-012 | Becoming Independent | Amendment No. 6 | On Call Emergency Bus Bridge Services | \$13,000.00 | \$103,000.00 |
| OP-SV-20-010 | Mission Linen Supply | Amendment No. 2 | Employee Uniform Services (Rental and Laundry) | \$39,000.00 | \$135,000.00 |

- Amendment No. 6 – Agreement No. OP-SV-17-012 – Becoming Independent – This contract is for on call emergency bus bridge services. This Amendment extends the term of the agreement and increases the contract not-to-exceed amount by \$13,000 for a new total contract not-to-exceed amount of \$103,000.
- Amendment No. 2 – Agreement No. OP-SV-20-010 – Mission Linen Supply – This contract is for employee uniform rental and laundry services. This Amendment extends the term of the agreement utilizing an available option in the contract and increases the contract not-to-exceed amount by \$39,000 for a new total contract not-to-exceed amount of \$135,000.



Marin-Sonoma Bikeshare Update



Drop Mobility shared e-bikes in New Orleans, LA

- SCTA and TAM have selected *Drop Mobility* as their bikeshare program operator
- Includes 300 pedal-electric shared bikes across 75 parking hubs along the SMART corridor
- Expected launch Summer 2024
- Two-year contract

Marin/Sonoma Transit Coordination

- Two counties have a long history of coordination
- Changes in travel patterns, funding, and planning efforts prompted rethinking service coordination
- Transit agencies, TAM, SCTA, and MTC convened to discuss GGBHTDs Strategic Planning Initiative
- Agencies agreed to develop a comprehensive service plan focused on the 101 corridor
- Effort kicks off in January and completes in 12-18 months



Weekend Track Closure Options

SMART will need to close the track between Cotati and Petaluma for three weekends (March, April, November) to complete construction of the Petaluma North Station.

Service options include:

1. No service – simplifies messaging & operations
2. Service South of Petaluma ONLY
 - Provides regular service to approximately 40% of riders
 - Service to Petaluma for Ferry passengers arriving at Larkspur
 - Store train cars at Larkspur
3. Service North of Cotati and South of Petaluma with Bus Bridge from Cotati to Petaluma
 - Different schedule North of Cotati
 - 35-minute bus transfer times
 - Requires additional crews and expense

All options will require extensive outreach.





SMART

NEWS

SMART AWARDED \$32M FOR HEALDSBURG RAIL EXTENSION & LOW-EMISSION LOCOMOTIVE PURCHASE



SMART

Multise

Pathway Wayfinding

Design concepts coming soon!

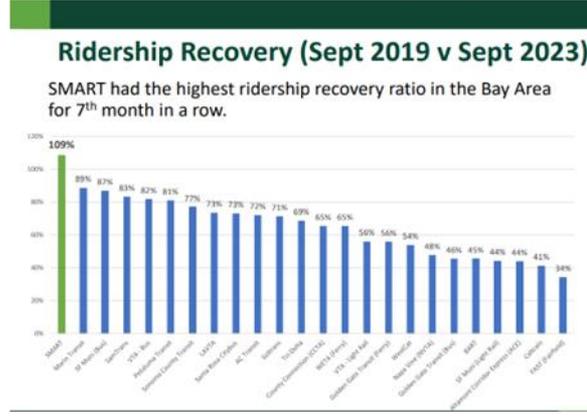
www.snomarintrain.org/pathwaywayfinding



SF vs MIL 1:05 PM PT Sun, May 7

ORACLE PARK

Giants vs Brewers



SMART

EXTRA SERVICE FOR MARIN COUNTY FAIR



SMART

SMART reduces price of 31-Day Pass



McInnis to Smith Ranch Pathway

Construction Coming Soon

SMART

WALK • BIKE • RIDE

AREA RAIL TRANSIT

2023 Accomplishments

- Secured \$205M in outside grants to leverage Measure Q funding
- Ran full weekday service (38 trips)/expanded weekend service (16 trips)
- Achieved 97.6% on-time schedule reliability rate
- Implemented field trip program for K-12 students
- Facilitated free summer youth program Jun-Aug 2023
- Developed monthly pass based on 3-day commute
- Removed flip seats to accommodate additional bike capacity
- Implemented overnight parking at park & ride lots
- Ran extra service to support Marin County Fair
- Implemented rider alerts on Google Maps, Apple Maps, and the Transit App
- Upgraded to LED lighting at stations, pathways, and park & ride lots
- Significant pathway progress
 - Opened Lakeville Blvd. to Payran St. segment in July (.3 miles)
 - McInnis Pkwy. to Smith Ranch Rd (.9 miles)
 - Southpoint Blvd. to Main St. (2.7 miles)
 - Golf Course Dr. to Bellevue Ave. (2.9 miles)
- Implemented Wayfinding program (Spring 2024 installation)



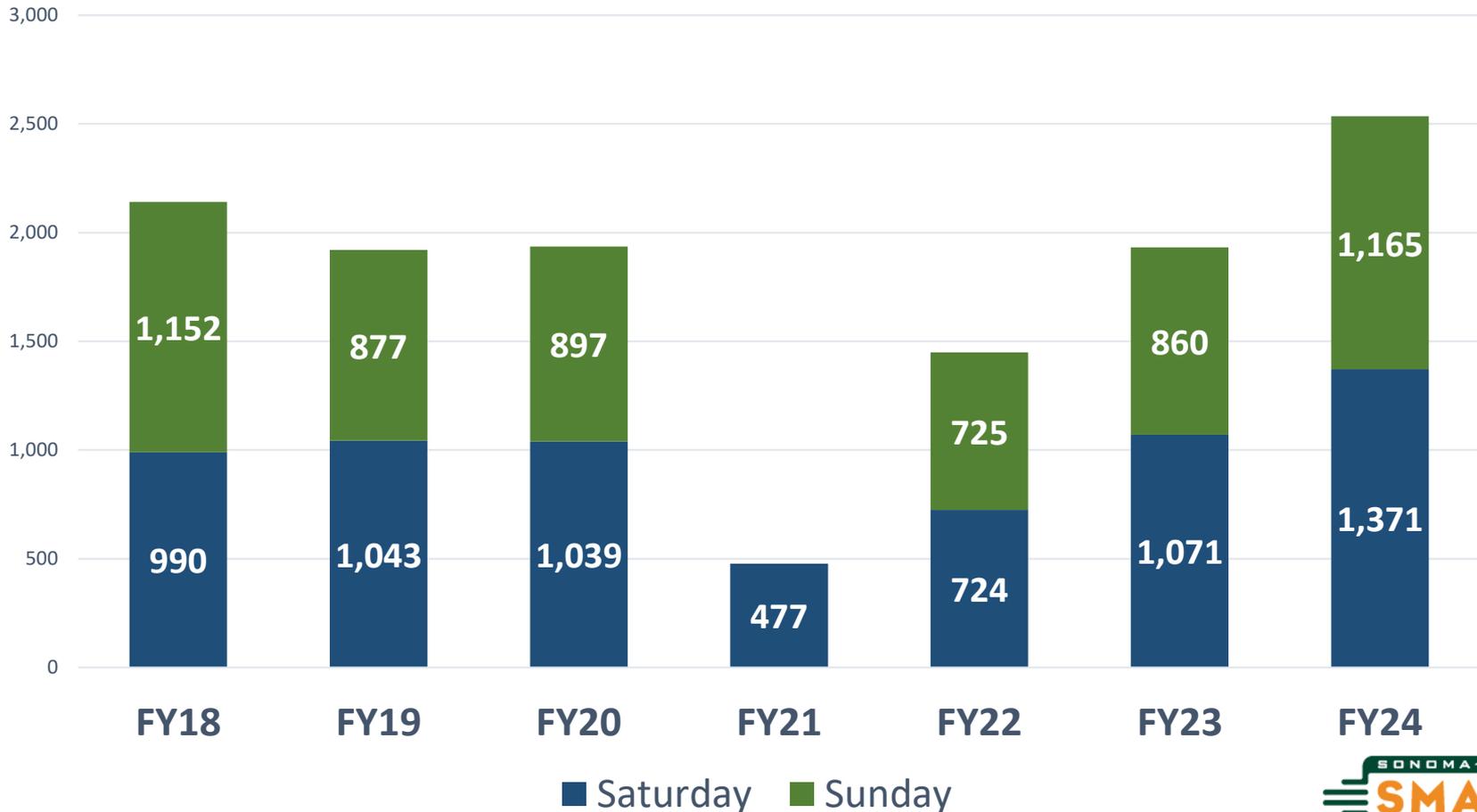
2023 Accomplishments

- Extension progress
 - Reactivated Windsor construction / began construction on Petaluma North Station
 - Secured 65% of required funding for Healdsburg
- Freight
 - Delivered 588 carloads to customers in Petaluma
 - Replaced over 500 ties and repaired bridges
 - Secured \$3.75M from CRISI Grant to upgrade freight locomotives
- Sponsored annual holiday toy drive -- collected 600 toys for Toys for Tots
- Attended 11 community events in 2023 to promote SMART
- Information Technology
 - Mitigated 1,200 phishing attacks, maintained 1,300 devices, 90 types of software, supported 150 users, and managed audio, video, and live streaming for 18 meetings
- Code Compliance
 - Responded to 800+ calls, worked on FRA suicide prevention project, facilitated training with local law enforcement
- Job training and development
 - Hosted Sonoma Corps intern and Implemented Signal, Vehicle Maintenance, and Conductor Trainee Program



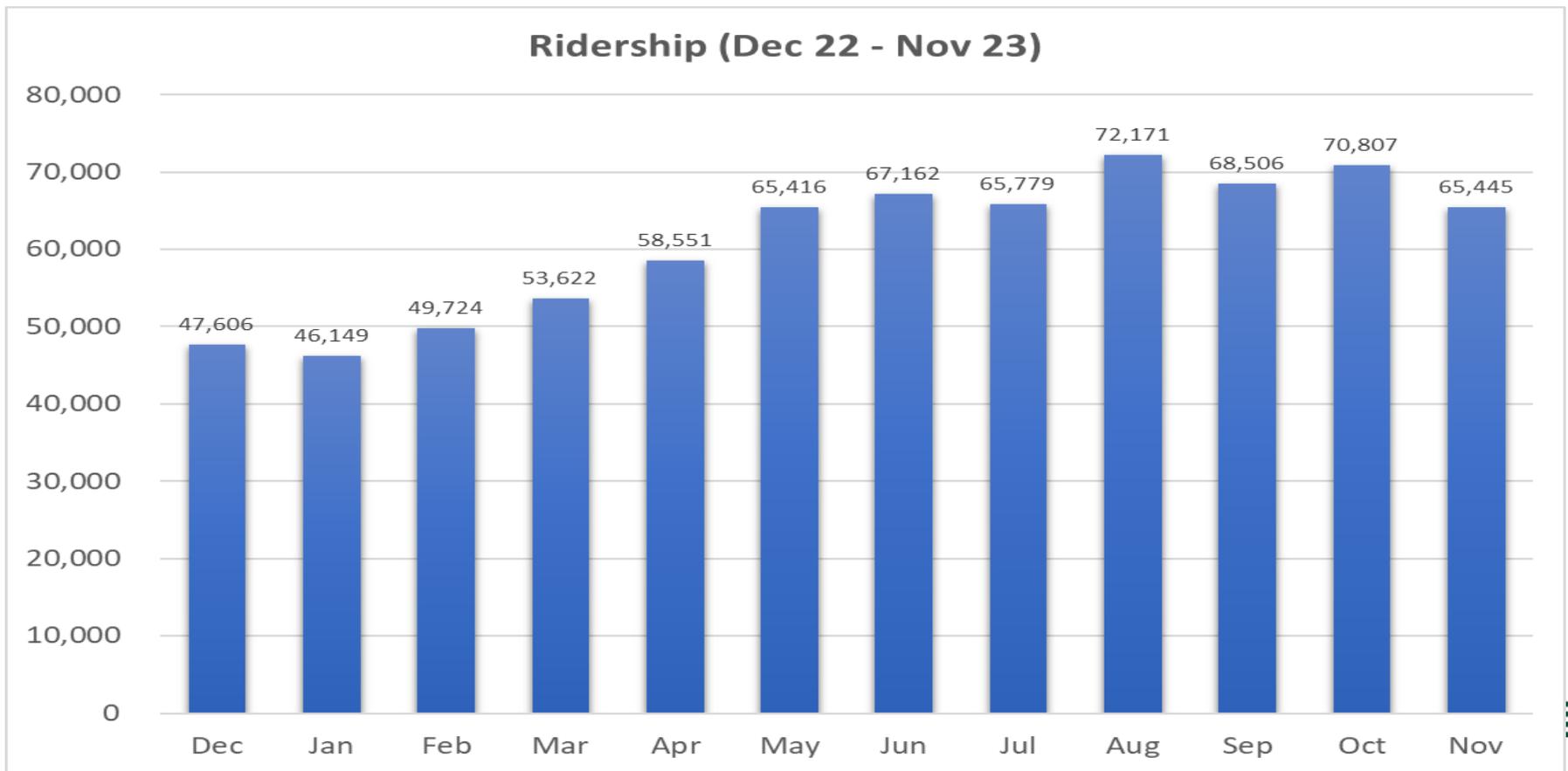
Average Weekend Ridership

Weekend ridership for FY24 to date exceeding pre-COVID.



Ridership

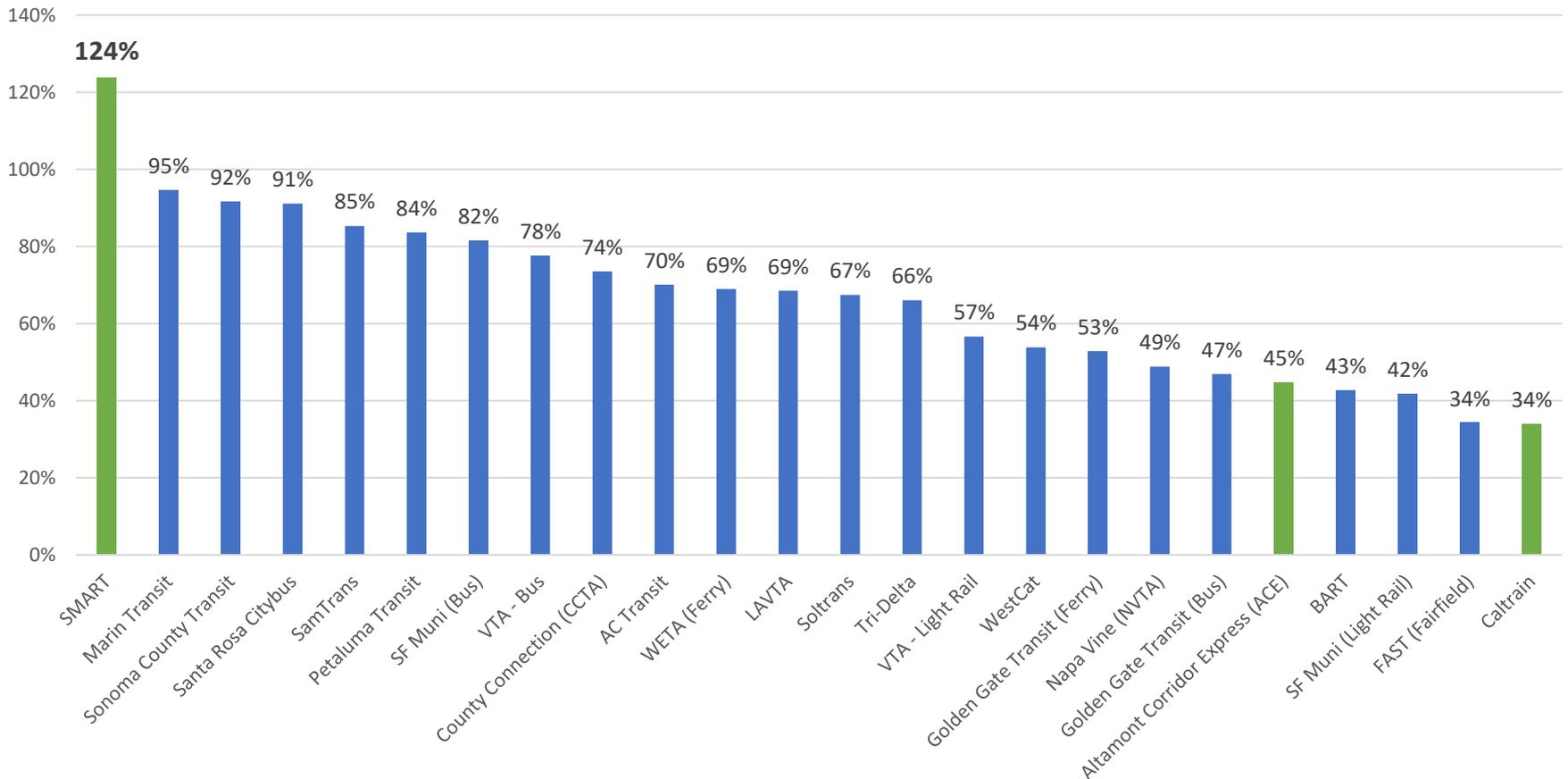
- 730,938 riders in past 12-months
- Over 16M passenger miles
- 54% higher than previous 12 months



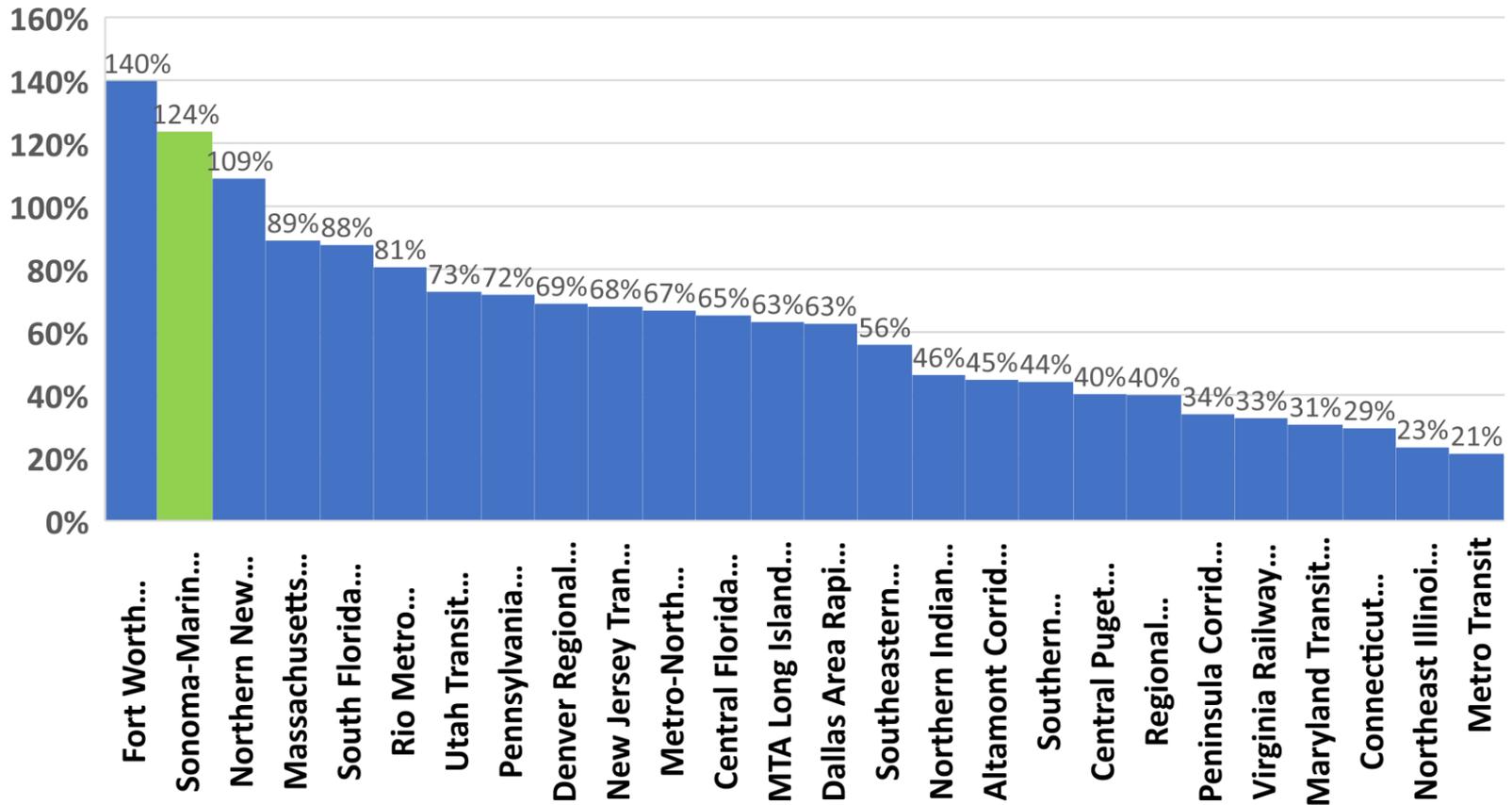
Ridership Recovery (Oct 2019 v Oct 2023)

Highest ridership recovery ratio in the Bay Area

8 months in a row



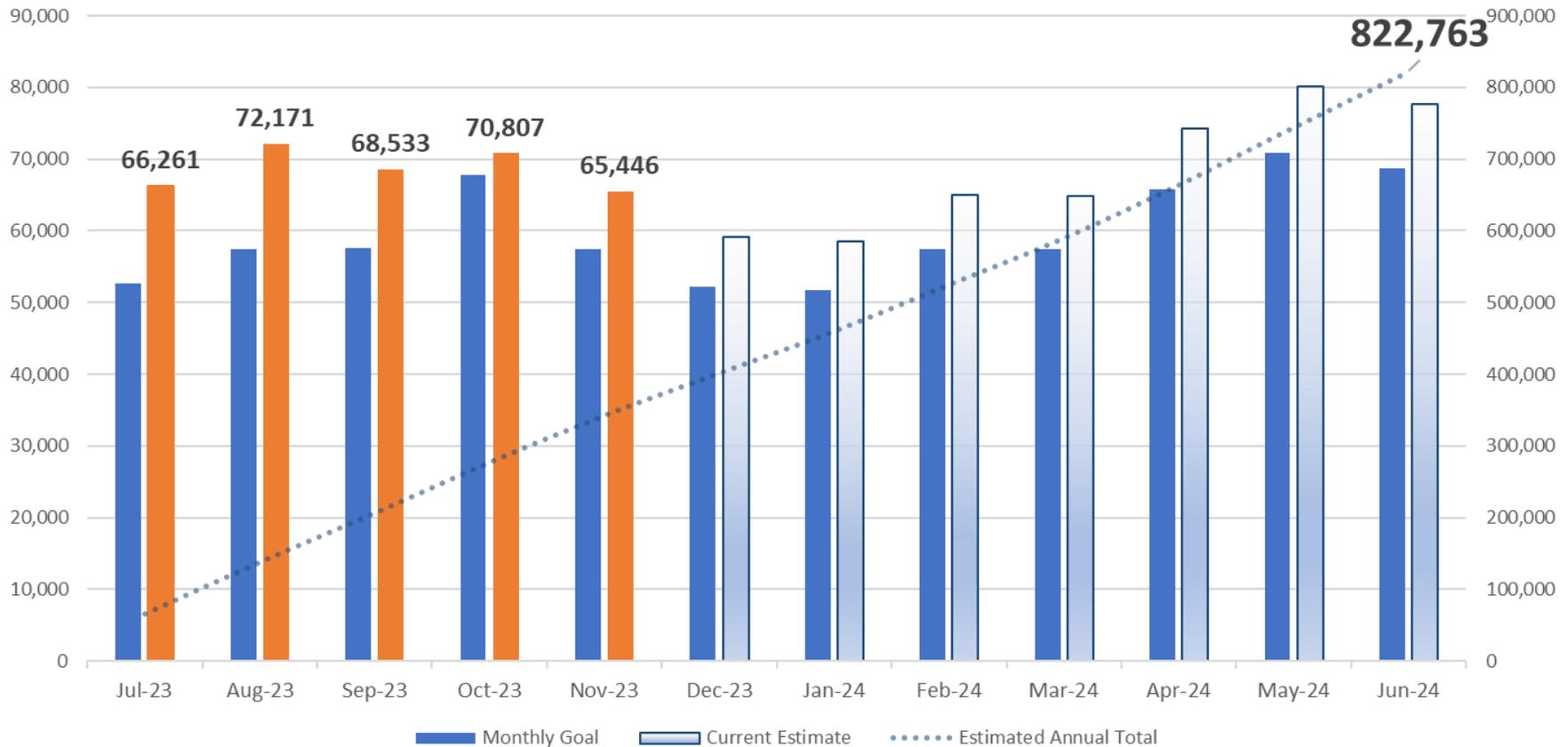
Commuter Rail Ridership Recovery October 2023 vs October 2019



SMART has the #2 Commuter Rail ridership recovery rate in the country!



FY24 Ridership Projection



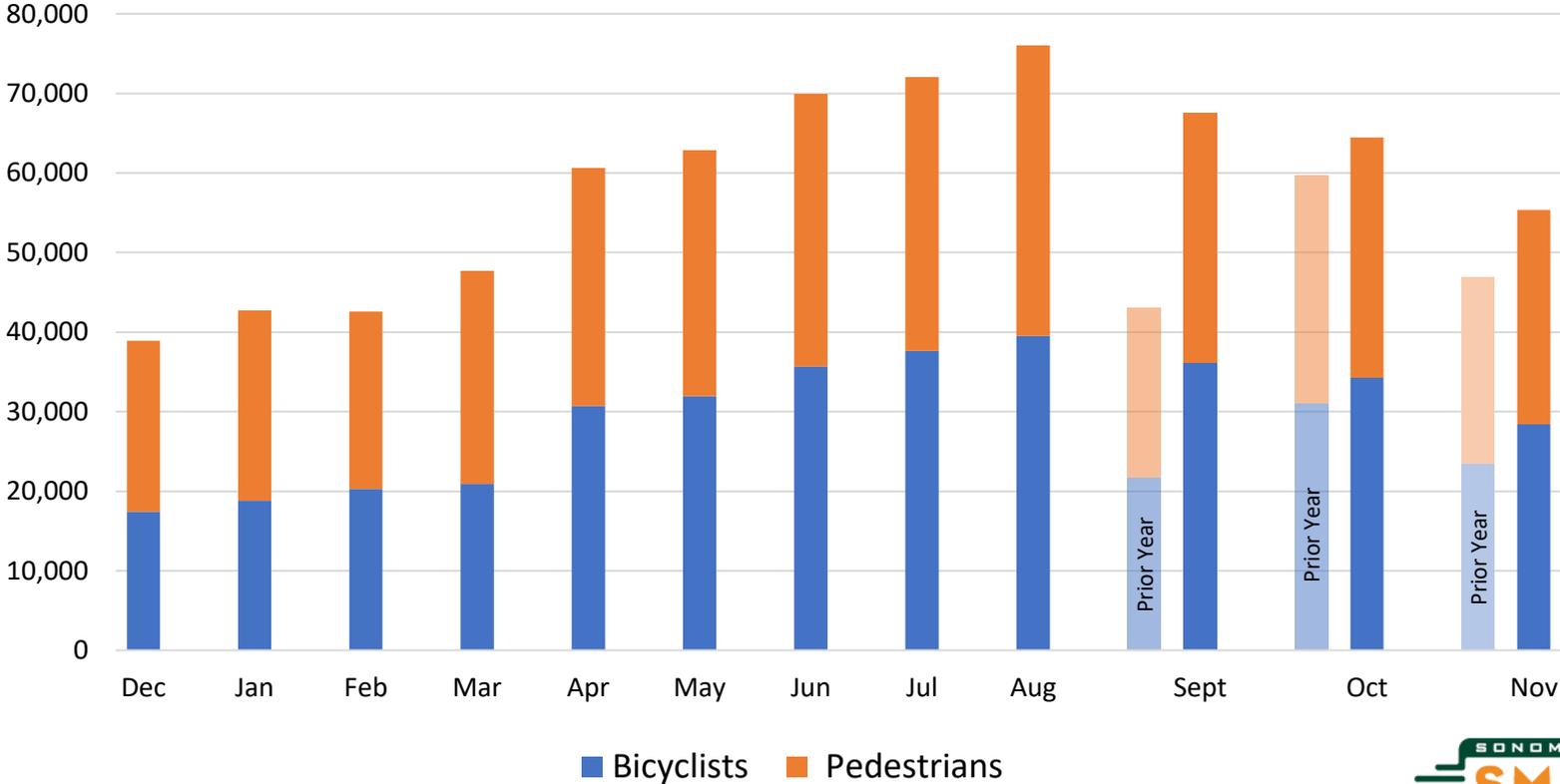
- Goal for FY24 is 717,000 boardings
- Currently tracking 15% over goal and 29% over FY23
- On pace for nearly 823,000 riders in FY24



Pathway Counts

September 2022 – November 2023

703,526 pathway users in past 12-months





Questions?

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