



Short-Range Transit Plan

Fiscal Year 2022 – Fiscal Year 2029

Sonoma-Marin Area Rail Transit District

Approved _____, 2021

Federal transportation statutes require that the Metropolitan Transportation Commission (MTC), in partnership with state and local agencies, develop and periodically update a long-range Regional Transportation Plan (RTP), also known as Plan Bay Area, and a Transportation Improvement Plan (TIP) which implements the RTP by programming federal funds to transportation projects contained in the RTP. To effectively execute these planning and programming responsibilities, MTC requires that each transit operator in its region which received federal funding through the TIP, prepare, adopt, and submit to MTC a Short-Range Transit Plan (SRTTP).

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Overview of Transit System

History

The Sonoma Marin Area Rail Transit (SMART) District was established by the California Legislature through the enactment of AB 2224 in 2002. The SMART District includes both Sonoma and Marin Counties and was created for the purpose of providing unified and comprehensive structure for the ownership and governance of passenger and freight rail system within Sonoma and Marin Counties and to provide passenger and freight train service along the existing publicly owned railroad right-of-way.

SMART passenger rail service began in August of 2017 with two-way passenger train service on 43 miles to 10 stations between Downtown San Rafael in Marin County and Airport Boulevard in Sonoma County. In late 2019, two new stations were completed in Downtown Novato and Larkspur near the regional Ferry to San Francisco. These two stations in Marin County brought rail service to its current total of 45 miles with 12 passenger stations.

Train service is provided in state-of-the-art diesel multiple unit (DMU) rail vehicles utilizing one of the first Positive Train Control systems for passenger rail. Prior to the COVID-19 shutdown, service was provided roughly every 30-minutes during commute hours with additional service midday and weekends. SMART also manages 24 miles of an ancillary bicycle/pedestrian pathway on its right of way connecting to the SMART's stations where cyclists can find secure parking at the station or on-board the train for their bikes.

As a railroad, SMART is subject to the Federal Railroad Administration (FRA) for safety oversight, including compliance of Positive Train Control requirements. SMART is also subject to the California Public Utilities Commission (CPUC) for grade crossing safety oversight. The FRA has found SMART in compliance with all Positive Train Control (PTC) requirements, operating safety oversight requirements and has favorably reviewed SMART on two occasions for expansion project management oversight.

In 2015, the Federal Transit Administration (FTA) designated SMART as a Direct Recipient and eligible to receive operating and capital formula grant funds. To receive that designation SMART had to prove legal, financial, and technical capacity. As a result of that designation, SMART must adhere to FTA's numerous policy oversight requirements, including the Civil Rights requirements that every public transit agency must comply with: Americans with Disabilities Act (ADA); Title VI; Disadvantaged Business Enterprise (DBE); and Equal Employment Opportunity (EEO). SMART adheres to the FTA's policy requirements and the SMART Board has current adopted Title VI and DBE programs, as required. The FTA has not yet conducted a policy compliance review of SMART, but those reviews are generally conducted every three years.

Key Milestones and Events

2002	SMART was created by the California Legislature
2008	SMART's ¼ cent sales tax was passed
2015	Federal Transit Administration designates SMART as a direct grantee
August 2017	Federal Railroad Administration grants SMART positive train control revenue service demonstration status
August 2017	Service Started between San Rafael and Santa Rosa Airport to include 34 trips/ weekday and 10 trips/ weekend
October 2017	Tubbs Fire in Sonoma County
August 2018	1 st Anniversary of the start of service
November 2018	Camp Fire in Sonoma County
February 2019	Flooding in Marin County and Sonoma County
August 2019	2 nd Anniversary of the start of service
October 2019	Kincade Fire in Sonoma County
December 2019/ January 2020	Larkspur Extension and Downtown Novato opens. Service increases to 38 trips/ weekday
March 2020	COVID-19 Shelter-in-Place Orders go into effect. Trips reduced to 16 trips/ weekday and no weekend service
August 2020	3 rd Anniversary of the start of service
August 2020	LNU Lighting Complex Fires in Sonoma County
March 2021	Marin County Progresses to less restrictive COVID tier
April 2021	Sonoma County Progresses to less restrictive COVID Tier
May 2021	Service is expanded to add 10 additional trips on weekdays and service is resumed on Saturday with 12 trips
May 2021	Fares are reduced approximately 40%
August 2021	4 th Anniversary of the start of service

Governance

SMART is governed by a 12-member Board consisting of elected and appointed officials appointed as specified in AB 2224 serving staggered 4-year terms.

Sonoma County

- Two members of the Sonoma County Board of Supervisors, each of whom shall serve on the Board of Directors of the Sonoma County Transportation Authority, appointed by the Sonoma County Board of Supervisors.
- Three members, each of whom shall be a mayor or council member of a city or town within the Sonoma County, appointed by the Sonoma County Mayors and Council Members Association. They must meet the following conditions: (1) Two members are also city representatives for the Sonoma County Transportation Authority (2) All the members are from cities on the rail line in Sonoma County (3) No city has more than one member.

Marin County

- Two members of the Marin County Board of Supervisors appointed by the Marin County Board of Supervisors.
- One member of the City Council of the City of Novato who also serves on the Marin County Congestion Management Agency, appointed by the Marin County Congestion Management Agency
- One member of the City Council of the City of San Rafael who also serves on the Marin County Congestion Management Agency, appointed by the Marin County Congestion Management Agency
- One member, who shall be a mayor or council member of the city or town within Marin County and a member of the Marin County Congestion Management Agency, appointed by the Marin County Council of Mayors and Council Members

Golden Gate Bridge, Highway and Transportation District

- Two representatives from the Golden Gate Bridge District neither of whom shall be a member of the Sonoma or Marin County Board of Supervisors, appointed by the Golden Gate Bridge, Highway and Transportation District.

Current representation on the SMART Board of Directors:

David Rabbitt – Chair Sonoma County Board of Supervisors	Barbara Pahre – Vice Chair Golden Gate Bridge District
Judy Arnold Marin County Board of Supervisors	Melanie Bagby Sonoma County Mayors and Councilmembers Association
Kate Colin Transportation Authority of Marin	Damon Connolly Marin County Board of Supervisors
Debora Fudge Sonoma County Mayors and Councilmembers Association	Patty Garbarino Golden Gate Bridge District
Susan Gorin Sonoma County Board of Supervisors	Daniel Hillmer Marin County Council of Mayors and Councilmembers
Eric Lucan Transportation Authority of Marin	Chris Rogers Sonoma County Mayors and Councilmembers Association

Organizational Structure

The Board appoints a General Manager for the District. In addition, the Chief Financial Officer, General Counsel, and Chief Engineer are appointed by the Board.

General Manager – Farhad Mansourian	Chief Financial Officer – Heather McKillop
General Counsel – Tom Lyons	Chief Engineer – Bill Gamlen

The SMART organization has been developed in conjunction with the project construction, including the creation and staffing of SMART's three operating department divisions: Transportation, Maintenance of Way, and Vehicle Maintenance. As of 2021, has 139.5 employees. All operations are performed by SMART employees. SMART has 3 unions:

- Operating Engineers Local Union No. 3 AFL-CIO
 - Collective Bargaining Agreement (CBA) expires December 15, 2022
- International Brotherhood of Teamsters Local No. 665
 - Maintenance of Way Technicians Unit CBA expires June 30, 2022
 - Supervisors Unit Expires June 30, 2022
- International Association of Machinists and Aerospace Workers Local Lodge 1414
 - CBA expires June 30, 2022

Short-Range Transit Plan

This is SMART's first Short-Range Transit Plan. As a new transit agency that has just celebrated its 4th year of revenue service, we are just starting to mature our systems, policies, and procedures and have tried to comply as thoroughly as possible with MTC and SMART's Short-Range Transit Plan Agreement dated August 5, 2019.

This plan only covers the first eight-years, July 1, 2021, through June 30, 2029, of the ten-year period traditionally covered in a Short-Range Transit Plan. This is due to the expiration of SMART's local sales tax funding in Fiscal Year (FY) 2029. The voters of Marin and Sonoma Counties approved Measure Q which imposed a $\frac{1}{4}$ of 1% sales tax on tangible personal property at retail, was passed with 69.6% of the votes in November of 2008. The collection of that voter approved sales tax sunsets in March of 2029. To reauthorize Measure Q well in advance of its expiration, thus providing financial stability for SMART's ongoing operating expenses, in March 2020, Measure I went to the ballot to extend the sales tax through March 31, 2059. Even though it received over 50% of the vote, Measure I failed to garner the two-thirds super majority that is required on specified tax measures in California. The final count was 53.6% in favor and 46.4% opposed.

This first SMART Short-Range Transit Plan is fiscally balanced for the first eight years (FY 22 – FY 29). With the expiration of Measure Q local sales tax funding and until a voter authorized extension of the sales tax measure is secured, SMART cannot balance years after FY 29. It is currently estimated that the combined shortfall for FY 30 and FY 31 will be approximately \$74 million based on the forecasts contained in this document.

Freight

Smart owns the railroad from a place called "Brazos Junction" in American Canyon (East of the Napa River) west to the Ignacio Wye (Highway 101 and 37) in Novato and from there north to the Mendocino-Sonoma County Line.

On February 2, 2021, SMART filed a "Verified Notice of Exemption" with the Surface Transportation Board (STB) to exempt from regulation under U.S.C. Section 10902 SMART's acquisition of railroad, right-of-way and a freight rail operating easement from North Coast Railroad Authority and SMART's operation of the line. On February 12, 2021, the Notice of Exemption was approved by the STB. On March 26, a quit claim deed was executed that transferred the line of railroad and right-of-way between the Sonoma – Mendocino County border milepost 89 and Healdsburg at milepost 70.7 and the freight rail operating easement between Healdsburg milepost 68.2 and Brazos Junction at milepost SP 63.4.

On February 22, 2021, the freight operator, NWPCo, petitioned the STB for Discontinuance of Service Exemption (requesting authority to cease being the freight operator). On June 11, 2021, the STB approved NWPCo's petition for discontinuance of service and authorized SMART to assume freight operations and common carrier duties over the rail line which became final on July 11, 2021. Currently, NWPCo. is expected to provide interim service until SMART replaces

their operation by either self-performing the operation or contracting with a third-party operator to fulfill the service.

SMART has inherited significant infrastructure because of these transactions. The infrastructure will need to be maintained to facilitate freight movement and ultimately passenger service. SMART received \$4 million from SB 1029 for the acquisition of freight rights and equipment from NWPCo by SMART and AB 74 which appropriated \$2 million for safety upgrades and maintenance of the freight portions. Another \$4 million was recently approved by the State of California as part of the State's FY 21-22 budget.

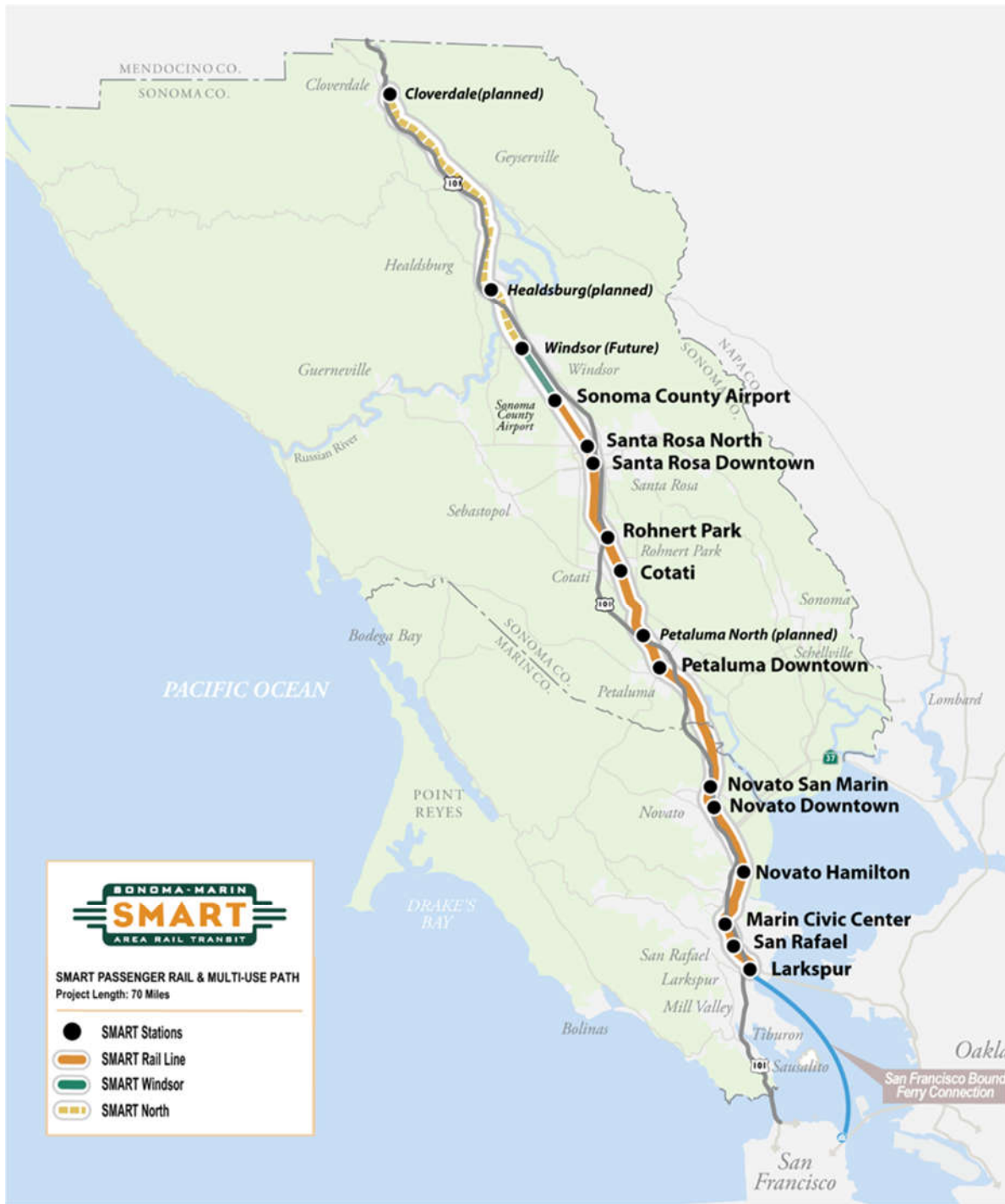
Figure 1.
SMART Freight Lines



Transit Services Provided

SMART currently has 45 miles of commuter rail and has completed 24 miles of pathway connecting users to its 12 stations.

Figure 2.
SMART Passenger Rail



In August of 2017, SMART opened commuter rail service between San Rafael in Marin County to Sonoma County Airport in Sonoma County. In December 2019, SMART opened a 2.1-mile extension from San Rafael to Larkspur and an infill station in downtown Novato. Starting in January 2020, SMART was running 38 trips per day during the week, Monday – Friday, and 10 trips per day on the weekends. In March 2020, the COVID-19 pandemic hit, and California was the first state to issue “Stay-at-Home” orders. SMART modified services in March 2020 due to the COVID-19 pandemic, with weekend service suspended starting March 21st and weekday service reduced first by 4 trips (down to 34) on March 23rd and then by another 18 trips (down to 16) on April 6th, 2020. Since April of 2020, SMART has seen ridership ebb and flow based on changes in “Stay-at-Home” orders from the two counties that SMART services.

Beginning in March of 2021, SMART started to see an increase in ridership as vaccines became more available and people began to venture out for work and leisure activities. On May 24, 2021, SMART added an additional 10 trips per weekday for a total of 26 trips each weekday and added 12 trips on Saturday.

Figure 3.
Current Passenger Rail Schedule

Effective **September 20, 2021**
Efectivo **el 20 de Septiembre de 2021**



AM Times
Horas AM

PM Times
Horas PM

TEMPORARY WEEKDAY SCHEDULE
HORARIO TEMPORAL DE DÍAS LABORABLES

SOUTHBOUND - Sonoma County Airport to Larkspur
DIRECCIÓN SUR - Sonoma County Airport a Larkspur

TRAIN NUMBER	3	5	9	13	15	19	21	23	27	29	33	35	39
Sonoma County Airport	5:02	6:06	7:10	8:14	9:18	12:45	1:17	2:21	3:25	3:57	5:01	5:33	6:37
Santa Rosa North	5:09	6:13	7:17	8:21	9:25	12:52	1:24	2:28	3:32	4:04	5:08	5:40	6:44
Santa Rosa Downtown	5:13	6:17	7:21	8:25	9:29	12:56	1:28	2:32	3:36	4:08	5:12	5:44	6:48
Rohnert Park	5:21	6:25	7:29	8:33	9:37	1:04	1:36	2:40	3:44	4:16	5:20	5:52	6:56
Cotati	5:24	6:28	7:32	8:36	9:40	1:07	1:39	2:43	3:47	4:19	5:23	5:55	6:59
Petaluma Downtown	5:39	6:43	7:47	8:51	9:55	1:22	1:54	2:58	4:02	4:34	5:38	6:10	7:14
Novato San Marin	5:51	6:55	7:59	9:03	10:07	1:34	2:06	3:10	4:14	4:46	5:50	6:22	7:26
Novato Downtown	5:54	6:58	8:02	9:06	10:10	1:37	2:09	3:13	4:17	4:49	5:53	6:25	7:29
Novato Hamilton	6:02	7:06	8:10	9:14	10:18	1:45	2:17	3:21	4:25	4:57	6:01	6:33	7:37
Marin Civic Center	6:08	7:12	8:16	9:20	10:24	1:51	2:23	3:27	4:31	5:03	6:07	6:39	7:43
San Rafael	6:14	7:18	8:22	9:26	10:30	1:57	2:29	3:33	4:37	5:09	6:13	6:45	7:49
Larkspur	6:21	7:25	8:29	9:33	10:37	2:04	2:36	3:40	4:44	5:16	6:20	6:52	7:56
Ferry Departs for San Francisco Ferry sale a San Francisco	6:35/7:30	8:00	8:50	9:50	12:30	3:15	4:45	6:15 (last ferry)					

NORTHBOUND - Larkspur to Sonoma County Airport
DIRECCIÓN NORTE - Larkspur a Sonoma County Airport

TRAIN NUMBER	4	6	10	14	16	20	22	24	28	30	34	36	40
Ferry arrives in Larkspur Ferry llega a Larkspur			7:50	8:40/9:25	10:20	1:50			4:35		6:05		7:35
Larkspur	6:38	7:42	8:46	9:50	10:54	2:21	2:53	3:57	5:01	5:33	6:37	7:09	8:29
San Rafael	6:46	7:50	8:54	9:58	11:02	2:29	3:01	4:05	5:09	5:41	6:45	7:17	8:37
Marin Civic Center	6:51	7:55	8:59	10:03	11:07	2:34	3:06	4:10	5:14	5:46	6:50	7:22	8:42
Novato Hamilton	6:58	8:02	9:06	10:10	11:14	2:41	3:13	4:17	5:21	5:53	6:57	7:29	8:49
Novato Downtown	7:04	8:08	9:12	10:16	11:20	2:47	3:19	4:23	5:27	5:59	7:03	7:35	8:55
Novato San Marin	7:07	8:11	9:15	10:19	11:23	2:50	3:22	4:26	5:30	6:02	7:06	7:38	8:58
Petaluma Downtown	7:20	8:24	9:28	10:32	11:36	3:03	3:35	4:39	5:43	6:15	7:19	7:51	9:11
Cotati	7:33	8:37	9:41	10:45	11:49	3:16	3:48	4:52	5:56	6:28	7:32	8:04	9:24
Rohnert Park	7:37	8:41	9:45	10:49	11:53	3:20	3:52	4:56	6:00	6:32	7:36	8:08	9:28
Santa Rosa Downtown	7:45	8:49	9:53	10:57	12:01	3:28	4:00	5:04	6:08	6:40	7:44	8:16	9:36
Santa Rosa North	7:49	8:53	9:57	11:01	12:05	3:32	4:04	5:08	6:12	6:44	7:48	8:20	9:40
Sonoma County Airport	7:55	8:59	10:03	11:07	12:11	3:38	4:10	5:14	6:18	6:50	7:54	8:26	9:46

TEMPORARY WEEKEND/HOLIDAY SCHEDULE - SATURDAY ONLY (NO SUNDAY SERVICE)
HORARIO TEMPORAL DE LOS FINES DE SEMANA Y DÍAS FERIADOS - SOLO EL SÁBADO (NO HAY SERVICIO DE TREN LOS DOMINGOS)

SOUTHBOUND - Sonoma County Airport to Larkspur
DIRECCIÓN SUR - Sonoma County Airport a Larkspur

TRAIN NUMBER	1	3	5	7	9	11
Sonoma County Airport	7:35	9:35	11:35	1:35	3:35	5:35
Santa Rosa North	7:42	9:42	11:42	1:42	3:42	5:42
Santa Rosa Downtown	7:46	9:46	11:46	1:46	3:46	5:46
Rohnert Park	7:54	9:54	11:54	1:54	3:54	5:54
Cotati	7:57	9:57	11:57	1:57	3:57	5:57
Petaluma Downtown	8:12	10:12	12:12	2:12	4:12	6:12
Novato San Marin	8:24	10:24	12:24	2:24	4:24	6:24
Novato Downtown	8:27	10:27	12:27	2:27	4:27	6:27
Novato Hamilton	8:35	10:35	12:35	2:35	4:35	6:35
Marin Civic Center	8:41	10:41	12:41	2:41	4:41	6:41
San Rafael	8:47	10:47	12:47	2:47	4:47	6:47
Larkspur	8:54	10:54	12:54	2:54	4:54	6:54
Ferry Departs for San Francisco Ferry sale a San Francisco	9:30	11:20	1:40	4:45		

NORTHBOUND - Larkspur to Sonoma County Airport
DIRECCIÓN NORTE - Larkspur a Sonoma County Airport

TRAIN NUMBER	2	4	6	8	10	12
Ferry arrives in Larkspur Ferry llega a Larkspur			1:10		4:35	7:15
Larkspur	9:34	11:34	1:34	3:34	5:34	7:34
San Rafael	9:42	11:42	1:42	3:42	5:42	7:42
Marin Civic Center	9:47	11:47	1:47	3:47	5:47	7:47
Novato Hamilton	9:54	11:54	1:54	3:54	5:54	7:54
Novato Downtown	10:00	12:00	2:00	4:00	6:00	8:00
Novato San Marin	10:03	12:03	2:03	4:03	6:03	8:03
Petaluma Downtown	10:16	12:16	2:16	4:16	6:16	8:16
Cotati	10:29	12:29	2:29	4:29	6:29	8:29
Rohnert Park	10:33	12:33	2:33	4:33	6:33	8:33
Santa Rosa Downtown	10:41	12:41	2:41	4:41	6:41	8:41
Santa Rosa North	10:45	12:45	2:45	4:45	6:45	8:45
Sonoma County Airport	10:51	12:51	2:51	4:51	6:51	8:51



Subscribe for rider alerts sent directly to your smartphone.
Text the word **SMART** to 888-777 to sign up.
Suscríbese para recibir alertas enviadas directamente a su teléfono móvil. Envíe un text con la palabra **SMART** al 888-777 para registrarse.



(707) 794-3330
CustomerService@SonomaMarinTrain.org
Customer Service, Mon-Fri 8:00 AM - 5:00 PM
Servicio al cliente, lunes a viernes, 8:00 AM - 5:00 PM



www.SonomaMarinTrain.org
info@SonomaMarinTrain.org

Accessibility

SMART provides rail transit service that is accessible to passengers with disabilities. SMART's platforms and trains are fully compliant with the Americans with Disabilities Act (ADA) with level boarding and ramp access at every station. Clipper Card vending machines on SMART platforms are also ADA compliant. SMART trains have ADA accessible restrooms and seating. Onboard SMART personnel are available to assist with onboarding and exiting the train, and with any other needs that may arise. Since opening in 2017, SMART has carried 8,071 mobility devices.

Bikes on SMART

Bikes are welcome on-board SMART trains. Each two-car SMART train has spaces for up to 24 bikes. SMART stations also have bike storage including bike racks and secured bike lockers. Since opening in 2017, SMART has carried 223,619 bicycles.



Fare Structure

SMART's fares are based on a zone system, with the price of a fare based on the number of zones that are travelled. SMART utilizes the regional Clipper fare collection system, card and Clipper mobile app, as the primary method of collecting fares, supplemented by a SMART-only mobile app.

Figure 4.
Zones



Since service started in August of 2017, the price ranged from \$3.50 for one zone to \$11.50 for five zones with a maximum of \$23.00 per day. A discount of 50% is available for youth, seniors, those with disabilities, and low-income individuals. Clipper card/app users receive transfer credits between SMART and five connecting transit systems (described further below). Starting in November 2020, SMART started offering a 50% discount off single ride adult fares for lower income riders (200% of the federal poverty level) via the regional Clipper START program.

As part of SMART's "Welcome Back" Campaign, fares were reduced by approximately 40% to entice riders to come back to transit for both work and leisure activities. This fare structure will be in effect until May of 2022 unless extended. See chart below for new fares.

**Figure 5.
Fares**

One-Way						
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Daily Max
	Promotional Fare	Promotional Fare	Promotional Fare	Promotional Fare	Promotional Fare	
Adult Fare	\$ 1.50	\$ 3.00	\$ 4.50	\$ 6.00	\$ 7.50	\$ 15.00
Seniors, youth, low-income, and passengers with disabilities (50%)	\$ 0.75	\$ 1.50	\$ 2.25	\$ 3.00	\$ 3.75	\$ 7.50

As part of the Welcome Back campaign, SMART is offering a Weekend Day Pass to our weekend travelers. This pass is \$10 for adults and \$5.00 for those that qualify for a discount. The Weekend Day Pass offers unlimited rides for the entire day. This pass went into effect on June 5, 2021, and is only available on SMART's mobile app.

On September 1, 2021, SMART started offering a discounted 31-day pass providing unlimited rides for \$135 for adults and \$67.50 for youth, seniors, and passengers with disabilities. The 31-day pass is only available through the electronic Clipper card and Clipper mobile app.

SMART has agreements with the following transit agencies regarding transfers to and from SMART service to other transit service providers when using Clipper. Customers transferring from the following bus service shall receive a \$1.50 discount. The entire journey (timed from the last tag-off to the tag-off on SMART) must occur within 240 minutes to receive the discount.

- Sonoma County Transit
- Santa Rosa City Bus
- Petaluma Transit
- Marin Transit
- Golden Gate Transit

Revenue Fleet

SMART uses 18 Diesel Multiple Units (DMU) manufactured between 2015 and 2018 by Nippon Sharyo, Ltd.



Existing Facilities

SMART owns 154.56 miles of railroad right of way from Corte Madera in Marin County to the Mendocino-Sonoma County line and the City of Novato east to just east of the Napa River in Napa County. SMART has rehabilitated and operates over forty-five (45) miles of the rail corridor that connects the Larkspur Ferry in Marin County to the Sonoma County Airport with a 3.1-mile northern extension under construction and 30% complete to the Town of Windsor. In addition, twenty-four (24) miles of pathway has been constructed that provides a first/last mile connections to the train stations.

**Figure 6.
Stations and Park-n-Rides**

Station	Wheelchair Accessible	Bike Racks	Bike Lockers	Park-n-Ride	Charge for Parking
Larkspur Station 600 Larkspur Landing Circle, Larkspur, CA	Y	Y	Y	Y	Y
San Rafael Station 680 3 rd Street, San Rafael, CA	Y	Y	Y	N	N
Marin Civic Center Station 3801 Civic Center Drive, San Rafael, CA	Y	Y	Y	N	N
Novato Hamilton Station 10 Main Gate Road, Novato, CA	Y	Y	Y	Y	Y
Novato Downtown Station 695 Grant Avenue, Novato, CA	Y	Y	Y	N	N
Novato San Marin Station 7700 Redwood Blvd, Novato CA	Y	Y	Y	Y	Y
Petaluma Downtown Station 220 Lakeville Street, Petaluma, CA	Y	Y	Y	Y	Y
Cotati Station (Not owned by SMART) 980 East Cotati Avenue, Cotati, CA	Y	Y	Y	Y	N
Rohnert Park Station 900 Enterprise Drive, Rohnert Park, CA	Y	Y	Y	Y	Y
Santa Rosa Downtown Station 7 4 th Street, Santa Rosa, CA	Y	Y	Y	N	N
Santa Rosa North Station 1500 Guerneville Road, Santa Rosa, CA	Y	Y	Y	N	N
Sonoma County Airport Station 1130 Airport Boulevard, Santa Rosa, CA	Y	Y	Y	Y	Y

In addition, SMART system includes sixty-eight public crossings of its Rights-of-Way, 30 bridges (including one moveable bridge), and two tunnels.

Figure 7.
Bridges

Mile Post	Bridge Designation	County
14.90	Central Marin Ferry Connector – Bike/Ped Bridge	Marin
15.71	Auburn Boulevard	Marin
16.29	Harbor Creek	Marin
16.86	San Rafael Creek	Marin
17.56	Linden Lane Overcrossing	Marin
20.91	Gallinas Creek	Marin
22.09	Miller Creek	Marin
24.36	Drainage Tributary Pacheco Creek	Marin
24.81	Arroyo De San Jose Mainline and Siding	Marin
26.04	Hannah Ranch Slough	Marin
26.93	Novato Creek	Marin
28.77	Drainage Channel – Rush Creek	Marin
29.31	Drainage Channel – Basalt Creek	Marin
31.74	San Antonio Creek Tributary	Marin
33.49	San Antonio Creek	Marin
34.21	Shultz Slough	Sonoma
35.54	Drainage Channel Petaluma Creek Tributary	Sonoma
37.19	Haystack Bridge	Sonoma
38.88	Petaluma River at Lakeville	Sonoma
39.74	Petaluma River - Cinnabar	Sonoma
42.42	Willow Brook Creek	Sonoma
44.37	Lichau Creek	Sonoma
46.97	Copeland Creek	Sonoma
47.54	Hinebaugh Creek	Sonoma
49.12	Laguna de Santa Rosa	Sonoma
52.25	Colgan Creek	Sonoma
53.57	Santa Rosa Creek	Sonoma
55.85	Paulin Creek	Sonoma
56.11	Piner Creek	Sonoma
58.82	Fulton Creek	Sonoma
59.50	Mark West Creek – Segment A - C	Sonoma



Haystack Movable Bridge in Petaluma

**Figure 8.
Tunnels**

Mile Post	Tunnel Designation	County
15.16 – 15.38	CalPark	Marin
18.16 – 18.41	Puerto Suello	Marin

Maintenance Facilities

SMART has one main maintenance facility located at 3748 Regional Parkway, Santa Rosa, CA. This facility is called the Rail Operations Center (ROC) and is 23,000 square feet. It houses a central control/dispatch function, vehicle maintenance, and onboard transportation division functions. SMART has two other facilities that are used for Maintenance of Way (MOW) activities and storage. They are the MOW facility at 1200 River Road, Fulton, CA and the Roblar Yard at 105 Roblar Drive, Novato, CA.

SMART also owns the Petaluma Depot, which is leased to the City of Petaluma for a community art space and the Healdsburg Warehouse, which is being utilized for storage of capital parts. The SMART administrative offices are located at 5401 Old Redwood Highway, Suite 200, Petaluma, CA. This facility is leased and not owned by SMART.

Goals, Objectives, and Standards

In FY 21, SMART looked at developing performance measures to help the agency move from just reporting data to measuring performance. After several meetings with the Board of Directors, the following measures were determined to be the ones that the agency should focus on in the near term.

Derived Metrics from the National Transit Database (NTD)

- Operating Expense per Vehicle Revenue Mile (Cost Efficiency)
- Operating Expense per Passenger Mile (Cost Effectiveness)
- Passenger Trips per Vehicle Revenue Mile (Service Efficiency)
- Average Fare per Passenger (Cost Effectiveness)

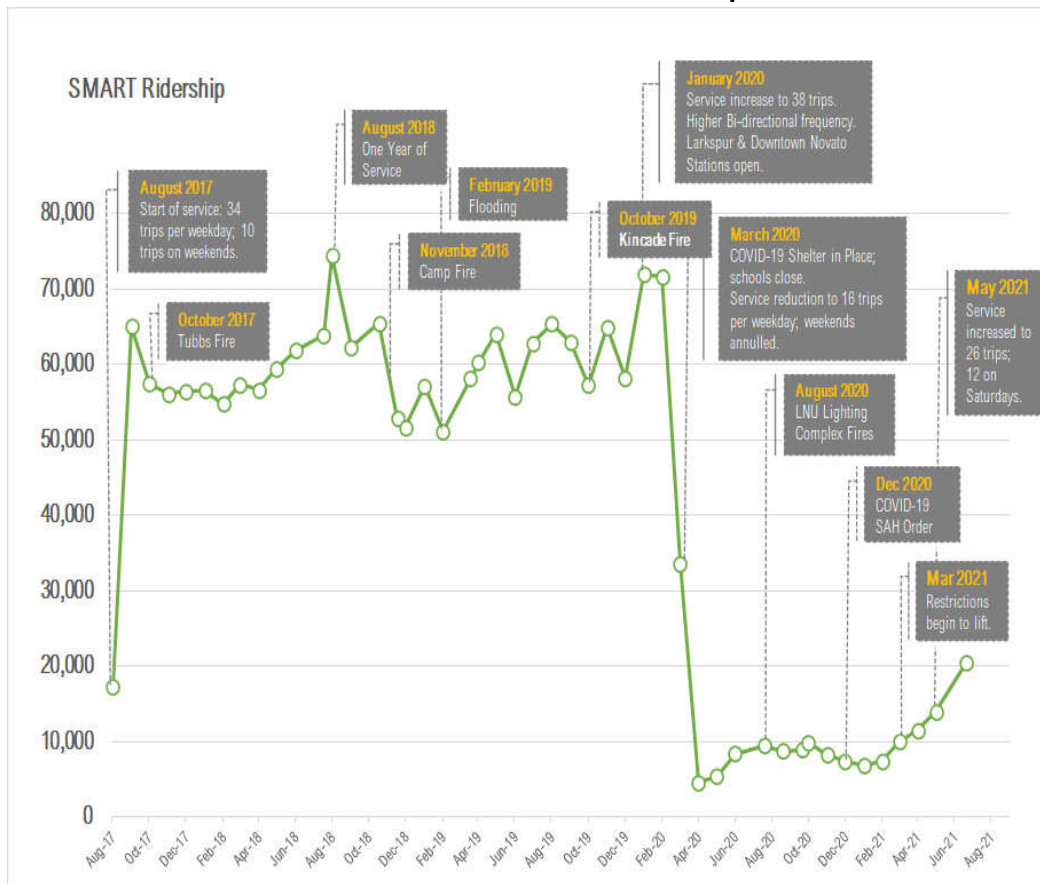
Additional in the near term, measures will be developed around pathway usage, on-time performance, climate benefits, and customer experience. Funds have been set aside in the FY 22 budget to further develop these measures to provide funding for data collection and present the results to the Board and public.

Service and Systems Evaluation

SMART currently operates 45 miles of passenger rail with 12 stations from Larkspur Ferry Terminal to the Sonoma County Airport. It is a fixed guideway that generally parallels Highway 101. Most of the length of the corridor it is single track with passing sidings. The core single track configuration constrains service levels as all northbound and southbound trains must pass at fixed passing side locations. The system is also shared with freight rail, with SMART as the dispatch and starting in July of 2021, with SMART as the federally recognized freight operator. The tracks at the SMART stations are equipped with gauntlet tracks to allow for freight rail service and each platform can accommodate three-car trains, a length that allows trains to stop in Downtown San Rafael without blocking cross automobile traffic.

Since the start of SMART service four years ago, there have been over twelve federal disaster declarations in Sonoma County, including three catastrophic wildfires, two floods, extended Public Safety Power Shut-offs from the public power utility company, and, starting in March of 2020, the COVID-19 pandemic. SMART has experienced service disruption in several of these events, including evacuation of SMART's rolling stock and temporary closure of the northernmost stations, along with service reductions detailed earlier related to the COVID-19 pandemic. The true impact of these events, however, has been to the people SMART serves. These events have caused significant loss of housing stock, massive evacuation efforts, and unprecedented disruption in the daily rhythm of people's lives. It remains to be seen what the ultimate impact will be to work and school commute patterns, including the impact of regional relocation of workers from elsewhere in the Bay Area to Sonoma County during the COVID-19 pandemic.

Figure 9.
SMART Ridership



As described in greater detail earlier, broader events have had impacts to service output and ridership over the past four years. The following is historical information, as reported to NTD, for revenue service hours, revenue service miles, and ridership.

Figure 10.
Comparative NTD Data

Description*	2018	2019	2020	Variance 2020 & 2019
Revenue Hours	43,959	32,890	28,993	12%
Revenue Miles	766,833	923,002	821,415	11%
Ridership	636,029	716,847	567,103	21%

*FY 18 service year was just over 10 months and SMART received and NTD reporting waiver for uncorrectable revenue hour data collection in 2018.

In December 2019, SMART added two stations into the system and connected to regional ferry services between the North Bay and San Francisco. In January of 2020, SMART added four more weekday trips, increasing to 38 one-way trips total, and provided service every 32 minutes in each direction across much of the day. Because of the system extension, addition of two stations, and increased service frequency (including trips that allowed for growing “reverse commute” trips), SMART’s ridership in January and February 2020 grew by 40% over the year prior.

In March of 2020, the COVID-19 public health Stay-at-Home orders significantly impacted ridership on every transit system, including SMART. SMART ridership began to rise with the slow improvement of public health conditions through the spring of 2021. Sonoma County was the last county in the Bay Area to leave the most restrictive COVID-19 public health tier in April 2021. July 2021 ridership was 15% higher than June 2021 and August 2021 was 2% higher than July. Throughout the pandemic the share of passengers bringing bicycles onboard, already a significant portion of riders at about 11%, nearly doubled to over 21%. That proportion has shrunk slightly as general ridership increased in summer 2021, with 17% of riders in August 2021 bringing bicycles onboard.

In the Fall of 2020, SMART held eight community Listening Sessions. In the Spring of 2021, SMART also released two surveys to get feedback on what was important to riders when we were able to start adding service again. The following themes regarding service levels came from the listening sessions as well as the survey data.

- Increase frequency during the week (add back service)
- Reinstate weekend service
- Add or modify service to support school schedules
- Later evening service

As soon as restrictions started to lift in Marin and Sonoma counties and within the confines of funding and manpower, SMART added 10 more weekday trips and 12 trips on Saturday. SMART would like to return to pre-pandemic levels of service, but that is dependent on the ability to hire Engineer/ Conductors and funding availability.

Figure 11.
Current Schedule

Effective **September 20, 2021**
Efectivo **el 20 de Septiembre de 2021**

SONOMA-MARIN

SMART

AREA RAIL TRANSIT

AM Times
Horas AM

PM Times
Horas PM

TEMPORARY WEEKDAY SCHEDULE
HORARIO TEMPORAL DE DÍAS LABORABLES

SOUTHBOUND - Sonoma County Airport to Larkspur
DIRECCIÓN SUR - Sonoma County Airport a Larkspur

TRAIN NUMBER	3	5	9	13	15	19	21	23	27	29	33	35	39
Sonoma County Airport	5:02	6:06	7:10	8:14	9:18	12:45	1:17	2:21	3:25	3:57	5:01	5:33	6:37
Santa Rosa North	5:09	6:13	7:17	8:21	9:25	12:52	1:24	2:28	3:32	4:04	5:08	5:40	6:44
Santa Rosa Downtown	5:13	6:17	7:21	8:25	9:29	12:56	1:28	2:32	3:36	4:08	5:12	5:44	6:48
Rohnert Park	5:21	6:25	7:29	8:33	9:37	1:04	1:36	2:40	3:44	4:16	5:20	5:52	6:56
Cotati	5:24	6:28	7:32	8:36	9:40	1:07	1:39	2:43	3:47	4:19	5:23	5:55	6:59
Petaluma Downtown	5:39	6:43	7:47	8:51	9:55	1:22	1:54	2:58	4:02	4:34	5:38	6:10	7:14
Novato San Marin	5:51	6:55	7:59	9:03	10:07	1:34	2:06	3:10	4:14	4:46	5:50	6:22	7:26
Novato Downtown	5:54	6:58	8:02	9:06	10:10	1:37	2:09	3:13	4:17	4:49	5:53	6:25	7:29
Novato Hamilton	6:02	7:06	8:10	9:14	10:18	1:45	2:17	3:21	4:25	4:57	6:01	6:33	7:37
Marin Civic Center	6:08	7:12	8:16	9:20	10:24	1:51	2:23	3:27	4:31	5:03	6:07	6:39	7:43
San Rafael	6:14	7:18	8:22	9:26	10:30	1:57	2:29	3:33	4:37	5:09	6:13	6:45	7:49
Larkspur	6:21	7:25	8:29	9:33	10:37	2:04	2:36	3:40	4:44	5:16	6:20	6:52	7:56
<div><div></div><div>Ferry Departs for San Francisco Ferry sails to San Francisco</div></div>	6:35/7:30	8:00	8:50	9:50	12:30		3:15	4:45	6:15 (last ferry)				

NORTHBOUND - Larkspur to Sonoma County Airport
DIRECCIÓN NORTE - Larkspur a Sonoma County Airport

TRAIN NUMBER	4	6	10	14	16	20	22	24	28	30	34	36	40
<div><div></div><div>Ferry arrives in Larkspur Ferry departs Larkspur</div></div>			7:50	8:40/9:25	10:20	1:50			4:35		6:05		7:35
Larkspur	6:38	7:42	8:46	9:50	10:54	2:21	2:53	3:57	5:01	5:33	6:37	7:09	8:29
San Rafael	6:46	7:50	8:54	9:58	11:02	2:29	3:01	4:05	5:09	5:41	6:45	7:17	8:37
Marin Civic Center	6:51	7:55	8:59	10:03	11:07	2:34	3:06	4:10	5:14	5:46	6:50	7:22	8:42
Novato Hamilton	6:58	8:02	9:06	10:10	11:14	2:41	3:13	4:17	5:21	5:53	6:57	7:29	8:49
Novato Downtown	7:04	8:08	9:12	10:16	11:20	2:47	3:19	4:23	5:27	5:59	7:03	7:35	8:55
Novato San Marin	7:07	8:11	9:15	10:19	11:23	2:50	3:22	4:26	5:30	6:02	7:06	7:38	8:58
Petaluma Downtown	7:20	8:24	9:28	10:32	11:36	3:03	3:35	4:39	5:43	6:15	7:19	7:51	9:11
Cotati	7:33	8:37	9:41	10:45	11:49	3:16	3:48	4:52	5:56	6:28	7:32	8:04	9:24
Rohnert Park	7:37	8:41	9:45	10:49	11:53	3:20	3:52	4:56	6:00	6:32	7:36	8:08	9:28
Santa Rosa Downtown	7:45	8:49	9:53	10:57	12:01	3:28	4:00	5:04	6:08	6:40	7:44	8:16	9:36
Santa Rosa North	7:49	8:53	9:57	11:01	12:05	3:32	4:04	5:08	6:12	6:44	7:48	8:20	9:40
Sonoma County Airport	7:55	8:59	10:03	11:07	12:11	3:38	4:10	5:14	6:18	6:50	7:54	8:26	9:46

TEMPORARY WEEKEND/HOLIDAY SCHEDULE - SATURDAY ONLY (NO SUNDAY SERVICE)
HORARIO TEMPORAL DE LOS FINES DE SEMANA Y DÍAS FERIADOS - SOLO EL SÁBADO (NO HAY SERVICIO DE TREN LOS DOMINGOS)

SOUTHBOUND - Sonoma County Airport to Larkspur
DIRECCIÓN SUR - Sonoma County Airport a Larkspur

TRAIN NUMBER	1	3	5	7	9	11
Sonoma County Airport	7:35	9:35	11:35	1:35	3:35	5:35
Santa Rosa North	7:42	9:42	11:42	1:42	3:42	5:42
Santa Rosa Downtown	7:46	9:46	11:46	1:46	3:46	5:46
Rohnert Park	7:54	9:54	11:54	1:54	3:54	5:54
Cotati	7:57	9:57	11:57	1:57	3:57	5:57
Petaluma Downtown	8:12	10:12	12:12	2:12	4:12	6:12
Novato San Marin	8:24	10:24	12:24	2:24	4:24	6:24
Novato Downtown	8:27	10:27	12:27	2:27	4:27	6:27
Novato Hamilton	8:35	10:35	12:35	2:35	4:35	6:35
Marin Civic Center	8:41	10:41	12:41	2:41	4:41	6:41
San Rafael	8:47	10:47	12:47	2:47	4:47	6:47
Larkspur	8:54	10:54	12:54	2:54	4:54	6:54
<div><div></div><div>Ferry Departs for San Francisco Ferry sails to San Francisco</div></div>	9:30	11:20	1:40	4:45		

NORTHBOUND - Larkspur to Sonoma County Airport
DIRECCIÓN NORTE - Larkspur a Sonoma County Airport

TRAIN NUMBER	2	4	6	8	10	12
<div><div></div><div>Ferry arrives in Larkspur Ferry departs Larkspur</div></div>			1:10		4:35	7:15
Larkspur	9:34	11:34	1:34	3:34	5:34	7:34
San Rafael	9:42	11:42	1:42	3:42	5:42	7:42
Marin Civic Center	9:47	11:47	1:47	3:47	5:47	7:47
Novato Hamilton	9:54	11:54	1:54	3:54	5:54	7:54
Novato Downtown	10:00	12:00	2:00	4:00	6:00	8:00
Novato San Marin	10:03	12:03	2:03	4:03	6:03	8:03
Petaluma Downtown	10:16	12:16	2:16	4:16	6:16	8:16
Cotati	10:29	12:29	2:29	4:29	6:29	8:29
Rohnert Park	10:33	12:33	2:33	4:33	6:33	8:33
Santa Rosa Downtown	10:41	12:41	2:41	4:41	6:41	8:41
Santa Rosa North	10:45	12:45	2:45	4:45	6:45	8:45
Sonoma County Airport	10:51	12:51	2:51	4:51	6:51	8:51

Subscribe for rider alerts sent directly to your smartphone.
Text the word SMART to 888-777 to sign up.
Suscríbese para recibir alertas enviadas directamente a su teléfono móvil. Envíe un text con la palabra SMART al 888-777 para registrarse.

(707) 794-3330
CustomerService@SonomaMarinTrain.org
Customer Service, Mon-Fri 8:00 AM - 5:00 PM
Servicio al cliente, lunes a viernes, 8:00 AM - 5:00 PM

www.SonomaMarinTrain.org

info@SonomaMarinTrain.org

Operations Plan and Budget

Operations

SMART's brief history of service provision over the past four years has been detailed earlier in this document. Service levels have included:

- the launch of service with a 34-weekday trip schedule,
- an increase in that schedule with the extension to Larkspur and the connection to regional ferry service to 38-weekday trips, and
- the variations in the schedule during the COVID-19 pandemic, culminating with the current 26-weekday trip service schedule.

Until the COVID-19 pandemic, SMART operated 365 days per year, including an identical Saturday-Sunday-Holiday schedule of 10 one-way trips. In March 2020, weekend services were suspended. In May of 2021, SMART brought back 12 trips on Saturdays only. This Saturday service has seen ridership rebound at a faster rate, compared to pre-pandemic weekend services, than the weekday ridership. Average Saturday ridership is about 65% of average weekend ridership during the two months after SMART reached the Larkspur ferry connection. We intend to return to pre-pandemic levels of service on the weekends and weekdays once funds have been identified and we can hire the Engineers/ Conductors and other staff needed to operate the service. With the demonstrated Saturday weekend ridership during the COVID-pandemic period, and in recognition of the public comments we received during the 2020 Community Listening Sessions requesting more service on weekends, we will continue to monitor weekend and off-peak trends to determine if any additional service levels can be deployed per demand.

Components of Operations

Operations has three (3) major divisions that work together to move people in a safe, reliable, and affordable way.

The Transportation Division is responsible for operating the trains, checking fares, assisting passengers, ensuring onboard passenger safety, and ensuring compliance with FRA regulations related to train operations and passenger service and operations of the moveable bridges. In addition, the Operations Control Center monitors the status of the entire system, dispatches passenger and freight trains, and is the emergency point of contact for outside first responder agencies.

The Maintenance of Way Division is responsible for track and right of way inspection and maintenance, train control and grade crossing warning device maintenance and regulatory

required inspections, and maintenance of all SMART owned facilities (stations, pathways, bicycle facilities, moveable bridge electronics and mechanics, buildings, and right of way fencing).

The Vehicle Maintenance Division is responsible for preventative maintenance work, inspections, cleaning, and maintenance of the Diesel Multiple Units (DMUs), interior inspections and cleaning, and major repairs.

During the pandemic, SMART implemented enhanced cleaning protocols. They include:

- Installing hand sanitizer stations throughout the railcars
- Posting local Health Official guidelines
- Increasing cleaning of the vehicles from once to twice daily
- Requiring the use of facial coverings for all staff and passengers
- Adding the use of electrostatic sanitizers to the vehicle cleaning procedures
- Upgrading the onboard air circulation system to include upgrading the onboard recirculation filters and implementing UV sanitizers for circulating air



Budget

Sales Tax

On November 4, 2008, more than two-thirds of the voters in Sonoma and Marin counties approved Measure Q implementing the 2008 Measure Q Sales Tax. The 2008 Measure Q Sales Tax is a sales and use tax of one quarter of one percent (1/4%) imposed for a period of 20 years beginning April 1, 2009 on the gross receipts from the sale of all tangible personal property sold

at retail businesses in the counties and a use tax at the same rate on the storage, use, or other consumption in the counties of such property purchased from any retailer for storage, use or other consumption in the counties, subject to certain exceptions.

State Revenues

SMART receives formula allocation from four (4) state revenue programs itemized below. SMART may receive other state grants but those are received on an application bases, are project specific, and are typically one-time allocations.

- **State Transit Assistance:** SMART also receives State Transit Assistance (STA) funds. A portion of the revenues derived from the sales tax on diesel fuel purchases and registration fees is appropriated by the State Legislature to the State Transit Assistance Program (“STA”) for public transportation purposes. These STA revenues are allocated to public transit agencies throughout the State based on population and operating revenues through a formula that has changed in recent years but was clarified and solidified in 2017 following the passage of AB 1113 (Bloom), signed into law by Governor Brown in July 2017. In addition, the State of Good Repair (SGR) Program provides funding annually to transit operators in California for eligible transit maintenance, rehabilitation, and capital projects
- **State Rail Assistance:** One of the new funding sources created by Senate Bill 1 (SB 1) is the State Rail Assistance (SRA) program. SRA directs a 0.5% portion of new diesel sales tax revenue for allocation: half to the five (including, Altamont Corridor Express Authority (ACE), North County Transit Development Board (Coaster), Peninsula Corridor Joint Powers Board (Caltrain), Sonoma-Marín Area Rail Transit District (SMART), Southern California Regional Rail Authority (Metrolink)) commuter rail providers and half to intercity rail corridors.
- **State Local Partnership Program (Formula Funding):** SB 1 created the Local Partnership Program which continuously appropriates funding annually from the Road Maintenance and Rehabilitation Account to local and regional transportation agencies that have sought and received voter approval of taxes or that have imposed fees, which taxes or fees are dedicated solely for transportation improvements. A portion of these funds are distributed by formula to agencies, including SMART, for capital projects. A second portion of the funds is made available to eligible agencies, including SMART, on a discretionary statewide competitive basis.
- **Low Carbon Transit Operations Program (LCTOP):** LCTOP was created to provide operating and capital assistance for transit agencies to reduce greenhouse gas emission and improve mobility, with a priority on serving disadvantaged communities. Funds come from the State’s Cap and Trade Auctions via the Greenhouse Gas Reduction Fund. Approved projects in LCTOP will support new or expanded bus or rail services, expand intermodal transit facilities, and may include equipment acquisition, fueling, maintenance

and other costs to operate those services or facilities, with each project reducing greenhouse gas emissions.

Federal Revenues

SMART is a direct recipient of Federal Transit Administration (FTA) Funds.

- 5307 Funds: FTA Urbanized Area Formula Funds which can be used for capital projects, operating assistance, job access and reverse commute projects, and transportation related planning. SMART became eligible for these funds starting in Fiscal Year 2019-20.
- 5337 Funds: FTA Fixed Guideway State of Good Repair Formula Funds will become appropriated largely to the Santa Rosa Urbanized Area for SMART's use during the time of this Short-Range Transit Plan (approximately 2025).

Miscellaneous SMART Revenues

- Interest and Lease Earnings: Includes leases and interest earnings which are expected to remain the same in FY 22 and advertising revenue which is expected to increase but not to return to pre-pandemic levels until FY 24
- Miscellaneous Revenues: Vary each year, but are less in FY 22 due to one-time funds in FY 21
- Parking Revenue: Are expected to go up in FY 22 but not return to pre-pandemic levels until FY 24
- Charges for Services: Include dispatching and flagging services

SMART Revenues

- Farebox Revenues: SMART passengers pay for their rides using the fare structure approved by the SMART Board in 2015 and 2016. SMART participates in the regional Clipper fare system that allows riders to transfer seamlessly among Bay Area operators using one fare media card. SMART also has its own mobile ticket device that provides for easy purchasing of multiple or discounted tickets without purchasing a Clipper card. The fares are based on a zones travelled. Prior to May 24, 2021, daily fares range from \$3.50 for a non-discounted adult travelling one zone, and \$11.50 if travelling 5 zones. SMART also provides several discounts available to SMART riders such as a youth, senior, low income, and passengers with disabilities. Effective May 24, 2021, fares were lowered from \$3.50 to \$1.50 for a non-discounted adult travelling one zone, and \$7.50 if travelling 5 zones.

The following chart depicts funding sources forecasted through FY 29 to cover the estimated operating expenditures.

Figure 12.
Forecasted Funding Sources for Operations
(In Millions)

Description	FY22	FY23	FY24	FY25	FY26	FY27	FY 28	FY29
FTA 5307 Urbanized Area Funds	\$2.9	\$3.0	\$3.1	\$3.2	\$3.2	\$3.3	\$3.4	\$3.4
Fare Revenue	\$0.8	\$2.4	\$3.0	\$3.1	\$3.2	\$3.2	\$3.2	\$3.2
Interest Earnings	\$0.4	\$0.4	\$0.4	\$0.4	\$0.4	\$0.4	\$0.4	\$0.4
Misc.	\$0.5	\$0.7	\$0.9	\$0.9	\$1.0	\$1.0	\$1.0	\$1.1
State Rail Assistance	\$3.1	\$5.1	\$3.6	\$3.7	\$3.8	\$3.9	\$4.0	\$4.2
STA - Revenue	\$1.8	\$1.8	\$1.9	\$1.9	\$2.0	\$2.0	\$2.1	\$2.2
STA - Population	\$0.5	\$0.5	\$0.4	\$0.4	\$0.4	\$0.4	\$0.4	\$0.4
Measure Q	\$12.3	\$13.1	\$15.1	\$15.7	\$16.4	\$17.0	\$17.7	\$18.2
Total	\$22.3	\$27.0	\$28.4	\$29.3	\$30.4	\$31.2	\$32.2	\$33.1

Uses

Funds have been budgeted for the current operations which is 26 trips during the weekday and 12 trips on Saturday. As was mentioned previously, SMART's main source of funding, Measure Q, expires in FY 29. We have estimated salaries based on our current position authorization and inflated 3% per year. Service and Supplies are estimated on current service levels and inflated 3% per year. We have included additional salaries, service and supplies costs beginning in FY 24 assuming passenger rail to Windsor opens.

Figure 13.
Estimated Expenditures for Operations
(In Millions)

Description	FY22	FY23	FY24	FY25	FY26	FY27	FY 28	FY29
Estimated Salaries & Benefits	\$16.3	\$17.7	\$18.1	\$18.7	\$19.3	\$19.8	\$20.5	\$21.1
Service & Supplies	\$6.0	\$9.3	\$9.6	\$9.9	\$10.3	\$10.6	\$10.9	\$11.2
Additional Operation Costs for Windsor	\$0.0	\$0.0	\$0.7	\$0.7	\$0.8	\$0.8	\$0.8	\$0.8
Total	\$22.3	\$27.0	\$28.4	\$29.3	\$30.4	\$31.2	\$32.2	\$33.1

A reserve equivalent to 25% of the administrative and operations budget has been established.

Capital Improvement Plan

SMART adopted its first Capital Plan in April of 2021. The plan includes all capital assets to include revenue vehicles, non-revenue vehicles, facility improvements, information technology and bridge repair/ replacements, pathway completion projects, and rail completion projects. The plan has constrained and unconstrained components, this is because we were not able to fund all the needs between FY 22 and FY29 with the funds available. The plan tries to fund as many of the near-term (FY 22-FY 26) capital needs as possible but that leaves unfunded needs in FY 27 – FY 29. In addition, the ¼ cent sales tax expires in 2029 which eliminates the main funding source for capital and operations.

Figure 14.
Estimated Capital Expenditures
DMUs, Track, Train Control & Communications, Facilities, and Maintenance of Way
(In Millions)

FY 22	FY 23	FY 24	FY 25	FY 26	FY 27	FY 28
\$2.3	\$4.6	\$3.9	\$1.6	\$3.0	\$1.6	\$1.2

Revenue Vehicles

SMART has 18 Diesel Multiple Units (DMU) all manufactured by Nippon Sharyo, Ltd. The nomenclature DMU is used to describe rail cars which individually power themselves using tier IV diesel engines and can be swapped for each other and operate virtually identical to each other. Fourteen of the cars (101-114) were manufactured in 2015 and four of the cars were manufactured in 2018. Each car is 85' in length with 79 seats, 2 wheelchair locations, and capacity for 14 bicycles. SMART has two types of cars: even numbered cars have a snack bar located at the center of the car while odd numbered cars have a bathroom in the center of the car.

SMART's maximum operation with its current fleet allows for 12 units in service, 2 spares, and 4 units undergoing maintenance. SMART is a startup service and doesn't have a history with these vehicles, however the following maintenance schedule is assumed based on an estimated 30-year useful life of each vehicle.

Figure 15.
Estimated Maintenance and Overhaul Schedule
DMUs

Type of Overhaul	When Due	Cost
Engine Midlife Overhaul	10,000 engine hours	\$40,000/ engine
Engine Replacement	20,000 engine hours	\$190,000/ engine
Brake Overhaul	Every 5 years	\$40,740/ DMU
Permanent Magnetic Alternator	Every 5 years	\$100,000

SMART is not assuming any replacement of vehicles between FY 22 and FY 29. We are not anticipating any fleet contraction either. SMART has identified that we currently have a large enough fleet to accommodate the expansion of passenger rail to Windsor and Healdsburg. However, if funding is available for additional passenger rail expansion to either Cloverdale or east of Novato on SH 37, additional revenue vehicles will be required. In addition, SMART is a requested participant in the State's Rail Consortium Zero Emissions Fleet Conversion working group and monitors any regulations or opportunities going forward regarding fleet replacements associated with zero emissions efforts.

Non-Revenue Vehicles

SMART has a fleet of 40 non-revenue vehicles. The useful life of the vehicle depends on the use of the vehicle and frequency of use. The useful life ranges between 5 and 15 years depending on the vehicle.

Figure 16.
Estimated Replacement Schedule
Non-Revenue Vehicles

# of Units	Replacement Year	Replacement Cost
3	FY22	\$ 169,886
8	FY23	\$ 488,000
5	FY24	\$ 258,000
6	FY25	\$ 255,000
7	FY26	\$ 419,000

Figure 17.
Estimated Capital Expenditures
Information Technology, Administration, and Safety and Security
(In Millions)

FY 22	FY 23	FY 24	FY 25	FY 26
\$0.9	\$0.3	\$0.4	\$0.7	\$0.5

Pathway

SMART has 24 miles of pathway constructed between Larkspur and the Sonoma County Airport. The pathway provides vital first/ last mile connections to our stations, helps to reduce trespassing and other safety issues on the railroad, and provides a critical, safe, non-motorized travel option across several barriers along the corridor, such as including across Highway 101 and over the Petaluma River.

Funding for additional design and construction has been included in our capital plan between FY 22 and FY 29. See below.

Figure 18.
Funded Pathway Design Projects

Start	End	Distance (Miles)
McInnis Parkway	Smith Ranch Road	.74
Smith Ranch Road	Main Gate Road	2.65
State Access Road	Bay Trail	1.40
Hannah Ranch Road	Vintage Way	.38
Vintage Way	North Side of Novato Circle	.64
Grant Avenue	Olive Avenue	.26
Olive Avenue	Rush Creek Place	.38
Lakeville Street	Payran Street	.30
Main Street	W. Railroad Avenue	1.48
3 rd Street	6 th Street	.05
Guerneville Road	West Steele Lane	.32
West Steele Lane	San Miguel Boulevard	1.30
San Miguel Boulevard	Airport Boulevard	3.11



Figure 19.
Funded Pathway Construction Projects

Start	End	Distance (Miles)
McInnis Parkway	Smith Ranch Road	.74
Lakeville Street	Payran Street	.30
South Point Boulevard	Corona Road	.70
Corona Road	Ely Road	1.16
Ely Road	Main Street	1.06
Golf Course Drive	Todd Road	1.78
Todd Road	West Robles Avenue	.50
West Robles Avenue	Bellevue	.53
Prince Greenway/ JRT	3 rd Street	.06
Airport Boulevard	Windsor River Road	3.00
Lakeville Street	Payran Street	.30

Figure 20.
Unfunded Pathway Construction Projects

Start	End	Distance (Miles)
Smith Ranch Road	Main Gate Road	2.65
State Access Road	Bay Trail	1.40
Hannah Ranch Road	Vintage Way	.38
Vintage Way	North Side of Novato Circle	.64
Grant Avenue	Olive Avenue	.26
Olive Avenue	Rush Creek Place	.38
Main Street	W. Railroad Avenue	1.48
3 rd Street	6 th Street	.05
Guerneville Road	West Steele Lane	.32
West Steele Lane	San Miguel Boulevard	1.30
San Miguel Boulevard	Airport Boulevard	3.11
Windsor River Road	Healdsburg Station	5.10
Healdsburg Station	Cloverdale Station	15.2

Bridges

SMART has 30 bridges as identified previously in this plan. Of those 30, 11 of them need to be replaced between FY 22 and FY 29. Due to funding constraints only 5 can be replaced during this time frame.

Figure 21.
Funded Bridge Projects

Milepost	Description
24.36	Drainage Tributary Pacheco Creek Timber Bridge Replacement
28.77	Rush Creek Timber Trestle Replacement
29.31	Basalt Creek Timber Trestle Replacement
31.47	San Antonio Tributary Timber Trestle Replacement
35.54	Drainage Channel Timber Trestle Replacement

Figure 22.
Unfunded Bridge Projects

Milepost	Description
34.21	Schultz Slough Concrete Ballasted Deck Bridge Replacement
44.37	Lichau Creek Timber Trestle Replacement
46.97	Copeland Creek Timber Bridge Replacement
49.12	Laguna de Santa Rosa Timber Trestle Replacement
15.71	Auburn Timber Bridge Replacement
59.50	Mark West Creek Segment A Timber Trestle Replacement

Passenger Rail

SMART has completed 45 miles of passenger rail since its inception. The first segment from Sonoma County Airport to San Rafael opened in August of 2017. Just over two years later, the segment from San Rafael to Larkspur opened. Extensions to three stations on the north end of the line remain: Windsor, Healdsburg, and Cloverdale, as well as one infill station in North Petaluma. The Windsor extension construction began in 2020 but was halted when a lawsuit was filed against the Metropolitan Transportation Commission that challenges the \$40 million funding source. The lawsuit is currently in front of the California Supreme Court. Prior to the case being taken by the State Supreme Court, the project had completed 30% of construction. SMART and the primary funder of the project to date, Caltrans, have been seeking other outside grant funding opportunities to secure funds to continue advancing the project. Assuming any of these pending grant requests or the ongoing lawsuit is resolved in a favorable way, construction will begin again on this extension. It is estimated that from the time funds are fully secured and the contractor re-mobilized until the completion of the project will be approximately 16 months. Funding is currently assumed in FY 23 and FY 24, but timing of receipt of any funds and resumption of the project remains uncertain.

In the 2020 Expenditure Plan, SMART identified the following three (3) corridors for passenger rail. In the 2020 Expenditure Plan, Windsor to Healdsburg was approximately \$125 million plus funding for rail vehicle expansion and rail yard expansion. In the Capital Plan, it has been determined that the yard expansion and additional fleet are not needed at this time. Funding sources have not yet been identified for these corridor completion projects.

Figure 23.
Unfunded Passenger Rail

Extension	Estimate in FY 2021 Dollars
Windsor to Healdsburg (5 miles)	\$118 million
Healdsburg to Cloverdale (16.8 miles)	\$170 million
Novato to Suisun City (41 miles)	\$1.3 billion

Unfunded Double Tracking

The 2020 Expenditure Plan also identified improvements that would allow for better levels of service, double tracking was one of those improvements. Double tracking consists of adding track to areas of the existing 45-mile railroad where there is currently only a single track. This involves expanding two tunnels to make room for a second track, replacing the single-track moveable bridge over the Petaluma River with a double-track bridge, and constructing through very poor soil conditions in the wetlands between Novato and Petaluma and possible property acquisition in residential or industrial areas. The total cost estimated in FY 21 dollars is \$820.8 million but could be broken down into more financially manageable segments if funds were available.

Other Requirements – Expansion projects included in MTC Resolution No. 3434 or in MTC’s Regional Transportation Plan

Windsor Extension Project

SMART embarked upon a 3-mile northern extension from the Airport Station to the Town of Windsor in 2018 – the Windsor Extension Project. The extension constructs a new passenger station in Windsor, a double-track section for passing, a second entrance to the Rail Operations Center, and all the other elements in the existing SMART system.

SMART was awarded a \$20 million grant from the State’s Transit and Intercity Rail Capital Program in 2017 and, combined with the 2017 voter approval of Regional Measure 3 which names SMART’s extension to Windsor/ Healdsburg as a project to receive \$40 million, SMART commenced the design/ build procurement process to advance the extension of the SMART rail system from Sonoma County Airport to Windsor. SMART prepared preliminary engineering documents for the procurement of a design-build contractor in 2017. In 2018, SMART hired a civil engineering design-build contractor to construct the track, drainage, bridges, parking lot, station and supporting utilities. SMART also hired a specialty systems contractor to construct and install the communications and train control elements of the project. Construction began in 2020 and was halted in early 2021 when a key funding component, the Metropolitan Transportation Commission (MTC) Regional Measure 3 funding was held up litigation. The project completed the removal of old track and bridges, procured long-lead items like rail, switches and concrete ties, and constructed drainage facilities and bridge foundations.

Budget

Project Administration	Design, CM, Planning, Project Management, other	\$ 3,328,373
Real Estate Acquisition	Miscellaneous Property Acquisitions	\$ -
Utilities	PG&E Service, Water Service, utility connections/relocations	\$ 215,000
Environmental Mitigation	Wetlands, riparian, creek impacts	\$ 600,000
Construction	Civil DB Contract	\$ 43,215,888
Systems	PTC, Signaling, Communications	\$ 15,077,333
Fare Collection	Ticket Vending Machines	\$ 85,000
Start-up Allowance	Project start-up costs	\$ 150,000
	<i>Subtotal</i>	<i>\$ 62,671,594</i>
	<i>Unallocated Contingency</i>	<i>\$ 2,325,000</i>
	TOTAL	\$ 64,996,594

Funding Plan

FUNDING SOURCE	AMOUNT
REGIONAL - Metropolitan Transportation Commission - RM3	\$40,000,000
Federal Railroad Administration - PTC Grant	\$5,000,000
State Funding	\$20,000,000
TOTAL	\$65,000,000

Environmental Review and Permitting

The Windsor Extension Project was environmentally evaluated in the EIR that was prepared for the 70-mile project. As part of preparing preliminary engineering documents for the Project, SMART secured the following environmental construction permits:

- CA Department of Fish and Wildlife Streambed Alteration Agreement
- CA North Coast Regional Water Quality Control Board Water Quality Certification
- U.S. Army Corps of Engineers Section 404 Permit

Project Schedule

This schedule assumes that the funding shortfall will be cured by the end of 2021. If not, the schedule will need to be adjusted.

ACTIVITY	2019				2020				2021				2022				2023			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Preliminary Design - Prepare Civil DB RFP	■																			
Permitting		■	■	■	■															
Civil Design-Build Contractor Procurement		■	■																	
Systems Design		■	■	■																
Civil Design			■	■	■	■														
Construction/Procurement						■	■	■	■											
Funding Delay ¹									■	■	■	■								
Construction Remobilization													■							
Civil Construction													■	■	■	■				
System & Train Control Installation															■	■				
Testing/Start-Up																	■	■		

NOTES:

1. Receiving the balance of Project funding is uncertain. This schedule speculates that the funding shortfall will be cured by the end of 2021.

Petaluma Infill Station

This project will add a second SMART commuter rail station in the Northeast area of the City of Petaluma at Corona Road. This would be the 13th station in SMART's rail network. The project will include auto and bicycle parking station platform and all associated civil and systems work.

Funding Plan

The cost of the project is estimated at \$12 million. SMART has submitted a joint application with the City of Petaluma and Danco Communities for a Strategic Growth Council's Affordable Housing and Sustainable Communities Grant in the amount of \$8 million. Two million will come from the City of Petaluma and the remaining \$2 million from SMART. If this grant is received, revenue service from this newly constructed station would be estimated in 2023.

DRAFT

APPENDIX A
INTER-OPERATOR COORDINATION

DRAFT

Short Range Transit Plan- Appendix A

Inter-Operator Coordination

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1. Introduction

In 2010, the Metropolitan Transportation Commission (MTC) adopted Resolution 3866, which established specific transit operator requirements to implement a coordinated regional network of transit services and to improve overall service productivity. Per MTC's Transit Connectivity Plan, a high priority is placed on transit coordination efforts that make tangible improvements to benefit the largest number of passengers. These improvements include:

- Sharing agency resources to improve system productivity,
- Enhancing the ability of passengers to reach major destinations along regional corridors, and
- Improving connections and providing through service.

MTC's Transit Sustainability Project (TSP) was initiated in early 2010 to help chart a future for efficient, convenient and reliable public transit throughout the region, including Sonoma County. One of the major goals of the TSP is to ensure that public transit is an accessible, user-friendly and coordinated network for passengers, regardless of mode, location or jurisdiction. In summarizing the current inter-operator transit coordination and exploring ideas for future coordination, this appendix is a key component in fulfilling this recommendation.

This summary of inter-operator transit coordination efforts in Sonoma County and along the Highway 101 corridor in the North Bay is produced by Sonoma County Transportation Authority, Sonoma County Transit, Santa Rosa CityBus, Petaluma Transit, and Sonoma-Marin Area Rail Transit (SMART), in cooperation with Golden Gate Transit. This appendix is included in the respective FY 2020 Short Range Transit Plans (S RTP) prepared by Sonoma County Transit, Santa Rosa CityBus, Petaluma Transit, and SMART. The transit operators expect to begin working on the near-term goals set forth in this appendix within the next two years. The timeframes for completion of efforts will vary depending on their complexity and feasibility.

2. Transit Operator Coordination

Sonoma County Transit, Santa Rosa CityBus, Petaluma Transit, SMART, and Golden Gate Transit participate in several ongoing coordination projects involving schedule coordination, transfer agreements, Clipper®, and regional transit marketing promotions. The four bus operators also coordinate on shared bus stop signage and the reciprocal fare transfer program. All five transit operators participate in several ongoing regional coordination projects sponsored by MTC, including implementation of the *Transit Connectivity Plan* and the *Transit Sustainability Project*.

The forum for discussing Sonoma County transportation issues is the Sonoma County Transportation Authority (SCTA). The SCTA's board of directors includes one representative from each of the nine incorporated cities/town in the County and three Supervisors from the County of Sonoma. The SCTA's Transit Technical Advisory Committee (Transit-TAC) is comprised of North Bay transit operators, including SMART, Golden Gate Transit and Marin Transit, and is considered a sub-committee of SCTA's Technical Advisory Committee (TAC). The Transit-TAC facilitates inter-operator transit coordination, prepares and reviews the annual Transportation Development Act/State Transit

Assistance Coordinated Funding Claim for Sonoma County (Coordinated Claim), and reviews various resolutions and regional directives. The Transit-TAC meets monthly, as needed, to discuss coordination and transportation-related issues that affect Sonoma County's public transit operators.

Under the SCTA, the Transit/Paratransit Coordinating Committee (TPCC) is the forum to promote cooperation and coordination among the various fixed-route transit and paratransit operators in Sonoma County. Pursuant to SB498 and Title VI, seniors, persons with disabilities, persons with low incomes and minorities, human services providers, and each of the county's bus transit and paratransit operators are among the members represented on the TPCC.

The TPCC is charged with approving the annual Coordinated Claim. As initiated by the TPCC, Sonoma County Transit, Petaluma Transit, Santa Rosa CityBus, and Golden Gate Transit have established inter-city and intra-county paratransit transfer points throughout Sonoma County for passengers with scheduled trip destinations outside of their respective city or county limits. The TPCC also reviews the efforts of various public transit agencies in the county that must be in full compliance with the paratransit provisions of the Americans with Disabilities Act (ADA). In addition, the committee conveys passenger complaints and compliments to fixed-route transit and paratransit service providers. The TPCC has also been used as a venue for transit operators to coordinate efforts on fixed route travel training opportunities.

The Transit Finance Working Group (TFWG) meets at MTC on a monthly basis to discuss current funding programs and issues concerning transit within the nine-county San Francisco Bay Area. Representatives from Sonoma County Transit, Santa Rosa CityBus, Petaluma Transit, SMART, Golden Gate Transit, and SCTA generally attend the TFWG meetings.

Operations Planning

Sonoma and Marin County transit operators regularly coordinate through the monthly SCTA Transit-TAC meetings and have worked collaboratively on two coordinated planning efforts in recent years. This appendix incorporates recommendations from these discussions and planning efforts, and functions as a short-range collaborative planning tool for Sonoma County operators.

The *Transit Integration and Efficiency Study* was developed by a consulting team led by Nelson/Nygaard in coordination with SCTA, MTC, Santa Rosa CityBus, Sonoma County Transit, and Petaluma Transit, in 2018 and 2019. The *Transit Integration and Efficiency Study* is a concerted effort to study how the three local bus operators in Sonoma County could coordinate or integrate aspects of providing transit service to increase efficiencies and reduce costs. The draft study includes phased recommendations based on level of complexity to implement. Recommendations in phase one and two could be accomplished with current budgets and current staffing levels, while phase three and four may require additional funding, decision maker buy in, and/or public engagement. A number of recommendations from the first phases of this study are incorporated throughout this appendix.

The *SMART Commuter Rail Integration Plan* was developed by MTC in contract with Nelson\Nygaard in 2016 to address opportunities for integration of SMART commuter rail, bus service, and other first and last mile modes ahead of the commencement of SMART service in 2017. The plan resulted in

recommendations for changes to connecting transit operations and access-related capital investment needs around SMART Phase 1 stations in Marin and Sonoma counties. The recommendations from this plan, a number of which have been locally funded and completed, are further discussed under **Intermodal and Multi-Operator Facilities** section below.

Coordination of Inter-Operator Paratransit Transfers

There have been many discussions between Sonoma County Transit and Santa Rosa CityBus on strategies to improve the efficiency of transferring clients between service areas. Improved communication practices were put in place in 2018 to reduce staff time and improve client experience. Sonoma County Transit and Santa Rosa CityBus have started talking with Marin Access about improving paratransit transfers for regional trips. In the long-term, working through what strategies would allow for one-seat rides on paratransit would likely both benefit the riders as well as reduce redundancy for the providers. The goals for improved inter-operator paratransit transfers are listed below.

- Improve paratransit transfers for regional trips, including reduced wait time and reduced staff time
- Determine feasibility of one-seat rides on paratransit through multi-operator agreements starting in 2020, for Sonoma County Transit, Santa Rosa CityBus, and Petaluma Transit
- Consider future agreements between Marin Access and connecting paratransit systems

Data Collection and Analysis

Consistent data collection and analysis methodologies are necessary for effective coordinated service planning. Transit agencies could increase efficiencies by increasing and formalizing how they share and analyze data. Standardized data collection and reporting will enhance the monitoring of trends and enable ridership to be analyzed more accurately. The Napa Valley Transportation Authority (NVTa) has developed a shared repository for data on ridership, procurements, and service change schedules as a start for high level data sharing among transit operators in the North Bay. Data collection and sharing efforts will begin by 2020. The goals for improved coordination of data collection and analysis are listed below.

- Continue discussions and involvement in the collection of data across agencies in the shared repositories that NVTa has started
- Share National Transit Database (NTD) reports across agencies when submitted, rather than waiting until they are published
- Share agency level Clipper® reports among operators to better understand and plan for transfers between agencies for passengers using Clipper®, potentially through the repository created by NVTa
- Consider a joint RFP for transit planning software to ensure consistency among systems before current contracts expire in 2021

- Share data for system analysis and planning, including ridership by route and stop, and consider using consistent Automatic Vehicle Locator (AVL) and Automatic Passenger Count (APC) software to facilitate analysis across agencies

A longer-term effort could be to adopt a shared service planning model. This could include joint planning, scheduling, new service start dates, performance monitoring, and reporting.

Amtrak Thruway Service Coordination

The San Joaquin Amtrak provides thruway bus service to connect passengers to the Martinez Amtrak Station from Sonoma, Marin, Mendocino, and Humboldt counties. The Martinez Amtrak Station is served by trains with destinations from the East Bay to the South Bay, Sacramento, and San Joaquin Valley. Currently, thruway bus service has stops at the Petaluma Fairgrounds, a Rohnert Park bus stop served by Sonoma County Transit and Golden Gate Transit, a Santa Rosa commercial parking lot, downtown Healdsburg, and the Cloverdale Depot. The San Joaquin Regional Rail Commission (SJRRRC) administers the San Joaquin Amtrak rail and connecting bus service, including the Amtrak Thruway Route 7 that travels through Sonoma County connecting between McKinleyville and Martinez. In spring 2019, SJRRRC staff met with local bus and rail operators to discuss the prospect of relocating Amtrak Thruway bus stops to better connect with transit service in Sonoma County. SJRRRC staff proposed relocating bus stops to downtown Santa Rosa near the Transit Mall and the Copeland Transit Mall in Petaluma. Additional stops in Sonoma County are being considered for possible repositioning in the longer term, with the Petaluma stop anticipated to be implemented with their spring 2020 schedule change. In addition, with the passage of California Senate Bill 743 in September 2019, Amtrak Thruway riders no longer *must* also ride an Amtrak train service in the same trip. With the passage of SB743, SJRRRC staff will begin exploring opportunities to open the Amtrak Thruway Route 7 to other riders, including the technical logistics of ticketing and scheduling.

Transit Coordination with Bike Share

The SCTA and Transportation Authority of Marin are in the process of developing a two-county bike share system planned around SMART stations in both Marin and Sonoma counties. The unified system should support transit users throughout the corridor. Coordination with transit operators on the bike share system planning will support the connections between bike share and transit. The goal for coordination between transit and bike share is below.

- Participate in bike share system planning processes and seek opportunities for coordinated marketing efforts from winter through summer of 2020

Customer Service Information

Transit information and trip planning tools that are easily accessible to the public have a positive impact on transit use and can encourage new riders. A number of information sources are currently available that provide information on multiple transit operators or links to transit operator websites, allowing customers to navigate routes and schedules more easily.

All transit operators in Sonoma County include route, schedule, fare and trip planning information on their individual websites. Each operator's website includes links to connecting transit systems.

Petaluma Transit, Santa Rosa CityBus, Sonoma County Transit, and Golden Gate Transit have all updated their websites to include information about SMART connections and links to SMART's website. SMART also includes links to connecting bus systems on its website. Additionally, information on SMART is included on 511, Google Transit, and the GoSonoma website. However, planning multi-operator trips using operator websites can be more cumbersome than using third party tools like Google Transit. In addition, each operator places their data into General Transit Feed Specification (GTFS) format to be used as described further below.

Phone, Website, Social Media, and Print Information

Transit maps are produced by each individual operator, using both web-based and print transit maps. Santa Rosa CityBus has included Sonoma County Transit, Golden Gate Transit, SMART, and Mendocino Transit routes and major bike routes in their system map. Petaluma includes a map in their Rider's Guide displaying all transit services in Petaluma. Sonoma County Transit's online and print maps include SMART stations for SMART for feeder bus routes. MTC is in the process of developing a regional transit map for the entire Bay Area and has developed a prototype. Part of MTC's process includes development of more detailed sub-regional route level maps.

Transportation call centers provide transit information by phone to users without access to a smartphone or computer, or who are more comfortable getting information by phone. The 511 system, operated by MTC, offers telephone information on transit schedules, trip planning, and real-time transit departures by dialing 511. The 211 call center operators have access to information about travel training, trip planning assistance, and human services agencies and the specific services that they provide, including their transportation services. The 211 call center also gives callers the option of connecting with Santa Rosa Paratransit, Sonoma County Paratransit or Petaluma Paratransit. Individual transit operators also run their own call centers for transit information and customer services for issues like Lost and Found.

The Sonoma Access website (sonomasenioraccess.org) provides information about fixed-route public transit, paratransit, volunteer driver programs, non-profit transportation providers, and transportation providers for veterans. The website includes links to schedules, route maps, and websites, telephone contact information, as well as travel training options. Embedded software allows users to find providers covering the area between trip origin and destination. The website also includes a form where agencies that want to provide rides may request partnership. In 2018, the Sonoma County Department of Human Services, Area Agency on Aging took over management of the website and launched an updated and redesigned website in 2019.

GoSonoma (gosonoma.org) is a website maintained by the Sonoma County Spare the Air Task Force and sponsored by Bay Area Air Quality Management District. This website provides resources on public transit, bicycling and walking, carpooling and vanpooling, electric vehicles, employer commute programs, and other transportation demand management program information for Sonoma County. The public transit page on the GoSonoma website provides resources for trip planning, fares and payment options, real-time information, emergency ride home, and links to all of the transit operator websites serving Sonoma County. GoSonoma also has a Facebook page that has been used to share public transit messaging.

The goals for increased coordination of phone, website, and print customer service information are listed below. Transit operators are working toward advancing these efforts starting in 2020.

- Establish a process to share basic customer service information across all agencies to reduce the need to refer customers to other operators and improve service
- Leverage shared social media platforms or develop new platforms to establish a coordinated transit presence and communicate customer service information, marketing, and alerts
- Use the GoSonoma.org website and Facebook page to increase awareness of regional transit options and provide updates to riders

Trip Planning and Real-time Information

Transit operators in Sonoma County have installed Automatic Vehicle Location (AVL) equipment on buses and trains providing real-time Global Positioning Systems (GPS) location information for dispatching and tracking vehicles. AVL systems allow operators to provide real-time arrival predictions to transit riders through websites, mobile applications, text message, and hub and bus stop signage. Real-time schedule and arrival information facilitate easier and more convenient travel by transit.

Third-party public transit planning tools collect General Transit Feed Specification (GTFS) data from various transit agencies. For example, Google Transit is a public transportation planning tool feature in Google Maps that combines the latest transit agency data with Google Maps online and on the mobile application. Each operator in Sonoma County provides their schedule in GTFS. Google Transit, and other transit planning tools, use GTFS to integrate transit stop, route, schedule, and fare information with maps and optimize trip planning. MTC has recently coordinated with SMART and Google to address the rail line not appearing in trip planning options unless it is selected as a preference. Each operator's individual website includes links to mobile applications for transit trip planning. Santa Rosa CityBus, Sonoma County Transit, Golden Gate Transit, and GoSonoma promote the use of Google Transit for trip planning. Generally, trips involving transfers between operators can be planned with several of the available transit trip planning tools.

Mobile applications and communication platforms are used by all transit agencies in Sonoma County to keep riders informed. The Transit app displays information for all of the transit operators in Sonoma County; however, some operators are currently working on official agreements with the company to enable it to display real-time information. Until real-time arrivals are displayed for all operators, it is not clear to the user whether the Transit app is displaying real-time or static schedule information. SMART promotes the Transit app as the preferred source for real-time arrivals and has integrated a "trip planning" button in its SMART eTicket app that directs users to the Transit app. GoSonoma directs visitors to the Transit app for upcoming transit departures. Additionally, Petaluma Transit and Santa Rosa CityBus both use the mobile application MyStop, and Sonoma County Transit uses NextBus.

511 traveler information service, managed by MTC, systematizes consolidated tweets using #511SFBay for all transit service updates and emergency alerts throughout the Bay Area. 511 also

provides emergency alerts through text message for those who sign up for the service. SMART also feeds emergency information to Nixle for text message alerts.

Social media engagement varies between agencies in Sonoma County. SMART, Petaluma Transit, Santa Rosa CityBus, and Golden Gate Transit each have a Facebook and Twitter presence. Sonoma County Transit has no formal social media presence, but transit information is occasionally posted on the Sonoma County Transportation and Public Works Facebook feed.

Consistent trip planning tools and notification sources among transit operators is important for anyone traveling between systems. The goals for improving trip planning and real-time information consistency are listed below. These efforts will require ongoing coordination and periodic review.

- Ensure links to trip planning and real-time information applications are consistent on transit agency websites, the Sonoma Access website, and the GoSonoma website
- Ensure that the highest-quality applications and trip planning tools include information for all operators
- Jointly market mobile applications and trip planning tools on operators' websites, including information about other connecting transit services that use these same tools
- Promote use of one standard mobile application to facilitate more streamlined customer trip planning

Transit Hubs and Stations

Real-time information signs at transit hubs, bus stops, and rail stations display estimated bus arrivals, which enhances passenger convenience and reduce wait time anxiety. At the Santa Rosa Transit Mall, Santa Rosa CityBus has installed real-time bus arrival signs that provide information for multiple operators. At the Copeland Transit Mall in Petaluma, Petaluma Transit, Sonoma County Transit, and Golden Gate Transit have all installed real-time bus arrival signs for their respective services. Sonoma County Transit has installed real-time bus information signs at an additional 16 locations including the Windsor Depot, Sonoma County Airport, Sebastopol Transit Hub and additional bus stops, Rohnert Park Transfer Center, Cotati Depot Transit Hub, Sonoma State University, Cloverdale City Hall, and Sonoma County Administration Center. Petaluma Transit has also deployed real-time bus arrival signs at its East Side Transfer Center and downtown at Keller and Western. An additional three solar powered real-time signs are planned to be installed through Petaluma Transit's AVL/CAD (automated vehicle location/computer aided dispatch) project. Sonoma County Transit is planning to install additional real-time signs for its buses at the Healdsburg Plaza and Sonoma Plaza. Santa Rosa CityBus plans to procure and install real-time bus signage at the Coddington and Montgomery transfer centers, and is evaluating real-time signage at the Santa Rosa Junior College.

Transit Service Representatives (TSRs) staff a customer service kiosk at the Santa Rosa Transit Mall provide route and schedule information for all operators serving the Transit Mall. This service helps riders who need assistance finding connections or information on how to get to their ultimate destinations.

The standardized hub wayfinding signage program was developed through MTC's 2006 Regional Transit Connectivity Plan with the goal to make it easier for passengers to transfer between connecting transit operators at regionally significant transit hubs by providing consistently designed signage with consistent information. Wayfinding signage that is consistent with MTC's program is present at the Santa Rosa Transit Mall, which serves as a transfer hub for Santa Rosa CityBus, Sonoma County Transit, Golden Gate Transit, and the Mendocino Transit Authority. The standardized format for static information is Transit Information Display (TID). TID is currently in place at the Santa Rosa Transit Mall. MTC is looking into expansion of TID to other transit hubs in Sonoma County, including the Copeland Transit Mall in Petaluma. Transit operators in Sonoma County will continue to work together to explore opportunities for combined signage at multi-agency stops to facilitate easy transfers and signage consistency.

MTC is currently planning a pilot program at the Santa Rosa Transit Mall and at the Downtown SMART Station, which will include an audit of existing conditions using surveying and then an on-site temporary implementation of a regional mapping solution. This survey and a single day test are being conducted at other sites in the region, anticipated to start in the fall 2019. The results of these surveys and tests will be used to develop permanent regional mapping displays.

Multi-modal wayfinding signage is a more recent consideration for transit that has come with a new passenger rail service. As the SMART multi-use pathway develops and station locations become more pedestrian oriented, there is an increased need for wayfinding signage. Pedestrian facilities, including lighting and ADA access, are addressed in the MTC SMART Commuter Rail Integration Plan and the SMART station area plans referenced in **Table 2**.

The goals for improved transit hub and station information coordination are listed below. Many of these efforts require in depth planning and coordination among transit operators and various public works departments. The goal is to complete these efforts within the ten year Short Range Transit Plan horizon.

- Develop a coordinated and consistent wayfinding program to assist passengers in intermodal connection points around stations
- Implement planned pedestrian facilities around transit stations and hubs, including those referenced in **Table 2**
- Carry out standard customer information such as MTC's standardized transit information signage strategy to all SMART stations, the Copeland Transit Mall in Petaluma, and other transit hubs in Sonoma County
- Establish a bus transit waiting environment toolkit to improve and simplify the design process and promote consistency
- Continue to explore opportunities for combined signage at multi-agency stops to facilitate easy transfers and signage consistency
- Consider shared bus stop identification numbers as a longer-term coordination effort

Coordinated Marketing and Incentive Programs

Transit operators in Sonoma County have worked together to extend the reach of their marketing efforts beyond individual agencies and incorporate information about connecting transit services in the region. Joint marketing can be carried out through programs like travel training, fare media and discount fare programs, and marketing campaigns. The Santa Rosa Trip Reduction Incentive program and the Emergency Ride Home programs in Sonoma and Marin provide incentives and insurance for riders on multiple systems and could benefit from coordinated marketing. These programs are outlined in more detail below.

Travel training opportunities are provided by all three bus transit operators in Sonoma County, as recommended in MTC Resolution 4060. Both Santa Rosa CityBus and Petaluma Transit have travel training programs that provide hands-on travel training to anyone, including existing paratransit riders who may wish to also utilize the fixed route systems. The classes and individual training sessions are free and participants receive complimentary monthly Santa Rosa CityBus or Petaluma Transit passes to encourage them to continue riding the bus. Petaluma Transit's travel training program also works with Petaluma Transit riders to help them learn to ride Sonoma County Transit and Golden Gate Transit through group fixed route bus trips to locations as far and varied as Healdsburg, Santa Rosa, and San Francisco. Sonoma County Transit's travel training services are also available to the general public but are especially tailored for senior citizens, persons with physical disabilities, and persons with hearing or visual impairments. Sonoma County Transit's travel training service includes teaching public transit skills as well as accompanying passengers on trips to help familiarize them with the system.

The Santa Rosa Free Ride Trip Reduction Incentive Program is a successful program to encourage alternative transportation modes such as public transit. Funded with air district grants, the program has been administered by Santa Rosa CityBus for over 18 years. Through this program Santa Rosa provides subsidized monthly passes for Santa Rosa CityBus and Sonoma County Transit monthly passes, and gift card drawings for participants who use alternative transportation to get to work and log their rides.

The Emergency Ride Home programs in Sonoma and Marin reimburse rides home in a taxi, TNC (Uber, Lyft or equivalent), car share, or car rental, in cases of emergencies for anyone employed or attending college in Sonoma or Marin County who uses an alternative mode of transportation to travel to work. The Sonoma program will reimburse commuters employed or going to college in Sonoma County and the Marin program will reimburse commuters employed in or going to college in Marin County. The Sonoma program was launched in July 2018 and is administered by the Sonoma County Transportation Authority using grants from the Bay Area Air Quality Management District and MTC. The Sonoma program was developed to align with the Marin program. Additional and coordinated marketing of the programs is needed to grow awareness and encourage transit ridership.

Commuter benefit programs are mandated for employers within the Bay Area Air Quality Management District (BAAQMD) with over fifty full-time employees through the Bay Area Commuter Benefits Program. With a high volume of small employers and low or minimal compliance, there are

opportunities to expand and improve commuter benefits programs in Sonoma County. The SCTA recently worked with the County of Sonoma to launch a pre-tax commuter benefit program offering transit products, including the SMART Eco-Pass, and vanpooling. The SCTA also developed an Employer Commute Program Toolkit tailored to travel options in Sonoma County. The Employer Commute Program Toolkit and other commuter benefit program resources are included on the GoSonoma website.

Transit agencies in Sonoma County have embarked on important steps to promote transit. A number of additional opportunities exist to coordinate marketing and incentive programs in Sonoma County. Shared marketing programs and promotion of employer sponsored transit benefits could begin within the next two years, while a comprehensive countywide transportation demand management program would require additional funding and planning. Goals for improving coordinated marketing and incentives are listed below.

- Develop shared marketing campaigns for common transit promotions, like the free ride programs for college students and veterans
- Explore opportunities to promote pre-tax and employer sponsored transit benefits on a countywide level
- Implement a countywide transportation demand management (TDM) program and/or shared outreach and coordination position, should funding become available. This could be done through a shared outreach and coordination position where one person or team manages employer outreach, travel training, and common marketing campaigns for all transit systems in Sonoma County. This could also be accomplished through establishing a transportation marketing association (TMA).

Fare Discounts and Coordination

Within their respective SRTP's, Sonoma County Transit, Santa Rosa CityBus, Petaluma Transit, SMART, and Golden Gate Transit review their fare structures and fare box recovery ratios to determine if any future fare changes are necessary. While fare changes are ultimately recommended by each operator and approved by their respective policy boards, there is an ability to implement fare changes on all five of the transit systems simultaneously should the timing meet the needs of all operators. A coordinated fare change could simplify the passenger experience and allow for a smoother shared-transfer policy.

There are numerous fare types and fare discount programs between the agencies in Sonoma County. All three local bus agencies have a base local adult fare of \$1.50. Sonoma County Transit, SMART, and Golden Gate Transit use zone-based fare systems so the cost goes up as one travels between zones. While fare programs and pass options vary between agencies, several programs were developed in coordination.

Table 1. Fares and Fare Discount Programs

Pass/Fare Type	Sonoma County	Santa Rosa	Petaluma	SMART	Golden Gate (Sonoma County origins/destinations)
Single Use Ticket					
Adult	\$1.50+	\$1.50	\$1.50	\$3.50+	\$4.50+
Youth	\$1.25+	\$1.25	\$1.00	\$1.75+	\$2.25+
Half-Price	\$0.75+	\$0.75	\$0.75	\$1.75+	\$2.25+
24-Hour Day Pass					
Adult		\$4.00			
Youth/Student		\$3.00			
Half-Price		\$2.00			
10-Ticket Ticket Book/Transit Pass					
Adult		\$14.50	\$15.00		
Youth/Student		\$12.00	\$10.00		
Half-Price		\$7.00	\$7.50		
20-Ride Fast Pass					
Adult	\$30.00				
Youth/Student	\$20.00				
Half-Price	\$15.00				
40-Ticket Ticket Book					
Adult		\$58.00			
Youth		\$48.00			
Half-Price		\$28.00			
31-Day Pass					
Adult	\$62.50	\$50.00	\$30.00**	\$200**	
Youth	\$47.00	\$25.00	\$20.00**	\$100**	
Half-Price	\$31.25	\$25.00	\$15.00**	\$100**	
Monthly Pass					
Adult	\$62.50		\$30.00	\$155+***	
Students (under 18 with ID)	\$47.00		\$20.00	\$138***	
Half-Price	\$31.25		\$15.00		
Veterans				\$138***	
Summer Youth Pass					
Youth	\$24.00		\$20.00		
Clipper Discount					
Adult					\$3.60**

Pass/Fare Type	Sonoma County	Santa Rosa	Petaluma	SMART	Golden Gate (Sonoma County origins/destinations)
Discount					\$2.25**
Free Ride Programs					
Veterans	X	X			
College Students	X (SRJC, SSU)	X (SRJC)	X (SRJC)		
Paratransit Eligible Ride Fixed-Route Free		X	X		
Local Routes*	X				

* Sonoma County Transit has partnered with several local jurisdictions to subsidize transit fares on local routes. Bus patrons in Sebastopol, Guerneville/Monte Rio, Windsor, Healdsburg, Sonoma and Cloverdale can now board local bus routes in these areas fare-free.

**Clipper® only

*** SMART Eco Pass through employer, college, veterans' organization.

Free and Discounted Ride Programs

College students ride free on Sonoma County Transit, Santa Rosa CityBus, and Petaluma Transit. Through partnerships with the Santa Rosa Junior College currently enrolled students who attend campuses in the cities of Petaluma or Santa Rosa can ride for free on Sonoma County Transit, Santa Rosa CityBus, and Petaluma Transit buses. In addition, Sonoma County Transit has an agreement with Sonoma State University that provides free rides on Sonoma County Transit by its students. SMART also has arrangements for discounted rides for SRJC students via the SMART Eco Pass program.

Veterans with a valid identification card ride free on Sonoma County Transit and Santa Rosa CityBus. This program began in 2015 with Sonoma County. Santa Rosa adopted an identical policy in 2018, making all rides for veterans within Santa Rosa free. Petaluma Transit staff are considering a proposal to mirror the County and Santa Rosa's policies for free rides for veterans. SMART offers discounted rides for veterans via the SMART Eco Pass program and continues to work to identify a veterans' organization to facilitate implementation.

Fixed-Route Rides for Paratransit-Eligible Patrons are available on Petaluma Transit and Santa Rosa CityBus. This policy encourages paratransit-eligible patrons to use fixed-route transit when possible, which reduces the demand on paratransit service.

Reciprocal Transfers

Sonoma and Marin county transit operators revised a collective memorandum of understanding (MOU) regarding reciprocal transfer agreements with SMART prior to the start of SMART service, per MTC Resolution 3866. Marin Transit and SMART were added to the revised collective MOU, and the former transit operators were removed from the MOU. Fare transfer agreements include a uniform adult transfer and an agreement that transit operators honor each other's period passes. The transit agencies adopted a policy to provide a \$1.50 fare credit for adult transfers and a \$0.75 fare credit for discounted riders utilizing Clipper® card from SMART, Sonoma County Transit, Petaluma Transit,

Santa Rosa Transit, Marin Transit, and Golden Gate Transit. The \$1.50 transfer credit corresponds with the current base fare for Adults on Sonoma County Transit, Petaluma Transit, and Santa Rosa Transit. Transfer discounts are only applicable when transferring to an operator where the rider is using a Clipper® card to board each operator and paying with a non-pass product.

Seamless Fare Payment

The Clipper® card, MTC's universal fare card, is a fare instrument designed to pay fares on all of the various transit providers in the San Francisco Bay Area. The Clipper® card became available on all bus systems in Sonoma County in January 2016 and became the primary fare medium for SMART at the onset of service in August 2017. Clipper® enables automated transfers between all transit operators in Sonoma County due to established transfer agreements. Passengers transferring between agencies in Sonoma County using Clipper® card receive an automatic \$1.50 transfer credit, which is equivalent to the adult base fare on Sonoma County Transit, Santa Rosa CityBus, and Petaluma Transit. Fare transfer credits apply to eCash on Clipper® and are not deducted from pass products purchased.

Transit operators have used consistent marketing and rider education materials to promote Clipper® card and SMART heavily promoted early adoption prior to starting service. Regular and occasional SMART riders have adopted Clipper® card; however, Clipper® card adoption among bus transit riders in Sonoma County is low. High percentages of cash paying bus riders and a sparse Clipper® retail network may contribute to the low penetration.

The Clipper® 2.0 program is expected to roll out a mobile fare payment application in 2021. The goal is to make Clipper® more user friendly with upgrades that include the ability to pay fares using the mobile app and not having to wait three days to add value to cards and automatic balance updates. These enhancements may help increase the use of Clipper® among bus transit riders in Sonoma County.

Transit operators have discussed coordination of mobile fare payment applications, and have included such technologies as a standing agenda item at the Transit Technical Advisory Committee; however, coordination has been challenging. The Clipper® 2.0 mobile app should remove the barriers to coordination of fare payment apps.

The SuperPass was developed for multi-operator monthly bus transit passes prior to Clipper® becoming available in Sonoma County. Patrons can still purchase SuperPasses through Sonoma County Transit for two or more operators, including on Sonoma County Transit, Santa Rosa CityBus, Petaluma Transit, and Golden Gate Transit. The pass does not provide a discount over purchasing the individual monthly passes; however, it provides the convenience of only purchasing and carrying one pass. This convenience is also available through purchasing multiple operator passes on a Clipper® card, which is the equivalent to an electronic version of the SuperPass. A Golden Gate Transit sticker, which allows customers to pay a flat fee to ride Golden Gate Transit for a one-month period within Sonoma County only, is available on the SuperPass but not on Clipper®.

Although there is substantial coordination among the operators on fare structures, the Transit Integration and Efficiency Study recognized the high transfer rates between bus transit agencies and

recommended further simplification of the fare structure for all agencies. The fare structure should encourage transfers between agencies and facilitate understanding of the systems. Further coordination of fare structures and pass product offerings are largely dependent on agreements under the next version of Clipper®. Goals for fare structure coordination are listed below.

- Ensure terminology for fares are consistent, e.g., use the same language to indicate that children under 5 years old ride free, beginning in 2020
- Simplify the pass product offerings and work toward consistency across agencies, e.g., consider eliminating calendar month passes when 31-day passes are offered
- Coordinate on schedules for planned fare changes

Means-Based Fare Program

MTC conducted a Regional Means-Based Fare Pricing Study and developed a pilot program that will offer discounted transit rides to eligible low-income riders. Four regional transit operators, including Golden Gate Transit, will be participating during the pilot period. Golden Gate Transit will offer a 50 percent discount for eligible customers through Clipper® starting in 2020. MTC will subsidize a portion of the discounted rides. The program may be extended to other transit operators after the initial pilot period.

Coordination of Schedules and Service Changes

MTC Resolution 4060 identified coordination of operator schedules and coordinated timing of schedule changes as priorities. A number of efforts have been made to coordinate schedule changes in Sonoma County. Operators communicate with all connecting transit services when service changes occur, and announce upcoming changes at the Transit-TAC meetings and through larger system planning updates. Such communication between transit operators is essential to ensure that key existing transfers between routes are preserved and to avoid the unnecessary duplication of service along specific corridors. Golden Gate Transit puts regular schedule changes into effect on the second Sunday of every three months. Sonoma County Transit generally follows Golden Gate Transit's schedule change dates, with some exceptions. Following discussions on coordination at North Bay Transportation Officials meetings, the NVTa has taken a first step in coordination by developing a shared document to track service change schedules for all operators throughout the North Bay region.

Opportunities for further alignment of service changes may exist; however, these changes are generally dictated by individual operator policies, for example labor agreements and negotiations, school schedules, and work flow. For example, Petaluma Transit typically effectuates schedule changes with the school schedule, which could pose challenges in aligning with other operators' change schedules.

SMART is currently developing a new schedule to accommodate the planned opening of the Larkspur and Downtown Novato Stations and increased frequencies in December 2019. The new schedule will also accommodate the future Petaluma North and Windsor Station so those stations can open

without having to redevelop the schedule. SMART has been coordinating with all connecting bus operators in effort to plan for schedule changes that retain existing bus to train connections and establish new coordinated connections.

Multi-operator schedule information is available at several locations. The downtown Santa Rosa Transit Mall has schedule information posted for all operators serving the Transit Mall. Golden Gate Transit schedules are included on Sonoma County Transit's schedule displays at shared bus stops located on Commerce Boulevard at Rohnert Park Expressway in Rohnert Park at the Copeland Transit Mall in Petaluma.

Goals for improving coordination of schedules and service changes are listed below.

- Continue efforts to coordinate schedule change timing and communication about schedule changes through the SCTA's monthly Transit-TAC meetings
- Consistently update service change schedules in shared North Bay transit operator tracking document

Intermodal and Multi-Operator Facilities

An important point of transit operator coordination is at facilities that are served by multiple operators and multiple modes. A majority of the facilities described below were developed and are maintained through cooperative agreements. The facilities north of the Sonoma County Airport are currently functioning as bus transfer hubs and will eventually be served by SMART. Some of the facilities also serve as park-and-ride lots.

Santa Rosa Transit Mall is one of the two the largest regional transit hub in the North Bay, utilized by an average of 10,000 passengers per day on Santa Rosa CityBus, Sonoma County Transit, Golden Gate Transit, Mendocino Transit, and Greyhound. Sonoma County Transit and Golden Gate Transit contribute funding to Santa Rosa CityBus for maintenance and operations of the Transit Mall. CityBus employs Transit Service Representatives at the Transit Mall to provide route and schedule information for all operators that serve the Transit Mall to help riders reach their final destinations. In fall 2017, when Santa Rosa CityBus moved their offices from City Hall to their transit operations facility, CityBus opened a staffed customer service kiosk at the Santa Rosa Transit Mall to sell transit tickets, passes, and Clipper® cards. The customer service kiosk is staffed from 8:30 a.m. to 4:30 p.m. Monday through Friday.

Coddington Transit Center in Santa Rosa connects Sonoma County Transit and CityBus and is a long block, about a seven minute walk, from the North Santa Rosa SMART station. The facility includes bus shelters, benches, trash cans, and transit information displays. The addition of real-time signage is planned for this location.

Copeland Transit Mall in Petaluma was constructed by Sonoma County Transit in 2007 and is shared with Petaluma Transit and Golden Gate Transit. It is one block from the Downtown Petaluma SMART Station and is the second busiest transfer point in Sonoma County. The facility includes bus shelters,

benches, trash cans, transit information displays, real-time signage, and a demonstration bus bicycle rack for users to practice loading bicycles on buses.

Eastside Transit Center in Petaluma was constructed by the City of Petaluma in 2010. The facility includes two shelters, four bus bays, a real-time arrival board, and benches.

Cotati Depot was completed in 2014 by Sonoma County Transit and is a transfer hub for Sonoma County Transit and SMART. This facility includes a popular park-and-ride lot for transit users.

Windsor Depot was completed in 2007 by Sonoma County Transit and currently serves as a transfer hub and park-and-ride lot for Sonoma County Transit (including feeder bus routes to SMART). The extension of SMART from the Sonoma County Airport station to the Windsor Depot is underway and is expected to be completed in 2021.

Healdsburg Depot Park-and-Ride was completed in 2016 by Sonoma County Transit to serve as a transfer hub (including feeder bus routes to SMART). SMART's plans for extension north include service to this transfer hub and park-and-ride lot.

Cloverdale Depot was completed in 1995 by Sonoma County Transit and serves as a transfer hub for Sonoma County Transit (including feeder bus routes to SMART), Amtrak Thruway Service, and park-and-ride lot. SMART's plans for extension north include service at this transfer hub.

Piner Road and Industrial Drive bus station is Golden Gate Transit's northern most station in Santa Rosa. Santa Rosa CityBus route 10 serves Piner Road with stops adjacent to Golden Gate Transit's station. Santa Rosa CityBus and Golden Gate Transit are arranging to post CityBus schedules at the Golden Gate Transit station in the near future.

Highway 12 Park-and-Ride is served by Golden Gate Transit, the Sonoma County Airporter, and Santa Rosa CityBus. The park-and-ride lot is under Highway 12 between Bennett Valley Road and Maple near the Sonoma County Fair Grounds in Santa Rosa.

San Rafael Bettini Transit Center in San Rafael connects SMART, Golden Gate Transit, Marin Transit, and Sonoma County Transit. The facility was recently redesigned to accommodate the continuation of the SMART rail tracks south toward the Larkspur station. The Golden Gate Bridge, Highway and Transportation District, as the lead agency, is in the process of preparing an Environmental Impact Report to evaluate replacing or relocating the transit center.

SMART Stations and Bus Route Connectivity

As discussed above, transit hubs have been constructed at or adjacent to several SMART stations that are currently operating and several that are planned. Bus operators in Sonoma County worked closely with SMART and local jurisdictions to coordinate bus connectivity and transfers at SMART stations to be ready by opening day. Numerous schedules were updated and new routes were introduced to align with SMART's schedule.

Sonoma County Transit now provides feeder bus service to SMART, including enhanced east-west connections from the Sonoma Valley and from Sebastopol, and a circulator shuttle between the Airport Boulevard SMART station and the Sonoma County Airport. Under contract with SMART, Sonoma County Transit also provides feeder bus services to SMART from Cloverdale, Healdsburg and

Windsor. Santa Rosa CityBus launched its “Reimagining CityBus” route redesign in 2017 with increased frequencies, directness, and connectivity of routes serving the Santa Rosa SMART stations. Petaluma Transit expanded operating hours and modified three routes to better connect the downtown, west Petaluma, and the southeast Petaluma/Lakeville Highway Business Park areas with the Downtown SMART Station and SMART schedule.

Transfers between buses and SMART in Sonoma County over the first two years of SMART service have illustrated that there are opportunities to improve integration with SMART to increase the percentage of passengers making connections between SMART and local transit services. The SCTA Transit-TAC is a venue for regular discussion of improvements to bus integration with SMART, and opportunities for collecting and sharing data that can guide prioritization of integration actions. Bus operators in Sonoma County will continue to work with SMART and the jurisdictions it serves to implement bus stop improvements and relocations, new route connections, and coordinated operations to enhance inter-operator transfers.

Station Area and SMART Integration Planning

SMART station area plans and specific plans have been carried out by local jurisdictions, in cooperation with MTC and SMART, to plan for land uses and infrastructure around transit hubs. Many of these plans address infrastructure to support transit operations and transit oriented development, or are being updated to do so. The status of these planning efforts are noted in **Table 2** below.

The *SMART Commuter Rail Integration Plan* recommended a number of capital projects that optimize connections between buses and SMART. Several of these projects are now complete, including updated bus stops and amenities around the Downtown Santa Rosa station, and a new bus turnout and amenities on Guerneville Road adjacent to the Santa Rosa North station.

The status of recommendations from the *SMART Commuter Rail Integration Plan* are outlined **Table 2**. Recommendations in the *SMART Commuter Rail Integration Plan* only addressed SMART Phase I stations.

Table 2. Station-Specific Recommendations and Plan Status

STATION	BUS STOPS + CONNECTIONS	BICYCLE ACCESS	PEDESTRIAN ACCESS	OTHER	PLAN
<i>Cloverdale-Planned</i>					<i>Complete 2010</i>
<i>Healdsburg-Planned</i>					<i>Complete 2013</i>
<i>Windsor-Planned</i>					<i>Complete 2012, Amended 2013</i>
Airport	<i>Complete: Relocate closer proximity to station platform</i>	Improve bicycle connectivity, access to bike parking area	Improve access to bus stops, install sidewalks on south side of Airport Blvd, install	Employee shuttle, bus circulator (complete), parking partnerships with	In progress

STATION	BUS STOPS + CONNECTIONS	BICYCLE ACCESS	PEDESTRIAN ACCESS	OTHER	PLAN
			marked crosswalks, RR x-ing improvement	business parks, marketing campaign	
Santa Rosa North	<i>Complete: closer proximity to station WB</i>	Improve amenities and connectivity, direct access to Coddington Transit Hub	Improved sidewalks on Guerneville, Highway 101 overcrossing, enhanced access to Coddington Transit Hub	Purchase lot near station to provide off street passenger pick-up and drop-off, vanshare, shuttles, and bicycle parking	<i>Complete 2012</i>
	Turnout on south side of Guerneville Rd., stops on Herbert Lane				
Santa Rosa Downtown	Relocate 3rd street bus stops for more direct connection	<i>Complete: Improve 3rd street access under Hwy 101</i>	<i>Complete: Improve 3rd street access under Hwy 101</i>	<i>Complete: Pilot free downtown parking shuttle to manage demand</i>	<i>Complete 2007, Update in progress Bike/Ped Plan updated 2019</i>
		Improve 3 rd Street access		Determine stop for employer shuttles and kiss-and-ride, marketing campaign	
Rohnert Park	Relocate closer to station	<i>Complete: Signalize crossing at RP Expressway across from tracks</i>	<i>Complete: Signalize crossing at RP Expressway across from tracks</i>	<i>Complete: Plans to facilitate commercial development</i>	<i>Complete 2016</i>
Cotati		<i>Complete: Signalize crossing at the east side of the tracks</i>	<i>Complete: Signalize crossing at the east side of the tracks</i>		n/a
<i>Petaluma North-Planned</i>					<i>Complete 2013</i>
Petaluma Downtown	Turn-out on D Street; pull-out constructed, sidewalk improvements are pending. Pursue funding for more frequent transit service		Improve access to Copeland Transit Mall - <i>planned access through new development</i>	<i>Complete: Support redevelopment efforts defined in plan</i>	<i>Complete 2013</i>
				Marketing campaign to reach out to businesses to host shuttles	

As shown in **Table 2**, there remain opportunities at a few station locations to enhance integration of local transit and SMART services through thoughtful planning. In those cases the local jurisdiction, the local transit agency, SMART, and MTC, should work to identify improvements and secure funding

for design and construction of these enhancements. The goal for improved bus route connectivity with SMART is below.

- Prioritization of funding for design and construction of physical access for bus, pedestrian, and bicycle integration around SMART stations

Joint Procurements and Cooperative Evaluation

As members of CALACT, transit operators have access to a purchasing cooperative for a variety of federal and state compliant transit vehicles and shelters. Transit operators in Sonoma County have also taken advantage of cooperative evaluation and procurements within the region to reduce costs and increase efficiency. For example, Santa Rosa CityBus and Petaluma Transit recently contracted with a paratransit eligibility assessment contractor through a joint procurement. Sonoma County Transit, Santa Rosa CityBus and Petaluma Transit have also purchased new passenger waiting benches through the same manufacturer. The operators consistently share information with one another about their experiences with manufacturers and about new technologies. For example, Sonoma County Transit, Santa Rosa CityBus and Petaluma Transit are currently working on the electric bus feasibility study and are learning from Sonoma County Transit's experience with their in-service electric bus.

A number of other successful joint procurements and efforts on joint procurement are discussed in the *Transit Integration and Efficiency Study*, which suggests further opportunities for joint procurement for capital assets, technology systems, and contracted services to take advantage of economies of scale and reduced staff time spent on procurement. Through North Bay Transportation Officials coordination, NVTa has developed a shared document to track service contracts for technology and services in the North Bay to identify opportunities for future joint procurement. Timelines for joint evaluation and procurement opportunities will be determined as service contract expirations are tracked.

Goals for leveraging opportunities for joint evaluation and procurements are listed below.

- Seek opportunities to coordinate the purchase of hardware, software, tires, bus or facilities parts, amenities at bus stops, and other goods to take advantage of bulk discounts and increase efficiency in the purchasing process
- Continue to update the contract summary table developed in the *Transit Integration and Efficiency Study* showing contract start and end dates
- Continue to discuss potential opportunities for joint fuel/power procurement as agencies transition to electric vehicles
- Consider establishing a procurement department task force to draft a protocol for coordinating purchasing

Zero Emissions Bus Planning

In 2018, the California Air Resources Board (CARB) adopted the Innovative Clean Transit (ICT) Regulation that all new public transportation bus purchases must be zero emissions from the year 2029 forward. CARB expects that all bus fleets will be zero emissions by 2040. The ICT regulation requires small operators, which includes Santa Rosa CityBus, Petaluma Transit, and Sonoma County Transit, to produce a transition plan and file it with CARB by mid-2023. Starting in 2026, small operators must ensure that 25 percent of all new bus purchases are zero emission. For larger agencies, like Golden Gate Transit, the ICT regulation requires 25 percent of new bus purchases to be zero emission starting in 2023, rising to 50 percent in 2026. The agencies, by regulation, also have the ability to work together to manage their fleets and transition such that there remains flexibility among the agencies while meeting the regulations in total. It is also possible that a large pool of agencies may be formed in the Bay Area which would allow even more flexibility for the smaller agencies.

Electric infrastructure for charging electric transit buses in Sonoma County is a major issue. Sonoma Clean Power, the local community choice energy provider, is assisting the four transit agencies in their territory (Mendocino Transit Authority, Sonoma County Transit, Petaluma Transit, and Santa Rosa CityBus) in meeting the ICT mandate through sponsorship of a study on electric bus charging infrastructure needs. Sonoma Clean Power hired a consulting group to conduct a planning and engineering study that will develop tangible paths to implement an all-electric, zero emission bus (ZEB) deployment for the four transit agencies. The study will assess current infrastructure at bus yards and transit malls, survey electric buses and charging equipment, assess solar and energy storage potential, review charging policies, and assist with grant programs and analysis of proposed rate changes. This represents an important opportunity for the transit agencies to carefully consider how they will work together on the electric charging network in the future.

Emergency Coordination

Sonoma County, Santa Rosa, and Petaluma have their own Emergency Operations Plans (EOP) to organize individual Emergency Operations Centers in the event of an emergency. Each jurisdiction's plan includes annual emergency simulation drills that are designed to meet all federal and state mandates and guidelines while ensuring processes are well established and each jurisdiction's staff is well prepared for any emergency. Santa Rosa CityBus, Petaluma Transit and Sonoma County Transit are each a part of the transportation component of each jurisdiction's respective EOP. SMART has developed a Safety and Security Plan that outlines roles and responsibilities in during emergency events, including coordination of emergency bus bridges. SMART also participates with the regional transit emergency operations group coordination efforts through MTC. The Golden Gate Bridge Highway and Transportation District's emergency plan includes Golden Gate Transit, and is coordinated with the counties in its service area.

In the event of a countywide public emergency, at the direction of the Sonoma County Office of Emergency Services, the transit agencies in the region (Sonoma County Transit, Santa Rosa CityBus, Petaluma Transit, SMART, and Golden Gate Transit) will coordinate emergency public transit services

that are determined necessary for public evacuation due to events such as floods, earthquakes, fires, etc. The San Francisco Bay Area Regional Transportation Emergency Management Plan provides additional guidance for coordinating emergency response capabilities among the various transportation agencies throughout the region.

During the October 2017 wild fires in Sonoma and Napa counties, transit played a significant role in evacuations and transportation for displaced individuals. Under the direction of the Sonoma County Emergency Operations Center (EOC) and the City of Santa Rosa EOC, Santa Rosa CityBus and Sonoma County Transit, including their respective paratransit contractors, deployed buses to evacuate hospitals, residences, and various facilities, transporting hundreds of affected individuals to safety. When additional buses were needed, Golden Gate Transit sent buses to assist with evacuations. Transit dispatchers, drivers, maintenance, and administrative personnel reported quickly and coordinated with other transit and school bus operators to deploy buses in a timely manner. Following the fires, SMART, Santa Rosa CityBus, Sonoma County Transit, Petaluma Transit, and Golden Gate Transit ran fare-free service and some ran special routes transporting people to and from evacuation centers. Transit operators have developed a shared emergency contact list and are developing a process for updating it on a regular basis.

During the Kincadee fire in fall 2019, transit operators were again involved in mass evacuations and transportation for displaced individuals. Transit operated limited routes and schedules during evacuation and power shut off periods. SMART, Sonoma County Transit, Petaluma Transit, and Santa Rosa CityBus all provided fare free service during and after mandatory evacuations and school closures.

Planning for public safety power shut offs are a new consideration for transit agencies in California during wildfire season. Due to the growing threat of wildfires, Pacific Gas and Electric Company (PG&E) has developed a program to reduce wildfire risks. Proactively shutting off electric power when extreme fire danger conditions are forecasted is one element of PG&E's program. Loss of power is of particular concern when it impacts railroad grade crossing gates and signals. SMART has backup generators for temporary loss of power. SMART's generator at their Regional Operations Center that can last over 24 hours. SMART also has generators that can be deployed at signal houses for each grade crossing and at some wayside signals. Santa Rosa is currently working to provide backup generators for the Transit Mall, which could be enabled during power shutoffs. As bus operators transition to zero emission fleets, the inability to charge battery-electric buses during power shut offs is also a concern. Bus operators should establish a protocol to consider shared charging infrastructure for battery-electric bus fleets when power shut offs impact only certain areas. There are currently no plans for keeping electronic wayfinding signs, real time signs, or traffic signals operating during power shut offs.

The Bay Area Urban Areas Security Initiative (BAUASI), with representation from the nine Bay Area counties, as well as San Benito, Monterey, and Santa Cruz counties, aims to increase regional capacity to prevent, respond to, and recover from catastrophic events. BAUASI's Bay Area Emergency Management workgroup has led a Regional Critical Transportation Capability Building project with goals of building local government capabilities, partnerships, and coordination for disaster planning.

In partnership with MTC and the Association of Bay Area Governments (ABAG), this workgroup has produced a toolkit for local governments to guide regional coordination and logistics in emergency planning.

Goals to continue improved coordination of emergency planning are listed below.

- Finalize the shared emergency contact list and process for keeping it updated in 2020
- Meet regularly with emergency management staff to discuss emergency preparedness planning and protocols
- Coordinate on planning for power shut offs during high fire risk times as part of the zero emissions bus planning efforts

Market Research

Per a recommendation in MTC Resolution 4060, MTC sponsored on-board surveys for all four transit operators in Sonoma County in 2018. Each surveyed riders in cooperation with MTC to support federal Title VI reporting requirements, refine regional analytical planning tools, and perform other transit passenger and equity analyses. The surveys included questions about trip origin and destination, demographic information, fares, customer satisfaction, real-time information, and interagency transfers. The surveys collected information about origin and destination patterns, customer opinions, trip purposes and characteristics, and ridership demographics to better inform service planning for all operators. These surveys have been used to inform various service planning decisions and projects outlined in individual Short Range Transit Plans. Consistency in survey questions will allow transit agencies to jointly review the survey results to identify points of overlap and coordinate improvements and service changes. Customer survey questions focused on customer satisfaction could help in prioritization of strategic investments.

Petaluma Transit also conducts on-board surveys every other year and does in depth focus groups with key market segments on the off years. Petaluma Transit includes the results of their most recent on-board surveys in their Short Range Transit Plans.

MTC is conducting a Customer Service Intercept Survey of Clipper® and non-Clipper® users at the Santa Rosa Transit Mall and the San Rafael Transit Center in September and October of 2019. The survey was last conducted in 2017.

Goals for improving coordination of market research are listed below.

- Ensuring consistency among surveys for all operators, beginning with sharing lists of questions for upcoming surveys
- Develop common questions for on-board surveys to provide better information on customer satisfaction
- Build survey questions that allow analysis of which items will impact overall customer satisfaction the most

3. Conclusion

Sonoma County Transit, Santa Rosa CityBus, Petaluma Transit, SMART, and Golden Gate Transit, while operating as separate and distinct transit agencies, continue to work collaboratively and seek opportunities for coordination and learning from each other. The topics discussed in this appendix show potential for efficiencies when addressed with a collaborative approach. These five transit operators, along with other regional operators providing transit service in the North Bay, are in the process of implementing coordinated programs that align with recommendations in MTC's Transit Connectivity Plan and Transit Sustainability Project. As SMART service expands and matures, continued coordination between SMART and bus operators on various aspects of transit service and operations will be important.

While some of the transit coordination goals discussed in this appendix will require additional funding and staff time, transit operators anticipate that the initial phases of a number of the transit coordination projects will be complete within the next few years. This appendix of inter-operator coordination efforts will continue to serve as the foundation for ongoing and proposed transit coordination projects in Sonoma County.

APPENDIX B

ORGANIZATIONAL CHART

