



SMART seeks your input on proposed service reductions.
Please help us by taking a moment to complete this short 4-minute survey.

Measure I, the proposed sales tax revenue extension on the March ballot, would have enabled SMART to lower its debt interest payments by \$12 million annually, allowing SMART to use these funds for maintaining current service levels. Although the majority of voters (52% in Sonoma and 56% in Marin) approved Measure I, it did not receive the two-thirds majority needed to pass. Additionally, the economic impact of the COVID-19 crisis, now requires that SMART take further steps to bring its budget into balance.

As part of the budget process, the SMART Board of Directors is analyzing several strategies to reduce expenses that would directly impact train service, including:

- Eliminating all weekend service
- Reducing weekday train service
- Suspending free onboard WiFi service

We want to hear from you. SMART is committed to serving our community and the riders that rely on our public transit service. The information gathered by this survey will be **presented to the Board of Directors during a public meeting** and used to inform the difficult process of making budgetary cuts.

Thank you for taking a moment to answer these survey questions. If you would like more information about this survey or have questions about SMART, please contact us at info@sonomamarintrain.org.

*** 1. Before the COVID-19 shelter in place, how often did you ride SMART?**

- 5 days per week
- 3 - 4 days per week
- 1 - 2 days per week
- once a month
- I travel on weekends only
- I have not traveled on SMART

2. Before the COVID-19 shelter in place, what types of trips did you ride SMART for?

	daily	weekly	monthly	less than monthly	never
commute to/from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
leisure/recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
commute to/from school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
personal appointments/errands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. SMART currently offers free WiFi aboard its trains. Eliminating the free WiFi service would reduce costs by \$500K annually. Would you be willing to pay for WiFi service aboard the trains if it were...

- \$5 per use
- \$3 - \$4 per use
- \$1 - \$2 per use
- I am not willing to pay for this service

4. If free WiFi service were to be eliminated, how would you connect to the internet while aboard the trains? *Check all that apply*

- use my own data plan
- create a hot spot with my smartphone
- my data plan limits would prevent me from going online
- I do not have a data plan
- I would not need to connect to the internet

5. If free WiFi service aboard trains were to be eliminated, would this affect your decision to ride SMART?

- Yes
- No

Comments:

6. Before the COVID-19 shelter in place, SMART ran 10 trips per day on Saturdays and Sundays. By eliminating all weekend service, SMART would reduce costs by \$2.2 million annually. How would the elimination of weekend service impact your decision to ride SMART? *Check all that apply*

- I only ride on weekdays, so this would not impact me
- I only ride on weekends, so this would impact me
- I would likely ride SMART less
- Other (please specify)

7. Before the COVID-19 shelter in place, SMART ran 38 trips per day, Monday through Friday. By reducing weekday service to 22 trips per day centered on the morning and evening commute and including one midday train, SMART would save \$4.7 million annually. After reviewing the proposed schedule, please tell us how the changes would impact your travel. *Check all that apply*

[Click here to view a PDF of the Proposed Weekday Schedule](#)



WEEKDAY SCHEDULE

SOUTHBOUND - Sonoma County Airport to Larkspur

Sonoma County Airport	6:20	6:52	7:24	7:56	8:28	12:45	2:21	2:53	3:25	3:57	4:29
Santa Rosa North	6:27	6:59	7:31	8:03	8:35	12:52	2:28	3:00	3:32	4:04	4:36
Santa Rosa Downtown	6:31	7:03	7:35	8:07	8:39	12:56	2:32	3:04	3:36	4:08	4:40
Rohnert Park	6:39	7:11	7:43	8:15	8:47	1:04	2:40	3:12	3:44	4:16	4:48
Cotati	6:42	7:14	7:46	8:18	8:50	1:07	2:43	3:15	3:47	4:19	4:51
Petaluma Downtown	6:57	7:29	8:01	8:33	9:05	1:22	2:58	3:30	4:02	4:34	5:06
Novato San Marin	7:09	7:41	8:13	8:45	9:17	1:34	3:10	3:42	4:14	4:46	5:18
Novato Downtown	7:12	7:44	8:16	8:48	9:20	1:37	3:13	3:45	4:17	4:49	5:21
Novato Hamilton	7:20	7:52	8:24	8:56	9:28	1:45	3:21	3:53	4:25	4:57	5:29
Marin Civic Center	7:26	7:58	8:30	9:02	9:34	1:51	3:27	3:59	4:31	5:03	5:35
San Rafael	7:32	8:04	8:36	9:08	9:40	1:57	3:33	4:05	4:37	5:09	5:41
Larkspur	7:39	8:11	8:43	9:15	9:47	2:04	3:40	4:12	4:44	5:16	5:48

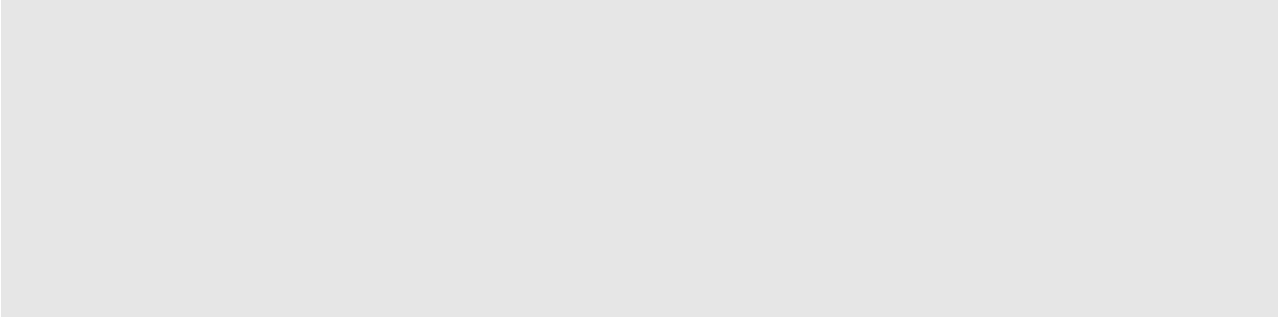
NORTHBOUND - Larkspur to Sonoma County Airport

Larkspur	7:56	8:28	9:00	9:32	10:04	2:21	3:57	4:29	5:01	5:33	6:05
San Rafael	8:04	8:36	9:08	9:40	10:12	2:29	4:05	4:37	5:09	5:41	6:13
Marin Civic Center	8:09	8:41	9:13	9:45	10:17	2:34	4:10	4:42	5:14	5:46	6:18
Novato Hamilton	8:16	8:48	9:20	9:52	10:24	2:41	4:17	4:49	5:21	5:53	6:25
Novato Downtown	8:22	8:54	9:26	9:58	10:30	2:47	4:23	4:55	5:27	5:59	6:31
Novato San Marin	8:25	8:57	9:29	10:01	10:33	2:50	4:26	4:58	5:30	6:02	6:34
Petaluma Downtown	8:38	9:10	9:42	10:14	10:46	3:03	4:39	5:11	5:43	6:15	6:47
Cotati	8:51	9:23	9:55	10:27	10:59	3:16	4:52	5:24	5:56	6:28	7:00
Rohnert Park	8:55	9:27	9:59	10:31	11:03	3:20	4:56	5:28	6:00	6:32	7:04
Santa Rosa Downtown	9:03	9:35	10:07	10:39	11:11	3:28	5:04	5:36	6:08	6:40	7:12
Santa Rosa North	9:07	9:39	10:11	10:43	11:15	3:32	5:08	5:40	6:12	6:44	7:16
Sonoma County Airport	9:13	9:45	10:17	10:49	11:21	3:38	5:14	5:46	6:18	6:50	7:22

AM Times PM Times

	acceptable	not acceptable	not applicable to me
AM <u>southbound</u> trip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AM <u>northbound</u> trip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PM <u>southbound</u> trip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PM <u>northbound</u> trip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

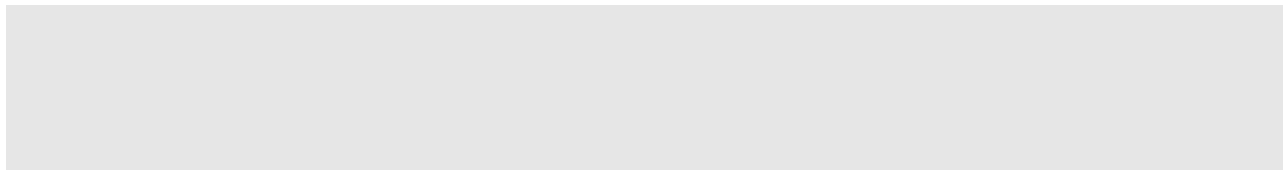
Comments:



8. During the COVID-19 shelter in place, how have you been getting around? *Check all that apply*

- public transportation (train, bus, ferry)
- bicycling
- walking
- driving
- ride hail services (such as Uber and Lyft)
- telecommuting
- I have not been using transportation

Other (please specify)



9. As the shelter in place order begins to be eased, how often do you anticipate you will ride SMART?

- 5 - 7 days per week
- 3 - 4 days per week
- 1 - 2 days per week
- once a month
- travel on weekends only
- I do not plan to ride SMART

10. As the shelter in place order begins to be eased, which of the following factors are likely to influence how often you ride SMART?

	very likely	likely	neutral	unlikely	very unlikely
roadway traffic begins to worsen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
environmental benefits of riding transit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
physical distancing such as seats cordoned off	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
mandatory wearing of face covering on trains/stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
knowing the trains are thoroughly cleaned twice daily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. As the shelter in place order begins to be eased, what do you anticipate your employment status be?

- employed and traveling to a workplace
- employed and telecommuting
- unemployed
- uncertain

12. Would you like to receive SMART email updates?

Name (optional)

Email Address