

# October 2022 Service Changes

## September 7, 2022



# Background

- Pre-COVID, SMART was running **38 trips** per weekday and 10 trips on weekend days.
- March 2020: reduced service to **16 trips** per day weekday; weekends annulled.
- May 2021: increased to **26 trips** per weekday and restored Saturday service.
- May 2022: restored Sunday Service
- June 2022: increase weekday service by 10 trips, resulting in **36 trips** per weekday.
- October 3, 2022: add two midday trips, resulting in **38 trips** per weekday.

# Public Input

SMART has conducted extensive outreach through the listening sessions, online survey, and ongoing requests to customer service.

The public consistently requests:

- 1. Midday train service**
- 2. Employer and school schedule coordination**
- 3. Improved connections to Larkspur Ferry**

# Weekday Service Changes - 38 Trips

## Service Additions

- Adding **one round trip midday**, leaving Sonoma County Airport at 10:22am, and leaving Larkspur at 12:15pm.

## Weekday Service Adjustments

- Moving the 8:48am Northbound to a **3:27pm Northbound**, to fill an afternoon service gap.
- Trip will serve Larkspur area employees and the new Petaluma City School District schedule





# Midday Service

Midday service will enable:

- Easier use of SMART for **lunch** and midday appointments
- Greater **flexibility** for employees and students with non-traditional hours
- Better **connections** to San Francisco, meeting the 11:20am Northbound ferry and 12:10pm Southbound ferry.

The addition of one trip reduces the midday gap in service.



# Weekend Service Changes

- Moving three departure times to better align with the new ferry schedule:
  - Northbound
    - 3:35pm → 4:07pm
    - 5:15pm → 6:25pm
  - Southbound
    - 5:16pm → 5:54pm
- This adds **two** northbound weekend ferry connections
- SMART will be meeting 8 of the 9 weekend ferries



# Next Steps

- Weekday service increase planned for **Monday, Oct 3, 2022**
  - Coordinate with our partners to update their materials
  - Update platform, paper, and online schedules
  - Marketing of service additions and adjustments
- Ongoing Review and Improvement
  - Monitor ridership on new trips
  - Continue to work with bus and ferry partners to integrate schedule changes and improve connections
  - Explore first-last mile solutions
  - Focus resources on services that best meet the needs of our community



# Questions?

