Agenda Item 4 - General Manager’s Report
November 15, 2023
General Manager’s Report

• November 2\textsuperscript{nd} Incident
• Contracts/Procurements over $100K
• Ridership
• Pathway Counts
• Pathway Wayfinding
• Field Trip Program
• Highlight of the Month
• Questions
Incident

• Date: November 2, 2023
• Time: Approximately 7:40 PM
• Location: Golf Course Drive in Rohnert Park
• Incident resulted in a fatality
• 14 passengers on train plus the Engineer and Conductor
• No injuries on train
• Case is still an open investigation by the coroner’s office, but being investigated as an intentional act

As a reminder, if you are experiencing an emotional crisis and need someone to talk to, you can call or text 988 to talk to someone who can help.
• Amendment No. 1 with Summit Signal, Inc.

• Contract is for routine inspections, testing, and maintenance services for railroad signal equipment for SMART’s Freight Division

• Extends term of the agreement for one year utilizing an available contract option

• Action increased the contract not-to-exceed amount by $81,084.00 for a new total contract not-to-exceed amount of $151,584.00.
SMART had the highest ridership recovery ratio in the Bay Area for 7th month in a row.
• SMART had 68,506 riders in September
• 5th highest in North Bay
September Passenger Miles Traveled Sonoma/Marin Agencies (estimate)

- SMART carried over 1.4 million passenger-miles in September
- 22% of total & 2^{nd} highest in area
Average Weekday Ridership

October Average Weekday ridership: 2,753
  • 16% higher than Oct 2019 (Pre-Covid)

November Avg Weekday ridership to date: 2,777
  • 28% higher than Nov 2022
Monthly Ridership

October Ridership = 70,807

- 19% over Oct 2022
- 24% over Oct 2019 (pre-COVID)

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Pathway Counts
September 2022 – October 2023

8% more than prior year
Pathway Wayfinding Update

- Public survey was open 11 days
- 395 respondents

**NEXT STEPS:**
Incorporate feedback into final design

Return to Board for approval in December.

Mock-up signs in the field in Larkspur
Field Trip Program

• SMART has continued the free Field Trip program for schools this fall
• 14 field trips completed since August
• 350 free rides for kids + 100 adult chaperones
Highlight of the Month

Petaluma North Station Groundbreaking Ceremony
Highlight of the Month
Questions?