Agenda Item 4 - General Manager's Report
August 16, 2023

General Manager's Report

- Contracts/Procurements over $100K

- Grant Update

- Ridership

- Starlighter Update

- SMART Connect Update

- Highlight of the Month

- Questions

Contracts/Procurement over $100K

		AMENDMENTS / CHANGE ORDERS			
CONTRACT # / PO #	COMPANY NAME	ACTION	DESCRIPTION	AMOUNT INCREASED	NEW AMOUNT
OP-PS-21-002	Portola Systems, Inc.	Amendment No. 1	Management, Maintenance, and Configuration support for SMART's Station Network	$45,000.00	$767,460.00

- Portola Systems, Inc. – Increase of $45,000.00 for a new total contract Not-to-Exceed Amount of $767,460.00.

- The contract is for the management, maintenance, and configuration support for the SMART's Station Network. Costs related to the Cisco SMARTnet coverage for hardware and software was higher than anticipated.

- Cisco SMARTnet Coverage includes 24/7 access to Cisco Technical Assistance Center to resolve critical issues, replacement of covered devices within a 4-hour window, all updates and upgrades to operating system software, security and product alerts, product lifecycle management, and service coverage management.

Contracts/Procurement over $100K

AMENDMENTS / CHANGE ORDERS					
CONTRACT # / PO #	**COMPANY NAME**	**ACTION**	**DESCRIPTION**	**AMOUNT INCREASED**	**NEW AMOUNT**
FR-BB-22-004	Koppers Railroad Structures, LLC	Change Order No. 001	Freight Phase 1 Bridge Repair Project	$111,081.00	$1,276,383.00

- Koppers Railroad Structures, Inc. – Increase of $111,081.00 for a new total contract not-to-exceed amount of $1,276,383.00.

- This work is related to the Phase 1 Freight Bridge Repair contract. The Black Point Bridge required scope modification related to 17 piles based on results from an underwater inspection.
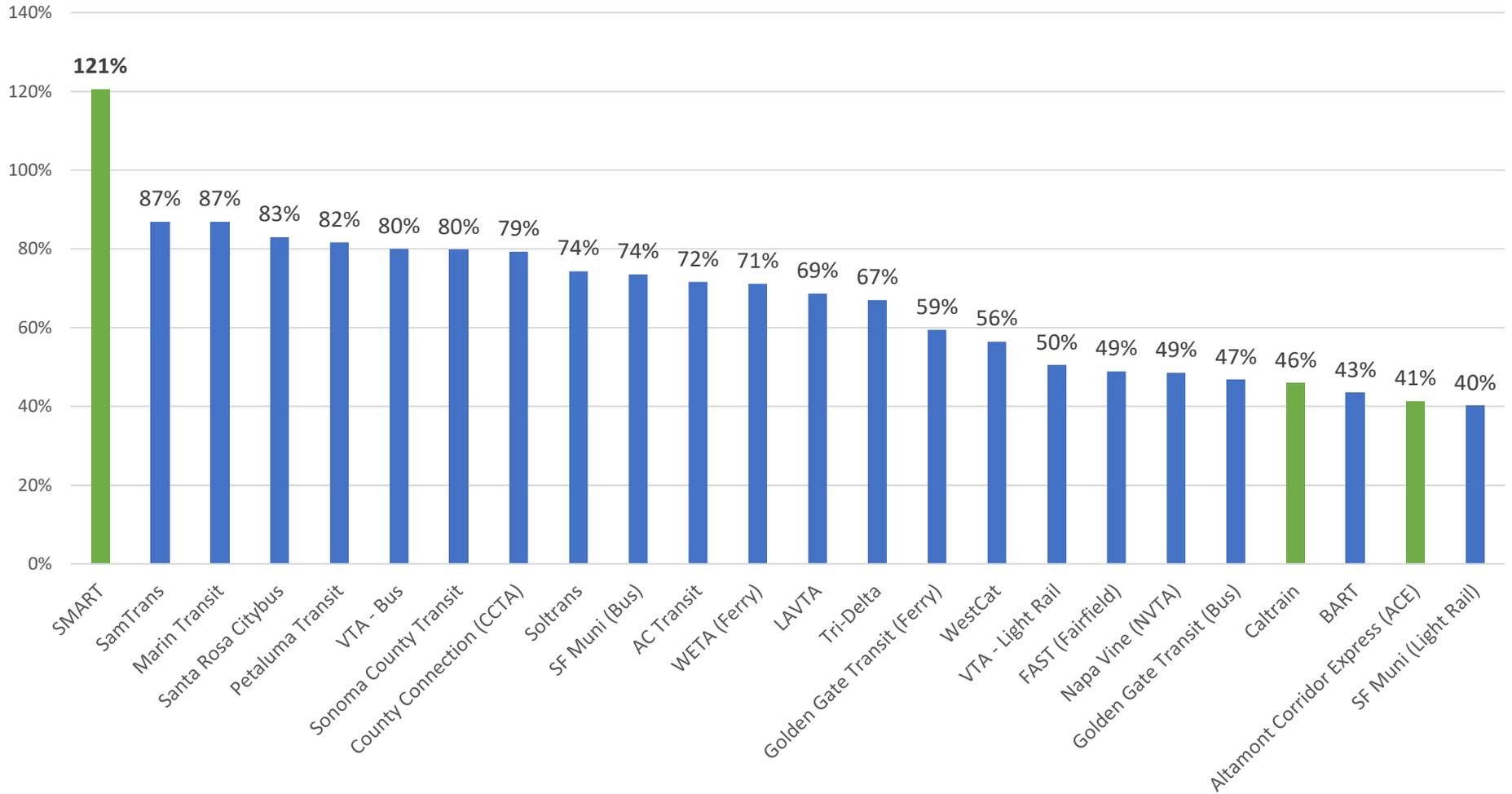
Grant Update

California Transportation Commission Grant Allocations
August 18-19, 2023

- SB1 Solutions for Congested Corridors
  - ✓ $30 million for Windsor civil construction

- Interregional Transportation Improvement Program
  - ✓ $10 million for Windsor systems construction

- Transit and Intercity Rail Capital Program
  - ✓ $10 million for Petaluma North construction

- Active Transportation Program
  - ✓ $10.8 million for SMART Pathway-Great Redwood Trail construction
    - ✓ Petaluma to Penngrove and Rohnert Park to Santa Rosa

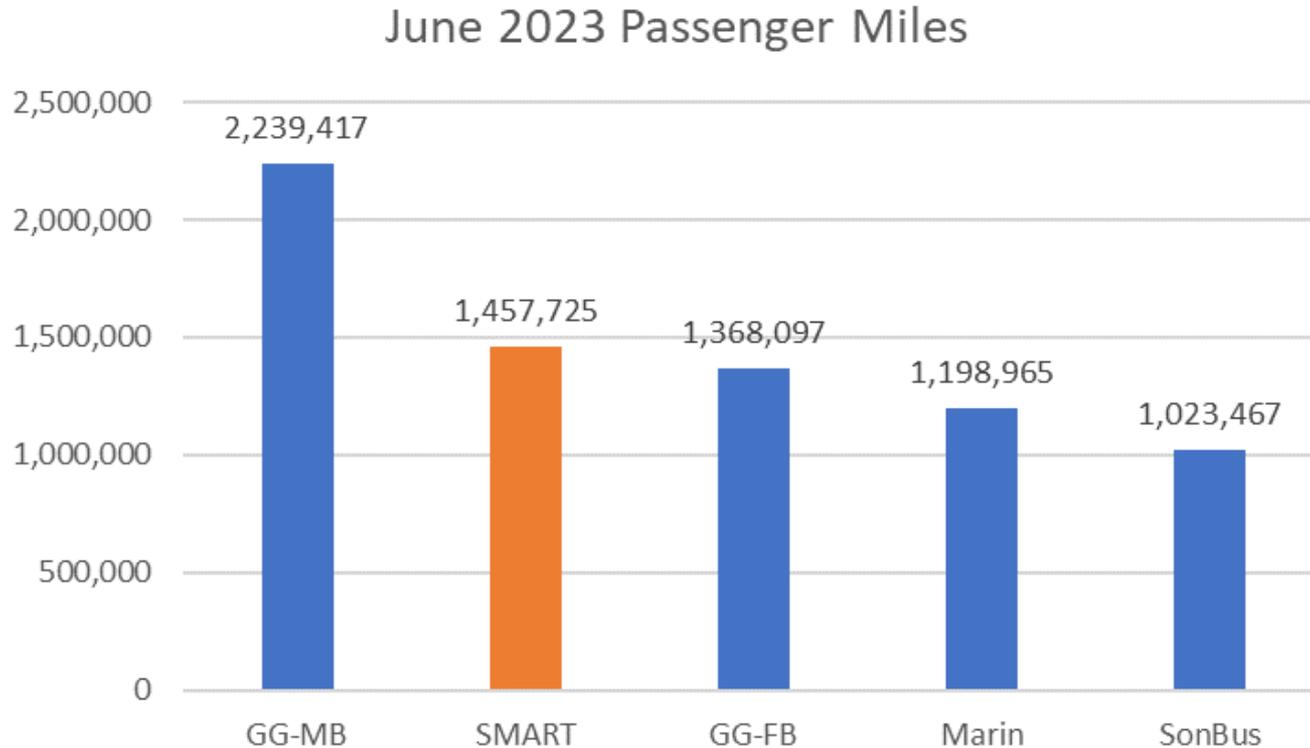*On October 18th, the SMART Board of Directors will consider necessary construction contract award actions*

Ridership Recovery (June 2019 v June 2023)

North Bay Transit Ridership
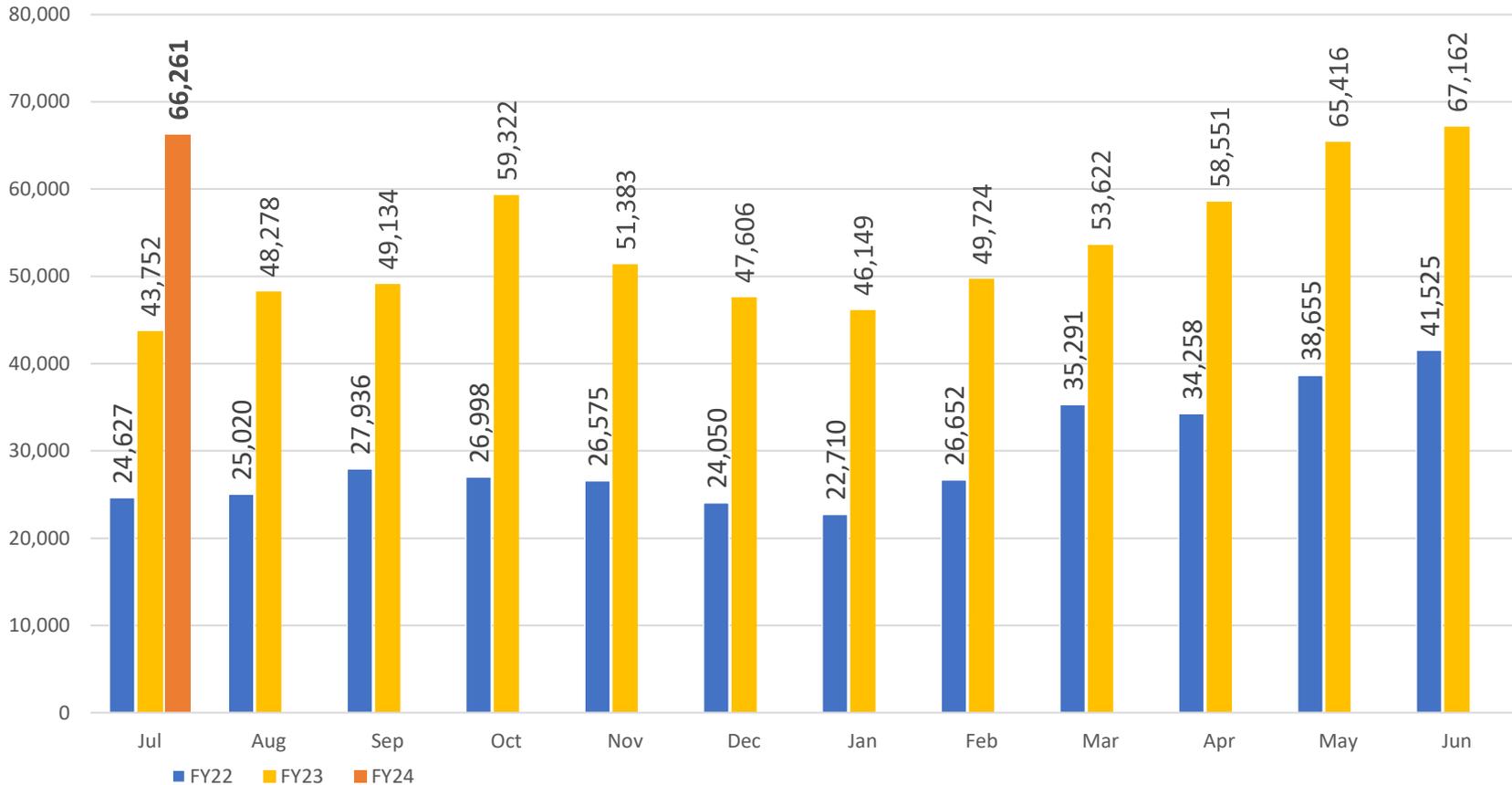
North Bay Passenger Miles (Estimate)

June 2023 Passenger Miles

Agency	Passenger Miles
GG-MB	2,239,417
SMART	1,457,725
GG-FB	1,368,097
Marin	1,198,965
SonBus	1,023,467

Note: 2021 avg trip length used to calculate passenger miles
- Ridership * trip length = Passenger Miles

Monthly Ridership

July Ridership = 66,261
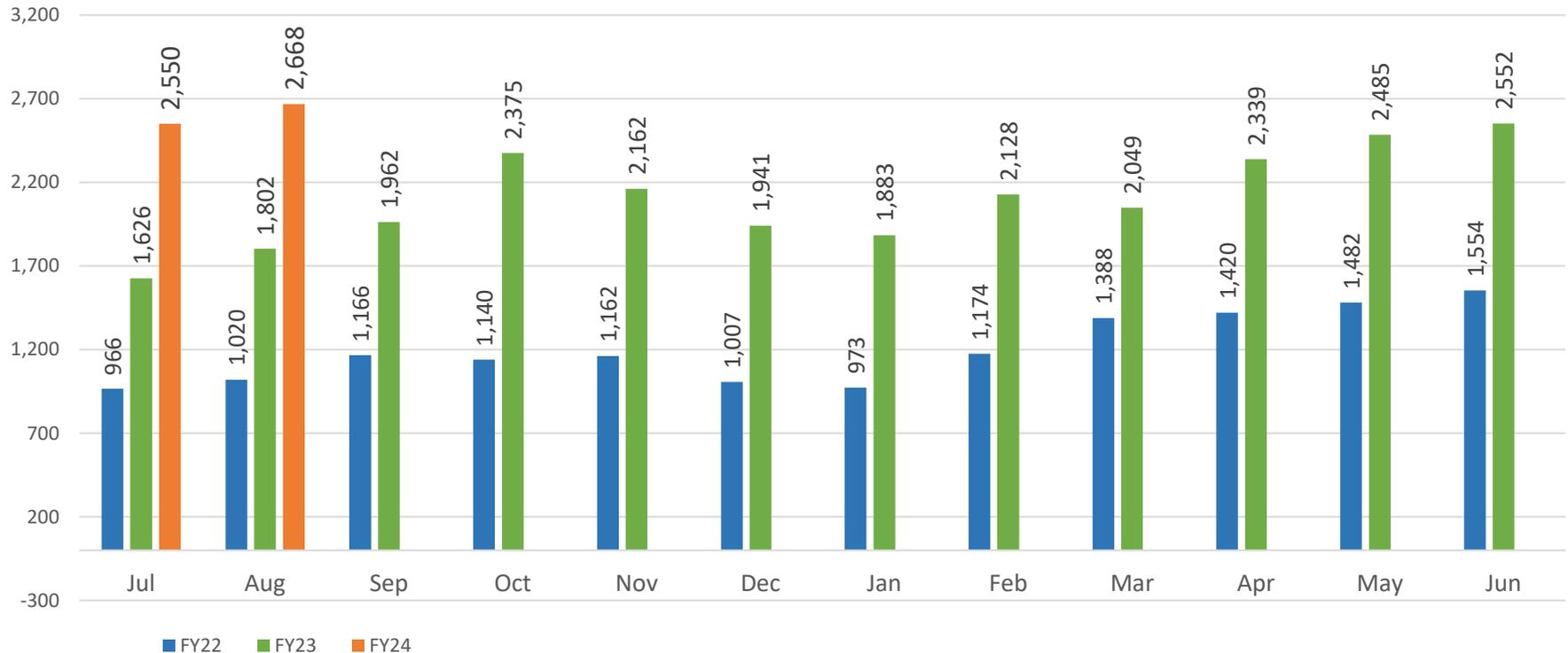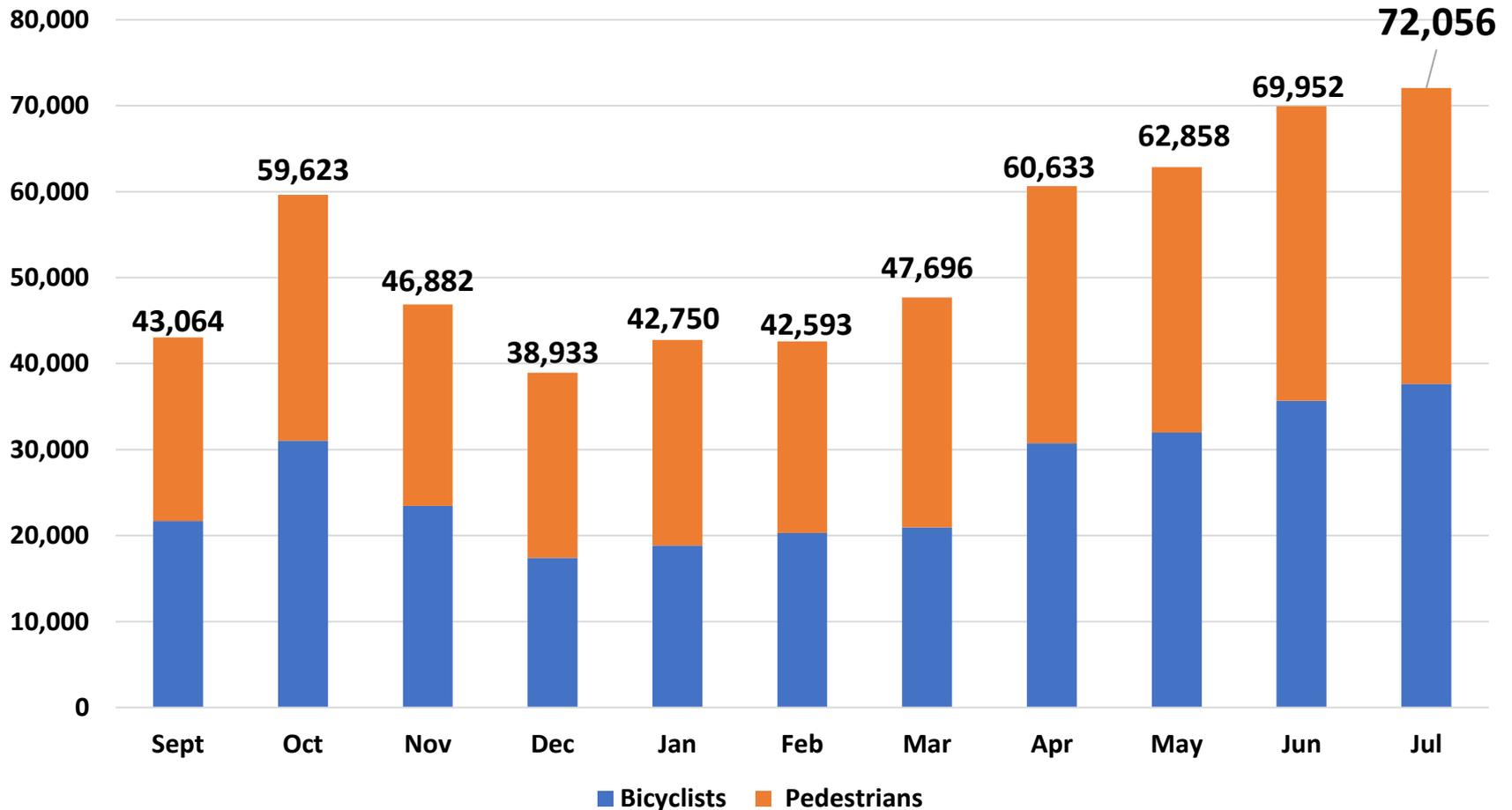
- up 51% over July 2022 and 5% above July 2019

Average Weekday Ridership

Chart: Average Weekday Ridership by month (Jul–Jun), comparing FY22 (blue), FY23 (green), and FY24 (orange).

Month	FY22	FY23	FY24
Jul	966	1,626	2,550
Aug	1,020	1,802	2,668
Sep	1,166	1,962	
Oct	1,140	2,375	
Nov	1,162	2,162	
Dec	1,007	1,941	
Jan	973	1,883	
Feb	1,174	2,128	
Mar	1,388	2,049	
Apr	1,420	2,339	
May	1,482	2,485	
Jun	1,554	2,552	

- July Average Weekday ridership: 2,550
  - 6% higher than July 2019
- August Avg Weekday ridership to date: 2,668
  - 13% higher than August 2019

July Pathway Counts

Chart showing monthly pathway counts (Bicyclists and Pedestrians) from Sept to Jul:

- Sept: 43,064
- Oct: 59,623
- Nov: 46,882
- Dec: 38,933
- Jan: 42,750
- Feb: 42,593
- Mar: 47,696
- Apr: 60,633
- May: 62,858
- Jun: 69,952
- Jul: 72,056

Legend: ■ Bicyclists ■ Pedestrians

Starlighter Update

- Starlighter service launched May 1st
- Total riders to date: 2,387
  - Friday average: 78
  - Saturday average: 81
- Highest southbound boardings - Santa Rosa
- Highest northbound boardings - Larkspur

SMART CONNECT

- SMART Connect launched on Friday, June 16th

- Focus has been on training operators and customizing the service for this location

- Staff working closely with operator and software provider to ensure good customer experience

- Walk-on option added for riders

Connect Shuttle Data

- Shuttle has carried over 500 passengers since launch

- Averaging 9 riders per weekday

- 91% of trips have SMART as an origin or destination

- 86% of trips have the Airport as an origin or destination

- 23% of trips pre-booked; 76% on-demand

- 58% booked via Ride Pingo App; 42% via call center or walk-up

Connect Shuttle Marketing

- New Brochure

- Posters at all SMART Stations this week

- Full-page ad in Sonoma Harvest Magazine (Sept)

- Video on pre-booking a trip on Social Media

- Interactive zone map on website

SMART Connect Video

Video to Large will be loaded separately.

Connect Zone Map

Commute with SMART Connect

From SMART's Sonoma County Airport station, the SMART Connect shuttle can take you to your place of work. The shuttle's weekday service zone centers around the Sonoma County Airport and the various near by offices and businesses, making it easy to commute to work on SMART.

31-Day Pass for the Train

SMART's 31-Day Pass offers unlimited train rides for 31 consecutive days from the date of first use. SMART's 31-Day Pass is available only on a Clipper card and is an excellent option for commuters. The cost of the 31-Day Pass is $117 for adults and $58.50 for youth, seniors, and persons with disabilities.

Ride **SMART CONNECT** to the Sonoma County Airport, work, appointments, and explore the surrounding wineries, breweries, and attractions.

Legend

- Weekday service zone
- Weekend service zone
- SMART Station
- Sonoma County Airport
- Winery
- Brewery
- Hotel
- Attraction

Train Schedule

Weekday trains run approximately every 30 minutes. Monday through Thursday, the last southbound train departs from the Sonoma County Airport station at 6:37 PM and on Friday, the last southbound train departs at 7:41 PM.

Weekend trains run approximately every 1.5 – 2 hours. On Saturday, the last southbound train departs from the Sonoma County Airport station at 8:02 PM and on Sunday, the last southbound train departs at 5:59 PM.

View the current train schedule at:
sonomamarintrain.org/schedules-fares

Explore wineries & breweries

Plan a weekend trip taking the SMART train to the Sonoma County Airport station and then hopping aboard the SMART Connect shuttle to visit world-class wineries and breweries. Check winery and brewery hours to plan a trip.

SMART Highlight of the Month
Nina West

15 Years of Service

Highlight of the Month

Ken Hendricks

SMART Procurement Manager

Awarded

Achievement of Excellence Procurement Award

Questions?

Connect with us:

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Customer Service:

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