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

<table>
<thead>
<tr>
<th>CONTRACT # / PO #</th>
<th>COMPANY NAME</th>
<th>ACTION</th>
<th>DESCRIPTION</th>
<th>AMOUNT INCREASED</th>
<th>NEW AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP-PS-21-002</td>
<td>Portola Systems, Inc.</td>
<td>Amendment No. 1</td>
<td>Management, Maintenance, and Configuration support for SMART's Station Network</td>
<td>$45,000.00</td>
<td>$767,460.00</td>
</tr>
</tbody>
</table>

- 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**

<table>
<thead>
<tr>
<th>CONTRACT # / PO #</th>
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</tr>
</thead>
<tbody>
<tr>
<td>FR-BB-22-004</td>
<td>Koppers Railroad Structures, LLC</td>
<td>Change Order No. 001</td>
<td>Freight Phase 1 Bridge Repair Project</td>
<td>$111,081.00</td>
<td>$1,276,383.00</td>
</tr>
</tbody>
</table>

- 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 18\textsuperscript{th}, the SMART Board of Directors will consider necessary construction contract award actions
Ridership Recovery (June 2019 v June 2023)
North Bay Transit Ridership

Monthly Ridership (Thousands)


SMART, GG-FB, GG-MB, Marin, SonBus
North Bay Passenger Miles (Estimate)

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

- July Average Weekday ridership: 2,550
  - 6% higher than July 2019
- August Avg Weekday ridership to date: 2,668
  - 13% higher than August 2019
<table>
<thead>
<tr>
<th>Month</th>
<th>Bicyclists</th>
<th>Pedestrians</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Sep</td>
<td>43,064</td>
<td>38,933</td>
<td>82,000</td>
</tr>
<tr>
<td>Oct</td>
<td>46,882</td>
<td>42,750</td>
<td>89,632</td>
</tr>
<tr>
<td>Nov</td>
<td>46,882</td>
<td>38,933</td>
<td>85,815</td>
</tr>
<tr>
<td>Dec</td>
<td>42,593</td>
<td>42,750</td>
<td>85,343</td>
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<td>Jan</td>
<td>47,696</td>
<td>42,593</td>
<td>90,289</td>
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<tr>
<td>Feb</td>
<td>60,633</td>
<td>42,750</td>
<td>103,383</td>
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<tr>
<td>Mar</td>
<td>62,858</td>
<td>42,593</td>
<td>105,451</td>
</tr>
<tr>
<td>Apr</td>
<td>69,952</td>
<td>42,593</td>
<td>112,545</td>
</tr>
<tr>
<td>May</td>
<td>72,056</td>
<td>42,593</td>
<td>114,649</td>
</tr>
<tr>
<td>Jun</td>
<td>72,056</td>
<td>42,593</td>
<td>114,649</td>
</tr>
</tbody>
</table>

July Pathway Counts
Starlighter Update

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

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?