Sonoma-Marin Area Rail Transit District

General Manager’s Report
October/November 2017

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CONSTRUCTION

PATHWAY:

- Construction on the pathway from Sonoma Mountain Village to the Cotati Station is complete.
- Retaining wall construction is underway, at the pathway, from Rush Creek Place to the San Marin Station.
- Crews have finished paving the pathway from North San Pedro to Civic Center station.
- The pedestrian pathway bridge north of North San Pedro has been installed.

Completed pathway south of the Cotati Station.
Crews construct the retaining wall north of Rush Creek Place (Novato) that will support the pathway.

Pedestrian pathway bridge south of the Civic Center Station has been installed.
The pathway north of North San Pedro (San Rafael) before crews finished paving.

**LARKSPUR EXTENSION:**

- Design is continuing to advance for the Larkspur Extension Project.
- Concrete and sheet pile driving is complete in preparation for the construction of the Unnamed Channel Bridge.
- Existing bridge removal and channel cleanup at Unnamed Channel is complete.
- Concrete and sheet pile driving is complete in preparation for the construction of the San Rafael Creek Bridge.
- Existing bridge removal and channel cleanup at the San Rafael Creek Bridge is complete.
- Crews are finishing work on the retaining walls south of Rice Drive and along Francisco Boulevard West.
Completed sheet pile installation at the north end of San Rafael Creek Bridge

Concrete and sheet piles installed at Unnamed Channel Bridge
Workers survey placement of the concrete bridge piles at San Rafael Creek Bridge
Crews begin pile driving the concrete piles at the San Rafael Creek Bridge
OPERATIONS

MAINTENANCE OF WAY:

- Recovery efforts to restore service following wildfires in north Santa Rosa included track and signal inspections, generator purchase, rental, and installations.
- Attended Santa Rosa Junior College technical forum meeting. Met with representatives from Santa Rosa Junior College, College of Marin, and Regional Junior College staff to discuss curriculum for railroad technical training.
- Completed 4 technical skill training sessions for the Track team and 3 technical skill training sessions for the Signal team.

TRANSPORTATION:

- Free public rides where offer during the North Bay County Fires (October 9-15).
- SMART Operations Department employees are recertifying CPR/First Aid Training.

VEHICLE MAINTENANCE:

- Performed quarterly inspections on the Diesel Multiple Units (DMUs).
- Production continues on the four option cars at the Toyokawa plant. The work is on schedule to begin assembly in December.
- Inspector has been to the plant twice to check welds, certifications and quality records.
SYSTEMS

**OPTION VEHICLES:**

In April of 2016, four option cars were added to the contract for Diesel Multiple Units (DMUs). The DMUs are on schedule to be delivered in November of 2018. All parts deliveries are reported to be on schedule, and most of the items are already at the plant in Toyokawa where manufacturing and assembling will take place. The work is on schedule to begin assembly in December 2017. Inspector has been to the plant twice to check welds, certifications and quality records.

Underframe Car No.115 identification tag
Car No.115 bottom of underframe
Car No. 115 bolster, connecting the body to the truck, at bottom of underframe.
Car No.116 underframe

Car No.116 underframe dimension check
HUMAN RESOURCES

CURRENT OPEN RECRUITMENTS:

- Engineer-Conductor
- Signal Technician
- Signal Supervisor
- Safety and Compliance Officer
- Vehicle Maintenance Technician
- Vehicle Maintenance Supervisor
- Code Compliance Officer

MISCELLANEOUS:

- SMART has successfully negotiated two of its three union contracts.
- Union negotiations are on-going with the Teamsters.
REAL ESTATE

PROPERTY ACQUISITIONS
Staff is working with the developers and monitoring the due diligence activities of current real estate transactions that are in escrow – Downtown Petaluma Station property, Downtown Santa Rosa Station property, and Victory Station in Sonoma.

Larkspur Extension Project – SMART and Golden Gate Bridge and Highway Transportation District (GGB) have entered into a purchase and sale agreement for a small portion of property at the Bettini Transit Center in downtown San Rafael. GGB board approved the sale at the October 27, 2017 board meeting. Staff is working to close the transaction by the end of the year.

SMART and Golden Gate Bridge and Highway Transportation District have entered into a purchase and sale agreement for property north of the Calpark Tunnel. GGB board approved the sale at the October 27, 2017 board meeting. Staff is working to close the transaction by the end of the year.

A no cost license agreement with the Golden Gate Bridge and Highway Transportation District for access to the new Larkspur Station has been agreed to by staff and approved by their board.

Staff has sent a request to the City of San Rafael to immediately transfer two small parcels of land to SMART which are needed as part of the land exchange per the June 2017 Memorandum of Understanding between SMART and the City of San Rafael. The property is needed for the realignment of Francisco Boulevard West and new alignment of the tracks. Staff is continuing to work on the remaining properties that will be in the Land Exchange Agreement with the City of San Rafael.

Staff is continuing to work with a private property owner who was given an offer to purchase their property in September. Staff will continue to work toward the completion of the acquisitions. Staff is continuing to work on legal descriptions and maps for the offer.

Staff has completed the purchase of property from a private property owner and is working to record the transaction with the Marin County Recorder’s office.

Staff is continuing weekly coordination meetings with Pacific Gas & Electric Company and American Telephone and Telegraph Company (AT&T) for all their utility work that is a part of the project.

Staff is continuing to determine the property rights of the utility companies and the new location of the utilities.

Pathway - Coordinating with the local municipalities regarding securing any necessary land rights to accommodate the construction of the pathways and interim access and laydown area needs.
Received Requests for:
San Rafael High School Parade – October 27th – Staff worked with the parade organizers. Parade organizers changed the terminus of the parade, so no Special Event Permit was issued.

Right of Entry Permits Issued:
PG&E – Replacement of poles and installation of new electrical lines across the tracks – Rohnert Park.
Clipper Card – Permission given for passenger interviews to be conducted at the platforms during the month of October.
Private Property Owner in San Rafael – Permit issued for graffiti removal from his property.
Guide Dogs for the Blind – Installation of new fencing on property line.
PG&E – Extension of time for existing permit for work near Smith Ranch Road.

Staff is continuing working on issuing Right of Entry Permits/License with:
COMCAST – Fiber Optic installation verifications in 7 locations. Agreements to be revised.
Marin County Flood Control/City of San Rafael – Clearing of vegetation – Drainage Channel
PG&E – overhead line replacements
PG&E – Vegetation trimming/removal

On-Going Property Management Activities:
Working on access protocols with Sonoma County Water Agency.
Staff is continuing to work with Pacific Gas & Electric Company to refine access issues.
Refinement of maintenance and insurance issues.
Research of title issues regarding property rights.
Consulting with Engineering on costs.
Consulting with Permitting Agencies on mitigation issues.
Continue to handle property management issues from adjacent landowners.
Continue to support construction by doing property research for discovered property issues.
Research on title issues to clarify property ownerships.
Continue working with property owners to remove encroachments.
Continue to define property ownership issues.
Title reports ordered and being reviewed.
Meetings held with private property owners.
SAFETY AND SECURITY

Chief Welch met with Novato Police Department to discuss responses to incidents on trains. The staff were provided with guide books and reference guides to aid in their response to incidents involving the train within their jurisdiction.

Over the last month there have been many conference calls provided by the Transportation Security Administration after major incidents. These calls not only provided accurate accounts of the incident (London bucket bomb on train) but the implications these incidents have on the transit environment.

All public safety staff attended an 8-hour CPR/First Aid/AED training and are current for two years.

SMART safety and operations staff attended a three-day workshop in Oakland regarding American with Disabilities Act best practices in the transit environment.

Chief Welch received training and tested with Operations staff, the emergency platform phones. The training was primarily on utilizing the TTY (keypad) function.

Chief Welch attended a Cybersecurity Training along with SMART Information Technology staff. This class was hosted by Transportation Security Administration and focused on the importance of having solid cyber protections to prevent outside attacks. Chief Welch attended a meeting hosted at the FBI offices in Oakland. The meeting was specific for the rail operators in the greater Bay Area and was focused on current threats and trends industry wide.

Many staff worked quickly to get SMART’s notification system live for messaging. The Nixle system is well known across many agencies for public notification use.

Chief Welch attended a three-day Women Leaders in Law Enforcement Symposium. This symposium was sponsored by California Police Chiefs Association.

Chief Welch responded to the scene of a PG&E gas line break in San Rafael. Many first responders and SMART staff assisted in scene assessment, communications and a bus bridge.
Scene of a PG&E gas line break in San Rafael
A 5 year old wanted to have a train ride for his birthday. Chief Welch was able to provide safety materials and the group had a fun day riding the train and celebrating the birthday.
Nine police SWAT teams from the greater Bay Area participated several training exercises. One of the exercises was at the Rail Operations Center involving a train. This was an all-day training and exposed all the SWAT teams to our system.
GRANTS AND FEDERAL/STATE AND REGIONAL ACTIVITIES

UPCOMING GRANTS AND AWARD ANNOUNCEMENTS:

Urban Greening Program: On May 1, SMART submitted a grant request to the California Natural Resources Agency’s Urban Greening Grant Program for construction funds for the SMART Pathway between Golf Course Drive in Rohnert Park and Todd Road in Santa Rosa. The agency is conducting application reviews and site visits through the summer and anticipates announcing final recommendations in early November 2017. The SMART project was selected for a site visit, which occurred on October 17. Projects receiving funds will have until May 2020 to complete construction.

Transit and Intercity Rail Capital Program (TIRCP): The California State Transportation Agency (CalSTA) is issuing the TIRCP final program guidelines on October 13, along with a Call for Projects. Applications will be due January 12, 2018 and CalSTA intends to publish a 5-year allocation plan for TIRCP funds by April 30, 2018.

Caltrans Planning Grant: On September 14, Caltrans released the Call for Projects for Fiscal Year 2017-18 Planning Grants. Caltrans will award approximately $12.38 million for the SB1-funded grants for Sustainable Communities and $7 million for the SB1-funded grants for Adaptation Planning. SMART submitted an application for just over $800,000 to complete a feasibility study to implement passenger rail between Sonoma/Marin Counties and Solano County. Grant awards will be announced December 2017.

Bike Share Capital Program: On June 30, the Transportation Authority of Marin (TAM) and the Sonoma County Transportation Authority (SCTA) submitted a joint application to the Metropolitan Transportation Commission (MTC) requesting funding for a two hundred bicycle system focused around SMART Phase 1 Stations in Sonoma and Marin counties. MTC staff has recommended funding the proposal to the Commission in November. If the recommendation is approved, SCTA and TAM will work to develop further specific details on the project, including ongoing operations funding and bike share station siting.

Senate Bill 1 (SB1) Fund Sources: With the passage of SB1, SMART will become eligible for several grant programs supported by SB1 revenues. Included in these are the State Commuter Rail Assistance funds, Local Partnership Program funds, and State Transit Assistance – State of Good Repair funds. During the months of November – January, SMART will be providing the State with any necessary documentation to ensure eligibility to receive these funds for use to address SMART’s operating and capital needs. Staff will be providing updates via the monthly General Manager’s report to the SMART Board as each grant program criteria are finalized.
OTHER REGIONAL ACTIVITIES

**BikeLink™ Lockers:** SMART has installed 34 electronic lockers accommodating 68 bicycles at SMART Stations.

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<td>Hamilton</td>
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The locker vendor, BikeLink™, has locker locations throughout the Bay Area and more information on how to use the system can be found here: https://www.bikelink.org/. Cards to use the system can be obtained directly through BikeLink™ or at retail vendors. To date two card vendor locations have been established at retailers in SMART’s service area, Bicycle Brustop in Novato and Bike Partners in Santa Rosa. Any retailers wishing to vend Bike Link cards should contact them via their website. BikeLink is currently conducting a pilot program with BART testing Clipper card use on BikeLink lockers. Once that pilot is successfully completed, BikeLink hopes to be able to launch Clipper card use on SMART’s electronic lockers in early 2018. BikeLink locker usage reports through November 6 indicate that Santa Rosa Downtown location has had the most number of rentals and system-wide locker usage through November 6 is shown here:
Transit Technical Advisory Groups: Staff from SMART and each of the five bus agencies operating out of Marin and Sonoma Counties continues to meet approximately quarterly to coordinate operational and planning activities between our agencies. SMART staff continues to participate in additional monthly transit coordination meetings above and beyond coordination directly related to the start of SMART services. The Metropolitan Transportation Commission (MTC) hosts several monthly meetings related to transit attended by SMART staff:

- Transit Finance Working Group;
- Transit Wayfinding (Regional Wayfinding-Regional Hub Signage Program);
- Real-Time Transit information working group;
- Regional 511.org Transit Information; and,
- Clipper Staff Liaison Committee.

At the most recent Transit Finance Working Group on November 1, SMART was asked to give a joint presentation with Sonoma County Transit, Santa Rosa CityBus, Petaluma Transit and Golden Gate Transit on the events surrounding the wildfires. Information presented included specific fire related activities, damage sustained, lessons learned, and recovery steps.
PLANNING

REGIONAL TRANSIT/PLANNING COORDINATION ACTIVITIES:

State Route 37 Project, MOU between TAM, SCTA, NCTPA, and STA - The Transportation Authority of Marin (TAM), Sonoma County Transportation Authority (SCTA), Napa County Transportation Planning Agency (NCTPA) and Solano Transportation Authority (STA) have entered into a memorandum of understanding (MOU) to continue to jointly study needed improvements to State Route (SR) 37. At the previous meeting on September 25th, the governing body received a presentation and voted to release a draft Transportation and Sea Level Rise Corridor Improvement Plan to the public. At the most recent meeting on November 2nd, the committee members approved making Segment B (SR 37/SR 131 Intersection to Mare Island) of Highway 37 the priority segment and agreed to support near term project priorities, such as improvements on the Mare Island on-ramps, intersection improvements at SR37/SR 121 and near-term improvements corridor-wide. The next meeting is scheduled for Thursday January 4th, 2018.

LOCAL COORDINATION

Transit Coordination Meeting – On Thursday November 2nd, staff was in attendance for SMART’s first transit coordination meeting since launching service. Representatives from SMART, Golden Gate Transit, Marin Transit, Sonoma County Transit, Petaluma Transit and Santa Rosa City Bus were all in attendance. Many different topics were discussed, such as coordinating holiday schedules, customer service, and transfers between the transit systems.

Local Coordination Tracking – The Planning department tracks all notices sent by local jurisdictions for projects occurring adjacent to or nearby the railroad. Staff reviewed 18 notices in the months of September & October.

Downtown Rohnert Park – The City of Rohnert Park hosted a public charrette to solicit feedback from various community members and stakeholders on crafting a Form-Based Code for Rohnert Park’s emerging downtown from November 6th – 9th, 2017. Staff attended a meeting on Monday November 6th to learn about the downtown development and how it affects SMART.

Rider Guides/Information
Surveys – Staff continues to monitor and analyze the on-board survey that is being conducted via the Wi-Fi login on the train.

Google Maps – Staff continues to monitor SMART’s stations on Google Maps and make improvements whenever necessary.

Ridership – Staff continues to monitor and analyze SMART ridership on a daily basis

Signage Plan – Staff has begun drafting a signage plan that will outline where wayfinding signage is needed at and around the station platforms

GIS Training – Staff completed introductory Geographic Information Systems (GIS) training. This will allow staff to respond to public requests for GIS data and create different types of maps for internal planning purposes and for the public.
COMMUNITY OUTREACH

Community Outreach | Sonoma County Fires
In the early hours of Monday, October 9, Sonoma County was in the middle of a series of unprecedented fires that destroyed thousands of homes and businesses. Extreme fire conditions and power outages forced SMART to cancel morning service, power outages affected our crossings and access to stations in northern Santa Rosa, and our Rail Operations Center was operating on generator power. Within hours, SMART was back up and running limited service free of charge for passengers needing transportation. SMART’s Communications and Marketing team issued media advisories and utilized SMART’s social media platforms to keep the public informed and to spread the news about our free passenger service.

SMART’s outreach team continued to work throughout the week, keeping the public informed about SMART’s efforts to assist the public with free service. SMART returned to operating its full-service schedule on Monday, October 16, and continued providing free passenger service through Friday, October 20.

Community Outreach | Seniors Clipper Cards
In addition to working through the free service period resulting from the fires, SMART’s Communications and Marketing team also focused on seniors and rail safety in September and October. SMART’s outreach staff visited several senior centers and senior housing developments to answer questions and to issue senior Clipper cards. More than 215 senior cards were issued at several events, including events at the Cloverdale Senior Center, Petaluma Senior Center, Rohnert Park Senior Center and the Marin Senior Fair.

SMART’s outreach team visited local senior centers in several cities, including Cloverdale, to answer questions and issue senior Clipper cards.
SMART's information booth at the Marin Senior Fair was a popular stop for seniors
Community Outreach | Rail Safety

September 24-30 was **U.S. Rail Safety Week**, a national event sponsored by the U.S. Department of Transportation and Operation Lifesaver, and SMART’s Communications and Marketing team focused its social media channels and community outreach on delivering rail safety messages to the public. SMART’s staff also participated in Operation Lifesaver’s “Red Out for Rail Safety”, wearing red to and posting photos as part of a national rail safety campaign.

SMART’s outreach team also conducted a **Safety Information Blitz** that week at four of SMART’s busiest stations —Sonoma County Airport, Santa Rosa Downtown, Petaluma Downtown and San Rafael— and onboard trains during peak morning and afternoon commutes to distribute rail safety information. And to round out the week’s safety efforts, SMART’s outreach crew sponsored **Rail Safety Saturday** at the Santa Rosa Downtown and San Rafael stations, handing out safety information and promoting safe behavior near all trains and tracks.

As part of SMART’s ongoing safety outreach efforts SMART’s Communications and Marketing team also sponsored an **October Safety Spot**, a pop-up event with a focus on children. SMART provided safety giveaways for children, rail safety worksheets, and talked with kids and parents about the importance of safe behavior near all railroad tracks, crossings and stations.
Two SMART fans visit SMART’s Safety Spot in October at the Santa Rosa Downtown station to learn about safety.
SMART’s outreach team also jumped onboard trains this Halloween during peak commute times connecting with passengers by handing out safety flashers and gluten-free, vegan candy—Smarties, of course! The treats were a great way to both start the workday and to wind down after a day at work.

SMART’s strong community outreach program continues to build community awareness through participation at community events; ongoing safety outreach campaign; and responding to public questions that come in through calls, emails and social media.

Since the last SMART Board meeting, outreach staff has participated in the following community events and presentations:

- October 31 | Rohnert Park Senior Center (Rohnert Park)
- October 26 | Petaluma Senior Center (Petaluma)
- October 26 | Santa Rosa Sunrise Rotary Club (Santa Rosa)
- October 25 | Marin Senior Fair (San Rafael)
- October 21 | Bioneers Change Makers Fair (San Rafael)
- October 21 | Rail Safety Spot (Santa Rosa)
- October 13 | Cloverdale Senior Center (Cloverdale)
- October 6 | Oak Grove Elementary School Safety Presentation (Graton)
- October 5 | Spring Lake Village Senior Community (Santa Rosa)
- September 30 | Rail Safety Saturday (San Rafael and Santa Rosa)
- September 29 | Lagunitas Employee Wellness Fair (Petaluma)
- September 28 | Rail Safety Blitz (Santa Rosa, Petaluma, San Rafael)
- September 19 | Windsor Chamber of Commerce (Windsor)
MARKETING

Marketing Programs | SMART Advertising
SMART’s advertising space continues to be a popular with local and national businesses. Advertising space sales continue to be strong, and most of our existing advertisers have renewed and signed on with us again. We also added several new advertisers to the mix. Most of SMART’s advertising space remains booked into 2018.

*Advertising onboard the SMART train continues to be strong, with advertisers preparing for the holidays.*
Digital Programs | Social Media
SMART’s website, social media sites, and e-newsletter audiences continue to grow and provide important information. During the recent fires, the SMART website and social media sites—including Facebook, Twitter, Instagram, SnapChat—were instrumental in communicating the status of train service and schedule modifications to the public. Twitter aided in informing media and transit partners of SMART service as well.
SMART’s social media channels provide consistent railroad safety messaging with content on social media, in e-newsletters, and on SMART’s railroad safety website, BeTrackSMART.org. SMART’s most popular post during this period is a Tweet during U.S. Rail Safety Week that reached over 28,400 views.
SMART’s website and social media has also been focused on educating the public on Clipper, encouraging discount Clipper card applications, and promoting senior Clipper card distribution events.

SMART’s most popular Facebook post during this period was a post in October during the free service period featuring passengers at the Petaluma station.
Media | News Coverage

- November 5, Rail planners envision SMART link to Solano County (Marin Independent Journal)
- November 1, Solid SMART ridership has agency looking at longer trains (Marin Independent Journal)
- October 31, Gas Tax goes up 12 cents Wednesday (Marin Independent Journal)
- October 30, SMART pays $790K for San Rafael parcel on Larkspur line (Mass Transit Magazine)
- October 29, SMART pays $790K for San Rafael parcel on Larkspur line (Marin Independent Journal)
- October 27, New sites eyed for San Rafael Transit Center (Marin Independent Journal)
- October 25, Grass Fire in Rohnert Park Halts SMART Train; Woman Arrested: Cops (Rohnert Park Patch)
- October 20, Cyclist struck by SMART train in Santa Rosa (Petaluma Argus Courier)
- October 20, Bicyclist hospitalized after collision with SMART train (Napa Valley Register)
- October 19, SMART train strikes bicyclist at crossing (Marin Independent Journal)
- October 19, SMART Train hits bicyclist who cops say was on his cellphone (SF Gate)
- October 19, Cyclist struck by SMART train in Santa Rosa (Santa Rosa Press Democrat)
- October 18, SMART Continues Free Train Service Through Friday (San Rafael Patch)
- October 16, SMART Reopens Stations, Continues Free Train Service (San Rafael Patch)
- October 16, SMART service resumes in fire-ravaged landscape (Marin Independent Journal)
- October 15, SMART Train reopens Airport and Santa Rosa north stations for FREE service (Sonoma County Gazette)
- October 16, SMART Reopens Stations, Continues Free Train Service (San Rafael Patch)
- October 15, Marin traffic projects clear hurdle with governor’s signature (Marin Independent Journal)
- October 13, SMART offers free service during wildfires (Railway Track & Structures)
- October 13, SMART Continues Free Train Service Through Sunday (San Rafael Patch)
- October 13, Marin air degrades from North Bay fires; ‘red flag warning’ for weekend (Marin Independent Journal)
- October 12, SMART makes it through fire devastation, ties communities together (Marin Independent Journal)
- October 11, Drone footage of fire damage in Santa Rosa (LA Times)
- October 11, SMART train offering free rides through Sonoma County this week (Santa Rosa Press Democrat)
- October 9, Fires close roads, Sonoma County airport; SMART resumes service (Santa Rosa Press Democrat)
- October 9, SMART train resumes limited emergency service (Sonoma County Gazette)
- October 9, SMART Train Runs Limited Emergency Service (San Rafael Patch)
- October 9, Marin leaps into emergency mode amid fire crisis (Marin Independent Journal)
- October 9, Sonoma-Marin SMART train offers free emergency service for wildfire evacuees (KGO TV/ABC Channel 7)
- October 5, SMART confronts crush of bike-toting commuters (Petaluma Argus Courier)
- October 4, SMART September ridership falls short on weekdays but exceeds weekend target (Santa Rosa Press Democrat)
- October 4, SMART confronts crush of bike-toting commuters (Santa Rosa Press Democrat)
- September 30, Dick Spotswood: Riding and assessing SMART's commuter train (Marin Independent Journal)
- September 30, Marin has four highway hot spots on traffic nightmare list (Marin Independent Journal)
- September 29, Work to get SMART to Larkspur underway (Marin Independent Journal)
- September 28, Novato kicks off revitalization efforts for historic downtown depot (Marin Independent Journal)
- September 27, Santa Rosa SMART crossing hits a hitch (Santa Rosa Press Democrat)
- September 24, Commuters find joys, pains of using new SMART rail system (Santa Rosa Press Democrat)
- September 20, SMART reports higher-than-expected ridership over first three weeks of paid service (Santa Rosa Press Democrat)
- September 18, Novato residents get their hands dirty fixing up Hamilton SMART station (Marin Independent Journal)
- September 15, $4.4 Billion Bay Area Transportation Plan — to Be Paid for by Higher Bridge Tolls — Sent to Governor (KQED Public Radio)
- September 14, *Legislature vote puts Marin closer to windfall for roads* (Marin Independent Journal)

- September 9, *Woman suspected of DUI after driving on SMART train tracks* (SF Gate)

- September 6, *Alleged DUI Driver Gets Stuck On Rohnert Park SMART Tracks* (Rohnert Park Patch)