

Sonoma-Marín Area Rail Transit District



General Manager's Report – September 2020

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LISTENING SESSIONS



Join us for a community
**LISTENING
TOUR**

Help shape the future of SMART

Conducted on Zoom

On September 2, 2020, the SMART Board of Directors launched a community-wide Listening Tour across Sonoma and Marin counties, hosted on Zoom, to bring community members together to exchange ideas on how to best position SMART for the future.

The City of Santa Rosa hosted the first of four September Listening Forums that occurred in Sonoma County. The first meeting was followed by forums hosted by the Town of Windsor and the cities of Healdsburg and Cloverdale. Future Listening Forums will be scheduled in other jurisdictions throughout the North Bay. Themed Listening Forums will also be scheduled to allow stakeholder groups to share their views about SMART's future. The dates for these forums will be announced when the schedule has been finalized.

These Zoom-based conversations will help shape SMART's future, an integral part of the region's economy as we recover from the COVID-19 health and economic crisis.

To read the Listening Forum executive summaries, or to view the Listening Forum video archives, follow this link: [SMART Listening Forum Archives](#).

To read the executive summaries, please follow these links:

September 2, 2020: [Santa Rosa](#)

September 14, 2020: [Town of Windsor](#)

September 21, 2020: [Cloverdale](#)

September 23, 2020: [Healdsburg](#)



COMMUNITY OUTREACH AND MARKETING

Community Outreach | Safety Education and Awareness

SMART partners with Operation Lifesaver, the national railroad safety organization, to promote rail safety awareness during the last week of September each year. This year, Rail Safety Week took place virtually during September 21-27, with a focus on online participation and social media. SMART shared several posts on social media with safety tips and links to resources. Local law enforcement agencies in Marin and Sonoma counties helped share important safety messages on social media as part of Operation Clear Track, which took place on September 22, reminding our community about safety near tracks and trains. For more rail safety information to share with your friends and family, visit [BeTrackSMART.org](https://www.beTrackSMART.org).



SMART office staff participated in #RedOutForRailSafety for the fourth year in a row, showing our support for rail safety awareness.

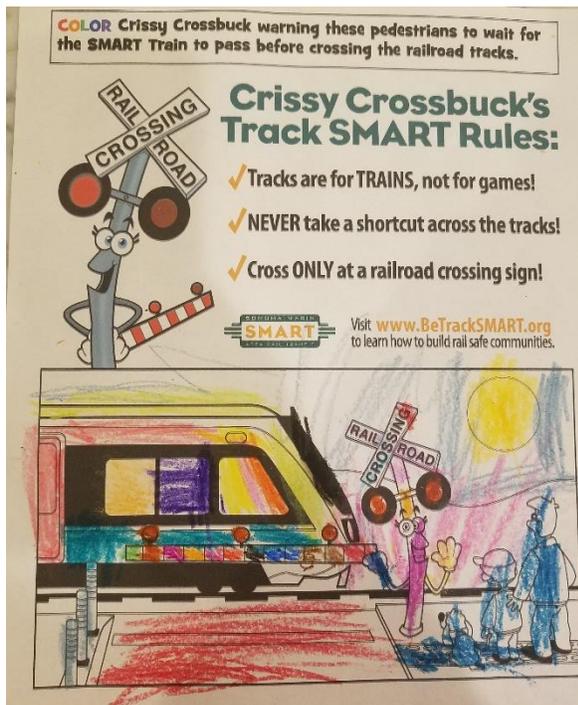




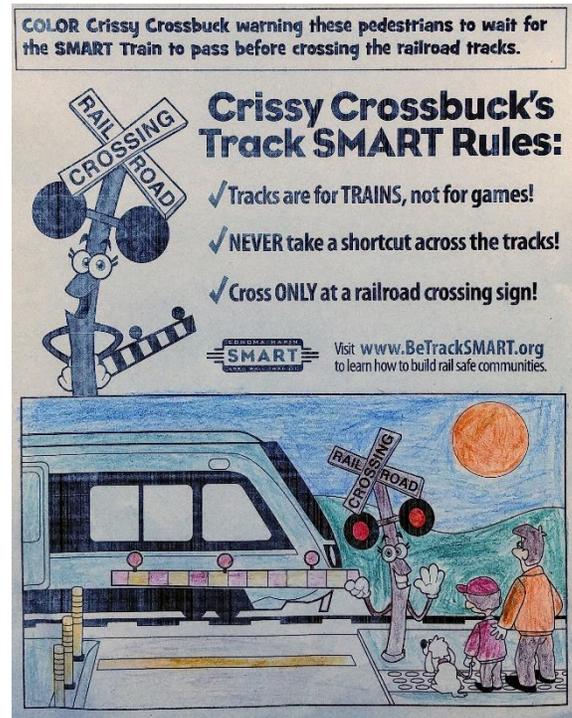
COLORING Contest!

Digital Programs | Social Media

Rail Safety Week in California took place online amidst the COVID-19 pandemic restrictions. SMART kicked off Rail Safety Week with our first SMART Safety Coloring Contest. We want to see your creativity! Kids ages 12 and under were encouraged to download the SMART safety coloring sheet and submit their artwork to for a chance to win a special SMART safety prize pack. Three winners will be chosen when the contest ends.



Kenley, Age 5



Téa, Age 10

Community Outreach | Customer Service



Customer Service

🕒 Monday - Friday, 8:00 a.m. - 5:00 p.m.

✉ CustomerService@SonomaMarinTrain.org

🌐 SonomaMarinTrain.org 📞 (707) 794-3330

Over the last several months, SMART has been preparing to take over customer service operations, including lost and found. As of October 1, 2020, SMART is now the sole provider of all customer service responsibilities which were previously operated by Golden Gate Transit. For more details on SMART's new customer service contact information, visit [SonomaMarinTrain.org/CustomerService](https://www.SonomaMarinTrain.org/CustomerService).

Media | News Coverage

- September 24, *SMART, Marin Transit to join low-income fare program* (Marin Independent Journal)
- September 22, *SMART to hold listening forum for Healdsburg as north county presses for timeline* (Santa Rosa Press Democrat)
- September 20, *SMART hosting Healdsburg listening session, Sept. 23* (The Healdsburg Tribune)
- September 20, *SMART hosting Cloverdale listening session, Sept. 21* (Cloverdale Reveille)
- September 17, *CA: One hurt as SMART train hits car in San Rafael* (Marin Independent Journal)
- September 16, *SMART approves new cuts amid improved savings outlook* (Marin Independent Journal)
- September 15, *CA: SMART reports slightly improved budget outlook* (Mass Transit Magazine)
- September 4, *SMART moves forward on freight acquisition* (Marin Independent Journal)
- September 3, *SMART begins search for new CFO* (KSRO radio)
- September 2, *Chief financial officer leaving SMART as staff turnover adds to agency's challenges* (Santa Rosa Press Democrat)
- August 30, *SMART quietly marks 3 years of service, faces 'clouded picture' following tax defeat and pandemic* (Mass Transit Magazine)
- August 29, *SMART quietly marks 3 years of service, faces 'clouded picture' following tax defeat and pandemic* (Santa Rosa Press Democrat)
- August 26, *CA: Bay Area transit plan: Reduce passenger distancing* (Mass Transit Magazine)
- August 25, *Transit unions blast Bar Area coronavirus safety plan* (Marin Independent Journal)
- August 25, *Bay Area transit plan: Reduce passenger distancing* (Marin Independent Journal)
- August 9, *Railroad track preparation on Pool Creek Bridge starts this week* (The Windsor Times)
- August 8, *Dick Spotswood: Transit patterns and shopping not the only changes in store* (Marin Independent Journal)
- July 30, *City, SMART spar over Petaluma station property* (Petaluma Argus Courier)
- July 29, *Marin County Civil Grand Jury issues 1-year progress report* (Marin Independent Journal)

RIDERSHIP INFORMATION

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly Totals	
17-Feb	18-Feb	19-Feb	20-Feb	21-Feb	22-Feb	23-Feb	Bikes	ADA
2,081	2,961	3,196	3,124	2,959	1,568	1,456	1742	79
24-Feb	25-Feb	26-Feb	27-Feb	28-Feb	29-Feb	1-Mar		
2,901	3,174	3,227	3,256	2,986	1,522	969	2067	72
COVID-19 Starts								
2-Mar	3-Mar	4-Mar	5-Mar	6-Mar	7-Mar	8-Mar		
2,782	2,916	3,091	3,005	2,833	874	733	2036	71
9-Mar	10-Mar	11-Mar	12-Mar	13-Mar	14-Mar	15-Mar		
2,470	2,455	2,498	2,298	1,822	292	293	1612	67
16-Mar	17-Mar	18-Mar	19-Mar	20-Mar	21-Mar	22-Mar		
867	489	353	331	342	Annulled	Annulled	379	16
23-Mar	24-Mar	25-Mar	26-Mar	27-Mar	28-Mar	29-Mar		
274	239	297	290	315	Annulled	Annulled	251	10
** Service Reduced to 34 Trips**								
30-Mar	30/31	1-Apr	2-Apr	3-Apr	4-Apr	5-Apr		
253	243	252	266	247	Annulled	Annulled	245	0
Service Reduced to 16 Trips								
6-Apr	7-Apr	8-Apr	9-Apr	10-Apr	11-Apr	12-Apr		
171	182	185	189	180	Annulled	Annulled	166	2
13-Apr	14-Apr	15-Apr	16-Apr	17-Apr	18-Apr	19-Apr		
180	205	196	214	191	Annulled	Annulled	202	5
20-Apr	21-Apr	22-Apr	23-Apr	24-Apr	25-Apr	26-Apr		
201	200	211	219	194	Annulled	Annulled	246	11
27-Apr	28-Apr	29-Apr	30-Apr	1-May	2-May	3-May		
203	215	222	248	202	Annulled	Annulled	256	6
4-May	5-May	6-May	7-May	8-May	9-May	10-May		
248	265	245	237	248	Annulled	Annulled	286	8
11-May	12-May	13-May	14-May	15-May	16-May	17-May		
214	239	255	267	266	Annulled	Annulled	276	1
18-May	19-May	20-May	21-May	22-May	23-May	24-May		
233	293	265	281	330	Annulled	Annulled	368	4



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly Totals	
25-May	26-May	27-May	28-May	29-May	30-May	31-May	Bikes	ADA
Annulled	287	302	335	296	Annulled	Annulled	310	1
1-Jun	2-Jun	3-Jun	4-Jun	5-Jun	6-Jun	7-Jun		
309	322	369	336	346	Annulled	Annulled	407	2
8-Jun	9-Jun	10-Jun	11-Jun	12-Jun	13-Jun	14-Jun		
346	389	390	350	386	Annulled	Annulled	459	14
15-Jun	16-Jun	17-Jun	18-Jun	19-Jun	20-Jun	21-Jun		
383	377	424	409	399	Annulled	Annulled	490	3
22-Jun	23-Jun	24-Jun	25-Jun	26-Jun	27-Jun	28-Jun		
400	409	433	398	361	Annulled	Annulled	496	9
29-Jun	30-Jun	1-Jul	2-Jul	3-Jul	4-Jul	5-Jul		
419	431	429	390	297	Annulled	Annulled	426	2
6-Jul	7-Jul	8-Jul	9-Jul	10-Jul	11-Jul	12-Jul		
421	462	420	420	392	Annulled	Annulled	453	4
13-Jul	14-Jul	15-Jul	16-Jul	17-Jul	18-Jul	19-Jul		
412	414	419	421	397	Annulled	Annulled	465	5
20-Jul	21-Jul	22-Jul	23-Jul	24-Jul	25-Jul	26-Jul		
369	394	418	488	425	Annulled	Annulled	514	8
27-Jul	28-Jul	29-Jul	30-Jul	31-Jul	1-Aug	2-Aug		
379	404	390	452	414	Annulled	Annulled	464	5
3-Aug	4-Aug	5-Aug	6-Aug	7-Aug	8-Aug	9-Aug		
417	437	404	440	476	Annulled	Annulled	474	9
10-Aug	11-Aug	12-Aug	13-Aug	14-Aug	15-Aug	16-Aug		
433	464	438	446	396	Annulled	Annulled	506	1
17-Aug	18-Aug	19-Aug	20-Aug	21-Aug	22-Aug	23-Aug		
346	418	387	399	324	Annulled	Annulled	403	0
24-Aug	25-Aug	26-Aug	27-Aug	28-Aug	29-Aug	30-Aug		
349	407	406	467	445	Annulled	Annulled	507	4



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekly Totals	
31-Aug	1-Sep	2-Sep	3-Sep	4-Sep	5-Sep	6-Sep	Bikes	ADA
382	459	417	441	438	Annulled	Annulled	423	4
7-Sep	8-Sep	9-Sep	10-Sep	11-Sep	12-Sep	13-Sep		
Annulled	414	393	396	368	Annulled	Annulled	345	4
14-Sep	15-Sep	16-Sep	17-Sep	18-Sep	19-Sep	20-Sep		
374	424	398	403	452	Annulled	Annulled	398	1
21-Sep	22-Sep	23-Sep	24-Sep	25-Sep	26-Sep	27-Sep		
435	472	470	517	494	Annulled	Annulled	490	23
28-Sep	29-Sep	30-Sep	1-Oct	2-Oct	3-Oct	4-Oct		
316	365	464	453	428	Annulled	Annulled	362	12



CITIZENS OVERSIGHT COMMITTEE

At the September 2, 2020 Board of Director Meeting, the Board and members of the public provided input and feedback on the Reorganization of the SMART Citizen Oversight Committee options.

The following Committee options were discussed:

1. Name of future public input committee
2. Scope and Duties of the committee
3. Membership options for committee
4. Minimum meeting frequency

The information has been collected and will be presented at the next Citizen's Oversight Committee meeting on October 15, 2020 for more direction and input.

Information and previous meetings from the Citizen's Oversight Committee can be found online at SonomaMarinTrain.org/citizens-oversight-committee.

WINDSOR EXTENSION PROJECT

- Design work is almost complete.
- Coordination with the Town of Windsor and County of Sonoma is on-going.
- Building of drainage structures is ongoing.
- Building of bridge structures is ongoing.
- Airport Boulevard widening work for the County of Sonoma continues with the building of drainage structures and installation of new street lights.



Repairing Environmental Fencing at Pool Creek



Installing Drainage Pipes North of Windsor River Road



Installing Drainage Pipes North of Windsor River Road



Welding Bridge Abutments at E. Windsor Creek



Installing Bridge Abutment Walls at Windsor Creek



Welding Braces onto E. Windsor Creek Bridge Piles



Surveying Bridge Pile Locations at Windsor Creek



Conducting Material Inspections



Airport Blvd.- Pavement Restoration After Drainage Culvert Installation



Airport Blvd.- Relocating Utilities

Multi-Use Pathway Project

Sonoma County Pathway Gap Closure Project:

- South Point Boulevard in Petaluma to Main Street in Penngrove (4.4 miles)
- Golf Course Drive in Rohnert Park to Bellevue Avenue in Santa Rosa (4.5 miles)

The Designer, GHD Inc., and their subcontractors gathered preliminary engineering data including environmental, geotechnical, and survey. SMART and the Design team are carefully examining the future Non-Motorized Pathway best location option.



Future Pathway Crossing at Southpoint, Petaluma (Looking track north)



Future Pathway Crossing at Corona, Petaluma (Looking track north)



Future Pathway Crossing at Corona, Petaluma (Looking track south)



Future Pathway Crossing at Ely, Petaluma (Looking track north)

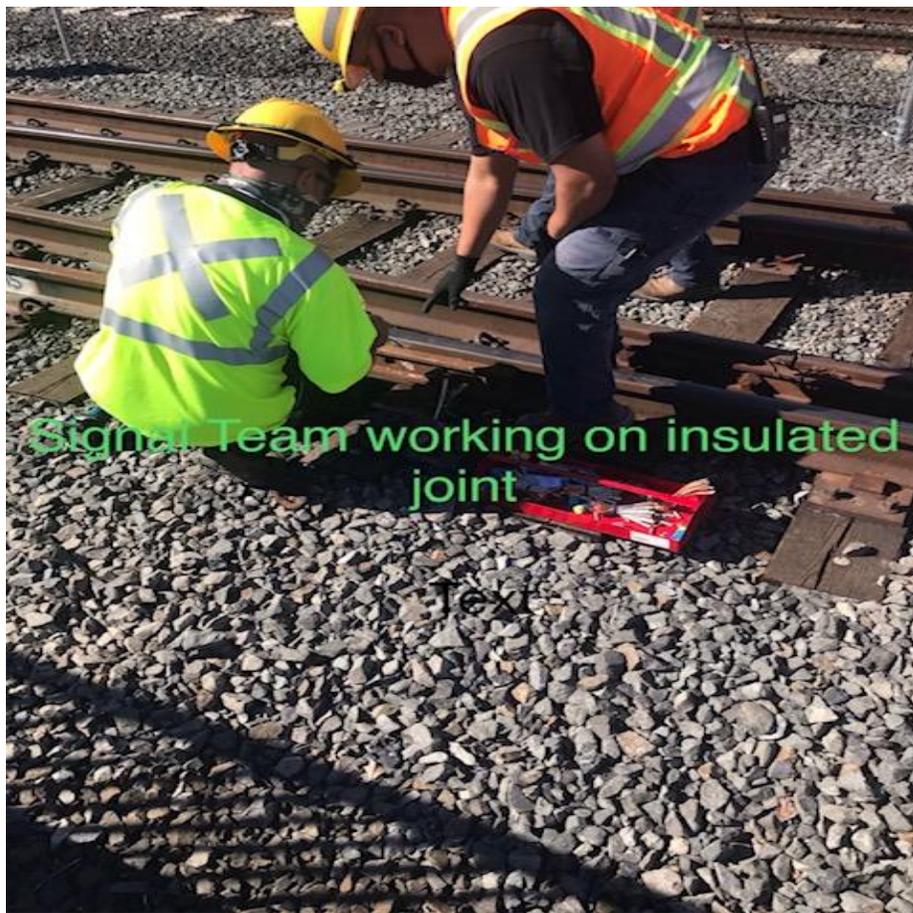


Future Pathway Crossing at Scenic, Santa Rosa

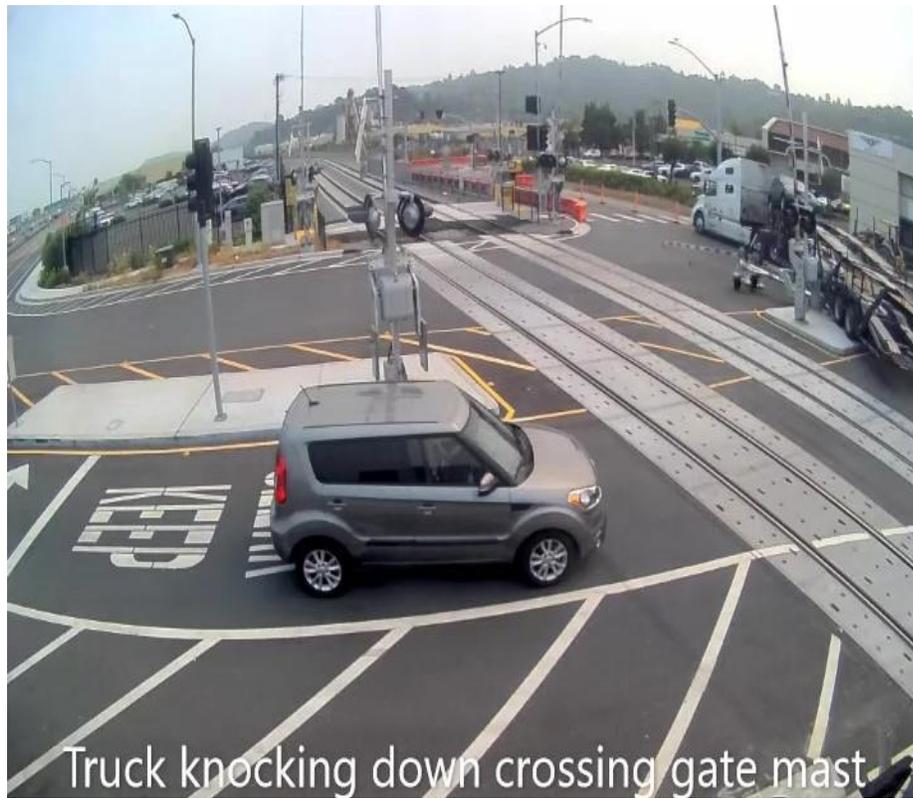
OPERATIONS

MAINTENANCE OF WAY:

- Signal staff repaired knock down due to large truck collision at the Francisco crossing in San Rafael.
- Track and Signal staff replaced a track insulated joint south of East Cotati crossing adjacent to the platform.
- Signal staff along with outside contractor replaced Air Conditioner unit at Rohnert Park station signal house.
- Track staff completed vegetation removal management south of Civic Center, Puerto Suello tunnel area, and south of Roblar crossing in Novato.
- Track staff provided daily flaggers for Highway 101 freeway overpass in Petaluma and flaggers for various other project twice a week on average.
- Facilities staff completed 11 fence repairs at various locations along SMART's right of way and started a small fence project adjacent to the Larkspur office trailer.
- Facilities staff completed a resolver motor replacement that interfaces with the computer at the Haystack Bridge.
- Signal staff is meeting with Alstom signaling for field support and training.



Signal staff at Work



TRANSPORTATION:

- Federal Railroad Administration (FRA) Region 7 Operating Practices Inspector reviewed and discussed SMART's Operations and had questions regarding freight service.
- Safety Meeting was held at the ROC on September 23, 2020

SMART Transportation Department Training:

- Currently reviewing online training programs for year 2021.

VEHICLE MAINTENANCE:

- Performed mid-year maintenance on 2 Diesel Multiple Unit.
- Performed 500-hour oil change on 3 Diesel Multiple Units.
- Automatic Train Control maintenance performed on 13 Diesel Multiple Units. This maintenance keeps us compliant with Federal Regulatory Association regulations in regards to positive train control.
- Performed data downloads on the fleet. The Diesel Multiple Units have many subsystems that are integrated. Downloading the systems data provides SMART an opportunity to investigate different occurrences that may not show during our normal inspections.
- Performed emergency exit window pull test on 4 of the Diesel Multiple Units. The test is to establish confidence per the Code of Federal Regulations that the emergency exit windows will react as designed during an emergency.

FREIGHT SERVICE

At the September 2, 2020 Board Meeting, I provided an update on the status of Freight Service and related activities. The Board on May 20th, approved a number of policies establishing SMART to become a Freight Service provider. The following activities have taken place and are ongoing:

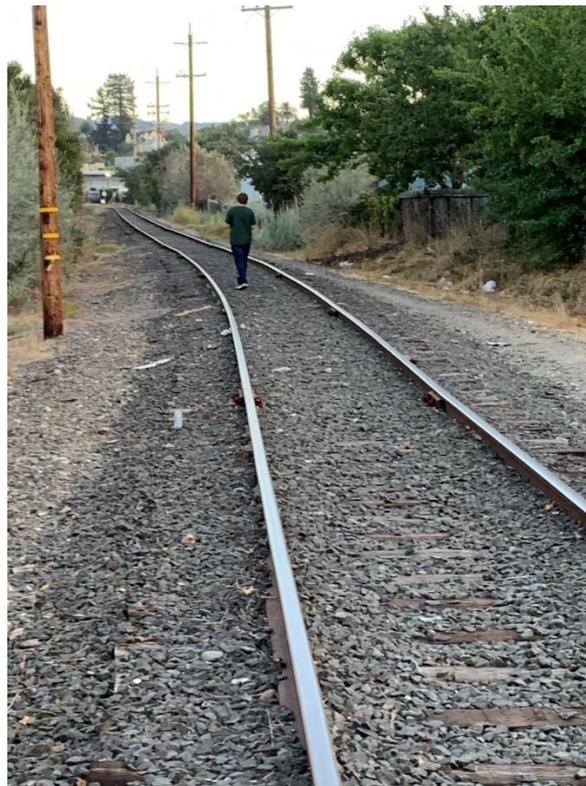
- The State of California has been funded the \$4M for the purchase. The funds have been encumbered and deposited into an escrow account;
- The State of California has funded the \$2 million for SMART for freight maintenance. The funds have been encumbered and deposited into an escrow account;

SMART has not spent any agency funds to purchase NWPCo. All the funds are from the State of California and deposited into an escrow account.

The following two Agreements are pending execution: 1) The Asset Transfer Purchase Agreement between SMART and NWPCo. This agreement is for SMART to purchase the assets once the funds are received; and 2) The Baseline Agreement between the State of California and SMART has been finalized and is pending execution. Both of these Agreements will be executed upon release of the report from the State Task Force to the State Legislators as required by SB 1029. The provisions of SB 1029 states that upon the completion of due diligence by mid-September.

SAFETY AND SECURITY

Trespassers in Petaluma





Southpoint Petaluma fence cut



Trespasser in Santa Rosa



Trespasser in Landing Way Petaluma



Trash along gate crossing in San Rafael

REAL ESTATE

Private Crossings

Staff is continuing to work on researching SMART's ownership, property rights of ingress and egress easements and current and necessary agreements along the Brazos Branch. One property owner on the Brazos Branch, that is immediately adjacent to the tracks, requested a private crossing agreement which was sent to the owner. Staff is continuing to talk with the property owners' representative.

Property Acquisitions (in process)

Windsor Extension Project: Staff is continuing to research property rights that were granted to third parties on or along the new extension. Staff is working to remove any encroachments on SMART property. Staff is continuing to work with the various utilities along the extension on a variety of property issues

North Coast Rail Authority (NCRA): Staff is continuing research on the real property assets that will be transferred if the agreement is approved by all the authorizing agencies.

Track work: Research continues on property rights for both SMART and property owners regarding the location of track.

Pathway: Coordinating with the adjacent property owners and local municipalities regarding securing any necessary land rights to accommodate the construction of the pathways and interim access and laydown area needs.

Special Event Requests:

Bike Monkey- Levi's GranFondo Bike Ride/Race, Windsor/Healdsburg/Cloverdale- May 29, 2021

Right of Entry Permits Issued:

Team Ghilotti- Marin County Flood Control and Water Conservation District- Novato Creek Project
Pacific Dredge Construction, LLC- Haystack Bridge Dredging Project- Petaluma

Staff is continuing working on issuing Right of Entry Permits/License with:

PG&E- Yearly Vegetation Management for Electrical Division
PG&E- Electrical Maintenance Nave Drive- Novato
Danco Group of Companies- 80 College Avenue- Santa Rosa
PG&E- New regulator and vault installation on Fulton Road- Fulton
County of Marin- Simmons Slough Water Management System
Fredric C. Divine Associates- 826 State Access Road/ 1385 N. Hamilton Pkwy- Novato
Marin County Flood Control – Installation of 3 pumps – Hwy 37
Sonoma Land Trust- Erosion Control and Dirt hauling on Brazos branch- Sonoma
West Coast Solar Company – Solar Project – Lagunitas Brewing – Petaluma
Sonic – Numerous Access Permits issued for work on fiber optics lines.

Metro-MCI – request to connect to Sonic fiber line
COMCAST – Staff is still working to finalize outstanding license agreement fees. Fiber Optic installation verifications in 7 locations. Agreements to be revised.

On-Going Property Management Activities

Records research for all road and track intersection – data base development.

Records research on Brazos Branch (Napa County – real estate records)

Records research for Healdsburg.

Work on Appraisal values for various Healdsburg properties.

Work with Accounting to get any past due Lessee's accounts up to date.

Finalized Right of Entry process with Accounting and Operations

Review and evaluation of requests to lease SMART properties.

Records Management

Research of records for old Petaluma, Santa Rosa Rail line spur in Petaluma – downtown trestle

Research of records for Payran Pathway – sewer line ownership questions

Research of records for Healdsburg Station – environmental records researched

Research of records for sidewalk at Santa Rosa Downtown Station.

Working on access protocols with Sonoma County Water Agency.

Staff is continuing to work with Pacific Gas & Electric Company to refine access issues and update Master Agreement with after discovered facilities.

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 and survey as necessary.

Continue working with property owners to remove encroachments.

Title reports ordered and being reviewed.

Meetings held with private property owners.

Field work visiting SMART owned properties.

HUMAN RESOURCE

CURRENT OPEN RECRUITMENTS:

- Chief Financial Officer
- Communications and Marketing Manager
- Engineer-Conductor

INTERVIEWS:

The District has begun interviewing candidates for Chief Financial Officer. The position will remain open until filled.

MISCELLANEOUS

Open enrollment for health benefits began on September 21st and will continue through October 16th.



GRANTS, LEGISLATION, PLANNING AND REGIONAL ACTIVITIES

REGIONAL AND LOCAL PLANNING ACTIVITIES

Local Planning Department Notification and Coordination Tracking - SMART Planning Staff also tracks and reviews all notices sent by local jurisdictions for projects occurring adjacent to or nearby the railroad tracks. In 2019 staff received and reviewed 171 different notices, with 131 notices by September 2019. To date in 2020, SMART has received and reviewed **89** different notices.

SYSTEM ACCESS PLANNING ACTIVITIES

Bike Share: The Sonoma County Transportation Authority (SCTA) and Transportation Authority of Marin (TAM) are implementing a Metropolitan Transportation Commission (MTC)-funded bike share system in close proximity to the SMART stations as a First/Last-Mile access solution. SCTA & TAM have selected Gotcha Mobility as the operator of the Bike Share Pilot Program. The pilot program will roll-out 300 GPS-enabled electric bicycles for three years centered around SMART stations. Due to COVID-19, the program implementation timeline has been impacted by community outreach and manufacturing limitations. Gotcha Mobility, the selected implementation vendor, is currently planning to commence community outreach to inform bike share locations in November and they estimate program rollout by Spring 2021.

Clipper START Program: In 2015 MTC launched a study to determine if a transit fare program based on household income would be feasible and effective. SMART has been participating in the MTC-hosted Clipper START Program, with monthly meetings and a recent launch of a Clipper-based means-based fare 18-month pilot program on selected regional transit operators, which include BART, SFMTA, Caltrain & Golden Gate Bus & Ferry. Information on the program and how to enroll can be found here: <https://www.clipperstartcard.com/s/>

At the February 5, 2020 meeting, your Board unanimously approved Resolution Number 2020-05 which authorized SMART's formal request to participate in the regional Clipper START Low Income Fare Program. MTC recently announced they are now able to accept new operators into the pilot program using \$5.1 million of CARES Act regional funds to help offset up to 10% of lost fares. SMART is working with MTC to join the program with Clipper estimating a November 2020 launch

Transit Coordination Meetings:

- **September 2, 2020** - Staff participated in the Metropolitan Transportation Commission (MTC) monthly **Transit Finance Working Group** meeting. Discussions included legislative updates, funding notices, Transportation Improvement Program update, Cap and Trade Update, TNC Access for All, Regional Measure 3 Update, CARB/ICT Update, Clipper START Update, COVID-19 Response, and Regional Transit Capital Priorities FY21 – FY25 Call for Projects.
- **September 9, 2020** – Staff participated in Sonoma County Transportation Authority's monthly **Transit Technical Advisory Committee** meeting. Discussions included transit operator updates, regional funding updates, and Bay Area Transit Safety & Health Plan.
- **Aug 4, 5, 12, 18, 25; Sep 1, 11, 15, 18, 22, 29** – Bay Area Transit Operator coordination meetings. SMART staff met with the Bay Area's smaller transit operators, defined as any except the seven largest, weekly to coordinate comments and activities associated with COVID-19 response and presentation preparation requested by the MTC Blue Ribbon Task Force.