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June 5, 2023

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

Subject: Marin Transit Quarterly Performance Report for the Third Quarter of FY 2022/23

Dear Board Members:

Recommendation

Accept report.

Summary

As part of the District's service monitoring process, staff have prepared a quarterly performance report alongside the quarterly financial report. Attached is the report for the third quarter of FY 2022/23.

The quarterly report provides route-level statistics and performance measures with financial data and an in-depth analysis of trends. The report discusses any relevant external factors such as weather and operator shortages.

Additional detailed analyses of system performance and trends are provided in an annual system performance report. This report is available on the District's website at <https://marintransit.org/service-performance-and-reports> in addition to the monthly reports.

Fiscal/Staffing Impact

None.

Respectfully Submitted,

Asher Butnik
Transit Planner

Attachment A: Quarterly Performance Report for FY 2022/23 Q3

Attachment B: FY 2023 Q3 (January – March) Marin Transit Outreach and Travel Training



Quarterly Performance Report for FY 2022/23 Q3

This report summarizes the operational performance of Marin Transit services for the third quarter of FY 2022/23 from January 1, 2023 through March 31, 2023. The Quarterly Performance Report provides detailed route-level statistics, analyzes trends, and evaluates performance measures established under Measure A and Measure AA.

Report Format

The data presented in this report is generated directly from TransTrack, Marin Transit's data management system. TransTrack enables Marin Transit to consolidate and analyze all operational data from the District's transit programs and contractors in one system. TransTrack reports all costs associated with service operations, not just contractor costs. This reporting format most accurately represents the District's actual costs of providing service.

Route performance is presented relative to typology-based targets. The Board updated the targets on April 2, 2018, as part of a larger performance monitoring plan update. These typology-based targets aim to match routes and service levels to the markets they are intended to serve. All performance and financial data are consistent with the District's reporting for the National Transit Database.

Performance Goals

Performance goals at the route level are measured in both productivity (unlinked passengers per hour and per trip) and cost-effectiveness (subsidy per unlinked passenger trip). Table 1 below summarizes route level performance goals by typology. Note that there are currently no productivity or cost-effectiveness goals identified for the Yellow Bus and Connect programs.

Table 1: Productivity and Subsidy Goals by Service Typology

Service Typology	Routes	Unlinked Passenger Trips per Hour (at or above)	Subsidy per Passenger Trip (at or below)
Local Trunkline	35, 36, 71	20	\$5.00
Regular Local	17, 22, 23, 23X, 29, 49	18	\$7.25
Local Connector	219, 228, 233, 245, 251, 257	8	\$10.00
Supplemental	613, 619, 625, 645, 651, 654	20 per trip	\$3.25
Rural	61, 68	6	\$13.25
Recreational	66 (Muir Woods Shuttle)	25	\$3.25
Demand Response	Local DAR, Novato DAR, Dillon Beach/Tomales DAR, Point Reyes DAR	2	\$38.50



Performance Summary

In the third quarter of FY 2022/23, Marin Transit carried a total of 677,213 passengers systemwide. This represents a ridership increase of 8% compared to the third quarter of the previous fiscal year and is 12% lower than pre-pandemic ridership (Q3 FY2018/19).

On fixed route transit services, Marin Transit carried 625,919 riders. This is also an increase of 8% compared to the third quarter of FY 2021/22. The Yellow Bus program carried 34,015 passengers. This represents an increase of 26% compared to the third quarter of the previous fiscal year. Marin Access services carried 17,279 trips on demand response and mobility management programs. This reflects a decrease of 7% compared to the third quarter of the last fiscal year. The tables at the end of this report provide a breakdown of all route-level statistics.

Local Trunkline (Routes 35, 36, and 71)

In the third quarter of FY 2022/23, Local Trunkline services carried 282,920 passengers. This represents an increase of 11% compared to the third quarter of the prior fiscal year. Route 35 had an average of 25 passengers per revenue hour, meeting the productivity target of 20 passengers per revenue hour. No other Local Trunkline routes met the productivity target, and none met the subsidy target of \$5.00 per passenger. Local Trunkline service accounted for 32% of fixed route service in revenue hours and 45% of fixed route ridership in the third quarter of FY2022/23.

Local Basic (Routes 17, 22, 23, 23X, 29, and 49)

Local Basic services carried a total of 213,594 passengers during the third quarter of this fiscal year. This represents an increase of 10% compared to the third quarter of the prior fiscal year. Route 23X had an average of 22 passengers per revenue hour, meeting the productivity target of 18 passengers per revenue hour. No other Local Basic routes met the performance target, and none met the subsidy target of \$7.25 per passenger. Local Basic routes represented 33% of fixed route revenue hours and 34% of fixed route ridership in the third quarter of FY2022/23.

Local Connector (Routes 219, 228, 233, 245, 251, and 257)

During the third quarter of the fiscal year, Local Connector services carried 74,407 total passengers. This represents an increase of 1% over the third quarter of the last fiscal year. Routes 233, 245, and 251 all met the productivity target of 8 passengers per revenue hour. The other Local Connector routes did not meet the productivity target, and no Local Connector route met the subsidy target of \$10.00 per passenger. Local Connector routes accounted for 22% of fixed route service in revenue hours and provided 12% of fixed route ridership in the third quarter of FY 2022/23.

Supplemental School (Routes 613, 619, 625, 645, 651, and 654)

Supplemental School routes carried 26,219 passengers in the third quarter of FY 2022/23. This represents a 45% increase from the third quarter of the prior fiscal year. Routes 613, 651, and 654 had an average of 26, 22, and 29 passengers per trip, respectively, meeting the productivity target of 20 passengers per trip. No other Supplemental School routes met the productivity target, and none met the subsidy target of \$3.25 per passenger. Supplemental School routes accounted for 2% of fixed route service in revenue hours and provided 4% of fixed route ridership in the third quarter of FY 2022/23.



Rural (West Marin Stagecoach Routes 61 and 68)

In the third quarter of the fiscal year, the two Stagecoach routes carried 21,466 passengers. This represents a 9% decrease from the third quarter of the prior fiscal year. Route 68 had an average of 7 passengers per revenue hour, meeting the productivity target of 6 passenger per revenue hour. Route 61 did not meet the productivity target, and neither route met its subsidy goal of \$13.25 per passenger. Stagecoach routes accounted for 9% of fixed route service in revenue hours, and ridership represented 3% of fixed route ridership in the third quarter of FY2022/23.

Yellow Bus

In the third quarter of FY 2022/23, the Ross Valley School District yellow bus service carried 34,015 passengers. This represents an increase of 26% compared to the third quarter of the prior year. This program has no established service targets.

Recreational (Route 66-Muir Woods Shuttle)

The Muir Woods Shuttle currently only runs weekend/holiday service in the off-peak season, and daily service in the peak season (summer), which ended in the first quarter of this fiscal year. In the third quarter of FY 2022/23, the Muir Woods Shuttle carried 7,313 passengers. This represents a decrease of 45% over the third quarter of FY 2021/22. Note that the Muir Woods Shuttle was cancelled on six days during this quarter (out of 28 scheduled days) due to weather, driver shortage, and vehicle maintenance issues. It did not meet its productivity goal of 25 passengers per revenue hour nor its subsidy goal of \$3.25 per passenger. The Muir Woods Shuttle accounted for 1% of fixed route service in revenue hours, and ridership represented 1% of fixed route ridership in the third quarter of FY2022/23.

Marin Access

Mobility Management programs offered by Marin Access include demand response services, Catch-A-Ride, and Volunteer Driver programs.

In the third quarter of FY 2022/23, local paratransit carried 12,161 passengers. The service productivity average of 2.0 passengers per hour did meet the 2.0 standard. The number of passengers represents a 10% decrease in ridership compared to the prior fiscal year. With a subsidy per passenger of \$87.38, the service did not meet the subsidy target of \$38.50 per passenger.

The Novato Dial-a-Ride service carried 779 passengers. The service productivity average of 2.5 passengers per hour did meet the 2.0 standard. Ridership was 34% higher than in the previous fiscal year. The service did not meet the subsidy target of \$38.50 per passenger.

The Dillon Beach/Tomales Dial-a-Ride provides curb-to-curb pick-up and drop-off between Dillon Beach, Tomales, and Petaluma, and operates on Wednesdays only. During the third quarter of the fiscal year, the service carried 81 passengers, an 11% decrease compared to the prior year. The service productivity average of 1.2 passengers per hour did not meet the 2.0 passengers per hour target. The service did not meet the subsidy target of \$38.50 per passenger.

In July 2016, Marin Transit added a new general public dial-a-ride service between Point Reyes Station and Novato. The service currently runs twice per month on the first and third Monday. In the third quarter of the fiscal year, the service carried 12 passengers, a 73% decrease compared to the prior fiscal year. At 0.4 passengers per hour, the rural dial-a-ride did not meet its 2.0 productivity target. The service did not meet its subsidy target of less than \$38.50 per passenger.



The Volunteer Driver Program completed 2,686 trips in the third quarter of FY 2022/23. This represents a 23% increase compared to the previous fiscal year.

The Catch-a-Ride program provided 955 one-way trips. This represents an increase of 9% compared to the prior year.

Marin Transit launched the on-demand microtransit pilot program called Marin Transit Connect in May of 2018. In July 2020, Marin Transit expanded the Connect service area from limited areas of Northern and Downtown San Rafael to 2.5 sq. miles surrounding all of Marin's SMART rail stations and introduced an updated on-demand Connect pilot. This program carried a total of 605 passengers in the third quarter of FY 2022/23, a 46% decrease from the prior year. There are currently no board-adopted performance targets for the Connect service. At the beginning of FY 2019/20, staff provided a one-year evaluation report of the previous Connect pilot program that suggested performance targets of 4.0 passengers per hour and \$15.00 per passenger trip. Connect performance continued to improve in FY 2019/20. At this time, the program has 4.6 passengers per revenue hour, exceeding the suggested target of 4.0. However, the program is not meeting the suggested \$15.00 per passenger subsidy target, primarily due to low utilization from first-last mile commuters. Commuters were the largest rider group prior to the COVID-19 pandemic and have significantly reduced their travel due to the post COVID travel demand changes. Due to poor performance and high costs, the Board approved a plan to discontinue the Connect pilot program after this fiscal year.

Community Engagement

Staff perform various activities on an ongoing basis to engage the community and share information about Marin Transit and Marin Access programs and services. In the third quarter, the continued focus of these efforts was on establishing and growing our relationships with community partners to improve our ability to connect with riders and the general public. Our efforts helped staff to begin to rebuild connections with Marin Access riders following the decline in outreach during the COVID-19 pandemic and to strengthen and broaden community connections in advance of potential upcoming service changes.

The attached report outlines our community engagement initiatives for various target audiences, including community members, general public riders, and Marin Access riders. In the third quarter of FY 2022/23, staff successfully completed fifteen events, including twelve events that focused on engaging the community as a whole in the Canal area of San Rafael and three events that specifically targeted Marin Access populations. In total, staff reached 637 community members, and all events had Spanish translation services available. This is a significant increase compared to the same period of 2022, during which only two events focused on Marin Access populations were completed virtually. Staff anticipate that the number of events and community engagement opportunities will continue to grow in the fourth quarter as more in-person engagement events are scheduled and more engagement activities are held with the community around service changes.

Ridership Trends

The District continues to experience a steady rebound in ridership; all services have resumed and ridership has reached roughly 88% of pre-pandemic levels. However, ridership recovery has not been spread evenly across Marin Transit programs. Fixed route ridership recovery has continued to grow each quarter and was at 90% of pre-pandemic levels in Q3, whereas Marin Access services were at only



42% of pre-COVID ridership levels in Q3. As of Q1, Marin Access ridership had plateaued around half of pre-pandemic, but have since started to decline. Marin Transit staff are actively working on outreach to Marin Access riders and community organizations to determine why ridership recovery has stalled. In response to rider feedback and performance trends, the Board has adopted a restructuring of the Marin Access programs which will take effect on July 1, 2023.

Unlike prior quarters, Marin Transit experienced lower ridership growth compared to the national average. According to the National Transit Database, in the third quarter of FY 2022/23 nationwide bus ridership was 17% higher than the prior year, compared to Marin Transit's 8% increase over the prior year. However, this is due to our strong recovery to date. District ridership has recovered from the COVID-19 pandemic more quickly than most other transit providers. Since the FY 2020/21 Q4 report, Marin Transit has consistently reported higher year-over-year ridership growth than the national average. As ridership approaches pre-COVID levels, it stands to reason that ridership growth is slowing whereas other operators are still on a steeper upward trend. That said, Marin Transit continues to have the strongest ridership recovery in the Bay Area (tied with SMART at 90% for fixed route services), and one of the strongest in the country when comparing to pre-COVID levels.

Regionally, Marin Transit fixed route services continue to perform well compared to other North Bay transit agencies. In the third quarter of FY 2022/23, Golden Gate Transit carried 305,019 passengers on its fixed route bus service, representing less than half of Marin Transit's fixed route ridership (625,919), while SMART carried only 149,495 passengers. Like the national average, both agencies experienced stronger year-over-year ridership growth than Marin Transit. Golden Gate Transit experienced a 29% increase in fixed route bus ridership in this quarter compared to the third quarter of FY2021/22, which represented 41% of pre-COVID ridership. SMART experienced a 77% increase in ridership compared to the third quarter of last year, which represented 90% of pre-COVID ridership.

Other Bay Area transit agencies that provide local transit services experienced a wide variety of ridership growth trends in the third quarter of FY 2022/23. Although Marin Transit's year-over-year ridership growth was less robust than most, the same pattern as described above holds true, with the District's 90% of pre-COVID fixed route ridership remaining at the top of pack. Comparing to other Countywide peer agencies, Napa Valley Transportation Authority (VINE), SamTrans, and Solano County Transit (SolTrans) experienced a 4%, 17%, and 63% increase in ridership, respectively, relative to the third quarter of FY 2021/22, bringing their ridership relative to pre-COVID to 41%, 77%, and 66%, respectively.

Demand for Marin Access mobility management and demand response programs decreased by 7% during the third quarter of FY 2022/23 compared to the third quarter of the prior year. This is the second consecutive quarter where ridership on demand response services has decreased compared to the prior year. Even with vaccines, seniors and people with disabilities remain more susceptible to severe effects from COVID than the general population and continue to be more cautious with their travel and activities, especially in the winter months. In addition, day programs are not holding as much in person programming as before the pandemic. Marin Transit has planned a suite of changes to Marin Access programs scheduled to begin at the start of FY 2023/24, and which were designed to improve reliability of the services, stabilize ridership, and increase interest in and use of the programs. It remains to be seen whether demand response ridership will continue to stagnate, or whether recovery will pick up in the following quarters.

Table 2 below compares several other factors and qualitatively evaluates their potential impact on ridership.

**Table 2: Factors Impacting Ridership Comparison**

Factor		FY 2021/22 Q3	FY 2022/23 Q3	Impact
Days Operated	Weekdays	63	63	--
	Weekends & Holidays	28	28	--
	Muir Woods Shuttle	28	22	▼
Service Disruptions (cancelled/missed service)		322	901	▼▼▼
Rainfall (inches)		2.6	26.6	▼▼▼
Gas Prices		\$4.97	\$4.58	▼

Due to the national labor shortage, Marin Transit's contractor operators have had difficulty hiring new drivers, which has led to a significant amount of missed service. Although in past quarters the missed service was largely confined to the Supplemental School routes and the Muir Woods Shuttle, the issue has become more severe and it affected all service typologies in FY 2022/23 Q3. The District continues to work and communicate with its contractors to minimize missed service and ensure as many riders get to their destinations on time as possible.

Fixed-Route

Fixed-Route Passenger Statistics by Route

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
1. Local Trunkline	35	147,486	▲11.9%	6,006	▲7.8%	24.6	▲0.9
	36	62,688	▲0.5%	3,322	▲0.2%	18.9	▲0.1
	71	72,746	▲21.3%	5,092	▲5.0%	14.3	▲1.9
	Rollup	282,920	▲11.3%	14,420	▲4.9%	19.6	▲1.1
2. Local Basic	17	46,831	▲3.6%	3,524	▼3.4%	13.3	▲0.9
	22	41,600	▲33.9%	3,389	▲17.6%	12.3	▲1.5
	23	43,006	▲3.5%	2,712	▼0.8%	15.9	▲0.7
	23X	14,606	▼7.6%	660	▼0.9%	22.1	▼1.6
	29	10,776	▲5.6%	660	▲1.9%	16.3	▲0.6
	49	56,775	▲11.6%	3,839	▲1.4%	14.8	▲1.4
	Rollup	213,594	▲9.7%	14,784	▲2.9%	14.4	▲0.9
3. Local Connector	219	6,111	▼34.9%	1,513	▼2.6%	4.0	▼2.0
	228	14,210	▲5.0%	2,259	▼4.4%	6.3	▲0.6
	233	9,136	▲35.1%	1,043	▲3.7%	8.8	▲2.0
	245	9,857	▼11.3%	1,039	▲0.3%	9.5	▼1.2
	251	21,113	▲5.1%	2,277	▼2.2%	9.3	▲0.6
	257	13,980	▲8.8%	1,844	▼5.4%	7.6	▲1.0
	Rollup	74,407	▲0.9%	9,975	▼2.6%	7.5	▲0.3
4. Supplemental	613	9,379	▲138.8%	209	▲1.6%	44.9	▲25.8
	617	0	▼100.0%	0	▼100.0%		
	619	4,250	▲9.1%	188	▼5.4%	22.6	▲3.0
	625	1,780	▲251.8%	86	▲78.5%	20.6	▲10.2
	645	2,420	▼19.1%	195	▲113.6%	12.4	▼20.4
	649	0		0			
	651	6,762	▲33.0%	177	▲2.6%	38.2	▲8.7
	654	1,628	▲105.6%	59	▲1.8%	27.7	▲14.0
	Covid	0		0			
	Rollup	26,219	▲45.4%	914	▲11.3%	28.7	▲6.7
5. Rural	61	4,573	▼36.6%	1,315	▼42.8%	3.5	▲0.3
	68	16,893	▲2.4%	2,574	▼0.4%	6.6	▲0.2
	Rollup	21,466	▼9.5%	3,889	▼20.3%	5.5	▲0.7
6. Partnership Services	122	0		0			
	622	0	▼100.0%	0	▼100.0%		
	Rollup	0	▼100.0%	0	▼100.0%		
7. Yellow Bus	Hdn Valley	4,503	▲131.9%	56	▲1,766.7%	80.4	▼566.9
	White Hill	29,512	▲18.2%	340	▲11,230.7%	86.8	▼8,235.2
	Rollup	34,015	▲26.4%	396	▲6,498.7%	85.9	▼4,398.8
8. Recreational	66	7,313	▼44.7%	662	▼20.5%	11.1	▼4.8
	Rollup	7,313	▼44.7%	662	▼20.5%	11.1	▼4.8
Rollup	659,934	▲8.9%	45,039	▼0.8%	14.7	▲1.3	

* Change compared to same quarter of prior year

Fixed-Route

Fixed-Route Financial Statistics by Route

Typology	Route	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
1. Local Trunkline	35	\$1,102,241	▲21.1%	\$130,747	▲6.8%	\$6.59	▲\$0.61	11.9%	▼1.6%
	36	\$614,661	▲13.9%	\$55,962	▼8.1%	\$8.91	▲\$1.23	9.1%	▼2.2%
	71	\$957,015	▲12.4%	\$73,789	▲7.5%	\$12.14	▼\$0.91	7.7%	▼0.4%
	Rollup	\$2,673,917	▲16.2%	\$260,499	▲3.4%	\$8.53	▲\$0.47	9.7%	▼1.2%
2. Local Basic	17	\$504,252	▲20.2%	\$37,585	▼19.0%	\$9.96	▲\$1.71	7.5%	▼3.6%
	22	\$480,062	▲45.9%	\$39,517	▲22.1%	\$10.59	▲\$1.04	8.2%	▼1.6%
	23	\$486,613	▲11.7%	\$40,174	▲0.1%	\$10.38	▲\$0.86	8.3%	▼1.0%
	23X	\$119,594	▲10.3%	\$10,696	▼16.3%	\$7.46	▲\$1.40	8.9%	▼2.8%
	29	\$119,904	▲14.2%	\$9,491	▲4.6%	\$10.25	▲\$0.85	7.9%	▼0.7%
	49	\$554,464	▲26.0%	\$40,146	▼2.0%	\$9.06	▲\$1.21	7.2%	▼2.1%
	Rollup	\$2,264,890	▲23.2%	\$177,609	▼2.2%	\$9.77	▲\$1.27	7.8%	▼2.0%
3. Local Connector	219	\$217,550	▲24.2%	\$4,730	▼51.2%	\$34.83	▲\$17.21	2.2%	▼3.4%
	228	\$316,882	▲23.1%	\$11,327	▼19.2%	\$21.50	▲\$3.51	3.6%	▼1.9%
	233	\$146,752	▲33.3%	\$6,960	▲10.8%	\$15.30	▼\$0.06	4.7%	▼1.0%
	245	\$148,750	▲27.6%	\$6,402	▼24.6%	\$14.44	▲\$4.71	4.3%	▼3.0%
	251	\$325,145	▲24.9%	\$14,409	▼9.4%	\$14.72	▲\$2.55	4.4%	▼1.7%
	257	\$263,290	▲20.9%	\$9,580	▼10.9%	\$18.15	▲\$2.04	3.6%	▼1.3%
	Rollup	\$1,418,370	▲24.7%	\$53,408	▼18.0%	\$18.34	▲\$3.80	3.8%	▼2.0%
4. Supplemental	613	\$37,648	▼14.6%	\$3,529	▲72.9%	\$3.64	▼\$7.06	9.4%	▲4.7%
	617	\$0	▼100.0%	\$0	▼100.0%				
	619	\$35,149	▼20.6%	\$1,376	▼18.6%	\$7.95	▼\$2.98	3.9%	▲0.1%
	625	\$14,828	▲41.3%	\$734	▲92.1%	\$7.92	▼\$12.07	4.9%	▲1.3%
	645	\$33,432	▲74.0%	\$815	▼34.9%	\$13.48	▲\$7.48	2.4%	▼4.1%
	649	\$0		\$0					
	651	\$29,549	▼14.2%	\$2,692	▲18.6%	\$3.97	▼\$2.35	9.1%	▲2.5%
	654	\$8,914	▼15.6%	\$696	▲46.9%	\$5.05	▼\$7.69	7.8%	▲3.3%
	Covid	\$0		\$0					
	Rollup	\$159,520	▼8.1%	\$9,842	▲18.5%	\$5.71	▼\$3.45	6.2%	▲1.4%
5. Rural	61	\$195,353	▼32.0%	\$3,964	▼32.9%	\$41.85	▲\$2.84	2.0%	▼0.0%
	68	\$384,592	▲20.6%	\$13,003	▲18.3%	\$22.00	▲\$3.34	3.4%	▼0.1%
	Rollup	\$579,945	▼4.3%	\$16,967	▲0.4%	\$26.23	▲\$1.38	2.9%	▲0.1%
6. Partnership Services	122	\$0		\$0					
	622	\$0	▼100.0%	\$0	▼100.0%				
	Rollup	\$0	▼100.0%	\$0	▼100.0%				
7. Yellow Bus	Hdn Valley	\$29,709	▼86.2%	\$15,639	▲95.4%	\$3.12	▼\$103.72	52.6%	▲48.9%
	White Hill	\$180,334	▼16.3%	\$102,448	▼0.5%	\$2.64	▼\$1.87	56.8%	▲9.0%
	Rollup	\$210,043	▼51.3%	\$118,086	▲6.5%	\$2.70	▼\$9.19	56.2%	▲30.5%
8. Recreational	66	\$169,355	▼10.5%	\$22,681	▼35.8%	\$20.06	▲\$8.42	13.4%	▼5.3%
	Rollup	\$169,355	▼10.5%	\$22,681	▼35.8%	\$20.06	▲\$8.42	13.4%	▼5.3%
Rollup	\$7,476,039	▲10.5%	\$659,093	▼1.9%	\$10.33	▲\$0.28	8.8%	▼1.1%	

* Change compared to same quarter of prior year

Marin Access

Marin Access Passenger Statistics by Service

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
9. Demand Response	Dillon DAR	81	▼11.0%	65	-	1.2	▼0.2
	Local Para	12,161	▼10.5%	5,968	▼22.0%	2.0	▲0.3
	MTC	605	▼46.3%	131	▼34.7%	4.6	▼1.0
	Novato DAR	779	▲34.3%	314	▲12.0%	2.5	▲0.4
	PtReyesDAR	12	▼73.3%	32	▼14.3%	0.4	▼0.8
	Reg Para	953	▲11.9%	872	▲9.1%	1.1	▲0.0
	Rollup	14,591	▼10.4%	7,381	▼18.3%	2.0	▲0.2
Catch-A-Ride	CAR_Gen	601	▲30.1%	0			
	CAR_LowInc	354	▼15.1%	0			
	Rollup	955	▲8.6%	0			
Volunteer Driver	VolDrvr	2,222	▲27.0%	2,537	▲8.1%	0.9	▲0.1
	VolDvrWM	464	▲4.7%	961	▲38.4%	0.5	▼0.2
Rollup	18,232	▼5.8%	10,879	▼9.9%	1.7	▲0.1	

Marin Access Financial Statistics by Service

Typology	Route	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
9. Demand Response	Dillon DAR	\$8,648	▲124.2%	\$781	▲774.4%	\$97.14	▲\$55.74	9.0%	▲6.7%
	Local Para	\$1,089,970	▼17.1%	\$27,356	▼10.8%	\$87.38	▼\$7.10	2.5%	▲0.2%
	MTC	\$130,529	▼24.2%	\$3,631	▼31.0%	\$209.75	▲\$61.66	2.8%	▼0.3%
	Novato DAR	\$43,351	▼7.0%	\$1,629	▼14.5%	\$53.56	▼\$23.54	3.8%	▼0.3%
	PtReyesDAR	\$4,223	▲97.1%	\$116	▲216.9%	\$342.25	▲\$295.45	2.8%	▲1.0%
	Reg Para	\$137,512	▲16.6%	\$13,537	▲17.6%	\$130.09	▲\$5.17	9.8%	▲0.1%
	Rollup	\$1,414,232	▼14.7%	\$47,050	▼4.9%	\$93.70	▼\$5.03	3.3%	▲0.3%
Catch-A-Ride	CAR_Gen	\$42,669	▲33.8%	\$2,935	▲149.4%	\$66.11	▼\$0.37	6.9%	▲3.2%
	CAR_LowInc	\$20,633	▼21.9%	\$1,725	▲60.2%	\$53.42	▼\$7.35	8.4%	▲4.3%
	Rollup	\$63,302	▲8.6%	\$4,660	▲106.8%	\$61.41	▼\$2.36	7.4%	▲3.5%
Volunteer Driver	VolDrvr	\$16,733	▲13.8%	\$0		\$7.53	▼\$0.88	0.0%	-
	VolDvrWM	\$7,895	▲54.0%	\$0		\$17.02	▲\$5.45	0.0%	-
Rollup	\$1,502,161	▼13.4%	\$51,710	▼0.0%	\$79.56	▼\$7.43	3.4%	▲0.5%	

* Change compared to same quarter of prior year

Systemwide Total

Systemwide Passenger Statistics Summary

	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
Values	678,166	▲8.4%	55,917	▼2.7%	12.1	▲1.2

Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$8,978,200	▲5.6%	\$710,803	▼1.8%	\$12.19	▼\$0.24	7.9%	▼0.6%

* Change compared to same quarter of prior year

FY 2023 Q3 (January - March) Marin Transit Community Engagement

Reporting Month: January 2023

Date(s)	Event	Description	Attendees
01/18/2023	Canal Community Resilience Council	The Canal Community Resilience Council aims to ensure Canal residents can participate in the decisions that affect them. The community is concerned about housing, transportation, emergency preparedness, climate change, safety, and other issues. This council is an opportunity to engage with other community members, city/county representatives, and others to create solutions that address community concerns. English & Spanish.	27

FY 2023 Q3 (January - March) Marin Transit Community Engagement

Reporting Month: February 2023

Date(s)	Event	Description	Attendees
02/01/2023	Marin Access Navigating Transit Presentation / Event for Vision Impaired of Marin	Virtual Navigating Transit presentation to Vision Impaired of Marin. The presentation was staffed by MCTD staff and a Travel Navigator. Information was presented in English with staff available to support for Spanish translation.	18
02/07/2023	Marin County Mobile Vaccine Unit & Food Pantry at Canal Alliance in San Rafael	Outreach event for proposed June service changes in cooperation with Canal Alliance, the Marin County Mobile Vaccine Unit, and the San Rafael Food Pantry.	220
02/14/2023	Outreach at the Marin City Hub	Outreach event at the Marin City Hub for proposed June service changes.	51
02/15/2023	Outreach at Broadway & Pacheco in Fairfax	Outreach event in Fairfax for proposed June service changes.	35
02/15/2023	Canal Community Resilience Council	Bilingual Presentation on Proposed June Service Changes. The Canal Community Resilience Council aims to ensure Canal residents can participate in the decisions that affect them. The community is concerned about housing, transportation, emergency preparedness, climate change, safety, and other issues. This council is an opportunity to engage with other community members, city/county representatives, and others to create solutions that address community concerns.	26
02/16/2023	Outreach at Redwood & Grant in Novato	Outreach event in Novato for proposed June service changes.	64

FY 2023 Q3 (January - March) Marin Transit Community Engagement

02/17/2023	Outreach at Medway & Canal in San Rafael	Outreach event in San Rafael for proposed June service changes.	45
02/22/2023	Outreach at Center & Bridge in San Anselmo	Outreach event in San Anselmo for proposed June service changes.	54
02/22/2023	Marin Transit Virtual Community Forum (English)	Virtual Community forum to share information about service changes in English language.	3
02/23/2023	Marin Access Navigating Transit Presentation / Event at The Redwoods	In person Navigating Transit presentation to residents of The Redwoods. The presentation was staffed by MCTD staff and a Travel Navigator. Information was presented in English with staff available to support for Spanish translation.	31
02/23/2023	Marin Transit Virtual Community Forum (Spanish)	Virtual Community forum to share information about service changes in Spanish language.	2
February 2023	Various	Marin Transit staff performed various outreach efforts to get input on June Service changes. Full details (as presented to the Board in March 2023) can be found here: https://marin.granicus.com/MetaViewer.php?view_id=31&clip_id=11733&meta_id=1251287	

Reporting Month: March 2023

Date(s)	Event	Description	Attendees
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FY 2023 Q3 (January - March) Marin Transit Community Engagement

03/09/2023	Marin Access Community Event at Corte Madera Community Center - Senior Lunch	Staff completed a tabling event at the Corte Madera Community Center Senior Lunch. The event was staffed by MCTD staff with assistance available in English & Spanish.	22
03/15/2023	Canal Community Resilience Council	The Canal Community Resilience Council aims to ensure Canal residents can participate in the decisions that affect them. The community is concerned about housing, transportation, emergency preparedness, climate change, safety, and other issues. This council is an opportunity to engage with other community members, city/county representatives, and others to create solutions that address community concerns. English & Spanish	24
