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March 1, 2021

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

**SUBJECT: Marin Transit Second Quarter of FY 2020/21
Performance Report**

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 second quarter of FY 2020/21.

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

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-reports> in addition to the monthly reports.

FISCAL/STAFFING IMPACT: None associated with this report.

Respectfully submitted,

Aida Banhashemi
Planning Manager

Attachments

Quarterly Performance Report for FY 2020/21 Q2

This report summarizes the operational performance of Marin Transit services for the second quarter of FY 2020/21 from October 1, 2020 through December 31, 2020. The Quarterly Performance Report provides detailed route-level statistics, analyzes trends, and evaluates performance measures established under Measure A and Measure AA.

The Governor issued a Shelter-in-Place order for the State of California that began on March 16, 2020 in response to the COVID-19 global pandemic. The order advised the public to limit travel to essential trips only, including on public transportation. This led to a precipitous decline in travel demand and in overall ridership throughout the second quarter of FY 2020/21. Marin Transit continues to provide regular service. However, the pandemic has led to significant disruptions to Marin Transit operations, ridership, and corresponding fare revenue on fixed route and paratransit services. Marin Transit suspended yellow bus service in the Ross Valley. Muir Woods Shuttle service and all Supplemental School Routes have also been suspended with the closure of Marin County schools and the Muir Woods National Monument. Staff continue to communicate with school districts and the National Park Service to identify when these services may resume.

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 as one system. The reporting tools capture all costs associated with service operations and are not limited to 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 or Partnership service typologies.

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, 71x	20	\$4.50
Regular Local	17, 22, 23, 23X, 29, 49	18	\$6.50
Local Connector	219, 228, 233, 245, 251, 257	8	\$9.00
Supplemental	113, 115, 117, 119, 125, 135, 139, 145, 149, 151, 154, 171	20 per trip	\$3.00
Rural	61, 68	6	\$12.00
Recreational	66 (Muir Woods Shuttle)	25	\$3.00
Demand Response	Local DAR, Novato DAR, Dillon Beach/Tomaes DAR, Point Reyes DAR	2	\$35.00

*Productivity targets are based on full capacity available. Due to the COVID-19 pandemic, the Marin County Public Health Officer has limited boarding to 25% of seated capacity.

Performance Summary

In the second quarter of FY 2020/21, Marin Transit carried a total of 345,017 passengers systemwide. This represents a decrease of 57.9% in ridership compared to the second quarter of the previous fiscal year and a 2.2% increase from the first quarter of this fiscal year. On fixed-route transit services, Marin Transit carried 334,126 riders. This is a 55.2% decrease from FY 2019/20 and a 2.6% increase from the first quarter of this fiscal year. Marin Access services carried 10,888 trips on demand response and mobility management programs. This reflects a decrease of 73.5% compared to the last fiscal year and a decrease of 10.2% compared to the prior quarter in FY21. The tables at the end of this report provide a breakdown of all route-level statistics.

Local Trunkline (Routes 35, 36, 71 and 71x)

In the second quarter of FY 2020/21, Local Trunkline services carried 127,458 passengers. Supplemental Routes 135 and 171 provide added service to Routes 35, 71, and 71x and carried an additional 33,836 passengers. Collectively, these routes represent a 43.8% decrease compared to the second quarter of FY 2019/20 and 4.7% increase compared to first quarter of FY21. No routes met the productivity target of 20 passengers per hour or the \$4.50 per passenger subsidy target. Local Trunkline and backup supplemental services accounted for 33% of fixed route service in revenue hours and 48% of fixed route ridership in the second quarter of FY2020/21.

Marin Transit added Route 71 in December 2020 to provide additional service on Highway 101. Route 71 runs on weekdays and weekend serving all stops and bus pads along the Highway 101 corridor between Novato and Marin City.

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

Local Basic services carried a total of 106,366 passengers during the second quarter of this fiscal year. Supplemental Routes 117 and 122 provide backup service to Routes 17 and 22 and carried an additional 6,250 passengers. Combined, these routes account for a decrease of 52.3% compared to last fiscal year, and a 0.7% decrease from the first quarter of this fiscal year. No routes met the subsidy target of \$6.50 per passenger or the performance target of 18 passengers per hour. Local Basic routes and their backup routes represent 30% of fixed route revenue hours and 32% of fixed route ridership in the second quarter of FY2020/21.

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

During the second quarter of the fiscal year, Local Connector services carried 44,449 total passengers. This is 55.5% lower than the previous year and a 5.1% increase from the first quarter of this fiscal year. No routes met the productivity target of 8 passengers per hour or the subsidy target of \$9.00 per passenger. Local Connector routes accounted for 23% of fixed route service in revenue hours and provided 13% of fixed-route ridership in the second quarter of FY2020/21.

Supplemental School (Routes 113, 115, 119, 125, 139, 145, 149, 151, and 154)

Supplemental school services were suspended due to the COVID-19 pandemic Shelter in Place order and school closures except for Route 145. This route resumed service in November 2020 and carried a total of 636 passengers in the second quarter.

Supplemental Back Up Service (Routes 117, 135, and 171)

Marin Transit created three new supplemental routes (117, 135, and 171) to provide temporary backup services to alleviate COVID-19 boarding capacity limitations. This backup service went into effect on August 10, 2020. In addition to the Canal corridor and Highway 101 bus pads, the District provides backup service in Mill Valley and Strawberry. Supplemental back-up service carried a total of 40,086 passengers during the second quarter of FY 2020/21. There are no performance targets

established for this temporary service. Backup services accounted for 10% of fixed route service in revenue hours and carried 12% of all fixed route ridership in this quarter.

Rural (West Marin Stagecoach Routes 61 and 68)

In the second quarter of the fiscal year, the two Stagecoach routes carried 13,312 passengers. This is a 46.8% decrease from the prior year and a 10.4% decrease compared to first quarter of FY21. Neither route met the subsidy goal of \$12.00 per passenger or productivity goal of 6 passengers per hour. Stagecoach ridership represented 4% of fixed route ridership in the second quarter of FY2020/21.

Partnership Services (Route 122 – College of Marin Express)

Route 122 was suspended due to the COVID-19 pandemic and resumed service on August 10, 2020 when the District established the supplemental backup routes. In the second quarter of FY 2020/21, Route 122 carried 1,289 passengers. This represents a 72.8% decrease from the second quarter of the previous year.

Yellow Bus

Ross Valley School District yellow bus service was suspended due to the COVID-19 pandemic Shelter in Place order and school closures.

Recreational (Route 66-Muir Woods Shuttle)

The Muir Woods Shuttle service has been suspended since March 16, 2020 due the COVID-19 pandemic and did not operate during the second quarter of FY 2020/21.

Marin Access

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

In the second quarter of FY 2020/21, local paratransit carried 8,300 passengers. The service productivity average of 1.8 passengers per hour did not meet the 2.0 standard. The number of passengers represents a 71.1% decrease in ridership compared to the prior fiscal year. With a subsidy per passenger of \$89.90, the service did not meet the subsidy target of \$35.00 per passenger.

The Novato Dial-a-Ride service carried 522 passengers and met its 2.0 productivity standard at 2.4 passengers per hour. Ridership was 64.6% lower than in the previous fiscal year. The service did not meet the subsidy target of \$35.00 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 second quarter of the fiscal year, the service carried 56 passengers, a 46.7% decrease compared to last year. The service productivity average of 0.9 passengers per hour did not meet the 2.0 passengers per hour target, and the service did not meet its subsidy target of less than \$35.00 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 second quarter of the fiscal year, the service carried 28 passengers, 58.8% lower than the second quarter of last year. At 0.4 passengers per hour, the rural dial-a-ride did not meet its 2.0 productivity target and did not meet the subsidy target of less than \$35.00 per passenger trip.

The Volunteer Driver Program completed 216 trips in the second quarter of FY 2020/21. This represents a 93.5% decrease compared to the previous fiscal year.

The Catch-a-Ride program provided 1,136 one-way trips. This is a decrease of 70.1% compared to the prior year.

Marin Transit launched an on-demand microtransit service called Marin Transit Connect in FY 17/18. This pilot program carried a total of 630 passengers in the second quarter of the FY 2020/21, an 83.4% decrease from the prior year. There are currently no board-adopted performance targets for the Connect service. At the beginning of FY 19/20, staff provided a one-year evaluation report of the Connect pilot program that suggested performance targets of 4 passengers per hour and \$15 per passenger trip. Connect performance continued to improve in FY19/20. At this time, the program is not meeting outlined targets, that is primarily due to low utilization from first-last mile commuters. Commuters were the largest rider group prior to the pandemic and have significantly reduced their travel due Shelter-in-Place orders. 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.

Ridership Trends

In the second quarter of FY 2020/21, most ridership occurs on Local Trunkline and Supplemental Backup routes that serve the Highway 101 corridor from Marin City to Novato and the Canal to San Rafael Transit Center corridor. These transit corridors have historically been the busiest in Marin County and serve dense, lower-income, and minority communities. Residents in these corridors are more likely to be essential workers who rely on public transportation. The District is also seeing lower declines in ridership on West Marin Stagecoach routes and rural dial-ride services, likely because transit riders who live in more rural areas of the county do not have as many transportation options.

The 57.9% decrease in overall ridership is generally in line with the trends among bus transit agencies throughout the country and in the Bay Area. According to the National Transit Database, nationwide bus ridership declined 56.2% during the second quarter of FY 2020/21 compared to the prior year. The District continued to experience a slow and steady rebound in ridership until mid-November. COVID-19 cases were at their highest levels yet during the last half of the second quarter of FY2020/21, which explains in part why ridership levels again trended downward.

Regionally, Marin Transit fixed route services continue to perform relatively well compared to other North Bay transit agencies. In the second quarter of FY2020/21, Golden Gate Transit carried 152,690 passengers, representing less than half of Marin Transit's fixed route ridership (334,126), while SMART carried 25,410 passengers. Given the significant drop in commuter transit market due to COVID-19 lockdowns, Golden Gate Transit experienced a 79.1% decrease while SMART reported an 85.9% decrease in the second quarter of 2019/20. At 55.2%, Marin Transit experienced a relatively lower decline in the fixed route ridership in this quarter compared to other Bay Area transit agencies that provide local countywide transit services. Napa Valley Transportation Authority, SamTrans, and Solano County Transit experienced a 77%, 61%, and 69% decline in bus ridership, respectively.

Compared to the prior year, demand for Marin Access mobility management and demand response programs declined by 73.5% during the second quarter of FY 2020/21. Most Marin Access programs serve older adults who belong to a high-risk COVID-19 age cohort, and demand response ridership has not recovered to the extent that fixed route bus service has.

Table 2 below compares these factors, and qualitatively evaluates their potential impact on ridership.

Table 2: Factors Impacting Ridership Comparison

Factor		FY 2019/20 Q2	FY 2020/21 Q2	Impact
Calendar	School Days	51	0	▼▼▼
	Weekdays	66	66	--
	Weekends & Holidays	30	29	--
	Muir Woods Shuttle	33	0	▼▼▼
Service Disruptions (cancelled/missed service)		193	41	▲▲▲
Rainfall (inches)		17.3	2.5	▲
Gas Prices		\$3.89	\$3.13	▼

While the current loss of ridership and associated fares is unprecedented, the District continues to maintain the remaining fixed route services and run supplemental backup services to allow for adequate social distancing. The District currently plans to reinstate supplemental school routes as schools reopen for in-class learning. However, staff is not certain how limited boarding capacity will affect future service and operations as the economy reopens. Staff will closely monitor service and ridership levels and continue to respond to changing circumstances as needed. Staff anticipates adjustments to reflect changes to Marin County COVID-19 tier assigned by the California Department of Public Health. Staff may also adjust services as more of the population is vaccinated.

Fixed-Route

Fixed-Route Passenger Statistics by Route

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
1. Local Trunkline	35	75,067	▼54.2%	6,363	▲11.0%	11.8	▼16.8
	36	37,567	▼60.2%	3,436	▲1.2%	10.9	▼16.9
	71	14,824	▼47.7%	2,184	▲17.0%	6.8	▼8.4
	Rollup	127,458	▼55.6%	11,984	▲9.0%	10.6	▼15.5
2. Local Basic	17	23,878	▼61.5%	3,402	▼8.6%	7.0	▼9.6
	22	17,853	▼66.3%	3,010	▼31.9%	5.9	▼6.1
	23	23,702	▼51.1%	2,785	▲0.2%	8.5	▼8.9
	23X	5,997	▼48.1%	651	▼7.8%	9.2	▼7.1
	29	4,273	▼54.2%	647	▼12.1%	6.6	▼6.1
	49	30,663	▼50.7%	3,602	▼3.6%	8.5	▼8.1
	Rollup	106,366	▼56.9%	14,098	▼12.4%	7.5	▼7.8
3. Local Connector	219	6,021	▼54.5%	1,583	▼3.0%	3.8	▼4.3
	228	8,203	▼56.8%	2,414	▼4.5%	3.4	▼4.1
	233	4,744	▼52.1%	1,077	▼1.9%	4.4	▼4.6
	245	6,087	▼53.7%	1,087	▼0.8%	5.6	▼6.4
	251	12,592	▼53.5%	2,393	▼0.3%	5.3	▼6.0
	257	6,802	▼61.3%	1,913	▲0.0%	3.6	▼5.6
	Rollup	44,449	▼55.5%	10,467	▼1.9%	4.2	▼5.1
4. Supplemental	113	0	▼100.0%	0	▼100.0%		
	115	0	▼100.0%	0	▼100.0%		
	117	6,250	▼2.2%	1,214	▲879.7%	5.1	▼46.4
	119	0	▼100.0%	0	▼100.0%		
	125	0	▼100.0%	0	▼100.0%		
	135	22,972		1,605		14.3	
	139	0	▼100.0%	0	▼100.0%		
	145	636	▼89.5%	321	▲349.0%	2.0	▼82.5
	149	0	▼100.0%	0	▼100.0%		
	151	0	▼100.0%	0	▼100.0%		
	154	0	▼100.0%	0	▼100.0%		
	171	10,864		1,864		5.8	
	Covid	0		0			
	Rollup	40,722	▼24.3%	5,005	▲313.6%	8.1	▼36.3
5. Rural	61	2,976	▼47.8%	1,545	▲32.0%	1.9	▼2.9
	68	10,336	▼46.4%	2,527	▼5.7%	4.1	▼3.1
	Rollup	13,312	▼46.8%	4,072	▲5.7%	3.3	▼3.2
6. Partnership Services	122	1,819	▼72.8%	689	▼5.3%	2.6	▼6.6
	Rollup	1,819	▼72.8%	689	▼5.3%	2.6	▼6.6
7. Yellow Bus	Hdn Valley	0	▼100.0%	0	▼100.0%		
Rollup		334,129	▼57.1%	46,320	▲3.0%	7.2	▼10.1

* 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	\$998,730	▲11.3%	\$75,516	▼52.3%	\$12.30	▲\$7.79	7.6%	▼10.1%
	36	\$537,393	▲2.1%	\$38,223	▼56.5%	\$13.29	▲\$8.65	7.1%	▼9.6%
	71	\$353,175	▲15.4%	\$17,760	▼49.3%	\$22.63	▲\$13.06	5.0%	▼6.4%
	Rollup	\$1,889,298	▲9.2%	\$131,499	▼53.2%	\$13.79	▲\$8.74	7.0%	▼9.3%
2. Local Basic	17	\$366,219	▼37.2%	\$25,916	▼62.9%	\$14.25	▲\$5.96	7.1%	▼4.9%
	22	\$322,124	▼30.4%	\$20,252	▼68.4%	\$16.91	▲\$9.39	6.3%	▼7.5%
	23	\$429,949	▲2.0%	\$25,988	▼50.2%	\$17.04	▲\$9.42	6.0%	▼6.3%
	23X	\$101,834	▼6.4%	\$6,674	▼38.2%	\$15.87	▲\$7.38	6.6%	▼3.4%
	29	\$100,937	▼10.9%	\$5,116	▼44.7%	\$22.42	▲\$11.27	5.1%	▼3.1%
	49	\$387,513	▼4.2%	\$29,338	▼48.8%	\$11.68	▲\$6.10	7.6%	▼6.6%
	Rollup	\$1,708,576	▼18.4%	\$113,283	▼57.0%	\$15.00	▲\$7.57	6.6%	▼5.9%
3. Local Connector	219	\$165,814	▼4.0%	\$6,632	▼60.5%	\$26.44	▲\$14.66	4.0%	▼5.7%
	228	\$247,458	▼3.7%	\$10,503	▼54.5%	\$28.89	▲\$16.57	4.2%	▼4.7%
	233	\$110,394	▼3.2%	\$5,423	▼45.6%	\$22.13	▲\$11.63	4.9%	▼3.8%
	245	\$113,568	▲1.9%	\$6,299	▼48.3%	\$17.62	▲\$10.07	5.5%	▼5.4%
	251	\$249,643	▼1.5%	\$12,655	▼45.6%	\$18.82	▲\$10.33	5.1%	▼4.1%
	257	\$199,087	▲0.5%	\$7,955	▼55.5%	\$28.10	▲\$17.85	4.0%	▼5.0%
	Rollup	\$1,085,964	▼1.9%	\$49,466	▼52.1%	\$23.32	▲\$13.28	4.6%	▼4.8%
4. Supplemental	113	\$0	▼100.0%	\$0	▼100.0%				
	115	\$0	▼100.0%	\$0	▼100.0%				
	117	\$153,783	▲665.8%	\$7,863	▲186.8%	\$23.35	▲\$20.64	5.1%	▼8.5%
	119	\$0	▼100.0%	\$0	▼100.0%				
	125	\$0	▼100.0%	\$0	▼100.0%				
	135	\$195,390		\$22,095		\$7.54		11.3%	
	139	\$0	▼100.0%	\$0	▼100.0%				
	145	\$39,759	▲250.8%	\$1,066	▼55.1%	\$60.84	▲\$59.35	2.7%	▼18.2%
	149	\$0	▼100.0%	\$0	▼100.0%				
	151	\$0	▼100.0%	\$0	▼100.0%				
	154	\$0	▼100.0%	\$0	▼100.0%				
	171	\$235,286		\$13,245		\$20.44		5.6%	
	Covid	\$0		\$0					
	Rollup	\$624,216	▲229.5%	\$44,269	▲45.3%	\$14.24	▲\$11.29	7.1%	▼9.0%
5. Rural	61	\$186,131	▲45.6%	\$2,187	▼64.4%	\$61.81	▲\$40.47	1.2%	▼3.6%
	68	\$308,260	▲3.2%	\$8,570	▼55.3%	\$28.99	▲\$14.51	2.8%	▼3.6%
	Rollup	\$494,390	▲15.9%	\$10,758	▼57.5%	\$36.33	▲\$20.29	2.2%	▼3.8%
6. Partnership Services	122	\$83,802	▼17.2%	\$2,334	▼93.5%	\$44.79	▲\$35.04	2.8%	▼32.8%
	Rollup	\$83,802	▼17.2%	\$2,334	▼93.5%	\$44.79	▲\$35.04	2.8%	▼32.8%
7. Yellow Bus Rollup	Hdn Valley	\$0	▼100.0%	\$0	▼100.0%				
		\$5,889,307	▼3.1%	\$351,614	▼63.7%	\$16.57	▲\$10.01	6.0%	▼10.0%

* 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	56	▼46.7%	65	▲8.3%	0.9	▼0.9
	Local Para	8,300	▼71.1%	4,598	▼66.8%	1.8	▼0.3
	MTC	630	▼83.4%	1,510	▲17.1%	0.4	▼2.5
	Novato DAR	522	▼61.0%	219	▼64.1%	2.4	▲0.2
	PtReyesDAR	28	▼58.8%	32	-	0.9	▼1.3
	Rollup		9,536	▼72.0%	6,424	▼59.5%	1.5
Catch-A-Ride	CAR_Gen	698	▼67.6%	0			
	CAR_LowInc	438	▼73.4%	0			
	Rollup	1,136	▼70.1%	0			
Volunteer Driver	VolDrvr	177	▼93.1%	2,561	▼16.8%	0.1	▼0.8
	VolDrvrWM	39	▼95.0%	801	▼40.2%	0.0	▼0.5
Rollup		10,888	▼73.5%	9,786	▼51.7%	1.1	▼0.9

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	\$5,039	▲31.9%	\$130	▼71.2%	\$87.64	▲\$55.56	2.6%	▼9.3%
	Local Para	\$765,685	▼38.4%	\$19,919	▼62.4%	\$89.85	▲\$48.41	2.6%	▼1.7%
	MTC	\$148,093	▲16.8%	\$3,066	▼59.2%	\$230.20	▲\$198.79	2.1%	▼3.9%
	Novato DAR	\$26,860	▼47.7%	\$1,865	▼19.9%	\$47.88	▲\$11.25	6.9%	▲2.4%
	PtReyesDAR	\$2,444	▲19.5%	\$64	▼78.4%	\$85.00	▲\$59.24	2.6%	▼11.8%
	Rollup	\$948,121	▼33.5%	\$25,044	▼60.6%	\$96.80	▲\$56.73	2.6%	▼1.8%
Catch-A-Ride	CAR_Gen	\$53,037	▼20.7%	\$2,342	▼26.6%	\$72.63	▲\$43.08	4.4%	▼0.4%
	CAR_LowInc	\$27,737	▼21.1%	\$1,455	▼40.0%	\$60.00	▲\$40.12	5.2%	▼1.7%
	Rollup	\$80,774	▼20.8%	\$3,797	▼32.4%	\$67.76	▲\$42.40	4.7%	▼0.8%
Volunteer Driver	VolDrvr	\$20,105	▼1.2%	\$0		\$113.59	▲\$105.62	0.0%	-
	VolDrvrWM	\$9,969	▼12.7%	\$0		\$255.64	▲\$240.94	0.0%	-
Rollup	\$1,058,970	▼32.1%	\$28,841	▼58.3%	\$94.61	▲\$58.37	2.7%	▼1.7%	

* Change compared to same quarter of prior year

Systemwide Total

Systemwide Passenger Statistics Summary

	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
Values	345,017	▼57.9%	56,107	▼14.0%	6.1	▼6.4

Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$6,948,277	▼9.0%	\$380,454	▼63.4%	\$19.04	▲\$10.98	5.5%	▼8.1%

* Change compared to same quarter of prior year

FY 2021 Marin Access Outreach and Travel Training

Travel Navigator Reporting Month: October and November 2020

Date(s)	Program	Description	Attendees
<i>There were no Marin Access outreach or Travel Training events due to COVID-19.</i>			

Travel Navigator Reporting Month: December 2020

Date(s)	Program	Description	Attendees
12/16/2020	Marin Access Passenger Portal Info Session	Presentation to Marin Access riders interested in learning more about the MAPP	0
12/17/2020	Marin Access Passenger Portal Info Session	Presentation to Marin Access riders interested in learning more about the MAPP	0
12/22/2020	Marin Access Passenger Portal Info Session	Presentation to Marin Access riders interested in learning more about the MAPP	0
12/29/2020	Marin Access Passenger Portal Info Session	Presentation to Marin Access riders interested in learning more about the MAPP	1
12/29/2021	Navigating Transit Presentation	Presentation to Kaiser COCSD / Social Work staff via Zoom	5
