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June 3, 2019

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 2018/19

board of directors

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supervisor district 1

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eric lucan
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Dear Board Members:

RECOMMENDATION: Accept report.

SUMMARY:

As part of the District's service monitoring process, staff has prepared a quarterly performance report alongside the quarterly financial report. Attached is the report for the third quarter of FY 2018/19.

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 <http://marintransit.org/performance-reports> in addition to the monthly reports.

FISCAL/STAFFING IMPACT: None associated with this report.

Respectfully submitted,

Aida Banihashemi
Planning Manager

Attachments

Quarterly Performance Report for FY 2018/19 Q2

This report summarizes the operational performance of Marin Transit services for the third quarter of FY 2018/19 from January 1, 2019 through March 31, 2019. The Quarterly Performance Report provides detailed route-level statistics, analyzes trends, and evaluates performance measures originally established under Measure A.

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 District recently upgraded the system to provide a new tool to create custom reports including this Quarterly Performance Report. The new report captures all costs associated with service operations and is 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 is 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	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, 139, 145, 151, 154	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/Tomales DAR, Point Reyes DAR	2	\$35.00

Performance Summary

In the third quarter of FY 2018/19, Marin Transit carried a total of 768,607 passengers systemwide. This represents a 4.4% ridership decrease compared to the third quarter of the previous fiscal year. On fixed-route transit services, including Yellow School Bus, Marin Transit carried 727,505 riders. This is a 4.9% decrease from the last fiscal year. Marin Access services carried



41,102 trips on its demand response and mobility management programs - an increase of 5.8% compared to 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 71x)

In the third quarter of FY 2018/19, Local Trunkline services carried 268,522 passengers. This is a 2.9% decrease from the third quarter of the previous fiscal year. Only Routes 35 met the productivity and subsidy target of 20 passengers per hour and \$4.50 per passenger, respectively. Route 36 met the productivity target only, and Route 71 did not meet its targets this quarter.

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

Local Basic services carried a total of 227,173 passengers during the third quarter of this fiscal year, a decrease of 5.5% compared to last fiscal year. Except for Route 49 that met its subsidy target of \$6.50 per passenger, none of the six routes met their productivity or subsidy targets this quarter.

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

During the third quarter of the fiscal year, Local Connector services carried 91,508 total passengers. This is 4.6% less than the previous year. Four of the six routes met the productivity target of 8 passengers per hour (Routes 233, 245, 251, and 257) and two of the six routes met the subsidy target of \$9.00 per passenger (Route 245, 251). Only Routes 219 and 228 did not meet either target.

Supplemental (Routes 113, 115, 117, 119, 125, 139, 145, 151, and 154)

Supplemental school services carried a total of 50,245 passengers during the third quarter of FY 2018/19. This is consistent with the ridership in third quarter of previous year. Six of the nine routes met the productivity target of 20 passengers per trip: Routes 115, 117, 119, 145, 151, and 154. Four of the nine routes met their subsidy target of \$3.00 per passenger: Routes 117, 119, 145 and 151.

Rural (West Marin Stagecoach Routes 61 and 68)

In the third quarter of the fiscal year, the two Stagecoach routes carried 25,244 passengers total. This is about a 6 % decrease from the prior year. Only Route 68 met the productivity goal of 6 passengers per hour. Neither route met the subsidy goal of \$12.00 per passenger.

Partnership Services (Route 122 – College of Marin Express)

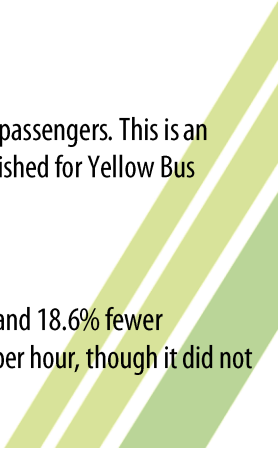
Route 122 carried a total of 6,197 passengers during the third quarter of the year, an increase of 1.1% compared to the prior year. There are no performance targets established for Partnership services.

Yellow Bus

During the third quarter of FY 2018/19, Ross Valley School District yellow bus service carried 35,922 passengers. This is an approximately 12.3% decrease compared to the prior year. There are no performance targets established for Yellow Bus services.

Recreational (Route 66-Muir Woods Shuttle)

The Muir Woods service carried a total of 24,694 passengers during the third quarter of FY 2018/19 and 18.6% fewer passengers compared to the previous year. The service met its productivity target of 25 passengers per hour, though it did not meet its subsidy target of \$3.00 per passenger.





Marin Access

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

In the third quarter of FY 2018/19, local paratransit carried 28,993 passengers. The 2.0 passengers per hour service productivity average met the target. The number of passengers represents a 4.6% decrease compared to the prior fiscal year. The service did not meet the subsidy target of \$35.00 per passenger.

The Novato Dial-a-Ride service carried 1,026 passengers which was 10.9% lower than the previous fiscal year. The service did not meet its subsidy target of \$35.00 per passenger or the productivity target of 2.0 passengers per hour.

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 73 passengers. This was a 47.5% decrease compared to last year. The service did not meet its subsidy target of \$35.00 per passenger or the productivity target of 2.0 passengers per hour.

In July 2016, Marin Transit added a 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 82 passengers. This is 41.4% more than the third quarter last year, and the dial-a-ride met its productivity target with 2.6 passengers per hour. The service also met the subsidy target of less than \$35.00 per passenger trip.

The Volunteer Driver Program completed 3,598 trips in the third quarter of FY 2018/19. This represents an 9.6% increase compared to the previous fiscal year. The Catch-a-Ride program provided 3,554 one-way trips. This is a decrease of 7.2% compared to the prior year.

On May 21, 2018, Marin Transit launched a new on-demand microtransit service called Marin Transit Connect. A total of 3,776 passengers rode the service in the third quarter of the fiscal year. Operating costs associated with the service during third quarter of FY 2018/19 continue to capture the costs associated with the stabilization of the pilot program and limited fare revenue due to the discounted fare promotions offered throughout the pilot phases. There are no performance targets established for the Connect service.

Ridership Trends

The slight decrease in ridership is consistent 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 4.2% during the third quarter of FY 2018/19 compared to the prior year. Regionally, Golden Gate Transit also experienced a 2.9% decrease in the third quarter of 2018/19.

There are several factors that can impact ridership. These include the number of weekdays and weekend/holidays in a month, service disruptions, and the weather. Some factors supported growth in ridership while others may have contributed to declines.

In third quarter, Adverse weather conditions negatively impacted the ridership of fixed route and recreational services. Marin experienced twice the amount of rainfall compared to the previous year, which caused various flooding and traffic incidents. These incidents led to significant service cancellations, as shown in **Table 2**. On rainy days, the number of visitors to Muir Woods National Monument can often drop by up to 50%. This explains the lower ridership on Muir Woods Shuttle during the third quarter of 2018/19.

Yellow School Bus ridership decreased by 12.3% in the third quarter of FY 2018/19. The reduction in Yellow Bus ridership can be attributed to a decline in pass sales during this quarter compared to prior year. This trend is consistent with all previous reported data for this school year.

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

Table 2: Factors Impacting Ridership Comparison

Factor	FY 2017/18 Q3	FY 2018/19 Q3	Impact	
Calendar	School Days	57	-	
	Weekdays	65	-	
	Weekends & Holidays	27	29	▲
	Muir Woods Shuttle	22	29	▲▲▲
Service Disruptions (cancelled/missed service)	83	177	▼▼▼▼▼▼	
Rainfall (inches)	14.07	31.16	▼▼▼▼	
Gas Prices	\$3.39	\$3.27	▼	

Compared to the prior year, demand for Marin Access mobility management and demand response programs increased by 5.8% during the third quarter of FY 2018/19 which is consistent with the growth trend in demand-response programs in previous quarters. Expansion of on-demand service through the Connect program is primarily responsible for the ridership growth in the demand response program. Staff will continue to monitor ridership trends on these services.



Fixed-Route

Fixed-Route Passenger Statistics by Route

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
1. Local Trunkline	35	158,826	▼1.0%	5,666	▼0.3%	28.0	▼0.2
	36	83,448	▼6.1%	3,370	▼0.1%	24.8	▼1.6
	71	26,248	▼3.3%	1,835	▼0.9%	14.3	▼0.4
	Rollup	268,522	▼2.9%	10,871	▼0.4%	24.7	▼0.6
2. Local Basic	17	58,111	▼4.3%	3,686	▼0.1%	15.8	▼0.7
	22	47,361	▼7.3%	4,307	▼3.0%	11.0	▼0.5
	23	43,822	▼5.4%	2,728	▼0.2%	16.1	▼0.9
	23X	11,179	▼14.5%	696	▼19.2%	16.1	▲0.9
	29	10,338	▲6.4%	724	▼12.7%	14.3	▲2.6
	49	56,362	▼5.2%	3,656	▼0.5%	15.4	▼0.8
	Rollup	227,173	▼5.5%	15,797	▼2.7%	14.4	▼0.4
3. Local Connector	219	11,583	▼9.1%	1,599	▼0.3%	7.2	▼0.7
	228	18,891	▼1.1%	2,477	▼0.9%	7.6	▼0.0
	233	9,610	▼12.9%	1,072	▼0.5%	9.0	▼1.3
	245	12,263	▼3.9%	1,072	▲0.1%	11.4	▼0.5
	251	23,923	▼1.6%	2,349	▼0.9%	10.2	▼0.1
	257	15,238	▼4.7%	1,880	▼1.6%	8.1	▼0.3
	Rollup	91,508	▼4.6%	10,450	▼0.8%	8.8	▼0.4
4. Supplemental	113	4,935	▲7.3%	121	▲17.7%	40.7	▼4.0
	115	3,721	▲26.6%	105	▼0.7%	35.4	▲7.6
	117	7,628	▲1.1%	146	▲2.2%	52.4	▼0.6
	119	9,690	▲21.8%	180	▲2.6%	54.0	▲8.5
	125	2,686	▼20.9%	183	▲2.7%	14.7	▼4.4
	139	1,034	▼31.9%	101	▲3.8%	10.3	▼5.4
	145	4,777	▼15.9%	82	▲2.5%	58.2	▼12.7
	151	12,034	▼8.0%	248	▲1.3%	48.6	▼4.9
	154	3,740	▲5.8%	110	▲0.9%	34.0	▲1.6
	Rollup	50,245	▼0.0%	1,275	▲3.2%	39.4	▼1.3
5. Rural	61	6,379	▼8.4%	1,191	▲1.9%	5.4	▼0.6
	68	18,865	▼5.2%	2,625	▼0.1%	7.2	▼0.4
	Rollup	25,244	▼6.0%	3,816	▲0.5%	6.6	▼0.5
6. Partnership Services	122	6,197	▲1.1%	697	▲28.5%	8.9	▼2.4
	Rollup	6,197	▲1.1%	697	▲28.5%	8.9	▼2.4
7. Yellow Bus	Hdn Valley	2,355	▼3.4%	52	▼8.8%	45.3	▲2.5
	White Hill	31,567	▼12.9%	308	▼8.8%	102.5	▼4.9
	Rollup	33,922	▼12.3%	360	▼8.8%	94.3	▼3.8
8. Recreational	66	24,694	▼18.6%	987	▲2.9%	25.0	▼6.6
	Rollup	24,694	▼18.6%	987	▲2.9%	25.0	▼6.6
Rollup	727,505	▼4.9%	44,253	▼0.8%	16.4	▼0.7	

* 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	\$842,229	▼0.2%	\$150,885	▼7.7%	\$4.35	▲\$0.11	17.9%	▼1.5%
	36	\$496,965	▲0.0%	\$79,653	▼5.3%	\$5.00	▲\$0.35	16.0%	▼0.9%
	71	\$284,471	▲0.0%	\$32,218	▼8.5%	\$9.61	▲\$0.43	11.3%	▼1.1%
	Rollup	\$1,623,664	▼0.1%	\$262,756	▼7.1%	\$5.07	▲\$0.21	16.2%	▼1.2%
2. Local Basic	17	\$548,146	▲0.0%	\$65,670	▼7.3%	\$8.30	▲\$0.45	12.0%	▼0.9%
	22	\$426,112	▼3.8%	\$57,434	▼7.5%	\$7.78	▲\$0.34	13.5%	▼0.5%
	23	\$393,177	▲0.2%	\$50,195	▼6.0%	\$7.83	▲\$0.51	12.8%	▼0.8%
	23X	\$101,398	▼18.6%	\$10,260	▼29.1%	\$8.15	▼\$0.27	10.1%	▼1.5%
	29	\$105,501	▼12.3%	\$9,256	▼13.6%	\$9.31	▼\$1.98	8.8%	▼0.1%
	49	\$372,845	▲2.5%	\$52,845	▼16.0%	\$5.68	▲\$0.62	14.2%	▼3.1%
	Rollup	\$1,947,178	▼2.2%	\$245,661	▼10.5%	\$7.49	▲\$0.35	12.6%	▼1.2%
3. Local Connector	219	\$160,591	▼0.4%	\$14,112	▼13.6%	\$12.65	▲\$1.28	8.8%	▼1.3%
	228	\$239,472	▼1.5%	\$23,234	▼8.0%	\$11.45	▲\$0.04	9.7%	▼0.7%
	233	\$105,875	▼0.8%	\$10,279	▼11.5%	\$9.95	▲\$1.33	9.7%	▼1.2%
	245	\$103,686	▼0.5%	\$11,892	▼9.5%	\$7.49	▲\$0.35	11.5%	▼1.1%
	251	\$235,346	▼1.0%	\$21,458	▼7.0%	\$8.94	▲\$0.12	9.1%	▼0.6%
	257	\$184,921	▼1.9%	\$15,874	▼12.8%	\$11.09	▲\$0.44	8.6%	▼1.1%
	Rollup	\$1,029,891	▼1.1%	\$96,849	▼10.0%	\$10.20	▲\$0.46	9.4%	▼0.9%
4. Supplemental	113	\$19,227	▲22.5%	\$3,220	▲32.8%	\$3.24	▲\$0.36	16.7%	▲1.3%
	115	\$16,548	▲2.4%	\$1,746	▲26.3%	\$3.98	▼\$1.05	10.6%	▲2.0%
	117	\$22,513	▲5.5%	\$3,614	▼5.9%	\$2.48	▲\$0.16	16.1%	▼1.9%
	119	\$29,670	▲4.6%	\$6,669	▲30.2%	\$2.37	▼\$0.55	22.5%	▲4.4%
	125	\$26,009	▲6.1%	\$2,303	▼18.4%	\$8.83	▲\$2.43	8.9%	▼2.7%
	139	\$14,669	▲7.2%	\$913	▼25.0%	\$13.30	▲\$5.09	6.2%	▼2.7%
	145	\$12,434	▲5.7%	\$2,083	▲2.1%	\$2.17	▲\$0.46	16.7%	▼0.6%
	151	\$35,311	▲5.2%	\$5,512	▼6.7%	\$2.48	▲\$0.36	15.6%	▼2.0%
	154	\$14,940	▲5.4%	\$1,966	▲14.6%	\$3.47	▼\$0.06	13.2%	▲1.0%
	Rollup	\$191,320	▲6.7%	\$28,025	▲5.9%	\$3.25	▲\$0.21	14.6%	▼0.1%
5. Rural	61	\$128,852	▲15.4%	\$7,006	▼6.5%	\$19.10	▲\$4.15	5.4%	▼1.3%
	68	\$290,807	▲13.2%	\$19,033	▼5.0%	\$14.41	▲\$2.50	6.5%	▼1.3%
	Rollup	\$419,660	▲13.9%	\$26,039	▼5.4%	\$15.59	▲\$2.90	6.2%	▼1.3%
6. Partnership Services	122	\$91,290	▲33.0%	\$37,687	▲6.3%	\$8.65	▲\$3.23	41.3%	▼10.4%
	Rollup	\$91,290	▲33.0%	\$37,687	▲6.3%	\$8.65	▲\$3.23	41.3%	▼10.4%
7. Yellow Bus	Hdn Valley	\$35,281	▲4.7%	\$10,300	▼1.5%	\$10.61	▲\$1.07	29.2%	▼1.8%
	White Hill	\$208,865	▲4.7%	\$139,170	▼10.2%	\$2.21	▲\$0.98	66.6%	▼11.0%
	Rollup	\$244,146	▲4.7%	\$149,471	▼9.7%	\$2.79	▲\$1.04	61.2%	▼9.7%
8. Recreational	66	\$201,671	▲61.5%	\$54,546	▼20.0%	\$5.96	▲\$4.09	27.0%	▼27.6%
	Rollup	\$201,671	▲61.5%	\$54,546	▼20.0%	\$5.96	▲\$4.09	27.0%	▼27.6%
Rollup	\$5,748,821	▲2.1%	\$901,034	▼8.8%	\$6.66	▲\$0.59	15.7%	▼1.9%	

* 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	73	▼47.5%	65	-	1.1	▼1.0
	Local Para	28,993	▼4.6%	14,819	▼0.5%	2.0	▼0.1
	MTC	3,821		1,712		2.2	
	Novato DAR	1,026	▼10.9%	544	▲2.7%	1.9	▼0.3
	PtReyesDAR	82	▲41.4%	32	▲100.0%	2.6	▼1.1
	Rollup		33,995	▲7.1%	17,171	▲10.7%	2.0
Catch-A-Ride	CAR_Gen	1,904	▲9.9%	0			
	CAR_LowInc	1,650	▼21.3%	0			
	Rollup	3,554	▼7.2%	0			
Volunteer Driver	VolDvr	2,525	▲8.7%	3,044	▲7.6%	0.8	▲0.0
	VolDvrWM	1,073	▲11.5%	1,657	▲10.3%	0.6	▲0.0
Rollup		41,147	▲5.9%	21,872	▲10.3%	1.9	▼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	\$4,060	▼14.1%	\$142	▼38.0%	\$53.67	▲\$21.29	3.5%	▼1.3%
	Local Para	\$1,212,627	▼4.3%	\$53,860	▼5.9%	\$39.97	▲\$0.17	4.4%	▼0.1%
	MTC	\$149,960	▲3,825.1%	\$7,447		\$37.30		5.0%	▲5.0%
	Novato DAR	\$44,315	▼4.9%	\$1,811	▼6.0%	\$41.43	▲\$2.61	4.1%	▼0.0%
	PtReyesDAR	\$1,972	▲71.6%	\$160	▲65.6%	\$22.10	▲\$3.96	8.1%	▼0.3%
	Rollup	\$1,412,933	▲6.8%	\$63,419	▲6.6%	\$39.70	▼\$0.12	4.5%	▼0.0%
Catch-A-Ride	CAR_Gen	\$65,041	▲69.4%	\$3,693	▲8.2%	\$32.22	▲\$12.03	5.7%	▼3.2%
	CAR_LowInc	\$30,028	▼35.7%	\$3,199	▼22.7%	\$16.26	▼\$4.05	10.7%	▲1.8%
	Rollup	\$95,069	▲11.7%	\$6,892	▼8.7%	\$24.81	▲\$4.56	7.2%	▼1.6%
Volunteer Driver	VolDvr	\$18,644	▼43.4%	\$0		\$7.38	▼\$6.80	0.0%	-
	VolDvrWM	\$13,851	▼32.1%	\$0		\$12.91	▼\$8.29	0.0%	-
Rollup	\$1,540,497	▲5.4%	\$70,311	▲4.9%	\$35.73	▼\$0.16	4.6%	▼0.0%	

* Change compared to same quarter of prior year

Systemwide Total

Systemwide Passenger Statistics Summary

	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
Values	768,652	▼4.4%	66,124	▲2.6%	11.6	▼0.9

Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$7,289,318	▲2.7%	\$971,346	▼7.9%	\$8.22	▲\$0.71	13.3%	▼1.5%

* Change compared to same quarter of prior year

FY 2019 Marin Access Outreach and Travel Training

Travel Navigator Reporting Months: January 2019

Date	Event	Description	Audience
1/8/2019	Travel Navigator Satellite Hours at Mill Valley Community Center	Remote location "office hours" taking place before and during a regularly scheduled senior lunch and preceding bingo, coinciding with free blood pressure testing administered by a hospice care provider.	25
1/9/2019	Travel Navigator Satellite Hours at Albert J. Boro Community Center @ Pickleweed Park	Remote location "office hours" before and during a regularly scheduled multicultural senior event including lunch. Individual counseling and group Q&A available in English, Spanish, and Vietnamese.	25
1/31/2019	Travel Navigator Satellite Hours at Margaret Todd Senior Center in Novato	Remote location "office hours" in the main lobby of the senior center before and during a senior lunch event.	20
1/31/2019	Travel Navigator Satellite Hours at West Marin Senior Services/Dance Palace in Point Reyes Station.	Remote location "Office hours" before and during a congregate senior lunch.	58

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Travel Navigator Reporting Month: February 2019

Date	Event	Description	Audience
2/13/2019	Travel Navigator Satellite Hours, Goldenaires at San Rafael Community Center	Remote location "office hours" before and during a congregate senior lunch & bingo event.	55
2/21/2019	Travel Navigator Satellite Hours at San Geronimo Valley Community Center	Remote location "office hours" before and during a regularly scheduled senior lunch event.	30

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Travel Navigator Reporting Month: March 2019

Date	Event	Description	Audience
3/12/2019	Travel Navigator Satellite Hours at Mill Valley Community Center	Remote location "office hours" taking place before and during a regularly scheduled senior lunch and preceding bingo, coinciding with free blood pressure testing administered by a hospice care provider.	20
3/13/2019	Travel Navigator Satellite Hours at Albert J. Boro Community Center / Pickleweed Park	Remote location "office hours" before and during a regularly scheduled multicultural senior event. Individual counseling and group Q&A available in English, Spanish, and Vietnamese.	30
3/21/2019	Travel Navigator Satellite Hours at West Marin Senior Services/Dance Palace in Point Reyes Station	Remote location "office hours" before and during a congregate senior lunch event.	25
3/28/2019	Travel Navigator Satellite Hours at Margaret Todd Senior Center in Novato	Remote location "office hours" in the main lobby of the senior center before and during a senior lunch event.	25

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Technology 4 Life Reporting Months: Jan – March 2019

Date	Event	Description	Audience
2/26/2019	Tech Tips for Transportation at Terra Linda Community Center – Session I	Interactive class designed to teach older adults or people with disabilities how to use their smartphone, tablet, or computer to learn about transportation options in Marin.	6
3/5/2019	Tech Tips for Transportation at Terra Linda Community Center – Session II	Interactive class designed to teach older adults or people with disabilities how to use their smartphone, tablet, or computer to learn about transportation options in Marin.	6
3/14/2019	Tech Tips for Transportation at Tam High / Marin Learn – Session I	Interactive class designed to teach older adults or people with disabilities how to use their smartphone, tablet, or computer to learn about transportation options in Marin.	3
3/21/2019	Tech Tips for Transportation at Tam High / Marin Learn – Session II	Interactive class designed to teach older adults or people with disabilities how to use their smartphone, tablet, or computer to learn about transportation options in Marin.	4