



711 Grand Ave, #110
San Rafael, CA 94901
ph: 415.226.0855
marintransit.org

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September 11, 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 Fourth 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. Attached is the report for the fourth 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, operator shortages, and 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-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 Q4



Attachment B: FY 2023 Q4 (April – June) Marin Transit Outreach and Travel Training



Quarterly Performance Report for FY 2022/23 Q4

This report summarizes the operational performance of Marin Transit services for the fourth quarter of FY 2022/23 from April 1, 2023 through June 30, 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 or Connect programs.

Marin Transit undertook a major service change on June 11, 2023 and a change to Marin Access programs on July 1, 2023. This is the last quarterly performance report that will show pre-service change performance.

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, 57	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 fourth quarter of FY 2022/23, Marin Transit carried a total of 740,827 passengers systemwide. This represents a ridership increase of 8% compared to the fourth quarter of the previous fiscal year and is 13% lower than pre-pandemic ridership (Q4 FY2018/19).

On fixed route transit services, Marin Transit carried 697,238 riders. This is an increase of 9% compared to the fourth quarter of FY 2021/22. The Yellow Bus program carried 26,058 passengers. This represents an increase of 15% compared to the fourth quarter of the previous fiscal year. Marin Access services carried 17,531 trips on demand response and mobility management programs. This reflects a decrease of 13% compared to the fourth 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 fourth quarter of FY 2022/23, Local Trunkline services carried 322,390 passengers. This represents an increase of 14% compared to the fourth quarter of the prior fiscal year. Routes 35 and 36 had an average of 27 and 21 passengers per revenue hour respectively, meeting the productivity target of 20 passengers per revenue hour. Route 71 did not meet the productivity target, and no local trunkline route met the subsidy target of \$5.00 per passenger. Local Trunkline service accounted for 32% of fixed route service in revenue hours and 46% of fixed route ridership in the fourth quarter of FY2022/23. Note that, as part of the June 11th service change, the Route 35 route was changed and the 71 schedule was changed.

Local Basic (Routes 17, 22, 23, 23X, 29, 49, and 57)

Local Basic services carried a total of 239,911 passengers during the fourth quarter of this fiscal year. This represents an increase of 16% compared to the fourth quarter of the prior fiscal year. Routes 23 and 23X had an average of 18 and 24 passengers per revenue hour respectively, meeting the productivity target of 18 passengers per revenue hour. No other Local Basic routes met the performance target. Route 23X had an average subsidy per passenger of \$6.87, meeting the subsidy target of \$7.25 per passenger. No other Local Basic routes met the subsidy target. Local Basic routes represented 35% of fixed route revenue hours and 34% of fixed route ridership in the fourth quarter of FY2022/23. Note that, as part of the June 11th service change, Route 23X was rolled into Route 23, Route 57 was created as a combination of Local Connector Routes 251 and 257, and routing and scheduling changes were made to the 22, 29, and 49.

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

During the fourth quarter of the fiscal year, Local Connector services carried 77,578 total passengers. This represents a decrease of 5% over the fourth quarter of the last fiscal year. Note that, as part of the June 11th service change, Routes 251 and 257 were combined into Route 57, which was classified as a Local Basic route. This section reflects the ridership from routes 251 and 257 before the service change, but does not include the ridership from Route 57 after the service change. Minor changes to Route 219 also occurred in the service change. All Local Connector services except for Routes 219 and 228 met the productivity target of 8 passengers per revenue hour, but none met the subsidy target of \$10.00 per passenger. Local Connector routes accounted for 20% of fixed route service in revenue hours and provided 11% of fixed route ridership in the fourth quarter of FY 2022/23.



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

Supplemental School routes carried 14,416 passengers in the fourth quarter of FY 2022/23. This represents a 2% decrease from the fourth quarter of the prior fiscal year. Route 654 had an average of 21 passengers per trip, 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 2% of fixed route ridership in the fourth quarter of FY 2022/23. Note that, as part of the June 11th service change, the 645 and 651 were discontinued, replaced by the new Routes 35, 49 and 57. These changes took effect after the end of the 2022-2023 school year, and should not have any effect on supplemental school route ridership until Q1 FY2023/24.

Rural (West Marin Stagecoach Routes 61 and 68)

In the fourth quarter of the fiscal year, the two Stagecoach routes carried 23,510 passengers. This represents a 25% decrease from the fourth quarter of the prior fiscal year. Note that Route 61 had unusually high ridership last year (June 2022), which may skew the year-over-year comparison. Route 68 had an average of 7 passengers per revenue hour, meeting the productivity target of 6 passengers 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 fourth quarter of FY2022/23.

Yellow Bus

In the fourth quarter of FY 2022/23, the Ross Valley School District yellow bus service carried 26,058 passengers. This represents an increase of 15% compared to the fourth quarter of the prior year. This program has no established service targets.

Recreational (Muir Woods Shuttle)

The Board approved a Muir Woods Shuttle pilot for the summer 2023 season in May 2023. For this quarter, the service ran weekend/holiday service prior to June 19th and daily service starting on June 19th, 2023. In the fourth quarter of FY 2022/23, the Muir Woods Shuttle carried 19,433 passengers. This represents a decrease of 10% from the fourth quarter of FY 2021/22. Note that the Muir Woods Shuttle changed operation contractors on May 27th, 2023, in part to address reliability concerns which were impacting ridership; service reliability has improved since the change. The Shuttle 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 3% of fixed route service in revenue hours, and ridership represented 3% of fixed route ridership in the fourth quarter of FY2022/23.

Marin Access

In the fourth quarter of FY 2022/23, Marin Access offered ADA-paratransit service, Novato Dial-a-Ride, Rural Dial-a-Ride (for Dillon Beach/Tomales and Point Reyes Station), the Volunteer Driver program, Catch-a-Ride, and Marin Transit Connect. Marin Access underwent a service change on July 1, 2023 that cancelled the Novato Dial-a-Ride program and Marin Transit Connect and replaced them with an expanded Catch-a-Ride program. These changes will be reflected in future reporting.

In the fourth quarter of FY 2022/23, local paratransit carried 12,231 passengers. The service productivity average of 2.0 passengers per hour met the 2.0 standard. The number of passengers represents a 16%



decrease in ridership compared to the prior fiscal year. With a subsidy per passenger of \$93.95, the service did not meet the subsidy target of \$38.50 per passenger.

The Novato Dial-a-Ride service carried 652 passengers. The service productivity average of 2.3 passengers per hour did meet the 2.0 standard. Ridership was 8% higher than in the previous fiscal year. The service did not meet the subsidy target of \$38.50 per passenger. This is the last report that will include this service which was discontinued on July 1, 2023.

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 fourth quarter of the fiscal year, the service carried 82 passengers, a 1% decrease compared to the prior year. The service productivity average of 1.3 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 fourth quarter of the fiscal year, the service carried 52 passengers, a 73% increase compared to the prior fiscal year. At 1.7 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 2,732 trips in the fourth quarter of FY 2022/23. This represents an 11% increase compared to the previous fiscal year.

The Catch-a-Ride program provided 1,161 one-way trips. This represents a decrease of 1% 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 621 passengers in the fourth quarter of FY 2022/23, a 54% 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, but declined significantly after the onset of the pandemic. During the fourth quarter of FY 2022/2023, the program carried 4.3 passengers per revenue hour, exceeding the suggested target of 4.0. However, the program did not meet 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 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 as of July 1, 2023. This is the last report that will include this service.

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 fourth 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. There was also a significant focus on providing information about service changes on fixed route and Marin Access programs and services. Events were held in various formats, at various locations, and on varying days and times to meet the needs of the



community. The attached report outlines our community engagement initiatives for various target audiences, including community members, fixed route riders, and Marin Access riders.

In the fourth quarter of FY 2022/23, staff successfully completed twenty five events, including thirteen events that focused on engaging the community as a whole in various areas of the County and twelve events that specifically targeted Marin Access populations. In total, staff reached 750 community members, and all events had Spanish translation services available. This is a significant increase compared to the same period of 2022, during which there were no events held. Due to service changes for both fixed route and Marin Access programs and services, staff spent a considerable amount of time in the community in Q4 to both gain feedback and share information.

Ridership Trends

The District continues to experience strong ridership; all services have resumed and ridership is at roughly 87% of pre-pandemic levels. However, ridership recovery has not been spread evenly across Marin Transit programs. Fixed route ridership recovery was swift and has remained strong; the first quarter of this fiscal year saw 85% of pre-COVID ridership on fixed route, and it reached 90% in Q3, where it has stayed for Q4. Marin Access services by contrast were at only 40% of pre-COVID ridership levels in Q4. As of Q1, Marin Access ridership had plateaued at around half of pre-pandemic, but then 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 took effect on July 1, 2023.

This quarter, Marin Transit experienced comparable ridership growth to the national average. According to the National Transit Database, in the fourth quarter of FY 2022/23, nationwide bus ridership was 8% higher than the prior year, compared to Marin Transit's 9% increase over the prior year for fixed route ridership. However, Marin Transit is still doing much better than the national average compared to pre-COVID ridership. District ridership has recovered from the COVID-19 pandemic more quickly than most other transit providers. From the FY 2020/21 Q4 report through the FY 2022/23 Q2 report, Marin Transit consistently reported higher year-over-year ridership growth than the national average.

Marin Transit continues to have one of the strongest ridership recoveries in the Bay Area at 90% for fixed route services, and one of the strongest in the country when comparing to pre-COVID levels (the national average is 69%). Compared to other North Bay transit agencies, Marin Transit fixed route services continue to perform well. In the fourth quarter of FY 2022/23, Golden Gate Transit carried 348,346 passengers on its fixed route bus service, representing roughly half of Marin Transit's fixed route ridership (697,238), while SMART carried 191,129 passengers. Golden Gate Transit experienced an 11% increase in fixed route bus ridership in this quarter compared to the fourth quarter of FY2021/22, which represented 44% of pre-COVID ridership. SMART experienced a 67% increase in ridership compared to the fourth quarter of last year, which represented 106% of pre-COVID ridership.

Other Bay Area transit agencies that provide local transit services experienced a wide variety of ridership growth trends in the fourth quarter of FY 2022/23. Comparing to other Countywide peer agencies, Napa Valley Transportation Authority (VINE), SamTrans, and Solano County Transit (SolTrans) experienced a -4%, 22%, and 48% increase in ridership, respectively, relative to the fourth quarter of FY 2021/22, bringing their ridership relative to pre-COVID to 42%, 85%, and 68%, respectively.



Demand for Marin Access mobility management and demand response programs was 13% lower during the fourth quarter of FY 2022/23 compared to the fourth quarter of the prior year. This is the third consecutive quarter where ridership on demand response services was lower than the same quarter of 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. In addition, day programs are not holding as much in person programming as before the pandemic. Marin Transit implemented a suite of changes to Marin Access programs that started on July 1, 2023. These changes 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 following these changes.

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 Q4	FY 2022/23 Q4	Impact
Days Operated	Weekdays	64	64	--
	Weekends & Holidays	27	27	--
	Muir Woods Shuttle	36	37	--
Service Disruptions (cancelled/missed service)		322	1,185	▼▼▼
Rainfall (inches)		1.6	0.3	▲
Gas Prices		\$5.95	\$4.77	▼▼

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. The service change implemented on June 11th, 2023, was designed to reduce the number of driver shifts necessary to operate service, in an attempt to reduce the amount of missed service.

Fixed-Route

Fixed-Route Passenger Statistics by Route

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
1. Local Trunkline	35	158,602	▲11.5%	5,832	▲3.3%	27.2	▲2.0
	36	72,081	▲9.9%	3,404	▲1.0%	21.2	▲1.7
	71	91,707	▲22.6%	5,265	▲7.9%	17.4	▲2.1
	Rollup	322,390	▲14.1%	14,500	▲4.3%	22.2	▲1.9
2. Local Basic	17	52,736	▲13.3%	3,648	▼1.3%	14.5	▲1.9
	22	43,985	▲28.5%	3,458	▲19.3%	12.7	▲0.9
	23	52,088	▲14.5%	2,944	▲6.4%	17.7	▲1.2
	23X	12,229	▼17.3%	507	▼25.2%	24.1	▲2.3
	29	9,184	▼15.7%	652	▼0.7%	14.1	▼2.5
	49	63,858	▲13.2%	4,193	▲9.8%	15.2	▲0.5
	57	5,831		856		6.8	
	Rollup	239,911	▲15.1%	16,259	▲12.0%	14.8	▲0.4
3. Local Connector	219	8,351	▼14.1%	1,482	▼4.6%	5.6	▼0.6
	228	16,047	▲8.9%	2,318	▼3.0%	6.9	▲0.8
	233	9,915	▲15.0%	1,063	▲4.2%	9.3	▲0.9
	245	10,635	▼7.5%	1,075	▲2.5%	9.9	▼1.1
	251	19,275	▼11.0%	1,793	▼23.6%	10.7	▲1.5
	257	13,355	▼13.9%	1,470	▼25.7%	9.1	▲1.2
	Rollup	77,578	▼5.1%	9,202	▼11.0%	8.4	▲0.5
4. Supplemental	613	3,570	▲5.9%	159	▲0.3%	22.5	▲1.2
	617	0	▼100.0%	0	▼100.0%		
	619	2,869	▲22.0%	146	▼6.9%	19.7	▲4.7
	625	906	▲91.9%	64	▲55.2%	14.1	▲2.7
	645	1,938	▼18.1%	153	▲120.6%	12.6	▼21.4
	649	0		0			
	651	4,251	▼12.2%	137	▲3.2%	31.1	▼5.4
	654	882	▲127.9%	44	▲3.2%	20.2	▲11.1
	Covid	0		0			
	Rollup	14,416	▼1.9%	702	▲10.7%	20.5	▼2.6
5. Rural	61	6,712	▼49.3%	1,383	▼36.7%	4.9	▼1.2
	68	16,798	▼6.4%	2,548	▼1.9%	6.6	▼0.3
	Rollup	23,510	▼24.6%	3,931	▼17.8%	6.0	▼0.5
6. Partnership Services	122	0		0			
	Rollup	0	▼100.0%	0	▼100.0%		
7. Yellow Bus	Hdn Valley	3,397	▲119.4%	43	▲1,333.3%	79.0	▼437.0
	White Hill	22,661	▲7.4%	261	▲8,600.3%	86.8	▼6,949.5
	Rollup	26,058	▲15.0%	304	▲4,966.8%	85.7	▼3,690.5
8. Recreational	66	19,433	▼10.2%	1,406	▼3.2%	13.8	▼1.1
	Rollup	19,433	▼10.2%	1,406	▼3.2%	13.8	▼1.1
Rollup	723,296	▲8.9%	46,305	▲0.3%	15.6	▲1.2	

* 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	\$1,064,906	▲12.6%	\$138,824	▲0.8%	\$5.84	▲\$0.16	13.0%	▼1.5%
	36	\$623,769	▲10.8%	\$64,146	▼1.1%	\$7.76	▲\$0.17	10.3%	▼1.2%
	71	\$979,850	▲9.8%	\$90,363	▲6.5%	\$9.70	▼\$1.09	9.2%	▼0.3%
	Rollup	\$2,668,526	▲11.1%	\$293,332	▲2.0%	\$7.37	▼\$0.11	11.0%	▼1.0%
2. Local Basic	17	\$528,043	▲19.2%	\$45,082	▼9.2%	\$9.16	▲\$0.71	8.5%	▼2.7%
	22	\$495,202	▲43.6%	\$43,416	▲10.3%	\$10.27	▲\$1.35	8.8%	▼2.7%
	23	\$585,228	▲30.2%	\$47,820	▲0.7%	\$10.32	▲\$1.48	8.2%	▼2.4%
	23X	\$92,558	▼18.0%	\$8,572	▼32.9%	\$6.87	▲\$0.09	9.3%	▼2.0%
	29	\$118,659	▲8.6%	\$8,357	▼23.1%	\$12.01	▲\$2.98	7.0%	▼2.9%
	49	\$614,412	▲32.4%	\$48,162	▼1.2%	\$8.87	▲\$1.50	7.8%	▼2.7%
	57	\$127,867		\$4,743		\$21.12		3.7%	
	Rollup	\$2,561,969	▲33.2%	\$206,151	▼1.3%	\$9.82	▲\$1.59	8.0%	▼2.8%
3. Local Connector	219	\$215,428	▲18.1%	\$7,411	▼33.3%	\$24.91	▲\$7.29	3.4%	▼2.6%
	228	\$329,360	▲22.4%	\$14,095	▼14.0%	\$19.65	▲\$2.50	4.3%	▼1.8%
	233	\$151,344	▲31.0%	\$8,040	▼1.3%	\$14.45	▲\$2.00	5.3%	▼1.7%
	245	\$155,485	▲26.5%	\$7,451	▼25.2%	\$13.92	▲\$4.10	4.8%	▼3.3%
	251	\$256,612	▼5.8%	\$12,790	▼34.6%	\$12.65	▲\$0.97	5.0%	▼2.2%
	257	\$210,653	▼8.4%	\$9,262	▼37.5%	\$15.08	▲\$1.21	4.4%	▼2.1%
	Rollup	\$1,318,882	▲10.6%	\$59,048	▼26.2%	\$16.24	▲\$2.63	4.5%	▼2.2%
4. Supplemental	613	\$36,863	▼9.1%	\$724	▼46.2%	\$10.12	▼\$1.51	2.0%	▼1.4%
	617	\$0	▼100.0%	\$0	▼100.0%				
	619	\$35,387	▼14.8%	\$548	▼41.2%	\$12.14	▼\$5.13	1.5%	▼0.7%
	625	\$14,671	▲37.3%	\$197	▼31.5%	\$15.98	▼\$6.05	1.3%	▼1.4%
	645	\$34,117	▲91.2%	\$280	▼65.9%	\$17.46	▲\$10.27	0.8%	▼3.8%
	649	\$0		\$0					
	651	\$30,142	▼7.1%	\$845	▼49.0%	\$6.89	▲\$0.53	2.8%	▼2.3%
	654	\$8,798	▼5.1%	\$210	▼15.7%	\$9.74	▼\$13.58	2.4%	▼0.3%
	Covid	\$0		\$0					
	Rollup	\$159,978	▼0.7%	\$2,805	▼49.1%	\$10.90	▲\$0.31	1.8%	▼1.7%
5. Rural	61	\$205,298	▼27.6%	\$5,095	▼67.2%	\$29.83	▲\$9.57	2.5%	▼3.0%
	68	\$377,651	▲12.3%	\$12,039	▼17.1%	\$21.77	▲\$3.83	3.2%	▼1.1%
	Rollup	\$582,949	▼6.0%	\$17,133	▼43.0%	\$24.07	▲\$5.15	2.9%	▼1.9%
6. Partnership Services	122	\$0		\$0					
	Rollup	\$0	▼100.0%	\$0	▼100.0%				
7. Yellow Bus	Hdn Valley	\$67,616	▼44.7%	\$11,457	▲14.4%	\$16.53	▼\$56.00	16.9%	▲8.8%
	White Hill	\$410,428	▲235.6%	\$76,429	▼44.7%	\$14.74	▲\$15.49	18.6%	▼94.3%
	Rollup	\$478,044	▲95.5%	\$87,886	▼40.7%	\$14.97	▲\$10.72	18.4%	▼42.2%
8. Recreational	66	\$414,550	▲69.8%	\$55,723	▼8.8%	\$18.46	▲\$10.00	13.4%	▼11.6%
	Rollup	\$414,550	▲69.8%	\$55,723	▼8.8%	\$18.46	▲\$10.00	13.4%	▼11.6%
Rollup	\$8,184,897	▲19.1%	\$722,079	▼12.2%	\$10.32	▲\$1.21	8.8%	▼3.1%	

* 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	82	▼1.2%	65	-	1.3	▼0.0
	Local Para	12,231	▼15.9%	6,270	▼20.6%	2.0	▲0.1
	MTC	621	▼53.6%	145	▼37.6%	4.3	▼1.5
	Novato DAR	652	▲7.8%	287	▲1.4%	2.3	▲0.1
	PtReyesDAR	52	▲73.3%	32	-	1.7	▲0.7
	Reg Para	1,001	▼7.6%	1,063	▲8.3%	0.9	▼0.2
	Rollup	14,639	▼17.2%	7,861	▼17.2%	1.9	▼0.0
Catch-A-Ride	CAR_Gen	752	▲12.4%	0			
	CAR_LowInc	409	▼19.3%	0			
	Rollup	1,161	▼1.3%	0			
Volunteer Driver	VolDrvr	2,255	▲11.8%	1,907	▼20.3%	1.2	▲0.3
	VolDvrWM	477	▲5.3%	722	▲0.2%	0.7	▲0.0
Rollup	18,532	▼13.1%	10,489	▼16.8%	1.8	▲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	\$8,974	▲190.3%	\$212	▲47.5%	\$106.85	▲\$71.34	2.4%	▼2.3%
	Local Para	\$1,178,325	▼9.9%	\$29,224	▼8.9%	\$93.95	▲\$6.25	2.5%	▲0.0%
	MTC	\$142,890	▼11.1%	\$2,846	▼56.2%	\$225.51	▲\$110.24	2.0%	▼2.1%
	Novato DAR	\$42,091	▲1.2%	\$2,348	▲4.5%	\$60.95	▼\$4.11	5.6%	▲0.2%
	PtReyesDAR	\$4,376	▲192.9%	\$149	▲184.9%	\$81.27	▲\$33.24	3.4%	▼0.1%
	Reg Para	\$152,601	▲1.7%	\$13,445	▼4.4%	\$139.02	▲\$13.51	8.8%	▼0.6%
	Rollup	\$1,529,257	▼8.1%	\$48,223	▼12.5%	\$101.17	▲\$10.16	3.2%	▼0.2%
Catch-A-Ride	CAR_Gen	\$44,775	▲19.4%	\$3,711	▲34.1%	\$54.61	▲\$2.71	8.3%	▲0.9%
	CAR_LowInc	\$20,832	▼17.7%	\$1,999	▼3.2%	\$46.04	▲\$0.21	9.6%	▲1.4%
	Rollup	\$65,606	▲4.5%	\$5,710	▲18.2%	\$51.59	▲\$2.31	8.7%	▲1.0%
Volunteer Driver	VolDrvr	\$16,608	▼38.0%	\$0		\$7.36	▼\$5.92	0.0%	-
	VolDvrWM	\$7,742	▼33.1%	\$0		\$16.23	▼\$9.33	0.0%	-
Rollup	\$1,619,213	▼8.3%	\$53,934	▼10.0%	\$84.46	▲\$4.49	3.3%	▼0.1%	

* Change compared to same quarter of prior year

Systemwide Total

Systemwide Passenger Statistics Summary

	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
Values	741,828	▲8.2%	56,794	▼3.3%	13.1	▲1.4

Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$9,804,110	▲13.5%	\$776,013	▼12.1%	\$12.17	▲\$0.86	7.9%	▼2.3%

* Change compared to same quarter of prior year

FY 2023 Q4 (April - June) Marin Transit Community Engagement

Reporting Month: April 2023

Date(s)	Event	Description	Contacts
04/25/2023	Marin Access Navigating Transit Presentation at Fairfax Library	Navigating Transit presentation to patrons of the Fairfax Library. The presentation was staffed by MCTD staff. Information was presented in English with staff available to support for Spanish translation.	2

Reporting Month: May 2023

Date(s)	Event	Description	Contacts
05/04/2023	Marin Access Presentation at The Redwoods	Marin Access presentation focusing on the Marin Access eligibility process to residents of The Redwoods. The presentation was staffed by MCTD staff. Information was presented in English with staff available to support for Spanish translation.	18
05/16/2023	Marin Access Presentation at The Redwoods	Marin Access presentation focusing on the scheduling process for currently eligible clients to residents of The Redwoods. The presentation was staffed by MCTD staff. Information was presented in English with staff available to support for Spanish translation.	5
05/16/2023	Marin Access 2.0 Virtual Info Session	Virtual Info Session to provide information about upcoming changes to the Marin Access suite of programs. This event was part of a recurring series and allowed interested parties to "drop in" anytime during the hour via Zoom to ask questions about the upcoming changes. Information was presented in English with staff available to support for Spanish translation.	2

FY 2023 Q4 (April - June) Marin Transit Community Engagement

05/23/2023	Marin Transit Info Session	Info session with Canal Alliance Promotoras discussing upcoming service changes in the Canal Community, free rides for youth, and a fare promotion for the 4th of July weekend. The Promotoras were assigned the responsibility of spreading awareness about these initiatives within the community and were provided with updated materials and resources to support their outreach efforts. Information was presented in English and Spanish.	13
05/24/2023	Marin Access 2.0 Virtual Info Session	Virtual Info Session to provide information about upcoming changes to the Marin Access suite of programs. This event was part of a recurring series and allowed interested parties to "drop in" anytime during the hour via Zoom to ask questions about the upcoming changes. Information was presented in English with staff available to support for Spanish translation.	1
05/31/2023	Marin Transit Info Session	Info session with Canal Alliance reviewing upcoming service changes in June, the Youth Ride Free Summer Campaign, and free fares for the Fourth of July. Information was presented in English with staff available to support for Spanish translation.	48

Reporting Month: June 2023

Date(s)	Event	Description	Contacts
06/01/2023	Marin Access 2.0 Virtual Info Session	Virtual Info Session to provide information about upcoming changes to the Marin Access suite of programs. This event was part of a recurring series and allowed interested parties to "drop in" anytime during the hour via Zoom to ask questions about the upcoming	1

FY 2023 Q4 (April - June) Marin Transit Community Engagement

		changes. Information was presented in English with staff available to support for Spanish translation.	
06/01/2023	Marin Transit General Outreach at San Rafael Transit Center Engagement	In person outreach for June Service Changes. Staff spoke to people on the platforms and provided information and assistance as needed. Assistance was available in English and Spanish.	62
06/02/2023	Marin Transit General Outreach at Redwood & Grant Transit Center Engagement	In person outreach for June Service Changes. Staff spoke to people on the platforms and provided information and assistance as needed. Assistance was available in English and Spanish.	38
06/05/2023	Marin Access 2.0 Virtual Info Session	Virtual Info Session to provide information about upcoming changes to the Marin Access suite of programs. This event was part of a recurring series and allowed interested parties to "drop in" anytime during the hour via Zoom to ask questions about the upcoming changes. Information was presented in English with staff available to support for Spanish translation.	0
06/06/2023	Marin Transit General Outreach at Canal Alliance Food Pantry	In person outreach reviewing upcoming service changes in June, the Youth Ride Free Summer Campaign, and free fares for the Fourth of July. Information was presented in English and Spanish.	136
06/06/2023	Marin Transit General Outreach at San Rafael Transit Center Engagement	In person outreach for June Service Changes. Staff spoke to people on the platforms and provided information and assistance as needed. Assistance was available in English and Spanish.	109
06/07/2023	Marin Transit General Outreach at Redwood & Grant Transit Center Engagement	In person outreach for June Service Changes. Staff spoke to people on the platforms and provided information and assistance as needed. Assistance was available in English and Spanish.	46

FY 2023 Q4 (April - June) Marin Transit Community Engagement

06/08/2023	Marin Transit General Outreach at Redwood & Grant Transit Center Engagement	In person outreach for June Service Changes. Staff spoke to people on the platforms and provided information and assistance as needed. Assistance was available in English and Spanish.	36
06/08/2023	Marin Transit General Outreach at North Gate	In person outreach for June Service Changes. Staff spoke to people near transit stops and provided information and assistance as needed. Assistance was available in English and Spanish.	6
06/09/2023	Marin Transit General Outreach at Redwood & Grant Transit Center Engagement	In person outreach for June Service Changes. Staff spoke to people on the platforms and provided information and assistance as needed. Assistance was available in English and Spanish.	49
06/12/2023	Marin Transit General Outreach at San Rafael Transit Center Engagement	In person outreach for June Service Changes. Staff spoke to people on the platforms and provided information and assistance as needed. Assistance was available in English and Spanish.	72
06/13/2023	Marin Transit General Outreach at Canal Alliance Food Pantry	In person outreach reviewing upcoming service changes in June, the Youth Ride Free Summer Campaign, and free fares for the Fourth of July. Information was presented in English and Spanish.	109
06/14/2023	Marin Transit General Outreach at Redwood & Grant Transit Center Engagement	In person outreach for June Service Changes. Staff spoke to people on the platforms and provided information and assistance as needed. Assistance was available in English and Spanish.	52
06/16/2023	Marin Access 2.0 Virtual Info Session	Virtual Info Session to provide information about upcoming changes to the Marin Access suite of programs. This event was part of a recurring series and allowed interested parties to "drop in" anytime during the hour via Zoom to ask questions about the upcoming changes. Information was presented in English with staff available to support for Spanish translation.	2
06/21/2023	Marin Access 2.0 Virtual Info Session	Virtual Info Session to provide information about upcoming changes to the Marin Access suite of programs. This event was part of a	2

FY 2023 Q4 (April - June) Marin Transit Community Engagement

		recurring series and allowed interested parties to "drop in" anytime during the hour via Zoom to ask questions about the upcoming changes. Information was presented in English with staff available to support for Spanish translation.	
06/22/2023	Marin Access 2.0 Virtual Info Session	Virtual Info Session to provide information about upcoming changes to the Marin Access suite of programs. This event was part of a recurring series and allowed interested parties to "drop in" anytime during the hour via Zoom to ask questions about the upcoming changes. Information was presented in English with staff available to support for Spanish translation.	0
06/26/2023	Marin Access 2.0 Virtual Info Session	Virtual Info Session to provide information about upcoming changes to the Marin Access suite of programs. This event was part of a recurring series and allowed interested parties to "drop in" anytime during the hour via Zoom to ask questions about the upcoming changes. Information was presented in English with staff available to support for Spanish translation.	1
06/29/2023	Marin Access 2.0 Virtual Info Session	Virtual Info Session to provide information about upcoming changes to the Marin Access suite of programs. This event was part of a recurring series and allowed interested parties to "drop in" anytime during the hour via Zoom to ask questions about the upcoming changes. Information was presented in English with staff available to support for Spanish translation.	2