



January 13, 2020

711 grand ave, #110  
san rafael, ca 94901

ph: 415.226.0855  
fax: 415.226.0856  
[marintransit.org](http://marintransit.org)

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

**SUBJECT: Marin Transit Quarterly Performance Report for the First Quarter of FY 2019/20**

Dear Board Members:

**board of directors**

damon connolly  
president  
supervisor district 1

dennis rodoni  
vice president  
supervisor district 4

kate colin  
2nd vice president  
city of san rafael

judy arnold  
director  
supervisor district 5

stephanie moulton-peters  
director  
city of mill valley

katie rice  
director  
supervisor district 2

kathrin sears  
director  
supervisor district 3

eric lucan  
alternate  
city of novato

**RECOMMENDATION:** Accept report.

**SUMMARY:**

As part of the District's service monitoring process, staff has prepared a quarterly performance report. Attached is the report for the first quarter of FY 2019/20.

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 Banihashemi  
Planning Manager

Attachments

## Quarterly Performance Report for FY 2019/20 Q1

This report summarizes the operational performance of Marin Transit services for the first quarter of FY 2019/20 from July 1, 2019 through September 30, 2019. The Quarterly Performance Report provides detailed route-level statistics, analyzes trends, and evaluates performance measures established under 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 as one system. TransTrack provides a tool to create custom reports that 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 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, 71x	20	\$4.50
Local Basic	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, 149, 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/Tomaes DAR, Point Reyes DAR	2	\$35.00

### Performance Summary

In the first quarter of FY 2019/20, Marin Transit carried 857,153 passengers systemwide. This is a relatively significant increase of 3.5% in ridership compared to the first quarter of the previous fiscal year. On fixed-route transit services, including Yellow School Bus, Marin Transit carried 813,754 riders. This is also a 3.4% increase from the last fiscal year. Marin Access services



carried 43,399 trips on demand response and mobility management programs, an increase of 10.6% 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 first quarter of FY 2019/20, Local Trunkline services carried 300,798 passengers. This is a 3.8% increase over the first quarter of the previous fiscal year. Only Route 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 71x did not meet its targets this quarter.

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

Local Basic services carried a total of 263,245 passengers during the first quarter of this fiscal year, an increase of 6.3% compared to last fiscal year. None of the six routes met both their productivity and subsidy targets this quarter with the exception of Route 49 that met its per passenger subsidy target of \$6.50 and Route 23 that met its 18 passengers per hour productivity target.

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

During the first quarter of the fiscal year, Local Connector services carried 105,504 total passengers. This is 9.7% more than the previous year. All six routes met the productivity target of 8 passengers per hour, and two of the six routes met the subsidy target of \$9.00 per passenger (Routes 245 & 251).

### **Supplemental (Routes 113, 115, 117, 119, 125, 139, 145, 149, 151, and 154)**

Supplemental school services carried a total of 27,163 passengers during the first quarter of FY 2019/20. This represents 5.3% more passengers than the previous year. Six of the ten routes met the productivity target of 20 passengers per trip: Routes 115, 117, 119, 145, 151, and 154. Route 145 is the only route that met the \$3.00 per passenger subsidy target. Route 149 was started in August 2019.

### **Rural (West Marin Stagecoach Routes 61 and 68)**

In the first quarter of the fiscal year, the two Stagecoach routes carried 32,363 passengers total. This is a 3.3% increase from the prior year. Both Routes 68 and 61 met their 6 passengers per hour productivity goal. Neither route met the subsidy goal of \$12.00 per passenger.

### **Partnership Services (Route 122 – College of Marin Express)**

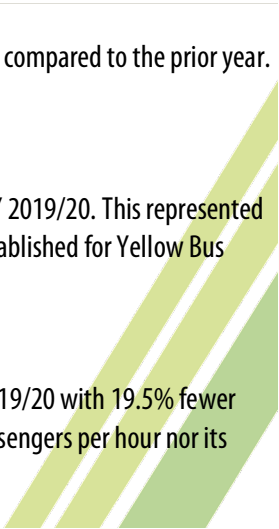
Route 122 carried a total of 4,371 passengers during the first quarter of the year, a decrease of 9.6% compared to the prior year. There are no performance targets established for Partnership services.

### **Yellow Bus**

Ross Valley School District yellow bus service carried 20,167 passengers during the first quarter of FY 2019/20. This represented an increase of approximately 20% compared to the prior year. There are no performance targets established for Yellow Bus services.

### **Recreational (Route 66-Muir Woods Shuttle)**

The Muir Woods Shuttle service carried a total of 60,143 passengers during the first quarter of FY 2019/20 with 19.5% fewer passengers compared to the previous year. The service did not meet its productivity target of 25 passengers per hour nor its subsidy target of \$3.00 per passenger.





## Marin Access

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

In the first quarter of FY 2019/20, local paratransit carried 31,049 passengers. The service productivity average of 2.0 passengers per hour met the 2.0 standard. The number of passengers increased slightly at 1.8% compared to the prior fiscal year. The service did not meet the subsidy target of \$35.00 per passenger.

The Novato Dial-a-Ride carried 1,309 passengers and met its productivity standard at 2.0 passengers per hour. Ridership was 7.7% higher 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 first quarter of the fiscal year, the service carried 115 passengers, a 4.2% decrease compared to last year. This DAR did not meet its 2.0 passengers per hour productivity target, though it did 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 runs twice per month on the first and third Monday. In the first quarter of the fiscal year, the service carried 67 passengers at 36.7% more than during the first quarter last year. It met its productivity target with 2.1 passengers per hour. The service also met the subsidy target of less than \$35.00 per passenger trip.

The Volunteer Driver Program completed 3,036 trips in the first quarter of FY 2019/20. This represents an 19.1% decrease compared to the previous fiscal year.

The Catch-a-Ride program provided 3,904 one-way trips. This is an increase of 8.6% compared to the prior year.

Marin Transit launched a new on-demand micro transit service called Marin Transit Connect in FY 18/19. A total of 3,919 passengers rode the service in the first quarter of the FY 2019/20, a 43% increase from the prior year. There are currently no Board-adopted performance targets for the Connect service. At the beginning of FY 2019/20, staff developed a one-year evaluation report of the Connect pilot program that suggested program performance targets of 4 passengers per hour and \$15 per passenger trip. While the Connect continues to show improvement, it is not meeting those suggested targets.

## Ridership Trends

The relatively significantly increase in ridership is counter to the trends among bus transit agencies throughout the country and in the Bay Area. According to the National Transit Database, nationwide bus ridership declined 0.4% during the first quarter of FY 2019/20 compared to the prior year. Regionally, Golden Gate Transit also experienced a 1.1% decrease in the first quarter of 2019/20.

There are several factors that can impact ridership. These include the number of weekdays in a month and the weather. In this first quarter, some factors supported growth in ridership while others may have contributed to decreases. Generally, the most significant factor in first quarter of FY 2019/20 is the slightly higher number of weekdays and school days in the first quarter than in the prior year. In addition, Marin Transit ran a Fare Free Campaign during the five days of 2019 Marin County Fair. The

campaign generally increased ridership across the system. Free fares were only available on fixed route services and did not include Marin Access programs.

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

**Table 2: Factors Impacting Ridership Comparison**

Factor		FY 2018/19 Q1	FY 2019/20 Q1	Impact
Calendar	School Days	27	28	▲
	Weekdays	63	66	▲
	Weekends & Holidays	29	28	--
	Muir Woods Shuttle	58	57	--
Service Disruptions (cancelled/missed service)		98	178	▼▼
Rainfall (inches)		0	0	--
Gas Prices		\$3.58	\$3.64	▲

Compared to the prior year, demand for Marin Access mobility management and demand response programs increased by 10.6% during the first quarter of FY 2019/20. These trends are comparable to growth historically in demand-response programs and with the growth of the Connect pilot 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	179,198	▲6.0%	5,780	▼0.2%	31.0	▲1.8	
	36	91,192	▲1.2%	3,440	▼0.9%	26.5	▲0.5	
	71	30,408	▼0.7%	1,887	▲1.2%	16.1	▼0.3	
	<b>Rollup</b>	<b>300,798</b>	<b>▲3.8%</b>	<b>11,107</b>	<b>▼0.2%</b>	<b>27.1</b>	<b>▲1.0</b>	
2. Local Basic	17	67,286	▲3.7%	3,754	▲0.2%	17.9	▲0.6	
	22	58,074	▲9.7%	4,421	▲0.7%	13.1	▲1.1	
	23	52,283	▲6.1%	2,773	▼0.5%	18.9	▲1.2	
	23X	10,978	▲6.6%	718	▲1.6%	15.3	▲0.7	
	29	9,056	▼1.5%	748	▲1.6%	12.1	▼0.4	
	49	65,568	▲7.3%	3,806	▲2.0%	17.2	▲0.8	
	<b>Rollup</b>	<b>263,245</b>	<b>▲6.3%</b>	<b>16,219</b>	<b>▲0.7%</b>	<b>16.2</b>	<b>▲0.8</b>	
3. Local Connector	219	14,211	▲16.6%	1,640	▲0.7%	8.7	▲1.2	
	228	21,341	▲7.8%	2,533	▲0.1%	8.4	▲0.6	
	233	10,111	▼9.1%	1,100	▲0.3%	9.2	▼1.0	
	245	13,212	▲7.6%	1,096	▲0.5%	12.1	▲0.8	
	251	27,841	▲10.0%	2,403	▲0.1%	11.6	▲1.0	
	257	18,788	▲21.6%	1,940	▲1.6%	9.7	▲1.6	
	<b>Rollup</b>	<b>105,504</b>	<b>▲9.7%</b>	<b>10,713</b>	<b>▲0.5%</b>	<b>9.8</b>	<b>▲0.8</b>	
4. Supplemental	113	2,540	▼12.2%	58	▲10.9%	43.7	▼11.5	
	115	1,748	▼9.7%	51	▲3.3%	34.0	▼4.9	
	117	3,113	▼11.6%	68	▲0.4%	45.6	▼6.2	
	119	5,885	▲8.3%	100	▲21.0%	58.6	▼6.9	
	125	1,536	▲12.6%	92	▲9.7%	16.8	▲0.4	
	139	913	▲60.7%	47	▲4.0%	19.4	▲6.8	
	145	2,810	▲17.1%	38	▲3.4%	74.5	▲8.7	
	149	1,040		48		21.7		
	151	5,843	▼0.2%	120	▲11.3%	48.7	▼5.6	
	154	1,735	▼4.6%	51	▲3.9%	33.9	▼3.0	
	<b>Rollup</b>	<b>27,163</b>	<b>▲5.3%</b>	<b>674</b>	<b>▲17.1%</b>	<b>40.3</b>	<b>▼4.5</b>	
	5. Rural	61	10,461	▼7.5%	1,587	▼1.1%	6.6	▼0.5
		68	21,902	▲9.4%	2,682	▲0.3%	8.2	▲0.7
<b>Rollup</b>		<b>32,363</b>	<b>▲3.3%</b>	<b>4,269</b>	<b>▼0.2%</b>	<b>7.6</b>	<b>▲0.3</b>	
6. Partnership Services	122	4,371	▼9.6%	437	▲3.7%	10.0	▼1.5	
	<b>Rollup</b>	<b>4,371</b>	<b>▼9.6%</b>	<b>437</b>	<b>▲3.7%</b>	<b>10.0</b>	<b>▼1.5</b>	
7. Yellow Bus	Hdn Valley	1,003	▼15.1%	0	▼100.0%			
	White Hill	19,164	▲22.7%	0	▼100.0%			
	<b>Rollup</b>	<b>20,167</b>	<b>▲20.0%</b>	<b>0</b>	<b>▼100.0%</b>			
8. Recreational Rollup	66	60,143	▼19.5%	2,435	▼8.7%	24.7	▼3.3	
	<b>Rollup</b>	<b>813,754</b>	<b>▲3.4%</b>	<b>45,852</b>	<b>▼0.3%</b>	<b>17.7</b>	<b>▲0.6</b>	

\* 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	\$908,596	▲3.4%	\$153,384	▼14.5%	\$4.21	▲\$0.08	16.9%	▼3.5%
	36	\$535,509	▲2.7%	\$78,854	▼16.1%	\$5.01	▲\$0.26	14.7%	▼3.3%
	71	\$311,228	▲4.8%	\$33,114	▼16.4%	\$9.15	▲\$0.74	10.6%	▼2.7%
	<b>Rollup</b>	<b>\$1,755,333</b>	<b>▲3.4%</b>	<b>\$265,353</b>	<b>▼15.2%</b>	<b>\$4.95</b>	<b>▲\$0.18</b>	<b>15.1%</b>	<b>▼3.3%</b>
2. Local Basic	17	\$591,576	▲3.8%	\$66,713	▼16.0%	\$7.80	▲\$0.25	11.3%	▼2.7%
	22	\$459,049	▲4.9%	\$60,400	▼6.5%	\$6.86	▼\$0.18	13.2%	▼1.6%
	23	\$421,563	▲3.4%	\$46,324	▼18.8%	\$7.18	▲\$0.06	11.0%	▼3.0%
	23X	\$110,910	▲5.8%	\$9,734	▼17.2%	\$9.22	▲\$0.18	8.8%	▼2.4%
	29	\$115,413	▲5.9%	\$8,439	▼20.3%	\$11.81	▲\$1.11	7.3%	▼2.4%
	49	\$407,984	▲6.0%	\$53,296	▼15.8%	\$5.41	▲\$0.15	13.1%	▼3.4%
	<b>Rollup</b>	<b>\$2,106,494</b>	<b>▲4.6%</b>	<b>\$244,905</b>	<b>▼14.6%</b>	<b>\$7.07</b>	<b>▲\$0.10</b>	<b>11.6%</b>	<b>▼2.6%</b>
3. Local Connector	219	\$172,932	▲3.0%	\$14,457	▼7.1%	\$11.15	▼\$1.35	8.4%	▼0.9%
	228	\$256,718	▲2.7%	\$23,625	▼7.3%	\$10.92	▼\$0.42	9.2%	▼1.0%
	233	\$113,994	▲2.7%	\$9,808	▼20.9%	\$10.30	▲\$1.45	8.6%	▼2.6%
	245	\$111,132	▲3.0%	\$12,595	▼3.7%	\$7.46	▼\$0.26	11.3%	▼0.8%
	251	\$252,827	▲2.4%	\$22,279	▼9.5%	\$8.28	▼\$0.50	8.8%	▼1.2%
	257	\$200,253	▲4.2%	\$18,070	▲1.5%	\$9.70	▼\$1.60	9.0%	▼0.2%
	<b>Rollup</b>	<b>\$1,107,856</b>	<b>▲3.0%</b>	<b>\$100,834</b>	<b>▼7.5%</b>	<b>\$9.54</b>	<b>▼\$0.51</b>	<b>9.1%</b>	<b>▼1.0%</b>
4. Supplemental	113	\$12,518	▲1.9%	\$1,430	▼17.7%	\$4.37	▲\$0.72	11.4%	▼2.7%
	115	\$10,793	▼7.4%	\$668	▼34.3%	\$5.79	▲\$0.30	6.2%	▼2.5%
	117	\$14,115	▼10.3%	\$1,208	▼27.2%	\$4.15	▲\$0.15	8.6%	▼2.0%
	119	\$21,964	▲8.8%	\$3,467	▼10.1%	\$3.14	▲\$0.14	15.8%	▼3.3%
	125	\$17,815	▼1.9%	\$1,149	▼6.9%	\$10.85	▼\$1.56	6.4%	▼0.3%
	139	\$9,454	▼6.8%	\$771	▲50.7%	\$9.51	▼\$7.44	8.2%	▲3.1%
	145	\$7,814	▼7.0%	\$1,211	▼1.8%	\$2.35	▼\$0.64	15.5%	▲0.8%
	149	\$9,315		\$388		\$8.58		4.2%	
	151	\$23,621	▼0.5%	\$2,666	▼8.3%	\$3.59	▲\$0.03	11.3%	▼1.0%
	154	\$9,675	▼7.6%	\$990	▼7.0%	\$5.01	▼\$0.16	10.2%	▲0.1%
	<b>Rollup</b>	<b>\$137,082</b>	<b>▲4.8%</b>	<b>\$13,949</b>	<b>▼8.4%</b>	<b>\$4.53</b>	<b>▲\$0.05</b>	<b>10.2%</b>	<b>▼1.5%</b>
5. Rural	61	\$180,755	▲1.1%	\$10,161	▼16.5%	\$16.31	▲\$1.59	5.6%	▼1.2%
	68	\$311,282	▲2.8%	\$19,117	▼2.6%	\$13.34	▼\$0.80	6.1%	▼0.3%
	<b>Rollup</b>	<b>\$492,037</b>	<b>▲2.2%</b>	<b>\$29,278</b>	<b>▼7.9%</b>	<b>\$14.30</b>	<b>▼\$0.05</b>	<b>6.0%</b>	<b>▼0.7%</b>
6. Partnership Services	122	\$80,104	▼2.5%	\$3,673	▼82.2%	\$17.49	▲\$4.77	4.6%	▼20.6%
	<b>Rollup</b>	<b>\$80,104</b>	<b>▼2.5%</b>	<b>\$3,673</b>	<b>▼82.2%</b>	<b>\$17.49</b>	<b>▲\$4.77</b>	<b>4.6%</b>	<b>▼20.6%</b>
7. Yellow Bus	Hdn Valley	\$0	▼100.0%	\$2,858	▼48.0%	-\$2.85	▼\$17.36		
	White Hill	\$0	▼100.0%	\$50,254	▼32.4%	-\$2.62	▼\$6.45		
	<b>Rollup</b>	<b>\$0</b>	<b>▼100.0%</b>	<b>\$53,112</b>	<b>▼33.4%</b>	<b>-\$2.63</b>	<b>▼\$7.21</b>		
8. Recreational Rollup	66	\$377,316	▼1.0%	\$11,265	▼94.5%	\$6.09	▲\$3.72	3.0%	▼50.6%
	<b>Rollup</b>	<b>\$6,056,222</b>	<b>▲0.6%</b>	<b>\$722,368</b>	<b>▼31.9%</b>	<b>\$6.55</b>	<b>▲\$0.26</b>	<b>11.9%</b>	<b>▼5.7%</b>

\* 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*
<b>9. Demand Response</b>	Dillon DAR	115	▼4.2%	65	▲8.3%	1.8	▼0.2
	Local Para	31,049	▲1.8%	15,253	▲2.9%	2.0	▼0.0
	MTC	3,919	▲199.8%	1,558	▼8.9%	2.5	▲1.8
	Novato DAR	1,309	▲7.7%	660	▲7.6%	2.0	▲0.0
	PtReyesDAR	67	▲36.7%	32	▲50.0%	2.1	▼0.2
	<b>Rollup</b>	<b>36,459</b>	<b>▲9.8%</b>	<b>17,568</b>	<b>▲2.0%</b>	<b>2.1</b>	<b>▲0.1</b>
Catch-A-Ride	CAR_Gen	2,185	▼28.8%	0			
	CAR_LowInc	1,719	▲226.8%	0			
	<b>Rollup</b>	<b>3,904</b>	<b>▲8.6%</b>	<b>0</b>			
Volunteer Driver	VolDvr	2,166	▼21.0%	2,785	▼14.0%	0.8	▼0.1
	VolDvrWM	870	▼14.2%	1,365	▼17.4%	0.6	▲0.0
<b>Rollup</b>	<b>43,399</b>	<b>▲7.1%</b>	<b>21,718</b>	<b>▼1.8%</b>	<b>2.0</b>	<b>▲0.2</b>	

### Marin Access Financial Statistics by Service

Typology	Route	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
<b>9. Demand Response</b>	Dillon DAR	\$4,128	▲1.5%	\$489	▲93.7%	\$31.64	▼\$0.14	11.8%	▲5.6%
	Local Para	\$1,327,422	▲5.8%	\$48,677	▼14.8%	\$41.18	▲\$1.93	3.7%	▼0.9%
	MTC	\$130,457	▼33.7%	\$4,228	▲55.7%	\$32.21	▼\$116.17	3.2%	▲1.9%
	Novato DAR	\$54,192	▲20.0%	\$2,295	▲13.1%	\$39.65	▲\$4.14	4.2%	▼0.3%
	PtReyesDAR	\$2,000	▲42.2%	\$284	▲175.6%	\$25.61	▼\$1.00	14.2%	▲6.9%
	<b>Rollup</b>	<b>\$1,518,198</b>	<b>▲1.1%</b>	<b>\$55,973</b>	<b>▼10.0%</b>	<b>\$40.11</b>	<b>▼\$3.26</b>	<b>3.7%</b>	<b>▼0.5%</b>
Catch-A-Ride	CAR_Gen	\$68,735	▼15.7%	\$4,585	▼27.1%	\$29.36	▲\$4.85	6.7%	▼1.0%
	CAR_LowInc	\$28,530	▲140.5%	\$3,606	▲217.1%	\$14.50	▼\$5.89	12.6%	▲3.1%
	<b>Rollup</b>	<b>\$97,265</b>	<b>▲4.2%</b>	<b>\$8,191</b>	<b>▲10.3%</b>	<b>\$22.82</b>	<b>▼\$1.09</b>	<b>8.4%</b>	<b>▲0.5%</b>
Volunteer Driver	VolDvr	\$22,711	▲15.6%	\$0		\$10.48	▲\$3.32	0.0%	-
	VolDvrWM	\$13,963	▲6.5%	\$0		\$16.05	▲\$3.12	0.0%	-
<b>Rollup</b>	<b>\$1,652,137</b>	<b>▲1.5%</b>	<b>\$64,164</b>	<b>▼7.9%</b>	<b>\$36.59</b>	<b>▼\$1.84</b>	<b>3.9%</b>	<b>▼0.4%</b>	

\* Change compared to same quarter of prior year

## Systemwide Total

### Systemwide Passenger Statistics Summary

	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
Values	857,153	▲3.5%	67,570	▼0.8%	12.7	▲0.5

### Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$7,708,359	▲0.8%	\$786,532	▼30.4%	\$8.08	▲\$0.20	10.2%	▼4.6%

\* Change compared to same quarter of prior year



## FY 2020 Marin Access Outreach and Travel Training

### Travel Navigator Reporting Month: July 2019

Date	Event	Description	Audience
7/9/2019	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
7/11/2019	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.	25
7/16/2019	Travel Navigator Marin Access Presentation at Smith Ranch Homes in San Rafael, CA	Travel Training Group Presentation regarding transportation and mobility options for older adults and persons with disabilities in Marin County and beyond.	20
7/18/2019	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
7/25/2019	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.	28

## FY 2020 Marin Access Outreach and Travel Training

### Travel Navigator Reporting Month: August 2019

Date	Event	Description	Audience
8/13/2019	Speakers Forum on Aging at Congregation Kol Shafar in Tiburon, CA	A panel discussion on various topics including a presentation on transportation options in Marin for older adults and persons with disabilities followed by a Q&A. Travel Navigators also tabled at this event.	42
8/13/2019	Travel Navigator Marin Access Presentation at The Redwoods in Mill Valley, CA	Travel Training Group Presentation regarding transportation and mobility options for older adults and persons with disabilities in Marin County and beyond.	19
8/14/2019	Travel Navigator Satellite Hours, Goldenaires at San Rafael Community Center	Remote location "office hours" before and during a congregate senior lunch & bingo event.	45
8/15/2019	Travel Navigator Satellite Hours at San Geronimo Valley Community Center	Remote location "office hours" before and during a regularly scheduled senior lunch event.	25
8/21/2019	Travel Navigator Marin Access Presentation for Marin Villages event at the Northgate Mall Community Room entitled "Driving No More"	Travel Training Group Presentation regarding transportation and mobility options for older adults and persons with disabilities in Marin County and beyond.	12
8/22/2019	Travel Navigator Marin Access In-Service Presentation for EAH Housing staff at the Shelter Hill Apartments in Mill Valley, CA	Travel Training Group Presentation to service staff regarding transportation and mobility options for older adults and persons with disabilities in Marin County and beyond, and how they can best assist their clients through the eligibility process.	7

## FY 2020 Marin Access Outreach and Travel Training

### Travel Navigator Reporting Month: September 2019

Date	Event	Description	Audience
9/10/2019	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.	15
9/11/2019	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.	34
9/19/2019	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.	40
9/25/2019	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.	26

## **FY 2020 Marin Access Outreach and Travel Training**

### **Technology 4 Life Reporting Months: July – September 2019**

<b>Date</b>	<b>Event</b>	<b>Description</b>	<b>Audience</b>
<b>9/18/2019</b>	Tech Tips for Transportation at Community Action Marin Lab – 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.	5
<b>9/25/2019</b>	Tech Tips for Transportation at Community Action Marin Lab – 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.	5