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September 14, 2020

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 2019/20**

Dear Board Members:

**board of directors**

dennis rodoni  
president  
supervisor district 4

kate colin  
vice president  
city of san rafael

judy arnold  
2nd vice president  
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director  
supervisor district 1

eric lucan  
director  
city of novato

katie rice  
director  
supervisor district 2

kathrin sears  
director  
supervisor district 3

**RECOMMENDATION:** Accept report.

**SUMMARY:**

As part of the District's service monitoring, staff prepares a quarterly performance report alongside the quarterly financial report. Attached is the report for the fourth 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 the impact 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 Q4

This report summarizes the operational performance of Marin Transit services for the fourth quarter of FY 2019/20 from April 1, 2020 through June 30, 2020. 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 as one system. In December 2016, the District 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 Marin Transit’s 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
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, 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 fourth quarter of FY 2019/20, Marin Transit carried 238,970 passengers systemwide. This represents a decrease of 71.9% in ridership compared to the fourth quarter of the previous fiscal year. On fixed-route transit services including Yellow School Bus, Marin Transit carried 228,560 riders. This is a 71.6% decrease from the last fiscal year. Marin Access services carried 10,410

trips on demand response and mobility management programs, a decrease of 75.8% 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 fourth quarter of FY 2019/20, Local Trunkline services carried 102,470 passengers. This is a 65.2% decrease compared to the fourth quarter of the previous fiscal year. No routes met the productivity target of 20 passengers per hour or the \$4.50 per passenger subsidy target.

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

Local Basic services carried a total of 80,538 passengers during the fourth quarter of this fiscal year, a decrease of 67.7% compared to last fiscal year. No routes met the subsidy target of \$6.50 per passenger or the performance target of 18 passengers per hour.

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

During the fourth quarter of the fiscal year, Local Connector services carried 29,957 total passengers. This is 71.4% less than the previous year. No routes met the productivity target of 8 passengers per hour or the subsidy target of \$9.00 per passenger.

#### **Supplemental (Routes 113, 115, 117, 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, and carried no passengers during the fourth quarter of FY 2019/20.

#### **Supplemental Backup Service (Routes 400 COVID and 600 COVID)**

The District created two new supplemental routes to provide backup services in the Canal corridor and serve Highway 101 bus pads to alleviate limits on the number of passengers on a bus, related to the COVID-19 pandemic. This backup service went into effect the last weekend of May and carried 5,613 passengers throughout the fourth quarter. There are no performance targets established for this service.

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

In the fourth quarter of the fiscal year, the two Stagecoach routes carried 9,979 passengers total. This is a 68% decrease from the prior year. Neither route met the subsidy goal of \$12.00 per passenger or productivity goal of 6 passengers per hour.

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

Route 122 were suspended due to the COVID-19 pandemic, and did not operate during the fourth quarter of FY 2019/20.

#### **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 fourth quarter of FY 2019/20.

#### **Marin Access**

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

In the fourth quarter of FY 2019/20, local paratransit carried 5,879 passengers. The service productivity average of 1.7 passengers per hour did not meet the 2.0 standard. The number of passengers represents an 80.9% decrease in ridership 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 506 passengers and fell short of its 2.0 productivity standard at 1.9 passengers per hour. Ridership was 62% 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 fourth quarter of the fiscal year, the service carried 68 passengers, a 24.4% decrease compared to last year. The service productivity average of 1.0 passengers per hour did not meet the 2.0 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 runs twice per month on the first and fourth Monday. In the fourth quarter of the fiscal year, the service carried 34 passengers, 45.2% lower than the fourth quarter of last year, and did not meet its 2.0 productivity target with 1.1 passengers per hour. The service did not meet the subsidy target of less than \$35.00 per passenger trip.

The Volunteer Driver Program completed 1,817 trips in the fourth quarter of FY 2019/20. This represents a 44.9% decrease compared to the previous fiscal year.

The Catch-a-Ride program provided 1,354 one-way trips. This is a decrease of 62.9% compared to the prior year.

Marin Transit launched a new on-demand microtransit service called Marin Transit Connect in FY 17/18. A total of 752 passengers rode the service in the fourth quarter of the FY 19/20, a 79.9% decrease from the prior year. There are currently no official 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 outlined suggested performance targets of 4 passengers per hour and \$15 per passenger trip. While the program continued to show improvement in first three quarters of FY19/20, the program is not meeting those outlined targets. Connect performance reflects the reduced passenger loads related to the COVID-19 pandemic.

## **Ridership Trends**

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In response to the COVID-19 global pandemic, the Governor issued a Shelter in Place order for the State of California that began on March 16, 2020. Travel was advised for essential trips only, including on public transportation. This led to a precipitous reduction in travel demand and significant decrease in overall ridership in the fourth quarter of FY 2019/20.

The overall 71.9% decrease in ridership is 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 70.9% during the fourth quarter of FY 2019/20 compared to the prior year. Regionally, Golden Gate Transit also experienced an 84.3% decrease in the fourth quarter of 2019/20. Compared to the prior year, demand for Marin Access mobility management and demand response programs declined by 75.8% during the fourth quarter of FY 2019/20.

As an essential public service, Marin Transit continued to provide regular service. The pandemic has caused unprecedented 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 the Supplemental School Routes have also been suspended with the closure of Marin County schools and the Muir Woods National Monument. Staff will continue to communicate with school districts and the National Park Service to identify when these services may resume.

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

**Table 2: Factors Impacting Ridership Comparison**

Factor		FY 2018/19 Q4	FY 2019/20 Q4	Impact
Calendar	School Days	53	0	▼▼▼
	Weekdays	64	65	--
	Weekends & Holidays	27	26	--
	Muir Woods Shuttle	26	0	▼▼▼
Service Disruptions (cancelled/missed service)		175	2,230 <sup>(1)</sup>	▼▼▼
Rainfall (inches)		5.16	1.61	▲
Gas Prices		\$3.90	\$2.86	▲

1. Missed service in Q4 2019/20 is planned service that was not operated due to driver shortages. Missed service does not include cancelled service on Supplemental and Muir Woods Shuttle programs due to school and park closures.

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. It is uncertain how the future service and operations will be affected by limited boarding capacity to provide social distancing on buses as the economy reopens. Staff will continue to closely monitor service and ridership levels and respond to changing circumstances as needed.

## Fixed-Route

### Fixed-Route Passenger Statistics by Route

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
1. Local Trunkline	35	64,097	▼62.9%	6,064	▲5.5%	10.6	▼19.5
	36	28,360	▼69.5%	3,183	▼7.1%	8.9	▼18.3
	71	10,013	▼65.1%	1,706	▼10.0%	5.9	▼9.3
	<b>Rollup</b>	<b>102,470</b>	<b>▼65.2%</b>	<b>10,952</b>	<b>▼1.0%</b>	<b>9.4</b>	<b>▼17.2</b>
2. Local Basic	17	22,214	▼65.8%	3,228	▼13.8%	6.9	▼10.5
	22	14,303	▼72.4%	4,338	▼1.2%	3.3	▼8.5
	23	16,185	▼67.6%	2,401	▼13.2%	6.7	▼11.3
	23X	3,665	▼68.0%	603	▼16.0%	6.1	▼9.9
	29	3,308	▼65.7%	576	▼22.9%	5.7	▼7.2
	49	20,863	▼65.9%	3,744	▲0.6%	5.6	▼10.9
	<b>Rollup</b>	<b>80,538</b>	<b>▼67.7%</b>	<b>14,890</b>	<b>▼7.4%</b>	<b>5.4</b>	<b>▼10.1</b>
	3. Local Connector	219	3,664	▼74.6%	1,628	-	2.3
228		5,288	▼73.8%	2,510	▲0.0%	2.1	▼5.9
233		3,227	▼68.6%	1,091	-	3.0	▼6.5
245		3,866	▼73.2%	1,083	▼0.1%	3.6	▼9.7
251		8,492	▼68.6%	2,374	▼0.2%	3.6	▼7.8
257		5,420	▼70.7%	1,951	▲0.5%	2.8	▼6.8
<b>Rollup</b>		<b>29,957</b>	<b>▼71.4%</b>	<b>10,637</b>	<b>▲0.1%</b>	<b>2.8</b>	<b>▼7.1</b>
4. Supplemental		113	0	▼100.0%	0	▼100.0%	
	115	0	▼100.0%	0	▼100.0%		
	117	0	▼100.0%	0	▼100.0%		
	119	0	▼100.0%	0	▼100.0%		
	125	0	▼100.0%	0	▼100.0%		
	139	0	▼100.0%	0	▼100.0%		
	145	0	▼100.0%	0	▼100.0%		
	149	0		0			
	151	0	▼100.0%	0	▼100.0%		
	154	0	▼100.0%	0	▼100.0%		
	Covid	5,613		1,162		4.8	
	<b>Rollup</b>	<b>5,613</b>	<b>▼88.2%</b>	<b>1,162</b>	<b>▼2.3%</b>	<b>4.8</b>	<b>▼35.3</b>
	5. Rural	61	2,106	▼79.0%	1,303	▼15.7%	1.6
68		7,873	▼62.7%	2,654	▼0.1%	3.0	▼5.0
<b>Rollup</b>		<b>9,979</b>	<b>▼68.0%</b>	<b>3,957</b>	<b>▼5.8%</b>	<b>2.5</b>	<b>▼4.9</b>
6. Partnership Services	122	0	▼100.0%	0	▼100.0%		
	<b>Rollup</b>	<b>0</b>	<b>▼100.0%</b>	<b>0</b>	<b>▼100.0%</b>		
7. Yellow Bus	Hdn Valley	0	▼100.0%	46	▼4.2%	0.0	▼44.2
	White Hill	3	▼100.0%	272	▼4.2%	0.0	▼106.9
	<b>Rollup</b>	<b>3</b>	<b>▼100.0%</b>	<b>318</b>	<b>▼4.2%</b>	<b>0.0</b>	<b>▼97.9</b>
<b>Rollup</b>	<b>228,560</b>	<b>▼71.6%</b>	<b>41,920</b>	<b>▼8.7%</b>	<b>5.5</b>	<b>▼12.1</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	\$925,001	▲5.9%	\$78,828	▼52.4%	\$13.20	▲\$9.10	8.5%	▼10.4%
	36	\$484,534	▼6.0%	\$35,864	▼59.6%	\$15.82	▲\$11.24	7.4%	▼9.8%
	71	\$266,165	▼12.0%	\$14,700	▼58.2%	\$25.11	▲\$15.79	5.5%	▼6.1%
	<b>Rollup</b>	<b>\$1,675,700</b>	<b>▼0.9%</b>	<b>\$129,392</b>	<b>▼55.3%</b>	<b>\$15.09</b>	<b>▲\$10.33</b>	<b>7.7%</b>	<b>▼9.4%</b>
2. Local Basic	17	\$493,546	▼13.4%	\$27,877	▼60.6%	\$20.96	▲\$13.29	5.6%	▼6.8%
	22	\$457,283	▲3.7%	\$22,398	▼62.7%	\$30.41	▲\$23.05	4.9%	▼8.7%
	23	\$362,333	▼10.6%	\$21,400	▼60.3%	\$21.06	▲\$14.02	5.9%	▼7.4%
	23X	\$91,644	▼14.0%	\$4,811	▼58.1%	\$23.69	▲\$15.40	5.3%	▼5.5%
	29	\$87,420	▼21.2%	\$4,455	▼53.5%	\$25.08	▲\$14.58	5.1%	▼3.5%
	49	\$404,194	▲4.4%	\$26,298	▼54.0%	\$18.11	▲\$12.73	6.5%	▼8.3%
	<b>Rollup</b>	<b>\$1,896,420</b>	<b>▼6.1%</b>	<b>\$107,238</b>	<b>▼59.2%</b>	<b>\$22.22</b>	<b>▲\$15.16</b>	<b>5.7%</b>	<b>▼7.4%</b>
3. Local Connector	219	\$172,764	▲3.3%	\$5,637	▼66.5%	\$45.61	▲\$35.18	3.3%	▼6.8%
	228	\$259,091	▲5.1%	\$9,108	▼62.8%	\$47.27	▲\$36.27	3.5%	▼6.4%
	233	\$114,373	▲4.1%	\$4,847	▼54.8%	\$33.94	▲\$24.29	4.2%	▼5.5%
	245	\$111,842	▲4.9%	\$5,557	▼59.9%	\$27.49	▲\$21.06	5.0%	▼8.0%
	251	\$251,443	▲3.2%	\$10,917	▼54.0%	\$28.32	▲\$20.20	4.3%	▼5.4%
	257	\$204,126	▲4.9%	\$7,965	▼57.3%	\$36.19	▲\$26.69	3.9%	▼5.7%
	<b>Rollup</b>	<b>\$1,113,639</b>	<b>▲4.2%</b>	<b>\$44,031</b>	<b>▼59.3%</b>	<b>\$35.70</b>	<b>▲\$26.55</b>	<b>4.0%</b>	<b>▼6.2%</b>
4. Supplemental	113	\$0	▼100.0%	\$0	▼100.0%				
	115	\$0	▼100.0%	\$0	▼100.0%				
	117	\$0	▼100.0%	\$0	▼100.0%				
	119	\$0	▼100.0%	\$0	▼100.0%				
	125	\$0	▼100.0%	\$0	▼100.0%				
	139	\$0	▼100.0%	\$0	▼100.0%				
	145	\$0	▼100.0%	\$0	▼100.0%				
	149	\$0		\$0					
	151	\$0	▼100.0%	\$0	▼100.0%				
	154	\$0	▼100.0%	\$0	▼100.0%				
	Covid	\$303,116		\$7,592		\$52.65		2.5%	
<b>Rollup</b>	<b>\$303,116</b>	<b>▲78.8%</b>	<b>\$7,592</b>	<b>▼78.1%</b>	<b>\$52.65</b>	<b>▲\$49.82</b>	<b>2.5%</b>	<b>▼18.0%</b>	
5. Rural	61	\$147,811	▼14.1%	\$2,328	▼79.5%	\$69.08	▲\$53.07	1.6%	▼5.0%
	68	\$305,648	▲1.6%	\$8,467	▼60.0%	\$37.75	▲\$24.51	2.8%	▼4.3%
	<b>Rollup</b>	<b>\$453,459</b>	<b>▼4.1%</b>	<b>\$10,794</b>	<b>▼66.8%</b>	<b>\$44.36</b>	<b>▲\$30.22</b>	<b>2.4%</b>	<b>▼4.5%</b>
6. Partnership Services	122	\$0	▼100.0%	\$0	▼100.0%				
	<b>Rollup</b>	<b>\$0</b>	<b>▼100.0%</b>	<b>\$0</b>	<b>▼100.0%</b>				
7. Yellow Bus	Hdn Valley	\$35,705	▲18.0%	\$0	▼100.0%			0.0%	▼28.2%
	White Hill	\$211,375	▲18.0%	\$26,712	▼78.2%	\$61,554.33	▲\$61,552	12.6%	▼55.8%
	<b>Rollup</b>	<b>\$247,080</b>	<b>▲18.0%</b>	<b>\$26,712</b>	<b>▼79.6%</b>	<b>\$73,456.00</b>	<b>▲\$73,453</b>	<b>10.8%</b>	<b>▼51.8%</b>
<b>Rollup</b>	<b>\$5,871,013</b>	<b>▼2.5%</b>	<b>\$325,762</b>	<b>▼67.9%</b>	<b>\$24.26</b>	<b>▲\$18.05</b>	<b>5.5%</b>	<b>▼11.3%</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	68	▼24.4%	65	-	1.0	▼0.3
	Local Para	5,879	▼80.9%	3,449	▼78.4%	1.7	▼0.2
	MTC	752	▼79.9%	1,346	▼14.6%	0.6	▼1.8
	Novato DAR	506	▼62.0%	266	▼58.0%	1.9	▼0.2
	PtReyesDAR	34	▼45.2%	32	-	1.1	▼0.9
	<b>Rollup</b>		<b>7,239</b>	<b>▼79.9%</b>	<b>5,158</b>	<b>▼71.8%</b>	<b>1.4</b>
<b>Catch-A-Ride</b>	CAR_Gen	668	▼66.8%	0			
	CAR_LowInc	686	▼58.0%	0			
	<b>Rollup</b>	<b>1,354</b>	<b>▼62.9%</b>	<b>0</b>			
<b>Volunteer Driver</b>	VolDvr	1,326	▼42.9%	1,614	▼48.1%	0.8	▲0.1
	VolDvrWM	491	▼49.5%	742	▼50.4%	0.7	▲0.0
<b>Rollup</b>		<b>10,410</b>	<b>▼75.8%</b>	<b>7,514</b>	<b>▼67.1%</b>	<b>1.4</b>	<b>▼0.5</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	\$4,087	▼2.1%	\$271	▼20.0%	\$56.12	▲\$13.48	6.6%	▼1.5%
	Local Para	\$1,171,181	▼6.7%	\$10,962	▼77.7%	\$197.35	▲\$158.21	0.9%	▼3.0%
	MTC	\$144,051	▼4.5%	\$215	▼97.1%	\$191.27	▲\$152.91	0.1%	▼4.7%
	Novato DAR	\$40,886	▼21.3%	\$989	▼54.6%	\$78.85	▲\$41.46	2.4%	▼1.8%
	PtReyesDAR	\$1,991	▼2.2%	\$134	▼40.3%	\$54.59	▲\$25.36	6.7%	▼4.3%
	<b>Rollup</b>	<b>\$1,362,196</b>	<b>▼6.9%</b>	<b>\$12,571</b>	<b>▼78.8%</b>	<b>\$186.44</b>	<b>▲\$147.45</b>	<b>0.9%</b>	<b>▼3.1%</b>
<b>Catch-A-Ride</b>	CAR_Gen	\$35,659	▼47.2%	\$601	▼85.2%	\$52.48	▲\$20.94	1.7%	▼4.3%
	CAR_LowInc	\$26,410	▼12.1%	\$618	▼81.2%	\$37.60	▲\$21.21	2.3%	▼8.6%
	<b>Rollup</b>	<b>\$62,069</b>	<b>▼36.4%</b>	<b>\$1,220</b>	<b>▼83.4%</b>	<b>\$44.94</b>	<b>▲\$20.19</b>	<b>2.0%</b>	<b>▼5.6%</b>
<b>Volunteer Driver</b>	VolDvr	\$15,343	▼37.3%	\$0		\$11.57	▲\$1.03	0.0%	-
	VolDvrWM	\$8,768	▼38.8%	\$0		\$17.86	▲\$3.12	0.0%	-
<b>Rollup</b>	<b>\$1,448,376</b>	<b>▼9.5%</b>	<b>\$13,791</b>	<b>▼79.3%</b>	<b>\$137.81</b>	<b>▲\$102.12</b>	<b>1.0%</b>	<b>▼3.2%</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	238,970	▼71.9%	49,434	▼28.1%	4.8	▼7.5

### Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$7,319,390	▼4.0%	\$339,553	▼68.6%	\$29.21	▲\$21.51	4.6%	▼9.5%

\* Change compared to same quarter of prior year



## FY 2020 Marin Access Outreach and Travel Training

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### Travel Navigator Reporting Month: April 2020

Date(s)	Program	Description	Number of Calls Made
4/15/20 – 6/5/20	Marin Access Rider Survey Follow-Up	Phone outreach to Marin Access clients to collect responses for the annual rider survey	634

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### Travel Navigator Reporting Month: May 2020

Date(s)	Program	Description	Number of Calls Made
5/15/20	Low Income Fare Assistance Outreach Calls	Phone outreach to gather information from Low Income Fare Assistance applicants in order to determine LIFA eligibility	184

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### Travel Navigator Reporting Month: June 2020

Date(s)	Program	Description	Number of Calls Made
6/9/20	Connect Rider Enrollment Outreach	Phone outreach to Marin Access clients registered for Connect to assist in transitioning to the Uber platform	72

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