



December 7, 2020

711 grand ave, #110
san rafael, ca 94901

ph: 415.226.0855
fax: 415.226.0856
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 2020/21

board of directors

Dear Board Members:

dennis rodoni
president
supervisor district 4

RECOMMENDATION: Accept report.

kate colin
vice president
city of san rafael

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 first quarter of FY 2020/21.

judy arnold
2nd vice president
supervisor district 5

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 service changes.

damon connolly
director
supervisor district 1

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.

eric lucan
director
city of novato

FISCAL/STAFFING IMPACT: None associated with this report.

katie rice
director
supervisor district 2

Respectfully submitted,

Aida Banihashemi
Planning Manager

kathrin sears
director
supervisor district 3

Attachments

Quarterly Performance Report for FY 2020/21 Q1

This report summarizes the operational performance of Marin Transit services for the first quarter of FY 2020/21 from July 1, 2020 through September 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. The reporting tools capture 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 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/Tomales DAR, Point Reyes DAR	2	\$35.00

Performance Summary

In the first quarter of FY 2020/21, Marin Transit carried a total of 337,544 passengers systemwide. This represents a decrease of 60.9% in ridership compared to the first quarter of fiscal year 2019/20. On fixed-route transit services including Yellow School Bus, Marin Transit carried 325,419 riders. This is a 59.3% decrease from the previous fiscal year. Marin Access services carried 12,123 trips on demand response and mobility management programs, a decrease of 72.1% compared to the year before. 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 2020/21, Local Trunkline services carried 128,563 passengers. This is a 57.3% decrease compared to the first quarter of the previous fiscal year. No routes met the productivity target of 20 passengers per hour nor the \$4.50 per passenger subsidy target.

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

Local Basic services carried a total of 110,275 passengers during the first quarter of this fiscal year, a decrease of 58.3% compared to last fiscal year. None of the 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 first quarter of the fiscal year, Local Connector services carried 42,299 total passengers. This is 60.4% fewer than the previous year. None of these routes met the productivity target of 8 passengers per hour or the subsidy target of \$9.00 per passenger.

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

Supplemental school services were suspended due to the COVID-19 pandemic Shelter in Place order and school closures. Thus, these routes carried no passengers during the first quarter of FY 2020/21.

Supplemental Back up Service (Routes 400 COVID, 600 COVID, 117, 135, and 171)

The District created two new supplemental routes (400 COVID & 600 COVID) to serve the Canal corridor and Highway 101 bus pads and alleviate limits on boarding capacity related to the COVID-19 pandemic. This backup service went into effect in late May 2020 and ended on August 10, 2020 when the District launched three new back-up routes (117, 135, and 171). In addition to the Canal corridor and 101 bus pads, the District provided new backup service in Mill Valley and Strawberry. Supplemental back-up service carried 28,680 passengers during the first quarter of FY 2020/21. There are no performance targets established for this service.

Rural (West Marin Stagecoach Routes 61 and 68)

In the first quarter of the fiscal year, the two Stagecoach routes carried 14,841 passengers. This is a 55.6% 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 was suspended due to the COVID-19 pandemic, and resumed service on August 10, 2020 along with the supplemental backup routes. During the first quarter of FY 2020/21, Route 122 carried 761 passengers. This represents an 83% decrease from the first quarter of the previous year.

Yellow Bus

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

Recreational (Route 66-Muir Woods Shuttle)

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

Marin Access

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

In the first quarter of FY 2020/21, local paratransit carried 7,773 passengers. The service productivity average of 1.8 passengers per hour did not meet the 2.0 standard. The number of passengers represents a 75% 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 464 passengers and met its 2.0 productivity standard at 2.1 passengers per hour. Ridership was 64.6% lower than in the previous fiscal year. The service did not meet the subsidy target of \$35.00 per passenger.

The Dillon Beach/Tomales Dial-a-Ride provides curb-to-curb pick-up and drop-off between Dillon Beach, Tomales, and Petaluma and operates on Wednesdays only. During the first quarter of the fiscal year, the service carried 55 passengers, a 52% decrease compared to last year. The service productivity average of 0.8 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 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 first quarter of the fiscal year, the service carried 40 passengers, 40.3% lower than the first quarter of last year, and did not meet its 2.0 productivity target with 1.3 passengers per hour. The service did not meet the subsidy target of less than \$35.00 per passenger trip.

The Volunteer Driver Program completed 213 trips in the first quarter of FY 2020/21. This represents a 93% decrease compared to the previous fiscal year.

The Catch-a-Ride program provided 3,204 one-way trips. This is a decrease of 17.9% compared to the prior year.

Marin Transit launched a new on-demand microtransit service, Marin Transit Connect, in FY 17/18. This pilot program carried 374 passengers in the first quarter of FY 2020/21, a 90.5% decrease from the prior year. There are no Board-adopted performance targets for the Connect service. In early 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 Connect continued to show improvement in FY19/20, the program did not meet its staff-identified targets. Connect ridership was significantly impacted by the COVID-19 pandemic.

Ridership Trends

In response to the COVID-19 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 factor led to a precipitous decline in travel demand and overall ridership throughout the first quarter of FY 2020/21.

As an essential public service, Marin Transit continues to provide regular services. The pandemic continues to impact Marin Transit operations, ridership, and corresponding fare revenue on fixed route and paratransit services.

Marin Transit suspended yellow bus service in the Ross Valley. The District also suspended the Muir Woods Shuttle service and Supplemental School Routes due to the closure of Marin County schools and the Muir Woods National Monument. Staff will remain in close communication with school districts and the National Park Service to identify when services may resume.

The overall 60.9% decrease in ridership is generally in line with the trends among bus transit agencies throughout the country and in the Bay Area. According to the National Transit Database, nationwide bus ridership declined 53.5% during the first quarter of FY 2020/21 compared to the prior year. Regionally, Golden Gate Transit experienced a 79.4% decrease in the first quarter of 2019/20. Compared to the prior year, demand for Marin Access mobility management and demand response programs declined by 72.1% during the first quarter of FY 2020/21.

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

Table 2: Factors Impacting Ridership Comparison

Factor		FY 2019/20 Q1	FY 2020/21 Q1	Impact
Calendar	School Days	28	0	▼▼
	Weekdays	66	66	--
	Weekends & Holidays	28	28	--
	Muir Woods Shuttle	57	0	▼▼▼▼
Service Disruptions (cancelled/missed service)		178	35	▲▲▲
Rainfall (inches)		0.03	0.06	--
Gas Prices		\$3.64	\$3.14	▼

The District continues to maintain the remaining fixed route services and run supplemental backup services to allow for adequate physical distancing. Staff will work to determine how limited boarding capacity will impact future service and operations as the economy reopens. Staff will closely monitor service and ridership levels and respond to changing circumstances as needed and as Marin County's Department of Public Health status changes.

Fixed-Route

Fixed-Route Passenger Statistics by Route

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
1. Local Trunkline	35	76,681	▼57.2%	6,452	▲11.6%	11.9	▼19.1
	36	37,715	▼58.6%	3,483	▲1.3%	10.8	▼15.7
	71	14,167	▼53.4%	2,032	▲7.6%	7.0	▼9.1
	Rollup	128,563	▼57.3%	11,967	▲7.7%	10.7	▼16.3
2. Local Basic	17	30,176	▼55.2%	3,564	▼5.1%	8.5	▼9.5
	22	19,103	▼67.4%	4,133	▼6.5%	4.6	▼8.6
	23	22,501	▼57.0%	2,796	▲0.8%	8.0	▼10.8
	23X	6,102	▼44.4%	650	▼9.5%	9.4	▼5.9
	29	4,399	▼51.4%	659	▼11.9%	6.7	▼5.4
	49	27,994	▼57.6%	3,753	▼1.4%	7.5	▼9.9
	Rollup	110,275	▼58.3%	15,555	▼4.1%	7.1	▼9.2
3. Local Connector	219	6,074	▼57.8%	1,638	▼0.1%	3.7	▼5.1
	228	7,410	▼65.7%	2,516	▼0.7%	2.9	▼5.6
	233	4,245	▼58.8%	1,101	▲0.1%	3.9	▼5.5
	245	5,934	▼55.4%	1,096	▼0.0%	5.4	▼6.7
	251	12,062	▼57.3%	2,404	▲0.0%	5.0	▼6.7
	257	6,574	▼65.3%	1,980	▲2.1%	3.3	▼6.4
	Rollup	42,299	▼60.4%	10,734	▲0.2%	3.9	▼6.0
4. Supplemental	113	0	▼100.0%	0	▼100.0%		
	115	0	▼100.0%	0	▼100.0%		
	117	3,151	▼1.3%	709	▲938.6%	4.4	▼42.3
	119	0	▼100.0%	0	▼100.0%		
	125	0	▼100.0%	0	▼100.0%		
	135	11,940		806		14.8	
	139	0	▼100.0%	0	▼100.0%		
	145	0	▼100.0%	0	▼100.0%		
	149	0	▼100.0%	0	▼100.0%		
	151	0	▼100.0%	0	▼100.0%		
	154	0	▼100.0%	0	▼100.0%		
	171	5,072		945		5.4	
	Covid	8,517		1,475		5.8	
	Rollup	28,680	▼0.5%	3,935	▲484.0%	7.3	▼35.5
5. Rural	61	3,965	▼63.1%	1,529	▼3.6%	2.6	▼4.2
	68	10,876	▼52.0%	2,654	▼1.0%	4.1	▼4.4
	Rollup	14,841	▼55.6%	4,184	▼2.0%	3.5	▼4.3
6. Partnership Services	122	761	▼83.0%	390	▼13.6%	2.0	▼8.0
	Rollup	761	▼83.0%	390	▼13.6%	2.0	▼8.0
7. Yellow Bus Rollup	Hdn Valley	0	▼100.0%	0	▼100.0%		
		325,421	▼60.3%	46,769	▲1.7%	7.0	▼10.8

* 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	\$1,021,137	▲11.7%	\$81,547	▼49.5%	\$12.25	▲\$8.05	8.0%	▼9.7%
	36	\$549,256	▲1.9%	\$40,651	▼51.1%	\$13.49	▲\$8.49	7.4%	▼8.0%
	71	\$328,224	▲4.8%	\$17,292	▼50.7%	\$21.95	▲\$12.80	5.3%	▼5.9%
	Rollup	\$1,898,617	▲7.5%	\$139,490	▼50.1%	\$13.68	▲\$8.74	7.3%	▼8.5%
2. Local Basic	17	\$534,359	▼10.3%	\$31,932	▼54.8%	\$16.65	▲\$8.85	6.0%	▼5.9%
	22	\$454,926	▼1.9%	\$23,257	▼64.3%	\$22.60	▲\$15.80	5.1%	▼8.9%
	23	\$435,521	▲2.6%	\$25,764	▼47.6%	\$18.21	▲\$11.03	5.9%	▼5.7%
	23X	\$102,614	▼8.1%	\$6,733	▼35.0%	\$15.71	▲\$6.49	6.6%	▼2.7%
	29	\$103,671	▼10.8%	\$5,120	▼43.2%	\$22.40	▲\$10.57	4.9%	▼2.8%
	49	\$415,187	▲0.8%	\$28,549	▼50.1%	\$13.81	▲\$8.44	6.9%	▼7.0%
	Rollup	\$2,046,277	▼3.6%	\$121,354	▼53.6%	\$17.46	▲\$10.41	5.9%	▼6.4%
3. Local Connector	219	\$180,710	▲3.6%	\$6,916	▼54.6%	\$28.61	▲\$17.55	3.8%	▼4.9%
	228	\$271,543	▲4.8%	\$9,657	▼61.1%	\$35.34	▲\$24.50	3.6%	▼6.0%
	233	\$119,898	▲4.2%	\$5,060	▼51.3%	\$27.05	▲\$16.89	4.2%	▼4.8%
	245	\$118,340	▲5.5%	\$6,472	▼51.0%	\$18.85	▲\$11.42	5.5%	▼6.3%
	251	\$264,512	▲3.7%	\$12,877	▼45.5%	\$20.86	▲\$12.66	4.9%	▼4.4%
	257	\$216,074	▲6.9%	\$7,963	▼57.9%	\$31.66	▲\$21.99	3.7%	▼5.7%
	Rollup	\$1,171,078	▲4.7%	\$48,945	▼53.9%	\$26.53	▲\$17.05	4.2%	▼5.3%
4. Supplemental	113	\$0	▼100.0%	\$0	▼100.0%				
	115	\$0	▼100.0%	\$0	▼100.0%				
	117	\$88,626	▲533.8%	\$4,042	▲191.0%	\$26.84	▲\$22.90	4.6%	▼5.4%
	119	\$0	▼100.0%	\$0	▼100.0%				
	125	\$0	▼100.0%	\$0	▼100.0%				
	135	\$99,089		\$12,081		\$7.29		12.2%	
	139	\$0	▼100.0%	\$0	▼100.0%				
	145	\$0	▼100.0%	\$0	▼100.0%				
	149	\$0	▼100.0%	\$0	▼100.0%				
	151	\$0	▼100.0%	\$0	▼100.0%				
	154	\$0	▼100.0%	\$0	▼100.0%				
	171	\$118,037		\$6,011		\$22.09		5.1%	
	Covid	\$220,074		\$1,836		\$25.62		0.8%	
	Rollup	\$525,826	▲287.5%	\$23,969	▲40.8%	\$17.50	▲\$13.38	4.6%	▼8.0%
5. Rural	61	\$180,784	▼0.1%	\$3,369	▼69.2%	\$44.75	▲\$28.90	1.9%	▼4.2%
	68	\$316,526	▲1.6%	\$9,833	▼52.9%	\$28.20	▲\$15.37	3.1%	▼3.6%
	Rollup	\$497,311	▲1.0%	\$13,203	▼58.5%	\$32.62	▲\$18.83	2.7%	▼3.8%
6. Partnership Services	122	\$47,748	▼42.0%	\$1,165	▼94.0%	\$61.21	▲\$47.13	2.4%	▼21.1%
	Rollup	\$47,748	▼42.0%	\$1,165	▼94.0%	\$61.21	▲\$47.13	2.4%	▼21.1%
7. Yellow Bus Rollup	Hdn Valley	\$0	▼100.0%	\$0	▼100.0%				
		\$6,190,199	▼1.4%	\$348,130	▼64.6%	\$17.95	▲\$11.48	5.6%	▼10.0%

* Change compared to same quarter of prior year

Marin Access

Marin Access Passenger Statistics by Service

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
9. Demand Response	Dillon DAR	55	▼52.2%	70	▲7.7%	0.8	▼1.0
	Local Para	7,773	▼75.0%	4,211	▼72.4%	1.8	▼0.2
	MTC	374	▼90.5%	2,467	▲58.4%	0.2	▼2.4
	Novato DAR	464	▼64.6%	223	▼66.3%	2.1	▲0.1
	PtReyesDAR	40	▼40.3%	32	-	1.3	▼0.9
	Rollup		8,706	▼76.1%	7,002	▼60.1%	1.2
Catch-A-Ride	CAR_Gen	2,819	▲29.0%	0			
	CAR_LowInc	385	▼77.6%	0			
	Rollup	3,204	▼17.9%	0			
Volunteer Driver	VolDvr	177	▼91.8%	2,110	▼29.3%	0.1	▼0.6
	VolDvrWM	36	▼95.9%	668	▼53.8%	0.1	▼0.5
Rollup		12,123	▼72.1%	9,780	▼55.5%	1.2	▼0.7

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	\$4,476	▲8.4%	\$210	▼57.1%	\$77.56	▲\$45.90	4.7%	▼7.2%
	Local Para	\$1,139,883	▼14.7%	\$18,461	▼67.5%	\$144.27	▲\$103.04	1.6%	▼2.6%
	MTC	\$193,506	▲35.7%	\$1,222	▼84.9%	\$514.13	▲\$479.81	0.6%	▼5.0%
	Novato DAR	\$26,689	▼51.6%	\$1,553	▼32.4%	\$54.17	▲\$13.84	5.8%	▲1.6%
	PtReyesDAR	\$2,013	▲0.6%	\$157	▼44.6%	\$46.40	▲\$20.79	7.8%	▼6.4%
	Rollup	\$1,366,567	▼11.3%	\$21,603	▼68.2%	\$154.49	▲\$114.09	1.6%	▼2.8%
Catch-A-Ride	CAR_Gen	\$56,694	▼13.5%	\$3,536	▼22.9%	\$18.86	▼\$9.06	6.2%	▼0.8%
	CAR_LowInc	\$24,712	▼38.0%	\$483	▼86.6%	\$62.93	▲\$41.83	2.0%	▼7.1%
	Rollup	\$81,407	▼22.8%	\$4,019	▼50.9%	\$24.15	▼\$0.76	4.9%	▼2.8%
Volunteer Driver	VolDvr	\$20,464	▼11.1%	\$0		\$115.62	▲\$104.99	0.0%	-
	VolDvrWM	\$9,470	▼32.7%	\$0		\$263.06	▲\$246.88	0.0%	-
Rollup	\$1,477,908	▼12.2%	\$25,622	▼66.3%	\$119.80	▲\$82.77	1.7%	▼2.8%	

* Change compared to same quarter of prior year

Systemwide Total

Systemwide Passenger Statistics Summary

	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
Values	337,544	▼60.9%	56,549	▼16.8%	6.0	▼6.7

Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$7,668,107	▼3.7%	\$373,752	▼64.7%	\$21.61	▲\$13.60	4.9%	▼8.4%

* Change compared to same quarter of prior year

FY 2021 Marin Access Outreach and Travel Training

Travel Navigator Reporting Month: July 2020

Date(s)	Program	Description	Attendees
<i>There were no Marin Access outreach or Travel Training events in July 2020 due to COVID-19.</i>			

Travel Navigator Reporting Month: August 2020

Date(s)	Program	Description	Attendees
<i>There were no Marin Access outreach or Travel Training events in August 2020 due to COVID-19.</i>			

Travel Navigator Reporting Month: September 2020

Date(s)	Program	Description	Attendees
9/12/2020	Navigating Transit Presentation	Presentation to the Marin County MS Self Help Group	15