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September 13, 2021

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 2020/21**

**board of directors**

Dear Board Members:

kate colin  
president  
city of san rafael

**RECOMMENDATION:** Accept report.

judy arnold  
vice president  
supervisor district 5

**SUMMARY:** As part of the District's service monitoring process, staff have prepared a quarterly performance report alongside the quarterly financial report. Attached is the report for the fourth quarter of FY 2020/21.

stephanie moulton-peters  
2nd vice president  
supervisor district 3

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.

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  
Manager of Planning and Marketing

dennis rodoni  
director  
supervisor district 4

Attachments

brian colbert  
alternate  
town of san anselmo

## Quarterly Performance Report for FY 2020/21 Q4

This report summarizes the operational performance of Marin Transit services for the fourth quarter of FY 2020/21 from April 1, 2021 through June 30, 2021. 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 are 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, 71, 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, 135, 139, 145, 149, 151, 154, 171	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 2020/21, Marin Transit carried a total of 446,185 passengers systemwide. This represents an increase of 86.7% in ridership compared to the fourth quarter of the previous fiscal year and an increase of 27% from the third quarter of this fiscal year. On fixed-route transit services, Marin Transit carried 430,966 riders. This is an increase of 88.6% from the fourth quarter of FY 2019/20 and an increase of 27.1% from the third quarter of this fiscal year. Marin Access services carried 15,219 trips on demand response and mobility management programs. This reflects an increase of 46.2% compared to the fourth

quarter of the last fiscal year and an increase of 23.74% compared to the prior quarter in FY2020/21. 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 2020/21, Local Trunkline services carried 168,805 passengers. Supplemental Routes 135 and 171 provide added service to Routes 35, 36, and 71, and carried an additional 33,764 passengers. Collectively, these routes represent an increase of 97.7% compared to the fourth quarter of FY 2019/20 and an increase of 20.8% increase compared to the third quarter of FY2020/21. No routes met their productivity target of 20 passengers per hour, or subsidy target of \$4.50 per passenger. Local Trunkline and backup supplemental services accounted for 34.8% of fixed route service in revenue hours and 47% of fixed route ridership in the fourth quarter of FY2020/21.

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

Local Basic services carried a total of 142,299 passengers during the fourth quarter of this fiscal year. Supplemental Route 117 provide backup service to Routes 17 and 22 and carried an additional 7,245 passengers. Combined, these routes account for an increase of 85.7% compared to last fiscal year, and an increase of 29.5% from the third quarter of this fiscal year. No routes met their performance target of 18 passengers per hour, or the subsidy target of \$6.50 per passenger. Local Basic routes and their backup routes represent 32.2% of fixed route revenue hours and 34.7% of fixed route ridership in the fourth quarter of FY2020/21.

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

During the fourth quarter of the fiscal year, Local Connector services carried 55,405 total passengers. This is 84.9% higher than the previous year and a 34.6% increase from the third quarter of this fiscal year. No routes met the productivity target of 8 passengers per hour, or the subsidy target of \$9.00 per passenger. Local Connector routes accounted for 21.5% of fixed route service in revenue hours and provided 12.9% of fixed-route ridership in the fourth quarter of FY2020/21.

### **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 except for Routes 125, 145, and 151. Route 145 resumed service in November 2020 and carried a total of 440 passengers in the fourth quarter. Routes 125 and 151 resumed service in February 2021 and carried a total of 3,895 passengers in the fourth quarter.

### **Supplemental Back Up Service (Routes 117, 135, and 171)**

Marin Transit created three new supplemental routes (117, 135, and 171) to provide temporary backup services to alleviate COVID-19 boarding capacity limitations. This backup service went into effect on August 10, 2020. In addition to the Canal corridor and Highway 101 bus pads, the District provides backup service in Mill Valley and Strawberry. Supplemental back-up service carried a total of 41,009 passengers during the fourth quarter of FY 2020/21. There are no performance targets established for this temporary service.

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

In the fourth quarter of the fiscal year, the two Stagecoach routes carried 17,882 passengers. This is a 79.2% increase from the prior year and a 41.9% increase compared to third quarter of FY21. Neither route met their productivity goal of 6 passengers per hour, or subsidy goal of \$12.00 per passenger. Stagecoach ridership represented 4.1% of fixed route ridership in the fourth quarter of FY2020/21.

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

Route 122 resumed service on August 10, 2020, when the District established the supplemental backup routes. This route was suspended on February 22, 2021 and did not operate during the fourth quarter of FY2020/21.

## **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 was suspended on March 16, 2020 due the COVID-19 pandemic, and resumed weekend-only service on June 19, 2021. For the two weekends it was operational during the fourth quarter of the fiscal year, it carried 1,231 passengers.

## **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 2020/21, local paratransit carried 10,164 passengers. The service productivity average of 1.8 passengers per hour did not meet the 2.0 standard. The number of passengers represents a 72.9% increase in ridership compared to the prior fiscal year. With a subsidy per passenger of \$82.0, the service did not meet the subsidy target of \$35.00 per passenger.

The Novato Dial-a-Ride service carried 558 passengers and met its 2.0 productivity standard at 2.1 passengers per hour. Ridership was 10.3% 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 fourth quarter of the fiscal year, the service carried 100 passengers, a 47.1% increase compared to last year. The service productivity average of 1 passenger per hour did not meet the 2.0 passengers per hour target. The service did not meet the subsidy target of \$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 currently runs twice per month on the first and third Monday. In the fourth quarter of the fiscal year, the service carried 30 passengers, 11.8% lower than the fourth quarter of last year. At 1 passenger 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 \$35.00 per passenger trip.

The Volunteer Driver Program completed 2,111 trips in the fourth quarter of FY 2020/21. This represents a 16.2% increase compared to the previous fiscal year.

The Catch-a-Ride program provided 1,146 one-way trips. This is a decrease of 15.4% compared to the prior year.

Marin Transit launched an updated on-demand microtransit service called Marin Transit Connect in July of 2020. This pilot program carried a total of 1,110 passengers in the fourth quarter of the FY 2020/21, a 47.6% 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 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. At this time, the program is not meeting outlined targets, primarily due to low utilization from first-last mile commuters. Commuters were the largest rider group prior to the COVID-19 pandemic and have significantly reduced their travel due to the ongoing risk the virus poses. 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.

## Ridership Trends

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The Governor issued a Shelter-in-Place order for the State of California that began on March 16, 2020 in response to the COVID-19 global pandemic. The order advised the public to limit travel to essential trips only, including on public transportation. This led to a precipitous decline in travel demand and in overall ridership starting in FY 2019/20. Although ridership has increased in the fourth quarter of FY 2020/21 compared to the beginning of the pandemic, ridership continues to be significantly lower than pre-pandemic levels. Marin Transit continues to provide regular service. However, the pandemic has led to significant 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 and Muir Woods Shuttle service. Supplemental School Routes were largely suspended, and these resources were re-deployed in other areas of the County to assist with overcrowding issues. Staff continue to coordinate with schools to determine when these services will be re-instated. At this time, the Muir Woods Shuttle has resumed weekend/Holiday service from Pohono since mid-June 2021, and most Supplemental School routes began operation in August 2021.

In the fourth quarter of FY 2020/21, most ridership occurred on Local Trunkline and Supplemental backup routes that serve the Highway 101 corridor from Marin City to Novato and the Canal to San Rafael Transit Center corridor. These transit corridors have historically been the busiest in Marin County and serve dense, lower-income, and minority communities. Residents in these corridors are more likely to be essential workers who rely on public transportation. The District is also seeing lower declines in ridership on West Marin Stagecoach routes and rural dial-ride services, likely because transit riders who live in more rural areas of the county do not have as many transportation options.

The 86.7% increase in overall ridership compared to the fourth quarter of FY 2020/21 is more a reflection of how steep ridership fell at the beginning of the pandemic than of how strong ridership growth this quarter has been, and 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 increased 38% during the fourth quarter of FY 2020/21 compared to the prior year. The District continues to experience a slow and steady rebound in ridership, likely due to increased availability of vaccinees and the multi-agency (MCTD, GGBHTD, & SMART) effort to provide fare free transit to vaccinations. The recent spike of COVID-19 cases may dampen continued ridership growth going into the first quarter of FY 2021/22.

Regionally, Marin Transit fixed route services continue to perform relatively well compared to other North Bay transit agencies. In the fourth quarter of FY2020/21, Golden Gate Transit carried 190,642 passengers, representing less than half of Marin Transit's fixed route ridership (430,963), while SMART carried only 46,291 passengers. Similar to Marin Transit and the national trend, Golden Gate Transit experienced a 52.6% increase in ridership in this quarter compared to the fourth quarter of FY2019/20, and with their new expanded service in May 2021, SMART experienced a 153% increase in ridership compared to the fourth quarter last year. At 86.7%, Marin Transit experienced an increase in fixed route ridership in this quarter comparable to other Bay Area transit agencies that provide local countywide transit services. Comparing to other Countywide peer agencies, Napa Valley Transportation Authority (VINE), SamTrans, and Solano County Transit (SolTrans) experienced a 17.3%, 75.6%, and 2.2% increase in ridership, respectively.

Compared to the prior year, demand for Marin Access mobility management and demand response programs increased by 46.1% during the fourth quarter of FY 2020/21. Most Marin Access programs serve older adults who belong to a high-risk COVID-19 age cohort, and demand response ridership has not recovered to the extent that fixed route bus service has.

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

**Table 2: Factors Impacting Ridership Comparison**

Factor	FY 2019/20 Q4	FY 2020/21 Q4	Impact	
Calendar	Weekdays	65	65	--
	Weekends & Holidays	26	26	--
	Muir Woods Shuttle	0	4	▲
Service Disruptions (cancelled/missed service)	24	15	▲	
Rainfall (inches)	1.6	0.1	▲▲▲	
Gas Prices	\$3.90	\$4.05	▼	

The District continues to work with school districts to reinstate supplemental school routes as schools reopen for in-class learning. Staff increased capacities on vehicles to 50% in May and to 100% in July which helped alleviate pass-ups and inform future service and operations as the economy reopens. Staff will continue to closely monitor service and ridership levels and continue to respond to changing circumstances as needed.

## FY 2021 Marin Access Outreach and Travel Training

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### Travel Navigator Reporting Month: April 2021

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

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### Travel Navigator Reporting Month: May 2021

Date(s)	Event	Description	Attendees
5/13/2021	Navigating Transit Presentation at The Redwoods	General Marin Access Navigating Transit presentation for residents of The Redwoods Retirement Community in Mill Valley.	15

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### Travel Navigator Reporting Month: June 2021

Date(s)	Event	Description	Attendees
6/16/2021	Navigating Transit Presentation for Age Friendly Belvedere	General Marin Access Navigating Transit presentation for committee members of Age Friendly Belvedere.	12

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Systemwide Performance Statistics

Typology	Route	Passengers	%Δ Passengers'	Revenue Hours	Operating Cost	Passengers per Revenue Hou	Subsidy per Passenger	Farebox Recovery
<b>1. Local</b>	<b>35</b>	92,557	▲44.4%	6,206	\$967,680	14.9	\$9.42	9.9%
<b>Trunkline</b>	<b>36</b>	45,186	▲59.3%	3,394	\$528,492	13.3	\$10.70	8.5%
	<b>71</b>	31,062	▲210.2%	3,539	\$585,427	8.8	\$17.67	6.2%
	<b>Rollup</b>	<b>168,805</b>	<b>▲64.7%</b>	<b>13,139</b>	<b>\$2,081,600</b>	<b>12.8</b>	<b>\$11.28</b>	<b>8.5%</b>
<b>2. Local Basic</b>	<b>17</b>	33,618	▲51.3%	3,446	\$367,141	9.8	\$9.82	10.1%
	<b>22</b>	24,955	▲74.5%	2,919	\$307,713	8.5	\$11.21	9.1%
	<b>23</b>	29,403	▲81.7%	2,765	\$422,804	10.6	\$13.29	7.6%
	<b>23X</b>	9,048	▲146.9%	668	\$104,457	13.5	\$10.50	9.1%
	<b>29</b>	6,001	▲81.4%	659	\$102,329	9.1	\$15.95	6.5%
	<b>49</b>	39,274	▲88.2%	3,844	\$410,146	10.2	\$9.49	9.2%
	<b>Rollup</b>	<b>142,299</b>	<b>▲76.7%</b>	<b>14,301</b>	<b>\$1,714,589</b>	<b>10.0</b>	<b>\$10.99</b>	<b>8.8%</b>
<b>3. Local</b>	<b>219</b>	8,273	▲125.8%	1,570	\$162,904	5.3	\$18.68	5.2%
<b>Connector</b>	<b>228</b>	11,089	▲109.7%	2,393	\$242,855	4.6	\$20.83	4.9%
	<b>233</b>	5,888	▲82.5%	1,022	\$104,021	5.8	\$16.63	5.9%
	<b>245</b>	6,301	▲63.0%	1,050	\$108,905	6.0	\$16.31	5.7%
	<b>251</b>	14,532	▲71.1%	2,365	\$244,245	6.1	\$15.85	5.7%
	<b>257</b>	9,322	▲72.0%	1,954	\$201,605	4.8	\$20.65	4.5%
	<b>Rollup</b>	<b>55,405</b>	<b>▲84.9%</b>	<b>10,354</b>	<b>\$1,064,535</b>	<b>5.4</b>	<b>\$18.21</b>	<b>5.2%</b>
<b>4. Supplemental</b>	<b>113</b>	0		0	\$0			
	<b>115</b>	0		0	\$0			
	<b>117</b>	7,245		1,170	\$142,494	6.2	\$18.48	6.0%
	<b>119</b>	0		0	\$0			
	<b>125</b>	572		72	\$11,255	8.0	\$18.64	5.3%
	<b>135</b>	18,710		1,411	\$170,636	13.3	\$8.03	11.9%
	<b>139</b>	0		0	\$0			
	<b>145</b>	440		187	\$24,476	2.4	\$54.46	2.1%
	<b>149</b>	0		0	\$0			
	<b>151</b>	3,323		981	\$124,665	3.4	\$36.47	2.8%
	<b>154</b>	0		0	\$0			
	<b>171</b>	15,054		2,161	\$280,808	7.0	\$17.50	6.2%
	<b>Covid</b>	0	▼100.0%	0	\$0			
	<b>Rollup</b>	<b>45,344</b>	<b>▲707.8%</b>	<b>5,981</b>	<b>\$754,334</b>	<b>7.6</b>	<b>\$15.51</b>	<b>6.7%</b>
<b>5. Rural</b>	<b>61</b>	5,264	▲150.0%	1,597	\$197,719	3.3	\$36.60	2.5%
	<b>68</b>	12,618	▲60.3%	2,519	\$306,765	5.0	\$23.31	4.1%
	<b>Rollup</b>	<b>17,882</b>	<b>▲79.2%</b>	<b>4,116</b>	<b>\$504,484</b>	<b>4.3</b>	<b>\$27.22</b>	<b>3.5%</b>
<b>6. Partnership</b>	<b>122</b>	0		0	\$0			
<b>Services</b>	<b>Rollup</b>	<b>0</b>		<b>0</b>	<b>\$0</b>			
<b>7. Yellow Bus</b>	<b>Hdn Valley</b>	0		0	\$0			
	<b>White Hill</b>	0	▼100.0%	0	\$0			
	<b>Rollup</b>	<b>0</b>	<b>▼100.0%</b>	<b>0</b>	<b>\$0</b>			
<b>8. Recreational</b>	<b>66</b>	1,231		158	\$19,174	7.8	\$15.32	1.6%
	<b>Rollup</b>	<b>1,231</b>		<b>158</b>	<b>\$19,174</b>	<b>7.8</b>	<b>\$15.32</b>	<b>1.6%</b>
<b>9. Demand</b>	<b>Dillon DAR</b>	100	▲47.1%	98	\$5,936	1.0	\$57.04	3.9%
<b>Response</b>	<b>Local Para</b>	10,164	▲72.9%	5,685	\$856,066	1.8	\$82.01	2.6%
	<b>MTC</b>	1,110	▲47.6%	1,572	\$158,774	0.7	\$138.04	3.5%
	<b>Novato DAR</b>	558	▲10.3%	268	\$33,879	2.1	\$58.06	4.4%
	<b>PtReyesDAR</b>	30	▼11.8%	32	\$1,912	1.0	\$61.40	3.7%
	<b>Rollup</b>	<b>11,962</b>	<b>▲65.2%</b>	<b>7,655</b>	<b>\$1,056,568</b>	<b>1.6</b>	<b>\$85.83</b>	<b>2.8%</b>
<b>Catch-A-Ride</b>	<b>CAR_Gen</b>	744	▲11.4%	0	\$55,125		\$70.34	5.1%
	<b>CAR_LowInc</b>	402	▼41.4%	0	\$27,155		\$63.81	5.5%



Typology	Route	Passengers	%Δ Passengers*	Revenue Hours	Operating Cost	Passengers per Revenue Hou	Subsidy per Passenger	Farebox Recovery
	<b>Rollup</b>	<b>1,146</b>	<b>▼15.4%</b>	<b>0</b>	<b>\$82,280</b>		<b>\$68.05</b>	<b>5.2%</b>
Volunteer Driver	VolDrvr	1,695	▲27.8%	2,499	\$26,381	0.7	\$15.56	0.0%
	VolDvrWM	416	▼15.3%	776	\$13,041	0.5	\$31.35	0.0%
	<b>Rollup</b>	<b>2,111</b>	<b>▲16.2%</b>	<b>3,275</b>	<b>\$39,422</b>	<b>0.6</b>	<b>\$18.67</b>	<b>0.0%</b>
<b>Rollup</b>		<b>446,185</b>	<b>▲86.7%</b>	<b>58,980</b>	<b>\$7,316,986</b>	<b>7.6</b>	<b>\$15.31</b>	<b>6.6%</b>

\* Change in passengers compared to same quarter of prior year