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December 4, 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 First Quarter of FY 2023/24**

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 first quarter of FY 2023/24.

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 2023/24 Q1

**Attachment B:** FY 2024 Q1 (July – September) Marin Transit Outreach and Travel Training



## Quarterly Performance Report for FY 2023/24 Q1

This report summarizes the operational performance of Marin Transit services for the first quarter of FY 2023/24 from July 1, 2023 through September 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 program.

Marin Transit undertook a major service change on June 11, 2023 and a change to Marin Access programs on July 1, 2023. For routes that were modified during the June 11<sup>th</sup> service change, this report examines the route-level changes this quarter to ensure that the service change did not have any unexpected consequences on ridership and riders' mobility. Due to the nature of Marin Access services, including the time it takes riders to enroll and learn about the new program rules, it is too early to evaluate the success of the Marin Access program changes, and this report will refrain from commenting on how those changes may have affected ridership. Staff will provide an update on Marin Access ridership in light of the program changes later this fiscal year.

**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, 29, 49, 57	18	\$7.25
Local Connector	219, 228, 233, 245	8	\$10.00
Supplemental	613, 619, 625, 654	20 per trip	\$3.25
Rural	61, 68	6	\$13.25
Recreational	66 (Muir Woods Shuttle)	25	\$3.25
Demand Response	Local Paratransit, Marin Access Shuttles	2	\$38.50

## Performance Summary

In the first quarter of FY 2023/24, Marin Transit carried a total of 744,649 passengers systemwide. This represents a ridership increase of 4% compared to the first quarter of the previous fiscal year and is 13% lower than pre-pandemic ridership (Q1 FY2019/20).

On fixed route transit services, Marin Transit carried 713,325 riders. This is an increase of 5% compared to the first quarter of FY 2022/23. The Yellow Bus program carried 14,915 passengers. This represents a decrease of 14% compared to the first quarter of the previous fiscal year. Marin Access services carried 16,409 trips on demand response and mobility management programs. This reflects a decrease of 17% compared to the first 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 first quarter of FY 2023/24, Local Trunkline services carried 331,361 passengers. This represents an increase of 9% compared to the first quarter of the prior fiscal year. Route 35 had an average of 30 passengers per revenue hour, meeting the productivity target of 20 passengers per revenue hour. No other Local Trunkline route met the productivity target, and no Local Trunkline route met the subsidy target of \$5.00 per passenger. Local Trunkline service accounted for 31% of fixed route service in revenue hours and 46% of fixed route ridership in the first quarter of FY 2023/24.

As part of the June 11<sup>th</sup> service change, the Route 35 alignment was changed to terminate in Terra Linda instead of Novato on the northern end, and the Route 71 schedule was changed to have more frequent midday service. Route 35 saw ridership decline 6% compared to the first quarter of the prior year, which is due to the fact that it no longer serves Novato, and its former Novato riders are now largely taking Routes 49 or 71. Its productivity increased 8% compared to the prior year. Route 71, by contrast, saw ridership increase by 41% compared to the prior year, which allowed productivity to grow 10% even though significant service (revenue hours) was added to the route. Some of these new riders were likely previously taking Route 35, and this indicates that passengers are successfully utilizing the new routes they need to take as part of the service change.



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

Local Basic services carried a total of 273,459 passengers during the first quarter of this fiscal year. This represents an increase of 26%<sup>1</sup> compared to the first quarter of the prior fiscal year. No Local Basic route met the performance target of 18 passengers per revenue hour nor the subsidy target of \$7.25 per passenger. Local Basic routes represented 43% of fixed route revenue hours and 38% of fixed route ridership in the first quarter of FY 2023/24.

As part of the June 11<sup>th</sup> service change, Route 23X was consolidated with Route 23, Route 57 was created as a combination of Local Connector Routes 251 and 257, and routing and scheduling changes were made to Routes 22, 29, and 49. Ridership on Route 23 increased by 35% from the first quarter of the prior year, which indicates that passengers who formerly used Route 23X are successfully making their journeys on Route 23 instead. When compared to the combined ridership of Routes 23 and 23X last year, ridership on Route 23 increased by 3%. Route 57 did not exist last year, but when compared to the combined ridership of former Routes 251 and 257, ridership on Route 57 decreased by 9%. This is likely due to two reasons: first, Route 57 heavily serves school trips, and Q1 FY24 had 16% fewer school days than Q1 FY23 due to school starting a week later; and second, as part of the service change, service to western Novato/San Marin was moved from Route 251/57 to Route 49. Ridership on Route 49 increased by 34% compared to the first quarter of the prior fiscal year, which indicates that passengers switching from the former alignments of Routes 35 and 251/57 are successfully making their way to their destinations.

The changes on Route 22 were fairly minor, and ridership increased by 11% from the prior year, which is slightly ahead of the systemwide average and indicates that the changes did not negatively affect ridership. Route 29 experienced a significant re-routing during the June service change, no longer serving the Canal and instead now serving parts of Corte Madera that were previously only served by Supplemental School service. Ridership on Route 29 decreased by 73% compared to the first quarter of FY 2022/23. However, due to the significantly different nature of the new Route 29, a year-over-year comparison is not entirely appropriate. Staff are also updating the timings on Route 29 for the January sign-up to better meet school trip needs, and this will likely increase ridership.

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

During the first quarter of the fiscal year, Local Connector services carried 47,813 total passengers. This represents a decrease of 40%<sup>2</sup> from the first quarter of the last fiscal year. Note that, as part of the June 11<sup>th</sup> service change, Routes 251 and 257 were combined into Route 57, which was classified as a Local Basic route; all remaining Local Connector routes experienced increases in ridership from the prior year. All Local Connector services except for Route 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 12% of fixed route service in revenue hours and provided 7% of fixed route ridership in the first quarter of FY 2023/24.

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<sup>1</sup> Excluding Route 57, which makes up service that was previously categorized as Local Connector Routes 251 and 257, Local Basic ridership increased by 10% compared to the prior year.

<sup>2</sup> Including Route 57, which makes up service that was previously categorized as Local Connector Routes 251 and 257, Local Connector ridership **increased** by 2% compared to the prior year.



### **Supplemental School (Routes 613, 619, 625, and 654)**

Supplemental School routes carried 5,779 passengers in the first quarter of FY 2023/24. This represents a 57% decrease from the first quarter of the prior fiscal year. Routes 625 and 654 had an average of 28 and 23 passengers per trip, respectively, 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 less than 1% of fixed route service in revenue hours and provided 1% of fixed route ridership in the first quarter of FY 2023/24.

The significant decrease in Supplemental School ridership relative to the prior year is due to two factors: first, as part of the June 11<sup>th</sup> service change, much of the service that historically took place on Supplemental School routes was transferred to local service, including the cancellation of Routes 645 and 651; and second, there were 16% fewer school days in this quarter compared to the prior year due to schools starting a week later.

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

In the first quarter of the fiscal year, the two Stagecoach routes carried 24,082 passengers. This represents a 6% decrease from the first quarter of the prior fiscal year. Both routes had an average of 6 passengers per revenue hour, meeting the productivity target of 6 passengers per revenue hour. Neither route met its subsidy goal of \$13.25 per passenger. Stagecoach routes accounted for 8% of fixed route service in revenue hours, and ridership represented 3% of fixed route ridership in the first quarter of FY2023/24.

As part of the June 11<sup>th</sup> service change, all Route 23 trips were extended out to Manor, whereas previously only select trips on Routes 23 and 23X extended to Manor. The decrease in ridership on Rural routes relative to Q1 FY 2022/23 is likely due to former Route 68 riders going to/from Manor now taking the more-frequent Route 23. Relative to the prior year, ridership on Route 61 increased by 29% this quarter, while ridership on Route 68 (the higher ridership Rural route) decreased by 20%.

### **Yellow Bus**

In the first quarter of FY 2023/24, the Ross Valley School District yellow bus service carried 14,915 passengers. This represents a decrease of 14% compared to the first quarter of the prior year, which is comparable to the 16% reduction in school days. This program has no established service targets.

### **Recreational (Muir Woods Shuttle)**

For the first quarter of FY 2023/24, the Muir Woods Shuttle ran daily service prior to August 11<sup>th</sup> and weekend/holiday only service starting on August 12<sup>th</sup>. In this quarter, the Muir Woods Shuttle carried 30,831 passengers. This represents a decrease of 13% from the first quarter of FY 2022/23. 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 5% of fixed route service in revenue hours, and ridership represented 4% of fixed route ridership in the first quarter of FY2023/24.

### **Marin Access**

In the first quarter of FY 2023/24, Marin Access offered ADA-paratransit service, the Marin Access Shuttles program (which includes the former Rural Dial-a-Ride program for Dillon Beach/Tomales and Point Reyes Station), the Volunteer Driver program, and the new Catch-a-Ride pilot program. Marin Access underwent a service change on July 1, 2023 that included cancellation of the former Novato Dial-



a-Ride and Marin Transit Connect programs in order to replace them with an expanded Catch-a-Ride program. Due to the nature of Marin Access programs, including enrollment time and passenger training, it is still too early to evaluate the success of the July 1<sup>st</sup> changes. This report will refrain from commenting on how the July 1<sup>st</sup> changes may have affected Marin Access ridership this quarter. Staff will instead prepare a Marin Access program performance update later this fiscal year to assess the initial success of the program changes.

In the first quarter of FY 2023/24, local paratransit carried 11,914 passengers. The service productivity average of 1.9 passengers per hour did not meet the 2.0 standard. The number of passengers represents a 17% decrease in ridership compared to the prior fiscal year. The service did not meet the subsidy target of \$38.50 per passenger.

Marin Access Shuttles carried 188 passengers this quarter. The service productivity average of 1.4 passengers per hour did not meet the 2.0 standard. The service did not meet the subsidy target of \$38.50 per passenger.

The Volunteer Driver Program completed 2,640 trips in the first quarter of FY 2023/24. This represents a 12% increase compared to the previous fiscal year.

The Catch-a-Ride pilot program provided 1,667 one-way trips. This represents an increase of 76% compared to the prior year. The strong increase in Catch-a-Ride ridership suggests Marin Access riders who formerly used the Connect and Novato Dial-a-Ride programs are likely finding the new Catch-a-Ride pilot meets their needs instead.

## **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 first quarter, the focus of these efforts was on continuing to establish and grow 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 recent 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 first quarter of FY 2023/24, staff successfully completed six events, including two events that focused on engaging the community as a whole in various areas of the County and four events that specifically targeted Marin Access populations. Most events had Spanish translation services available. In total, staff reached over 3,200 community members. In Q1, our reach was significantly increased in comparison to the same period of FY 2022/23, due to participation in two key events, the Marin County Senior Fair and the TAM Clean Fleet Expo.

## **Ridership Trends**

The District continues to experience strong ridership; all services have resumed and ridership is at 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; fixed route services reached 90% of pre-COVID ridership in the third quarter of FY 2022/23, where it has stayed for three quarters consecutively. Marin Access services by contrast were at only 38% of pre-COVID ridership levels this quarter. The first quarter of the prior fiscal year, Marin Access ridership had plateaued at around



half of pre-pandemic, but then started to decline. Marin Transit staff are optimistic that the restructuring of Marin Access programs, which took effect on July 1, 2023, will have a positive effect on Marin Access ridership and mobility of seniors and people with disabilities in the long term.

This quarter, Marin Transit experienced slow ridership growth compared to the national average. According to the National Transit Database, in the first quarter of FY 2023/24, nationwide bus ridership was 9% higher than the prior year, compared to Marin Transit's 5% increase over the prior year for fixed route services. 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 73%). Compared to other North Bay transit agencies, Marin Transit fixed route services continue to perform well. In the first quarter of FY 2023/24, Golden Gate Transit carried 374,460 passengers on its fixed route bus service, representing roughly half of Marin Transit's fixed route ridership (713,325), while SMART carried 206,456 passengers. Golden Gate Transit experienced an 8% increase in fixed route bus ridership in this quarter compared to the first quarter of FY2022/23, bringing overall recovery to 46% of pre-COVID ridership. SMART experienced a 46% increase in ridership compared to the first quarter of last year, bringing overall recovery to 108% of pre-COVID ridership.

Other Bay Area transit agencies that provide local transit services experienced a wide variety of ridership growth trends in the first quarter of FY 2023/24. Comparing to other Countywide peer agencies, Napa Valley Transportation Authority (VINE), SamTrans, and Solano County Transit (SolTrans) experienced a 4%, 16%, and -7% increase in ridership, respectively, relative to the first quarter of FY 2022/23, bringing their ridership relative to pre-COVID to 50%, 84%, and 73%, respectively.

Demand for Marin Access mobility management and demand response programs was 17% lower during the first quarter of FY 2023/24 compared to the first quarter of the prior year. This is the fourth 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 2022/23 Q1	FY 2023/24 Q1	Impact
Days Operated	Weekdays	64	63	--
	School Days	31	26	▼▼
	Weekends & Holidays	28	29	--
	Muir Woods Shuttle	58	58	--
Service Disruptions (cancelled/missed service)		466	386	▲▲
Rainfall (inches)		0.8	0	▲
Average Gas Prices		\$5.54	\$5.16	▼

Due to the national labor shortage, Marin Transit's contractor operators have had difficulty hiring new drivers, which led to a significant amount of missed service in the prior fiscal year. The service change implemented on June 11<sup>th</sup>, 2023, was designed to reduce the number of driver shifts necessary to operate service, in an attempt to reduce the amount of missed service. The reduction in missed service for this quarter compared to the prior year demonstrates that the June 11<sup>th</sup> service changes were successful in that goal.

## Fixed-Route

### Fixed-Route Passenger Statistics by Route

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
1. Local Trunkline	35	146,629	▼6.4%	4,958	▼13.2%	29.6	▲2.2
	36	71,813	▲5.9%	3,762	▲10.9%	19.1	▼0.9
	71	112,919	▲41.0%	6,074	▲28.4%	18.6	▲1.7
	Rollup	331,361	▲8.8%	14,794	▲6.9%	22.4	▲0.4
2. Local Basic	17	52,119	▲7.9%	3,740	▲0.3%	13.9	▲1.0
	22	44,523	▲11.4%	3,426	▲1.9%	13.0	▲1.1
	23	62,594	▲34.6%	3,625	▲29.8%	17.3	▲0.6
	29	2,751	▼72.8%	606	▼7.8%	4.5	▼10.9
	49	77,905	▲33.5%	5,139	▲29.1%	15.2	▲0.5
	57	33,567		3,827		8.8	
	Rollup	273,459	▲25.6%	20,363	▲34.0%	13.4	▼0.9
3. Local Connector	219	9,975	▲18.3%	1,312	▼16.2%	7.6	▲2.2
	228	17,033	▲10.3%	2,371	▼0.5%	7.2	▲0.7
	233	9,624	▲4.5%	1,077	▲1.0%	8.9	▲0.3
	245	11,181	▲10.4%	1,095	▲1.3%	10.2	▲0.8
	Rollup	47,813	▼40.3%	5,854	▼43.9%	8.2	▲0.5
4. Supplemental	613	1,896	▼58.9%	62	▼45.7%	30.5	▼9.8
	617	0		0			
	619	1,830	▼19.7%	89	▼15.6%	20.5	▼1.0
	625	1,461	▲28.6%	42	▼15.7%	34.5	▲11.9
	649	0		0			
	654	592	▼24.3%	27	▼20.3%	22.1	▼1.2
	Covid	0		0			
	Rollup	5,779	▼57.2%	221	▼56.4%	26.2	▼0.5
5. Rural	61	9,191	▲29.2%	1,595	▲2.9%	5.8	▲1.2
	68	14,891	▼19.7%	2,456	▼6.8%	6.1	▼1.0
	Rollup	24,082	▼6.1%	4,050	▼3.2%	5.9	▼0.2
6. Partnership Services	122	0		0			
	Rollup	0		0			
7. Yellow Bus	Hdn Valley	2,228	▲7.5%	28	▼20.0%	79.6	▲20.4
	White Hill	12,687	▼16.4%	160	▼21.0%	79.4	▲4.4
	Rollup	14,915	▼13.5%	188	▼20.9%	79.4	▲6.7
8. Recreational	66	30,831	▼12.8%	2,552	▲8.0%	12.1	▼2.9
	Rollup	30,831	▼12.8%	2,552	▲8.0%	12.1	▼2.9
Rollup		728,240	▲4.9%	48,022	▲2.7%	15.2	▲0.3

\* 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	\$952,267	▼3.8%	\$87,773	▼42.9%	\$5.90	▲\$0.56	9.2%	▼6.3%
	36	\$740,558	▲25.9%	\$45,294	▼35.2%	\$9.68	▲\$2.03	6.1%	▼5.8%
	71	\$1,227,179	▲38.9%	\$77,445	▼14.4%	\$10.18	▲\$0.28	6.3%	▼3.9%
	Rollup	\$2,920,003	▲18.6%	\$210,512	▼33.0%	\$8.18	▲\$1.12	7.2%	▼5.5%
2. Local Basic	17	\$612,864	▲9.2%	\$56,330	▲6.2%	\$10.68	▲\$0.16	9.2%	▼0.3%
	22	\$554,387	▲11.2%	\$54,824	▲13.2%	\$11.22	▼\$0.04	9.9%	▲0.2%
	23	\$700,475	▲49.4%	\$40,333	▼16.7%	\$10.55	▲\$1.51	5.8%	▼4.6%
	29	\$119,831	▲6.4%	\$2,029	▼82.4%	\$42.82	▲\$32.83	1.7%	▼8.5%
	49	\$851,595	▲40.8%	\$73,755	▲36.3%	\$9.98	▲\$0.54	8.7%	▼0.3%
	57	\$627,112		\$31,121		\$17.76		5.0%	
	Rollup	\$3,466,264	▲46.7%	\$258,392	▲13.1%	\$11.73	▲\$1.93	7.5%	▼2.2%
3. Local Connector	219	\$217,932	▼7.6%	\$10,486	▼1.1%	\$20.80	▼\$5.92	4.8%	▲0.3%
	228	\$386,181	▲10.8%	\$19,983	▲9.1%	\$21.50	▲\$0.12	5.2%	▼0.1%
	233	\$175,090	▲12.5%	\$9,350	▼1.9%	\$17.22	▲\$1.36	5.3%	▼0.8%
	245	\$180,307	▲11.3%	\$9,888	▲2.8%	\$15.24	▲\$0.19	5.5%	▼0.5%
	Rollup	\$959,510	▼38.1%	\$49,707	▼41.5%	\$19.03	▲\$0.75	5.2%	▼0.3%
4. Supplemental	613	\$25,617	▼10.9%	\$440	▼75.4%	\$13.28	▲\$7.44	1.7%	▼4.5%
	617	\$0		\$0					
	619	\$37,986	▲35.5%	\$394	▼75.2%	\$20.54	▲\$8.93	1.0%	▼4.6%
	625	\$17,272	▲39.8%	\$390	▼43.2%	\$11.56	▲\$1.29	2.3%	▼3.3%
	649	\$0		\$0					
	654	\$10,035	▲27.9%	\$125	▼72.5%	\$16.74	▲\$7.29	1.2%	▼4.5%
	Covid	\$0		\$0					
	Rollup	\$90,910	▼29.1%	\$1,349	▼80.8%	\$15.50	▲\$6.53	1.5%	▼4.0%
5. Rural	61	\$258,389	▲10.0%	\$5,045	▼20.2%	\$27.56	▼\$4.57	2.0%	▼0.7%
	68	\$392,812	▼2.2%	\$7,419	▼47.4%	\$25.88	▲\$4.98	1.9%	▼1.6%
	Rollup	\$651,200	▲2.3%	\$12,464	▼39.0%	\$26.52	▲\$2.50	1.9%	▼1.3%
6. Partnership Services	122	\$0		\$0					
	Rollup	\$0		\$0					
7. Yellow Bus	Hdn Valley	\$21,371	▲18.7%	\$15,439	▲73.7%	\$2.66	▼\$1.74	72.2%	▲22.9%
	White Hill	\$121,277	▲16.6%	\$88,544	▲36.0%	\$2.58	▲\$0.02	73.0%	▲10.4%
	Rollup	\$142,648	▲16.9%	\$103,983	▲40.6%	\$2.59	▼\$0.19	72.9%	▲12.3%
8. Recreational	66	\$686,695	▲97.7%	\$700	▼99.3%	\$22.25	▲\$15.24	0.1%	▼28.6%
	Rollup	\$686,695	▲97.7%	\$700	▼99.3%	\$22.25	▲\$15.24	0.1%	▼28.6%
Rollup		\$8,917,231	▲17.2%	\$637,108	▼23.1%	\$11.37	▲\$1.60	7.1%	▼3.7%

\* 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	Local Para	11,914	▼16.7%	6,432	▼13.0%	1.9	▼0.1
	MA Shuttle	188		133		1.4	
	MTC	0	▼100.0%	0	▼100.0%		
	Reg Para	1,052	▼2.5%	1,012	▲4.2%	1.0	▼0.1
	Rollup	13,154	▼24.8%	7,578	▼16.3%	1.7	▼0.2
Catch-A-Ride	CAR_Taxi	1,247		0			
	CAR_TNC	420		0			
	Rollup	1,667	▲75.8%	0			
Volunteer Driver	VolDrvr	2,135	▲12.0%	2,848	▲17.9%	0.7	▼0.0
	VolDrvrWM	505	▲14.5%	1,029	▲26.8%	0.5	▼0.1
	Rollup	2,640	▲12.4%	3,876	▲20.1%	0.7	▼0.0
Rollup		17,461	▼16.0%	11,454	▼6.7%	1.5	▼0.2

### Marin Access Financial Statistics by Service

Typology	Route	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
9. Demand Response	Local Para	\$1,372,129	▲4.4%	\$22,130	▼35.8%	\$113.31	▲\$23.74	1.6%	▼1.0%
	MA Shuttle	\$21,847		\$463		\$113.74		2.1%	
	MTC	\$0	▼100.0%	\$0	▼100.0%				
	Reg Para	\$228,326	▲42.4%	\$16,546	▲9.5%	\$201.31	▲\$66.71	7.2%	▼2.2%
	Rollup	\$1,622,302	▼4.7%	\$39,140	▼34.4%	\$120.36	▲\$26.50	2.4%	▼1.1%
Catch-A-Ride	CAR_Taxi	\$53,278		\$1		\$42.72		0.0%	
	CAR_TNC	\$11,775		\$0		\$28.04		0.0%	
	Rollup	\$65,053	▼0.3%	\$1	▼100.0%	\$39.02	▼\$25.73	0.0%	▼6.0%
Volunteer Driver	VolDrvr	\$23,392	▼19.3%	\$0		\$10.96	▼\$4.24	0.0%	-
	VolDrvrWM	\$10,715	▼2.0%	\$0		\$21.22	▼\$3.57	0.0%	-
	Rollup	\$34,107	▼14.5%	\$0		\$12.92	▼\$4.08	0.0%	-
Rollup		\$1,721,462	▼4.8%	\$39,141	▼38.4%	\$96.35	▲\$12.50	2.3%	▼1.2%

\* Change compared to same quarter of prior year

## Systemwide Total

### Systemwide Passenger Statistics Summary

	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
Values	745,701	▲4.3%	59,476	▲0.7%	12.5	▲0.4

### Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$10,638,693	▲13.0%	\$676,248	▼24.2%	\$13.36	▲\$1.44	6.4%	▼3.1%

\* Change compared to same quarter of prior year

## FY 2024 Q1 (July - August) Marin Transit Community Engagement

### Reporting Month: July 2023

Date(s)	Event	Description	Contacts
07/13/2023	Marin Access Navigating Transit Presentation at Parnow Friendship House	Navigating Transit presentation to residents of Parnow Friendship House. The presentation was staffed by MCTD staff. Information was presented in English.	13
7/26/2023	Marin Access General Outreach for the Age Friendly Forum.	Navigating Transit presentation for the Age Friendly Forum. MCTD was part of a virtual panel along with Age Friendly staff and representatives from the Marin County Bike Coalition. Information was presented in English.	15

### Reporting Month: August 2023

Date(s)	Event	Description	Contacts
<i>There were no community engagement events in August.</i>			

### Reporting Month: September 2023

Date(s)	Event	Description	Contacts
09/11/2023	Marin County Senior Fair	MCTD sponsored the Marin County Senior Fair at the platinum level and hosted a double booth. Attendees could pick up Marin Access flyers, Marin Transit Rider's Guides, and various giveaway items. Attendees also had the opportunity to sign up for Marin Access on-site. Staff at all levels attended the event and were available to assist riders, potential riders, and our community partners in both English and Spanish.	3,000

## FY 2024 Q1 (July - August) Marin Transit Community Engagement

<b>9/12/2023</b>	TAM Clean Fleet Expo	MCTD staff participated in the TAM Clean Fleet Expo. Staff hosted a booth and had a bus on-site that attendees could board and take a look at.	150
<b>9/13/2023</b>	Marin Community Clinic Staff Update Presentation	MCTD staff made a presentation to staff of Marin Community Clinic to provide updates on recent Marin Access program changes.	9
<b>9/18/2023</b>	Leadership Novato Presentation	MCTD staff made a presentation to participants in the Leadership Novato program to familiarize them with programs and services offered by Marin Transit. This is an event Marin Transit staff participates in on an annual basis.	25