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June 3, 2024

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

Subject: Marin Transit Quarterly Performance Report for the Third Quarter of FY 2023/24

Dear Board Members:

Recommendation

Information only.

Summary

As part of the District's service monitoring process, staff prepare a quarterly performance report. Attached is the report for the third 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
Senior Transit Planner

Attachment A: Quarterly Performance Report for FY 2023/24 Q3

Attachment B: FY 2024 Q3 (January – March) Marin Transit Outreach and Travel Training



Quarterly Performance Report for FY 2023/24 Q3

This report summarizes the operational performance of Marin Transit services for the third quarter of FY 2023/24 from January 1, 2024 through March 31, 2024. 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.

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	Muir Woods Shuttle	25	\$3.25
Demand Response	Local Paratransit, Marin Access Shuttles	2	\$38.50



Performance Summary

In the third quarter of FY 2023/24, Marin Transit carried a total of 734,743 passengers systemwide. This represents a ridership increase of 8% compared to the third quarter of the previous fiscal year and is 4% lower than pre-pandemic ridership (Q3 FY2018/19).

On fixed route transit services, Marin Transit carried 685,949 riders. This is an increase of 10% compared to the third quarter of FY 2022/23. The Yellow Bus program carried 29,904 passengers. This represents a decrease of 12% compared to the third quarter of the previous fiscal year. Marin Access services carried 18,890 trips on demand response and mobility management programs. This reflects an increase of 10% compared to the third 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 third quarter of FY 2023/24, Local Trunkline services carried 313,843 passengers. This represents an increase of 11% compared to the third quarter of the prior fiscal year. Route 35 had an average of 28 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 33% of fixed route service in revenue hours and 46% of fixed route ridership in the third quarter of FY 2023/24.

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

Local Basic services carried a total of 285,575 passengers during the third quarter of this fiscal year. This represents an increase of 34% compared to the third quarter of the prior fiscal year. Note that Local Basic Route 57 did not operate in the third quarter of the prior fiscal year. Excluding Route 57, Local Basic services increased in ridership by 14% compared to the prior fiscal year.

No Local Basic route met the performance target of 18 passengers per revenue hour or the subsidy target of \$7.25 per passenger. Local Basic routes represented 45% of fixed route revenue hours and 42% of fixed route ridership in the third quarter of FY 2023/24.

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

During the third quarter of the fiscal year, Local Connector services carried 51,809 total passengers. This represents a decrease of 30% from the third quarter of the prior fiscal year. Note that two Local Connector routes, Routes 251 and 257, ran in the third quarter of the prior year that did not run this year. Excluding those routes, Local Connector ridership increased by 32% compared to the prior year.

All Local Connector services 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 13% of fixed route service in revenue hours and provided 8% of fixed route ridership in the third quarter of FY 2023/24.

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

Supplemental School routes carried 10,595 passengers in the third quarter of FY 2023/24. This represents a 60% decrease from the third quarter of the prior fiscal year. The significant decrease in Supplemental School ridership relative to the prior year is largely because, as part of the June 11th 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. Even on routes that have



continued into the current fiscal year, service levels are lower than prior years due to increased school connectivity on local service. Furthermore, there were 7% fewer school days in the third quarter of FY 2023/24 than in the prior year.

Route 625 had an average of 24 passengers per trip, 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 1% of fixed route service in revenue hours and provided 2% of fixed route ridership in the third quarter of FY 2023/24.

Rural (West Marin Stagecoach Routes 61 and 68)

In the third quarter of the fiscal year, the two Stagecoach routes carried 23,350 passengers. This represents a 9% increase from the third quarter of the prior fiscal year. Route 68 had an average of 7 passengers per revenue hour, meeting the productivity target of 6 passengers per revenue hour. Route 61 did not meet the productivity target, and neither route met its subsidy goal of \$13.25 per passenger. Stagecoach routes accounted for 9% of fixed route service in revenue hours, and ridership represented 3% of fixed route ridership in the third quarter of FY2023/24.

Yellow Bus

In the third quarter of FY 2023/24, the Ross Valley School District yellow bus service carried 29,904 passengers. This represents a decrease of 12% compared to the third quarter of the prior year, which is due to three reasons. First, there were 7% fewer school days in the third quarter of this year compared to the prior year. Second, yellow bus service levels have decreased relative to the prior year. And third, facility issues caused schools to be closed for two scheduled days in the current quarter. This program has no established service targets.

Recreational (Muir Woods Shuttle)

For the third quarter of FY 2023/24, the Muir Woods Shuttle ran weekend and holiday service for the last two days of March only. In this quarter, the Shuttle carried 777 passengers. This represents a decrease of 89% from the third quarter of FY 2022/23, which is comparable to the 91% reduction in days of service. 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 less than 1% of fixed route service in revenue hours, and ridership represented less than 1% of fixed route ridership in the third quarter of FY2023/24.

Marin Access

In the third 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 2.0 pilot program.

In the third quarter of FY 2023/24, local paratransit carried 12,658 passengers. The service productivity average of 1.8 passengers per hour did not meet the 2.0 standard. The number of passengers represents a 4% increase 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 211 passengers this quarter. The service productivity average of 1.8 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 2,465 trips in the third quarter of FY 2023/24. This represents a 4% decrease compared to the previous fiscal year.

The Catch-A-Ride 2.0 pilot program provided 3,556 one-way trips. This represents an increase of 272% 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 2.0 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 third quarter of FY 2023/24, 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 collecting feedback on the Catch-A-Ride 2.0 Pilot Program from current riders as well as other interested community members. Events were held in a diversity of formats, locations, and days and times to meet the needs of the community. The attached report outlines the community engagement initiatives for target audiences, including community members, fixed route riders, and Marin Access riders.

In the third quarter of FY 2023/24, staff successfully completed eight events, including four virtual events that focused on engaging the Catch-A-Ride 2.0 riders, three virtual Navigating Transit presentations detailing the District's programs and services, and one direct rider engagement event at the San Rafael Transit Center. Six of these events were attended by staff to support Spanish translation as needed. In total, staff reached 80 community members across all events. In Q3, staff also collected responses to two surveys; the first was designed to understand more about the needs of riders traveling to, from, and within West Marin, and the second was to collect feedback from users of the Catch-A-Ride 2.0 pilot program to inform the forthcoming program evaluation. The surveys were distributed via email, the Marin Transit website, through community partners, and at bus stops or on vehicles.

In Q3, preparation for focus groups to inform an update to the Short Range Transit Plan began. Staff prepared an e-blast, social media posts, and engaged community partners to distribute information about the opportunity. Staff efforts garnered over 130 interested applicants for the focus groups. Staff hosted the focus groups in person at the Marin Transit Administrative office in early May.

Ridership Trends

The District continues to experience strong ridership; total ridership is at 96% 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 99% of pre-COVID ridership in the third quarter of FY 2023/24. Marin Access services by contrast were at only 46% of pre-COVID ridership levels this quarter. For about a year and a half, Marin Access ridership had plateaued at around half of pre-pandemic levels. The current quarter represents the first quarter that year over year ridership on Marin Access services has increased. Marin Transit staff believe that the restructuring of Marin Access programs, which took effect on July 1, 2023, has had a positive effect on Marin Access ridership and mobility of seniors and people with disabilities in the long term.

This quarter, Marin Transit experienced strong ridership growth compared to the national average. According to the National Transit Database, in the third quarter of FY 2023/24, nationwide bus ridership



was 6% higher than the prior year, compared to Marin Transit’s 10% increase over the prior year for fixed route services.

Marin Transit continues to have one of the strongest ridership recoveries in the Bay Area at 99% for fixed route services, and one of the strongest in the country when comparing to pre-COVID levels (the national average this quarter was 78%). Compared to other North Bay transit agencies, Marin Transit fixed route services continue to perform well. In the third quarter of FY 2023/24, Golden Gate Transit carried 343,359 passengers on its fixed route bus service, representing roughly half of Marin Transit’s fixed route ridership (685,949), while SMART carried 195,501 passengers. Golden Gate Transit experienced a 13% increase in fixed route bus ridership in this quarter compared to the third quarter of FY2022/23, bringing overall recovery to 46% of pre-COVID ridership. SMART experienced a 31% increase in ridership compared to the third quarter of last year, bringing overall recovery to 118% of pre-COVID ridership.

Other Bay Area transit agencies that provide local transit service experienced a wide variety of ridership growth trends in the third quarter of FY 2023/24. Comparing to other Countywide peer agencies, Napa Valley Transportation Authority (VINE), SamTrans, and Solano County Transit (SolTrans) experienced a 12%, 21%, and 4% increase in ridership, respectively, relative to the second quarter of FY 2022/23, bringing their ridership relative to pre-COVID to 46%, 94%, and 68%, respectively.

Demand for Marin Access mobility management and demand response programs was 10% higher during the third quarter of FY 2023/24 compared to the third quarter of the prior year. This is the first quarter in over a year where ridership on demand response services was higher than the same quarter of the prior year. However, ridership on Marin Access services remains low relative to pre-COVID (46%). Staff is doing a robust assessment of Marin Access programs and ridership to explore reasons for these trends; it will be presented to the Board later this summer.

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. The growth in Marin Access ridership this quarter indicates that these changes have been successful.

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 Q2	FY 2023/24 Q2	Impact
Days Operated	Weekdays	63	63	--
	School Days	56	52	▼
	Weekends & Holidays	27	28	▲
	Muir Woods Shuttle	22	2	▼▼
Service Disruptions (cancelled/missed service)		901	389	▲▲▲
Rainfall (inches)		26.6	13.3	▲▲
Average Gas Prices		\$4.58	\$4.62	--



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 11th, 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 significant reduction in missed service for this quarter compared to the prior year demonstrates that the June 11th service changes were successful in that goal.

Systemwide Performance Statistics

Typology	Route	Passengers	%Δ Passengers*	Revenue	Hours	Operating Cost	Passengers per Revenue Hou	Subsidy per Passenger	Farebox Recovery
1. Local Trunkline	35	138,017	▼6.4%	4,897	\$907,504	28.2	\$5.75	12.6%	
	36	70,337	▲12.2%	3,839	\$726,313	18.3	\$9.44	8.6%	
	71	105,489	▲45.0%	6,021	\$1,169,410	17.5	\$10.12	8.7%	
	Rollup	313,843	▲10.9%	14,757	\$2,803,228	21.3	\$8.04	10.0%	
2. Local Basic	17	49,549	▲5.4%	3,672	\$569,211	13.5	\$10.66	7.2%	
	22	44,200	▲6.3%	3,391	\$519,109	13.0	\$9.69	17.5%	
	23	61,342	▲42.6%	3,596	\$670,198	17.1	\$10.04	8.1%	
	29	3,529	▼67.3%	584	\$111,049	6.0	\$30.62	2.7%	
	49	85,130	▲49.9%	5,086	\$797,042	16.7	\$8.63	7.9%	
	57	41,825		3,854	\$597,610	10.9	\$13.64	4.6%	
	Rollup	285,575	▲43.4%	20,183	\$3,264,219	14.1	\$10.45	8.6%	
3. Local Connector	219	9,630	▲57.6%	1,272	\$197,168	7.6	\$19.57	4.4%	
	228	20,088	▲41.4%	2,353	\$360,389	8.5	\$17.11	4.6%	
	233	9,884	▲8.2%	1,058	\$162,587	9.3	\$15.69	4.6%	
	245	12,207	▲23.8%	1,073	\$167,018	11.4	\$12.96	5.3%	
	Rollup	51,809	▼30.4%	5,756	\$887,161	9.0	\$16.32	4.7%	
4. Supplemental	613	4,148	▼55.8%	124	\$35,583	33.4	\$8.29	3.4%	
	619	2,955	▼30.5%	177	\$52,927	16.7	\$17.66	1.4%	
	625	2,480	▲39.3%	84	\$24,018	29.5	\$9.20	5.0%	
	654	1,012	▼37.8%	54	\$14,513	18.9	\$13.90	3.1%	
	Rollup	10,595	▼55.5%	439	\$127,041	24.2	\$11.65	2.8%	
5. Rural	61	6,005	▲31.3%	1,578	\$249,745	3.8	\$40.73	2.1%	
	68	17,345	▲2.7%	2,413	\$377,570	7.2	\$21.08	3.1%	
	Rollup	23,350	▲8.8%	3,991	\$627,315	5.9	\$26.14	2.7%	
7. Yellow Bus	Hdn Valley	4,492	▼0.2%	55	\$97,512	81.7	\$18.21	16.1%	
	White Hill	25,412	▼13.9%	319	\$563,658	79.8	\$18.68	15.8%	
	Rollup	29,904	▼12.1%	374	\$661,170	80.0	\$18.61	15.8%	
8. Recreational	66	777	▼89.4%	58	\$42,396	13.4	\$54.54	0.0%	
	Rollup	777	▼89.4%	58	\$42,396	13.4	\$54.54	0.0%	
9. Demand Response	Local Para	12,658	▲4.1%	6,846	\$1,345,456	1.8	\$104.67	1.5%	
	MA Shuttle	211		118	\$18,844	1.8	\$86.94	2.6%	
	Rollup	12,869	▼1.3%	6,964	\$1,364,299	1.8	\$104.38	1.5%	
Catch-A-Ride	CAR_Taxi	2,518		0	\$74,971		\$29.77	0.0%	
	CAR_TNC	1,038		0	\$18,449		\$17.77	0.0%	
	Rollup	3,556	▲272.4%	0	\$93,420		\$26.27	0.0%	
Volunteer Driver	VolDrvr	2,005	▼5.1%	2,670	\$12,425	0.8	\$6.20	0.0%	
	VolDvrWM	460	▲2.9%	1,206	\$7,241	0.4	\$15.74	0.0%	
	Rollup	2,465	▼3.7%	3,876	\$19,666	0.6	\$7.98	0.0%	
Rollup	734,743	▲11.4%	56,397	\$9,889,916	13.0	\$12.44	7.5%		

FY 2024 Q3 (January - March) Marin Transit Community Engagement

Reporting Month: January 2024

Date(s)	Event	Description	Contacts
1/2/24	Catch-A-Ride Info Session	Drop-in virtual info session for Catch-A-Ride riders or other interested community members.	0
1/4/24	Catch-A-Ride Info Session	Drop-in virtual info session for Catch-A-Ride riders or other interested community members.	1
1/9/24	Catch-A-Ride Info Session	Drop-in virtual info session for Catch-A-Ride riders or other interested community members. Support for Spanish speaking attendees was available.	1
1/18/24	Catch-A-Ride Info Session	Drop-in virtual info session for Catch-A-Ride riders or other interested community members. Support for Spanish speaking attendees was available.	2
1/25/24	Navigating Transit Presentation to Sausalito Villages	Navigating Transit Presentation to Sausalito residents in coordination with CARSS and Sausalito Village staff. Support for Spanish speaking attendees was available.	20
1/29/24	TAM COC tour of 3000 Kerner property and the Marin-Sonoma Narrows.	Tour given to TAM COC of 3000 Kerner, new Marin Access Vehicles and a bus ride tour of the Marin-Sonoma Narrows. Support for Spanish speaking attendees was available.	25

FY 2024 Q3 (January - March) Marin Transit Community Engagement

Reporting Month: February 2024

Date(s)	Event	Description	Contacts
2/01/2024	Engagement with riders at the San Rafael Transit Center	Staff distributed Marin Transit ponchos to riders in preparation of inclement weather as well as encouraged riders to submit feedback about our services. Support for Spanish speaking attendees was available.	20

FY 2024 Q3 (January - March) Marin Transit Community Engagement

Reporting Month: March 2024

Date(s)	Event	Description	Contacts
3/27/24	Marin Access Navigating Transit Presentation to North Marin Community Services	Navigating Transit presentation and discussion about programs and services with the North Marin Community Center Case Management staff. Support for Spanish speaking attendees was available.	11
