



MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

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Webinar ID: 879 7268 3373

Monday, September 12, 2022

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Webinar ID: 879 7268 3373

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How to provide comment on agenda items:

- To provide written public comment prior to the meeting, please email info@marintransit.org or use the comment form available at <https://www.marintransit.org/meetings> to submit your meeting-related comments on this agenda. Please submit your comments no later than **5:00 P.M. Sunday, September 11, 2022** to facilitate timely distribution to the Board of Directors. Please include the agenda item number you are addressing and include your name and address. Your comments will be forwarded to the Board of Directors and will be included in the written public record.
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- Public commenting during public meetings is limited to two minutes per speaker unless a different time limit is announced. The Board President may limit the length of comments during public meetings due to the number of persons wishing to speak or if comments become repetitious or irrelevant.

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MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

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Webinar ID: 879 7268 3373

AGENDA

Monday, September 12, 2022

10:00 a.m. Convene as the Marin County Transit District Board of Directors

1. Open Time for Public Expression
(Limited to two minutes per speaker on items not on the District's agenda)
2. Board of Directors' Matters
3. General Manager's Report
 - a. General Manager's Oral Report
 - b. [Monthly Monitoring Report: June 2022](#)
4. Consent Calendar
 - a. [Minutes for August 1, 2022 Board Meeting](#)
 - b. [Adoption of Resolution 2022-12 Allowing for Continued Remote Public Meetings Under State Assembly Bill \(AB\) 361](#)
 - c. [Marin Transit Quarterly Performance Report for the Fourth Quarter of FY 2021/22](#)
Recommended Action: Approve
5. [Update on Transit Contractor Labor Shortages and Associated Service Impacts](#)
Recommended Action: Information Only

Convene in Closed Session

CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION

California Government Code section 54956.9(d)(4)

One case

PUBLIC EMPLOYEE PERFORMANCE EVALUATION

California Government Code Section 54957

Title: General Manager

Report from Closed Session

Adjourn

(continued on next page)



All Marin Transit public meetings are conducted in accessible locations. Copies of documents are available in accessible formats upon request. If you require Translation Assistance, American Sign Language Interpreters, Assistive Listening Devices or other accommodations to participate in this meeting, you may request them by calling (415) 226-0855 (voice) or contact the California Relay Service by dialing 711 to connect to the telephone listed above. **Requests must be received no less than five working days prior to the meeting to help ensure availability.** For additional information, visit our website at <http://www.marintransit.org>

Late agenda material can be inspected in the office of Marin Transit, between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. The office is located at 711 Grand Avenue, Suite 110, San Rafael, CA 94901.

In case of Zoom outage dial 515-604-9094. Meeting ID: 142-334-233

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Material de agenda de última hora puede ser inspeccionado en la oficina de Marin Transit, entre las horas de 8:00 am y 5:00 pm. La oficina está ubicada en 711 Grand Avenue, Suite 110, San Rafael, CA 94901.

En caso de interrupción de Zoom, marque al 515-604-9094. ID de Reunión 142-334-233



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san rafael, ca 94901

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marintransit.org

September 12, 2022

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

SUBJECT: General Manager Report – Monthly Report: June 2022

Dear Board Members:

board of directors

stephanie moulton-peters
president
supervisor district 3

katie rice
vice president
supervisor district 2

eric lucan
2nd vice president
city of novato

judy arnold
director
supervisor district 5

kate colin
director
city of san rafael

damon connolly
director
supervisor district 1

dennis rodoni
director
supervisor district 4

brian colbert
alternate
town of san anselmo

RECOMMENDATION: This is a recurring information item.

SUMMARY: The attached monthly report provides an overview of Marin Transit operations for the monthly period ending June 30, 2022. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall systemwide ridership in June 2022 increased by 44.2 percent compared to June 2021, which represents a 16.1 percent decrease from the pre-COVID ridership in June 2019 and an 8 percent decrease from May 2022.

Ridership on fixed-route services increased by 42.9 percent from the prior year, which is a 13.6 percent decline compared to pre-COVID in June 2019. Ridership on Marin Access services increased by 10.8 percent compared to June 2021, which represents a 52.7 percent decline from June 2019. June 2022 was the twenty-eighth month of ridership affected by the ongoing COVID-19 global pandemic.

Additional detailed analyses of system performance and trends are provided in separate quarterly and annual reports, including route-level statistics and financials. These reports are available on the District's website at <https://marintransit.org/service-performance-and-reports>.

FISCAL/STAFFING IMPACT: None associated with this report.

Respectfully submitted,

Nancy Whelan
General Manager

Attachments: Monthly Customer Feedback and Ridership Reports
June 2022



Month: June 2022		Program							Total
Category	Fixed-Route Local	Fixed-Route Shuttle	Stagecoach & Muir Woods	Supplemental & Yellow Bus	Demand Response	Mobility Management	Systemwide		
Commendation	0	0	0	0	3	0	0	3	
Service Delivery Complaint	18	13	10	1	8	0	2	52	
Accessibility	0	0	1	0	0	0	0	1	
Driver Conduct Complaint	2	2	2	0	2	0	0	8	
Driving Complaint	6	1	1	1	2	0	0	11	
Early Trip	2	1	0	0	0	0	0	3	
Equipment Issue	0	0	0	0	0	0	0	0	
Farebox	0	0	0	0	0	0	0	0	
Late Trip	2	0	0	0	2	0	0	4	
Missed Connection	0	0	0	0	0	0	0	0	
Missed Trip	1	0	1	0	0	0	0	2	
No-Show	2	6	0	0	2	0	1	11	
Off-Route	0	0	0	0	0	0	0	0	
Pass-Up Complaint	3	3	5	0	0	0	1	12	
Service Structure Complaint	5	0	1	0	7	0	5	18	
Bus Stop Improvement Request	0	0	0	0	0	0	0	0	
Fares	0	0	0	0	0	0	0	0	
Other Complaint	4	0	1	0	2	0	3	10	
Scheduling Complaint	1	0	0	0	4	0	1	6	
Service Improvement Suggestion	0	0	0	0	1	0	1	2	
Safety Complaint	0	0	0	0	0	0	0	0	

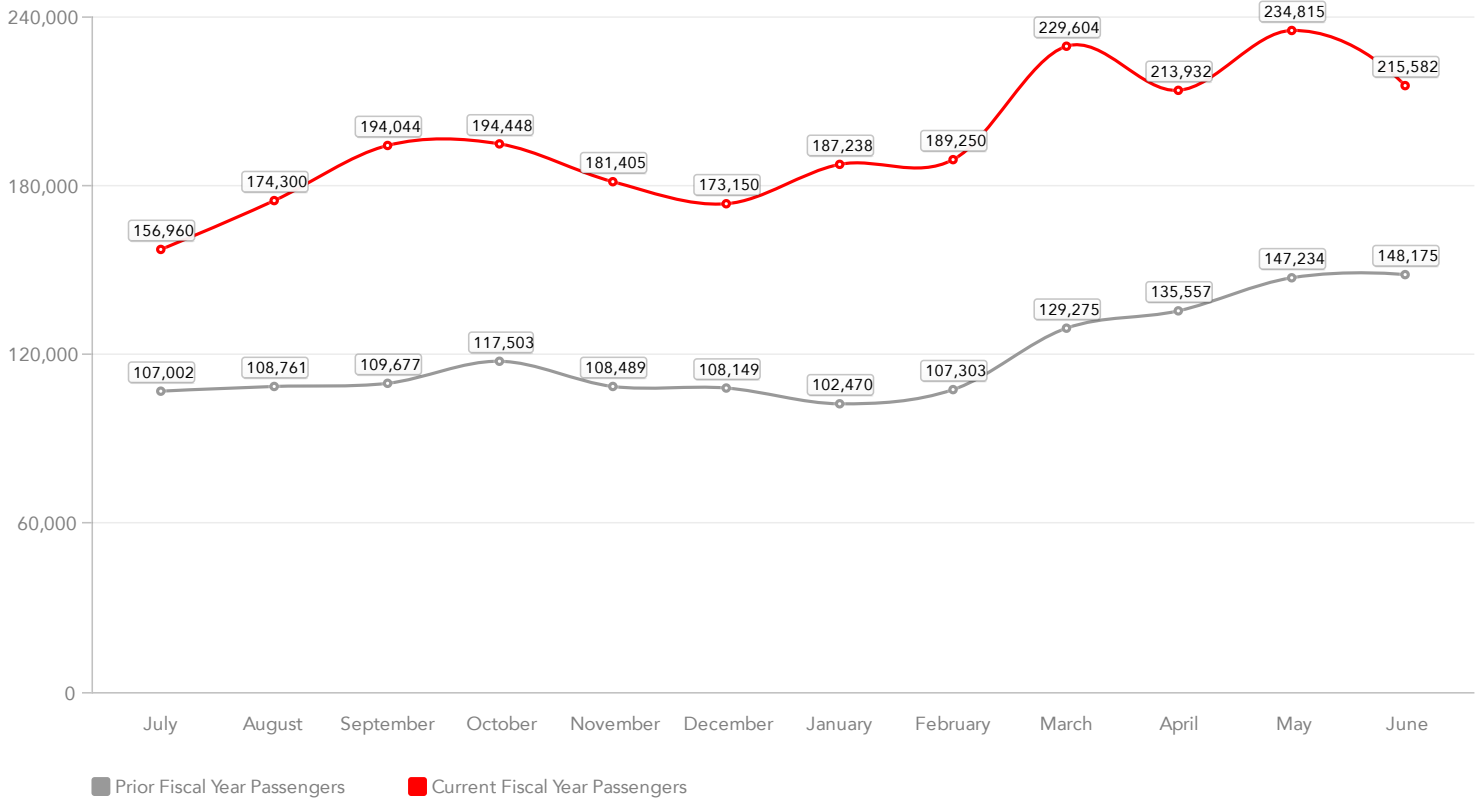
Total Service Hours	9,418	3,436	2,155	104.8	2,812	-	17,928	17,928
Commendations per 1,000 Hours	0.0	0.0	0.0	-	1.1	-	0.0	0.2
Complaints per 1,000 Hours	2.4	3.8	5.1	-	5.3	-	0.4	3.9

Total Passengers	162,207	26,408	20,940	2198	5,519	910	222,011	222,011
Commendations per 1,000 Passenger	0.0	0.0	0.0	-	0.5	0.0	0.0	0.0
Complaints per 1,000 Passengers	0.1	0.5	0.5	-	2.7	0.0	0.0	0.3

FISCAL YEAR MONTH
2022 All

Year-to-Date Ridership Trends

Fixed-Route Passengers (incl. Yellow Bus) by Month



Demand Response Passengers by Month

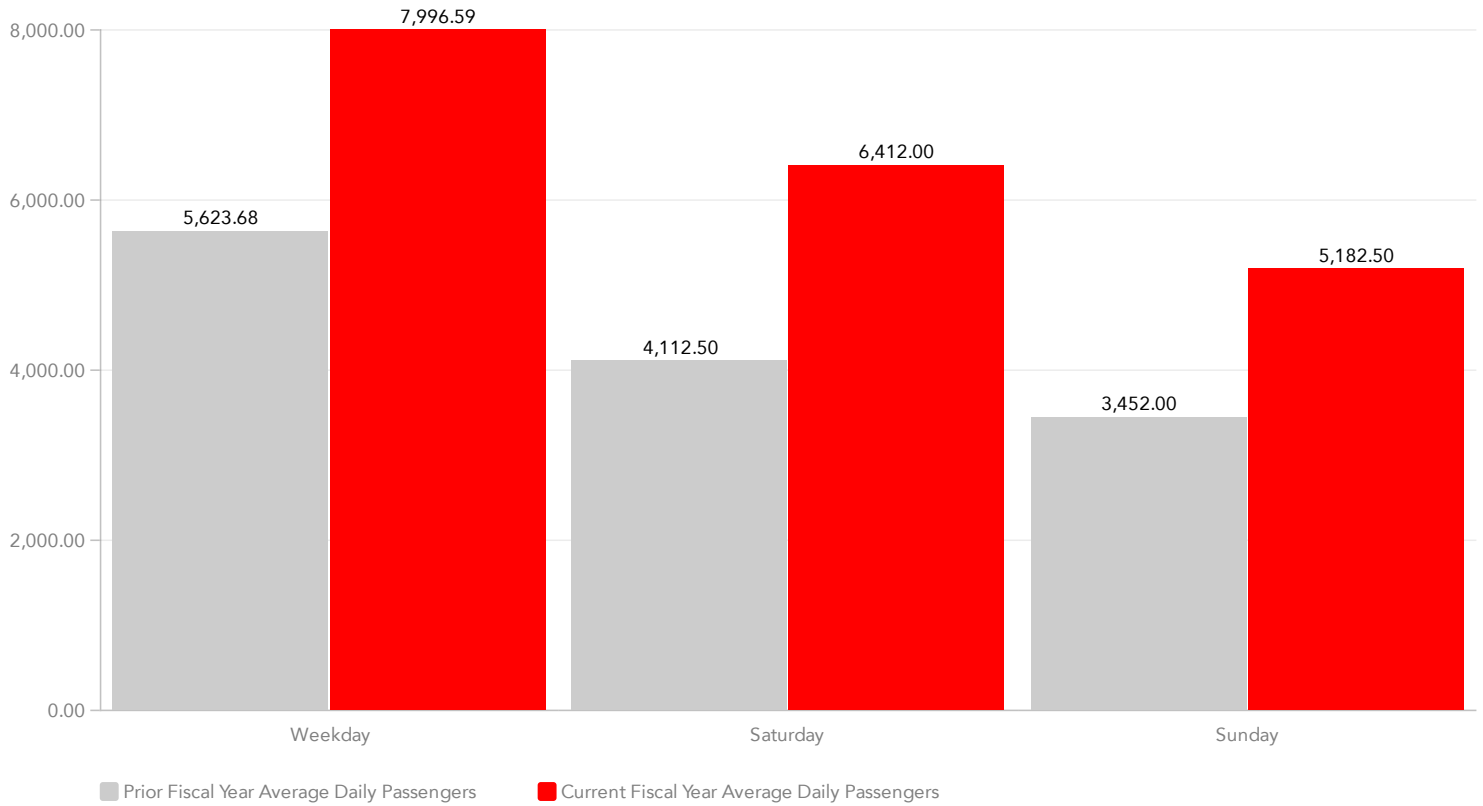


Monthly Comparison

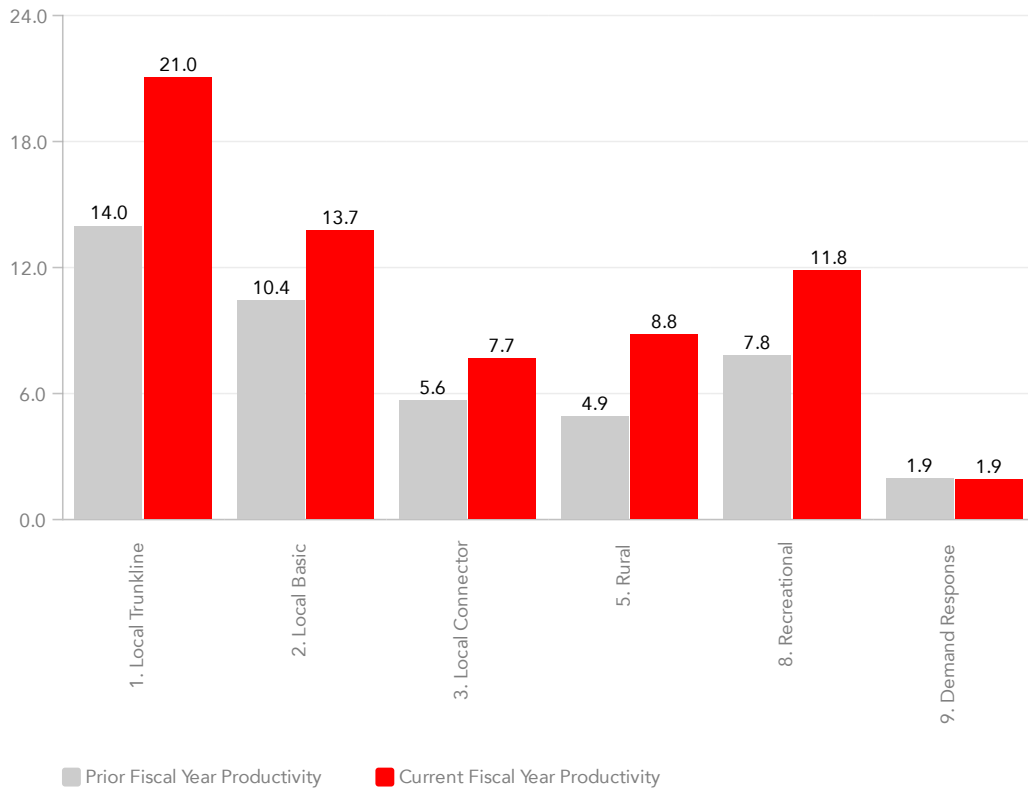
MONTH

Jun

Average Systemwide Daily Passengers



Productivity (pax/hr) by Typology



Route Typologies

- 1. Local Trunkline:
Routes 35, 36, 71X
- 2. Local Basic:
Routes 17, 22, 23, 23X, 29, 49
- 3. Local Connector:
Routes 219, 228, 233, 245, 251, 257
- 5. Rural:
Routes 61, 68
- 8. Recreational:
Routes 66/66F
- 9. Demand Response:
Local Paratransit, Novato Dial-A-Ride,
Rural Dial-A-Ride

REGULAR MEETING OF THE MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

Held Monday, August 1, 2022 at 10:00 A.M.

Roll Call

Present: Director Arnold, Second Vice President Lucan, Vice President Rice, Director Rodoni, Director Colin, Director Colbert, Director Connolly

Absent: President Moulton-Peters

Director Colbert was in attendance as a non-voting member.

Until further notice the Marin County Transit District meetings will not be providing an in-person meeting location for the public to attend. Members of the public are encouraged to participate remotely via Zoom.

Board Vice President Rice opened the meeting at 10:00 A.M.

1. [Open Time for Public Expression](#)

Vice President Rice asked if any member of the public wished to speak. Seeing none she called for Board of Directors' Matters.

2. [Board of Directors' Matters](#)

Vice President Rice asked if any member of the Board wished to speak. Director Colbert shared an anecdote from his recent trip to Costa Rica about ziplining as a form of transit. Vice President Rice remarked that Director Colbert's anecdote reminded her of a proposal for a transit project proposed 15 years ago by Director Arnold. Vice President Rice called for the General Manager's Report.

3. [General Manager's Report](#)

a. [General Manager's Oral Report](#)

b. [Monthly Monitoring Report: April and May 2022](#)

i. [Item 3b – Staff Report](#)

General Manager Nancy Whelan introduced Marin Transit's new Administrative Assistant and Board Secretary, Kate Burt.

Ms. Whelan highlighted the District's 2022 summer promotions, including the Free Fares for Students and Youth under 18 promotion that started on June 12th and will continue through August 14th, 2022. Ms. Whelan also highlighted the Transit to Parks social media and website campaigns and recapped the 4th of July weekend free fare social media campaigns. Staff will present the results of the pilot programs in early winter.

Ms. Whelan reported on the monthly ridership for May 2022. Ms. Whelan highlighted the District's ridership compared to other regional transit operators in the Bay Area and contrasted the District's current and pre-COVID ridership levels and juxtaposed that number with other Bay Area transit operators' pre-COVID and current ridership levels. Marin Transit carried the seventh greatest number of passengers in the region in May 2022. Ms. Whelan concluded by comparing Fiscal Year 2022 and Fiscal Year 2021's ridership trends, through May, for both Demand Response and Fixed Route services.

It was reported that overall systemwide ridership in April 2022 increased by 57.6 percent compared to April 2021, which represents a 22.2 percent decrease from the pre-COVID ridership in April 2019 and a 6.6 percent decrease from March 2022. Ridership on fixed-route services increased by 52 percent from the prior year, which is a 20.2 percent decline compared to pre-COVID in April 2019. Ridership on Marin Access services increased by 50.3 percent compared to April 2021, which represents a 52.7 percent decline from April 2019. April 2022 was the twenty-sixth month of ridership affected by the ongoing COVID-19 global pandemic.

4. [Consent Calendar](#)
 - a. [Minutes for June 6, 2022 Board Meeting](#)
 - b. [Adoption of Resolution 2022-11 Allowing for Continued Remote Public Meetings Under State Assembly Bill \(AB\) 361](#)
 - c. [Response to Public Comment on Regional Fare Integration Study](#)
 - d. [Purchase Agreement with Pacific Power Group for Performing Mid-Life Bus Refurbishment on Six Hybrid Buses](#)
 - e. [Second Amendment to Agreement with Michael's Transportation Service, Inc. to Provide Pupil Transportation Services](#)
 - f. [Fiscal Year 2021/22 Contract Awards and Fiscal Year 2022/23 Contracting Opportunities](#)
 - g. [Marin Transit's Disadvantaged Business Enterprise Participation \(DBE\) Goal for Marin Transit Contracting Opportunities in Federal Fiscal Years 2023-25](#)

General Manager Nancy Whelan highlighted Item g. Ms. Whelan explained that Item g is a required goal-setting action that occurs every three years.

Recommended Action: Approve

M/s: Second Vice President Lucan - Director Colin

Ayes: Director Arnold, Second Vice President Lucan, Vice President Rice, Director Rodoni, Director Colin, Director Connolly

Noes: None

Absent: President Moulton-Peters

Abstain: None

5. [Marin Access and Measure B Funding](#)

[Staff Report](#)

General Manager Nancy Whelan introduced Measure B as the Vehicle Registration Fee administered by Transportation Authority of Marin (TAM), which provides critical funding to support transit services for older adults and people with disabilities. Measure B has been in effect since 2011 and the District receives 35 percent of the fee revenues. In 2022, the TAM began the Measure B expenditure plan review process as required in the legislation. TAM staff invited program sponsors, including Marin Transit, to present information about how Measure B funding is used to support programs and services to the TAM Citizens' Oversight Committee on June 21st, 2022. Ms. Whelan reviewed the presentation that was made on June 21st

Marin County's population is continually becoming comprised of older adults. Measure B expands and unlocks paratransit options for older adults and people with disabilities through the Marin Access suite of programs offered by Marin Transit. Ms. Whelan highlighted paratransit options offered by Marin Access and reviewed the four expenditure strategies for the Measure B funding. Ms. Whelan highlighted the programs funded by Measure B in Fiscal Year 2022, including Mobility Management, Paratransit, Paratransit Plus, Volunteer Driver Program support, low-income rider scholarships, Gap-Grant Program, mobility management staffing, and Innovative Programs. Ms. Whelan explained the purpose of each program funded by Measure B.

Ms. Whelan outlined the proposal submitted to TAM which requested increasing Measure B funding from 35 to 45 percent of the annual receipts. Ms. Whelan also reviewed the Measure B expenditure plan timeline and steps.

Director Lucan thanked Nancy for the presentation and acknowledged that Measure B funding is a zero-sum game and noted that some Board members also sit on the TAM board. He asked if there are other funding options for Marin Access, aside from Measure B.

Ms. Whelan answered that the District regularly tries to tap into other grant programs and resources, such as federal dollars and discretionary grants, and added that federal investment in transportation has been growing. Ms. Whelan listed other sources of funding for Marin Access programs.

Director Lucan noted that property taxes are growing rapidly. He asked if the District has been able to calculate the effect this could have on funding. Ms. Whelan was unsure how the property taxes will impact the District. Director Lucan responded by saying that the District has a great track record, and that it never hurts to ask. Mr. Lucan expressed support for additional funding sources to support growing the Marin Access suite of programs.

Vice President Rice asked for Ms. Whelan to differentiate between mandated programs and innovative programs within Marin Access. Vice President Rice also asked if there is flexibility in the Measure AA funding. Ms. Whelan responded by explaining service ranges and legally mandated services, and what the limitations are of those programs. Ms. Whelan listed the funding sources for the innovative programs, including Measure AA. Ms. Whelan stated that Measure AA funding is flexible. Vice President Rice expressed support for trying different programs and innovations because they encourage traditional paratransit users to migrate to less expensive, equally reliable, programs. Ms. Whelan confirmed that the innovative programs have more flexible eligibility requirements, in addition to being more cost-effective.

Vice President Rice called for Public Comment.

Linda Jackson from the Aging Action Initiative (AAI) noted that the increasing population of older adults in Marin County is comprised of many immigrants from the 1980s. Ms. Jackson stated that many of those individuals are now retiring, and they don't have much social security or pensions. Those individuals are low-income and need to be recognized. Ms. Jackson expressed her appreciation for the Travel Navigators and Travel Training opportunities, which are in-person and hands-on. She stated that Catch-A-Ride is also imperative. Ms. Jackson said that things have changed since 2010, and there are new priorities. She explained how there are many bills with a lot of support that are very necessary, including legislation surrounding electric vehicles. Ms. Jackson expressed her support for Measure B and acknowledged the need for innovative funding.

Vice President Rice expressed appreciation for Linda Jackson’s comments. She reminded the group that many Board members have multiple roles in the community. She also reminded the group that the District did not receive any additional funding in the recent Measure AA renewal.

Recommended Action: Information Only

[Convene in Closed Session](#)

The Board went into closed session.

[Report from Closed Session](#)

Vice President Rice reported that the Board of Directors gave direction to outside council.

[Adjourn](#) Vice President Rice adjourned the meeting at 11:02 A.M.

SINE DIE

PRESIDENT

ATTEST:

CLERK



marin transit

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September 12, 2022

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

SUBJECT: Adoption of Resolution 2022-12 Allowing for Continued Remote Public Meetings Under State Assembly Bill (AB) 361

board of directors

Dear Board Members:

stephanie moulton-peters
president
supervisor district 3

RECOMMENDATION: Staff recommends that your Board adopt Resolution 2022-12 finding that the proclaimed State of Emergency continues to impact the ability to meet safely in person and declaring that the District Board of Directors will continue to meet remotely to ensure the health and safety of the public.

katie rice
vice president
supervisor district 2

SUMMARY: On September 16, 2021, Governor Newsom signed Assembly Bill (AB) 361 into law, effective October 1, 2021, to allow agencies to use teleconferencing for public meetings during proclaimed state of emergencies without requiring the teleconference locations to be accessible to the public or a quorum of the members of the legislative body of the agency to participate from locations within the boundaries of the agency's jurisdiction. AB 361 will sunset on January 31, 2024.

eric lucan
2nd vice president
city of novato

Your Board approved a resolution allowing for remote meetings at the October 4, 2021, November 1, 2021, December 6, 2021, January 10, 2022, February 7, 2022, March 7, 2022, April 4, 2022, May 2, 2022, June 6, 2022, and August, 1, 2022 Board of Directors meetings. To continue meeting under AB 361, your Board is required to declare every 30 days that it has reconsidered the circumstances of the State of Emergency and determine if conditions meet one of the two criteria listed below.

judy arnold
director
supervisor district 5

kate colin
director
city of san rafael

1. State or local health officials have imposed or recommend measures to promote social distancing, or
2. The legislative body finds that meeting in person would present imminent risks to the health or safety of attendees.

damon connolly
director
supervisor district 1

dennis rodoni
director
supervisor district 4

Based on recommendations from the Marin County Health and Human Services, staff views that criteria 2 remains applicable. The attached letter from Marin County Health and Human Services Director, Benita McLarin, recommends a continued emphasis on social distancing measures such as using video/teleconferencing when it meets community needs and spacing at in-person

brian colbert
alternate
town of san anselmo

meetings so that individuals from different households are not sitting next to each other. There has been no update from Marin County Health Department officials that alters this recommendation.

FISCAL IMPACT: There is no fiscal impact.

Respectfully submitted,

A handwritten signature in black ink that reads "Nancy E. Whelan". The signature is written in a cursive style with a large, stylized 'N' and 'W'.

Nancy Whelan
General Manager

Attachments: Resolution 2022-12 and Marin County Health and Human Services Letter

RESOLUTION #2022-12

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE MARIN COUNTY
TRANSIT DISTRICT MAKING FINDINGS THAT THE PROCLAIMED STATE OF
EMERGENCY CONTINUES TO IMPACT THE ABILITY TO MEET SAFELY IN
PERSON AND DECLARING THAT THE BOARD OF DIRECTORS WILL CONTINUE
TO MEET REMOTELY IN ORDER TO ENSURE THE HEALTH AND SAFETY OF
THE PUBLIC**

WHEREAS, the Marin County Transit District (the “District”) is committed to preserving and nurturing public access and participation in meetings of the Board of Directors; and

WHEREAS, all meetings of the District’s legislative bodies are open and public, as required by the Ralph M. Brown Act (Cal. Gov. Code 54950 – 54963), so that any member of the public may attend, participate, and watch the District’s legislative body conduct their business; and

WHEREAS, the Brown Act, Government Code section 54953(e), makes provisions for remote teleconferencing participation in meetings by members of a legislative body, without compliance with the requirements of Government Code section 54953(b)(3), subject to the existence of certain conditions; and

WHEREAS, on March 4, 2020, Governor Newsom declared a State of Emergency to make additional resources available, formalize emergency actions already underway across multiple state agencies and departments, and help the State prepare for a broader spread of COVID-19; and

WHEREAS, on March 17, 2020, in response to the COVID-19 pandemic, Governor Newsom issued Executive Order N-29-20, which suspended certain provisions of the Ralph M. Brown Act in order to allow local legislative bodies to conduct meetings electronically without a physical meeting place; and

WHEREAS, as a result of Executive Order N-29-20, staff set up Zoom teleconference meetings for all District Board of Directors meetings; and

WHEREAS, on June 11, 2021, Governor Newsom issued Executive Order N-08-21, which specified that Executive Order N-29-20 would remain in effect through September 30, 2021, at which point it would expire; and

WHEREAS, since the issuance of Executive Order N-08-21, the Delta variant has emerged, causing a spike in COVID-19 cases throughout the state; and

WHEREAS, the Governor's proclaimed State of Emergency remains in effect, and State and local officials, including the Marin County Director of Health and Human Services, the

California Department of Public Health, and the Department of Industrial Relations, have imposed or recommended measures to promote social distancing; and

WHEREAS, on September 16, 2021, the Governor signed Assembly Bill 361 into law, as urgency legislation that goes into effect on October 1, 2021, amending Government Code Section 54953 of the Brown Act to allow legislative bodies to continue to meet remotely during a proclaimed state of emergency, provided certain conditions are met and certain findings are made; and

WHEREAS, the continued local rates of transmission of the virus and variants causing COVID-19 are such that the Director of Health & Human Services has recommended that the County continue to emphasize social distancing in order to minimize the potential spread of COVID-19 during indoor, public meetings.

WHEREAS, the District cannot maintain adequate safe social distance between members of the public, Board members and staff in their respective meeting locations; and

WHEREAS, because of the rise in cases due to the Delta variant, the District is concerned about the health and safety of attendees, the District's Board of Directors desires to take the actions necessary to comply with AB 361 and to continue to hold its Board and committee meetings remotely.

NOW, THEREFORE, THE MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS RESOLVES AS FOLLOWS:

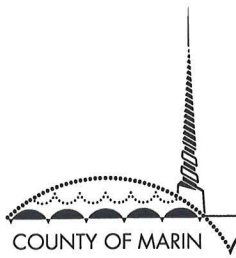
1. The Board has reconsidered the circumstances of the State of Emergency, and finds that:
 - a. The factors triggering the State of Emergency continue to directly impact the ability of the members of the Board of Directors and District staff, and members of the public to meet safely in person; and
 - b. State and local officials continue to recommend measures to promote social distancing.
2. District Board of Directors meetings will continue to be conducted remotely for the next 30 days in compliance with AB 361 and Government Code Section 54953(e)(2), in order to ensure the health and safety of the public while providing access to public meetings.
3. The Board will reconsider the circumstances of the State of Emergency and revisit the need to conduct meetings remotely within 30 days of the adoption of this Resolution.

REGULARLY PASSED AND ADOPTED this 12th day of September 2022.

Board President

ATTEST:

Board Secretary



DEPARTMENT OF
HEALTH AND HUMAN SERVICES

Promoting and protecting health, well-being, self-sufficiency, and safety of all in Marin County.



Benita McLarin, FACHE
DIRECTOR

20 North San Pedro Road
Suite 2002
San Rafael, CA 94903
415 473 6924 T
415 473 3344 TTY
www.marincounty.org/hhs

September 22, 2021

Dennis Rodoni
President, Board of Supervisors
3501 Civic Center Drive, 3rd Floor
San Rafael, CA 94903

Re: Public Meetings/Social Distancing

Dear President Rodoni:

On September 20, 2021, Governor Newsom signed AB 361. The legislation provides that local agencies may continue to hold certain public meetings via video/tele-conference as they have done during the Covid-19 emergency. The legislation allows such meetings to continue during a proclaimed state of emergency if state or local officials have recommended measures to promote social distancing.

Local government meetings are indoor meetings that are sometimes crowded, involve many different and unfamiliar households, and can last many hours. Given those circumstances, I recommend a continued emphasis on social distancing measures as much as possible to make public meetings as safe as possible. These measures can include using video/tele-conferencing when it meets community needs and spacing at in-person meetings so that individuals from different households are not sitting next to each other. I will notify you if this recommendation changes while the Governor's state of emergency for COVID-19 remains in place.

Respectfully,

Benita McLarin
Director, Health & Human Services

cc: Matthew H. Hymel, CAO
Brian E. Washington, County Counsel



marin transit

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September 12, 2022

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 2021/22

Dear Board Members:

board of directors

stephanie moulton-peters
president
supervisor district 3

katie rice
vice president
supervisor district 2

eric lucan
2nd vice president
city of novato

judy arnold
director
supervisor district 5

kate colin
director
city of san rafael

damon connolly
director
supervisor district 1

dennis rodoni
director
supervisor district 4

brian colbert
alternate
town of san anselmo

RECOMMENDATION: Accept report.

SUMMARY: As part of the District's service monitoring process, staff have prepared a quarterly performance report alongside the quarterly financial report that will come before the board in November. Attached is the report for the fourth quarter of FY 2021/22.

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. Note that no outreach was performed this quarter, so no outreach report is included.

Additional detailed analyses of system performance and trends are provided in an annual system performance report. This report is available on the District's website at <https://marintransit.org/service-performance-reports> in addition to the monthly reports.

FISCAL/STAFFING IMPACT: None associated with this report.

Respectfully submitted,

Asher Butnik
Transit Planner

Attachments: Quarterly Performance Reports for FY 2021/22 Q4

Quarterly Performance Report for FY 2021/22 Q4

This report summarizes the operational performance of Marin Transit services for the fourth quarter of FY 2021/22 from April 1, 2022 through June 30, 2022. 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	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	613, 617, 619, 625, 645, 651, 654	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 fourth quarter of FY 2021/22, Marin Transit carried a total of 684,304 passengers systemwide. This represents an increase of 53.3% in ridership compared to the fourth quarter of the previous fiscal year and an increase of 9.6% from the third quarter of the fiscal year. On fixed-route transit services, Marin Transit carried 641,672 riders. This is an increase of 48.9% from the fourth quarter of FY 2020/21 and an increase of 10.8% from the third quarter of the fiscal year. The Yellow Bus program carried 22,657 passengers, a program which did not run in FY 2020/21. Marin Access services carried 19,975 trips on demand response and mobility management programs. This reflects an increase of 53.3% compared to the fourth quarter of the last fiscal year and an increase of 9.9% compared to the third quarter of FY 2021/22. 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 2021/22, Local Trunkline services carried 282,605 passengers. This represents a decrease of 4% from the fourth quarter of FY18/19 pre-COVID. Collectively, these routes represent an increase of 67.4% compared to the fourth quarter of FY 2020/21, and an increase of 11.2% compared to the third quarter of FY2021/22. Route 35 had an average of 25.2 passengers per revenue hour, meeting the productivity target of 20 passengers per revenue hour. No other Local Trunkline routes met their productivity target of 20 passengers per hour, and none met their subsidy target of \$4.50 per passenger. Local Trunkline service accounted for 30.1% of fixed route service in revenue hours and 44% of fixed route ridership in the fourth quarter of FY2021/22.

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

Local Basic services carried a total of 208,359 passengers during the fourth quarter of this fiscal year. This represents an increase of 46.4% compared to the fourth quarter of the last fiscal year, and an increase of 7% from the third quarter of this fiscal year. In the fourth quarter of FY 2021/22 the Local Basic routes had a 16.3% decline in ridership compared to the fourth quarter of FY18/19 pre-COVID. Route 23X had an average of 21.8 passengers per revenue hour, meeting the productivity target of 18 passengers per revenue hour. No other Local Basic routes met their performance target of 18 passengers per hour, and none met the subsidy target of \$6.50 per passenger. Local Basic routes represented 31.5% of fixed route revenue hours and 32.5% of fixed route ridership in the fourth quarter of FY2021/22.

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

During the fourth quarter of the fiscal year, Local Connector services carried 81,746 total passengers. This is 47.5% higher than the previous year and represents a 10.9% increase from the third quarter of this fiscal year. In the fourth quarter of FY 2021/22 the Local Connector routes had a 22.1% decline in ridership compared to the fourth quarter of FY18/19 pre-COVID. Routes 233, 245, and 251 respectively had an average of 8.5, 11, and 9.2 passengers per revenue hour, meeting the productivity target of 8 passengers per revenue hour. No other Local Connector routes met the productivity target of 8 passengers per hour, and none met the subsidy target of \$9.00 per passenger. Local Connector routes accounted for 22.4% of fixed route service in revenue hours and provided 12.7% of fixed route ridership in the fourth quarter of FY 2021/22.

Supplemental School (Routes 613, 617, 619, 625, 645, 651, and 654)

Supplemental School routes carried 14,695 passengers in the fourth quarter of FY 2021/22. Routes 645 and 651 respectively had an average of 28.2 and 20.5 passengers per trip, meeting the productivity target of 20 passengers per trip. No other Supplemental School routes met the productivity target of 20 passengers per trip, and none met the subsidy target of \$3.00 per passenger. Supplemental School routes accounted for 1.4% of fixed route service in revenue hours and provided 2.3% of fixed route ridership in the fourth quarter of FY 2021/22.

Rural (West Marin Stagecoach Routes 61 and 68)

In the fourth quarter of the fiscal year, the two Stagecoach routes carried 31,181 passengers. This is an 74.4% increase from the prior year and a 31.5% increase compared to the third quarter of FY 2021/22. In the fourth quarter of FY 2021/22 the Rural routes had a 0.1% increase in ridership compared to the fourth quarter of FY18/19 pre-COVID, the only service category to have increased in ridership since pre-COVID. Both routes met their productivity target of 6 passengers per revenue hour, with Route 61 averaging 6.1 riders per revenue hour and Route 68 averaging 6.9. Neither route met their subsidy goal of \$12.00 per passenger. Stagecoach routes accounted for 10.4% of fixed route service in revenue hours, and ridership represented 4.9% of fixed route ridership in the fourth quarter of FY2021/22.

Partnership Services (Route 622 – College of Marin Express)

Route 622 carried 1,444 passengers in the fourth quarter of FY 2021/22. This route was not in service in the fourth quarter of the prior fiscal year. There are no service targets for this route. It accounted for 1.1% of fixed route revenue hours and 0.2% of fixed route ridership in the fourth quarter of FY 2021/22.

Yellow Bus

In the fourth quarter of 2021/22, the Ross Valley School District yellow bus service carried 22,657 passengers. This service was not active in the prior fiscal year, and it has no established service targets.

Recreational (Route 66-Muir Woods Shuttle)

The Muir Woods Shuttle currently runs weekend/holiday-only service in the off-peak season, and daily service in the peak season (summer), which started in June of this quarter. In the fourth quarter of FY 2021/22, the Muir Woods Shuttle carried 21,642 passengers. It did not meet its productivity goal of 25 passengers per hour nor its subsidy goal of \$3.00 per passenger. The Muir Woods Shuttle accounted for 3.1% of fixed route service in revenue hours, and ridership represented 3.4% of fixed route ridership in the fourth quarter of FY2021/22.

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 2021/22, local paratransit carried 14,546 passengers. The service productivity average of 1.8 passengers per hour did not meet the 2.0 standard. The number of passengers represents a 43.1% increase in ridership compared to the prior fiscal year. In the fourth quarter of FY 2021/22, local paratransit had a 52.8% decline in ridership compared to the fourth quarter of FY18/19 pre-COVID. With a

subsidy per passenger of \$87.72, the service did not meet the subsidy target of \$35.00 per passenger.

The Novato Dial-a-Ride service carried 605 passengers. The service productivity average of 2.1 passengers per hour did meet the 2.0 standard. Ridership was 8.4% 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 83 passengers, a 17% decrease compared to last year. The service productivity average of 1.3 passengers per hour did not meet the 2.0 passengers per hour target. With a subsidy per passenger of \$35.55, 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, the same as the fourth quarter of last year. At 1.0 passengers 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.

The Volunteer Driver Program completed 2,197 trips in the fourth quarter of FY 2021/22. This represents a 1.1% decrease compared to the previous fiscal year.

The Catch-a-Ride program provided 1,176 one-way trips. This represents an increase of 2.6% compared to the prior year.

Marin Transit launched the on-demand microtransit pilot program called Marin Transit Connect in May of 2018. 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 and introduced an updated on-demand Connect pilot. This program carried a total of 1,338 passengers in the fourth quarter of FY 2021/22, a 20.4% 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 has 5.7 passengers per revenue hour, exceeding the suggested target of 4.0. However, the program is not meeting the suggested \$15.00 per passenger subsidy target, 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 post COVID travel demand changes.

Ridership Trends

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. Ridership has continued to increase in the fourth quarter of FY 2021/22 and has reached over 80% of pre-pandemic levels. The Muir Woods Shuttle has resumed service since mid-June 2021, and most Supplemental School routes began operation in August 2021.

In the fourth quarter of FY 2021/22, most ridership occurred on Local Trunkline 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.

Overall, in this quarter Marin Transit routes had a 53.3% increase in total ridership compared to the fourth quarter of FY 2020/21 and a 19.4% decline in ridership compared to the fourth quarter of FY18/19 pre-COVID. This represents a 17.1% decrease in ridership on fixed-route and a 53.5% decline on Demand Response services compared to pre-COVID.

The increase in systemwide ridership compared to the fourth quarter of FY 2020/21 is both a reflection of how steep ridership fell at the beginning of the pandemic and of how strong ridership growth this quarter has been. This ridership represents stronger growth than most other agencies experienced across the Bay Area and the US. According to the National Transit Database, nationwide bus ridership increased 20% during the fourth quarter of FY 2021/22 compared to the prior year, while Marin Transit experienced 48.9% growth by that same metric. The District continues to experience a steady rebound in ridership, in particular after the lift of COVID capacity limitations since mid-July of 2021 and the gradual reopening of the economy.

Regionally, Marin Transit fixed route services continue to perform relatively well compared to other North Bay transit agencies. In the fourth quarter of FY 2021/22, Golden Gate Transit carried 313,211 passengers on its fixed route bus service,

representing less than half of Marin Transit’s fixed route ridership (641,672), while SMART carried only 114,438 passengers. Comparably to Marin Transit, Golden Gate Transit experienced a 64.3% increase in fixed route bus ridership in this quarter compared to the fourth quarter of FY2020/21, and with their new expanded service that started in May 2021, SMART experienced a 147.2% increase in ridership compared to the fourth quarter last year. At 48.9%, Marin Transit experienced an increase in fixed route ridership this quarter comparable to, or more robust than, 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 52.2%, 45.8%, and 46.3% increase in ridership, respectively, relative to the fourth quarter of FY 2020/21.

Compared to the prior year, demand for Marin Access mobility management and demand response programs increased by 30.3% during the fourth quarter of FY 2021/22. Although this increase is significant, it remains lower than the increase in general public ridership on fixed routes services. 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.

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

Table 2: Factors Impacting Ridership Comparison

Factor		FY 2020/21 Q4	FY 2021/22 Q4	Impact
Days Operated	Weekdays	65	65	--
	Weekends & Holidays	27	27	--
	Muir Woods Shuttle	4	36	▲▲▲
Service Disruptions (cancelled/missed service)		59	526	▼▼▼
Rainfall (inches)		0.1	1.6	▼
Gas Prices		\$4.05	\$5.95	▲▲▲

Due to the national labor shortage, Marin Transit’s operating contractors have had difficulty hiring new drivers, which has led to a significant amount of missed service across the District’s fixed route offerings. Supplemental routes and the Muir Woods shuttle have been especially impacted. The District continues to work and communicate with its contractors to minimize missed service and ensure as many riders can get to and from their origins and destinations on time as possible.

Fixed-Route

Fixed-Route Passenger Statistics by Route

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
1. Local Trunkline	35	142,190	▲53.6%	5,646	▼9.0%	25.2	▲10.3
	36	65,600	▲45.2%	3,370	▼0.7%	19.5	▲6.2
	71	74,815	▲140.9%	4,881	▲37.9%	15.3	▲6.6
	Rollup	282,605	▲67.4%	13,896	▲5.8%	20.3	▲7.5
2. Local Basic	17	46,537	▲38.4%	3,698	▲7.3%	12.6	▲2.8
	22	34,228	▲37.2%	2,898	▼0.7%	11.8	▲3.3
	23	45,496	▲54.7%	2,766	▲0.0%	16.4	▲5.8
	23X	14,787	▲63.4%	677	▲1.3%	21.8	▲8.3
	29	10,899	▲81.6%	657	▼0.3%	16.6	▲7.5
	49	56,412	▲43.6%	3,818	▼0.7%	14.8	▲4.6
	Rollup	208,359	▲46.4%	14,515	▲1.5%	14.4	▲4.4
3. Local Connector	219	9,720	▲17.5%	1,553	▼1.0%	6.3	▲1.0
	228	14,736	▲32.9%	2,390	▼0.1%	6.2	▲1.5
	233	8,620	▲46.4%	1,020	▼0.2%	8.5	▲2.7
	245	11,503	▲82.6%	1,048	▼0.1%	11.0	▲5.0
	251	21,660	▲49.1%	2,346	▼0.8%	9.2	▲3.1
	257	15,507	▲66.3%	1,980	▲1.3%	7.8	▲3.1
	Rollup	81,746	▲47.5%	10,338	▼0.2%	7.9	▲2.6
4. Supplemental	613	3,371		158		21.3	
	617	907		34		26.6	
	619	2,352		156		15.0	
	625	472		41		11.4	
	645	2,367		69		34.1	
	649	0		0			
	651	4,839		133		36.5	
	654	387		42		9.2	
	Covid	0		0			
	Rollup	14,695		634		23.2	
5. Rural	61	13,232	▲151.4%	2,183	▲36.7%	6.1	▲2.8
	68	17,949	▲42.2%	2,597	▲3.1%	6.9	▲1.9
	Rollup	31,181	▲74.4%	4,781	▲16.1%	6.5	▲2.2
6. Partnership Services	122	0		0			
	622	1,444		527		2.7	
	Rollup	1,444		527		2.7	
7. Yellow Bus	Hdn Valley	1,548		3		516.0	
	White Hill	21,109		3		7,036.3	
	Rollup	22,657		6		3,776.2	
8. Recreational	66	21,642	▲1,658.1%	1,452	▲519.5%	14.9	▲9.6
	Rollup	21,642	▲1,658.1%	1,452	▲519.5%	14.9	▲9.6
Rollup	664,329	▲72.3%	46,149	▲9.5%	14.4	▲5.2	

* 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	\$946,039	▼2.6%	\$137,787	▲42.6%	\$5.68	▼\$3.77	14.6%	▲4.6%
	36	\$563,007	▲6.1%	\$64,863	▲43.1%	\$7.59	▼\$3.15	11.5%	▲3.0%
	71	\$892,589	▲51.8%	\$84,875	▲131.0%	\$10.80	▼\$6.95	9.5%	▲3.3%
	Rollup	\$2,401,635	▲14.9%	\$287,525	▲60.9%	\$7.48	▼\$3.84	12.0%	▲3.4%
2. Local Basic	17	\$443,136	▲20.0%	\$49,667	▲33.2%	\$8.45	▼\$1.42	11.2%	▲1.1%
	22	\$344,920	▲11.4%	\$39,373	▲39.7%	\$8.93	▼\$2.35	11.4%	▲2.3%
	23	\$449,522	▲5.9%	\$47,484	▲46.2%	\$8.84	▼\$4.50	10.6%	▲2.9%
	23X	\$112,962	▲7.7%	\$12,766	▲33.1%	\$6.78	▼\$3.76	11.3%	▲2.2%
	29	\$109,306	▲6.4%	\$10,874	▲62.4%	\$9.03	▼\$6.98	9.9%	▲3.4%
	49	\$464,361	▲12.5%	\$48,757	▲28.5%	\$7.37	▼\$2.17	10.5%	▲1.3%
	Rollup	\$1,924,206	▲11.6%	\$208,922	▲37.3%	\$8.23	▼\$2.81	10.9%	▲2.0%
3. Local Connector	219	\$182,453	▲11.3%	\$11,105	▲31.1%	\$17.63	▼\$1.16	6.1%	▲0.9%
	228	\$269,133	▲10.1%	\$16,399	▲36.4%	\$17.15	▼\$3.80	6.1%	▲1.2%
	233	\$115,523	▲10.4%	\$8,146	▲32.5%	\$12.46	▼\$4.27	7.1%	▲1.2%
	245	\$122,914	▲12.2%	\$9,958	▲60.3%	\$9.82	▼\$6.58	8.1%	▲2.4%
	251	\$272,625	▲10.9%	\$19,557	▲39.8%	\$11.68	▼\$4.26	7.2%	▲1.5%
	257	\$229,960	▲13.3%	\$14,826	▲62.1%	\$13.87	▼\$6.91	6.4%	▲1.9%
	Rollup	\$1,192,609	▲11.3%	\$79,991	▲42.9%	\$13.61	▼\$4.71	6.7%	▲1.5%
4. Supplemental	613	\$40,571		\$1,346		\$11.64		3.3%	
	617	\$8,826		\$220		\$9.49		2.5%	
	619	\$41,554		\$932		\$17.27		2.2%	
	625	\$10,683		\$288		\$22.02		2.7%	
	645	\$17,844		\$823		\$7.19		4.6%	
	649	\$0		\$0					
	651	\$32,435		\$1,658		\$6.36		5.1%	
	654	\$9,273		\$249		\$23.32		2.7%	
	Covid	\$0		\$0					
	Rollup	\$161,186		\$5,516		\$10.59		3.4%	
5. Rural	61	\$283,681	▲42.7%	\$15,521	▲205.5%	\$20.27	▼\$16.53	5.5%	▲2.9%
	68	\$336,471	▲9.2%	\$14,523	▲13.6%	\$17.94	▼\$5.47	4.3%	▲0.2%
	Rollup	\$620,152	▲22.3%	\$30,044	▲68.1%	\$18.93	▼\$8.43	4.8%	▲1.3%
6. Partnership Services	122	\$0		\$0					
	622	\$86,580		\$1,489		\$58.93		1.7%	
	Rollup	\$86,580		\$1,489		\$58.93		1.7%	
7. Yellow Bus	Hdn Valley	\$122,284		\$10,011		\$72.53		8.2%	
	White Hill	\$122,284		\$138,133		-\$0.75		113.0%	
	Rollup	\$244,568		\$148,144		\$4.26		60.6%	
8. Recreational	66	\$244,256	▲1,008.3%	\$61,078	▲898.1%	\$8.46	▼\$4.47	25.0%	▼2.8%
	Rollup	\$244,256	▲1,008.3%	\$61,078	▲898.1%	\$8.46	▼\$4.47	25.0%	▼2.8%
Rollup	\$6,875,192	▲27.0%	\$822,708	▲100.3%	\$9.11	▼\$3.86	12.0%	▲4.4%	

* 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	83	▼17.0%	65	▼34.0%	1.3	▲0.3
	Local Para	14,546	▲43.1%	7,899	▲38.9%	1.8	▲0.1
	MTC	1,338	▲20.4%	233	▲19.8%	5.7	▲0.0
	Novato DAR	605	▲8.4%	283	▲5.7%	2.1	▲0.1
	PtReyesDAR	30	-	32	-	1.0	-
	Reg Para	1,083		981		1.1	
	Rollup		17,685	▲47.8%	9,492	▲51.2%	1.9
Catch-A-Ride	CAR_Gen	669	▼10.1%	0			
	CAR_LowInc	507	▲26.1%	0			
	Rollup	1,176	▲2.6%	0			
Volunteer Driver	VolDrvr	1,822	▲1.3%	2,177	▼13.0%	0.8	▲0.1
	VolDvrWM	375	▼11.3%	626	▼20.6%	0.6	▲0.1
Rollup		21,058	▲37.4%	12,294	▲28.5%	1.7	▲0.1

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	\$3,094	▼54.9%	\$144	▼38.1%	\$35.54	▼\$30.75	4.6%	▲1.3%
	Local Para	\$1,308,005	▲57.4%	\$32,075	▲42.2%	\$87.72	▲\$8.19	2.5%	▼0.3%
	MTC	\$160,749	▲3.0%	\$6,503	▲17.2%	\$115.28	▼\$20.15	4.0%	▲0.5%
	Novato DAR	\$41,620	▲13.7%	\$2,246	▲51.4%	\$65.08	▲\$2.14	5.4%	▲1.3%
	PtReyesDAR	\$1,495	▼30.6%	\$52	▼25.2%	\$48.07	▼\$21.37	3.5%	▲0.2%
	Reg Para	\$150,021		\$14,069		\$125.53		9.4%	
	Rollup	\$1,664,984	▲61.3%	\$55,089	▲84.3%	\$91.03	▲\$7.22	3.3%	▲0.4%
Catch-A-Ride	CAR_Gen	\$37,485	▼32.0%	\$2,766	▼1.0%	\$51.90	▼\$18.44	7.4%	▲2.3%
	CAR_LowInc	\$25,304	▼6.8%	\$2,065	▲37.4%	\$45.84	▼\$17.98	8.2%	▲2.6%
	Rollup	\$62,789	▼23.7%	\$4,831	▲12.4%	\$49.28	▼\$18.77	7.7%	▲2.5%
Volunteer Driver	VolDrvr	\$25,809	▼43.4%	\$0		\$14.16	▼\$11.16	0.0%	-
	VolDvrWM	\$10,710	▼45.8%	\$0		\$28.56	▼\$18.18	0.0%	-
Rollup	\$1,764,291	▲49.5%	\$59,920	▲75.3%	\$80.94	▲\$6.19	3.4%	▲0.5%	

* Change compared to same quarter of prior year

Systemwide Total

Systemwide Passenger Statistics Summary

	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
Values	685,387	▲53.6%	58,444	▲1.3%	11.7	▲4.0

Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$8,639,483	▲17.6%	\$882,628	▲77.8%	\$11.32	▼\$4.04	10.2%	▲3.5%

* Change compared to same quarter of prior year



marin transit

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September 12, 2022

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

SUBJECT: Update on Transit Contractor Labor Shortages and Associated Service Impacts

Dear Board Members:

board of directors

stephanie moulton-peters
president
supervisor district 3

katie rice
vice president
supervisor district 2

eric lucan
2nd vice president
city of novato

judy arnold
director
supervisor district 5

kate colin
director
city of san rafael

damon connolly
director
supervisor district 1

dennis rodoni
director
supervisor district 4

brian colbert
alternate
town of san anselmo

RECOMMENDATION: Information item.

Marin Transit and its service contractors are facing an ongoing shortage of bus operators and other staff. These shortages are attributed to a combination of factors that have followed pandemic conditions that include a high rate of retirement, high turnover rates to other higher-paying private sector jobs, and difficulties recruiting and retaining new transit workers.

Staff will present additional information on staffing shortages and associated service impacts at your September 12, 2022 Board meeting.

FISCAL/STAFFING IMPACT: None associated with this report.

Respectfully submitted,

Robert Betts
Director of Operations & Planning

Attachments: Staffing Shortage & Service Impacts Presentation



Labor Shortages & Service Impacts

September 12, 2022

Nationwide Transit Industry Labor Shortages



APTA surveyed 117 public transit agencies in March 2022

- **92%** stated that they are having difficulty hiring new employees.
- **71%** said that they have either had to cut service or delay service increases because of worker shortage issues.
- **52%** have increased their starting pay in response to worker shortage issues.



Aging Workforce



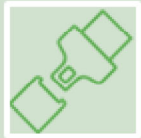
- The transit workforce is, on average, older than the American workforce as a whole.
- In 2015, 72% of the workforce was projected to leave by 2022.
- How does the industry attract a new generation of workers?



Difficulty Hiring and Retaining Transit Workers



Compensation



Safety



Workplace culture



Flexibility

Pandemic Labor Conditions at Marin Transit



- Initial 12-18 Months Following Shelter-In-Place
 - Increased labor availability due to:
 - Reduced local service (Muir Woods & Supplemental School) – MV Transit
 - Reduced regional service (Golden Gate Regional routes) – Golden Gate
 - Suspension of Airporter Charter service – Marin Airporter
 - Reduced demand on paratransit and other senior/ADA services - Vivalon
 - Stabilized regular local fixed route services
 - Added Service to Address Overcrowding/Capacity Limits
 - Support for other community needs (vaccination, meal delivery, etc.)

Marin Transit Current Labor Shortage Summary

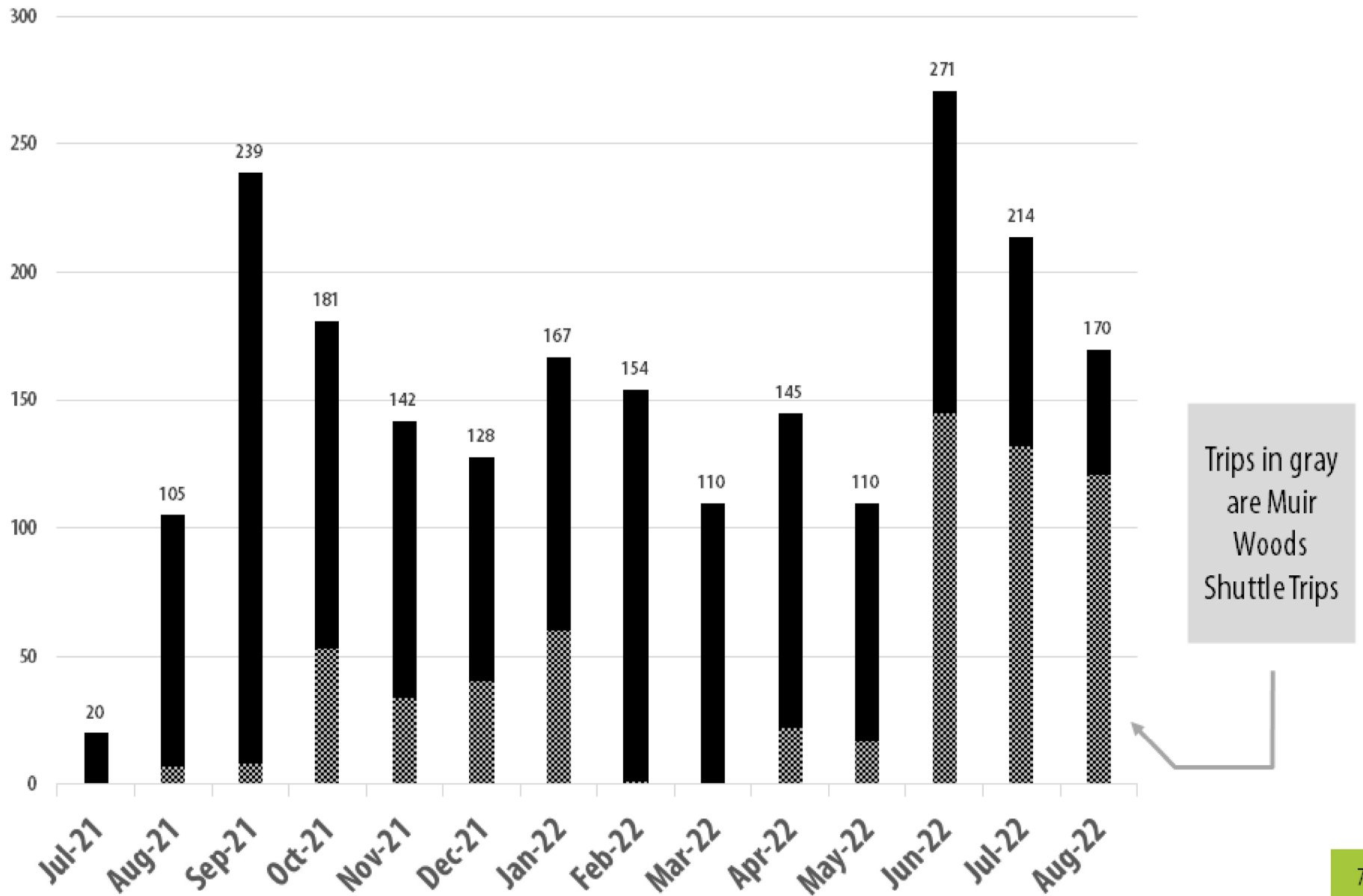


	Current Count	Target Number Count	Positions Short	% Fully Staffed
Drivers	145	183	38	79%
Support Staff	62.5	66.5	4	94%

Data from September 2022 (all contractors, all services)



Total Missed Trips, by Month



Missed Trips Summary



Missed Trips are Typically < 1% of Total Service

	Missed Trips	Total Trips	% Missed
Jul-21	9	18,664	0.05%
Aug-21	56	18,600	0.30%
Sep-21	204	18,219	1.12%
Oct-21	166	18,623	0.89%
Nov-21	129	17,931	0.72%
Dec-21	123	18,429	0.67%
Jan-22	90	18,393	0.49%
Feb-22	47	16,787	0.28%
Mar-22	27	19,023	0.14%
Apr-22	73	18,149	0.40%
May-22	46	18,884	0.24%
Jun-22	164	17,998	0.91%
Jul-22	138	18,580	0.74%
Aug-22	156	19,571	0.80%

Missed Trips Summary



- Missed service levels are higher than today than nearly all historic levels and during the early months of the pandemic
- Missed service is primarily concentrated on Supplemental School and Muir Woods
 - **September 2021:** Marin Transit had to cut 25% of all Supplemental Service. This service is still suspended.
 - **June of 2022:** Marin Transit cut 18% of Muir Woods Shuttle. Additional weekly cancellations are occurring based on driver availability
 - Service is typically removed from reservation system in advance to minimize the impact on riders
 - **September 2022:** 33% reduction of Muir Woods Shuttle Service (off-peak schedules)

Marin Transit Action Taken



- Awarded/Updated/Renegotiated all contract to allow for an increase in driver and mechanic wages
- Adjusted service levels where feasible to minimize impacts on riders
- Identified and adjusted layovers and driver breaks
 - Effective September 2021 & 2022 for MV operated Supplemental services
 - Effective June 2022 for MV operated Muir Woods Shuttle
 - Effective August 2022 for Marin Airporter operated service
 - Currently evaluating options for Golden Gate service

Contractor Actions Taken



Use of recruiters

Social media

Job fairs

Referral, hiring, & retention bonuses

Increased wages

Paid driver training



Questions?



Nancy Whelan, General Manager

Robert Betts, Director of Operations & Planning