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March 4, 2019

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

SUBJECT: Marin Transit Quarterly Performance Report for the Second Quarter of FY 2018/19

Dear Board Members:

board of directors

damon connolly
president
supervisor district 1

dennis rodoni
vice president
supervisor district 4

kate colin
2nd vice president
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city of mill valley

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

eric lucan
alternate
city of novato

RECOMMENDATION: Accept report.

SUMMARY:

As part of the District's service monitoring process, staff has prepared a quarterly performance report alongside the quarterly financial report. Attached is the report for the second quarter of FY 2018/19.

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.

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 <http://marintransit.org/monitoringreports.html> in addition to the monthly reports.

FISCAL/STAFFING IMPACT: None associated with this report.

Respectfully submitted,

Aida Banihashemi
Planning Manager

Attachments

Quarterly Performance Report for FY 2018/19 Q2

This report summarizes the operational performance of Marin Transit services for the second quarter of FY 2018/19 from October 1, 2018 through December 31, 2018. The Quarterly Performance Report provides detailed route-level statistics, analyzes trends, and evaluates performance measures established under Measure A.

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. In December 2016, the District upgraded the system to provide a new tool to create custom reports including this Quarterly Performance Report. The report captures all costs associated with service operations and is not limited to contractor costs. This reporting format most accurately represents the District's actual costs of providing service.

Route performance is presented relative to typology-based targets. The Board updated the targets on April 2, 2018, as part of a larger performance monitoring plan update. These typology-based targets aim to match routes and service levels to the markets they are intended to serve. All performance and financial data is 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	113, 115, 117, 119, 125, 139, 145, 151, 154	20 per trip	\$3.00
Rural	61, 68	6	\$12.00
Recreational	66 (Muir Woods Shuttle)	25	\$3.00
Demand Response	Local DAR, Novato DAR, Dillon Beach/Tomaes DAR, Point Reyes DAR	2	\$35.00

Performance Summary

In the second quarter of FY 2018/19, Marin Transit carried a total of 820,454 passengers systemwide. This represents a 0.1% ridership increase compared to the second quarter of the previous fiscal year. On fixed-route transit services including Yellow School Bus, Marin Transit carried 778,904 riders. This is a 0.2% decrease from the last fiscal year. Marin Access services carried



41,550 trips on demand response and mobility management programs, an increase of 6.3% compared to 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 71x)

In the second quarter of FY 2018/19, Local Trunkline services carried 291,214 passengers. This is a 1.2% increase over the second quarter of the previous fiscal year. Only Route 35 met the productivity and subsidy targets of 20 passengers per hour and \$4.50 per passenger, respectively. Route 36 met the productivity target only, and Route 71 did not meet its targets this quarter.

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

Local Basic services carried a total of 246,134 passengers during the second quarter of this fiscal year, a decrease of 1.9% compared to last fiscal year. While Route 23 met its productivity of 18 passengers per hour and Route 49 met its subsidy target of \$6.50 per passenger, none of the five routes met their productivity or subsidy targets this quarter.

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

During the second quarter of the fiscal year, Local Connector services carried 97,327 total passengers. This is 0.1% less than the previous year. Four of the six routes met the productivity target of 8 passengers per hour (Routes 233, 245, 251, and 257) and two of the six routes met the subsidy target of \$9.00 per passenger (Routes 245 and 251). Only Routes 219 and 228 did not meet either target.

Supplemental (Routes 113, 115, 117, 119, 125, 139, 145, 151, and 154)

Supplemental school services carried a total of 53,213 passengers during the second quarter of FY 2018/19. This represents 0.5% more passengers than the previous year. Seven of the nine routes met the productivity target of 20 passengers per trip: Routes 113, 115, 117, 119, 145, 151, and 154. Five of the nine routes met their subsidy target of \$3.00 per passenger: Routes 113, 117, 119, 145 and 151.

Rural (West Marin Stagecoach Routes 61 and 68)

In the second quarter of the fiscal year, the two Stagecoach routes carried 26,178 passengers total. This is about a 3.6% decrease from the prior year. While Route 68 met the productivity goal of 6 passengers per hour, neither route met the subsidy goal of \$12.00 per passenger.

Partnership Services (Route 122 – College of Marin Express)

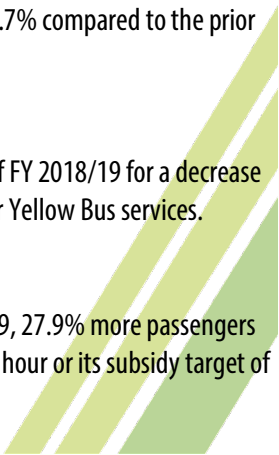
Route 122 carried a total of 4,833 passengers during the second quarter of the year, an increase of 9.7% compared to the prior year. There are no performance targets established for Partnership services.

Yellow Bus

Ross Valley School District yellow bus service carried 35,015 passengers during the second quarter of FY 2018/19 for a decrease of approximately 8.9% compared to the prior year. There are no performance targets established for Yellow Bus services.

Recreational (Route 66-Muir Woods Shuttle)

The Muir Woods service carried a total of 22,162 passengers during the second quarter of FY 2018/19, 27.9% more passengers compared to the previous year. The service did not meet its productivity target of 25 passengers per hour or its subsidy target of \$3.00 per passenger.





Marin Access

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

In the second quarter of FY 2018/19, local paratransit carried 29,902 passengers. The service productivity average of 2.0 passengers per hour met the target. The number of passengers represents a 1.2% decrease in ridership compared to the prior fiscal year. The service did not meet the subsidy target of \$35.00 per passenger.

The Novato Dial-a-Ride service carried 1,155 passengers and met its productivity standard at 2.0 passengers per hour. Ridership was 8.9% 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 second quarter of the fiscal year, the service carried 107 passengers. This is a 28.7% decrease compared to last year. The service did not meet its subsidy target of \$35.00 per passenger or its productivity target of 2.0 passengers per hour.

In July 2016, Marin Transit added a new general public dial-a-ride service between Point Reyes Station and Novato. The service runs twice per month on the first and third Monday. In the second quarter of the fiscal year, the service carried 76 passengers at 65.2% more riders than last year and met its productivity target with 2.4 passengers per hour. The service also met the subsidy target of less than \$35.00 per passenger trip.

The Volunteer Driver Program completed 3,478 trips in the second quarter of FY 2018/19. This represents an 8.9% decrease compared to the previous fiscal year.

The Catch-a-Ride program provided 3,574 one-way trips. This is a decrease of 4.5% compared to the prior year.

On May 21, 2018, Marin Transit launched a new on-demand microtransit service called Marin Transit Connect. A total of 3,258 passengers rode the service in the second quarter of the fiscal year. There are currently no performance targets established for the Connect service.

Ridership Trends

The slight increase in ridership is counter to the trends among bus transit agencies throughout the country and in the Bay Area. According to the National Transit Database, nationwide bus ridership declined 2.9% during the second quarter of FY 2018/19 compared to the prior year. Regionally, Golden Gate Transit also experienced a 7.0% decrease in the second quarter of 2018/19.

There are several factors that can impact ridership. These include the number of weekdays in a month and the weather. In this second quarter, some factors supported growth in ridership while others may have contributed to declines. Wildfires during the second quarter of FY2018/19 led to closures of schools and Muir Woods National Monument. This explains the significant number of service cancellations, as shown in Table 2.

The other factor that contributed to a decline in decrease of school service ridership was that there was twice as much rain in this quarter and fewer school days during this quarter compared to prior year. Despite the cancelled services during the Muir Woods Park closures, Muir Woods Shuttle had a significant increase in ridership. The major factor that contributed to this

ridership increase was the additional number of days that the Muir Woods Shuttle operated due to the year-round service under the new reservation program.

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

Table 2: Factors Impacting Ridership Comparison

Factor		FY 2017/18 Q2	FY 2018/19 Q2	Impact
Calendar	School Days	56	53	▼
	Weekdays	62	65	▲
	Weekends & Holidays	31	29	▲
	Muir Woods Shuttle	22	31	▲▲▲
Service Disruptions (cancelled/missed service)		83	100	▼▼
Rainfall (inches)		4.63	10.61	▼▼
Gas Prices		\$3.21	\$3.59	▲

Compared to the prior year, demand for Marin Access mobility management and demand response programs increased by 6.3% during the second quarter of FY 2018/19. These trends are comparable to growth experienced historically in demand-response programs. Staff will continue to monitor ridership trends on these services.



Fixed-Route

Fixed-Route Passenger Statistics by Route

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
1. Local Trunkline	35	168,958	▲0.6%	5,789	▲0.2%	29.2	▲0.1
	36	93,318	▲2.9%	3,443	▲0.2%	27.1	▲0.7
	71	28,938	▼0.9%	1,865	▲1.6%	15.5	▼0.4
	Rollup	291,214	▲1.2%	11,096	▲0.5%	26.2	▲0.2
2. Local Basic	17	62,955	▼3.2%	3,761	▲0.9%	16.7	▼0.7
	22	50,242	▼2.3%	4,394	▼1.8%	11.4	▼0.1
	23	50,125	▲2.1%	2,786	▲0.1%	18.0	▲0.3
	23X	11,396	▼15.9%	707	▼16.5%	16.1	▲0.1
	29	9,637	▼3.8%	736	▼10.0%	13.1	▲0.8
	49	61,779	▲0.1%	3,733	▲0.6%	16.5	▼0.1
	Rollup	246,134	▼1.9%	16,117	▼1.5%	15.3	▼0.1
3. Local Connector	219	11,830	▼9.8%	1,630	▲0.5%	7.3	▼0.8
	228	19,655	▲0.3%	2,528	▼0.8%	7.8	▲0.1
	233	10,587	▼3.6%	1,097	▲0.3%	9.7	▼0.4
	245	12,786	▲0.2%	1,097	▲0.2%	11.7	▲0.0
	251	26,506	▲4.5%	2,401	▼0.6%	11.0	▲0.5
	257	15,963	▼3.4%	1,910	▲1.6%	8.4	▼0.4
	Rollup	97,327	▼1.0%	10,663	▲0.1%	9.1	▼0.1
4. Supplemental**	113	6,182	▲15.3%	116	▲12.4%	24.5	▼5.8
	115	3,807	▲48.1%	94	▼7.5%	24.1	▲55.6
	117	6,837	▼7.9%	142	▲1.9%	24.5	▼9.9
	119	11,206	▲9.2%	172	▼1.9%	33.1	▲10.8
	125	3,161	▼13.8%	173	▼3.6%	14.9	▼10.6
	139	1,232	▼7.2%	95	▲0.8%	11.4	▼8.1
	145	4,676	▼14.6%	77	▲2.6%	28.3	▼16.7
	151	12,258	▼8.0%	225	▼2.7%	33.6	▼4.0
	154	3,854	▲9.1%	99	▼5.5%	37.1	▲15.4
	Rollup	53,213	▲0.5%	1,191	▼0.9%	26.8	▼0.2
5. Rural	61	6,202	▼5.8%	1,172	▼2.0%	5.3	▼0.2
	68	19,976	▼3.0%	2,688	▲0.0%	7.4	▼0.2
	Rollup	26,178	▼3.6%	3,861	▼0.6%	6.8	▼0.2
6. Partnership Services	122	7,661	▲4.7%	740	▲16.2%	10.4	▼1.1
	Rollup	7,661	▲4.7%	740	▲16.2%	10.4	▼1.1
7. Yellow Bus	Hdn Valley	2,560	▲10.8%	0	▼100.0%		
	White Hill	32,455	▼11.1%	0	▼100.0%		
	Rollup	35,015	▼9.8%	0	▼100.0%		
8. Recreational	66	22,162	▲27.9%	1,067	▲46.2%	20.8	▼3.0
	Rollup	22,162	▲27.9%	1,067	▲46.2%	20.8	▼3.0
Rollup	778,904	▼0.2%	44,736	▼0.3%	17.4	▲0.0	

* Change compared to same quarter of prior year

**Productivity measured in passengers per hour, except for Supplemental services, which use passengers per trip

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	\$853,288	▼4.3%	\$154,927	▼11.4%	\$4.13	▼\$0.13	18.2%	▼1.5%
	36	\$502,875	▼4.4%	\$82,247	▼9.4%	\$4.51	▼\$0.29	16.4%	▼0.9%
	71	\$287,787	▼1.6%	\$33,221	▼13.6%	\$8.80	▲\$0.10	11.5%	▼1.6%
	Rollup	\$1,643,950	▼3.9%	\$270,394	▼11.1%	\$4.72	▼\$0.17	16.4%	▼1.3%
2. Local Basic	17	\$554,522	▼3.7%	\$66,457	▼13.0%	\$7.75	▲\$0.07	12.0%	▼1.3%
	22	\$424,203	▼9.9%	\$55,429	▼12.9%	\$7.34	▼\$0.57	13.1%	▼0.5%
	23	\$396,957	▼4.4%	\$48,643	▼14.6%	\$6.95	▼\$0.35	12.3%	▼1.5%
	23X	\$101,942	▼20.1%	\$10,054	▼33.6%	\$8.06	▼\$0.22	9.9%	▼2.0%
	29	\$106,061	▼14.0%	\$8,528	▼23.9%	\$10.12	▼\$1.08	8.0%	▼1.0%
	49	\$372,321	▼2.5%	\$53,077	▼17.8%	\$5.17	▲\$0.03	14.3%	▼2.7%
	Rollup	\$1,956,007	▼6.6%	\$242,187	▼15.9%	\$6.96	▼\$0.24	12.4%	▼1.4%
3. Local Connector	219	\$160,667	▼5.2%	\$12,649	▼23.9%	\$12.51	▲\$0.85	7.9%	▼1.9%
	228	\$239,148	▼7.7%	\$20,667	▼18.9%	\$11.12	▼\$0.81	8.6%	▼1.2%
	233	\$106,130	▼5.9%	\$9,902	▼16.3%	\$9.09	▼\$0.11	9.3%	▼1.2%
	245	\$103,783	▼6.8%	\$10,984	▼20.3%	\$7.26	▼\$0.38	10.6%	▼1.8%
	251	\$235,967	▼6.3%	\$21,206	▼9.3%	\$8.10	▼\$0.91	9.0%	▼0.3%
	257	\$184,039	▼4.9%	\$14,792	▼22.0%	\$10.60	▲\$0.03	8.0%	▼1.8%
	Rollup	\$1,029,735	▼6.2%	\$90,199	▼18.0%	\$9.65	▼\$0.40	8.8%	▼1.3%
4. Supplemental	113	\$19,045	▲23.1%	\$3,867	▲15.7%	\$2.46	▲\$0.19	20.3%	▼1.3%
	115	\$15,185	▲0.6%	\$1,725	▲32.2%	\$3.54	▼\$1.83	11.4%	▲2.7%
	117	\$22,672	▲10.3%	\$3,258	▼15.3%	\$2.84	▲\$0.59	14.4%	▼4.3%
	119	\$29,540	▲6.2%	\$7,666	▲7.1%	\$1.95	▼\$0.06	26.0%	▲0.2%
	125	\$25,265	▲3.3%	\$2,709	▼15.4%	\$7.14	▲\$1.34	10.7%	▼2.4%
	139	\$14,266	▲8.8%	\$1,106	▼15.2%	\$10.68	▲\$1.79	7.8%	▼2.2%
	145	\$12,117	▲10.8%	\$1,852	▼14.4%	\$2.20	▲\$0.59	15.3%	▼4.5%
	151	\$32,774	▲4.3%	\$5,742	▼18.0%	\$2.21	▲\$0.37	17.5%	▼4.8%
	154	\$13,646	▲1.2%	\$1,963	▲7.0%	\$3.03	▼\$0.27	14.4%	▲0.8%
	Rollup	\$184,510	▲7.1%	\$29,889	▼4.1%	\$2.91	▲\$0.24	16.2%	▼1.9%
5. Rural	61	\$125,919	▲6.8%	\$6,675	▼6.8%	\$19.23	▲\$2.40	5.3%	▼0.8%
	68	\$295,375	▲9.6%	\$19,966	▼5.5%	\$13.79	▲\$1.72	6.8%	▼1.1%
	Rollup	\$421,294	▲8.8%	\$26,641	▼5.9%	\$15.08	▲\$1.86	6.3%	▼1.0%
6. Partnership Services	122	\$101,385	▲25.5%	\$33,250	▼11.4%	\$8.89	▲\$2.98	32.8%	▼13.7%
	Rollup	\$101,385	▲25.5%	\$33,250	▼11.4%	\$8.89	▲\$2.98	32.8%	▼13.7%
7. Yellow Bus	Hdn Valley	\$0	▼100.0%	\$7,804	▼11.6%	-\$3.05	▼\$13.42		
	White Hill	\$0	▼100.0%	\$98,299	▼29.8%	-\$3.03	▼\$4.51		
	Rollup	\$0	▼100.0%	\$106,103	▼28.8%	-\$3.03	▼\$5.04		
8. Recreational	66	\$189,606	▲90.6%	\$4,144	▼88.5%	\$8.37	▲\$4.72	2.2%	▼34.2%
	Rollup	\$189,606	▲90.6%	\$4,144	▼88.5%	\$8.37	▲\$4.72	2.2%	▼34.2%
Rollup		\$5,526,488	▼5.9%	\$802,808	▼18.4%	\$6.06	▼\$0.19	14.5%	▼2.2%

* 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	107	▼28.7%	65	-	1.6	▼0.7
	Local Para	29,902	▼1.2%	14,774	▲1.8%	2.0	▼0.1
	MTC	3,258		1,806		1.8	
	Novato DAR	1,155	▲8.9%	565	▲4.7%	2.0	▲0.1
	PtReyesDAR	76	▲65.2%	32	▲100.0%	2.4	▼0.5
	Rollup		34,498	▲9.4%	17,240	▲14.0%	2.0
Catch-A-Ride	CAR_Gen	1,857	▲9.9%	0			
	CAR_LowInc	1,717	▼17.9%	0			
	Rollup	3,574	▼5.4%	0			
Volunteer Driver	VolDvr	2,451	▼7.1%	3,329	▲5.6%	0.7	▼0.1
	VolDvrWM	1,027	▼12.9%	1,599	▼6.3%	0.6	▼0.0
Rollup		41,550	▲6.2%	22,168	▲10.9%	1.9	▼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	\$4,175	▼11.3%	\$216	▲3.7%	\$36.99	▲\$7.00	5.2%	▲0.7%
	Local Para	\$1,180,082	▼5.2%	\$55,826	▼2.1%	\$37.60	▼\$1.63	4.7%	▲0.1%
	MTC	\$186,650		\$3,237		\$56.30		1.7%	
	Novato DAR	\$44,902	▼7.8%	\$1,531	▼26.8%	\$37.55	▼\$6.39	3.4%	▼0.9%
	PtReyesDAR	\$2,013	▲75.4%	\$157	▲153.4%	\$24.42	▲\$0.83	7.8%	▲2.4%
	Rollup	\$1,417,822	▲9.1%	\$60,967	▲2.6%	\$39.33	▲\$0.02	4.3%	▼0.3%
Catch-A-Ride	CAR_Gen	\$41,715	▲5.5%	\$4,241	▲5.8%	\$20.18	▼\$0.85	10.2%	▲0.0%
	CAR_LowInc	\$24,630	▼49.1%	\$3,943	▼20.7%	\$12.05	▼\$8.70	16.0%	▲5.7%
	Rollup	\$66,344	▼24.5%	\$8,184	▼8.9%	\$16.27	▼\$4.60	12.3%	▲2.1%
Volunteer Driver	VolDvr	\$25,933	▼33.1%	\$0		\$10.58	▼\$4.11	0.0%	-
	VolDvrWM	\$15,245	▼39.6%	\$0		\$14.84	▼\$6.56	0.0%	-
Rollup	\$1,525,344	▲5.1%	\$69,151	▲1.1%	\$35.05	▼\$0.29	4.5%	▼0.2%	

* Change compared to same quarter of prior year

Systemwide Total

Systemwide Passenger Statistics Summary

	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
Values	820,454	▲0.1%	66,904	▲3.1%	12.3	▼0.4

Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$7,051,832	▼3.7%	\$871,959	▼17.2%	\$7.53	▼\$0.11	12.4%	▼2.0%

* Change compared to same quarter of prior year

FY 2019 Marin Access Outreach and Travel Training

Travel Navigator Reporting Month: October 2018

Date	Event	Description	Audience
10/10/2018	Travel Navigator Satellite Hours at Albert J. Boro Community Center / Pickleweed Park	"Office hours" during regularly scheduled multicultural senior event. Individual counseling and group Q&A available in English, Spanish, and Vietnamese.	25
10/11/2018	Travel Navigator Satellite Hours at Margaret Todd Senior Center – Novato.	"Office hours" in main lobby during a senior lunch event.	20
10/16/2018	Travel Navigator Marin Access + Marin Transit Connect presentation at Parnow Friendship House in San Rafael	Group presentation at a senior living facility within the Marin Transit Connect service area with Cody Lowe speaking about the MTC service.	15
10/18/2018	Travel Navigator Satellite Hours at West Marin Senior Services/Dance Palace – Point Reyes Station.	"Office hours" during a congregate senior lunch.	40
10/24/2018	Marin Senior Information Fair	Marin Transit + Marin Access booth with Travel Navigators & MT staff manning the booth.	750+
10/29/2018	Travel Navigator Marin Access presentation at College of Marin Student Accessibility Services	Group travel training presentation to students & staff facilitated by MCIL.	5

FY 2019 Marin Access Outreach and Travel Training

Travel Navigator Reporting Month: November 2018

Date	Event	Description	Audience
11/5/2018	Travel Navigator Marin Access + Marin Transit Connect presentation at Martinelli House in San Rafael	Group presentation at a senior living facility within the Marin Transit Connect service area with Cody Lowe speaking about the MTC service.	9
11/7/2018	Travel Navigator Marin Access presentation at Sausalito Village/Age Friendly Sausalito	Group presentation + discussion of Volunteer Driver programs with CARSS representatives.	7
11/8/2018	Travel Navigator Marin Access presentation at Novato Vision Support Group	Group presentation for a disability-based support group.	10
11/13/2018	Travel Navigator Satellite Hours at Mill Valley Community Center	"Office hours" during a congregate senior lunch + bingo event.	35
11/13/2018	Travel Navigator Marin Access + Marin Transit Connect presentation at Comforting Hands Forever in San Rafael	Group presentation at a senior living facility within the Marin Transit Connect service area with Cody Lowe speaking about the MTC service.	4
11/14/2018	Travel Navigator Satellite Hours at San Rafael Community Center / Goldenaires	"Office hours" during a congregate senior lunch + bingo event.	50
11/14/2018	Travel Navigator Satellite Hours at Albert J. Boro Community Center / Pickleweed Park	"Office hours" during regularly scheduled multicultural senior event. Individual counseling and group Q&A available in English, Spanish, and Vietnamese.	20

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11/15/2018	Travel Navigator Satellite Hours at West Marin Senior Services/Dance Palace in Point Reyes Station	"Office hours" during a congregate senior lunch event.	30
11/29/2018	Travel Navigator Satellite Hours at Margaret Todd Senior Center in Novato	"Office hours" during a congregate senior lunch event.	18

Travel Navigator Reporting Month: December 2018

Date	Event	Description	Audience
12/12/2018	Travel Navigator Satellite Hours at Albert J. Boro Community Center / Pickleweed Park	"Office hours" during regularly scheduled multicultural senior event. Individual counseling and group Q&A available in English, Spanish, and Vietnamese.	35
12/20/2018	Travel Navigator Satellite Hours at West Marin Senior Services/Dance Palace in Point Reyes Station	"Office hours" during a congregate senior lunch event.	50

FY 2019 Marin Access Outreach and Travel Training

Technology 4 Life Reporting Months: October – December 2018

Date	Event	Description	Audience
10/4/2018	Tech Tips for Transportation at Villa Entrada	Interactive class designed to teach older adults or people with disabilities how to use their smartphone, tablet, or computer to learn about transportation options in Marin.	30
10/9/2018	Tech Tips for Transportation at Redwood High / Marin Learn – Session I	Interactive class designed to teach older adults or people with disabilities how to use their smartphone, tablet, or computer to learn about transportation options in Marin.	7
10/16/2018	Tech Tips for Transportation at Redwood High / Marin Learn – Session II	Interactive class designed to teach older adults or people with disabilities how to use their smartphone, tablet, or computer to learn about transportation options in Marin.	7
11/13/2018	Tech Tips for Transportation at Whistlestop – Session I	Interactive class designed to teach older adults or people with disabilities how to use their smartphone, tablet, or computer to learn about transportation options in Marin.	7
11/20/2018	Tech Tips for Transportation at Whistlestop – Session II	Interactive class designed to teach older adults or people with disabilities how to use their smartphone, tablet, or computer to learn about transportation options in Marin.	7