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September 9, 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 Fourth 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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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 the attached quarterly performance report for the fourth 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/performance-reports> 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 Q4

This report summarizes the operational performance of Marin Transit services for the fourth quarter of FY 2018/19 from April 1, 2019 through June 30, 2019. 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. In December 2016, the District upgraded the system to provide a new tool to create custom reports including this Quarterly Performance Report. The new 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 fourth quarter of FY 2018/19, Marin Transit carried a total of 849,148 passengers systemwide. This represents a 0.8% ridership increase compared to the fourth quarter of the previous fiscal year. On fixed-route transit services, including Yellow School Bus, Marin Transit carried 806,178 riders. This is a 0.5% increase from the last fiscal year. Marin Access services carried



42,970 trips on its demand response and mobility management programs - an increase of 4.8% 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 fourth quarter of FY 2018/19, Local Trunkline services carried 294,424 passengers. This is a 0.2% increase from the fourth quarter of the previous fiscal year. Only Route 35 met the productivity and subsidy target 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 249,058 passengers during the fourth quarter of this fiscal year, a decrease of 0.5% compared to last fiscal year. Five of the six routes did not meet their productivity and subsidy targets this quarter. Route 23 met its productivity target of 18 passengers per hour, and Route 49 met its subsidy target of \$6.50 per passenger.

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

During the fourth quarter of the fiscal year, Local Connector services carried 104,901 total passengers. This is 8.3% more than the previous year. All six routes met the productivity target of 8 passengers per hour and two of the six routes met the subsidy target of \$9.00 per passenger (Routes 245 and 251).

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

Supplemental school services carried a total of 47,710 passengers during the fourth quarter of FY 2018/19, representing a 14.8% increase in ridership from the fourth quarter of the previous year. Seven of the nine routes met their productivity and subsidy targets of 20 passengers per trip and \$3.00 per passenger, respectively. Routes 125 and 139 did not meet either target.

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

In the fourth quarter of the fiscal year, the two Stagecoach routes carried 31,149 passengers total. This is about a 2.7% decrease from the prior year. Both Routes 61 and 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)**

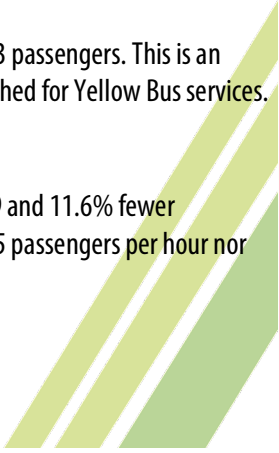
Route 122 carried a total of 5,015 passengers during the fourth quarter of the year, a decrease of 2.1% compared to the prior year. There are no performance targets established for Partnership services.

**Yellow Bus**

During the fourth quarter of FY 2018/19, Ross Valley School District yellow bus service carried 32,513 passengers. This is an approximately 7.9% decrease 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 41,408 passengers during the fourth quarter of FY 2018/19 and 11.6% fewer passengers compared to the previous year. The service did not meet neither productivity target of 25 passengers per hour nor the subsidy target of \$3.00 per passenger.





## Marin Access

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

In the fourth quarter of FY 2018/19, local paratransit carried 30,804 passengers. The 1.9 passengers per hour service productivity fell just below the target of 2 passengers per hour. The number of passengers represents a 2.7% decrease 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 1,332 passengers which was 11.5% higher than the previous fiscal year. The service did not meet its subsidy target of \$35.00 per passenger though it did meet the productivity target of 2.0 passengers per hour.

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 90 passengers. This was a 38.4% decrease compared to last year. The service did not meet its subsidy target of \$35.00 per passenger or the productivity target of 2.0 passengers per hour.

In July 2016, Marin Transit added a general public dial-a-ride service between Point Reyes Station and Novato. The service runs twice per month on the first and fourth Monday. In the fourth quarter of the fiscal year, the service carried 62 passengers. This is 47.6% more than the fourth quarter last year, and the dial-a-ride met its productivity target with 2.6 passengers per hour. The service also met the subsidy target of less than \$35.00 per passenger trip.

The Volunteer Driver Program completed 3,295 trips in the fourth quarter of FY 2018/19. This represents an 17.2% decrease compared to the previous fiscal year. The Catch-a-Ride program provided 3,645 one-way trips. This is a decrease of 1.6% 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 3,742 passengers rode the service in the fourth quarter of the fiscal year. No fares were collected for the first five weeks ending on June 30, 2018, as the contractor slowly ramped up service and marketing efforts were initially implemented. Operating costs associated with the service during fourth quarter of FY 18/19 capture the costs associated with stabilizing the pilot program and the limited fare revenue due to discount fare promotions. There are no performance targets established for the Connect service during the pilot phase, which will continue through the end of calendar year 2019. The service averaged 2.4 passengers per hour during the fourth quarter of FY2018/19.

## 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 3.7% during the fourth quarter of FY 2018/19 compared to the prior year. Regionally, Golden Gate Transit also experienced a 2.9% decrease in the fourth quarter of 2018/19.

There are several factors that can impact ridership. These include the number of weekdays and weekend/holidays in a month, service disruptions, and the weather. Some factors supported growth in ridership while others may have contributed to declines.

In the fourth quarter, adverse weather conditions negatively impacted the ridership of fixed route and recreational services. Marin experienced a significant amount of rainfall in May 2019. The rain led to a significant number of service cancellations, as shown in **Table 2**. On rainy days, the number of visitors to Muir Woods National Monument typically drop by 10%. This helps explain the lower ridership on Muir Woods Shuttle during the fourth quarter of 2018/19.

Yellow School Bus ridership decreased by 7.9% in the fourth quarter. The reduction in Yellow Bus ridership can be attributed to a decline in pass sales during this quarter compared to prior year.

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

**Table 2: Factors Impacting Ridership Comparison**

Factor	FY 2017/18 Q3	FY 2018/19 Q3	Impact
Calendar	School Days	48	53 ▲▲
	Weekdays	65	64 -
	Weekends & Holidays	27	27 -
	Muir Woods Shuttle	37	37 -
Service Disruptions (cancelled/missed service)	112	175 ▼▼▼	
Rainfall (inches)	2.44	5.16 ▼▼	
Gas Prices	\$3.66	\$3.90 ▲	

Compared to the prior year, demand for Marin Access mobility management and demand response programs increased by 4.8% during the fourth quarter of FY 2018/19. This is consistent with the growth trend in demand-response programs in previous quarters. 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	172,653	▲2.3%	5,748	▼0.0%	30.0	▲0.7
	36	93,117	▼2.6%	3,425	▲0.3%	27.2	▼0.8
	71	28,654	▼3.0%	1,894	▲2.4%	15.1	▼0.8
	<b>Rollup</b>	<b>294,424</b>	<b>▲0.2%</b>	<b>11,067</b>	<b>▲0.5%</b>	<b>26.6</b>	<b>▼0.1</b>
2. Local Basic	17	65,042	▲3.3%	3,745	▲0.3%	17.4	▲0.5
	22	51,760	▼0.0%	4,391	▼2.0%	11.8	▲0.2
	23	49,881	▲2.2%	2,765	▲0.0%	18.0	▲0.4
	23X	11,467	▼12.8%	718	▼14.5%	16.0	▲0.3
	29	9,658	▼13.7%	748	▼9.1%	12.9	▼0.7
	49	61,250	▼2.0%	3,721	▲0.1%	16.5	▼0.3
	<b>Rollup</b>	<b>249,058</b>	<b>▼0.5%</b>	<b>16,088</b>	<b>▼1.7%</b>	<b>15.5</b>	<b>▲0.2</b>
3. Local Connector	219	14,413	▲22.1%	1,628	▲0.2%	8.9	▲1.6
	228	20,192	▲0.7%	2,509	▼0.6%	8.0	▲0.1
	233	10,278	▼8.5%	1,091	▲0.1%	9.4	▼0.9
	245	14,419	▲9.0%	1,085	▼0.0%	13.3	▲1.1
	251	27,080	▲11.7%	2,378	▼0.5%	11.4	▲1.2
	257	18,519	▲13.5%	1,940	▲0.0%	9.5	▲1.1
	<b>Rollup</b>	<b>104,901</b>	<b>▲8.3%</b>	<b>10,631</b>	<b>▼0.2%</b>	<b>9.9</b>	<b>▲0.8</b>
4. Supplemental	113	4,669	▲18.5%	116	▲28.0%	40.2	▼3.2
	115	3,668	▲32.0%	98	▲13.3%	37.3	▲5.3
	117	6,631	▲20.8%	134	▲24.1%	49.5	▼1.4
	119	8,842	▲22.1%	173	▲8.7%	51.2	▲5.6
	125	2,899	▼5.0%	171	▲10.5%	16.9	▼2.8
	139	1,167	▼1.7%	93	▲11.4%	12.6	▼1.7
	145	5,441	▲17.1%	74	▲10.4%	73.2	▲4.2
	151	11,429	▲12.6%	230	▲27.2%	49.8	▼6.5
	154	2,964	▼3.1%	101	▲26.7%	29.4	▼9.0
	<b>Rollup</b>	<b>47,710</b>	<b>▲14.8%</b>	<b>1,190</b>	<b>▲17.8%</b>	<b>40.1</b>	<b>▼1.0</b>
5. Rural	61	10,039	▼5.7%	1,546	▼1.0%	6.5	▼0.3
	68	21,110	▼1.3%	2,657	▲0.2%	7.9	▼0.1
	<b>Rollup</b>	<b>31,149</b>	<b>▼2.7%</b>	<b>4,203</b>	<b>▼0.3%</b>	<b>7.4</b>	<b>▼0.2</b>
6. Partnership Services	122	5,015	▼2.1%	584	▲18.4%	8.6	▼1.8
	<b>Rollup</b>	<b>5,015</b>	<b>▼2.1%</b>	<b>584</b>	<b>▲18.4%</b>	<b>8.6</b>	<b>▼1.8</b>
7. Yellow Bus	Hdn Valley	2,122	▲3.2%	48	-	44.2	▲1.4
	White Hill	30,391	▼8.6%	284	-	107.0	▼10.1
	<b>Rollup</b>	<b>32,513</b>	<b>▼7.9%</b>	<b>332</b>	<b>-</b>	<b>97.9</b>	<b>▼8.4</b>
8. Recreational	66	41,408	▼11.6%	1,820	▲0.7%	22.8	▼3.2
	<b>Rollup</b>	<b>41,408</b>	<b>▼11.6%</b>	<b>1,820</b>	<b>▲0.7%</b>	<b>22.8</b>	<b>▼3.2</b>
<b>Rollup</b>	<b>806,178</b>	<b>▲0.5%</b>	<b>45,916</b>	<b>▲0.1%</b>	<b>17.6</b>	<b>▲0.1</b>	

\* 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	\$872,642	▲1.2%	\$165,559	▼5.3%	\$4.10	▲\$0.02	19.0%	▼1.3%
	36	\$515,015	▲1.3%	\$88,779	▼3.5%	\$4.58	▲\$0.22	17.2%	▼0.9%
	71	\$302,193	▲4.0%	\$35,202	▼7.4%	\$9.32	▲\$0.77	11.6%	▼1.4%
	<b>Rollup</b>	<b>\$1,689,850</b>	<b>▲1.7%</b>	<b>\$289,540</b>	<b>▼5.0%</b>	<b>\$4.76</b>	<b>▲\$0.14</b>	<b>17.1%</b>	<b>▼1.2%</b>
2. Local Basic	17	\$569,276	▲1.5%	\$70,736	▼5.8%	\$7.66	▼\$0.06	12.4%	▼1.0%
	22	\$441,157	▼2.3%	\$60,019	▼5.0%	\$7.36	▼\$0.14	13.6%	▼0.4%
	23	\$404,959	▲1.1%	\$53,935	▼6.9%	\$7.04	▲\$0.02	13.3%	▼1.2%
	23X	\$106,530	▼13.2%	\$11,489	▼15.8%	\$8.29	▼\$0.00	10.8%	▼0.3%
	29	\$110,911	▼7.8%	\$9,579	▼21.3%	\$10.49	▲\$0.83	8.6%	▼1.5%
	49	\$387,376	▲8.0%	\$57,164	▼13.6%	\$5.39	▲\$0.71	14.8%	▼3.7%
	<b>Rollup</b>	<b>\$2,020,210</b>	<b>▲0.3%</b>	<b>\$262,922</b>	<b>▼8.8%</b>	<b>\$7.06</b>	<b>▲\$0.16</b>	<b>13.0%</b>	<b>▼1.3%</b>
3. Local Connector	219	\$167,222	▲0.8%	\$16,826	▲13.4%	\$10.43	▼\$2.36	10.1%	▲1.1%
	228	\$246,636	▼0.8%	\$24,459	▼8.3%	\$11.00	▼\$0.06	9.9%	▼0.8%
	233	\$109,919	▲0.4%	\$10,732	▼12.6%	\$9.65	▲\$0.99	9.8%	▼1.5%
	245	\$106,660	▼0.1%	\$13,846	▲2.5%	\$6.44	▼\$0.61	13.0%	▲0.3%
	251	\$243,682	▲0.0%	\$23,727	▲1.2%	\$8.12	▼\$0.96	9.7%	▲0.1%
	257	\$194,576	▲0.2%	\$18,631	▼1.2%	\$9.50	▼\$1.24	9.6%	▼0.1%
	<b>Rollup</b>	<b>\$1,068,696</b>	<b>▲0.0%</b>	<b>\$108,221</b>	<b>▼1.3%</b>	<b>\$9.16</b>	<b>▼\$0.74</b>	<b>10.1%</b>	<b>▼0.1%</b>
4. Supplemental	113	\$14,973	▲8.7%	\$3,625	▲62.9%	\$2.43	▼\$0.50	24.2%	▲8.1%
	115	\$12,645	▼4.2%	\$2,236	▲68.0%	\$2.84	▼\$1.44	17.7%	▲7.6%
	117	\$17,050	▲6.7%	\$4,121	▲40.8%	\$1.95	▼\$0.43	24.2%	▲5.8%
	119	\$22,747	▼10.8%	\$7,922	▲57.8%	\$1.68	▼\$1.15	34.8%	▲15.1%
	125	\$20,953	▼1.2%	\$2,934	▲12.6%	\$6.22	▲\$0.11	14.0%	▲1.7%
	139	\$11,504	▼1.6%	\$1,141	▲7.0%	\$8.88	▼\$0.07	9.9%	▲0.8%
	145	\$9,371	▼4.8%	\$3,030	▲74.9%	\$1.17	▼\$0.58	32.3%	▲14.7%
	151	\$28,102	▲16.0%	\$7,479	▲52.8%	\$1.80	▼\$0.10	26.6%	▲6.4%
	154	\$12,090	▲19.6%	\$2,209	▲51.1%	\$3.33	▲\$0.51	18.3%	▲3.8%
	<b>Rollup</b>	<b>\$149,435</b>	<b>▲2.7%</b>	<b>\$34,696</b>	<b>▲49.2%</b>	<b>\$2.40</b>	<b>▼\$0.54</b>	<b>23.2%</b>	<b>▲7.2%</b>
5. Rural	61	\$159,186	▲9.8%	\$11,327	▼7.2%	\$14.73	▲\$2.25	7.1%	▼1.3%
	68	\$275,006	▲9.4%	\$21,177	▼3.3%	\$12.02	▲\$1.29	7.7%	▼1.0%
	<b>Rollup</b>	<b>\$434,192</b>	<b>▲9.5%</b>	<b>\$32,504</b>	<b>▼4.7%</b>	<b>\$12.90</b>	<b>▲\$1.59</b>	<b>7.5%</b>	<b>▼1.1%</b>
6. Partnership Services	122	\$67,107	▲10.8%	\$30,378	▲44.8%	\$7.32	▼\$0.40	45.3%	▲10.6%
	<b>Rollup</b>	<b>\$67,107</b>	<b>▲10.8%</b>	<b>\$30,378</b>	<b>▲44.8%</b>	<b>\$7.32</b>	<b>▼\$0.40</b>	<b>45.3%</b>	<b>▲10.6%</b>
7. Yellow Bus	Hdn Valley	\$30,875	▼1.1%	\$8,816	▲25.5%	\$10.40	▼\$1.37	28.6%	▲6.1%
	White Hill	\$182,781	▼1.1%	\$126,318	▲11.5%	\$1.86	▼\$0.29	69.1%	▲7.8%
	<b>Rollup</b>	<b>\$213,657</b>	<b>▼1.1%</b>	<b>\$135,134</b>	<b>▲12.4%</b>	<b>\$2.42</b>	<b>▼\$0.30</b>	<b>63.2%</b>	<b>▲7.6%</b>
8. Recreational	66	\$297,489	▲48.8%	\$124,200	▼1.6%	\$4.18	▲\$2.61	41.7%	▼21.4%
	<b>Rollup</b>	<b>\$297,489</b>	<b>▲48.8%</b>	<b>\$124,200</b>	<b>▼1.6%</b>	<b>\$4.18</b>	<b>▲\$2.61</b>	<b>41.7%</b>	<b>▼21.4%</b>
<b>Rollup</b>	<b>\$5,940,635</b>	<b>▲3.1%</b>	<b>\$1,017,595</b>	<b>▼1.0%</b>	<b>\$6.11</b>	<b>▲\$0.20</b>	<b>17.1%</b>	<b>▼0.7%</b>	

\* 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*
<b>9. Demand Response</b>	Dillon DAR	90	▼38.4%	65	-	1.4	▼0.9
	Local Para	30,804	▼2.7%	15,951	▲0.8%	1.9	▼0.1
	MTC	3,742	▲1,203.8%	1,577	▲203.2%	2.4	▲1.8
	Novato DAR	1,332	▲11.5%	635	▲20.9%	2.1	▼0.2
	PtReyesDAR	62	▲47.6%	32	▲100.0%	2.0	▼0.7
	<b>Rollup</b>	<b>36,030</b>	<b>▲8.1%</b>	<b>18,259</b>	<b>▲7.7%</b>	<b>2.0</b>	<b>▲0.0</b>
<b>Catch-A-Ride</b>	CAR_Gen	2,013	▼17.0%	0			
	CAR_LowInc	1,632	▲27.6%	0			
	<b>Rollup</b>	<b>3,645</b>	<b>▼1.6%</b>	<b>0</b>			
<b>Volunteer Driver</b>	VolDrvr	2,323	▼18.7%	2,955	▼11.7%	0.8	▼0.1
	VolDrvrWM	972	▼13.4%	1,477	▼16.4%	0.7	▲0.0
<b>Rollup</b>		<b>42,970</b>	<b>▲4.8%</b>	<b>22,691</b>	<b>▲2.9%</b>	<b>1.9</b>	<b>▲0.0</b>

### Marin Access Financial Statistics by Service

Typology	Route	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
<b>9. Demand Response</b>	Dillon DAR	\$4,066	▼14.0%	\$339	▲6.2%	\$41.41	▲\$11.22	8.3%	▲1.6%
	Local Para	\$1,270,080	▼4.8%	\$57,211	▼3.2%	\$39.37	▼\$0.88	4.5%	▲0.1%
	MTC	\$148,232	▲275.7%	\$7,305	▲1,666.4%	\$37.66	▼\$98.36	4.9%	▲3.9%
	Novato DAR	\$50,863	▲7.6%	\$2,180	▲22.2%	\$36.55	▼\$1.51	4.3%	▲0.5%
	PtReyesDAR	\$1,978	▲71.9%	\$224	▲145.4%	\$28.29	▲\$3.08	11.3%	▲3.4%
	<b>Rollup</b>	<b>\$1,475,219</b>	<b>▲3.4%</b>	<b>\$67,259</b>	<b>▲9.0%</b>	<b>\$39.08</b>	<b>▼\$1.86</b>	<b>4.6%</b>	<b>▲0.2%</b>
<b>Catch-A-Ride</b>	CAR_Gen	\$62,456	▲15.7%	\$4,069	▼15.8%	\$29.00	▲\$8.74	6.5%	▼2.4%
	CAR_LowInc	\$27,769	▼3.5%	\$3,298	▲36.4%	\$14.99	▼\$5.62	11.9%	▲3.5%
	<b>Rollup</b>	<b>\$90,226</b>	<b>▲9.0%</b>	<b>\$7,367</b>	<b>▲1.6%</b>	<b>\$22.73</b>	<b>▲\$2.34</b>	<b>8.2%</b>	<b>▼0.6%</b>
<b>Volunteer Driver</b>	VolDrvr	\$18,613	▼50.5%	\$0		\$8.01	▼\$5.14	0.0%	-
	VolDrvrWM	\$12,234	▼47.5%	\$0		\$12.59	▼\$8.17	0.0%	-
<b>Rollup</b>	<b>\$1,596,291</b>	<b>▲1.7%</b>	<b>\$74,625</b>	<b>▲8.2%</b>	<b>\$35.41</b>	<b>▼\$1.18</b>	<b>4.7%</b>	<b>▲0.3%</b>	

\* Change compared to same quarter of prior year

## Systemwide Total

### Systemwide Passenger Statistics Summary

	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
Values	849,148	▲0.7%	68,607	▲1.0%	12.4	▼0.0

### Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$7,536,926	▲2.8%	\$1,092,221	▼0.4%	\$7.59	▲\$0.19	14.5%	▼0.5%

\* Change compared to same quarter of prior year



## FY 2019 Marin Access Outreach and Travel Training

### Travel Navigator Reporting Month: April 2019

Date	Event	Description	Audience
4/3/2019	Travel Navigator Marin Access Presentation at the Belvedere Tiburon Public Library	Travel Training Group Presentation regarding transportation and mobility options for older adults and persons with disabilities in Marin County and beyond	5
4/10/2019	Travel Navigator Satellite Hours, Goldenaires at San Rafael Community Center	Remote location "office hours" before and during a congregate senior lunch & bingo event.	50
4/18/2019	Travel Navigator Satellite Hours at San Geronimo Valley Community Center	Remote location "office hours" before and during a regularly scheduled senior lunch event.	40

## FY 2019 Marin Access Outreach and Travel Training

### Travel Navigator Reporting Month: May 2019

Date	Event	Description	Audience
5/8/2019	Travel Navigator Satellite Hours at Albert J. Boro Community Center / Pickleweed Park	Remote location "office hours" before and during a regularly scheduled multicultural senior event. Individual counseling and group Q&A available in English, Spanish, and Vietnamese.	30
5/10/2019	Mill Valley Age Friendly Fair at the Mill Valley Community Center	Tabling at senior-focused fairs and other community events to provide information about Marin Access programs, answer questions, hand out marketing materials and promotional items, and gather information and feedback for follow up.	197
5/14/2019	Travel Navigator Satellite Hours at Mill Valley Community Center	Remote location "office hours" taking place before and during a regularly scheduled senior lunch and preceding bingo, coinciding with free blood pressure testing administered by a hospice care provider.	15
5/16/2019	Travel Navigator Satellite Hours at West Marin Senior Services/Dance Palace in Point Reyes Station	Remote location "office hours" before and during a congregate senior lunch event.	45
5/30/2019	Travel Navigator Satellite Hours at Margaret Todd Senior Center in Novato	Remote location "office hours" in the main lobby of the senior center before and during a senior lunch event.	30

## FY 2019 Marin Access Outreach and Travel Training

### Travel Navigator Reporting Month: June 2019

Date	Event	Description	Audience
6/12/2019	Travel Navigator Satellite Hours, Goldenaires at San Rafael Community Center	Remote location "office hours" before and during a congregate senior lunch & bingo event.	45
6/20/2019	Travel Navigator Satellite Hours at San Geronimo Valley Community Center	Remote location "office hours" before and during a regularly scheduled senior lunch event.	30
6/28/2019	Travel Navigator Marin Access Presentation for the Age Friendly Fairfax Forum at the Fairfax Public Library	Travel Training Group Presentation regarding transportation and mobility options for older adults and persons with disabilities in Marin County and beyond	12

## **FY 2019 Marin Access Outreach and Travel Training**

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### **Technology 4 Life Reporting Months: April – June 2019**

<b>Date</b>	<b>Event</b>	<b>Description</b>	<b>Audience</b>
<b>6/12/2019</b>	Tech Tips for Transportation at Margaret Todd Senior Center – 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.	11
<b>6/19/2019</b>	Tech Tips for Transportation at Margaret Todd Senior Center – 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.	11

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