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November 5, 2018

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 2017/18

Dear Board Members:

board of directors

stephanie moulton-peters
president
city of mill valley

damon connolly
vice president
supervisor district 1

dennis rodoni
2nd vice president
supervisor district 4

judy arnold
director
supervisor district 5

kate colin
director
city of san rafael

kathrin sears
director
supervisor district 3

katie rice
director
supervisor district 2

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 fourth quarter of FY 2017/18.

The quarterly report provides route-level statistics and performance measures with financial data and an in-depth analysis of trends. The report also 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. In addition to the monthly reports, this report is available on the District's website at <http://marintransit.org/monitoringreports.html>.

FISCAL/STAFFING IMPACT: None associated with this report.

Respectfully submitted,

Robert Betts
Director of Operations & Planning
Attachments

Quarterly Performance Report for FY 2017/18 Q4

The Quarterly Performance Report provides detailed route-level statistics, analyzes trends, and evaluates performance measures established under Measure A. This report summarizes the operational performance of Marin Transit services for the fourth quarter of FY 2017/18 from April 1, 2018 through June 30, 2018.

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 2017/18, Marin Transit carried a total of 842,912 passengers systemwide. This represents an increase of approximately 3.5% compared to the fourth quarter of the previous fiscal year. On fixed-route transit services, including Yellow School Bus, Marin Transit carried 801,893 riders. This is also a 3.5% increase from the last fiscal year. Marin Access



services carried 41,019 trips on 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 2017/18, Local Trunkline services carried 293,841 passengers. This is a 2.2% increase over the fourth quarter of the previous fiscal year. Two of the three Local Trunkline routes, Routes 35 and 36 met the productivity and subsidy target of 20 passengers per hour and \$4.50 per passenger, respectively. Only Route 71x did not meet its targets this quarter.

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

Local Basic services carried a total of 250,332 passengers during the fourth quarter of this fiscal year, no change from the prior year. None of the six routes met the productivity target of 18 passengers per hour. Only Route 49 met the 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 96,876 total passengers. This is 0.8% 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 233 and 245). 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 41,545 passengers during the fourth quarter of FY 2017/18. This represents 1.0% more passengers than the previous year. Six of the nine routes met both the productivity target of 20 passengers per trip and subsidy target of \$5.00 per passenger: Routes 113, 117, 119, 145, 151, and 154. Route 115 met the subsidy target though failed to meet the passenger per trip target. Only 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 32,028 passengers total. This is about a 0.6% decrease over the prior year. Route 68 met the productivity goal of 6 passengers per hour and the subsidy goal of \$12.00 per passenger. Route 61 met the productivity goal but not the subsidy goal.

Partnership Services (Route 122 – College of Marin Express)

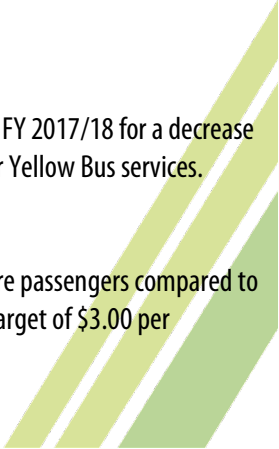
During the fourth quarter of the year, Route 122 carried a total of 5,123 passengers or 24.6% more than the prior year. There are no performance targets established for Partnership services.

Yellow Bus

Ross Valley School District yellow bus service carried 35,306 passengers during the fourth quarter of FY 2017/18 for a decrease of approximately 1.5% compared to the prior year. There are no performance targets established for Yellow Bus services.

Recreational (Route 66-Muir Woods Shuttle)

During the fourth quarter of FY 2017/18, the service carried a total of 46,842 passengers, 81.1% more passengers compared to the previous year. The service met its productivity target of 25 passengers per hour and 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 fourth quarter of FY 2017/18, local paratransit carried 31,665 passengers. The service productivity average of 2.0 passengers per hour met the 2.0 standard. The number of passengers represents a 4.0% increase 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 1,195 passengers and met its productivity standard at 2.0 passengers per hour. Ridership was 14.8% 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 146 passengers, a 7.4% increase over last year, and met its productivity target with 2.2 passengers per hour. The service did not meet the subsidy target of \$30.00 per passenger.

In July 2016, Marin Transit added a new general public dial-a-ride service between Point Reyes Station and Novato. The service runs once per month on the second Monday. In the fourth quarter of the fiscal year, the service carried 42 passengers, 10.5% more than during the fourth quarter last year, and met its productivity target with 2.6 passengers per hour. The service also met the subsidy target of \$35.00 per passenger.

The Volunteer Driver Program completed 3,979 trips in the fourth quarter of FY 2017/18. This represents an 4.7% increase compared to the previous fiscal year.

The Catch-a-Ride program provided 3,705 one-way trips. This is an increase of 0.7% 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 287 passengers rode the service in the first six weeks of operation. Between the start of service and the end of the fiscal year (June 30, 2018) the service was primarily offered for free while the contractor slowly ramped up service. Operating costs associated with the service during the fourth quarter capture startup costs and limited fares during this revenue service testing phase. 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 2.1% during the fourth quarter of FY 2017/18 compared to the prior year.

There are several factors that can impact ridership. These include the number of weekdays in a month and the weather. This fourth quarter, some factors supported growth in ridership while others may have contributed to losses. The most significant factors for increasing ridership are the number of days the Muir Woods Shuttle operated and the number of school days compared to a year ago. In FY 2017, the Muir Woods Shuttle did not start service until May 13th due to Highway 1 being closed.

This closure helps explain the significant differences in calendars for this service in Table 2. The only factors that may have negatively impacted ridership were fewer transfers and increased service cancellations. Over two-thirds of the cancelled trips in FY 2017/18 fourth quarter were on the Muir Woods shuttle service alone.

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

Table 2: Factors Impacting Ridership Comparison

Factor		FY 2016/17 Q4	FY 2017/18 Q4	Impact
Calendar	School Days	43	48	▲▲
	Weekdays	64	64	--
	Weekends & Holidays	27	27	--
	Muir Woods Shuttle	25	37	▲▲▲
Transfers Ratio (ratio of unlinked to linked trips)		1.31	1.30	▼
Service Disruptions (cancelled/missed service)		24	112	▼▼
Rainfall (inches)		4.28	2.44	▲
Gas Prices		\$2.91	\$3.66	▲

Compared to the prior year, demand for Marin Access mobility management programs increased overall 4.8% during the fourth quarter of FY 2017/18. These increases are comparable to growth experienced historically in these programs, though they are counter to a decline in Marin Access ridership in 2017. Staff will continue to monitor ridership trends on these services.

