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December 3, 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 First Quarter of FY 2018/19

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 first 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 of 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 Q1

This report summarizes the operational performance of Marin Transit services for the first quarter of FY 2018/19 from July 1, 2018 through September 30, 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 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 first quarter of FY 2018/19, Marin Transit carried a total of 826,849 passengers systemwide. This represents a relatively consistent ridership compared to the first quarter of the previous fiscal year. On fixed-route transit services including Yellow School Bus, Marin Transit carried 786,311 riders. This is also a 0.1% decrease from the last fiscal year. Marin Access services



carried 40,538 trips on demand response and mobility management programs, an increase of 2.4% 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 first quarter of FY 2018/19, Local Trunkline services carried 289,854 passengers. This is a 1.7% increase over the first quarter of the previous fiscal year. Only Routes 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 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 279,749 passengers during the first quarter of this fiscal year, a decrease of 1.4% compared to last fiscal year. Except for Route 49 that met its subsidy target of \$6.50 per passenger, none of the six routes met their productivity or subsidy targets this quarter.

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

During the first quarter of the fiscal year, Local Connector services carried 96,144 total passengers. This is 0.4% 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 three of the six routes met the subsidy target of \$9.00 per passenger (Routes 233, 251 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 25,850 passengers during the first quarter of FY 2018/19. This represents 6.2% fewer 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. Routes 119 and 145 are the only routes that met their subsidy target of \$3.00 per passenger.

Rural (West Marin Stagecoach Routes 61 and 68)

In the first quarter of the fiscal year, the two Stagecoach routes carried 31,340 passengers total. This is about a 4.2% decrease from the prior year. Both Routes 68 and 61 met their 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)

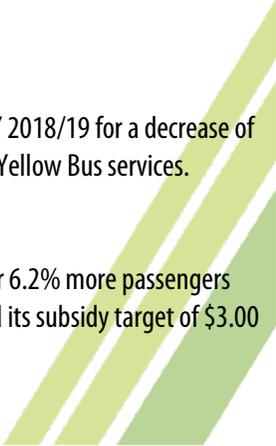
Route 122 carried a total of 4,833 passengers during the first quarter of the year, an increase of 9.7% compared to the prior year. There are no performance targets established for Partnership services.

Yellow Bus

Ross Valley School District yellow bus service carried 16,803 passengers during the first quarter of FY 2018/19 for a decrease of approximately 17.5% 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 73,438 passengers during the first quarter of FY 2018/19 or 6.2% 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 first quarter of FY 2018/19, local paratransit carried 30,637 passengers. The service productivity average of 2.1 passengers per hour met the 2.0 standard. The number of passengers represents a slight 0.5% 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 1,075 passengers and met its productivity standard at 2.0 passengers per hour. Ridership was 5.3% 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 first quarter of the fiscal year, the service carried 120 passengers, a 16.7% decrease compared to last year, and met its productivity target with 2.0 passengers per hour and its subsidy target of less than \$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 first quarter of the fiscal year, the service carried 49 passengers, 22.5% more than during the first quarter last year, and met its productivity target with 2.3 passengers per hour. The service also met the subsidy target of less than \$35.00 per passenger trip.

The Volunteer Driver Program completed 3,755 trips in the first quarter of FY 2018/19. This represents an 4.0% decrease compared to the previous fiscal year.

The Catch-a-Ride program provided 3,595 one-way trips. This is a decrease of 2.5% 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 1,307 passengers rode the service in the first quarter of the fiscal year. Between the start of service and the end of the 2018 fiscal year on 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 first 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 2.4% during the first quarter of FY 2018/19 compared to the prior year. Regionally, Golden Gate Transit also experienced a 7.6% decrease in the first 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 first quarter, some factors supported growth in ridership while others may have contributed to decreases. Generally, 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 2018/19, the number of days in the first quarter were identical to the 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 Q1	FY 2018/19 Q1	Impact
Calendar	School Days	26	29	--
	Weekdays	63	63	--
	Weekends & Holidays	29	29	--
	Muir Woods Shuttle	58	58	--
Service Disruptions (cancelled/missed service)		100	98	--
Rainfall (inches)		0	0	--
Gas Prices		\$3.66	\$3.58	▼

Compared to the prior year, demand for Marin Access mobility management and demand response programs increased by 2.4% during the first 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.

