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November 20, 2017

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

board of directors

SUBJECT: Marin Transit Quarterly Performance Report for the First Quarter of FY 2017/18

katie rice
president
supervisor district 2

Dear Board Members:

RECOMMENDATION: Accept report.

stephanie moulton-peters
vice president
city of mill valley

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 2017/18.

damon connolly
2nd vice president
supervisor district 1

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.

judy arnold
director
supervisor district 5

Additional detailed analyses of system performance and trends are provided in an annual system performance report. In addition to the monthly reports, his report is available on the District's website at <http://marintransit.org/monitoringreports.html>.

kate colin
director
city of san rafael

FISCAL/STAFFING IMPACT: None associated with this report.

dennis rodoni
director
supervisor district 4

Respectfully submitted,

kathrin sears
director
supervisor district 3

Melody Reeb
Senior Transit Planner
Attachments

Quarterly Performance Report for FY 2017/18 Q1

This report summarizes the operational performance of Marin Transit services for the first quarter of FY 2017/18 from July 1, 2017 through September 30, 2017. 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 targets were most recently updated in the FY 2016-2025 Short Range Transit Plan, and adopted by the Board in July 2015. 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). These measures follow the fixed-route service typologies updated in the FY 2016-2025 Short Range Transit Plan. **Error! Reference source not found.** 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	25	\$3.00
Regular Local	17, 22, 23, 23X, 29, 49	20	\$5.00
Local Connector	219, 228, 233, 245, 251, 257	8	\$8.00
Supplemental	113, 115, 117, 119, 125, 139, 145, 151, 154	20 per trip	\$3.00
Rural	61, 68	4	\$12.00
Recreational	66 (Muir Woods Shuttle)	25	\$3.00
Demand Response	Local DAR, Novato DAR, Dillon Beach/Tomaes DAR, Point Reyes DAR	2	\$30.00

Performance Summary

In the first quarter of FY 2017/18, Marin Transit carried a total of 826,301 passengers systemwide. This represents a decrease of about 3.1% compared to the first quarter of the previous fiscal year. On fixed-route transit services, including Yellow School



Bus, Marin Transit carried 786,697 riders. This is a 3.2% decrease from the last fiscal year. Marin Access services carried 39,604 trips on demand response and mobility management programs, a decrease of 1.1% 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 2017/18, Local Trunkline services carried 284,987 passengers. This is a 0.3% increase over the first quarter of the previous fiscal year. One of the three Local Trunkline routes, Route 35, met the productivity target of 25 passengers per hour. None of the routes met the subsidy target of \$3.00 per passenger.

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

Local Basic services carried a total of 251,160 passengers during the first quarter of this fiscal year, a 4.1% decrease from the prior year. None of the six routes met the productivity target of 20 passengers per hour. Only one route, Route 49, met the subsidy target of \$5.00 per passenger.

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

During the first quarter of the fiscal year, Local Connector services carried 96,514 total passengers. This is about 0.7% lower than the previous year. Five of the six routes met the productivity target of 8 passengers per hour: Routes 219, 233, 245, 251, and 257. Only Route 245 met the subsidy target of \$8.00 per passenger.

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

Supplemental school services carried a total of 27,562 passengers during the first quarter of FY 2017/18. This is 18.5% fewer 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.

Rural (West Marin Stagecoach Routes 61 and 68)

In the first quarter of the fiscal year, the two Stagecoach routes carried 32,702 passengers total. This is about a 2.4% decrease over the prior year. Both routes met the productivity goal of 4 passengers per hour and the subsidy goal of \$12.00 per passenger.

Partnership Services (Route 122 – College of Marin Express)

Express Route 122 service to College of Marin resumed for the Fall 2017 semester on August 21, 2017. During the first two months of the semester, the service carried a total of 4,404 passengers or 10.2% more than the prior year. There are no performance targets established for Partnership services.


Yellow Bus

Ross Valley School District yellow bus service carried 19,952 passengers during the first quarter of FY 2017/18 for a decrease of about 4.3% compared to the prior year. There are no performance targets established for Yellow Bus services.

Recreational (Route 66-Muir Woods Shuttle)

The Muir Woods Shuttle began operation for the regular 2017 season on May 13, 2017. During the first quarter of FY 2017/18, the service carried a total of 69,416 passengers, a decrease of 9.8% over last year. The service met both 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 2017/18, local paratransit carried 30,801 passengers. The service productivity average of 2.2 passengers per hour met the 2.0 standard. The number of passengers represents a 0.4% decrease in ridership compared to the prior fiscal year. The service did not meet the subsidy target of \$30.00 per passenger.

The Novato Dial-a-Ride service carried 1,021 passengers, and met its productivity standard at 2.1 passengers per hour. Ridership was 4.9% higher than in the previous fiscal year. The service did not meet the subsidy target of \$30.00 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 144 passengers, a 2.1% increase over last year, and met its productivity target with 2.2 passengers per hour. The service also met 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 first quarter of the fiscal year, the service carried 40 passengers, a 48.1% increase over last year, and met its productivity target with 2.5 passengers per hour. The service also met the subsidy target of \$30.00 per passenger.

The Volunteer Driver Program completed 3,910 trips in the first quarter of FY 2017/18. This represents an 11.3% decrease compared to the previous fiscal year.

The Catch-a-Ride program provided 3,688 one-way trips. This is an increase of 4.0% compared to the prior year.

Ridership Trends

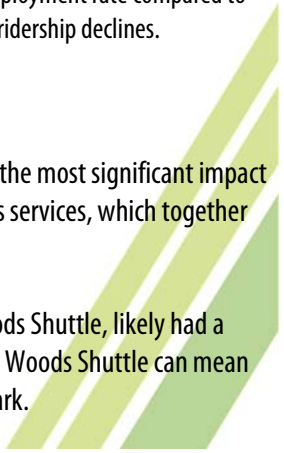
The overall decline in ridership remains relatively consistent with trends among bus transit agencies throughout the country and in the Bay Area. According to the National Transit Database, bus ridership declined 5.6% nationwide during the first quarter of FY 2017/18 compared to the prior year.

There are several factors that can impact ridership such as the number of weekdays in a month and the weather. Other factors that may have impacted ridership include one less weekday, fewer transfers, more canceled service, and a lower unemployment rate compared to last year. However, an increase in average gas prices over the past year possibly helped to offset some of the ridership declines.

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

Fewer school days during the first quarter of FY 2017/18 compared to the prior fiscal year likely had the most significant impact on ridership. This is reflected in the large decline in ridership on supplemental school and yellow bus services, which together accounted for over a quarter of the reduction in total fixed-route ridership.

An increase in the amount of missed or canceled service, the majority of which was on the Muir Woods Shuttle, likely had a negative impact on ridership as well. Particularly during the peak season, canceled trips on the Muir Woods Shuttle can mean significantly longer lines and wait times and lead visitors to use alternate means of getting to the park.



Ridership on the Muir Woods Shuttle also depends heavily on the changeable message signs (CMS) along Highway 101 that alert drivers that parking at Muir Woods is full and direct them to use the shuttle. Since the start of the season in May, two of the three signs have not been operational. The National Park Service owns the signs, and has been working with Caltrans to resolve the issue.

Other factors that may have impacted ridership include one less weekday, fewer transfers, more canceled service, and a lower unemployment rate compared to last year. However, an increase in average gas prices over the past year possibly helped to offset some of the ridership declines.

Table 2: Factors Impacting Ridership Comparison

Factor	FY 2016/17 Q1	FY 2017/18 Q1	Impact
Calendar	School Days	32	▼▼▼
	Weekdays	64	▼
	Weekends & Holidays	28	--
	Muir Woods Shuttle	58	58
Transfers Ratio (ratio of unlinked to linked trips)	1.33	1.31	▼
Service Disruptions	Canceled service (trips)	88	▼▼
	Major detour/closure (days)	0	0
Rainfall (inches)	0.00	0.04	--
Gas Prices	\$2.80	\$2.98	▲
Unemployment Rate	3.4%	3.2%	▼

Compared to the prior year, demand for Marin Access mobility management programs declined an overall 1.1% during the first quarter of FY 2017/18. Ridership on these programs may have declined due to many of the same external factors as fixed route transit. It is also possible that paratransit clients have started to shift some or all their trips to other services that are not provided by Marin Transit. Services that may fulfill some or all transportation needs of paratransit riders include:

- Non-Emergency Medical Transportation services arranged by managed care organizations;
- Private transportation providers hired under contract to institutions typically served by paratransit (such as adult day care centers);
- Trips taken on Uber or Lyft; and
- Volunteer transportation services that may be supported by Marin Transit - though their ridership is not reported in the District's performance statistics.

Fixed-Route

Fixed-Route Passenger Statistics by Route

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity**	Change*
1. Local Trunkline	35	168,747	▲0.9%	5,790	▼0.6%	29.1	▲0.4
	36	86,392	▲1.9%	3,469	▲1.0%	24.9	▲0.2
	71	29,848	▼7.5%	1,867	▼5.5%	16.0	▼0.3
	Rollup	284,987	▲0.3%	11,126	▼1.0%	25.6	▲0.3
2. Local Basic	17	61,909	▼5.1%	3,733	▲1.0%	16.6	▼1.1
	22	53,509	▼6.3%	4,509	▲9.5%	11.9	▼2.0
	23	52,296	▼0.8%	2,788	▲0.2%	18.8	▼0.2
	23X	12,680	▼0.2%	860	▼0.6%	14.7	▲0.1
	29	9,396	▼10.2%	830	▼16.6%	11.3	▲0.8
	49	61,370	▼3.6%	3,737	▲3.0%	16.4	▼1.1
	Rollup	251,160	▼4.1%	16,457	▲2.3%	15.3	▼1.0
3. Local Connector	219	13,409	▲4.3%	1,632	▲4.1%	8.2	▲0.0
	228	19,288	▲11.2%	2,551	▲3.6%	7.6	▲0.5
	233	10,701	▼13.7%	1,097	▼0.3%	9.8	▼1.5
	245	12,338	▲0.6%	1,096	▼0.0%	11.3	▲0.1
	251	24,096	▲1.3%	2,420	▼0.2%	10.0	▲0.1
	257	16,682	▼9.9%	1,910	▼0.3%	8.7	▼0.9
	Rollup	96,514	▼0.7%	10,705	▲1.3%	9.0	▼0.2
4. Supplemental	113	2,545	▼19.5%	49	▼10.8%	26.0**	▼5.5
	115	1,208	▼51.6%	50	▼52.9%	14.9**	▲0.7
	117	3,188	▼52.0%	67	▼37.7%	24.0**	▼14.2
	119	5,386	▼1.7%	83	▲37.0%	33.0**	▼25.5
	125	1,686	▼40.1%	85	▼19.1%	16.2**	▼6.9
	139	819	▼39.1%	45	▲5.1%	15.8**	▼13.1
	145	2,674	▼6.0%	31	▼5.9%	42.4**	▼0.1
	151	8,011	▲21.7%	125	▲21.9%	38.1**	▼0.1
	154	2,045	▼17.3%	58	▼5.4%	33.5**	▼5.1
	Rollup	27,562	▼18.5%	593	▼12.0%	28.6**	▼3.7
5. Rural	61	11,821	▼7.0%	1,608	▲1.8%	7.4	▼0.7
	68	20,881	▲0.4%	2,688	▲0.1%	7.8	▲0.0
	Rollup	32,702	▼2.4%	4,296	▲0.7%	7.6	▼0.2
6. Partnership Services	122	4,404	▲10.2%	340	▲2.6%	12.9	▲0.9
	Rollup	4,404	▲10.2%	340	▲2.6%	12.9	▲0.9
7. Yellow Bus	Hdn Valley	580	▼53.3%	27	-	21.5	▼24.5
	White Hill	19,372	▼1.2%	160	-	121.2	▼1.5
	Rollup	19,952	▼4.3%	187	-	106.8	▼4.8
8. Recreational	66	69,416	▼9.8%	2,431	▼0.1%	28.6	▼3.1
	Rollup	69,416	▼9.8%	2,431	▼0.1%	28.6	▼3.1
Rollup	786,697	▼3.2%	46,136	▲0.8%	17.1	▼0.7	

* 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	\$843,483	▲4.7%	\$180,983	▼3.8%	\$3.93	▲\$0.24	21.5%	▼1.9%
	36	\$501,796	▲6.2%	\$90,695	▼3.7%	\$4.76	▲\$0.29	18.1%	▼1.8%
	71	\$280,195	▼0.8%	\$39,471	▼8.5%	\$8.06	▲\$0.64	14.1%	▼1.2%
	Rollup	\$1,625,474	▲4.2%	\$311,150	▼4.4%	\$4.61	▲\$0.27	19.1%	▼1.7%
2. Local Basic	17	\$545,065	▲6.1%	\$75,231	▼12.2%	\$7.59	▲\$1.03	13.8%	▼2.9%
	22	\$427,929	▲15.1%	\$66,346	▼1.7%	\$6.76	▲\$1.43	15.5%	▼2.7%
	23	\$393,639	▲5.2%	\$61,416	▼6.3%	\$6.35	▲\$0.50	15.6%	▼1.9%
	23X	\$122,375	▲4.3%	\$13,320	▼14.3%	\$8.60	▲\$0.60	10.9%	▼2.4%
	29	\$118,378	▼12.3%	\$11,260	▼16.4%	\$11.40	▼\$0.21	9.5%	▼0.5%
	49	\$316,679	▲6.9%	\$64,729	▼14.0%	\$4.11	▲\$0.63	20.4%	▼5.0%
	Rollup	\$1,924,065	▲6.4%	\$292,302	▼9.5%	\$6.50	▲\$0.82	15.2%	▼2.7%
3. Local Connector	219	\$159,147	▲11.3%	\$16,683	▲3.6%	\$10.62	▲\$0.76	10.5%	▼0.8%
	228	\$241,463	▲9.9%	\$25,738	▲1.7%	\$11.18	▼\$0.03	10.7%	▼0.9%
	233	\$105,543	▲6.0%	\$11,830	▼23.9%	\$8.76	▲\$1.98	11.2%	▼4.4%
	245	\$103,706	▲6.2%	\$13,513	▼9.8%	\$7.31	▲\$0.57	13.0%	▼2.3%
	251	\$235,501	▲6.2%	\$23,588	▼10.4%	\$8.79	▲\$0.58	10.0%	▼1.9%
	257	\$183,465	▲6.2%	\$18,866	▼18.4%	\$9.87	▲\$1.78	10.3%	▼3.1%
	Rollup	\$1,028,824	▲7.8%	\$110,219	▼9.2%	\$9.52	▲\$0.94	10.7%	▼2.0%
4. Supplemental	113	\$7,523	▲22.2%	\$1,521	▼35.5%	\$2.36	▲\$1.16	20.2%	▼18.1%
	115	\$7,636	▼36.4%	\$555	▼67.1%	\$5.86	▲\$1.73	7.3%	▼6.8%
	117	\$10,124	▼12.7%	\$1,504	▼56.9%	\$2.70	▲\$1.48	14.9%	▼15.2%
	119	\$13,469	▲79.3%	\$3,572	▼12.6%	\$1.84	▲\$1.21	26.5%	▼27.9%
	125	\$11,769	▲9.1%	\$1,279	▼45.0%	\$6.22	▲\$3.21	10.9%	▼10.7%
	139	\$6,409	▲36.0%	\$642	▼55.8%	\$7.04	▲\$4.62	10.0%	▼20.8%
	145	\$4,634	▲28.6%	\$1,149	▼17.0%	\$1.30	▲\$0.52	24.8%	▼13.6%
	151	\$17,474	▲62.8%	\$3,998	▲15.3%	\$1.68	▲\$0.58	22.9%	▼9.4%
	154	\$7,699	▲26.0%	\$1,113	▼35.8%	\$3.22	▲\$1.45	14.5%	▼13.9%
	Rollup	\$86,737	▲18.5%	\$15,334	▼30.2%	\$2.59	▲\$1.08	17.7%	▼12.3%
5. Rural	61	\$135,430	▲4.8%	\$13,008	▼5.8%	\$10.36	▲\$1.28	9.6%	▼1.1%
	68	\$230,786	▲3.4%	\$21,871	▼2.5%	\$10.01	▲\$0.35	9.5%	▼0.6%
	Rollup	\$366,217	▲3.9%	\$34,879	▼3.8%	\$10.13	▲\$0.69	9.5%	▼0.8%
6. Partnership Services	122	\$41,895	▲36.4%	\$13,557	▼46.0%	\$6.43	▲\$5.03	32.4%	▼49.3%
Rollup	\$41,895	▲36.4%	\$13,557	▼46.0%	\$6.43	▲\$5.03	32.4%	▼49.3%	
7. Yellow Bus	Hdn Valley	\$20,572	▼26.5%	\$1,684	▼61.3%	\$32.57	▲\$13.53	8.2%	▼7.4%
	White Hill	\$121,789	▼26.5%	\$56,156	▼18.6%	\$3.39	▼\$1.54	46.1%	▲4.4%
	Rollup	\$142,361	▼26.5%	\$57,839	▼21.2%	\$4.24	▼\$1.53	40.6%	▲2.7%
8. Recreational	66	\$284,157	▲9.4%	\$121,514	▼22.0%	\$2.34	▲\$0.99	42.8%	▼17.2%
	Rollup	\$284,157	▲9.4%	\$121,514	▼22.0%	\$2.34	▲\$0.99	42.8%	▼17.2%
Rollup	\$5,499,730	▲5.1%	\$956,794	▼11.6%	\$5.77	▲\$0.67	17.4%	▼3.3%	

* 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	144	▲2.1%	65	-	2.2	▲0.0
	Local Para	30,801	▼0.4%	14,163	▲6.9%	2.2	▼0.2
	Novato DAR	1,021	▲4.9%	480	▲6.3%	2.1	▼0.0
	PtReyesDAR	40	▲48.1%	16	-	2.5	▲0.8
	Rollup	32,006	▼0.2%	14,724	▲6.9%	2.2	▼0.2
Catch-A-Ride	CAR_Gen	1,522	▼4.1%	0			
	CAR_LowInc	2,166	▲10.6%	0			
	Rollup	3,688	▲4.0%	0			
Volunteer Driver	VolDrvr	2,778	▼10.8%	3,218	▲1.4%	0.9	▼0.1
	VolDrvrWM	1,132	▼12.6%	1,814	▲3.7%	0.6	▼0.1
	Rollup	3,910	▼11.3%	5,032	▲2.2%	0.8	▼0.1
Rollup	39,604	▼1.1%	19,756	▲5.7%	2.0	▼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	\$4,335	▲6.8%	\$226	▼19.2%	\$28.53	▲\$1.74	5.2%	▼1.7%
	Local Para	\$1,192,011	▲13.2%	\$53,870	▼6.4%	\$36.95	▲\$4.76	4.5%	▼0.9%
	Novato DAR	\$40,479	▲14.0%	\$1,966	▼3.0%	\$37.72	▲\$3.30	4.9%	▼0.9%
	PtReyesDAR	\$1,056	▲6.6%	\$64	▲15.7%	\$24.78	▼\$9.85	6.1%	▲0.5%
	Rollup	\$1,237,881	▲13.2%	\$56,126	▼6.4%	\$36.92	▲\$4.69	4.5%	▼0.9%
Catch-A-Ride	CAR_Gen	\$36,875	▼8.7%	\$3,488	▼5.1%	\$21.94	▼\$1.20	9.5%	▲0.4%
	CAR_LowInc	\$51,033	▲10.0%	\$4,970	▲8.7%	\$21.27	▼\$0.10	9.7%	▼0.1%
	Rollup	\$87,908	▲1.3%	\$8,458	▲2.6%	\$21.54	▼\$0.62	9.6%	▲0.1%
Volunteer Driver	VolDrvr	\$25,479	▲46.7%	\$0		\$9.17	▲\$3.59	0.0%	-
	VolDrvrWM	\$18,046	▲35.7%	\$0		\$15.94	▲\$5.67	0.0%	-
	Rollup	\$43,525	▲42.0%	\$0		\$11.13	▲\$4.18	0.0%	-
Rollup	\$1,369,314	▲13.0%	\$64,584	▼5.3%	\$32.94	▲\$4.39	4.7%	▼0.9%	

* Change compared to same quarter of prior year

Systemwide Total

Systemwide Passenger Statistics Summary

	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
Values	826,301	▼3.1%	65,892	▲2.2%	12.5	▼0.7

Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$6,869,044	▲6.6%	\$1,021,378	▼11.2%	\$7.08	▲\$0.87	14.9%	▼3.0%

* Change compared to same quarter of prior year