marin/transit

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

Second Quarter of FY 2017/18

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kate colin director city of san rafael

dennis rodoni director supervisor district 4

kathrin sears director supervisor district 3 **Dear Board Members:**

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 2017/18.

SUBJECT: Marin Transit Quarterly Performance Report for the

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. 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 Q2

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 second quarter of FY 2017/18 from October 1, 2017 through December 31, 2017.

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 costeffectiveness (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.

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/Tomales DAR, Point Reyes DAR	2	\$30.00

Table 1: Productivity and Subsidy Goals by Service Typology

Performance Summary

In the second quarter of FY 2017/18, Marin Transit carried a total of 819,408 passengers systemwide. This represents an increase of approximately 1.7% compared to the second quarter of the previous fiscal year. On fixed-route transit services,

including Yellow School Bus, Marin Transit carried 780,324 riders. This is a 1.6% increase from the last fiscal year. Marin Access services carried 39,084 trips on demand response and mobility management programs, an increase of 2.6% 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 2017/18, Local Trunkline services carried 287,887 passengers. This is a 2.8% increase over the second quarter of the previous fiscal year. One of the three Local Trunkline routes, Routes 35 and 36 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 250,812 passengers during the second quarter of this fiscal year, a 1.4% increase 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 second quarter of the fiscal year, Local Connector services carried 98,333 total passengers. This is 3.7% higher 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 52,951 passengers during the second quarter of FY 2017/18. This is 4.7% 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 second quarter of the fiscal year, the two Stagecoach routes carried 27,167 passengers total. This is about a 9.6% increase over the prior year. Both routes met the productivity goal of 4 passengers per hour and just Route 68 met 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 second quarter of the year, the service carried a total of 7,315 passengers or 10.3% more than the prior year. There are no performance targets established for Partnership services.

Yellow Bus

Ross Valley School District yellow bus service carried 38,436 passengers during the second quarter of FY 2017/18 for a decrease of about 5.8% compared to the prior year. There are no performance targets established for Yellow Bus services.

Recreational (Route 66-Muir Woods Shuttle)

During the second quarter of FY 2017/18, the service carried a total of 17,330 passengers, a decrease of 2.7% over last year. The service did not meet 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 second quarter of FY 2017/18, local paratransit carried 30,270 passengers. The service productivity average of 2.1 passengers per hour met the 2.0 standard. The number of passengers represents a 2.9% increase 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 1,061 passengers, and met its productivity standard at 2.0 passengers per hour. Ridership was 6.2% 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 second quarter of the fiscal year, the service carried 150 passengers, a 12.8% increase over last year, and met its productivity target with 2.3 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 second quarter of the fiscal year, the service carried 46 passengers, significantly more than the 12 carried during the second quarter last year, and met its productivity target with 2.9 passengers per hour. The service also met the subsidy target of \$30.00 per passenger.

The Volunteer Driver Program completed 3,816 trips in the second quarter of FY 2017/18. This represents an 2.8% decrease compared to the previous fiscal year.

The Catch-a-Ride program provided 3,741 one-way trips. This is an increase of 2.6% compared to the prior year.

Ridership Trends

The small increase in ridership is slightly counter to the trends among bus transit agencies throughout the country and in the Bay Area. According to the National Transit Database, bus ridership declined 3.3% nationwide during the second 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 helped increase ridership include one more weekday, three more days of Muir Woods service, lower rainfall, and higher gas prices (+15%) compared to last year. However, fewer transfers and a lower unemployment rate possibly offset some factors that increased ridership.

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

In October 2017, the North Bay experienced one of the worst natural disasters in its history when fires swept through parts of Sonoma, Napa, Lake and Mendocino Counties. Marin County was fortunate to not directly encounter any major fires though did feel the impact of these fires. Although many contracted operations staff live in these adjacent Counties, the District missed very little service due to driver shortage. Smoke impacts for up to a week limited outdoor exposure, and in some cases, led to closed schools and cancelled community events. This related to a significant spike in cancelled supplemental school service for October compared to the previous year.

Other factors that may have helped increase ridership include one more weekday, three more days of Muir Woods service, lower rainfall, and higher gas prices (+15%) compared to last year. However, fewer transfers and a lower unemployment rate possibly offset some factors that increased ridership.

Factor		FY 2016/17 Q1	FY 2017/18 Q1	Impact
	School Days	55	56	
Calendar	Weekdays	62	62	
Calellual	Weekends & Holidays	30	30	
	Muir Woods Shuttle	19	22	
Transfers Ratio (ratio of unlinked to linked trips)		1.31	1.30	▼
	Canceled service (trips)	48	83	••
Service Disruptions	Major detour/closure (days)	0	0	
Rainfall (inches)		11.36	4.63	
Gas Prices		\$2.79	\$3.21	
Unemployment Rate		3.3%	2.4%	▼

 Table 2: Factors Impacting Ridership Comparison

Compared to the prior year, demand for Marin Access mobility management programs increased an overall 2.6% during the second quarter of FY 2017/18. These increases are comparable to growth experienced historically though are counter to declining ridership experienced in the last year. Staff will continue to monitor usage of these services.



Fixed-Route

Fixed-Route Passenger Statistics by Route

QUARTER FY 2018 Q2

Туроlоду	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
1. Local Trunkline	35	167,972	▼0.8%	5,776	▲0.2%	29.1	▼0.3
	36	90,713	▲ 11.2%	3,436	▲ 1.0%	26.4	▲2.4
	71	29,202	▲0.7%	1,835	▼3.8%	15.9	▲0.7
	Rollup	287,887	▲2.8%	11,047	▼0.3%	26.1	▲ 0.8
2. Local Basic	17	65,069	▲2.3%	3,728	▲ 1.3%	17.5	▲0.2
	22	51,436	▼5.1%	4,475	▼0.1%	11.5	▼0.6
	23	49,116	₹2.8%	2,782	▼0.0%	17.7	▼0.5
	23X	13,558	▲ 10.7%	846	-	16.0	▲1.5
	29	10,017	▲3.5%	817	▼13.2%	12.3	▲2.0
	49	61,709	▲8.2%	3,711	▲2.2%	16.6	▲0.9
	Rollup	250,905	▲1.5%	16,360	▼0.0%	15.3	▲0.2
3. Local	219	13,114	▲6.0%	1,623	▲3.0%	8.1	▲0.2
Connector	228	19,589	▲ 11.0%	2,549	▼0.0%	7.7	▲0.8
	233	10,980	▲1.7%	1,093	▼0.0%	10.0	▲0.2
	245	12,763	₹2.6%	1,095	▼0.0%	11.7	▼0.3
	251	25,365	▲6.7%	2,416	▼0.1%	10.5	▲0.7
	257	16,522	▼3.5%	1,880	▲0.0%	8.8	▼0.3
	Rollup	98,333	▲ 3.7%	10,655	▲0.4%	9.2	▲0.3
4. Supplemental	113	5,363	▼1.6%	103	▲4.4%	52.1	▼3.2
	115	2,570	▼36.1%	101	▼44.8%	25.4	▲3.5
	117	7,422	▼29.6%	139	₹29.2%	53.3	▼0.3
	119	10,264	▲ 12.8%	175	▲53.5%	58.6	▼21.1
	125	3,668	▼15.5%	179	▼0.9%	20.5	▼3.5
	139	1,328	▼39.6%	94	▲23.6%	14.1	▼14.7
	145	5,475	▲ 11.4%	75	▲29.7%	72.8	▼12.0
	151	13,330	▲ 19.8%	231	▲35.1%	57.7	▼7.4
	154	3,531	▼8.7%	104	▲0.9%	33.9	▼3.6
	Rollup	52,951	▼4.7%	1,203	▲ 1.7%	44.0	▼3.0
5. Rural	61	6,581	▲ 11.9%	1,196	▼1.7%	5.5	▲0.7
	68	20,586	▲8.9%	2,687	▼0.1%	7.7	▲0.6
	Rollup	27,167	▲ 9.6%	3,883	▼0.6%	7.0	▲0.7
6. Partnership	122	7,315	▲ 10.3%	637	▲16.7%	11.5	▼0.7
Services	Rollup	7,315	▲10.3%	637	▲16.7%	11.5	▼0.7
7. Yellow Bus	Hdn Valley	2,310	▼12.6%	53	▲ 1.9%	43.6	▼7.2
	White Hill	36,502	▼4.3%	314	▲ 1.9%	116.3	▼7.6
	Rollup	38,812	▼4.9%	367	▲ 1.9%	105.8	▼7.5
8. Recreational	66	17,330	▼2.7%	730	▲6.5%	23.7	▼2.2
	Rollup	17,330	▼2.7%	730	▲ 6.5%	23.7	₹2.2
Rollup		780,700	▲1.7%	44,880	▲0.3%	17.4	▲0.2

* Change compared to same quarter of prior year

Fixed-Route

Fixed-Route Financial Statistics by Route

Туроlоду	Route	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
1. Local Trunkline	35	\$857,003	▲7.5%	\$174,875	▼3.2%	\$4.06	▲\$0.42	20.4%	₹2.3%
	36	\$505,556	▲8.2%	\$90,803	▲3.2%	\$4.57	▼\$0.08	18.0%	▼0.9%
	71	\$281,546	▲3.1%	\$38,454	▼0.4%	\$8.32	▲\$0.24	13.7%	▼0.5%
	Rollup	\$1,644,104	▲6.9%	\$304,131	▼1.0%	\$4.65	▲\$0.26	18.5%	▼1.5%
2. Local Basic	17	\$553,840	▲8.6%	\$76,406	▼5.0%	\$7.34	▲\$0.58	13.8%	₹2.0%
	22	\$444,041	▲10.4%	\$63,673	▼0.9%	\$7.39	▲\$1.16	14.3%	▼1.6%
	23	\$398,641	▲6.7%	\$56,980	▼8.1%	\$6.96	▲\$0.79	14.3%	₹2.3%
	23X	\$122,483	▲7.0%	\$15,147	▲ 12.8%	\$7.92	▼\$0.33	12.4%	▲0.6%
	29	\$118,505	▼7.0%	\$11,214	▼4.5%	\$10.71	▼\$1.25	9.5%	▲0.3%
	49	\$359,615	▲9.3%	\$64,598	▼3.3%	\$4.78	▲\$0.18	18.0%	₹2.3%
	Rollup	\$1,997,125	▲7.6%	\$288,018	▼3.6%	\$6.81	▲\$0.51	14.4%	▼1.7%
3. Local	219	\$160,326	▲14.1%	\$16,618	▲8.1%	\$10.96	▲\$0.84	10.4%	▼0.6%
Connector	228	\$244,650	▲10.1%	\$25,476	▼0.9%	\$11.19	▲\$0.05	10.4%	▼1.2%
	233	\$106,577	▲10.1%	\$11,828	▼8.6%	\$8.63	▲\$0.87	11.1%	₹2.3%
	245	\$105,072	▲ 10.0%	\$13,781	▼6.1%	\$7.15	▲\$0.98	13.1%	₹2.3%
	251	\$238,120	▲ 10.0%	\$23,370	▼6.3%	\$8.47	▲\$0.41	9.8%	▼1.7%
	257	\$182,978	▲10.3%	\$18,973	▼6.3%	\$9.93	▲\$1.42	10.4%	▼1.8%
	Rollup	\$1,037,722	▲10.7%	\$110,047	▼3.4%	\$9.43	▲\$0.75	10.6%	▼1.5%
4. Supplemental	113	\$14,994	▲34.6%	\$3,343	▼13.3%	\$2.17	▲\$0.84	22.3%	▼12.3%
	115	\$14,633	▼31.9%	\$1,305	▼51.0%	\$5.19	▲\$0.51	8.9%	▼3.5%
	117	\$19,909	▼5.1%	\$3,846	▼22.2%	\$2.16	▲\$0.64	19.3%	▼4.2%
	119	\$27,000	▲79.2%	\$7,155	▲ 19.3%	\$1.93	▲\$0.94	26.5%	▼13.3%
	125	\$23,625	▲31.3%	\$3,201	▼13.0%	\$5.57	▲\$2.27	13.5%	▼6.9%
	139	\$12,685	▲50.8%	\$1,304	▼43.5%	\$8.57	▲\$5.79	10.3%	▼17.2%
	145	\$10,594	▲61.3%	\$2,163	₹2.7%	\$1.54	▲\$0.66	20.4%	▼13.4%
	151	\$30,343	▲74.1%	\$7,004	▲34.4%	\$1.75	▲\$0.65	23.1%	▼6.8%
	154	\$13,001	▲34.0%	\$1,834	₹27.3%	\$3.16	▲\$1.31	14.1%	▼11.9%
	Rollup	\$166,786	▲ 29.5%	\$31,155	▼6.7%	\$2.56	▲\$0.84	18.7%	▼7.3%
5. Rural	61	\$112,191	▲3.4%	\$7,162	▲ 11.9%	\$15.96	▼\$1.40	6.4%	▲0.5%
	68	\$256,224	▲3.9%	\$21,135	▲7.7%	\$11.42	▼\$0.58	8.2%	▲0.3%
	Rollup	\$368,415	▲3.8%	\$28,296	▲8.7%	\$12.52	▼\$0.75	7.7%	▲0.3%
6. Partnership	122	\$78,030	▲56.6%	\$37,547	₹7.8%	\$5.53	▲\$4.16	48.1%	▼33.6%
Services	Rollup	\$78,030	▲ 56.6%	\$37,547	₹7.8%	\$5.53	▲\$4.16	48.1%	▼33.6%
7. Yellow Bus	Hdn Valley	\$33,372	▲0.4%	\$8,829	▲0.4%	\$10.63	▲\$1.38	26.5%	▼0.0%
	White Hill	\$197,561	▲0.4%	\$140,089	▲ 10.5%	\$1.57	▼\$0.26	70.9%	▲6.5%
	Rollup	\$230,933	▲0.4%	\$148,918	▲9.9%	\$2.11	▼\$0.20	64.5%	▲ 5.6%
8. Recreational	66	\$98,002	▲33.0%	\$36,225	▼1.3%	\$3.56	▲\$1.49	37.0%	▼12.8%
	Rollup	\$98,002	▲33.0%	\$36,225	▼1.3%	\$3.56	▲\$1.49	37.0%	▼12.8%
Rollup		\$5,621,117	▲8.7%	\$984,338	▼0.8%	\$5.94	▲\$0.50	17.5%	▼1.7%

* Change compared to same quarter of prior year

Marin Access

Marin Access Passenger Statistics by Service

Туроlоду	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
9. Demand	Dillon DAR	150	▲12.8%	65	-	2.3	▲0.3
Response	Local Para	30,273	▲2.9%	14,506	▲8.6%	2.1	▼0.1
	Novato DAR	1,061	▲6.2%	539	▲ 16.8%	2.0	▼0.2
	PtReyesDAR	46	▲283.3%	16	-	2.9	▲2.2
	Rollup	31,530	▲3.2%	15,126	▲8.8%	2.1	▼0.1
Catch-A-Ride	CAR_Gen	1,689	▲0.9%	0			
	CAR_LowInc	2,091	▲7.2%	0			
	Rollup	3,780	▲ 4.3%	0			
Volunteer Driver	VolDrvr	2,637	₹3.5%	3,151	▲ 11.4%	0.8	▼0.1
	VoIDvrWM	1,179	▼1.3%	1,706	₹2.4%	0.7	▲0.0
	Rollup	3,816	₹2.8%	4,857	▲ 6.1%	0.8	▼0.1
Rollup		39,126	▲ 2.7%	19,983	▲8.1%	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	Dillon DAR	\$4,346	▲93.0%	\$208	▼8.5%	\$27.58	▲\$12.36	4.8%	▼5.3%
Response	Local Para	\$1,163,991	▲3.0%	\$57,048	▲1.7%	\$36.57	▲\$0.04	4.9%	▼0.1%
	Novato DAR	\$45,623	▲24.4%	\$2,092	▼11.8%	\$41.03	▲\$6.69	4.6%	▼1.9%
	PtReyesDAR	\$1,058	▲93.9%	\$62	▲ 177.9%	\$21.65	▼\$22.01	5.9%	▲1.8%
	Rollup	\$1,215,019	▲ 3.9%	\$59,410	▲1.2%	\$36.65	▲\$0.29	4.9%	▼0.1%
Catch-A-Ride	CAR_Gen	\$39,522	▼4.1%	\$4,008	₹2.8%	\$21.03	▼\$1.12	10.1%	▲0.1%
	CAR_LowInc	\$48,347	▲7.3%	\$4,970	▲3.6%	\$20.74	▲\$0.11	10.3%	▼0.4%
	Rollup	\$87,869	▲1.9%	\$8,979	▲0.6%	\$20.87	▼\$0.47	10.2%	▼0.1%
Volunteer Driver	VolDrvr	\$20,994	▲38.0%	\$0		\$7.96	▲\$2.39	0.0%	-
	VoIDvrWM	\$15,576	▲22.7%	\$0		\$13.21	▲\$2.58	0.0%	-
	Rollup	\$36,570	▲ 31.0%	\$0		\$9.58	▲\$2.47	0.0%	-
Rollup		\$1,339,458	▲ 4.3%	\$68,389	▲1.1%	\$32.49	▲\$0.56	5.1%	▼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	819,826	▲ 1.7%	64,863	▲2.6%	12.6	▼0.1

Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$6,960,576	▲7.9%	\$1,052,726	▼0.7%	\$7.21	▲\$0.51	15.1%	▼1.3%

* Change compared to same quarter of prior year