



June 4, 2018

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

SUBJECT: Marin Transit Quarterly Performance Report for the Third 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 third 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 Q3

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 third quarter of FY 2017/18 from January 1, 2018 through March 31, 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 targets were most recently updated by the Board on April 2, 2018 when they were approved 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). These measures follow the fixed-route service typologies updated in the FY 2016-2025 Short Range Transit Plan. **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/Tomales DAR, Point Reyes DAR	2	\$35.00

Performance Summary

In the third quarter of FY 2017/18, Marin Transit carried a total of 803,930 passengers systemwide. This represents an increase of approximately 8.0% compared to the third quarter of the previous fiscal year. On fixed-route transit services, including Yellow School Bus, Marin Transit carried 765,077 riders. This is a 8.2% increase from the last fiscal year. Marin Access services



carried 38,853 trips on demand response and mobility management programs, an increase of 3.4% 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 third quarter of FY 2017/18, Local Trunkline services carried 276,456 passengers. This is a 2.2% increase over the third 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 240,415 passengers during the third quarter of this fiscal year, a 4.6% increase 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 third quarter of the fiscal year, Local Connector services carried 95,958 total passengers. This is 7.4% higher 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, 245, and 251). 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 103,201 passengers during the third quarter of FY 2017/18. This is 1.7% 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. Routes 115 and 125 met the subsidy target but failed to meet the passenger per trip target. Only Route 139 did not meet either target.

Rural (West Marin Stagecoach Routes 61 and 68)

In the third quarter of the fiscal year, the two Stagecoach routes carried 26,858 passengers total. This is about a 19.9% increase 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 fell short of both targets.

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 third quarter of the year, the service carried a total of 6,127 passengers or 19.6% more than the prior year. There are no performance targets established for Partnership services.

Yellow Bus

Ross Valley School District yellow bus service carried 38,685 passengers during the third quarter of FY 2017/18 for a decrease of about 0.8% compared to the prior year. There are no performance targets established for Yellow Bus services.

Recreational (Route 66-Muir Woods Shuttle)

During the third quarter of FY 2017/18, the service carried a total of 30,328 passengers. This is the first year when the service operated throughout the third quarter. The service met its productivity target of 25 passengers per hour but missed 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 third quarter of FY 2017/18, local paratransit carried 30,392 passengers. The service productivity average of 2.0 passengers per hour met the 2.0 standard. The number of passengers represents a 5.3% 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 1,151 passengers, and met its productivity standard at 2.0 passengers per hour. Ridership was 10.2% 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 third quarter of the fiscal year, the service carried 139 passengers, a 78.2% increase over last year, and met its productivity target with 2.1 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 third quarter of the fiscal year, the service carried 46 passengers, significantly more than the 12 carried during the third quarter last year, and met its productivity target with 2.9 passengers per hour. The service also met the subsidy target of \$35.00 per passenger.

The Volunteer Driver Program completed 3,284 trips in the third quarter of FY 2017/18. This represents an 18.4% decrease compared to the previous fiscal year.

The Catch-a-Ride program provided 3,829 one-way trips. This is an increase of 8.3% compared to the prior year.

Ridership Trends

The strong 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, bus ridership declined 3.4% nationwide during the third 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. This third quarter a number of factors supported growth in ridership. These included more days of Muir Woods Shuttle service, better weather, fewer service disruptions, and an increase in gas prices. The only factor that may have negatively impacted ridership were fewer transfers.

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

Table 2: Factors Impacting Ridership Comparison

Factor		FY 2016/17 Q3	FY 2017/18 Q3	Impact
Calendar	School Days	52	65	▲▲
	Weekdays	63	65	▲
	Weekends & Holidays	26	27	--
	Muir Woods Shuttle	2	22	▲▲▲
Transfers Ratio (ratio of unlinked to linked trips)		1.31	1.30	▼
Service Disruptions	Canceled service (trips)	130	62	▲▲
Rainfall (inches)		40.89	14.07	▲▲
Gas Prices		\$2.86	\$3.39	▲

Compared to the prior year, demand for Marin Access mobility management programs increased an overall 3.4% during the third 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

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
1. Local Trunkline	35	160,472	▲3.9%	5,685	▼0.1%	28.2	▲1.1
	36	88,827	▲2.2%	3,374	▼0.0%	26.3	▲0.6
	71	27,157	▼6.6%	1,853	▼3.8%	14.7	▼0.4
	Rollup	276,456	▲2.2%	10,912	▼0.7%	25.3	▲0.7
2. Local Basic	17	60,730	▲4.4%	3,689	▲1.1%	16.5	▲0.5
	22	51,107	▲0.5%	4,442	▼0.2%	11.5	▲0.1
	23	46,342	▲1.3%	2,734	▲0.0%	16.9	▲0.2
	23X	13,073	▲9.0%	861	▲0.2%	15.2	▲1.2
	29	9,713	▲0.9%	830	▼10.4%	11.7	▲1.3
	49	59,450	▲11.1%	3,675	▲1.7%	16.2	▲1.4
	Rollup	240,415	▲4.6%	16,230	▼0.0%	14.8	▲0.6
3. Local Connector	219	12,747	▲11.7%	1,604	▼0.9%	7.9	▲0.9
	228	19,098	▲9.5%	2,499	▼0.1%	7.6	▲0.7
	233	11,035	▲12.8%	1,078	▲0.0%	10.2	▲1.2
	245	12,764	▲9.8%	1,072	▼0.1%	11.9	▲1.1
	251	24,323	▲5.3%	2,370	▲0.1%	10.3	▲0.5
	257	15,991	▲0.3%	1,910	▲0.1%	8.4	▲0.0
	Rollup	95,958	▲7.4%	10,532	▼0.1%	9.1	▲0.6
4. Supplemental	113	4,601	▲2.8%	103	▲17.1%	44.7	▼6.2
	115	2,939	▼27.3%	106	▼43.2%	27.7	▲6.1
	117	7,546	▼23.4%	142	▼22.6%	53.0	▼0.5
	119	7,956	▲19.7%	175	▲64.0%	45.5	▼16.8
	125	3,394	▼6.4%	178	▲5.3%	19.1	▼2.4
	139	1,518	▼2.2%	97	▲32.4%	15.6	▼5.5
	145	5,679	▲18.9%	80	▲44.9%	70.9	▼15.5
	151	13,083	▲25.8%	245	▲37.4%	53.5	▼4.9
	154	3,534	▼12.3%	109	▲1.4%	32.4	▼5.1
	Rollup	50,250	▲1.7%	1,235	▲7.6%	40.7	▼2.3
5. Rural	61	6,967	▲26.8%	1,170	▲1.7%	6.0	▲1.2
	68	19,891	▲17.7%	2,628	▼0.7%	7.6	▲1.2
	Rollup	26,858	▲19.9%	3,798	▲0.1%	7.1	▲1.2
6. Partnership Services	122	6,127	▲19.6%	542	▲23.3%	11.3	▼0.4
	Rollup	6,127	▲19.6%	542	▲23.3%	11.3	▼0.4
7. Yellow Bus	Hdn Valley	2,439	▼12.1%	57	▲7.5%	42.8	▼9.6
	White Hill	36,246	▲0.0%	337	▲7.5%	107.4	▼8.1
	Rollup	38,685	▼0.8%	394	▲7.5%	98.1	▼8.3
8. Recreational	66	30,328	▲1,919.2%	960	▲1,271.3%	31.6	▲10.1
	Rollup	30,328	▲1,919.2%	960	▲1,271.3%	31.6	▲10.1
Rollup	765,077	▲8.2%	44,604	▲2.3%	17.2	▲0.9	

* 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	\$818,705	▲2.8%	\$163,422	▼5.7%	\$4.08	▲\$0.05	20.0%	▼1.8%
	36	\$482,119	▲2.7%	\$84,154	▼6.0%	\$4.48	▲\$0.11	17.5%	▼1.6%
	71	\$276,331	▼1.0%	\$35,226	▼12.1%	\$8.88	▲\$0.66	12.7%	▼1.6%
	Rollup	\$1,577,155	▲2.1%	\$282,802	▼6.6%	\$4.68	▲\$0.09	17.9%	▼1.7%
2. Local Basic	17	\$531,906	▲3.9%	\$70,860	▼4.4%	\$7.59	▲\$0.06	13.3%	▼1.2%
	22	\$423,284	▲3.6%	\$62,090	▼9.0%	\$7.07	▲\$0.37	14.7%	▼2.0%
	23	\$380,449	▲2.4%	\$53,422	▼6.7%	\$7.06	▲\$0.18	14.0%	▼1.4%
	23X	\$120,825	▲2.7%	\$14,463	▲1.8%	\$8.14	▼\$0.49	12.0%	▼0.1%
	29	\$116,704	▼8.2%	\$10,719	▼11.0%	\$10.91	▼\$1.04	9.2%	▼0.3%
	49	\$347,606	▲8.2%	\$62,915	▲1.1%	\$4.79	▼\$0.05	18.1%	▼1.3%
	Rollup	\$1,920,772	▲3.4%	\$274,470	▼4.7%	\$6.85	▲\$0.02	14.3%	▼1.2%
3. Local Connector	219	\$154,163	▲3.6%	\$16,327	▲8.8%	\$10.81	▼\$0.91	10.6%	▲0.5%
	228	\$232,202	▲4.0%	\$25,241	▼1.5%	\$10.84	▼\$0.49	10.9%	▼0.6%
	233	\$102,032	▲4.3%	\$11,620	▼3.1%	\$8.19	▼\$0.57	11.4%	▼0.9%
	245	\$99,554	▲4.0%	\$13,136	▲0.2%	\$6.77	▼\$0.34	13.2%	▼0.5%
	251	\$227,292	▲4.5%	\$23,068	▼6.2%	\$8.40	▲\$0.04	10.1%	▼1.2%
	257	\$180,166	▲4.4%	\$18,195	▼3.0%	\$10.13	▲\$0.48	10.1%	▼0.8%
	Rollup	\$995,410	▲4.1%	\$107,588	▼1.4%	\$9.25	▼\$0.23	10.8%	▼0.6%
4. Supplemental	113	\$15,369	▲13.7%	\$2,425	▼24.5%	\$2.81	▲\$0.51	15.8%	▼8.0%
	115	\$15,827	▼45.9%	\$1,383	▼47.7%	\$4.91	▼\$1.66	8.7%	▼0.3%
	117	\$20,897	▼23.0%	\$3,842	▼19.4%	\$2.26	▼\$0.01	18.4%	▲0.8%
	119	\$27,821	▲52.3%	\$5,120	▲14.2%	\$2.85	▲\$0.78	18.4%	▼6.1%
	125	\$23,965	▲1.0%	\$2,821	▼7.6%	\$6.23	▲\$0.53	11.8%	▼1.1%
	139	\$13,386	▲20.7%	\$1,217	▼22.6%	\$8.02	▲\$1.88	9.1%	▼5.1%
	145	\$11,509	▲35.4%	\$2,039	▲0.6%	\$1.67	▲\$0.31	17.7%	▼6.1%
	151	\$32,795	▲28.2%	\$5,904	▲13.4%	\$2.06	▲\$0.10	18.0%	▼2.3%
	154	\$13,829	▼5.4%	\$1,716	▼31.1%	\$3.43	▲\$0.42	12.4%	▼4.6%
	Rollup	\$175,397	▲2.2%	\$26,467	▼10.2%	\$2.96	▲\$0.08	15.1%	▼2.1%
5. Rural	61	\$107,296	▲7.3%	\$7,490	▲24.5%	\$14.33	▼\$2.78	7.0%	▲1.0%
	68	\$247,022	▲4.9%	\$20,028	▲9.5%	\$11.41	▼\$1.44	8.1%	▲0.3%
	Rollup	\$354,318	▲5.6%	\$27,517	▲13.2%	\$12.17	▼\$1.73	7.8%	▲0.5%
6. Partnership Services	122	\$67,016	▲16.3%	\$36,072	▲6.5%	\$5.05	▲\$0.41	53.8%	▼4.9%
	Rollup	\$67,016	▲16.3%	\$36,072	▲6.5%	\$5.05	▲\$0.41	53.8%	▼4.9%
7. Yellow Bus	Hdn Valley	\$34,372	▲8.1%	\$10,691	▲17.2%	\$9.71	▲\$1.54	31.1%	▲2.4%
	White Hill	\$203,482	▲8.1%	\$158,433	▲32.6%	\$1.24	▼\$0.65	77.9%	▲14.4%
	Rollup	\$237,854	▲8.1%	\$169,125	▲31.5%	\$1.78	▼\$0.57	71.1%	▲12.7%
8. Recreational	66	\$124,194	▲1,221.5%	\$29,654	▲848.3%	\$3.12	▼\$1.06	23.9%	▼9.4%
	Rollup	\$124,194	▲1,221.5%	\$29,654	▲848.3%	\$3.12	▼\$1.06	23.9%	▼9.4%
Rollup		\$5,452,116	▲5.8%	\$953,694	▲3.7%	\$5.88	▼\$0.11	17.5%	▼0.3%

* 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	139	▲78.2%	65	-	2.1	▲0.9
	Local Para	30,392	▲5.3%	14,895	▲14.0%	2.0	▼0.2
	Novato DAR	1,151	▲10.2%	530	▲10.2%	2.2	▲0.0
	PtReyesDAR	58	▲93.3%	16	-	3.7	▲1.8
	Rollup	31,740	▲5.7%	15,505	▲13.8%	2.0	▼0.2
Catch-A-Ride	CAR_Gen	1,733	▼51.0%	0			
	CAR_LowInc	2,096		0			
	Rollup	3,829	▲8.3%	0			
Volunteer Driver	VolDvr	2,322	▼22.0%	2,828	▼8.4%	0.8	▼0.1
	VolDvrWM	962	▼8.2%	1,502	▼7.3%	0.6	▼0.0
	Rollup	3,284	▼18.4%	4,330	▼8.0%	0.8	▼0.1
Rollup	38,853	▲3.4%	19,835	▲8.2%	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	\$4,444	▲92.4%	\$228	▲68.0%	\$30.32	▲\$2.46	5.1%	▼0.7%
	Local Para	\$1,201,495	▲10.2%	\$57,249	▲3.3%	\$37.65	▲\$1.81	4.8%	▼0.3%
	Novato DAR	\$44,292	▲26.8%	\$1,926	▼12.1%	\$36.81	▲\$5.44	4.3%	▼1.9%
	PtReyesDAR	\$1,080	▲92.4%	\$97	▲87.2%	\$16.95	▼\$0.05	8.9%	▼0.2%
	Rollup	\$1,251,311	▲10.9%	\$59,500	▲3.0%	\$37.55	▲\$1.90	4.8%	▼0.4%
Catch-A-Ride	CAR_Gen	\$38,396	▼56.7%	\$3,413	▼61.9%	\$20.19	▼\$2.34	8.9%	▼1.2%
	CAR_LowInc	\$46,708		\$4,137		\$20.31		8.9%	
	Rollup	\$85,103	▼4.0%	\$7,549	▼15.6%	\$20.25	▼\$2.28	8.9%	▼1.2%
Volunteer Driver	VolDvr	\$20,541	▲14.9%	\$0		\$8.85	▲\$2.84	0.0%	-
	VolDvrWM	\$13,828	▲6.6%	\$0		\$14.38	▲\$2.00	0.0%	-
	Rollup	\$34,370	▲11.4%	\$0		\$10.47	▲\$2.80	0.0%	-
Rollup	\$1,370,785	▲9.9%	\$67,049	▲0.5%	\$33.56	▲\$2.14	4.9%	▼0.5%	

* Change compared to same quarter of prior year

Systemwide Total

Systemwide Passenger Statistics Summary

	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
Values	803,930	▲8.0%	64,439	▲4.1%	12.5	▲0.5

Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$6,822,901	▲6.6%	\$1,020,743	▲3.5%	\$7.22	▼\$0.05	15.0%	▼0.4%

* Change compared to same quarter of prior year