



Monthly Monitoring Report for January 2016

The Monthly Monitoring Report is one method that Marin Transit staff uses to track and evaluate route and service performance. Service planning decisions are based on a combination of service planning goals and performance criteria, including the transit performance measures established under Measure A.

Marin Transit makes changes to improve connections, adjust supplemental school routes, fill identified gaps, or fix missed connections on a quarterly schedule that matches Golden Gate Transit's driver sign-ups.

Report Format

The data presented in this report for January is generated directly from TransTrack, Marin Transit's data management system. TransTrack allows Marin Transit to consolidate and analyze all operational data from the District's transit programs and contractors as one system.

One of the most significant benefits of the system is the ability to create the Monthly Monitoring Report. This 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 cost of providing service.

Route performance is presented relative to typology-based targets. The targets were most recently updated in the FY2016-2025 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.

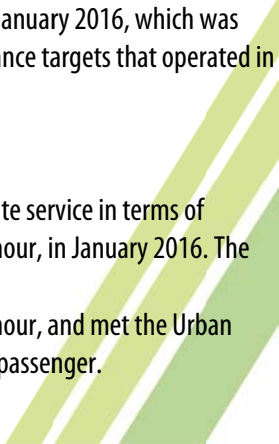
A summary of customer feedback is included as an attachment to the report. This table shows the number of comments, issues, or complaints received and categorizes them by type and program. Comments are received in various ways: by phone (recorded by Marin Transit staff, the Golden Gate Transit Customer Service Center, or the service provider directly), written comment cards, letters, in person, emails, or through an online comment form.


January 2016

In January 2016 Marin Transit carried a total of 255,695 passengers system wide, a decrease of about 7.6% compared to January 2015.

On fixed-route transit services, including Yellow School Bus, Marin Transit carried 243,163 riders in January 2016, which was 19,648 (-7.5%) fewer riders compared to January 2015. Out of the 27 routes with adopted performance targets that operated in January 2016, 17 routes met their productivity targets and 14 routes met their subsidy targets.

Routes Performing Well or Improving

- **Route 35** serving the Canal area of San Rafael remains the most productive fixed route service in terms of passengers per revenue hour and carried 35,234 passengers, or 49.1 passengers per hour, in January 2016. The route exceeded its subsidy goal at \$1.40 per passenger.
 - **Route 36** was the second highest in productivity with 43.5 passengers per revenue hour, and met the Urban Trunk productivity standard of 25 passengers per hour and subsidy goal at \$2.06 per passenger.
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- **Route 71** continues to be productive with 31.2 passengers per revenue hour, and carried 19,240 passengers. The route met its subsidy goal at \$3.10 per passenger.
 - **Shuttle Route 259** was the most productive shuttle route in January 2016, carrying 13.9 passengers per hour. The route also met its subsidy goal at \$5.16 per passenger.
 - **Shuttle Route 257** was the second most productive shuttle route in January 2016, carrying 10.7 passengers per hour. The route also met its subsidy goal at \$7.06 per passenger.

Underperforming Routes

- Routes that did not meet their productivity targets (passengers per hour or passenger per trip) in January 2016 include: **Routes 17, 22, 29, 45, 66, 115, 125, 139, 219, and 228.**
- Routes that did not meet their subsidy targets (subsidy per passenger) in January 2016 include: **Routes 17, 22, 29, 45, 49, 61, 66, 68, 115, 125, 139, 219, and 228.**

Local Service Operated by Golden Gate Transit

In January 2016, Marin Transit carried 167,390 patrons on local transit service operated by Golden Gate Transit (GGT). The 23.2 passengers per revenue hour productivity rate for local service is 2.7 passengers per hour lower (-10.4%) than the rate reported for January 2015. Marin Transit local routes operated by GGT carried 24,913 (-13.0%) fewer passengers compared to January 2015.

Some of this reduction in ridership on this program can be attributed to the introduction of Yellow Bus service to White Hill Middle School. This new service replaced supplemental school trippers provided on Route 23, which experienced a 25.3% drop in ridership in January 2016 compared to the previous year.

Community Shuttles

The Community Shuttles carried 34,261 passengers in January 2016, with a productivity of 10.3 passengers per hour. This number corresponds to a 7.4% decrease in passengers compared to January 2015. Of the six shuttle routes that operated in January 2016, four met both the productivity and subsidy targets.

The Santa Venetia Route 233 shuttle continues to meet the 8 passengers per hour Local Connector productivity goal, carrying 9.8 passengers per hour. Route 259 was the most productive shuttle route in January 2016, and carried a total of 11,963 passengers or 13.9 passengers per hour. Route 257 was the second most productive shuttle route, carrying 10.7 passengers per hour. Route 251 also met its productivity goal and carried 10.1 passengers per revenue hour.


Muir Woods Shuttle

In January, the Muir Woods Shuttle operated three days of service and carried 1,435 passengers, or 13.8 passengers per hour. During those three days, the Shuttle carried an average of 6.6% of all Muir Woods visitors.

West Marin Stagecoach

The Stage carried 6,805 passengers in January 2016, 13.4% fewer than in January 2015. Both Routes 61 and 68 met the 4 passengers per hour rural service standard, carrying 4.8 and 6.0 passengers per hour respectively.

Supplemental School Routes



In January, supplemental school services carried 18,505 passengers during the first full month of school. This was a 27.8% decrease in ridership compared to last year. This is largely attributed to the replacement of Routes 126 and 127 with Yellow Bus service to White Hill Middle School and Hidden Valley Elementary School.

The best performing route was Route 151 (Hamilton – San Jose MS – San Marin HS), with an average of 46.8 passengers per trip. The poorest performing route was Route 139 (Lucas Valley – Marinwood – Terra Linda HS) with 15.8 passengers per trip.

Yellow School Bus

Beginning this 2015-16 school year, Yellow Bus service replaced supplemental school tripper service to Ross Valley School District that was previously provided on Routes 23, 126, and 127. In January, the service carried a total of 13,498 passengers.

College of Marin

Marin Transit launched a new express service between San Rafael and College of Marin on August 17, 2015. The route provides a faster and more direct connection to the Kentfield campus from the San Rafael Transit Center, with some trips serving Indian Valley Campus. The route was developed in partnership with the College and is fully funded by the College through a transportation fee paid by all registered students. The fee also enables College of Marin students to ride any Marin Transit local route for free by showing their student ID card.

After analyzing ridership on the new route during the Fall semester, schedule adjustments were made on Route 122 for the Spring 2016 semester to better align with class ending times. During the first two weeks of with the new schedule, the new Route 122 carried a total of 1,269 passengers. Staff will continue to monitor route performance and bring a recommendation to the Board prior to its one-year pilot period.

Demand Response

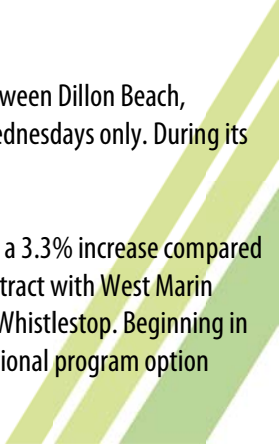
Marin Access provided a total of 12,532 trips on all demand response and mobility management programs in January 2016. Overall ridership on these programs decreased 9.8% in January 2016 compared to January 2015.


Paratransit and Dial-A-Ride services continued to meet productivity standards. Local paratransit carried 9,515 passengers, with a service productivity average of 2.1 passengers per hour (meeting the 2.0 standard). This number of passengers represents a 10.8% decrease in ridership compared to January 2015.

The Novato Dial-a-Ride service carried 375 passengers, and met its productivity target at 2.1 passengers per hour. Ridership in January 2016 was 3.9% higher than in January 2015.

Beginning December 9, 2015, a new general public dial-a-ride service replaced Route 65 service between Dillon Beach, Tomales, and Petaluma. The service provides curb-to-curb pick-up and drop-off and operates on Wednesdays only. During its second month of operation, the service carried 36 passengers, or 1.8 passengers per hour.

The Volunteer Driver Program in January 2016 completed 1,284 trips for 134 clients. This represents a 3.3% increase compared to January 2015. The service is available to West Marin seniors and disabled residents through a contract with West Marin Senior Services and in the urbanized areas along the Highway 101 corridor through a contract with Whistlestop. Beginning in July 2015, a new “traditional” volunteer driver program complements these two options. This traditional program option matches seniors and disabled residents with trained drivers.





In January 2016, the Catch-a-Ride program provided 1,322 one-way trips - a decrease of 18.5% compared to January 2015. The program was launched in September 2012, and provides discounted taxi rides for ADA (Americans with Disabilities Act) eligible riders and seniors.

