



## Monthly Monitoring Report for March 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 March 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.

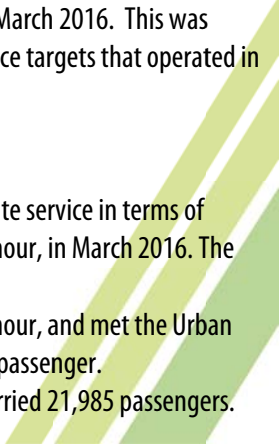
A summary of customer feedback is included as an attachment to the report. This table shows the number of comments, issues, or complaints received and categorizes them by type and program. Comments are received in various ways: by phone (recorded by Marin Transit staff, the Golden Gate Transit Customer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


### **March 2016**

In March 2016 Marin Transit carried a total of 289,300 passengers system wide, a decrease of about 6.2% compared to March 2015.

On fixed-route transit services, including Yellow School Bus, Marin Transit carried 274,878 riders in March 2016. This was 18,251 (-6.2%) fewer riders compared to March 2015. Out of the 26 routes with adopted performance targets that operated in March 2016, 17 routes met their productivity targets and 16 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 39,651 passengers, or 54.3 passengers per hour, in March 2016. The route exceeded its subsidy goal at \$1.27 per passenger.
  - **Route 36** was the second highest in productivity with 40.2 passengers per revenue hour, and met the Urban Trunk productivity standard of 25 passengers per hour and subsidy goal at \$2.32 per passenger.
  - **Route 71** continues to be productive with 32.5 passengers per revenue hour, and carried 21,985 passengers.
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- **Shuttle Route 259** was the most productive shuttle route in March 2016, carrying 14.6 passengers per hour. The route also met its subsidy goal at \$5.14 per passenger.
  - **Shuttle Route 257** was the second most productive shuttle route in March 2016, carrying 12.0 passengers per hour. The route also met its subsidy goal at \$6.43 per passenger.

### **Underperforming Routes**

- Routes that did not meet their productivity targets (passengers per hour or passenger per trip) in March 2016 include: **Routes 17, 22, 29, 45, 115, 125, 139, 219, and 228.**
- Routes that did not meet their subsidy targets (subsidy per passenger) in March 2016 include: **Routes 17, 22, 23, 29, 45, 71, 61, 139, 219, and 228.**

### **Local Service Operated by Golden Gate Transit**

In March 2016, Marin Transit carried 187,196 patrons on local transit service operated by Golden Gate Transit (GGT). The 24.3 passengers per revenue hour productivity rate for local service is 3.9 passengers per hour lower (-13.9%) than the rate reported for March 2015. Marin Transit local routes operated by GGT carried 27,407 (-12.8%) fewer passengers compared to March 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 30.0% drop in ridership in March 2016 compared to the previous year.

### **Community Shuttles**

The Community Shuttles carried 38,051 passengers in March 2016, with a productivity of 11.3 passengers per hour. This number corresponds to a 3.4% decrease in passengers compared to March 2015. Of the six shuttle routes that operated in March 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 11.5 passengers per hour. Route 259 was the most productive shuttle route in March 2016, and carried a total of 12,530 passengers or 14.6 passengers per hour. Route 257 was the second most productive shuttle route, carrying 12.0 passengers per hour. Route 251 also met the productivity goal, carrying 11.3 passengers per hour.

### **Muir Woods Shuttle**

There was no Muir Woods Shuttle service in March 2016.

### **West Marin Stagecoach**

The Stage carried 8,482 passengers in March 2016, 12.3% fewer than in March 2015. Both Routes 61 and 68 met the 4 passengers per hour rural service standard, carrying 5.3 and 6.4 passengers per hour respectively.

### **Supplemental School Routes**

In March, supplemental school services carried 21,332 passengers. This was a 27.6% 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 41.5 passengers per trip. The poorest performing route was Route 115 (Marin City – Tam HS – Mill Valley – St Hilary) with 14.5 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 March, the service carried a total of 16,658 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, staff adjusted the Route 122 schedule for the Spring 2016 semester to better align with class ending times. During the second full month of the new schedule, Route 122 carried a total of 3,159 passengers.

### **Demand Response**

Marin Access provided a total of 14,422 trips on all demand response and mobility management programs in March 2016. Overall ridership on these programs decreased 5.8% in March 2016 compared to March 2015.

Local paratransit continued to meet its productivity standard. Local paratransit carried 11,044 passengers, with a service productivity average of 2.2 passengers per hour (meeting the 2.0 standard). This number of passengers represents a 5.5% decrease in ridership compared to March 2015.

The Novato Dial-a-Ride service carried 349 passengers and did not meet its productivity standard at 1.9 passengers per hour. Ridership in March 2016 was 15.9% lower than in March 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 third month of operation, the service carried 46 passengers and did not meet its productivity target with 1.8 passengers per hour.

The Volunteer Driver Program in March 2016 completed 1,506 trips for 134 clients. This represents a 10.5% increase compared to March 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 March 2016, the Catch-a-Ride program provided 1,477 one-way trips, a decrease of 19.9% compared to March 2015. The program was launched in September 2012, and provides discounted taxi rides for ADA (Americans with Disabilities Act) eligible riders and seniors.