



Monthly Monitoring Report for June 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 June 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.


June 2016

On June 12, 2016, Marin Transit made a major service change, which included a 19% increase in service levels and a restructuring of routes throughout the County. This month's report includes data from the first 19 days of the new service plan.

In June 2016 Marin Transit carried a total of 268,341 passengers system wide, a decrease of about 3.9% compared to June 2015. On fixed-route transit services, including Yellow School Bus, Marin Transit carried 254,760 riders in June 2016. This was 10,240 (-3.9%) fewer riders compared to June 2015. Out of the 29 routes with adopted performance targets that operated in June 2016, 16 routes met their productivity targets and 16 routes met their subsidy targets.

Routes Performing Well or Improving



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- **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 46,949 passengers, or 32.5 passengers per hour, in June 2016. The route met its subsidy goal at \$2.82 per passenger. This route was extended north to serve Civic Center, Northgate Mall, and Novato starting June 12, 2016.
 - **Shuttle Route 259** was the most productive shuttle route in June 2016, carrying 14.2 passengers per hour. The route also met its subsidy goal at \$5.13 per passenger. Beginning June 12, 2016, this route was replaced by additional service on Route 49 and new Route 245.
 - **Stage Route 61** reached a record high productivity level in June 2016, carrying 9.5 passengers per hour. The route also met its subsidy goal at \$7.28 per passenger.

Underperforming Routes

- Routes that did not meet their productivity targets (passengers per hour or passenger per trip) in June 2016 include: **Routes 17, 22, 23, 23X, 29, 36, 45, 49, 71, 115, 125, 139, and 228.**
- Routes that did not meet their subsidy targets (subsidy per passenger) in June 2016 include: **Routes 17, 22, 23, 23X, 29, 36, 45, 49, 71, 219, 228, and 257.**

Local Service

In June 2016, Marin Transit carried 172,741 patrons on fixed route local transit service. The 20.6 passengers per revenue hour productivity rate for local service is 4.8 passengers per hour lower (-19.0%) than the rate reported for June 2015. Marin Transit local routes carried 16,532 (-8.7%) fewer passengers compared to June 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 33.7% drop in ridership in June 2016 compared to the previous year.

Community Shuttles

The Community Shuttles carried 32,805 passengers in June 2016, with a productivity of 9.7 passengers per hour. This number corresponds to a 3.7% decrease in passengers compared to June 2015. Of the seven shuttle routes that operated in June 2016, six met the productivity target, and four met the subsidy target.

The Santa Venetia Route 233 shuttle continues to meet the 8 passengers per hour Local Connector productivity goal, carrying 11.2 passengers per hour. Route 259 was the most productive shuttle route in June 2016, and carried 14.2 passengers per hour. New Routes 245 also met the productivity goal, carrying 9.6 passengers per hour.

Muir Woods Shuttle

The 2015 Muir Woods Shuttle season began on April 2, 2016, and weekday service was added starting on June 20, 2016. In its third month of operation, the Muir Woods Shuttle carried 20,203 passengers, or 27.3 passengers per hour, and met its productivity goal. The service also met its subsidy goal at \$1.99 per passenger. For weekends and holidays in June, the Shuttle carried an average of 21.5% of all park visitors. Over the first nine days of weekday service in June, the Shuttle carried an average of 4.8% of all park visitors.



West Marin Stagecoach

The Stage carried 11,632 passengers in June 2016, 13.2% more than in June 2015. Both Routes 61 and 68 met the 4 passengers per hour rural service standard, carrying 9.5 and 8.0 passengers per hour, respectively.

Supplemental School Routes

In June, supplemental school services carried 8,025 passengers. This was a 45.7% 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 41.4 passengers per trip. The poorest performing route was Route 115 (Sausalito – Tam HS – St. Hilary) with 14.1 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 June, the service carried a total of 9,354 passengers.

College of Marin

Due to summer break, no College of Marin service was provided in June 2016.

Demand Response

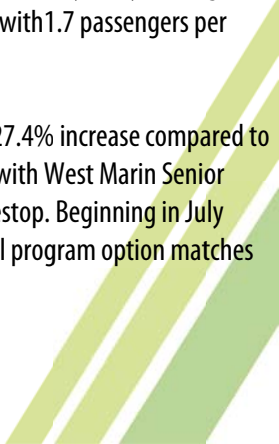
Marin Access provided a total of 13,581 trips on all demand response and mobility management programs in June 2016. Overall ridership on these programs decreased 4.9% in June 2016 compared to June 2015.


Local paratransit continued to meet its productivity standard. Local paratransit carried 10,303 passengers, with a service productivity average of 2.2 passengers per hour (meeting the 2.0 standard). This number of passengers represents a 9.3% decrease in ridership compared to June 2015.

The Novato Dial-a-Ride service carried 315 passengers and did not meet its productivity standard at 1.9 passengers per hour. Ridership in June 2016 was 20.1% lower than in June 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 42 passengers and did not meet its productivity target with 1.7 passengers per hour.

The Volunteer Driver Program in June 2016 completed 1,519 trips for 131 clients. This represents a 27.4% increase compared to June 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 June 2016, the Catch-a-Ride program provided 1,402 one-way trips, an increase of 5.3% compared to June 2015. The program was launched in September 2012, and provides discounted taxi rides for ADA (Americans with Disabilities Act) eligible riders and seniors.

