



## Monthly Monitoring Report for August 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 August 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.

### **August 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 second full month of the new service plan.

In August 2016 Marin Transit carried a total of 285,125 passengers system wide, a slight increase of about 0.7% compared to August 2015. On fixed-route transit services, including Yellow School Bus, Marin Transit carried 271,284 riders in August 2016. This was 1,313 (+0.5%) more riders compared to August 2015. Part of this increase can be attributed to growing ridership on the Muir Woods Shuttle, particularly during the weekdays. There were also more school days in August 2016 compared to last year, which resulted in increased ridership on Supplemental School and yellow bus services.

Out of the 27 routes with adopted performance targets that operated in August 2016, 17 routes met their productivity targets and 14 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 55,716 passengers, or 28.0 passengers per hour, in August 2016. This route was extended north to serve Civic Center, Northgate Mall, and Novato starting June 12, 2016.
  - **Shuttle Route 233** was the most productive shuttle route in August 2016, carrying 11.4 passengers per hour. The route also met its subsidy goal at \$7.04 per passenger.
  - **Shuttle Route 245**, which began in June 2016, was the second most productive shuttle route in August 2016, carrying 11.2 passengers per hour. The route also met its subsidy goal at \$7.10 per passenger.
  - **Route 139** met its productivity target for the first time in over a year at 21.3 passengers per trip. The route also met its subsidy target at \$2.84 per passenger.

### Underperforming Routes

- Routes that did not meet their productivity targets (passengers per hour or passenger per trip) in August 2016 include: **Routes 17, 22, 23, 23X, 29, 36, 49, 71X, 115, and 228.**
- Routes that did not meet their subsidy targets (subsidy per passenger) in August 2016 include: **Routes 17, 22, 23, 23X, 29, 35, 36, 71X, 115, 219, 228, 251, and 257.**

### Local Service

In August 2016, Marin Transit carried 185,385 patrons on fixed route local transit service. The 19.8 passengers per revenue hour productivity rate for local service is 6.2 passengers per hour lower (-23.8%) than the rate reported for August 2015. Marin Transit local routes carried 5,293 (-2.8%) fewer passengers compared to August 2015.

### Community Shuttles

The Community Shuttles carried 33,186 passengers in August 2016, with a productivity of 9.2 passengers per hour. This number corresponds to a 10.9% decrease in passengers compared to August 2015. Of the six shuttle routes that operated in August 2016, five met the productivity target, and two met the subsidy target.

The Santa Venetia Route 233 shuttle continues to meet the 8 passengers per hour Local Connector productivity goal and was the most productive shuttle route in August 2016, carrying 11.4 passengers per hour.


### Muir Woods Shuttle

The 2016 Muir Woods Shuttle season began on April 2, 2016, and weekday service was added starting on June 20, 2016. In its fifth month of operation, the Muir Woods Shuttle carried 24,780 passengers, or 32.0 passengers per hour, and met its productivity goal. The service also met its subsidy goal at \$1.97 per passenger. For weekends and holidays in August, the Shuttle carried an average of 22.0% of all park visitors. Over the last two weeks of weekday service in August, the Shuttle carried an average of 7.4% of all park visitors.

### West Marin Stagecoach

The Stage carried 11,333 passengers in August 2016, 10.9% more than in August 2015. All of this growth was on Route 68, which carried 28.2% more passengers in August 2016 compared to last year. Both Routes 61 and 68 met the 4 passengers per hour rural service standard, carrying 8.0 and 8.1 passengers per hour, respectively.

### Supplemental School Routes



In August, supplemental school services carried 10,807 passengers over the first two weeks of school. The best performing route was Route 151 (Hamilton – San Jose MS – San Marin HS), with an average of 43.5 passengers per trip. The poorest performing route was Route 115 (Marin City – Tam HS – Mill Valley – St Hilary) with 15.2 passengers per trip.

### **Yellow School Bus**

In August 2016, yellow bus service for the Ross Valley School District carried 4,690 passengers during the first two weeks of school.

### **College of Marin**

Express Route 122 service to College of Marin resumed in August 2016. Modifications were made for the Fall 2016 semester to eliminate trips with low ridership, including the three roundtrips that connect to the Indian Valley Campus in Novato. In August 2016, Route 122 carried a total of 1,103 passengers, about 4.4% lower than last year. However, service hours were also reduced significantly on the route by about 37%. This change was in recognition of the service expansion that was implemented on June 12, 2016, which provided additional service to the campus on some of the District's other local fixed-route services.

### **Demand Response**

Marin Access provided a total of 13,841 trips on all demand response and mobility management programs in August 2016. Overall ridership on these programs increased 5.9% in August 2016 compared to August 2015.

Local paratransit continued to meet its productivity standard. Local paratransit carried 10,587 passengers, with a service productivity average of 2.3 passengers per hour (meeting the 2.0 standard). This number of passengers represents a 3.2% increase in ridership compared to August 2015.

The Novato Dial-a-Ride service carried 364 passengers and met its productivity standard at 2.2 passengers per hour. Ridership in August 2016 was 1.6% lower than in August 2015.

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. In August 2016, the service carried 45 passengers and did not meet its productivity target with 1.8 passengers per hour.

In July 2016, a new general public dial-a-ride service was added between Pt. Reyes Station and Novato. The service runs once per month on the second Monday of the month. On its second trip on August 8, 2016, the service carried 12 passengers and met its productivity target with 2.3 passengers per hour.

The Volunteer Driver Program in August 2016 completed 1,673 trips for 147 clients. This represents a 42.0% increase compared to August 2015.

In August 2016, the Catch-a-Ride program provided 1,160 one-way trips, a decrease of 8.2% compared to August 2015. The program was launched in September 2012, and provides discounted taxi rides for ADA (Americans with Disabilities Act) eligible riders and seniors.

