



Monthly Monitoring Report for September 2016

The Monthly Monitoring Report is one method that Marin Transit staff use 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 September 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 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.

September 2016

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

In September 2016 Marin Transit carried a total of 310,308 passengers system wide, a slight increase of about 0.9% compared to September 2015. On fixed-route transit services including Yellow School Bus, Marin Transit carried 296,637 riders in September 2016. This was 2,335 (+0.8%) more riders compared to September 2015.

Of the 27 routes with adopted performance targets that operated in September 2016, 19 routes met their productivity targets and 18 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. It carried 59,028 passengers, or 31.1 passengers per hour, in September 2016. This route was extended north to serve Civic Center, Northgate Mall, and Novato as of June 12, 2016.
- **Route 36** was the second most productive fixed route service, carrying 28.3 passengers per hour in September 2016. In June 2016, this route was expanded from a weekday, peak-hour only service to operate all-day service throughout the week.
- **Shuttle Route 245** began operations in June 2016. Route 245 was the most productive shuttle route in September 2016, carrying 13.0 passengers per hour. The route also met its subsidy goal at \$5.40 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 September 2016 include: **Routes 17, 22, 23, 23X, 29, 49, 71X, and 228.**
- Routes that did not meet their subsidy targets (subsidy per passenger) in September 2016 include: **Routes 17, 23, 23X, 29, 35, 36, 71X, 219, and 228.**

Local Service

In September 2016, Marin Transit carried 194,975 patrons on fixed route local transit service. Marin Transit local routes carried 2,714 (+1.4%) more passengers compared to September 2015. The 21.6 passengers per revenue hour productivity rate for local service is 4.9 passengers per hour lower (-18.6%) than the rate reported for September 2015.

Although they did not meet their productivity target, Routes 22 and 49 were the only local routes that met their subsidy targets at \$4.64 and \$3.50 per passenger respectively. As part of the June 2016 changes, these routes were shifted to lower cost operations contracts.

Community Shuttles

The Community Shuttles carried 34,019 passengers in September 2016, with a productivity of 9.8 passengers per hour. This number corresponds to an 11.3% decrease in passengers compared to September 2015. Much of this reduction can be attributed to the June 2016 replacement of Shuttle Route 259 with expanded service on local Route 49. Of the six shuttle routes that operated in September 2016, five met the productivity target and four met the subsidy target.

New Shuttle Route 245 was the most productive shuttle route in September 2016, carrying 13.0 passengers per hour. The route also met its subsidy target at \$5.40 per passenger. The Santa Venetia Route 233 shuttle was the second most productive shuttle route in September 2016, carrying 11.2 passengers per hour, and met its subsidy target at \$6.35 per passenger. Route 257 continues to meet the Local Connector productivity goal of 8 passengers per hour, carrying 9.8 passengers per hour. Routes 219 and 251 also met the productivity goal, carrying 8.4 and 10.8 passengers per hour, respectively.

Muir Woods Shuttle

The 2016 Muir Woods Shuttle season began on April 2, 2016. In its sixth month of operation the Muir Woods Shuttle carried 15,050 passengers, at 30.4 passengers per hour, and met its productivity goal. The service also met its subsidy goal at \$1.18 per passenger. On the days of operation in September, the Shuttle carried an average of 18.5% of all park visitors.



West Marin Stagecoach

The Stage carried 10,508 passengers in September 2016, 13.0% more than in September 2015. Both Routes 61 and 68 experienced ridership growth, carrying 21.0% and 9.5% more passengers respectively in September 2016 compared to last year. Both routes also met the 4 passengers per hour rural service standard, each carrying 7.6 passengers per hour.

Supplemental School Routes

In September, supplemental school services carried 23,031 passengers during the first full month of the 2016-17 school year. The best performing route was Route 151 (Hamilton – San Jose MS – San Marin HS), with an average of 44.5 passengers per trip. All routes met both the 20 passengers per trip productivity target and the \$5 per passenger subsidy target.

Yellow School Bus

In September 2016, yellow bus service for the Ross Valley School District carried 16,161 passengers during the first full month of school. This is about 1.4% lower than last year.

College of Marin

Express Route 122 service to College of Marin resumed in September 2016. Modifications were made for the Fall 2016 semester to eliminate trips with low ridership. These included three roundtrips that connect to the Indian Valley Campus in Novato. Service was also reduced by about 37% to reflect the service expansion Marin Transit implemented on June 12, 2016. The service expansion provided additional service to the campus on other local fixed-route services. In September 2016, Route 122 carried a total of 2,893 passengers, about 10.9% more than last year despite the reductions in service.

Demand Response

Marin Access provided a total of 13,671 trips on all demand response and mobility management programs in September 2016. Overall ridership on these programs increased 2.3% in September 2016 compared to September 2015.

Local paratransit continued to meet its productivity standard. Local paratransit carried 10,541 passengers, with a service productivity average of 2.3 passengers per hour (meeting the 2.0 standard). This number of passengers represents a 0.4% increase in ridership compared to September 2015.


The Novato Dial-a-Ride service carried 334 passengers and met its productivity standard at 2.1 passengers per hour. Ridership in September 2016 was 9.5% lower than in September 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 September 2016, the service carried 40 passengers and met its productivity target with 2.0 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 third trip on September 12, 2016, the service carried 10 passengers and did not meet its productivity target with 1.9 passengers per hour.

The Volunteer Driver Program in September 2016 completed 1,561 trips for 133 clients. This represents a 19.4% increase compared to September 2015.





In September 2016, the Catch-a-Ride program provided 1,185 one-way trips. This is a decrease of 0.7% compared to September 2015. The program was launched in September 2012, and provides discounted taxi rides for ADA (Americans with Disabilities Act) eligible riders and seniors.

