



Monthly Monitoring Report for October 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 October is generated directly from TransTrack, Marin Transit's data management system. TransTrack enables 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.

October 2016

In October 2016 Marin Transit carried a total of 290,557 passengers system wide, a decrease of about 8.9% compared to October 2015. On fixed-route transit services including Yellow School Bus, Marin Transit carried 276,853 riders in October 2016. This was 27,342 (-9.0%) fewer riders compared to October 2015. There was one less weekday and one more Sunday in October 2016 than in 2015.

Of the 27 routes with adopted performance targets that operated in October 2016, 15 routes met their productivity targets and 16 routes met their subsidy targets. Minor service reductions will be implemented in March 2017 on Routes 17, 29, and 71X in an effort to increase productivity and reduce subsidy. March 2017 schedule adjustments will improve on-time performance on Routes 17, 35, 36, 49, and 71X.

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. It carried 58,244 passengers, or 30.0 passengers per hour, in October 2016. This route was extended north to serve Civic Center, Northgate Mall, and Novato as of June 12, 2016.
 - **Shuttle Route 245** began operations in June 2016. Route 245 was the most productive shuttle route in October 2016, carrying 12.4 passengers per hour. The route also met its subsidy goal at \$6.04 per passenger.

Underperforming Routes

- Routes that did not meet their productivity targets (passengers per hour or passenger per trip) in October 2016 include: **Routes 17, 22, 23, 23X, 29, 36, 49, 71X, 66, 115, 139, and 228.**
- Routes that did not meet their subsidy targets (subsidy per passenger) in October 2016 include: **Routes 17, 22, 23, 23X, 29, 35, 36, 71X, 61, 219, and 228.**

Local Service

In October 2016, Marin Transit carried 186,039 patrons on fixed route local transit service. Marin Transit local routes carried 17,339 (-4.6%) fewer passengers compared to October 2015. The 20.1 passengers per revenue hour productivity rate for local service is 6.9 passengers per hour lower (-25.4%) than the rate reported for October 2015.

Although it did not meet its productivity target, Route 49 was the only local route that met its subsidy targets at \$3.87 per passenger. As part of the June 2016 changes, this route was shifted to a lower cost operations contract.

Community Shuttles

The Community Shuttles carried 34,267 passengers in October 2016, with a productivity of 9.6 passengers per hour. This number corresponds to a 14.7% decrease in passengers compared to October 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 October 2016, five met the productivity target and four met the subsidy target.

New Shuttle Route 245 was the most productive shuttle route in October 2016, carrying 12.4 passengers per hour. The route also met its subsidy target at \$6.04 per passenger. The Santa Venetia Route 233 shuttle was the second most productive shuttle route in October 2016, carrying 10.7 passengers per hour, and met its subsidy target at \$7.28 per passenger. Route 257 continues to meet the Local Connector productivity goal of 8 passengers per hour, and carried 10.1 passengers per hour. Routes 219 and 251 also met the productivity goal, carrying 8.2 and 10.5 passengers per hour, respectively.


Muir Woods Shuttle

The 2016 Muir Woods Shuttle season began on April 2, 2016. In its last month of operation the Muir Woods Shuttle carried 7,370 passengers, at 20.2 passengers per hour, which does not meet its productivity goal. The service did meet its subsidy goal at \$2.63 per passenger. On the days of operation in October, the Shuttle carried an average of 10.8% of all park visitors.

West Marin Stagecoach

The Stage carried 9,084 passengers in October 2016, 1.4% fewer than in October 2015. Both routes met the 4 passengers per hour rural service standard, with 4.7 passengers per hour on Route 61 and 7.2 on Route 68.

Supplemental School Routes



In October, supplemental school services carried 21,556 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 46.6 passengers per trip. Seven routes met the 20 passengers per trip productivity target, and all routes met the \$5 per passenger subsidy target.

Yellow School Bus

In October 2016, yellow bus service for the Ross Valley School District carried 15,879 passengers during the second full month of school. This is about 6.0% lower than last year.

College of Marin

Express Route 122 service to College of Marin resumed in October 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 October 2016, Route 122 carried a total of 2,658 passengers. This was 3.5% more than last year despite the reductions in service on the route.

Demand Response

Marin Access provided a total of 13,704 trips on all demand response and mobility management programs in October 2016. Overall ridership on these programs decreased 6.1% in October 2016 compared to October 2015.

Local paratransit continued to meet its productivity standard. Local paratransit carried 10,546 passengers, and had a service productivity average of 2.2 passengers per hour meeting the 2.0 standard. This number of passengers represents a 6.8% decrease in ridership compared to October 2015.

The Novato Dial-a-Ride service carried 389 passengers and met its productivity standard at 2.2 passengers per hour. Ridership in October 2016 was 10.2% lower than in October 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 October 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 fourth trip on October 10, 2016, the service carried 5 passengers and did not meet its productivity target with 0.9 passengers per hour.

The Volunteer Driver Program in October 2016 completed 1,497 trips for 143 clients. This represents a 2.7% increase compared to October 2015.

In October 2016, the Catch-a-Ride program provided 1,227 one-way trips. This is a decrease of 11.8% compared to October 2015. The program was launched in September 2012, and provides discounted taxi rides for ADA (Americans with Disabilities Act) eligible riders and seniors.

