



Monthly Monitoring Report for November 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 November 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.


November 2016

In November 2016 Marin Transit carried a total of 265,435 passengers system wide, an increase of about 1.3% compared to November 2015. On fixed-route transit services including Yellow School Bus, Marin Transit carried 252,829 riders in November 2016. This was 3,534 (+1.4%) more riders compared to November 2015. There was one additional weekday in November 2016 than in November 2015.

Of the 27 routes with adopted performance targets that operated in November 2016, 15 routes met their productivity targets and 12 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. Schedule adjustments to Routes 17, 35, 36, 49, and 71x will also be made in March to improve on-time performance.

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. In November 2016, it carried 58,318 passengers or 31.1 passengers per hour. 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 November 2016, carrying 12.5 passengers per hour. The route also met its subsidy goal at \$6.01 per passenger.

Underperforming Routes

- Routes that did not meet their productivity targets (passengers per hour or passenger per trip) in November 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 November 2016 include: **Routes 17, 22, 23, 23X, 29, 35, 36, 71X, 61, 66, 115, 219, 228, 251 and 257.**

Local Service

In November 2016, Marin Transit carried 177,513 patrons on fixed route local transit service. Marin Transit local routes carried 2,777 (+1.6%) more passengers compared to November 2015. The 19.9 passengers per revenue hour productivity rate for local service is 4.8 passengers per hour lower (-19.4%) than the rate reported for November 2015.

Although it did not meet its productivity target, Route 49 was the only local route that met its subsidy targets at \$4.81 per passenger. As part of the June 2016 changes, the District shifted this route to a lower cost operations contract.

Community Shuttles

The Community Shuttles carried 31,892 passengers in November 2016, with a productivity of 9.2 passengers per hour. This number corresponds to a 7.9% decrease in passengers compared to November 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 November 2016, five met the productivity target and four met the subsidy target.

New Shuttle Route 245 was the most productive shuttle route in November 2016, carrying 12.5 passengers per hour. The route also met its subsidy target at \$6.01 per passenger. The Santa Venetia Route 233 shuttle was the second most productive shuttle route in November 2016, carrying 10.3 passengers per hour, and met its subsidy target at \$7.61 per passenger. Route 257 continues to meet the Local Connector productivity goal of 8 passengers per hour, carrying 9.7 passengers per hour. Routes 219 and 251 also met the productivity goal, carrying 8.0 and 9.9 passengers per hour, respectively.

Muir Woods Shuttle

The Muir Woods Shuttle operated from Friday, November 25 through Sunday, November 27 for the winter holiday season. During these three days of service, the Muir Woods Shuttle carried 2,404 passengers. At 22.9 passengers per hour, the service did not meet its productivity goal. The service also did not meet its subsidy goal at \$3.11 per passenger. On the three days of operation in November, the Shuttle carried an average of 11.6% of all park visitors.

West Marin Stagecoach

The Stage carried 8,390 passengers in November 2016, 12.2% more than in November 2015. There was one additional day of service in November 2016, with service provided on Thanksgiving Day. Both routes met the 4 passengers per hour rural service standard with 5.5 passengers per hours on Route 61 and 7.5 on Route 68.



Supplemental School Routes

In November, supplemental school services carried 17,634 passengers. The best performing route was Route 151 (Hamilton – San Jose MS – San Marin HS), with an average of 47.6 passengers per trip. The poorest performing route was Route 115 (Marin City – Tam HS – Mill Valley – St Hilary) with 14.1 passengers per trip. Seven of the nine routes met the 20 passengers per trip productivity target, and all routes except Route 115 met the \$5 per passenger subsidy target.

Yellow School Bus

In November 2016, yellow bus service for the Ross Valley School District carried 12,481 passengers. This is about 9.3% higher than last year. There was one additional school day in November 2016 than in the previous year.

College of Marin

Express Route 122 service to College of Marin resumed for the Fall semester in August 2016. Modifications for the Fall 2016 semester eliminated trips with low ridership. These include three roundtrips that connected 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 November 2016, Route 122 carried a total of 2,515 passengers. This was 14.7% more than in 2015, despite the reductions in service on the route.

Demand Response

Marin Access provided a total of 12,596 trips on all demand response and mobility management programs in November 2016. Overall ridership on these programs decreased 1.7% in November 2016 compared to November 2015.

Local paratransit continued to meet its productivity standard. Local paratransit carried 9,677 passengers, with a service productivity average of 2.2 passengers per hour (meeting the 2.0 standard). This number of passengers represents a 0.8% decrease in ridership compared to November 2015.

The Novato Dial-a-Ride service carried 323 passengers and did not meet its productivity standard at 1.8 passengers per hour. Ridership in November 2016 was 14.8% lower than in November 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 November 2016, the service carried 38 passengers and did not meet its productivity target with 1.5 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 November 14, 2016, the service carried 2 passengers and did not meet its productivity target with 0.4 passengers per hour.

The Volunteer Driver Program in November 2016 completed 1,429 trips for 139 clients. This represents a 5.5% increase compared to November 2015.

In November 2016, the Catch-a-Ride program provided 1,127 one-way trips. This is a decrease of 15.5% compared to November 2015. The program was launched in September 2012, and provides discounted taxi rides for ADA (Americans with Disabilities Act) eligible riders and seniors.

