



Monthly Monitoring Report for December 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 December 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.

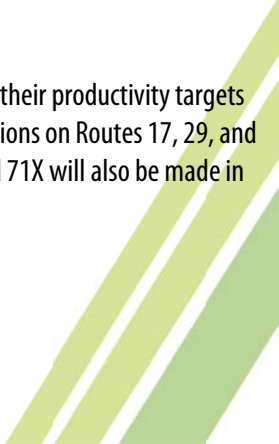
Route performance is presented relative to typology-based targets. The targets were most recently updated in the FY2016-2025 Short Range Transit Plan, and adopted by the Board in July 2015. These typology-based targets aim to match routes and service levels to the markets they are intended to serve. 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.

December 2016

In December 2016 Marin Transit carried a total of 246,976 passengers system-wide, a decrease of about 1.1% compared to December 2015. On fixed-route transit services including Yellow School Bus, Marin Transit carried 234,909 riders in December 2016. This was 2,119 (-0.9%) fewer riders compared to December 2015. There was one less weekday in December 2016 than in December 2015.

Of the 27 routes with adopted performance targets that operated in December 2016, 14 routes met their productivity targets and 11 met their subsidy targets. In March 2017, Marin Transit will implement minor service reductions on Routes 17, 29, and 71X 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

- **Route 35** serving the Canal area of San Rafael remains the most productive fixed route service in terms of passengers per revenue hour. In December 2016, it carried 52,808 passengers or 27.1 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 December 2016, carrying 11.0 passengers per hour. The route also met its subsidy goal at \$7.09 per passenger.

Underperforming Routes

- Routes that did not meet their productivity targets (passengers per hour or passenger per trip) in December 2016 include: **Routes 17, 22, 23, 23X, 29, 36, 49, 71X, 66, 125, 219, 228, and 257.**
- Routes that did not meet their subsidy targets (subsidy per passenger) in December 2016 include: **Routes 17, 22, 23, 23X, 29, 35, 36, 49, 71X, 61, 66, 68, 219, 228, 233, 251 and 257.**

Local Service

In December 2016, Marin Transit carried 163,693 patrons on fixed route local transit service. Marin Transit local routes carried 2,495 (-1.5%) fewer passengers compared to December 2015. The 17.7 passengers per revenue hour productivity rate for local service is 4.4 passengers per hour lower (-20.0%) than the rate reported for December 2015.

Community Shuttles

The Community Shuttles carried 28,655 passengers in December 2016, with a productivity of 8.0 passengers per hour. This number corresponds to a 15.7% decrease in passengers compared to December 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 December 2016, three met the productivity target and one met the subsidy target.

New Shuttle Route 245 was the most productive shuttle route in December 2016, carrying 11.0 passengers per hour. The route also met its subsidy target at \$7.09 per passenger. Route 251 was the second most productive shuttle route in December 2016, carrying 9.1 passengers per hour. Route 233 continues to meet the Local Connector productivity goal of 8 passengers per hour, carrying 8.7 passengers per hour.

Muir Woods Shuttle


The Muir Woods Shuttle operated from Monday, December 26 through Monday, January 2 for the winter holiday season. During the six days of service in December, the Muir Woods Shuttle carried 4,974 passengers. At 23.0 passengers per hour, the service did not meet its productivity goal. However, the service did meet its subsidy goal at \$1.98 per passenger. On the six days of operation in December, the Shuttle carried an average of 13.8% of all park visitors.

West Marin Stagecoach

The Stage carried 7,318 passengers in December 2016, 4.8% more than in December 2015. There was one additional day of service in December 2016, with service provided on Christmas Day. Both routes met the 4 passengers per hour rural service standard with 4.3 passengers per hours on Route 61 and 6.5 on Route 68.

Supplemental School Routes

In December, supplemental school services carried 16,382 passengers. The best performing route was Route 145 (San Rafael – Terra Linda HS), with an average of 41.5 passengers per trip. The poorest performing route was Route 125 (Lagunitas – Sir



Francis Drake HS – San Anselmo) with 18.6 passengers per trip. All routes except Route 125 met the 20 passengers per trip productivity target, and all routes met the \$5 per passenger subsidy target.

Yellow School Bus

In December 2016, yellow bus service for the Ross Valley School District carried 12,431 passengers. This is about 17.1% higher than last year. There was two additional school days in December 2016 compared to 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 December 2016, Route 122 carried a total of 1,456 passengers. This was 32.5% more than in 2015, despite the reductions in service on the route. Service ended for the Fall semester on Friday, December 16, 2016.

Demand Response

Marin Access provided a total of 12,067 trips on all demand response and mobility management programs in December 2016. Overall ridership on these programs decreased 5.7% in December 2016 compared to December 2015.

Local paratransit continued to meet its productivity standard. Local paratransit carried 9,190 passengers, with a service productivity average of 2.0 passengers per hour (meeting the 2.0 standard). This number of passengers represents a 5.2% decrease in ridership compared to December 2015.

The Novato Dial-a-Ride service carried 287 passengers and did not meet its productivity standard at 1.9 passengers per hour. Ridership in December 2016 was 23.1% lower than in December 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 December 2016, the service carried 20 passengers and did not meet its productivity target with 1.0 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 December 12, 2016, the service carried 5 passengers and did not meet its productivity target with 0.5 passengers per hour.

The Volunteer Driver Program in December 2016 completed 1,294 trips for 112 clients. This represents a 2.3% increase compared to December 2015.

In December 2016, the Catch-a-Ride program provided 1,271 one-way trips. This is a decrease of 13.2% compared to December 2015. The program provides discounted taxi rides for ADA (Americans with Disabilities Act) eligible riders and seniors.

