



Monthly Monitoring Report for April 2009

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 those based on the transit performance measures under Measure A.

Changes to improve connections, adjust supplemental school routes, fill identified gaps, or fix missed connections are made on a quarterly schedule that matches Golden Gate Transit's driver sign-ups.

In April 2009, Marin Transit carried 270,317 riders on fixed-route transit. This is 21,879 (9.1%) fewer trips than during April 2008. Service hours increased by 9.4%, reflecting that Marin Transit increased weekday peak period frequency on Routes 17 serving San Rafael and Mill Valley and on Route 29 serving San Rafael and Greenbrae in December 2008. The ridership decline is likely due to the downturn in the economy. For the fiscal year through April 2009, total ridership remains 0.9% more than FY 2007/08 through April 2008.

Routes Performing Well or Improving

- Routes serving the Canal area of San Rafael continue to perform well. These include Routes 35 and 36.

Underperforming Routes

- Routes 51 and 52 serving Novato continue to operate below the 20 passenger per hour productivity standard.
- Route 23 (Fairfax-San Rafael) continues to operate below the productivity standard. The decrease in productivity is due to adding a bus in the rotation to improve on time performance. The longer layover hours allow buses to stay on time, though these hours are included in the service hour calculation. In addition, more riders are using the West Marin Stagecoach to travel between Fairfax and San Rafael.
- Route 19 (Marin City - Tiburon) has been operating below the 20 passenger per hour productivity standard, with less than 13 passengers per hour since October 2008. In March 2009, Golden Gate eliminated Route 9, which offered regional service from Tiburon to San Francisco.

Local Service Operated by Golden Gate Transit

In April 2009, Marin Transit carried 261,441 patrons on local transit service operated by Golden Gate Transit (GGT). The productivity of 24.6 passengers per service hour is lower than 29.9 passengers per service hour in April 2008. In April 2009, Marin Transit carried around 27,301 (9.5%) fewer passengers and provided about 978 (10.1%) more service hours compared to April 2008. By comparison, Golden Gate Transit's regional services experienced a ridership decrease of 11.6% and a 1.4% decrease in total hours for the same period.

Productivity on Route 17 and 29 decreased due to the addition of half hour frequency in the extended peak periods in mid December 2008. This decrease is an expected temporary response to the new frequency. Marin Transit will be monitoring the routes over the next year to determine if the new trips attract new riders.



Community Shuttles

The Community Shuttles carried 3,757 passengers in April and had a productivity of 6.1 passengers per hour, which is the same as in April 2008.

The Santa Venetia Route 233 shuttle continues to exceed the shuttle productivity goal with 10 passengers per hour.

This month, the Twin Cities Shuttle Route 221's revised route had a productivity of 2.8 passengers per hour, which is more than the previous year's productivity of 2.2 passengers per hour. Productivity on the Marinwood/Terra Linda Shuttle Route 259 decreased to 3.5 passengers per hour from 4.4 passengers per hour in April 2008.

West Marin Stagecoach

The Stage carried 5,119 passengers in April 2009. Compared to April 2008, the Stage carried 75 fewer passengers (a 1.4% decrease) than in April 2009. The number of hours was the same for both years.

The North Route continued to exceed the 4 passengers per hour rural service standard, carrying 6.5 passengers per hour. The South Route performance also exceeded the passenger standard, carrying 6.1 passengers per hour. The Coastal Route 62 continues to have weak productivity with 2.0 passengers per hour. This route began service on April 1, 2007.

Supplemental School Routes

All Supplemental School Routes are meeting the service standard of 20 passengers per trip except for the Route 139, which carried 18.8 passengers per trip. Marin Transit reviewed all school trips to look for improvements for the 2009/10 school year. No changes will be made in routes; however some of the school route numbers will be changing in accordance with FTA Regulations. Those supplemental school routes will be renumbered to reflect the regular Marin Transit route that it supplements.

Marin Transit changed Route 139 Terra Linda High School route to serve Miller Creek Rd, based on requests from parents. The change went into effect in April 2009. Marin Transit staff will monitor this route over the rest of the school year to see if the change attracted new riders.

Paratransit and EZ Rider

Local paratransit met the productivity goal of two passengers per hour, providing service productivity of 2.1 passengers per hour. Non-mandated denials have dropped significantly since Whistlestop Wheels began a Taxi Overflow program in December 2006.

EZ Rider had a service productivity of 2.0 passengers per hour, which met the productivity goal. Starting in August 2009, Marin Transit will rebrand the EZ Rider service as the Novato Dial-A-Ride, open to all transit users in Novato.

Muir Beach Dial-A-Ride

The Muir Beach Dial-A-Ride began service in April 2008. The service carried 95 passengers or 1.3 passengers per hour in April 2009. The Muir Beach Dial-A-Ride service was the most heavily subsidized Marin Transit service this month. The service attracted some regular



weekday riders, but weekend ridership has been slow to develop. At the Public Hearing held at the May 18th Board Meeting, the Directors decided that Marin Transit will no longer offer this service after June 30, 2009. This information has been posted to the Marin Transit website and flyers have been distributed to current users.