



## Monthly Monitoring Report for May 2008

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.

On September 9, 2007 the major service changes in 2006 had been in place for a year. As specified in the Short Range Transit Plan, Marin Transit did not make any significant service changes until at least one year of service. Later this year, Marin Transit will implement service improvements to Routes 17, 29, 233 and Highway 101 corridor services. Smaller-scale 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 May 2008, Marin Transit carried 307,673 riders on fixed-route transit. This is 11,496 more trips than May 2007. The increase is from both an increase in service hours on all services and an increase in productivity.

### Routes Performing Well or Improving

- Route 17 (Mill Valley – San Rafael Transit Center) had a significant gain in productivity to 29.2 passenger per hour compared to the overall average of 27.4 passengers per hour.
- Route 35 (San Rafael Transit Center – Canal) increased productivity to 95.5 passengers per hour compare to 87.6 passengers per hour in May 2007.
- Route 61 (Stagecoach South Route) carried 6.6 passengers per hour compared to 4.7 passengers per hour in May 2007.
- Route 259 (Marinwood – Terra Linda) carried 3.6 passengers per hour compared to 2.7 passengers per hour in May 2007.

### Underperforming Routes

- Route 221 Twin Cities Shuttle carried 3.6 passengers per hour.
- Route 62 the Coastal Route of the Stage carried just over 2 passengers per hour.

### Local Service Operated by Golden Gate Transit

In May, Marin Transit carried 298,773 patrons on local transit service operated by Golden Gate Transit (GGT). The productivity of 30.6 passengers per service hour is about the same as for the same month in the prior year. Marin Transit carried around 9,053 (3.1%) more passengers and provided 214 (2.0%) more service hours than in May 2007. By comparison, Golden Gate Transit's regional services experienced a ridership increase of 1.6% and a 1.7% increase in total hours for the same period.



### **Community Shuttles**

The Community Shuttles carried 3,176 passengers and had a productivity of 6.0 passengers per hour in May 2008 compared to 5.8 passengers per hour in May 2007.

The Santa Venetia Route 233 shuttle continues to exceed the shuttle productivity goal with 10.7 passengers per hour.

The Twin Cities Shuttle Route 221 productivity rose to 3.2 passengers per hour with the new service changes implemented this month. The new Route 221 has less duplication of existing school routes and includes new riders from the Greenbrae area that previously did not have service.

Ridership on the Marinwood/Terra Linda Shuttle Route 259 dropped slightly to 3.6 passengers per hour which is still an improvement as compared to 2.7 passengers per hour in May 2007.

### **West Marin Stagecoach**

The Stage carried 5,724 passengers in May 2008. The Stage was more productive this month as compared to May 2007, carrying 6.2 passengers per hour compared to 4.4 passengers per hour last year.

Both the South and North Routes were very productive, with the South Route carrying 6.6 passengers per hour and the North Route carrying 7.1 passengers per hour. New Sunday service on the North Route and additional seasonal weekend service on the South Route started March 9, 2008.

The Coastal Route 62 that began service on April 1, 2007 continues to have weak productivity with 2.1 passengers per hour.

### **Supplemental School Routes**

Marin Transit reviewed all school trips to look for improvements for the 2008/09 school year. Certain trips on the Route 143 to Tam High School are not meeting their productivity targets and may be duplicating Route 17 service and will be canceled for the 08/09 school year. Some Route 125 trips serving Lagunitas School have also been consistently performing below acceptable productivity standards and are being canceled for the 08/09 school year.

### **Paratransit and EZ Rider**

Local paratransit met the productivity goal of two passengers per hour providing service productivity with 2.3 passengers per hour. Non-mandated denials have dropped significantly since Whistlestop Wheels began a Taxi Overflow program in November 2006.

EZ Rider's productivity was 1.8 passengers per hour in May 2008.

### **Muir Beach Dial-A-Ride**

The new Muir Beach Dial-A-Ride began service in March 2008. The service carried 69 passengers or 1.5 passengers per hour. The service has attracted some regular weekday riders, but weekend ridership has been slow to develop. Productivity is expected to increase on the service over time, but it is currently the most heavily subsidized Marin Transit service.