



## Monthly Monitoring Report for September 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, 2008 the major service changes in 2006 had been in place for two years. In September, Marin Transit added three midday hours on Shuttle Route 233 in Santa Venetia. In December, Marin Transit will increase weekday peak period frequency on Routes 17 serving San Rafael and Mill Valley and on Route 29 serving San Rafael and Greenbrae. 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 September 2008, Marin Transit carried 314,312 riders on fixed-route transit. This is 32,637 (11.5%) more trips than September 2007. At the same time, service hours increased by 9.8%.

### Routes Performing Well or Improving

- Route 17 (Mill Valley – San Rafael Transit Center) continues to have significantly higher productivity than 2007.
- Route 45 (Kaiser Hospital – San Rafael Transit Center) continues to outperform last year. Productivity was 30.8 passengers per hour compared to 28.2 passengers per hour in September 2007.
- Route 68 (Stagecoach North Route) carried 7.0 passengers per hour compared to 6.1 passengers per hour in September 2007.
- Route 233 (Santa Venetia) maintained its productivity of over 10 passengers per hour after adding three daily service hours.
- Supplemental School Routes are all meeting the 20 passenger/trip service standard.

### Underperforming Routes

- Route 23 (San Rafael – Fairfax) has lost ridership since last Fall and is not meeting the service standard. Marin Transit will be reviewing connections and examining why there has been a significant decrease in ridership.
- Route 62 the Coastal Route of the Stage carried 2.1 passengers per hour (an improvement over the 1.5 passengers per hour it carried in September 2007).

### Local Service Operated by Golden Gate Transit

In September, Marin Transit carried 305,111 patrons on local transit service operated by Golden Gate Transit (GGT). *The productivity of 31.1 passengers per service hour is the highest since October 2005.* Marin Transit carried around 30,003 (11%) more passengers and provided 768 (8%) more service hours than in September 2007. By comparison, Golden Gate Transit's regional services experienced a ridership increase of 9% and a 6% increase in total hours for the same period.



### **Community Shuttles**

The Community Shuttles carried 3,864 passengers in September and had a productivity of 6.9 passengers per hour compared to 6.0 passengers per hour in September 2007.

The Santa Venetia Route 233 shuttle continues to exceed the shuttle productivity goal with 10.7 passengers per hour. Three additional midday service hours were added in mid-September. The new hours are performing well and are exceeding the 7 passenger per hour service standard.

This month, the Twin Cities Shuttle Route 221's revised route outperformed the previous route and improved from the summer ridership. Ridership increases were mainly due to the start of the school year. The route carried 646 passengers (4.4 passengers per hour) compared to 437 passengers (3.3 passengers per hour) in September 2007.

Ridership on the Marinwood/Terra Linda Shuttle Route 259 stayed at 4.3 passengers per hour and the Route is performing slightly better than last year.

### **West Marin Stagecoach**

The Stage carried 5,337 passengers in September 2008. New Sunday service on the North Route 68 and additional seasonal weekend service on the South Route 61 started March 9, 2008. Compared to September 2007, Stage carried 41% (1,565) more passengers with only 20% (147) additional hours in September 2008. This productivity increase is partly because all the additional hours were weekend hours which out perform weekday hours.

Both the South and North Routes continue to exceed the 4 passenger per hour rural service standard, with the South Route 61 carrying 6.0 passengers per hour and the North Route 68 carrying 7.0 passengers per hour.

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**

All Supplemental School Routes are meeting the service standard of 20 passengers per trip. Marin Transit reviewed all school trips to look for improvements for the 2008/09 school year. Certain Route 143 trips to Tam High School not meeting their productivity targets and duplicating Route 17 service were canceled for the 08/09 school year. Some Route 125 trips serving Lagunitas School that consistently performed below acceptable productivity standards were canceled for the 2008/09 school year.

### **Paratransit and EZ Rider**

Local paratransit met the productivity goal of two passengers per hour providing service productivity with 2.2 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 1.9 passengers per hour in September 2008, which is just below the productivity goal of two passengers per hour.



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

The Muir Beach Dial-A-Ride began service in March 2008. The service carried 148 passengers or 1.3 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.