



Monthly Monitoring Report for October 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 October 2008, Marin Transit carried 325,337 riders on fixed-route transit. This is 24,104 (8%) more trips than October 2007. At the same time, service hours increased by 7.6%.

Routes Performing Well or Improving

- Route 49 (San Rafael – Ignacio) exceeds the 20 passengers per hour service standard for the first time.
- Route 233 (Santa Venetia) had a higher productivity (10.9 pass/hour) than October 2007 (10.4 pass/hour) after adding three midday hours in September.
- Supplemental School Routes are all meeting the 20 passengers per trip service standard.
- Route 259 (Terra Linda/Marinwood) had its highest productivity ever with 5.0 passengers per hour and carried 38% more riders than October 2007.

Underperforming Routes

- Route 23 (Fairfax-San Rafael) continues to operate below the productivity standard. The sudden decrease in productivity is due to the additional bus added in the rotation to improve on time performance. The longer layover hours allow buses to stay on time but are included in the service hour calculation.

Local Service Operated by Golden Gate Transit

In October, Marin Transit carried 315,497 patrons on local transit service operated by Golden Gate Transit (GGT). The productivity of 30.2 passengers per service hour is higher than 29.3 passengers per service hour in October 2007. Marin Transit carried around 21,446 (7.3%) more passengers and provided 358 (3.3%) more service hours than in October 2007. By comparison, Golden Gate Transit's regional services experienced a ridership increase of 4% and a 2% increase in total hours for the same period.

Community Shuttles

The Community Shuttles carried 4,647 passengers in October and had a productivity of 7.2 passengers per hour compared to 5.9 passengers per hour in October 2007. This is the first time the shuttles have exceeded the 7.0 service standard.



The Santa Venetia Route 233 shuttle continues to exceed the shuttle productivity goal with 10.9 passengers per hour. Three additional midday service hours were added in mid-September. The new hours are performing well, and the route is actually more productive than last year.

This month, the Twin Cities Shuttle Route 221's revised route continued to outperform the previous route design but carried fewer than 4 passengers per hour. Ridership continues to be mostly (75%) youth riders. The route carried 617 passengers (3.8 passengers per hour) compared to 483 passengers (3.0 passengers per hour) in October 2007.

Ridership on the Marinwood/Terra Linda Shuttle Route 259 improved to 5.0 passengers per hour, which is the highest productivity for the route since it started in September 2006. The route carried 38% more riders than October 2008.

West Marin Stagecoach

The Stage carried 5,193 passengers in October 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 October 2007, Stage carried 37% (1,396) more passengers with only 17% (132) additional hours in October 2008. This productivity increase is partly because all the additional hours were weekend hours and these outperform 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 5.9 passengers per hour and the North Route 68 carrying 6.4 passengers per hour.

The Coastal Route 62 continues to have weak productivity with 2.6 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. Marin Transit reviewed all school trips to look for improvements for the 2008/09 school year.

Marin Transit is now considering a change to the Route 139 Terra Linda High School route to serve Miller Creek Rd based on rider requests. Pending a comment period, the change will go into effect March 2009.

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 2.0 passengers per hour in October 2008 just meeting the productivity goal.

Muir Beach Dial-A-Ride

The Muir Beach Dial-A-Ride began service in March 2008. The service carried 144 passengers or 1.4 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.