



Monthly Monitoring Report for November 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 December 2008, 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 November 2008, Marin Transit carried 267,596 riders on fixed-route transit. This is 14,058 (5%) fewer trips than November 2007. At the same time, service hours increased by 1.6%. For the fiscal year through November 2008, total ridership is 4% more than FY 07/08 through November 2007.

Routes Performing Well or Improving

- Routes serving the Canal area of San Rafael continue to perform well. These routes include Routes 35, 36, and 29.

Underperforming Routes

- Routes 51 & 52 continue to operate below the 20 passenger per hour productivity standard.
- 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. In addition, more riders are using the West Marin Stagecoach to travel between Fairfax and San Rafael.

Local Service Operated by Golden Gate Transit

In November, Marin Transit carried 259,570 patrons on local transit service operated by Golden Gate Transit (GGT). The productivity of 26.7 passengers per service hour is lower than 29.1 passengers per service hour in November 2007. Marin Transit carried around 15,141(5.5%) fewer passengers and about the same number of service hours as in November 2007. By comparison, Golden Gate Transit's regional services experienced a ridership decrease of 5.8% and a 4% decrease in total hours for the same period.

Community Shuttles

The Community Shuttles carried 3,479 passengers in November and had a productivity of 6.5 passengers per hour compared to 6.1 passengers per hour in November 2007.

The Santa Venetia Route 233 shuttle continues to exceed the shuttle productivity goal with 9.8 passengers per hour.



This month, the Twin Cities Shuttle Route 221's revised route had the same productivity of 3.5 passengers per hour as the previous year. Productivity on the Marinwood/Terra Linda Shuttle Route 259 decreased to 4.6 passengers per hour, which is still a significant increase over the productivity of 3.6 in November 2007.

West Marin Stagecoach

The Stage carried 4,547 passengers in November 2008. Compared to November 2007, the Stage carried 21% (794) more passengers with 22% (162) more hours in November 2008.

Both the South and North Routes continue to exceed the 4 passenger per hour rural service standard, with the South Route 61 carrying 5.1 passengers per hour and the North Route 68 carrying 5.8 passengers per hour.

The Coastal Route 62 continues to have weak productivity with 2.7 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 changing Route 139 Terra Linda High School route to serve Miller Creek Rd, based on requests from parents. 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 of 2.1 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 November 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 77 passengers or 1.4 passengers per hour in November. 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.