



Monthly Monitoring Report for November 2010

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.

New Format Beginning This Month

The data presented in this report for November has been generated, for the first time directly from Marin Transit's new data management system, Transtrack. The Transtrack implementation, funded with ARRA (America's Reinvestment and Recovery Act) funding, allows Marin Transit to consolidate and analyze all operational data from the District's transit programs and contractors as one system.

One of the most significant benefits of the new system is that staff can create the Monthly Monitoring report more efficiently and more accurately. The new report captures all costs associated with service operations and is not limited to contractor costs. As a result subsidy and farebox recovery ratios degrade slightly in the current report but the new report more accurately represent the District's actual cost of providing service.

November 2010

In November 2010 Marin Transit carried 268,448 riders on fixed-route transit. This is 557 more passengers than during November 2009.

Routes Performing Well or Improving

- Routes serving the Canal area of San Rafael continue to perform well. These include Routes 35 and 36.
- Routes serving the San Anselmo area are greatly improving. Route 22 now ranks second in total passenger patronage, and Route 23 performs well.
- Route 45 continues to perform well, carrying 30.1 passengers per hour.
- Route 68, the Stagecoach North Route, performs well, carrying 7.6 passengers per hour, well over the target of 4.

Underperforming Routes

- Routes 51 and 52 serving Novato continue to operate below the 20 passengers per hour productivity standard.
- Shuttle Route 221 continues to carry less than the 7 passengers per hour shuttle standard. The route has slightly more passengers than last year's average
- Route 19, serving Tiburon from Marin City, continues to underperform with 15.5 passengers per hour.



Local Service Operated by Golden Gate Transit

In November 2010, Marin Transit carried 260,008 patrons on local transit service operated by Golden Gate Transit (GGT). The productivity of 27.4 passengers per service hour is higher than 25.7 passengers per service hour reported in November 2009. In November 2010, Marin Transit local routes carried 1401 fewer passengers and provided about 644 (6.3%) fewer service hours compared to November 2009. By comparison, Golden Gate Transit regional services carried 1.9% more passengers and provided 0.6% fewer service hours.

Community Shuttles

The Community Shuttles carried 3,604 passengers in November 2010 and had a productivity of 6.1 passengers per hour, a slight decrease from 6.3 in November 2009.

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

Route 259 Marinwood has seen its productivity drop slightly, from a 3.8 passengers per hour average last fiscal year to this month's 3.0 passengers per hour.

West Marin Stagecoach

The Stage carried 4,836 passengers in November 2010. Compared to November 2009, the Stage carried 744 more passengers (a 15.3% increase) in November 2010.

The North Route continued to exceed the 4 passengers per hour rural service standard, carrying 7.6 passengers per hour. The South Route carried 4 passengers per hour, which is exactly the same as in November 2009. The Coastal Route 62 continues to have weak productivity with 1.5 passengers per hour, well under the 4 passengers per hour standard.

Supplemental School Routes

The supplemental school routes performed well in November. As a whole, the supplemental routes carried 32.3 passengers per trip on average. The best performing route was Route 117 with 50.3 passengers per trip on average. The poorest performing route was Route 139 with 14.3 passengers per hour.

Paratransit and Novato Dial-a-Ride

Local paratransit met the productivity goal of two passengers per hour, carrying 8,799 passengers and providing a service productivity of 2.1 passengers per hour.

The Novato Dial-a-ride service, now over a year since its inception, continues to fulfill its productivity target with 2.6 passengers per hour.