Appendix G: Service Performance Monitoring

Marin Transit 2026 Service Performance Monitoring

Overview

The FTA requires providers of public transportation that operate 50 or more fixed route vehicles in peak service and that are located in a UZA of 200,000 or more in population to monitor the performance of their transit system relative to their system-wide service standards and service policies (i.e., vehicle load, vehicle headway, vehicle assignment, transit amenities, etc.) no less than every three years.

The guidelines presented in the FTA Circular 4702.1B lay out the following methodology:

- Identify routes as Minority or non-Minority transit routes – a route that has at least one-third of its total revenue mileage in a Minority Census block group is considered a minority route. Minority Census Block Groups are defined as those that have a percentage minority population that meets or exceeds the service area baseline percentage of minority population;
- Assess the performance of each Minority and non-Minority route for each of the transit provider's service standards and service policies;
- Compare the transit service observed in the assessment to the transit provider's established service policies and standards;
- For cases in which the observed service for any route exceeds or fails to meet the standard or policy, analyze why the discrepancies exist, and take steps to reduce the potential effects;
- Evaluate transit amenities policy to ensure amenities are being distributed throughout the transit system in an equitable manner;
- Develop a policy or procedure to determine whether disparate impacts exist on the basis of race, color, or national origin, and apply that policy or procedure to the results of the monitoring activities; and
- Submit the results of the monitoring program as well as documentation to verify the board's awareness, consideration, and approval of the monitoring results to FTA every three years as part of the Title VI Program.

Identification of Minority and Non-Minority Routes

According to the methodology outlined in the FTA guidance, a Minority transit route is a route that has at least one-third of its total route mileage in a Minority Census Block Group. To identify Minority routes, staff conducted a Geographic Information System (GIS) based analysis using block group data from the American Community Survey along with outputs from Marin Transit's scheduling software for route length. As a result of the analysis, staff found that 11 of the 15 routes are designated Minority Routes. This route designation provided the basis for the performance analysis, which reviews the performance of all 15 routes as appropriate. Table 1 presents the Minority and Non-Minority Routes and percentage of total route length in Minority Block Groups.

Table 1: Minority and Non-Minority Route Designation

Route Number	Total Route Length	Total Route Length within Minority Block Groups	Percentage of Route Length within Minority Block Groups	Minority Route Designation
17	45.2	16.5	37%	Yes
22	23.8	3.2	14%	No
23	18.3	8.2	45%	Yes
30	4.0	3.7	94%	Yes
35	17.6	16.5	93%	Yes
36	22.3	11.7	52%	Yes
49	39.0	35.0	90%	Yes
57	47.2	34.5	73%	Yes
61	49.6	6.7	13%	No
68	55.3	1.2	2%	No
71	40.0	27.1	68%	Yes
219	10.7	3.7	35%	Yes
228	23.2	6.4	28%	No
233	11.4	9.6	85%	Yes
245	16.0	14.1	89%	Yes
Total Minority Routes				11
Total Non-Minority Routes				4
Total Routes				15
Minority Routes as Percent of Total Routes				73%
Non-Minority Routes as Percent of Total Routes				27%

Headway Analysis

Headway represents the amount of time between buses on a particular route; a lower number indicates a shorter wait for riders. For the purpose of this data analysis, rural routes with 4-8 trips per day were

not included, as they are not scheduled based on a standard headway. Headway measures were calculated on an average value if headways were operated on a range of values based on their service design.

The following Table 2 presents the average peak and non-peak headways by route number.

Table 2: Peak and Non-Peak Headway (Frequency) by Route

Route Number	Minority Route Designation	Peak Headway	Off-Peak Headway
17	Yes	30	45*
22	No	30	45*
23	Yes	30	60
30	Yes	30	NA
35	Yes	30	30
36	Yes	30	30
49	Yes	30	45*
57	Yes	60	60
61**	No	NA	NA
68**	No	NA	NA
71	Yes	30	30
219	Yes	60	60
228	No	60	60
233	Yes	60	60
245	Yes	60	60

**Routes 17, 22, and 49 operate 30-minute headways during the mid-day off-peak on weekdays, but operate 60-minute headways on weekends and holidays. The average off-peak headway of 45 minutes is used for the purposes of this analysis*

***Rural Routes are coverage based and are not scheduled by headway. They are excluded from this analysis.*

When reviewing the frequencies from a systemwide perspective, non-minority routes operate at a 10% lower frequency during the peak and a 9% lower frequency during the off-peak than the minority routes. Table 3 provides the Average Peak Frequency Analysis by service type.

Table 3: Average Headway by Service Type

Average Headway by Service Type	Average Peak Headway	Average Off-Peak Headway
Average All Minority Routes	41	48
Average All Non-Minority Routes	45	53
Average All Routes	42	49
Percent Difference between Minority and Non-Minority	10%	9%

Load Factor

Load factor measures the amount of service that is effectively available to riders, as it considers not just the number of daily trips, but the number of seats available on the bus. The non-minority routes have significantly lower load factors due to operating in low ridership areas. In particular, rural routes 61 and 68 operate in very low-density areas. The minority routes primarily operate along high-ridership transit corridors, which leads to greater loads on the routes that serve these corridors. It is also worth noting that all routes are well below the service standard maximum of 1.25 and that although the difference between the minority and non-minority load factor is a larger percentage difference, the average load factors are very low. Route 30 is a new route (As of April 2026) that does not yet have ridership data available and is excluded from this analysis.

Table 4 provides historical load factors.

Table 4: Load Factor by Year

Route	Ridership	FY 2026 YTD Load Factor	FY 2025 Load Factor	FY 2024 Load Factor
17	168,509	0.41	0.45	0.42
22	144,959	0.38	0.36	0.36
23	252,967	0.72	0.67	0.60
35	443,775	0.44	0.47	0.44
36	234,446	0.48	0.49	0.46
49	280,912	0.62	0.63	0.57
57	136,660	0.50	0.51	0.44
61	34,654	0.38	0.35	0.28
68	52,897	0.26	0.30	0.28
71	366,621	0.61	0.61	0.57
219	28,515	0.14	0.13	0.12
228	68,719	0.48	0.42	0.40
233	30,876	0.24	0.24	0.24
245	38,676	0.29	0.25	0.28
Average Minority Load Factor		0.45	0.45	0.41
Average Non-Minority Load Factor		0.37	0.36	0.33
% Difference btw Minority and Non-Minority		18%	22%	23%

Vehicle Assignment

Per the Marin Transit Vehicle Assignment standard, assigning vehicles by policy helps ensure that vehicles are placed into service based on service type, ridership demand, or roadway requirements rather than by other conditions, such as neighborhood demographics, that could result in discriminatory outcomes. Routes with the lowest passenger demand will be assigned a 24’ cutaway, while those with higher demand will be assigned a 35’ or 40’ vehicle. However, if terrain and street design warrants, vehicle assignments may be adjusted for safe operations.

Systemwide, the average age of the fleet is approximately 7 years. Average age by route is calculated as a weighted average of the vehicle age for every vehicle used on the route, weighted by number of pullouts. In the most recent fiscal year, the average age of vehicles on minority routes is within 5% of the average age on non-minority routes. Table 5 presents the average vehicle age by route and year. Note that Route 30 is a new route as of April 2026 and has limited data availability.

Table 5: Vehicle Age by Route

Route	Minority Route Designation	Average Model Year	FY 2026 Vehicle Age	FY 2025 Vehicle Age	FY 2024 Vehicle Age
17	Yes	2017	9.2	8.8	7.8
22	No	2018	8.4	7.5	6.4
23	Yes	2022	4.4	3.3	13.5
30	Yes	2016	10.2	NA	NA
35	Yes	2021	5.5	5.0	6.2
36	Yes	2020	5.9	5.3	6.6
49	Yes	2018	8.1	7.4	7.5
57	Yes	2016	9.8	8.8	7.2
61	No	2020	6.3	5.1	4.5
68	No	2019	6.5	5.9	4.5
71	Yes	2020	6.5	5.4	6.5
219	Yes	2021	5.3	4.2	3.8
228	No	2021	5.3	4.2	3.5
233	Yes	2021	5.2	4.3	3.4
245	Yes	2021	5.2	4.2	3.4
Average Model Year of Fleet		2019	6.8	5.7	6.0
Average Model Year Minority Routes		2019	6.8	5.7	6.6
Average Model Year Non-Minority Routes		2019	6.6	5.7	4.7
Absolute Difference Between Minority and Non-Minority			0.2	0.0	1.9
Percentage Difference Between Minority and Non-Minority			3%	0%	33%

On Time Performance

Marin Transit defines “on time” as up to 5 minutes late and 1 minute early upon arrival at a timepoint. On Time performance is determined by the percentages of runs completed. This data represents the percentage of times all service was within this metric. A higher number indicates better reliability for riders.

On Time performance for the FY 2026 Year-To-Date has been 8% better for Minority Routes than Non-Minority Routes. Only small differences in on-time performance were experienced in the prior years. Table 6 presents the on-time performance by route and year. Note that Route 30 is new as of April 2026 and does not yet have on-time performance data available.

Table 6: On-Time Performance (OTP)

Route	Minority Route	FY26 YTD	FY25	FY24
17	Yes	77%	74%	71%
22	No	72%	70%	71%
23	Yes	72%	74%	77%
30	Yes	NA	NA	NA
35	Yes	78%	80%	80%
36	Yes	79%	82%	80%
49	Yes	65%	62%	67%
57	Yes	66%	63%	70%
61	No	60%	58%	64%
68	No	67%	68%	72%
71	Yes	74%	75%	78%
219	Yes	69%	65%	63%
228	No	64%	63%	69%
233	Yes	79%	81%	71%
245	Yes	76%	77%	73%
OTP Minority Routes		74%	73%	73%
OTP Non-Minority Routes		66%	65%	69%
Difference Between Minority and Non-Minority		8%	9%	4%

Service Availability

Service availability is evaluated in the Marin Transit service area by analyzing the distance from the centroid of each Census Block Group in the service area to its nearest bus stop to assess the percentage of the population in both Minority Block Groups and Non-Minority Block Groups with access to transit (block groups with a bus stop contained inside them are all considered to be served by transit regardless of the centroid). Marin Transit's goal is to provide transit within ½ mile of 85% of all County residents, jobs, large multifamily developments, middle & high schools (excluding those served by yellow bus), senior residents, zero-car households, and low-income residents.

In general, most of the targets were exceeded. In Minority Block Groups, all targets were exceeded. In Non-Minority Block Groups, some targets were not met. Table 7 presents the findings.

Table 7: Access to Transit

	Minority			Non-Minority		
	Service Area Total	Within ½ mile	Percent	Service Area Total	Within ½ Mile	Percent
Population	92,658	87,260	94%	165,311	127,541	77%
Large Residential Buildings	3,083	3,083	100%	1,697	1,620	95%
Jobs	48,484	46,004	95%	62,220	48,132	77%
Middle Schools	20	18	90%	37	31	84%
High Schools	12	11	92%	20	17	85%
Older Adults	18,218	16,719	92%	43,127	32,436	75%
Zero-Car Households	2,455	2,393	97%	2,602	2,205	85%
Low-Income Residents	23,714	23,359	99%	18,109	14,605	81%

Transit Amenities

Transit amenities include improvements to the riders' waiting experience at stops and stations, which are distributed according to rider need, including benches, shelters, signage or real-time passenger information signs. In general, transit amenities are more likely to be located in minority block groups than in non-minority block groups due to the higher ridership in minority block groups. Table 8 presents the Transit Amenities analysis for stops within Minority Block Groups and Non-Minority Block Groups.

Table 8: Transit Amenities by Block Groups

	Benches	Shelter	All Stops
Within Minority Block Groups	141	96	228
Within Non-Minority Block Groups	175	106	315
Total	316	202	543
% of Stops in Minority Block Groups w Amenities	61.8%	42.1%	
% of Stops in Non-Minority Block Groups w Amenity	55.6%	33.7%	
% of All Stops with Amenity	58.2%	37.2%	
Difference between Minority and Non-Minority	6.3%	8.5%	