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November 6, 2023

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

Subject: General Manager Report – Monthly Report: August 2023

Dear Board Members:

Recommendation

This is a recurring information item.

Summary

The attached monthly report provides an overview of Marin Transit operations for the monthly period ending August 31, 2023. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall, Marin Transit experienced moderate systemwide ridership growth in August 2023. Total ridership was 2% higher than the previous year (August 2022) and 14% lower than pre-COVID (August 2019).

Fixed route ridership recovery from the COVID-19 pandemic appears to be levelling off. Although fixed route ridership is still experiencing modest year-over-year growth (3% compared to July 2022), the percentage of pre-COVID ridership seen on fixed route services has been hovering around 90% since March 2023, and August continued that trend at 90%.

Marin Access has been a different story in recent months. Ridership on Marin Access services was 40% of pre-COVID levels this month, which is up from 35% of pre-COVID levels in July. Marin Access ridership started to decline in September of the last fiscal year, dropping below FY22 levels. Although it is still below prior-year levels (15% below August 2022), the growth from July to August (24% month-over-month) may signal a change in the recent Marin Access ridership trend. However, it is still too early to tell.

Additional detailed analyses of system performance and trends are provided in separate quarterly and annual reports, including route-level statistics and financials. These reports are available on the District's website at <https://marintransit.org/service-performance-and-reports>.



Fiscal/Staffing Impact

None.

Respectfully Submitted,

A handwritten signature in black ink that reads "Nancy E. Whelan".

Nancy Whelan
General Manager

Attachment A: Monthly Ridership Report and Customer Comments