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December 4, 2023

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

Subject: General Manager Report – Monthly Report: September 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 September 30, 2023. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall, Marin Transit experienced strong systemwide ridership growth in September 2023. Total ridership was 7% higher than the previous year (September 2022) and 11% lower than pre-COVID (September 2019).

Fixed route ridership recovery from the COVID-19 pandemic appears to be picking up again. After leveling off for the past six months (March through August 2023 were all 87-90% of pre-COVID ridership on fixed route services), September saw 92% of pre-COVID ridership on fixed route. This increase is likely the result of riders returning due to the reliability improvements that came with the June service change, and staff are optimistic that the trend will continue.

Marin Access ridership has had a declining ridership trend since September 2022; this month (September 2023) continued the trend, with ridership at 39% of pre-COVID. Last month, Marin Access ridership jumped from 35% pre-COVID in July to 40% pre-COVID in August, and September ridership levels were comparable to August. It remains to be seen how strong of an effect the Marin Access service changes implemented in July will have on ridership going forward.

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