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February 5, 2024

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

**Subject: General Manager Report – Monthly Report: November 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 November 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 November 2023. Total ridership was 7% higher than the previous year (November 2022) and 8% lower than pre-COVID (November 2019).

Fixed route ridership recovery from the COVID-19 pandemic continued to be strong this month. After leveling off for six months (March through August 2023 were all 87-90% of pre-COVID ridership on fixed route services), September through November saw above 90% of pre-COVID ridership on fixed route services, with November coming in at 95% of pre-COVID. 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 (November 2023) continued the trend, with ridership at 40% of pre-COVID. It remains to be seen how strong of an effect the Marin Access service changes implemented in July will have on ridership going forward; the Catch-A-Ride program saw nearly triple (+192%) its ridership from the prior year (November 2022), but Local Paratransit, which accounts for the majority of Marin Access ridership, saw a 12% decline in ridership compared to the prior year. Overall, Marin Access ridership declined 7% from the prior year (November 2022). Staff is investigating these ridership changes and will bring more information to the Board this spring.

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