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April 8, 2024

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

**Subject: General Manager Report – Monthly Report: January 2024**

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 January 31, 2023. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall, Marin Transit experienced strong systemwide ridership in January 2024. Total ridership was 10% higher than the previous year (January 2023) and 13% lower than pre-COVID (January 2020).

Fixed route ridership continued to be strong this month, with ridership being 12% higher than the previous year (January 2023) and 90% of pre-COVID (January 2020). Although 90% of pre-COVID is lower than recent months, staff believe this is because January 2024 had fewer school days than January 2020, and do not anticipate the recent COVID recovery trend on fixed-route service to change.

Marin Access had a declining ridership trend starting in September 2022. Last month, December 2023, was the first month since then where Marin Access ridership was roughly the same as the prior year. This month, January 2024, is the first month where Marin Access ridership has increased relative to the prior year (by 8%). Staff believe that this trend of increasing ridership is due to the Marin Access service changes implemented in July and are optimistic it will continue to have a positive effect 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