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August 5, 2024

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

Subject: General Manager Report – Monthly Report: May 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 May 31, 2024. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall, Marin Transit experienced strong systemwide ridership in May 2024. Total ridership was 11% higher than the previous year (May 2023) and 3% lower than pre-COVID (May 2019).

Fixed route ridership continued to be strong this month, with ridership being 11% higher than the previous year (May 2023) and just over 100% of pre-COVID (May 2019). May 2024 marks the first month since the start of the COVID-19 pandemic where fixed route ridership has slightly exceeded pre-COVID levels.

Marin Access ridership had plateaued at just below half of pre-pandemic ridership starting in September 2022. January 2024 was the first month since then where Marin Access ridership exceeded the prior year. This month, May 2024, continued that trend, with Marin Access ridership increasing by 19% relative to the prior year (May 2023). 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,

Nancy E. Whelan

Nancy Whelan
General Manager

Attachment A: Monthly Ridership Report and Customer Comments