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December 2, 2024

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

Subject: General Manager Report – Monthly Report: September 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 September 30, 2024. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall, Marin Transit experienced strong systemwide ridership in September 2024. Total ridership was 10% higher than the previous year (September 2023) and 3% lower than pre-COVID (September 2019).

Fixed route ridership continued to be strong this month, with ridership being 10% higher than the previous year (September 2023) and 3% higher than pre-COVID (September 2019).

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, September 2024, continued that trend, with Marin Access ridership increasing by 22% relative to the prior year (September 2023). Staff believe that this trend of increasing ridership is due to the Marin Access service changes implemented last year, in July 2023, 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