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February 3, 2025

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

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

Overall, Marin Transit experienced moderate systemwide ridership in November 2024. Total ridership was 1% higher than the previous year (November 2023) and 8% lower than pre-COVID (November 2019). Compared to the previous months in the current fiscal year (FY25), ridership in November was relatively lower. Staff believe this is due to the extreme weather conditions during November of this year, and anticipate the earlier trend of strong ridership growth will continue in the long run.

Matching the systemwide trend, fixed route ridership was moderate this month, with ridership being less than 1% higher than the previous year (November 2023) and 2% lower than pre-COVID (November 2019).

Yellow bus ridership was strong this month, with ridership being 19% higher than the previous year (November 2023) and 7% higher than pre-COVID (November 2019).

Matching the systemwide trend, Marin Access ridership was moderate this month, with ridership being 2% higher than the previous year (November 2023) and 57% lower than pre-COVID (November 2019).

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