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September 8, 2025

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

Subject: Marin Transit Quarterly Performance Report for the Fourth Quarter of FY 2024/25

Dear Board Members:

Recommendation

Information only.

Summary

As part of the District's service monitoring process, staff prepare a quarterly performance report. Attached is the report for the fourth quarter of FY 2024/25.

The quarterly report provides route-level statistics and performance measures with financial data and an in-depth analysis of trends. The report discusses any relevant external factors such as weather, operator shortages, and service changes. A report on Community Engagement activities for the quarter is also included.

Additional detailed analyses of system performance and trends are provided in an annual system performance report. This report is available on the District's website at <https://marintransit.org/service-performance-and-reports> in addition to the monthly reports.

Fiscal/Staffing Impact

None.

Respectfully Submitted,

Asher Butnik
Senior Transit Planner

Attachment A: Quarterly Performance Report for FY 2024/25 Q4

Attachment B: FY 2024/25 Q4 (April – June) Marin Transit Outreach and Travel Training



Quarterly Performance Report for FY 2024/25 Q4

This report summarizes the operational performance of Marin Transit services for the fourth quarter of FY 2024/25 from April 1, 2025 through June 30, 2025. The Quarterly Performance Report provides detailed route-level statistics, analyzes trends, and evaluates performance measures established under Measure A and Measure AA.

Report Format

The data presented in this report is generated directly from TransTrack, Marin Transit's data management system. TransTrack enables Marin Transit to consolidate and analyze all operational data from the District's transit programs and contractors in one system. TransTrack reports all costs associated with service operations, not just contractor costs. This reporting format most accurately represents the District's actual costs of providing service.

In Q3 FY 2024/25, Marin Transit began using Automatic Passenger Counters (APCs) to tally ridership on fixed route services. APCs provide more accurate passenger counts than the previous fare-based method.

Route performance is presented relative to typology-based targets. The Board adopted [updated typologies and targets on September 9, 2024](#). These typologies group routes by similar characteristics in terms of frequency, span, operational environment, and markets they are intended to serve; setting performance targets at the typology level helps link route performance to systemwide performance, to understand how the network is functioning vis a vis its intended goals. All performance and financial data are consistent with the District's reporting for the National Transit Database.

Performance Targets

Performance targets are measured in both productivity (unlinked passengers per hour and per trip) and cost-effectiveness (subsidy per unlinked passenger trip). Table 1 below summarizes route level performance targets by typology. Note that there are no productivity or cost-effectiveness targets identified for the Yellow Bus, Muir Woods Shuttle, Volunteer Driver, and Catch-A-Ride programs.

Table 1: Productivity and Subsidy Targets by Service Typology

Service Typology	Routes	Unlinked Passenger Trips per Hour (at or above)	Subsidy per Passenger Trip (at or below)
Local	17, 22, 23, 35, 36, 49, 71	18	\$10.88
Community	29, 57, 219, 228, 233, 245	8	\$19.04
Supplemental	613, 619, 625, 654	20 per trip	\$16.32
Rural	61, 68	6	\$29.92
Demand Response	Local Paratransit, Marin Access Shuttles	2	\$108.80



Performance Summary

In the fourth quarter of FY 2024/25, Marin Transit carried a total of 878,958 passengers systemwide. This represents a ridership increase of 8% compared to the fourth quarter of the previous fiscal year and is 4% higher than pre-pandemic ridership (Q4 FY2018/19).

On fixed route transit services, Marin Transit carried 813,788 riders. This is an increase of 9% compared to the fourth quarter of FY 2023/24. The Muir Woods Shuttle carried 14,802 passengers. This represents an increase of 1% compared to the prior year. The Ross Valley Yellow Bus program carried 28,704 passengers. This represents an increase of 4% compared to the fourth quarter of the previous fiscal year. Marin Access services carried 21,664 trips on demand response and mobility management programs. This reflects an increase of 6% compared to the fourth quarter of the last fiscal year. The tables at the end of this report provide a breakdown of all route-level statistics.

Local (Routes 17, 22, 23, 35, 36, 49, and 71)

In the fourth quarter of FY 2024/25, Local routes carried 662,228 passengers. This represents an increase of 9% compared to the fourth quarter of the prior fiscal year. The Local typology carried 21 passengers per revenue hour, meeting the target of 18 or higher, and the average subsidy per passenger was \$7.75, meeting the target of \$10.88 or lower. Local service accounted for 68% of fixed route service in revenue hours and 81% of fixed route ridership in the fourth quarter of FY 2024/25.

Community (Routes 29, 57, 219, 228, 233, 245)

During the fourth quarter of the fiscal year, Community routes carried 106,998 total passengers. This represents an increase of 5% from the fourth quarter of the last fiscal year. The Community typology carried 11 passengers per revenue hour, meeting the target of 8 or higher, and the average subsidy per passenger was \$14.88, meeting the target of \$19.04 or lower. Community services accounted for 22% of fixed route service in revenue hours and provided 13% of fixed route ridership in the fourth quarter of FY 2024/25.

Supplemental School (Routes 613, 619, 625, and 654)

Supplemental School routes carried 11,912 passengers in the fourth quarter of FY 2024/25. This represents an 8% increase from the fourth quarter of the prior fiscal year. The Supplemental typology carried 21 passengers per trip, meeting the target of 20 or higher, and the average subsidy per passenger was \$6.33, meeting the target of \$16.32 or lower. Supplemental service accounted for 1% of fixed route service in revenue hours and provided 1% of fixed route ridership in the fourth quarter of FY 2024/25.

Rural (West Marin Stagecoach Routes 61 and 68)

In the fourth quarter of the fiscal year, the two Stagecoach routes carried 32,650 passengers. This represents a 12% increase from the fourth quarter of the prior fiscal year. The Rural typology carried 8 passengers per revenue hour, meeting the target of 6 or higher, and the average subsidy per passenger was \$20.29, meeting the target of \$29.92 or lower. Rural service accounted for 9% of fixed route service in revenue hours, and ridership represented 4% of fixed route ridership in the fourth quarter of FY 2024/25.



Muir Woods Shuttle

In the fourth quarter of FY 2024/25, the Muir Woods Shuttle carried 14,802 passengers. This represents an increase of 1% compared to the fourth quarter of the previous year.

Yellow Bus

In the fourth quarter of FY 2024/25, the Ross Valley School District yellow bus service carried 28,704 passengers. This represents an increase of 4% compared to the fourth quarter of the prior year.

Marin Access

In the fourth quarter of FY 2024/25, Marin Access offered ADA Paratransit service, the Marin Access Shuttles program, the Volunteer Driver program, and the Catch-A-Ride 2.0 pilot program.

The Demand Response typology represents the subset of Marin Access services that are operated by the District's Demand Response contractor, Transdev, and includes ADA Paratransit service and the Marin Access Shuttles program. In the fourth quarter of FY 2024/25, Demand Response services carried 12,386 passengers, a decrease of 8% from the prior year. The service productivity average of 1.8 passengers per revenue hour did not meet the 2.0 target. The average subsidy per passenger of \$106.80 did meet the target of \$108.80 or lower.

The Volunteer Driver Program completed 2,154 trips in the fourth quarter of FY 2024/25. This represents a 9% decrease compared to the previous fiscal year.

The Catch-A-Ride 2.0 pilot program provided 7,124 one-way trips. This represents an increase of 57% compared to the prior year. This quarter represents the final quarter of the Catch-A-Ride 2.0 pilot program, which will be replaced by the Mobility Wallet program in FY 2025/26.

Community Engagement

Staff perform various activities on an ongoing basis to engage the community and share information about Marin Transit and Marin Access programs and services. In the fourth quarter, there was a continued focus on providing the community with information about Marin Transit and Marin Access programs and services and providing information on upcoming changes to Marin Access. Events were held in various formats, at various locations, and on varying days and times to meet the needs of the community. To provide adequate opportunity for rider education due to Marin Access changes effective July 2025, staff hosted several virtual drop-in info sessions for community members to get information and ask questions leading up to and after the changes occurred. The attached report outlines community engagement initiatives for various target audiences, including community members, fixed route riders, and Marin Access riders.

In the fourth quarter of FY 2024/25, staff completed twenty-seven events, including nine virtual drop-in info sessions, eight Navigating Transit Presentations, six Satellite Hours events, and four community events. Nearly all events had Spanish translation services available. In total, staff reached over 980 community members. In Q4, the reach of community engagement activities was nearly double when compared to the same period of FY 2023/24.

Digital outreach has continued to be an effective tool for engaging those who currently use our services and those who may be considering trying transit. In Q4 of FY 2024/25 staff distributed three E-Newsletters and created 112 social media posts across several platforms. In total, these efforts reached



over 4,000 individuals. Staff will continue to test engagement strategies and monitor the outcome of engagement campaigns to inform future activities for the team.

Ridership Trends

The District continues to experience strong ridership; total ridership surpassed pre-pandemic levels by 4% in Q4. However, ridership recovery has not been spread evenly across Marin Transit programs. Fixed route ridership recovery was swift and has remained strong; fixed route services exceeded pre-COVID ridership by 11% in the fourth quarter of FY 2024/25. Marin Access services by contrast were at 50% of pre-COVID ridership levels this quarter. For about a year and a half prior to the last fiscal year, Marin Access ridership plateaued at around 40-45% of pre-pandemic levels. The current quarter represents the sixth consecutive quarter where year over year ridership on Marin Access services has increased, now hovering at half of pre-COVID. Marin Transit staff believe that the restructuring of Marin Access programs, which took effect on July 1, 2023, has had a positive effect on Marin Access ridership and the mobility of older adults and people with disabilities in the County.

This quarter, Marin Transit experienced strong ridership growth compared to the national average. According to the National Transit Database, in the fourth quarter of FY 2024/25, nationwide bus ridership declined by 4% from the prior year, compared to Marin Transit's 9% increase over the prior year for fixed route services.

Marin Transit continues to have one of the strongest ridership recoveries in the Bay Area at 111% of pre-COVID for fixed route services, and one of the strongest in the country when comparing to pre-COVID levels (the national average this quarter was 79%). Compared to other North Bay transit agencies, Marin Transit fixed route services continue to perform well. In the fourth quarter of FY 2024/25, Golden Gate Transit carried 392,480 passengers on its fixed route bus service, representing just under half of Marin Transit's fixed route ridership (813,788), while SMART carried 329,670 passengers. Golden Gate Transit experienced a 6% increase in fixed route bus ridership in this quarter compared to the fourth quarter of FY2023/24, maintaining overall recovery at 49% of pre-COVID ridership. SMART experienced a 37% increase in ridership compared to the fourth quarter of last year, bringing overall recovery to 186% of pre-COVID ridership.

Other Bay Area transit agencies that provide local bus service experienced comparable ridership growth trends in the fourth quarter of FY 2024/25. Comparing to other Countywide peer agencies, the Central Contra Costa Transit Authority (County Connection), SamTrans, and Solano County Transit (SolTrans) experienced a 2%, 5%, and 9% increase in ridership, respectively, relative to the fourth quarter of FY 2023/24, bringing their ridership relative to pre-COVID to 84%, 98%, and 76%, respectively.

Demand for Marin Access mobility management and demand response programs was 6% higher during the fourth quarter of FY 2024/25 than the fourth quarter of the prior year. This is the sixth consecutive quarter where ridership on demand response services was higher than the same quarter of the prior year. However, ridership on Marin Access services remains low relative to pre-COVID (50%). Staff conducted a robust assessment of Marin Access programs and ridership in August 2024 to explore reasons for these trends. The assessment concluded that a significant portion of former ridership has switched to alternative programs that better meet their needs. One of these programs is the new Catch-A-Ride 2.0 pilot, which is experiencing very strong growth (57% increase compared to the prior year). More changes are coming to these programs with the new Mobility Wallet, which was implemented at the start of FY 2025/26. Staff will continue to monitor these programs closely to ensure our suite of programs is meeting the needs of the community.



Table 2 below compares several other factors and qualitatively evaluates their potential impact on ridership.

Table 2: Factors Impacting Ridership Comparison

Factor		FY 2023/24 Q3	FY 2024/25 Q3	Impact
Days Operated	Weekdays	64	63	▼
	School Days	48	48	--
	Weekends & Holidays	27	28	▲
	Muir Woods Shuttle	37	33	▼
Service Disruptions (cancelled/missed service)		132	51	▲▲▲
Rainfall (inches)		1.7	0.5	▲
Average Gas Prices		\$5.05	\$4.69	▼

Attachment A

Quarterly Report - Summary

09/01/2025

QUARTER

Q4 FY 2024/25

Systemwide Performance Statistics

Typology	Route	Passengers	%Δ Passengers*	Revenue Hours	Operating Cost	Passengers per Revenue Hou	Subsidy per Passenger	Farebox Recovery
1. Local	17	59,044	▲3.7%	4,212	\$703,416	14.0	\$11.15	6.4%
	22	45,459	▲5.6%	3,375	\$556,295	13.5	\$10.83	11.5%
	23	85,440	▲20.5%	3,570	\$683,434	23.9	\$7.24	9.5%
	35	155,296	▲0.8%	4,924	\$935,963	31.5	\$5.27	12.5%
	36	84,225	▲14.4%	3,793	\$736,584	22.2	\$7.99	8.7%
	49	102,176	▲11.6%	5,159	\$870,591	19.8	\$7.76	8.9%
	71	130,588	▲11.8%	5,937	\$1,180,226	22.0	\$8.28	8.4%
	Rollup	662,228	▲9.1%	30,969	\$5,666,508	21.4	\$7.75	9.4%
2. Community	219	9,689	▼4.1%	1,283	\$213,459	7.6	\$21.25	3.6%
	228	21,428	▲0.5%	2,356	\$388,198	9.1	\$17.34	4.3%
	233	10,385	▼10.4%	1,072	\$177,255	9.7	\$16.29	4.5%
	245	12,716	▲4.0%	1,086	\$182,309	11.7	\$13.57	5.4%
	29	3,460	▼1.6%	432	\$71,881	8.0	\$19.99	3.8%
	57	49,320	▲15.6%	3,834	\$641,402	12.9	\$12.24	5.9%
	Rollup	106,998	▲5.5%	10,063	\$1,674,506	10.6	\$14.88	4.9%
4. Supplemental	613	4,059	▲38.7%	110	\$23,165	37.0	\$4.95	13.2%
	619	3,757	▼17.0%	158	\$35,903	23.7	\$8.80	8.0%
	625	2,412	▲8.6%	77	\$16,026	31.4	\$5.89	11.4%
	654	1,684	▲20.4%	49	\$9,328	34.4	\$4.78	13.6%
	Rollup	11,912	▲7.6%	394	\$84,422	30.3	\$6.33	10.7%
5. Rural	61	12,693	▲22.5%	1,575	\$271,998	8.1	\$20.68	3.5%
	68	19,957	▲5.8%	2,433	\$414,893	8.2	\$20.04	3.6%
	Rollup	32,650	▲11.7%	4,008	\$686,891	8.1	\$20.29	3.6%
7. Yellow Bus	Hdn Valley	4,465	▲7.6%	118	\$38,779	38.0	\$2.13	75.5%
	White Hill	24,239	▲3.3%	746	\$246,113	32.5	\$3.60	64.6%
	Rollup	28,704	▲4.0%	863	\$284,892	33.3	\$3.37	66.1%
8. Recreational	66	14,802	▲1.0%	1,264	\$372,533	11.7	\$25.14	0.1%
	Rollup	14,802	▲1.0%	1,264	\$372,533	11.7	\$25.14	0.1%
9. Demand Response	Local Para	12,091	▼9.3%	6,601	\$1,310,031	1.8	\$104.74	3.3%
	MA Shuttle	295	▲58.6%	173	\$56,875	1.7	\$191.29	0.8%
	Rollup	12,386	▼8.4%	6,773	\$1,366,906	1.8	\$106.80	3.2%
Catch-A-Ride	CAR_Taxi	3,970	▲29.7%	0	\$119,640		\$30.14	0.0%
	CAR_TNC	3,154	▲115.0%	0	\$68,554		\$21.74	0.0%
	Rollup	7,124	▲57.3%	0	\$188,194		\$26.42	0.0%
Volunteer Driver	VolDrvr	1,908	▼1.0%	0	\$45,384		\$23.79	0.0%
	VolDvrWM	246	▼44.1%	0	\$8,679		\$35.28	0.0%
	Rollup	2,154	▼9.0%	0	\$54,063		\$25.10	0.0%
Rollup		878,958	▲8.3%	57,332	\$10,378,915	15.8	\$10.81	8.5%

* Change in passengers compared to same quarter of prior year

FY 2025 Q4 (April – June) Marin Transit Community Engagement

Reporting Month: April 2025

Date(s)	Event	Description	Contacts
4/1/2025	West Marin Stagecoach Route 68 Focus Group Rider Interview	Virtual interview with a rider of the Stagecoach Route 68 to get feedback and inform potential changes to the West Marin Stagecoach Route 68.	1
4/2/2025	West Marin Stagecoach Route 68 Focus Group Rider Interview	Virtual interview with a rider of the Stagecoach Route 68 to get feedback and inform potential changes to the West Marin Stagecoach Route 68.	1
4/3/2025	Travel Navigator Satellite Hours	Travel Navigator Satellite Hours held at Bolinas Community Center Food Bank.	16
4/3/2025	Navigating Transit Presentation	Navigating Transit Presentation at the San Rafael Community Center in coordination with the San Rafael Goldenaires.	11
4/4/2025	Marin Transit Stagecoach Route 61 Focus Group	Staff hosted a virtual focus group to get feedback from riders to inform potential changes to the West Marin Stagecoach Route 61.	11
4/17/2025	Navigating Transit Presentation	Navigating Transit Presentation at Drake Terrace senior living community in San Rafael.	20
4/30/2025	Marin Access Info Session	Virtual info session to provide information about upcoming Marin Access program changes.	5

FY 2025 Q4 (April – June) Marin Transit Community Engagement

Reporting Month: May 2025

Date(s)	Event	Description	Contacts
5/3/2025	Fairfax Library Senior Fair	Staff hosted a resource table at the Fairfax Library Senior Fair. Participants were able to stop by get information about Marin Access programs and services, submit feedback, and begin the application process if needed.	75
5/3/2025	Nuestro Canal, Nuestro Futuro	Staff hosted a resource table during Canal Alliance's Nuestro Canal, Nuestro Futuro Community Fair. Staff were able to share information about Marin Transit programs and services as well as gather feedback on the new proposed MCTD facility.	400
5/8/2025	Navigating Transit Presentation	Navigating Transit Presentation at Margaret Todd Senior Center in Novato.	2
5/14/2025	Marin Access info Session	Virtual info session to provide information about upcoming Marin Access program changes.	4
5/15/2025	Navigating Transit Presentation	Navigating Transit Presentation at Mackey Terrace senior living community in Novato.	4
5/16/2025	Listening Session and Tea Event	Staff participated in a listening session and discussion with participants about Marin Transit Shuttle programs. The event was planned and held in coordination with West Marin Health and Human Services.	8
5/19/2025	Travel Navigator Satellite Hours	Travel Navigator Satellite Hours held at San Geronimo Valley Community Center during the Senior Congregate Luncheon.	22
5/20/2025	Travel Navigator Satellite Hours	Travel Navigator Satellite Hours held at the West Marin Health & Human Services.	0

FY 2025 Q4 (April – June) Marin Transit Community Engagement

5/20/2025	MCCOA / ESCOM Power of Connection Forum	The Marin County Commission on Aging and ESCOM presented a forum, “The Power of Connection: Creating, Building and Sustaining Community as We Age” designed to address one of the greatest health risks facing older adults: loneliness and isolation, particularly for those who face housing, financial or food insecurity and will benefit older adults, caregivers, family members, professionals, and community members. Staff hosted a table to share information about Marin Access programs and services during the event.	275
5/22/2025	Navigating Transit Presentation	Navigating Transit Presentation held at the Shelter Hill apartment community in Mill Valley.	7
5/28/2025	Marin Access Info Session	Virtual info session to provide information about upcoming Marin Access program changes.	3

FY 2025 Q4 (April – June) Marin Transit Community Engagement

Reporting Month: June 2025

Date(s)	Event	Description	Contacts
6/2/2025	Marin access Info Session	Virtual info session to provide information about upcoming Marin Access program changes.	1
6/4/2025	Navigating Transit Presentation	Navigating Transit Presentation held at the Edgewater Room in Sausalito City Hall in coordination with Sausalito Villages, CARSS.	14
6/5/2025	Travel Navigator Satellite Hours	Travel Navigator Satellite Hours held at Bolinas Community Center Food Bank.	29
6/10/2025	Navigating Transit Presentation	Navigating Transit Presentation held at Maria B. Freitas senior living center in San Rafael.	17
6/13/2025	Marin Access Info Session	Virtual info session to provide information about upcoming Marin Access program changes.	5
6/16/2025	Marin Access Info Session	Virtual info session to provide information about upcoming Marin Access program changes.	5
6/17/2025	Travel Navigator Satellite Hours	Travel Navigator Satellite Hours held at West Marin Health & Human Services.	1
6/18/2025	Navigating Transit Presentation	Navigating Transit Presentation held at the Rotary Manor senior apartment community in San Rafael.	17

FY 2025 Q4 (April – June) Marin Transit Community Engagement

6/18/2025	Marin Access Info Session	Virtual info session to provide information about upcoming Marin Access program changes.	1
6/24/2025	Marin Access Info Session	Virtual info session to provide information about upcoming Marin Access program changes.	1
6/26/2025	Marin Access Info Session	Virtual info session to provide information about upcoming Marin Access program changes.	2
6/30/2025	Travel Navigator Satellite Hours	Travel Navigator Satellite Hours held at San Geronimo Valley Community Center during the Senior Congregate Luncheon.	26