



711 Grand Ave, #110
San Rafael, CA 94901
ph: 415.226.0855
marintransit.org

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September 11, 2023

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

Subject: General Manager Report – Monthly Report: June 2023

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 June 30, 2023. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall, Marin Transit systemwide ridership was strong in June 2023. Total ridership was 4% higher than the previous year (June 2022) and 13% lower than pre-COVID (June 2019).

Fixed route ridership recovery from the COVID-19 pandemic continues to be strong, much stronger than demand response ridership. Ridership on fixed-route services in June 2023 was at 90% of pre-COVID levels (June 2019), whereas ridership on Marin Access services was only 43% of pre-COVID levels. Marin Access ridership started to decline in September of this fiscal year, dropping below FY22 levels. Ridership has continued to stay below FY22 levels; June Marin Access ridership was 12% lower than last year (June 2022) and showed very little growth from the prior month (1%).

The Marin Transit fixed-route system underwent a major service change on June 11th, 2023. Although fixed-route ridership did fall from May to June, this is part of normal seasonal variation, and not due to the service change. The continuation of fixed-route ridership performing at 90% of pre-COVID levels in both May and June demonstrates that riders have largely been successful using the new routes and schedules to get where they are going.

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