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October 2, 2023

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

Subject: General Manager Report – Monthly Report: July 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 July 31, 2023. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall, Marin Transit experienced moderate systemwide ridership in July 2023. Total ridership was 3% higher than the previous year (July 2022) and 16% lower than pre-COVID (July 2019).

Fixed route ridership recovery from the COVID-19 pandemic appears to be levelling off. Although fixed route ridership is still experiencing modest year-over-year growth (4% compared to July 2022), the percentage of pre-COVID ridership seen on fixed route services has been hovering around 90% since March 2023, and July was no exception at 87%.

Marin Access is a different story. Ridership on Marin Access services was only 35% of pre-COVID levels this month. Marin Access ridership started to decline in September of the last fiscal year, dropping below FY22 levels. Ridership has continued to stay below FY22 levels; July Marin Access ridership was 25% lower than last year (July 2022). Some of the Marin Access ridership decline this month may have been due to the reorganization of the Catch-A-Ride program, including the consolidation of the former Novato Dail-A-Ride and Connect programs under that banner, and staff expect to see much higher ridership on Catch-A-Ride specifically in the next few months.

The Marin Transit fixed-route system underwent a major service change on June 11th, 2023. Fixed route ridership was steady from June to July,



demonstrating 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