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May 4, 2026

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

**Subject: Marin Transit Quarterly Performance Report for the Second Quarter of FY 2025/26**

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 second quarter of FY 2025/26.

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 2025/26 Q2

**Attachment B:** FY 2025/26 Q2 (October – December) Marin Transit Outreach and Travel Training



## Quarterly Performance Report for FY 2025/26 Q2

This report summarizes the operational performance of Marin Transit services for the second quarter of FY 2025/26 from October 1, 2025 through December 31, 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.

Route performance is presented relative to typology-based targets. The Board adopted updated targets on September 9, 2024. These typology-based targets aim to match routes and service levels to the markets they are intended to serve. All performance and financial data are consistent with the District's reporting for the National Transit Database. The tables at the end of this report provide a breakdown of all route-level statistics.

### Systemwide Performance Summary

The District continues to experience strong ridership. In the second quarter of FY 2025/26, Marin Transit carried a total of 823,728 passengers systemwide. This is roughly the same as the second quarter of the previous fiscal year (820,293) and is 1% higher than pre-pandemic ridership (Q2 FY 2019/20).

On fixed route services, the rapid ridership growth the District has seen for the past several years appears to be tapering off. Fixed route ridership exceeded pre-COVID by 8% in the second quarter of FY 2025/26, but the growth from FY 2024/25 was only 1%, which is significantly less than in previous years. It is too early to say whether this is a new or temporary trend, but this is the second consecutive quarter where this has been the case.

Marin Access services were at 51% of pre-COVID ridership levels this quarter, with total ridership 1% higher than the prior year. For about a year and a half, Marin Access ridership plateaued at around 40-45% of pre-pandemic levels. Although Marin Access ridership began growing again in FY 2023/24 after the programs were restructured, ridership appears to have plateaued again. Marin Transit staff believes this is due to larger systemwide and national trends, not due to the program change that took place at the start of the current fiscal year. The new Mobility Wallet program saw very strong growth this quarter (+29%) compared to the Catch-A-Ride program in the previous year. However, this strong growth was paired with lower ridership on ADA paratransit, which remains the largest Marin Access program. It is too early to say whether this is a new or temporary trend.

### Performance Goals

Performance goals at the route level 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 goals by typology. Note that there are no productivity or cost-effectiveness goals identified for the Yellow Bus, Muir Woods Shuttle, Volunteer Driver, and Catch-A-Ride programs.

**Table 1: Productivity and Subsidy Goals 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	\$11.26
Community	29, 57, 219, 228, 233, 245	8	\$19.71
Supplemental	613, 619, 625, 654	20 per trip	\$16.89
Rural	61, 68	6	\$30.97
Demand Response	Local Paratransit, Marin Access Shuttles	2	\$112.61

Note: Subsidy targets reflect an escalation of 3.5% from the prior year, in accordance with the Transportation Services Consumer Price Index 12-month increase at the start of the fiscal year.

## Performance by Typology

### Fixed Route

On fixed route transit services, Marin Transit carried 771,525 riders. This is an increase of 1% compared to the second quarter of FY 2024/25. The Muir Woods Shuttle did not operate this quarter. The Yellow Bus program carried 31,050 passengers. This is roughly the same as the second quarter of the previous fiscal year (31,110).

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

In the second quarter of FY 2025/26, Local routes carried 622,322 passengers. This is roughly the same as the second quarter of the prior fiscal year. The Local typology carried 20 passengers per revenue hour, meeting the goal of 18 or higher, and the average subsidy per passenger was \$8.71, meeting the goal of \$11.26 or lower. Local service accounted for 68% of fixed route service in revenue hours and 81% of fixed route ridership in the second quarter of FY 2025/26.

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

During the second quarter of the fiscal year, Community routes carried 104,180 total passengers. This represents an increase of 3% from the second quarter of the last fiscal year. The Community typology carried 11 passengers per revenue hour, meeting the goal of 8 or higher, and the average subsidy per passenger was \$16.46, meeting the goal of \$19.71 or lower. Community services accounted for 22% of fixed route service in revenue hours and provided 14% of fixed route ridership in the second quarter of FY 2025/26.



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

Supplemental School routes carried 18,647 passengers in the second quarter of FY 2025/26. This represents a 38%<sup>1</sup> increase from the second quarter of the prior fiscal year. The Supplemental typology carried 34 passengers per trip, meeting the goal of 20 or higher, and the average subsidy per passenger was \$6.12, meeting the goal of \$16.89 or lower. Supplemental service accounted for 1% of fixed route service in revenue hours and provided 2% of fixed route ridership in the second quarter of FY 2025/26.

### ***Rural (West Marin Stagecoach Routes 61 and 68)***

In the second quarter of the fiscal year, the two Stagecoach routes carried 26,376 passengers. This represents an 8% decrease from the second quarter of the prior fiscal year. The decrease was entirely on Route 68; staff is investigating why this route had such a dramatic decline compared to the prior year. The Rural typology carried 7 passengers per trip, meeting the goal of 6 or higher, and the average subsidy per passenger was \$27.93, meeting the goal of \$30.97 or lower. Rural service accounted for 9% of fixed route service in revenue hours and ridership represented 3% of fixed route ridership in the second quarter of FY2025/26.

### **Marin Access**

In the second quarter of FY 2025/26, Marin Access offered ADA paratransit service, the Marin Access Shuttles program, the Volunteer Driver program, and the new Mobility Wallet suite of programs, which for the purposes of this report will be treated as one program (Mobility Wallet).

Marin Access services carried 21,153 trips on demand response and mobility management programs. This reflects an increase of 1% compared to the second quarter of the last fiscal year.

### ***Demand Response***

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 second quarter of FY 2025/26, Demand Response services carried 11,292 passengers, a decrease of 12% from the prior year. Staff believes that this decrease is due to passengers switching from paratransit to the new mobility wallet program; as noted earlier, total Marin Access ridership increased by 1% from the prior year. The service productivity average of 1.7 passengers per revenue hour did not meet the 2.0 standard, and the average subsidy per passenger of \$123.58 did not meet the target of \$112.61 or lower.

### ***Mobility Management***

The Mobility Management programs do not have established performance targets.

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<sup>1</sup> In January 2025, Marin Transit implemented Automatic Passenger Counters (APCs). District staff believe that, prior to APC implementation, ridership on some Supplemental School routes was undercounted. The youth pass, which the majority of riders on these routes use, is a "flash" pass that does not interact with the farebox, and relies on drivers manually punching each rider in. When large numbers of students all using the youth pass board at once, the driver may visually verify all the passes but not accurately punch in the correct number of riders. Staff believe that the current quarter passenger count on Supplemental School routes is accurate, but the prior year count is likely inaccurate, resulting in what appears to be a very large year-over-year increase. Systemwide, the difference is negligible, but for Supplemental School routes specifically, the difference is noteworthy.



The Volunteer Driver Program completed 2,165 trips in the second quarter of FY 2025/26. This represents a 6% increase compared to the previous fiscal year.

The new Mobility Wallet program provided 7,696 one-way trips. This represents an increase of 29% compared to the Catch-A-Ride program in the prior year. The Mobility Wallet program has seen strong and sustained growth thus far within FY 2025/26. The average subsidy per passenger on Mobility Wallet was \$17.03 in Q2, almost half the subsidy per passenger of the Catch-A-Ride program in the prior year (\$32.95).

### **Other Programs**

In addition to fixed route and Marin Access services, the District also operates a shuttle to the Muir Woods National Monument (Muir Woods Shuttle) and the yellow school bus system for the Ross Valley School District (Yellow Bus). These programs do not have established performance targets.

#### ***Muir Woods Shuttle***

The Muir Woods Shuttle did not run in the second quarter of FY 2025/26. It was initially scheduled to run on weekends in October, but service was cancelled when the park closed due to the federal government shutdown.

#### ***Yellow Bus***

In the second quarter of FY 2025/26, the Ross Valley School District yellow bus service carried 31,050 passengers. This is roughly the same as the second quarter of the prior year.

## **External Trends and Factors**

This quarter, Marin Transit experienced stronger ridership growth than the national average. According to the National Transit Database, in the second quarter of FY 2025/26, nationwide bus ridership was 3% **lower** than the prior year, compared to Marin Transit's 1% 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 108% 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 82%). Compared to other North Bay transit agencies, Marin Transit fixed route services saw lower year-over-year growth, but performs well when comparing to pre-COVID numbers. In the second quarter of FY 2025/26, Golden Gate Transit carried 393,114 passengers on its fixed route bus service, representing just over half of Marin Transit's fixed route ridership (771,525), while SMART carried 326,573 passengers. Golden Gate Transit experienced a 10% increase in fixed route bus ridership in this quarter compared to the second quarter of FY2024/25, bringing overall recovery to 54% of pre-COVID ridership. SMART experienced a 30% increase in ridership compared to the second quarter of last year, bringing overall recovery to nearly double (181%) pre-COVID ridership.

Other Bay Area transit agencies that provide local transit service experienced lower ridership growth trends in the second quarter of FY 2025/26. Comparing to other Countywide peer agencies, Napa Valley Transportation Authority (VINE), SamTrans, and Solano County Transit (SolTrans) experienced a -1%, 0%, and 3% increase in ridership, respectively, relative to the second quarter of FY 2024/25, bringing their ridership relative to pre-COVID to 46%, 95%, and 83%, respectively.



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

**Table 2: Factors Impacting Ridership Comparison**

Factor		FY 2024/25 Q1	FY 2025/26 Q1	Impact
Days Operated	Weekdays	61	60	▼
	School Days	56	52	▼
	Weekends & Holidays	31	32	▲
	Muir Woods Shuttle	8	0	▼
Service Disruptions (cancelled/missed service)		56	70	▼
Rainfall (inches)		18.9	7.4	▲▲
Average Gas Prices		\$4.37	\$4.47	▲

## Community Engagement

Staff engage the community on an ongoing basis to share information about Marin Transit and Marin Access programs and services. In the second quarter of FY 2025/26, there was a continued focus on educating riders about program changes to Marin Access and engaging the community on District initiatives including the proposed operations and maintenance facility and the MASCOTS service planning effort. Events were held in multiple formats, at several locations, and on different days and times to meet the needs of the community. The attached report outlines community engagement efforts for various target audiences, including community members, fixed route riders, and Marin Access riders.

In the second quarter of FY 2025/26, staff completed 21 outreach events, including one Navigating Transit Presentation, eight events where informational resource tables were staffed, five direct rider engagement events, four Marin Access Satellite Hours events, and two virtual focus groups. Staff also tested a new type of digital engagement by hosting a Facebook Live event in partnership with Canal Alliance; this event was designed to share information about proposed service changes utilizing the Canal Alliance Facebook platform. Nearly all events had Spanish translation services available. In total, staff provided information or rider education to over 1,200 community members.

Digital outreach continues to be an effective tool for engaging and educating those who currently use Marin Transit programs and services and informing those who may be considering trying transit. In Q2 of FY 2025/26 staff distributed three e-newsletters and created 81 social media posts across several platforms. In total, these efforts generated over 7,300 individual digital engagement interactions.

Staff expect to focus outreach efforts through the end of the fiscal year on ongoing and planned initiatives related to the proposed operations and maintenance facility, the MASCOTS service planning effort, and the implementation of Next Generation Clipper.

Attachment A

Quarterly Report - Summary

04/16/2026

QUARTER  
Q2 FY26

Systemwide Performance Statistics

Typology	Route	Passengers	%Δ Passengers*	Revenue	Hours	Operating Cost	Passengers per Revenue Hou	Subsidy per Passenger	Farebox Recovery
1. Local	17	55,094	▲1.3%	4,130	\$757,524	13.3	\$12.89	6.3%	
	22	47,384	▲7.0%	3,326	\$602,688	14.2	\$11.87	6.7%	
	23	83,220	▲7.0%	3,596	\$702,805	23.1	\$7.67	9.2%	
	30	0		0	\$0				
	35	146,860	▼7.6%	4,965	\$964,560	29.6	\$5.81	11.5%	
	36	76,940	▲0.4%	3,837	\$759,883	20.1	\$9.08	8.1%	
	49	91,667	▼4.1%	4,932	\$915,511	18.6	\$9.18	8.1%	
	71	121,157	▲5.9%	5,997	\$1,213,644	20.2	\$9.22	7.9%	
	<b>Rollup</b>	<b>622,322</b>	<b>▲0.1%</b>	<b>30,783</b>	<b>\$5,916,615</b>	<b>20.2</b>	<b>\$8.71</b>	<b>8.4%</b>	
2. Community	219	9,258	▲11.5%	1,257	\$230,942	7.4	\$23.92	4.1%	
	228	22,727	▲16.5%	2,353	\$426,099	9.7	\$17.81	5.0%	
	233	9,860	▼7.5%	1,071	\$194,405	9.2	\$18.77	4.8%	
	245	12,958	▲27.7%	1,097	\$201,761	11.8	\$14.69	5.7%	
	29	3,955	▼14.6%	420	\$76,434	9.4	\$18.37	4.9%	
	57	45,422	▼5.1%	3,703	\$680,769	12.3	\$14.11	5.9%	
	<b>Rollup</b>	<b>104,180</b>	<b>▲3.0%</b>	<b>9,901</b>	<b>\$1,810,411</b>	<b>10.5</b>	<b>\$16.46</b>	<b>5.3%</b>	
4. Supplemental	613	6,754	▲90.4%	77	\$28,715	87.9	\$3.56	16.3%	
	619	7,647	▲25.6%	150	\$56,913	51.1	\$6.72	9.6%	
	625	1,958	▼17.3%	66	\$23,772	29.5	\$11.38	6.2%	
	629	0		0	\$0				
	654	2,288	▲47.8%	52	\$17,988	43.6	\$7.14	9.2%	
	<b>Rollup</b>	<b>18,647</b>	<b>▲37.6%</b>	<b>345</b>	<b>\$127,388</b>	<b>54.0</b>	<b>\$6.12</b>	<b>10.5%</b>	
5. Rural	61	9,860	▲37.5%	1,768	\$332,343	5.6	\$33.04	2.0%	
	68	16,516	▼23.4%	2,242	\$421,941	7.4	\$24.88	2.6%	
	<b>Rollup</b>	<b>26,376</b>	<b>▼8.2%</b>	<b>4,010</b>	<b>\$754,284</b>	<b>6.6</b>	<b>\$27.93</b>	<b>2.3%</b>	
7. Yellow Bus	Hdn Valley	4,600	▼5.1%	110	\$38,487	41.8	\$5.35	36.0%	
	White Hill	26,450	▲0.7%	621	\$217,401	42.6	\$5.21	36.7%	
	<b>Rollup</b>	<b>31,050</b>	<b>▼0.2%</b>	<b>731</b>	<b>\$255,888</b>	<b>42.5</b>	<b>\$5.23</b>	<b>36.6%</b>	
8. Recreational	66	0	▼100.0%	0	\$0				
	<b>Rollup</b>	<b>0</b>	<b>▼100.0%</b>	<b>0</b>	<b>\$0</b>				
9. Demand Response	Local Para	11,032	▼12.5%	6,548	\$1,369,187	1.7	\$121.95	1.7%	
	MA Shuttle	260	▲9.7%	219	\$51,031	1.2	\$192.64	1.9%	
	<b>Rollup</b>	<b>11,292</b>	<b>▼12.1%</b>	<b>6,767</b>	<b>\$1,420,219</b>	<b>1.7</b>	<b>\$123.58</b>	<b>1.7%</b>	
Mobility Wallet	CAR Trans	3,118						0.0%	
	Intro Mob	155						0.0%	
	MAFA Mob W	4,423						0.0%	
	<b>Rollup</b>	<b>7,696</b>			<b>\$131,090</b>		<b>\$17.03</b>	<b>0.0%</b>	
Volunteer Driver	VolDrvr	1,880	▲6.8%	2,209	\$14,899		\$7.92	0.0%	
	VolDvrWM	285	▼0.7%	374	\$4,209		\$14.77	0.0%	
	<b>Rollup</b>	<b>2,165</b>	<b>▲5.7%</b>	<b>2,583</b>	<b>\$19,108</b>		<b>\$8.83</b>	<b>0.0%</b>	
<b>Rollup</b>	<b>823,728</b>	<b>▲1.2%</b>	<b>55,120</b>	<b>\$10,435,001</b>	<b>15.7</b>	<b>\$11.77</b>	<b>7.1%</b>		

\* Change in passengers compared to same quarter of prior year

## FY 2026 Q2 (October - December) Marin Transit Community Engagement

### Reporting Month: October 2025

Date(s)	Event	Description	Contacts
10/1/2025	In Person Outreach for Clean Air Day	Staff performed in person outreach at the San Rafael Transit Center as part of the Clean Air Day Fare Free promotion. Information was distributed in English and in Spanish.	200
10/4/2025	Nuestro Canal, Nuestro Futuro Community Fair	Staff hosted a resource table during the Nuestro Canal, Nuestro Futuro Community Fair put on by Canal Alliance. Information was distributed in English and in Spanish.	200
10/7/2025	Marin Housing Authority Service Fair at Kruger Pines	Staff hosted a resource table during the Marin Housing Authority's Service Fair at Kruger Pines. Information was distributed in English and in Spanish.	25
10/7/2025	Marin Access Satellite Hours at Canal Alliance	Staff held satellite hours at the Canal Alliance Food Pantry at the 91 Larkspur location in San Rafael. Information was distributed in English and in Spanish.	23
10/8/2025	Clean Fleet Expo	Staff hosted a resource table during the Clean Fleet Expo in partnership with Transportation Authority of Marin. Information was distributed in English and in Spanish.	100
10/14/2025	Marin Access Satellite Hours at Margaret Todd Senior Center	Staff held satellite hours at the Margaret Todd Senior Center. Information was distributed in English and in Spanish.	9
10/15/2025	In Person Outreach on Route 17	Staff performed in person outreach on Route 17 to collect student feedback for the MASCOTS efforts. Information was distributed in English and in Spanish.	5
10/15/2025	MASCOTS Public Hearing at Al Boro Community Center	Staff held a public hearing at the Al Boro Community Center to solicit input from the public on proposed service change recommended in response to the Marin-Sonoma Coordinated Transit Service Plan (MASCOTS).	13

## FY 2026 Q2 (October - December) Marin Transit Community Engagement

<b>10/16/2025</b>	MASCOTS Public Hearing at Marin City Library	Staff held a public hearing at the Marin City Library to solicit input from the public on proposed service change recommended in response to the Marin-Sonoma Coordinated Transit Service Plan (MASCOTS).	11
<b>10/17/2025</b>	In Person Outreach on Route 17	Staff performed in person outreach on Route 17 to collect student feedback for the MASCOTS efforts. Information was distributed in English and in Spanish.	4
<b>10/20/2025</b>	West Marin Health and Wellness Fair at Dance Palace	Staff hosted a resource table during the West Marin Health and Wellness Fair at Dance Palace. Staff shared information about Marin Transit and Marin Access programs and services in English and in Spanish.	30
<b>10/22/2025</b>	In Person Outreach on Route 17	Staff performed in person outreach on Route 17 to collect student feedback for the MASCOTS efforts. Information was distributed in English and in Spanish.	1
<b>10/22/2025</b>	MASCOTS Facebook Live Event	Staff held a Facebook Live event in partnership with the Canal Alliance to give community members an opportunity to listen and ask questions about the proposed MASCOTS service changes. This event was held in Spanish with minimal participation in English.	507
<b>10/23/2025</b>	Marin Disability Coalition Pop-up Event at San Geronimo Valley Community Center	Staff hosted a resource table during the Marin Disability Coalition Pop-up event at the San Geronimo Valley Community Center. Staff shared information about Marin Transit and Marin Access programs and services in English and in Spanish.	20
<b>10/24/2025</b>	In Person Outreach on Route 17	Staff performed in person outreach on Route 17 to collect student feedback for the MASCOTS efforts. Information was distributed in English and in Spanish.	0
<b>10/27/2025</b>	MASCOTS Virtual Focus Group	Staff conducted a virtual focus group to Southern Marin transit riders to collect input for the proposed MASOTS service changes.	10

## FY 2026 Q2 (October - December) Marin Transit Community Engagement

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### Reporting Month: November 2025

Date(s)	Event	Description	Contacts
<b>11/4/2025</b>	Marin Access Satellite Hours at Canal Alliance	MCTD staff held satellite hours at the Canal Alliance Food Pantry at the 91 Larkspur location in San Rafael. Information was distributed in English and in Spanish.	23
<b>11/19/2025</b>	Marin Access Navigating Transit Presentation to Jewish Family and Children's Services	Navigating Transit Presentation to the staff of JFCS. Information was presented in English.	7

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## FY 2026 Q2 (October - December) Marin Transit Community Engagement

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### Reporting Month: December 2025

Date(s)	Event	Description	Contacts
12/2/2025	Marin Housing Authority Service Fair at Golden Gate Village	MCTD staff hosted a resource table during the Marin Housing Authority's Service Fair at the Golden Gate Village. Information was distributed in English and in Spanish.	15
12/2/2025	Marin Access Satellite Hours at Canal Alliance	MCTD staff held satellite hours at the Canal Alliance Food Pantry at the 91 Larkspur location in San Rafael. Information was distributed in English and in Spanish.	27

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