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August 2, 2021

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

**SUBJECT: General Manager Report – Monthly Report: May 2021**

Dear Board Members:

**board of directors**

kate colin  
president  
city of san rafael

judy arnold  
vice president  
supervisor district 5

stephanie moulton-peters  
2nd vice president  
supervisor district 3

damon connolly  
director  
supervisor district 1

eric lucan  
director  
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katie rice  
director  
supervisor district 2

dennis rodoni  
director  
supervisor district 4

brian colbert  
alternate  
town of san anselmo

**RECOMMENDATION:** This is a recurring information item.

**SUMMARY:** The attached monthly report provides an overview of Marin Transit operations for the monthly period ending May 31, 2021. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall systemwide ridership in May 2021 increased by 95.2 percent compared to May 2020 which represents a 49.7 percent decrease from the pre-COVID ridership in May 2019 and 8.5% increase from April 2021.

Ridership on fixed-route services increased by 97.6 percent from prior year which is a 49 percent decline compared to pre-COVID in May 2019. Ridership on Marin Access services increased by 43.1 percent compared to May 2020 which represent a 66.6 percent decline from May 2019. There were no yellow bus services due to school closures throughout the month. May 2021 was the fifteenth month of ridership affected by the ongoing COVID-19 global pandemic.

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 associated with this report.

Respectfully submitted,

Nancy Whelan  
General Manager

Attachments



# Monthly Customer Feedback Report

May 2021

Month: May 2021								
Category	Program							Total
	Fixed-Route Local	Fixed-Route Shuttle	Stagecoach & Muir Woods	Supplemental & Yellow Bus	Demand Response	Mobility Management	Systemwide	
Commendation	1	1	0	0	0	0	0	2
Service Delivery Complaint	17	11	2	2	2	0	1	35
Accessibility	0	0	0	0	0	0	0	0
Driver Conduct Complaint	6	3	0	1	1	0	0	11
Driving Complaint	5	2	0	0	1	0	0	8
Early Trip	0	0	0	1	0	0	0	1
Equipment Issue	0	0	0	0	0	0	0	0
Farebox	0	0	0	0	0	0	0	0
Late Trip	1	1	0	0	0	0	0	2
Missed Connection	0	0	0	0	0	0	0	0
Missed Trip	0	0	0	0	0	0	0	0
No-Show	2	1	1	0	0	0	0	4
Off-Route	0	0	0	0	0	0	0	0
Pass-Up Complaint	3	4	1	0	0	0	1	9
Service Structure Complaint	1	1	0	0	0	2	0	4
Bus Stop Improvement Request	0	0	0	0	0	0	0	0
Fares	0	0	0	0	0	0	0	0
Other Complaint	1	1	0	0	0	0	0	2
Scheduling Complaint	0	0	0	0	0	2	0	2
Service Improvement Suggestion	0	0	0	0	0	0	0	0
Safety Complaint	0	0	0	0	0	0	0	0

<b>Total Service Hours</b>	9,141	3,442	1,369	2562.5	2,452	-	18,967	18,967
Commendations per 1,000 Hours	0.1	0.3	0.0	-	0.0	-	0.0	0.1
Complaints per 1,000 Hours	2.0	3.5	1.5	-	0.8	-	0.1	2.1

<b>Total Passengers</b>	102,325	18,759	6,110	20040	3,750	1,138	152,122	152,122
Commendations per 1,000 Passenger	0.0	0.1	0.0	-	0.0	0.0	0.0	0.0
Complaints per 1,000 Passengers	0.2	0.6	0.3	-	0.5	1.8	0.0	0.3

FISCAL YEAR

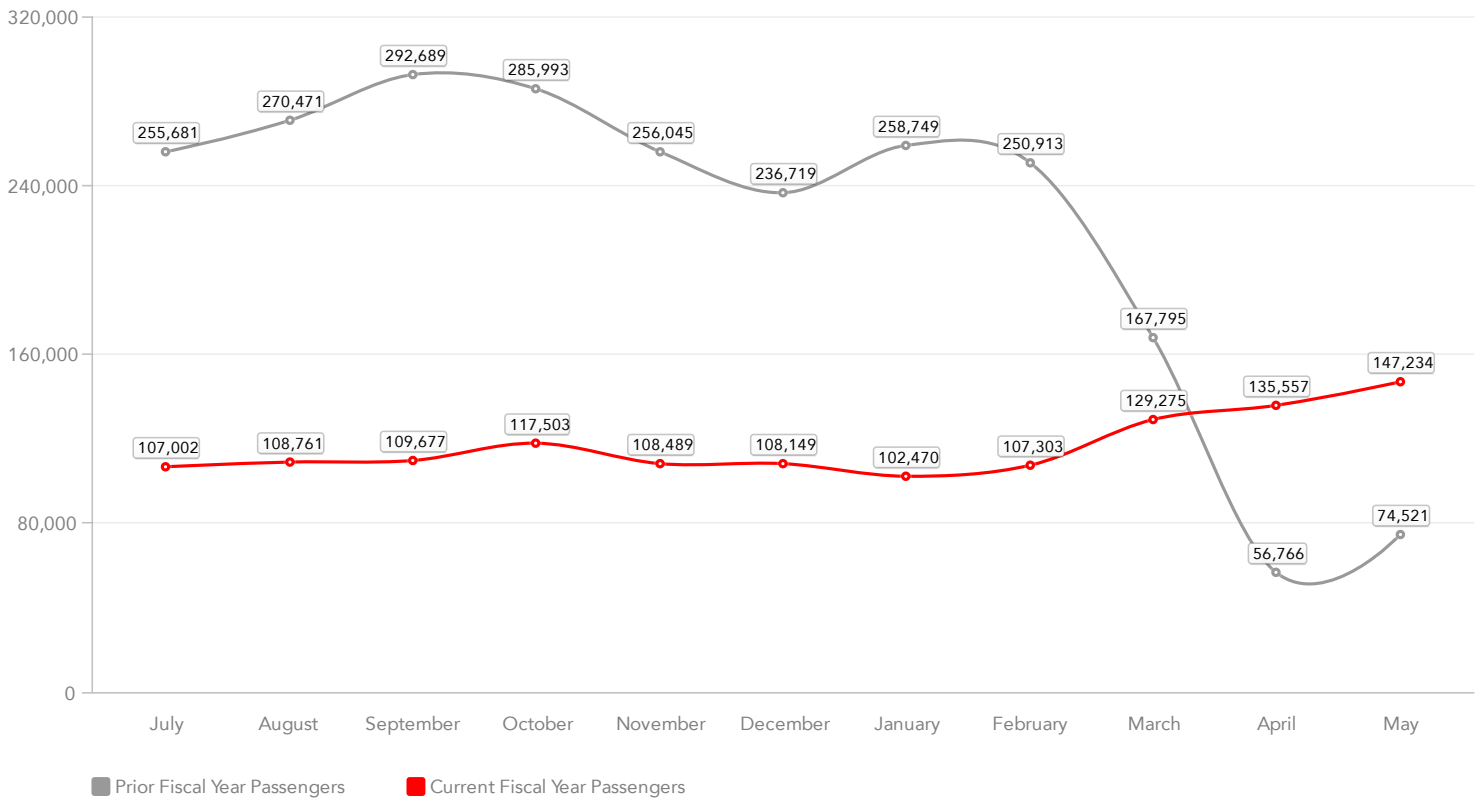
MONTH

2021

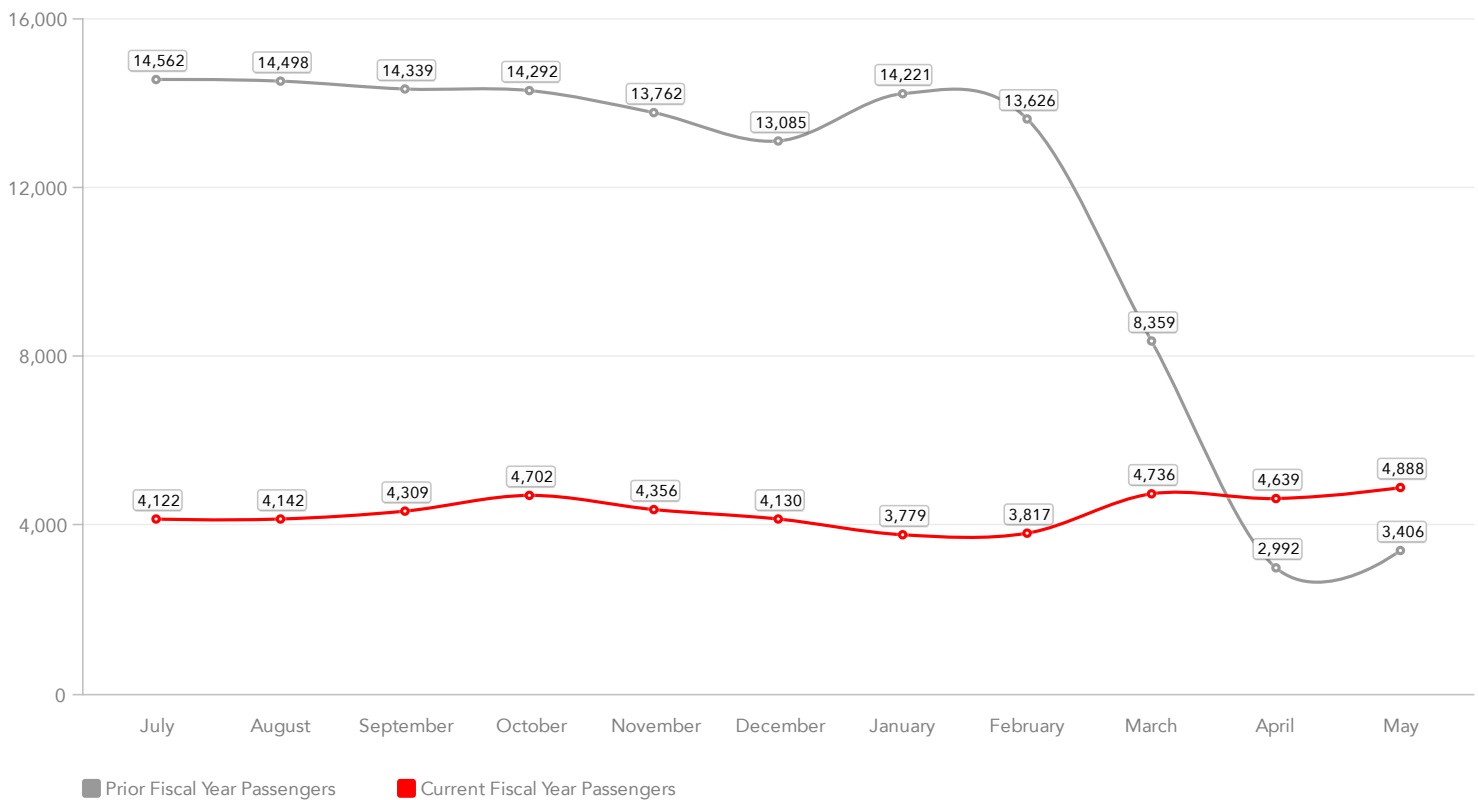
Jul, Aug, Sep, O...

## Year-to-Date Ridership Trends

Fixed-Route Passengers (incl. Yellow Bus) by Month



Demand Response Passengers by Month

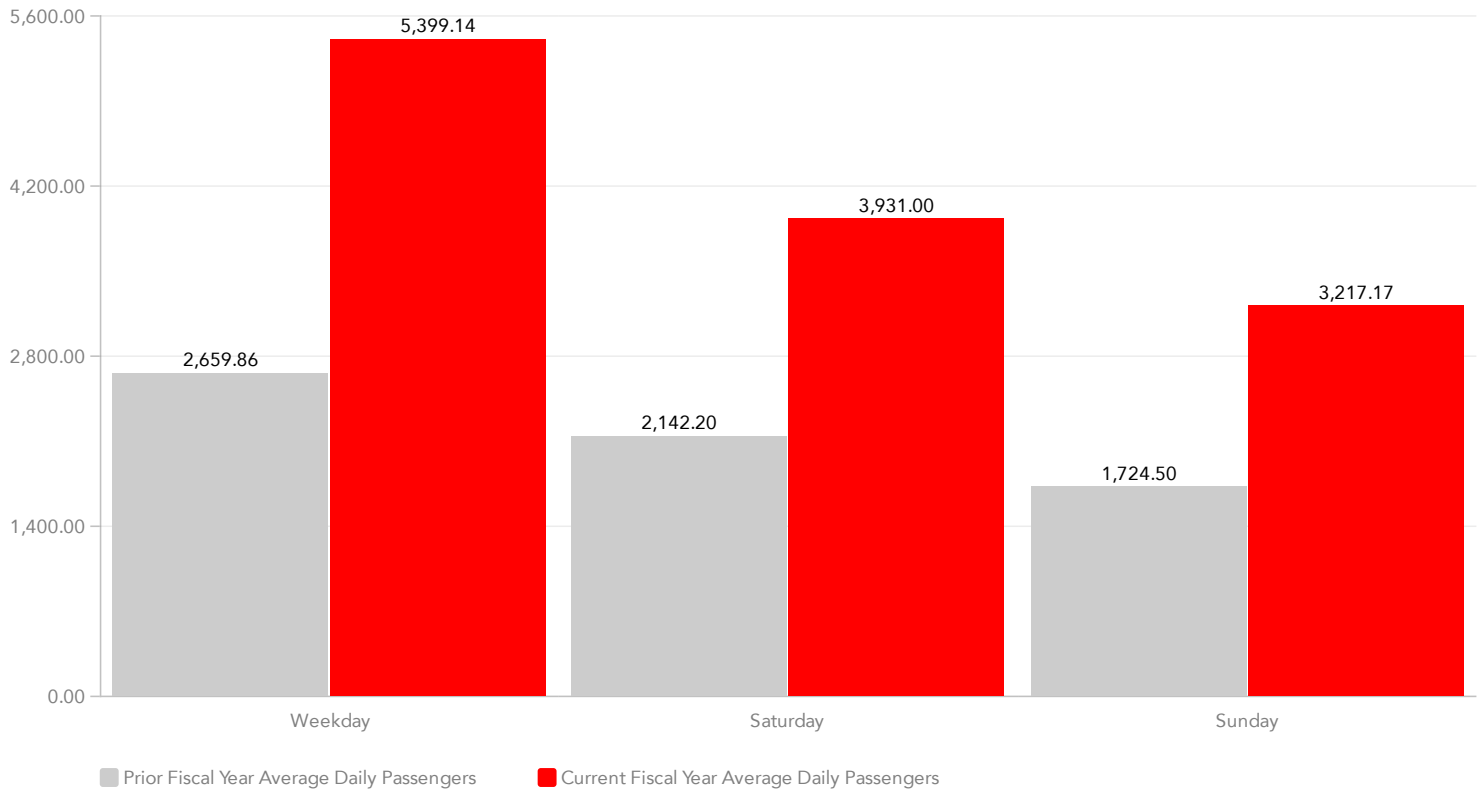


## Monthly Comparison

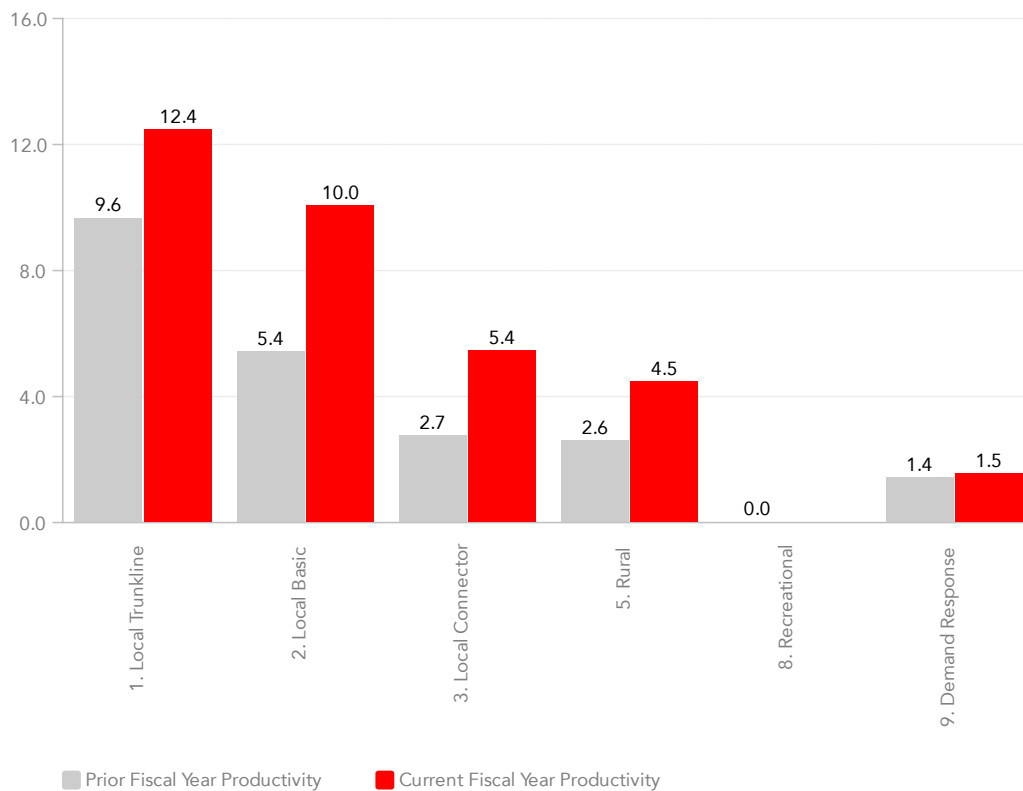
MONTH

May

Average Systemwide Daily Passengers



Productivity (pax/hr) by Typology



### Route Typologies

1. Local Trunkline:  
Routes 35, 36, 71X
2. Local Basic:  
Routes 17, 22, 23, 23X, 29, 49
3. Local Connector:  
Routes 219, 228, 233, 245, 251, 257
5. Rural:  
Routes 61, 68
8. Recreational:  
Routes 66/66F
9. Demand Response:  
Local Paratransit, Novato Dial-A-Ride,  
Rural Dial-A-Ride