



MONTHLY OPERATIONS REPORT

July 2023

Table of Contents

Annual Ridership Summary (YTD)	3
Average Daily Ridership Comparisons (YTD)	4
Average Daily Ridership Comparisons (YTD) (cont'd)	5
Daily Total Ridership by Date	6
Monthly Total Ridership by Time.....	6
Monthly Total Use (Boarding & Alighting) by Stop	7
On Time Performance.....	8
Ridership Summary:.....	9
Additional Ridership Data:	9
Compliments/Complaints.....	9



Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

ROUTE A								
2023 - Route A	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Weekday Ridership	413	470	655	475	529	555	589	3,686
# of Operating Days	21	19	23	20	22	22	20	147
Average Daily Ridership	20	25	28	24	24	25	29	25
% Increase/Decrease from Prior Month	36%	26%	15%	-17%	1%	5%	17%	
% Increase/Decrease from Prior Year	482%	628%	475%	290%	105%	52%	60%	173%

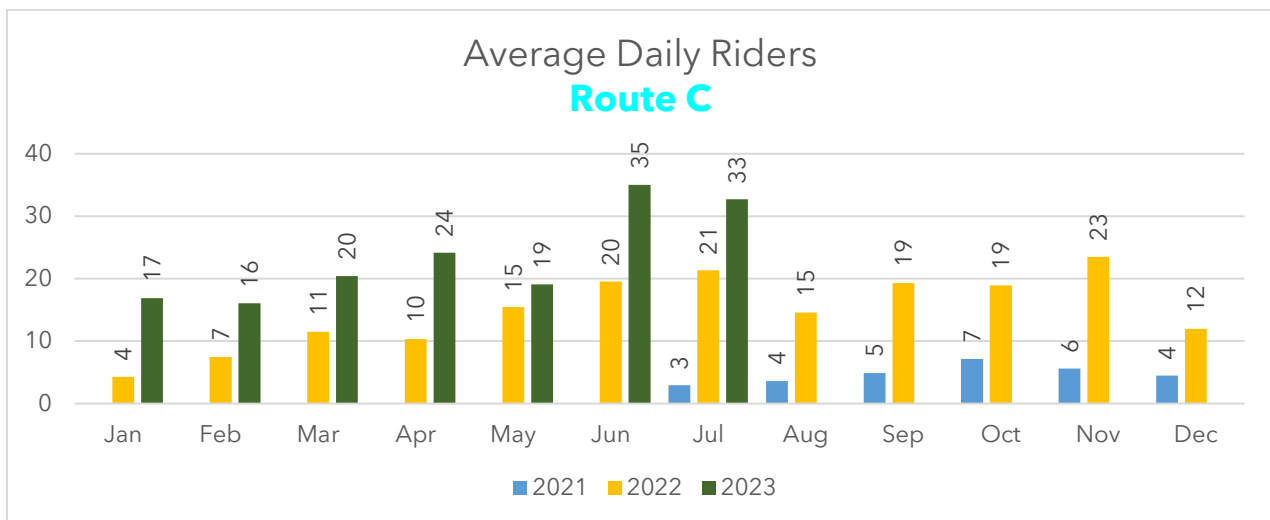
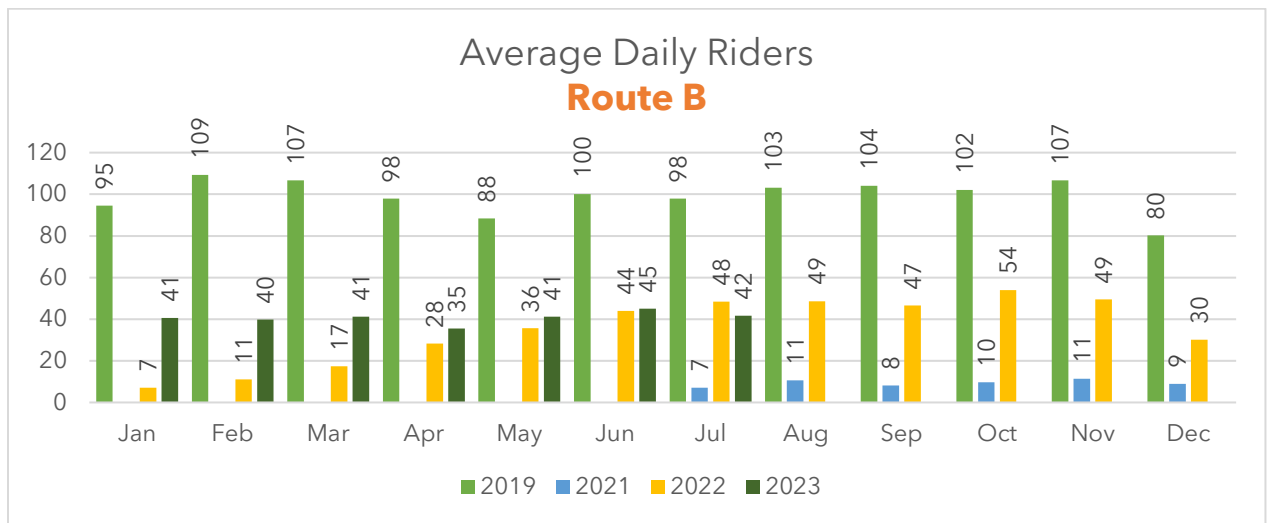
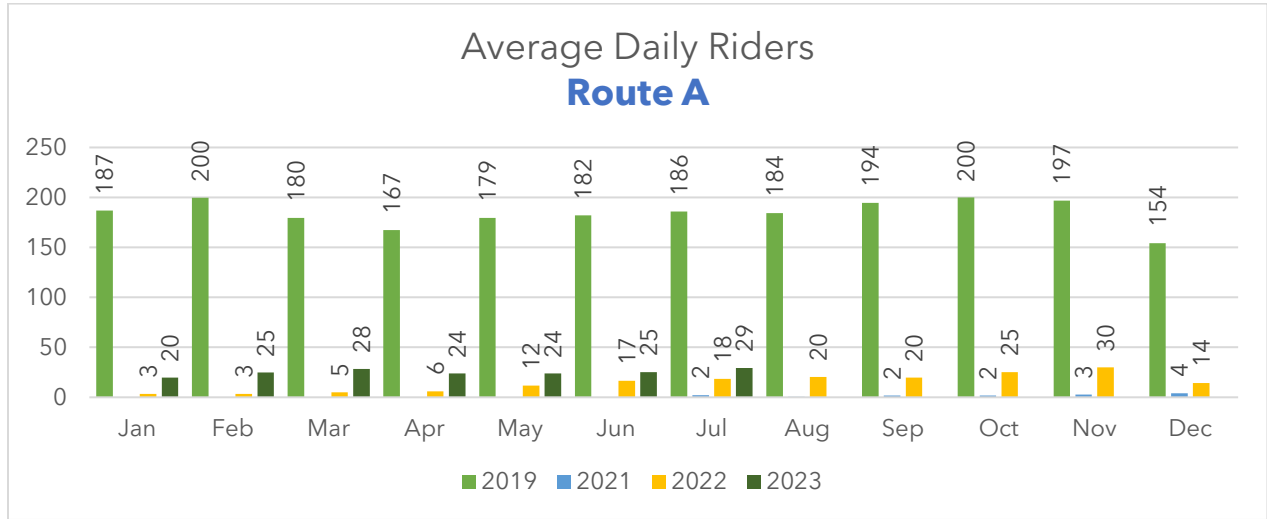
ROUTE B								
2023 - Route B	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Weekday Ridership	851	756	948	709	906	991	833	5,994
# of Operating Days	21	19	23	20	22	22	20	147
Average Daily Ridership	41	40	41	35	41	45	42	41
% Increase/Decrease from Prior Month	34%	-2%	4%	-14%	16%	9%	-8%	
% Increase/Decrease from Prior Year	467%	241%	138%	25%	16%	2%	-14%	48%
% of Pre COVID Baseline	43%	36%	39%	36%	47%	45%	43%	41%

ROUTE C & D								
2023 - Route C	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Ridership	355	305	470	483	420	770	654	3,457
# of Operating Days	21	19	23	20	22	22	20	147
Average Daily Ridership	17	16	20	24	19	35	33	24
% Increase/Decrease from Prior Month	41%	-5%	27%	18%	-21%	83%	-7%	
% Increase/Decrease from Prior Year	294%	115%	78%	134%	24%	79%	53%	
2023 - Route D	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Ridership	525	567	697	667	906	833	907	5,102
# of Operating Days	21	19	23	20	22	22	20	147
Average Daily Ridership	25	30	30	33	41	38	45	35
% Increase/Decrease from Prior Month	34%	19%	2%	10%	23%	-8%	20%	
% Increase/Decrease from Prior Year	307%	169%	73%	67%	81%	32%	53%	
2023 - Route C/D Combined	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Ridership	880	872	1,167	1,150	1,326	1,603	1,561	8,559
# of Operating Days	21	19	23	20	22	22	20	147
Average Daily Ridership	42	46	51	58	60	73	78	58
% Increase/Decrease from Prior Month	37%	10%	11%	13%	5%	21%	7%	
% Increase/Decrease from Prior Year	302%	147%	75%	90%	58%	51%	53%	61%
% of Pre COVID Baseline	24%	27%	27%	36%	38%	42%	43%	34%

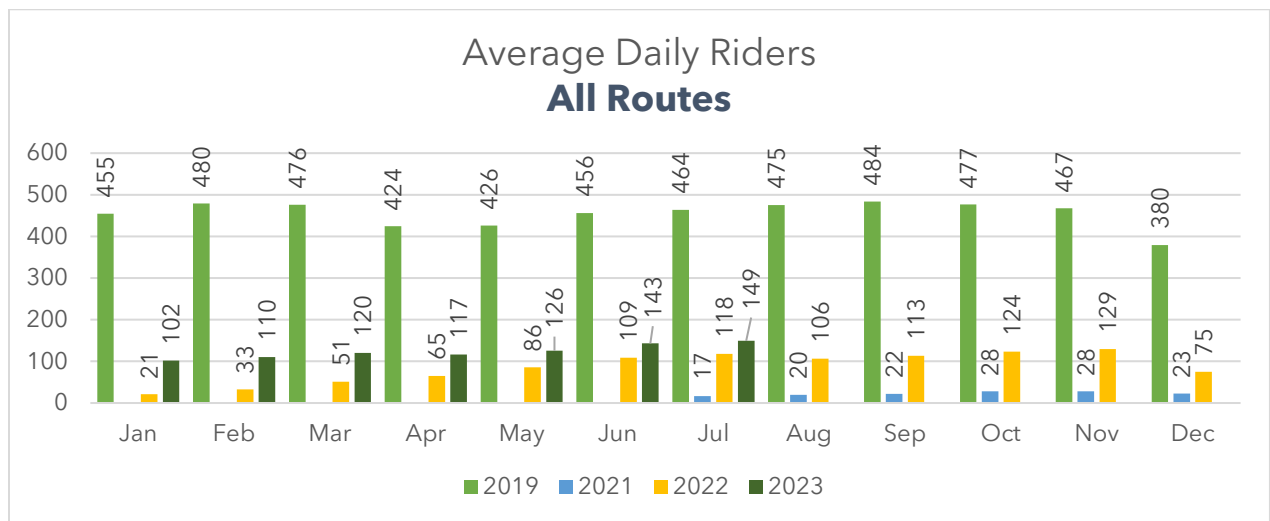
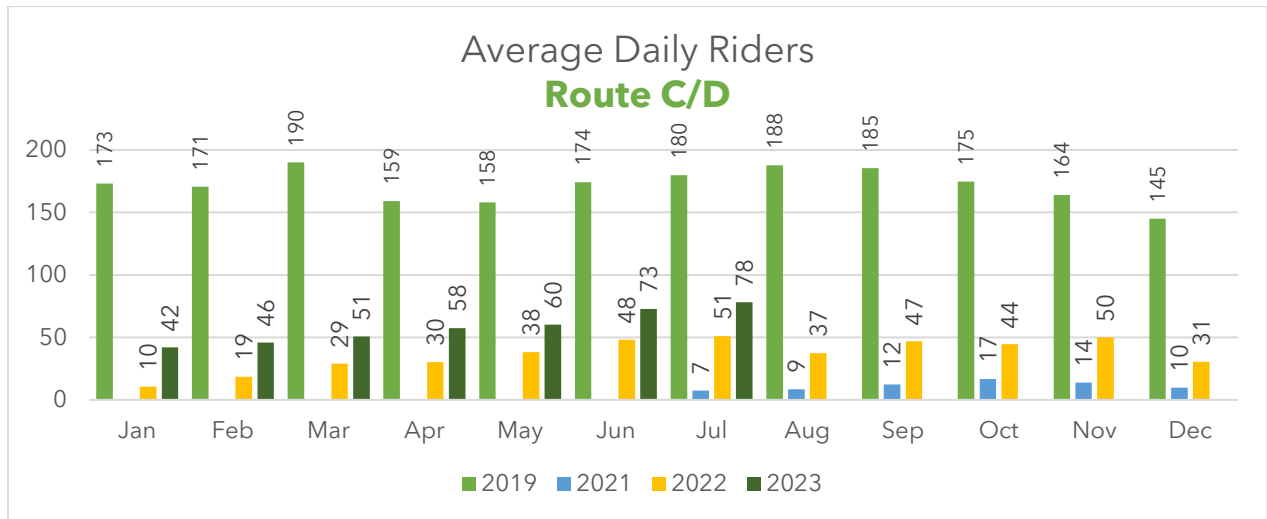
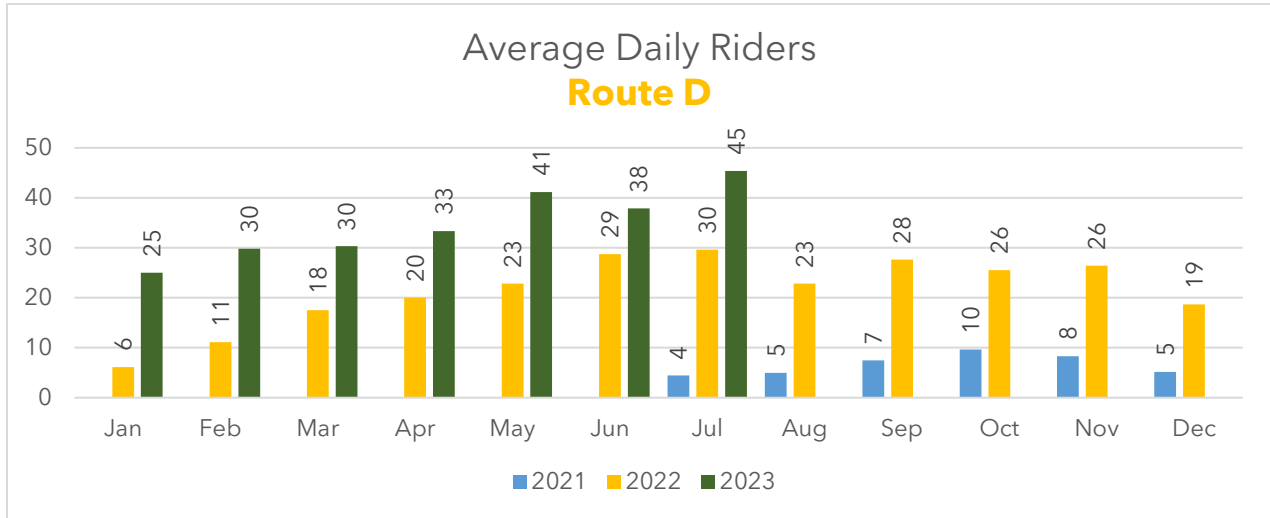
ALL ROUTES								
2023 - COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
Total Monthly Ridership	2,144	2,098	2,770	2,334	2,761	3,149	2,983	18,239
# of Operating Days	21	19	23	20	22	22	20	147
Average Daily Ridership	102	110	120	117	126	143	149	124
% Increase/Decrease from Prior Month	36%	8%	9%	-3%	8%	14%	4%	
% Increase/Decrease from Prior Year	387%	234%	135%	80%	47%	31%	27%	80%
% of Pre COVID Baseline	22%	23%	25%	27%	29%	31%	32%	27%

Note: Precovid comparisons: Route A, compares to East Whisman 2019; Route B, compares to East Bayshore 2019; Route C & D (combined) compare to West Bayshore 2019

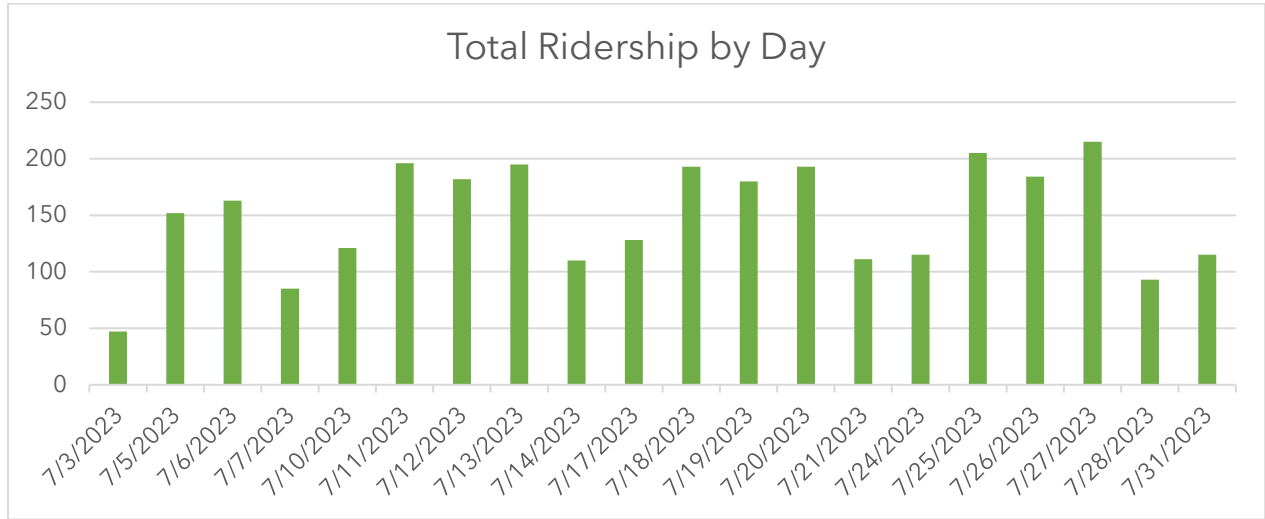
Average Daily Ridership Comparisons (YTD)



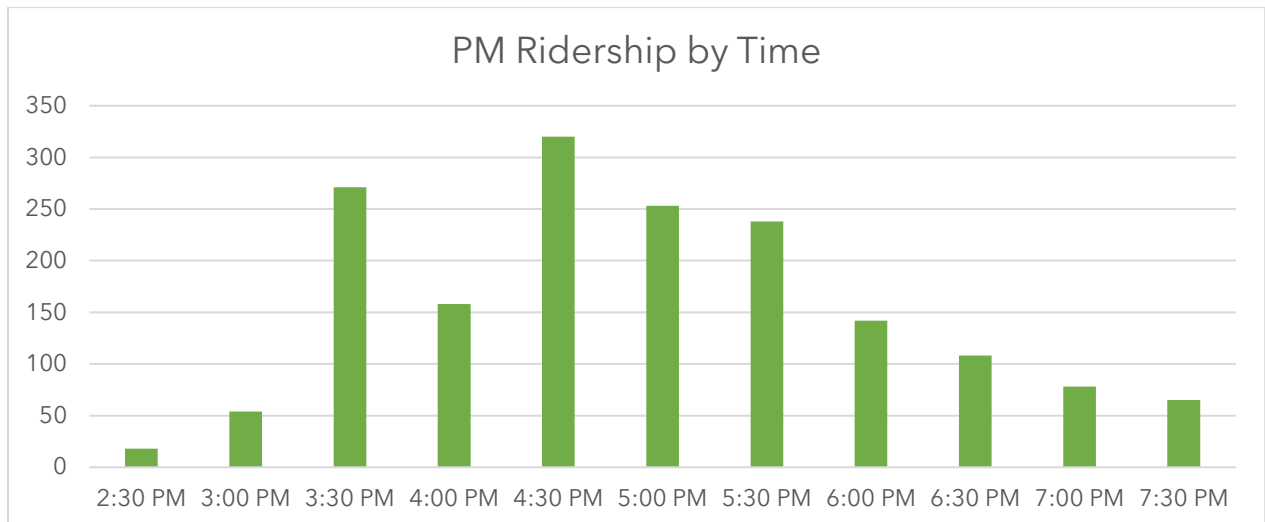
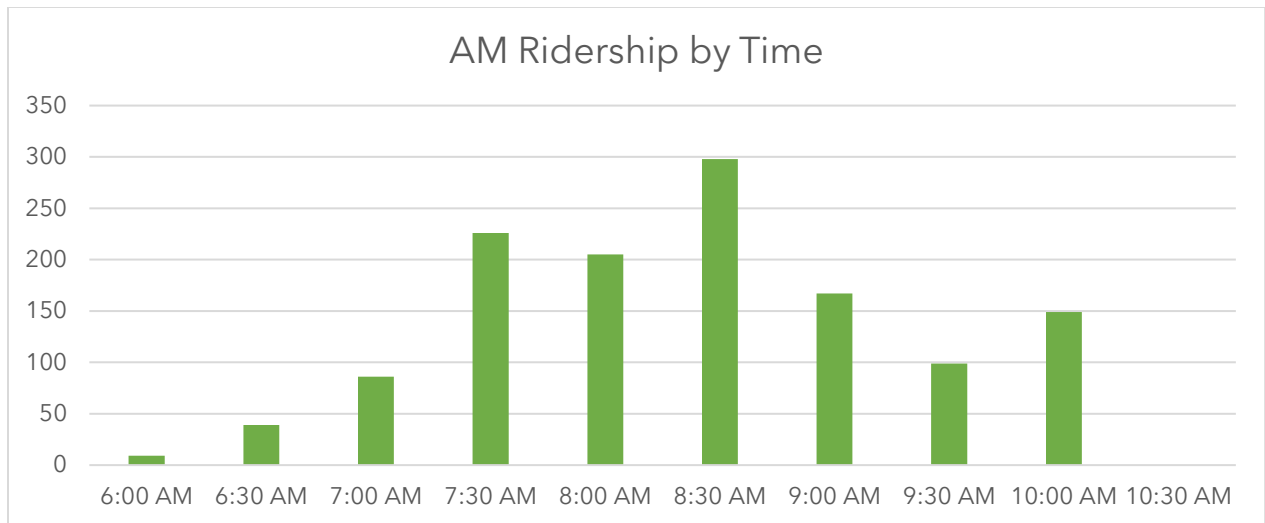
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



Monthly Total Ridership by Time



Monthly Total Use (Boarding & Alighting) by Stop

Route A	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC)	277	290	567	48.2%
Clyde @ Samsung	151	1	152	12.9%
645 Clyde Ave (Samsung)	4	140	144	12.2%
Ferry Morse @ E Evelyn	70	15	85	7.2%
313 Fairchild (Google)	25	38	63	5.4%
301 E Evelyn Parking Lot	3	50	53	4.5%
Whisman @ Middlefield	14	19	33	2.8%
Middlefield @ Ellis (VTA Light Rail)	26	5	31	2.6%
468 Ellis St (Google QD3)	17	12	29	2.5%
VTA Middlefield Station	0	10	10	0.8%
Middlefield @ Whisman	2	8	10	0.8%
TOTAL	589	588	1177	100.0%

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC)	396	383	779	46.9%
1045 La Avenida (Microsoft)	87	91	178	10.7%
Crittenden Lane	93	67	160	9.6%
Shoreline @ Pear (SB)	122	21	143	8.6%
Shoreline @ Terra Bella	43	90	133	8.0%
Shoreline @ Pear (NB)	9	84	93	5.6%
Shoreline @ Terra Bella (SB)	49	18	67	4.0%
Shoreline @ Charleston (SB)	30	10	40	2.4%
Shoreline @ Charleston (NB)	3	35	38	2.3%
Pear @ Inigo	1	30	31	1.9%
TOTAL	833	829	1662	100.0%

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC)	308	309	617	47.7%
Garcia @ Marine (WB)	80	112	192	14.8%
San Antonio @ Miller (SB)	103	53	156	12.1%
Marine @ Casey	58	49	107	8.3%
El Camino @ Distel (EB)	66	36	102	7.9%
Charleston & Google (WB)	22	68	90	7.0%
1950 Charleston	16	6	22	1.7%
Garcia @ Salado (WB)	1	7	8	0.6%
TOTAL	654	640	1294	100.0%

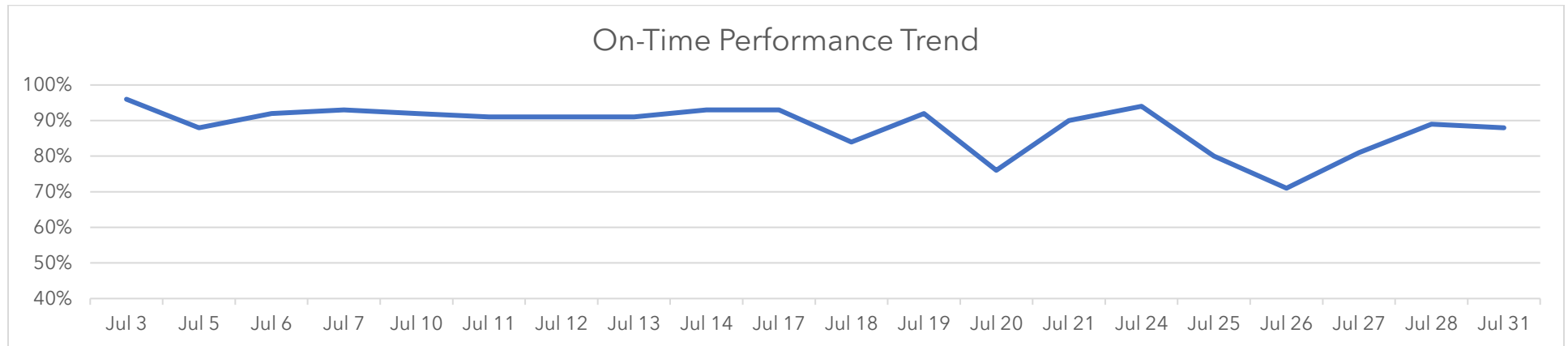
Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC)	319	521	840	46.6%
Marine @ Casey	76	122	198	11.0%
Garcia @ Marine (EB)	169	25	194	10.8%
El Camino @ Distel (WB)	97	91	188	10.4%
Charleston & Huff	111	40	151	8.4%
San Antonio @ Miller (NB)	52	70	122	6.8%
Garcia @ Salado (EB)	48	8	56	3.1%
Charleston @ Landings	26	4	30	1.7%
San Antonio @ California (NB)	9	15	24	1.3%
TOTAL	907	896	1803	100.0%

On Time Performance

In July, on time performance for MVgo was **88%**. July was the first month that the Shoreline Amphitheater Concert Series began having performances several days out of the month. With the fluctuating attendance and traffic for each show, the OTP had a lower performance on some concert days. Removing the concert day percentages from the overall OTP, the OTP was 91%. The low percentages on Route B on the 20th and 26th was due to operator error and not running the route correctly.

On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records the arrival and departure times at stops along each route.

A shuttle is considered On Time if it arrives between 1 minute early to 5 minutes late of the scheduled arrival time.



Route	3	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28	31	Grand Total
MVgo - A AM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94%	100%	100%	100%
MVgo - A PM	96%	93%	100%	100%	100%	100%	100%	89%	100%	100%	100%	100%	100%	81%	96%	96%	89%	89%	100%	100%	96%
MVgo - B AM	100%	93%	98%	98%	96%	89%	93%	96%	98%	96%	85%	96%	96%	93%	96%	78%	76%	87%	93%	87%	92%
MVgo - B PM	97%		91%	88%	94%	91%	77%	86%		86%	70%	89%	27%	80%	89%	55%	29%	76%	80%	74%	77%
MVgo - B PM Concert		67%							84%												75%
MVgo - C AM	100%	93%	100%	100%	67%	93%	100%	97%	100%	97%	100%	93%	100%	97%	100%	97%	100%	73%	100%	93%	95%
MVgo - C PM	81%		76%	88%	95%	88%	88%	81%		88%	71%	83%	67%	95%	98%	76%	60%	83%	90%	83%	83%
MVgo - C PM Concert		79%							100%												89%
MVgo - D AM	100%	97%	94%	91%	97%	85%	97%	91%	97%	94%	91%	100%	97%	97%	91%	88%	88%	94%	91%	94%	94%
MVgo - D PM	95%	98%	88%	90%	88%	93%	90%	95%	83%	93%	85%	83%	80%	85%	90%	93%	88%	68%	78%	93%	88%
Grand Total	96%	88%	92%	93%	92%	91%	91%	91%	93%	93%	84%	92%	76%	90%	94%	80%	71%	81%	89%	88%	88%

Ridership Summary:

In July, the total ridership to date for MVgo was 45% higher than the prior year and is 27% of the pre-pandemic baseline level. Route B had the highest ridership and is currently at 41% of the pre-pandemic baseline. Route A had the lowest ridership, however increased 63% from the prior year.

Additional Ridership Data:

- Bicycles Carried:
- Wheelchair Lift Usage: 10

Compliments/Complaints

A complaint was filed, that the shuttle left the Transit Center before passengers from the train could make it to the shuttle.

- The driver was reminded of the Operations Protocols that require the shuttle to stay at the transit center for an extra 5 minutes, if they hear a train approaching or if a train is in the station, to allow passengers time to get to the shuttle.

A complaint was filed that a driver skipped a stop 2 days in a row.

- The Operations Account Manager, gave a warning to the driver on the first occurrence and a written warning for the second offense.