MONTHLY OPERATIONS REPORT

August 2023

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MVgo

Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

ROUTE A

2023 - Route A	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekday Ridership	413	470	655	475	529	555	589	506	**4,192**
# of Operating Days	21	19	23	20	22	22	20	23	**170**
Average Daily Ridership	20	25	28	24	24	25	29	22	**25**
% Increase/Decrease from Prior Month	*36%*	*26%*	*15%*	*-17%*	*1%*	*5%*	*17%*	*-25%*	
% Increase/Decrease from Prior Year	*482%*	*628%*	*475%*	*290%*	*105%*	*52%*	*60%*	*8%*	*130%*
% of Pre COVID Baseline	**11%**	**12%**	**16%**	**14%**	**13%**	**14%**	**16%**	**12%**	**13%**

ROUTE B

2023 - Route B	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekday Ridership	851	756	948	709	906	991	833	1,119	**7,113**
# of Operating Days	21	19	23	20	22	22	20	23	**170**
Average Daily Ridership	41	40	41	35	41	45	42	49	**42**
% Increase/Decrease from Prior Month	*34%*	*-2%*	*4%*	*-14%*	*16%*	*9%*	*-8%*	*17%*	
% Increase/Decrease from Prior Year	*467%*	*258%*	*138%*	*25%*	*16%*	*2%*	*-14%*	*0%*	*19%*
% of Pre COVID Baseline	**43%**	**36%**	**39%**	**36%**	**47%**	**45%**	**43%**	**47%**	**42%**

ROUTE C & D

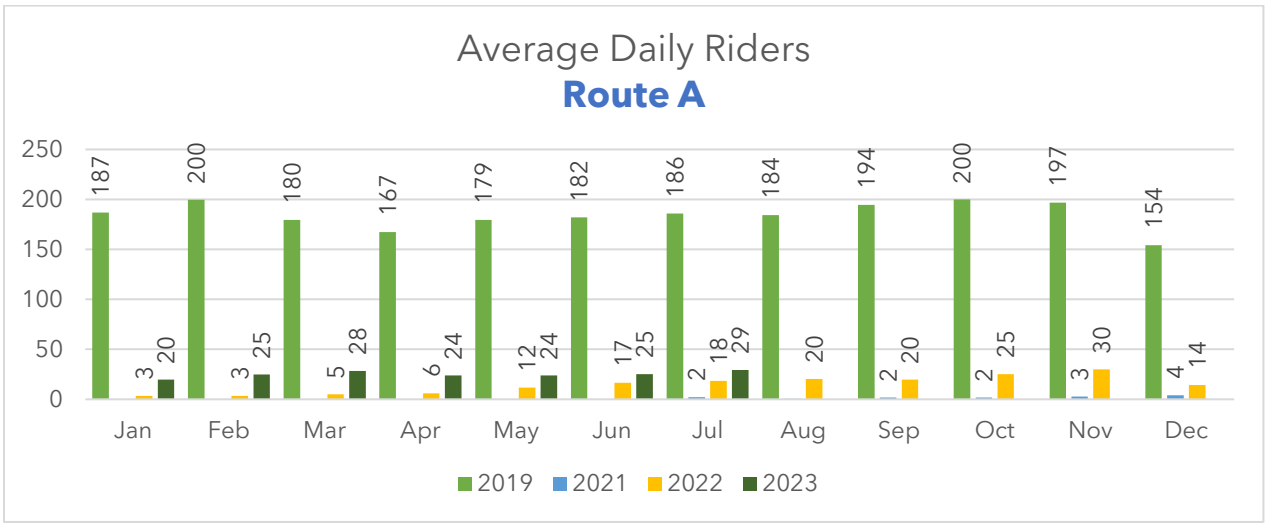
2023 - Route C	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Ridership	355	305	470	483	420	770	654	746	**4,203**
# of Operating Days	21	19	23	20	22	22	20	23	**170**
Average Daily Ridership	17	16	20	24	19	35	33	32	**25**
% Increase/Decrease from Prior Month	*41%*	*-5%*	*27%*	*18%*	*-21%*	*83%*	*-7%*	*-1%*	
% Increase/Decrease from Prior Year	*294%*	*115%*	*78%*	*134%*	*24%*	*79%*	*53%*	*123%*	*47%*
2023 - Route D	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Total to Date**
Total Monthly Ridership	525	567	697	667	906	833	907	964	**6,066**
# of Operating Days	21	19	23	20	22	22	20	23	**170**
Average Daily Ridership	25	30	30	33	41	38	45	42	**36**
% Increase/Decrease from Prior Month	*34%*	*19%*	*2%*	*10%*	*23%*	*-8%*	*20%*	*-8%*	
% Increase/Decrease from Prior Year	*307%*	*169%*	*73%*	*67%*	*81%*	*32%*	*53%*	*84%*	*79%*
2023 - Route C/D Combined	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Total to Date**
Total Monthly Ridership	880	872	1,167	1,150	1,326	1,603	1,561	1,710	**10,269**
# of Operating Days	21	19	23	20	22	22	20	23	**170**
Average Daily Ridership	42	46	51	58	60	73	78	74	**60**
% Increase/Decrease from Prior Month	*37%*	*10%*	*11%*	*13%*	*5%*	*21%*	*7%*	*-5%*	
% Increase/Decrease from Prior Year	*302%*	*147%*	*75%*	*90%*	*58%*	*51%*	*53%*	*99%*	*83%*
% of Pre COVID Baseline	**24%**	**27%**	**27%**	**36%**	**38%**	**42%**	**43%**	**40%**	**35%**

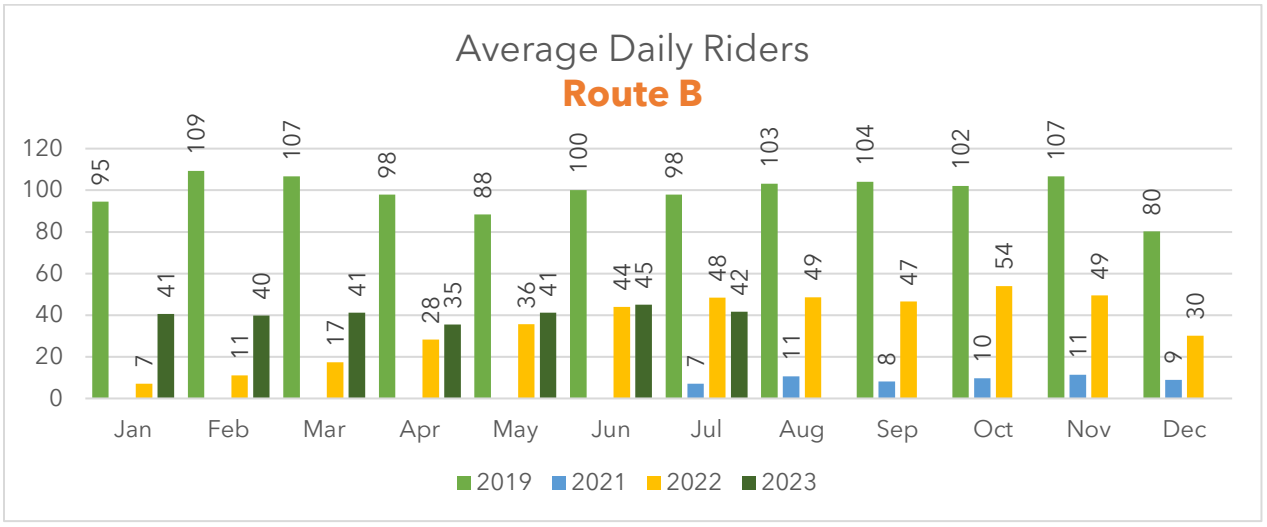
ALL ROUTES

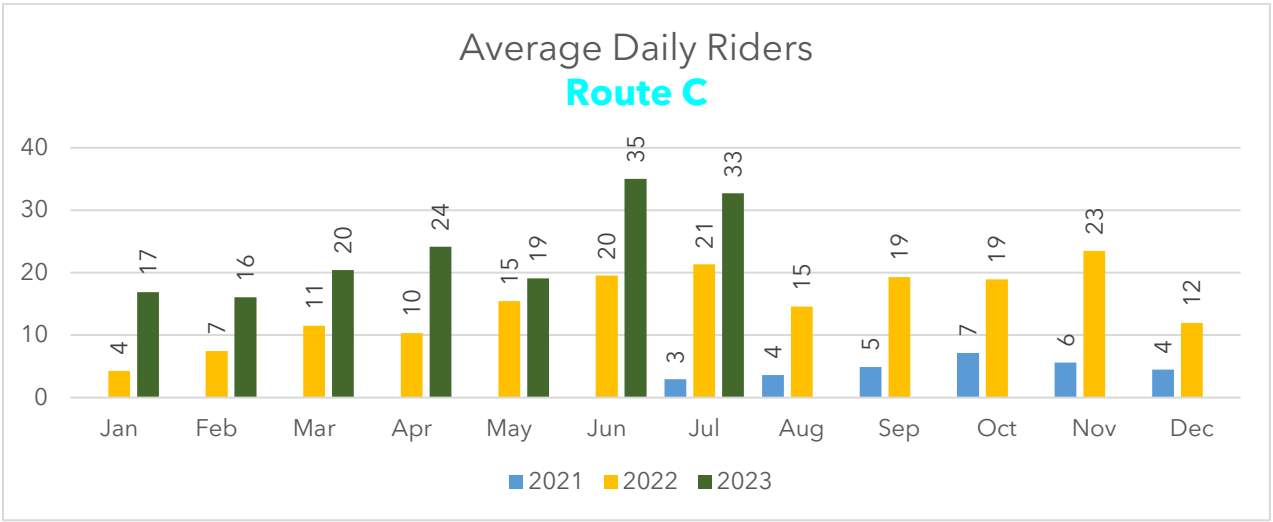
2023 - COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
Total Monthly Ridership	2,144	2,098	2,770	2,334	2,761	3,149	2,983	3,335	**21,574**
# of Operating Days	21	19	23	20	22	22	20	23	**170**
Average Daily Ridership	102	110	120	117	126	143	149	145	127
% Increase/Decrease from Prior Month	*36%*	*8%*	*9%*	*-3%*	*8%*	*14%*	*4%*	*-3%*	
% Increase/Decrease from Prior Year	*387%*	*234%*	*135%*	*80%*	*47%*	*31%*	*27%*	*36%*	*48%*
% of Pre COVID Baseline	**22%**	**23%**	**25%**	**27%**	**29%**	**31%**	**32%**	**31%**	**28%**

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*

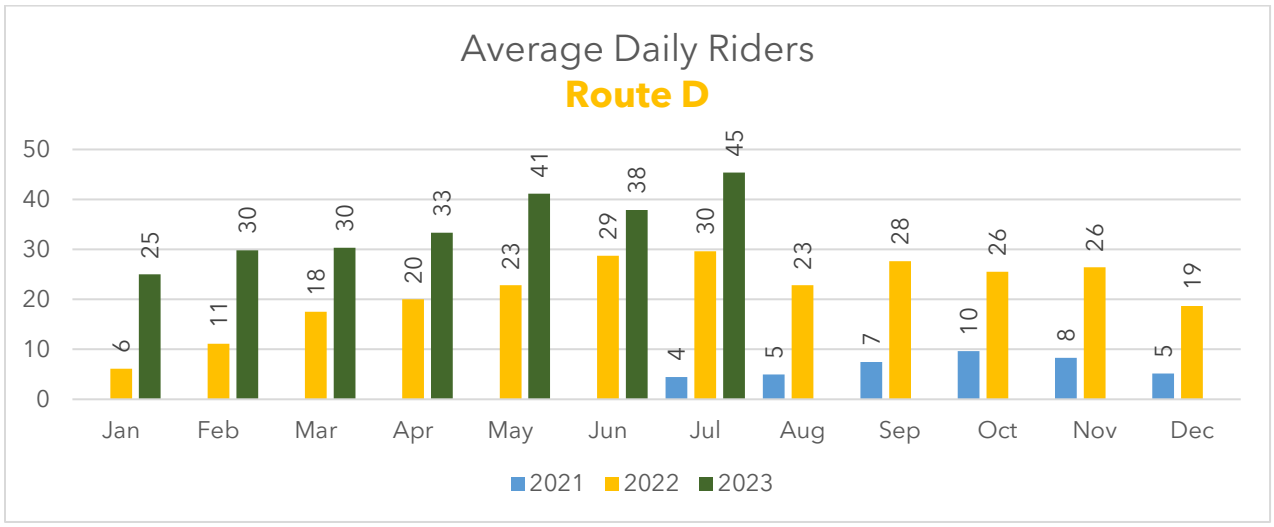
Average Daily Ridership Comparisons (YTD)

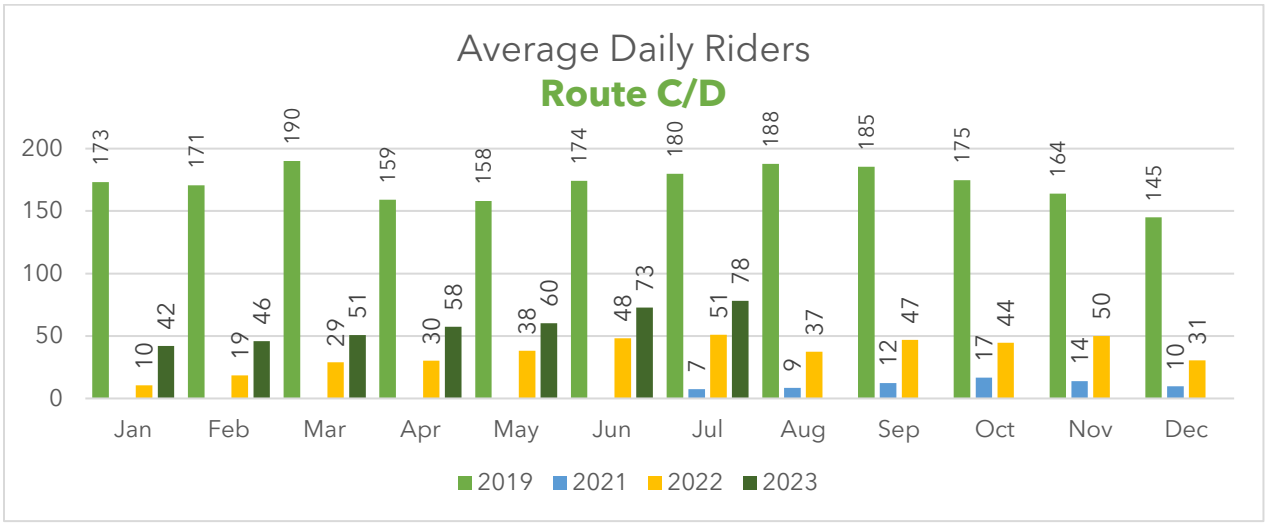


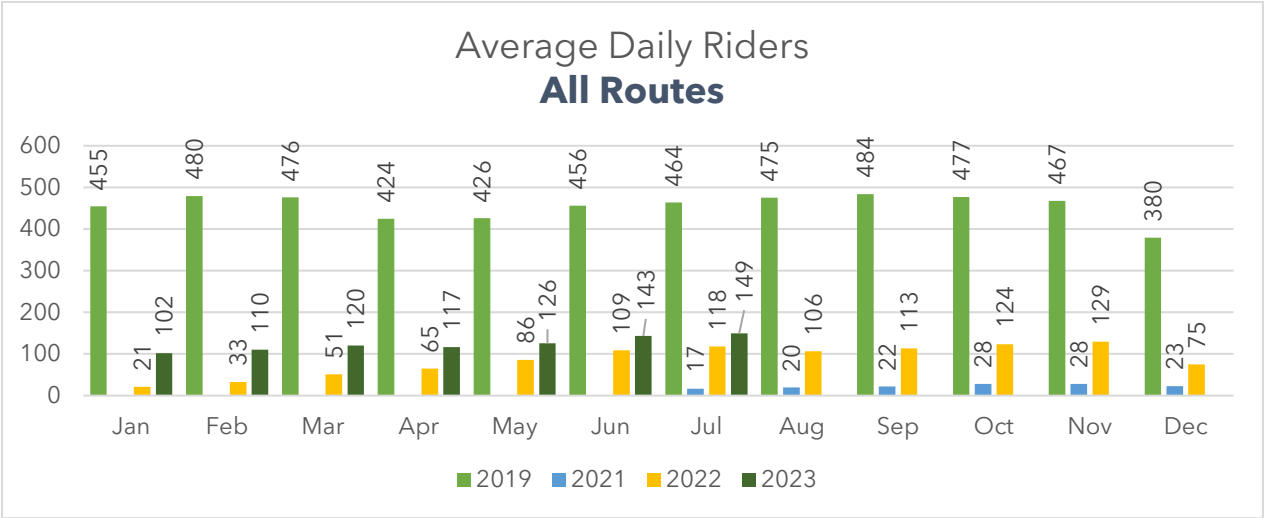




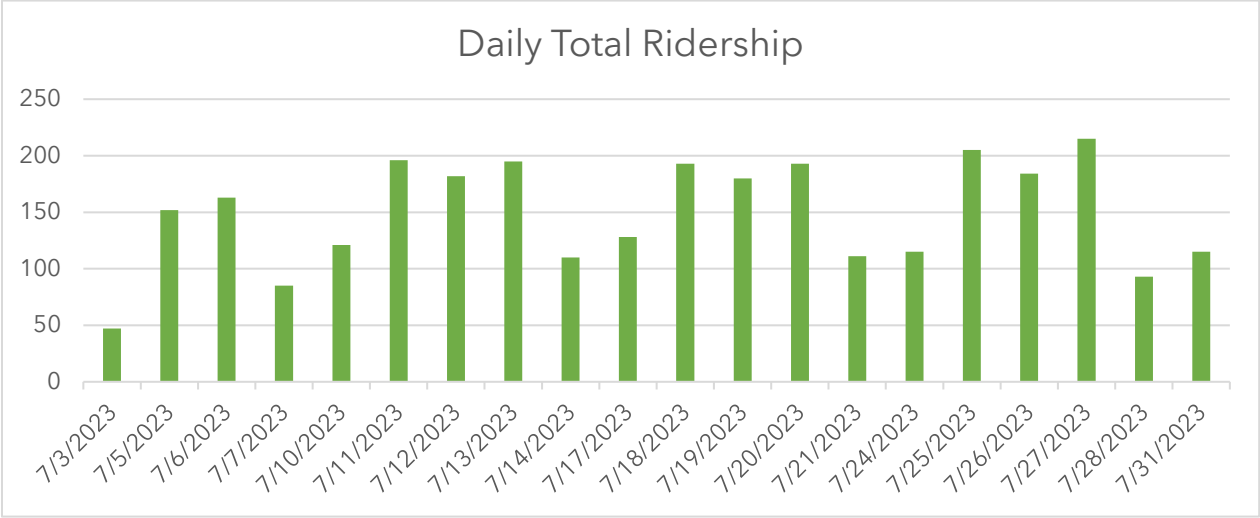
Average Daily Ridership Comparisons (YTD) (cont'd)



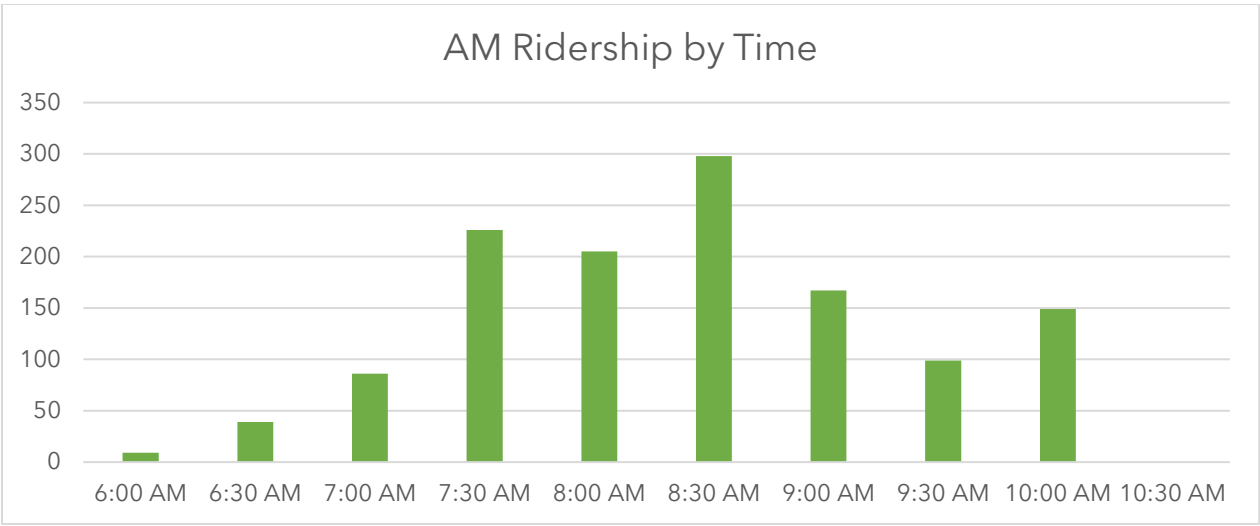


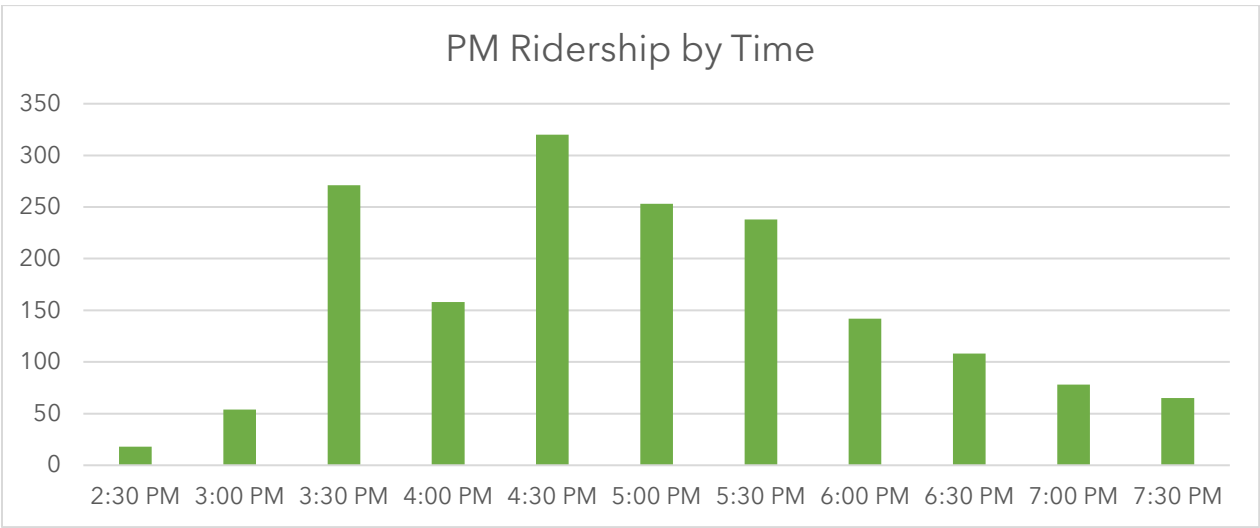


Total Ridership by Date



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%

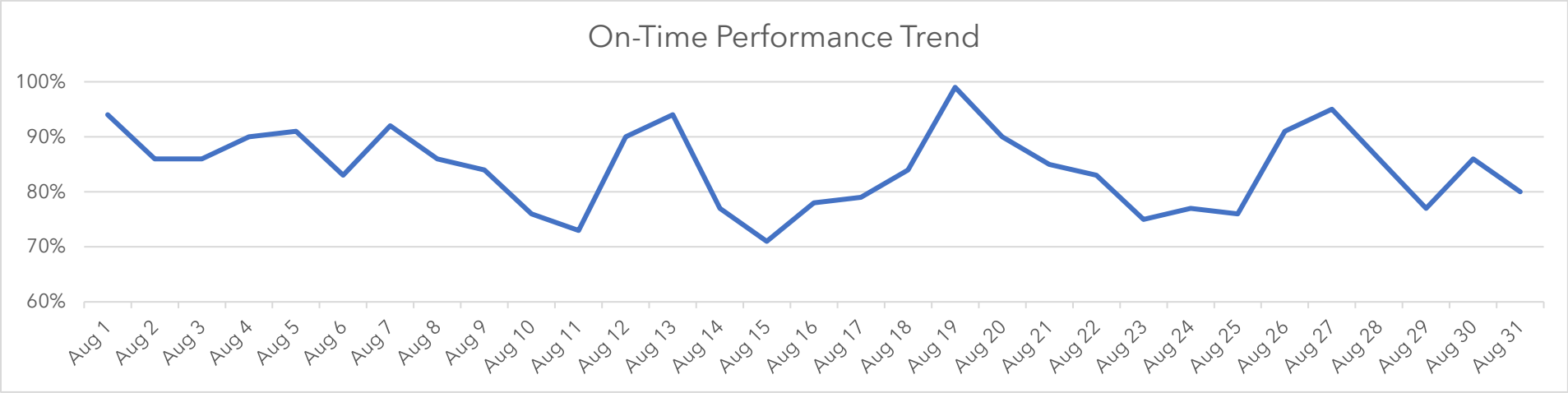
Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC)	319	521	840	46.6%
Marine @ Casey	76	122	198	11.0%
Garcia @ Marine (EB)	169	25	194	10.8%
El Camino @ Distel (WB)	97	91	188	10.4%
Charleston & Huff	111	40	151	8.4%
San Antonio @ Miller (NB)	52	70	122	6.8%
Garcia @ Salado (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 August, on time performance for MVgo was **85%.** Please keep in mind that the overall OTP will be lower due to the traffic congestion on concert days. There are some scheduling adjustments we are looking to make on Route B to increase its performance. These changes will be included in the September schedule revisions when Caltrain changes their schedules.

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	1	2	3	4	7	8	9	10	11	14	15	16	17	18	21	22	23	24	25	28	29	30	31	Grand Total
MVgo - A AM	94%	94%	41%	88%	100%	100%	100%	100%	100%	59%	47%	88%	88%	100%	94%	88%	100%	82%	94%	94%	100%	100%	100%	89%
MVgo - A PM	81%	93%	59%	93%	100%	100%	100%	96%	100%	100%	100%	100%	93%	93%	93%	93%	100%	100%	100%	100%	81%	100%	93%	94%
MVgo - B AM	87%	83%	87%	87%	100%	78%	80%	96%	89%	96%	83%	74%	85%	96%	91%	85%	83%	78%	93%	96%	80%	87%	85%	87%
MVgo - B PM	61%	48%					46%		87%	87%	77%			97%	84%	89%	72%		92%	95%	88%	74%	68%	77%
MVgo - B PM Concert			65%	98%	86%	49%		65%				63%	91%					65%						73%
MVgo - C AM	100%	97%	97%	90%	100%	91%	100%	91%	97%	94%	91%	74%	94%	100%	94%	88%	94%	94%	94%	93%	87%	97%	97%	94%
MVgo - C PM	71%	83%					67%		78%	80%	76%			89%	91%	85%	83%		91%	93%	64%	64%	69%	79%
MVgo - C PM Concert			79%	84%	84%	95%		100%				84%	89%					89%						88%
MVgo - D AM	88%	91%	85%	88%	94%	76%	82%	91%	97%	91%	91%	88%	94%	88%	94%	82%	94%	82%	85%	97%	91%	97%	94%	90%
MVgo - D PM	83%	80%	78%	73%	91%	75%	80%	95%	82%	89%	66%	77%	95%	84%	84%	89%	91%	84%	64%	90%	90%	90%	63%	82%
Grand Total	80%	79%	76%	88%	94%	78%	77%	89%	89%	88%	80%	78%	91%	93%	90%	87%	87%	82%	88%	95%	84%	85%	80%	85%

Ridership Summary:

In August, the total ridership to date for MVgo was 32% higher than the prior year and is 28% of the pre-pandemic baseline level. Route B had the highest ridership and is currently at 42% of the pre-pandemic baseline. Route A had the lowest ridership, however increased 57% from the prior year.

Additional Ridership Data:

- Bicycles Carried: 21
- Wheelchair Lift Usage: 9

Compliments/Complaints

No Compliments or Complaints received this month.