MONTHLY OPERATIONS REPORT

September 2023

Table of Contents

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

MVgo

Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

ROUTE A

2023 - Route A	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekday Ridership	413	470	655	475	529	555	589	506	537	**4,729**
# of Operating Days	21	19	23	20	22	22	20	23	20	**190**
Average Daily Ridership	20	25	28	24	24	25	29	22	27	**25**
% Increase/Decrease from Prior Month	*36%*	*26%*	*15%*	*-17%*	*1%*	*5%*	*17%*	*-25%*	*22%*	
% Increase/Decrease from Prior Year	*482%*	*628%*	*475%*	*290%*	*105%*	*52%*	*60%*	*8%*	*35%*	*113%*
% of Pre COVID Baseline	**11%**	**12%**	**16%**	**14%**	**13%**	**14%**	**16%**	**12%**	**14%**	**14%**
2022- Route A	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Total to Date**
Total Monthly Weekday Ridership	71	68	114	128	246	365	369	470	417	**2,248**
# of Operating Days	21	20	23	21	21	22	20	23	21	**192**
Average Daily Ridership	3	3	5	6	12	17	18	20	20	**12**
% Increase/Decrease from Prior Month	*-18%*	*1%*	*46%*	*23%*	*92%*	*42%*	*11%*	*11%*	*-3%*	
% Increase/Decrease from Prior Year							765%	4396%	1027%	
% of Pre COVID Baseline	**2%**	**2%**	**3%**	**4%**	**7%**	**9%**	**10%**	**11%**	**10%**	
2021- Route A	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Total to Date**
Total Monthly Ridership							32	10	37	**257**
# of Operating Days							15	22	21	**121**
Average Daily Ridership							2	0.5	1.8	**2**
% Increase/Decrease from Prior Month							*0%*	*-79%*	*288%*	
% Increase/Decrease from 2019 (pre COVID)							*-99%*	*-100%*	*-99%*	*-99%*
2019- Route A (East Whisman)	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Total**
Total Monthly Ridership	4,113	3,791	3,771	3,684	3,948	3,642	4,091	4,056	3,889	**34,985**
# of Operating Days	22	19	21	22	22	20	22	22	20	**190**
Average Daily Ridership	187	200	180	167	179	182	186	184	194	**184**

ROUTE B

2023 - Route B	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekday Ridership	851	756	948	709	906	991	833	1,119	853	**7,966**
# of Operating Days	21	19	23	20	22	22	20	23	20	**190**
Average Daily Ridership	41	40	41	35	41	45	42	49	43	**42**
% Increase/Decrease from Prior Month	*34%*	*-2%*	*4%*	*-14%*	*16%*	*9%*	*-8%*	*17%*	*-12%*	
% Increase/Decrease from Prior Year	*467%*	*258%*	*138%*	*25%*	*16%*	*2%*	*-14%*	*0%*	*-9%*	*31%*
% of Pre COVID Baseline	**43%**	**36%**	**39%**	**36%**	**47%**	**45%**	**43%**	**47%**	**41%**	**42%**

ROUTE C & D

2023 - Route C	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Ridership	355	305	470	483	420	770	654	746	608	**4,811**
# of Operating Days	21	19	23	20	22	22	20	23	20	**190**
Average Daily Ridership	17	16	20	24	19	35	33	32	30	**25**
% Increase/Decrease from Prior Month	*41%*	*-5%*	*27%*	*18%*	*-21%*	*83%*	*-7%*	*-1%*	*-6%*	
% Increase/Decrease from Prior Year	*294%*	*115%*	*78%*	*134%*	*24%*	*79%*	*53%*	*123%*	*58%*	*84%*
2023 - Route D	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Total to Date**
Total Monthly Ridership	525	567	697	667	906	833	907	964	707	**6,773**
# of Operating Days	21	19	23	20	22	22	20	23	20	**190**
Average Daily Ridership	25	30	30	33	41	38	45	42	35	**36**
% Increase/Decrease from Prior Month	*34%*	*19%*	*2%*	*10%*	*23%*	*-8%*	*20%*	*-8%*	*-16%*	
% Increase/Decrease from Prior Year	*307%*	*169%*	*73%*	*67%*	*81%*	*32%*	*53%*	*84%*	*28%*	*72%*
2023 - Route C/D Combined	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Total to Date**
Total Monthly Ridership	880	872	1,167	1,150	1,326	1,603	1,561	1,710	1,315	**11,584**
# of Operating Days	21	19	23	20	22	22	20	23	20	**190**
Average Daily Ridership	42	46	51	58	60	73	78	74	66	**61**
% Increase/Decrease from Prior Month	*37%*	*10%*	*11%*	*13%*	*5%*	*21%*	*7%*	*-5%*	*-12%*	
% Increase/Decrease from Prior Year	*302%*	*147%*	*75%*	*90%*	*58%*	*51%*	*53%*	*99%*	*40%*	*77%*

ALL ROUTES

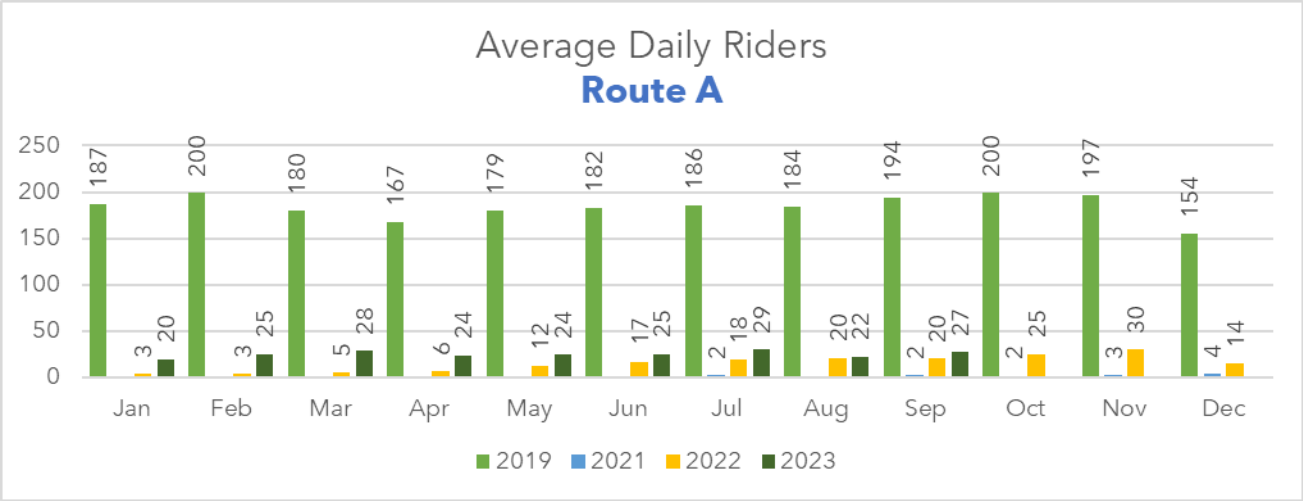
2023 - COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Total Monthly Ridership	2,144	2,098	2,770	2,334	2,761	3,149	2,983	3,335	2,705	**24,279**
# of Operating Days	21	19	23	20	22	22	20	23	20	**190**
Average Daily Ridership	102	110	120	117	126	143	149	145	135	128
% Increase/Decrease from Prior Month	*36%*	*8%*	*9%*	*-3%*	*8%*	*14%*	*4%*	*-3%*	*-7%*	
% Increase/Decrease from Prior Year	*387%*	*234%*	*135%*	*80%*	*47%*	*31%*	*27%*	*36%*	*19%*	*63%*
% of Pre COVID Baseline	**22%**	**23%**	**25%**	**27%**	**29%**	**31%**	**32%**	**31%**	**28%**	**28%**

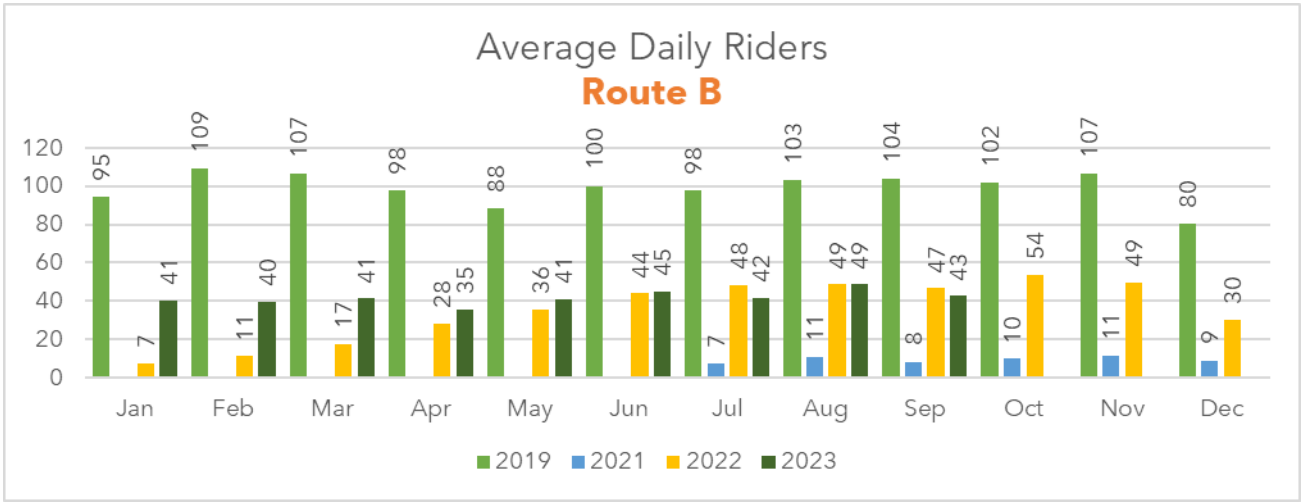
Note: *Precovid comparisons: Route A, compares to East Whisman 2019; Route B, compares to East Bayshore 2019; Route C & D (combined) compare to West Bayshore 2019*

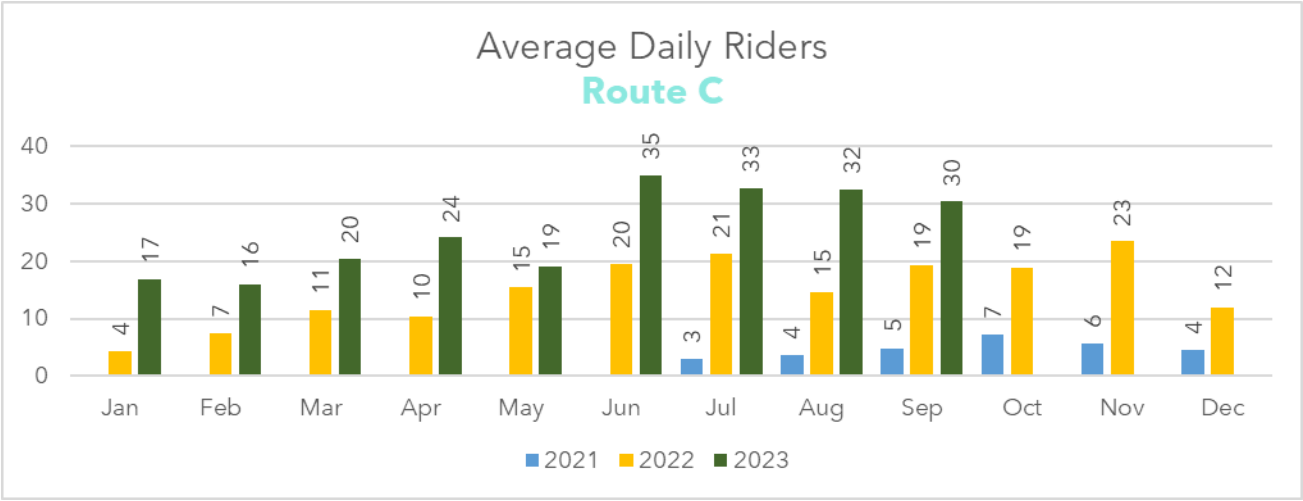
Ridership Summary

In September, the total ridership to date for MVgo was 39% 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, but the largest increase from the prior year at 53%.

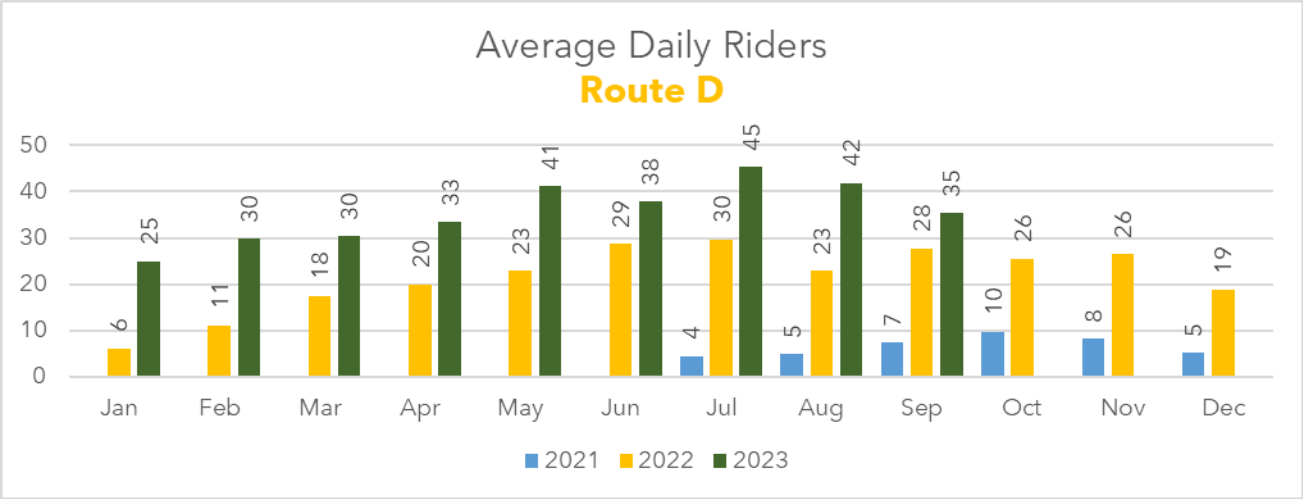
Average Daily Ridership Comparisons (YTD)

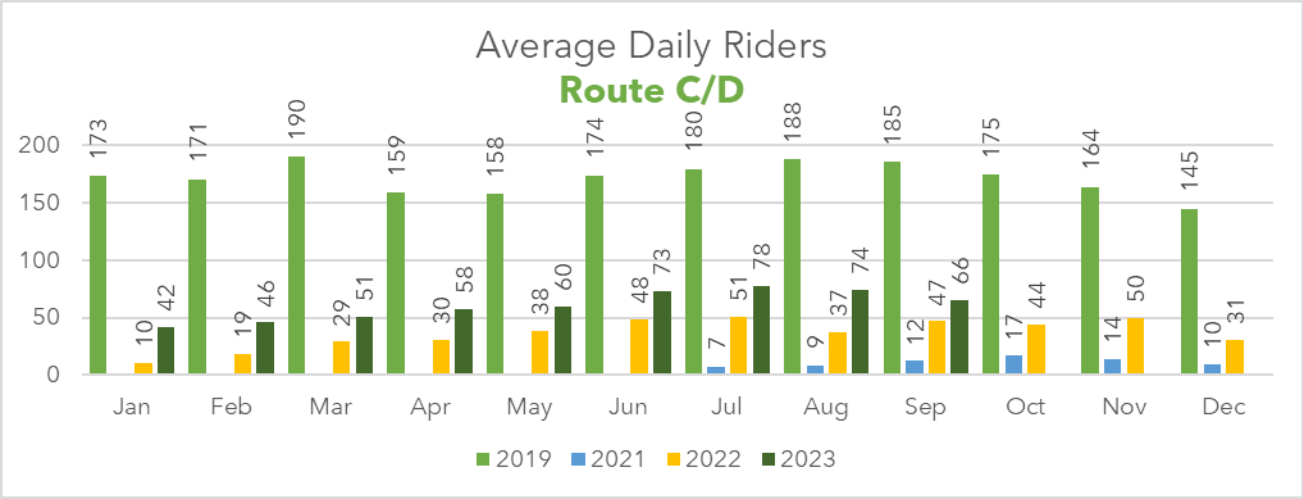


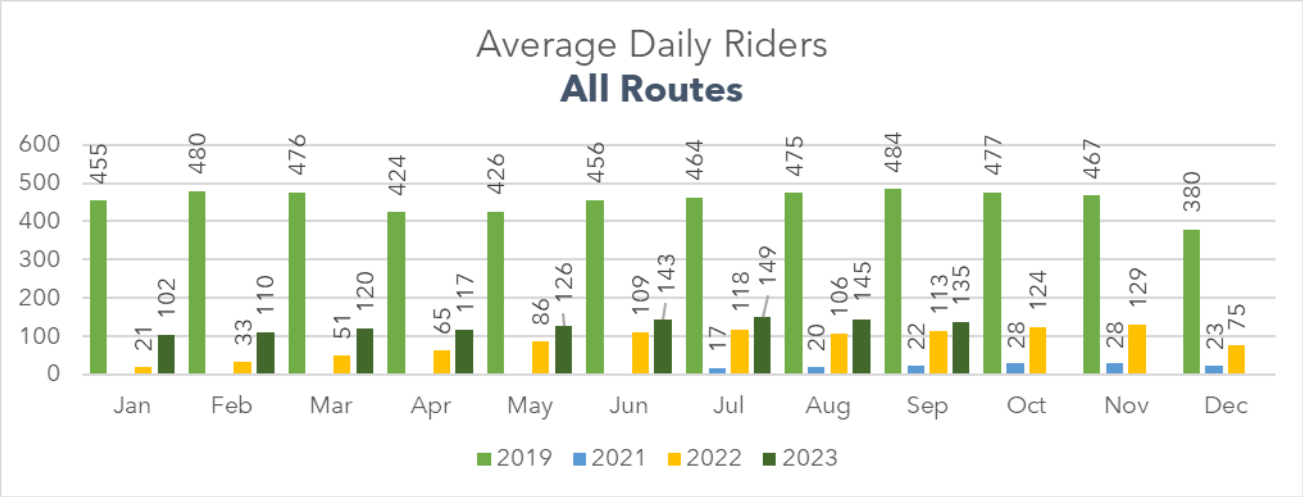




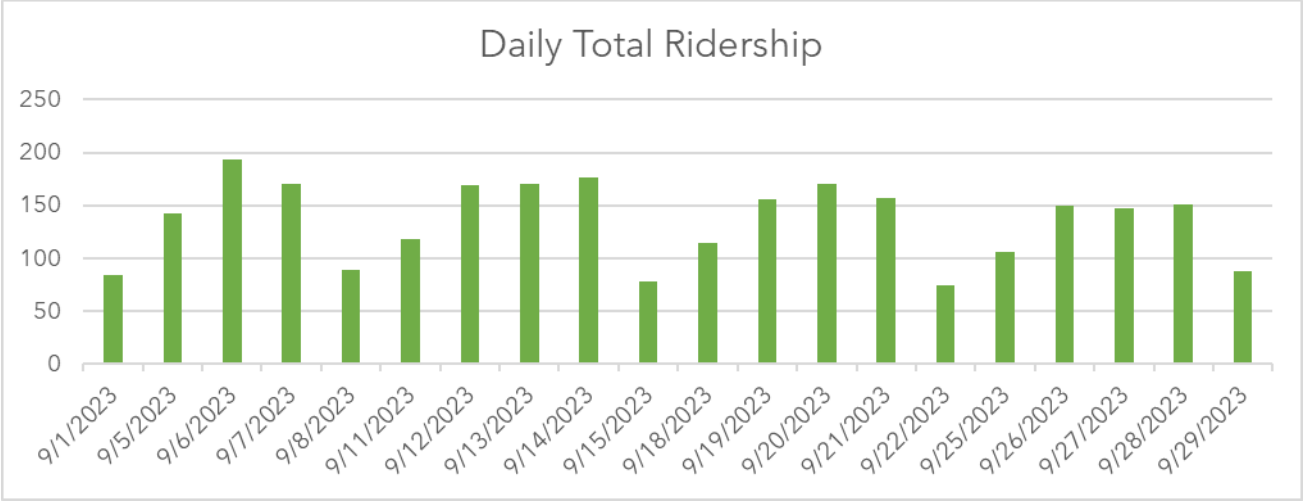
Average Daily Ridership Comparisons (YTD) (cont'd)



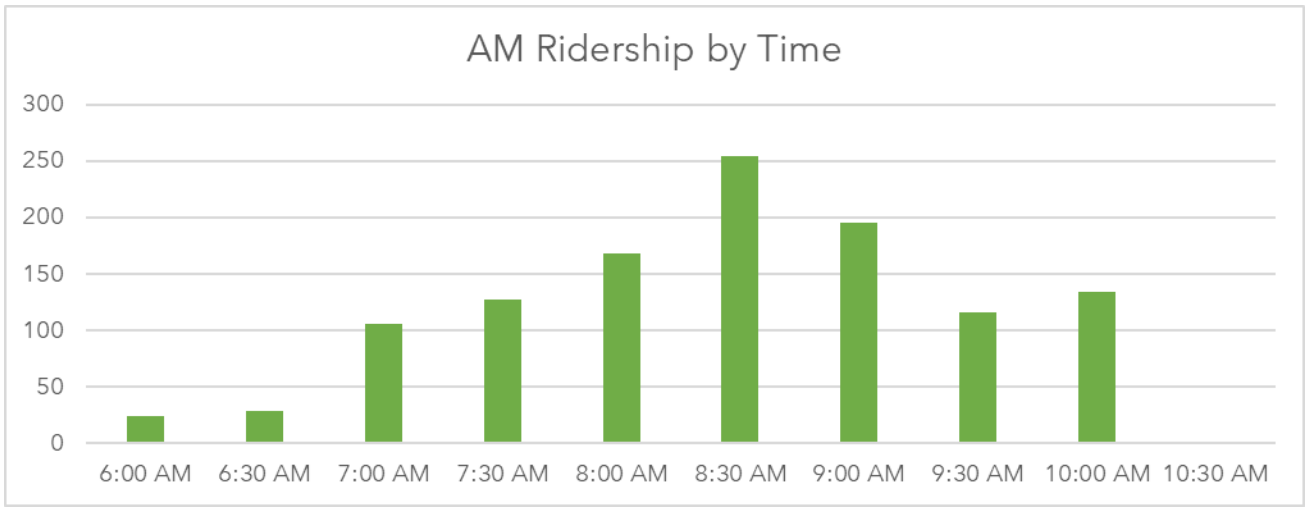


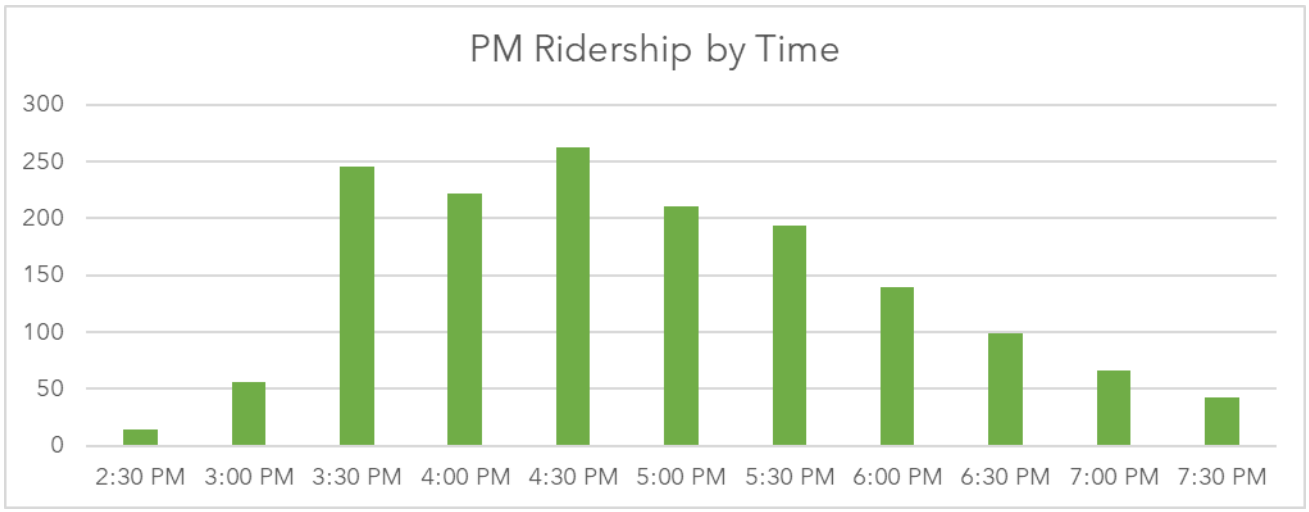


Total Ridership by Date



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)	293	232	525	48.9%
645 Clyde Ave (Samsung)	9	150	159	14.8%
Clyde @ Samsung	127	1	128	11.9%
Ferry Morse @ E Evelyn	42	30	72	6.7%
313 Fairchild (Google)	22	42	64	6.0%
301 E Evelyn Parking Lot	1	37	38	3.5%
Middlefield @ Whisman	7	31	38	3.5%
468 Ellis St (Google QD3)	16	4	20	1.9%
Whisman @ Middlefield	7	7	14	1.3%
Middlefield @ Ellis (VTA Light Rail)	11	2	13	1.2%
VTA Middlefield Station	2	1	3	0.3%
Total	**537**	**537**	**1074**	**100.0%**

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC)	419	459	878	51.5%
1045 La Avenida (Microsoft)	141	118	259	15.2%
Crittenden Lane	71	75	146	8.6%
Shoreline @ Terra Bella	17	74	91	5.3%
Shoreline @ Pear (SB)	75	3	78	4.6%
Shoreline @ Terra Bella (SB)	55	14	69	4.0%
Shoreline @ Charleston (SB)	48	8	56	3.3%
Shoreline @ Charleston (NB)	2	53	55	3.2%
Pear @ Inigo	19	26	45	2.6%
Shoreline @ Pear (NB)	6	22	28	1.6%
Total	**853**	**852**	**1705**	**100.0%**

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC)	322	204	526	43.6%
Garcia @ Marine (WB)	66	150	216	17.9%
El Camino @ Distel (EB)	73	48	121	10.0%
San Antonio @ Miller (SB)	54	61	115	9.5%
Charleston & Google (WB)	13	89	102	8.5%
Marine @ Casey	60	26	86	7.1%
Garcia @ Salado (WB)	11	16	27	2.2%
1950 Charleston	9	5	14	1.2%
Total	**608**	**599**	**1207**	**100.0%**

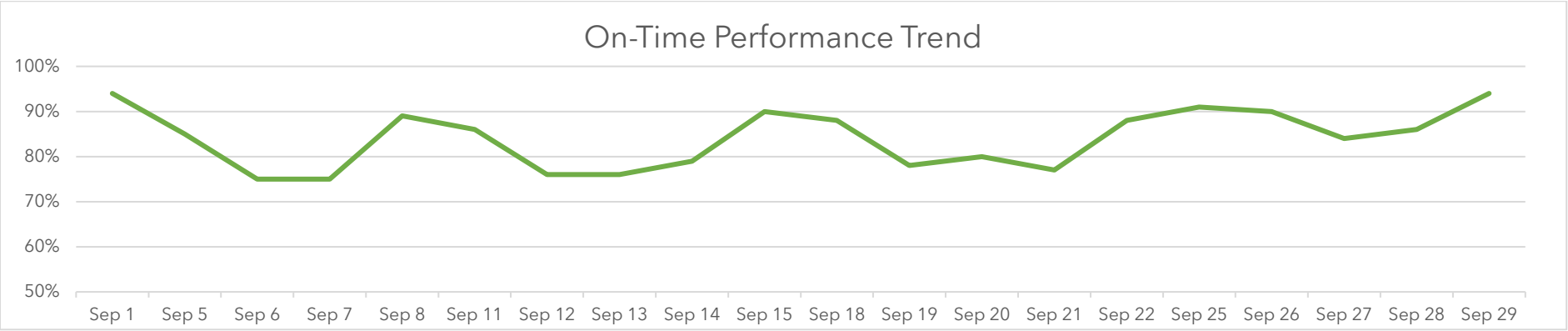
Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC)	222	461	683	48.5%
Garcia @ Marine (EB)	161	12	173	12.3%
El Camino @ Distel (WB)	97	44	141	10.0%
Marine @ Casey	54	83	137	9.7%
Charleston & Huff	86	45	131	9.3%
San Antonio @ Miller (NB)	40	37	77	5.5%
Garcia @ Salado (EB)	30	8	38	2.7%
San Antonio @ California (NB)	6	10	16	1.1%
Charleston @ Landings	11	2	13	0.9%
Total	**707**	**702**	**1409**	**100.0%**

On Time Performance

In September, on time performance for MVgo was **84%.** Please keep in mind that the overall OTP will be lower due to the traffic congestion on concert days. We made scheduling adjustments to Route B on September 25th, along with the Caltrain schedule changes, and performance increased immediately as you can see in the table below. We are currently looking into improving performance issues on Routes C & D in the PM.

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	5	6	7	8	11	12	13	14	15	18	19	20	21	22	25	26	27	28	29	Grand Total
MVgo - A AM	100%	94%	100%	94%	94%	82%	88%	82%	94%	100%	100%	94%	100%	82%	94%	94%	100%	100%	82%	100%	94%
MVgo - A PM	96%	100%	93%	85%	100%	100%	100%	100%	85%	100%	96%	81%	100%	93%	100%	85%	100%	81%	100%	100%	95%
MVgo - B AM	98%	85%	83%	76%	96%	91%	85%	74%	87%	93%	93%	89%	85%	76%	96%	90%	94%	94%	96%	98%	89%
MVgo - B PM	98%	70%	35%	56%	77%	73%		61%	59%	86%	80%	62%	58%	62%	82%	92%	100%	95%			73%
MVgo - B PM Concert							56%												89%	100%	82%
MVgo - C AM	93%	93%	93%	93%	100%	100%	97%	83%	83%	97%	100%	80%	97%	93%	100%	97%	85%	91%	91%	97%	93%
MVgo - C PM	90%	88%	88%	69%	90%	79%		81%	74%	90%	93%	67%	71%	62%	76%	88%	69%	57%			78%
MVgo - C PM Concert							16%												63%	68%	49%
MVgo - D AM	97%	91%	85%	79%	94%	88%	82%	88%	100%	91%	79%	88%	85%	91%	91%	85%	97%	82%	91%	94%	89%
MVgo - D PM	78%	83%	78%	83%	78%	88%	80%	65%	75%	75%	80%	83%	80%	80%	83%	98%	78%	73%	60%	85%	79%
Grand Total	94%	85%	75%	75%	89%	86%	76%	76%	79%	90%	88%	78%	80%	77%	88%	91%	90%	84%	86%	94%	84%

Additional Ridership Data

- Bicycles Carried: 7
- Wheelchair Lift Usage: 8

Compliments/Complaints

- 2 complaints received that the new schedules for Route A do not align with Caltrain's new schedule
    - We had our Route A driver collect information from riders to find out which trains riders are arriving on. We've asked our transit planner to review the rider survey's and schedules to see if changes can be made.
- 1 Complaint that the new Route C schedule does not align with South Bay Caltrain times.
    - Transit planner is reviewing schedules to see if we can make better connections.