



MONTHLY OPERATIONS REPORT

November 2023

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Annual Ridership Summary (YTD)

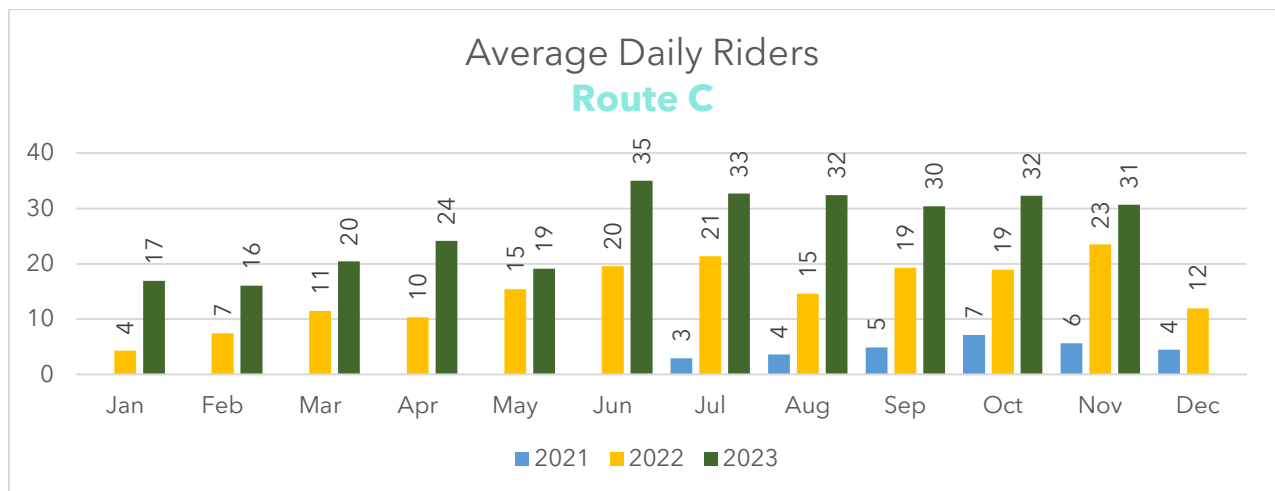
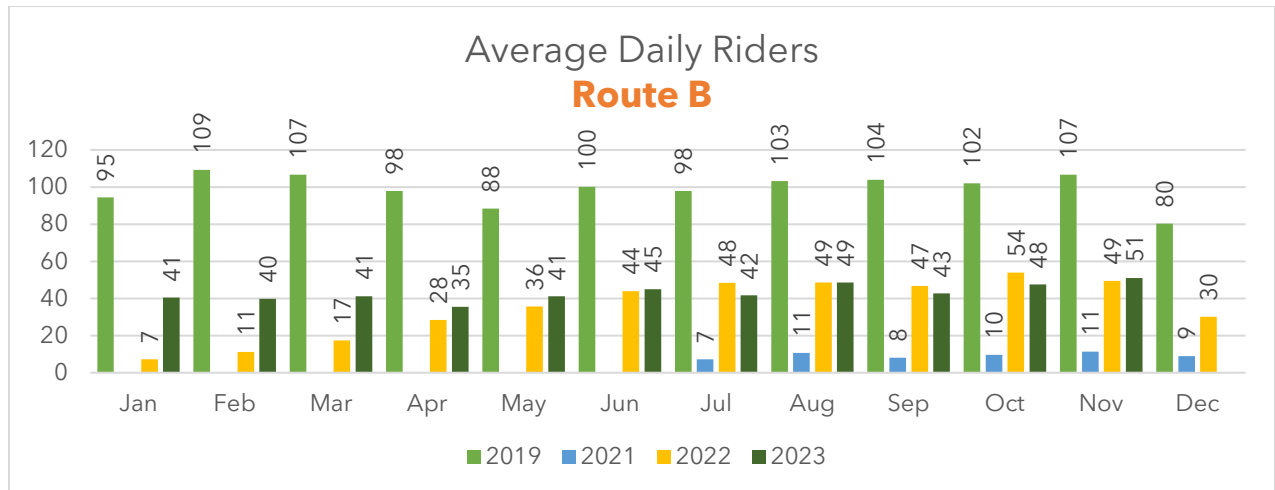
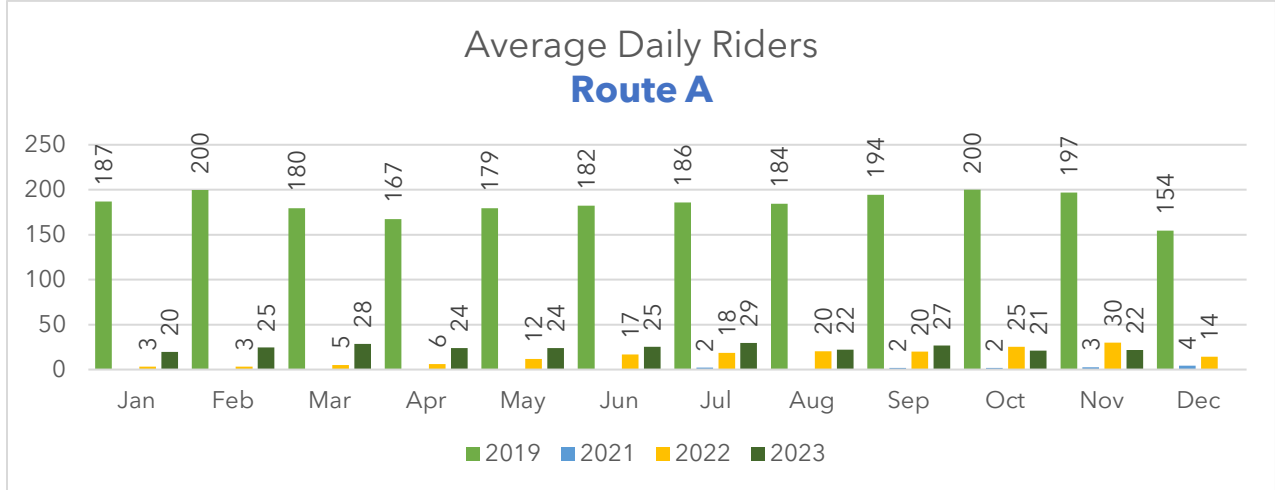
W/ Pre-COVID Baseline Comparison

Placeholder

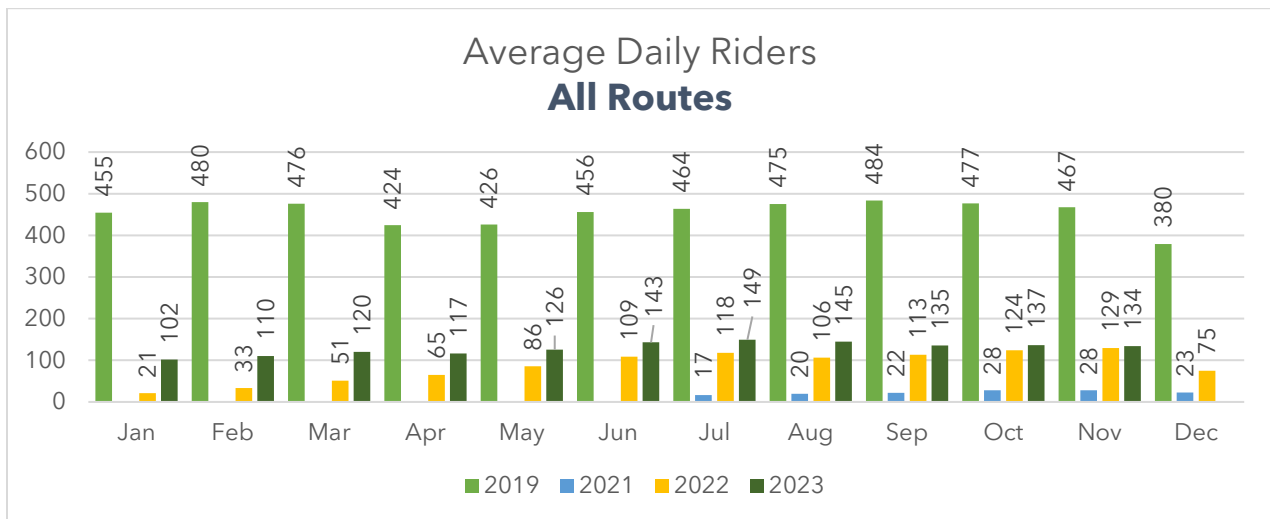
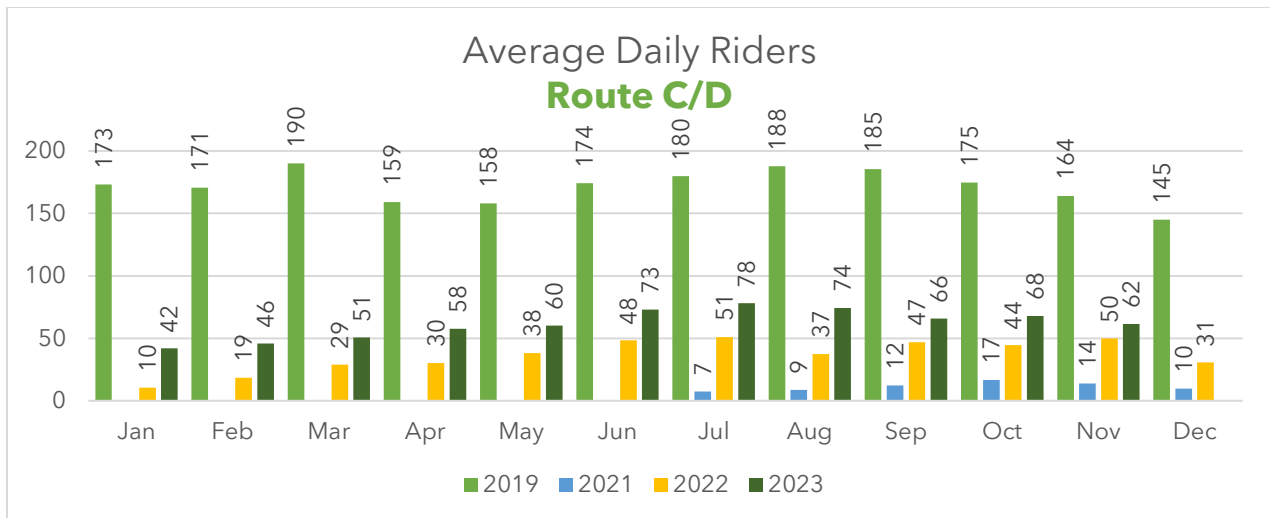
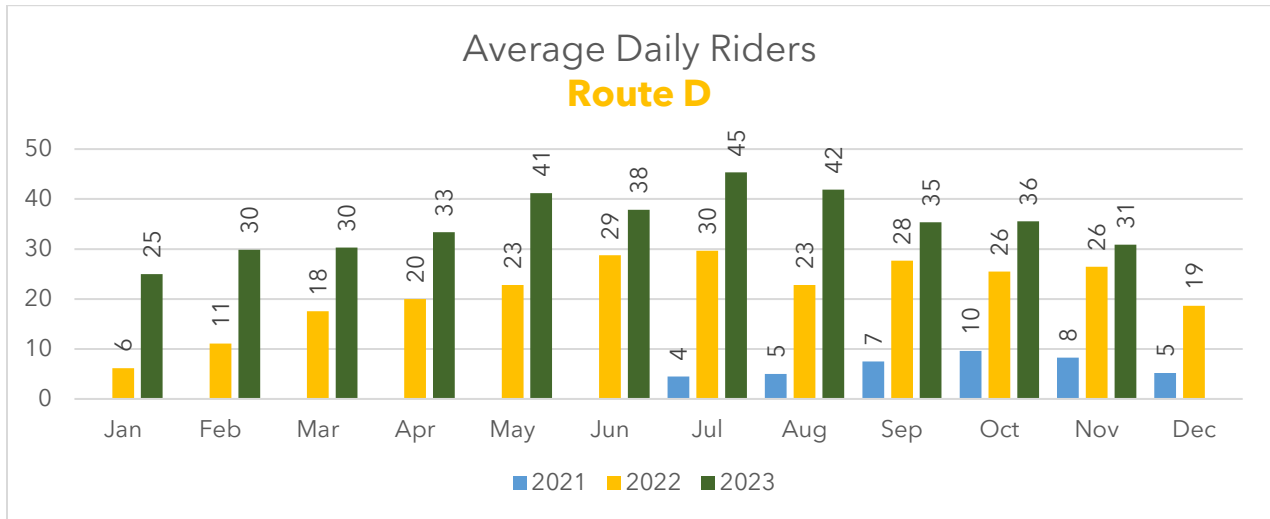
Ridership Summary

In November, the total ridership to date for MVGo was 49% higher than the prior year and is 28% of the pre-pandemic baseline level. Route B continues to have the highest ridership and is currently at 43% of the pre-pandemic baseline.

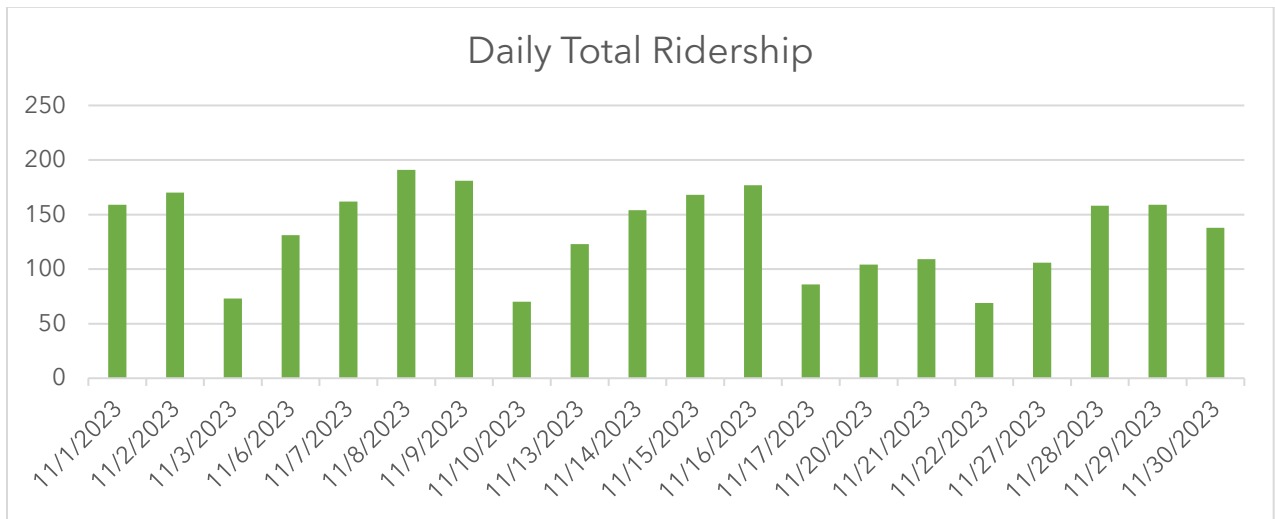
Average Daily Ridership Comparisons (YTD)



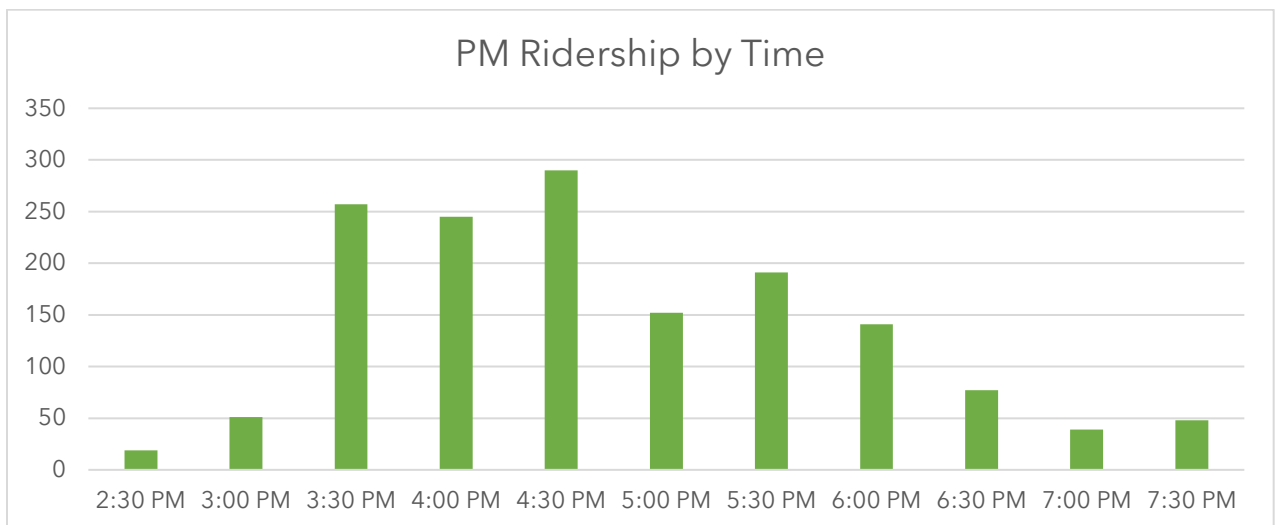
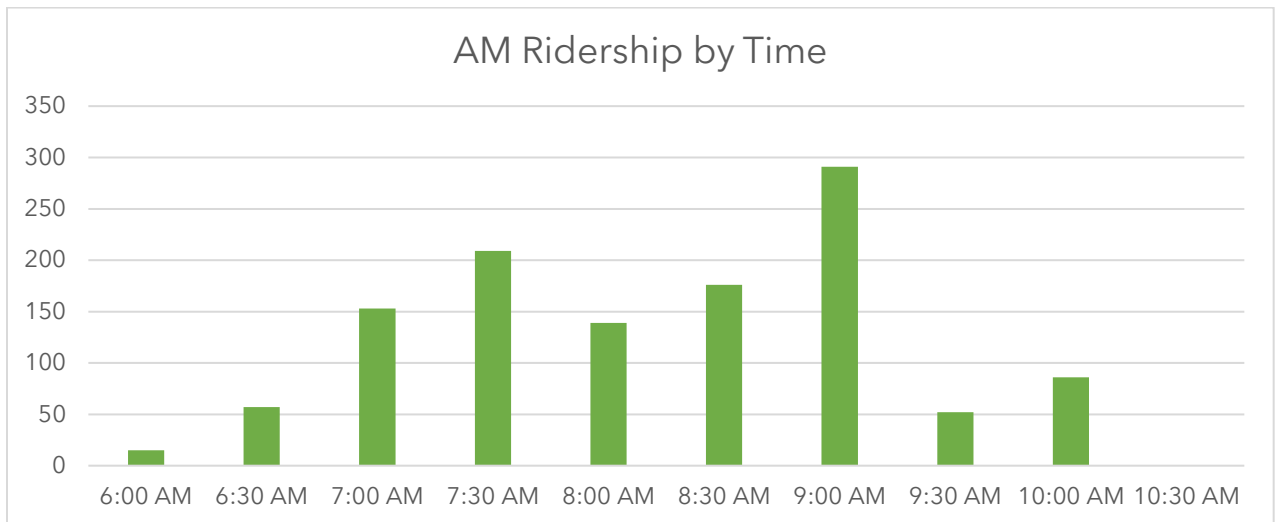
Average Daily Ridership Comparisons (YTD) (cont'd)



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) TP	234	240	474	54.2%
Clyde @ Samsung TP	129	3	132	15.1%
645 Clyde Ave (Samsung) TP	3	96	99	11.3%
Ferry Morse @ E Evelyn	33	42	75	8.6%
313 Fairchild (Google)	12	21	33	3.8%
301 E Evelyn Parking Lot	5	22	27	3.1%
Whisman @ Middlefield TP	13	4	17	1.9%
Middlefield @ Ellis (VTA Light Rail)	8	0	8	0.9%
VTA Middlefield Station	1	6	7	0.8%
Middlefield @ Whisman	0	3	3	0.3%
Total	438	437	875	100.0%

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC) TP	466	603	1069	52.6%
1045 La Avenida (Microsoft) TP	223	121	344	16.9%
Shoreline @ Terra Bella TP	63	52	115	5.7%
Crittenden Lane TP	48	60	108	5.3%
Shoreline @ Terra Bella (SB) TP	62	29	91	4.5%
Shoreline @ Pear (SB)	67	13	80	3.9%
Pear @ Inigo	16	61	77	3.8%
Shoreline @ Pear (NB)	22	31	53	2.6%
Shoreline @ Charleston (NB) TP	11	37	48	2.4%
Shoreline @ Charleston (SB)	42	4	46	2.3%
Total	1020	1011	2031	100.0%

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC) TP	310	251	561	46.1%
Garcia @ Marine (WB)	67	94	161	13.2%
San Antonio @ Miller (SB) TP	62	70	132	10.9%
Charleston & Google (WB) TP	33	86	119	9.8%
Marine @ Casey TP	77	28	105	8.6%
El Camino @ Distel (EB)	50	44	94	7.7%
1950 Charleston	7	15	22	1.8%
Garcia @ Salado (WB)	7	15	22	1.8%
Total	613	603	1216	100.0%

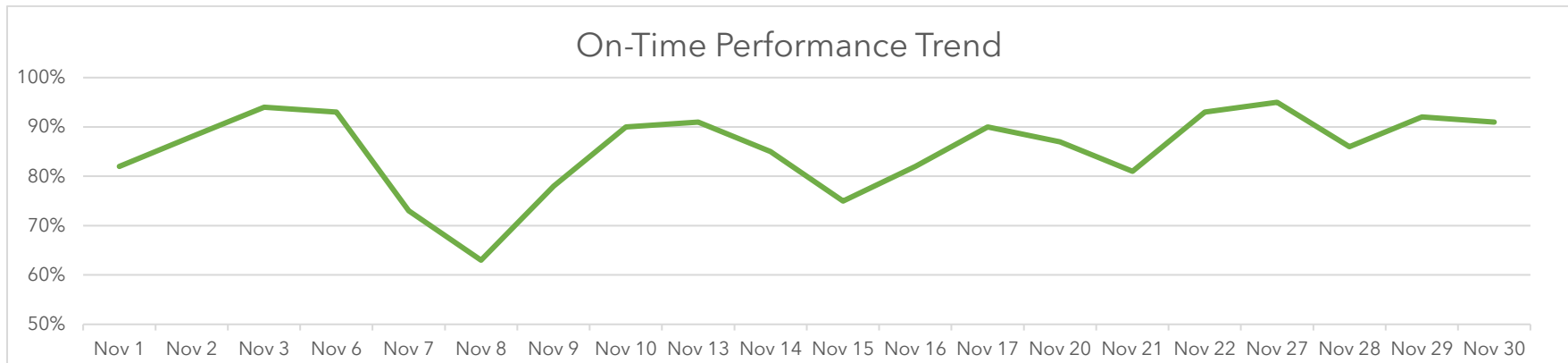
Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC) TP	176	383	559	45.4%
Charleston & Huff TP	127	31	158	12.8%
El Camino @ Distel (WB)	88	60	148	12.0%
Garcia @ Marine (EB)	99	11	110	8.9%
Marine @ Casey TP	40	62	102	8.3%
San Antonio @ Miller (NB) TP	36	41	77	6.3%
San Antonio @ California (NB)	16	13	29	2.4%
Garcia @ Salado (EB)	21	4	25	2.0%
Charleston @ Landings	14	9	23	1.9%
Total	617	614	1231	100.0%

On Time Performance

In November, on time performance for MVgo was **85%**. We are currently looking into improving performance issues on Routes C & D and concurrently conducting a comprehensive review of all route schedules and data to identify additional opportunities for improvement. We plan to have the new schedules implemented mid-January 2024.

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	6	7	8	9	10	13	14	15	16	17	20	21	22	27	28	29	30	Grand Total
MVgo - A AM	94%	100%	94%	94%	76%	41%	94%	100%	100%	100%	100%	100%	82%	100%	100%	94%	100%	88%	100%	100%	93%
MVgo - A PM	85%	100%	100%	100%	100%	90%	100%	100%	100%	100%	95%	100%	100%	100%	100%	100%	100%	95%	100%	100%	98%
MVgo - B AM	89%	89%	100%	95%	71%	77%	76%	97%	97%	95%	77%	95%	94%	100%	95%	98%	95%	84%	89%	95%	90%
MVgo - B PM	79%	89%	97%	97%	57%	32%	57%	83%	86%	71%	67%	65%	89%	60%	60%	88%	99%	92%	99%	92%	78%
MVgo - C AM	91%	82%	100%	100%	82%	85%	97%	97%	97%	100%	88%	97%	94%	100%	100%	100%	94%	97%	94%	97%	95%
MVgo - C PM	62%	79%	81%	83%	55%	55%	69%	79%	74%	62%	64%	79%	93%	90%	71%	90%	86%	71%	93%	81%	76%
MVgo - D AM	85%	97%	97%	82%	94%	76%	85%	91%	97%	91%	91%	85%	97%	85%	91%	94%	94%	85%	97%	97%	91%
MVgo - D PM	83%	78%	80%	90%	85%	70%	88%	85%	90%	90%	55%	65%	70%	90%	68%	85%	95%	78%	73%	78%	80%
Grand Total	82%	88%	94%	93%	73%	63%	78%	90%	91%	85%	75%	82%	90%	87%	81%	93%	95%	86%	92%	91%	85%

Additional Ridership Data

- Bicycles Carried: 10
- Wheelchair Lift Usage: 7

Compliments/Complaints

- 1 compliment about driver Robert Alvarado. Rider said that he was very knowledgeable and pleasant.
- 2 complaints
 - Rider complained that driver had radio loud and when asked to turn it down, he responded unprofessionally and negatively.
 - Driver had several warnings regarding his professionalism and service. He has since been removed from the MVgo service.
 - Rider complained that driver left 2 minutes early from the Samsung stop leaving rider behind.
 - Driver admitted that she was serving the route the wrong direction. She has been coached on the incident.