



# MONTHLY OPERATIONS REPORT

## October 2023

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## Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

ROUTE A											
2023 - Route A	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total to Date
Total Monthly Weekday Ridership	413	470	655	475	529	555	589	506	537	464	5,193
# of Operating Days	21	19	23	20	22	22	20	23	20	22	212
Average Daily Ridership	20	25	28	24	24	25	29	22	27	21	24
% Increase/Decrease from Prior Month	36%	26%	15%	-17%	1%	5%	17%	-25%	22%	-21%	
% Increase/Decrease from Prior Year	482%	628%	475%	290%	105%	52%	60%	8%	35%	-17%	88%
<b>% of Pre COVID Baseline</b>	<b>11%</b>	<b>12%</b>	<b>16%</b>	<b>14%</b>	<b>13%</b>	<b>14%</b>	<b>16%</b>	<b>12%</b>	<b>14%</b>	<b>11%</b>	<b>13%</b>

ROUTE B											
2023 - Route B	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total to Date
Total Monthly Weekday Ridership	851	756	948	709	906	991	833	1,119	853	1,047	9,013
# of Operating Days	21	19	23	20	22	22	20	23	20	22	212
Average Daily Ridership	41	40	41	35	41	45	42	49	43	48	43
% Increase/Decrease from Prior Month	34%	-2%	4%	-14%	16%	9%	-8%	17%	-12%	12%	
% Increase/Decrease from Prior Year	467%	258%	138%	25%	16%	2%	-14%	0%	-9%	-12%	24%
<b>% of Pre COVID Baseline</b>	<b>43%</b>	<b>36%</b>	<b>39%</b>	<b>36%</b>	<b>47%</b>	<b>45%</b>	<b>43%</b>	<b>47%</b>	<b>41%</b>	<b>47%</b>	<b>42%</b>

ROUTE C & D											
2023 - Route C	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total to Date
Total Monthly Ridership	355	305	470	483	420	770	654	746	608	711	5,522
# of Operating Days	21	19	23	20	22	22	20	23	20	22	212
Average Daily Ridership	17	16	20	24	19	35	33	32	30	32	26
% Increase/Decrease from Prior Month	41%	-5%	27%	18%	-21%	83%	-7%	-1%	-6%	6%	
% Increase/Decrease from Prior Year	294%	115%	78%	134%	24%	79%	53%	123%	58%	71%	83%
2023 - Route D	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total to Date
Total Monthly Ridership	525	567	697	667	906	833	907	964	707	782	7,555
# of Operating Days	21	19	23	20	22	22	20	23	20	22	212
Average Daily Ridership	25	30	30	33	41	38	45	42	35	36	36
% Increase/Decrease from Prior Month	34%	19%	2%	10%	23%	-8%	20%	-8%	-16%	1%	
% Increase/Decrease from Prior Year	307%	169%	73%	67%	81%	32%	53%	84%	28%	39%	68%
2023 - Route C/D Combined	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total to Date
Total Monthly Ridership	880	872	1,167	1,150	1,326	1,603	1,561	1,710	1,315	1,493	13,077
# of Operating Days	21	19	23	20	22	22	20	23	20	22	212
Average Daily Ridership	42	46	51	58	60	73	78	74	66	68	62
% Increase/Decrease from Prior Month	37%	10%	11%	13%	5%	21%	7%	-5%	-12%	3%	
% Increase/Decrease from Prior Year	302%	147%	75%	90%	58%	51%	53%	99%	40%	53%	74%

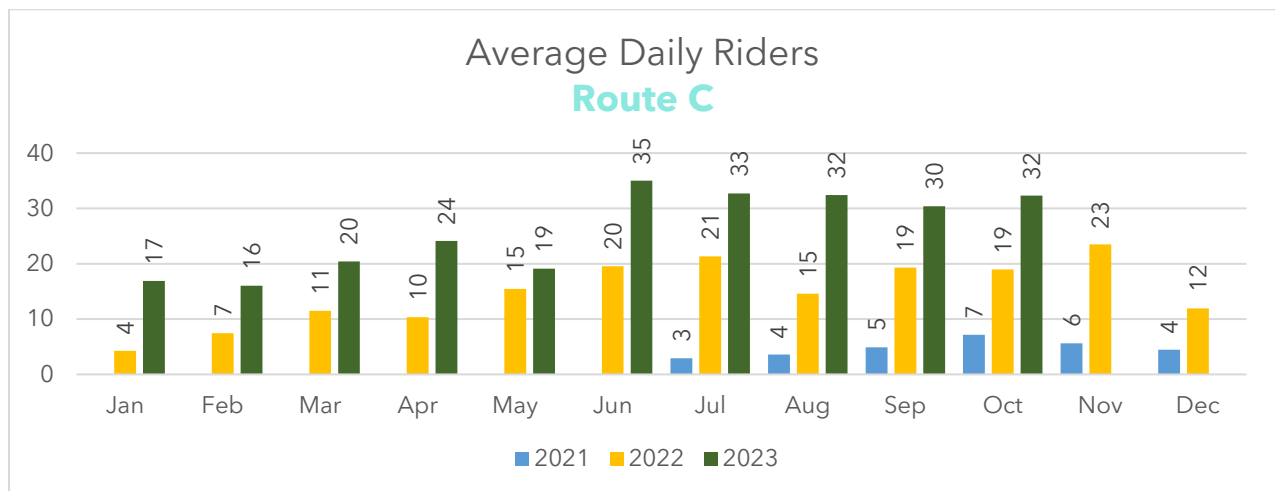
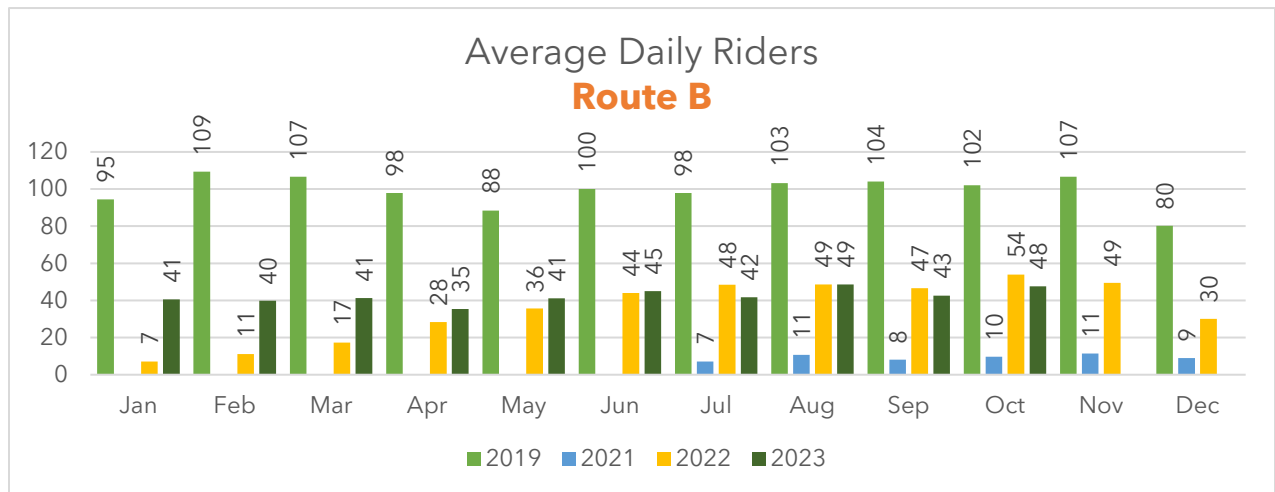
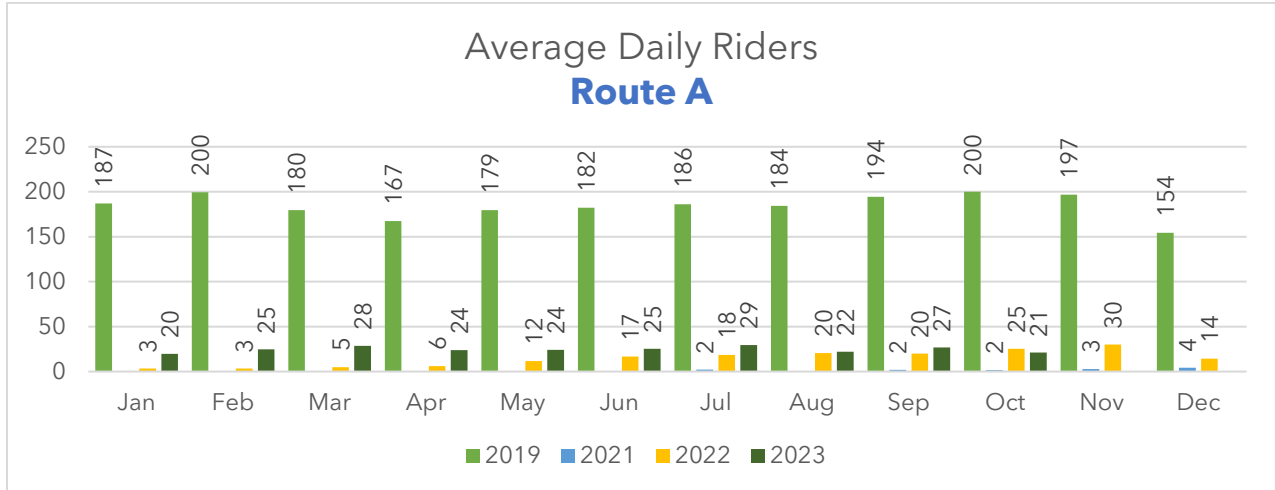
ALL ROUTES											
2023 - COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
Total Monthly Ridership	2,144	2,098	2,770	2,334	2,761	3,149	2,983	3,335	2,705	3,004	27,283
# of Operating Days	21	19	23	20	22	22	20	23	20	22	212
Average Daily Ridership	102	110	120	117	126	143	149	145	135	137	129
% Increase/Decrease from Prior Month	36%	8%	9%	-3%	8%	14%	4%	-3%	-7%	1%	
% Increase/Decrease from Prior Year	387%	234%	135%	80%	47%	31%	27%	36%	19%	10%	56%
<b>% of Pre COVID Baseline</b>	<b>22%</b>	<b>23%</b>	<b>25%</b>	<b>27%</b>	<b>29%</b>	<b>31%</b>	<b>32%</b>	<b>31%</b>	<b>28%</b>	<b>29%</b>	<b>28%</b>

**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

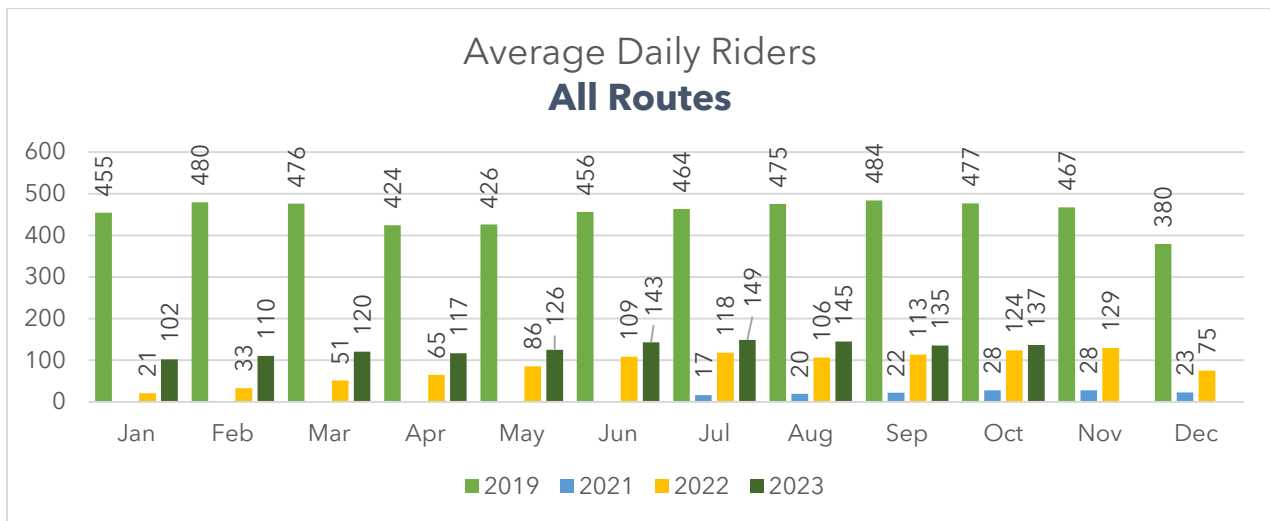
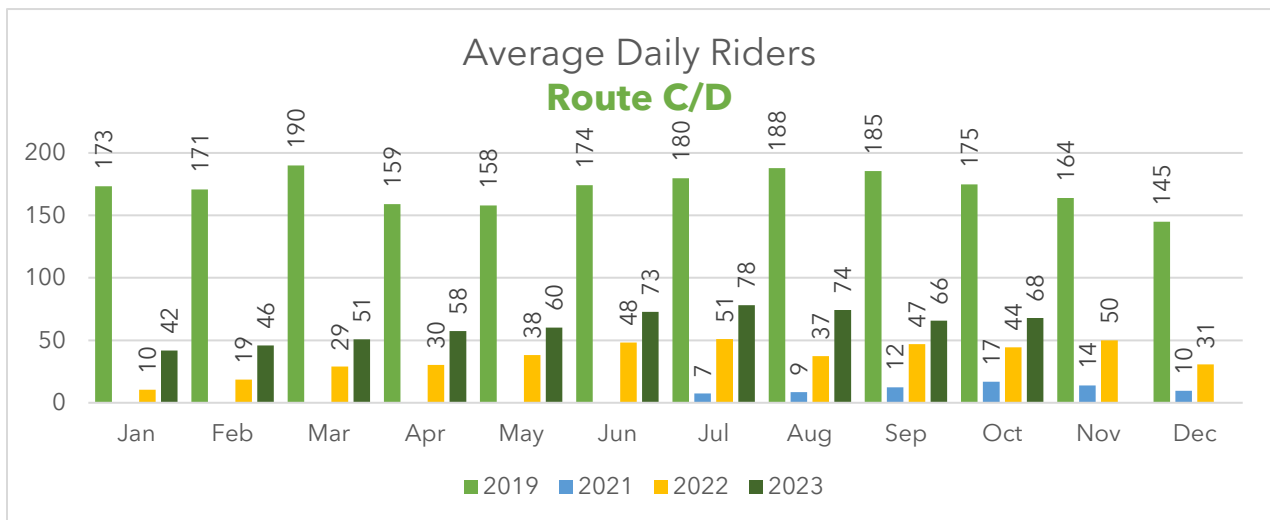
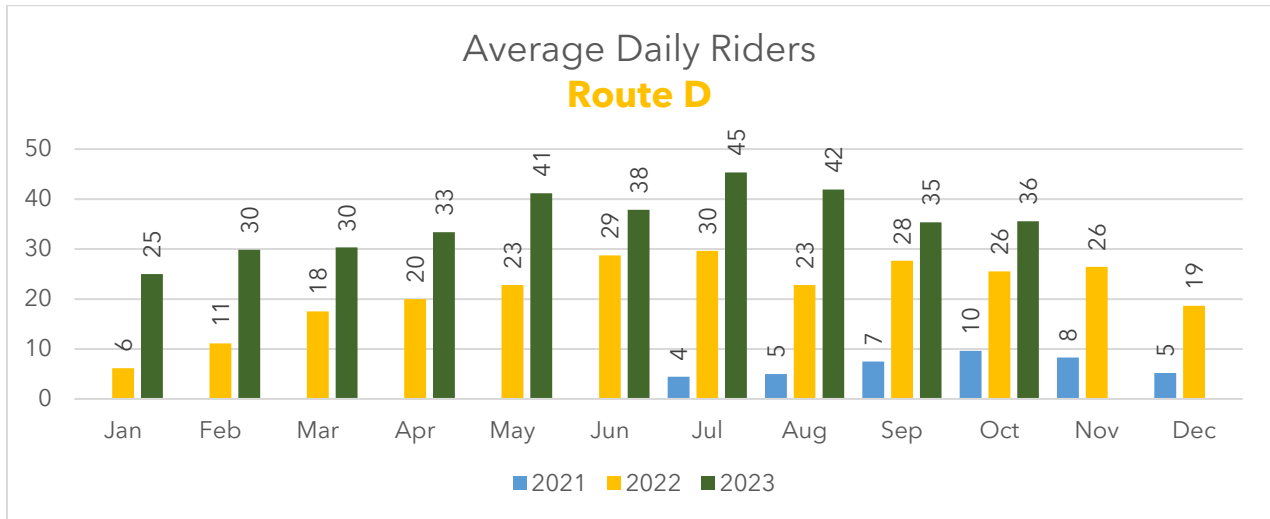
# Ridership Summary

In October, the total ridership to date for MVgo was 56% 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 42% of the pre-pandemic baseline. Route A had the lowest ridership, but the largest increase from the prior year at 88%.

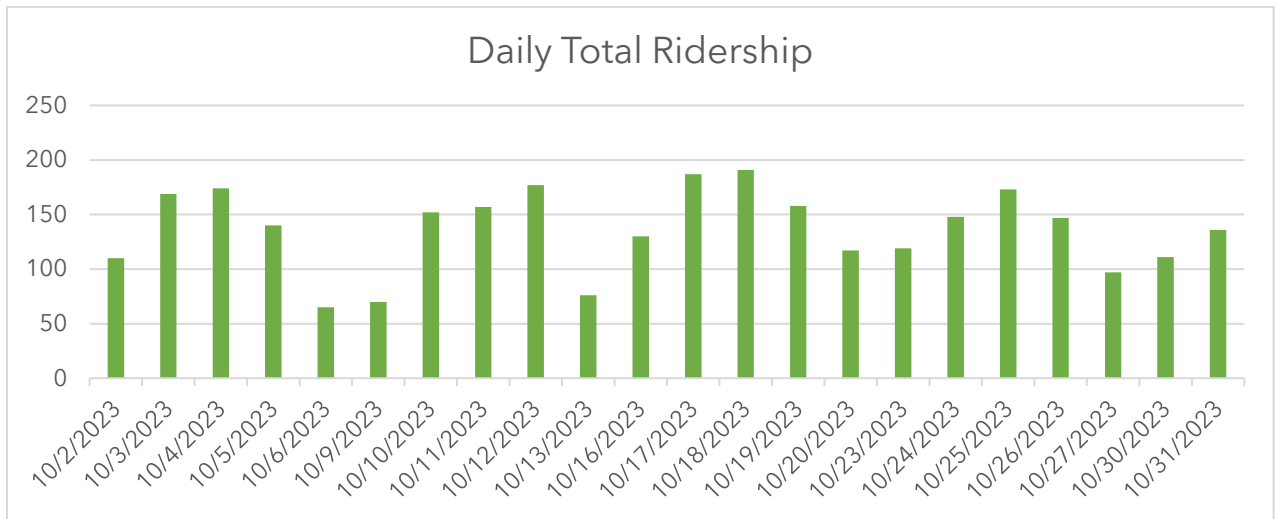
## Average Daily Ridership Comparisons (YTD)



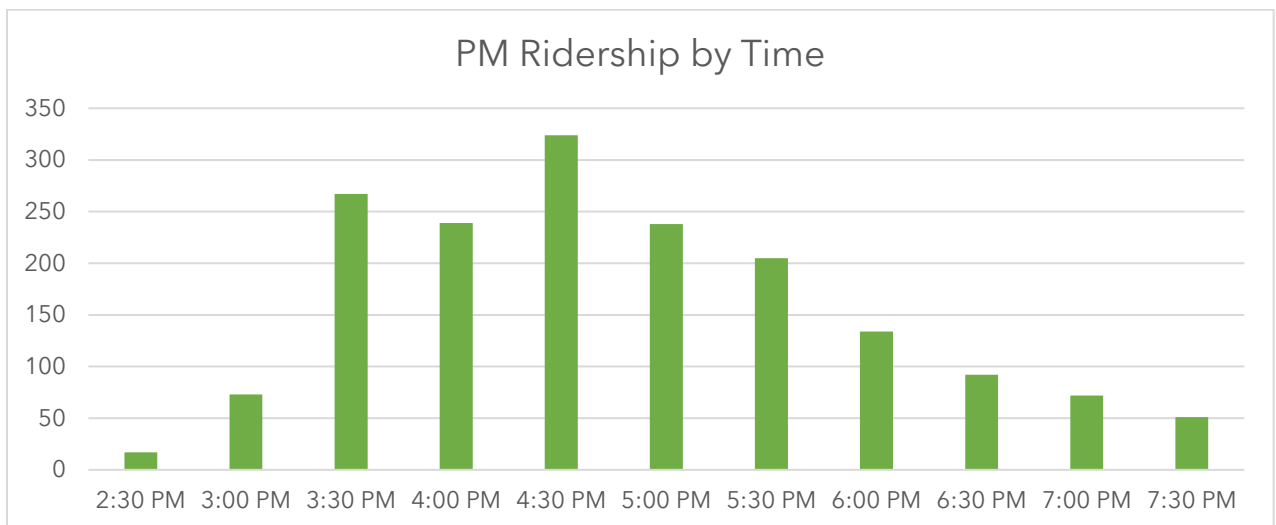
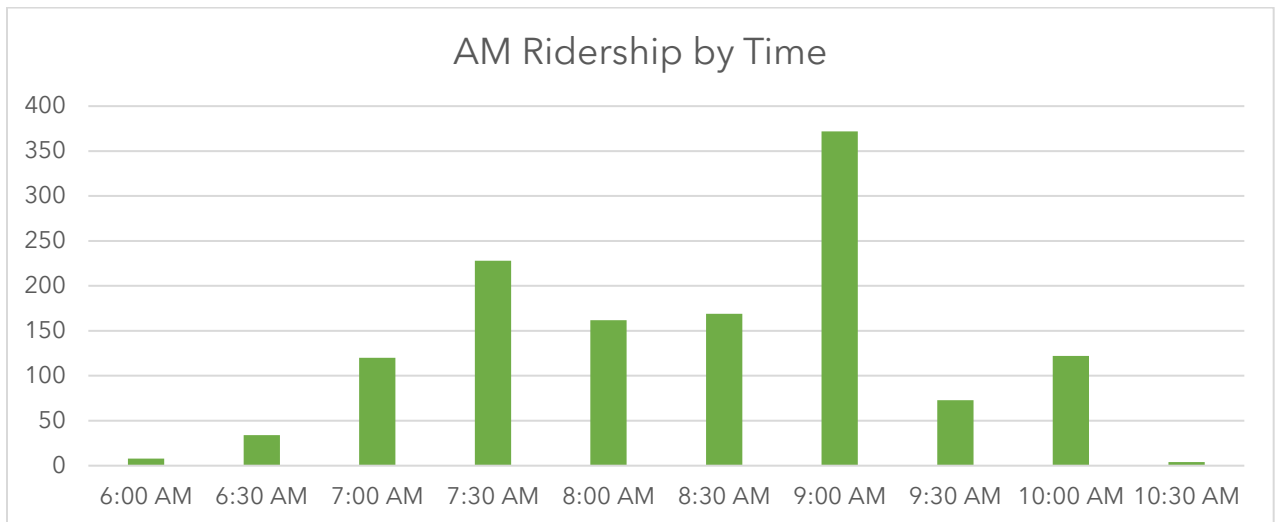
## Average Daily Ridership Comparisons (YTD) (cont'd)



## 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)	267	225	492	53.2%
645 Clyde Ave (Samsung)	8	120	128	13.8%
Clyde @ Samsung	116	0	116	12.5%
Ferry Morse @ E Evelyn	25	39	64	6.9%
301 E Evelyn Parking Lot	3	33	36	3.9%
Middlefield @ Ellis (VTA Light Rail)	21	1	22	2.4%
313 Fairchild (Google)	9	12	21	2.3%
Whisman @ Middlefield	6	9	15	1.6%
VTA Middlefield Station	1	12	13	1.4%
468 Ellis St (Google QD3)	7	2	9	1.0%
Middlefield @ Whisman	1	8	9	1.0%
<b>Total</b>	<b>464</b>	<b>461</b>	<b>925</b>	<b>100.0%</b>

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC)	447	583	1030	49.2%
1045 La Avenida (Microsoft)	237	155	392	18.7%
Crittenden Lane	75	89	164	7.8%
Shoreline @ Terra Bella	51	61	112	5.4%
Shoreline @ Terra Bella (SB)	65	36	101	4.8%
Shoreline @ Pear (SB)	75	11	86	4.1%
Pear @ Inigo	33	51	84	4.0%
Shoreline @ Charleston (SB)	50	9	59	2.8%
Shoreline @ Pear (NB)	14	29	43	2.1%
Shoreline @ Charleston (NB)	0	22	22	1.1%
<b>Total</b>	<b>1047</b>	<b>1046</b>	<b>2093</b>	<b>100.0%</b>

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC)	377	216	593	42.4%
Garcia @ Marine (WB)	86	150	236	16.9%
San Antonio @ Miller (SB)	60	90	150	10.7%
Charleston & Google (WB)	31	105	136	9.7%
El Camino @ Distel (EB)	58	57	115	8.2%
Marine @ Casey	89	25	114	8.2%
Garcia @ Salado (WB)	5	23	28	2.0%
1950 Charleston	5	21	26	1.9%
<b>Total</b>	<b>711</b>	<b>687</b>	<b>1398</b>	<b>100.0%</b>

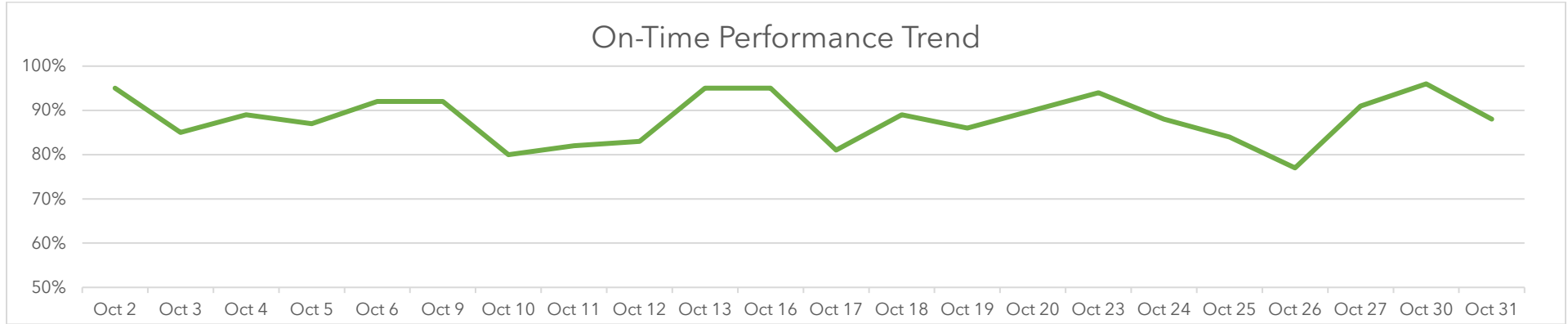
Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC)	222	542	764	49.0%
El Camino @ Distel (WB)	118	74	192	12.3%
Garcia @ Marine (EB)	155	13	168	10.8%
Charleston & Huff	118	48	166	10.7%
Marine @ Casey	49	65	114	7.3%
San Antonio @ Miller (NB)	33	21	54	3.5%
San Antonio @ California (NB)	26	10	36	2.3%
Garcia @ Salado (EB)	35	1	36	2.3%
Charleston @ Landings	26	2	28	1.8%
<b>Total</b>	<b>782</b>	<b>776</b>	<b>1558</b>	<b>100.0%</b>

# On Time Performance

In October, on time performance for MVgo was **88%**. We are currently looking into improving performance issues on Routes C & D, concurrently conducting a comprehensive review of all route schedules and data to identify additional opportunities for improvement.

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	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30	31	Grand Total
MVgo - A AM	76%	88%	94%	71%	65%	94%	53%	100%	100%	100%	91%	100%	100%	55%	100%	100%	100%	100%	91%	100%	91%	91%	88%
MVgo - A PM	93%	100%	100%	100%	96%	93%	100%	100%	100%	100%	100%	100%	100%	80%	80%	95%	100%	100%	95%	100%	100%	100%	97%
MVgo - B AM	98%	90%	94%	86%	96%	94%	86%	92%	90%	98%	98%	94%	94%	88%	96%	100%	98%	90%	94%	98%	100%	94%	94%
MVgo - B PM	100%	92%		97%	97%	89%	75%	93%	79%	97%	100%	85%	84%	93%	97%	97%	97%		54%	97%	100%	84%	90%
MVgo - B PM Concert			84%															68%					76%
MVgo - C AM	100%	100%	97%	88%	100%	94%	85%	91%	94%	100%	100%	79%	94%	91%	97%	97%	97%	88%	97%	94%	94%	94%	94%
MVgo - C PM	81%	57%		64%	95%	88%	69%	43%	50%	86%	76%	62%	64%	74%	83%	79%	48%		48%	69%	93%	71%	70%
MVgo - C PM Concert			68%															95%					82%
MVgo - D AM	97%	74%	85%	91%	91%	94%	85%	88%	94%	94%	97%	74%	94%	97%	94%	91%	91%	91%	97%	97%	94%	94%	91%
MVgo - D PM	100%	85%	83%	93%	83%	98%	78%	60%	75%	90%	93%	73%	98%	85%	75%	93%	85%	73%	73%	83%	90%	85%	84%
Grand Total	95%	85%	89%	87%	92%	92%	80%	82%	83%	95%	95%	81%	89%	86%	90%	94%	88%	84%	77%	91%	96%	88%	88%



## Additional Ridership Data

- Bicycles Carried: 13
- Wheelchair Lift Usage: 8

## Compliments/Complaints

- 1 Complaint that the new Route C & D schedules do not align with some bullet trains.
  - This will be corrected in the new schedules