



# MONTHLY OPERATIONS REPORT

## December 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



Annual Ridership Summary (YTD)  
w/ Pre-COVID Baseline Comparison

ROUTE A													
2023 - Route A	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Weekday Ridership	413	470	655	475	529	555	589	506	537	464	438	314	5,945
# of Operating Days	21	19	23	20	22	22	20	23	20	22	20	19	251
Average Daily Ridership	20	25	28	24	24	25	29	22	27	21	22	17	24
% Increase/Decrease from Prior Month	36%	26%	15%	-17%	1%	5%	17%	-25%	22%	-21%	4%	-25%	
% Increase/Decrease from Prior Year	482%	628%	475%	290%	105%	52%	60%	8%	35%	-17%	-27%	15%	63%
<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>11%</b>	<b>11%</b>	<b>13%</b>

ROUTE B													
2023 - Route B	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Weekday Ridership	851	756	948	709	906	991	833	1,119	853	1,047	1,020	737	10,770
# of Operating Days	21	19	23	20	22	22	20	23	20	22	20	19	251
Average Daily Ridership	41	40	41	35	41	45	42	49	43	48	51	39	43
% Increase/Decrease from Prior Month	34%	-2%	4%	-14%	16%	9%	-8%	17%	-12%	12%	7%	-24%	
% Increase/Decrease from Prior Year	467%	258%	138%	25%	16%	2%	-14%	0%	-9%	-12%	3%	29%	22%
<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>48%</b>	<b>48%</b>	<b>43%</b>

ROUTE C & D													
2023 - Route C	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Ridership	355	305	470	483	420	770	654	746	608	711	613	475	6,610
# of Operating Days	21	19	23	20	22	22	20	23	20	22	20	19	251
Average Daily Ridership	17	16	20	24	19	35	33	32	30	32	31	25	26
% Increase/Decrease from Prior Month	41%	-5%	27%	18%	-21%	83%	-7%	-1%	-6%	6%	-5%	-18%	
% Increase/Decrease from Prior Year	294%	115%	78%	134%	24%	79%	53%	123%	58%	71%	31%	109%	78%
2023 - Route D	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Ridership	525	567	697	667	906	833	907	964	707	782	617	421	8,593
# of Operating Days	21	19	23	20	22	22	20	23	20	22	20	19	251
Average Daily Ridership	25	30	30	33	41	38	45	42	35	36	31	22	34
% Increase/Decrease from Prior Month	34%	19%	2%	10%	23%	-8%	20%	-8%	-16%	1%	-13%	-28%	
% Increase/Decrease from Prior Year	307%	169%	73%	67%	81%	32%	53%	84%	28%	39%	17%	19%	60%
2023 - Route C/D Combined	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Ridership	880	872	1,167	1,150	1,326	1,603	1,561	1,710	1,315	1,493	1,230	896	15,203
# of Operating Days	21	19	23	20	22	22	20	23	20	22	20	19	251
Average Daily Ridership	42	46	51	58	60	73	78	74	66	68	62	47	61
% Increase/Decrease from Prior Month	37%	10%	11%	13%	5%	21%	7%	-5%	-12%	3%	-9%	-23%	
% Increase/Decrease from Prior Year	302%	147%	75%	90%	58%	51%	53%	99%	40%	53%	23%	54%	67%
<b>% of Pre COVID Baseline</b>	<b>24%</b>	<b>27%</b>	<b>27%</b>	<b>36%</b>	<b>38%</b>	<b>42%</b>	<b>43%</b>	<b>40%</b>	<b>35%</b>	<b>39%</b>	<b>38%</b>	<b>33%</b>	<b>35%</b>

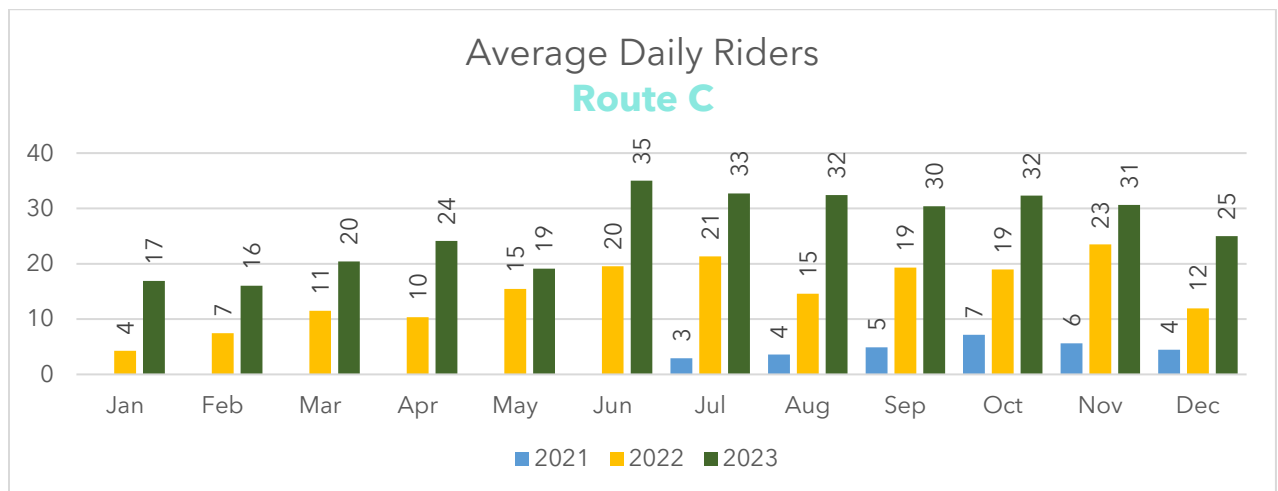
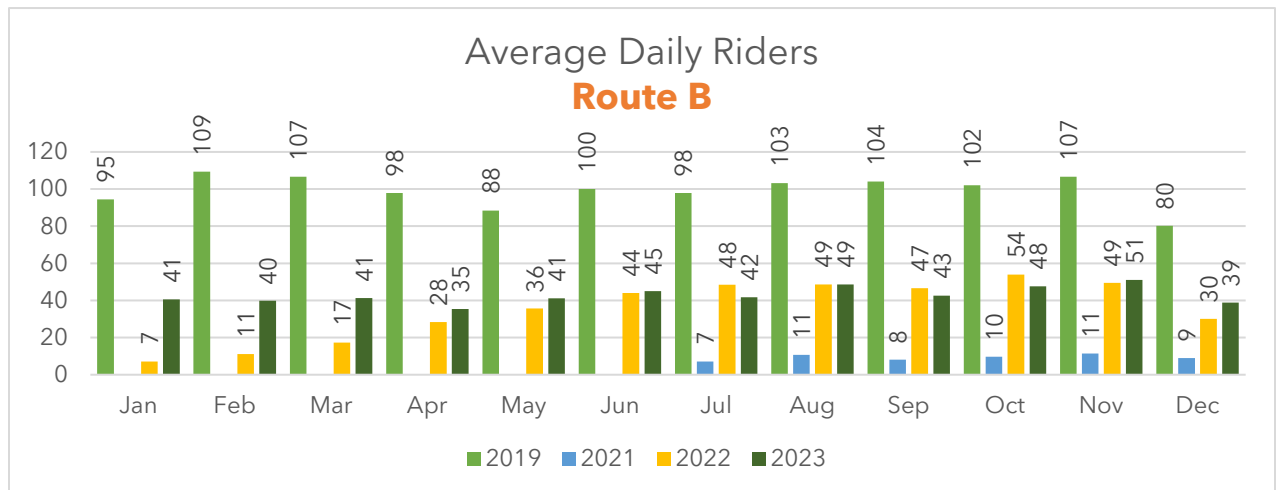
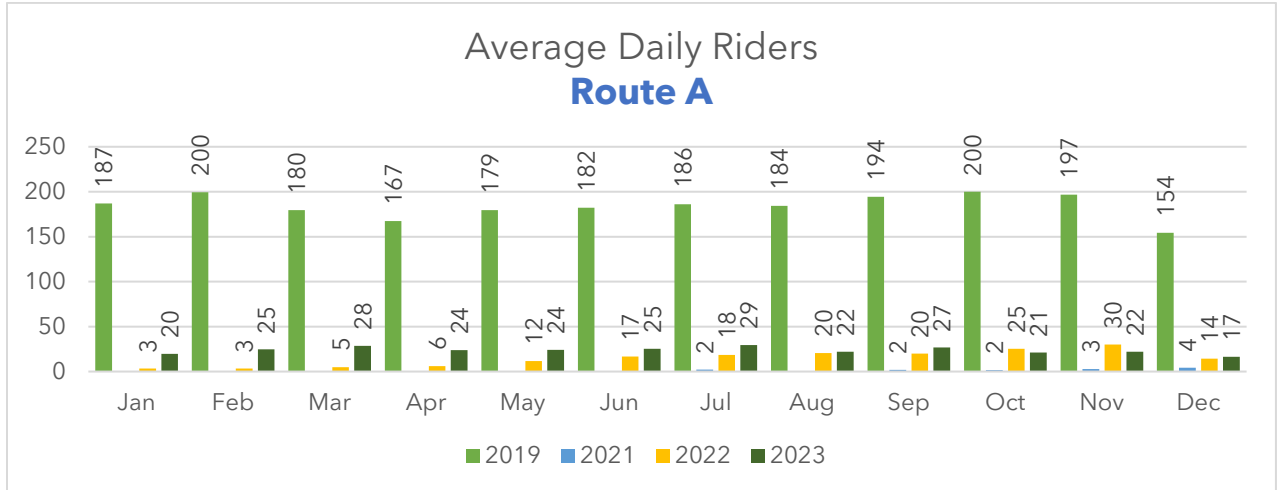
ALL ROUTES													
2023 - COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Monthly Ridership	2,144	2,098	2,770	2,334	2,761	3,149	2,983	3,335	2,705	3,004	2,688	1,947	31,918
# of Operating Days	21	19	23	20	22	22	20	23	20	22	20	19	251
Average Daily Ridership	102	110	120	117	126	143	149	145	135	137	134	102	127
% Increase/Decrease from Prior Month	36%	8%	9%	-3%	8%	14%	4%	-3%	-7%	1%	-2%	-24%	
% Increase/Decrease from Prior Year	387%	234%	135%	80%	47%	31%	27%	36%	19%	10%	4%	36%	48%
<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>29%</b>	<b>27%</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

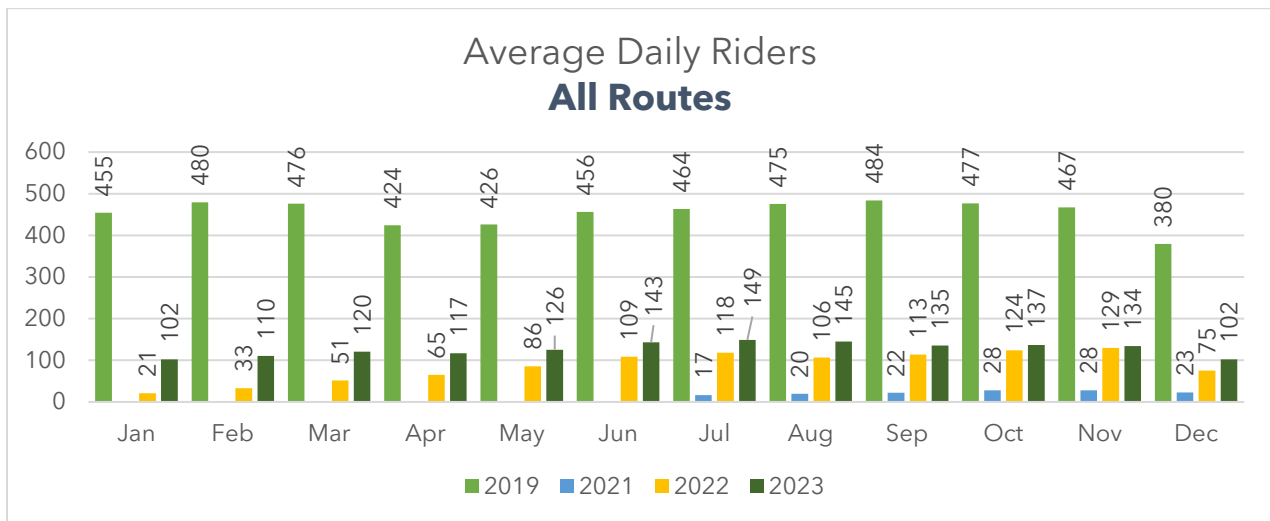
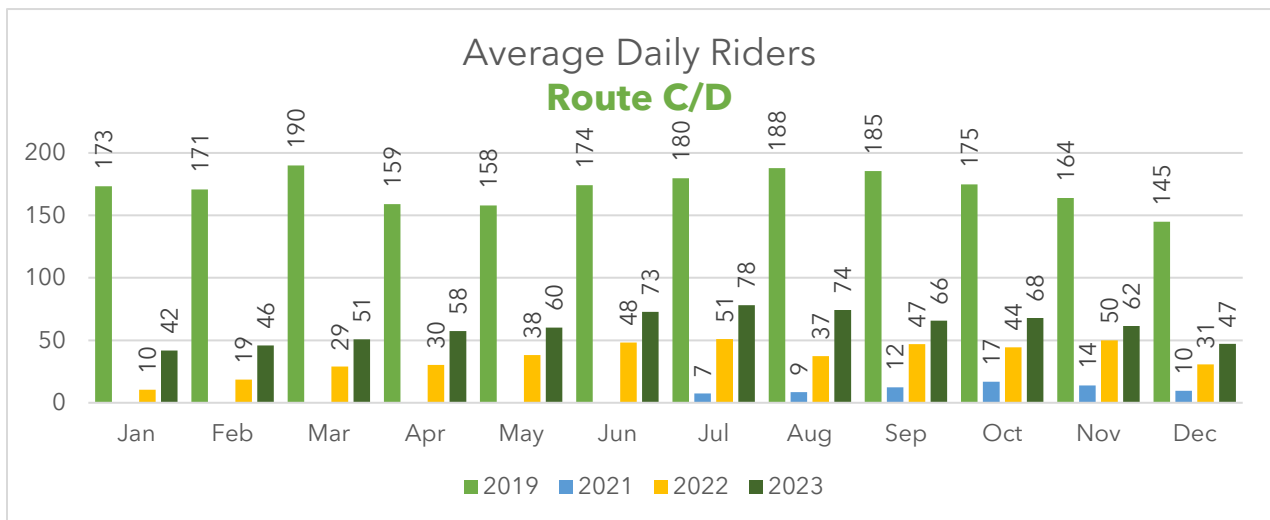
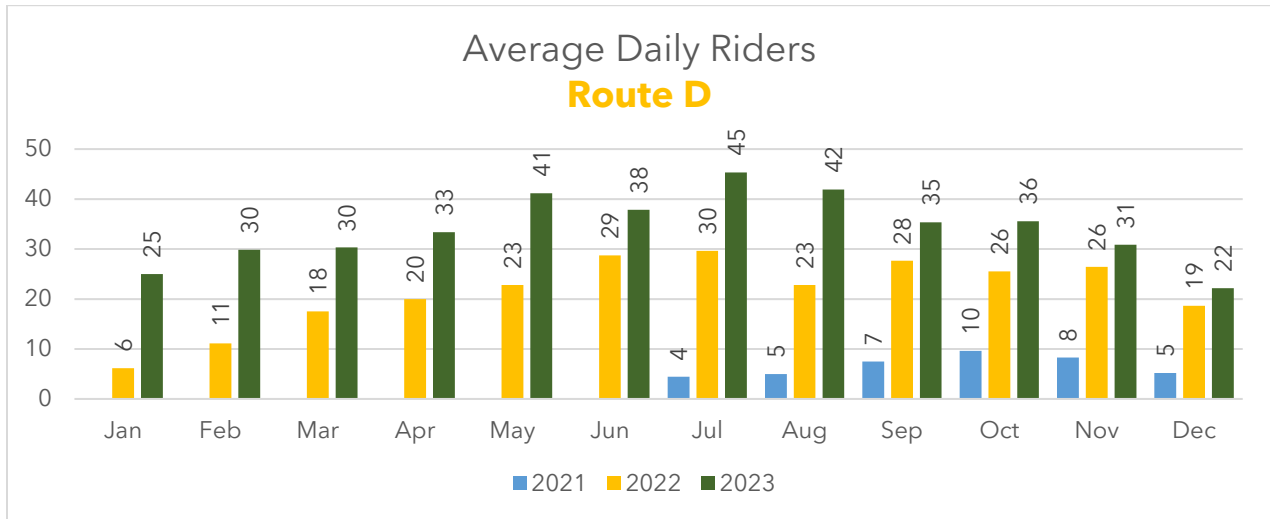
# Ridership Summary

MVgo's total ridership in 2023 was 48% higher than 2022 and is 28% of the pre-pandemic service level. In 2023, Route B had the highest ridership and is 43% of the pre-pandemic service level. Routes A, C & D ridership increased 60%-78% since 2022.

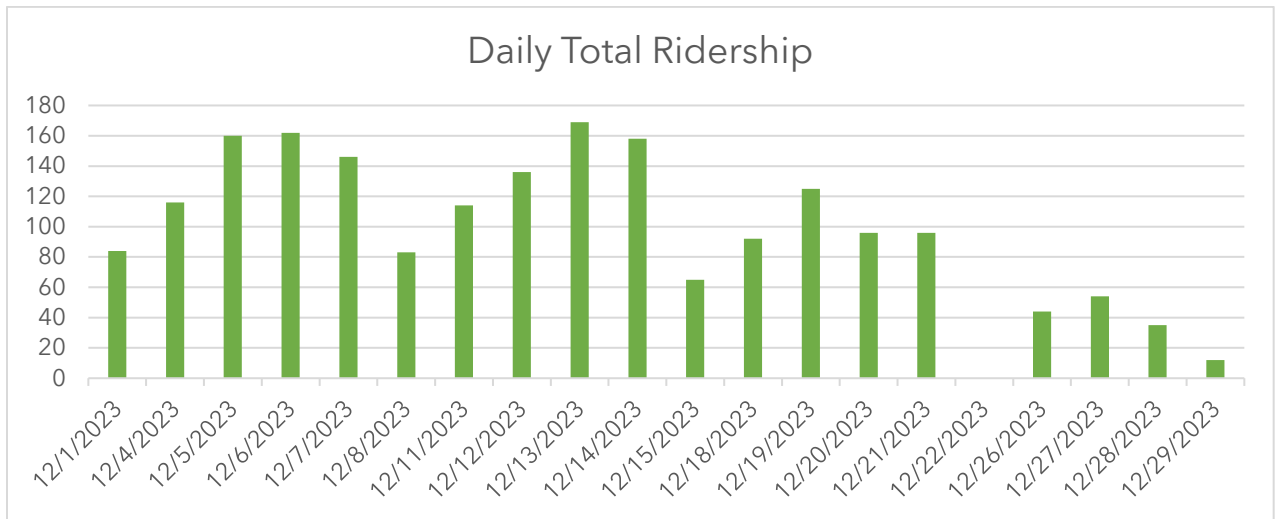
## Average Daily Ridership Comparisons (YTD)



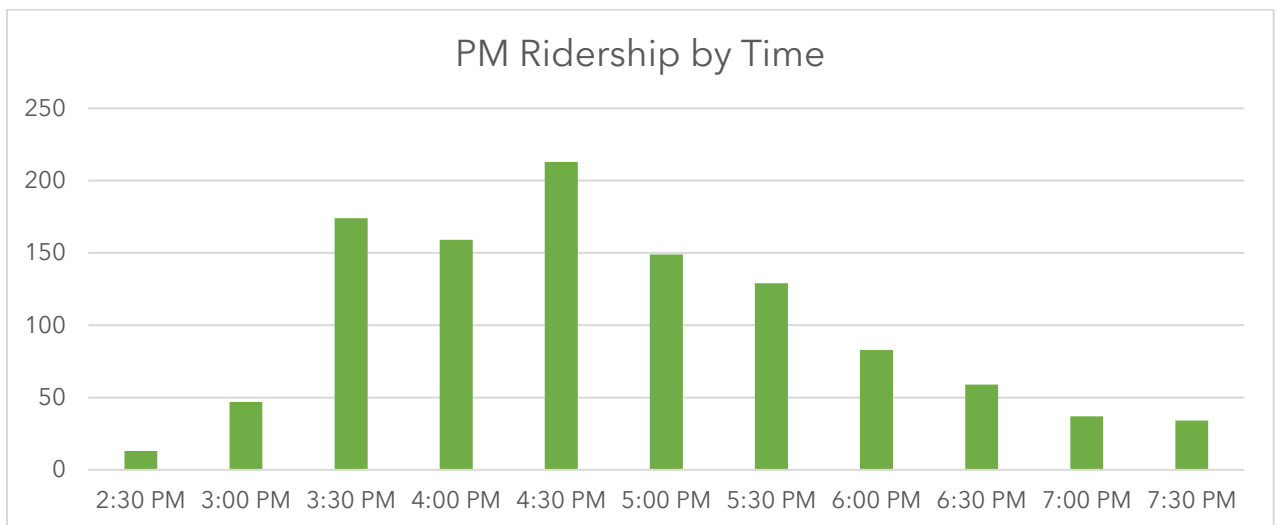
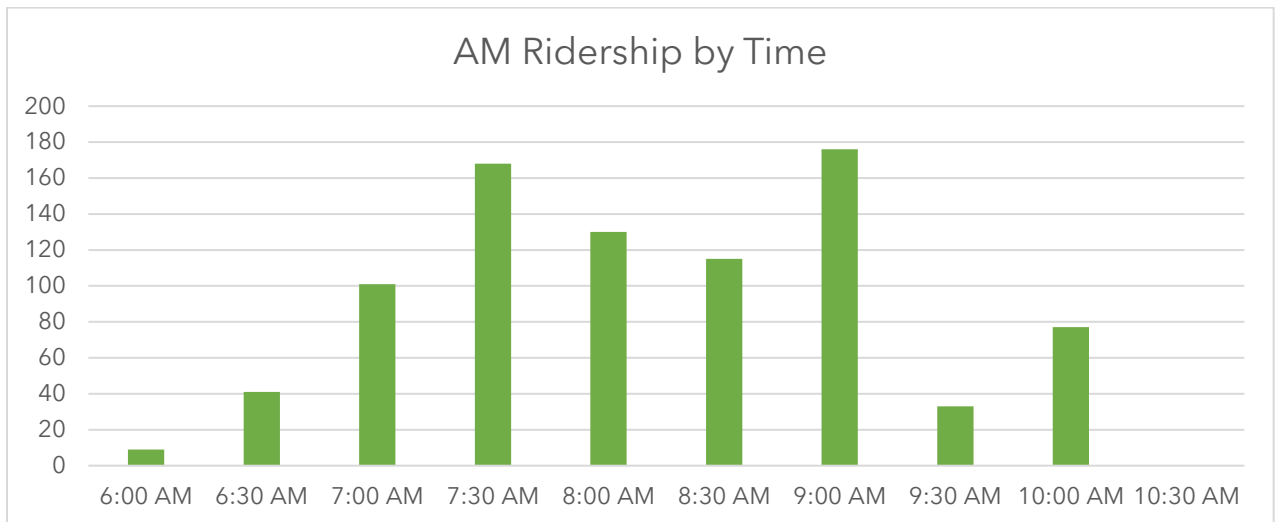
## Average Daily Ridership Comparisons (YTD) (cont'd)



## 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	175	160	335	53.3%
Clyde @ Samsung TP	84	7	91	14.5%
645 Clyde Ave (Samsung) TP	7	68	75	11.9%
Ferry Morse @ E Evelyn	20	22	42	6.7%
313 Fairchild (Google)	11	29	40	6.4%
Whisman @ Middlefield TP	11	8	19	3.0%
301 E Evelyn Parking Lot	2	15	17	2.7%
Middlefield @ Ellis (VTA Light Rail)	4	0	4	0.6%
Middlefield @ Whisman	0	4	4	0.6%
VTA Middlefield Station	0	1	1	0.2%
<b>Total</b>	<b>314</b>	<b>314</b>	<b>628</b>	<b>100.0%</b>

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC) TP	350	374	724	49.4%
1045 La Avenida (Microsoft) TP	109	85	194	13.2%
Pear @ Inigo	32	61	93	6.3%
Shoreline @ Terra Bella TP	54	37	91	6.2%
Crittenden Lane TP	39	46	85	5.8%
Shoreline @ Pear (SB)	71	9	80	5.5%
Shoreline @ Terra Bella (SB) TP	27	38	65	4.4%
Shoreline @ Pear (NB)	16	41	57	3.9%
Shoreline @ Charleston (SB)	35	11	46	3.1%
Shoreline @ Charleston (NB) TP	4	28	32	2.2%
<b>Total</b>	<b>737</b>	<b>730</b>	<b>1467</b>	<b>100.0%</b>

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC) TP	244	195	439	46.5%
Garcia @ Marine (WB)	50	83	133	14.1%
Marine @ Casey TP	76	24	100	10.6%
San Antonio @ Miller (SB) TP	42	45	87	9.2%
El Camino @ Distel (EB)	38	46	84	8.9%
Charleston & Google (WB) TP	21	52	73	7.7%
Garcia @ Salado (WB)	3	14	17	1.8%
1950 Charleston	1	11	12	1.3%
<b>Total</b>	<b>475</b>	<b>470</b>	<b>945</b>	<b>100.0%</b>

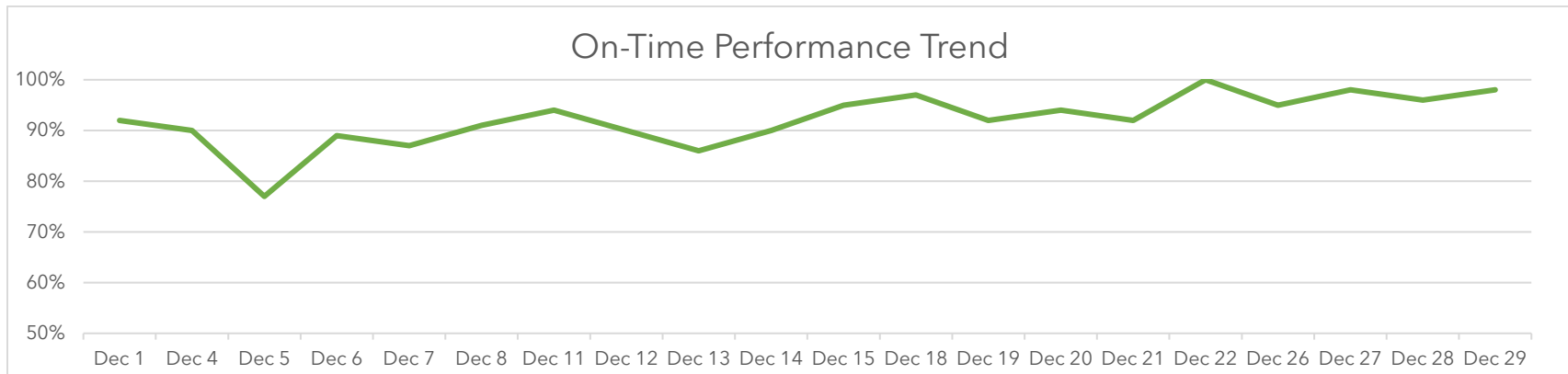
Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center (MVTC) TP	130	257	387	46.0%
El Camino @ Distel (WB)	57	46	103	12.2%
Charleston & Huff TP	70	25	95	11.3%
Marine @ Casey TP	26	48	74	8.8%
Garcia @ Marine (EB)	71	3	74	8.8%
San Antonio @ Miller (NB) TP	20	15	35	4.2%
Garcia @ Salado (EB)	23	3	26	3.1%
San Antonio @ California (NB)	13	11	24	2.9%
Charleston @ Landings	11	13	24	2.9%
<b>Total</b>	<b>421</b>	<b>421</b>	<b>842</b>	<b>100.0%</b>

## On Time Performance

In December, on time performance for MVgo was **92%**. We have concluded our review of the schedules and on-time performance data and have made both minor and significant revisions to all route schedules. We will have the Shuttle Committee review the new schedules and move forward with prepping our communications.

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	4	5	6	7	8	11	12	13	14	15	18	19	20	21	22	26	27	28	29	Grand Total
MVgo - A AM	100%	100%	82%	100%	100%	100%	100%	100%	94%	100%	100%	94%	100%	76%	88%	100%	100%	76%	100%	100%	96%
MVgo - A PM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	65%	95%	100%	100%	98%
MVgo - B AM	98%	97%	51%	89%	92%	97%	100%	97%	87%	93%	100%	100%	92%	92%	100%	100%	100%	100%	100%	100%	94%
MVgo - B PM	99%	93%	90%	86%	85%	94%	100%	90%	94%	99%	99%	100%	100%	100%	94%	100%	99%	100%	99%	97%	96%
MVgo - C AM	97%	100%	94%	100%	97%	100%	100%	100%	97%	97%	97%	100%	97%	100%	100%	100%	100%	97%	100%	100%	99%
MVgo - C PM	76%	71%	60%	74%	67%	83%	74%	69%	57%	69%	90%	98%	71%	93%	74%	100%	98%	98%	95%	95%	81%
MVgo - D AM	94%	85%	74%	91%	91%	97%	100%	85%	94%	82%	97%	91%	97%	91%	85%	100%	94%	100%	85%	97%	92%
MVgo - D PM	73%	78%	83%	90%	78%	65%	80%	85%	75%	85%	75%	88%	80%	93%	88%	100%	90%	98%	90%	95%	84%
Grand Total	92%	90%	77%	89%	87%	91%	94%	90%	86%	90%	95%	97%	92%	94%	92%	100%	95%	98%	96%	98%	<b>92%</b>



## Additional Ridership Data

- Bicycles Carried: 3
- Wheelchair Lift Usage: 2

## Compliments/Complaints

- A Rider complimented driver's Sonny, Daniel, Sam and Donald for being very helpful and friendly.