



# MONTHLY OPERATIONS REPORT

## February 2024

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## Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

<b>ROUTE A</b>			
<b>2024 - Route A</b>	<b>Jan</b>	<b>Feb</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	522	527	<b>1049</b>
# of Operating Days	22	20	<b>42</b>
Average Daily Ridership	24	26	<b>25</b>
% Increase/Decrease from Prior Month	44%	11%	
% Increase/Decrease from Prior Year	21%	7%	<b>13%</b>
<b>% of Pre COVID Baseline</b>	<b>13%</b>	<b>13%</b>	<b>13%</b>

<b>ROUTE B</b>			
<b>2024 - Route B</b>	<b>Jan</b>	<b>Feb</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	1,293	1,264	<b>2557</b>
# of Operating Days	22	20	<b>42</b>
Average Daily Ridership	59	63	<b>61</b>
% Increase/Decrease from Prior Month	52%	8%	
% Increase/Decrease from Prior Year	45%	59%	<b>52%</b>
<b>% of Pre COVID Baseline</b>	<b>62%</b>	<b>58%</b>	<b>60%</b>

<b>ROUTE C &amp; D</b>			
<b>2024 - Route C</b>	<b>Jan</b>	<b>Feb</b>	<b>Total to Date</b>
Total Monthly Ridership	740	705	<b>1445</b>
# of Operating Days	22	20	<b>42</b>
Average Daily Ridership	34	35	<b>34</b>
% Increase/Decrease from Prior Month	35%	5%	
% Increase/Decrease from Prior Year	99%	120%	<b>109%</b>
<b>2024 - Route D</b>	<b>Jan</b>	<b>Feb</b>	<b>Total to Date</b>
Total Monthly Ridership	702	712	<b>1414</b>
# of Operating Days	22	20	<b>42</b>
Average Daily Ridership	32	36	<b>34</b>
% Increase/Decrease from Prior Month	44%	12%	
% Increase/Decrease from Prior Year	28%	19%	<b>23%</b>
<b>2024 - Route C/D Combined</b>	<b>Jan</b>	<b>Feb</b>	<b>Total to Date</b>
Total Monthly Ridership	1442	1279	<b>2721</b>
# of Operating Days	22	20	<b>42</b>
Average Daily Ridership	66	64	<b>65</b>
% Increase/Decrease from Prior Month	39%	-2%	
% Increase/Decrease from Prior Year	56%	39%	<b>48%</b>
<b>% of Pre COVID Baseline</b>	<b>38%</b>	<b>37%</b>	<b>38%</b>

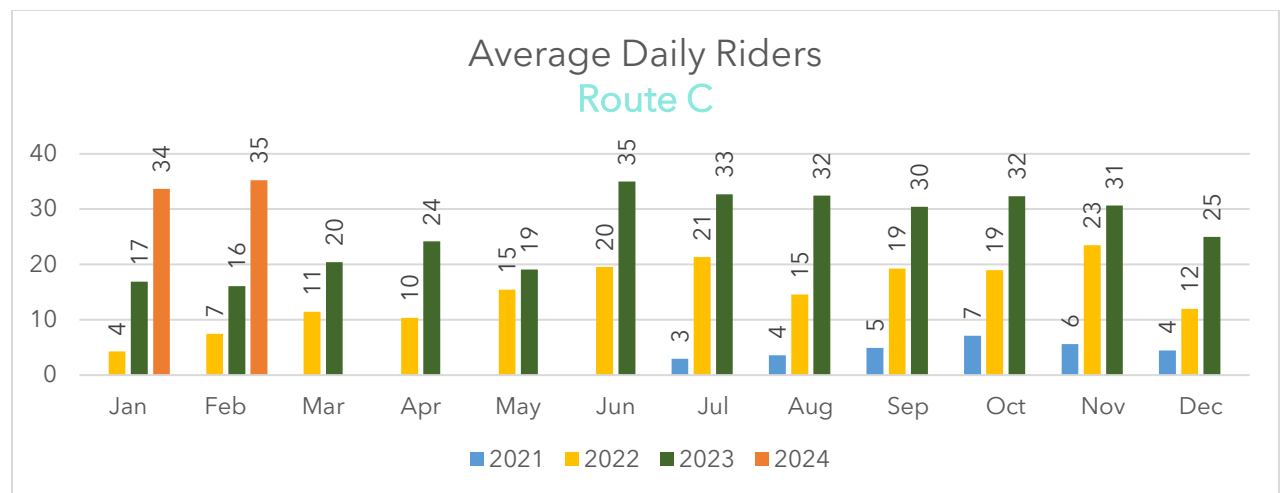
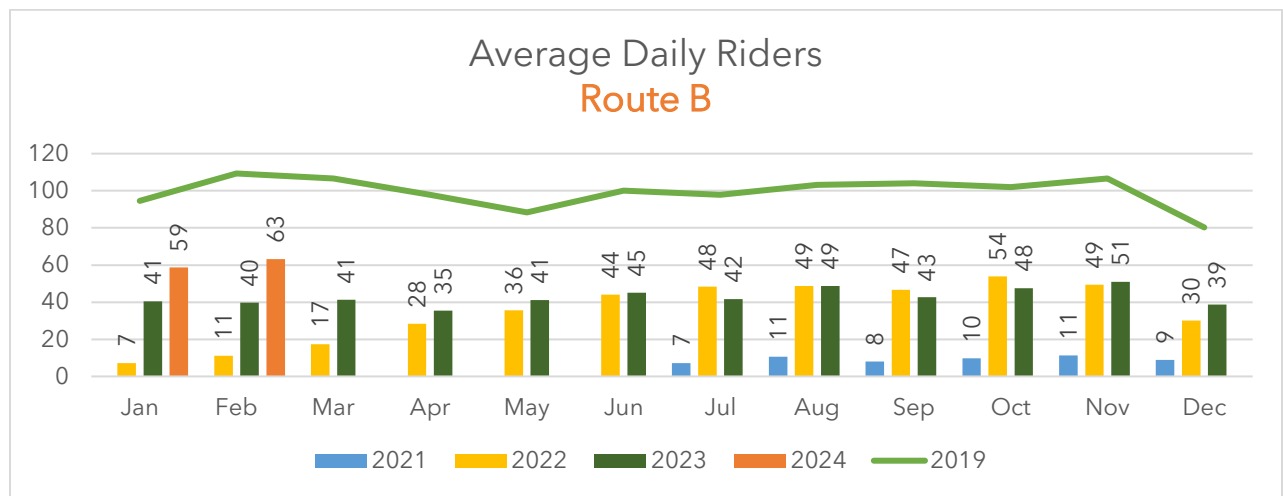
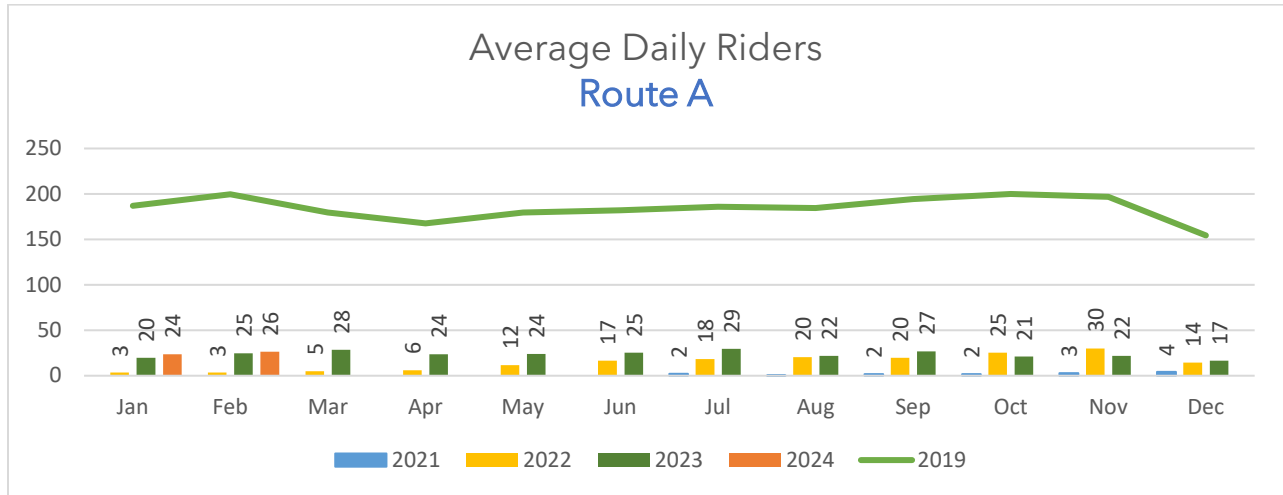
<b>ALL ROUTES</b>			
<b>2024 - COMBINED RIDERSHIP (ALL ROUTES)</b>	<b>Jan</b>	<b>Feb</b>	<b>Total</b>
Total Monthly Ridership	3257	3070	<b>6327</b>
# of Operating Days	22	20	<b>42</b>
Average Daily Ridership	148	154	<b>151</b>
% Increase/Decrease from Prior Month	44%	4%	
% Increase/Decrease from Prior Year	45%	39%	<b>42%</b>
<b>% of Pre COVID Baseline</b>	<b>33%</b>	<b>32%</b>	<b>33%</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

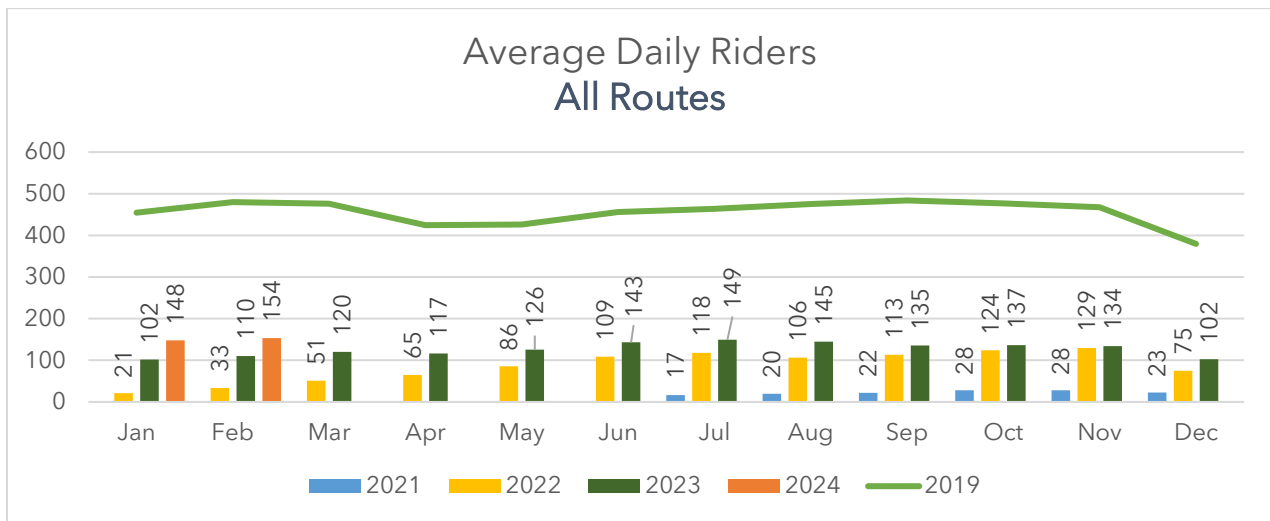
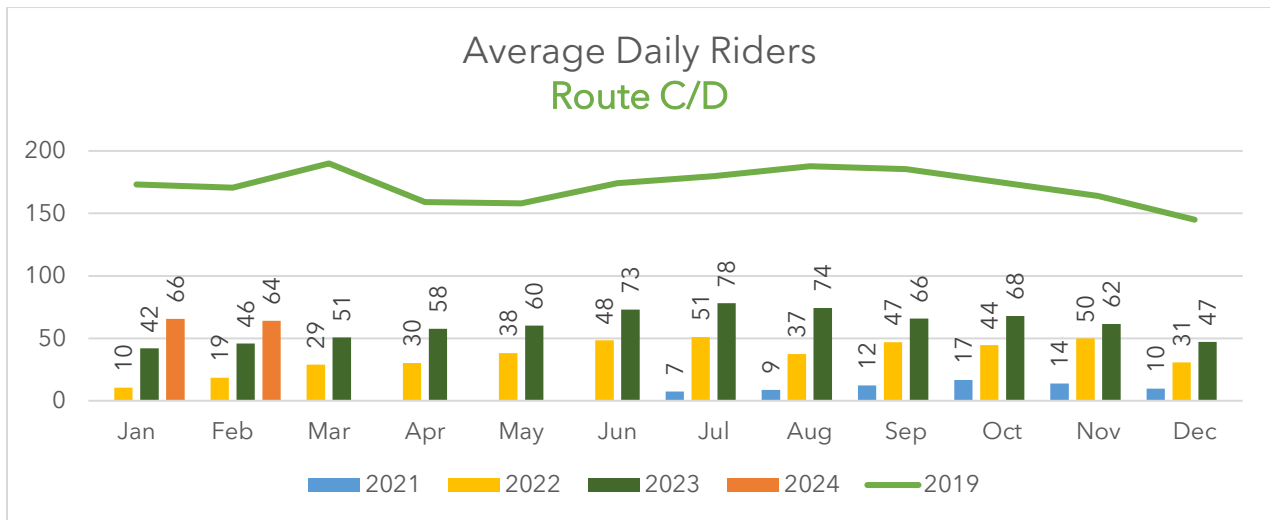
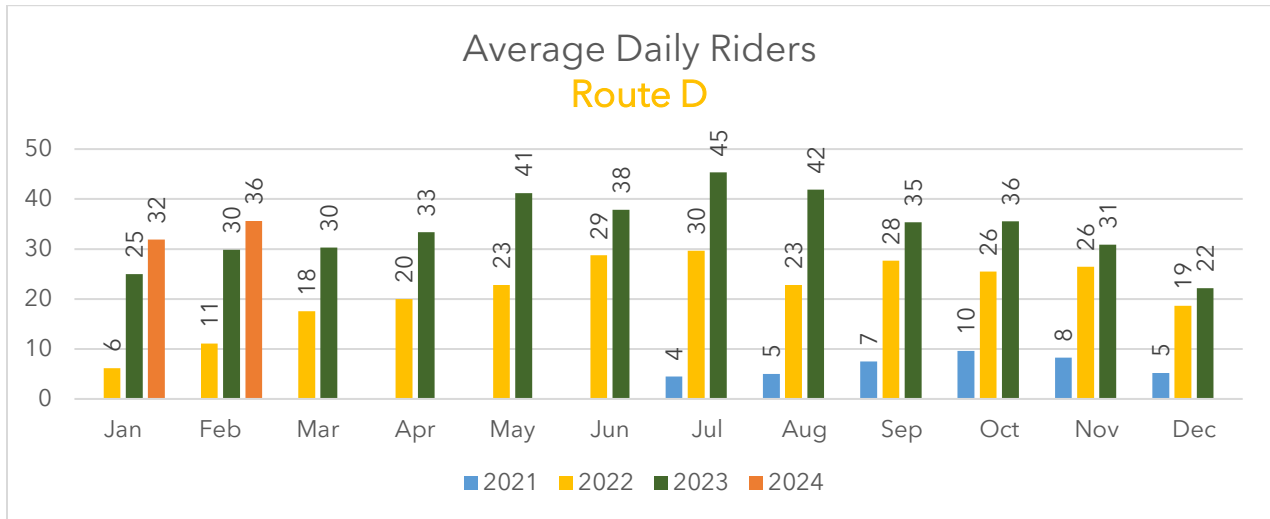
# Ridership Summary

In February, the total ridership for MVgo was 39% higher than the prior year and is 33% of the pre-pandemic baseline level. Route B continues to have the highest ridership.

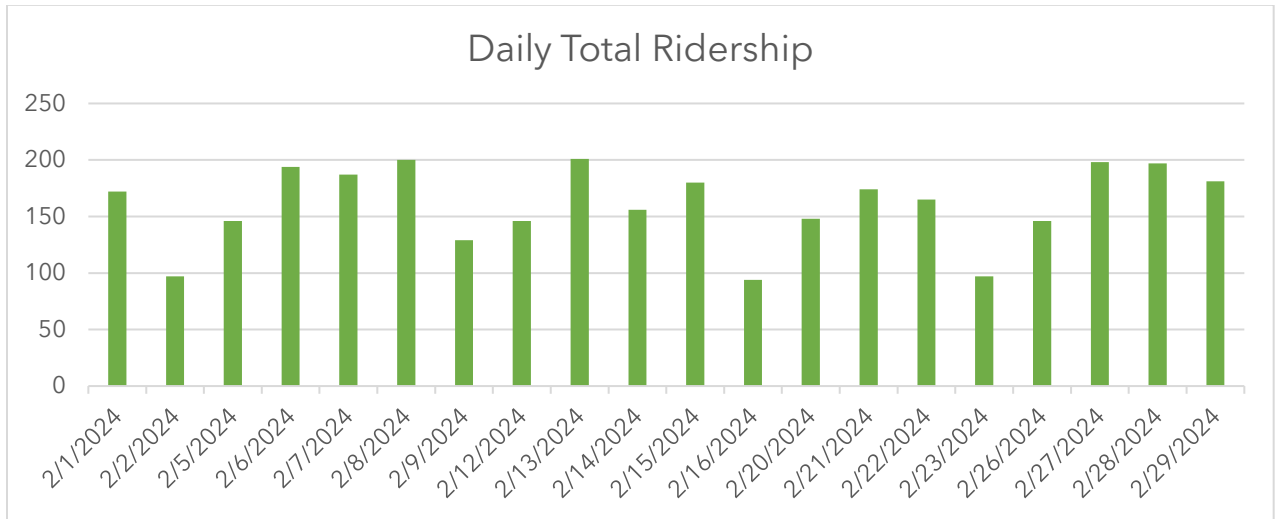
## Average Daily Ridership Comparisons (YTD)



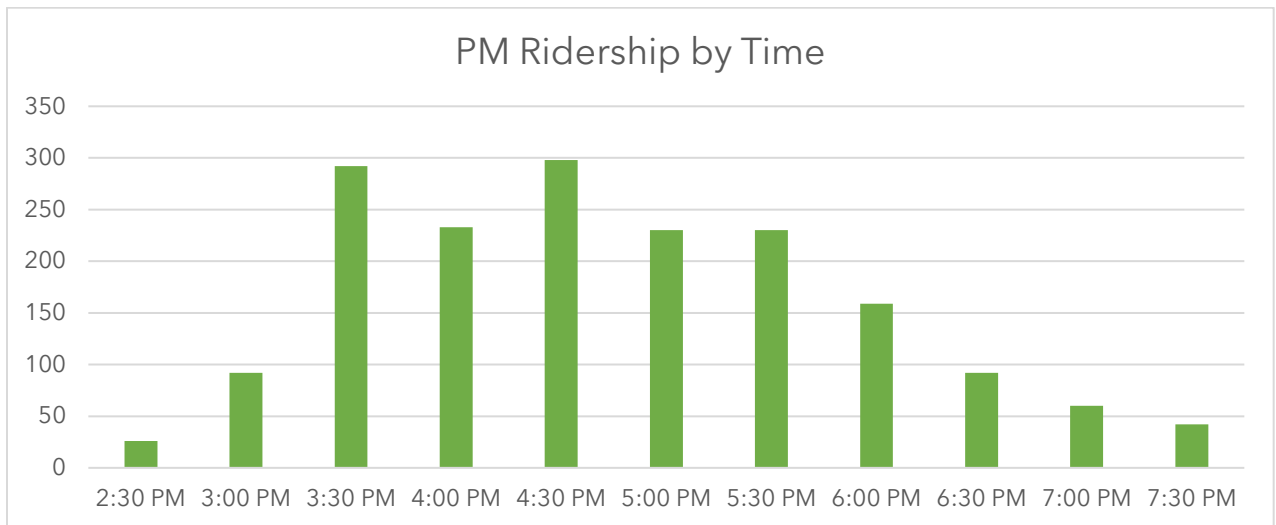
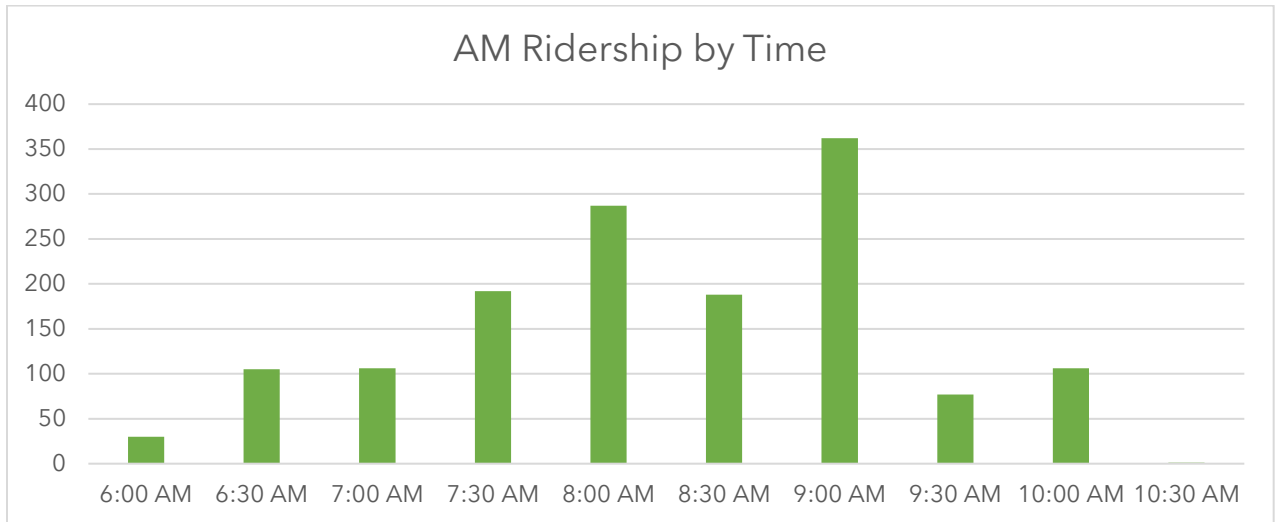
## Average Daily Ridership Comparisons (YTD) (cont'd)



## 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	248	246	494	47.0%
Clyde @ Samsung TP	172	1	173	16.5%
645 Clyde Ave (Samsung Parking Lot)	2	143	145	13.8%
313 Fairchild (Google)	34	46	80	7.6%
Ferry Morse @ E Evelyn	48	17	65	6.2%
Whisman @ Middlefield	15	29	44	4.2%
301 E Evelyn (AM Only)	0	19	19	1.8%
Middlefield @ Whisman	0	11	11	1.0%
VTA Middlefield Station	2	8	10	1.0%
Middlefield & Ellis	6	3	9	0.9%
<b>Total</b>	<b>527</b>	<b>523</b>	<b>1050</b>	<b>100.0%</b>

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	572	613	1185	47.2%
1045 La Avenida (Microsoft)	270	203	473	18.8%
Crittenden Lane	91	99	190	7.6%
Shoreline & Terra Bella (SB)	86	95	181	7.2%
Shoreline & Terra Bella (NB)	67	77	144	5.7%
Pear @ Inigo	40	70	110	4.4%
Shoreline & Pear (SB)	62	13	75	3.0%
Shoreline @ Charleston (SB)	63	5	68	2.7%
Shoreline @ Pear (NB)	10	42	52	2.1%
Shoreline @ Charleston (NB)	3	29	32	1.3%
<b>Total</b>	<b>1264</b>	<b>1246</b>	<b>2510</b>	<b>100.0%</b>

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	353	261	614	43.8%
Garcia @ Marine (WB)	90	132	222	15.8%
San Antonio @ Miller (SB)	85	75	160	11.4%
Marine & Casey	77	54	131	9.3%
El Camino @ Distel (EB)	51	62	113	8.1%
Charleston @ Google (WB)	28	70	98	7.0%
1950 Charleston	8	26	34	2.4%
Garcia & Salado (WB)	13	17	30	2.1%
<b>Total</b>	<b>705</b>	<b>697</b>	<b>1402</b>	<b>100.0%</b>

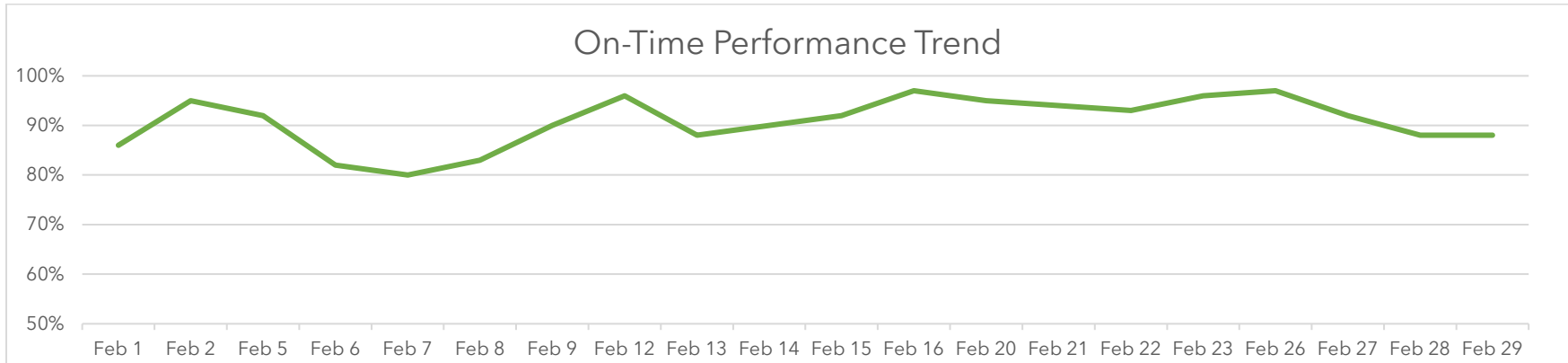
Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	226	399	625	43.9%
Garcia @ Marine (EB)	165	41	206	14.5%
El Camino @ Distel (WB)	75	81	156	11.0%
Charleston & Huff	101	41	142	10.0%
San Antonio @ Miller (NB)	58	63	121	8.5%
Marine & Casey	35	43	78	5.5%
Garcia & Salado (EB)	27	13	40	2.8%
San Antonio & California (NB)	15	19	34	2.4%
Charleston & Landings	10	12	22	1.5%
<b>Total</b>	<b>712</b>	<b>712</b>	<b>1424</b>	<b>100.0%</b>

## On Time Performance (OTP)

In February, on time performance for MVgo was **91%**. Overall the OTP good however, Routes C PM and D PM continue to struggle due to the need for schedule revisions. The new schedules have been approved and will begin on Monday March 11, 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	5	6	7	8	9	12	13	14	15	16	20	21	22	23	26	27	28	29	Grand Total		
MVgo - A AM	100%	100%	100%	100%	100%	100%	100%	100%	100%	94%	100%	100%	100%	94%	100%	100%	100%	100%	100%	100%	100%	99%	
MVgo - A PM	100%	100%	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MVgo - B AM	80%	100%	92%	67%	78%	82%	98%	92%	86%	92%	98%	98%	94%	100%	98%	100%	98%	82%	82%	92%	92%	91%	
MVgo - B PM	95%	100%	97%	82%	87%	77%	98%	98%	95%	89%	95%	100%	93%	93%	100%	98%	100%	98%	98%	93%	93%	94%	
MVgo - C AM	79%	100%	88%	82%	82%	85%	100%	97%	91%	94%	100%	94%	94%	94%	91%	100%	100%	88%	97%	94%	94%	93%	
MVgo - C PM	79%	88%	90%	67%	57%	81%	62%	98%	60%	74%	74%	93%	93%	86%	79%	95%	97%	97%	60%	71%	71%	80%	
MVgo - D AM	79%	88%	85%	91%	82%	88%	85%	97%	88%	97%	91%	97%	97%	97%	97%	94%	85%	97%	91%	82%	82%	91%	
MVgo - D PM	85%	88%	95%	90%	70%	70%	83%	88%	90%	85%	83%	95%	93%	88%	83%	80%	93%	78%	85%	78%	78%	85%	
Grand Total	86%	95%	92%	82%	80%	83%	90%	96%	88%	90%	92%	97%	95%	94%	93%	96%	97%	92%	88%	88%	88%	91%	



## Additional Ridership Data

- Bicycles Carried: 13
- Wheelchair Lift Usage: 7

## Compliments/Complaints

- We received 2 separate emails complimenting Route D driver, Robert and both Route B drivers Ana and Daniel.
  - Feedback passed on to drivers.