



MONTHLY OPERATIONS REPORT

January 2024

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Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

ROUTE A		
2024 - Route A	Jan	Total to Date
Total Monthly Weekday Ridership	522	522
# of Operating Days	22	22
Average Daily Ridership	24	24
% Increase/Decrease from Prior Month	44%	
% Increase/Decrease from Prior Year	21%	21%
% of Pre COVID Baseline	13%	13%

ROUTE B		
2024 - Route B	Jan	Total to Date
Total Monthly Weekday Ridership	1,293	1,293
# of Operating Days	22	22
Average Daily Ridership	59	59
% Increase/Decrease from Prior Month	52%	
% Increase/Decrease from Prior Year	45%	45%
% of Pre COVID Baseline	62%	62%

ROUTE C & D		
2024 - Route C	Jan	Total to Date
Total Monthly Ridership	740	740
# of Operating Days	22	22
Average Daily Ridership	34	34
% Increase/Decrease from Prior Month	35%	
% Increase/Decrease from Prior Year	99%	99%
2024 - Route D	Jan	Total to Date
Total Monthly Ridership	702	702
# of Operating Days	22	22
Average Daily Ridership	32	32
% Increase/Decrease from Prior Month	44%	
% Increase/Decrease from Prior Year	28%	28%
2024 - Route C/D Combined	Jan	Total to Date
Total Monthly Ridership	1,442	1,442
# of Operating Days	22	22
Average Daily Ridership	66	66
% Increase/Decrease from Prior Month	39%	
% Increase/Decrease from Prior Year	56%	56%
% of Pre COVID Baseline	38%	38%

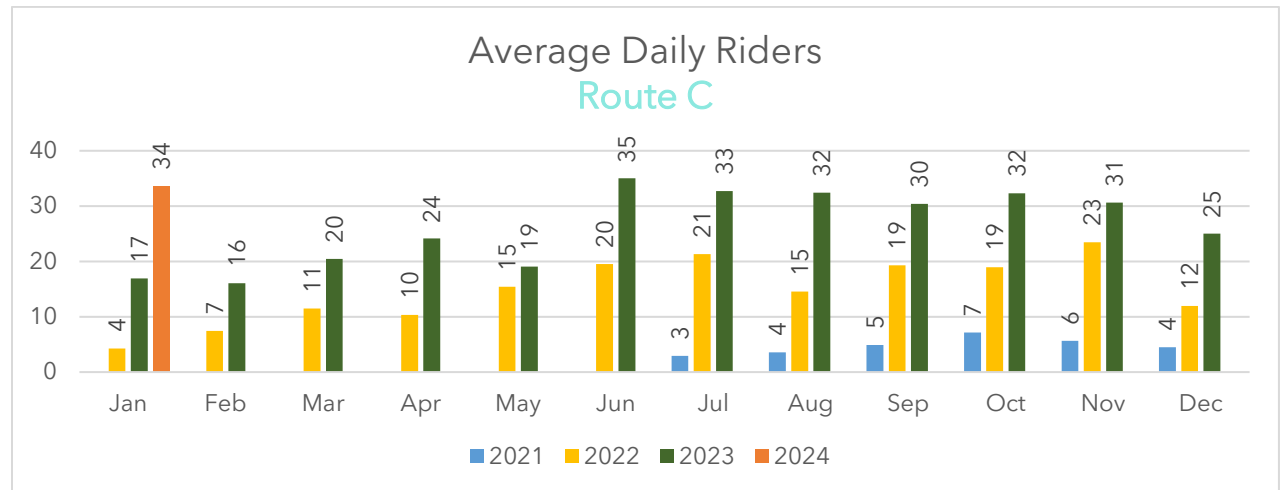
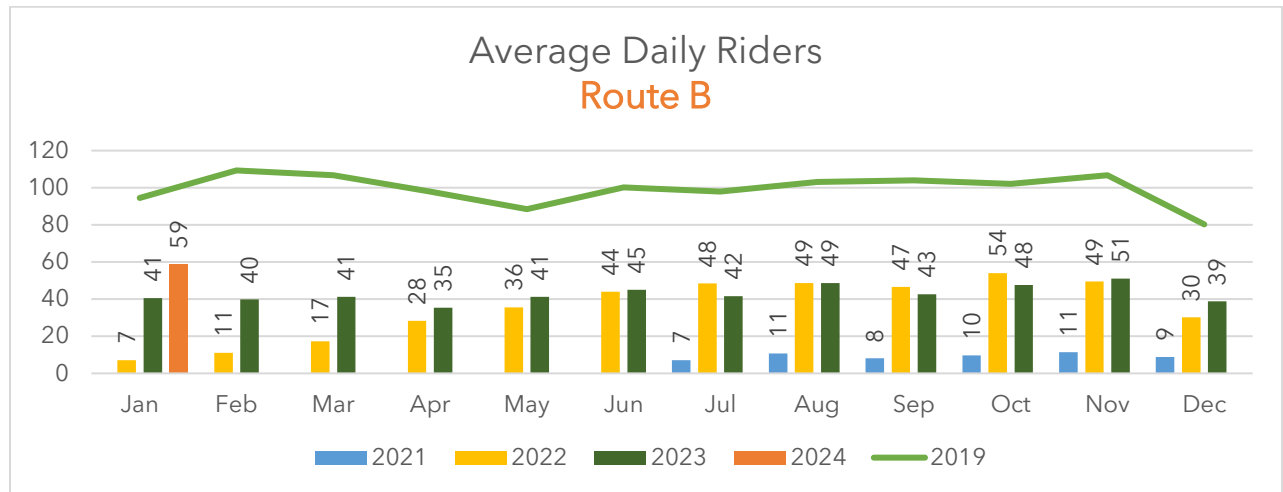
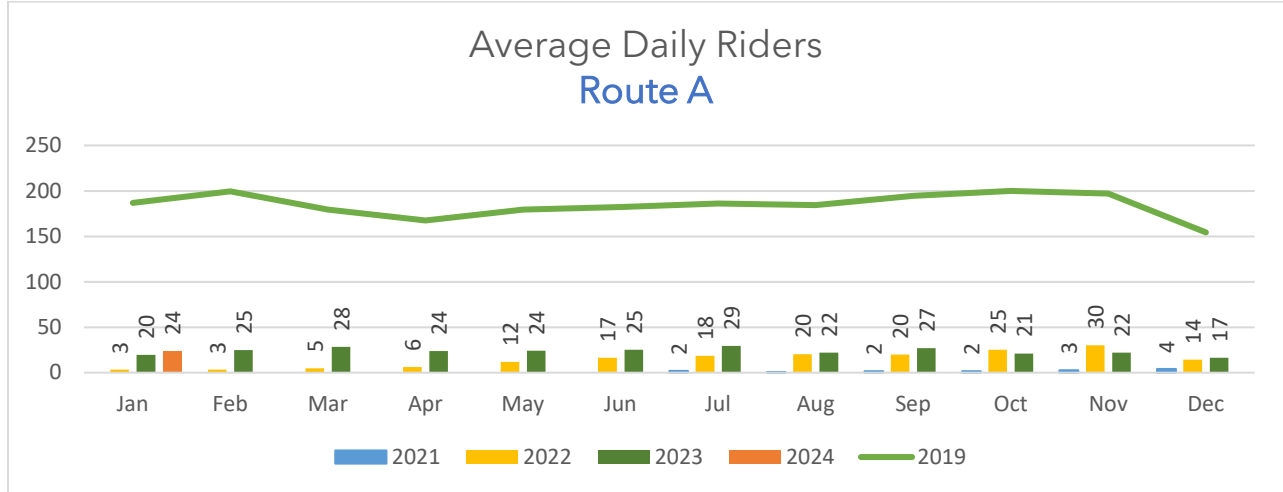
ALL ROUTES		
2024 - COMBINED RIDERSHIP (ALL ROUTES)	Jan	Total
Total Monthly Ridership	3,257	3,257
# of Operating Days	22	22
Average Daily Ridership	148	148
% Increase/Decrease from Prior Month	44%	
% Increase/Decrease from Prior Year	45%	45%
% of Pre COVID Baseline	33%	33%

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

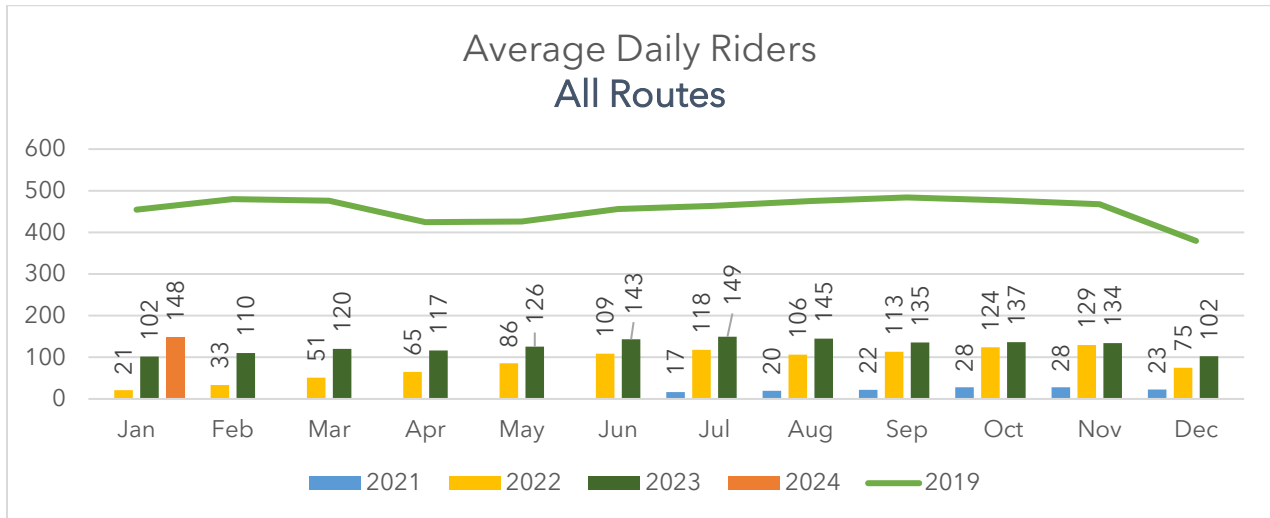
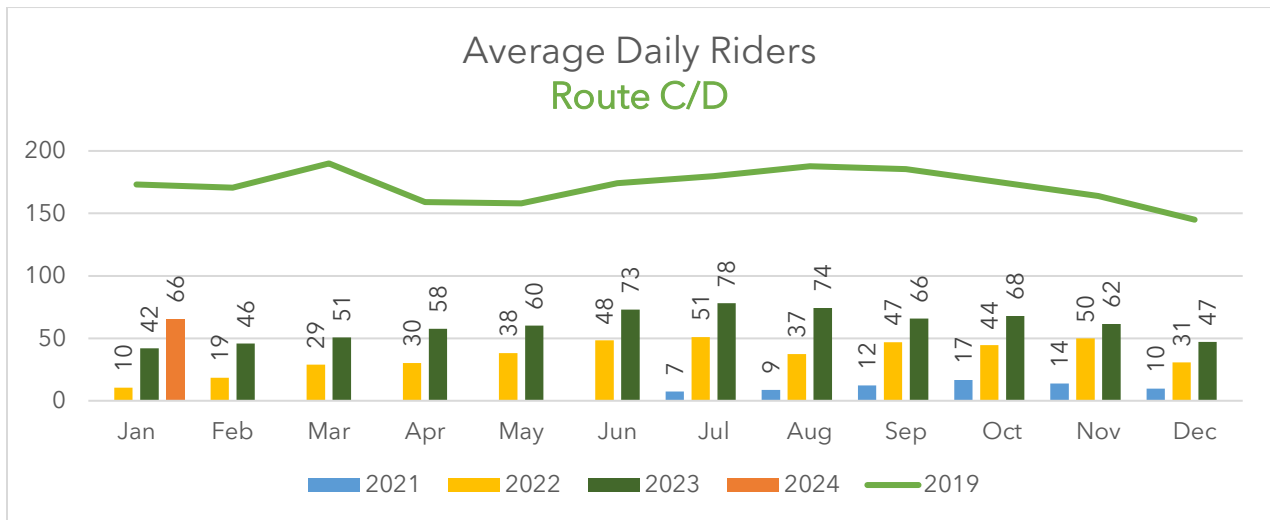
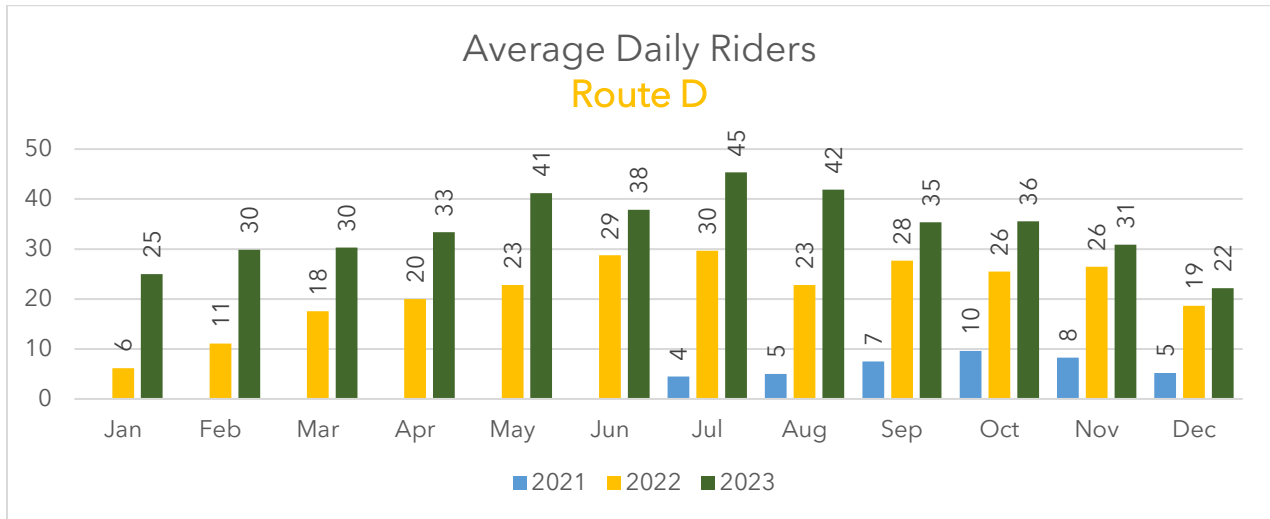
Ridership Summary

In January, the total ridership for MVgo was 45% higher than the prior year and is 33% of the pre-pandemic baseline level. Route B has the highest ridership and is currently at 62% of the pre-pandemic baseline.

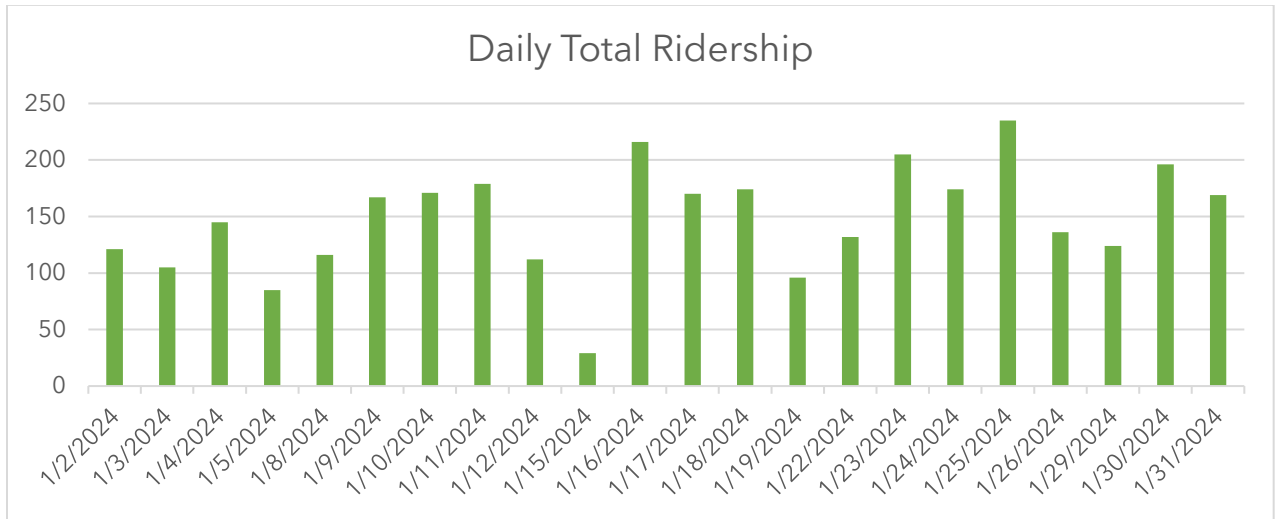
Average Daily Ridership Comparisons (YTD)



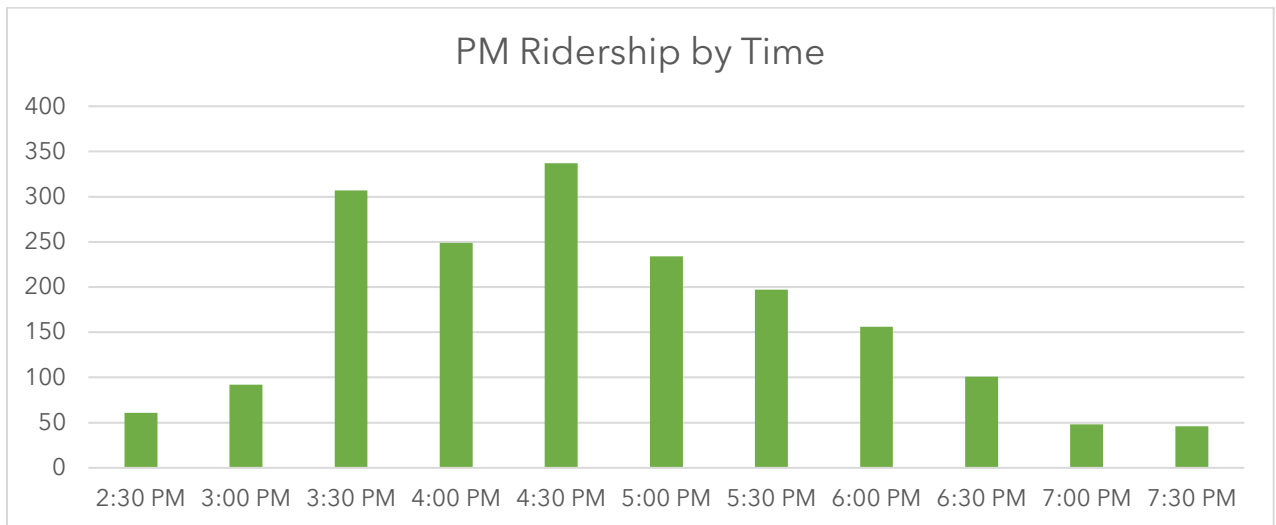
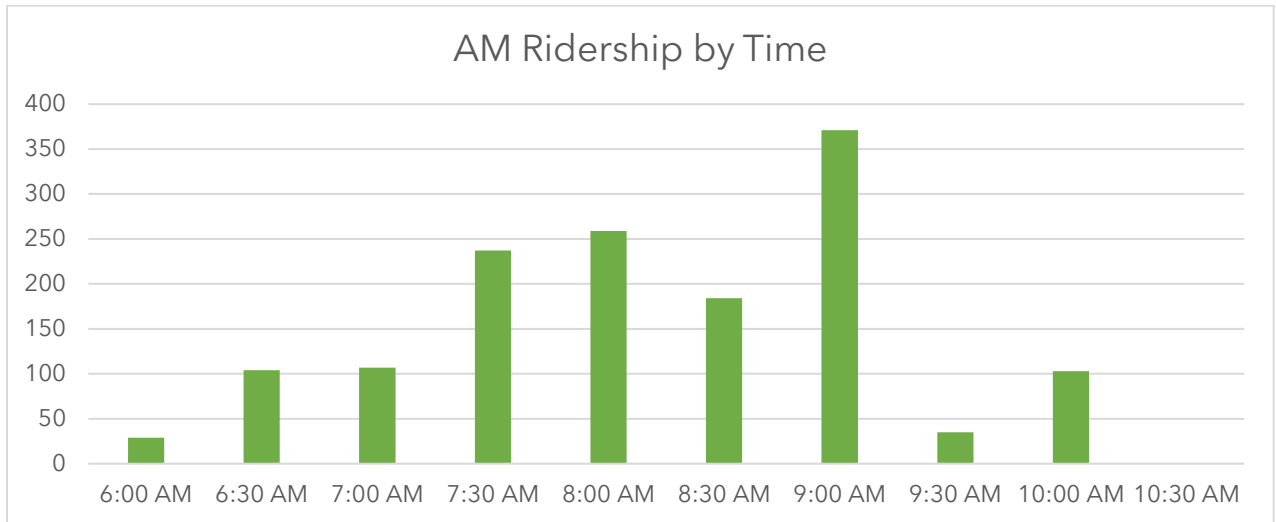
Average Daily Ridership Comparisons (YTD) (cont'd)



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	233	287	520	50.3%
Clyde @ Samsung	180	2	182	17.6%
645 Clyde Ave (Samsung Parking Lot)	3	132	135	13.1%
Ferry Morse @ E Evelyn	62	14	76	7.4%
Whisman @ Middlefield	11	25	36	3.5%
313 Fairchild (Google)	25	10	35	3.4%
301 E Evelyn (AM Only)	3	29	32	3.1%
Middlefield @ Whisman	0	7	7	0.7%
VTA Middlefield Station	0	5	5	0.5%
Middlefield & Ellis	5	0	5	0.5%
Total	522	511	1033	100.0%

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	577	701	1278	49.6%
1045 La Avenida (Microsoft)	238	162	400	15.5%
Crittenden Lane	100	91	191	7.4%
Shoreline & Terra Bella (NB)	71	92	163	6.3%
Shoreline & Terra Bella (SB)	62	83	145	5.6%
Pear @ Inigo	48	59	107	4.2%
Shoreline & Pear (SB)	97	10	107	4.2%
Shoreline @ Charleston (SB)	85	9	94	3.7%
Shoreline @ Pear (NB)	14	37	51	2.0%
Shoreline @ Charleston (NB)	1	38	39	1.5%
Total	1293	1282	2575	100.0%

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	380	250	630	42.8%
Garcia @ Marine (WB)	94	156	250	17.0%
San Antonio @ Miller (SB)	55	86	141	9.6%
Charleston @ Google (WB)	32	103	135	9.2%
El Camino @ Distel (EB)	63	66	129	8.8%
Marine & Casey	83	43	126	8.6%
1950 Charleston	18	20	38	2.6%
Garcia & Salado (WB)	15	8	23	1.6%
Total	740	732	1472	100.0%

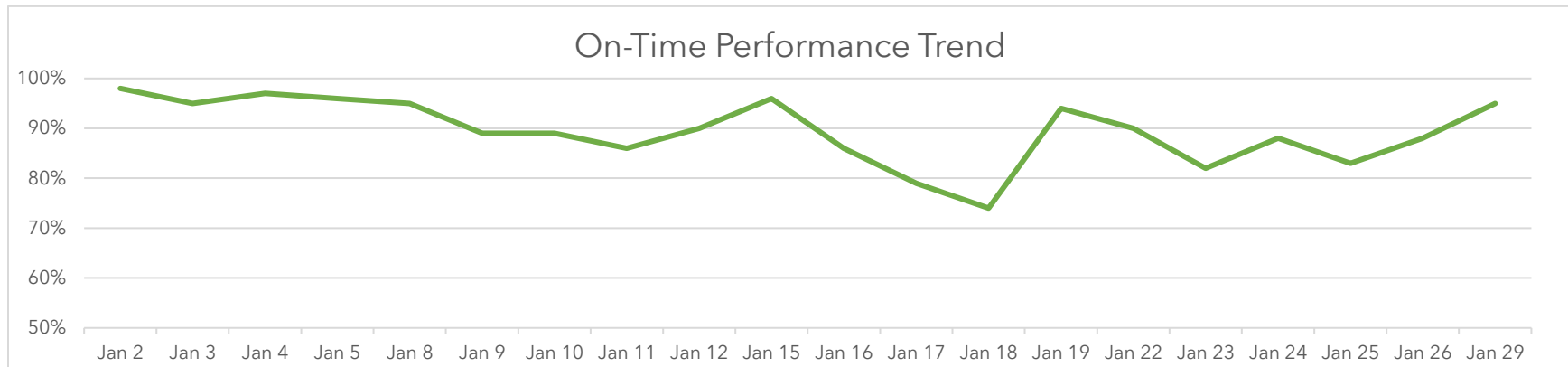
Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	204	438	642	45.7%
Garcia @ Marine (EB)	165	23	188	13.4%
Charleston & Huff	119	37	156	11.1%
El Camino @ Distel (WB)	74	71	145	10.3%
San Antonio @ Miller (NB)	52	44	96	6.8%
Marine & Casey	40	49	89	6.3%
Charleston & Landings	19	21	40	2.8%
Garcia & Salado (EB)	19	10	29	2.1%
San Antonio & California (NB)	10	9	19	1.4%
Total	702	702	1404	100.0%

On Time Performance

In January, on time performance for MVgo was **90%**. The new schedules have been reviewed by the Shuttle Committee and it was requested that we have a transit planner, Ron Kilcoyne from TMD (Transportation Management & Design), review the schedule changes and provide feedback. We expect to receive feedback in early February. The new schedules are planned to be implemented in March 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	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30	31	Grand Total	
MVgo - A AM	100%	100%	100%	100%	100%	88%	100%	100%	100%	100%	100%	94%	100%	76%	94%	94%	100%	100%	100%	100%	100%	100%	100%	98%
MVgo - A PM	96%	96%	100%	100%	100%	100%	100%	96%	100%	96%	100%	100%	100%	88%	85%	100%	100%	100%	100%	100%	100%	100%	100%	98%
MVgo - B AM	100%	96%	98%	100%	98%	96%	94%	98%	100%	96%	90%	90%	82%	100%	94%	86%	90%	90%	100%	98%	92%	96%	96%	95%
MVgo - B PM	100%	95%	100%	100%	100%	98%	100%	90%	98%	97%	98%	98%	59%	100%	100%	77%	97%	95%	93%	100%	100%	93%	93%	95%
MVgo - C AM	100%	100%	100%	97%	100%	94%	82%	100%	94%	100%	94%	82%	82%	100%	100%	85%	94%	91%	94%	100%	97%	100%	95%	
MVgo - C PM	95%	93%	93%	93%	88%	67%	67%	62%	74%	95%	79%	60%	50%	90%	74%	69%	62%	57%	52%	90%	67%	81%	75%	
MVgo - D AM	94%	94%	97%	97%	94%	94%	97%	88%	82%	94%	79%	79%	71%	94%	88%	82%	82%	50%	94%	88%	85%	88%	87%	
MVgo - D PM	95%	90%	88%	83%	83%	75%	78%	60%	78%	95%	55%	30%	80%	85%	85%	75%	85%	83%	80%	85%	83%	85%	79%	
Grand Total	98%	95%	97%	96%	95%	89%	89%	86%	90%	96%	86%	79%	74%	94%	90%	82%	88%	83%	88%	95%	90%	92%	90%	

Additional Ridership Data

- Bicycles Carried: 17
- Wheelchair Lift Usage: 2

Compliments/Complaints

- There were 2 complaints regarding the Route A schedule.
 - The Riders' complaints were responded to and their issues regarding the schedule were addressed in the upcoming schedule revisions.