MONTHLY OPERATIONS REPORT

March 2024

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MVgo

Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

ROUTE A				
2024 - Route A	**Jan**	**Feb**	**Mar**	**Total to Date**
Total Monthly Weekday Ridership	522	527	634	**1683**
# of Operating Days	22	20	21	**63**
Average Daily Ridership	24	26	30	**27**
% Increase/Decrease from Prior Month	*44%*	*11%*	*15%*	
% Increase/Decrease from Prior Year	*21%*	*7%*	*6%*	**9%**
% of Pre COVID Baseline	**13%**	**13%**	**17%**	**14%**

ROUTE B				
2024 - Route B	**Jan**	**Feb**	**Mar**	**Total to Date**
Total Monthly Weekday Ridership	1,293	1,264	1,140	**3697**
# of Operating Days	22	20	21	**63**
Average Daily Ridership	59	63	54	**59**
% Increase/Decrease from Prior Month	*52%*	*8%*	*-14%*	
% Increase/Decrease from Prior Year	*45%*	*59%*	*32%*	**45%**
% of Pre COVID Baseline	**62%**	**58%**	**51%**	**57%**

ROUTE C & D				
2024 - Route C	**Jan**	**Feb**	**Mar**	**Total to Date**
Total Monthly Ridership	740	705	660	**2105**
# of Operating Days	22	20	21	**63**
Average Daily Ridership	34	35	31	**33**
% Increase/Decrease from Prior Month	*35%*	*5%*	*-11%*	
% Increase/Decrease from Prior Year	*99%*	*120%*	*54%*	**86%**
2024 - Route D	**Jan**	**Feb**	**Mar**	**Total to Date**
Total Monthly Ridership	702	712	791	**2205**
# of Operating Days	22	20	21	**63**
Average Daily Ridership	32	36	38	**35**
% Increase/Decrease from Prior Month	*44%*	*12%*	*6%*	
% Increase/Decrease from Prior Year	*28%*	*19%*	*24%*	**23%**
2024 - Route C/D Combined	**Jan**	**Feb**	**Mar**	**Total to Date**
Total Monthly Ridership	1442	1279	1,488	**4209**
# of Operating Days	22	20	21	**63**
Average Daily Ridership	66	64	71	**67**
% Increase/Decrease from Prior Month	*39%*	*-2%*	*11%*	
% Increase/Decrease from Prior Year	*56%*	*39%*	*40%*	**44%**
% of Pre COVID Baseline	**38%**	**37%**	**37%**	**38%**

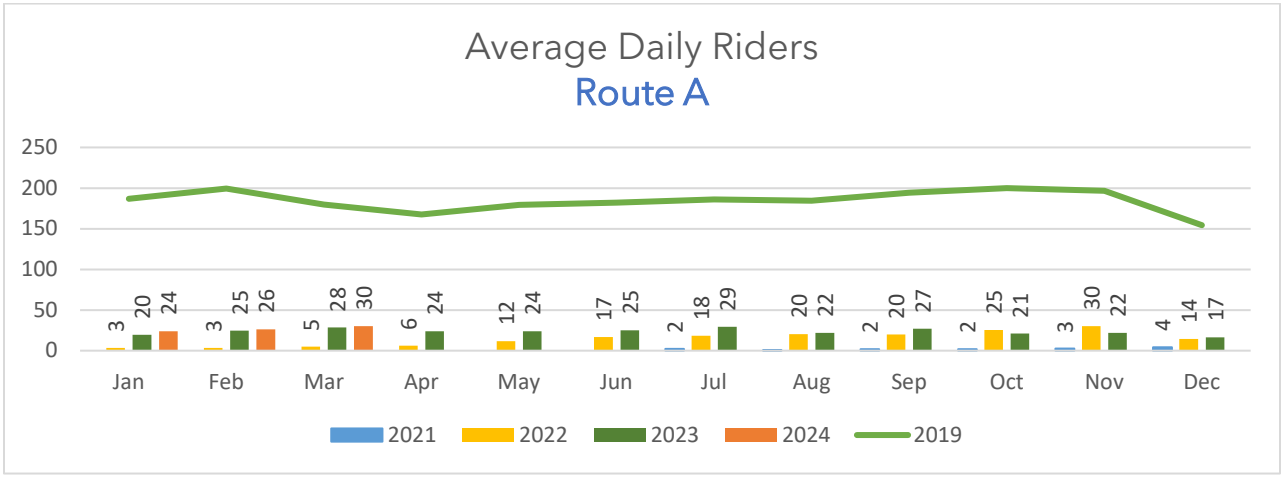
ALL ROUTES				
2024 - COMBINED RIDERSHIP (ALL ROUTES)	**Jan**	**Feb**	**Mar**	**Total**
Total Monthly Ridership	3257	3070	3262	**9589**
# of Operating Days	22	20	21	**63**
Average Daily Ridership	148	154	155	**152**
% Increase/Decrease from Prior Month	*44%*	*4%*	*1%*	
% Increase/Decrease from Prior Year	*45%*	*39%*	*29%*	**37%**
% of Pre COVID Baseline	**33%**	**32%**	**33%**	**33%**

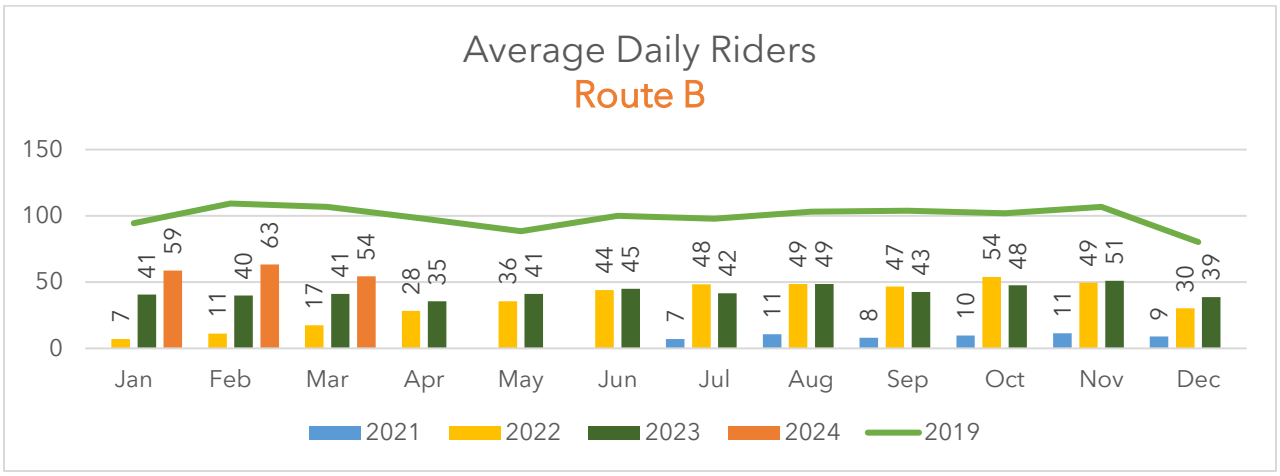
Note: *Precovid comparisons: Route A, compares to East Whisman 2019; Route B, compares to East Bayshore 2019; Route C & D (combined) compare to West Bayshore 2019*

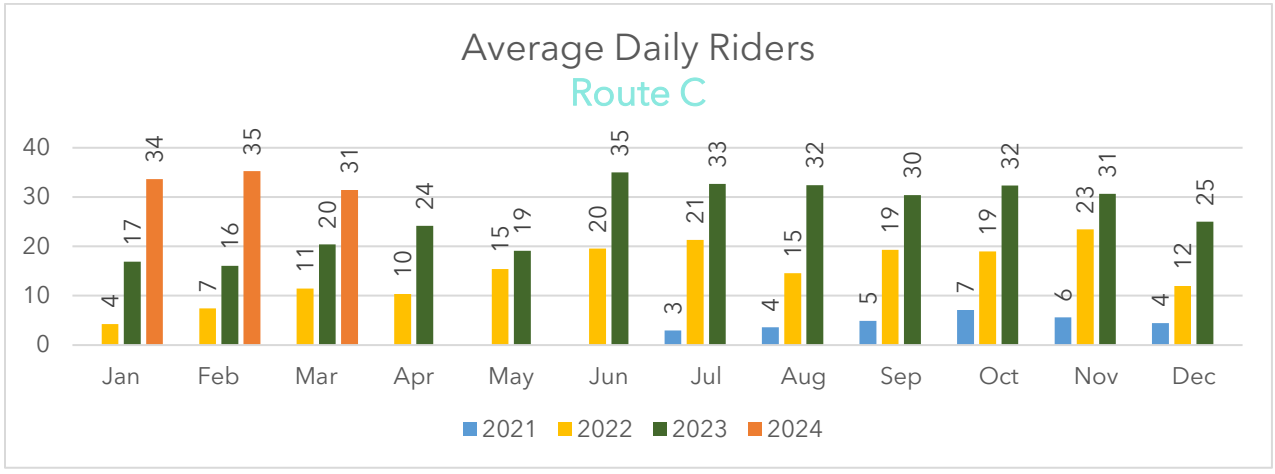
Ridership Summary

In March, the total ridership for MVgo was 37% higher than the prior year and is 33% of the pre-pandemic baseline level. Route B continues to have the highest ridership and is 57% of pre-pandemic baseline.

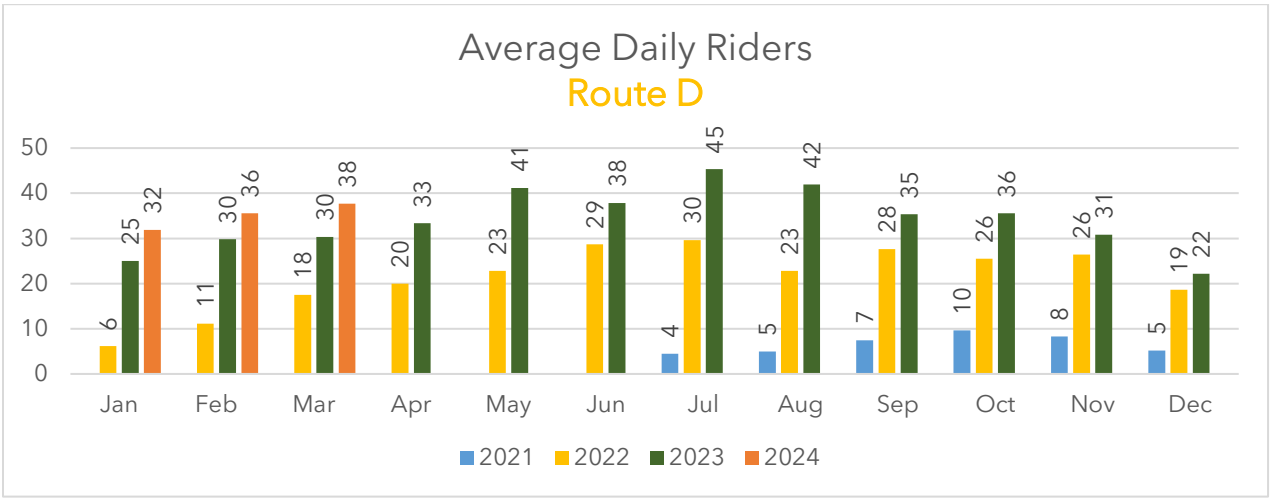
Average Daily Ridership Comparisons (YTD)

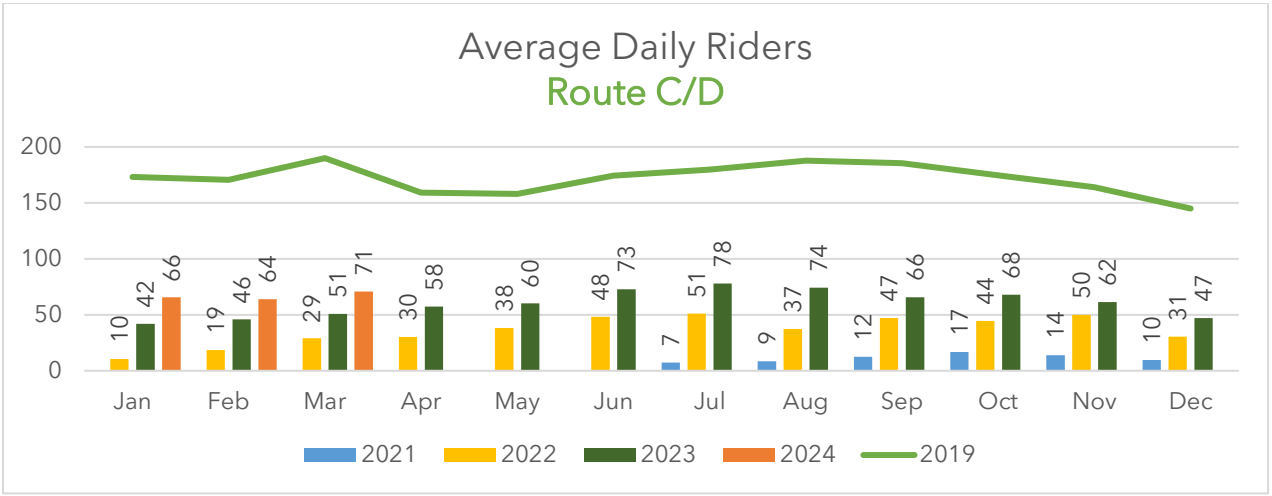


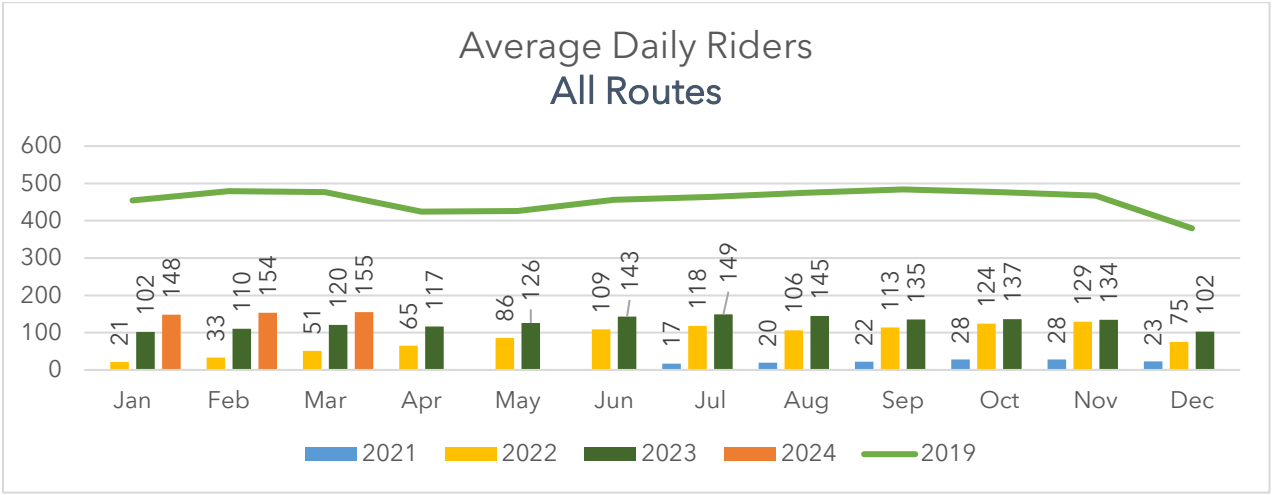




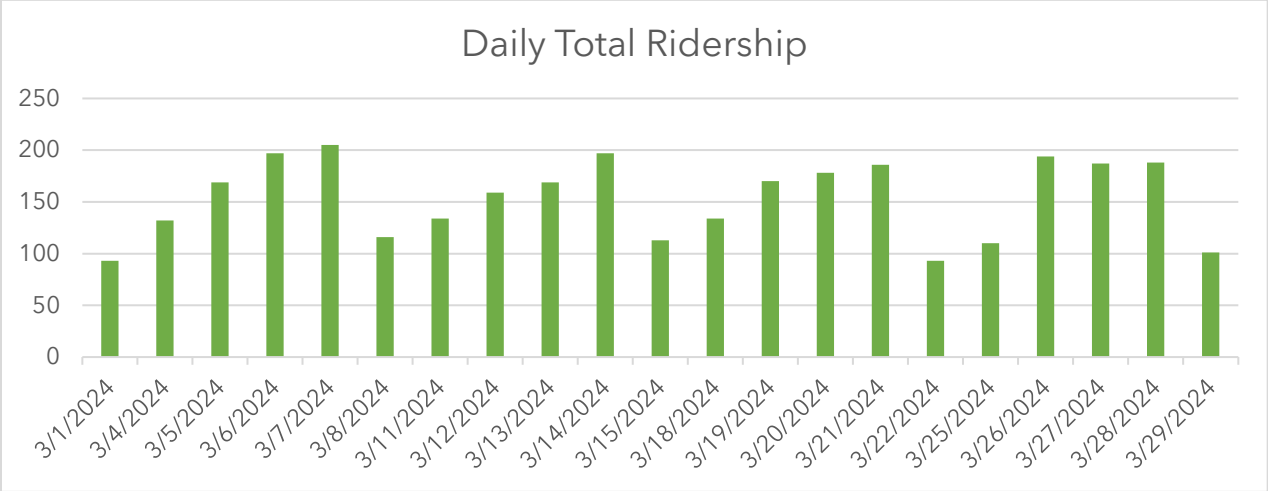
Average Daily Ridership Comparisons (YTD) (cont'd)



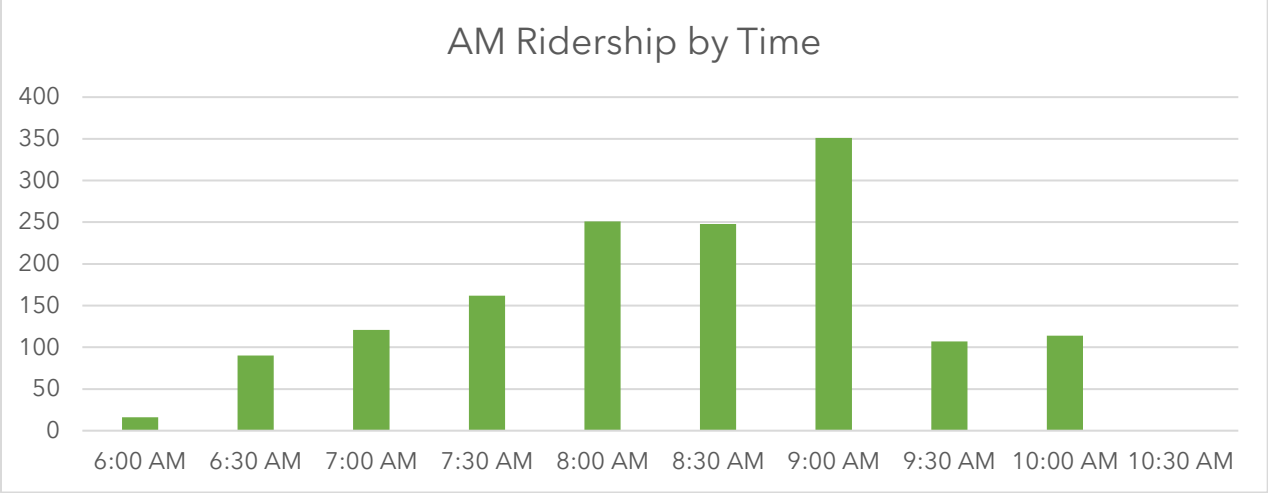


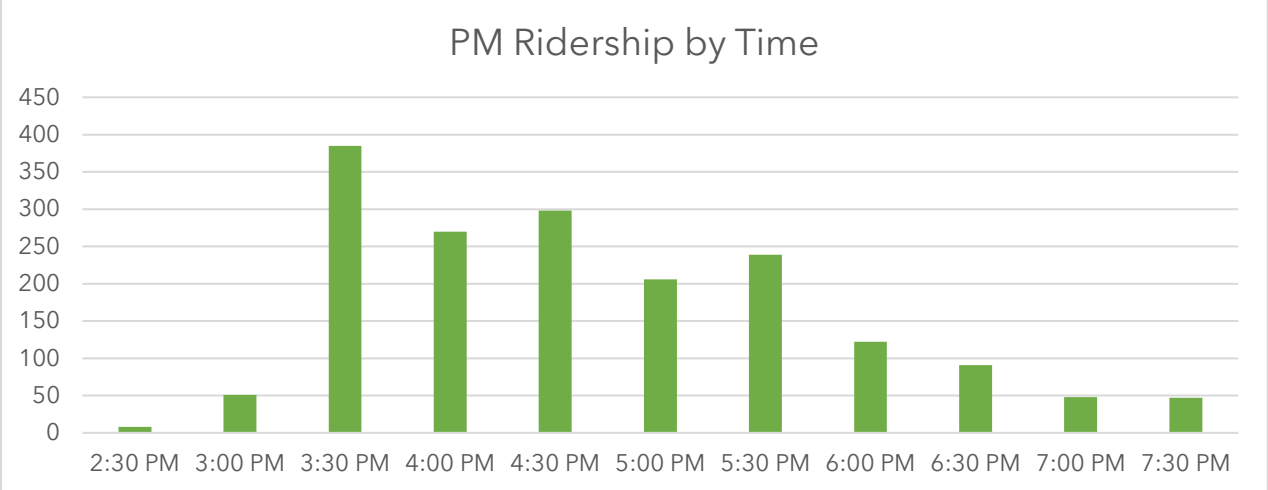


Total Ridership by Date



Monthly Total Ridership by Time





Monthly Total Use (Boarding & Alighting) by Stop

Information currently unavailable

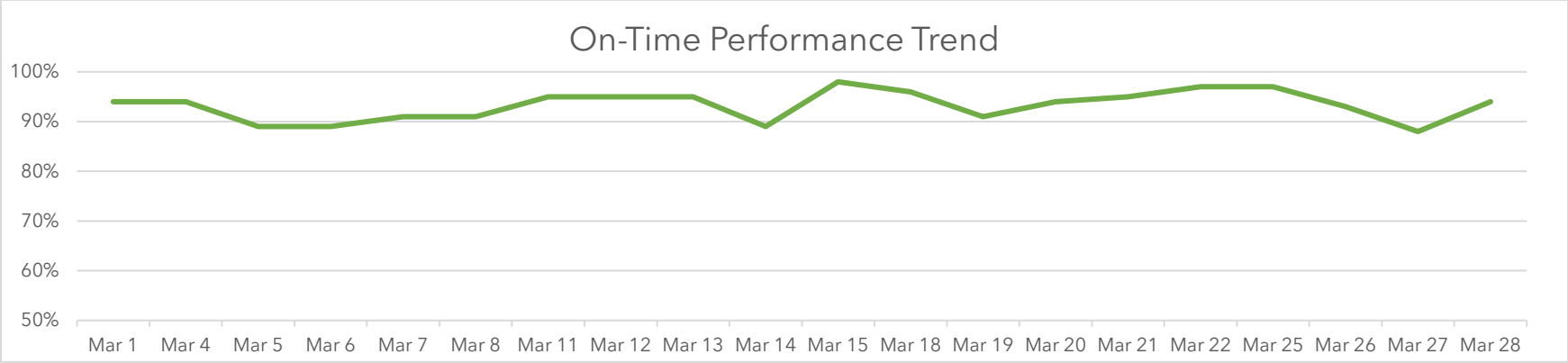
This information will be updated as soon as the information becomes available.

On Time Performance (OTP)

In March, on time performance for MVgo was **93%**. New weekday schedules were implemented on Monday, March 11, 2024, and we saw an immediate increase in on time performance (OTP), particularly on the routes that were having issues previously. We are expecting to see overall OTP continue to rise and stay at or above 90%.

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	25	26	27	28	29	Grand Total
MVgo - A AM	100%	100%	100%	94%	100%	88%	96%	100%	96%	100%	96%	100%	96%	89%	96%	100%	100%	85%	67%	96%	96%	**95%**
MVgo - A PM	96%	92%	100%	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%	90%	100%	100%	100%	93%	100%	97%	100%	**98%**
MVgo - B AM	98%	94%	78%	84%	94%	96%	91%	85%	98%	94%	96%	96%	85%	96%	89%	98%	100%	98%	79%	89%	98%	**92%**
MVgo - B PM	100%	100%	100%	100%	100%	100%	96%	100%	93%	82%	98%	100%	95%	96%	98%	91%	96%	95%	100%	98%	100%	**97%**
MVgo - C AM	97%	100%	85%	79%	97%	100%	96%	100%	93%	96%	100%	100%	75%	93%	86%	96%	100%	86%	86%	100%	100%	**94%**
MVgo - C PM	95%	88%	93%	90%	79%	71%	94%	100%	97%	72%	100%	100%	94%	94%	97%	97%	81%	94%	86%	81%	100%	**91%**
MVgo - D AM	85%	91%	88%	85%	88%	97%	97%	90%	100%	97%	100%	84%	90%	100%	97%	97%	100%	94%	87%	97%	97%	**93%**
MVgo - D PM	83%	88%	75%	75%	78%	78%	94%	89%	81%	78%	97%	89%	89%	86%	94%	97%	97%	94%	92%	97%	92%	**87%**
Grand Total	**94%**	**94%**	**89%**	**89%**	**91%**	**91%**	**95%**	**95%**	**95%**	**89%**	**98%**	**96%**	**91%**	**94%**	**95%**	**97%**	**97%**	**93%**	**88%**	**94%**	**98%**	**93%**

Additional Ridership Data

- Bicycles Carried: 17
- Wheelchair Lift Usage: 10

Compliments/Complaints

- Rider complained that she is missing the shuttle due to the train being 1 or 2 minutes late and bus is pulling away as she gets to the shuttle zone.
    - Drivers were reminded of the protocols that state they are to wait for 5 minutes when a train is in the station.