



MONTHLY OPERATIONS REPORT

April 2024

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 (OTP)	8
Additional Ridership Data	9
Compliments/Complaints	9



Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

ROUTE A					
2024 - Route A	Jan	Feb	Mar	Apr	Total to Date
Total Monthly Weekday Ridership	522	527	634	593	2276
# of Operating Days	22	20	21	22	85
Average Daily Ridership	24	26	30	27	27
% Increase/Decrease from Prior Month	44%	11%	15%	-11%	
% Increase/Decrease from Prior Year	21%	7%	6%	13%	10%
% of Pre COVID Baseline	13%	13%	17%	16%	15%

ROUTE B					
2024 - Route B	Jan	Feb	Mar	Apr	Total to Date
Total Monthly Weekday Ridership	1,293	1,264	1,140	1,314	5011
# of Operating Days	22	20	21	22	85
Average Daily Ridership	59	63	54	60	59
% Increase/Decrease from Prior Month	52%	8%	-14%	10%	
% Increase/Decrease from Prior Year	45%	59%	32%	68%	50%
% of Pre COVID Baseline	62%	58%	51%	61%	58%

ROUTE C & D					
2024 - Route C	Jan	Feb	Mar	Apr	Total to Date
Total Monthly Ridership	740	705	660	700	2805
# of Operating Days	22	20	21	22	85
Average Daily Ridership	34	35	31	32	33
% Increase/Decrease from Prior Month	35%	5%	-11%	1%	
% Increase/Decrease from Prior Year	99%	120%	54%	32%	70%
2024 - Route D	Jan	Feb	Mar	Apr	Total to Date
Total Monthly Ridership	702	712	791	827	3032
# of Operating Days	22	20	21	22	85
Average Daily Ridership	32	36	38	38	36
% Increase/Decrease from Prior Month	44%	12%	6%	0%	
% Increase/Decrease from Prior Year	28%	19%	24%	13%	21%
2024 - Route C/D Combined	Jan	Feb	Mar	Apr	Total to Date
Total Monthly Ridership	1442	1279	1,488	1,494	5703
# of Operating Days	22	20	21	22	85
Average Daily Ridership	66	64	71	68	67
% Increase/Decrease from Prior Month	39%	-2%	11%	-4%	
% Increase/Decrease from Prior Year	56%	39%	40%	18%	37%
% of Pre COVID Baseline	38%	37%	37%	43%	39%

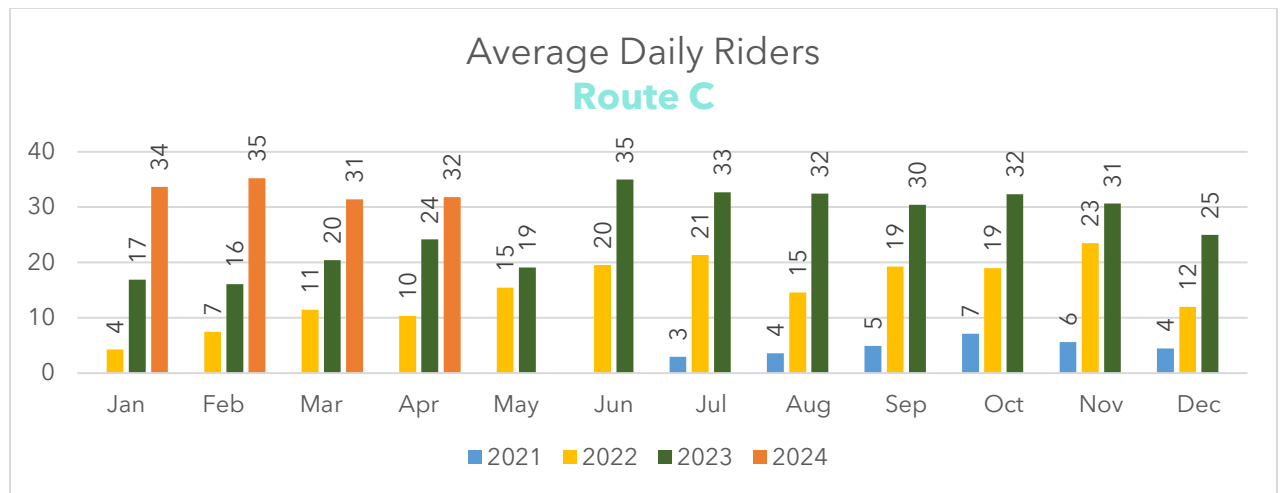
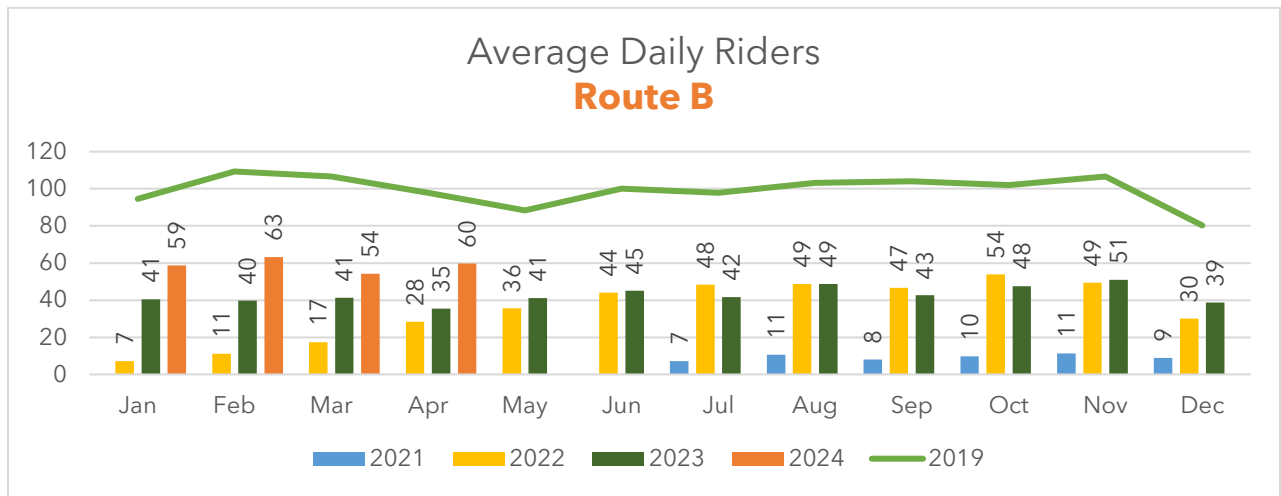
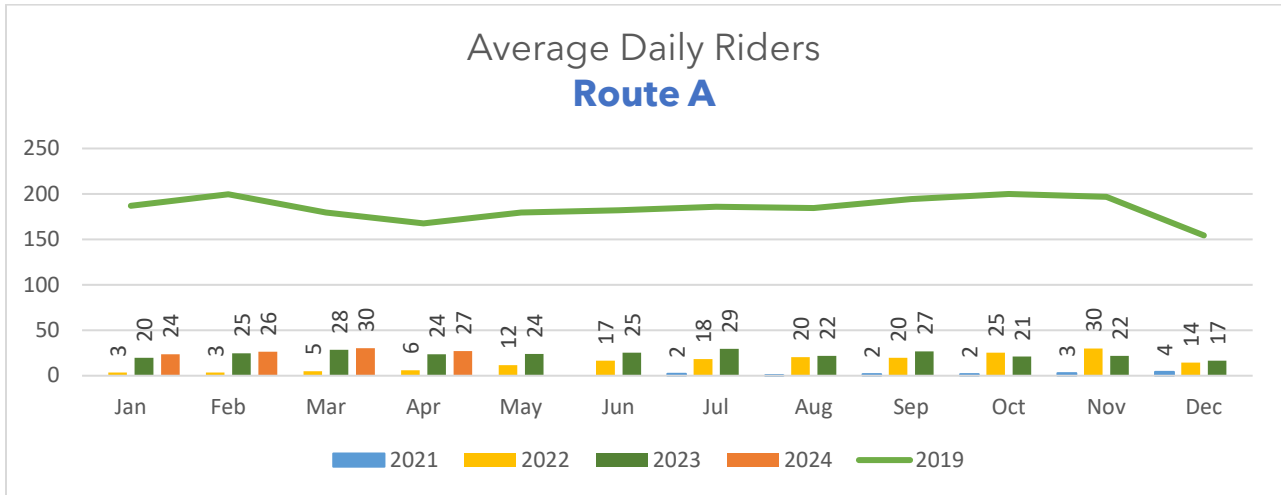
ALL ROUTES					
2024 - COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	Total
Total Monthly Ridership	3257	3070	3262	3401	12990
# of Operating Days	22	20	21	22	85
Average Daily Ridership	148	154	155	155	153
% Increase/Decrease from Prior Month	44%	4%	1%	0%	
% Increase/Decrease from Prior Year	45%	39%	29%	32%	36%
% of Pre COVID Baseline	33%	32%	33%	36%	34%

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

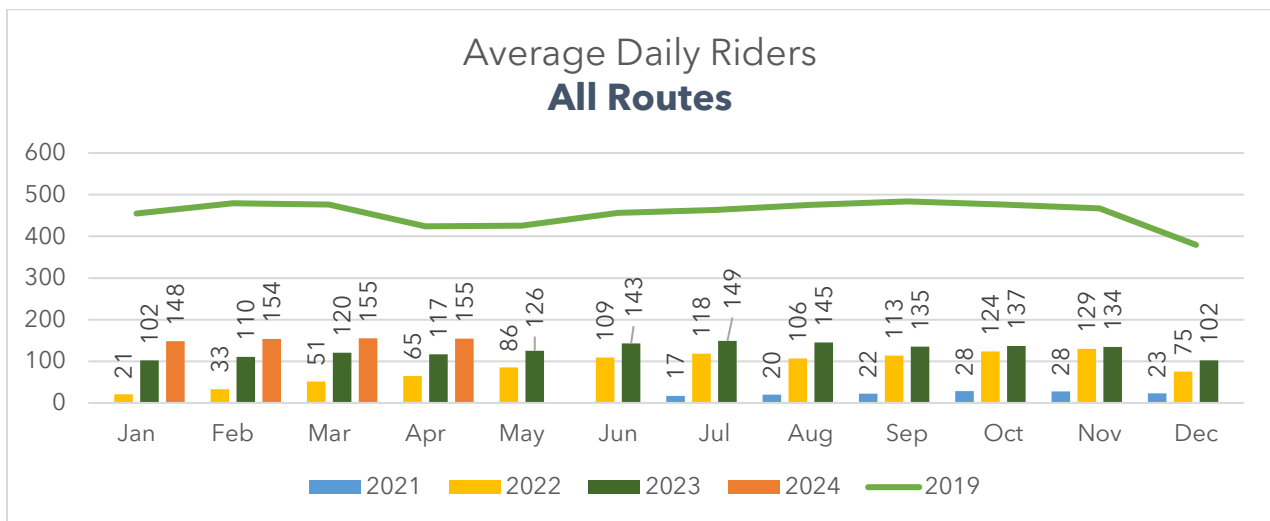
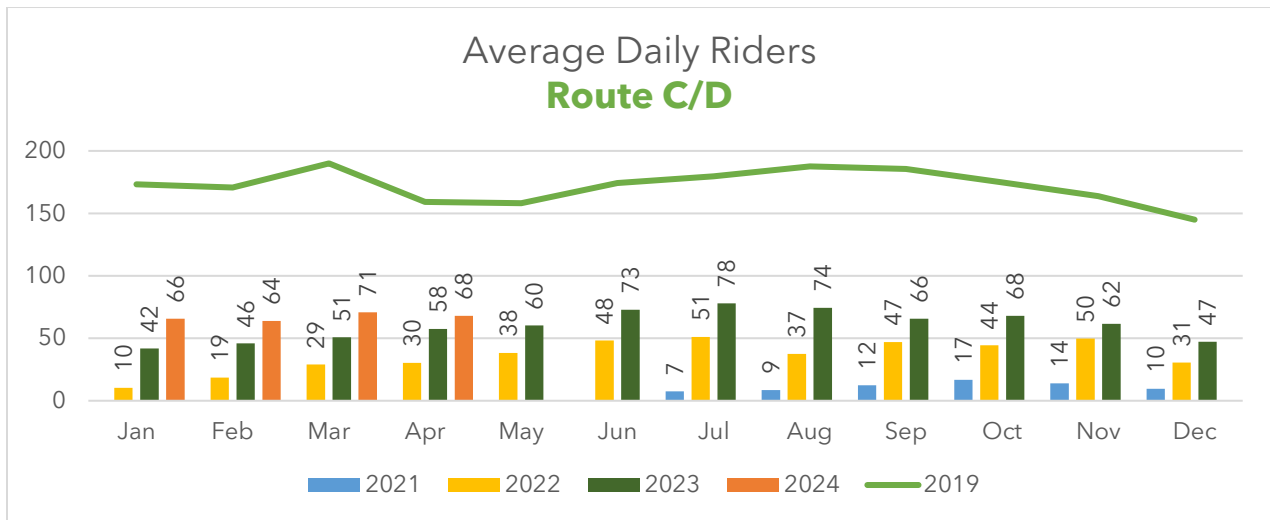
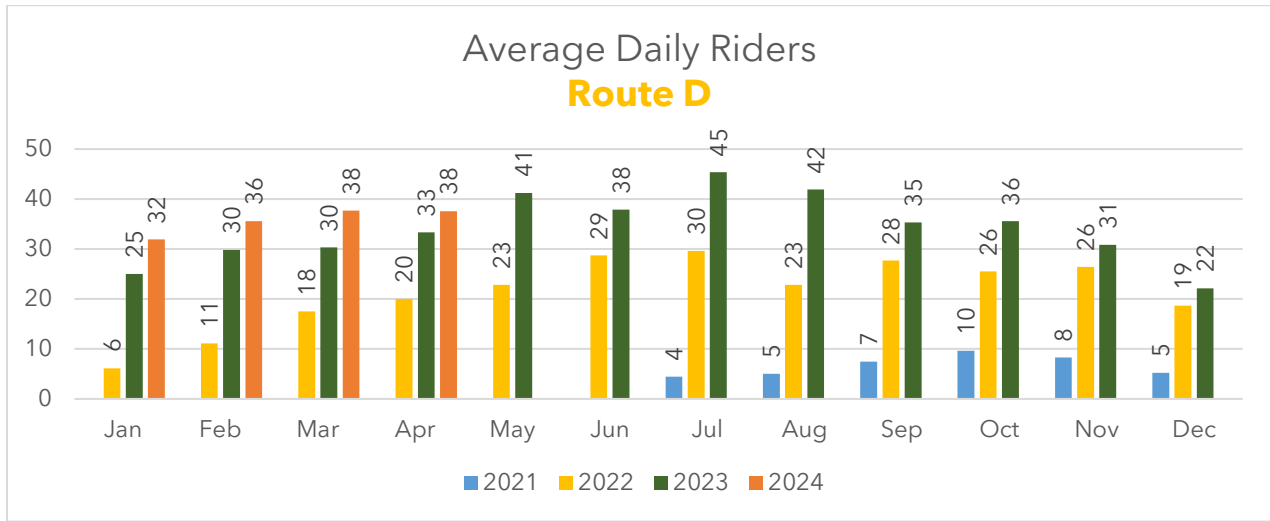
Ridership Summary

In April, the overall ridership remained the same as March. The total ridership for MVgo was 36% higher than the prior year and is 34% of the pre-pandemic baseline level.

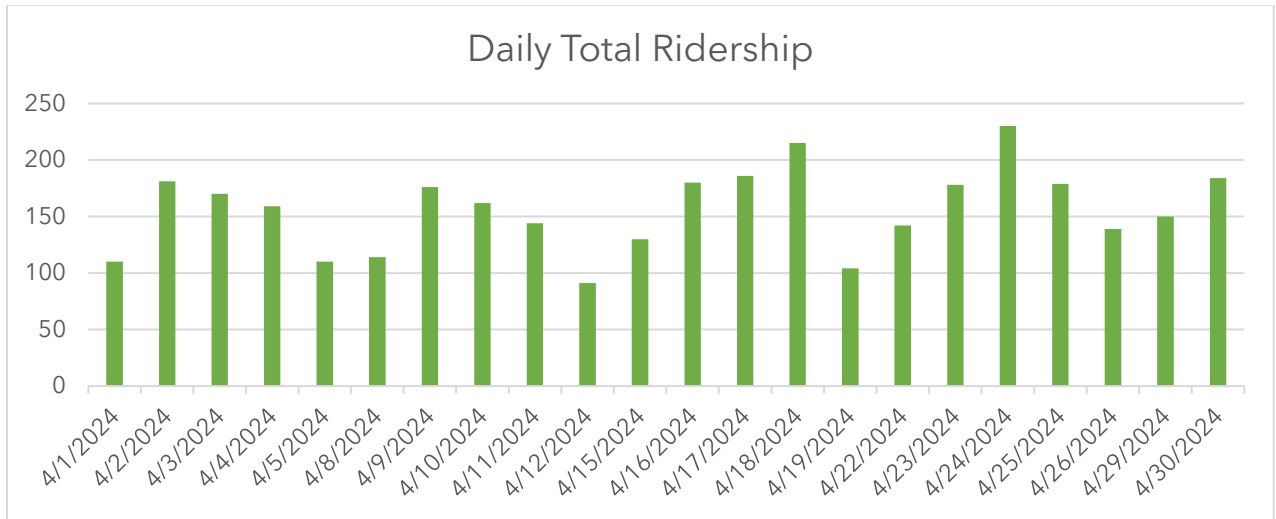
Average Daily Ridership Comparisons (YTD)



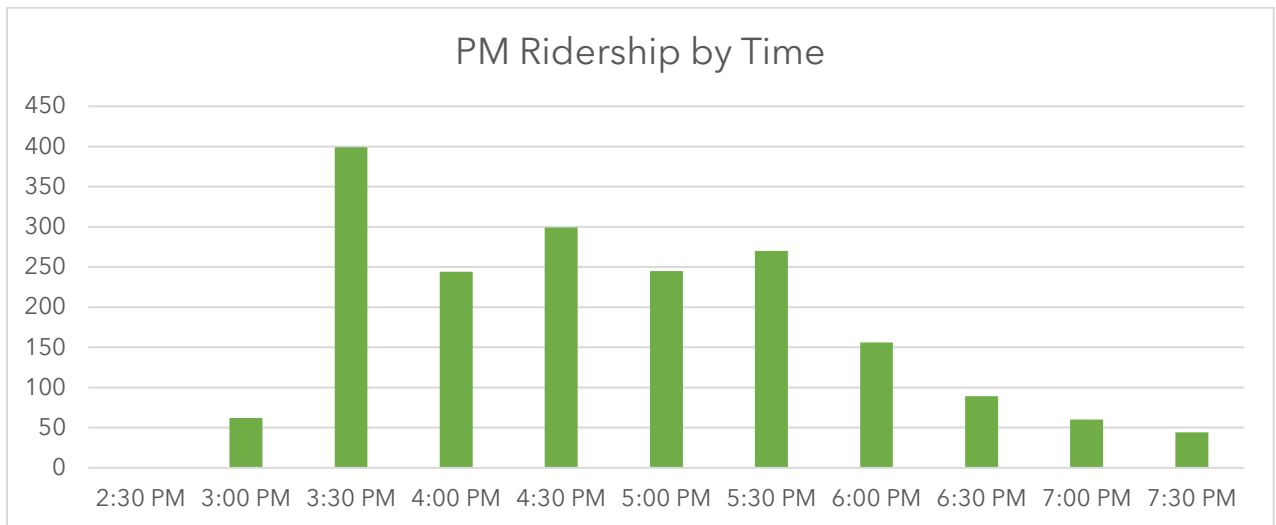
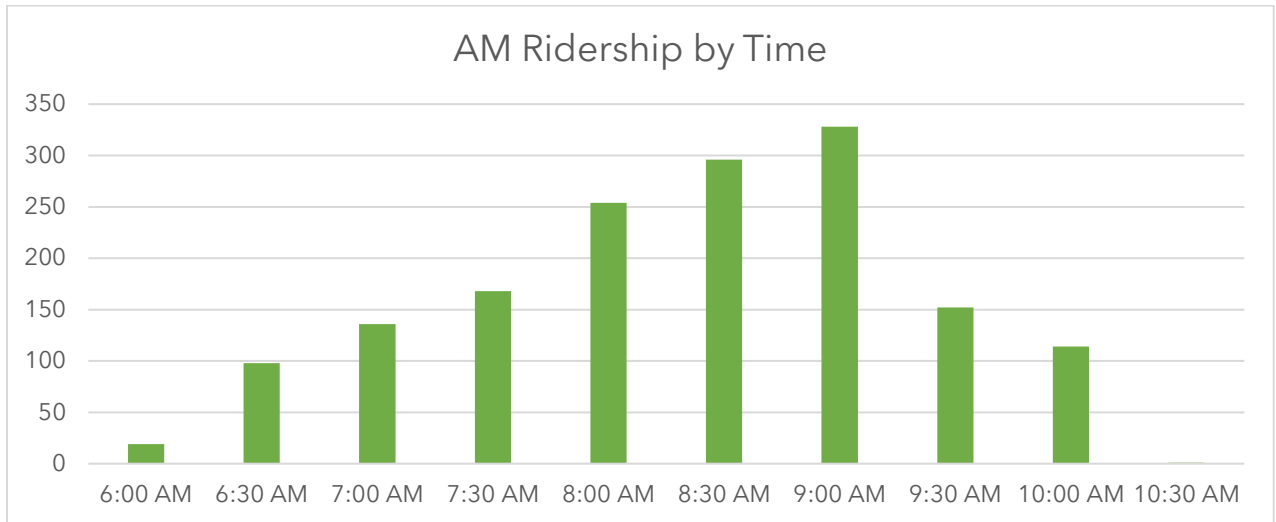
Average Daily Ridership Comparisons (YTD) (cont'd)



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	313	278	591	49.8%
665 Clyde (Samsung)	98	64	162	13.7%
645 Clyde (Samsung)	62	93	155	13.1%
Ferry Morse @ E Evelyn	60	24	84	7.1%
301 E Evelyn (AM Only)	8	51	59	5.0%
Whisman @ Middlefield	26	17	43	3.6%
313 Fairchild (Google)	14	23	37	3.1%
Middlefield @ Whisman	10	20	30	2.5%
Middlefield & Ellis	2	23	25	2.1%
Total	593	593	1186	100.0%

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	592	705	1297	49.5%
1045 La Avenida (Microsoft)	321	227	548	20.9%
Crittenden Lane	77	85	162	6.2%
Shoreline & Terra Bella (SB)	107	54	161	6.1%
Shoreline & Terra Bella (NB)	55	86	141	5.4%
Pear @ Inigo	33	57	90	3.4%
Shoreline & Pear (SB)	66	11	77	2.9%
Shoreline @ Charleston (SB)	53	3	56	2.1%
Shoreline @ Pear (NB)	8	37	45	1.7%
Shoreline @ Charleston (NB)	2	40	42	1.6%
Total	1314	1305	2619	100.0%

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	353	210	563	40.3%
Garcia @ Marine (WB)	103	144	247	17.7%
Marine & Casey	98	85	183	13.1%
San Antonio @ Miller (SB)	48	99	147	10.5%
Charleston @ Google (WB)	46	87	133	9.5%
El Camino @ Distel (EB)	42	48	90	6.4%
Garcia & Salado (WB)	2	19	21	1.5%
1950 Charleston	8	4	12	0.9%
Total	700	696	1396	100.0%

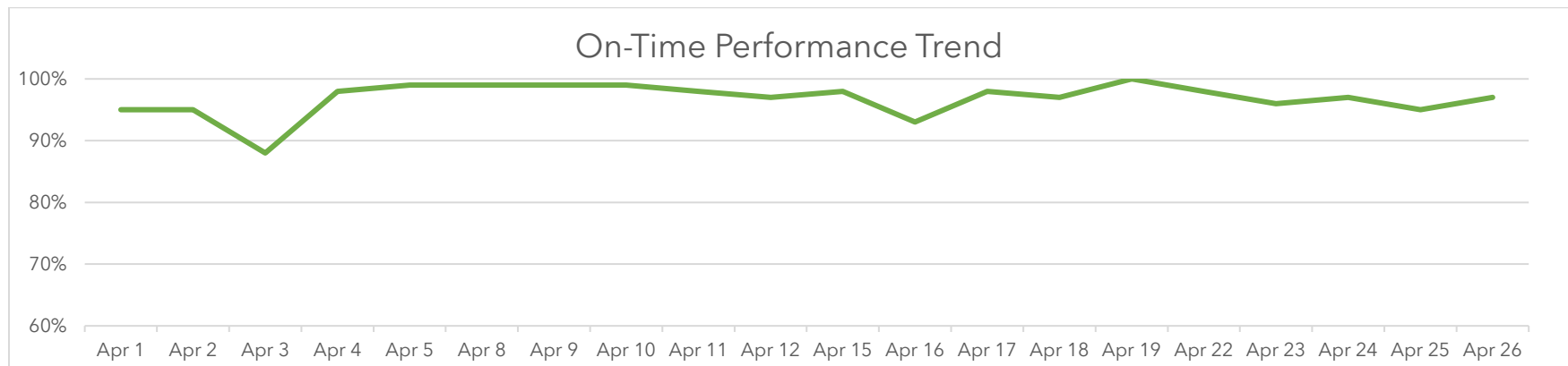
Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	293	432	725	43.9%
Garcia @ Marine (EB)	198	85	283	17.1%
Marine & Casey	86	90	176	10.6%
El Camino @ Distel (WB)	59	100	159	9.6%
Charleston & Huff	73	38	111	6.7%
San Antonio @ Miller (NB)	63	40	103	6.2%
San Antonio & California (NB)	21	15	36	2.2%
Garcia & Salado (EB)	23	12	35	2.1%
Charleston & Landings	11	14	25	1.5%
Total	827	826	1653	100.0%

On Time Performance (OTP)

In April, on time performance (OTP) for MVgo was **96%**. The 4% OTP for Route A-AM on April 3rd was due to a significant detour we had to make due to unexpected construction blocking our path. Removing April 3rd OTP from the calculation for A AM brings the total to 98%. Additionally, the lower OTP on some of the days for Route C, both AM and PM, was due to traffic congestion. Overall, the OTP for the service is very good and above the 90% performance target.

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 name	1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30	Grand Total
MVgo - A AM	81%	100%	4%	100%	100%	100%	96%	100%	96%	100%	100%	96%	100%	100%	100%	100%	96%	100%	100%	100%	100%	100%	94%
MVgo - A PM	100%	100%	93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	93%	100%	100%	99%
MVgo - B AM	100%	98%	96%	96%	98%	96%	98%	100%	100%	100%	98%	91%	100%	98%	100%	96%	100%	98%	98%	96%	100%	55%	96%
MVgo - B PM	90%	95%	89%	100%	100%	100%	98%	96%	100%	100%	100%	100%	98%	95%	100%	100%	100%	96%	98%	98%	98%	89%	97%
MVgo - C AM	100%	96%	100%	93%	96%	100%	100%	100%	100%	100%	100%	61%	100%	93%	100%	100%	82%	86%	93%	100%	100%	86%	95%
MVgo - C PM	100%	83%	100%	100%	100%	94%	100%	100%	86%	95%	92%	100%	94%	100%	100%	100%	100%	97%	78%	94%	67%	78%	94%
MVgo - D AM	90%	97%	100%	97%	100%	100%	100%	100%	100%	97%	100%	91%	94%	97%	100%	94%	94%	97%	100%	97%	100%	84%	97%
MVgo - D PM	100%	94%	100%	95%	100%	100%	97%	94%	97%	86%	97%	94%	97%	97%	100%	94%	89%	100%	92%	100%	100%	94%	96%
Grand Total	95%	95%	88%	98%	99%	99%	99%	99%	98%	97%	98%	93%	98%	97%	100%	98%	96%	97%	95%	97%	96%	84%	96%

Additional Ridership Data

- Bicycles Carried: 16
- Wheelchair Lift Usage: 4

Compliments/Complaints

1. MVgo C rider complained of missing bus due to late train.
 - a. Reminded drivers of protocols and to wait 5 mins if a train is in the station.
2. MVgo B rider thankful for service and thanked Ana for being safe and friendly.
 - a. Compliment passed on to the driver.
3. MVgo A rider complained that their train is often late & requested a schedule change.
 - a. Responded to rider that we are working to address this issue.
4. MVgo C rider complained that the driver was late and driving very slow causing rider to miss their train.
 - a. Reviewed the driver's performance and provided feedback and training. Additionally, gave rider feedback that Route D would be a faster alternative from the stop they were riding from.