



# MONTHLY OPERATIONS REPORT

## March 2024

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## 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	<b>1683</b>
# of Operating Days	22	20	21	<b>63</b>
Average Daily Ridership	24	26	30	<b>27</b>
% Increase/Decrease from Prior Month	44%	11%	15%	
% Increase/Decrease from Prior Year	21%	7%	6%	<b>9%</b>
<b>% of Pre COVID Baseline</b>	<b>13%</b>	<b>13%</b>	<b>17%</b>	<b>14%</b>

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

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

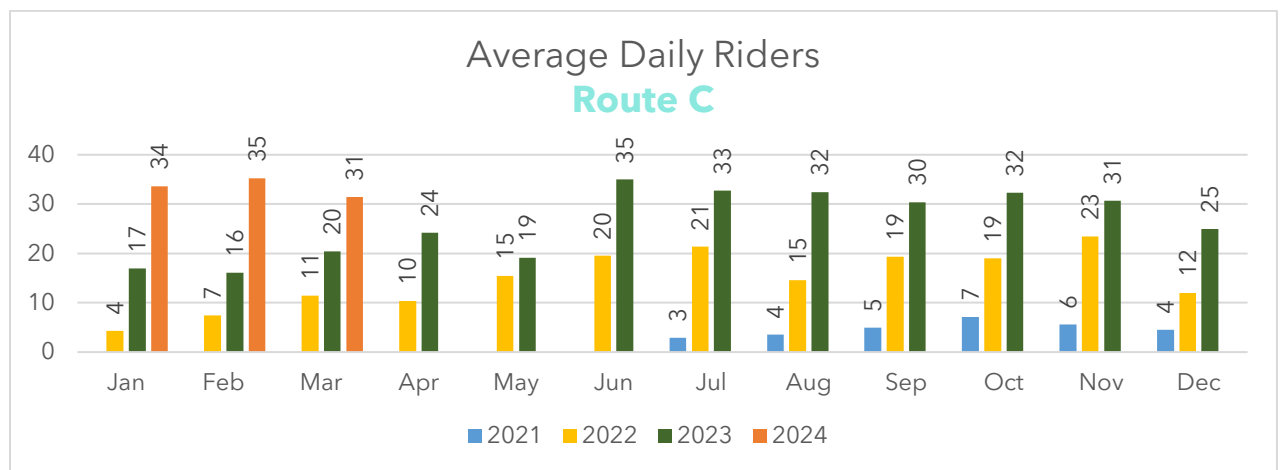
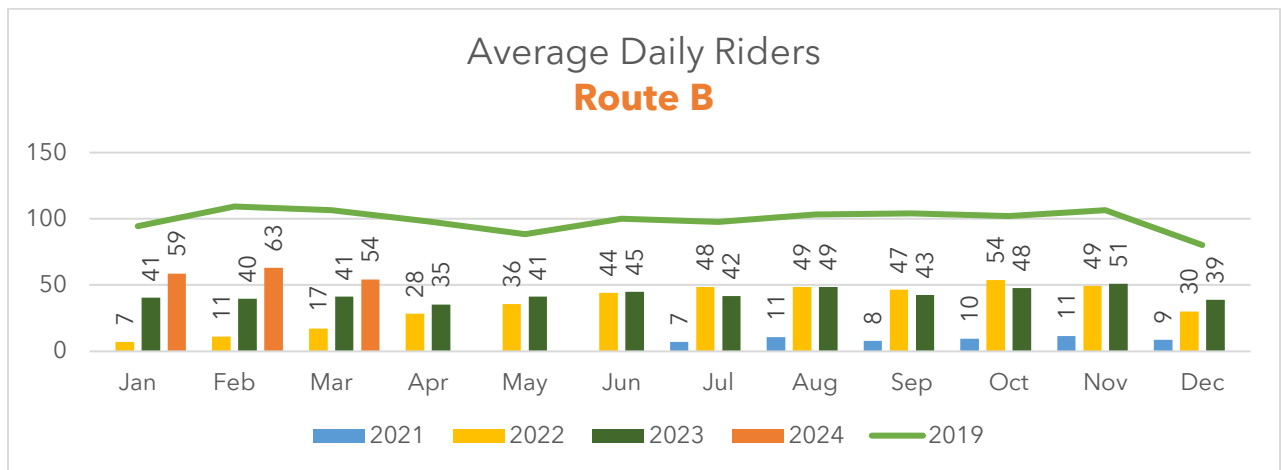
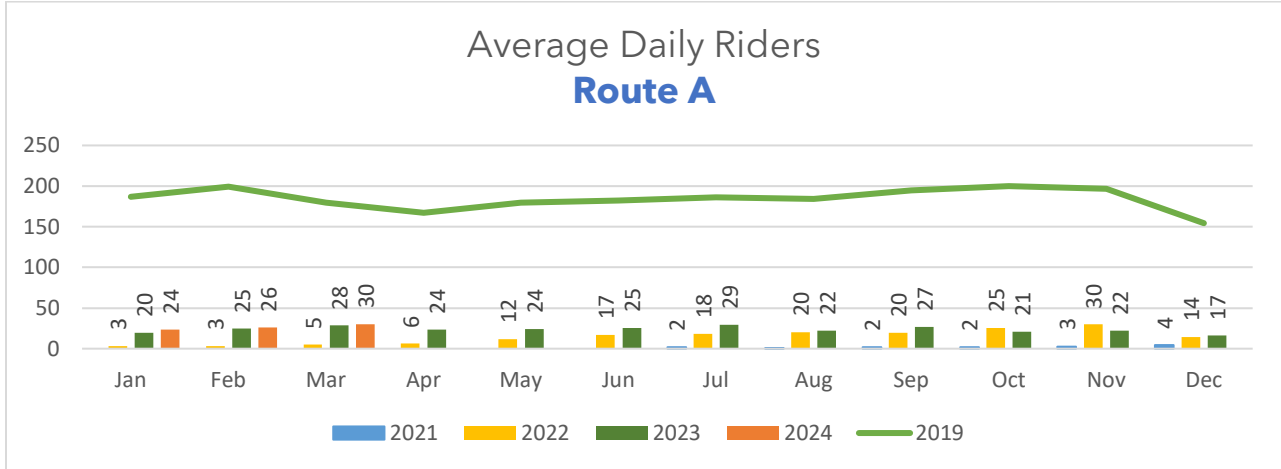
ALL ROUTES				
2024 - COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Total
Total Monthly Ridership	3257	3070	3262	<b>9589</b>
# of Operating Days	22	20	21	<b>63</b>
Average Daily Ridership	148	154	155	<b>152</b>
% Increase/Decrease from Prior Month	44%	4%	1%	
% Increase/Decrease from Prior Year	45%	39%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

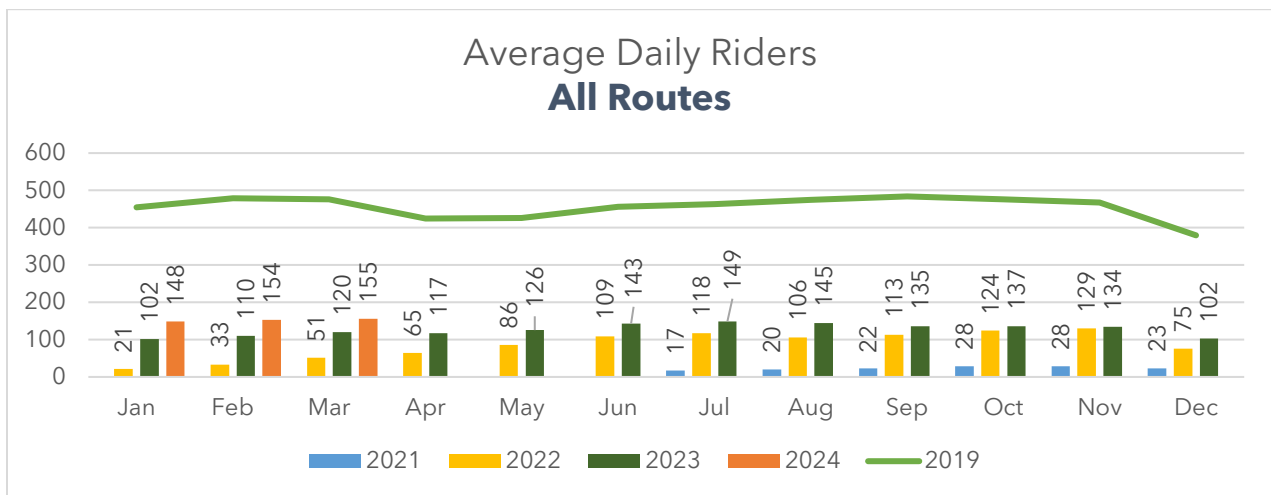
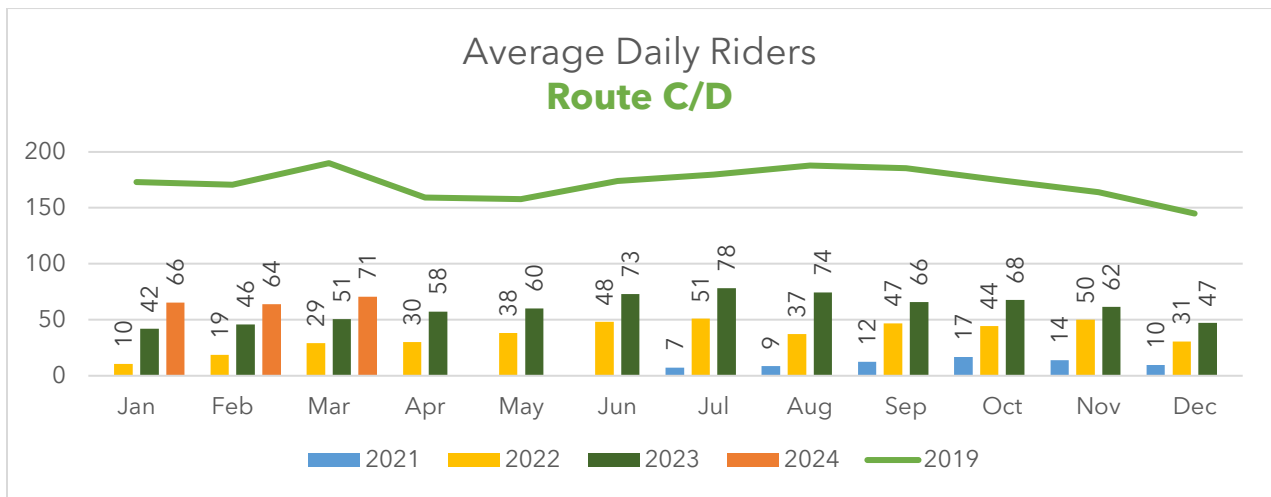
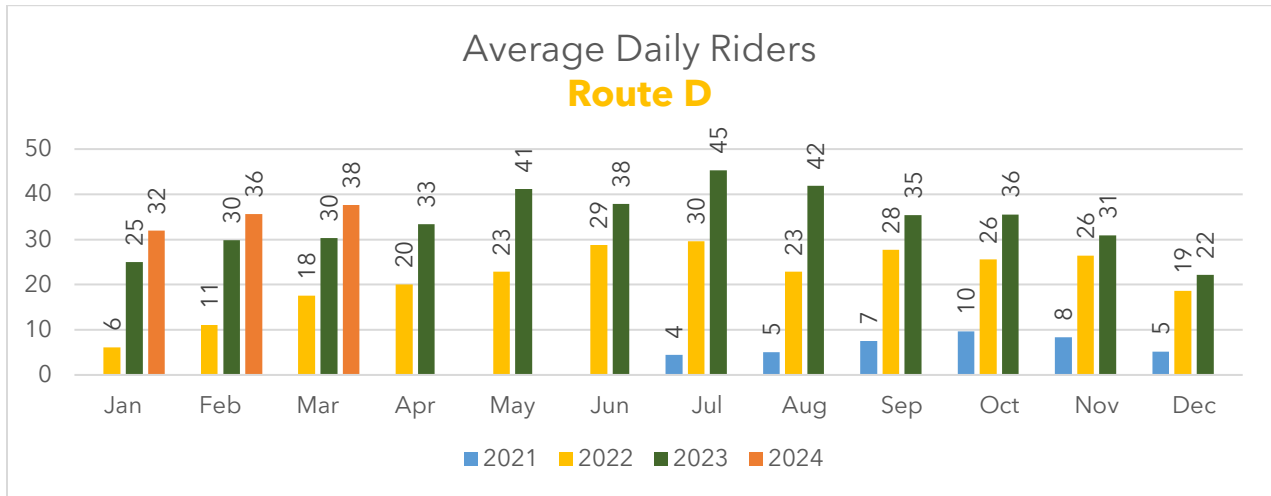
# Ridership Summary

In 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.

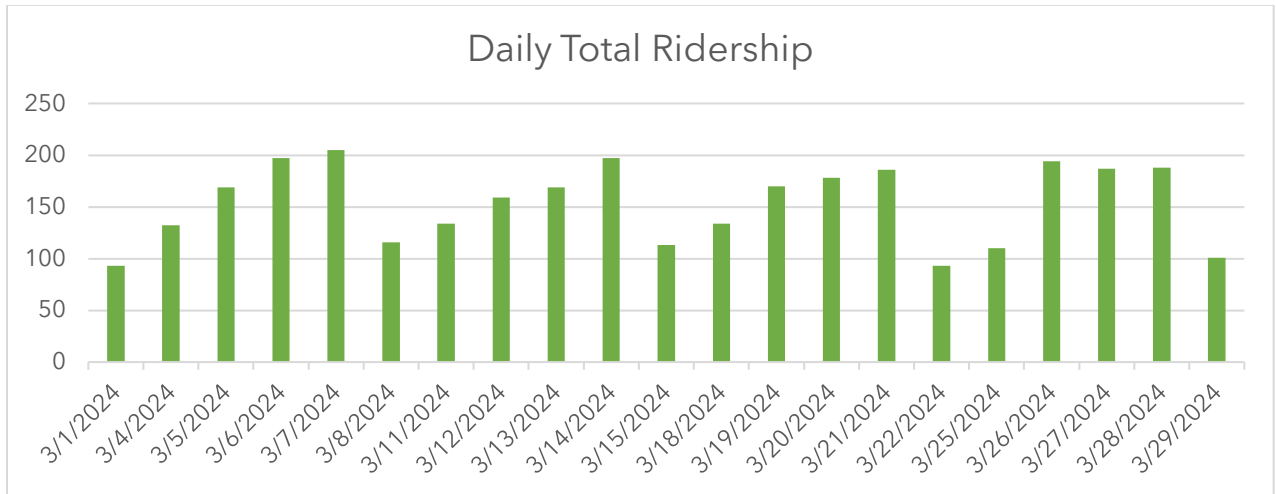
## Average Daily Ridership Comparisons (YTD)



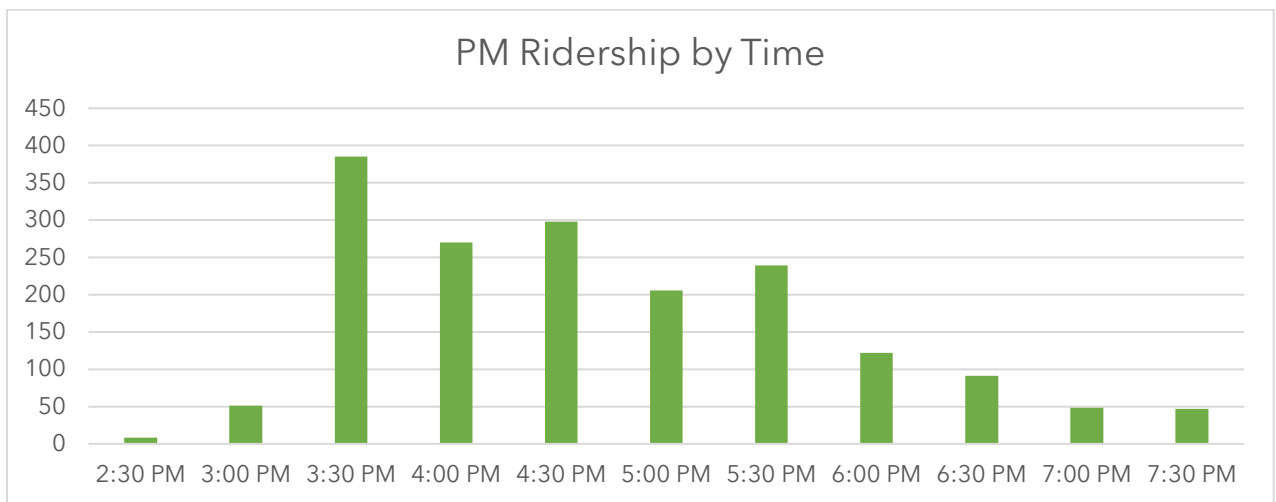
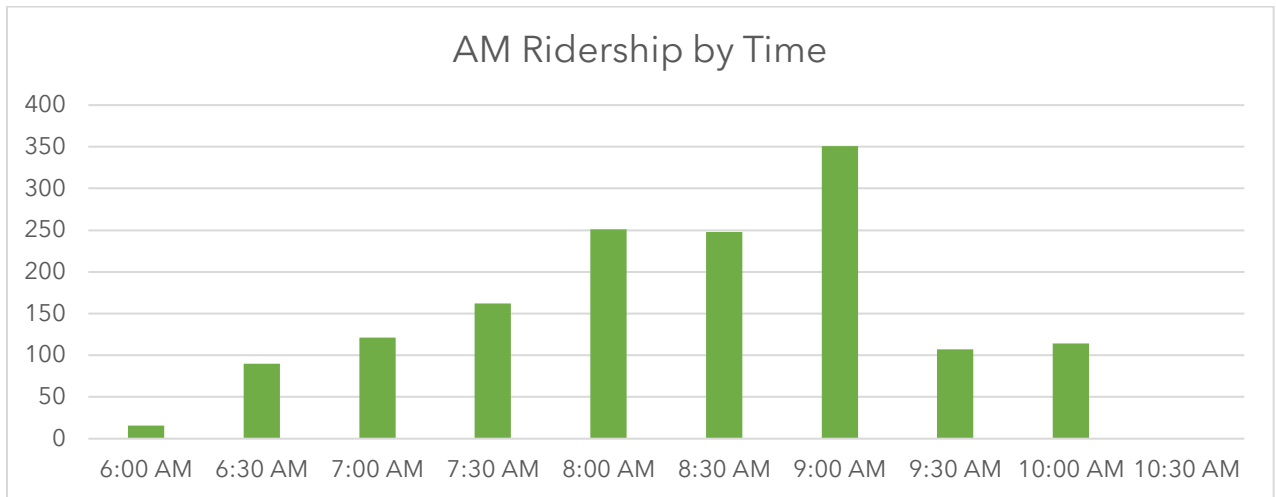
## Average Daily Ridership Comparisons (YTD) (cont'd)



## Total Ridership by Date



## Monthly Total Ridership by Time





### MONTH TOTAL USE (BOARDINGS & ALIGHTINGS) BY STOP

Route A	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	289	286	575	45.5%
665 Clyde (Samsung)	95	58	153	12.1%
645 Clyde (Samsung)	52	91	143	11.3%
Ferry Morse @ E Evelyn	66	27	93	7.4%
Whisman @ Middlefield	34	35	69	5.5%
645 Clyde Ave (Samsung Parking Lot) TP	1	56	57	4.5%
313 Fairchild (Google)	23	27	50	4.0%
Clyde @ Samsung TP	49	0	49	3.9%
301 E Evelyn (AM Only)	1	32	33	2.6%
Middlefield @ Whisman	18	9	27	2.1%
Middlefield & Ellis	6	9	15	1.2%
VTA Middlefield Station-No longer used 03.11.24	0	1	1	0.1%
<b>Total</b>	<b>634</b>	<b>631</b>	<b>1265</b>	<b>100.0%</b>

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	527	543	1070	47.1%
1045 La Avenida (Microsoft)	204	199	403	17.7%
Crittenden Lane	66	96	162	7.1%
Shoreline & Terra Bella (NB)	75	86	161	7.1%
Shoreline & Terra Bella (SB)	86	35	121	5.3%
Pear @ Inigo	41	74	115	5.1%
Shoreline & Pear (SB)	77	13	90	4.0%
Shoreline @ Charleston (SB)	47	4	51	2.2%
Shoreline @ Charleston (NB)	5	45	50	2.2%
Shoreline @ Pear (NB)	12	36	48	2.1%
<b>Total</b>	<b>1140</b>	<b>1131</b>	<b>2271</b>	<b>100.0%</b>

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	316	207	523	39.8%
Garcia @ Marine (WB)	103	123	226	17.2%
San Antonio @ Miller (SB)	65	108	173	13.2%
Marine & Casey	77	67	144	11.0%
El Camino @ Distel (EB)	46	56	102	7.8%
Charleston @ Google (WB)	24	68	92	7.0%
Garcia & Salado (WB)	18	15	33	2.5%
1950 Charleston	11	11	22	1.7%
<b>Total</b>	<b>660</b>	<b>655</b>	<b>1315</b>	<b>100.0%</b>

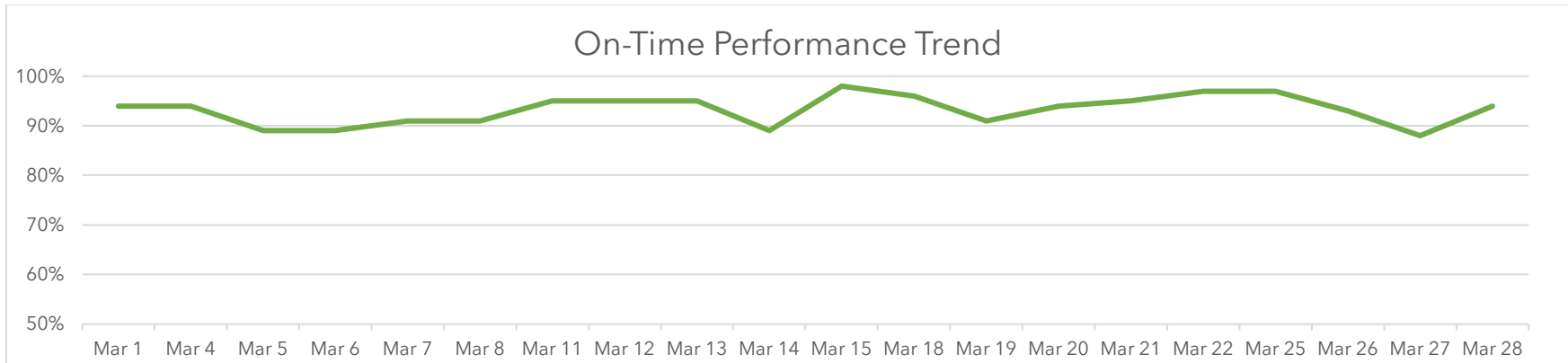
Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	281	416	697	44.2%
Garcia @ Marine (EB)	141	68	209	13.3%
El Camino @ Distel (WB)	79	88	167	10.6%
Marine & Casey	69	85	154	9.8%
Charleston & Huff	90	27	117	7.4%
San Antonio @ Miller (NB)	57	52	109	6.9%
Garcia & Salado (EB)	32	23	55	3.5%
San Antonio & California (NB)	27	13	40	2.5%
Charleston & Landings	15	13	28	1.8%
<b>Total</b>	<b>791</b>	<b>785</b>	<b>1576</b>	<b>100.0%</b>

## 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%	<b>95%</b>
MVgo - A PM	96%	92%	100%	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%	90%	100%	100%	100%	93%	100%	97%	100%	<b>98%</b>
MVgo - B AM	98%	94%	78%	84%	94%	96%	91%	85%	98%	94%	96%	96%	85%	96%	89%	98%	100%	98%	79%	89%	98%	<b>92%</b>
MVgo - B PM	100%	100%	100%	100%	100%	100%	96%	100%	93%	82%	98%	100%	95%	96%	98%	91%	96%	95%	100%	98%	100%	<b>97%</b>
MVgo - C AM	97%	100%	85%	79%	97%	100%	96%	100%	93%	96%	100%	100%	75%	93%	86%	96%	100%	86%	86%	100%	100%	<b>94%</b>
MVgo - C PM	95%	88%	93%	90%	79%	71%	94%	100%	97%	72%	100%	100%	94%	94%	97%	97%	81%	94%	86%	81%	100%	<b>91%</b>
MVgo - D AM	85%	91%	88%	85%	88%	97%	97%	90%	100%	97%	100%	84%	90%	100%	97%	97%	100%	94%	87%	97%	97%	<b>93%</b>
MVgo - D PM	83%	88%	75%	75%	78%	78%	94%	89%	81%	78%	97%	89%	89%	86%	94%	97%	97%	94%	92%	97%	92%	<b>87%</b>
<b>Grand Total</b>	<b>94%</b>	<b>94%</b>	<b>89%</b>	<b>89%</b>	<b>91%</b>	<b>91%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>89%</b>	<b>98%</b>	<b>96%</b>	<b>91%</b>	<b>94%</b>	<b>95%</b>	<b>97%</b>	<b>97%</b>	<b>93%</b>	<b>88%</b>	<b>94%</b>	<b>98%</b>	<b>93%</b>



## 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.