



MONTHLY OPERATIONS REPORT

May 2024

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Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

ROUTE A						
2024 - Route A	Jan	Feb	Mar	Apr	May	Total to Date
Total Monthly Weekday Ridership	522	527	634	593	826	3102
# of Operating Days	22	20	21	22	22	107
Average Daily Ridership	24	26	30	27	38	29
% Increase/Decrease from Prior Month	44%	11%	15%	-11%	39%	
% Increase/Decrease from Prior Year	21%	7%	6%	13%	56%	20%
% of Pre COVID Baseline	13%	13%	17%	16%	21%	16%

ROUTE B						
2024 - Route B	Jan	Feb	Mar	Apr	May	Total to Date
Total Monthly Weekday Ridership	1,293	1,264	1,140	1,314	1,778	6789
# of Operating Days	22	20	21	22	22	107
Average Daily Ridership	59	63	54	60	81	63
% Increase/Decrease from Prior Month	52%	8%	-14%	10%	35%	
% Increase/Decrease from Prior Year	45%	59%	32%	68%	96%	60%
% of Pre COVID Baseline	62%	58%	51%	61%	91%	64%

ROUTE C & D						
2024 - Route C	Jan	Feb	Mar	Apr	May	Total to Date
Total Monthly Ridership	740	705	660	700	791	3596
# of Operating Days	22	20	21	22	22	107
Average Daily Ridership	34	35	31	32	36	34
% Increase/Decrease from Prior Month	35%	5%	-11%	1%	13%	
% Increase/Decrease from Prior Year	99%	120%	54%	32%	88%	74%
2024 - Route D	Jan	Feb	Mar	Apr	May	Total to Date
Total Monthly Ridership	702	712	791	827	990	4022
# of Operating Days	22	20	21	22	22	107
Average Daily Ridership	32	36	38	38	45	38
% Increase/Decrease from Prior Month	44%	12%	6%	0%	20%	
% Increase/Decrease from Prior Year	28%	19%	24%	13%	9%	17%
2024 - Route C/D Combined	Jan	Feb	Mar	Apr	May	Total to Date
Total Monthly Ridership	1442	1279	1,488	1,494	1,896	7599
# of Operating Days	22	20	21	22	22	107
Average Daily Ridership	66	64	71	68	86	71
% Increase/Decrease from Prior Month	39%	-2%	11%	-4%	27%	
% Increase/Decrease from Prior Year	56%	39%	40%	18%	43%	38%
% of Pre COVID Baseline	38%	37%	37%	43%	55%	42%

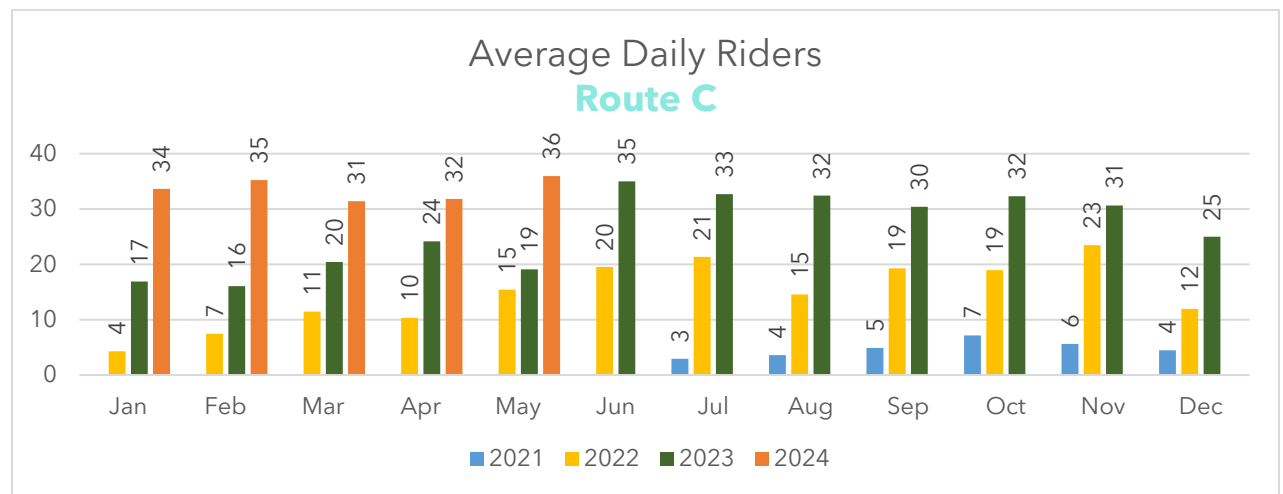
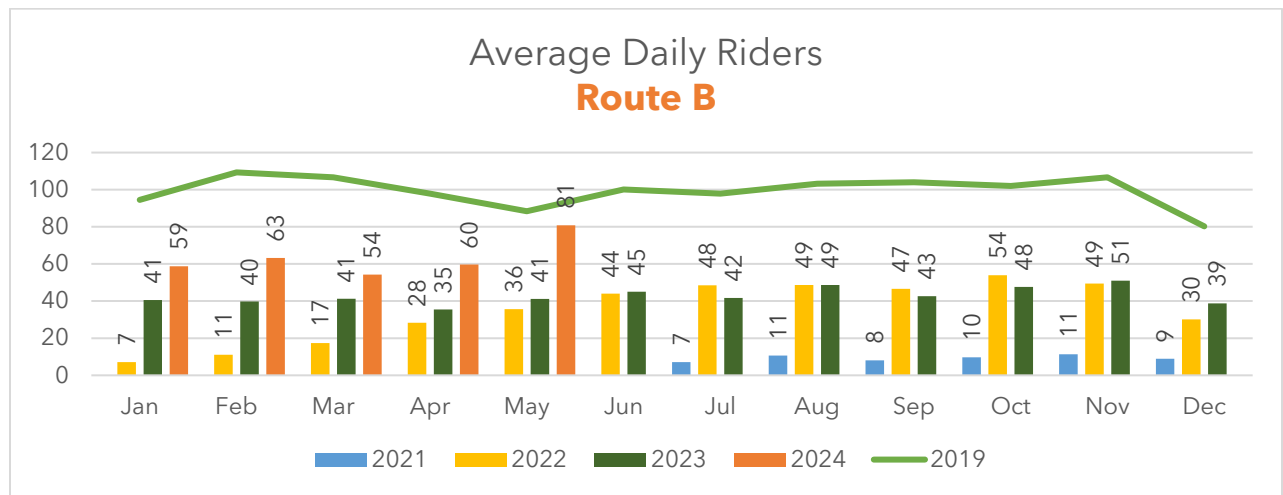
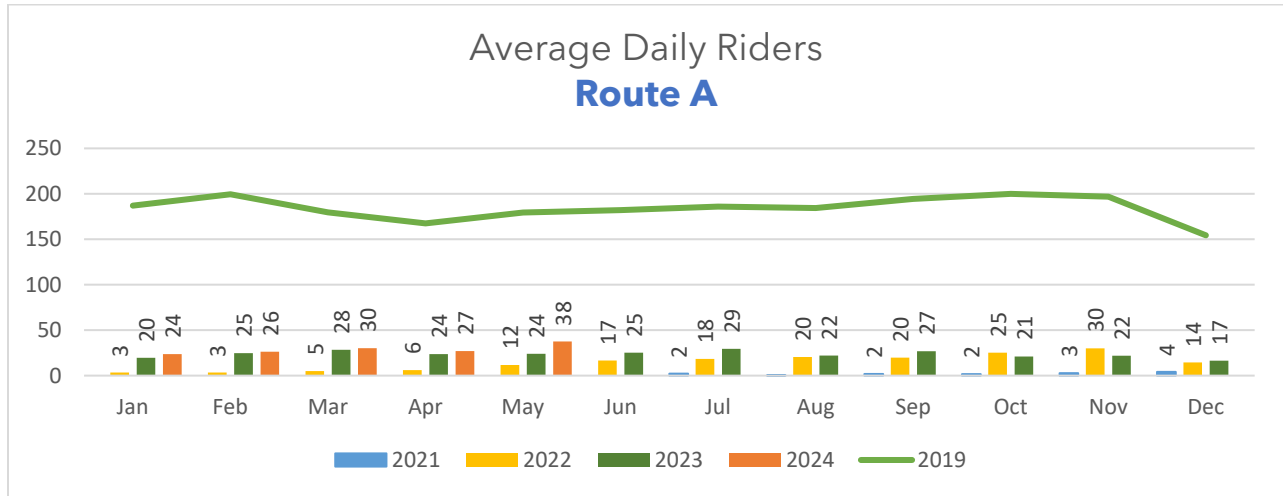
ALL ROUTES						
2024 - COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Total
Total Monthly Ridership	3257	3070	3262	3401	4500	17490
# of Operating Days	22	20	21	22	22	107
Average Daily Ridership	148	154	155	155	205	163
% Increase/Decrease from Prior Month	44%	4%	1%	0%	32%	
% Increase/Decrease from Prior Year	45%	39%	29%	32%	63%	42%
% of Pre COVID Baseline	33%	32%	33%	36%	48%	36%

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

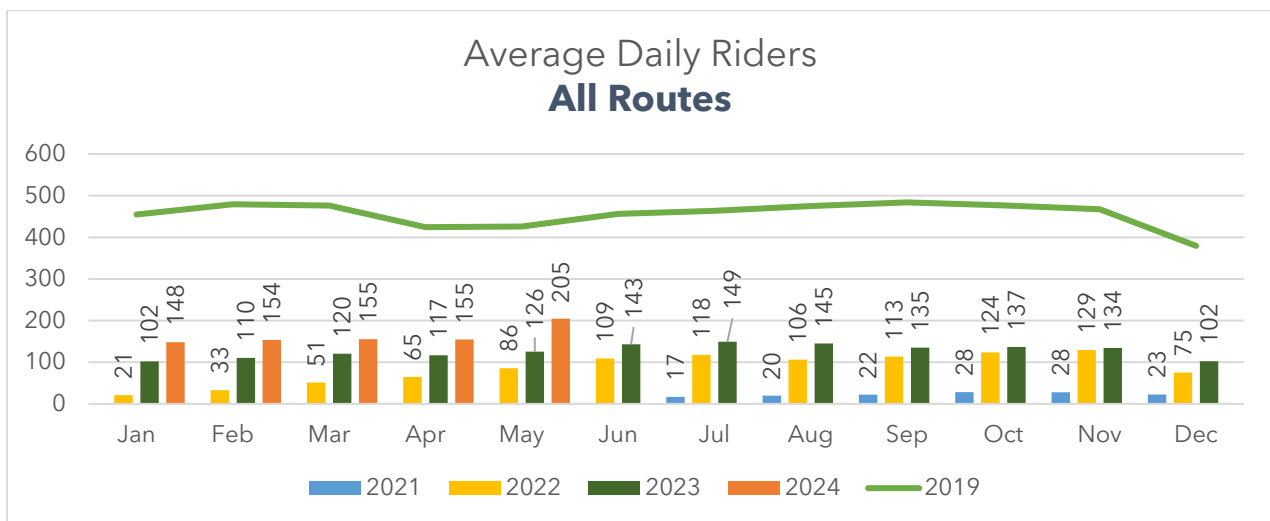
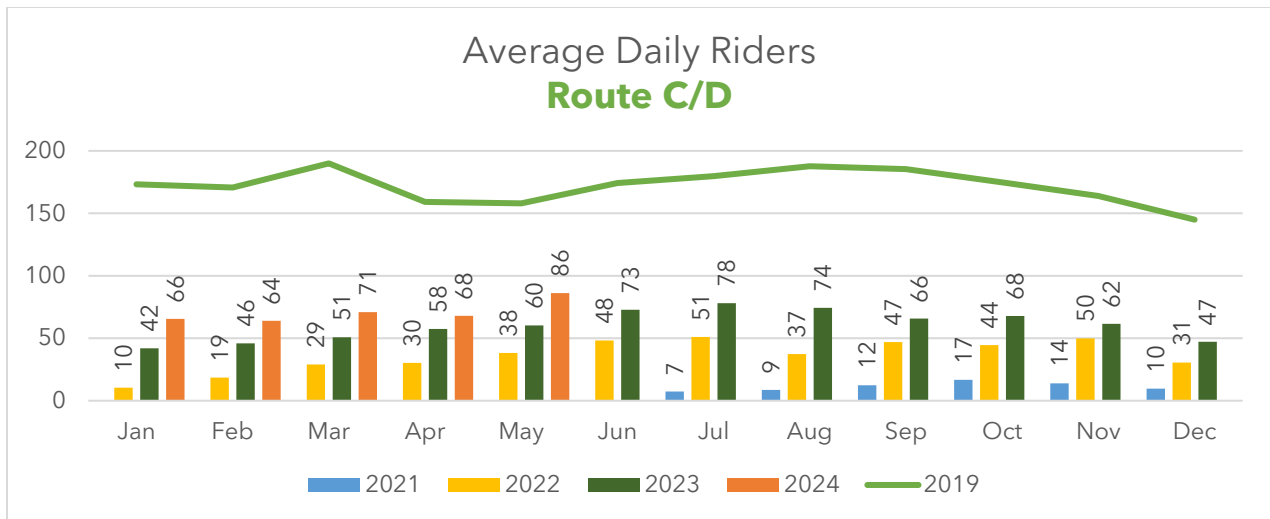
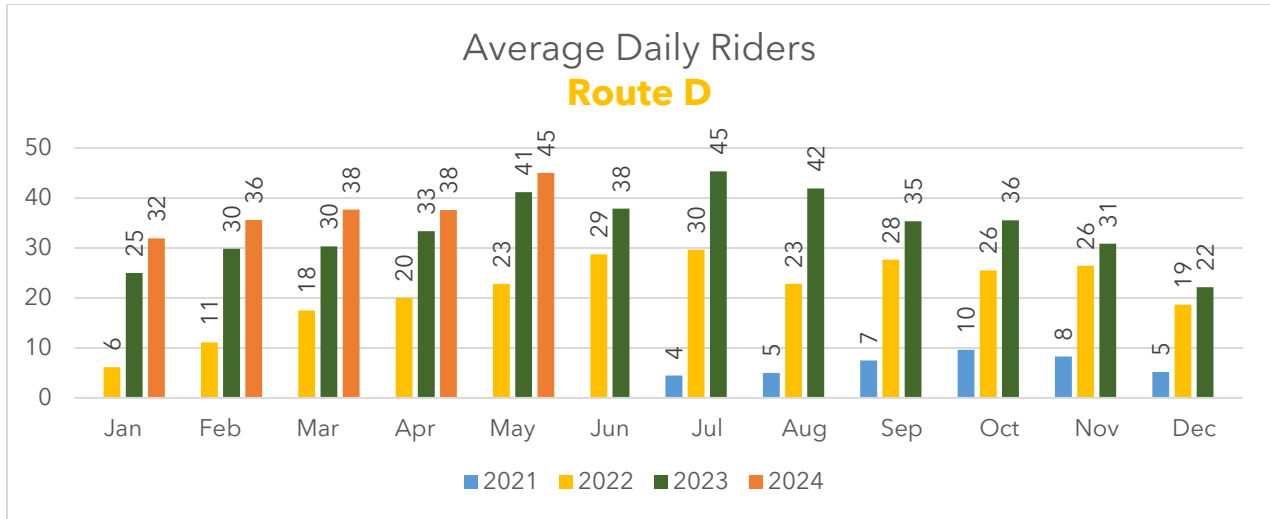
Ridership Summary

In May, the total ridership for MVgo was 42% higher than the prior year and was 36% of the pre-pandemic baseline level. Route B continues to have the highest ridership. In May, Route B had an increase of 96% over May 2023 and was 91% of the pre-pandemic level for the month. To date, Route B is at 64% of the pre-pandemic baseline.

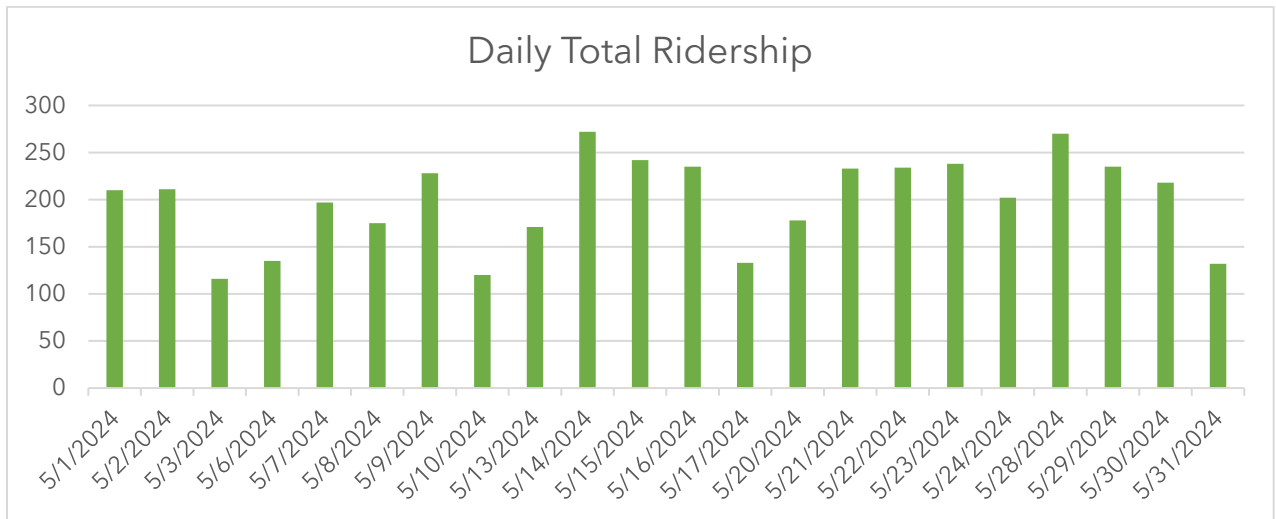
Average Daily Ridership Comparisons (YTD)



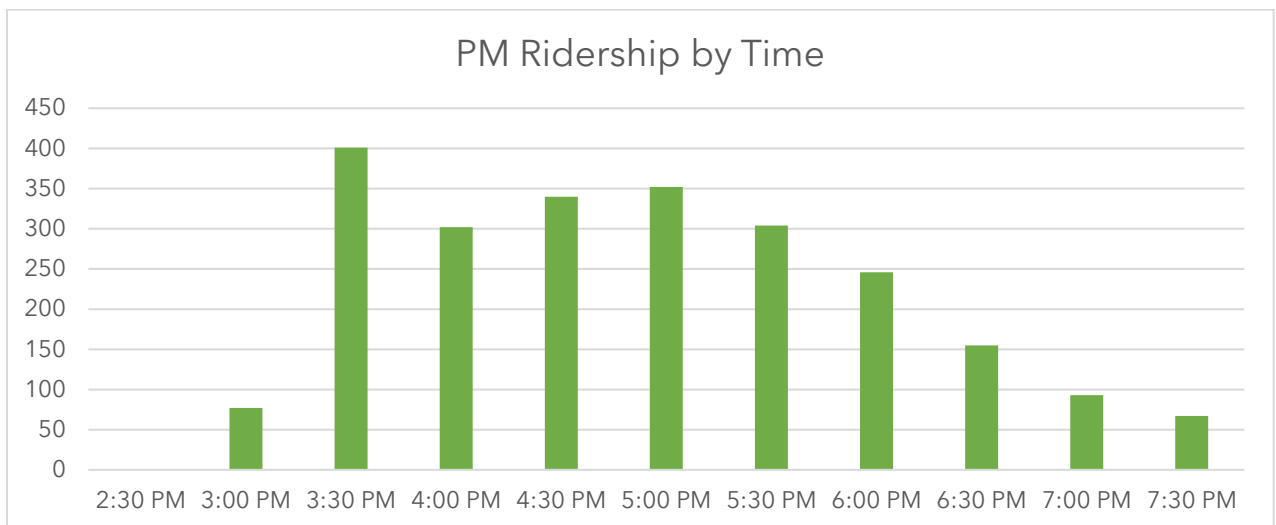
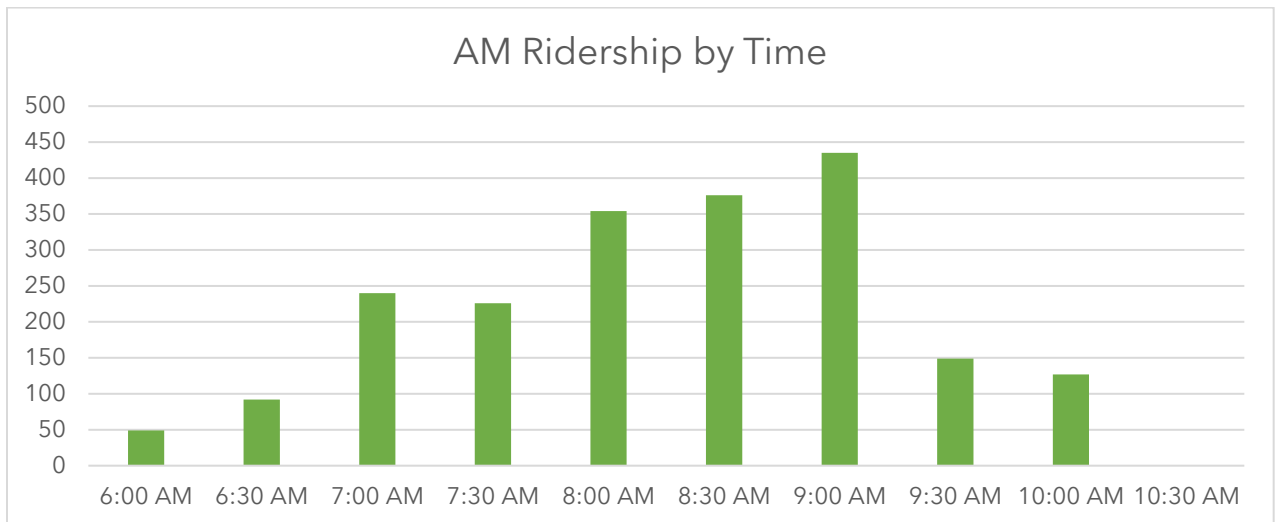
Average Daily Ridership Comparisons (YTD) (cont'd)



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	388	365	753	45.6%
645 Clyde (Samsung)	73	112	185	11.2%
665 Clyde (Samsung)	111	63	174	10.5%
Ferry Morse @ E Evelyn	99	22	121	7.3%
301 E Evelyn (AM Only)	22	97	119	7.2%
Middlefield @ Whisman	48	70	118	7.1%
Whisman @ Middlefield	65	51	116	7.0%
313 Fairchild (Google)	20	22	42	2.5%
Middlefield & Ellis	0	23	23	1.4%
Total	826	825	1651	100.0%

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	808	913	1721	48.6%
1045 La Avenida (Microsoft)	371	266	637	18.0%
Crittenden Lane	101	164	265	7.5%
Shoreline & Terra Bella (NB)	94	113	207	5.8%
Shoreline & Terra Bella (SB)	100	81	181	5.1%
Shoreline @ Charleston (SB)	133	10	143	4.0%
Pear @ Inigo	47	70	117	3.3%
Shoreline & Pear (SB)	100	16	116	3.3%
Shoreline @ Charleston (NB)	9	72	81	2.3%
Shoreline @ Pear (NB)	15	56	71	2.0%
Total	1778	1761	3539	100.0%

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	393	221	614	38.9%
Garcia @ Marine (WB)	131	168	299	18.9%
Marine & Casey	103	90	193	12.2%
Charleston @ Google (WB)	49	101	150	9.5%
El Camino @ Distel (EB)	53	89	142	9.0%
San Antonio @ Miller (SB)	43	94	137	8.7%
1950 Charleston	10	13	23	1.5%
Garcia & Salado (WB)	9	11	20	1.3%
Total	791	787	1578	100.0%

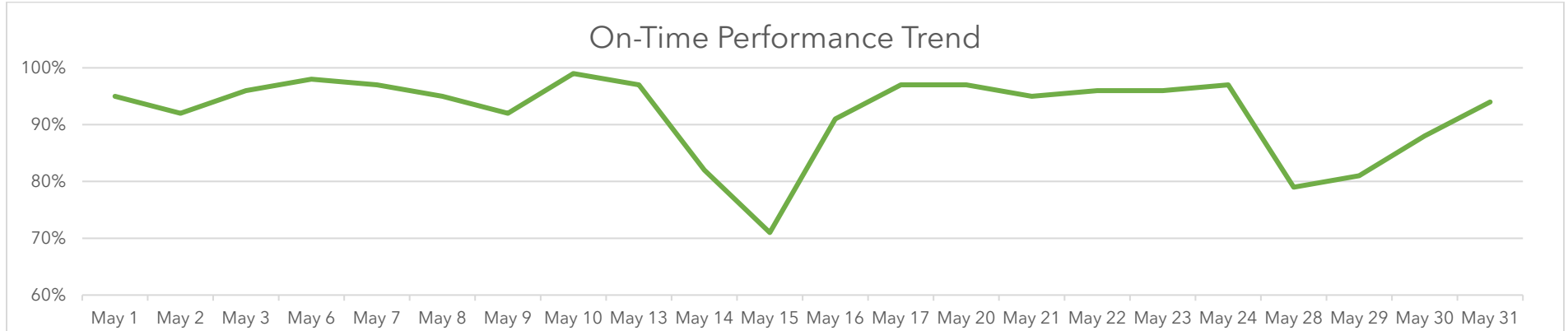
Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	321	496	817	41.4%
Garcia @ Marine (EB)	225	97	322	16.3%
El Camino @ Distel (WB)	123	113	236	11.9%
Marine & Casey	110	116	226	11.4%
Charleston & Huff	109	79	188	9.5%
San Antonio @ Miller (NB)	51	45	96	4.9%
San Antonio & California (NB)	25	16	41	2.1%
Charleston & Landings	23	11	34	1.7%
Garcia & Salado (EB)	3	12	15	0.8%
Total	990	985	1975	100.0%

On Time Performance (OTP)

In May, on time performance for MVgo was 92%. Traffic and construction detours took the OTP very low on certain days of the month however, the OTP total was still above the 90% 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.



Routename	1	2	3	6	7	8	9	10	13	14	15	16	17	20	21	22	23	24	28	29	30	31	Grand Total
MVgo - A AM	93%	96%	96%	96%	100%	96%	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%	93%	100%	100%	100%	89%	96%	98%
MVgo - A PM	97%	100%	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	100%	100%	80%	100%	100%	100%	100%	99%
MVgo - B AM	98%	94%	100%	100%	98%	100%	96%	98%	100%	81%	75%	72%	98%	94%	98%	98%	91%	100%	62%	75%	92%	94%	92%
MVgo - B PM	100%	95%	98%	100%	100%	98%	96%	96%	95%	55%	79%	96%	88%	100%	96%	98%	100%	100%		27%	73%	88%	89%
MVgo - B PM Concert																			47%				47%
MVgo - C AM	89%	82%	96%	100%	100%	93%	96%	100%	100%	89%	75%	82%	100%	93%	100%	96%	100%	100%	86%	82%	93%	100%	93%
MVgo - C PM	81%	69%	89%	100%	89%	81%	56%	97%	100%	97%	33%	100%	97%	100%	72%	81%	97%	100%		72%	83%	89%	85%
MVgo - C PM Concert																			94%				97%
MVgo - D AM	100%	97%	100%	97%	87%	97%	94%	100%	90%	65%	74%	87%	100%	100%	97%	97%	97%	100%	94%	100%	97%	94%	94%
MVgo - D PM	94%	100%	92%	89%	97%	94%	97%	100%	92%	94%	42%	97%	97%	92%	97%	97%	92%	94%	92%	97%	89%	100%	93%
Grand Total	95%	92%	96%	98%	97%	95%	92%	99%	97%	82%	71%	91%	97%	97%	95%	96%	96%	97%	79%	81%	88%	94%	92%

Additional Ridership Data

- Bicycles Carried: 16
- Wheelchair Lift Usage: 6

Compliments/Complaints

1. Route B rider complimented driver for helping him get his jacket and keys back.
 - a. Compliment was passed on to the driver.
2. Route D rider complained of multiple issues: No signs in bus, driver was late, & driver was rude.
 - a. The driver was coached on the importance of leaving on time and customer service. Ensured all buses have paper route signs displayed on the vehicle door, in addition to electronic signs.