



MONTHLY OPERATIONS REPORT

July 2024

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Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

ROUTE A								
2024 - Route A	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Weekday Ridership	522	527	634	593	826	1060	1045	5207
# of Operating Days	22	20	21	22	22	20	22	149
Average Daily Ridership	24	26	30	27	38	53	48	35
% Increase/Decrease from Prior Month	44%	11%	15%	-11%	39%	41%	-10%	
% Increase/Decrease from Prior Year	21%	7%	6%	13%	56%	110%	61%	39%
% of Pre COVID Baseline	13%	13%	17%	16%	21%	29%	26%	19%

ROUTE B								
2024 - Route B	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Weekday Ridership	1,293	1,264	1,140	1,314	1,778	1,394	1,564	9747
# of Operating Days	22	20	21	22	22	20	22	149
Average Daily Ridership	59	63	54	60	81	70	71	65
% Increase/Decrease from Prior Month	52%	8%	-14%	10%	35%	-14%	2%	
% Increase/Decrease from Prior Year	45%	59%	32%	68%	96%	55%	71%	60%
% of Pre COVID Baseline	62%	58%	51%	61%	91%	70%	73%	66%

ROUTE C & D								
2024 - Route C	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Ridership	740	705	660	700	791	701	753	5050
# of Operating Days	22	20	21	22	22	20	22	149
Average Daily Ridership	34	35	31	32	36	35	34	34
% Increase/Decrease from Prior Month	35%	5%	-11%	1%	13%	-3%	-2%	
% Increase/Decrease from Prior Year	99%	120%	54%	32%	88%	0%	5%	44%
2024 - Route D	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Ridership	702	712	791	827	990	854	969	5845
# of Operating Days	22	20	21	22	22	20	22	149
Average Daily Ridership	32	36	38	38	45	43	44	39
% Increase/Decrease from Prior Month	44%	12%	6%	0%	20%	-5%	3%	
% Increase/Decrease from Prior Year	28%	19%	24%	13%	9%	13%	-3%	13%
2024 - Route C/D Combined	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Ridership	1442	1417	1451	1527	1781	1555	1722	10895
# of Operating Days	22	20	21	22	22	20	22	149
Average Daily Ridership	66	71	69	69	81	78	78	73
% Increase/Decrease from Prior Month	39%	8%	-2%	0%	17%	-4%	1%	
% Increase/Decrease from Prior Year	56%	54%	36%	21%	34%	7%	0%	26%
% of Pre COVID Baseline	38%	42%	36%	44%	51%	45%	44%	43%

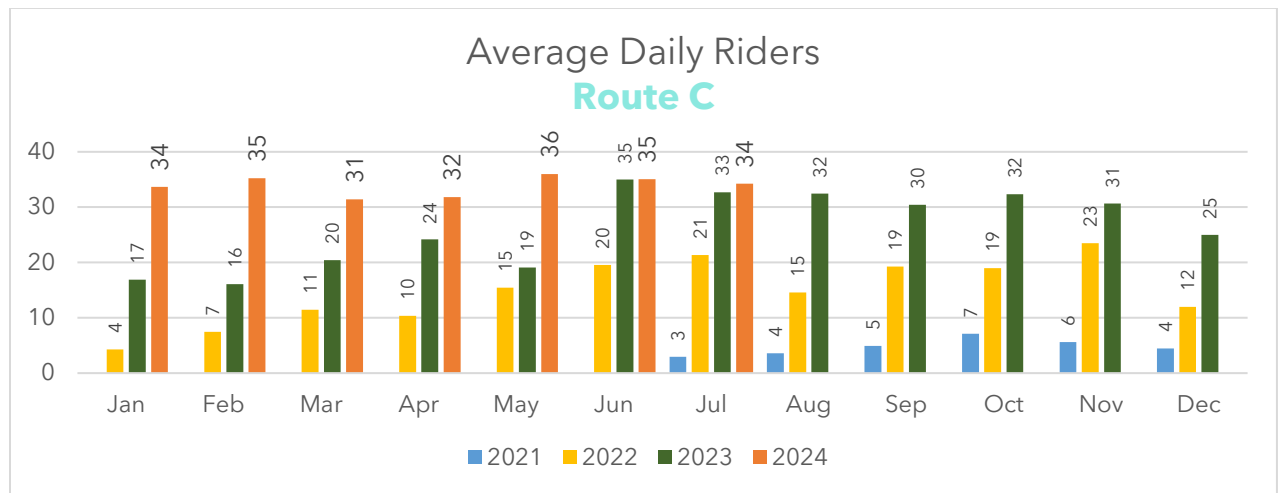
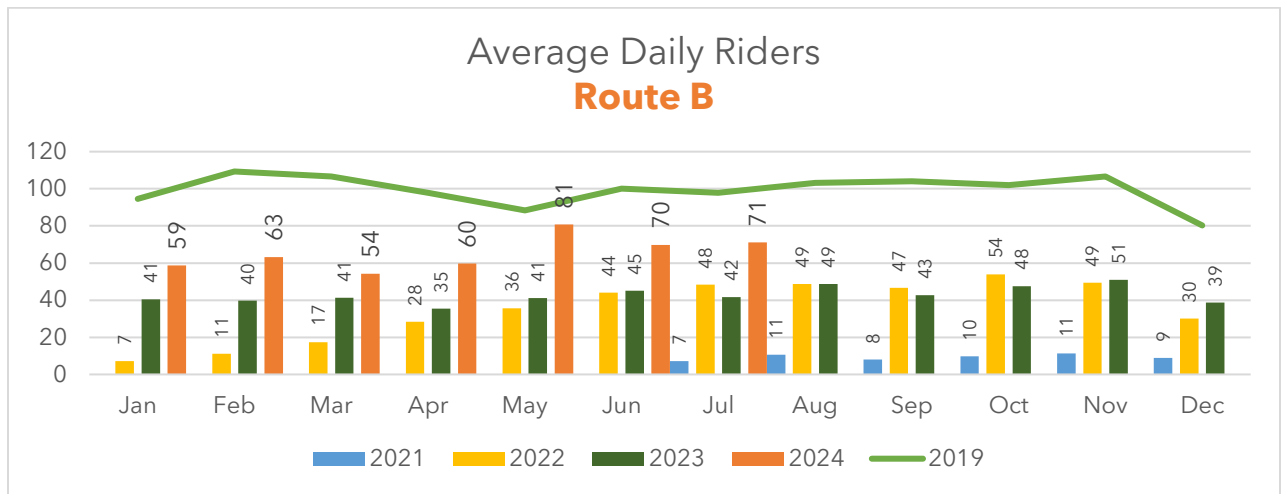
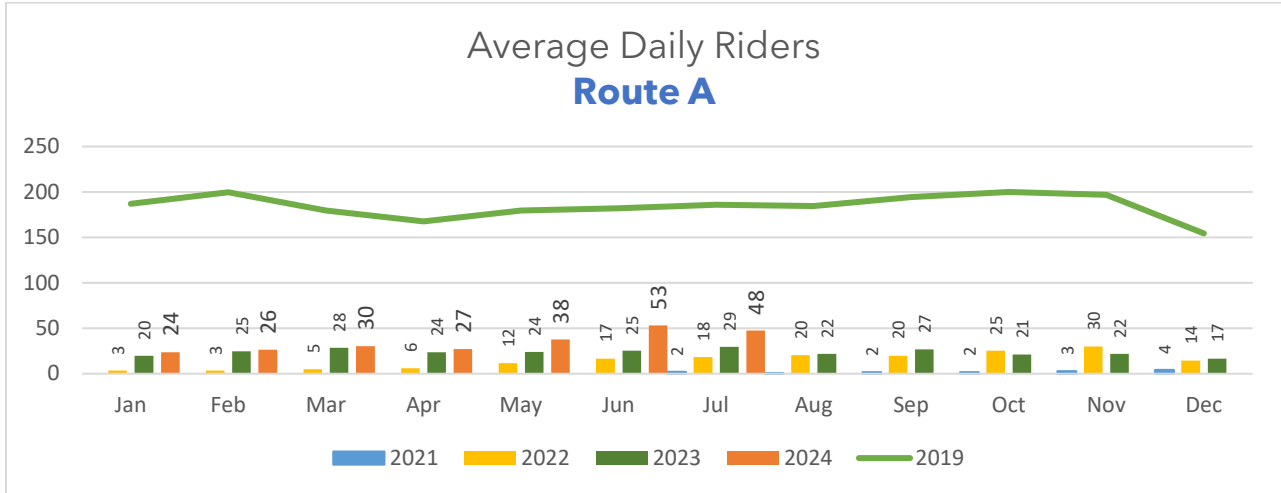
ALL ROUTES								
2024 - COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
Total Monthly Ridership	3257	3208	3225	3434	4385	4009	4331	25849
# of Operating Days	22	20	21	22	22	20	22	149
Average Daily Ridership	148	160	154	156	199	200	197	173
% Increase/Decrease from Prior Month	44%	8%	-4%	2%	28%	1%	-2%	
% Increase/Decrease from Prior Year	45%	45%	28%	34%	59%	40%	32%	40%
% of Pre COVID Baseline	33%	33%	32%	37%	47%	44%	42%	38%

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

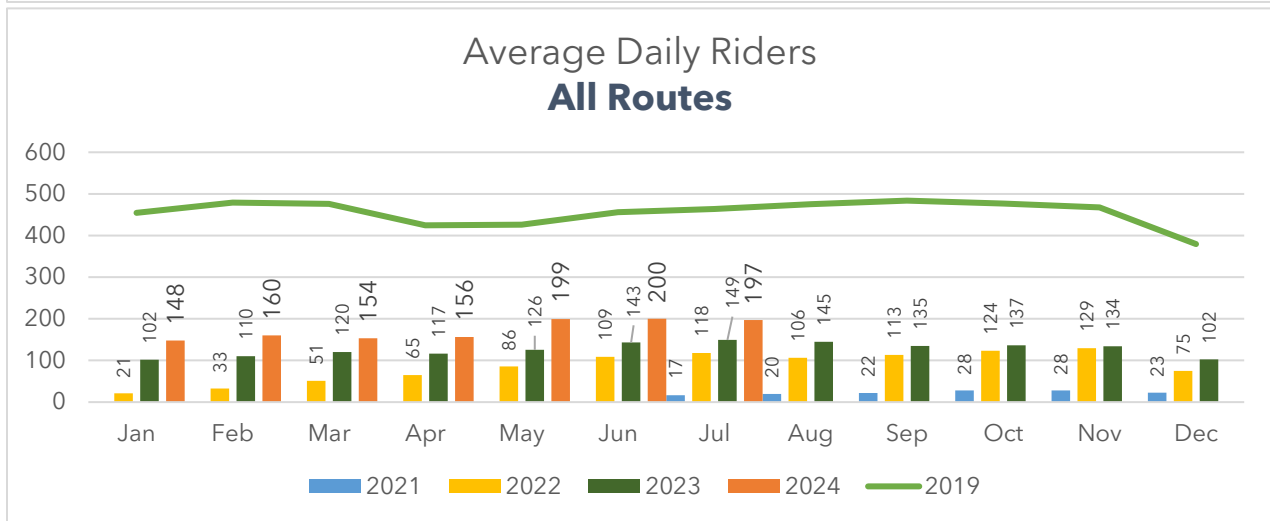
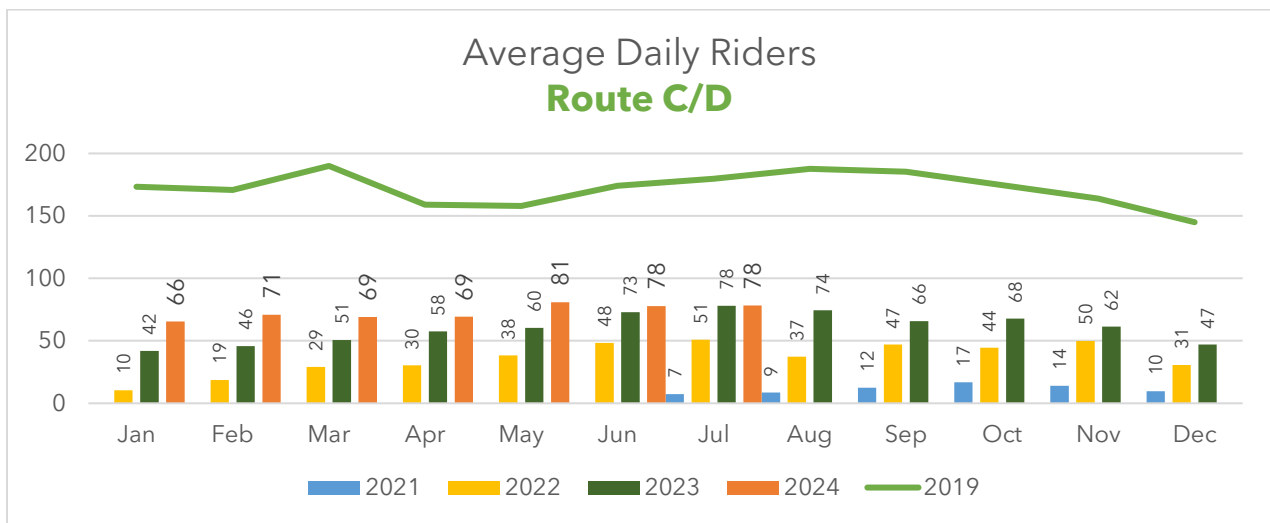
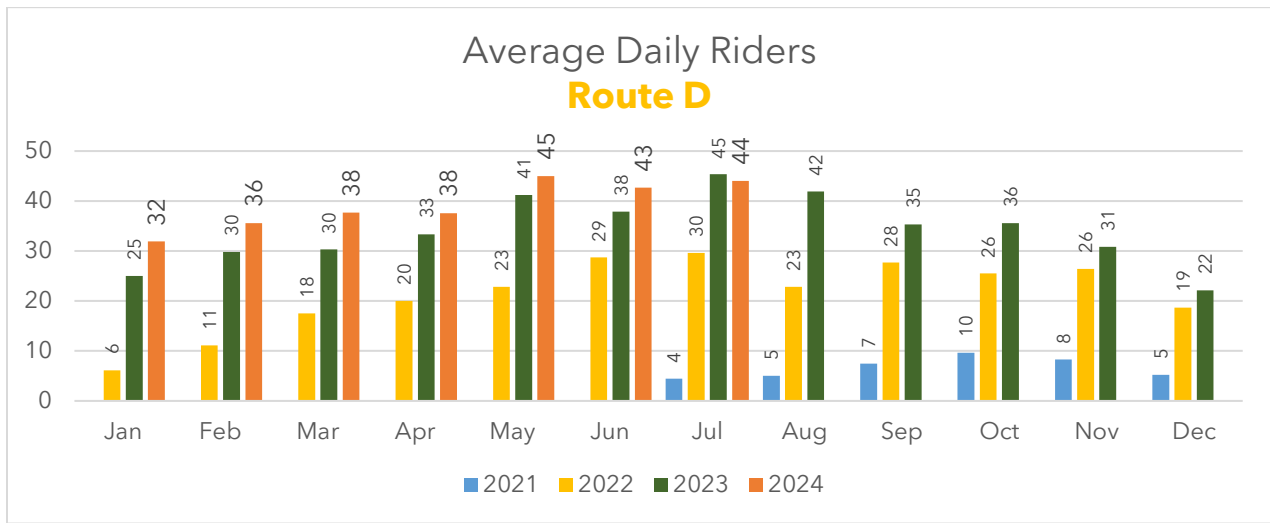
Ridership Summary

In July, the total ridership for MVgo was 32% higher than the prior year and 38% of the pre-pandemic baseline level. Route B continues to have the highest ridership.

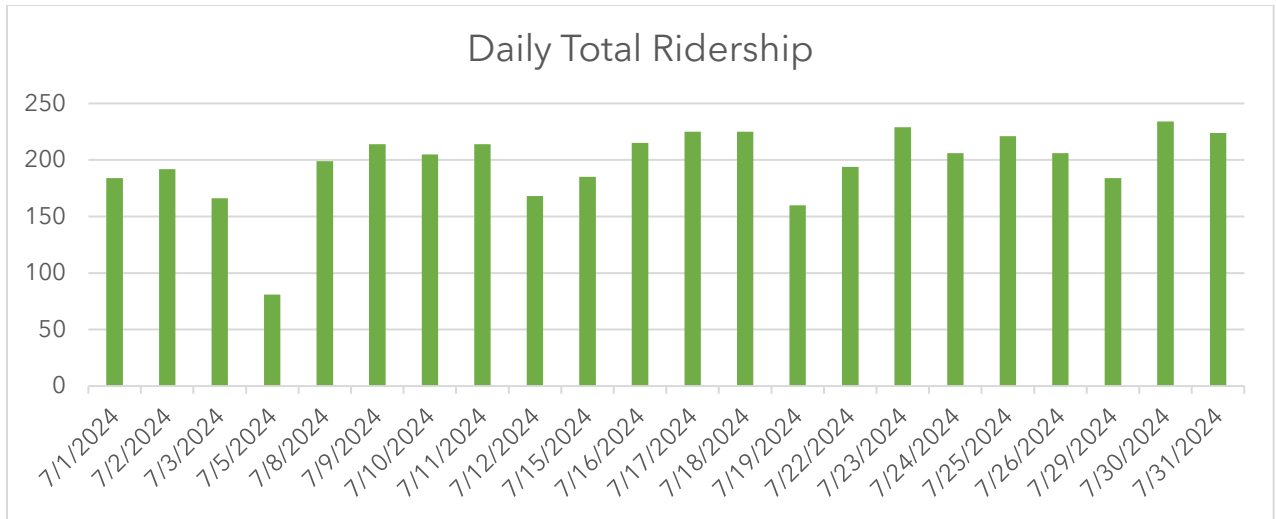
Average Daily Ridership Comparisons (YTD)



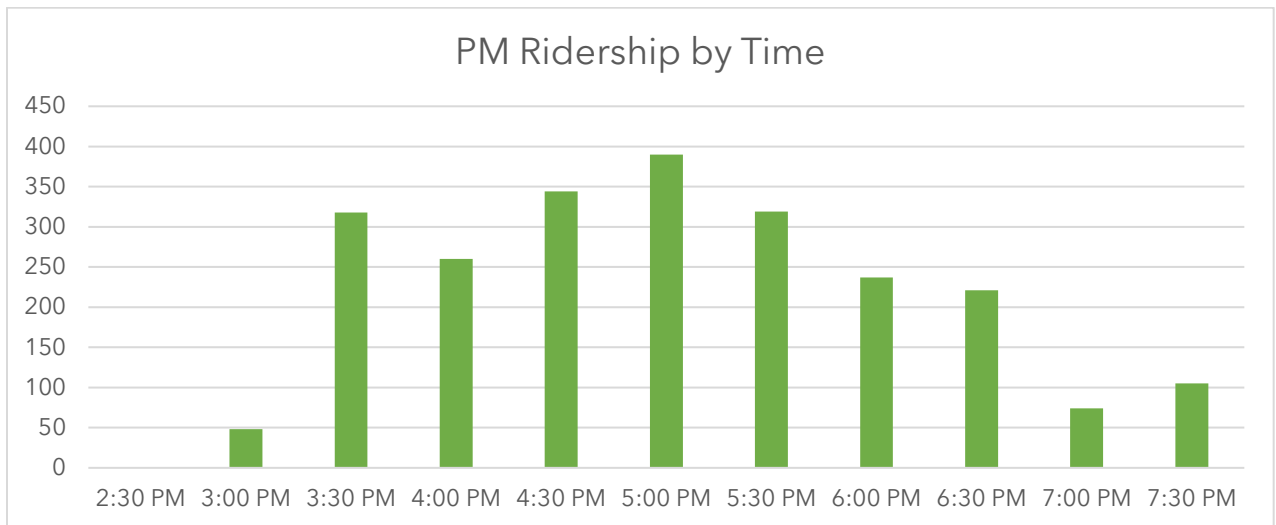
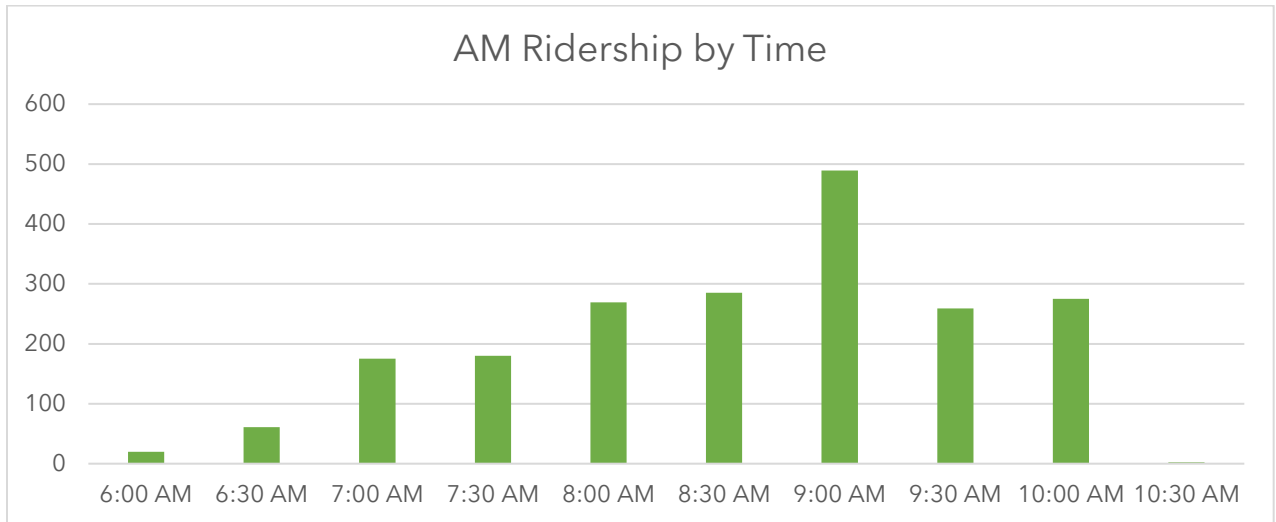
Average Daily Ridership Comparisons (YTD) (cont'd)



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	423	500	923	44.2%
645 Clyde (Samsung)	107	163	270	12.9%
665 Clyde (Samsung)	173	80	253	12.1%
Middlefield @ Whisman	94	62	156	7.5%
Whisman @ Middlefield	82	60	142	6.8%
301 E Evelyn (AM Only)	25	100	125	6.0%
Ferry Morse @ E Evelyn	89	20	109	5.2%
313 Fairchild (Google)	50	49	99	4.7%
Middlefield & Ellis	2	9	11	0.5%
Total	1045	1043	2088	100.0%

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	778	776	1554	50.0%
1045 La Avenida (Microsoft)	352	268	620	19.9%
Shoreline & Terra Bella (NB)	57	194	251	8.1%
Shoreline & Terra Bella (SB)	148	50	198	6.4%
Crittenden Lane	47	108	155	5.0%
Shoreline & Pear (SB)	98	9	107	3.4%
Pear @ Inigo	29	42	71	2.3%
Shoreline @ Pear (NB)	11	48	59	1.9%
Shoreline @ Charleston (SB)	40	11	51	1.6%
Shoreline @ Charleston (NB)	4	39	43	1.4%
Total	1564	1545	3109	100.0%

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	397	204	601	40.0%
Garcia @ Marine (WB)	97	150	247	16.4%
Marine & Casey	89	88	177	11.8%
Charleston @ Google (WB)	56	108	164	10.9%
San Antonio @ Miller (SB)	66	93	159	10.6%
El Camino @ Distel (EB)	36	74	110	7.3%
1950 Charleston	10	32	42	2.8%
Garcia & Salado (WB)	2	2	4	0.3%
Total	753	751	1504	100.0%

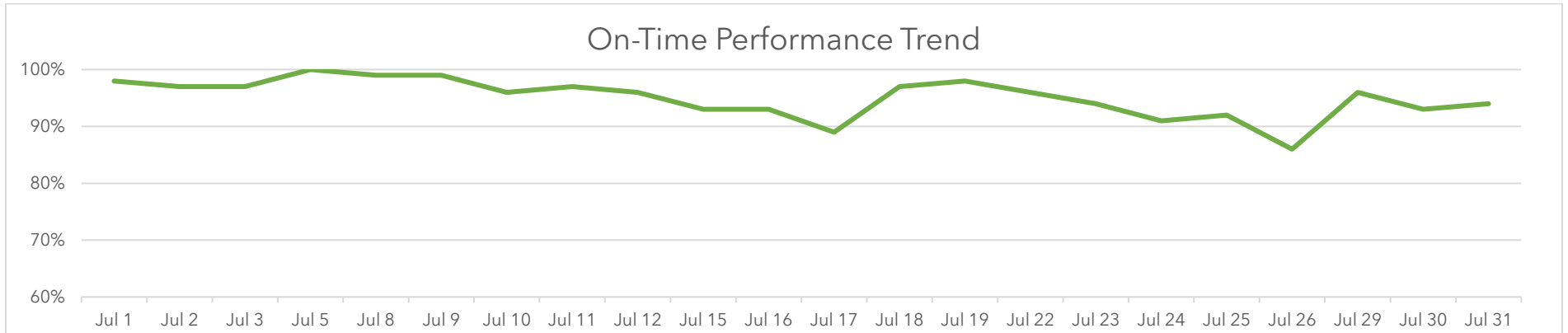
Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	198	596	794	41.1%
Garcia @ Marine (EB)	261	96	357	18.5%
Marine & Casey	100	91	191	9.9%
Charleston & Huff	150	40	190	9.8%
El Camino @ Distel (WB)	109	63	172	8.9%
San Antonio @ Miller (NB)	92	39	131	6.8%
San Antonio & California (NB)	28	14	42	2.2%
Garcia & Salado (EB)	18	10	28	1.4%
Charleston & Landings	13	15	28	1.4%
Total	969	964	1933	100.0%

On Time Performance (OTP)

In July, on time performance for MVgo was 95%. Even with the lower OTP on concert days, the overall service performance is well above our 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.



MVgo Route Name	1	2	3	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30	31	Grand Total
A-AM	100%	96%	100%	100%	100%	96%	78%	89%	96%	74%	100%	85%	93%	89%	85%	93%	89%	93%	93%	93%	89%	100%	92%
A-PM	100%	97%	100%	100%	100%	100%	100%	93%	100%	80%	100%	100%	100%	100%	97%	100%	93%	83%	93%	100%	100%	100%	97%
B-AM	98%	92%	96%	100%	100%	98%	100%	100%	98%	94%	98%	100%	100%	100%	98%	92%	91%	92%	100%	94%	96%	94%	97%
B-PM	96%	98%		100%	98%	100%	93%	96%	88%	91%	70%		95%	98%	98%	86%	79%	100%		100%	95%	77%	93%
B-PM Concert			98%									83%							61%				80%
C-AM	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%	96%	96%	100%	96%	100%	96%	96%	100%	96%	99%
C-PM	97%	100%		100%	100%	100%	100%	100%	100%	100%	100%		97%	100%	100%	97%	100%	75%		97%	78%	100%	97%
C-PM Concert			72%									61%							61%				65%
D-AM	100%	94%	100%	100%	97%	97%	90%	94%	100%	100%	100%	97%	94%	100%	97%	94%	97%	100%	100%	90%	94%	100%	97%
D-PM	100%	100%	97%	100%	94%	97%	100%	97%	89%	97%	94%	78%	97%	97%	94%	100%	92%	89%	86%	92%	94%	94%	95%
Grand Total	98%	97%	97%	100%	99%	99%	96%	97%	96%	93%	93%	89%	97%	98%	96%	94%	91%	92%	86%	96%	93%	94%	95%

Additional Ridership Data

- Bicycles Carried: 15
- Wheelchair Lift Usage: 1

Compliments/Complaints

1. No complaints
2. No compliments