



MONTHLY OPERATIONS REPORT

August 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 | Aug | Total to Date |
| Total Monthly Weekday Ridership | 522 | 527 | 634 | 593 | 826 | 1060 | 1045 | 884 | 6091 |
| # of Operating Days | 22 | 20 | 21 | 22 | 22 | 20 | 22 | 22 | 171 |
| Average Daily Ridership | 24 | 26 | 30 | 27 | 38 | 53 | 48 | 40 | 36 |
| % Increase/Decrease from Prior Month | 44% | 11% | 15% | -11% | 39% | 41% | -10% | -15% | |
| % Increase/Decrease from Prior Year | 21% | 7% | 6% | 13% | 56% | 110% | 61% | 83% | 44% |
| % of Pre COVID Baseline | 13% | 13% | 17% | 16% | 21% | 29% | 26% | 22% | 19% |

| ROUTE B | | | | | | | | | |
|--------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|
| 2024 - Route B | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Total to Date |
| Total Monthly Weekday Ridership | 1,293 | 1,264 | 1,140 | 1,314 | 1,778 | 1,394 | 1,564 | 1,590 | 11337 |
| # of Operating Days | 22 | 20 | 21 | 22 | 22 | 20 | 22 | 22 | 171 |
| Average Daily Ridership | 59 | 63 | 54 | 60 | 81 | 70 | 71 | 72 | 66 |
| % Increase/Decrease from Prior Month | 52% | 8% | -14% | 10% | 35% | -14% | 2% | 2% | |
| % Increase/Decrease from Prior Year | 45% | 59% | 32% | 68% | 96% | 55% | 71% | 49% | 58% |
| % of Pre COVID Baseline | 62% | 58% | 51% | 61% | 91% | 70% | 73% | 70% | 67% |

| ROUTE C & D | | | | | | | | | |
|--------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|
| 2024 - Route C | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Total to Date |
| Total Monthly Ridership | 740 | 705 | 660 | 700 | 791 | 701 | 753 | 687 | 5737 |
| # of Operating Days | 22 | 20 | 21 | 22 | 22 | 20 | 22 | 22 | 171 |
| Average Daily Ridership | 34 | 35 | 31 | 32 | 36 | 35 | 34 | 31 | 34 |
| % Increase/Decrease from Prior Month | 35% | 5% | -11% | 1% | 13% | -3% | -2% | -9% | |
| % Increase/Decrease from Prior Year | 99% | 120% | 54% | 32% | 88% | 0% | 5% | -4% | 36% |
| 2024 - Route D | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Total to Date |
| Total Monthly Ridership | 702 | 712 | 791 | 827 | 990 | 854 | 969 | 835 | 6680 |
| # of Operating Days | 22 | 20 | 21 | 22 | 22 | 20 | 22 | 22 | 171 |
| Average Daily Ridership | 32 | 36 | 38 | 38 | 45 | 43 | 44 | 38 | 39 |
| % Increase/Decrease from Prior Month | 44% | 12% | 6% | 0% | 20% | -5% | 3% | -14% | |
| % Increase/Decrease from Prior Year | 28% | 19% | 24% | 13% | 9% | 13% | -3% | -9% | 9% |
| 2024 - Route C/D Combined | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Total to Date |
| Total Monthly Ridership | 1442 | 1417 | 1451 | 1527 | 1781 | 1555 | 1722 | 1522 | 12417 |
| # of Operating Days | 22 | 20 | 21 | 22 | 22 | 20 | 22 | 22 | 171 |
| Average Daily Ridership | 66 | 71 | 69 | 69 | 81 | 78 | 78 | 69 | 73 |
| % Increase/Decrease from Prior Month | 39% | 8% | -2% | 0% | 17% | -4% | 1% | -12% | |
| % Increase/Decrease from Prior Year | 56% | 54% | 36% | 21% | 34% | 7% | 0% | -7% | 20% |
| % of Pre COVID Baseline | 38% | 42% | 36% | 44% | 51% | 45% | 44% | 37% | 42% |

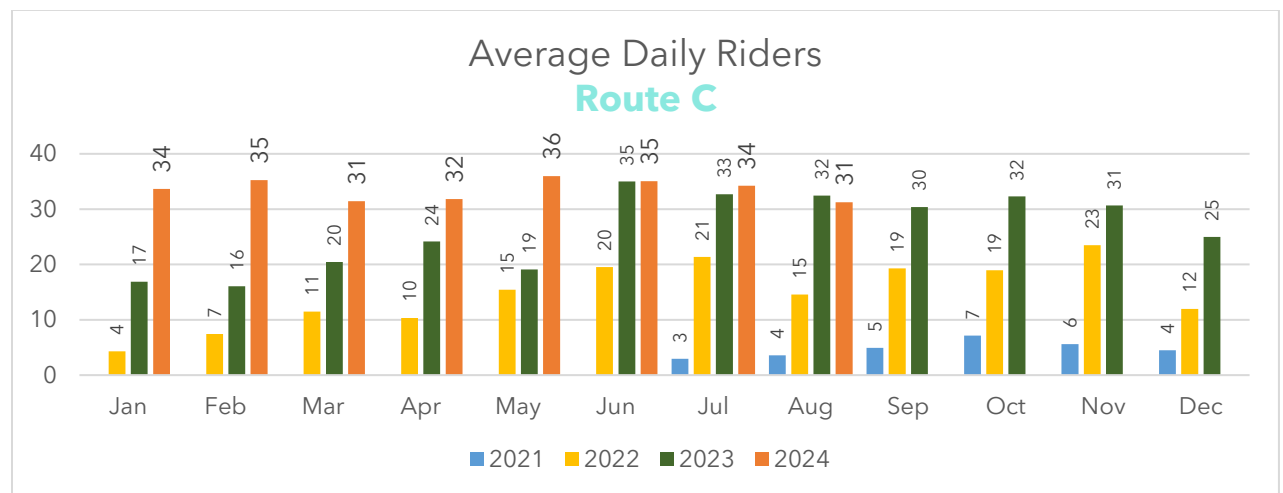
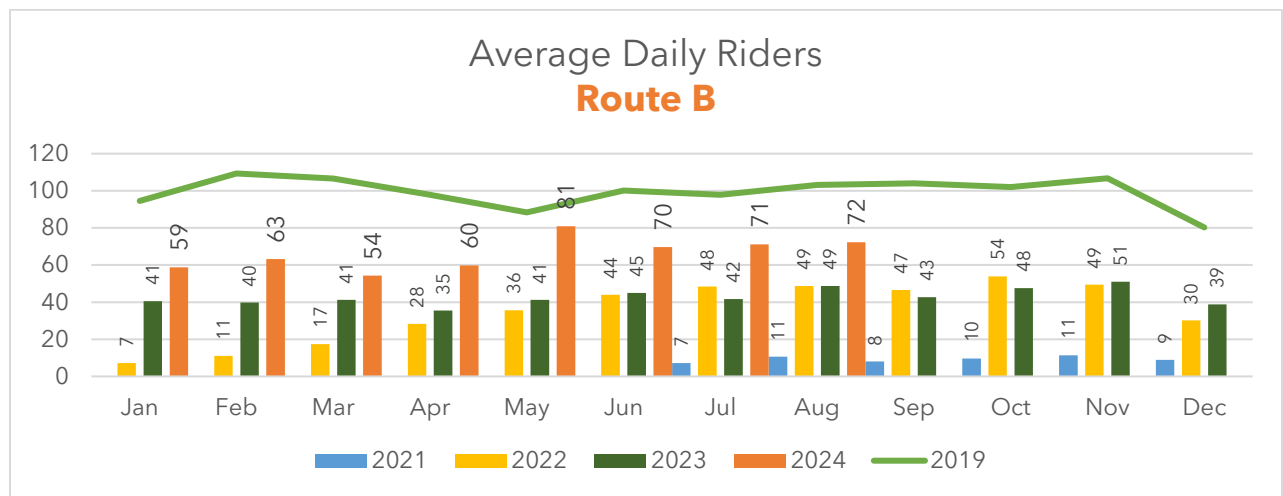
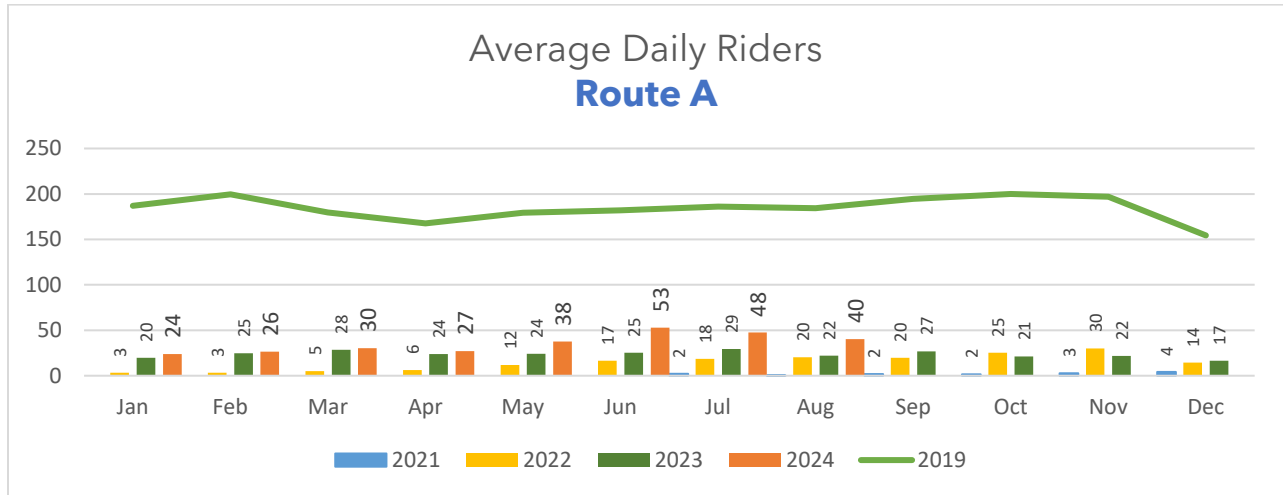
| ALL ROUTES | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| 2024 - COMBINED RIDERSHIP (ALL ROUTES) | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Total |
| Total Monthly Ridership | 3257 | 3208 | 3225 | 3434 | 4385 | 4009 | 4331 | 3996 | 29845 |
| # of Operating Days | 22 | 20 | 21 | 22 | 22 | 20 | 22 | 22 | 171 |
| Average Daily Ridership | 148 | 160 | 154 | 156 | 199 | 200 | 197 | 182 | 175 |
| % Increase/Decrease from Prior Month | 44% | 8% | -4% | 2% | 28% | 1% | -2% | -8% | |
| % Increase/Decrease from Prior Year | 45% | 45% | 28% | 34% | 59% | 40% | 32% | 25% | 38% |
| % of Pre COVID Baseline | 33% | 33% | 32% | 37% | 47% | 44% | 42% | 38% | 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

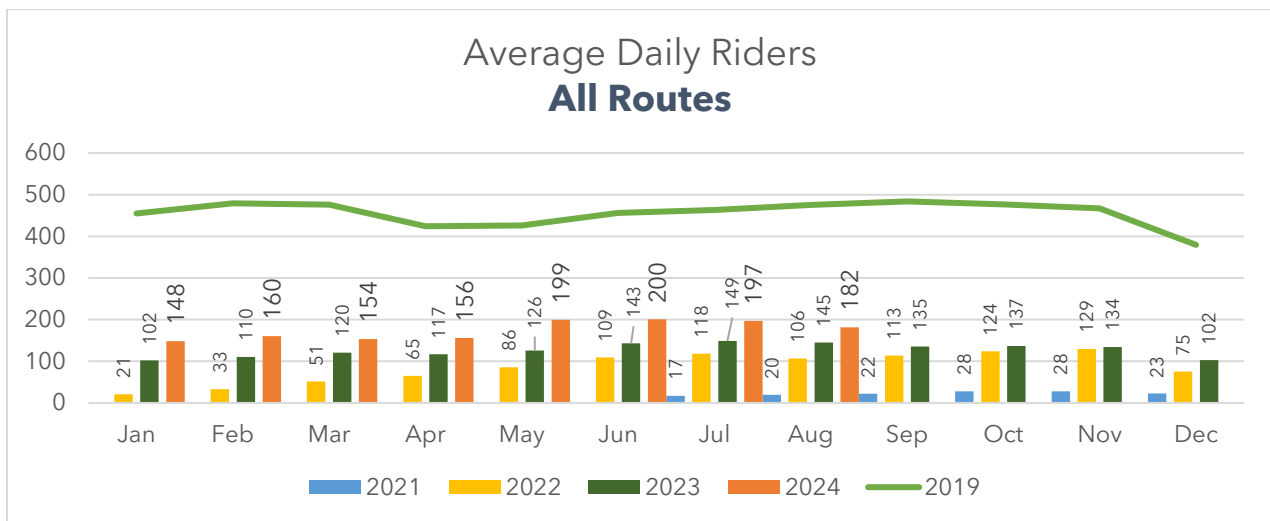
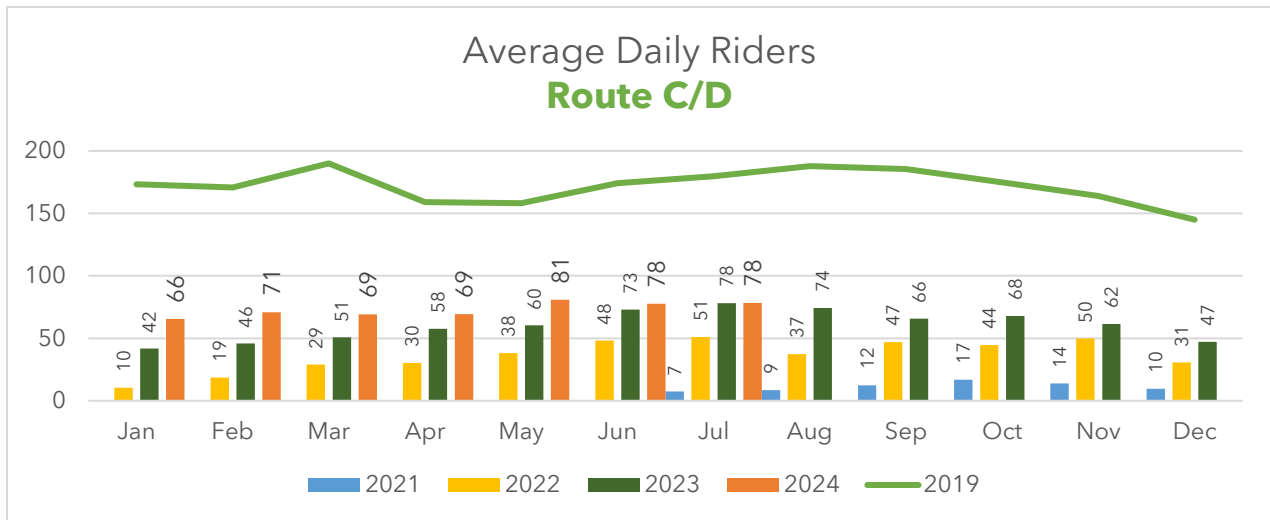
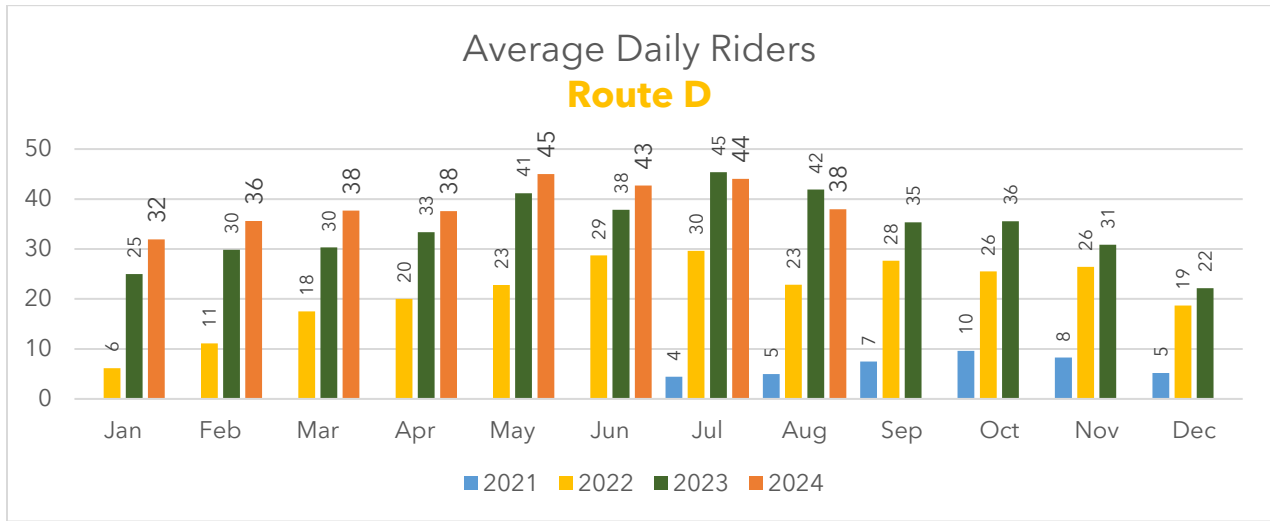
Ridership Summary

The ridership for MVgo in the month of August decreased 8% from the previous month. Ridership was 38% higher than the prior year and was 38% of the pre-pandemic baseline.

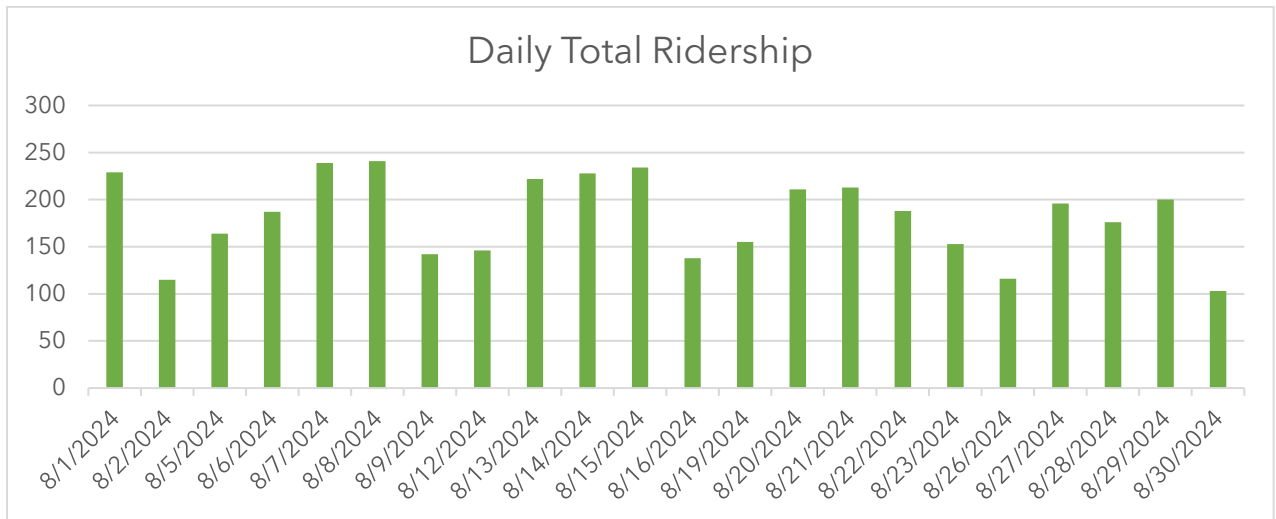
Average Daily Ridership Comparisons (YTD)



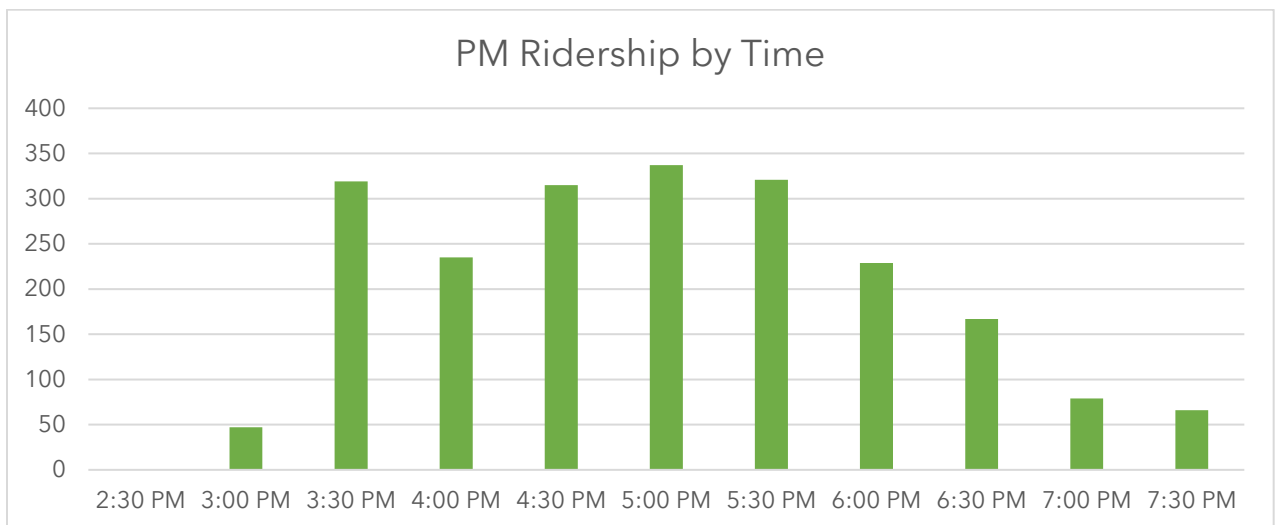
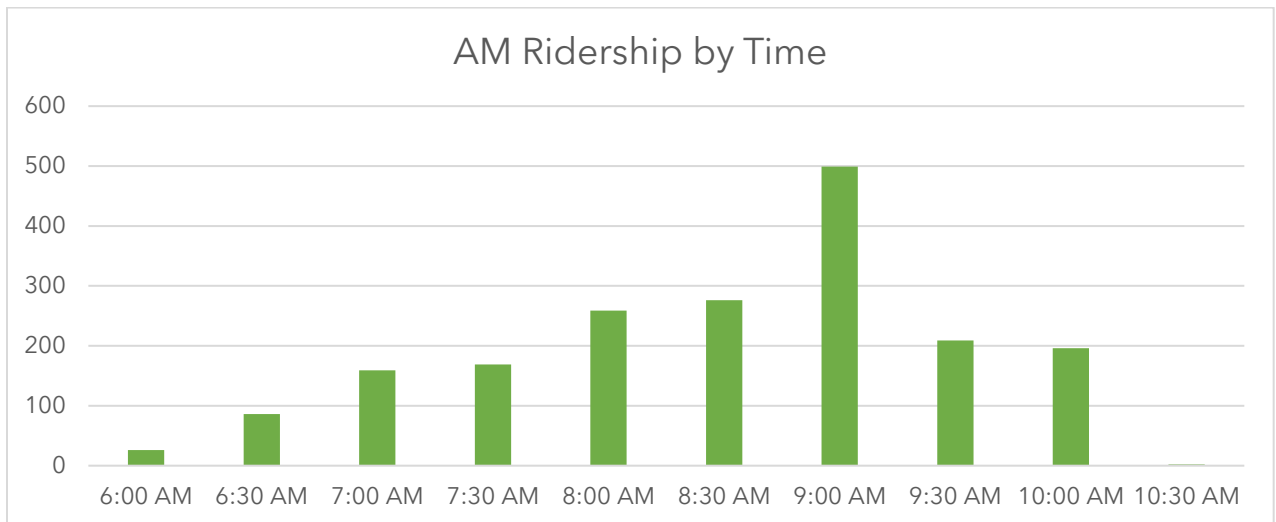
Average Daily Ridership Comparisons (YTD) (cont'd)



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 | 346 | 512 | 858 | 48.5% |
| 665 Clyde (Samsung) | 142 | 57 | 199 | 11.3% |
| 645 Clyde (Samsung) | 98 | 80 | 178 | 10.1% |
| Ferry Morse @ E Evelyn | 114 | 39 | 153 | 8.7% |
| 301 E Evelyn (AM Only) | 29 | 83 | 112 | 6.3% |
| Whisman @ Middlefield | 59 | 34 | 93 | 5.3% |
| Middlefield @ Whisman | 52 | 35 | 87 | 4.9% |
| 313 Fairchild (Google) | 35 | 32 | 67 | 3.8% |
| Middlefield & Ellis | 9 | 12 | 21 | 1.2% |
| Total | 884 | 884 | 1768 | 100.0% |

| Route B | Boarding | Alighting | Total Use | % of Total Use |
|------------------------------|-------------|-------------|-------------|----------------|
| Mountain View Transit Center | 755 | 779 | 1534 | 48.5% |
| 1045 La Avenida (Microsoft) | 309 | 274 | 583 | 18.4% |
| Shoreline & Terra Bella (SB) | 158 | 95 | 253 | 8.0% |
| Shoreline & Terra Bella (NB) | 78 | 161 | 239 | 7.6% |
| Crittenden Lane | 62 | 114 | 176 | 5.6% |
| Shoreline & Pear (SB) | 96 | 15 | 111 | 3.5% |
| Shoreline @ Pear (NB) | 25 | 66 | 91 | 2.9% |
| Shoreline @ Charleston (SB) | 71 | 10 | 81 | 2.6% |
| Pear @ Inigo | 34 | 23 | 57 | 1.8% |
| Shoreline @ Charleston (NB) | 2 | 35 | 37 | 1.2% |
| Total | 1590 | 1572 | 3162 | 100.0% |

| Route C | Boarding | Alighting | Total Use | % of Total Use |
|------------------------------|------------|------------|-------------|----------------|
| Mountain View Transit Center | 391 | 208 | 599 | 43.6% |
| Garcia @ Marine (WB) | 67 | 141 | 208 | 15.1% |
| San Antonio @ Miller (SB) | 83 | 70 | 153 | 11.1% |
| Marine & Casey | 63 | 83 | 146 | 10.6% |
| Charleston @ Google (WB) | 29 | 115 | 144 | 10.5% |
| El Camino @ Distel (EB) | 44 | 49 | 93 | 6.8% |
| 1950 Charleston | 7 | 18 | 25 | 1.8% |
| Garcia & Salado (WB) | 3 | 2 | 5 | 0.4% |
| Total | 687 | 686 | 1373 | 100.0% |

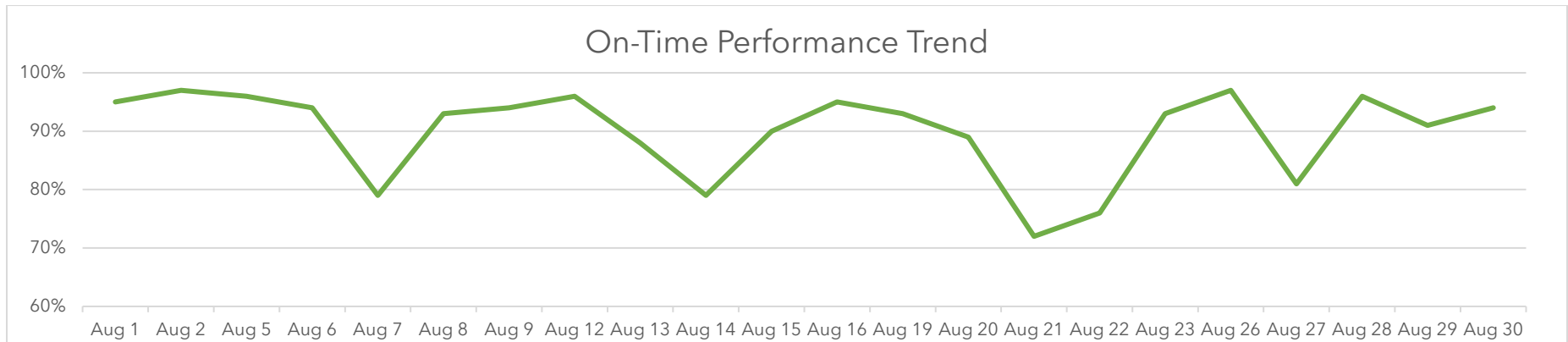
| Route D | Boarding | Alighting | Total Use | % of Total Use |
|-------------------------------|------------|------------|-------------|----------------|
| Mountain View Transit Center | 225 | 457 | 682 | 41.1% |
| Garcia @ Marine (EB) | 228 | 38 | 266 | 16.0% |
| Marine & Casey | 96 | 116 | 212 | 12.8% |
| El Camino @ Distel (WB) | 81 | 62 | 143 | 8.6% |
| Charleston & Huff | 94 | 46 | 140 | 8.4% |
| San Antonio @ Miller (NB) | 61 | 59 | 120 | 7.2% |
| San Antonio & California (NB) | 37 | 9 | 46 | 2.8% |
| Charleston & Landings | 9 | 34 | 43 | 2.6% |
| Garcia & Salado (EB) | 4 | 3 | 7 | 0.4% |
| Total | 835 | 824 | 1659 | 100.0% |

On Time Performance (OTP)

In August, on time performance for MVgo was **90%**. Even with the lower OTP on concert days, the overall service performance was good.

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 | 5 | 6 | 7 | 8 | 9 | 12 | 13 | 14 | 15 | 16 | 19 | 20 | 21 | 22 | 23 | 26 | 27 | 28 | 29 | 30 | Grand Total |
|-----------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-----|------|------|------|------|------|------|------|-------------|
| A-AM | 93% | 93% | 78% | 100% | 93% | 89% | 96% | 89% | 96% | 100% | 93% | 96% | 85% | 93% | 63% | 85% | 81% | 93% | 85% | 96% | 85% | 93% | 90% |
| A-PM | 100% | 100% | 100% | 100% | 100% | 97% | 100% | 97% | 100% | 90% | 100% | 93% | 100% | 100% | 90% | 93% | 100% | 100% | 100% | 100% | 100% | 100% | 98% |
| B-AM | 100% | 96% | 100% | 92% | 100% | 96% | 100% | 94% | 92% | 94% | 96% | 96% | 96% | 87% | 72% | 74% | 94% | 91% | 83% | 100% | 98% | 91% | 93% |
| B-PM | 91% | 91% | 98% | 93% | | 88% | 75% | 96% | 82% | | 86% | 93% | 89% | 82% | 70% | 59% | | 100% | | 88% | 79% | 80% | 86% |
| B-PM Concert | | | | | 43% | | | | | 42% | | | | | | | 100% | | 47% | | | | 58% |
| C-AM | 100% | 100% | 96% | 100% | 100% | 96% | 100% | 100% | 93% | 93% | 100% | 100% | 100% | 86% | 89% | 54% | 100% | 100% | 89% | 89% | 100% | 96% | 95% |
| C-PM | 100% | 100% | 100% | 100% | | 97% | 97% | 100% | 86% | | 97% | 92% | 100% | 81% | 67% | 61% | | 94% | | 100% | 81% | 100% | 92% |
| C-PM Concert | | | | | 61% | | | | | 100% | | | | | | | 44% | | 100% | | | | 76% |
| D-AM | 81% | 100% | 87% | 77% | 94% | 77% | 100% | 97% | 81% | 94% | 81% | 90% | 81% | 97% | 71% | 100% | 97% | 100% | 90% | 94% | 90% | 100% | 90% |
| D-PM | 97% | 100% | 97% | 94% | 50% | 100% | 94% | 97% | 81% | 53% | 72% | 97% | 94% | 97% | 61% | 97% | 100% | 100% | 83% | 100% | 100% | 100% | 89% |
| Grand Total | 95% | 97% | 96% | 94% | 79% | 93% | 94% | 96% | 88% | 79% | 90% | 95% | 93% | 89% | 72% | 76% | 93% | 97% | 81% | 96% | 91% | 94% | 90% |

Additional Ridership Data

- Bicycles Carried: 22
- Wheelchair Lift Usage: 3

Compliments/Complaints

1. No complaints
2. No compliments