



MONTHLY OPERATIONS REPORT

September 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	Sep	Total to Date
Total Monthly Weekday Ridership	522	527	634	593	826	1060	1045	884	681	6772
# of Operating Days	22	20	21	22	22	20	22	22	20	191
Average Daily Ridership	24	26	30	27	38	53	48	40	34	35
% Increase/Decrease from Prior Month	44%	11%	15%	-11%	39%	41%	-10%	-15%	-15%	
% Increase/Decrease from Prior Year	21%	7%	6%	13%	56%	110%	61%	83%	27%	42%
% of Pre COVID Baseline	13%	13%	17%	16%	21%	29%	26%	22%	18%	19%

ROUTE B										
2024 - Route B	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekday Ridership	1,293	1,264	1,140	1,314	1,778	1,394	1,564	1,590	1,550	12887
# of Operating Days	22	20	21	22	22	20	22	22	20	191
Average Daily Ridership	59	63	54	60	81	70	71	72	78	67
% Increase/Decrease from Prior Month	52%	8%	-14%	10%	35%	-14%	2%	2%	7%	
% Increase/Decrease from Prior Year	45%	59%	32%	68%	96%	55%	71%	49%	82%	61%
% of Pre COVID Baseline	62%	58%	51%	61%	91%	70%	73%	70%	75%	67%

ROUTE C & D										
2024 - Route C	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Ridership	740	705	660	700	791	701	753	687	614	6351
# of Operating Days	22	20	21	22	22	20	22	22	20	191
Average Daily Ridership	34	35	31	32	36	35	34	31	31	33
% Increase/Decrease from Prior Month	35%	5%	-11%	1%	13%	-3%	-2%	-9%	-2%	
% Increase/Decrease from Prior Year	99%	120%	54%	32%	88%	0%	5%	-4%	1%	31%
2024 - Route D	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Ridership	702	712	791	827	990	854	969	835	782	7462
# of Operating Days	22	20	21	22	22	20	22	22	20	191
Average Daily Ridership	32	36	38	38	45	43	44	38	39	39
% Increase/Decrease from Prior Month	44%	12%	6%	0%	20%	-5%	3%	-14%	3%	
% Increase/Decrease from Prior Year	28%	19%	24%	13%	9%	13%	-3%	-9%	11%	10%
2024 - Route C/D Combined	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Ridership	1442	1417	1451	1527	1781	1555	1722	1522	1396	13813
# of Operating Days	22	20	21	22	22	20	22	22	20	191
Average Daily Ridership	66	71	69	69	81	78	78	69	70	72
% Increase/Decrease from Prior Month	39%	8%	-2%	0%	17%	-4%	1%	-12%	1%	
% Increase/Decrease from Prior Year	56%	54%	36%	21%	34%	7%	0%	-7%	6%	19%
% of Pre COVID Baseline	38%	42%	36%	44%	51%	45%	44%	37%	38%	41%

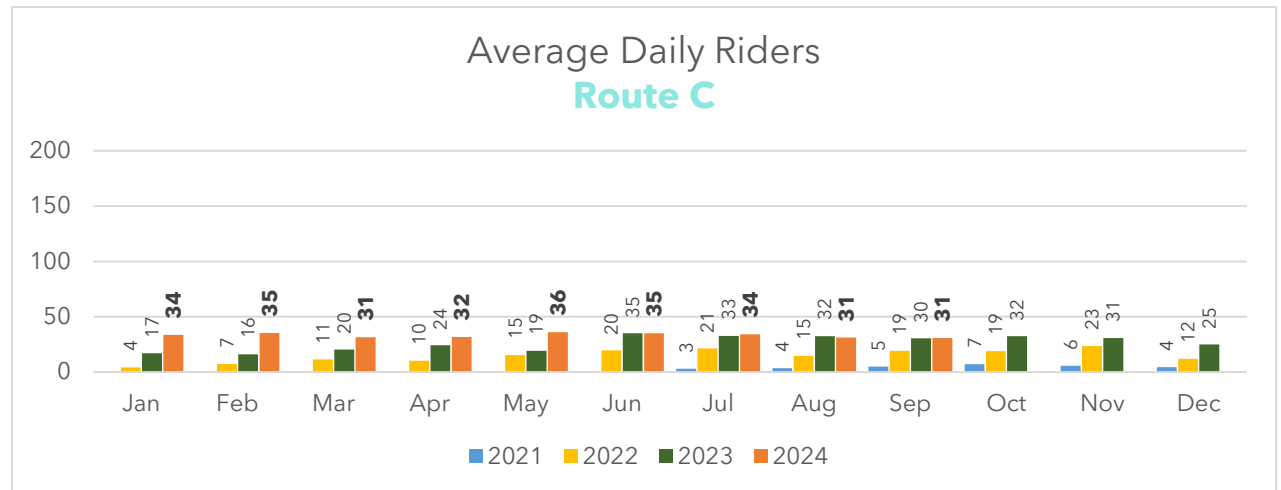
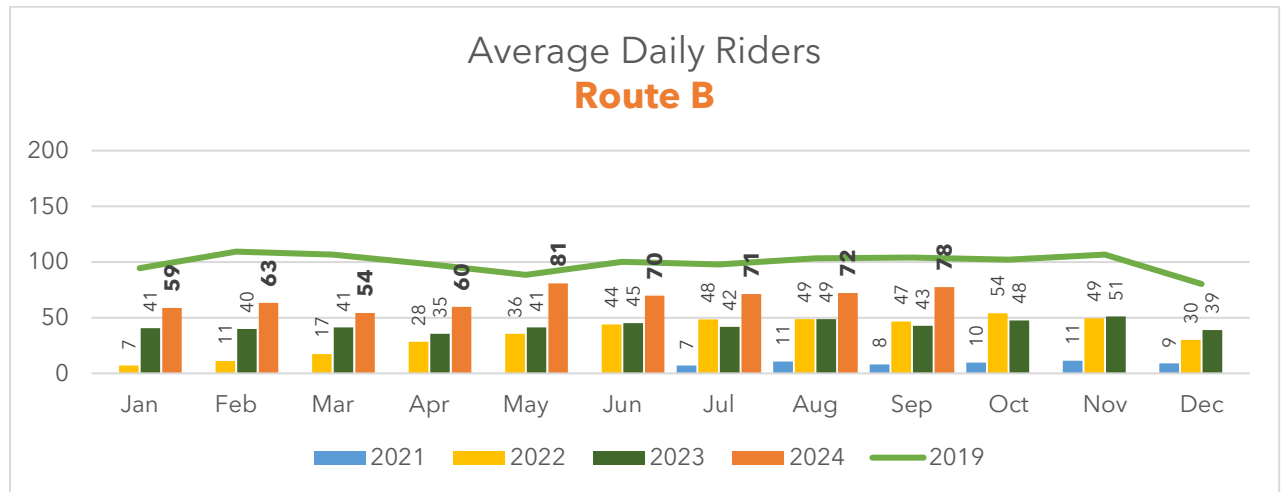
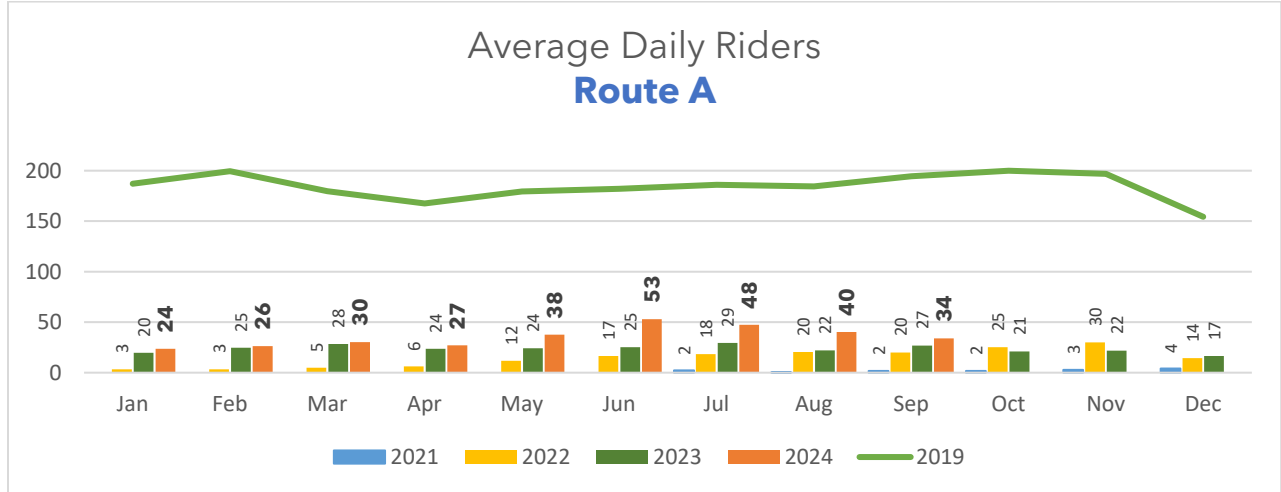
ALL ROUTES										
2024 - COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Total Monthly Ridership	3257	3208	3225	3434	4385	4009	4331	3996	3627	33472
# of Operating Days	22	20	21	22	22	20	22	22	20	191
Average Daily Ridership	148	160	154	156	199	200	197	182	181	175
% Increase/Decrease from Prior Month	44%	8%	-4%	2%	28%	1%	-2%	-8%	0%	
% Increase/Decrease from Prior Year	45%	45%	28%	34%	59%	40%	32%	25%	34%	38%
% of Pre COVID Baseline	33%	33%	32%	37%	47%	44%	42%	38%	37%	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

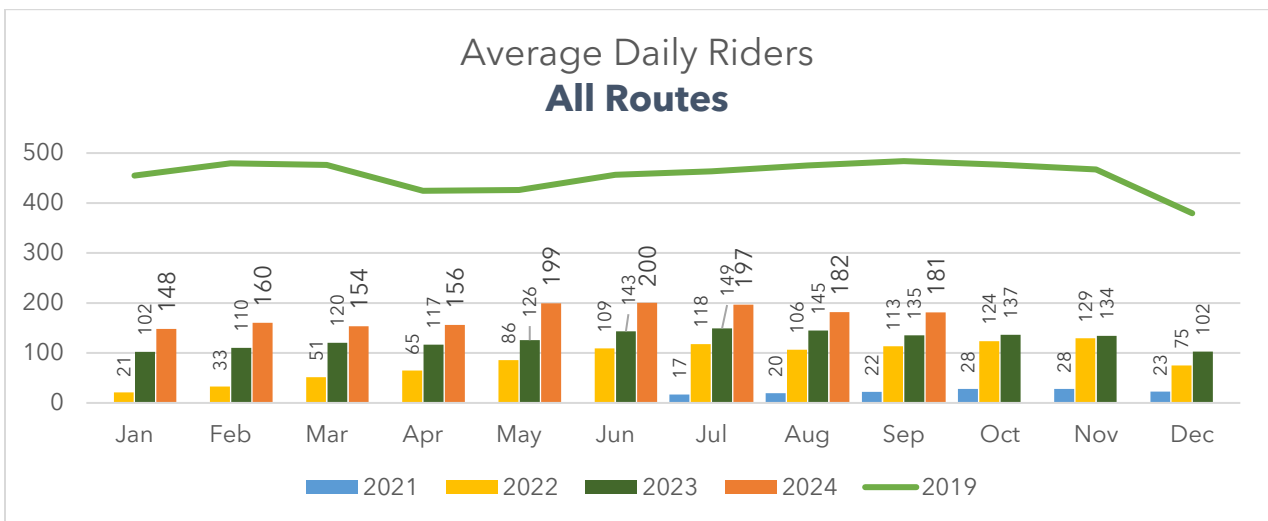
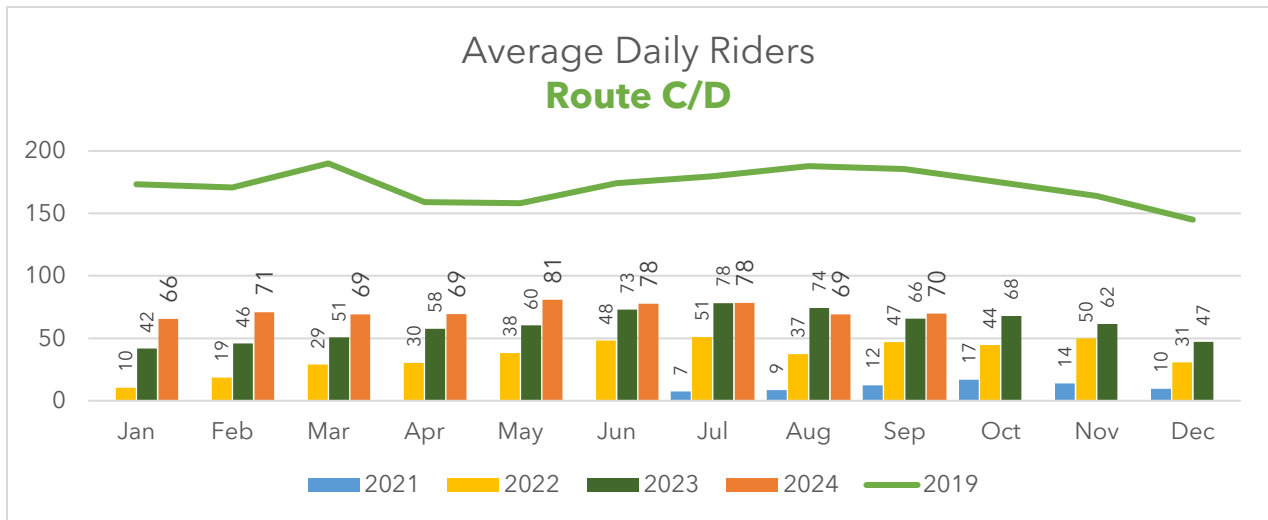
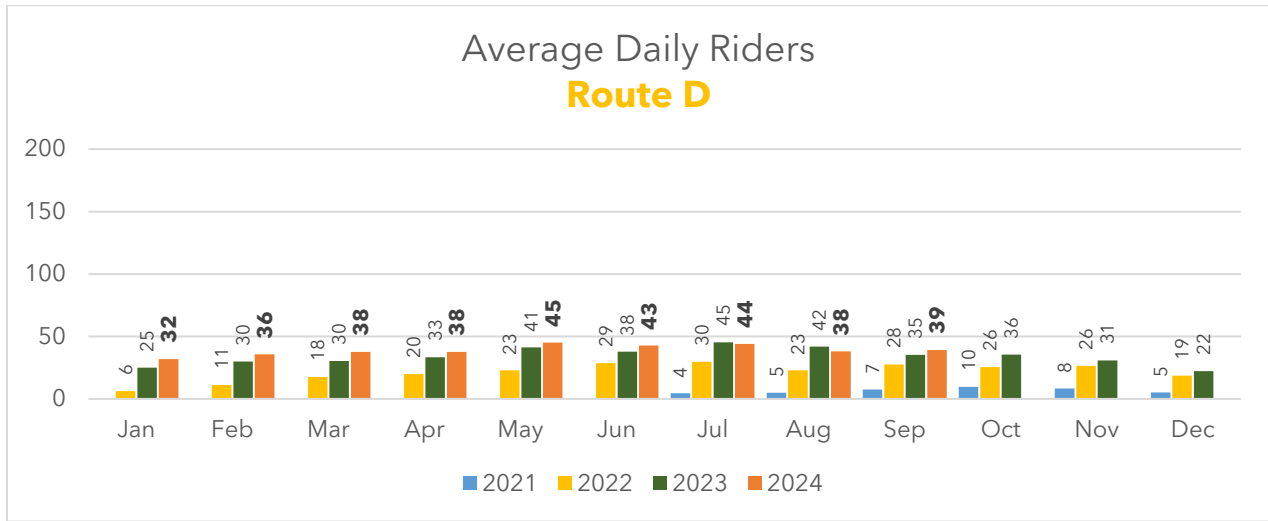
Ridership Summary

The overall ridership for MVgo in the month of September remained the same as the previous month. Ridership was 38% higher than the prior year and was 38% of the pre-pandemic baseline.

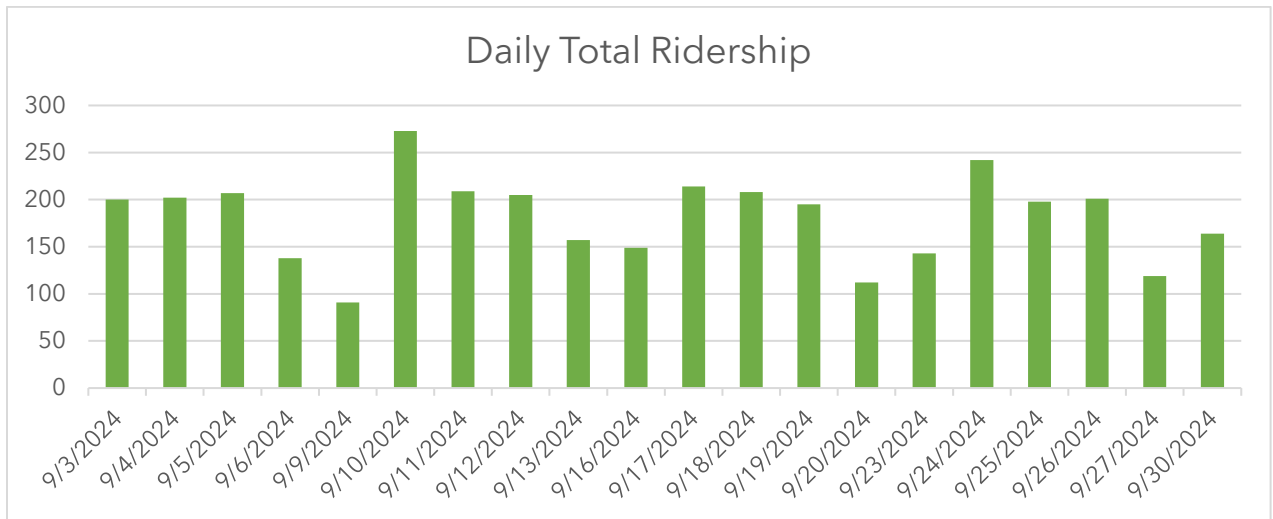
Average Daily Ridership Comparisons (YTD)



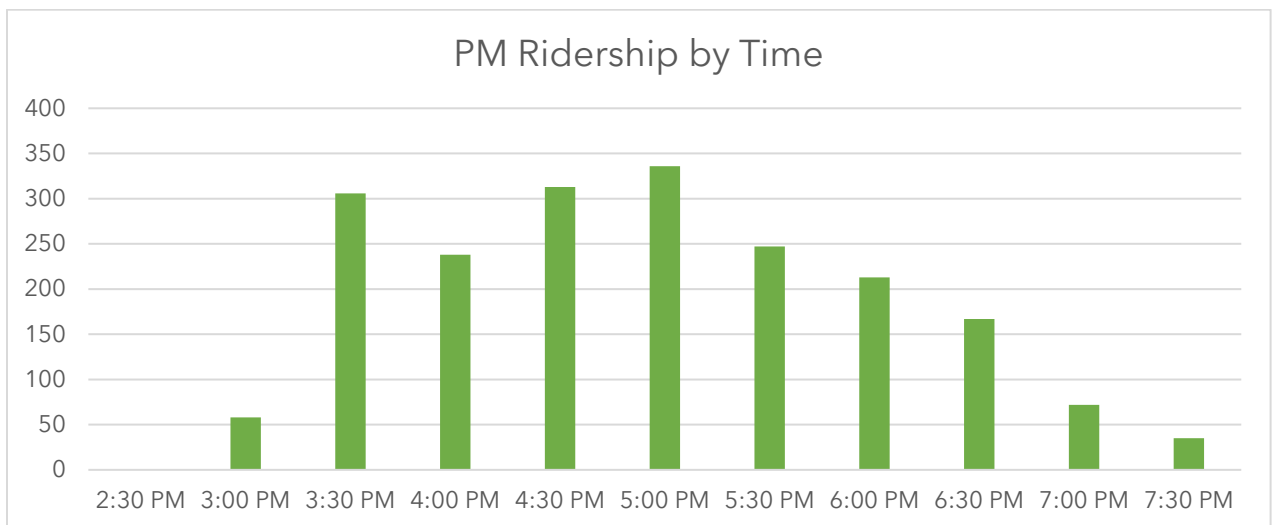
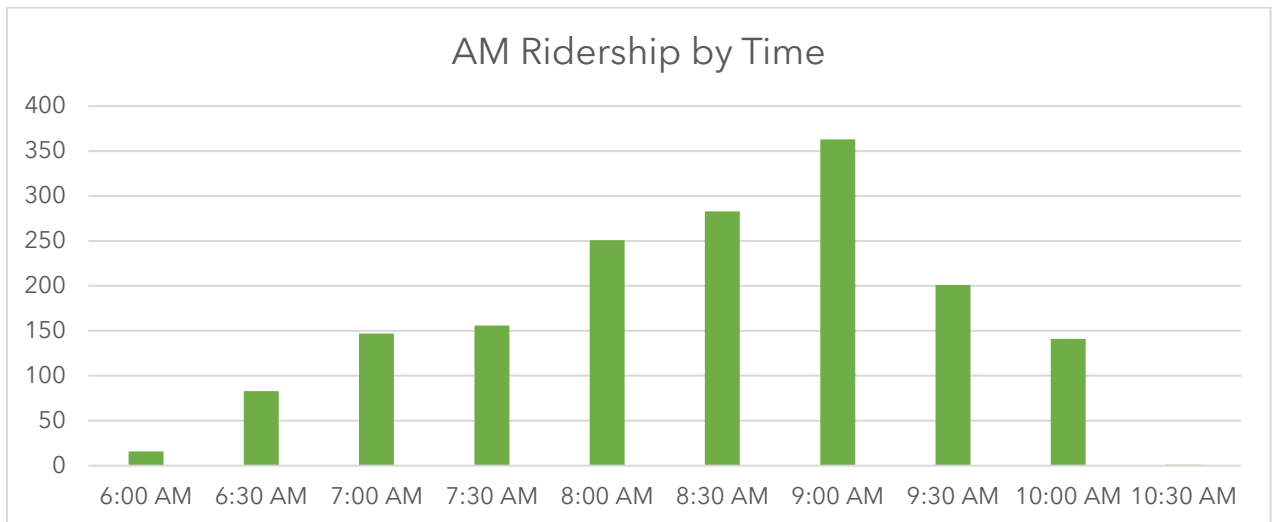
Average Daily Ridership Comparisons (YTD) (cont'd)



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	294	319	613	45.1%
645 Clyde (Samsung)	81	96	177	13.0%
Ferry Morse @ E Evelyn	92	61	153	11.3%
665 Clyde (Samsung)	107	35	142	10.5%
301 E Evelyn (AM Only)	9	69	78	5.7%
Whisman @ Middlefield	28	37	65	4.8%
313 Fairchild (Google)	26	27	53	3.9%
Middlefield @ Whisman	31	10	41	3.0%
Middlefield & Ellis	13	23	36	2.7%
Total	681	677	1358	100.0%

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	760	718	1478	47.8%
1045 La Avenida (Microsoft)	231	258	489	15.8%
Crittenden Lane	89	176	265	8.6%
Shoreline & Terra Bella (SB)	156	101	257	8.3%
Shoreline & Terra Bella (NB)	79	128	207	6.7%
Shoreline & Pear (SB)	109	10	119	3.9%
Pear @ Inigo	37	59	96	3.1%
Shoreline @ Charleston (SB)	66	6	72	2.3%
Shoreline @ Pear (NB)	18	48	66	2.1%
Shoreline @ Charleston (NB)	5	35	40	1.3%
Total	1550	1539	3089	100.0%

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	351	174	525	43.0%
Garcia @ Marine (WB)	68	131	199	16.3%
Marine & Casey	71	62	133	10.9%
Charleston @ Google (WB)	23	101	124	10.1%
San Antonio @ Miller (SB)	57	63	120	9.8%
El Camino @ Distel (EB)	32	52	84	6.9%
1950 Charleston	5	18	23	1.9%
Garcia & Salado (WB)	7	7	14	1.1%
Total	614	608	1222	100.0%

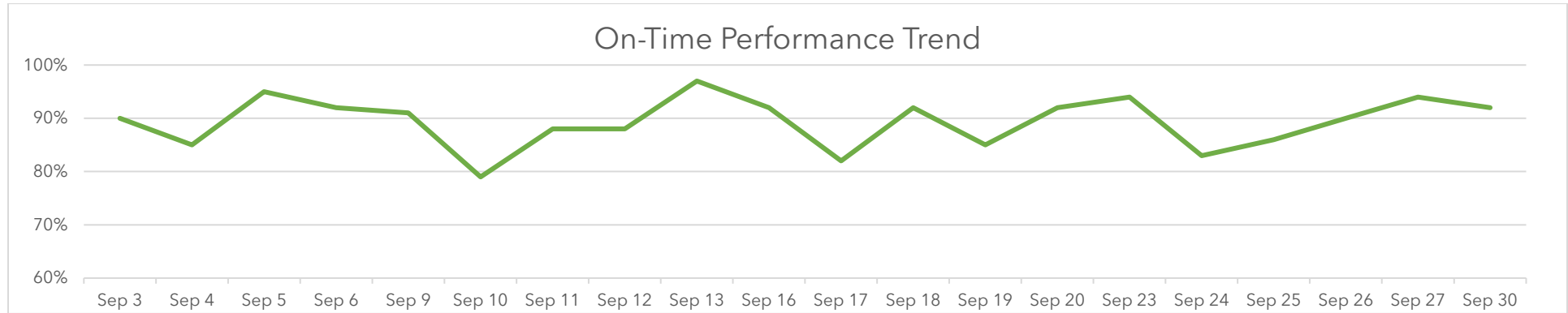
Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	198	463	661	42.4%
Garcia @ Marine (EB)	215	34	249	16.0%
Marine & Casey	75	119	194	12.4%
Charleston & Huff	90	43	133	8.5%
San Antonio @ Miller (NB)	84	36	120	7.7%
El Camino @ Distel (WB)	51	36	87	5.6%
San Antonio & California (NB)	32	20	52	3.3%
Charleston & Landings	16	17	33	2.1%
Garcia & Salado (EB)	21	10	31	2.0%
Total	782	778	1560	100.0%

On Time Performance (OTP)

In September, on time performance for MVgo was 89% (Target 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.



MVgo Route Name	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30	Grand Total
A-AM	96%	81%	96%	96%	100%	93%	100%	93%	96%	100%	93%	93%	96%	96%	96%	67%	54%	83%	92%	96%	91%
A-PM	100%	87%	100%	100%	97%	100%	100%	97%	100%	97%	87%	100%	100%	100%	100%	93%	97%	100%	97%	93%	97%
B-AM	91%	92%	98%	91%	94%	91%	92%	94%	96%	96%	98%	92%	94%	94%	96%	84%	90%	96%	90%	92%	93%
B-PM			98%	84%	84%			73%	95%	84%	52%	86%	73%	86%	98%	71%	88%	93%		98%	84%
B-PM Concert	96%	83%				51%	85%												96%		82%
C-AM	86%	82%	96%	93%	96%	86%	82%	100%	96%	100%	93%	100%	82%	93%	97%	100%	97%	88%	100%	97%	93%
C-PM			78%	97%	81%			86%	94%	78%	67%	100%	78%	97%	97%	84%	97%	100%		91%	88%
C-PM Concert	94%	61%				39%	50%												100%		67%
D-AM	68%	81%	94%	90%	84%	90%	84%	68%	100%	94%	87%	87%	87%	97%	63%	67%	67%	63%	87%	67%	81%
D-PM	89%	97%	100%	94%	100%	81%	94%	100%	97%	97%	97%	83%	78%	81%	100%	97%	84%	91%	91%	100%	93%
Grand Total	90%	85%	95%	92%	91%	79%	88%	88%	97%	92%	82%	92%	85%	92%	94%	83%	86%	90%	94%	92%	89%

Additional Ridership Data

- Bicycles Carried: 20
- Wheelchair Lift Usage: 7

Compliments/Complaints

Complaint:

- Rider emailed complaining that the substitute driver on Route A was wildly off schedule and off route.
 - On the day/time of the complaint the driver was on time and on the correct route but there were GPS issues in the tracking system, showing the bus way off the route on the tracking system map.
- 2 riders complained that with the new electrification schedules, Caltrain is running over 5 minutes late and they are missing their shuttle connection.
 - We are extending the Guaranteed Last Mile program to riders whose trains are arriving 5+ minutes late to the transit center.

Compliment:

- Rider emailed to compliment Route B driver (Ana) for her professional handling of a belligerent rider.
 - Thanked rider for feedback and passed along the compliments to Ana.