



MONTHLY OPERATIONS REPORT

October 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	Oct	Total to Date
Total Monthly Weekday Ridership	522	527	634	593	826	1060	1045	884	681	919	7691
# of Operating Days	22	20	21	22	22	20	22	22	20	23	214
Average Daily Ridership	24	26	30	27	38	53	48	40	34	40	36
% Increase/Decrease from Prior Month	44%	11%	15%	-11%	39%	41%	-10%	-15%	-15%	17%	
% Increase/Decrease from Prior Year	21%	7%	6%	13%	56%	110%	61%	83%	27%	89%	47%
% of Pre COVID Baseline	13%	13%	17%	16%	21%	29%	26%	22%	18%	20%	19%

ROUTE B											
2024 - Route B	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	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	1,786	14673
# of Operating Days	22	20	21	22	22	20	22	22	20	23	214
Average Daily Ridership	59	63	54	60	81	70	71	72	78	78	69
% Increase/Decrease from Prior Month	52%	8%	-14%	10%	35%	-14%	2%	2%	7%	0%	
% Increase/Decrease from Prior Year	45%	59%	32%	68%	96%	55%	71%	49%	82%	63%	61%
% of Pre COVID Baseline	62%	58%	51%	61%	91%	70%	73%	70%	75%	76%	68%

ROUTE C & D											
2024 - Route C	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total to Date
Total Monthly Ridership	740	705	660	700	791	701	753	687	614	817	7168
# of Operating Days	22	20	21	22	22	20	22	22	20	23	214
Average Daily Ridership	34	35	31	32	36	35	34	31	31	36	33
% Increase/Decrease from Prior Month	35%	5%	-11%	1%	13%	-3%	-2%	-9%	-2%	16%	
% Increase/Decrease from Prior Year	99%	120%	54%	32%	88%	0%	5%	-4%	1%	10%	29%
2024 - Route D	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total to Date
Total Monthly Ridership	702	712	791	827	990	854	969	835	782	988	8450
# of Operating Days	22	20	21	22	22	20	22	22	20	23	214
Average Daily Ridership	32	36	38	38	45	43	44	38	39	43	39
% Increase/Decrease from Prior Month	44%	12%	6%	0%	20%	-5%	3%	-14%	3%	10%	
% Increase/Decrease from Prior Year	28%	19%	24%	13%	9%	13%	-3%	-9%	11%	21%	11%
2024 - Route C/D Combined	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total to Date
Total Monthly Ridership	1442	1417	1451	1527	1781	1555	1722	1522	1396	1805	15618
# of Operating Days	22	20	21	22	22	20	22	22	20	23	214
Average Daily Ridership	66	71	69	69	81	78	78	69	70	78	73
% Increase/Decrease from Prior Month	39%	8%	-2%	0%	17%	-4%	1%	-12%	1%	12%	
% Increase/Decrease from Prior Year	56%	54%	36%	21%	34%	7%	0%	-7%	6%	16%	18%
% of Pre COVID Baseline	38%	42%	36%	44%	51%	45%	44%	37%	38%	45%	42%

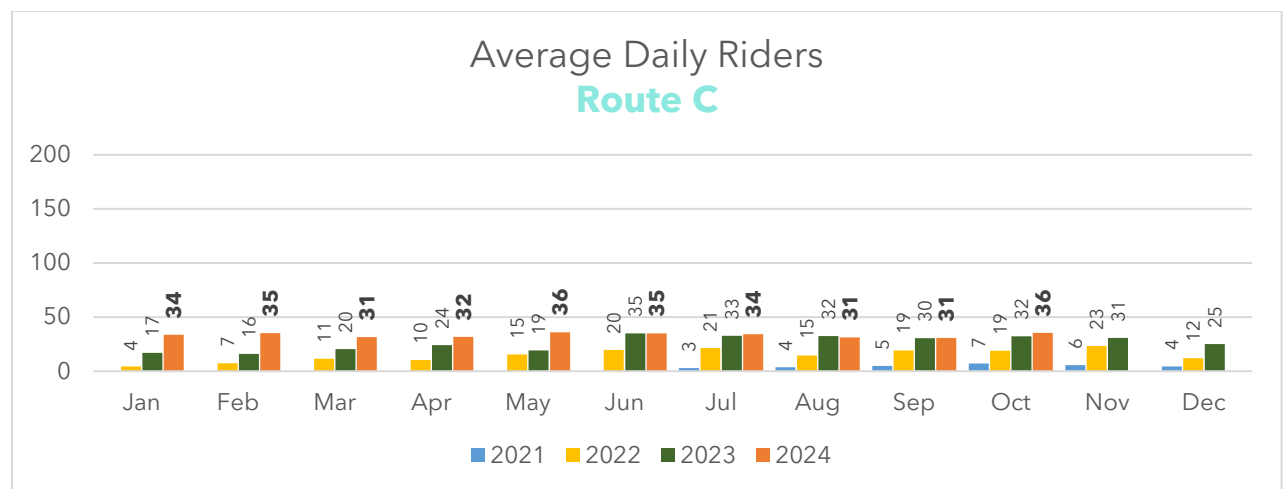
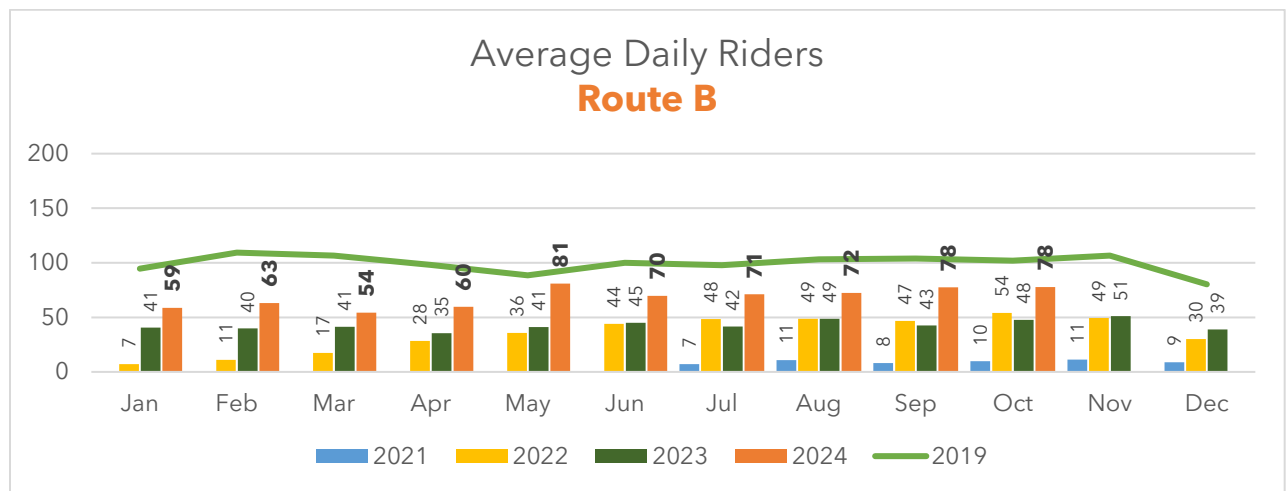
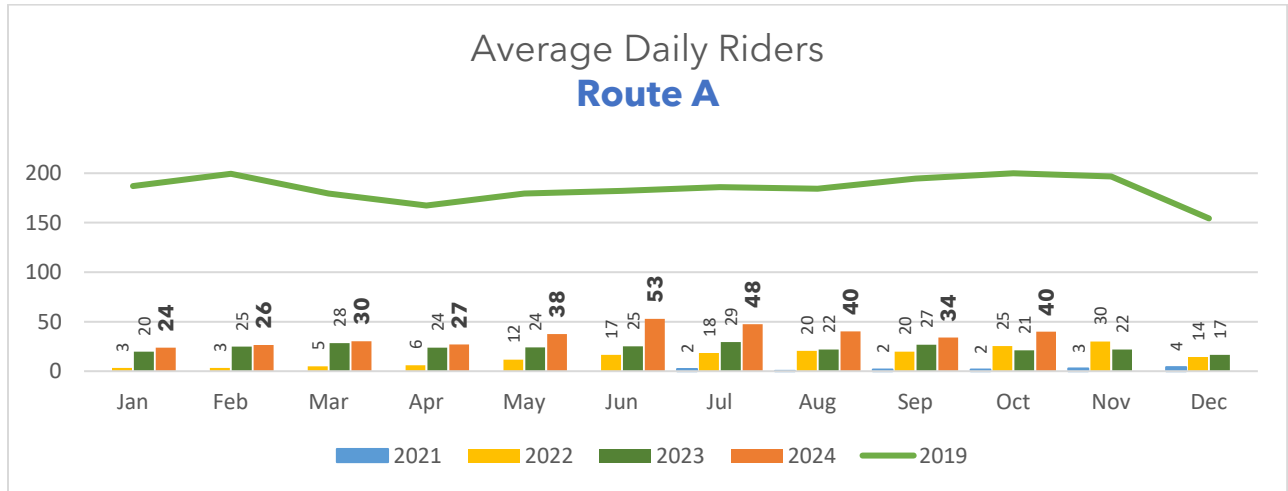
ALL ROUTES											
2024 - COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
Total Monthly Ridership	3257	3208	3225	3434	4385	4009	4331	3996	3627	4510	37982
# of Operating Days	22	20	21	22	22	20	22	22	20	23	214
Average Daily Ridership	148	160	154	156	199	200	197	182	181	196	177
% Increase/Decrease from Prior Month	44%	8%	-4%	2%	28%	1%	-2%	-8%	0%	8%	
% Increase/Decrease from Prior Year	45%	45%	28%	34%	59%	40%	32%	25%	34%	44%	38%
% of Pre COVID Baseline	33%	33%	32%	37%	47%	44%	42%	38%	37%	41%	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

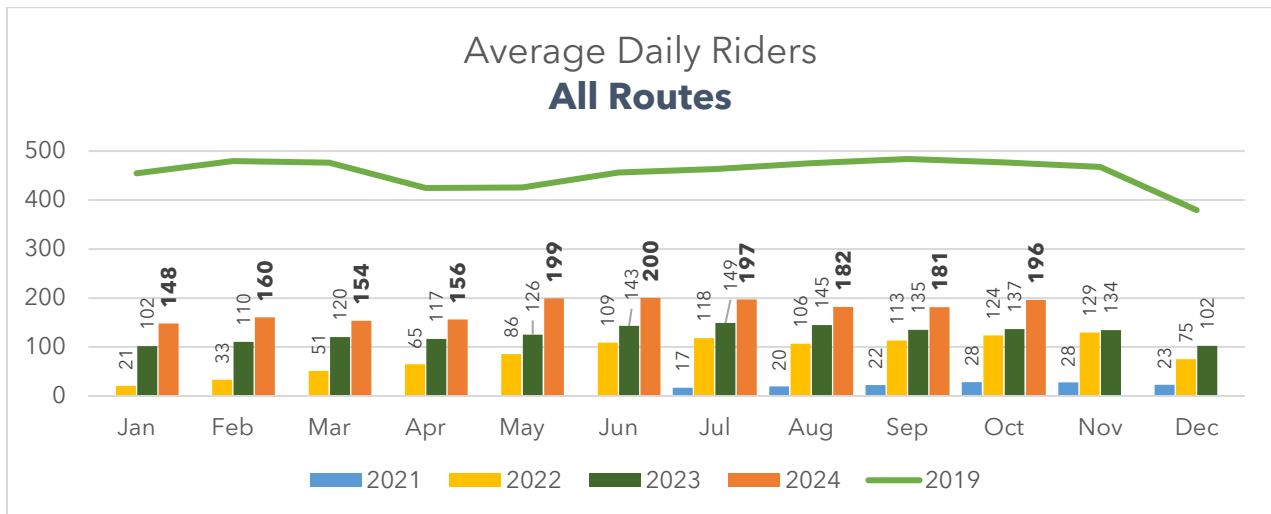
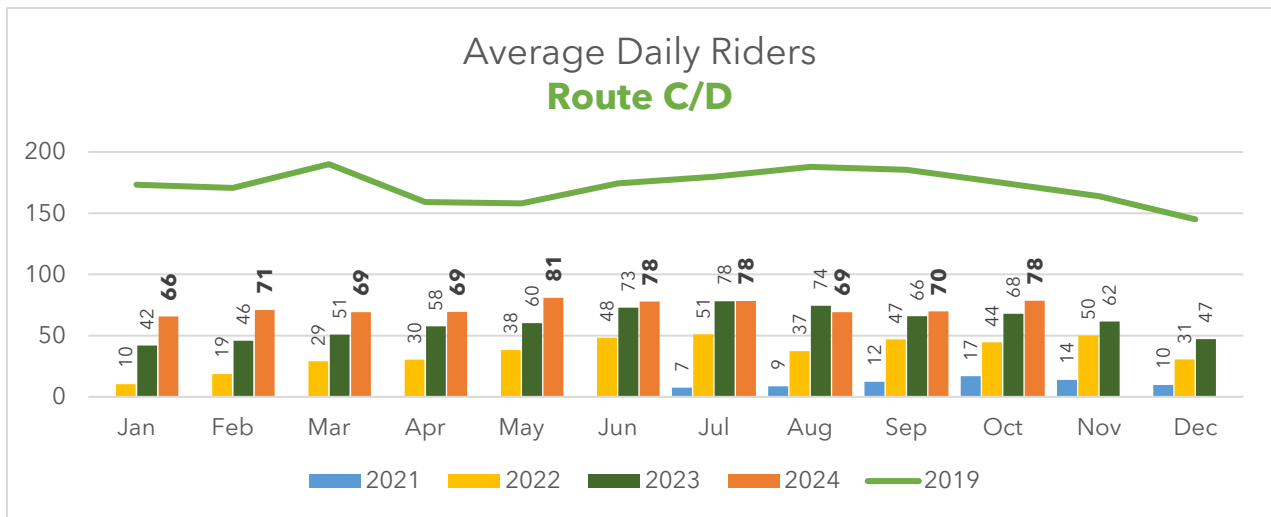
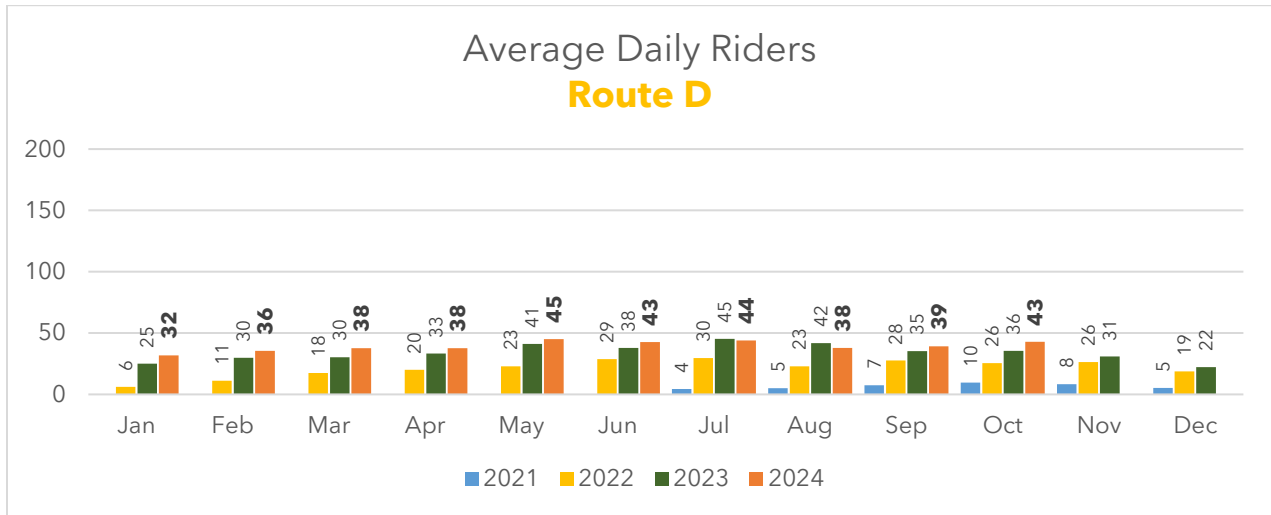
Ridership Summary

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

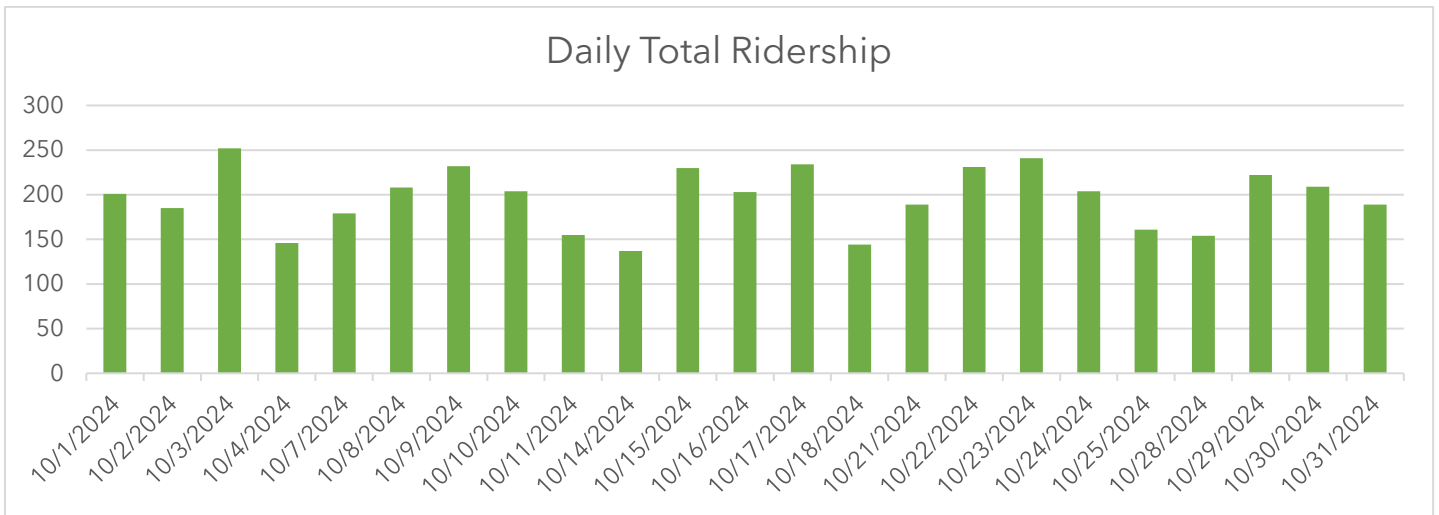
Average Daily Ridership Comparisons (YTD)



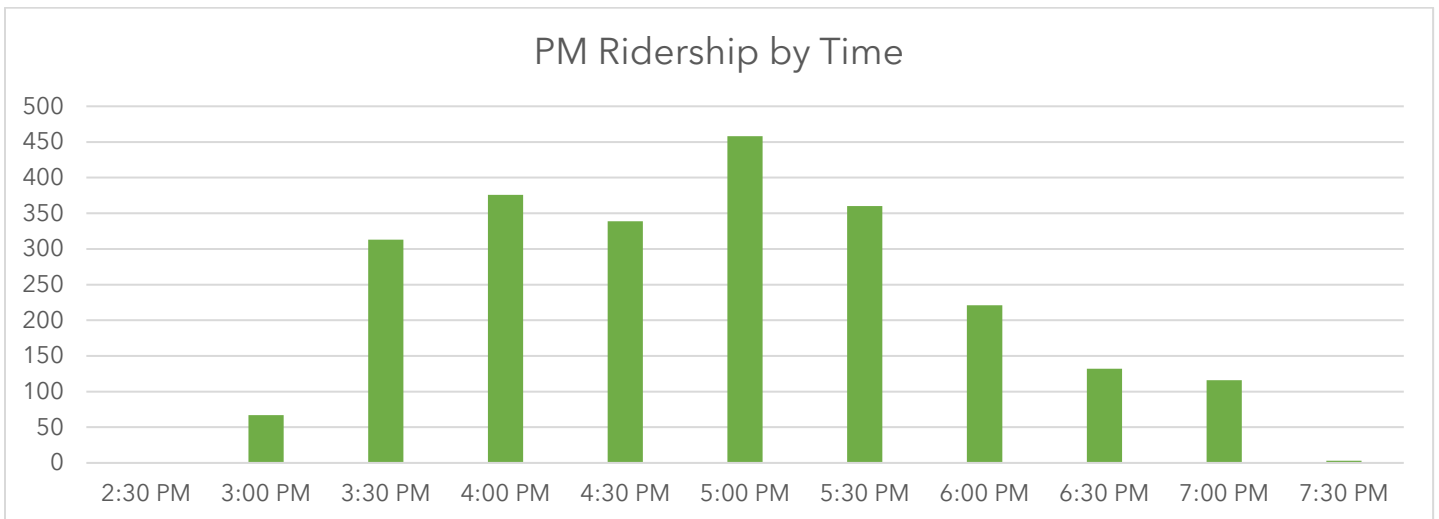
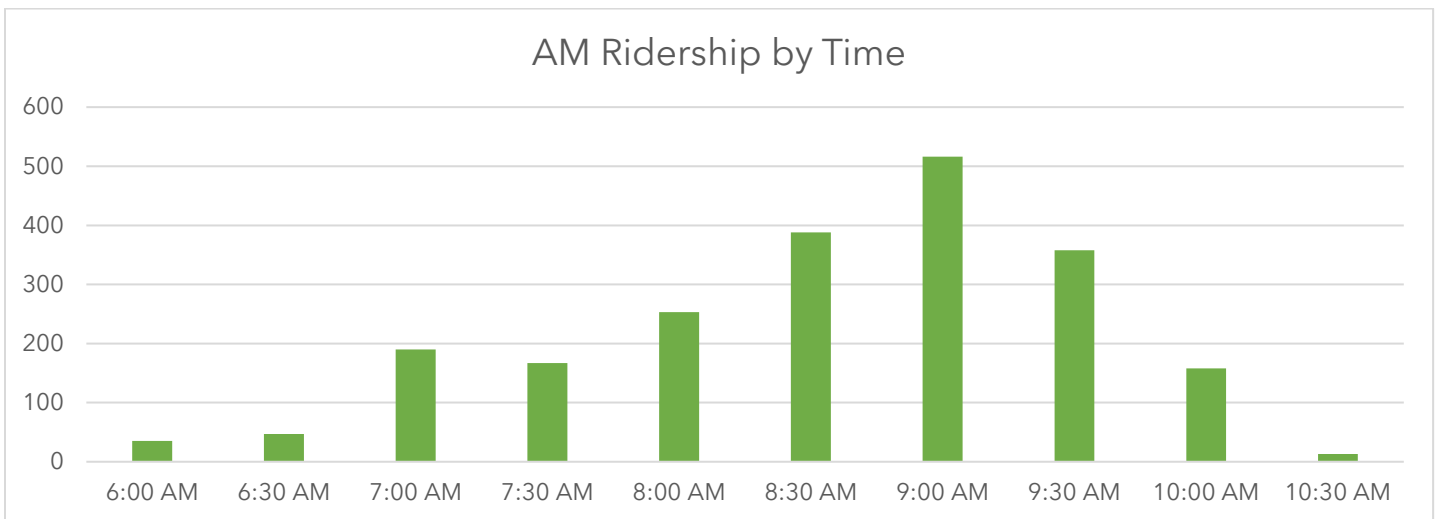
Average Daily Ridership Comparisons (YTD) (cont'd)



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	414	442	856	46.6%
Ferry Morse @ E Evelyn	127	116	243	13.2%
645 Clyde (Samsung)	117	97	214	11.7%
665 Clyde (Samsung)	131	48	179	9.7%
313 Fairchild (Google)	58	56	114	6.2%
301 E Evelyn (AM Only)	12	74	86	4.7%
Whisman @ Middlefield	28	48	76	4.1%
Middlefield @ Whisman	30	24	54	2.9%
Middlefield & Ellis	2	12	14	0.8%
Total	919	917	1836	100.0%

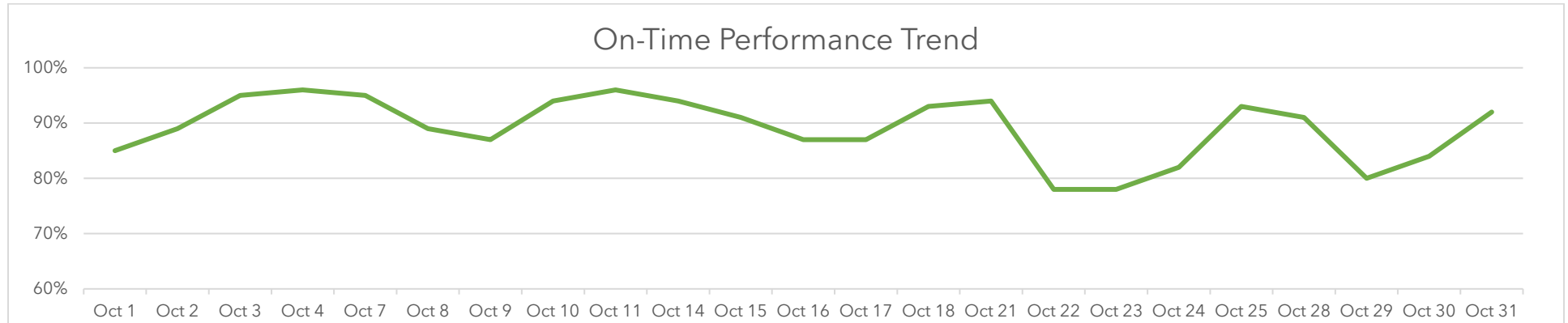
Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	867	880	1747	49.1%
1045 La Avenida (Microsoft)	318	288	606	17.0%
Shoreline & Terra Bella (NB)	89	155	244	6.9%
Crittenden Lane	97	145	242	6.8%
Shoreline & Terra Bella (SB)	135	61	196	5.5%
Shoreline & Pear (SB)	153	27	180	5.1%
Pear @ Inigo	49	101	150	4.2%
Shoreline @ Pear (NB)	6	73	79	2.2%
Shoreline @ Charleston (SB)	71	4	75	2.1%
Shoreline @ Charleston (NB)	1	41	42	1.2%
Total	1786	1775	3561	100.0%

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	488	234	722	44.3%
Garcia @ Marine (WB)	119	229	348	21.3%
Charleston @ Google (WB)	31	140	171	10.5%
Marine & Casey	106	49	155	9.5%
San Antonio @ Miller (SB)	40	90	130	8.0%
El Camino @ Distel (EB)	19	54	73	4.5%
1950 Charleston	7	14	21	1.3%
Garcia & Salado (WB)	7	4	11	0.7%
Total	817	814	1631	100.0%

Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	155	648	803	40.7%
Garcia @ Marine (EB)	303	33	336	17.0%
Marine & Casey	103	149	252	12.8%
Charleston & Huff	169	44	213	10.8%
El Camino @ Distel (WB)	131	33	164	8.3%
San Antonio @ Miller (NB)	67	32	99	5.0%
Charleston & Landings	17	31	48	2.4%
San Antonio & California (NB)	24	9	33	1.7%
Garcia & Salado (EB)	19	8	27	1.4%
Total	988	987	1975	100.0%

On Time Performance (OTP)

In October, on time performance for MVgo was 89%. MTMA staff continue to work with the Operator to increase their performance to meet the 90% target.



MVgo Route Name	1	2	3	4	7	8	9	10	11	14	15	16	17	18	21	22	23	24	25	28	29	30	31	Grand Total
A-AM	83%	96%	96%	96%	96%	96%	96%	100%	100%	100%	88%	75%	88%	100%	96%	92%	92%	96%	96%	75%	75%	88%	75%	91%
A-PM	80%	93%	100%	100%	100%	97%	100%	100%	97%	100%	100%	97%	100%	100%	97%	77%	100%	90%	100%	60%	83%	87%	100%	94%
B-AM	94%	84%	100%	98%	92%	82%	92%	92%	96%	96%	98%	88%	90%	96%	96%	69%	86%	65%	100%	98%	71%	88%	94%	90%
B-PM	77%	95%	95%	93%	98%	96%	73%	93%	93%	91%	86%	86%	88%		88%	71%	36%	70%		96%	77%	82%	93%	85%
B-PM Concert														92%					91%					92%
C-AM	84%	84%	97%	100%	100%	97%	94%	100%	100%	81%	97%	97%	88%	97%	100%	84%	88%	100%	100%	100%	81%	94%	100%	94%
C-PM	100%	100%	100%	100%	100%	94%	94%	97%	100%	100%	94%	100%	94%		100%	100%	94%	100%		100%	100%	91%	97%	98%
C-PM Concert														50%					43%					46%
D-AM	63%	63%	77%	90%	70%	57%	67%	80%	90%	90%	73%	70%	67%	93%	83%	63%	63%	70%	93%	80%	70%	67%	77%	75%
D-PM	100%	94%	94%	91%	100%	94%	88%	97%	97%	100%	88%	84%	81%	91%	100%	84%	97%	84%	94%	100%	88%	75%	94%	92%
Grand Total	85%	89%	95%	96%	95%	89%	87%	94%	96%	94%	91%	87%	87%	93%	94%	78%	78%	82%	93%	91%	80%	84%	92%	89%

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.

Additional Ridership Data

- Bicycles Carried: 20
- Wheelchair Lift Usage: 3

Compliments/Complaints

Complaint:

- Rider emailed complaining that the driver arrived and left stop 8 minutes early.
 - Confirmed and validated rider complaint. The driver was reminded that leaving time point stops early is against protocols and could result in disciplinary actions.