MONTHLY OPERATIONS REPORT

November 2024

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MVgo
Annual Ridership Summary (YTD)
w/ Pre-COVID Baseline Comparison

ROUTE A

2024 - Route A	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total to Date
Total Monthly Weekday Ridership	522	527	634	593	826	1060	1045	884	681	919	673	8364
# of Operating Days	22	20	21	22	22	20	22	22	20	23	19	233
Average Daily Ridership	24	26	30	27	38	53	48	40	34	40	35	36
% Increase/Decrease from Prior Month	*44%*	*11%*	*15%*	*-11%*	*39%*	*41%*	*-10%*	*-15%*	*-15%*	*17%*	*-11%*	
% Increase/Decrease from Prior Year	*21%*	*7%*	*6%*	*13%*	*56%*	*110%*	*61%*	*83%*	*27%*	*89%*	*62%*	*48%*
% of Pre COVID Baseline	**13%**	**13%**	**17%**	**16%**	**21%**	**29%**	**26%**	**22%**	**18%**	**20%**	**18%**	**19%**

ROUTE B

2024 - Route B	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	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	1,452	16125
# of Operating Days	22	20	21	22	22	20	22	22	20	23	19	233
Average Daily Ridership	59	63	54	60	81	70	71	72	78	78	76	69
% Increase/Decrease from Prior Month	*52%*	*8%*	*-14%*	*10%*	*35%*	*-14%*	*2%*	*2%*	*7%*	*0%*	*-2%*	
% Increase/Decrease from Prior Year	*45%*	*59%*	*32%*	*68%*	*96%*	*55%*	*71%*	*49%*	*82%*	*63%*	*50%*	*60%*
% of Pre COVID Baseline	**62%**	**58%**	**51%**	**61%**	**91%**	**70%**	**73%**	**70%**	**75%**	**76%**	**72%**	**69%**

ROUTE C & D

2024 - Route C	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total to Date
Total Monthly Ridership	740	705	660	700	791	701	753	687	614	817	576	7744
# of Operating Days	22	20	21	22	22	20	22	22	20	23	19	233
Average Daily Ridership	34	35	31	32	36	35	34	31	31	36	30	33
% Increase/Decrease from Prior Month	*35%*	*5%*	*-11%*	*1%*	*13%*	*-3%*	*-2%*	*-9%*	*-2%*	*16%*	*-15%*	
% Increase/Decrease from Prior Year	*99%*	*120%*	*54%*	*32%*	*88%*	*0%*	*5%*	*-4%*	*1%*	*10%*	*-1%*	*26%*

2024 - Route D	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total to Date
Total Monthly Ridership	702	712	791	827	990	854	969	835	782	988	614	9064
# of Operating Days	22	20	21	22	22	20	22	22	20	23	19	233
Average Daily Ridership	32	36	38	38	45	43	44	38	39	43	32	39
% Increase/Decrease from Prior Month	*44%*	*12%*	*6%*	*0%*	*20%*	*-5%*	*3%*	*-14%*	*3%*	*10%*	*-25%*	
% Increase/Decrease from Prior Year	*28%*	*19%*	*24%*	*13%*	*9%*	*13%*	*-3%*	*-9%*	*11%*	*21%*	*5%*	*10%*

2024 - Route C/D Combined	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total to Date
Total Monthly Ridership	1442	1417	1451	1527	1781	1555	1722	1522	1396	1805	1190	16808
# of Operating Days	22	20	21	22	22	20	22	22	20	23	19	233
Average Daily Ridership	66	71	69	69	81	78	78	69	70	78	63	72
% Increase/Decrease from Prior Month	*39%*	*8%*	*-2%*	*0%*	*17%*	*-4%*	*1%*	*-12%*	*1%*	*12%*	*-20%*	
% Increase/Decrease from Prior Year	*56%*	*54%*	*36%*	*21%*	*34%*	*7%*	*0%*	*-7%*	*6%*	*16%*	*2%*	*17%*
% of Pre COVID Baseline	**38%**	**42%**	**36%**	**44%**	**51%**	**45%**	**44%**	**37%**	**38%**	**45%**	**38%**	**41%**

ALL ROUTES

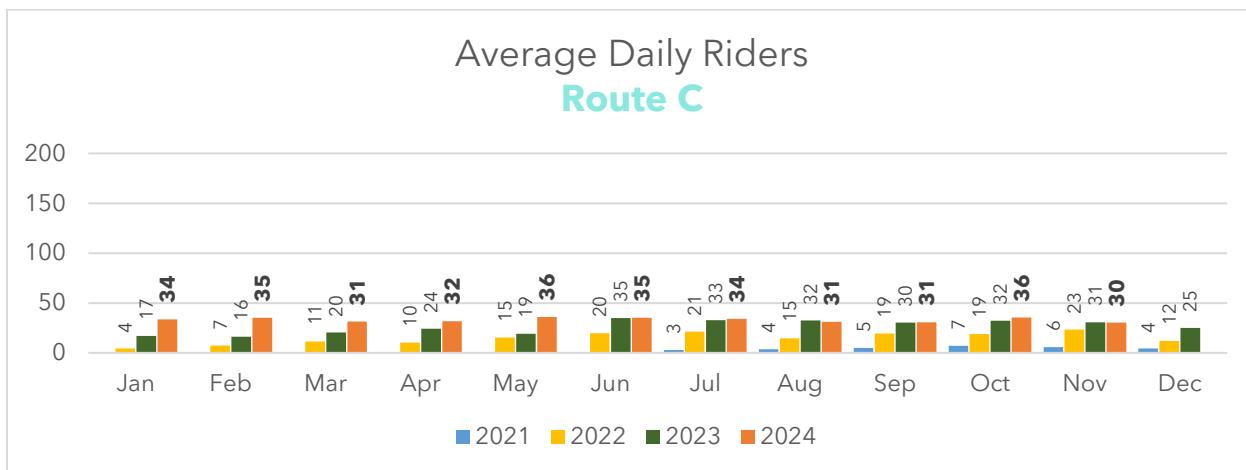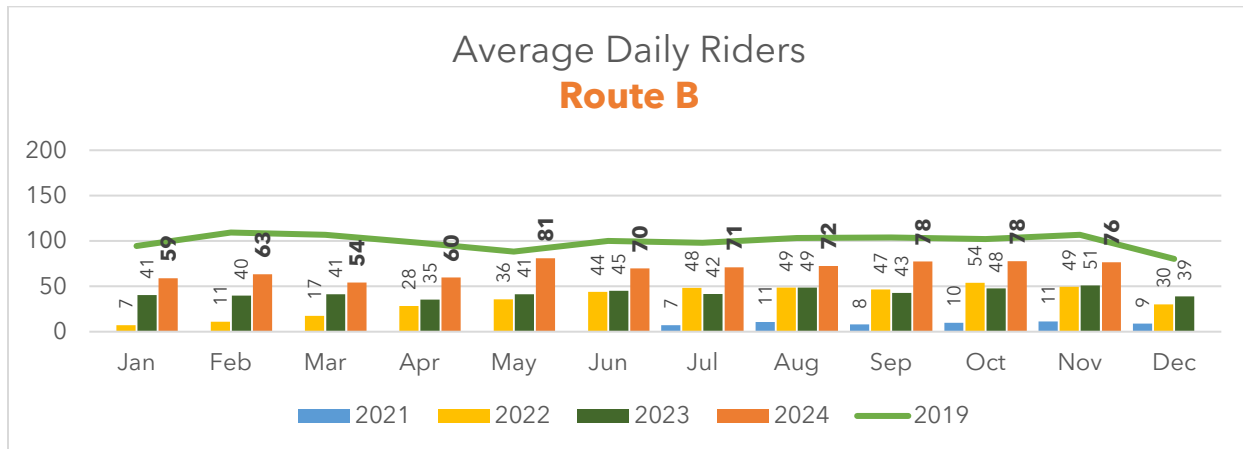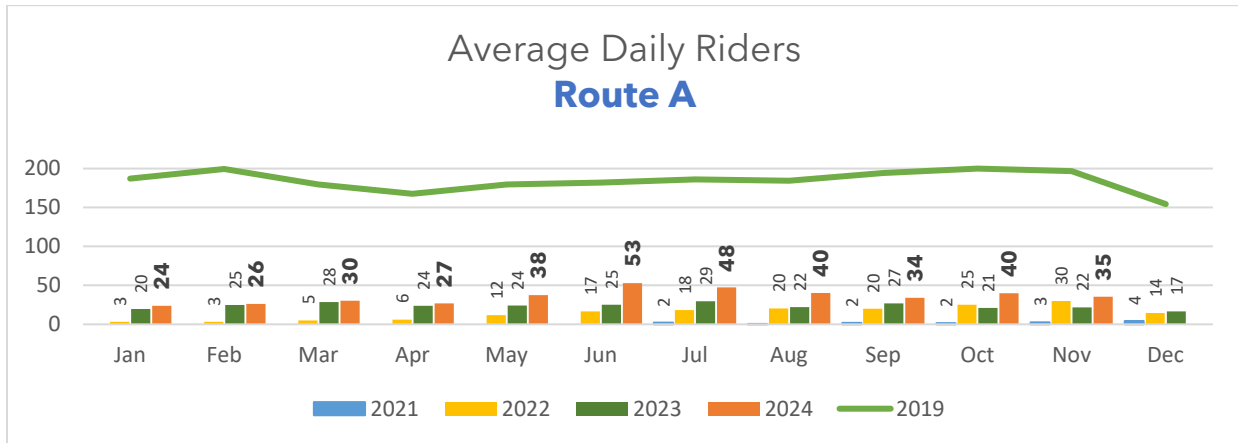| 2024 - COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total
Total Monthly Ridership	3257	3208	3225	3434	4385	4009	4331	3996	3627	4510	3315	41297
# of Operating Days	22	20	21	22	22	20	22	22	20	23	19	233
Average Daily Ridership	148	160	154	156	199	200	197	182	181	196	174	177
% Increase/Decrease from Prior Month	*44%*	*8%*	*-4%*	*2%*	*28%*	*1%*	*-2%*	*-8%*	*0%*	*8%*	*-11%*	
% Increase/Decrease from Prior Year	*45%*	*45%*	*28%*	*34%*	*59%*	*40%*	*32%*	*25%*	*34%*	*44%*	*30%*	*38%*
% of Pre COVID Baseline	**33%**	**33%**	**32%**	**37%**	**47%**	**44%**	**42%**	**38%**	**37%**	**41%**	**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*
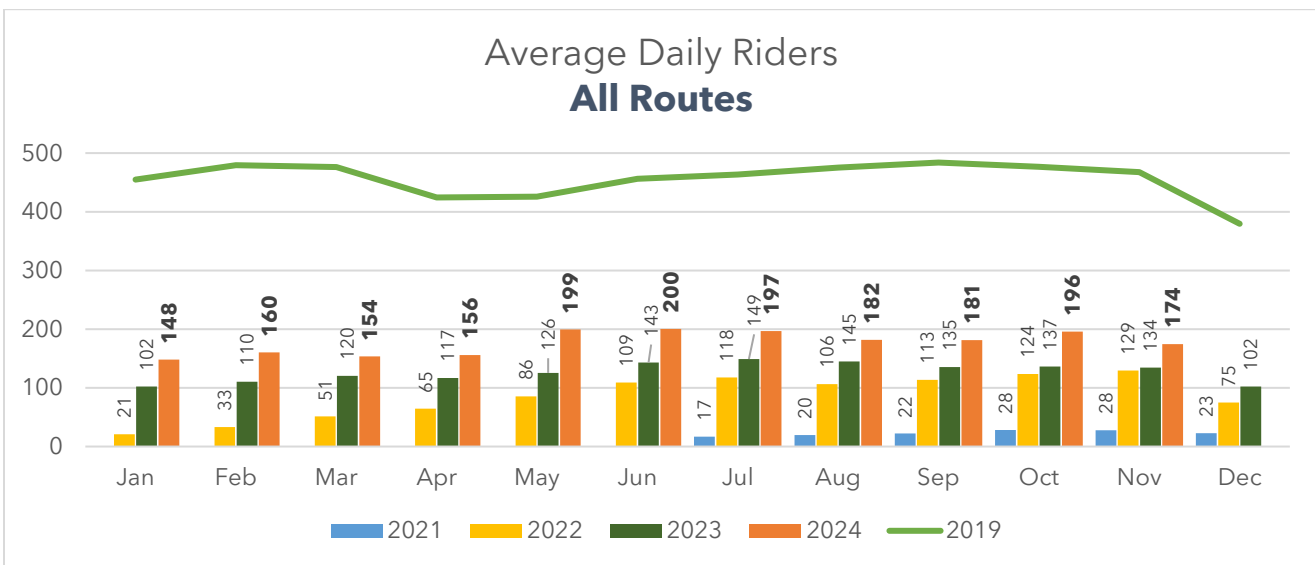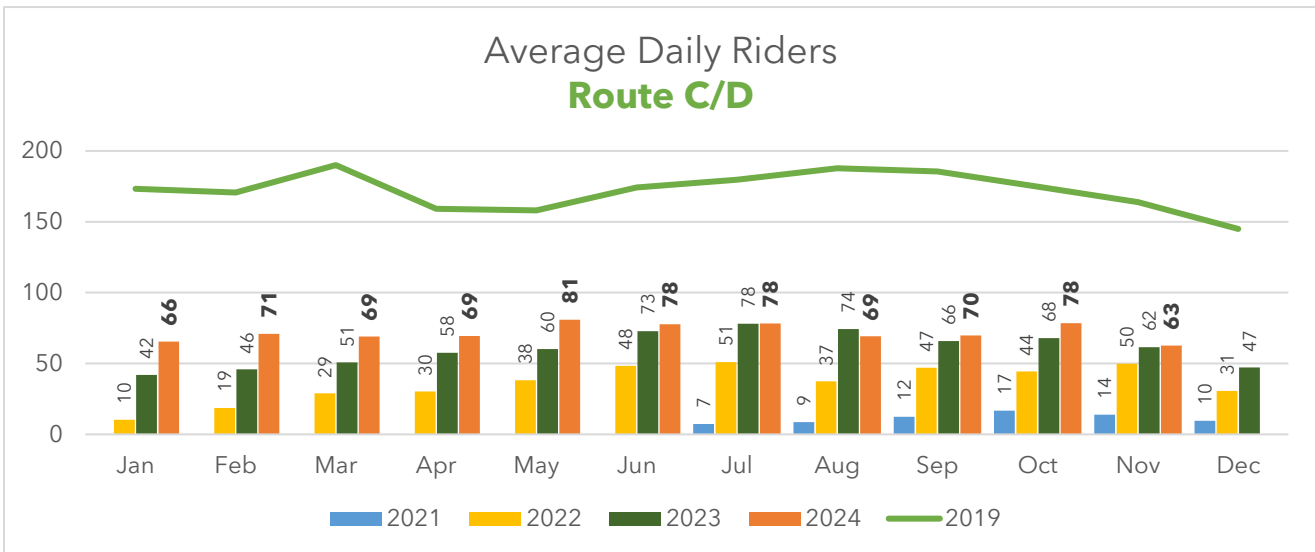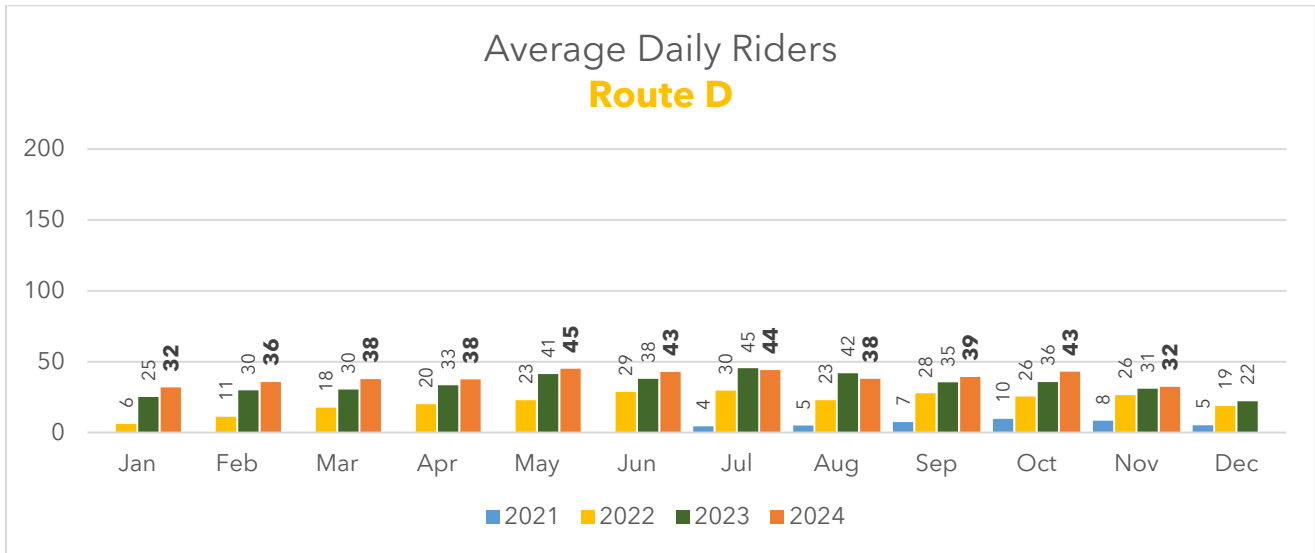
Ridership Summary

The overall ridership for MVgo in the month of November decreased 11% from the previous month. Year-to-date ridership was 38% higher than the prior year and was 38% of the pre-pandemic baseline.

Ridership continues to be highest on Tuesdays, Wednesdays and Thursdays with peak times at 9:00am and 5:00pm.

Average Daily Ridership Comparisons (YTD)

Average Daily Riders
Route A

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	3	3	5	6	12	2	2		2	2	3	4
2022	20	25	28	24	24	17	18	20	20	25	30	14
2023						25	29	22	27	21	22	17
2024	24	26	30	27	38	53	48	40	34	40	35	

Legend: 2021, 2022, 2023, 2024, 2019

Average Daily Riders
Route B

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	7	11	17				7	11	8	10	11	9
2022				28	36	44	48	49	47	54	49	30
2023	41	40	41	35	41	45	42	49	43	48	51	39
2024	59	63	54	60	81	70	71	72	78	78	76	

Legend: 2021, 2022, 2023, 2024, 2019

Average Daily Riders
Route C

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	4	7	11	10	15	20	3	4	5	7	6	4
2022	17	16	20	24	19	35	21	15	19	19	23	12
2023							33	32	30	32	31	25
2024	34	35	31	32	36	35	34	31	31	36	30	

Legend: 2021, 2022, 2023, 2024

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

Average Daily Riders
Route D

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	6	11	18	20	23	29	4	5	7	10	8	5
2022	25	30	30	33	41	38	30	23	28	26	26	19
2023	—	—	—	—	—	—	45	42	35	36	31	—
2024	32	36	38	38	45	43	44	38	39	43	32	22

Legend: ■ 2021 ■ 2022 ■ 2023 ■ 2024

Average Daily Riders
Route C/D

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	10	19	29	30	38	48	7	9	12	17	14	10
2022	42	46	51	58	60	73	51	37	47	44	50	31
2023	—	—	—	—	—	—	78	74	66	68	62	47
2024	66	71	69	69	81	78	78	69	70	78	63	—

Legend: ■ 2021 ■ 2022 ■ 2023 ■ 2024 ── 2019

Average Daily Riders
All Routes

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	21	33	51	65	86	109	17	20	22	28	28	23
2022	—	110	120	117	126	143	118	106	113	124	129	75
2023	102	—	—	—	—	—	149	145	135	137	134	102
2024	148	160	154	156	199	200	197	182	181	196	174	—

Legend: ■ 2021 ■ 2022 ■ 2023 ■ 2024 ── 2019

MVgo - November 2024 Operations Report

Total Ridership by Date

Daily Total Ridership

Monthly Total Ridership by Time

AM Ridership by Time

PM Ridership by Time

MVgo - November 2024 Operations Report
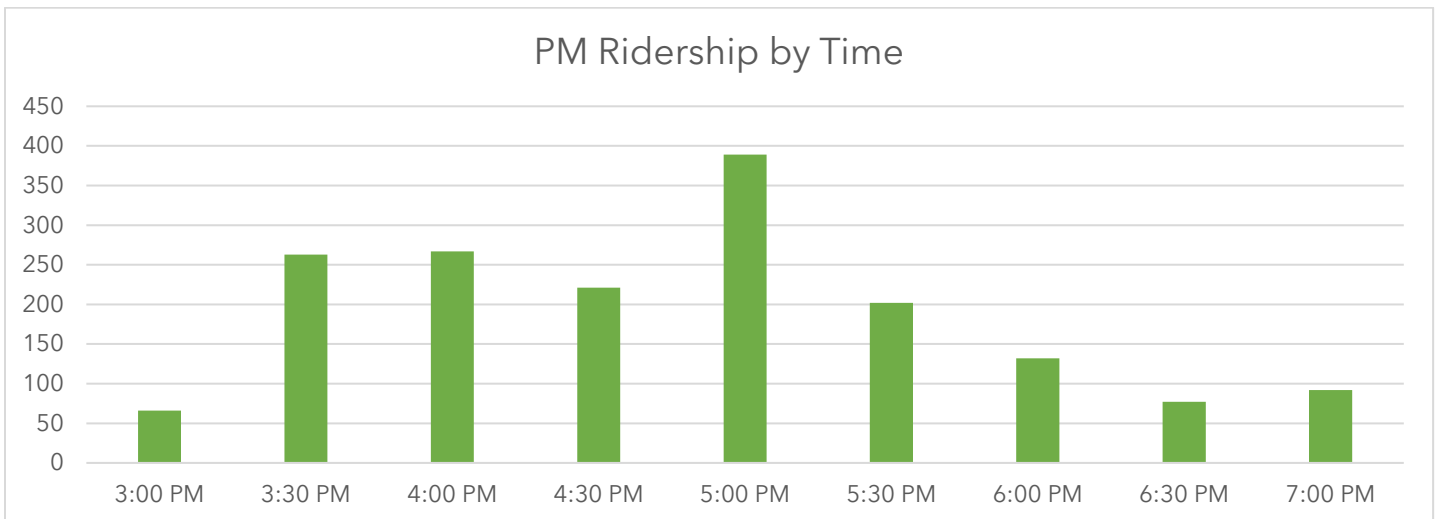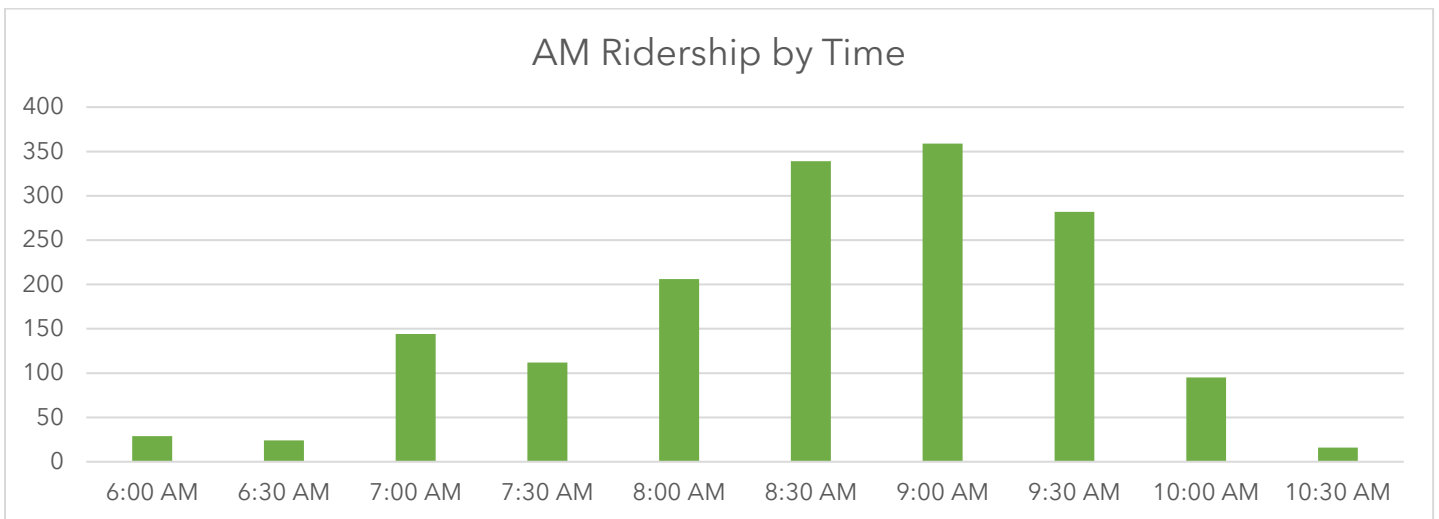
Monthly Total Use (Boarding & Alighting) by Stop

Route A	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	271	490	761	56.8%
645 Clyde (Samsung)	119	52	171	12.8%
Ferry Morse @ E Evelyn	99	22	121	9.0%
665 Clyde (Samsung)	78	6	84	6.3%
Whisman @ Middlefield	33	20	53	4.0%
313 Fairchild (Google)	37	12	49	3.7%
Middlefield @ Whisman	23	17	40	3.0%
301 E Evelyn (AM Only)	6	33	39	2.9%
Middlefield & Ellis	7	15	22	1.6%
Total	**673**	**667**	**1340**	**100.0%**

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	663	790	1453	50.1%
1045 La Avenida (Microsoft)	258	178	436	15.0%
Shoreline & Terra Bella (NB)	87	139	226	7.8%
Crittenden Lane	90	122	212	7.3%
Shoreline & Terra Bella (SB)	145	61	206	7.1%
Shoreline & Pear (SB)	127	7	134	4.6%
Pear @ Inigo	36	80	116	4.0%
Shoreline @ Pear (NB)	10	45	55	1.9%
Shoreline @ Charleston (SB)	33	2	35	1.2%
Shoreline @ Charleston (NB)	3	23	26	0.9%
Total	**1452**	**1447**	**2899**	**100.0%**

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	318	155	473	41.2%
Garcia @ Marine (WB)	83	137	220	19.2%
Marine & Casey	89	47	136	11.8%
Charleston @ Google (WB)	21	87	108	9.4%
San Antonio @ Miller (SB)	38	61	99	8.6%
El Camino @ Distel (EB)	23	59	82	7.1%
1950 Charleston	3	20	23	2.0%
Garcia & Salado (WB)	1	6	7	0.6%
Total	**576**	**572**	**1148**	**100.0%**

Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	132	365	497	40.6%
Garcia @ Marine (EB)	165	37	202	16.5%
Marine & Casey	57	99	156	12.7%
Charleston & Huff	101	37	138	11.3%
El Camino @ Distel (WB)	79	18	97	7.9%
San Antonio @ Miller (NB)	28	20	48	3.9%
Charleston & Landings	12	27	39	3.2%
San Antonio & California (NB)	25	6	31	2.5%
Garcia & Salado (EB)	15	2	17	1.4%
Total	**614**	**611**	**1225**	**100.0%**

On Time Performance (OTP)

In November, on time performance for MVgo was 94%.

On-Time Performance Trend
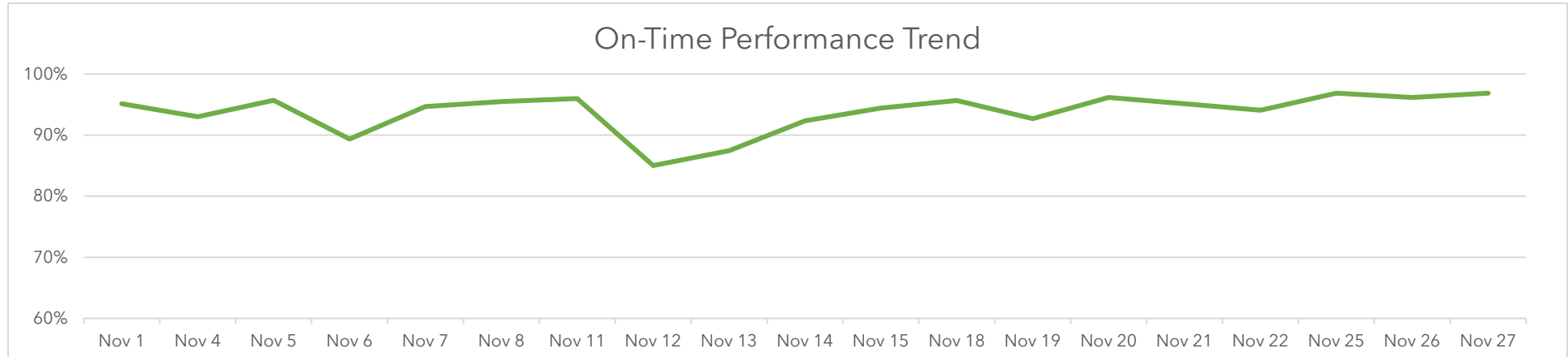
Route Name	1	4	5	6	7	8	11	12	13	14	15	18	19	20	21	22	25	26	27	Grand Total
A AM	100%	100%	100%	88%	100%	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%	98%
A PM	100%	70%	100%	100%	100%	97%	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%
B AM	100%	100%	100%	98%	96%	96%	98%	92%	94%	94%	86%	96%	94%	92%	92%	94%	92%	92%	96%	95%
B PM	84%	98%	96%	71%	100%	100%	98%	95%	71%	95%	100%	96%	96%	96%	89%	98%	100%	95%	95%	93%
C AM	100%	100%	100%	100%	94%	100%	100%	94%	88%	100%	97%	97%	94%	100%	97%	94%	100%	97%	97%	97%
C PM	100%	97%	97%	100%	100%	97%	100%	72%	91%	91%	100%	94%	100%	100%	100%	100%	100%	100%	100%	97%
D AM	90%	83%	77%	73%	77%	93%	83%	57%	77%	73%	87%	90%	80%	90%	97%	83%	97%	93%	93%	84%
D PM	94%	97%	97%	91%	97%	97%	97%	66%	97%	88%	94%	100%	78%	97%	97%	97%	100%	100%	97%	94%
Grand Total	95%	93%	96%	89%	95%	95%	96%	85%	87%	92%	94%	96%	93%	96%	95%	94%	97%	96%	97%	**94%**

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: 27
- Wheelchair Lift Usage: 5

Compliments/Complaints

- No compliments or complaints in the month of November.