



MONTHLY OPERATIONS REPORT

December 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	Nov	Dec	Total to Date
Total Monthly Weekday Ridership	522	527	634	593	826	1060	1045	884	681	919	673	597	8961
# of Operating Days	22	20	21	22	22	20	22	22	20	23	19	20	253
Average Daily Ridership	24	26	30	27	38	53	48	40	34	40	35	30	35
% Increase/Decrease from Prior Month	44%	11%	15%	-11%	39%	41%	-10%	-15%	-15%	17%	-11%	-16%	
% Increase/Decrease from Prior Year	21%	7%	6%	13%	56%	110%	61%	83%	27%	89%	62%	81%	50%
% of Pre COVID Baseline	13%	13%	17%	16%	21%	29%	26%	22%	18%	20%	18%	19%	19%

ROUTE B													
2024 - Route B	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	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	1,196	17321
# of Operating Days	22	20	21	22	22	20	22	22	20	23	19	20	253
Average Daily Ridership	59	63	54	60	81	70	71	72	78	78	76	60	68
% Increase/Decrease from Prior Month	52%	8%	-14%	10%	35%	-14%	2%	2%	7%	0%	-2%	-22%	
% Increase/Decrease from Prior Year	45%	59%	32%	68%	96%	55%	71%	49%	82%	63%	50%	54%	60%
% of Pre COVID Baseline	62%	58%	51%	61%	91%	70%	73%	70%	75%	76%	72%	75%	69%

ROUTE C & D													
2024 - Route C	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Ridership	740	705	660	700	791	701	753	687	614	817	576	491	8235
# of Operating Days	22	20	21	22	22	20	22	22	20	23	19	20	253
Average Daily Ridership	34	35	31	32	36	35	34	31	31	36	30	25	33
% Increase/Decrease from Prior Month	35%	5%	-11%	1%	13%	-3%	-2%	-9%	-2%	16%	-15%	-19%	
% Increase/Decrease from Prior Year	99%	120%	54%	32%	88%	0%	5%	-4%	1%	10%	-1%	-2%	24%
2024 - Route D	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Ridership	702	712	791	827	990	854	969	835	782	988	614	604	9668
# of Operating Days	22	20	21	22	22	20	22	22	20	23	19	20	253
Average Daily Ridership	32	36	38	38	45	43	44	38	39	43	32	30	38
% Increase/Decrease from Prior Month	44%	12%	6%	0%	20%	-5%	3%	-14%	3%	10%	-25%	-7%	
% Increase/Decrease from Prior Year	28%	19%	24%	13%	9%	13%	-3%	-9%	11%	21%	5%	36%	12%
2024 - Route C/D Combined	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Ridership	1442	1417	1451	1527	1781	1555	1722	1522	1396	1805	1190	1095	17903
# of Operating Days	22	20	21	22	22	20	22	22	20	23	19	20	253
Average Daily Ridership	66	71	69	69	81	78	78	69	70	78	63	55	71
% Increase/Decrease from Prior Month	39%	8%	-2%	0%	17%	-4%	1%	-12%	1%	12%	-20%	-13%	
% Increase/Decrease from Prior Year	56%	54%	36%	21%	34%	7%	0%	-7%	6%	16%	2%	16%	17%
% of Pre COVID Baseline	38%	42%	36%	44%	51%	45%	44%	37%	38%	45%	38%	38%	41%

ALL ROUTES													
2024 - COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Monthly Ridership	3257	3208	3225	3434	4385	4009	4331	3996	3627	4510	3315	2888	44185
# of Operating Days	22	20	21	22	22	20	22	22	20	23	19	20	253
Average Daily Ridership	148	160	154	156	199	200	197	182	181	196	174	144	175
% Increase/Decrease from Prior Month	44%	8%	-4%	2%	28%	1%	-2%	-8%	0%	8%	-11%	-17%	
% Increase/Decrease from Prior Year	45%	45%	28%	34%	59%	40%	32%	25%	34%	44%	30%	41%	37%
% of Pre COVID Baseline	33%	33%	32%	37%	47%	44%	42%	38%	37%	41%	37%	38%	38%

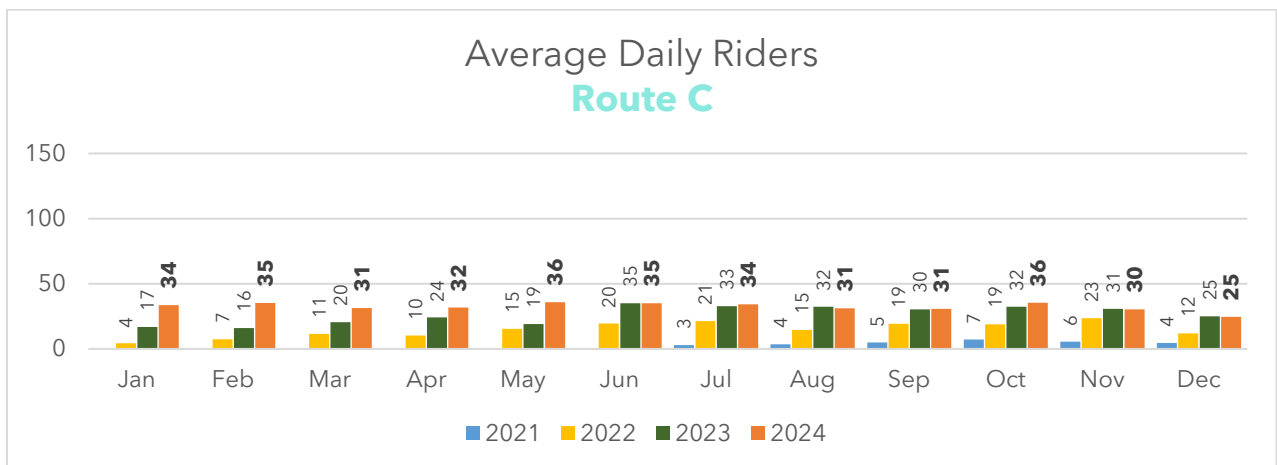
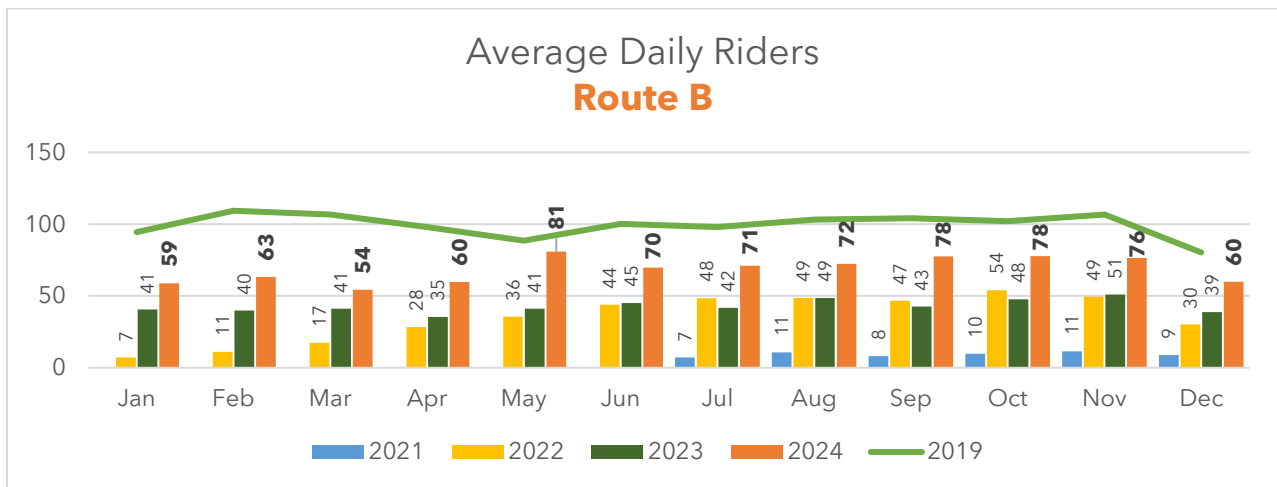
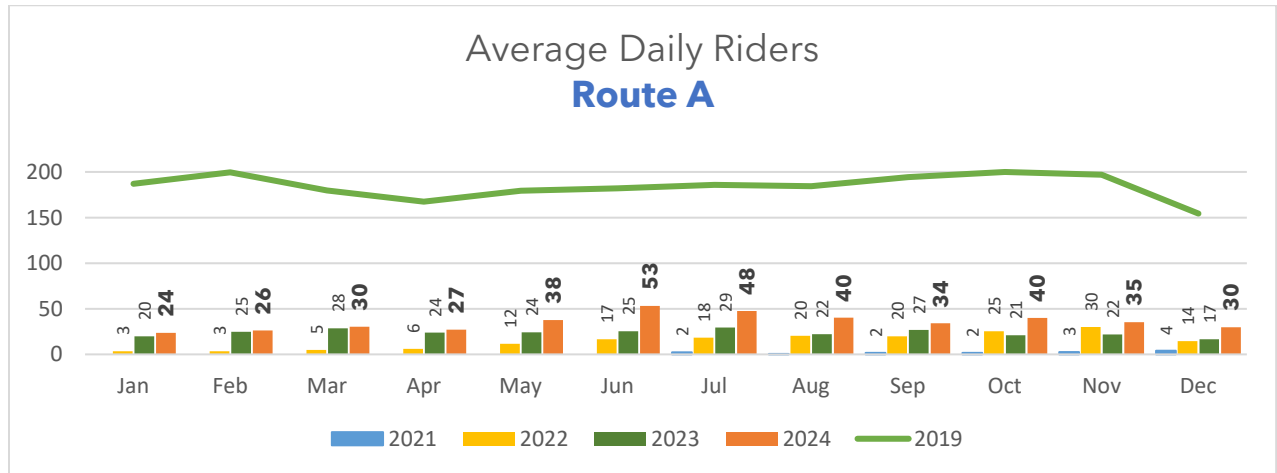
Note: Precovid comparisons: Route A, compares to East Whisman 2019; Route B, compares to East Bayshore 2019; Route C & D (combined) compare to West Bayshore 2019

Ridership Summary

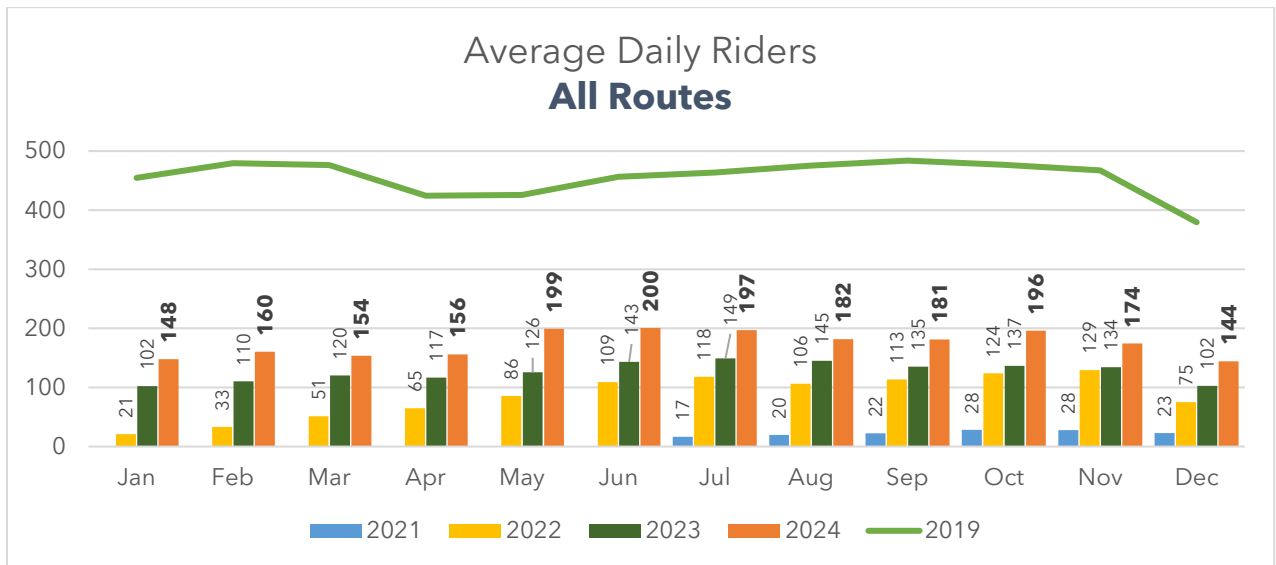
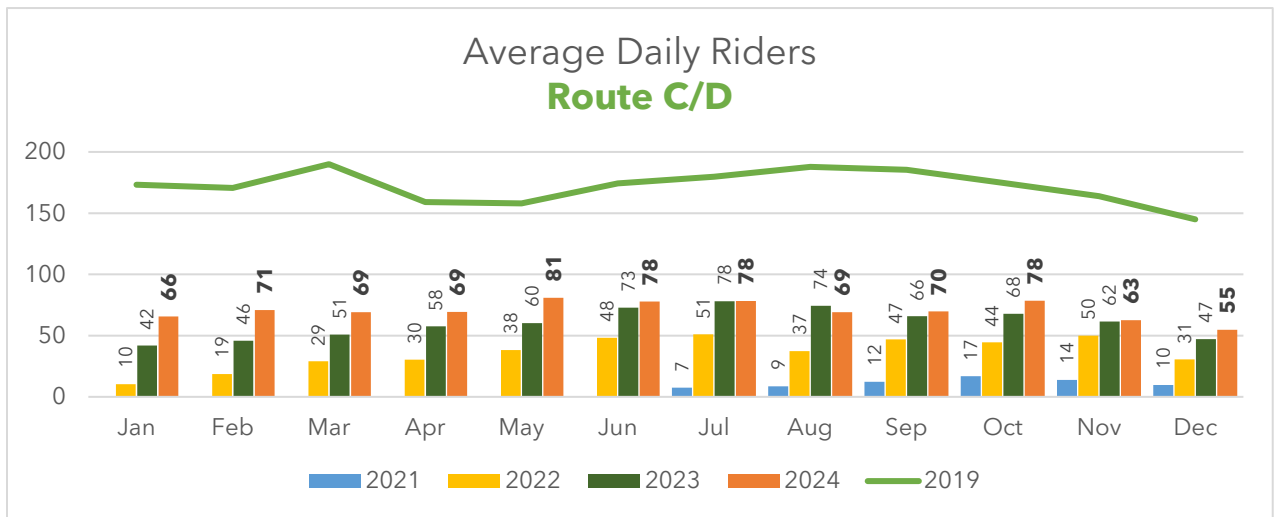
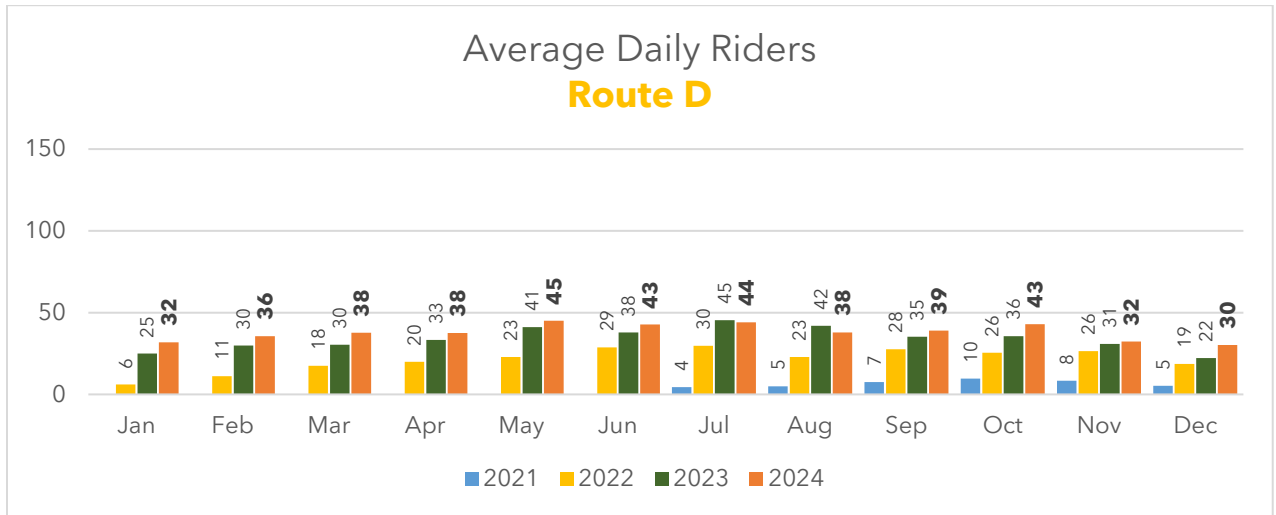
The overall ridership for MVgo in the month of December decreased 17% from the previous month. 2024 ridership was 37% higher than 2023 and was 38% of the pre-pandemic baseline.

Ridership continues to be highest on Tuesdays, Wednesdays and Thursdays with peak times at 8:30am and 5:00pm.

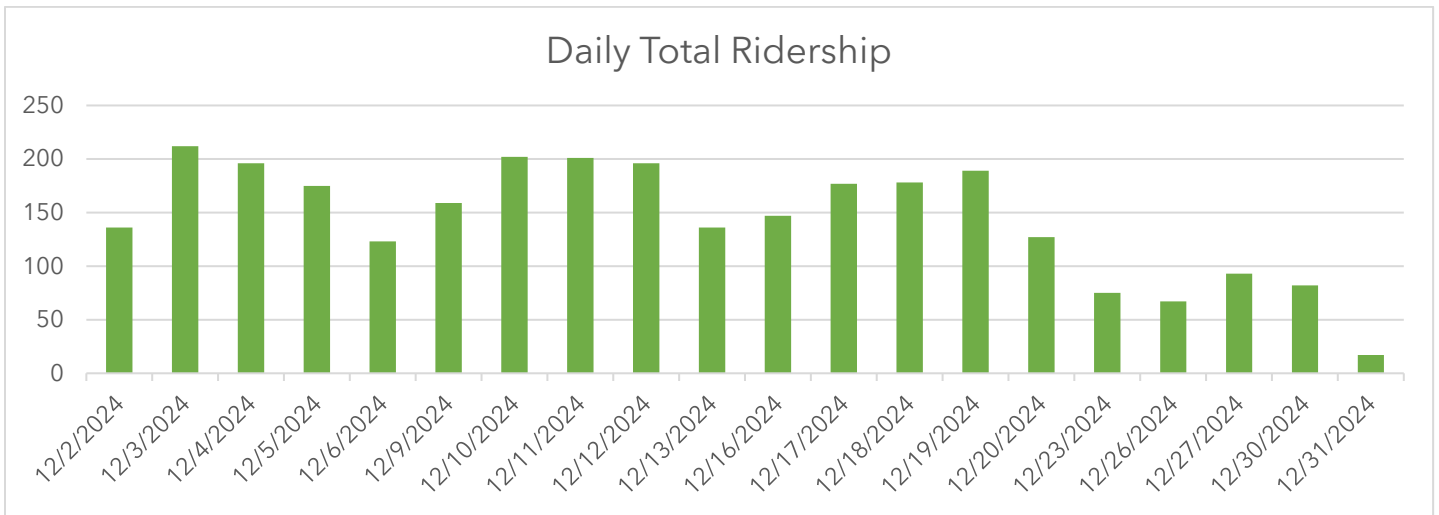
Average Daily Ridership Comparisons (YTD)



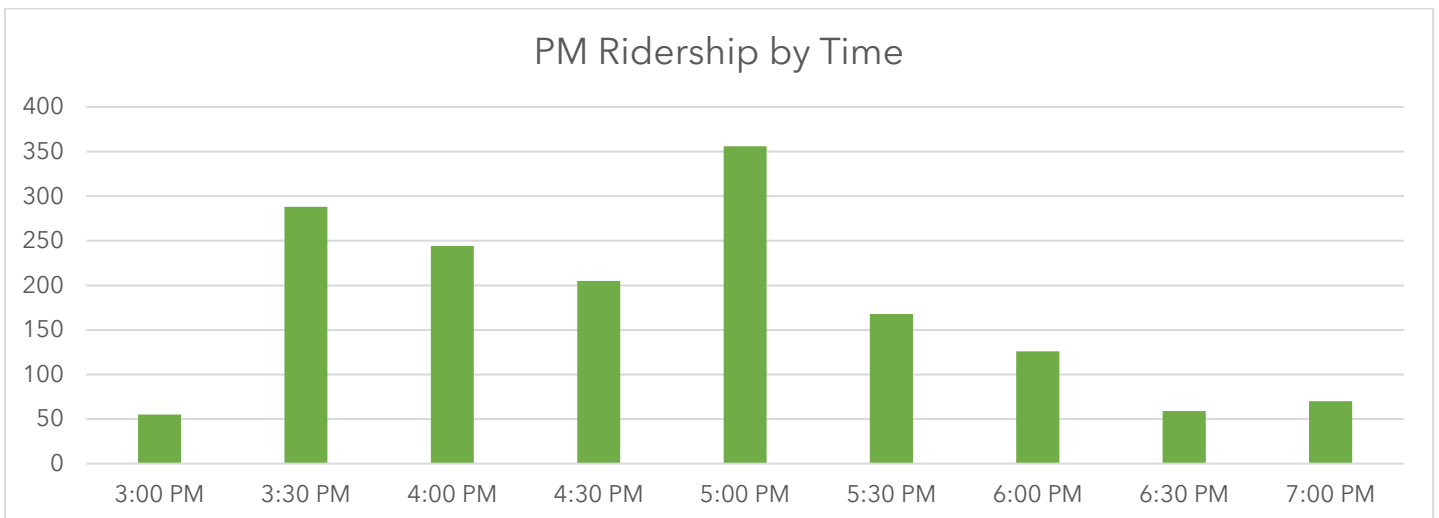
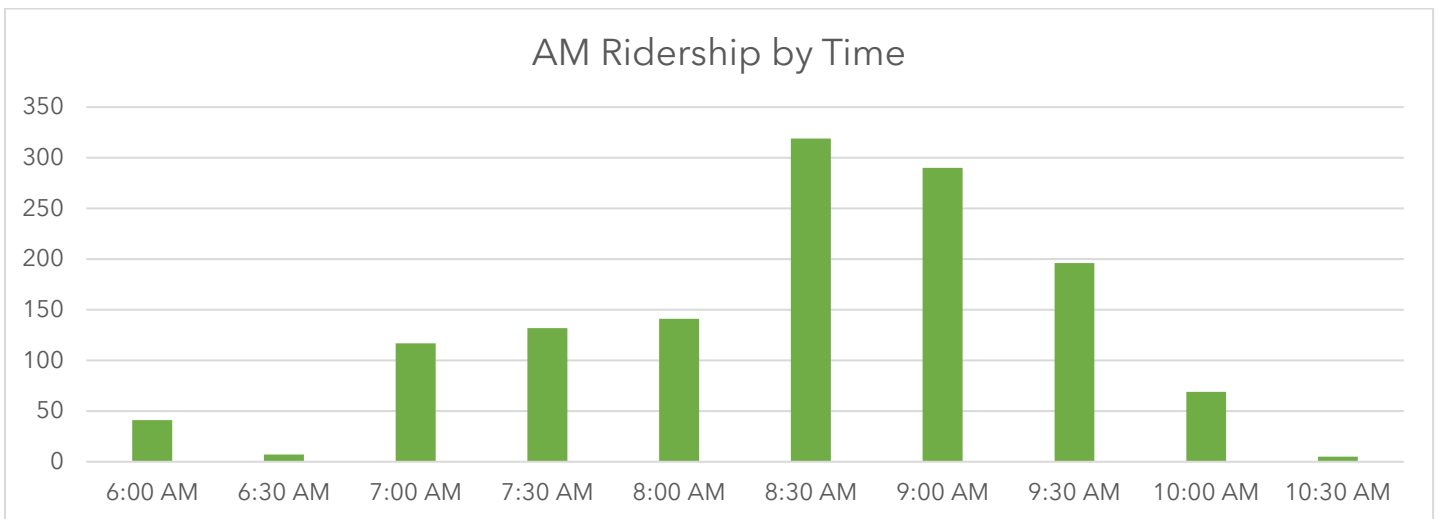
Average Daily Ridership Comparisons (YTD) (cont'd)



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	244	311	555	46.6%
645 Clyde (Samsung)	99	91	190	15.9%
665 Clyde (Samsung)	81	38	119	10.0%
Ferry Morse @ E Evelyn	93	23	116	9.7%
Whisman @ Middlefield	30	31	61	5.1%
301 E Evelyn (AM Only)	12	47	59	4.9%
Middlefield @ Whisman	13	24	37	3.1%
313 Fairchild (Google)	20	8	28	2.3%
Middlefield & Ellis	5	22	27	2.3%
Total	597	595	1192	100.0%

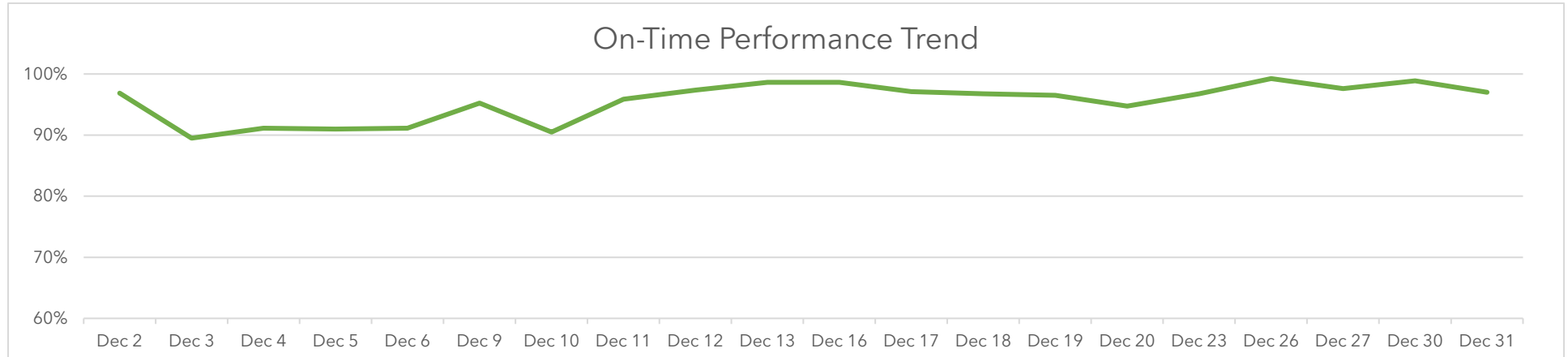
Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	515	587	1102	46.5%
1045 La Avenida (Microsoft)	165	135	300	12.7%
Shoreline & Terra Bella (NB)	95	137	232	9.8%
Shoreline & Terra Bella (SB)	147	61	208	8.8%
Crittenden Lane	73	78	151	6.4%
Shoreline & Pear (SB)	109	11	120	5.1%
Pear @ Inigo	39	75	114	4.8%
Shoreline @ Pear (NB)	23	60	83	3.5%
Shoreline @ Charleston (NB)	3	29	32	1.4%
Shoreline @ Charleston (SB)	27	0	27	1.1%
Total	1196	1173	2369	100.0%

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	250	145	395	40.2%
Garcia @ Marine (WB)	73	105	178	18.1%
Marine & Casey	82	33	115	11.7%
San Antonio @ Miller (SB)	38	65	103	10.5%
Charleston @ Google (WB)	29	59	88	9.0%
El Camino @ Distel (EB)	12	59	71	7.2%
1950 Charleston	2	23	25	2.5%
Garcia & Salado (WB)	5	2	7	0.7%
Total	491	491	982	100.0%

Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	132	359	491	40.7%
Marine & Casey	44	127	171	14.2%
Garcia @ Marine (EB)	149	22	171	14.2%
Charleston & Huff	110	22	132	11.0%
El Camino @ Distel (WB)	81	22	103	8.5%
San Antonio @ Miller (NB)	36	18	54	4.5%
Charleston & Landings	20	21	41	3.4%
San Antonio & California (NB)	22	6	28	2.3%
Garcia & Salado (EB)	10	4	14	1.2%
Total	604	601	1205	100.0%

On Time Performance (OTP)

In December, on time performance for MVgo was 96%. Well above the 90% target.



Route Name	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	26	27	30	31	Grand Total
A AM	96%	88%	92%	100%	100%	96%	96%	100%	100%	96%	100%	100%	100%	100%	92%	100%	96%	96%	96%	83%	96%
A PM	100%	100%	100%	100%	100%	93%	93%	97%	100%	100%	100%	87%	97%	100%	97%	100%	100%	97%	100%	100%	98%
B AM	96%	94%	94%	69%	90%	100%	88%	94%	100%	100%	96%	96%	96%	96%	92%	96%	100%	98%	98%	100%	95%
B PM	93%	80%	66%	77%	86%	100%	82%	91%	95%	100%	100%	100%	98%	98%	96%	96%	98%	100%	100%	100%	93%
C AM	100%	100%	97%	94%	100%	100%	100%	100%	100%	100%	100%	97%	100%	94%	97%	94%	100%	100%	100%	93%	98%
C PM	100%	97%	97%	97%	69%	100%	100%	94%	100%	100%	100%	100%	100%	91%	100%	94%	100%	100%	100%	100%	97%
D AM	90%	73%	83%	97%	90%	73%	87%	100%	90%	93%	93%	97%	83%	93%	87%	97%	100%	93%	97%	100%	91%
D PM	100%	84%	100%	94%	94%	100%	78%	91%	94%	100%	100%	100%	100%	100%	97%	97%	100%	97%	100%	100%	96%
Grand Total	97%	90%	91%	91%	91%	95%	91%	96%	97%	99%	99%	97%	97%	97%	95%	97%	99%	98%	99%	97%	96%

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: 19
- Wheelchair Lift Usage: 4

Compliments/Complaints

- Complaint emailed regarding an MVgo driver honking excessively at them while they were waiting to turn at a red light.
 - Complaint was confirmed from video footage. The driver was counseled and issued a disciplinary action. Additionally, all drivers were reminded that honking is reserved for safety reasons only.