



# MONTHLY OPERATIONS REPORT

## January 2025

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## Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

<b>ROUTE A</b>		
<b>2025 - Route A</b>	<b>Jan</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	1,052	<b>1,052</b>
# of Operating Days	21	<b>21</b>
Average Daily Ridership	50	<b>50</b>
% Increase/Decrease from Prior Month	68%	
% Increase/Decrease from Prior Year	111%	<b>111%</b>
<b>% of Pre COVID Baseline</b>	<b>27%</b>	<b>228%</b>

<b>ROUTE B</b>		
<b>2025 - Route B</b>	<b>Jan</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	1,628	<b>1,628</b>
# of Operating Days	21	<b>21</b>
Average Daily Ridership	78	<b>78</b>
% Increase/Decrease from Prior Month	30%	
% Increase/Decrease from Prior Year	32%	<b>32%</b>
<b>% of Pre COVID Baseline</b>	<b>82%</b>	<b>64%</b>

<b>ROUTE C &amp; D</b>		
<b>2025 - Route C</b>	<b>Jan</b>	<b>Total to Date</b>
Total Monthly Ridership	737	<b>737</b>
# of Operating Days	21	<b>21</b>
Average Daily Ridership	35	<b>35</b>
% Increase/Decrease from Prior Month	43%	
% Increase/Decrease from Prior Year	4%	<b>4%</b>
<b>2025 - Route D</b>	<b>Jan</b>	<b>Total to Date</b>
Total Monthly Ridership	801	<b>801</b>
# of Operating Days	21	<b>21</b>
Average Daily Ridership	38	<b>38</b>
% Increase/Decrease from Prior Month	26%	
% Increase/Decrease from Prior Year	20%	<b>20%</b>
<b>2025 - Route C/D Combined</b>	<b>Jan</b>	<b>Total to Date</b>
Total Monthly Ridership	1,538	<b>1,538</b>
# of Operating Days	21	<b>21</b>
Average Daily Ridership	73	<b>73</b>
% Increase/Decrease from Prior Month	34%	
% Increase/Decrease from Prior Year	12%	<b>12%</b>
<b>% of Pre COVID Baseline</b>	<b>42%</b>	<b>42%</b>

<b>ALL ROUTES</b>		
<b>2025 - ALL ROUTES</b>	<b>Jan</b>	<b>Total</b>
Total Monthly Ridership	4,218	<b>4,218</b>
# of Operating Days	21	<b>21</b>
Average Daily Ridership	201	<b>201</b>
% Increase/Decrease from Prior Month	39%	
% Increase/Decrease from Prior Year	36%	<b>36%</b>
<b>% of Pre COVID Baseline</b>	<b>44%</b>	<b>44%</b>

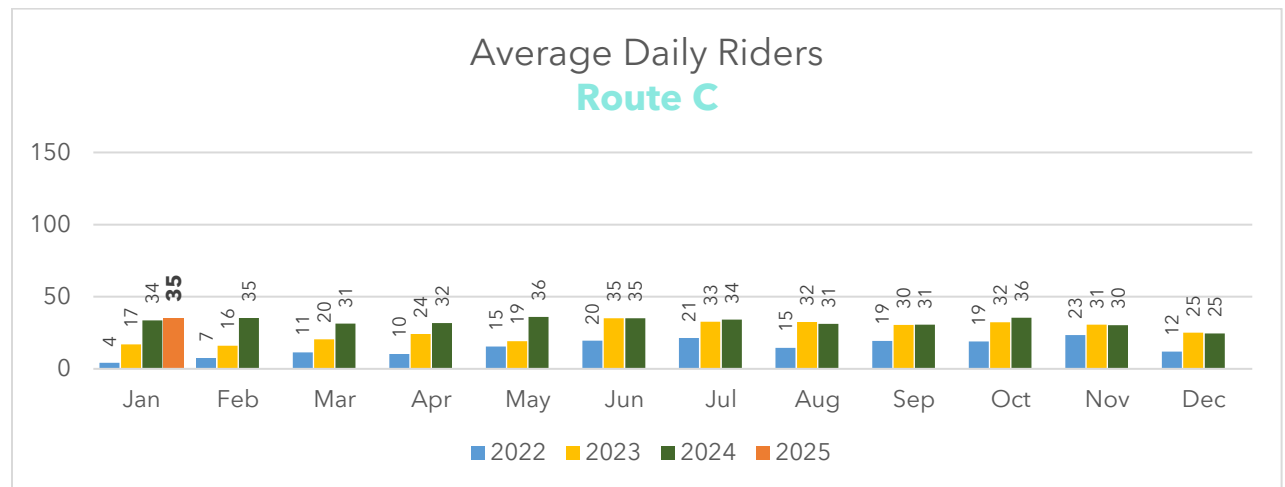
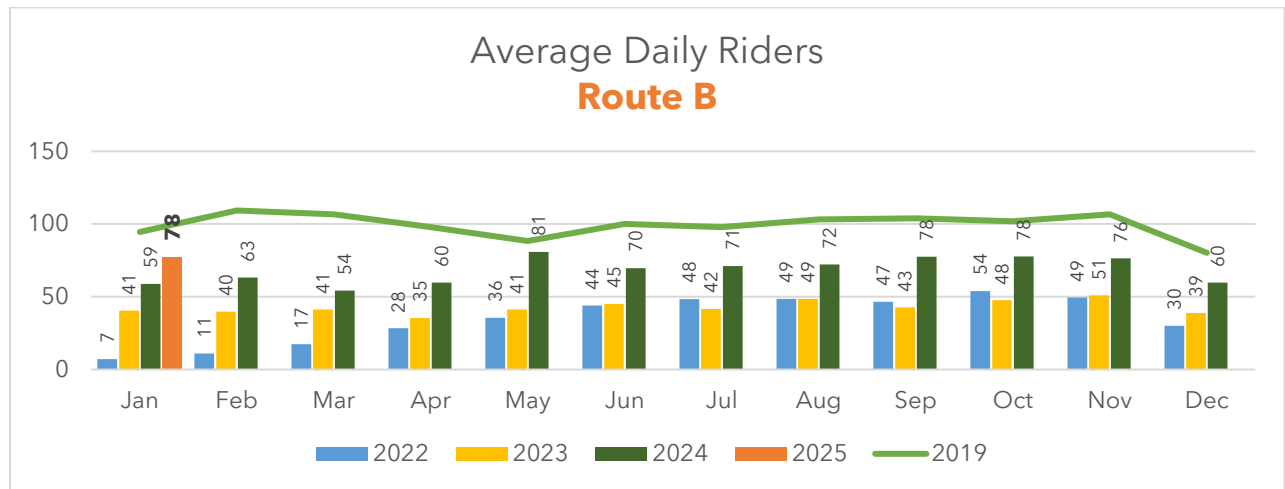
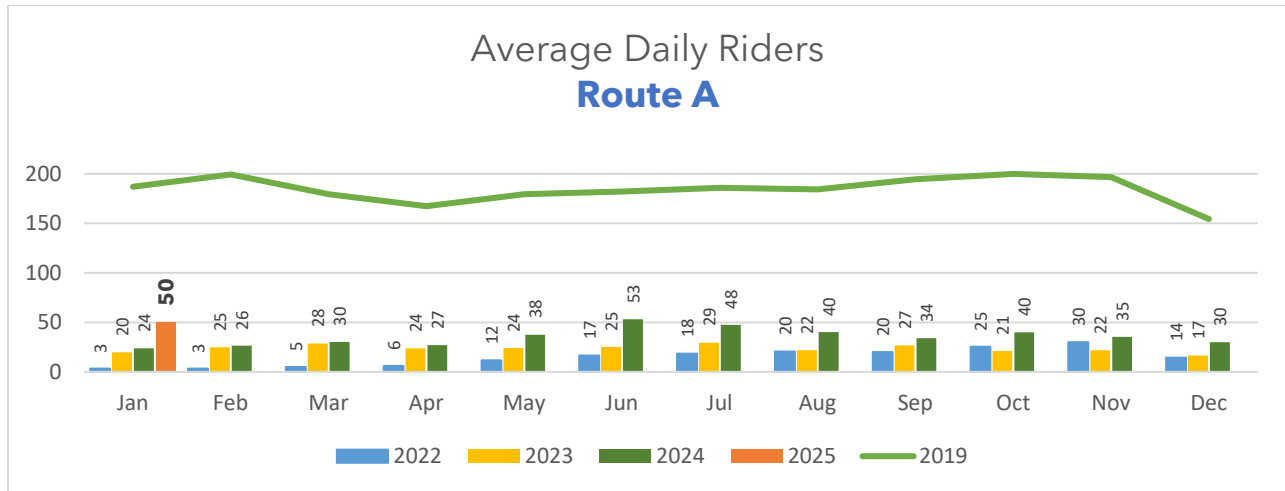
**Note:** Precovid comparisons: Route A, compares to East Whisman 2019; Route B, compares to East Bayshore 2019; Route C & D (combined) compare to West Bayshore 2019

## Ridership Summary

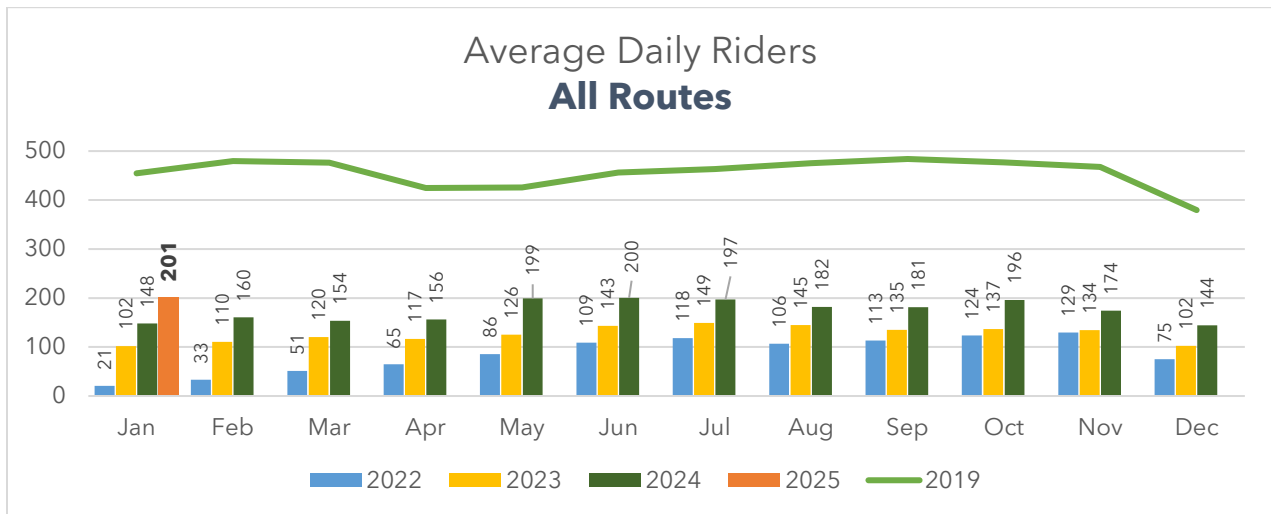
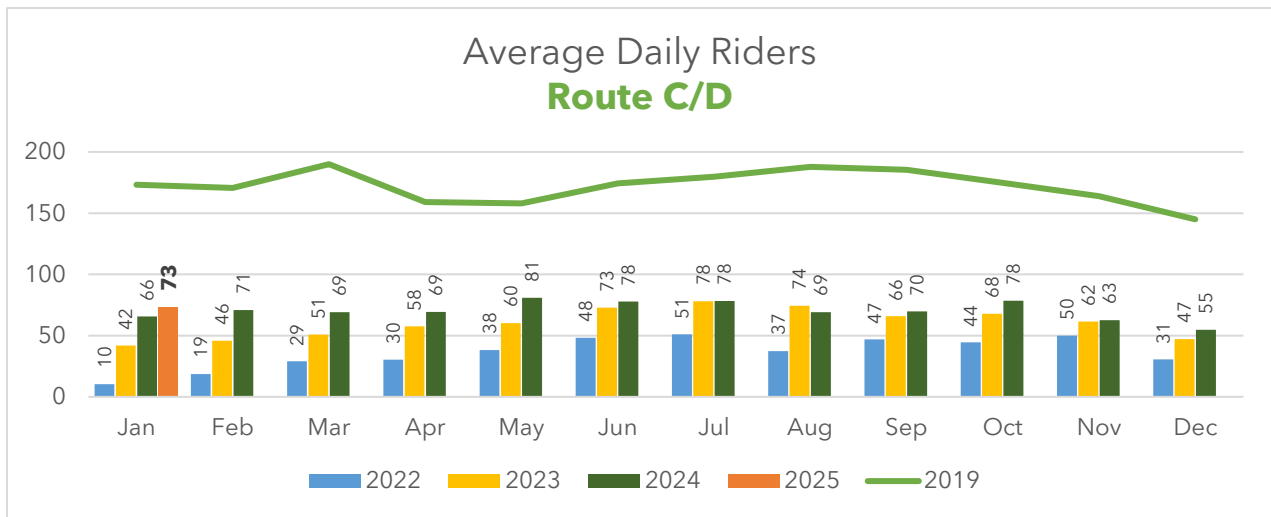
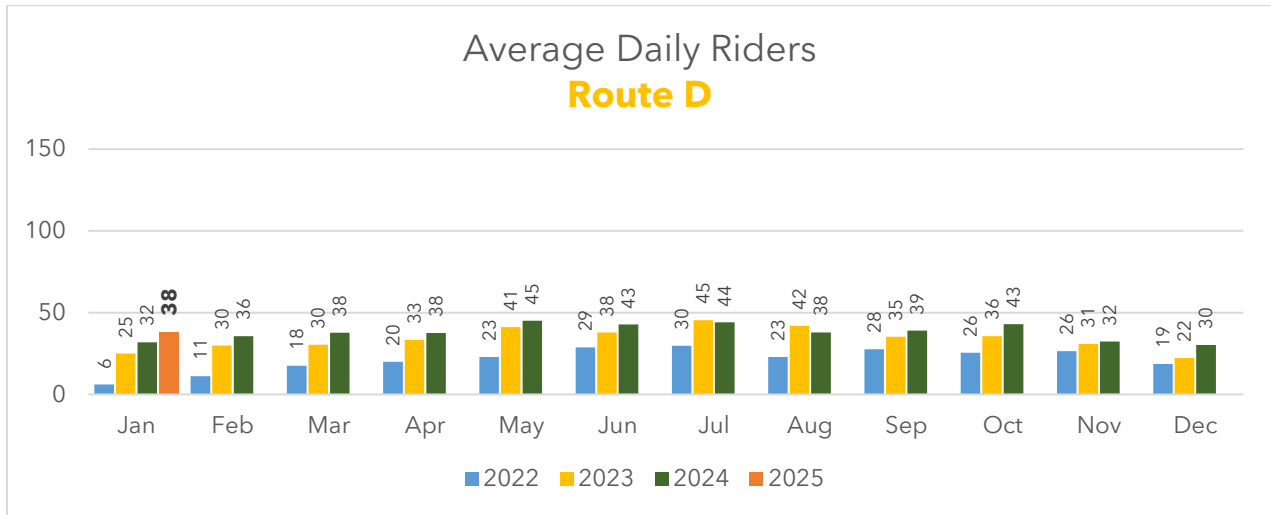
The overall ridership for MVgo in the month of January increased 39% from the previous month. Ridership was 36% higher than the previous year and was 44% of the pre-pandemic baseline.

January ridership was highest on Tuesdays, Wednesdays and Thursdays with peak times at 9:00am and 5:00pm.

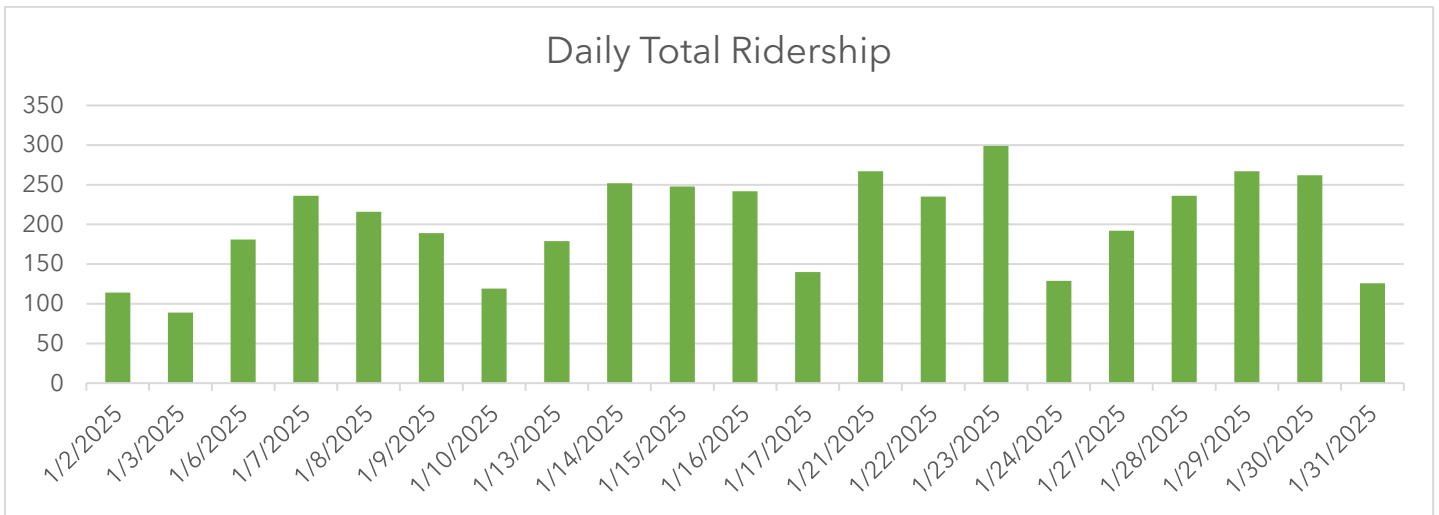
## Average Daily Ridership Comparisons (YTD)



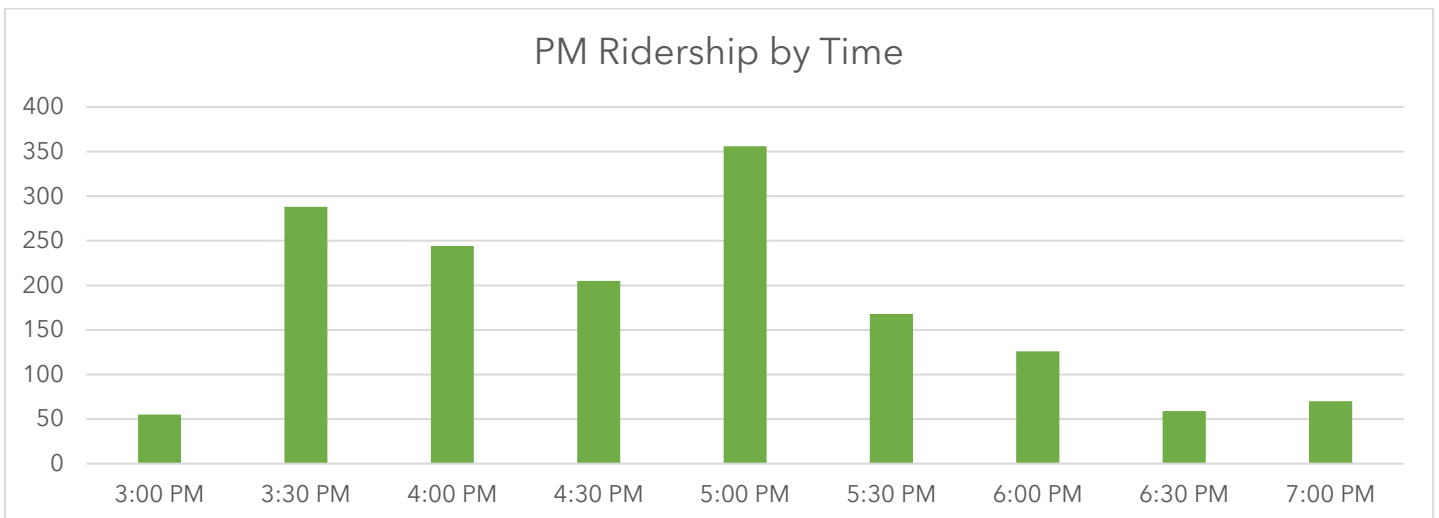
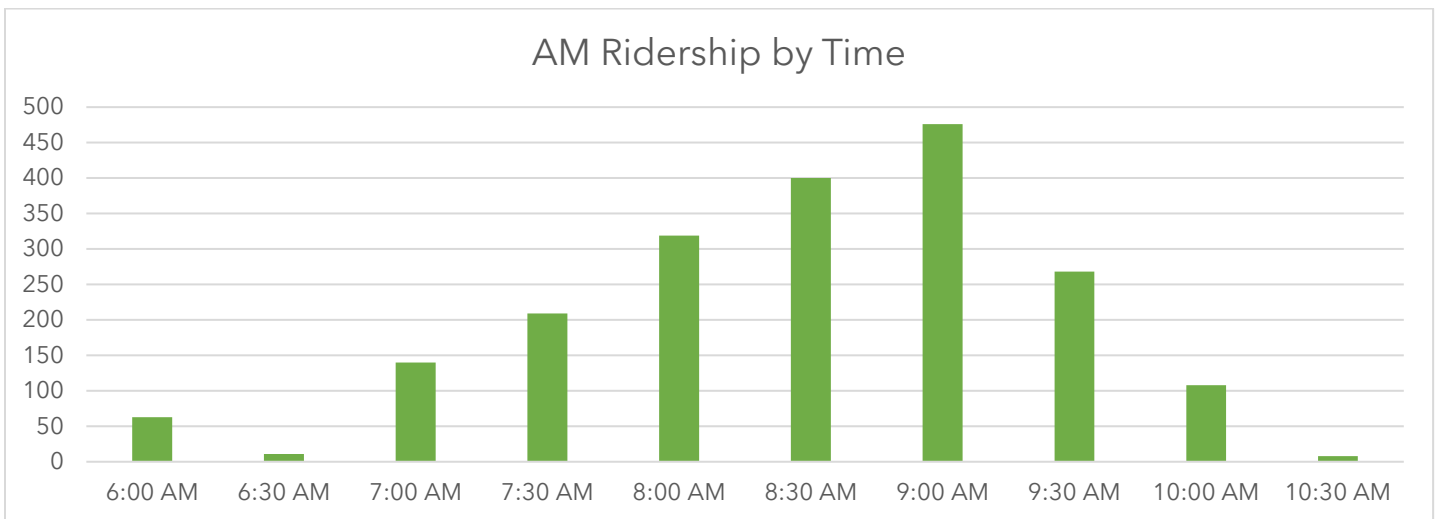
## Average Daily Ridership Comparisons (YTD) (cont'd)



## 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	490	597	1087	51.7%
645 Clyde (Samsung)	127	150	277	13.2%
Ferry Morse @ E Evelyn	197	29	226	10.8%
665 Clyde (Samsung)	118	49	167	7.9%
301 E Evelyn (AM Only)	18	122	140	6.7%
Whisman @ Middlefield	63	18	81	3.9%
Middlefield @ Whisman	5	43	48	2.3%
313 Fairchild (Google)	28	18	46	2.2%
Middlefield & Ellis	6	24	30	1.4%
<b>Total</b>	<b>1052</b>	<b>1050</b>	<b>2102</b>	<b>100.0%</b>

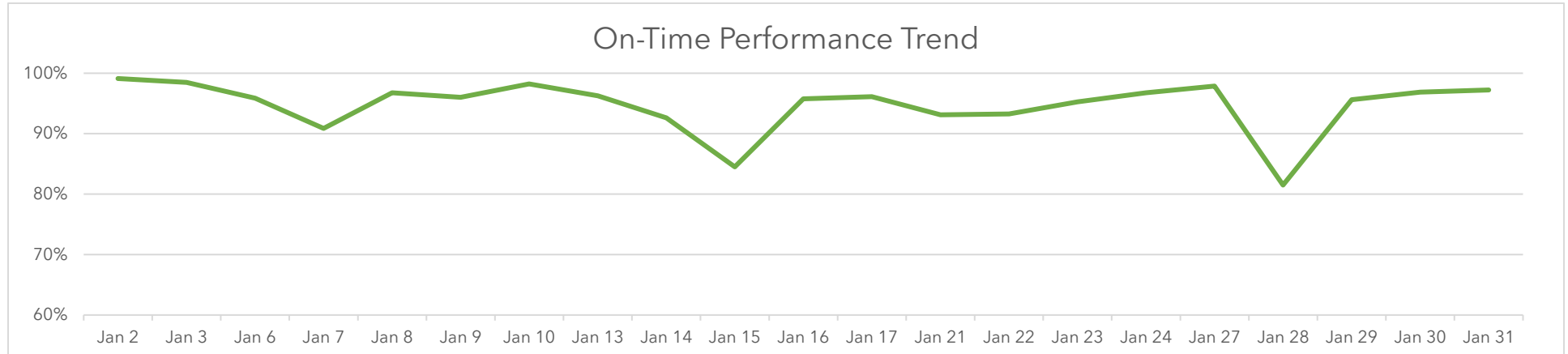
Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	702	606	1308	40.8%
Shoreline & Terra Bella (SB)	256	225	481	15.0%
1045 La Avenida (Microsoft)	230	216	446	13.9%
Crittenden Lane	133	169	302	9.4%
Shoreline & Terra Bella (NB)	103	186	289	9.0%
Pear @ Inigo	56	68	124	3.9%
Shoreline & Pear (SB)	101	10	111	3.5%
Shoreline @ Pear (NB)	20	67	87	2.7%
Shoreline @ Charleston (NB)	3	31	34	1.1%
Shoreline @ Charleston (SB)	24	3	27	0.8%
<b>Total</b>	<b>1628</b>	<b>1581</b>	<b>3209</b>	<b>100.0%</b>

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	371	220	591	40.2%
Garcia @ Marine (WB)	136	182	318	21.6%
San Antonio @ Miller (SB)	52	114	166	11.3%
Marine & Casey	119	43	162	11.0%
Charleston @ Google (WB)	27	79	106	7.2%
El Camino @ Distel (EB)	30	58	88	6.0%
1950 Charleston	2	34	36	2.5%
Garcia & Salado (WB)	0	2	2	0.1%
<b>Total</b>	<b>737</b>	<b>732</b>	<b>1469</b>	<b>100.0%</b>

Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	204	449	653	41.0%
Garcia @ Marine (EB)	212	23	235	14.7%
Marine & Casey	47	151	198	12.4%
Charleston & Huff	129	39	168	10.5%
El Camino @ Distel (WB)	80	29	109	6.8%
San Antonio @ Miller (NB)	40	44	84	5.3%
San Antonio & California (NB)	43	18	61	3.8%
Charleston & Landings	32	28	60	3.8%
Garcia & Salado (EB)	14	12	26	1.6%
<b>Total</b>	<b>801</b>	<b>793</b>	<b>1594</b>	<b>100.0%</b>

# On Time Performance (OTP)

On time performance for MVgo in January was 95%.



Route Name	2	3	6	7	8	9	10	13	14	15	16	17	21	22	23	24	27	28	29	30	31	Grand Total
A AM	100%	100%	92%	92%	79%	96%	100%	100%	88%	88%	100%	96%	100%	88%	92%	96%	96%	92%	100%	100%	100%	<b>95%</b>
A PM	100%	100%	93%	93%	100%	97%	100%	100%	100%	100%	100%	100%	100%	93%	100%	93%	97%	100%	97%	97%	100%	<b>98%</b>
B AM	96%	94%	96%	90%	98%	98%	96%	100%	88%	57%	98%	96%	100%	96%	96%	100%	100%	92%	100%	98%	98%	<b>95%</b>
B PM	100%	100%	98%	88%	100%	100%	100%	89%	100%	98%	98%	100%	93%	98%	100%	98%	100%	63%	100%	100%	100%	<b>96%</b>
C AM	100%	100%	100%	100%	100%	100%	100%	100%	91%	56%	100%	100%	78%	100%	100%	97%	100%	66%	97%	100%	100%	<b>95%</b>
C PM	100%	100%	88%	100%	100%	100%	100%	97%	100%	100%	100%	100%	100%	94%	97%	97%	100%	66%	97%	100%	97%	<b>97%</b>
D AM	97%	100%	100%	67%	100%	80%	90%	87%	77%	80%	73%	80%	77%	80%	80%	93%	90%	73%	77%	83%	83%	<b>84%</b>
D PM	100%	94%	100%	97%	97%	97%	100%	97%	97%	97%	97%	97%	97%	97%	97%	100%	100%	100%	97%	97%	100%	<b>98%</b>
<b>Grand Total</b>	<b>99%</b>	<b>99%</b>	<b>96%</b>	<b>91%</b>	<b>97%</b>	<b>96%</b>	<b>98%</b>	<b>96%</b>	<b>93%</b>	<b>85%</b>	<b>96%</b>	<b>96%</b>	<b>93%</b>	<b>93%</b>	<b>95%</b>	<b>97%</b>	<b>98%</b>	<b>82%</b>	<b>96%</b>	<b>97%</b>	<b>97%</b>	<b>95%</b>

The On-Time Performance target is 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.



## Additional Ridership Data

- Bicycles Carried: 35
- Wheelchair Lift Usage: 5

## Compliments/Complaints

- Rider complained that Route A driver was late for the first PM trip 2 days in a row, causing the rider to miss their train.
  - Complaint confirmed by Operations Manager and the driver was removed from the MVgo service. Dispatchers were retrained on how to accurately track routes.