



MONTHLY OPERATIONS REPORT

March 2025

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Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

ROUTE A				
2025 - Route A	Jan	Feb	Mar	Total to Date
Total Monthly Weekday Ridership	1,052	1038	1419	3,509
# of Operating Days	21	19	21	61
Average Daily Ridership	50	55	68	58
% Increase/Decrease from Prior Month	68%	9%	24%	
% Increase/Decrease from Prior Year	111%	107%	124%	115%
% of Pre COVID Baseline	27%	27%	38%	31%

ROUTE B				
2025 - Route B	Jan	Feb	Mar	Total to Date
Total Monthly Weekday Ridership	1,628	1,664	1,743	5,035
# of Operating Days	21	19	21	61
Average Daily Ridership	78	88	83	83
% Increase/Decrease from Prior Month	30%	13%	-5%	
% Increase/Decrease from Prior Year	32%	39%	53%	41%
% of Pre COVID Baseline	82%	80%	78%	80%

ROUTE C & D				
2025 - Route C	Jan	Feb	Mar	Total to Date
Total Monthly Ridership	737	868	1113	2,718
# of Operating Days	21	19	21	61
Average Daily Ridership	35	46	53	45
% Increase/Decrease from Prior Month	43%	30%	16%	
% Increase/Decrease from Prior Year	4%	30%	69%	33%
2025 - Route D	Jan	Feb	Mar	Total to Date
Total Monthly Ridership	801	900	1168	2,869
# of Operating Days	21	19	21	61
Average Daily Ridership	38	47	56	47
% Increase/Decrease from Prior Month	26%	24%	17%	
% Increase/Decrease from Prior Year	20%	33%	48%	34%
2025 - Route C/D Combined	Jan	Feb	Mar	Total to Date
Total Monthly Ridership	1,538	1,768	2,281	5,587
# of Operating Days	21	19	21	61
Average Daily Ridership	73	93	109	92
% Increase/Decrease from Prior Month	34%	27%	17%	
% Increase/Decrease from Prior Year	12%	31%	57%	34%
% of Pre COVID Baseline	42%	55%	57%	51%

ALL ROUTES				
2025 - ALL ROUTES	Jan	Feb	Mar	Total
Total Monthly Ridership	4,218	4,470	5,443	14,131
# of Operating Days	21	19	21	61
Average Daily Ridership	201	235	259	232
% Increase/Decrease from Prior Month	39%	17%	10%	
% Increase/Decrease from Prior Year	36%	47%	69%	51%
% of Pre COVID Baseline	44%	49%	54%	49%

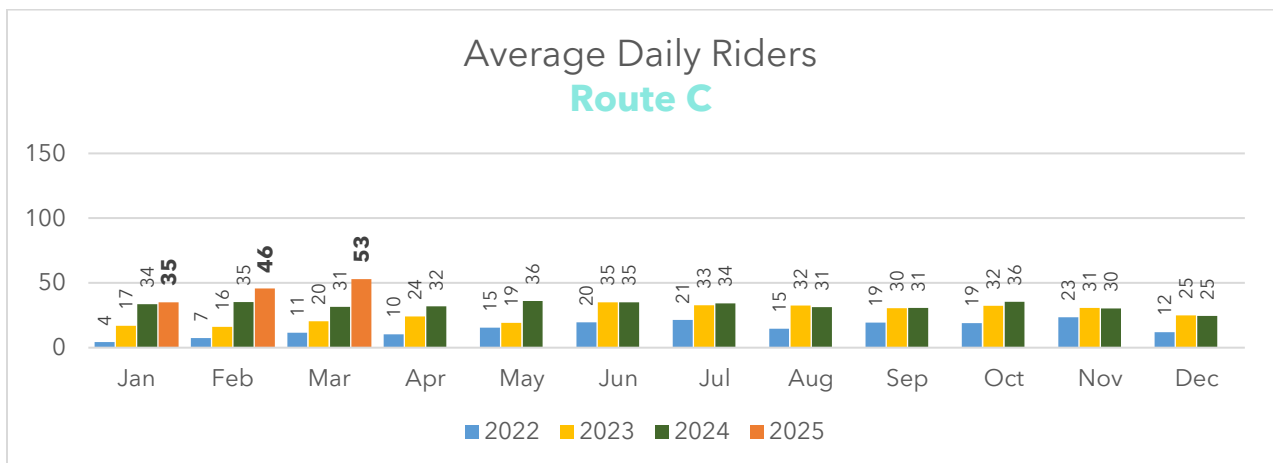
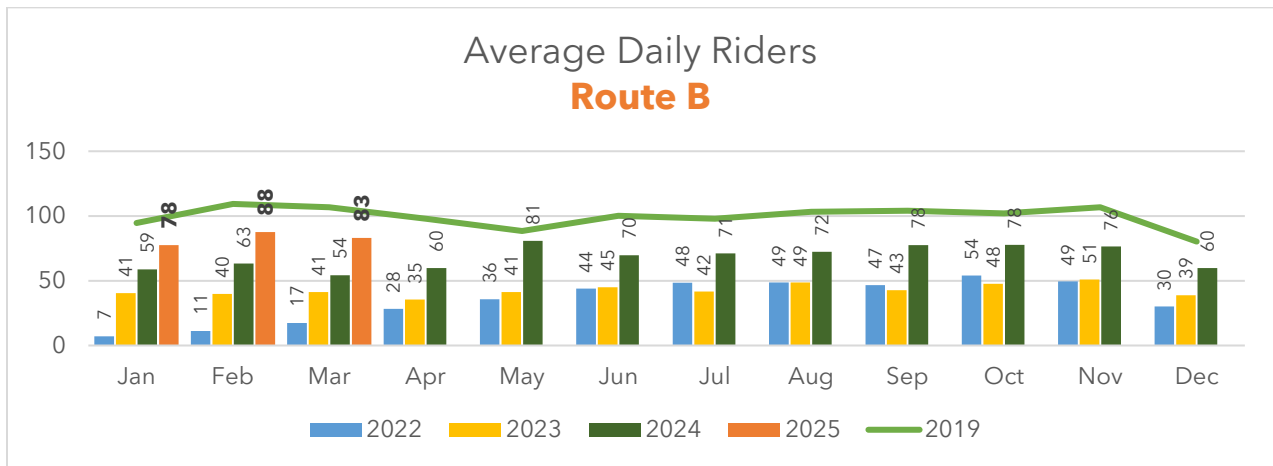
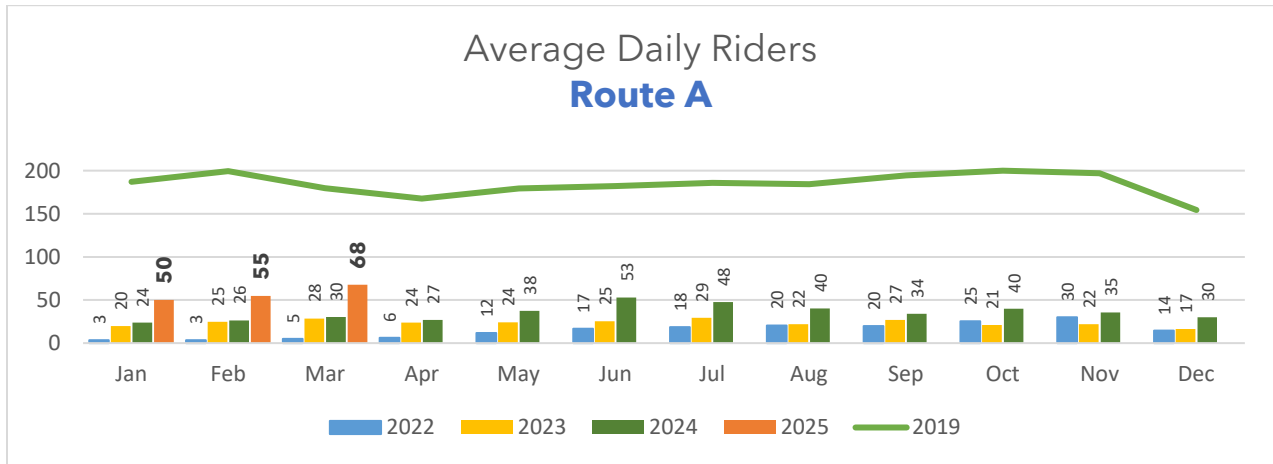
Note: Precovid comparisons: Route A, compares to East Whisman 2019; Route B, compares to East Bayshore 2019; Route C & D (combined) compare to West Bayshore 2019

Ridership Summary

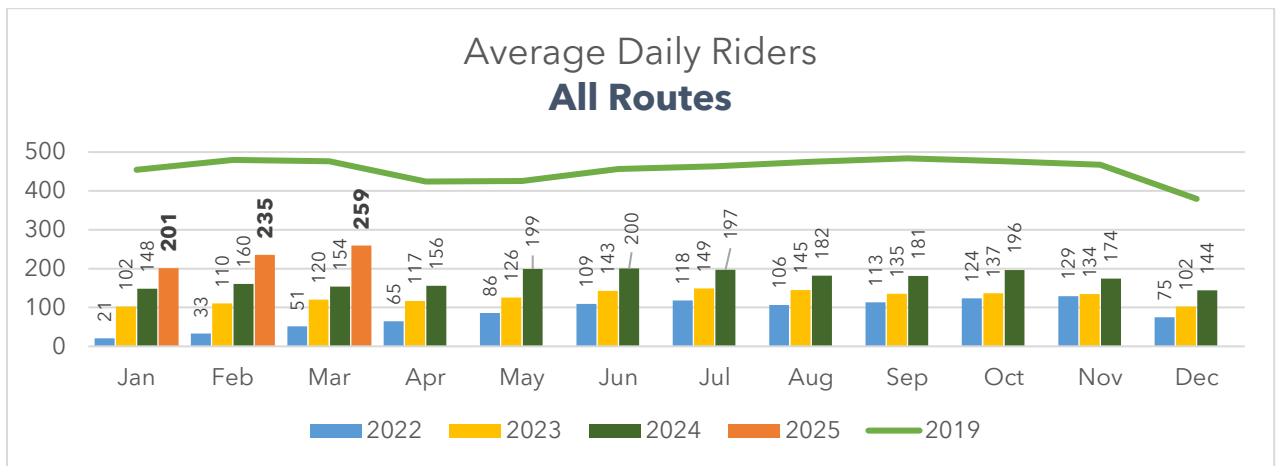
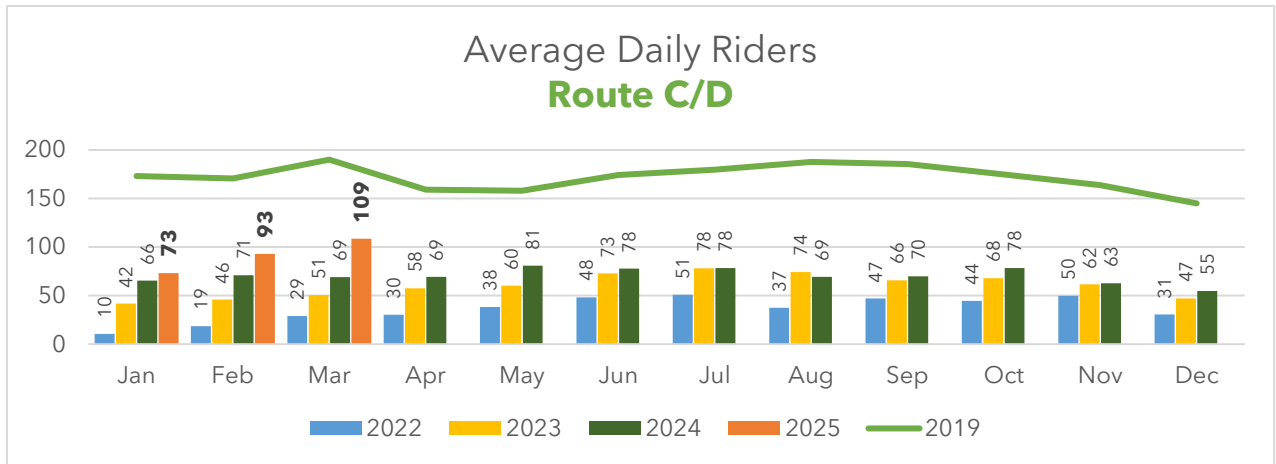
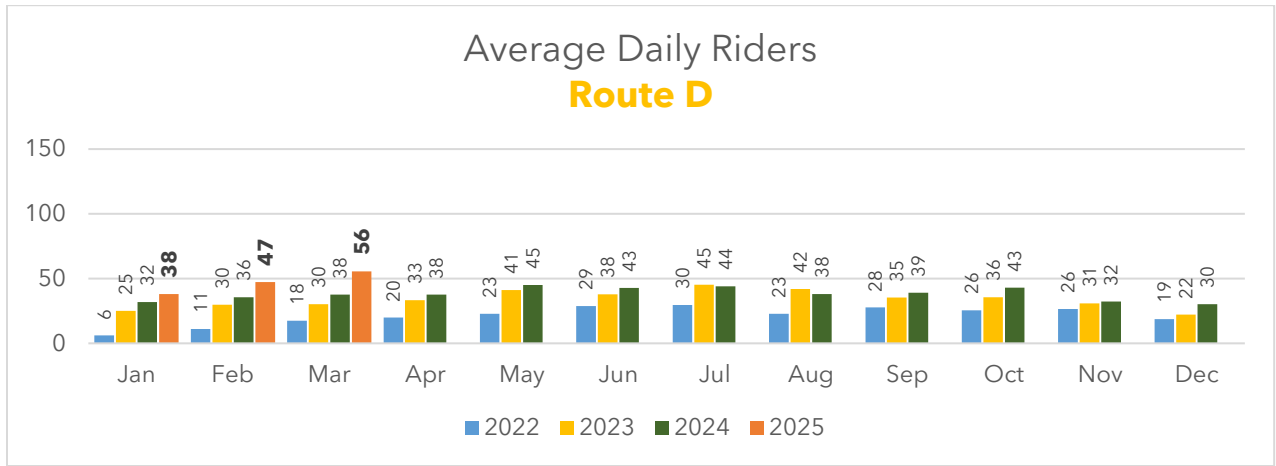
The ridership for the MVgo service in the month of March increased 10% from the prior month and was 69% higher than the prior year. Year to date, the service was at 49% of the pre-pandemic baseline.

March ridership continues to remain highest on Tuesdays, Wednesdays and Thursdays with peak riding times at 9:00am and 5:00pm.

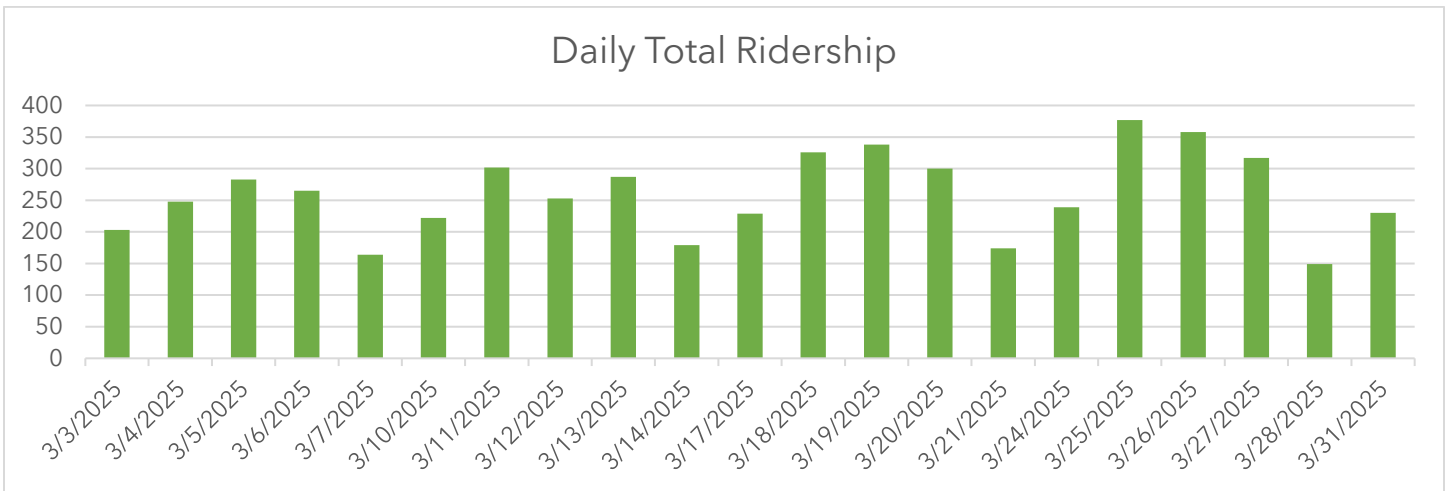
Average Daily Ridership Comparisons (YTD)



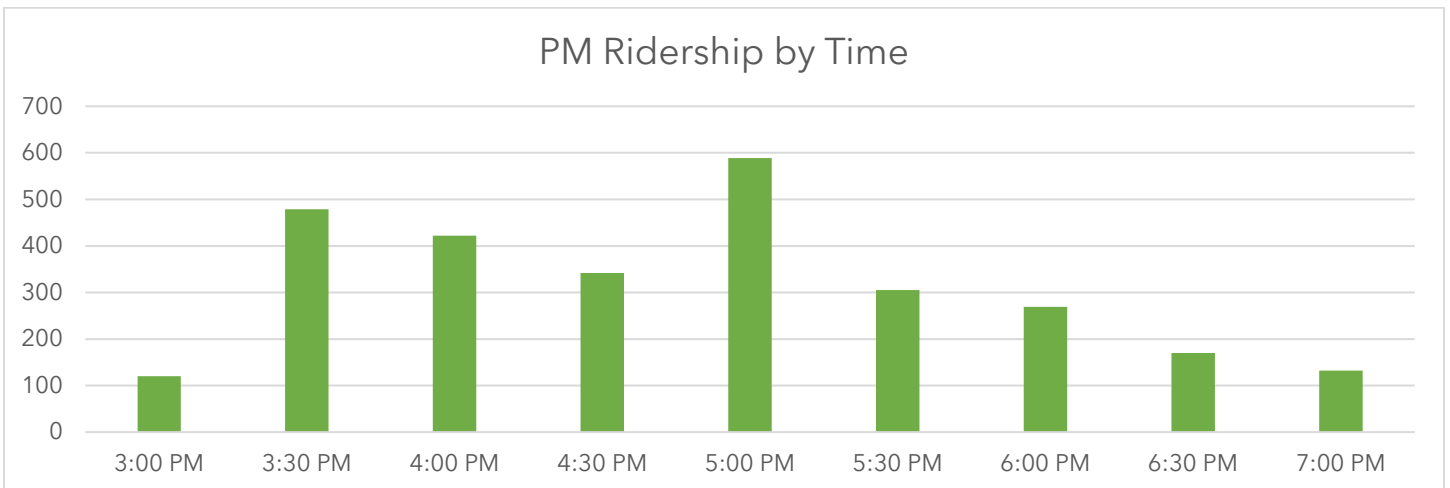
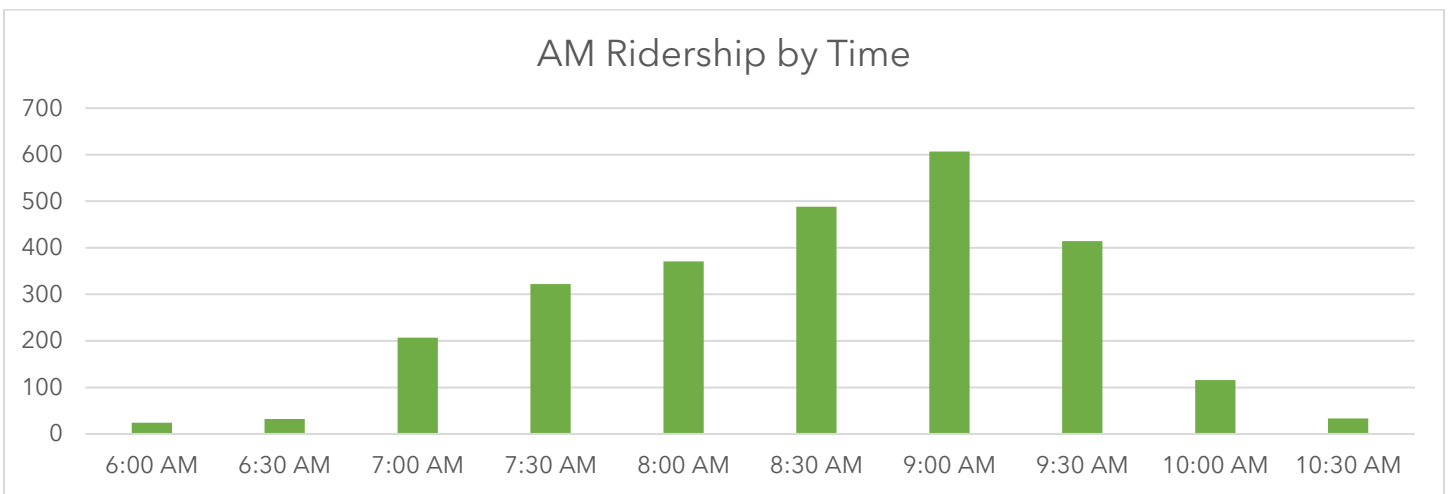
Average Daily Ridership Comparisons (YTD) (cont'd)



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	721	612	1333	47.0%
645 Clyde (Samsung)	172	231	403	14.2%
Ferry Morse @ E Evelyn	179	66	245	8.6%
Middlefield & Ellis	86	125	211	7.4%
301 E Evelyn (AM Only)	12	179	191	6.7%
665 Clyde (Samsung)	114	72	186	6.6%
Whisman @ Middlefield	83	32	115	4.1%
313 Fairchild (Google)	40	37	77	2.7%
Middlefield @ Whisman	12	64	76	2.7%
Total	1419	1418	2837	100.0%

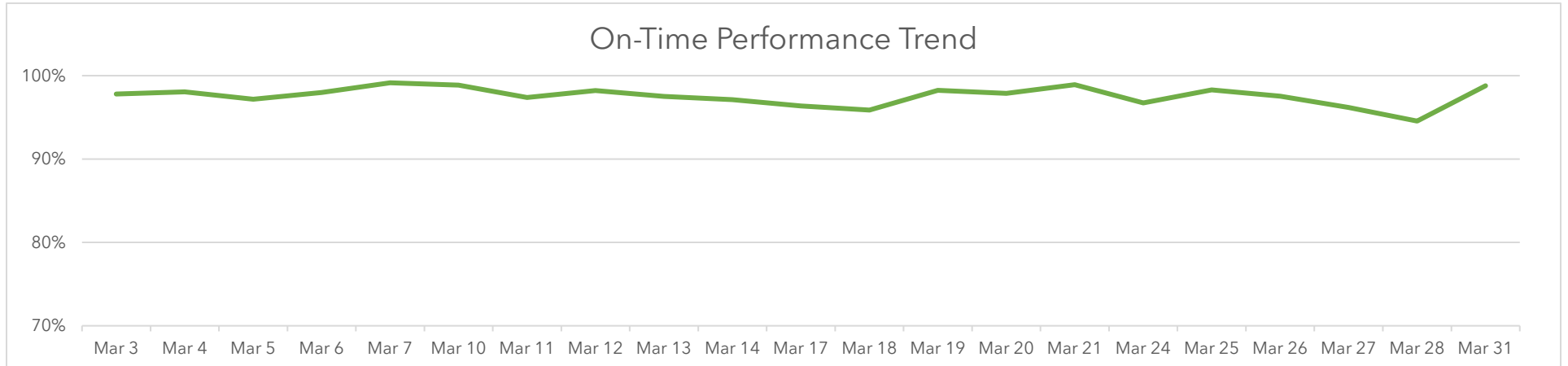
Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	782	767	1549	44.5%
Shoreline & Terra Bella (SB)	277	191	468	13.5%
1045 La Avenida (Microsoft)	245	214	459	13.2%
Shoreline & Terra Bella (NB)	102	244	346	9.9%
Crittenden Lane	128	172	300	8.6%
Shoreline & Pear (SB)	95	7	102	2.9%
Pear @ Inigo	38	57	95	2.7%
Shoreline @ Charleston (SB)	56	2	58	1.7%
Shoreline @ Pear (NB)	15	37	52	1.5%
Shoreline @ Charleston (NB)	5	44	49	1.4%
Total	1743	1735	3478	100.0%

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	551	359	910	40.9%
Garcia @ Marine (WB)	141	205	346	15.6%
San Antonio @ Miller (SB)	93	132	225	10.1%
Marine & Casey	149	75	224	10.1%
El Camino @ Distel (EB)	45	109	154	6.9%
Charleston @ Google (WB)	59	79	138	6.2%
Shoreline & Terra Bella (NB)	19	80	99	4.4%
Shoreline @ Pear (NB)	37	51	88	4.0%
1950 Charleston	10	19	29	1.3%
Garcia & Salado (WB)	9	3	12	0.5%
Total	1113	1112	2225	100.0%

Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	296	650	946	40.5%
Garcia @ Marine (EB)	259	34	293	12.5%
Marine & Casey	59	158	217	9.3%
El Camino @ Distel (WB)	110	63	173	7.4%
Shoreline & Terra Bella (SB)	92	69	161	6.9%
San Antonio @ Miller (NB)	82	52	134	5.7%
Charleston & Huff	109	25	134	5.7%
San Antonio & California (NB)	47	33	80	3.4%
Shoreline & Pear (SB)	43	26	69	3.0%
Charleston & Landings	20	36	56	2.4%
Shoreline @ Charleston (SB)	35	13	48	2.1%
Garcia & Salado (EB)	16	9	25	1.1%
Total	1168	1168	2336	100.0%

On Time Performance (OTP)

On time performance for MVgo in March was 98%.



Route Name	3	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28	31	Grand Total
A AM	96%	100%	96%	100%	100%	96%	100%	100%	92%	96%	100%	100%	96%	100%	100%	88%	92%	96%	100%	100%	100%	97%
A PM	100%	100%	93%	100%	100%	100%	100%	97%	100%	100%	97%	87%	100%	97%	100%	97%	100%	100%	100%	100%	100%	98%
B AM	93%	100%	98%	98%	96%	98%	94%	91%	100%	91%	94%	96%	96%	94%	94%	96%	98%	91%	98%	96%	96%	96%
B PM	100%	100%	96%	98%	100%	100%	100%	98%	95%	96%	95%	96%	100%	98%	100%	96%	96%	100%	96%	93%	100%	98%
C AM	97%	100%	100%	100%	100%	100%	97%	100%	100%	97%	88%	100%	100%	100%	100%	100%	100%	100%	100%	74%	97%	98%
C PM	97%	97%	94%	97%	100%	100%	97%	100%	97%	97%	100%	100%	100%	100%	97%	100%	100%	100%	84%	100%	100%	98%
D AM	100%	91%	100%	94%	100%	97%	91%	100%	100%	100%	97%	94%	94%	97%	100%	100%	100%	94%	100%	94%	97%	97%
D PM	100%	97%	100%	97%	97%	100%	100%	100%	97%	100%	100%	94%	100%	97%	100%	97%	100%	100%	91%	100%	100%	98%
Grand Total	98%	98%	97%	98%	99%	99%	97%	98%	98%	97%	96%	96%	98%	98%	99%	97%	98%	98%	96%	95%	99%	98%

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: 32
- Wheelchair Lift Usage: 4

Compliments/Complaints

- Compliments:
 - Upon boarding Route B bus, rider found an item on the seat and gave it to the driver who promptly got out of his seat and ran after the rider who had just left and was able to return the item to her. The rider complimented the driver on his kindness and going above and beyond.
 - Compliment passed on to the driver.
- Complaints:
 - Rider emailed in that Route B driver passed by the Shoreline and Charleston stop where they were waiting.
 - Video footage corroborates what the rider said, and the driver was disciplined.