MONTHLY OPERATIONS REPORT

May 2025

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MVgo

Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

ROUTE A						
2025 - Route A	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Total to Date**
Total Monthly Weekday Ridership	1,052	1038	1419	1369	1203	**6,081**
# of Operating Days	21	19	21	22	21	**104**
Average Daily Ridership	50	55	68	62	57	**58**
% Increase/Decrease from Prior Month	*68%*	*9%*	*24%*	*-8%*	*-8%*	
% Increase/Decrease from Prior Year	*111%*	*107%*	*124%*	*131%*	*53%*	**102%**
% of Pre COVID Baseline	**27%**	**27%**	**38%**	**37%**	**32%**	**32%**

ROUTE B						
2025 - Route B	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Total to Date**
Total Monthly Weekday Ridership	1,628	1,664	1,743	1,737	2,120	**8,892**
# of Operating Days	21	19	21	22	21	**104**
Average Daily Ridership	78	88	83	79	101	**86**
% Increase/Decrease from Prior Month	*30%*	*13%*	*-5%*	*-5%*	*28%*	
% Increase/Decrease from Prior Year	*32%*	*39%*	*53%*	*32%*	*25%*	**35%**
% of Pre COVID Baseline	**82%**	**80%**	**78%**	**81%**	**114%**	**86%**

ROUTE C & D						
2025 - Route C	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Total to Date**
Total Monthly Ridership	737	868	1113	1303	1423	**5,444**
# of Operating Days	21	19	21	22	21	**104**
Average Daily Ridership	35	46	53	59	68	**52**
% Increase/Decrease from Prior Month	*43%*	*30%*	*16%*	*12%*	*14%*	
% Increase/Decrease from Prior Year	*4%*	*30%*	*69%*	*86%*	*88%*	**56%**
2025 - Route D	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Total to Date**
Total Monthly Ridership	801	900	1168	1279	1477	**5,625**
# of Operating Days	21	19	21	22	21	**104**
Average Daily Ridership	38	47	56	58	70	**54**
% Increase/Decrease from Prior Month	*26%*	*24%*	*17%*	*5%*	*21%*	
% Increase/Decrease from Prior Year	*20%*	*33%*	*48%*	*55%*	*56%*	**44%**
2025 - Route C/D Combined	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Total to Date**
Total Monthly Ridership	1,538	1,768	2,281	2,582	2,900	**11,069**
# of Operating Days	21	19	21	22	21	**104**
Average Daily Ridership	73	93	109	117	138	**106**
% Increase/Decrease from Prior Month	*34%*	*27%*	*17%*	*8%*	*18%*	
% Increase/Decrease from Prior Year	*12%*	*31%*	*57%*	*69%*	*71%*	**49%**
% of Pre COVID Baseline	**42%**	**55%**	**57%**	**74%**	**87%**	**63%**

ALL ROUTES						
2025 - ALL ROUTES	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Total**
Total Monthly Ridership	4,218	4,470	5,443	5,688	6,223	**26,042**
# of Operating Days	21	19	21	22	21	**104**
Average Daily Ridership	201	235	259	259	296	**250**
% Increase/Decrease from Prior Month	*39%*	*17%*	*10%*	*0%*	*15%*	
% Increase/Decrease from Prior Year	*36%*	*47%*	*69%*	*66%*	*49%*	**53%**
% of Pre COVID Baseline	**44%**	**49%**	**54%**	**61%**	**70%**	**56%**

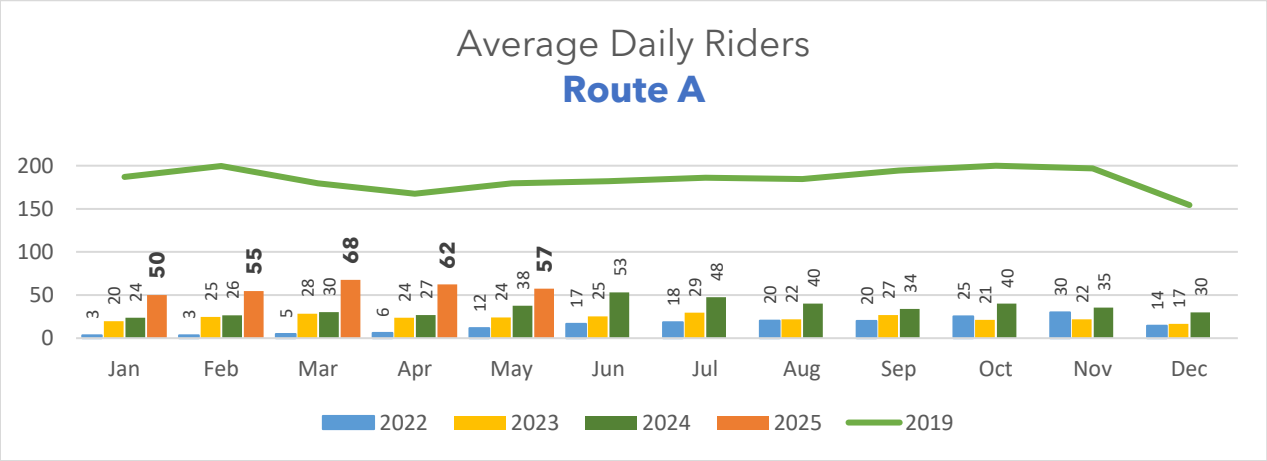
Note: *Precovid comparisons: Route A, compares to East Whisman 2019; Route B, compares to East Bayshore 2019; Route C & D (combined) compare to West Bayshore 2019*

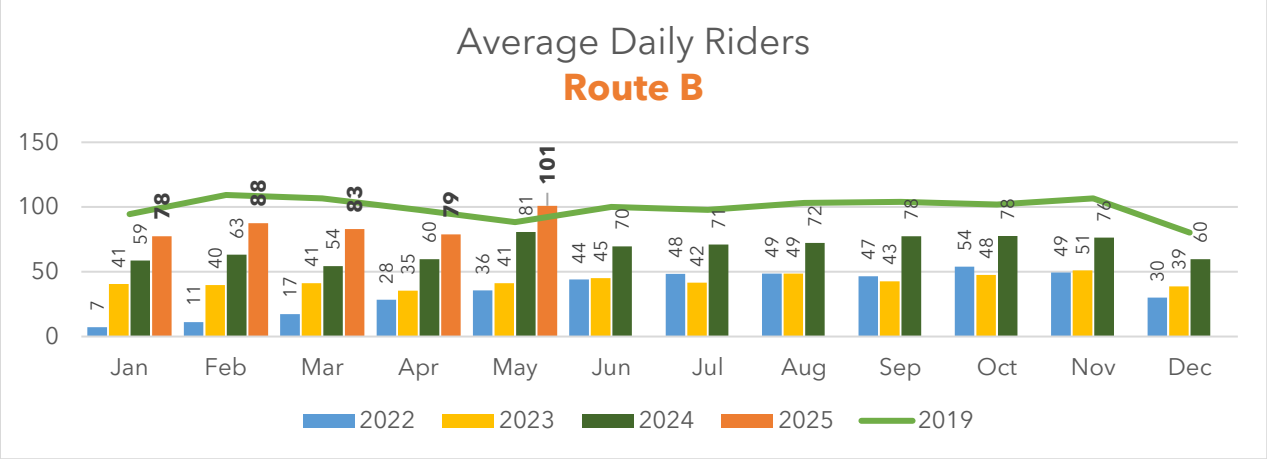
Ridership Summary

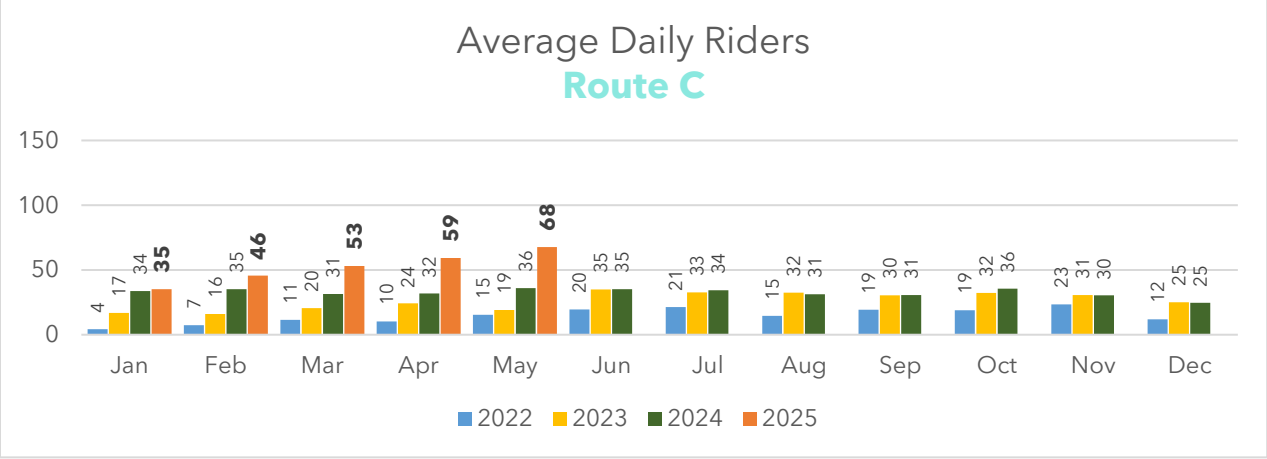
In May, the total ridership increased 15% from the prior month and increased 49% from the prior year. Year to date, ridership is 56% of the pre-pandemic baseline.

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

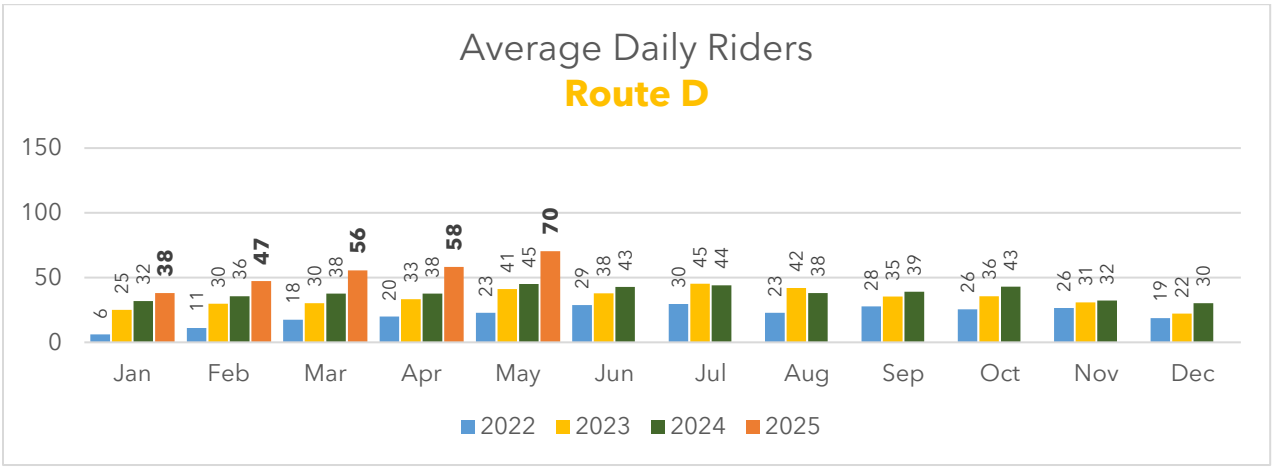
Average Daily Ridership Comparisons (YTD)

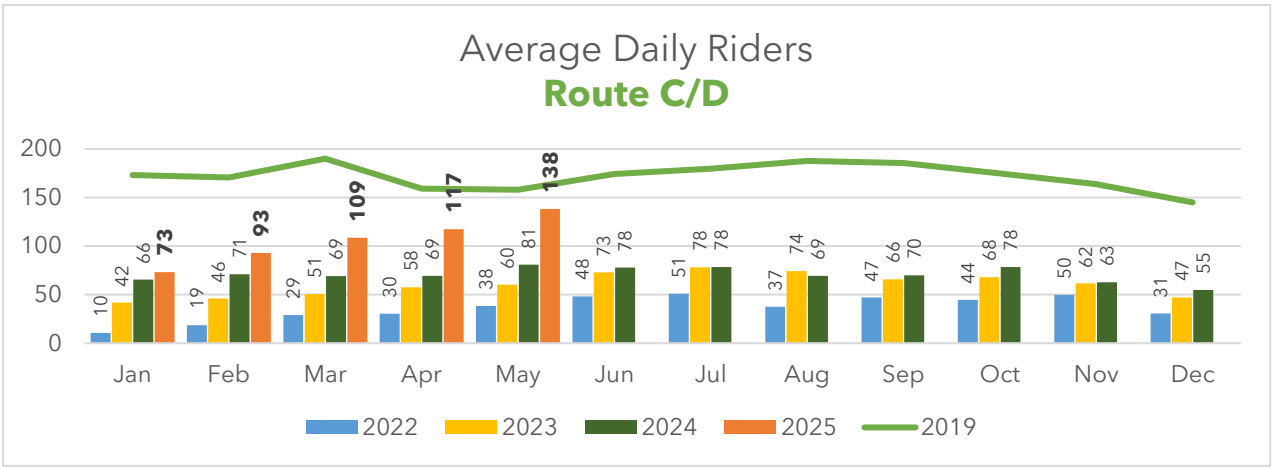


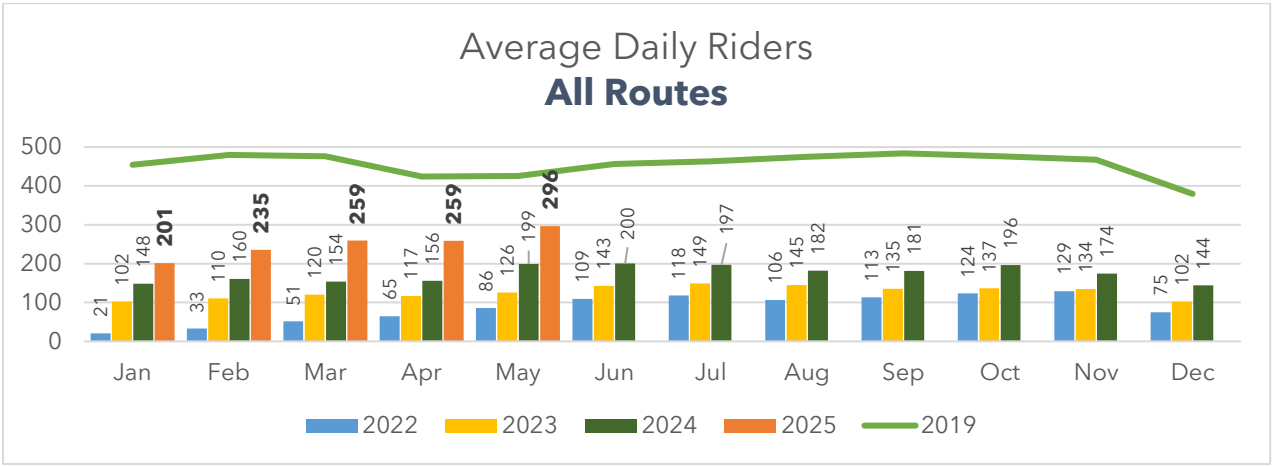




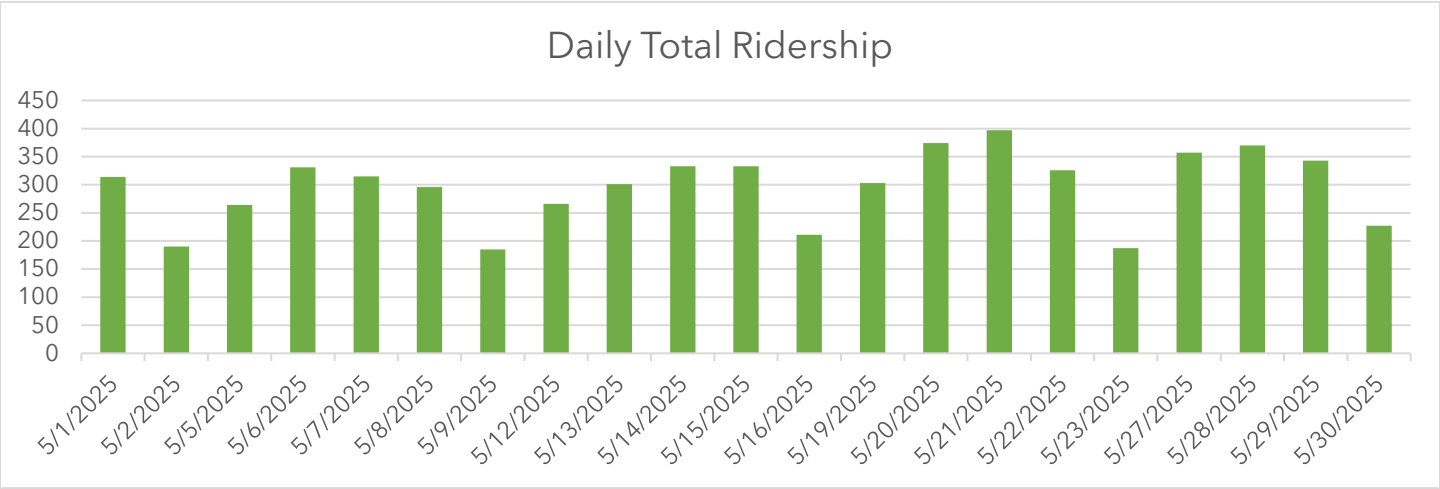
Average Daily Ridership Comparisons (YTD) (cont'd)



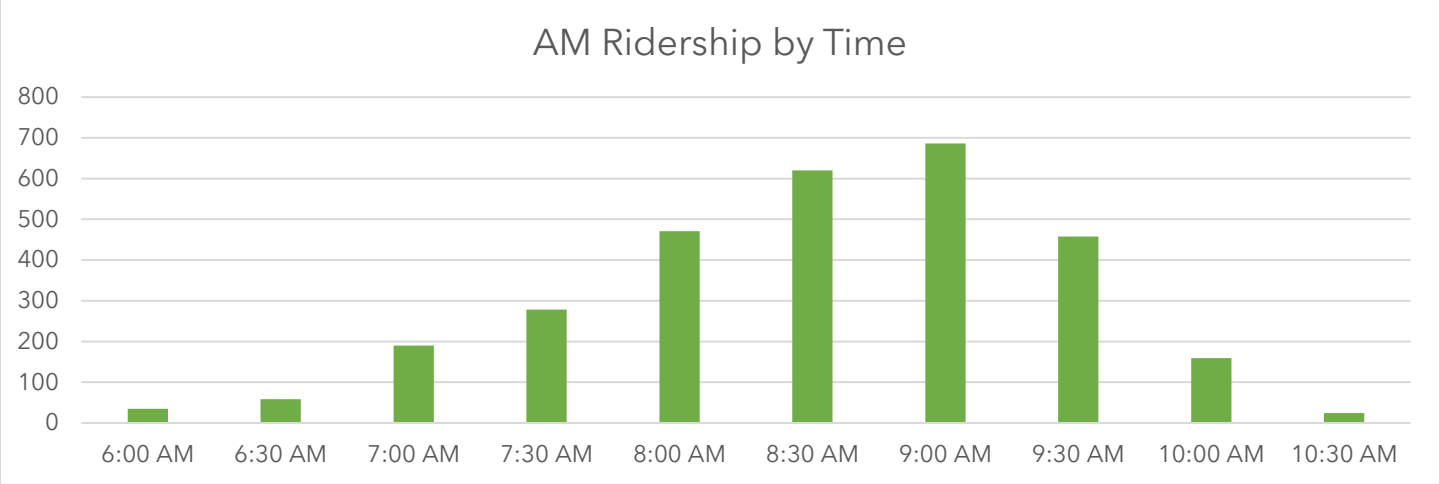


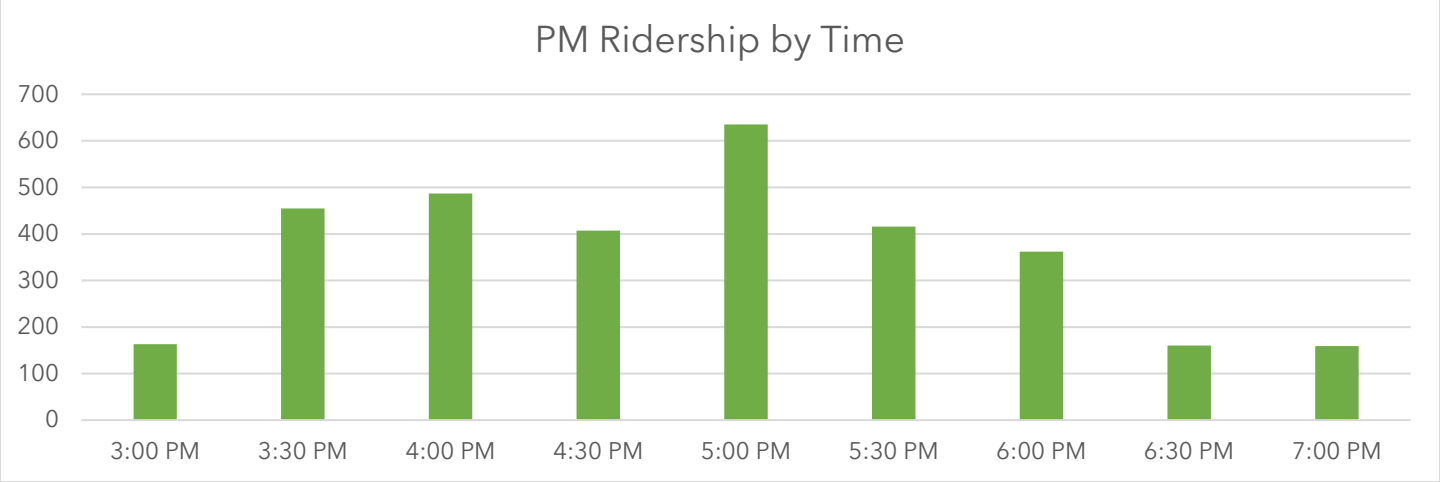


Total Ridership by Date



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	645	620	1265	52.7%
645 Clyde (Samsung)	182	223	405	16.9%
665 Clyde (Samsung)	152	59	211	8.8%
Ferry Morse @ E Evelyn	141	28	169	7.0%
301 E Evelyn (AM Only)	6	144	150	6.2%
Whisman @ Middlefield	53	23	76	3.2%
Middlefield & Ellis	4	55	59	2.5%
Middlefield @ Whisman	8	29	37	1.5%
313 Fairchild (Google)	12	17	29	1.2%
Total	**1203**	**1198**	**2401**	**100.0%**

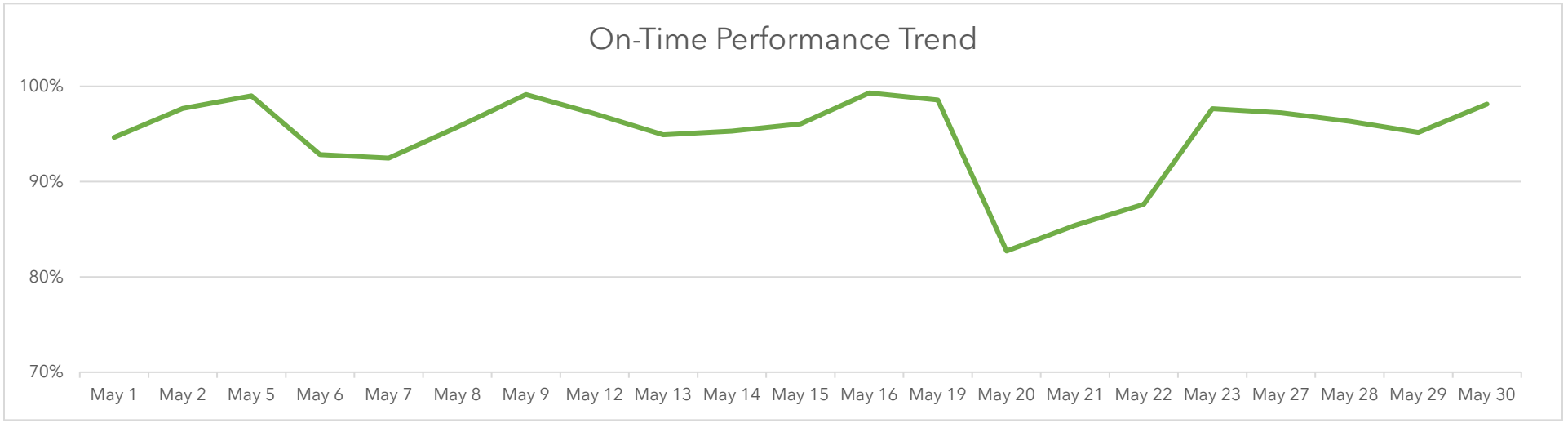
Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	978	942	1920	45.3%
1045 La Avenida (Microsoft)	312	281	593	14.0%
Shoreline & Terra Bella (NB)	110	298	408	9.6%
Shoreline & Terra Bella (SB)	253	143	396	9.4%
Crittenden Lane	163	148	311	7.3%
Pear @ Inigo	79	131	210	5.0%
Shoreline & Pear (SB)	126	10	136	3.2%
Shoreline @ Charleston (NB)	8	107	115	2.7%
Shoreline @ Charleston (SB)	89	7	96	2.3%
Shoreline @ Pear (NB)	2	48	50	1.2%
Total	**2120**	**2115**	**4235**	**100.0%**

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	780	358	1138	40.0%
Garcia @ Marine (WB)	302	276	578	20.3%
Marine & Casey	153	90	243	8.5%
El Camino @ Distel (EB)	28	189	217	7.6%
San Antonio @ Miller (SB)	44	138	182	6.4%
Charleston @ Google (WB)	38	124	162	5.7%
Shoreline & Terra Bella (NB)	18	126	144	5.1%
Shoreline @ Pear (NB)	40	85	125	4.4%
1950 Charleston	18	30	48	1.7%
Garcia & Salado (WB)	2	7	9	0.3%
Total	**1423**	**1423**	**2846**	**100.0%**

Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	250	884	1134	38.6%
Garcia @ Marine (EB)	343	36	379	12.9%
Marine & Casey	78	236	314	10.7%
El Camino @ Distel (WB)	195	44	239	8.1%
Shoreline & Terra Bella (SB)	130	54	184	6.3%
Charleston & Huff	127	49	176	6.0%
San Antonio @ Miller (NB)	94	28	122	4.1%
Shoreline & Pear (SB)	85	35	120	4.1%
Shoreline @ Charleston (SB)	84	26	110	3.7%
Charleston & Landings	34	43	77	2.6%
San Antonio & California (NB)	35	18	53	1.8%
Garcia & Salado (EB)	22	11	33	1.1%
Total	**1477**	**1464**	**2941**	**100.0%**

On Time Performance (OTP)

On time performance for MVgo in May was 95%, however, during the Google I/O event (May 20-22) some routes experienced a significant dip in OTP due to increased traffic congestion.



Route Name	1	2	5	6	7	8	9	12	13	14	15	16	19	20	21	22	23	27	28	29	30	Grand Total
A AM	100%	100%	100%	96%	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	92%	100%	100%	100%	96%	100%	100%	**99%**
A PM	93%	100%	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%	97%	97%	100%	100%	100%	100%	100%	100%	90%	**99%**
B AM	100%	94%	98%	94%	100%	96%	98%	94%	94%	100%	98%	96%	98%	59%	87%	87%	98%	96%	94%	100%	100%	**95%**
B PM	86%	96%	100%	93%	93%	89%	98%	98%	96%	88%	86%	98%	100%	57%	48%	79%	98%	100%	93%	89%	98%	**90%**
C AM	100%	100%	97%	97%	100%	100%	100%	100%	100%	100%	97%	100%	100%	71%	97%	82%	91%	97%	100%	97%	100%	**96%**
C PM	91%	97%	100%	84%	88%	100%	97%	94%	88%	84%	91%	100%	100%	88%	75%	88%	100%	91%	91%	94%	100%	**92%**
D AM	94%	97%	97%	88%	91%	100%	100%	94%	91%	97%	97%	100%	97%	91%	91%	97%	100%	100%	97%	97%	97%	**96%**
D PM	94%	97%	100%	91%	69%	84%	100%	97%	94%	94%	100%	100%	97%	100%	94%	69%	94%	94%	100%	84%	100%	**93%**
Grand Total	**95%**	**98%**	**99%**	**93%**	**92%**	**96%**	**99%**	**97%**	**95%**	**95%**	**96%**	**99%**	**99%**	**83%**	**85%**	**88%**	**98%**	**97%**	**96%**	**95%**	**98%**	**95%**

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: 18
- Wheelchair Lift Usage: 5

Compliments/Complaints

- Compliments: None
- Complaints: None