



MONTHLY OPERATIONS REPORT

August 2025

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Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

ROUTE A									
2025 - Route A	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekday Ridership	1,052	1,038	1,419	1,369	1,203	1,299	1,614	1,462	10,456
# of Operating Days	21	19	21	22	21	20	22	21	167
Average Daily Ridership	50	55	68	62	57	65	73	70	63
% Increase/Decrease from Prior Month	68%	9%	24%	-8%	-8%	13%	13%	-5%	
% Increase/Decrease from Prior Year	111%	107%	124%	131%	53%	23%	54%	73%	76%
% of Pre COVID Baseline	27%	27%	38%	37%	32%	36%	39%	38%	34%

ROUTE B									
2025 - Route B	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekday Ridership	1,628	1,664	1,743	1,737	2,120	2,247	2,568	2,639	16,346
# of Operating Days	21	19	21	22	21	20	22	21	167
Average Daily Ridership	78	88	83	79	101	112	117	126	98
% Increase/Decrease from Prior Month	30%	13%	-5%	-5%	28%	11%	4%	8%	
% Increase/Decrease from Prior Year	32%	39%	53%	32%	25%	61%	64%	74%	48%
% of Pre COVID Baseline	82%	80%	78%	81%	114%	112%	119%	122%	98%

ROUTE C & D									
2025 - Route C	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Ridership	737	868	1,113	1,303	1,423	1,620	1,863	1,787	10,714
# of Operating Days	21	19	21	22	21	20	22	21	167
Average Daily Ridership	35	46	53	59	68	81	85	85	64
% Increase/Decrease from Prior Month	43%	30%	16%	12%	14%	20%	5%	0%	
% Increase/Decrease from Prior Year	4%	30%	69%	86%	88%	131%	147%	173%	91%
2025 - Route D	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Ridership	801	900	1,168	1,279	1,477	1,543	1,761	1,590	10,519
# of Operating Days	21	19	21	22	21	20	22	21	167
Average Daily Ridership	38	47	56	58	70	77	80	76	63
% Increase/Decrease from Prior Month	26%	24%	17%	5%	21%	10%	4%	-5%	
% Increase/Decrease from Prior Year	20%	33%	48%	55%	56%	81%	82%	99%	61%
2025 - Route C/D Combined	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Ridership	1,538	1,768	2,281	2,582	2,900	3,163	3,624	3,377	21,233
# of Operating Days	21	19	21	22	21	20	22	21	167
Average Daily Ridership	73	93	109	117	138	158	165	161	127
% Increase/Decrease from Prior Month	34%	27%	17%	8%	18%	15%	4%	-2%	
% Increase/Decrease from Prior Year	12%	31%	57%	69%	71%	103%	110%	132%	75%
% of Pre COVID Baseline	42%	55%	57%	74%	87%	91%	92%	86%	73%

ALL ROUTES									
2025 - ALL ROUTES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
Total Monthly Ridership	4,218	4,470	5,443	5,688	6,223	6,709	7,806	7,478	48,035
# of Operating Days	21	19	21	22	21	20	22	21	167
Average Daily Ridership	201	235	259	259	296	335	355	356	288
% Increase/Decrease from Prior Month	39%	17%	10%	0%	15%	13%	6%	0%	
% Increase/Decrease from Prior Year	36%	47%	69%	66%	49%	67%	80%	96%	65%
% of Pre COVID Baseline	44%	49%	54%	61%	70%	73%	77%	75%	63%

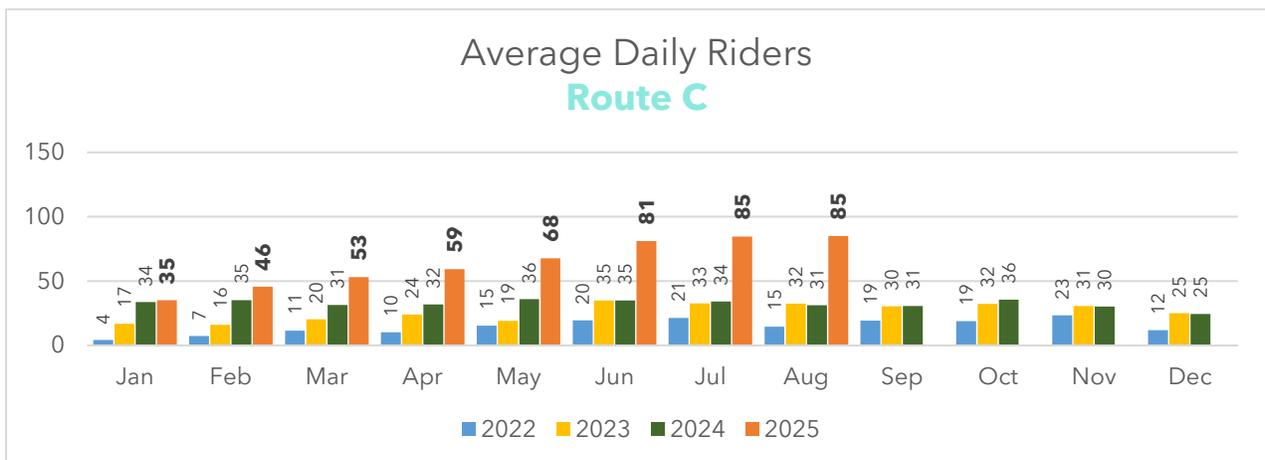
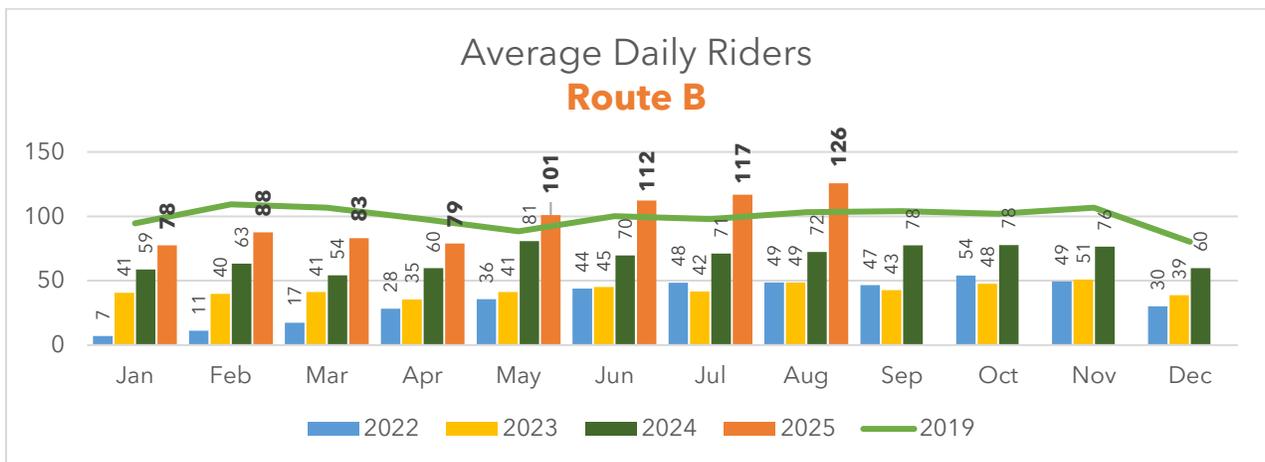
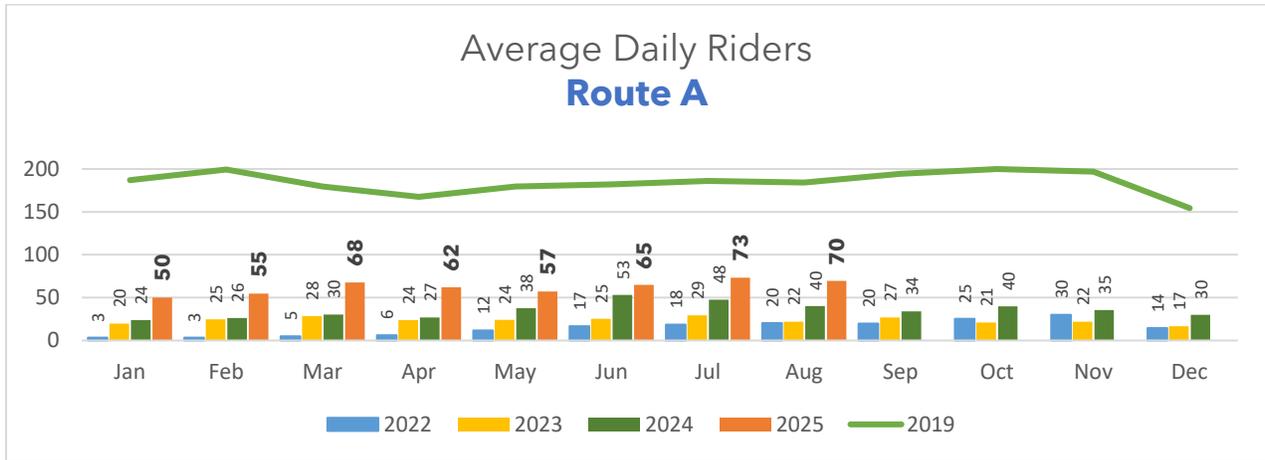
Note: Precovid comparisons: Route A, compares to East Whisman 2019; Route B, compares to East Bayshore 2019; Route C & D (combined) compare to West Bayshore 2019

Ridership Summary

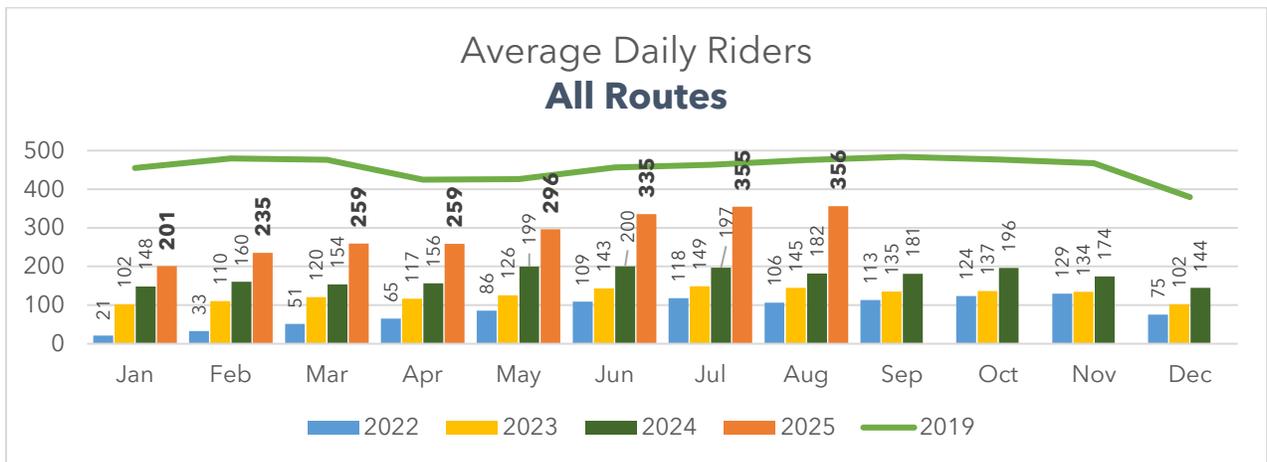
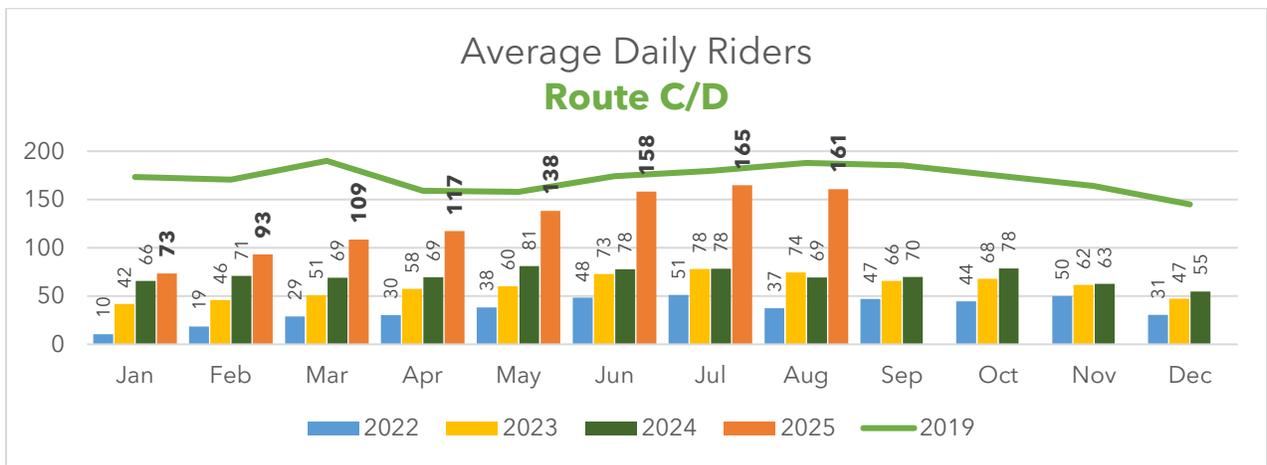
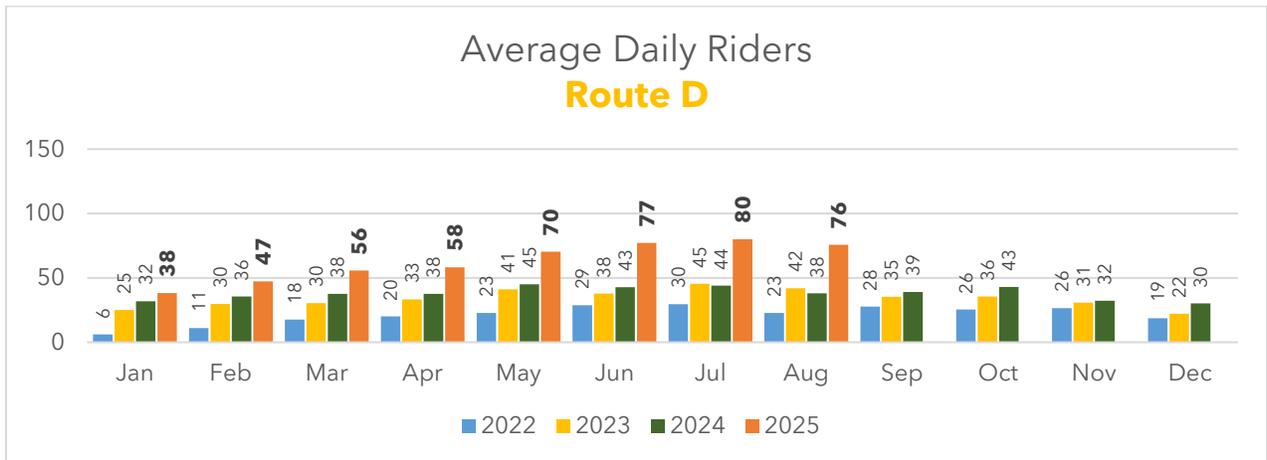
In August, total ridership remained the same from the prior month and increased 96% compared to the same month last year. Year-to-date, ridership is 63% of the 2019 pre-pandemic baseline.

Ridership remains highest on Tuesdays, Wednesdays and Thursdays with peak riding times at 9:00AM and 5:00PM.

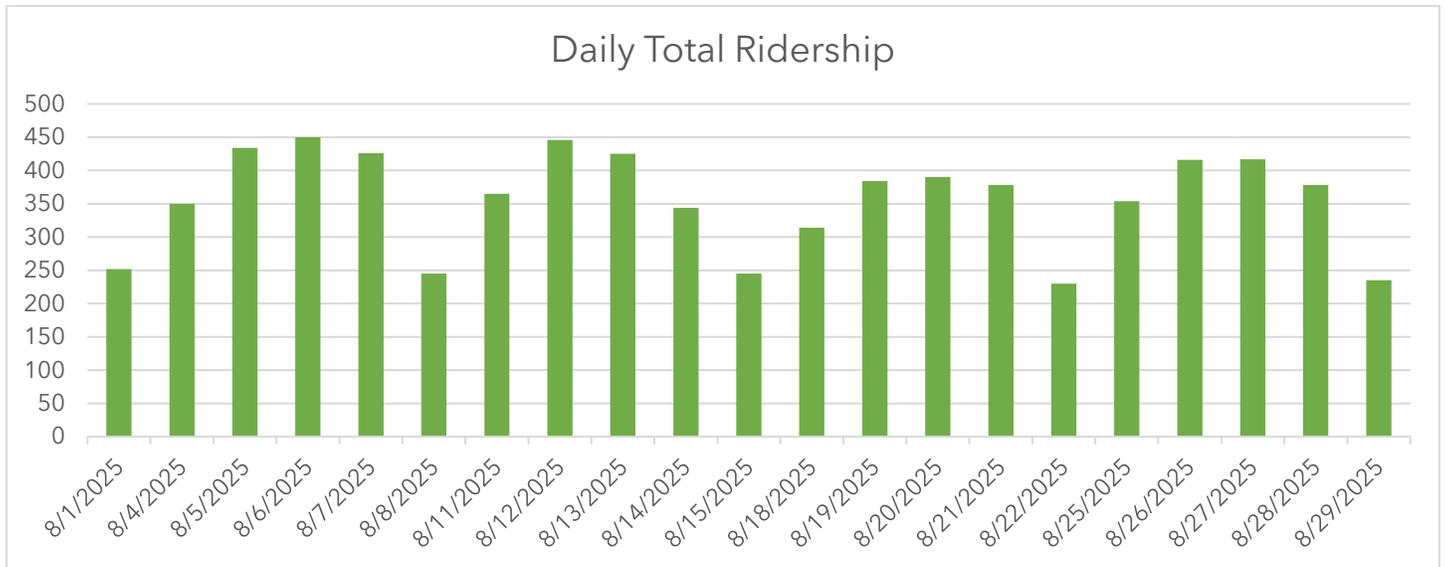
Average Daily Ridership Comparisons (YTD)



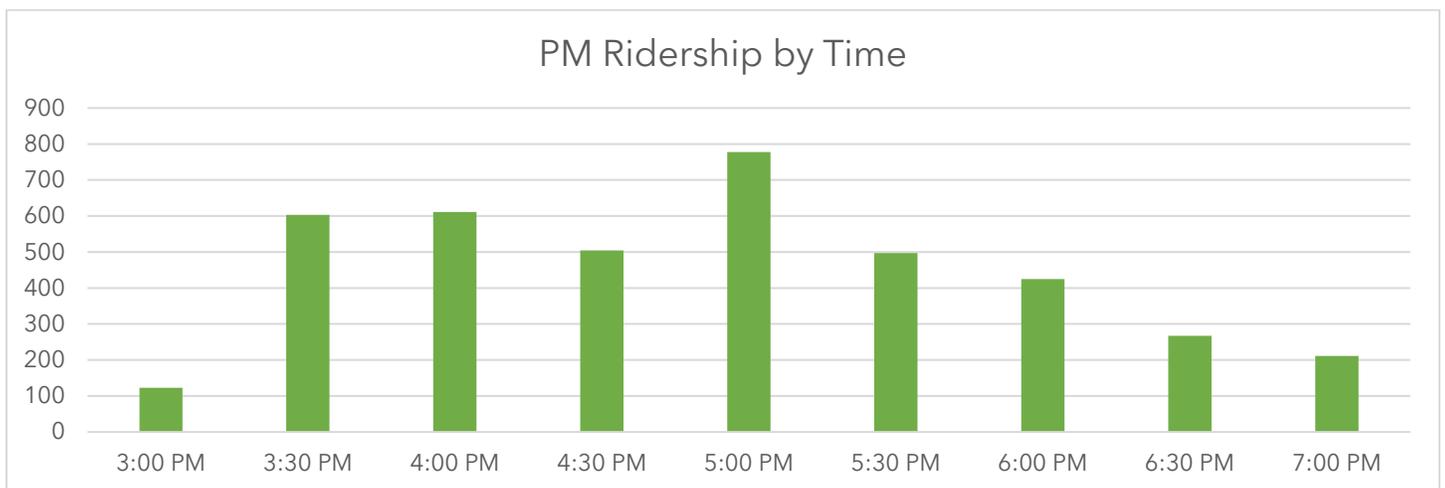
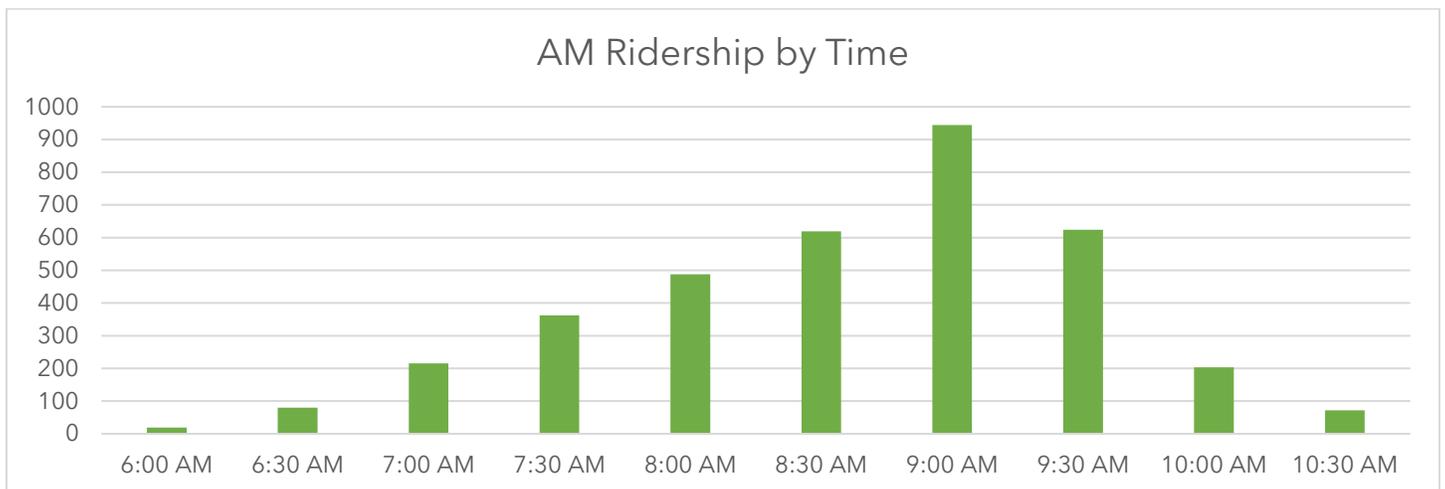
Average Daily Ridership Comparisons (YTD) (cont'd)



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	643	783	1426	48.8%
645 Clyde (Samsung)	199	237	436	14.9%
665 Clyde (Samsung)	231	129	360	12.3%
Ferry Morse @ E Evelyn	265	22	287	9.8%
301 E Evelyn (AM Only)	41	192	233	8.0%
Whisman @ Middlefield	48	13	61	2.1%
Middlefield & Ellis	8	43	51	1.7%
313 Fairchild (Google)	24	20	44	1.5%
Middlefield @ Whisman	3	19	22	0.8%
Total	1462	1458	2920	100.0%

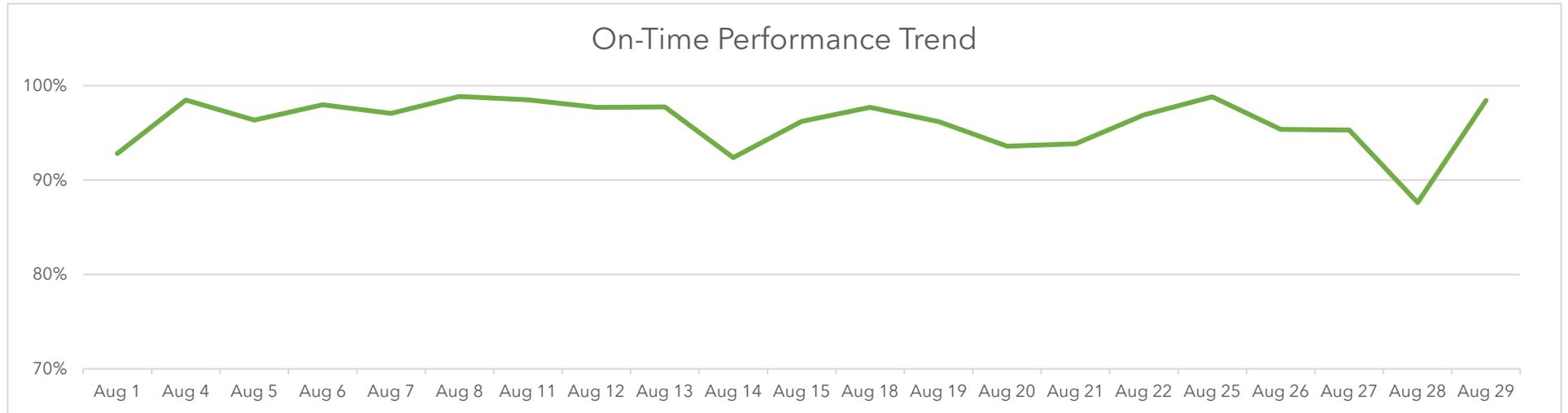
Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	1211	1317	2528	48.1%
1045 La Avenida (Microsoft)	528	404	932	17.7%
Crittenden Lane	190	240	430	8.2%
Shoreline & Terra Bella (NB)	128	256	384	7.3%
Shoreline & Terra Bella (SB)	263	80	343	6.5%
Shoreline & Pear (SB)	169	18	187	3.6%
Pear @ Inigo	54	101	155	3.0%
Shoreline @ Pear (NB)	23	97	120	2.3%
Shoreline @ Charleston (NB)	12	84	96	1.8%
Shoreline @ Charleston (SB)	61	15	76	1.4%
Total	2639	2612	5251	100.0%

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	1015	449	1464	41.0%
Garcia @ Marine (WB)	350	340	690	19.3%
El Camino @ Distel (EB)	49	234	283	7.9%
Marine & Casey	146	131	277	7.8%
Shoreline & Terra Bella (NB)	62	196	258	7.2%
San Antonio @ Miller (SB)	48	152	200	5.6%
Charleston @ Google (WB)	40	152	192	5.4%
Shoreline @ Pear (NB)	33	94	127	3.6%
1950 Charleston	30	28	58	1.6%
Garcia & Salado (WB)	14	4	18	0.5%
Total	1787	1780	3567	100.0%

Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	259	1100	1359	38.7%
Garcia @ Marine (EB)	471	48	519	14.8%
Marine & Casey	111	223	334	9.5%
El Camino @ Distel (WB)	256	62	318	9.1%
Charleston & Huff	169	60	229	6.5%
Shoreline & Terra Bella (SB)	126	85	211	6.0%
San Antonio @ Miller (NB)	122	34	156	4.4%
Shoreline & Pear (SB)	80	55	135	3.8%
Shoreline @ Charleston (SB)	79	21	100	2.8%
Charleston & Landings	31	34	65	1.9%
San Antonio & California (NB)	50	12	62	1.8%
Garcia & Salado (EB)	4	21	25	0.7%
Total	1758	1755	3513	100.0%

On Time Performance (OTP)

In August overall on-time performance (OTP) was 94%. We strive to maintain a high level of reliability and monitor routes consistently.



Route Name	1	4	5	6	7	8	11	12	13	14	15	18	19	20	21	22	25	26	27	28	29	Grand Total
A AM	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%
A PM	97%	100%	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	93%	97%	97%	99%
B AM	96%	98%	98%	100%	96%	94%	91%	97%	94%	94%	91%	94%	97%	97%	100%	97%	100%	100%	94%	94%	97%	96%
B PM	100%	93%	91%	96%	93%	96%	97%	94%	91%		100%	100%	91%	76%	91%		100%	91%	100%	68%	100%	93%
B PM Concert										66%						91%						78%
C AM	91%	100%	94%	100%	100%	100%	100%	100%	100%	97%	88%	97%	97%	94%	97%	97%	100%	97%	97%	100%	97%	97%
C PM	78%	97%	97%	88%	94%	100%	100%	91%	97%		91%	100%	97%	91%	100%		97%	91%	97%	88%	100%	94%
D AM	88%	100%	94%	100%	97%	100%	100%	100%	100%	100%	100%	97%	100%	91%	91%	94%	97%	91%	81%	94%	97%	96%
D PM	97%	100%	97%	100%	100%	100%	100%	100%	100%		100%	94%	88%	100%	72%		97%	97%	100%	66%	100%	94%
D PM Concert										90%						100%						93%
Grand Total	93%	98%	96%	98%	97%	99%	98%	98%	98%	92%	96%	98%	96%	94%	94%	97%	99%	95%	95%	88%	98%	94%

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: 46
- Wheelchair Lift Usage: 10

Compliments/Complaints

- Compliments:
 - Rider complimented Route D driver for being friendly and helping them find their way.
 - Compliment passed on to the driver.
- Complaints:
 - MVgo Route D-PM does not align with the Caltrain schedule causing missed trains.
 - Route D schedule is under review. Corrections to the schedule will be made and implemented in early October.