



# MONTHLY OPERATIONS REPORT

## July 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	Total to Date
Total Monthly Weekday Ridership	1,052	1038	1419	1369	1203	1299	1614	<b>8,994</b>
# of Operating Days	21	19	21	22	21	20	22	<b>146</b>
Average Daily Ridership	50	55	68	62	57	65	73	<b>62</b>
% Increase/Decrease from Prior Month	68%	9%	24%	-8%	-8%	13%	13%	
% Increase/Decrease from Prior Year	111%	107%	124%	131%	53%	23%	54%	<b>76%</b>
<b>% of Pre COVID Baseline</b>	<b>27%</b>	<b>27%</b>	<b>38%</b>	<b>37%</b>	<b>32%</b>	<b>36%</b>	<b>39%</b>	<b>34%</b>

ROUTE B								
2025 - Route B	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Weekday Ridership	1,628	1,664	1,743	1,737	2,120	2,247	2,568	<b>13,707</b>
# of Operating Days	21	19	21	22	21	20	22	<b>146</b>
Average Daily Ridership	78	88	83	79	101	112	117	<b>94</b>
% Increase/Decrease from Prior Month	30%	13%	-5%	-5%	28%	11%	4%	
% Increase/Decrease from Prior Year	32%	39%	53%	32%	25%	61%	64%	<b>44%</b>
<b>% of Pre COVID Baseline</b>	<b>82%</b>	<b>80%</b>	<b>78%</b>	<b>81%</b>	<b>114%</b>	<b>112%</b>	<b>119%</b>	<b>95%</b>

ROUTE C & D								
2025 - Route C	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Ridership	737	868	1113	1303	1423	1620	1863	<b>8,927</b>
# of Operating Days	21	19	21	22	21	20	22	<b>146</b>
Average Daily Ridership	35	46	53	59	68	81	85	<b>61</b>
% Increase/Decrease from Prior Month	43%	30%	16%	12%	14%	20%	5%	
% Increase/Decrease from Prior Year	4%	30%	69%	86%	88%	131%	147%	<b>80%</b>
2025 - Route D	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Ridership	801	900	1168	1279	1477	1543	1761	<b>8,929</b>
# of Operating Days	21	19	21	22	21	20	22	<b>146</b>
Average Daily Ridership	38	47	56	58	70	77	80	<b>61</b>
% Increase/Decrease from Prior Month	26%	24%	17%	5%	21%	10%	4%	
% Increase/Decrease from Prior Year	20%	33%	48%	55%	56%	81%	82%	<b>56%</b>
2025 - Route C/D Combined	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Ridership	1,538	1,768	2,281	2,582	2,900	3,163	3,624	<b>17,856</b>
# of Operating Days	21	19	21	22	21	20	22	<b>146</b>
Average Daily Ridership	73	93	109	117	138	158	165	<b>122</b>
% Increase/Decrease from Prior Month	34%	27%	17%	8%	18%	15%	4%	
% Increase/Decrease from Prior Year	12%	31%	57%	69%	71%	103%	110%	<b>67%</b>
<b>% of Pre COVID Baseline</b>	<b>42%</b>	<b>55%</b>	<b>57%</b>	<b>74%</b>	<b>87%</b>	<b>91%</b>	<b>92%</b>	<b>71%</b>

ALL ROUTES								
2025 - ALL ROUTES	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
Total Monthly Ridership	4,218	4,470	5,443	5,688	6,223	6,709	7,806	<b>40,557</b>
# of Operating Days	21	19	21	22	21	20	22	<b>146</b>
Average Daily Ridership	201	235	259	259	296	335	355	<b>278</b>
% Increase/Decrease from Prior Month	39%	17%	10%	0%	15%	13%	6%	
% Increase/Decrease from Prior Year	36%	47%	69%	66%	49%	67%	80%	<b>60%</b>
<b>% of Pre COVID Baseline</b>	<b>44%</b>	<b>49%</b>	<b>54%</b>	<b>61%</b>	<b>70%</b>	<b>73%</b>	<b>77%</b>	<b>61%</b>

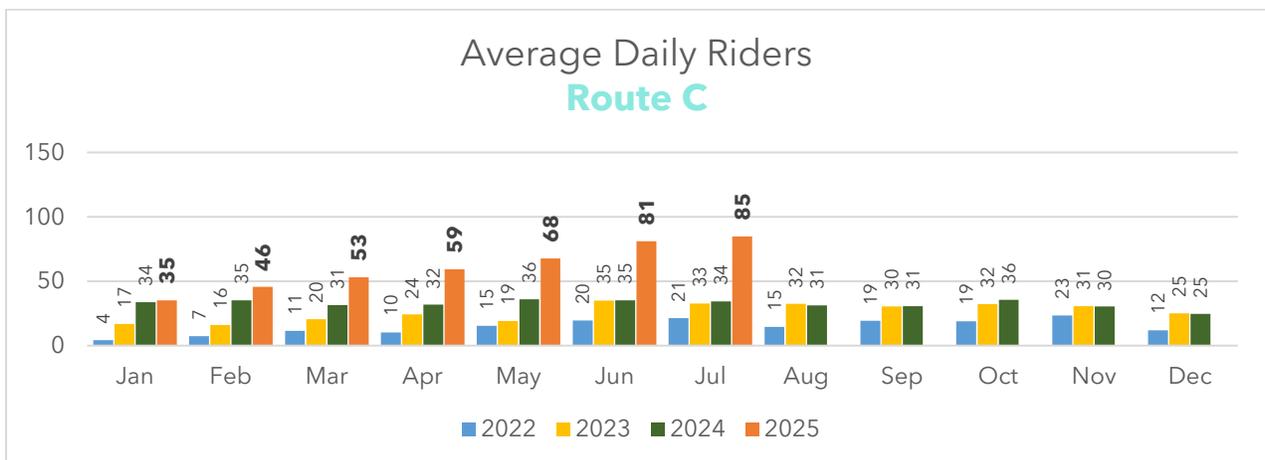
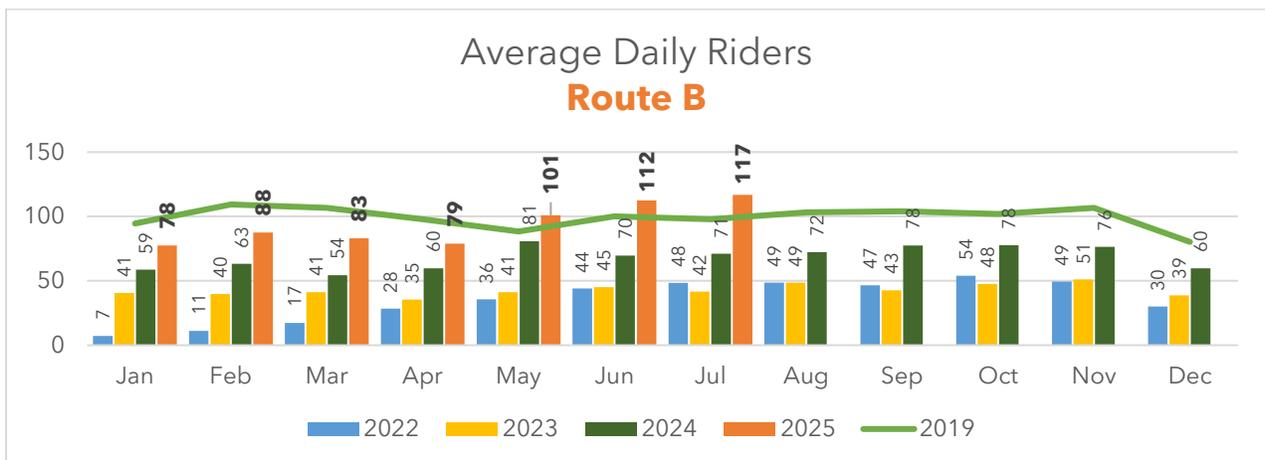
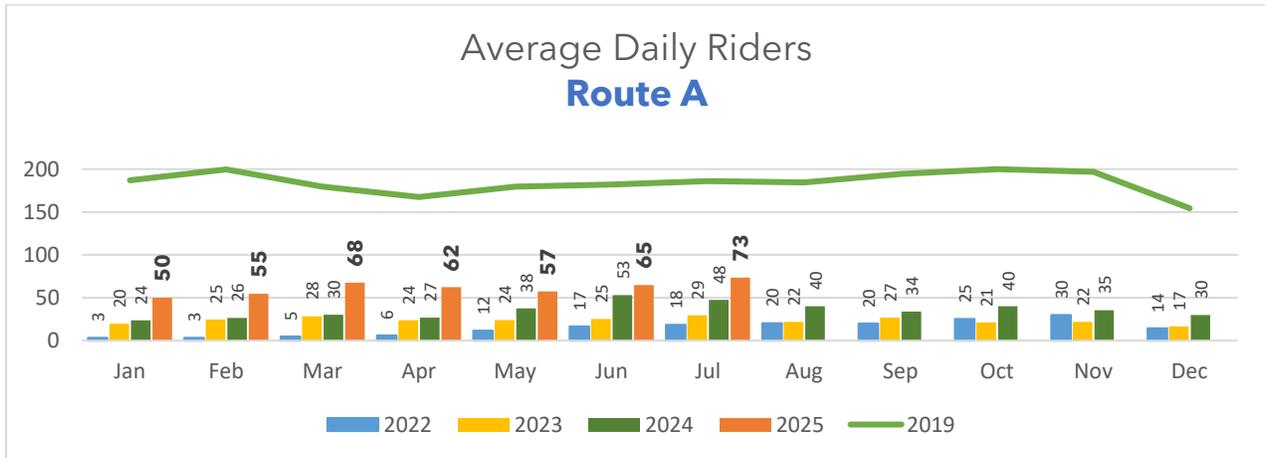
**Note:** Precovid comparisons: Route A, compares to East Whisman 2019; Route B, compares to East Bayshore 2019; Route C & D (combined) compare to West Bayshore 2019

# Ridership Summary

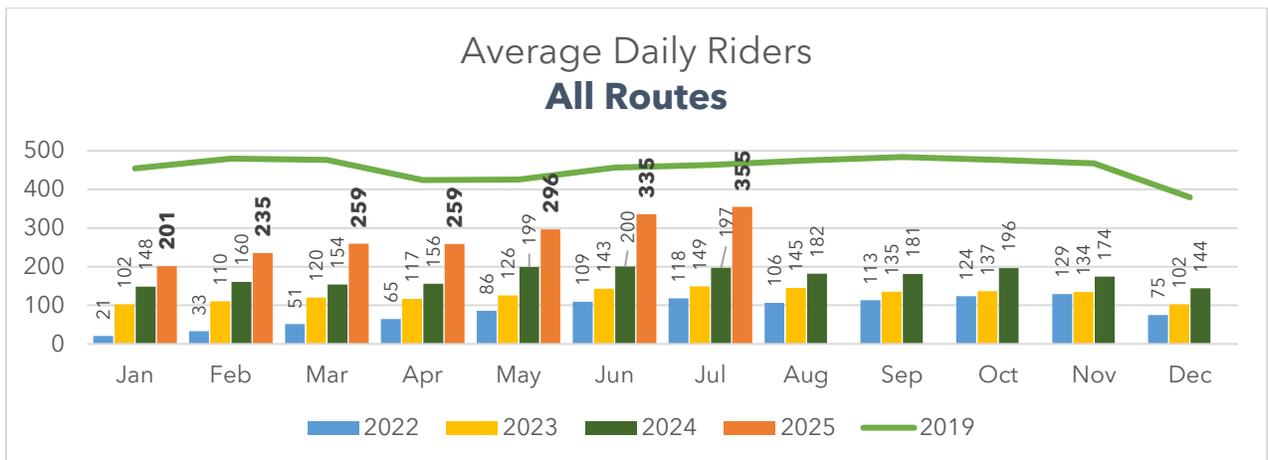
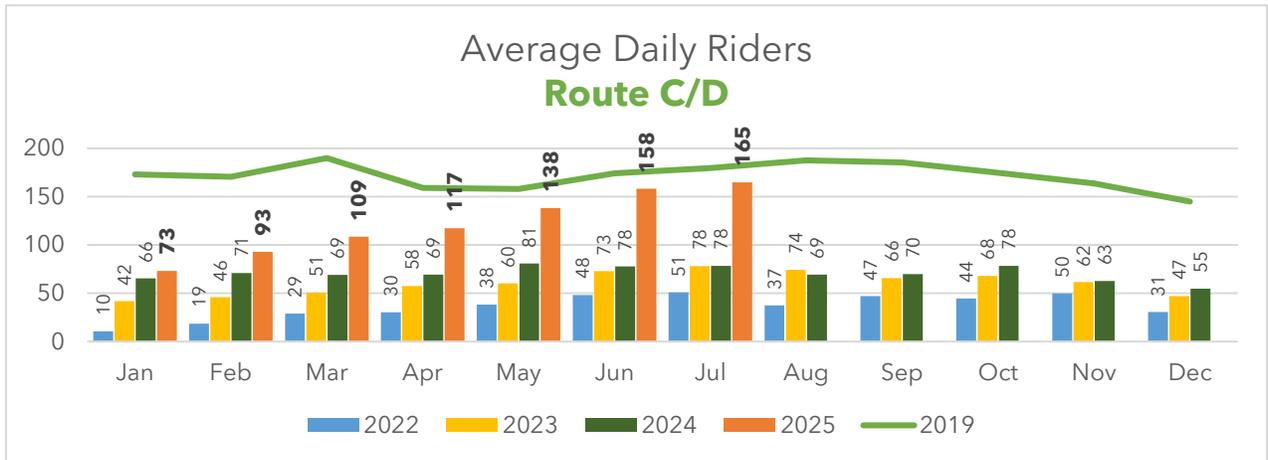
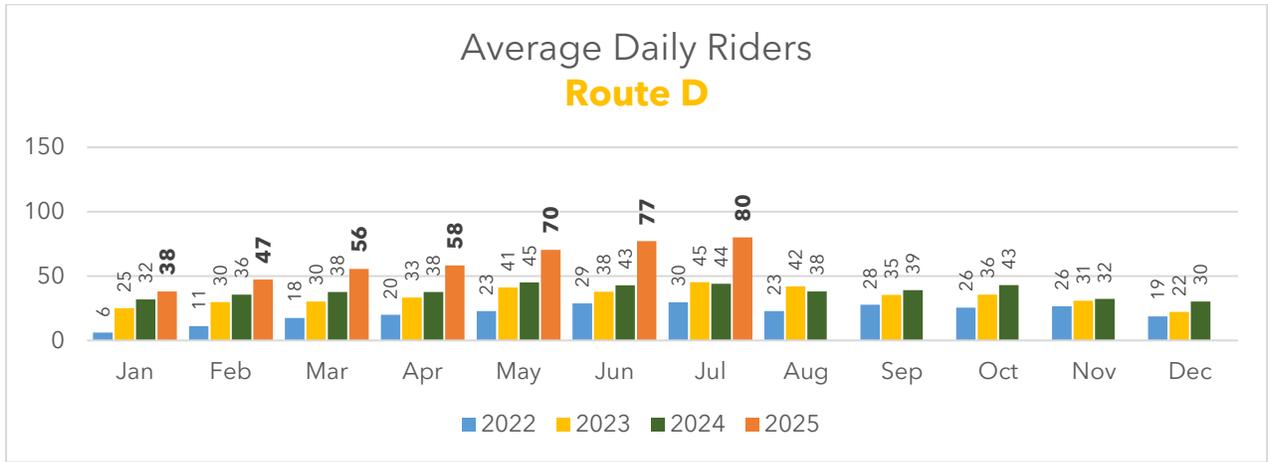
In July, total ridership increased 6% from the prior month and 80% compared to the same month last year. Year-to-date, ridership is 61% of the 2019 pre-pandemic baseline.

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

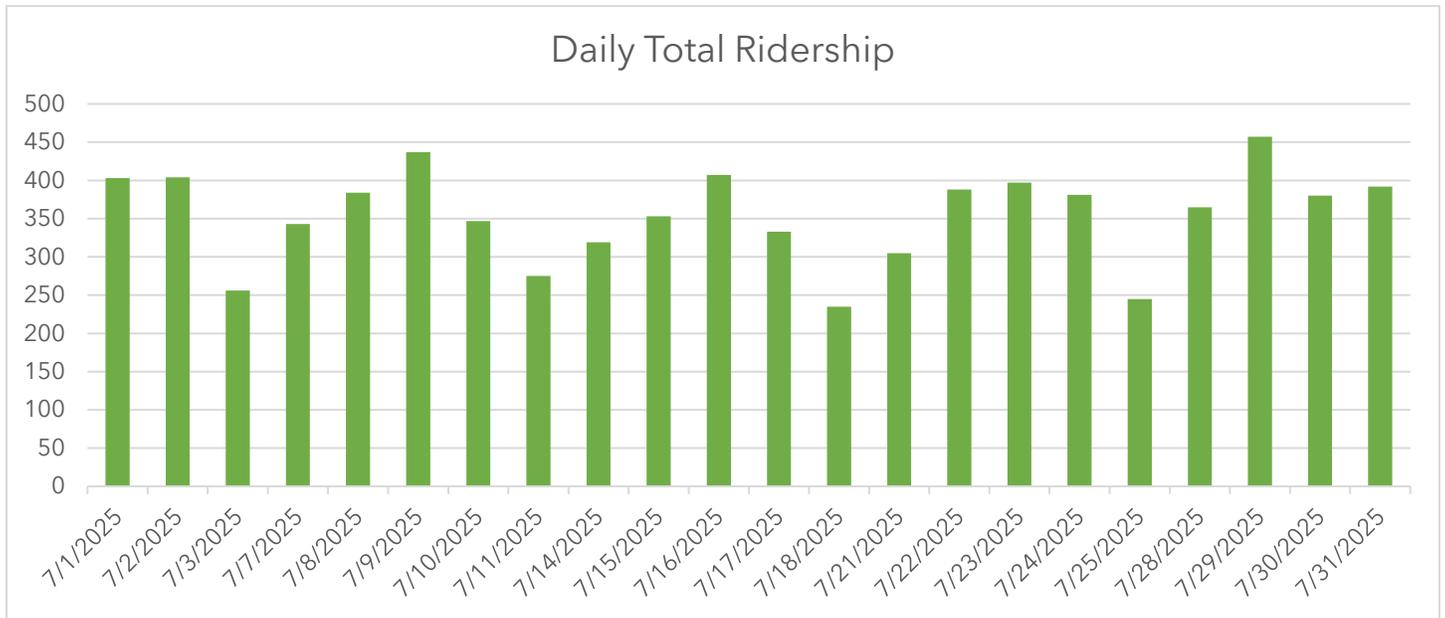
## Average Daily Ridership Comparisons (YTD)



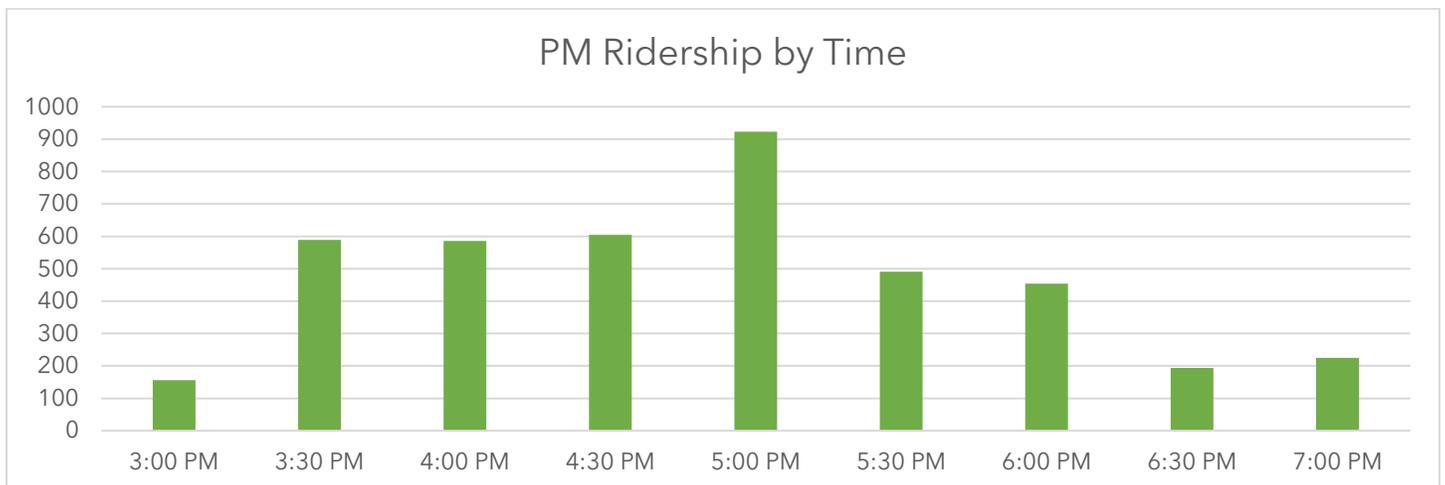
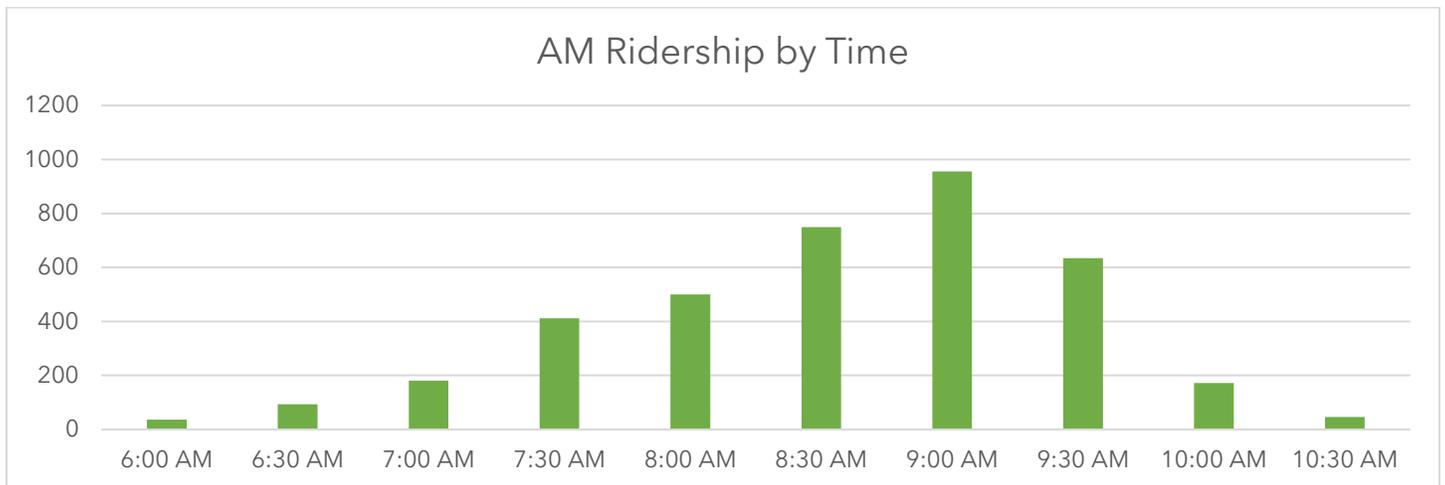
## Average Daily Ridership Comparisons (YTD) (cont'd)



## 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	729	813	1542	48.0%
645 Clyde (Samsung)	248	256	504	15.7%
665 Clyde (Samsung)	245	128	373	11.6%
Ferry Morse @ E Evelyn	289	48	337	10.5%
301 E Evelyn (AM Only)	6	223	229	7.1%
313 Fairchild (Google)	37	30	67	2.1%
Middlefield & Ellis	9	56	65	2.0%
Whisman @ Middlefield	30	20	50	1.6%
Middlefield @ Whisman	21	23	44	1.4%
<b>Total</b>	<b>1614</b>	<b>1597</b>	<b>3211</b>	<b>100.0%</b>

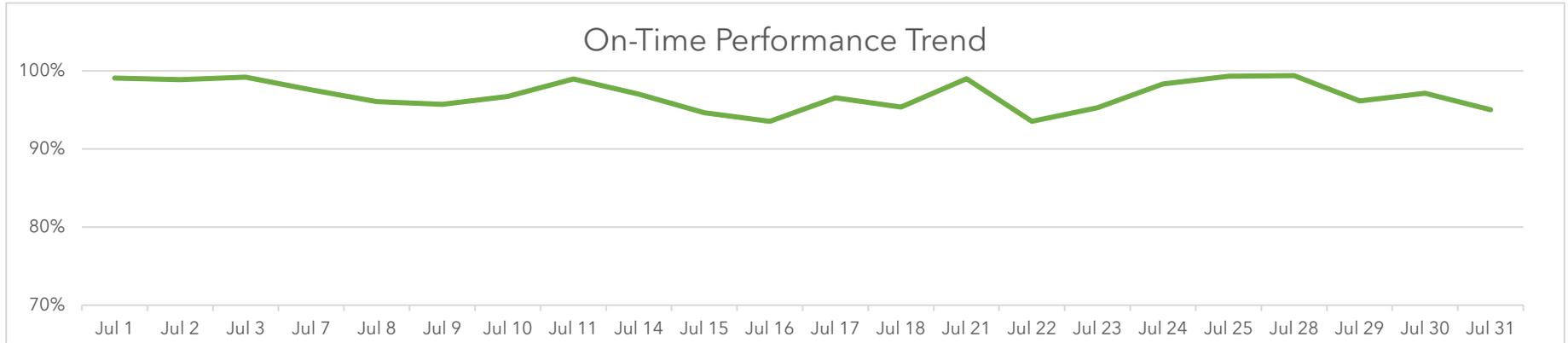
Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	1146	1259	2405	46.9%
1045 La Avenida (Microsoft)	440	380	820	16.0%
Shoreline & Terra Bella (NB)	131	309	440	8.6%
Shoreline & Terra Bella (SB)	311	119	430	8.4%
Crittenden Lane	159	166	325	6.3%
Pear @ Inigo	87	153	240	4.7%
Shoreline & Pear (SB)	192	15	207	4.0%
Shoreline @ Pear (NB)	23	79	102	2.0%
Shoreline @ Charleston (SB)	72	13	85	1.7%
Shoreline @ Charleston (NB)	7	70	77	1.5%
<b>Total</b>	<b>2568</b>	<b>2563</b>	<b>5131</b>	<b>100.0%</b>

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	1048	660	1708	45.9%
Garcia @ Marine (WB)	349	295	644	17.3%
Marine & Casey	150	148	298	8.0%
El Camino @ Distel (EB)	65	204	269	7.2%
Shoreline & Terra Bella (NB)	65	185	250	6.7%
San Antonio @ Miller (SB)	41	141	182	4.9%
Charleston @ Google (WB)	63	101	164	4.4%
Shoreline @ Pear (NB)	50	91	141	3.8%
1950 Charleston	28	28	56	1.5%
Garcia & Salado (WB)	4	9	13	0.3%
<b>Total</b>	<b>1863</b>	<b>1862</b>	<b>3725</b>	<b>100.0%</b>

Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	285	1136	1421	36.5%
Garcia @ Marine (EB)	495	62	557	14.3%
Marine & Casey	116	292	408	10.5%
El Camino @ Distel (WB)	274	63	337	8.7%
Shoreline & Terra Bella (SB)	163	91	254	6.5%
Charleston & Huff	165	71	236	6.1%
San Antonio @ Miller (NB)	133	46	179	4.6%
San Antonio & California (NB)	123	55	178	4.6%
Shoreline & Pear (SB)	98	50	148	3.8%
Charleston & Landings	32	52	84	2.2%
Shoreline @ Charleston (SB)	66	12	78	2.0%
Garcia & Salado (EB)	9	6	15	0.4%
<b>Total</b>	<b>1959</b>	<b>1936</b>	<b>3895</b>	<b>100.0%</b>

# On Time Performance (OTP)

In July, the overall on-time performance (OTP) was 96%. We continue to monitor routes closely to maintain this high level of reliability.



Route Name	1	2	3	7	8	9	10	11	14	15	16	17	18	21	22	23	24	25	28	29	30	31	Grand Total	
A AM	100%	100%	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	92%	100%	100%	100%	100%	100%	100%	100%	99%
A PM	100%	97%	100%	100%	100%	100%	87%	100%	100%	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%	99%
B AM	94%	96%	98%	93%	98%	98%	93%	96%	98%	98%	94%	98%	96%	100%	96%	100%	100%	96%	100%	100%	98%	98%	98%	97%
B PM	98%	98%		100%	96%	77%	95%	98%	84%		75%	84%	70%	98%	86%	89%	93%	98%	98%	100%	95%	84%	91%	
B PM Concert			96%							74%														85%
C AM	100%	100%	100%	94%	100%	97%	100%	97%	97%	97%	88%	100%	100%	100%	88%	100%	100%	100%	100%	88%	100%	100%	100%	98%
C PM	100%	100%		100%	88%	100%	100%	100%	97%		94%	97%	97%	97%	91%	97%	100%	100%	97%	84%	94%	97%	96%	
D AM	100%	100%	100%	94%	91%	94%	100%	100%	100%	94%	97%	97%	100%	100%	97%	94%	97%	100%	100%	100%	100%	100%	100%	98%
D PM	100%	100%		100%	100%	100%	100%	100%	100%		100%	100%	100%	97%	91%	91%	97%	100%	100%	100%	91%	81%	97%	
D PM Concert			100%							100%													100%	
<b>Grand Total</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>	<b>98%</b>	<b>96%</b>	<b>96%</b>	<b>97%</b>	<b>99%</b>	<b>97%</b>	<b>95%</b>	<b>94%</b>	<b>97%</b>	<b>95%</b>	<b>99%</b>	<b>94%</b>	<b>95%</b>	<b>98%</b>	<b>99%</b>	<b>99%</b>	<b>96%</b>	<b>97%</b>	<b>95%</b>	<b>96%</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: 43
- Wheelchair Lift Usage: 5

## Compliments/Complaints

- Compliments:
  - Rider is a frequent rider of Route B & D and looks forward to riding with Letitia and Donald on her daily commute to/from work. She stated that they are kind, polite, courteous and friendly and always have big smiles on their faces.
    - Rider email passed on to the drivers
- Complaints:
  - MVgo Route D-PM shuttles do not make it to the transit center on time causing rider to miss their train.
    - Route D schedule is under review and corrections will be made to ensure the buses arrive in time for riders to meet their trains.