MONTHLY OPERATIONS REPORT

September 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**	**Jun**	**Jul**	**Aug**	**Sep**	**Total to Date**
Total Monthly Weekday Ridership	1,052	1,038	1,419	1,369	1,203	1,299	1,614	1,462	1,279	**11,735**
# of Operating Days	21	19	21	22	21	20	22	21	21	**188**
Average Daily Ridership	50	55	68	62	57	65	73	70	61	**62**
% Increase/Decrease from Prior Month	*68%*	*9%*	*24%*	*-8%*	*-8%*	*13%*	*13%*	*-5%*	*-13%*	
% Increase/Decrease from Prior Year	*111%*	*107%*	*124%*	*131%*	*53%*	*23%*	*54%*	*73%*	*79%*	**76%**
% of Pre COVID Baseline	**27%**	**27%**	**38%**	**37%**	**32%**	**36%**	**39%**	**38%**	**31%**	**34%**

ROUTE B										
2025 - Route B	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Total to Date**
Total Monthly Weekday Ridership	1,628	1,664	1,743	1,737	2,120	2,247	2,568	2,639	2,507	**18,853**
# of Operating Days	21	19	21	22	21	20	22	21	21	**188**
Average Daily Ridership	78	88	83	79	101	112	117	126	119	**100**
% Increase/Decrease from Prior Month	*30%*	*13%*	*-5%*	*-5%*	*28%*	*11%*	*4%*	*8%*	*-5%*	
% Increase/Decrease from Prior Year	*32%*	*39%*	*53%*	*32%*	*25%*	*61%*	*64%*	*74%*	*54%*	**49%**
% of Pre COVID Baseline	**82%**	**80%**	**78%**	**81%**	**114%**	**112%**	**119%**	**122%**	**115%**	**100%**

ROUTE C & D										
2025 - Route C	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Total to Date**
Total Monthly Ridership	737	868	1,113	1,303	1,423	1,620	1,863	1,787	1776	**12,490**
# of Operating Days	21	19	21	22	21	20	22	21	21	**188**
Average Daily Ridership	35	46	53	59	68	81	85	85	85	**66**
% Increase/Decrease from Prior Month	*43%*	*30%*	*16%*	*12%*	*14%*	*20%*	*5%*	*0%*	*-1%*	
% Increase/Decrease from Prior Year	*4%*	*30%*	*69%*	*86%*	*88%*	*131%*	*147%*	*173%*	*175%*	*100%*
2025 - Route D	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Total to Date**
Total Monthly Ridership	801	900	1,168	1,279	1,477	1,543	1,761	1,590	1612	**12,131**
# of Operating Days	21	19	21	22	21	20	22	21	21	**188**
Average Daily Ridership	38	47	56	58	70	77	80	76	77	**65**
% Increase/Decrease from Prior Month	*26%*	*24%*	*17%*	*5%*	*21%*	*10%*	*4%*	*-5%*	*1%*	
% Increase/Decrease from Prior Year	*20%*	*33%*	*48%*	*55%*	*56%*	*81%*	*82%*	*99%*	*96%*	**65%**
2025 - Route C/D Combined	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Total to Date**
Total Monthly Ridership	1,538	1,768	2,281	2,582	2,900	3,163	3,624	3,377	3,388	**24,621**
# of Operating Days	21	19	21	22	21	20	22	21	21	**188**
Average Daily Ridership	73	93	109	117	138	158	165	161	161	**131**
% Increase/Decrease from Prior Month	*34%*	*27%*	*17%*	*8%*	*18%*	*15%*	*4%*	*-2%*	*0%*	
% Increase/Decrease from Prior Year	*12%*	*31%*	*57%*	*69%*	*71%*	*103%*	*110%*	*132%*	*131%*	**81%**
% of Pre COVID Baseline	**42%**	**55%**	**57%**	**74%**	**87%**	**91%**	**92%**	**86%**	**87%**	**75%**

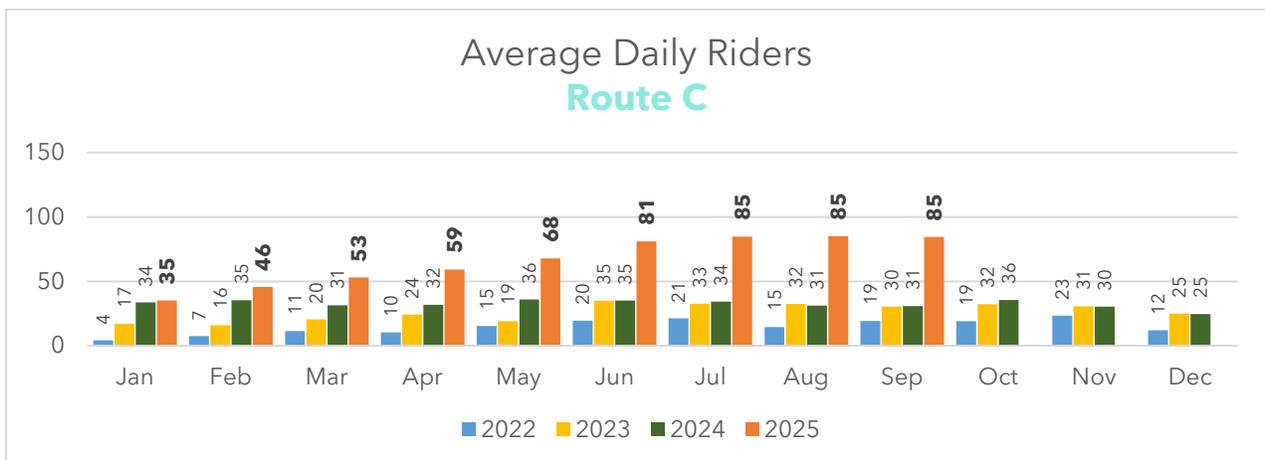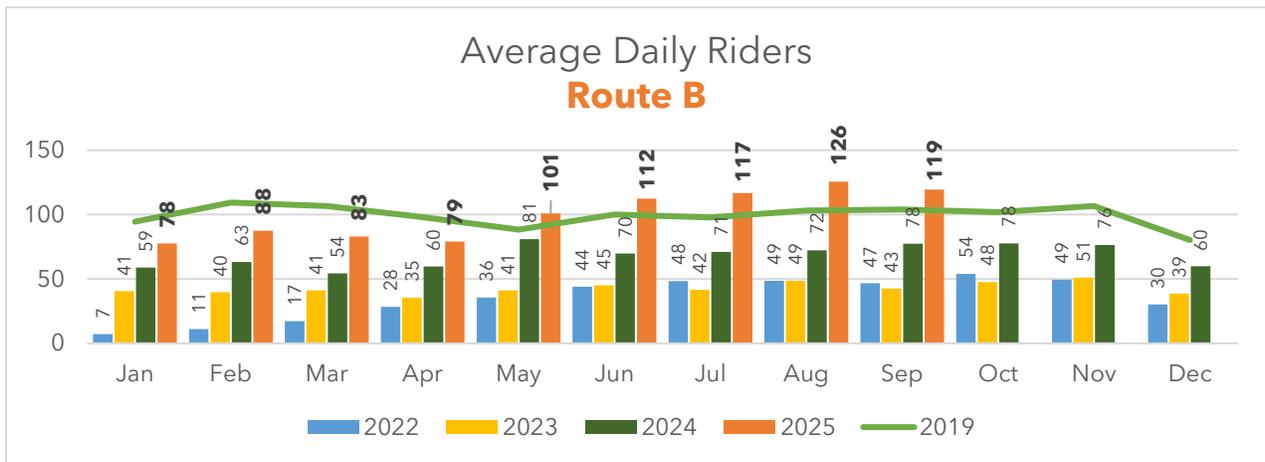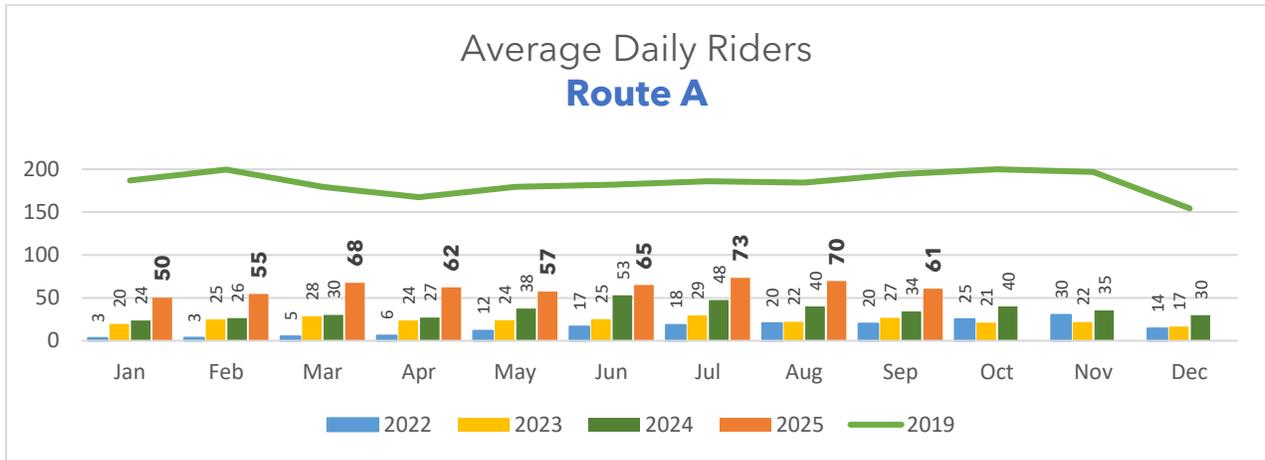| ALL ROUTES										
2025 - ALL ROUTES	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Total**
Total Monthly Ridership	4,218	4,470	5,443	5,688	6,223	6,709	7,806	7,478	7,174	**55,209**
# of Operating Days	21	19	21	22	21	20	22	21	21	**188**
Average Daily Ridership	201	235	259	259	296	335	355	356	342	**294**
% Increase/Decrease from Prior Month	*39%*	*17%*	*10%*	*0%*	*15%*	*13%*	*6%*	*0%*	*-4%*	
% Increase/Decrease from Prior Year	*36%*	*47%*	*69%*	*66%*	*49%*	*67%*	*80%*	*96%*	*88%*	**68%**
% of Pre COVID Baseline	**44%**	**49%**	**54%**	**61%**	**70%**	**73%**	**77%**	**75%**	**71%**	**64%**

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*
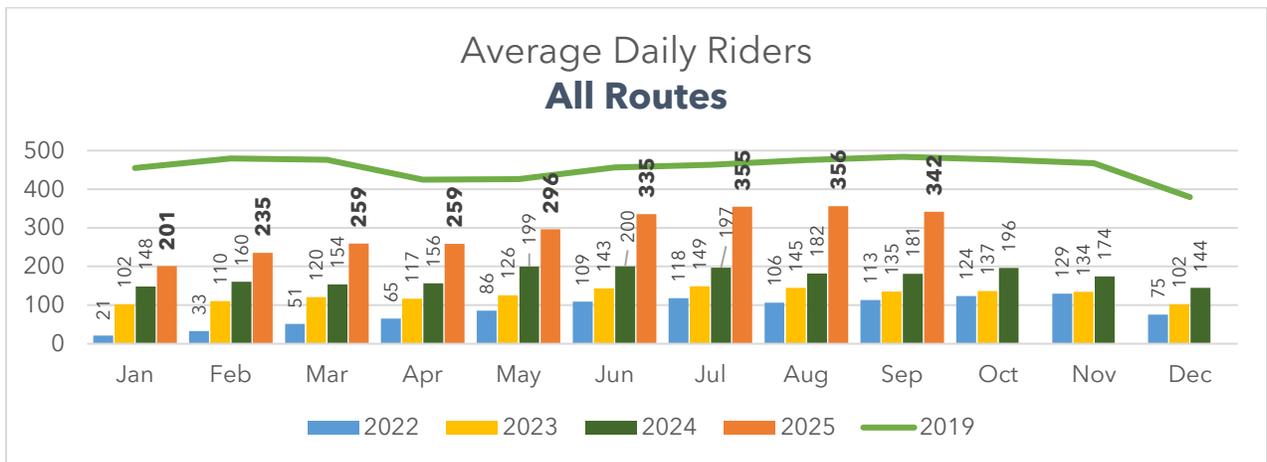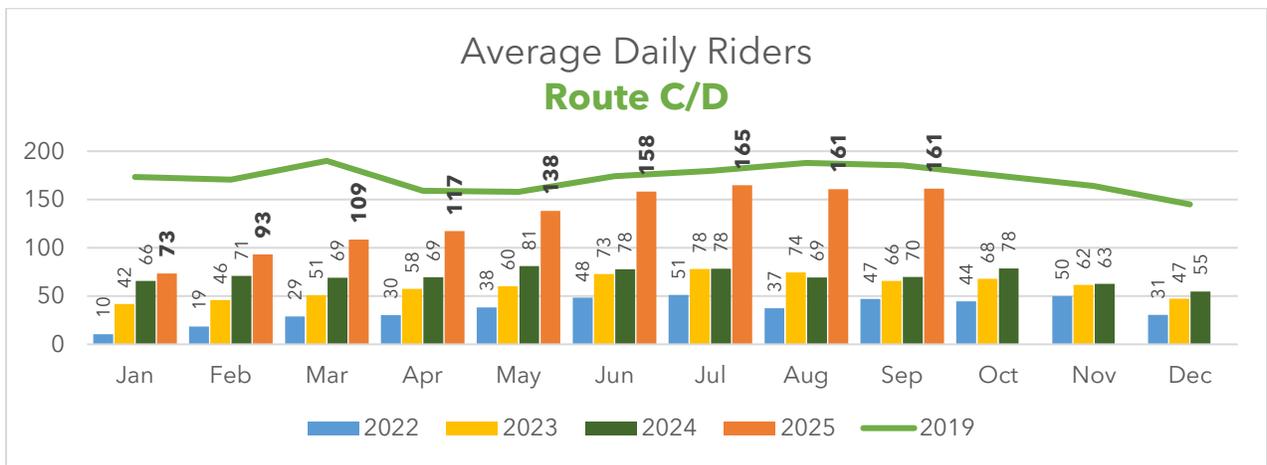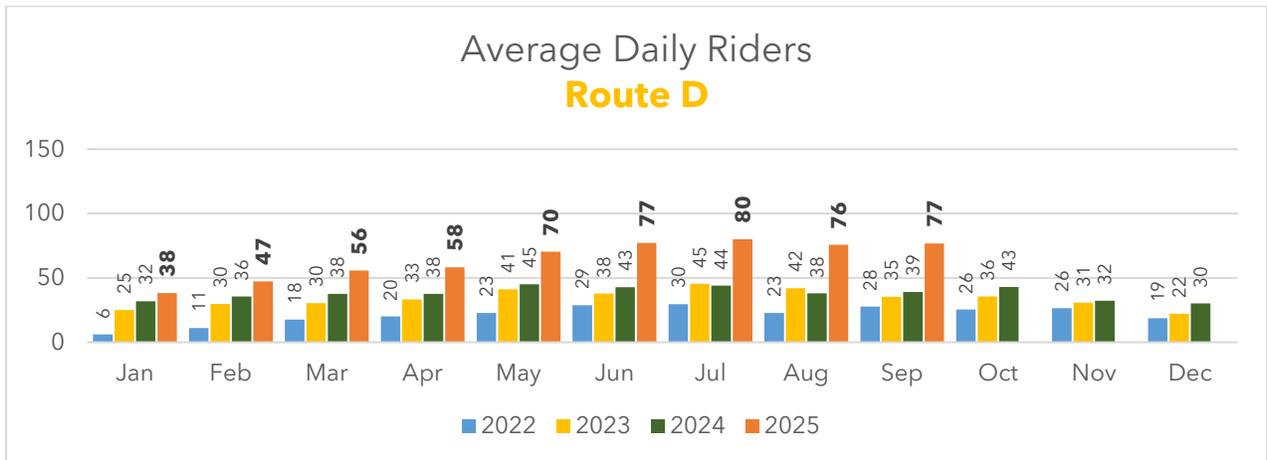
Ridership Summary

In September, total ridership decreased 4% from the prior month and increased 88% compared to the same month last year. Year-to-date, ridership is 64% 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 Riders
Route A

Month	2022	2023	2024	2025
Jan	3	20	24	50
Feb	3	25	26	55
Mar	5	28	30	68
Apr	6	24	27	62
May	12	24	38	57
Jun	17	25	53	65
Jul	18	29	48	73
Aug	20	22	40	70
Sep	20	27	34	61
Oct	25	21	40	
Nov	30	22	35	
Dec	14	17	30	

Legend: 2022, 2023, 2024, 2025, 2019

Average Daily Riders
Route B

Month	2022	2023	2024	2025
Jan	7	41	59	78
Feb	11	40	63	88
Mar	17	41	54	83
Apr	28	35	60	79
May	36	41	81	101
Jun	44	45	70	112
Jul	48	42	71	117
Aug	49	49	72	126
Sep	47	43	78	119
Oct	54	48	78	
Nov	49	51	76	
Dec	30	39	60	

Legend: 2022, 2023, 2024, 2025, 2019

Average Daily Riders
Route C

Month	2022	2023	2024	2025
Jan	4	17	34	35
Feb	7	16	35	46
Mar	11	20	31	53
Apr	10	24	32	59
May	15	19	36	68
Jun	20	35	35	81
Jul	21	33	34	85
Aug	15	32	31	85
Sep	19	30	31	85
Oct	19	32	36	
Nov	23	31	30	
Dec	12	25	25	

Legend: 2022, 2023, 2024, 2025

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

Average Daily Riders
Route D

Month	2022	2023	2024	2025
Jan	6	25	32	38
Feb	11	30	36	47
Mar	18	30	38	56
Apr	20	33	38	58
May	23	41	45	70
Jun	29	38	43	77
Jul	30	45	44	80
Aug	23	42	38	76
Sep	28	35	39	77
Oct	26	36	43	
Nov	26	31	32	
Dec	19	22	30	

Average Daily Riders
Route C/D

Month	2022	2023	2024	2025	2019
Jan	10	42	66	73	
Feb	19	46	71	93	
Mar	29	51	69	109	
Apr	30	58	69	117	
May	38	60	81	138	
Jun	48	73	78	158	
Jul	51	78	78	165	
Aug	37	74	69	161	
Sep	47	66	70	161	
Oct	44	68	78		
Nov	50	62	63		
Dec	31	47	55		

Average Daily Riders
All Routes

Month	2022	2023	2024	2025	2019
Jan	21	102	148	201	
Feb	33	110	160	235	
Mar	51	120	154	259	
Apr	65	117	156	259	
May	86	126	199	296	
Jun	109	143	200	335	
Jul	118	149	197	355	
Aug	106	145	182	356	
Sep	113	135	181	342	
Oct	124	137	196		
Nov	129	134	174		
Dec	75	102	144		

Total Ridership by Date

Daily Total Ridership

Monthly Total Ridership by Time

AM Ridership by Time

PM Ridership by Time

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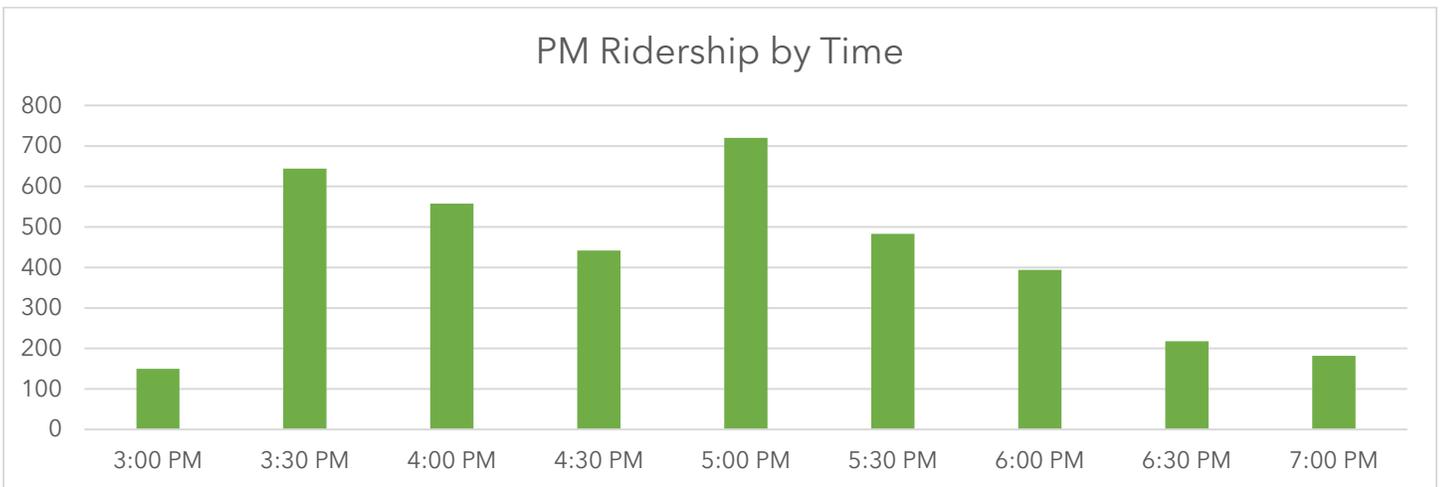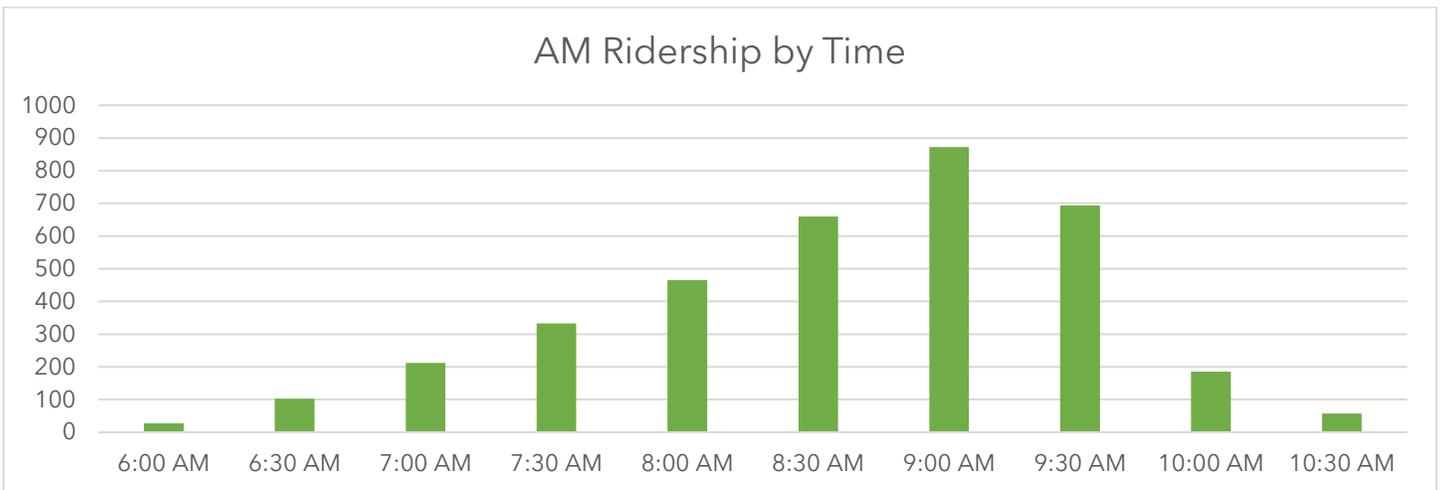
Monthly Total Use (Boarding & Alighting) by Stop

Route A	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	558	680	1238	49.2%
645 Clyde (Samsung)	204	208	412	16.4%
665 Clyde (Samsung)	193	86	279	11.1%
Ferry Morse @ E Evelyn	217	30	247	9.8%
301 E Evelyn (AM Only)	13	151	164	6.5%
Whisman @ Middlefield	60	16	76	3.0%
313 Fairchild (Google)	20	20	40	1.6%
Middlefield @ Whisman	11	21	32	1.3%
Middlefield & Ellis	3	25	28	1.1%
Total	**1279**	**1237**	**2516**	**100.0%**

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	1189	1237	2426	48.4%
1045 La Avenida (Microsoft)	519	403	922	18.4%
Crittenden Lane	183	237	420	8.4%
Shoreline & Terra Bella (NB)	97	291	388	7.7%
Shoreline & Terra Bella (SB)	262	88	350	7.0%
Shoreline & Pear (SB)	130	20	150	3.0%
Pear @ Inigo	47	83	130	2.6%
Shoreline @ Pear (NB)	19	75	94	1.9%
Shoreline @ Charleston (SB)	55	11	66	1.3%
Shoreline @ Charleston (NB)	6	59	65	1.3%
Total	**2507**	**2504**	**5011**	**100.0%**

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	1024	332	1356	38.4%
Garcia @ Marine (WB)	345	410	755	21.4%
El Camino @ Distel (EB)	39	233	272	7.7%
Shoreline & Terra Bella (NB)	58	201	259	7.3%
Marine & Casey	133	108	241	6.8%
San Antonio @ Miller (SB)	66	170	236	6.7%
Charleston @ Google (WB)	38	152	190	5.4%
Shoreline @ Pear (NB)	33	100	133	3.8%
1950 Charleston	24	44	68	1.9%
Garcia & Salado (WB)	16	3	19	0.5%
Total	**1776**	**1753**	**3529**	**100.0%**

Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	283	1022	1305	35.4%
Garcia @ Marine (EB)	491	59	550	14.9%
Marine & Casey	149	339	488	13.3%
El Camino @ Distel (WB)	249	75	324	8.8%
Shoreline & Terra Bella (SB)	170	70	240	6.5%
San Antonio @ Miller (NB)	155	57	212	5.8%
Charleston & Huff	115	53	168	4.6%
Shoreline & Pear (SB)	91	76	167	4.5%
Charleston & Landings	42	44	86	2.3%
San Antonio & California (NB)	62	15	77	2.1%
Shoreline @ Charleston (SB)	36	18	54	1.5%
Garcia & Salado (EB)	0	12	12	0.3%
Total	**1843**	**1840**	**3683**	**100.0%**

On Time Performance (OTP)

In September overall on-time performance (OTP) was 96%. We strive to maintain a high level of reliability and monitor routes consistently.

On-Time Performance Trend
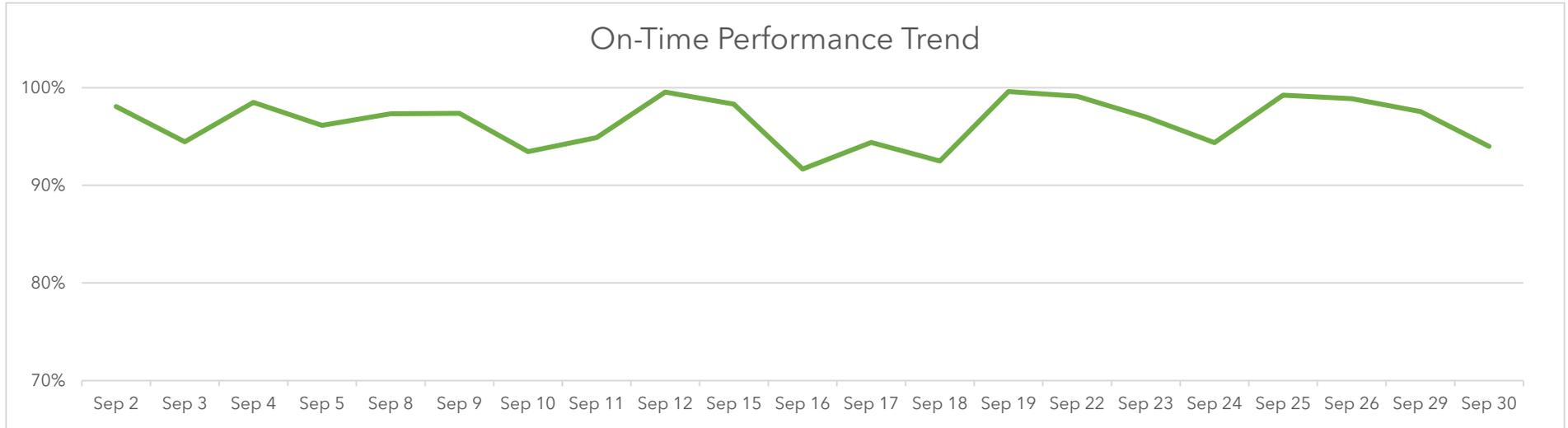
Route Name	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30	Grand Total
A AM	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%	100%	100%	96%	100%	100%	100%	100%	96%	100%	99%
A PM	100%	100%	100%	100%	100%	100%	100%	87%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
B AM	97%	97%	100%	94%	100%	91%	97%	91%	100%	94%	85%	94%	91%	100%	100%	100%	91%	100%	100%	97%	85%	95%
B PM	97%		91%		91%	94%	97%	94%		100%	88%	74%	74%	100%	100%	85%	88%	100%	97%	100%	85%	92%
B PM Concert		83%		81%					100%													88%
C AM	100%	100%	100%	100%	100%	97%	91%	100%	100%	100%	85%	97%	91%	100%	100%	97%	91%	100%	100%	97%	91%	97%
C PM	97%		100%		97%	100%	100%	94%		97%	75%	94%	94%	97%	100%	100%	88%	97%	100%	100%	97%	96%
D AM	94%	100%	100%	100%	100%	97%	72%	97%	97%	100%	100%	100%	91%	100%	100%	97%	100%	97%	94%	91%	100%	96%
D PM	100%		97%		91%	100%	91%	97%		100%	100%	97%	100%	100%	97%	97%	97%	100%	100%	100%	94%	98%
D PM Concert		81%		98%					100%													93%
Grand Total	98%	94%	99%	96%	97%	97%	93%	95%	100%	98%	92%	94%	92%	100%	99%	97%	94%	99%	99%	98%	94%	96%

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.

MVgo - September 2025 Operations Report

Additional Ridership Data

- Bicycles Carried: 24
- Wheelchair Lift Usage: 13

Compliments/Complaints

- Compliments:
    - Rider complimented Route D driver for being an amazing driver and a person they enjoy.
        - Compliment passed on to the driver.
- Complaints:
    - MVgo Route D-PM schedule does not align with the Caltrain schedule causing missed trains.
        - Revised Route D schedules were implemented October 1, 2025.