

MONTHLY OPERATIONS REPORT

August 2026

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MVgo

Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

ROUTE A									
2026 - Route A	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Aug**	**Total to Date**
Total Monthly Weekday Ridership	1,190	1,374	1,566	1,399	1,526	1,512	1,920	1,689	**12,176**
# of Operating Days	20	19	22	22	20	16.5	23	21	**164**
Average Daily Ridership	60	72	71	64	76	92	83	80	**74**
% Increase/Decrease from Prior Month	*21%*	*22%*	*-2%*	*-11%*	*20%*	*20%*	*-9%*	*-4%*	
% Increase/Decrease from Prior Year	*19%*	*32%*	*5%*	*2%*	*33%*	*41%*	*14%*	*16%*	**19%**
% of Pre COVID Baseline	32%	36%	40%	38%	43%	50%	45%	44%	**41%**

ROUTE B									
2026 - Route B	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Aug**	**Total to Date**
Total Monthly Weekday Ridership	2,131	2,386	2,664	2,849	2,716	2,106	2,755	2,522	**20,129**
# of Operating Days	20	19	22	22	20	16.5	23	21	**164**
Average Daily Ridership	107	126	121	130	136	128	120	120	**123**
% Increase/Decrease from Prior Month	*15%*	*18%*	*-4%*	*7%*	*5%*	*-6%*	*-6%*	*0%*	
% Increase/Decrease from Prior Year	*37%*	*43%*	*46%*	*64%*	*35%*	*14%*	*3%*	*-4%*	**26%**
% of Pre COVID Baseline	113%	115%	114%	132%	154%	128%	122%	116%	**124%**

ROUTE C & D									
2026 - Route C	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Aug**	**Total to Date**
Total Monthly Ridership	1,734	1,735	1,946	1,874	1,863	1,625	2,209	1,900	**14,886**
# of Operating Days	20	19	22	22	20	16.5	23	21	**164**
Average Daily Ridership	87	91	88	85	93	98	96	90	**91**
% Increase/Decrease from Prior Month	*28%*	*5%*	*-3%*	*-4%*	*9%*	*6%*	*-2%*	*-6%*	
% Increase/Decrease from Prior Year	*147%*	*100%*	*67%*	*44%*	*37%*	*22%*	*13%*	*6%*	**42%**
2026 - Route D	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Aug**	**Total to Date**
Total Monthly Ridership	1,627	1,579	1,945	1,835	1,817	1,509	2,196	2,399	**14,907**
# of Operating Days	20	19	22	22	20	16.5	23	21	**164**
Average Daily Ridership	81	83	88	83	91	91	95	114	**91**
% Increase/Decrease from Prior Month	*25%*	*2%*	*6%*	*-6%*	*9%*	*1%*	*4%*	*20%*	
% Increase/Decrease from Prior Year	*113%*	*75%*	*59%*	*43%*	*29%*	*19%*	*19%*	*51%*	**45%**
2026 - Route C/D Combined	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Aug**	**Total to Date**
Total Monthly Ridership	3,361	3,314	3,891	3,709	3,680	3,134	4,405	4,299	**29,793**
# of Operating Days	20	19	22	22	20	16.5	23	21	**164**
Average Daily Ridership	168	174	177	169	184	190	192	205	**182**
% Increase/Decrease from Prior Month	*27%*	*4%*	*1%*	*-5%*	*9%*	*3%*	*1%*	*7%*	
% Increase/Decrease from Prior Year	*129%*	*87%*	*63%*	*44%*	*33%*	*20%*	*16%*	*27%*	**43%**
% of Pre COVID Baseline	97%	102%	93%	106%	116%	109%	107%	**931%**	**105%**

ALL ROUTES									
2026 - ALL ROUTES	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Aug**	**Total**
Total Monthly Ridership	6,682	7,074	8,121	7,957	7,922	6,752	9,080	8,510	**62,098**
# of Operating Days	20	19	22	22	20	16.5	23	21	**164**
Average Daily Ridership	334	372	369	362	396	409	395	405	**380**
% Increase/Decrease from Prior Month	*22%*	*11%*	*-1%*	*-2%*	*10%*	*3%*	*-4%*	*3%*	
% Increase/Decrease from Prior Year	*66%*	*58%*	*42%*	*40%*	*34%*	*22%*	*11%*	*14%*	**32%**
% of Pre COVID Baseline	73%	78%	78%	85%	93%	90%	85%	85%	**83%**

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*

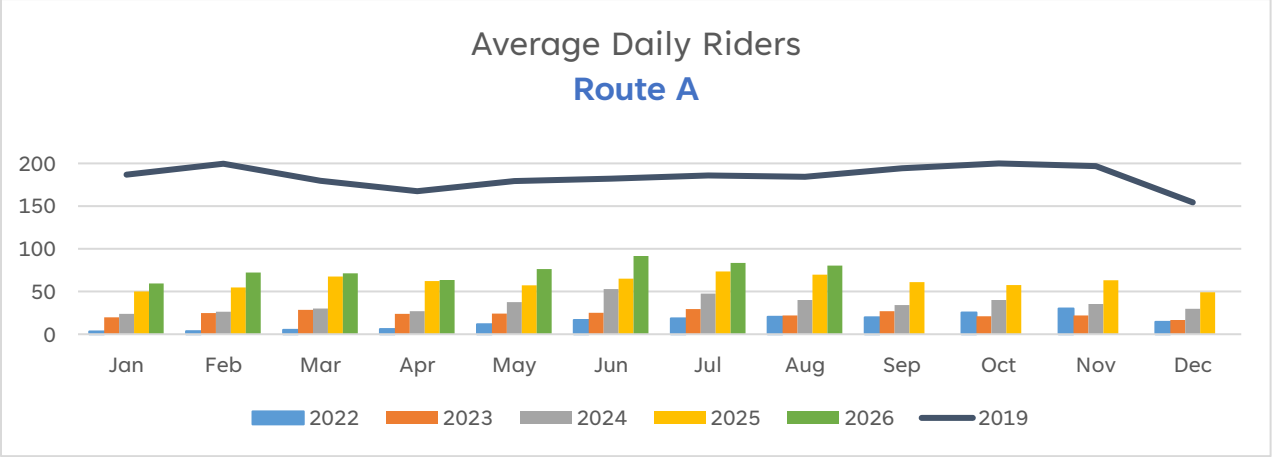
** June 2026 total ridership was reduced due to a multiple-day service suspension caused by the expiration of the shuttle operator's TCP permit*

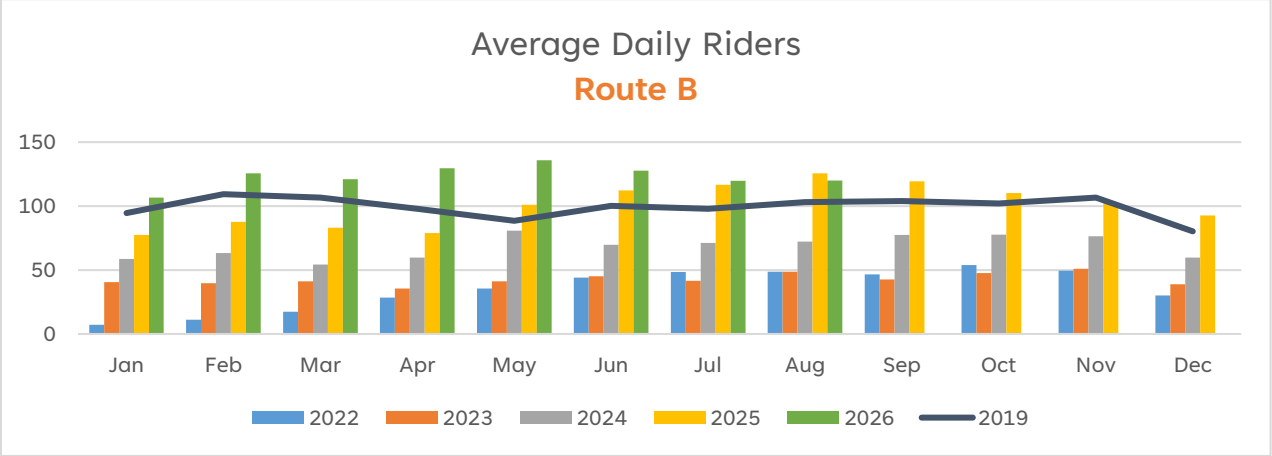
Ridership Summary

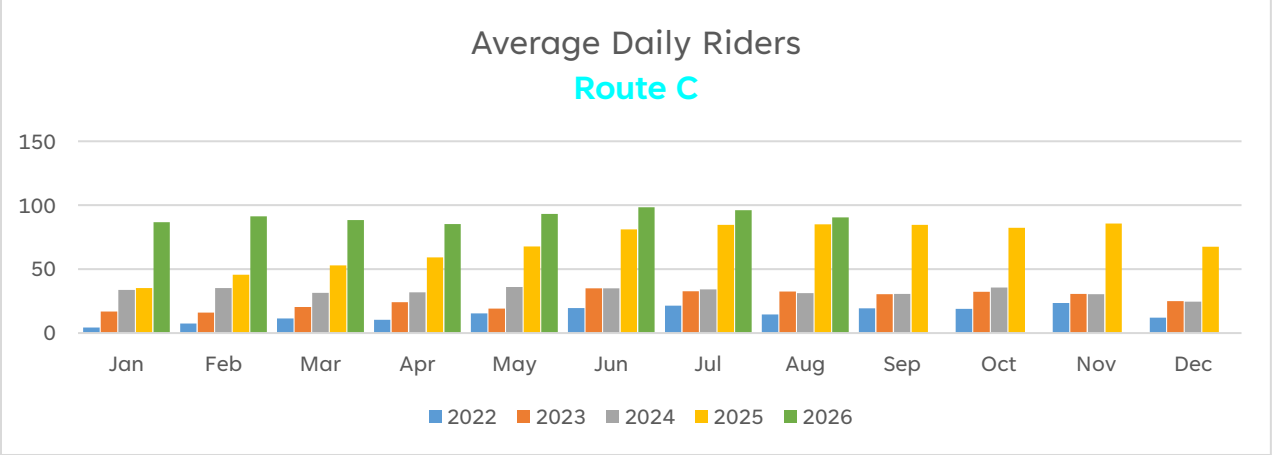
In August, total ridership increased 3% from the prior month and 14% compared to the same month last year. Year-to-date, ridership is 83% of the 2019 pre-pandemic baseline.

The days of highest ridership remain Tuesdays, Wednesdays and Thursdays with peak riding times at 9:00AM and 5:00PM.

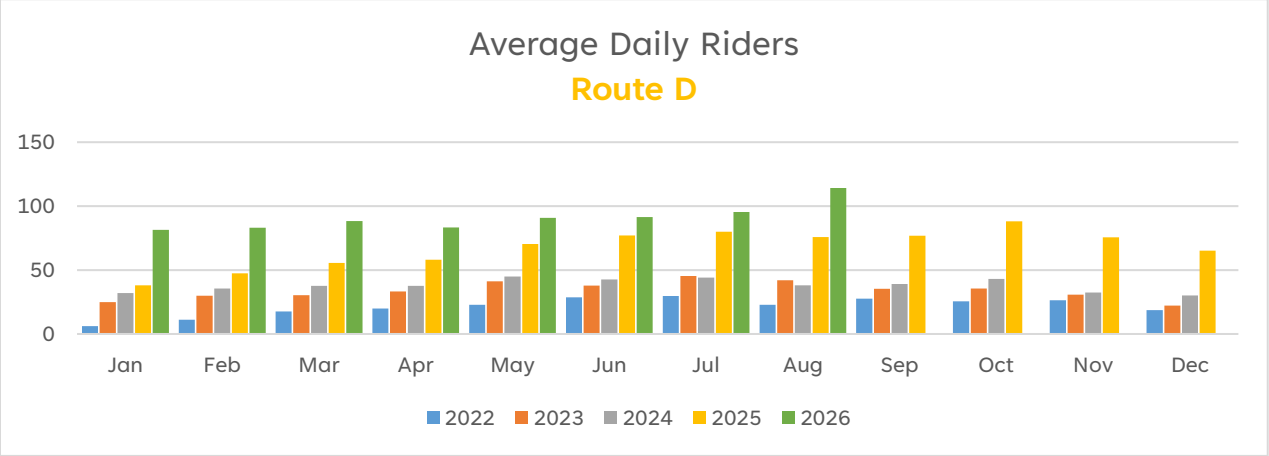
Average Daily Ridership Comparisons (YTD)

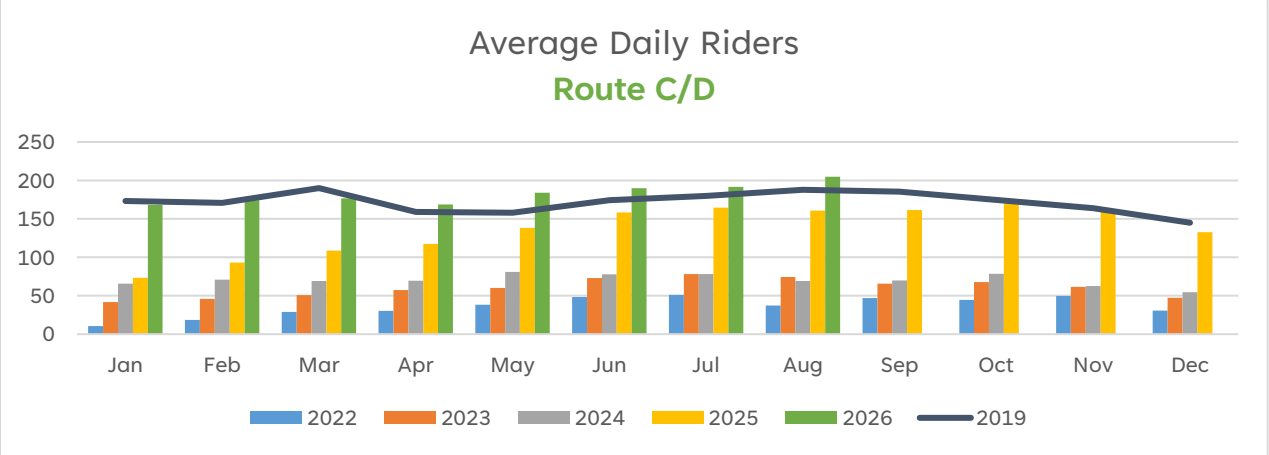


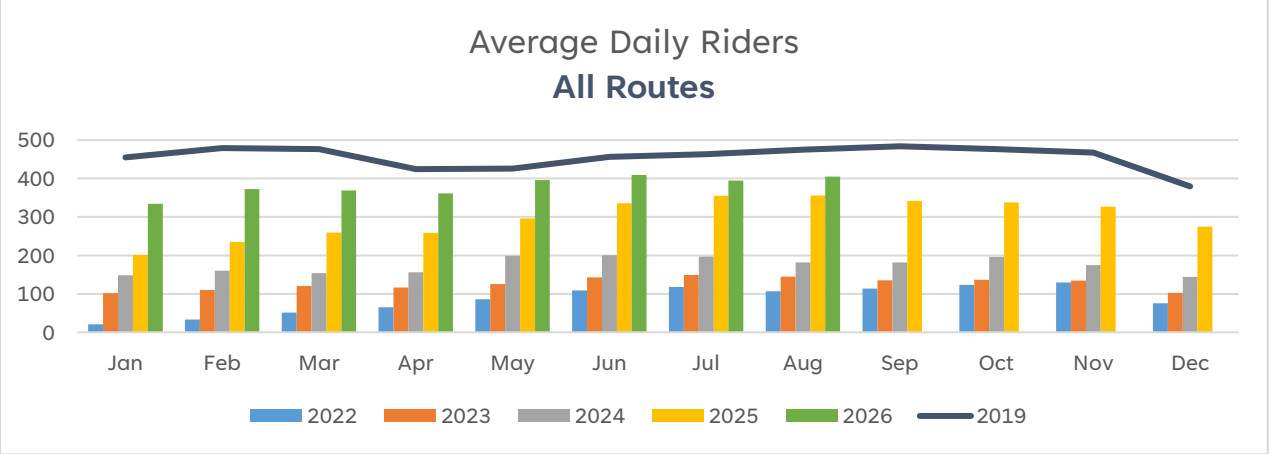




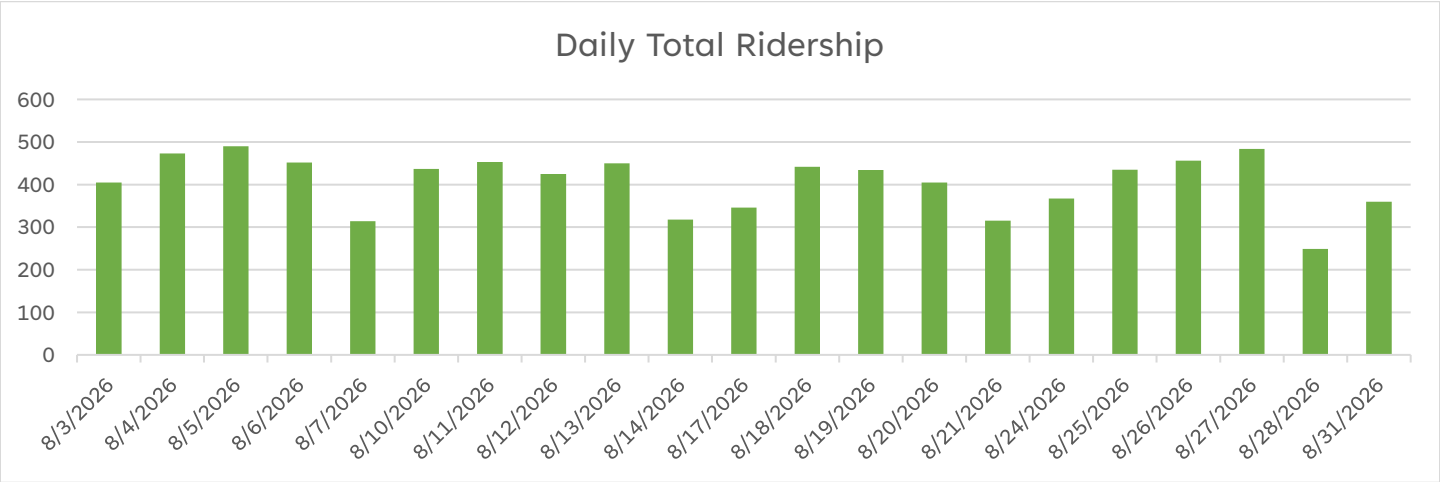
Average Daily Ridership Comparisons (YTD) (cont'd)



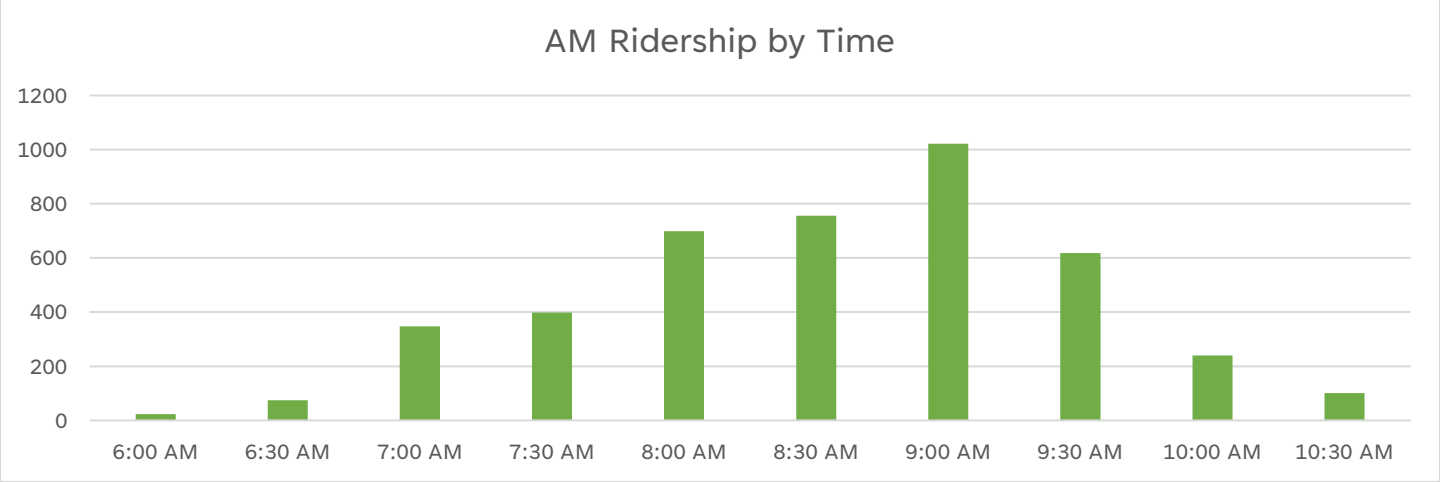


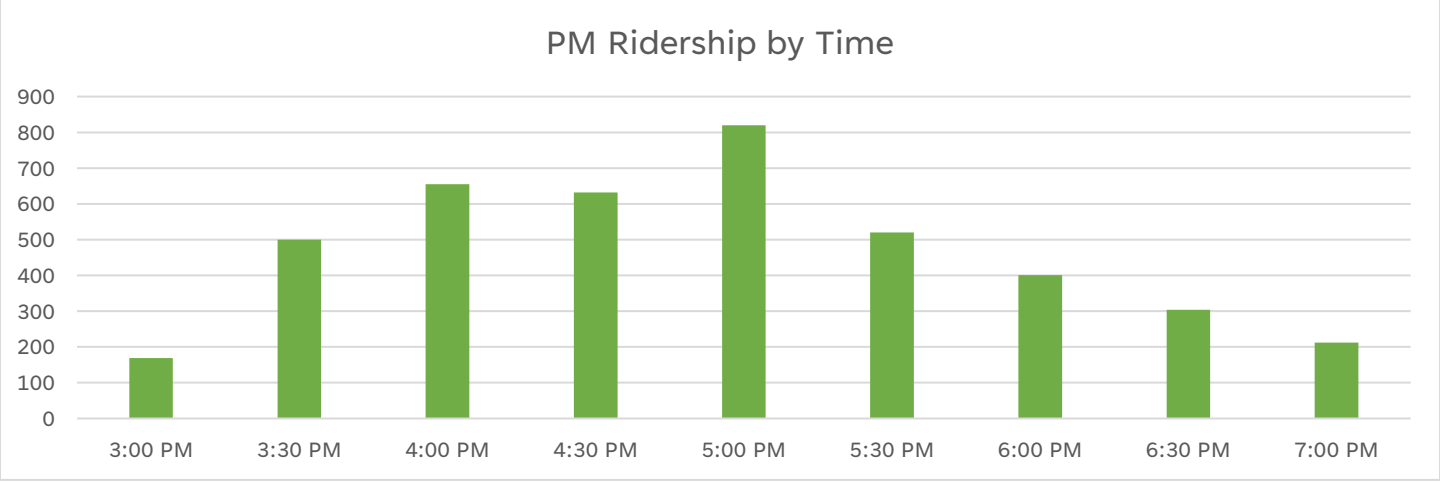


Total Ridership by Date



Monthly Total Ridership by Time





Monthly Total Use by Stop: Routes A & B

Route A	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	880	849	1,729	51.3%
665 Clyde	267	87	354	10.5%
645 Clyde	124	220	344	10.2%
Ferry Morse @ E Evelyn	268	48	316	9.4%
301 E Evelyn (AM Only)	15	264	279	8.3%
Middlefield & Ellis	3	131	134	4.0%
313 Fairchild	58	32	90	2.7%
Whisman @ Middlefield	61	18	79	2.3%
Middlefield @ Whisman	13	30	43	1.3%
Total	**1,689**	**1,679**	**3,368**	**100.0%**

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	1,224	1,045	2,269	45.8%
1045 La Avenida	571	474	1,045	21.1%
Crittenden Lane	138	280	418	8.4%
Shoreline & Terra Bella (NB)	56	266	322	6.5%
Shoreline & Terra Bella (SB)	217	36	253	5.1%
Shoreline @ Charleston (SB)	98	17	115	2.3%
Shoreline @ Charleston (NB)	7	97	104	2.1%
Shoreline & Stierlin	71	26	97	2.0%
Shoreline & Pear (SB)	87	8	95	1.9%
Shoreline & Sutter Creek	18	77	95	1.9%
Pear @ Inigo	30	59	89	1.8%
Shoreline @ Pear (NB)	5	43	48	1.0%
Total	**2,522**	**2,428**	**4,950**	**100.0%**

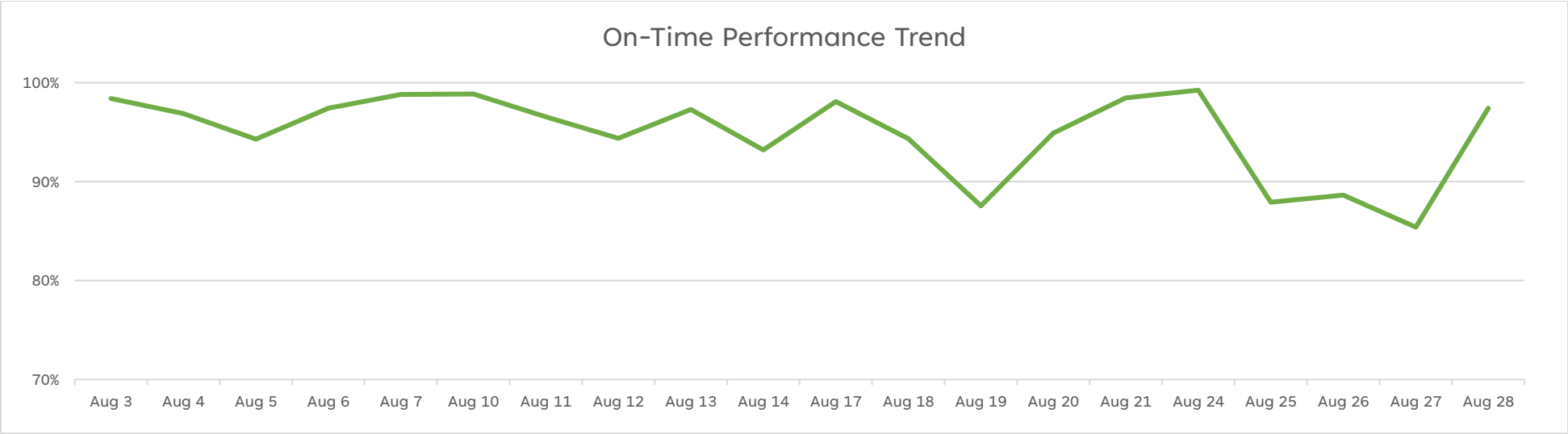
Monthly Total Use by Stop: Routes C & D

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	1,100	218	1,318	35.8%
Garcia @ Marine (WB)	230	465	695	18.9%
Shoreline & Terra Bella (NB)	83	218	301	8.2%
Charleston @ Google (WB)	32	238	270	7.3%
Marine & Casey	156	114	270	7.3%
San Antonio @ Miller (SB)	50	219	269	7.3%
Shoreline @ Pear (NB)	97	100	197	5.4%
El Camino @ Distel (EB)	37	142	179	4.9%
Shoreline & Stierlin	92	11	103	2.8%
1950 Charleston	20	52	72	2.0%
Garcia & Salado (WB)	3	4	7	0.2%
Total	**1,900**	**1,781**	**3,681**	**100.0%**

Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	418	1,302	1,720	36.0%
Marine & Casey	205	383	588	12.3%
Garcia @ Marine (EB)	525	60	585	12.2%
El Camino @ Distel (WB)	190	106	296	6.2%
Shoreline & Terra Bella (SB)	221	73	294	6.1%
Charleston & Huff	214	72	286	6.0%
San Antonio @ Miller (NB)	185	46	231	4.8%
Shoreline @ Charleston (SB)	145	66	211	4.4%
San Antonio & California (NB)	135	27	162	3.4%
Shoreline & Pear (SB)	90	69	159	3.3%
Charleston & Landings	33	88	121	2.5%
Shoreline & Sutter Creek	34	80	114	2.4%
Garcia & Salado (EB)	4	12	16	0.3%
Total	**2,399**	**2,384**	**4,783**	**100.0%**

On Time Performance (OTP)

August's overall on-time performance (OTP) was 93%, reflecting consistent service performance throughout the month.



Route Name	3	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28	Grand Total
A AM	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	88%	100%	**99%**
A PM	93%	100%	97%	100%	100%	97%	93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	87%	100%	**98%**
B AM	100%	100%	100%	100%	97%	100%	100%	100%	100%	100%	100%	94%	90%	100%	100%	100%	74%	87%	87%	97%	**96%**
B PM	97%	100%	62%	79%	100%	94%	85%		97%		94%	74%			97%	97%	82%				**89%**
B PM Concert								82%		87%			51%	100%				82%	79%	97%	**83%**
C AM	97%	91%	100%	100%	100%	100%	97%	100%	97%	100%	97%	91%	97%	97%	100%	100%	56%	75%	100%	100%	**95%**
C PM	100%	94%	100%	100%	97%	100%	100%		100%		100%	97%			100%	100%	94%				**99%**
D AM	100%	91%	100%	100%	100%	100%	100%	97%	94%	100%	94%	100%	97%	100%	100%	100%	97%	91%	94%	100%	**98%**
D PM	100%	100%	100%	100%	97%	100%	97%		91%		100%	100%			91%	97%	100%				**98%**
D PM Concert								82%		65%			78%	67%				86%	63%	88%	**76%**
Grand Total	**98%**	**97%**	**94%**	**97%**	**99%**	**99%**	**97%**	**94%**	**97%**	**93%**	**98%**	**94%**	**88%**	**95%**	**98%**	**99%**	**88%**	**89%**	**85%**	**97%**	**93%**

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: 36
- Wheelchair Lift Usage: 21

Compliments/Complaints

Compliments

- Rider complimented Ana for providing a pleasant ride from the Caltrain Station to Shoreline.
- Rider complimented Letitia for her driving and professionalism and also recognized Robert for his driving.

All compliments were shared with the drivers who were recognized.

Complaints

- None