

MONTHLY OPERATIONS REPORT

July 2026

Table of Contents

Annual Ridership Summary (YTD) 3
Ridership Summary 4
Average Daily Ridership Comparisons (YTD)..... 4
Average Daily Ridership Comparisons (YTD) (cont'd) 5
Total Ridership by Date..... 6
Monthly Total Ridership by Time 6
Monthly Total Use by Stop: Routes A & B 7
Monthly Total Use by Stop: Routes C & D..... 8
On Time Performance (OTP) 9
Additional Ridership Data 10
Compliments/Complaints 10

MVgo

Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

ROUTE A								
2026 - Route A	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Total to Date**
Total Monthly Weekday Ridership	1,190	1,374	1,566	1,399	1,526	1,512	1,920	**10,487**
# of Operating Days	20	19	22	22	20	16.5	23	**143**
Average Daily Ridership	60	72	71	64	76	92	83	**74**
% Increase/Decrease from Prior Month	*21%*	*22%*	*-2%*	*-11%*	*20%*	*20%*	*-9%*	
% Increase/Decrease from Prior Year	*19%*	*32%*	*5%*	*2%*	*33%*	*41%*	*14%*	**19%**
% of Pre COVID Baseline	32%	36%	40%	38%	43%	50%	45%	**40%**

ROUTE B								
2026 - Route B	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Total to Date**
Total Monthly Weekday Ridership	2,131	2,386	2,664	2,849	2,716	2,106	2,755	**17,607**
# of Operating Days	20	19	22	22	20	16.5	23	**143**
Average Daily Ridership	107	126	121	130	136	128	120	**124**
% Increase/Decrease from Prior Month	*15%*	*18%*	*-4%*	*7%*	*5%*	*-6%*	*-6%*	
% Increase/Decrease from Prior Year	*37%*	*43%*	*46%*	*64%*	*35%*	*14%*	*3%*	**32%**
% of Pre COVID Baseline	113%	115%	114%	132%	154%	128%	122%	**125%**

ROUTE C & D								
2026 - Route C	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Total to Date**
Total Monthly Ridership	1,734	1,735	1,946	1,874	1,863	1,625	2,209	**12,986**
# of Operating Days	20	19	22	22	20	16.5	23	**143**
Average Daily Ridership	87	91	88	85	93	98	96	**91**
% Increase/Decrease from Prior Month	*28%*	*5%*	*-3%*	*-4%*	*9%*	*6%*	*-2%*	
% Increase/Decrease from Prior Year	*147%*	*100%*	*67%*	*44%*	*37%*	*22%*	*13%*	***49%***
2026 - Route D	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Total to Date**
Total Monthly Ridership	1,627	1,579	1,945	1,835	1,817	1,509	2,196	**12,508**
# of Operating Days	20	19	22	22	20	16.5	23	**143**
Average Daily Ridership	81	83	88	83	91	91	95	**88**
% Increase/Decrease from Prior Month	*25%*	*2%*	*6%*	*-6%*	*9%*	*1%*	*4%*	
% Increase/Decrease from Prior Year	*113%*	*75%*	*59%*	*43%*	*29%*	*19%*	*19%*	**44%**
2026 - Route C/D Combined	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Total to Date**
Total Monthly Ridership	3,361	3,314	3,891	3,709	3,680	3,134	4,405	**25,494**
# of Operating Days	20	19	22	22	20	16.5	23	**143**
Average Daily Ridership	168	174	177	169	184	190	192	**179**
% Increase/Decrease from Prior Month	*27%*	*4%*	*1%*	*-5%*	*9%*	*3%*	*1%*	
% Increase/Decrease from Prior Year	*129%*	*87%*	*63%*	*44%*	*33%*	*20%*	*16%*	**46%**
% of Pre COVID Baseline	97%	102%	93%	106%	116%	109%	107%	**104%**

ALL ROUTES								
2026 - ALL ROUTES	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Total**
Total Monthly Ridership	6,682	7,074	8,121	7,957	7,922	6,752	9,080	**53,588**
# of Operating Days	20	19	22	22	20	16.5	23	**143**
Average Daily Ridership	334	372	369	362	396	409	395	**376**
% Increase/Decrease from Prior Month	*22%*	*11%*	*-1%*	*-2%*	*10%*	*3%*	*-4%*	
% Increase/Decrease from Prior Year	*66%*	*58%*	*42%*	*40%*	*34%*	*22%*	*11%*	**35%**
% of Pre COVID Baseline	73%	78%	78%	85%	93%	90%	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*

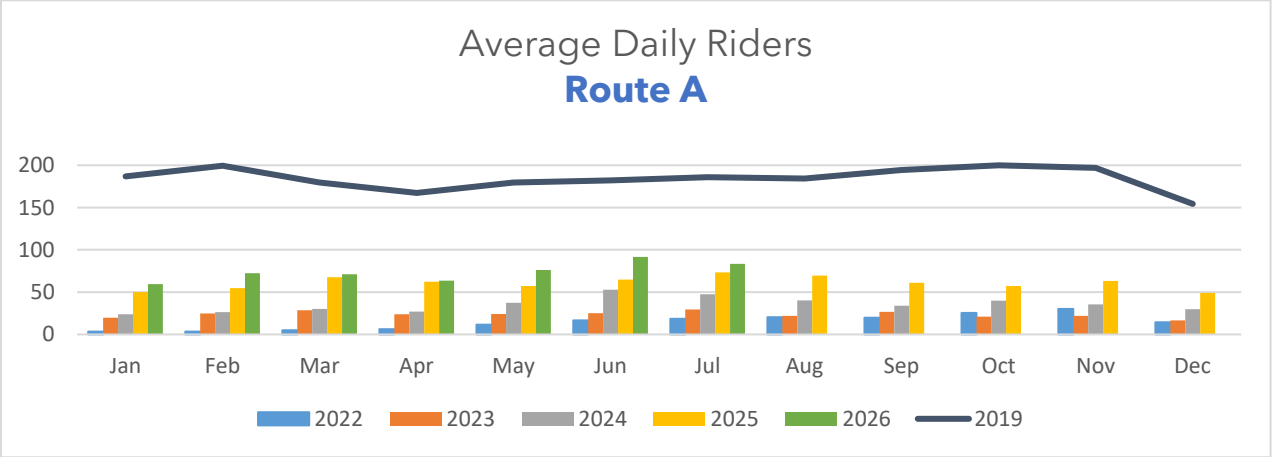
** June 2026 total ridership was reduced due to a multiple-day service suspension caused by the expiration of the shuttle operator's TCP permit*

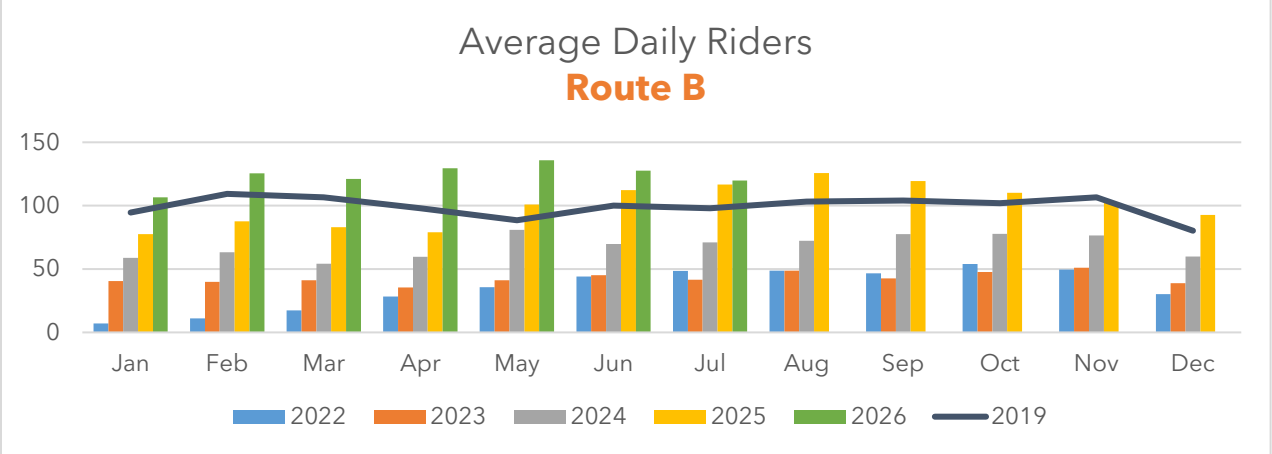
Ridership Summary

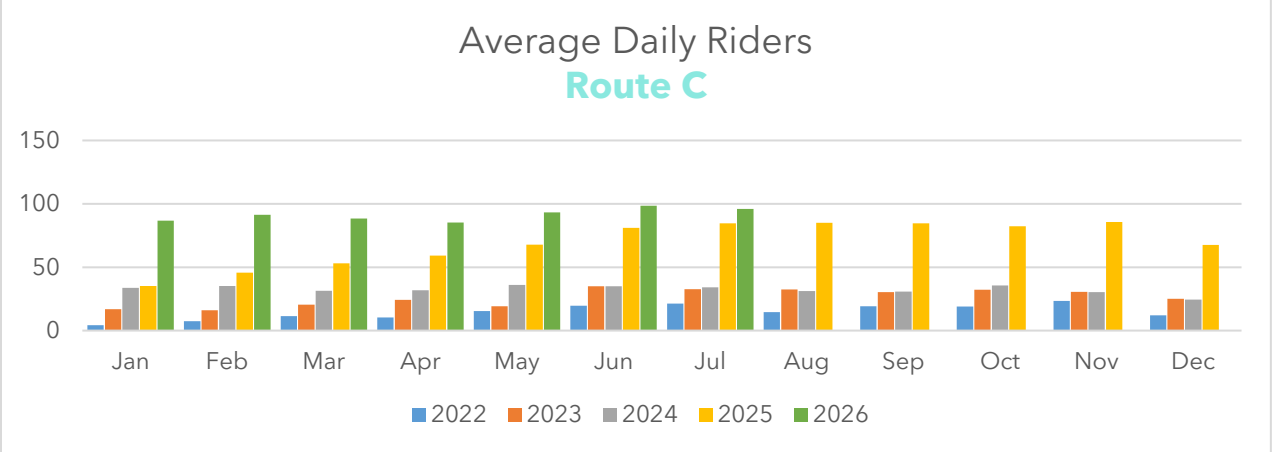
In July, total ridership decreased 4% from the prior month and increased 11% compared to the same month last year. Year-to-date, ridership is 83% of the 2019 pre-pandemic baseline.

The days of highest ridership in July continue to be Tuesdays, Wednesdays and Thursdays with peak riding times at 9:00AM and 5:00PM.

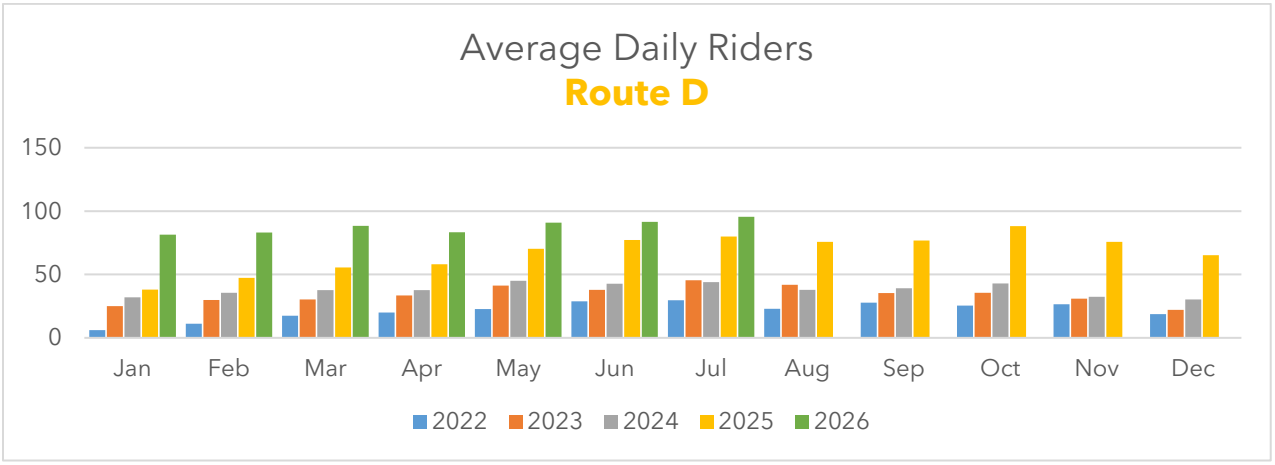
Average Daily Ridership Comparisons (YTD)

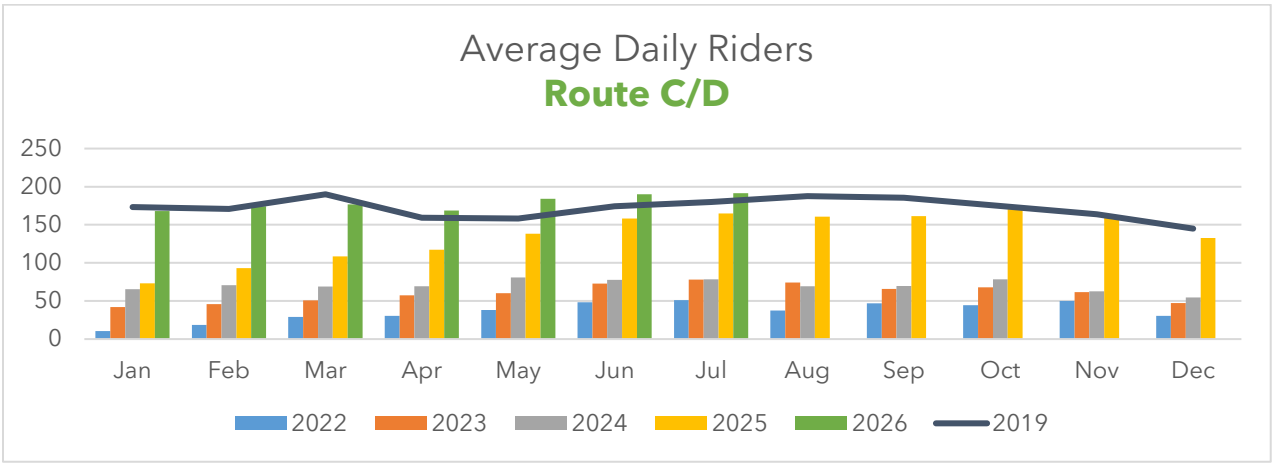


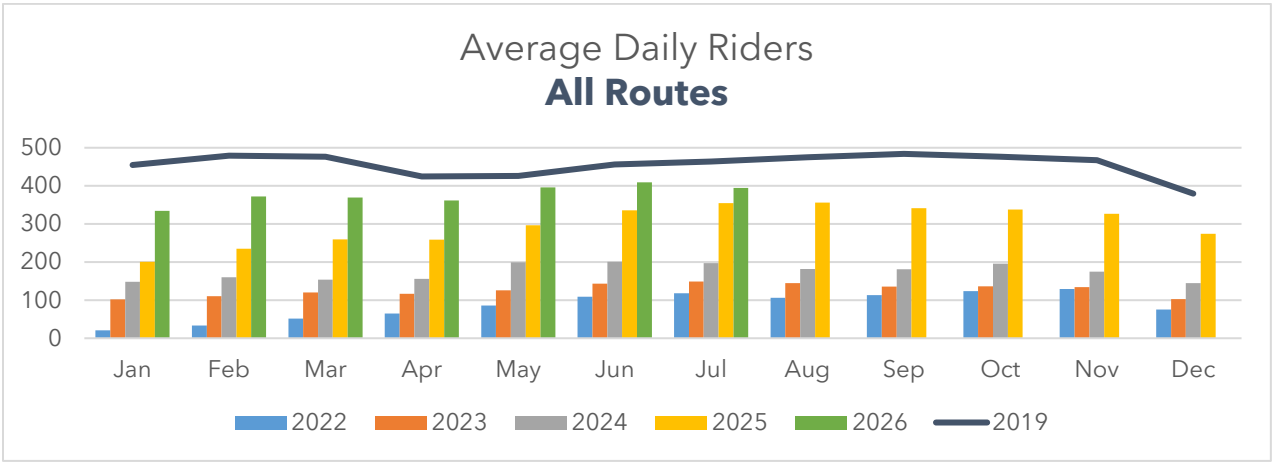




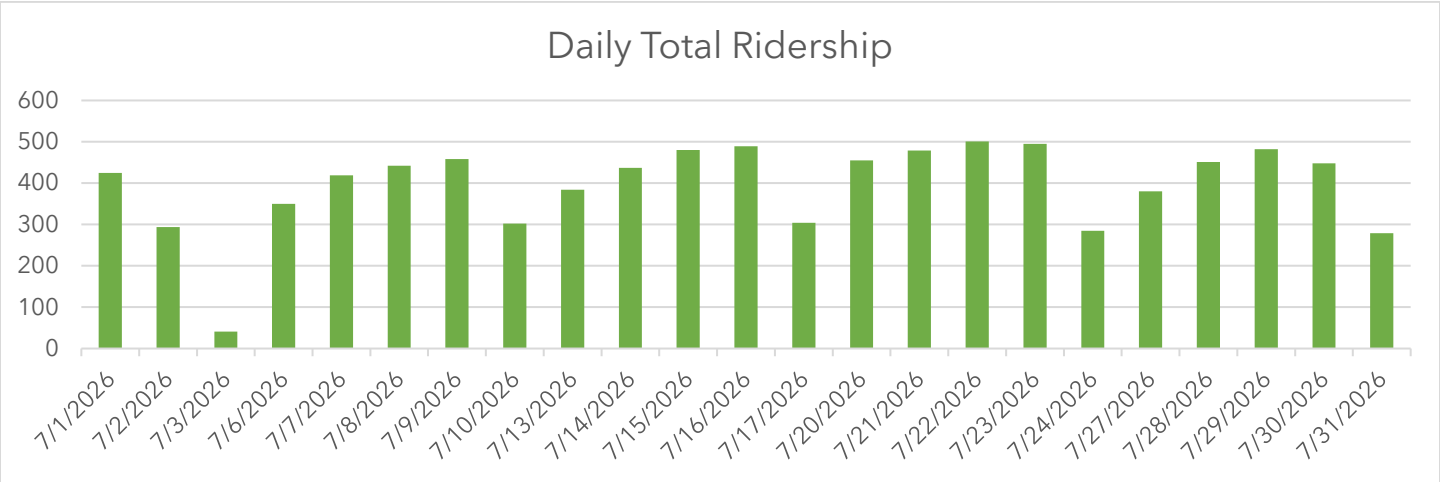
Average Daily Ridership Comparisons (YTD) (cont'd)



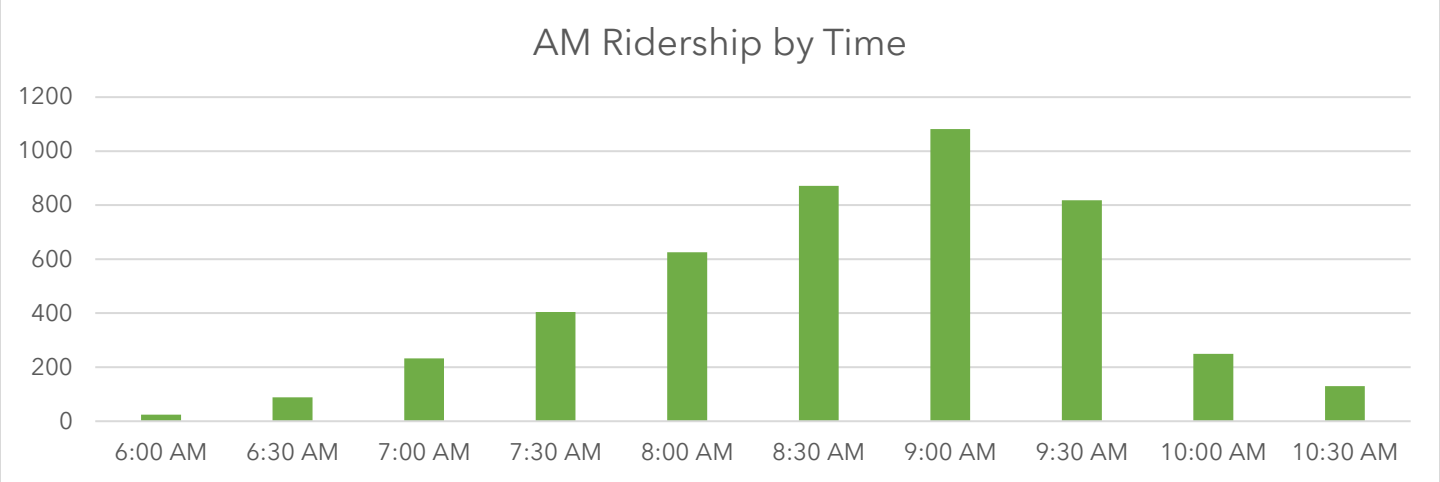


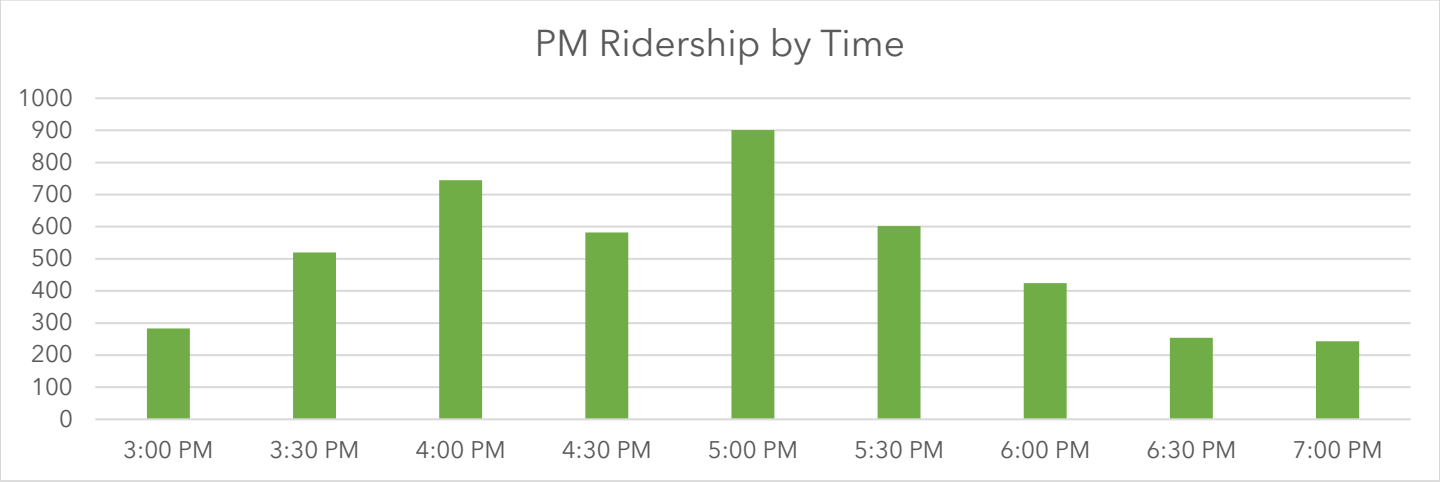


Total Ridership by Date



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	956	929	1,885	49.2%
645 Clyde	169	288	457	11.9%
Ferry Morse @ E Evelyn	326	97	423	11.0%
665 Clyde	313	81	394	10.3%
301 E Evelyn (AM Only)	5	276	281	7.3%
Middlefield & Ellis	8	144	152	4.0%
Whisman @ Middlefield	87	27	114	3.0%
Middlefield @ Whisman	26	41	67	1.7%
313 Fairchild	30	28	58	1.5%
Total	**1,920**	**1,911**	**3,831**	**100.0%**

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	1,322	1,142	2,464	45.3%
1045 La Avenida	594	493	1,087	20.0%
Crittenden Lane	185	292	477	8.8%
Shoreline & Terra Bella (NB)	84	301	385	7.1%
Shoreline & Terra Bella (SB)	212	21	233	4.3%
Shoreline @ Charleston (NB)	7	131	138	2.5%
Shoreline & Pear (SB)	115	8	123	2.3%
Shoreline & Sutter Creek	15	105	120	2.2%
Shoreline @ Pear (NB)	24	91	115	2.1%
Shoreline @ Charleston (SB)	103	7	110	2.0%
Pear @ Inigo	30	73	103	1.9%
Shoreline & Stierlin	64	21	85	1.6%
Total	**2,755**	**2,685**	**5,440**	**100.0%**

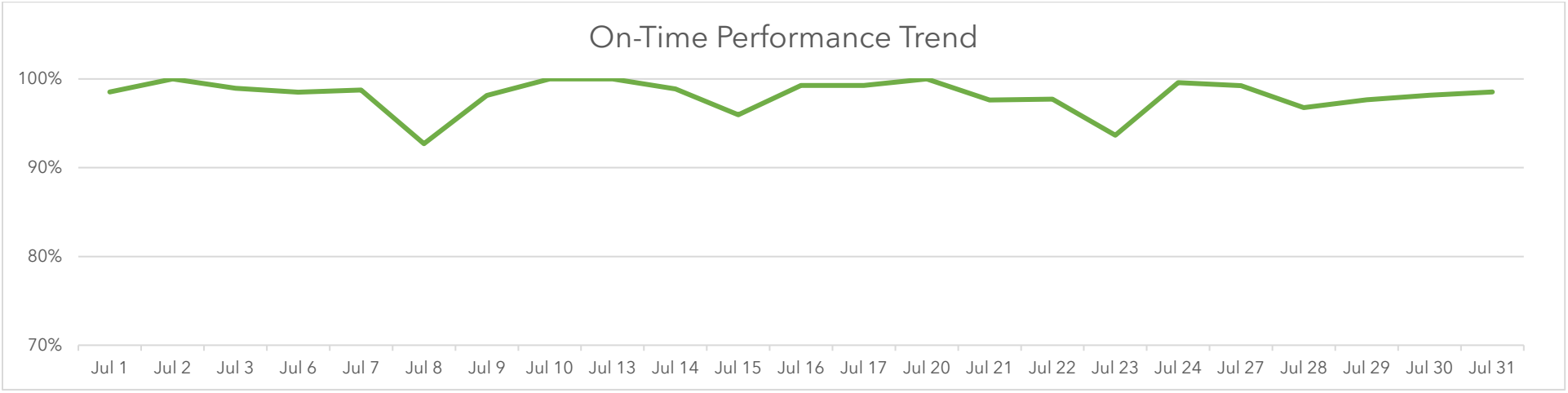
Monthly Total Use by Stop: Routes C & D

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	1,165	289	1,454	33.1%
Garcia @ Marine (WB)	358	538	896	20.4%
Shoreline & Terra Bella (NB)	113	262	375	8.5%
Marine & Casey	193	145	338	7.7%
Charleston @ Google (WB)	57	268	325	7.4%
San Antonio @ Miller (SB)	52	247	299	6.8%
El Camino @ Distel (EB)	44	222	266	6.0%
Shoreline @ Pear (NB)	80	121	201	4.6%
Shoreline & Stierlin	121	11	132	3.0%
1950 Charleston	17	78	95	2.2%
Garcia & Salado (WB)	9	7	16	0.4%
Total	**2,209**	**2,188**	**4,397**	**100.0%**

Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	358	1,209	1,567	35.8%
Garcia @ Marine (EB)	531	76	607	13.9%
Marine & Casey	184	358	542	12.4%
Charleston & Huff	212	77	289	6.6%
El Camino @ Distel (WB)	210	68	278	6.3%
Shoreline & Terra Bella (SB)	179	59	238	5.4%
San Antonio @ Miller (NB)	124	50	174	4.0%
Shoreline & Pear (SB)	100	61	161	3.7%
Shoreline @ Charleston (SB)	112	39	151	3.4%
Shoreline & Sutter Creek	36	103	139	3.2%
San Antonio & California (NB)	104	14	118	2.7%
Charleston & Landings	35	57	92	2.1%
Garcia & Salado (EB)	11	14	25	0.6%
Total	**2,196**	**2,185**	**4,381**	**100.0%**

On Time Performance (OTP)

July's overall on-time performance (OTP) was 96%, maintaining a high level of reliability.



Route Name	1	2	3	6	7	8	9	10	13	14	15	16	17	20	21	22	23	24	27	28	29	30	31	Grand Total
A AM	100%	100%	92%	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%	96%	96%	100%	100%	**99%**
A PM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	100%	93%	100%	100%	100%	100%	100%	100%	**100%**
B AM	100%	100%	100%	94%	100%	100%	97%	100%	100%	94%	100%	100%	100%	100%	100%	100%	94%	97%	97%	94%	100%	100%	100%	**99%**
B PM	88%	100%	100%	97%	100%		88%	100%	100%	97%	76%	97%	94%		100%	91%	85%	100%	100%	94%	88%	91%	100%	**95%**
B PM Concert						64%								100%										**82%**
C AM	100%	100%	100%	100%	94%	97%	100%	100%	100%	100%	91%	100%	100%	100%	91%	91%	91%	100%	97%	94%	97%	97%	91%	**97%**
C PM	100%	100%	100%	97%	100%		100%	100%	100%	100%	100%	97%	100%		97%	100%	91%	100%	100%	100%	100%	97%	97%	**99%**
D AM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%	100%	97%	100%	100%	100%	**100%**
D PM	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	**100%**
D PM Concert						88%								100%										**94%**
Grand Total	**99%**	**100%**	**99%**	**99%**	**99%**	**93%**	**98%**	**100%**	**100%**	**99%**	**96%**	**99%**	**99%**	**100%**	**98%**	**98%**	**94%**	**100%**	**99%**	**97%**	**98%**	**98%**	**99%**	**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.

Additional Ridership Data

- Bicycles Carried: 29
- Wheelchair Lift Usage: 15

Compliments/Complaints

Compliments

- A rider commended a driver for their defensive driving, noting that the driver's actions helped avoid a potential accident.
- A rider complimented a Route D driver for being "wonderful and pleasant" and for assisting them in locating their stop.
- A rider praised a Route D driver as the "best driver" on the MVgo service.

All compliments were shared with the respective drivers.

Complaints

- None