

MONTHLY OPERATIONS REPORT

September 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**	**Sep**	**Total to Date**
Total Monthly Weekday Ridership	1,190	1,374	1,566	1,399	1,526	1,512	1,920	1,689	1,466	**13,642**
# of Operating Days	20	19	22	22	20	16.5	23	21	21	**185**
Average Daily Ridership	60	72	71	64	76	92	83	80	70	**74**
% Increase/Decrease from Prior Month	*21%*	*22%*	*-2%*	*-11%*	*20%*	*20%*	*-9%*	*-4%*	*-13%*	
% Increase/Decrease from Prior Year	*19%*	*32%*	*5%*	*2%*	*33%*	*41%*	*14%*	*16%*	*15%*	**18%**
% of Pre COVID Baseline	32%	36%	40%	38%	43%	50%	45%	44%	36%	**40%**

ROUTE B										
2026 - Route B	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Aug**	**Sep**	**Total to Date**
Total Monthly Weekday Ridership	2,131	2,386	2,664	2,849	2,716	2,106	2,755	2,522	2,597	**22,726**
# of Operating Days	20	19	22	22	20	16.5	23	21	21	**185**
Average Daily Ridership	107	126	121	130	136	128	120	120	124	**123**
% Increase/Decrease from Prior Month	*15%*	*18%*	*-4%*	*7%*	*5%*	*-6%*	*-6%*	*0%*	*3%*	
% Increase/Decrease from Prior Year	*37%*	*43%*	*46%*	*64%*	*35%*	*14%*	*3%*	*-4%*	*4%*	**23%**
% of Pre COVID Baseline	113%	115%	114%	132%	154%	128%	122%	116%	119%	**123%**

ROUTE C & D										
2026 - Route C	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Aug**	**Sep**	**Total to Date**
Total Monthly Ridership	1,734	1,735	1,946	1,874	1,863	1,625	2,209	1,900	1,914	**16,800**
# of Operating Days	20	19	22	22	20	16.5	23	21	21	**185**
Average Daily Ridership	87	91	88	85	93	98	96	90	91	**91**
% Increase/Decrease from Prior Month	*28%*	*5%*	*-3%*	*-4%*	*9%*	*6%*	*-2%*	*-6%*	*1%*	
% Increase/Decrease from Prior Year	*147%*	*100%*	*67%*	*44%*	*37%*	*22%*	*13%*	*6%*	*8%*	**37%**
2026 - Route D	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Aug**	**Sep**	**Total to Date**
Total Monthly Ridership	1,627	1,579	1,945	1,835	1,817	1,509	2,196	2,399	1,987	**16,894**
# of Operating Days	20	19	22	22	20	16.5	23	21	21	**185**
Average Daily Ridership	81	83	88	83	91	91	95	114	95	**92**
% Increase/Decrease from Prior Month	*25%*	*2%*	*6%*	*-6%*	*9%*	*1%*	*4%*	*20%*	*-17%*	
% Increase/Decrease from Prior Year	*113%*	*75%*	*59%*	*43%*	*29%*	*19%*	*19%*	*51%*	*23%*	**42%**
2026 - Route C/D Combined	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Aug**	**Sep**	**Total to Date**
Total Monthly Ridership	3,361	3,314	3,891	3,709	3,680	3,134	4,405	4,299	3,901	**33,694**
# of Operating Days	20	19	22	22	20	16.5	23	21	21	**185**
Average Daily Ridership	168	174	177	169	184	190	192	205	186	**183**
% Increase/Decrease from Prior Month	*27%*	*4%*	*1%*	*-5%*	*9%*	*3%*	*1%*	*7%*	*-9%*	
% Increase/Decrease from Prior Year	*129%*	*87%*	*63%*	*44%*	*33%*	*20%*	*16%*	*27%*	*15%*	**39%**
% of Pre COVID Baseline	97%	102%	93%	106%	116%	109%	107%	109%	100%	**104%**

ALL ROUTES										
2026 - ALL ROUTES	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun***	**Jul**	**Aug**	**Sep**	**Total**
Total Monthly Ridership	6,682	7,074	8,121	7,957	7,922	6,752	9,080	8,510	7,964	**70,062**
# of Operating Days	20	19	22	22	20	16.5	23	21	21	**185**
Average Daily Ridership	334	372	369	362	396	409	395	405	379	**380**
% Increase/Decrease from Prior Month	*22%*	*11%*	*-1%*	*-2%*	*10%*	*3%*	*-4%*	*3%*	*-6%*	
% Increase/Decrease from Prior Year	*66%*	*58%*	*42%*	*40%*	*34%*	*22%*	*11%*	*14%*	*11%*	**29%**
% of Pre COVID Baseline	73%	78%	78%	85%	93%	90%	85%	85%	78%	**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*

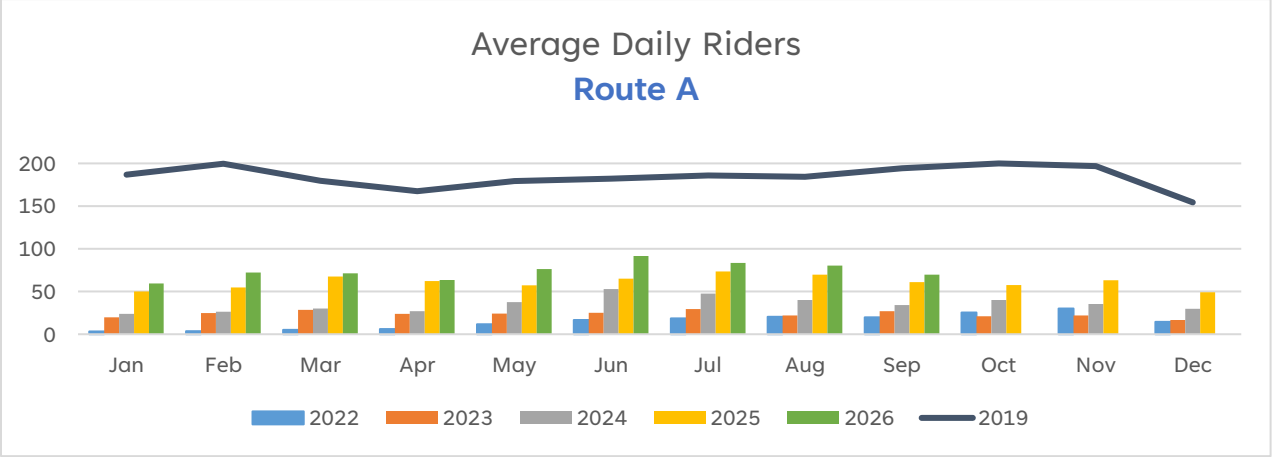
** June 2026 total ridership was reduced due to a multiple-day service suspension caused by the expiration of the shuttle operator's TCP permit*

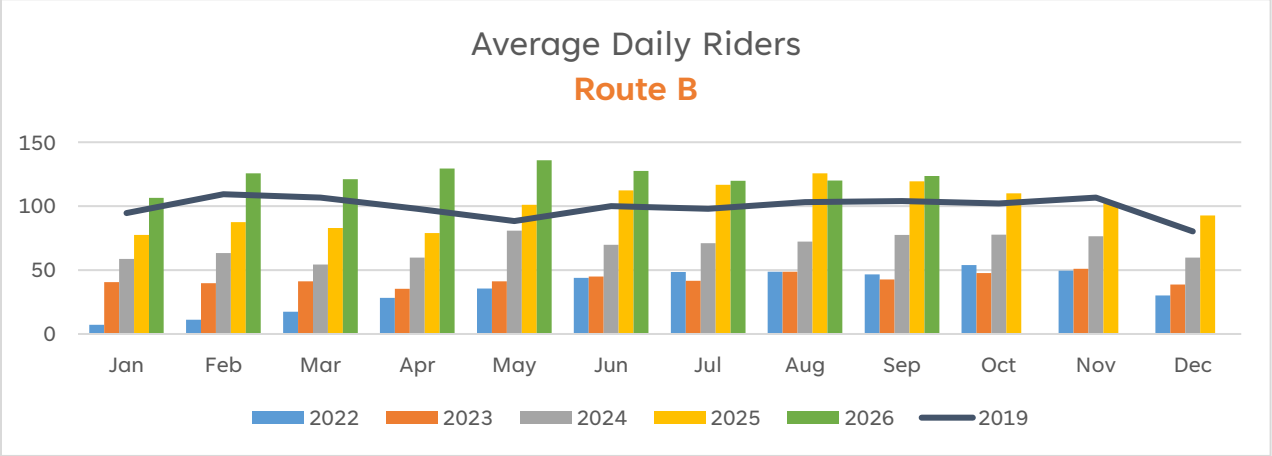
Ridership Summary

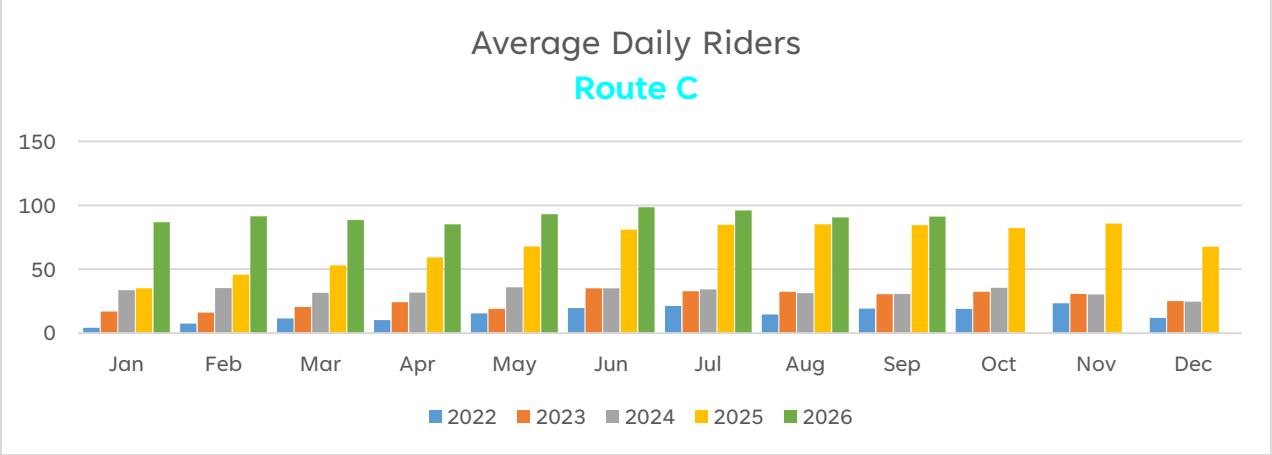
In September, total ridership decreased 6% from the prior month and increased 11% compared to the same month last year. Year-to-date, ridership is 83% of the 2019 pre-pandemic baseline.

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

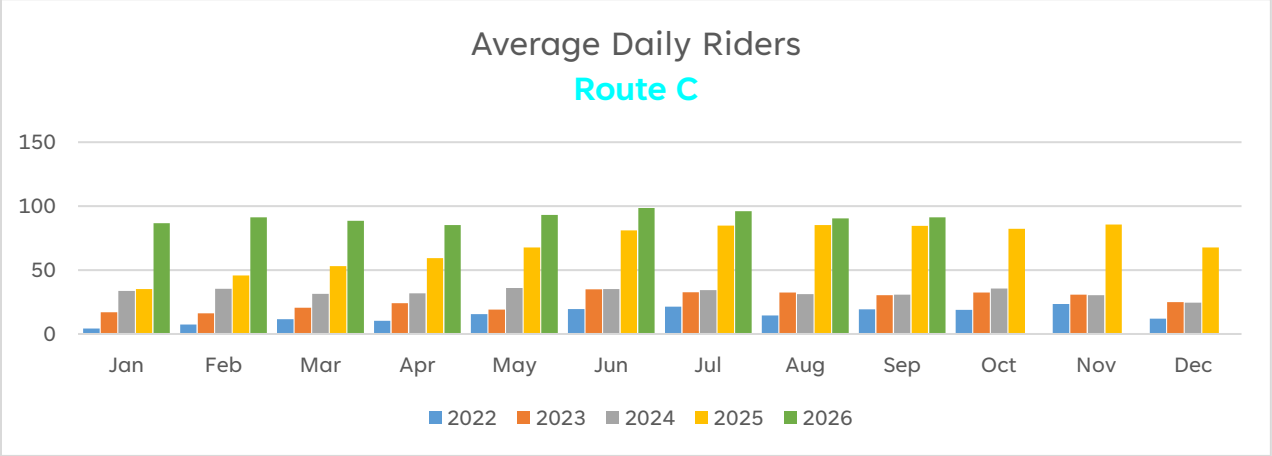
Average Daily Ridership Comparisons (YTD)

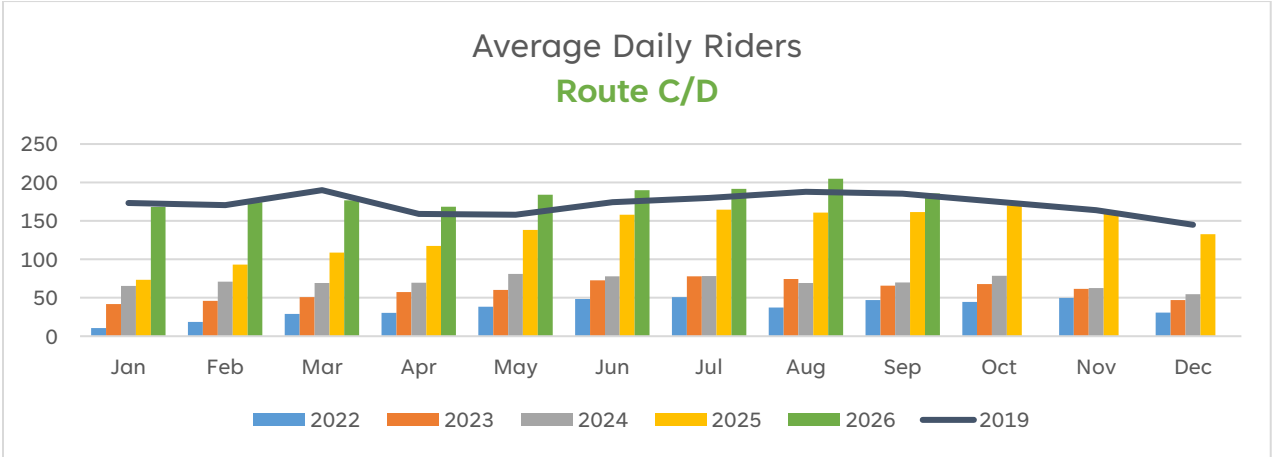


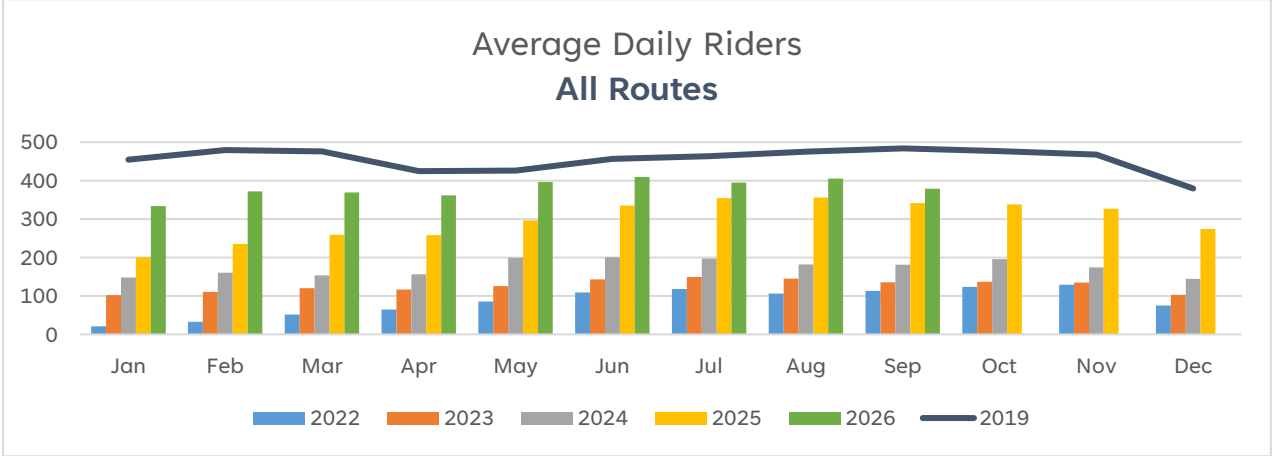




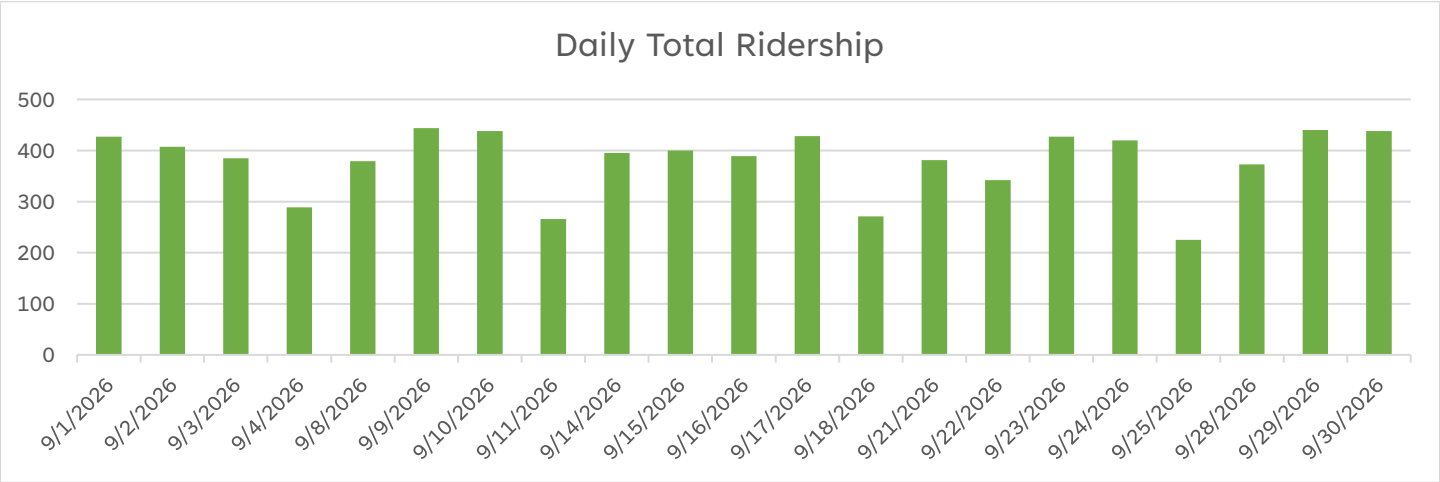
Average Daily Ridership Comparisons (YTD) (cont'd)



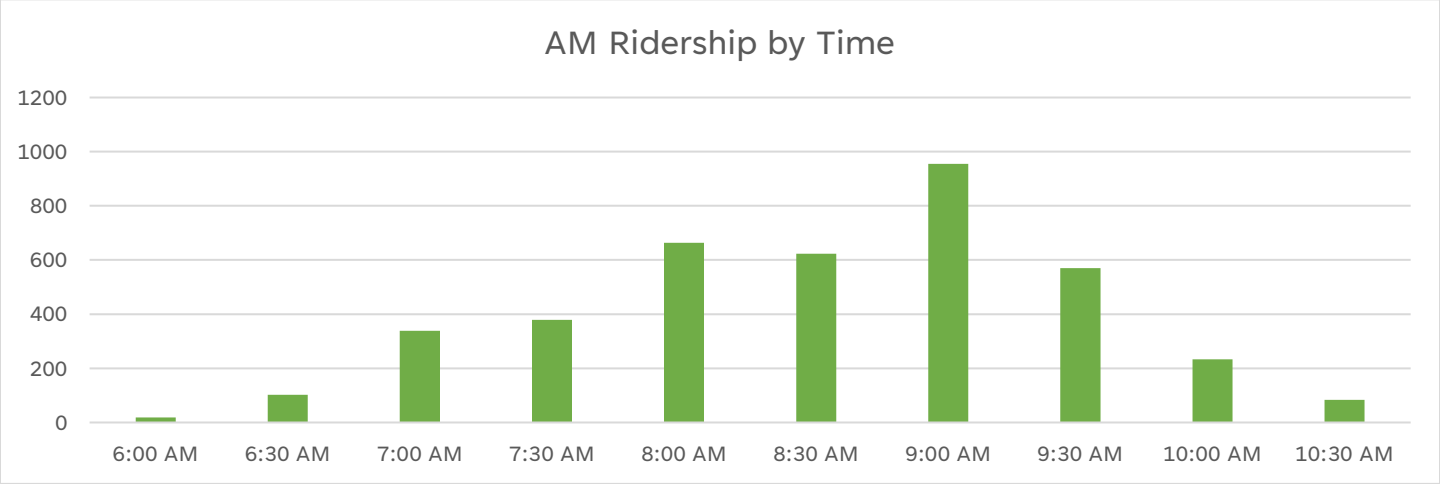


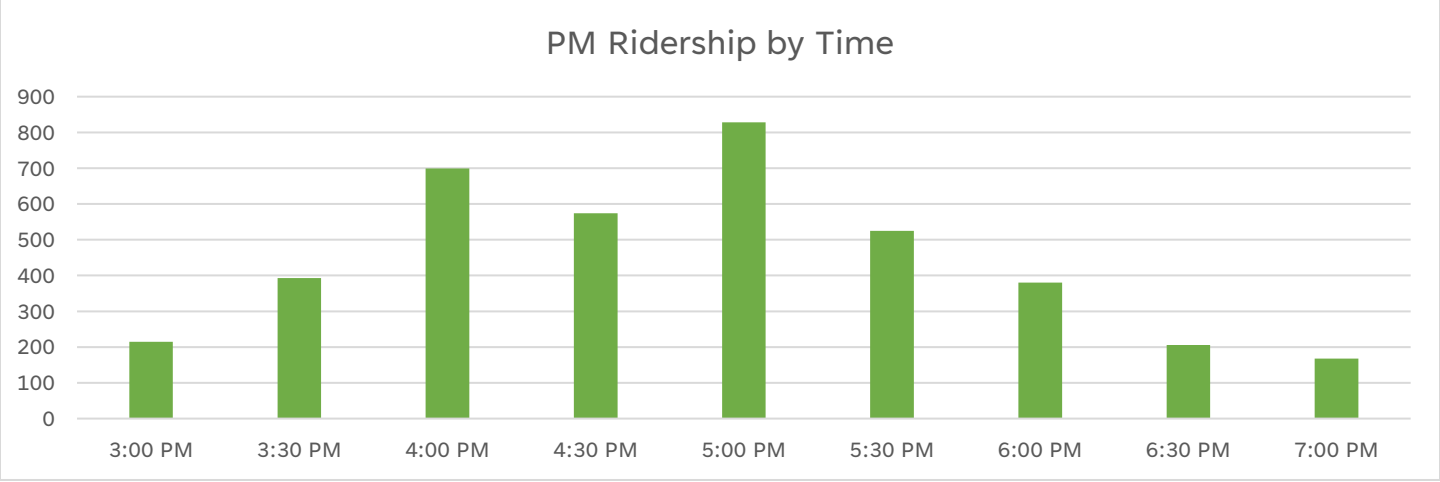


Total Ridership by Date



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	787	800	1,587	54.4%
Ferry Morse @ E Evelyn	253	27	280	9.6%
665 Clyde	212	46	258	8.8%
301 E Evelyn (AM Only)	12	231	243	8.3%
645 Clyde	76	158	234	8.0%
Middlefield & Ellis	6	127	133	4.6%
Whisman @ Middlefield	63	6	69	2.4%
313 Fairchild	46	15	61	2.1%
Middlefield @ Whisman	11	41	52	1.8%
Total	**1,466**	**1,451**	**2,917**	**100.0%**

Route B	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	1,160	1,221	2,381	46.7%
1045 La Avenida	572	401	973	19.1%
Crittenden Lane	201	316	517	10.1%
Shoreline & Terra Bella (NB)	82	205	287	5.6%
Shoreline & Terra Bella (SB)	218	45	263	5.2%
Shoreline @ Charleston (SB)	126	0	126	2.5%
Shoreline & Pear (SB)	114	3	117	2.3%
Pear @ Inigo	42	69	111	2.2%
Shoreline @ Charleston (NB)	2	97	99	1.9%
Shoreline & Sutter Creek	19	73	92	1.8%
Shoreline & Stierlin	54	28	82	1.6%
Shoreline @ Pear (NB)	7	45	52	1.0%
Total	**2,597**	**2,503**	**5,100**	**100.0%**

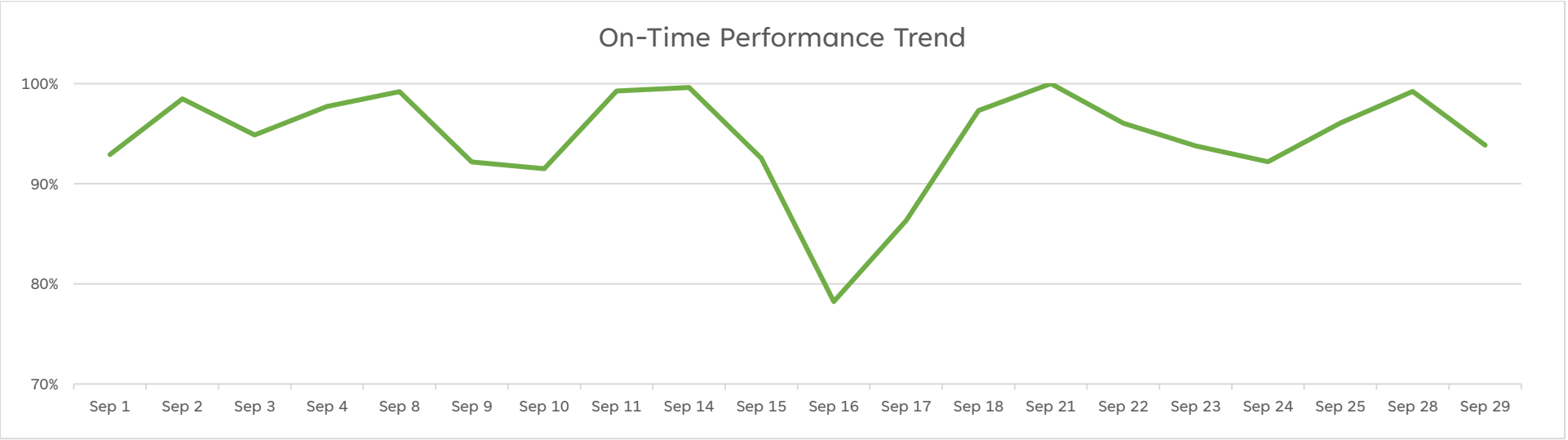
Monthly Total Use by Stop: Routes C & D

Route C	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	1,060	268	1,328	35.6%
Garcia @ Marine (WB)	227	471	698	18.7%
Marine & Casey	191	115	306	8.2%
Charleston @ Google (WB)	59	243	302	8.1%
Shoreline & Terra Bella (NB)	84	181	265	7.1%
El Camino @ Distel (EB)	53	173	226	6.1%
San Antonio @ Miller (SB)	38	181	219	5.9%
Shoreline @ Pear (NB)	89	116	205	5.5%
Shoreline & Stierlin	75	12	87	2.3%
1950 Charleston	28	40	68	1.8%
Garcia & Salado (WB)	10	14	24	0.6%
Total	**1,914**	**1,814**	**3,728**	**100.0%**

Route D	Boarding	Alighting	Total Use	% of Total Use
Mountain View Transit Center	377	1,033	1,410	35.8%
Marine & Casey	169	346	515	13.1%
Garcia @ Marine (EB)	442	38	480	12.2%
El Camino @ Distel (WB)	192	101	293	7.4%
Charleston & Huff	166	69	235	6.0%
San Antonio @ Miller (NB)	145	46	191	4.8%
Shoreline & Terra Bella (SB)	130	50	180	4.6%
Shoreline @ Charleston (SB)	128	30	158	4.0%
Shoreline & Pear (SB)	99	54	153	3.9%
Charleston & Landings	36	71	107	2.7%
Shoreline & Sutter Creek	30	76	106	2.7%
San Antonio & California (NB)	68	27	95	2.4%
Garcia & Salado (EB)	5	14	19	0.5%
Total	**1,987**	**1,955**	**3,942**	**100.0%**

On Time Performance (OTP)

September's overall on-time performance (OTP) was 91%, continuing to meet the established performance target.



Route Name	1	2	3	4	8	9	10	11	14	15	16	17	18	21	22	23	24	25	28	29	30	Grand Total
A AM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%	100%	100%	100%	100%	**100%**
A PM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	77%	77%	100%	100%	100%	87%	100%	97%	100%	100%	100%	**97%**
B AM	87%	100%	90%	100%	97%	87%	84%	100%	100%	81%	81%	100%	100%	100%	100%	100%	97%	97%	100%	100%	100%	**95%**
B PM	100%	94%	100%	91%	100%	94%	79%	94%	100%	94%		76%	94%	100%	88%	82%		97%	100%	79%	85%	**92%**
B PM Concert											62%						74%					**68%**
C AM	69%	100%	81%	100%	100%	59%	81%	100%	100%	72%	75%	84%	100%	100%	100%	88%	91%	94%	100%	84%	91%	**89%**
C PM	100%	100%	97%	91%	97%	100%	94%	100%	100%	97%		97%	100%	100%	94%	97%		100%	97%	100%	94%	**98%**
D AM	88%	100%	91%	100%	100%	97%	97%	100%	97%	100%	84%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**98%**
D PM	100%	94%	100%	100%	100%	100%	97%	100%	100%	97%		56%	84%	100%	91%	97%		84%	97%	88%	91%	**93%**
D PM Concert											69%						84%					**77%**
Grand Total	**93%**	**98%**	**95%**	**98%**	**99%**	**92%**	**92%**	**99%**	**100%**	**93%**	**78%**	**86%**	**97%**	**100%**	**96%**	**94%**	**92%**	**96%**	**99%**	**94%**	**95%**	**91%**

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: 14

Compliments/Complaints

Compliments: None

Complaints:

Note: Complaints involving safety, service quality, reliability, or operational performance are highlighted below. All other complaints are documented and addressed by the Operations Team.

Complaint	Response/Corrective Action
Driver left stop early causing rider to miss train.	Complaint verified. TripShot data confirmed that the stop was not a designated timepoint and the shuttle was between 1-2 minutes ahead of schedule. The rider was reminded to arrive at the stop ahead of the estimated scheduled departure times.