

Mountain View Community Shuttle
Monthly Operations Report
June 2023

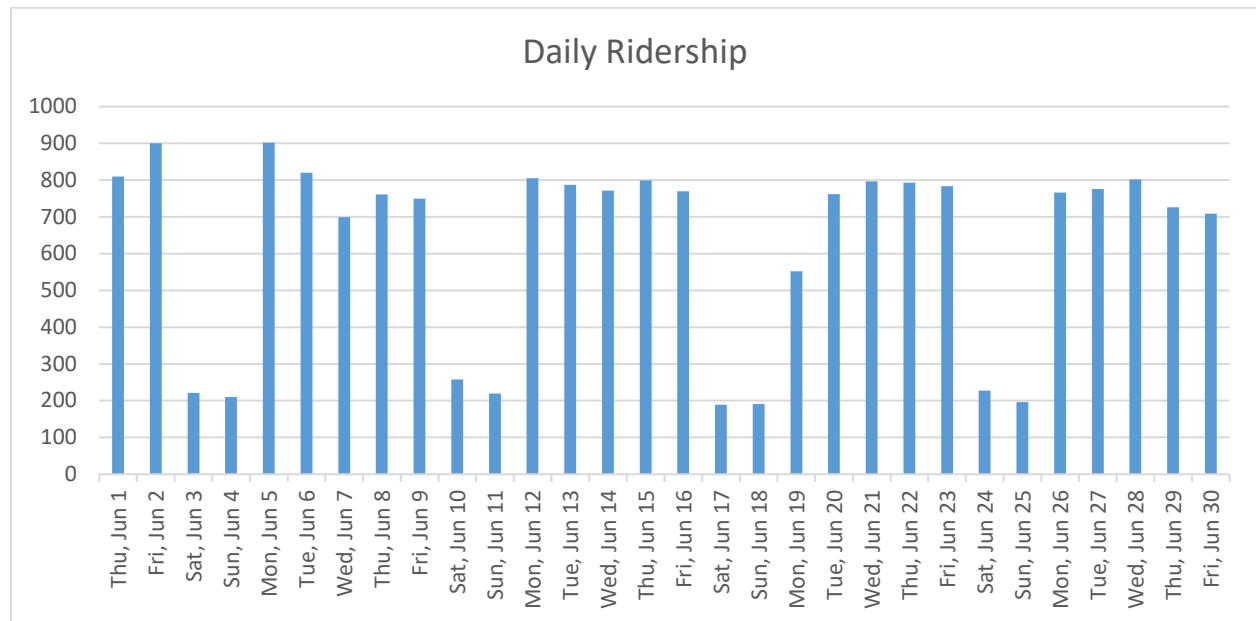
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Passengers per Day, Table

				Thu, Jun 1	Fri, Jun 2	Sat, Jun 3
				810	900	221
Sun, Jun 4	Mon, Jun 5	Tue, Jun 6	Wed, Jun 7	Thu, Jun 8	Fri, Jun 9	Sat, Jun 10
210	902	820	699	761	750	258
Sun, Jun 11	Mon, Jun 12	Tue, Jun 13	Wed, Jun 14	Thu, Jun 15	Fri, Jun 16	Sat, Jun 17
220	805	787	771	799	770	189
Sun, Jun 18	Mon, Jun 19	Tue, Jun 20	Wed, Jun 21	Thu, Jun 22	Fri, Jun 23	Sat, Jun 24
191	552	762	797	793	784	227
Sun, Jun 25	Mon, Jun 26	Tue, Jun 27	Wed, Jun 28	Thu, Jun 29	Fri, Jun 30	
196	766	776	802	726	709	

Passengers per Day, Chart



Total Ridership: Year-To-Date

	Pre-COVID Total 2019	Previous Year Total 2022	Total 2023	+/- from Previous Year	% Pre-COVID Baseline (2019)*	Pre-COVID Weekday Totals 2019	Previous Year Weekday Totals 2022	Weekday Totals 2023	+/- from Previous Year	% Pre-COVID Baseline (2019)*	Pre-COVID Weekend Totals 2019	Previous Year Weekend Totals 2022	Weekend Totals 2023	+/- from Previous Year	% Pre-COVID Baseline (2019)
Jan	17530	9246	16279	76%	93%	14882	7738	13726	77%	92%	2648	1508	2553	69%	96%
Feb	15963	10901	16760	54%	105%	13435	9371	14450	54%	108%	2528	1530	2310	51%	91%
Mar	19554	14157	20014	41%	102%	16461	12629	17907	42%	109%	3093	1528	2107	38%	68%
Apr	19403	13314	19025	43%	98%	16689	11507	16329	42%	98%	2714	1807	2696	49%	99%
May	20066	15351	21163	38%	105%	17625	13317	19253	45%	109%	2441	2034	1910	-6%	78%
Jun	17756	14769	18753	27%	106%	14344	12949	17041	32%	119%	3412	1820	1712	-6%	50%
Jul	19040	14374				16121	11841				2919	2533			
Aug	19680	17571				16755	15572				2925	1999			
Sep	19190	15144				16241	13188				2949	1956			
Oct	20378	17744				17869	15407				2509	2337			
Nov	17972	16925				14427	14406				3545	2519			
Dec	16964	15564				14490	13809				2474	1755			
YTD Total	223,496	175,060	111,994												

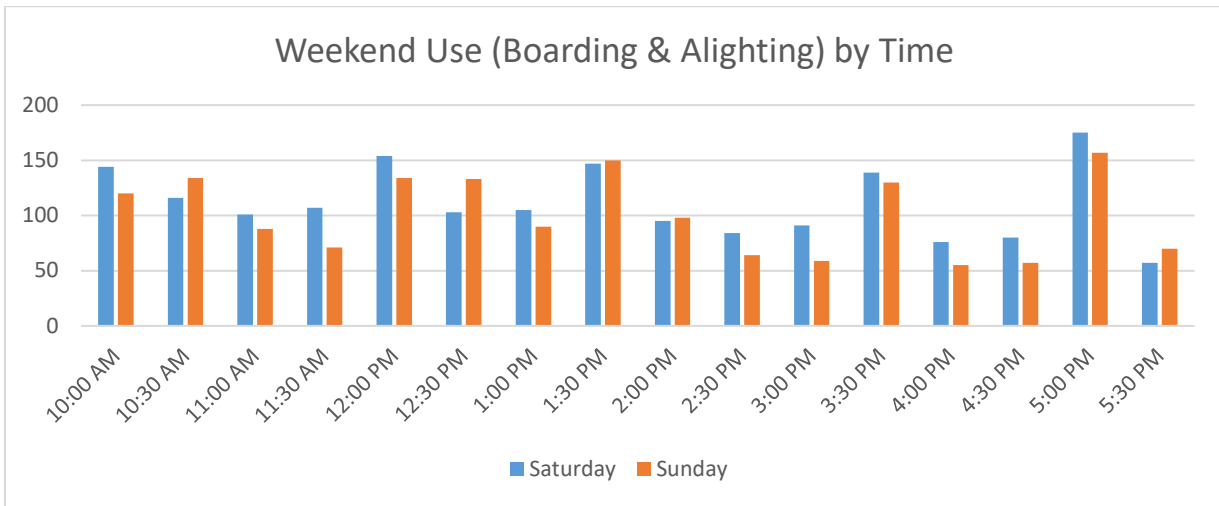
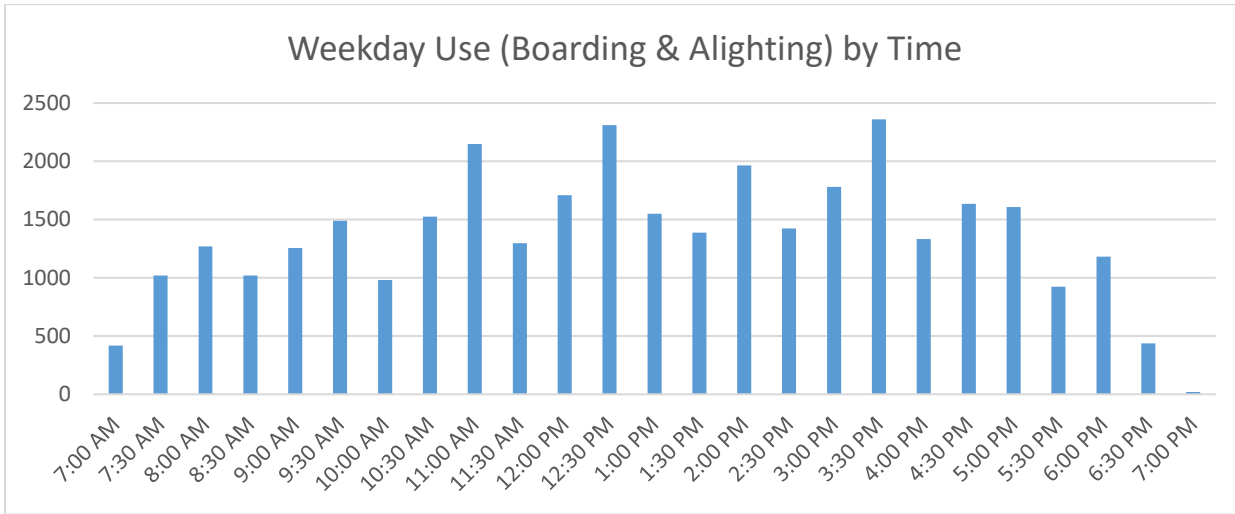
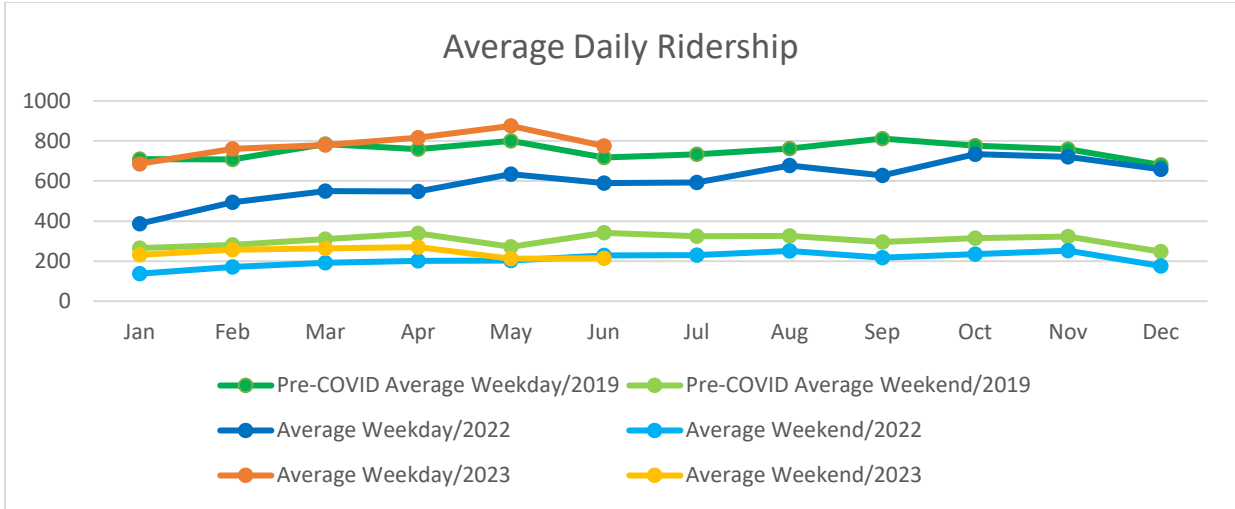
*The Pre-COVID Baseline percentages include the additional ridership derived from the [expanded hours](#).

Average Daily Ridership: Year-To-Date

	Weekday				
	Pre-COVID Average Weekday 2019	Previous Year Average Weekday 2022	Average Weekday 2023	+/- from Previous Year	% of Pre-COVID Baseline (2019)*
Jan	709	387	686	77%	97%
Feb	707	493	761	54%	108%
Mar	784	549	779	42%	99%
Apr	759	548	816	49%	108%
May	801	634	875	38%	109%
Jun	717	589	775	32%	108%
Jul	733	592			
Aug	762	677			
Sep	812	628			
Oct	777	734			
Nov	759	720			
Dec	680	658			
YTD Ave.	750	601	782	49%	104%

	Weekend				
	Pre-COVID Average Weekend 2019	Previous Year Average Weekend 2022	Average Weekend 2023	+/- from Previous Year	% of Pre-COVID Baseline (2019)
Jan	265	137	232	69%	88%
Feb	281	170	257	51%	91%
Mar	309	191	263	38%	85%
Apr	339	201	270	34%	80%
May	271	203	212	4%	78%
Jun	341	228	214	-6%	63%
Jul	324	230			
Aug	325	250			
Sep	295	217			
Oct	314	234			
Nov	322	252			
Dec	247	176			
YTD Ave.	303	207	241	32%	80%

*The Pre-COVID Baseline percentages include the additional ridership derived from the [expanded hours](#).



Service Expansion Hours Ridership: Year-to-Date

In January 2022, the Mountain View Community Shuttle program increased its weekday service hours by 4 hours a day, thanks to VTA funding. Below is the monthly ridership during the expanded hours only, 7 AM to 10 AM and 6 PM to 7 PM.

	Previous Year Total 2022	Total 2023	+/- % from Previous Year	% of Total Monthly Ridership
Jan	1256	3467	176%	21%
Feb	1923	3954	106%	24%
Mar	2844	5033	77%	25%
Apr	2553	4438	74%	23%
May	3281	5403	65%	26%
Jun	3461	4492	30%	24%
Jul	2886			
Aug	4154			
Sep	3443			
Oct	4005			
Nov	3746			
Dec	3385			
YTD	36,937	26,787		

Additional Ridership Data:

The number of bicycles carried: **236**

The number of wheelchair lift usage: **29**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1613	1349	2962	15.8%	San Antonio Center	1341	1409	2750	14.7%
Senior/Teen Center (Gray)	699	966	1665	8.9%	MV Transit Center	769	1040	1809	9.7%
California/Ortega West	53	765	818	4.4%	Senior/Teen Center (Red)	1147	612	1759	9.4%
Grant Rd. (Gray)	513	724	1237	6.6%	Grant Rd. (Red)	678	536	1214	6.5%
MV Transit Center	882	671	1553	8.3%	California/Ortega West	27	482	509	2.7%
El Camino Real/Sylvan (Gray)	336	528	864	4.6%	Civic Center (Red)	310	346	656	3.5%
Rengstorff/Middlefield (Gray)	433	497	930	5.0%	Rengstorff/Middlefield (Red)	499	334	833	4.5%
Middlefield/Easy (Gray)	306	393	699	3.7%	Villa/Franklin (Red)	61	324	385	2.1%
Middlefield/Moffett (Gray)	249	372	621	3.3%	Cuesta/Miramonte (Red)	101	323	424	2.3%
Whisman/Middlefield (Gray)	253	348	601	3.2%	El Camino Real/Sylvan (Red)	477	316	793	4.2%
California/Rengstorff	100	300	400	2.1%	Castro/El Camino Real (Red)	123	287	410	2.2%
Civic Center (Gray)	326	278	604	3.2%	El Camino Hospital	248	285	533	2.9%
El Camino Hospital	271	272	543	2.9%	Community Center (Red)	98	274	372	2.0%
Whisman Station (Gray)	228	240	468	2.5%	Crittenden Middle School (Red)	192	254	446	2.4%
Rengstorff/Central (Gray)	206	177	383	2.0%	Graham Middle School (Red)	137	251	388	2.1%
Sylvan Park (Gray)	260	174	434	2.3%	Middlefield/Easy (Red)	409	234	643	3.4%
Crittenden Middle School (Gray)	219	159	378	2.0%	Whisman/Middlefield (Red)	242	224	466	2.5%
Shoreline/Middlefield #3 (Gray)	211	148	359	1.9%	Sylvan Park (Red)	157	210	367	2.0%
Community Center (Gray)	434	132	566	3.0%	Whisman Station (Red)	175	201	376	2.0%
Castro/El Camino Real (Gray)	152	127	279	1.5%	Shoreline/Middlefield #1 (Red)	104	195	299	1.6%
Middlefield/San Pierre (Gray)	103	125	228	1.2%	California/Rengstorff	54	193	247	1.3%
Rengstorff/Montecito (Gray)	86	106	192	1.0%	Middlefield/Moffett (Red)	276	167	443	2.4%
Cuesta/Grant	21	91	112	0.6%	Rengstorff/Central (Red)	146	150	296	1.6%
Cuesta/Miramonte (Gray)	298	86	384	2.0%	California/Rengstorff (Red)	282	145	427	2.3%
Graham Middle School (Gray)	156	75	231	1.2%	Cuesta/Grant	35	122	157	0.8%
Villa/Shoreline	48	62	110	0.6%	Rengstorff/Montecito (Red)	125	101	226	1.2%
California/Ortega East	440	60	500	2.7%	Middlefield/San Pierre (Red)	114	85	199	1.1%
Whisman/Dana (Gray)	27	50	77	0.4%	Villa/Mariposa	186	62	248	1.3%
Grant/Eunice	89	38	127	0.7%	Grant/Eunice	98	57	155	0.8%
Villa/Franklin (Gray)	183	37	220	1.2%	Whisman/Dana (Red)	45	46	91	0.5%
Shoreline/Pear	21	11	32	0.2%	California/Ortega East	666	32	698	3.7%
Cuesta/Grant (Gray)	189	10	199	1.1%	Shoreline/Middlefield #2	7	24	31	0.2%
Shoreline/Middlefield #2	1	7	8	0.0%	Shoreline/Pear	18	15	33	0.2%
Total	9406	9378	18784	100%	Total	9347	9336	18683	100%

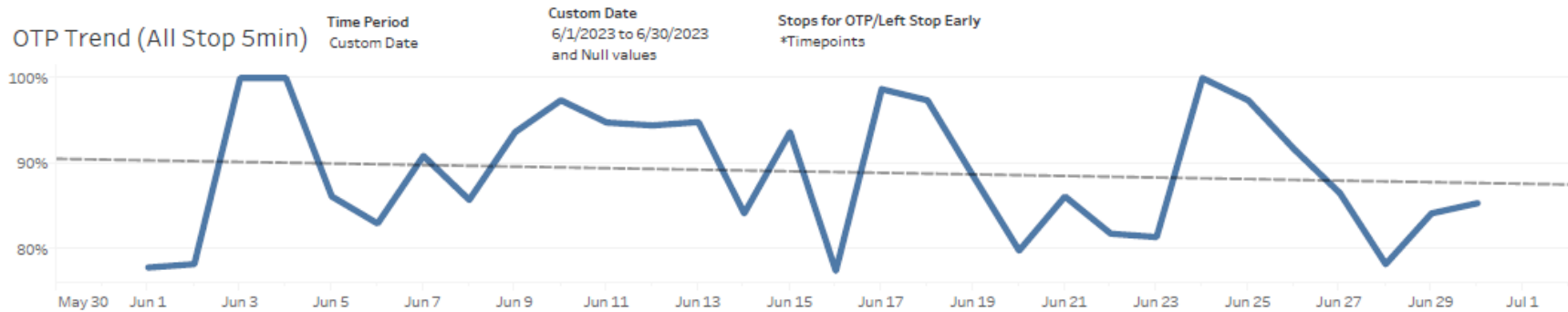
Shuttle On-Time Performance

Percentage of being on-time:

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 for 7 Timepoint stops along each route.

A shuttle is considered On Time if it departs between 1 minute early to 5 minutes late of the scheduled departure time.

Overall percentage of a shuttle being on-time: 87%*



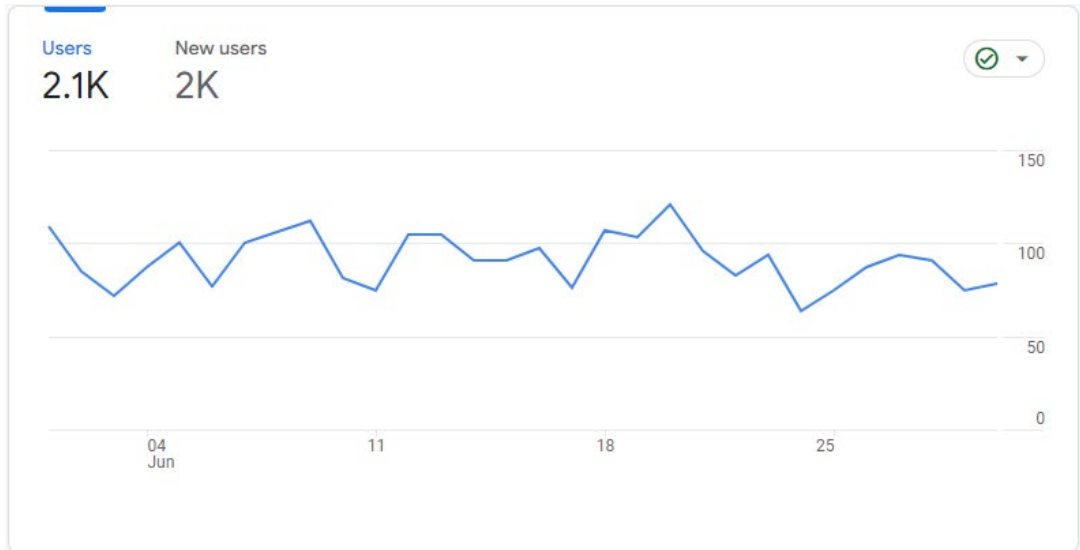
OTP by Route

Routename	DAY																														Gran..	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30		
MVCS - Gray	71%	80%			92%	83%	91%	87%	88%			91%	93%	89%	89%	73%			88%	91%	84%	80%	75%			88%	95%	89%	78%	88%	86%	
MVCS - Gray Weekend			100%	100%						96%	89%						100%	100%						100%	96%							98%
MVCS - Red	82%	77%			83%	83%	91%	85%	97%			96%	96%	81%	96%	80%			89%	73%	88%	83%	85%			94%	82%	72%	88%	84%	86%	
MVCS - Red Weekend			100%	100%						98%	98%						98%	96%						100%	98%							98%
Grand Total	78%	78%	100%	100%	86%	83%	91%	86%	94%	97%	95%	94%	95%	84%	94%	77%	99%	97%	89%	80%	86%	82%	81%	100%	97%	92%	87%	78%	84%	85%	87%	

*To improve on-time performance and schedule reliability, the Mountain View Community Shuttle launched an updated pilot schedule on Monday, May 1, 2023.

Monthly Summary of Website Activity

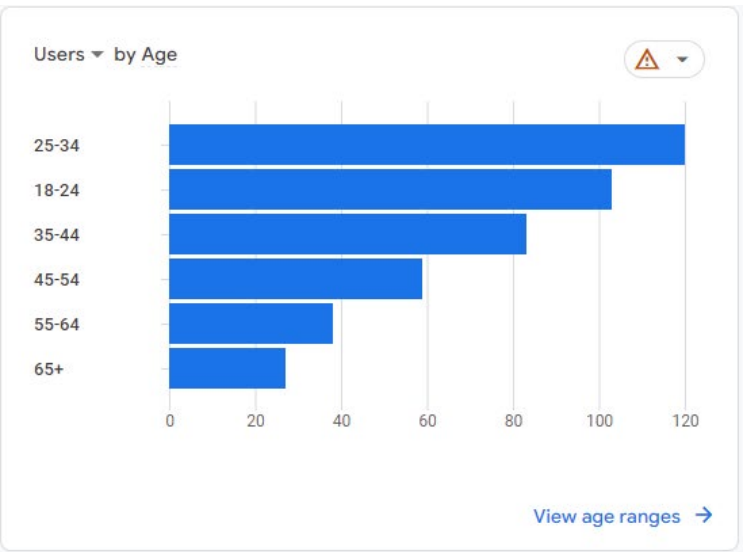
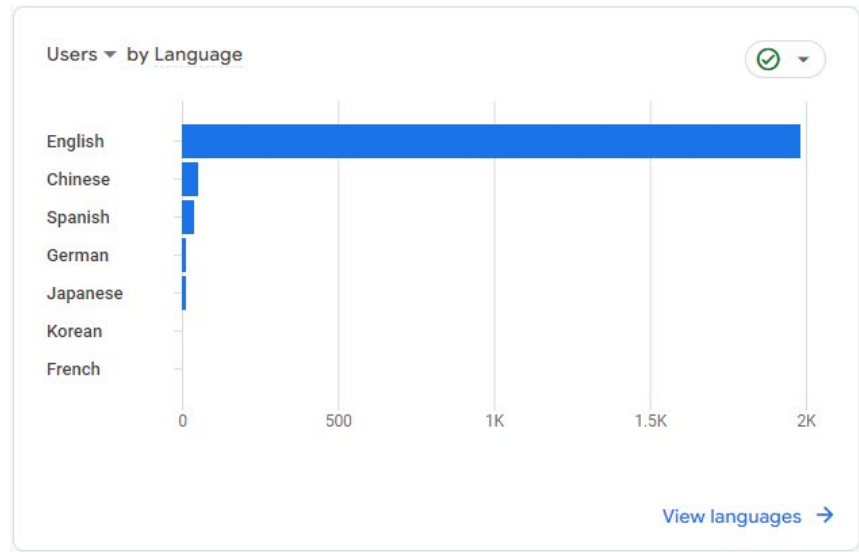
June 1 – June 30, 2023



Users by City

CITY	USERS
Mountain View	501
San Jose	386
San Francisco	246
Sacramento	101
Sunnyvale	67
Los Angeles	47
Santa Clara	30

[View cities →](#)



Electric Vehicle Utilization

Since the program began in 2015, the Mountain View Community Shuttle has operated a fleet of 6 electric shuttle buses. These 6 clean-air vehicles travelled over 600,000 miles over the course of their lifetime and were officially retired from the program on December 31, 2022. The MVCS has ordered new electric buses, which will arrive some time in 2023. In order to continue serving the community of Mountain View until these new buses arrive, the MVCS will be operating gas shuttles.

Rider Feedback Received by CSR Staff

- Compliments
 - One driver was commended for his patient and calm driving despite frustrating traffic conditions.
- There was one complaint of unsafe driving.
 - The incident investigated, the driver was spoken to, and additional training was provided.