



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT August 2023

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
Daily Total Ridership by Date	6
Monthly Total Ridership by Time.....	6
Monthly Total Use (Boarding & Alighting) by Stop	7
On Time Performance.....	8
Additional Ridership Data:	9
Electric Vehicle Utilization	9
Compliments/Complaints Received	9

Mountain View Community Shuttle
Annual Ridership Summary (YTD)
w/ Pre-COVID Baseline Comparison

GRAY ROUTE-WEEKDAY									
2023 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekday Ridership	6,895	7,123	8,764	8,147	9,687	8,566	6,512	10,520	66,214
# of Operating Days	20	19	23	20	22	22	20	23	169
Average Daily Ridership	345	375	381	407	440	389	326	457	392
% Increase/Decrease from Prior Month	9%	9%	2%	7%	8%	-12%	-16%	40%	
% Increase/Decrease from Prior Year	91%	59%	44%	44%	33%	31%	15%	37%	41%
% of Pre COVID Baseline	88%	95%	88%	100%	99%	104%	91%	114%	96%
2022 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekday Ridership	3,606	4,479	6,066	5,924	6,951	6,530	5,641	7,661	46,858
# of Operating Days	20	19	23	21	21	22	20	23	169
Average Daily Ridership	180	236	264	282	331	297	282	333	277
% of Pre COVID Baseline	46%	60%	61%	69%	74%	80%	79%	83%	68%

RED ROUTE-WEEKDAY									
2023 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekday Ridership	6,831	7,327	9,143	8,182	9,566	8,475	7,738	10,653	67,915
# of Operating Days	20	19	23	20	22	22	20	23	169
Average Daily Ridership	342	386	398	409	435	385	387	463	402
% Increase/Decrease from Prior Month	10%	13%	3%	3%	6%	-11%	0%	20%	
% Increase/Decrease from Prior Year	65%	50%	39%	54%	43%	32%	25%	35%	41%
% of Pre COVID Baseline	108%	123%	113%	116%	122%	112%	103%	129%	115%
2022 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekday Ridership	4,132	4,892	6,563	5,583	6,366	6,419	6,200	7,911	48,066
# of Operating Days	20	19	23	21	21	22	20	23	169
Average Daily Ridership	207	257	285	266	303	292	310	344	284
% of Pre COVID Baseline	65%	82%	81%	76%	85%	85%	83%	96%	82%

GRAY ROUTE-WEEKEND									
2023 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekend Ridership	1,242	1,083	986	1,226	898	840	1,272	868	8,415
# of Operating Days	11	9	8	10	9	8	11	8	74
Average Daily Ridership	113	120	123	123	100	105	116	109	114
% Increase/Decrease from Prior Month	17%	7%	2%	-1%	-19%	5%	10%	-6%	
% Increase/Decrease from Prior Year	73%	44%	33%	27%	6%	0%	7%	-4%	21%
% of Pre COVID Baseline	83%	91%	82%	72%	74%	64%	74%	71%	76%
2022 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekend Ridership	720	752	742	866	939	840	1,191	906	6,956
# of Operating Days	11	9	8	9	10	8	11	8	74
Average Daily Ridership	65	84	93	96	94	105	108	113	94
% of Pre COVID Baseline	48%	63%	62%	56%	70%	64%	69%	74%	63%

RED ROUTE-WEEKEND									
2023 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekend Ridership	1,311	1,227	1,121	1,470	1,012	872	1,292	955	9,260
# of Operating Days	11	9	8	10	9	8	11	8	74
Average Daily Ridership	119	136	140	147	112	109	117	119	125
% Increase/Decrease from Prior Month	21%	14%	3%	5%	-24%	-3%	8%	2%	
% Increase/Decrease from Prior Year	66%	58%	43%	41%	3%	-11%	-4%	-13%	19%
% of Pre COVID Baseline	92%	92%	88%	87%	82%	61%	70%	69%	82%
2022 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekend Ridership	788	778	786	941	1,095	980	1,342	1,093	7,803
# of Operating Days	11	9	8	9	10	8	11	8	74
Average Daily Ridership	72	86	98	105	110	123	122	137	105
% of Pre COVID Baseline	55%	58%	62%	62%	80%	69%	73%	79%	69%

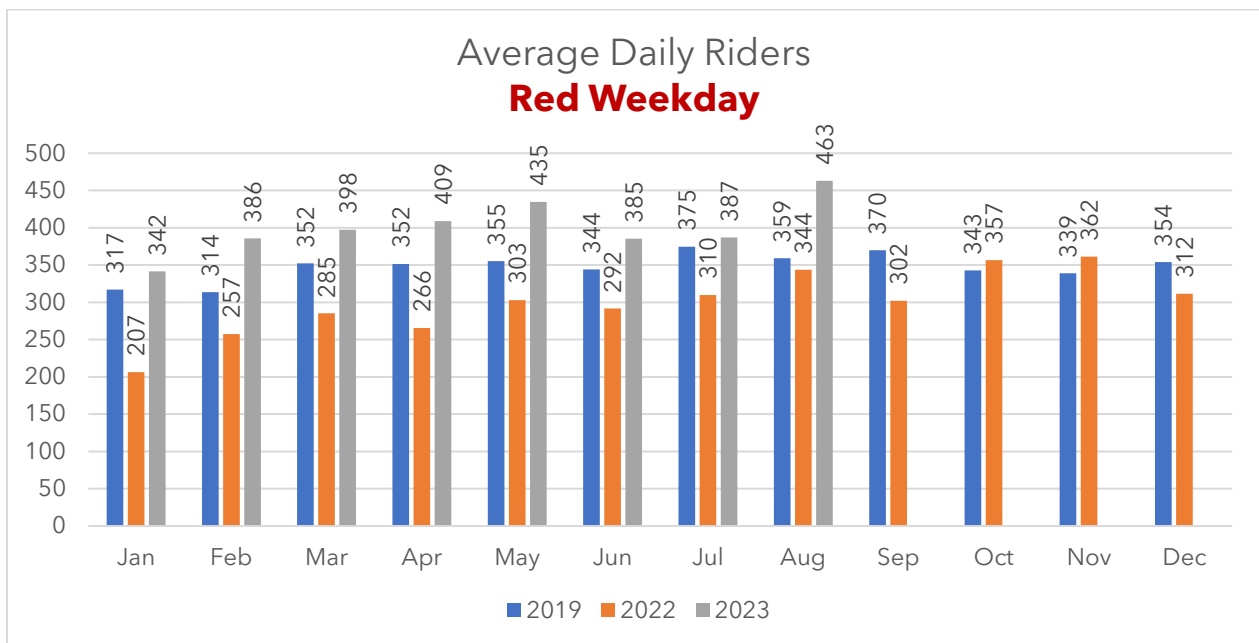
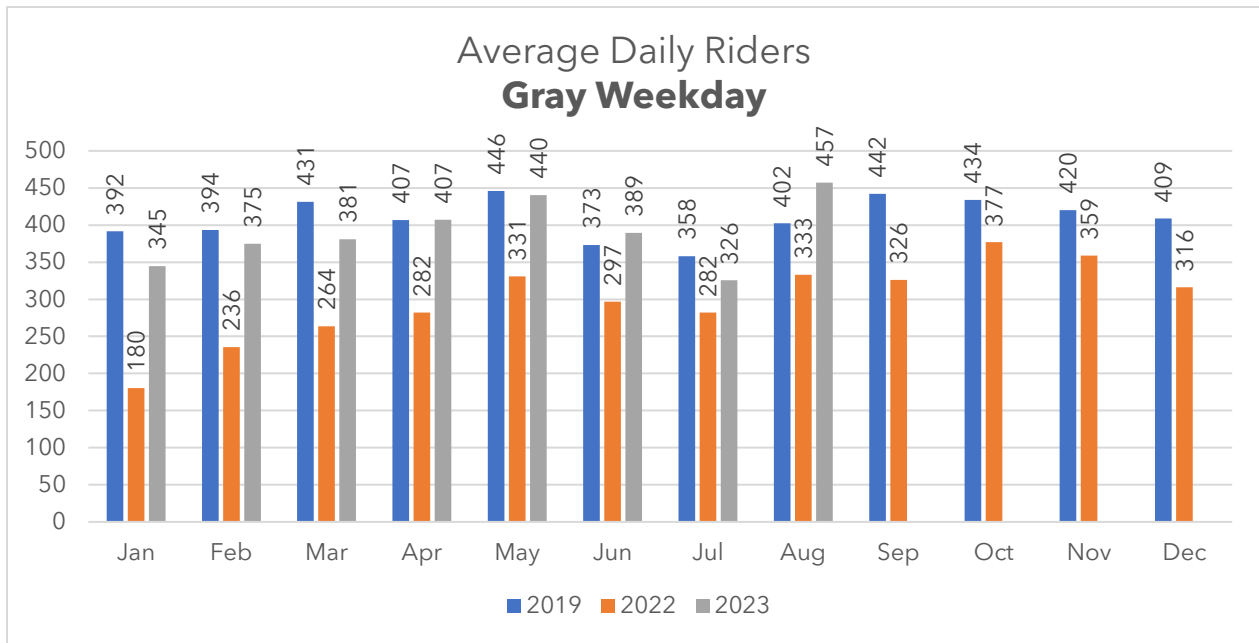
ALL ROUTES & DAYS									
2023 COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
Total Monthly Ridership	16,279	16,760	20,014	19,025	21,163	18,753	16,814	22,996	151,804
# of Operating Days	31	28	31	30	31	30	31	31	243
Average Daily Ridership	525	599	646	634	683	625	542	742	625
% Increase/Decrease from Prior Month	-26%	14%	8%	-2%	8%	-8%	-13%	37%	
% Increase/Decrease from Prior Year	76%	54%	41%	48%	33%	27%	17%	31%	38%
% of Pre COVID Baseline	93%	105%	102%	98%	105%	106%	88%	117%	101%
2022 COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
Total Monthly Ridership	9,246	10,901	14,157	13,314	15,351	14,769	14,374	17,571	109,683
# of Operating Days	31	28	31	31	30	30	31	31	243
Average Daily Ridership	298	389	457	429	512	492	464	567	451
% of Pre COVID Baseline	53%	68%	72%	66%	79%	83%	75%	89%	73%

Ridership Summary

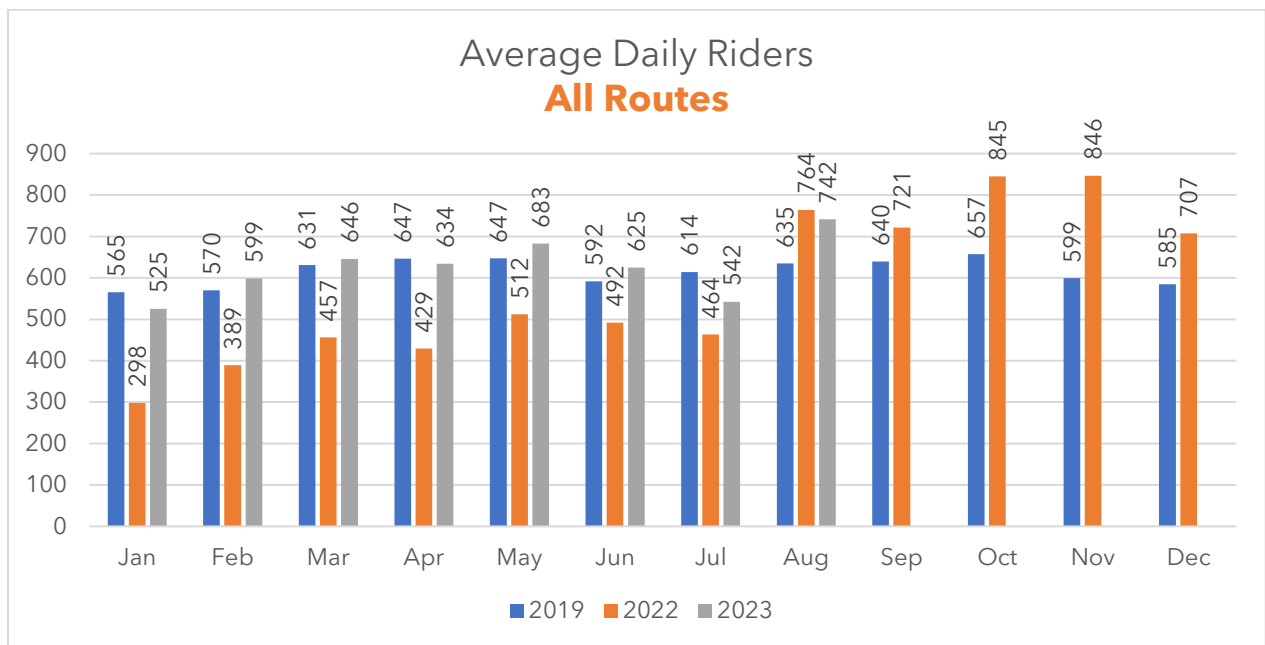
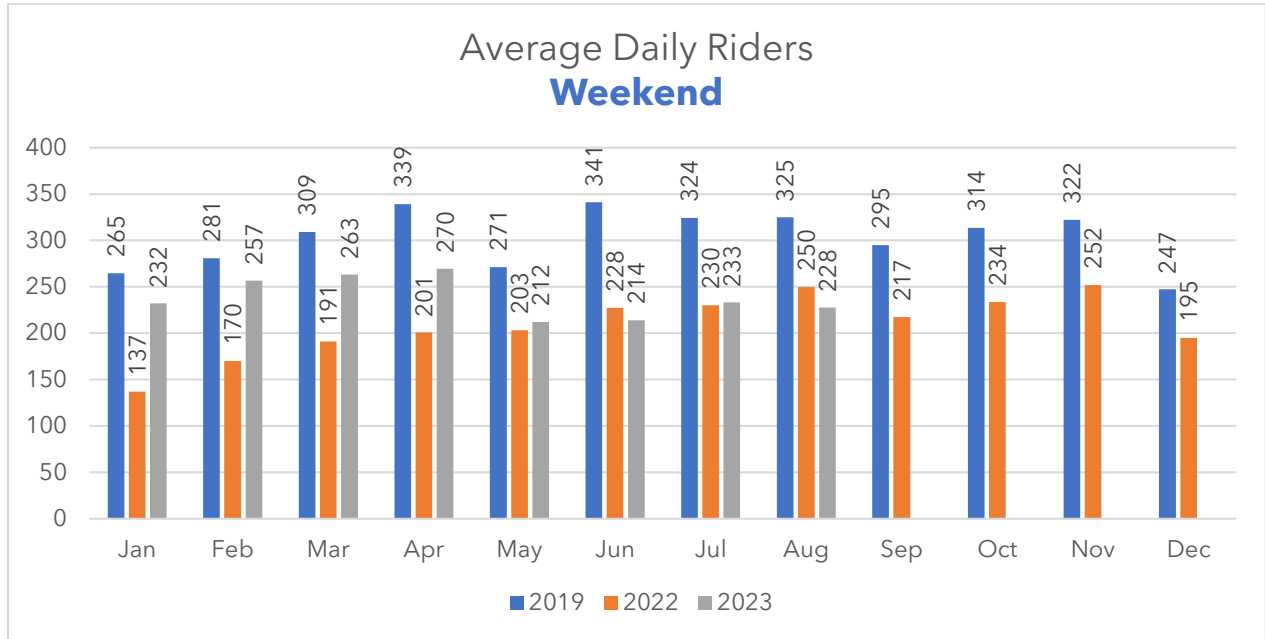
In August, the Mountain View Community Shuttle (MVCS) ridership increased 37% from the previous month and is at 101% of the pre-pandemic baseline.

The weekday ridership between the two routes were comparable, as was the weekend ridership. The weekday ridership in August peaked at 7:30am and 3:30pm, most likely due to school being back in session.

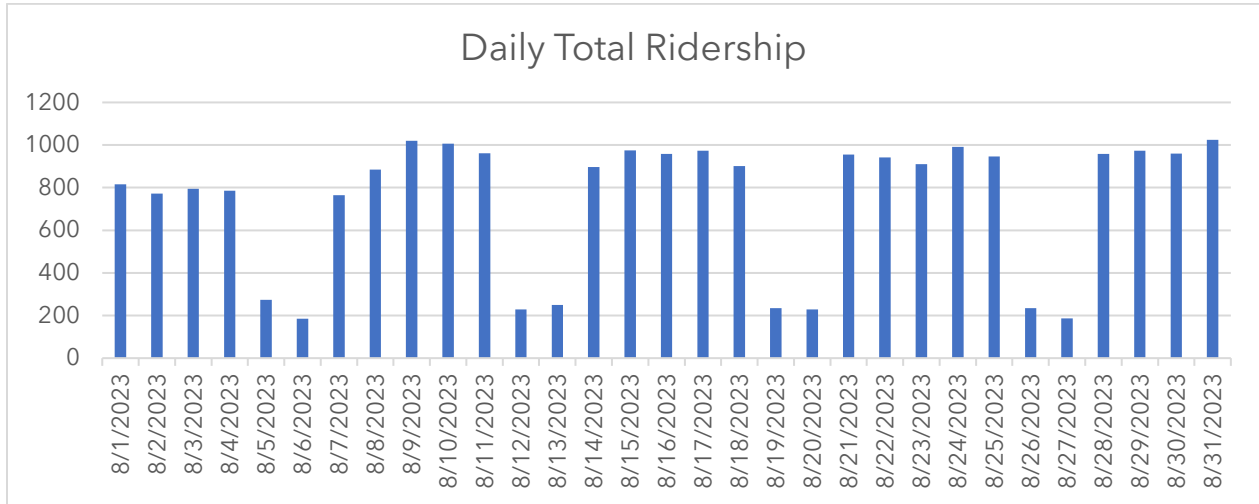
Average Daily Ridership Comparisons (YTD)



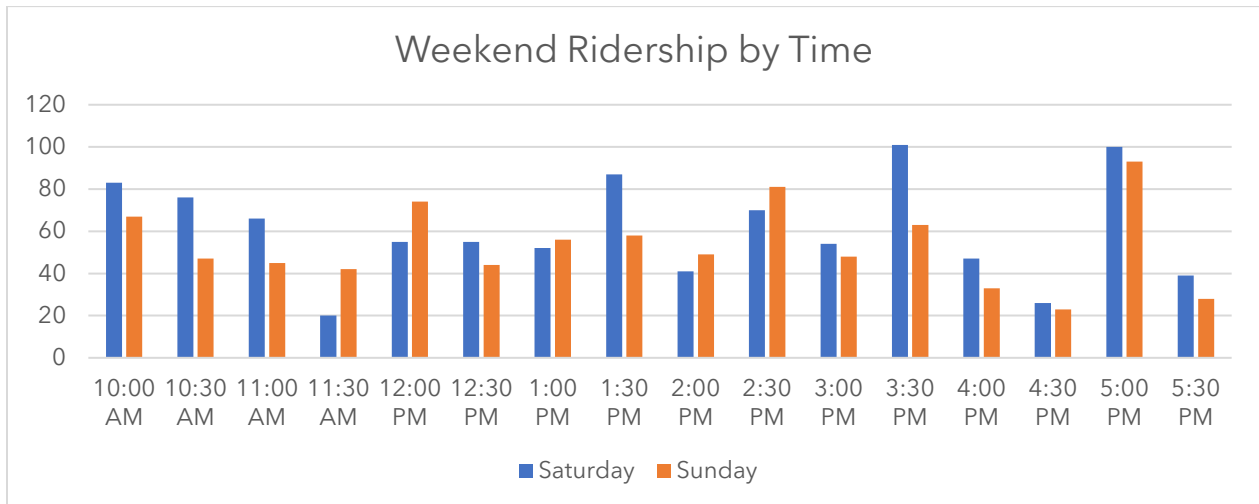
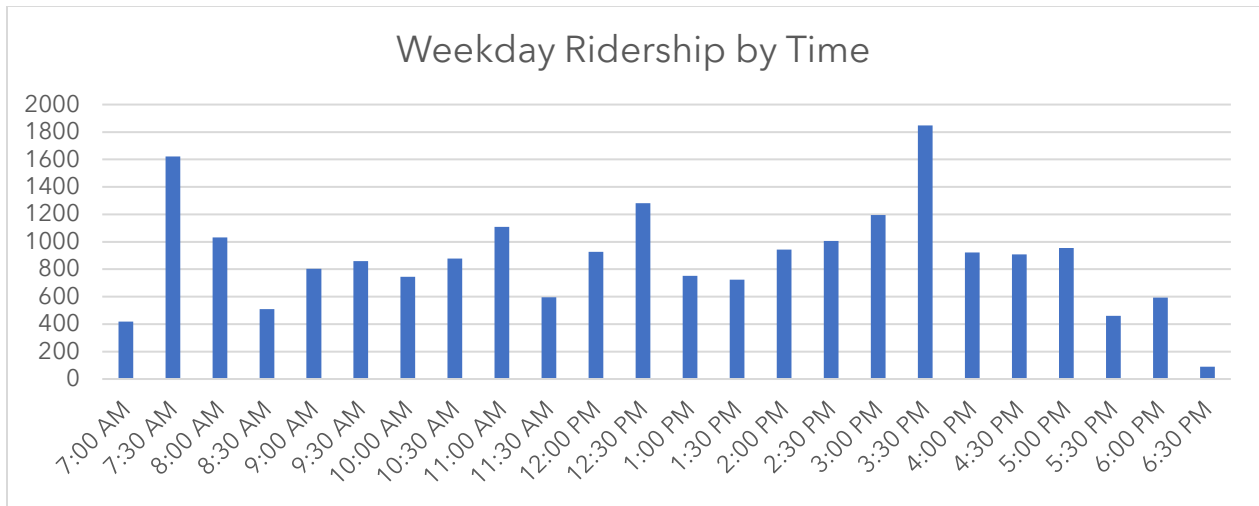
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



Monthly Total Ridership by Time



Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,624	1,635	3,259	14.3%	San Antonio Center	1,586	1,524	3,110	13.4%
Senior/Teen Center (Gray)	677	1,392	2,069	9.1%	Senior/Teen Center (Red)	1,618	756	2,374	10.2%
MV Transit Center	911	755	1,666	7.3%	MV Transit Center	848	1,174	2,022	8.7%
Grant Rd. (Gray)	599	815	1,414	6.2%	Grant Rd. (Red)	646	646	1,292	5.6%
Rengstorff/Middlefield (Gray)	674	505	1,179	5.2%	Graham Middle School (Red)	420	692	1,112	4.8%
Graham Middle School (Gray)	647	354	1,001	4.4%	El Camino Real/Sylvan (Red)	516	521	1,037	4.5%
El Camino Real/Sylvan (Gray)	384	566	950	4.2%	Civic Center (Red)	434	435	869	3.7%
Middlefield/Easy (Gray)	403	508	911	4.0%	Rengstorff/Middlefield (Red)	496	368	864	3.7%
California/Ortega West	70	743	813	3.6%	Middlefield/Easy (Red)	468	329	797	3.4%
Civic Center (Gray)	342	406	748	3.3%	Crittenden Middle School (Red)	224	555	779	3.4%
Whisman Station (Gray)	258	468	726	3.2%	California/Ortega East	747	25	772	3.3%
Sylvan Park (Gray)	484	207	691	3.0%	El Camino Hospital	358	332	690	3.0%
Whisman/Middlefield (Gray)	254	432	686	3.0%	Whisman Station (Red)	471	216	687	3.0%
El Camino Hospital	370	274	644	2.8%	California/Rengstorff (Red)	432	193	625	2.7%
Community Center (Gray)	518	116	634	2.8%	California/Ortega West	34	549	583	2.5%
California/Ortega East	541	65	606	2.7%	Cuesta/Miramonte (Red)	128	431	559	2.4%
Crittenden Middle School (Gray)	356	188	544	2.4%	Sylvan Park (Red)	179	370	549	2.4%
Cuesta/Miramonte (Gray)	450	86	536	2.4%	Castro/El Camino Real (Red)	178	330	508	2.2%
Rengstorff/Montecito (Gray)	270	231	501	2.2%	Whisman/Middlefield (Red)	256	223	479	2.1%
California/Rengstorff	106	372	478	2.1%	Community Center (Red)	95	357	452	1.9%
Middlefield/Moffett (Gray)	155	206	361	1.6%	Middlefield/Moffett (Red)	242	159	401	1.7%
Castro/El Camino Real (Gray)	229	132	361	1.6%	Villa/Franklin (Red)	67	280	347	1.5%
Shoreline/Middlefield #3 (Gray)	190	138	328	1.4%	Shoreline/Middlefield #1 (Red)	122	209	331	1.4%
Rengstorff/Central (Gray)	144	178	322	1.4%	Rengstorff/Montecito (Red)	187	131	318	1.4%
Middlefield/San Pierre (Gray)	138	125	263	1.2%	Villa/Mariposa	228	77	305	1.3%
Villa/Shoreline	99	121	220	1.0%	Grant/Eunice	157	118	275	1.2%
Villa/Franklin (Gray)	147	53	200	0.9%	Rengstorff/Central (Red)	168	94	262	1.1%
Cuesta/Grant (Gray)	159	18	177	0.8%	California/Rengstorff	59	176	235	1.0%
Grant/Eunice	117	49	166	0.7%	Middlefield/San Pierre (Red)	112	121	233	1.0%
Whisman/Dana (Gray)	25	99	124	0.5%	Cuesta/Grant	40	109	149	0.6%
Cuesta/Grant	18	79	97	0.4%	Whisman/Dana (Red)	62	40	102	0.4%
Shoreline/Pear	28	30	58	0.3%	Shoreline/Pear	24	34	58	0.3%
Shoreline/Middlefield #2	1	6	7	0.0%	Shoreline/Middlefield #2	6	12	18	0.1%
Total	11,388	11,352	22,740	100.0%	Total	11,608	11,586	23,194	100.0%

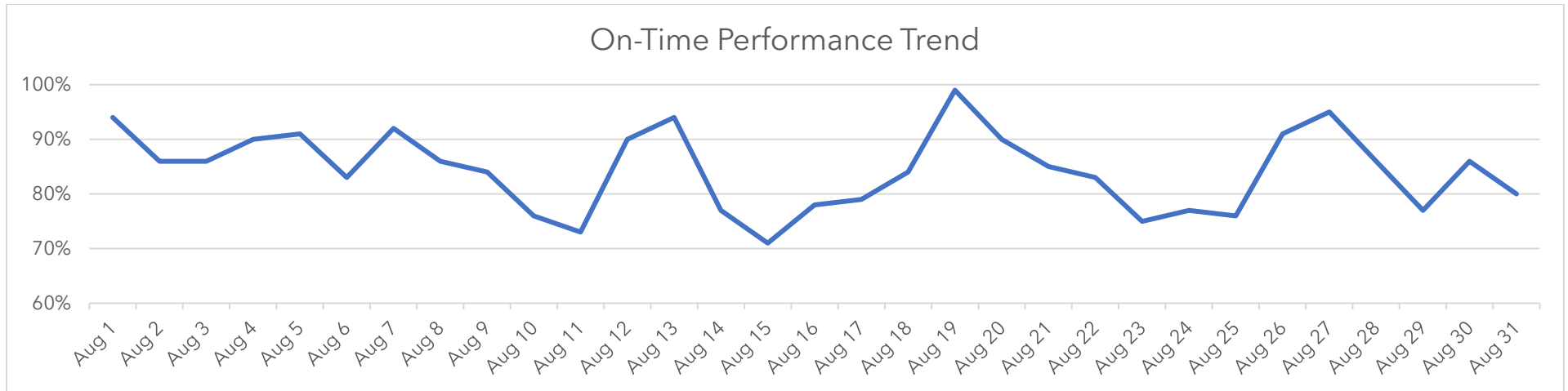
On Time Performance

Percentage of being on time:

In August, on time performance for the MVCS was **83%**. This was a 4% decrease from July, due to higher traffic from school's reconvening.

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 arrives between 1 minute early to 5 minutes late of the scheduled arrival time.



Route	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	31	Grand Total
Gray	91%	77%	80%	92%			86%	79%	83%	60%	71%			83%	71%	79%	82%	79%			77%	78%	69%	74%	75%			83%	72%	78%	76%	78%
Red	97%	97%	94%	88%			99%	94%	84%	94%	76%			70%	71%	76%	76%	89%			94%	90%	82%	81%	78%			90%	84%	96%	84%	86%
Gray Weekend					86%	91%						88%	95%						100%	95%						89%	95%					92%
Red Weekend					98%	73%						94%	94%						98%	84%						94%	96%					91%
Grand Total	94%	86%	86%	90%	91%	83%	92%	86%	84%	76%	73%	90%	94%	77%	71%	78%	79%	84%	99%	90%	85%	83%	75%	77%	76%	91%	95%	86%	77%	86%	80%	83%

Additional Ridership Data:

- Bicycles Carried: 188
- Wheelchair Lift Usage: 30

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 is currently researching the purchase of new electric vehicles and at the same time, planning the installation of infrastructure needed to charge them.

Compliments/Complaints Received

There was one complaint that a driver departed from the Senior Center stop early.

- The Senior Center is a Timepoint stop. The Operation's Manager spoke with the driver and reminded them that they must wait until the scheduled departure time to leave Timepoint stops.