



# Mountain View Community Shuttle

## MONTHLY OPERATIONS REPORT July 2023

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

<b>GRAY ROUTE-WEEKDAY</b>								
<b>2023 - Gray Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	6,895	7,123	8,764	8,147	9,687	8,566	6,512	<b>55,694</b>
# of Operating Days	20	19	23	20	22	22	20	<b>146</b>
Average Daily Ridership	345	375	381	407	440	389	326	<b>381</b>
% Increase/Decrease from Prior Month	9%	9%	2%	7%	8%	-12%	-16%	
% Increase/Decrease from Prior Year	91%	59%	44%	44%	33%	31%	15%	42%
<b>% of Pre COVID Baseline</b>	<b>88%</b>	<b>95%</b>	<b>88%</b>	<b>100%</b>	<b>99%</b>	<b>104%</b>	<b>91%</b>	<b>93%</b>
<b>2022- Gray Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	3,606	4,479	6,066	5,924	6,951	6,530	5,641	<b>39,197</b>
# of Operating Days	20	19	23	21	21	22	20	<b>146</b>
Average Daily Ridership	180	236	264	282	331	297	282	<b>268</b>
<b>% of Pre COVID Baseline</b>	<b>46%</b>	<b>60%</b>	<b>61%</b>	<b>69%</b>	<b>74%</b>	<b>80%</b>	<b>79%</b>	<b>66%</b>

<b>RED ROUTE-WEEKDAY</b>								
<b>2023- Red Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	6,831	7,327	9,143	8,182	9,566	8,475	7,738	<b>57,262</b>
# of Operating Days	20	19	23	20	22	22	20	<b>146</b>
Average Daily Ridership	342	386	398	409	435	385	387	<b>392</b>
% Increase/Decrease from Prior Month	10%	13%	3%	3%	6%	-11%	0%	
% Increase/Decrease from Prior Year	65%	50%	39%	54%	43%	32%	25%	43%
<b>% of Pre COVID Baseline</b>	<b>108%</b>	<b>123%</b>	<b>113%</b>	<b>116%</b>	<b>122%</b>	<b>112%</b>	<b>103%</b>	<b>113%</b>
<b>2022- Red Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	4,132	4,892	6,563	5,583	6,366	6,419	6,200	<b>40,155</b>
# of Operating Days	20	19	23	21	21	22	20	<b>146</b>
Average Daily Ridership	207	257	285	266	303	292	310	<b>275</b>
<b>% of Pre COVID Baseline</b>	<b>65%</b>	<b>82%</b>	<b>81%</b>	<b>76%</b>	<b>85%</b>	<b>85%</b>	<b>83%</b>	<b>79%</b>

<b>GRAY ROUTE-WEEKEND</b>								
<b>2023- Gray Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Total to Date</b>
Total Monthly Weekend Ridership	1,242	1,083	986	1,226	898	840	1,272	<b>7,547</b>
# of Operating Days	11	9	8	10	9	8	11	<b>66</b>
Average Daily Ridership	113	120	123	123	100	105	116	<b>114</b>
% Increase/Decrease from Prior Month	17%	7%	2%	-1%	-19%	5%	10%	
% Increase/Decrease from Prior Year	73%	44%	33%	27%	6%	0%	7%	25%
<b>% of Pre COVID Baseline</b>	<b>83%</b>	<b>91%</b>	<b>82%</b>	<b>72%</b>	<b>74%</b>	<b>64%</b>	<b>74%</b>	<b>77%</b>
<b>2022- Gray Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Total to Date</b>
Total Monthly Weekend Ridership	720	752	742	866	939	840	1,191	<b>6,050</b>
# of Operating Days	11	9	8	9	10	8	11	<b>66</b>
Average Daily Ridership	65	84	93	96	94	105	108	<b>92</b>
<b>% of Pre COVID Baseline</b>	<b>48%</b>	<b>63%</b>	<b>62%</b>	<b>56%</b>	<b>70%</b>	<b>64%</b>	<b>69%</b>	<b>62%</b>

<b>RED ROUTE-WEEKEND</b>								
<b>2023- Red Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Total to Date</b>
Total Monthly Weekend Ridership	1,311	1,227	1,121	1,470	1,012	872	1,292	<b>8,305</b>
# of Operating Days	11	9	8	10	9	8	11	<b>66</b>
Average Daily Ridership	119	136	140	147	112	109	117	<b>126</b>
% Increase/Decrease from Prior Month	21%	14%	3%	5%	-24%	-3%	8%	
% Increase/Decrease from Prior Year	66%	58%	43%	41%	3%	-11%	-4%	24%
<b>% of Pre COVID Baseline</b>	<b>92%</b>	<b>92%</b>	<b>88%</b>	<b>87%</b>	<b>82%</b>	<b>61%</b>	<b>70%</b>	<b>82%</b>
<b>2022- Red Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Total to Date</b>
Total Monthly Weekend Ridership	788	778	786	941	1,095	980	1,342	<b>6,710</b>
# of Operating Days	11	9	8	9	10	8	11	<b>66</b>
Average Daily Ridership	72	86	98	105	110	123	122	<b>102</b>
<b>% of Pre COVID Baseline</b>	<b>55%</b>	<b>58%</b>	<b>62%</b>	<b>62%</b>	<b>80%</b>	<b>69%</b>	<b>73%</b>	<b>66%</b>

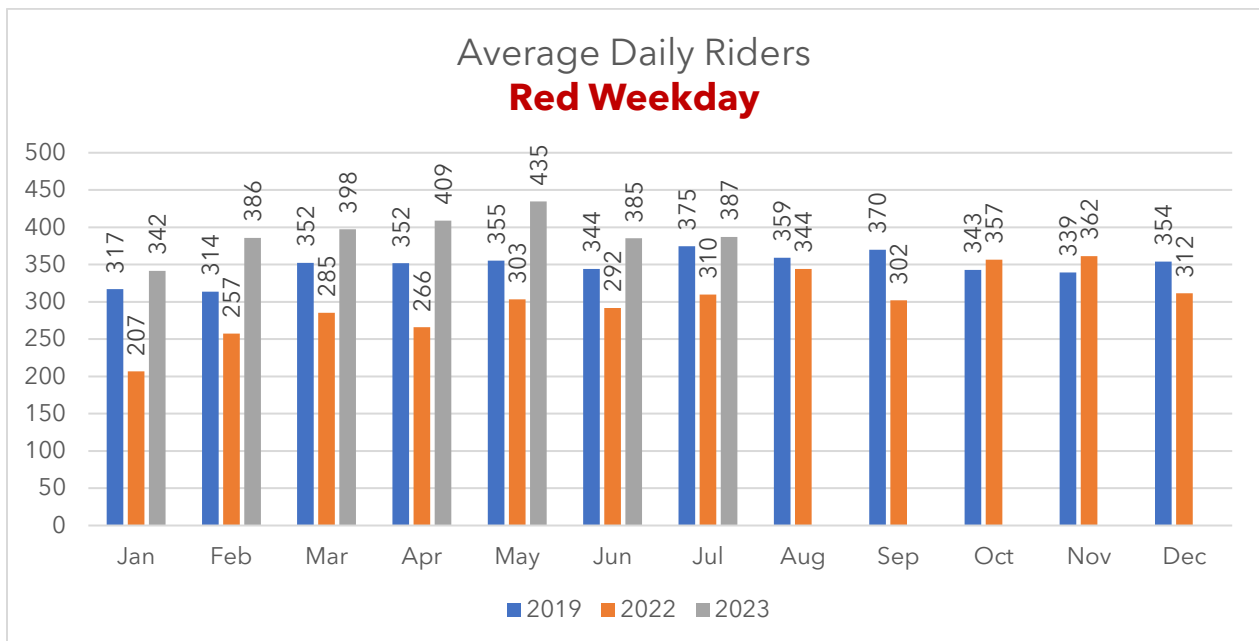
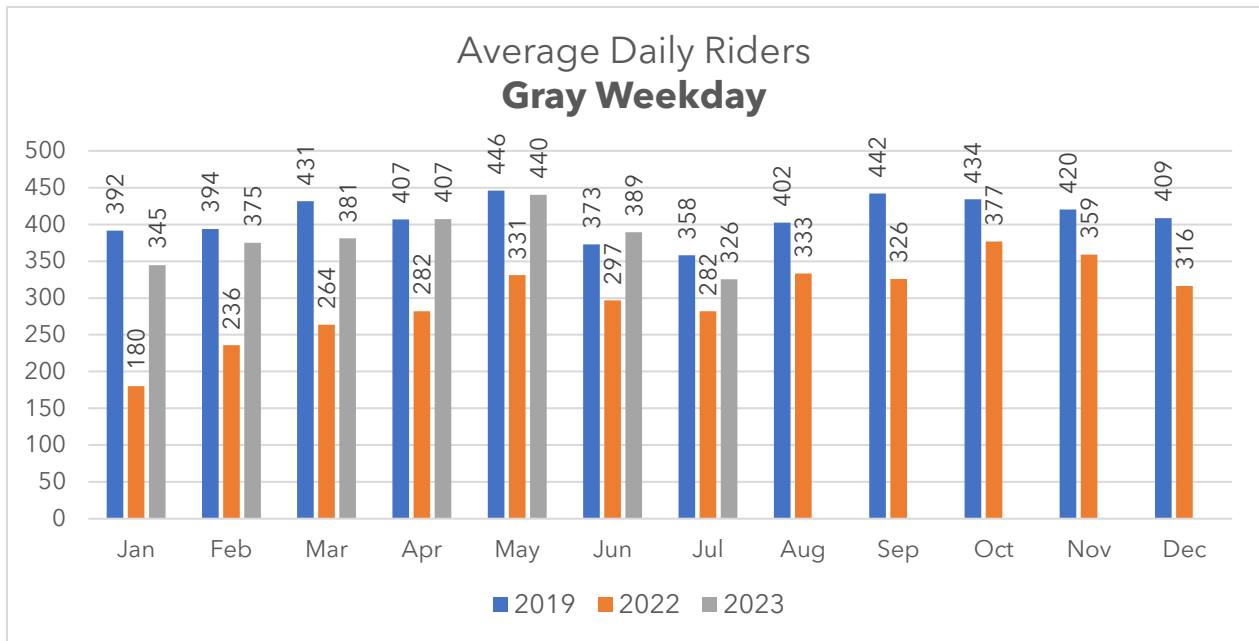
<b>ALL ROUTES &amp; DAYS</b>								
<b>2023 COMBINED RIDERSHIP (ALL ROUTES)</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Total</b>
Total Monthly Ridership	16,279	16,760	20,014	19,025	21,163	18,753	16,814	<b>128,808</b>
# of Operating Days	31	28	31	30	31	30	31	<b>212</b>
Average Daily Ridership	525	599	646	634	683	625	542	<b>608</b>
% Increase/Decrease from Prior Month	-26%	14%	8%	-2%	8%	-8%	-13%	
% Increase/Decrease from Prior Year	76%	54%	41%	48%	33%	27%	17%	40%
<b>% of Pre COVID Baseline</b>	<b>93%</b>	<b>105%</b>	<b>102%</b>	<b>98%</b>	<b>105%</b>	<b>106%</b>	<b>88%</b>	<b>99%</b>
<b>2022 COMBINED RIDERSHIP (ALL ROUTES)</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Total</b>
Total Monthly Ridership	9,246	10,901	14,157	13,314	15,351	14,769	14,374	<b>92,112</b>
# of Operating Days	31	28	31	31	30	30	31	<b>212</b>
Average Daily Ridership	298	389	457	429	512	492	464	<b>434</b>
<b>% of Pre COVID Baseline</b>	<b>53%</b>	<b>68%</b>	<b>72%</b>	<b>66%</b>	<b>79%</b>	<b>83%</b>	<b>75%</b>	<b>71%</b>

## Ridership Summary

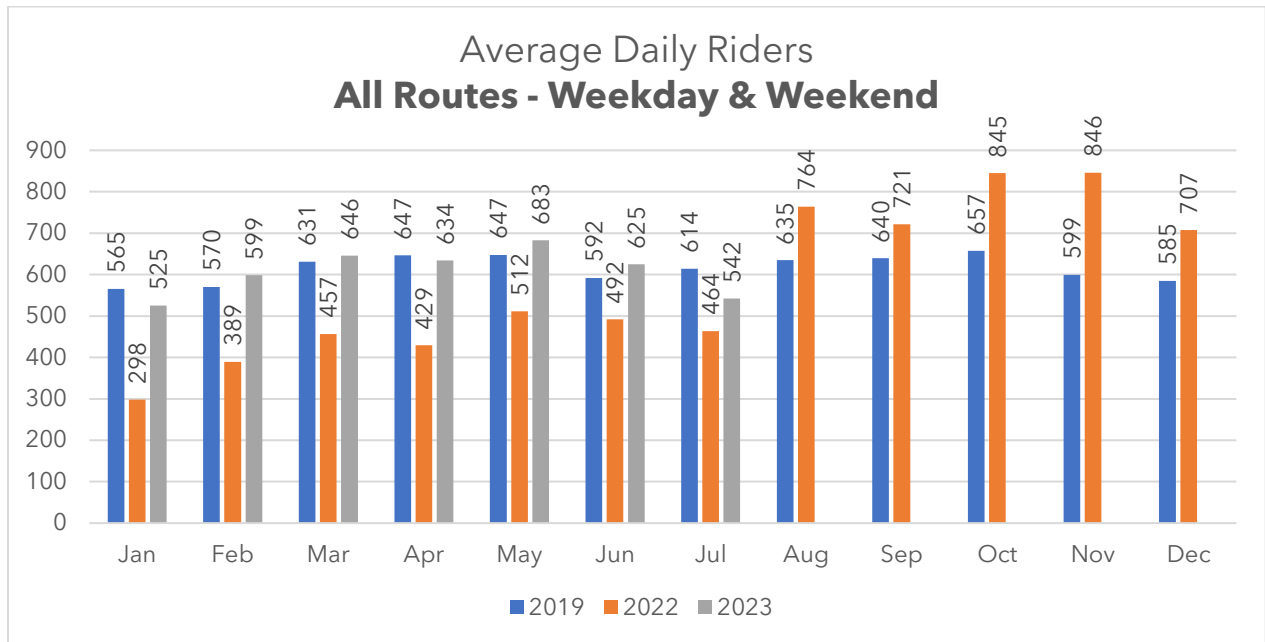
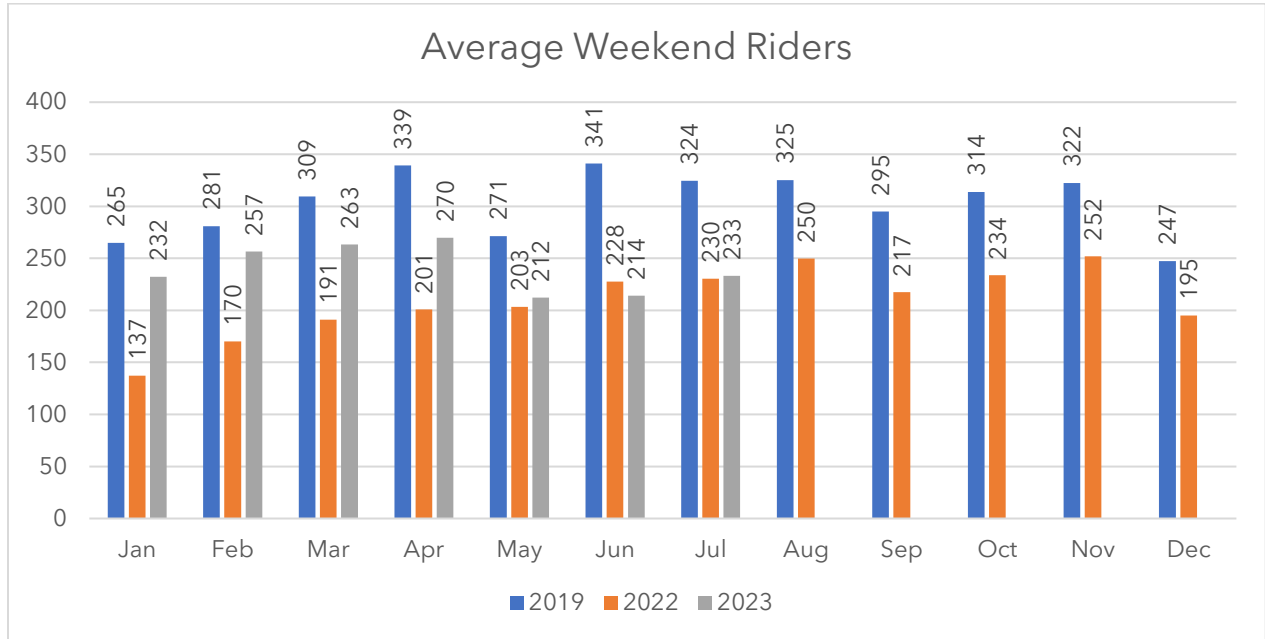
In July, the Mountain View Community Shuttle (MVCS) ridership decreased by 13% from the previous month and is 99% of the pre-pandemic baseline. Ridership has decreased throughout the summer months however, it is expected to increase once school is back in session.

The weekday ridership on the Red Route was approximately 18% higher than the Gray Route, although both routes had comparable ridership on the weekends. In July, weekday ridership peaked during mid-day.

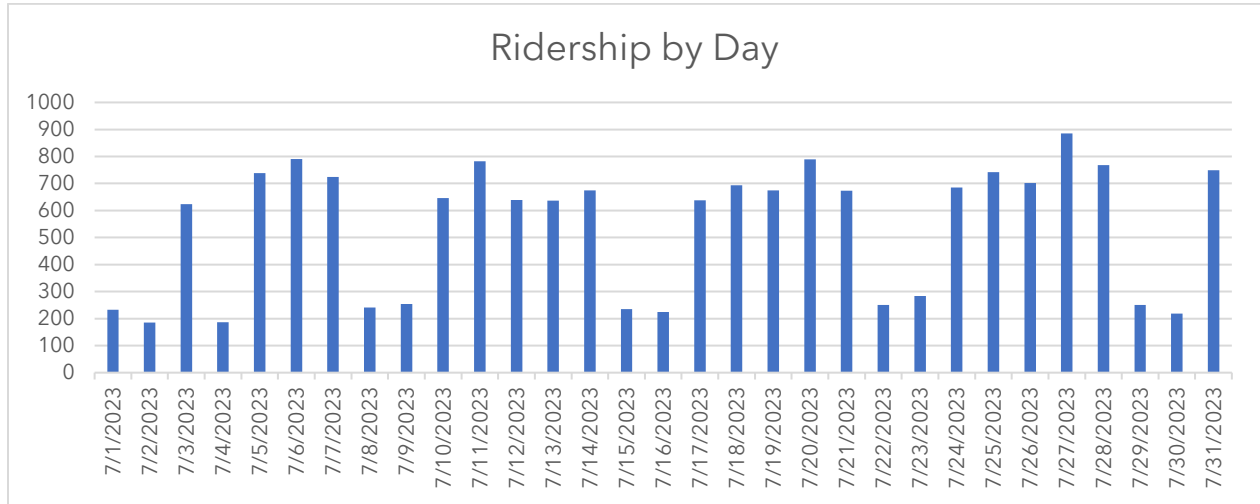
## Average Daily Ridership Comparisons (YTD)



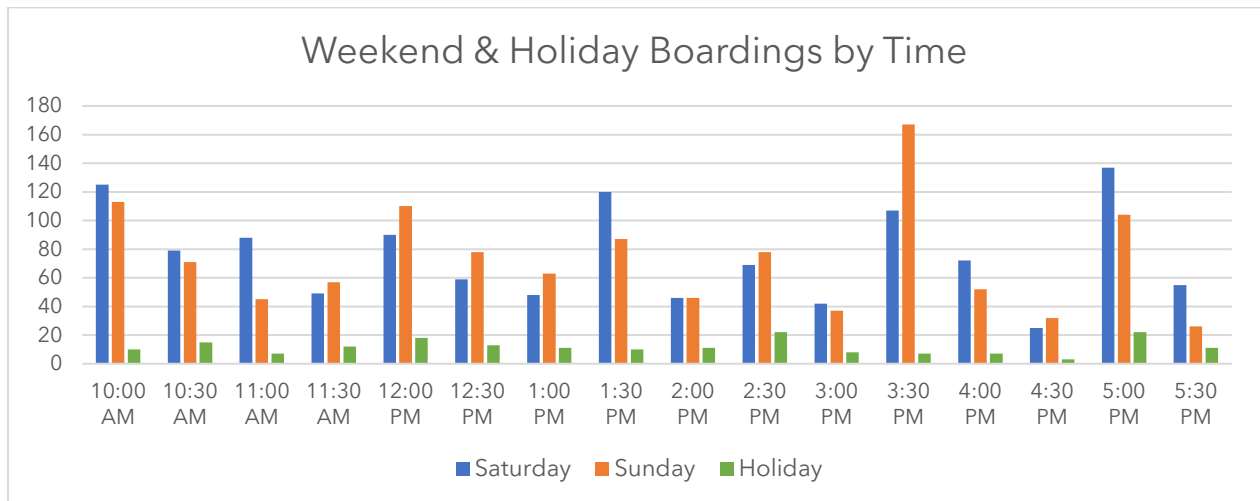
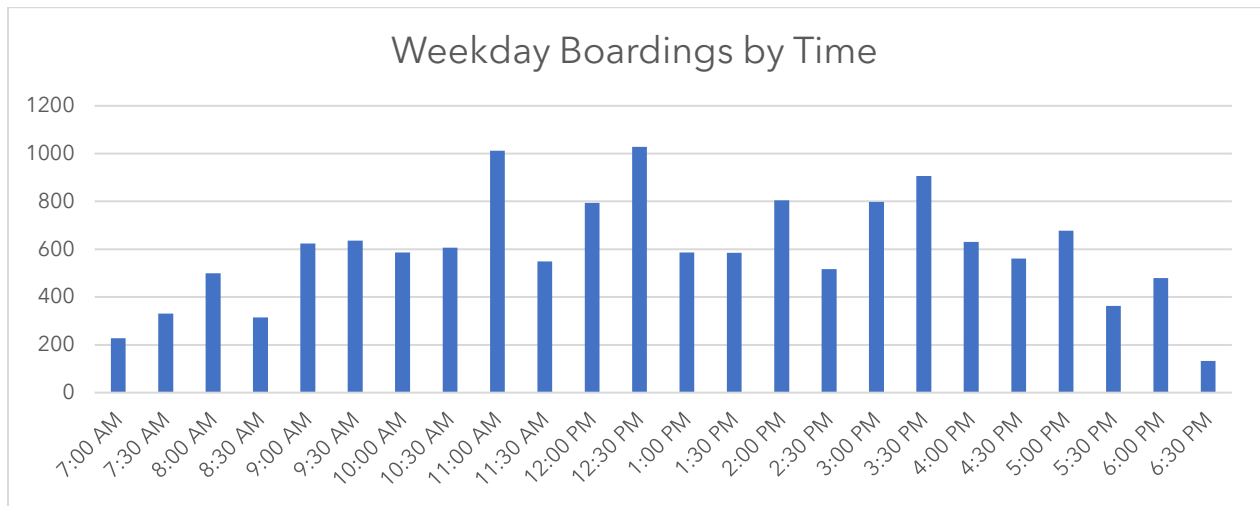
## Average Daily Ridership Comparisons (YTD) (cont'd)



# Total Ridership per Day



# Boardings by Time



## Monthly Total Use (Boarding & Alighting) by Stop

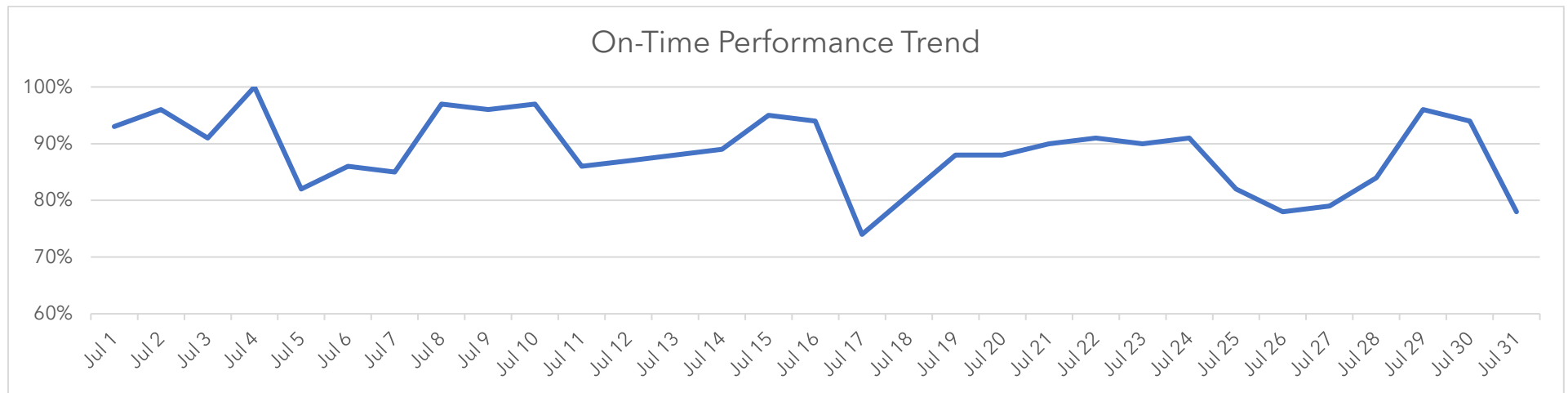
GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,512	1,364	2,876	18.5%	San Antonio Center	1,491	1,606	3,097	17.2%
MV Transit Center	739	541	1,280	8.2%	MV Transit Center	689	1,068	1,757	9.7%
Grant Rd. (Gray)	537	680	1,217	7.8%	Senior/Teen Center (Red)	1,050	629	1,679	9.3%
Senior/Teen Center (Gray)	544	616	1,160	7.5%	Grant Rd. (Red)	634	594	1,228	6.8%
Rengstorff/Middlefield (Gray)	356	427	783	5.0%	El Camino Real/Sylvan (Red)	529	306	835	4.6%
El Camino Real/Sylvan (Gray)	245	500	745	4.8%	Rengstorff/Middlefield (Red)	478	326	804	4.5%
California/Ortega West	48	549	597	3.8%	Civic Center (Red)	345	365	710	3.9%
Community Center (Gray)	418	174	592	3.8%	California/Ortega East	593	34	627	3.5%
Civic Center (Gray)	267	274	541	3.5%	El Camino Hospital	282	298	580	3.2%
Whisman/Middlefield (Gray)	217	285	502	3.2%	Middlefield/Easy (Red)	361	167	528	2.9%
El Camino Hospital	235	216	451	2.9%	Whisman/Middlefield (Red)	241	208	449	2.5%
Middlefield/Moffett (Gray)	197	248	445	2.9%	California/Rengstorff (Red)	271	172	443	2.5%
Middlefield/Easy (Gray)	156	271	427	2.7%	California/Ortega West	22	416	438	2.4%
California/Ortega East	339	32	371	2.4%	Community Center (Red)	96	317	413	2.3%
Sylvan Park (Gray)	224	118	342	2.2%	Middlefield/Moffett (Red)	259	148	407	2.3%
California/Rengstorff	77	259	336	2.2%	Castro/El Camino Real (Red)	149	255	404	2.2%
Crittenden Middle School (Gray)	176	134	310	2.0%	Crittenden Middle School (Red)	191	198	389	2.2%
Whisman Station (Gray)	175	106	281	1.8%	Villa/Franklin (Red)	56	270	326	1.8%
Shoreline/Middlefield #3 (Gray)	161	107	268	1.7%	Rengstorff/Central (Red)	200	123	323	1.8%
Rengstorff/Central (Gray)	122	138	260	1.7%	Shoreline/Middlefield #1 (Red)	99	208	307	1.7%
Cuesta/Miramonte (Gray)	204	52	256	1.6%	Cuesta/Miramonte (Red)	73	224	297	1.6%
Castro/El Camino Real (Gray)	132	121	253	1.6%	Sylvan Park (Red)	139	153	292	1.6%
Rengstorff/Montecito (Gray)	119	126	245	1.6%	Whisman Station (Red)	105	173	278	1.5%
Middlefield/San Pierre (Gray)	84	118	202	1.3%	California/Rengstorff	58	179	237	1.3%
Villa/Franklin (Gray)	113	46	159	1.0%	Villa/Mariposa	131	86	217	1.2%
Cuesta/Grant (Gray)	146	9	155	1.0%	Rengstorff/Montecito (Red)	116	78	194	1.1%
Villa/Shoreline	71	45	116	0.7%	Middlefield/San Pierre (Red)	119	74	193	1.1%
Grant/Eunice	76	30	106	0.7%	Graham Middle School (Red)	73	110	183	1.0%
Graham Middle School (Gray)	41	33	74	0.5%	Grant/Eunice	77	57	134	0.7%
Whisman/Dana (Gray)	17	49	66	0.4%	Cuesta/Grant	39	77	116	0.6%
Cuesta/Grant	7	53	60	0.4%	Shoreline/Pear	31	26	57	0.3%
Shoreline/Pear	22	15	37	0.2%	Whisman/Dana (Red)	29	25	54	0.3%
Shoreline/Middlefield #2	7	19	26	0.2%	Shoreline/Middlefield #2	4	32	36	0.2%
<b>Total</b>	<b>7,784</b>	<b>7,755</b>	<b>15,539</b>	<b>100.0%</b>	<b>Total</b>	<b>9,030</b>	<b>9,002</b>	<b>18,032</b>	<b>100.0%</b>

## On Time Performance

In July, on time performance for the MVCS was **87%**. This is the same OTP as last month, with very slight variances in each individual route performance.

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			94%		77%	84%	88%			97%	88%	93%	87%	86%			73%	84%	84%	89%	88%			88%	74%	86%	71%	91%			78%	85%
Red			87%		87%	88%	82%			96%	84%	80%	88%	93%			75%	78%	92%	86%	93%			94%	91%	68%	89%	76%			78%	85%
Gray Weekend	95%	100%		100%				95%	93%						93%	95%						89%	84%						95%	95%		94%
Red Weekend	92%	92%		100%				100%	100%						98%	94%						94%	96%						98%	94%		96%
Grand Total	93%	96%	91%	100%	82%	86%	85%	97%	96%	97%	86%	87%	88%	89%	95%	94%	74%	81%	88%	88%	90%	91%	90%	91%	82%	78%	79%	84%	96%	94%	78%	87%



## Additional Ridership Data:

- Bicycles Carried: 197
- Wheelchair Lift Usage: 20

## 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 while also finalizing plans for new fleet parking and charging facility.

## Compliments/Complaints

There was one complaint that an MVCS bus hit their car during a turn and the bus did not pull over and stop to exchange information.

- Upon investigation, using the on-board camera system, an MVCS bus did come in contact with a car during a turn, but the driver of the bus was unaware it occurred. WeDriveU General Manager was put in touch with the complainant, insurance information was exchanged and the issue was resolved.