



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT December 2023

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Mountain View Community Shuttle
2023 Annual Ridership Summary (YTD)
w/ Pre-COVID Baseline Comparison

GRAY ROUTE-WEEKDAY													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Weekday Ridership	6,895	7,123	8,764	8,147	9,687	8,566	6,512	10,520	9,823	10,891	8,971	8,937	104,836
# of Operating Days	20	19	23	20	22	22	20	23	20	22	20	20	251
Average Daily Ridership	345	375	381	407	440	389	326	457	491	495	449	447	418
% Increase/Decrease from Prior Month	9%	9%	2%	7%	8%	-12%	-16%	40%	7%	1%	-9%	0%	
% Increase/Decrease from Prior Year	91%	59%	44%	44%	33%	31%	15%	37%	51%	31%	25%	41%	39%
% of Pre COVID Baseline	88%	95%	88%	100%	99%	104%	91%	114%	111%	114%	107%	109%	102%

RED ROUTE-WEEKDAY													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Weekday Ridership	6,831	7,327	9,143	8,182	9,566	8,475	7,738	10,653	10,125	11,371	9,401	8,924	107,736
# of Operating Days	20	19	23	20	22	22	20	23	20	22	20	20	251
Average Daily Ridership	342	386	398	409	435	385	387	463	506	517	470	446	429
% Increase/Decrease from Prior Month	10%	13%	3%	3%	6%	-11%	0%	20%	9%	2%	-9%	-5%	
% Increase/Decrease from Prior Year	65%	50%	39%	54%	43%	32%	25%	35%	68%	45%	30%	43%	43%
% of Pre COVID Baseline	108%	123%	113%	116%	122%	112%	103%	129%	137%	151%	139%	126%	123%

GRAY ROUTE-WEEKEND													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Weekend Ridership	1,242	1,083	986	1,226	898	840	1,272	868	1,109	1,171	1,114	1,095	12,904
# of Operating Days	11	9	8	10	9	8	11	8	10	9	10	11	114
Average Daily Ridership	113	120	123	123	100	105	116	109	111	130	111	100	113
% Increase/Decrease from Prior Month	17%	7%	2%	-1%	-19%	5%	10%	-6%	2%	17%	-14%	-11%	
% Increase/Decrease from Prior Year	73%	44%	33%	27%	6%	0%	7%	-4%	8%	20%	-9%	3%	15%
% of Pre COVID Baseline	83%	91%	82%	72%	74%	64%	74%	71%	75%	86%	66%	82%	76%

RED ROUTE-WEEKEND													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Weekend Ridership	1,311	1,227	1,121	1,470	1,012	872	1,292	955	1,149	1,164	1,236	1,135	13,944
# of Operating Days	11	9	8	10	9	8	11	8	10	9	10	11	114
Average Daily Ridership	119	136	140	147	112	109	117	119	115	129	124	103	122
% Increase/Decrease from Prior Month	21%	14%	3%	5%	-24%	-3%	8%	2%	-4%	13%	-4%	-17%	
% Increase/Decrease from Prior Year	66%	58%	43%	41%	3%	-11%	-4%	-13%	1%	3%	-4%	5%	12%
% of Pre COVID Baseline	92%	92%	88%	87%	82%	61%	70%	69%	78%	80%	80%	82%	80%

ALL ROUTES & DAYS													
2023 COMBINED RIDERSHIP (ALL ROUTES)													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Monthly Ridership	16,279	16,760	20,014	19,025	21,163	18,753	16,814	22,996	22,206	24,597	20,722	20,091	239,420
# of Operating Days	31	28	31	30	31	30	31	31	30	31	30	31	365
Average Daily Ridership	525	599	646	634	683	625	542	742	740	793	691	648	656
% Increase/Decrease from Prior Month	11%	14%	8%	-2%	8%	-8%	-13%	37%	0%	7%	-13%	-6%	
% Increase/Decrease from Prior Year	76%	54%	41%	48%	33%	27%	17%	31%	52%	34%	22%	37%	38%
% of Pre COVID Baseline	93%	105%	102%	98%	105%	106%	88%	117%	116%	121%	115%	111%	107%

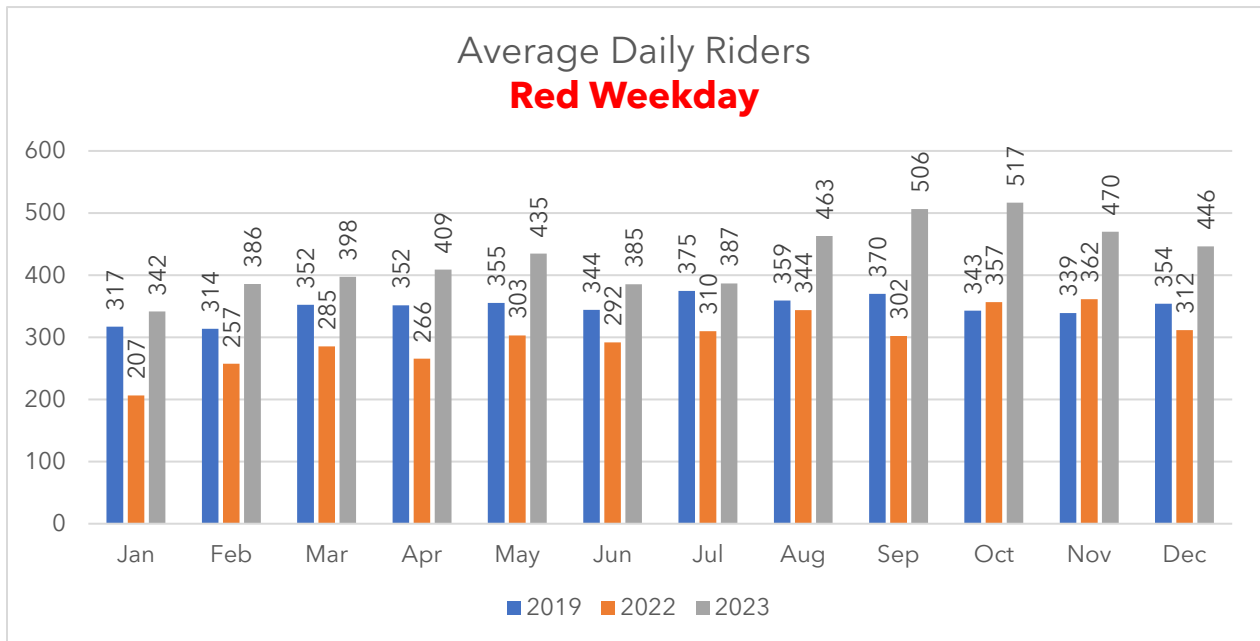
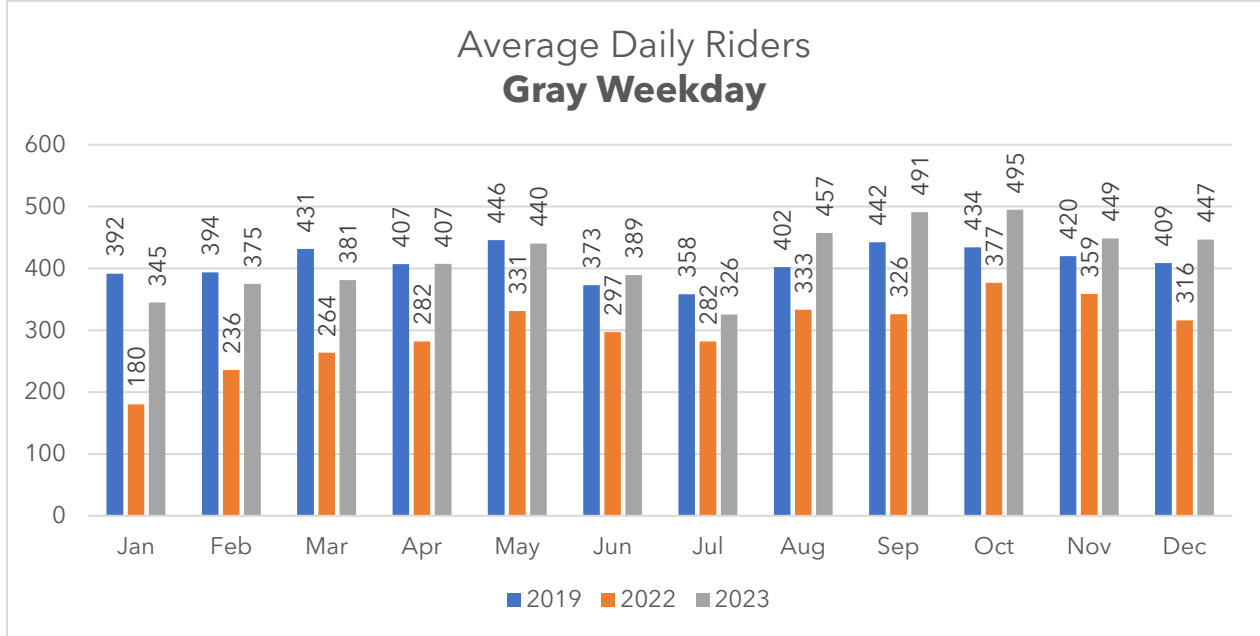
GRAY ROUTE-EXPANSION ONLY													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Expansion Hours Ridership	1,473	1,531	2,066	1,939	2,291	2,127	1,531	2,955	2,712	2,714	2,164	2,088	25,591
# of Operating Days	20	19	23	20	22	22	20	23	20	22	20	20	251
Average Daily Ridership	74	81	90	97	104	97	77	128	136	123	108	104	102
% Increase/Decrease from Prior Month	9%	9%	11%	8%	7%	-7%	-21%	68%	6%	-9%	-12%	-4%	
% Increase/Decrease from Prior Year	276%	135%	101%	88%	59%	32%	29%	77%	102%	42%	43%	55%	70%
% of Total Gray Route Ridership	21%	21%	24%	24%	24%	25%	24%	28%	28%	25%	24%	23%	24%

RED ROUTE-EXPANSION ONLY													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Expansion Hours Ridership	1,994	2,423	2,967	2,499	3,112	2,365	2,083	3,573	3,671	3,809	2,971	2,639	34,106
# of Operating Days	20	19	23	20	22	22	20	23	20	22	20	20	251
Average Daily Ridership	100	128	129	125	141	108	104	155	184	173	149	132	136
% Increase/Decrease from Prior Month	15%	28%	1%	-3%	13%	-24%	-3%	49%	18%	-6%	-14%	-11%	
% Increase/Decrease from Prior Year	131%	90%	63%	78%	56%	27%	23%	44%	90%	66%	33%	52%	58%
% of Total Red Route Ridership	29%	33%	32%	31%	33%	28%	27%	34%	36%	33%	32%	30%	32%
% of Total Weekday Ridership	25%	27%	28%	27%	28%	26%	25%	31%	32%	29%	28%	26%	28%

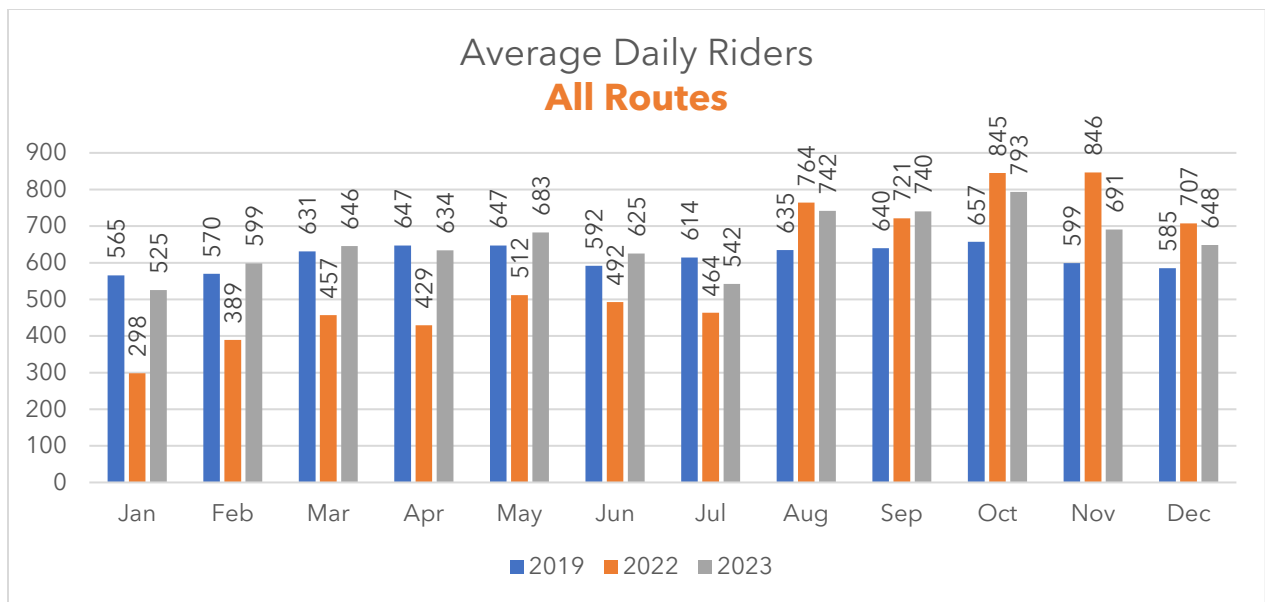
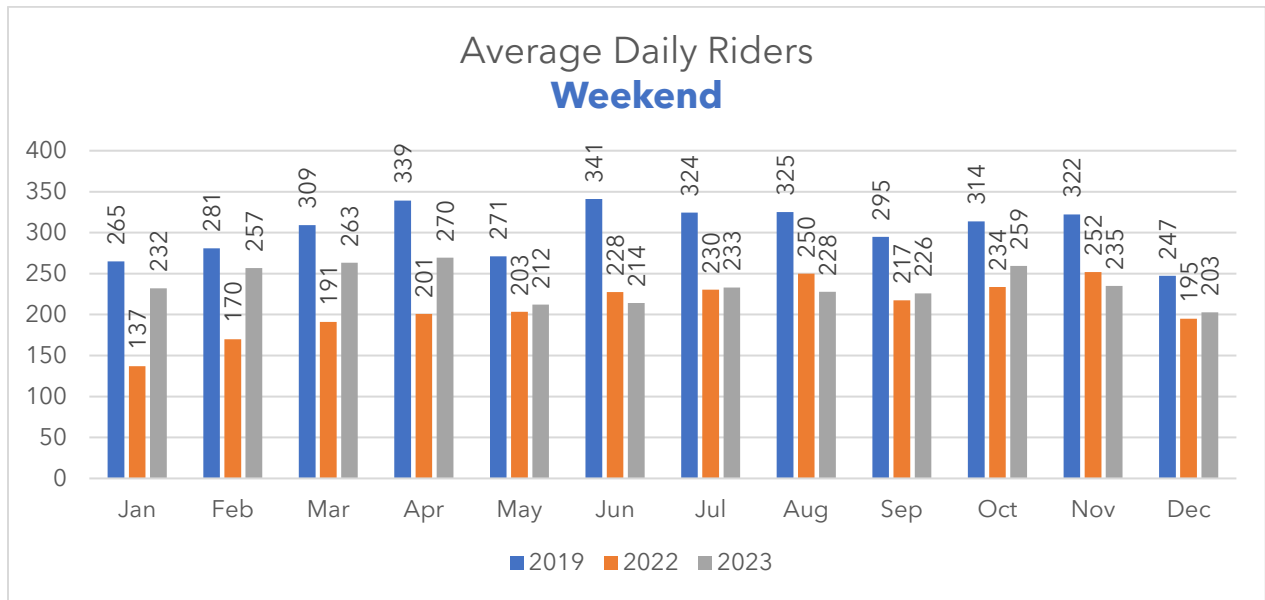
Ridership Summary

In December, the Mountain View Community Shuttle's (MVCS) average daily ridership, for both routes, were very similar. Overall, in 2023 the ridership was 38% higher than 2022 and is 107% of pre-pandemic service levels.

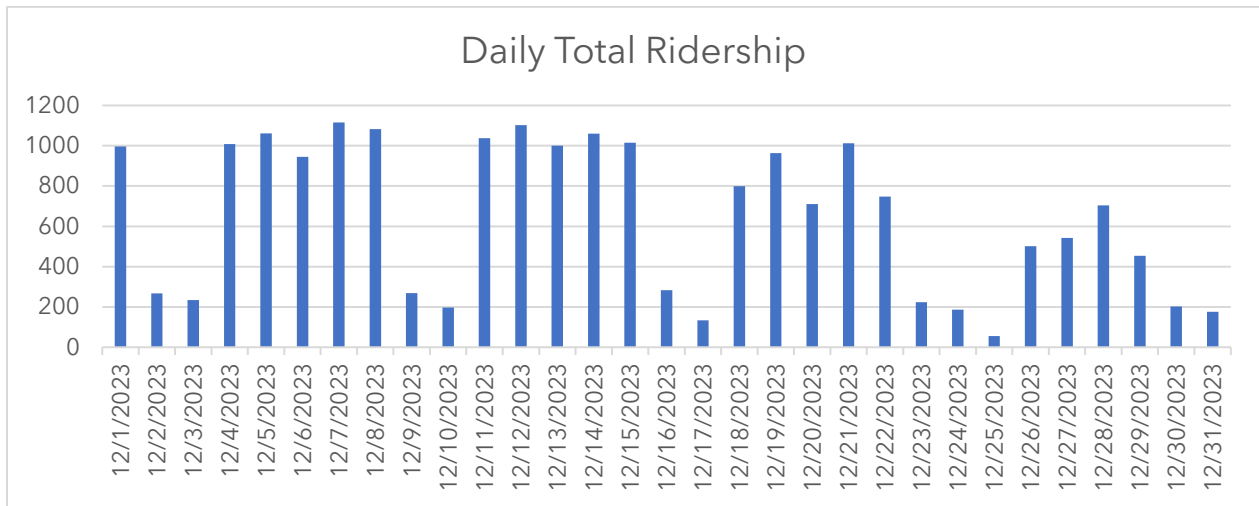
Average Daily Ridership Comparisons (YTD)



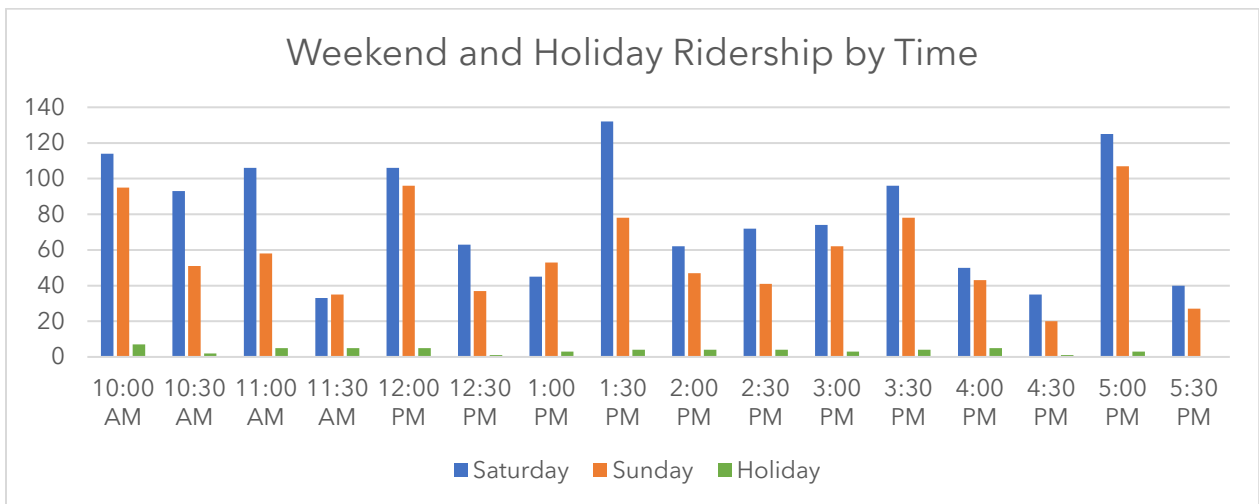
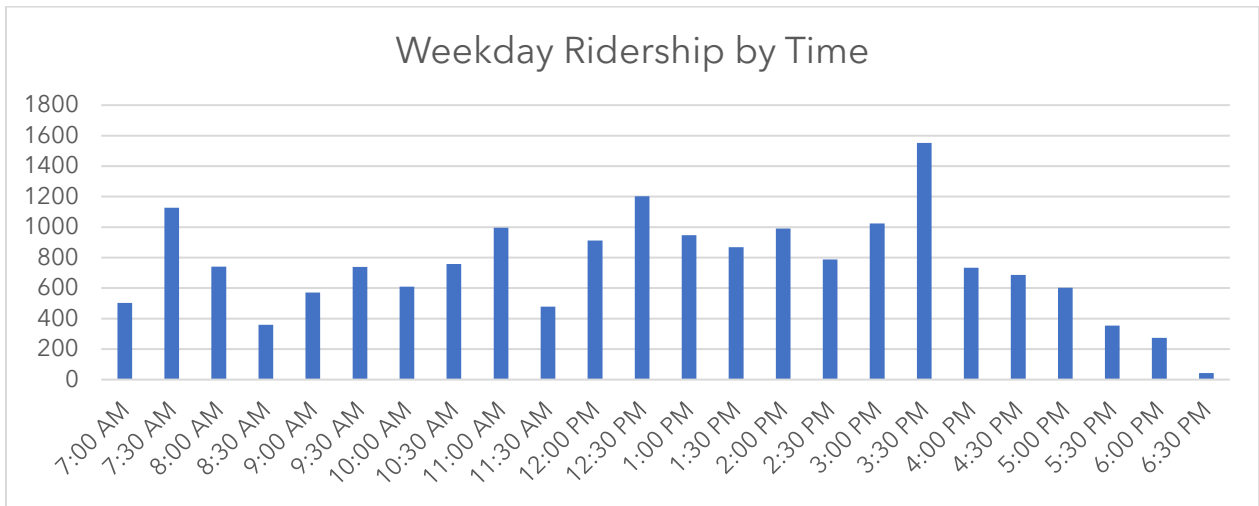
Average Daily Ridership Comparisons (YTD) (cont'd)



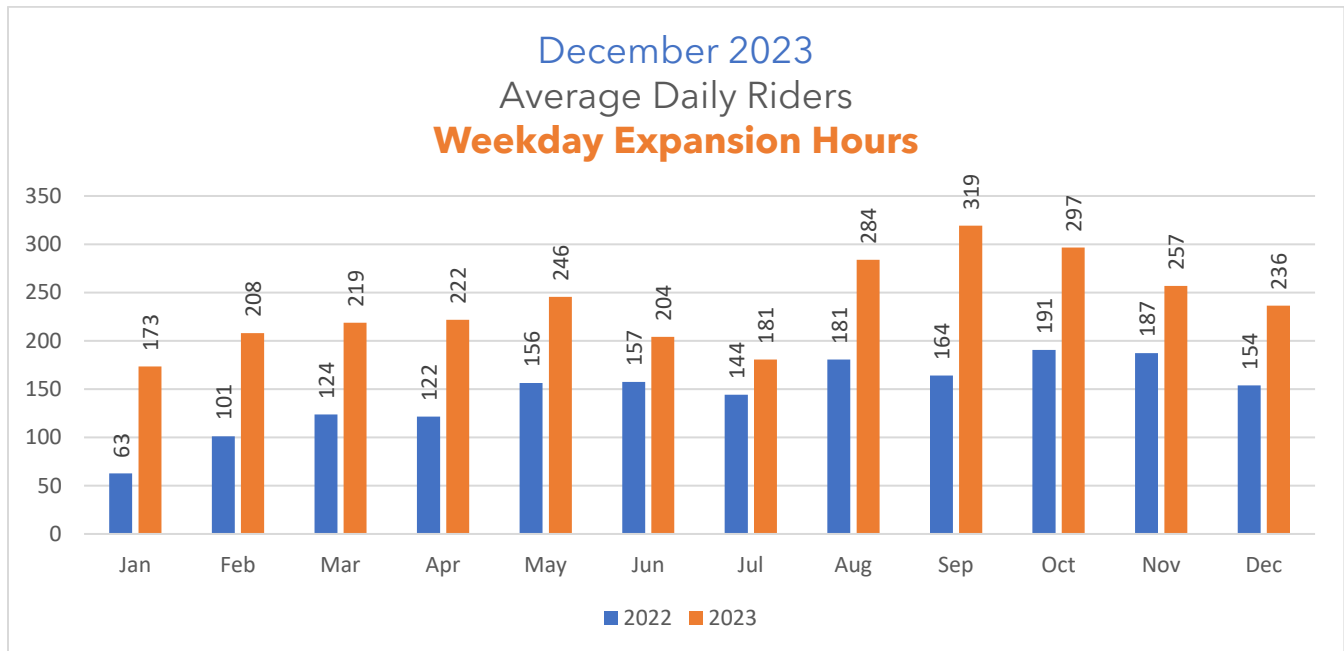
Daily Total Ridership by Date



Monthly Total Ridership by Time



Service Expansion



In 2021, the City's Mountain View Community Shuttle (MVCS) Service Expansion Project was approved by the VTA to receive \$704,000 of 2016 Measure B funding with a required local funding match of 20% provided by the City of Mountain View (\$176,000). In January 2022, the MVCS expansion project was implemented, increasing its weekday service by 4 hours a day, and in December 2023, the 2-year term of the grant was completed.

From January 1 through December 31, 2023, the ridership during the expansion period was 96,634, which represents 27% of the total weekday ridership over the 2-year period. The average daily boardings for the expansion period was 192.

This will be our final report for the City of Mountain View Community Shuttle Service Expansion Project.

Additional Ridership Data

- Bicycles Carried: 136
- Wheelchair Lift Usage: 34

Monthly Total Use (Boarding & Alighting) by Stop

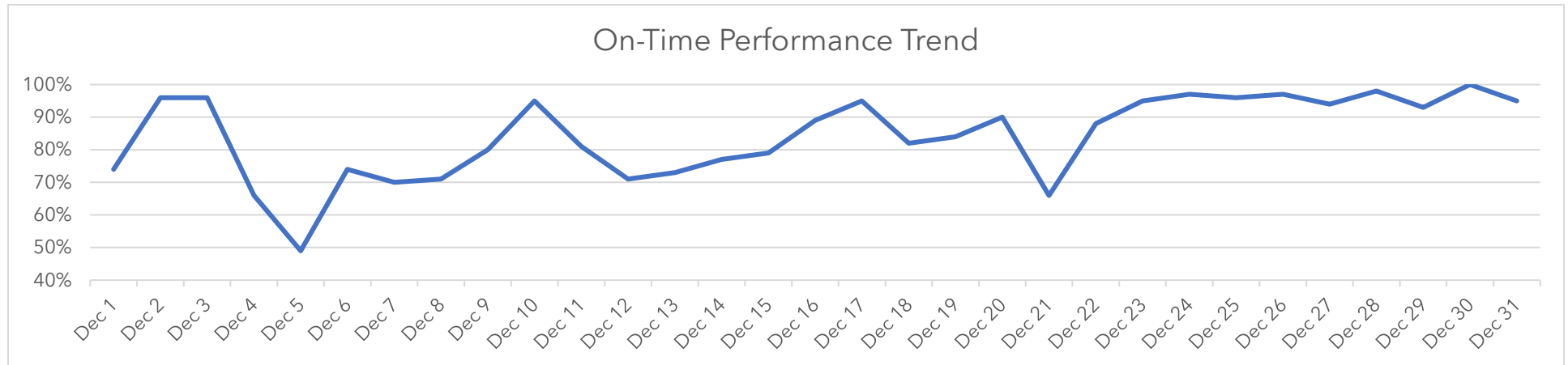
GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,664	717	2,381	11.9%	San Antonio Center	1,527	751	2,278	11.4%
Senior/Teen Center (Gray) TP	666	1,061	1,727	8.6%	Senior/Teen Center (Red) TP	1,334	712	2,046	10.2%
MV Transit Center TP	877	843	1,720	8.6%	MV Transit Center TP	938	1,050	1,988	9.9%
California/Ortega West	86	1,313	1,399	7.0%	California/Ortega West	71	1,195	1,266	6.3%
Grant Rd. (Gray)	646	721	1,367	6.8%	Grant Rd. (Red)	614	610	1,224	6.1%
Rengstorff/Middlefield (Gray) TP	755	541	1,296	6.5%	Rengstorff/Middlefield (Red) TP	566	370	936	4.7%
Graham Middle School (Gray)	535	332	867	4.3%	Graham Middle School (Red)	258	513	771	3.8%
Middlefield/Easy (Gray) TP	335	517	852	4.3%	Civic Center (Red)	449	306	755	3.8%
El Camino Real/Sylvan (Gray)	301	431	732	3.7%	El Camino Real/Sylvan (Red)	328	373	701	3.5%
Whisman Station (Gray)	273	422	695	3.5%	California/Ortega East	634	42	676	3.4%
Sylvan Park (Gray) TP	421	145	566	2.8%	Middlefield/Easy (Red) TP	400	234	634	3.2%
El Camino Hospital	309	231	540	2.7%	El Camino Hospital	298	314	612	3.1%
Whisman/Middlefield (Gray)	196	339	535	2.7%	Whisman Station (Red)	302	255	557	2.8%
Cuesta/Miramonte (Gray)	431	98	529	2.6%	Cuesta/Miramonte (Red)	100	423	523	2.6%
Civic Center (Gray)	226	276	502	2.5%	Sylvan Park (Red) TP	133	385	518	2.6%
Middlefield/Moffett (Gray)	153	313	466	2.3%	California/Rengstorff (Red)	376	140	516	2.6%
Community Center (Gray)	346	101	447	2.2%	Crittenden Middle School (Red)	142	361	503	2.5%
California/Ortega East	388	55	443	2.2%	Castro/El Camino Real (Red)	155	268	423	2.1%
California/Rengstorff	75	331	406	2.0%	Middlefield/Moffett (Red)	269	96	365	1.8%
Crittenden Middle School (Gray)	227	113	340	1.7%	Whisman/Middlefield (Red)	138	184	322	1.6%
Rengstorff/Central (Gray)	132	182	314	1.6%	Community Center (Red)	69	230	299	1.5%
Castro/El Camino Real (Gray)	139	173	312	1.6%	Villa/Franklin (Red)	42	240	282	1.4%
Shoreline/Middlefield #3 (Gray)	179	129	308	1.5%	California/Rengstorff	75	187	262	1.3%
Rengstorff/Montecito (Gray)	147	146	293	1.5%	Shoreline/Middlefield #1 (Red)	110	148	258	1.3%
Middlefield/San Pierre (Gray)	103	71	174	0.9%	Rengstorff/Central (Red)	149	92	241	1.2%
Villa/Franklin (Gray)	121	23	144	0.7%	Grant/Eunice	142	71	213	1.1%
Cuesta/Grant TP	24	109	133	0.7%	Middlefield/San Pierre (Red)	127	86	213	1.1%
Grant/Eunice	89	37	126	0.6%	Rengstorff/Montecito (Red)	113	85	198	1.0%
Villa/Shoreline	53	56	109	0.5%	Villa/Mariposa	103	73	176	0.9%
Cuesta/Grant (Gray) TP	98	10	108	0.5%	Cuesta/Grant TP	28	121	149	0.7%
Whisman/Dana (Gray)	11	75	86	0.4%	Whisman/Dana (Red)	50	56	106	0.5%
Shoreline/Pear	22	16	38	0.2%	Shoreline/Pear	17	16	33	0.2%
Shoreline/Middlefield #2	4	29	33	0.2%	Shoreline/Middlefield #2	2	12	14	0.1%
Total	10,032	9,956	19,988	100.0%	Total	10,059	9,999	20,058	100.0%

On Time Performance

In December, on-time performance for the MVCS was **81%**. We have concluded our review of the schedules and on-time performance data and will propose revisions to the weekday schedules. Currently, the weekend schedules are performing satisfactorily. We will review the weekday schedule changes with City staff and prepare our communications.

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
MVCS - Gray	73%			69%	50%	76%	78%	70%			75%	79%	57%	67%	80%			83%	78%	88%	66%	86%				97%	98%	98%	90%			78%
MVCS Gray Weekend		100%	98%						79%	96%						96%	100%						96%	100%	93%					100%	96%	96%
MVCS - Red	76%			62%	48%	71%	61%	72%			89%	62%	92%	89%	78%			80%	90%	91%	65%	90%				96%	91%	98%	96%			80%
MVCS Red Weekend		92%	94%						82%	94%						80%	90%						94%	94%	100%					100%	94%	92%
Grand Total	74%	96%	96%	66%	49%	74%	70%	71%	80%	95%	81%	71%	73%	77%	79%	89%	95%	82%	84%	90%	66%	88%	95%	97%	96%	97%	94%	98%	93%	100%	95%	81%

Compliments/Complaints Received

1. Rider complained that they could not find the Grant Road sign (Gray Route) and did not know where to catch the bus.
 - a. The sign was not visible due to tree branches covering the sign. The tree has since been trimmed to make the sign visible.
2. Rider complained that the shuttle smelled of urine.
 - a. Vehicle was removed from service and sanitized.

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.