



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT October 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	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	86,928
# of Operating Days	20	19	23	20	22	22	20	23	20	22	211
Average Daily Ridership	345	375	381	407	440	389	326	457	491	495	412
% Increase/Decrease from Prior Month	9%	9%	2%	7%	8%	-12%	-16%	40%	7%	1%	
% Increase/Decrease from Prior Year	91%	59%	44%	44%	33%	31%	15%	37%	51%	31%	41%
% of Pre COVID Baseline	88%	95%	88%	100%	99%	104%	91%	114%	111%	114%	101%

RED ROUTE-WEEKDAY											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	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	89,411
# of Operating Days	20	19	23	20	22	22	20	23	20	22	211
Average Daily Ridership	342	386	398	409	435	385	387	463	506	517	424
% Increase/Decrease from Prior Month	10%	13%	3%	3%	6%	-11%	0%	20%	9%	2%	
% Increase/Decrease from Prior Year	65%	50%	39%	54%	43%	32%	25%	35%	68%	45%	44%
% of Pre COVID Baseline	108%	123%	113%	116%	122%	112%	103%	129%	137%	151%	122%

GRAY ROUTE-WEEKEND											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total to Date
Total Monthly Weekend Ridership	1,242	1,083	986	1,226	898	840	1,272	868	1,109	1,171	10,695
# of Operating Days	11	9	8	10	9	8	11	8	10	9	93
Average Daily Ridership	113	120	123	123	100	105	116	109	111	130	115
% Increase/Decrease from Prior Month	17%	7%	2%	-1%	-19%	5%	10%	-6%	2%	17%	
% Increase/Decrease from Prior Year	73%	44%	33%	27%	6%	0%	7%	-4%	8%	20%	19%
% of Pre COVID Baseline	83%	91%	82%	72%	74%	64%	74%	71%	75%	86%	77%

RED ROUTE-WEEKEND											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	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	11,573
# of Operating Days	11	9	8	10	9	8	11	8	10	9	93
Average Daily Ridership	119	136	140	147	112	109	117	119	115	129	124
% Increase/Decrease from Prior Month	21%	14%	3%	5%	-24%	-3%	8%	2%	-4%	13%	
% Increase/Decrease from Prior Year	66%	58%	43%	41%	3%	-11%	-4%	-13%	1%	3%	15%
% of Pre COVID Baseline	92%	92%	88%	87%	82%	61%	70%	69%	78%	80%	80%

ALL ROUTES & DAYS											
2023 COMBINED RIDERSHIP (ALL ROUTES)											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
Total Monthly Ridership	16,279	16,760	20,014	19,025	21,163	18,753	16,814	22,996	22,206	24,597	198,607
# of Operating Days	31	28	31	30	31	30	31	31	30	31	304
Average Daily Ridership	525	599	646	634	683	625	542	742	740	793	653
% Increase/Decrease from Prior Month	-26%	14%	8%	-2%	8%	-8%	-13%	37%	0%	7%	
% Increase/Decrease from Prior Year	76%	54%	41%	48%	33%	27%	17%	31%	52%	34%	39%
% of Pre COVID Baseline	93%	105%	102%	98%	105%	106%	88%	117%	116%	121%	105%

GRAY ROUTE-EXPANSION ONLY											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	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	21,339
# of Operating Days	20	19	23	20	22	22	20	23	20	22	211
Average Daily Ridership	74	81	90	97	104	97	77	128	136	123	101
% Increase/Decrease from Prior Month	9%	9%	11%	8%	7%	-7%	-21%	68%	6%	-9%	
% Increase/Decrease from Prior Year	276%	135%	101%	88%	59%	32%	29%	77%	102%	42%	75%
% of Total Gray Route Ridership	21%	21%	24%	24%	24%	25%	24%	28%	28%	25%	25%

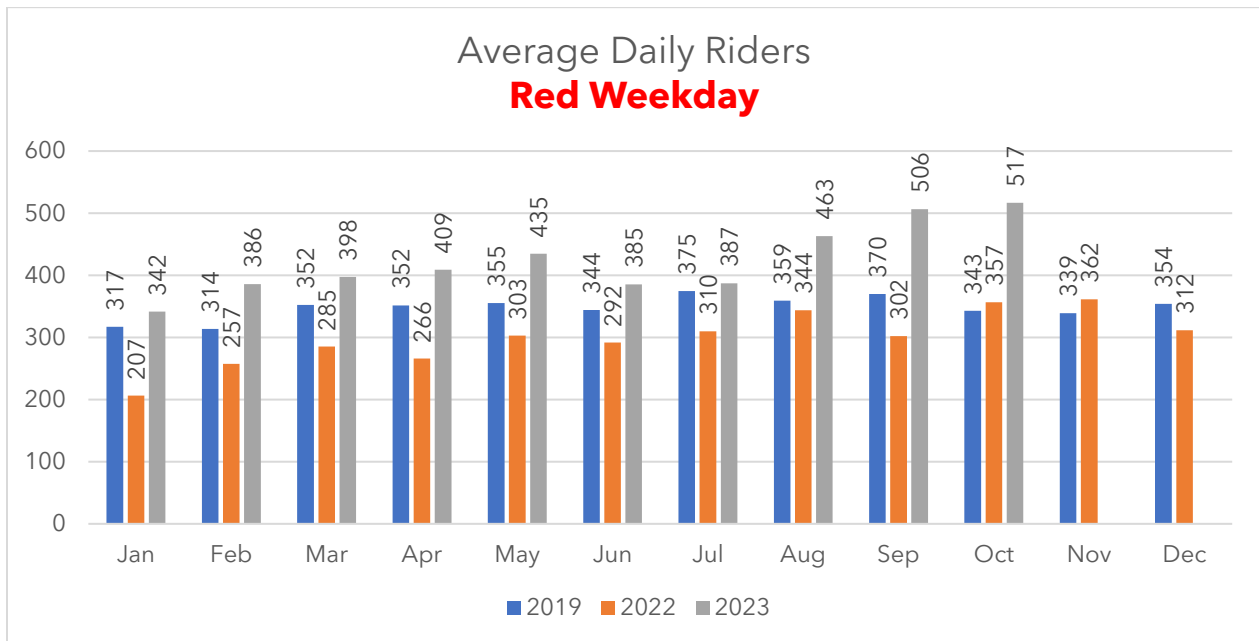
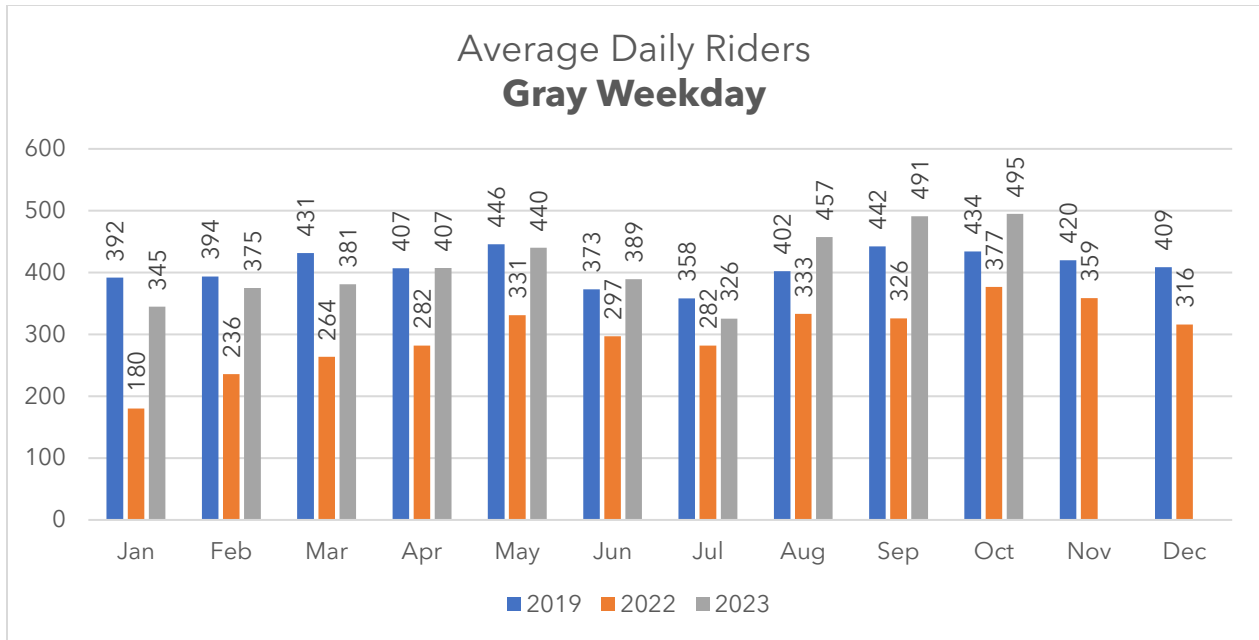
RED ROUTE-EXPANSION ONLY											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total to Date
Total Monthly Expansion Hours Ridership	1,994	2,423	2,967	2,499	3,112	2,365	2,083	3,573	3,671	3,809	28,496
# of Operating Days	20	19	23	20	22	22	20	23	20	22	211
Average Daily Ridership	100	128	129	125	141	108	104	155	184	173	135
% Increase/Decrease from Prior Month	15%	28%	1%	-3%	13%	-24%	-3%	49%	18%	-6%	
% Increase/Decrease from Prior Year	131%	90%	63%	78%	56%	27%	23%	44%	90%	66%	62%
% of Total Red Route Ridership	29%	33%	32%	31%	33%	28%	27%	34%	36%	33%	32%
% of Combined Total Weekday Ridership	25%	27%	28%	27%	28%	26%	25%	31%	32%	29%	28%

Ridership Summary

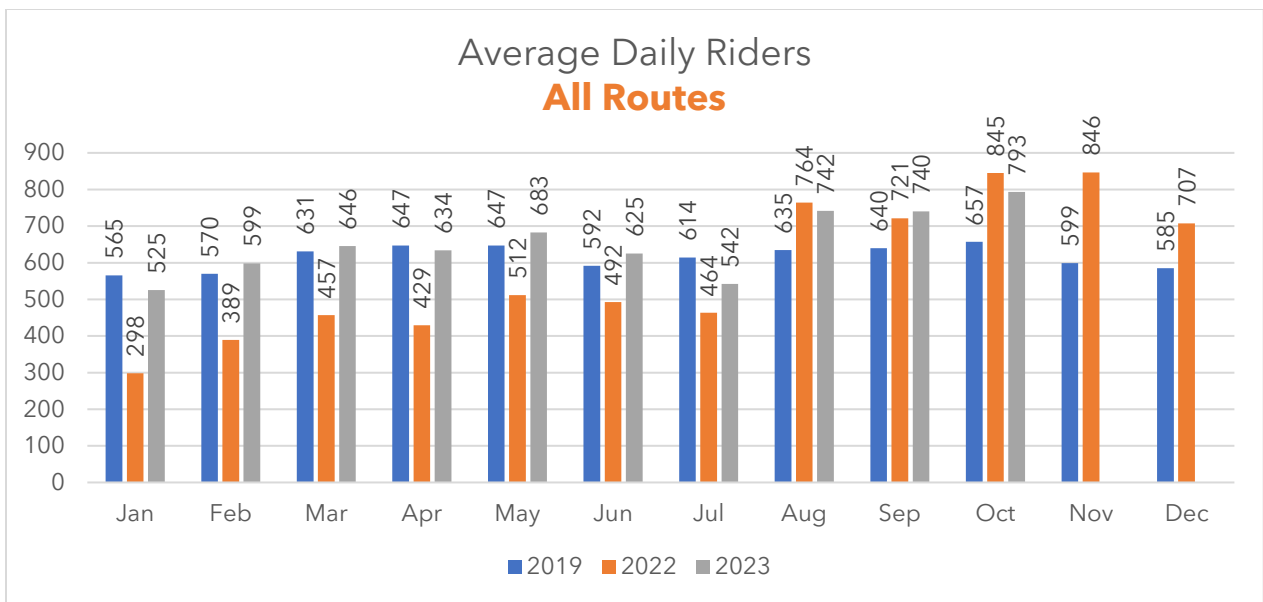
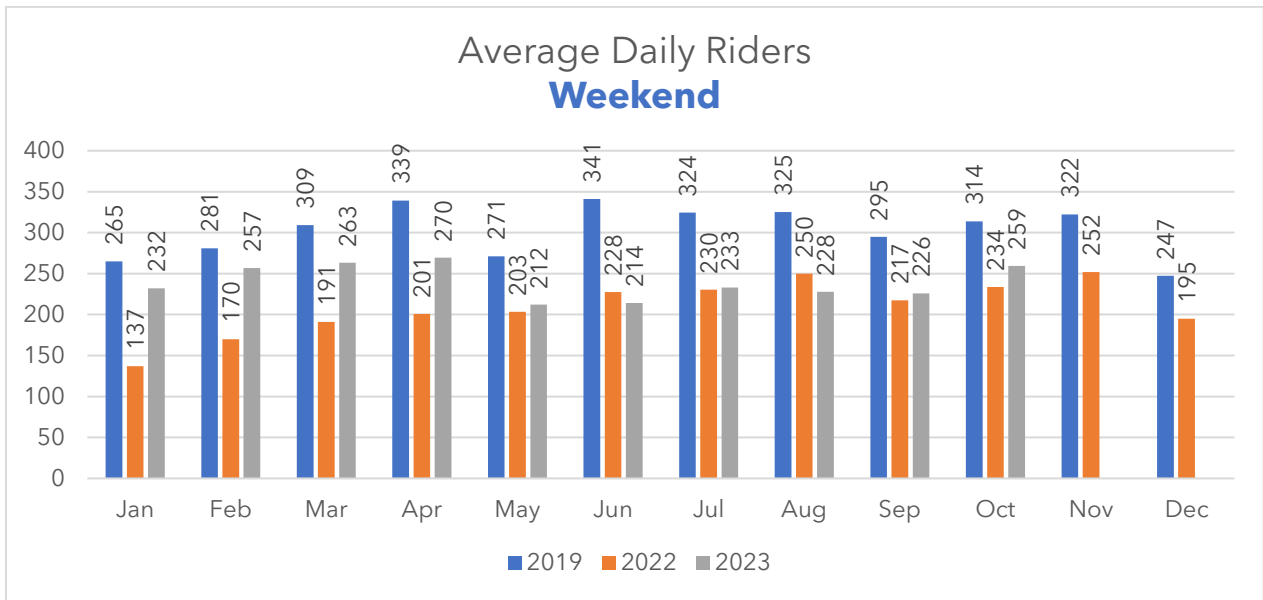
In October, the Mountain View Community Shuttle (MVCS) ridership increased by 7% from the previous month. Overall Ridership is 105% of the 2019 pre-pandemic baseline.

The average daily ridership between the two weekday routes were comparable, as were the weekend ridership. The weekday ridership in October peaked at 7:30am, 12:30pm, 3:00pm and 3:30pm, with the highest peak during the 3:30 Trips.

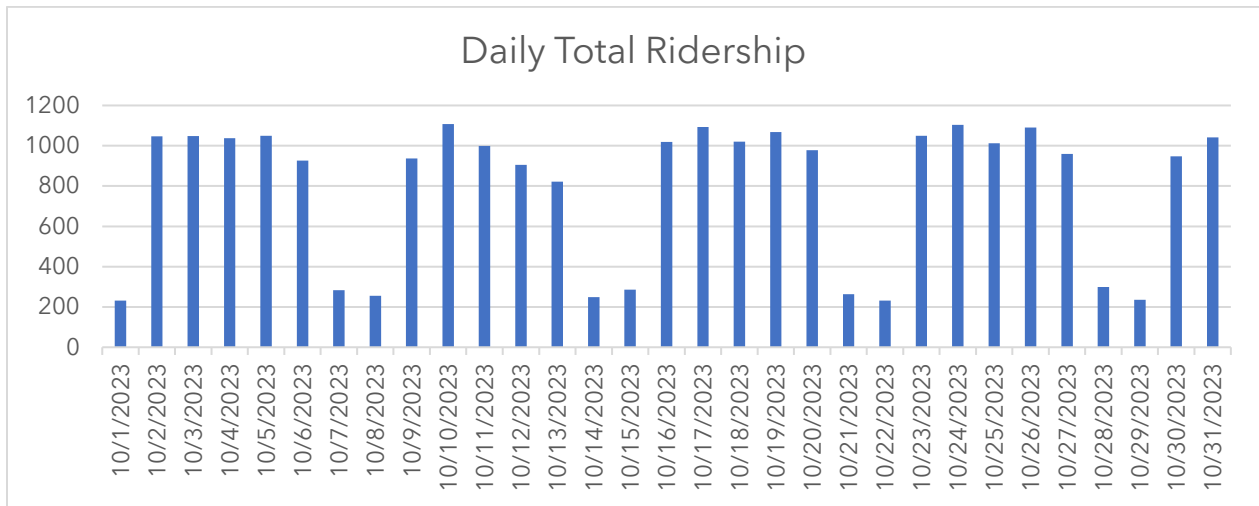
Average Daily Ridership Comparisons (YTD)



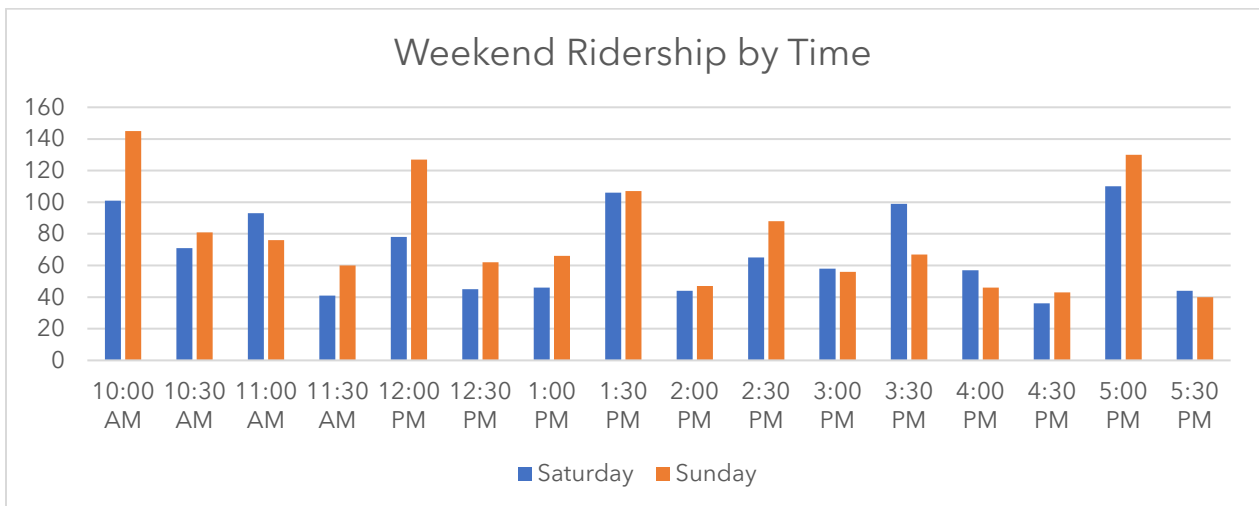
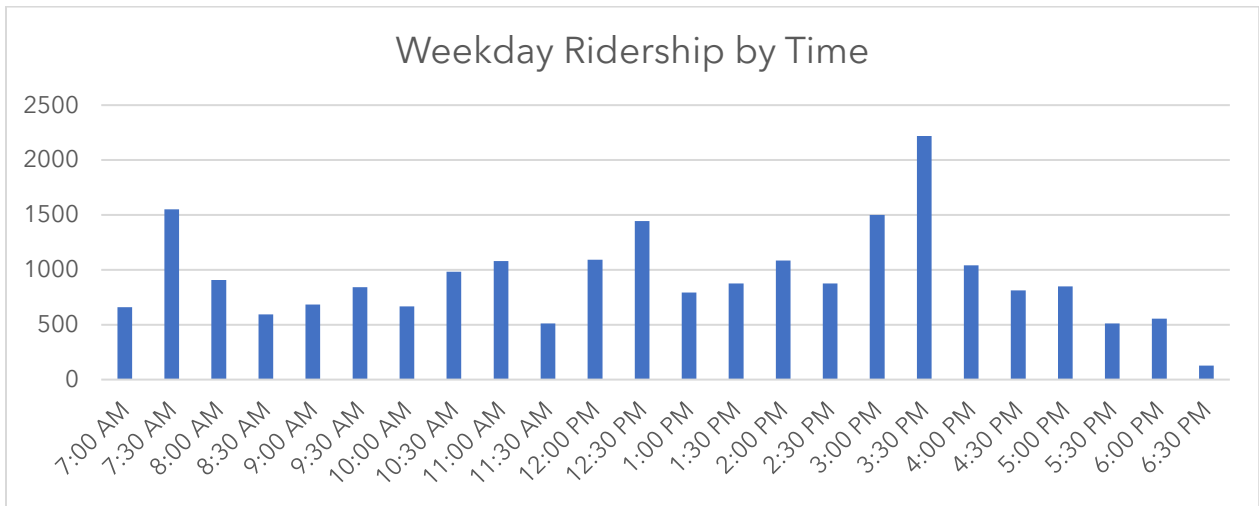
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date

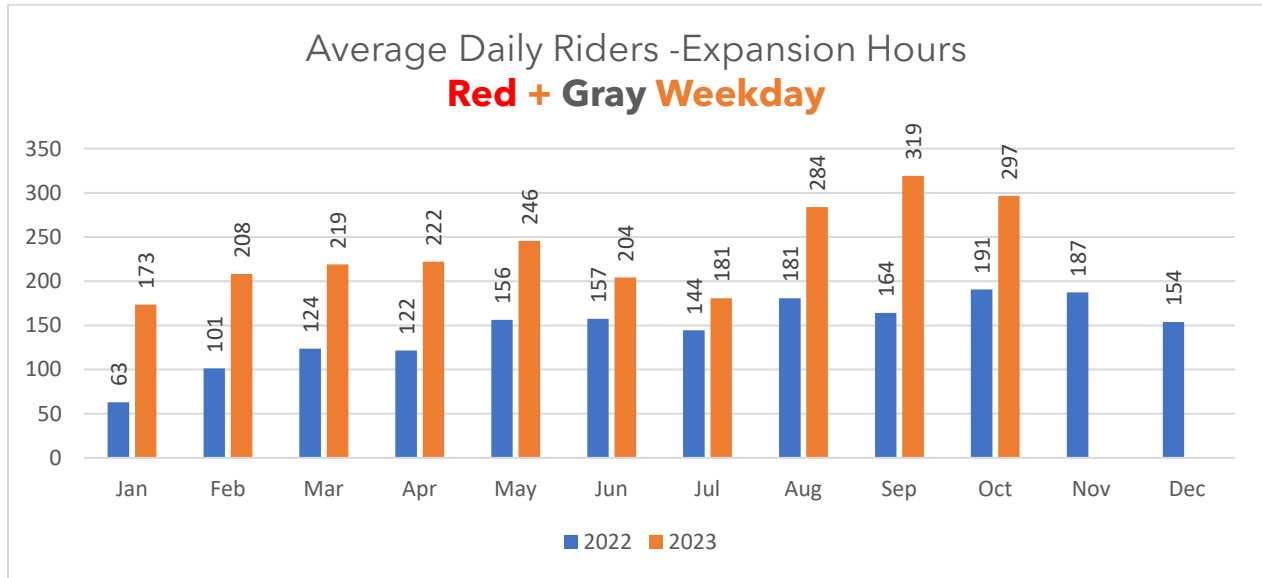


Monthly Total Ridership by Time



Service Expansion Hours Ridership (YTD)

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 only the expanded hours. 7 AM to 10 AM and 6 PM to 7 PM.



Additional Ridership Data

- Bicycles Carried: 219
- Wheelchair Lift Usage: 33

Monthly Total Use (Boarding & Alighting) by Stop

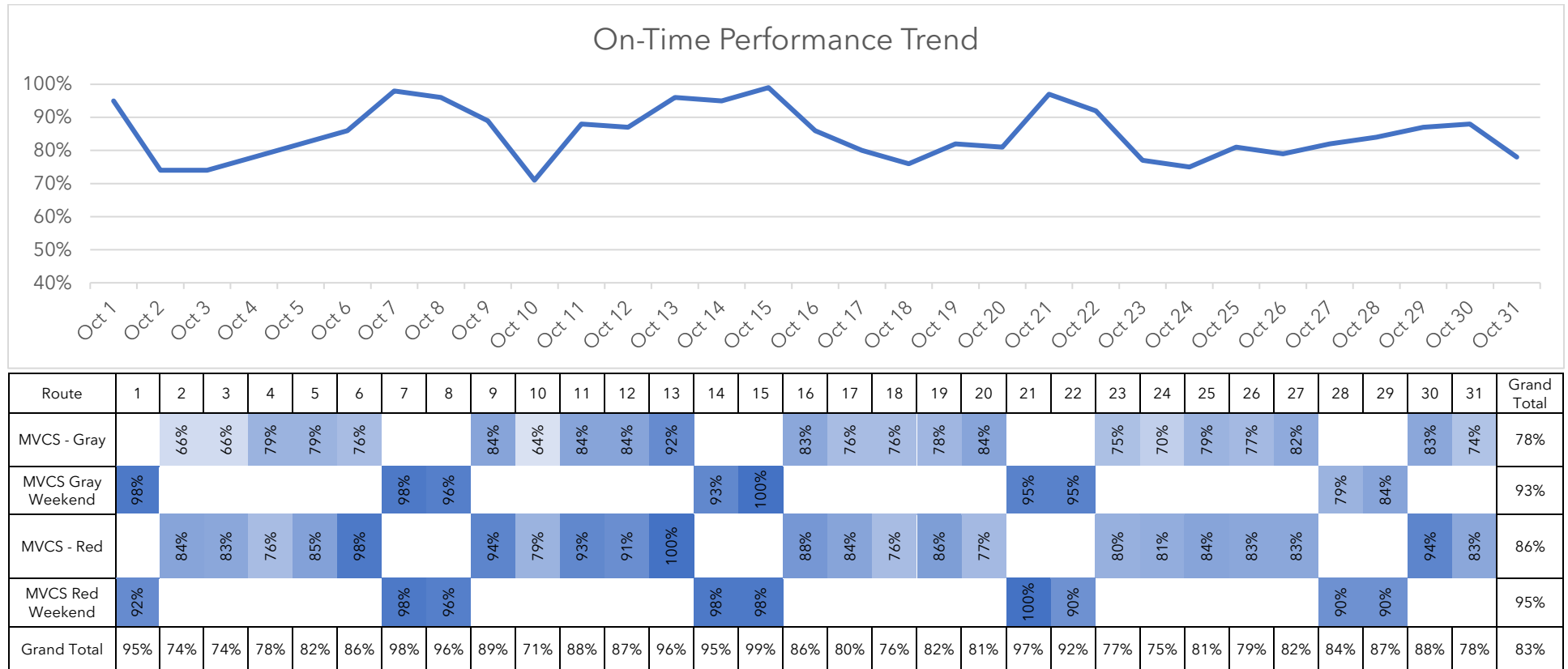
GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center PU	1,808	1,950	3,758	15.6%	San Antonio Center PU	1,848	1,605	3,453	13.8%
Senior/Teen Center (Gray) TP	835	1,271	2,106	8.7%	Senior/Teen Center (Red) TP	1,642	895	2,537	10.1%
MV Transit Center TP	1,067	992	2,059	8.5%	MV Transit Center TP	1,105	1,337	2,442	9.7%
Rengstorff/Middlefield (Gray) TP	753	507	1,260	5.2%	Grant Rd. (Red)	716	676	1,392	5.6%
Grant Rd. (Gray)	540	668	1,208	5.0%	Graham Middle School (Red)	479	700	1,179	4.7%
Graham Middle School (Gray)	729	380	1,109	4.6%	Rengstorff/Middlefield (Red) TP	608	407	1,015	4.1%
Middlefield/Easy (Gray) TP	429	648	1,077	4.5%	Civic Center (Red)	406	469	875	3.5%
El Camino Real/Sylvan (Gray)	303	556	859	3.6%	El Camino Real/Sylvan (Red)	443	432	875	3.5%
California/Ortega West	59	755	814	3.4%	Middlefield/Easy (Red) TP	511	331	842	3.4%
Civic Center (Gray)	323	439	762	3.2%	Crittenden Middle School (Red)	242	574	816	3.3%
Cuesta/Miramonte (Gray)	604	141	745	3.1%	California/Ortega East	715	44	759	3.0%
Sylvan Park (Gray) TP	565	171	736	3.1%	Cuesta/Miramonte (Red)	145	577	722	2.9%
Whisman Station (Gray)	267	467	734	3.0%	El Camino Hospital	329	378	707	2.8%
El Camino Hospital	398	279	677	2.8%	Whisman Station (Red)	457	239	696	2.8%
Middlefield/Moffett (Gray)	186	441	627	2.6%	California/Rengstorff (Red)	525	165	690	2.8%
Whisman/Middlefield (Gray)	235	361	596	2.5%	California/Ortega West	25	600	625	2.5%
California/Ortega East	528	50	578	2.4%	Sylvan Park (Red) TP	171	449	620	2.5%
Community Center (Gray)	483	95	578	2.4%	Middlefield/Moffett (Red)	399	163	562	2.2%
California/Rengstorff	97	393	490	2.0%	Community Center (Red)	93	416	509	2.0%
Rengstorff/Montecito (Gray)	266	210	476	2.0%	Castro/El Camino Real (Red)	174	328	502	2.0%
Crittenden Middle School (Gray)	291	144	435	1.8%	Whisman/Middlefield (Red)	189	252	441	1.8%
Shoreline/Middlefield #3 (Gray)	195	142	337	1.4%	Grant/Eunice	261	104	365	1.5%
Rengstorff/Central (Gray)	135	189	324	1.3%	Rengstorff/Montecito (Red)	183	163	346	1.4%
Castro/El Camino Real (Gray)	193	126	319	1.3%	Villa/Franklin (Red)	52	284	336	1.3%
Middlefield/San Pierre (Gray)	178	105	283	1.2%	Villa/Mariposa	221	69	290	1.2%
Cuesta/Grant TP	36	179	215	0.9%	Rengstorff/Central (Red)	162	114	276	1.1%
Villa/Franklin (Gray)	174	32	206	0.9%	Shoreline/Middlefield #1 (Red)	101	172	273	1.1%
Villa/Shoreline	53	143	196	0.8%	California/Rengstorff	61	193	254	1.0%
Cuesta/Grant (Gray) TP	142	34	176	0.7%	Middlefield/San Pierre (Red)	132	107	239	1.0%
Grant/Eunice	109	45	154	0.6%	Cuesta/Grant TP	69	165	234	0.9%
Whisman/Dana (Gray)	20	73	93	0.4%	Whisman/Dana (Red)	39	52	91	0.4%
Shoreline/Pear	47	37	84	0.3%	Shoreline/Pear	23	36	59	0.2%
Shoreline/Middlefield #2	14	16	30	0.1%	Shoreline/Middlefield #2	9	19	28	0.1%
Total	12,062	12,039	24,101	100.0%	Total	12,535	12,515	25,050	100.0%

On Time Performance

In October, on-time performance for the MVCS was **83%**. This is a 4% increase from September. We are currently reviewing data and working on adjusting schedules to better performance and plan to have them implemented early January 2024.

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.



Compliments/Complaints Received

There was a complaint that a driver did not stop at El Camino Hospital and rider was left behind.

- Driver was coached to pull all the way into the hospital stop to ensure no passengers are missed.

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.