



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT September 2023

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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	Sep	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	76,037
# of Operating Days	20	19	23	20	22	22	20	23	20	189
Average Daily Ridership	345	375	381	407	440	389	326	457	491	402
% Increase/Decrease from Prior Month	9%	9%	2%	7%	8%	-12%	-16%	40%	7%	
% Increase/Decrease from Prior Year	91%	59%	44%	44%	33%	31%	15%	37%	51%	42%
% of Pre COVID Baseline	88%	95%	88%	100%	99%	104%	91%	114%	111%	99%

RED ROUTE-WEEKDAY										
2023 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	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	78,040
# of Operating Days	20	19	23	20	22	22	20	23	20	189
Average Daily Ridership	342	386	398	409	435	385	387	463	506	413
% Increase/Decrease from Prior Month	10%	13%	3%	3%	6%	-11%	0%	20%	9%	
% Increase/Decrease from Prior Year	65%	50%	39%	54%	43%	32%	25%	35%	68%	44%
% of Pre COVID Baseline	108%	123%	113%	116%	122%	112%	103%	129%	137%	118%

GRAY ROUTE-WEEKEND										
2023 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekend Ridership	1,242	1,083	986	1,226	898	840	1,272	868	1,109	9,524
# of Operating Days	11	9	8	10	9	8	11	8	10	84
Average Daily Ridership	113	120	123	123	100	105	116	109	111	113
% Increase/Decrease from Prior Month	17%	7%	2%	-1%	-19%	5%	10%	-6%	2%	
% Increase/Decrease from Prior Year	73%	44%	33%	27%	6%	0%	7%	-4%	8%	19%
% of Pre COVID Baseline	83%	91%	82%	72%	74%	64%	74%	71%	75%	76%

RED ROUTE-WEEKEND										
2023 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekend Ridership	1,311	1,227	1,121	1,470	1,012	872	1,292	955	1,149	10,409
# of Operating Days	11	9	8	10	9	8	11	8	10	84
Average Daily Ridership	119	136	140	147	112	109	117	119	115	124
% Increase/Decrease from Prior Month	21%	14%	3%	5%	-24%	-3%	8%	2%	-4%	
% Increase/Decrease from Prior Year	66%	58%	43%	41%	3%	-11%	-4%	-13%	1%	16%
% of Pre COVID Baseline	92%	92%	88%	87%	82%	61%	70%	69%	78%	80%

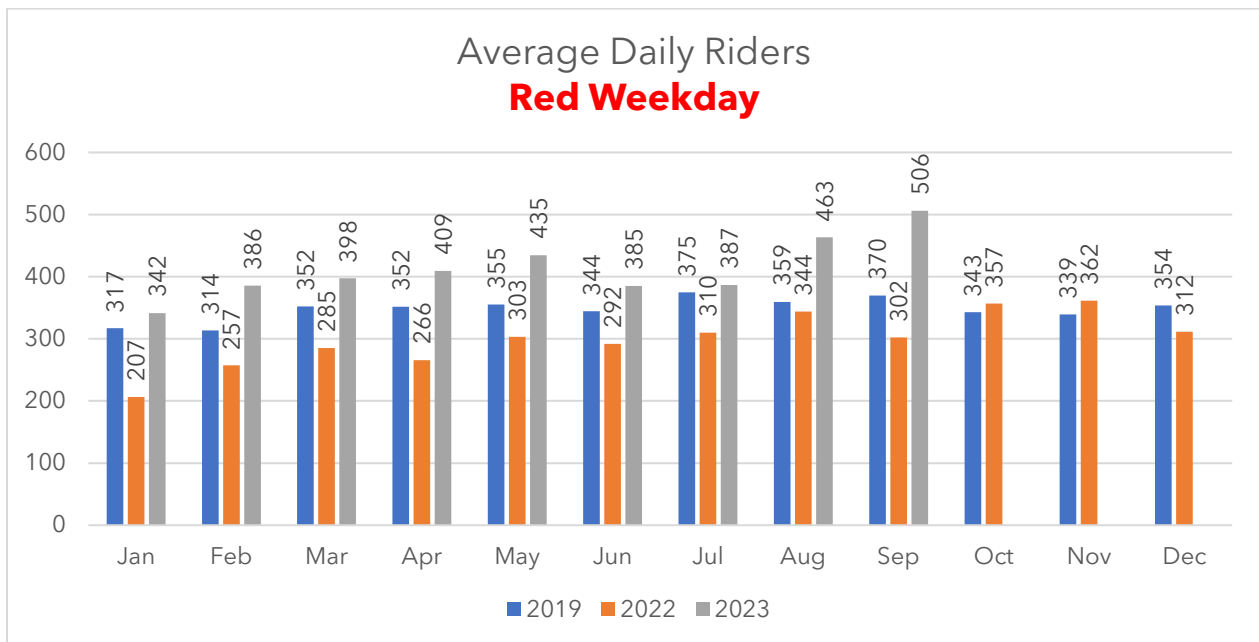
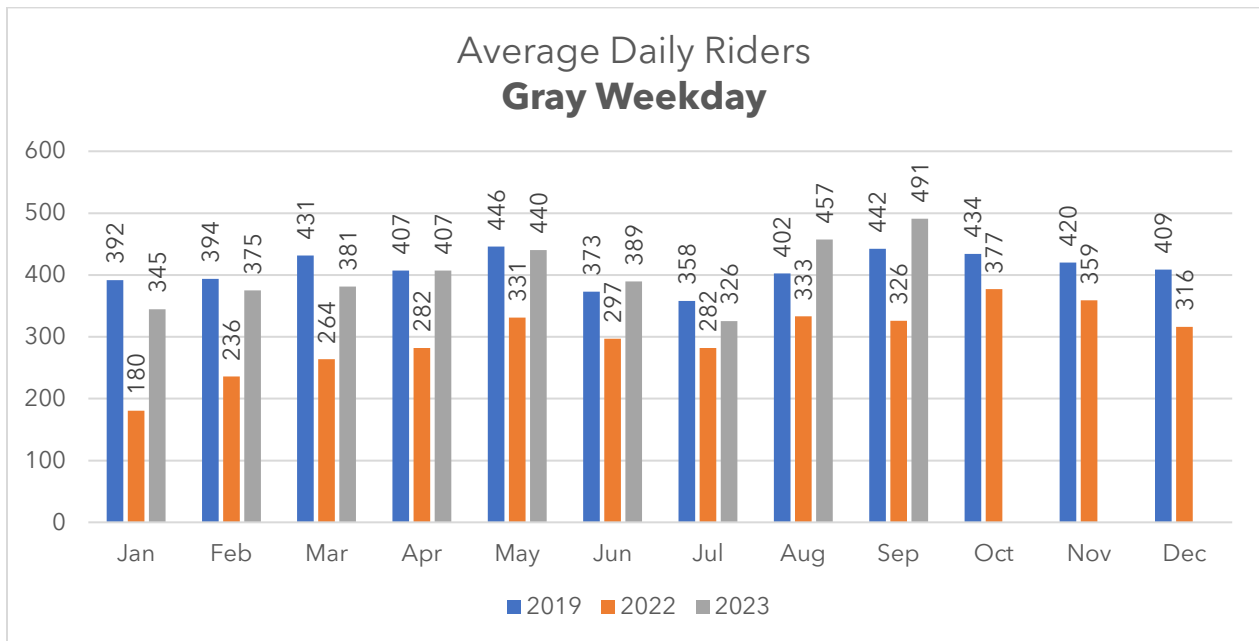
ALL ROUTES & DAYS										
2023 COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Total Monthly Ridership	16,279	16,760	20,014	19,025	21,163	18,753	16,814	22,996	22,206	174,010
# of Operating Days	31	28	31	30	31	30	31	31	30	273
Average Daily Ridership	525	599	646	634	683	625	542	742	740	637
% Increase/Decrease from Prior Month	-26%	14%	8%	-2%	8%	-8%	-13%	37%	0%	
% Increase/Decrease from Prior Year	76%	54%	41%	48%	33%	27%	17%	31%	52%	40%
% of Pre COVID Baseline	93%	105%	102%	98%	105%	106%	88%	117%	116%	103%

Ridership Summary

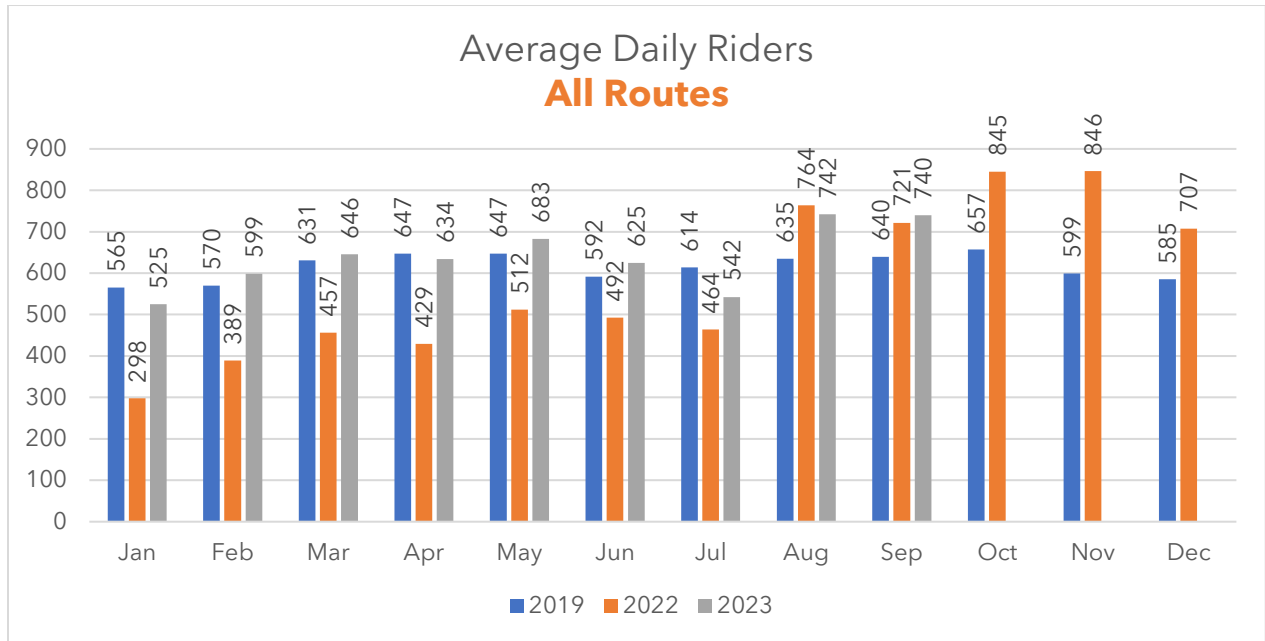
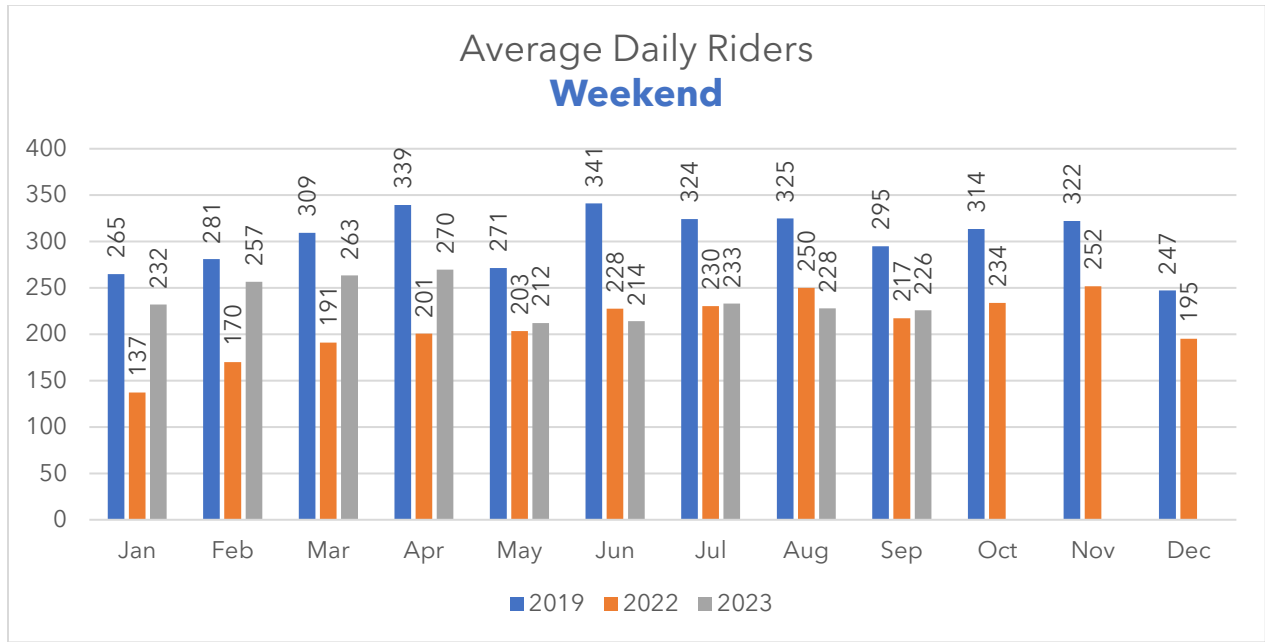
In September, the Mountain View Community Shuttle (MVCS) ridership stayed consistent and did not increase or decrease from the previous month. Overall Ridership is 103% of the 2019 pre-pandemic baseline.

The average daily ridership between the two weekday routes were comparable, as were the weekend ridership. The weekday ridership in September peaked at 7:30am and 3:30pm, due to kids taking the shuttle to/from school.

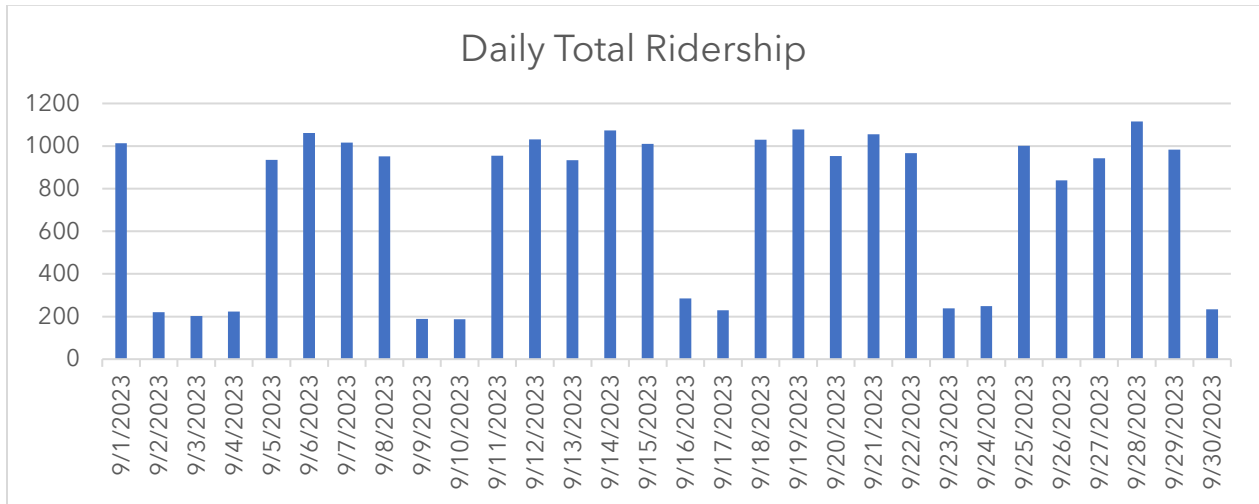
Average Daily Ridership Comparisons (YTD)



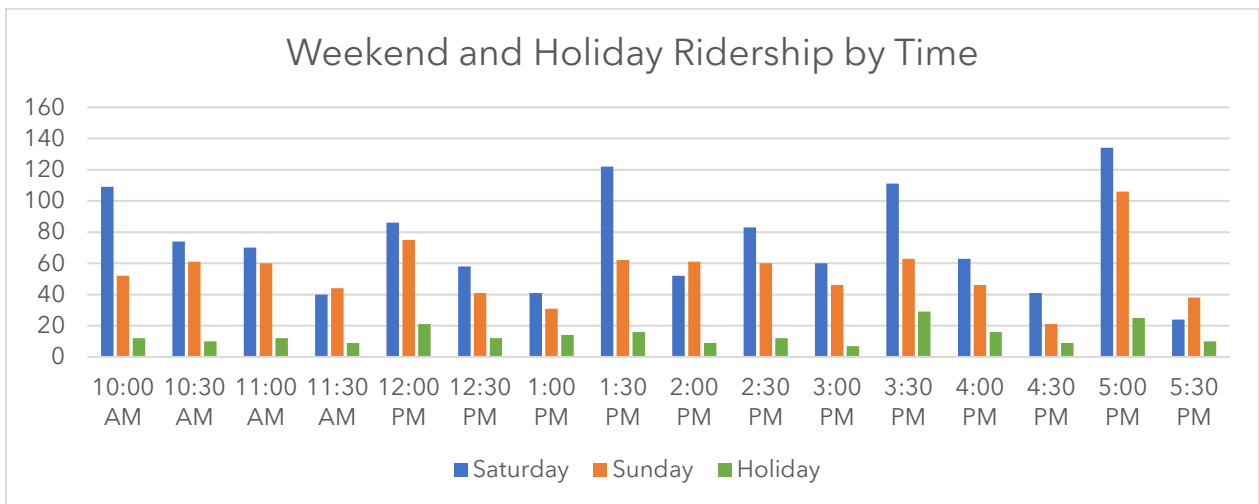
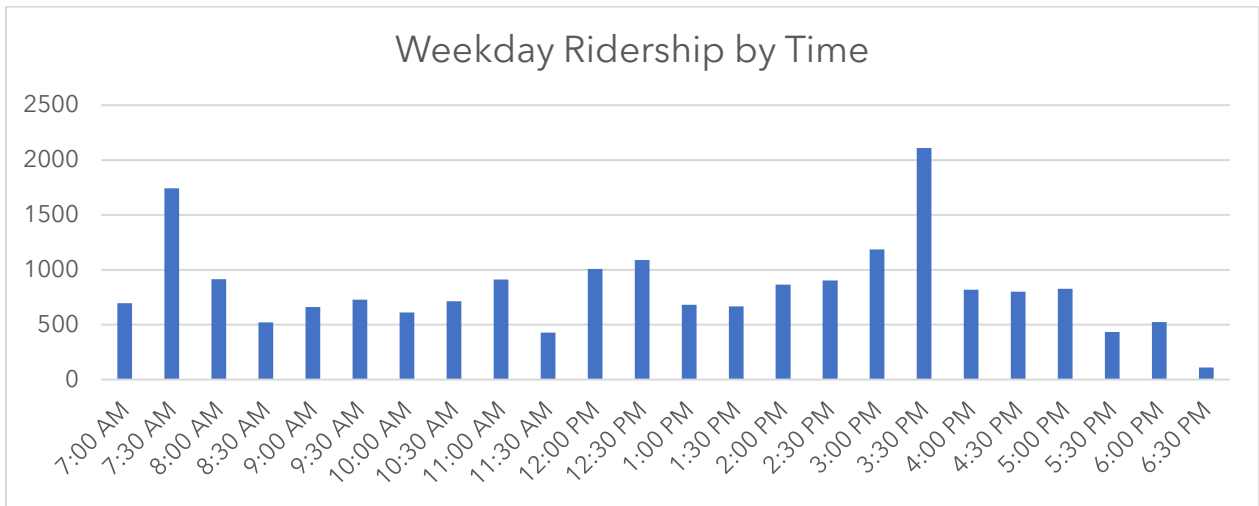
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



Monthly Total Ridership by Time



Monthly Total Use (Boarding & Alighting) by Stop

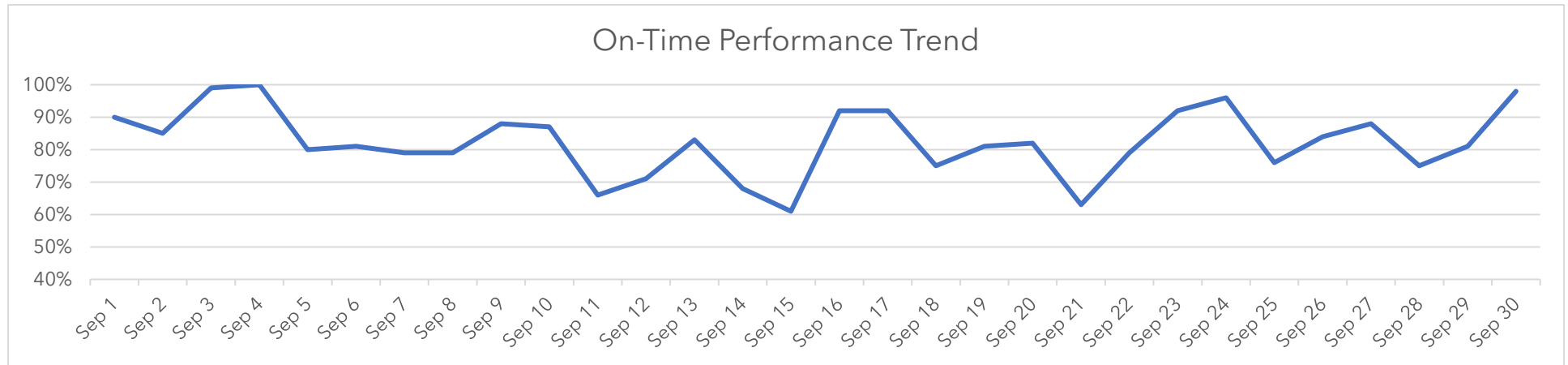
GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,445	1,435	2,880	13.2%	San Antonio Center	1,558	1,482	3,040	13.5%
Senior/Teen Center (Gray)	661	1,300	1,961	9.0%	Senior/Teen Center (Red)	1,465	720	2,185	9.7%
MV Transit Center	839	779	1,618	7.4%	MV Transit Center	1,054	1,112	2,166	9.6%
Graham Middle School (Gray)	786	385	1,171	5.4%	Grant Rd. (Red)	655	581	1,236	5.5%
Grant Rd. (Gray)	504	666	1,170	5.4%	Graham Middle School (Red)	456	672	1,128	5.0%
Rengstorff/Middlefield (Gray)	678	491	1,169	5.4%	Middlefield/Easy (Red)	559	350	909	4.0%
Middlefield/Easy (Gray)	453	634	1,087	5.0%	El Camino Real/Sylvan (Red)	438	430	868	3.9%
Sylvan Park (Gray)	610	264	874	4.0%	Rengstorff/Middlefield (Red)	463	377	840	3.7%
El Camino Real/Sylvan (Gray)	294	522	816	3.7%	Crittenden Middle School (Red)	201	601	802	3.6%
California/Ortega West	62	744	806	3.7%	Whisman Station (Red)	489	225	714	3.2%
Whisman Station (Gray)	238	519	757	3.5%	Civic Center (Red)	347	344	691	3.1%
Civic Center (Gray)	260	384	644	2.9%	El Camino Hospital	326	355	681	3.0%
El Camino Hospital	366	257	623	2.9%	California/Ortega East	646	32	678	3.0%
Community Center (Gray)	468	97	565	2.6%	Cuesta/Miramonte (Red)	118	560	678	3.0%
California/Ortega East	516	46	562	2.6%	Sylvan Park (Red)	189	405	594	2.6%
Cuesta/Miramonte (Gray)	475	87	562	2.6%	California/Ortega West	38	553	591	2.6%
Whisman/Middlefield (Gray)	191	320	511	2.3%	California/Rengstorff (Red)	427	161	588	2.6%
Crittenden Middle School (Gray)	340	161	501	2.3%	Castro/El Camino Real (Red)	145	341	486	2.2%
California/Rengstorff	97	393	490	2.2%	Middlefield/Moffett (Red)	311	124	435	1.9%
Middlefield/Moffett (Gray)	173	289	462	2.1%	Community Center (Red)	77	350	427	1.9%
Rengstorff/Montecito (Gray)	249	162	411	1.9%	Whisman/Middlefield (Red)	170	189	359	1.6%
Castro/El Camino Real (Gray)	215	147	362	1.7%	Grant/Eunice	215	105	320	1.4%
Shoreline/Middlefield #3 (Gray)	215	122	337	1.5%	Villa/Franklin (Red)	56	262	318	1.4%
Rengstorff/Central (Gray)	147	148	295	1.4%	Rengstorff/Montecito (Red)	162	116	278	1.2%
Middlefield/San Pierre (Gray)	138	74	212	1.0%	Villa/Mariposa	185	88	273	1.2%
Grant/Eunice	123	54	177	0.8%	Rengstorff/Central (Red)	148	124	272	1.2%
Cuesta/Grant	23	152	175	0.8%	Shoreline/Middlefield #1 (Red)	92	167	259	1.1%
Villa/Shoreline	48	113	161	0.7%	Middlefield/San Pierre (Red)	78	110	188	0.8%
Villa/Franklin (Gray)	135	20	155	0.7%	Cuesta/Grant	64	123	187	0.8%
Cuesta/Grant (Gray)	133	18	151	0.7%	California/Rengstorff	65	103	168	0.7%
Whisman/Dana (Gray)	16	89	105	0.5%	Whisman/Dana (Red)	55	61	116	0.5%
Shoreline/Pear	28	25	53	0.2%	Shoreline/Pear	16	17	33	0.1%
Shoreline/Middlefield #2	6	16	22	0.1%	Shoreline/Middlefield #2	6	9	15	0.1%
Total	10,932	10,913	21,845	100.0%	Total	11,274	11,249	22,523	100.0%

On Time Performance

In September, on-time performance for the MVCS was **79%**. This is another 4% decrease from August. Part of the decrease is due to higher traffic from school's reconvening however, we are working with the Operations team to identify if there are any other issues adding to the decrease in performance. We will be working on adjusting schedules once we have all of the information we need to proceed.

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	Grand Total
Gray	88%				76%	73%	64%	76%			51%	66%	74%	58%	63%			71%	78%	78%	48%	92%			70%	83%	85%	65%	74%		72%
Red		77%	98%	100%					84%	98%						96%	86%						91%	93%						96%	92%
Gray Weekend	91%				84%	91%	95%	83%			83%	77%	93%	80%	58%			80%	84%	86%	80%	65%			82%	85%	91%	86%	89%		83%
Red Weekend		94%	100%	100%					92%	73%						88%	100%						94%	100%						100%	94%
Grand Total	90%	85%	99%	100%	80%	81%	79%	79%	88%	87%	66%	71%	83%	68%	61%	92%	92%	75%	81%	82%	63%	79%	92%	96%	76%	84%	88%	75%	81%	98%	79%

Additional Ridership Data

- Bicycles Carried: 178
- Wheelchair Lift Usage: 25

Compliments/Complaints Received

There was a complaint that a driver ignored a stop request, and the passenger was dropped off past her intended stop.

- Not all buses have stop request cords. Drivers are now required to stop at all stops until further notice to avoid this issue.

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.