



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT February 2024

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Mountain View Community Shuttle

2024 Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

GRAY ROUTE-WEEKDAY			
2024 - Gray Route	Jan	Feb	Total to Date
Total Monthly Weekday Ridership	9,627	9523	19,150
# of Operating Days	21	20	41
Average Daily Ridership	458	476	467
% Increase/Decrease from Prior Month	3%	4%	
% Increase/Decrease from Prior Year	33%	27%	30%
% of Pre COVID Baseline	117%	121%	119%

RED ROUTE-WEEKDAY			
2024 - Red Route	Jan	Feb	Total to Date
Total Monthly Weekday Ridership	9,641	9,504	19,145
# of Operating Days	21	20	41
Average Daily Ridership	459	475	467
% Increase/Decrease from Prior Month	3%	4%	
% Increase/Decrease from Prior Year	34%	23%	29%
% of Pre COVID Baseline	145%	152%	148%

GRAY ROUTE-WEEKEND			
2024 - Gray Route	Jan	Feb	Total to Date
Total Monthly Weekend Ridership	1,102	904	2,006
# of Operating Days	10	9	19
Average Daily Ridership	110	100	106
% Increase/Decrease from Prior Month	11%	-9%	
% Increase/Decrease from Prior Year	-2%	-17%	-9%
% of Pre COVID Baseline	81%	76%	79%

RED ROUTE-WEEKEND			
2024 - Red Route	Jan	Feb	Total to Date
Total Monthly Weekend Ridership	1,073	927	2,000
# of Operating Days	10	9	19
Average Daily Ridership	107	103	105
% Increase/Decrease from Prior Month	4%	-4%	
% Increase/Decrease from Prior Year	-10%	-24%	-17%
% of Pre COVID Baseline	83%	69%	76%

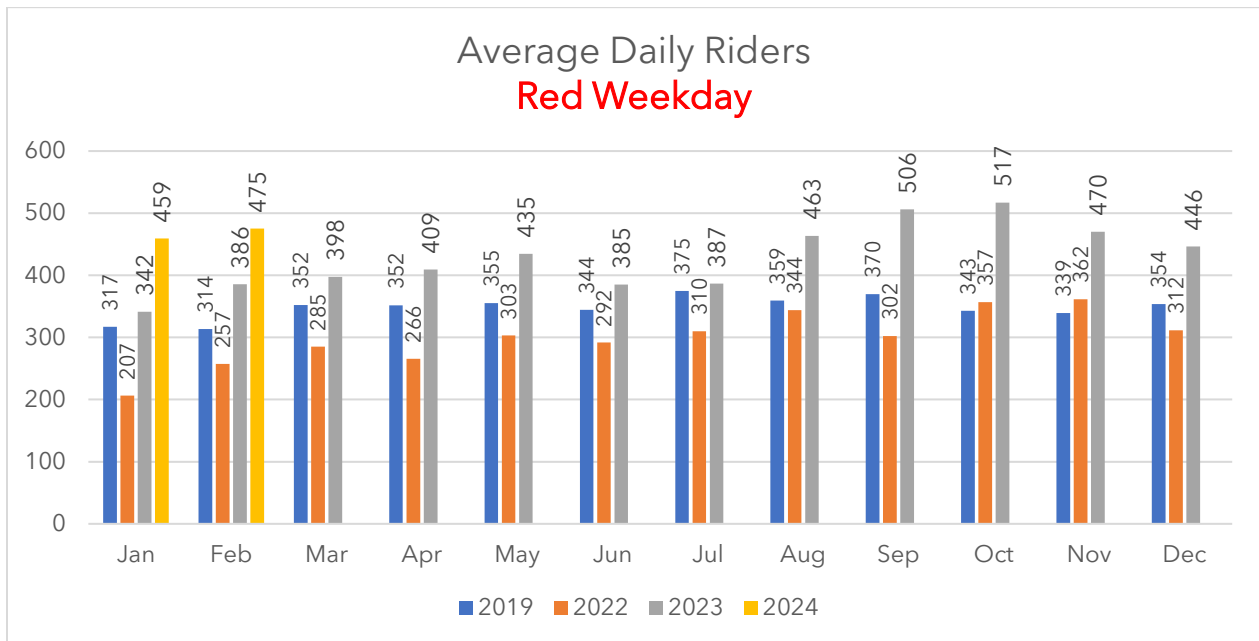
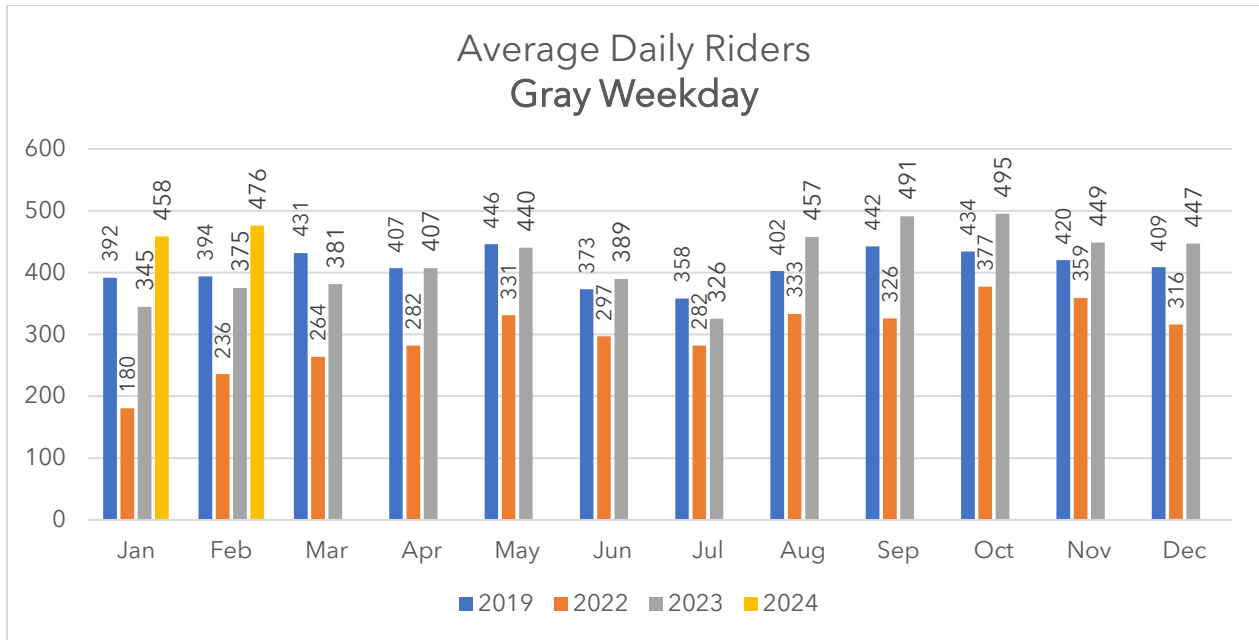
ALL ROUTES & DAYS			
2024 COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Total
Total Monthly Ridership	21,443	20,858	42,301
# of Operating Days	31	29	60
Average Daily Ridership	692	719	705
% Increase/Decrease from Prior Month	7%	4%	
% Increase/Decrease from Prior Year	32%	20%	26%
% of Pre COVID Baseline	122%	126%	124%

Ridership Summary

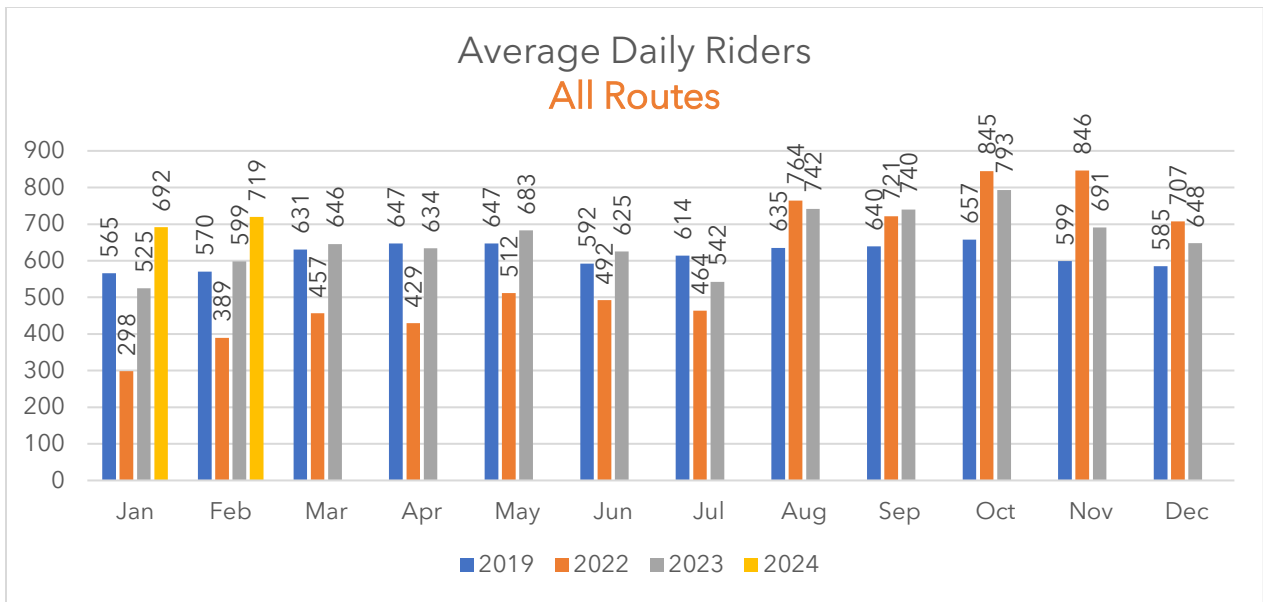
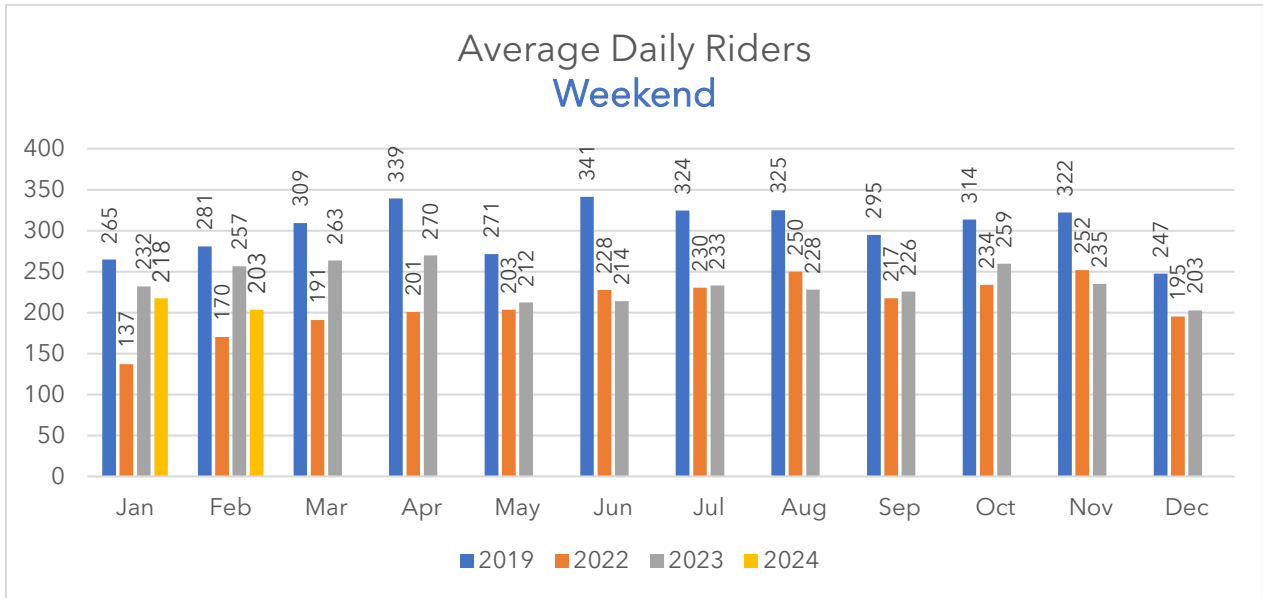
In February, the Mountain View Community Shuttle’s (MVCS) ridership increased 4% from the previous month. Overall ridership is 124% of the 2019 pre-pandemic baseline.

The average daily ridership for both Gray Route and Red Route were the same. The Gray Weekend Route had slightly more ridership than the Red Weekend Route. The Gray Weekday Route had slightly more ridership than the Red Weekend Route. The weekday ridership peaked at 3:30pm and the Saturday and Sunday ridership both peaked at 10am and 1:30pm.

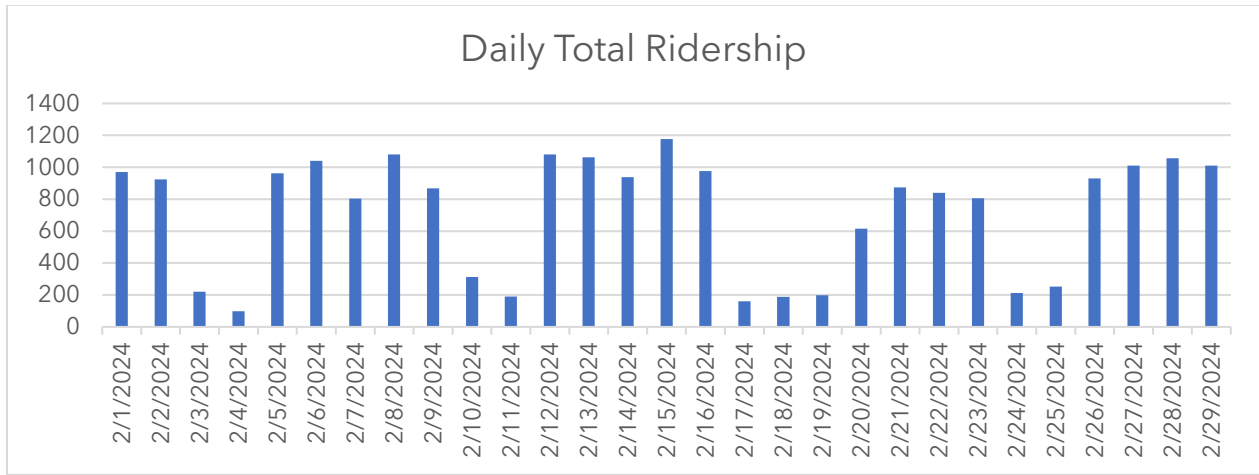
Average Daily Ridership Comparisons (YTD)



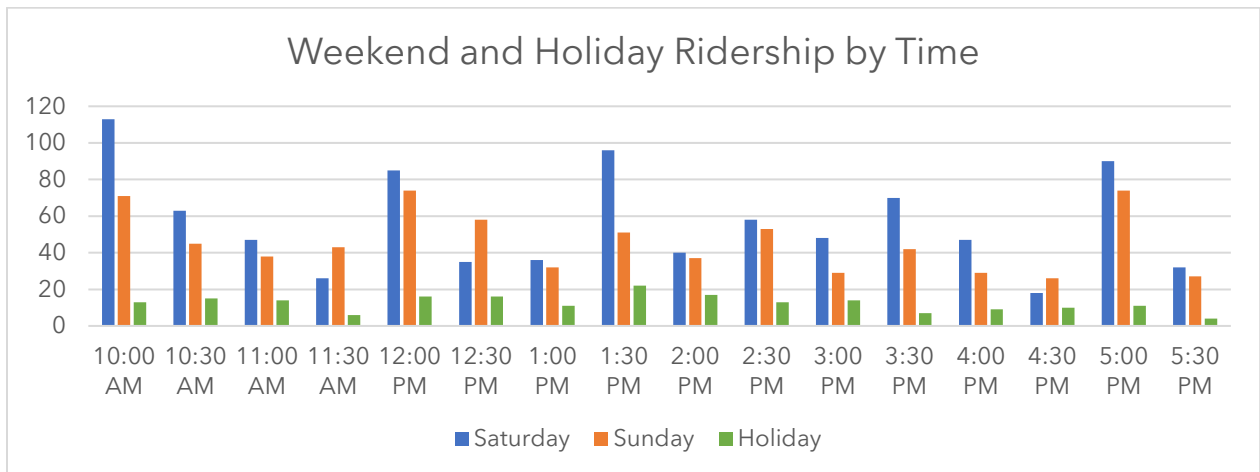
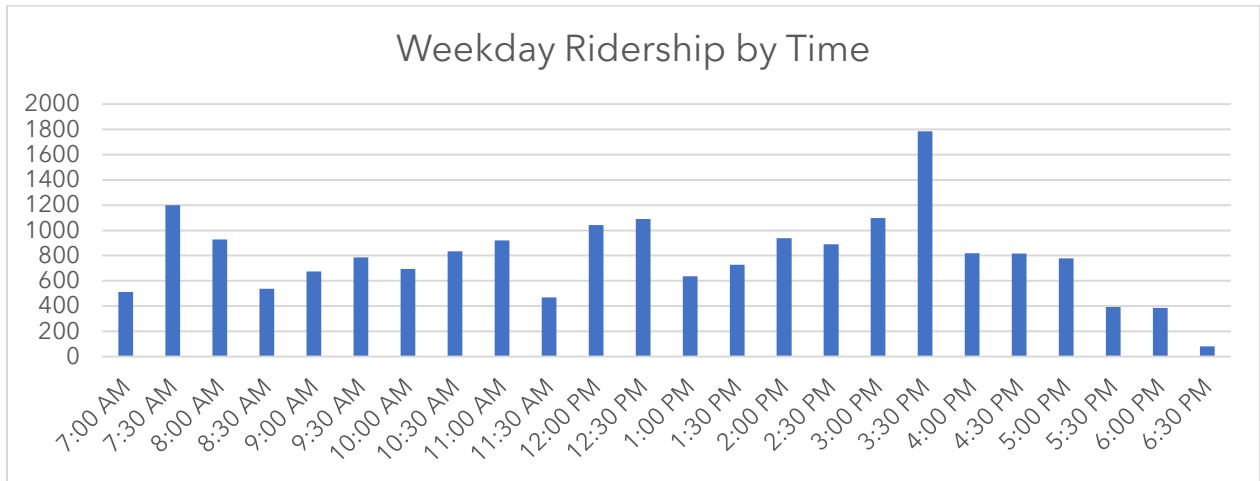
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



Monthly Total Ridership by Time



Additional Ridership Data

- Bicycles Carried: 204
- Wheelchair Lift Usage: 45

Monthly Total Use (Boarding & Alighting) by Stop

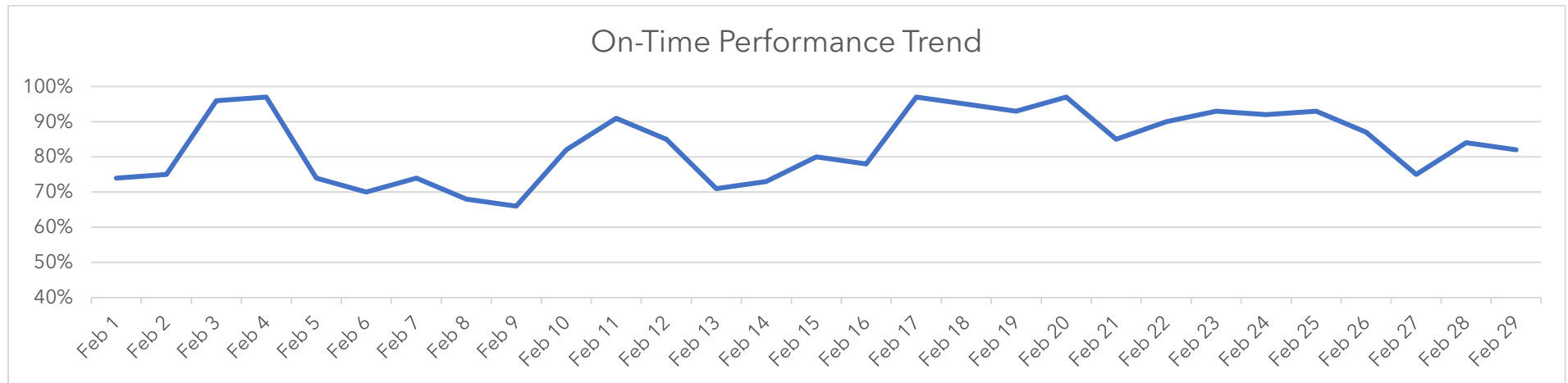
GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,717	892	2,609	12.5%	San Antonio Center	1,483	896	2,379	11.5%
Senior/Teen Center (Gray)	719	1,136	1,855	8.9%	Senior/Teen Center (Red)	1,378	757	2,135	10.3%
Mountain View Transit Center	817	928	1,745	8.4%	Mountain View Transit Center	819	1,079	1,898	9.1%
Grant Rd. (Gray)	674	778	1,452	7.0%	Grant Rd. (Red)	682	614	1,296	6.2%
California/Ortega West	40	1,147	1,187	5.7%	California/Ortega West	62	1,072	1,134	5.5%
Rengstorff/Middlefield (Gray)	641	517	1,158	5.6%	Rengstorff/Middlefield (Red)	532	356	888	4.3%
Middlefield/Easy (Gray) TP	341	543	884	4.3%	Middlefield/Easy (Red)	501	269	770	3.7%
El Camino Real/Sylvan (Gray)	266	502	768	3.7%	Civic Center (Red)	453	301	754	3.6%
Whisman Station (Gray)	297	446	743	3.6%	Graham Middle School (Red)	160	564	724	3.5%
Graham Middle School (Gray)	438	305	743	3.6%	El Camino Real/Sylvan (Red)	349	358	707	3.4%
Cuesta/Miramonte (Gray)	551	144	695	3.3%	California/Ortega East	665	34	699	3.4%
Sylvan Park (Gray)	480	176	656	3.2%	El Camino Hospital	321	368	689	3.3%
El Camino Hospital	357	259	616	3.0%	Whisman Station (Red)	379	297	676	3.3%
Civic Center (Gray)	293	270	563	2.7%	Sylvan Park (Red)	192	398	590	2.8%
California/Ortega East	487	52	539	2.6%	California/Rengstorff (Red)	443	114	557	2.7%
Community Center (Gray)	414	104	518	2.5%	Crittenden Middle School (Red)	173	377	550	2.6%
Whisman/Middlefield (Gray)	232	283	515	2.5%	Cuesta/Miramonte (Red)	137	410	547	2.6%
Middlefield/Moffett (Gray)	149	318	467	2.2%	Castro/El Camino Real (Red)	230	287	517	2.5%
California/Rengstorff	62	340	402	1.9%	Community Center (Red)	75	311	386	1.9%
Rengstorff/Central (Gray)	169	207	376	1.8%	Middlefield/Moffett (Red)	264	92	356	1.7%
Crittenden Middle School (Gray)	233	119	352	1.7%	Rengstorff/Central (Red)	176	109	285	1.4%
Rengstorff/Montecito (Gray)	149	174	323	1.6%	Grant/Eunice	168	104	272	1.3%
Castro/El Camino Real (Gray)	212	103	315	1.5%	Villa/Franklin (Red)	23	233	256	1.2%
Shoreline/Middlefield #3 (Gray)	164	145	309	1.5%	Shoreline/Middlefield #1 (Red)	113	128	241	1.2%
Middlefield/San Pierre (Gray)	99	119	218	1.0%	Rengstorff/Montecito (Red)	113	122	235	1.1%
Villa/Franklin (Gray)	148	19	167	0.8%	Whisman/Middlefield (Red)	90	144	234	1.1%
Grant/Cuesta	12	116	128	0.6%	Villa/Mariposa	163	63	226	1.1%
Grant/Eunice	84	41	125	0.6%	California/Rengstorff	40	165	205	1.0%
Cuesta/Grant (Gray)	104	18	122	0.6%	Grant/Cuesta	54	134	188	0.9%
Villa/Shoreline	36	80	116	0.6%	Middlefield/San Pierre (Red)	116	62	178	0.9%
Whisman/Dana (Gray)	27	57	84	0.4%	Whisman/Dana (Red)	65	76	141	0.7%
Shoreline/Pear	12	11	23	0.1%	Shoreline/Pear	11	18	29	0.1%
Shoreline/Middlefield #2	3	18	21	0.1%	Shoreline/Middlefield #2	1	19	20	0.1%
Total	10,427	10,367	20,794	100.0%	Total	10,431	10,331	20,762	100.0%

On Time Performance

In February, on-time performance for the MVCS was **81%**. On time performance continues to be low due to the need for schedule updates. The new schedules are approved and being loaded into our real time tracking system. We are confident that the changes to the schedules along with enhanced training for the operators, will improve on time performance. New schedules will start Monday March 11, 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.



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	Grand Total	
MVCS - Gray	63%	72%			76%	69%	72%	71%	66%			82%	69%	68%	85%	72%					97%	85%	86%	94%			81%	70%	81%	80%	77%
MVCS Gray Weekend			98%	100%						75%	89%						95%	90%	94%					89%	97%					92%	
MVCS - Red	88%	79%			72%	72%	77%	63%	67%			90%	73%	79%	73%	84%					97%	85%	94%	91%			94%	80%	88%	83%	81%
MVCS Red Weekend			93%	93%						89%	93%						100%	100%	93%					95%	89%					94%	
Grand Total	74%	75%	96%	97%	74%	70%	74%	68%	66%	82%	91%	85%	71%	73%	80%	78%	97%	95%	93%	97%	85%	90%	93%	92%	93%	87%	75%	84%	82%	81%	

Compliments/Complaints

1. Driver of another vehicle complained that a driver was driving aggressively and honking.
 - a. Camera footage shows that the driver was not driving aggressively. Driver was warned about the use of the horn.
2. Rider emailed concerned that the driver allowed passengers to stand on a full bus.
 - a. Drivers were reminded that standing is not allowed unless there are handrails installed in the bus for riders to hold on to.

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.