



# Mountain View Community Shuttle

## MONTHLY OPERATIONS REPORT January 2024

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# Mountain View Community Shuttle

## 2024 Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

<b>GRAY ROUTE-WEEKDAY</b>		
<b>2024 - Gray Route</b>	<b>Jan</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	9,627	<b>9,627</b>
# of Operating Days	21	<b>21</b>
Average Daily Ridership	458	<b>458</b>
% Increase/Decrease from Prior Month	3%	
% Increase/Decrease from Prior Year	33%	<b>33%</b>
<b>% of Pre COVID Baseline</b>	<b>117%</b>	<b>117%</b>

<b>RED ROUTE-WEEKDAY</b>		
<b>2024 - Red Route</b>	<b>Jan</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	9,641	<b>9,641</b>
# of Operating Days	21	<b>21</b>
Average Daily Ridership	459	<b>459</b>
% Increase/Decrease from Prior Month	3%	
% Increase/Decrease from Prior Year	34%	<b>34%</b>
<b>% of Pre COVID Baseline</b>	<b>145%</b>	<b>145%</b>

<b>GRAY ROUTE-WEEKEND</b>		
<b>2024 - Gray Route</b>	<b>Jan</b>	<b>Total to Date</b>
Total Monthly Weekend Ridership	1,102	<b>1,102</b>
# of Operating Days	10	<b>10</b>
Average Daily Ridership	110	<b>110</b>
% Increase/Decrease from Prior Month	11%	
% Increase/Decrease from Prior Year	-2%	<b>-2%</b>
<b>% of Pre COVID Baseline</b>	<b>81%</b>	<b>81%</b>

<b>RED ROUTE-WEEKEND</b>		
<b>2024 - Red Route</b>	<b>Jan</b>	<b>Total to Date</b>
Total Monthly Weekend Ridership	1,073	<b>1,073</b>
# of Operating Days	10	<b>10</b>
Average Daily Ridership	107	<b>107</b>
% Increase/Decrease from Prior Month	4%	
% Increase/Decrease from Prior Year	-10%	<b>-10%</b>
<b>% of Pre COVID Baseline</b>	<b>83%</b>	<b>83%</b>

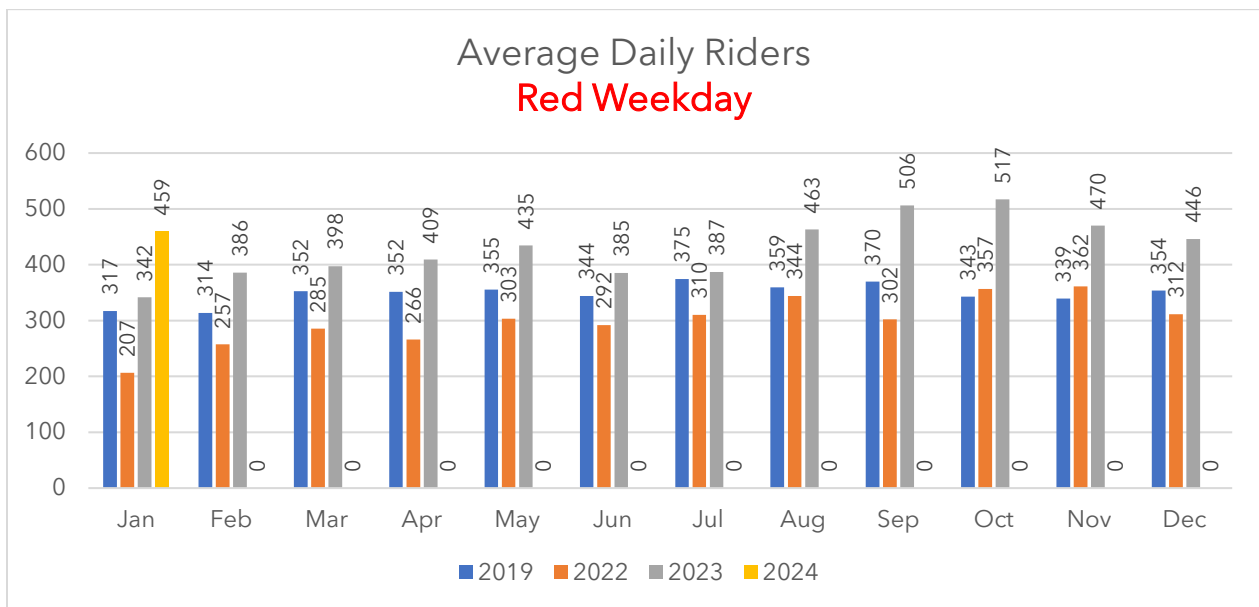
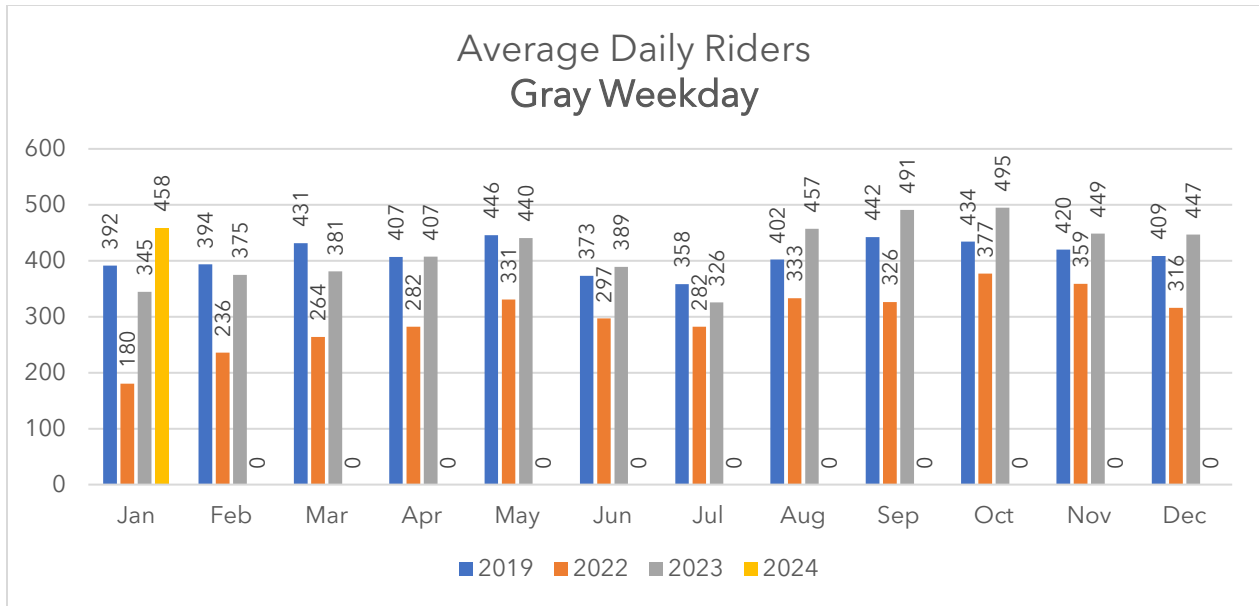
<b>ALL ROUTES &amp; DAYS</b>		
<b>2024 COMBINED RIDERSHIP (ALL ROUTES)</b>	<b>Jan</b>	<b>Total</b>
Total Monthly Ridership	21,443	<b>21,443</b>
# of Operating Days	31	<b>31</b>
Average Daily Ridership	692	<b>692</b>
% Increase/Decrease from Prior Month	7%	
% Increase/Decrease from Prior Year	32%	<b>32%</b>
<b>% of Pre COVID Baseline</b>	<b>122%</b>	<b>122%</b>

# Ridership Summary

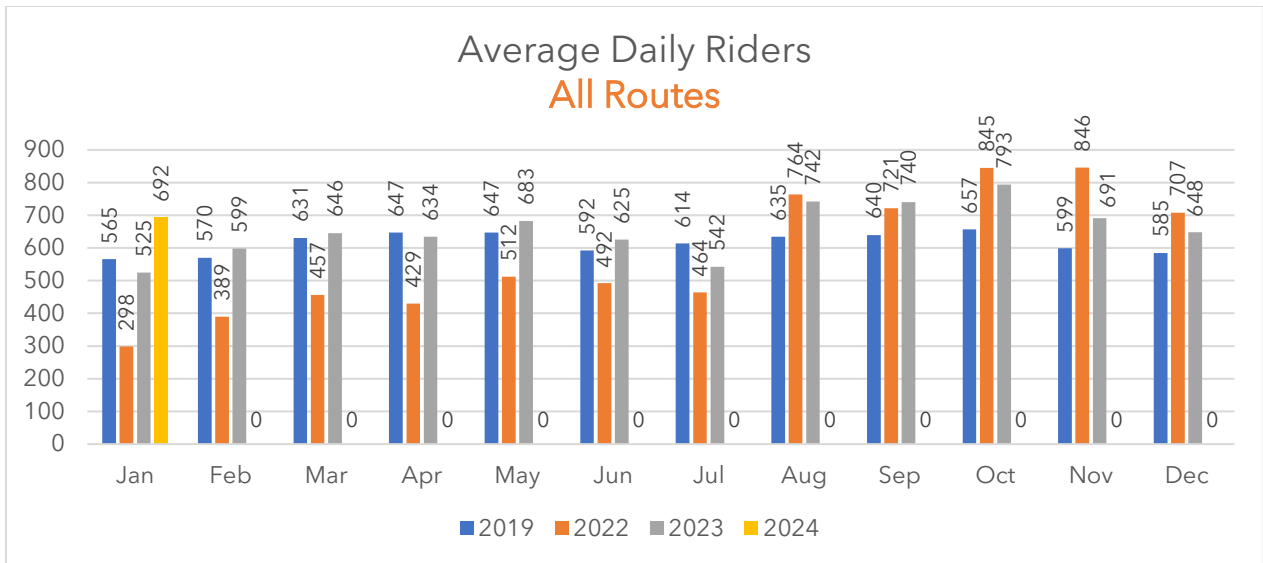
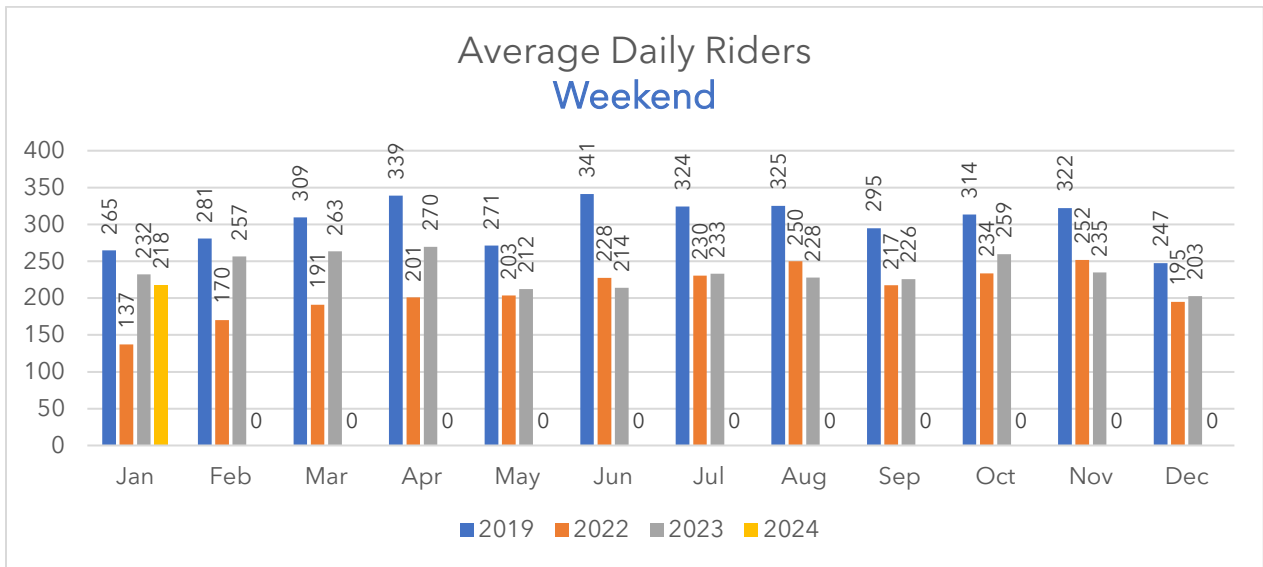
In January, the Mountain View Community Shuttle’s (MVCS) ridership increased 7% from the previous month. Overall ridership is 122% of the 2019 pre-pandemic baseline.

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 weekday ridership peaked at 3:30pm and the Saturday and Sunday ridership both peaked at 10am and 1:30pm.

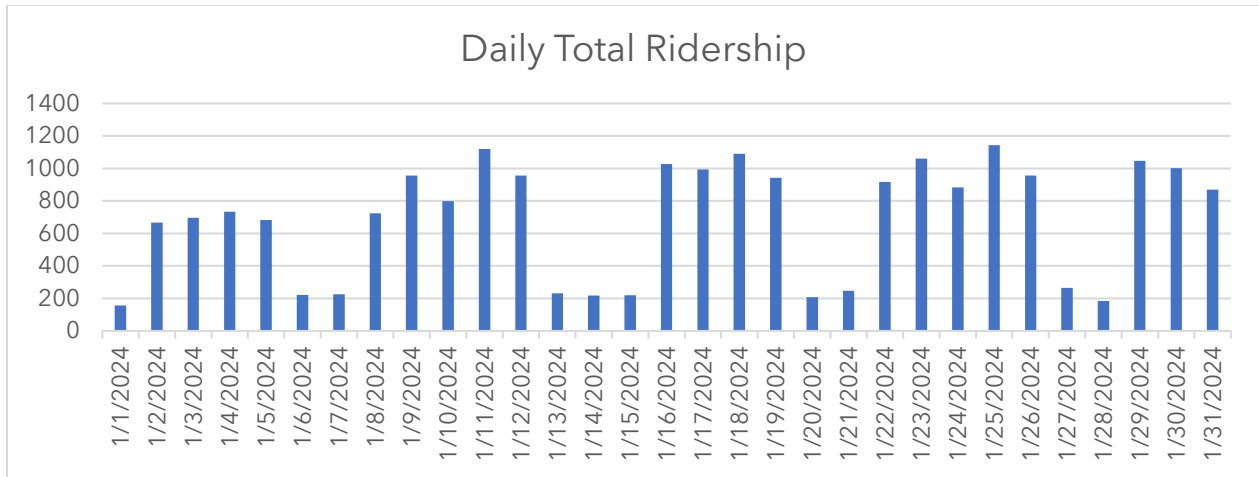
## Average Daily Ridership Comparisons (YTD)



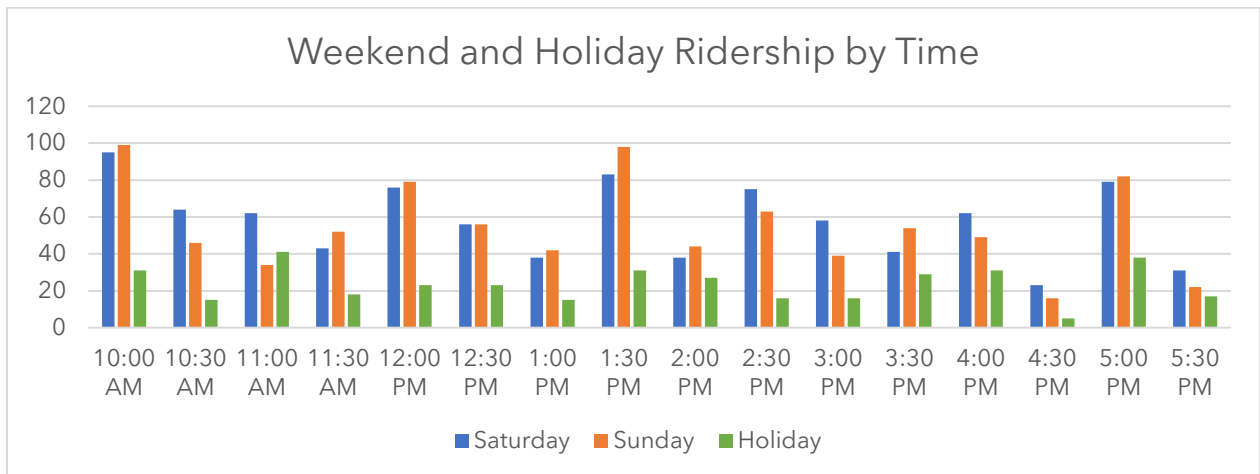
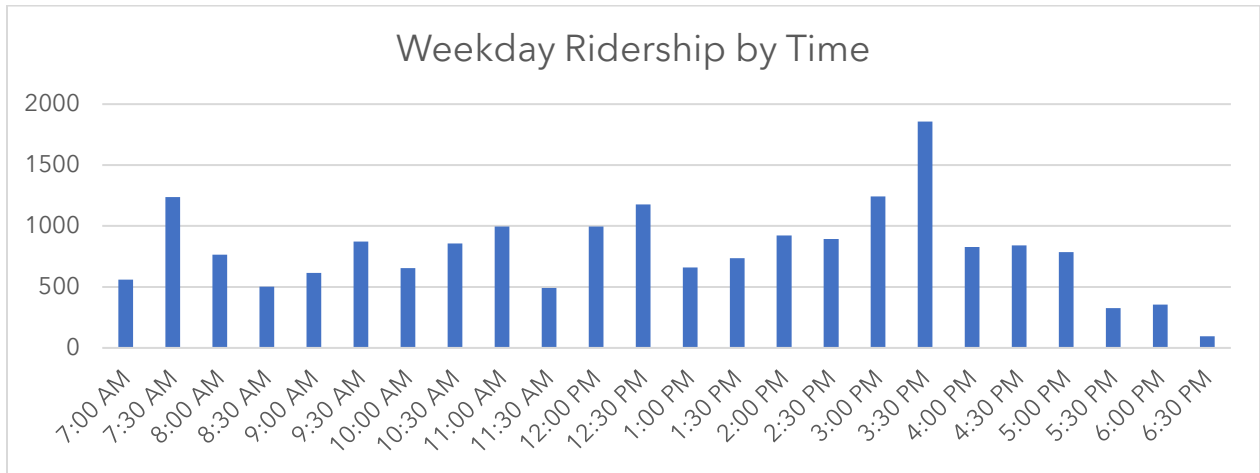
# Average Daily Ridership Comparisons (YTD) (cont'd)



## Daily Total Ridership by Date



## Monthly Total Ridership by Time



## Additional Ridership Data

- Bicycles Carried: 163
- Wheelchair Lift Usage: 20

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

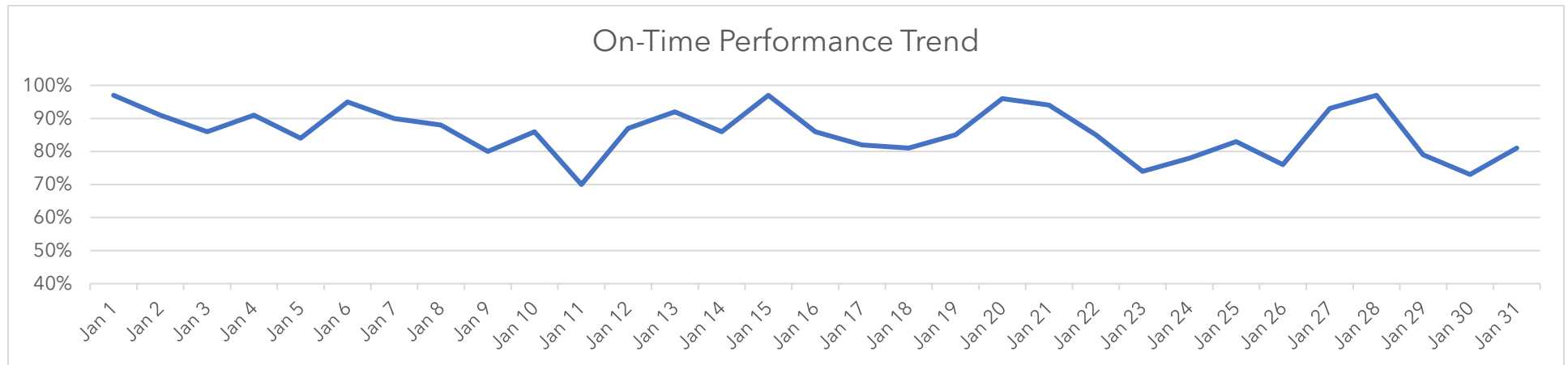
GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,803	731	2,534	13.0%	San Antonio Center	1,603	871	2,474	12.5%
MV Transit Center	865	987	1,852	9.5%	Senior/Teen Center (Red)	1,347	767	2,114	10.7%
Senior/Teen Center (Gray)	708	1,040	1,748	8.9%	MV Transit Center	953	1,028	1,981	10.0%
Grant Rd. (Gray)	638	744	1,382	7.1%	Grant Rd. (Red)	668	630	1,298	6.6%
Rengstorff/Middlefield (Gray)	661	514	1,175	6.0%	Rengstorff/Middlefield (Red)	544	344	888	4.5%
Middlefield/Easy (Gray)	358	530	888	4.5%	Civic Center (Red)	508	365	873	4.4%
El Camino Real/Sylvan (Gray)	274	532	806	4.1%	El Camino Real/Sylvan (Red)	385	326	711	3.6%
Graham Middle School (Gray)	441	314	755	3.9%	El Camino Hospital	323	380	703	3.6%
Sylvan Park (Gray)	517	206	723	3.7%	Whisman Station (Red)	397	282	679	3.4%
Cuesta/Miramonte (Gray)	607	103	710	3.6%	Graham Middle School (Red)	222	450	672	3.4%
Whisman Station (Gray)	270	422	692	3.5%	California/Ortega East	626	45	671	3.4%
El Camino Hospital	369	274	643	3.3%	Middlefield/Easy (Red)	462	186	648	3.3%
Civic Center (Gray)	289	326	615	3.1%	Sylvan Park (Red)	204	442	646	3.3%
Whisman/Middlefield (Gray)	233	369	602	3.1%	Cuesta/Miramonte (Red)	123	479	602	3.0%
California/Ortega East	460	59	519	2.7%	Crittenden Middle School (Red)	154	448	602	3.0%
Middlefield/Moffett (Gray)	177	337	514	2.6%	California/Rengstorff (Red)	385	121	506	2.6%
Community Center (Gray)	364	94	458	2.3%	Castro/El Camino Real (Red)	216	284	500	2.5%
Rengstorff/Central (Gray)	175	214	389	2.0%	Middlefield/Moffett (Red)	283	124	407	2.1%
Rengstorff/Montecito (Gray)	166	187	353	1.8%	Community Center (Red)	93	257	350	1.8%
Crittenden Middle School (Gray)	238	102	340	1.7%	Whisman/Middlefield (Red)	128	169	297	1.5%
Shoreline/Middlefield #3 (Gray)	191	145	336	1.7%	Shoreline/Middlefield #1 (Red)	132	157	289	1.5%
Castro/El Camino Real (Gray)	162	144	306	1.6%	Villa/Franklin (Red)	37	251	288	1.5%
Middlefield/San Pierre (Gray)	130	98	228	1.2%	Rengstorff/Central (Red)	146	133	279	1.4%
Villa/Franklin (Gray)	137	26	163	0.8%	Grant/Eunice	146	92	238	1.2%
Cuesta/Grant TP	18	141	159	0.8%	Villa/Mariposa	148	72	220	1.1%
Cuesta/Grant (Gray)	147	10	157	0.8%	Cuesta/Grant	46	155	201	1.0%
Grant/Eunice	94	42	136	0.7%	Rengstorff/Montecito (Red)	114	83	197	1.0%
Villa/Shoreline	55	67	122	0.6%	Middlefield/San Pierre (Red)	123	73	196	1.0%
Whisman/Dana (Gray)	21	87	108	0.6%	Whisman/Dana (Red)	47	65	112	0.6%
Shoreline/Pear	27	18	45	0.2%	Shoreline/Pear	23	21	44	0.2%
Shoreline/Pear	27	18	45	0.2%	Shoreline/Pear	23	21	44	0.2%
Shoreline/Middlefield #2	2	24	26	0.1%	Shoreline/Middlefield #2	4	11	15	0.1%
Shoreline/Middlefield #2	2	24	26	0.1%	Shoreline/Middlefield #2	4	11	15	0.1%
<b>Total</b>	<b>10,626</b>	<b>8,929</b>	<b>19,555</b>	<b>100.0%</b>	<b>Total</b>	<b>10,617</b>	<b>9,143</b>	<b>19,760</b>	<b>100.0%</b>

## On Time Performance

January, on-time performance for the MVCS was **84%**. In January we met with City staff to review the weekday schedule changes. The City requested that we have a transit planner, Ron Kilcoyne from TMD (Transportation Management & Design), review the schedule changes and provide feedback. We expect to receive feedback in early February. The new schedules are planned to be implemented in March 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	30	31	Grand Total
MVCS - Gray		89%	90%	91%	85%			89%	71%	74%	67%	85%				81%	81%	73%	85%			84%	72%	71%	80%	74%			72%	70%	67%	79%
MVCS Gray Weekend	95%					98%	100%						94%	78%	95%					98%	95%						97%	100%				95%
MVCS - Red		93%	80%	91%	84%			88%	90%	99%	74%	89%				92%	83%	90%	85%			88%	77%	86%	86%	79%			88%	76%	96%	86%
MVCS Red Weekend	100%					91%	79%						91%	95%	98%					93%	93%						89%	93%				92%
Grand Total	97%	91%	86%	91%	84%	95%	90%	88%	80%	86%	70%	87%	92%	86%	97%	86%	82%	81%	85%	96%	94%	85%	74%	78%	83%	76%	93%	97%	79%	73%	81%	84%



## Compliments/Complaints Received

No complaints or compliments this month.

## 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.