



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT March 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	Mar	Total to Date
Total Monthly Weekday Ridership	9,627	9523	9,859	29,009
# of Operating Days	21	20	21	62
Average Daily Ridership	458	476	469	468
% Increase/Decrease from Prior Month	3%	4%	-1%	
% Increase/Decrease from Prior Year	33%	27%	23%	27%
% of Pre COVID Baseline	117%	121%	109%	115%

RED ROUTE-WEEKDAY				
2024 - Red Route	Jan	Feb	Mar	Total to Date
Total Monthly Weekday Ridership	9,641	9,504	10,494	29,639
# of Operating Days	21	20	21	62
Average Daily Ridership	459	475	500	478
% Increase/Decrease from Prior Month	3%	4%	5%	
% Increase/Decrease from Prior Year	34%	23%	26%	27%
% of Pre COVID Baseline	145%	152%	142%	146%

GRAY ROUTE-WEEKEND				
2024 - Gray Route	Jan	Feb	Mar	Total to Date
Total Monthly Weekend Ridership	1,102	904	1,035	3,041
# of Operating Days	10	9	10	29
Average Daily Ridership	110	100	104	105
% Increase/Decrease from Prior Month	11%	-9%	3%	
% Increase/Decrease from Prior Year	-2%	-17%	-16%	-11%
% of Pre COVID Baseline	81%	76%	69%	75%

RED ROUTE-WEEKEND				
2024 - Red Route	Jan	Feb	Mar	Total to Date
Total Monthly Weekend Ridership	1,073	927	1,161	3,161
# of Operating Days	10	9	10	29
Average Daily Ridership	107	103	116	109
% Increase/Decrease from Prior Month	4%	-4%	13%	
% Increase/Decrease from Prior Year	-10%	-24%	-17%	-17%
% of Pre COVID Baseline	83%	69%	73%	75%

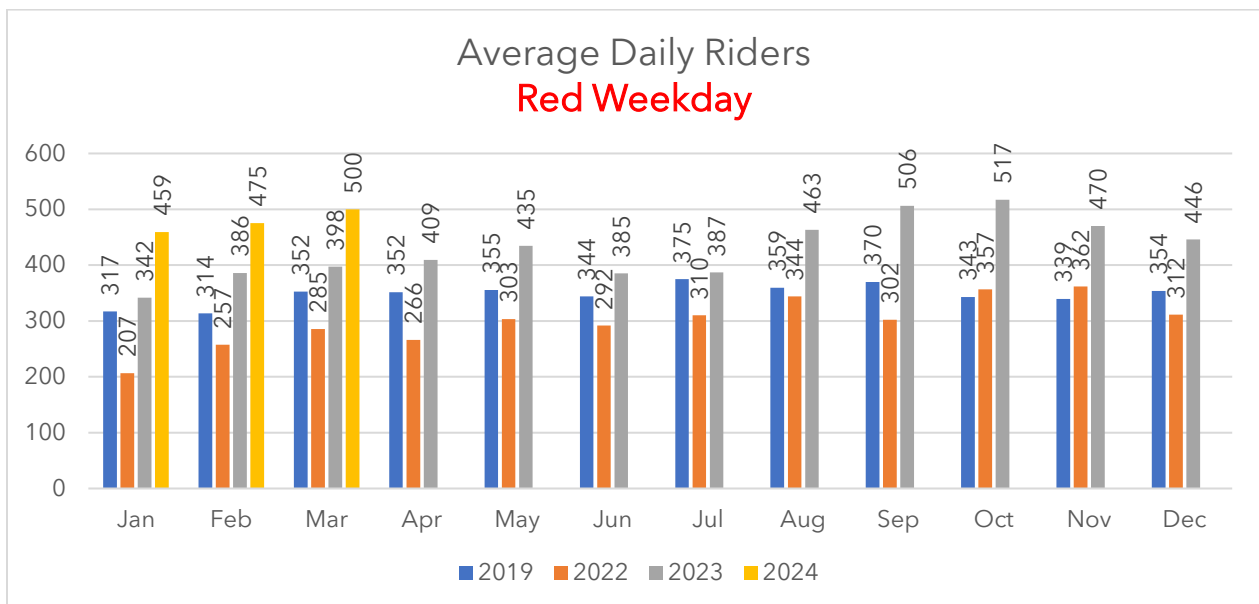
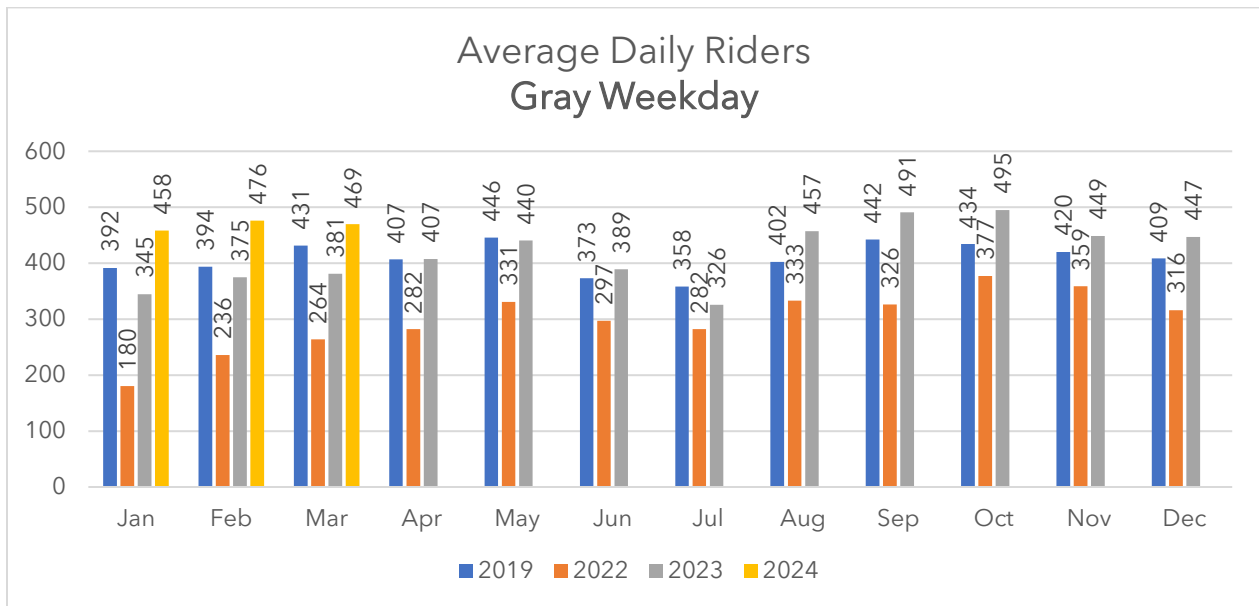
ALL ROUTES & DAYS				
2024 COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Total
Total Monthly Ridership	21,443	20,858	22,549	64,850
# of Operating Days	31	29	31	91
Average Daily Ridership	692	719	727	713
% Increase/Decrease from Prior Month	7%	4%	1%	
% Increase/Decrease from Prior Year	32%	20%	13%	21%
% of Pre COVID Baseline	122%	126%	115%	121%

Ridership Summary

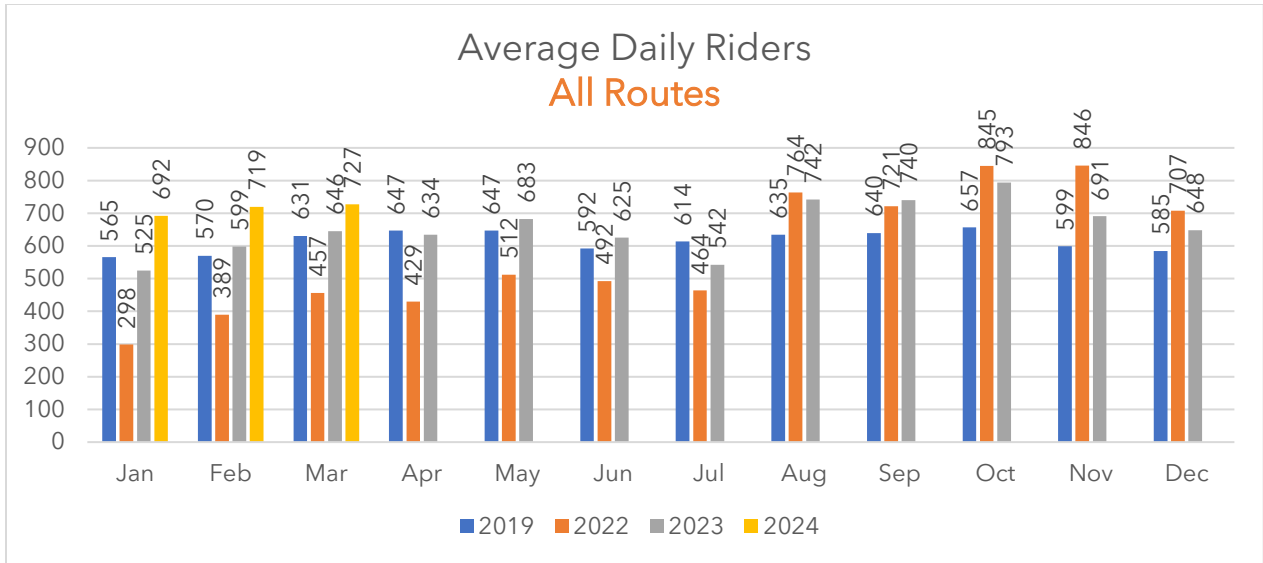
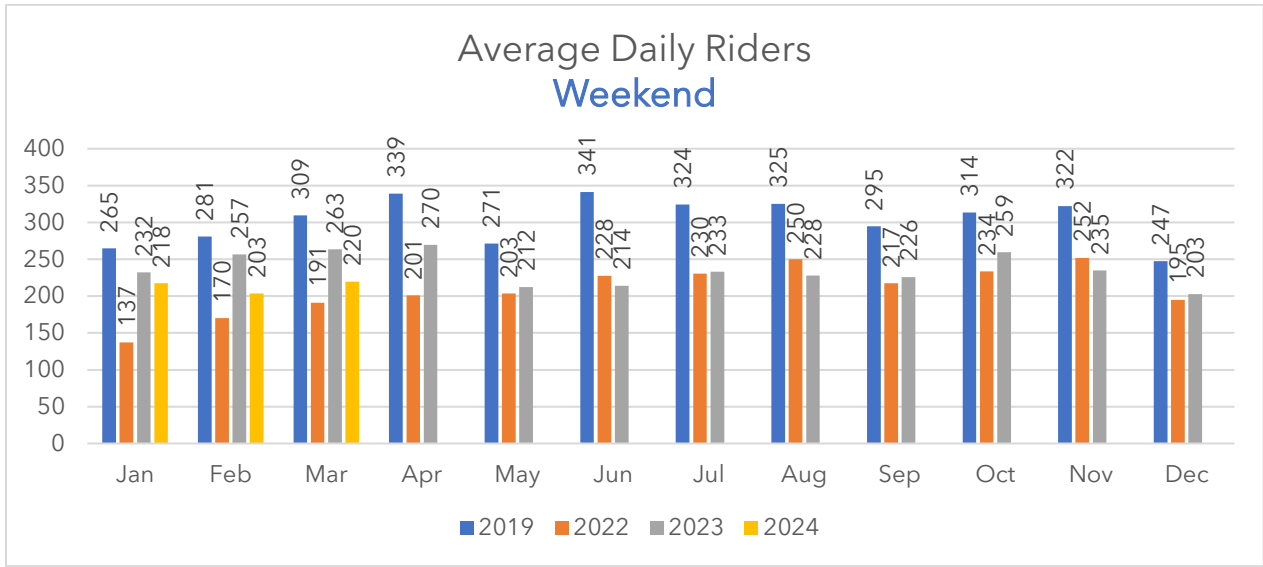
In March, the Mountain View Community Shuttle’s (MVCS) ridership increased 1% from the previous month. Overall ridership is 121% of the 2019 pre-pandemic baseline.

The average daily ridership for the Red Route was approximately 6% higher than the Gray Route. The Red Weekend Route had approximately 12% higher ridership than the Gray Weekend Route. The weekday ridership was highest at 7:30am, 3:00pm & 3:30pm. Saturday ridership was highest at 10:00am and 12:00pm and Sunday ridership was highest at 10:00am and 5:00pm.

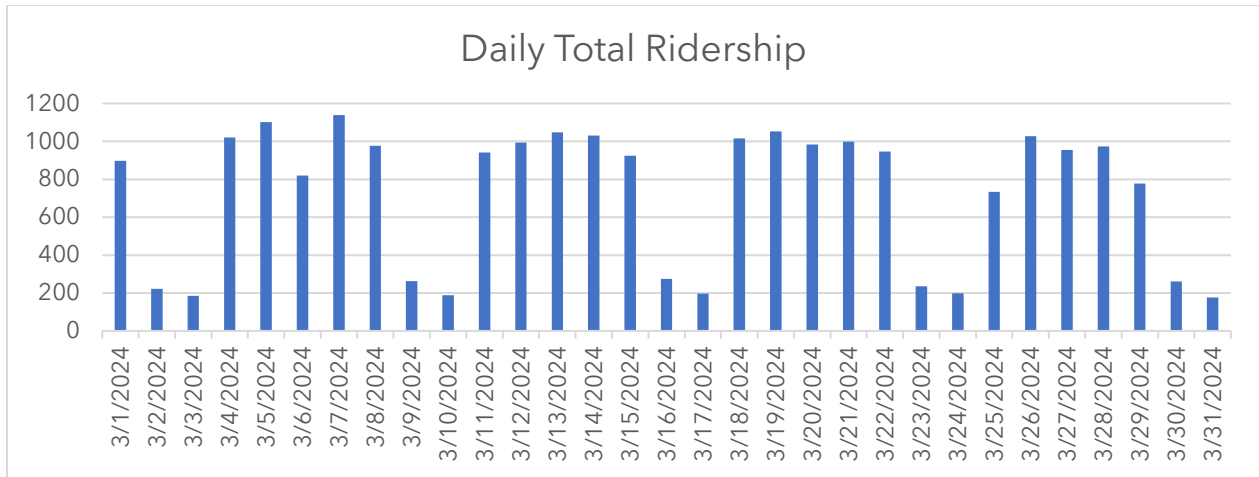
Average Daily Ridership Comparisons (YTD)



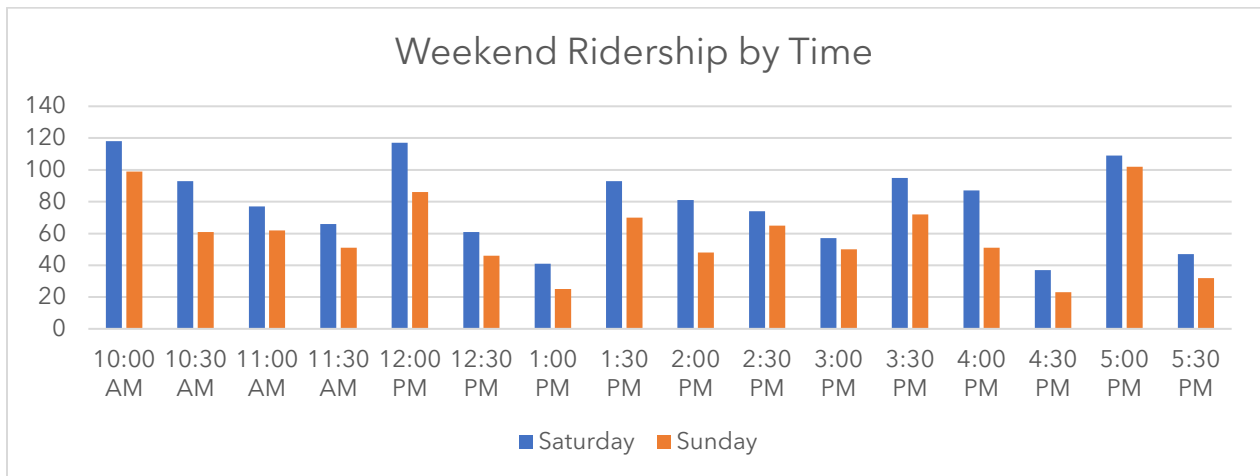
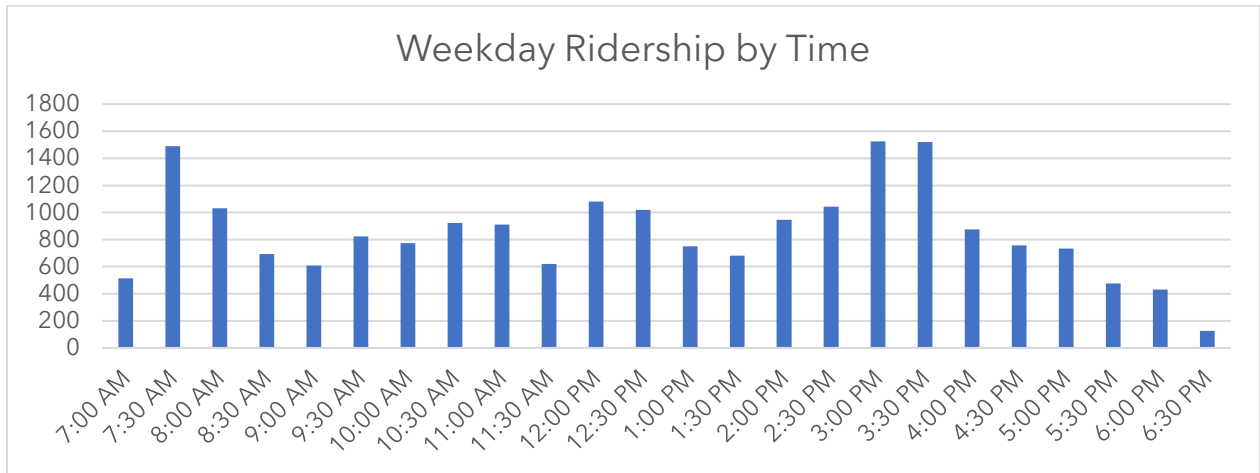
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



Monthly Total Ridership by Time



Additional Ridership Data

- Bicycles Carried: 228
- Wheelchair Lift Usage: 23

Monthly Total Use (Boarding & Alighting) by Stop

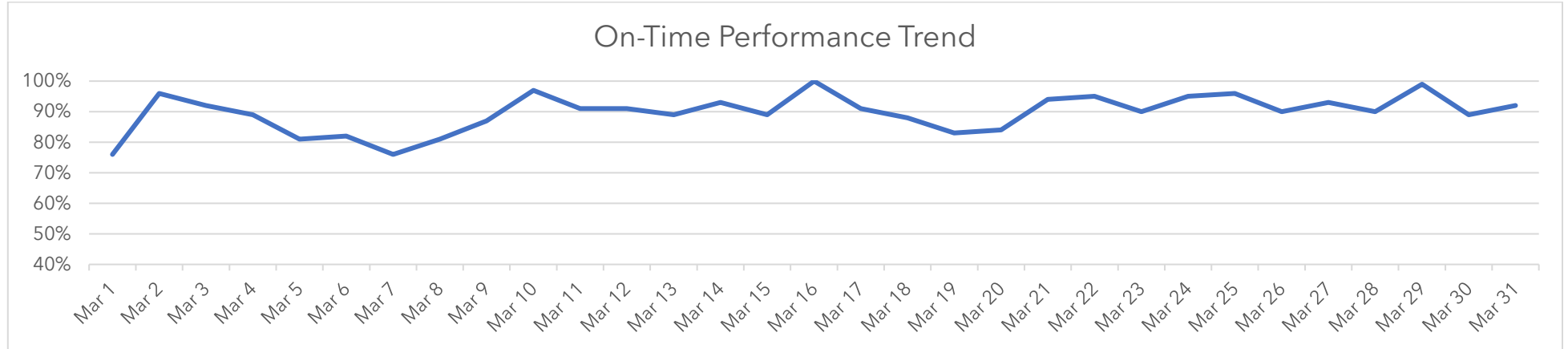
This information is currently unavailable. The report will be updated as soon as the information is made available.

On Time Performance

In March, on-time performance for the MVCS was **89%**. New weekday schedules were implemented on Monday March 11, 2024, and we saw an immediate increase in on time performance (OTP). We are expecting to see overall OTP continue to rise and stay at or above 90%.

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%			84%	79%	71%	79%	86%			91%	90%	86%	90%	84%			91%	79%	83%	92%	96%			96%	87%	95%	89%	99%			87%
MVCS Gray Weekend		100%	95%						87%	98%						100%	87%						86%	100%						86%	92%	93%
MVCS - Red	79%			95%	84%	93%	72%	76%			92%	91%	91%	95%	93%			85%	88%	84%	97%	93%			96%	93%	90%	90%	99%			89%
MVCS Red Weekend		91%	89%						88%	95%						100%	95%						95%	89%						93%	91%	93%
Grand Total	76%	96%	92%	89%	81%	82%	76%	81%	87%	97%	91%	91%	89%	93%	89%	100%	91%	88%	83%	84%	94%	95%	90%	95%	96%	90%	93%	90%	99%	89%	92%	89%

Compliments/Complaints

1. Complaint from parent that her son was unable to board the bus at Graham Middle School due to the bus being full.
 - a. MTMA staff responded to parent explaining that the MVCS service is not a school bus but a public service open to all.

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.