



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT April 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	Apr	Total to Date
Total Monthly Weekday Ridership	9,627	9523	9,859	9,669	38,678
# of Operating Days	21	20	21	22	84
Average Daily Ridership	458	476	469	440	460
% Increase/Decrease from Prior Month	3%	4%	-1%	-6%	
% Increase/Decrease from Prior Year	33%	27%	23%	8%	22%
% of Pre COVID Baseline	117%	121%	109%	108%	113%

RED ROUTE-WEEKDAY					
2024 - Red Route	Jan	Feb	Mar	Apr	Total to Date
Total Monthly Weekday Ridership	9,641	9,504	10,494	10,478	40,117
# of Operating Days	21	20	21	22	84
Average Daily Ridership	459	475	500	476	478
% Increase/Decrease from Prior Month	3%	4%	5%	-5%	
% Increase/Decrease from Prior Year	34%	23%	26%	16%	24%
% of Pre COVID Baseline	145%	152%	142%	135%	143%

GRAY ROUTE-WEEKEND					
2024 - Gray Route	Jan	Feb	Mar	Apr	Total to Date
Total Monthly Weekend Ridership	1,102	904	1,035	852	3,893
# of Operating Days	10	9	10	8	37
Average Daily Ridership	110	100	104	107	105
% Increase/Decrease from Prior Month	11%	-9%	3%	3%	
% Increase/Decrease from Prior Year	-2%	-17%	-16%	-13%	-12%
% of Pre COVID Baseline	81%	76%	69%	62%	72%

RED ROUTE-WEEKEND					
2024 - Red Route	Jan	Feb	Mar	Apr	Total to Date
Total Monthly Weekend Ridership	1,073	927	1,161	917	4,078
# of Operating Days	10	9	10	8	37
Average Daily Ridership	107	103	116	115	110
% Increase/Decrease from Prior Month	4%	-4%	13%	-1%	
% Increase/Decrease from Prior Year	-10%	-24%	-17%	-22%	-18%
% of Pre COVID Baseline	83%	69%	73%	68%	73%

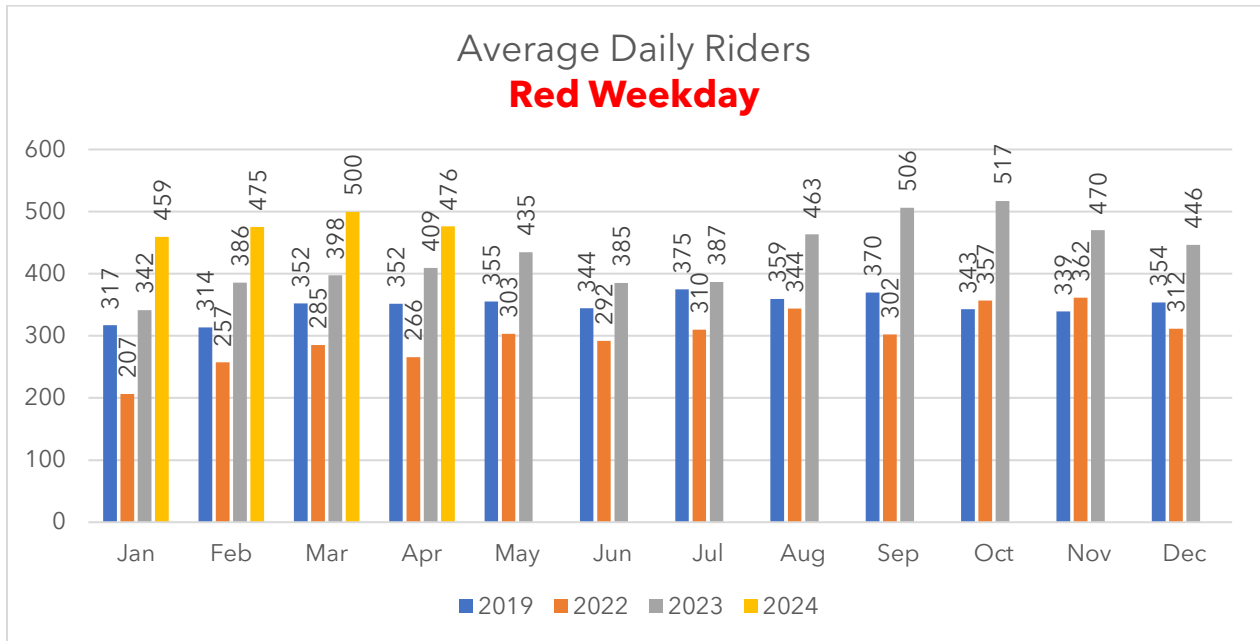
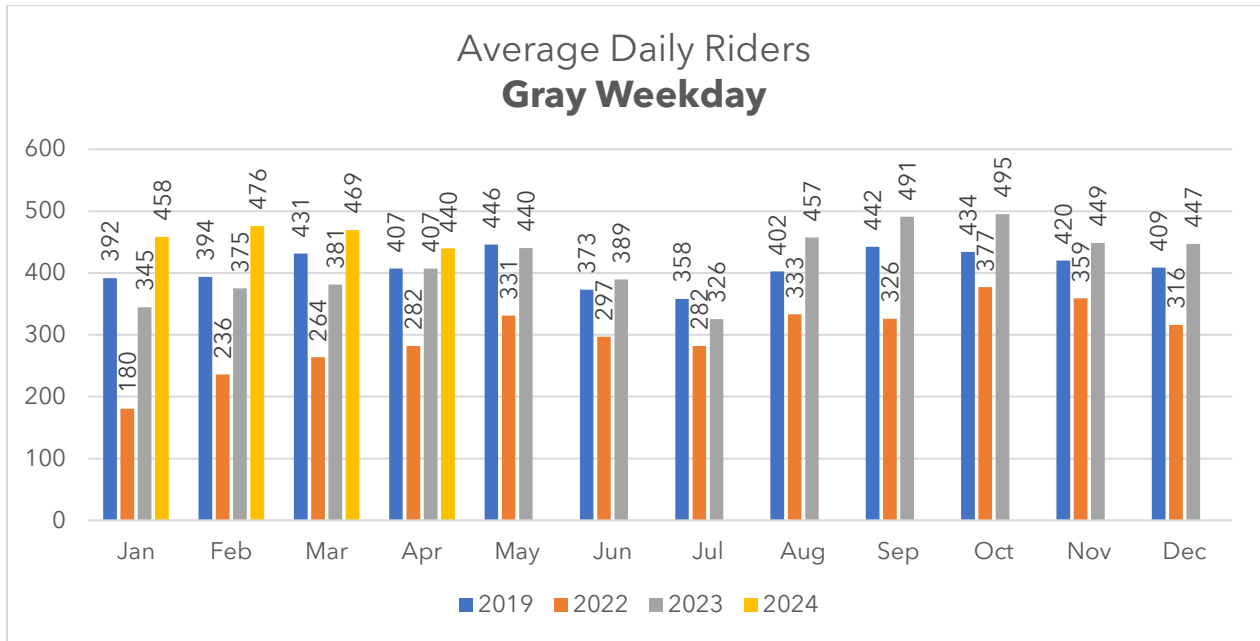
ALL ROUTES & DAYS					
2024 COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	Total
Total Monthly Ridership	21,443	20,858	22,549	21,916	86,766
# of Operating Days	31	29	31	30	121
Average Daily Ridership	692	719	727	731	717
% Increase/Decrease from Prior Month	7%	4%	1%	0%	
% Increase/Decrease from Prior Year	32%	20%	13%	15%	19%
% of Pre COVID Baseline	122%	126%	115%	113%	119%

Ridership Summary

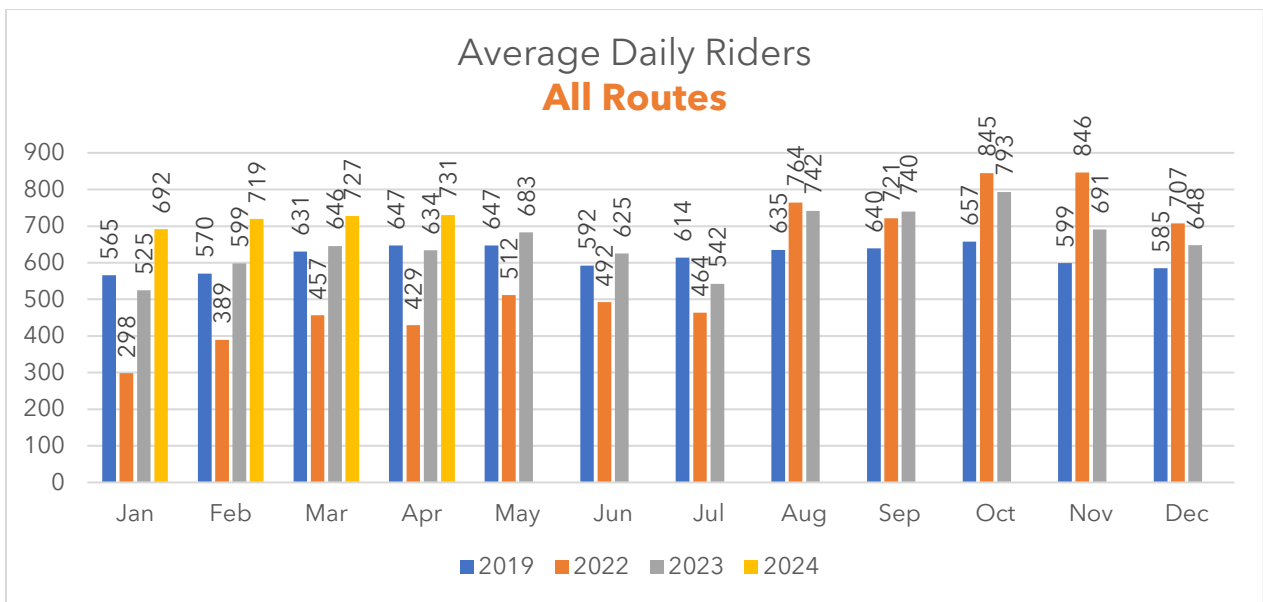
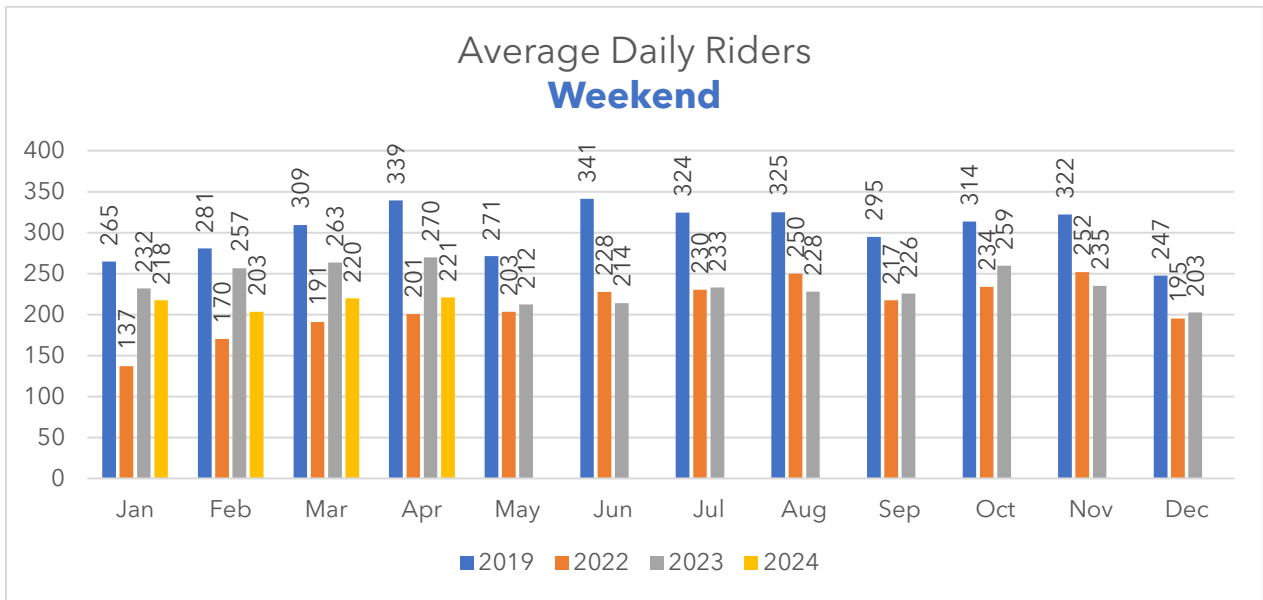
In April, the Mountain View Community Shuttle’s (MVCS) total ridership was 19% higher than the previous year and 119% of the 2019 pre-pandemic baseline.

The average daily weekday ridership for the Red Route was approximately 8% higher than the Gray Route. The Red Weekend Route also had 8% higher ridership than the Gray Weekend Route. The weekday ridership was highest at 3:30pm. Saturday ridership was highest at 10:00am and 4:00pm and Sunday ridership was highest at 10:00am.

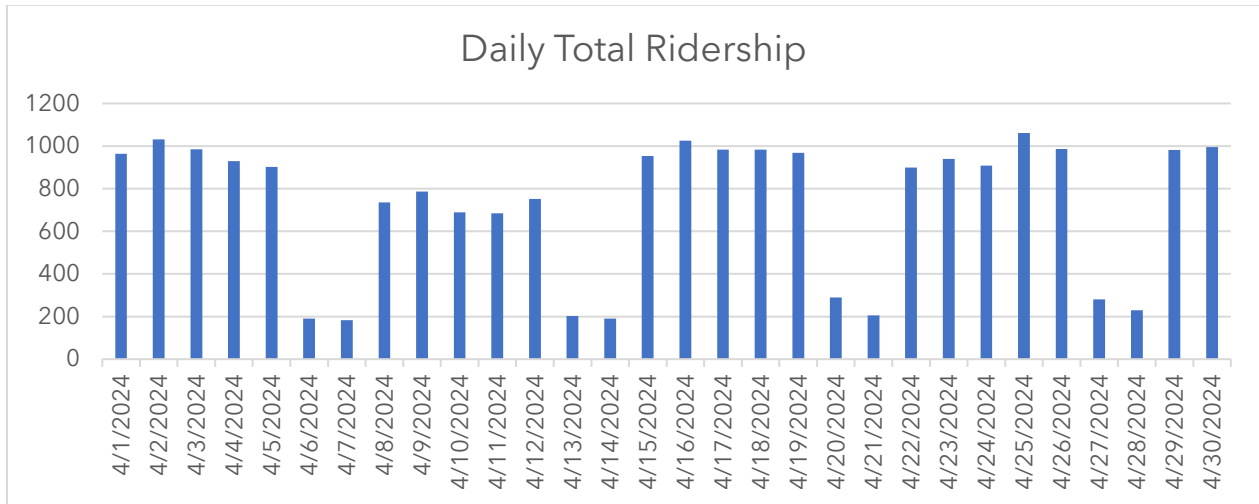
Average Daily Ridership Comparisons (YTD)



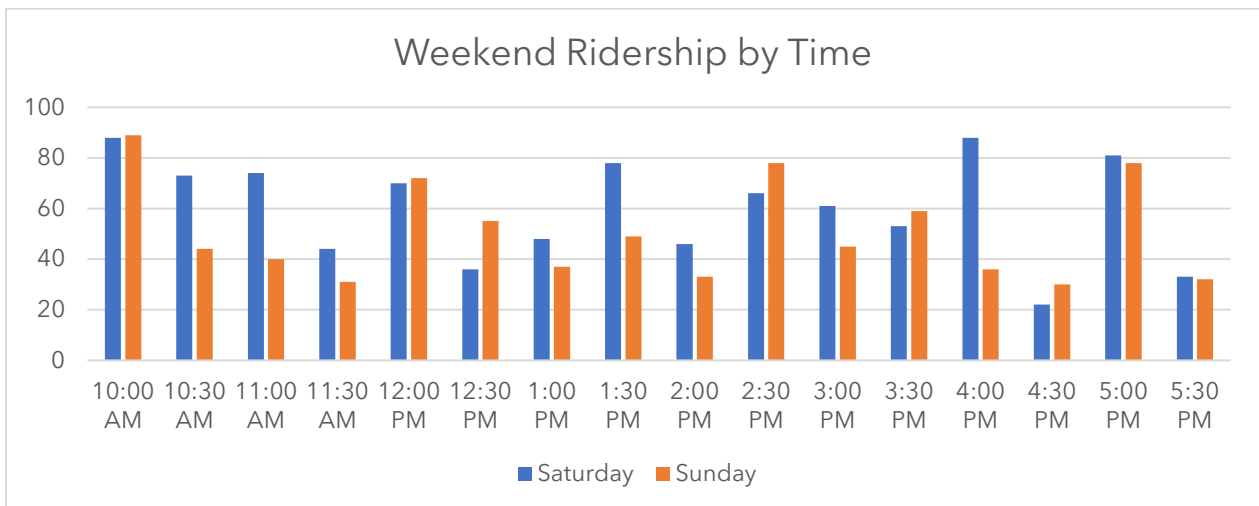
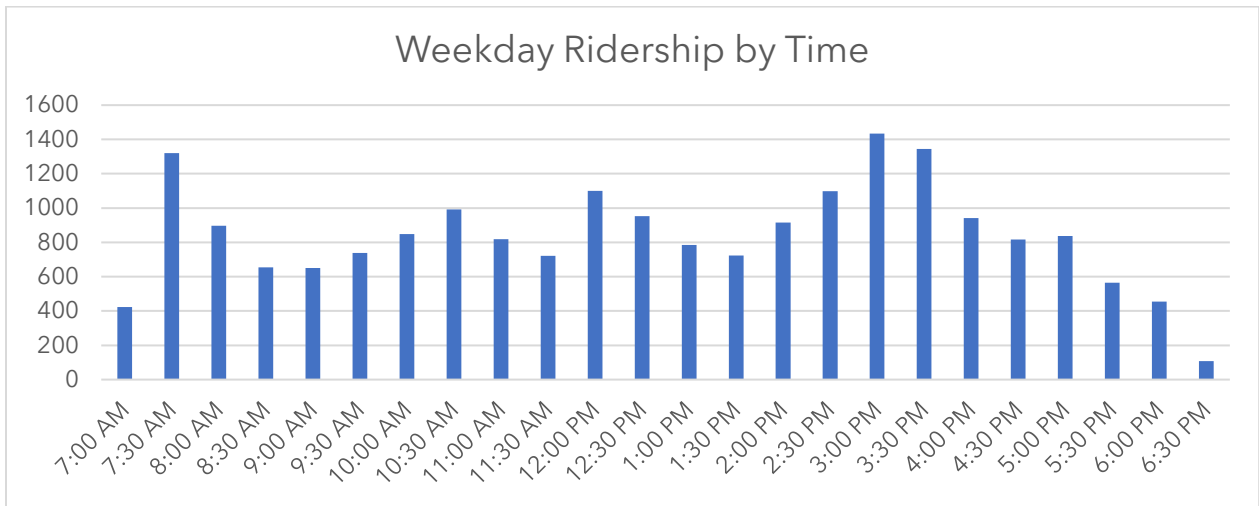
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



Monthly Total Ridership by Time



Additional Ridership Data

- Bicycles Carried: 190
- Wheelchair Lift Usage: 30

Monthly Total Use (Boarding & Alighting) by Stop

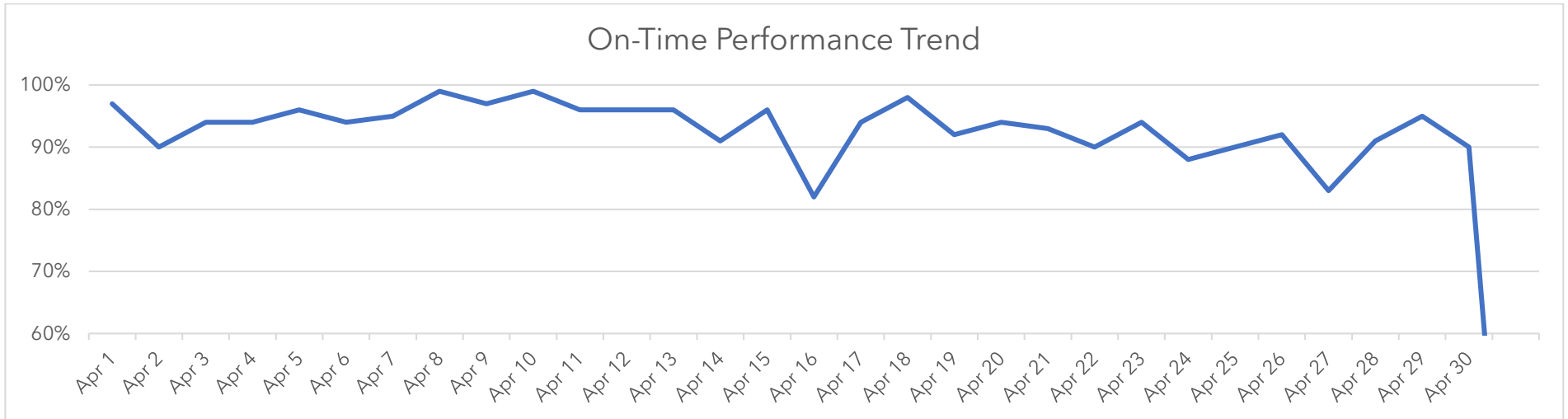
GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,794	1,766	3,560	17.1%	San Antonio Center	1,939	1,878	3,817	16.9%
Senior/Teen Center	757	1,085	1,842	8.8%	Senior/Teen Center	1,233	764	1,997	8.8%
Mountain View Transit Center	768	732	1,500	7.2%	Mountain View Transit Center	688	913	1,601	7.1%
Grant Road	555	714	1,269	6.1%	Grant Road	753	609	1,362	6.0%
Rengstorff/Middlefield	568	489	1,057	5.1%	Graham Middle School	461	609	1,070	4.7%
Middlefield/Easy	371	557	928	4.4%	Rengstorff/Middlefield	626	387	1,013	4.5%
El Camino Real/Sylvan	334	526	860	4.1%	El Camino Real/Sylvan	403	443	846	3.7%
Graham Middle School	478	338	816	3.9%	Middlefield/Easy	514	288	802	3.5%
Sylvan Park	529	237	766	3.7%	Civic Center	391	369	760	3.4%
Whisman Station	247	464	711	3.4%	Crittenden Middle School	243	465	708	3.1%
Civic Center	371	303	674	3.2%	Whisman Station	396	292	688	3.0%
Cuesta/Miramonte	513	112	625	3.0%	California/Ortega East	601	60	661	2.9%
El Camino Hospital	356	226	582	2.8%	El Camino Hospital	313	347	660	2.9%
Community Center	467	104	571	2.7%	Sylvan Park	180	460	640	2.8%
Whisman/Middlefield	274	297	571	2.7%	California/Rengstorff (Red)	471	120	591	2.6%
Crittenden Middle School	304	171	475	2.3%	Castro/El Camino Real	247	326	573	2.5%
California/Ortega West	20	434	454	2.2%	Cuesta/Miramonte	99	444	543	2.4%
Middlefield/Moffett	152	293	445	2.1%	Community Center	81	344	425	1.9%
California/Ortega East	371	39	410	2.0%	Middlefield/Moffett	285	135	420	1.9%
California/Rengstorff	76	311	387	1.9%	California/Ortega West	39	376	415	1.8%
Castro/El Camino Real	218	167	385	1.8%	Whisman/Middlefield	170	178	348	1.5%
Rengstorff/Montecito	117	197	314	1.5%	Villa/Franklin	37	275	312	1.4%
Rengstorff/Central Expy	119	179	298	1.4%	Shoreline/Middlefield #1 (Red)	146	159	305	1.3%
Shoreline/Middlefield #3 (Gray)	188	106	294	1.4%	Rengstorff/Montecito	204	98	302	1.3%
Middlefield/San Pierre	133	108	241	1.2%	Middlefield/San Pierre	159	122	281	1.2%
Villa/Franklin	133	16	149	0.7%	Rengstorff/Central Expy	161	114	275	1.2%
Grant/Eunice	84	64	148	0.7%	Villa/Mariposa	184	80	264	1.2%
Whisman/Dana	49	87	136	0.7%	Grant/Eunice	146	102	248	1.1%
Villa/Shoreline	39	90	129	0.6%	California/Rengstorff	56	174	230	1.0%
Cuesta/Grant	90	31	121	0.6%	Whisman/Dana	105	98	203	0.9%
Grant/Cuesta	23	83	106	0.5%	Grant/Cuesta	46	135	181	0.8%
Shoreline/Pear	22	6	28	0.1%	Shoreline/Pear	14	21	35	0.2%
Shoreline/Middlefield #2	1	8	9	0.0%	Shoreline/Middlefield #2	4	20	24	0.1%
Total	10,521	10,340	20,861	100.0%	Total	11,395	11,205	22,600	100.0%

On Time Performance

In April, on-time performance (OTP) for the MVCS was **93%**. This OTP is 4% higher than the March OTP, and is above the 90% on-time performance target.

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 name	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	
MVCS - Gray	99%	89%	94%	95%	95%			99%	95%	99%	96%	95%			99%	77%	96%	99%	93%			93%	93%	88%	93%	87%			95%	88%	94%	
MVCS - Gray Weekend						100%	100%						96%	86%							89%	89%						75%	89%			91%
MVCS - Red	94%	92%	94%	93%	97%			99%	98%	99%	97%	97%			93%	88%	92%	97%	92%			86%	94%	88%	86%	97%			94%	93%	94%	
MVCS - Red Weekend						88%	90%						96%	96%							100%	96%					92%	94%			94%	
Grand Total	97%	90%	94%	94%	96%	94%	95%	99%	97%	99%	96%	96%	96%	91%	96%	82%	94%	98%	92%	94%	93%	90%	94%	88%	90%	92%	83%	91%	95%	90%	93%	

Compliments/Complaints

- No compliments or complaints

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. Four (4) new electric buses have been ordered and are expected to be delivered in the first quarter of 2025.