



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT March 2024

Table of Contents

- Annual Ridership Summary (YTD)..... 3
- Ridership Summary 4
- Average Daily Ridership Comparisons (YTD) 4
- Average Daily Ridership Comparisons (YTD) (cont'd) 5
- Daily Total Ridership by Date 6
- Monthly Total Ridership by Time 6
- Additional Ridership Data..... 6
- Monthly Total Use (Boarding & Alighting) by Stop 7
- On Time Performance 8
- Compliments/Complaints..... 9
- Electric Vehicle Utilization 9

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%

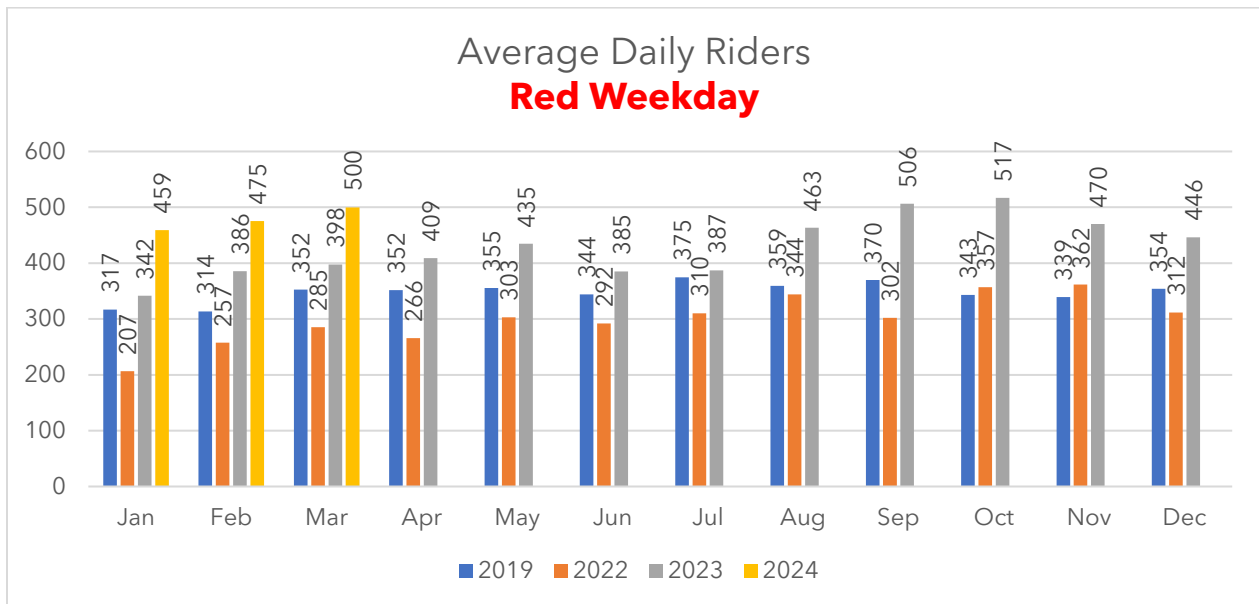
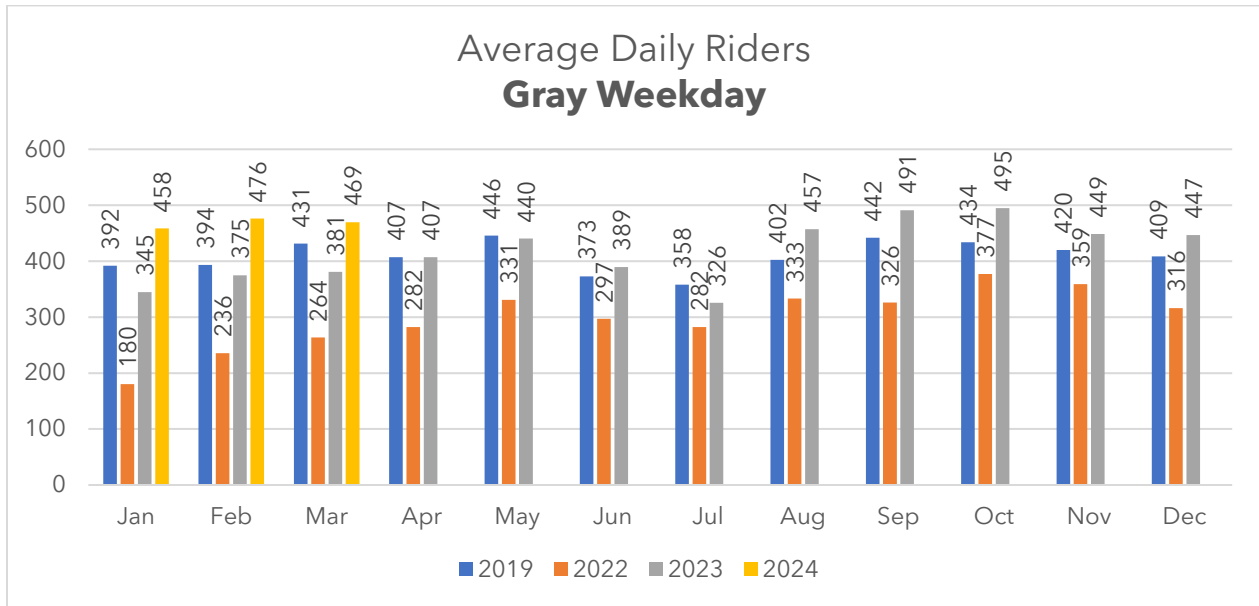
ALL ROUTES & DAYS				
2024 COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Total
Total Monthly Ridership	21,443	20,858	22,549	64,850
# of Operating Days	31	29	31	91
Average Daily Ridership	692	719	727	713
% Increase/Decrease from Prior Month	7%	4%	1%	
% Increase/Decrease from Prior Year	32%	20%	13%	21%
%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

Ridership Summary

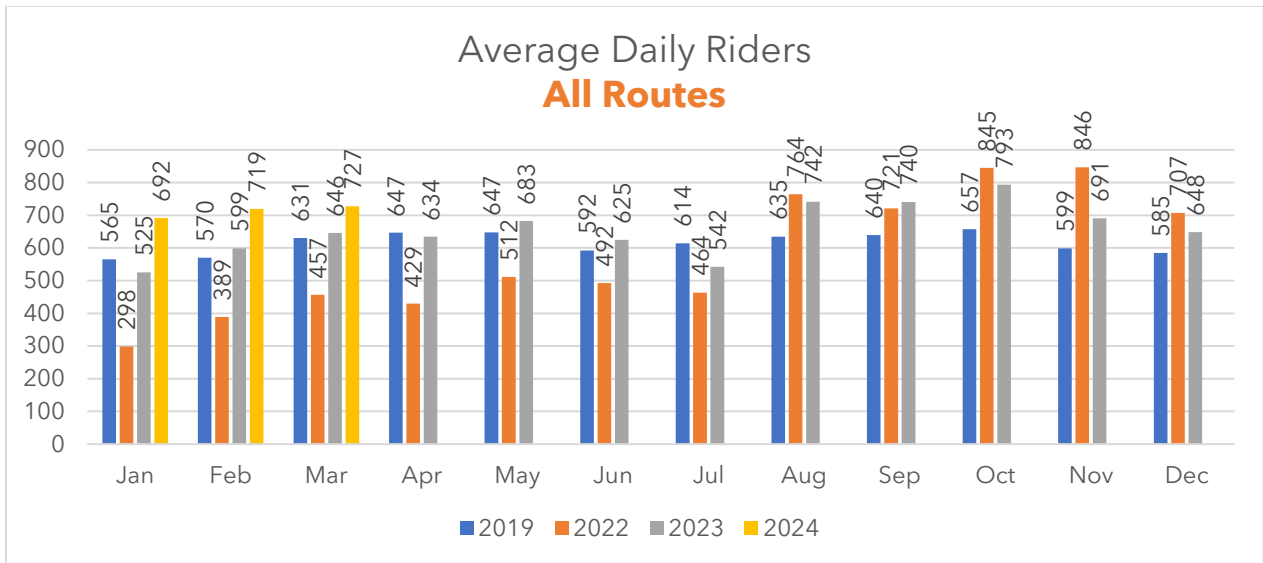
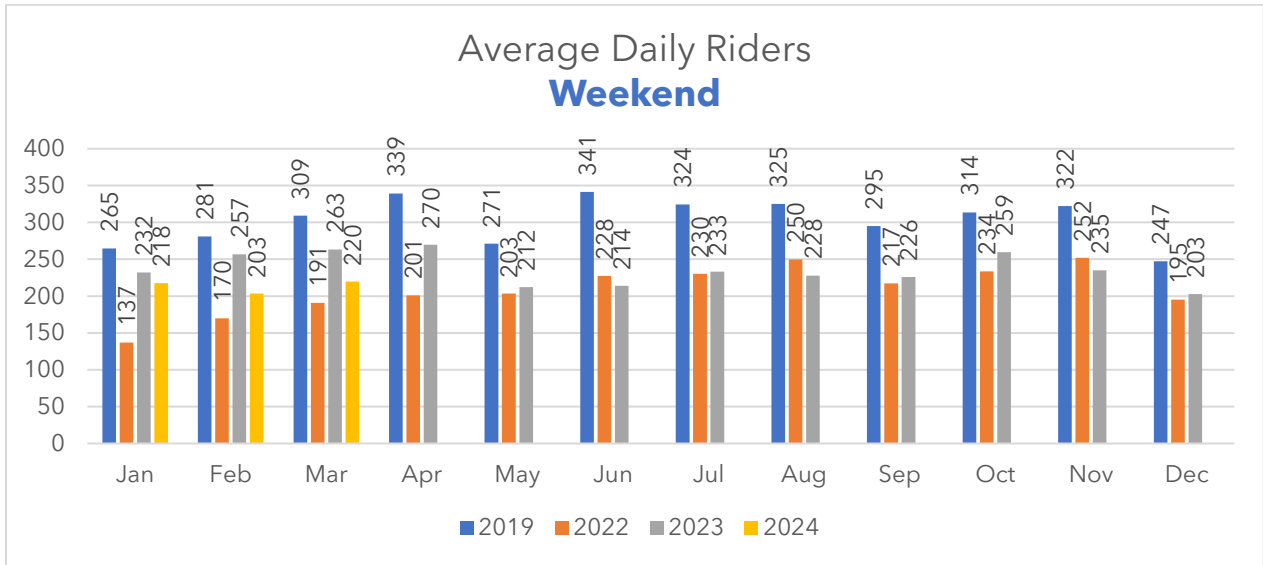
In March, the Mountain View Community Shuttle’s (MVCS) ridership increased 1% from the previous month. Overall ridership is 121% of the 2019 pre-pandemic baseline.

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.

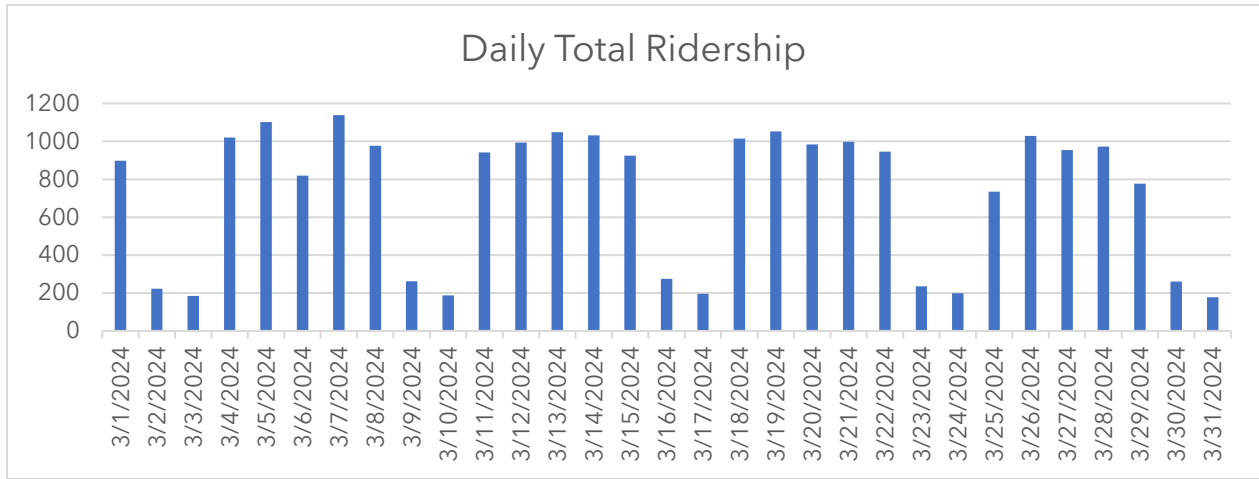
Average Daily Ridership Comparisons (YTD)



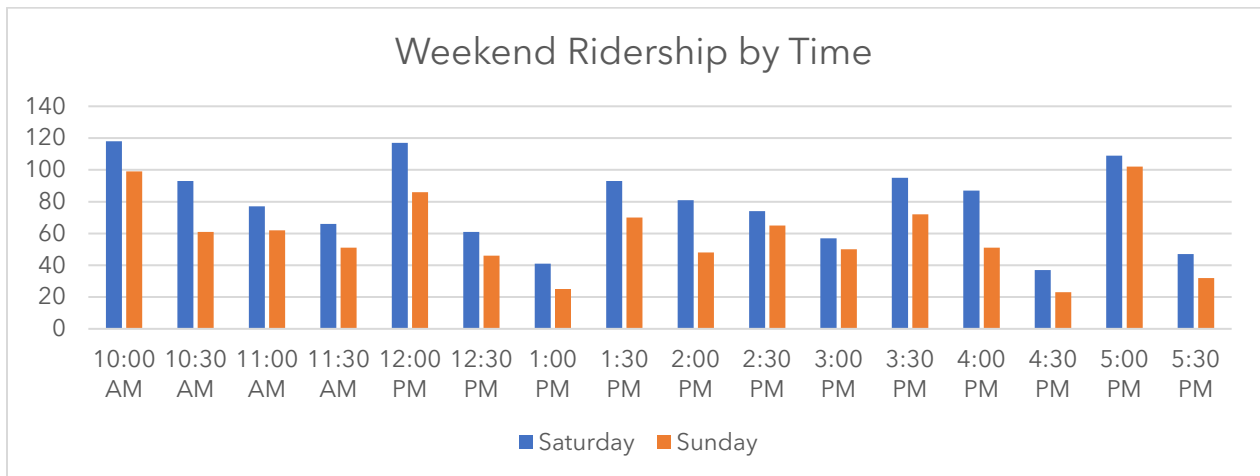
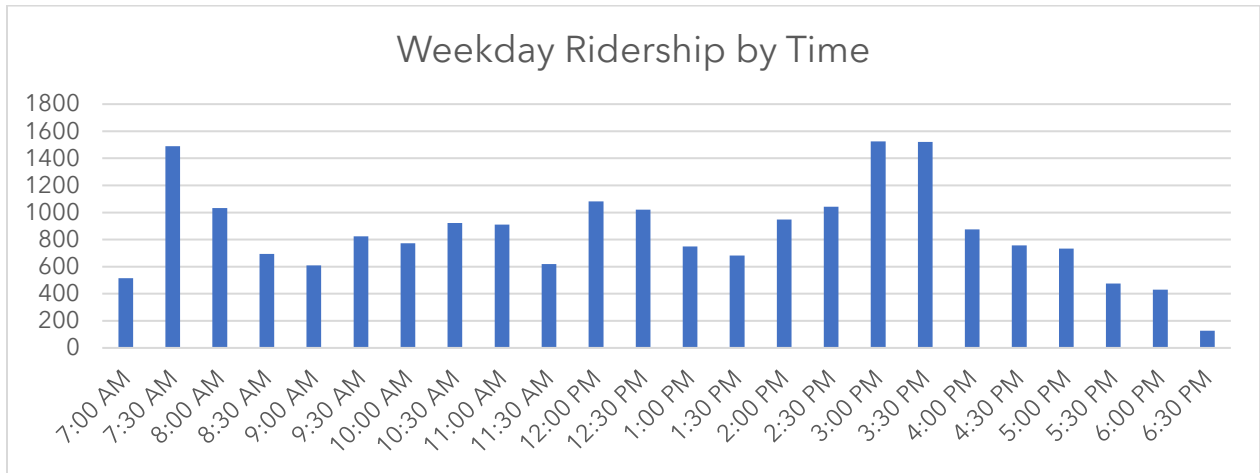
Average Daily Ridership Comparisons (YTD) (cont'd)



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

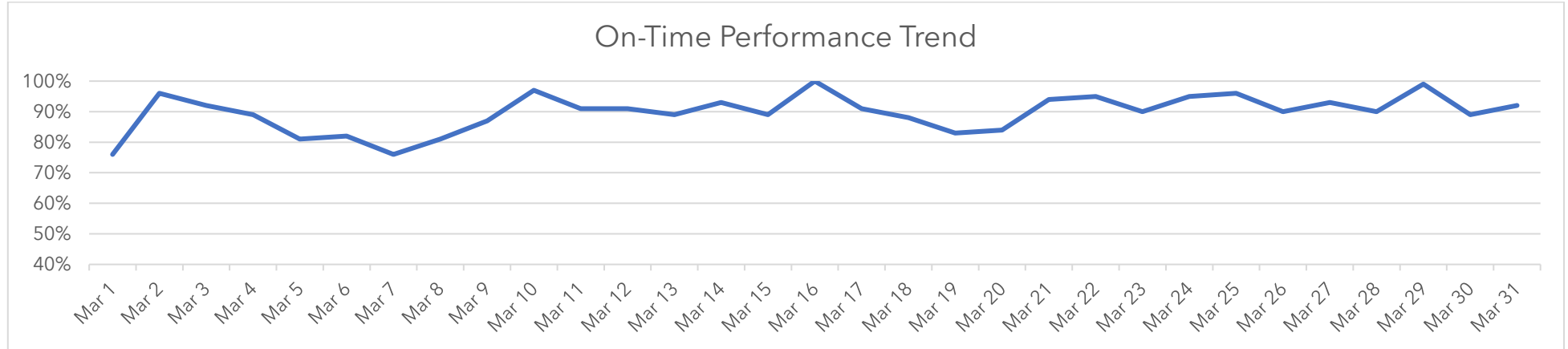
GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,865	1,653	3,518	16.3%	San Antonio Center	621	1,907	2,528	11.5%
Senior/Teen Center	708	1,210	1,918	8.9%	Senior/Teen Center	1,532	740	2,272	10.4%
Mountain View Transit Center	923	875	1,798	8.3%	Mountain View Transit Center	823	1,246	2,069	9.4%
Grant Road	634	695	1,329	6.2%	Grant Road	672	601	1,273	5.8%
Rengstorff/Middlefield	618	541	1,159	5.4%	Graham Middle School	353	775	1,128	5.2%
Middlefield/Easy	366	602	968	4.5%	Rengstorff/Middlefield	614	408	1,022	4.7%
Graham Middle School	560	393	953	4.4%	Middlefield/Easy	568	261	829	3.8%
El Camino Real/Sylvan	334	458	792	3.7%	El Camino Real/Sylvan	374	420	794	3.6%
Sylvan Park	559	192	751	3.5%	Crittenden Middle School	251	531	782	3.6%
Whisman Station	244	494	738	3.4%	El Camino Hospital	375	404	779	3.6%
El Camino Hospital	456	242	698	3.2%	California/Rengstorff (Red only)	612	134	746	3.4%
Community Center	518	95	613	2.8%	Civic Center	397	298	695	3.2%
Civic Center	303	305	608	2.8%	Sylvan Park	212	481	693	3.2%
Cuesta/Miramonte	459	124	583	2.7%	Whisman Station	418	255	673	3.1%
Whisman/Middlefield	229	310	539	2.5%	Castro/El Camino Real	257	307	564	2.6%
Middlefield/Moffett	159	362	521	2.4%	Cuesta/Miramonte	141	386	527	2.4%
California/Rengstorff	65	425	490	2.3%	California/Ortega East	467	50	517	2.4%
Crittenden Middle School	277	122	399	1.8%	Community Center	93	322	415	1.9%
California/Ortega West	34	362	396	1.8%	Middlefield/Moffett	288	111	399	1.8%
California/Ortega East	335	52	387	1.8%	Rengstorff/Montecito	201	144	345	1.6%
Rengstorff/Central Expy	188	189	377	1.7%	California/Ortega West	32	292	324	1.5%
Castro/El Camino Real	227	140	367	1.7%	Rengstorff/Central Expy	199	108	307	1.4%
Rengstorff/Montecito	133	192	325	1.5%	Whisman/Middlefield	128	166	294	1.3%
Shoreline/Middlefield #3 (Gray)	198	121	319	1.5%	Villa/Franklin	37	255	292	1.3%
Middlefield/San Pierre	84	104	188	0.9%	Grant/Eunice	151	130	281	1.3%
Grant/Eunice	85	75	160	0.7%	Villa/Mariposa	173	67	240	1.1%
Villa/Franklin	134	25	159	0.7%	Shoreline/Middlefield #1 (Red)	87	152	239	1.1%
Villa/Shoreline	38	109	147	0.7%	California/Rengstorff	42	192	234	1.1%
Whisman/Dana	22	104	126	0.6%	Whisman/Dana	134	66	200	0.9%
Cuesta/Grant	105	17	122	0.6%	Middlefield/San Pierre	124	72	196	0.9%
Grant/Cuesta	11	91	102	0.5%	Grant/Cuesta	40	133	173	0.8%
Shoreline/Pear	20	14	34	0.2%	Shoreline/Pear	21	23	44	0.2%
Shoreline/Middlefield #2	3	19	22	0.1%	Shoreline/Middlefield #2	8	20	28	0.1%
Total	10,894	10,712	21,606	100.0%	Total	10,445	11,457	21,902	100.0%

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, informing the parent that the MVCS does not have the resources to provide the capacity necessary to accommodate all students at once.

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.