



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT

May 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 | May | Total to Date |
| Total Monthly Weekday Ridership | 9,627 | 9,523 | 9,859 | 9,669 | 10,493 | 49,171 |
| # of Operating Days | 21 | 20 | 21 | 22 | 22 | 106 |
| Average Daily Ridership | 458 | 476 | 469 | 440 | 477 | 464 |
| % Increase/Decrease from Prior Month | 3% | 4% | -1% | -6% | 9% | |
| % Increase/Decrease from Prior Year | 33% | 27% | 23% | 8% | 8% | 19% |
| % of Pre COVID Baseline | 117% | 121% | 109% | 108% | 107% | 112% |

| RED ROUTE-WEEKDAY | | | | | | |
|--------------------------------------|-------------|-------------|-------------|-------------|-------------|----------------------|
| 2024 - Red Route | Jan | Feb | Mar | Apr | May | Total to Date |
| Total Monthly Weekday Ridership | 9,641 | 9,504 | 10,494 | 10,478 | 11,309 | 51,426 |
| # of Operating Days | 21 | 20 | 21 | 22 | 22 | 106 |
| Average Daily Ridership | 459 | 475 | 500 | 476 | 514 | 485 |
| % Increase/Decrease from Prior Month | 3% | 4% | 5% | -5% | 8% | |
| % Increase/Decrease from Prior Year | 34% | 23% | 26% | 16% | 18% | 23% |
| % of Pre COVID Baseline | 145% | 152% | 142% | 135% | 145% | 143% |

| GRAY ROUTE-WEEKEND | | | | | | |
|--------------------------------------|------------|------------|------------|------------|------------|----------------------|
| 2024 - Gray Route | Jan | Feb | Mar | Apr | May | Total to Date |
| Total Monthly Weekend Ridership | 1,102 | 904 | 1,035 | 852 | 930 | 4,823 |
| # of Operating Days | 10 | 9 | 10 | 8 | 9 | 46 |
| Average Daily Ridership | 110 | 100 | 104 | 107 | 103 | 105 |
| % Increase/Decrease from Prior Month | 11% | -9% | 3% | 3% | -3% | |
| % Increase/Decrease from Prior Year | -2% | -17% | -16% | -13% | 4% | -9% |
| % of Pre COVID Baseline | 81% | 76% | 69% | 62% | 77% | 73% |

| RED ROUTE-WEEKEND | | | | | | |
|--------------------------------------|------------|------------|------------|------------|------------|----------------------|
| 2024 - Red Route | Jan | Feb | Mar | Apr | May | Total to Date |
| Total Monthly Weekend Ridership | 1,073 | 927 | 1,161 | 917 | 1,060 | 5,138 |
| # of Operating Days | 10 | 9 | 10 | 8 | 9 | 46 |
| Average Daily Ridership | 107 | 103 | 116 | 115 | 118 | 112 |
| % Increase/Decrease from Prior Month | 4% | -4% | 13% | -1% | 3% | |
| % Increase/Decrease from Prior Year | -10% | -24% | -17% | -22% | 5% | -15% |
| % of Pre COVID Baseline | 83% | 69% | 73% | 68% | 86% | 76% |

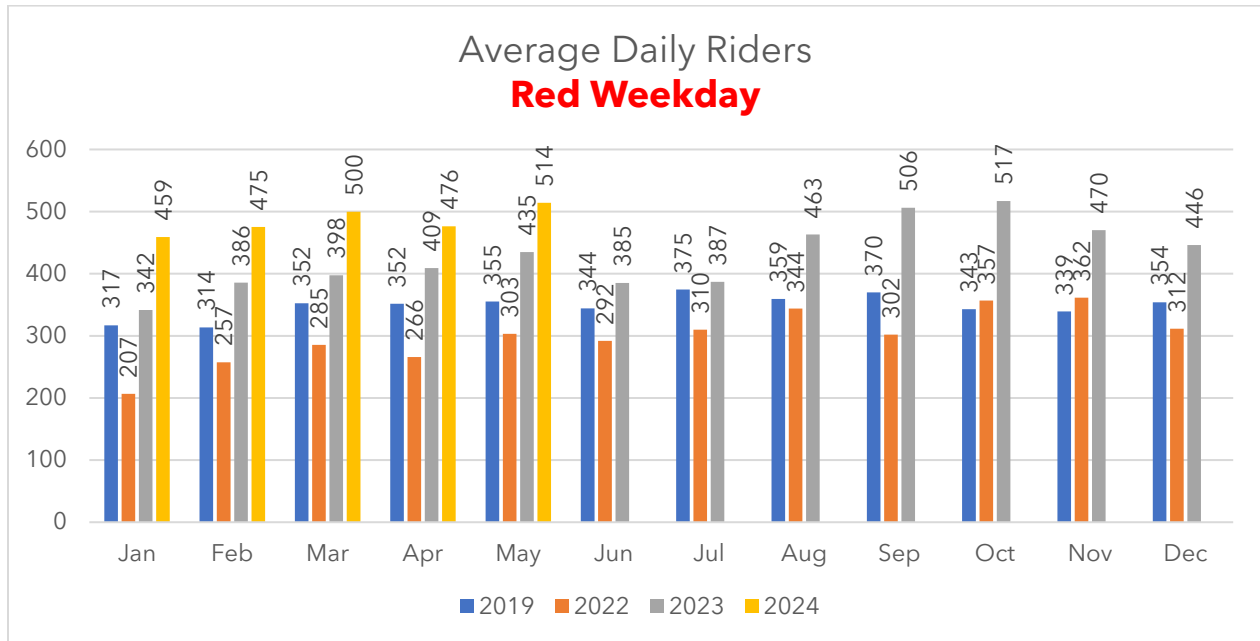
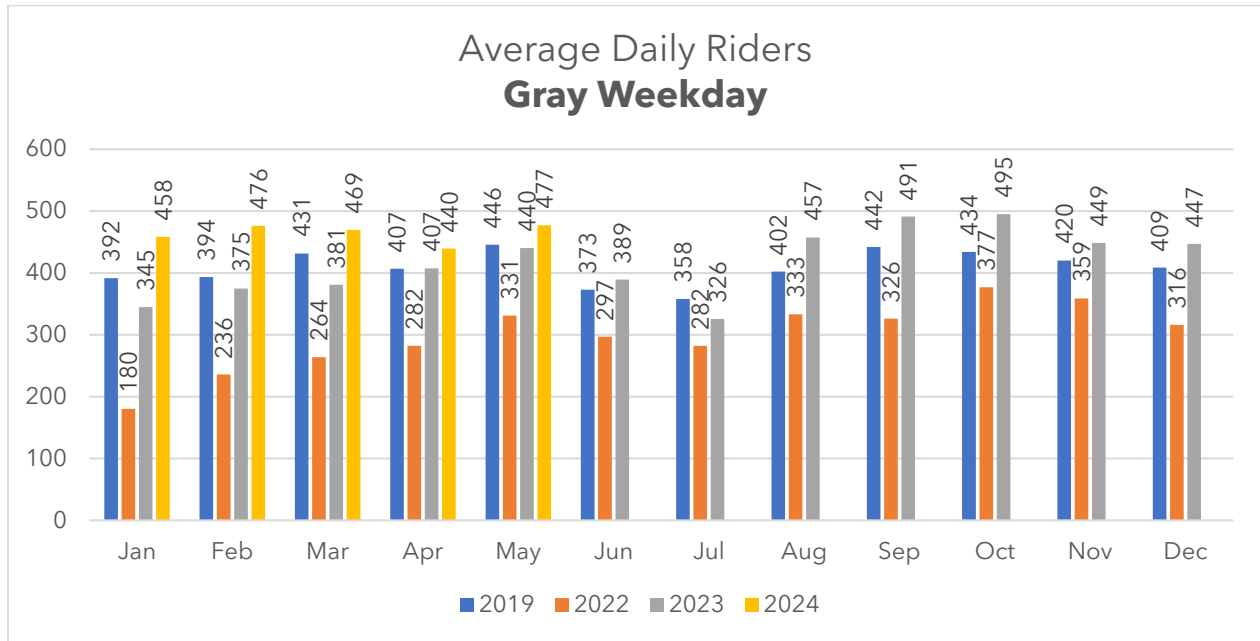
| ALL ROUTES & DAYS | | | | | | |
|---|-------------|-------------|-------------|-------------|-------------|----------------|
| 2024 COMBINED RIDERSHIP (ALL ROUTES) | Jan | Feb | Mar | Apr | May | Total |
| Total Monthly Ridership | 21,443 | 20,858 | 22,549 | 21,916 | 23,792 | 110,558 |
| # of Operating Days | 31 | 29 | 31 | 30 | 31 | 152 |
| Average Daily Ridership | 692 | 719 | 727 | 731 | 767 | 727 |
| % Increase/Decrease from Prior Month | 7% | 4% | 1% | 0% | 5% | |
| % Increase/Decrease from Prior Year | 32% | 20% | 13% | 15% | 12% | 18% |
| % of Pre COVID Baseline | 122% | 126% | 115% | 113% | 119% | 119% |

Ridership Summary

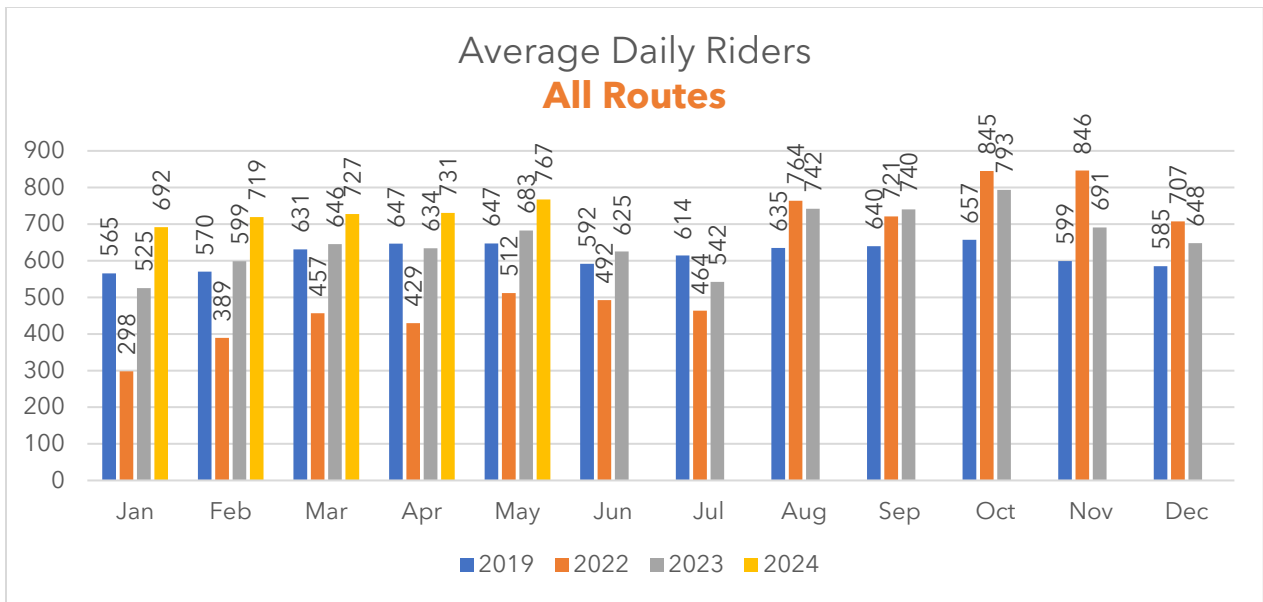
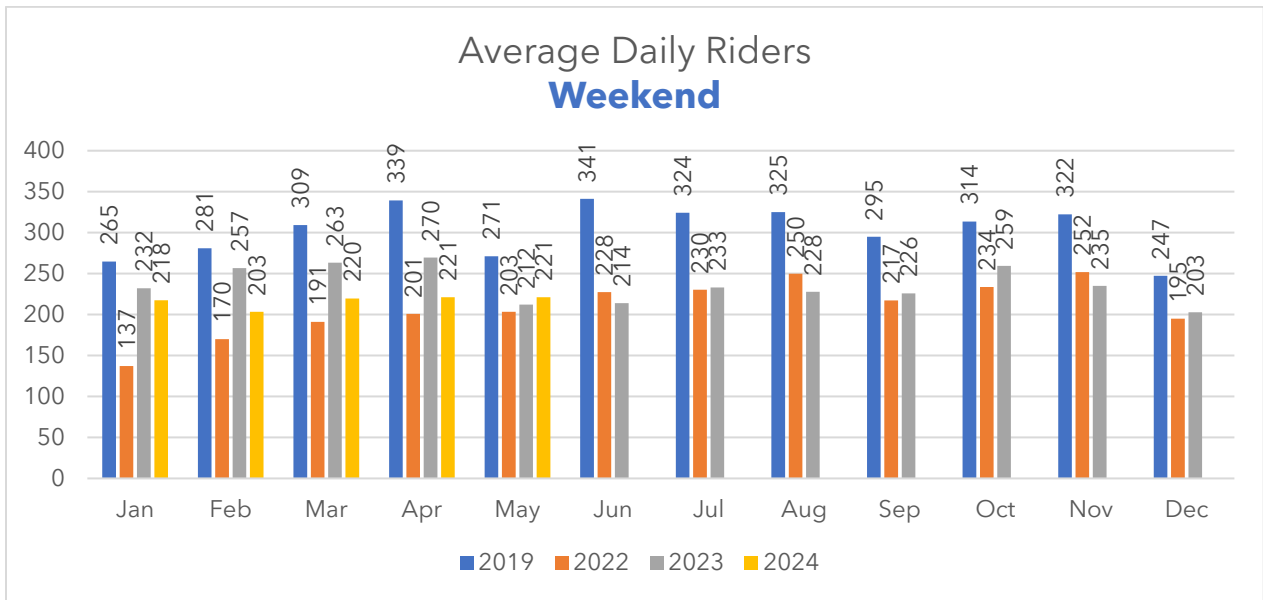
In May, the Mountain View Community Shuttle’s (MVCS) total ridership was 18% higher than the previous year and 119% of the 2019 pre-pandemic baseline.

The average daily weekday ridership for the Red Route was approximately 8% higher than the Gray Route. The Red Weekend Route had 14% higher ridership than the Gray Weekend Route. The weekday ridership was highest at 7:30am. Saturday ridership was highest at 10:00am and 5:00pm and Sunday ridership was highest at 1:30pm.

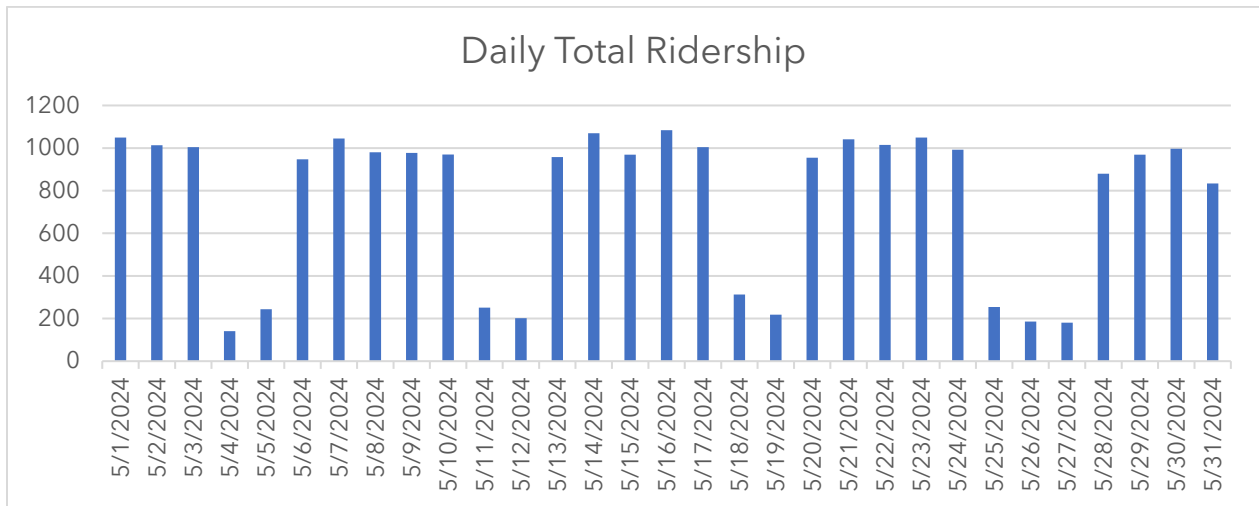
Average Daily Ridership Comparisons (YTD)



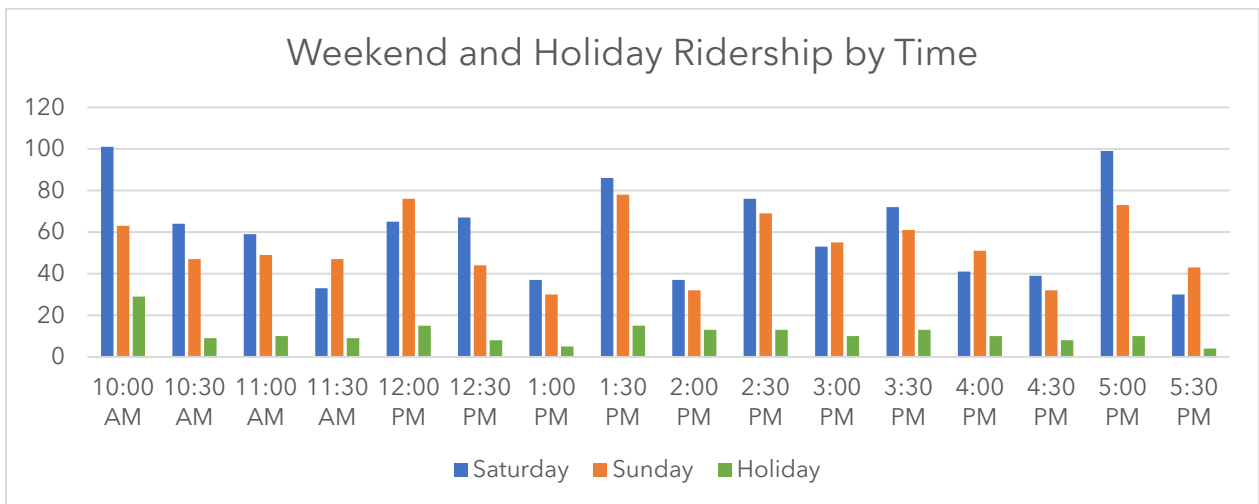
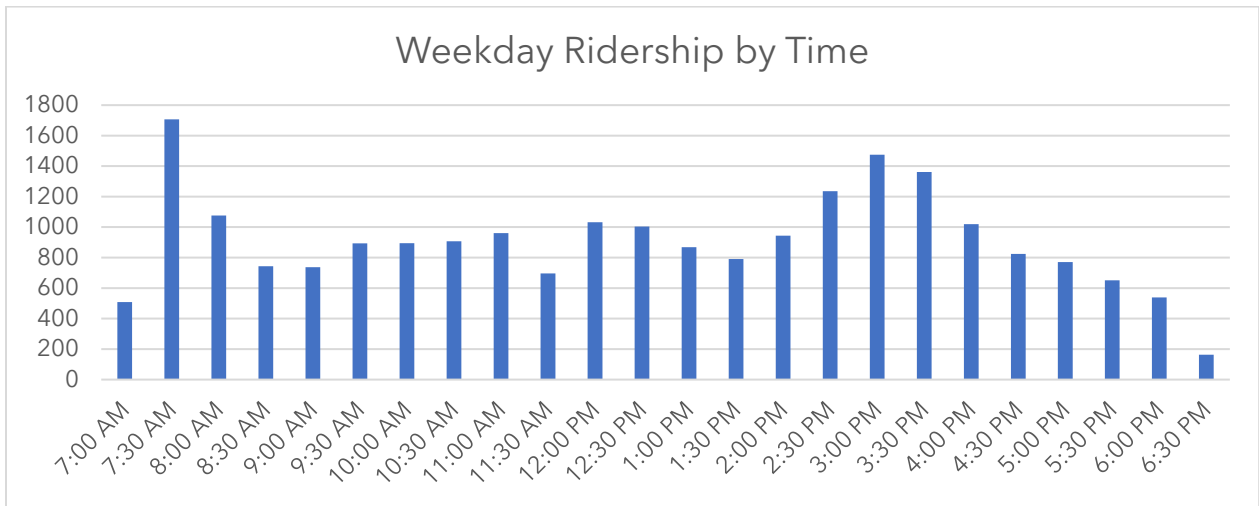
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



Monthly Total Ridership by Time



Monthly Total Use (Boarding & Alighting) by Stop

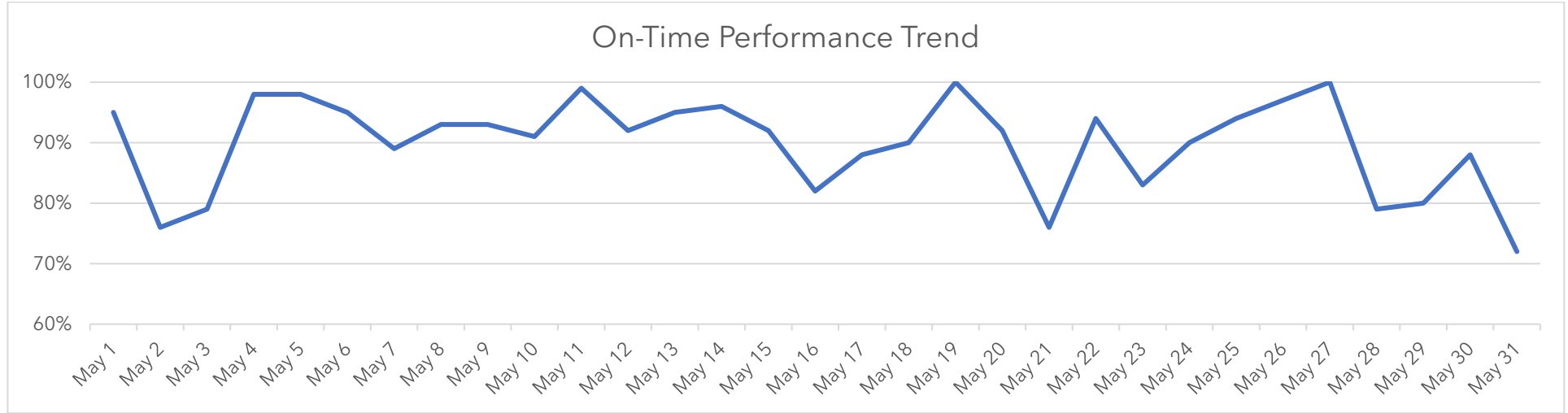
| GRAY Route | Boarding | Alighting | Total Use | % of Total Use | RED Route | Boarding | Alighting | Total Use | % of Total Use |
|---------------------------------|---------------|---------------|---------------|----------------|--------------------------------|---------------|---------------|---------------|----------------|
| San Antonio Center | 1,867 | 1,730 | 3,597 | 15.8% | San Antonio Center | 1,855 | 1,871 | 3,726 | 15.1% |
| Senior/Teen Center | 788 | 1,091 | 1,879 | 8.3% | Senior/Teen Center | 1,262 | 880 | 2,142 | 8.7% |
| Mountain View Transit Center | 683 | 813 | 1,496 | 6.6% | Mountain View Transit Center | 715 | 853 | 1,568 | 6.4% |
| Grant Road | 597 | 813 | 1,410 | 6.2% | Grant Road | 837 | 712 | 1,549 | 6.3% |
| Rengstorff/Middlefield | 780 | 441 | 1,221 | 5.4% | Graham Middle School | 558 | 693 | 1,251 | 5.1% |
| Middlefield/Easy | 550 | 611 | 1,161 | 5.1% | Rengstorff/Middlefield | 553 | 537 | 1,090 | 4.4% |
| El Camino Real/Sylvan | 440 | 620 | 1,060 | 4.7% | El Camino Real/Sylvan | 470 | 568 | 1,038 | 4.2% |
| Graham Middle School | 526 | 490 | 1,016 | 4.5% | Middlefield/Easy | 583 | 401 | 984 | 4.0% |
| Sylvan Park | 573 | 271 | 844 | 3.7% | Crittenden Middle School | 333 | 641 | 974 | 4.0% |
| Whisman Station | 268 | 535 | 803 | 3.5% | California/Ortega East | 765 | 78 | 843 | 3.4% |
| Cuesta/Miramonte | 538 | 138 | 676 | 3.0% | Civic Center (SB) | 468 | 361 | 829 | 3.4% |
| Civic Center (NB) | 334 | 341 | 675 | 3.0% | California/Rengstorff (EB) | 632 | 183 | 815 | 3.3% |
| El Camino Hospital | 434 | 240 | 674 | 3.0% | El Camino Hospital | 355 | 433 | 788 | 3.2% |
| Whisman/Middlefield | 274 | 352 | 626 | 2.8% | Whisman Station | 470 | 287 | 757 | 3.1% |
| Crittenden Middle School | 400 | 212 | 612 | 2.7% | Sylvan Park | 237 | 505 | 742 | 3.0% |
| Middlefield/Moffett | 196 | 381 | 577 | 2.5% | Castro/El Camino Real | 289 | 350 | 639 | 2.6% |
| Community Center | 439 | 113 | 552 | 2.4% | Cuesta/Miramonte | 154 | 455 | 609 | 2.5% |
| California/Ortega West | 31 | 441 | 472 | 2.1% | Middlefield/Moffett | 333 | 159 | 492 | 2.0% |
| Castro/El Camino Real | 199 | 226 | 425 | 1.9% | California/Ortega West | 38 | 441 | 479 | 1.9% |
| California/Ortega East | 361 | 58 | 419 | 1.8% | Community Center | 74 | 291 | 365 | 1.5% |
| California/Rengstorff (WB) | 61 | 326 | 387 | 1.7% | Villa/Franklin | 73 | 257 | 330 | 1.3% |
| Shoreline/Middlefield #3 (Gray) | 173 | 188 | 361 | 1.6% | Whisman/Middlefield | 125 | 181 | 306 | 1.2% |
| Rengstorff/Montecito | 125 | 159 | 284 | 1.2% | Grant/Eunice | 178 | 118 | 296 | 1.2% |
| Rengstorff/Central Expy | 110 | 165 | 275 | 1.2% | Rengstorff/Central Expy | 171 | 100 | 271 | 1.1% |
| Middlefield/San Pierre | 126 | 141 | 267 | 1.2% | Middlefield/San Pierre | 187 | 78 | 265 | 1.1% |
| Grant/Eunice | 139 | 54 | 193 | 0.8% | Shoreline/Middlefield #1 (Red) | 129 | 133 | 262 | 1.1% |
| Villa/Franklin | 137 | 31 | 168 | 0.7% | Villa/Mariposa | 177 | 83 | 260 | 1.1% |
| Whisman/Dana | 69 | 98 | 167 | 0.7% | California/Rengstorff (WB) | 70 | 183 | 253 | 1.0% |
| Grant/Cuesta | 32 | 122 | 154 | 0.7% | Rengstorff/Montecito | 141 | 108 | 249 | 1.0% |
| Villa/Shoreline | 51 | 83 | 134 | 0.6% | Whisman/Dana | 71 | 119 | 190 | 0.8% |
| Cuesta/Grant | 86 | 8 | 94 | 0.4% | Grant/Cuesta | 52 | 113 | 165 | 0.7% |
| Shoreline/Pear | 33 | 10 | 43 | 0.2% | Shoreline/Pear | 13 | 27 | 40 | 0.2% |
| Shoreline/Middlefield #2 | 3 | 18 | 21 | 0.1% | Shoreline/Middlefield #2 | 1 | 29 | 30 | 0.1% |
| Total | 11,423 | 11,320 | 22,743 | 100.0% | Total | 12,369 | 12,228 | 24,597 | 100.0% |

On Time Performance

In May, on-time performance (OTP) for the MVCS was 88%. Traffic was the number one reason for lowering the OTP slightly below the 90% 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 | 31 | Grand Total |
|---------------------|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-------------|
| MVCS - Gray | 93% | 70% | 82% | | | 94% | 90% | 96% | 95% | 94% | | | 98% | 98% | 95% | 82% | 86% | | | 90% | 78% | 95% | 76% | 90% | | | | 77% | 77% | 85% | 62% | 87% |
| MVCS - Gray Weekend | | | | 98% | 96% | | | | | | 100% | 89% | | | | | | 96% | 100% | | | | | | 98% | 96% | 100% | | | | | 97% |
| MVCS - Red | 96% | 83% | 77% | | | 97% | 88% | 90% | 90% | 88% | | | 93% | 94% | 88% | 83% | 89% | | | 94% | 73% | 92% | 90% | 90% | | | | 81% | 83% | 92% | 84% | 88% |
| MVCS - Red Weekend | | | | 98% | 100% | | | | | | 98% | 96% | | | | | | 84% | 100% | | | | | | 90% | 98% | 100% | | | | | 96% |
| Grand Total | 95% | 76% | 79% | 98% | 98% | 95% | 89% | 93% | 93% | 91% | 99% | 92% | 95% | 96% | 92% | 82% | 88% | 90% | 100% | 92% | 76% | 94% | 83% | 90% | 94% | 97% | 100% | 79% | 80% | 88% | 72% | 88% |

Additional Ridership Data

- Bicycles Carried: 271
- Wheelchair Lift Usage: 32

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.