



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT July 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	Jun	Jul	Total to Date
Total Monthly Weekday Ridership	9,627	9,523	9,859	9,669	10,493	7,568	8,527	65,266
# of Operating Days	21	20	21	22	22	20	22	148
Average Daily Ridership	458	476	469	440	477	378	388	441
% Increase/Decrease from Prior Month	3%	4%	-1%	-6%	9%	-21%	2%	
% Increase/Decrease from Prior Year	33%	27%	23%	8%	8%	-3%	19%	16%
% of Pre COVID Baseline	117%	121%	109%	108%	107%	101%	108%	110%

RED ROUTE-WEEKDAY								
2024 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Weekday Ridership	9,641	9,504	10,494	10,478	11,309	8,150	8,950	68,526
# of Operating Days	21	20	21	22	22	20	22	148
Average Daily Ridership	459	475	500	476	514	408	407	463
% Increase/Decrease from Prior Month	3%	4%	5%	-5%	8%	-21%	0%	
% Increase/Decrease from Prior Year	34%	23%	26%	16%	18%	6%	5%	18%
% of Pre COVID Baseline	145%	152%	142%	135%	145%	118%	109%	134%

GRAY ROUTE-WEEKEND								
2024 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Weekend Ridership	1,102	904	1,035	852	930	1,197	997	7,017
# of Operating Days	10	9	10	8	9	10	9	65
Average Daily Ridership	110	100	104	107	103	120	111	108
% Increase/Decrease from Prior Month	11%	-9%	3%	3%	-3%	16%	-7%	
% Increase/Decrease from Prior Year	-2%	-17%	-16%	-13%	4%	14%	-4%	-6%
% of Pre COVID Baseline	81%	76%	69%	62%	77%	73%	71%	72%

RED ROUTE-WEEKEND								
2024 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Total to Date
Total Monthly Weekend Ridership	1,073	927	1,161	917	1,060	1,426	1,166	7,730
# of Operating Days	10	9	10	8	9	10	9	65
Average Daily Ridership	107	103	116	115	118	143	130	119
% Increase/Decrease from Prior Month	4%	-4%	13%	-1%	3%	21%	-9%	
% Increase/Decrease from Prior Year	-10%	-24%	-17%	-22%	5%	31%	10%	-5%
% of Pre COVID Baseline	83%	69%	73%	68%	86%	80%	77%	77%

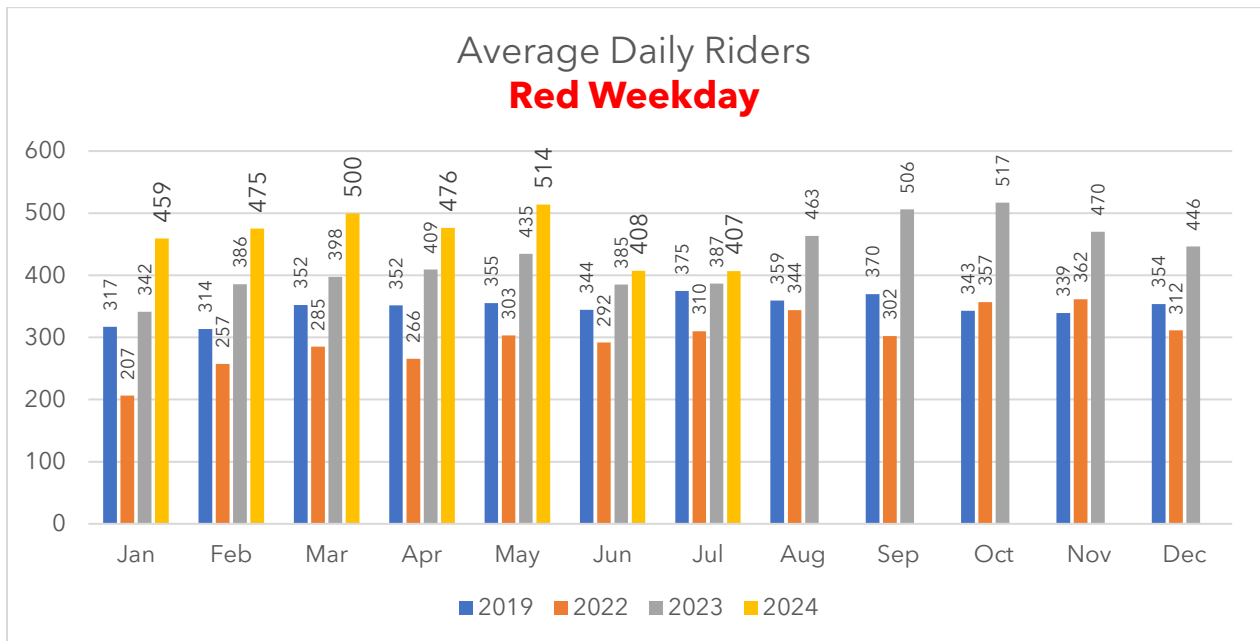
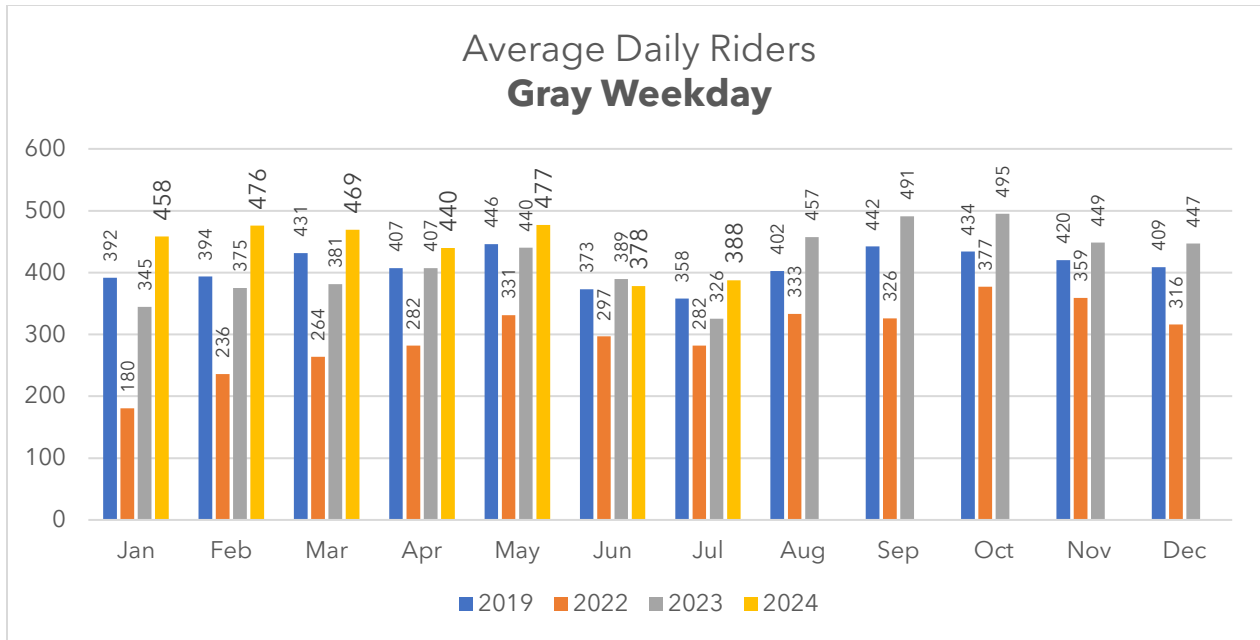
ALL ROUTES & DAYS								
2024 COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
Total Monthly Ridership	21,443	20,858	22,549	21,916	23,792	18,341	19,640	148,539
# of Operating Days	31	29	31	30	31	30	31	213
Average Daily Ridership	692	719	727	731	767	611	634	697
% Increase/Decrease from Prior Month	7%	4%	1%	0%	5%	-20%	4%	
% Increase/Decrease from Prior Year	32%	20%	13%	15%	12%	-2%	17%	15%
% of Pre COVID Baseline	122%	126%	115%	113%	119%	103%	103%	114%

Ridership Summary

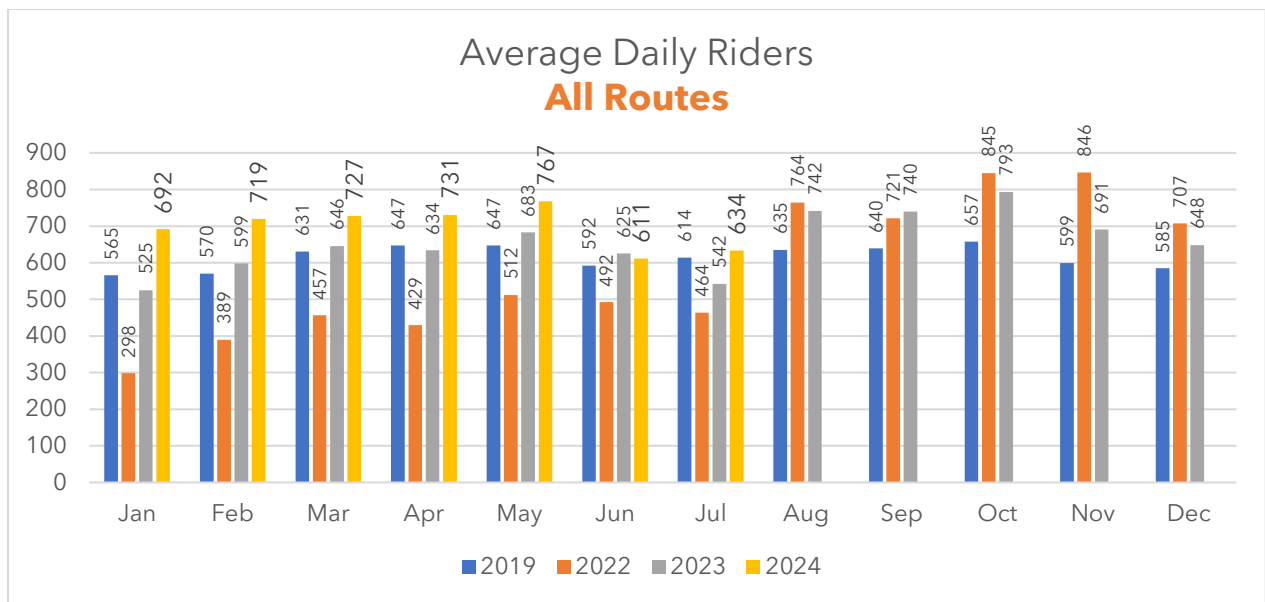
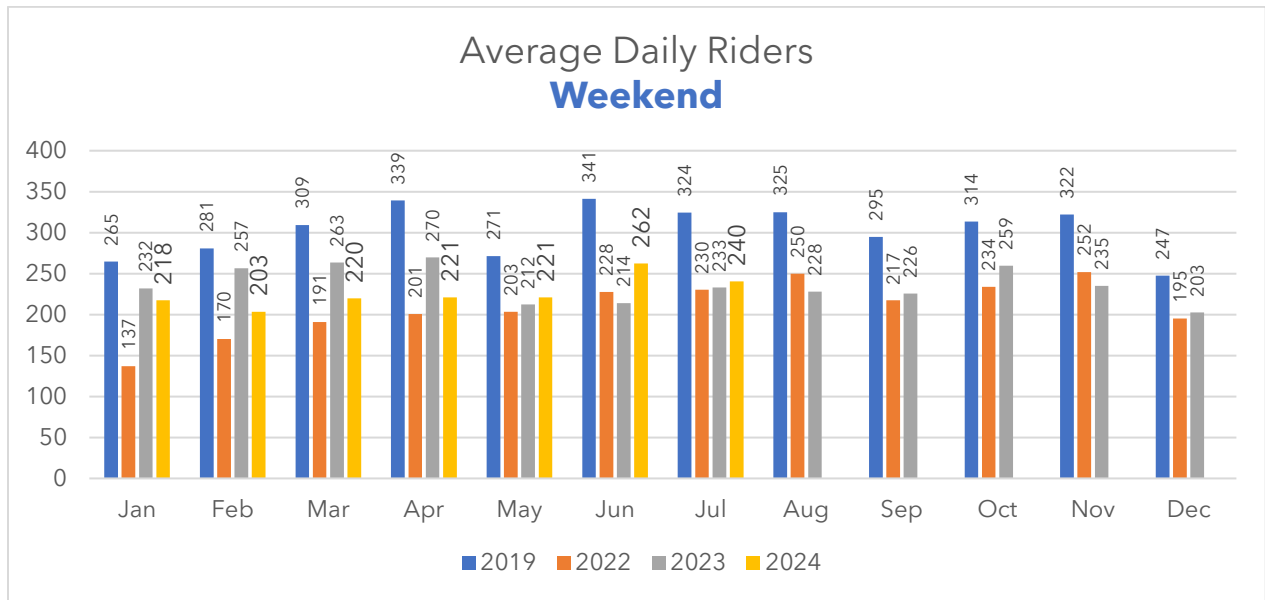
In July, the Mountain View Community Shuttle’s (MVCS) total ridership was 15% higher than the previous year and 114% of the 2019 pre-pandemic baseline.

The average daily weekday ridership for the Red Route was approximately 5% higher than the Gray Route. The Red Weekend Route had 17% higher ridership than the Gray Weekend Route. The weekday ridership was highest at 11:00am. Both Saturday and Sunday ridership was highest at 1:30pm.

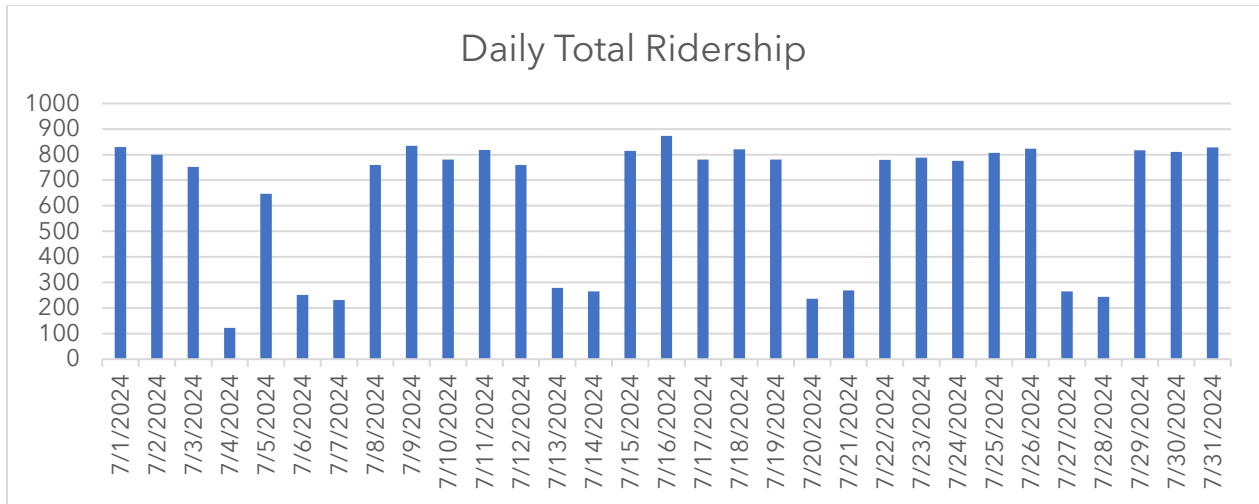
Average Daily Ridership Comparisons (YTD)



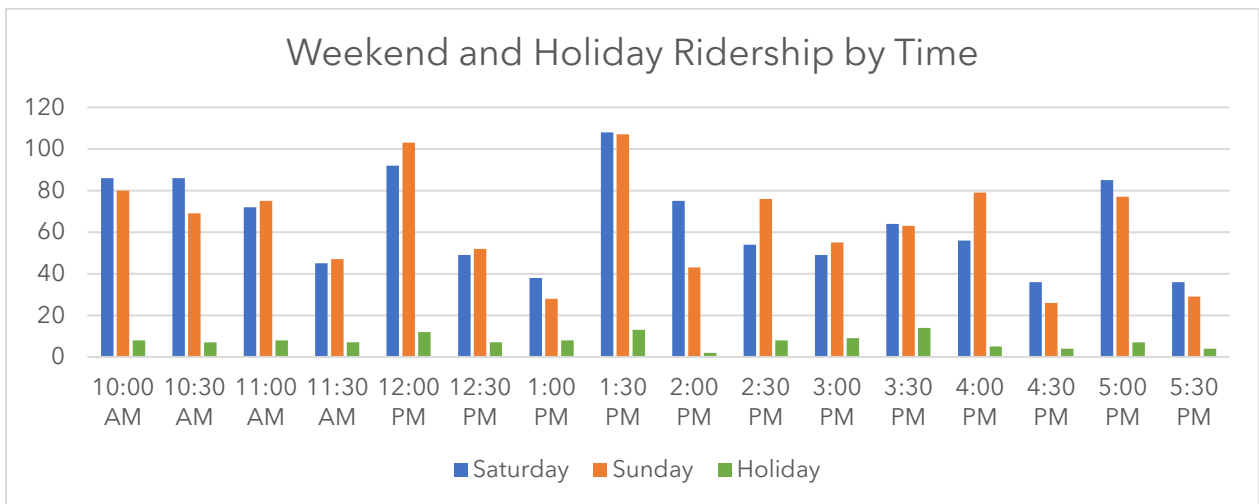
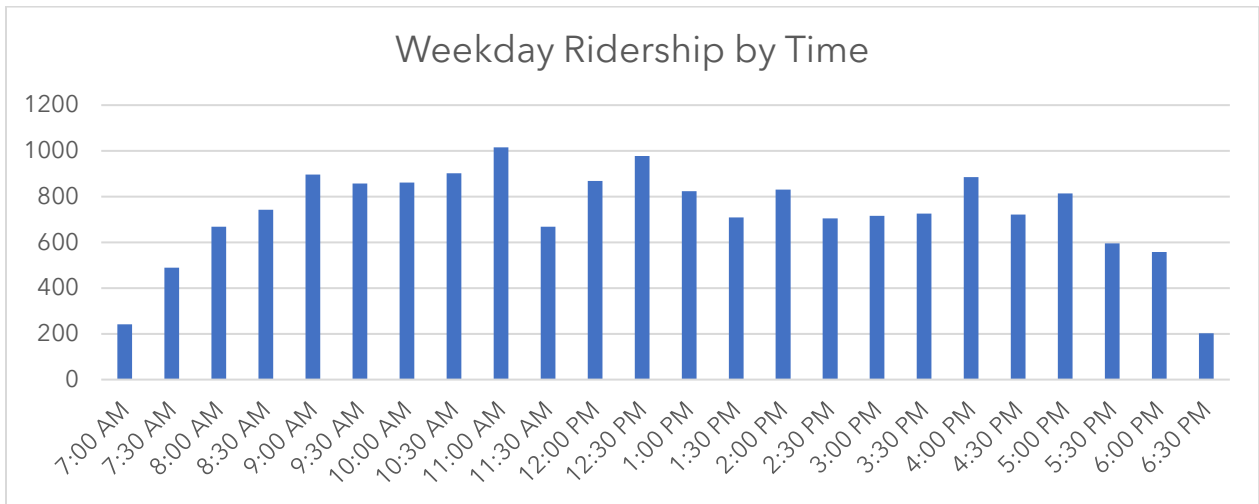
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



Monthly Total Ridership by Time



Monthly Total Use (Boarding & Alighting) by Stop

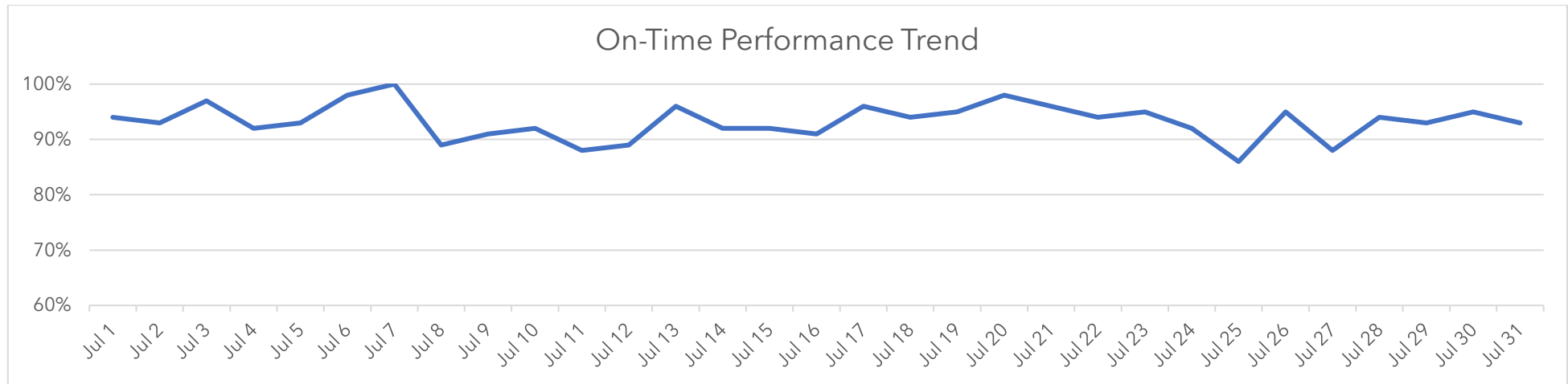
GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,725	1,949	3,674	19.4%	San Antonio Center	2,002	1,702	3,704	18.5%
Senior/Teen Center (SB)	779	914	1,693	9.0%	Senior/Teen Center (NB)	1,021	700	1,721	8.6%
Grant Road (SB)	546	789	1,335	7.1%	Mountain View Transit Center	558	878	1,436	7.2%
Mountain View Transit Center	648	465	1,113	5.9%	Grant Road (NB)	725	646	1,371	6.8%
Civic Center (NB)	530	484	1,014	5.4%	El Camino Real/Sylvan (NB)	594	455	1,049	5.2%
El Camino Real/Sylvan (SB)	354	630	984	5.2%	Civic Center (SB)	445	530	975	4.9%
Middlefield/Easy (EB)	307	416	723	3.8%	Middlefield/Easy (WB)	510	268	778	3.9%
Rengstorff/Middlefield (EB)	312	396	708	3.7%	Rengstorff/Middlefield (SB)	435	304	739	3.7%
El Camino Hospital	416	281	697	3.7%	El Camino Hospital	315	383	698	3.5%
Community Center (NB)	515	144	659	3.5%	California/Ortega (EB)	548	74	622	3.1%
Whisman Station (SB)	312	244	556	2.9%	Whisman Station (NB)	263	267	530	2.6%
California/Ortega (EB)	495	38	533	2.8%	Cuesta/Miramonte (EB)	181	319	500	2.5%
Sylvan Park (SB)	282	216	498	2.6%	California/Rengstorff (EB)	330	160	490	2.4%
Whisman/Middlefield (SB)	267	230	497	2.6%	Community Center (SB)	77	376	453	2.3%
Castro/El Camino Real (NB)	179	212	391	2.1%	Sylvan Park (NB)	187	245	432	2.2%
Cuesta/Miramonte (NB)	260	113	373	2.0%	Whisman/Middlefield (NB)	176	240	416	2.1%
California/Ortega (WB)	41	331	372	2.0%	Castro/El Camino Real (SB)	162	251	413	2.1%
Crittenden Middle School (EB)	204	157	361	1.9%	California/Ortega (WB)	23	387	410	2.0%
Rengstorff/Central Expressway (NB)	112	193	305	1.6%	Crittenden Middle School (WB)	153	241	394	2.0%
Shoreline/Middlefield #3 (EB)	165	137	302	1.6%	Middlefield/San Pierre (WB)	171	171	342	1.7%
Middlefield/San Pierre (EB)	157	123	280	1.5%	Villa/Franklin (EB)	47	283	330	1.6%
California/Rengstorff (WB)	60	210	270	1.4%	Shoreline/Middlefield #1 (EB)	151	127	278	1.4%
Middlefield/Moffett (EB)	123	128	251	1.3%	Middlefield/Moffett (WB)	142	109	251	1.3%
Rengstorff/Montecito (NB)	108	126	234	1.2%	Graham Middle School (SB)	116	128	244	1.2%
Villa/Franklin (WB)	186	29	215	1.1%	Rengstorff/Montecito (SB)	156	86	242	1.2%
Graham Middle School (NB)	118	68	186	1.0%	California/Rengstorff (WB)	68	173	241	1.2%
Whisman/Dana (SB)	68	108	176	0.9%	Rengstorff/Central Expressway (SB)	139	97	236	1.2%
Grant/Eunice	94	42	136	0.7%	Villa/Mariposa	165	59	224	1.1%
Grant/Cuesta	21	101	122	0.6%	Grant/Eunice	118	73	191	1.0%
Cuesta/Grant	83	17	100	0.5%	Grant/Cuesta	49	107	156	0.8%
Villa/Shoreline	30	56	86	0.5%	Whisman/Dana (NB)	56	67	123	0.6%
Shoreline/Pear	22	19	41	0.2%	Shoreline/Pear	31	22	53	0.3%
Shoreline/Middlefield #2	5	16	21	0.1%	Shoreline/Middlefield #2	2	18	20	0.1%
Total	9,524	9,382	18,906	100.0%	Total	10,116	9,946	20,062	100.0%

On Time Performance

In July, on-time performance (OTP) for the MVCS was above the 90% target at **93%**.

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.



MVCS 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
GRAY	94%	94%	98%		92%			86%	90%	89%	83%	84%			90%	88%	95%	92%	94%			90%	93%	90%	80%	93%			90%	95%	93%	91%
GRAY Weekend				93%		100%	100%						96%	89%						100%	96%						82%	93%				94%
RED	92%	91%	95%		94%			92%	92%	95%	94%	95%			94%	95%	97%	95%	95%			100%	98%	95%	95%	97%			97%	95%	94%	95%
RED Weekend				90%		95%	100%						95%	95%						95%	95%						95%	95%				95%
Grand Total	94%	93%	97%	92%	93%	98%	100%	89%	91%	92%	88%	89%	96%	92%	92%	91%	96%	94%	95%	98%	96%	94%	95%	92%	86%	95%	88%	94%	93%	95%	94%	93%

Additional Ridership Data

- Bicycles Carried: 244
- Wheelchair Lift Usage: 30

Compliments/Complaints

Complaint:

- Rider emailed that driver was racist, had poor customer service skills and did not open the door to let them off the bus.
 - Rider asked to be dropped off at an undesignated location. Driver informed passenger that they are only permitted to stop at designated bus stops. Operations Manager did confirm the driver did not open the doors on the bus immediately upon arriving to the shuttle stop while they were in communication with dispatch to determine whether a code of conduct violation should be issued to passenger for the harsh accusations made by the passenger. Operations Manager instructed driver to open doors immediately when arriving to a shuttle stop, regardless of the situation.
- Rider complained that they could not sit in the front seat directly beside the driver, even though they had a doctor's note requesting rider to sit in front seat due to motion sickness.
 - Operations Manager instructed driver to allow passenger to sit in the front seat.
- Rider complained that driver cut off pedestrians with a crosswalk.
 - Operations Manager reviewed video footage confirming driver passed in front of pedestrians. Driver was disciplined and is no longer assigned to MTMA programs.

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.