



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT June 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	Total to Date
Total Monthly Weekday Ridership	9,627	9,523	9,859	9,669	10,493	7,568	56,739
# of Operating Days	21	20	21	22	22	20	126
Average Daily Ridership	458	476	469	440	477	378	450
% Increase/Decrease from Prior Month	3%	4%	-1%	-6%	9%	-21%	
% Increase/Decrease from Prior Year	33%	27%	23%	8%	8%	-3%	15%
% of Pre COVID Baseline	117%	121%	109%	108%	107%	101%	110%

RED ROUTE-WEEKDAY							
2024 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Total to Date
Total Monthly Weekday Ridership	9,641	9,504	10,494	10,478	11,309	8,150	59,576
# of Operating Days	21	20	21	22	22	20	126
Average Daily Ridership	459	475	500	476	514	408	473
% Increase/Decrease from Prior Month	3%	4%	5%	-5%	8%	-21%	
% Increase/Decrease from Prior Year	34%	23%	26%	16%	18%	6%	20%
% of Pre COVID Baseline	145%	152%	142%	135%	145%	118%	139%

GRAY ROUTE-WEEKEND							
2024 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Total to Date
Total Monthly Weekend Ridership	1,102	904	1,035	852	930	1,197	6,020
# of Operating Days	10	9	10	8	9	10	56
Average Daily Ridership	110	100	104	107	103	120	108
% Increase/Decrease from Prior Month	11%	-9%	3%	3%	-3%	16%	
% Increase/Decrease from Prior Year	-2%	-17%	-16%	-13%	4%	14%	-6%
% of Pre COVID Baseline	81%	76%	69%	62%	77%	73%	73%

RED ROUTE-WEEKEND							
2024 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Total to Date
Total Monthly Weekend Ridership	1,073	927	1,161	917	1,060	1,426	6,564
# of Operating Days	10	9	10	8	9	10	56
Average Daily Ridership	107	103	116	115	118	143	117
% Increase/Decrease from Prior Month	4%	-4%	13%	-1%	3%	21%	
% Increase/Decrease from Prior Year	-10%	-24%	-17%	-22%	5%	31%	-8%
% of Pre COVID Baseline	83%	69%	73%	68%	86%	80%	77%

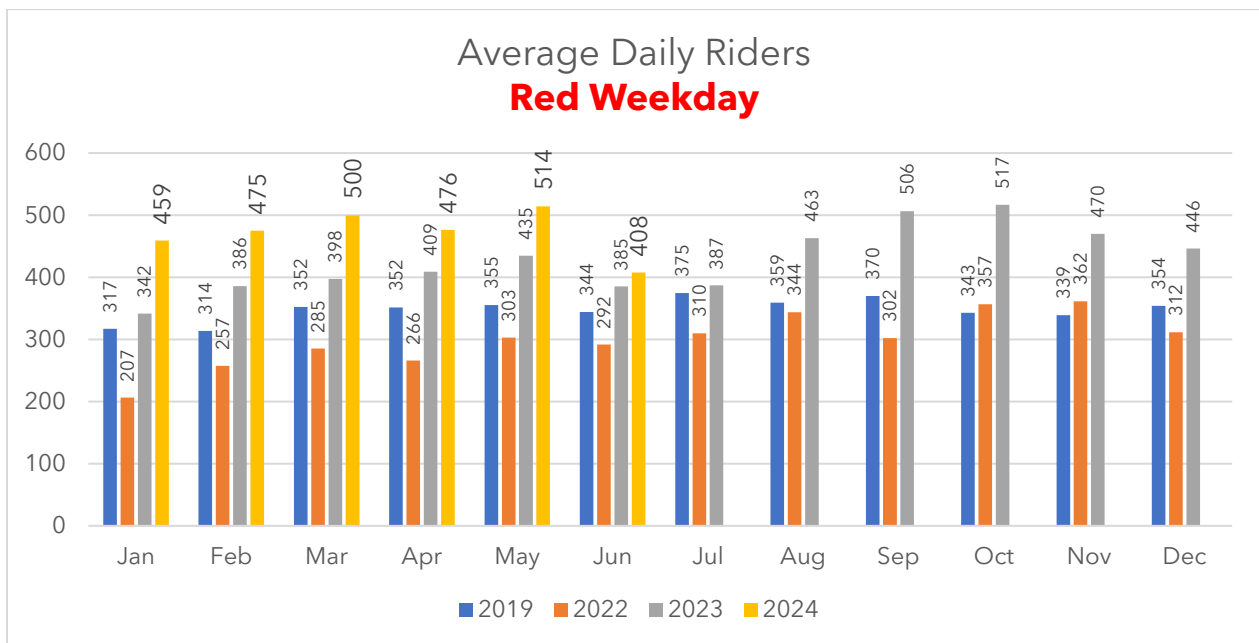
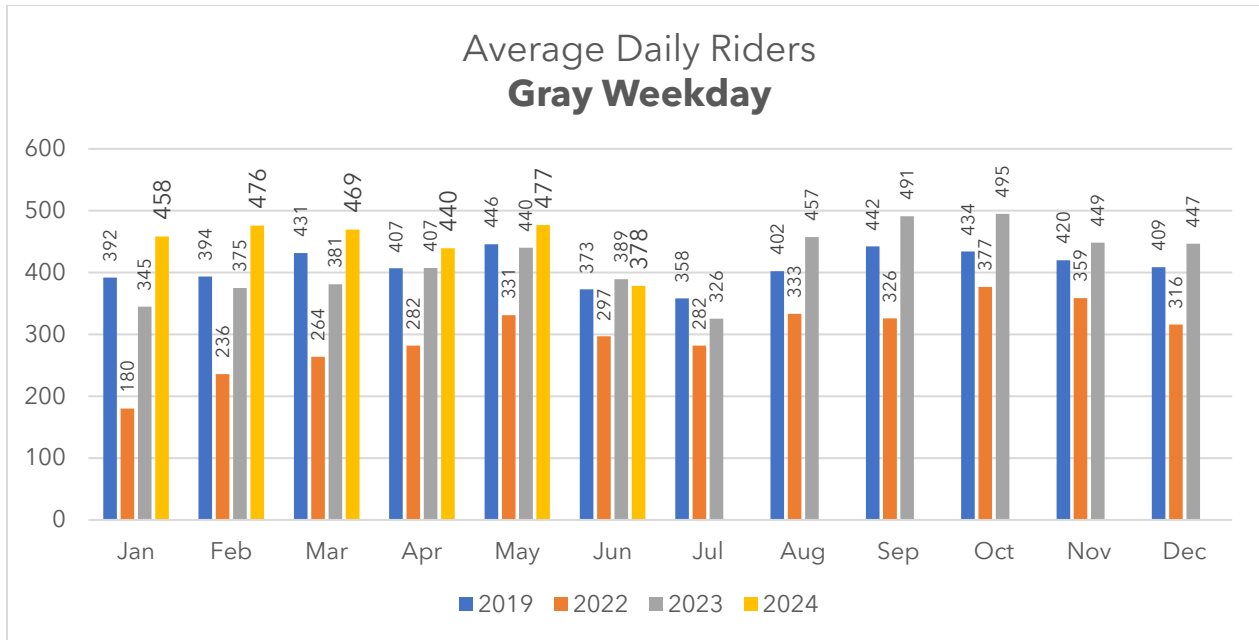
ALL ROUTES & DAYS							
2024 COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Total
Total Monthly Ridership	21,443	20,858	22,549	21,916	23,792	18,341	128,899
# of Operating Days	31	29	31	30	31	30	182
Average Daily Ridership	692	719	727	731	767	611	708
% Increase/Decrease from Prior Month	7%	4%	1%	0%	5%	-20%	
% Increase/Decrease from Prior Year	32%	20%	13%	15%	12%	-2%	14%
% of Pre COVID Baseline	122%	126%	115%	113%	119%	103%	116%

Ridership Summary

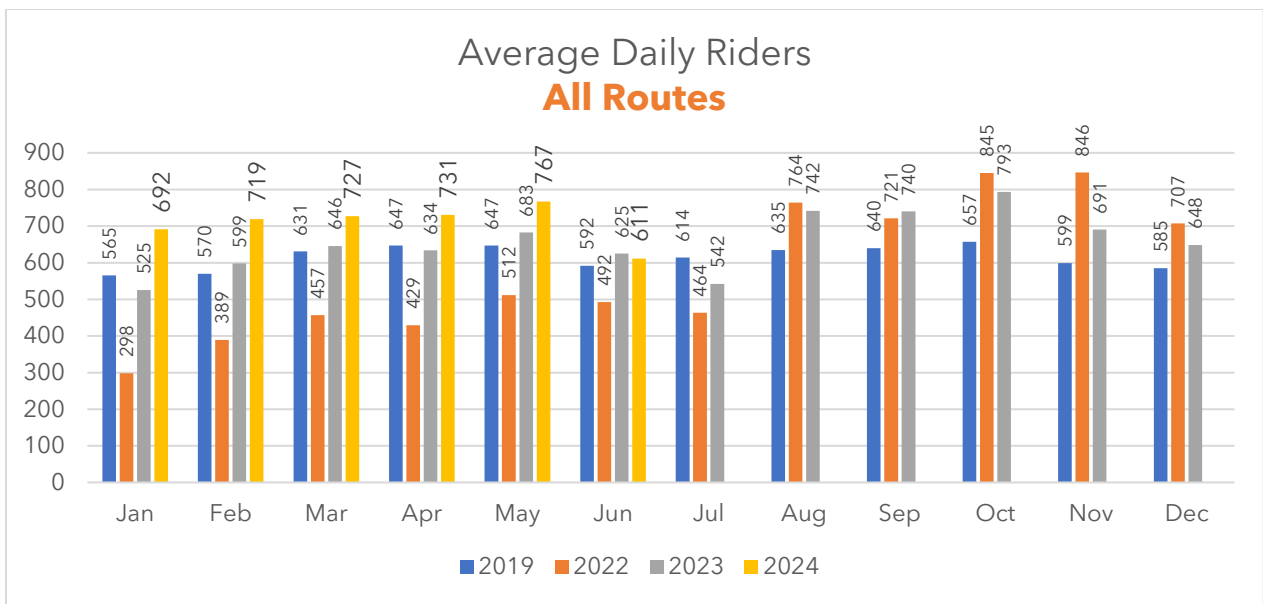
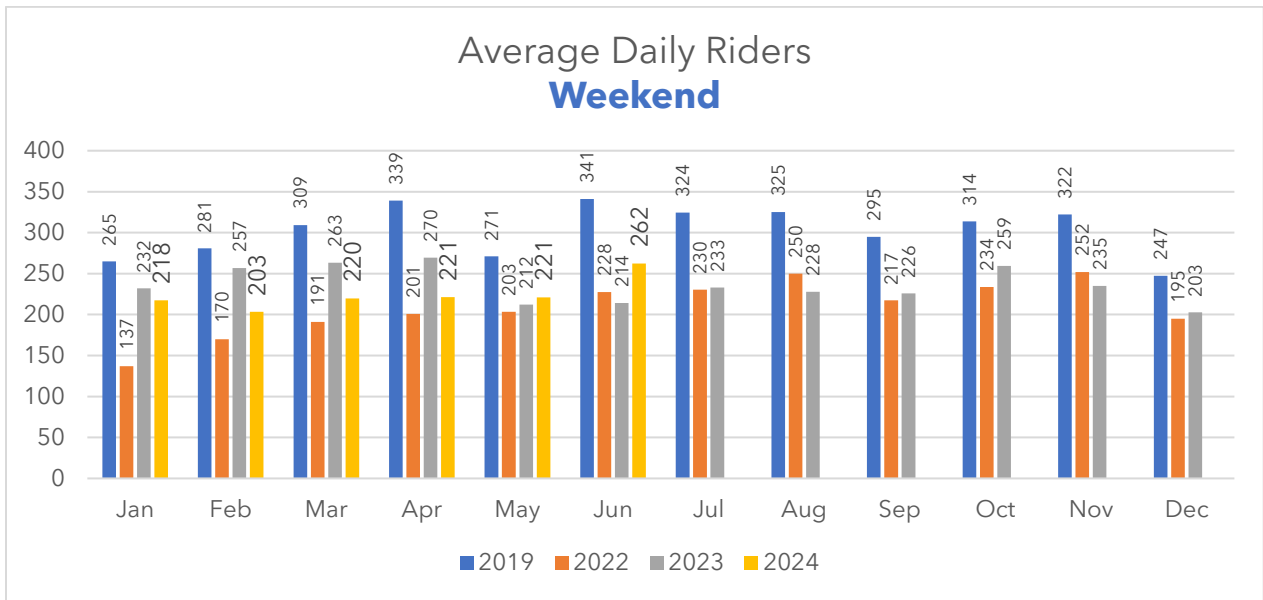
In June, the Mountain View Community Shuttle’s (MVCS) total ridership was 14% higher than the previous year and 116% of the 2019 pre-pandemic baseline.

The average daily weekday ridership for the Red Route was approximately 8% higher than the Gray Route. The Red Weekend Route had 19% higher ridership than the Gray Weekend Route. The weekday ridership was highest at 12:30pm. Both Saturday and Sunday ridership was highest at 10:00am.

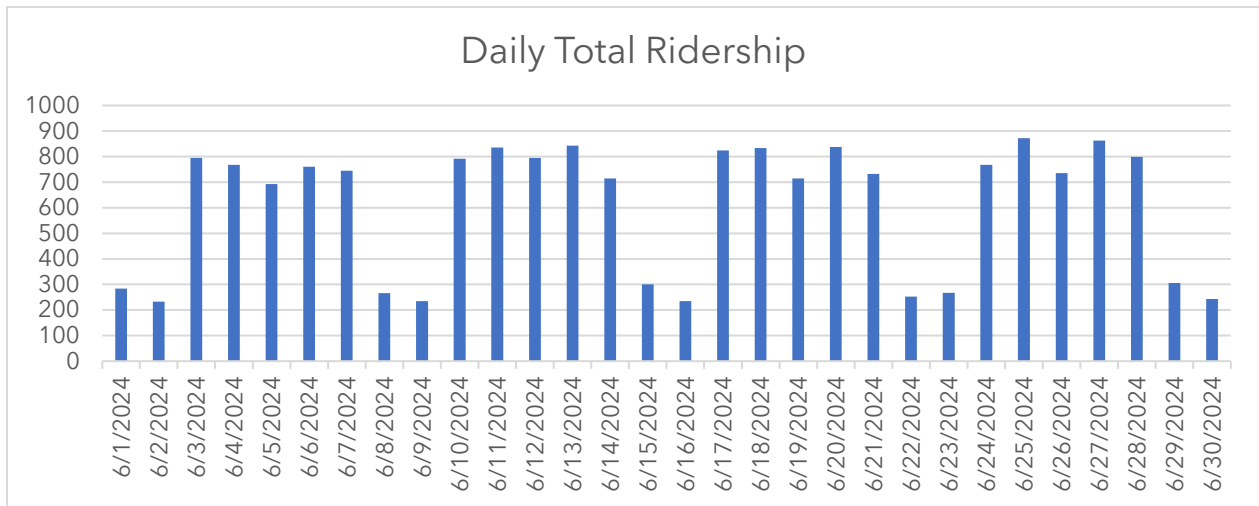
Average Daily Ridership Comparisons (YTD)



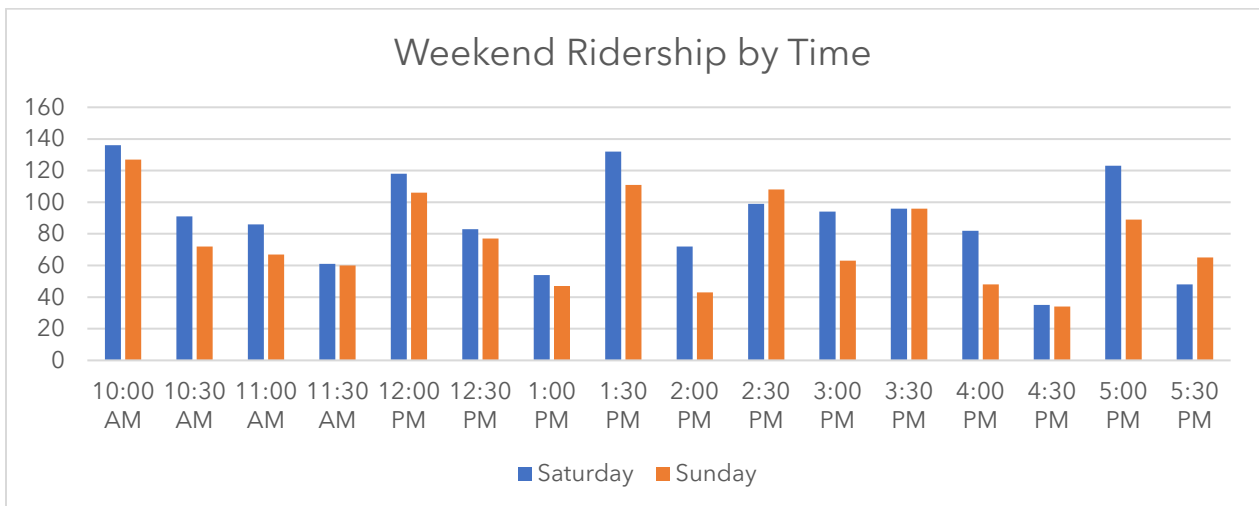
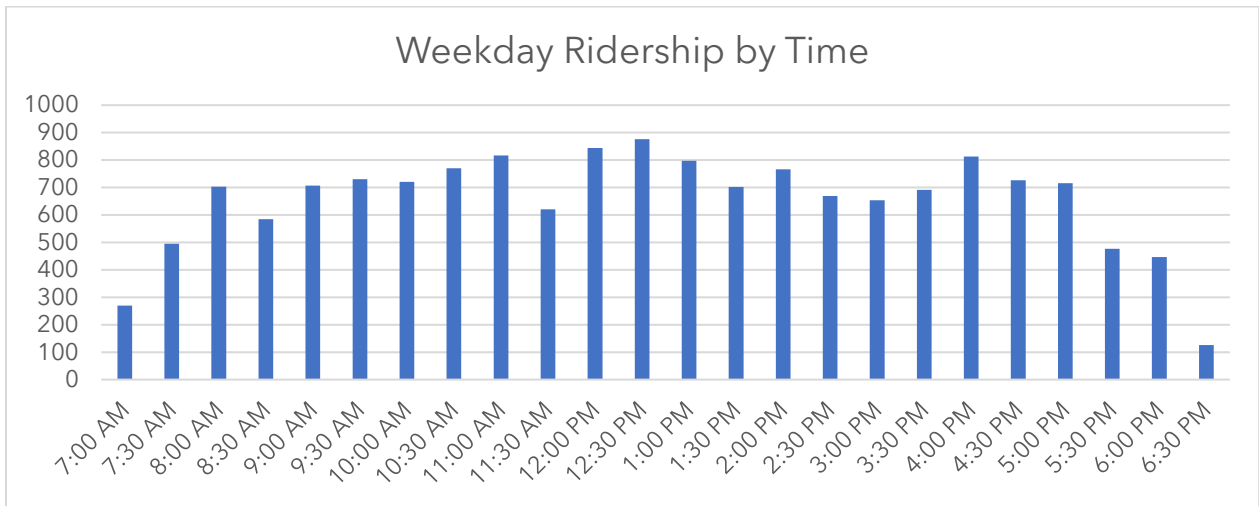
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



Monthly Total Ridership by Time



Monthly Total Use (Boarding & Alighting) by Stop

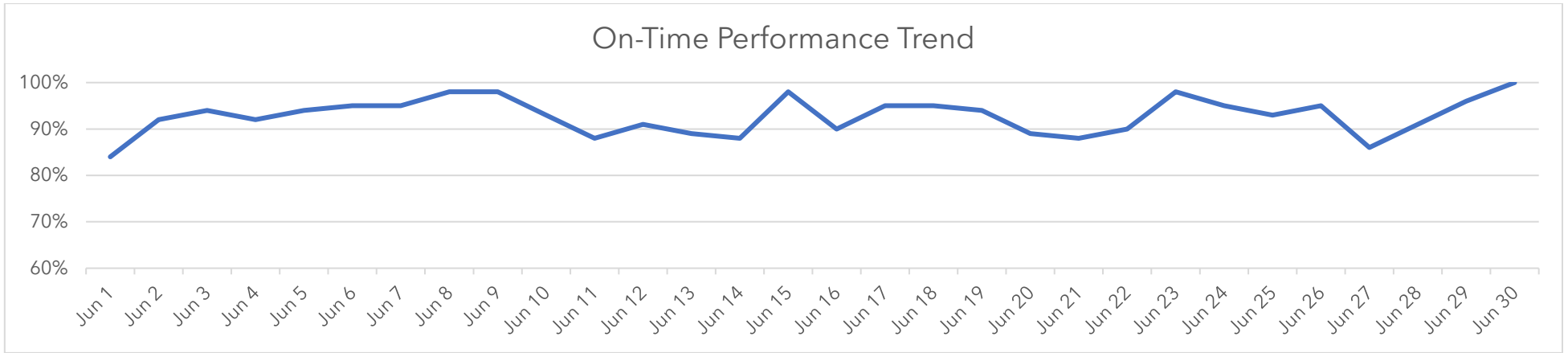
GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,679	1,659	3,338	19.3%	San Antonio Center	1,810	1,852	3,662	19.2%
Senior/Teen Center (SB)	764	830	1,594	9.2%	Senior/Teen Center (NB)	914	772	1,686	8.8%
Grant Road (SB)	513	726	1,239	7.1%	Mountain View Transit Center	618	816	1,434	7.5%
Mountain View Transit Center	608	503	1,111	6.4%	Grant Road	750	588	1,338	7.0%
El Camino Real/Sylvan (SB)	301	483	784	4.5%	Civic Center (SB)	422	410	832	4.4%
Civic Center (NB)	407	356	763	4.4%	Middlefield/Easy (WB)	551	211	762	4.0%
Middlefield/Easy (EB)	349	408	757	4.4%	Rengstorff/Middlefield (SB)	458	295	753	4.0%
Rengstorff/Middlefield (EB)	316	378	694	4.0%	El Camino Real/Sylvan (NB)	396	356	752	3.9%
El Camino Hospital	344	231	575	3.3%	California/Ortega (EB)	547	66	613	3.2%
Community Center	401	116	517	3.0%	El Camino Hospital	222	295	517	2.7%
Sylvan Park (SB)	283	227	510	2.9%	Cuesta/Miramonte (EB)	128	385	513	2.7%
Whisman/Middlefield (SB)	261	234	495	2.9%	Whisman Station (NB)	239	241	480	2.5%
Whisman Station (SB)	220	236	456	2.6%	California/Rengstorff (EB)	290	153	443	2.3%
California/Ortega (EB)	400	30	430	2.5%	Castro/El Camino Real (SB)	174	242	416	2.2%
California/Ortega (WB)	31	351	382	2.2%	Sylvan Park (NB)	153	260	413	2.2%
Crittenden Middle School (EB)	218	160	378	2.2%	Crittenden Middle School (WB)	150	263	413	2.2%
Cuesta/Miramonte (NB)	287	83	370	2.1%	Community Center	94	317	411	2.2%
Middlefield/Moffett (EB)	144	218	362	2.1%	Villa/Franklin (EB)	63	295	358	1.9%
Castro/El Camino Real (NB)	135	191	326	1.9%	California/Ortega (WB)	26	332	358	1.9%
Shoreline/Middlefield #3 (EB)	164	149	313	1.8%	Whisman/Middlefield (NB)	150	160	310	1.6%
California/Rengstorff (WB)	88	194	282	1.6%	Rengstorff/Central Expressway (SB)	179	112	291	1.5%
Rengstorff/Central Expressway (NB)	92	167	259	1.5%	Middlefield/Moffett (WB)	178	103	281	1.5%
Rengstorff/Montecito (NB)	118	113	231	1.3%	Middlefield/San Pierre (WB)	178	84	262	1.4%
Villa/Franklin (WB)	179	31	210	1.2%	California/Rengstorff (WB)	66	188	254	1.3%
Middlefield/San Pierre (EB)	73	132	205	1.2%	Shoreline/Middlefield #1 (EB)	145	107	252	1.3%
Whisman/Dana (SB)	28	117	145	0.8%	Graham Middle School	129	108	237	1.2%
Graham Middle School (NB)	72	46	118	0.7%	Rengstorff/Montecito (SB)	135	100	235	1.2%
Grant/Cuesta	26	88	114	0.7%	Villa/Mariposa	148	67	215	1.1%
Grant/Eunice	79	26	105	0.6%	Grant/Eunice	105	77	182	1.0%
Cuesta/Grant	83	5	88	0.5%	Grant/Cuesta	52	116	168	0.9%
Villa/Shoreline	53	35	88	0.5%	Whisman/Dana (NB)	66	68	134	0.7%
Shoreline/Pear	47	31	78	0.5%	Shoreline/Pear	38	20	58	0.3%
Shoreline/Middlefield #2	2	12	14	0.1%	Shoreline/Middlefield #2	2	19	21	0.1%
Total	8,765	8,566	17,331	100.0%	Total	9,576	9,478	19,054	100.0%

On Time Performance

In June, on-time performance (OTP) for the MVCS was 92%. Traffic was the reason for the days that had lower than 90% OTP.

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			92%	90%	94%	93%	95%			92%	83%	91%	85%	88%			93%	91%	93%	84%	83%			97%	91%	95%	77%	90%			90%
MVCS Gray Weekend	75%	93%						100%	96%						96%	93%						93%	96%						93%	100%	94%
MVCS - Red			95%	94%	94%	97%	94%			94%	95%	91%	94%	88%			98%	100%	94%	95%	95%			94%	95%	94%	98%	92%			95%
MVCS Red Weekend	95%	90%						95%	100%						100%	86%						86%	100%						100%	100%	95%
Grand Total	84%	92%	94%	92%	94%	95%	95%	98%	98%	93%	88%	91%	89%	88%	98%	90%	95%	95%	94%	89%	88%	90%	98%	95%	93%	95%	86%	91%	96%	100%	92%

Additional Ridership Data

- Bicycles Carried: 148
- Wheelchair Lift Usage: 19

Compliments/Complaints

Complaint:

- A rider called stating they weren't allowed on board with their service animals in a stroller.
 - Instructed drivers to allow the rider on board with service animals in stroller as long as the stroller's wheels can lock.

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.