



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT August 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	Aug	Total to Date
Total Monthly Weekday Ridership	9,627	9,523	9,859	9,669	10,493	7,568	8,527	10,304	75,570
# of Operating Days	21	20	21	22	22	20	22	22	170
Average Daily Ridership	458	476	469	440	477	378	388	468	445
% Increase/Decrease from Prior Month	3%	4%	-1%	-6%	9%	-21%	2%	21%	
% Increase/Decrease from Prior Year	33%	27%	23%	8%	8%	-3%	19%	2%	13%
% of Pre COVID Baseline	117%	121%	109%	108%	107%	101%	108%	116%	111%

RED ROUTE-WEEKDAY									
2024 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekday Ridership	9,641	9,504	10,494	10,478	11,309	8,150	8,950	10,619	79,145
# of Operating Days	21	20	21	22	22	20	22	22	170
Average Daily Ridership	459	475	500	476	514	408	407	483	466
% Increase/Decrease from Prior Month	3%	4%	5%	-5%	8%	-21%	0%	19%	
% Increase/Decrease from Prior Year	34%	23%	26%	16%	18%	6%	5%	4%	16%
% of Pre COVID Baseline	145%	152%	142%	135%	145%	118%	109%	134%	134%

GRAY ROUTE-WEEKEND									
2024 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekend Ridership	1,102	904	1,035	852	930	1,197	997	1,052	8,069
# of Operating Days	10	9	10	8	9	10	9	9	74
Average Daily Ridership	110	100	104	107	103	120	111	117	109
% Increase/Decrease from Prior Month	11%	-9%	3%	3%	-3%	16%	-7%	6%	
% Increase/Decrease from Prior Year	-2%	-17%	-16%	-13%	4%	14%	-4%	8%	-4%
% of Pre COVID Baseline	81%	76%	69%	62%	77%	73%	71%	77%	73%

RED ROUTE-WEEKEND									
2024 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total to Date
Total Monthly Weekend Ridership	1,073	927	1,161	917	1,060	1,426	1,166	1,278	9,008
# of Operating Days	10	9	10	8	9	10	9	9	74
Average Daily Ridership	107	103	116	115	118	143	130	142	122
% Increase/Decrease from Prior Month	4%	-4%	13%	-1%	3%	21%	-9%	10%	
% Increase/Decrease from Prior Year	-10%	-24%	-17%	-22%	5%	31%	10%	19%	-3%
% of Pre COVID Baseline	83%	69%	73%	68%	86%	80%	77%	82%	77%

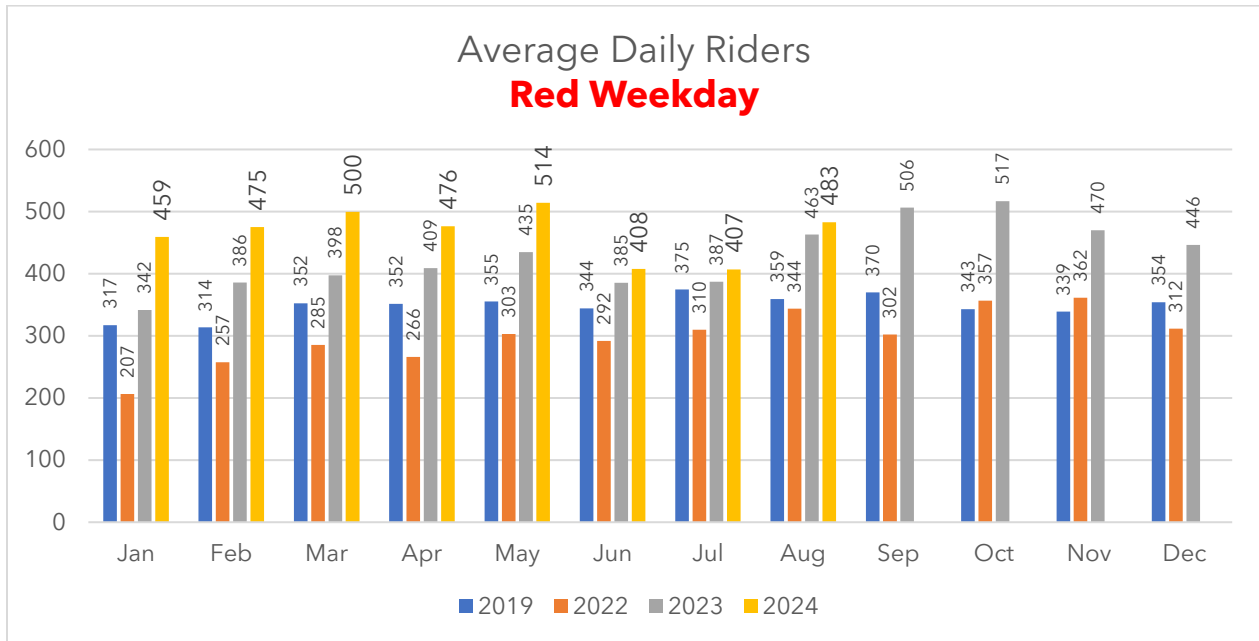
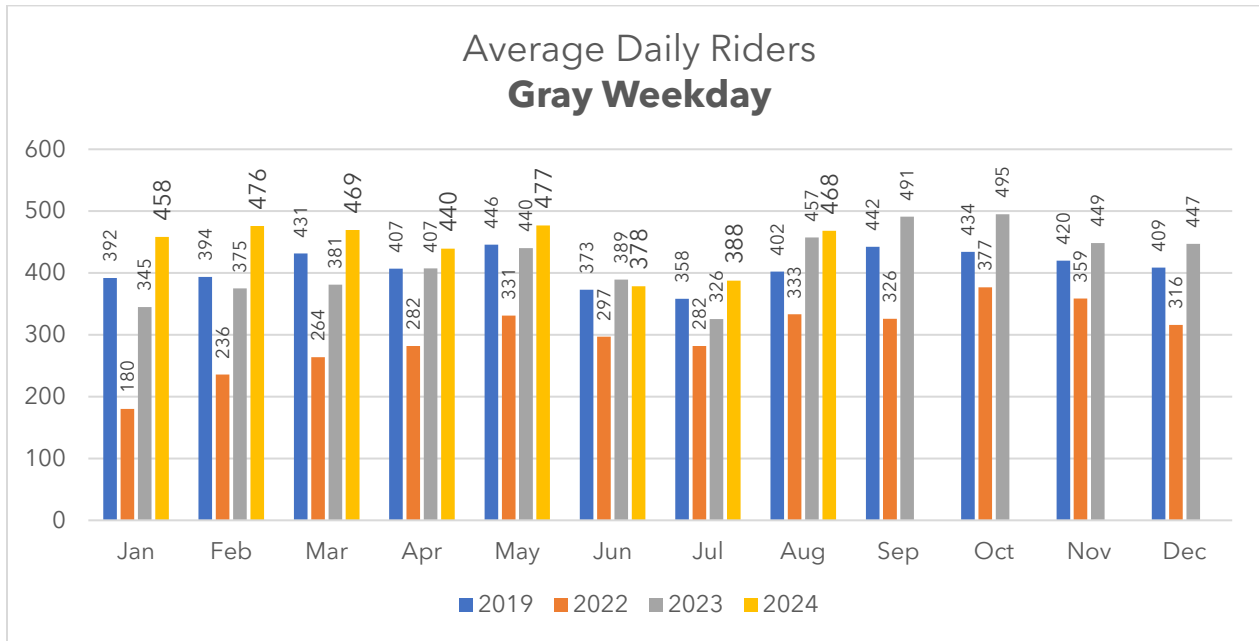
ALL ROUTES & DAYS									
2024 COMBINED RIDERSHIP (ALL ROUTES)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
Total Monthly Ridership	21,443	20,858	22,549	21,916	23,792	18,341	19,640	23,253	171,792
# of Operating Days	31	29	31	30	31	30	31	31	244
Average Daily Ridership	692	719	727	731	767	611	634	750	704
% Increase/Decrease from Prior Month	7%	4%	1%	0%	5%	-20%	4%	18%	
% Increase/Decrease from Prior Year	32%	20%	13%	15%	12%	-2%	17%	1%	13%
% of Pre COVID Baseline	122%	126%	115%	113%	119%	103%	103%	118%	115%

Ridership Summary

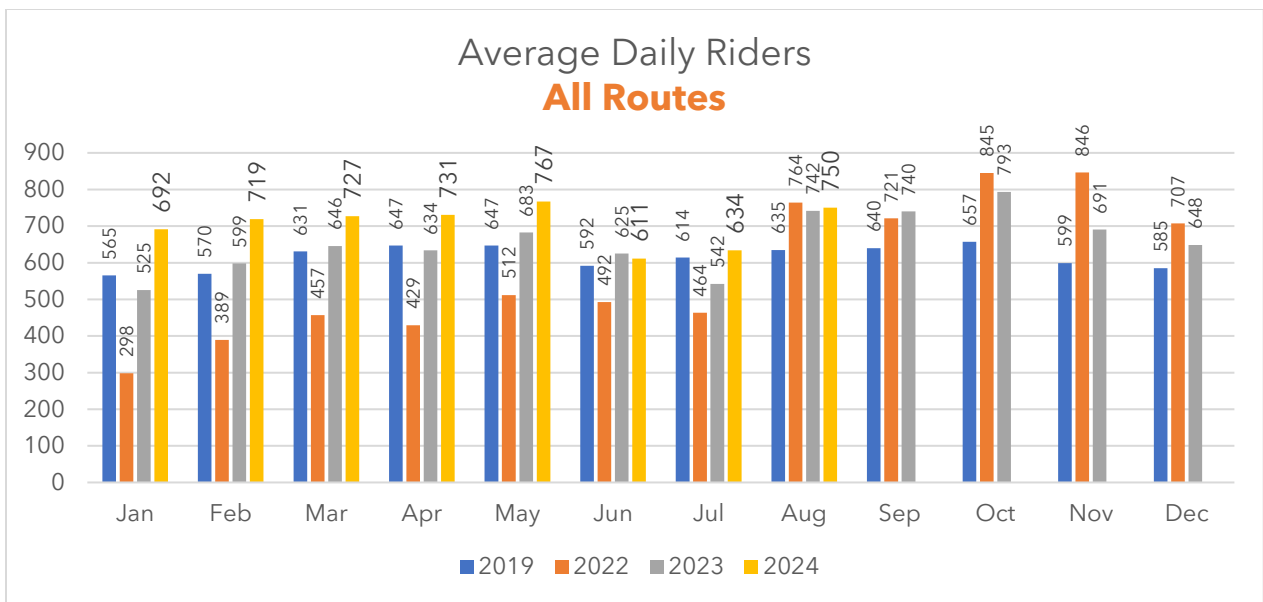
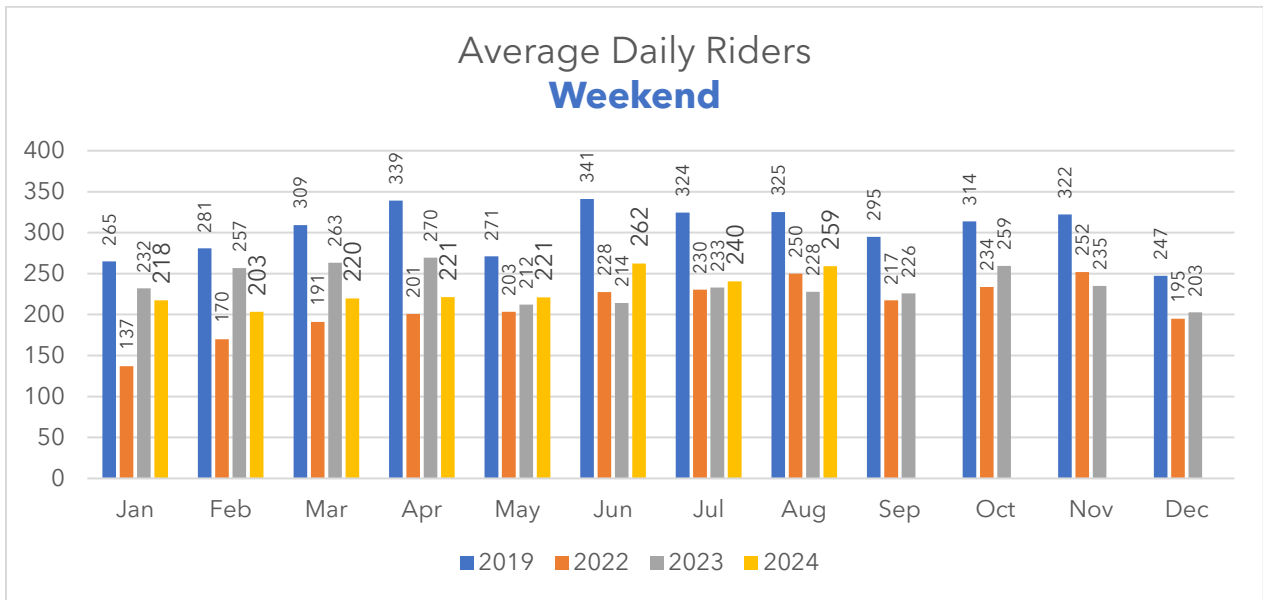
The Mountain View Community Shuttle’s (MVCS) total ridership increased by 18% from the month of July. Overall Ridership was 13% higher than the previous year and 115% of the pre-pandemic baseline.

The average daily weekday ridership for the Red Route was approximately 3% higher than the Gray Route. The Red Weekend Route had 21% higher ridership than the Gray Weekend Route. The weekday ridership was highest at 7:30am. Saturday ridership was highest at 1:30pm and Sunday ridership was highest at 10:00am.

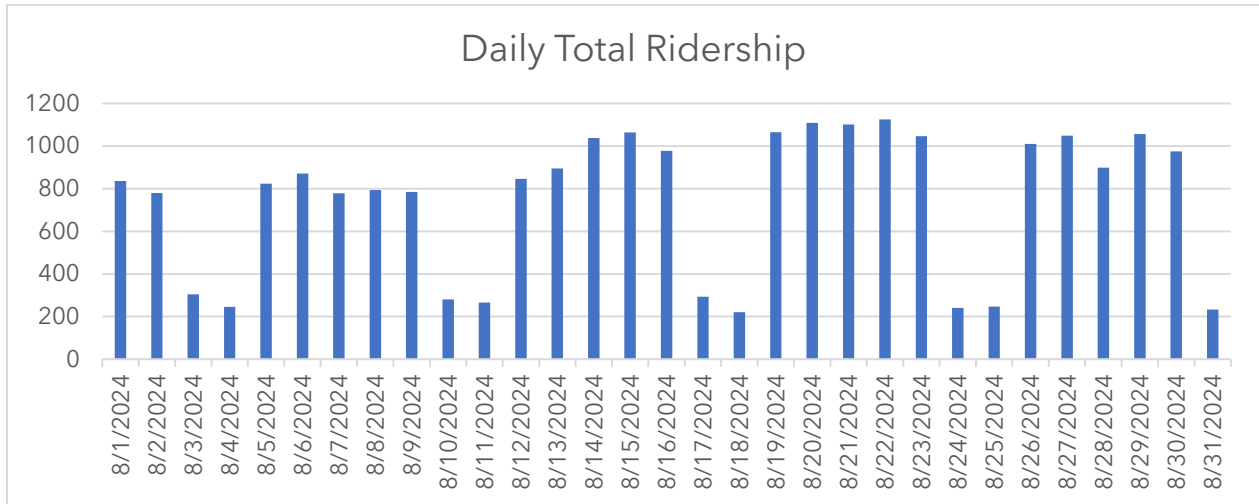
Average Daily Ridership Comparisons (YTD)



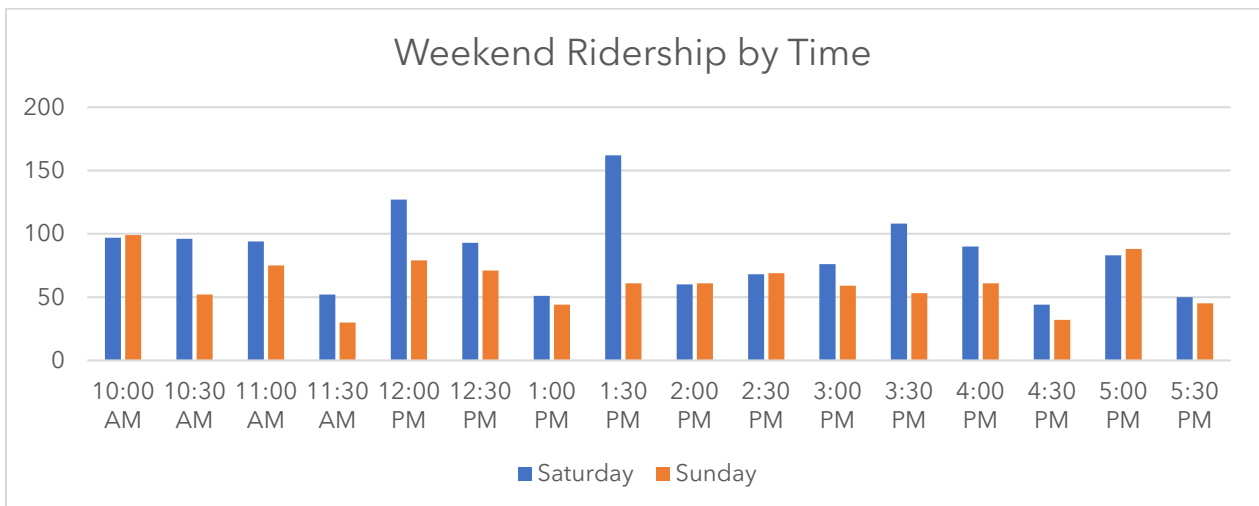
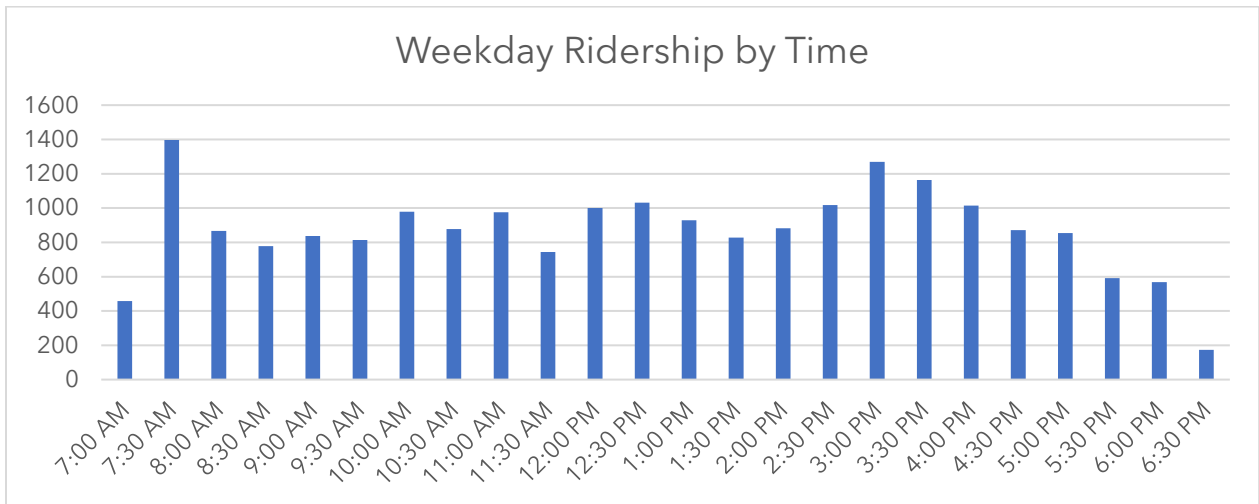
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



Monthly Total Ridership by Time



Monthly Total Use (Boarding & Alighting) by Stop

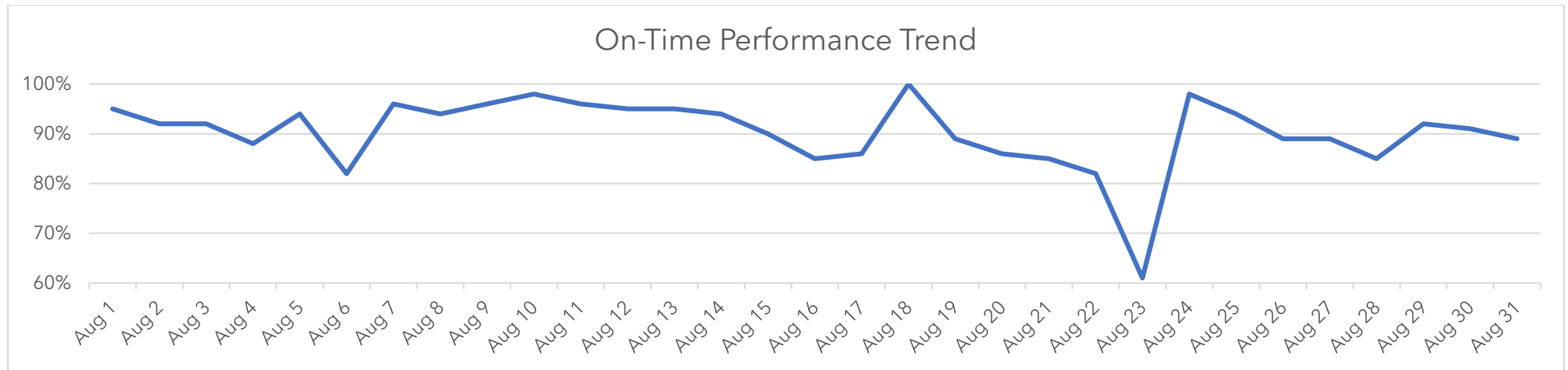
GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,933	2,076	4,009	17.8%	San Antonio Center	1,837	1,830	3,667	15.5%
Senior/Teen Center (SB)	905	1,108	2,013	8.9%	Senior/Teen Center (NB)	1,229	806	2,035	8.6%
Grant Road (SB)	605	845	1,450	6.4%	Grant Road (NB)	945	731	1,676	7.1%
Mountain View Transit Center	619	684	1,303	5.8%	Mountain View Transit Center	669	932	1,601	6.8%
Middlefield/Easy (EB)	545	545	1,090	4.8%	El Camino Real/Sylvan (NB)	576	474	1,050	4.4%
El Camino Real/Sylvan (SB)	388	632	1,020	4.5%	Middlefield/Easy (WB)	616	326	942	4.0%
Rengstorff/Middlefield (EB)	568	370	938	4.2%	Civic Center (SB)	490	450	940	4.0%
Civic Center (NB)	419	428	847	3.8%	Whisman Station (NB)	531	362	893	3.8%
Whisman Station (SB)	314	479	793	3.5%	Crittenden Middle School (WB)	276	586	862	3.6%
El Camino Hospital	460	301	761	3.4%	Rengstorff/Middlefield (SB)	434	404	838	3.5%
Sylvan Park (SB)	474	241	715	3.2%	El Camino Hospital	375	453	828	3.5%
California/Ortega (EB)	619	51	670	3.0%	Graham Middle School (SB)	413	328	741	3.1%
Cuesta/Miramonte (NB)	499	161	660	2.9%	Cuesta/Miramonte (EB)	194	508	702	3.0%
Graham Middle School (NB)	295	332	627	2.8%	California/Ortega (EB)	628	41	669	2.8%
Whisman/Middlefield (SB)	245	348	593	2.6%	Sylvan Park (NB)	221	376	597	2.5%
Crittenden Middle School (EB)	318	229	547	2.4%	California/Rengstorff (EB)	395	129	524	2.2%
Community Center (NB)	409	101	510	2.3%	California/Ortega (WB)	43	427	470	2.0%
California/Ortega (WB)	25	440	465	2.1%	Whisman/Middlefield (NB)	216	245	461	1.9%
Middlefield/Moffett (EB)	243	204	447	2.0%	Middlefield/San Pierre (WB)	183	256	439	1.9%
Castro/El Camino Real (NB)	203	231	434	1.9%	Castro/El Camino Real (SB)	207	228	435	1.8%
Shoreline/Middlefield #3 (EB)	229	179	408	1.8%	California/Rengstorff (WB)	70	356	426	1.8%
Middlefield/San Pierre (EB)	185	162	347	1.5%	Community Center (SB)	96	314	410	1.7%
California/Rengstorff (WB)	63	276	339	1.5%	Middlefield/Moffett (WB)	218	156	374	1.6%
Rengstorff/Central Expressway (NB)	90	195	285	1.3%	Shoreline/Middlefield #1 (EB)	177	131	308	1.3%
Rengstorff/Montecito (NB)	114	131	245	1.1%	Villa/Franklin (EB)	35	262	297	1.3%
Grant/Eunice	145	73	218	1.0%	Rengstorff/Central Expressway (SB)	176	116	292	1.2%
Villa/Franklin (WB)	169	29	198	0.9%	Grant/Eunice	155	124	279	1.2%
Grant/Cuesta	27	144	171	0.8%	Villa/Mariposa	172	62	234	1.0%
Whisman/Dana (SB)	53	89	142	0.6%	Rengstorff/Montecito (SB)	156	60	216	0.9%
Cuesta/Grant	125	17	142	0.6%	Grant/Cuesta	58	131	189	0.8%
Villa/Shoreline	44	74	118	0.5%	Whisman/Dana (NB)	70	98	168	0.7%
Shoreline/Pear	26	13	39	0.2%	Shoreline/Pear	30	36	66	0.3%
Shoreline/Middlefield #2	0	18	18	0.1%	Shoreline/Middlefield #2	6	26	32	0.1%
Total	11,356	11,206	22,562	100.0%	Total	11,897	11,764	23,661	100.0%

On Time Performance

In August, on-time performance (OTP) for the MVCS was **89%** (Target is 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.



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%	91%			93%	78%	95%	92%	93%			97%	95%	93%	84%	85%			86%	80%	81%	76%	57%			83%	88%	83%	93%	89%		87%
GRAY Weekend			89%	82%						96%	100%						75%	100%						100%	100%						86%	92%
RED	95%	92%			94%	88%	97%	97%	100%			92%	95%	94%	97%	85%			92%	95%	91%	89%	67%			97%	91%	88%	89%	94%		92%
RED Weekend			95%	95%						100%	90%						100%	100%						95%	86%						100%	96%
Grand Total	95%	92%	92%	88%	94%	82%	96%	94%	96%	98%	96%	95%	95%	94%	90%	85%	86%	100%	89%	86%	85%	82%	61%	98%	94%	89%	89%	85%	92%	91%	92%	89%

Additional Ridership Data

- Bicycles Carried: 183
- Wheelchair Lift Usage: 21

Compliments/Complaints

Complaint:

- Rider called and said he was offended that the driver asked him his destination stop. He also felt discriminated against because the driver called him "Amigo."
 - The Operation's Manager explained to the rider that "Amigo" is a generic term of greeting such as "Buddy" or "Sir." Also explained that the driver needed to know his destination so he could make sure he stopped at the stop.
- Rider emailed that an elderly passenger had to walk 2 blocks because there were no stop requests in the bus and driver did not hear the rider ask to get off.
 - Rider refused to answer questions to provide management with information to find out who the driver was so they could go thru retraining. MVCS protocols are to stop at each stop until stop requests can be installed in all buses.

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.