



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT September 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	Sep	Total to Date
Total Monthly Weekday Ridership	9,627	9,523	9,859	9,669	10,493	7,568	8,527	10,304	10,172	85,742
# of Operating Days	21	20	21	22	22	20	22	22	20	190
Average Daily Ridership	458	476	469	440	477	378	388	468	509	451
% Increase/Decrease from Prior Month	3%	4%	-1%	-6%	9%	-21%	2%	21%	9%	
% Increase/Decrease from Prior Year	33%	27%	23%	8%	8%	-3%	19%	2%	4%	12%
% of Pre COVID Baseline	117%	121%	109%	108%	107%	101%	108%	116%	115%	111%

RED ROUTE-WEEKDAY										
2024 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekday Ridership	9,641	9,504	10,494	10,478	11,309	8,150	8,950	10,619	10,365	89,510
# of Operating Days	21	20	21	22	22	20	22	22	20	190
Average Daily Ridership	459	475	500	476	514	408	407	483	518	471
% Increase/Decrease from Prior Month	3%	4%	5%	-5%	8%	-21%	0%	19%	7%	
% Increase/Decrease from Prior Year	34%	23%	26%	16%	18%	6%	5%	4%	2%	14%
% of Pre COVID Baseline	145%	152%	142%	135%	145%	118%	109%	134%	140%	135%

TOTAL WEEKDAY RIDERSHIP										
2024 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekday Ridership	19,268	19,027	20,353	20,147	21,802	15,718	17,477	20,923	20,537	175,252
# of Operating Days	21	20	21	22	22	20	22	22	20	190
Average Daily Ridership	918	951	969	916	991	786	794	951	1,027	922
% Increase/Decrease from Prior Month	3%	4%	2%	-6%	8%	-21%	1%	20%	8%	
% Increase/Decrease from Prior Year	34%	25%	24%	12%	13%	1%	11%	3%	3%	13%
% of Pre COVID Baseline	129%	135%	124%	121%	124%	110%	108%	125%	126%	122%

GRAY ROUTE-WEEKEND										
2024 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekend Ridership	1,102	904	1,035	852	930	1,197	997	1,052	1,166	9,235
# of Operating Days	10	9	10	8	9	10	9	9	10	84
Average Daily Ridership	110	100	104	107	103	120	111	117	117	110
% Increase/Decrease from Prior Month	11%	-9%	3%	3%	-3%	16%	-7%	6%	0%	
% Increase/Decrease from Prior Year	-2%	-17%	-16%	-13%	4%	14%	-4%	8%	5%	-3%
% of Pre COVID Baseline	81%	76%	69%	62%	77%	73%	71%	77%	79%	74%

RED ROUTE-WEEKEND										
2024 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekend Ridership	1,073	927	1,161	917	1,060	1,426	1,166	1,278	1,200	10,208
# of Operating Days	10	9	10	8	9	10	9	9	10	84
Average Daily Ridership	107	103	116	115	118	143	130	142	120	122
% Increase/Decrease from Prior Month	4%	-4%	13%	-1%	3%	21%	-9%	10%	-15%	
% Increase/Decrease from Prior Year	-10%	-24%	-17%	-22%	5%	31%	10%	19%	4%	-2%
% of Pre COVID Baseline	83%	69%	73%	68%	86%	80%	77%	82%	82%	78%

TOTAL WEEKEND RIDERSHIP										
2024 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total to Date
Total Monthly Weekend Ridership	2,175	1,831	2,196	1,769	1,990	2,623	2,163	2,330	2,366	19,443
# of Operating Days	10	9	10	8	9	10	9	9	10	84
Average Daily Ridership	218	203	220	221	221	262	240	259	237	231
% Increase/Decrease from Prior Month	7%	-6%	8%	1%	0%	19%	-8%	8%	-9%	
% Increase/Decrease from Prior Year	-6%	-21%	-17%	-18%	4%	23%	3%	14%	5%	-2%
% of Pre COVID Baseline	82%	72%	71%	65%	82%	77%	74%	80%	80%	76%

ALL RIDERSHIP										
2024 COMBINED RIDERSHIP (Weekday + Weekends)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Total Monthly Ridership	21,443	20,858	22,549	21,916	23,792	18,341	19,640	23,253	22,903	194,695
# of Operating Days	31	29	31	30	31	30	31	31	30	274
Average Daily Ridership	692	719	727	731	767	611	634	750	763	711
% Increase/Decrease from Prior Month	7%	4%	1%	0%	5%	-20%	4%	18%	2%	
% Increase/Decrease from Prior Year	32%	20%	13%	15%	12%	-2%	17%	1%	3%	11%
% of Pre COVID Baseline	122%	126%	115%	113%	119%	103%	103%	118%	119%	115%

Ridership Summary

Weekday Ridership

In September, total weekday ridership increased by 8% from the prior month and increased 3% from the previous year. Year to date weekday ridership is 122% of the pre-pandemic baseline.

Weekend Ridership

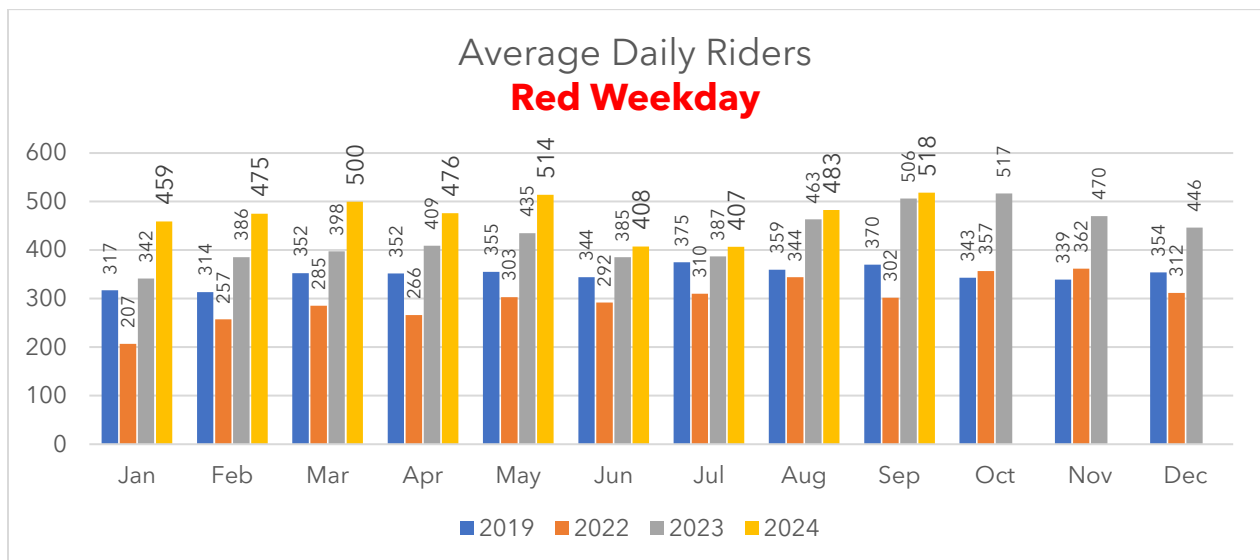
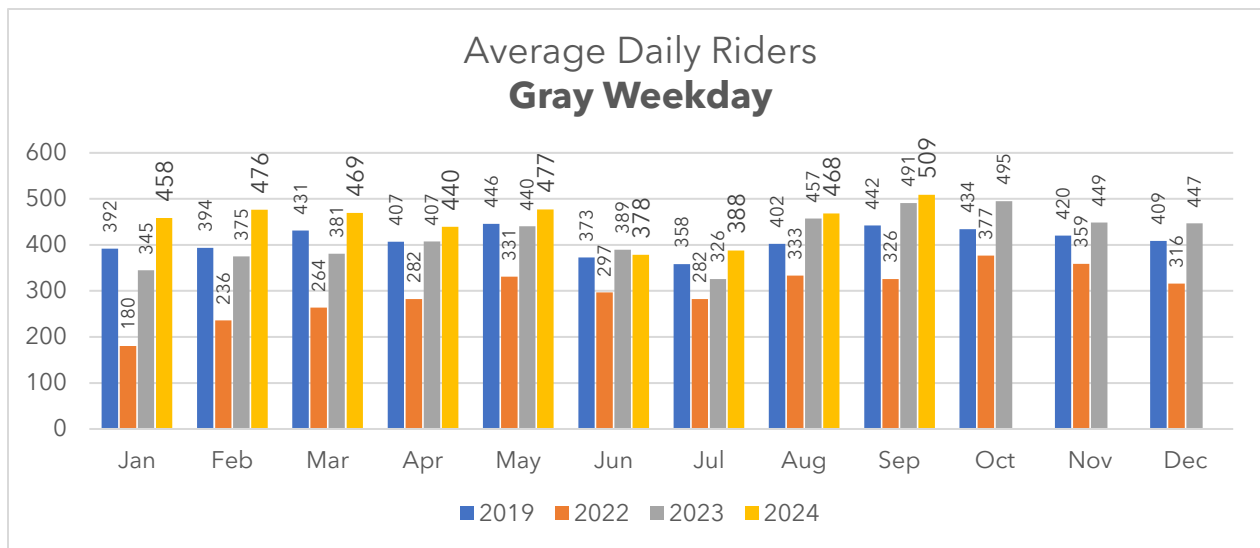
Total weekend ridership decreased by 9% from the prior month and increased 5% from the previous year. Year to date weekend ridership is 76% of the pre-pandemic baseline.

All Ridership

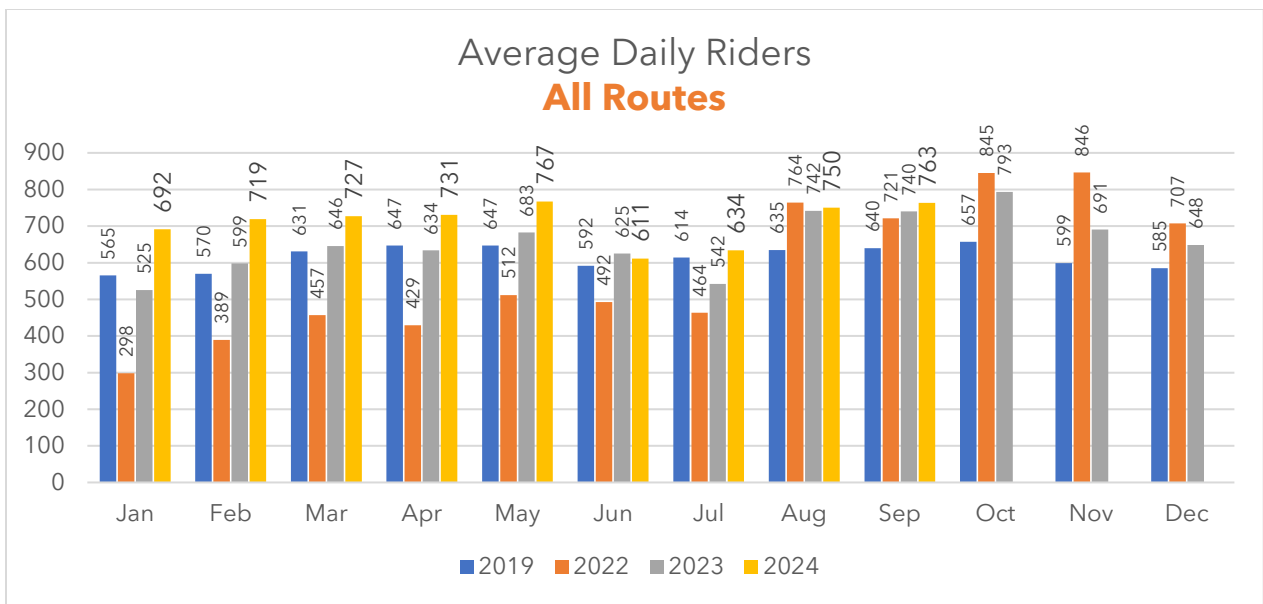
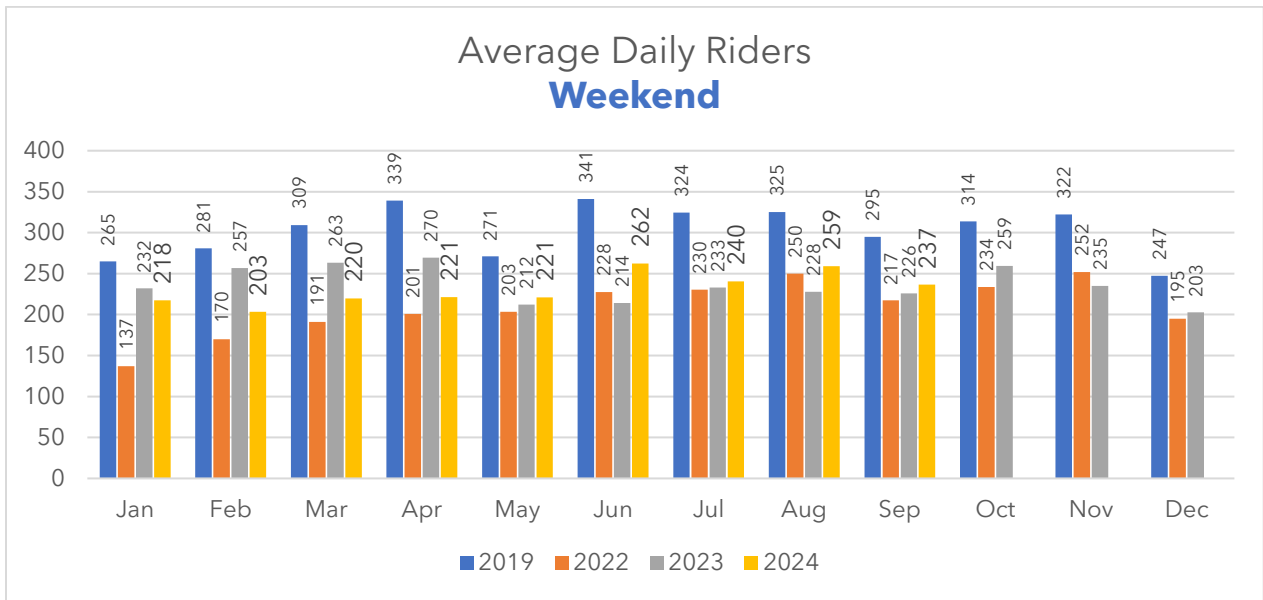
Year to date the entire service increased ridership 11% from the previous year and was 115% of the pre-pandemic baseline.

Weekday ridership was highest at 7:30am. Saturday ridership was highest at Noon and Sunday ridership was highest at both 2:30pm and 5:00pm.

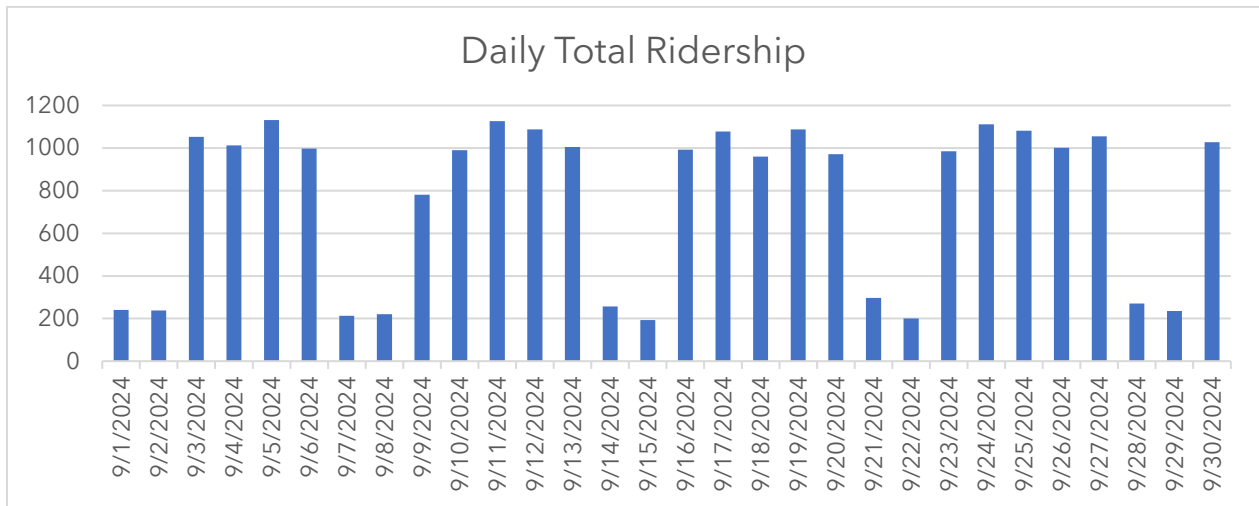
Average Daily Ridership Comparisons (YTD)



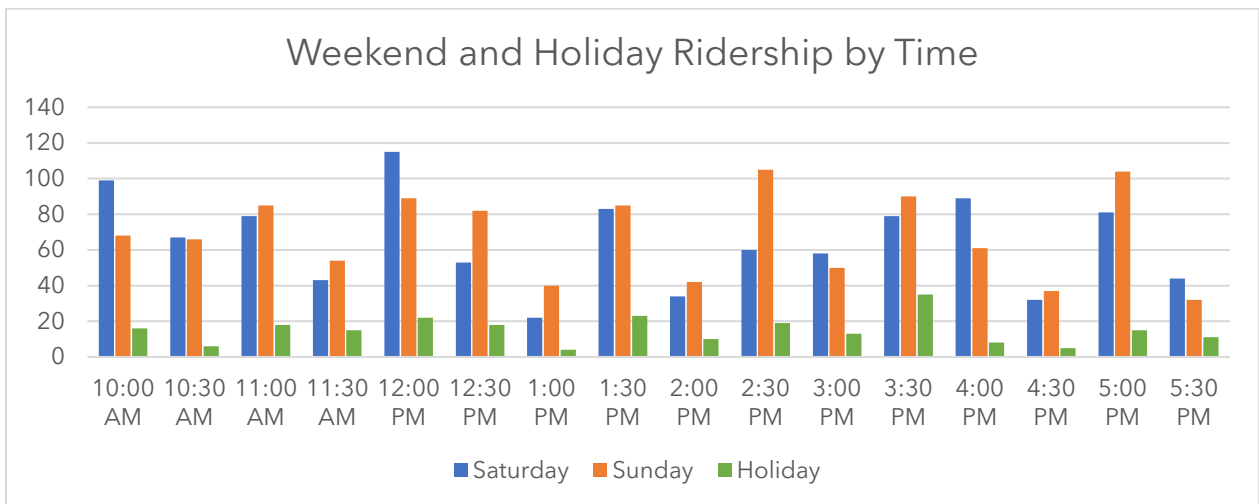
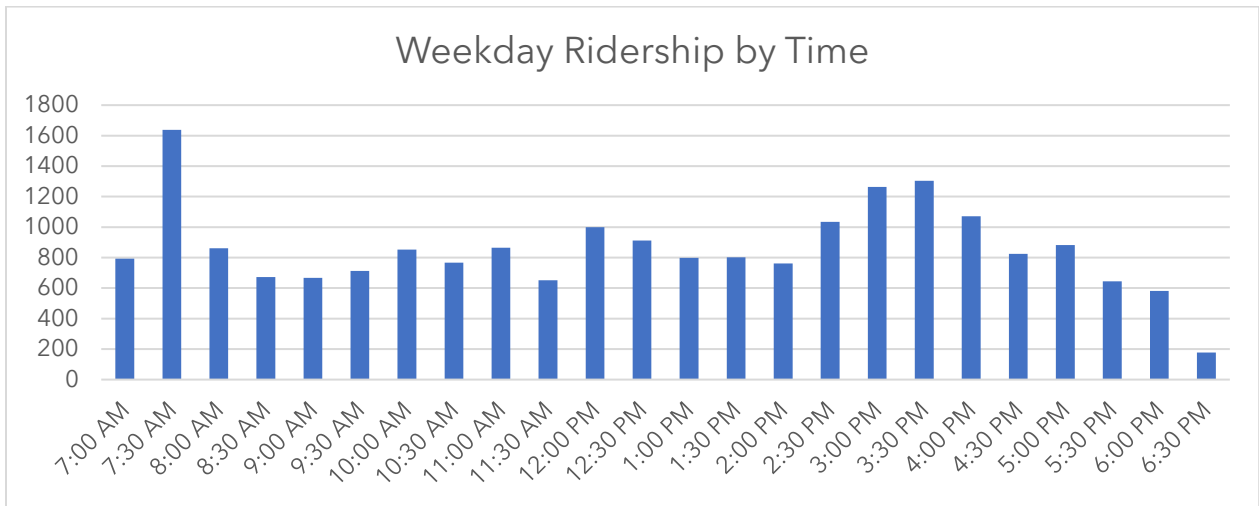
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



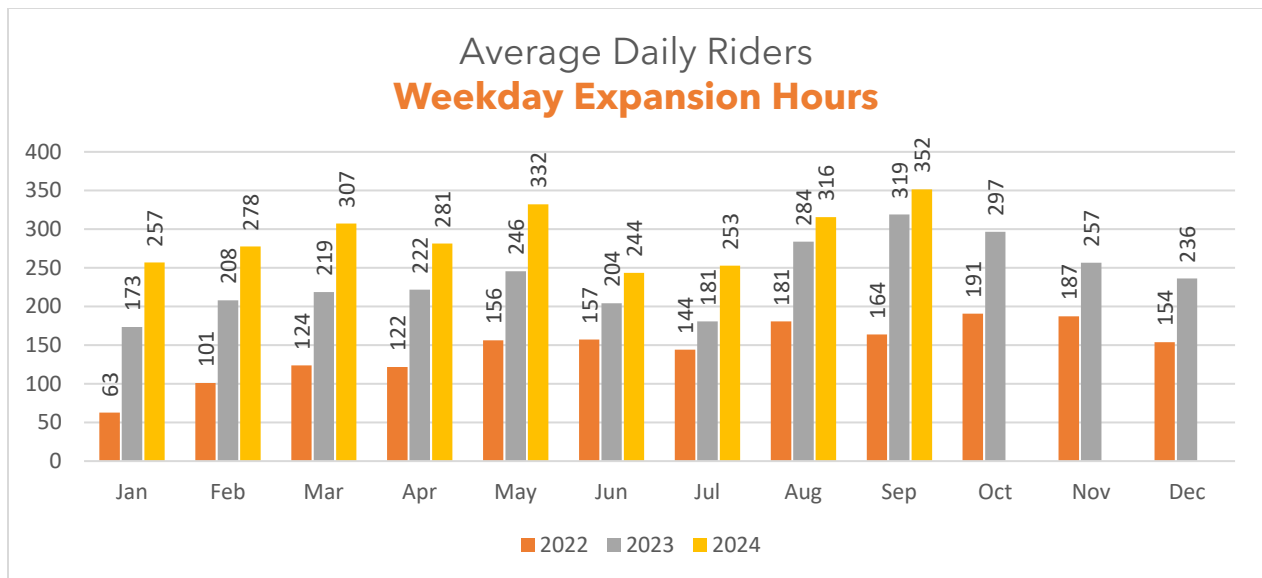
Monthly Total Ridership by Time



Service Expansion Hours Ridership

In January 2022, the Mountain View Community Shuttle program increased its weekday service by 4 hours a day. Below are the total monthly ridership stats during the expanded hours only (7 AM to 10 AM and 6 PM to 7 PM).

Month	1st year of Expansion (2022)	Current Year (2024)	% Increase/Decrease from 2022	% of Total Monthly Ridership
Jan	1256	5,394	329%	28%
Feb	1923	5554	189%	29%
Mar	2844	6452	127%	32%
Apr	2553	6191	142%	31%
May	3281	7307	123%	34%
Jun	3461	4,871	41%	31%
Jul	2886	5,560	93%	32%
Aug	4154	6943	67%	33%
Sep	3443	7032	104%	34%
Oct	4005			
Nov	3746			
Dec	3385			
Total/YTD	36937	55304	114%	32%



Monthly Total Use (Boarding & Alighting) by Stop

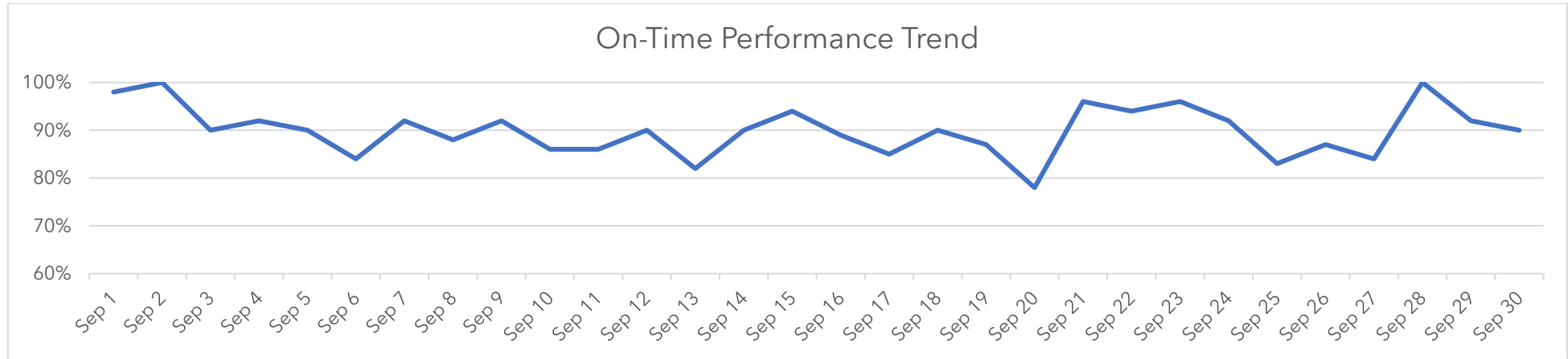
GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,754	1,892	3,646	16.2%	San Antonio Center	1,617	1,680	3,297	14.3%
Senior/Teen Center (SB)	808	1,225	2,033	9.0%	Senior/Teen Center (NB)	1,398	802	2,200	9.6%
Grant Road (SB)	652	888	1,540	6.8%	Mountain View Transit Center	863	987	1,850	8.0%
Mountain View Transit Center	673	818	1,491	6.6%	Grant Road (NB)	810	697	1,507	6.5%
Middlefield/Easy (EB)	598	507	1,105	4.9%	Whisman Station (NB)	545	397	942	4.1%
Rengstorff/Middlefield (EB)	679	313	992	4.4%	Graham Middle School (SB)	525	409	934	4.1%
Whisman Station (SB)	397	590	987	4.4%	El Camino Real/Sylvan (NB)	468	430	898	3.9%
El Camino Real/Sylvan (SB)	400	579	979	4.3%	Middlefield/Easy (WB)	464	373	837	3.6%
Graham Middle School (NB)	420	454	874	3.9%	Cuesta/Miramonte (EB)	195	628	823	3.6%
Cuesta/Miramonte (NB)	637	153	790	3.5%	Crittenden Middle School (WB)	263	547	810	3.5%
Sylvan Park (SB)	480	283	763	3.4%	Civic Center (SB)	451	352	803	3.5%
El Camino Hospital	460	266	726	3.2%	El Camino Hospital	367	411	778	3.4%
Civic Center (NB)	327	353	680	3.0%	Rengstorff/Middlefield (SB)	380	327	707	3.1%
Whisman/Middlefield (SB)	235	317	552	2.4%	California/Ortega (EB)	650	46	696	3.0%
California/Ortega (EB)	481	51	532	2.4%	Sylvan Park (NB)	263	426	689	3.0%
Middlefield/Moffett (EB)	252	275	527	2.3%	California/Rengstorff (EB)	383	107	490	2.1%
Community Center (NB)	370	113	483	2.1%	Castro/El Camino Real (SB)	193	252	445	1.9%
Crittenden Middle School (EB)	270	186	456	2.0%	Middlefield/San Pierre (WB)	226	213	439	1.9%
California/Ortega (WB)	37	406	443	2.0%	Middlefield/Moffett (WB)	247	176	423	1.8%
Middlefield/San Pierre (EB)	189	209	398	1.8%	Whisman/Middlefield (NB)	198	224	422	1.8%
Shoreline/Middlefield #3 (EB)	213	153	366	1.6%	California/Ortega (WB)	36	362	398	1.7%
Castro/El Camino Real (NB)	144	213	357	1.6%	Community Center (SB)	81	258	339	1.5%
California/Rengstorff (WB)	53	247	300	1.3%	California/Rengstorff (WB)	42	273	315	1.4%
Rengstorff/Central Expressway (NB)	83	128	211	0.9%	Villa/Franklin (EB)	54	235	289	1.3%
Villa/Franklin (WB)	152	55	207	0.9%	Shoreline/Middlefield #1 (EB)	134	142	276	1.2%
Rengstorff/Montecito (NB)	90	114	204	0.9%	Villa/Mariposa	190	80	270	1.2%
Grant/Eunice	121	74	195	0.9%	Rengstorff/Central Expressway (SB)	142	104	246	1.1%
Cuesta/Grant	127	51	178	0.8%	Grant/Eunice	132	97	229	1.0%
Villa/Shoreline	73	99	172	0.8%	Rengstorff/Montecito (SB)	119	88	207	0.9%
Whisman/Dana (SB)	93	71	164	0.7%	Whisman/Dana (NB)	58	143	201	0.9%
Grant/Cuesta	23	111	134	0.6%	Grant/Cuesta	56	142	198	0.9%
Shoreline/Pear	45	12	57	0.3%	Shoreline/Pear	14	26	40	0.2%
Shoreline/Middlefield #2	2	15	17	0.1%	Shoreline/Middlefield #2	1	13	14	0.1%
Total	11,338	11,221	22,559	100.0%	Total	11,565	11,447	23,012	100.0%

On Time Performance

In September, on-time performance (OTP) for the MVCS was **88%** (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	Grand Total
GRAY			90%	92%	88%	76%			88%	77%	90%	82%	78%			85%	81%	89%	82%	74%			93%	86%	77%	83%	75%			92%	84%
GRAY Weekend	100%	100%					89%	93%						86%	96%						93%	96%						100%	93%		95%
RED			91%	92%	94%	94%			97%	97%	80%	100%	86%			94%	91%	92%	94%	83%			100%	98%	91%	92%	95%			86%	93%
RED Weekend	95%	100%					95%	81%						95%	90%						100%	90%						100%	90%		94%
Grand Total	98%	100%	90%	92%	90%	84%	92%	88%	92%	86%	86%	90%	82%	90%	94%	89%	85%	90%	87%	78%	96%	94%	96%	92%	83%	87%	84%	100%	92%	90%	88%

Additional Ridership Data

- Bicycles Carried: 161
- Wheelchair Lift Usage: 51

Compliments/Complaints

Complaint:

- Rider complaint about the QR code on the shuttle stop sign was not working.
 - Rider was thanked for letting us know and the link was fixed immediately.

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.