



# Mountain View Community Shuttle

## MONTHLY OPERATIONS REPORT October 2024

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**Mountain View Community Shuttle**  
**2024 Annual Ridership Summary (YTD)**  
w/ Pre-COVID Baseline Comparison

<b>GRAY ROUTE-WEEKDAY</b>											
<b>2024 - Gray Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	9,627	9,523	9,859	9,669	10,493	7,568	8,527	10,304	10,172	11,434	<b>97,176</b>
# of Operating Days	21	20	21	22	22	20	22	22	20	23	<b>213</b>
Average Daily Ridership	458	476	469	440	477	378	388	468	509	497	<b>456</b>
% Increase/Decrease from Prior Month	3%	4%	-1%	-6%	9%	-21%	2%	21%	9%	-2%	
% Increase/Decrease from Prior Year	33%	27%	23%	8%	8%	-3%	19%	2%	4%	0%	<b>11%</b>
<b>% of Pre COVID Baseline</b>	<b>117%</b>	<b>121%</b>	<b>109%</b>	<b>108%</b>	<b>107%</b>	<b>101%</b>	<b>108%</b>	<b>116%</b>	<b>115%</b>	<b>115%</b>	<b>112%</b>

<b>RED ROUTE-WEEKDAY</b>											
<b>2024 - Red Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	9,641	9,504	10,494	10,478	11,309	8,150	8,950	10,619	10,365	11,466	<b>100,976</b>
# of Operating Days	21	20	21	22	22	20	22	22	20	23	<b>213</b>
Average Daily Ridership	459	475	500	476	514	408	407	483	518	499	<b>474</b>
% Increase/Decrease from Prior Month	3%	4%	5%	-5%	8%	-21%	0%	19%	7%	-4%	
% Increase/Decrease from Prior Year	34%	23%	26%	16%	18%	6%	5%	4%	2%	-4%	<b>12%</b>
<b>% of Pre COVID Baseline</b>	<b>145%</b>	<b>152%</b>	<b>142%</b>	<b>135%</b>	<b>145%</b>	<b>118%</b>	<b>109%</b>	<b>134%</b>	<b>140%</b>	<b>145%</b>	<b>136%</b>

<b>TOTAL WEEKDAY RIDERSHIP</b>											
<b>2024 - GRAY + RED</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Total to Date</b>
Total Monthly Weekday Ridership	19,268	19,027	20,353	20,147	21,802	15,718	17,477	20,923	20,537	22,900	<b>198,152</b>
# of Operating Days	21	20	21	22	22	20	22	22	20	23	<b>213</b>
Average Daily Ridership	918	951	969	916	991	786	794	951	1,027	996	<b>930</b>
% Increase/Decrease from Prior Month	3%	4%	2%	-6%	8%	-21%	1%	20%	8%	-3%	
% Increase/Decrease from Prior Year	34%	25%	24%	12%	13%	1%	11%	3%	3%	-2%	<b>11%</b>
<b>% of Pre COVID Baseline</b>	<b>129%</b>	<b>135%</b>	<b>124%</b>	<b>121%</b>	<b>124%</b>	<b>110%</b>	<b>108%</b>	<b>125%</b>	<b>126%</b>	<b>128%</b>	<b>123%</b>

<b>GRAY ROUTE-WEEKEND</b>											
<b>2024 - Gray Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Total to Date</b>
Total Monthly Weekend Ridership	1,102	904	1,035	852	930	1,197	997	1,052	1,166	923	<b>10,158</b>
# of Operating Days	10	9	10	8	9	10	9	9	10	8	<b>92</b>
Average Daily Ridership	110	100	104	107	103	120	111	117	117	115	<b>110</b>
% Increase/Decrease from Prior Month	11%	-9%	3%	3%	-3%	16%	-7%	6%	0%	-1%	
% Increase/Decrease from Prior Year	-2%	-17%	-16%	-13%	4%	14%	-4%	8%	5%	-11%	<b>-4%</b>
<b>% of Pre COVID Baseline</b>	<b>81%</b>	<b>76%</b>	<b>69%</b>	<b>62%</b>	<b>77%</b>	<b>73%</b>	<b>71%</b>	<b>77%</b>	<b>79%</b>	<b>76%</b>	<b>74%</b>

<b>RED ROUTE-WEEKEND</b>											
<b>2024 - Red Route</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Total to Date</b>
Total Monthly Weekend Ridership	1,073	927	1,161	917	1,060	1,426	1,166	1,278	1,200	1,132	<b>11,340</b>
# of Operating Days	10	9	10	8	9	10	9	9	10	8	<b>92</b>
Average Daily Ridership	107	103	116	115	118	143	130	142	120	142	<b>123</b>
% Increase/Decrease from Prior Month	4%	-4%	13%	-1%	3%	21%	-9%	10%	-15%	18%	
% Increase/Decrease from Prior Year	-10%	-24%	-17%	-22%	5%	31%	10%	19%	4%	9%	<b>-1%</b>
<b>% of Pre COVID Baseline</b>	<b>83%</b>	<b>69%</b>	<b>73%</b>	<b>68%</b>	<b>86%</b>	<b>80%</b>	<b>77%</b>	<b>82%</b>	<b>82%</b>	<b>87%</b>	<b>79%</b>

<b>TOTAL WEEKEND RIDERSHIP</b>											
<b>2024 - GRAY + RED</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Total to Date</b>
Total Monthly Weekend Ridership	2,175	1,831	2,196	1,769	1,990	2,623	2,163	2,330	2,366	2,055	<b>21,498</b>
# of Operating Days	10	9	10	8	9	10	9	9	10	8	<b>92</b>
Average Daily Ridership	218	203	220	221	221	262	240	259	237	257	<b>234</b>
% Increase/Decrease from Prior Month	7%	-6%	8%	1%	0%	19%	-8%	8%	-9%	9%	
% Increase/Decrease from Prior Year	-6%	-21%	-17%	-18%	4%	23%	3%	14%	5%	-1%	<b>-2%</b>
<b>% of Pre COVID Baseline</b>	<b>82%</b>	<b>72%</b>	<b>71%</b>	<b>65%</b>	<b>82%</b>	<b>77%</b>	<b>74%</b>	<b>80%</b>	<b>80%</b>	<b>82%</b>	<b>76%</b>

<b>ALL RIDERSHIP</b>											
<b>2024 COMBINED RIDERSHIP (Weekday + Weekends)</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Total</b>
Total Monthly Ridership	21,443	20,858	22,549	21,916	23,792	18,341	19,640	23,253	22,903	24,955	<b>219,650</b>
# of Operating Days	31	29	31	30	31	30	31	31	30	31	<b>305</b>
Average Daily Ridership	692	719	727	731	767	611	634	750	763	805	<b>720</b>
% Increase/Decrease from Prior Month	7%	4%	1%	0%	5%	-20%	4%	18%	2%	5%	
% Increase/Decrease from Prior Year	32%	20%	13%	15%	12%	-2%	17%	1%	3%	1%	<b>10%</b>
<b>% of Pre COVID Baseline</b>	<b>122%</b>	<b>126%</b>	<b>115%</b>	<b>113%</b>	<b>119%</b>	<b>103%</b>	<b>103%</b>	<b>118%</b>	<b>119%</b>	<b>122%</b>	<b>116%</b>

# Ridership Summary

## Weekday Ridership

In October, total weekday ridership decreased by 3% from the prior month and decreased 2% from the previous year. Year to date weekday ridership is 123% of the pre-pandemic baseline.

## Weekend Ridership

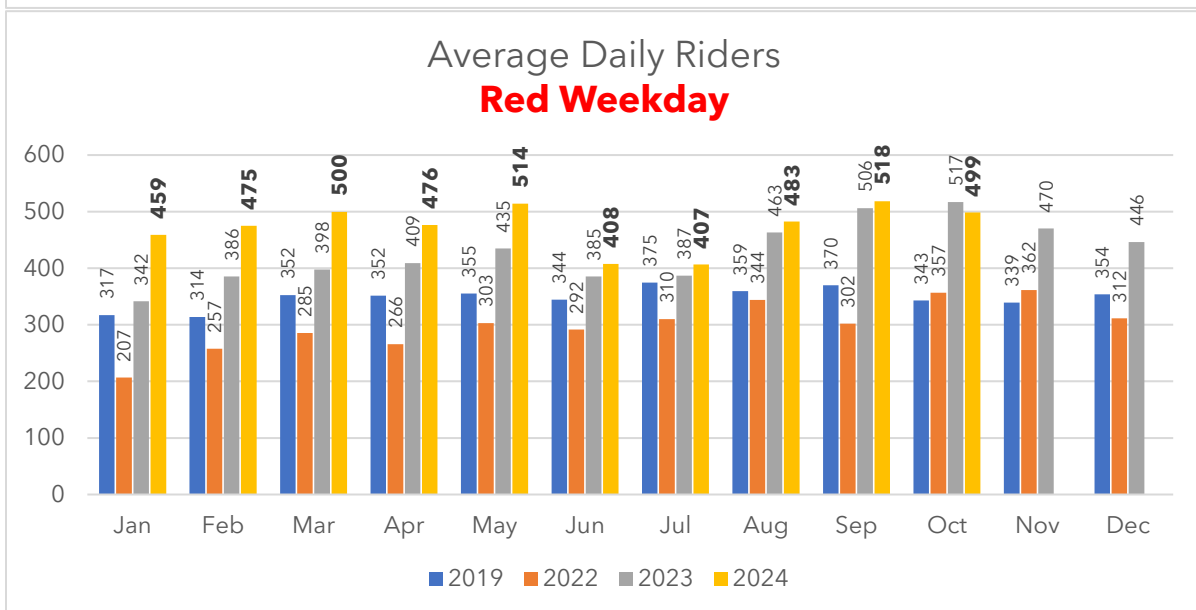
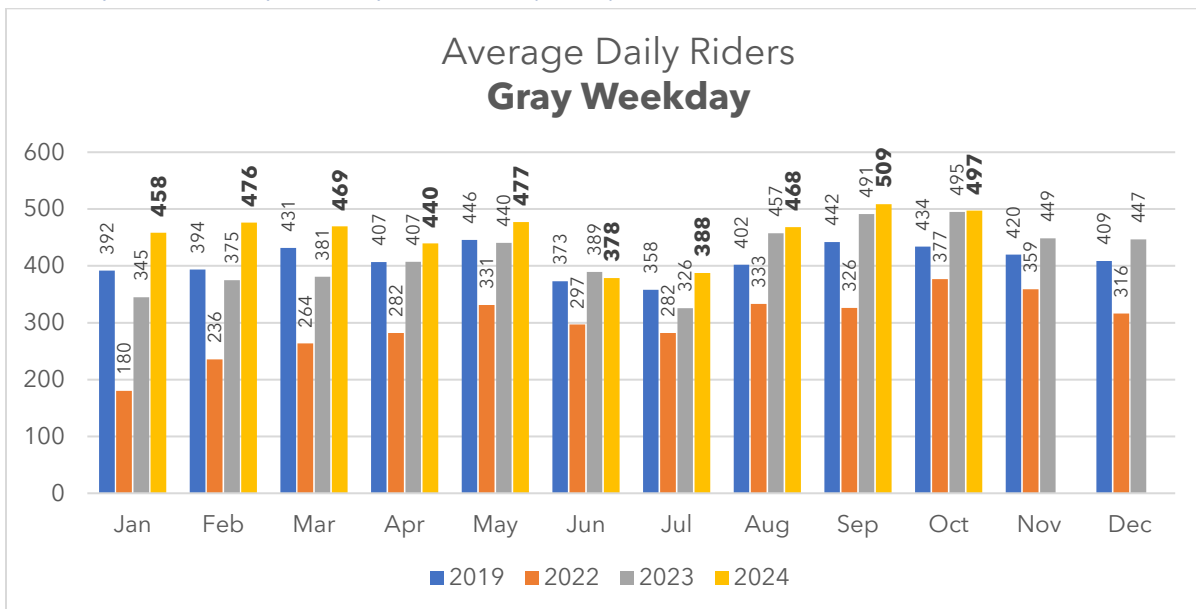
Total weekend ridership increased by 9% from the prior month and decreased 1% from the previous year. Year to date weekend ridership is 76% of the pre-pandemic baseline.

## All Ridership

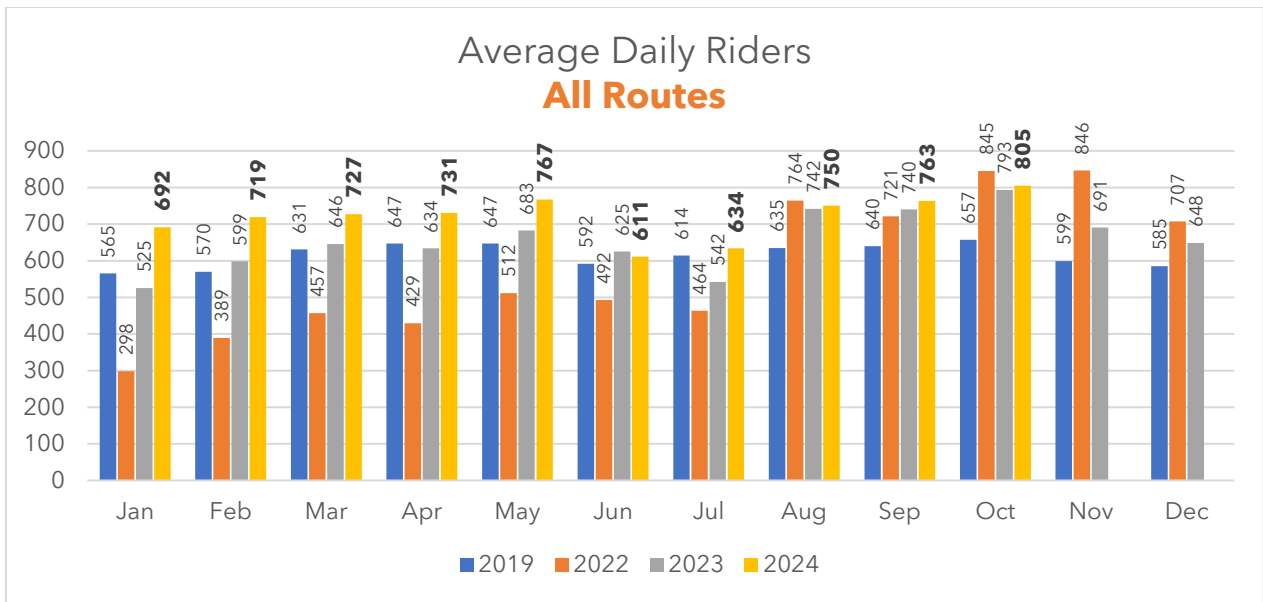
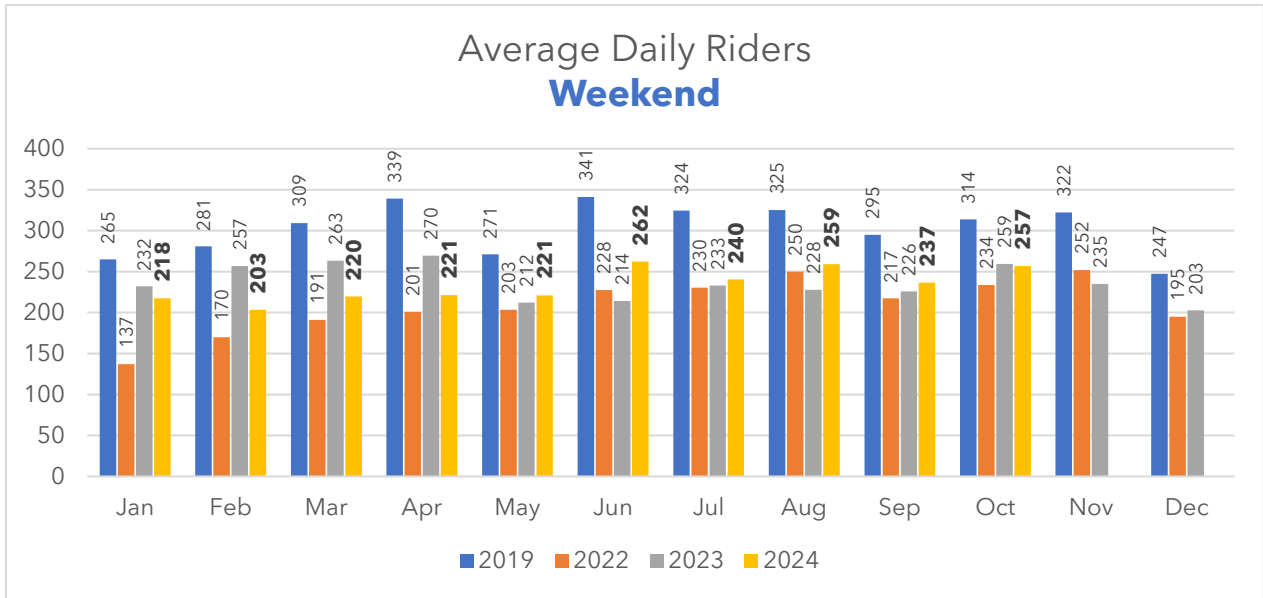
Year to date the entire service increased ridership 10% from the previous year and was 116% of the pre-pandemic baseline.

Weekday ridership was highest at 7:30am. Saturday ridership was highest at 10:00am and 1:30pm. Sunday ridership was highest at 10:00am.

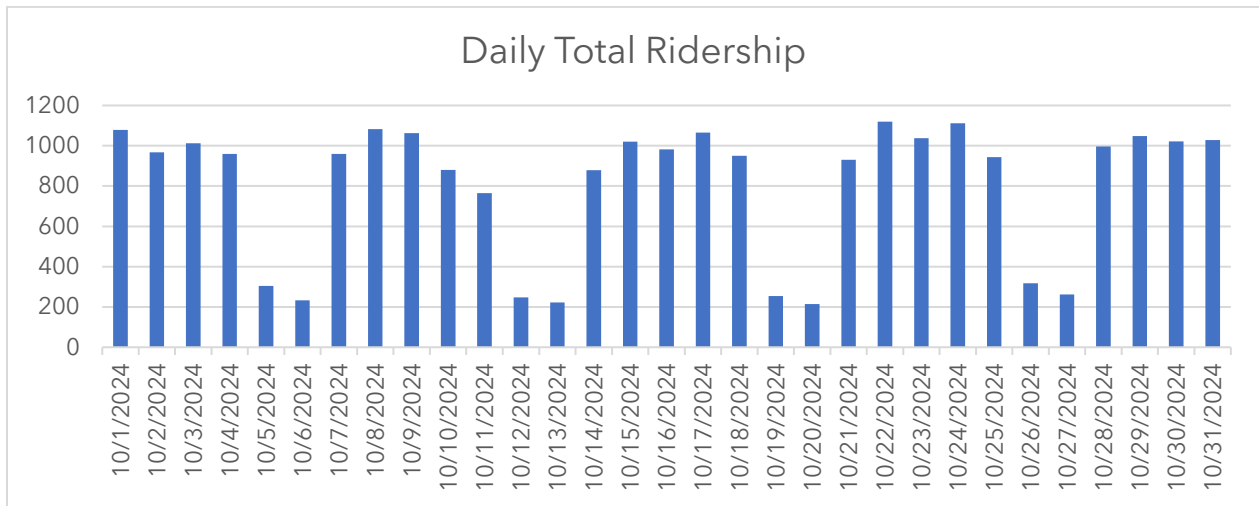
## Average Daily Ridership Comparisons (YTD)



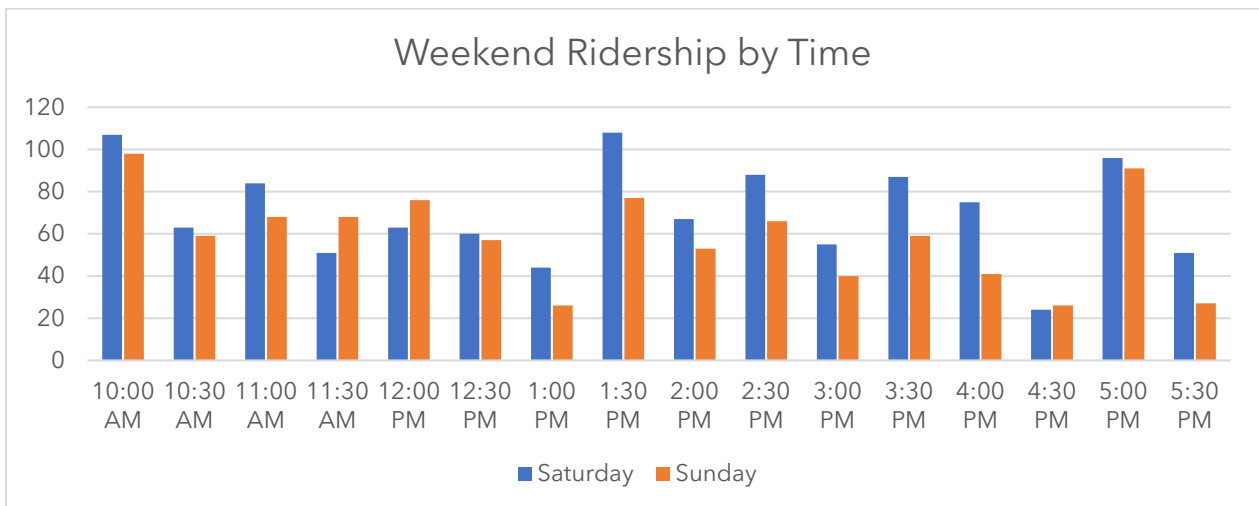
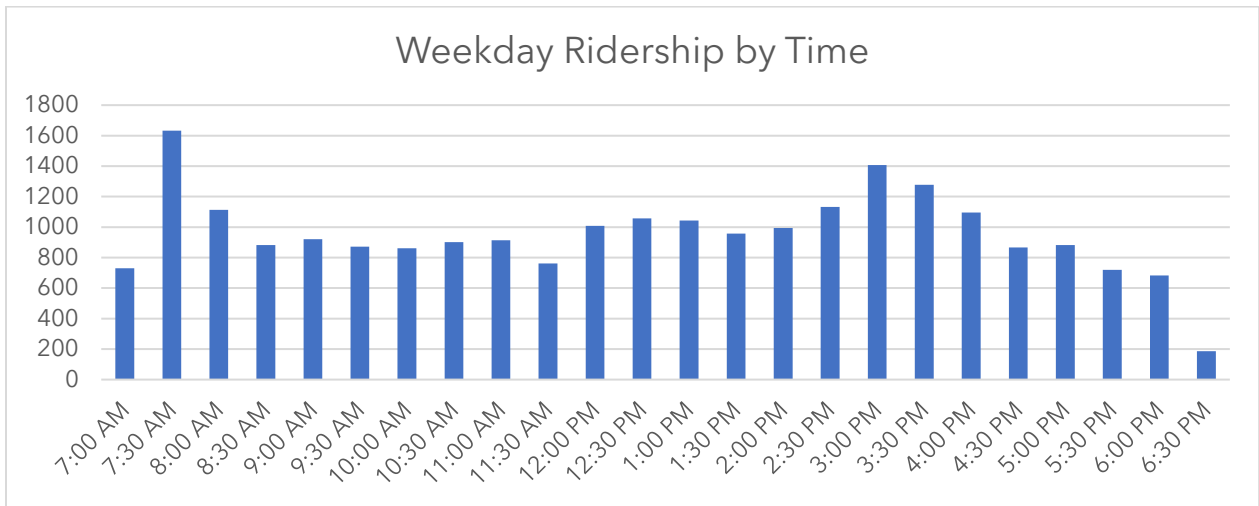
# Average Daily Ridership Comparisons (YTD) (cont'd)



## Daily Total Ridership by Date



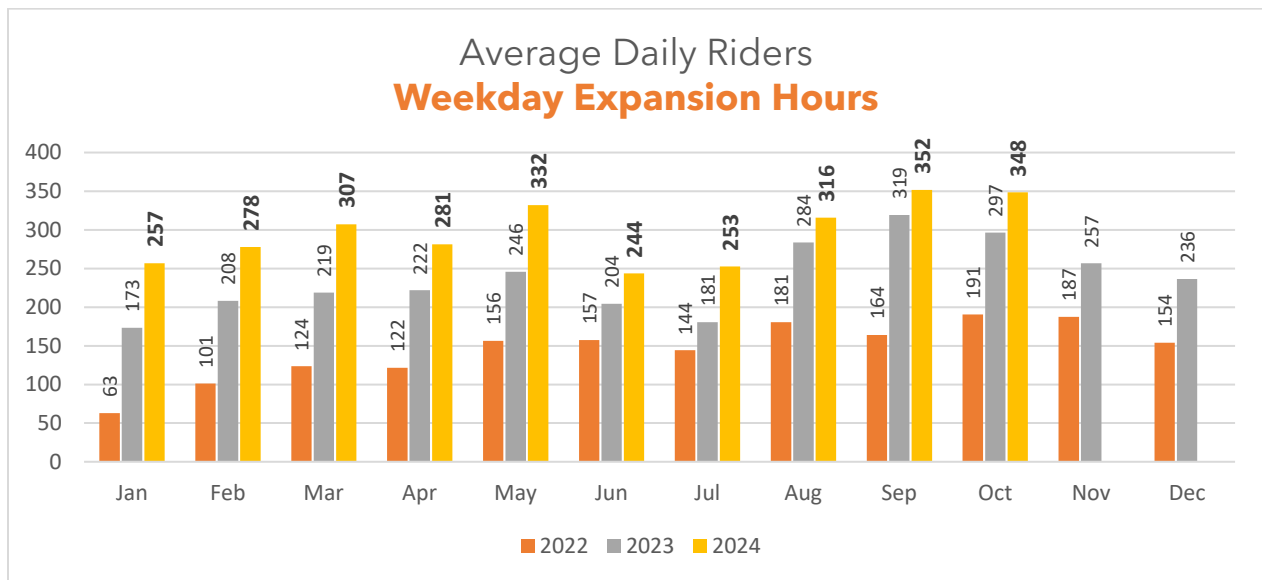
## Monthly Total Ridership by Time



## Service Expansion Hours Ridership

The Mountain View Community Shuttle program increased its weekday service by 4 hours a day, in January 2022. 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 in 2022	% of Total Monthly Ridership in 2024
Jan	1256	5,394	329%	16%	28%
Feb	1923	5554	189%	21%	29%
Mar	2844	6452	127%	23%	32%
Apr	2553	6191	142%	22%	31%
May	3281	7307	123%	25%	34%
Jun	3461	4,871	41%	27%	31%
Jul	2886	5,560	93%	24%	32%
Aug	4154	6943	67%	27%	33%
Sep	3443	7032	104%	26%	34%
Oct	4005	8,015	100%	26%	35%
Nov	3746			26%	
Dec	3385			25%	
<b>Total/YTD</b>	<b>36,937</b>	<b>63,319</b>	<b>112%</b>	<b>24%</b>	<b>32%</b>



## 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	1,978	2,146	4,124	16.8%	San Antonio Center	1,738	1,706	3,444	13.7%
Senior/Teen Center (SB)	907	1,353	2,260	9.2%	Senior/Teen Center (NB)	1,514	869	2,383	9.5%
Mountain View Transit Center	728	948	1,676	6.8%	Mountain View Transit Center	1,023	1,047	2,070	8.3%
Grant Road (SB)	642	891	1,533	6.2%	Grant Road (NB)	907	755	1,662	6.6%
Middlefield/Easy (EB)	678	549	1,227	5.0%	El Camino Real/Sylvan (NB)	587	482	1,069	4.3%
Rengstorff/Middlefield (EB)	723	435	1,158	4.7%	Whisman Station (NB)	619	425	1,044	4.2%
El Camino Real/Sylvan (SB)	369	637	1,006	4.1%	Cuesta/Miramonte (EB)	222	759	981	3.9%
Whisman Station (SB)	356	618	974	4.0%	Middlefield/Easy (WB)	549	432	981	3.9%
Cuesta/Miramonte (NB)	742	182	924	3.8%	Graham Middle School (SB)	458	452	910	3.6%
Graham Middle School (NB)	455	382	837	3.4%	Civic Center (SB)	491	410	901	3.6%
El Camino Hospital	482	244	726	3.0%	Crittenden Middle School (WB)	247	583	830	3.3%
Civic Center (NB)	360	366	726	3.0%	Rengstorff/Middlefield (SB)	434	375	809	3.2%
Sylvan Park (SB)	456	268	724	2.9%	El Camino Hospital	325	435	760	3.0%
Whisman/Middlefield (SB)	285	373	658	2.7%	Sylvan Park (NB)	235	484	719	2.9%
California/Ortega (EB)	523	49	572	2.3%	California/Ortega (EB)	640	64	704	2.8%
Middlefield/Moffett (EB)	273	283	556	2.3%	California/Rengstorff (EB)	494	139	633	2.5%
California/Ortega (WB)	57	468	525	2.1%	Whisman/Middlefield (NB)	224	285	509	2.0%
Crittenden Middle School (EB)	309	210	519	2.1%	Castro/El Camino Real (SB)	211	267	478	1.9%
Community Center (NB)	386	126	512	2.1%	Middlefield/San Pierre (WB)	211	230	441	1.8%
Shoreline/Middlefield #3 (EB)	257	234	491	2.0%	Middlefield/Moffett (WB)	262	177	439	1.8%
California/Rengstorff (WB)	94	328	422	1.7%	California/Ortega (WB)	29	399	428	1.7%
Castro/El Camino Real (NB)	179	186	365	1.5%	California/Rengstorff (WB)	58	336	394	1.6%
Middlefield/San Pierre (EB)	175	173	348	1.4%	Grant/Eunice	210	128	338	1.3%
Grant/Eunice	171	81	252	1.0%	Community Center (SB)	69	267	336	1.3%
Whisman/Dana (SB)	154	97	251	1.0%	Villa/Franklin (EB)	54	266	320	1.3%
Rengstorff/Montecito (NB)	117	133	250	1.0%	Shoreline/Middlefield #1 (EB)	132	179	311	1.2%
Villa/Franklin (WB)	202	44	246	1.0%	Villa/Mariposa	206	75	281	1.1%
Rengstorff/Central Expressway (NB)	87	153	240	1.0%	Rengstorff/Central Expressway (SB)	156	94	250	1.0%
Villa/Shoreline	41	92	133	0.5%	Rengstorff/Montecito (SB)	138	73	211	0.8%
Grant/Cuesta	33	96	129	0.5%	Grant/Cuesta	67	128	195	0.8%
Cuesta/Grant	96	10	106	0.4%	Whisman/Dana (NB)	64	110	174	0.7%
Shoreline/Pear	41	24	65	0.3%	Shoreline/Pear	19	43	62	0.2%
Shoreline/Middlefield #2	1	18	19	0.1%	Shoreline/Middlefield #2	5	11	16	0.1%
<b>Total</b>	<b>12,357</b>	<b>12,197</b>	<b>24,554</b>	<b>100.0%</b>	<b>Total</b>	<b>12,598</b>	<b>12,485</b>	<b>25,083</b>	<b>100.0%</b>

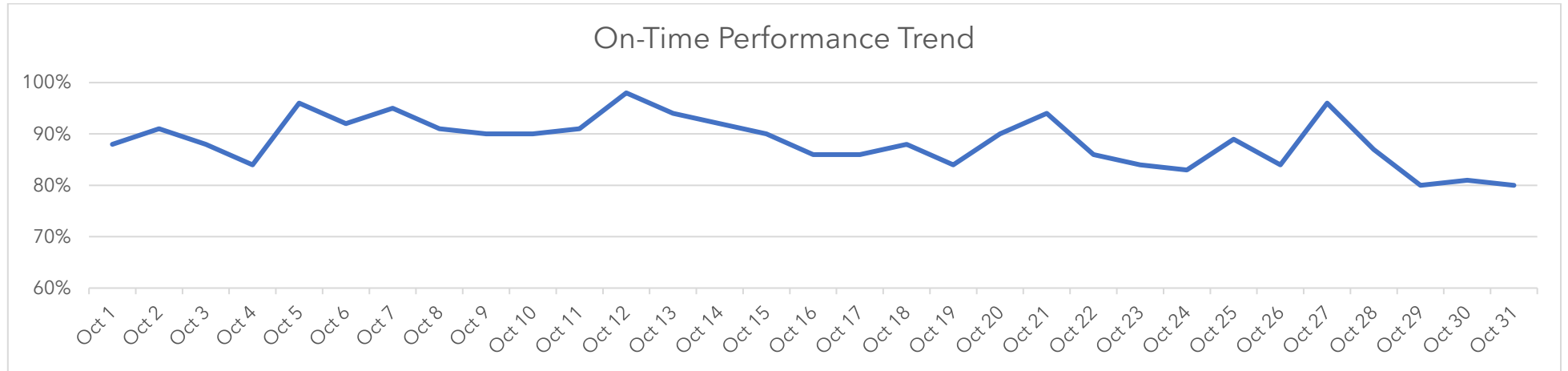


# On Time Performance

In October, on-time performance (OTP) for the MVCS was 88%. MTMA staff continue to work with the Operator to increase their performance to meet 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.



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	85%	89%	86%	74%			91%	86%	92%	89%	92%			93%	91%	84%	86%	89%			94%	81%	83%	76%	89%			85%	77%	80%	77%	86%
GRAY Weekend					96%	86%						100%	100%						79%	89%						75%	96%					90%
RED	91%	94%	91%	98%			100%	97%	86%	91%	89%			89%	88%	89%	86%	86%			92%	94%	86%	92%	89%			89%	83%	83%	83%	90%
RED Weekend					95%	100%						95%	86%							90%	90%					95%	95%					93%
<b>Grand Total</b>	88%	91%	88%	84%	96%	92%	95%	91%	90%	90%	91%	98%	94%	92%	90%	86%	86%	88%	84%	90%	94%	86%	84%	83%	89%	84%	96%	87%	80%	81%	80%	<b>88%</b>

## Additional Ridership Data

- Bicycles Carried: 186
- Wheelchair Lift Usage: 23

## Compliments/Complaints

- There was a complaint that a driver was rude.
  - The MVCS aims to provide excellent customer service. The driver was identified and counseled about his behavior.

## 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.