



# Mountain View Community Shuttle

## MONTHLY OPERATIONS REPORT November 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         | Oct         | Nov         | Total to Date  |
|--------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------|
| Total Monthly Weekday Ridership      | 9,627       | 9523        | 9,859       | 9,669       | 10,493      | 7,568       | 8,527       | 10,304      | 10,172      | 11,434      | 8,918       | <b>106,094</b> |
| # of Operating Days                  | 21          | 20          | 21          | 22          | 22          | 20          | 22          | 22          | 20          | 23          | 19          | <b>232</b>     |
| Average Daily Ridership              | 458         | 476         | 469         | 440         | 477         | 378         | 388         | 468         | 509         | 497         | 469         | <b>457</b>     |
| % Increase/Decrease from Prior Month | 3%          | 4%          | -1%         | -6%         | 9%          | -21%        | 2%          | 21%         | 9%          | -2%         | -6%         |                |
| % Increase/Decrease from Prior Year  | 33%         | 27%         | 23%         | 8%          | 8%          | -3%         | 19%         | 2%          | 4%          | 0%          | 5%          | <b>10%</b>     |
| % of Pre COVID Baseline              | <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>112%</b>    |

**RED ROUTE-WEEKDAY**

| 2024 - Red Route                     | Jan         | Feb         | Mar         | Apr         | May         | Jun         | Jul         | Aug         | Sep         | Oct         | Nov         | 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      | 11,466      | 8,925       | <b>109,901</b> |
| # of Operating Days                  | 21          | 20          | 21          | 22          | 22          | 20          | 22          | 22          | 20          | 23          | 19          | <b>232</b>     |
| Average Daily Ridership              | 459         | 475         | 500         | 476         | 514         | 408         | 407         | 483         | 518         | 499         | 470         | <b>474</b>     |
| % Increase/Decrease from Prior Month | 3%          | 4%          | 5%          | -5%         | 8%          | -21%        | 0%          | 19%         | 7%          | -4%         | -6%         |                |
| % Increase/Decrease from Prior Year  | 34%         | 23%         | 26%         | 16%         | 18%         | 6%          | 5%          | 4%          | 2%          | -4%         | 0%          | <b>11%</b>     |
| % of Pre COVID Baseline              | <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>138%</b> | <b>136%</b>    |

**TOTAL WEEKDAY RIDERSHIP**

| 2024 - GRAY + RED                    | Jan         | Feb         | Mar         | Apr         | May         | Jun         | Jul         | Aug         | Sep         | Oct         | Nov         | 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      | 22,900      | 17,843      | <b>215,995</b> |
| # of Operating Days                  | 21          | 20          | 21          | 22          | 22          | 20          | 22          | 22          | 20          | 23          | 19          | <b>232</b>     |
| Average Daily Ridership              | 918         | 951         | 969         | 916         | 991         | 786         | 794         | 951         | 1,027       | 996         | 939         | <b>931</b>     |
| % Increase/Decrease from Prior Month | 3%          | 4%          | 2%          | -6%         | 8%          | -21%        | 1%          | 20%         | 8%          | -3%         | -6%         |                |
| % Increase/Decrease from Prior Year  | 34%         | 25%         | 24%         | 12%         | 13%         | 1%          | 11%         | 3%          | 3%          | -2%         | 2%          | <b>10%</b>     |
| % of Pre COVID Baseline              | <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>124%</b> | <b>123%</b>    |

**GRAY ROUTE-WEEKEND**

| 2024 - Gray Route                    | Jan        | Feb        | Mar        | Apr        | May        | Jun        | Jul        | Aug        | Sep        | Oct        | Nov        | Total to Date |
|--------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|
| Total Monthly Weekend Ridership      | 1,102      | 904        | 1,035      | 852        | 930        | 1,197      | 997        | 1,052      | 1,166      | 923        | 1,271      | <b>11,429</b> |
| # of Operating Days                  | 10         | 9          | 10         | 8          | 9          | 10         | 9          | 9          | 10         | 8          | 11         | <b>103</b>    |
| Average Daily Ridership              | 110        | 100        | 104        | 107        | 103        | 120        | 111        | 117        | 117        | 115        | 116        | <b>111</b>    |
| % Increase/Decrease from Prior Month | 11%        | -9%        | 3%         | 3%         | -3%        | 16%        | -7%        | 6%         | 0%         | -1%        | 0%         |               |
| % Increase/Decrease from Prior Year  | -2%        | -17%       | -16%       | -13%       | 4%         | 14%        | -4%        | 8%         | 5%         | -11%       | 4%         | <b>-3%</b>    |
| % of Pre COVID Baseline              | <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>69%</b> | <b>73%</b>    |

**RED ROUTE-WEEKEND**

| 2024 - Red Route                     | Jan        | Feb        | Mar        | Apr        | May        | Jun        | Jul        | Aug        | Sep        | Oct        | Nov        | Total to Date |
|--------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|
| Total Monthly Weekend Ridership      | 1,073      | 927        | 1,161      | 917        | 1,060      | 1,426      | 1,166      | 1,278      | 1,200      | 1,132      | 1,430      | <b>12,770</b> |
| # of Operating Days                  | 10         | 9          | 10         | 8          | 9          | 10         | 9          | 9          | 10         | 8          | 11         | <b>103</b>    |
| Average Daily Ridership              | 107        | 103        | 116        | 115        | 118        | 143        | 130        | 142        | 120        | 142        | 130        | <b>124</b>    |
| % Increase/Decrease from Prior Month | 4%         | -4%        | 13%        | -1%        | 3%         | 21%        | -9%        | 10%        | -15%       | 18%        | -8%        |               |
| % Increase/Decrease from Prior Year  | -10%       | -24%       | -17%       | -22%       | 5%         | 31%        | 10%        | 19%        | 4%         | 9%         | 5%         | <b>0%</b>     |
| % of Pre COVID Baseline              | <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>84%</b> | <b>79%</b>    |

**TOTAL WEEKEND RIDERSHIP**

| 2024 - GRAY + RED                    | Jan        | Feb        | Mar        | Apr        | May        | Jun        | Jul        | Aug        | Sep        | Oct        | Nov        | 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      | 2,055      | 2,701      | <b>24,199</b> |
| # of Operating Days                  | 10         | 9          | 10         | 8          | 9          | 10         | 9          | 9          | 10         | 8          | 11         | <b>103</b>    |
| Average Daily Ridership              | 218        | 203        | 220        | 221        | 221        | 262        | 240        | 259        | 237        | 257        | 246        | <b>235</b>    |
| % Increase/Decrease from Prior Month | 7%         | -6%        | 8%         | 1%         | 0%         | 19%        | -8%        | 8%         | -9%        | 9%         | -4%        |               |
| % Increase/Decrease from Prior Year  | -6%        | -21%       | -17%       | -18%       | 4%         | 23%        | 3%         | 14%        | 5%         | -1%        | 4%         | <b>-2%</b>    |
| % of Pre COVID Baseline              | <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>76%</b>    |

**ALL RIDERSHIP**

| 2024 COMBINED RIDERSHIP (Weekday + Weekends) | Jan         | Feb         | Mar         | Apr         | May         | Jun         | Jul         | Aug         | Sep         | Oct         | Nov         | Total          |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------|
| Total Monthly Ridership                      | 21,443      | 20,858      | 22,549      | 21,916      | 23,792      | 18,341      | 19,640      | 23,253      | 22,903      | 24,955      | 20,544      | <b>240,194</b> |
| # of Operating Days                          | 31          | 29          | 31          | 30          | 31          | 30          | 31          | 31          | 30          | 31          | 30          | <b>335</b>     |
| Average Daily Ridership                      | 692         | 719         | 727         | 731         | 767         | 611         | 634         | 750         | 763         | 805         | 685         | <b>717</b>     |
| % Increase/Decrease from Prior Month         | 7%          | 4%          | 1%          | 0%          | 5%          | -20%        | 4%          | 18%         | 2%          | 5%          | -15%        |                |
| % Increase/Decrease from Prior Year          | 32%         | 20%         | 13%         | 15%         | 12%         | -2%         | 17%         | 1%          | 3%          | 1%          | -1%         | <b>9%</b>      |
| % of Pre COVID Baseline                      | <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>114%</b> | <b>116%</b>    |

# Ridership Summary

## Weekday Ridership

In November, total weekday ridership decreased by 6% from the prior month. Year-to-date, weekday ridership was 10% higher than the prior year and was 123% of the pre-pandemic baseline.

## Weekend Ridership

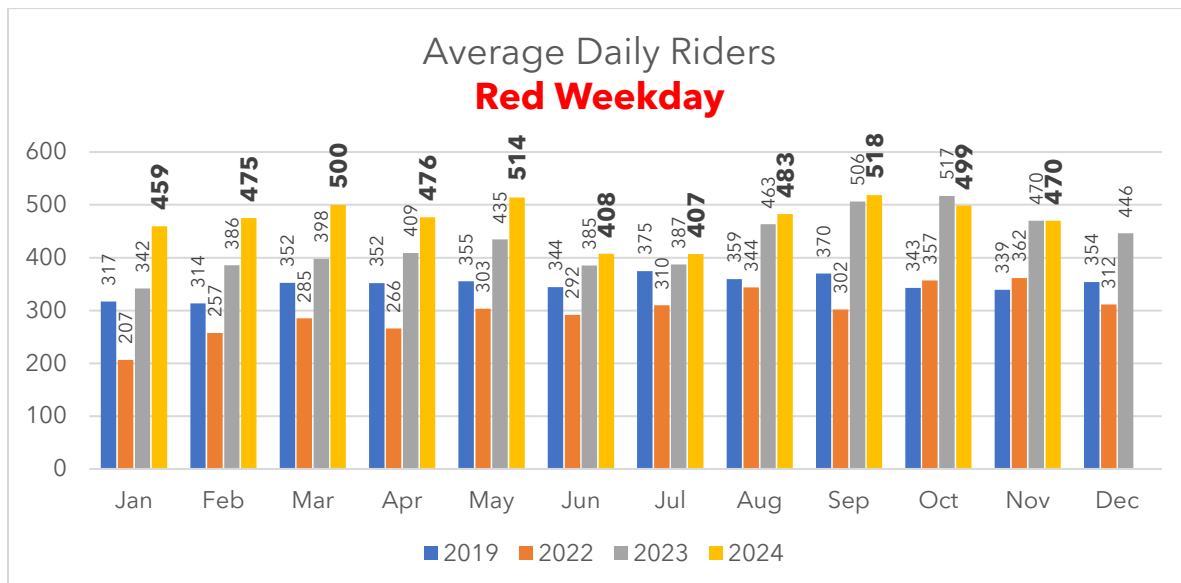
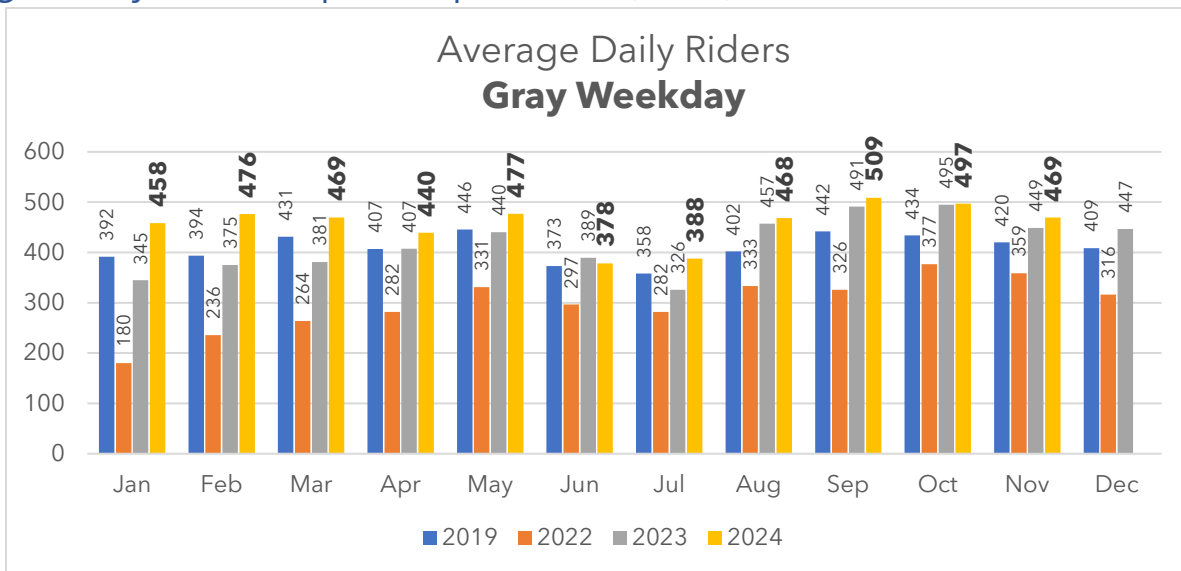
Total weekend ridership decreased by 4% from the prior month. Year-to-date, weekend ridership decreased 2% from the previous year and was 76% of the pre-pandemic baseline.

## All Ridership

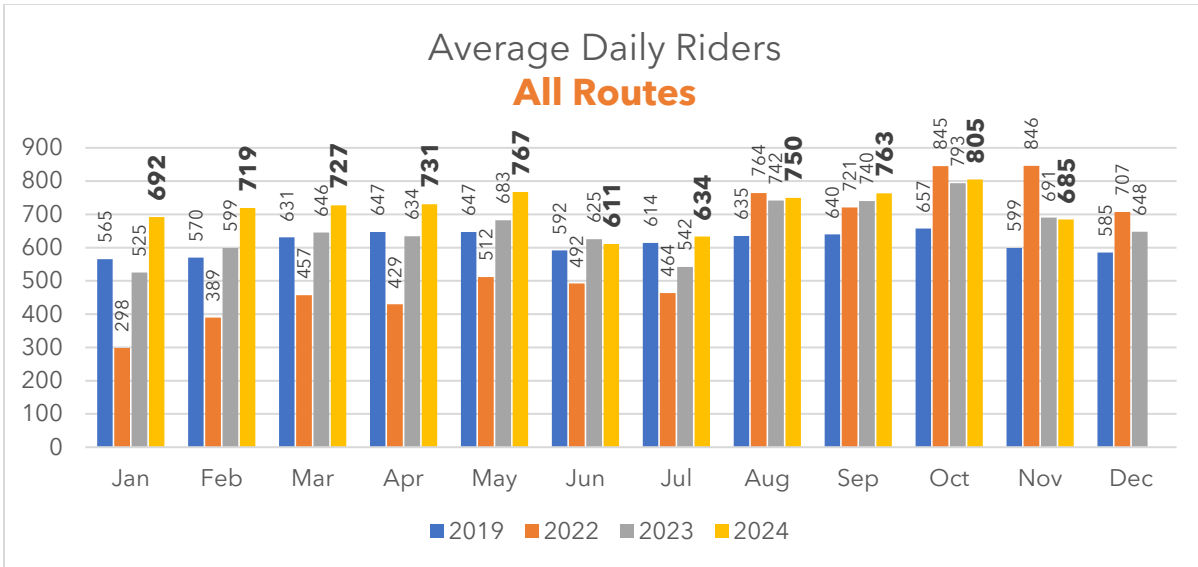
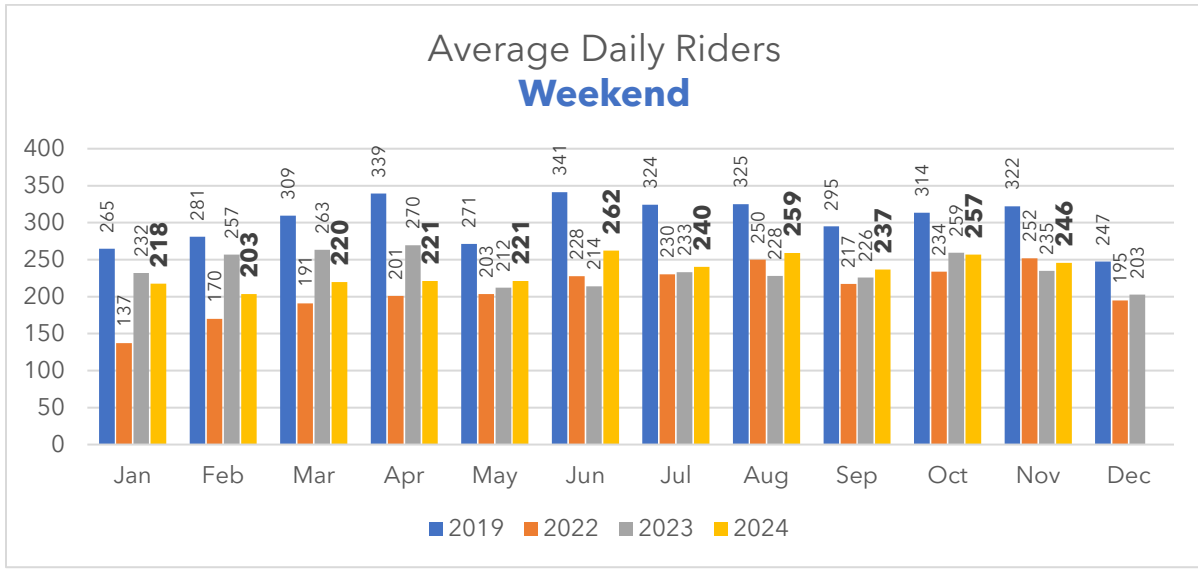
Year-to-date the entire service increased ridership 9% from the previous year and was 116% of the pre-pandemic baseline.

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

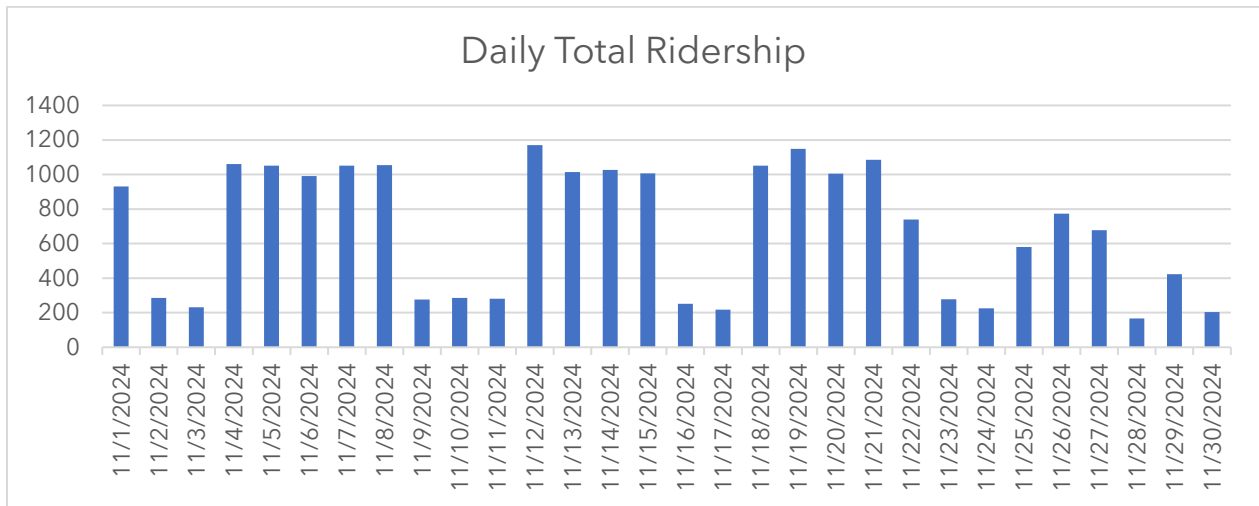
## Average Daily Ridership Comparisons (YTD)



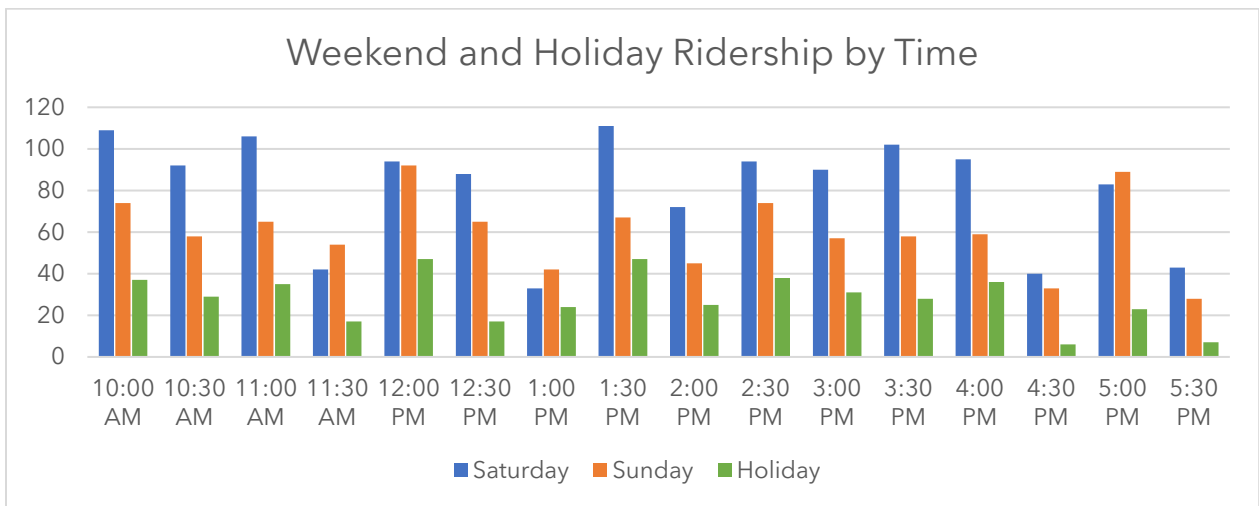
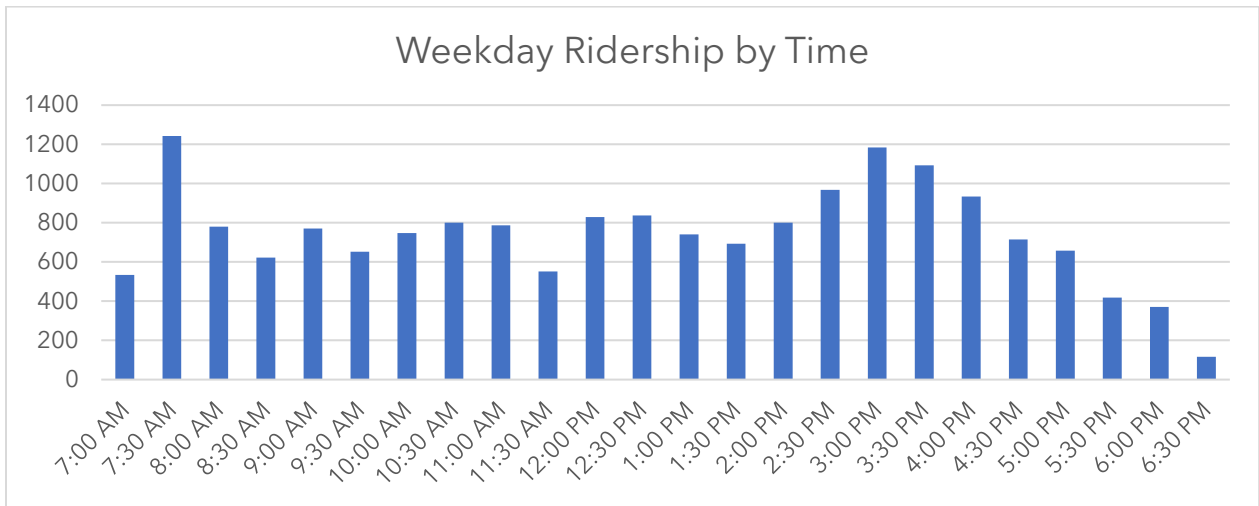
# Average Daily Ridership Comparisons (YTD) (cont'd)



## Daily Total Ridership by Date



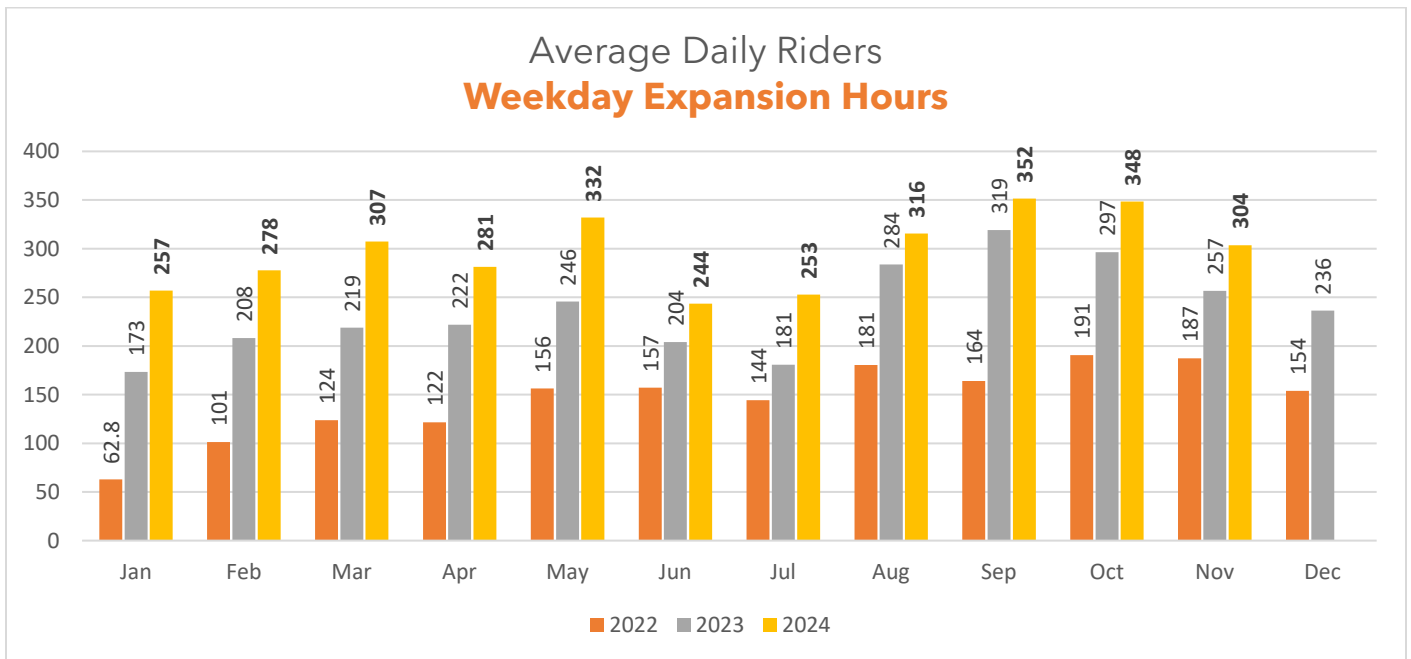
## Monthly Total Ridership by Time



## 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                         | 5767                | 54%                           | 26%                                  | 32%                                  |
| Dec              | 3385                         |                     |                               | 25%                                  |                                      |
| <b>Total/YTD</b> | <b>36,937</b>                | <b>69,086</b>       | <b>106%</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                 | 1,722         | 2,462         | 4,184         | 20.7%          | San Antonio Center                 | 1,652         | 1,588         | 3,240         | 15.7%          |
| Senior/Teen Center (SB)            | 776           | 1,050         | 1,826         | 9.0%           | Senior/Teen Center (NB)            | 1,179         | 719           | 1,898         | 9.2%           |
| Grant Road (SB)                    | 602           | 743           | 1,345         | 6.7%           | Grant Road (NB)                    | 828           | 683           | 1,511         | 7.3%           |
| Mountain View Transit Center       | 531           | 657           | 1,188         | 5.9%           | Mountain View Transit Center       | 711           | 791           | 1,502         | 7.3%           |
| Middlefield/Easy (EB)              | 485           | 364           | 849           | 4.2%           | Middlefield/Easy (WB)              | 499           | 337           | 836           | 4.1%           |
| Cuesta/Miramonte (NB)              | 631           | 173           | 804           | 4.0%           | Whisman Station (NB)               | 431           | 356           | 787           | 3.8%           |
| El Camino Real/Sylvan (SB)         | 315           | 476           | 791           | 3.9%           | Crittenden Middle School (WB)      | 309           | 478           | 787           | 3.8%           |
| Rengstorff/Middlefield (EB)        | 473           | 302           | 775           | 3.8%           | Graham Middle School (SB)          | 415           | 354           | 769           | 3.7%           |
| Whisman Station (SB)               | 314           | 426           | 740           | 3.7%           | Civic Center (SB)                  | 408           | 350           | 758           | 3.7%           |
| Graham Middle School (NB)          | 295           | 345           | 640           | 3.2%           | Rengstorff/Middlefield (SB)        | 373           | 350           | 723           | 3.5%           |
| El Camino Hospital                 | 413           | 225           | 638           | 3.2%           | El Camino Hospital                 | 331           | 376           | 707           | 3.4%           |
| Civic Center (NB)                  | 295           | 292           | 587           | 2.9%           | Cuesta/Miramonte (EB)              | 172           | 534           | 706           | 3.4%           |
| Sylvan Park (SB)                   | 389           | 177           | 566           | 2.8%           | El Camino Real/Sylvan (NB)         | 384           | 307           | 691           | 3.4%           |
| Whisman/Middlefield (SB)           | 237           | 271           | 508           | 2.5%           | Sylvan Park (NB)                   | 169           | 413           | 582           | 2.8%           |
| Crittenden Middle School (EB)      | 264           | 202           | 466           | 2.3%           | California/Rengstorff (EB)         | 387           | 105           | 492           | 2.4%           |
| California/Ortega (EB)             | 407           | 28            | 435           | 2.2%           | California/Ortega (EB)             | 457           | 26            | 483           | 2.3%           |
| Middlefield/Moffett (EB)           | 246           | 178           | 424           | 2.1%           | Whisman/Middlefield (NB)           | 180           | 198           | 378           | 1.8%           |
| Castro/El Camino Real (NB)         | 205           | 191           | 396           | 2.0%           | California/Ortega (WB)             | 24            | 344           | 368           | 1.8%           |
| California/Ortega (WB)             | 39            | 315           | 354           | 1.8%           | Middlefield/Moffett (WB)           | 205           | 160           | 365           | 1.8%           |
| Community Center (NB)              | 270           | 68            | 338           | 1.7%           | Castro/El Camino Real (SB)         | 144           | 211           | 355           | 1.7%           |
| California/Rengstorff (WB)         | 75            | 255           | 330           | 1.6%           | Middlefield/San Pierre (WB)        | 192           | 132           | 324           | 1.6%           |
| Middlefield/San Pierre (EB)        | 163           | 158           | 321           | 1.6%           | Shoreline/Middlefield #1 (EB)      | 142           | 158           | 300           | 1.5%           |
| Shoreline/Middlefield #3 (EB)      | 201           | 118           | 319           | 1.6%           | California/Rengstorff (WB)         | 63            | 225           | 288           | 1.4%           |
| Villa/Franklin (WB)                | 166           | 65            | 231           | 1.1%           | Villa/Franklin (EB)                | 41            | 232           | 273           | 1.3%           |
| Rengstorff/Montecito (NB)          | 128           | 89            | 217           | 1.1%           | Community Center (SB)              | 45            | 218           | 263           | 1.3%           |
| Whisman/Dana (SB)                  | 136           | 73            | 209           | 1.0%           | Grant/Eunice                       | 138           | 121           | 259           | 1.3%           |
| Grant/Eunice                       | 140           | 57            | 197           | 1.0%           | Rengstorff/Central Expressway (SB) | 143           | 77            | 220           | 1.1%           |
| Rengstorff/Central Expressway (NB) | 69            | 108           | 177           | 0.9%           | Grant/Cuesta                       | 51            | 130           | 181           | 0.9%           |
| Villa/Shoreline                    | 50            | 67            | 117           | 0.6%           | Villa/Mariposa                     | 128           | 46            | 174           | 0.8%           |
| Cuesta/Grant                       | 93            | 7             | 100           | 0.5%           | Whisman/Dana (NB)                  | 64            | 82            | 146           | 0.7%           |
| Grant/Cuesta                       | 21            | 46            | 67            | 0.3%           | Rengstorff/Montecito (SB)          | 69            | 69            | 138           | 0.7%           |
| Shoreline/Pear                     | 33            | 3             | 36            | 0.2%           | Shoreline/Pear                     | 19            | 31            | 50            | 0.2%           |
| Shoreline/Middlefield #2           | 5             | 19            | 24            | 0.1%           | Shoreline/Middlefield #2           | 2             | 32            | 34            | 0.2%           |
| <b>Total</b>                       | <b>10,189</b> | <b>10,010</b> | <b>20,199</b> | <b>100.0%</b>  | <b>Total</b>                       | <b>10,355</b> | <b>10,233</b> | <b>20,588</b> | <b>100.0%</b>  |

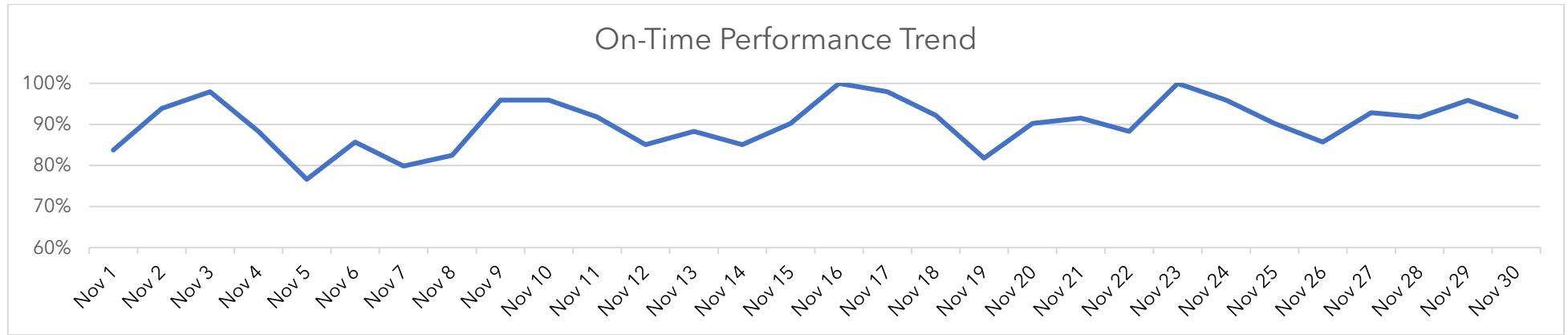


# On Time Performance

In November, on-time performance (OTP) for the MVCS was 89%. MTMA staff are analyzing data and working with the operator to determine whether adjusting the schedule for the Gray Route could improve its performance.

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               | 78% |      |      | 85% | 78% | 84% | 72% | 75% |     |     |      | 82% | 84% | 83% | 89% |      |      | 88% | 77% | 83%  | 85%  | 84% |      |      | 86% | 78% | 93% |     | 97% |      | 84%         |
| GRAY Weekend       |     | 89%  | 100% |     |     |     |     |     | 96% | 96% | 86%  |     |     |     |     | 100% | 96%  |     |     |      |      |     | 100% | 100% |     |     |     | 89% |     | 86%  | 94%         |
| RED                | 91% |      |      | 92% | 74% | 88% | 91% | 92% |     |     |      | 89% | 94% | 88% | 92% |      |      | 98% | 88% | 100% | 100% | 94% |      |      | 95% | 95% | 92% |     | 94% |      | 92%         |
| RED Weekend        |     | 100% | 95%  |     |     |     |     |     | 95% | 95% | 100% |     |     |     |     | 100% | 100% |     |     |      |      |     | 100% | 90%  |     |     |     | 95% |     | 100% | 97%         |
| <b>Grand Total</b> | 84% | 94%  | 98%  | 88% | 77% | 86% | 80% | 82% | 96% | 96% | 92%  | 85% | 88% | 85% | 90% | 100% | 98%  | 92% | 82% | 90%  | 92%  | 88% | 100% | 96%  | 90% | 86% | 93% | 92% | 96% | 92%  | <b>89%</b>  |

## Additional Ridership Data

- Bicycles Carried: 151
- Wheelchair Lift Usage: 15

## Compliments/Complaints

- Complaint that an MVCS bus did not maintain the required 3-foot distance between the vehicle and the bicyclist while passing.
  - All drivers were reminded of protocols as well as the legal statute for motorists to safely pass bicyclists.

## 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.