



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT December 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	Dec	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	11,434	8,918	8,547	114,641
# of Operating Days	21	20	21	22	22	20	22	22	20	23	19	20	252
Average Daily Ridership	458	476	469	440	477	378	388	468	509	497	469	427	455
% Increase/Decrease from Prior Month	3%	4%	-1%	-6%	9%	-21%	2%	21%	9%	-2%	-6%	-9%	
% Increase/Decrease from Prior Year	33%	27%	23%	8%	8%	-3%	19%	2%	4%	0%	5%	-4%	9%
% of Pre COVID Baseline	117%	121%	109%	108%	107%	101%	108%	116%	115%	115%	112%	105%	111%

RED ROUTE-WEEKDAY													
2024 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	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	8,469	118,370
# of Operating Days	21	20	21	22	22	20	22	22	20	23	19	20	252
Average Daily Ridership	459	475	500	476	514	408	407	483	518	499	470	423	470
% Increase/Decrease from Prior Month	3%	4%	5%	-5%	8%	-21%	0%	19%	7%	-4%	-6%	-10%	
% Increase/Decrease from Prior Year	34%	23%	26%	16%	18%	6%	5%	4%	2%	-4%	0%	-5%	9%
% of Pre COVID Baseline	145%	152%	142%	135%	145%	118%	109%	134%	140%	145%	138%	120%	135%

TOTAL WEEKDAY RIDERSHIP													
2024 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	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	17,016	233,011
# of Operating Days	21	20	21	22	22	20	22	22	20	23	19	20	252
Average Daily Ridership	918	951	969	916	991	786	794	951	1,027	996	939	851	925
% Increase/Decrease from Prior Month	3%	4%	2%	-6%	8%	-21%	1%	20%	8%	-3%	-6%	-9%	
% Increase/Decrease from Prior Year	34%	25%	24%	12%	13%	1%	11%	3%	3%	-2%	2%	-5%	9%
% of Pre COVID Baseline	129%	135%	124%	121%	124%	110%	108%	125%	126%	128%	124%	112%	122%

GRAY ROUTE-WEEKEND													
2024 - Gray Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total to Date
Total Monthly Weekend Ridership	1,102	904	1,035	852	930	1,197	997	1,052	1,166	923	1,271	1,086	12,515
# of Operating Days	10	9	10	8	9	10	9	9	10	8	11	11	114
Average Daily Ridership	110	100	104	107	103	120	111	117	117	115	116	99	110
% Increase/Decrease from Prior Month	11%	-9%	3%	3%	-3%	16%	-7%	6%	0%	-1%	0%	-15%	
% Increase/Decrease from Prior Year	-2%	-17%	-16%	-13%	4%	14%	-4%	8%	5%	-11%	4%	-1%	-3%
% of Pre COVID Baseline	81%	76%	69%	62%	77%	73%	71%	77%	79%	76%	69%	81%	74%

RED ROUTE-WEEKEND													
2024 - Red Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	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	1,123	13,893
# of Operating Days	10	9	10	8	9	10	9	9	10	8	11	11	114
Average Daily Ridership	107	103	116	115	118	143	130	142	120	142	130	102	122
% Increase/Decrease from Prior Month	4%	-4%	13%	-1%	3%	21%	-9%	10%	-15%	18%	-8%	-21%	
% Increase/Decrease from Prior Year	-10%	-24%	-17%	-22%	5%	31%	10%	19%	4%	9%	5%	-1%	0%
% of Pre COVID Baseline	83%	69%	73%	68%	86%	80%	77%	82%	82%	87%	84%	81%	79%

TOTAL WEEKEND RIDERSHIP													
2024 - GRAY + RED	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	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	2,209	26,408
# of Operating Days	10	9	10	8	9	10	9	9	10	8	11	11	114
Average Daily Ridership	218	203	220	221	221	262	240	259	237	257	246	201	232
% Increase/Decrease from Prior Month	7%	-6%	8%	1%	0%	19%	-8%	8%	-9%	9%	-4%	-18%	
% Increase/Decrease from Prior Year	-6%	-21%	-17%	-18%	4%	23%	3%	14%	5%	-1%	4%	-1%	-2%
% of Pre COVID Baseline	82%	72%	71%	65%	82%	77%	74%	80%	80%	82%	76%	81%	77%

ALL RIDERSHIP													
2024 COMBINED RIDERSHIP (Weekday + Weekends)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	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	19,225	259,419
# of Operating Days	31	29	31	30	31	30	31	31	30	31	30	31	366
Average Daily Ridership	692	719	727	731	767	611	634	750	763	805	685	620	709
% Increase/Decrease from Prior Month	7%	4%	1%	0%	5%	-20%	4%	18%	2%	5%	-15%	-9%	
% Increase/Decrease from Prior Year	32%	20%	13%	15%	12%	-2%	17%	1%	3%	1%	-1%	-4%	8%
% of Pre COVID Baseline	122%	126%	115%	113%	119%	103%	103%	118%	119%	122%	114%	106%	115%

Ridership Summary

Weekday Ridership

In December, total weekday ridership decreased by 9% from the prior month. Total 2024 ridership was 9% higher than 2023 and was 122% of the pre-pandemic baseline.

Weekend Ridership

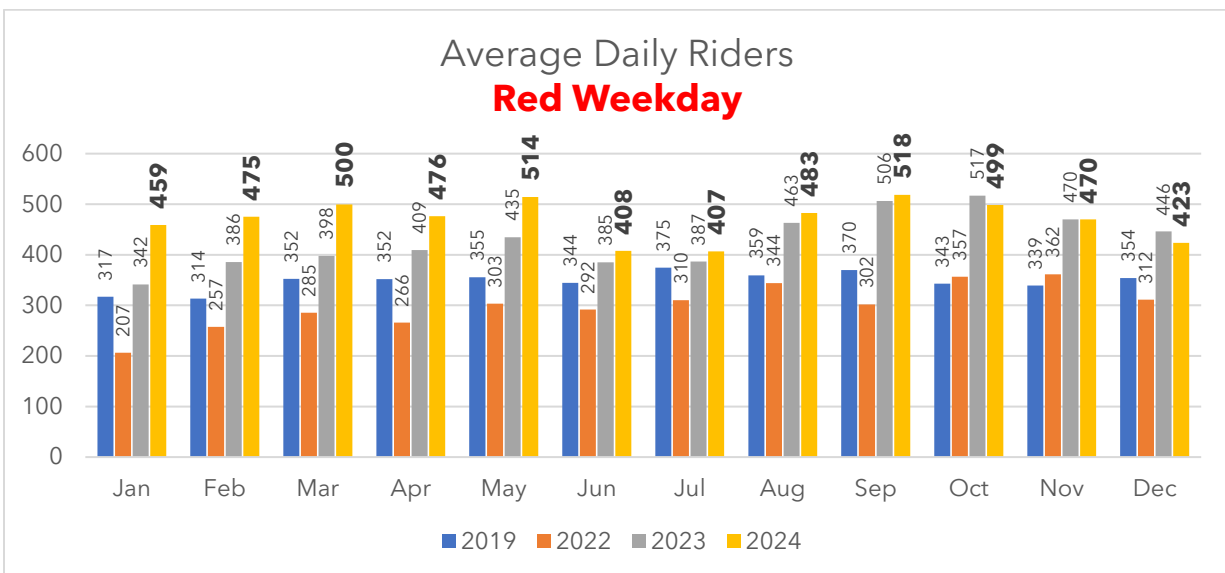
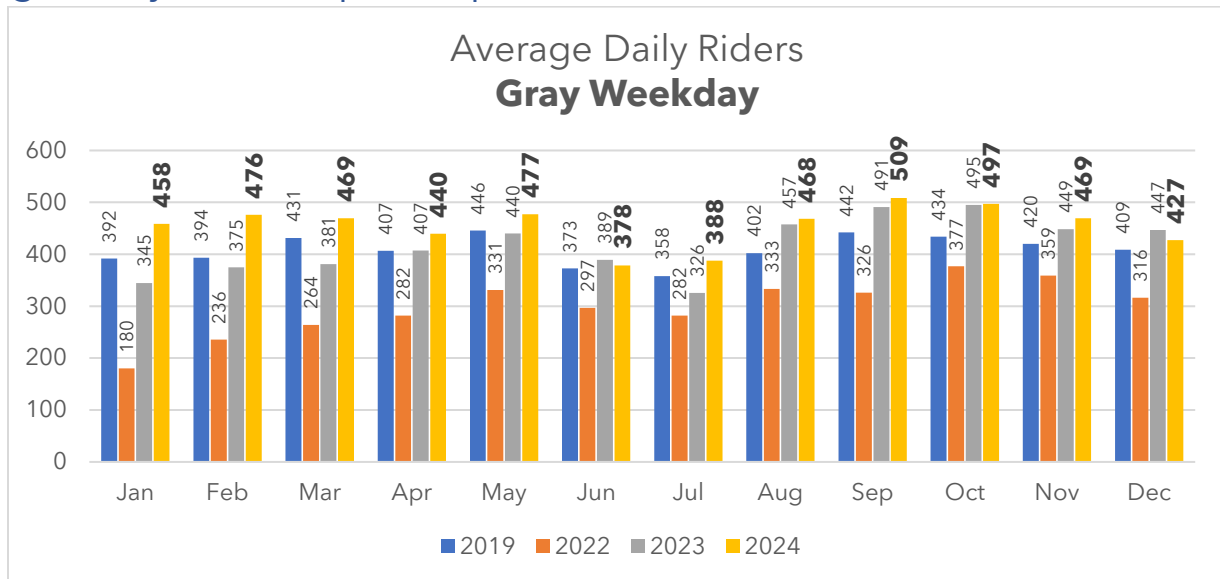
Total weekend ridership decreased by 18% from the prior month. Total 2024, weekend ridership decreased 2% from 2023 and was 77% of the pre-pandemic baseline.

All Ridership

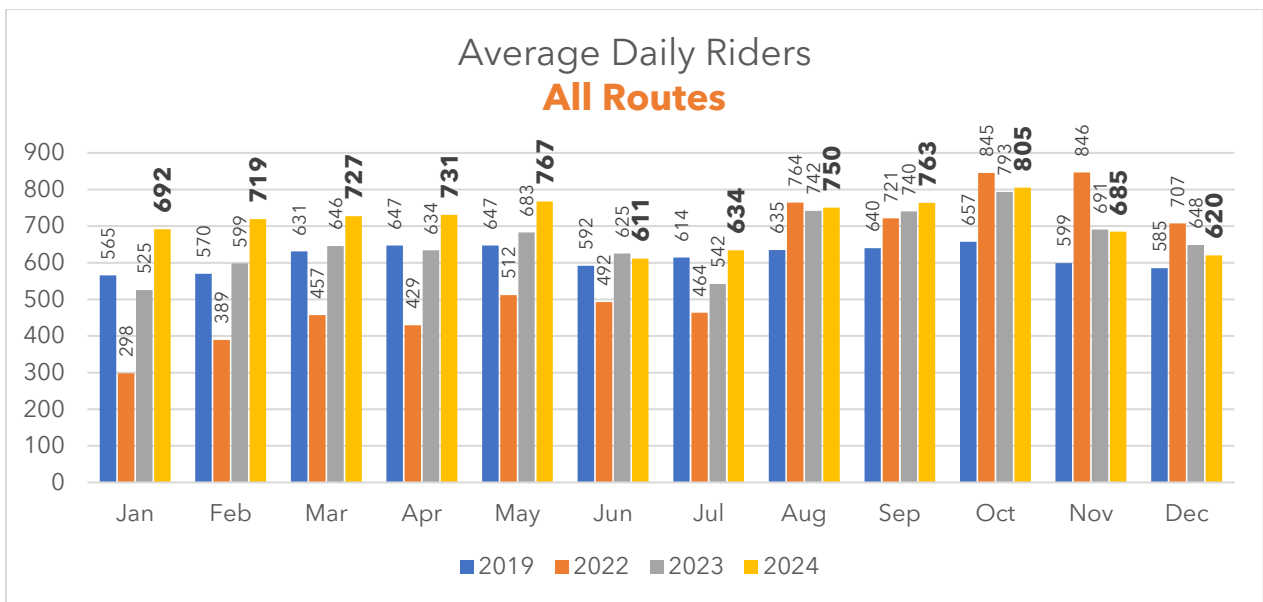
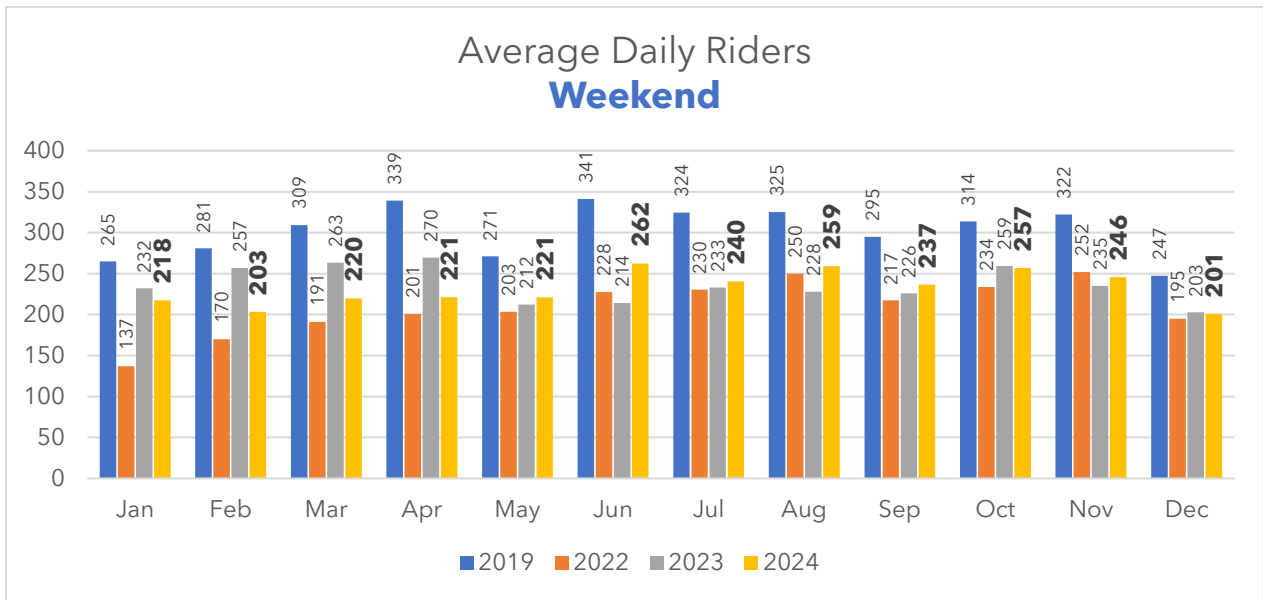
In 2024, the service increased ridership 8% from 2023 and was 115% of the pre-pandemic baseline.

In December, the weekday ridership was highest at 7:30am. Saturday and Sunday ridership was highest at 1:30pm and Holiday ridership was highest at noon.

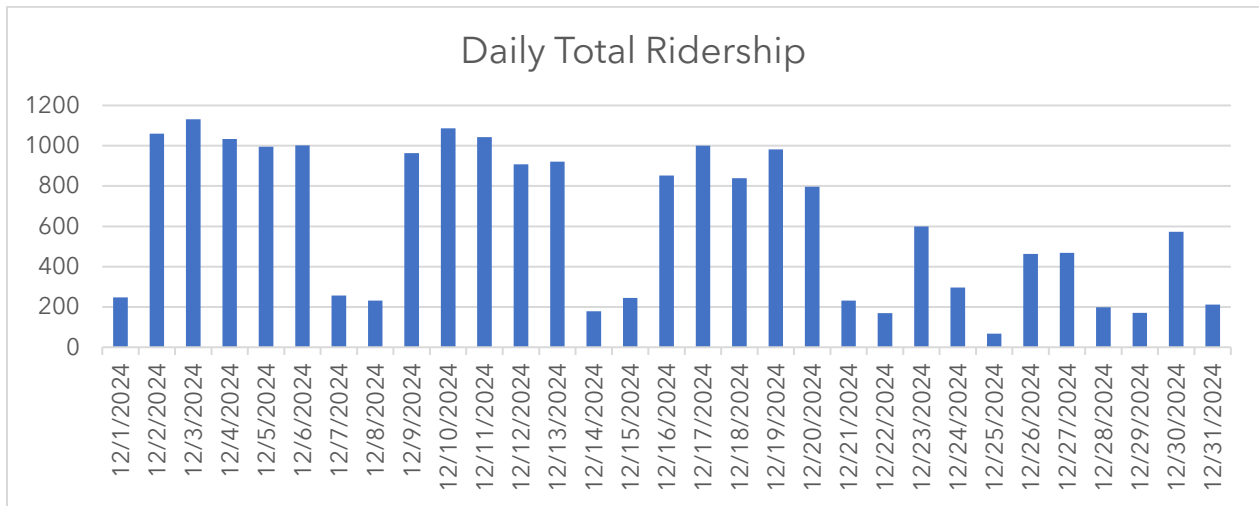
Average Daily Ridership Comparisons (YTD)



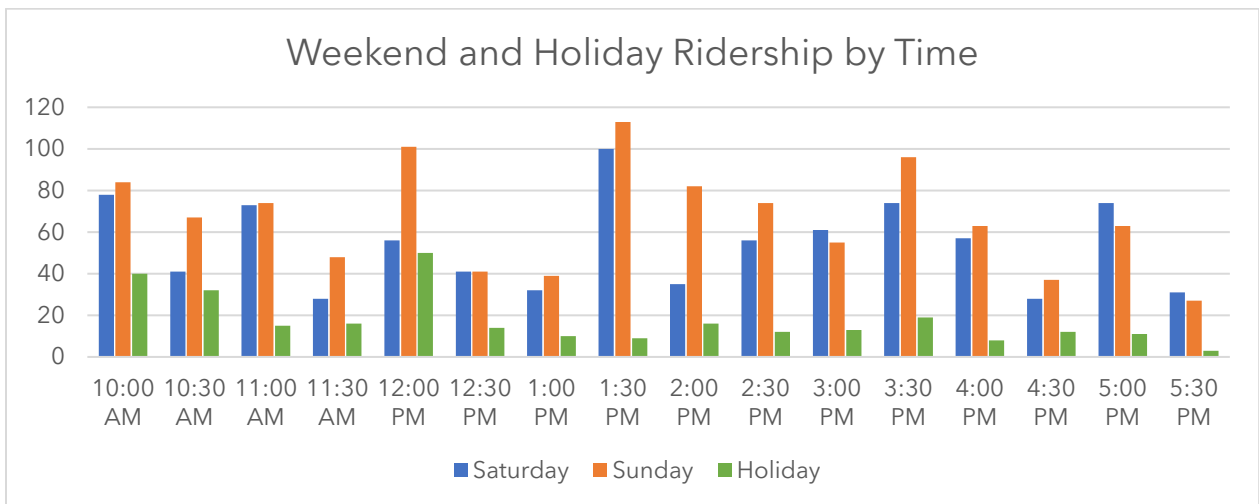
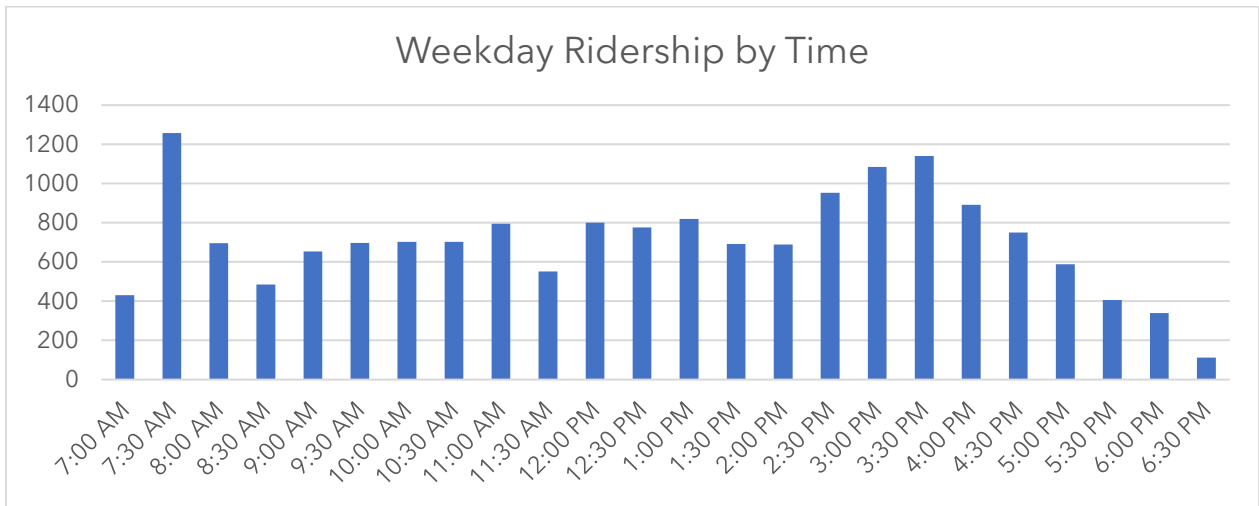
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



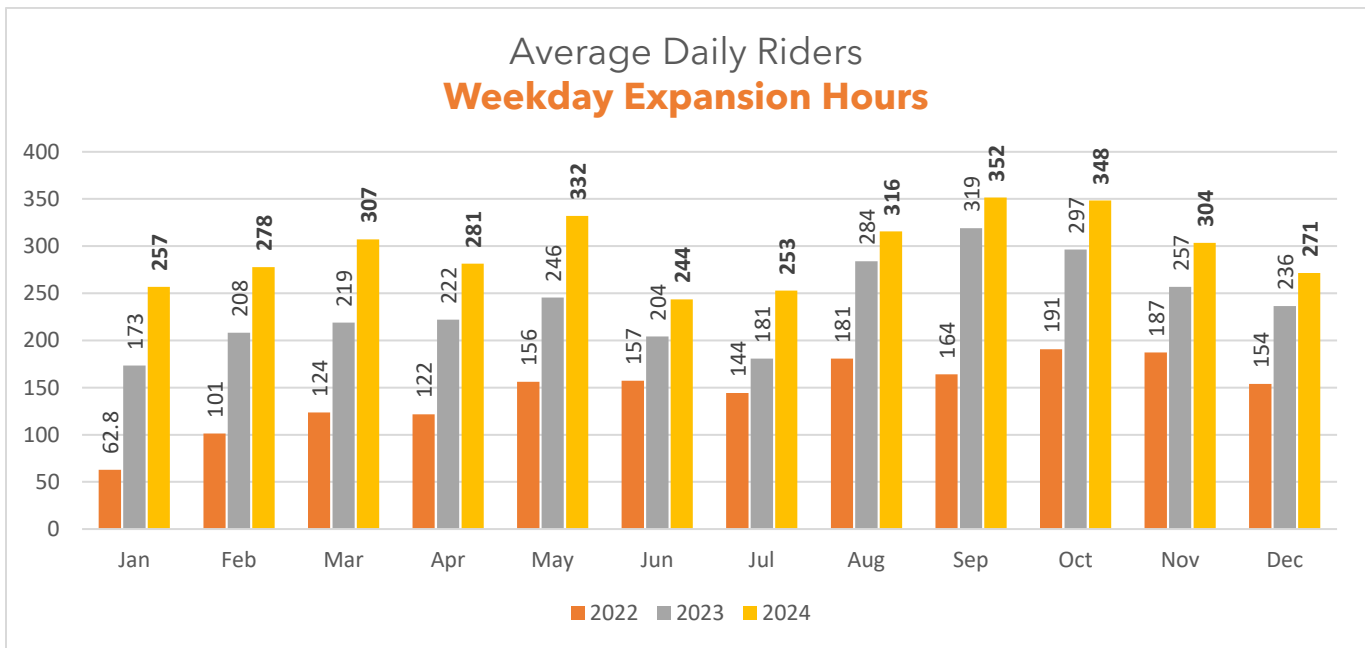
Monthly Total Ridership by Time



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	5428	60%	25%	32%
Total/YTD	36,937	74,514	102%	24%	32%



Monthly Total Use (Boarding & Alighting) by Stop

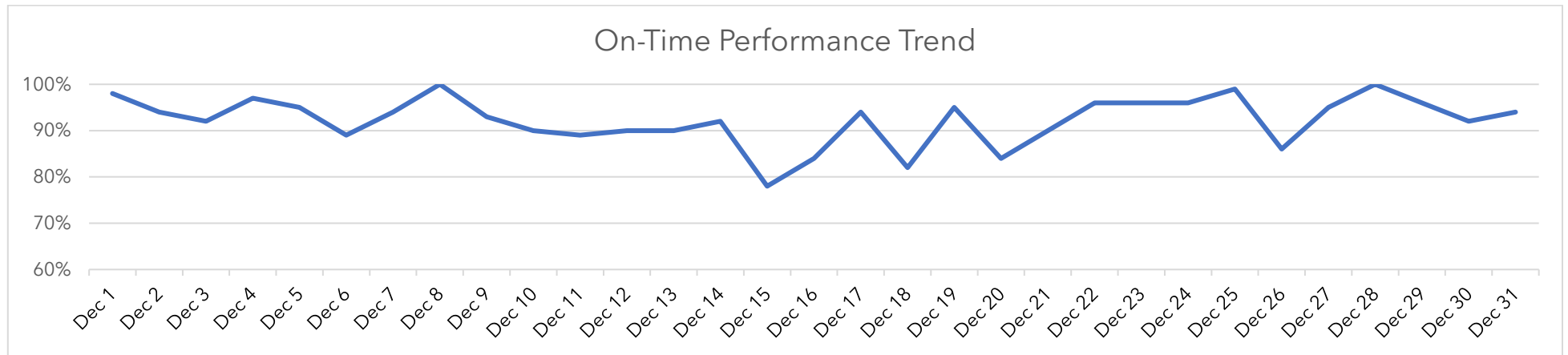
GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,536	4,387	5,923	31.0%	San Antonio Center	1,448	1,488	2,936	15.4%
Senior/Teen Center (SB)	685	625	1,310	6.9%	Senior/Teen Center (NB)	1,128	616	1,744	9.2%
Grant Road (SB)	561	534	1,095	5.7%	Grant Road (NB)	765	620	1,385	7.3%
Mountain View Transit Center	530	480	1,010	5.3%	Mountain View Transit Center	649	680	1,329	7.0%
Cuesta/Miramonte (NB)	663	86	749	3.9%	El Camino Real/Sylvan (NB)	384	367	751	3.9%
Rengstorff/Middlefield (EB)	484	192	676	3.5%	Rengstorff/Middlefield (SB)	359	372	731	3.8%
Middlefield/Easy (EB)	408	241	649	3.4%	Whisman Station (NB)	410	308	718	3.8%
El Camino Hospital	458	165	623	3.3%	Graham Middle School (SB)	349	353	702	3.7%
El Camino Real/Sylvan (SB)	293	319	612	3.2%	Cuesta/Miramonte (EB)	175	499	674	3.5%
Sylvan Park (SB)	385	120	505	2.6%	Crittenden Middle School (WB)	243	428	671	3.5%
Whisman Station (SB)	290	214	504	2.6%	El Camino Hospital	286	378	664	3.5%
Graham Middle School (NB)	336	105	441	2.3%	Civic Center (SB)	357	280	637	3.3%
Whisman/Middlefield (SB)	217	207	424	2.2%	Middlefield/Easy (WB)	374	244	618	3.2%
Castro/El Camino Real (NB)	241	173	414	2.2%	Sylvan Park (NB)	176	363	539	2.8%
Civic Center (NB)	248	158	406	2.1%	California/Ortega (EB)	476	28	504	2.7%
Crittenden Middle School (EB)	217	180	397	2.1%	California/Rengstorff (EB)	333	84	417	2.2%
California/Ortega (EB)	367	18	385	2.0%	Castro & El Camino Real (SB)	140	234	374	2.0%
Community Center (NB)	305	58	363	1.9%	Middlefield/Moffett (WB)	193	148	341	1.8%
Shoreline/Middlefield #3 (EB)	188	122	310	1.6%	Whisman/Middlefield (NB)	154	179	333	1.8%
Middlefield/Moffett (EB)	152	118	270	1.4%	California/Ortega (WB)	29	291	320	1.7%
California/Ortega (WB)	36	232	268	1.4%	Villa/Franklin (EB)	71	241	312	1.6%
California/Rengstorff (WB)	82	171	253	1.3%	California/Rengstorff (WB)	66	245	311	1.6%
Rengstorff/Montecito (NB)	123	80	203	1.1%	Shoreline/Middlefield #1 (EB)	143	154	297	1.6%
Grant/Eunice	122	71	193	1.0%	Middlefield/San Pierre (WB)	180	90	270	1.4%
Villa/Franklin (WB)	170	22	192	1.0%	Community Center (SB)	72	183	255	1.3%
Villa/Shoreline	85	105	190	1.0%	Grant/Eunice	141	112	253	1.3%
Middlefield/San Pierre (EB)	108	66	174	0.9%	Rengstorff/Central Expressway (SB)	151	78	229	1.2%
Rengstorff/Central Expressway (NB)	90	73	163	0.9%	Villa/Mariposa	116	63	179	0.9%
Whisman/Dana (SB)	108	50	158	0.8%	Grant/Cuesta	65	112	177	0.9%
Cuesta/Grant	96	16	112	0.6%	Rengstorff/Montecito (SB)	100	68	168	0.9%
Grant/Cuesta	22	32	54	0.3%	Whisman/Dana (NB)	36	82	118	0.6%
Shoreline/Pear	26	10	36	0.2%	Shoreline/Pear	19	17	36	0.2%
Shoreline/Middlefield #2	1	18	19	0.1%	Shoreline/Middlefield #2	4	20	24	0.1%
Total	9,633	9,448	19,081	100.0%	Total	9,592	9,425	19,017	100.0%

On Time Performance

In December, on-time performance (OTP) for the MVCS was 92%, which exceeds the 90% target. After reviewing and analyzing data, MTMA staff have concluded that revisions to the Gray Route weekday schedules are necessary to improve the route's on-time performance. The revised schedules are anticipated to be completed in January and effective February 2025.

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	31	Grand Total
GRAY		91%	89%	95%	93%	90%			94%	85%	89%	85%	85%			82%	91%	73%	98%	89%			97%	96%		85%	97%			89%		90%
GRAY Weekend	96%						93%	100%						93%	64%						89%	96%			98%			100%	93%		89%	93%
RED		98%	97%	98%	98%	88%			91%	97%	89%	95%	95%			88%	98%	95%	91%	79%			95%	97%		88%	92%			97%		94%
RED Weekend	100%						95%	100%						90%	95%						90%	95%			100%			100%	100%		100%	97%
Grand Total	98%	94%	92%	97%	95%	89%	94%	100%	93%	90%	89%	90%	90%	92%	78%	84%	94%	82%	95%	84%	90%	96%	96%	96%	99%	86%	95%	100%	96%	92%	94%	92%

Additional Ridership Data

- Bicycles Carried: 169
- Wheelchair Lift Usage: 25

Compliments/Complaints

- No Compliments or Complaints

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.