



Mountain View Community Shuttle

MONTHLY OPERATIONS REPORT January 2025

Table of Contents

Annual Ridership Summary (YTD)	3
Ridership Summary	4
Average Daily Ridership Comparisons (YTD).....	4
Average Daily Ridership Comparisons (YTD) (cont'd)	5
Daily Total Ridership by Date	6
Monthly Total Ridership by Time	6
Service Expansion Hours Ridership.....	7
Monthly Total Use (Boarding & Alighting) by Stop	8
On Time Performance	9
Additional Ridership Data	10
Compliments/Complaints	10
Electric Vehicle Utilization.....	10

Mountain View Community Shuttle

Annual Ridership Summary (YTD)

w/ Pre-COVID Baseline Comparison

GRAY ROUTE-WEEKDAY		
2025 - Gray Route	Jan	Total to Date
Total Monthly Weekday Ridership	8,711	8,711
# of Operating Days	20	20
Average Daily Ridership	436	436
% Increase/Decrease from Prior Month	2%	
% Increase/Decrease from Prior Year	-5%	-5%
% of Pre COVID Baseline	111%	111%

RED ROUTE-WEEKDAY		
2025 - Red Route	Jan	Total to Date
Total Monthly Weekday Ridership	9,495	9,495
# of Operating Days	20	20
Average Daily Ridership	475	475
% Increase/Decrease from Prior Month	12%	
% Increase/Decrease from Prior Year	3%	3%
% of Pre COVID Baseline	150%	150%

TOTAL WEEKDAY RIDERSHIP		
2025 - GRAY + RED	Jan	Total to Date
Total Monthly Weekday Ridership	18,206	18,206
# of Operating Days	20	20
Average Daily Ridership	910	910
% Increase/Decrease from Prior Month	7%	
% Increase/Decrease from Prior Year	-1%	-1%
% of Pre COVID Baseline	128%	128%

GRAY ROUTE-WEEKEND		
2025 - Gray Route	Jan	Total to Date
Total Monthly Weekend Ridership	1,250	1,250
# of Operating Days	11	11
Average Daily Ridership	114	114
% Increase/Decrease from Prior Month	15%	
% Increase/Decrease from Prior Year	3%	3%
% of Pre COVID Baseline	84%	84%

RED ROUTE-WEEKEND		
2025 - Red Route	Jan	Total to Date
Total Monthly Weekend Ridership	1,366	1,366
# of Operating Days	11	11
Average Daily Ridership	124	124
% Increase/Decrease from Prior Month	22%	
% Increase/Decrease from Prior Year	16%	16%
% of Pre COVID Baseline	96%	96%

TOTAL WEEKEND RIDERSHIP		
2025 - GRAY + RED	Jan	Total to Date
Total Monthly Weekend Ridership	2,616	2,616
# of Operating Days	11	11
Average Daily Ridership	238	238
% Increase/Decrease from Prior Month	18%	
% Increase/Decrease from Prior Year	9%	9%
% of Pre COVID Baseline	90%	90%

ALL RIDERSHIP		
2025 COMBINED RIDERSHIP (Weekday + Weekends)	Jan	Total
Total Monthly Ridership	20,822	20,822
# of Operating Days	31	31
Average Daily Ridership	672	672
% Increase/Decrease from Prior Month	8%	
% Increase/Decrease from Prior Year	-3%	-3%
% of Pre COVID Baseline	119%	119%

Ridership Summary

Weekday Ridership

In January, total weekday ridership increased by 7% from the previous month and decreased 1% from the previous year. Year to date weekday ridership is 128% of the pre-pandemic baseline.

Weekend Ridership

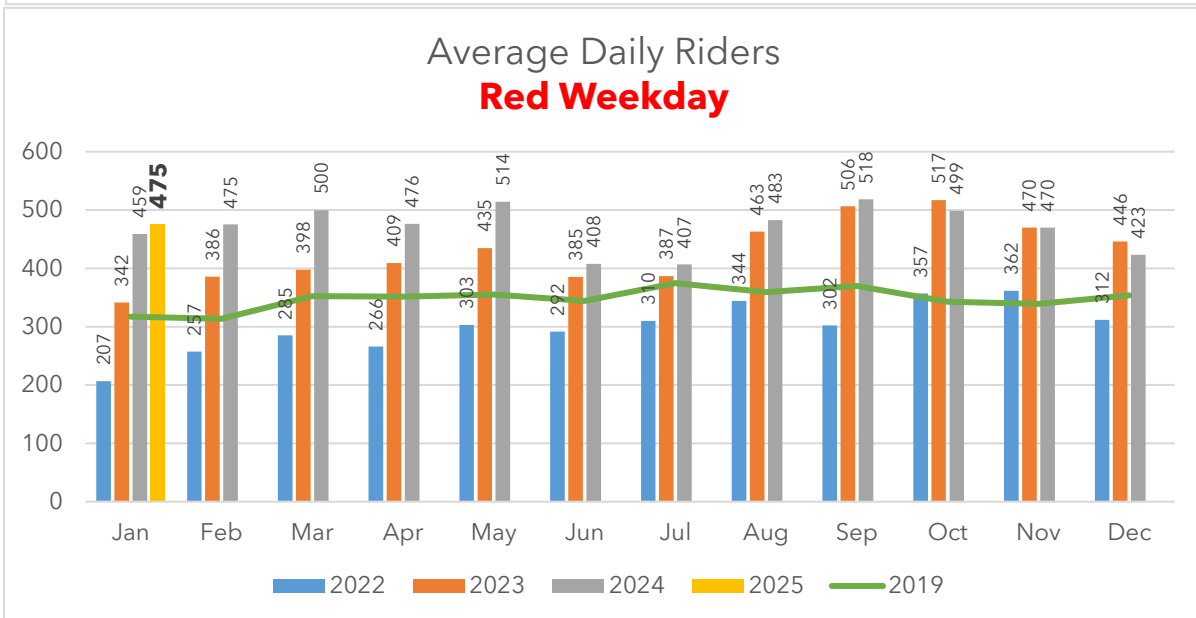
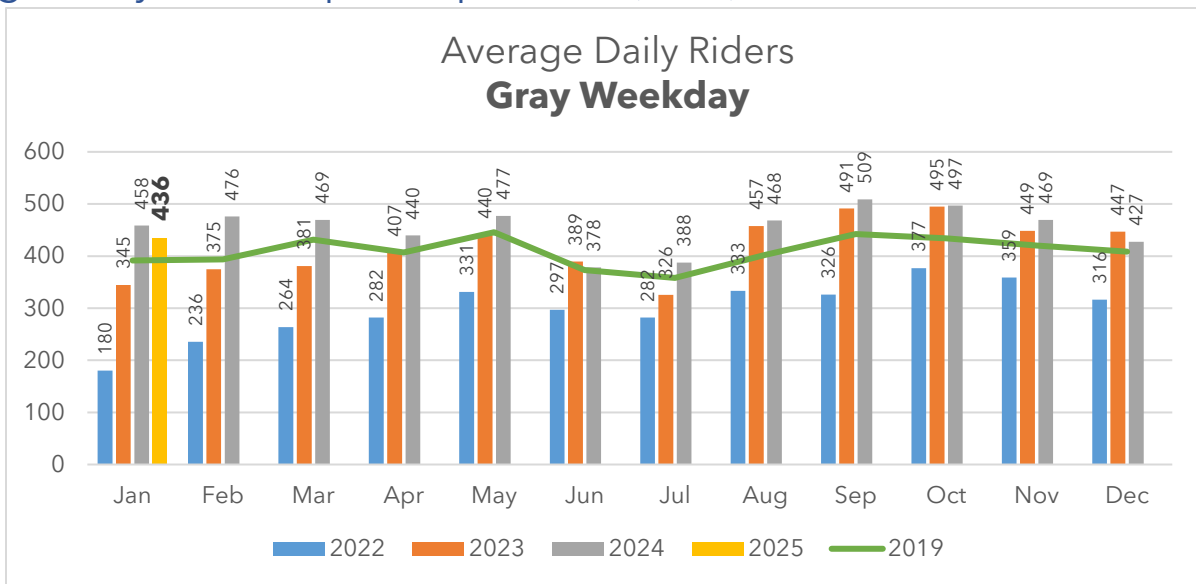
Total weekend ridership increased by 18% from the previous month and increased 9% from the previous year. Year to date weekend ridership is 90% of the pre-pandemic baseline.

All Ridership

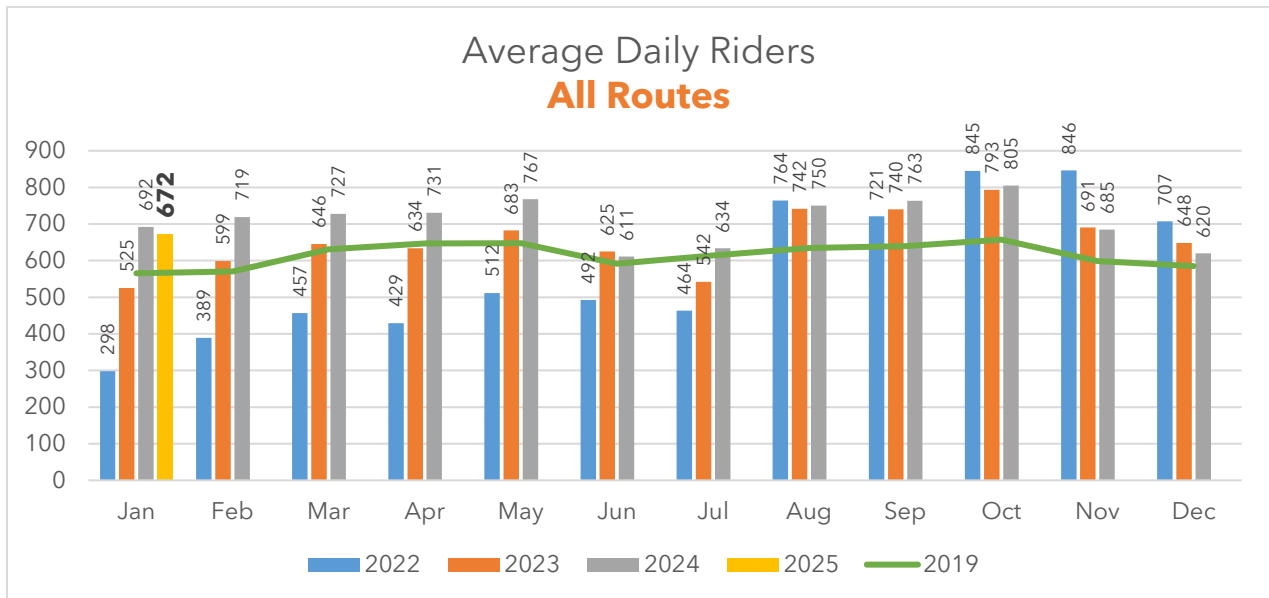
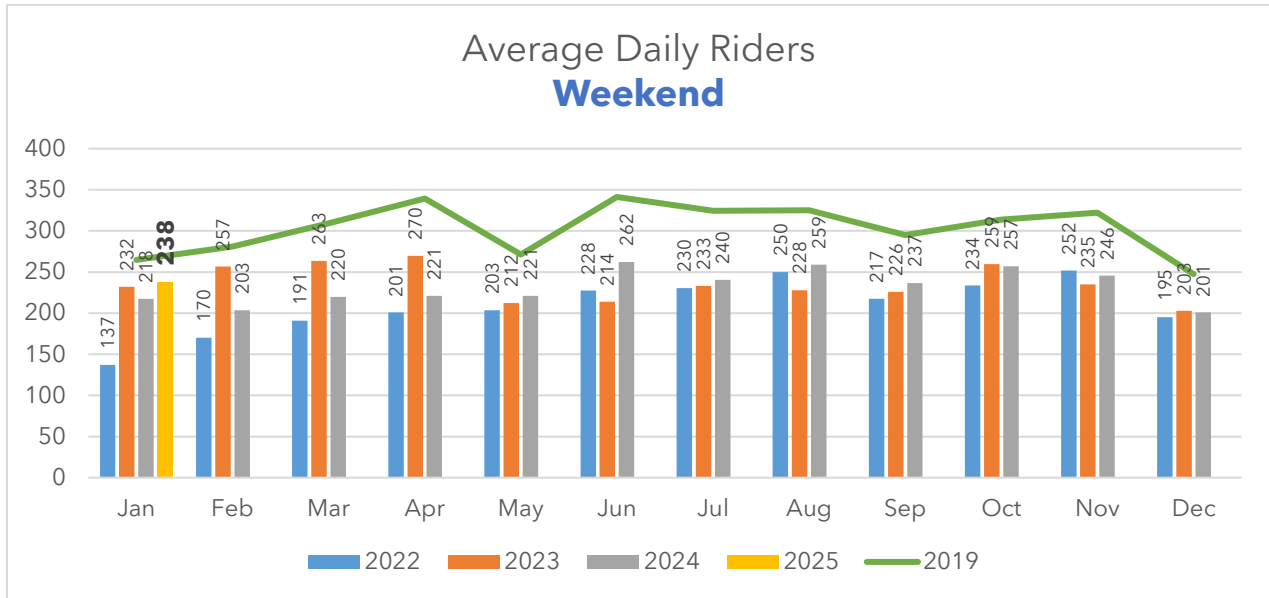
Year to date, the overall ridership increased by 8% from the previous month and decreased ridership by 3% from the previous year. Year to date ridership was 119% of the pre-pandemic baseline.

In January, the weekday ridership was highest at 7:30am. Saturday and Sunday ridership was highest at 1:30pm and Holiday ridership was highest at noon and 3:30pm.

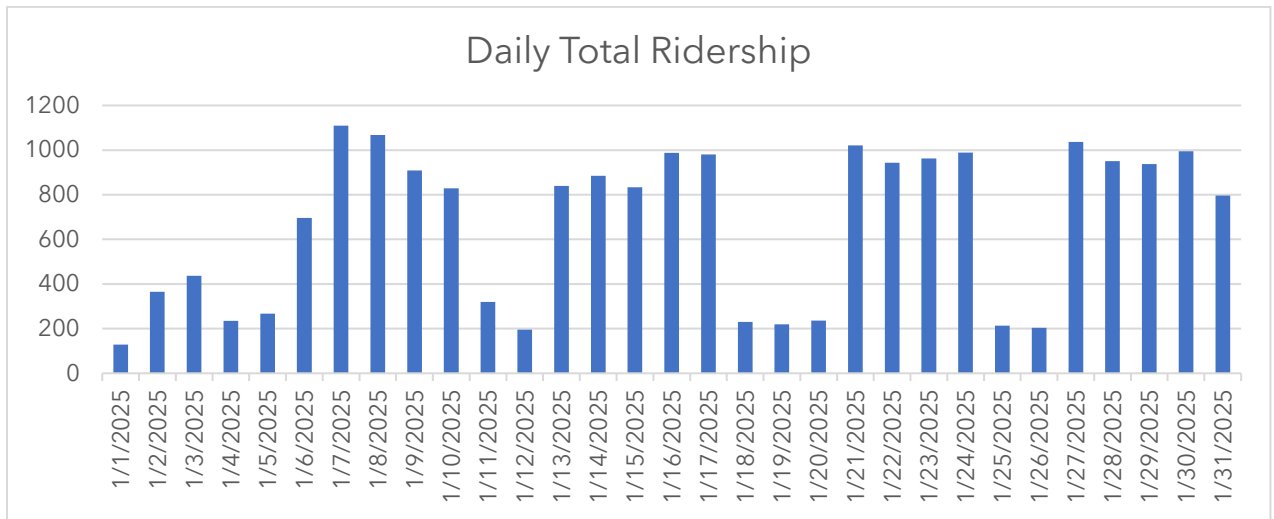
Average Daily Ridership Comparisons (YTD)



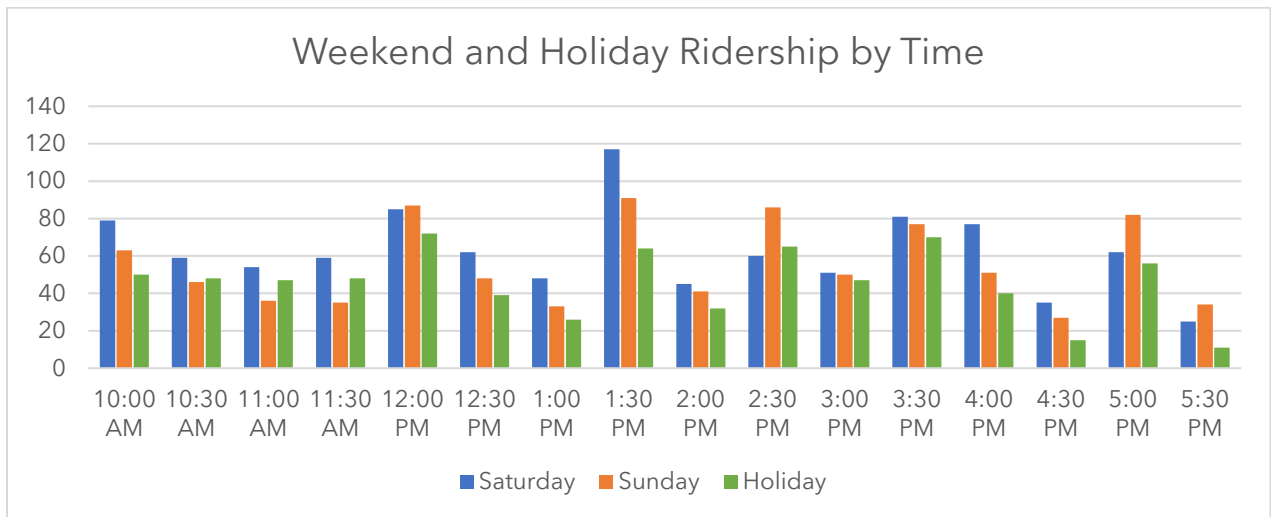
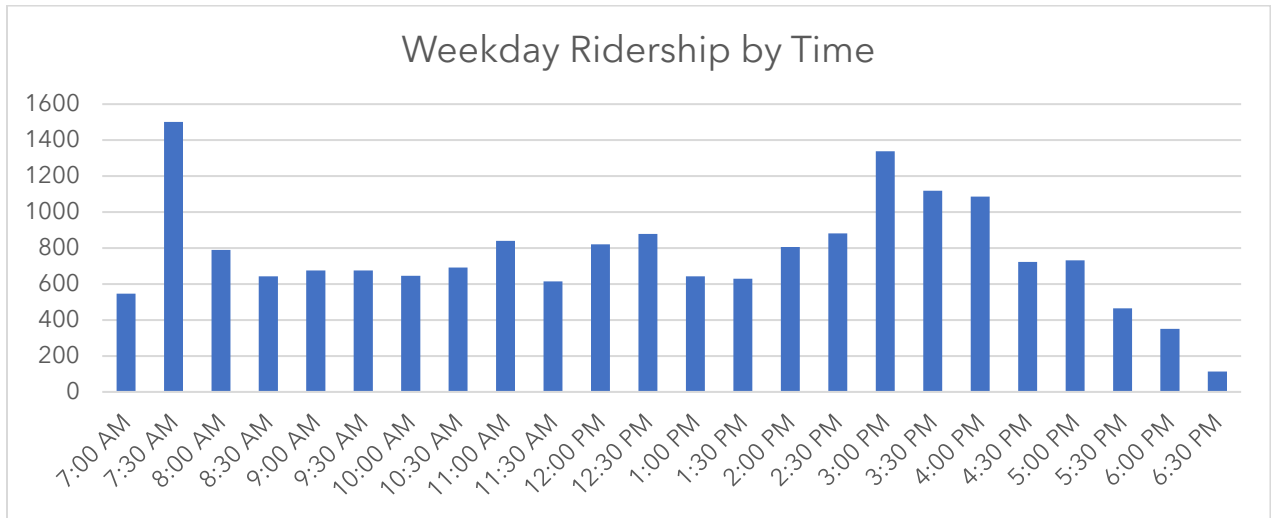
Average Daily Ridership Comparisons (YTD) (cont'd)



Daily Total Ridership by Date



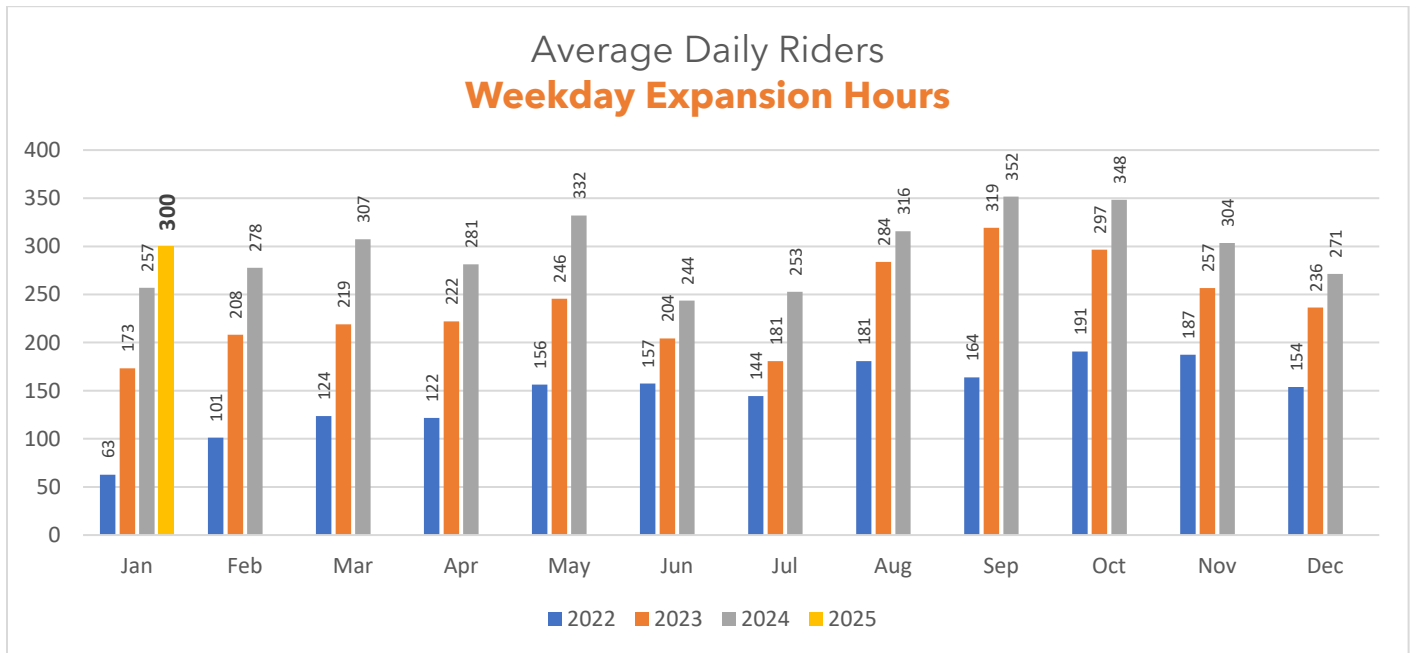
Monthly Total Ridership by Time



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 (2025)	% Increase/Decrease from 2022	% of Total Monthly Ridership in 2022	% of Total Monthly Ridership in 2025
Jan	1256	5,995	377%	16%	33%
Feb	1923			21%	
Mar	2844			23%	
Apr	2553			22%	
May	3281			25%	
Jun	3461			27%	
Jul	2886			24%	
Aug	4154			27%	
Sep	3443			26%	
Oct	4005			26%	
Nov	3746			26%	
Dec	3385			25%	
Total/YTD	36,937	5,995	377%	24%	33%



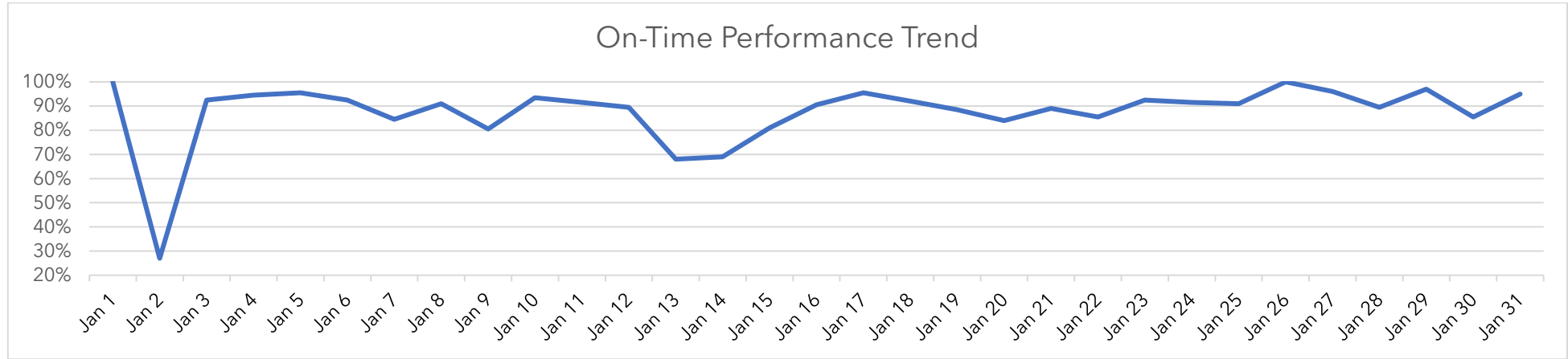
Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,420	2,634	4,054	20.5%	San Antonio Center	1,525	1,498	3,023	14.0%
Senior/Teen Center (SB)	726	884	1,610	8.1%	Senior/Teen Center (NB)	1,160	587	1,747	8.1%
Mountain View Transit Center	566	694	1,260	6.4%	Mountain View Transit Center	941	806	1,747	8.1%
Grant Road (SB)	508	710	1,218	6.2%	Grant Road (NB)	796	618	1,414	6.6%
Rengstorff/Middlefield (EB)	718	286	1,004	5.1%	Graham Middle School (SB)	552	455	1,007	4.7%
Middlefield/Easy (EB)	499	416	915	4.6%	Crittenden Middle School (WB)	309	505	814	3.8%
Cuesta/Miramonte (NB)	666	139	805	4.1%	El Camino Real/Sylvan (NB)	338	459	797	3.7%
Sylvan Park (SB)	463	236	699	3.5%	Whisman Station (NB)	432	335	767	3.6%
Whisman Station (SB)	281	415	696	3.5%	Cuesta/Miramonte (EB)	181	579	760	3.5%
El Camino Real/Sylvan (SB)	323	363	686	3.5%	Civic Center (SB)	376	371	747	3.5%
El Camino Hospital	471	196	667	3.4%	Rengstorff/Middlefield (SB)	348	391	739	3.4%
Graham Middle School (NB)	242	342	584	3.0%	Middlefield/Easy (WB)	387	343	730	3.4%
Civic Center (NB)	253	238	491	2.5%	Sylvan Park (NB)	257	437	694	3.2%
California/Ortega (EB)	452	38	490	2.5%	El Camino Hospital	274	390	664	3.1%
Whisman/Middlefield (SB)	169	263	432	2.2%	California/Ortega (EB)	594	63	657	3.1%
Crittenden Middle School (EB)	250	181	431	2.2%	California/Ortega (WB)	67	405	472	2.2%
Community Center (NB)	339	83	422	2.1%	California/Rengstorff (EB)	342	110	452	2.1%
Castro/El Camino Real (NB)	223	172	395	2.0%	Castro & El Camino Real (SB)	175	251	426	2.0%
California/Ortega (WB)	40	353	393	2.0%	Middlefield/Moffett (WB)	266	138	404	1.9%
Middlefield/Moffett (EB)	186	183	369	1.9%	Middlefield/San Pierre (WB)	233	155	388	1.8%
Shoreline/Middlefield #3 (EB)	187	108	295	1.5%	California/Rengstorff (WB)	75	281	356	1.7%
Middlefield/San Pierre (EB)	112	172	284	1.4%	Grant/Eunice	211	125	336	1.6%
California/Rengstorff (WB)	68	211	279	1.4%	Villa/Franklin (EB)	88	231	319	1.5%
Whisman/Dana (SB)	148	62	210	1.1%	Community Center (SB)	83	227	310	1.4%
Villa/Franklin (WB)	168	31	199	1.0%	Whisman/Middlefield (NB)	152	156	308	1.4%
Rengstorff/Central Expressway (NB)	81	89	170	0.9%	Shoreline/Middlefield #1 (EB)	126	171	297	1.4%
Rengstorff/Montecito (NB)	91	78	169	0.9%	Grant/Cuesta	106	170	276	1.3%
Cuesta/Grant	122	21	143	0.7%	Rengstorff/Central Expressway (SB)	152	110	262	1.2%
Grant/Eunice	91	47	138	0.7%	Villa/Mariposa	145	66	211	1.0%
Villa/Shoreline	49	79	128	0.6%	Whisman/Dana (NB)	66	115	181	0.8%
Grant/Cuesta	26	69	95	0.5%	Rengstorff/Montecito (SB)	81	65	146	0.7%
Shoreline/Middlefield #2	6	25	31	0.2%	Shoreline/Pear	19	26	45	0.2%
Shoreline/Pear	17	13	30	0.2%	Shoreline/Middlefield #2	4	28	32	0.1%
Total	9,961	9,831	19,792	100.0%	Total	10,861	10,667	21,528	100.0%

On Time Performance

In January, on-time performance (OTP) for the MVCS was 88%, due to multiple vehicle breakdowns. The OTP fell below 50% for 3 days in January due to reduced service because there were not enough vehicles to run a full weekday service.

New schedules will be effective on February 1, 2025 to assist with increasing on-time performance.



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			93%			90%	83%	93%	84%	92%			42%	46%	85%	92%	94%				90%	89%	90%	85%			95%	85%	97%	89%	95%	85%
GRAY Weekend	100%	26%		89%	96%						93%	89%						89%	82%	82%					82%	100%						84%
RED			92%			95%	86%	89%	77%	95%			94%	92%	77%	89%	97%				88%	82%	95%	98%			97%	94%	97%	82%	95%	91%
RED Weekend	100%	28%		100%	95%						90%	90%						95%	95%	86%					100%	100%						89%
Grand Total	100%	27%	93%	95%	96%	93%	85%	91%	81%	94%	92%	90%	68%	69%	81%	91%	96%	92%	89%	84%	89%	86%	93%	92%	91%	100%	96%	90%	97%	86%	95%	88%

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.

Additional Ridership Data

- Bicycles Carried: 216
- Wheelchair Lift Usage: 29

Compliments/Complaints

Complaints:

- Crittenden Middle School student complained that they were denied service because they were with another student who flipped the bus driver off.
 - The driver denied multiple students boarding because they thought they all violated the code of conduct rules with the bad behavior. The driver was counseled on the Code of Conduct violation process and the Operations Manager went on-site to monitor the shuttle stop and talk with students regarding the Code of Conduct rules.
- Crittenden Middle School student complained that the driver was giving priority to female students and denying male students boarding. They also stated that the bus was passing the stop.
 - Video footage shows that the driver was reprimanding students for pushing but was allowing both genders to board. Counseled driver to stop at all stops even if the bus is full to let the riders waiting at the stop know.

Compliments:

- None

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.