



MOUNTAIN VIEW COMMUNITY SHUTTLE PILOT PROGRAM SURVEY RESULTS

(181 Total Respondents*)

1. Do you ride the Mountain View Community Shuttle? Yes – **87.8%** No – **12.2%**

2. If you DO ride the Mountain View Community Shuttle, how often do you ride it? (Multiple responses allowed.)

Daily/Weekdays	26.3%
Weekends	11.2%
3 to 5 times a week	37.4%
Once a week	11.2%
Once or twice a month	6.1%
Occasionally	7.8%

3. If you DO NOT ride the Mountain View Community Shuttle, why do you not ride it? (Multiple responses allowed.)

Do not know about it	16.3%
Does not go where I want to go	20.4%
Schedule of service is not convenient for me	16.3%
Frequency of service is not convenient for me	14.3%
Difficult to access/get to the service	18.4%
Other	14.3%

4. On a scale of 1 to 5, how satisfied are you with the Mountain View Community Shuttle? (5=Very Satisfied, 1=Very Dissatisfied.)

	<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>Average Score</u>
Hours of Operation	52.6%	27.9%	10.4%	6.5%	2.6%	4.2
Destinations Served	66.8%	26.1%	6.5%	0.6%	0.0%	4.6
Frequency of Service	62.7%	25.3%	10.0%	0.7%	1.3%	4.5
On-Time Performance	64.4%	24.2%	8.7%	2.0%	0.7%	4.5
Travel Time	70.0%	21.3%	8.0%	0.7%	0.0%	4.6
Safety	85.3%	12.7%	1.3%	0.7%	0.0%	4.8
Driver Courtesy	86.9%	11.1%	2.0%	0.0%	0.0%	4.8
Overall Service/Rider Experience	74.5%	22.2%	3.3%	0.0%	0.0%	4.7

5. Would you recommend the Mountain View Community Shuttle to others to use?

Yes – **98.0%** No – **2.0%**

* Not all survey respondents answered all of the questions. The number of respondents varies between questions.

6. Which stops do you use **MOST** often? (Most frequent responses.)

San Antonio Shopping Center	51
Senior Center/Teen Center	36
Mountain View Transit Center	31
Grant Road	27
Civic Center	21

7. What is more important to you as a Mountain View Community Shuttle rider or potential rider?

Service every 30 minutes on weekdays	67.1%
Serving more stops/areas of the City	32.9%

8. What additional destination/stop would you like to add to the shuttle route?
(Most frequent responses.)

Costco/Charleston Plaza	14
Rengstorff/Central	8
Shoreline/Pear (weekday service)	6
Mountain View High School	5
Community Services Agency	4

9. Which existing stop would you like to eliminate from the shuttle route?

Shoreline/Pear	3
Several other requests received one vote	

10. You are:

12 years old or younger	1.7%	35 to 44 years old	9.8%
13 to 15 years old	2.3%	45 to 64 years old	18.4%
16 to 18 years old	4.6%	65 years and older	43.1%
19 to 24 years old	1.1%	Decline to answer	2.3%
25 to 34 years old	16.7%		

11. What zip code do you reside in?	94040	38.8%
	94041	14.4%
	94043	39.6%
	Other	7.2%

12. Please add any additional comments or information regarding the survey or the Mountain View Community Shuttle.

- Extend service hours – **44 requests**
 - Earlier **(21)** 9:00 a.m. start **(12)**
 - Later **(23)** 7:00 p.m. end **(7)**
 - Later, but no time specified **(5)**
- Thanks/appreciation for the Community Shuttle **(30 comments)**
- Improvements to website/usability on mobile devices **(8 requests)**