



Mountain View Community Shuttle **2021** Year-End Operations Report

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2021 Statistics

Annual Total Use (Boarding & Alighting) by Stops

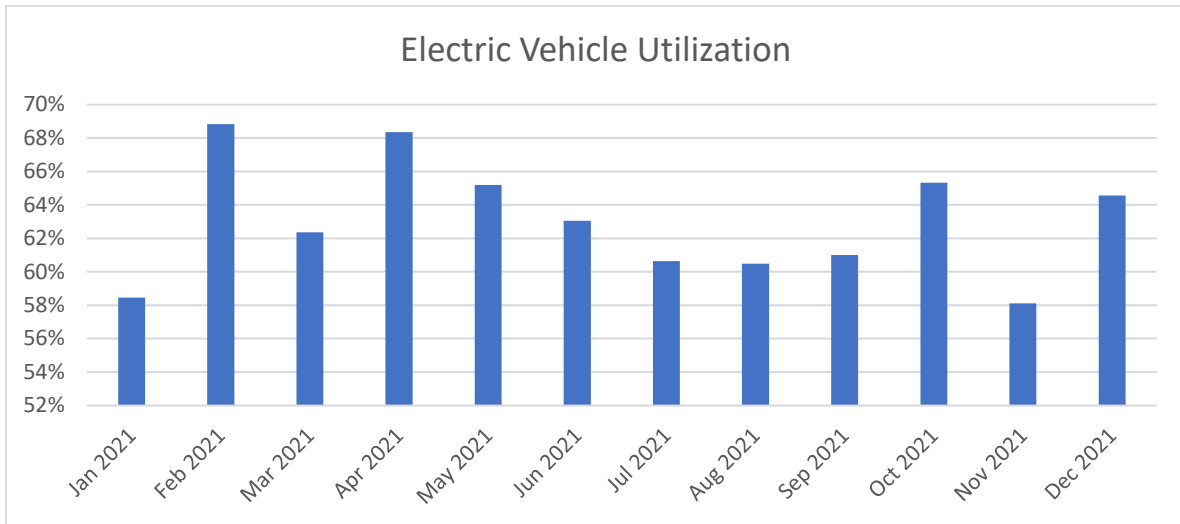
| GRAY Route | | | RED Route | | |
|---------------------------------|--------------|-------------|--------------------------------|--------------|-------------|
| San Antonio Center | 17647 | 21.6% | San Antonio Center | 15614 | 20.8% |
| Senior/Teen Center | 6425 | 7.9% | Senior/Teen Center (Red) | 6987 | 9.3% |
| MV Transit Center | 6412 | 7.8% | MV Transit Center | 5884 | 7.8% |
| Grant Rd. | 5043 | 6.2% | Grant Rd. (Red) | 4703 | 6.3% |
| El Camino Real/Sylvan | 3182 | 3.9% | Rengstorff/Middlefield (Red) | 2769 | 3.7% |
| Middlefield/Easy | 3019 | 3.7% | California/Ortega East | 2720 | 3.6% |
| Rengstorff/Middlefield | 2935 | 3.6% | El Camino Real/Sylvan (Red) | 2659 | 3.5% |
| Civic Center | 2726 | 3.3% | Civic Center (Red) | 2594 | 3.5% |
| Community Center | 2703 | 3.3% | Middlefield/Easy (Red) | 2577 | 3.4% |
| Sylvan Park | 2570 | 3.1% | El Camino Hospital | 2359 | 3.1% |
| Middlefield/Moffett | 2360 | 2.9% | Sylvan Park (Red) | 2216 | 3.0% |
| Cuesta/Miramonte | 2290 | 2.8% | Villa/Franklin (Red) | 2180 | 2.9% |
| El Camino Hospital | 2186 | 2.7% | California/Rengstorff (Red) | 1877 | 2.5% |
| Crittenden Middle School | 2109 | 2.6% | Middlefield/Moffett (Red) | 1795 | 2.4% |
| California/Ortega West | 2024 | 2.5% | Crittenden Middle School (Red) | 1637 | 2.2% |
| Whisman/Middlefield | 2018 | 2.5% | Whisman/Middlefield (Red) | 1494 | 2.0% |
| Graham Middle School | 1975 | 2.4% | Castro/El Camino Real (Red) | 1443 | 1.9% |
| California/Ortega East | 1866 | 2.3% | Graham Middle School (Red) | 1417 | 1.9% |
| Castro/El Camino Real (Gray) | 1616 | 2.0% | Community Center (Red) | 1360 | 1.8% |
| California/Rengstorff | 1591 | 1.9% | Shoreline/Middlefield #1 (Red) | 1318 | 1.8% |
| Shoreline/Middlefield #3 (Gray) | 1531 | 1.9% | Cuesta/Miramonte (Red) | 1230 | 1.6% |
| Whisman Station | 1469 | 1.8% | California/Ortega West | 1171 | 1.6% |
| Rengstorff/Central | 1462 | 1.8% | Whisman Station (Red) | 1016 | 1.4% |
| Rengstorff/Montecito | 1118 | 1.4% | Rengstorff/Montecito (Red) | 1011 | 1.3% |
| Villa/Franklin | 978 | 1.2% | Rengstorff/Central (Red) | 1007 | 1.3% |
| Middlefield/San Pierre | 761 | 0.9% | California/Rengstorff | 921 | 1.2% |
| Villa/Shoreline | 452 | 0.6% | Grant/Eunice | 814 | 1.1% |
| Cuesta/Grant (Gray) | 363 | 0.4% | Villa/Mariposa | 770 | 1.0% |
| Grant/Eunice | 335 | 0.4% | Middlefield/San Pierre (Red) | 593 | 0.8% |
| Cuesta/Grant | 293 | 0.4% | Cuesta/Grant | 418 | 0.6% |
| Shoreline/Pear | 228 | 0.3% | Shoreline/Pear | 277 | 0.4% |
| Shoreline/Middlefield #2 | 155 | 0.2% | Shoreline/Middlefield #2 | 202 | 0.3% |
| Total | 81842 | 100% | Total | 75033 | 100% |

Additional Ridership Data

The number of bicycles carried in 2021: **1,695**

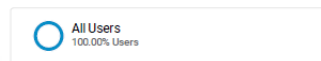
The number of wheelchair lift usage in 2021: **221**

2021 Electric Vehicle Utilization



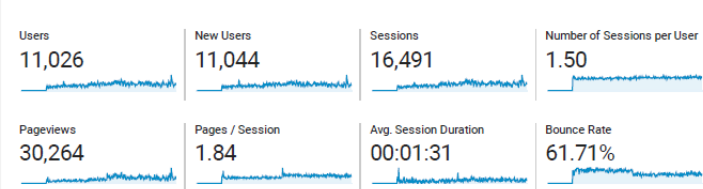
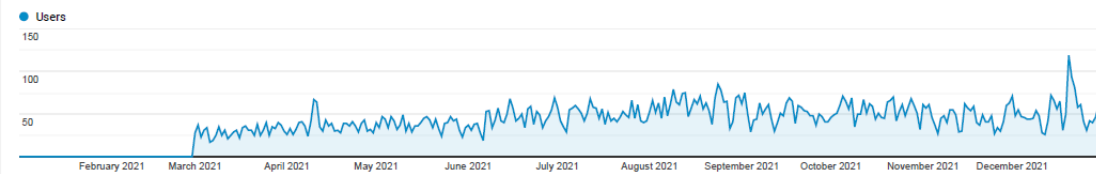
Summary of Website Activity

Audience Overview

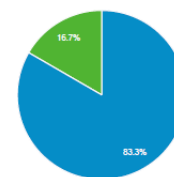


Jan 1, 2021 - Dec 31, 2021

Overview



■ New Visitor ■ Returning Visitor

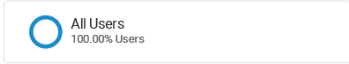


| Language | Users | % Users |
|------------|-------|---------|
| 1. en-us | 9,629 | 87.68% |
| 2. zh-cn | 274 | 2.49% |
| 3. en-gb | 185 | 1.68% |
| 4. en | 162 | 1.48% |
| 5. es-us | 116 | 1.06% |
| 6. en-ca | 105 | 0.96% |
| 7. en-in | 79 | 0.72% |
| 8. ja | 69 | 0.63% |
| 9. en-au | 47 | 0.43% |
| 10. es-419 | 41 | 0.37% |

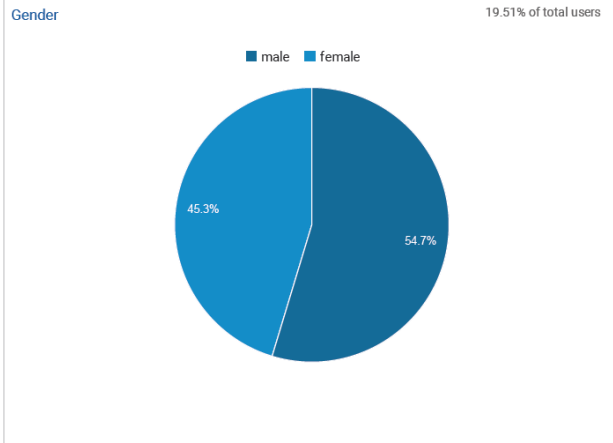
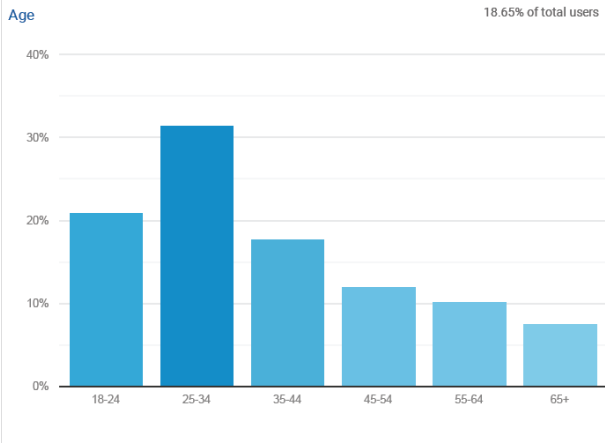
In March 2021, the Mountain View Community Shuttle's website its Analytics ownership causing no data to be available for the months of January and February 2021.

Demographics: Overview

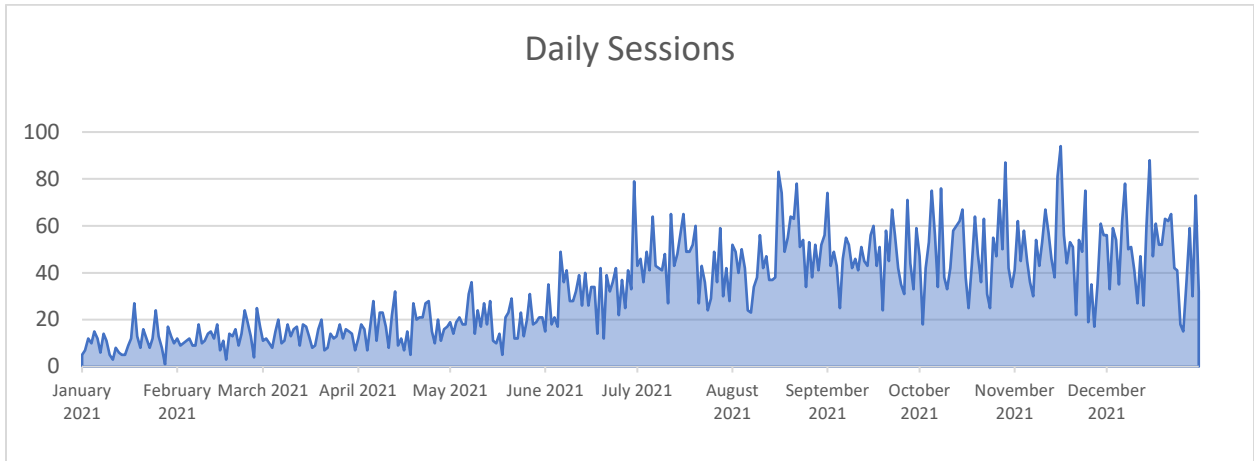
Jan 1, 2021 - Dec 31, 2021



Key Metric:

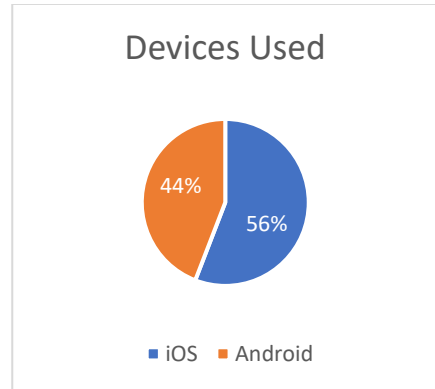


Summary of TripShot App Activity



Average Monthly Users: **621**

Total Annual App Sessions: **12,007**

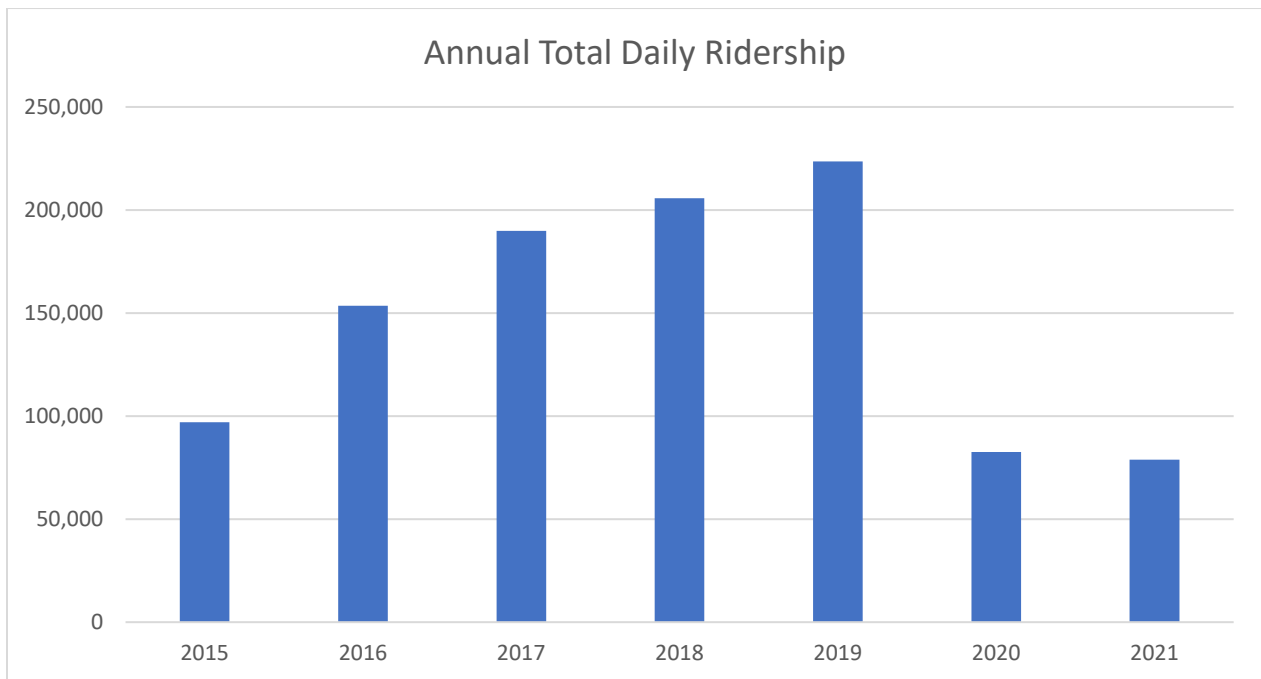


Program Lifetime Statistics

Annual Total Ridership

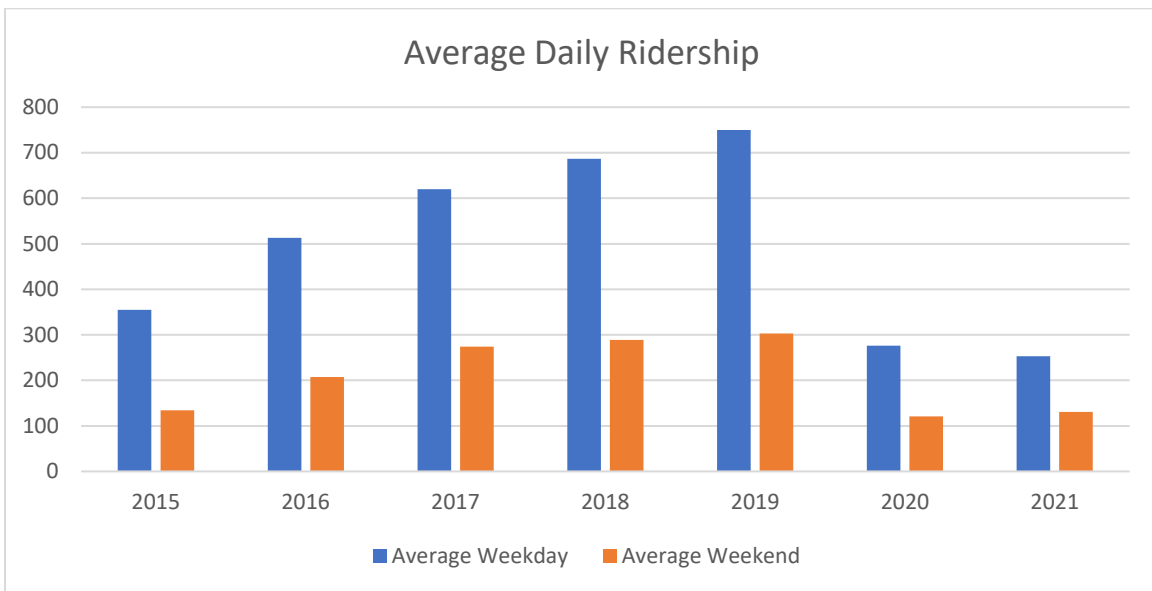
| | Annual Total | Annual Weekday Total | Annual Weekend Total |
|-----------------------|------------------|----------------------|----------------------|
| 2015 | 97,079 | 82,606 | 14,473 |
| 2016 | 153,538 | 130,186 | 23,352 |
| 2017 | 189,925 | 159,412 | 30,513 |
| 2018 | 205,779 | 173,201 | 32,578 |
| 2019 | 223,496 | 189,339 | 34,157 |
| 2020 | 82,590 | 68,706 | 13,884 |
| 2021 | 78,821 | 64,024 | 14,797 |
| Lifetime Total | 1,031,228 | 867,474 | 163,754 |

Due to the COVID-19 Pandemic and the subsequent Shelter-in-Place orders which went into place March 2020, 2021's annual total ridership has decreased 65% from the 2019's annual total ridership.



Daily Average Ridership

| | Average Weekday | Average Weekend |
|------|-----------------|-----------------|
| 2015 | 355 | 134 |
| 2016 | 513 | 207 |
| 2017 | 620 | 274 |
| 2018 | 687 | 289 |
| 2019 | 750 | 303 |
| 2020 | 276 | 121 |
| 2021 | 253 | 131 |



On-Time Performance

| | Annual On-Time Performance Average |
|-------------------------|------------------------------------|
| 2016 | 88.8% |
| 2017 | 88.6% |
| 2018 | 85.2% |
| 2019 | 87.4% |
| 2020 | 94.5% |
| 2021 | 94.0% |
| Lifetime Average | 89.7% |