

Mountain View Community Shuttle
Monthly Operations Report
April 2022

May 9, 2022

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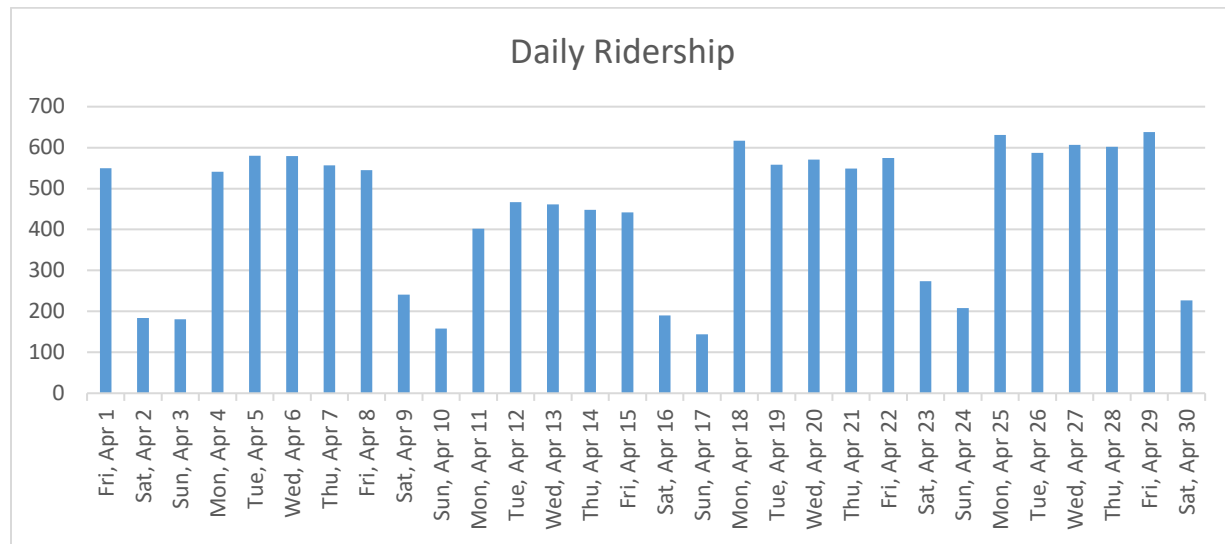
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Passengers per Day, Table

					Fri, Apr 1	Sat, Apr 2
					550	184
Sun, Apr 3	Mon, Apr 4	Tue, Apr 5	Wed, Apr 6	Thu, Apr 7	Fri, Apr 8	Sat, Apr 9
181	541	580	579	557	545	241
Sun, Apr 10	Mon, Apr 11	Tue, Apr 12	Wed, Apr 13	Thu, Apr 14	Fri, Apr 15	Sat, Apr 16
158	402	467	461	448	442	190
Sun, Apr 17	Mon, Apr 18	Tue, Apr 19	Wed, Apr 20	Thu, Apr 21	Fri, Apr 22	Sat, Apr 23
144	617	558	571	549	575	274
Sun, Apr 24	Mon, Apr 25	Tue, Apr 26	Wed, Apr 27	Thu, Apr 28	Fri, Apr 29	Sat, Apr 30
208	631	587	607	602	638	227

Passengers per Day, Chart



Ridership Year-To-Date

	Total/ 2019	Total/ 2020	Total/ 2021	Total/ 2022	% change from previous year	Weekday Totals/ 2019	Weekday Totals/ 2020	Weekday Totals/ 2021	Weekday Totals/ 2022	% change from previous year	Weekend Totals/ 2019	Weekend Totals/ 2020	Weekend Totals/ 2021	Weekend Totals/ 2022	% change from previous year
Jan	17530	19430	4534	9246	104%	14882	16406	3418	7738	126%	2960	3024	1116	1508	35%
Feb	15963	17379	4311	10901	153%	13435	14614	3424	9371	174%	2790	2765	887	1530	72%
Mar	19554	8210	4446	14157	218%	16461	7174	3674	12629	244%	2646	1036	772	1528	98%
Apr	19403	2963	5552	13314	140%	16689	2516	4662	11507	147%	2596	447	890	1807	103%
May	20066	3288	5635			17625	2544	4432			2475	744	1203		
Jun	17756	3872	6392			14344	3312	5286			2580	560	1106		
Jul	19040	4403	6678			16121	3713	5108			2915	690	1570		
Aug	19680	4274	7980			16755	3368	6604			2479	906	1376		
Sep	19190	4528	8291			16241	3703	6882			3111	825	1409		
Oct	20378	5272	8541			17869	4227	6914			2391	1045	1627		
Nov	17972	4550	8675			14427	3418	7082			2799	1132	1593		
Dec	16964	4421	7786			14490	3711	6538			2836	710	1248		
YTD Total	223,496	82,590	78,821	47,618											

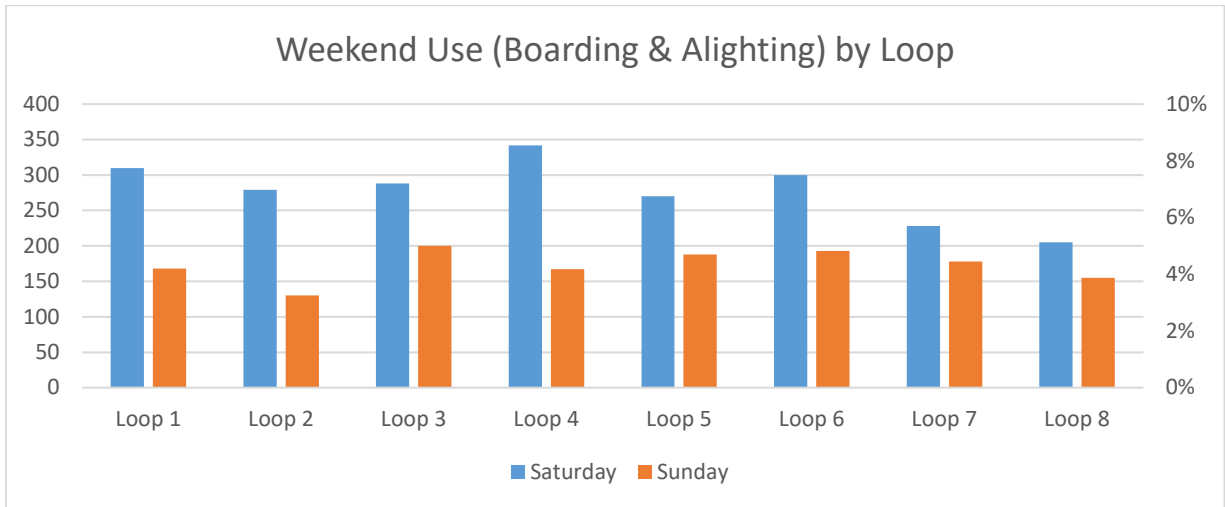
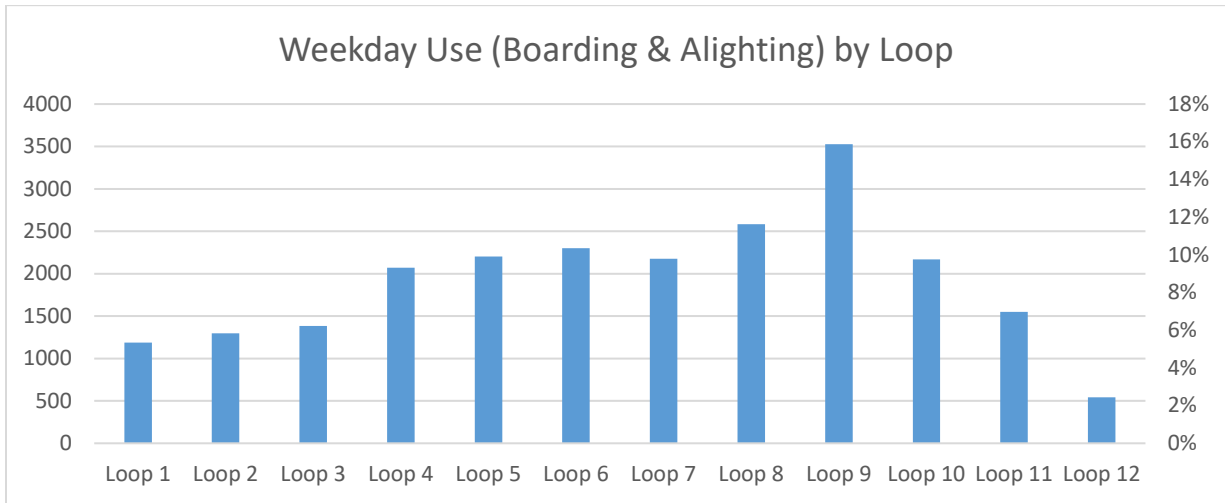
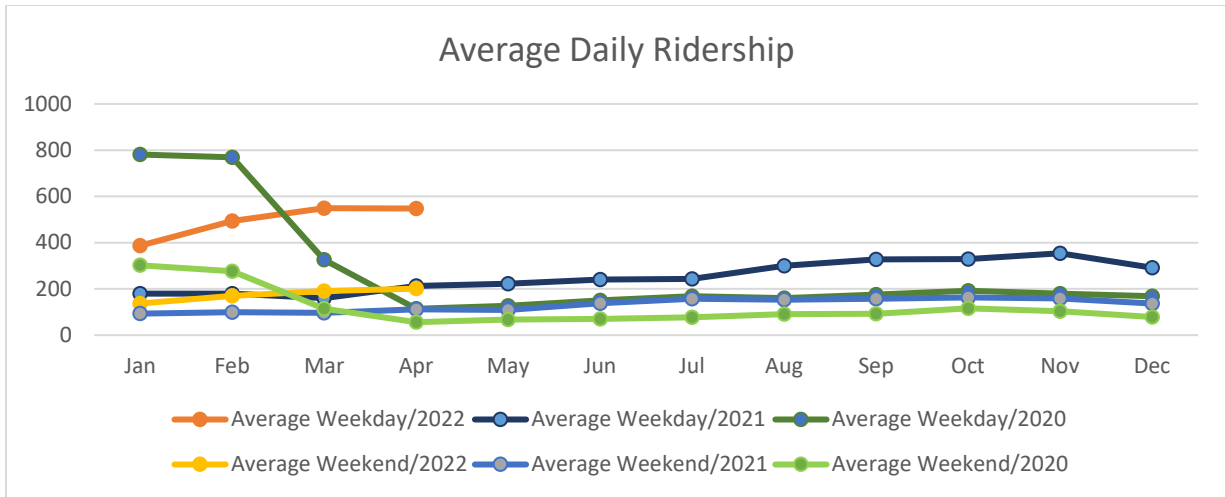
Monthly Ridership During Expanded Hours

Thanks to new VTA funding, the Mountain View Community Shuttle program expanded its weekday service hours beginning Monday, January 3, 2022. Monthly Ridership for the Expanded Hours are gathered from weekday service, 7 a.m. to 10 a.m. and 6 p.m. to 7 p.m.

Monthly Total Expanded Hours Ridership	% of Total Monthly Ridership	% Change From Previous Year Attributed to Expanded Hours
2553	19%	39%

Average Daily Ridership 2019-2022

	Average Weekday/ 2019	Average Weekday/ 2020	Average Weekday/ 2021	Average Weekday/ 2022	% change over previous year	Average Weekend/ 2019	Average Weekend/ 2020	Average Weekend/ 2021	Average Weekend/ 2022	% change over previous year
Jan	709	781	180	387	115%	265	302	93	137	47%
Feb	707	769	180	493	174%	281	277	99	170	72%
Mar	784	326	160	549	243%	309	115	97	191	97%
Apr	759	114	212	548	158%	339	56	111	201	81%
May	801	127	222			271	68	109		
Jun	717	151	240			341	70	138		
Jul	733	169	243			324	77	157		
Aug	762	160	300			325	91	153		
Sep	812	176	328			295	92	157		
Oct	777	192	329			314	116	163		
Nov	759	180	354			322	103	159		
Dec	680	169	291			247	79	136		
YTD Ave.	750	276	253	494	170%	303	121	131	175	75%



(The y-axis percentage values show a respective loop's weight of total weekend ridership.)

Peak Weekday Service Loop: 9th loop, 3:00 PM – 4:25 PM.

Additional Ridership Data:

The number of bicycles carried: **150**

The number of wheelchair lift usage: **26**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	2448	18.1%	San Antonio Center	2463	18.9%
Senior/Teen Center	1188	8.8%	Senior/Teen Center (Red)	1130	8.7%
MV Transit Center	1105	8.1%	MV Transit Center	1039	8.0%
Grant Rd.	835	6.2%	Grant Rd. (Red)	762	5.8%
El Camino Real/Sylvan	617	4.6%	El Camino Real/Sylvan (Red)	564	4.3%
Rengstorff/Middlefield	587	4.3%	Rengstorff/Middlefield (Red)	555	4.3%
Civic Center	471	3.5%	California/Ortega East	543	4.2%
Sylvan Park	452	3.3%	Civic Center (Red)	509	3.9%
Middlefield/Easy	444	3.3%	Middlefield/Easy (Red)	468	3.6%
Crittenden Middle School	432	3.2%	Sylvan Park (Red)	414	3.2%
Whisman Station	396	2.9%	El Camino Hospital	397	3.0%
Community Center	392	2.9%	Crittenden Middle School (Red)	374	2.9%
California/Ortega West	382	2.8%	Whisman Station (Red)	333	2.6%
Middlefield/Moffett	371	2.7%	Graham Middle School (Red)	320	2.5%
Whisman/Middlefield	371	2.7%	Middlefield/Moffett (Red)	285	2.2%
Graham Middle School	366	2.7%	California/Rengstorff (Red)	268	2.1%
California/Ortega East	317	2.3%	Castro/El Camino Real (Red)	263	2.0%
El Camino Hospital	303	2.2%	Cuesta/Miramonte (Red)	262	2.0%
Cuesta/Miramonte	282	2.1%	Community Center (Red)	254	1.9%
Shoreline/Middlefield #3 (Gray)	253	1.9%	Villa/Franklin (Red)	253	1.9%
California/Rengstorff	247	1.8%	Shoreline/Middlefield #1 (Red)	232	1.8%
Castro/El Camino Real (Gray)	238	1.8%	Whisman/Middlefield (Red)	194	1.5%
Middlefield/San Pierre	229	1.7%	Grant/Eunice	176	1.4%
Rengstorff/Central	222	1.6%	Rengstorff/Central (Red)	154	1.2%
Rengstorff/Montecito	138	1.0%	Middlefield/San Pierre (Red)	151	1.2%
Grant/Eunice	119	0.9%	Villa/Mariposa	146	1.1%
Villa/Franklin	113	0.8%	Rengstorff/Montecito (Red)	143	1.1%
Cuesta/Grant (Gray)	72	0.5%	California/Ortega West	140	1.1%
Villa/Shoreline	68	0.5%	California/Rengstorff	122	0.9%
Cuesta/Grant	54	0.4%	Cuesta/Grant	63	0.5%
Shoreline/Pear	33	0.2%	Shoreline/Pear	27	0.2%
Shoreline/Middlefield #2	14	0.1%	Shoreline/Middlefield #2	22	0.2%
Total	13559	100%	Total	13026	100%

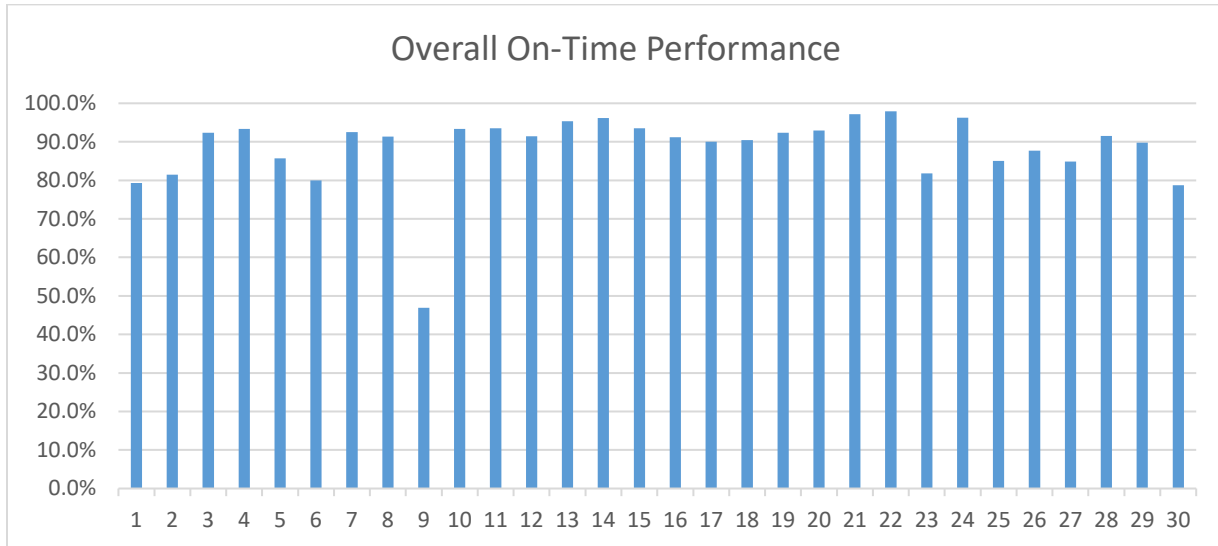
Shuttle On-Time Performance

Percentage of being on-time:

On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

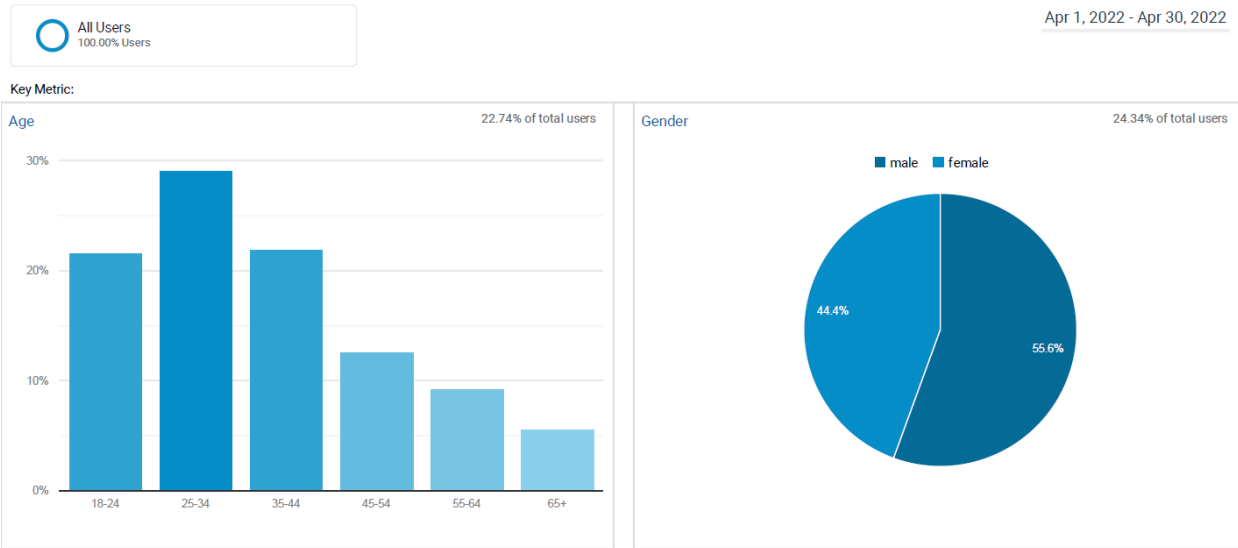
A shuttle is considered On Time if it departs between 1 minute early to 5 minutes late of the scheduled departure time.

Overall percentage of a shuttle being on-time: **89.6%**

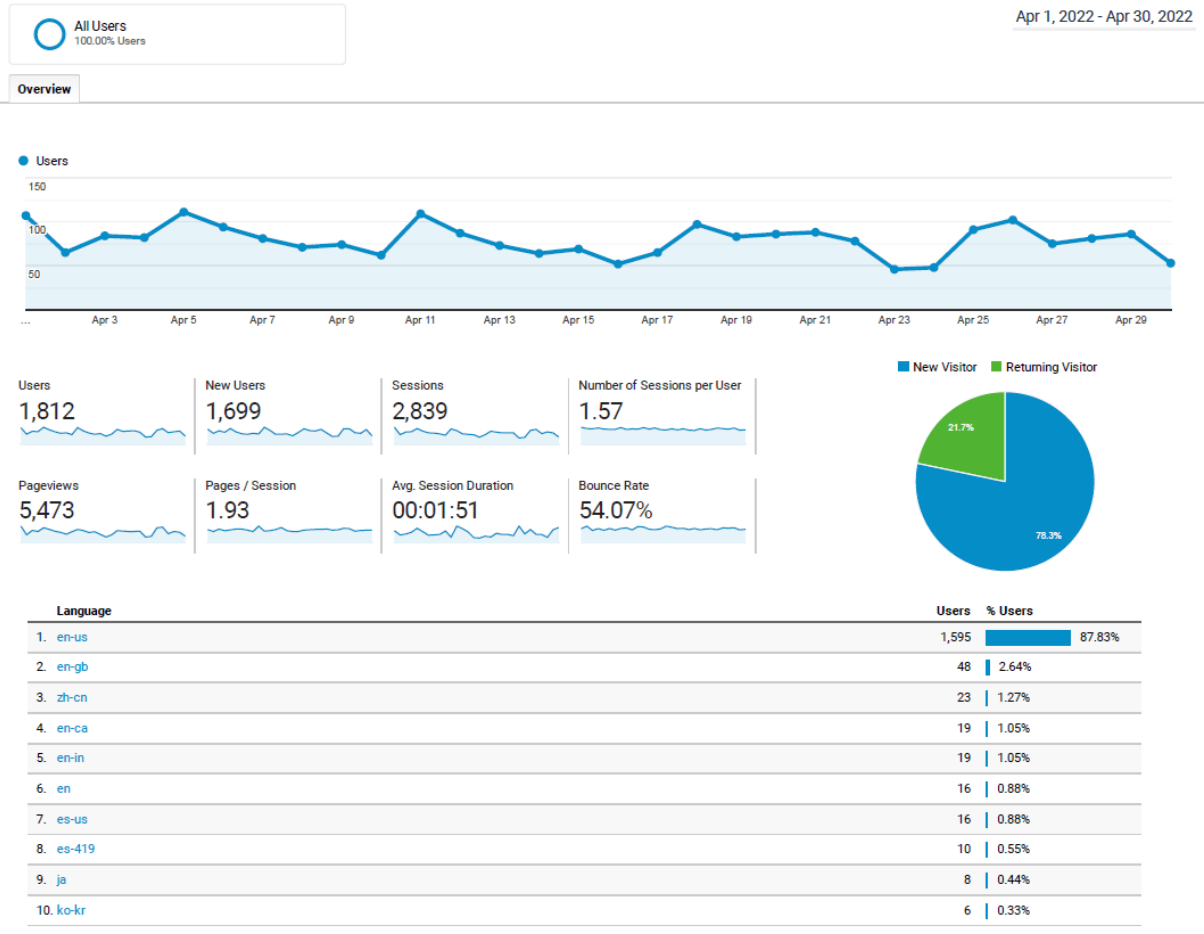


Monthly Summary of Website Activity

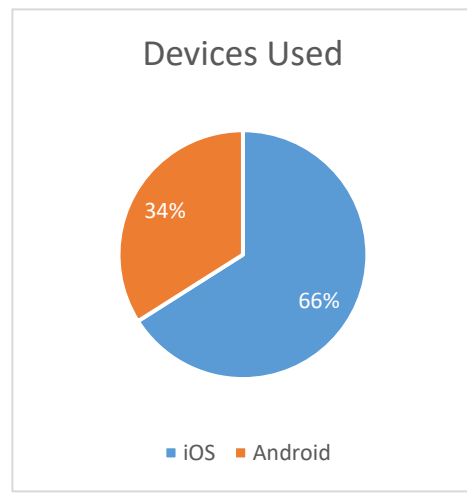
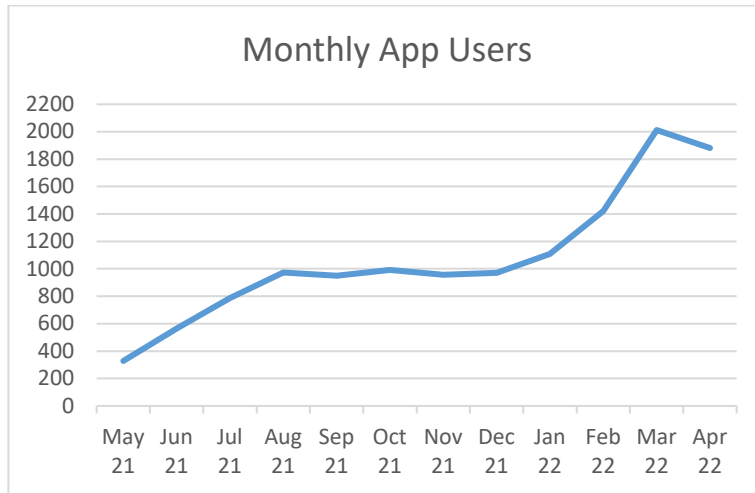
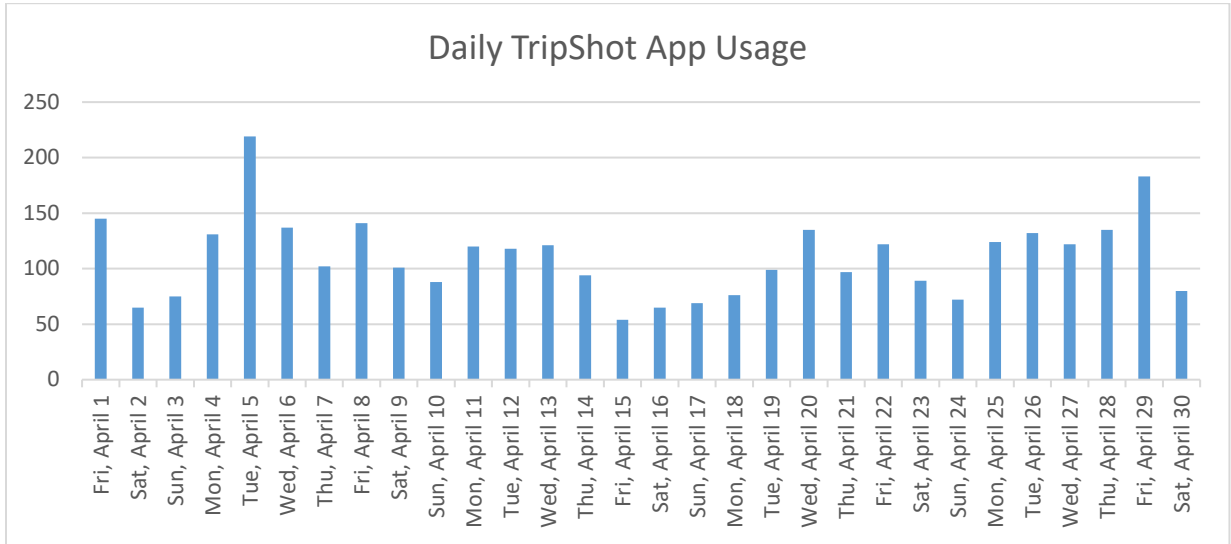
Demographics: Overview



Audience Overview



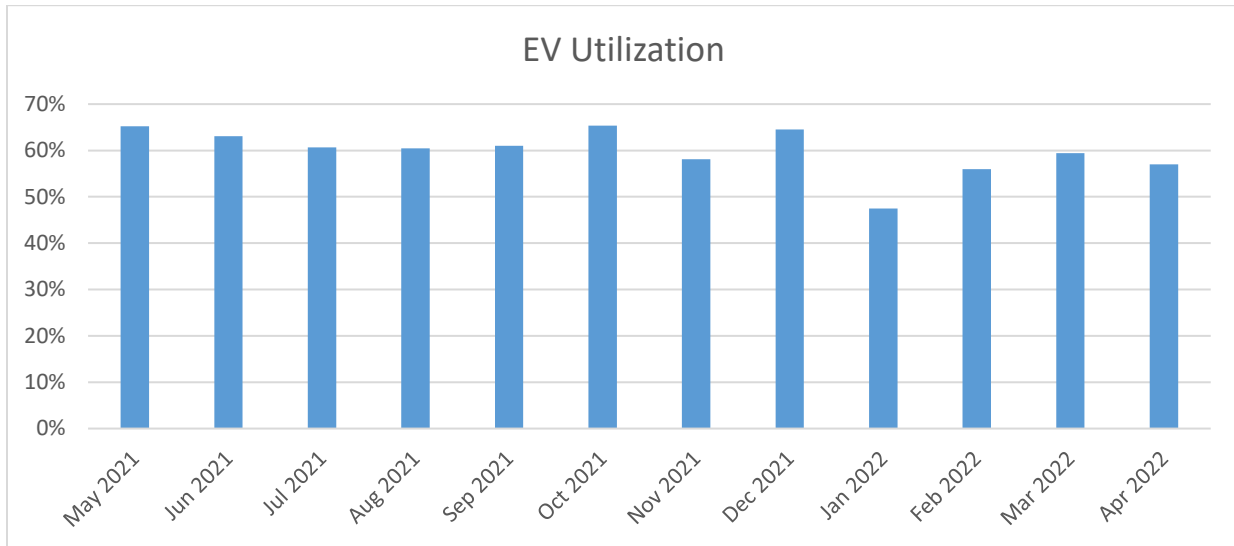
Summary of TripShot App Activity



Average Monthly Users: **1880**

App Sessions: **3311**

Electric Vehicle Utilization



Complaints Received by CSR Staff

- There were two complaints about drivers being rude.
 - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service.
- There were four complaints of shuttles not stopping at a stop.
 - All drivers are regularly reminded to be observant of their surroundings, the locations at and around stops, and of any stop requests that are made so that passengers or desired stops are not skipped.
- There was one complaint of unsafe driving.
 - The incident was investigated, the driver was spoken to, and additional training was provided.

Service Update

Thanks to new VTA funding, the Mountain View Community Shuttle program expanded its weekday service hours beginning Monday, January 3, 2022. Weekday service hours are now 7 a.m. to 7 p.m. Weekend/Holiday service hours remain 10 a.m. to 6 p.m.