

**Mountain View** Community Shuttle  
Monthly Operations Report  
**February 2022**

March 10, 2022

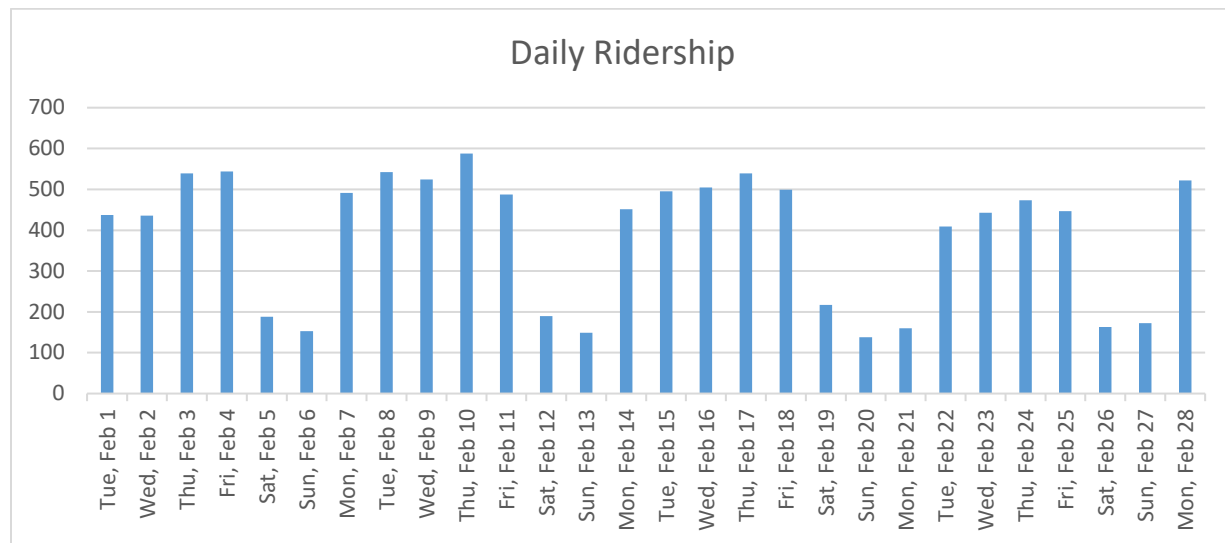
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## Passengers per Day, Table

		Tue, Feb 1	Wed, Feb 2	Thu, Feb 3	Fri, Feb 4	Sat, Feb 5
		437	436	539	544	188
Sun, Feb 6	Mon, Feb 7	Tue, Feb 8	Wed, Feb 9	Thu, Feb 10	Fri, Feb 11	Sat, Feb 12
153	491	542	524	588	487	190
Sun, Feb 13	Mon, Feb 14	Tue, Feb 15	Wed, Feb 16	Thu, Feb 17	Fri, Feb 18	Sat, Feb 19
149	451	495	505	539	499	217
Sun, Feb 20	Mon, Feb 21	Tue, Feb 22	Wed, Feb 23	Thu, Feb 24	Fri, Feb 25	Sat, Feb 26
138	160	409	443	473	447	163
Sun, Feb 27	Mon, Feb 28					
172	522					

## 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			16461	7174	3674			2646	1036	772		
Apr	19403	2963	5552			16689	2516	4662			2596	447	890		
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		
<b>YTD Total</b>	<b>223,496</b>	<b>82,590</b>	<b>78,821</b>	<b>20,147</b>											

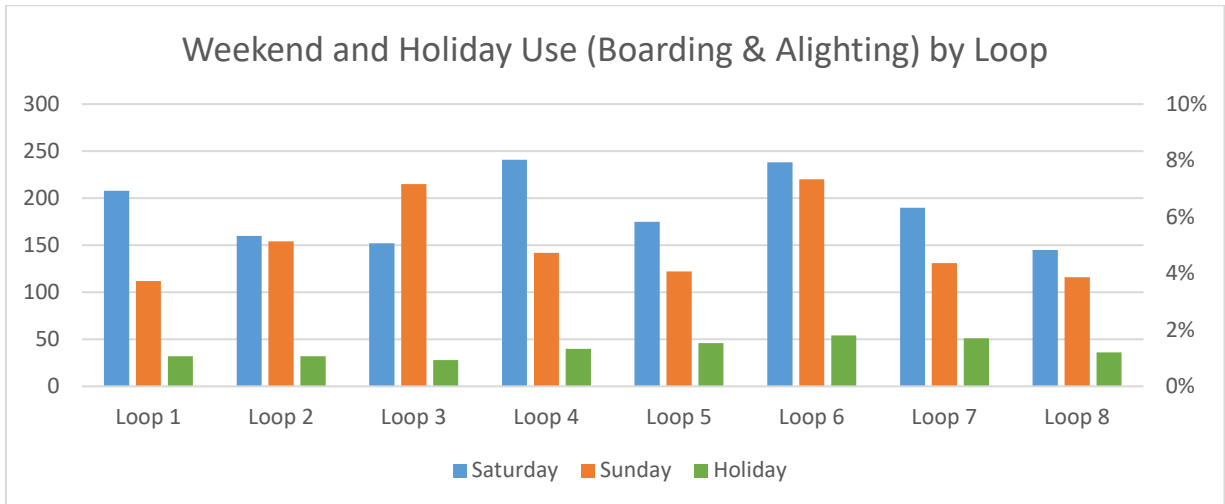
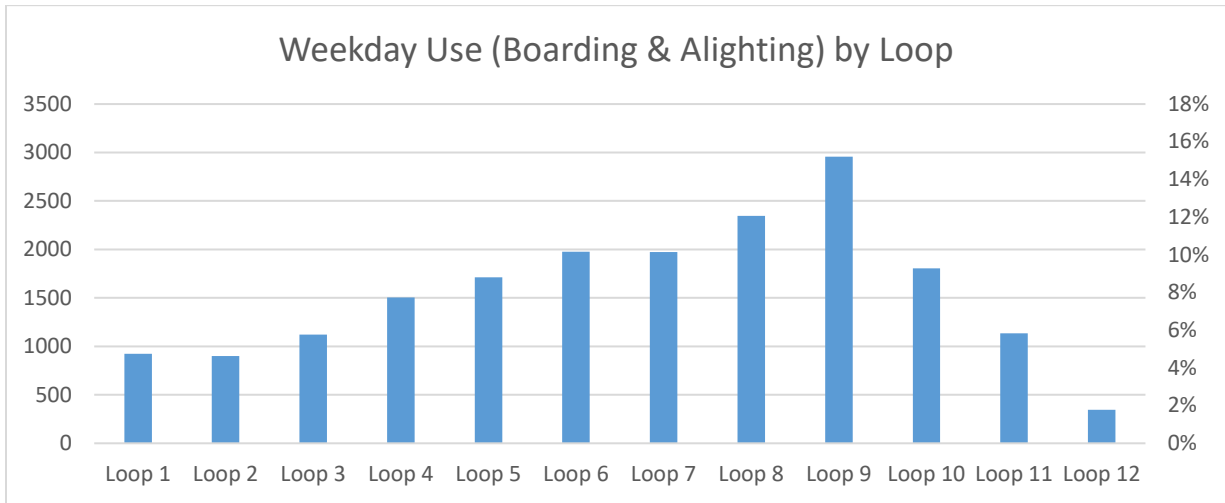
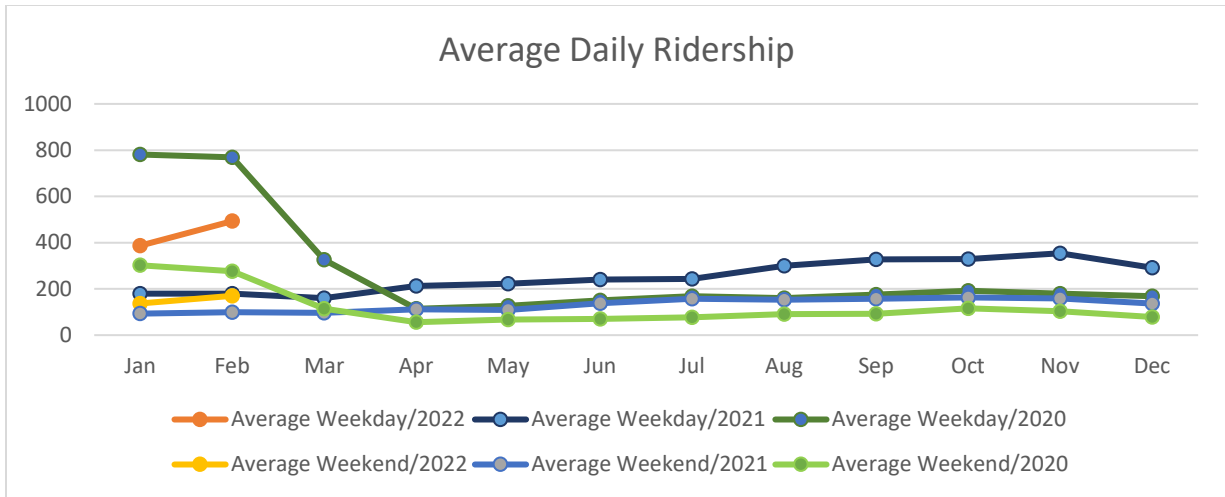
## Monthly Ridership During Expanded Hours

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
1923	18%	29%

## 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			309	115	97		
Apr	759	114	212			339	56	111		
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		
<b>YTD Ave.</b>	<b>750</b>	<b>276</b>	<b>253</b>	<b>440</b>	<b>144%</b>	<b>303</b>	<b>121</b>	<b>131</b>	<b>154</b>	<b>60%</b>



*(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: **128**

The number of wheelchair lift usage: **17**

## Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	1905	18.3%	San Antonio Center	3010	26.6%
MV Transit Center	883	8.5%	Senior/Teen Center (Red)	892	7.9%
Senior/Teen Center	842	8.1%	MV Transit Center	793	7.0%
Grant Rd.	605	5.8%	Grant Rd. (Red)	679	6.0%
El Camino Real/Sylvan	476	4.6%	California/Ortega East	452	4.0%
Sylvan Park	423	4.1%	El Camino Real/Sylvan (Red)	426	3.8%
Rengstorff/Middlefield	388	3.7%	Rengstorff/Middlefield (Red)	387	3.4%
Civic Center	376	3.6%	Civic Center (Red)	359	3.2%
Middlefield/Easy	366	3.5%	Sylvan Park (Red)	345	3.1%
Crittenden Middle School	319	3.1%	Middlefield/Easy (Red)	342	3.0%
Middlefield/Moffett	303	2.9%	Crittenden Middle School (Red)	268	2.4%
Community Center	301	2.9%	El Camino Hospital	253	2.2%
Whisman Station	299	2.9%	Whisman Station (Red)	253	2.2%
Whisman/Middlefield	290	2.8%	Villa/Franklin (Red)	250	2.2%
Graham Middle School	286	2.7%	California/Rengstorff (Red)	230	2.0%
Cuesta/Miramonte	273	2.6%	Community Center (Red)	210	1.9%
California/Ortega West	270	2.6%	Graham Middle School (Red)	203	1.8%
California/Rengstorff	249	2.4%	Middlefield/Moffett (Red)	196	1.7%
Rengstorff/Central	213	2.0%	Whisman/Middlefield (Red)	189	1.7%
El Camino Hospital	212	2.0%	Castro/El Camino Real (Red)	186	1.6%
California/Ortega East	207	2.0%	Grant/Eunice	181	1.6%
Middlefield/San Pierre	154	1.5%	Shoreline/Middlefield #1 (Red)	168	1.5%
Castro/El Camino Real (Gray)	152	1.5%	Cuesta/Miramonte (Red)	166	1.5%
Shoreline/Middlefield #3 (Gray)	144	1.4%	Rengstorff/Central (Red)	157	1.4%
Rengstorff/Montecito	109	1.0%	California/Ortega West	148	1.3%
Villa/Franklin	105	1.0%	Middlefield/San Pierre (Red)	123	1.1%
Villa/Shoreline	90	0.9%	Rengstorff/Montecito (Red)	121	1.1%
Grant/Eunice	64	0.6%	Villa/Mariposa	107	0.9%
Cuesta/Grant	42	0.4%	California/Rengstorff	102	0.9%
Cuesta/Grant (Gray)	40	0.4%	Cuesta/Grant	64	0.6%
Shoreline/Middlefield #2	30	0.3%	Shoreline/Pear	30	0.3%
Shoreline/Pear	22	0.2%	Shoreline/Middlefield #2	14	0.1%
<b>Total</b>	<b>10438</b>	<b>100%</b>	<b>Total</b>	<b>11304</b>	<b>100%</b>

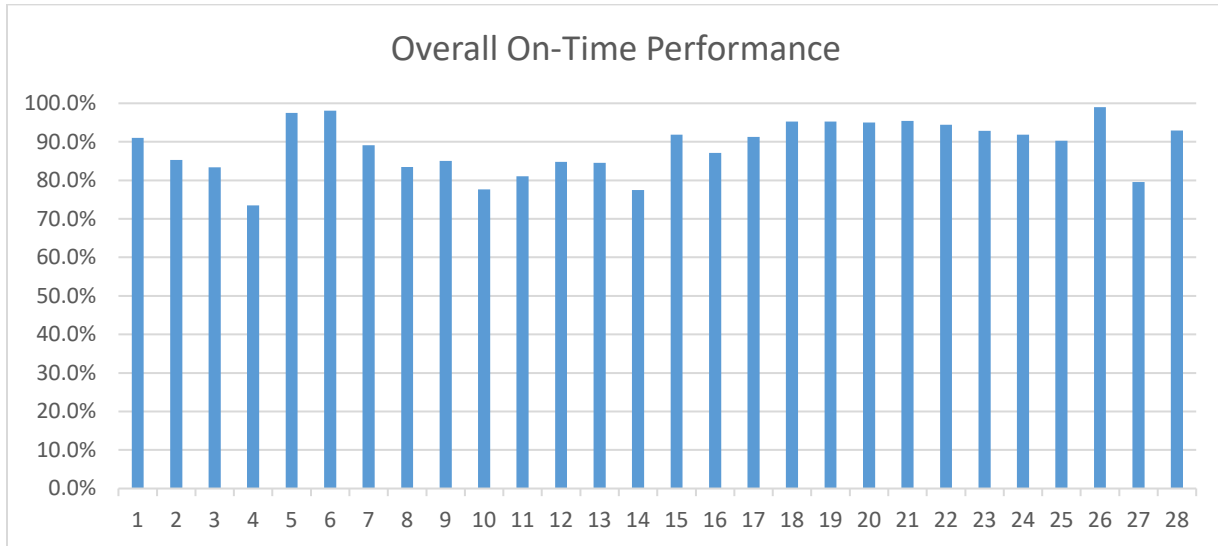
# Shuttle On-Time Performance

## 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: **87.9%**





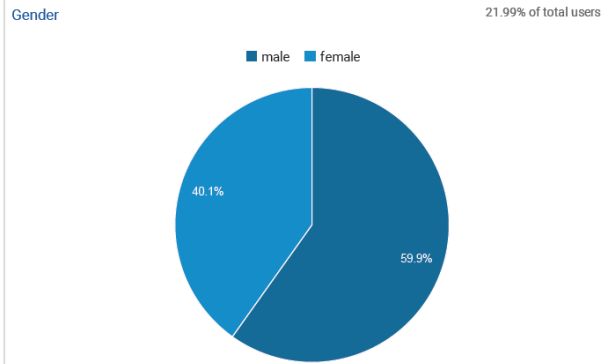
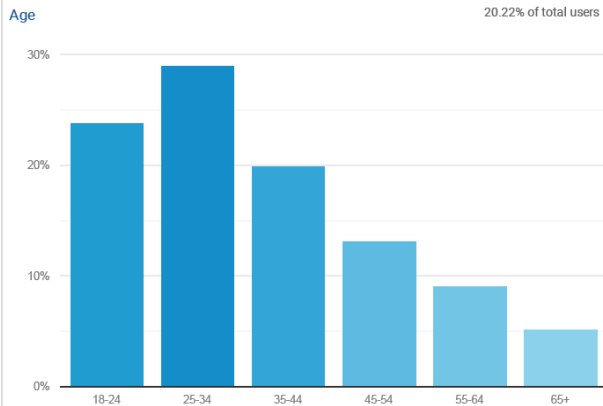
# Monthly Summary of Website Activity

## Demographics: Overview

All Users  
100.00% Users

Feb 1, 2022 - Feb 28, 2022

Key Metric:

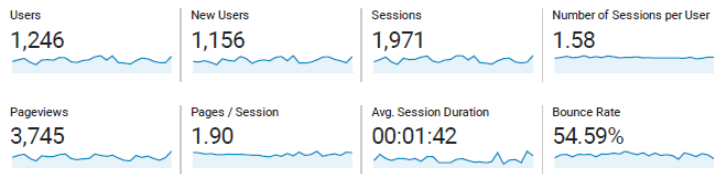
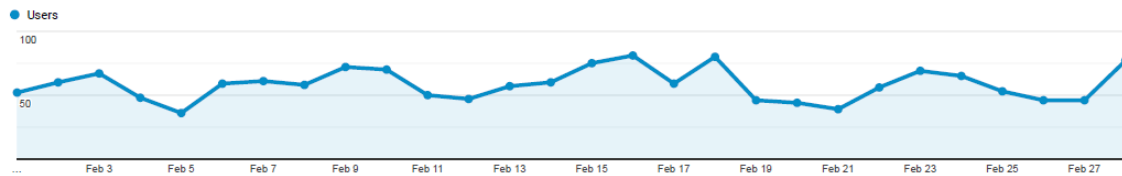


## Audience Overview

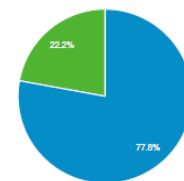
All Users  
100.00% Users

Feb 1, 2022 - Feb 28, 2022

Overview

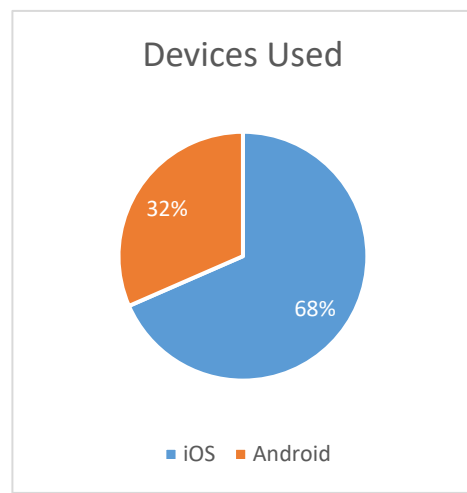
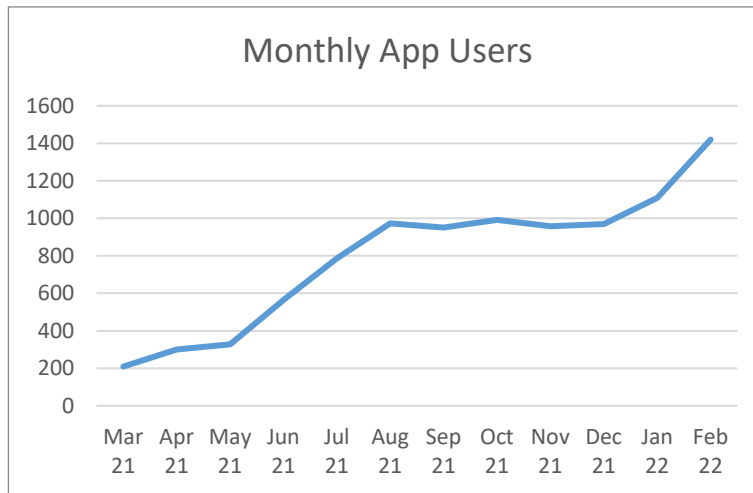
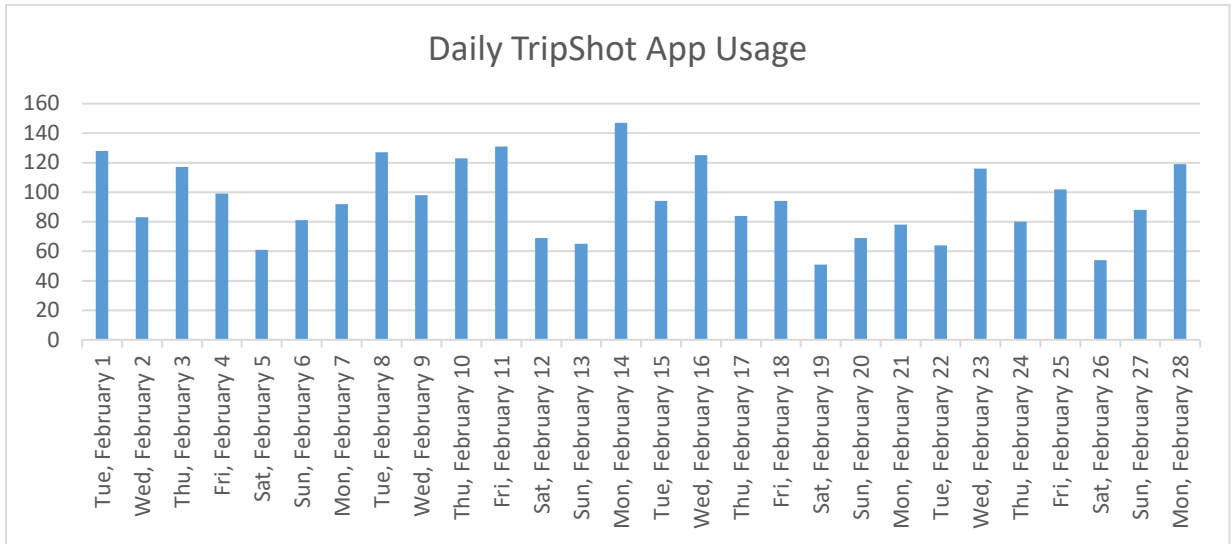


New Visitor Returning Visitor



Language	Users	% Users
1. en-us	1,115	89.34%
2. en-gb	26	2.08%
3. zh-cn	19	1.52%
4. ja	14	1.12%
5. en	13	1.04%
6. es-us	10	0.80%
7. en-in	8	0.64%
8. es-419	5	0.40%
9. fr-fr	5	0.40%
10. en-au	4	0.32%

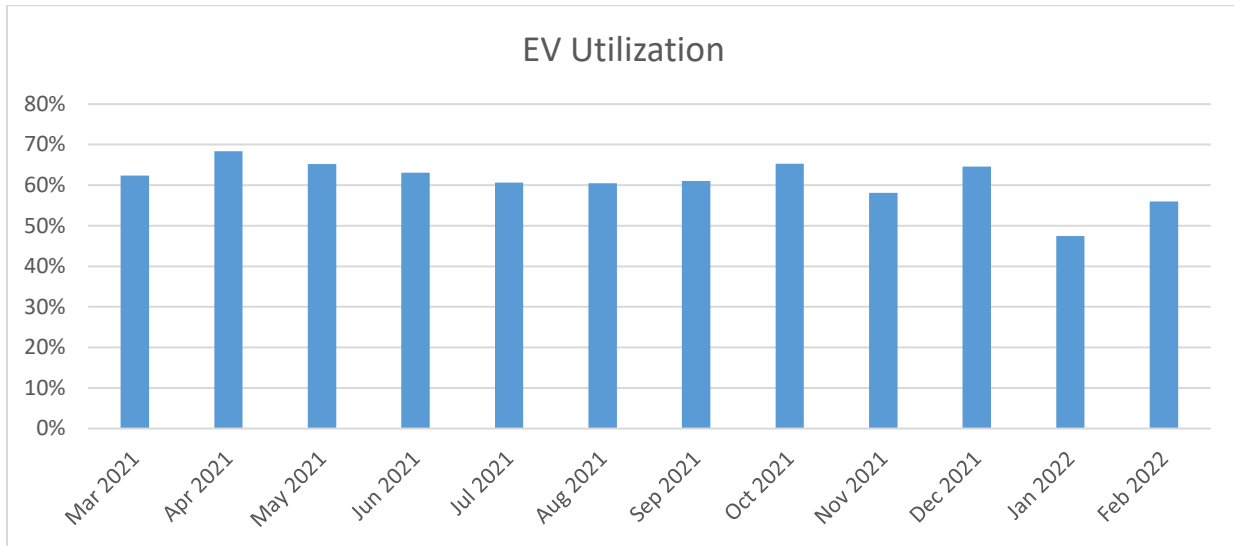
## Summary of TripShot App Activity



**Average Monthly Users: 1420**

**App Sessions: 2639**

## Electric Vehicle Utilization



## Complaints Received by CSR Staff

- There was one complaint of a shuttle 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 about a driver being rude.
  - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service.

## 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.