

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

August 9, 2022

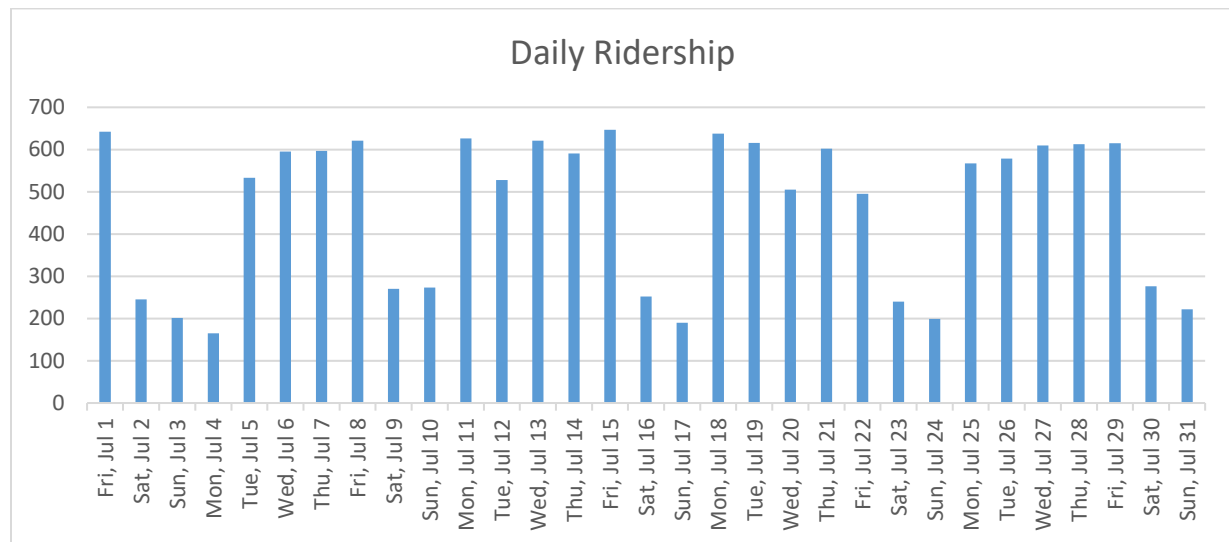
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## Passengers per Day, Table

					Fri, Jul 1	Sat, Jul 2
					642	245
Sun, Jul 3	Mon, Jul 4	Tue, Jul 5	Wed, Jul 6	Thu, Jul 7	Fri, Jul 8	Sat, Jul 9
201	165	533	595	597	621	270
Sun, Jul 10	Mon, Jul 11	Tue, Jul 12	Wed, Jul 13	Thu, Jul 14	Fri, Jul 15	Sat, Jul 16
273	626	528	621	591	647	252
Sun, Jul 17	Mon, Jul 18	Tue, Jul 19	Wed, Jul 20	Thu, Jul 21	Fri, Jul 22	Sat, Jul 23
190	638	616	505	602	495	240
Sun, Jul 24	Mon, Jul 25	Tue, Jul 26	Wed, Jul 27	Thu, Jul 28	Fri, Jul 29	Sat, Jul 30
199	567	579	610	613	615	276
Sun, Jul 31						
222						

## Passengers per Day, Chart



## Ridership Year-To-Date

	Pre-COVID Total 2019	Previous Year Total 2021	Total 2022	+/- from Previous Year	% Pre-COVID Baseline (2019)*	Pre-COVID Weekday Totals 2019	Previous Year Weekday Totals 2021	Weekday Totals 2022	+/- from Previous Year	% Pre-COVID Baseline (2019)*	Pre-COVID Weekend Totals 2019	Previous Year Weekend Totals 2021	Weekend Totals 2022	+/- from Previous Year	% Pre-COVID Baseline (2019)
Jan	17530	4534	9246	104%	53%	14882	3418	7738	126%	52%	2648	1116	1508	35%	57%
Feb	15963	4311	10901	153%	68%	13435	3424	9371	174%	70%	2528	887	1530	72%	61%
Mar	19554	4446	14157	218%	72%	16461	3674	12629	244%	77%	3093	772	1528	98%	49%
Apr	19403	5552	13314	140%	69%	16689	4662	11507	147%	69%	2714	890	1807	103%	67%
May	20066	5635	15351	172%	77%	17625	4432	13317	200%	76%	2441	1203	2034	69%	83%
Jun	17756	6392	14769	131%	83%	14344	5286	12949	145%	90%	3412	1106	1820	65%	53%
Jul	19040	6678	14374	115%	75%	16121	5108	11841	132%	73%	2919	1570	2533	61%	87%
Aug	19680	7980				16755	6604				2925	1376			
Sep	19190	8291				16241	6882				2949	1409			
Oct	20378	8541				17869	6914				2509	1627			
Nov	17972	8675				14427	7082				3545	1593			
Dec	16964	7786				14490	6538				2474	1248			
<b>YTD Total</b>	<b>223,496</b>	<b>78,821</b>	<b>92,112</b>												

\*The Pre-COVID Baseline percentages include the additional ridership derived from the [expanded hours](#).

## 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
2886	20%	38%

## Average Daily Ridership 2019-2022

	Weekday				
	Pre-COVID Average Weekday 2019	Previous Year Average Weekday 2021	Average Weekday 2022	+/- from Previous Year	% of Pre-COVID Baseline (2019)*
Jan	709	180	387	115%	55%
Feb	707	180	493	174%	70%
Mar	784	160	549	243%	70%
Apr	759	212	548	158%	72%
May	801	222	634	186%	79%
Jun	717	240	589	145%	82%
Jul	733	243	592	144%	81%
Aug	762	300			
Sep	812	328			
Oct	777	329			
Nov	759	354			
Dec	680	291			
<b>YTD Ave.</b>	<b>750</b>	<b>253</b>	<b>542</b>	<b>166%</b>	<b>72%</b>

	Weekend				
	Pre-COVID Average Weekend 2019	Previous Year Average Weekend 2021	Average Weekend 2022	+/- from Previous Year	% of Pre-COVID Baseline (2019)
Jan	265	93	137	47%	52%
Feb	281	99	170	72%	60%
Mar	309	97	191	97%	62%
Apr	339	111	201	81%	59%
May	271	109	203	86%	75%
Jun	341	138	228	65%	67%
Jul	324	157	230	46%	71%
Aug	325	153			
Sep	295	157			
Oct	314	163			
Nov	322	159			
Dec	247	136			
<b>YTD Ave.</b>	<b>303</b>	<b>131</b>	<b>194</b>	<b>71%</b>	<b>64%</b>

\*The Pre-COVID Baseline percentages include the additional ridership derived from the [expanded hours](#).

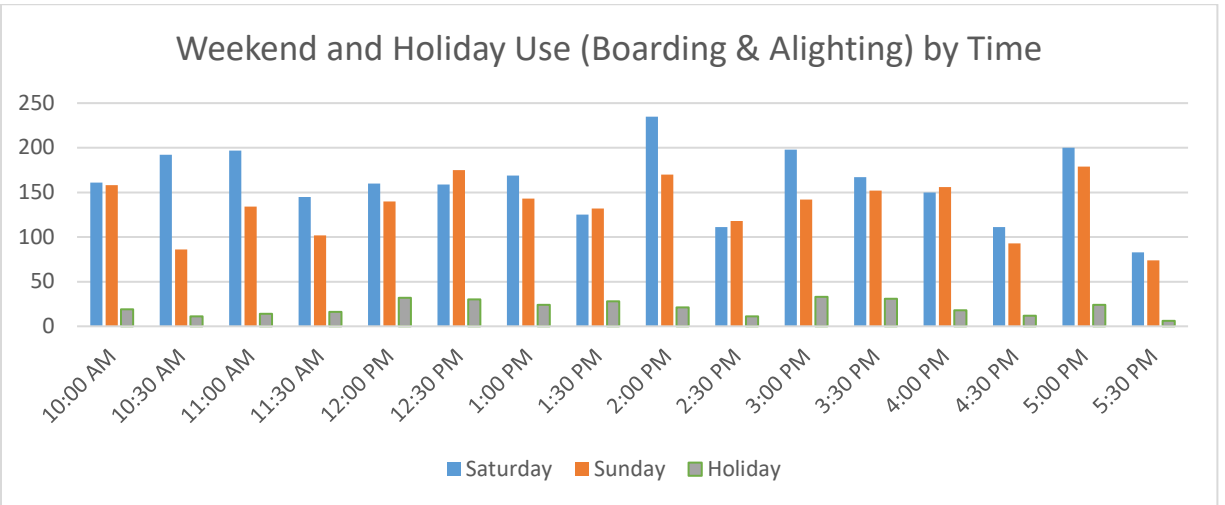
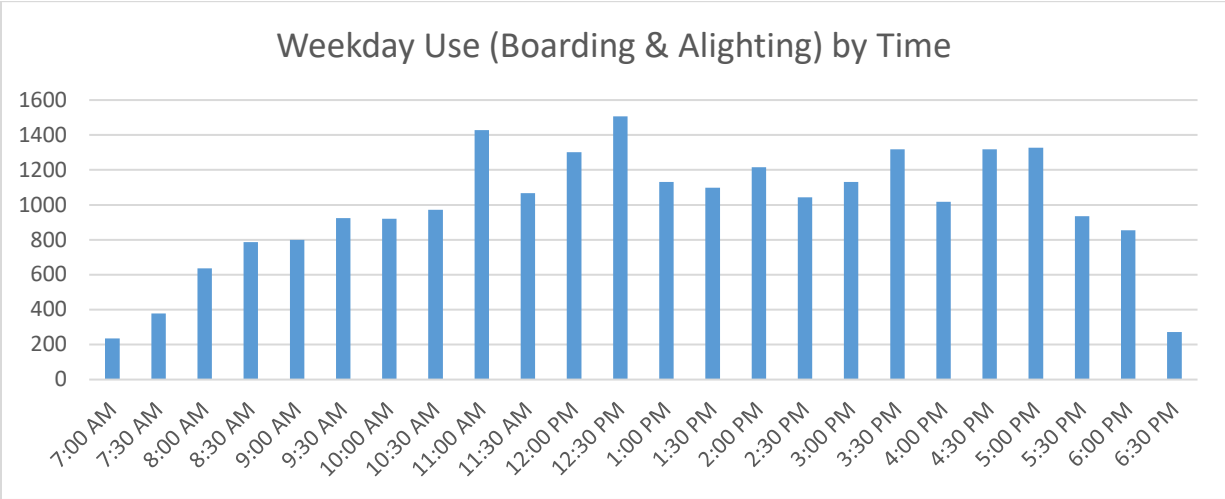
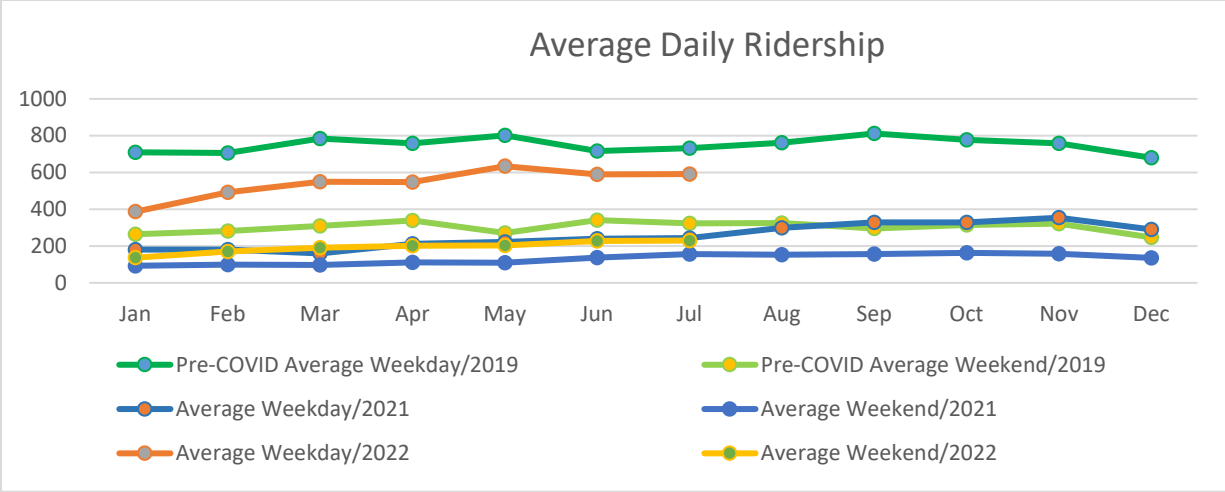
### Additional Ridership Data:

The number of bicycles carried: **166**

The number of wheelchair lift usage: **48**

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

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1254	1447	2701	19.8%	San Antonio Center	1277	1585	2862	19.0%
Senior/Teen Center (Gray)	526	529	1055	7.7%	Senior/Teen Center (Red)	858	469	1327	8.8%
MV Transit Center	497	489	986	7.2%	MV Transit Center	505	792	1297	8.6%
Grant Rd. (Gray)	353	502	855	6.3%	Grant Rd. (Red)	469	421	890	5.9%
El Camino Real/Sylvan (Gray)	252	528	780	5.7%	El Camino Real/Sylvan (Red)	500	227	727	4.8%
Civic Center (Gray)	339	272	611	4.5%	Rengstorff/Middlefield (Red)	453	208	661	4.4%
Rengstorff/Middlefield (Gray)	302	300	602	4.4%	Civic Center (Red)	290	361	651	4.3%
Middlefield/Easy (Gray)	198	313	511	3.7%	California/Ortega East	473	23	496	3.3%
Whisman/Middlefield (Gray)	245	241	486	3.6%	Middlefield/Easy (Red)	265	179	444	3.0%
Middlefield/Moffett (Gray)	159	264	423	3.1%	California/Rengstorff (Red)	279	146	425	2.8%
Sylvan Park (Gray)	236	160	396	2.9%	El Camino Hospital	204	209	413	2.7%
Community Center (Gray)	241	123	364	2.7%	Whisman Station (Red)	168	239	407	2.7%
California/Ortega East	331	26	357	2.6%	Middlefield/Moffett (Red)	244	160	404	2.7%
El Camino Hospital	213	138	351	2.6%	Villa/Franklin (Red)	50	321	371	2.5%
Whisman Station (Gray)	206	125	331	2.4%	Whisman/Middlefield (Red)	175	174	349	2.3%
California/Ortega West	24	307	331	2.4%	Sylvan Park (Red)	142	184	326	2.2%
Shoreline/Middlefield #3 (Gray)	180	101	281	2.1%	California/Ortega West	26	279	305	2.0%
Cuesta/Miramonte (Gray)	232	35	267	2.0%	Castro/El Camino Real (Red)	84	209	293	1.9%
Rengstorff/Central (Gray)	99	142	241	1.8%	Community Center (Red)	86	200	286	1.9%
Castro/El Camino Real (Gray)	116	123	239	1.8%	Crittenden Middle School (Red)	162	101	263	1.7%
California/Rengstorff	90	146	236	1.7%	Shoreline/Middlefield #1 (Red)	90	156	246	1.6%
Villa/Franklin (Gray)	189	34	223	1.6%	Rengstorff/Montecito (Red)	132	97	229	1.5%
Crittenden Middle School (Gray)	101	103	204	1.5%	Cuesta/Miramonte (Red)	59	158	217	1.4%
Rengstorff/Montecito (Gray)	102	83	185	1.4%	Middlefield/San Pierre (Red)	63	136	199	1.3%
Middlefield/San Pierre (Gray)	105	62	167	1.2%	Villa/Mariposa	132	52	184	1.2%
Villa/Shoreline	63	65	128	0.9%	Rengstorff/Central (Red)	121	60	181	1.2%
Graham Middle School (Gray)	43	39	82	0.6%	California/Rengstorff	50	95	145	1.0%
Cuesta/Grant	17	61	78	0.6%	Graham Middle School (Red)	47	81	128	0.9%
Grant/Eunice	49	10	59	0.4%	Cuesta/Grant	53	69	122	0.8%
Cuesta/Grant (Gray)	42	10	52	0.4%	Grant/Eunice	56	30	86	0.6%
Shoreline/Pear	27	14	41	0.3%	Shoreline/Middlefield #2	11	39	50	0.3%
Shoreline/Middlefield #2	1	10	11	0.1%	Shoreline/Pear	18	28	46	0.3%
<b>Total</b>	<b>6832</b>	<b>6802</b>	<b>13634</b>	<b>100.0%</b>	<b>Total</b>	<b>7542</b>	<b>7488</b>	<b>15030</b>	<b>100.0%</b>



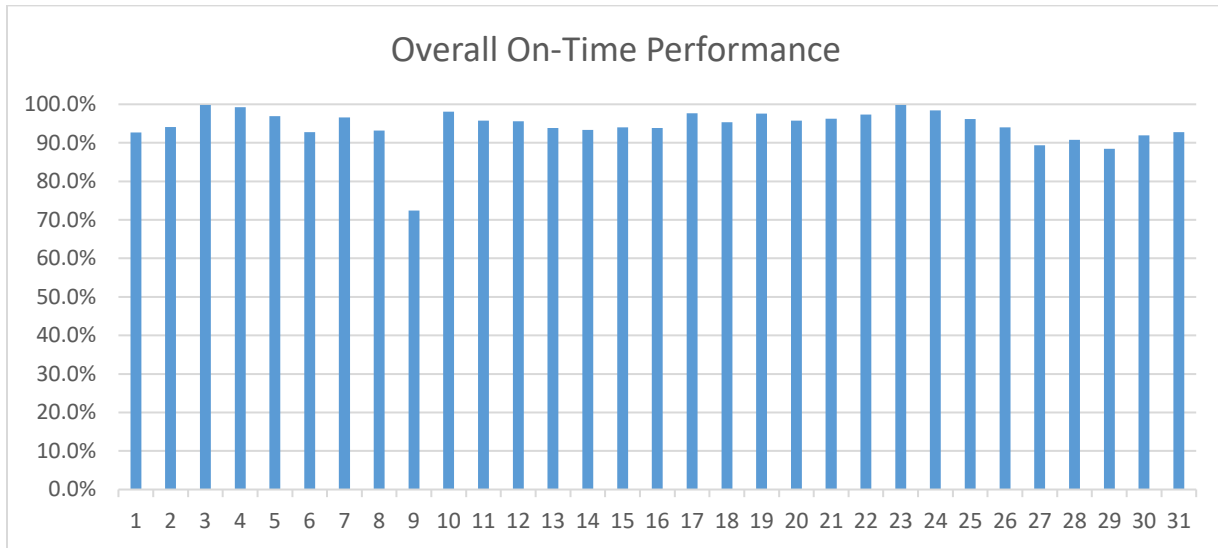
# Shuttle On-Time Performance

## 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: **94.3%**





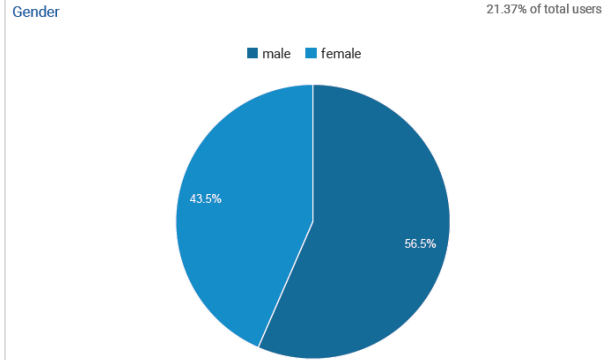
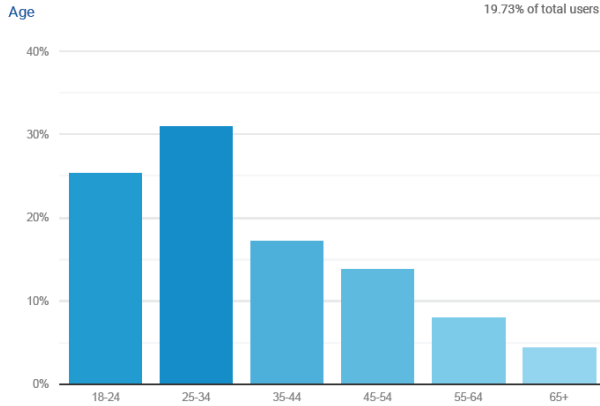
# Monthly Summary of Website Activity

## Demographics: Overview

All Users  
100.00% Users

Jul 1, 2022 - Jul 31, 2022

Key Metric:

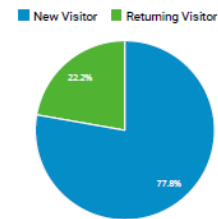
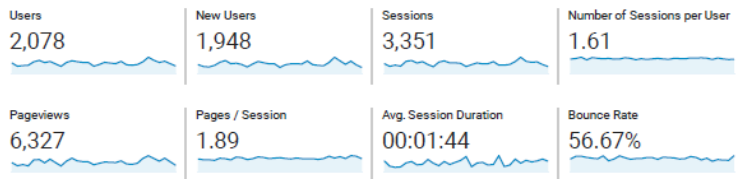
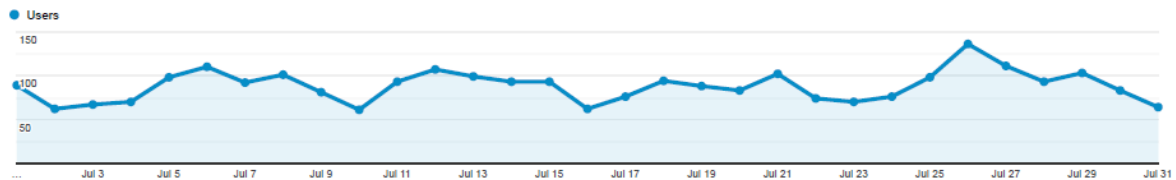


## Audience Overview

All Users  
100.00% Users

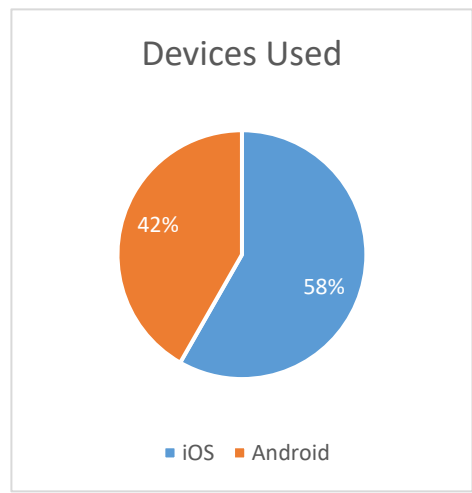
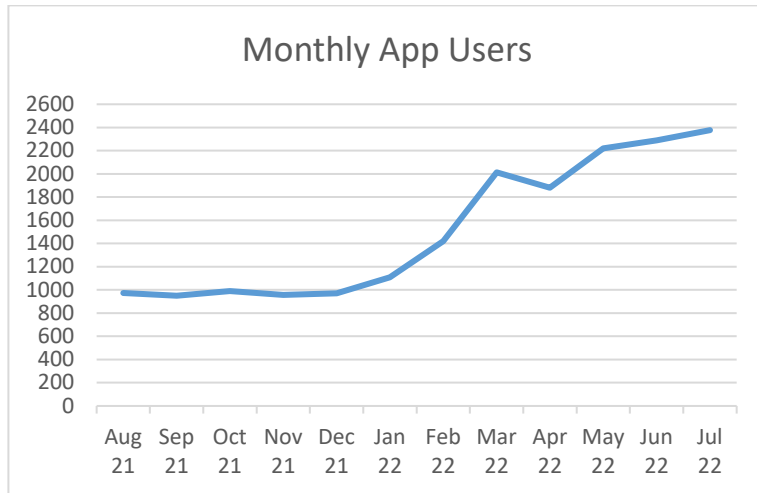
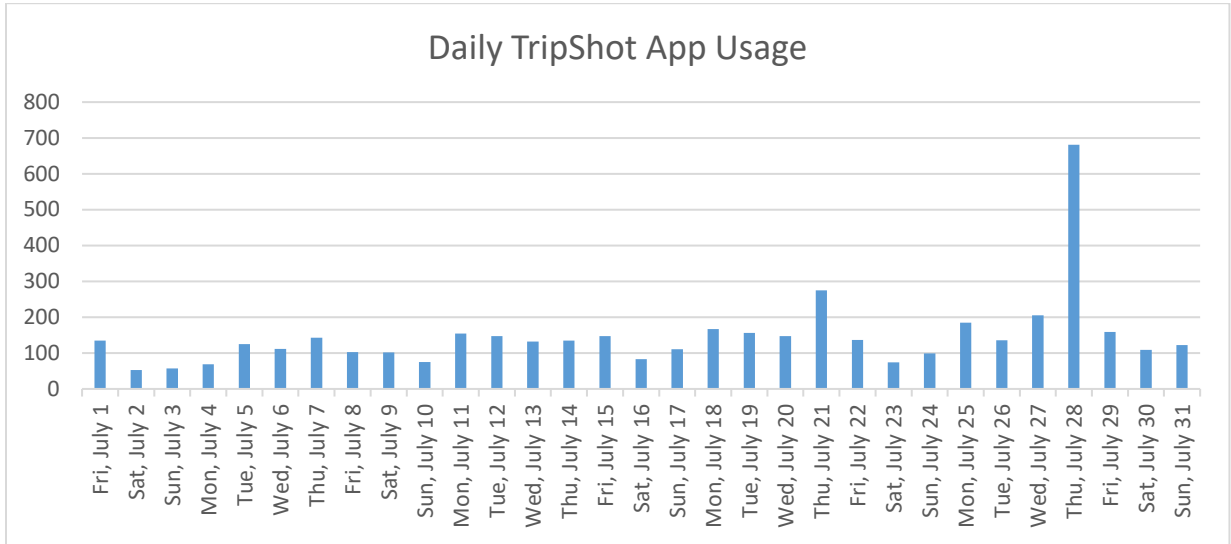
Jul 1, 2022 - Jul 31, 2022

Overview



Language	Users	% Users
1. en-us	1,847	88.76%
2. en-gb	60	2.88%
3. zh-cn	33	1.59%
4. en-ca	28	1.35%
5. en	18	0.86%
6. en-in	17	0.82%
7. es-us	12	0.58%
8. zh-tw	8	0.38%
9. es-419	7	0.34%
10. ko-kr	7	0.34%

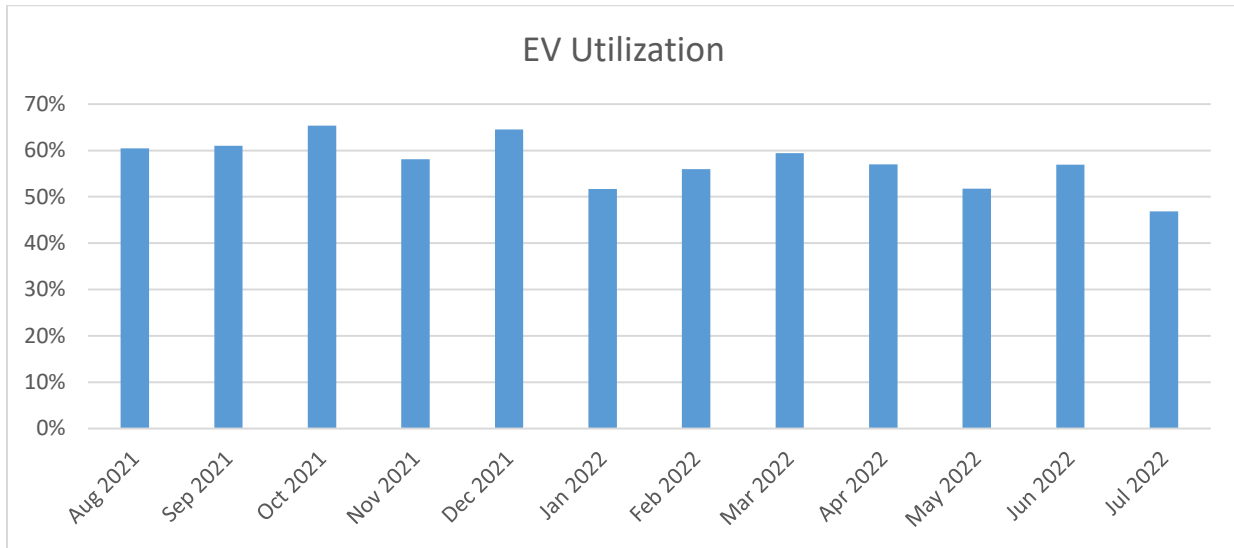
## Summary of TripShot App Activity



Average Monthly Users: **2377**

App Sessions: **4535**

## 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.

## 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.