

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

July 7, 2022

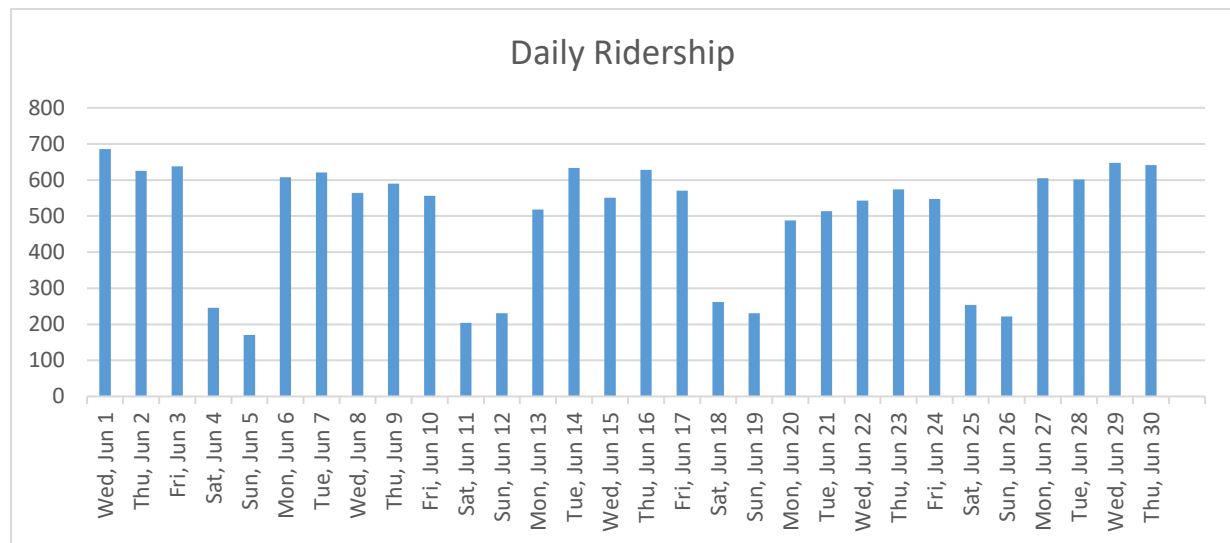
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## Passengers per Day, Table

			Wed, Jun 1	Thu, Jun 2	Fri, Jun 3	Sat, Jun 4
			686	625	638	246
Sun, Jun 5	Mon, Jun 6	Tue, Jun 7	Wed, Jun 8	Thu, Jun 9	Fri, Jun 10	Sat, Jun 11
170	608	621	564	590	556	204
Sun, Jun 12	Mon, Jun 13	Tue, Jun 14	Wed, Jun 15	Thu, Jun 16	Fri, Jun 17	Sat, Jun 18
231	518	633	551	628	570	262
Sun, Jun 19	Mon, Jun 20	Tue, Jun 21	Wed, Jun 22	Thu, Jun 23	Fri, Jun 24	Sat, Jun 25
231	488	514	543	574	547	254
Sun, Jun 26	Mon, Jun 27	Tue, Jun 28	Wed, Jun 29	Thu, Jun 30		
222	605	601	648	641		

## Passengers per Day, Chart



## Ridership Year-To-Date

	Total 2019	Total 2021	Total 2022	+/- from Previous Year	% Pre-COVID Baseline (2019)*	Weekday Totals 2019	Weekday Totals 2021	Weekday Totals 2022	+/- from Previous Year	% Pre-COVID Baseline (2019)*	Weekend Totals 2019	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				16121	5108				2919	1570			
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>77,738</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
3461	23%	50%

## Average Daily Ridership 2019-2022

	Weekday				
	Average Weekday 2019	Average Weekday 2020	Average Weekday 2021	+/- 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			
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>533</b>	<b>170%</b>	<b>71%</b>

	Weekend				
	Average Weekend 2019	Average Weekend 2020	Average Weekend 2021	+/- 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			
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>188</b>	<b>75%</b>	<b>62%</b>

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

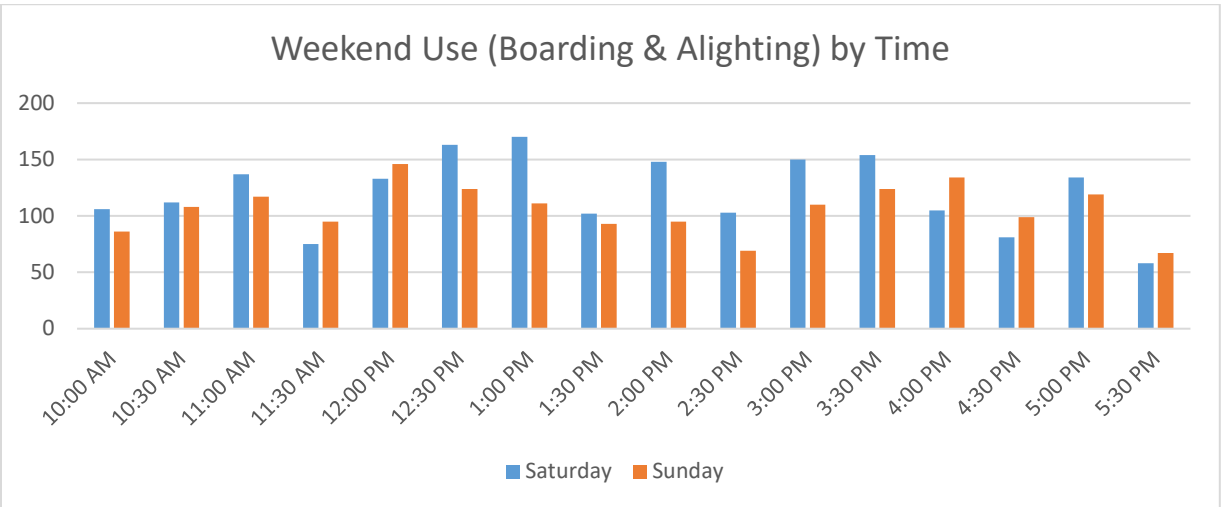
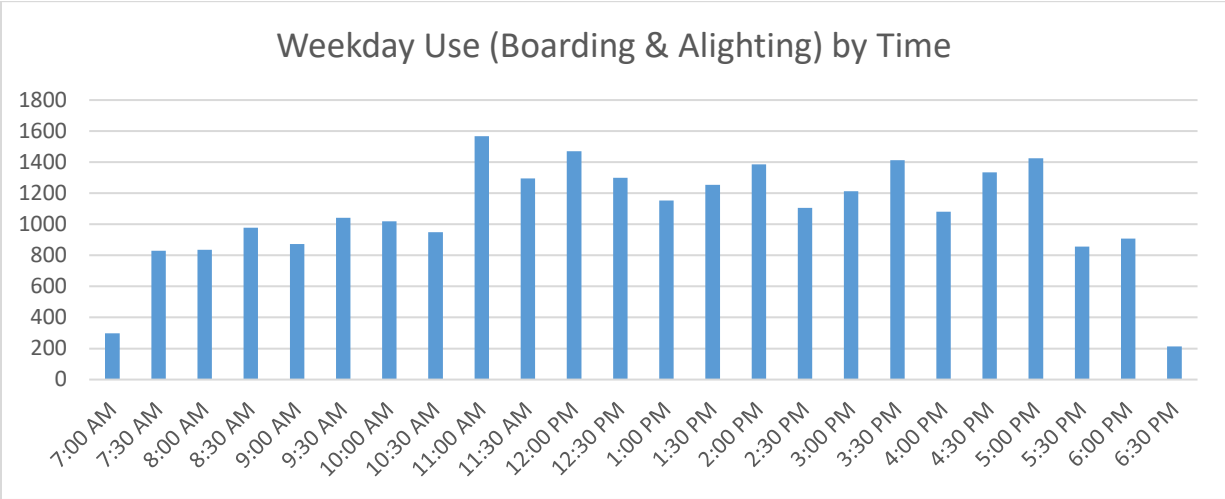
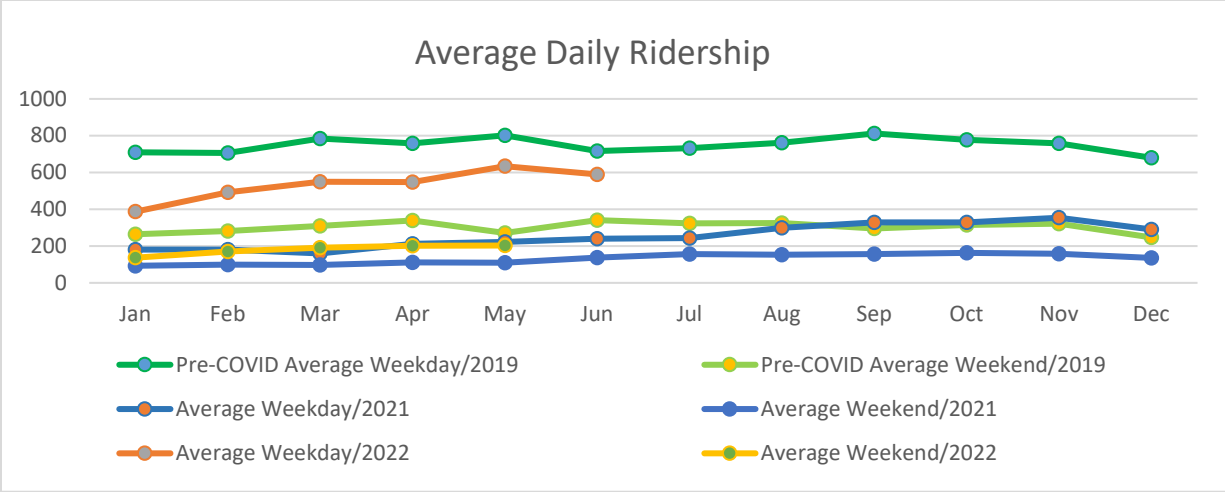
### Additional Ridership Data:

The number of bicycles carried: **190**

The number of wheelchair lift usage: **23**

## 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	1304	1539	2843	19.3%	San Antonio Center	1335	1413	2748	18.7%
Senior/Teen Center	695	603	1298	8.8%	Senior/Teen Center (Red)	825	551	1376	9.3%
MV Transit Center	533	472	1005	6.8%	MV Transit Center	508	766	1274	8.7%
Grant Rd.	423	528	951	6.5%	Grant Rd. (Red)	454	430	884	6.0%
El Camino Real/Sylvan	236	460	696	4.7%	El Camino Real/Sylvan (Red)	443	227	670	4.6%
Rengstorff/Middlefield	320	345	665	4.5%	Rengstorff/Middlefield (Red)	416	180	596	4.0%
Civic Center	341	293	634	4.3%	Civic Center (Red)	261	322	583	4.0%
Whisman/Middlefield	296	270	566	3.8%	Middlefield/Easy (Red)	265	239	504	3.4%
Middlefield/Easy	235	256	491	3.3%	California/Ortega East	429	20	449	3.1%
Middlefield/Moffett	173	282	455	3.1%	El Camino Hospital	229	216	445	3.0%
California/Ortega West	35	416	451	3.1%	Whisman Station (Red)	199	223	422	2.9%
Sylvan Park	228	210	438	3.0%	Sylvan Park (Red)	198	223	421	2.9%
Community Center	304	88	392	2.7%	Middlefield/Moffett (Red)	208	171	379	2.6%
El Camino Hospital	230	161	391	2.7%	California/Rengstorff (Red)	245	131	376	2.6%
Whisman Station	190	185	375	2.5%	Villa/Franklin (Red)	42	312	354	2.4%
California/Ortega East	322	36	358	2.4%	Whisman/Middlefield (Red)	177	165	342	2.3%
Shoreline/Middlefield #3 (Gray)	148	150	298	2.0%	Community Center (Red)	78	227	305	2.1%
Crittenden Middle School	148	134	282	1.9%	Crittenden Middle School (Red)	189	108	297	2.0%
Cuesta/Miramonte	242	35	277	1.9%	Castro/El Camino Real (Red)	101	190	291	2.0%
Rengstorff/Central	117	140	257	1.7%	California/Ortega West	147	110	257	1.7%
Middlefield/San Pierre	137	96	233	1.6%	Cuesta/Miramonte (Red)	62	166	228	1.5%
California/Rengstorff	54	178	232	1.6%	Middlefield/San Pierre (Red)	67	147	214	1.5%
Rengstorff/Montecito	105	118	223	1.5%	Shoreline/Middlefield #1 (Red)	88	119	207	1.4%
Castro/El Camino Real (Gray)	82	141	223	1.5%	Villa/Mariposa	111	67	178	1.2%
Villa/Franklin	164	11	175	1.2%	Rengstorff/Central (Red)	89	79	168	1.1%
Graham Middle School	88	24	112	0.8%	Rengstorff/Montecito (Red)	106	60	166	1.1%
Cuesta/Grant	13	73	86	0.6%	Graham Middle School (Red)	58	93	151	1.0%
Cuesta/Grant (Gray)	59	14	73	0.5%	Grant/Eunice	96	51	147	1.0%
Grant/Eunice	53	18	71	0.5%	California/Rengstorff	38	94	132	0.9%
Shoreline/Pear	38	30	68	0.5%	Cuesta/Grant	27	66	93	0.6%
Villa/Shoreline	49	18	67	0.5%	Shoreline/Pear	23	23	46	0.3%
Shoreline/Middlefield #2	8	12	20	0.1%	Shoreline/Middlefield #2	2	14	16	0.1%
<b>Total</b>	<b>7370</b>	<b>7336</b>	<b>14706</b>	<b>100.0%</b>	<b>Total</b>	<b>7516</b>	<b>7203</b>	<b>14719</b>	<b>100.0%</b>



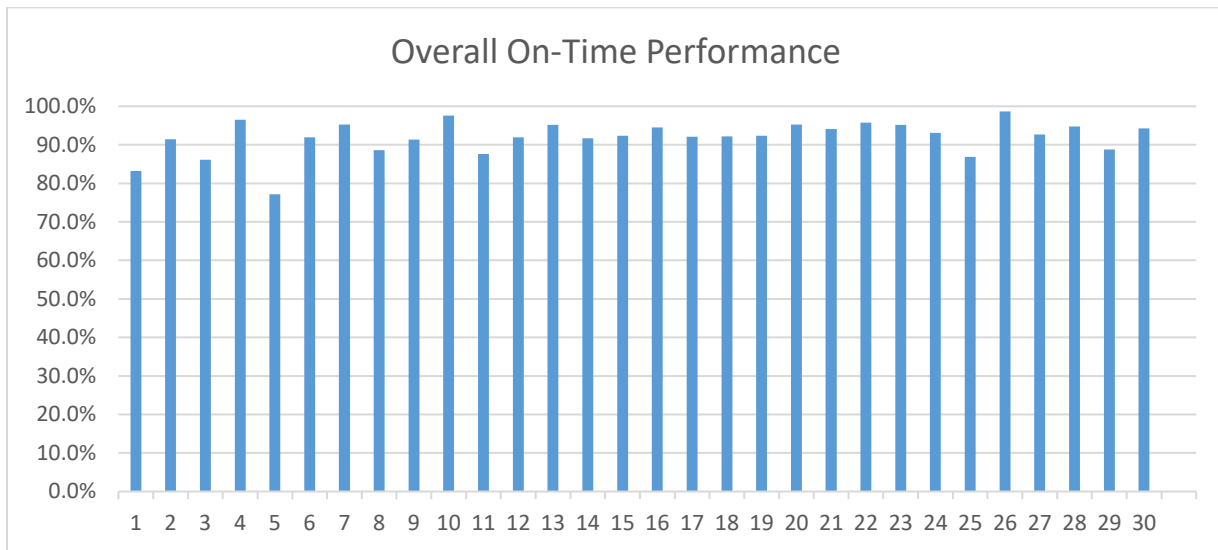
# Shuttle On-Time Performance

## 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: **92.3%**





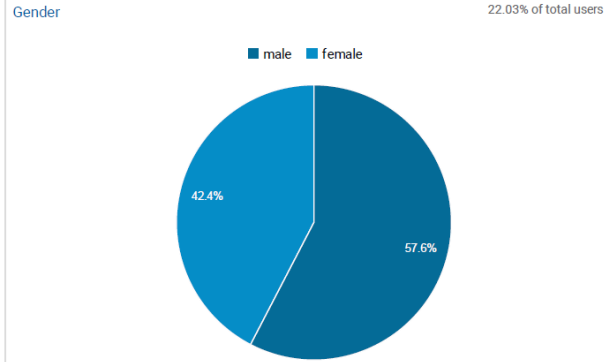
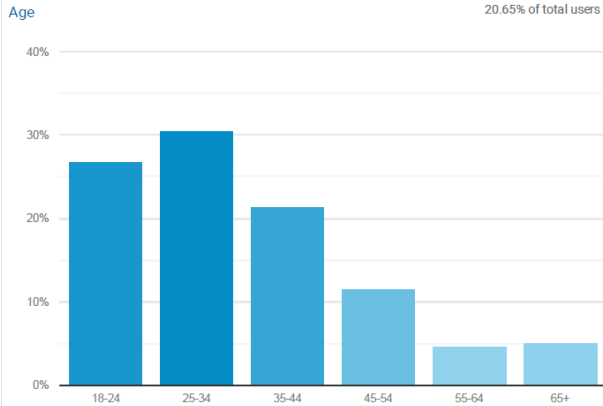
# Monthly Summary of Website Activity

## Demographics: Overview

All Users  
100.00% Users

Jun 1, 2022 - Jun 30, 2022

Key Metric:

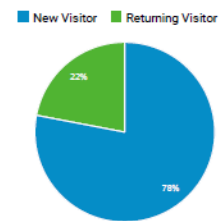
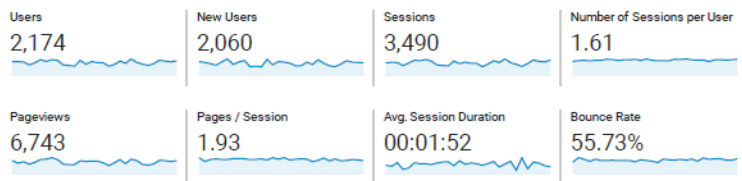
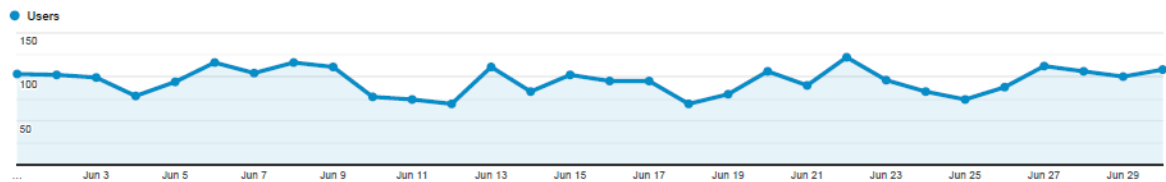


## Audience Overview

All Users  
100.00% Users

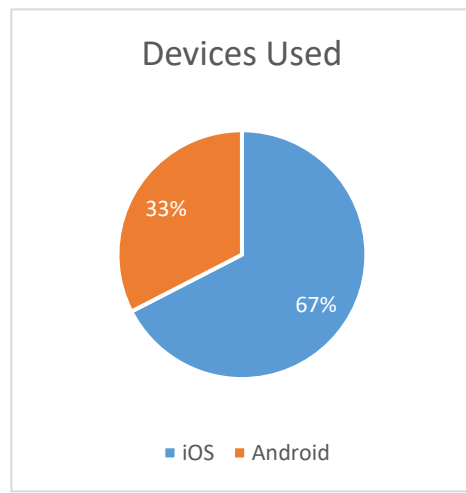
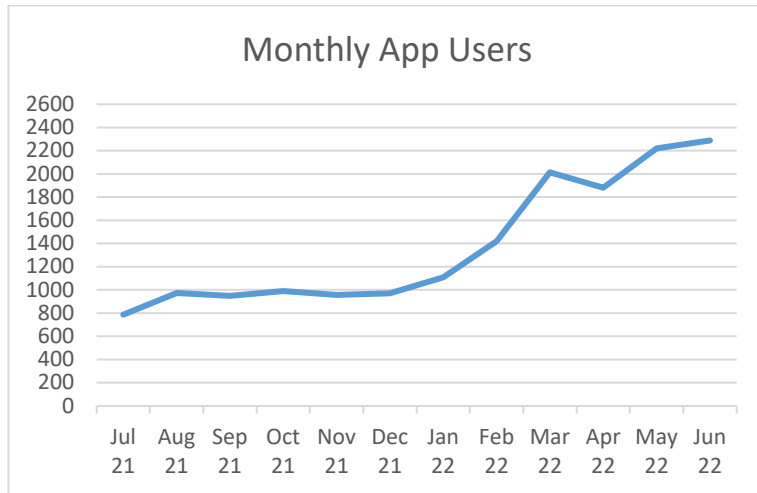
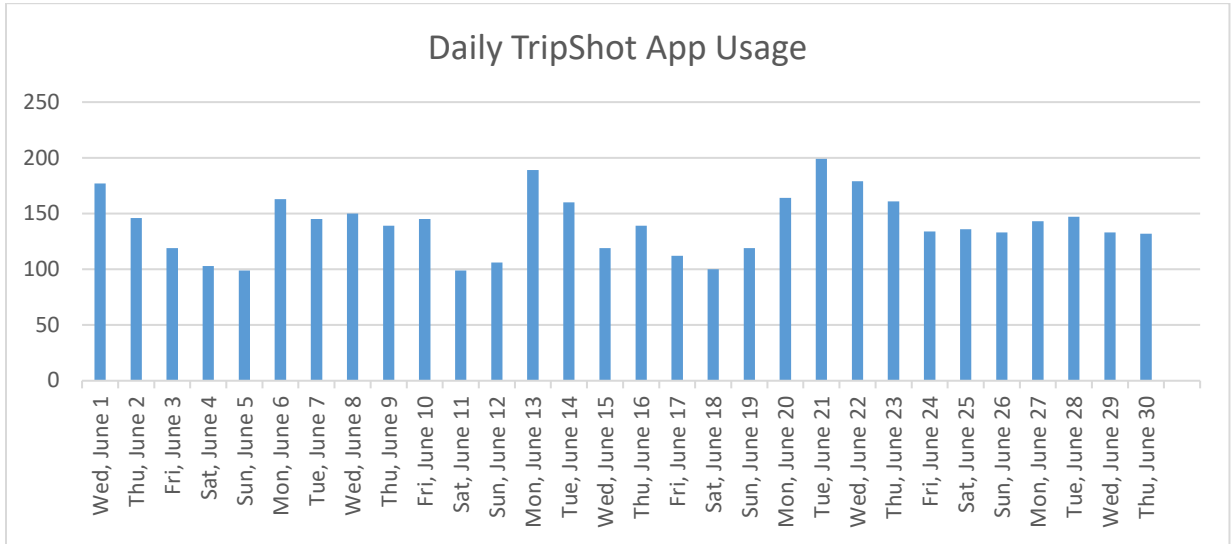
Jun 1, 2022 - Jun 30, 2022

Overview



Language	Users	% Users
1. en-us	1,916	88.05%
2. en-gb	59	2.71%
3. en-ca	28	1.29%
4. en-in	28	1.29%
5. zh-cn	27	1.24%
6. ja	16	0.74%
7. en	14	0.64%
8. zh-tw	11	0.51%
9. en-au	8	0.37%
10. es-us	8	0.37%

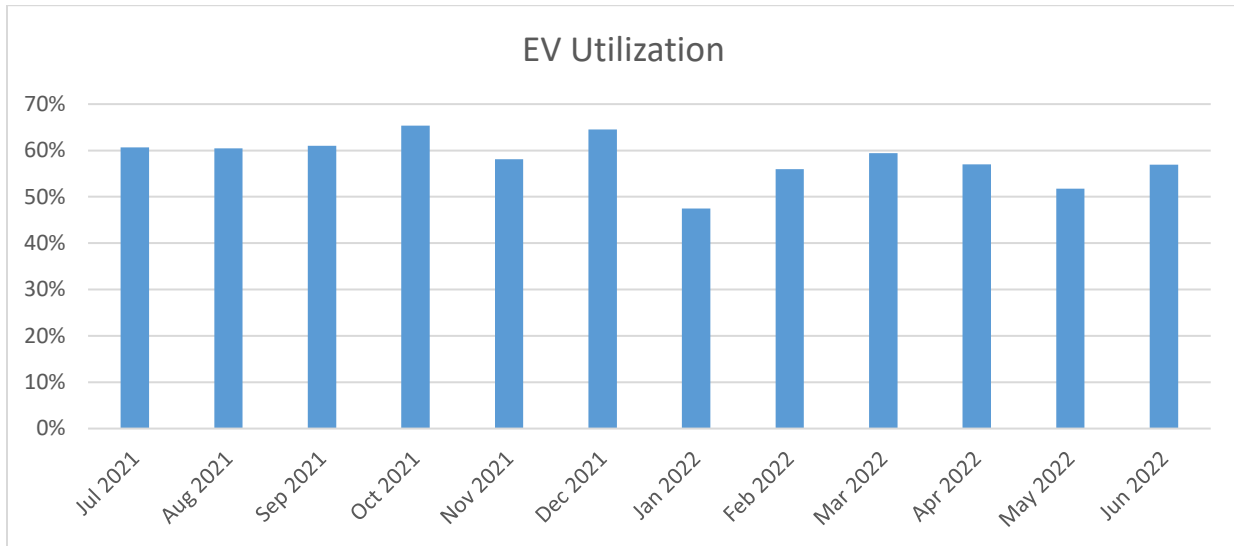
## Summary of TripShot App Activity



Average Monthly Users: **2288**

App Sessions: **4190**

## 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 of unsafe driving.
  - The incident was investigated, the driver was spoken to, and additional training was provided.
- There was one complaint that the air conditioning was not on in the shuttles despite it being hot.
  - The drivers have been instructed to use the air conditioning when the temperature outside gets hot.

## 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.