

Mountain View Community Shuttle
Monthly Operations Report
March 2022

April 20, 2022

Contents

Passengers per Day, Table2

Passengers per Day, Chart2

Ridership Year-To-Date3

Monthly Ridership During Expanded Hours3

Average Daily Ridership 2019-20224

Additional Ridership Data:6

Month Total Use (Boarding & Alighting) by Stops6

Shuttle On-Time Performance7

Monthly Summary of Website Activity8

Summary of TripShot App Activity.....9

Electric Vehicle Utilization.....10

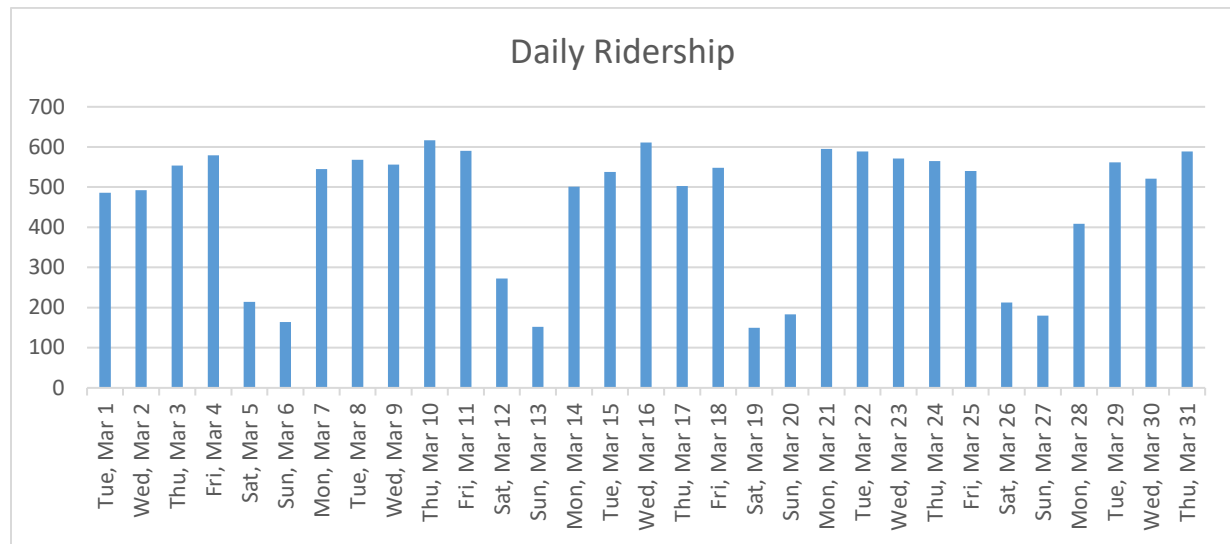
Complaints Received by CSR Staff.....10

Service Update.....10

Passengers per Day, Table

		Tue, Mar 1	Wed, Mar 2	Thu, Mar 3	Fri, Mar 4	Sat, Mar 5
		486	492	554	579	214
Sun, Mar 6	Mon, Mar 7	Tue, Mar 8	Wed, Mar 9	Thu, Mar 10	Fri, Mar 11	Sat, Mar 12
164	545	568	556	617	590	272
Sun, Mar 13	Mon, Mar 14	Tue, Mar 15	Wed, Mar 16	Thu, Mar 17	Fri, Mar 18	Sat, Mar 19
152	501	538	611	503	548	150
Sun, Mar 20	Mon, Mar 21	Tue, Mar 22	Wed, Mar 23	Thu, Mar 24	Fri, Mar 25	Sat, Mar 26
183	595	589	571	565	540	213
Sun, Mar 27	Mon, Mar 28	Tue, Mar 29	Wed, Mar 30	Thu, Mar 31		
180	409	562	521	589		

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			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		
YTD Total	223,496	82,590	78,821	34,304											

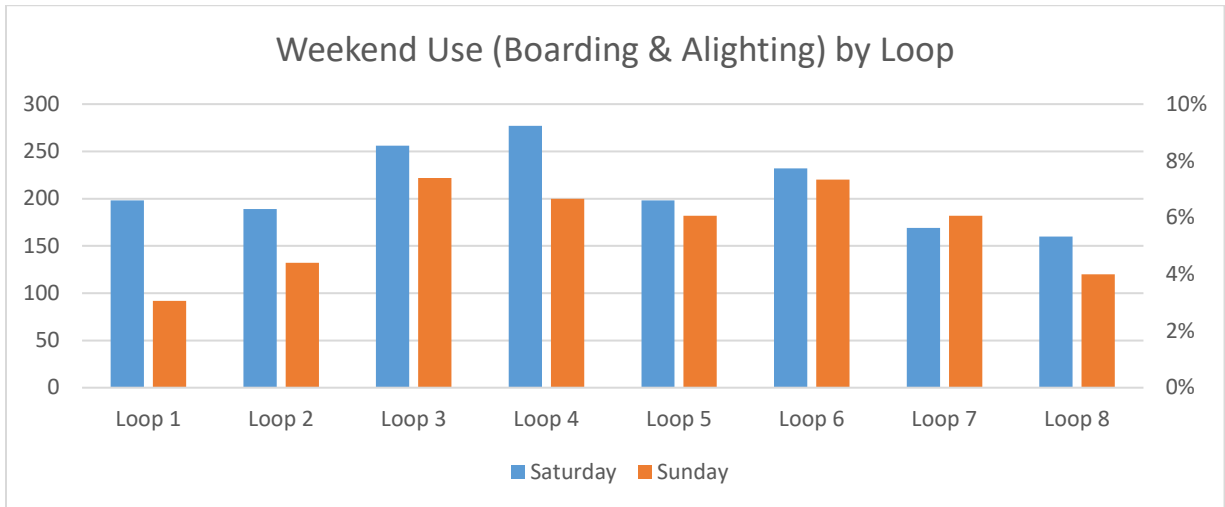
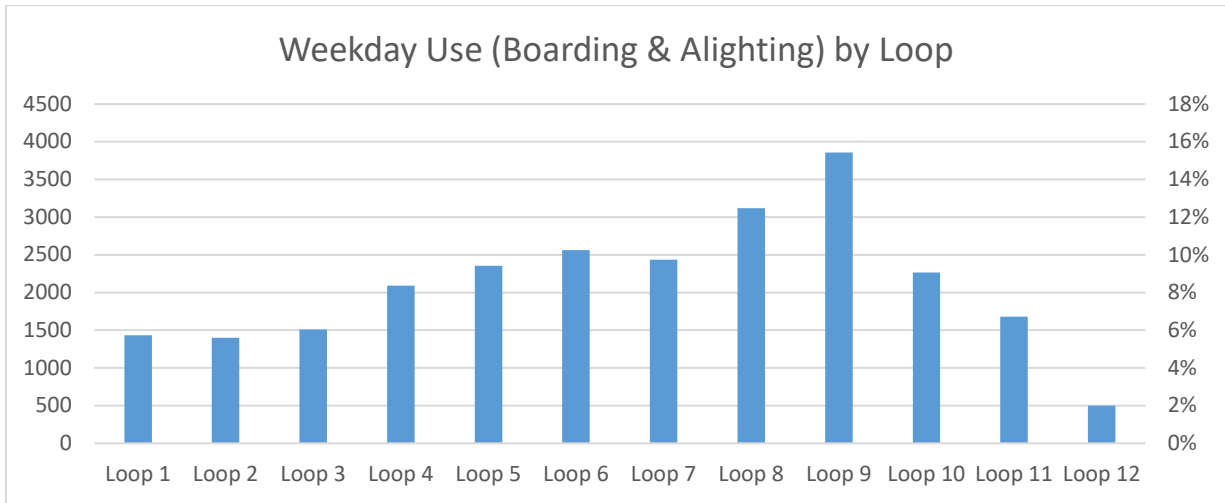
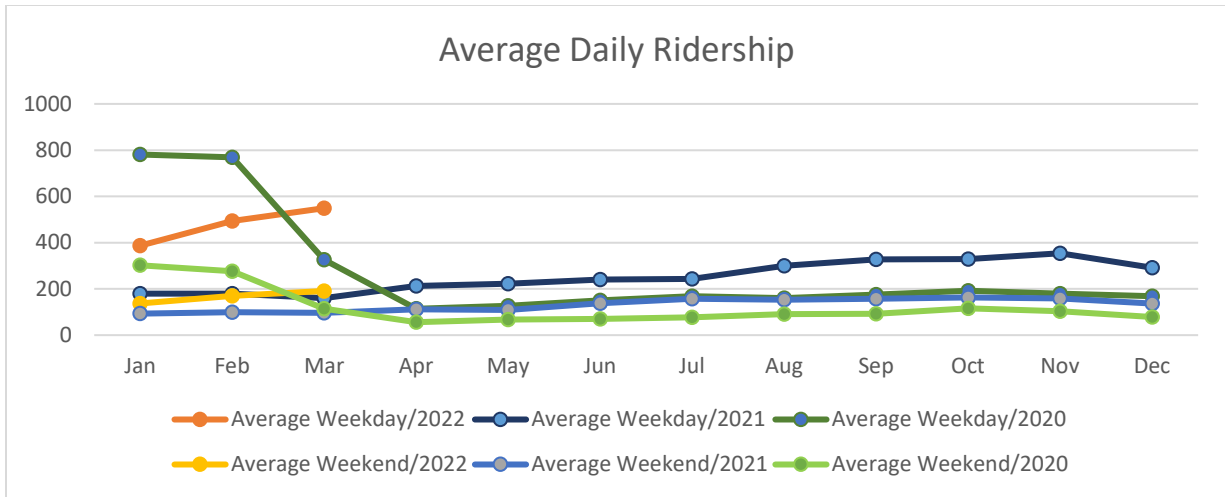
Monthly Ridership During Expanded Hours

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
2844	20%	43%

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			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		
YTD Ave.	750	276	253	476	175%	303	121	131	166	72%



(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: **178**

The number of wheelchair lift usage: **33**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	2423	17.9%	San Antonio Center	3525	24.0%
Senior/Teen Center	1162	8.6%	Senior/Teen Center (Red)	1132	7.7%
MV Transit Center	1070	7.9%	MV Transit Center	998	6.8%
Grant Rd.	753	5.6%	Grant Rd. (Red)	746	5.1%
El Camino Real/Sylvan	710	5.2%	El Camino Real/Sylvan (Red)	637	4.3%
Rengstorff/Middlefield	558	4.1%	California/Ortega East	604	4.1%
Civic Center	536	4.0%	Rengstorff/Middlefield (Red)	560	3.8%
Middlefield/Easy	498	3.7%	Sylvan Park (Red)	510	3.5%
Crittenden Middle School	488	3.6%	Middlefield/Easy (Red)	481	3.3%
Sylvan Park	463	3.4%	Civic Center (Red)	458	3.1%
Whisman Station	421	3.1%	Whisman Station (Red)	416	2.8%
Graham Middle School	421	3.1%	Crittenden Middle School (Red)	360	2.5%
Community Center	414	3.1%	Graham Middle School (Red)	356	2.4%
Middlefield/Moffett	403	3.0%	El Camino Hospital	341	2.3%
California/Ortega West	339	2.5%	Community Center (Red)	317	2.2%
Whisman/Middlefield	299	2.2%	Villa/Franklin (Red)	311	2.1%
Cuesta/Miramonte	293	2.2%	Grant/Eunice	298	2.0%
El Camino Hospital	287	2.1%	California/Rengstorff (Red)	290	2.0%
California/Rengstorff	281	2.1%	Middlefield/Moffett (Red)	268	1.8%
Middlefield/San Pierre	274	2.0%	Castro/El Camino Real (Red)	254	1.7%
California/Ortega East	260	1.9%	Cuesta/Miramonte (Red)	249	1.7%
Shoreline/Middlefield #3 (Gray)	207	1.5%	Shoreline/Middlefield #1 (Red)	220	1.5%
Castro/El Camino Real (Gray)	192	1.4%	Whisman/Middlefield (Red)	209	1.4%
Rengstorff/Central	176	1.3%	California/Ortega West	205	1.4%
Rengstorff/Montecito	145	1.1%	Middlefield/San Pierre (Red)	177	1.2%
Villa/Franklin	141	1.0%	Rengstorff/Central (Red)	175	1.2%
Villa/Shoreline	86	0.6%	Rengstorff/Montecito (Red)	167	1.1%
Grant/Eunice	80	0.6%	California/Rengstorff	140	1.0%
Cuesta/Grant	71	0.5%	Villa/Mariposa	126	0.9%
Cuesta/Grant (Gray)	62	0.5%	Cuesta/Grant	79	0.5%
Shoreline/Pear	38	0.3%	Shoreline/Pear	35	0.2%
Shoreline/Middlefield #2	16	0.1%	Shoreline/Middlefield #2	25	0.2%
Total	13567	100%	Total	14669	100%

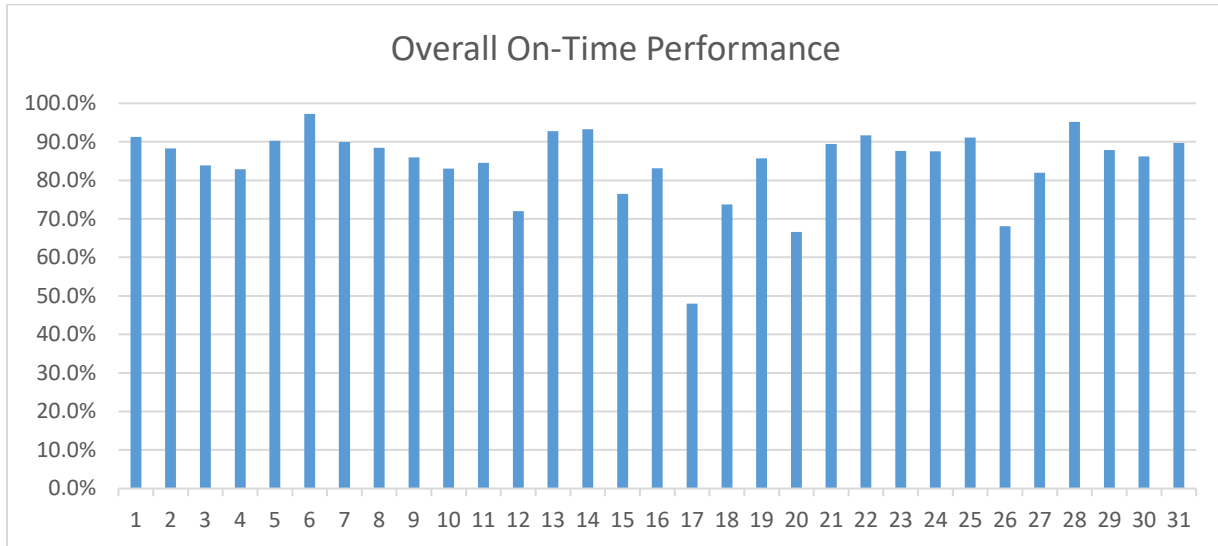
Shuttle On-Time Performance

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: **84.9%**



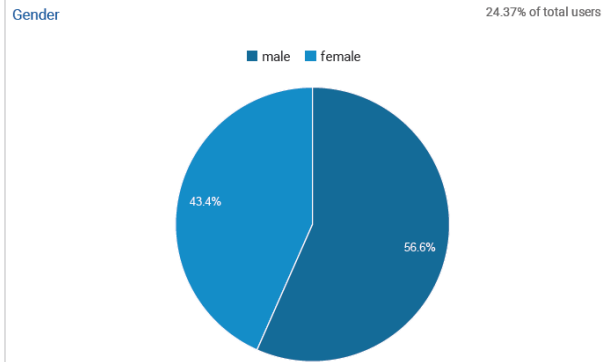
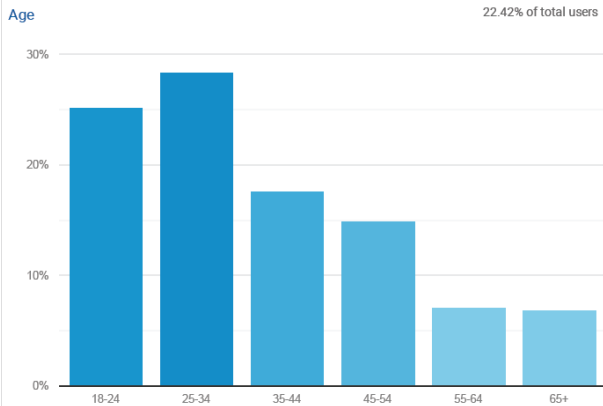
Monthly Summary of Website Activity

Demographics: Overview

All Users
100.00% Users

Mar 1, 2022 - Mar 31, 2022

Key Metric:

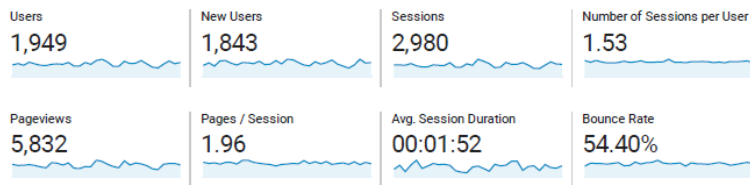
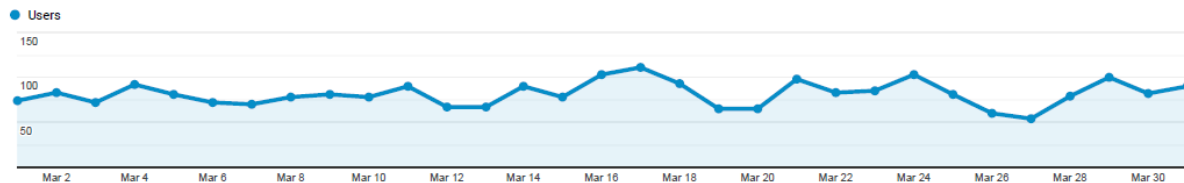


Audience Overview

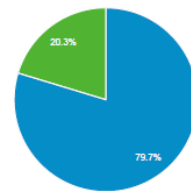
All Users
100.00% Users

Mar 1, 2022 - Mar 31, 2022

Overview



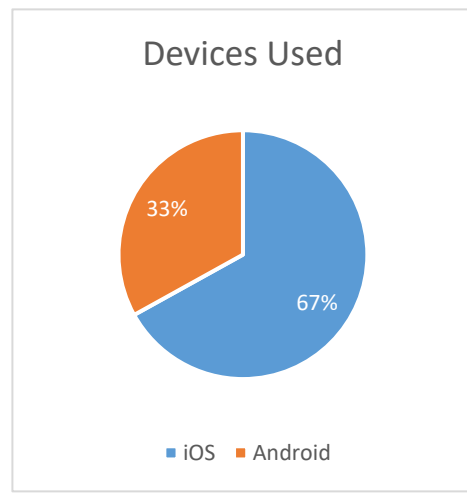
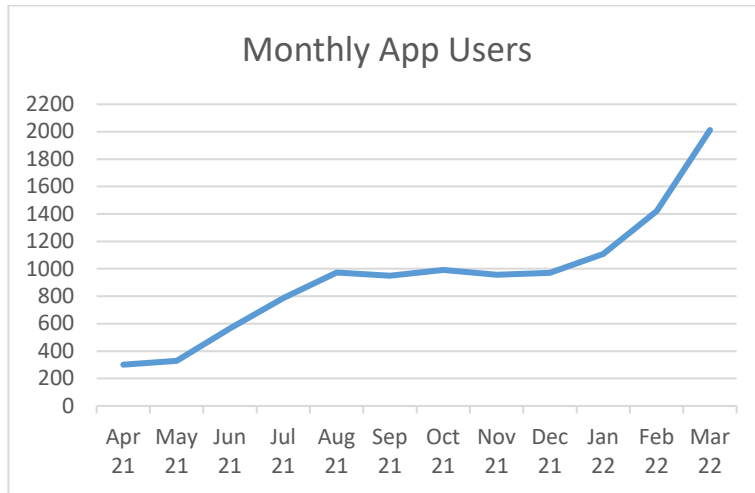
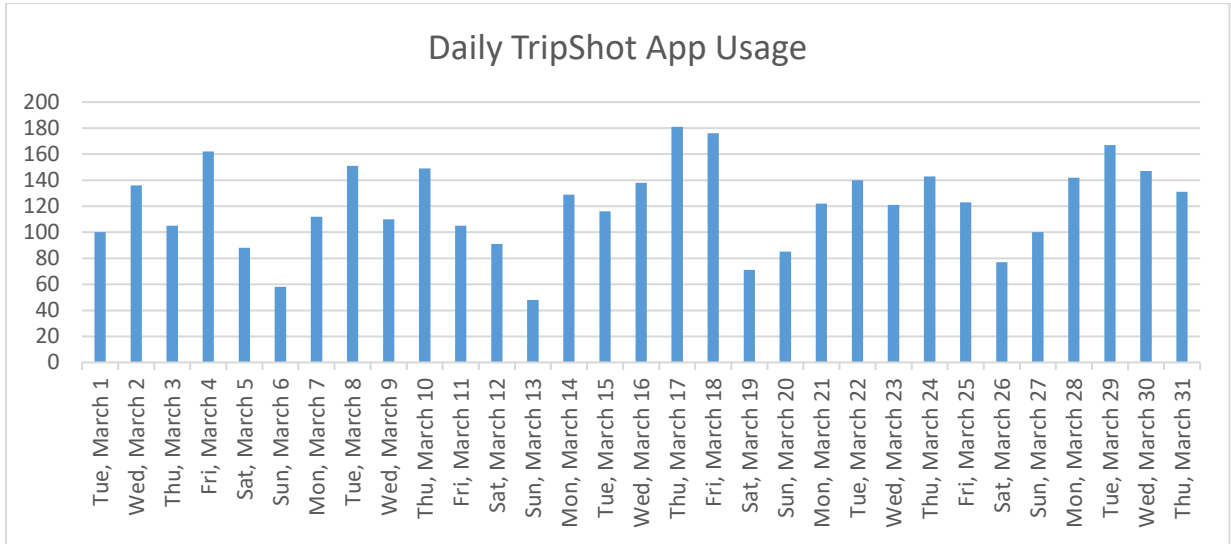
New Visitor Returning Visitor



Language

Language	Users	% Users
1. en-us	1,725	88.33%
2. en-gb	46	2.36%
3. zh-cn	30	1.54%
4. en	25	1.28%
5. es-us	24	1.23%
6. en-ca	18	0.92%
7. en-in	17	0.87%
8. ja	13	0.67%
9. es-419	11	0.56%
10. en-sg	7	0.36%

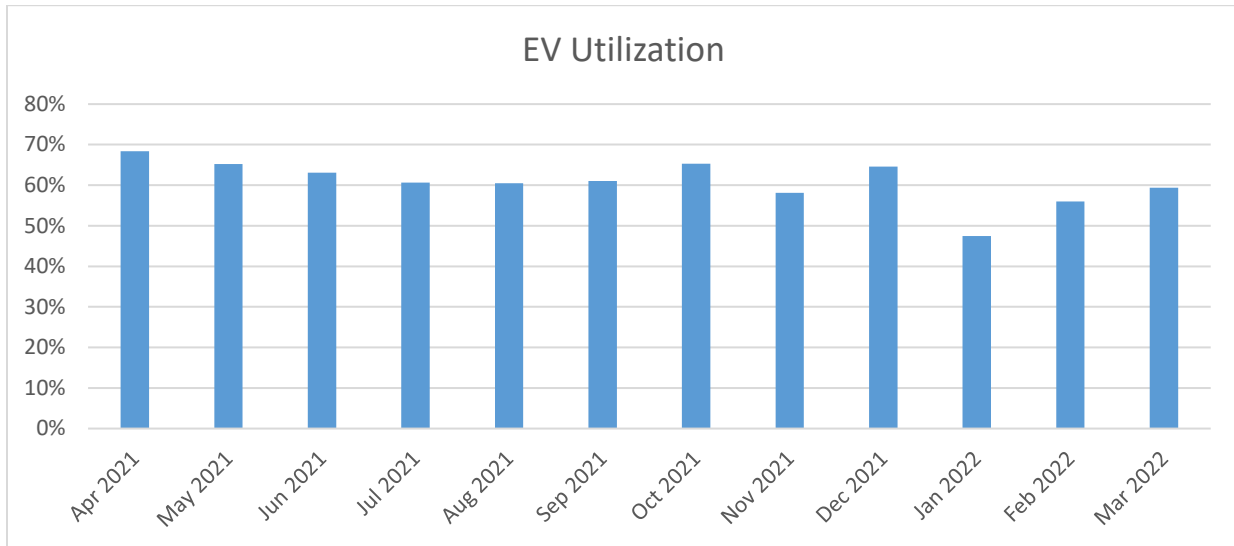
Summary of TripShot App Activity



Average Monthly Users: **2012**

App Sessions: **3724**

Electric Vehicle Utilization



Complaints Received by CSR Staff

- There was one complaint of a driver listening to the radio.
 - Drivers are instructed not to listen to the radio or music so that they can be attentive and aware of traffic or passenger requests.
- 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.
- There was one complaint about a seat not being stable.
 - The seat in question was taken out of service while repairs are being made.
- 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.

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.