

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

November 10, 2022

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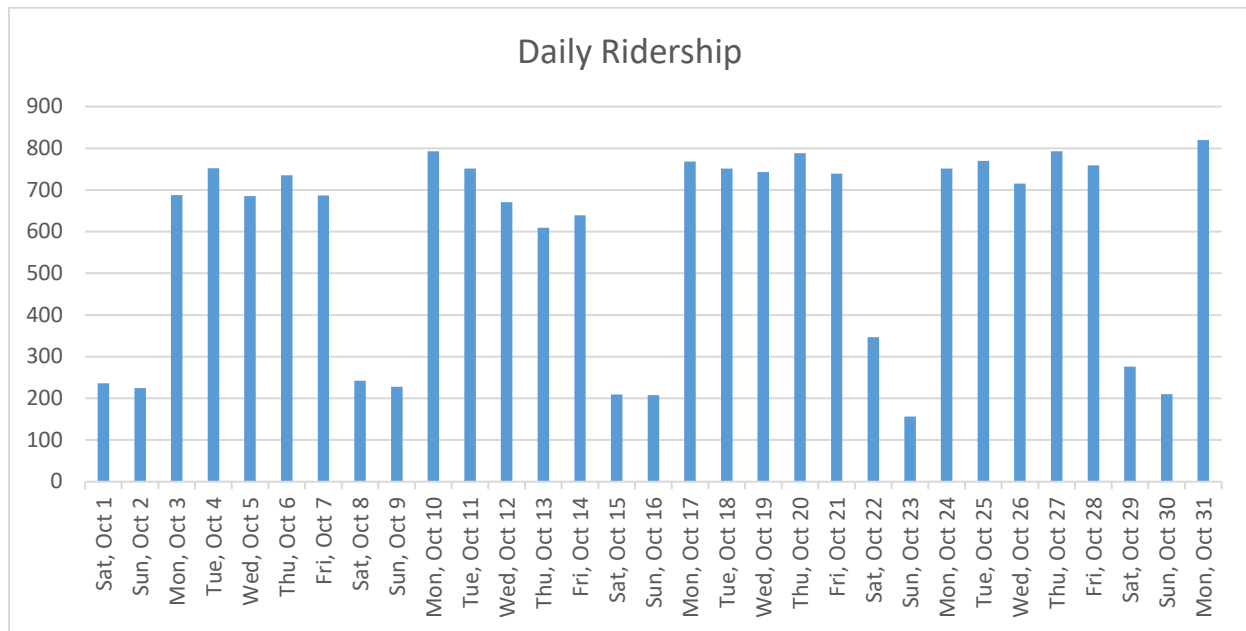
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## Passengers per Day, Table

						Sat, Oct 1
						236
Sun, Oct 2	Mon, Oct 3	Tue, Oct 4	Wed, Oct 5	Thu, Oct 6	Fri, Oct 7	Sat, Oct 8
225	688	752	685	735	687	242
Sun, Oct 9	Mon, Oct 10	Tue, Oct 11	Wed, Oct 12	Thu, Oct 13	Fri, Oct 14	Sat, Oct 15
228	793	751	671	609	639	209
Sun, Oct 16	Mon, Oct 17	Tue, Oct 18	Wed, Oct 19	Thu, Oct 20	Fri, Oct 21	Sat, Oct 22
208	768	751	743	788	739	347
Sun, Oct 23	Mon, Oct 24	Tue, Oct 25	Wed, Oct 26	Thu, Oct 27	Fri, Oct 28	Sat, Oct 29
156	751	770	715	793	759	276
Sun, Oct 30	Mon, Oct 31					
210	820					

## 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	17571	120%	89%	16755	6604	15572	136%	93%	2925	1376	1999	45%	68%
Sep	19190	8291	15144	83%	79%	16241	6882	13188	92%	81%	2949	1409	1956	39%	66%
Oct	20378	8541	17744	108%	87%	17869	6914	15407	123%	86%	2509	1627	2337	44%	93%
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>142,571</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
3,980	22%	43%

## 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	677	126%	89%
Sep	812	328	628	91%	77%
Oct	777	329	734	123%	94%
Nov	759	354			
Dec	680	291			
<b>YTD Ave.</b>	<b>750</b>	<b>253</b>	<b>583</b>	<b>151%</b>	<b>78%</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	250	63%	77%
Sep	295	157	217	38%	74%
Oct	314	163	234	44%	75%
Nov	322	159			
Dec	247	136			
<b>YTD Ave.</b>	<b>303</b>	<b>131</b>	<b>206</b>	<b>64%</b>	<b>68%</b>

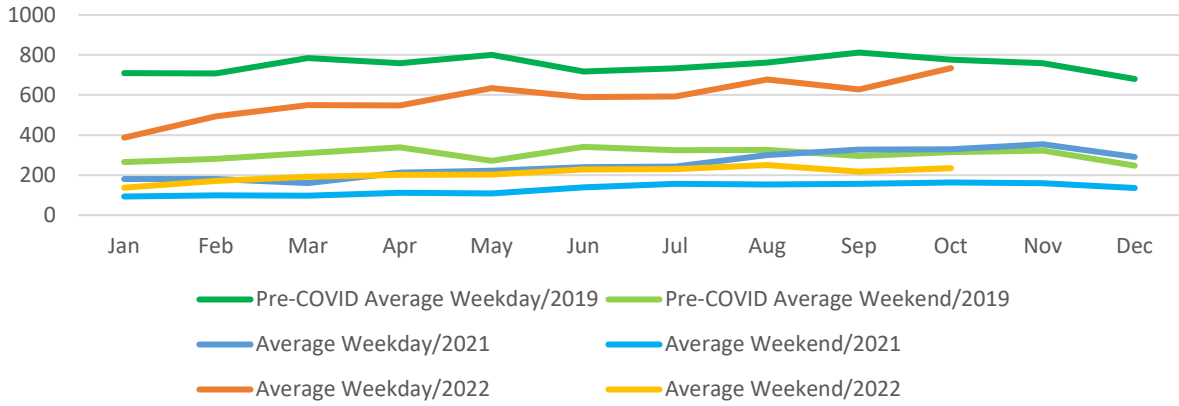
\*The Pre-COVID Baseline percentages include the additional ridership derived from the [expanded hours](#).

### Additional Ridership Data:

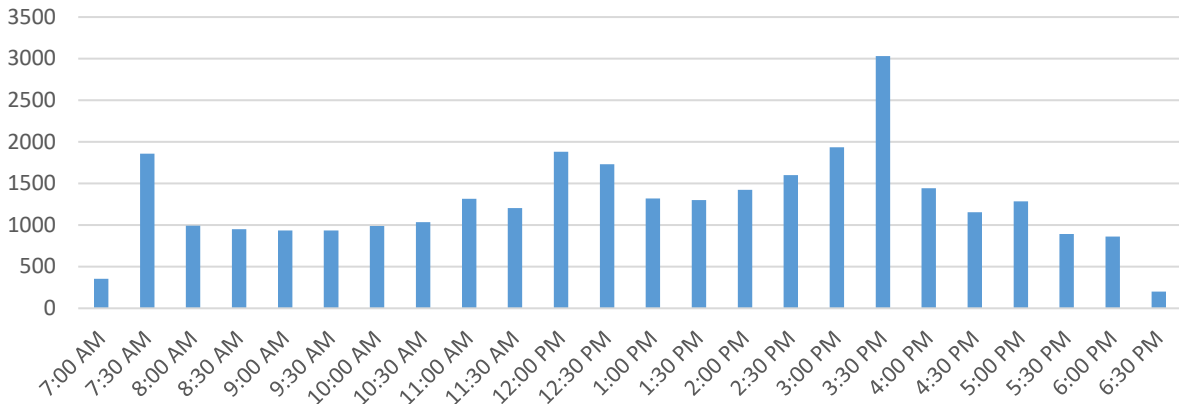
The number of bicycles carried: **225**

The number of wheelchair lift usage: **37**

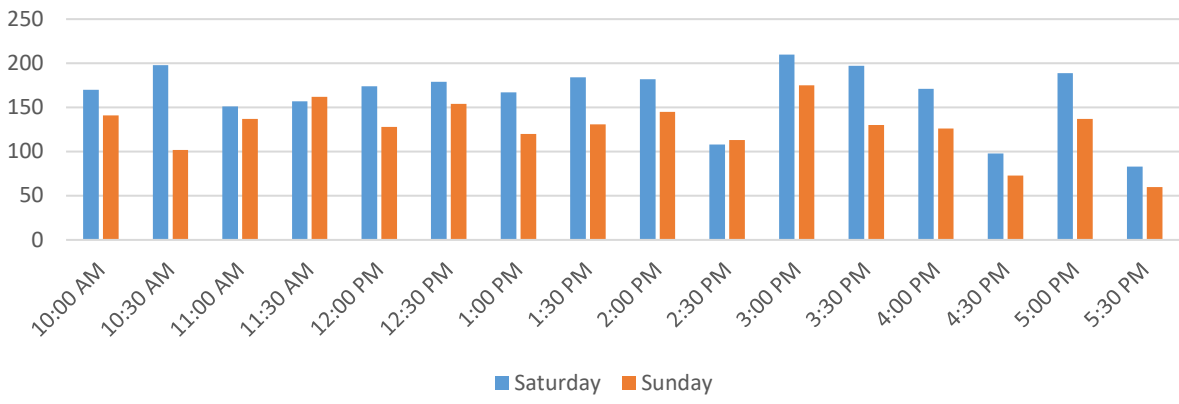
### Average Daily Ridership



### Weekday Use (Boarding & Alighting) by Time



### Weekend Use (Boarding & Alighting) by Time



## 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	1326	1181	2507	14.0%	San Antonio Center	1115	1707	2822	16.3%
Senior/Teen Center (Gray)	641	992	1633	9.1%	MV Transit Center	601	772	1373	7.9%
MV Transit Center	789	681	1470	8.2%	Senior/Teen Center (Red)	1044	551	1595	9.2%
Grant Rd. (Gray)	397	628	1025	5.7%	Graham Middle School (Red)	270	464	734	4.2%
California/Ortega West	37	545	582	3.2%	Grant Rd. (Red)	563	425	988	5.7%
El Camino Real/Sylvan (Gray)	294	533	827	4.6%	Civic Center (Red)	316	348	664	3.8%
Middlefield/Easy (Gray)	316	440	756	4.2%	Whisman Station (Red)	301	316	617	3.6%
Rengstorff/Middlefield (Gray)	457	406	863	4.8%	Crittenden Middle School (Red)	198	313	511	2.9%
Whisman Station (Gray)	246	374	620	3.5%	Villa/Franklin (Red)	53	279	332	1.9%
California/Rengstorff	68	363	431	2.4%	Sylvan Park (Red)	141	276	417	2.4%
Civic Center (Gray)	308	330	638	3.6%	Middlefield/Easy (Red)	372	270	642	3.7%
Middlefield/Moffett (Gray)	224	324	548	3.1%	Castro/El Camino Real (Red)	195	265	460	2.7%
Whisman/Middlefield (Gray)	248	215	463	2.6%	El Camino Real/Sylvan (Red)	413	255	668	3.9%
El Camino Hospital	305	192	497	2.8%	Rengstorff/Middlefield (Red)	451	250	701	4.0%
Graham Middle School (Gray)	587	188	775	4.3%	El Camino Hospital	415	233	648	3.7%
Sylvan Park (Gray)	329	175	504	2.8%	Community Center (Red)	94	205	299	1.7%
Rengstorff/Central (Gray)	126	155	281	1.6%	Cuesta/Miramonte (Red)	101	185	286	1.6%
Castro/El Camino Real (Gray)	157	138	295	1.6%	California/Ortega West	37	175	212	1.2%
Community Center (Gray)	403	134	537	3.0%	Whisman/Middlefield (Red)	105	163	268	1.5%
Crittenden Middle School (Gray)	271	132	403	2.2%	Shoreline/Middlefield #1 (Red)	70	159	229	1.3%
Rengstorff/Montecito (Gray)	96	129	225	1.3%	Middlefield/Moffett (Red)	307	148	455	2.6%
Cuesta/Grant	14	124	138	0.8%	California/Rengstorff	43	140	183	1.1%
Middlefield/San Pierre (Gray)	118	97	215	1.2%	Cuesta/Grant	34	132	166	1.0%
Shoreline/Middlefield #3 (Gray)	157	97	254	1.4%	California/Rengstorff (Red)	258	116	374	2.2%
Cuesta/Miramonte (Gray)	401	97	498	2.8%	Middlefield/San Pierre (Red)	85	90	175	1.0%
Whisman/Dana Pilot Stop (Gray)	16	89	105	0.6%	Rengstorff/Central (Red)	117	87	204	1.2%
California/Ortega East	354	32	386	2.2%	Grant/Eunice	83	76	159	0.9%
Grant/Eunice	68	30	98	0.5%	Rengstorff/Montecito (Red)	103	53	156	0.9%
Villa/Franklin (Gray)	127	30	157	0.9%	Shoreline/Middlefield #2	17	38	55	0.3%
Cuesta/Grant (Gray)	66	27	93	0.5%	California/Ortega East	659	36	695	4.0%
Villa/Shoreline	28	26	54	0.3%	Villa/Mariposa	120	32	152	0.9%
Shoreline/Middlefield #2	6	16	22	0.1%	Shoreline/Pear	29	27	56	0.3%
Shoreline/Pear	22	16	38	0.2%	Whisman/Dana Pilot Stop (Red)	32	21	53	0.3%
<b>Total</b>	<b>9002</b>	<b>8936</b>	<b>17938</b>	<b>100%</b>	<b>Total</b>	<b>8742</b>	<b>8607</b>	<b>17349</b>	<b>100%</b>

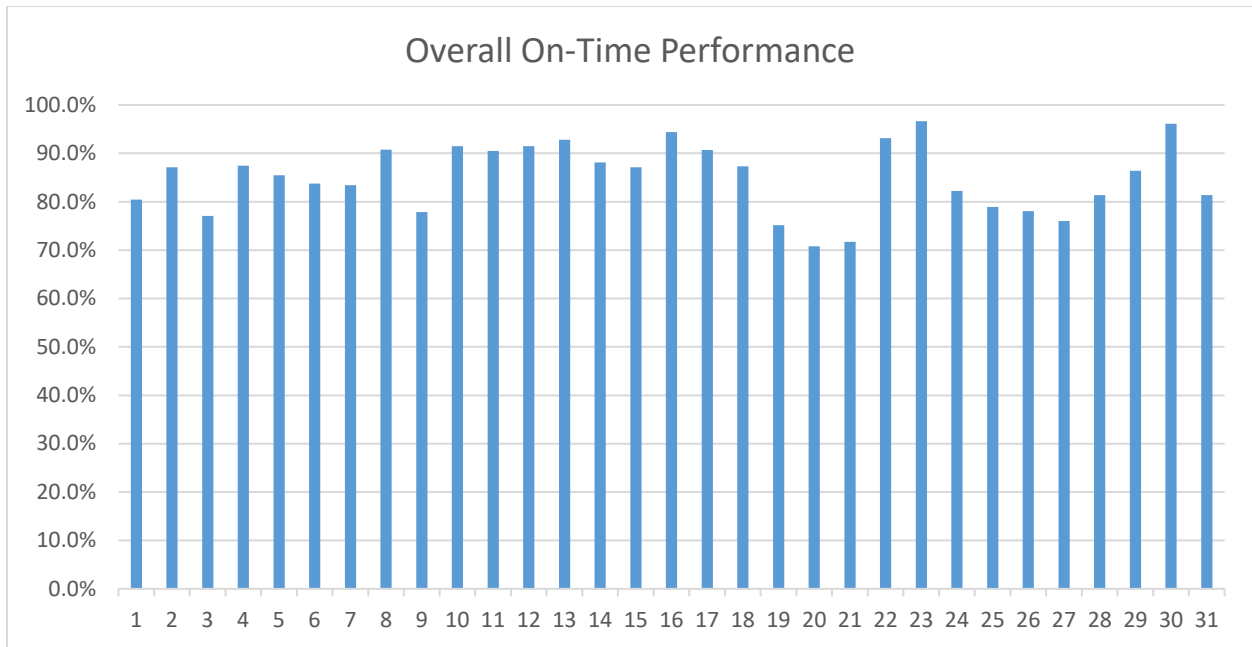
# Shuttle On-Time Performance

## 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: **83.9%\***





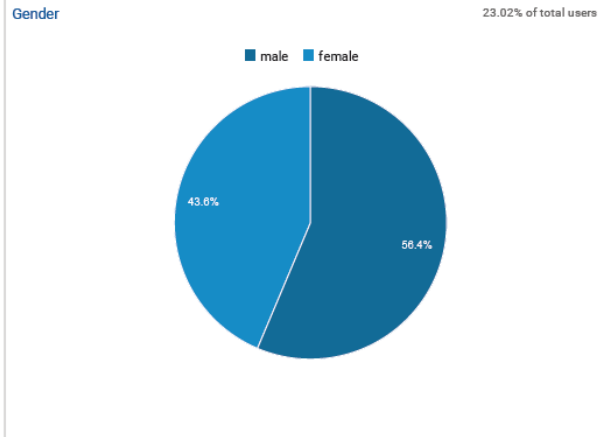
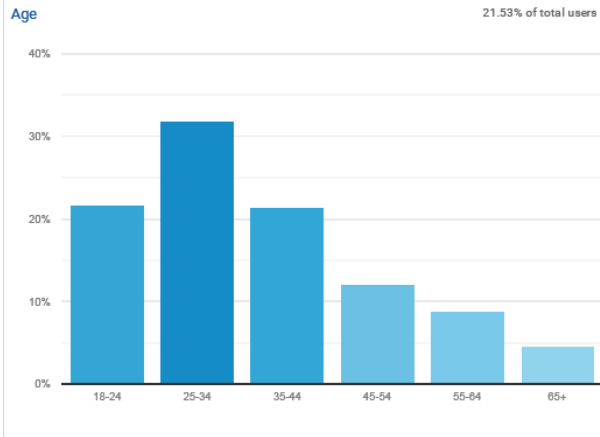
# Monthly Summary of Website Activity

## Demographics: Overview

All Users  
100.00% Users

Oct 1, 2022 - Oct 31, 2022

Key Metric:

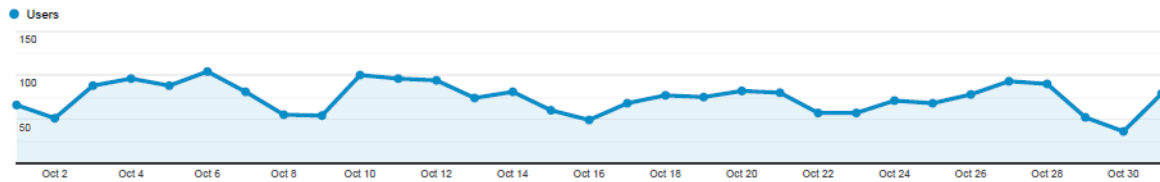


## Audience Overview

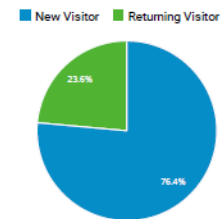
All Users  
100.00% Users

Oct 1, 2022 - Oct 31, 2022

Overview

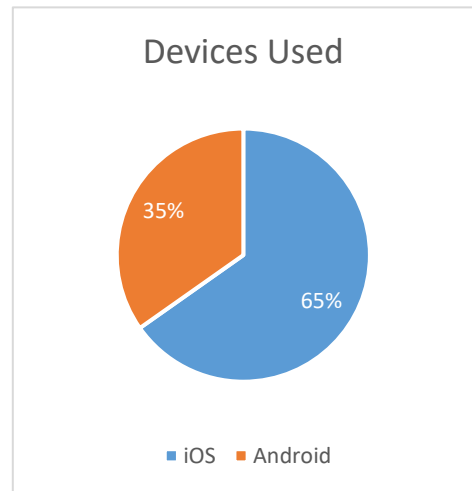
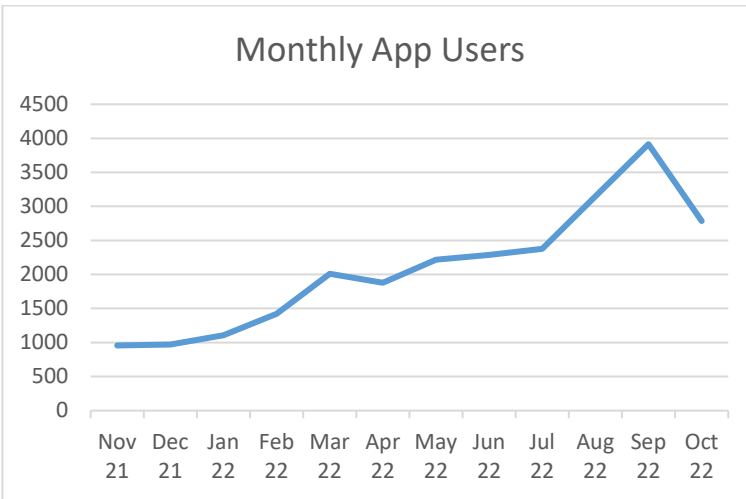
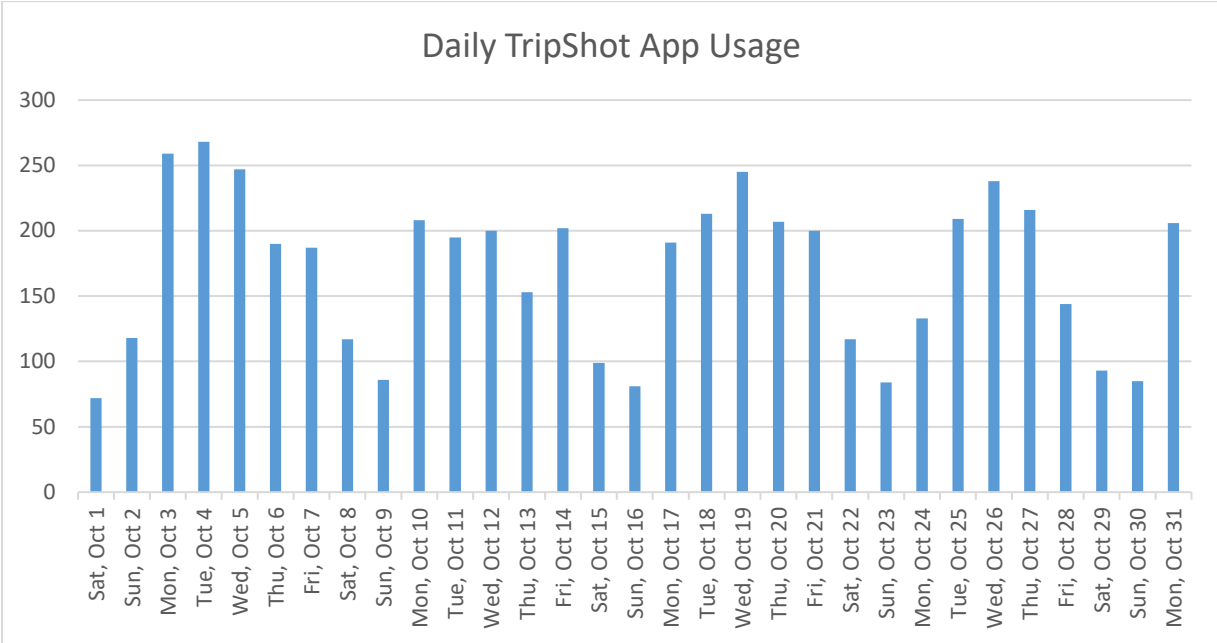


Users 1,742	New Users 1,622	Sessions 2,747	Number of Sessions per User 1.58
Pageviews 5,114	Pages / Session 1.86	Avg. Session Duration 00:01:48	Bounce Rate 56.10%



Language	Users	% Users
1. en-us	1,517	86.93%
2. en-gb	55	3.15%
3. en-ca	25	1.43%
4. en-in	25	1.43%
5. ja	17	0.97%
6. zh-cn	14	0.80%
7. es-us	13	0.74%
8. zh-tw	12	0.69%
9. en	9	0.52%
10. es-419	8	0.46%

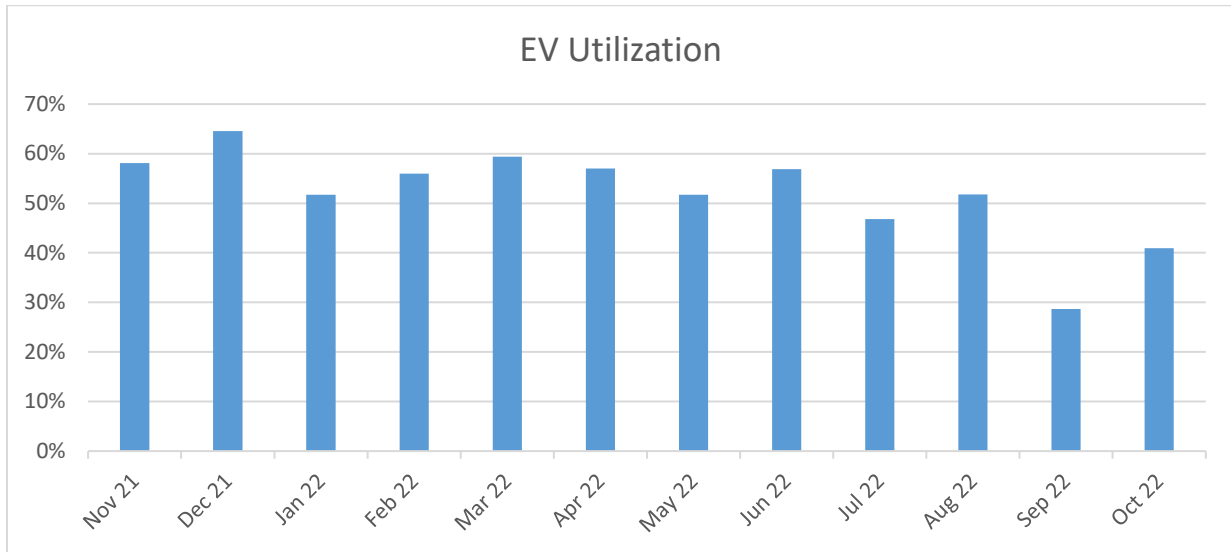
## Summary of TripShot App Activity



Average Monthly Users: **2,784**

App Sessions: **5,263**

## Electric Vehicle Utilization



## Complaints Received by CSR Staff

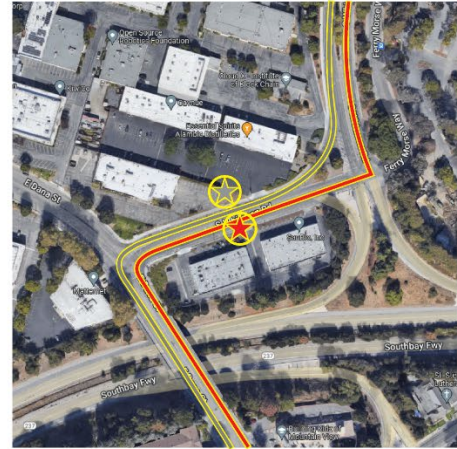
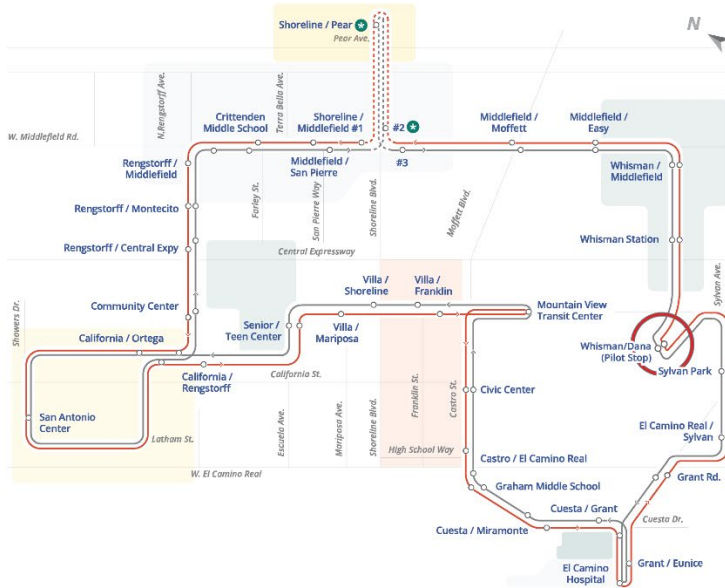
- There were 2 complaints of drivers not stopping at stops.
  - All drivers are regularly reminded to be observant of their surroundings, the locations at and around stops, and of any stop requests that are made so that passengers or desired stops are not skipped.
- There was 1 complaint of unsafe driver behavior.
  - The specific incident was investigated, and the driver was spoken to and provided with additional training.
- There was one complaint of a shuttle departing early.
  - Drivers are continually reminded to be mindful of their scheduled time and to not depart early.

## 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.

# Whisman/Dana Pilot Stop

On August 1, the MVCS began a 6-month pilot of a new stop along both the Red and Gray routes. This new stop is located on S. Whisman Road, near the intersection of E. Dana Street.



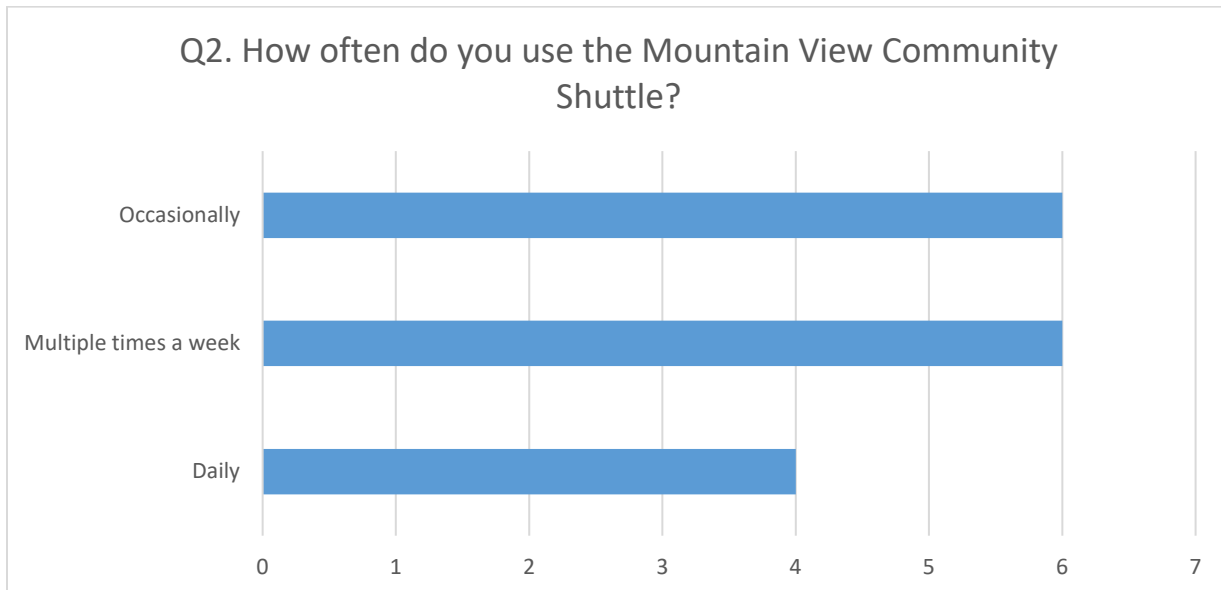
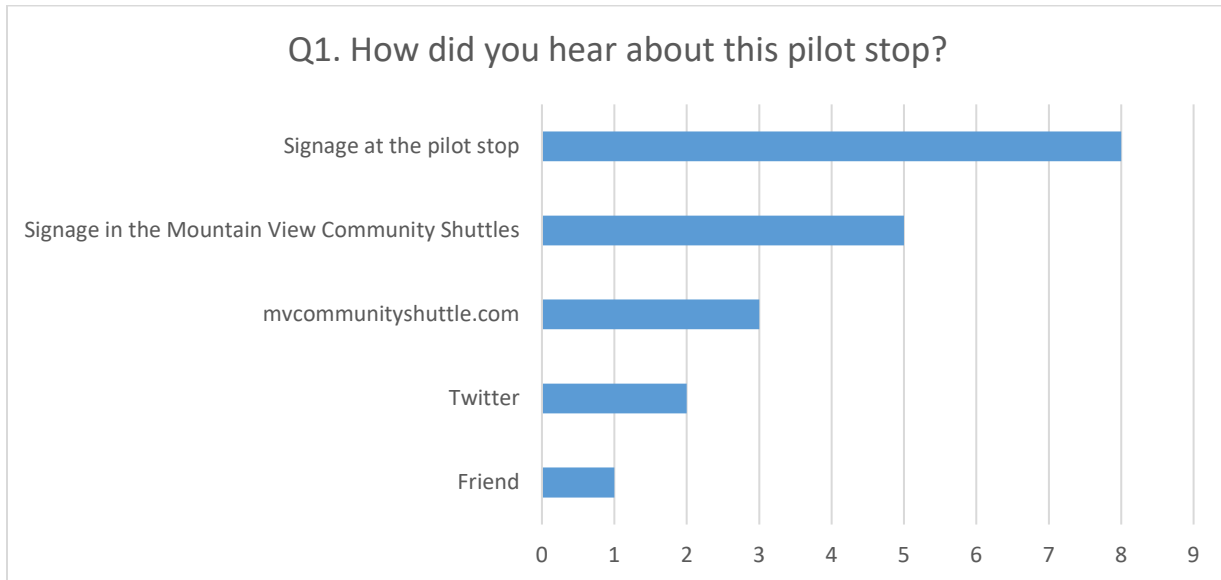
## Ridership Usage Data (Boarding and Alighting)

Total Weekday Usage	Total Weekend Usage	Total Monthly Usage
137	21	158

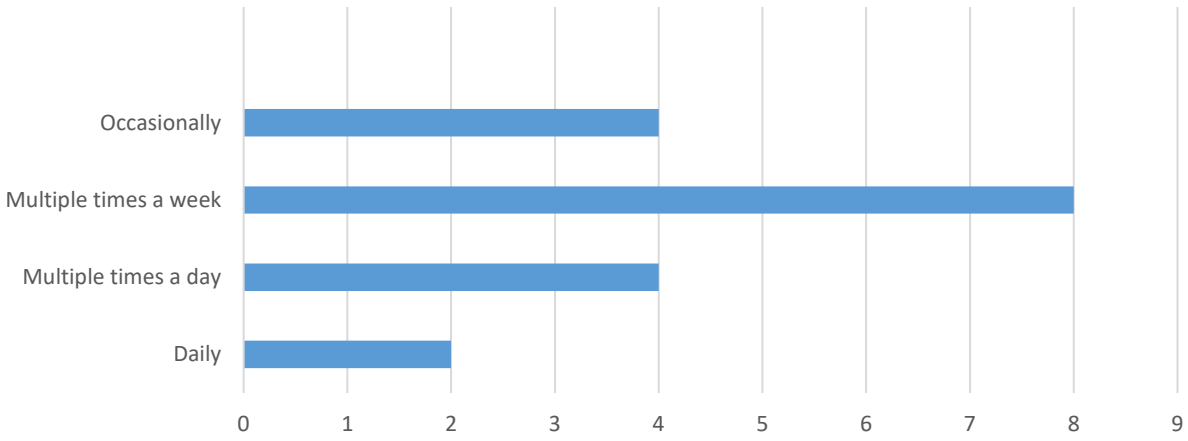
Average Weekday Usage	Average Weekend Usage
7	2

## Survey Responses

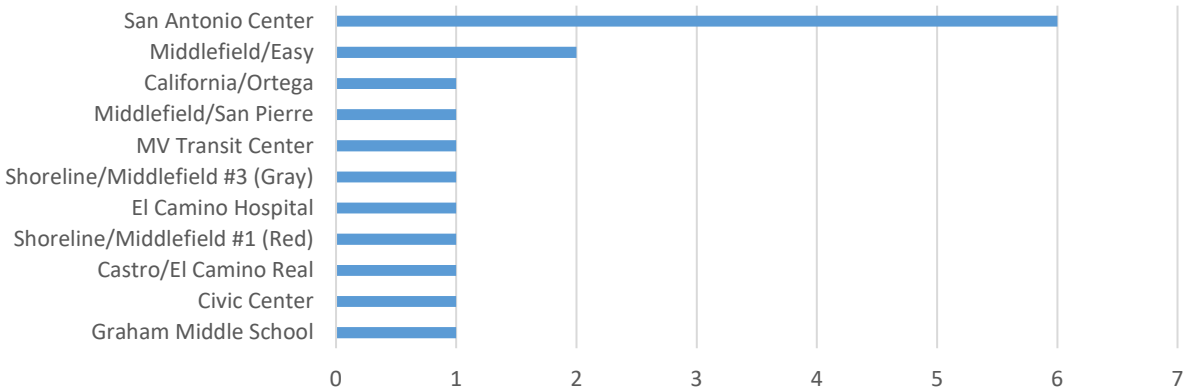
In conjunction with the ridership usage data that we collect, we launched a survey to better understand how this stop is being used. To date, we have received **18 responses**.



### Q3. How often do you use the Whisman/Dana Pilot Stop?



### Q4. What stops do you take to/from the Whisman/Dana Pilot Stop?



### Q5. Do you live or work near this pilot stop?

