

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

October 7, 2022

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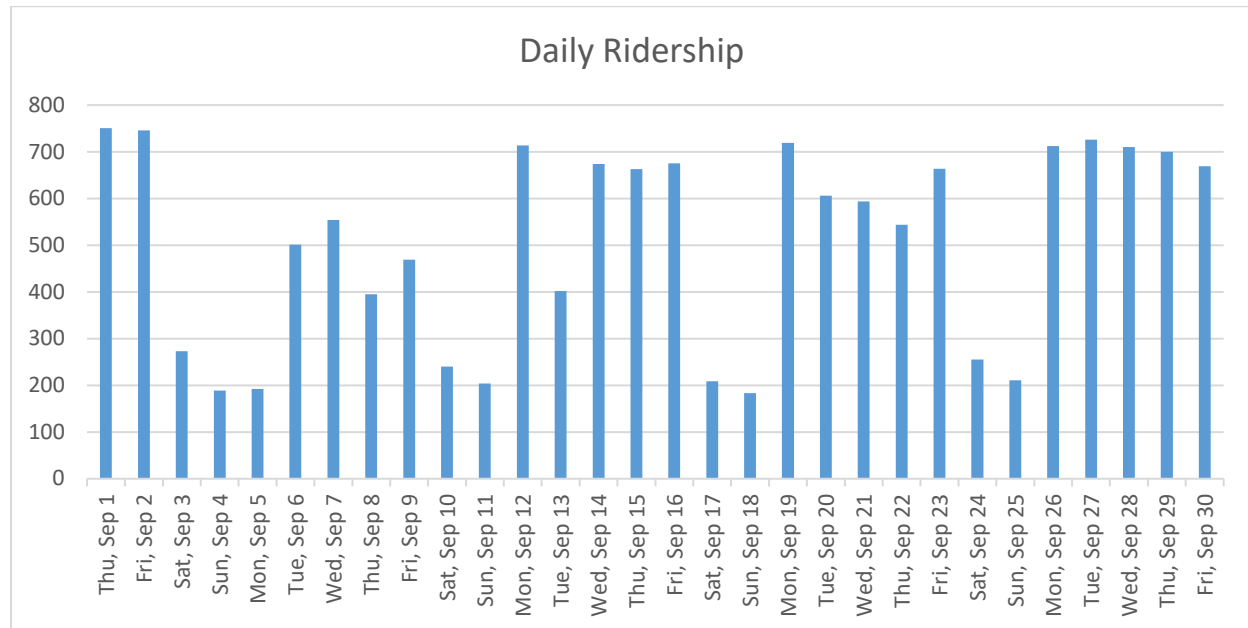
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## Passengers per Day, Table

				Thu, Sep 1	Fri, Sep 2	Sat, Sep 3
				751	746	273
Sun, Sep 4	Mon, Sep 5	Tue, Sep 6	Wed, Sep 7	Thu, Sep 8	Fri, Sep 9	Sat, Sep 10
189	192	501	554	395	469	240
Sun, Sep 11	Mon, Sep 12	Tue, Sep 13	Wed, Sep 14	Thu, Sep 15	Fri, Sep 16	Sat, Sep 17
204	714	402	674	663	675	209
Sun, Sep 18	Mon, Sep 19	Tue, Sep 20	Wed, Sep 21	Thu, Sep 22	Fri, Sep 23	Sat, Sep 24
183	719	606	594	544	664	255
Sun, Sep 25	Mon, Sep 26	Tue, Sep 27	Wed, Sep 28	Thu, Sep 29	Fri, Sep 30	
211	712	726	710	700	669	

## 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				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>124,827</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
3,550	23%	52%

## 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			
Nov	759	354			
Dec	680	291			
<b>YTD Ave.</b>	<b>750</b>	<b>253</b>	<b>566</b>	<b>154%</b>	<b>76%</b>

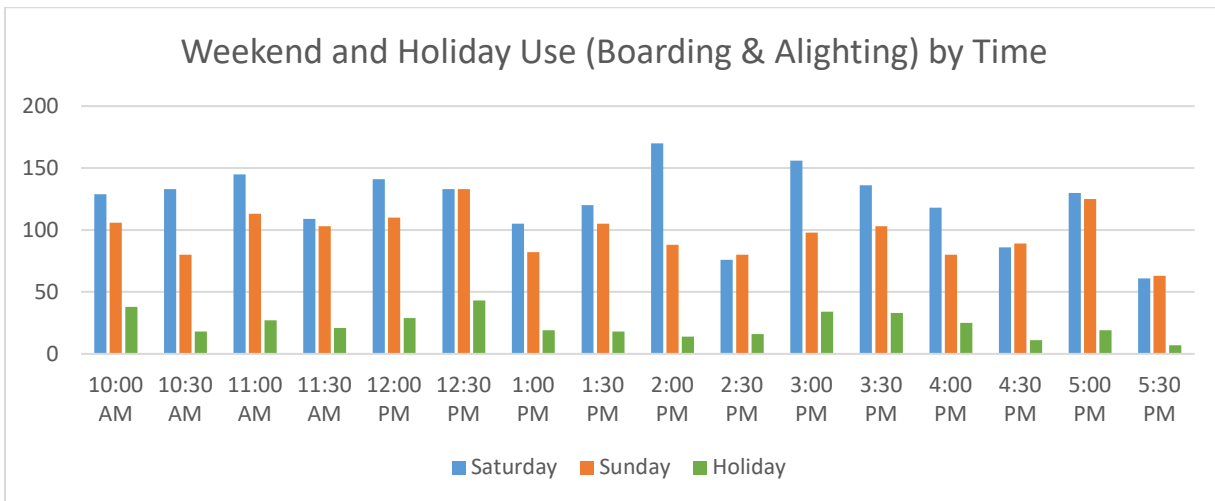
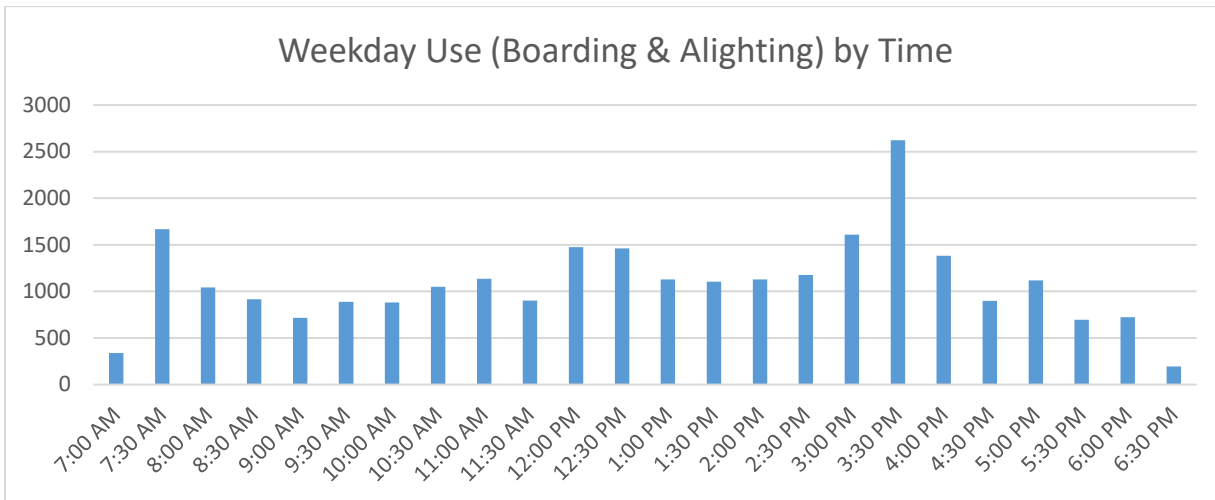
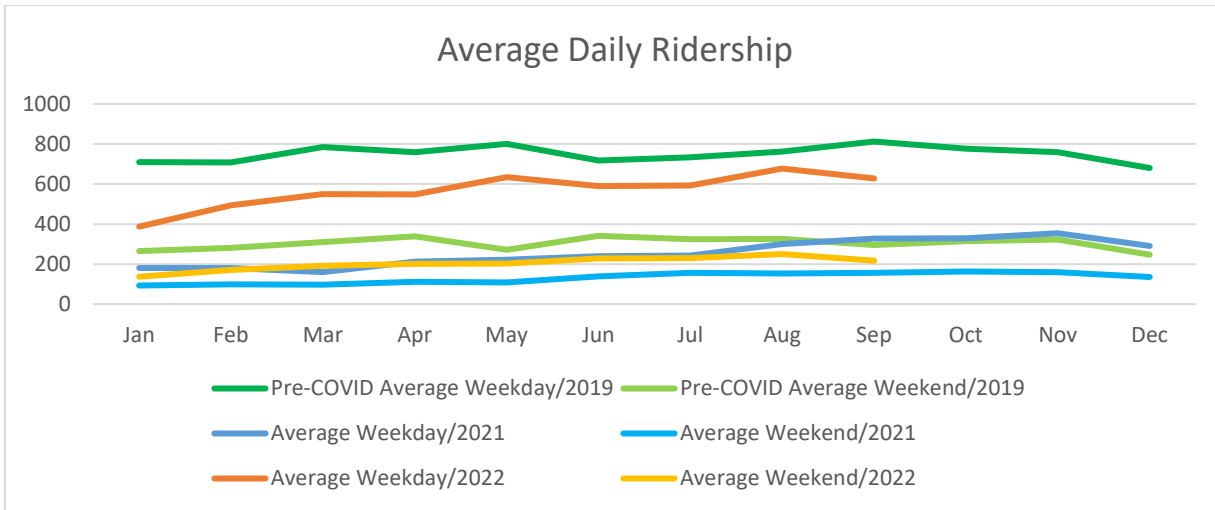
	Weekend				
	Pre-COVID Average Weekend 2019	Previous Year Average Weekend 2021	Average Weekend 2022	+/- from Previous Year	% of Pre-COVID Baseline (2019)
Jan	265	93	137	47%	52%
Feb	281	99	170	72%	60%
Mar	309	97	191	97%	62%
Apr	339	111	201	81%	59%
May	271	109	203	86%	75%
Jun	341	138	228	65%	67%
Jul	324	157	230	46%	71%
Aug	325	153	250	63%	77%
Sep	295	157	217	38%	74%
Oct	314	163			
Nov	322	159			
Dec	247	136			
<b>YTD Ave.</b>	<b>303</b>	<b>131</b>	<b>203</b>	<b>66%</b>	<b>67%</b>

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

### Additional Ridership Data:

The number of bicycles carried: **175**

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	1141	1314	2455	15.8%	San Antonio Center	842	1187	2029	13.9%
Senior/Teen Center (Gray)	506	765	1271	8.2%	MV Transit Center	551	709	1260	8.6%
MV Transit Center	613	548	1161	7.5%	Graham Middle School (Red)	183	462	645	4.4%
California/Ortega West	45	494	539	3.5%	Senior/Teen Center (Red)	961	446	1407	9.6%
El Camino Real/Sylvan (Gray)	281	472	753	4.9%	Grant Rd. (Red)	422	341	763	5.2%
Grant Rd. (Gray)	338	468	806	5.2%	Whisman Station (Red)	289	325	614	4.2%
Middlefield/Easy (Gray)	323	364	687	4.4%	Middlefield/Easy (Red)	294	269	563	3.8%
Civic Center (Gray)	305	333	638	4.1%	Civic Center (Red)	219	268	487	3.3%
Middlefield/Moffett (Gray)	210	293	503	3.2%	Rengstorff/Middlefield (Red)	357	259	616	4.2%
Whisman Station (Gray)	210	292	502	3.2%	Sylvan Park (Red)	118	255	373	2.5%
Rengstorff/Middlefield (Gray)	399	273	672	4.3%	Crittenden Middle School (Red)	154	255	409	2.8%
California/Rengstorff	46	239	285	1.8%	Castro/El Camino Real (Red)	155	224	379	2.6%
Sylvan Park (Gray)	266	194	460	3.0%	Villa/Franklin (Red)	63	223	286	2.0%
Whisman/Middlefield (Gray)	184	189	373	2.4%	El Camino Real/Sylvan (Red)	411	210	621	4.2%
El Camino Hospital	244	182	426	2.7%	El Camino Hospital	376	197	573	3.9%
Castro/El Camino Real (Gray)	156	150	306	2.0%	Community Center (Red)	76	171	247	1.7%
Graham Middle School (Gray)	571	139	710	4.6%	California/Ortega West	25	155	180	1.2%
Rengstorff/Montecito (Gray)	76	130	206	1.3%	California/Rengstorff	28	143	171	1.2%
Rengstorff/Central (Gray)	90	117	207	1.3%	Shoreline/Middlefield #1 (Red)	77	139	216	1.5%
Crittenden Middle School (Gray)	373	117	490	3.2%	Whisman/Middlefield (Red)	97	137	234	1.6%
Shoreline/Middlefield #3 (Gray)	156	98	254	1.6%	Middlefield/Moffett (Red)	227	136	363	2.5%
Cuesta/Grant	20	92	112	0.7%	Cuesta/Grant	40	125	165	1.1%
Community Center (Gray)	264	76	340	2.2%	Cuesta/Miramonte (Red)	83	124	207	1.4%
Middlefield/San Pierre (Gray)	123	75	198	1.3%	Grant/Eunice	141	88	229	1.6%
Whisman/Dana Pilot Stop (Gray)	19	73	92	0.6%	California/Rengstorff (Red)	226	79	305	2.1%
Cuesta/Miramonte (Gray)	255	52	307	2.0%	Villa/Mariposa	119	72	191	1.3%
Grant/Eunice	59	41	100	0.6%	Rengstorff/Montecito (Red)	122	65	187	1.3%
Villa/Franklin (Gray)	101	33	134	0.9%	Rengstorff/Central (Red)	75	59	134	0.9%
Villa/Shoreline	18	31	49	0.3%	Middlefield/San Pierre (Red)	57	49	106	0.7%
California/Ortega East	304	21	325	2.1%	Whisman/Dana Pilot Stop (Red)	23	33	56	0.4%
Shoreline/Pear	16	20	36	0.2%	Shoreline/Middlefield #2	7	24	31	0.2%
Shoreline/Middlefield #2	6	19	25	0.2%	California/Ortega East	536	22	558	3.8%
Cuesta/Grant (Gray)	57	14	71	0.5%	Shoreline/Pear	15	17	32	0.2%
<b>Total</b>	<b>7775</b>	<b>7718</b>	<b>15493</b>	<b>100%</b>	<b>Total</b>	<b>7369</b>	<b>7268</b>	<b>14637</b>	<b>100%</b>

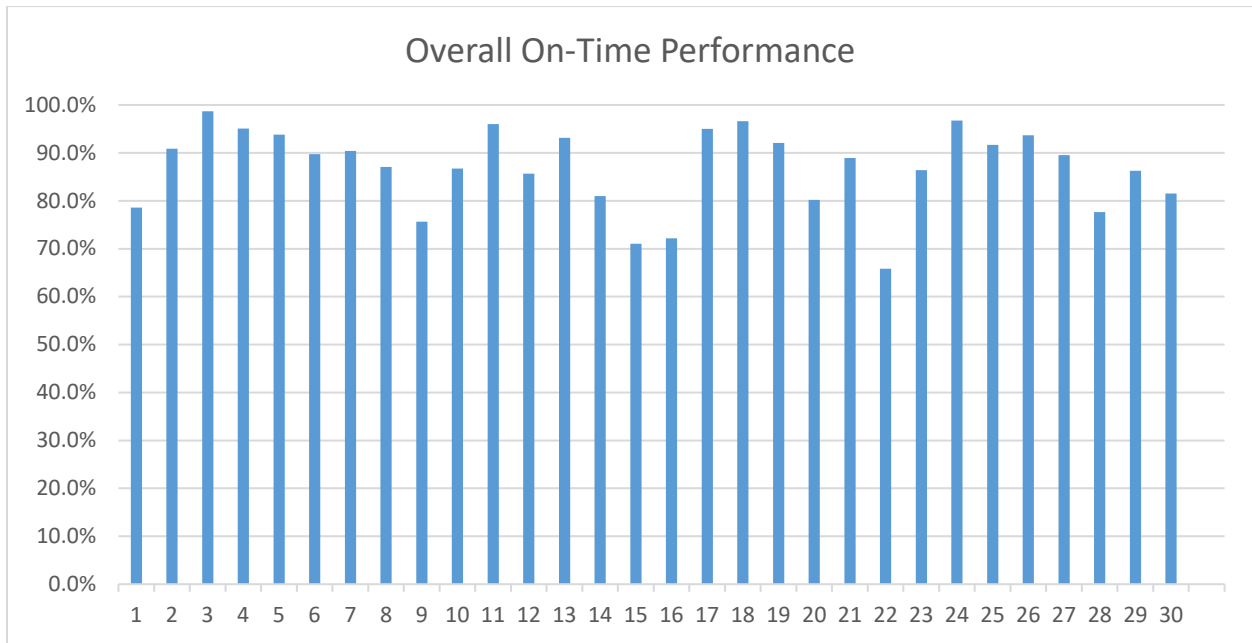
# Shuttle On-Time Performance

## 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: 85.5%\***



*\* Canceled loops, including those that occurred as a result of the current driver shortage, are not taken into account in the calculation of on-time performance.*

## Canceled loops as a result of the Fall 2022 driver shortage

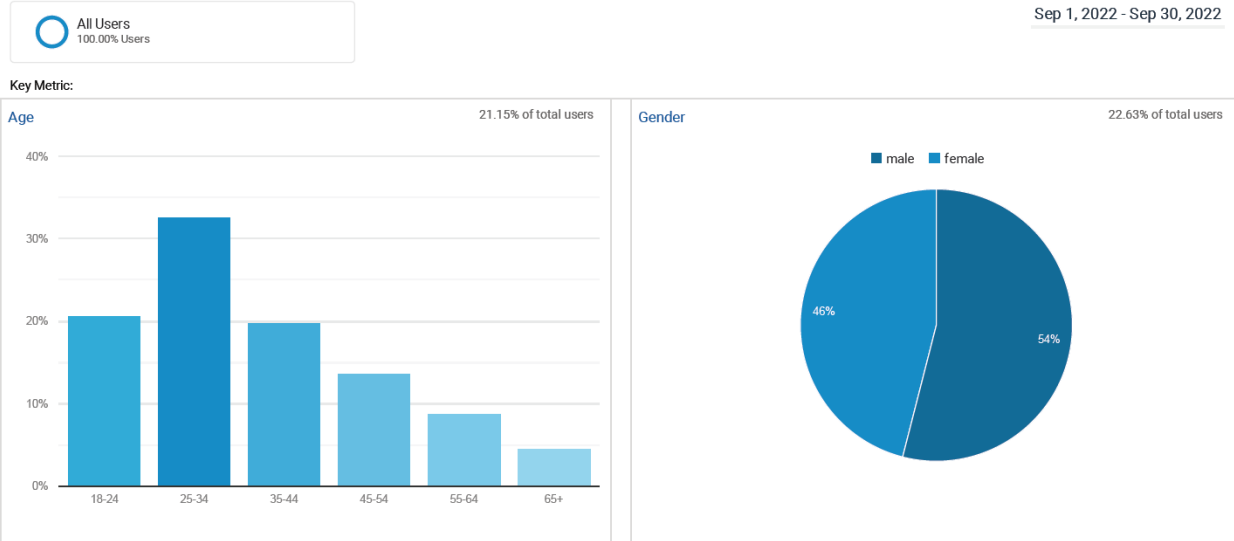
Due to a driver shortage that is affecting the region, there were multiple weekdays throughout the month that required service frequency levels to be reduced from 30-minutes to 1-hour.

Scheduled Loops	Completed Loops	Canceled Loops	% Loops Canceled
1110	948	162	14.6%

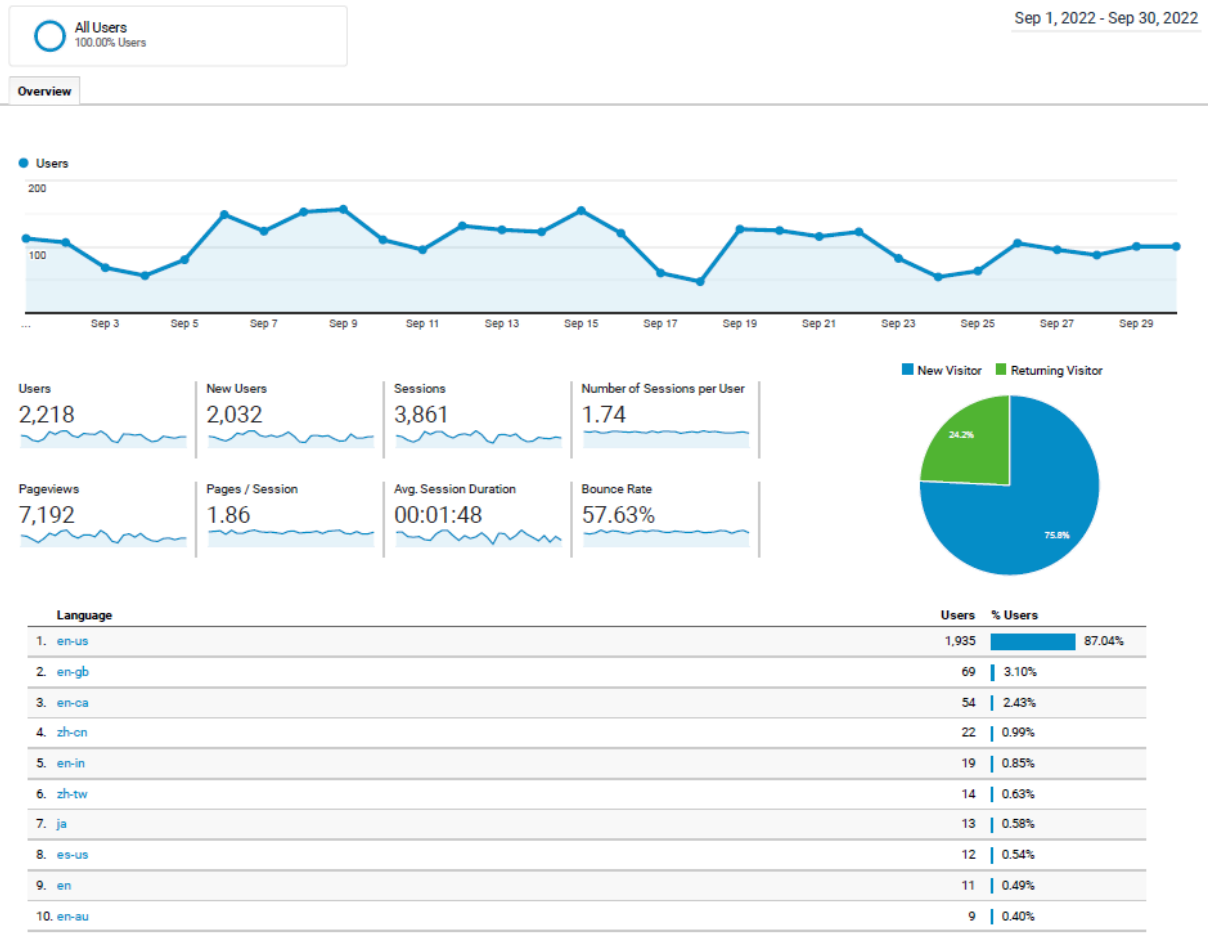


# Monthly Summary of Website Activity

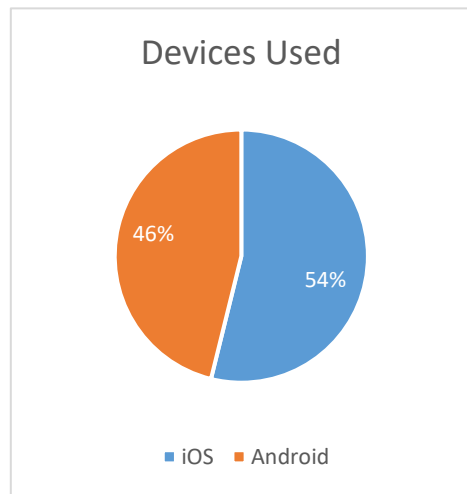
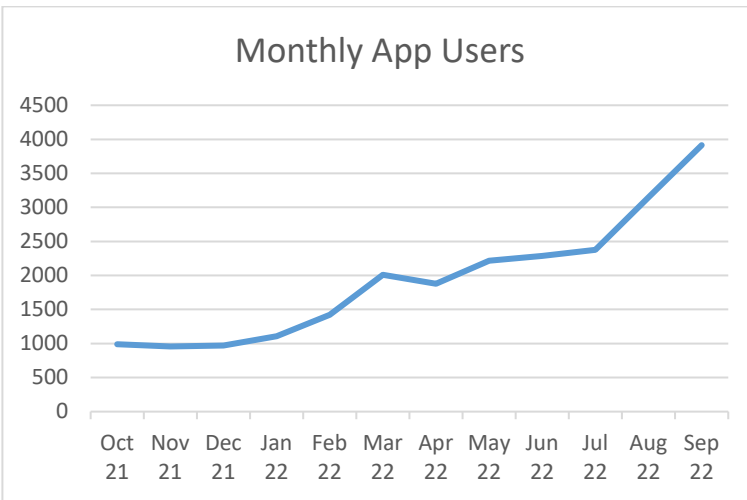
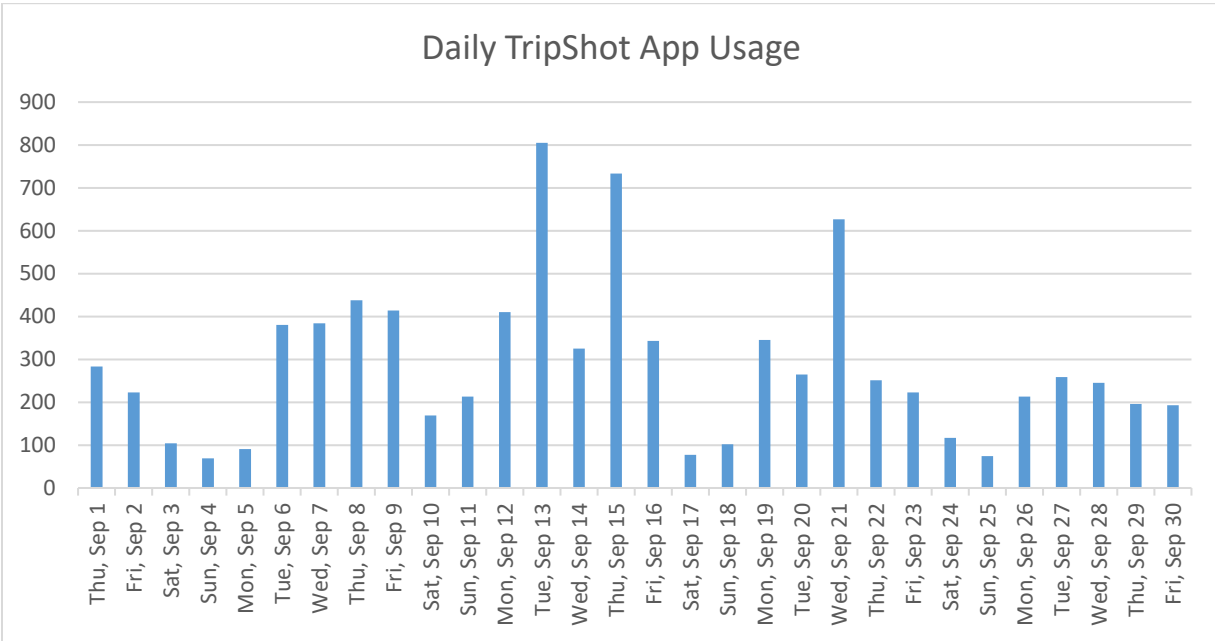
## Demographics: Overview



## Audience Overview



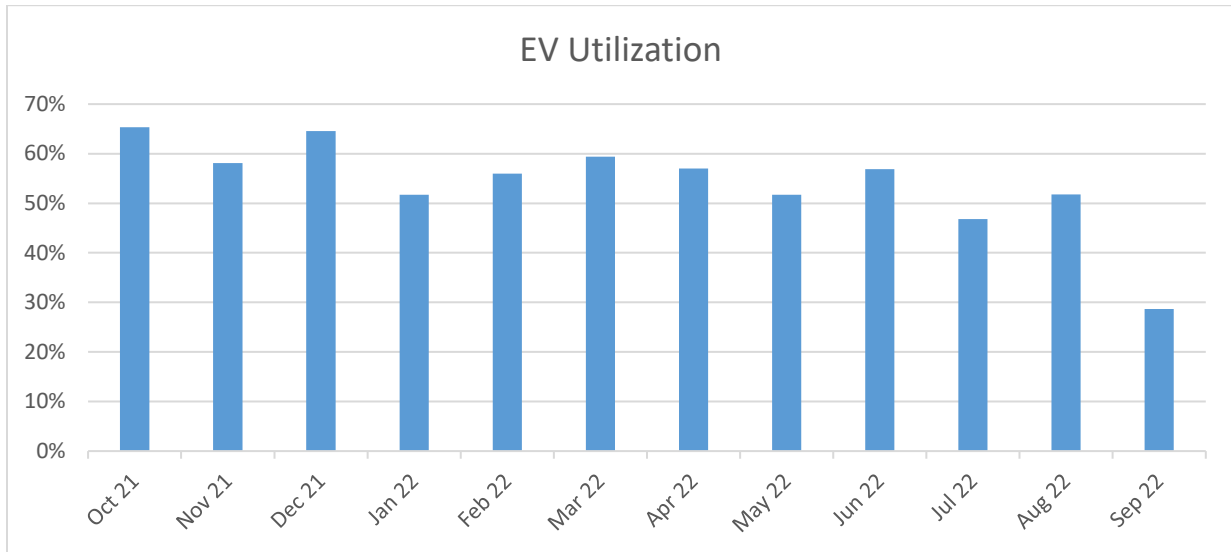
## Summary of TripShot App Activity



Average Monthly Users: **3,914**

App Sessions: **8,571**

## Electric Vehicle Utilization



## Complaints Received by CSR Staff

- There were 8 complaints about the service reduction that has been caused by the recent driver shortage.
  - We are working diligently to correct this issue as soon as possible to prevent further service interruptions.
- There were 5 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 were 3 complaints of drivers being rude.
  - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service. The drivers in question were addressed regarding the specific situations.
- There were 3 complaints of unsafe driver behavior.
  - The specific incidents were investigated, and the drivers were spoken to and provided with additional training.

## Service Update

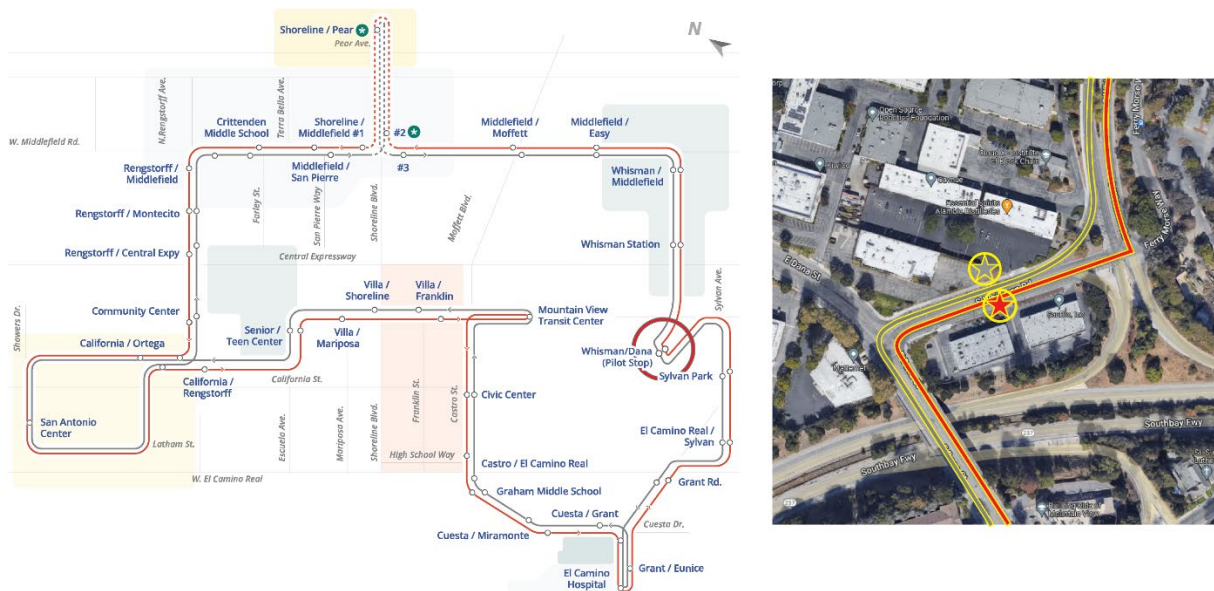
Thanks to new VTA funding, the Mountain View Community Shuttle program expanded its weekday service hours beginning Monday, January 3, 2022. Weekday service hours are now 7 a.m. to 7 p.m. Weekend/Holiday service hours remain 10 a.m. to 6 p.m.

## Operations Update

Due to a driver shortage that is affecting the region, there were multiple weekdays throughout the month that required service frequency levels to be reduced from 30-minutes to 1-hour. We understand that many residents rely on our service for school drop-off and pick up, so we made arrangements to ensure that there is no disruption in service schedule during those times. We are working diligently to correct this issue as soon as possible.

## 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
139	9	148

Average Weekday Usage	Average Weekend Usage
7	1

## 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 **9 responses**.

