

**Mountain View** Community Shuttle  
Monthly Operations Report  
**April 2023**

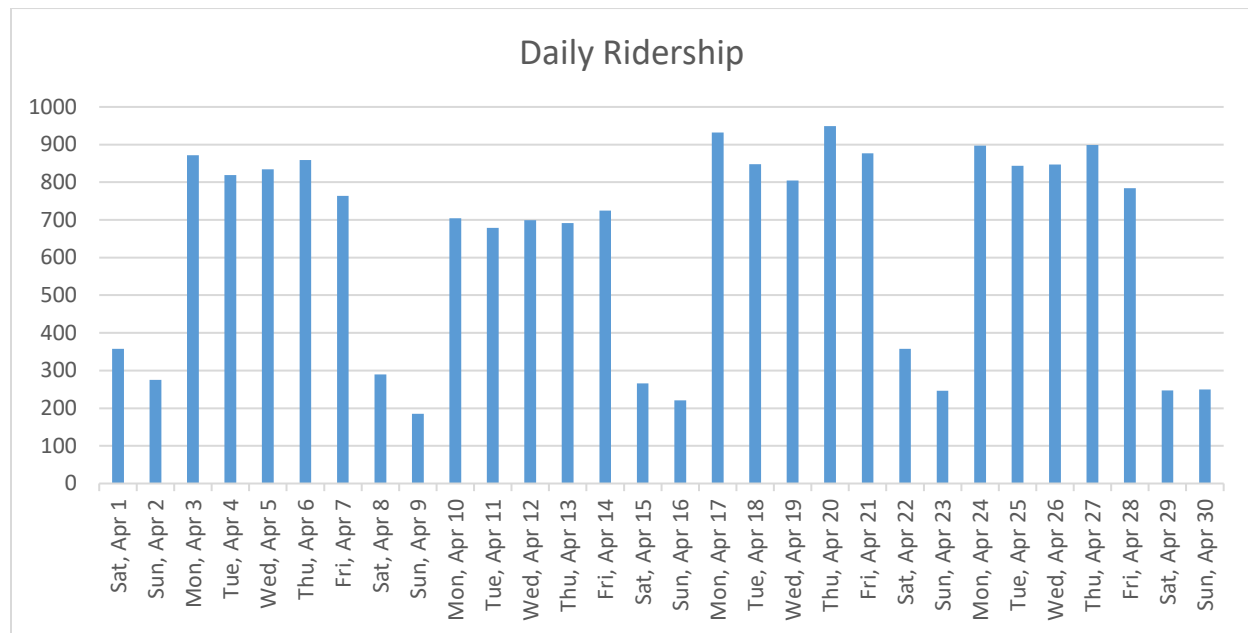
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## Passengers per Day, Table

						Sat, Apr 1
						358
Sun, Apr 2	Mon, Apr 3	Tue, Apr 4	Wed, Apr 5	Thu, Apr 6	Fri, Apr 7	Sat, Apr 8
275	872	819	834	859	764	290
Sun, Apr 9	Mon, Apr 10	Tue, Apr 11	Wed, Apr 12	Thu, Apr 13	Fri, Apr 14	Sat, Apr 15
185	704	679	699	692	725	266
Sun, Apr 16	Mon, Apr 17	Tue, Apr 18	Wed, Apr 19	Thu, Apr 20	Fri, Apr 21	Sat, Apr 22
221	932	848	805	949	877	358
Sun, Apr 23	Mon, Apr 24	Tue, Apr 25	Wed, Apr 26	Thu, Apr 27	Fri, Apr 28	Sat, Apr 29
246	897	844	847	899	784	247
Sun, Apr 30						
250						

## Passengers per Day, Chart



## Total Ridership: Year-To-Date

	Pre-COVID Total 2019	Previous Year Total 2022	Total 2023	+/- from Previous Year	% Pre-COVID Baseline (2019)*	Pre-COVID Weekday Totals 2019	Previous Year Weekday Totals 2022	Weekday Totals 2023	+/- from Previous Year	% Pre-COVID Baseline (2019)*	Pre-COVID Weekend Totals 2019	Previous Year Weekend Totals 2022	Weekend Totals 2023	+/- from Previous Year	% Pre-COVID Baseline (2019)
Jan	17530	9246	16279	76%	93%	14882	7738	13726	77%	92%	2648	1508	2553	69%	96%
Feb	15963	10901	16760	54%	105%	13435	9371	14450	54%	108%	2528	1530	2310	51%	91%
Mar	19554	14157	20014	41%	102%	16461	12629	17907	42%	109%	3093	1528	2107	38%	68%
Apr	19403	13314	19025	43%	98%	16689	11507	16329	42%	98%	2714	1807	2696	49%	99%
May	20066	15351				17625	13317				2441	2034			
Jun	17756	14769				14344	12949				3412	1820			
Jul	19040	14374				16121	11841				2919	2533			
Aug	19680	17571				16755	15572				2925	1999			
Sep	19190	15144				16241	13188				2949	1956			
Oct	20378	17744				17869	15407				2509	2337			
Nov	17972	16925				14427	14406				3545	2519			
Dec	16964	15564				14490	13809				2474	1755			
<b>YTD Total</b>	<b>223,496</b>	<b>175,060</b>	<b>72,078</b>												

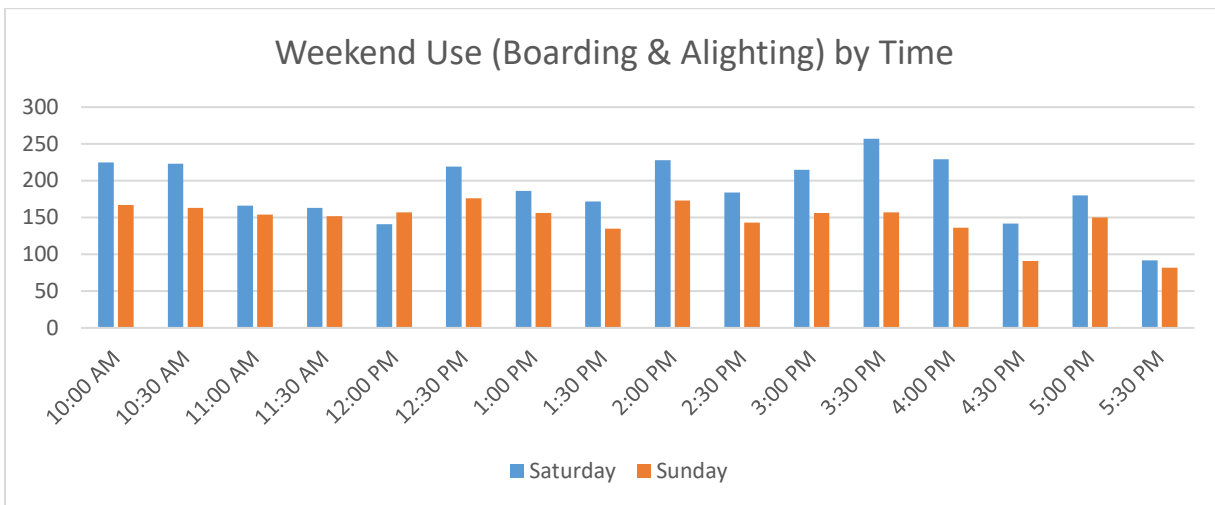
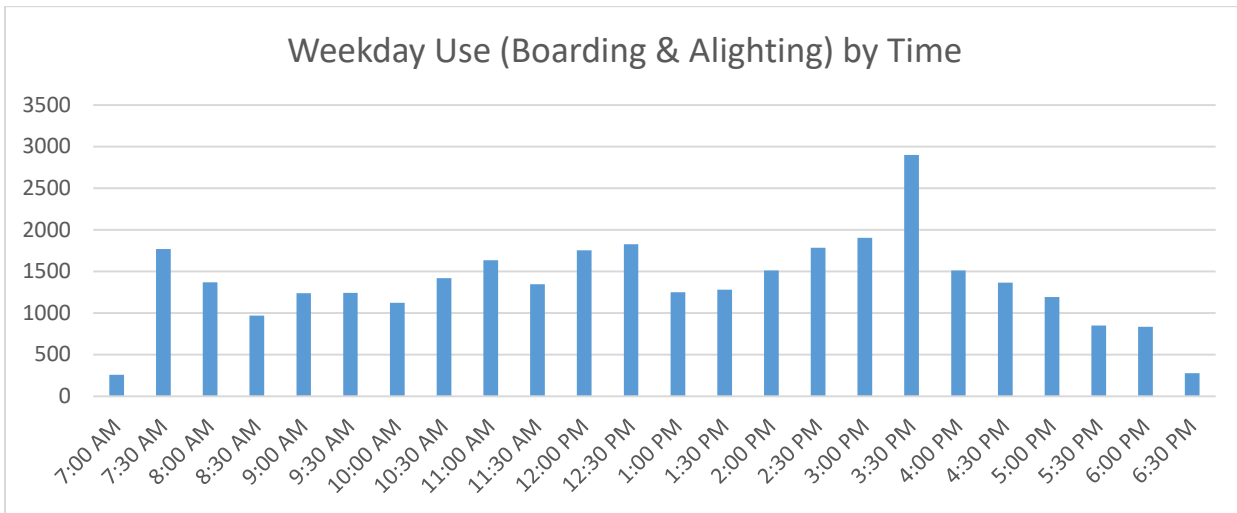
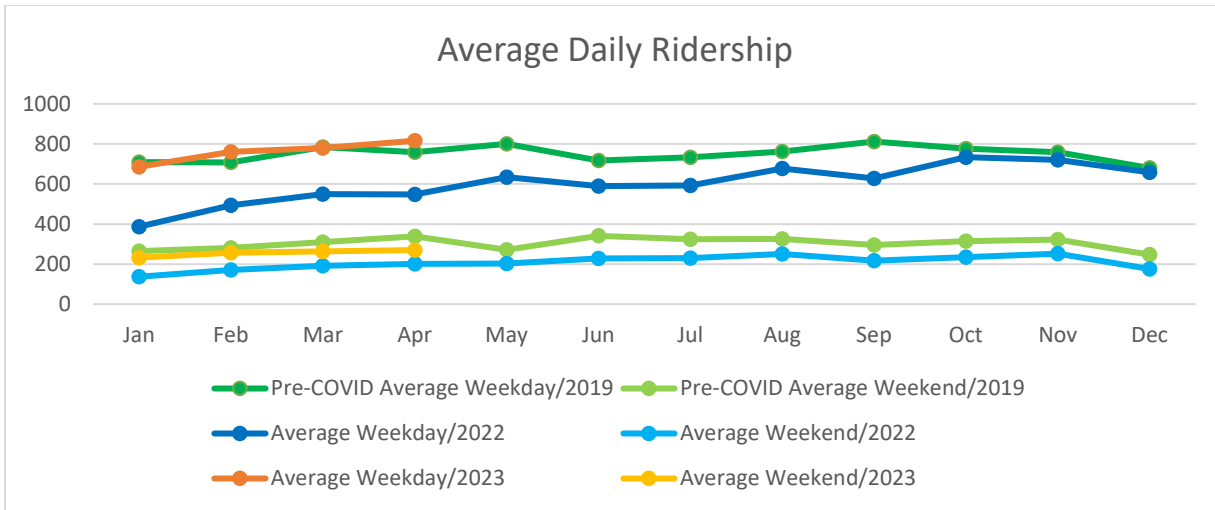
\*The Pre-COVID Baseline percentages include the additional ridership derived from the [expanded hours](#).

## Average Daily Ridership: Year-To-Date

	Weekday				
	Pre-COVID Average Weekday 2019	Previous Year Average Weekday 2022	Average Weekday 2023	+/- from Previous Year	% of Pre-COVID Baseline (2019)*
Jan	709	387	686	77%	97%
Feb	707	493	761	54%	108%
Mar	784	549	779	42%	99%
Apr	759	548	816	49%	108%
May	801	634			
Jun	717	589			
Jul	733	592			
Aug	762	677			
Sep	812	628			
Oct	777	734			
Nov	759	720			
Dec	680	658			
<b>YTD Ave.</b>	<b>750</b>	<b>601</b>	<b>761</b>	<b>56%</b>	<b>101%</b>

	Weekend				
	Pre-COVID Average Weekend 2019	Previous Year Average Weekend 2022	Average Weekend 2023	+/- from Previous Year	% of Pre-COVID Baseline (2019)
Jan	265	137	232	69%	88%
Feb	281	170	257	51%	91%
Mar	309	191	263	38%	85%
Apr	339	201	270	34%	80%
May	271	203			
Jun	341	228			
Jul	324	230			
Aug	325	250			
Sep	295	217			
Oct	314	234			
Nov	322	252			
Dec	247	176			
<b>YTD Ave.</b>	<b>303</b>	<b>207</b>	<b>256</b>	<b>48%</b>	<b>84%</b>

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



## Service Expansion Hours Ridership: Year-to-Date

In January 2022, the Mountain View Community Shuttle program increased its weekday service hours by 4 hours a day, thanks to VTA funding. Below is the monthly ridership during the expanded hours only, 7 AM to 10 AM and 6 PM to 7 PM.

	Previous Year Total 2022	Total 2023	+/- % from Previous Year	% of Total Monthly Ridership
Jan	1256	3467	176%	21%
Feb	1923	3954	106%	24%
Mar	2844	5033	77%	25%
Apr	2553	4438	74%	23%
May	3281			
Jun	3461			
Jul	2886			
Aug	4154			
Sep	3443			
Oct	4005			
Nov	3746			
Dec	3385			
<b>YTD</b>	<b>36,937</b>	<b>16,892</b>		

### Additional Ridership Data:

The number of bicycles carried: **225**

The number of wheelchair lift usage: **31**

## 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	1545	1552	3097	16.6%	San Antonio Center	1321	1646	2967	15.4%
Senior/Teen Center (Gray)	690	1054	1744	9.3%	MV Transit Center	754	994	1748	9.1%
Grant Rd. (Gray)	479	640	1119	6.0%	Senior/Teen Center (Red)	1148	646	1794	9.3%
MV Transit Center	732	608	1340	7.2%	Grant Rd. (Red)	648	465	1113	5.8%
California/Ortega West	42	517	559	3.0%	Graham Middle School (Red)	273	457	730	3.8%
Middlefield/Easy (Gray)	362	499	861	4.6%	El Camino Real/Sylvan (Red)	422	392	814	4.2%
El Camino Real/Sylvan (Gray)	281	475	756	4.0%	Community Center (Red)	72	349	421	2.2%
Rengstorff/Middlefield (Gray)	578	416	994	5.3%	Sylvan Park (Red)	205	345	550	2.9%
Whisman Station (Gray)	269	408	677	3.6%	Rengstorff/Middlefield (Red)	470	343	813	4.2%
Whisman/Middlefield (Gray)	211	357	568	3.0%	Civic Center (Red)	296	335	631	3.3%
Middlefield/Moffett (Gray)	152	311	463	2.5%	Castro/El Camino Real (Red)	220	308	528	2.7%
Civic Center (Gray)	314	306	620	3.3%	El Camino Hospital	278	305	583	3.0%
California/Rengstorff	90	244	334	1.8%	Whisman Station (Red)	267	303	570	3.0%
El Camino Hospital	272	232	504	2.7%	Middlefield/Easy (Red)	473	300	773	4.0%
Sylvan Park (Gray)	346	182	528	2.8%	Villa/Franklin (Red)	50	298	348	1.8%
Graham Middle School (Gray)	473	175	648	3.5%	Crittenden Middle School (Red)	198	267	465	2.4%
Crittenden Middle School (Gray)	286	169	455	2.4%	Cuesta/Miramonte (Red)	100	262	362	1.9%
Shoreline/Middlefield #3 (Gray)	185	161	346	1.8%	California/Ortega West	33	205	238	1.2%
Castro/El Camino Real (Gray)	195	143	338	1.8%	Shoreline/Middlefield #1 (Red)	129	179	308	1.6%
Rengstorff/Central (Gray)	104	126	230	1.2%	Whisman/Middlefield (Red)	156	177	333	1.7%
Community Center (Gray)	507	124	631	3.4%	Middlefield/Moffett (Red)	334	164	498	2.6%
Rengstorff/Montecito (Gray)	53	108	161	0.9%	California/Rengstorff	58	144	202	1.0%
Middlefield/San Pierre (Gray)	71	107	178	1.0%	Cuesta/Grant	42	139	181	0.9%
Villa/Shoreline	54	91	145	0.8%	California/Rengstorff (Red)	236	117	353	1.8%
Cuesta/Miramonte (Gray)	328	90	418	2.2%	Grant/Eunice	167	113	280	1.5%
Whisman/Dana (Gray)	39	65	104	0.6%	Rengstorff/Central (Red)	114	110	224	1.2%
Cuesta/Grant	13	59	72	0.4%	Middlefield/San Pierre (Red)	98	77	175	0.9%
California/Ortega East	291	37	328	1.8%	Shoreline/Middlefield #2	14	42	56	0.3%
Villa/Franklin (Gray)	164	29	193	1.0%	Villa/Mariposa	209	41	250	1.3%
Grant/Eunice	111	20	131	0.7%	Rengstorff/Montecito (Red)	99	39	138	0.7%
Cuesta/Grant (Gray)	111	12	123	0.7%	California/Ortega East	680	32	712	3.7%
Shoreline/Pear	24	11	35	0.2%	Whisman/Dana (Red)	50	22	72	0.4%
Shoreline/Middlefield #2	1	9	10	0.1%	Shoreline/Pear	38	22	60	0.3%
<b>Total</b>	<b>9373</b>	<b>9337</b>	<b>18710</b>	<b>100%</b>	<b>Total</b>	<b>9652</b>	<b>9638</b>	<b>19290</b>	<b>100%</b>



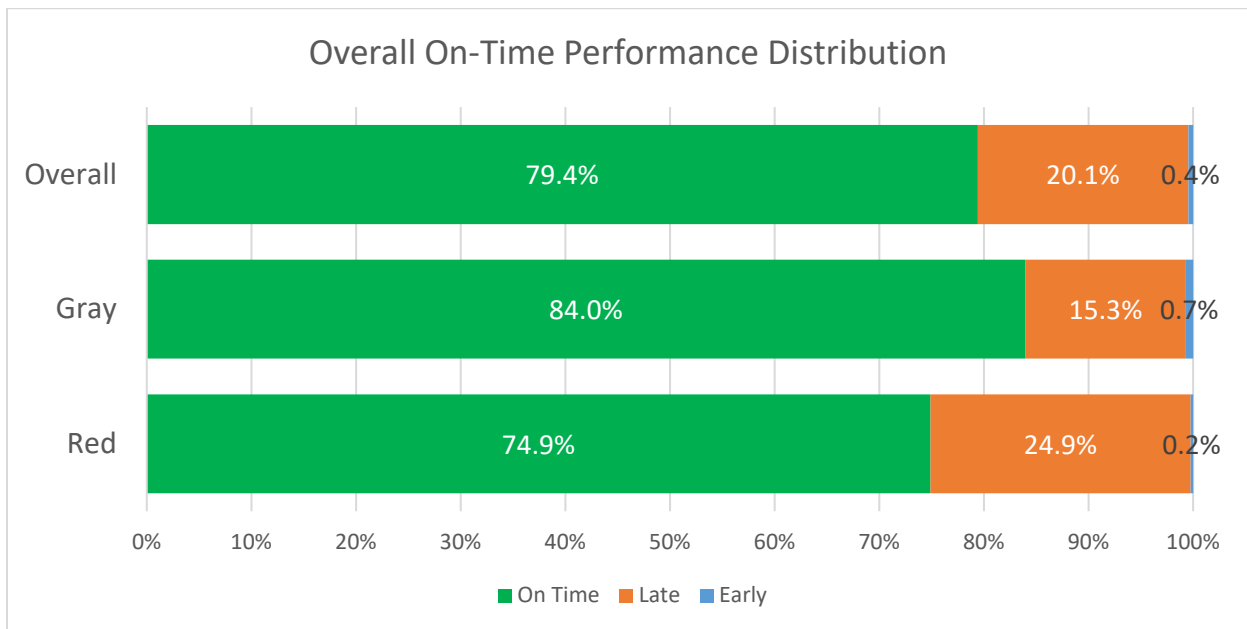
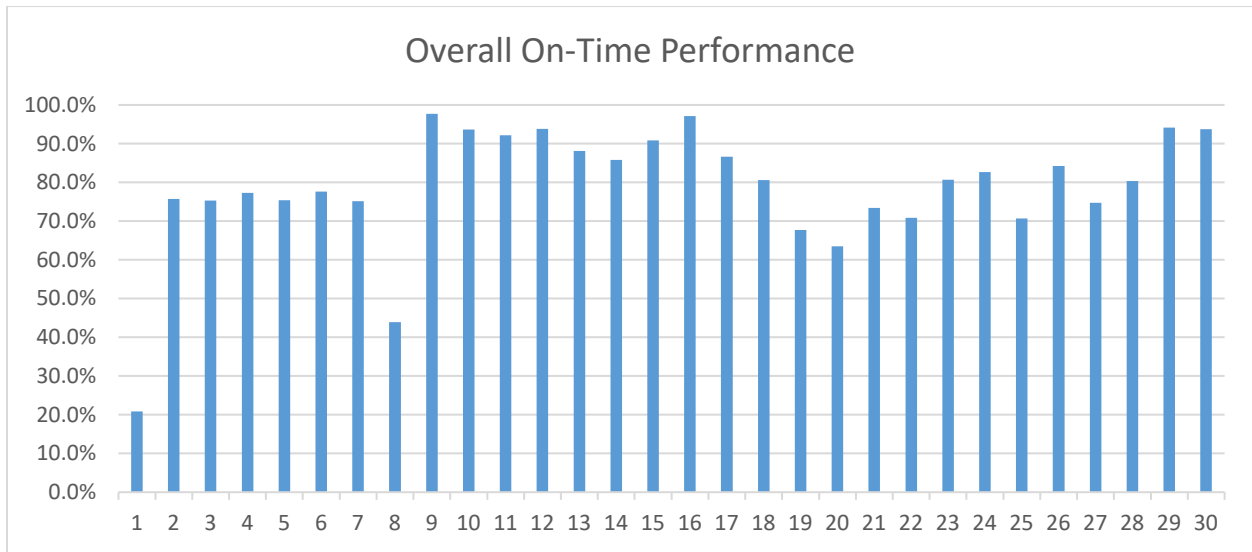
# Shuttle On-Time Performance

## 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.

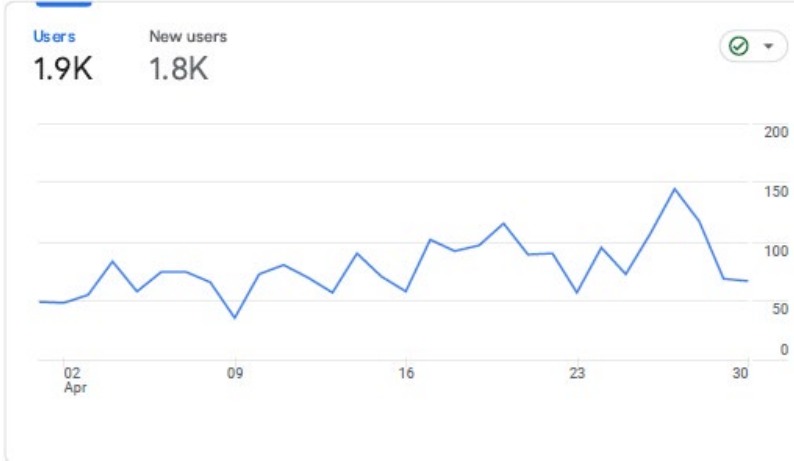
A shuttle is considered On Time if it departs between 1 minute early to 5 minutes late of the scheduled departure time.

**Overall** percentage of a shuttle being on-time: **79.4%**



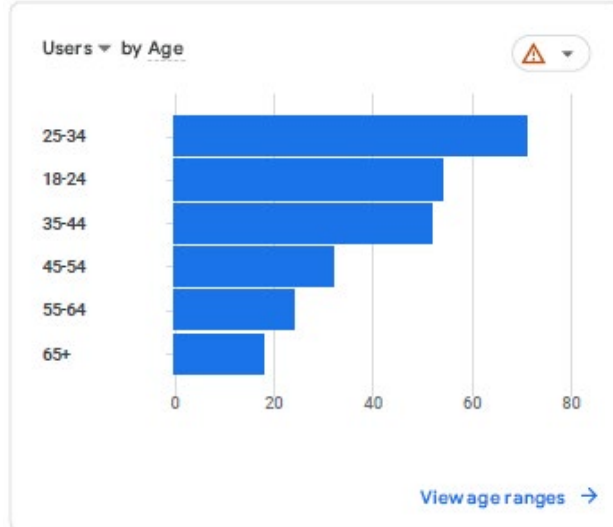
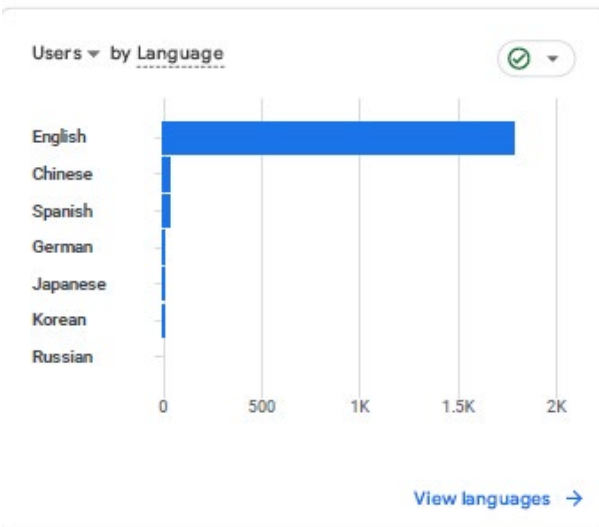
# Monthly Summary of Website Activity

April 1-April 30, 2023

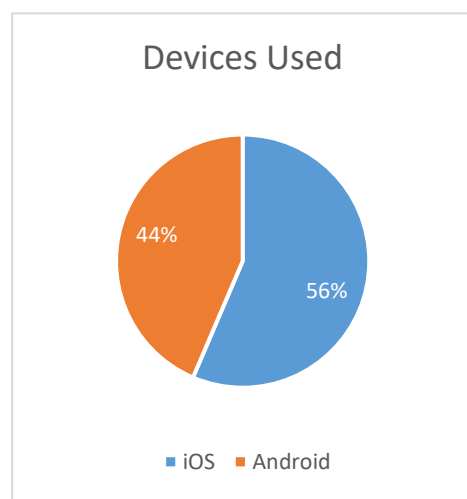
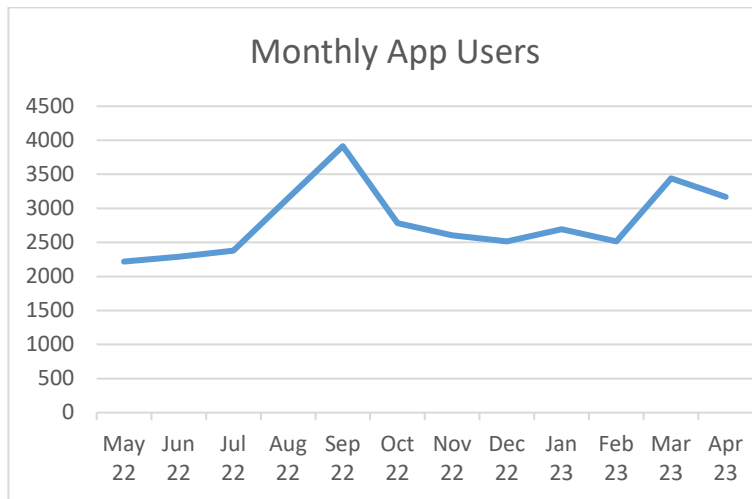
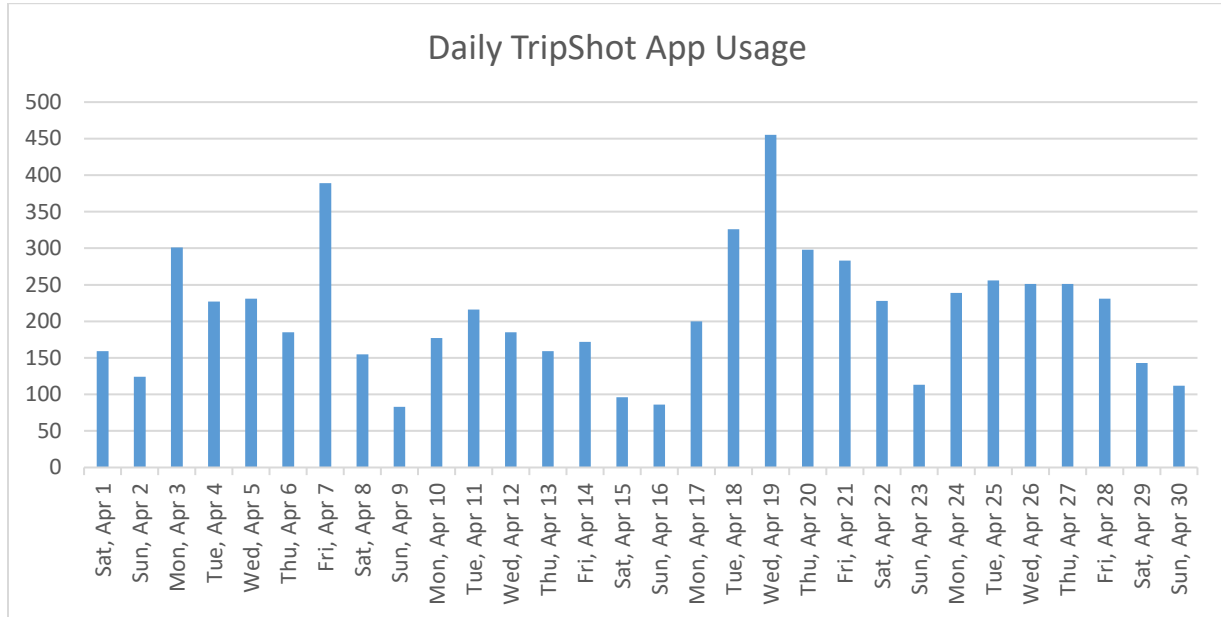


Users by City

CITY	USERS
Mountain View	423
San Jose	329
San Francisco	206
Sacramento	69
Sunnyvale	61
Los Angeles	32
Santa Clara	29



## Summary of TripShot App Activity



Average Monthly Users: **3,167**

App Sessions: **6,331**

## Electric Vehicle Utilization

Since the program began in 2015, the Mountain View Community Shuttle has operated a fleet of 6 electric shuttle buses. These 6 clean-air vehicles travelled over 600,000 miles over the course of their lifetime and were officially retired from the program on December 31, 2022. The MVCS has ordered new electric buses, which will arrive some time in 2023. In order to continue serving the community of Mountain View until these new buses arrive, the MVCS will be operating gas shuttles.

## Complaints Received by CSR Staff

- There was one complaint of a shuttle becoming over-capacity
  - The incident was investigated and capacity limitations were reinforced with all drivers

## Service Updates

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 Stops are Permanent!

The Mountain View Community Shuttle has been operating pilot stops along the Red and Gray routes on S. Whisman Road since August 1, 2022. After review and analysis of the pilot, it has been decided that the Whisman/Dana pilot stops will remain as permanent stops on the Mountain View Community Shuttle routes.

