

Mountain View Community Shuttle
Monthly Operations Report
May 2023

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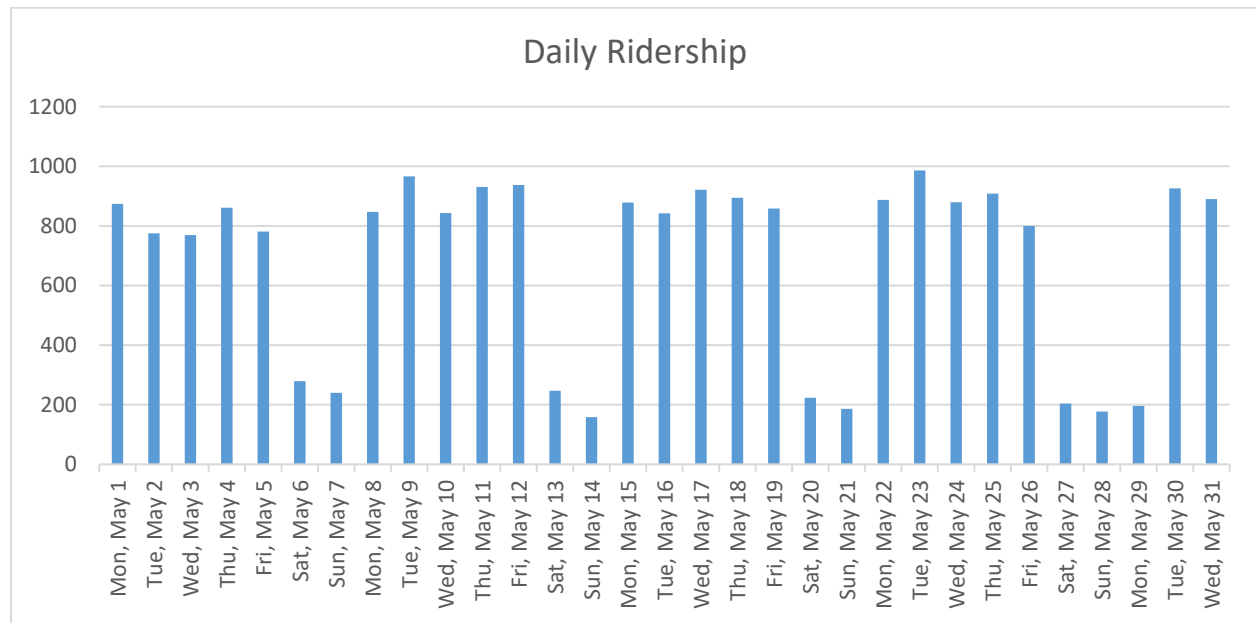
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Passengers per Day, Table

	Mon, May 1	Tue, May 2	Wed, May 3	Thu, May 4	Fri, May 5	Sat, May 6
	874	775	769	861	781	279
Sun, May 7	Mon, May 8	Tue, May 9	Wed, May 10	Thu, May 11	Fri, May 12	Sat, May 13
240	847	966	843	931	937	247
Sun, May 14	Mon, May 15	Tue, May 16	Wed, May 17	Thu, May 18	Fri, May 19	Sat, May 20
158	878	842	921	894	858	223
Sun, May 21	Mon, May 22	Tue, May 23	Wed, May 24	Thu, May 25	Fri, May 26	Sat, May 27
186	887	986	879	908	800	204
Sun, May 28	Mon, May 29	Tue, May 30	Wed, May 31			
177	196	926	890			

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	21163	38%	105%	17625	13317	19253	45%	109%	2441	2034	1910	-6%	78%
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			
YTD Total	223,496	175,060	93,241												

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

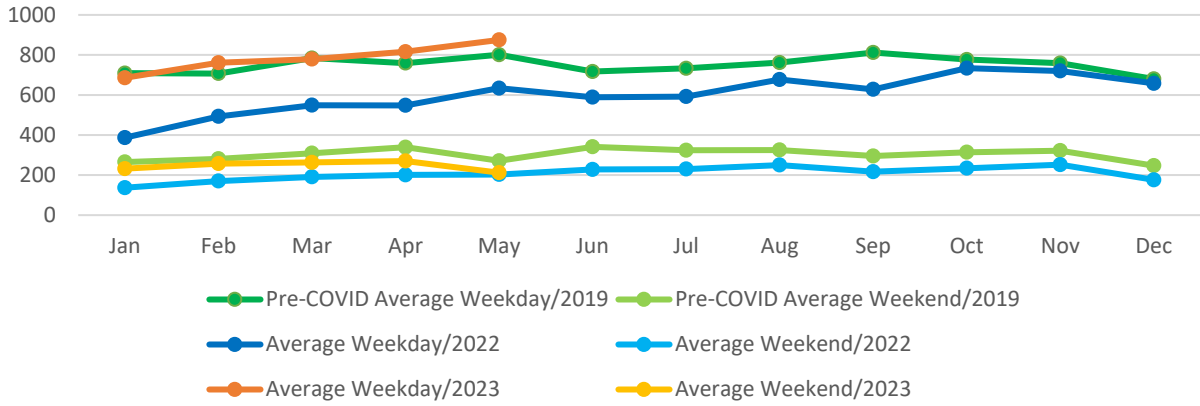
Average Daily Ridership: Year-To-Date

	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	875	38%	109%
Jun	717	589			
Jul	733	592			
Aug	762	677			
Sep	812	628			
Oct	777	734			
Nov	759	720			
Dec	680	658			
YTD Ave.	750	601	783	52%	104%

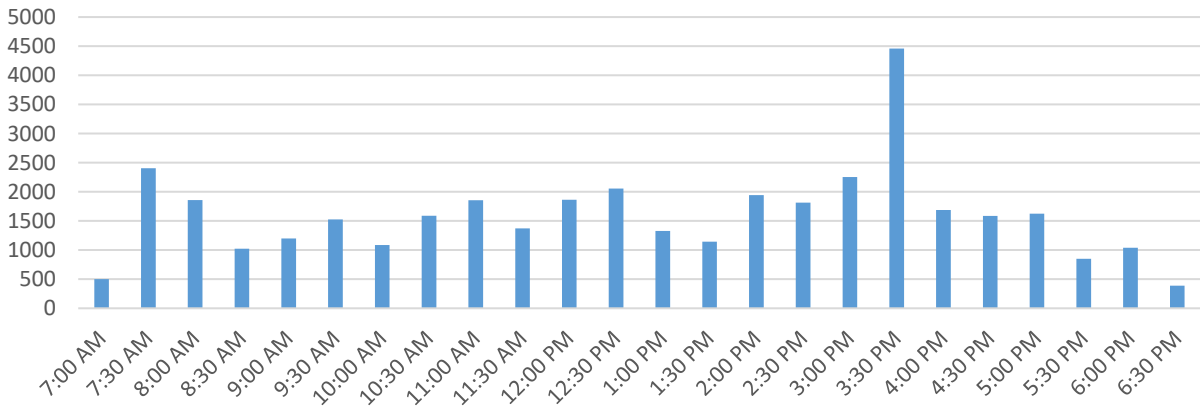
	Weekend				
	Pre-COVID Average Weekend 2019	Previous Year Average Weekend 2022	Average Weekend 2023	+/- from Previous Year	% of Pre-COVID Baseline (2019)
Jan	265	137	232	69%	88%
Feb	281	170	257	51%	91%
Mar	309	191	263	38%	85%
Apr	339	201	270	34%	80%
May	271	203	212	4%	78%
Jun	341	228			
Jul	324	230			
Aug	325	250			
Sep	295	217			
Oct	314	234			
Nov	322	252			
Dec	247	176			
YTD Ave.	303	207	247	39%	82%

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

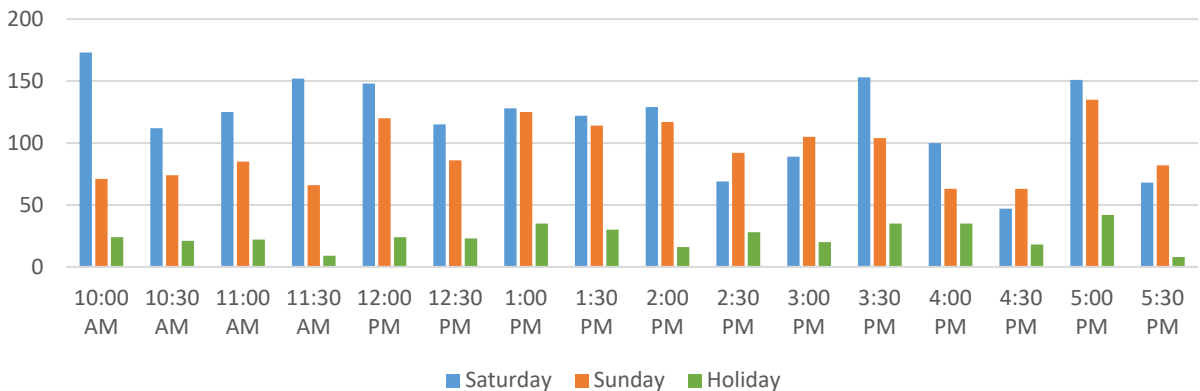
Average Daily Ridership



Weekday Use (Boarding & Alighting) by Time



Weekend and Holiday Use (Boarding & Alighting) by Time



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	5403	65%	26%
Jun	3461			
Jul	2886			
Aug	4154			
Sep	3443			
Oct	4005			
Nov	3746			
Dec	3385			
YTD	36,937	22,295		

Additional Ridership Data:

The number of bicycles carried: **225**

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

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	1582	1405	2987	14.1%	San Antonio Center	1241	1450	2691	12.7%
Senior/Teen Center (Gray)	688	1374	2062	9.8%	MV Transit Center	787	940	1727	8.2%
MV Transit Center	788	820	1608	7.6%	Senior/Teen Center (Red)	1246	720	1966	9.3%
California/Ortega West	51	726	777	3.7%	Graham Middle School (Red)	438	640	1078	5.1%
Grant Rd. (Gray)	469	660	1129	5.3%	Grant Rd. (Red)	634	485	1119	5.3%
Middlefield/Easy (Gray)	451	616	1067	5.0%	Sylvan Park (Red)	144	460	604	2.9%
El Camino Real/Sylvan (Gray)	277	518	795	3.8%	California/Ortega West	26	431	457	2.2%
Whisman Station (Gray)	290	515	805	3.8%	Crittenden Middle School (Red)	223	415	638	3.0%
Rengstorff/Middlefield (Gray)	785	485	1270	6.0%	El Camino Real/Sylvan (Red)	442	382	824	3.9%
Whisman/Middlefield (Gray)	245	377	622	2.9%	Cuesta/Miramonte (Red)	142	364	506	2.4%
Middlefield/Moffett (Gray)	205	346	551	2.6%	Community Center (Red)	84	360	444	2.1%
Civic Center (Gray)	297	311	608	2.9%	Rengstorff/Middlefield (Red)	535	344	879	4.2%
California/Rengstorff	107	301	408	1.9%	Castro/El Camino Real (Red)	183	334	517	2.4%
El Camino Hospital	307	278	585	2.8%	Middlefield/Easy (Red)	555	328	883	4.2%
Graham Middle School (Gray)	837	220	1057	5.0%	El Camino Hospital	370	327	697	3.3%
Sylvan Park (Gray)	377	202	579	2.7%	Civic Center (Red)	282	326	608	2.9%
Middlefield/San Pierre (Gray)	132	156	288	1.4%	Villa/Franklin (Red)	53	321	374	1.8%
Crittenden Middle School (Gray)	306	147	453	2.1%	Whisman Station (Red)	401	314	715	3.4%
Castro/El Camino Real (Gray)	201	142	343	1.6%	Whisman/Middlefield (Red)	137	213	350	1.7%
Rengstorff/Central (Gray)	186	138	324	1.5%	Shoreline/Middlefield #1 (Red)	123	203	326	1.5%
Shoreline/Middlefield #3 (Gray)	155	128	283	1.3%	Rengstorff/Central (Red)	144	173	317	1.5%
Community Center (Gray)	450	112	562	2.7%	California/Rengstorff	53	173	226	1.1%
Villa/Shoreline	49	110	159	0.8%	Middlefield/Moffett (Red)	268	168	436	2.1%
Rengstorff/Montecito (Gray)	79	101	180	0.9%	California/Rengstorff (Red)	323	128	451	2.1%
Cuesta/Miramonte (Gray)	458	100	558	2.6%	Grant/Eunice	248	107	355	1.7%
California/Ortega East	318	55	373	1.8%	Cuesta/Grant	42	95	137	0.6%
Cuesta/Grant	15	54	69	0.3%	Middlefield/San Pierre (Red)	155	93	248	1.2%
Whisman/Dana (Gray)	25	47	72	0.3%	Rengstorff/Montecito (Red)	106	65	171	0.8%
Villa/Franklin (Gray)	149	34	183	0.9%	Villa/Mariposa	210	57	267	1.3%
Grant/Eunice	132	33	165	0.8%	California/Ortega East	900	34	934	4.4%
Cuesta/Grant (Gray)	141	21	162	0.8%	Shoreline/Middlefield #2	2	34	36	0.2%
Shoreline/Pear	33	18	51	0.2%	Whisman/Dana (Red)	57	32	89	0.4%
Shoreline/Middlefield #2	0	10	10	0.0%	Shoreline/Pear	24	28	52	0.2%
Total	10585	10560	21145	100%	Total	10578	10544	21122	100%

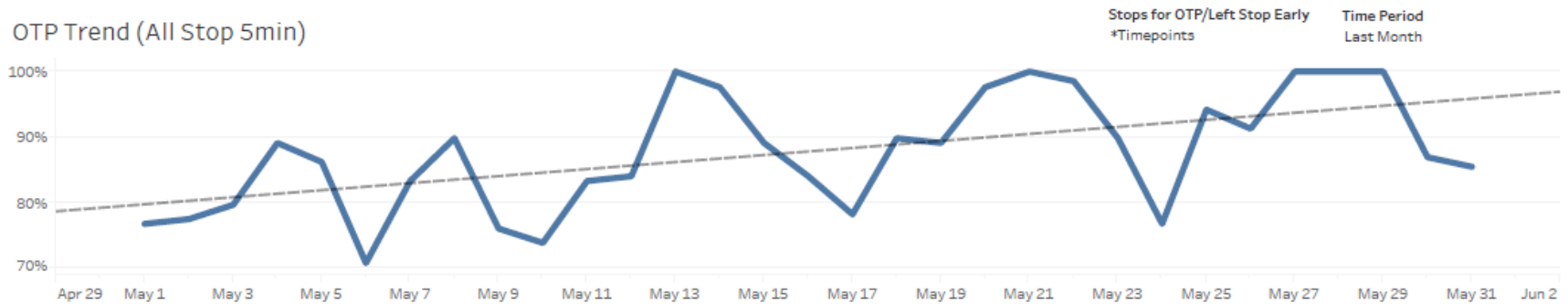
Shuttle On-Time Performance

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 the arrival and departure times for 7 timepoint stops along each route.

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: 86%*



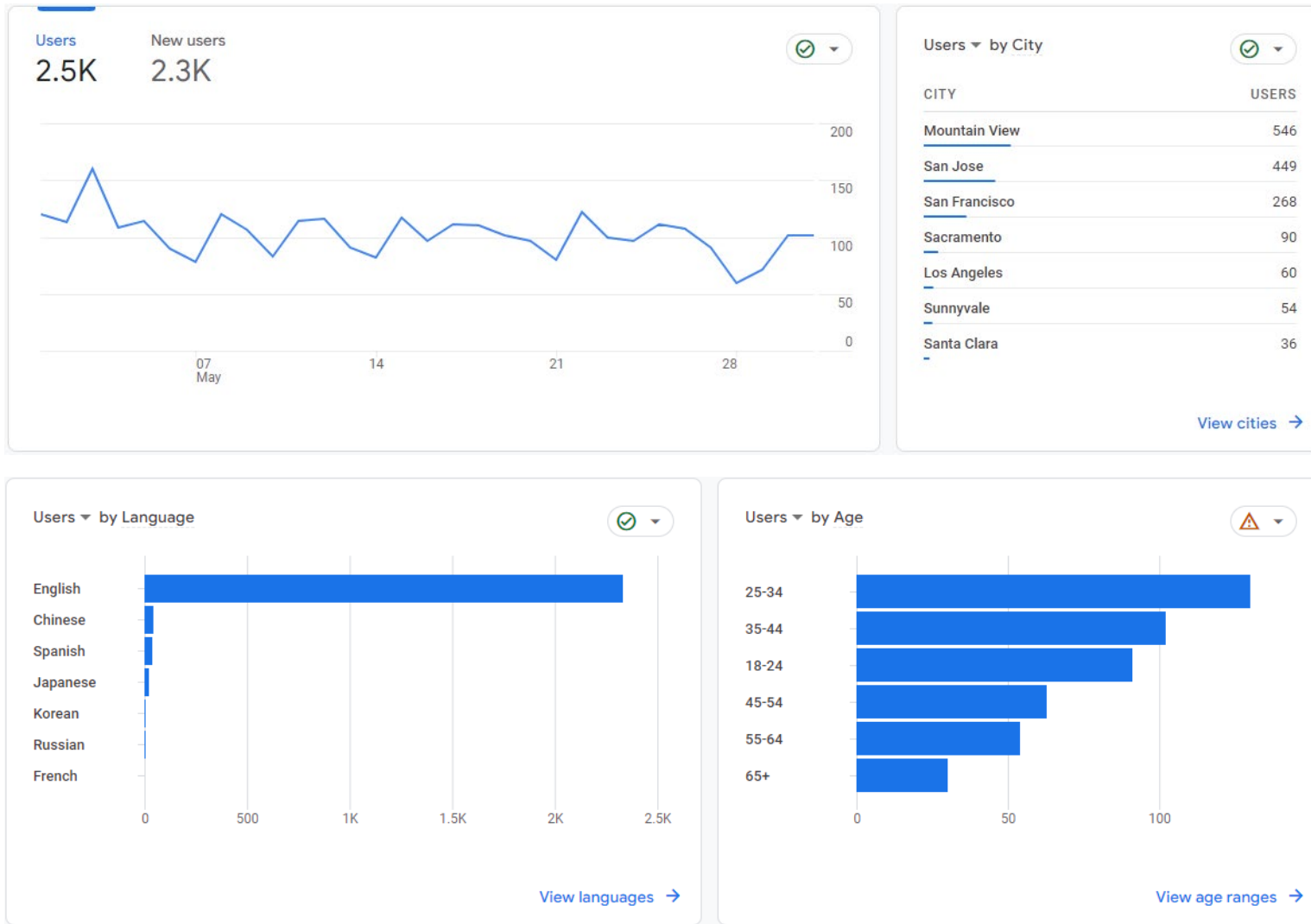
OTP by Route

Routename	DAY																															Gran..
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
Gray	80%	70%	77%	84%	84%			94%	74%	71%	81%	75%			86%	74%	71%	84%	81%			99%	83%	80%	88%	94%				80%	77%	81%
Gray Weekend						75%	92%						100%	100%							100%	100%					100%	100%	100%			96%
Red	74%	86%	83%	94%	88%			86%	78%	77%	86%	93%			93%	94%	86%	96%	97%			99%	97%	74%	100%	88%				94%	94%	89%
Red Weekend						67%	75%						100%	95%							95%	100%					100%	100%	100%			92%
Grand Total	77%	78%	80%	89%	86%	71%	83%	90%	76%	74%	83%	84%	100%	98%	89%	84%	78%	90%	89%	98%	100%	99%	90%	77%	94%	91%	100%	100%	100%	87%	86%	86%

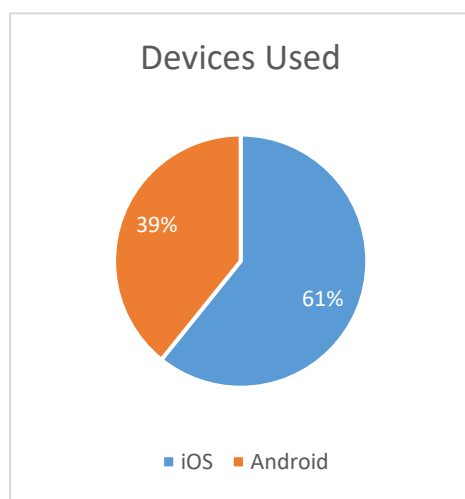
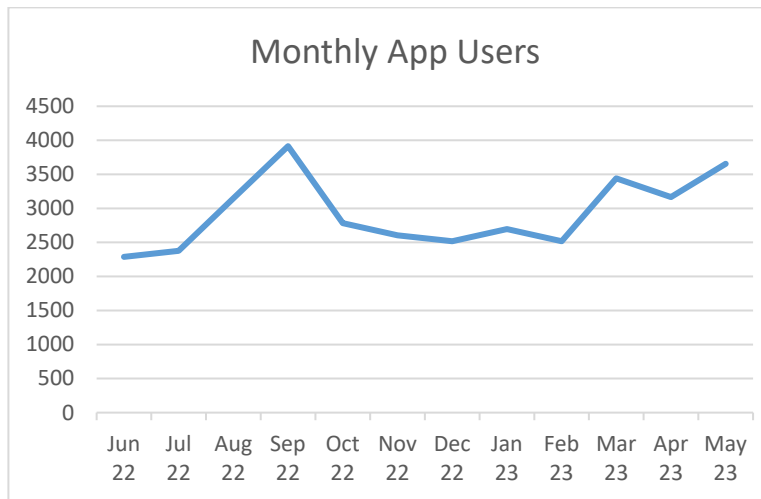
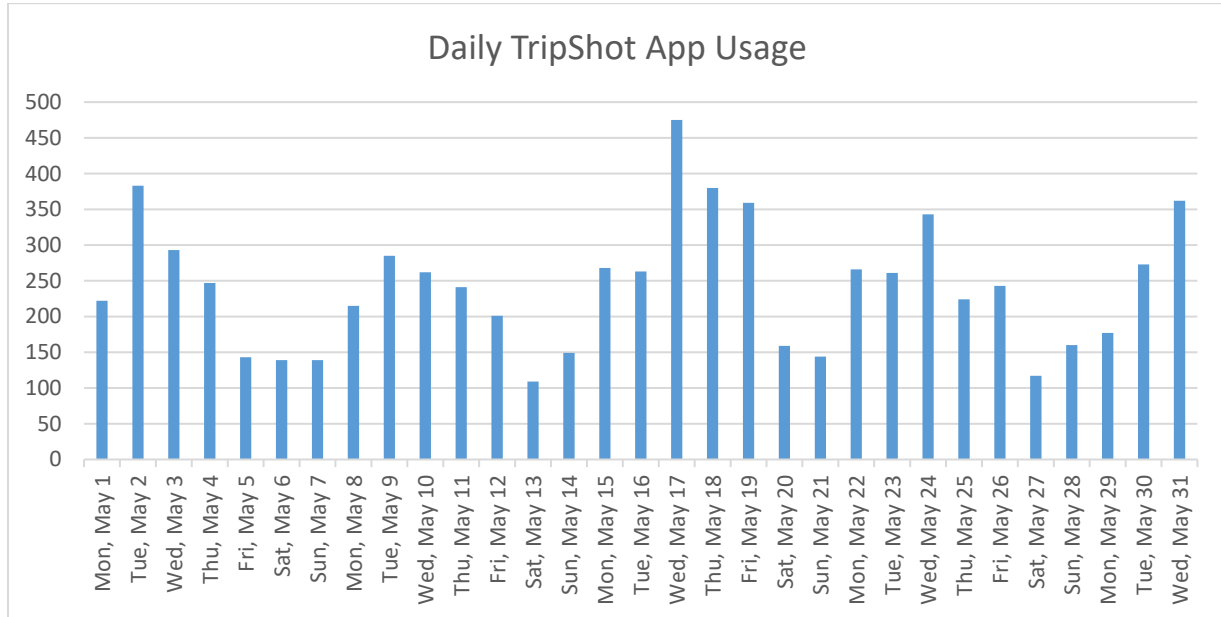
*To improve on-time performance and schedule reliability, the Mountain View Community Shuttle launched an updated pilot schedule on Monday, May 1, 2023.

Monthly Summary of Website Activity

May 1 – May 31, 2023



Summary of TripShot App Activity



Average Monthly Users: **3,654**

App Sessions: **7,502**

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 were two complaints of unsafe driving.
 - The incidents were investigated, the drivers were spoken to, and additional training was provided.
- There were two complaints about drivers being rude.
 - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service