



# **Mountain View** Community Shuttle **2022** Year-End Operations Report

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## 2022 Statistics

### Annual Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	29721	17.2%	San Antonio Center	32270	18.4%
Senior/Teen Center (Gray)	14739	8.5%	Senior/Teen Center (Red)	15418	8.8%
MV Transit Center	13565	7.8%	MV Transit Center	14050	8.0%
Grant Rd. (Gray)	10306	6.0%	Grant Rd. (Red)	10255	5.8%
El Camino Real/Sylvan (Gray)	8211	4.7%	El Camino Real/Sylvan (Red)	7427	4.2%
Rengstorff/Middlefield (Gray)	7473	4.3%	Rengstorff/Middlefield (Red)	7183	4.1%
Middlefield/Easy (Gray)	6598	3.8%	California/Ortega East	6641	3.8%
Civic Center (Gray)	6467	3.7%	Civic Center (Red)	6425	3.7%
Sylvan Park (Gray)	5368	3.1%	Middlefield/Easy (Red)	6041	3.4%
Whisman Station (Gray)	5278	3.0%	Whisman Station (Red)	5383	3.1%
California/Ortega West	5263	3.0%	El Camino Hospital	5150	2.9%
Middlefield/Moffett (Gray)	5222	3.0%	Sylvan Park (Red)	4976	2.8%
Graham Middle School (Gray)	5197	3.0%	Graham Middle School (Red)	4938	2.8%
Whisman/Middlefield (Gray)	4984	2.9%	Crittenden Middle School (Red)	4504	2.6%
Crittenden Middle School (Gray)	4726	2.7%	Middlefield/Moffett (Red)	4112	2.3%
Community Center (Gray)	4718	2.7%	Castro/El Camino Real (Red)	3910	2.2%
El Camino Hospital	4223	2.4%	California/Rengstorff (Red)	3889	2.2%
Cuesta/Miramonte (Gray)	3780	2.2%	Villa/Franklin (Red)	3673	2.1%
California/Ortega East	3751	2.2%	Community Center (Red)	3326	1.9%
California/Rengstorff	3466	2.0%	Whisman/Middlefield (Red)	3033	1.7%
Shoreline/Middlefield #3 (Gray)	2955	1.7%	Cuesta/Miramonte (Red)	2859	1.6%
Castro/El Camino Real (Gray)	2879	1.7%	Shoreline/Middlefield #1 (Red)	2710	1.5%
Rengstorff/Central (Gray)	2773	1.6%	California/Ortega West	2584	1.5%
Middlefield/San Pierre (Gray)	2461	1.4%	Grant/Eunice	2456	1.4%
Rengstorff/Montecito (Gray)	2108	1.2%	Rengstorff/Central (Red)	2163	1.2%
Villa/Franklin (Gray)	1844	1.1%	Rengstorff/Montecito (Red)	2082	1.2%
Cuesta/Grant	1101	0.6%	Middlefield/San Pierre (Red)	2071	1.2%
Grant/Eunice	1017	0.6%	Villa/Mariposa	1888	1.1%
Villa/Shoreline	890	0.5%	California/Rengstorff	1843	1.0%
Cuesta/Grant (Gray)	825	0.5%	Cuesta/Grant	1322	0.8%
Whisman/Dana Pilot Stop (Gray)	508	0.3%	Shoreline/Pear	454	0.3%
Shoreline/Pear	449	0.3%	Shoreline/Middlefield #2	356	0.2%
Shoreline/Middlefield #2	251	0.1%	Whisman/Dana Pilot Stop (Red)	313	0.2%
<b>Total</b>	<b>173117</b>	<b>100.0%</b>	<b>Total</b>	<b>175705</b>	<b>100.0%</b>

### Additional Ridership Data

The number of bicycles carried in 2022: **1,695**

The number of wheelchair lift usage in 2022: **221**

# Summary of Website Activity

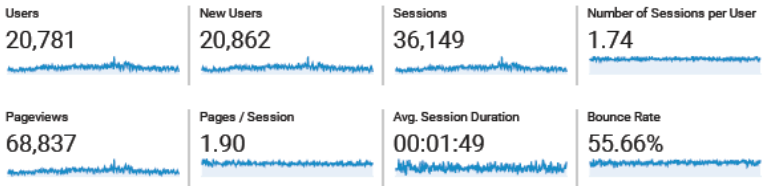
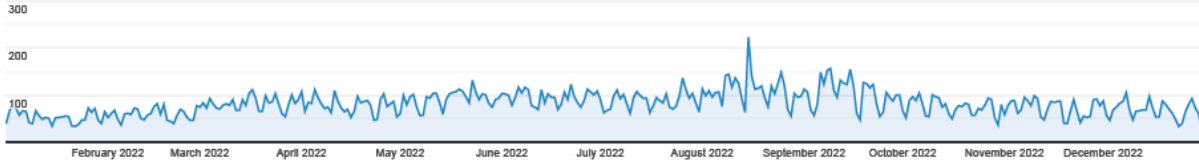
## Audience Overview

Jan 1, 2022 - Dec 31, 2022

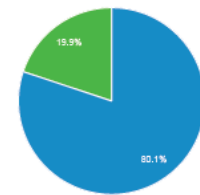
All Users  
100.00% Users

### Overview

#### Users



#### New Visitor Returning Visitor



#### Language

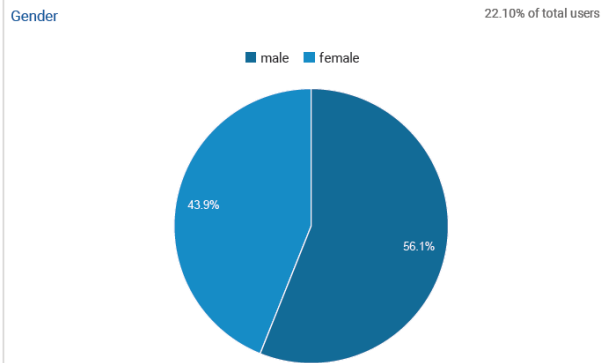
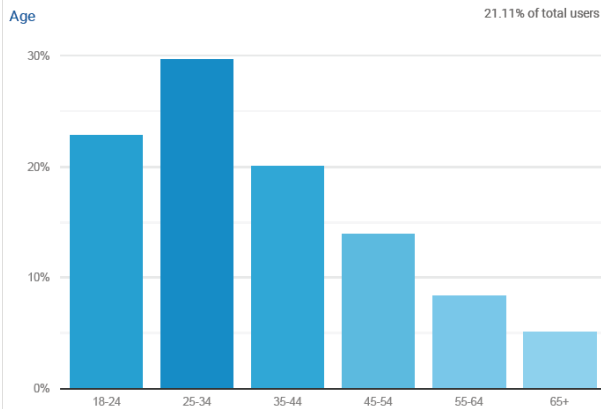
Language	Users	% Users
1. en-us	18,201	87.45%
2. en-gb	585	2.81%
3. zh-cn	312	1.50%
4. en-ca	282	1.35%
5. en-in	221	1.06%
6. en	163	0.78%
7. es-us	159	0.76%
8. ja	129	0.62%
9. zh-tw	119	0.57%
10. es-419	62	0.30%

## Demographics: Overview

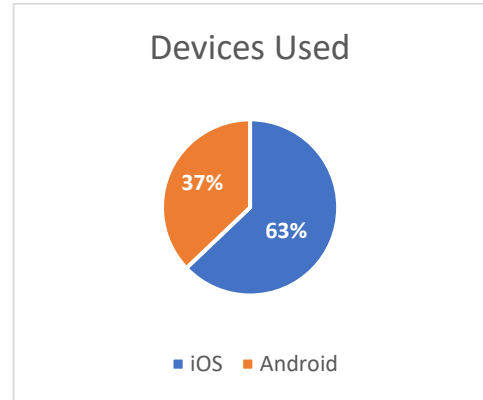
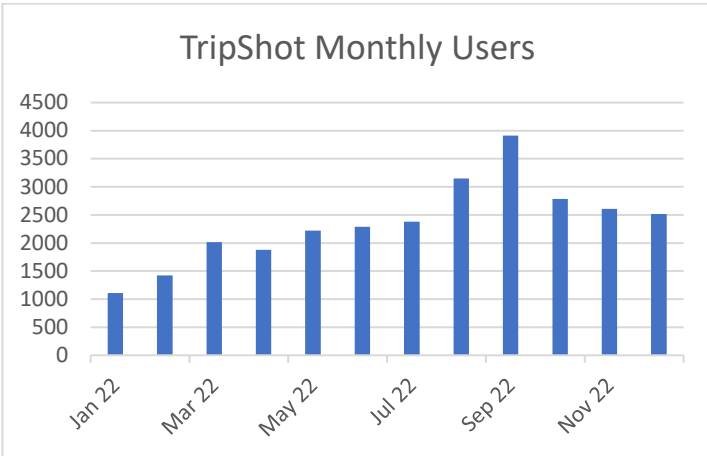
Jan 1, 2022 - Dec 31, 2022

All Users  
100.00% Users

### Key Metric:

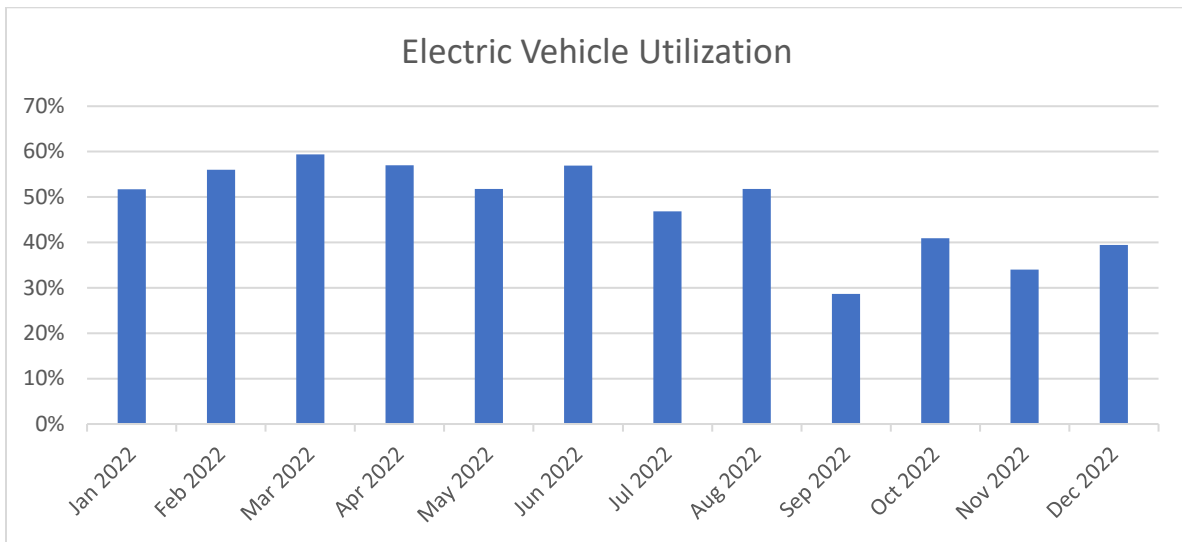


## Summary of TripShot App Activity



Average Monthly Users: **2356**

## 2022 Electric Vehicle Utilization



## 2022 Customer Service Statistics

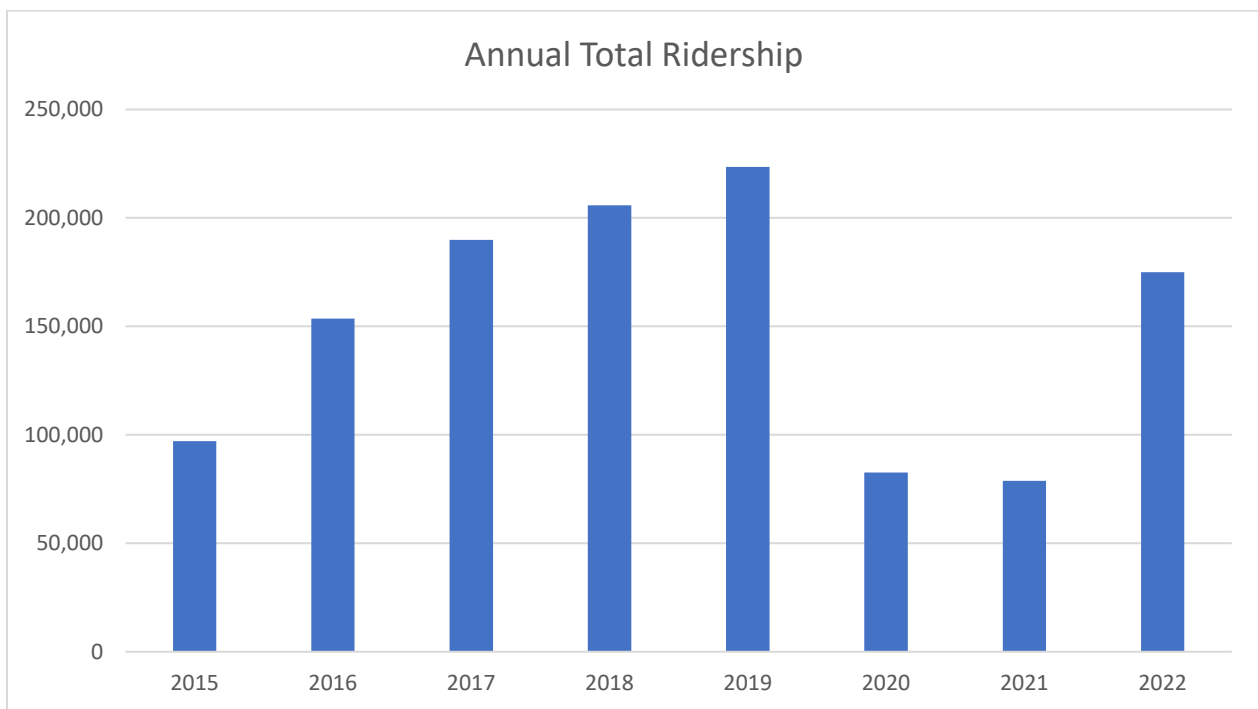
Phone Calls Received: **1186**

Category	Count
Service Inquiry	1060
Complaint	73
Lost & Found	33
Compliment/Positive Feedback	14
Service Recommendation	6

## Program Lifetime Statistics

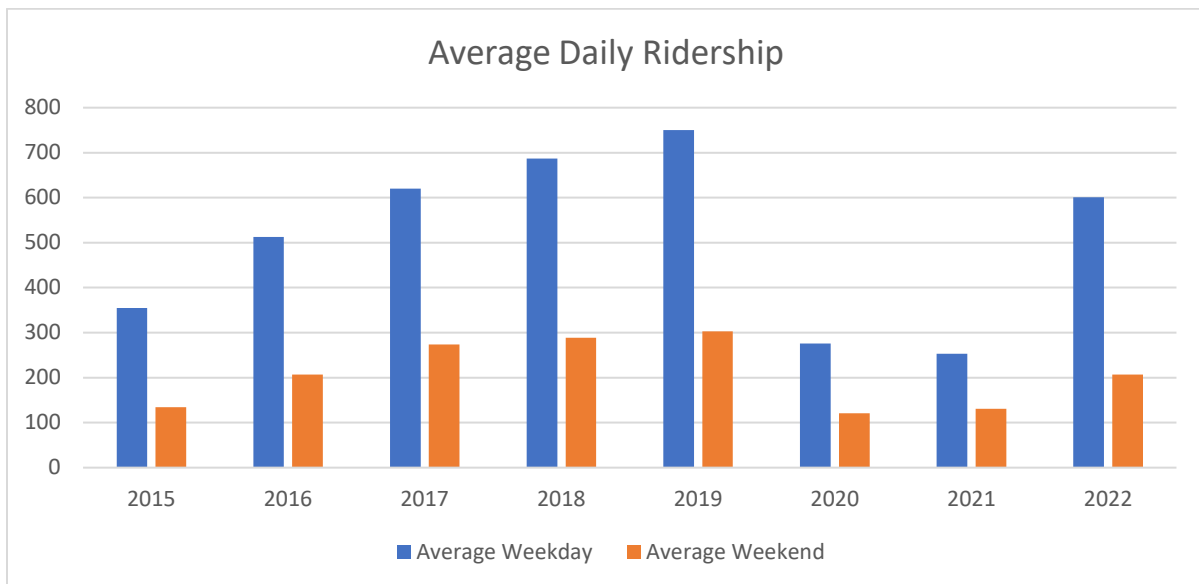
### Annual Total Ridership

	Annual Total	Annual Weekday Total	Annual Weekend Total
2015	97,079	82,606	14,473
2016	153,538	130,186	23,352
2017	189,925	159,412	30,513
2018	205,779	173,201	32,578
2019	223,496	189,339	34,157
2020	82,590	68,706	13,884
2021	78,821	64,024	14,797
2022	175,060	151,734	23,326
<b>Lifetime Total</b>	<b>1,206,288</b>	<b>1,019,208</b>	<b>187,080</b>



## Daily Average Ridership

	Average Weekday	Average Weekend
2015	355	134
2016	513	207
2017	620	274
2018	687	289
2019	750	303
2020	276	121
2021	253	131
2022	601	207



## On-Time Performance

	Annual On-Time Performance Average
2016	88.8%
2017	88.6%
2018	85.2%
2019	87.4%
2020	94.5%
2021	94.0%
2022	86.8%
<b>Lifetime Average</b>	<b>89.3%</b>