

Mountain View Community Shuttle
Monthly Operations Report
August 2022

September 14, 2022

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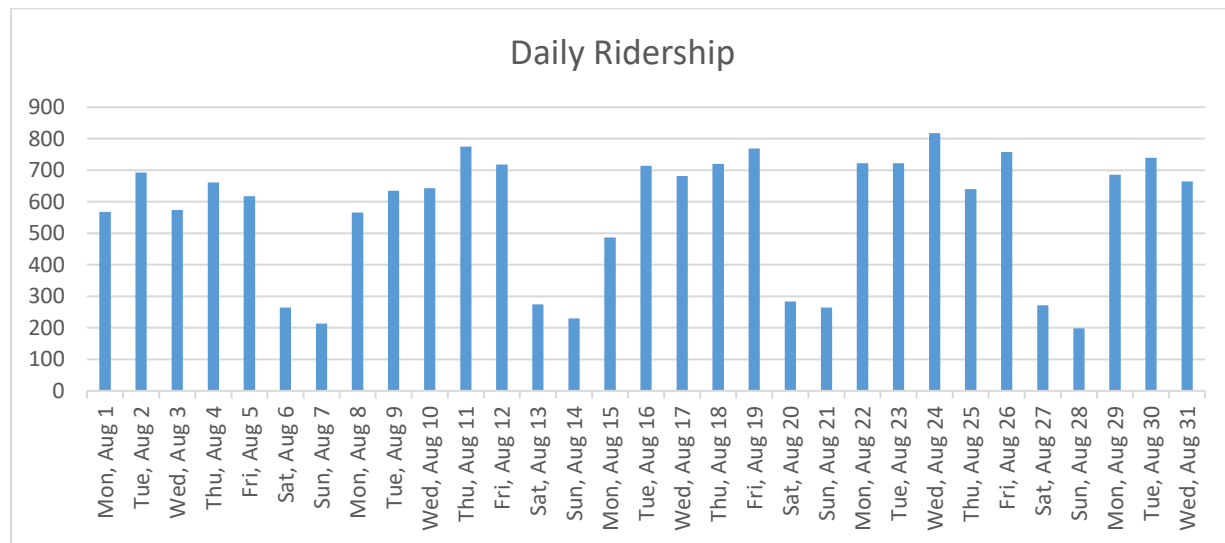
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Passengers per Day, Table

	Mon, Aug 1	Tue, Aug 2	Wed, Aug 3	Thu, Aug 4	Fri, Aug 5	Sat, Aug 6
	568	693	574	661	618	264
Sun, Aug 7	Mon, Aug 8	Tue, Aug 9	Wed, Aug 10	Thu, Aug 11	Fri, Aug 12	Sat, Aug 13
214	566	635	643	775	718	274
Sun, Aug 14	Mon, Aug 15	Tue, Aug 16	Wed, Aug 17	Thu, Aug 18	Fri, Aug 19	Sat, Aug 20
230	487	714	682	720	769	284
Sun, Aug 21	Mon, Aug 22	Tue, Aug 23	Wed, Aug 24	Thu, Aug 25	Fri, Aug 26	Sat, Aug 27
264	722	722	818	640	758	271
Sun, Aug 28	Mon, Aug 29	Tue, Aug 30	Wed, Aug 31			
198	686	739	664			

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				16241	6882				2949	1409			
Oct	20378	8541				17869	6914				2509	1627			
Nov	17972	8675				14427	7082				3545	1593			
Dec	16964	7786				14490	6538				2474	1248			
YTD Total	223,496	78,821	109,683												

*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
4154	24%	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			
Oct	777	329			
Nov	759	354			
Dec	680	291			
YTD Ave.	750	253	559	161%	74%

	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			
Oct	314	163			
Nov	322	159			
Dec	247	136			
YTD Ave.	303	131	201	70%	66%

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

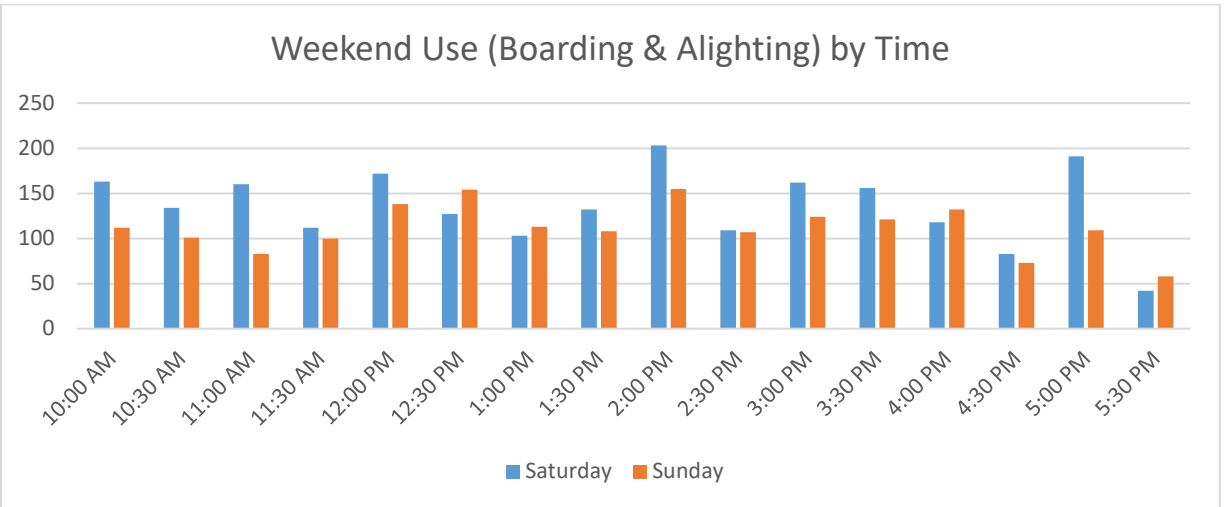
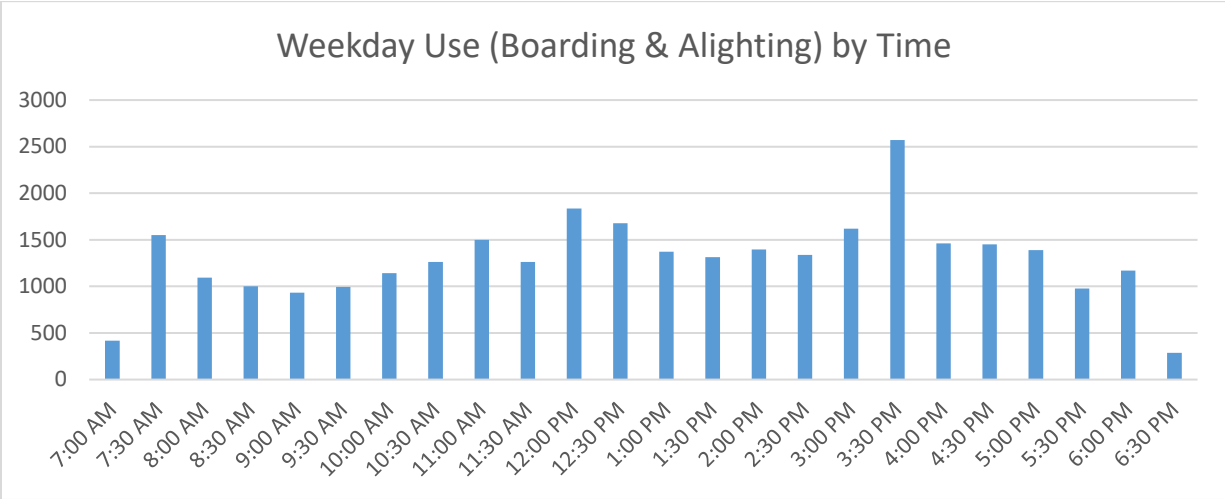
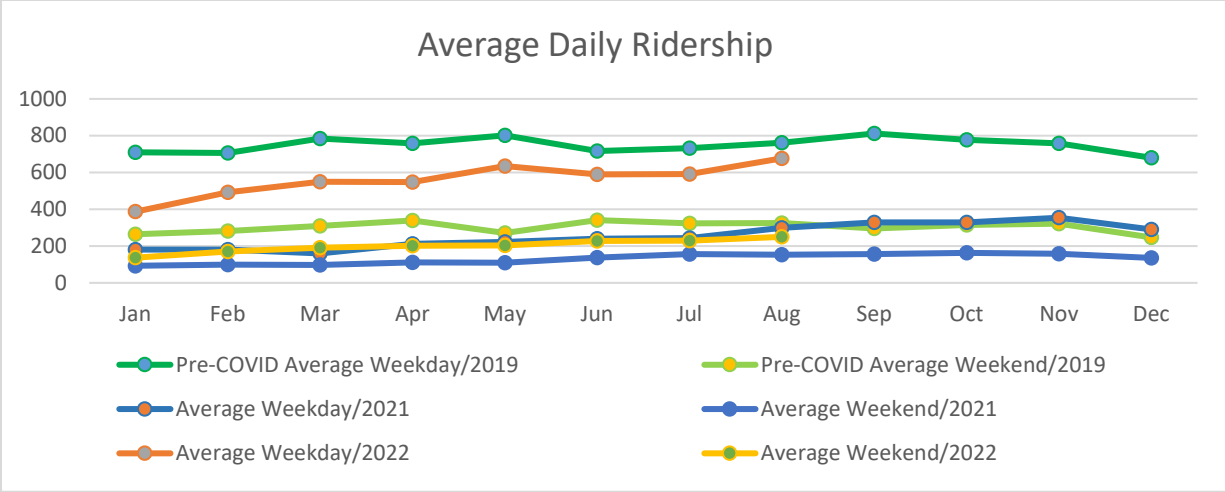
Additional Ridership Data:

The number of bicycles carried: **190**

The number of wheelchair lift usage: **26**

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	1316	1442	2758	16.2%	San Antonio Center	1217	1618	2835	15.8%
Senior/Teen Center (Gray)	611	861	1472	8.6%	Senior/Teen Center (Red)	1077	526	1603	8.9%
MV Transit Center	654	626	1280	7.5%	MV Transit Center	625	905	1530	8.5%
Grant Rd. (Gray)	397	583	980	5.7%	Grant Rd. (Red)	510	427	937	5.2%
El Camino Real/Sylvan (Gray)	294	564	858	5.0%	El Camino Real/Sylvan (Red)	550	263	813	4.5%
Civic Center (Gray)	416	314	730	4.3%	Rengstorff/Middlefield (Red)	504	280	784	4.4%
Middlefield/Easy (Gray)	256	444	700	4.1%	Civic Center (Red)	294	396	690	3.9%
Rengstorff/Middlefield (Gray)	382	313	695	4.1%	Middlefield/Easy (Red)	388	261	649	3.6%
Whisman Station (Gray)	294	312	606	3.6%	Whisman Station (Red)	324	298	622	3.5%
California/Ortega West	34	570	604	3.5%	California/Ortega East	557	36	593	3.3%
Middlefield/Moffett (Gray)	195	352	547	3.2%	Graham Middle School (Red)	185	380	565	3.2%
Graham Middle School (Gray)	442	104	546	3.2%	El Camino Hospital	300	252	552	3.1%
Whisman/Middlefield (Gray)	264	261	525	3.1%	Crittenden Middle School (Red)	178	355	533	3.0%
Crittenden Middle School (Gray)	385	102	487	2.9%	Sylvan Park (Red)	193	320	513	2.9%
Sylvan Park (Gray)	310	167	477	2.8%	Middlefield/Moffett (Red)	284	142	426	2.4%
El Camino Hospital	269	160	429	2.5%	Castro/El Camino Real (Red)	143	276	419	2.3%
Community Center (Gray)	287	138	425	2.5%	Villa/Franklin (Red)	92	275	367	2.0%
California/Ortega East	348	38	386	2.3%	California/Rengstorff (Red)	245	110	355	2.0%
Shoreline/Middlefield #3 (Gray)	199	110	309	1.8%	Whisman/Middlefield (Red)	151	154	305	1.7%
California/Rengstorff	67	218	285	1.7%	Community Center (Red)	86	209	295	1.6%
Cuesta/Miramonte (Gray)	226	52	278	1.6%	Middlefield/San Pierre (Red)	94	194	288	1.6%
Castro/El Camino Real (Gray)	156	121	277	1.6%	California/Ortega West	18	261	279	1.6%
Middlefield/San Pierre (Gray)	182	81	263	1.5%	Cuesta/Miramonte (Red)	75	203	278	1.6%
Rengstorff/Montecito (Gray)	114	142	256	1.5%	Rengstorff/Montecito (Red)	176	98	274	1.5%
Rengstorff/Central (Gray)	100	124	224	1.3%	Shoreline/Middlefield #1 (Red)	89	157	246	1.4%
Villa/Franklin (Gray)	146	28	174	1.0%	Villa/Mariposa	173	57	230	1.3%
Whisman/Dana Pilot Stop (Gray)	30	81	111	0.7%	Rengstorff/Central (Red)	126	91	217	1.2%
Grant/Eunice	67	25	92	0.5%	Grant/Eunice	173	39	212	1.2%
Cuesta/Grant	5	80	85	0.5%	California/Rengstorff	52	159	211	1.2%
Villa/Shoreline	39	33	72	0.4%	Cuesta/Grant	70	71	141	0.8%
Cuesta/Grant (Gray)	48	10	58	0.3%	Whisman/Dana Pilot Stop (Red)	38	35	73	0.4%
Shoreline/Pear	31	16	47	0.3%	Shoreline/Middlefield #2	7	34	41	0.2%
Shoreline/Middlefield #2	3	19	22	0.1%	Shoreline/Pear	10	29	39	0.2%
Total	8567	8491	17058	100.0%	Total	9004	8911	17915	100.0%



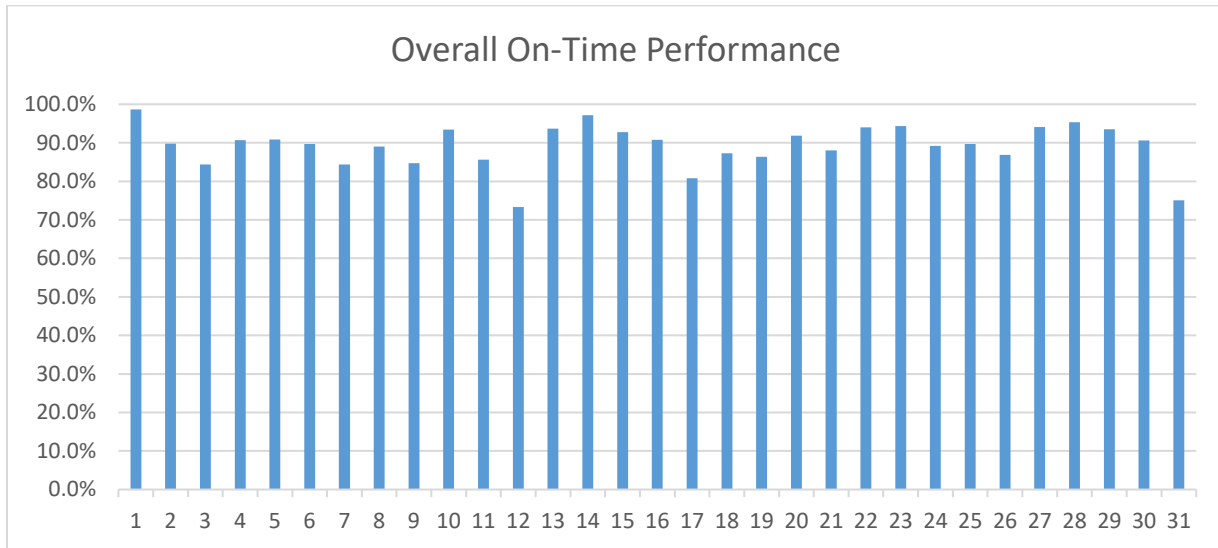
Shuttle On-Time Performance

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: **88.7%***



* 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 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
1186	1154	32	2.7%

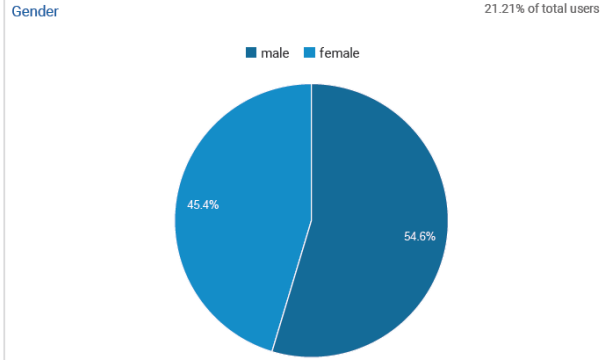
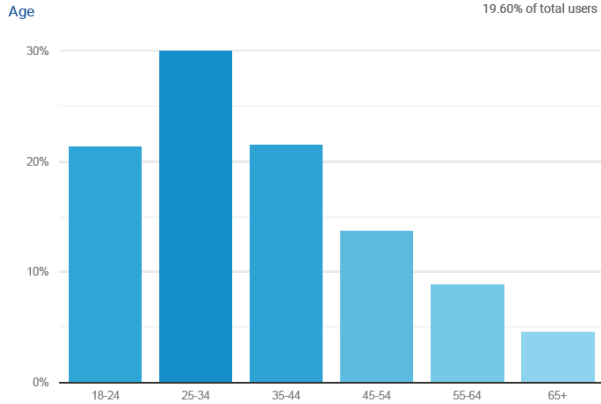
Monthly Summary of Website Activity

Demographics: Overview

All Users
100.00% Users

Aug 1, 2022 - Aug 31, 2022

Key Metric:

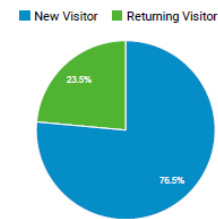
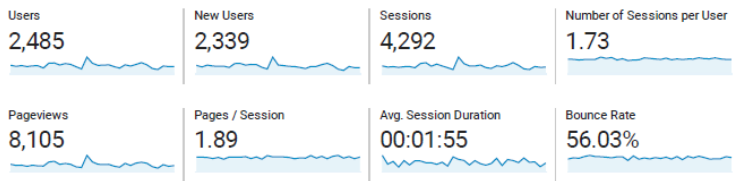
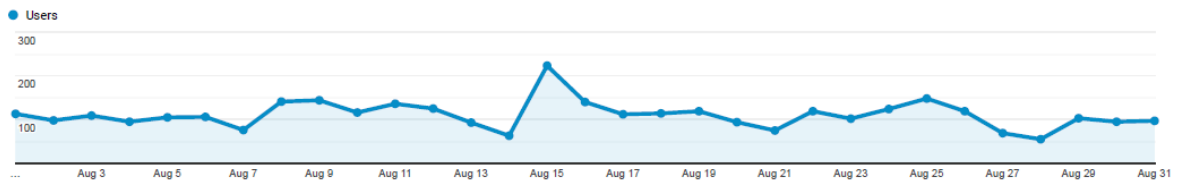


Audience Overview

All Users
100.00% Users

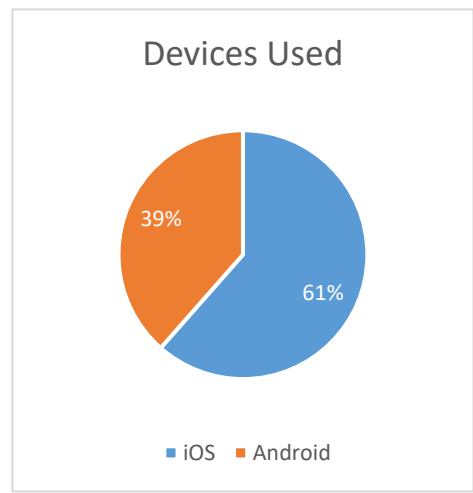
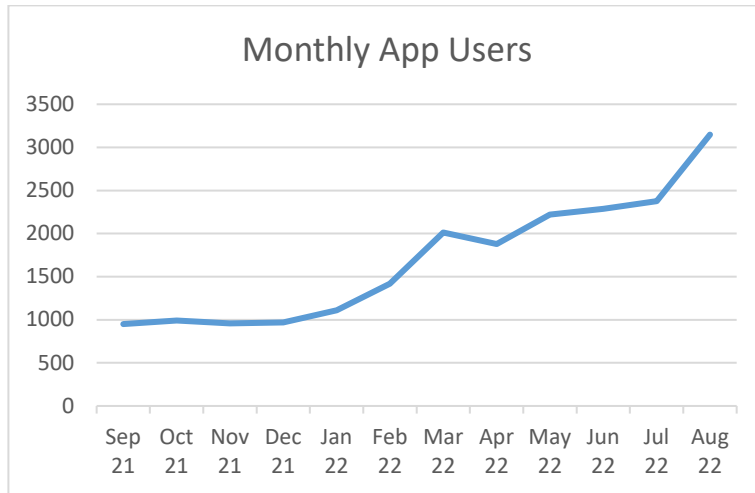
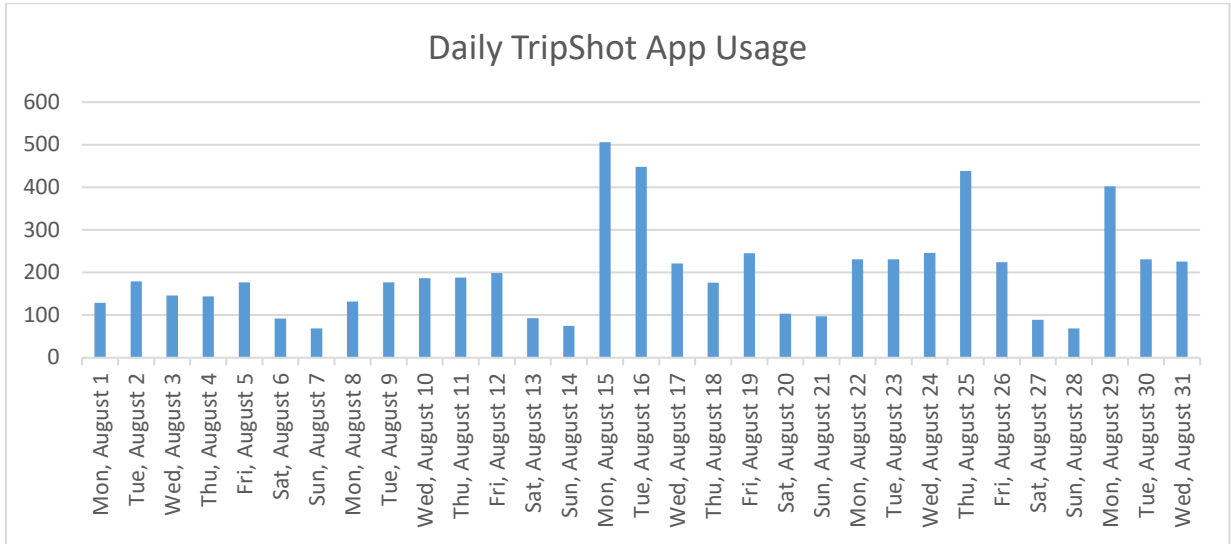
Aug 1, 2022 - Aug 31, 2022

Overview



Language	Users	% Users
1. en-us	2,158	86.63%
2. en-gb	74	2.97%
3. zh-cn	33	1.32%
4. zh-tw	33	1.32%
5. en-ca	30	1.20%
6. en-in	28	1.12%
7. es-us	22	0.88%
8. ja	14	0.56%
9. en	12	0.48%
10. es-419	10	0.40%

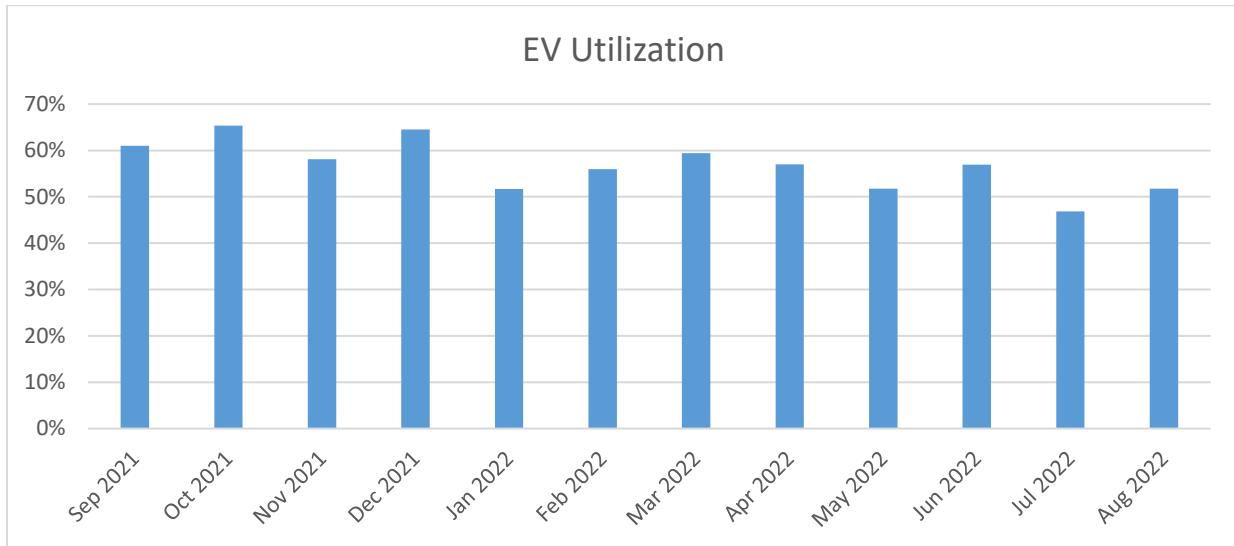
Summary of TripShot App Activity



Average Monthly Users: **3,148**

App Sessions: **6,170**

Electric Vehicle Utilization



Complaints Received by CSR Staff

- There were 6 complaints of shuttles not stopping at a stop.
 - 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 one complaint of unsafe practices.
 - The incident was investigated, the driver was spoken to, and additional training was provided.
- There were three complaints about drivers being rude.
 - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service.

Service Update

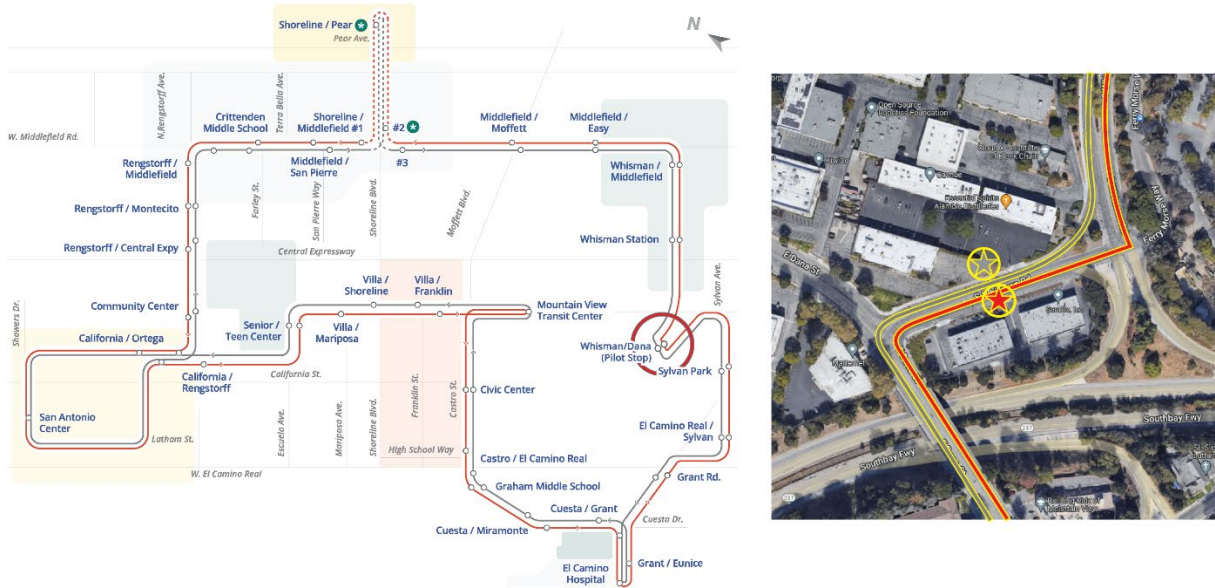
Thanks to new VTA funding, the Mountain View Community Shuttle program expanded its weekday service hours beginning Monday, January 3, 2022. Weekday service hours are now 7 a.m. to 7 p.m. Weekend/Holiday service hours remain 10 a.m. to 6 p.m.

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.



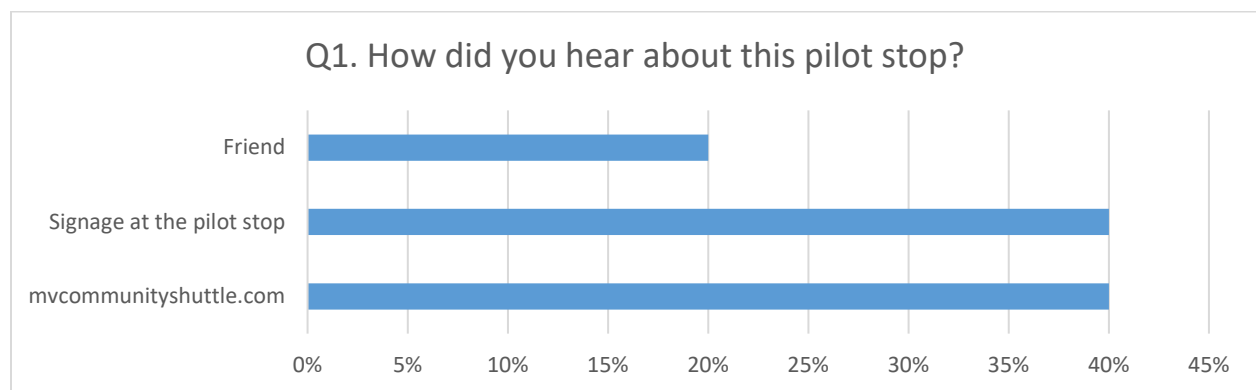
Ridership Usage Data (Boarding and Alighting)

Total Weekday Usage	Total Weekend Usage	Total Monthly Usage
165	19	184

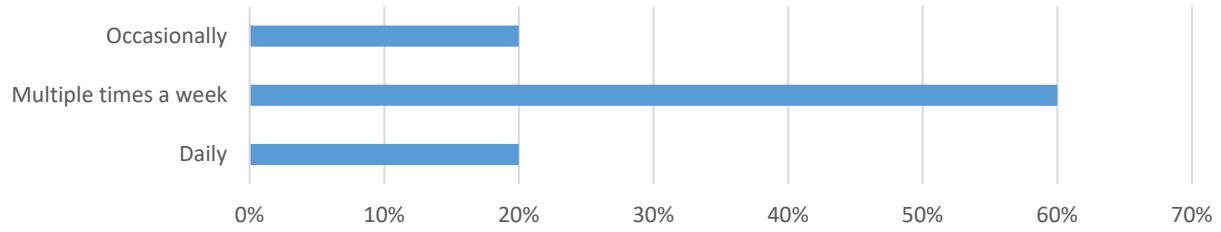
Average Weekday Usage	Average Weekend Usage
7	2

Survey Responses

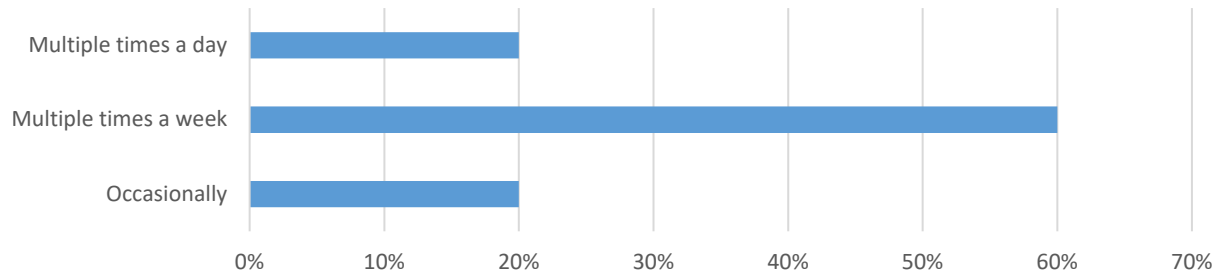
In conjunction with the ridership usage data that we collect, we launched a survey to better understand how this stop is being used. To date, we have received 5 responses.



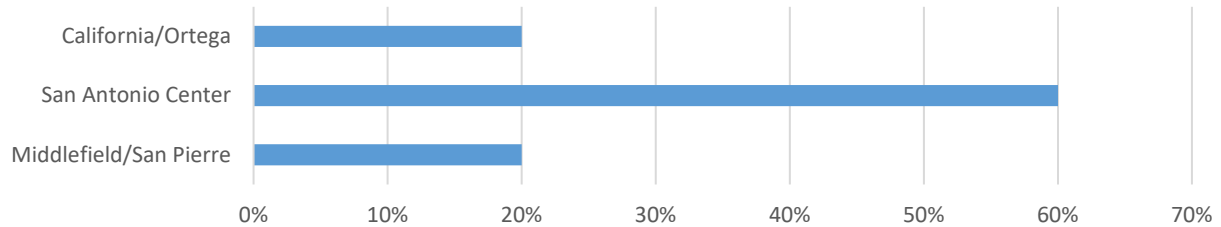
Q2. How often do you use the Mountain View Community Shuttle?



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?

