



Mountain View Community Shuttle
Monthly Operations Report
December 2022

January 12, 2023

Contents

Passengers per Day, Table2

Passengers per Day, Chart2

Ridership Year-To-Date3

Monthly Ridership During Expanded Hours3

Average Daily Ridership 2019-20224

Additional Ridership Data:4

Month Total Use (Boarding & Alighting) by Stops6

Shuttle On-Time Performance7

Monthly Summary of Website Activity8

Summary of TripShot App Activity.....9

Electric Vehicle Utilization.....10

Complaints Received by CSR Staff.....10

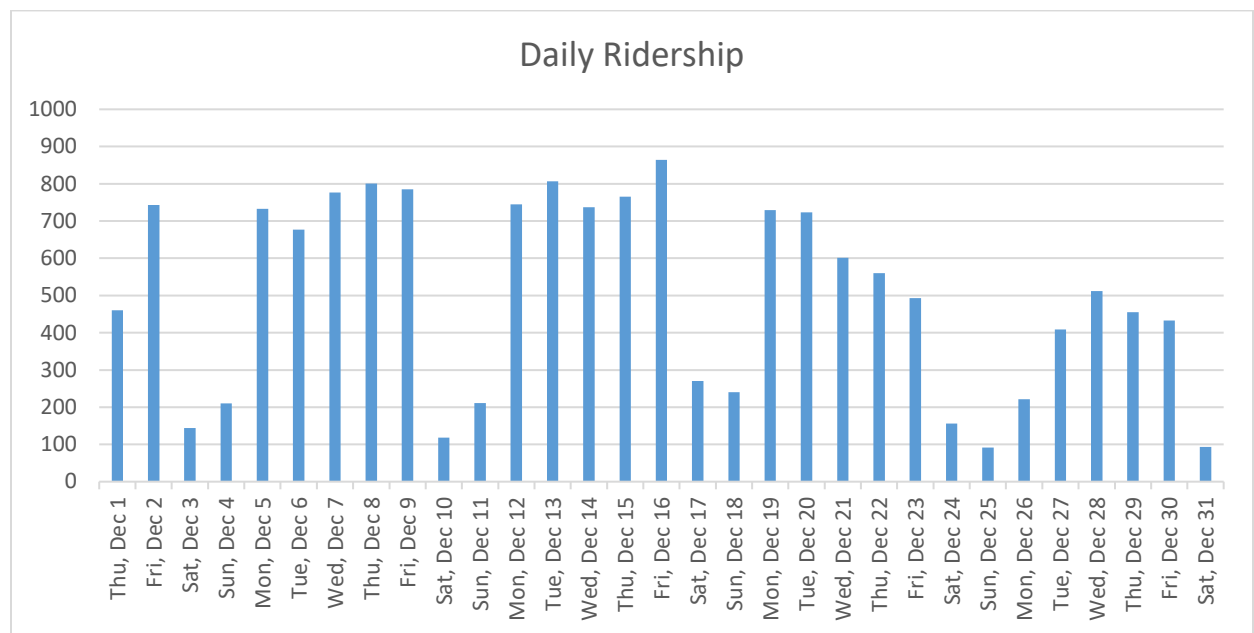
Service Update.....10

Whisman/Dana Pilot Stop.....11

Passengers per Day, Table

				Thu, Dec 1	Fri, Dec 2	Sat, Dec 3
				460	743	144
Sun, Dec 4	Mon, Dec 5	Tue, Dec 6	Wed, Dec 7	Thu, Dec 8	Fri, Dec 9	Sat, Dec 10
210	733	677	777	801	785	118
Sun, Dec 11	Mon, Dec 12	Tue, Dec 13	Wed, Dec 14	Thu, Dec 15	Fri, Dec 16	Sat, Dec 17
211	745	807	737	765	864	270
Sun, Dec 18	Mon, Dec 19	Tue, Dec 20	Wed, Dec 21	Thu, Dec 22	Fri, Dec 23	Sat, Dec 24
240	729	723	601	560	493	156
Sun, Dec 25	Mon, Dec 26	Tue, Dec 27	Wed, Dec 28	Thu, Dec 29	Fri, Dec 30	Sat, Dec 31
92	221	409	512	455	433	93

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	17744	108%	87%	17869	6914	15407	123%	86%	2509	1627	2337	44%	93%
Nov	17972	8675	16925	95%	94%	14427	7082	14406	103%	100%	3545	1593	2519	58%	71%
Dec	16964	7786	15564	100%	92%	14490	6538	13809	111%	95%	2474	1248	1755	41%	71%
YTD Total	223,496	78,821	175,060												

*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 AM to 10 AM and 6 PM to 7 PM.

Monthly Total Expanded Hours Ridership	% of Total Monthly Ridership	% Change From Previous Year Attributed to Expanded Hours
3,343	21%	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	628	91%	77%
Oct	777	329	734	123%	94%
Nov	759	354	720	103%	95%
Dec	680	291	658	126%	97%
YTD Ave.	750	253	601	145%	80%

	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	234	44%	75%
Nov	322	159	252	58%	78%
Dec	247	136	176	29%	71%
YTD Ave.	303	131	207	61%	69%

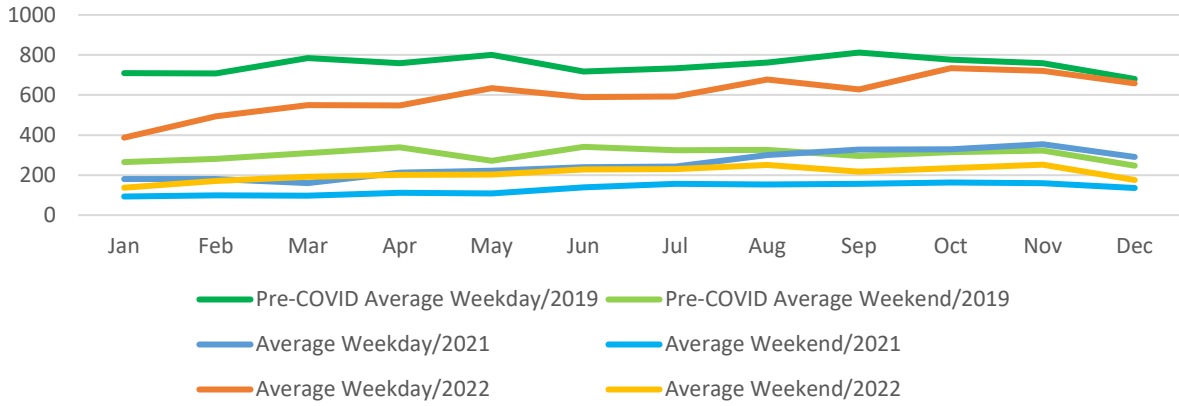
*The Pre-COVID Baseline percentages include the additional ridership derived from the [expanded hours](#).

Additional Ridership Data:

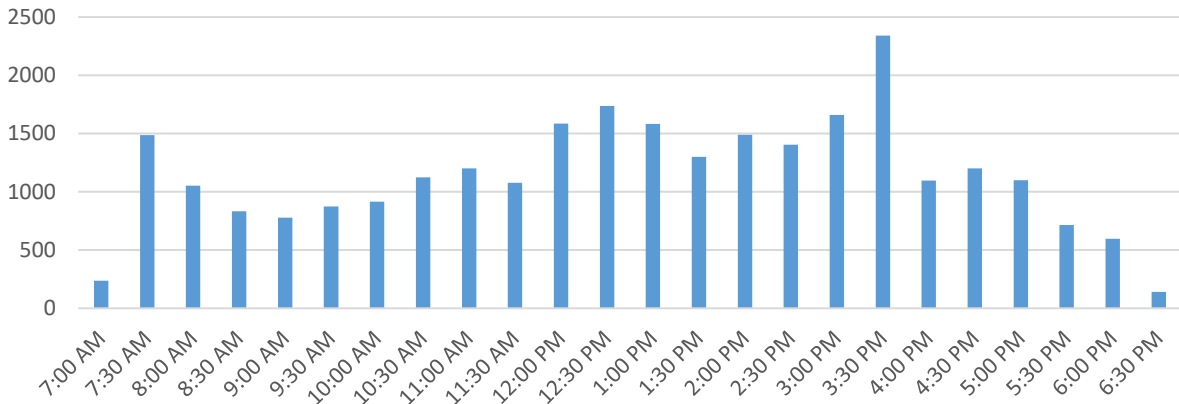
The number of bicycles carried: **163**

The number of wheelchair lift usage: **16**

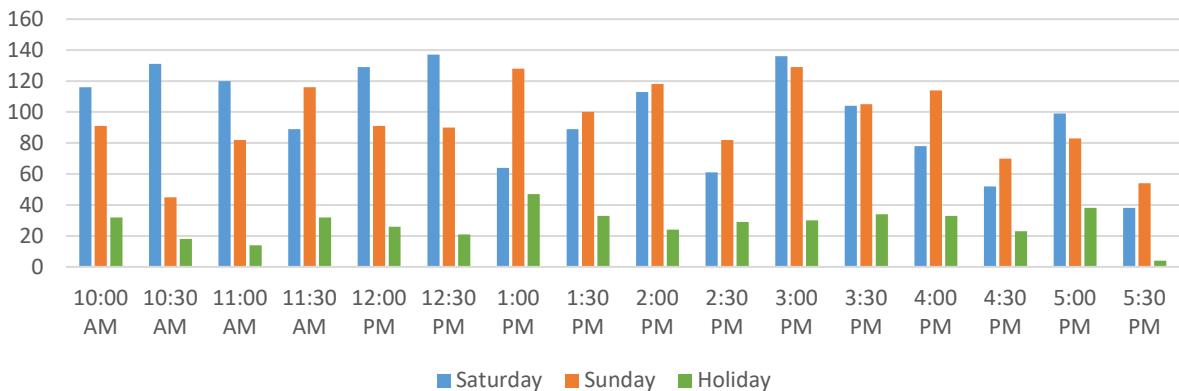
Average Daily Ridership



Weekday Use (Boarding & Alighting) by Time



Weekend and Holiday Use (Boarding & Alighting) by Time



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	1214	1149	2363	15.1%	San Antonio Center	1023	1388	2411	15.6%
Senior/Teen Center (Gray)	529	763	1292	8.3%	MV Transit Center	563	693	1256	8.1%
MV Transit Center	693	679	1372	8.8%	Senior/Teen Center (Red)	832	511	1343	8.7%
Grant Rd. (Gray)	404	622	1026	6.6%	Grant Rd. (Red)	618	461	1079	7.0%
El Camino Real/Sylvan (Gray)	263	451	714	4.6%	El Camino Real/Sylvan (Red)	368	314	682	4.4%
California/Ortega West	50	413	463	3.0%	Sylvan Park (Red)	150	292	442	2.9%
Middlefield/Easy (Gray)	208	364	572	3.7%	Graham Middle School (Red)	242	290	532	3.5%
Middlefield/Moffett (Gray)	183	307	490	3.1%	Crittenden Middle School (Red)	155	290	445	2.9%
California/Rengstorff	78	294	372	2.4%	Civic Center (Red)	218	281	499	3.2%
Rengstorff/Middlefield (Gray)	456	288	744	4.8%	Whisman Station (Red)	208	272	480	3.1%
Whisman Station (Gray)	259	284	543	3.5%	Castro/El Camino Real (Red)	173	248	421	2.7%
Whisman/Middlefield (Gray)	252	255	507	3.2%	Villa/Franklin (Red)	86	238	324	2.1%
Civic Center (Gray)	212	223	435	2.8%	Rengstorff/Middlefield (Red)	342	216	558	3.6%
El Camino Hospital	246	159	405	2.6%	El Camino Hospital	247	211	458	3.0%
Cuesta/Grant	18	156	174	1.1%	Middlefield/Easy (Red)	311	201	512	3.3%
Sylvan Park (Gray)	316	144	460	2.9%	Cuesta/Miramonte (Red)	77	197	274	1.8%
Castro/El Camino Real (Gray)	138	133	271	1.7%	Community Center (Red)	68	190	258	1.7%
Rengstorff/Central (Gray)	152	132	284	1.8%	Whisman/Middlefield (Red)	105	161	266	1.7%
Crittenden Middle School (Gray)	194	126	320	2.1%	Shoreline/Middlefield #1 (Red)	99	158	257	1.7%
Shoreline/Middlefield #3 (Gray)	188	120	308	2.0%	California/Ortega West	32	156	188	1.2%
Rengstorff/Montecito (Gray)	71	116	187	1.2%	California/Rengstorff	46	146	192	1.2%
Middlefield/San Pierre (Gray)	103	101	204	1.3%	Rengstorff/Central (Red)	124	116	240	1.6%
Graham Middle School (Gray)	393	93	486	3.1%	Middlefield/Moffett (Red)	267	107	374	2.4%
Community Center (Gray)	312	86	398	2.5%	Middlefield/San Pierre (Red)	79	93	172	1.1%
Cuesta/Miramonte (Gray)	302	72	374	2.4%	California/Rengstorff (Red)	230	74	304	2.0%
Whisman/Dana Pilot Stop (Gray)	28	69	97	0.6%	Cuesta/Grant	50	72	122	0.8%
Grant/Eunice	72	41	113	0.7%	Grant/Eunice	192	68	260	1.7%
Villa/Franklin (Gray)	132	36	168	1.1%	California/Ortega East	550	60	610	4.0%
California/Ortega East	243	31	274	1.8%	Rengstorff/Montecito (Red)	121	59	180	1.2%
Villa/Shoreline	28	27	55	0.4%	Shoreline/Middlefield #2	8	36	44	0.3%
Cuesta/Grant (Gray)	64	23	87	0.6%	Villa/Mariposa	106	34	140	0.9%
Shoreline/Middlefield #2	8	21	29	0.2%	Whisman/Dana Pilot Stop (Red)	40	28	68	0.4%
Shoreline/Pear	14	7	21	0.1%	Shoreline/Pear	11	12	23	0.1%
Total	7823	7785	15608	100%	Total	7741	7673	15414	100%

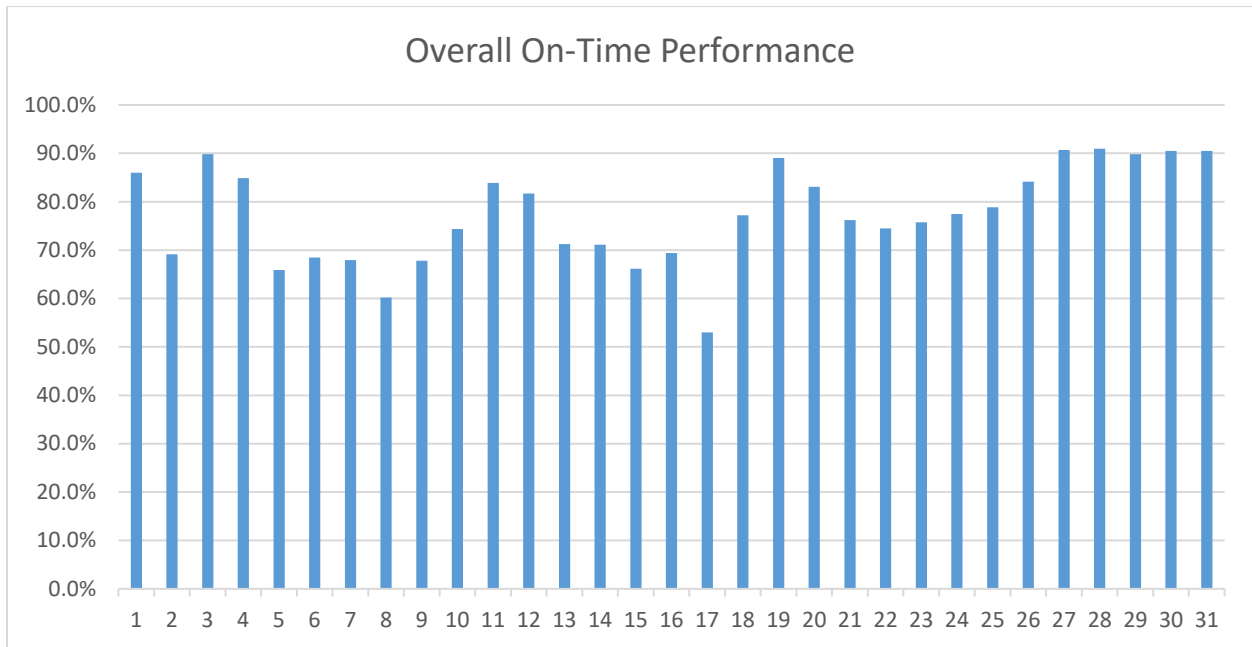
Shuttle On-Time Performance

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 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: **76.8%***



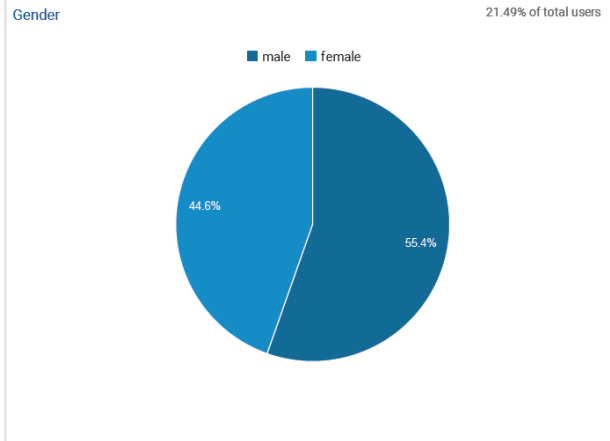
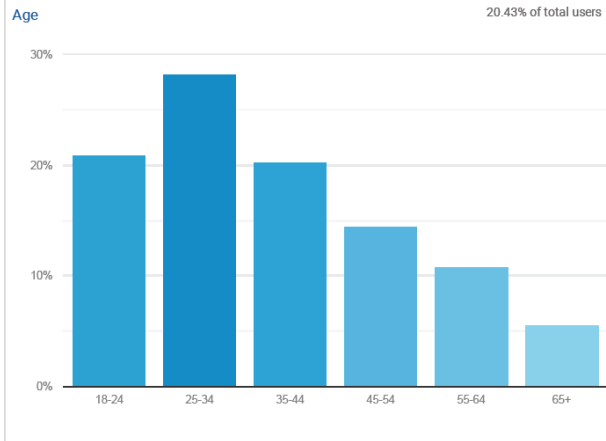
Monthly Summary of Website Activity

Demographics: Overview

All Users
100.00% Users

Dec 1, 2022 - Dec 31, 2022

Key Metric:

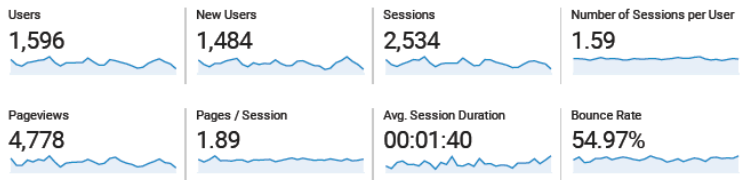
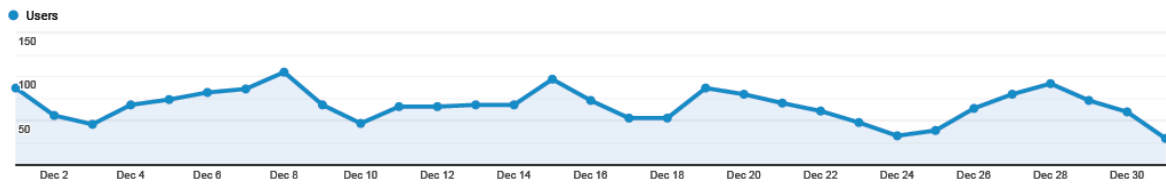


Audience Overview

All Users
100.00% Users

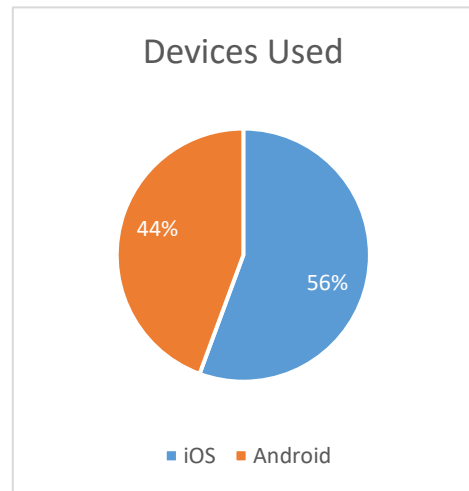
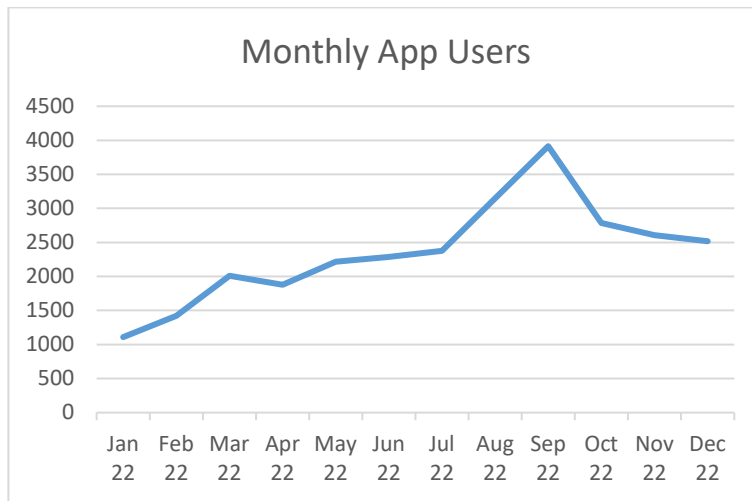
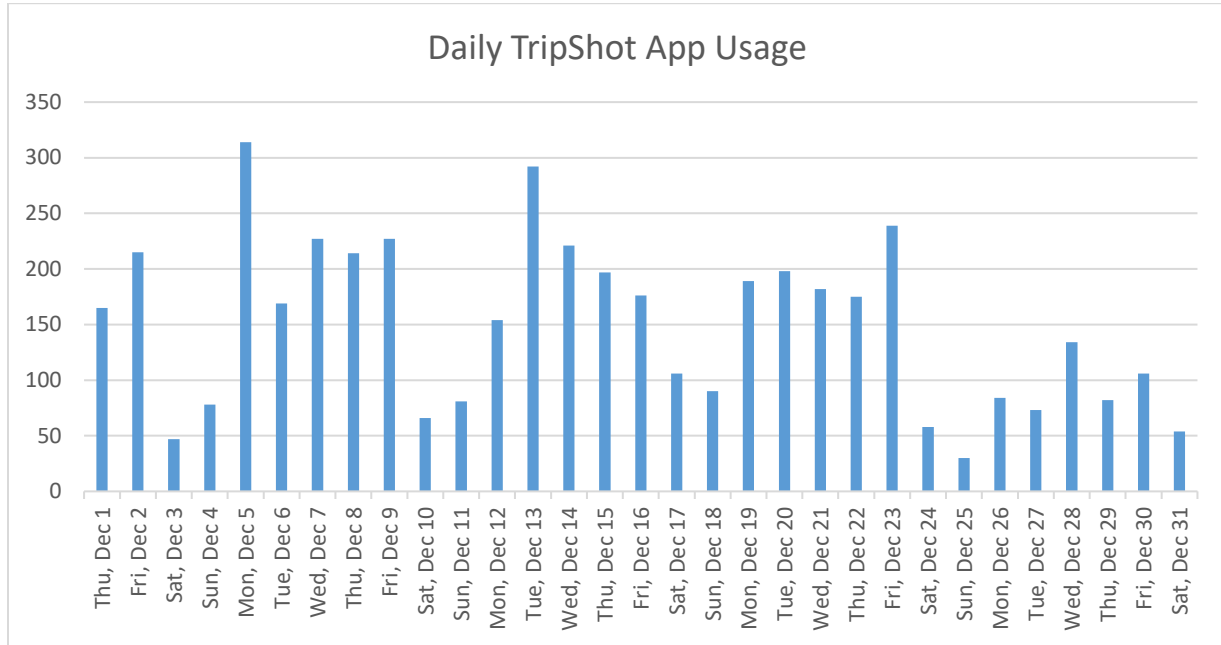
Dec 1, 2022 - Dec 31, 2022

Overview



Language	Users	% Users
1. en-us	1,388	86.86%
2. en-gb	41	2.57%
3. zh-cn	33	2.07%
4. en-ca	24	1.50%
5. en-in	14	0.88%
6. es-us	12	0.75%
7. ja	10	0.63%
8. zh-tw	10	0.63%
9. en	7	0.44%
10. de-de	6	0.38%

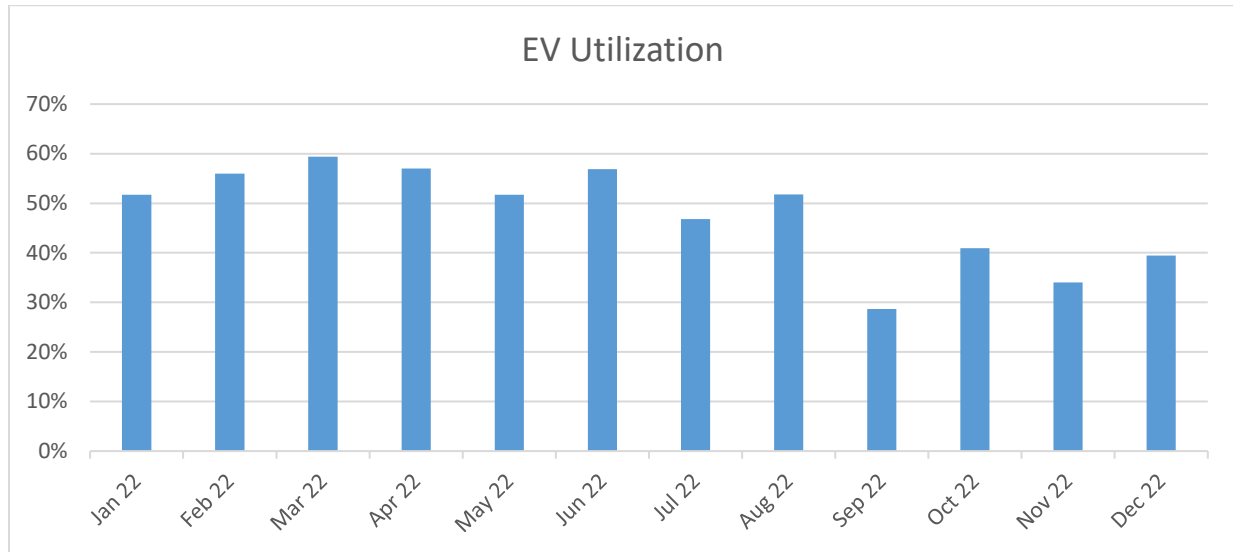
Summary of TripShot App Activity



Average Monthly Users: **2,517**

App Sessions: **4,643**

Electric Vehicle Utilization



Complaints Received by CSR Staff

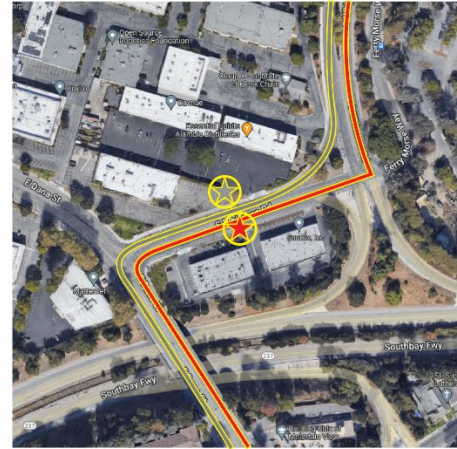
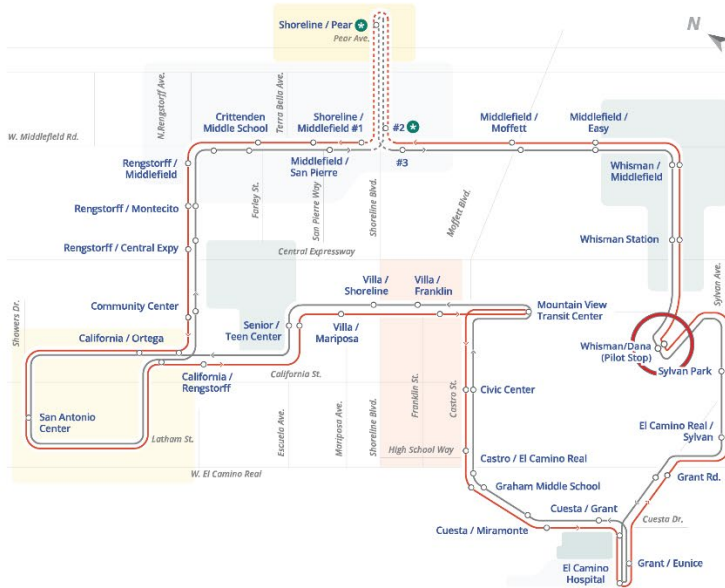
- There were three complaints of shuttles not stopping at a stop.
 - All drivers are regularly reminded to be observant of their surroundings, the locations at and around stops, and of any stop requests that are made so that passengers or desired stops are not skipped.
- There were two complaints of shuttles departing early.
 - Drivers are continually reminded to be mindful of their scheduled time and to not depart early.
- There was one complaint of unsafe driving.
 - The incident was investigated, the driver was spoken to, and additional training was provided.
- There were two complaints of shuttles being late.
 - The Mountain View Community Shuttle strives for excellence in on-time performance and our drivers do everything they can to remain on time. However, there are situations that cause delays that are out of drivers' control, such as heavy traffic.

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.

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.



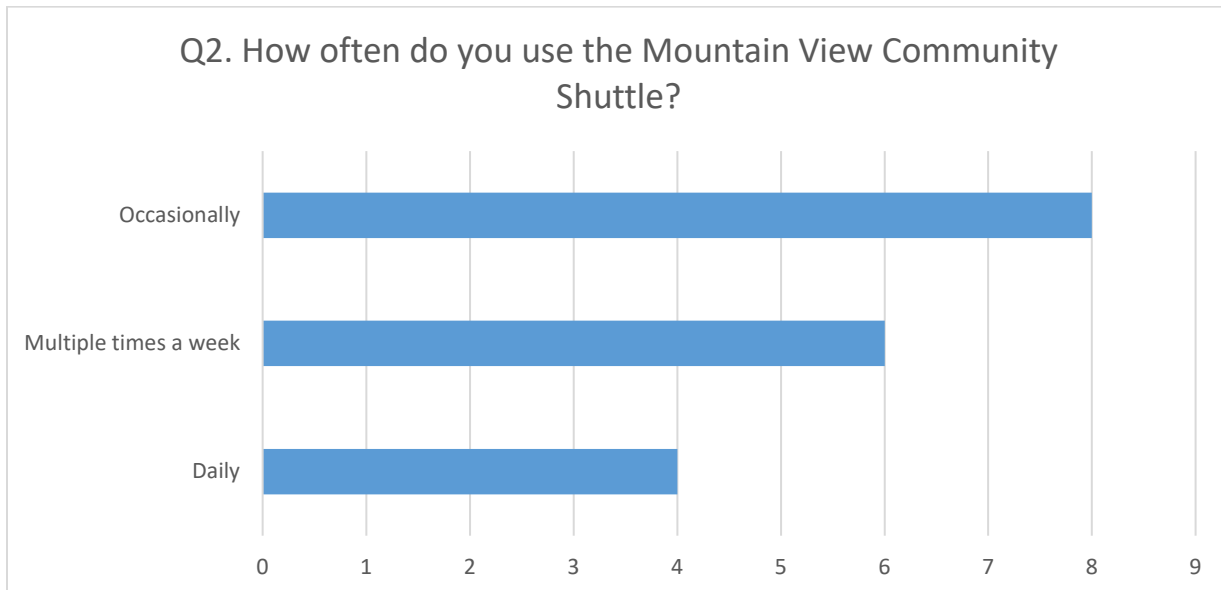
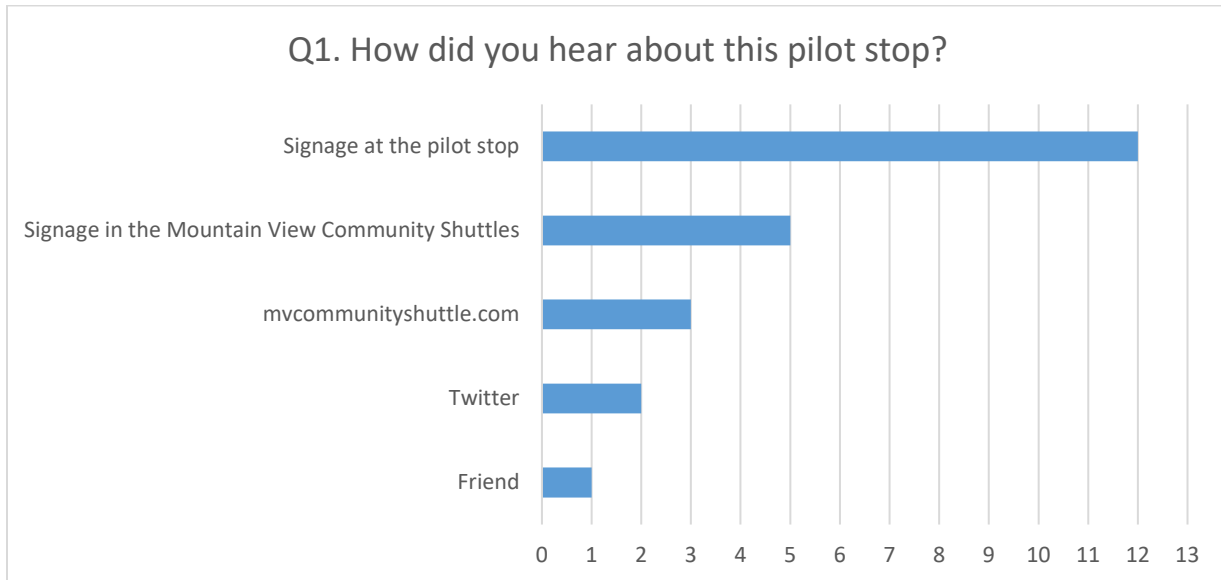
Ridership Usage Data (Boarding and Alighting)

Total Weekday Usage	Total Weekend Usage	Total Monthly Usage
148	17	165

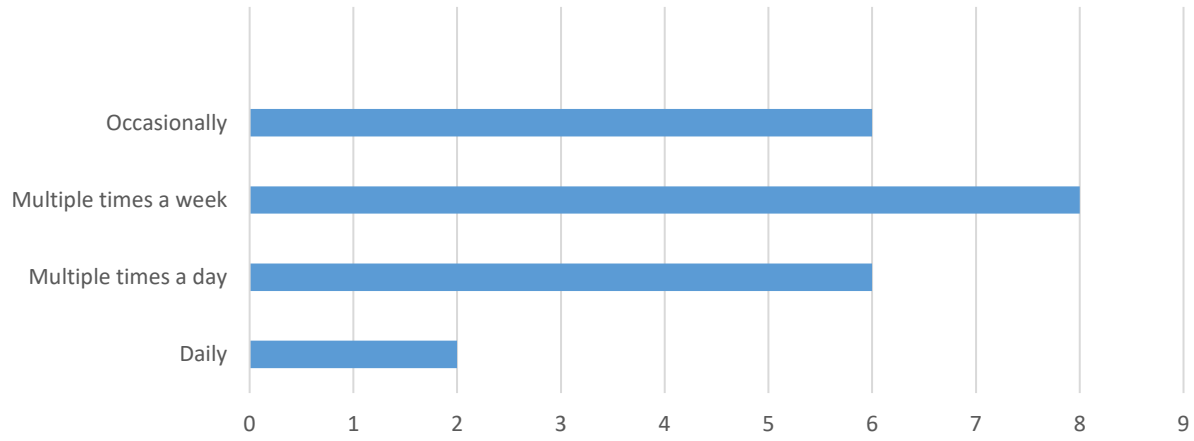
Average Weekday Usage	Average Weekend Usage
7	2

Survey Responses

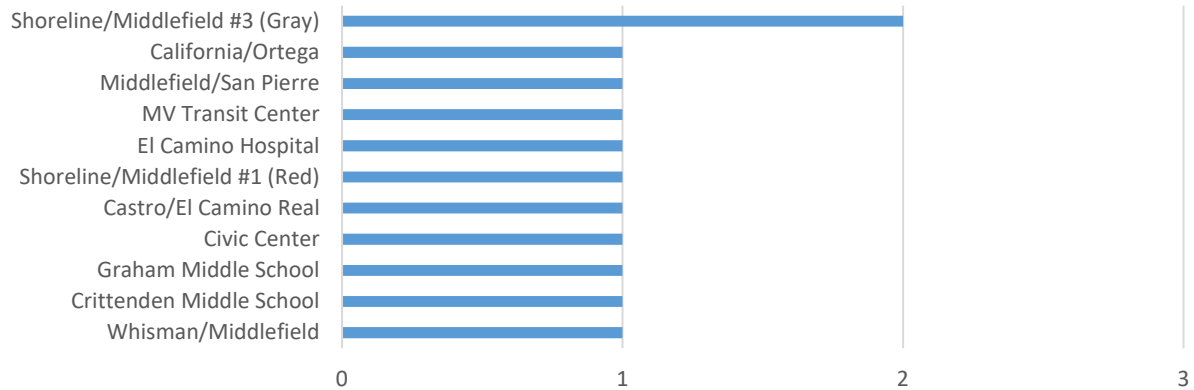
In conjunction with the ridership usage data that we collect, we launched a survey to better understand how this stop is being used. To date, we have received **23 responses**.



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?

