

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

Contents

**Passengers per Day, Table .....2**

**Passengers per Day, Chart .....2**

**Total Ridership: Year-To-Date .....3**

**Average Daily Ridership: Year-To-Date .....4**

**Service Expansion Hours Ridership: Year-to-Date .....6**

**Additional Ridership Data: .....6**

**Month Total Use (Boarding & Alighting) by Stops .....7**

**Shuttle On-Time Performance .....8**

**Monthly Summary of Website Activity .....9**

**Summary of TripShot App Activity.....10**

**Electric Vehicle Utilization.....10**

**Complaints Received by CSR Staff.....11**

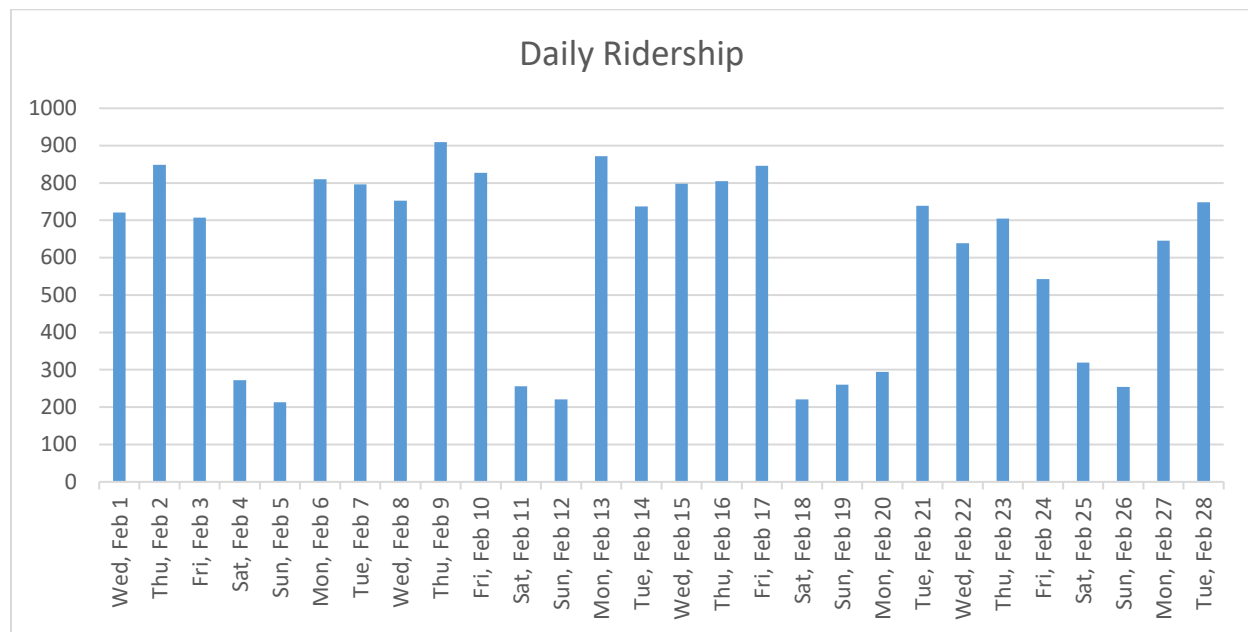
**Service Update.....11**

**Whisman/Dana Pilot Stops are Permanent! .....11**

## Passengers per Day, Table

			Wed, Feb 1	Thu, Feb 2	Fri, Feb 3	Sat, Feb 4
			721	849	707	272
Sun, Feb 5	Mon, Feb 6	Tue, Feb 7	Wed, Feb 8	Thu, Feb 9	Fri, Feb 10	Sat, Feb 11
213	810	796	753	909	827	256
Sun, Feb 12	Mon, Feb 13	Tue, Feb 14	Wed, Feb 15	Thu, Feb 16	Fri, Feb 17	Sat, Feb 18
221	872	737	798	805	846	221
Sun, Feb 19	Mon, Feb 20	Tue, Feb 21	Wed, Feb 22	Thu, Feb 23	Fri, Feb 24	Sat, Feb 25
260	294	739	639	705	543	319
Sun, Feb 26	Mon, Feb 27	Tue, Feb 28				
254	646	748				

## 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				16461	12629				3093	1528			
Apr	19403	13314				16689	11507				2714	1807			
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>33,039</b>												

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

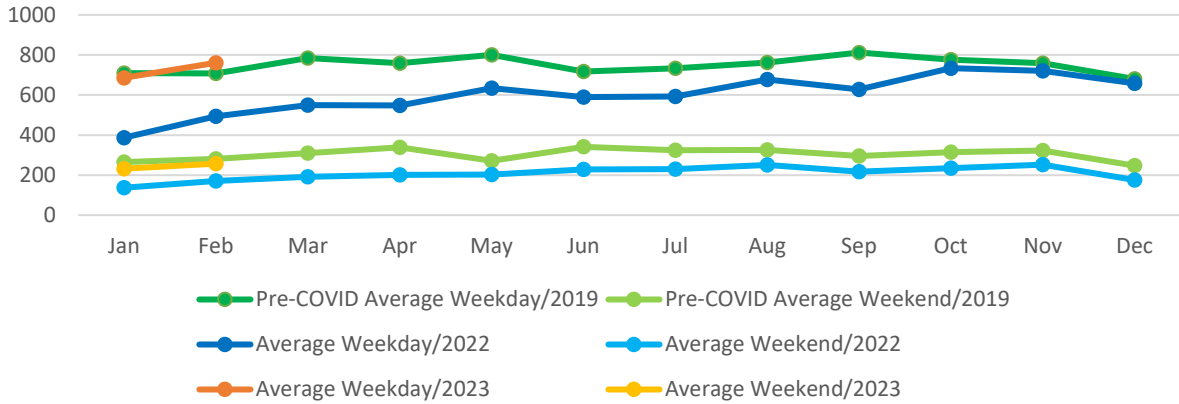
## Average Daily Ridership: Year-To-Date

	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			
Apr	759	548			
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>724</b>	<b>66%</b>	<b>96%</b>

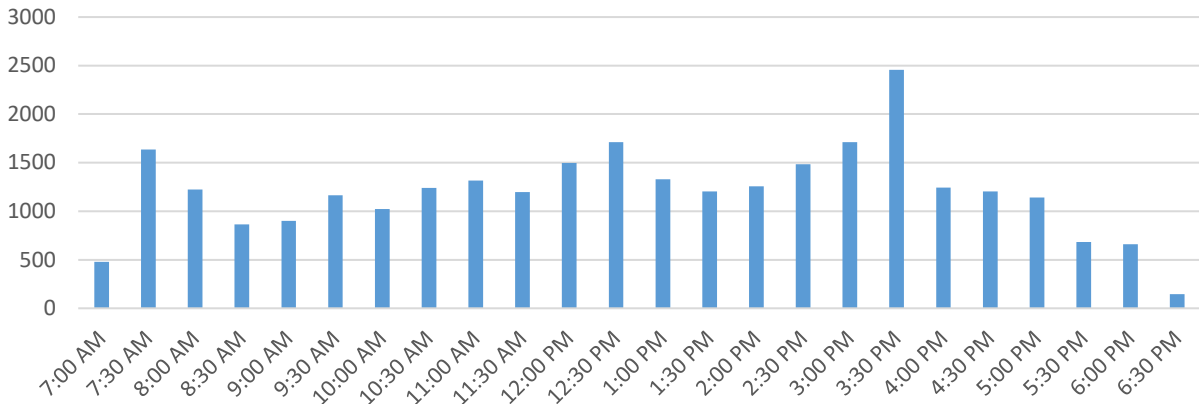
	Weekend				
	Pre-COVID Average Weekend 2019	Previous Year Average Weekend 2022	Average Weekend 2023	+/- from Previous Year	% of Pre-COVID Baseline (2019)
Jan	265	137	232	69%	88%
Feb	281	170	257	51%	91%
Mar	309	191			
Apr	339	201			
May	271	203			
Jun	341	228			
Jul	324	230			
Aug	325	250			
Sep	295	217			
Oct	314	234			
Nov	322	252			
Dec	247	176			
<b>YTD Ave.</b>	<b>303</b>	<b>207</b>	<b>245</b>	<b>60%</b>	<b>81%</b>

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

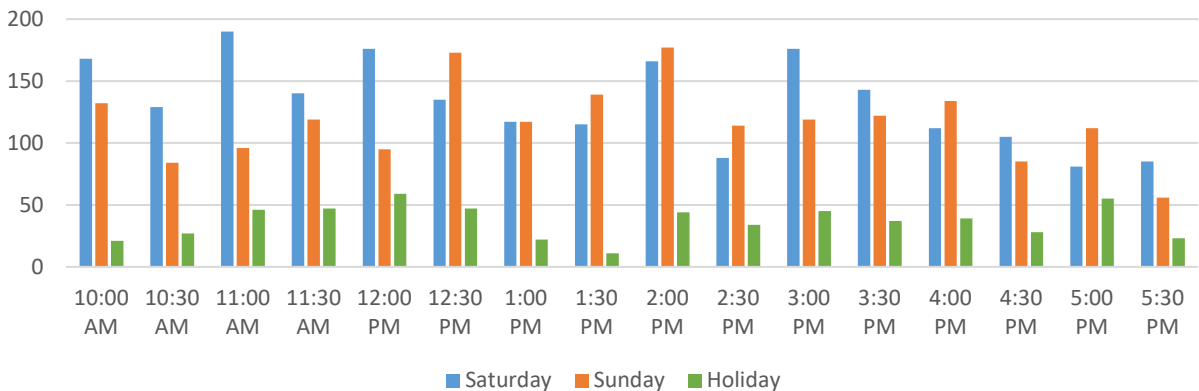
### Average Daily Ridership



### 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			
Apr	2553			
May	3281			
Jun	3461			
Jul	2886			
Aug	4154			
Sep	3443			
Oct	4005			
Nov	3746			
Dec	3385			
<b>YTD</b>	<b>36,937</b>	<b>7,421</b>		

### Additional Ridership Data:

The number of bicycles carried: **188**

The number of wheelchair lift usage: **20**

## 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	1396	1258	2654	16.3%	San Antonio Center	1125	1398	2523	14.8%
Senior/Teen Center (Gray)	566	970	1536	9.4%	MV Transit Center	728	895	1623	9.5%
MV Transit Center	695	628	1323	8.1%	Senior/Teen Center (Red)	1063	634	1697	10.0%
Grant Rd. (Gray)	490	623	1113	6.8%	Grant Rd. (Red)	556	444	1000	5.9%
California/Ortega West	50	481	531	3.3%	Graham Middle School (Red)	262	375	637	3.7%
El Camino Real/Sylvan (Gray)	177	418	595	3.6%	Castro/El Camino Real (Red)	139	322	461	2.7%
Rengstorff/Middlefield (Gray)	472	383	855	5.2%	El Camino Real/Sylvan (Red)	314	309	623	3.7%
Middlefield/Easy (Gray)	267	355	622	3.8%	Sylvan Park (Red)	113	303	416	2.4%
Whisman/Middlefield (Gray)	193	307	500	3.1%	Crittenden Middle School (Red)	153	299	452	2.7%
Civic Center (Gray)	263	282	545	3.3%	Cuesta/Miramonte (Red)	78	282	360	2.1%
Whisman Station (Gray)	214	280	494	3.0%	Community Center (Red)	52	280	332	1.9%
Middlefield/Moffett (Gray)	167	263	430	2.6%	Civic Center (Red)	264	279	543	3.2%
California/Rengstorff	69	247	316	1.9%	Whisman Station (Red)	242	263	505	3.0%
El Camino Hospital	269	178	447	2.7%	Villa/Franklin (Red)	38	251	289	1.7%
Shoreline/Middlefield #3 (Gray)	145	149	294	1.8%	California/Ortega West	25	244	269	1.6%
Sylvan Park (Gray)	299	148	447	2.7%	Rengstorff/Middlefield (Red)	398	235	633	3.7%
Rengstorff/Central (Gray)	107	130	237	1.5%	El Camino Hospital	220	232	452	2.7%
Rengstorff/Montecito (Gray)	91	128	219	1.3%	Middlefield/Easy (Red)	406	187	593	3.5%
Castro/El Camino Real (Gray)	156	113	269	1.6%	California/Rengstorff	52	172	224	1.3%
Crittenden Middle School (Gray)	218	108	326	2.0%	Whisman/Middlefield (Red)	123	168	291	1.7%
Graham Middle School (Gray)	422	99	521	3.2%	Shoreline/Middlefield #1 (Red)	110	160	270	1.6%
Community Center (Gray)	398	92	490	3.0%	Rengstorff/Central (Red)	138	118	256	1.5%
Middlefield/San Pierre (Gray)	95	85	180	1.1%	Cuesta/Grant	41	99	140	0.8%
Cuesta/Grant	3	74	77	0.5%	California/Rengstorff (Red)	260	96	356	2.1%
Cuesta/Miramonte (Gray)	337	62	399	2.4%	Middlefield/Moffett (Red)	288	96	384	2.3%
Whisman/Dana (Gray)	12	61	73	0.4%	Grant/Eunice	244	95	339	2.0%
Villa/Shoreline	49	43	92	0.6%	Middlefield/San Pierre (Red)	90	64	154	0.9%
Villa/Franklin (Gray)	141	35	176	1.1%	Rengstorff/Montecito (Red)	106	56	162	1.0%
California/Ortega East	246	32	278	1.7%	Villa/Mariposa	180	45	225	1.3%
Grant/Eunice	95	31	126	0.8%	Shoreline/Middlefield #2	7	30	37	0.2%
Shoreline/Middlefield #2	8	16	24	0.1%	California/Ortega East	681	22	703	4.1%
Shoreline/Pear	26	16	42	0.3%	Shoreline/Pear	25	22	47	0.3%
Cuesta/Grant (Gray)	70	13	83	0.5%	Whisman/Dana (Red)	33	16	49	0.3%
<b>Total</b>	<b>8206</b>	<b>8108</b>	<b>16314</b>	<b>100%</b>	<b>Total</b>	<b>8554</b>	<b>8491</b>	<b>17045</b>	<b>100%</b>



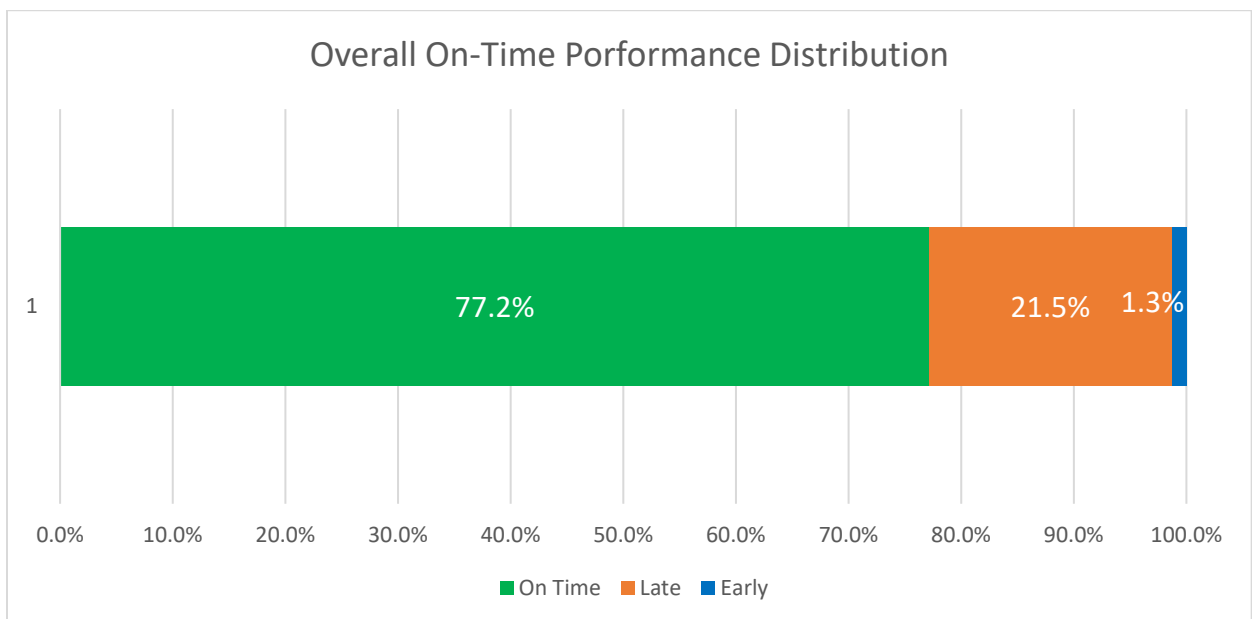
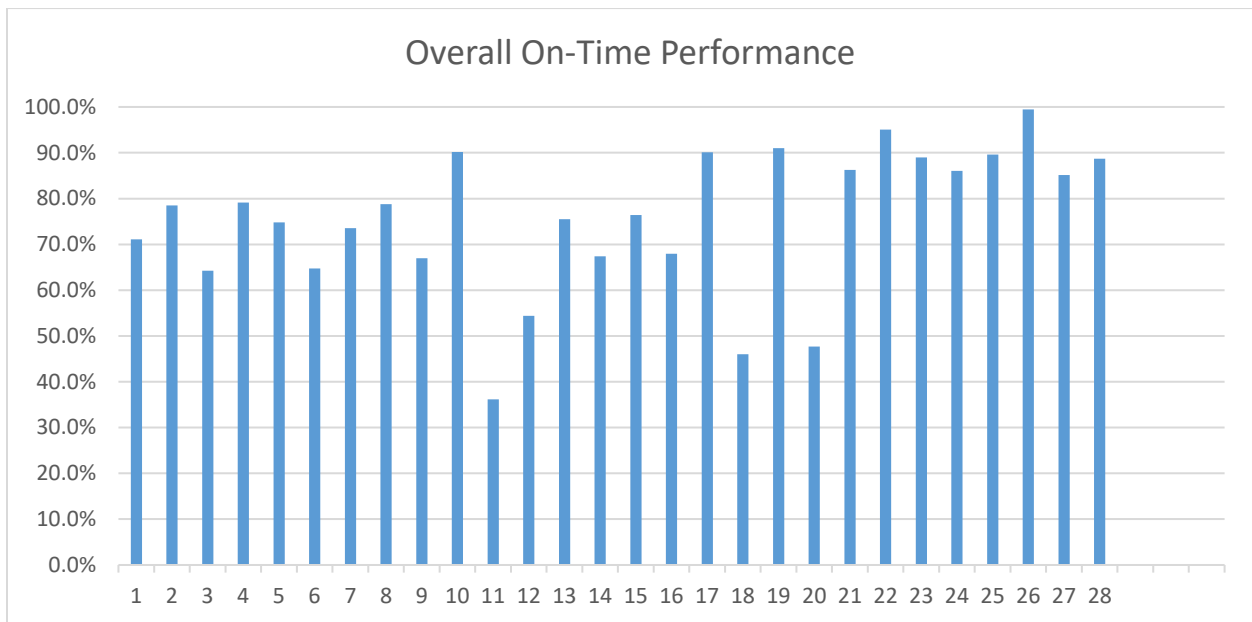
# Shuttle On-Time Performance

## 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.

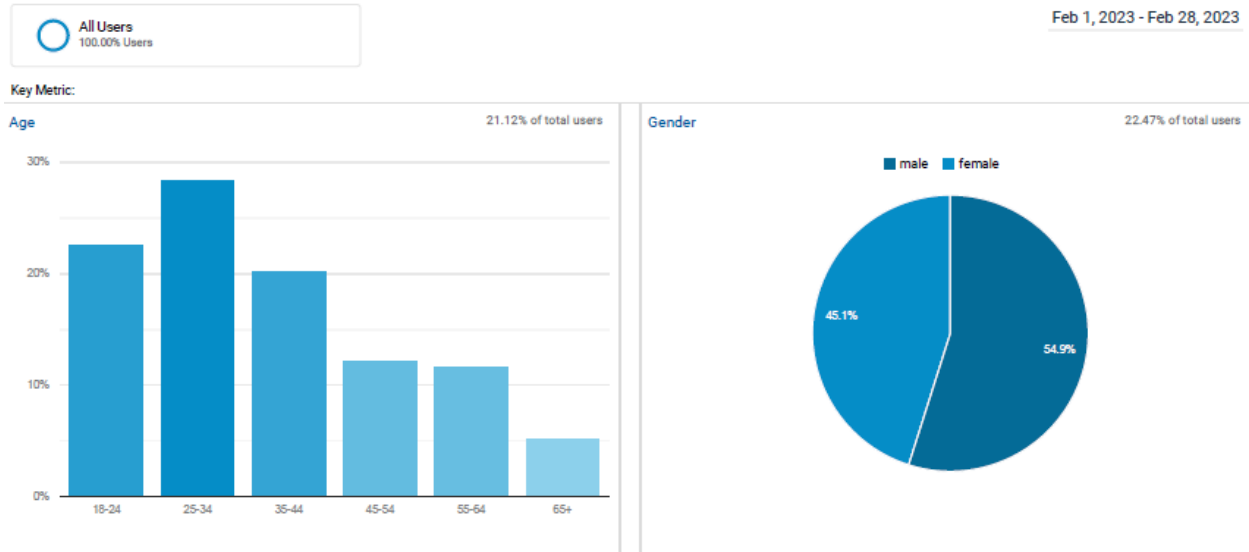
A shuttle is considered On Time if it departs between 1 minute early to 5 minutes late of the scheduled departure time.

**Overall** percentage of a shuttle being on-time: **77.2%**

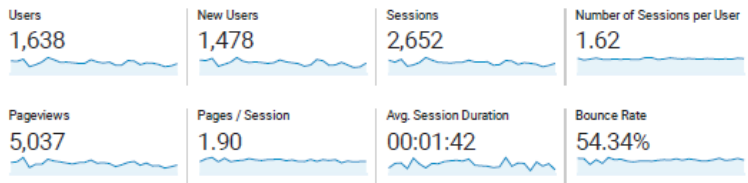
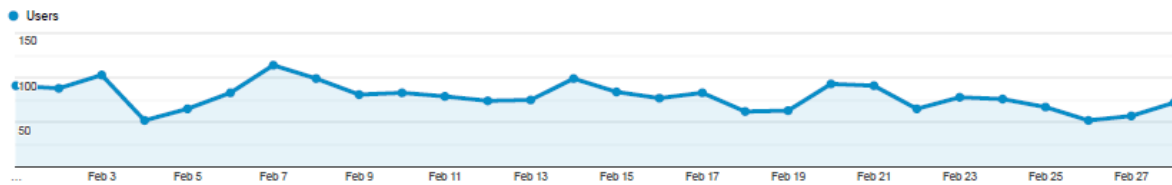


# Monthly Summary of Website Activity

## Demographics: Overview

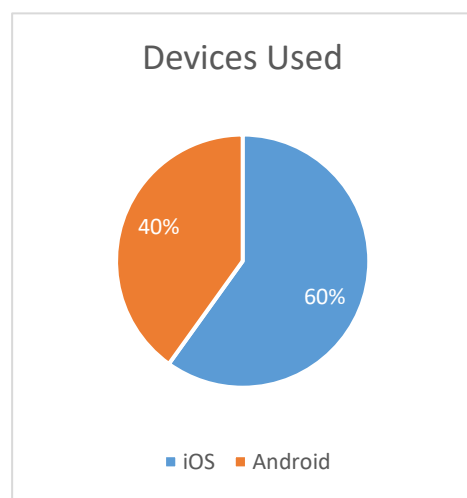
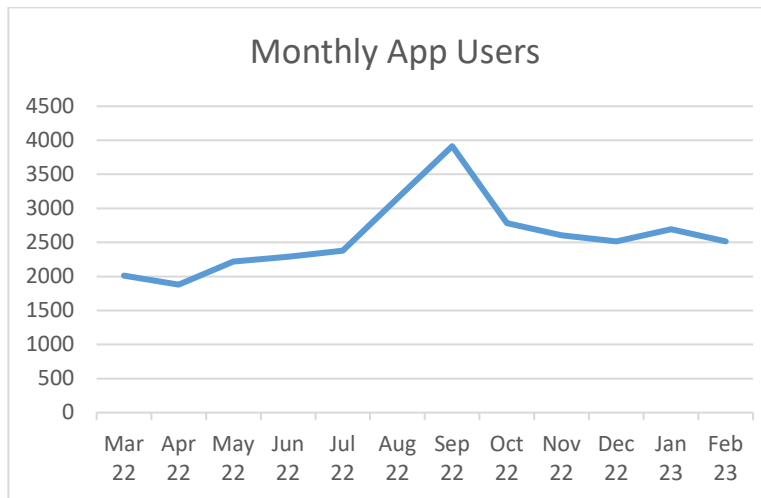
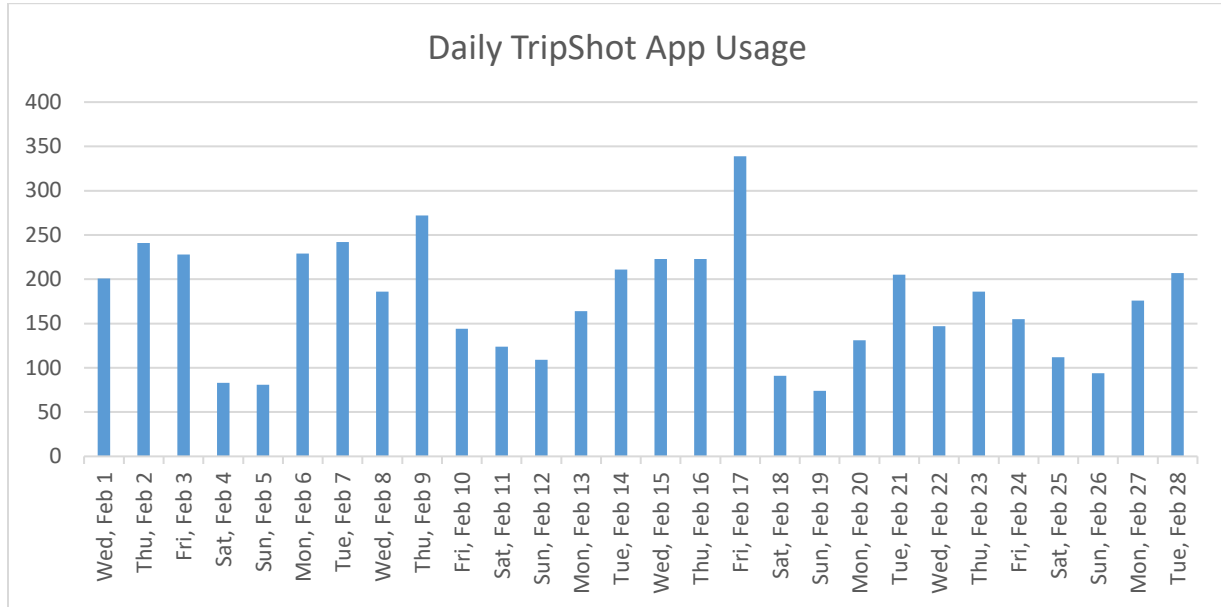


## Audience Overview



Language	Users	% Users
1. en-us	1,431	87.31%
2. en-gb	45	2.75%
3. en-ca	23	1.40%
4. es-us	23	1.40%
5. zh-cn	23	1.40%
6. ja	13	0.79%
7. en-in	9	0.55%
8. zh-tw	9	0.55%
9. de-de	8	0.49%
10. en	6	0.37%

## Summary of TripShot App Activity



Average Monthly Users: **2,517**

App Sessions: **4,878**

## 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 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.

## 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 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.

