

Mountain View Community Shuttle
Monthly Operations Report
January 2022

February 15, 2022

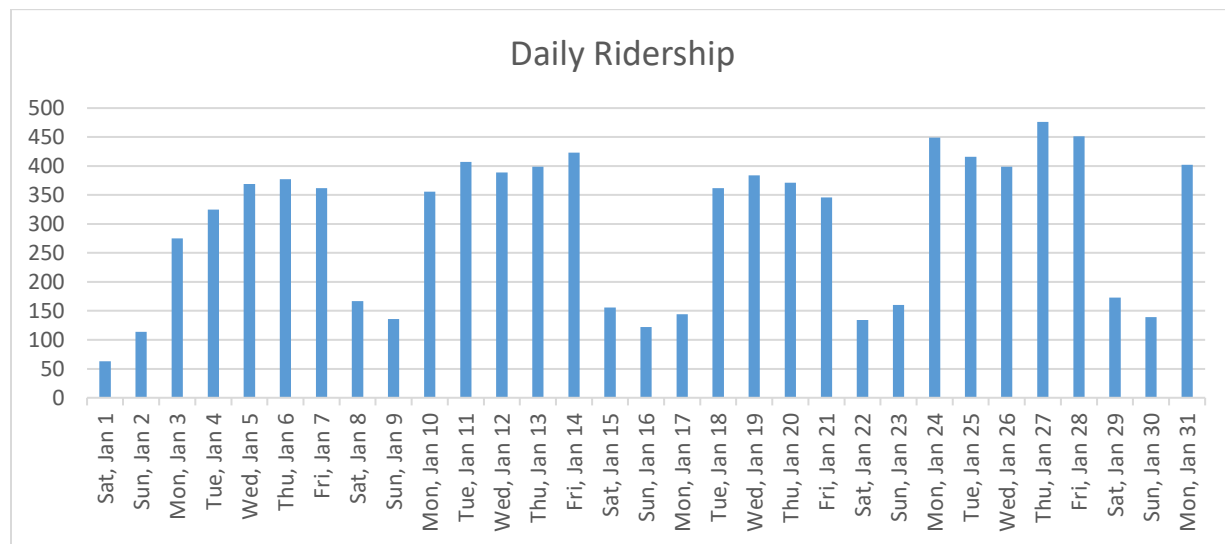
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Passengers per Day, Table

						Sat, Jan 1
						63
Sun, Jan 2	Mon, Jan 3	Tue, Jan 4	Wed, Jan 5	Thu, Jan 6	Fri, Jan 7	Sat, Jan 8
114	275	325	369	377	362	167
Sun, Jan 9	Mon, Jan 10	Tue, Jan 11	Wed, Jan 12	Thu, Jan 13	Fri, Jan 14	Sat, Jan 15
136	356	407	389	399	423	156
Sun, Jan 16	Mon, Jan 17	Tue, Jan 18	Wed, Jan 19	Thu, Jan 20	Fri, Jan 21	Sat, Jan 22
122	144	362	384	371	346	134
Sun, Jan 23	Mon, Jan 24	Tue, Jan 25	Wed, Jan 26	Thu, Jan 27	Fri, Jan 28	Sat, Jan 29
160	449	416	399	476	451	173
Sun, Jan 30	Mon, Jan 31					
139	402					

Passengers per Day, Chart

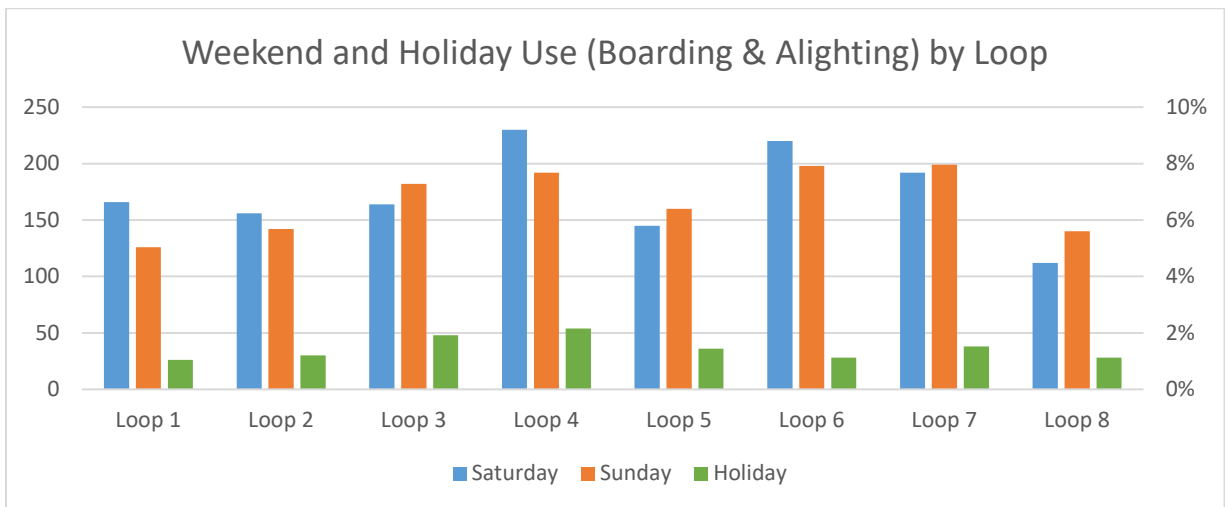
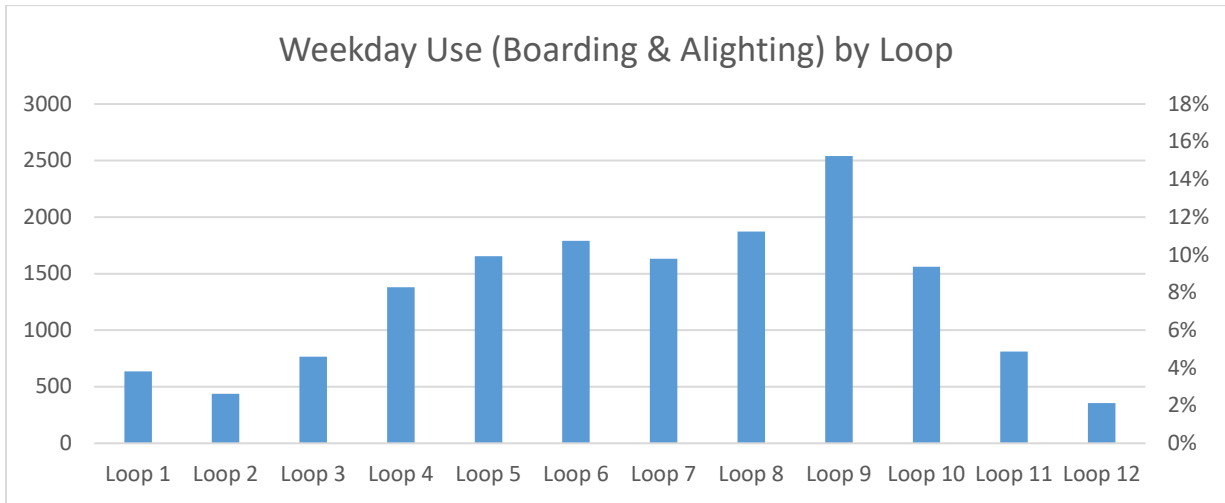
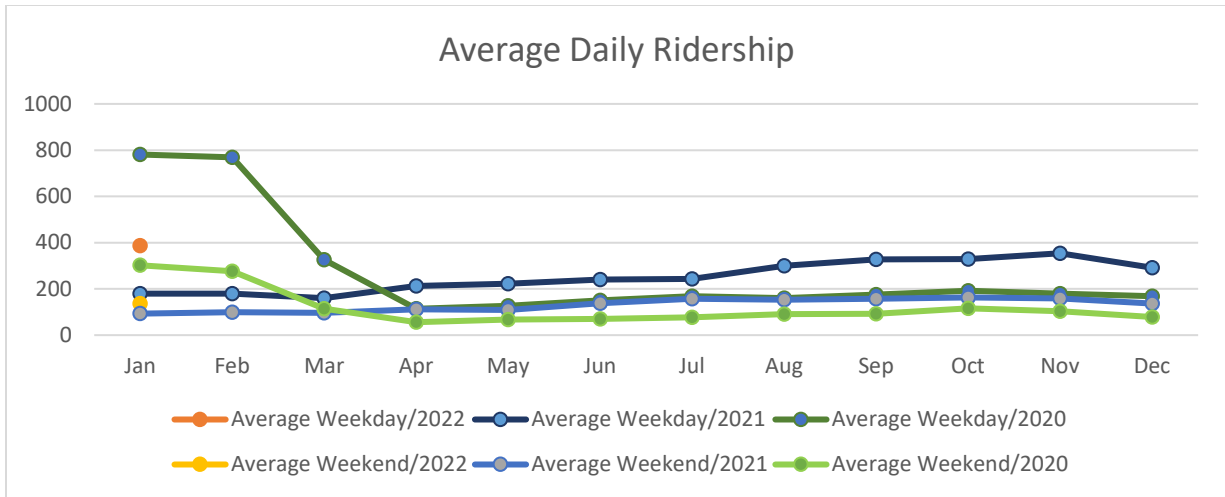


Ridership Year-To-Date

	Total/ 2020	Total/ 2021	Total/ 2022	% change over previous year	Weekday Totals/ 2020	Weekday Totals/ 2021	Weekday Totals/ 2022	% change over previous year	Weekend Totals/ 2020	Weekend Totals/ 2021	Weekend Totals/ 2022	% change over previous year
Jan	19430	4534	9246	104%	16406	3418	7738	126%	3024	1116	1508	35%
Feb	17379	4311			14614	3424			2765	887		
Mar	8210	4446			7174	3674			1036	772		
Apr	2963	5552			2516	4662			447	890		
May	3288	5635			2544	4432			744	1203		
Jun	3872	6392			3312	5286			560	1106		
Jul	4403	6678			3713	5108			690	1570		
Aug	4274	7980			3368	6604			906	1376		
Sep	4528	8291			3703	6882			825	1409		
Oct	5272	8541			4227	6914			1045	1627		
Nov	4550	8675			3418	7082			1132	1593		
Dec	4421	7786			3711	6538			710	1248		
YTD Total	82,590	78,821	9,246									

Average Daily Ridership 2019-2021

	Average Weekday/2020	Average Weekday/2021	Average Weekday/2022	% change over previous year	Average Weekend/2020	Average Weekend/2021	Average Weekend/2022	% change over previous year
Jan	781	180	387	115%	302	93	137	47%
Feb	769	180			277	99		
Mar	326	160			115	97		
Apr	114	212			56	111		
May	127	222			68	109		
Jun	151	240			70	138		
Jul	169	243			77	157		
Aug	160	300			91	153		
Sep	176	328			92	157		
Oct	192	329			116	163		
Nov	180	354			103	159		
Dec	169	291			79	136		
YTD Ave.	276	253	387	53%	121	131	137	5%



(The y-axis percentage values show a respective loop's weight of total weekend ridership.)

Peak Weekday Service Loop: 9th loop, 3:00 PM – 4:25 PM.

Additional Ridership Data:

The number of bicycles carried: **130**

The number of wheelchair lift usage: **47**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	1978	22.9%	San Antonio Center	2504	25.5%
Senior/Teen Center	703	8.1%	Senior/Teen Center (Red)	838	8.5%
MV Transit Center	670	7.8%	MV Transit Center	731	7.5%
Grant Rd.	495	5.7%	Grant Rd. (Red)	583	5.9%
El Camino Real/Sylvan	349	4.0%	Rengstorff/Middlefield (Red)	343	3.5%
Sylvan Park	313	3.6%	Civic Center (Red)	338	3.4%
Rengstorff/Middlefield	306	3.5%	California/Ortega East	332	3.4%
Graham Middle School	299	3.5%	El Camino Real/Sylvan (Red)	322	3.3%
Civic Center	296	3.4%	Middlefield/Easy (Red)	315	3.2%
Middlefield/Easy	285	3.3%	Sylvan Park (Red)	300	3.1%
Crittenden Middle School	277	3.2%	Whisman Station (Red)	229	2.3%
Community Center	254	2.9%	Crittenden Middle School (Red)	228	2.3%
California/Ortega West	228	2.6%	El Camino Hospital	224	2.3%
Whisman/Middlefield	227	2.6%	California/Rengstorff (Red)	220	2.2%
Middlefield/Moffett	224	2.6%	Villa/Franklin (Red)	205	2.1%
California/Rengstorff	189	2.2%	Shoreline/Middlefield #1 (Red)	193	2.0%
California/Ortega East	180	2.1%	Middlefield/Moffett (Red)	192	2.0%
Cuesta/Miramonte	176	2.0%	Graham Middle School (Red)	189	1.9%
Rengstorff/Central	161	1.9%	Castro/El Camino Real (Red)	177	1.8%
Whisman Station	143	1.7%	Grant/Eunice	164	1.7%
El Camino Hospital	141	1.6%	Whisman/Middlefield (Red)	164	1.7%
Middlefield/San Pierre	129	1.5%	Community Center (Red)	160	1.6%
Shoreline/Middlefield #3 (Gray)	129	1.5%	Cuesta/Miramonte (Red)	154	1.6%
Castro/El Camino Real (Gray)	124	1.4%	Rengstorff/Central (Red)	144	1.5%
Rengstorff/Montecito	83	1.0%	California/Ortega West	125	1.3%
Villa/Franklin	77	0.9%	Rengstorff/Montecito (Red)	92	0.9%
Grant/Eunice	50	0.6%	California/Rengstorff	90	0.9%
Villa/Shoreline	43	0.5%	Villa/Mariposa	86	0.9%
Cuesta/Grant (Gray)	41	0.5%	Middlefield/San Pierre (Red)	70	0.7%
Shoreline/Pear	26	0.3%	Cuesta/Grant	50	0.5%
Cuesta/Grant	24	0.3%	Shoreline/Pear	33	0.3%
Shoreline/Middlefield #2	16	0.2%	Shoreline/Middlefield #2	17	0.2%
Total	8636	100%	Total	9812	100%

Shuttle On-Time Performance

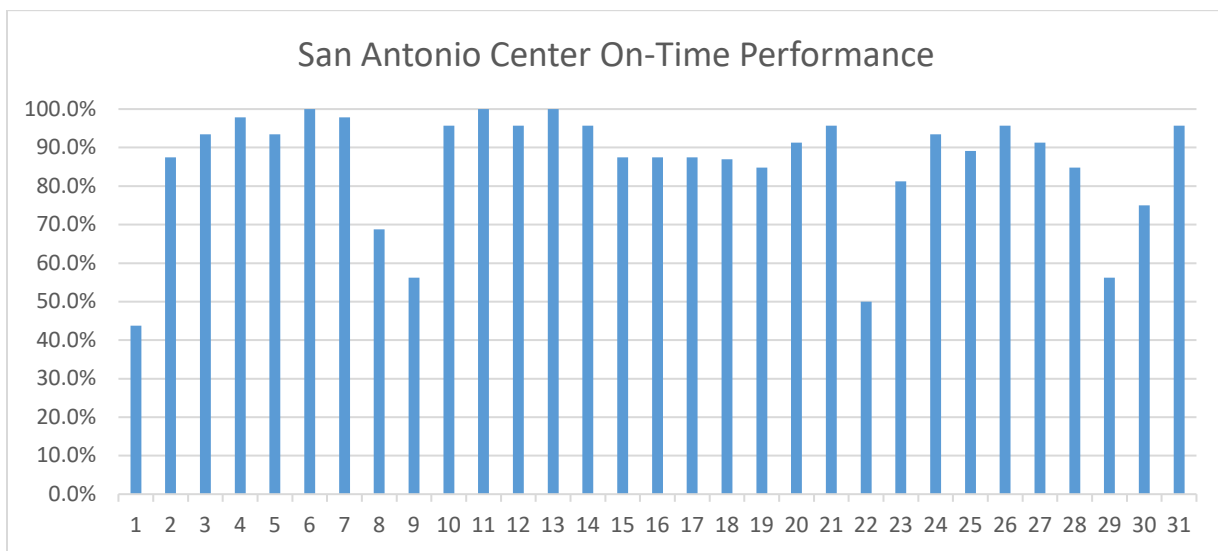
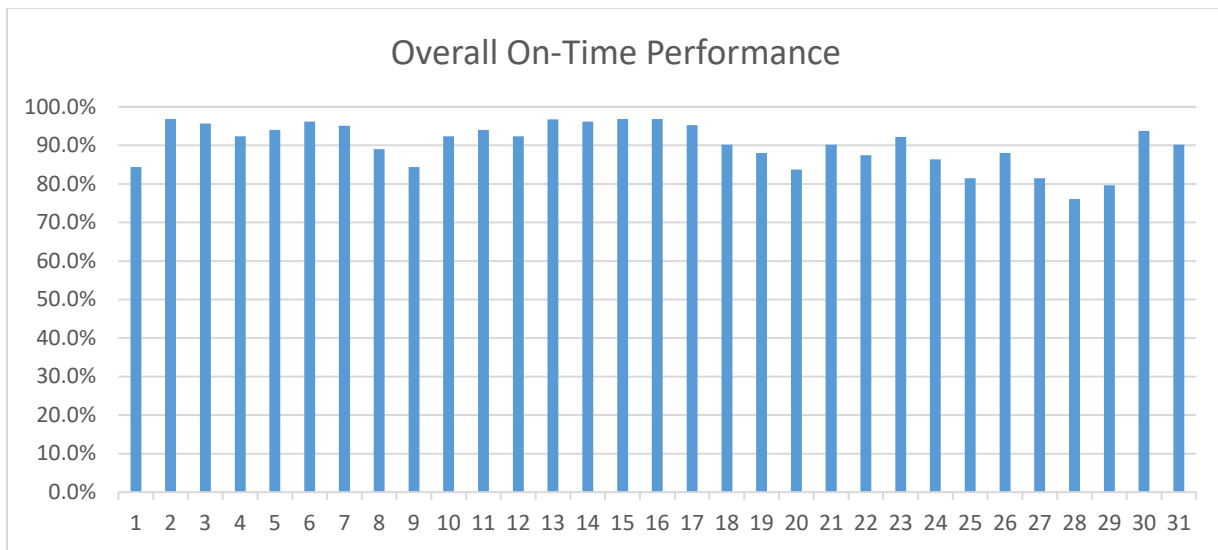
Percentage of being on-time:

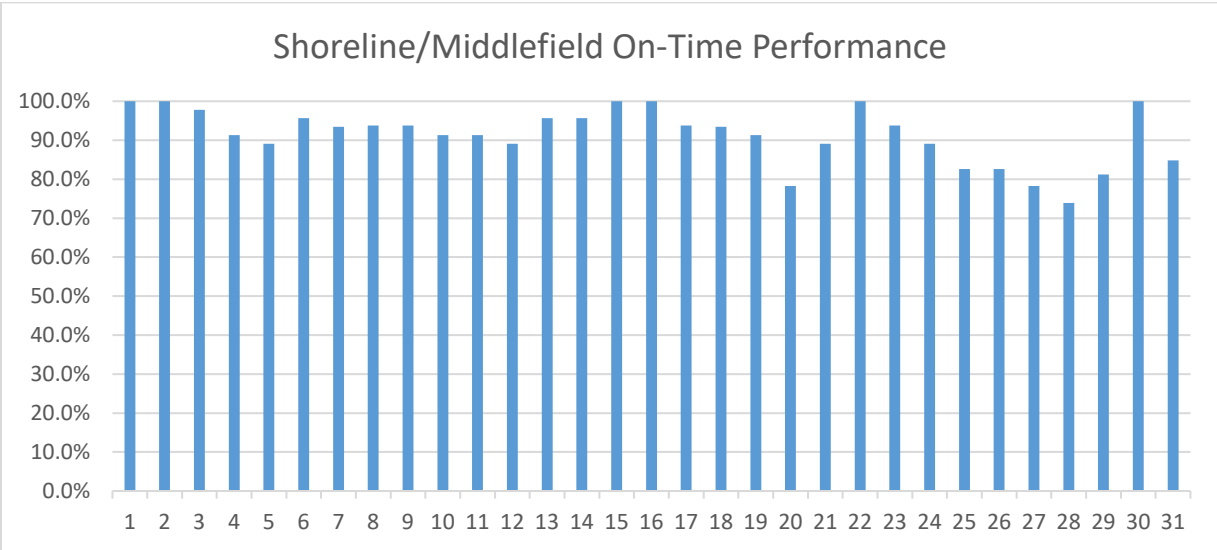
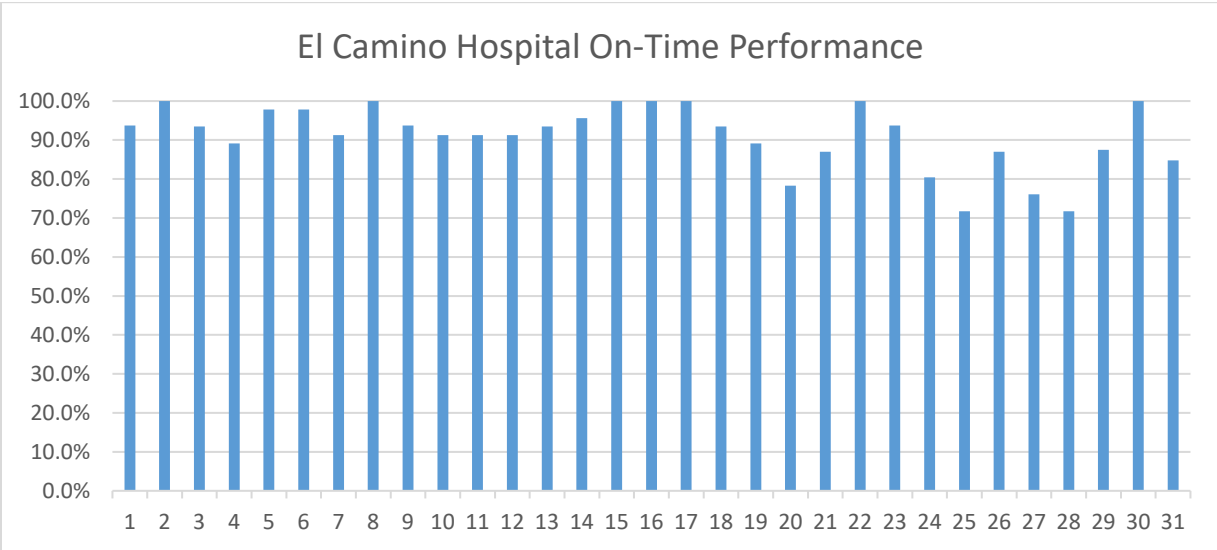
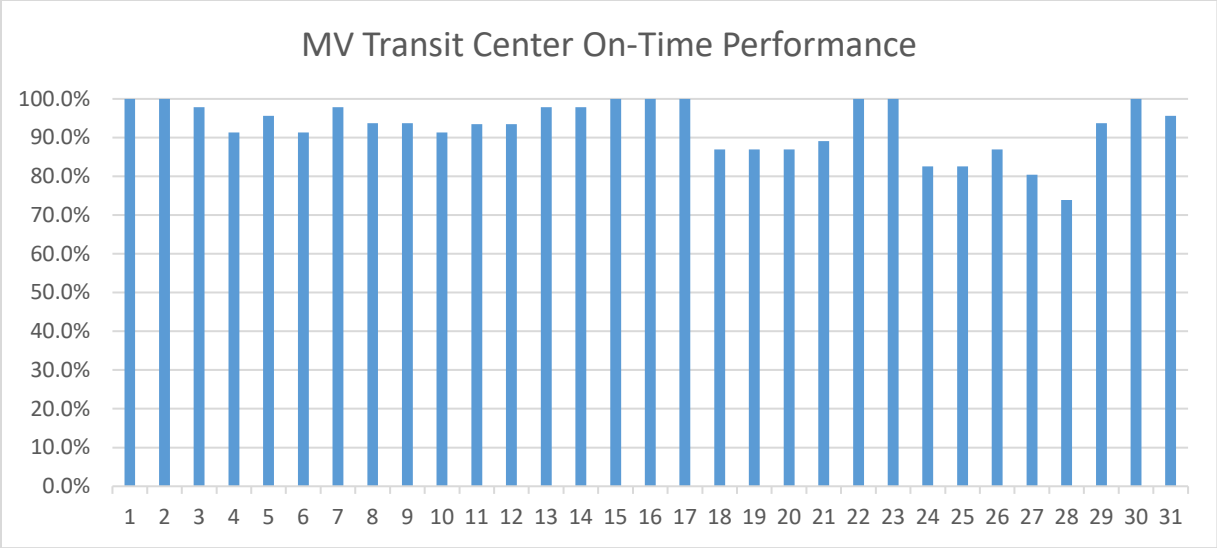
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

Overall average of all shuttles being on time is **90.3%**





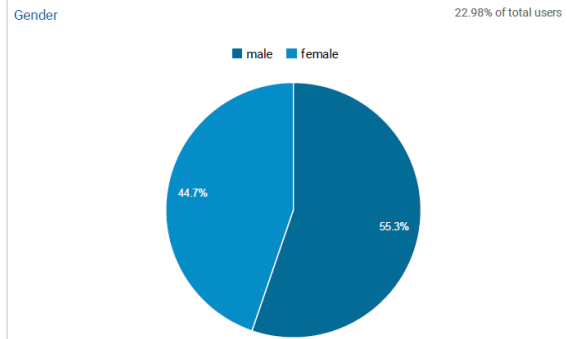
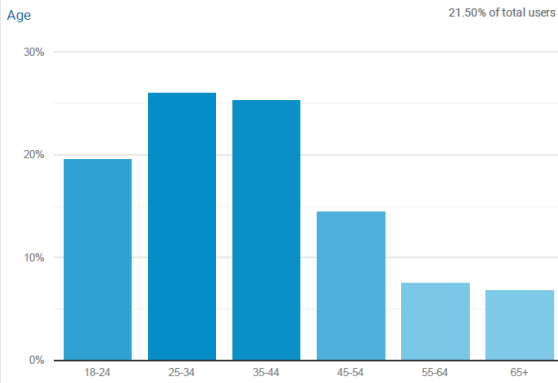
Monthly Summary of Website Activity

Demographics: Overview

All Users
100.00% Users

Jan 1, 2022 - Jan 31, 2022

Key Metric:

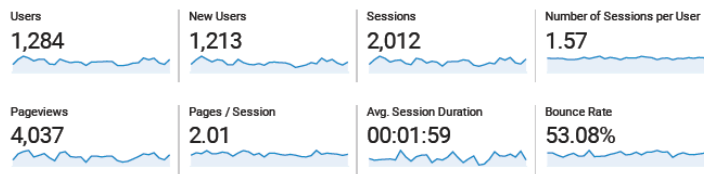
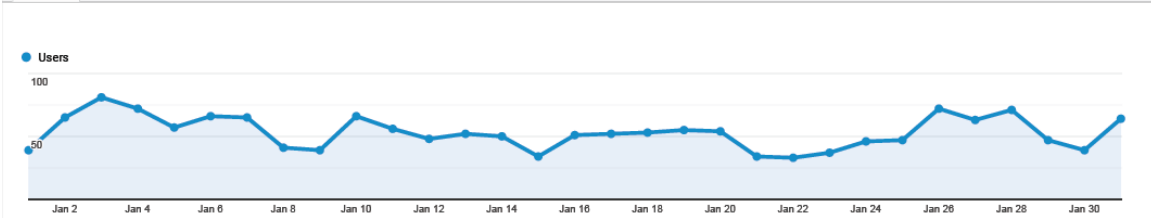


Audience Overview

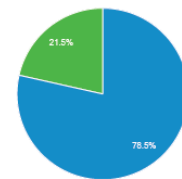
All Users
100.00% Users

Jan 1, 2022 - Jan 31, 2022

Overview



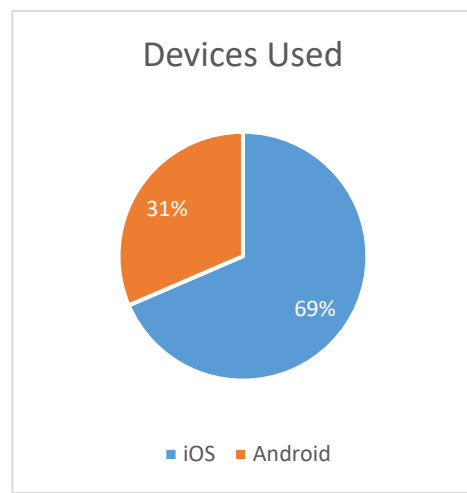
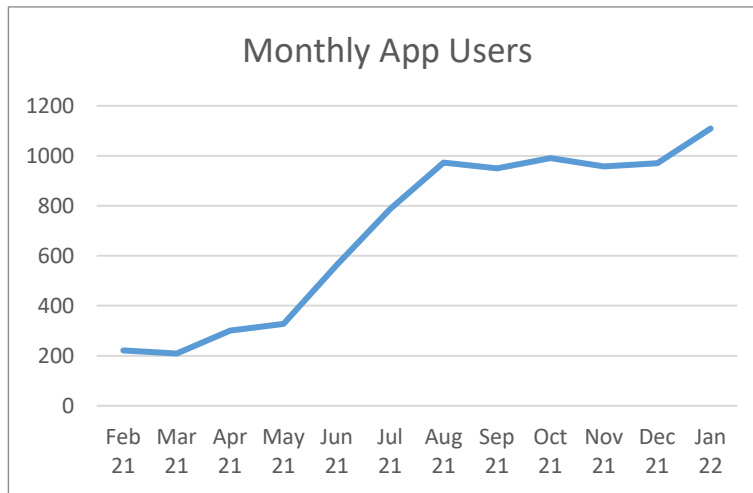
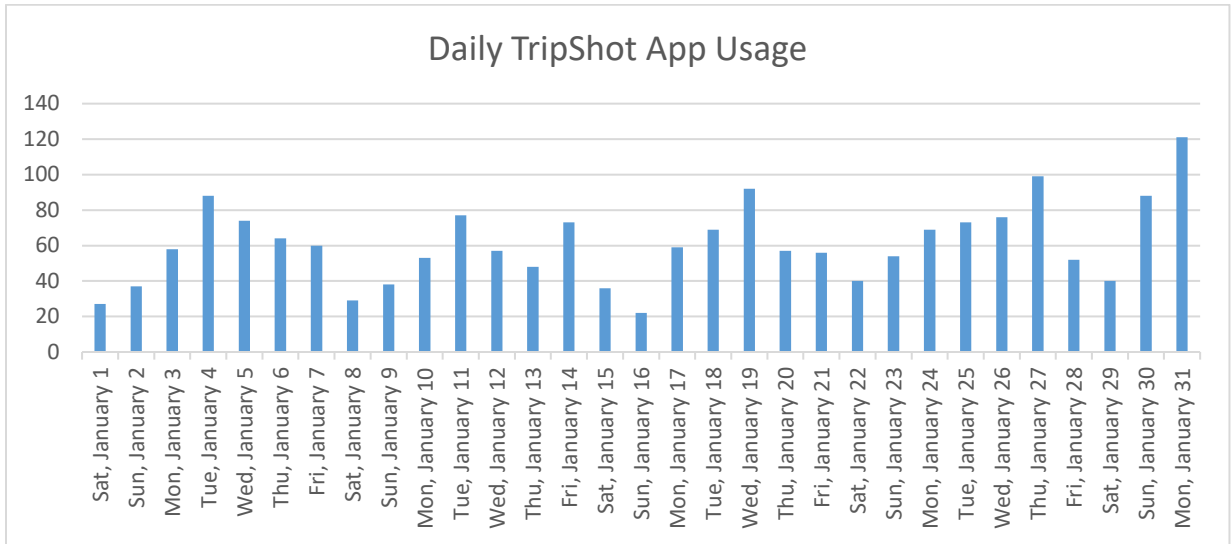
New Visitor Returning Visitor



Language

Language	Users	% Users
1. en-us	1,121	87.31%
2. zh-cn	31	2.41%
3. en-gb	26	2.02%
4. es-us	25	1.95%
5. en	13	1.01%
6. en-ca	13	1.01%
7. en-in	9	0.70%
8. es-419	8	0.62%
9. fr-fr	7	0.55%
10. ja	5	0.39%

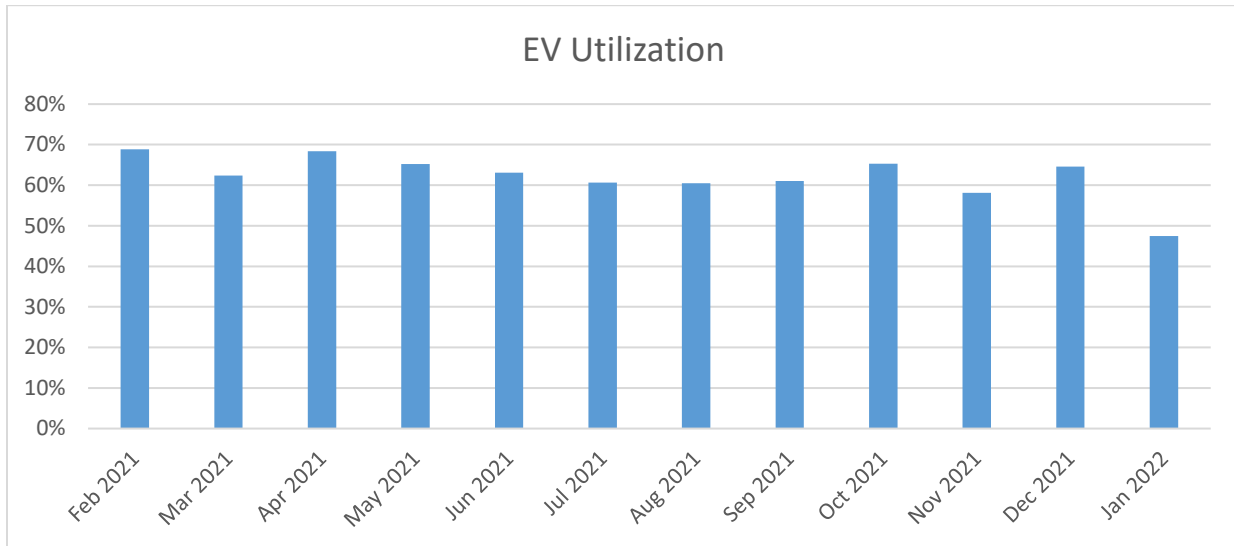
Summary of TripShot App Activity



Average Monthly Users: 1109

App Sessions: 1886

Electric Vehicle Utilization



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.
- 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.