

**Mountain View** Community Shuttle  
Monthly Operations Report  
**January 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 .....6**

**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**

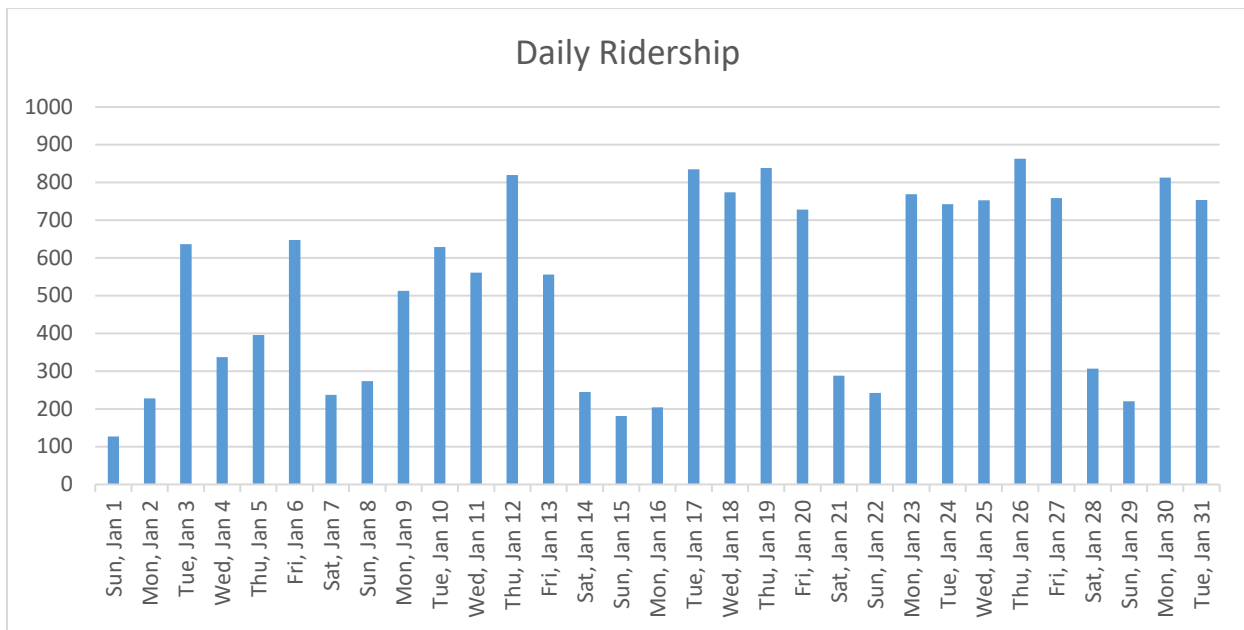
**Service Update .....11**

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

## Passengers per Day, Table

Sun, Jan 1	Mon, Jan 2	Tue, Jan 3	Wed, Jan 4	Thu, Jan 5	Fri, Jan 6	Sat, Jan 7
127	228	637	337	396	648	237
Sun, Jan 8	Mon, Jan 9	Tue, Jan 10	Wed, Jan 11	Thu, Jan 12	Fri, Jan 13	Sat, Jan 14
274	513	629	561	820	556	245
Sun, Jan 15	Mon, Jan 16	Tue, Jan 17	Wed, Jan 18	Thu, Jan 19	Fri, Jan 20	Sat, Jan 21
181	204	835	774	838	728	288
Sun, Jan 22	Mon, Jan 23	Tue, Jan 24	Wed, Jan 25	Thu, Jan 26	Fri, Jan 27	Sat, Jan 28
242	769	743	753	863	759	307
Sun, Jan 29	Mon, Jan 30	Tue, Jan 31				
220	813	754				

## 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				13435	9371				2528	1530			
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>16,279</b>												

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

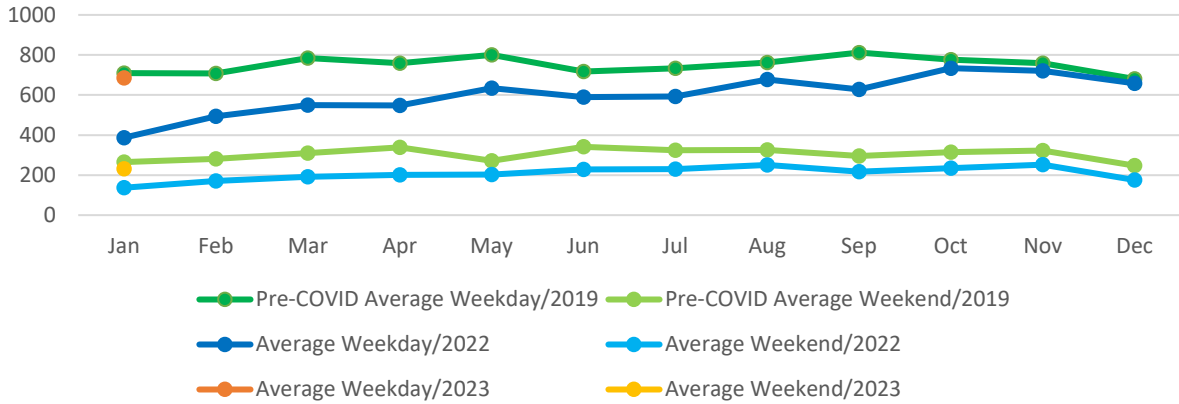
## Average Daily Ridership: Year-To-Date

	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			
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>686</b>	<b>77%</b>	<b>91%</b>

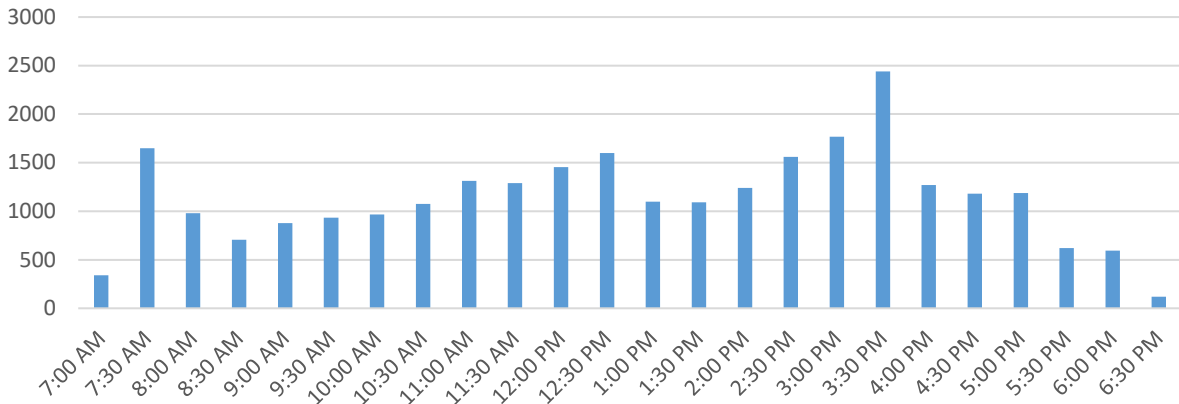
	Weekend				
	Pre-COVID Average Weekend 2019	Previous Year Average Weekend 2022	Average Weekend 2023	+/- from Previous Year	% of Pre-COVID Baseline (2019)
Jan	265	137	232	69%	88%
Feb	281	170			
Mar	309	191			
Apr	339	201			
May	271	203			
Jun	341	228			
Jul	324	230			
Aug	325	250			
Sep	295	217			
Oct	314	234			
Nov	322	252			
Dec	247	176			
<b>YTD Ave.</b>	<b>303</b>	<b>207</b>	<b>232</b>	<b>69%</b>	<b>77%</b>

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

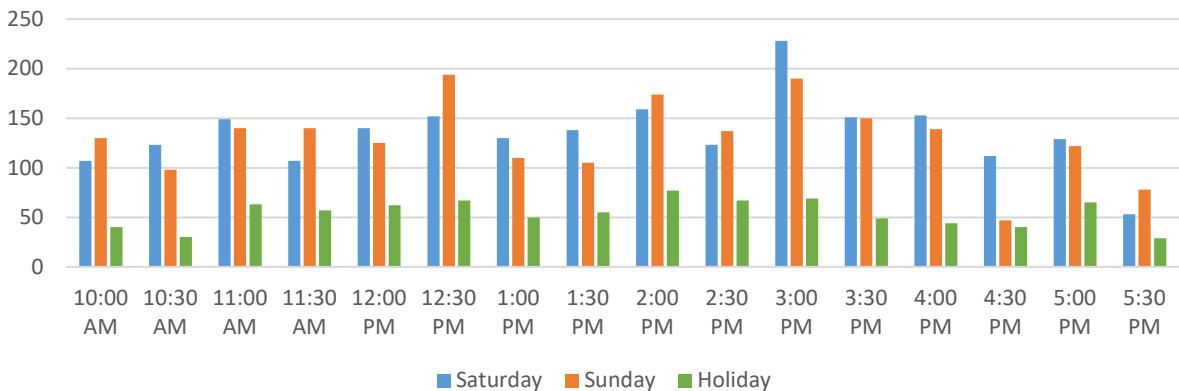
### Average Daily Ridership



### Weekday Use (Boarding & Alighting) by Time



### Weekend and Holiday Use (Boarding & Alighting) by Time



## Service Expansion Hours Ridership

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.

Monthly Total Expanded Hours Ridership	% of Total Monthly Ridership
3,467	21%

## Service Expansion Hours Ridership: Year-to-Date

	Previous Year Total 2022	Total 2023	+/- % from Previous Year
Jan	1256	3467	176%
Feb	1923		
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>3,467</b>	

## Additional Ridership Data:

The number of bicycles carried: **171**

The number of wheelchair lift usage: **30**

## 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	1291	1270	2561	15.8%	San Antonio Center	1137	1412	2549	15.7%
Senior/Teen Center (Gray)	533	804	1337	8.2%	MV Transit Center	577	775	1352	8.3%
Grant Rd. (Gray)	489	658	1147	7.1%	Senior/Teen Center (Red)	855	551	1406	8.7%
MV Transit Center	634	618	1252	7.7%	Grant Rd. (Red)	595	433	1028	6.3%
El Camino Real/Sylvan (Gray)	219	451	670	4.1%	Graham Middle School (Red)	266	333	599	3.7%
California/Ortega West	49	435	484	3.0%	El Camino Real/Sylvan (Red)	326	326	652	4.0%
Middlefield/Easy (Gray)	327	432	759	4.7%	Civic Center (Red)	257	293	550	3.4%
Rengstorff/Middlefield (Gray)	496	352	848	5.2%	Sylvan Park (Red)	117	285	402	2.5%
Whisman Station (Gray)	261	351	612	3.8%	Crittenden Middle School (Red)	132	264	396	2.4%
Whisman/Middlefield (Gray)	233	294	527	3.2%	Villa/Franklin (Red)	52	253	305	1.9%
California/Rengstorff	85	267	352	2.2%	Castro/El Camino Real (Red)	132	246	378	2.3%
Civic Center (Gray)	232	259	491	3.0%	Cuesta/Miramonte (Red)	94	243	337	2.1%
Middlefield/Moffett (Gray)	203	201	404	2.5%	Whisman Station (Red)	219	234	453	2.8%
El Camino Hospital	263	172	435	2.7%	Middlefield/Easy (Red)	404	223	627	3.9%
Rengstorff/Central (Gray)	160	141	301	1.9%	Rengstorff/Middlefield (Red)	446	217	663	4.1%
Castro/El Camino Real (Gray)	165	140	305	1.9%	Community Center (Red)	65	215	280	1.7%
Shoreline/Middlefield #3 (Gray)	164	139	303	1.9%	El Camino Hospital	215	212	427	2.6%
Sylvan Park (Gray)	300	139	439	2.7%	California/Ortega West	45	199	244	1.5%
Rengstorff/Montecito (Gray)	71	137	208	1.3%	California/Rengstorff	34	192	226	1.4%
Cuesta/Grant	30	95	125	0.8%	Shoreline/Middlefield #1 (Red)	101	178	279	1.7%
Graham Middle School (Gray)	355	95	450	2.8%	Whisman/Middlefield (Red)	118	169	287	1.8%
Crittenden Middle School (Gray)	168	94	262	1.6%	Rengstorff/Central (Red)	132	142	274	1.7%
Middlefield/San Pierre (Gray)	111	94	205	1.3%	Middlefield/Moffett (Red)	267	108	375	2.3%
Community Center (Gray)	319	86	405	2.5%	Middlefield/San Pierre (Red)	99	95	194	1.2%
Cuesta/Miramonte (Gray)	323	81	404	2.5%	California/Rengstorff (Red)	278	92	370	2.3%
Whisman/Dana (Gray)	13	74	87	0.5%	Cuesta/Grant	35	82	117	0.7%
California/Ortega East	268	47	315	1.9%	Villa/Mariposa	136	58	194	1.2%
Grant/Eunice	47	43	90	0.6%	Rengstorff/Montecito (Red)	117	52	169	1.0%
Villa/Shoreline	45	40	85	0.5%	Grant/Eunice	220	48	268	1.7%
Cuesta/Grant (Gray)	86	33	119	0.7%	California/Ortega East	573	47	620	3.8%
Villa/Franklin (Gray)	146	26	172	1.1%	Shoreline/Middlefield #2	33	39	72	0.4%
Shoreline/Pear	32	15	47	0.3%	Shoreline/Pear	15	33	48	0.3%
Shoreline/Middlefield #2	19	13	32	0.2%	Whisman/Dana (Red)	50	20	70	0.4%
<b>Total</b>	<b>8137</b>	<b>8096</b>	<b>16233</b>	<b>100%</b>	<b>Total</b>	<b>8142</b>	<b>8069</b>	<b>16211</b>	<b>100%</b>



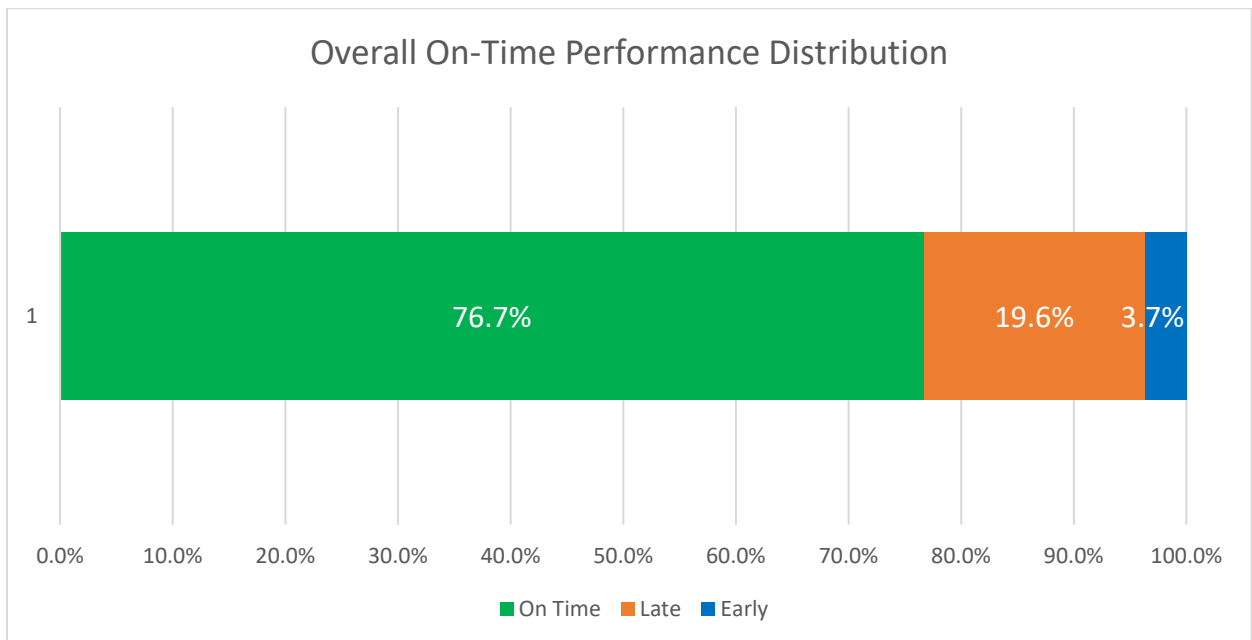
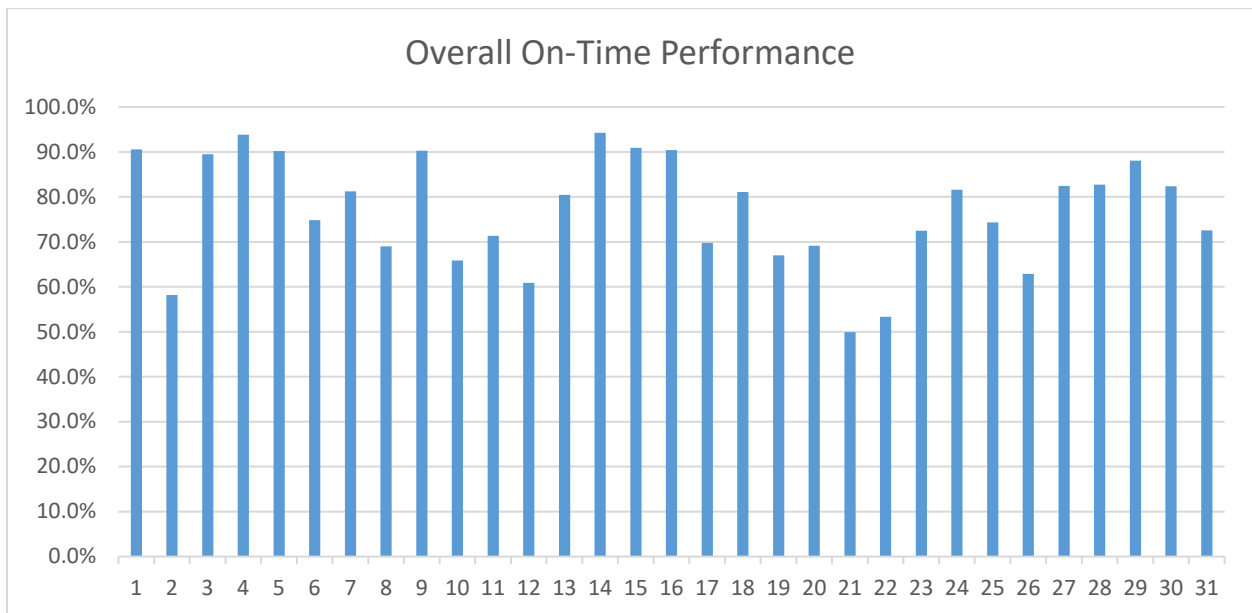
# Shuttle On-Time Performance

## 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: **76.7%**



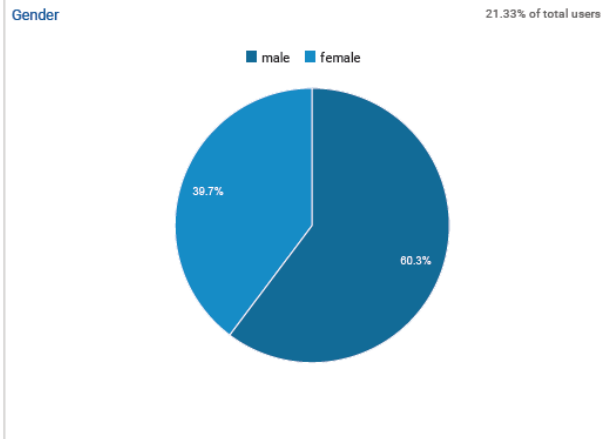
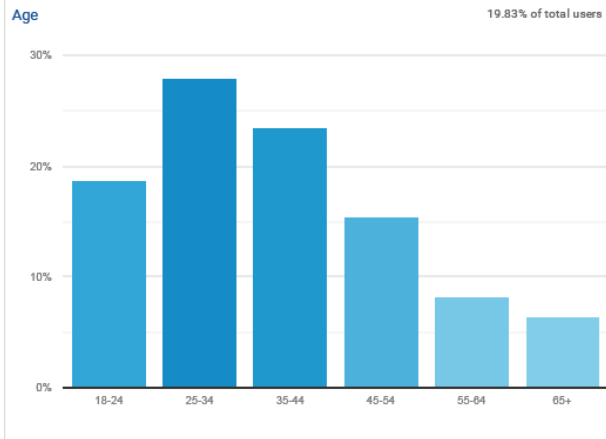
# Monthly Summary of Website Activity

## Demographics: Overview

All Users  
100.00% Users

Jan 1, 2023 - Jan 31, 2023

Key Metric:

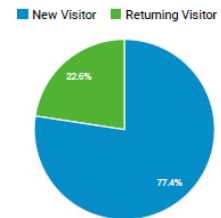
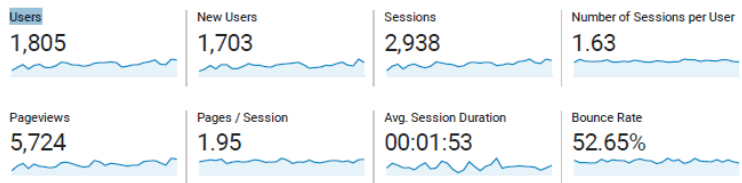
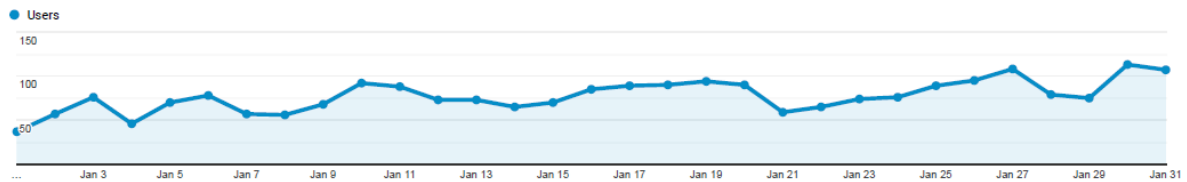


## Audience Overview

All Users  
100.00% Users

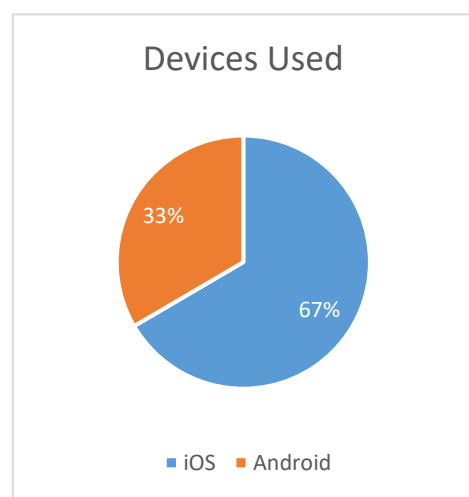
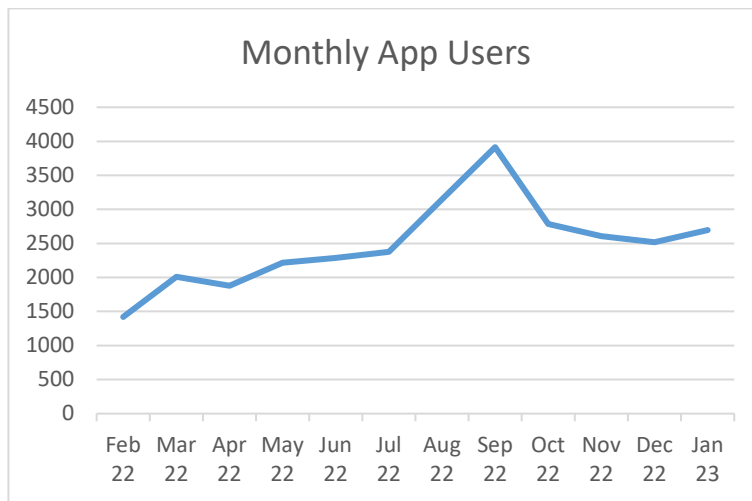
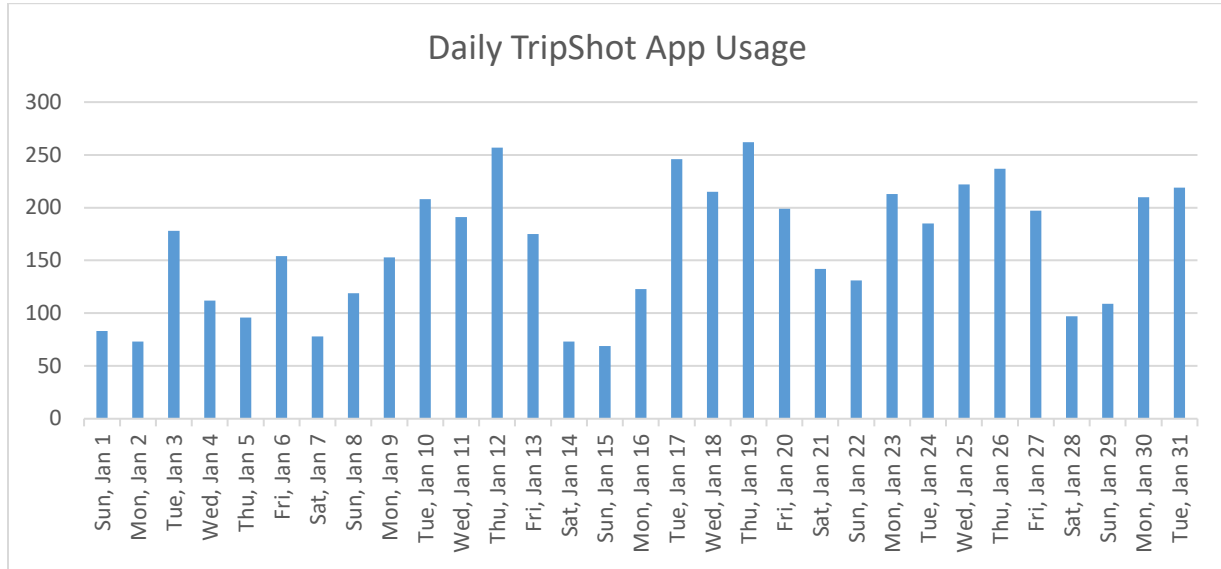
Jan 1, 2023 - Jan 31, 2023

Overview



Language	Users	% Users
1. en-us	1,568	86.68%
2. en-gb	41	2.27%
3. zh-cn	38	2.10%
4. en-ca	30	1.66%
5. en-in	20	1.11%
6. zh-tw	13	0.72%
7. ja	12	0.66%
8. es-us	11	0.61%
9. en	10	0.55%
10. ru	7	0.39%

## Summary of TripShot App Activity



Average Monthly Users: **2,695**

App Sessions: **5,026**

## 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 were two 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 a shuttle departing early.
  - Drivers are continually reminded to be mindful of their scheduled time and to not depart early.
- There were two complaints of unsafe driving.
  - Both incidents were investigated, the drivers were spoken to, and additional training was provided.

## 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.

