

Mountain View Community Shuttle
Monthly Operations Report
March 2023

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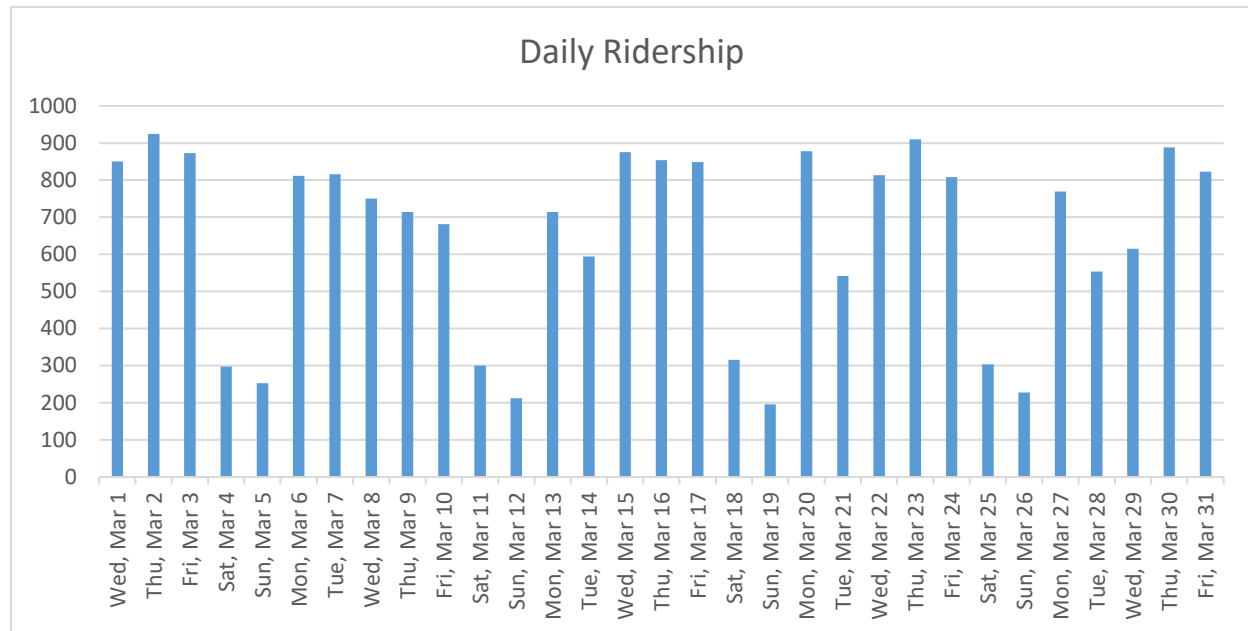
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Passengers per Day, Table

			Wed, Mar 1	Thu, Mar 2	Fri, Mar 3	Sat, Mar 4
			850	925	873	298
Sun, Mar 5	Mon, Mar 6	Tue, Mar 7	Wed, Mar 8	Thu, Mar 9	Fri, Mar 10	Sat, Mar 11
253	812	816	750	714	681	300
Sun, Mar 12	Mon, Mar 13	Tue, Mar 14	Wed, Mar 15	Thu, Mar 16	Fri, Mar 17	Sat, Mar 18
212	714	594	875	854	849	316
Sun, Mar 19	Mon, Mar 20	Tue, Mar 21	Wed, Mar 22	Thu, Mar 23	Fri, Mar 24	Sat, Mar 25
196	878	542	813	910	808	304
Sun, Mar 26	Mon, Mar 27	Tue, Mar 28	Wed, Mar 29	Thu, Mar 30	Fri, Mar 31	
228	769	554	615	888	823	

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	20014	41%	102%	16461	12629	17907	42%	109%	3093	1528	2107	38%	68%
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			
YTD Total	223,496	175,060	53,053												

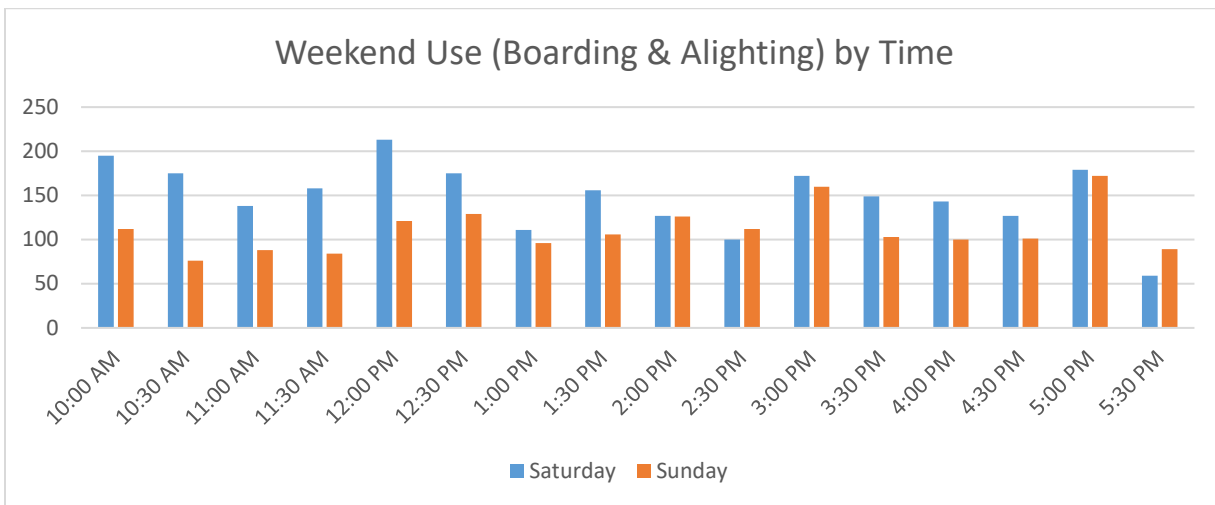
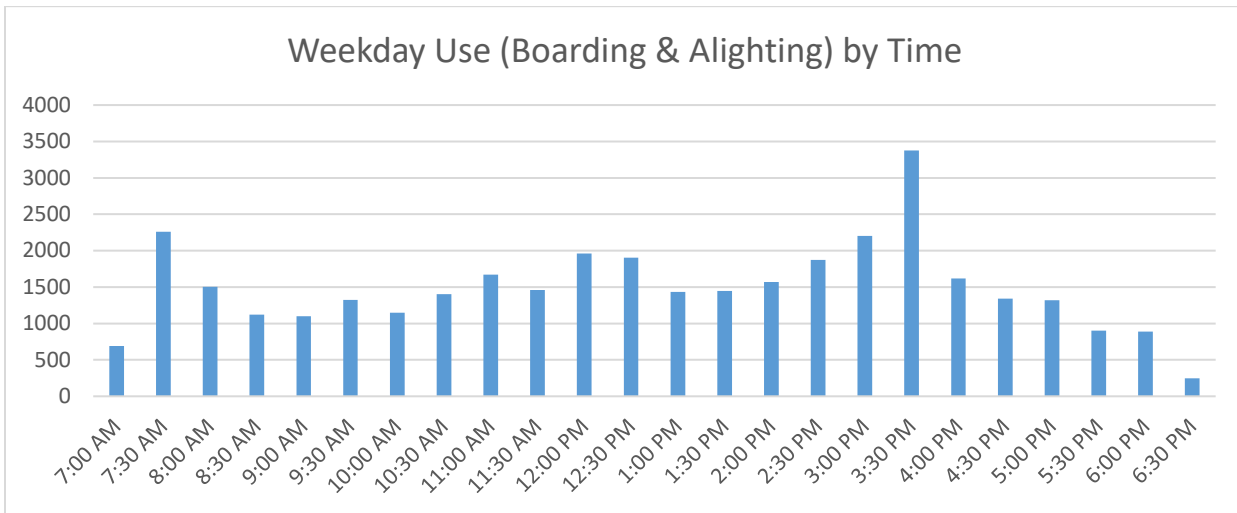
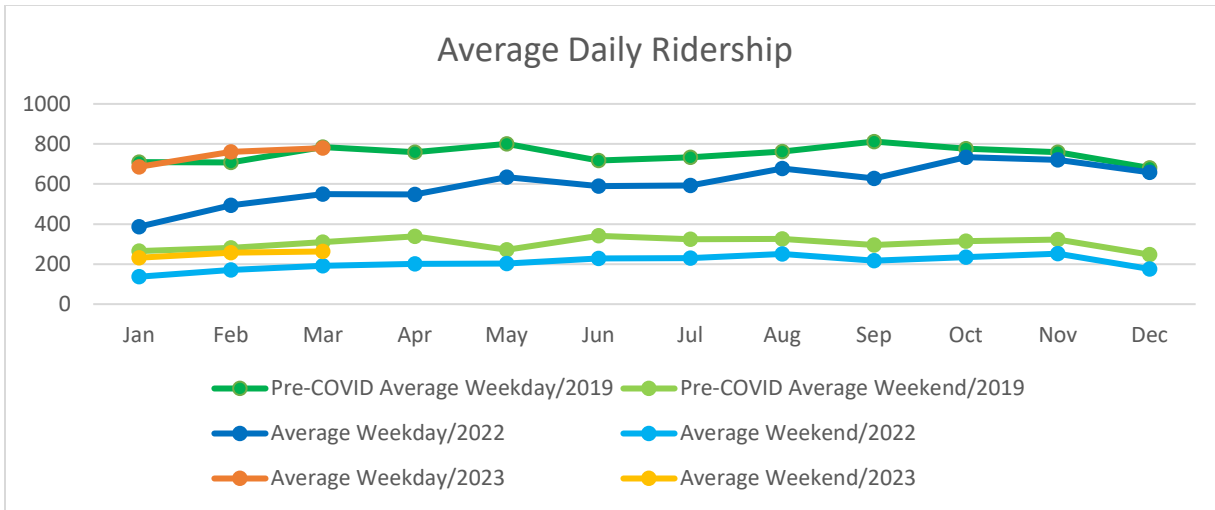
*The Pre-COVID Baseline percentages include the additional ridership derived from the [expanded hours](#).

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	779	42%	99%
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			
YTD Ave.	750	601	742	58%	99%

	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	263	38%	85%
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			
YTD Ave.	303	207	251	53%	83%

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



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	5033	77%	25%
Apr	2553			
May	3281			
Jun	3461			
Jul	2886			
Aug	4154			
Sep	3443			
Oct	4005			
Nov	3746			
Dec	3385			
YTD	36,937	12,454		

Additional Ridership Data:

The number of bicycles carried: **163**

The number of wheelchair lift usage: **35**

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	1666	1478	3144	16.2%	San Antonio Center	1362	1560	2922	14.3%
Senior/Teen Center (Gray)	640	1134	1774	9.1%	MV Transit Center	926	1080	2006	9.8%
MV Transit Center	795	724	1519	7.8%	Senior/Teen Center (Red)	1244	692	1936	9.5%
Grant Rd. (Gray)	519	701	1220	6.3%	Grant Rd. (Red)	642	519	1161	5.7%
California/Ortega West	57	536	593	3.0%	Graham Middle School (Red)	359	500	859	4.2%
Whisman Station (Gray)	256	497	753	3.9%	Cuesta/Miramonte (Red)	112	470	582	2.8%
Middlefield/Easy (Gray)	391	460	851	4.4%	Sylvan Park (Red)	146	384	530	2.6%
Rengstorff/Middlefield (Gray)	555	454	1009	5.2%	Crittenden Middle School (Red)	198	374	572	2.8%
El Camino Real/Sylvan (Gray)	248	435	683	3.5%	El Camino Real/Sylvan (Red)	361	359	720	3.5%
Whisman/Middlefield (Gray)	207	358	565	2.9%	Castro/El Camino Real (Red)	191	335	526	2.6%
California/Rengstorff	76	352	428	2.2%	Rengstorff/Middlefield (Red)	546	331	877	4.3%
Middlefield/Moffett (Gray)	170	342	512	2.6%	Civic Center (Red)	294	330	624	3.1%
Civic Center (Gray)	312	275	587	3.0%	El Camino Hospital	340	326	666	3.3%
El Camino Hospital	237	234	471	2.4%	Community Center (Red)	81	318	399	2.0%
Graham Middle School (Gray)	640	189	829	4.3%	Whisman Station (Red)	317	309	626	3.1%
Shoreline/Middlefield #3 (Gray)	178	188	366	1.9%	California/Ortega West	34	305	339	1.7%
Sylvan Park (Gray)	407	179	586	3.0%	Villa/Franklin (Red)	61	286	347	1.7%
Crittenden Middle School (Gray)	257	151	408	2.1%	Middlefield/Easy (Red)	414	252	666	3.3%
Rengstorff/Central (Gray)	106	148	254	1.3%	California/Rengstorff	50	200	250	1.2%
Rengstorff/Montecito (Gray)	74	140	214	1.1%	Whisman/Middlefield (Red)	154	189	343	1.7%
Middlefield/San Pierre (Gray)	110	104	214	1.1%	Shoreline/Middlefield #1 (Red)	129	177	306	1.5%
Castro/El Camino Real (Gray)	129	104	233	1.2%	Middlefield/Moffett (Red)	357	153	510	2.5%
Community Center (Gray)	512	97	609	3.1%	Rengstorff/Central (Red)	169	144	313	1.5%
Cuesta/Miramonte (Gray)	495	94	589	3.0%	Cuesta/Grant	36	121	157	0.8%
Cuesta/Grant	12	77	89	0.5%	California/Rengstorff (Red)	248	108	356	1.7%
Villa/Shoreline	53	74	127	0.7%	Grant/Eunice	247	97	344	1.7%
California/Ortega East	268	45	313	1.6%	Middlefield/San Pierre (Red)	97	71	168	0.8%
Whisman/Dana (Gray)	37	42	79	0.4%	Rengstorff/Montecito (Red)	111	50	161	0.8%
Villa/Franklin (Gray)	123	30	153	0.8%	California/Ortega East	748	42	790	3.9%
Grant/Eunice	103	26	129	0.7%	Shoreline/Middlefield #2	1	33	34	0.2%
Shoreline/Pear	22	21	43	0.2%	Villa/Mariposa	208	29	237	1.2%
Cuesta/Grant (Gray)	89	13	102	0.5%	Whisman/Dana (Red)	63	27	90	0.4%
Shoreline/Middlefield #2	6	11	17	0.1%	Shoreline/Pear	18	22	40	0.2%
Total	9750	9713	19463	100%	Total	10264	10193	20457	100%

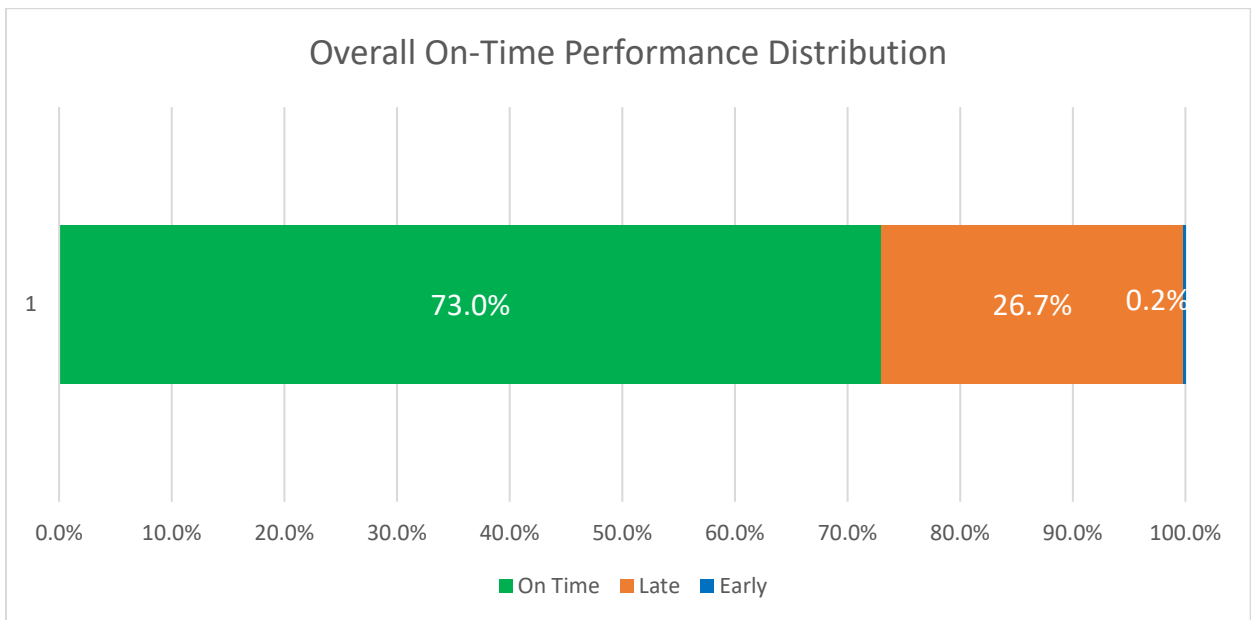
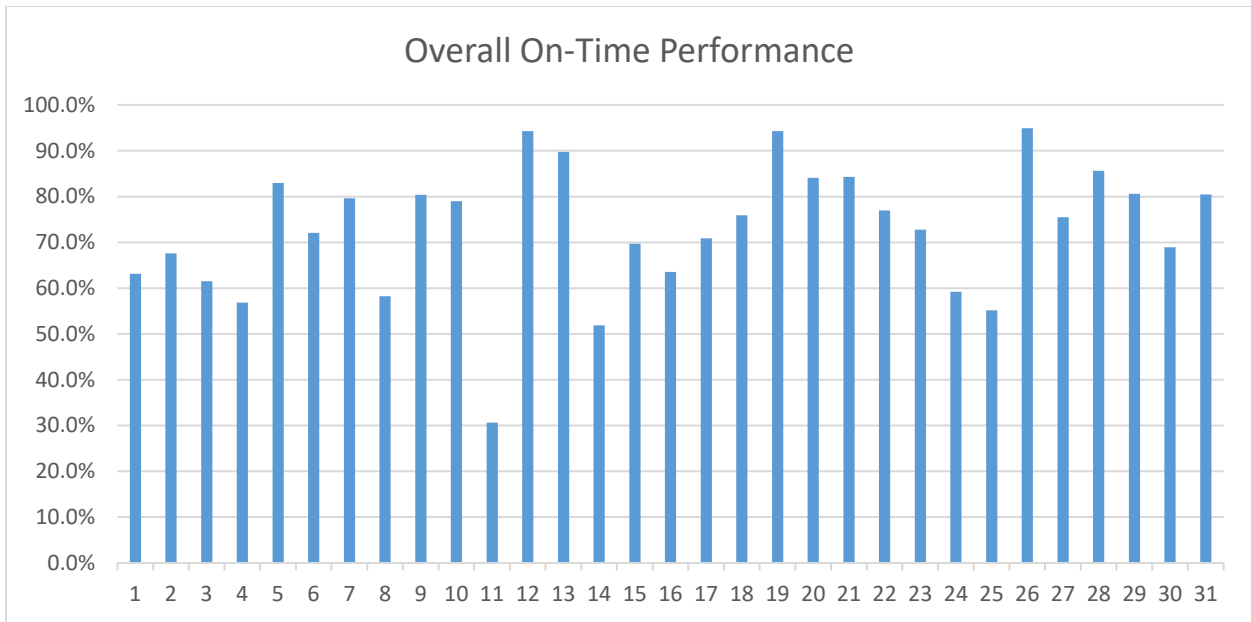
Shuttle On-Time Performance

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: **73.0%**



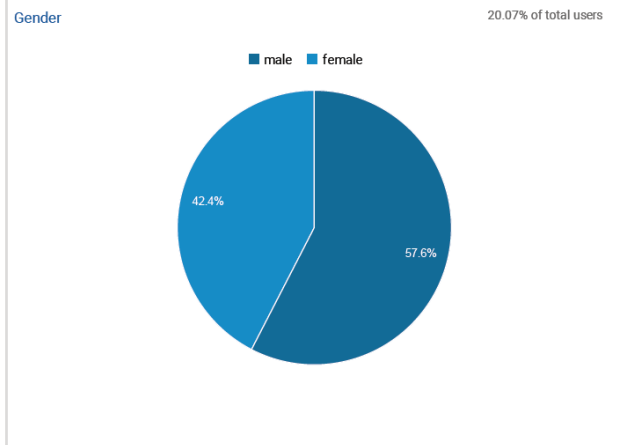
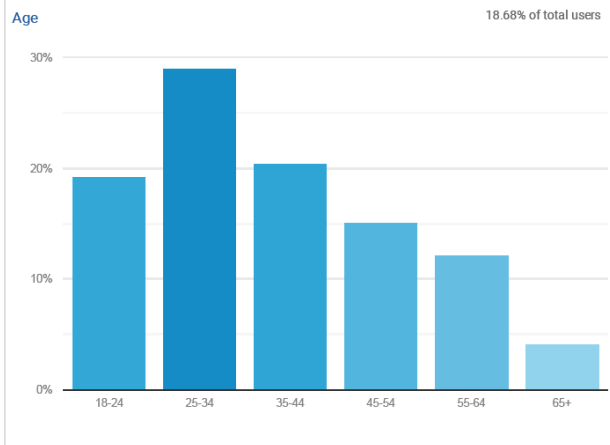
Monthly Summary of Website Activity

Demographics: Overview

All Users
100.00% Users

Mar 1, 2023 - Mar 31, 2023

Key Metric:

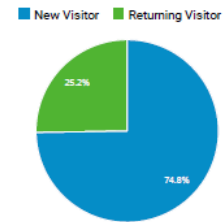
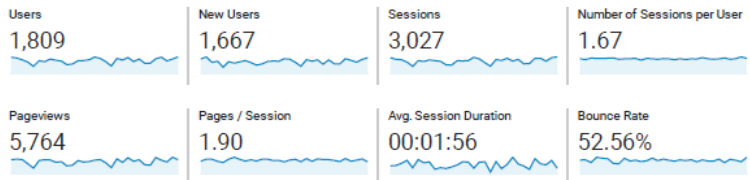
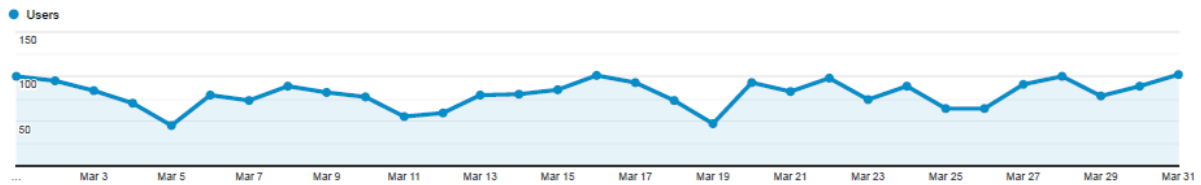


Audience Overview

All Users
100.00% Users

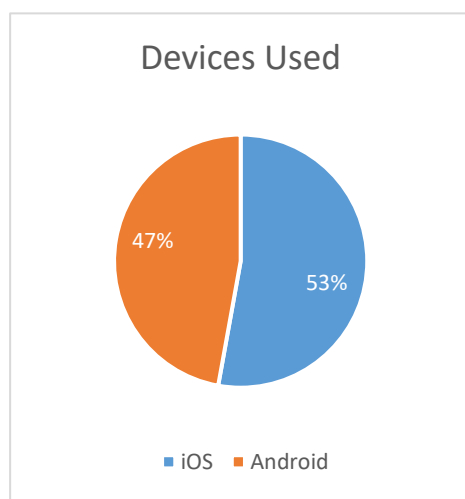
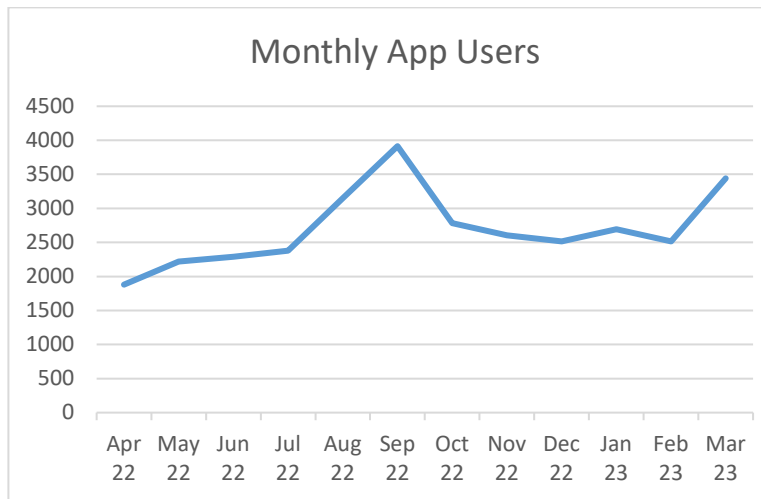
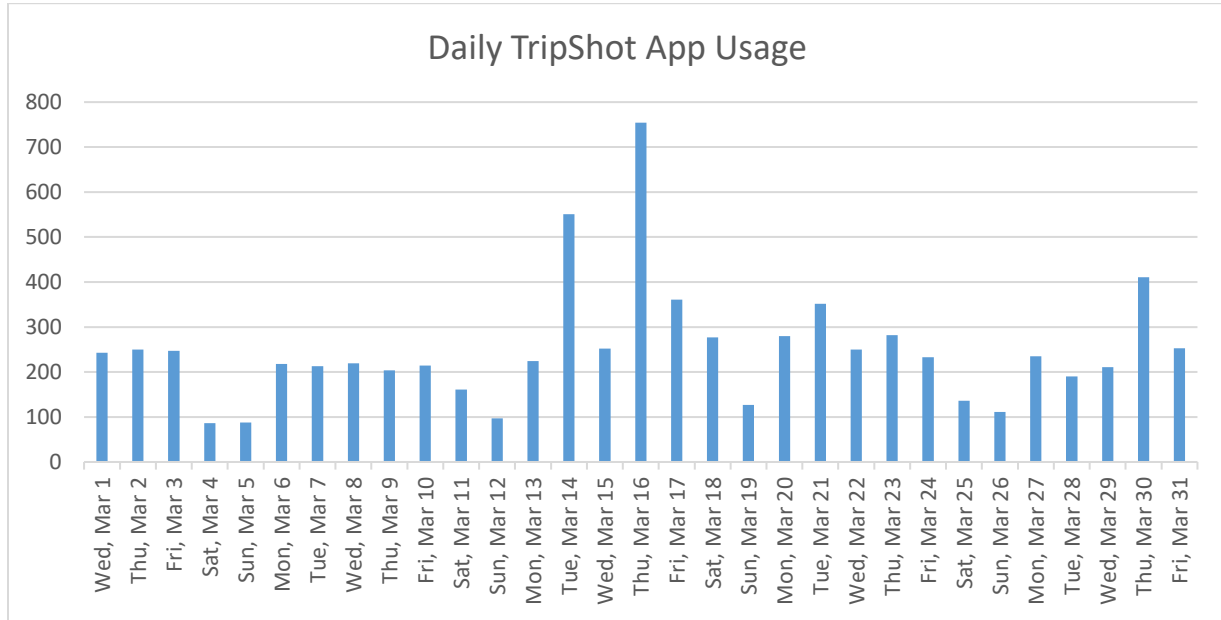
Mar 1, 2023 - Mar 31, 2023

Overview



Language	Users	% Users
1. en-us	1,617	89.14%
2. en-gb	48	2.65%
3. zh-cn	37	2.04%
4. en-ca	18	0.99%
5. en-in	17	0.94%
6. es-us	8	0.44%
7. en	7	0.39%
8. ja	7	0.39%
9. zh-tw	6	0.33%
10. de-de	5	0.28%

Summary of TripShot App Activity



Average Monthly Users: **3,442**

App Sessions: **7,730**

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.

