

Mountain View Community Shuttle
Monthly Operations Report
May 2022

June 7, 2022

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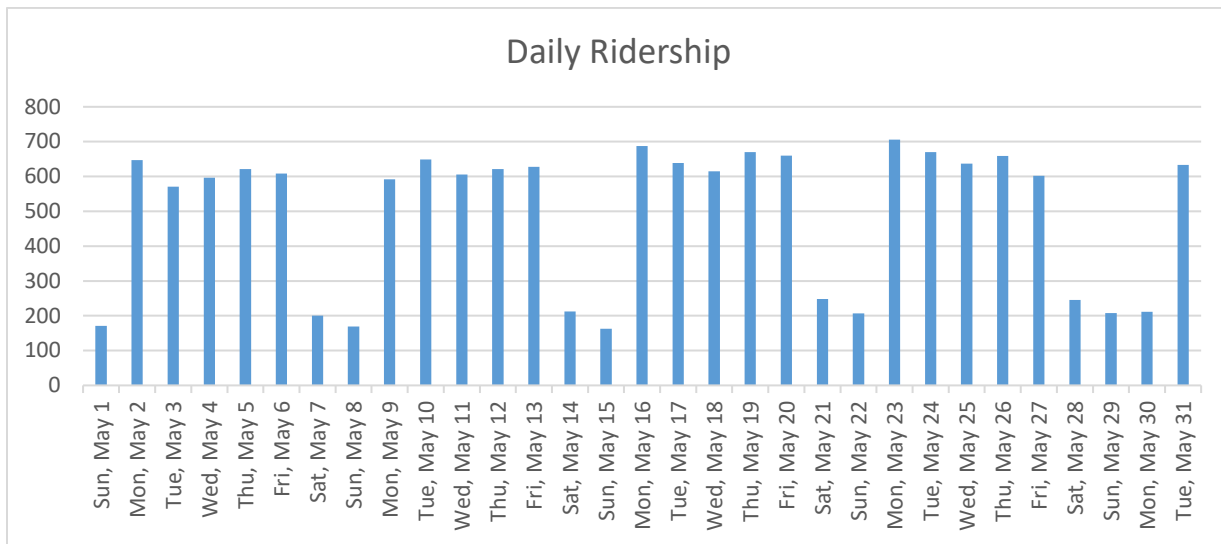
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Passengers per Day, Table

Sun, May 1	Mon, May 2	Tue, May 3	Wed, May 4	Thu, May 5	Fri, May 6	Sat, May 7
171	647	571	596	621	608	200
Sun, May 8	Mon, May 9	Tue, May 10	Wed, May 11	Thu, May 12	Fri, May 13	Sat, May 14
169	592	649	606	621	628	212
Sun, May 15	Mon, May 16	Tue, May 17	Wed, May 18	Thu, May 19	Fri, May 20	Sat, May 21
163	687	639	615	670	660	248
Sun, May 22	Mon, May 23	Tue, May 24	Wed, May 25	Thu, May 26	Fri, May 27	Sat, May 28
207	706	670	637	659	602	245
Sun, May 29	Mon, May 30	Tue, May 31				
208	211	633				

Passengers per Day, Chart



Ridership Year-To-Date

	Total/ 2019	Total/ 2020	Total/ 2021	Total/ 2022	% change from previous year	Weekday Totals/ 2019	Weekday Totals/ 2020	Weekday Totals/ 2021	Weekday Totals/ 2022	% change from previous year	Weekend Totals/ 2019	Weekend Totals/ 2020	Weekend Totals/ 2021	Weekend Totals/ 2022	% change from previous year
Jan	17530	19430	4534	9246	104%	14882	16406	3418	7738	126%	2960	3024	1116	1508	35%
Feb	15963	17379	4311	10901	153%	13435	14614	3424	9371	174%	2790	2765	887	1530	72%
Mar	19554	8210	4446	14157	218%	16461	7174	3674	12629	244%	2646	1036	772	1528	98%
Apr	19403	2963	5552	13314	140%	16689	2516	4662	11507	147%	2596	447	890	1807	103%
May	20066	3288	5635	15351	172%	17625	2544	4432	13317	200%	2475	744	1203	2034	69%
Jun	17756	3872	6392			14344	3312	5286			2580	560	1106		
Jul	19040	4403	6678			16121	3713	5108			2915	690	1570		
Aug	19680	4274	7980			16755	3368	6604			2479	906	1376		
Sep	19190	4528	8291			16241	3703	6882			3111	825	1409		
Oct	20378	5272	8541			17869	4227	6914			2391	1045	1627		
Nov	17972	4550	8675			14427	3418	7082			2799	1132	1593		
Dec	16964	4421	7786			14490	3711	6538			2836	710	1248		
YTD Total	223,496	82,590	78,821	62,969											

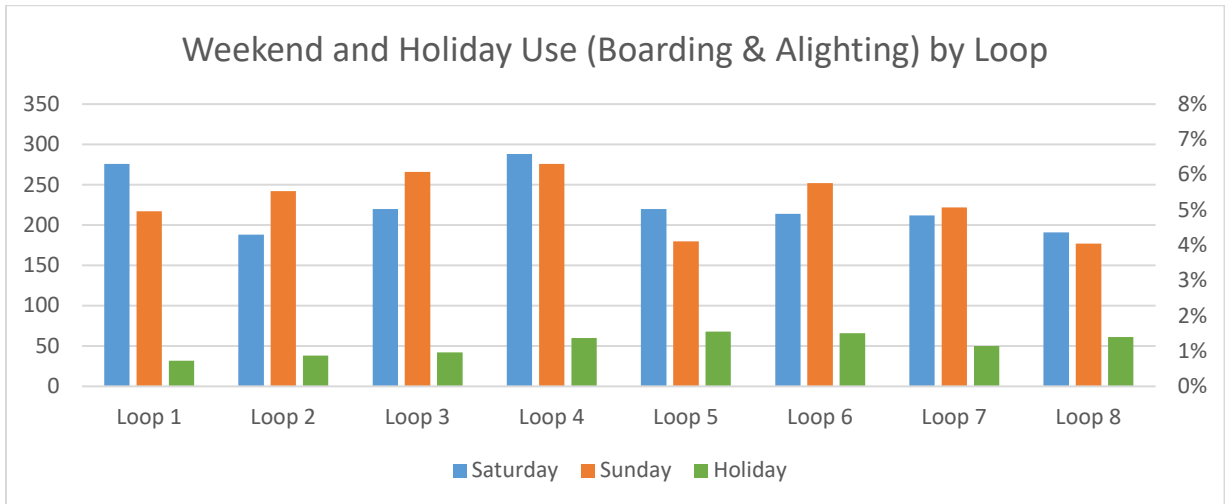
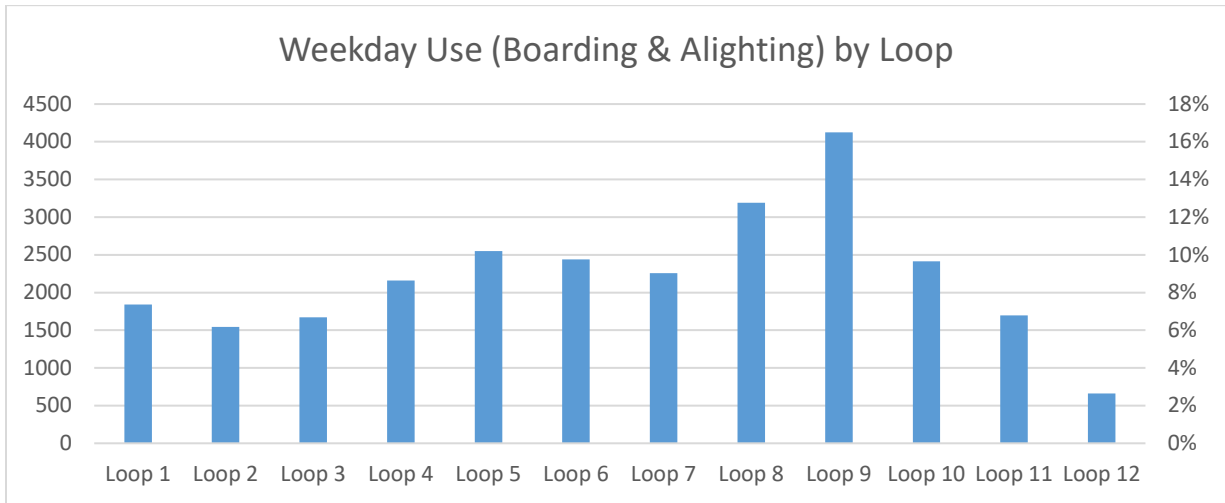
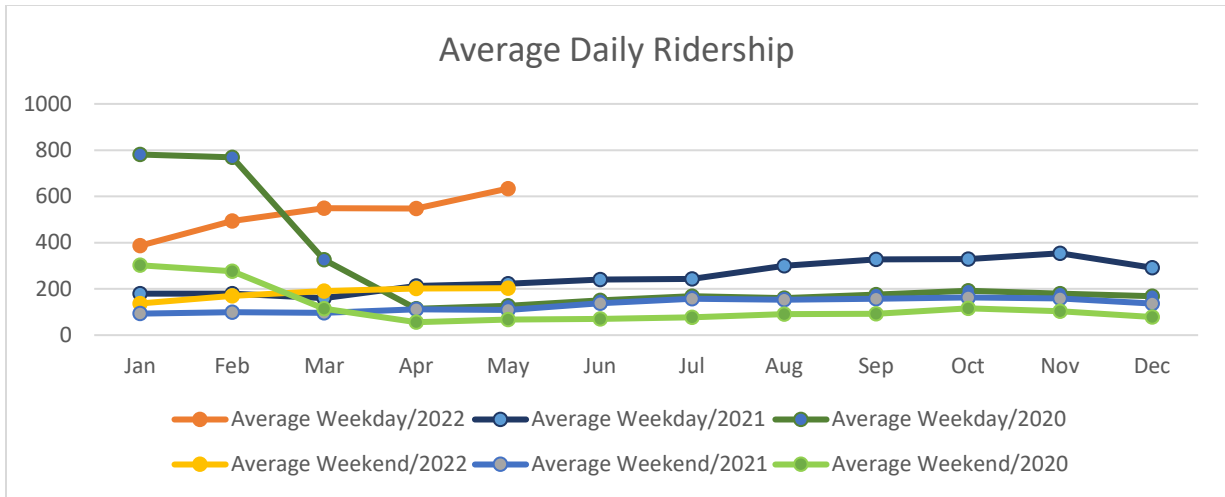
Monthly Ridership During Expanded Hours

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 a.m. to 10 a.m. and 6 p.m. to 7 p.m.

Monthly Total Expanded Hours Ridership	% of Total Monthly Ridership	% Change From Previous Year Attributed to Expanded Hours
3281	21%	50%

Average Daily Ridership 2019-2022

	Average Weekday/ 2019	Average Weekday/ 2020	Average Weekday/ 2021	Average Weekday/ 2022	% change over previous year	Average Weekend/ 2019	Average Weekend/ 2020	Average Weekend/ 2021	Average Weekend/ 2022	% change over previous year
Jan	709	781	180	387	115%	265	302	93	137	47%
Feb	707	769	180	493	174%	281	277	99	170	72%
Mar	784	326	160	549	243%	309	115	97	191	97%
Apr	759	114	212	548	158%	339	56	111	201	81%
May	801	127	222	634	186%	271	68	109	203	86%
Jun	717	151	240			341	70	138		
Jul	733	169	243			324	77	157		
Aug	762	160	300			325	91	153		
Sep	812	176	328			295	92	157		
Oct	777	192	329			314	116	163		
Nov	759	180	354			322	103	159		
Dec	680	169	291			247	79	136		
YTD Ave.	750	276	253	522	174%	303	121	131	180	77%



(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: **181**

The number of wheelchair lift usage: **32**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	2655	16.9%	San Antonio Center	2524	17.0%
Senior/Teen Center	1381	8.8%	Senior/Teen Center (Red)	1300	8.7%
MV Transit Center	1284	8.2%	MV Transit Center	1162	7.8%
Grant Rd.	894	5.7%	Grant Rd. (Red)	825	5.5%
El Camino Real/Sylvan	667	4.2%	Rengstorff/Middlefield (Red)	633	4.3%
Rengstorff/Middlefield	642	4.1%	California/Ortega East	619	4.2%
Middlefield/Easy	619	3.9%	El Camino Real/Sylvan (Red)	589	4.0%
Crittenden Middle School	555	3.5%	Civic Center (Red)	569	3.8%
Graham Middle School	541	3.4%	Middlefield/Easy (Red)	532	3.6%
Sylvan Park	526	3.3%	Sylvan Park (Red)	512	3.4%
Civic Center	526	3.3%	Graham Middle School (Red)	446	3.0%
California/Ortega West	513	3.3%	Whisman Station (Red)	420	2.8%
Whisman Station	470	3.0%	Crittenden Middle School (Red)	417	2.8%
Community Center	462	2.9%	California/Rengstorff (Red)	358	2.4%
Middlefield/Moffett	449	2.9%	Community Center (Red)	357	2.4%
Cuesta/Miramonte	393	2.5%	El Camino Hospital	328	2.2%
Whisman/Middlefield	373	2.4%	Castro/El Camino Real (Red)	327	2.2%
El Camino Hospital	365	2.3%	Middlefield/Moffett (Red)	326	2.2%
California/Ortega East	346	2.2%	Villa/Franklin (Red)	302	2.0%
California/Rengstorff	316	2.0%	Grant/Eunice	278	1.9%
Castro/El Camino Real (Gray)	271	1.7%	Cuesta/Miramonte (Red)	270	1.8%
Shoreline/Middlefield #3 (Gray)	263	1.7%	Shoreline/Middlefield #1 (Red)	259	1.7%
Middlefield/San Pierre	252	1.6%	California/Ortega West	257	1.7%
Rengstorff/Central	230	1.5%	Whisman/Middlefield (Red)	243	1.6%
Villa/Franklin	186	1.2%	Middlefield/San Pierre (Red)	235	1.6%
Rengstorff/Montecito	137	0.9%	Villa/Mariposa	170	1.1%
Cuesta/Grant (Gray)	113	0.7%	Rengstorff/Montecito (Red)	160	1.1%
Villa/Shoreline	94	0.6%	California/Rengstorff	149	1.0%
Grant/Eunice	73	0.5%	Rengstorff/Central (Red)	144	1.0%
Cuesta/Grant	71	0.5%	Cuesta/Grant	95	0.6%
Shoreline/Pear	52	0.3%	Shoreline/Pear	46	0.3%
Shoreline/Middlefield #2	20	0.1%	Shoreline/Middlefield #2	17	0.1%
Total	15739	100%	Total	14869	100%

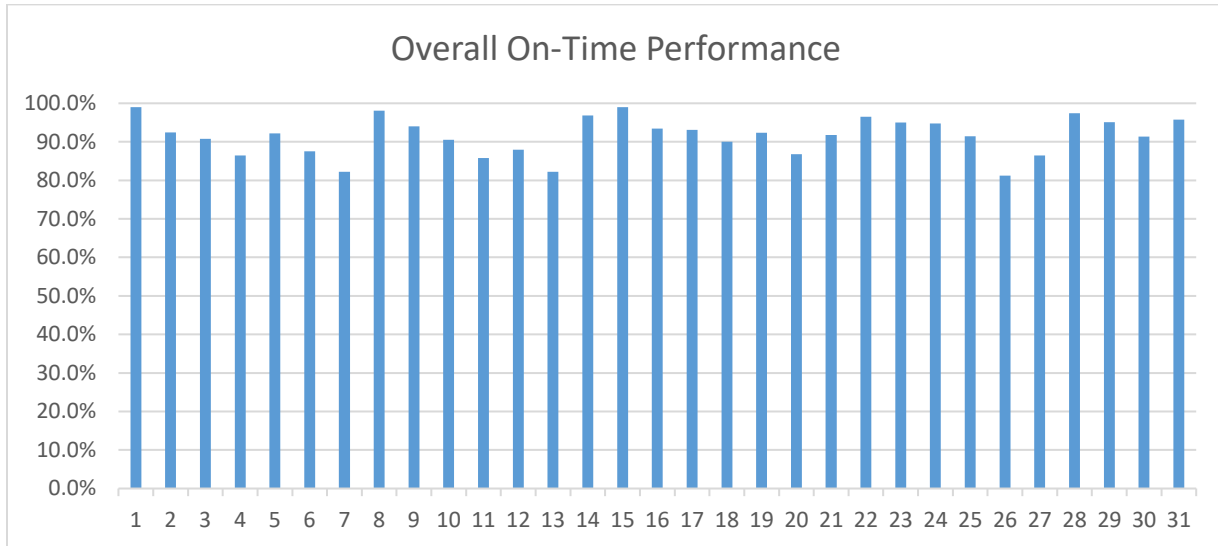
Shuttle On-Time Performance

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.

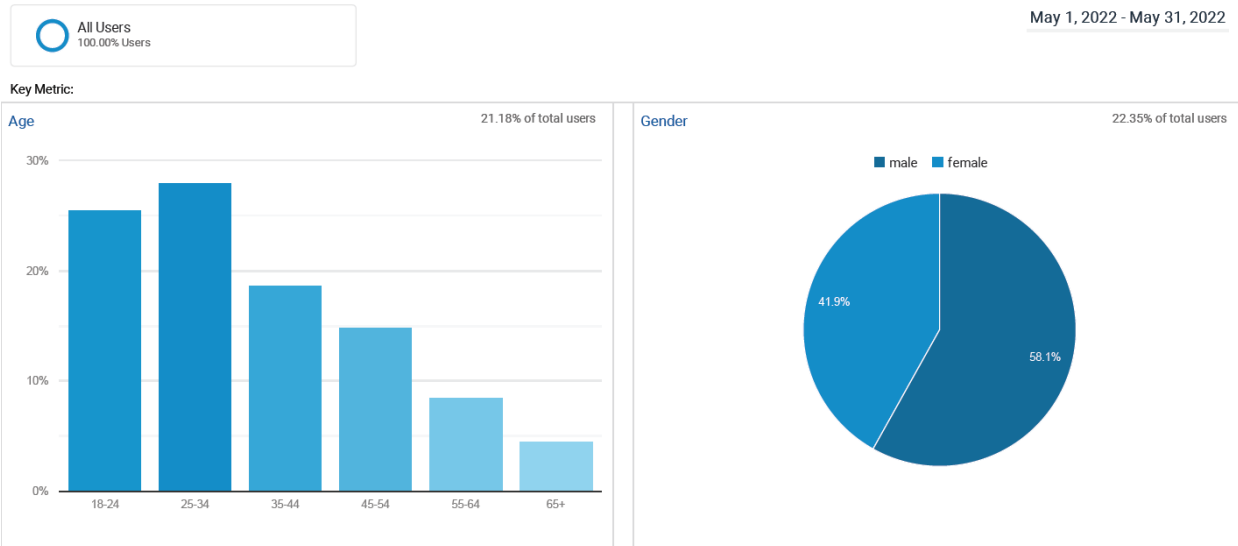
A shuttle is considered On Time if it departs between 1 minute early to 5 minutes late of the scheduled departure time.

Overall percentage of a shuttle being on-time: **90.7%**

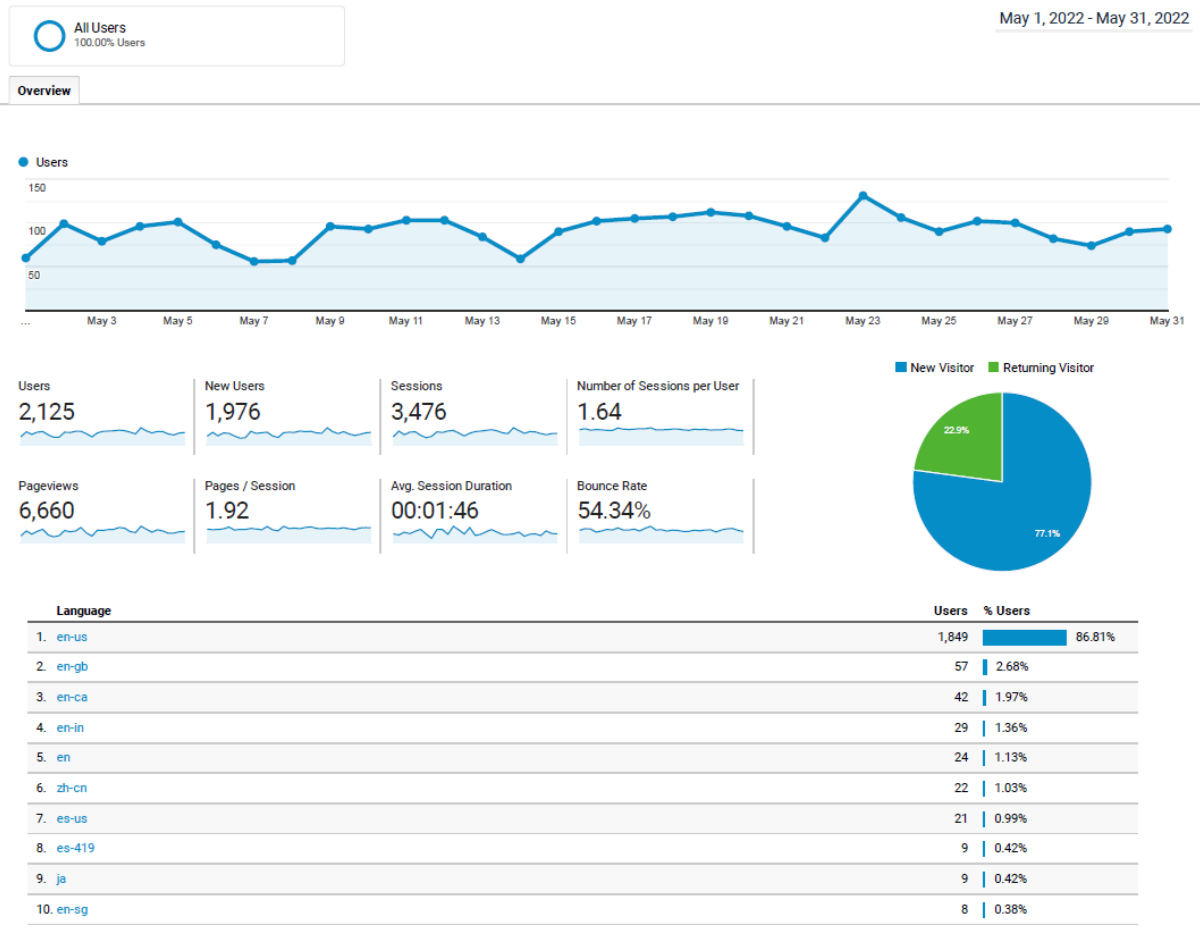


Monthly Summary of Website Activity

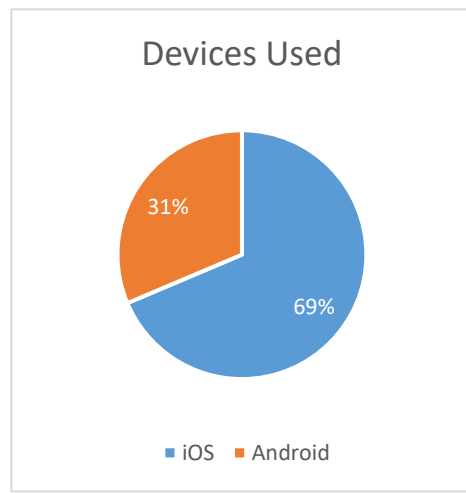
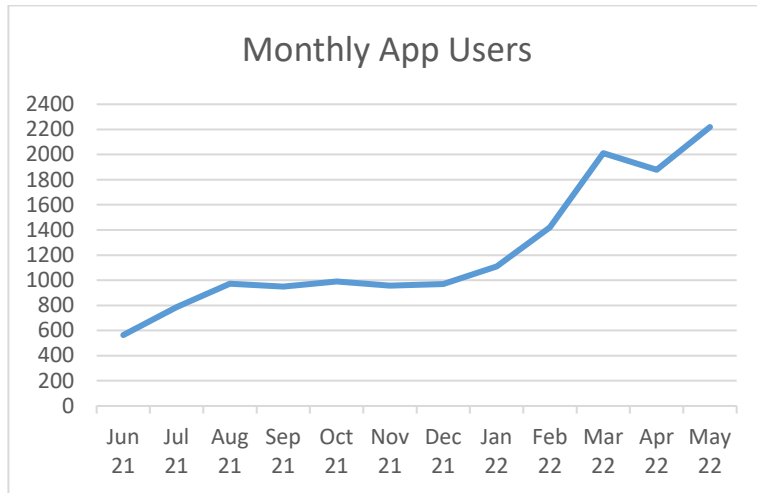
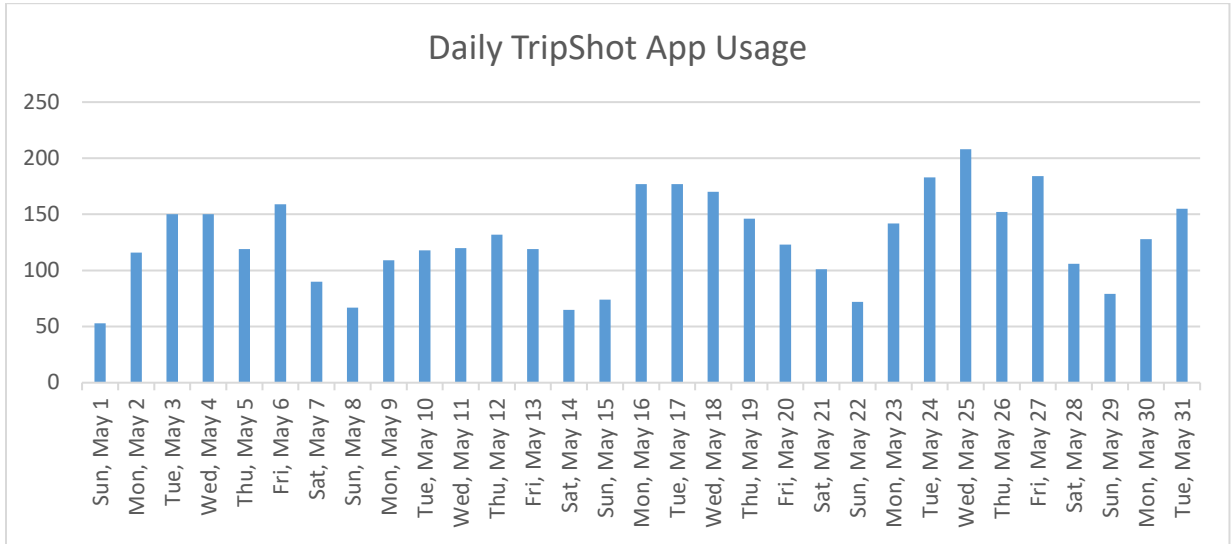
Demographics: Overview



Audience Overview



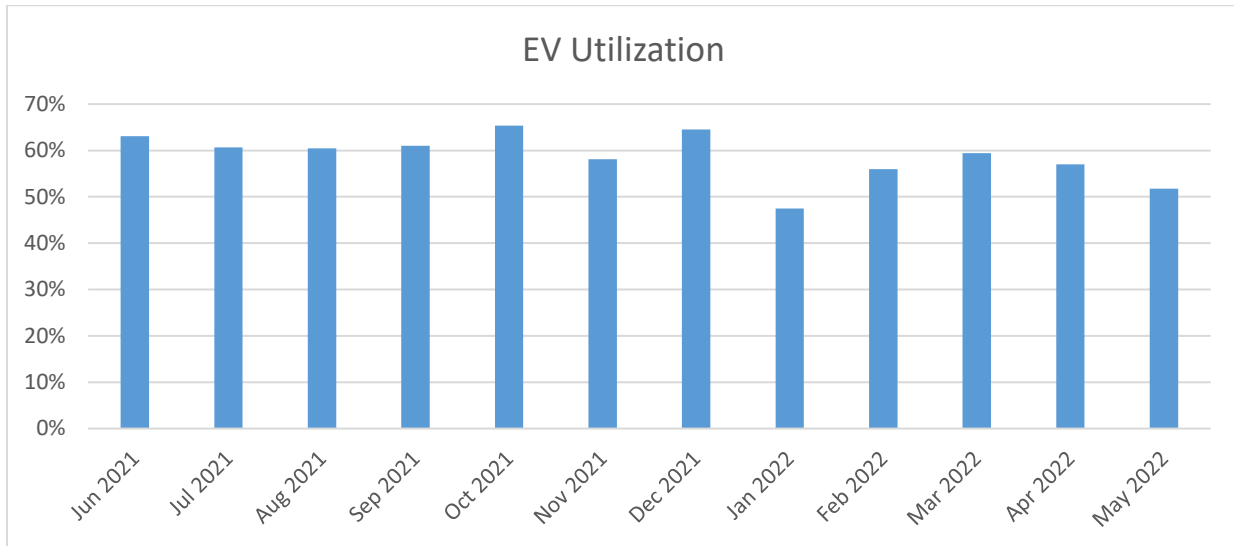
Summary of TripShot App Activity



Average Monthly Users: **2219**

App Sessions: **3944**

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 was one complaint of unsafe driving.
 - The incident was investigated, the driver was 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.