

Mountain View Community Shuttle
Monthly Operations Report
November 2022

December 12, 2022

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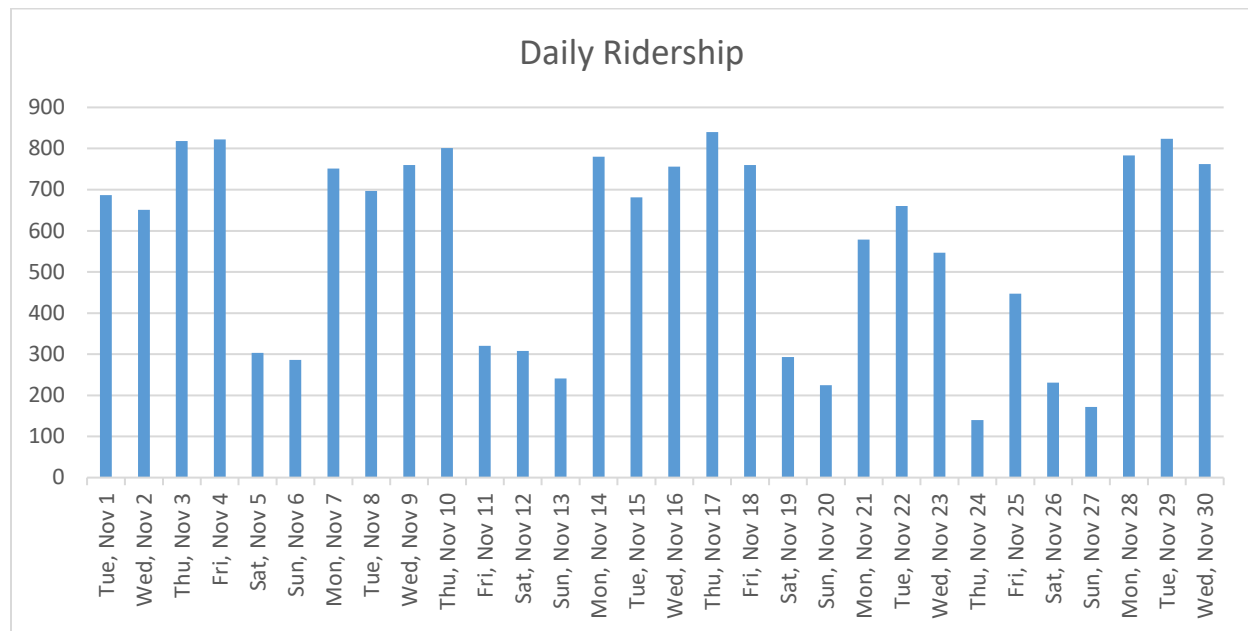
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Passengers per Day, Table

		Tue, Nov 1	Wed, Nov 2	Thu, Nov 3	Fri, Nov 4	Sat, Nov 5
		687	651	818	822	303
Sun, Nov 6	Mon, Nov 7	Tue, Nov 8	Wed, Nov 9	Thu, Nov 10	Fri, Nov 11	Sat, Nov 12
286	751	697	760	801	320	308
Sun, Nov 13	Mon, Nov 14	Tue, Nov 15	Wed, Nov 16	Thu, Nov 17	Fri, Nov 18	Sat, Nov 19
241	780	681	756	840	760	293
Sun, Nov 20	Mon, Nov 21	Tue, Nov 22	Wed, Nov 23	Thu, Nov 24	Fri, Nov 25	Sat, Nov 26
225	579	660	547	140	447	231
Sun, Nov 27	Mon, Nov 28	Tue, Nov 29	Wed, Nov 30			
172	783	824	762			

Passengers per Day, Chart



Ridership Year-To-Date

	Pre-COVID Total 2019	Previous Year Total 2021	Total 2022	+/- from Previous Year	% Pre-COVID Baseline (2019)*	Pre-COVID Weekday Totals 2019	Previous Year Weekday Totals 2021	Weekday Totals 2022	+/- from Previous Year	% Pre-COVID Baseline (2019)*	Pre-COVID Weekend Totals 2019	Previous Year Weekend Totals 2021	Weekend Totals 2022	+/- from Previous Year	% Pre-COVID Baseline (2019)
Jan	17530	4534	9246	104%	53%	14882	3418	7738	126%	52%	2648	1116	1508	35%	57%
Feb	15963	4311	10901	153%	68%	13435	3424	9371	174%	70%	2528	887	1530	72%	61%
Mar	19554	4446	14157	218%	72%	16461	3674	12629	244%	77%	3093	772	1528	98%	49%
Apr	19403	5552	13314	140%	69%	16689	4662	11507	147%	69%	2714	890	1807	103%	67%
May	20066	5635	15351	172%	77%	17625	4432	13317	200%	76%	2441	1203	2034	69%	83%
Jun	17756	6392	14769	131%	83%	14344	5286	12949	145%	90%	3412	1106	1820	65%	53%
Jul	19040	6678	14374	115%	75%	16121	5108	11841	132%	73%	2919	1570	2533	61%	87%
Aug	19680	7980	17571	120%	89%	16755	6604	15572	136%	93%	2925	1376	1999	45%	68%
Sep	19190	8291	15144	83%	79%	16241	6882	13188	92%	81%	2949	1409	1956	39%	66%
Oct	20378	8541	17744	108%	87%	17869	6914	15407	123%	86%	2509	1627	2337	44%	93%
Nov	17972	8675	16925	95%	94%	14427	7082	14406	103%	100%	3545	1593	2519	58%	71%
Dec	16964	7786				14490	6538				2474	1248			
YTD Total	223,496	78,821	159,496												

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

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
3,690	22%	45%

Average Daily Ridership 2019-2022

	Weekday				
	Pre-COVID Average Weekday 2019	Previous Year Average Weekday 2021	Average Weekday 2022	+/- from Previous Year	% of Pre-COVID Baseline (2019)*
Jan	709	180	387	115%	55%
Feb	707	180	493	174%	70%
Mar	784	160	549	243%	70%
Apr	759	212	548	158%	72%
May	801	222	634	186%	79%
Jun	717	240	589	145%	82%
Jul	733	243	592	144%	81%
Aug	762	300	677	126%	89%
Sep	812	328	628	91%	77%
Oct	777	329	734	123%	94%
Nov	759	354	720	103%	95%
Dec	680	291			
YTD Ave.	750	253	596	146%	79%

	Weekend				
	Pre-COVID Average Weekend 2019	Previous Year Average Weekend 2021	Average Weekend 2022	+/- from Previous Year	% of Pre-COVID Baseline (2019)
Jan	265	93	137	47%	52%
Feb	281	99	170	72%	60%
Mar	309	97	191	97%	62%
Apr	339	111	201	81%	59%
May	271	109	203	86%	75%
Jun	341	138	228	65%	67%
Jul	324	157	230	46%	71%
Aug	325	153	250	63%	77%
Sep	295	157	217	38%	74%
Oct	314	163	234	44%	75%
Nov	322	159	252	58%	78%
Dec	247	136			
YTD Ave.	303	131	210	64%	69%

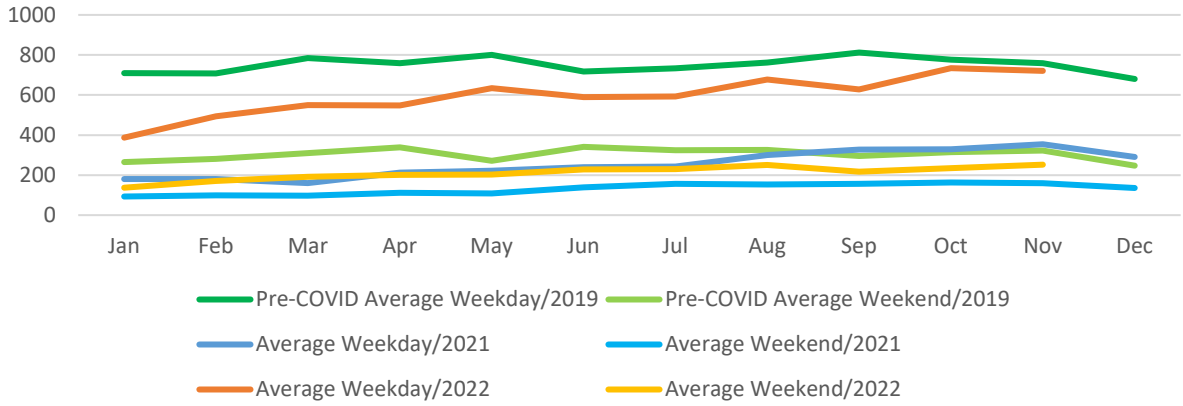
*The Pre-COVID Baseline percentages include the additional ridership derived from the [expanded hours](#).

Additional Ridership Data:

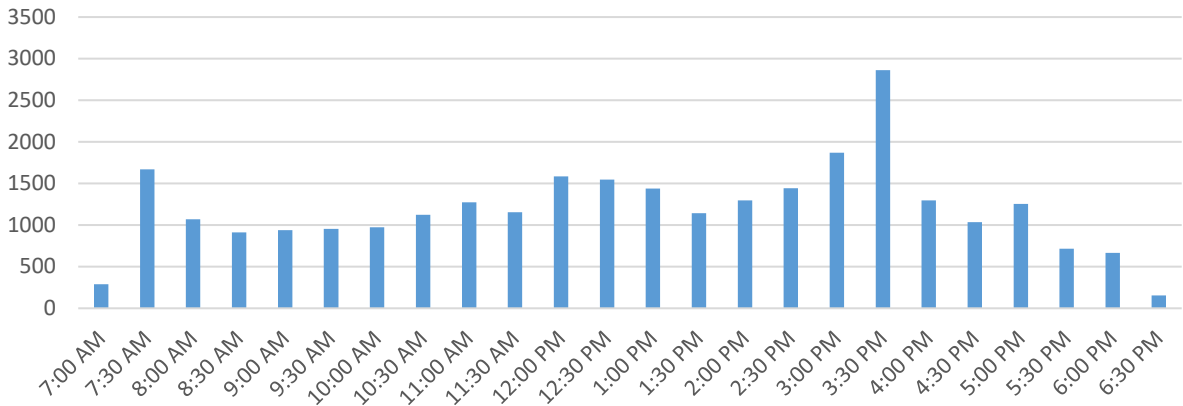
The number of bicycles carried: **147**

The number of wheelchair lift usage: **24**

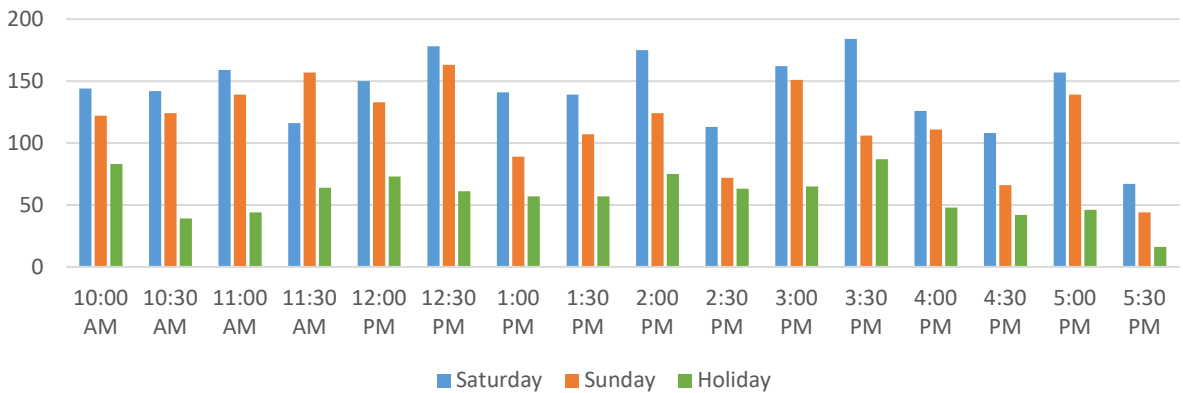
Average Daily Ridership



Weekday Use (Boarding & Alighting) by Time



Weekend and Holiday Use (Boarding & Alighting) by Time



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	1357	1328	2685	16.0%	San Antonio Center	1010	1527	2537	15.0%
Senior/Teen Center (Gray)	597	845	1442	8.6%	MV Transit Center	607	730	1337	7.9%
Grant Rd. (Gray)	445	636	1081	6.5%	Senior/Teen Center (Red)	928	547	1475	8.7%
MV Transit Center	684	595	1279	7.6%	Grant Rd. (Red)	623	496	1119	6.6%
El Camino Real/Sylvan (Gray)	252	512	764	4.6%	Graham Middle School (Red)	253	416	669	3.9%
California/Ortega West	59	502	561	3.4%	Whisman Station (Red)	212	358	570	3.4%
Middlefield/Easy (Gray)	247	422	669	4.0%	El Camino Real/Sylvan (Red)	413	295	708	4.2%
Rengstorff/Middlefield (Gray)	367	384	751	4.5%	Civic Center (Red)	328	290	618	3.6%
Middlefield/Moffett (Gray)	171	335	506	3.0%	Rengstorff/Middlefield (Red)	501	288	789	4.7%
Civic Center (Gray)	278	298	576	3.4%	Castro/El Camino Real (Red)	172	268	440	2.6%
California/Rengstorff	48	295	343	2.0%	Sylvan Park (Red)	142	261	403	2.4%
Whisman Station (Gray)	297	275	572	3.4%	Middlefield/Easy (Red)	338	251	589	3.5%
Whisman/Middlefield (Gray)	255	249	504	3.0%	Villa/Franklin (Red)	75	243	318	1.9%
Rengstorff/Montecito (Gray)	53	161	214	1.3%	California/Ortega West	47	241	288	1.7%
Sylvan Park (Gray)	307	149	456	2.7%	Crittenden Middle School (Red)	167	232	399	2.4%
El Camino Hospital	267	149	416	2.5%	Community Center (Red)	106	232	338	2.0%
Rengstorff/Central (Gray)	134	143	277	1.7%	El Camino Hospital	293	225	518	3.1%
Castro/El Camino Real (Gray)	156	135	291	1.7%	Cuesta/Miramonte (Red)	90	178	268	1.6%
Cuesta/Grant	49	117	166	1.0%	California/Rengstorff	46	160	206	1.2%
Crittenden Middle School (Gray)	359	110	469	2.8%	Whisman/Middlefield (Red)	111	159	270	1.6%
Graham Middle School (Gray)	466	107	573	3.4%	Shoreline/Middlefield #1 (Red)	82	155	237	1.4%
Shoreline/Middlefield #3 (Gray)	152	103	255	1.5%	Middlefield/Moffett (Red)	290	154	444	2.6%
Whisman/Dana (Gray)	16	87	103	0.6%	Cuesta/Grant	42	120	162	1.0%
Community Center (Gray)	357	82	439	2.6%	Grant/Eunice	152	114	266	1.6%
Middlefield/San Pierre (Gray)	66	77	143	0.9%	Rengstorff/Central (Red)	133	112	245	1.4%
Cuesta/Miramonte (Gray)	307	55	362	2.2%	California/Rengstorff (Red)	284	100	384	2.3%
Villa/Franklin (Gray)	144	47	191	1.1%	Middlefield/San Pierre (Red)	94	67	161	0.9%
Villa/Shoreline	41	43	84	0.5%	Rengstorff/Montecito (Red)	142	65	207	1.2%
California/Ortega East	323	32	355	2.1%	Villa/Mariposa	123	55	178	1.0%
Grant/Eunice	69	29	98	0.6%	California/Ortega East	648	42	690	4.1%
Shoreline/Middlefield #2	10	16	26	0.2%	Shoreline/Pear	19	22	41	0.2%
Cuesta/Grant (Gray)	52	11	63	0.4%	Whisman/Dana (Red)	43	20	63	0.4%
Shoreline/Pear	18	9	27	0.2%	Shoreline/Middlefield #2	8	16	24	0.1%
Total	8403	8338	16741	100%	Total	8522	8439	16961	100%

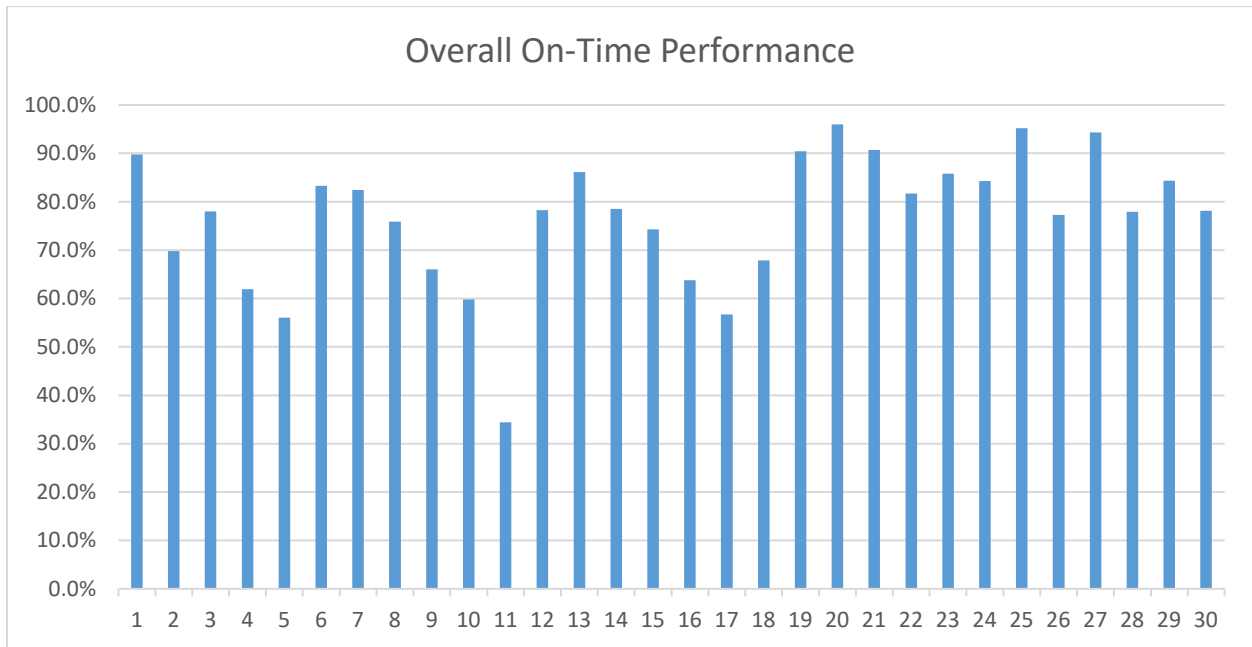
Shuttle On-Time Performance

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: **76.4%***



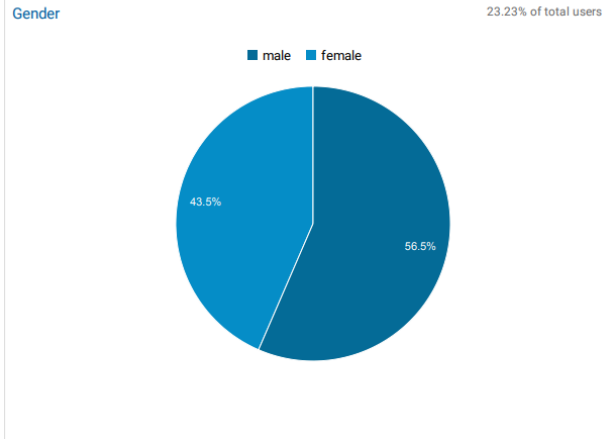
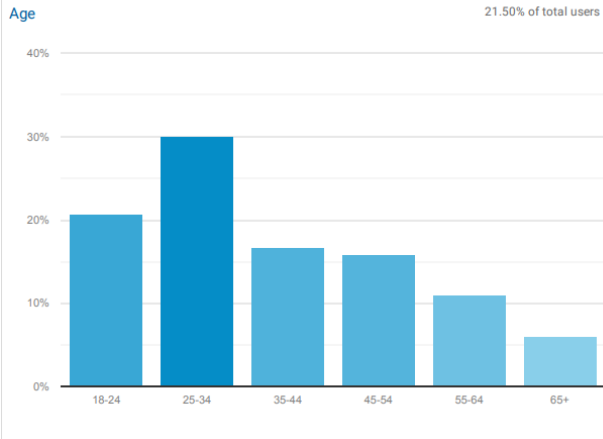
Monthly Summary of Website Activity

Demographics: Overview

All Users
100.00% Users

Nov 1, 2022 - Nov 30, 2022

Key Metric:

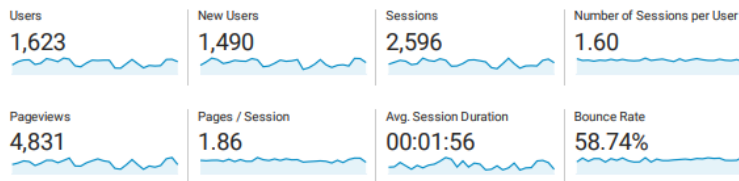
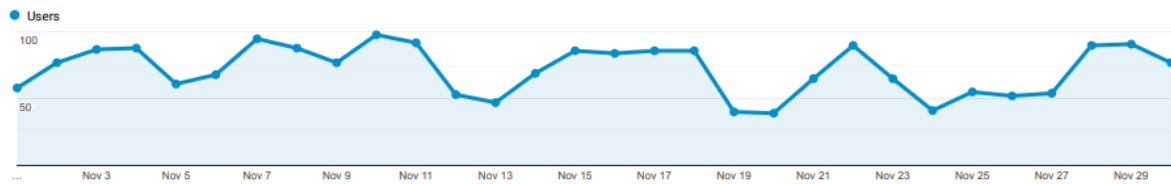


Audience Overview

All Users
100.00% Users

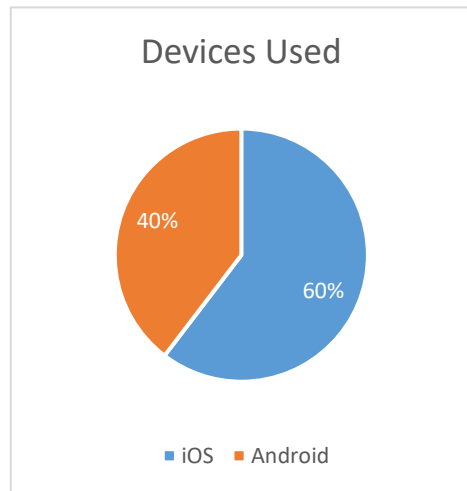
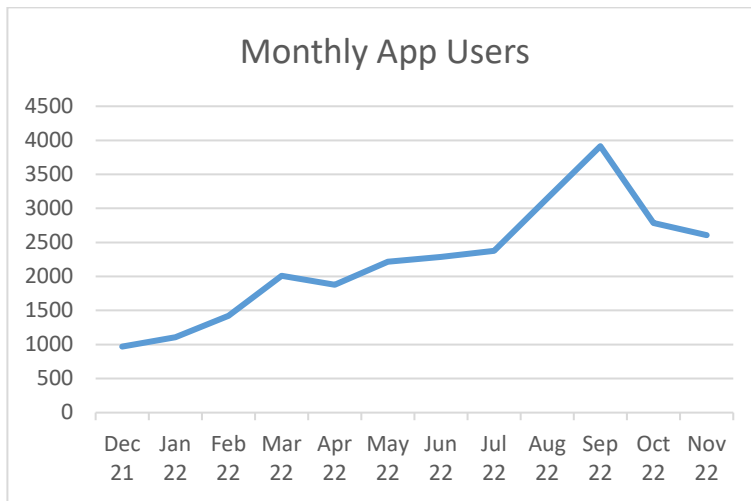
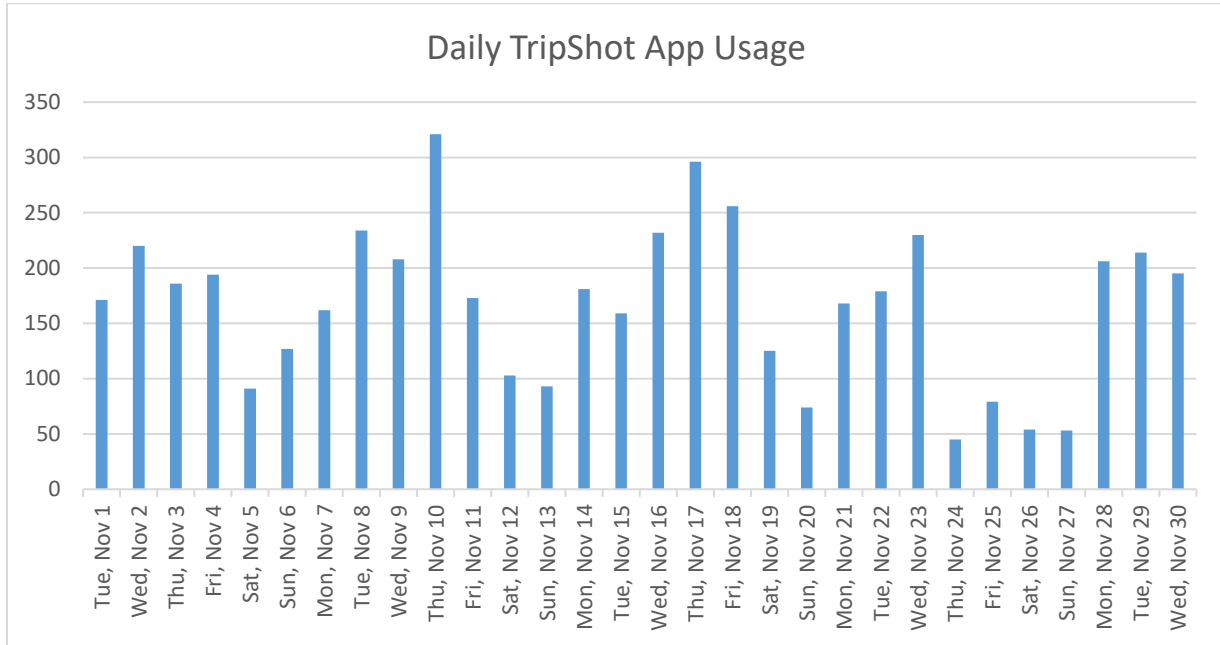
Nov 1, 2022 - Nov 30, 2022

Overview



Language	Users	% Users
1. en-us	1,384	84.91%
2. en-gb	65	3.99%
3. zh-cn	37	2.27%
4. en-ca	21	1.29%
5. en-in	21	1.29%
6. zh-tw	15	0.92%
7. es-us	14	0.86%
8. en	8	0.49%
9. en-au	8	0.49%
10. ja	8	0.49%

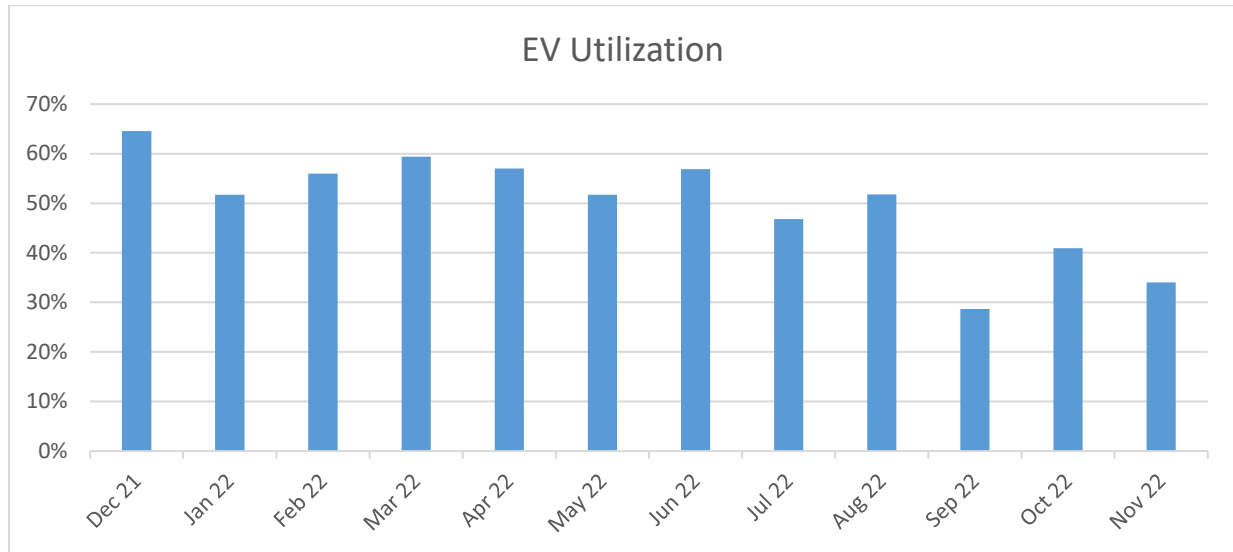
Summary of TripShot App Activity



Average Monthly Users: **2,605**

App Sessions: **5,029**

Electric Vehicle Utilization



Complaints Received by CSR Staff

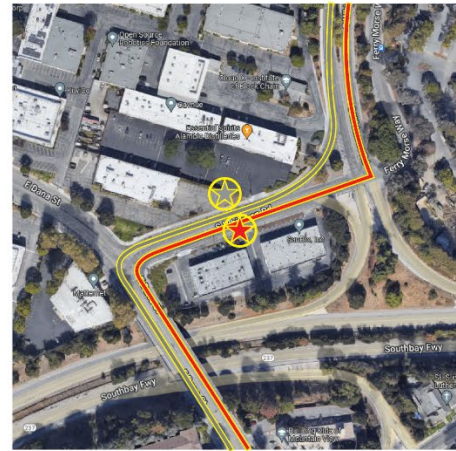
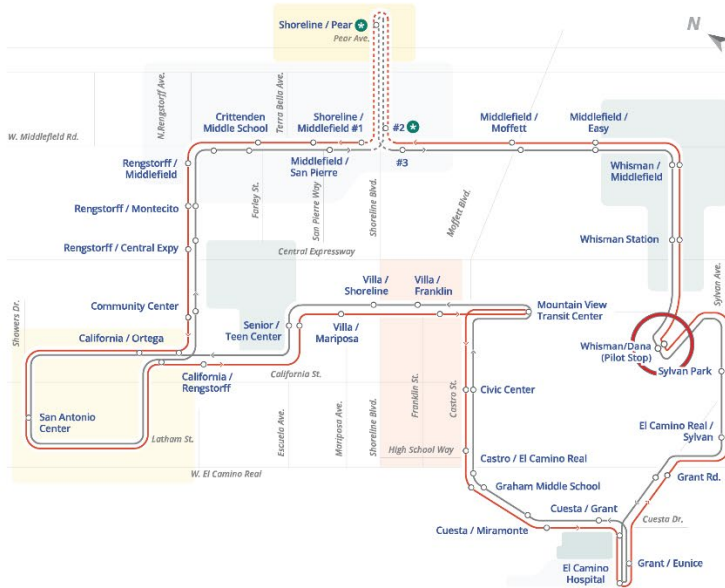
- There was one complaint of a shuttle not stopping at a stop.
 - All drivers are regularly reminded to be observant of their surroundings, the locations at and around stops, and of any stop requests that are made so that passengers or desired stops are not skipped.
- There was one complaint of a shuttle departing early.
 - Drivers are continually reminded to be mindful of their scheduled time and to not depart early.
- There was one complaint about a driver being rude.
 - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service.

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 Stop

On August 1, the MVCS began a 6-month pilot of a new stop along both the Red and Gray routes. This new stop is located on S. Whisman Road, near the intersection of E. Dana Street.



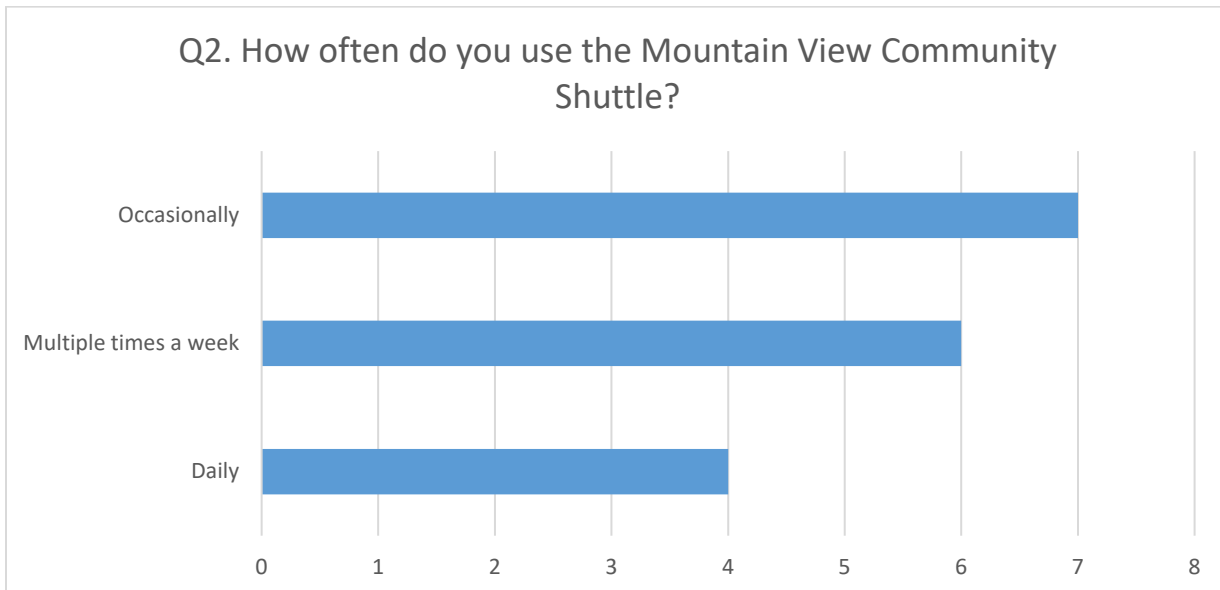
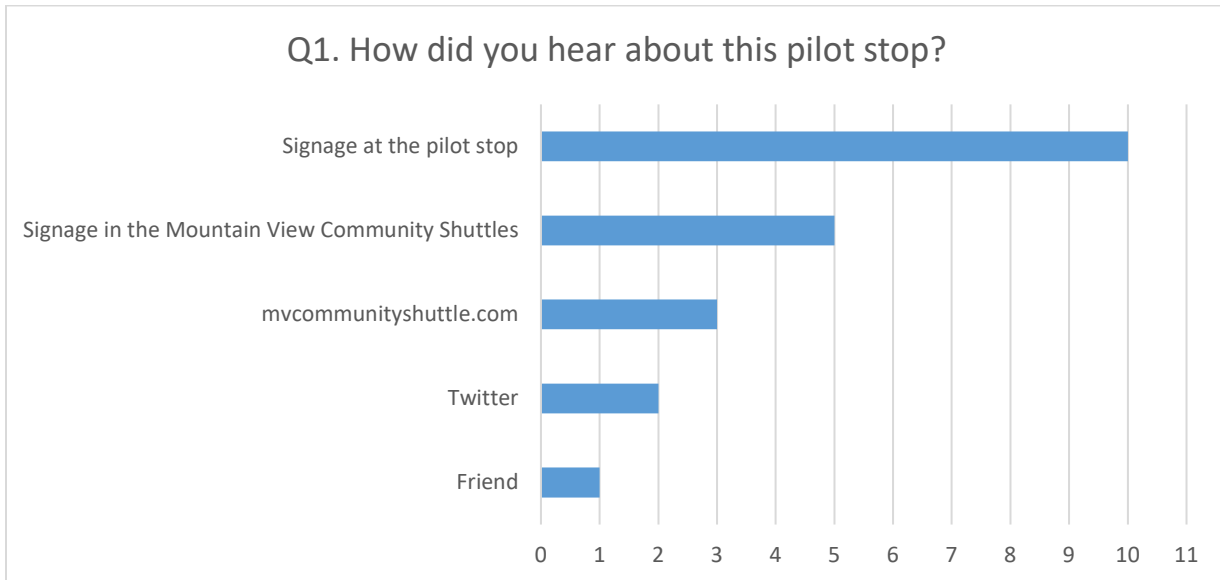
Ridership Usage Data (Boarding and Alighting)

Total Weekday Usage	Total Weekend Usage	Total Monthly Usage
138	28	166

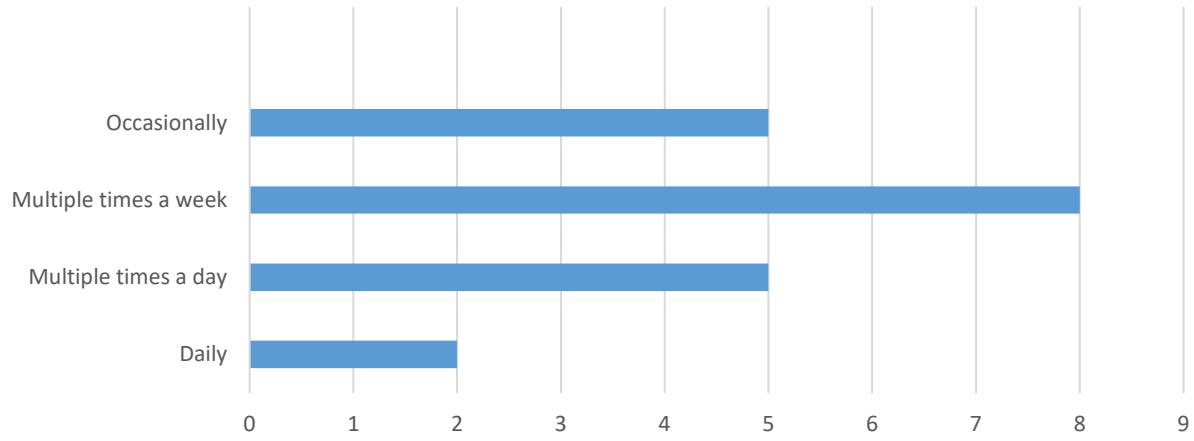
Average Weekday Usage	Average Weekend Usage
7	3

Survey Responses

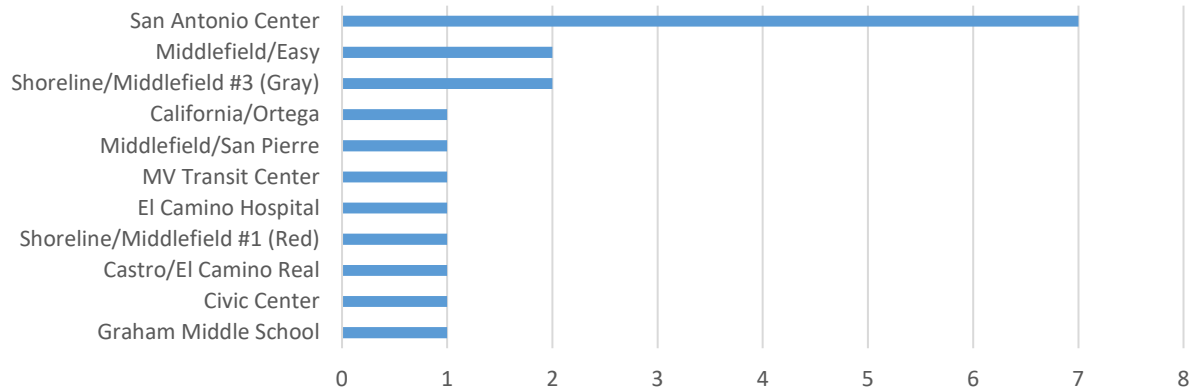
In conjunction with the ridership usage data that we collect, we launched a survey to better understand how this stop is being used. To date, we have received **21 responses**.



Q3. How often do you use the Whisman/Dana Pilot Stop?



Q4. What stops do you take to/from the Whisman/Dana Pilot Stop?



Q5. Do you live or work near this pilot stop?

