

Mountain View Community Shuttle
Monthly Operations Report
August 2020

September 10, 2020

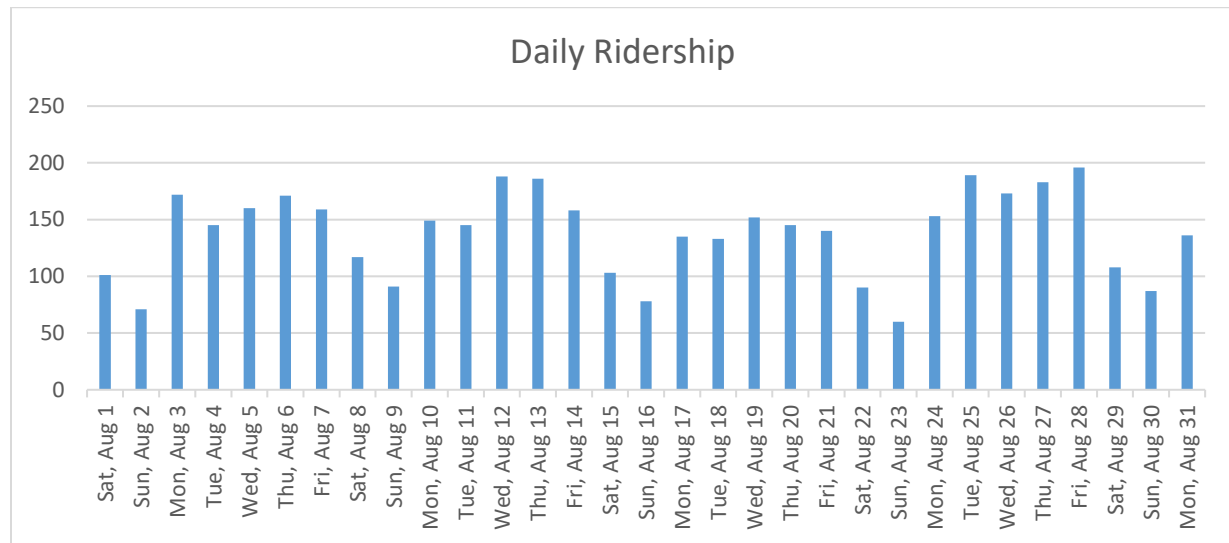
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Passengers per Day, Table

						Sat, Aug 1
						101
Sun, Aug 2	Mon, Aug 3	Tue, Aug 4	Wed, Aug 5	Thu, Aug 6	Fri, Aug 7	Sat, Aug 8
71	172	145	160	171	159	117
Sun, Aug 9	Mon, Aug 10	Tue, Aug 11	Wed, Aug 12	Thu, Aug 13	Fri, Aug 14	Sat, Aug 15
91	149	145	188	186	158	103
Sun, Aug 16	Mon, Aug 17	Tue, Aug 18	Wed, Aug 19	Thu, Aug 20	Fri, Aug 21	Sat, Aug 22
78	135	133	152	145	140	90
Sun, Aug 23	Mon, Aug 24	Tue, Aug 25	Wed, Aug 26	Thu, Aug 27	Fri, Aug 28	Sat, Aug 29
60	153	189	173	183	196	108
Sun, Aug 30	Mon, Aug 31					
87	136					

Passengers per Day, Chart

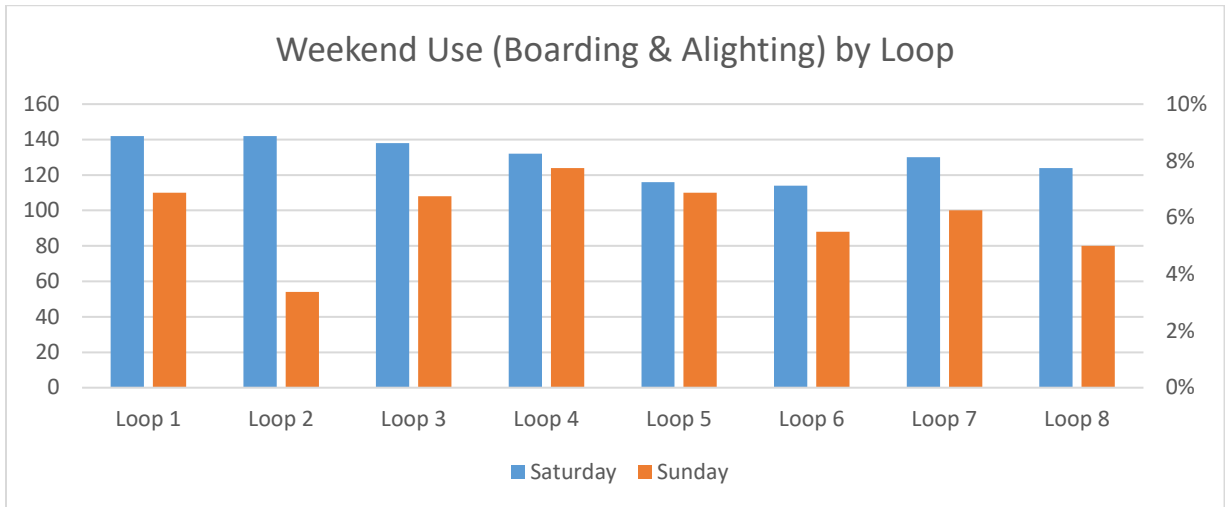
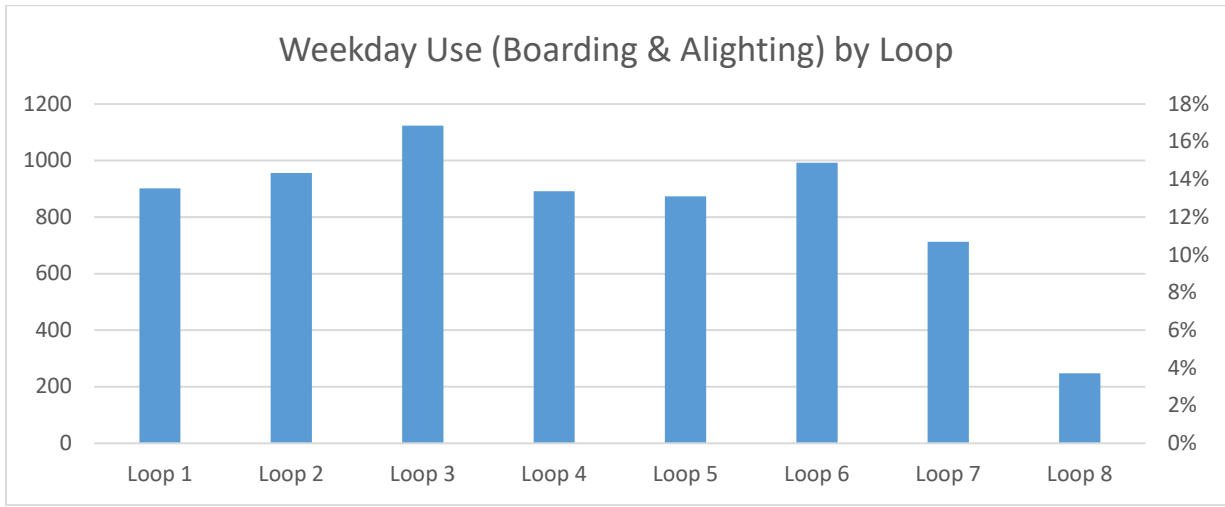
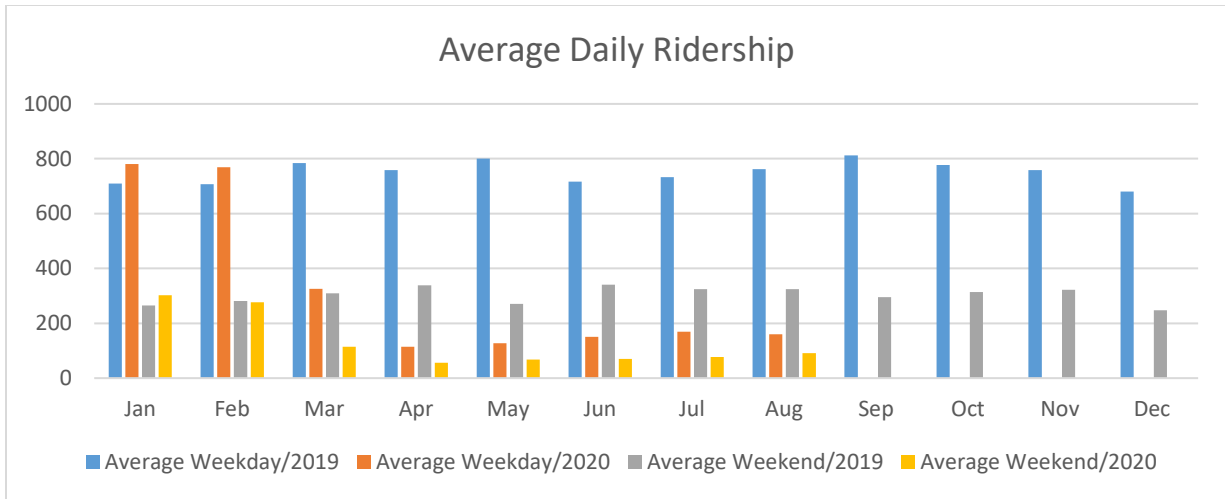


Ridership Year-To-Date

	Total/2019	Total/2020	% change	Weekday Totals/ 2019	Weekday Totals/ 2020	% change	Weekend Totals/ 2019	Weekend Totals/ 2020	% change
Jan	17530	19430	11%	14882	16406	10%	2960	3024	2%
Feb	15963	17379	9%	13435	14614	9%	2790	2765	-1%
Mar	19554	8210	-58%	16461	7174	-56%	2646	1036	-61%
Apr	19403	2963	-85%	16689	2516	-85%	2596	447	-83%
May	20066	3288	-84%	17625	2544	-86%	2475	744	-70%
Jun	17756	3872	-78%	14344	3312	-77%	2580	560	-78%
Jul	19040	4403	-77%	16121	3713	-77%	2915	690	-76%
Aug	19680	4274	-78%	16755	3368	-80%	2479	906	-63%
Sep	19190			16241			3111		
Oct	20378			17869			2391		
Nov	17972			14427			2799		
Dec	16964			14490			2836		
YTD Total	223,496	63,819							

Average Daily Ridership 2019-2020

	Average Weekday/2019	Average Weekday/2020	% change	Average Weekend/2019	Average Weekend/2020	% change
Jan	709	781	10%	265	302	14%
Feb	707	769	9%	281	277	-1%
Mar	784	326	-58%	309	115	-63%
Apr	759	114	-85%	339	56	-83%
May	801	127	-84%	271	68	-75%
Jun	717	151	-79%	341	70	-79%
Jul	733	169	-77%	324	77	-76%
Aug	762	160	-79%	325	91	-72%
Sep	812			295		
Oct	777			314		
Nov	759			322		
Dec	680			247		
YTD Ave.	750	325	-57%	303	132	-56%



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

Peak Service Loop: 3rd loop, 12:00 PM – 1:25 PM.

Additional Ridership Data:

The number of bicycles carried: **N/A***

The number of wheelchair lift usage: **N/A***

**Due to technical issues, bicycle and wheelchair counts were not able to be accurately accounted for.*

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	974	24.5%	San Antonio Center	1149	25.4%
MV Transit Center	316	7.9%	Senior/Teen Center (Red)	384	8.5%
Senior/Teen Center	299	7.5%	MV Transit Center	369	8.1%
Grant Rd.	246	6.2%	Grant Rd. (Red)	261	5.8%
Rengstorff/Middlefield	204	5.1%	Middlefield/Easy (Red)	172	3.8%
Middlefield/Easy	179	4.5%	Rengstorff/Middlefield (Red)	165	3.6%
Community Center	170	4.3%	California/Rengstorff (Red)	152	3.4%
El Camino Real/Sylvan	137	3.4%	El Camino Real/Sylvan (Red)	146	3.2%
El Camino Hospital	134	3.4%	Civic Center (Red)	144	3.2%
Civic Center	117	2.9%	El Camino Hospital	140	3.1%
Whisman/Middlefield	114	2.9%	Sylvan Park (Red)	138	3.0%
Sylvan Park	110	2.8%	Whisman/Middlefield (Red)	137	3.0%
Castro/El Camino Real (Gray)	101	2.5%	California/Ortega East	123	2.7%
Middlefield/Moffett	100	2.5%	Middlefield/Moffett (Red)	114	2.5%
California/Rengstorff	96	2.4%	Villa/Franklin (Red)	110	2.4%
Shoreline/Middlefield #3 (Gray)	92	2.3%	Crittenden Middle School (Red)	91	2.0%
California/Ortega West	78	2.0%	California/Rengstorff	90	2.0%
Crittenden Middle School	70	1.8%	Castro/El Camino Real (Red)	75	1.7%
California/Ortega East	68	1.7%	Shoreline/Middlefield #1 (Red)	75	1.7%
Rengstorff/Montecito	52	1.3%	Community Center (Red)	69	1.5%
Whisman Station	52	1.3%	Rengstorff/Montecito (Red)	68	1.5%
Rengstorff/Central	49	1.2%	Rengstorff/Central (Red)	64	1.4%
Cuesta/Miramonte	46	1.2%	California/Ortega West	57	1.3%
Grant/Eunice	37	0.9%	Graham Middle School (Red)	39	0.9%
Villa/Franklin	37	0.9%	Villa/Mariposa	38	0.8%
Middlefield/San Pierre	23	0.6%	Grant/Eunice	37	0.8%
Cuesta/Grant (Gray)	18	0.5%	Whisman Station (Red)	34	0.8%
Graham Middle School	16	0.4%	Cuesta/Miramonte (Red)	29	0.6%
Shoreline/Pear	15	0.4%	Middlefield/San Pierre (Red)	19	0.4%
Shoreline/Middlefield #2	13	0.3%	Cuesta/Grant	18	0.4%
Cuesta/Grant	11	0.3%	Shoreline/Pear	17	0.4%
Villa/Shoreline	9	0.2%	Shoreline/Middlefield #2	5	0.1%
Total	3983	100.0%	Total	4529	100.0%

Shuttle On-Time Performance

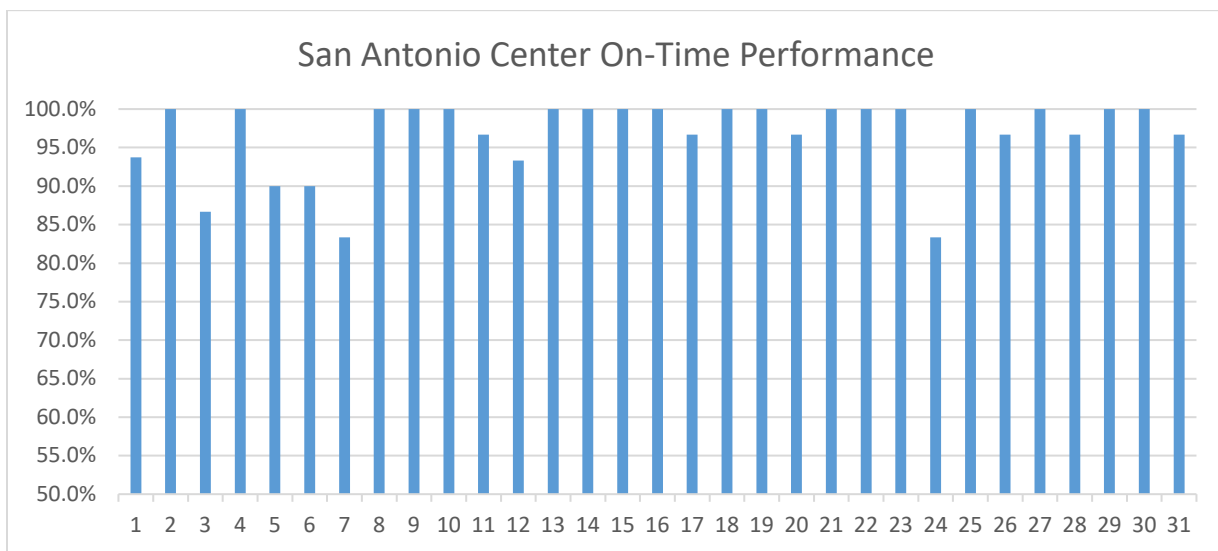
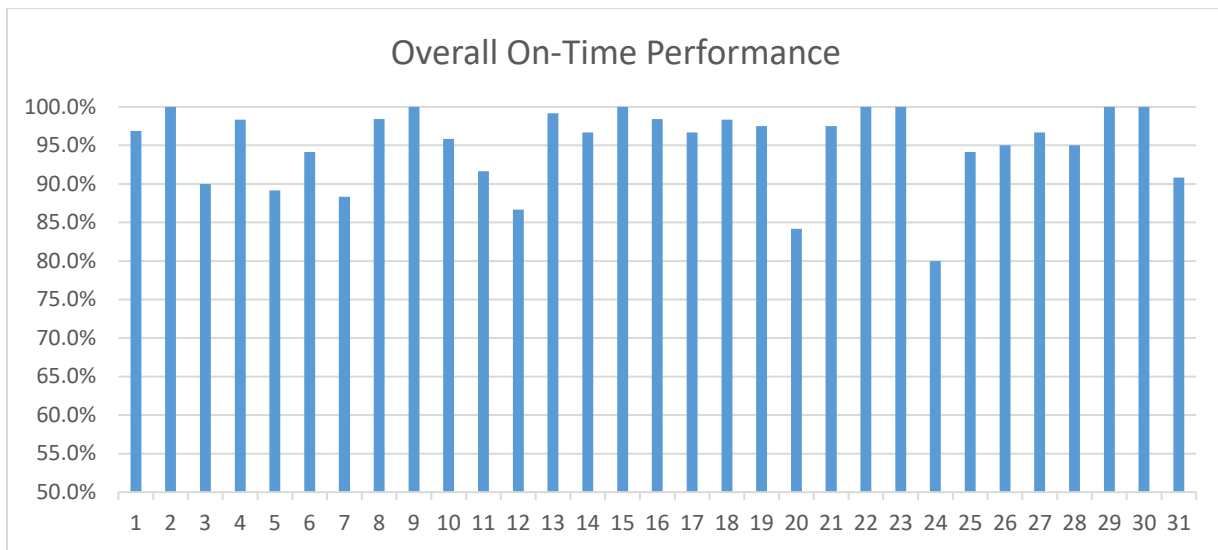
Percentage of being on-time:

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.

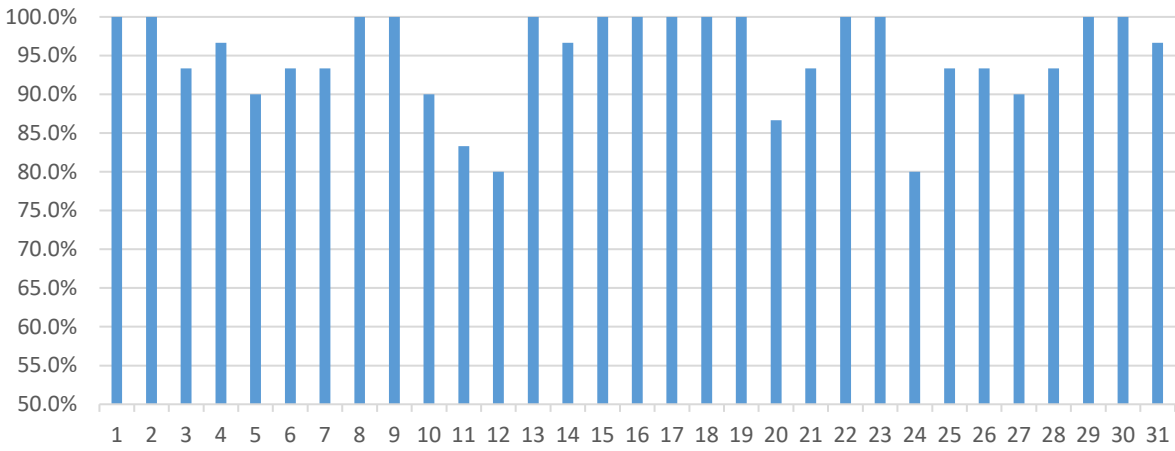
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

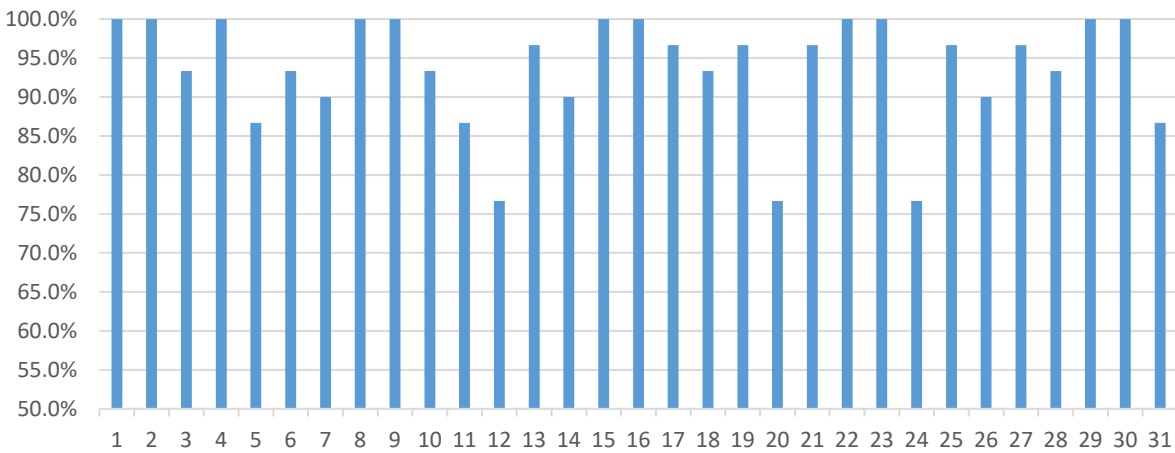
Overall average of all shuttles being on time is **95.1%**



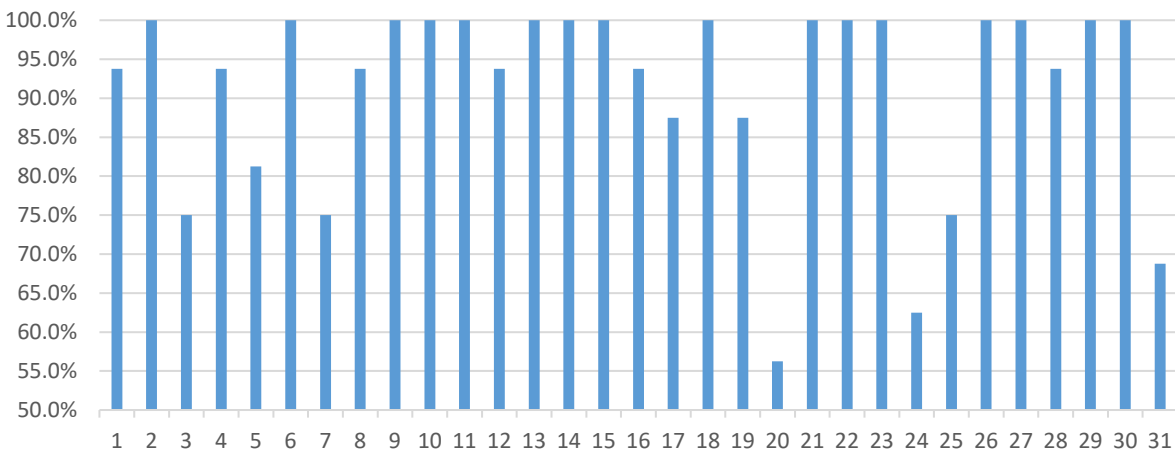
MV Transit Center On-Time Performance



El Camino Hospital On-Time Performance



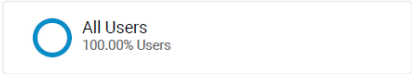
Shoreline/Middlefield On-Time Performance



Summary of Website Activity

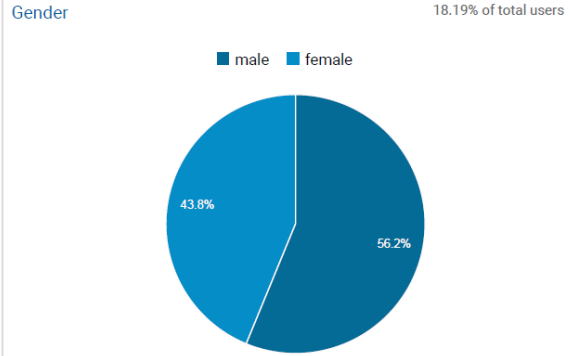
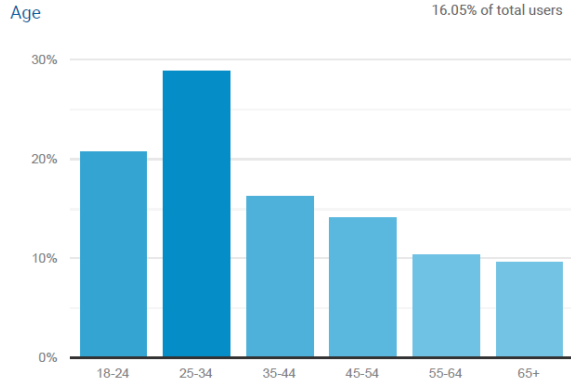
Monthly / Year To Date Report

Demographics: Overview

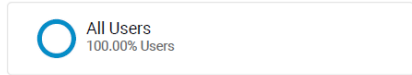


Aug 1, 2020 - Aug 31, 2020

Key Metric:

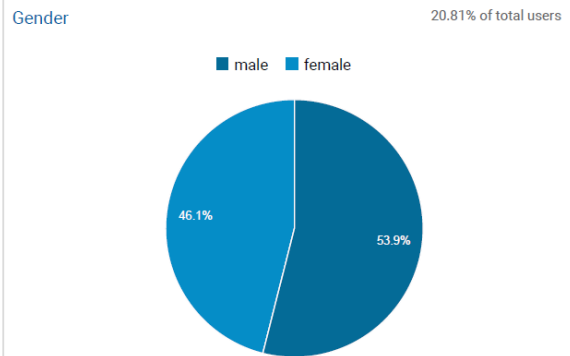
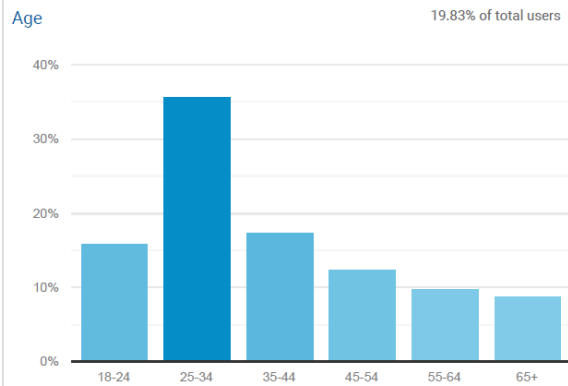


Demographics: Overview



Jan 1, 2020 - Aug 31, 2020

Key Metric:



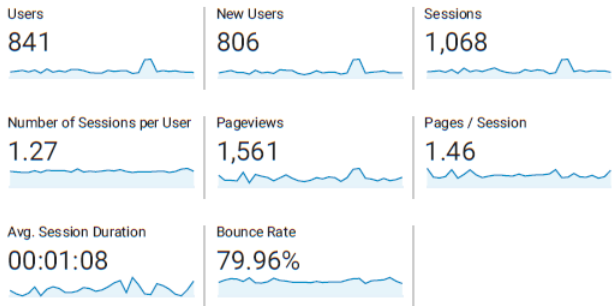
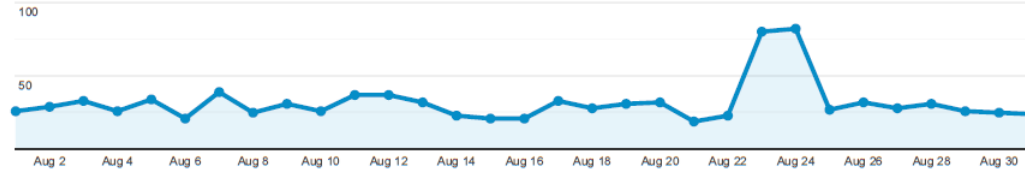
Audience Overview

Aug 1, 2020 - Aug 31, 2020

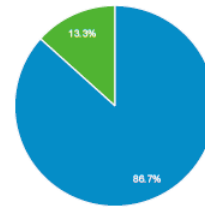
All Users
100.00% Users

Overview

Users



■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	597	70.73%
2. en	168	19.91%
3. es-419	14	1.66%
4. en-gb	12	1.42%
5. ja	12	1.42%
6. ko-kr	8	0.95%
7. zh-cn	8	0.95%
8. ar	2	0.24%
9. es-us	2	0.24%
10. fr-fr	2	0.24%

Audience Overview

All Users
100.00% Users

Jan 1, 2020 - Aug 31, 2020

Overview

Users



Users

9,192



New Users

8,949



Sessions

13,475



Number of Sessions per User

1.47



Pageviews

21,903



Pages / Session

1.63



Avg. Session Duration

00:01:19

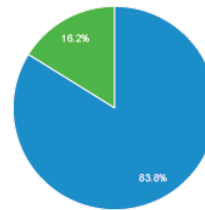


Bounce Rate

74.31%

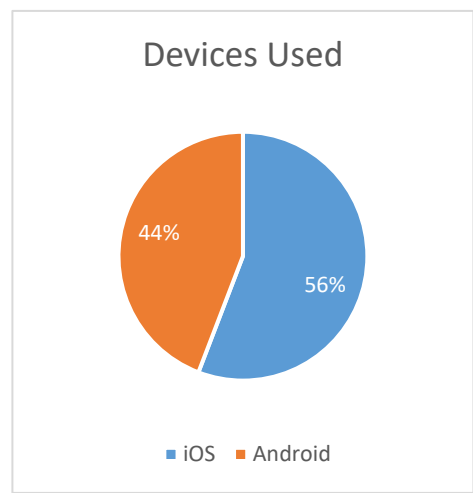
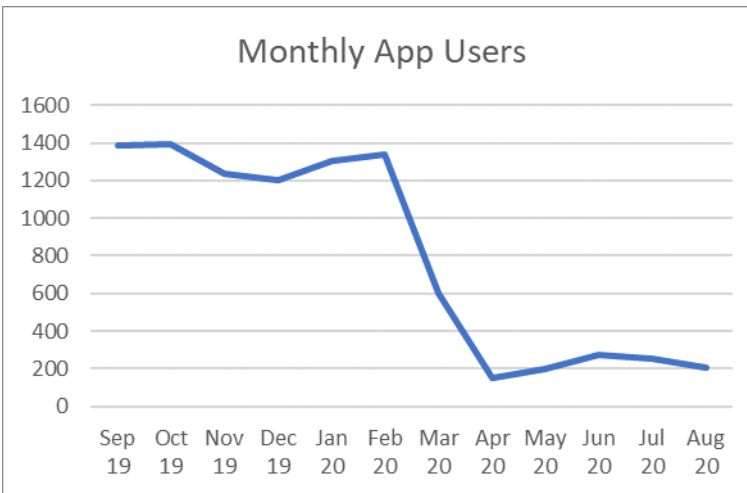
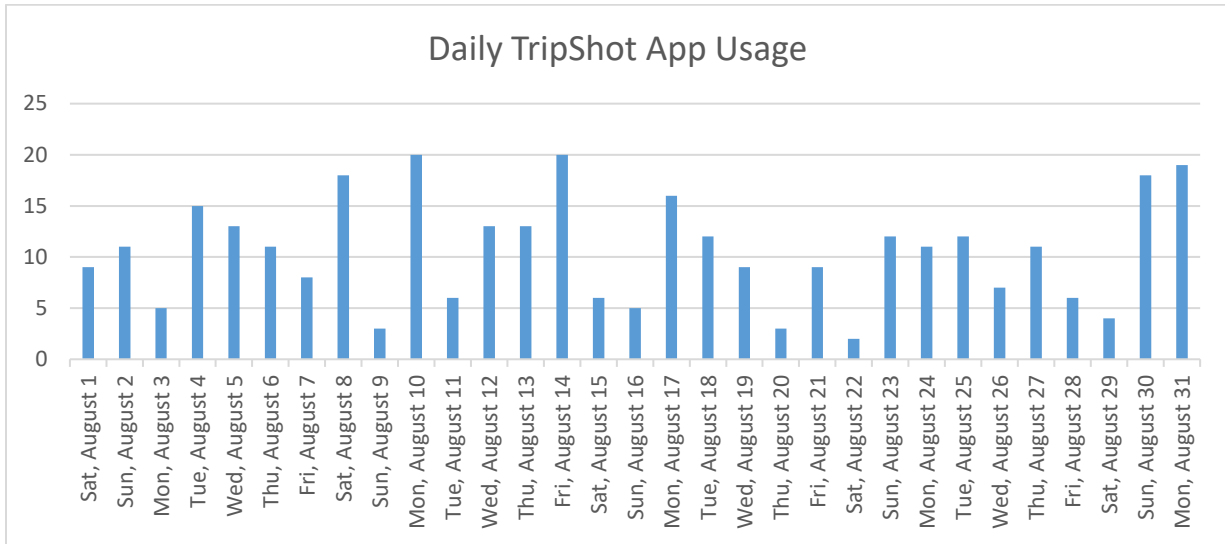


New Visitor Returning Visitor



Language	Users	% Users
1. en-us	7,626	82.44%
2. en	644	6.96%
3. en-gb	161	1.74%
4. zh-cn	110	1.19%
5. ja-jp	74	0.80%
6. ko	57	0.62%
7. es-419	55	0.59%
8. es-xl	53	0.57%
9. en-ca	38	0.41%
10. ja	35	0.38%

Summary of TripShot App Activity



Average Monthly Users: 206

App Sessions: 327

Complaints Received by CSR Staff

- There was one complaint of a shuttle not stopping
 - 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 driver being rude
 - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service.
- There was one complaint of unsafe driving
 - The driver was identified and additional training was provided.
- There was one complaint that passengers were not practicing social distancing
 - All passengers are encouraged to socially distance themselves from other passengers.