

**Mountain View** Community Shuttle  
Monthly Operations Report  
**November 2020**

December 11, 2020

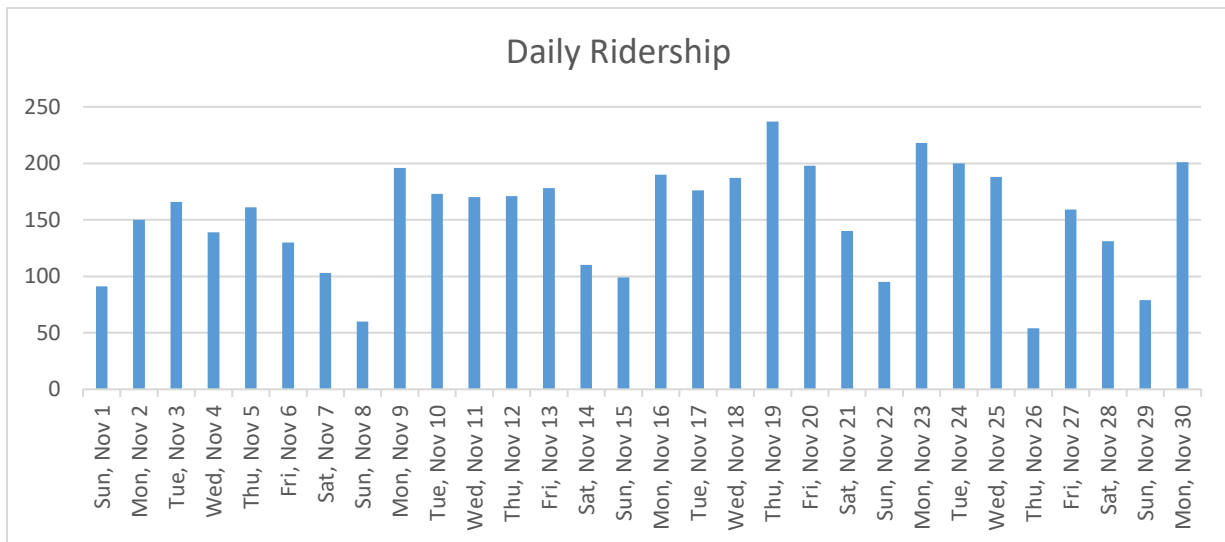
## Contents

<b>Passengers per Day, Table</b> .....	<b>3</b>	<b>-</b>
<b>Passengers per Day, Chart</b> .....	<b>3</b>	<b>-</b>
<b>Ridership Year-To-Date</b> .....	<b>4</b>	<b>-</b>
<b>Average Daily Ridership 2019-2020</b> .....	<b>4</b>	<b>-</b>
<b>Additional Ridership Data:</b> .....	<b>6</b>	<b>-</b>
<b>Month Total Use (Boarding &amp; Alighting) by Stops</b> .....	<b>6</b>	<b>-</b>
<b>Shuttle On-Time Performance</b> .....	<b>7</b>	<b>-</b>
<b>Summary of Website Activity</b> .....	<b>9</b>	<b>-</b>
<b>Summary of TripShot App Activity</b> .....	<b>12</b>	<b>-</b>
<b>Complaints Received by CSR Staff</b> .....	<b>13</b>	<b>-</b>

## Passengers per Day, Table

Sun, Nov 1	Mon, Nov 2	Tue, Nov 3	Wed, Nov 4	Thu, Nov 5	Fri, Nov 6	Sat, Nov 7
91	150	166	139	161	130	103
Sun, Nov 8	Mon, Nov 9	Tue, Nov 10	Wed, Nov 11	Thu, Nov 12	Fri, Nov 13	Sat, Nov 14
60	196	173	170	171	178	110
Sun, Nov 15	Mon, Nov 16	Tue, Nov 17	Wed, Nov 18	Thu, Nov 19	Fri, Nov 20	Sat, Nov 21
99	190	176	187	237	198	140
Sun, Nov 22	Mon, Nov 23	Tue, Nov 24	Wed, Nov 25	Thu, Nov 26	Fri, Nov 27	Sat, Nov 28
95	218	200	188	54	159	131
Sun, Nov 29	Mon, Nov 30					
79	201					

## Passengers per Day, Chart

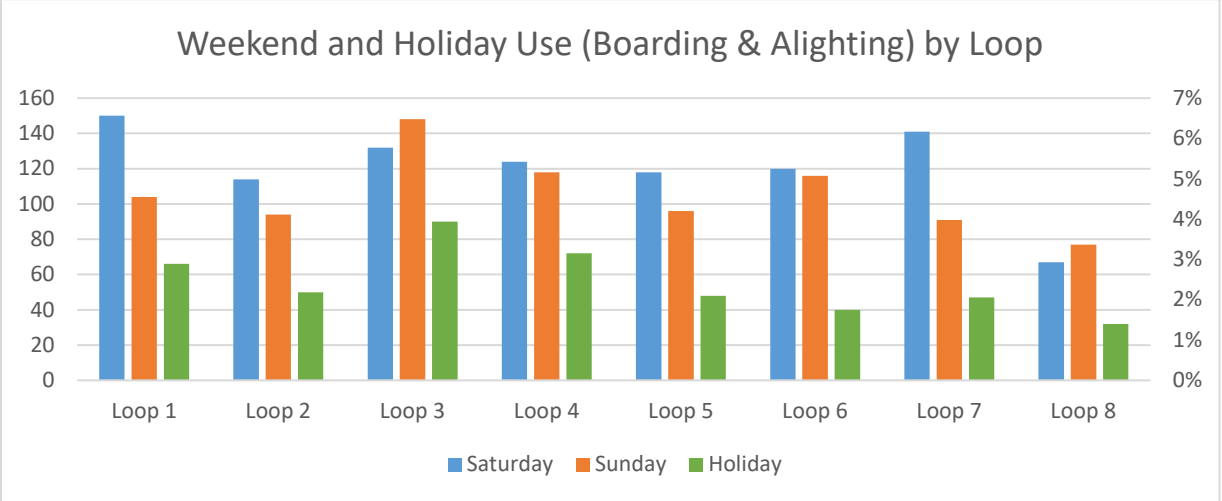
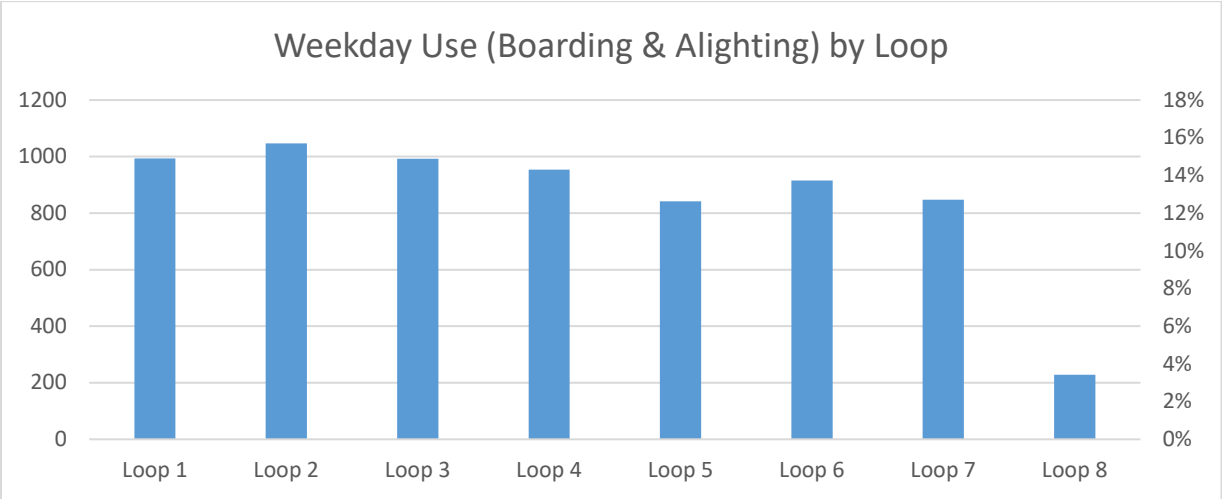
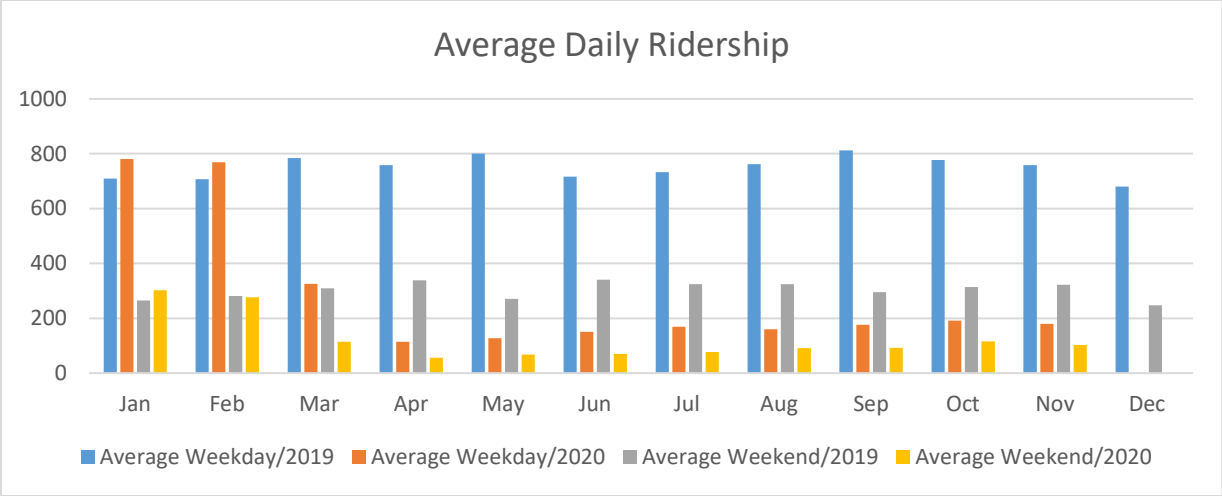


## Ridership Year-To-Date

	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	4528	-76%	16241	3703	-77%	3111	825	-73%
Oct	20378	5272	-74%	17869	4227	-76%	2391	1045	-56%
Nov	17972	4550	-75%	14427	3418	-76%	2799	1132	-60%
Dec	16964			14490			2836		
<b>YTD Total</b>	<b>223,496</b>	<b>78,169</b>							

## 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	176	-78%	295	92	-69%
Oct	777	192	-75%	314	116	-63%
Nov	759	180	-76%	322	103	-68%
Dec	680			247		
<b>YTD Ave.</b>	<b>750</b>	<b>286</b>	<b>-62%</b>	<b>303</b>	<b>124</b>	<b>-59%</b>



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

**Peak Service Loop: 2nd loop, 11:00 AM – 12:25 PM.**

## Additional Ridership Data:

The number of bicycles carried: **134**

The number of wheelchair lift usage: **17**

## Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	1036	24.6%	San Antonio Center	1162	23.9%
MV Transit Center	375	8.9%	MV Transit Center	456	9.4%
Senior/Teen Center	368	8.7%	Senior/Teen Center (Red)	449	9.2%
Grant Rd.	279	6.6%	Grant Rd. (Red)	298	6.1%
Community Center	201	4.8%	Rengstorff/Middlefield (Red)	203	4.2%
El Camino Real/Sylvan	154	3.7%	El Camino Hospital	186	3.8%
Middlefield/Easy	143	3.4%	El Camino Real/Sylvan (Red)	168	3.5%
Rengstorff/Middlefield	140	3.3%	Middlefield/Easy (Red)	150	3.1%
El Camino Hospital	135	3.2%	California/Ortega East	142	2.9%
Whisman/Middlefield	119	2.8%	Villa/Franklin (Red)	138	2.8%
California/Rengstorff	111	2.6%	California/Rengstorff (Red)	137	2.8%
Middlefield/Moffett	105	2.5%	Whisman/Middlefield (Red)	122	2.5%
California/Ortega East	98	2.3%	Civic Center (Red)	116	2.4%
Sylvan Park	96	2.3%	Sylvan Park (Red)	113	2.3%
Shoreline/Middlefield #3 (Gray)	93	2.2%	Rengstorff/Montecito (Red)	86	1.8%
Castro/El Camino Real (Gray)	89	2.1%	Shoreline/Middlefield #1 (Red)	82	1.7%
Civic Center	86	2.0%	California/Ortega West	82	1.7%
Rengstorff/Central	74	1.8%	California/Rengstorff	81	1.7%
California/Ortega West	72	1.7%	Middlefield/Moffett (Red)	80	1.6%
Crittenden Middle School	68	1.6%	Castro/El Camino Real (Red)	79	1.6%
Rengstorff/Montecito	67	1.6%	Community Center (Red)	74	1.5%
Cuesta/Miramonte	66	1.6%	Villa/Mariposa	71	1.5%
Whisman Station	60	1.4%	Crittenden Middle School (Red)	68	1.4%
Villa/Franklin	39	0.9%	Graham Middle School (Red)	65	1.3%
Graham Middle School	24	0.6%	Cuesta/Miramonte (Red)	61	1.3%
Villa/Shoreline	23	0.5%	Rengstorff/Central (Red)	61	1.3%
Grant/Eunice	21	0.5%	Whisman Station (Red)	44	0.9%
Middlefield/San Pierre	18	0.4%	Grant/Eunice	36	0.7%
Shoreline/Middlefield #2	17	0.4%	Shoreline/Pear	16	0.3%
Cuesta/Grant (Gray)	13	0.3%	Middlefield/San Pierre (Red)	16	0.3%
Cuesta/Grant	9	0.2%	Shoreline/Middlefield #2	15	0.3%
Shoreline/Pear	7	0.2%	Cuesta/Grant	12	0.2%
<b>Total</b>	<b>4206</b>	<b>100.0%</b>	<b>Total</b>	<b>4869</b>	<b>100.0%</b>

# Shuttle On-Time Performance

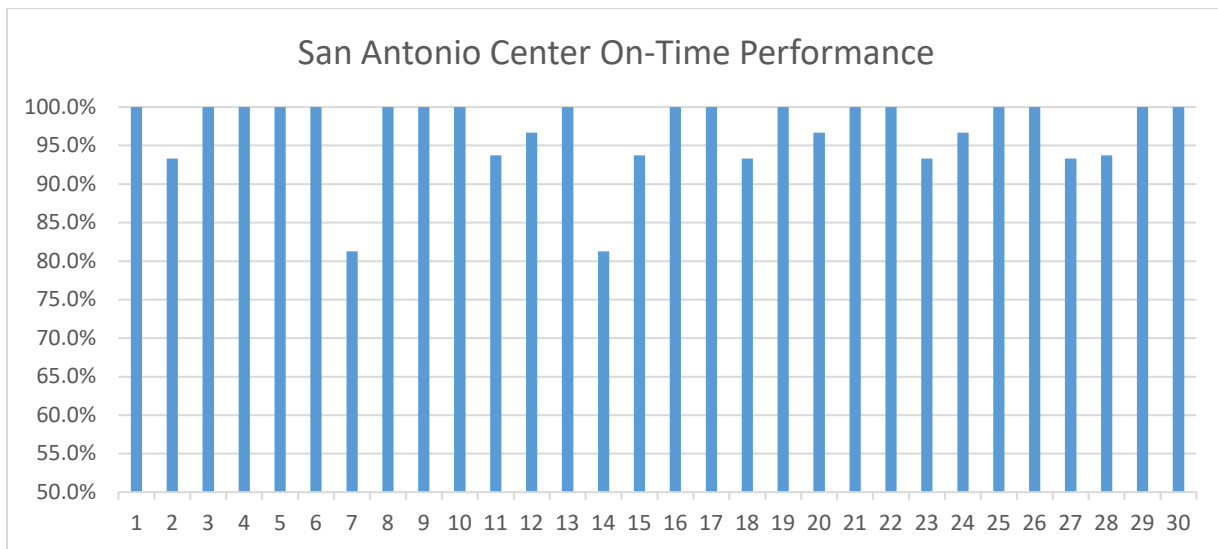
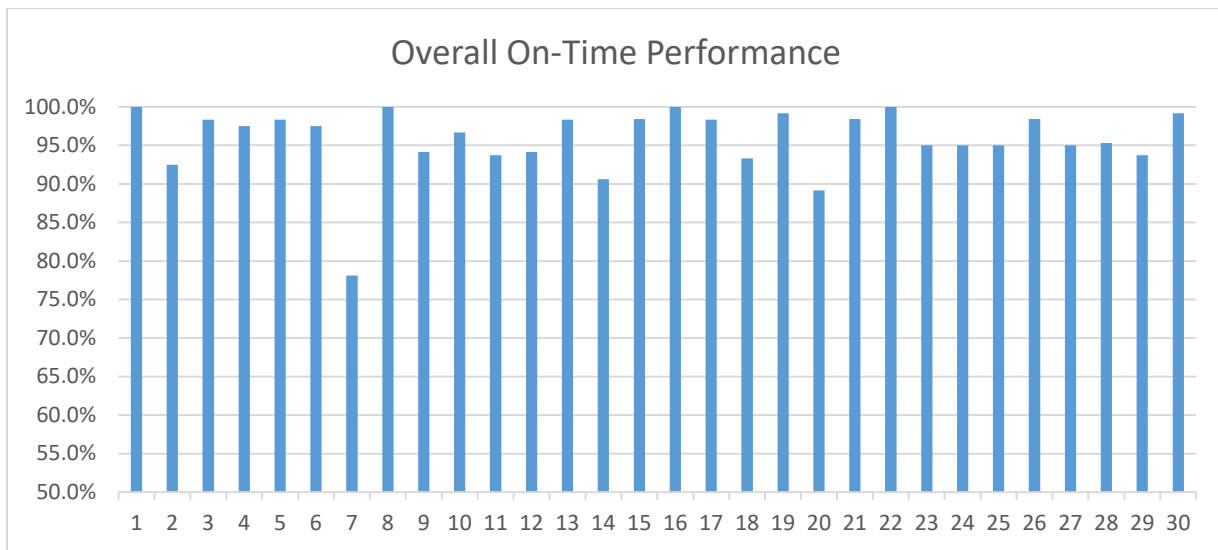
## Percentage of being on-time:

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.

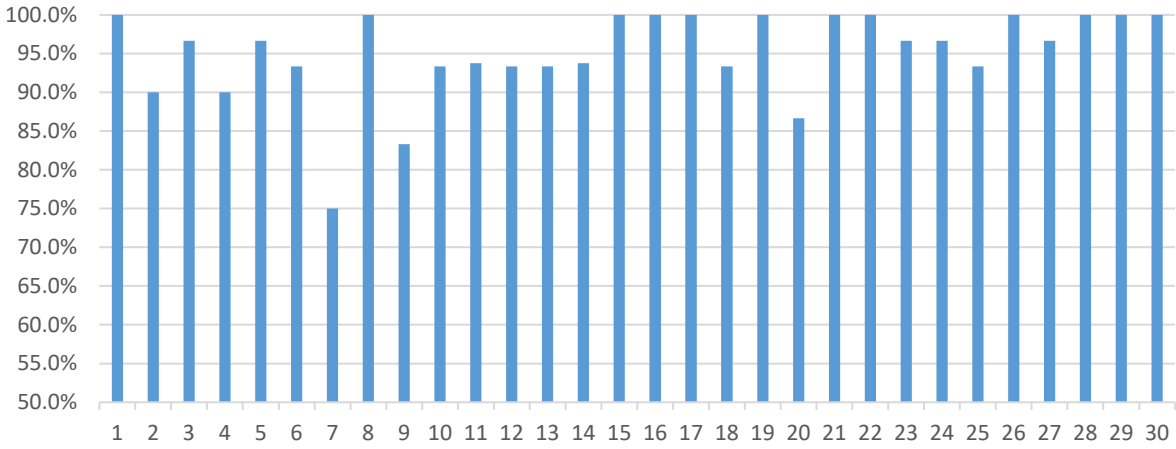
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

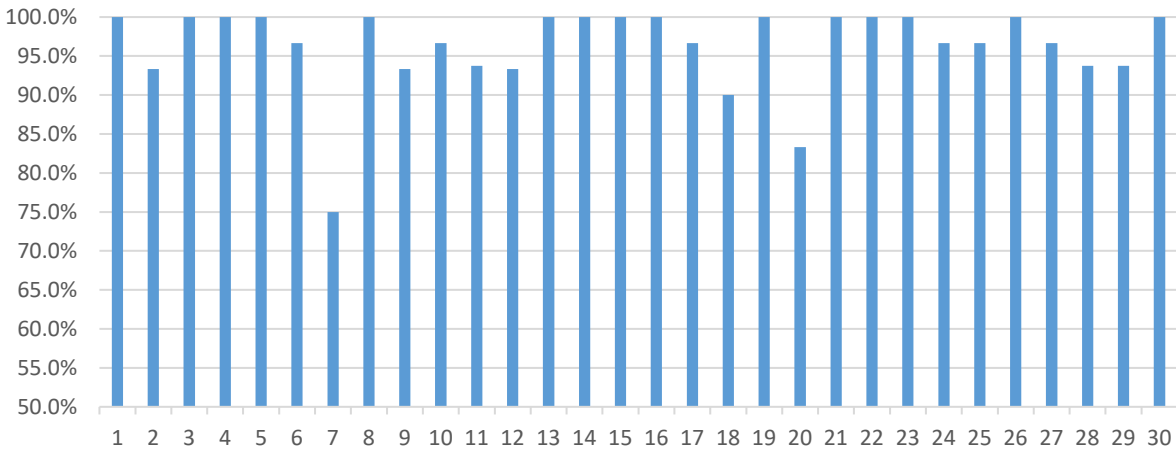
**Overall average** of all shuttles being on time is **95.8%**



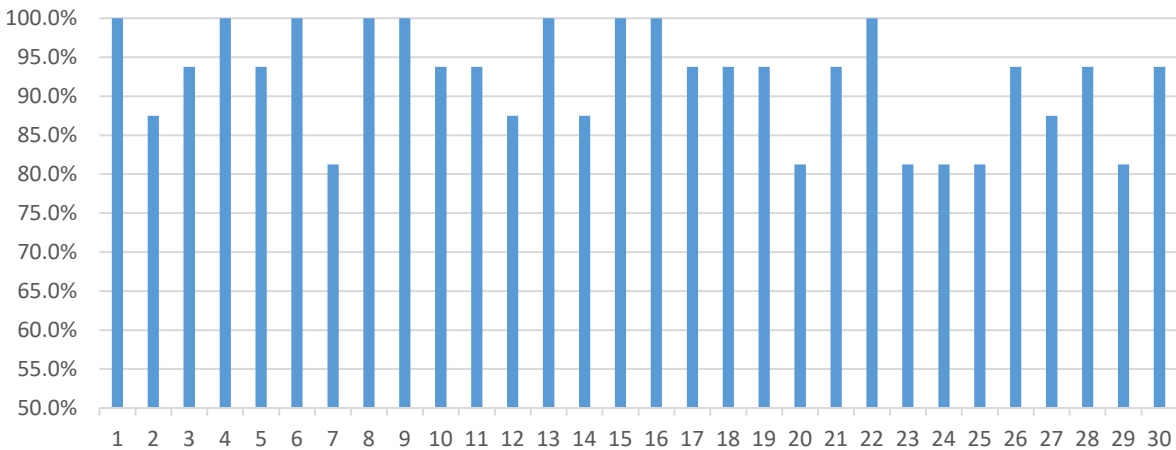
### MV Transit Center On-Time Performance



### El Camino Hospital On-Time Performance



### Shoreline/Middlefield On-Time Performance





# Summary of Website Activity

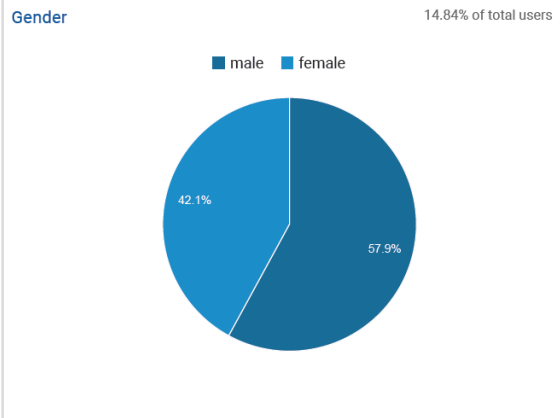
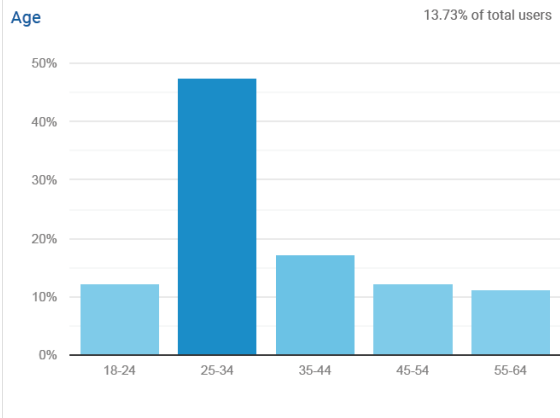
## Monthly / Year To Date Report

### Demographics: Overview

All Users  
100.00% Users

Nov 1, 2020 - Nov 30, 2020

Key Metric:

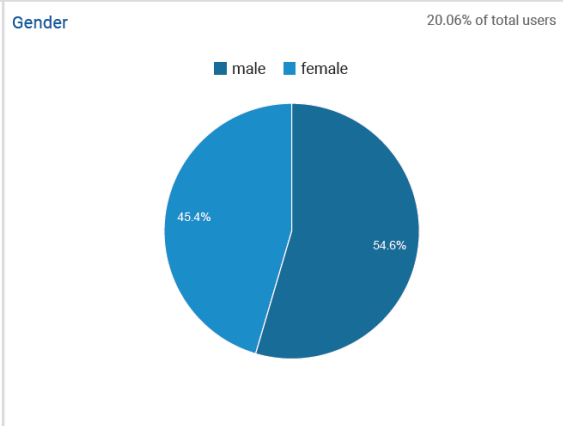
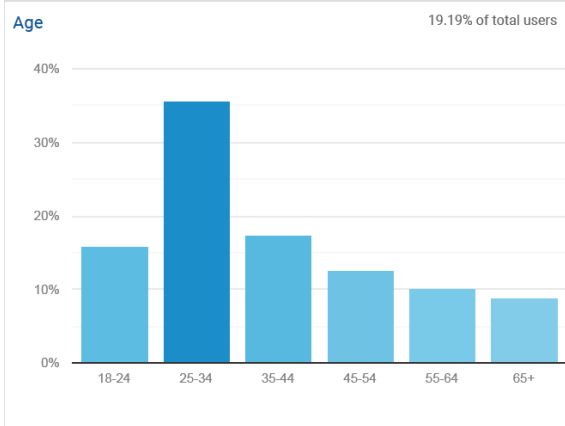


### Demographics: Overview

All Users  
100.00% Users

Jan 1, 2020 - Nov 30, 2020

Key Metric:



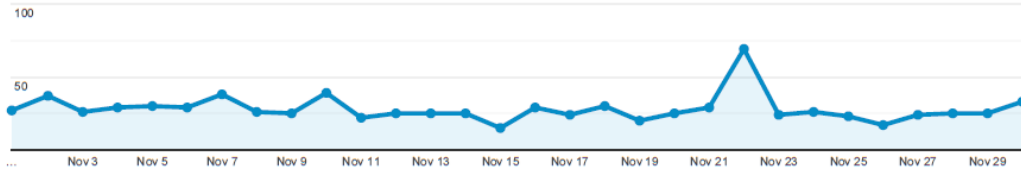
## Audience Overview

Nov 1, 2020 - Nov 30, 2020

All Users  
100.00% Users

### Overview

● Users



Users

721



New Users

672



Sessions

928



Number of Sessions per User

1.29



Pageviews

1,323



Pages / Session

1.43



Avg. Session Duration

00:01:11

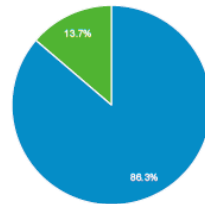


Bounce Rate

78.99%



■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	631	87.03%
2. en	37	5.10%
3. zh-cn	15	2.07%
4. en-ca	8	1.10%
5. es-us	7	0.97%
6. en-gb	6	0.83%
7. en-in	4	0.55%
8. fr-fr	3	0.41%
9. de-at	2	0.28%
10. en-au	2	0.28%

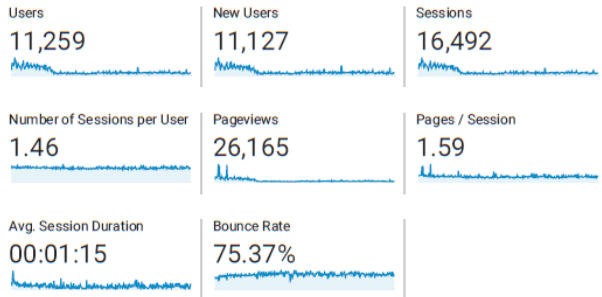
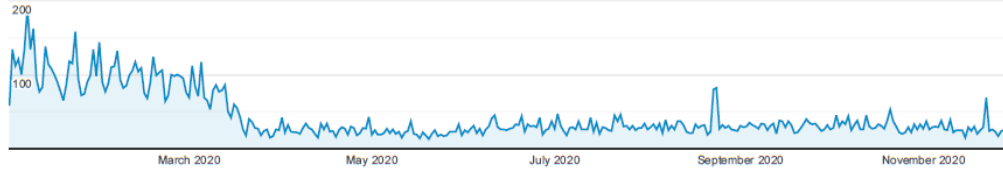
## Audience Overview

Jan 1, 2020 - Nov 30, 2020

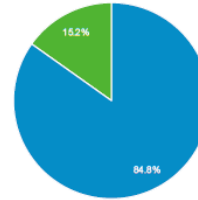
All Users  
100.00% Users

### Overview

#### Users

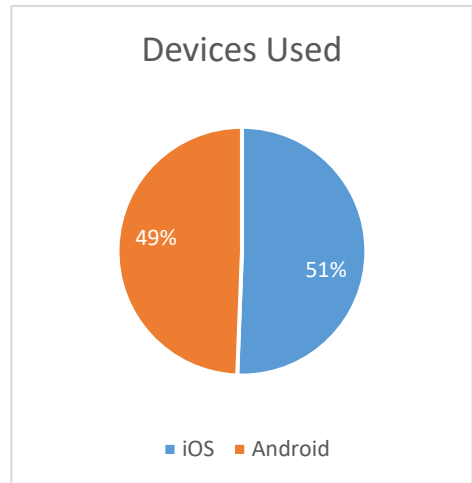
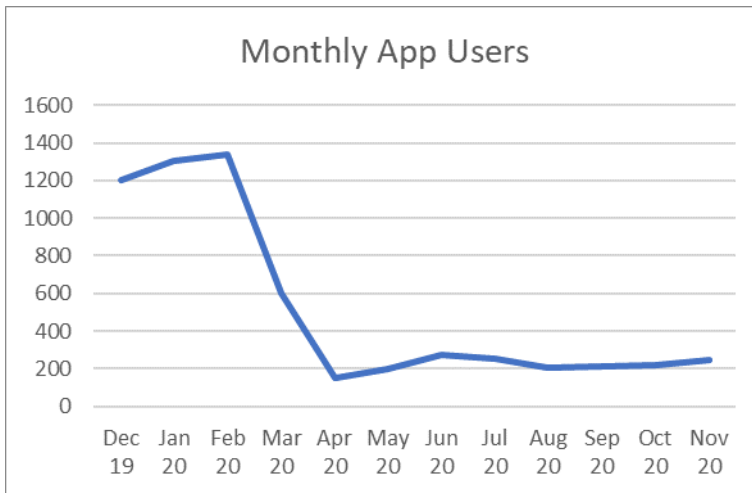
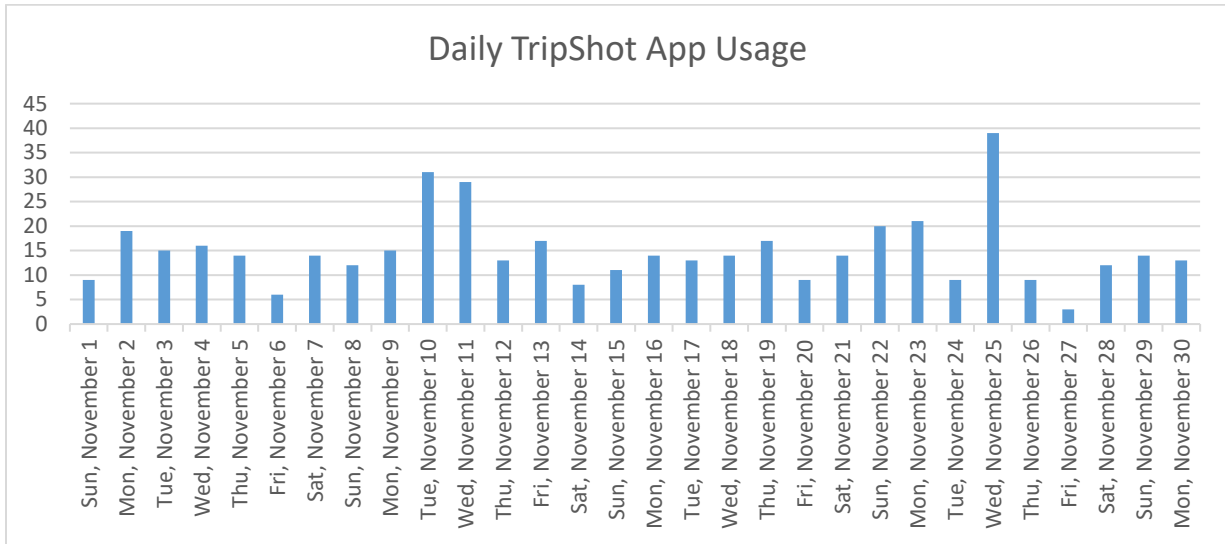


New Visitor Returning Visitor



Language	Users	% Users
1. en-us	9,345	82.15%
2. en	880	7.74%
3. en-gb	175	1.54%
4. zh-cn	158	1.39%
5. ja-jp	78	0.69%
6. es-419	66	0.58%
7. ko	57	0.50%
8. es-xl	53	0.47%
9. en-ca	48	0.42%
10. ja	45	0.40%

# Summary of TripShot App Activity



**Average Monthly Users: 249**

**App Sessions: 450**

## Complaints Received by CSR Staff

- There was one complaint that not all of the drivers are wearing masks.
  - In addition to the plastic barriers blocking the driver compartment from the passenger area, all drivers are required to wear masks at all times. All drivers were reminded of this health and safety policy.