

Mountain View Community Shuttle
Monthly Operations Report
June 2020

July 10, 2020

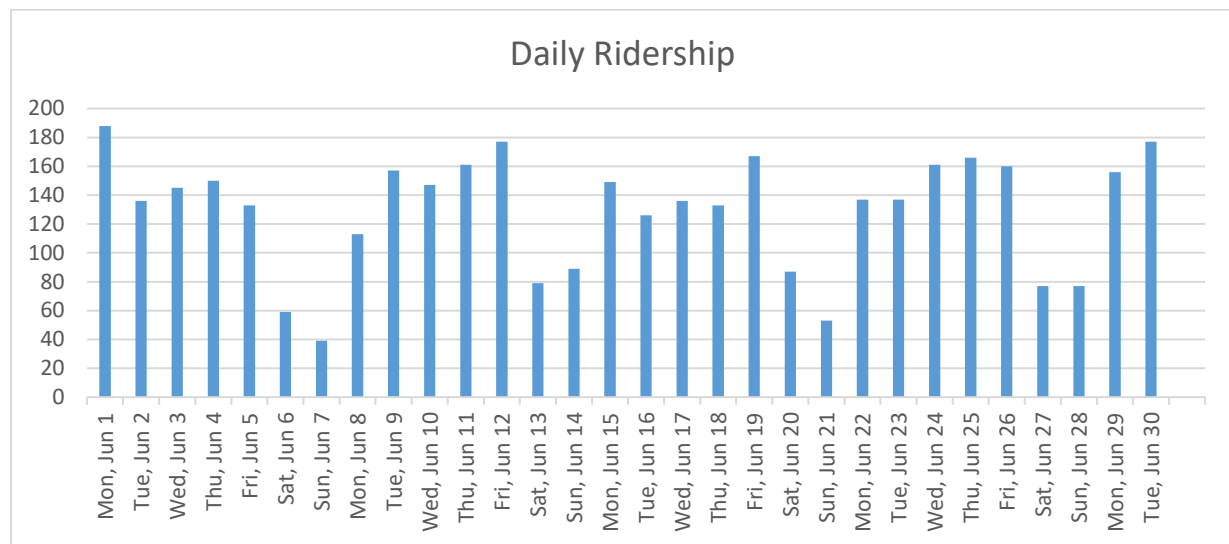
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Passengers per Day, Table

	Mon, Jun 1	Tue, Jun 2	Wed, Jun 3	Thu, Jun 4	Fri, Jun 5	Sat, Jun 6
	188	136	145	150	133	59
Sun, Jun 7	Mon, Jun 8	Tue, Jun 9	Wed, Jun 10	Thu, Jun 11	Fri, Jun 12	Sat, Jun 13
39	113	157	147	161	177	79
Sun, Jun 14	Mon, Jun 15	Tue, Jun 16	Wed, Jun 17	Thu, Jun 18	Fri, Jun 19	Sat, Jun 20
89	149	126	136	133	167	87
Sun, Jun 21	Mon, Jun 22	Tue, Jun 23	Wed, Jun 24	Thu, Jun 25	Fri, Jun 26	Sat, Jun 27
53	137	137	161	166	160	77
Sun, Jun 28	Mon, Jun 29	Tue, Jun 30				
77	156	177				

Passengers per Day, Chart

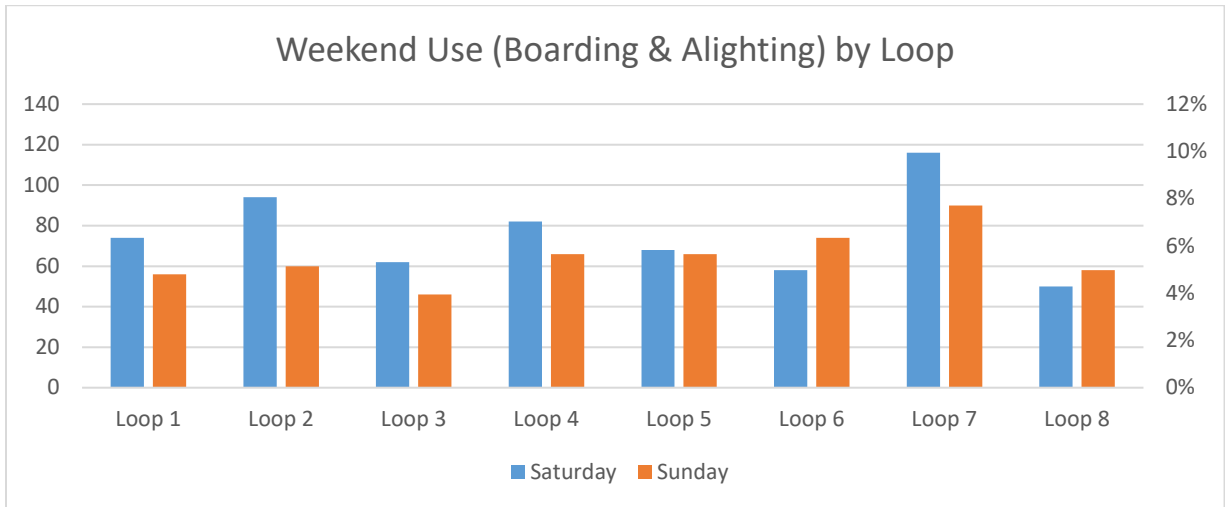
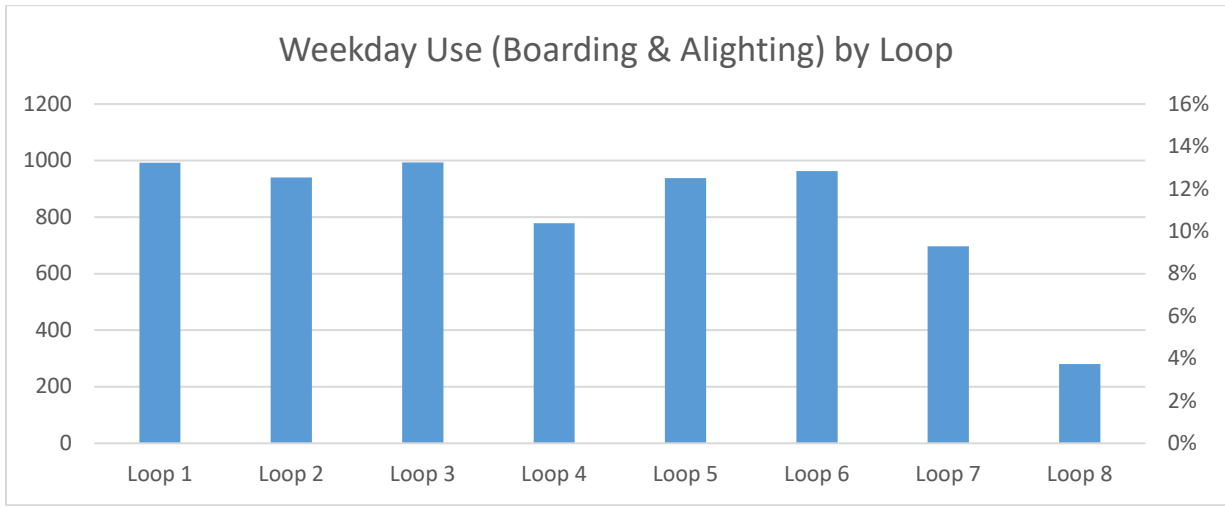
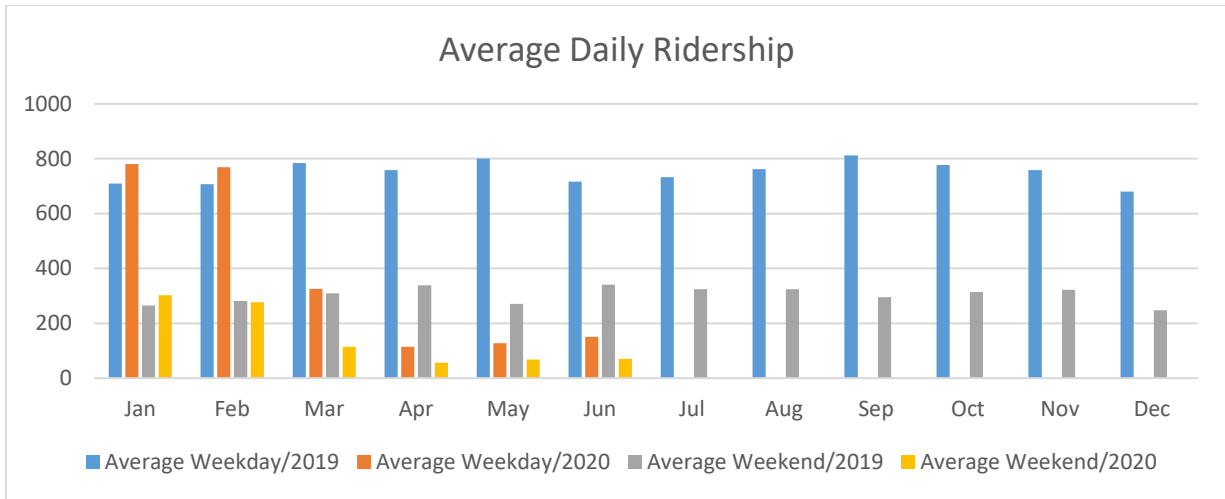


Ridership Year-To-Date

	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			16121			2915		
Aug	19680			16755			2479		
Sep	19190			16241			3111		
Oct	20378			17869			2391		
Nov	17972			14427			2799		
Dec	16964			14490			2836		
YTD Total	223,496	55,142							

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			324		
Aug	762			325		
Sep	812			295		
Oct	777			314		
Nov	759			322		
Dec	680			247		
YTD Ave.	750	378	-50%	303	148	-51%



(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: **74**

The number of wheelchair lift usage: **19**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	1086	28.9%	San Antonio Center	1029	26.1%
MV Transit Center	299	7.9%	MV Transit Center	334	8.5%
Senior/Teen Center	271	7.2%	Senior/Teen Center (Red)	311	7.9%
Middlefield/Easy	189	5.0%	Grant Rd. (Red)	253	6.4%
Grant Rd.	185	4.9%	Rengstorff/Middlefield (Red)	223	5.7%
El Camino Hospital	142	3.8%	Middlefield/Easy (Red)	151	3.8%
Rengstorff/Middlefield	133	3.5%	El Camino Hospital	148	3.8%
El Camino Real/Sylvan	124	3.3%	El Camino Real/Sylvan (Red)	126	3.2%
Middlefield/Moffett	116	3.1%	Middlefield/Moffett (Red)	103	2.6%
Community Center	115	3.1%	Sylvan Park (Red)	99	2.5%
California/Ortega West	102	2.7%	Community Center (Red)	97	2.5%
Sylvan Park	98	2.6%	Crittenden Middle School (Red)	94	2.4%
Whisman/Middlefield	95	2.5%	California/Rengstorff (Red)	93	2.4%
Castro/El Camino Real (Gray)	89	2.4%	Whisman/Middlefield (Red)	86	2.2%
Crittenden Middle School	84	2.2%	Civic Center (Red)	82	2.1%
Shoreline/Middlefield #3 (Gray)	84	2.2%	Castro/El Camino Real (Red)	76	1.9%
Civic Center	76	2.0%	Shoreline/Middlefield #1 (Red)	76	1.9%
Cuesta/Miramonte	68	1.8%	California/Ortega East	72	1.8%
Rengstorff/Central	63	1.7%	Villa/Mariposa	61	1.5%
California/Rengstorff	60	1.6%	Rengstorff/Montecito (Red)	61	1.5%
Whisman Station	58	1.5%	Whisman Station (Red)	53	1.3%
California/Ortega East	55	1.5%	California/Ortega West	52	1.3%
Rengstorff/Montecito	50	1.3%	California/Rengstorff	45	1.1%
Middlefield/San Pierre	23	0.6%	Villa/Franklin (Red)	41	1.0%
Cuesta/Grant (Gray)	20	0.5%	Cuesta/Miramonte (Red)	40	1.0%
Villa/Franklin	19	0.5%	Rengstorff/Central (Red)	36	0.9%
Villa/Shoreline	14	0.4%	Grant/Eunice	34	0.9%
Shoreline/Middlefield #2	13	0.3%	Middlefield/San Pierre (Red)	21	0.5%
Cuesta/Grant	12	0.3%	Graham Middle School (Red)	17	0.4%
Grant/Eunice	9	0.2%	Cuesta/Grant	12	0.3%
Graham Middle School	6	0.2%	Shoreline/Middlefield #2	7	0.2%
Shoreline/Pear	5	0.1%	Shoreline/Pear	7	0.2%
Total	3763	100.0%	Total	3940	100.0%

Shuttle On-Time Performance

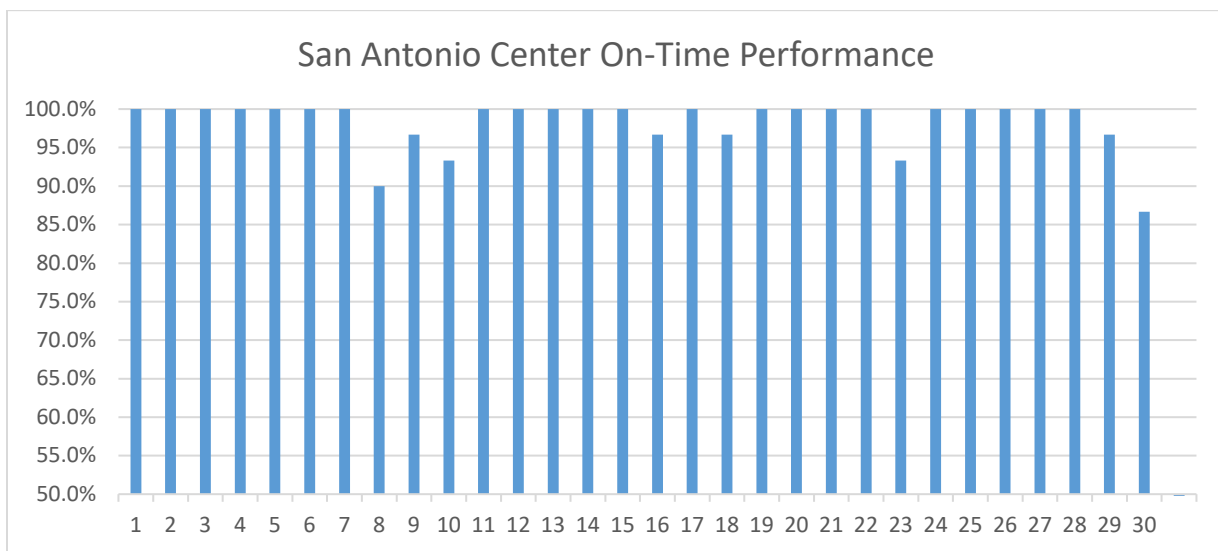
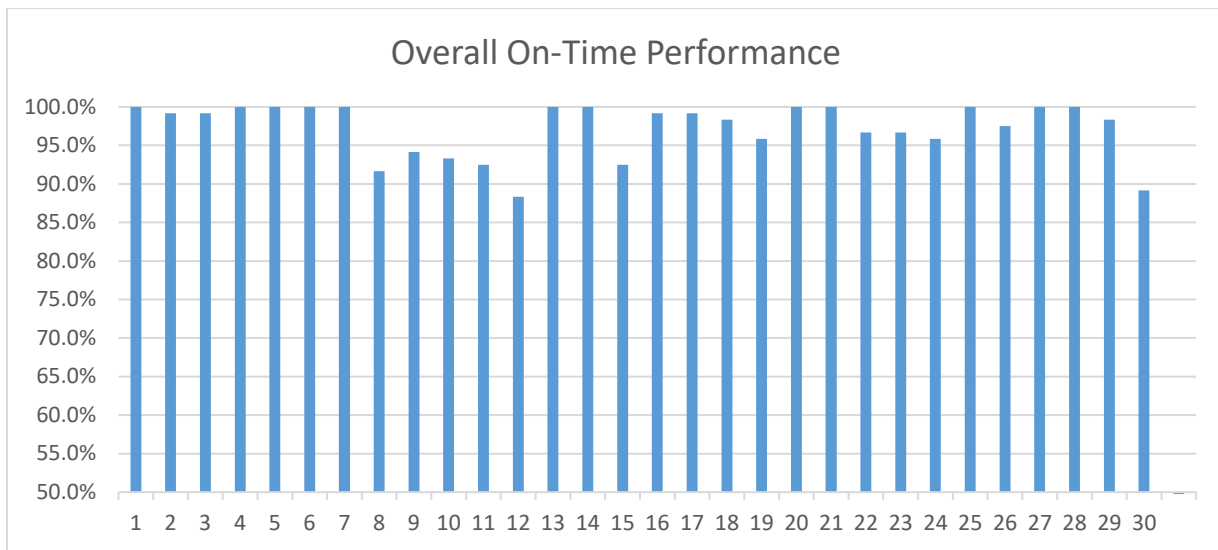
Percentage of being on-time:

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.

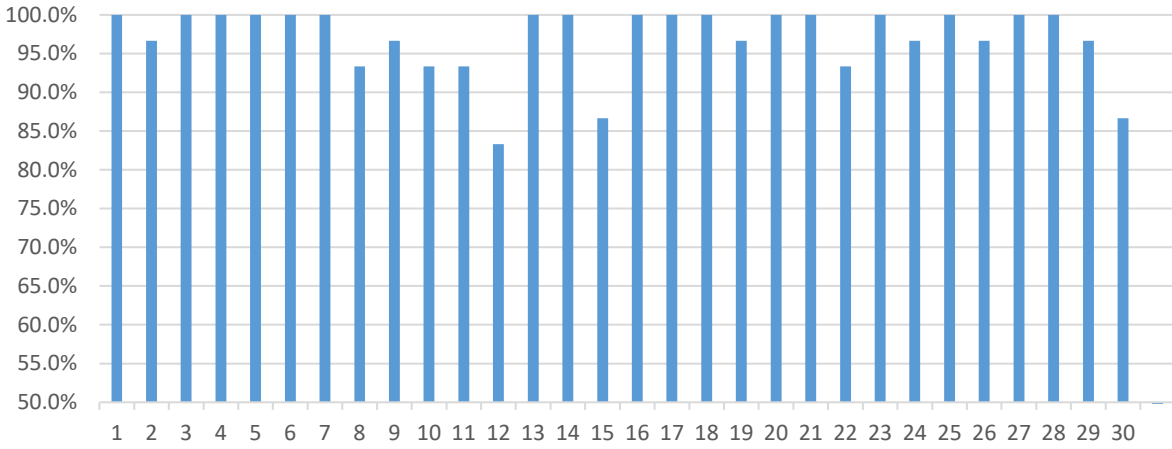
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

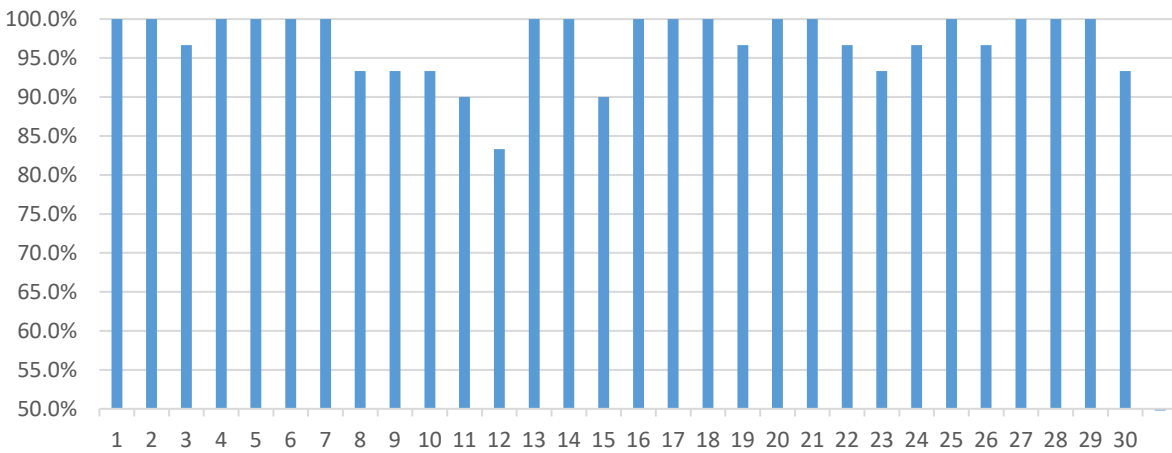
Overall average of all shuttles being on time is **97.3%**



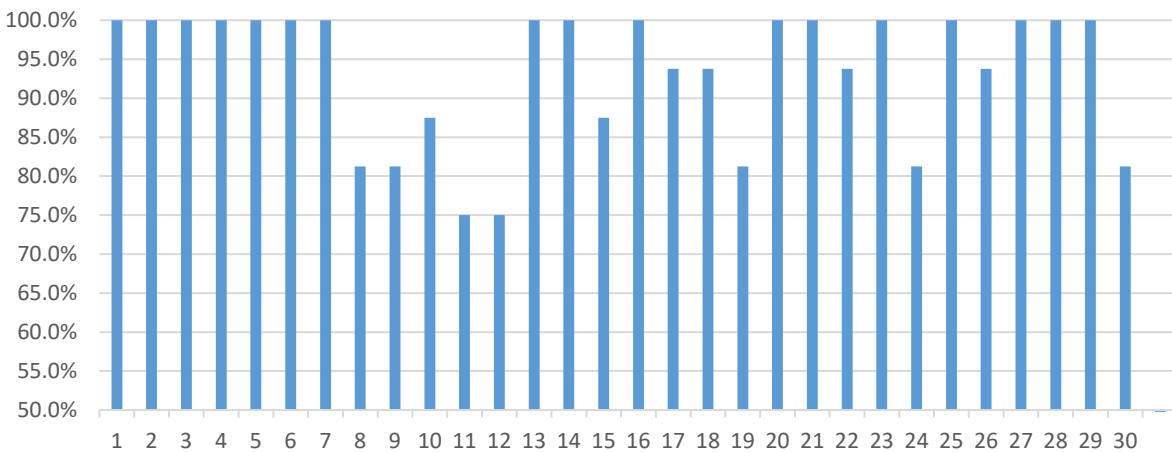
MV Transit Center On-Time Performance



El Camino Hospital On-Time Performance



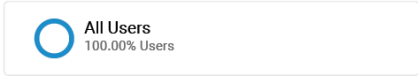
Shoreline/Middlefield On-Time Performance



Summary of Website Activity

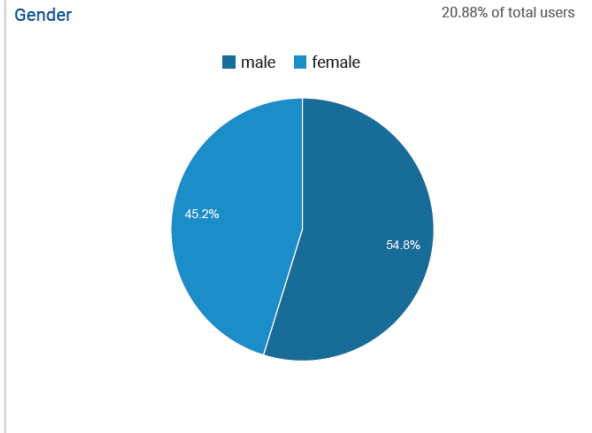
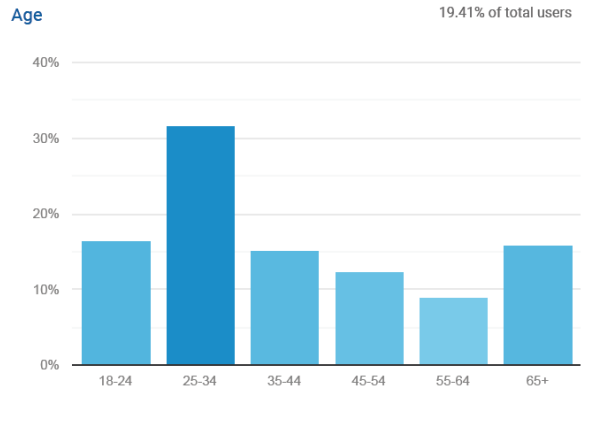
Monthly / Year To Date Report

Demographics: Overview

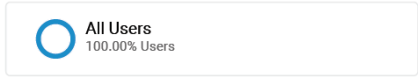


Jun 1, 2020 - Jun 30, 2020

Key Metric:

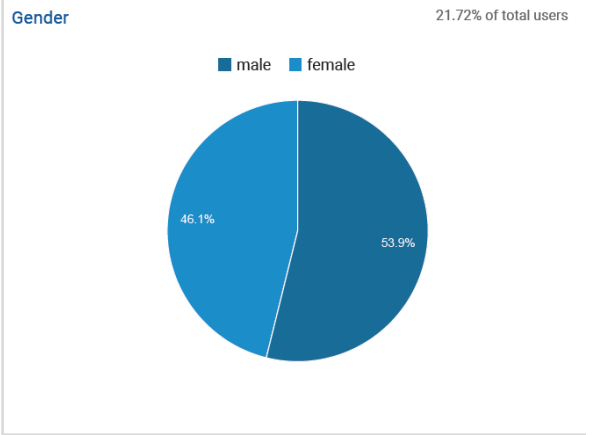
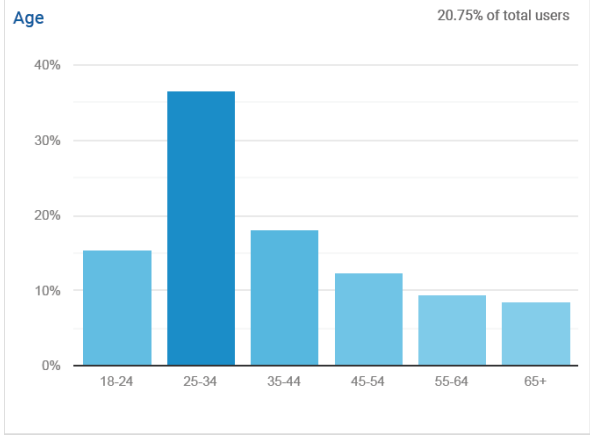


Demographics: Overview




Jan 1, 2020 - Jun 30, 2020

Key Metric:

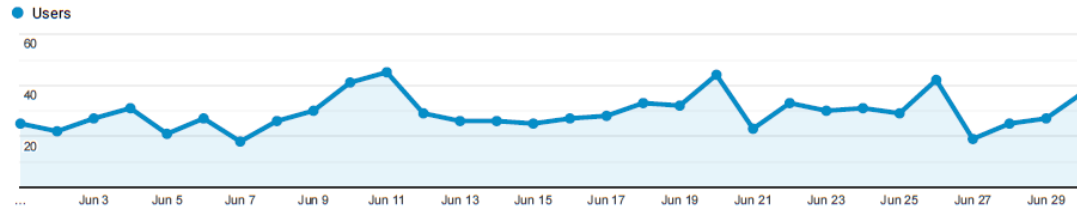


Audience Overview

Jun 1, 2020 - Jun 30, 2020

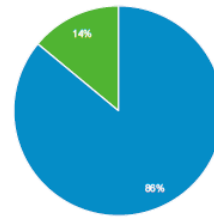

All Users
 100.00% Users

Overview



Users 752	New Users 719	Sessions 974
Number of Sessions per User 1.30	Pageviews 1,310	Pages / Session 1.34
Avg. Session Duration 00:00:41	Bounce Rate 82.03%	

■ New Visitor ■ Returning Visitor



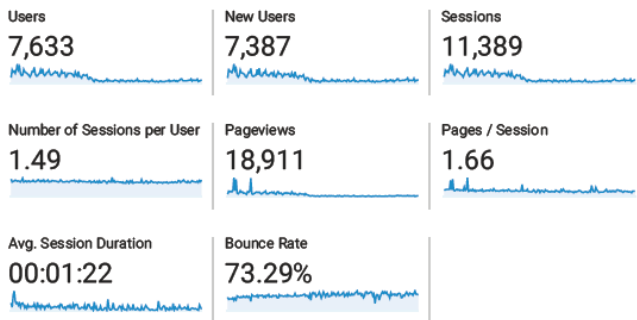
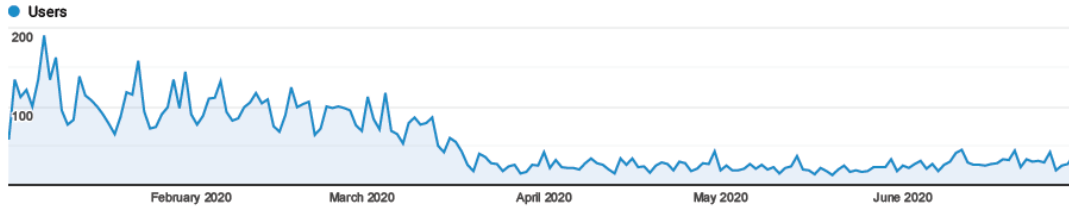
Language	Users	% Users
1. en-us	535	70.95%
2. en	171	22.68%
3. es-419	11	1.46%
4. ja	6	0.80%
5. ko	6	0.80%
6. en-gb	5	0.66%
7. zh-cn	4	0.53%
8. zh-tw	3	0.40%
9. es-us	2	0.27%
10. fr-fr	2	0.27%

Audience Overview

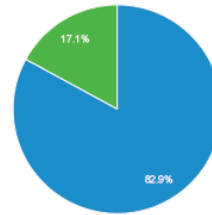
Jan 1, 2020 - Jun 30, 2020

All Users
100.00% Users

Overview

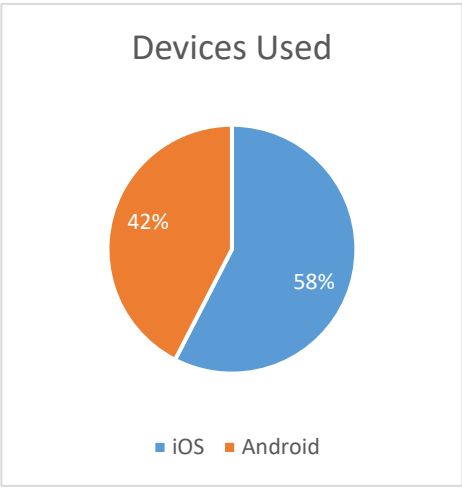
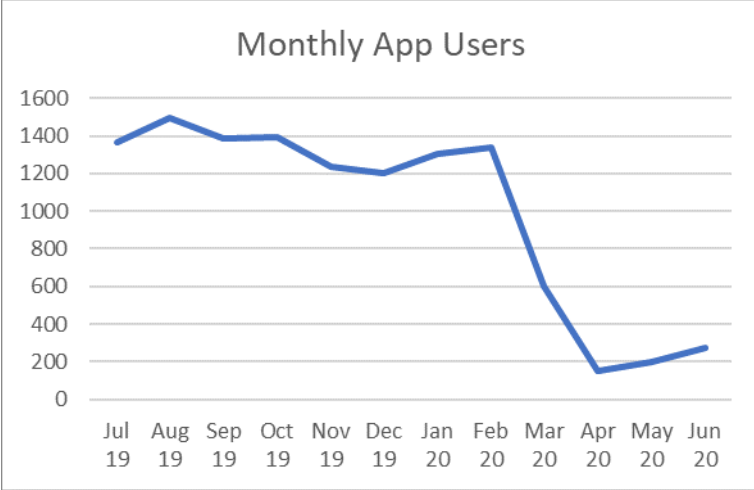
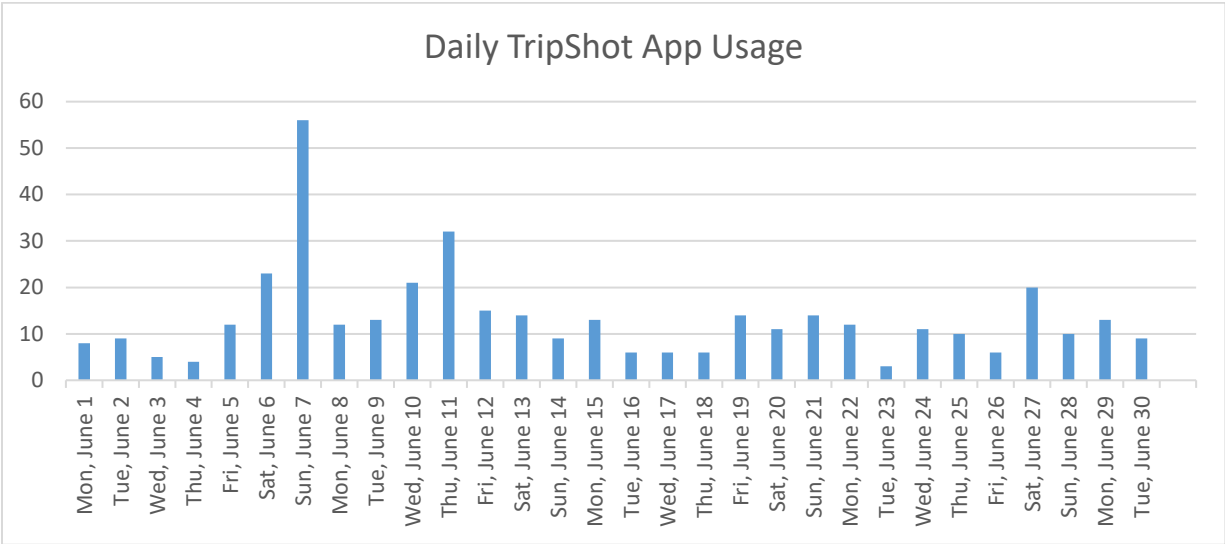


■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	6,531	85.08%
2. en	296	3.86%
3. en-gb	135	1.76%
4. zh-cn	99	1.29%
5. ja-jp	73	0.95%
6. es-xl	51	0.66%
7. ko	47	0.61%
8. en-ca	36	0.47%
9. zh-tw	33	0.43%
10. es-419	32	0.42%

Summary of TripShot App Activity



Average Monthly Users: 271

App Sessions: 397

Complaints Received by CSR Staff

- There was one complaint that the shuttle left early.
 - Drivers are continually reminded to be mindful of their scheduled time and to not depart early.