

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

November 12, 2020

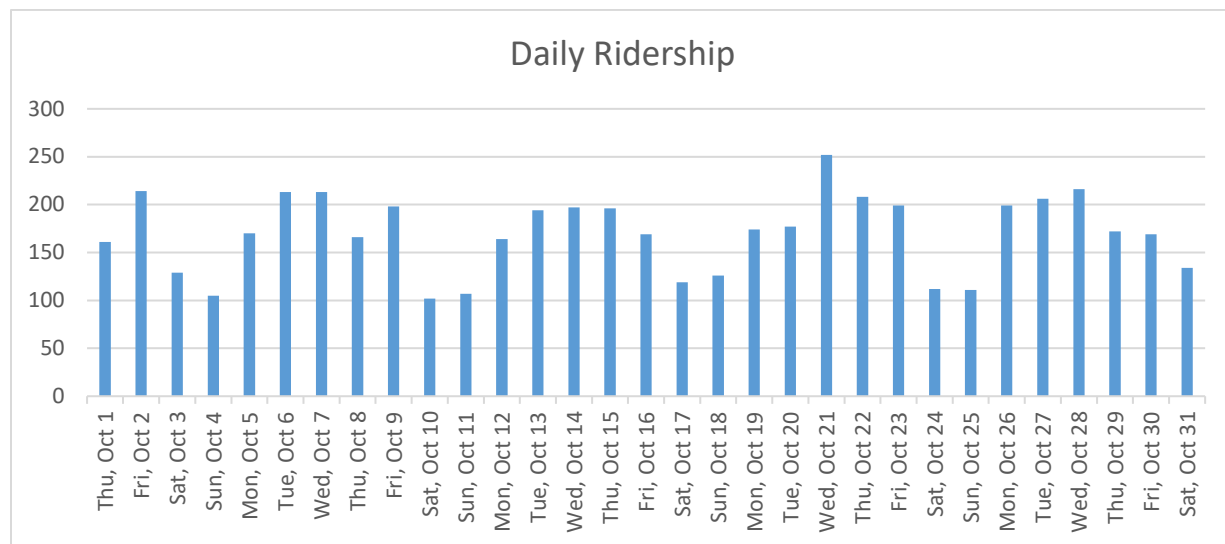
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## Passengers per Day, Table

|             |             |             |             |             |             |             |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|             |             |             |             | Thu, Oct 1  | Fri, Oct 2  | Sat, Oct 3  |
|             |             |             |             | 161         | 214         | 129         |
| Sun, Oct 4  | Mon, Oct 5  | Tue, Oct 6  | Wed, Oct 7  | Thu, Oct 8  | Fri, Oct 9  | Sat, Oct 10 |
| 105         | 170         | 213         | 213         | 166         | 198         | 102         |
| Sun, Oct 11 | Mon, Oct 12 | Tue, Oct 13 | Wed, Oct 14 | Thu, Oct 15 | Fri, Oct 16 | Sat, Oct 17 |
| 107         | 164         | 194         | 197         | 196         | 169         | 119         |
| Sun, Oct 18 | Mon, Oct 19 | Tue, Oct 20 | Wed, Oct 21 | Thu, Oct 22 | Fri, Oct 23 | Sat, Oct 24 |
| 126         | 174         | 177         | 252         | 208         | 199         | 112         |
| Sun, Oct 25 | Mon, Oct 26 | Tue, Oct 27 | Wed, Oct 28 | Thu, Oct 29 | Fri, Oct 30 | Sat, Oct 31 |
| 111         | 199         | 206         | 216         | 172         | 169         | 134         |

## Passengers per Day, Chart

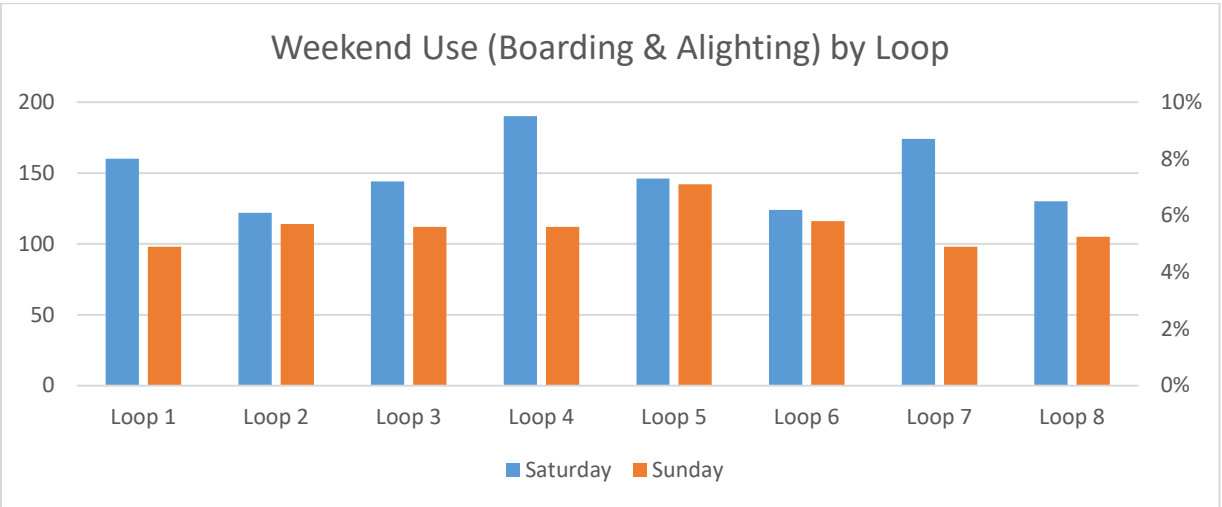
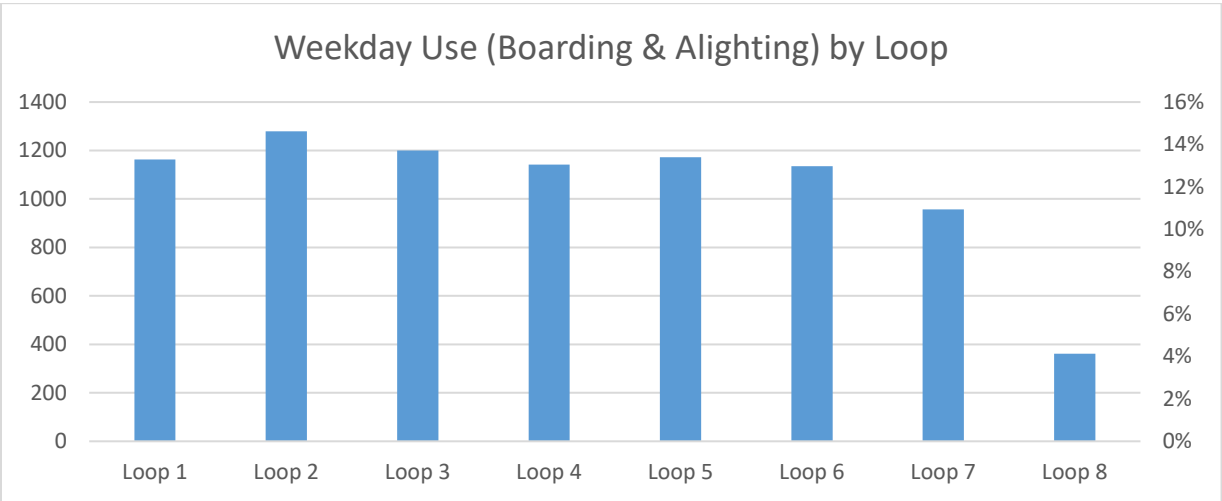
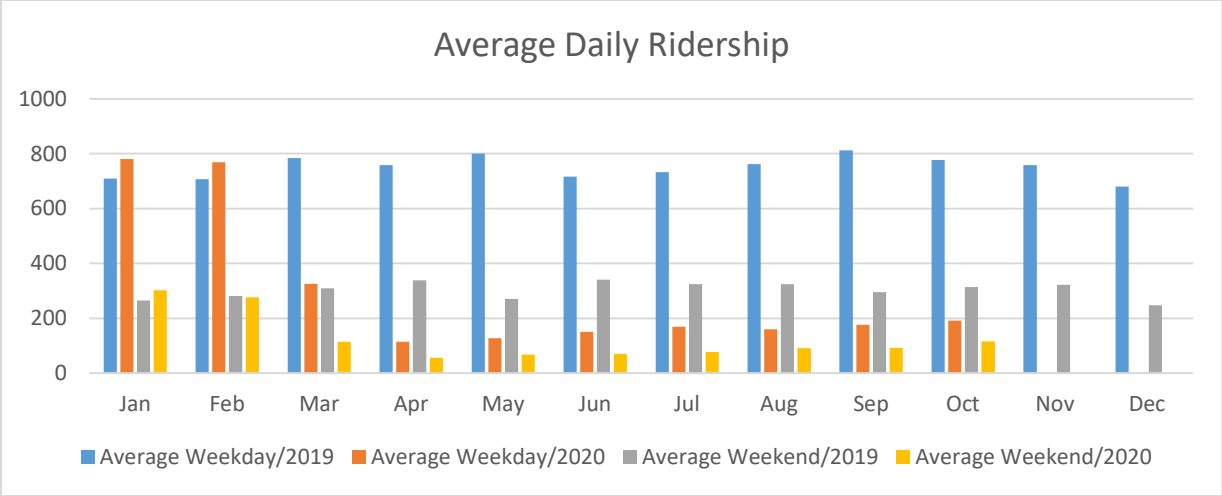


## Ridership Year-To-Date

|                  | 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          |               |          | 14427                |                      |          | 2799                 |                      |          |
| Dec              | 16964          |               |          | 14490                |                      |          | 2836                 |                      |          |
| <b>YTD Total</b> | <b>223,496</b> | <b>73,619</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                  |                      |             | 322                  |                      |             |
| Dec             | 680                  |                      |             | 247                  |                      |             |
| <b>YTD Ave.</b> | <b>750</b>           | <b>297</b>           | <b>-60%</b> | <b>303</b>           | <b>126</b>           | <b>-58%</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: **162**

The number of wheelchair lift usage: **8**

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

| GRAY Route                      |             |               | RED Route                      |             |               |
|---------------------------------|-------------|---------------|--------------------------------|-------------|---------------|
| San Antonio Center              | 1376        | 26.9%         | San Antonio Center             | 1335        | 24.8%         |
| MV Transit Center               | 447         | 8.8%          | MV Transit Center              | 579         | 10.7%         |
| Senior/Teen Center              | 419         | 8.2%          | Senior/Teen Center (Red)       | 468         | 8.7%          |
| Grant Rd.                       | 297         | 5.8%          | Grant Rd. (Red)                | 358         | 6.6%          |
| Rengstorff/Middlefield          | 200         | 3.9%          | El Camino Hospital             | 230         | 4.3%          |
| Middlefield/Easy                | 197         | 3.9%          | Rengstorff/Middlefield (Red)   | 204         | 3.8%          |
| El Camino Real/Sylvan           | 193         | 3.8%          | California/Ortega East         | 176         | 3.3%          |
| El Camino Hospital              | 170         | 3.3%          | El Camino Real/Sylvan (Red)    | 158         | 2.9%          |
| Community Center                | 165         | 3.2%          | Middlefield/Easy (Red)         | 156         | 2.9%          |
| Civic Center                    | 165         | 3.2%          | Civic Center (Red)             | 145         | 2.7%          |
| Sylvan Park                     | 144         | 2.8%          | Sylvan Park (Red)              | 138         | 2.6%          |
| Middlefield/Moffett             | 133         | 2.6%          | Whisman/Middlefield (Red)      | 125         | 2.3%          |
| Castro/El Camino Real (Gray)    | 126         | 2.5%          | California/Rengstorff (Red)    | 121         | 2.2%          |
| Whisman/Middlefield             | 119         | 2.3%          | Middlefield/Moffett (Red)      | 106         | 2.0%          |
| Shoreline/Middlefield #3 (Gray) | 114         | 2.2%          | Villa/Franklin (Red)           | 100         | 1.9%          |
| California/Rengstorff           | 102         | 2.0%          | Castro/El Camino Real (Red)    | 96          | 1.8%          |
| California/Ortega East          | 97          | 1.9%          | California/Ortega West         | 96          | 1.8%          |
| Cuesta/Miramonte                | 96          | 1.9%          | Shoreline/Middlefield #1 (Red) | 90          | 1.7%          |
| Crittenden Middle School        | 91          | 1.8%          | Community Center (Red)         | 90          | 1.7%          |
| California/Ortega West          | 83          | 1.6%          | California/Rengstorff          | 74          | 1.4%          |
| Rengstorff/Central              | 71          | 1.4%          | Crittenden Middle School (Red) | 74          | 1.4%          |
| Whisman Station                 | 51          | 1.0%          | Villa/Mariposa                 | 72          | 1.3%          |
| Rengstorff/Montecito            | 47          | 0.9%          | Rengstorff/Montecito (Red)     | 70          | 1.3%          |
| Graham Middle School            | 40          | 0.8%          | Graham Middle School (Red)     | 62          | 1.2%          |
| Villa/Shoreline                 | 34          | 0.7%          | Rengstorff/Central (Red)       | 62          | 1.2%          |
| Villa/Franklin                  | 28          | 0.5%          | Cuesta/Miramonte (Red)         | 59          | 1.1%          |
| Cuesta/Grant (Gray)             | 26          | 0.5%          | Whisman Station (Red)          | 48          | 0.9%          |
| Grant/Eunice                    | 26          | 0.5%          | Grant/Eunice                   | 25          | 0.5%          |
| Middlefield/San Pierre          | 16          | 0.3%          | Shoreline/Middlefield #2       | 21          | 0.4%          |
| Cuesta/Grant                    | 16          | 0.3%          | Middlefield/San Pierre (Red)   | 19          | 0.4%          |
| Shoreline/Pear                  | 11          | 0.2%          | Shoreline/Pear                 | 18          | 0.3%          |
| Shoreline/Middlefield #2        | 7           | 0.1%          | Cuesta/Grant                   | 16          | 0.3%          |
| <b>Total</b>                    | <b>5107</b> | <b>100.0%</b> | <b>Total</b>                   | <b>5391</b> | <b>100.0%</b> |

# Shuttle On-Time Performance

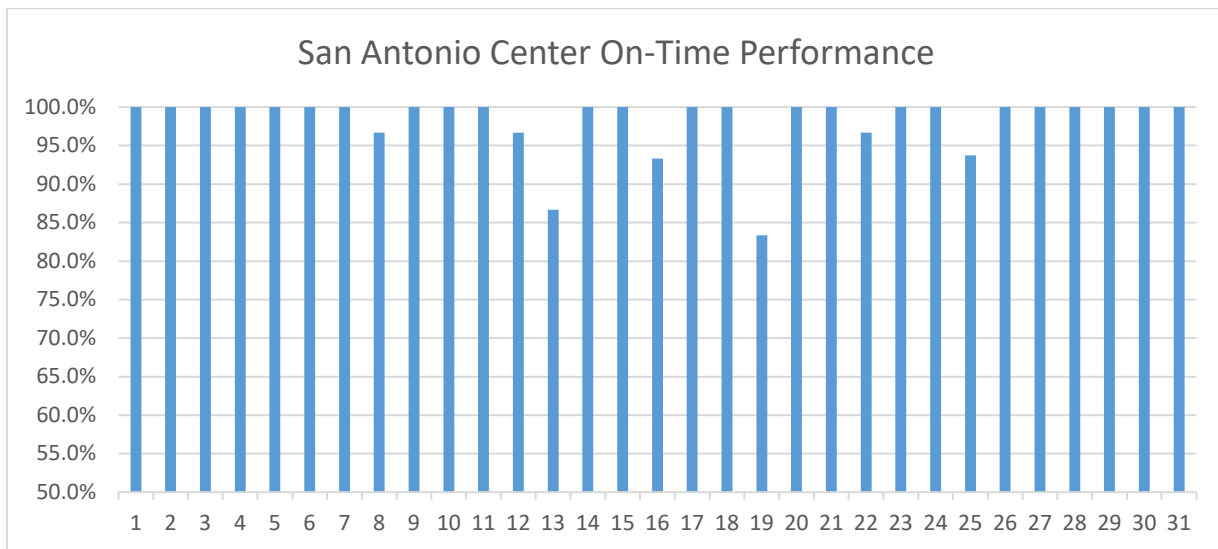
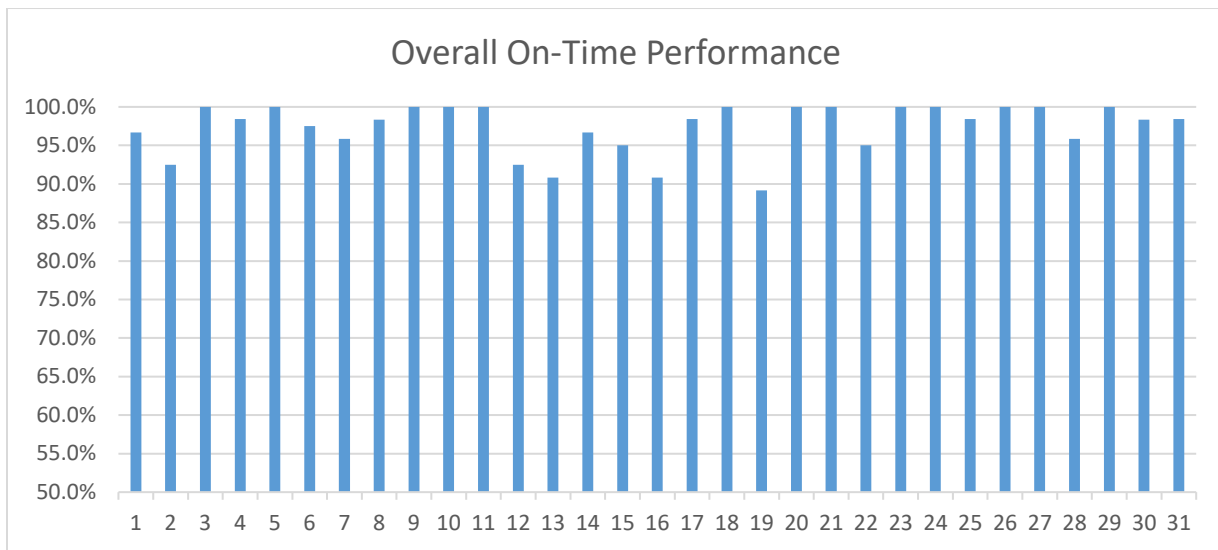
## Percentage of being on-time:

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.

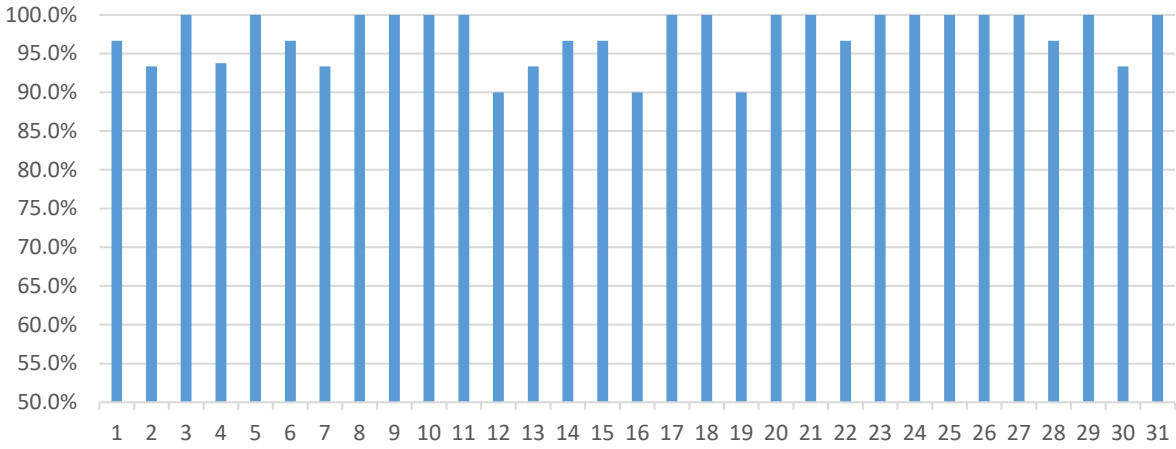
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

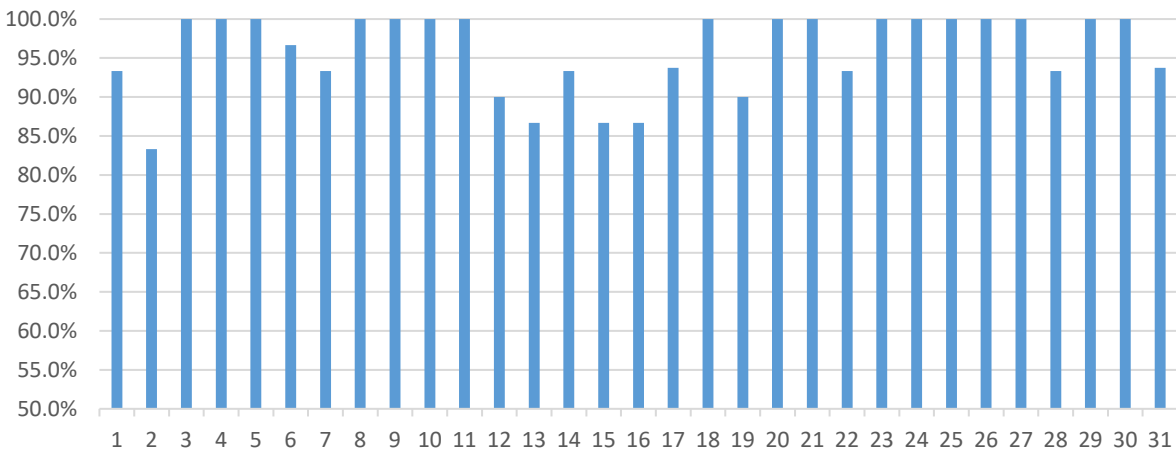
**Overall average** of all shuttles being on time is **97.4%**



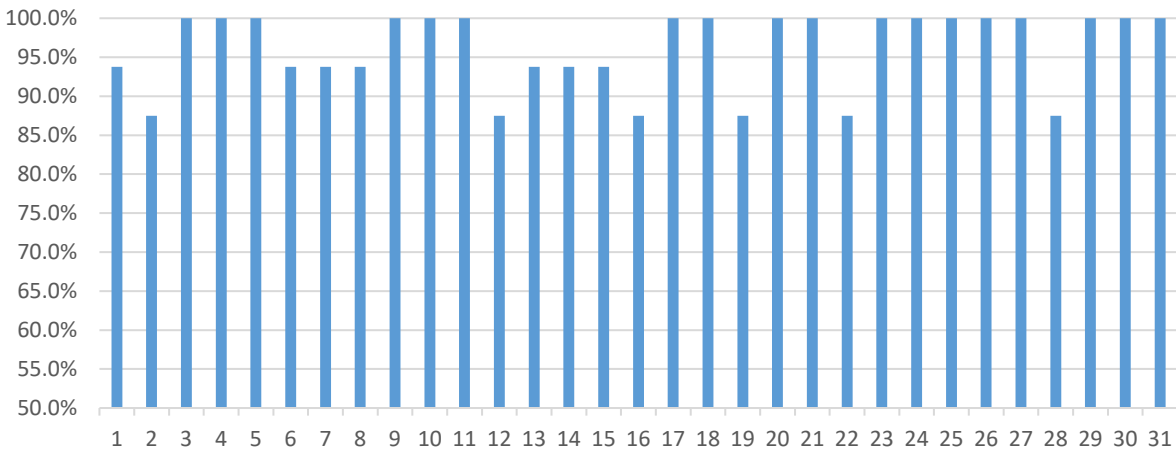
### MV Transit Center On-Time Performance



### El Camino Hospital On-Time Performance



### Shoreline/Middlefield On-Time Performance

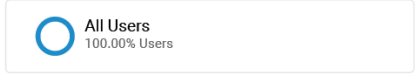




# Summary of Website Activity

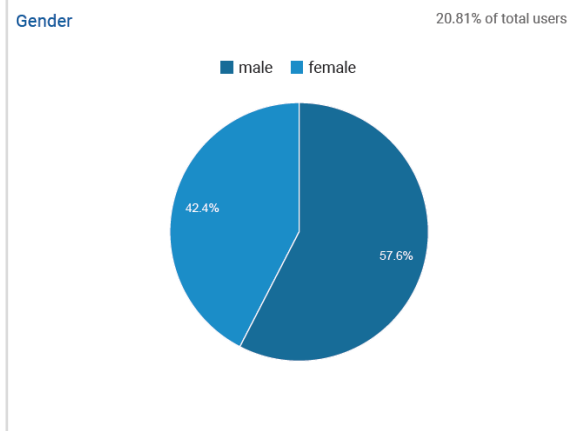
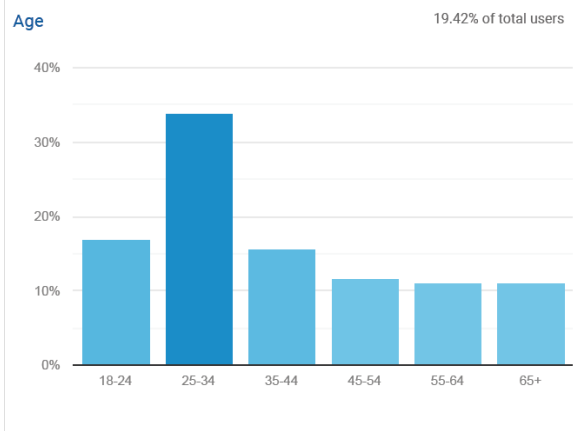
## Monthly / Year To Date Report

### Demographics: Overview

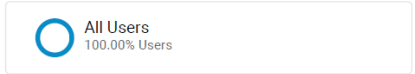


Oct 1, 2020 - Oct 31, 2020

Key Metric:

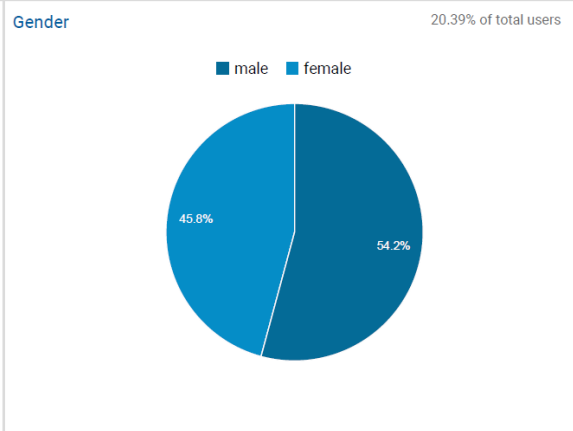
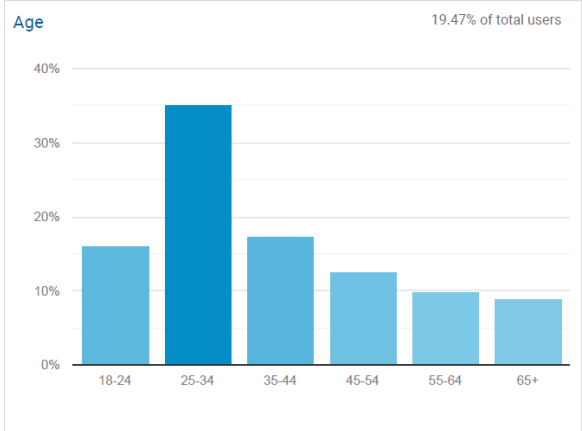


### Demographics: Overview



Jan 1, 2020 - Oct 31, 2020

Key Metric:



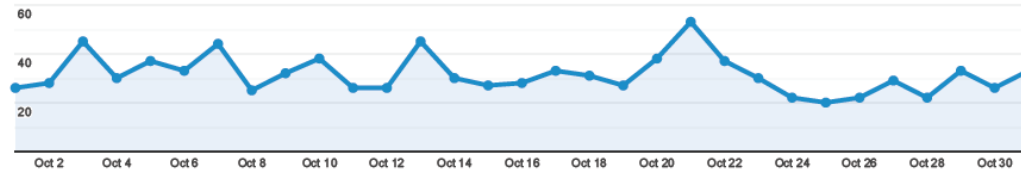
## Audience Overview

Oct 1, 2020 - Oct 31, 2020

All Users  
100.00% Users

### Overview

#### Users



#### Users

793



#### New Users

745



#### Sessions

1,093



#### Number of Sessions per User

1.38



#### Pageviews

1,613



#### Pages / Session

1.48



#### Avg. Session Duration

00:00:59

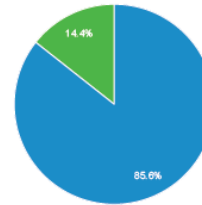


#### Bounce Rate

78.59%



New Visitor Returning Visitor



| Language  | Users | % Users |
|-----------|-------|---------|
| 1. en-us  | 661   | 83.14%  |
| 2. en     | 71    | 8.93%   |
| 3. zh-cn  | 17    | 2.14%   |
| 4. es-419 | 7     | 0.88%   |
| 5. es-us  | 5     | 0.63%   |
| 6. en-ca  | 4     | 0.50%   |
| 7. en-gb  | 4     | 0.50%   |
| 8. ja     | 3     | 0.38%   |
| 9. en-au  | 2     | 0.25%   |
| 10. en-in | 2     | 0.25%   |

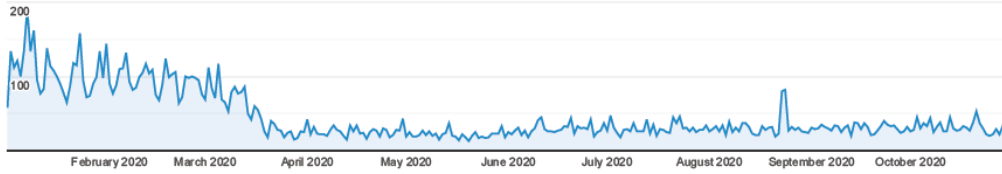
## Audience Overview

All Users  
100.00% Users

Jan 1, 2020 - Oct 31, 2020

### Overview

#### Users



#### Users

10,633



#### New Users

10,455



#### Sessions

15,564



#### Number of Sessions per User

1.46



#### Pageviews

24,842



#### Pages / Session

1.60



#### Avg. Session Duration

00:01:15

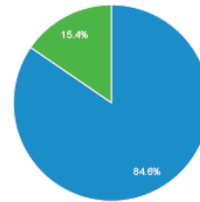


#### Bounce Rate

75.15%

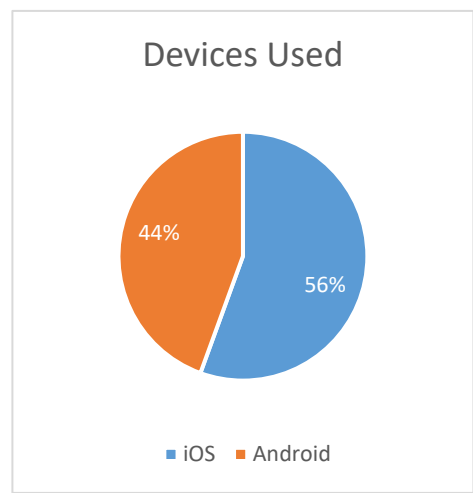
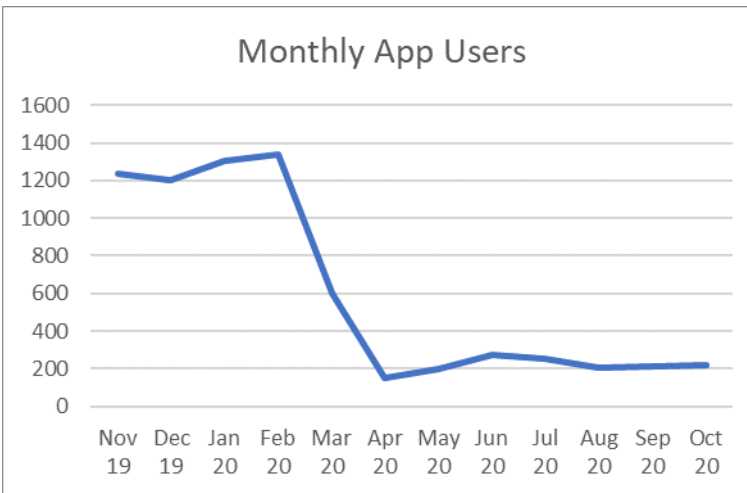
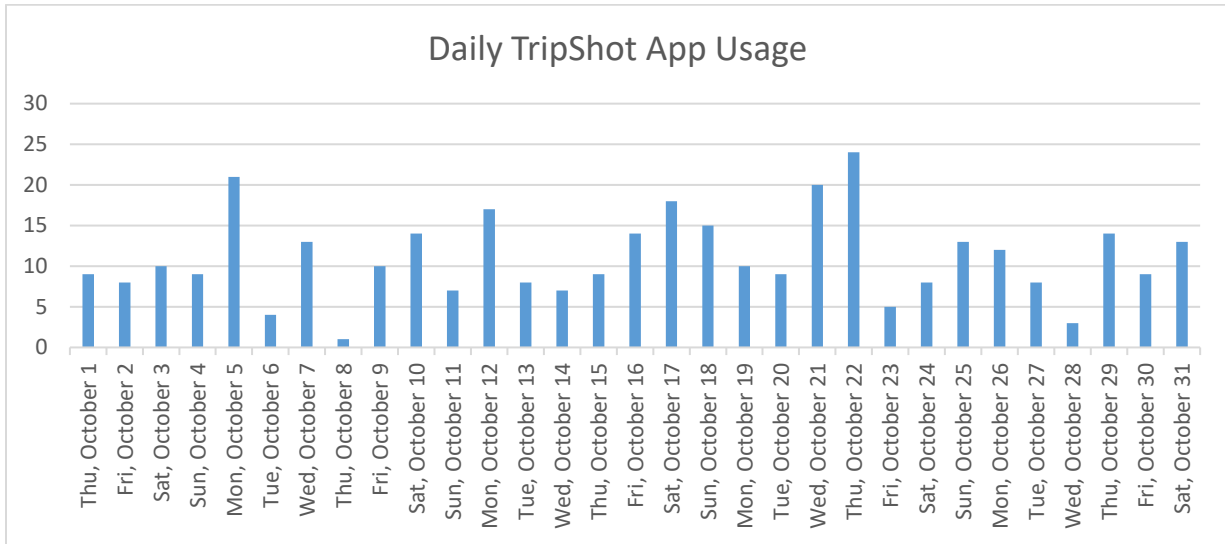


New Visitor Returning Visitor



| Language  | Users | % Users |
|-----------|-------|---------|
| 1. en-us  | 8,794 | 81.84%  |
| 2. en     | 849   | 7.90%   |
| 3. en-gb  | 171   | 1.59%   |
| 4. zh-cn  | 143   | 1.33%   |
| 5. ja-jp  | 78    | 0.73%   |
| 6. es-419 | 66    | 0.61%   |
| 7. ko     | 57    | 0.53%   |
| 8. es-xl  | 53    | 0.49%   |
| 9. ja     | 43    | 0.40%   |
| 10. en-ca | 42    | 0.39%   |

## Summary of TripShot App Activity



**Average Monthly Users: 216**

**App Sessions: 342**

## Complaints Received by CSR Staff

- There were two complaints about drivers skipping stops.
  - 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 that a driver was rude.
  - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service.