

Mountain View Community Shuttle
Monthly Operations Report
February 2020

March 10, 2020

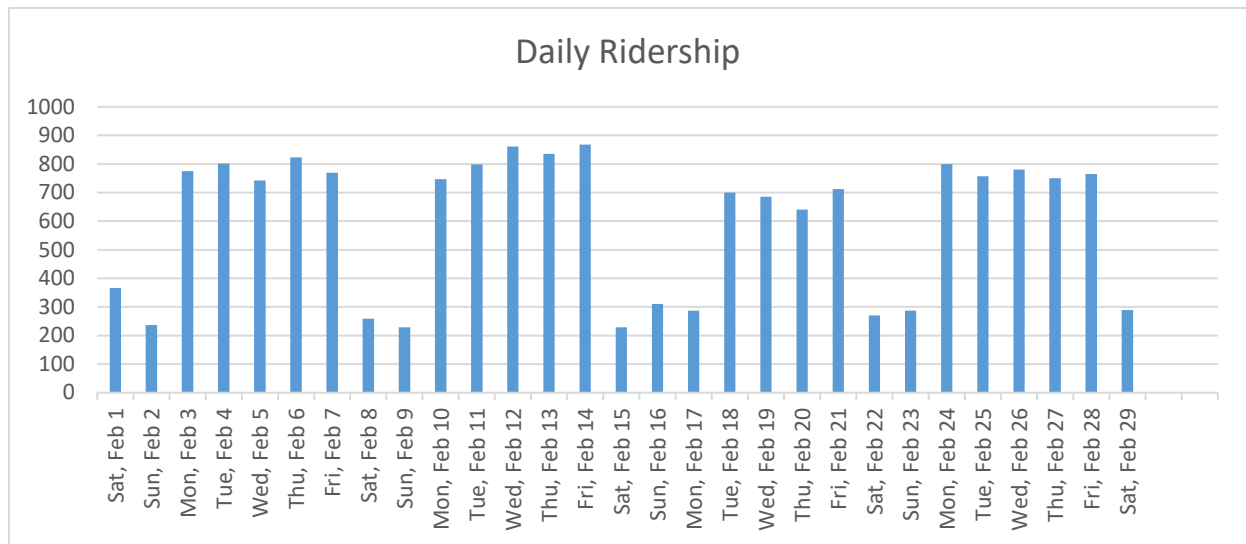
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Passengers per Day, Table

						Sat, Feb 1
						367
Sun, Feb 2	Mon, Feb 3	Tue, Feb 4	Wed, Feb 5	Thu, Feb 6	Fri, Feb 7	Sat, Feb 8
237	775	802	743	823	769	259
Sun, Feb 9	Mon, Feb 10	Tue, Feb 11	Wed, Feb 12	Thu, Feb 13	Fri, Feb 14	Sat, Feb 15
229	747	799	861	835	868	229
Sun, Feb 16	Mon, Feb 17	Tue, Feb 18	Wed, Feb 19	Thu, Feb 20	Fri, Feb 21	Sat, Feb 22
311	287	700	686	641	712	270
Sun, Feb 23	Mon, Feb 24	Tue, Feb 25	Wed, Feb 26	Thu, Feb 27	Fri, Feb 28	Sat, Feb 29
287	800	757	781	750	765	289

Passengers per Day, Chart

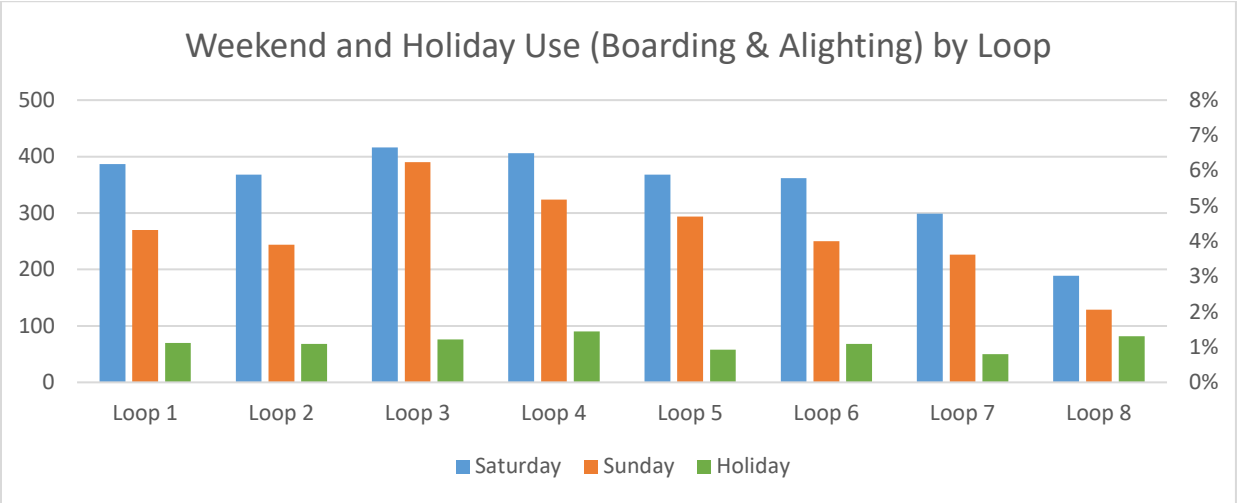
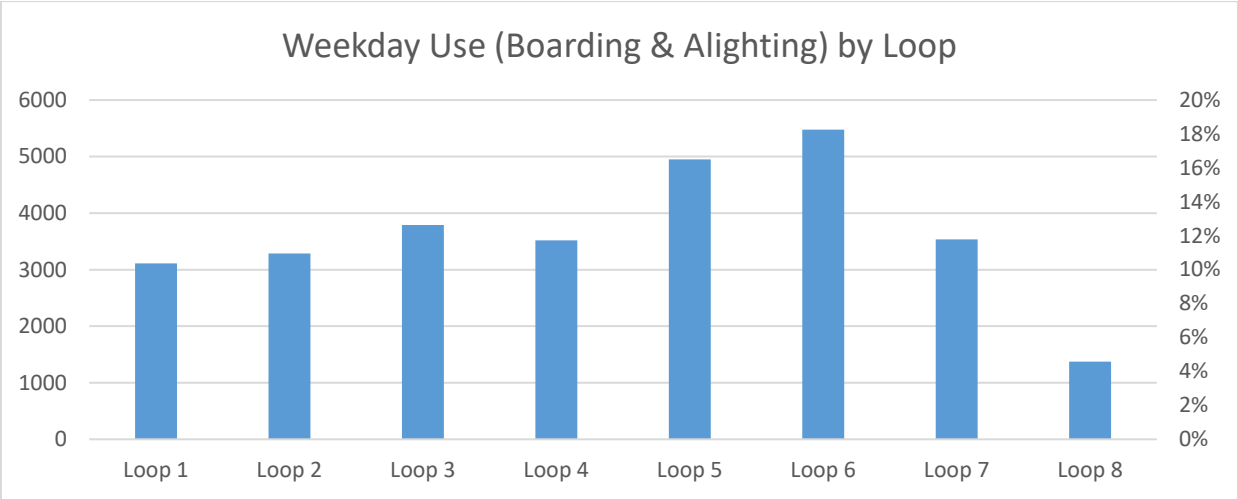
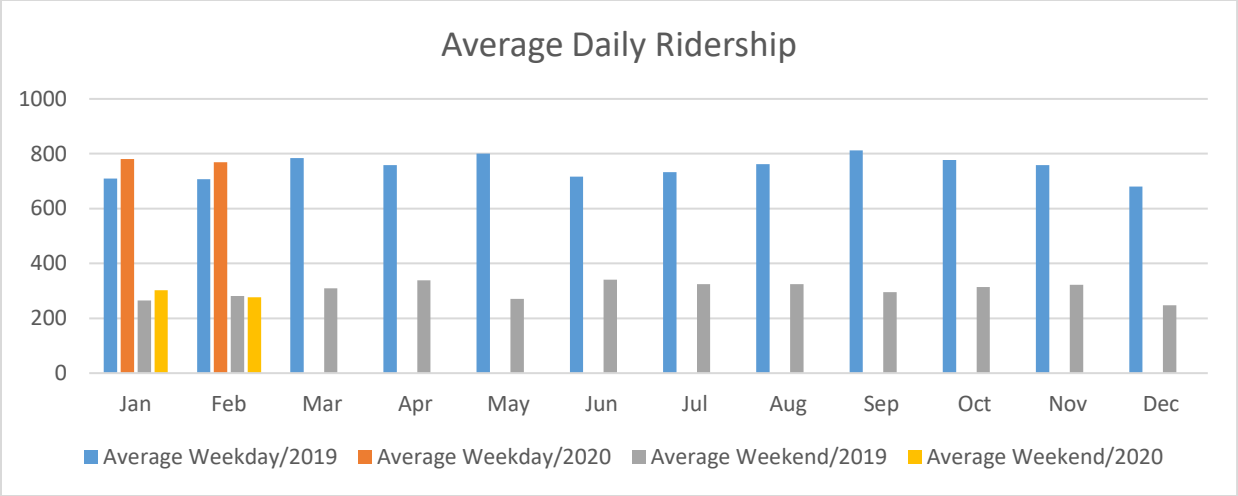


Ridership Year-To-Date

	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			16461			2646		
Apr	19403			16689			2596		
May	20066			17625			2475		
Jun	17756			14344			2580		
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	36,809							

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			309		
Apr	759			339		
May	801			271		
Jun	717			341		
Jul	733			324		
Aug	762			325		
Sep	812			295		
Oct	777			314		
Nov	759			322		
Dec	680			247		
YTD Ave.	750	775	3%	303	290	-4%



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

Peak Service Loop: 6th loop, 3:00 PM – 4:25 PM.

Additional Ridership Data:

The number of bicycles carried: **272**

The number of wheelchair lift usage: **10**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	2636	14.6%	San Antonio Center	2829	17.2%
MV Transit Center	1534	8.5%	Senior/Teen Center (Red)	1433	8.7%
Senior/Teen Center	1502	8.3%	Grant Rd. (Red)	1422	8.7%
Grant Rd.	1250	6.9%	MV Transit Center	1398	8.5%
Crittenden Middle School	950	5.2%	El Camino Real/Sylvan (Red)	847	5.2%
Middlefield/Easy	881	4.9%	Rengstorff/Middlefield (Red)	700	4.3%
Rengstorff/Middlefield	858	4.7%	Civic Center (Red)	579	3.5%
Graham Middle School	768	4.2%	Middlefield/Moffett (Red)	552	3.4%
Civic Center	700	3.9%	Sylvan Park (Red)	549	3.3%
El Camino Real/Sylvan	658	3.6%	El Camino Hospital	535	3.3%
Whisman Station	645	3.6%	Whisman Station (Red)	511	3.1%
Middlefield/Moffett	608	3.4%	Middlefield/Easy (Red)	478	2.9%
Cuesta/Miramonte	560	3.1%	California/Ortega East	431	2.6%
Sylvan Park	539	3.0%	Crittenden Middle School (Red)	410	2.5%
Whisman/Middlefield	511	2.8%	Villa/Franklin (Red)	342	2.1%
El Camino Hospital	416	2.3%	California/Rengstorff (Red)	303	1.8%
California/Ortega West	382	2.1%	Castro/El Camino Real (Red)	285	1.7%
California/Rengstorff	342	1.9%	Graham Middle School (Red)	273	1.7%
Rengstorff/Central	336	1.9%	Whisman/Middlefield (Red)	269	1.6%
Shoreline/Middlefield #3 (Gray)	286	1.6%	Cuesta/Miramonte (Red)	265	1.6%
Castro/El Camino Real (Gray)	272	1.5%	Grant/Eunice	257	1.6%
Community Center	269	1.5%	Shoreline/Middlefield #1 (Red)	236	1.4%
Middlefield/San Pierre	255	1.4%	Rengstorff/Central (Red)	225	1.4%
California/Ortega East	205	1.1%	California/Ortega West	218	1.3%
Villa/Franklin	163	0.9%	California/Rengstorff	197	1.2%
Villa/Shoreline	123	0.7%	Community Center (Red)	194	1.2%
Grant/Eunice	108	0.6%	Villa/Mariposa	184	1.1%
Rengstorff/Montecito	106	0.6%	Rengstorff/Montecito (Red)	173	1.1%
Cuesta/Grant (Gray)	94	0.5%	Middlefield/San Pierre (Red)	141	0.9%
Shoreline/Pear	79	0.4%	Cuesta/Grant	95	0.6%
Cuesta/Grant	52	0.3%	Shoreline/Pear	70	0.4%
Shoreline/Middlefield #2	17	0.1%	Shoreline/Middlefield #2	29	0.2%
Total	18105	100.0%	Total	16430	100.0%

Shuttle On-Time Performance

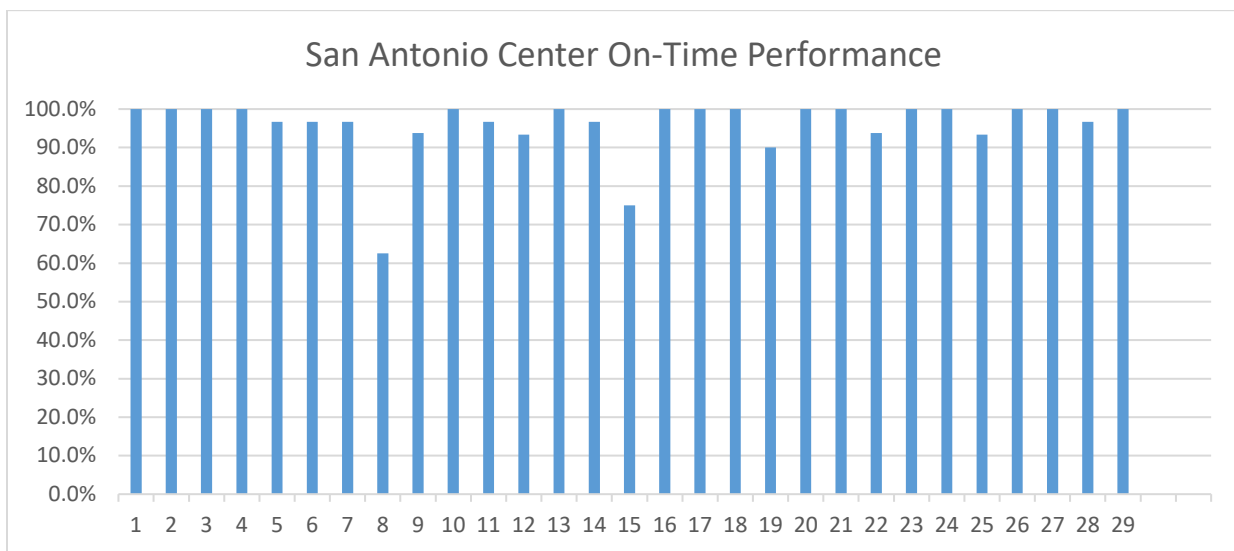
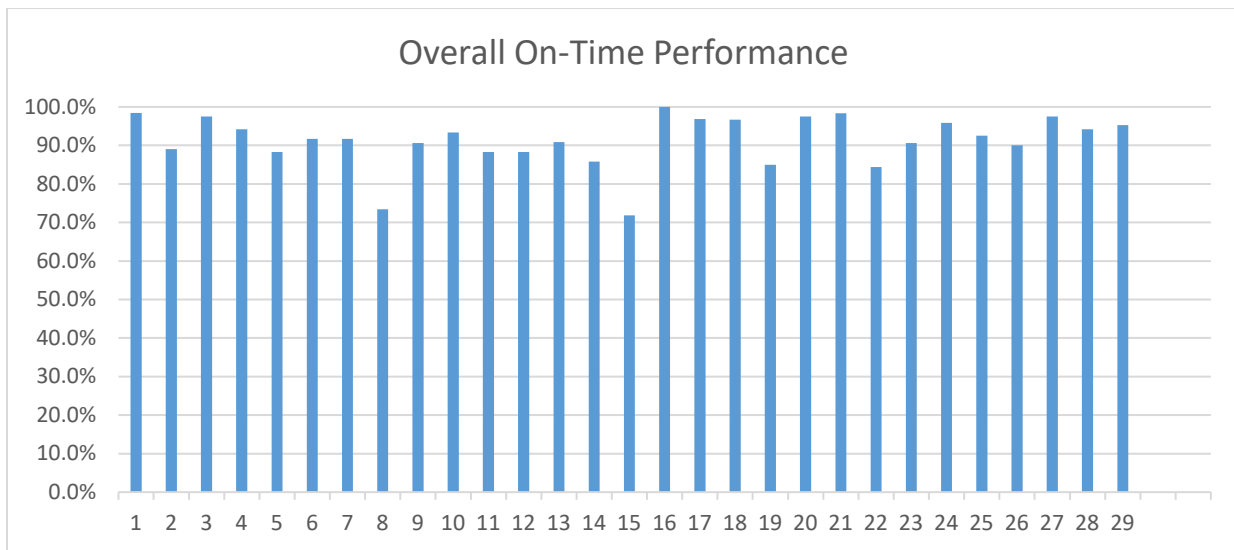
Percentage of being on-time:

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.

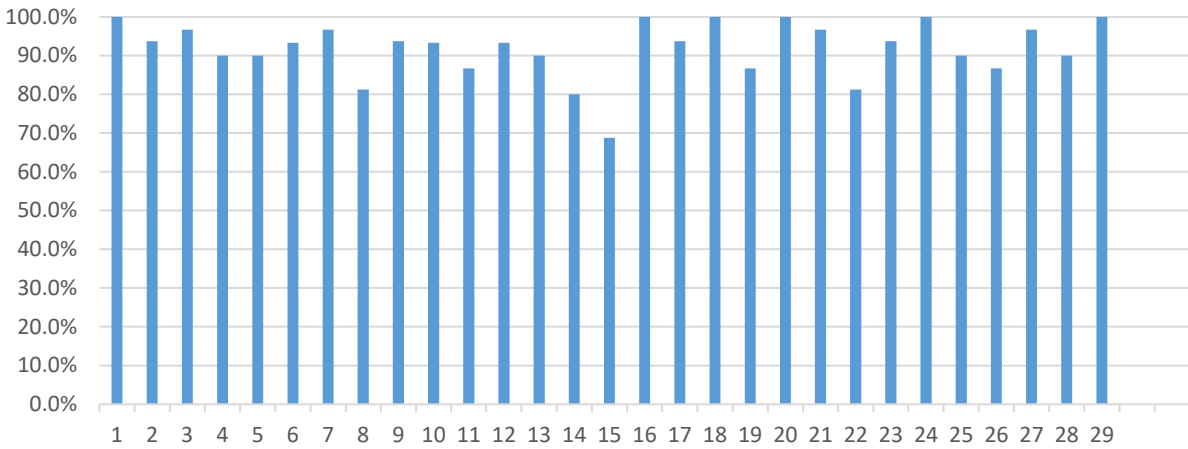
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

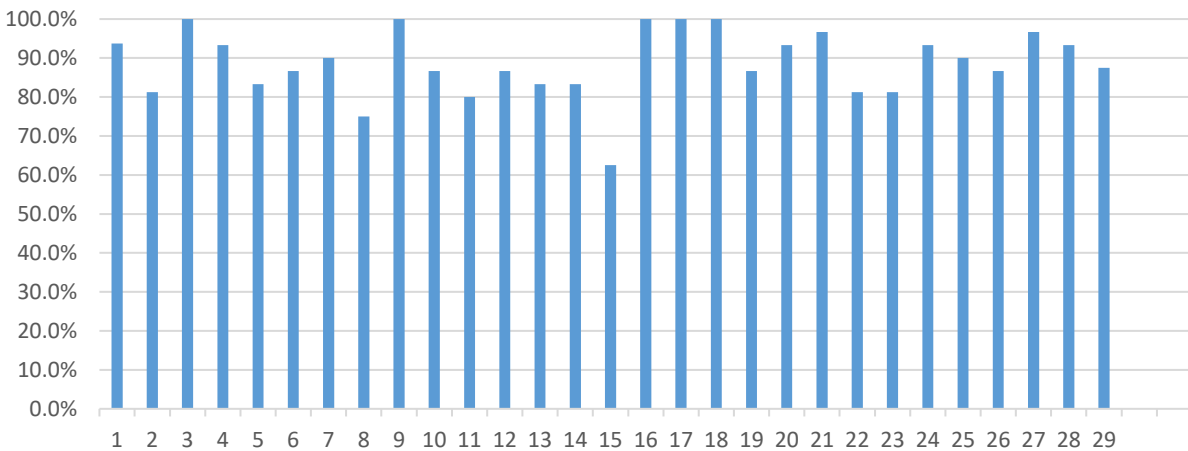
Overall average of all shuttles being on time is **91.3%**



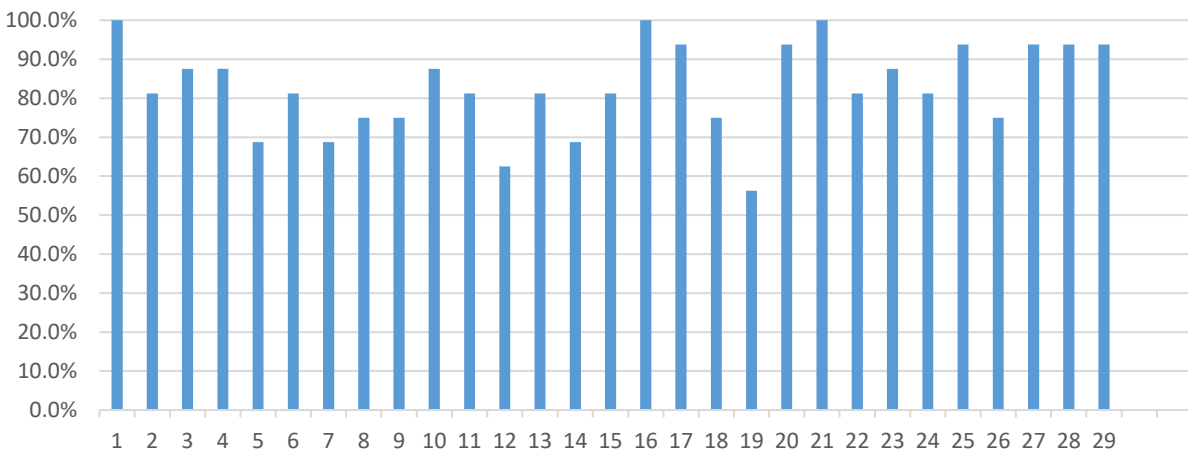
MV Transit Center On-Time Performance



El Camino Hospital On-Time Performance



Shoreline/Middlefield On-Time Performance



Summary of Website Activity

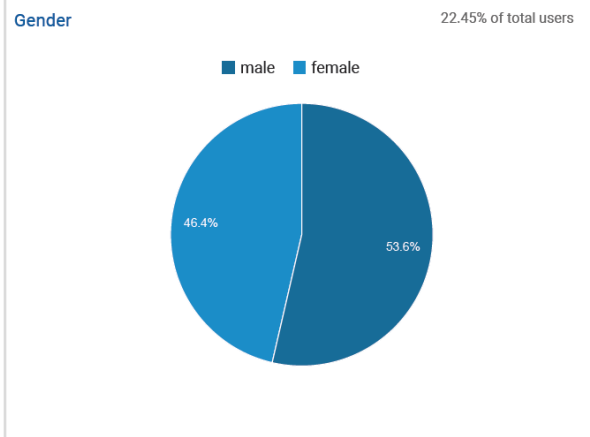
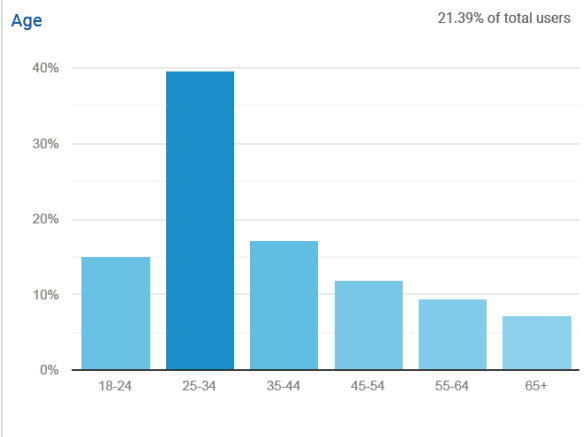
Year To Date/Monthly Report

Demographics: Overview



Jan 1, 2020 - Feb 29, 2020

Key Metric:

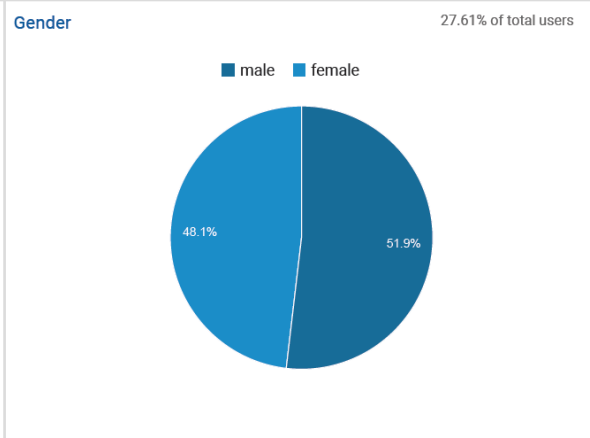
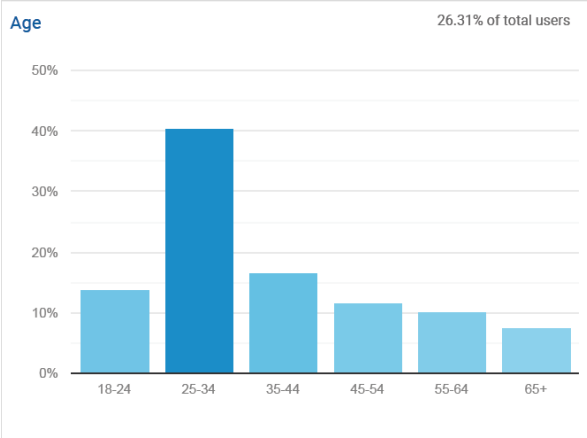


Demographics: Overview



Feb 1, 2020 - Feb 29, 2020

Key Metric:

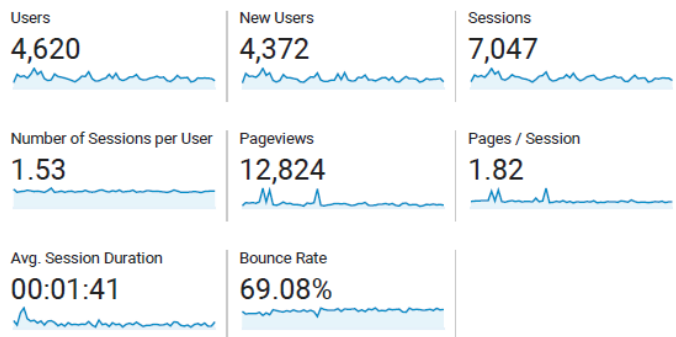
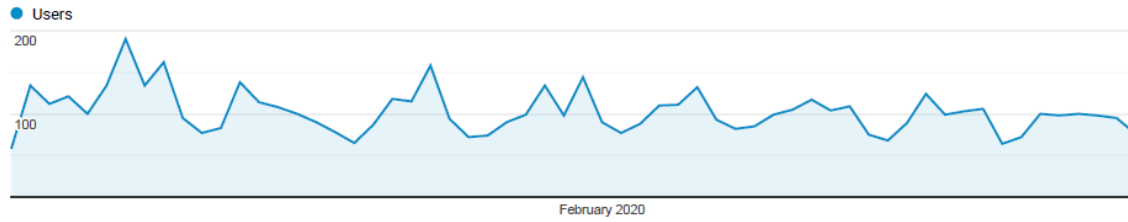


Audience Overview

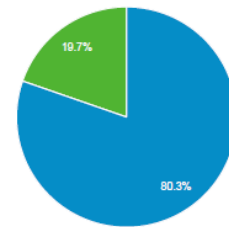
Jan 1, 2020 - Feb 29, 2020

All Users
100.00% Users

Overview




■ New Visitor ■ Returning Visitor



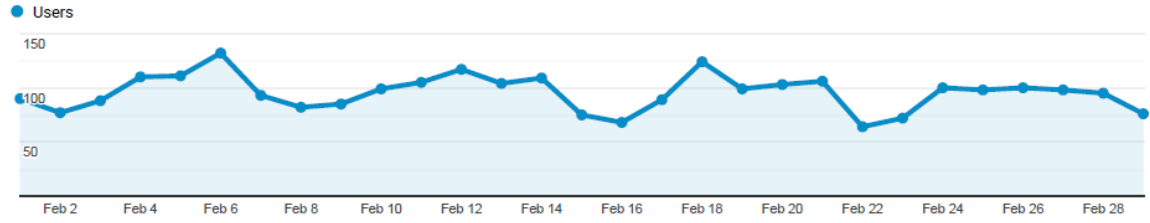
Language	Users	% Users
1. en-us	4,028	86.92%
2. en-gb	105	2.27%
3. zh-cn	70	1.51%
4. ja-jp	51	1.10%
5. es-xl	33	0.71%
6. en-ca	31	0.67%
7. en	25	0.54%
8. zh-tw	21	0.45%
9. de-de	17	0.37%
10. fr-fr	17	0.37%

Audience Overview

Feb 1, 2020 - Feb 29, 2020

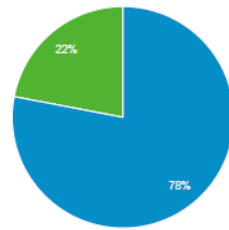

All Users
 100.00% Users

Overview



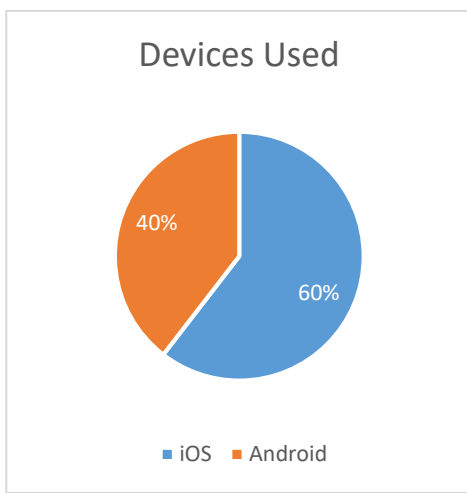
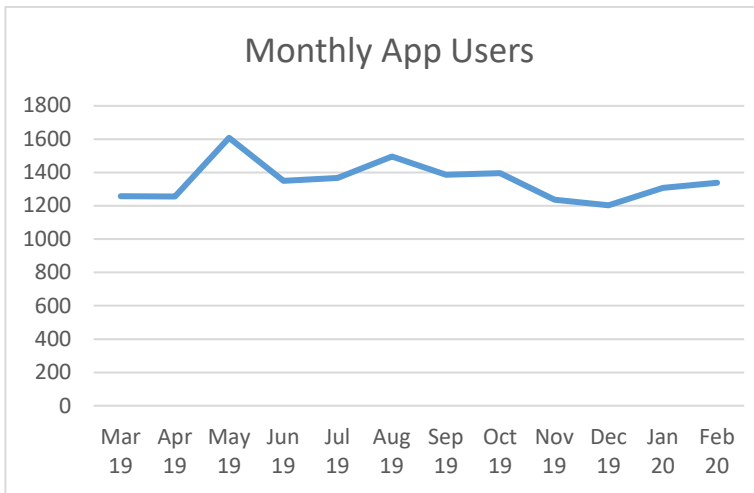
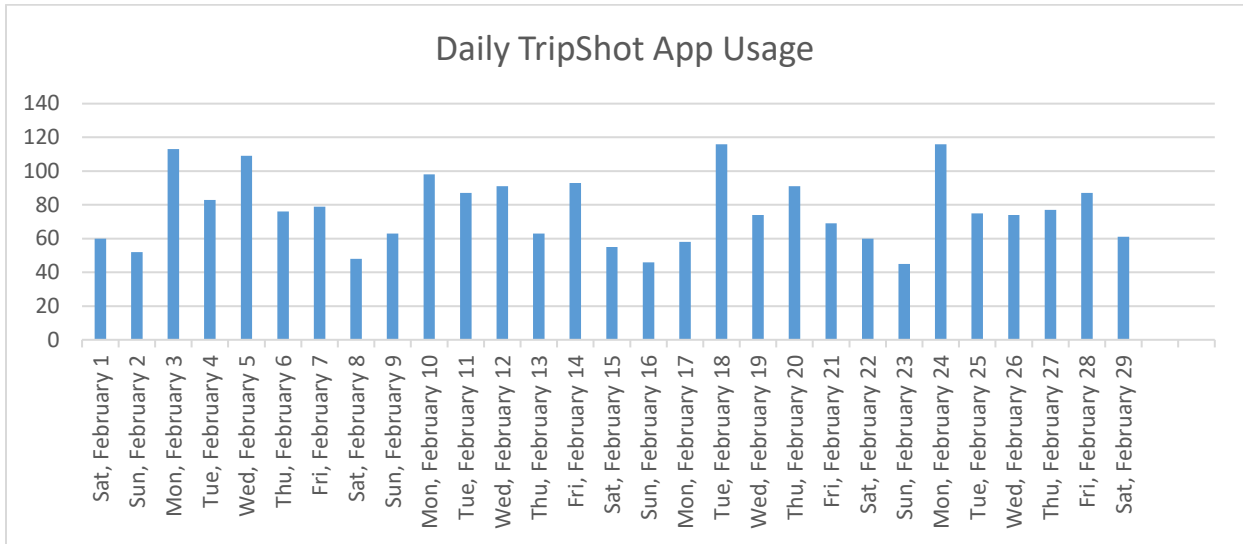
Users 2,144	New Users 1,943	Sessions 3,159
Number of Sessions per User 1.47	Pageviews 4,868	Pages / Session 1.54
Avg. Session Duration 00:01:17	Bounce Rate 73.31%	

■ New Visitor
 ■ Returning Visitor



Language	Users	% Users
1. en-us	1,890	87.95%
2. en-gb	39	1.81%
3. ja-jp	36	1.68%
4. zh-cn	28	1.30%
5. es-xl	18	0.84%
6. en	15	0.70%
7. en-ca	10	0.47%
8. en-in	10	0.47%
9. ru-ru	9	0.42%
10. zh-tw	9	0.42%

Summary of TripShot App Activity



Average Monthly Users: 1338

App Sessions: 2219

Complaints Received by CSR Staff

- There were three 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 provided incorrect information