

Mountain View Community Shuttle
Monthly Operations Report
April 2020

May 12, 2020

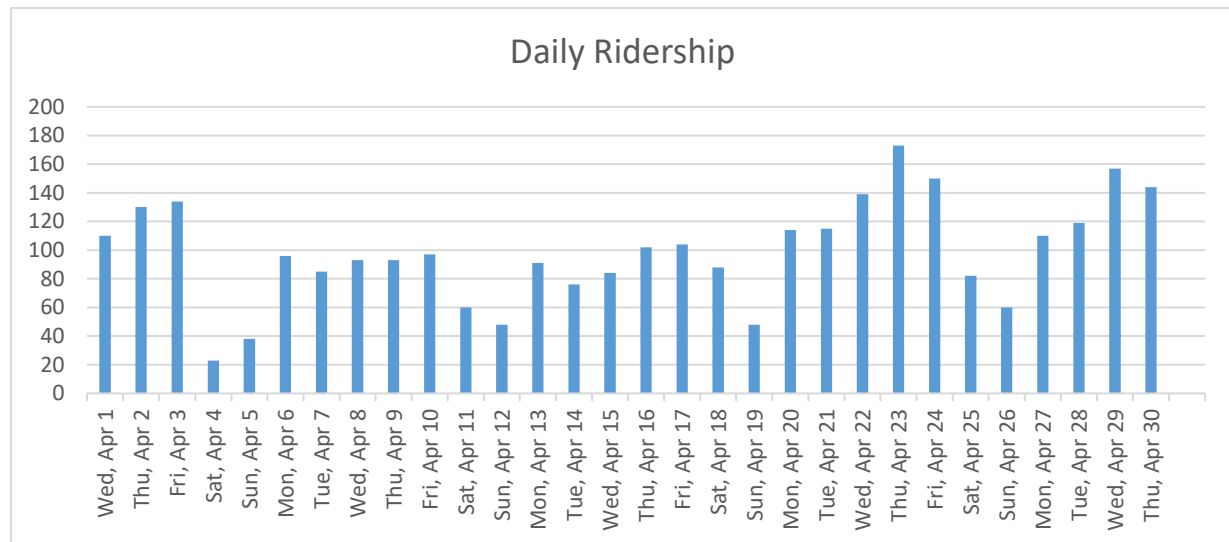
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Passengers per Day, Table

			Wed, Apr 1	Thu, Apr 2	Fri, Apr 3	Sat, Apr 4
			110	130	134	23
Sun, Apr 5	Mon, Apr 6	Tue, Apr 7	Wed, Apr 8	Thu, Apr 9	Fri, Apr 10	Sat, Apr 11
38	96	85	93	93	97	60
Sun, Apr 12	Mon, Apr 13	Tue, Apr 14	Wed, Apr 15	Thu, Apr 16	Fri, Apr 17	Sat, Apr 18
48	91	76	84	102	104	88
Sun, Apr 19	Mon, Apr 20	Tue, Apr 21	Wed, Apr 22	Thu, Apr 23	Fri, Apr 24	Sat, Apr 25
48	114	115	139	173	150	82
Sun, Apr 26	Mon, Apr 27	Tue, Apr 28	Wed, Apr 29	Thu, Apr 30		
60	110	119	157	144		

Passengers per Day, Chart

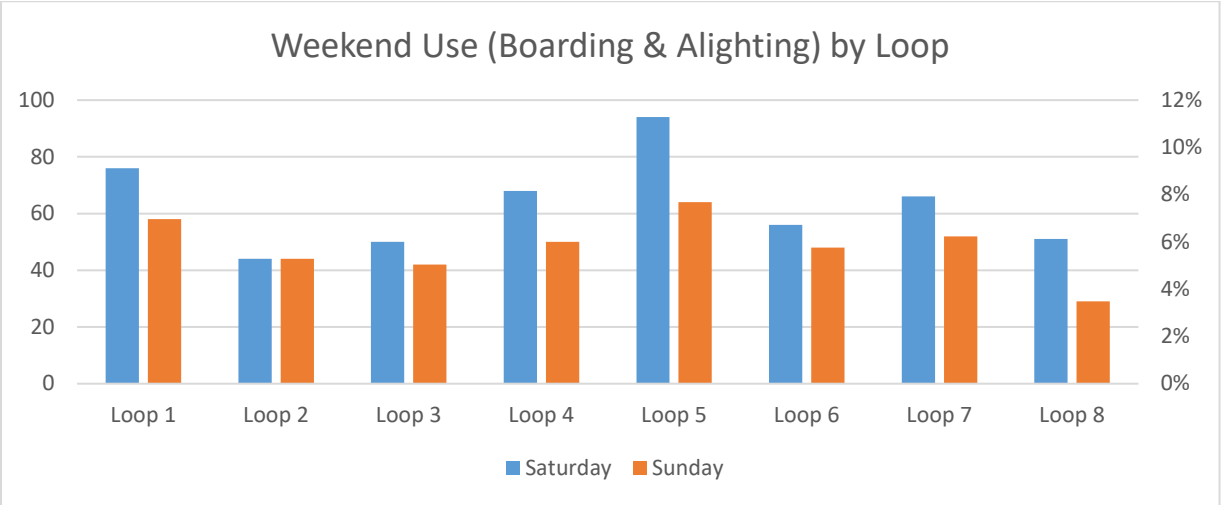
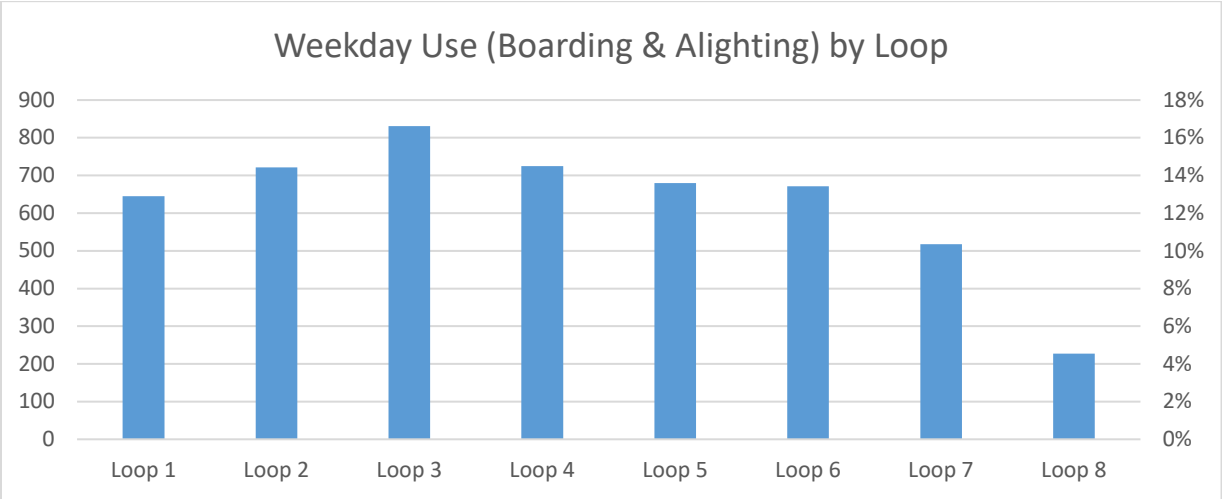
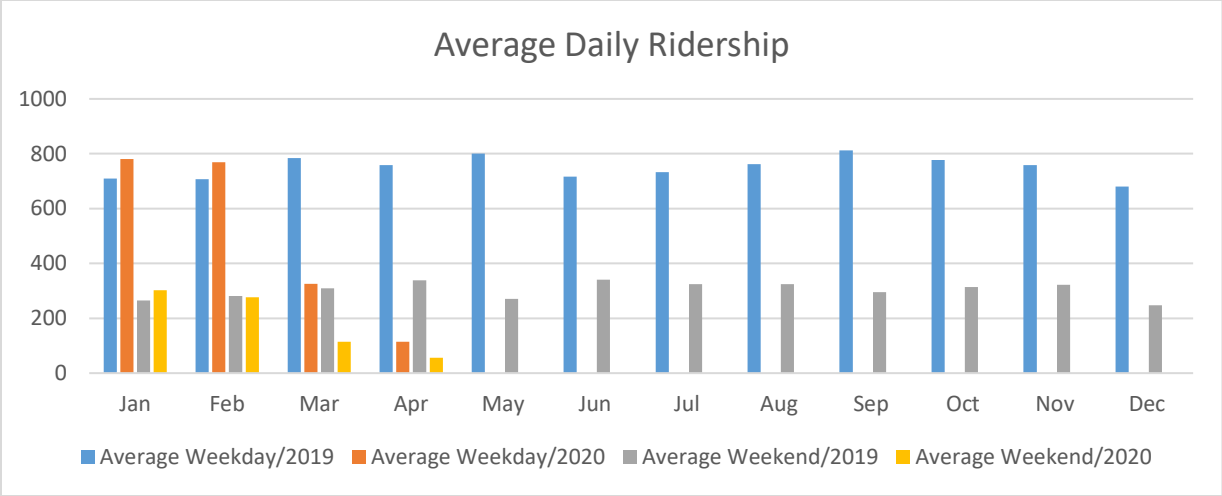


Ridership Year-To-Date

	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			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	47,982							

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			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	498	-34%	303	188	-38%



(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: **89**

The number of wheelchair lift usage: **0**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	1020	32.2%	San Antonio Center	762	27.8%
MV Transit Center	256	8.1%	MV Transit Center	233	8.5%
Senior/Teen Center	186	5.9%	Senior/Teen Center (Red)	230	8.4%
Grant Rd.	148	4.7%	Rengstorff/Middlefield (Red)	140	5.1%
Rengstorff/Middlefield	145	4.6%	Grant Rd. (Red)	124	4.5%
Community Center	135	4.3%	El Camino Real/Sylvan (Red)	112	4.1%
Middlefield/Easy	115	3.6%	Civic Center (Red)	90	3.3%
Middlefield/Moffett	108	3.4%	El Camino Hospital	85	3.1%
El Camino Hospital	89	2.8%	Middlefield/Easy (Red)	79	2.9%
Whisman/Middlefield	86	2.7%	Middlefield/Moffett (Red)	72	2.6%
Shoreline/Middlefield #3 (Gray)	83	2.6%	Whisman Station (Red)	69	2.5%
El Camino Real/Sylvan	81	2.6%	Sylvan Park (Red)	66	2.4%
Crittenden Middle School	76	2.4%	Shoreline/Middlefield #1 (Red)	63	2.3%
California/Ortega West	75	2.4%	California/Ortega East	59	2.2%
Castro/El Camino Real (Gray)	70	2.2%	Castro/El Camino Real (Red)	59	2.2%
Civic Center	65	2.0%	California/Rengstorff (Red)	57	2.1%
Whisman Station	63	2.0%	Community Center (Red)	52	1.9%
Sylvan Park	63	2.0%	Crittenden Middle School (Red)	51	1.9%
Cuesta/Miramonte	52	1.6%	Grant/Eunice	44	1.6%
California/Rengstorff	50	1.6%	Rengstorff/Montecito (Red)	44	1.6%
Rengstorff/Central	37	1.2%	Whisman/Middlefield (Red)	35	1.3%
California/Ortega East	34	1.1%	Rengstorff/Central (Red)	32	1.2%
Rengstorff/Montecito	29	0.9%	Villa/Mariposa	29	1.1%
Middlefield/San Pierre	26	0.8%	California/Ortega West	29	1.1%
Cuesta/Grant (Gray)	20	0.6%	California/Rengstorff	26	0.9%
Villa/Shoreline	14	0.4%	Graham Middle School (Red)	24	0.9%
Grant/Eunice	10	0.3%	Cuesta/Miramonte (Red)	21	0.8%
Shoreline/Pear	9	0.3%	Villa/Franklin (Red)	20	0.7%
Villa/Franklin	9	0.3%	Middlefield/San Pierre (Red)	15	0.5%
Cuesta/Grant	8	0.3%	Cuesta/Grant	14	0.5%
Graham Middle School	8	0.3%	Shoreline/Pear	2	0.1%
Shoreline/Middlefield #2	1	0.0%	Shoreline/Middlefield #2	1	0.0%
Total	3171	100.0%	Total	2739	100.0%

Shuttle On-Time Performance

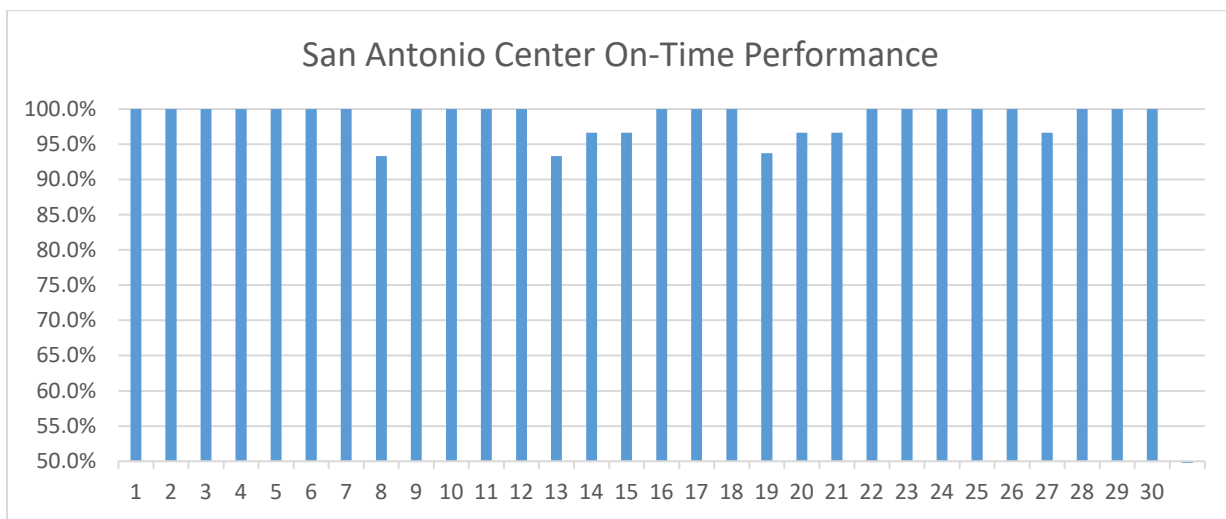
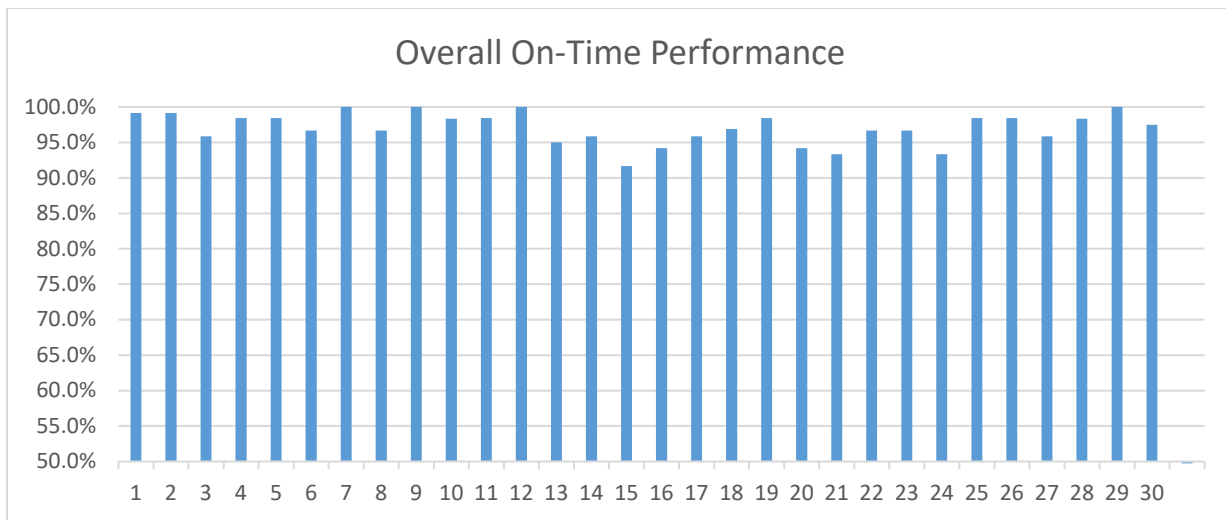
Percentage of being on-time:

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.

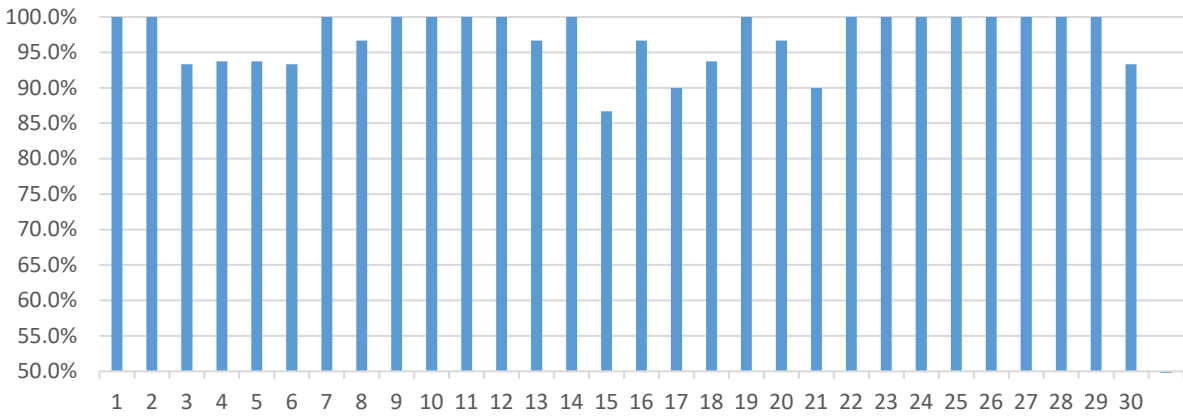
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

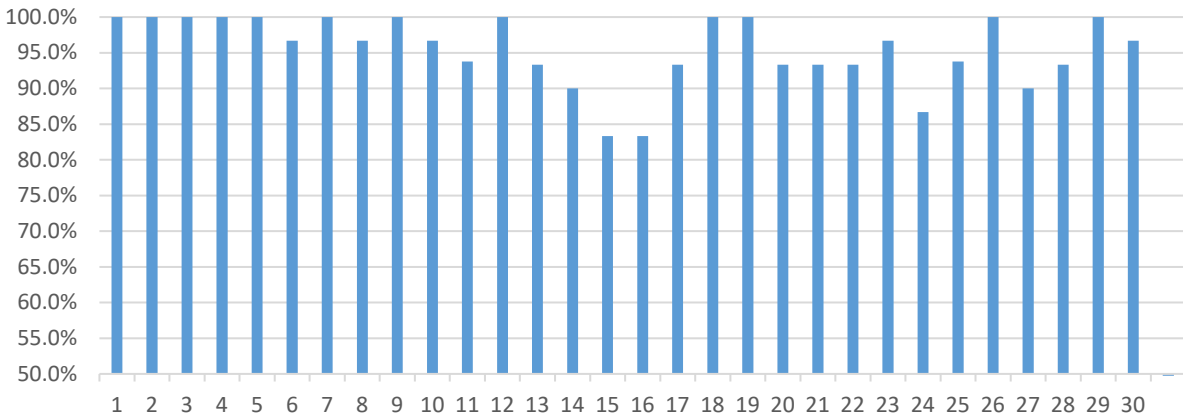
Overall average of all shuttles being on time is **97.1%**



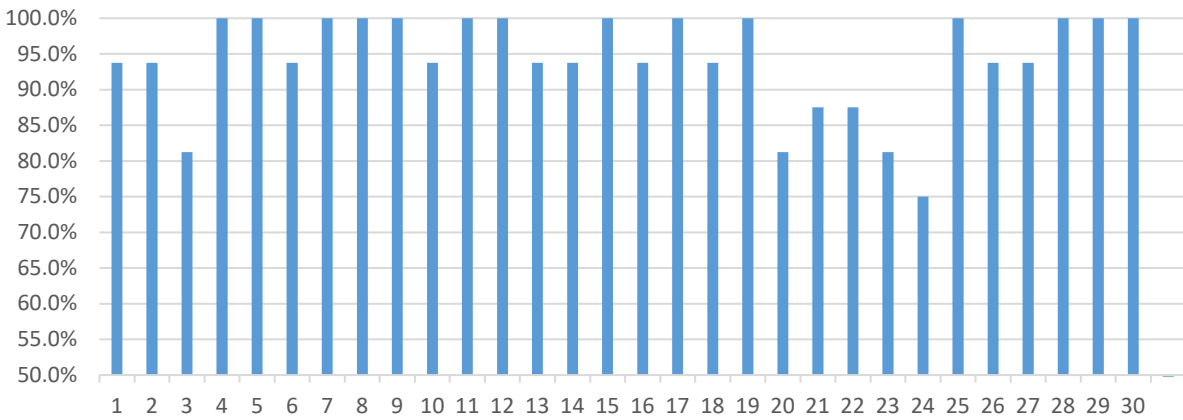
MV Transit Center On-Time Performance



El Camino Hospital On-Time Performance




Shoreline/Middlefield On-Time Performance



Summary of Website Activity

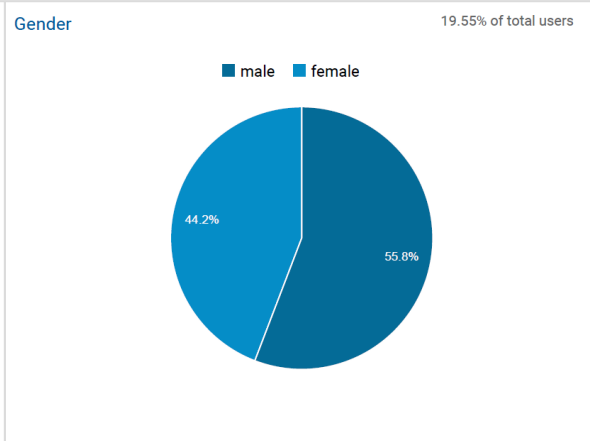
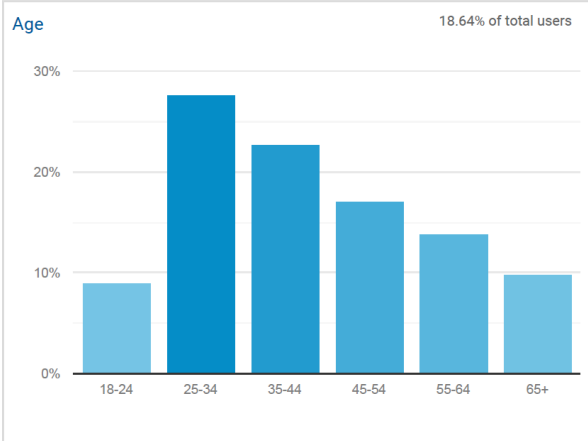
Monthly / Year To Date Report

Demographics: Overview


 All Users
100.00% Users

Apr 1, 2020 - Apr 30, 2020

Key Metric:

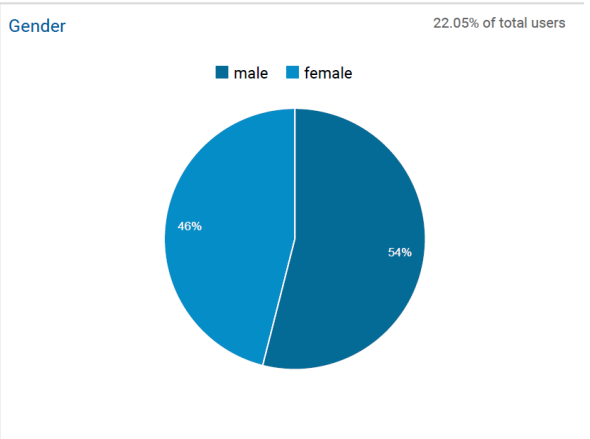
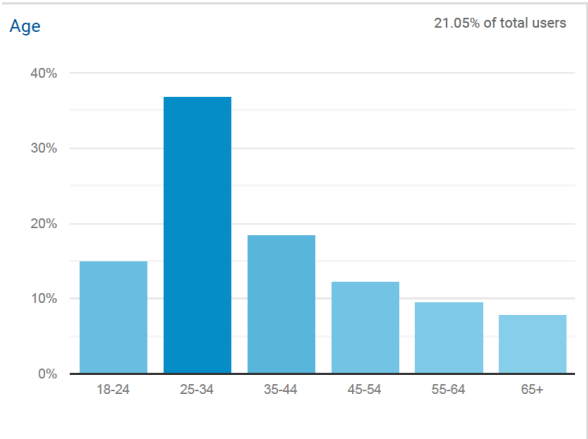


Demographics: Overview

 All Users
100.00% Users

Jan 1, 2020 - Apr 30, 2020

Key Metric:



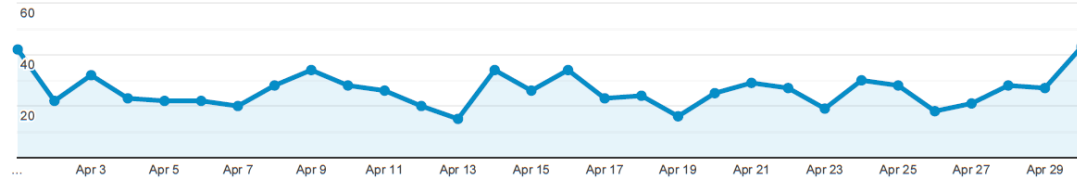
Audience Overview

Apr 1, 2020 - Apr 30, 2020

All Users
100.00% Users

Overview

Users



Users

660



New Users

615



Sessions

856



Number of Sessions per User

1.30



Pageviews

1,157



Pages / Session

1.35



Avg. Session Duration

00:00:46

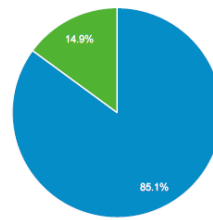


Bounce Rate

82.01%



New Visitor Returning Visitor



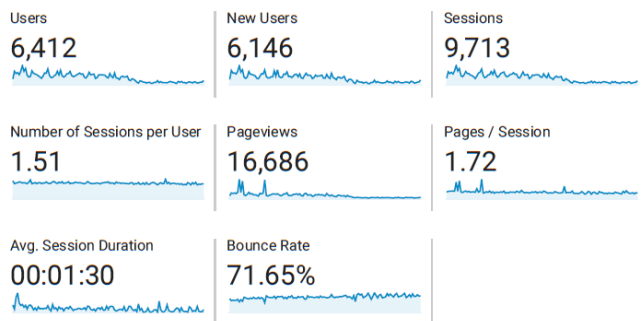
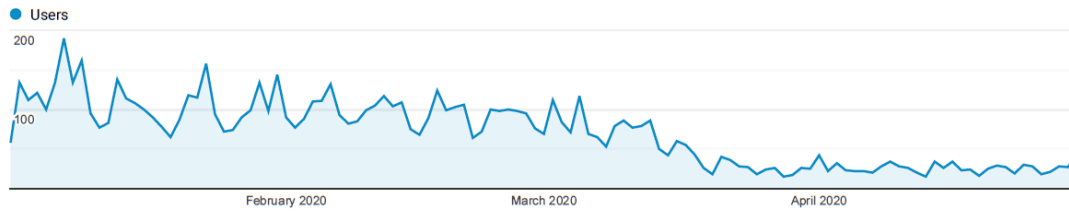
Language	Users	% Users
1. en-us	599	90.76%
2. en	20	3.03%
3. en-gb	7	1.06%
4. es-419	6	0.91%
5. es-xl	6	0.91%
6. ko	6	0.91%
7. zh-cn	5	0.76%
8. en-au	2	0.30%
9. fr-fr	2	0.30%
10. en-ca	1	0.15%

Audience Overview

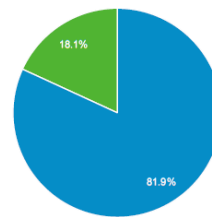
Jan 1, 2020 - Apr 30, 2020

All Users
100.00% Users

Overview

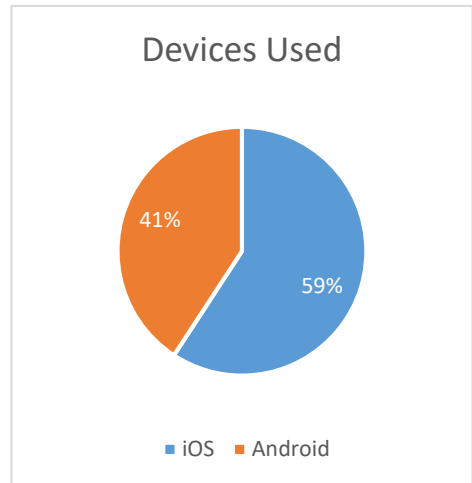
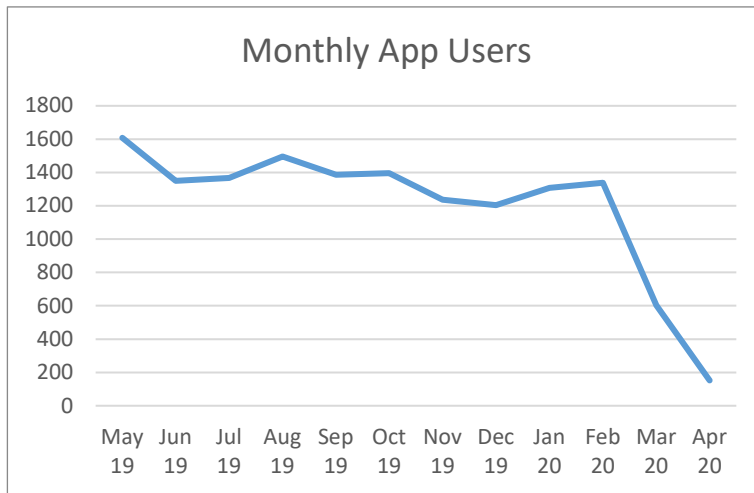
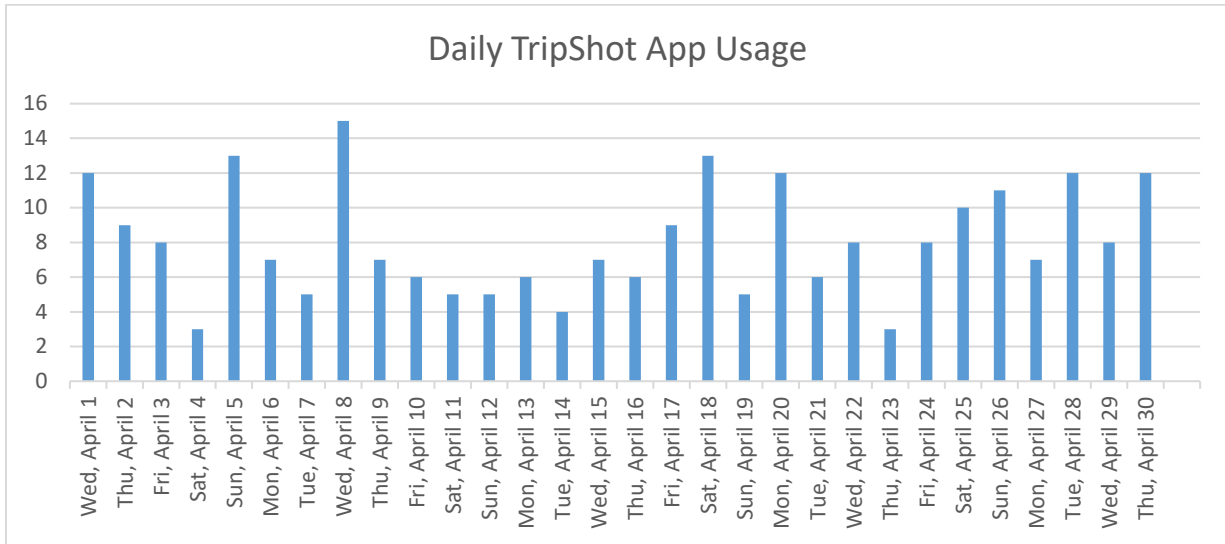


■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	5,617	87.32%
2. en-gb	127	1.97%
3. zh-cn	89	1.38%
4. ja-jp	69	1.07%
5. en	61	0.95%
6. es-xl	48	0.75%
7. en-ca	35	0.54%
8. ko	31	0.48%
9. zh-tw	27	0.42%
10. es-es	22	0.34%

Summary of TripShot App Activity



Average Monthly Users: 152

App Sessions: 242

Complaints Received by CSR Staff

- There was one complaint that one of the drivers was coughing
 - We take the health of our drivers extremely seriously, and we've followed up with our driver operations managers to confirm their protocols in place to ensure drivers are healthy when reporting to work and driving for the Community Shuttle.