

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

August 10, 2020

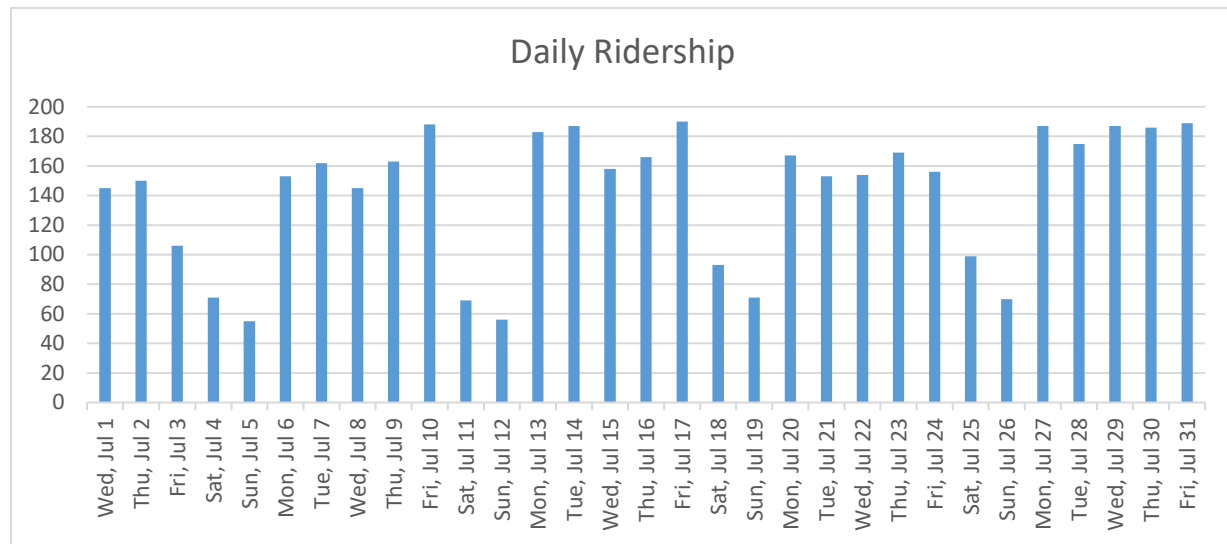
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## Passengers per Day, Table

			Wed, Jul 1	Thu, Jul 2	Fri, Jul 3	Sat, Jul 4
			145	150	106	71
Sun, Jul 5	Mon, Jul 6	Tue, Jul 7	Wed, Jul 8	Thu, Jul 9	Fri, Jul 10	Sat, Jul 11
55	153	162	145	163	188	69
Sun, Jul 12	Mon, Jul 13	Tue, Jul 14	Wed, Jul 15	Thu, Jul 16	Fri, Jul 17	Sat, Jul 18
56	183	187	158	166	190	93
Sun, Jul 19	Mon, Jul 20	Tue, Jul 21	Wed, Jul 22	Thu, Jul 23	Fri, Jul 24	Sat, Jul 25
71	167	153	154	169	156	99
Sun, Jul 26	Mon, Jul 27	Tue, Jul 28	Wed, Jul 29	Thu, Jul 30	Fri, Jul 31	
70	187	175	187	186	189	

## Passengers per Day, Chart

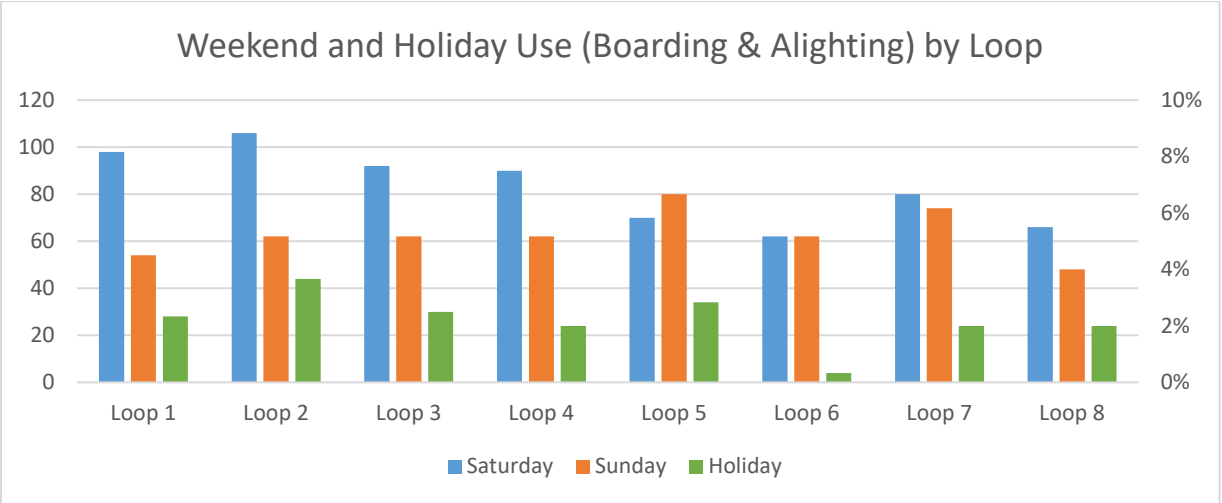
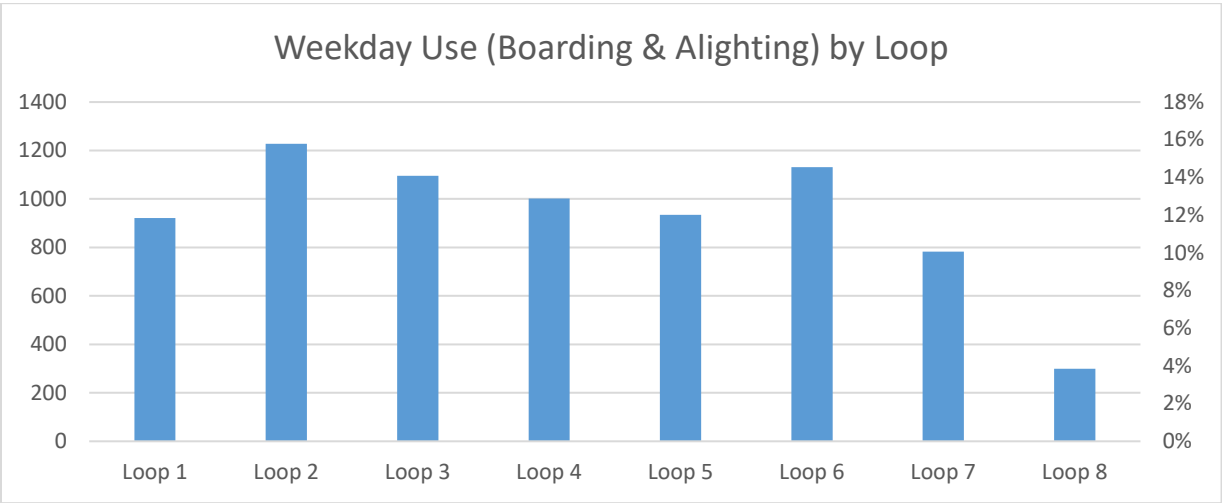
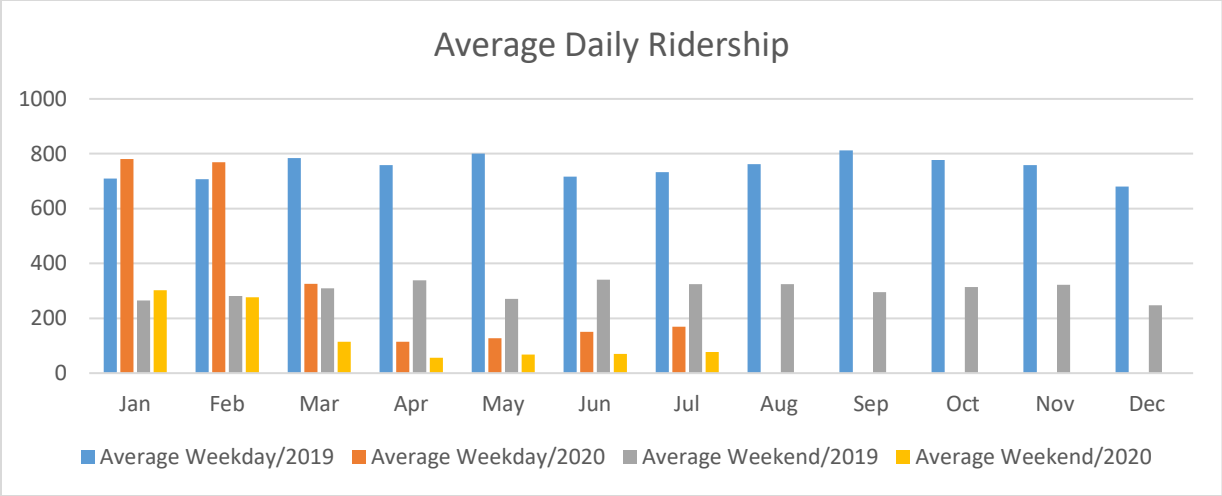


## Ridership Year-To-Date

	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			16755			2479		
Sep	19190			16241			3111		
Oct	20378			17869			2391		
Nov	17972			14427			2799		
Dec	16964			14490			2836		
<b>YTD Total</b>	<b>223,496</b>	<b>59,545</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			325		
Sep	812			295		
Oct	777			314		
Nov	759			322		
Dec	680			247		
<b>YTD Ave.</b>	<b>750</b>	<b>348</b>	<b>-54%</b>	<b>303</b>	<b>138</b>	<b>-54%</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: **122**

The number of wheelchair lift usage: **29**

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

GRAY Route			RED Route		
San Antonio Center	1060	24.3%	San Antonio Center	1191	27.0%
MV Transit Center	362	8.3%	MV Transit Center	416	9.4%
Senior/Teen Center	298	6.8%	Senior/Teen Center (Red)	340	7.7%
Grant Rd.	260	6.0%	Grant Rd. (Red)	265	6.0%
Middlefield/Easy	241	5.5%	Middlefield/Easy (Red)	188	4.3%
Rengstorff/Middlefield	203	4.7%	Rengstorff/Middlefield (Red)	180	4.1%
El Camino Hospital	188	4.3%	El Camino Hospital	179	4.1%
El Camino Real/Sylvan	180	4.1%	El Camino Real/Sylvan (Red)	137	3.1%
Community Center	162	3.7%	Sylvan Park (Red)	136	3.1%
Whisman/Middlefield	134	3.1%	Whisman/Middlefield (Red)	125	2.8%
Castro/El Camino Real (Gray)	132	3.0%	California/Rengstorff (Red)	112	2.5%
Sylvan Park	125	2.9%	Civic Center (Red)	103	2.3%
Middlefield/Moffett	122	2.8%	Crittenden Middle School (Red)	98	2.2%
Shoreline/Middlefield #3 (Gray)	108	2.5%	Middlefield/Moffett (Red)	87	2.0%
Civic Center	108	2.5%	California/Ortega East	83	1.9%
Crittenden Middle School	92	2.1%	Villa/Franklin (Red)	79	1.8%
Rengstorff/Central	82	1.9%	Rengstorff/Montecito (Red)	77	1.7%
California/Rengstorff	78	1.8%	Shoreline/Middlefield #1 (Red)	76	1.7%
Cuesta/Miramonte	67	1.5%	Community Center (Red)	71	1.6%
California/Ortega West	56	1.3%	Castro/El Camino Real (Red)	61	1.4%
California/Ortega East	48	1.1%	California/Rengstorff	59	1.3%
Whisman Station	44	1.0%	Villa/Mariposa	54	1.2%
Rengstorff/Montecito	43	1.0%	Rengstorff/Central (Red)	47	1.1%
Villa/Franklin	36	0.8%	Grant/Eunice	41	0.9%
Middlefield/San Pierre	33	0.8%	Graham Middle School (Red)	40	0.9%
Cuesta/Grant (Gray)	20	0.5%	Cuesta/Miramonte (Red)	38	0.9%
Cuesta/Grant	20	0.5%	California/Ortega West	38	0.9%
Graham Middle School	19	0.4%	Whisman Station (Red)	31	0.7%
Villa/Shoreline	14	0.3%	Cuesta/Grant	22	0.5%
Grant/Eunice	13	0.3%	Middlefield/San Pierre (Red)	21	0.5%
Shoreline/Pear	9	0.2%	Shoreline/Middlefield #2	11	0.2%
Shoreline/Middlefield #2	6	0.1%	Shoreline/Pear	7	0.2%
<b>Total</b>	<b>4363</b>	<b>100.0%</b>	<b>Total</b>	<b>4413</b>	<b>100.0%</b>

# Shuttle On-Time Performance

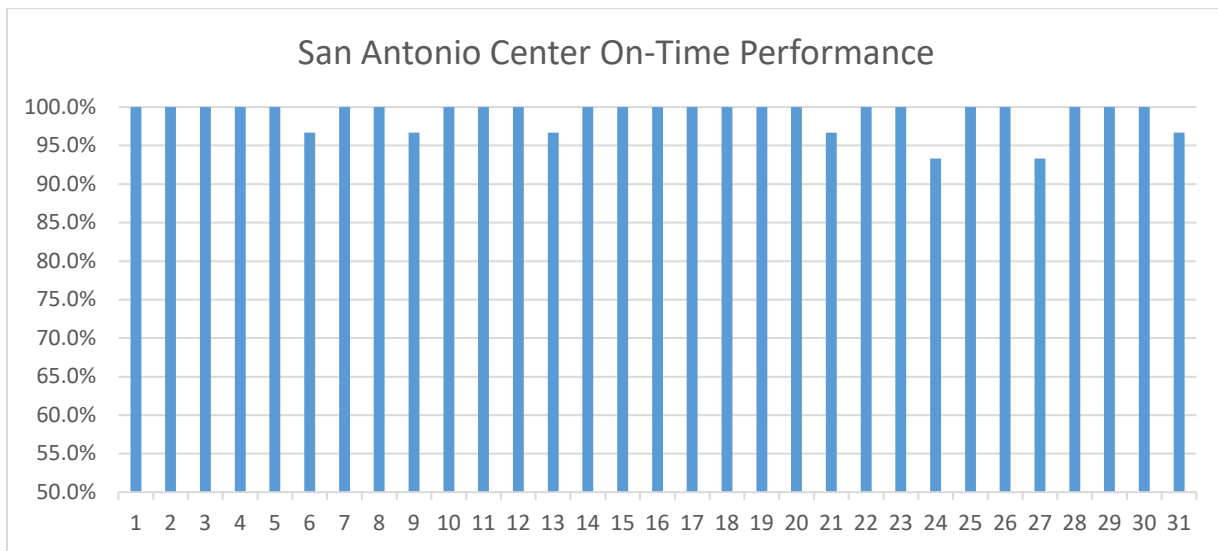
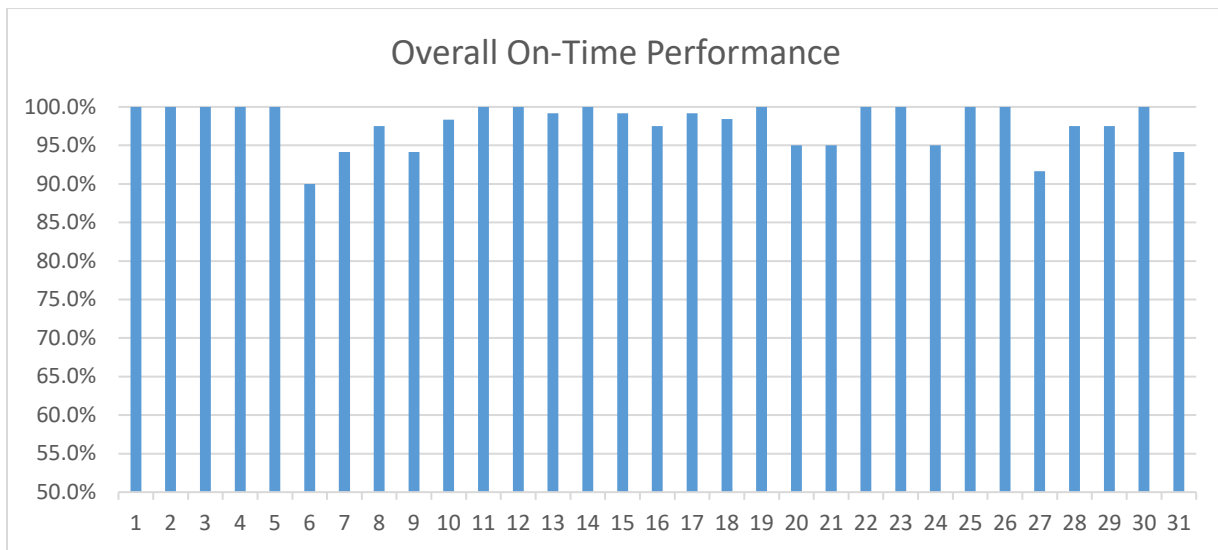
## Percentage of being on-time:

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.

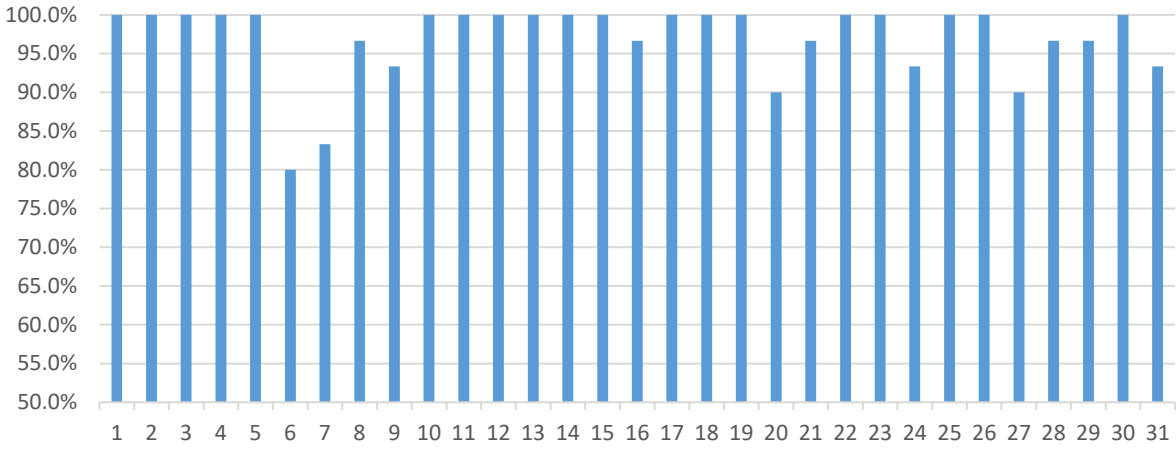
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

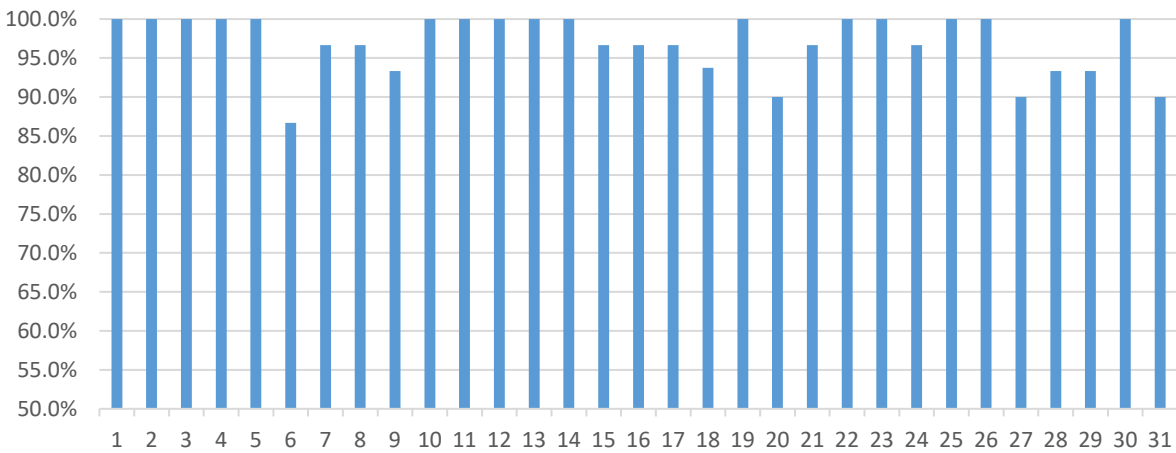
**Overall average** of all shuttles being on time is **97.9%**



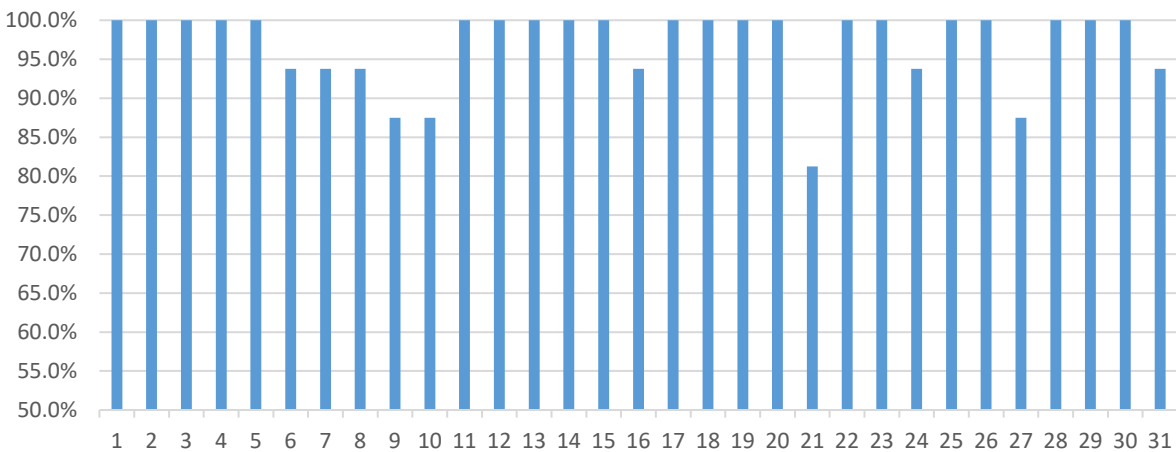
### MV Transit Center On-Time Performance



### El Camino Hospital On-Time Performance



### Shoreline/Middlefield On-Time Performance

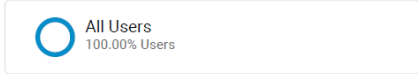




# Summary of Website Activity

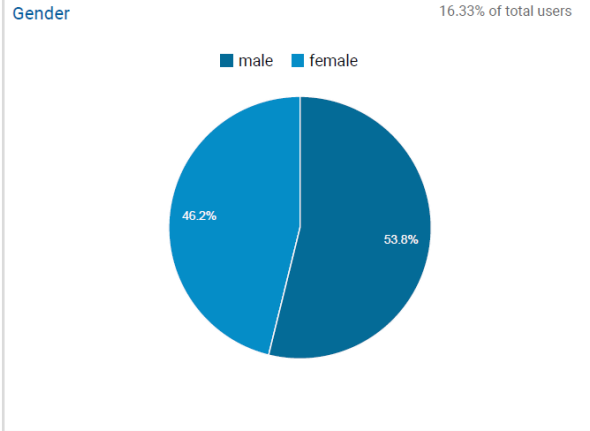
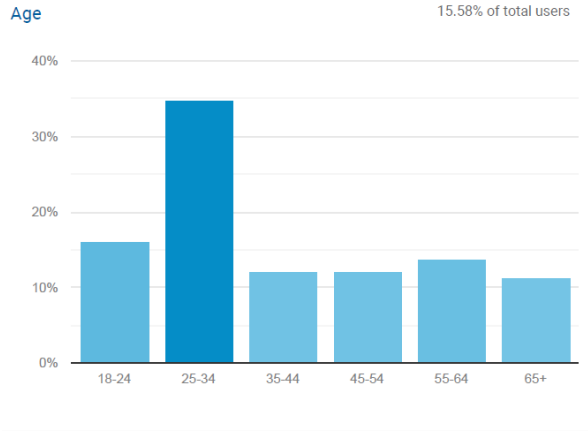
## Monthly / Year To Date Report

### Demographics: Overview

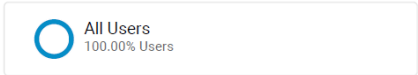


Jul 1, 2020 - Jul 31, 2020

Key Metric:

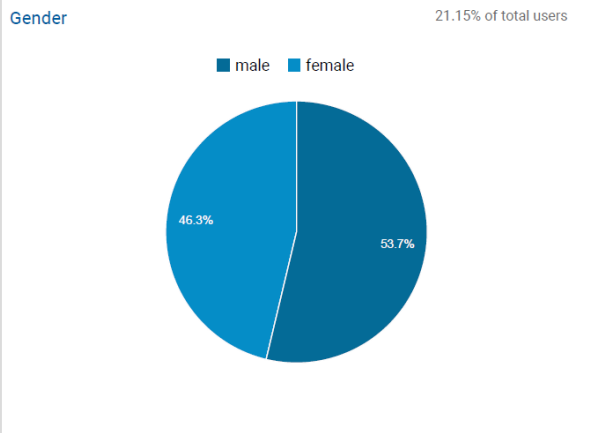
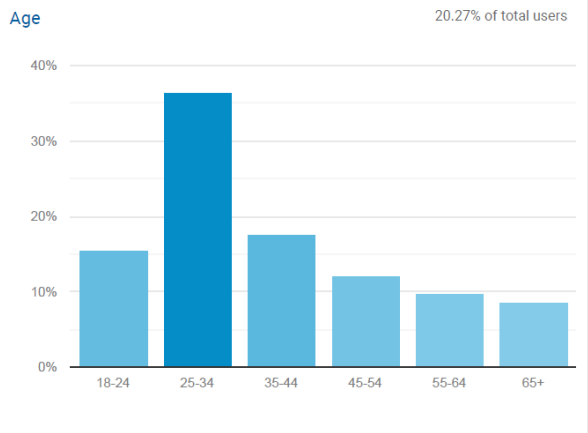


### Demographics: Overview



Jan 1, 2020 - Jul 31, 2020

Key Metric:



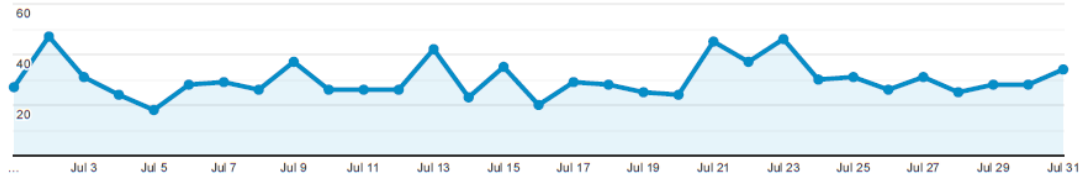
## Audience Overview

Jul 1, 2020 - Jul 31, 2020

All Users  
100.00% Users

### Overview

#### Users



#### Users

796



#### New Users

756



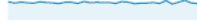
#### Sessions

1,018



#### Number of Sessions per User

1.28



#### Pageviews

1,431



#### Pages / Session

1.41



#### Avg. Session Duration

00:00:52

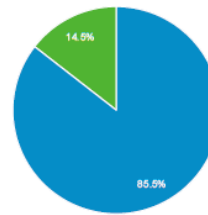


#### Bounce Rate

79.76%




New Visitor Returning Visitor



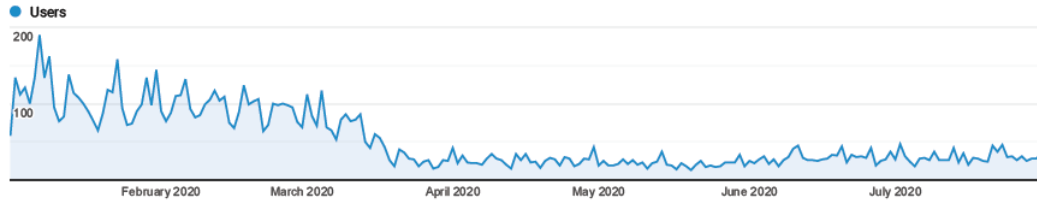
Language	Users	% Users
1. en-us	542	68.01%
2. en	195	24.47%
3. en-gb	15	1.88%
4. es-419	13	1.63%
5. ko	10	1.25%
6. ja	5	0.63%
7. zh-cn	3	0.38%
8. zh-tw	2	0.25%
9. ar-ae	1	0.13%
10. cs-cz	1	0.13%

## Audience Overview

Jan 1, 2020 - Jul 31, 2020

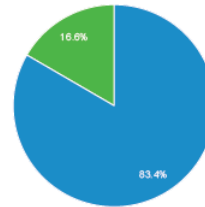

**All Users**  
 100.00% Users

### Overview



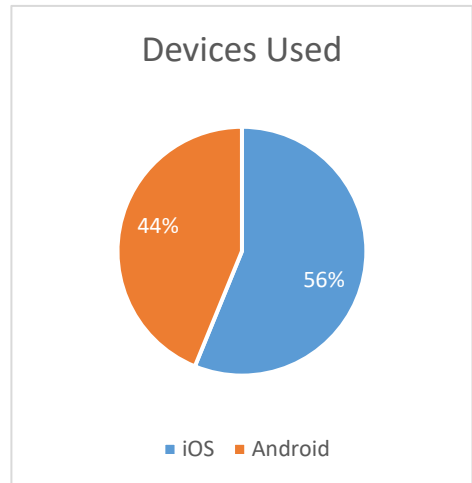
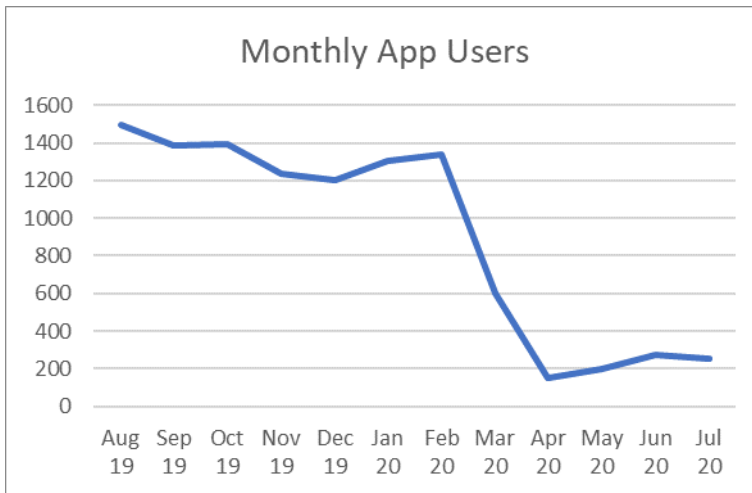
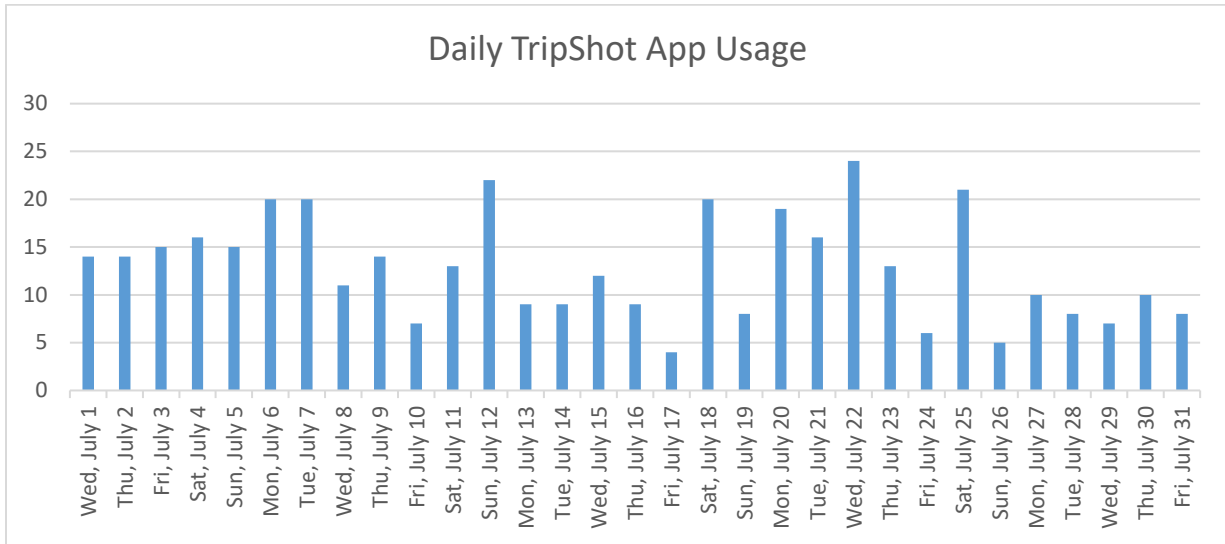
<b>Users</b> <b>8,378</b>	<b>New Users</b> <b>8,143</b>	<b>Sessions</b> <b>12,407</b>
<b>Number of Sessions per User</b> <b>1.48</b>	<b>Pageviews</b> <b>20,342</b>	<b>Pages / Session</b> <b>1.64</b>
<b>Avg. Session Duration</b> <b>00:01:20</b>	<b>Bounce Rate</b> <b>73.82%</b>	

■ New Visitor
 ■ Returning Visitor



Language	Users	% Users
1. en-us	7,036	83.53%
2. en	482	5.72%
3. en-gb	149	1.77%
4. zh-cn	102	1.21%
5. ja-jp	73	0.87%
6. ko	57	0.68%
7. es-xl	52	0.62%
8. es-419	43	0.51%
9. en-ca	37	0.44%
10. zh-tw	35	0.42%

# Summary of TripShot App Activity



**Average Monthly Users: 251**

**App Sessions: 399**