

**Mountain View** Community Shuttle  
Monthly Operations Report  
**May 2021**

June 8, 2020

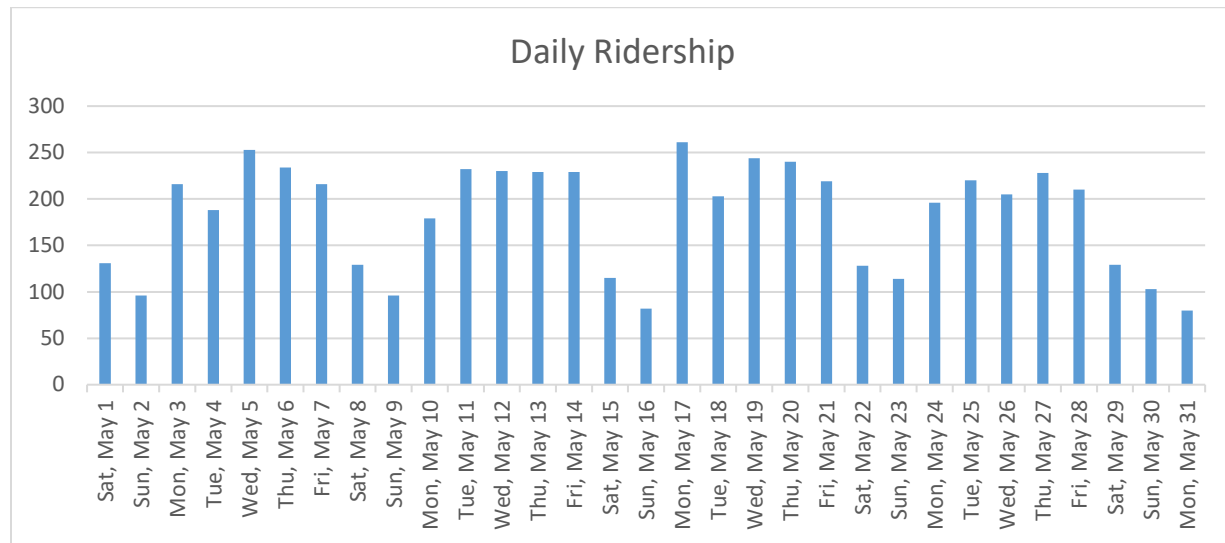
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## Passengers per Day, Table

						Sat, May 1
						131
Sun, May 2	Mon, May 3	Tue, May 4	Wed, May 5	Thu, May 6	Fri, May 7	Sat, May 8
96	216	188	253	234	216	129
Sun, May 9	Mon, May 10	Tue, May 11	Wed, May 12	Thu, May 13	Fri, May 14	Sat, May 15
96	179	232	230	229	229	115
Sun, May 16	Mon, May 17	Tue, May 18	Wed, May 19	Thu, May 20	Fri, May 21	Sat, May 22
82	261	203	244	240	219	128
Sun, May 23	Mon, May 24	Tue, May 25	Wed, May 26	Thu, May 27	Fri, May 28	Sat, May 29
114	196	220	205	228	210	129
Sun, May 30	Mon, May 31					
103	80					

## Passengers per Day, Chart

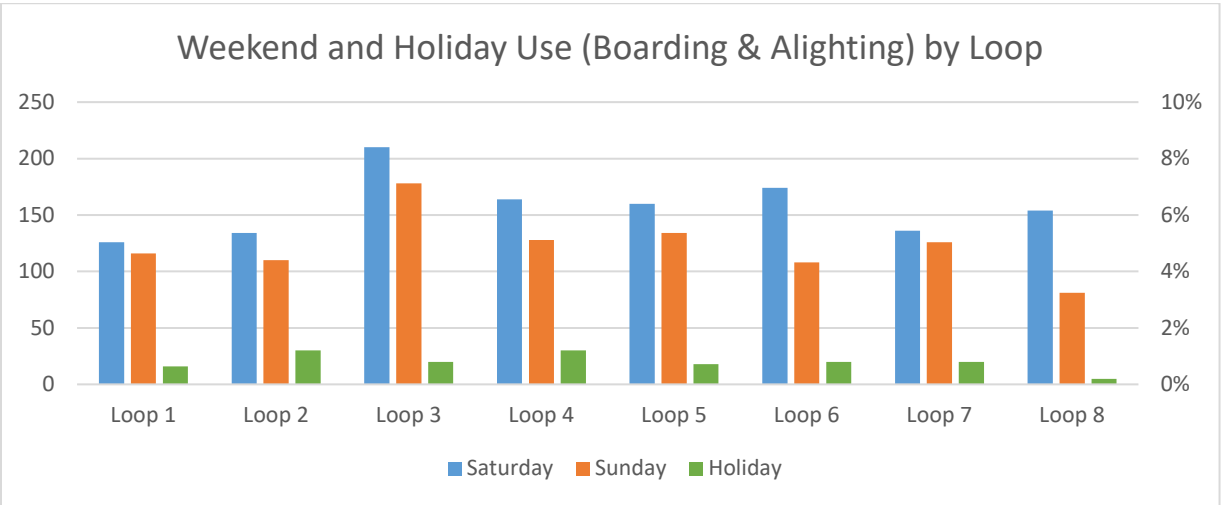
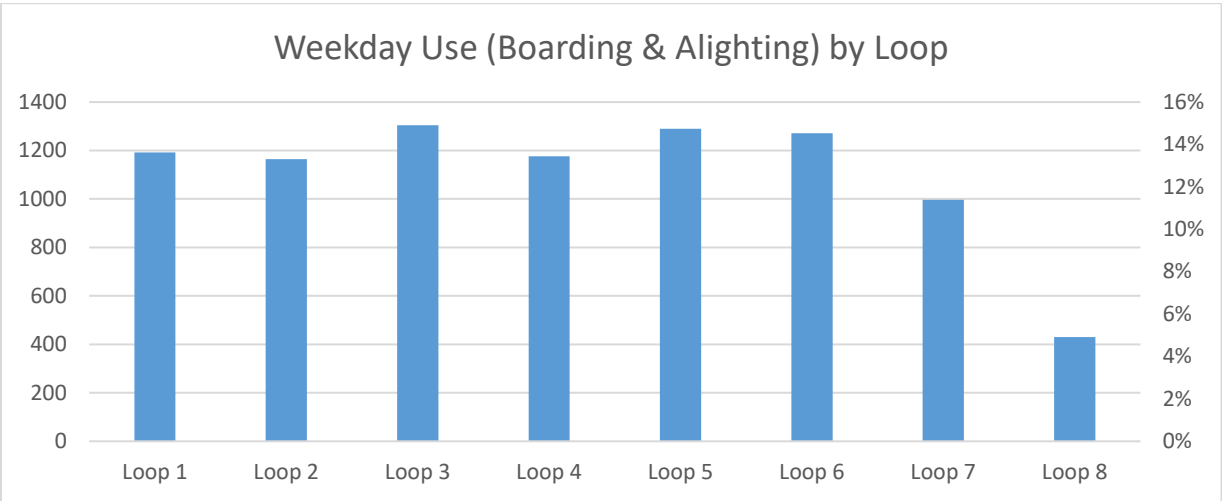
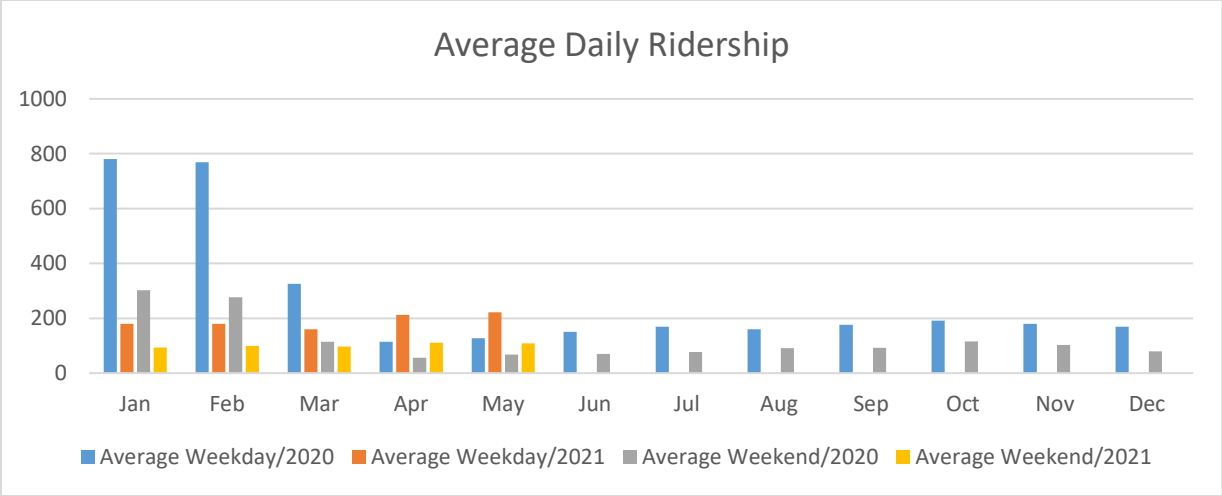


## Ridership Year-To-Date

	Total/ 2019	Total/ 2020	Total/ 2021	% change over previous year	Weekday Totals/ 2019	Weekday Totals/ 2020	Weekday Totals/ 2021	% change over previous year	Weekend Totals/ 2019	Weekend Totals/ 2020	Weekend Totals/ 2021	% change over previous year
Jan	17530	19430	4534	-77%	14882	16406	3418	-79%	2960	3024	1116	-63%
Feb	15963	17379	4311	-75%	13435	14614	3424	-77%	2790	2765	887	-68%
Mar	19554	8210	4446	-46%	16461	7174	3674	-49%	2646	1036	772	-25%
Apr	19403	2963	5552	87%	16689	2516	4662	85%	2596	447	890	99%
May	20066	3288	5635	71%	17625	2544	4432	74%	2475	744	1203	62%
Jun	17756	3872			14344	3312			2580	560		
Jul	19040	4403			16121	3713			2915	690		
Aug	19680	4274			16755	3368			2479	906		
Sep	19190	4528			16241	3703			3111	825		
Oct	20378	5272			17869	4227			2391	1045		
Nov	17972	4550			14427	3418			2799	1132		
Dec	16964	4421			14490	3711			2836	710		
<b>YTD Total</b>	<b>223,496</b>	<b>82,590</b>	<b>24,478</b>									

## Average Daily Ridership 2019-2021

	Average Weekday/2019	Average Weekday/2020	Average Weekday/2021	% change over previous year	Average Weekend/2019	Average Weekend/2020	Average Weekend/2021	% change over previous year
Jan	709	781	180	-77%	265	302	93	-69%
Feb	707	769	180	-77%	281	277	99	-64%
Mar	784	326	160	-51%	309	115	97	-16%
Apr	759	114	212	86%	339	56	111	98%
May	801	127	222	75%	271	68	109	60%
Jun	717	151			341	70		
Jul	733	169			324	77		
Aug	762	160			325	91		
Sep	812	176			295	92		
Oct	777	192			314	116		
Nov	759	180			322	103		
Dec	680	169			247	79		
<b>YTD Ave.</b>	<b>750</b>	<b>276</b>	<b>191</b>	<b>-31%</b>	<b>303</b>	<b>121</b>	<b>102</b>	<b>-16%</b>



*(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: **98**

The number of wheelchair lift usage: **7**

Passengers left behind due to social distancing: **99**

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

GRAY Route			RED Route		
San Antonio Center	1151	20.3%	San Antonio Center	1182	21.3%
MV Transit Center	461	8.1%	Senior/Teen Center (Red)	518	9.3%
Senior/Teen Center	398	7.0%	MV Transit Center	437	7.9%
Grant Rd.	349	6.2%	Grant Rd. (Red)	356	6.4%
El Camino Real/Sylvan	266	4.7%	California/Ortega East	248	4.5%
Rengstorff/Middlefield	244	4.3%	El Camino Real/Sylvan (Red)	212	3.8%
Middlefield/Easy	214	3.8%	Rengstorff/Middlefield (Red)	192	3.5%
Community Center	190	3.4%	Middlefield/Easy (Red)	191	3.4%
Middlefield/Moffett	187	3.3%	El Camino Hospital	186	3.3%
El Camino Hospital	185	3.3%	Sylvan Park (Red)	184	3.3%
Sylvan Park	170	3.0%	Civic Center (Red)	163	2.9%
Shoreline/Middlefield #3 (Gray)	168	3.0%	Villa/Franklin (Red)	158	2.8%
Graham Middle School	157	2.8%	Middlefield/Moffett (Red)	155	2.8%
Cuesta/Miramonte	150	2.7%	California/Rengstorff (Red)	131	2.4%
Civic Center	145	2.6%	Crittenden Middle School (Red)	127	2.3%
California/Ortega East	137	2.4%	Castro/El Camino Real (Red)	124	2.2%
California/Rengstorff	125	2.2%	Community Center (Red)	110	2.0%
Castro/El Camino Real (Gray)	123	2.2%	Graham Middle School (Red)	105	1.9%
Whisman/Middlefield	115	2.0%	Rengstorff/Montecito (Red)	89	1.6%
Crittenden Middle School	105	1.9%	Cuesta/Miramonte (Red)	85	1.5%
Rengstorff/Montecito	100	1.8%	Shoreline/Middlefield #1 (Red)	85	1.5%
California/Ortega West	96	1.7%	California/Ortega West	76	1.4%
Rengstorff/Central	95	1.7%	California/Rengstorff	73	1.3%
Whisman Station	71	1.3%	Villa/Mariposa	69	1.2%
Villa/Franklin	59	1.0%	Whisman/Middlefield (Red)	59	1.1%
Villa/Shoreline	45	0.8%	Whisman Station (Red)	58	1.0%
Cuesta/Grant (Gray)	39	0.7%	Rengstorff/Central (Red)	53	1.0%
Grant/Eunice	36	0.6%	Grant/Eunice	38	0.7%
Middlefield/San Pierre	31	0.5%	Middlefield/San Pierre (Red)	36	0.6%
Cuesta/Grant	23	0.4%	Shoreline/Pear	29	0.5%
Shoreline/Pear	17	0.3%	Cuesta/Grant	24	0.4%
Shoreline/Middlefield #2	8	0.1%	Shoreline/Middlefield #2	9	0.2%
<b>Total</b>	<b>5660</b>	<b>100.0%</b>	<b>Total</b>	<b>5562</b>	<b>100.0%</b>

# Shuttle On-Time Performance

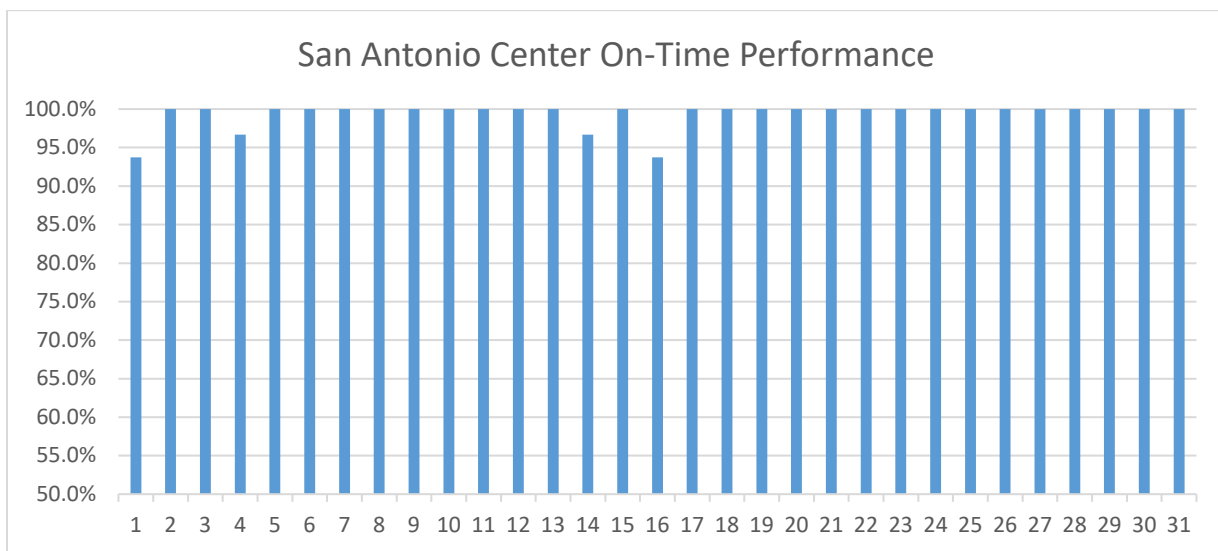
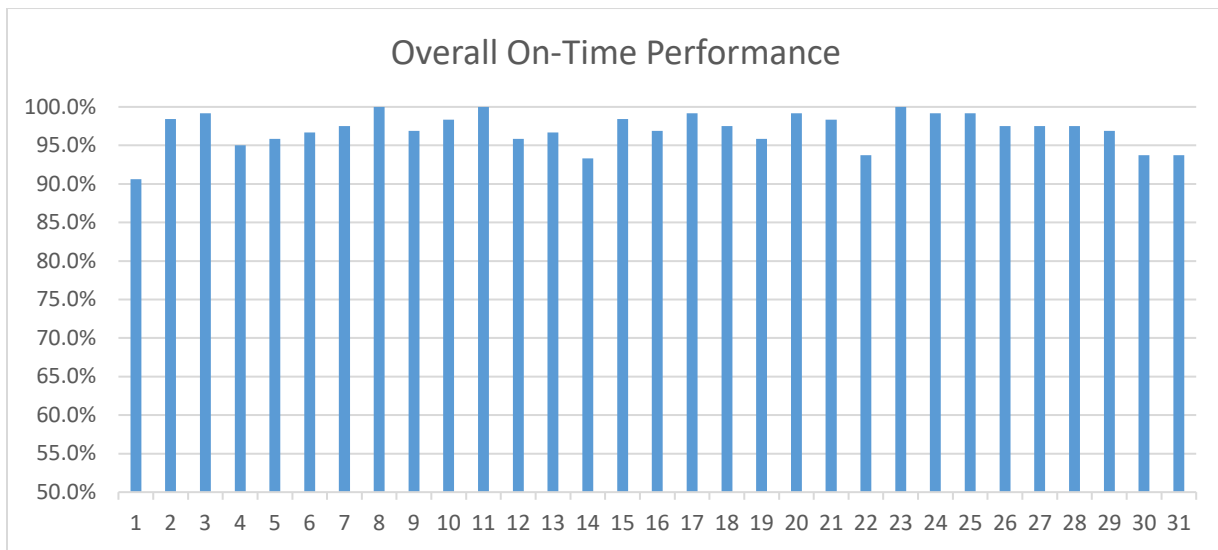
## Percentage of being on-time:

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.

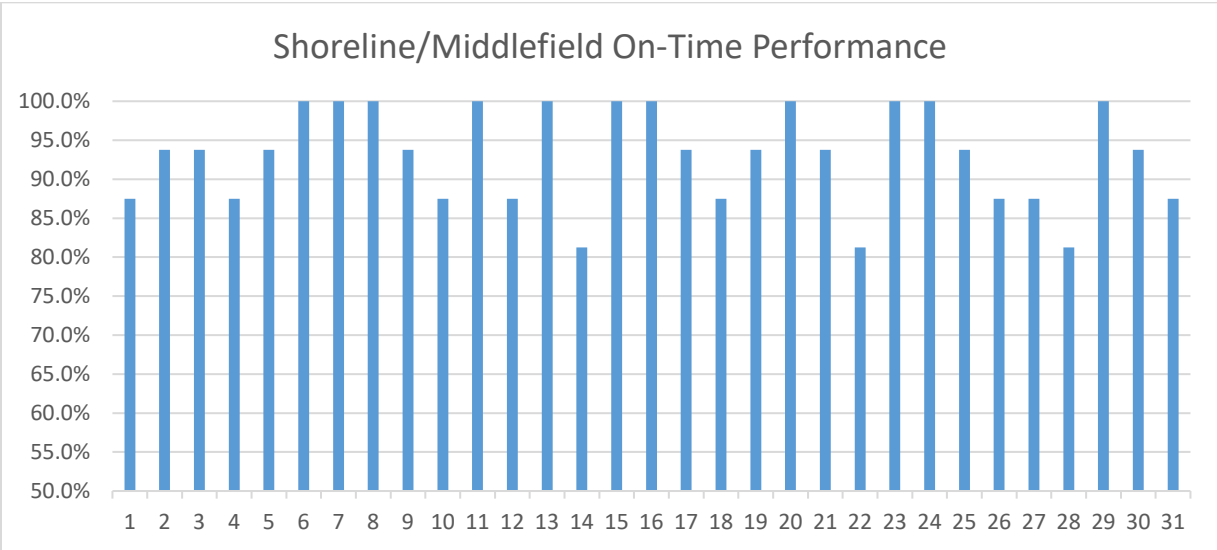
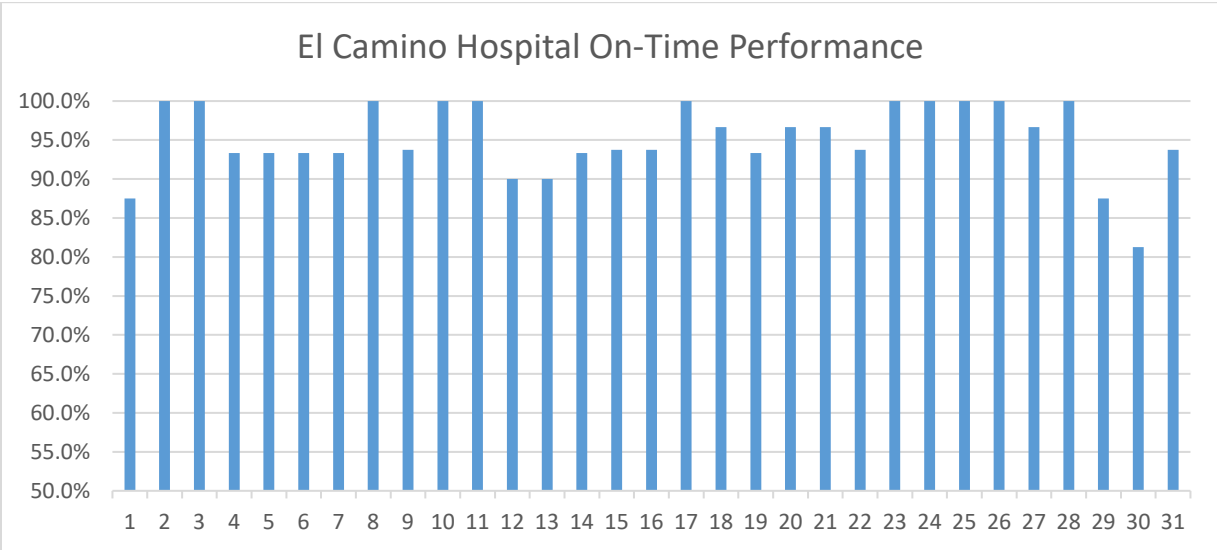
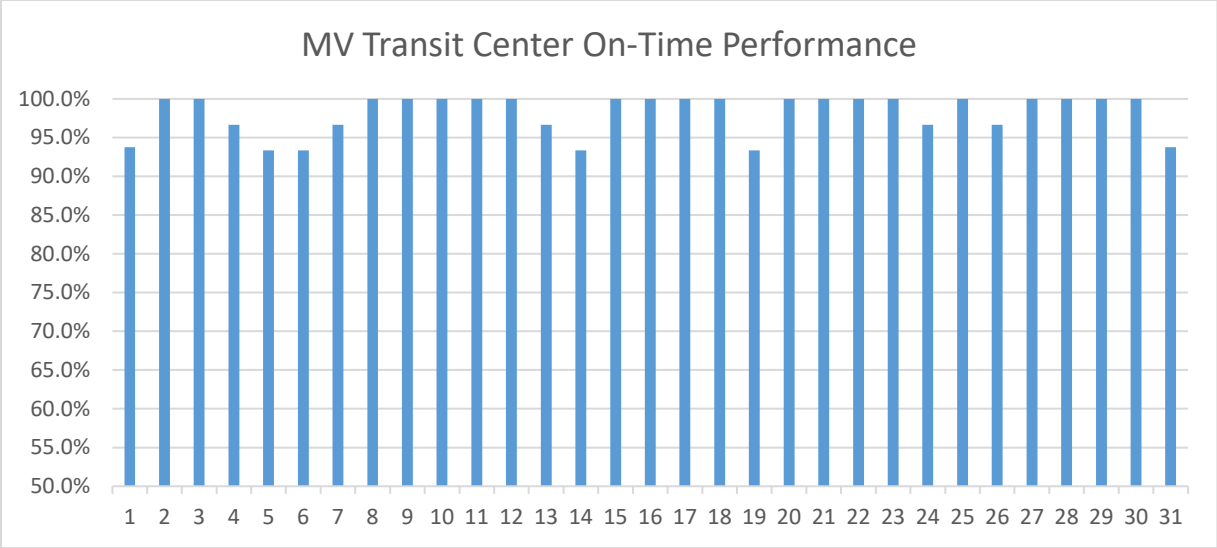
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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%**

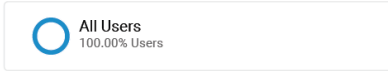






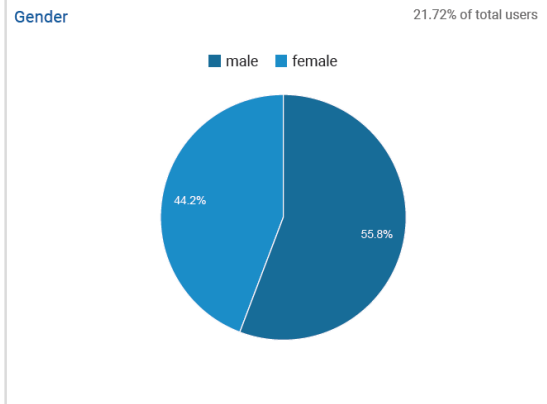
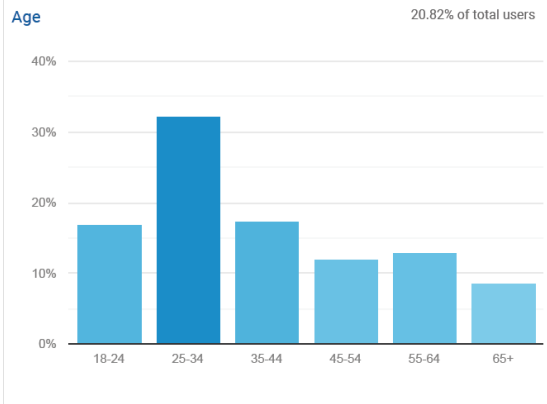
# Monthly Summary of Website Activity

## Demographics: Overview




May 1, 2021 - May 31, 2021

### Key Metric:

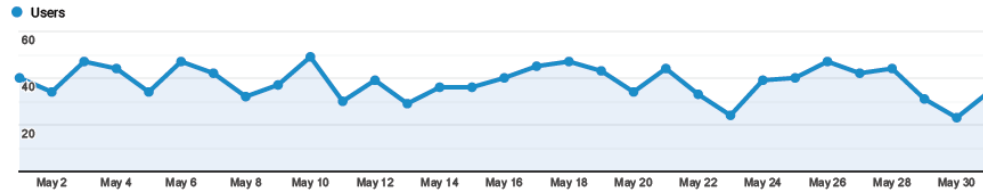


## Audience Overview

May 1, 2021 - May 31, 2021

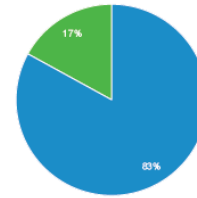

**All Users**  
 100.00% Users

### Overview



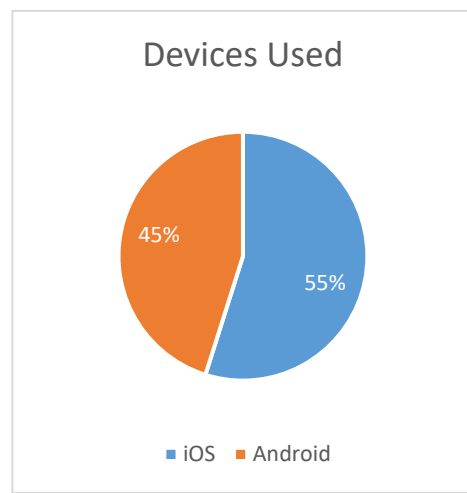
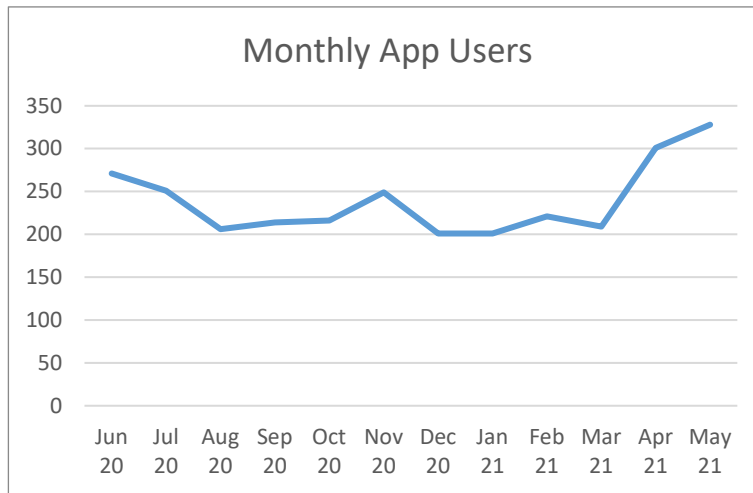
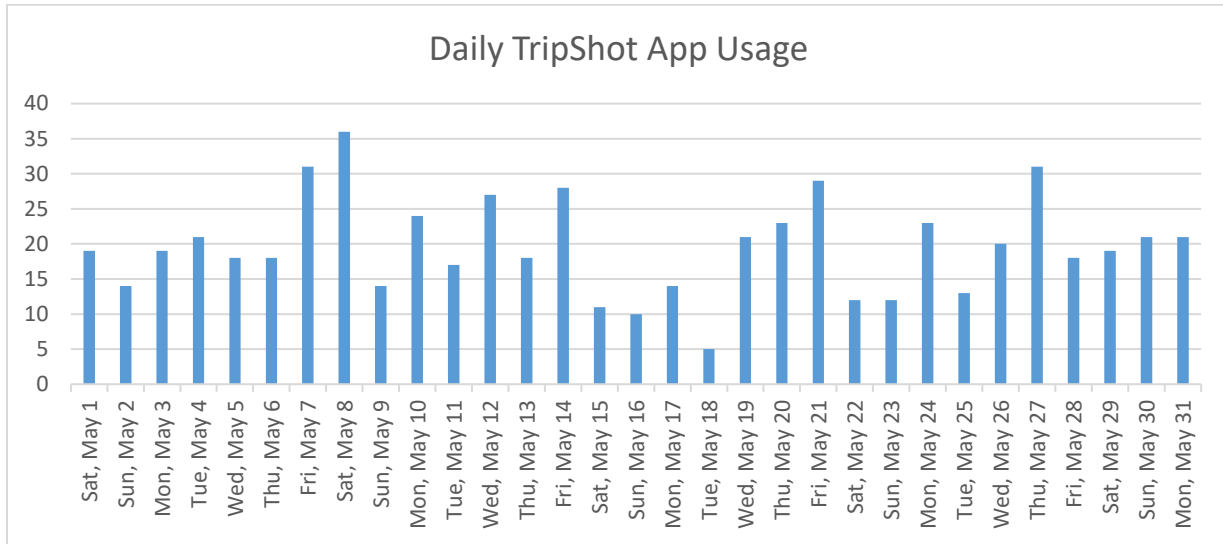
<b>Users</b> 999	<b>New Users</b> 956	<b>Sessions</b> 1,316
<b>Number of Sessions per User</b> 1.32	<b>Pageviews</b> 1,890	<b>Pages / Session</b> 1.44
<b>Avg. Session Duration</b> 00:00:57	<b>Bounce Rate</b> 77.81%	

■ New Visitor
 ■ Returning Visitor



Language	Users	% Users
1. en-us	861	86.19%
2. zh-cn	33	3.30%
3. en	25	2.50%
4. es-us	16	1.60%
5. es-xl	16	1.60%
6. en-gb	12	1.20%
7. en-in	6	0.60%
8. es-419	5	0.50%
9. fr-fr	4	0.40%
10. en-au	3	0.30%

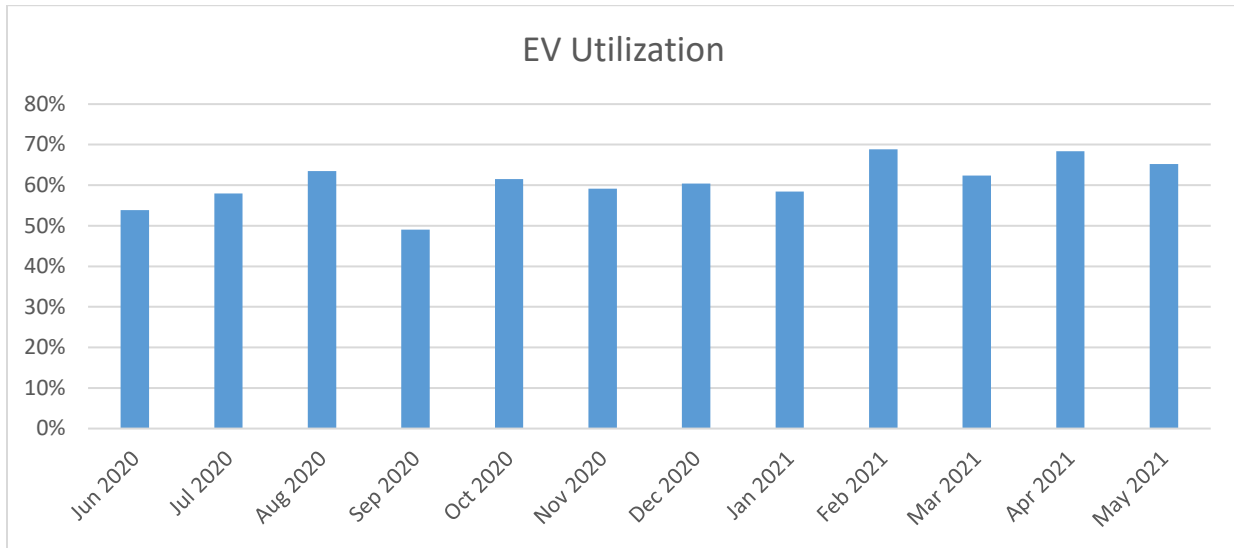
## Summary of TripShot App Activity



**Average Monthly Users: 328**

**App Sessions: 607**

## Electric Vehicle Utilization



## Complaints Received by CSR Staff

- There was one complaint of unsafe driving.
  - The complaint was investigated and both the driver and the vehicle were observed and no indication of unsafe driving was found.
- There was one complaint that the driver didn't stop at a requested stop.
  - 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.