

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

February 10, 2020

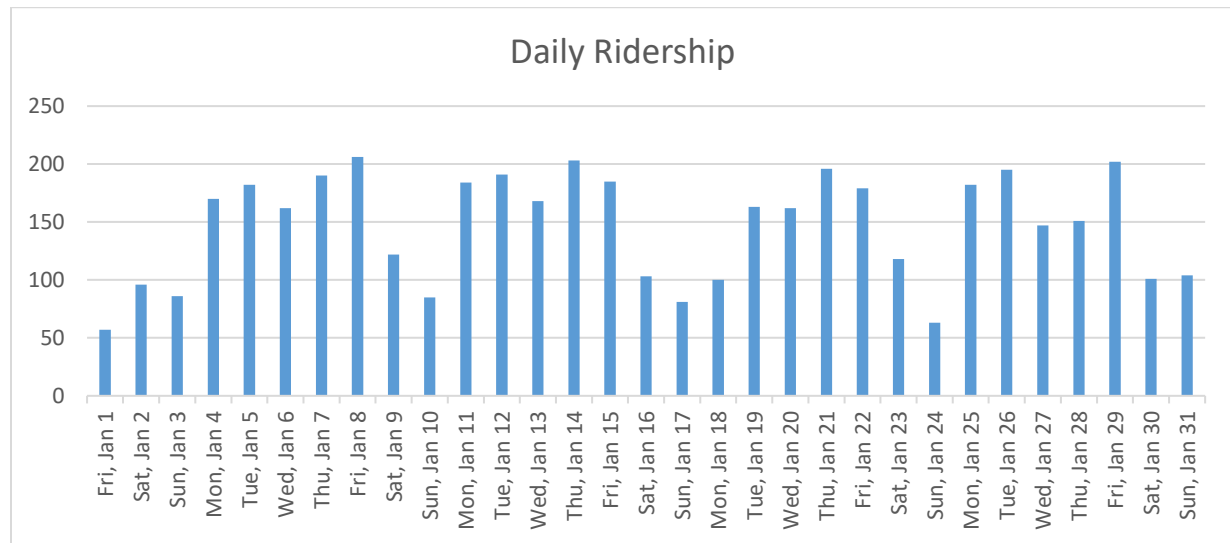
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## Passengers per Day, Table

					Fri, Jan 1	Sat, Jan 2
					57	96
Sun, Jan 3	Mon, Jan 4	Tue, Jan 5	Wed, Jan 6	Thu, Jan 7	Fri, Jan 8	Sat, Jan 9
86	170	182	162	190	206	122
Sun, Jan 10	Mon, Jan 11	Tue, Jan 12	Wed, Jan 13	Thu, Jan 14	Fri, Jan 15	Sat, Jan 16
85	184	191	168	203	185	103
Sun, Jan 17	Mon, Jan 18	Tue, Jan 19	Wed, Jan 20	Thu, Jan 21	Fri, Jan 22	Sat, Jan 23
81	100	163	162	196	179	118
Sun, Jan 24	Mon, Jan 25	Tue, Jan 26	Wed, Jan 27	Thu, Jan 28	Fri, Jan 29	Sat, Jan 30
63	182	195	147	151	202	101
Sun, Jan 31						
104						

## Passengers per Day, Chart

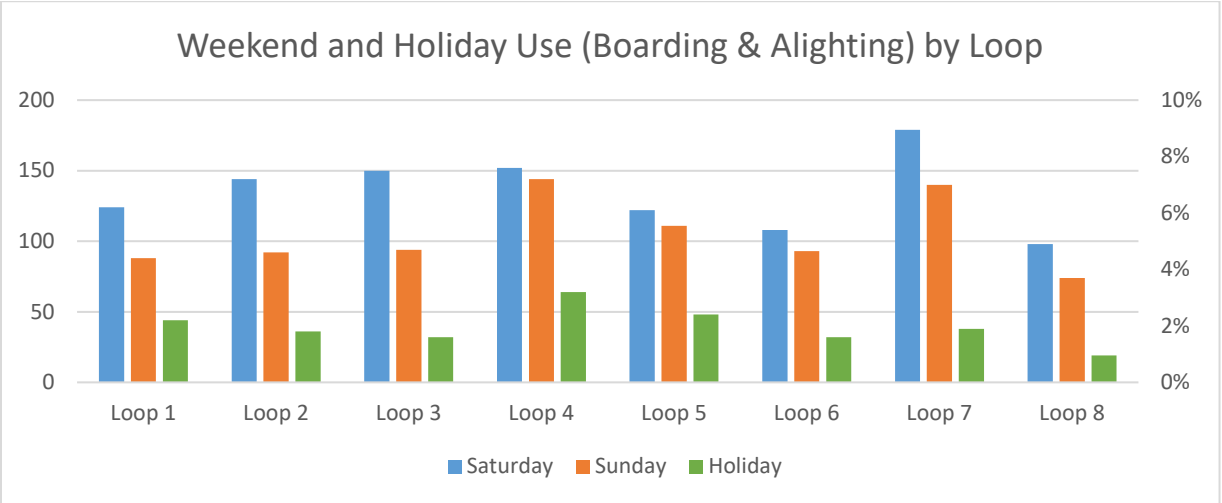
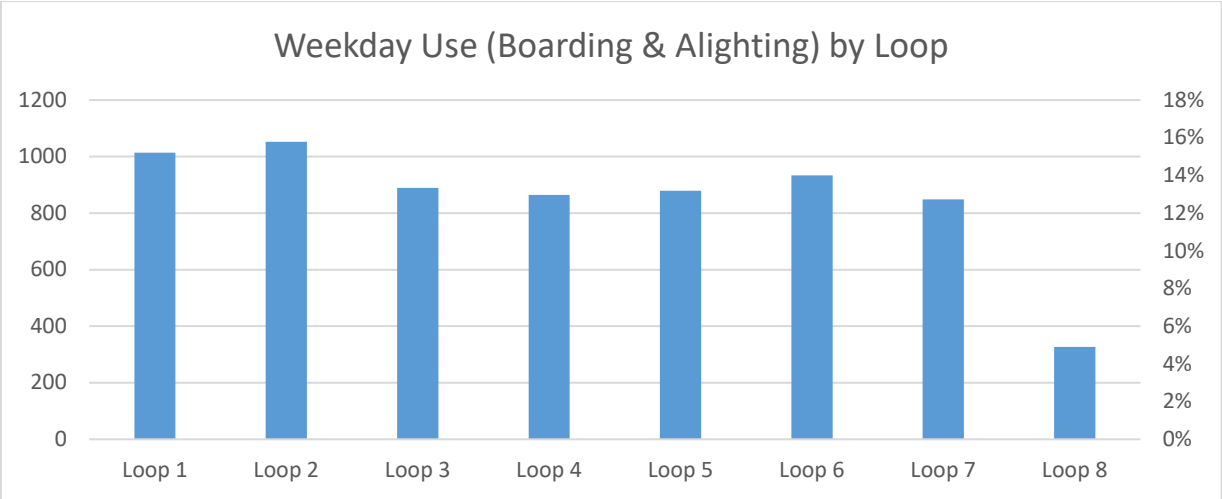
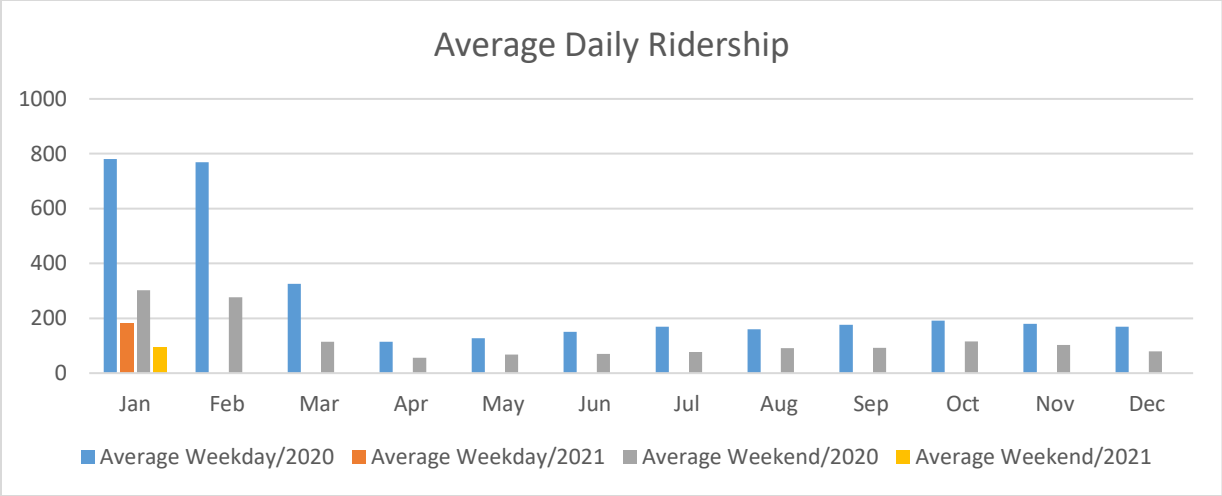


## Ridership Year-To-Date

	Total/2020	Total/2021	% change	Weekday Totals/ 2020	Weekday Totals/ 2021	% change	Weekend Totals/ 2020	Weekend Totals/ 2021	% change
Jan	19430	4534	-77%	16406	3418	-79%	3024	1116	-63%
Feb	17379			14614			2765		
Mar	8210			7174			1036		
Apr	2963			2516			447		
May	3288			2544			744		
Jun	3872			3312			560		
Jul	4403			3713			690		
Aug	4274			3368			906		
Sep	4528			3703			825		
Oct	5272			4227			1045		
Nov	4550			3418			1132		
Dec	4421			3711			710		
<b>YTD Total</b>	<b>82,590</b>	<b>4534</b>							

## Average Daily Ridership 2020-2021

	Average Weekday/2020	Average Weekday/2021	% change	Average Weekend/2020	Average Weekend/2021	% change
Jan	781	180	-77%	302	93	-69%
Feb	769			277		
Mar	326			115		
Apr	114			56		
May	127			68		
Jun	151			70		
Jul	169			77		
Aug	160			91		
Sep	176			92		
Oct	192			116		
Nov	180			103		
Dec	169			79		
<b>YTD Ave.</b>	<b>276</b>	<b>180</b>	<b>-35%</b>	<b>121</b>	<b>93</b>	<b>-23%</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: **129**

The number of wheelchair lift usage: **16**

Passengers left behind due to social distancing: **13**

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

GRAY Route			RED Route		
San Antonio Center	1210	27.1%	San Antonio Center	1297	28.4%
Senior/Teen Center	372	8.3%	Senior/Teen Center (Red)	463	10.1%
MV Transit Center	321	7.2%	MV Transit Center	371	8.1%
Grant Rd.	255	5.7%	Grant Rd. (Red)	247	5.4%
Community Center	184	4.1%	Rengstorff/Middlefield (Red)	170	3.7%
Sylvan Park	166	3.7%	Sylvan Park (Red)	160	3.5%
Rengstorff/Middlefield	165	3.7%	El Camino Hospital	156	3.4%
El Camino Hospital	153	3.4%	California/Ortega East	136	3.0%
Middlefield/Easy	149	3.3%	El Camino Real/Sylvan (Red)	128	2.8%
California/Ortega East	128	2.9%	California/Rengstorff (Red)	127	2.8%
El Camino Real/Sylvan	126	2.8%	Middlefield/Easy (Red)	126	2.8%
Civic Center	112	2.5%	Civic Center (Red)	124	2.7%
Middlefield/Moffett	107	2.4%	Villa/Franklin (Red)	99	2.2%
Shoreline/Middlefield #3 (Gray)	106	2.4%	Middlefield/Moffett (Red)	91	2.0%
Whisman/Middlefield	100	2.2%	California/Rengstorff	80	1.8%
Castro/El Camino Real (Gray)	84	1.9%	Whisman/Middlefield (Red)	79	1.7%
Cuesta/Miramonte	83	1.9%	Community Center (Red)	79	1.7%
Rengstorff/Central	81	1.8%	Shoreline/Middlefield #1 (Red)	74	1.6%
California/Rengstorff	77	1.7%	Rengstorff/Montecito (Red)	70	1.5%
Crittenden Middle School	76	1.7%	Castro/El Camino Real (Red)	62	1.4%
Rengstorff/Montecito	68	1.5%	Cuesta/Miramonte (Red)	58	1.3%
Whisman Station	66	1.5%	California/Ortega West	58	1.3%
California/Ortega West	64	1.4%	Crittenden Middle School (Red)	56	1.2%
Graham Middle School	48	1.1%	Villa/Mariposa	48	1.1%
Villa/Franklin	45	1.0%	Rengstorff/Central (Red)	46	1.0%
Villa/Shoreline	40	0.9%	Whisman Station (Red)	42	0.9%
Middlefield/San Pierre	21	0.5%	Graham Middle School (Red)	39	0.9%
Shoreline/Pear	16	0.4%	Grant/Eunice	29	0.6%
Grant/Eunice	16	0.4%	Middlefield/San Pierre (Red)	25	0.5%
Cuesta/Grant (Gray)	15	0.3%	Shoreline/Pear	13	0.3%
Cuesta/Grant	6	0.1%	Cuesta/Grant	11	0.2%
Shoreline/Middlefield #2	4	0.1%	Shoreline/Middlefield #2	7	0.2%
<b>Total</b>	<b>4464</b>	<b>100.0%</b>	<b>Total</b>	<b>4571</b>	<b>100.0%</b>

# Shuttle On-Time Performance

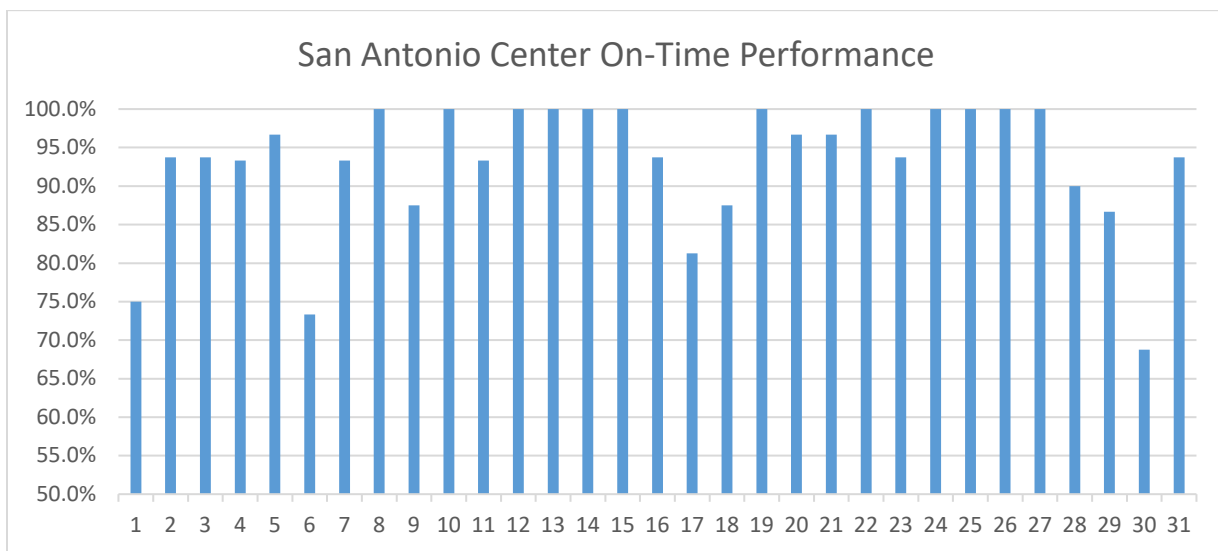
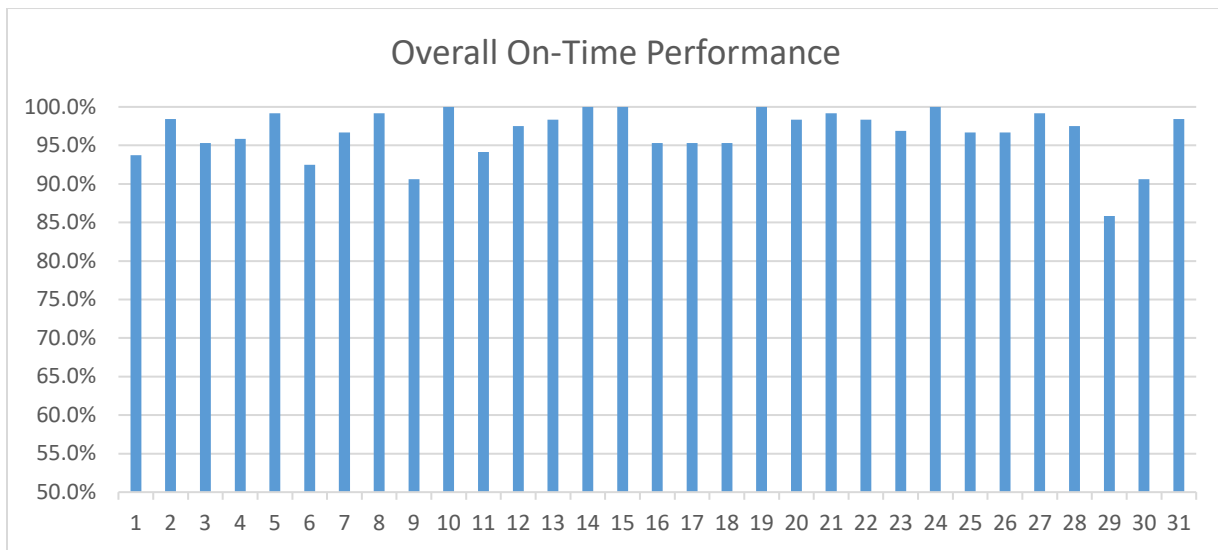
## Percentage of being on-time:

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.

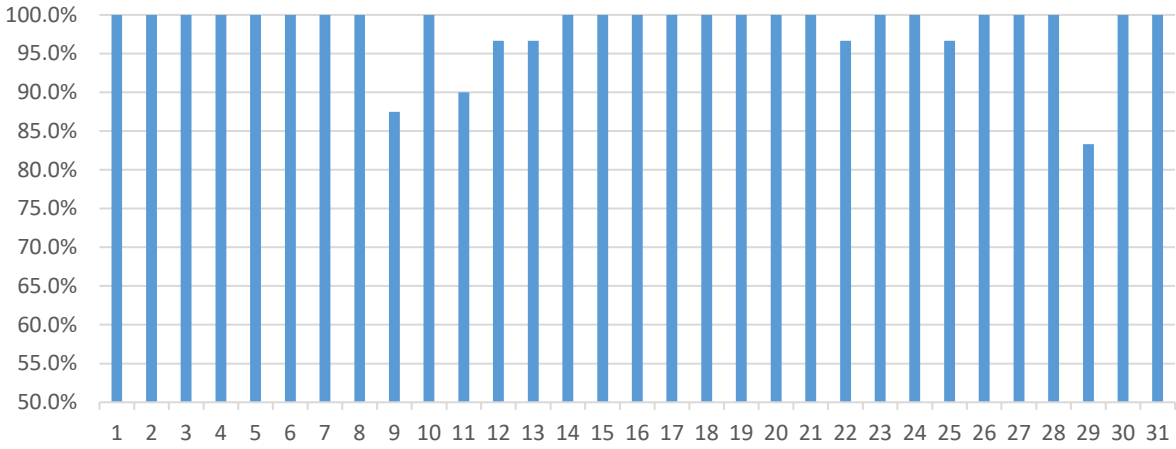
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

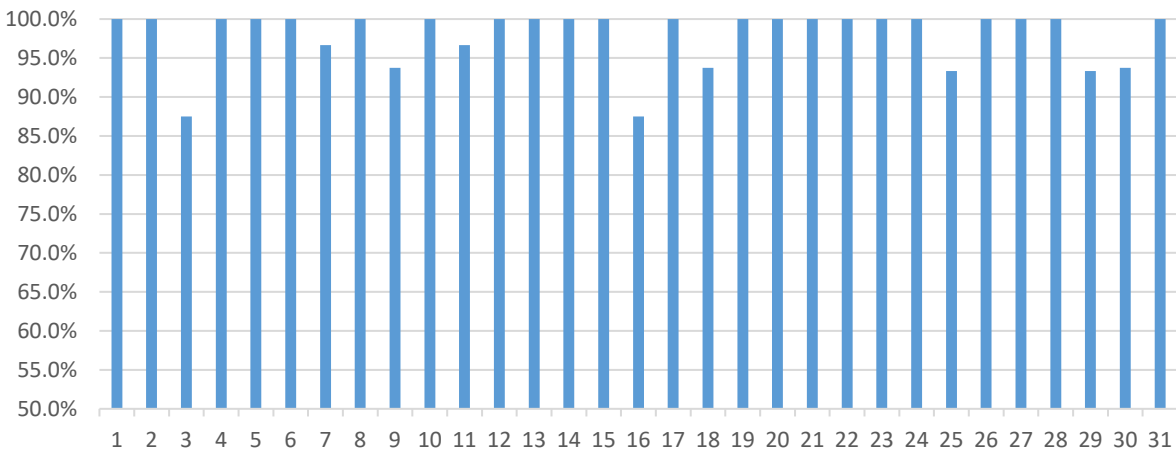
**Overall average** of all shuttles being on time is **96.6%**



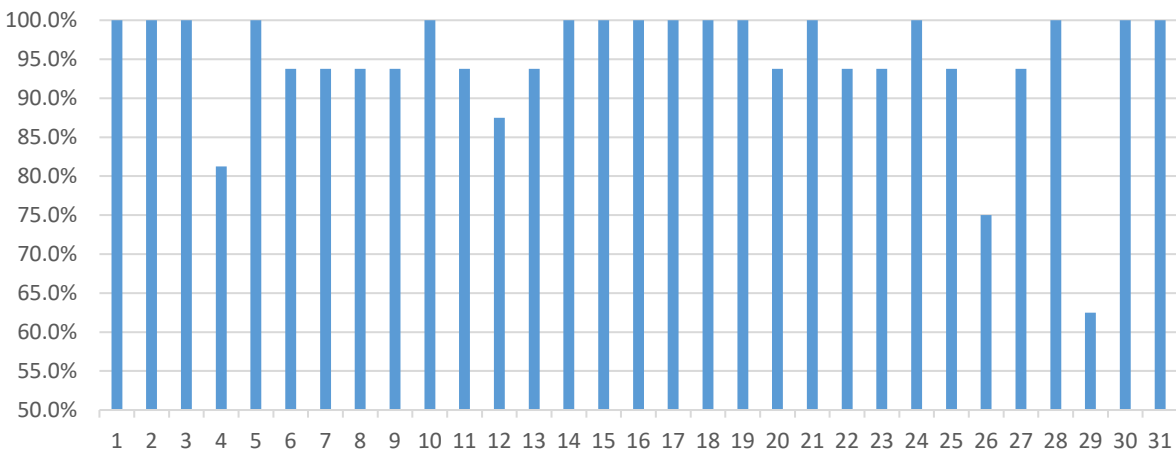
### MV Transit Center On-Time Performance



### El Camino Hospital On-Time Performance



### Shoreline/Middlefield On-Time Performance






# Summary of Website Activity

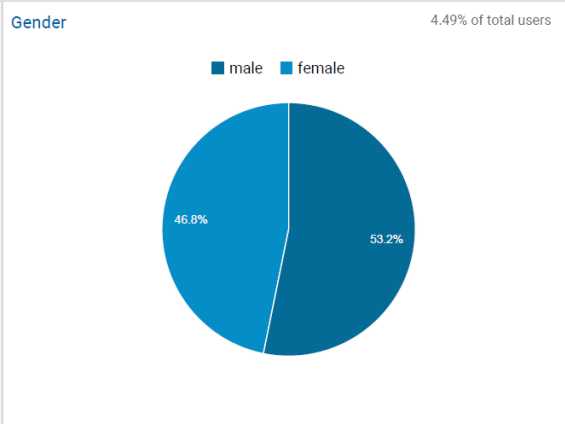
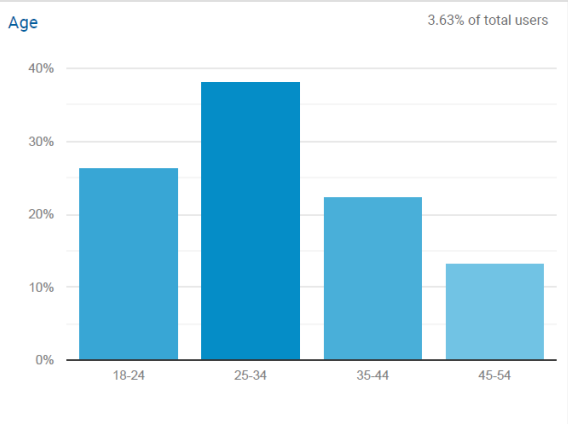
## Monthly / Year To Date Report

### Demographics: Overview

 All Users  
100.00% Users

Jan 1, 2021 - Jan 31, 2021

Key Metric:

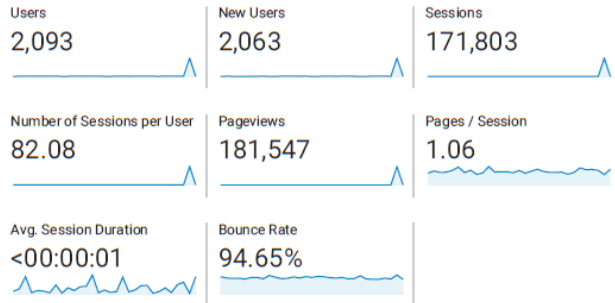
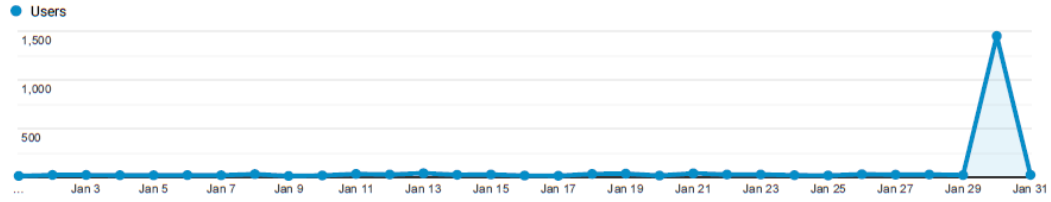


## Audience Overview

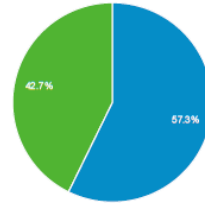
Jan 1, 2021 - Jan 31, 2021

All Users  
100.00% Users

### Overview

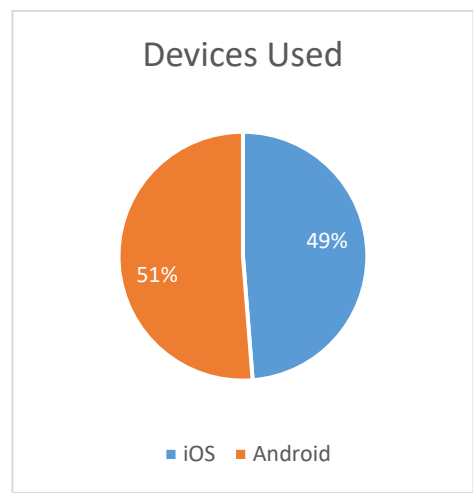
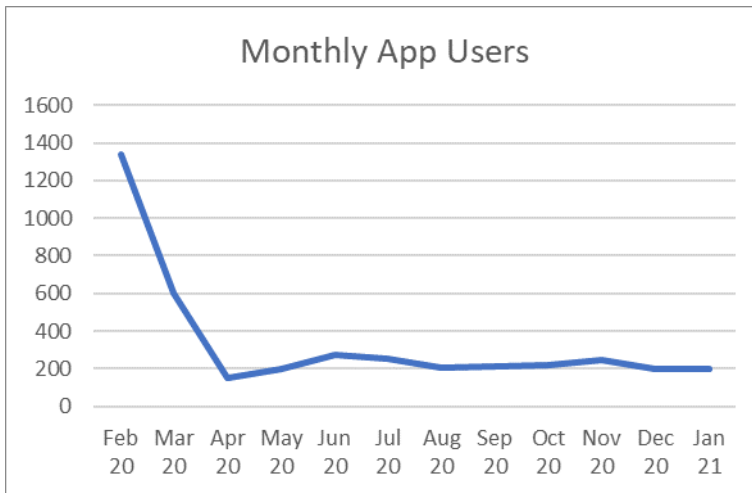
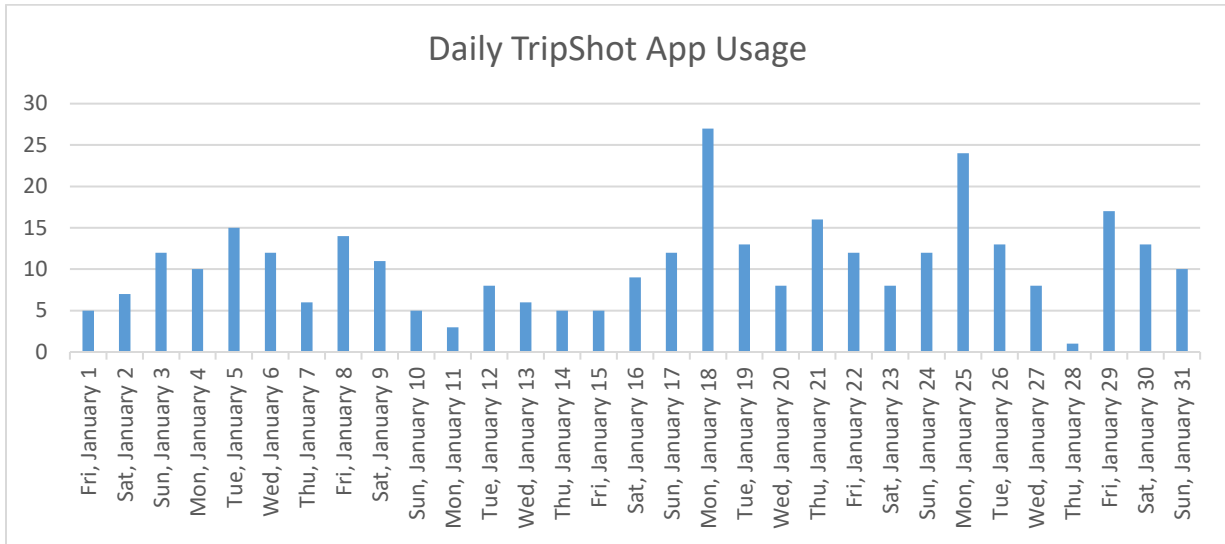


■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	1,153	55.06%
2. en-gb	348	16.62%
3. de	42	2.01%
4. de-de	38	1.81%
5. fr-fr	38	1.81%
6. es-es	36	1.72%
7. it-it	30	1.43%
8. zh-cn	30	1.43%
9. en	25	1.19%
10. tr-tr	25	1.19%

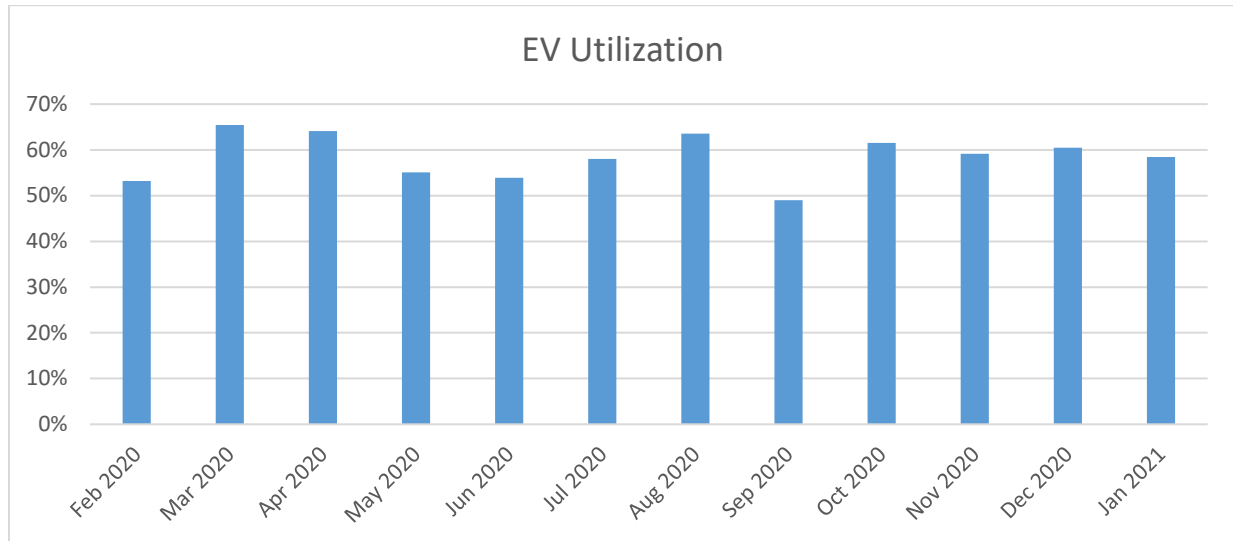
# Summary of TripShot App Activity



**Average Monthly Users: 201**

**App Sessions: 327**

## Electric Vehicle Utilization



## Complaints Received by CSR Staff

- There was one complaint that not all of the drivers are wearing masks.
  - In addition to the plastic barriers blocking the driver compartment from the passenger area, all drivers are required to wear masks at all times. All drivers were reminded of this health and safety policy.
- There was one complaint of a driver skipping a stop.
  - All drivers are regularly reminded to be observant of their surroundings, the locations at and around stops, and of any stops requests that are made so that passengers or desired stops are not skipped.