



**Mountain View** Community Shuttle  
Monthly Operations Report  
**December 2019**

January 3, 2020

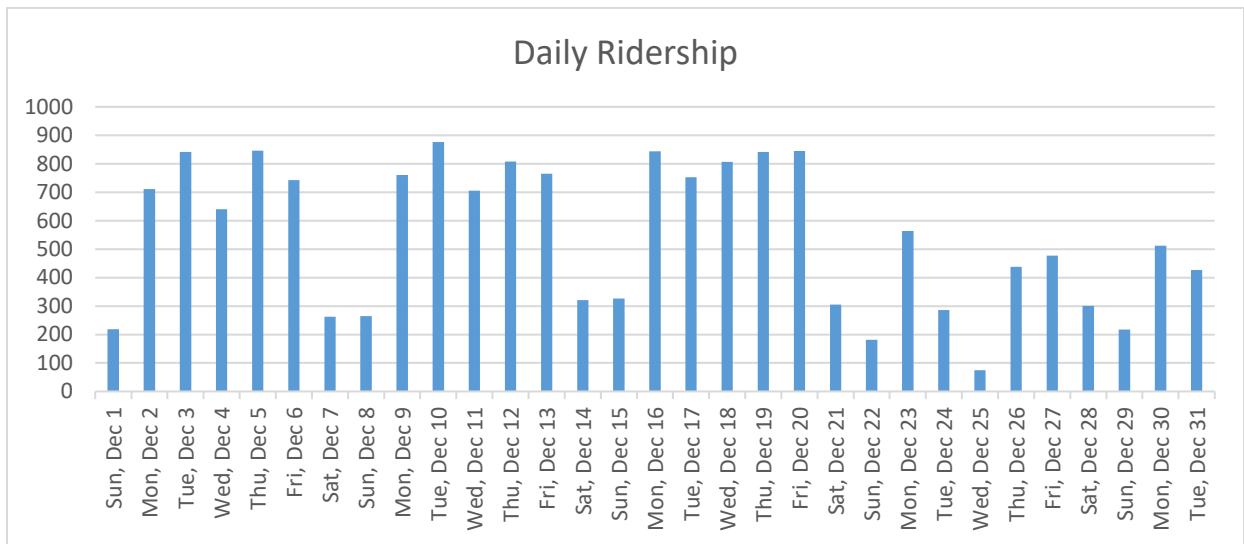
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## Passengers per Day, Table

Sun, Dec 1	Mon, Dec 2	Tue, Dec 3	Wed, Dec 4	Thu, Dec 5	Fri, Dec 6	Sat, Dec 7
219	711	842	640	846	743	262
Sun, Dec 8	Mon, Dec 9	Tue, Dec 10	Wed, Dec 11	Thu, Dec 12	Fri, Dec 13	Sat, Dec 14
265	760	876	705	808	765	321
Sun, Dec 15	Mon, Dec 16	Tue, Dec 17	Wed, Dec 18	Thu, Dec 19	Fri, Dec 20	Sat, Dec 21
327	844	753	807	841	845	305
Sun, Dec 22	Mon, Dec 23	Tue, Dec 24	Wed, Dec 25	Thu, Dec 26	Fri, Dec 27	Sat, Dec 28
182	564	286	75	438	477	301
Sun, Dec 29	Mon, Dec 30	Tue, Dec 31				
217	512	427				

## Passengers per Day, Chart

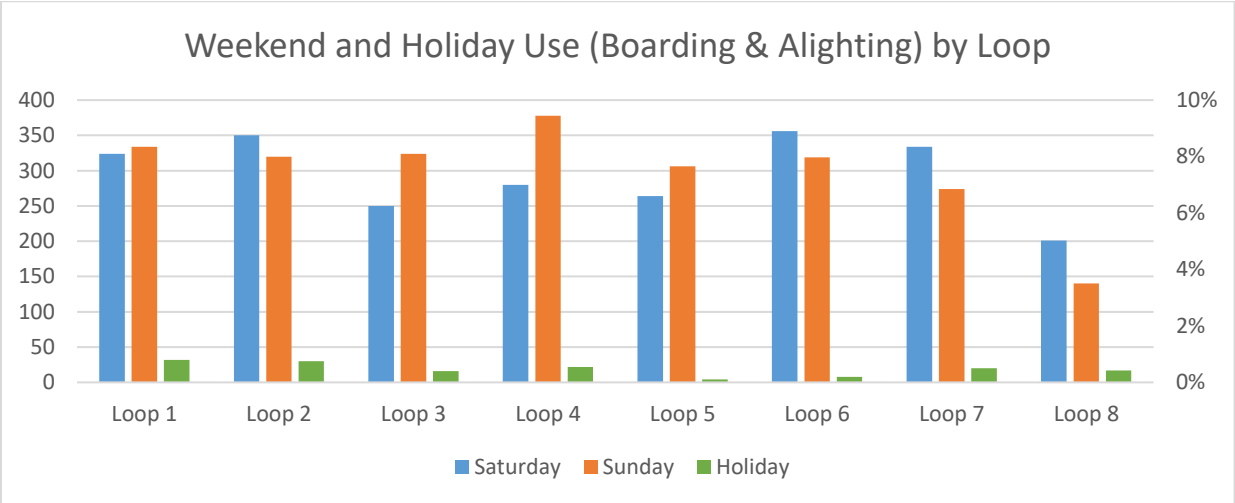
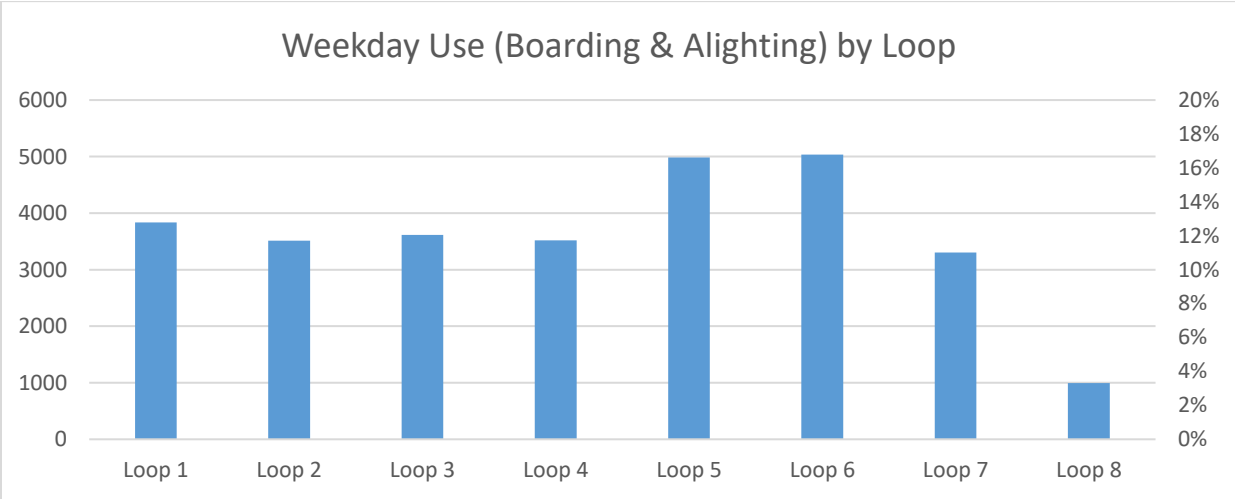
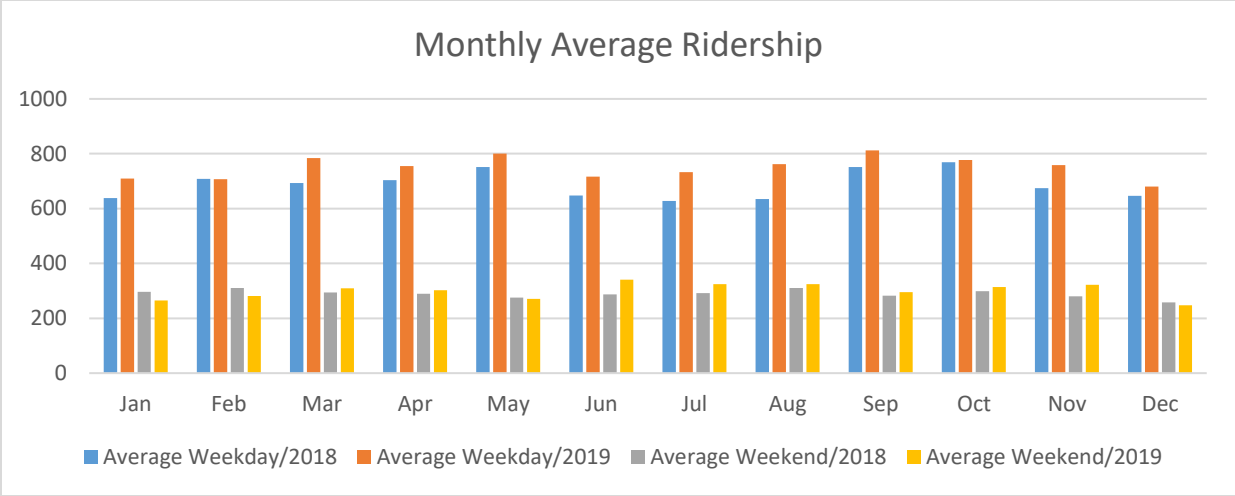


## Ridership Year-To-Date

	Total/2018	Total/2019	% change	Weekday Totals/ 2018	Weekday Totals/ 2019	% change	Weekend Totals/ 2018	Weekend Totals/ 2019	% change
Jan	16354	17530	7%	13394	14882	11%	2960	2648	-11%
Feb	16251	15963	-2%	13461	13435	0%	2790	2528	-9%
Mar	17894	19554	9%	15248	16461	8%	2646	3093	17%
Apr	17382	19403	12%	14786	16689	13%	2596	2714	5%
May	18997	20066	6%	16522	17625	7%	2475	2441	-1%
Jun	16197	17756	10%	13617	14344	5%	2580	3412	32%
Jul	16099	19040	18%	13184	16121	22%	2915	2919	0%
Aug	17080	19680	15%	14601	16755	15%	2479	2925	18%
Sep	17384	19190	10%	14273	16241	14%	3111	2949	-5%
Oct	20088	20378	1%	17697	17869	1%	2391	2509	5%
Nov	16272	17972	10%	13473	14427	7%	2799	3545	27%
Dec	15781	16964	7%	12945	14490	12%	2836	2474	-13%
<b>YTD Total</b>	<b>205,779</b>	<b>223,496</b>	<b>9%</b>						

## Average Daily Ridership 2018-2019

	Average Weekday/2018	Average Weekday/2019	% change	Average Weekend/2018	Average Weekend/2019	% change
Jan	638	709	11%	296	265	-10%
Feb	708	707	0%	310	281	-9%
Mar	693	784	13%	294	309	5%
Apr	704	759	8%	289	339	17%
May	751	801	7%	275	271	-1%
Jun	648	717	11%	287	341	19%
Jul	628	733	17%	292	324	11%
Aug	635	762	20%	310	325	5%
Sep	751	812	8%	283	295	4%
Oct	769	777	1%	299	314	5%
Nov	674	759	13%	280	322	15%
Dec	647	680	5%	258	247	-4%
<b>YTD Ave.</b>	<b>687</b>	<b>750</b>	<b>9%</b>	<b>289</b>	<b>303</b>	<b>5%</b>



*(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: **257**

The number of wheelchair lift usage: **5**

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

GRAY Route			RED Route		
San Antonio Center	2751	15.4%	San Antonio Center	2838	17.9%
MV Transit Center	1625	9.1%	Grant Rd. (Red)	1606	10.1%
Grant Rd.	1464	8.2%	Senior/Teen Center (Red)	1352	8.5%
Senior/Teen Center	1441	8.1%	MV Transit Center	1311	8.3%
Middlefield/Easy	875	4.9%	El Camino Real/Sylvan (Red)	708	4.5%
Rengstorff/Middlefield	773	4.3%	Rengstorff/Middlefield (Red)	634	4.0%
Cuesta/Miramonte	725	4.1%	Civic Center (Red)	610	3.8%
Crittenden Middle School	657	3.7%	Middlefield/Moffett (Red)	502	3.2%
Graham Middle School	643	3.6%	Sylvan Park (Red)	478	3.0%
El Camino Real/Sylvan	596	3.3%	Whisman Station (Red)	473	3.0%
Civic Center	548	3.1%	California/Ortega East	459	2.9%
Whisman Station	536	3.0%	Middlefield/Easy (Red)	453	2.9%
Sylvan Park	523	2.9%	El Camino Hospital	421	2.7%
Middlefield/Moffett	466	2.6%	Crittenden Middle School (Red)	359	2.3%
Castro/El Camino Real (Gray)	423	2.4%	Villa/Franklin (Red)	349	2.2%
California/Rengstorff	420	2.4%	California/Rengstorff (Red)	308	1.9%
Whisman/Middlefield	413	2.3%	Castro/El Camino Real (Red)	294	1.9%
California/Ortega West	375	2.1%	Cuesta/Miramonte (Red)	269	1.7%
El Camino Hospital	359	2.0%	California/Rengstorff	247	1.6%
Rengstorff/Central	352	2.0%	Rengstorff/Central (Red)	227	1.4%
Community Center	307	1.7%	Grant/Eunice	226	1.4%
California/Ortega East	289	1.6%	Whisman/Middlefield (Red)	225	1.4%
Shoreline/Middlefield #3 (Gray)	265	1.5%	Rengstorff/Montecito (Red)	224	1.4%
Middlefield/San Pierre	215	1.2%	Shoreline/Middlefield #1 (Red)	221	1.4%
Rengstorff/Montecito	181	1.0%	California/Ortega West	216	1.4%
Villa/Franklin	166	0.9%	Villa/Mariposa	213	1.3%
Villa/Shoreline	145	0.8%	Graham Middle School (Red)	185	1.2%
Cuesta/Grant (Gray)	82	0.5%	Community Center (Red)	174	1.1%
Grant/Eunice	80	0.4%	Middlefield/San Pierre (Red)	108	0.7%
Shoreline/Pear	67	0.4%	Cuesta/Grant	66	0.4%
Cuesta/Grant	55	0.3%	Shoreline/Pear	62	0.4%
Shoreline/Middlefield #2	11	0.1%	Shoreline/Middlefield #2	53	0.3%
<b>Total</b>	<b>17828</b>	<b>100.0%</b>	<b>Total</b>	<b>15871</b>	<b>100.0%</b>

# Shuttle On-Time Performance

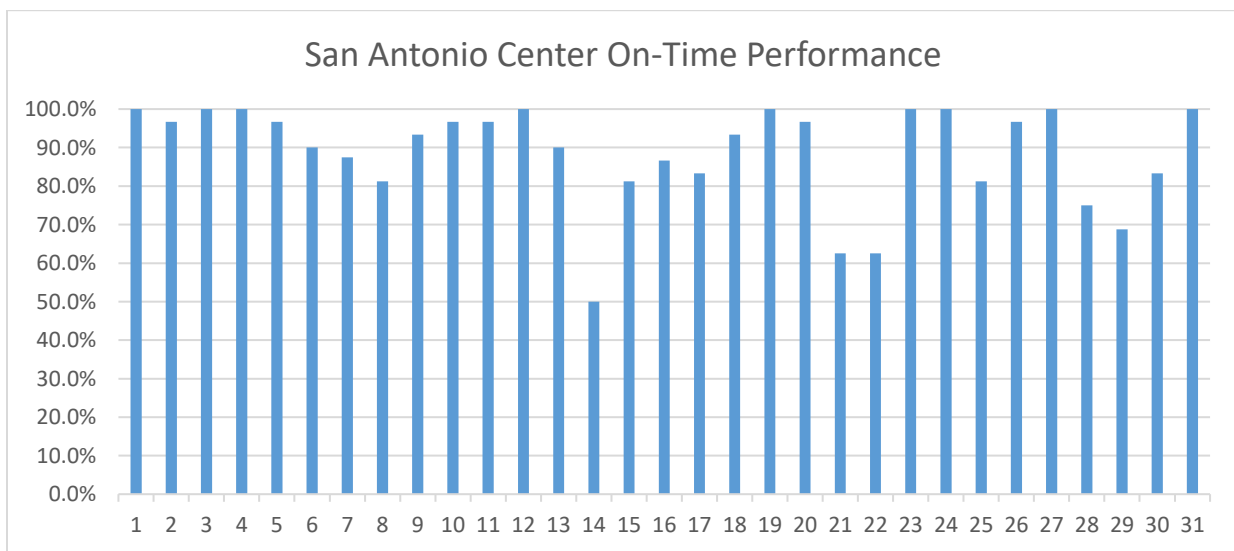
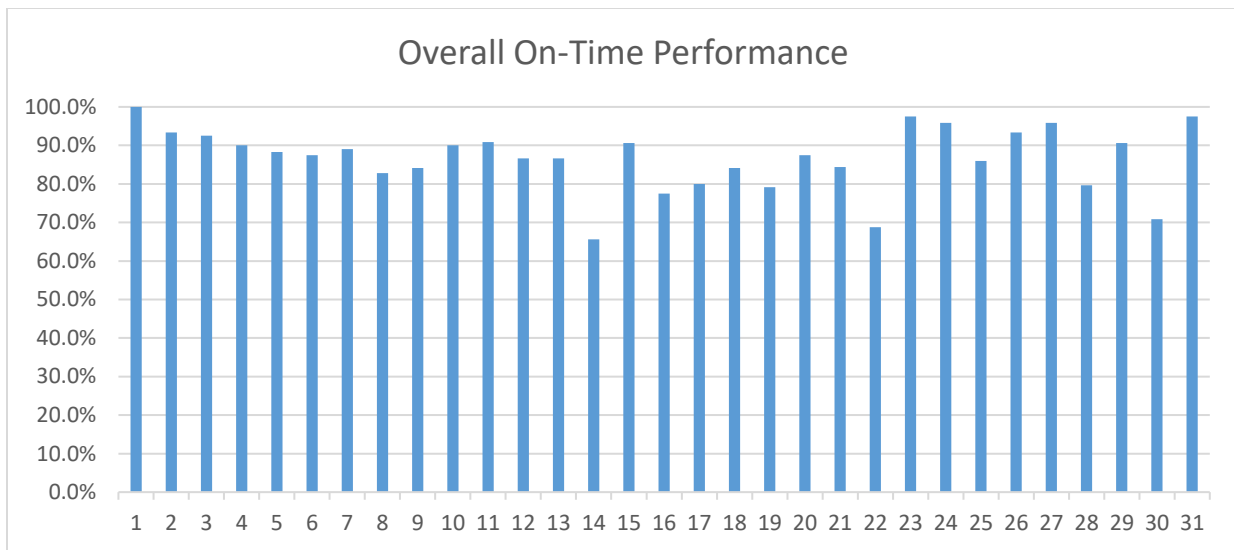
## Percentage of being on-time:

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.

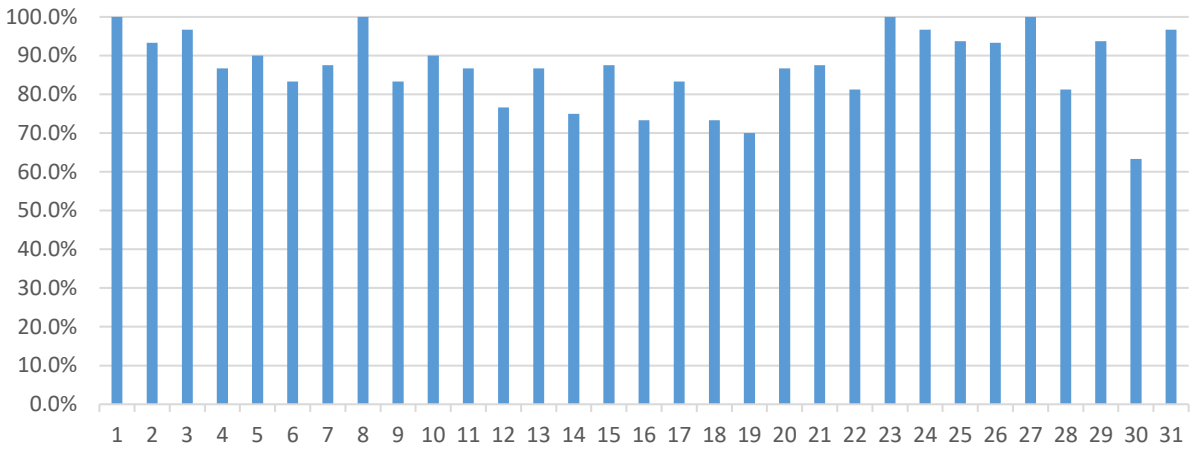
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

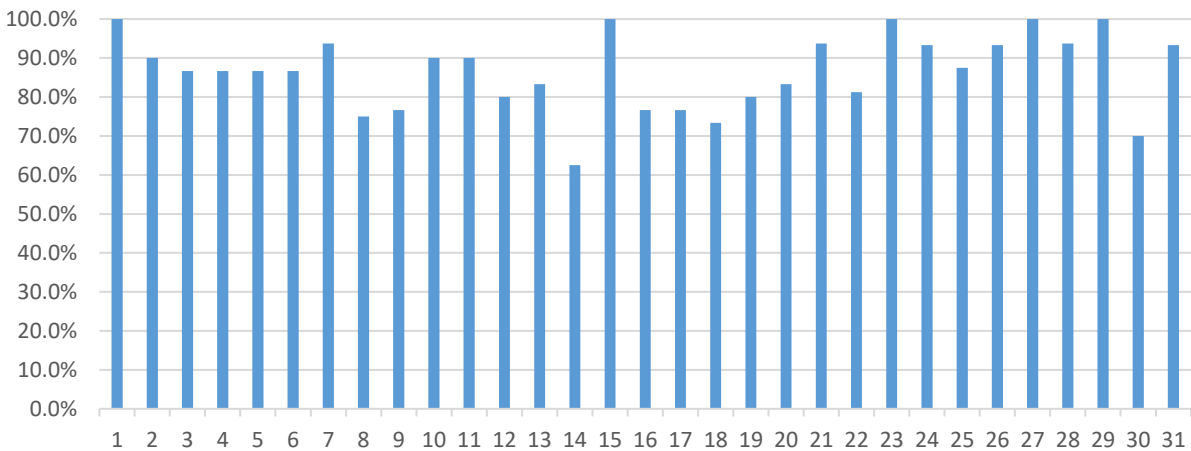
**Overall average** of all shuttles being on time is **86.7%**



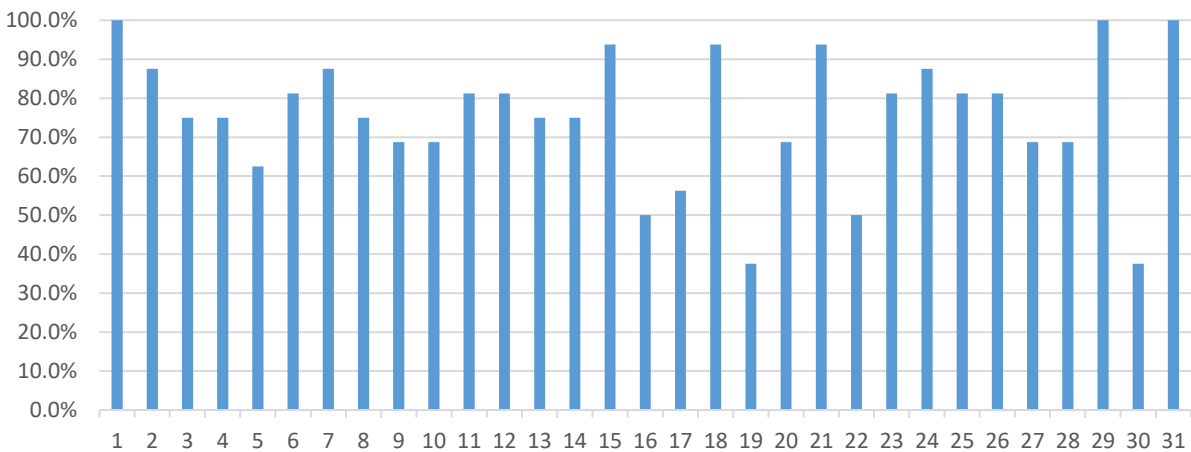
### MV Transit Center On-Time Performance



### El Camino Hospital On-Time Performance



### Shoreline/Middlefield On-Time Performance






# Summary of Website Activity

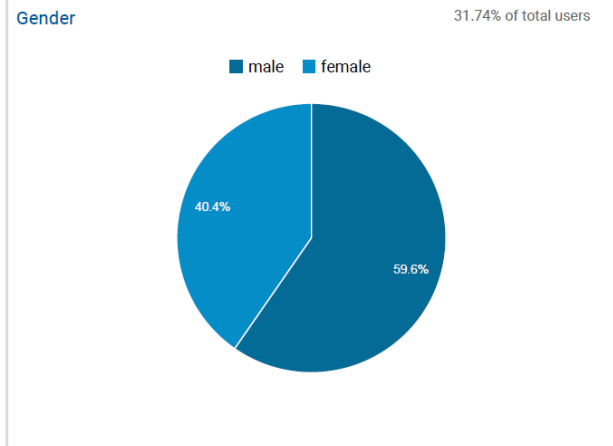
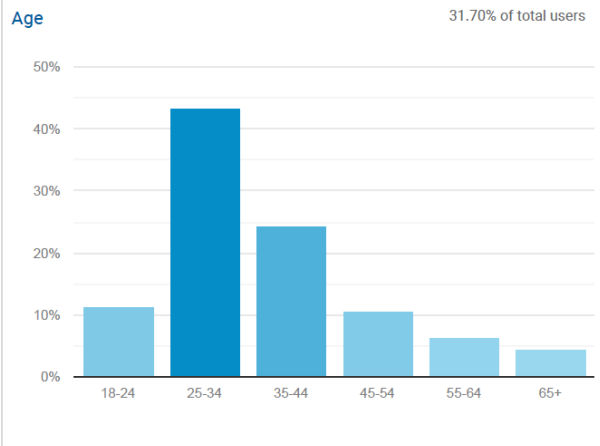
## Year To Date/Monthly Report

### Demographics: Overview

 All Users  
100.00% Users

Jan 1, 2019 - Dec 31, 2019

Key Metric:

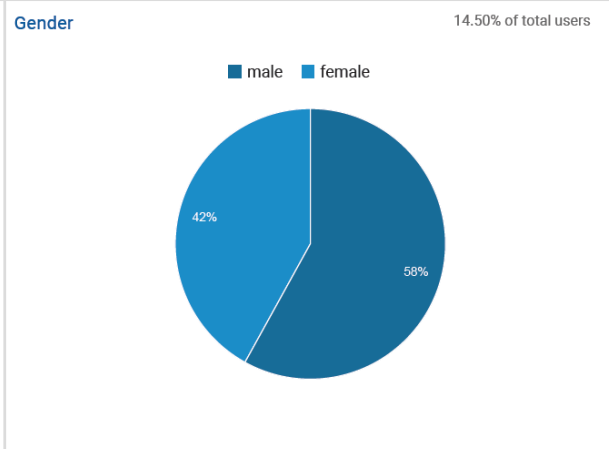
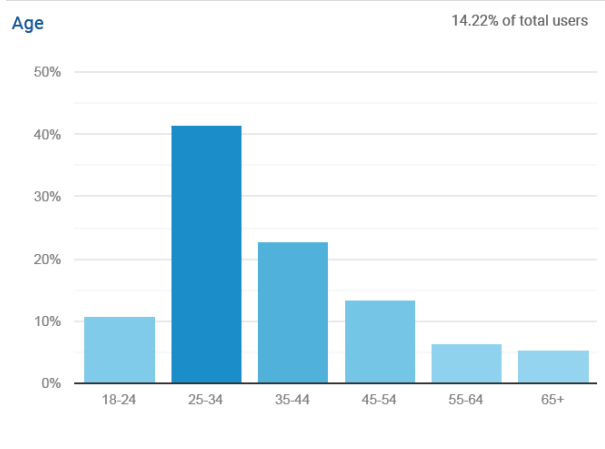


### Demographics: Overview

 All Users  
100.00% Users


Dec 1, 2019 - Dec 31, 2019

Key Metric:



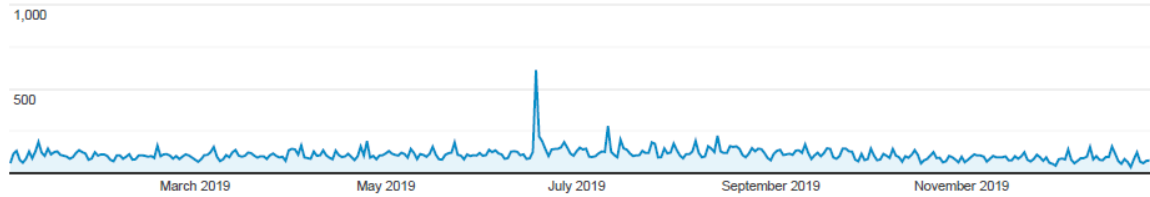
## Audience Overview

Jan 1, 2019 - Dec 31, 2019


**All Users**  
 100.00% Users

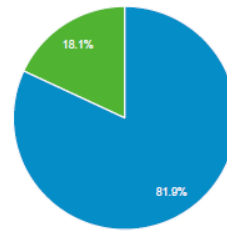
**Overview**

● Users



<b>Users</b> <b>28,656</b>	<b>New Users</b> <b>28,136</b>	<b>Sessions</b> <b>46,227</b>
<b>Number of Sessions per User</b> <b>1.61</b>	<b>Pageviews</b> <b>86,645</b>	<b>Pages / Session</b> <b>1.87</b>
<b>Avg. Session Duration</b> <b>00:01:27</b>	<b>Bounce Rate</b> <b>69.57%</b>	

■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	25,465	88.89%
2. en-gb	583	2.04%
3. zh-cn	413	1.44%
4. ja-jp	233	0.81%
5. zh-tw	203	0.71%
6. es-xl	197	0.69%
7. en-ca	182	0.64%
8. ko	152	0.53%
9. en	133	0.46%
10. ja	89	0.31%

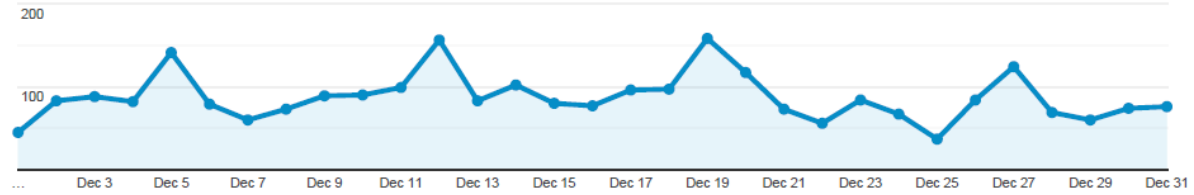
## Audience Overview

Dec 1, 2019 - Dec 31, 2019

All Users  
100.00% Users

### Overview

#### Users



#### Users

2,103



#### New Users

1,908



#### Sessions

3,169



#### Number of Sessions per User

1.51



#### Pageviews

6,920



#### Pages / Session

2.18



#### Avg. Session Duration

00:01:41

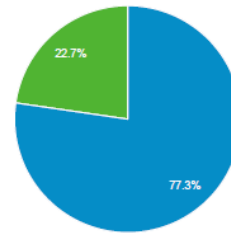


#### Bounce Rate

67.75%

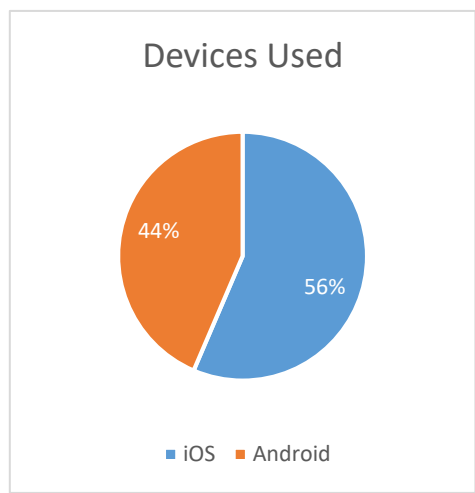
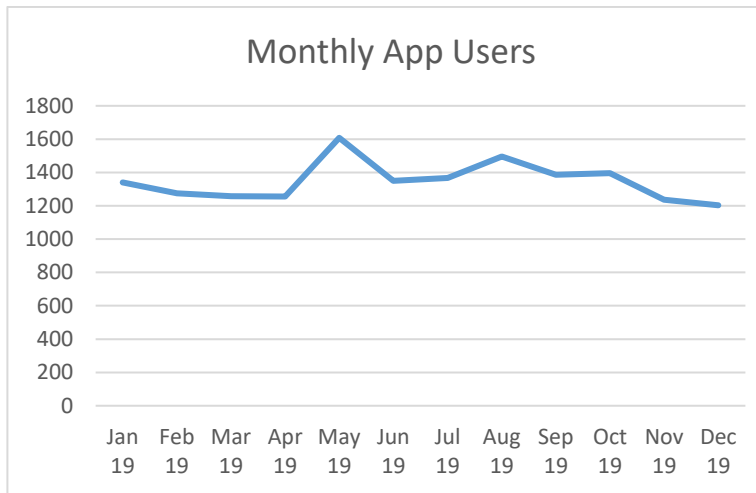
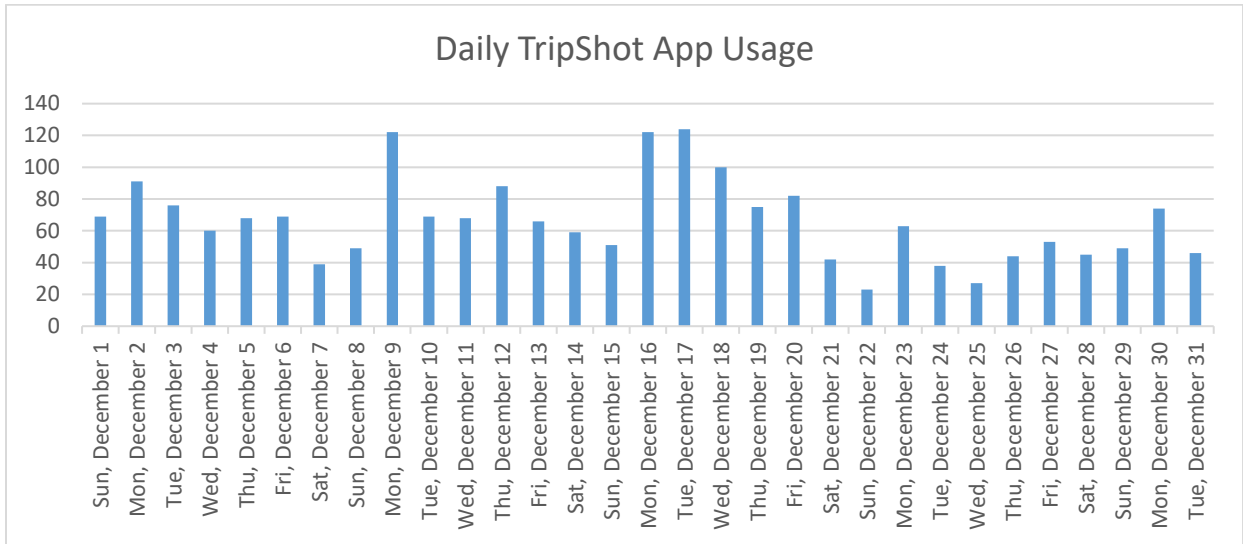


New Visitor Returning Visitor



Language	Users	% Users
1. en-us	1,889	89.65%
2. en-gb	45	2.14%
3. zh-cn	36	1.71%
4. en-ca	15	0.71%
5. ja-jp	15	0.71%
6. es-xl	12	0.57%
7. ko	12	0.57%
8. ru-ru	9	0.43%
9. es-419	8	0.38%
10. ja	7	0.33%

# Summary of TripShot App Activity



**Average Monthly Users: 1203**

**App Sessions: 2051**

## Complaints Received by CSR Staff

- There was one complaint that a driver skipped a stop without stopping.
  - All drivers are regularly reminded to be observant of their surroundings and the locations at and around stops so that if a passenger is waiting, they are not skipped.
- There was one complaint of unsafe driving.
  - The incident was investigated, and disciplinary action was taken.
- There was one complaint that a driver was rude.
  - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service. The driver in question was spoken to and reminded of this fact.