

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

April 8, 2020

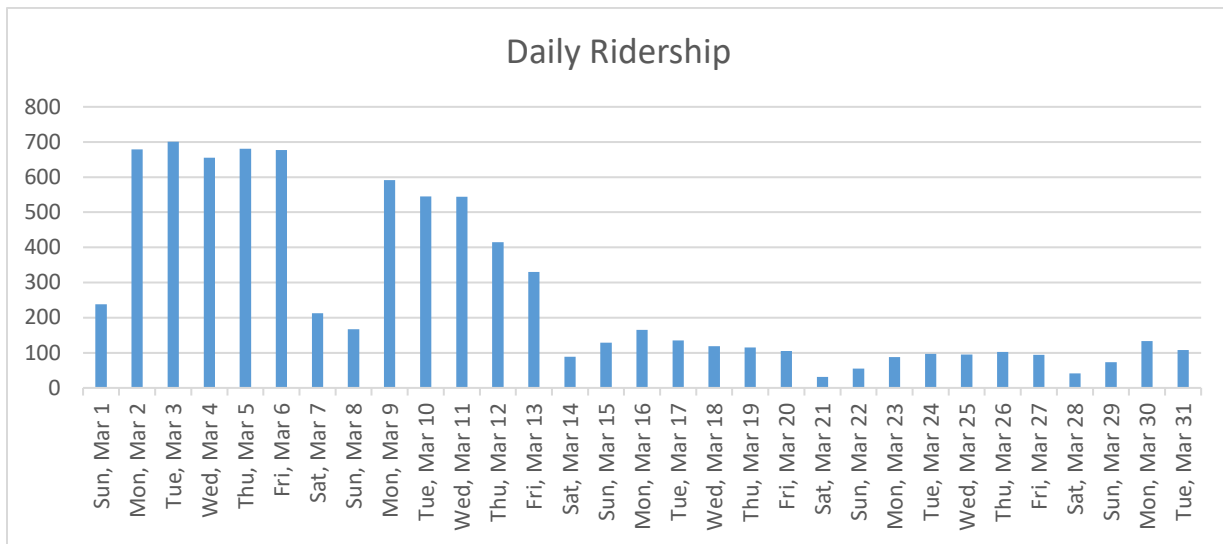
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## Passengers per Day, Table

Sun, Mar 1	Mon, Mar 2	Tue, Mar 3	Wed, Mar 4	Thu, Mar 5	Fri, Mar 6	Sat, Mar 7
238	679	701	655	681	677	213
Sun, Mar 8	Mon, Mar 9	Tue, Mar 10	Wed, Mar 11	Thu, Mar 12	Fri, Mar 13	Sat, Mar 14
167	591	545	544	415	330	89
Sun, Mar 15	Mon, Mar 16	Tue, Mar 17	Wed, Mar 18	Thu, Mar 19	Fri, Mar 20	Sat, Mar 21
129	165	135	119	115	105	31
Sun, Mar 22	Mon, Mar 23	Tue, Mar 24	Wed, Mar 25	Thu, Mar 26	Fri, Mar 27	Sat, Mar 28
55	88	97	95	102	94	41
Sun, Mar 29	Mon, Mar 30	Tue, Mar 31				
73	133	108				

## Passengers per Day, Chart

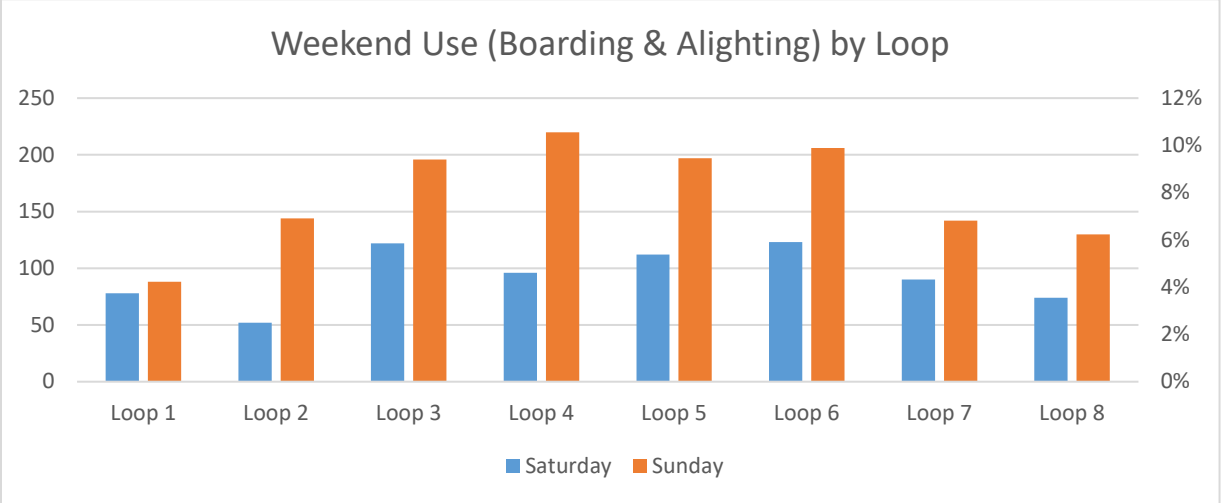
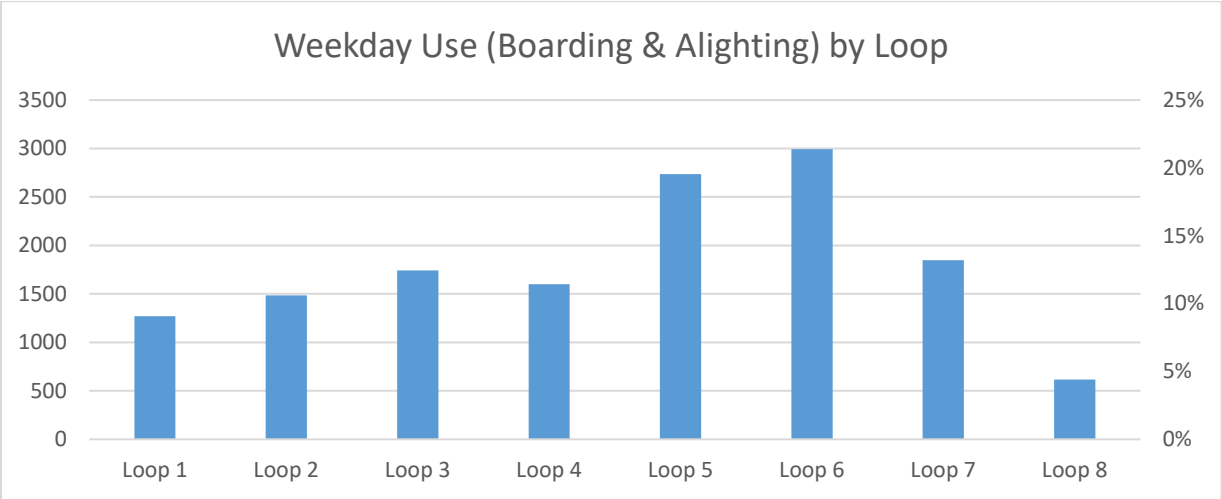
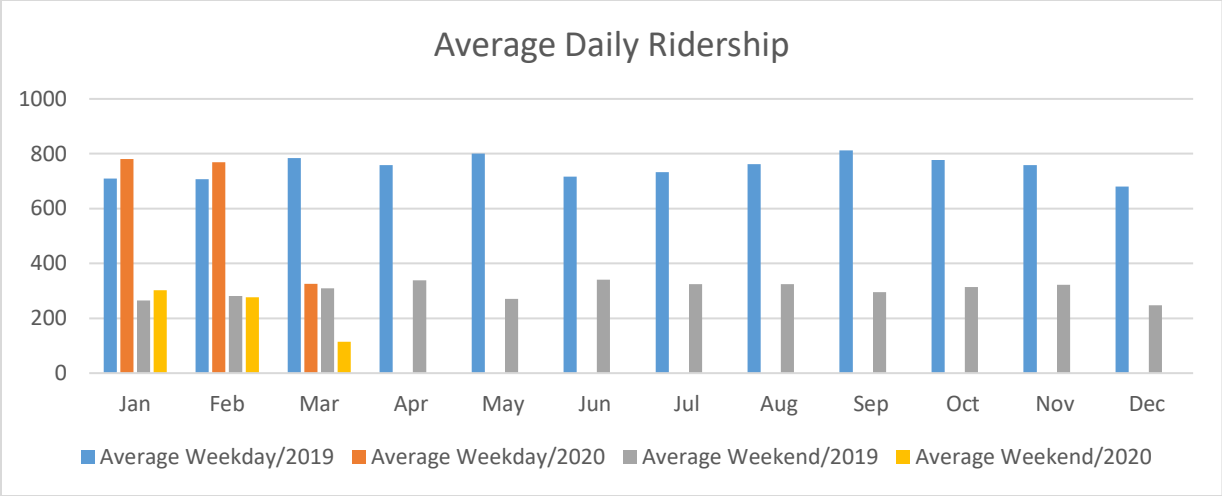


## Ridership Year-To-Date

	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			16689			2596		
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		
<b>YTD Total</b>	<b>223,496</b>	<b>45,019</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			339		
May	801			271		
Jun	717			341		
Jul	733			324		
Aug	762			325		
Sep	812			295		
Oct	777			314		
Nov	759			322		
Dec	680			247		
<b>YTD Ave.</b>	<b>750</b>	<b>625</b>	<b>-17%</b>	<b>303</b>	<b>231</b>	<b>-24%</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: **170**

The number of wheelchair lift usage: **6**

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

GRAY Route			RED Route		
San Antonio Center	1464	17.0%	San Antonio Center	1752	22.6%
Senior/Teen Center	774	9.0%	MV Transit Center	605	7.8%
MV Transit Center	694	8.1%	Senior/Teen Center (Red)	555	7.2%
Crittenden Middle School	557	6.5%	Grant Rd. (Red)	433	5.6%
Middlefield/Easy	525	6.1%	Rengstorff/Middlefield (Red)	312	4.0%
Graham Middle School	467	5.4%	Middlefield/Moffett (Red)	283	3.6%
Grant Rd.	385	4.5%	Civic Center (Red)	281	3.6%
Rengstorff/Middlefield	355	4.1%	Middlefield/Easy (Red)	280	3.6%
Civic Center	302	3.5%	Crittenden Middle School (Red)	271	3.5%
Whisman/Middlefield	283	3.3%	El Camino Real/Sylvan (Red)	270	3.5%
Cuesta/Miramonte	260	3.0%	El Camino Hospital	262	3.4%
El Camino Real/Sylvan	255	3.0%	Sylvan Park (Red)	241	3.1%
Middlefield/Moffett	248	2.9%	Whisman Station (Red)	185	2.4%
Whisman Station	240	2.8%	California/Rengstorff (Red)	181	2.3%
California/Rengstorff	199	2.3%	Villa/Franklin (Red)	163	2.1%
El Camino Hospital	175	2.0%	California/Ortega East	159	2.0%
Sylvan Park	159	1.8%	Castro/El Camino Real (Red)	143	1.8%
Castro/El Camino Real (Gray)	154	1.8%	Shoreline/Middlefield #1 (Red)	139	1.8%
Rengstorff/Central	153	1.8%	Whisman/Middlefield (Red)	132	1.7%
Community Center	149	1.7%	Graham Middle School (Red)	128	1.6%
California/Ortega West	137	1.6%	Grant/Eunice	126	1.6%
Shoreline/Middlefield #3 (Gray)	122	1.4%	California/Rengstorff	116	1.5%
Middlefield/San Pierre	109	1.3%	Rengstorff/Montecito (Red)	110	1.4%
Rengstorff/Montecito	89	1.0%	Cuesta/Miramonte (Red)	107	1.4%
California/Ortega East	83	1.0%	Community Center (Red)	105	1.4%
Villa/Shoreline	64	0.7%	Villa/Mariposa	104	1.3%
Cuesta/Grant (Gray)	53	0.6%	Rengstorff/Central (Red)	103	1.3%
Grant/Eunice	51	0.6%	California/Ortega West	98	1.3%
Villa/Franklin	51	0.6%	Middlefield/San Pierre (Red)	69	0.9%
Cuesta/Grant	20	0.2%	Cuesta/Grant	34	0.4%
Shoreline/Pear	16	0.2%	Shoreline/Pear	10	0.1%
Shoreline/Middlefield #2	7	0.1%	Shoreline/Middlefield #2	4	0.1%
<b>Total</b>	<b>8600</b>	<b>100.0%</b>	<b>Total</b>	<b>7761</b>	<b>100.0%</b>

# Shuttle On-Time Performance

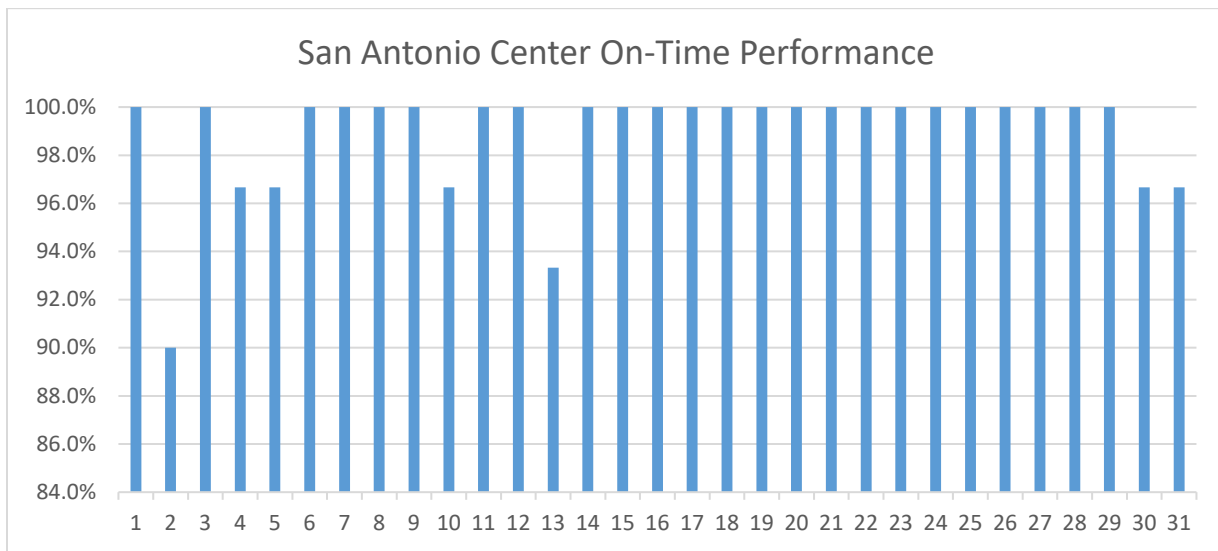
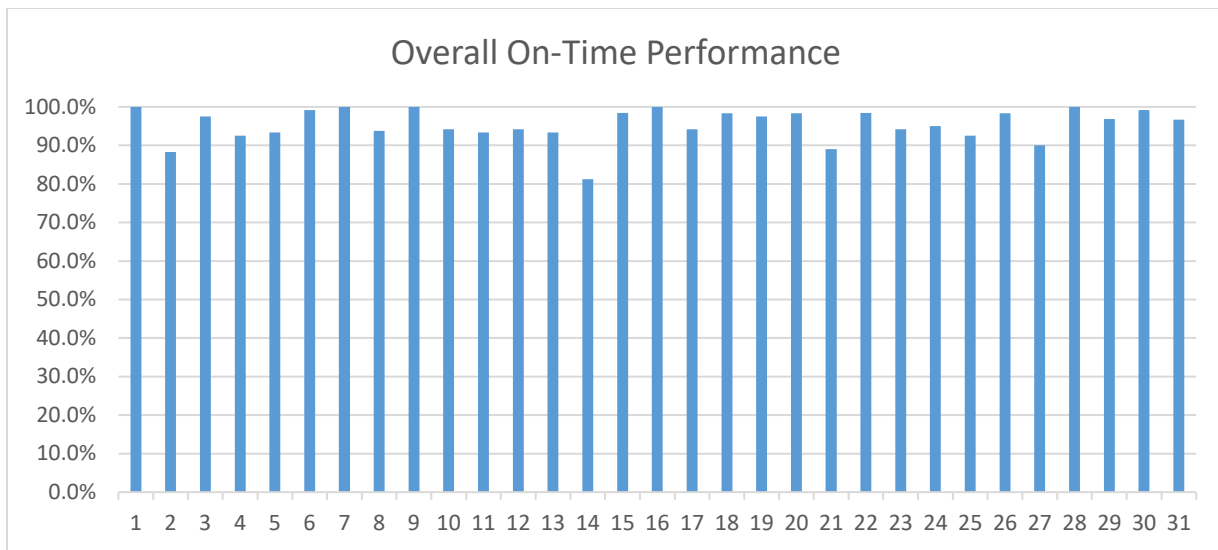
## Percentage of being on-time:

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.

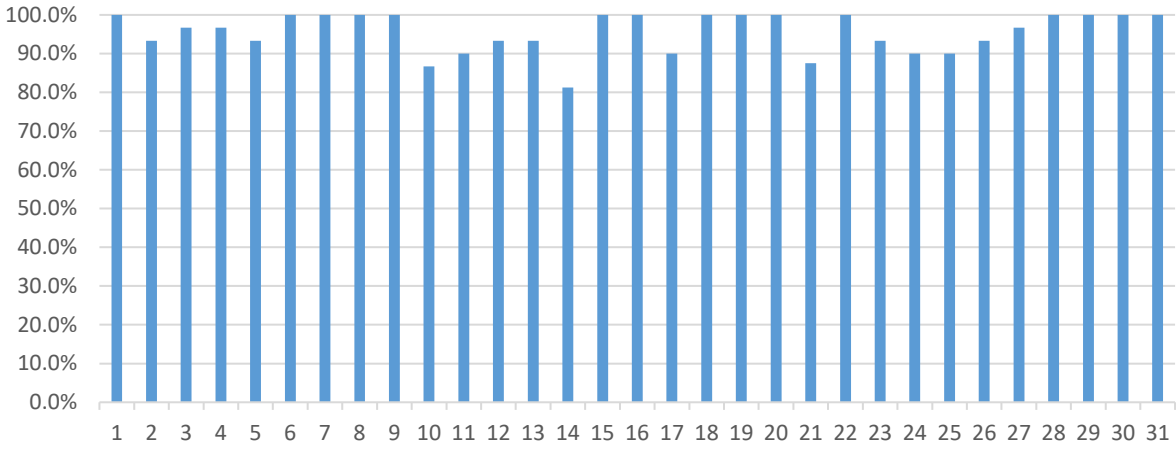
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

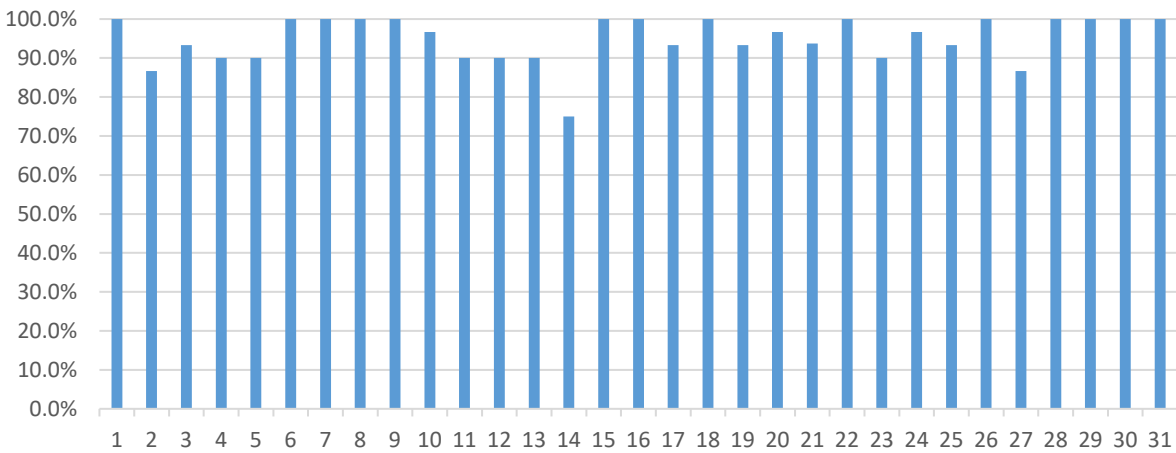
**Overall average** of all shuttles being on time is **95.4%**



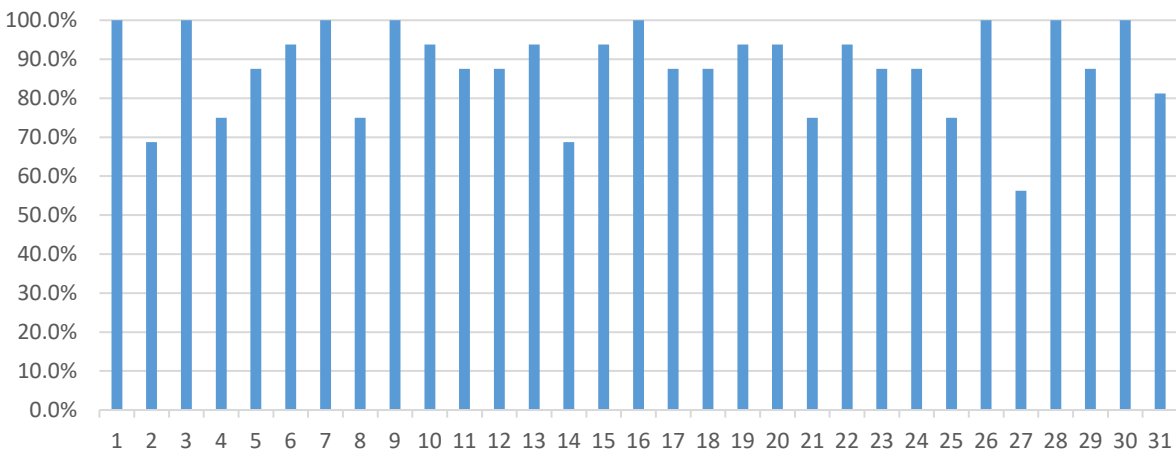
### MV Transit Center On-Time Performance



### El Camino Hospital On-Time Performance



### Shoreline/Middlefield On-Time Performance






# Summary of Website Activity

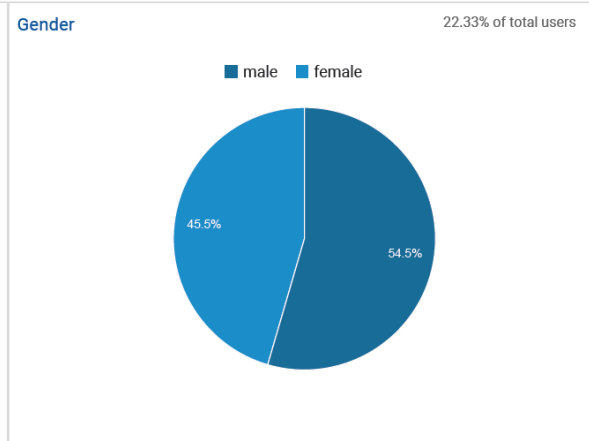
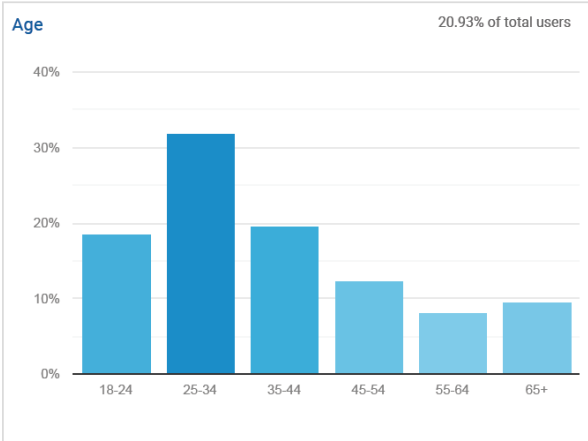
## Monthly / Year To Date Report

### Demographics: Overview


 All Users  
100.00% Users

Mar 1, 2020 - Mar 31, 2020

Key Metric:

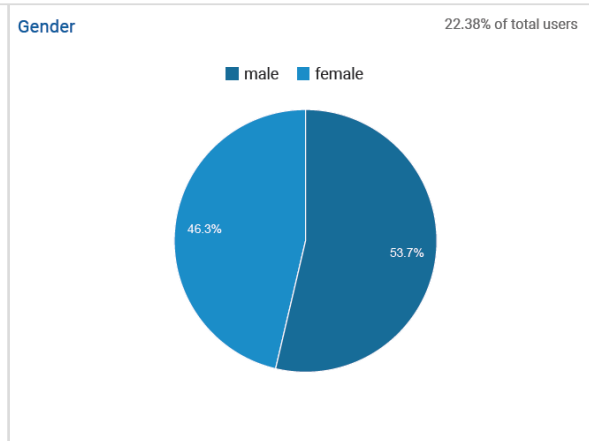
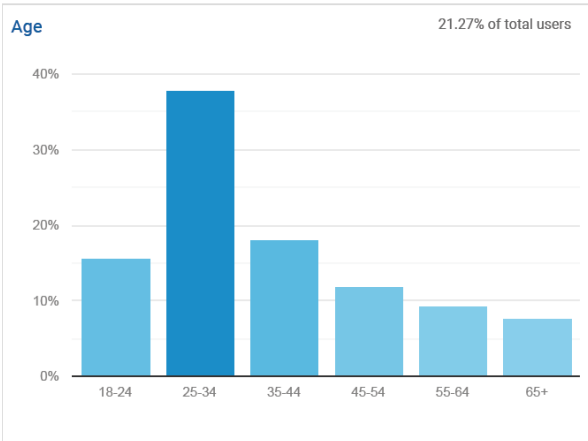


### Demographics: Overview

 All Users  
100.00% Users

Jan 1, 2020 - Mar 31, 2020

Key Metric:



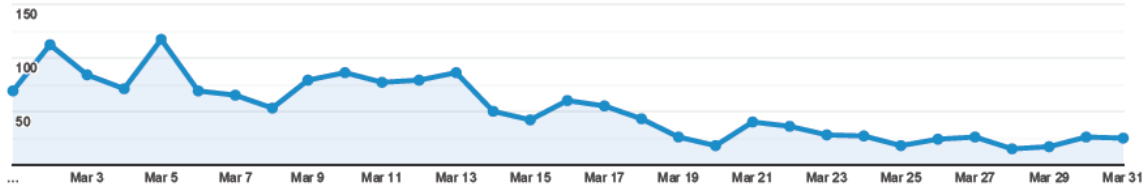
## Audience Overview

Mar 1, 2020 - Mar 31, 2020

All Users  
100.00% Users

### Overview

#### Users



#### Users

1,290

#### New Users

1,159

#### Sessions

1,810

#### Number of Sessions per User

1.40

#### Pageviews

2,705

#### Pages / Session

1.49

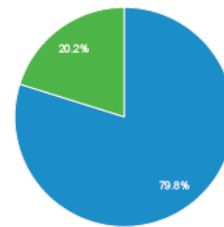
#### Avg. Session Duration

00:01:06

#### Bounce Rate

76.74%

■ New Visitor ■ Returning Visitor



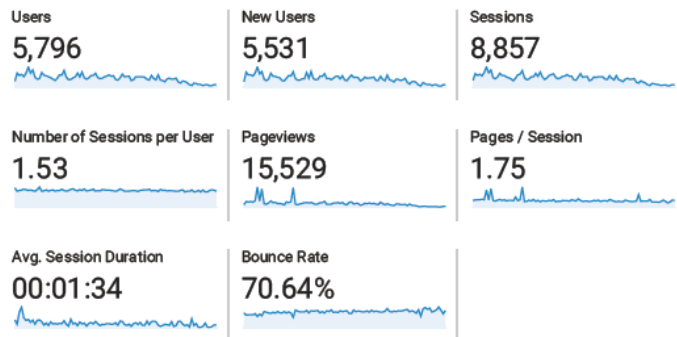
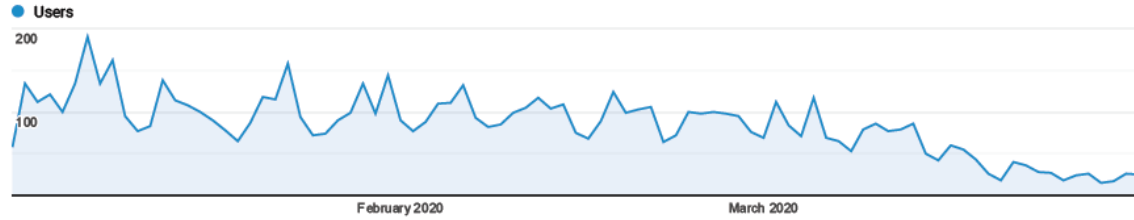
Language	Users	% Users
1. en-us	1,122	86.57%
2. ja-jp	19	1.47%
3. en-gb	18	1.39%
4. en	17	1.31%
5. zh-cn	17	1.31%
6. es-xl	13	1.00%
7. en-au	8	0.62%
8. ko	8	0.62%
9. es-419	7	0.54%
10. es-es	6	0.46%

## Audience Overview

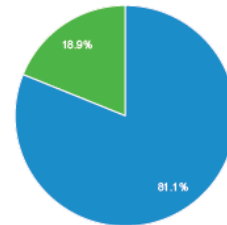
Jan 1, 2020 - Mar 31, 2020


**All Users**  
 100.00% Users

### Overview

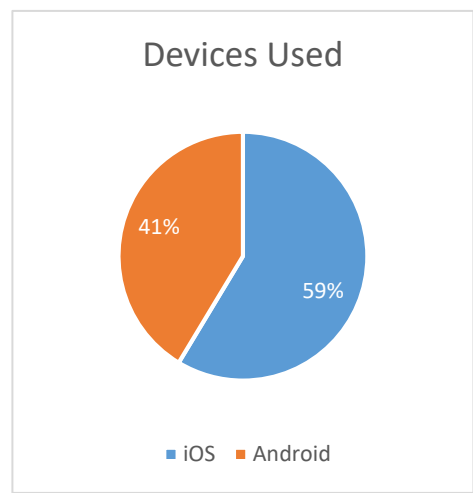
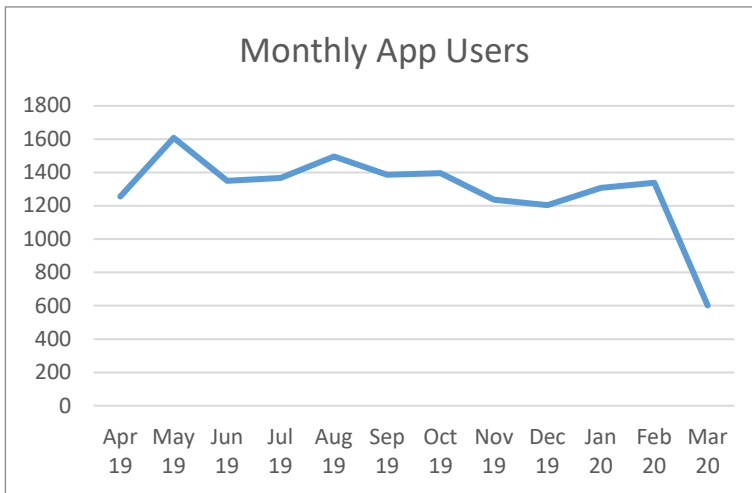
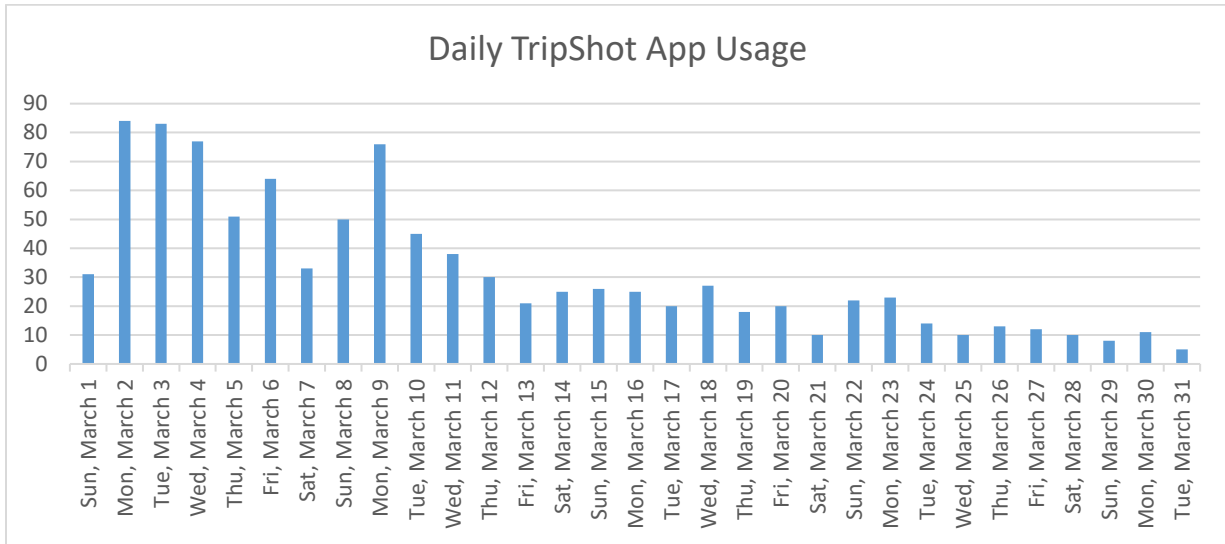


■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	5,054	86.93%
2. en-gb	120	2.06%
3. zh-cn	85	1.46%
4. ja-jp	68	1.17%
5. es-xl	43	0.74%
6. en	42	0.72%
7. en-ca	34	0.58%
8. zh-tw	26	0.45%
9. ko	25	0.43%
10. es-es	22	0.38%

## Summary of TripShot App Activity



**Average Monthly Users: 602**

**App Sessions: 982**

## Complaints Received by CSR Staff

- There was one complaint of a shuttle departing early
  - Drivers are continually reminded to be mindful of their scheduled time and to not depart early.

## COVID-19 Response

- In response to the COVID-19 pandemic, the County issued a Shelter in Place order, effective March 17, 2020, directing people stay at home if possible and to only venture out to utilize essential services such as grocery or medical. The order called for public transit to remain in operation to continue providing transportation access to these essential services. In order to ensure that the Mountain View Community Shuttle remains safe and healthy, daily sanitation and disinfection schedules of high-touch surfaces and seats in all vehicles have been increased.