

Mountain View Community Shuttle
Monthly Operations Report
August 2021

September 9, 2020

Contents

Passengers per Day, Table2

Passengers per Day, Chart2

Ridership Year-To-Date3

Average Daily Ridership 2019-20214

Additional Ridership Data:6

Month Total Use (Boarding & Alighting) by Stops6

Shuttle On-Time Performance7

Monthly Summary of Website Activity9

Summary of TripShot App Activity11

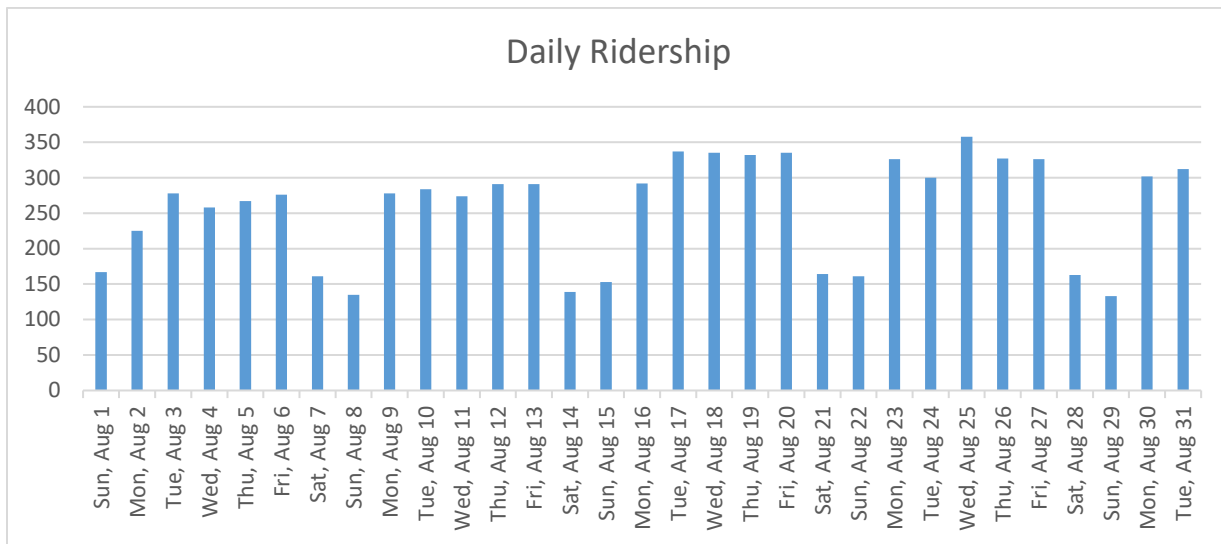
Electric Vehicle Utilization12

Complaints Received by CSR Staff12

Passengers per Day, Table

Sun, Aug 1	Mon, Aug 2	Tue, Aug 3	Wed, Aug 4	Thu, Aug 5	Fri, Aug 6	Sat, Aug 7
167	225	278	258	267	276	161
Sun, Aug 8	Mon, Aug 9	Tue, Aug 10	Wed, Aug 11	Thu, Aug 12	Fri, Aug 13	Sat, Aug 14
135	278	284	274	291	291	139
Sun, Aug 15	Mon, Aug 16	Tue, Aug 17	Wed, Aug 18	Thu, Aug 19	Fri, Aug 20	Sat, Aug 21
153	292	337	335	332	335	164
Sun, Aug 22	Mon, Aug 23	Tue, Aug 24	Wed, Aug 25	Thu, Aug 26	Fri, Aug 27	Sat, Aug 28
161	326	300	358	327	326	163
Sun, Aug 29	Mon, Aug 30	Tue, Aug 31				
133	302	312				

Passengers per Day, Chart

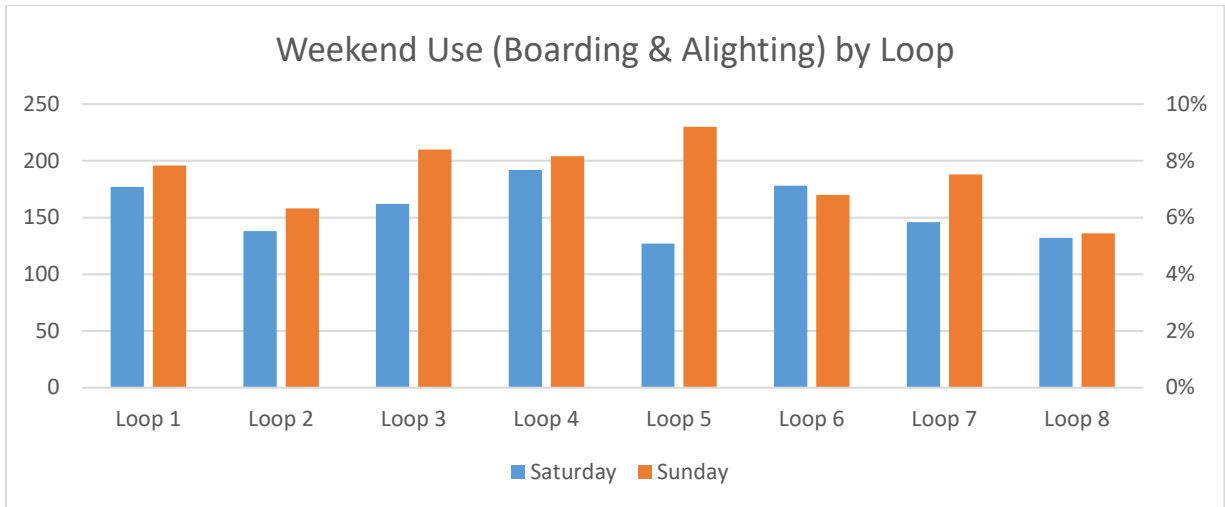
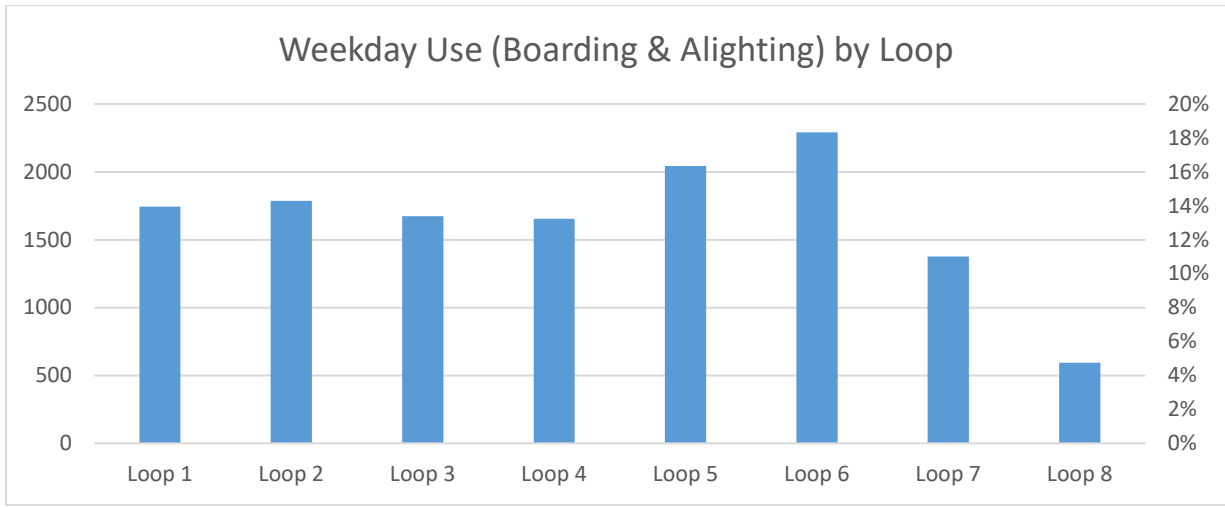
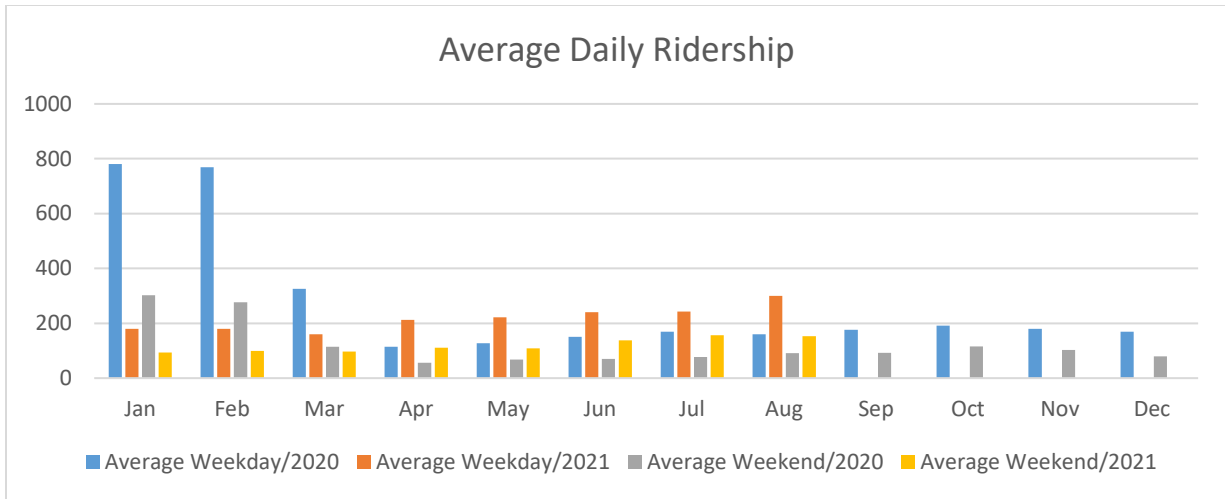


Ridership Year-To-Date

	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	6392	65%	14344	3312	5286	60%	2580	560	1106	98%
Jul	19040	4403	6678	52%	16121	3713	5108	38%	2915	690	1570	128%
Aug	19680	4274	7980	87%	16755	3368	6604	96%	2479	906	1376	52%
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		
YTD Total	223,496	82,590	45,528									

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	240	59%	341	70	138	97%
Jul	733	169	243	44%	324	77	157	104%
Aug	762	160	300	88%	325	91	153	68%
Sep	812	176			295	92		
Oct	777	192			314	116		
Nov	759	180			322	103		
Dec	680	169			247	79		
YTD Ave.	750	276	217	-21%	303	121	120	-1%



(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: **182**

The number of wheelchair lift usage: **40**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	1627	19.8%	San Antonio Center	1513	19.7%
Senior/Teen Center	659	8.0%	Senior/Teen Center (Red)	757	9.8%
MV Transit Center	624	7.6%	MV Transit Center	549	7.1%
Grant Rd.	547	6.7%	Grant Rd. (Red)	528	6.9%
Civic Center	330	4.0%	California/Ortega East	309	4.0%
El Camino Real/Sylvan	314	3.8%	Rengstorff/Middlefield (Red)	303	3.9%
Middlefield/Easy	313	3.8%	El Camino Real/Sylvan (Red)	293	3.8%
Sylvan Park	271	3.3%	Civic Center (Red)	278	3.6%
California/Ortega West	271	3.3%	Middlefield/Easy (Red)	256	3.3%
Graham Middle School	259	3.2%	Villa/Franklin (Red)	248	3.2%
Rengstorff/Middlefield	249	3.0%	El Camino Hospital	233	3.0%
Crittenden Middle School	242	2.9%	Middlefield/Moffett (Red)	195	2.5%
Cuesta/Miramonte	233	2.8%	Sylvan Park (Red)	192	2.5%
Middlefield/Moffett	230	2.8%	California/Rengstorff (Red)	177	2.3%
Community Center	229	2.8%	Graham Middle School (Red)	174	2.3%
California/Ortega East	213	2.6%	Whisman/Middlefield (Red)	172	2.2%
Whisman Station	198	2.4%	Castro/El Camino Real (Red)	150	2.0%
Whisman/Middlefield	192	2.3%	Whisman Station (Red)	135	1.8%
El Camino Hospital	189	2.3%	Crittenden Middle School (Red)	131	1.7%
Castro/El Camino Real (Gray)	147	1.8%	Cuesta/Miramonte (Red)	127	1.7%
Rengstorff/Central	140	1.7%	Community Center (Red)	121	1.6%
Shoreline/Middlefield #3 (Gray)	137	1.7%	Rengstorff/Central (Red)	112	1.5%
California/Rengstorff	135	1.6%	Grant/Eunice	110	1.4%
Villa/Franklin	104	1.3%	Rengstorff/Montecito (Red)	105	1.4%
Rengstorff/Montecito	103	1.3%	Shoreline/Middlefield #1 (Red)	103	1.3%
Middlefield/San Pierre	72	0.9%	California/Ortega West	97	1.3%
Villa/Shoreline	52	0.6%	Middlefield/San Pierre (Red)	84	1.1%
Cuesta/Grant	48	0.6%	California/Rengstorff	75	1.0%
Cuesta/Grant (Gray)	36	0.4%	Villa/Mariposa	73	0.9%
Shoreline/Pear	28	0.3%	Cuesta/Grant	49	0.6%
Grant/Eunice	18	0.2%	Shoreline/Pear	20	0.3%
Shoreline/Middlefield #2	10	0.1%	Shoreline/Middlefield #2	17	0.2%
Total	8220	100.0%	Total	7686	100.0%

Shuttle On-Time Performance

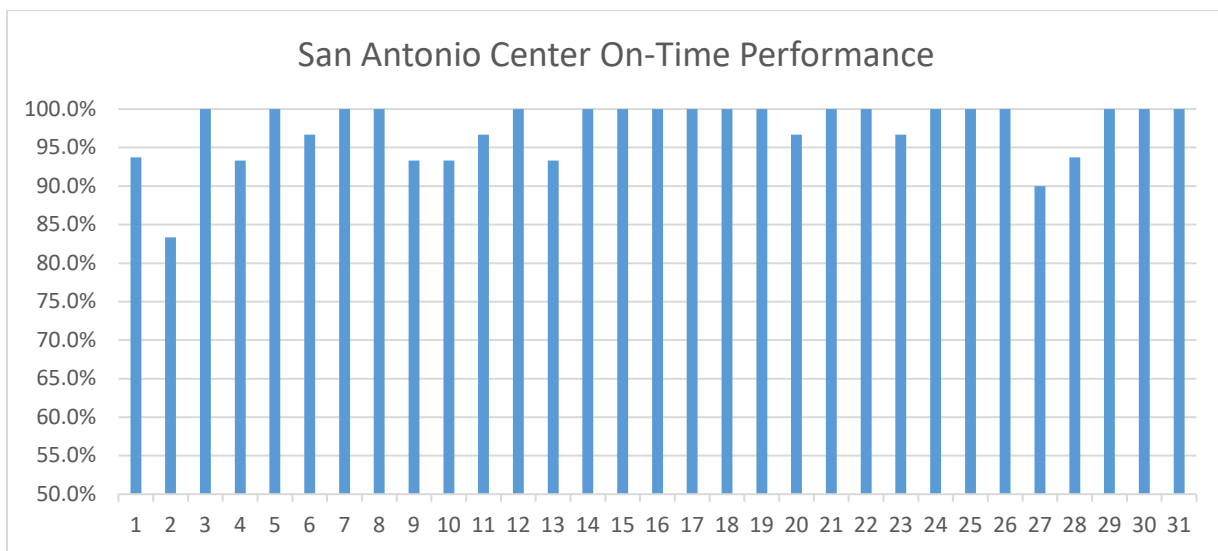
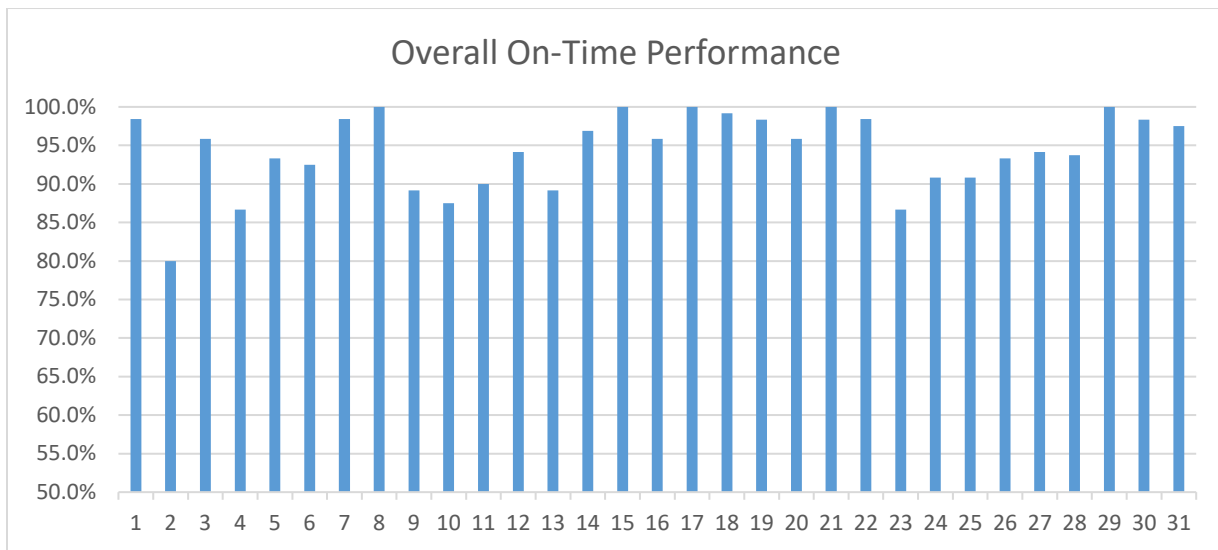
Percentage of being on-time:

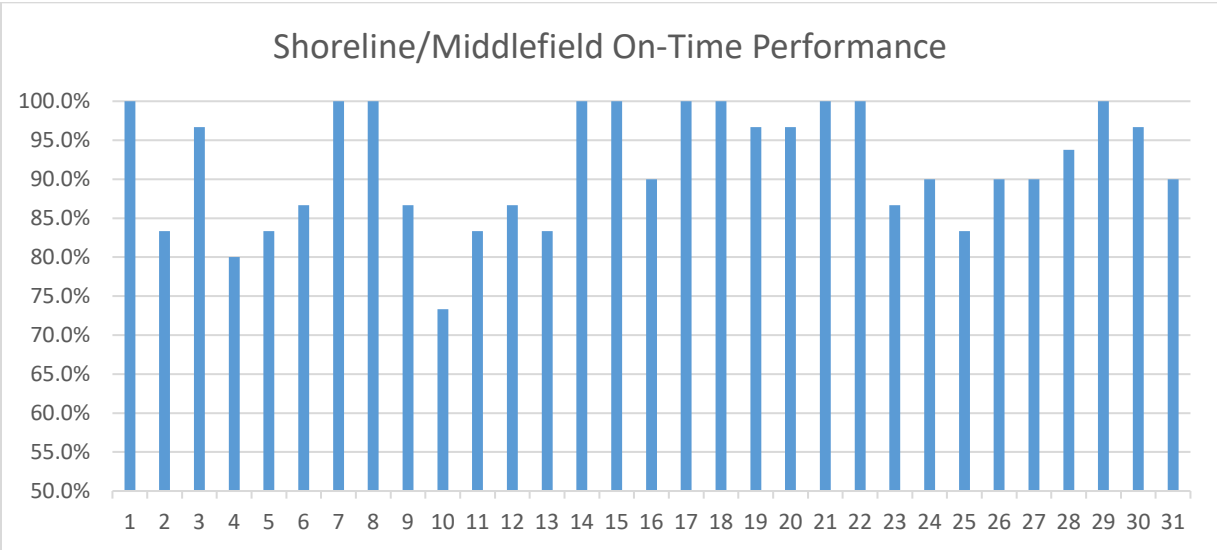
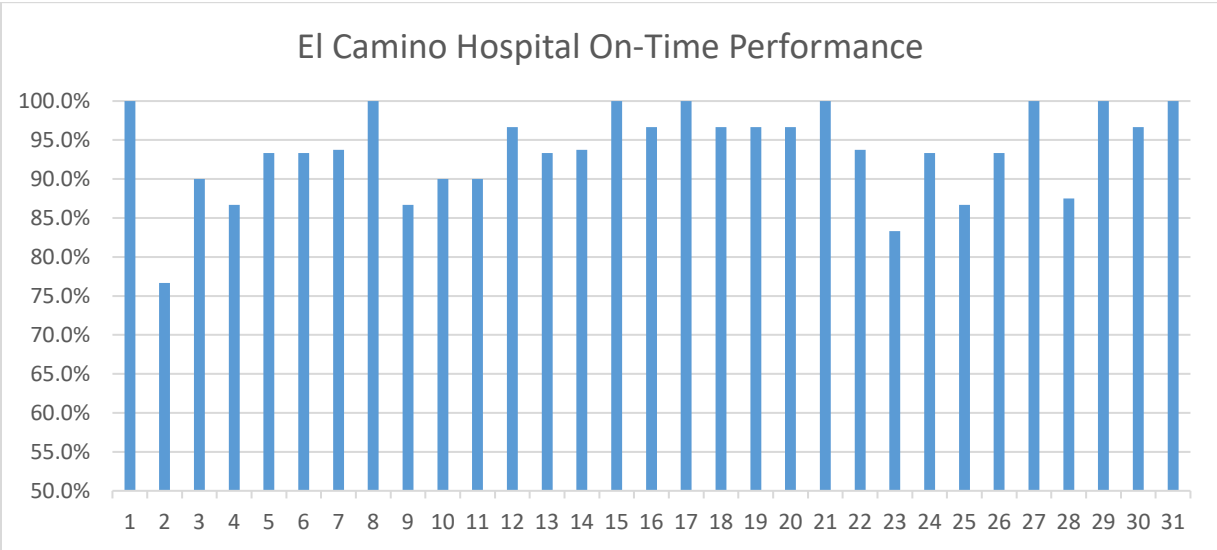
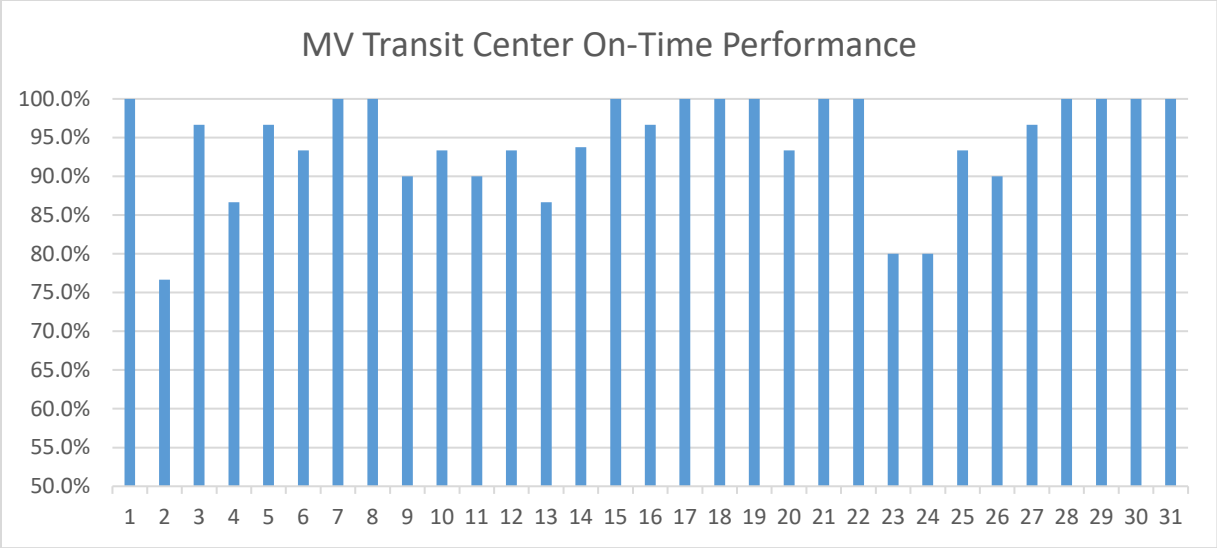
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 **94.4%**





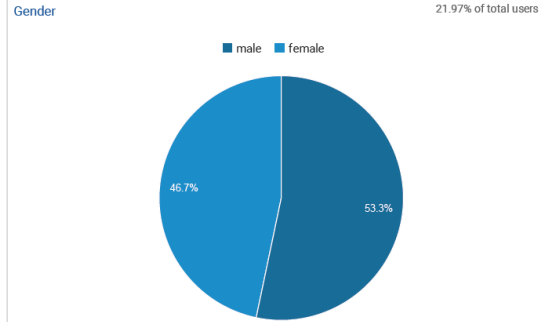
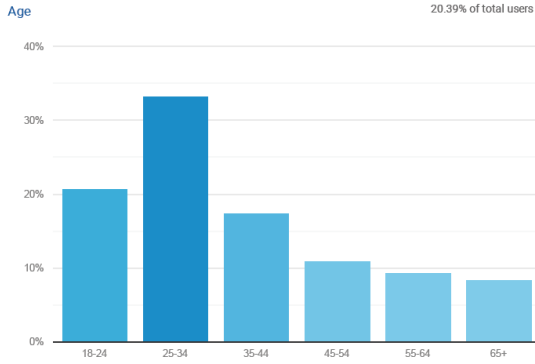
Monthly Summary of Website Activity

Demographics: Overview

All Users
100.00% Users


Aug 1, 2021 - Aug 31, 2021

Key Metric:

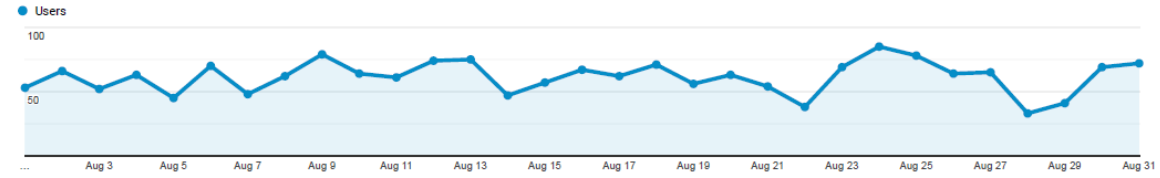


Audience Overview

Aug 1, 2021 - Aug 31, 2021

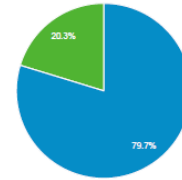

All Users
 100.00% Users

Overview



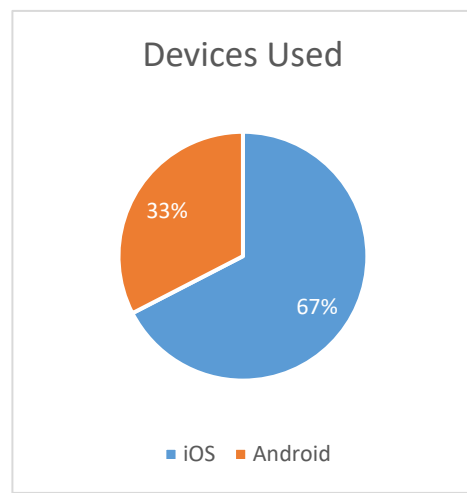
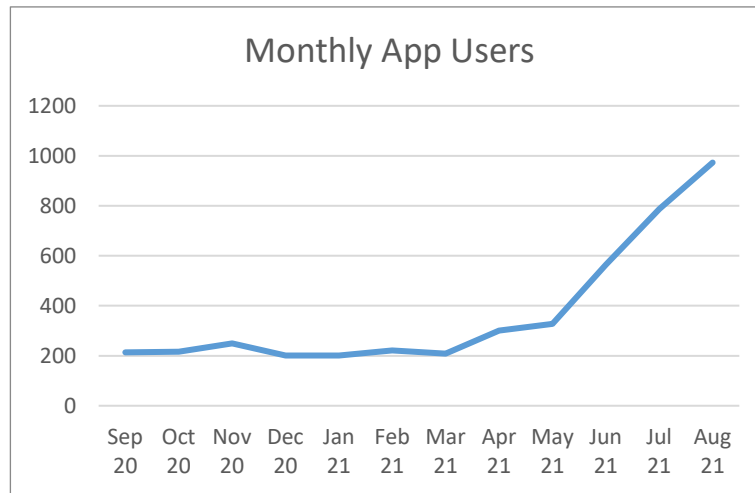
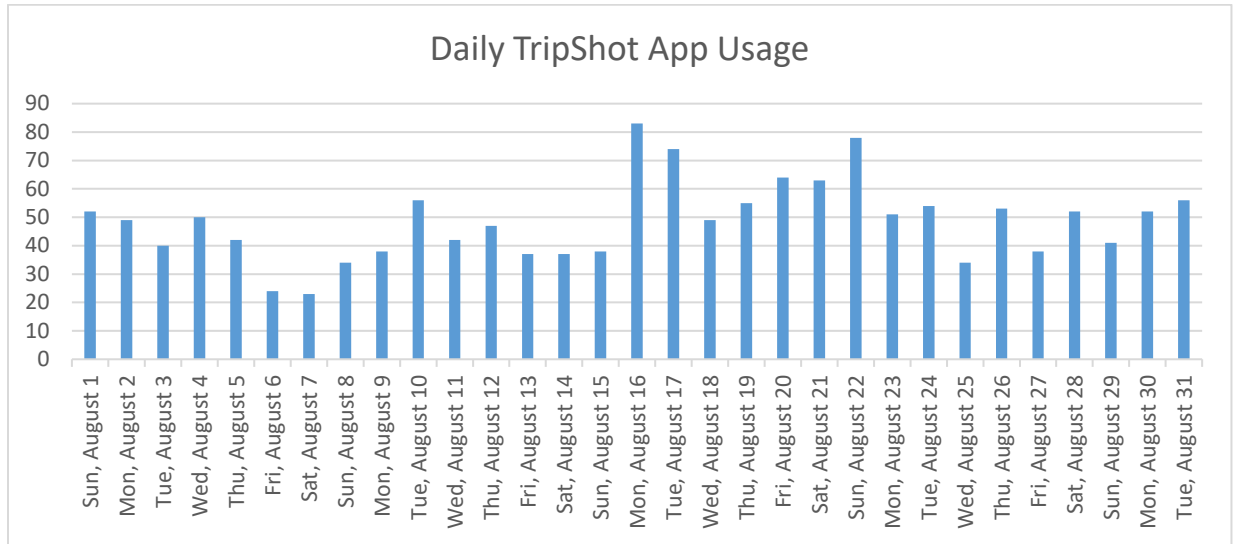
Users 1,520	New Users 1,447	Sessions 2,252	Number of Sessions per User 1.48
Pageviews 4,839	Pages / Session 2.15	Avg. Session Duration 00:01:50	Bounce Rate 51.42%

■ New Visitor
 ■ Returning Visitor



Language	Users	% Users
1. en-us	1,315	86.46%
2. zh-cn	37	2.43%
3. en	28	1.84%
4. en-gb	23	1.51%
5. es-us	19	1.25%
6. en-ca	18	1.18%
7. en-in	12	0.79%
8. zh-tw	12	0.79%
9. es-419	7	0.46%
10. ja	7	0.46%

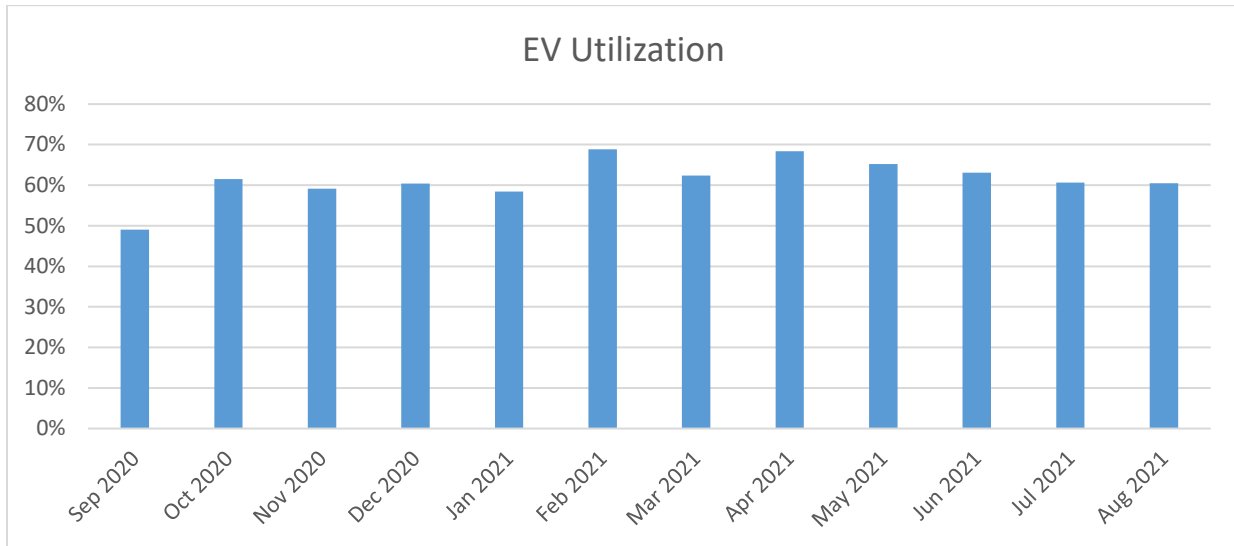
Summary of TripShot App Activity



Average Monthly Users: 973

App Sessions: 1506

Electric Vehicle Utilization



Complaints Received by CSR Staff

- There were two complaints of shuttles not stopping at a 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.
- There was one complaint about a driver being rude.
 - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service.
- There was one complaint of the driver accelerating away from a stop before a passenger could be seated.
 - All drivers are instructed to wait until passengers are safely seated before putting the vehicle into motion.
- There were two complaints of unsafe driving.
 - Both incidents were investigated, the drivers were spoken to, and additional training was provided.
- There were two complaints of drivers closing the doors to prevent students from boarding.
 - While the Mountain View Community Shuttle is no longer requiring social distancing on the shuttles, there are still capacity restrictions required for safe operation of the vehicles.