

Mountain View Community Shuttle
Monthly Operations Report
February 2021

April 19, 2020

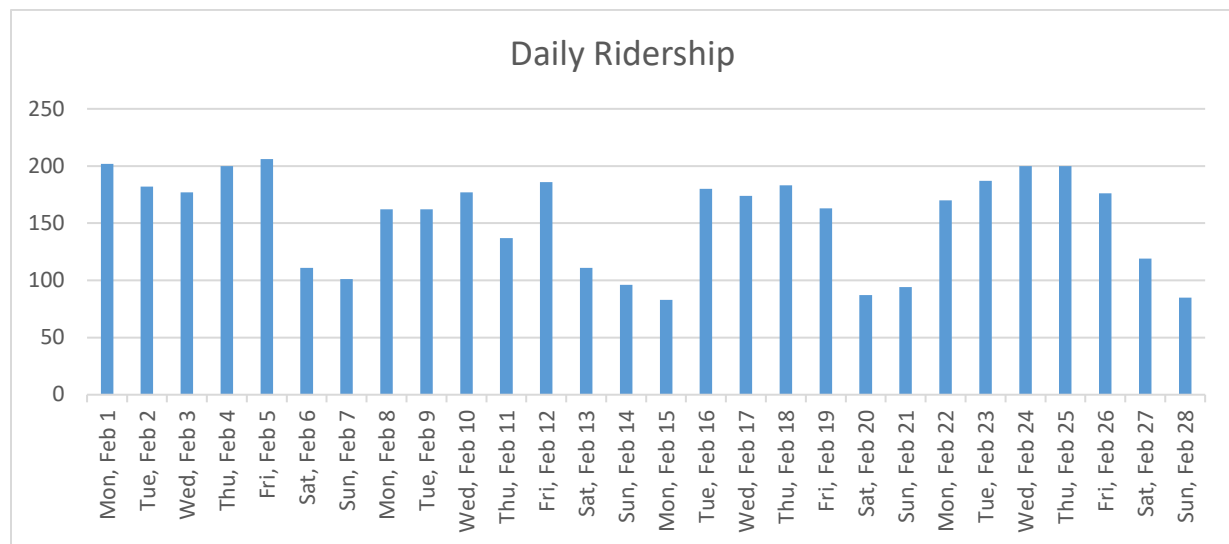
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Passengers per Day, Table

	Mon, Feb 1	Tue, Feb 2	Wed, Feb 3	Thu, Feb 4	Fri, Feb 5	Sat, Feb 6
	202	182	177	200	206	111
Sun, Feb 7	Mon, Feb 8	Tue, Feb 9	Wed, Feb 10	Thu, Feb 11	Fri, Feb 12	Sat, Feb 13
101	162	162	177	137	186	111
Sun, Feb 14	Mon, Feb 15	Tue, Feb 16	Wed, Feb 17	Thu, Feb 18	Fri, Feb 19	Sat, Feb 20
96	83	180	174	183	163	87
Sun, Feb 21	Mon, Feb 22	Tue, Feb 23	Wed, Feb 24	Thu, Feb 25	Fri, Feb 26	Sat, Feb 27
94	170	187	200	200	176	119
Sun, Feb 28						
85						

Passengers per Day, Chart

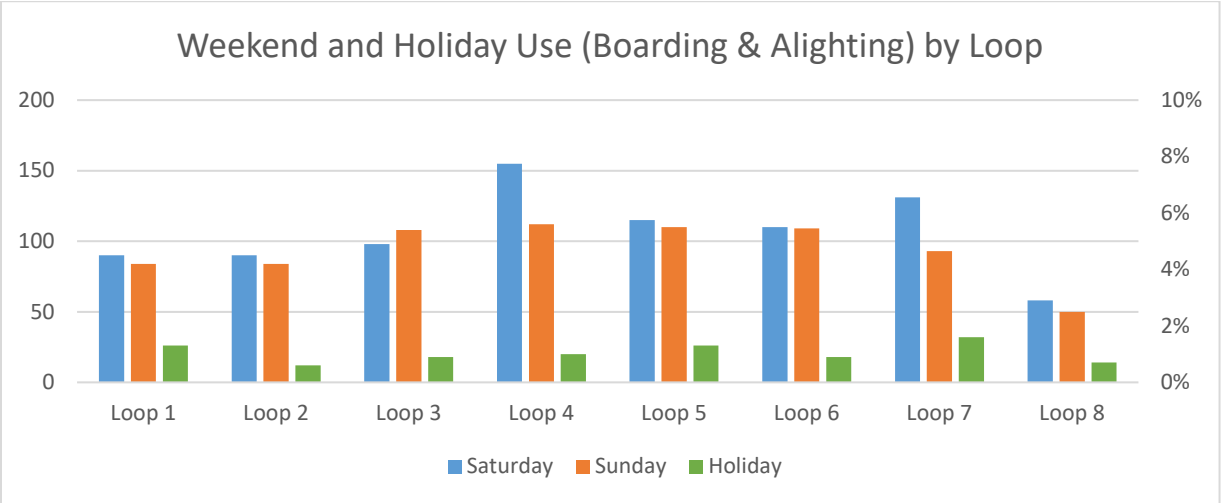
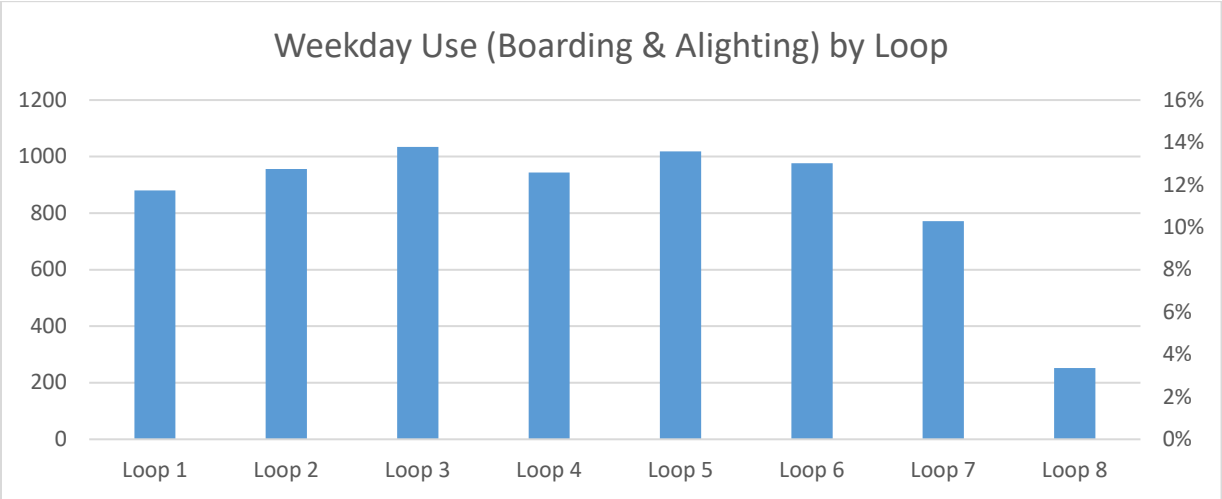
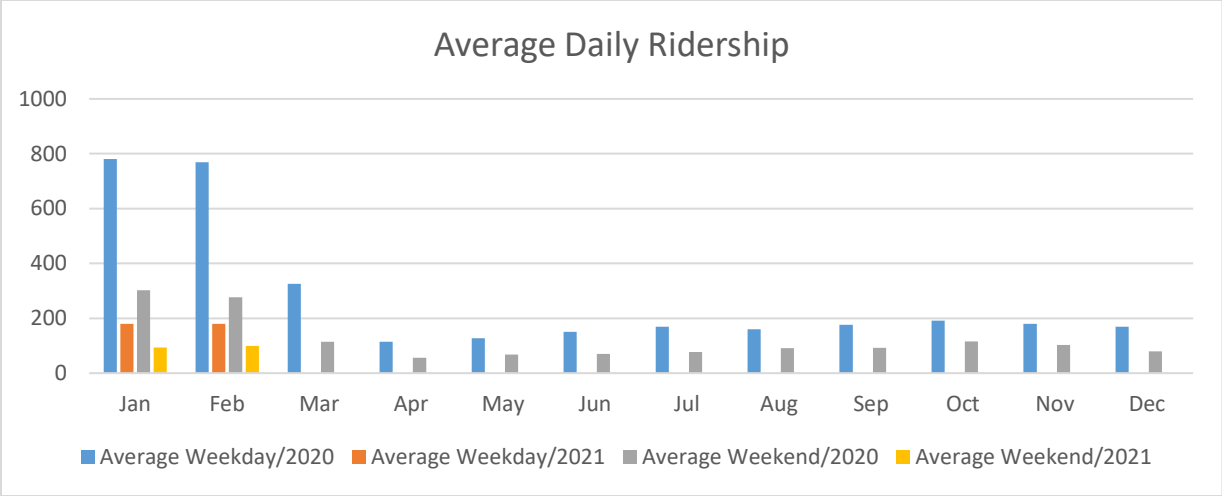


Ridership Year-To-Date

	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	4311	-75%	14614	3424	-77%	2765	887	-68%
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		
YTD Total	82,590	8,845							

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	180	-77%	277	99	-64%
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		
YTD Ave.	276	180	-35%	121	96	-20%



(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: **122**

The number of wheelchair lift usage: **11**

Passengers left behind due to social distancing: **39**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	938	22.1%	San Antonio Center	865	19.9%
Senior/Teen Center	350	8.2%	Senior/Teen Center (Red)	432	9.9%
MV Transit Center	343	8.1%	MV Transit Center	335	7.7%
Grant Rd.	251	5.9%	Grant Rd. (Red)	230	5.3%
El Camino Real/Sylvan	190	4.5%	Rengstorff/Middlefield (Red)	191	4.4%
Rengstorff/Middlefield	189	4.5%	Middlefield/Easy (Red)	175	4.0%
Community Center	182	4.3%	El Camino Real/Sylvan (Red)	152	3.5%
Middlefield/Easy	169	4.0%	Sylvan Park (Red)	146	3.4%
Sylvan Park	139	3.3%	El Camino Hospital	143	3.3%
El Camino Hospital	130	3.1%	California/Ortega East	139	3.2%
Civic Center	116	2.7%	California/Rengstorff (Red)	130	3.0%
Rengstorff/Central	111	2.6%	California/Ortega West	113	2.6%
California/Ortega West	109	2.6%	Civic Center (Red)	112	2.6%
Middlefield/Moffett	103	2.4%	Villa/Franklin (Red)	111	2.6%
Castro/El Camino Real (Gray)	99	2.3%	Community Center (Red)	111	2.6%
California/Rengstorff	97	2.3%	Shoreline/Middlefield #1 (Red)	101	2.3%
Whisman/Middlefield	95	2.2%	Whisman/Middlefield (Red)	96	2.2%
Shoreline/Middlefield #3 (Gray)	86	2.0%	Castro/El Camino Real (Red)	83	1.9%
California/Ortega East	85	2.0%	Middlefield/Moffett (Red)	83	1.9%
Cuesta/Miramonte	81	1.9%	Crittenden Middle School (Red)	77	1.8%
Whisman Station	61	1.4%	California/Rengstorff	70	1.6%
Villa/Franklin	60	1.4%	Villa/Mariposa	67	1.5%
Crittenden Middle School	54	1.3%	Cuesta/Miramonte (Red)	67	1.5%
Rengstorff/Montecito	50	1.2%	Rengstorff/Montecito (Red)	67	1.5%
Graham Middle School	46	1.1%	Rengstorff/Central (Red)	63	1.4%
Middlefield/San Pierre	25	0.6%	Graham Middle School (Red)	60	1.4%
Cuesta/Grant (Gray)	19	0.4%	Middlefield/San Pierre (Red)	39	0.9%
Shoreline/Pear	16	0.4%	Whisman Station (Red)	30	0.7%
Grant/Eunice	16	0.4%	Grant/Eunice	19	0.4%
Villa/Shoreline	15	0.4%	Shoreline/Pear	17	0.4%
Shoreline/Middlefield #2	10	0.2%	Cuesta/Grant	15	0.3%
Cuesta/Grant	9	0.2%	Shoreline/Middlefield #2	13	0.3%
Total	4244	100.0%	Total	4352	100.0%

Shuttle On-Time Performance

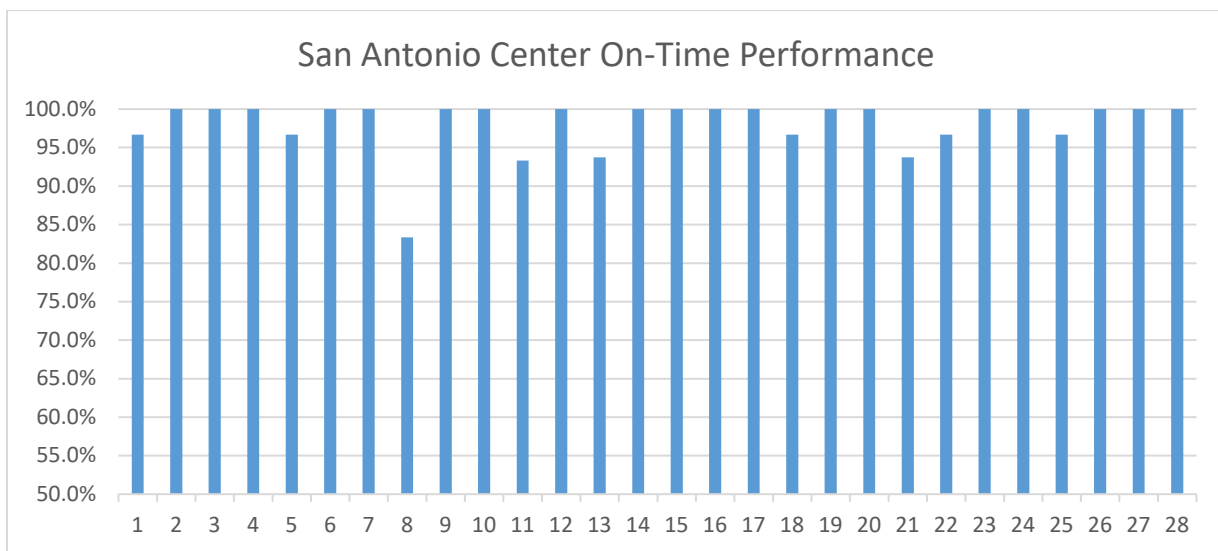
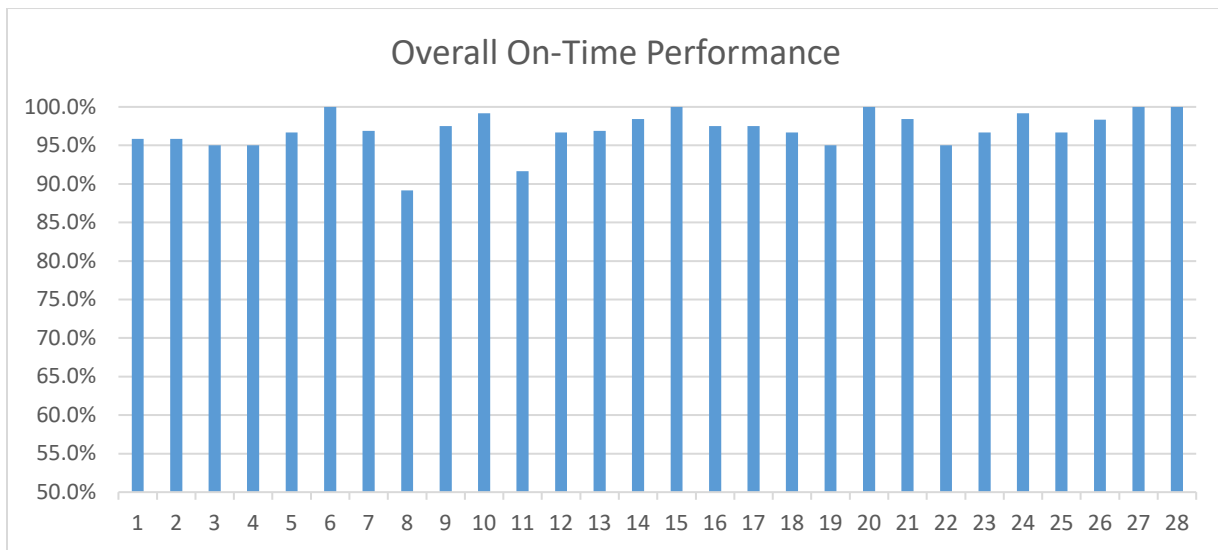
Percentage of being on-time:

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.

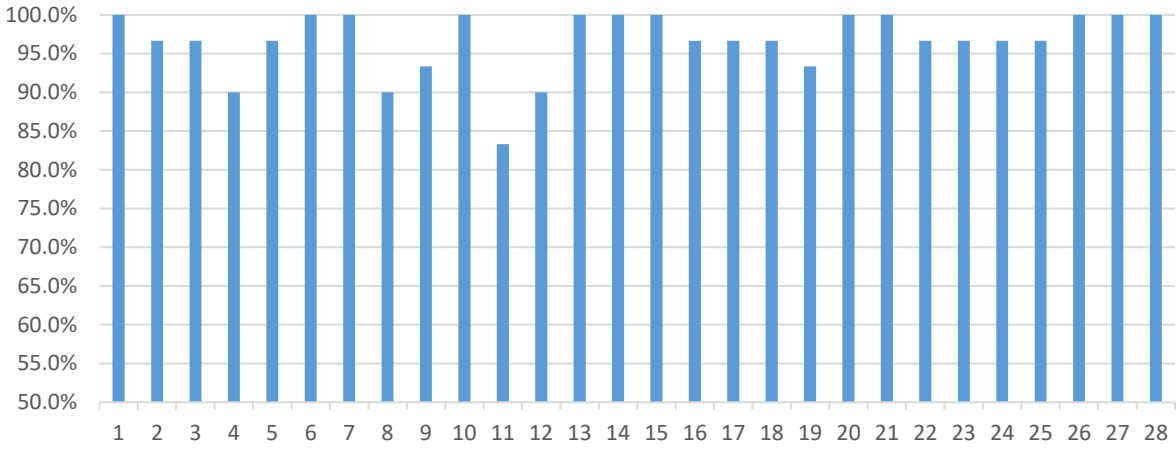
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

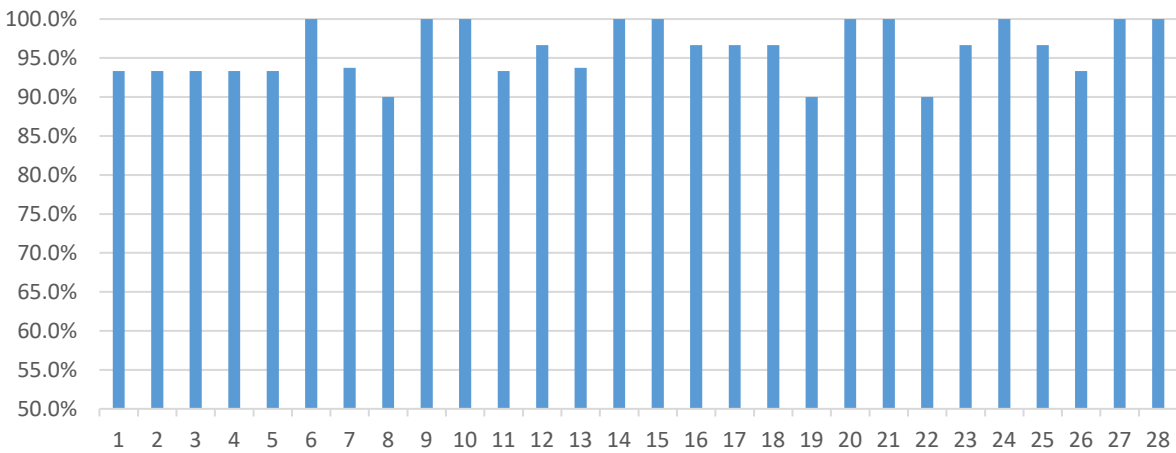
Overall average of all shuttles being on time is **97%**



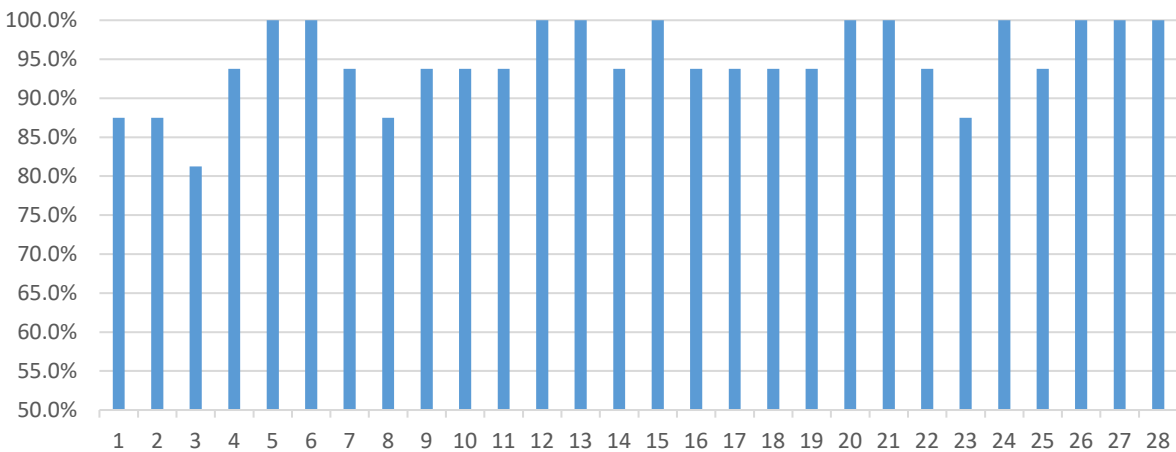
MV Transit Center On-Time Performance



El Camino Hospital On-Time Performance



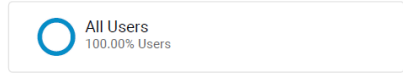
Shoreline/Middlefield On-Time Performance



Summary of Website Activity

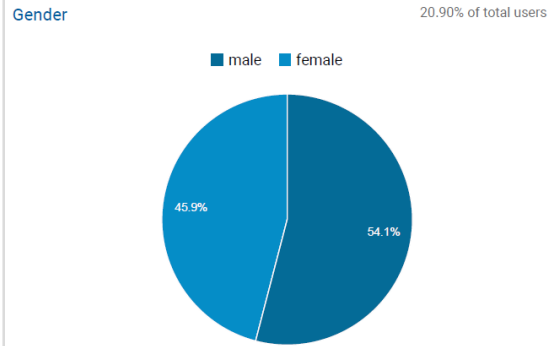
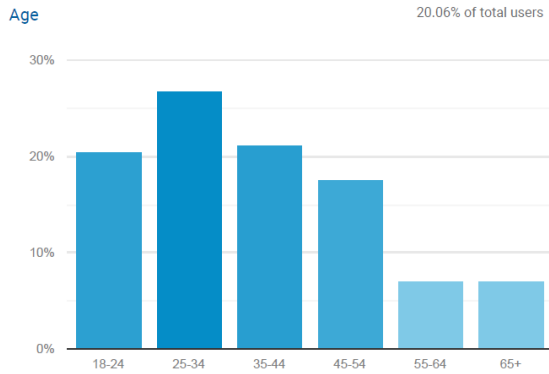
Monthly / Year To Date Report

Demographics: Overview

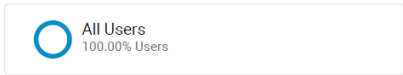


Feb 1, 2021 - Feb 28, 2021

Key Metric:

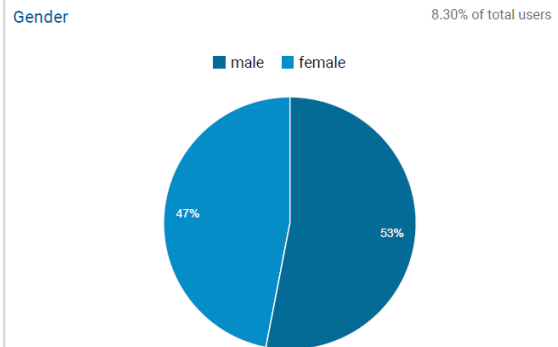
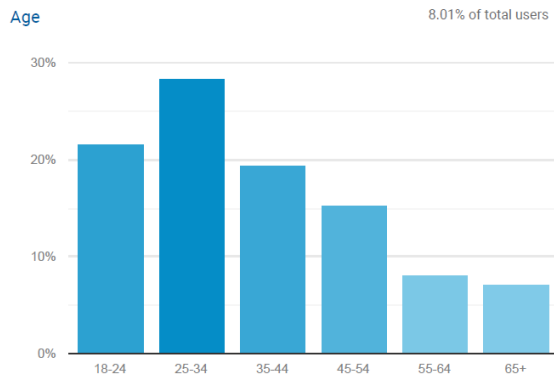


Demographics: Overview



Jan 1, 2021 - Feb 28, 2021

Key Metric:



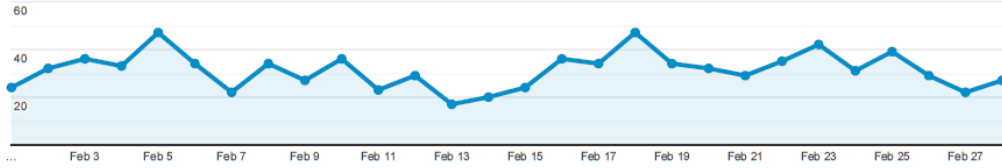
Audience Overview

All Users
100.00% Users

Feb 1, 2021 - Feb 28, 2021

Overview

Users



Users

708



New Users

663



Sessions

996



Number of Sessions per User

1.41



Pageviews

1,744



Pages / Session

1.75



Avg. Session Duration

00:01:26

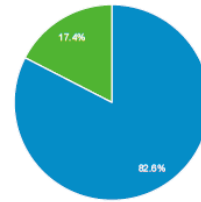


Bounce Rate

76.20%



New Visitor Returning Visitor



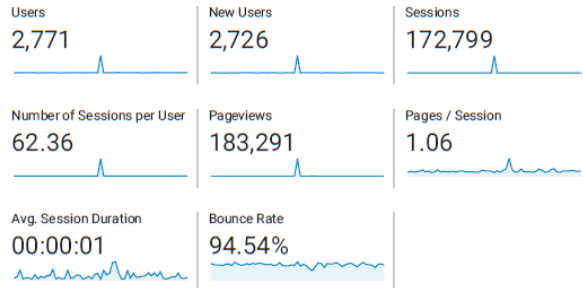
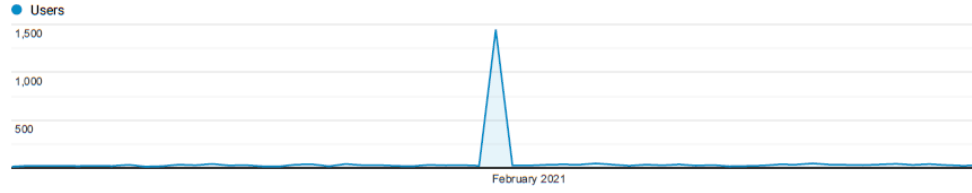
Language	Users	% Users
1. en-us	609	85.90%
2. zh-cn	25	3.53%
3. en	16	2.26%
4. es-us	12	1.69%
5. ja	12	1.69%
6. en-gb	7	0.99%
7. es-419	6	0.85%
8. en-ca	4	0.56%
9. ko-kr	4	0.56%
10. ar	2	0.28%

Audience Overview

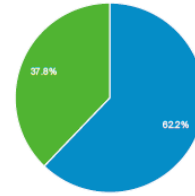
Jan 1, 2021 - Feb 28, 2021

All Users
100.00% Users

Overview

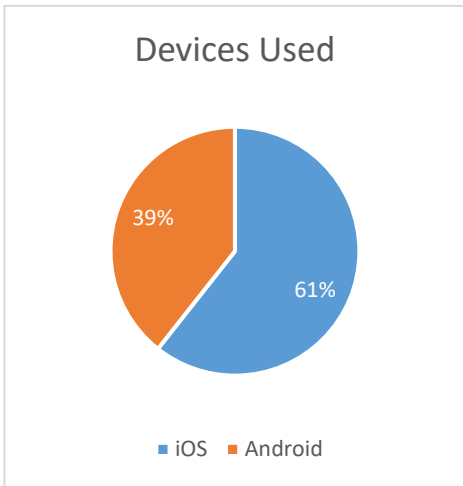
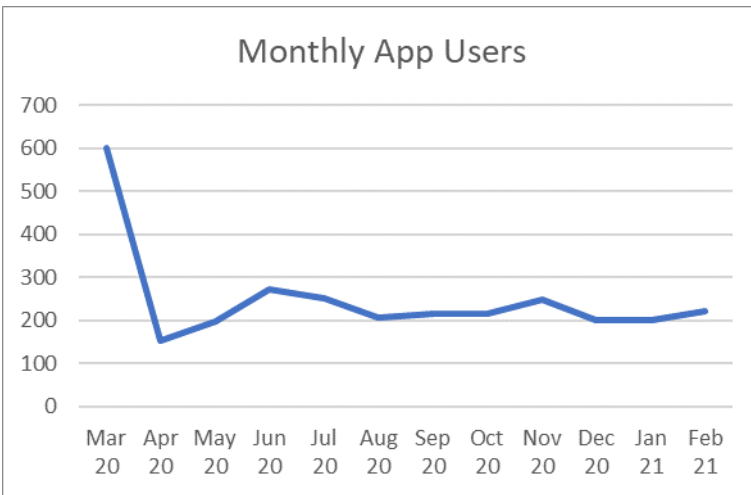
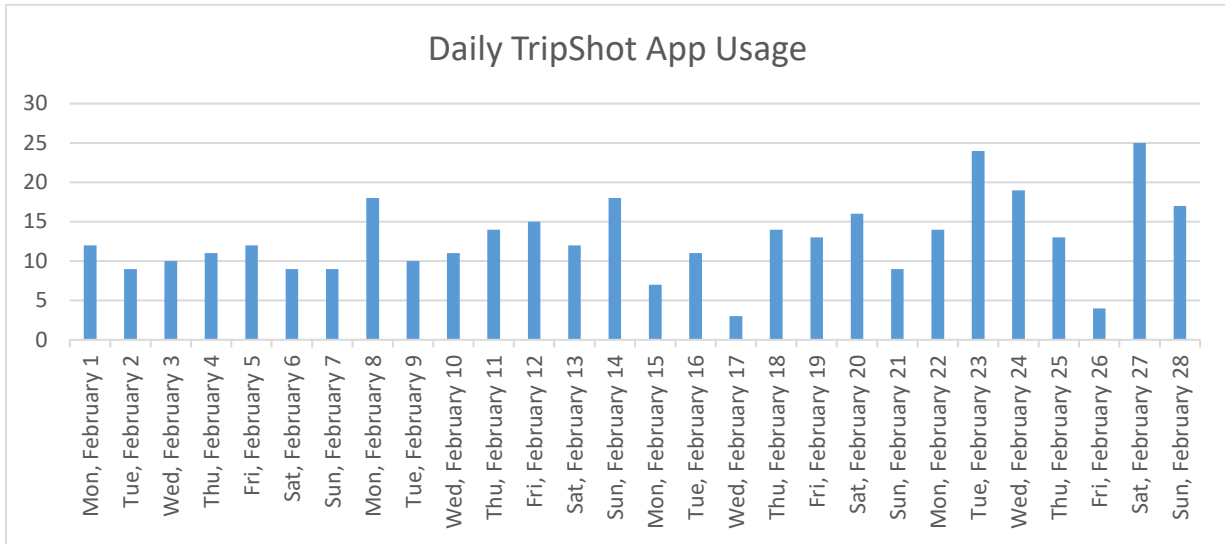


■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	1,734	62.53%
2. en-gb	355	12.80%
3. zh-cn	55	1.98%
4. de	42	1.51%
5. en	41	1.48%
6. fr-fr	40	1.44%
7. de-de	39	1.41%
8. es-es	38	1.37%
9. ja	32	1.15%
10. it-it	30	1.08%

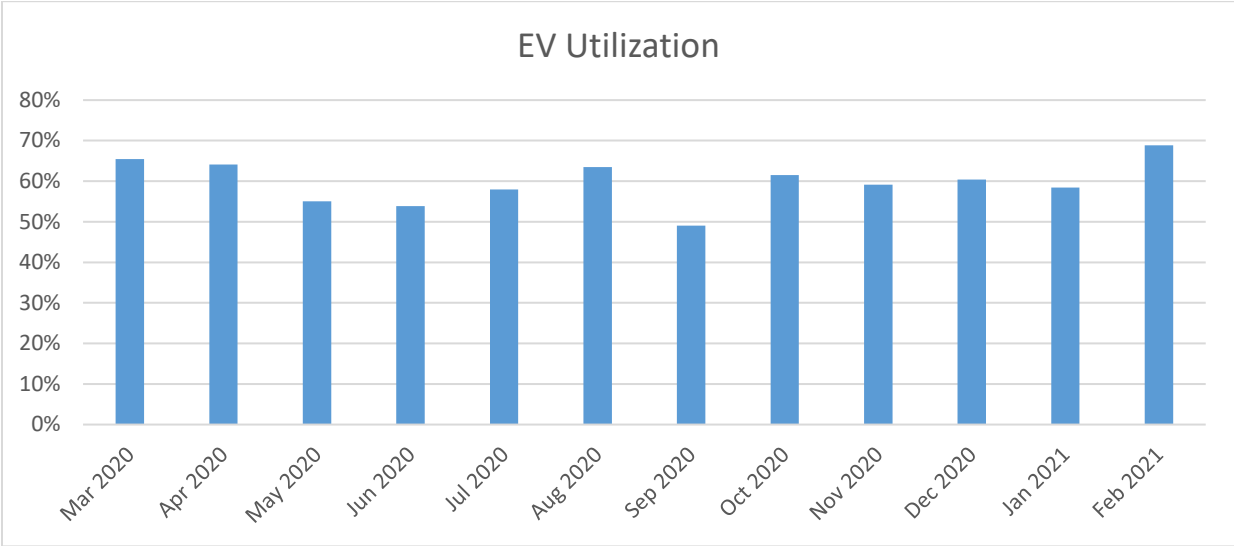
Summary of TripShot App Activity



Average Monthly Users: 221

App Sessions: 359

Electric Vehicle Utilization



Complaints Received by CSR Staff

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