

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

July 9, 2020

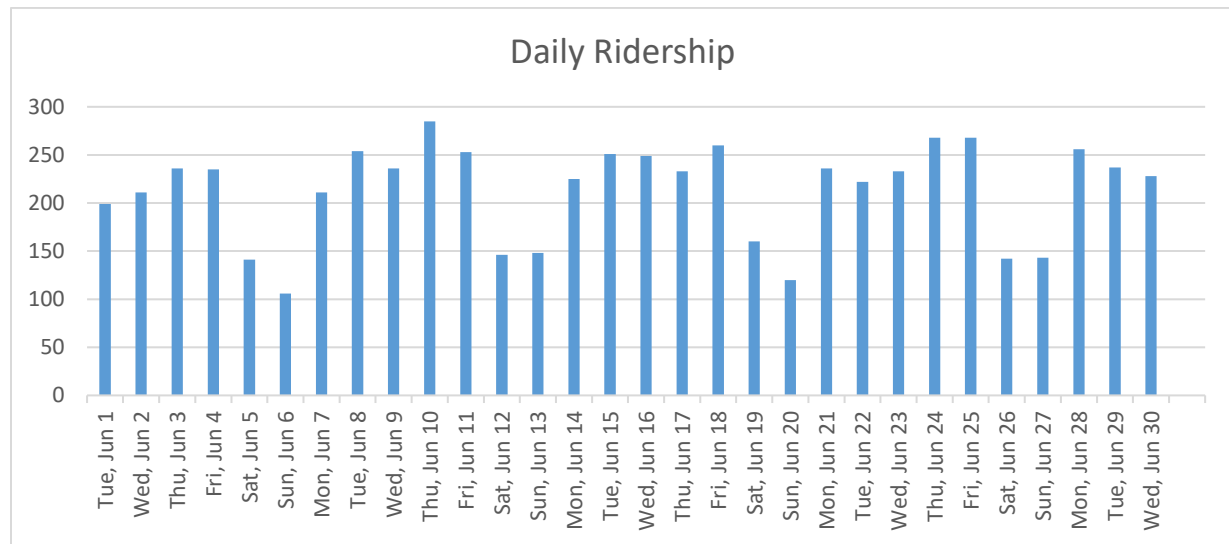
## Contents

<b>Passengers per Day, Table .....</b>	<b>2</b>
<b>Passengers per Day, Chart .....</b>	<b>2</b>
<b>Ridership Year-To-Date .....</b>	<b>3</b>
<b>Average Daily Ridership 2019-2021 .....</b>	<b>4</b>
<b>Additional Ridership Data: .....</b>	<b>6</b>
<b>Month Total Use (Boarding &amp; Alighting) by Stops .....</b>	<b>6</b>
<b>Shuttle On-Time Performance .....</b>	<b>7</b>
<b>Monthly Summary of Website Activity .....</b>	<b>9</b>
<b>Summary of TripShot App Activity.....</b>	<b>11</b>
<b>Electric Vehicle Utilization.....</b>	<b>12</b>
<b>Complaints Received by CSR Staff.....</b>	<b>12</b>

## Passengers per Day, Table

		Tue, Jun 1	Wed, Jun 2	Thu, Jun 3	Fri, Jun 4	Sat, Jun 5
		199	211	236	235	141
Sun, Jun 6	Mon, Jun 7	Tue, Jun 8	Wed, Jun 9	Thu, Jun 10	Fri, Jun 11	Sat, Jun 12
106	211	254	236	285	253	146
Sun, Jun 13	Mon, Jun 14	Tue, Jun 15	Wed, Jun 16	Thu, Jun 17	Fri, Jun 18	Sat, Jun 19
148	225	251	249	233	260	160
Sun, Jun 20	Mon, Jun 21	Tue, Jun 22	Wed, Jun 23	Thu, Jun 24	Fri, Jun 25	Sat, Jun 26
120	236	222	233	268	268	142
Sun, Jun 27	Mon, Jun 28	Tue, Jun 29	Wed, Jun 30			
143	256	237	228			

## Passengers per Day, Chart

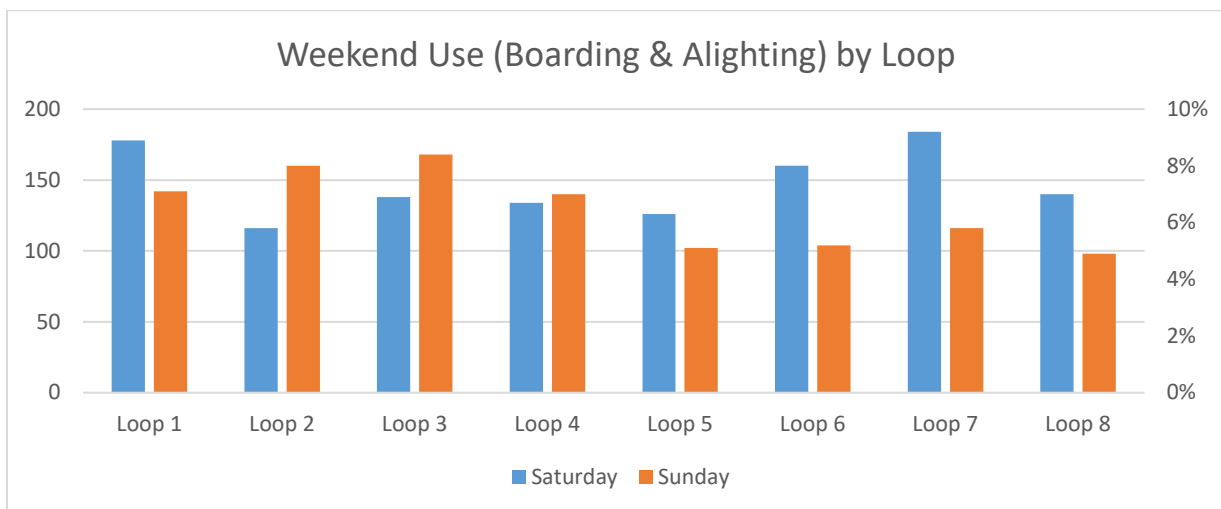
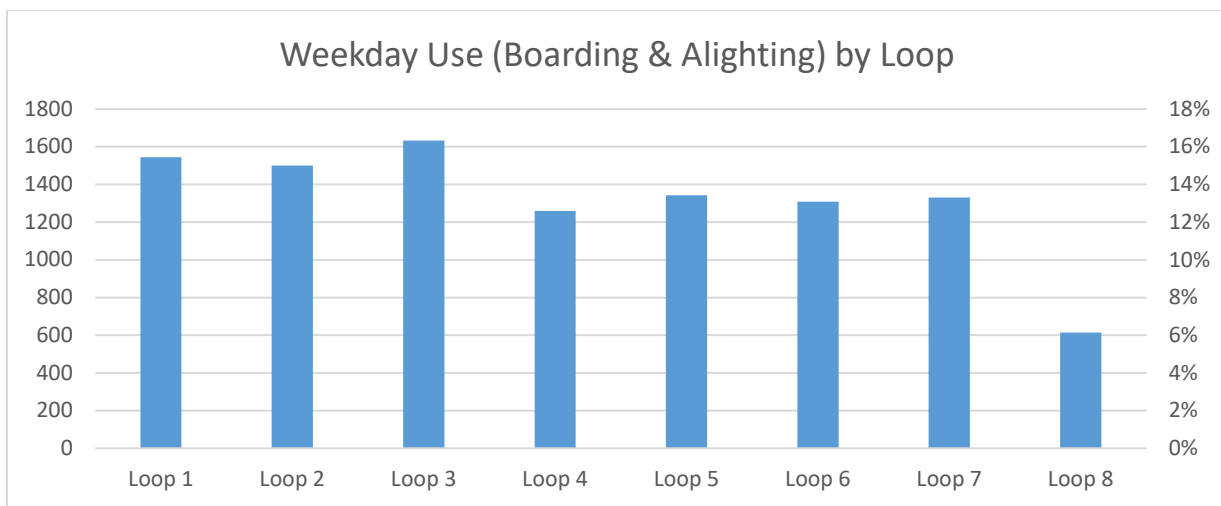
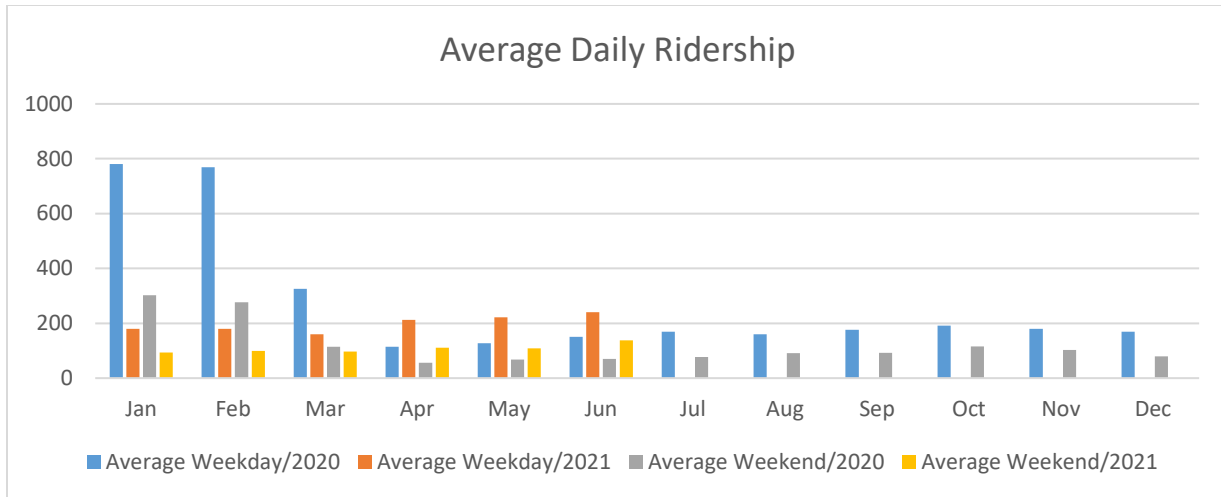


## Ridership Year-To-Date

	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			16121	3713			2915	690		
Aug	19680	4274			16755	3368			2479	906		
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		
<b>YTD Total</b>	<b>223,496</b>	<b>82,590</b>	<b>30,870</b>									

## 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			324	77		
Aug	762	160			325	91		
Sep	812	176			295	92		
Oct	777	192			314	116		
Nov	759	180			322	103		
Dec	680	169			247	79		
<b>YTD Ave.</b>	<b>750</b>	<b>276</b>	<b>199</b>	<b>-28%</b>	<b>303</b>	<b>121</b>	<b>108</b>	<b>-11%</b>



*(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: **127**

The number of wheelchair lift usage: **17**

Passengers left behind due to social distancing: **44**

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

GRAY Route			RED Route		
San Antonio Center	1836	29.1%	San Antonio Center	1447	22.5%
Senior/Teen Center	409	6.5%	Senior/Teen Center (Red)	506	7.9%
MV Transit Center	401	6.4%	MV Transit Center	419	6.5%
Grant Rd.	344	5.5%	Grant Rd. (Red)	376	5.8%
El Camino Real/Sylvan	265	4.2%	California/Ortega East	273	4.2%
Community Center	226	3.6%	El Camino Real/Sylvan (Red)	270	4.2%
Rengstorff/Middlefield	217	3.4%	Rengstorff/Middlefield (Red)	249	3.9%
Middlefield/Easy	203	3.2%	Middlefield/Easy (Red)	233	3.6%
Sylvan Park	197	3.1%	Civic Center (Red)	215	3.3%
Civic Center	190	3.0%	El Camino Hospital	192	3.0%
El Camino Hospital	179	2.8%	Sylvan Park (Red)	189	2.9%
Whisman/Middlefield	175	2.8%	Villa/Franklin (Red)	177	2.7%
Middlefield/Moffett	165	2.6%	Middlefield/Moffett (Red)	170	2.6%
Cuesta/Miramonte	160	2.5%	Crittenden Middle School (Red)	162	2.5%
California/Ortega West	154	2.4%	California/Rengstorff (Red)	157	2.4%
Castro/El Camino Real (Gray)	148	2.3%	Castro/El Camino Real (Red)	130	2.0%
Crittenden Middle School	122	1.9%	Community Center (Red)	130	2.0%
Shoreline/Middlefield #3 (Gray)	120	1.9%	Shoreline/Middlefield #1 (Red)	127	2.0%
Rengstorff/Central	103	1.6%	Cuesta/Miramonte (Red)	123	1.9%
California/Ortega East	97	1.5%	Whisman/Middlefield (Red)	112	1.7%
California/Rengstorff	97	1.5%	California/Rengstorff	107	1.7%
Villa/Franklin	87	1.4%	California/Ortega West	98	1.5%
Rengstorff/Montecito	84	1.3%	Rengstorff/Central (Red)	90	1.4%
Whisman Station	61	1.0%	Graham Middle School (Red)	84	1.3%
Graham Middle School	60	1.0%	Rengstorff/Montecito (Red)	83	1.3%
Grant/Eunice	54	0.9%	Villa/Mariposa	77	1.2%
Cuesta/Grant (Gray)	38	0.6%	Grant/Eunice	72	1.1%
Villa/Shoreline	31	0.5%	Cuesta/Grant	58	0.9%
Middlefield/San Pierre	30	0.5%	Whisman Station (Red)	43	0.7%
Cuesta/Grant	26	0.4%	Middlefield/San Pierre (Red)	31	0.5%
Shoreline/Pear	16	0.3%	Shoreline/Pear	24	0.4%
Shoreline/Middlefield #2	6	0.1%	Shoreline/Middlefield #2	15	0.2%
<b>Total</b>	<b>6301</b>	<b>100.0%</b>	<b>Total</b>	<b>6439</b>	<b>100.0%</b>

# Shuttle On-Time Performance

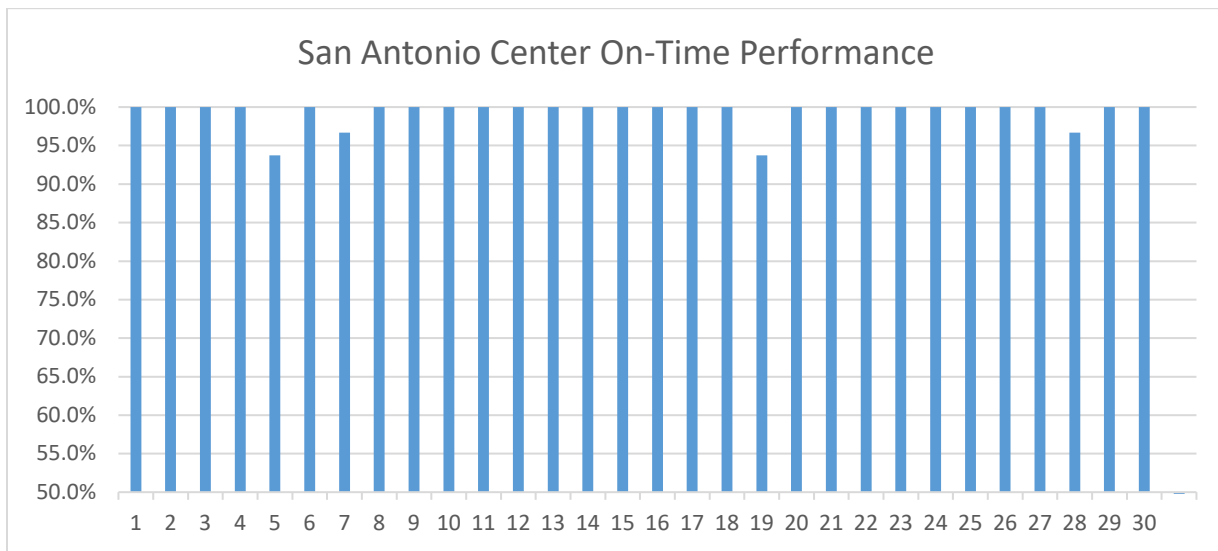
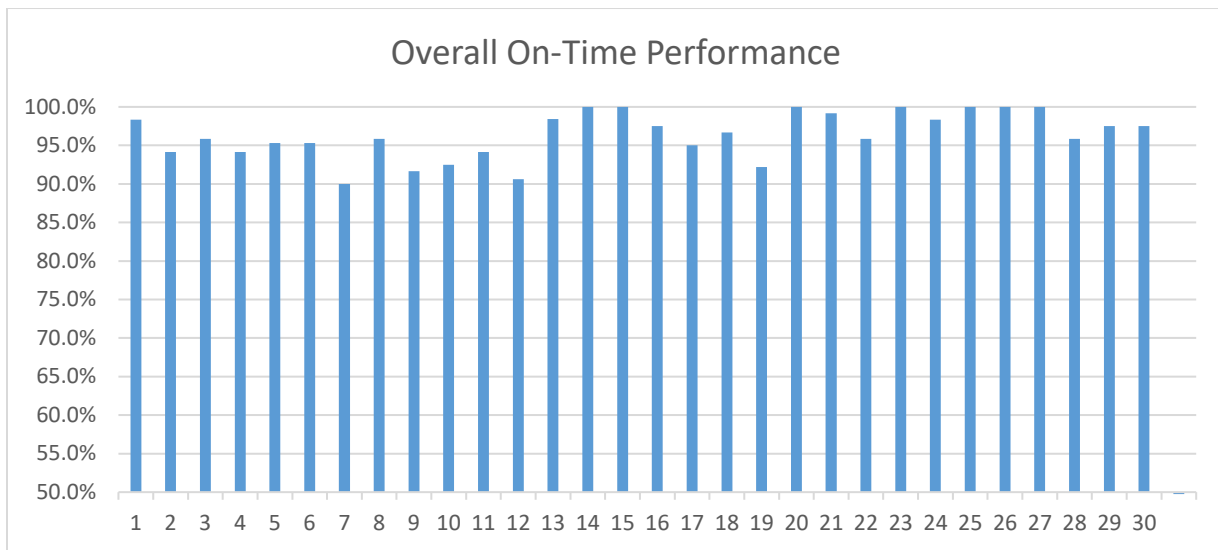
## Percentage of being on-time:

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.

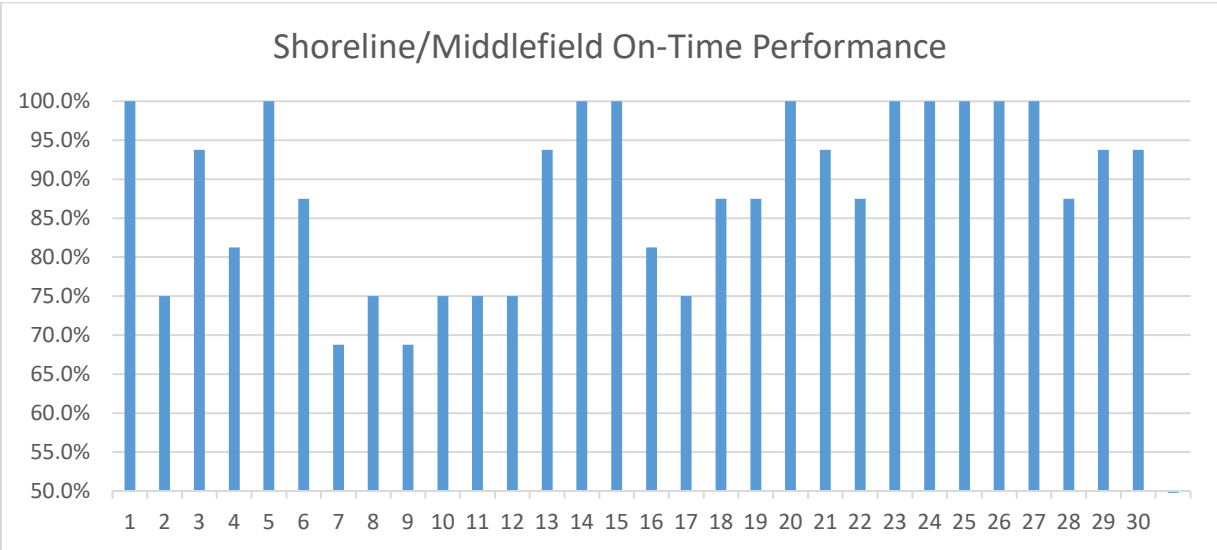
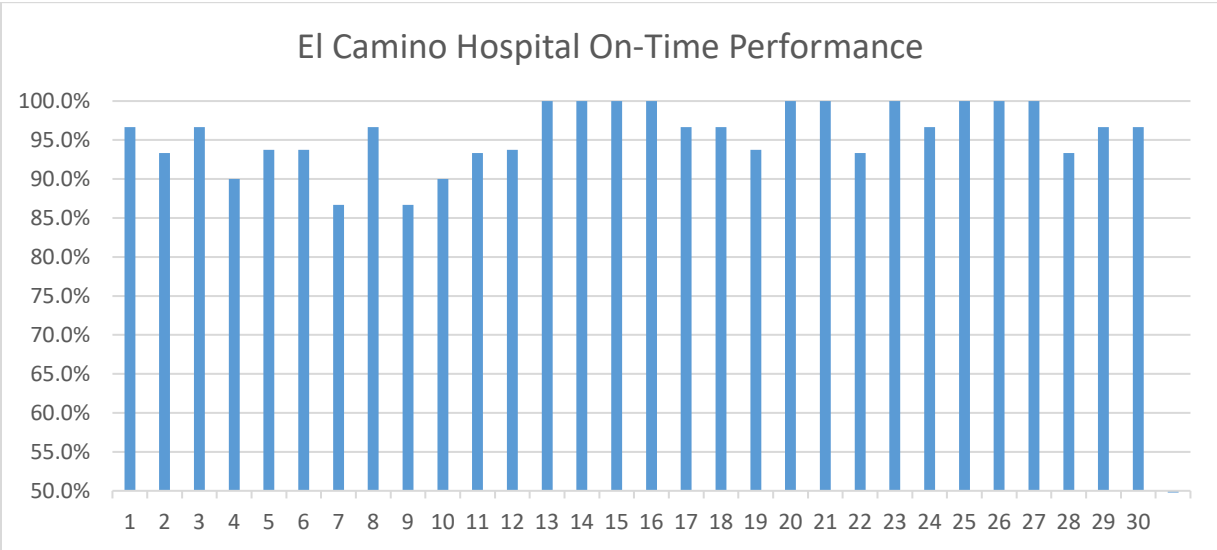
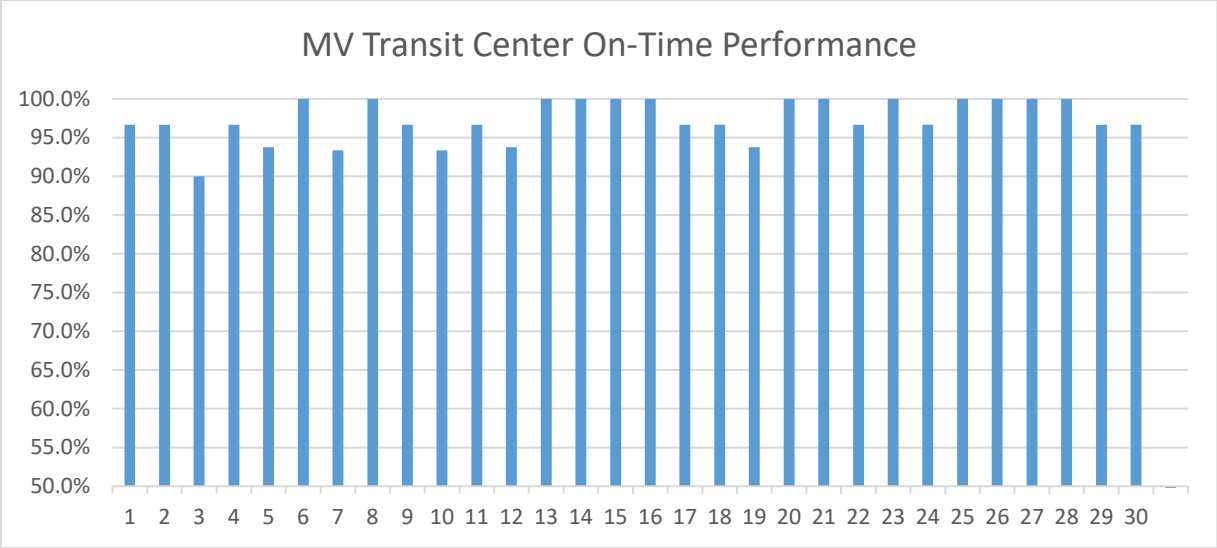
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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 **96.4%**







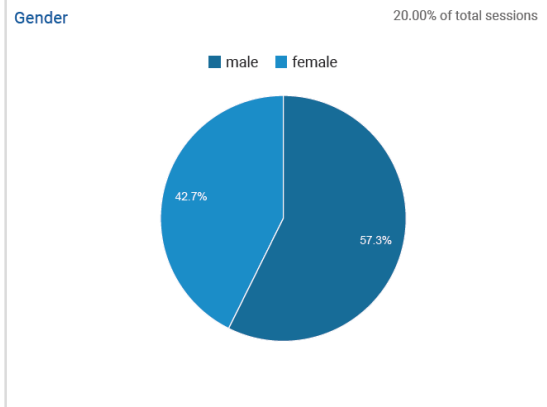
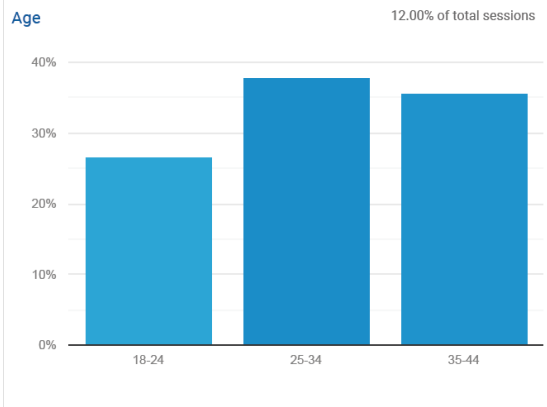
# Monthly Summary of Website Activity

## Demographics: Overview

All Users  
100.00% Sessions

Jun 1, 2021 - Jun 30, 2021

### Key Metric:



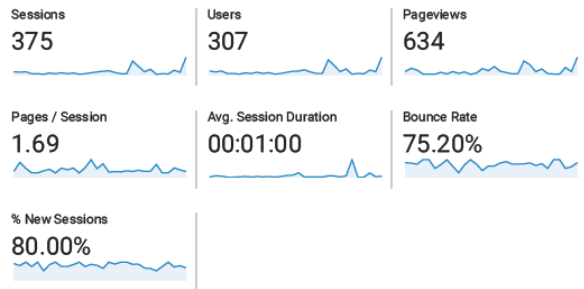
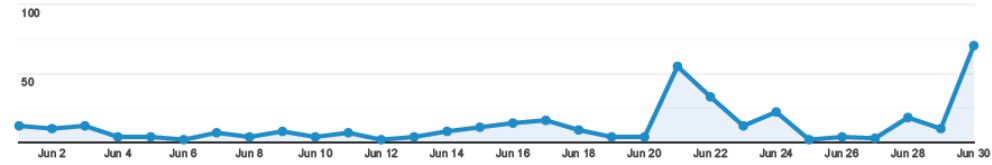
## Audience Overview

Jun 1, 2021 - Jun 30, 2021

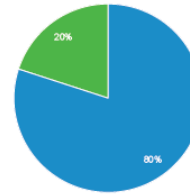
All Users  
100.00% Sessions

### Overview

#### Sessions

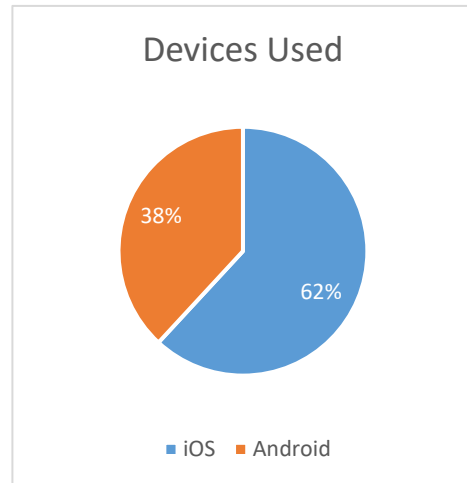
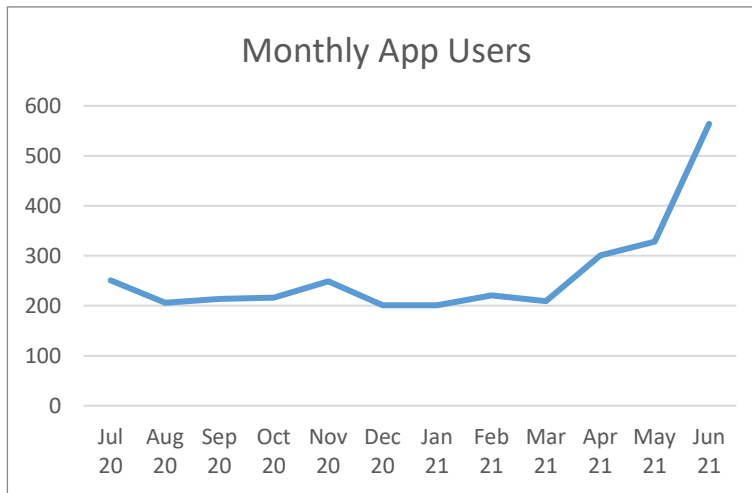
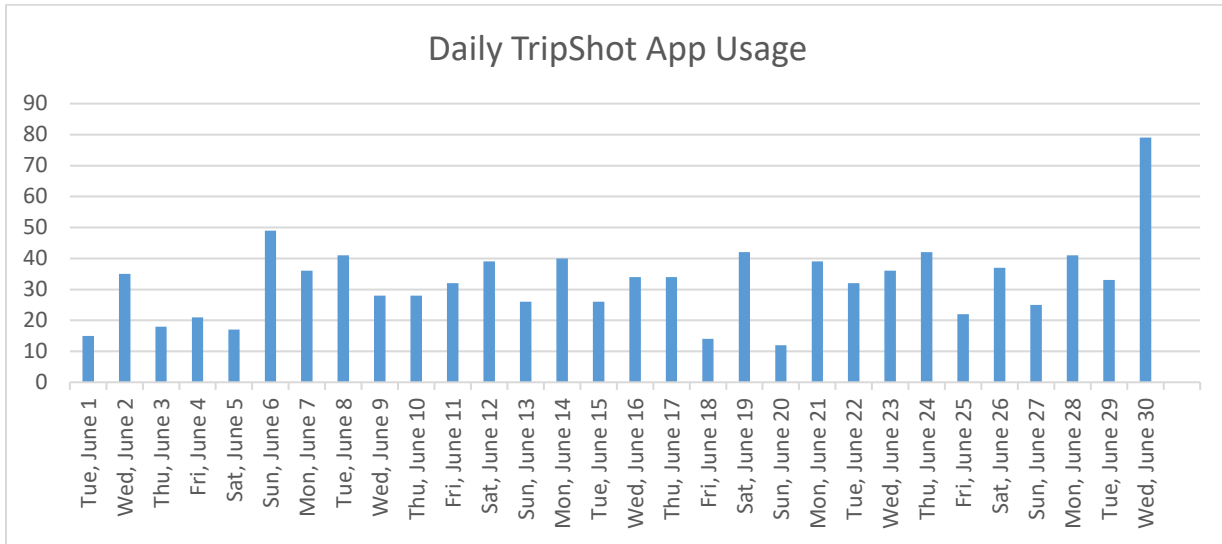


■ New Visitor ■ Returning Visitor



Language	Sessions	% Sessions
1. en-us	321	85.60%
2. zh-cn	24	6.40%
3. c	7	1.87%
4. en-gb	6	1.60%
5. en-in	5	1.33%
6. fr	3	0.80%
7. en	2	0.53%
8. ru-ru	2	0.53%
9. tr-tr	2	0.53%
10. en-au	1	0.27%

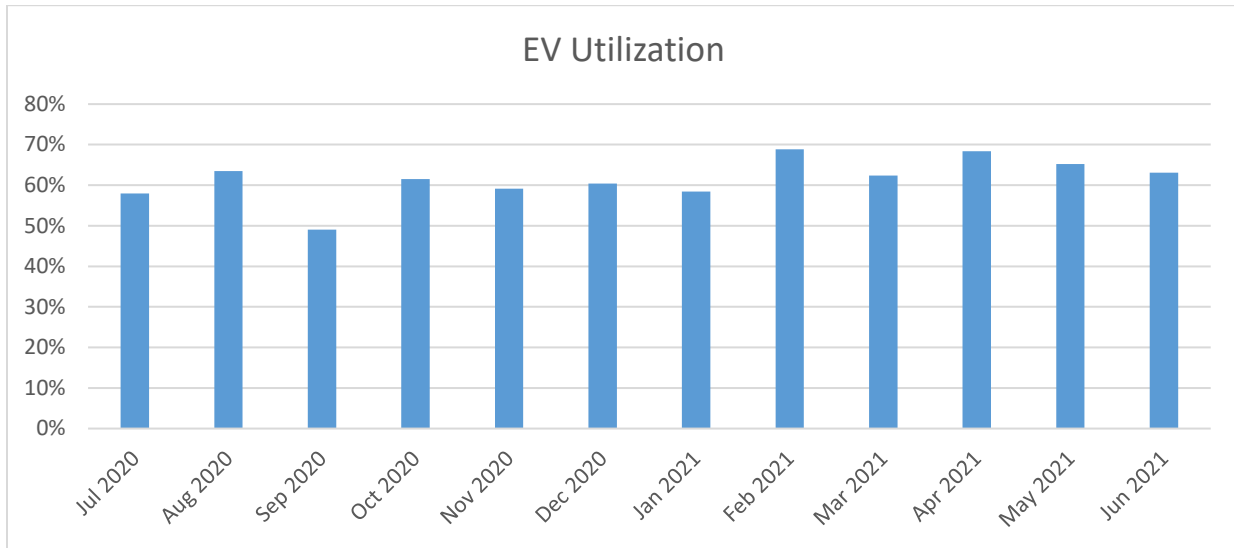
## Summary of TripShot App Activity



**Average Monthly Users: 564**

**App Sessions: 973**

## Electric Vehicle Utilization



## Complaints Received by CSR Staff

- There were two complaints of unsafe driving.
  - Both incidents were investigated, the drivers were spoken to, and additional training was provided.