



Mountain View Community Shuttle
Monthly Operations Report
March 2021

April 20, 2020

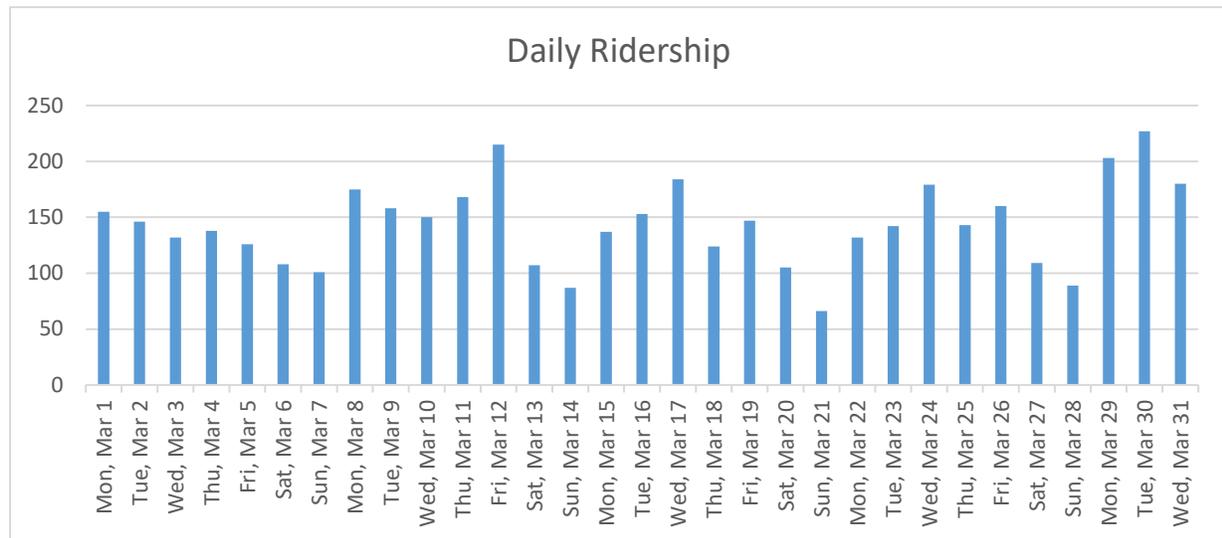
Contents

Passengers per Day, Table	- 3 -
Passengers per Day, Chart	- 3 -
Ridership Year-To-Date	- 4 -
Average Daily Ridership 2020-2021	- 4 -
Additional Ridership Data:	- 6 -
Month Total Use (Boarding & Alighting) by Stops	- 6 -
Shuttle On-Time Performance	- 7 -
Summary of Website Activity	- 9 -
Summary of TripShot App Activity	- 11 -
Electric Vehicle Utilization	- 12 -
Complaints Received by CSR Staff	- 12 -

Passengers per Day, Table

	Mon, Mar 1	Tue, Mar 2	Wed, Mar 3	Thu, Mar 4	Fri, Mar 5	Sat, Mar 6
	155	146	132	138	126	108
Sun, Mar 7	Mon, Mar 8	Tue, Mar 9	Wed, Mar 10	Thu, Mar 11	Fri, Mar 12	Sat, Mar 13
101	175	158	150	168	215	107
Sun, Mar 14	Mon, Mar 15	Tue, Mar 16	Wed, Mar 17	Thu, Mar 18	Fri, Mar 19	Sat, Mar 20
87	137	153	184	124	147	105
Sun, Mar 21	Mon, Mar 22	Tue, Mar 23	Wed, Mar 24	Thu, Mar 25	Fri, Mar 26	Sat, Mar 27
66	132	142	179	143	160	109
Sun, Mar 28	Mon, Mar 29	Tue, Mar 30	Wed, Mar 31			
89	203	227	180			

Passengers per Day, Chart

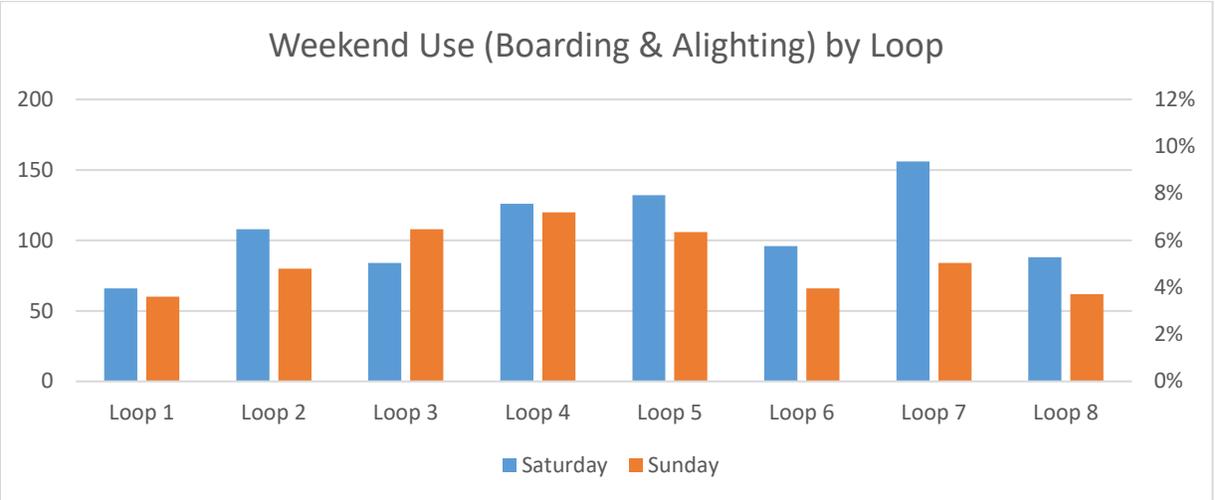
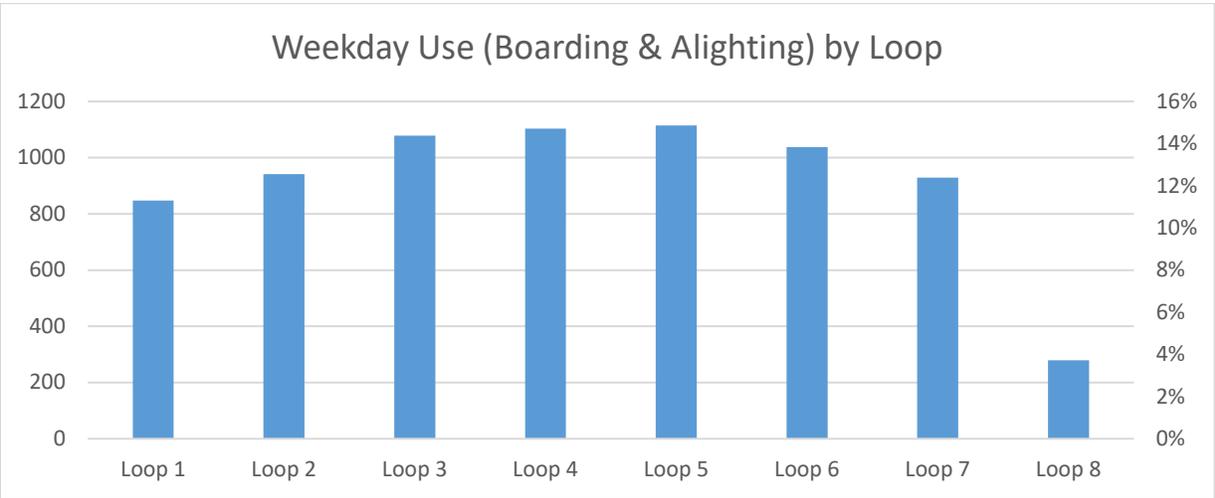
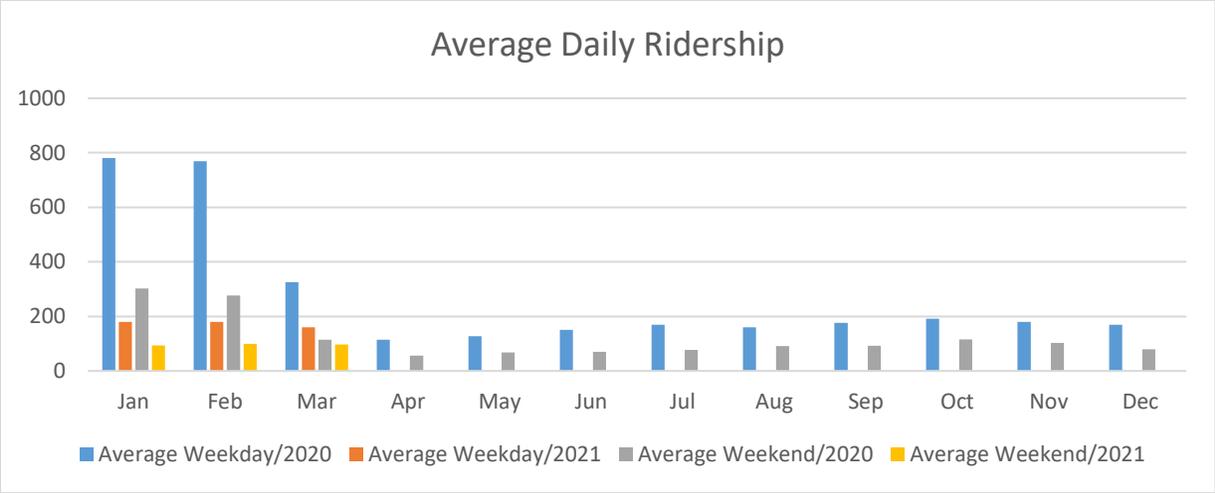


Ridership Year-To-Date

	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	4446	-46%	7174	3674	-49%	1036	772	-25%
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	13,291							

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	160	-51%	115	97	-16%
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	173	-37%	121	96	-20%



(The y-axis percentage values show a respective loop's weight of total weekend ridership.)

Peak Service Loop: 5th loop, 2:00 PM – 3:25 PM.

Additional Ridership Data:

The number of bicycles carried: **140**

The number of wheelchair lift usage: **9**

Passengers left behind due to social distancing: **33**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	891	19.0%	San Antonio Center	861	20.5%
MV Transit Center	435	9.3%	Senior/Teen Center (Red)	443	10.6%
Senior/Teen Center	384	8.2%	MV Transit Center	374	8.9%
Grant Rd.	313	6.7%	Grant Rd. (Red)	248	5.9%
Community Center	197	4.2%	Middlefield/Easy (Red)	171	4.1%
El Camino Real/Sylvan	191	4.1%	El Camino Hospital	150	3.6%
Rengstorff/Middlefield	184	3.9%	Villa/Franklin (Red)	143	3.4%
Middlefield/Easy	151	3.2%	California/Rengstorff (Red)	142	3.4%
Sylvan Park	151	3.2%	El Camino Real/Sylvan (Red)	133	3.2%
El Camino Hospital	146	3.1%	Civic Center (Red)	131	3.1%
Civic Center	140	3.0%	Rengstorff/Middlefield (Red)	131	3.1%
Whisman/Middlefield	137	2.9%	California/Ortega East	118	2.8%
Shoreline/Middlefield #3 (Gray)	133	2.8%	Sylvan Park (Red)	111	2.6%
California/Ortega West	126	2.7%	Community Center (Red)	84	2.0%
California/Ortega East	114	2.4%	Castro/El Camino Real (Red)	83	2.0%
Cuesta/Miramonte	114	2.4%	Shoreline/Middlefield #1 (Red)	83	2.0%
Middlefield/Moffett	108	2.3%	Villa/Mariposa	80	1.9%
Castro/El Camino Real (Gray)	104	2.2%	Middlefield/Moffett (Red)	77	1.8%
Graham Middle School	95	2.0%	Whisman/Middlefield (Red)	73	1.7%
California/Rengstorff	94	2.0%	Graham Middle School (Red)	72	1.7%
Rengstorff/Central	89	1.9%	California/Ortega West	65	1.5%
Rengstorff/Montecito	74	1.6%	Crittenden Middle School (Red)	64	1.5%
Crittenden Middle School	68	1.5%	Cuesta/Miramonte (Red)	57	1.4%
Whisman Station	60	1.3%	Rengstorff/Montecito (Red)	55	1.3%
Villa/Franklin	60	1.3%	California/Rengstorff	52	1.2%
Middlefield/San Pierre	42	0.9%	Whisman Station (Red)	50	1.2%
Villa/Shoreline	21	0.4%	Rengstorff/Central (Red)	47	1.1%
Cuesta/Grant (Gray)	17	0.4%	Middlefield/San Pierre (Red)	29	0.7%
Grant/Eunice	15	0.3%	Grant/Eunice	26	0.6%
Shoreline/Pear	13	0.3%	Cuesta/Grant	20	0.5%
Cuesta/Grant	8	0.2%	Shoreline/Pear	13	0.3%
Shoreline/Middlefield #2	3	0.1%	Shoreline/Middlefield #2	9	0.2%
Total	4678	100.0%	Total	4195	100.0%

Shuttle On-Time Performance

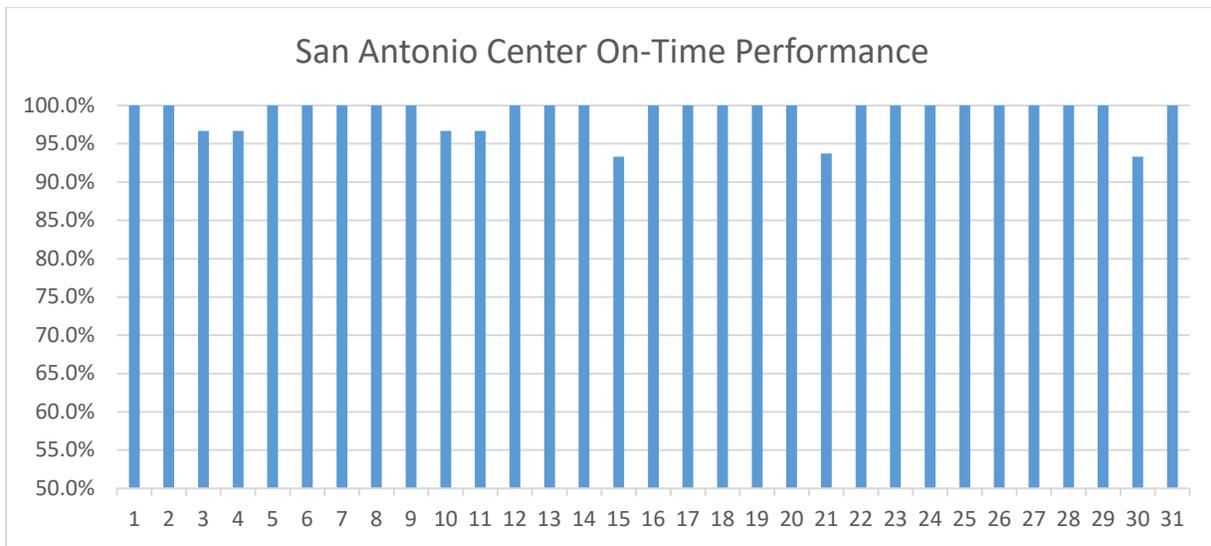
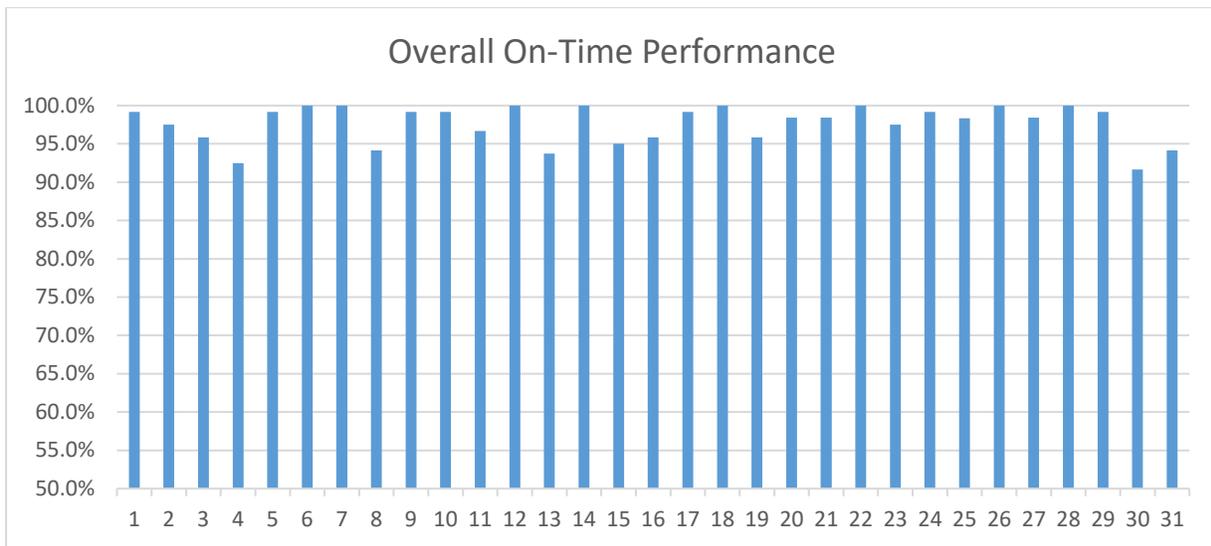
Percentage of being on-time:

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.

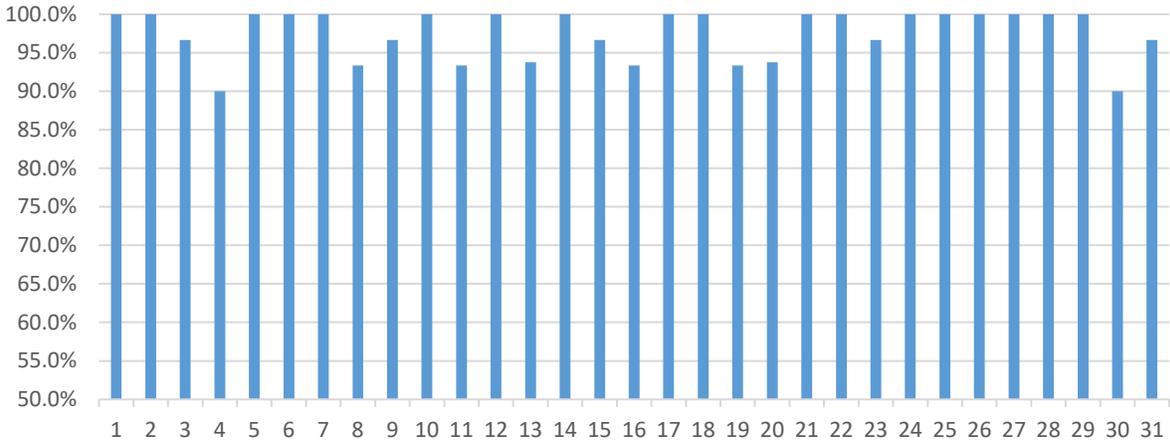
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

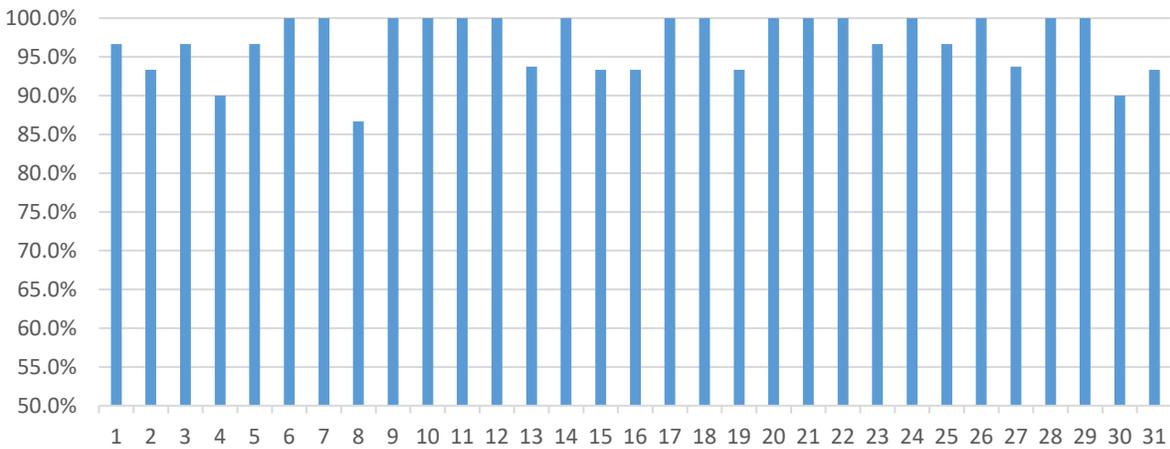
Overall average of all shuttles being on time is **97.7%**



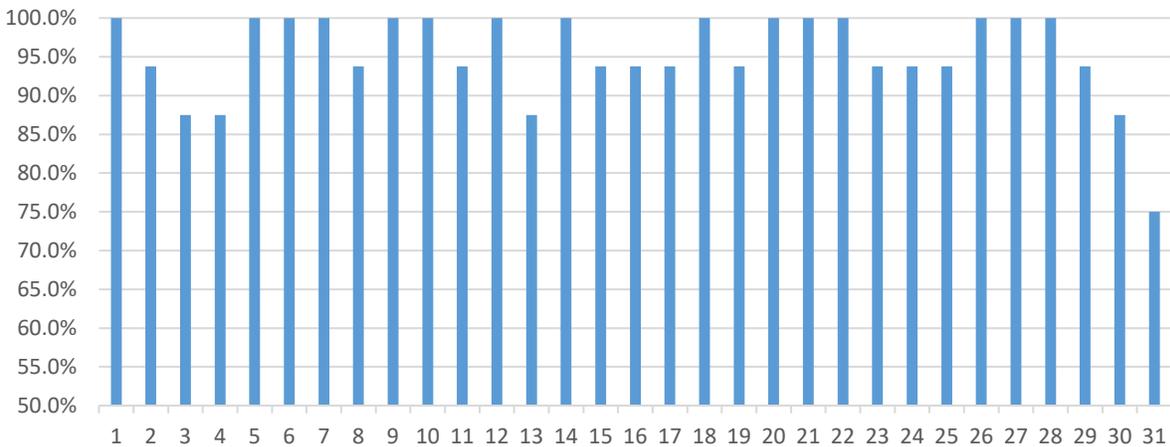
MV Transit Center On-Time Performance



El Camino Hospital On-Time Performance



Shoreline/Middlefield On-Time Performance



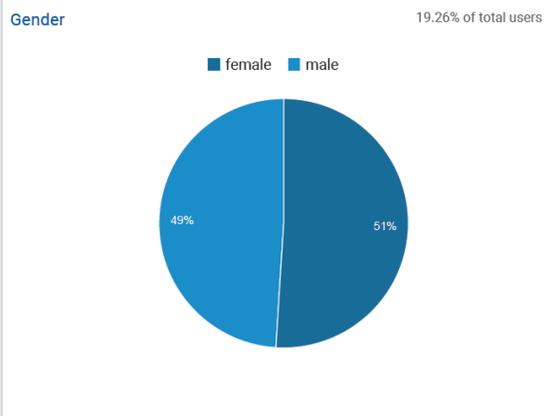
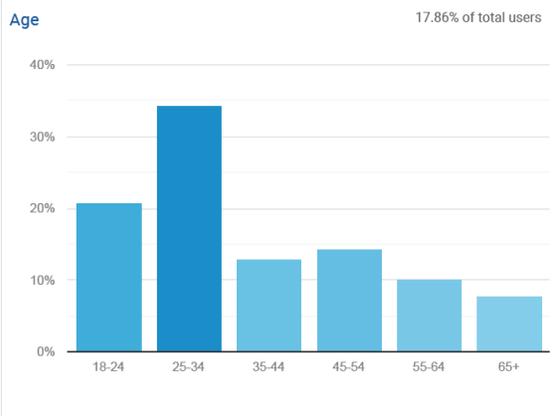
Monthly Summary of Website Activity

Demographics: Overview

 All Users
100.00% Users

Mar 1, 2021 - Mar 31, 2021

Key Metric:



Audience Overview

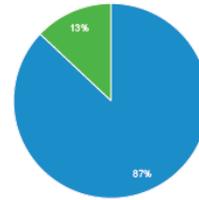
Mar 1, 2021 - Mar 31, 2021

All Users
100.00% Users

Overview

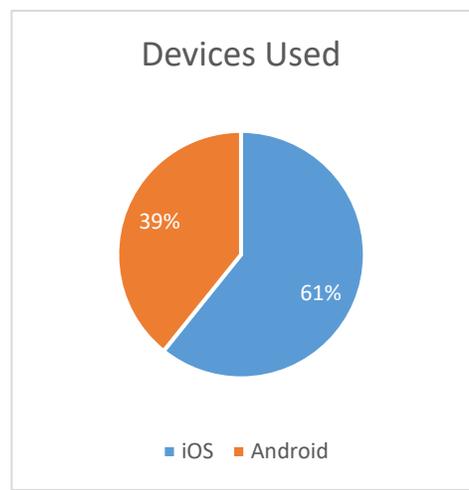
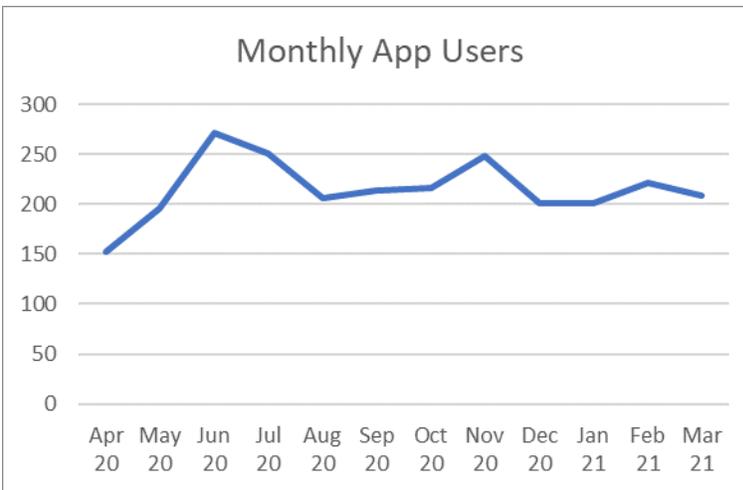
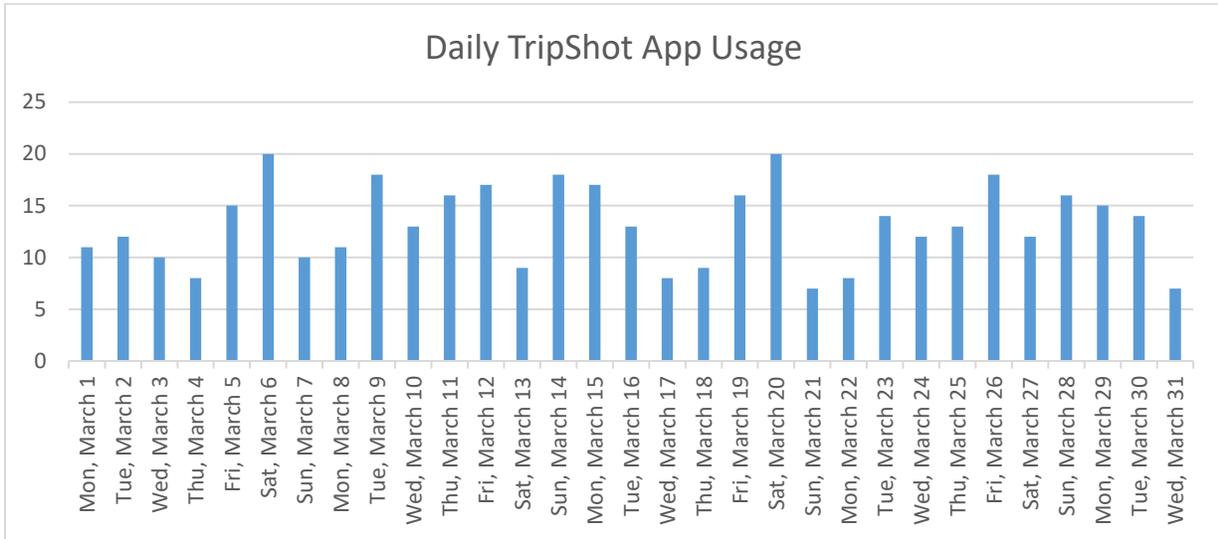


New Visitor Returning Visitor



Language	Users	% Users
1. en-us	690	87.90%
2. ja	24	3.06%
3. zh-cn	16	2.04%
4. en	15	1.91%
5. es-us	11	1.40%
6. en-gb	7	0.89%
7. en-ca	4	0.51%
8. es-419	3	0.38%
9. en-au	2	0.25%
10. en-us.utf-8	2	0.25%

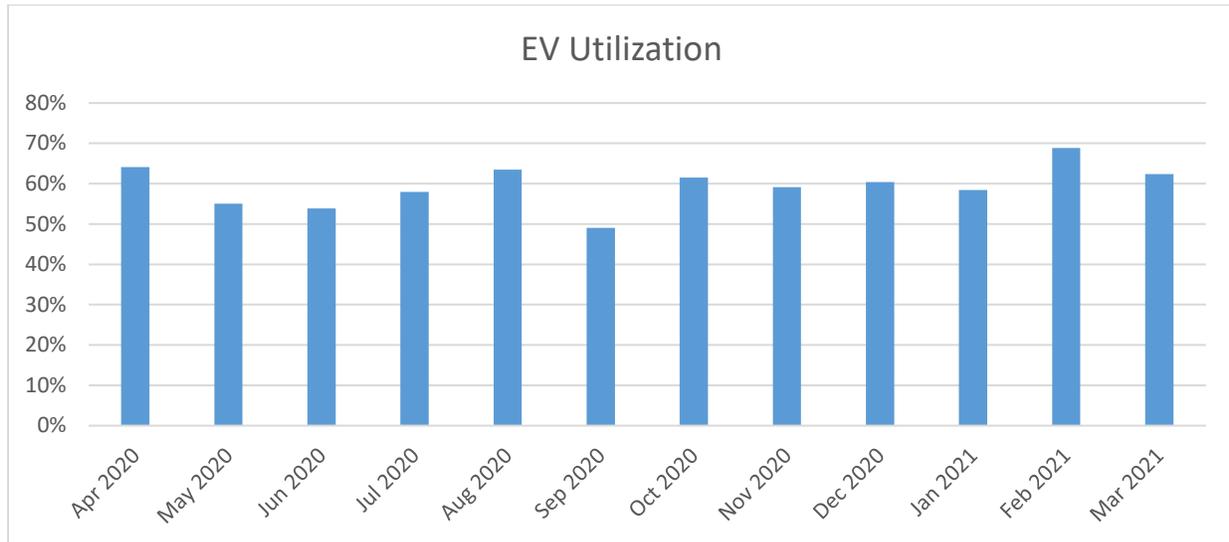
Summary of TripShot App Activity



Average Monthly Users: 209

App Sessions: 407

Electric Vehicle Utilization



Complaints Received by CSR Staff

- There was one complaint of a driver not assisting a disabled passenger to board.
 - Drivers are instructed that as long as it is safe to do so, they are to assist those who need or request help.
- There was one complaint that the driver stops too far away from the curb.
 - Drivers are instructed and trained to pull as close to the curb as it is safe to do so.