

Mountain View Community Shuttle
Monthly Operations Report
October 2021

November 9, 2021

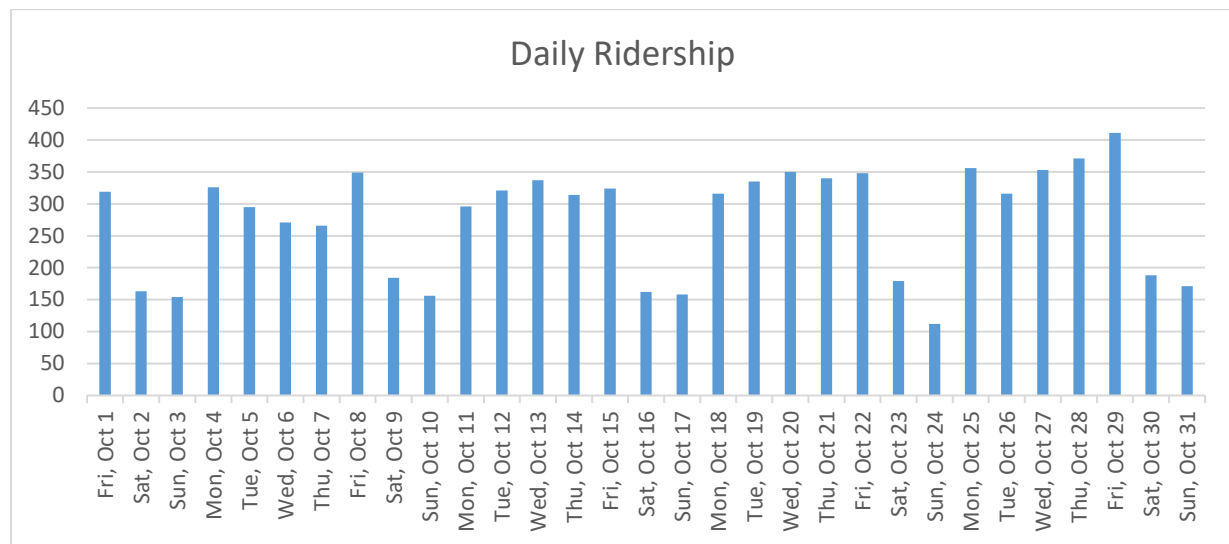
Contents

Passengers per Day, Table	2
Passengers per Day, Chart	2
Ridership Year-To-Date	3
Average Daily Ridership 2019-2021	4
Additional Ridership Data:	6
Month Total Use (Boarding & Alighting) by Stops	6
Shuttle On-Time Performance	7
Monthly 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

					Fri, Oct 1	Sat, Oct 2
					319	163
Sun, Oct 3	Mon, Oct 4	Tue, Oct 5	Wed, Oct 6	Thu, Oct 7	Fri, Oct 8	Sat, Oct 9
154	326	295	271	266	349	184
Sun, Oct 10	Mon, Oct 11	Tue, Oct 12	Wed, Oct 13	Thu, Oct 14	Fri, Oct 15	Sat, Oct 16
156	296	321	337	314	324	162
Sun, Oct 17	Mon, Oct 18	Tue, Oct 19	Wed, Oct 20	Thu, Oct 21	Fri, Oct 22	Sat, Oct 23
158	316	335	350	340	348	179
Sun, Oct 24	Mon, Oct 25	Tue, Oct 26	Wed, Oct 27	Thu, Oct 28	Fri, Oct 29	Sat, Oct 30
112	356	316	353	371	411	188
Sun, Oct 31						
171						

Passengers per Day, Chart

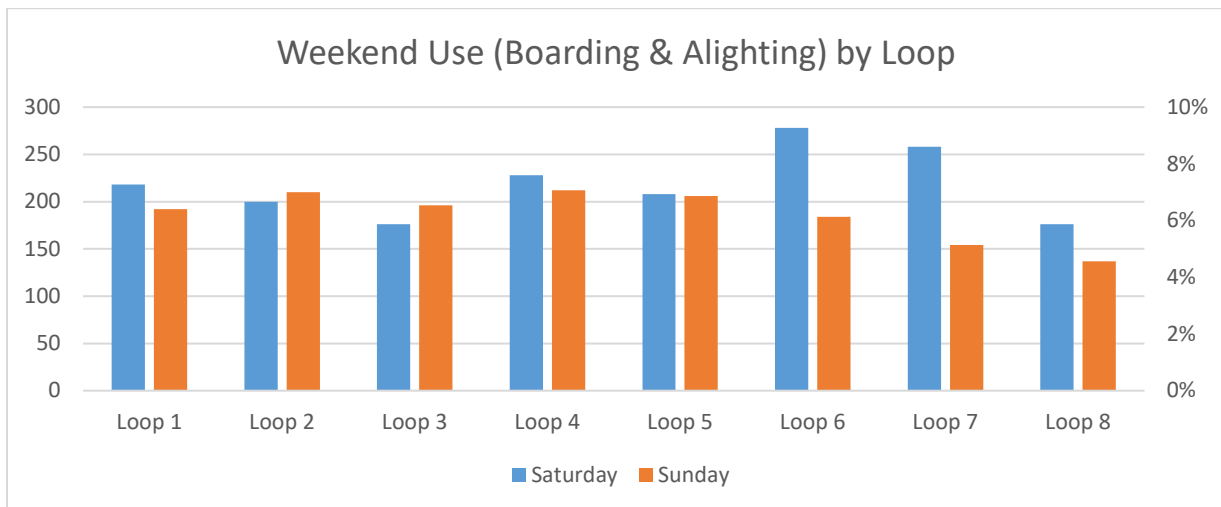
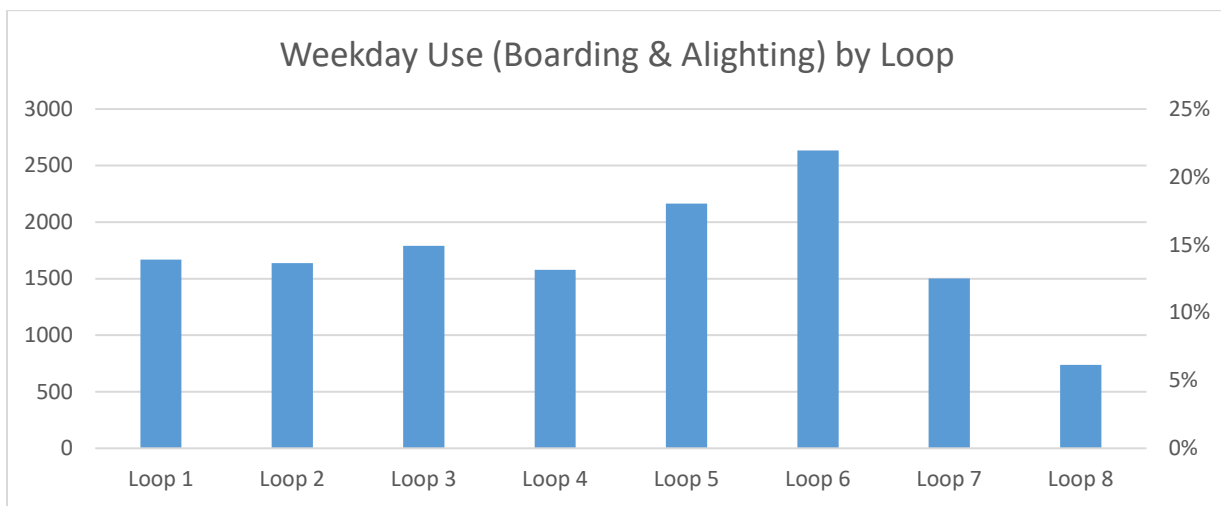
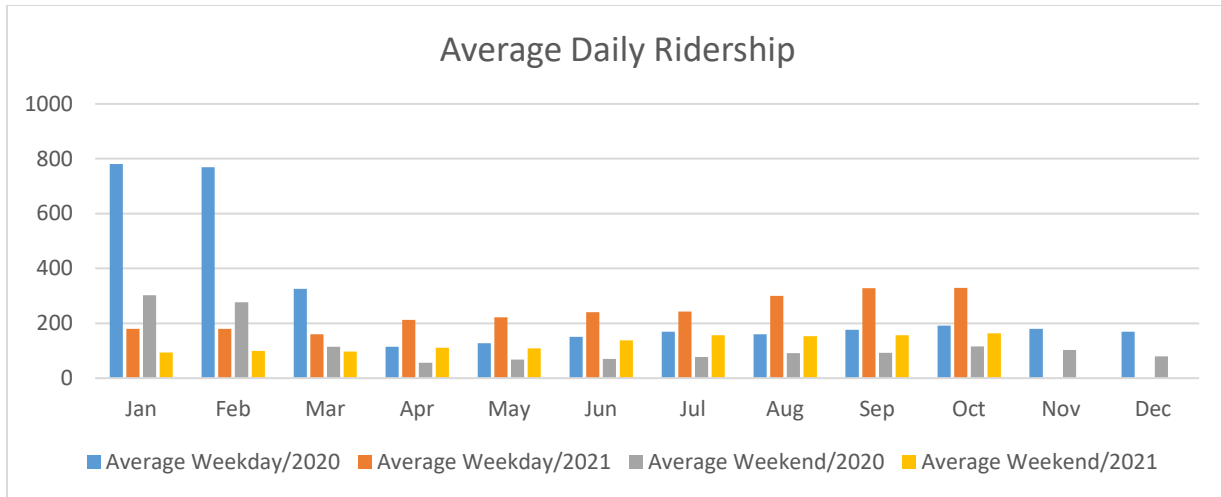


Ridership Year-To-Date

	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	8291	83%	16241	3703	6882	86%	3111	825	1409	71%
Oct	20378	5272	8541	62%	17869	4227	6914	64%	2391	1045	1627	56%
Nov	17972	4550			14427	3418			2799	1132		
Dec	16964	4421			14490	3711			2836	710		
YTD Total	223,496	82,590	62,360									

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	328	86%	295	92	157	71%
Oct	777	192	329	71%	314	116	163	41%
Nov	759	180			322	103		
Dec	680	169			247	79		
YTD Ave.	750	276	239	-13%	303	121	128	6%



(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: **140**

The number of wheelchair lift usage: **23**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	1886	20.3%	San Antonio Center	1489	19.4%
Senior/Teen Center	753	8.1%	Senior/Teen Center (Red)	691	9.0%
MV Transit Center	734	7.9%	MV Transit Center	640	8.3%
Grant Rd.	562	6.1%	Grant Rd. (Red)	474	6.2%
Middlefield/Easy	326	3.5%	California/Ortega East	317	4.1%
Cuesta/Miramonte	324	3.5%	Civic Center (Red)	300	3.9%
El Camino Real/Sylvan	320	3.5%	El Camino Hospital	247	3.2%
Civic Center	311	3.4%	Sylvan Park (Red)	241	3.1%
Rengstorff/Middlefield	292	3.2%	El Camino Real/Sylvan (Red)	234	3.0%
Crittenden Middle School	288	3.1%	Rengstorff/Middlefield (Red)	234	3.0%
Graham Middle School	285	3.1%	Middlefield/Easy (Red)	220	2.9%
Middlefield/Moffett	275	3.0%	Villa/Franklin (Red)	213	2.8%
Sylvan Park	270	2.9%	Middlefield/Moffett (Red)	199	2.6%
California/Ortega West	265	2.9%	Crittenden Middle School (Red)	196	2.6%
Community Center	261	2.8%	Whisman/Middlefield (Red)	188	2.4%
Whisman/Middlefield	260	2.8%	Graham Middle School (Red)	179	2.3%
Whisman Station	250	2.7%	California/Rengstorff (Red)	178	2.3%
California/Ortega East	227	2.4%	Whisman Station (Red)	164	2.1%
El Camino Hospital	227	2.4%	Cuesta/Miramonte (Red)	159	2.1%
California/Rengstorff	188	2.0%	Castro/El Camino Real (Red)	155	2.0%
Rengstorff/Central	159	1.7%	Rengstorff/Central (Red)	132	1.7%
Rengstorff/Montecito	155	1.7%	Community Center (Red)	129	1.7%
Castro/El Camino Real (Gray)	144	1.6%	Rengstorff/Montecito (Red)	117	1.5%
Villa/Franklin	124	1.3%	Shoreline/Middlefield #1 (Red)	103	1.3%
Shoreline/Middlefield #3 (Gray)	122	1.3%	Grant/Eunice	94	1.2%
Middlefield/San Pierre	81	0.9%	California/Ortega West	88	1.1%
Cuesta/Grant	40	0.4%	Villa/Mariposa	86	1.1%
Cuesta/Grant (Gray)	38	0.4%	California/Rengstorff	66	0.9%
Grant/Eunice	38	0.4%	Middlefield/San Pierre (Red)	51	0.7%
Villa/Shoreline	38	0.4%	Cuesta/Grant	49	0.6%
Shoreline/Pear	20	0.2%	Shoreline/Pear	25	0.3%
Shoreline/Middlefield #2	5	0.1%	Shoreline/Middlefield #2	20	0.3%
Total	9268	100.0%	Total	7678	100.0%

Shuttle On-Time Performance

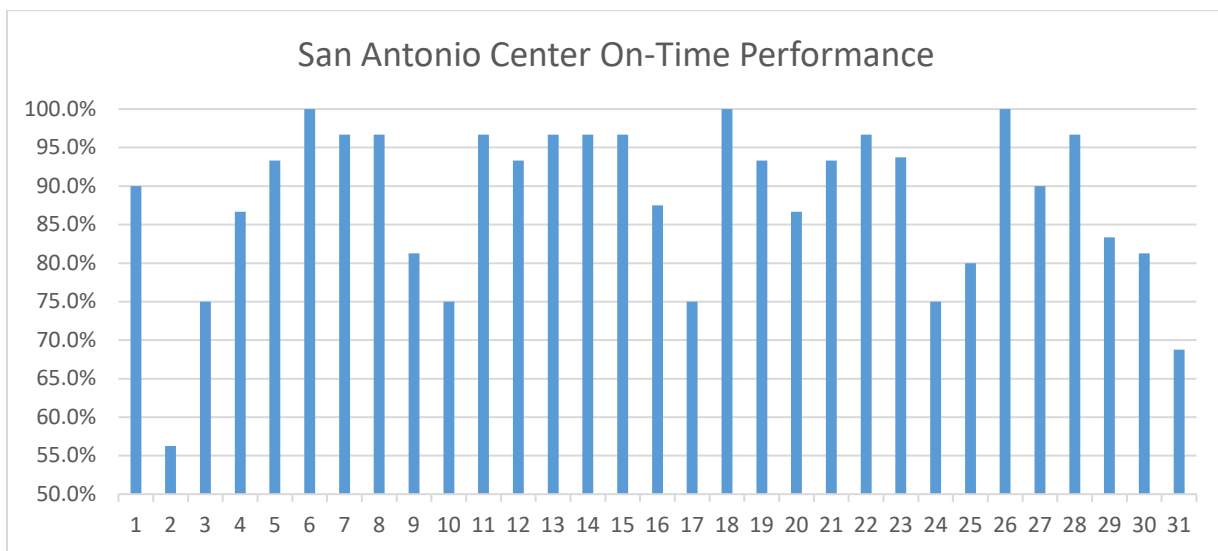
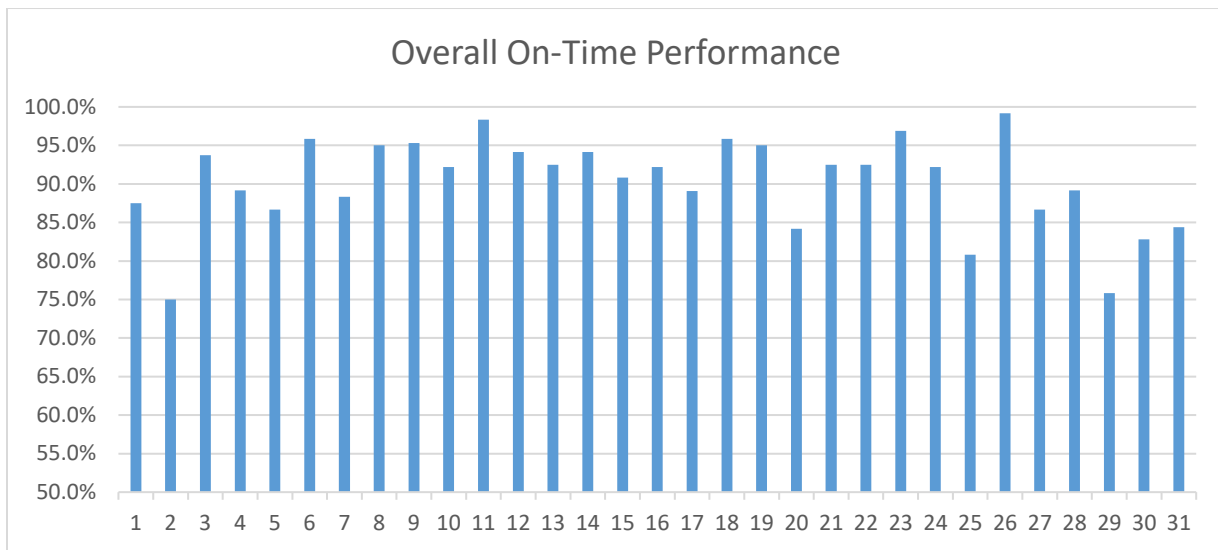
Percentage of being on-time:

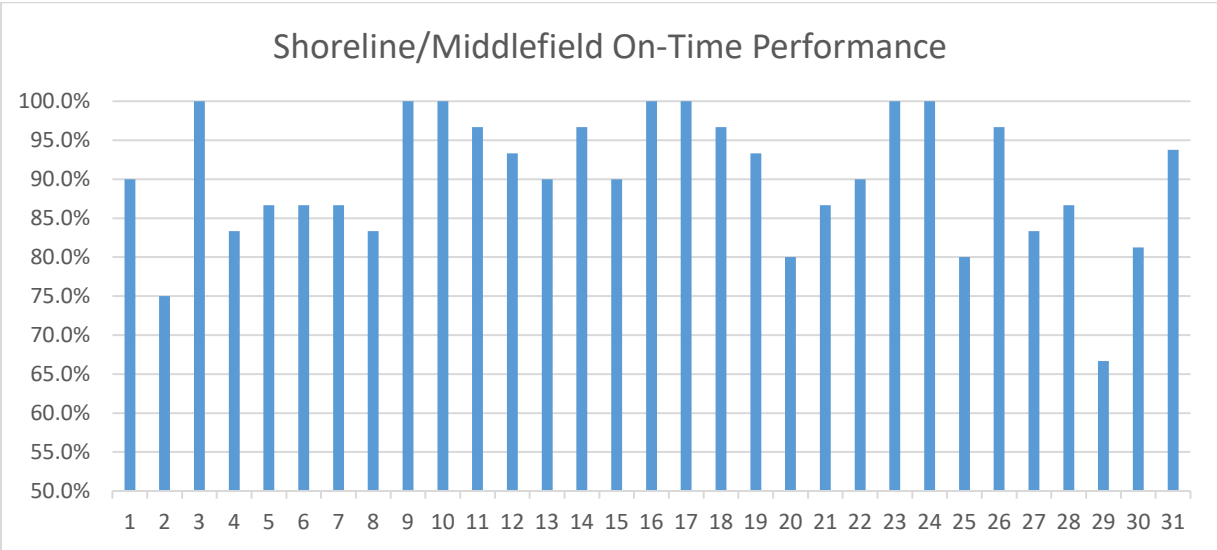
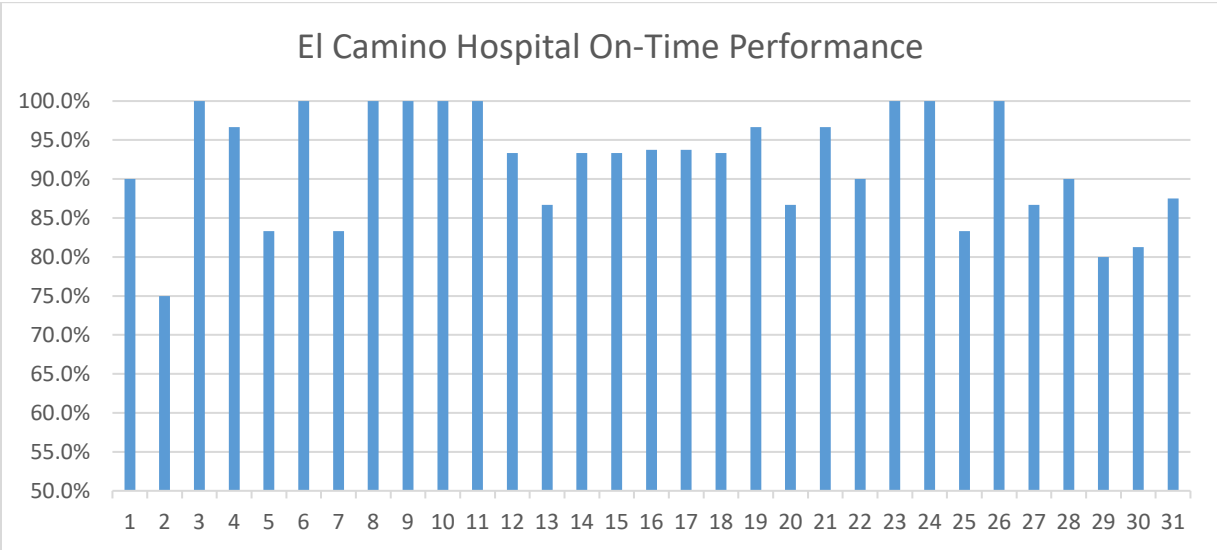
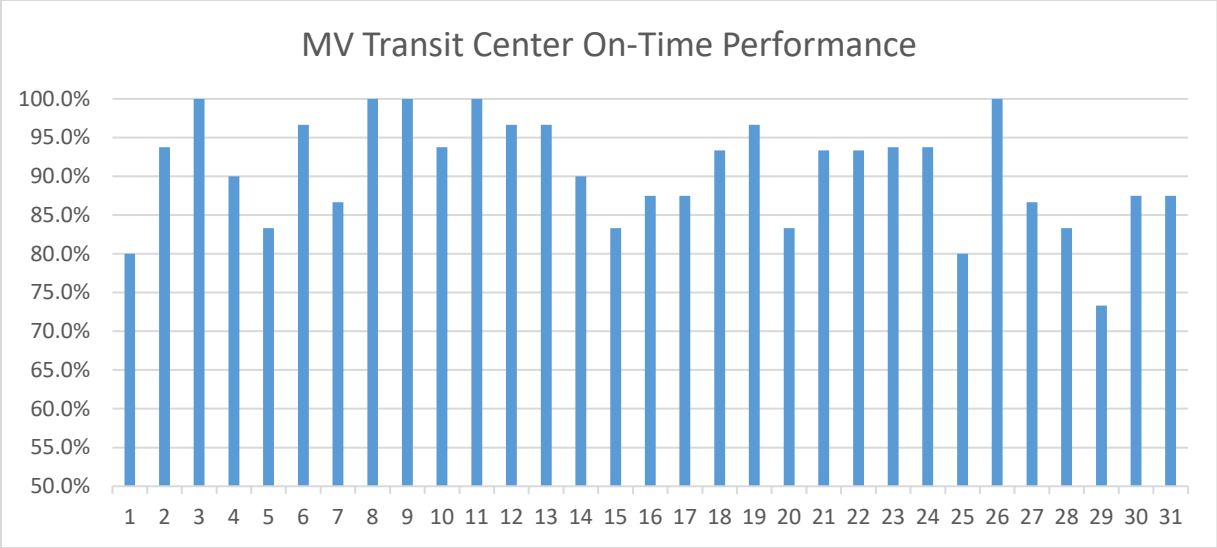
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 **90.3%**





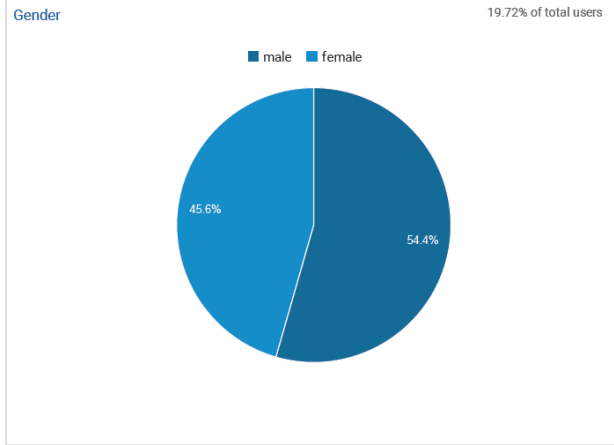
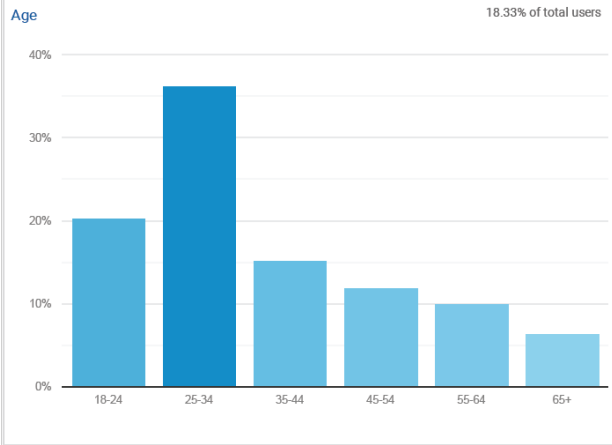
Monthly Summary of Website Activity

Demographics: Overview

All Users
100.00% Users


Oct 1, 2021 - Oct 31, 2021

Key Metric:

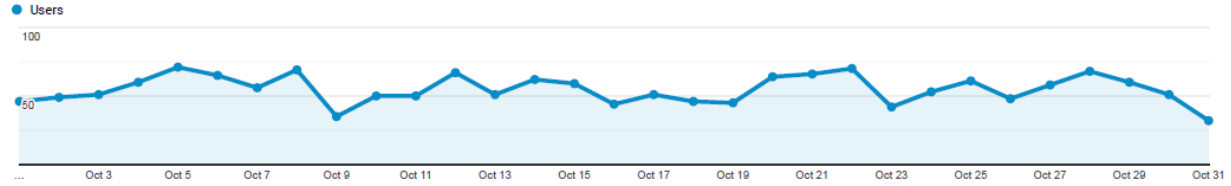


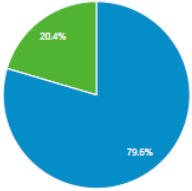
Audience Overview

Oct 1, 2021 - Oct 31, 2021


All Users
 100.00% Users

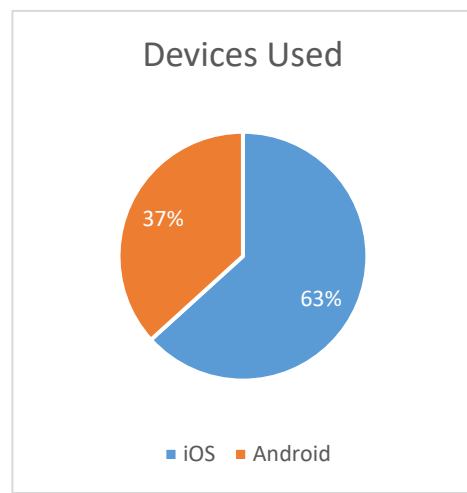
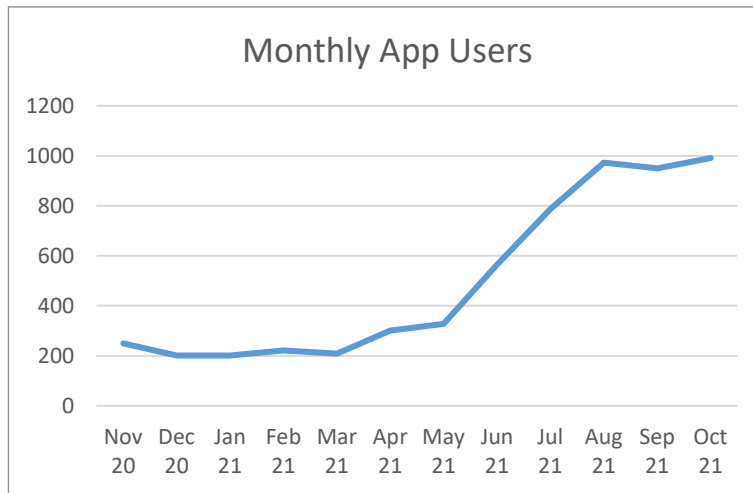
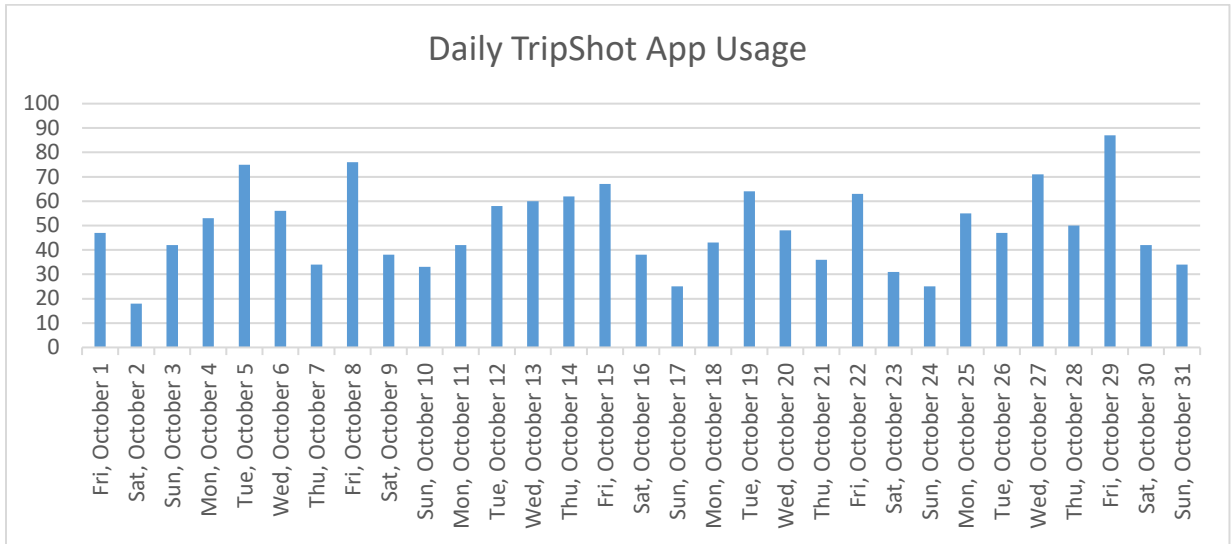
Overview



Users 1,369	New Users 1,286	Sessions 2,015	Number of Sessions per User 1.47	
Pageviews 4,042	Pages / Session 2.01	Avg. Session Duration 00:01:47	Bounce Rate 53.10%	

Language	Users	% Users
1. en-us	1,173	85.68%
2. zh-cn	39	2.85%
3. en-ca	31	2.26%
4. en-gb	29	2.12%
5. en-au	17	1.24%
6. en	12	0.88%
7. en-in	12	0.88%
8. es-us	12	0.88%
9. ko-kr	7	0.51%
10. es-419	6	0.44%

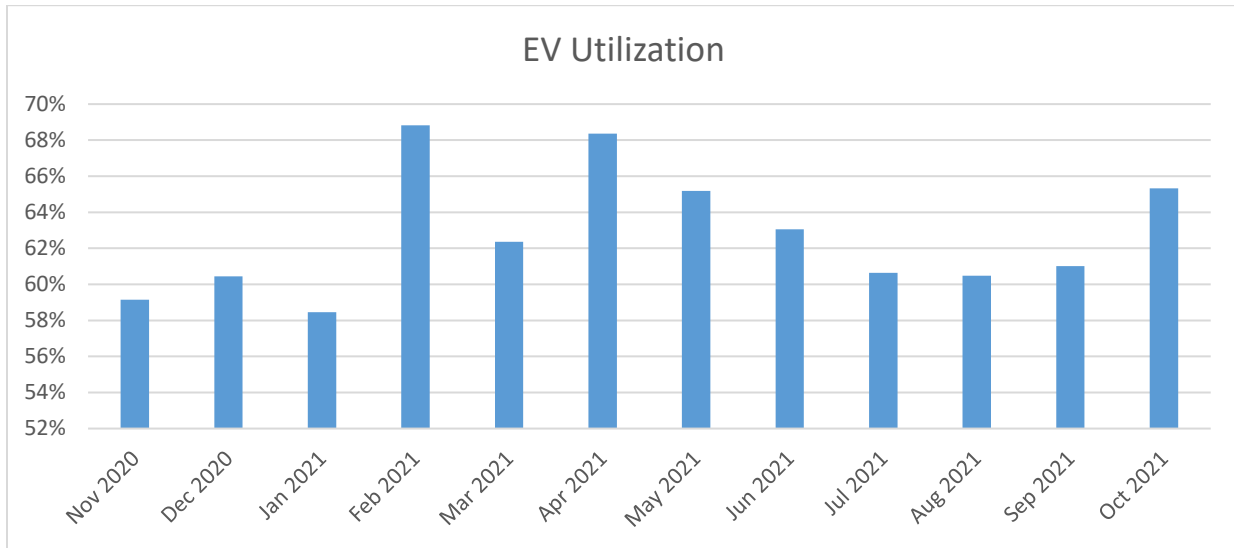
Summary of TripShot App Activity



Average Monthly Users: 991

App Sessions: 1520

Electric Vehicle Utilization



Complaints Received by CSR Staff

- There was one complaint that a shuttle's stop request system doesn't work.
 - The vehicle was identified and the system was repaired.
- 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 report of unsafe driving.
 - The incident was investigated and the drivers were spoken to.