

Mountain View Community Shuttle
Monthly Operations Report
April 2021

May 4, 2020

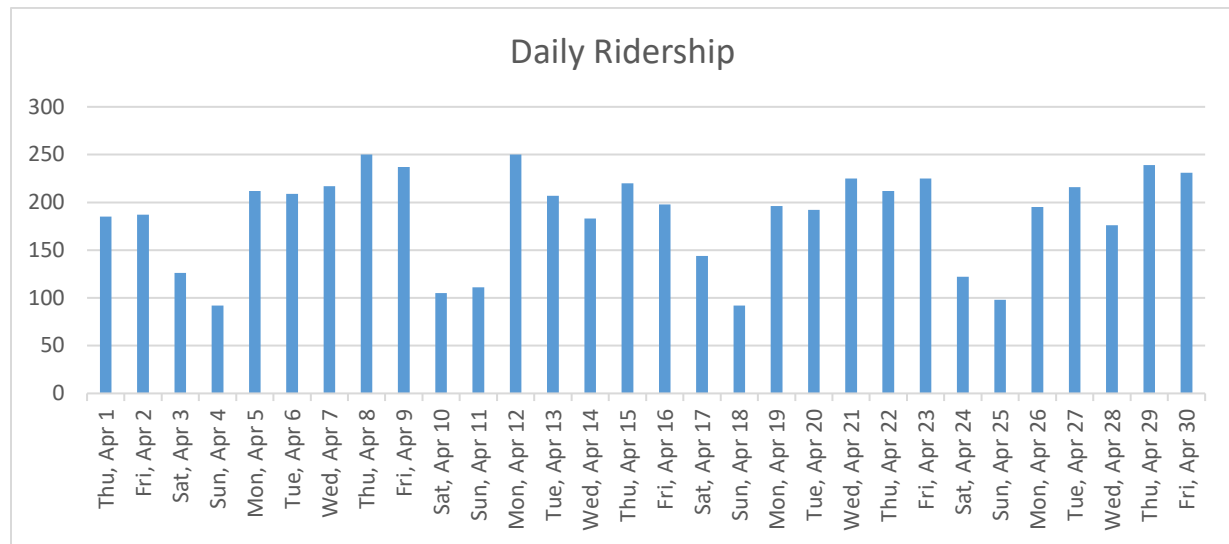
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Passengers per Day, Table

				Thu, Apr 1	Fri, Apr 2	Sat, Apr 3
				185	187	126
Sun, Apr 4	Mon, Apr 5	Tue, Apr 6	Wed, Apr 7	Thu, Apr 8	Fri, Apr 9	Sat, Apr 10
92	212	209	217	250	237	105
Sun, Apr 11	Mon, Apr 12	Tue, Apr 13	Wed, Apr 14	Thu, Apr 15	Fri, Apr 16	Sat, Apr 17
111	250	207	183	220	198	144
Sun, Apr 18	Mon, Apr 19	Tue, Apr 20	Wed, Apr 21	Thu, Apr 22	Fri, Apr 23	Sat, Apr 24
92	196	192	225	212	225	122
Sun, Apr 25	Mon, Apr 26	Tue, Apr 27	Wed, Apr 28	Thu, Apr 29	Fri, Apr 30	
98	195	216	176	239	231	

Passengers per Day, Chart

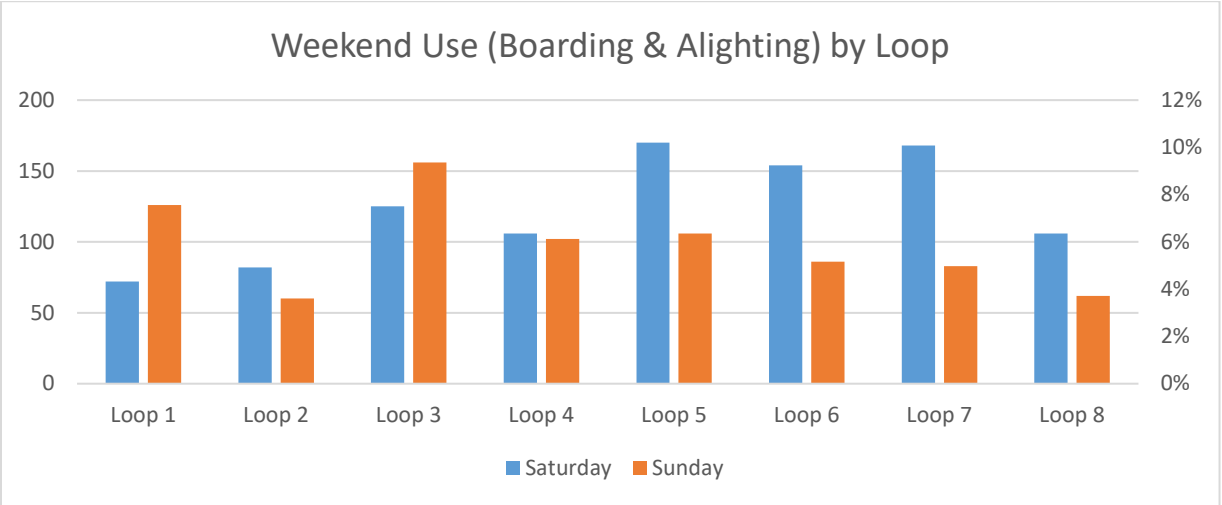
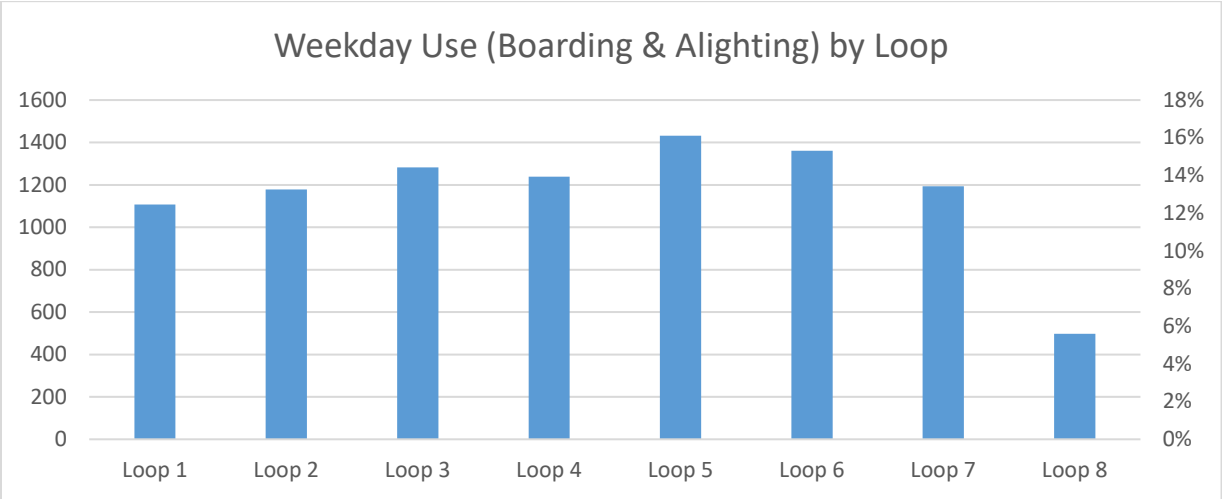
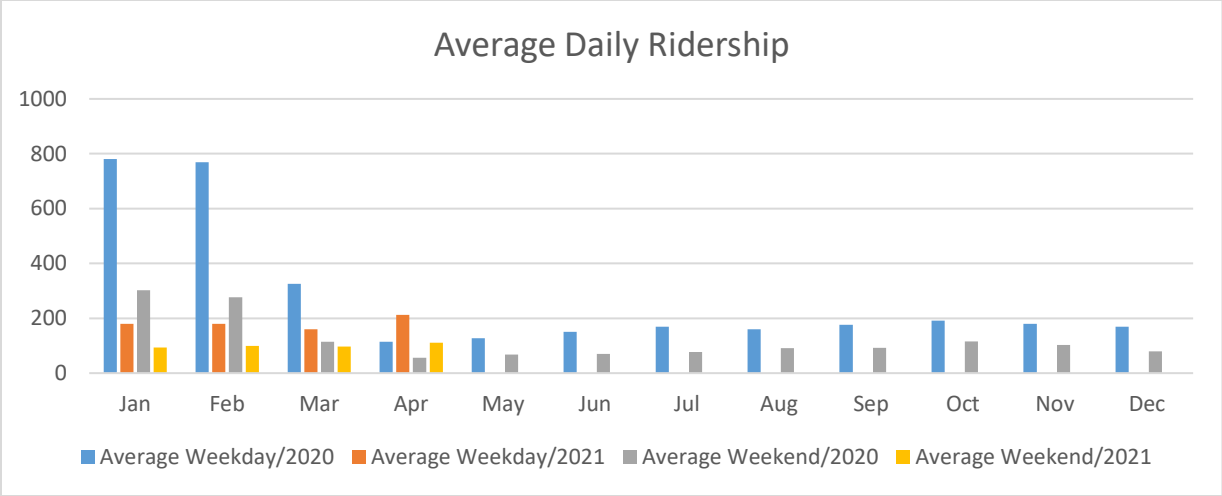


Ridership Year-To-Date

	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	5552	87%	2516	4662	85%	447	890	99%
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	18,843							

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	212	86%	56	111	98%
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	183	-34%	121	100	-17%



(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: **148**

The number of wheelchair lift usage: **12**

Passengers left behind due to social distancing: **58**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	1117	20.5%	San Antonio Center	1128	20.1%
MV Transit Center	445	8.2%	Senior/Teen Center (Red)	536	9.6%
Senior/Teen Center	429	7.9%	MV Transit Center	496	8.8%
Grant Rd.	272	5.0%	Grant Rd. (Red)	294	5.2%
El Camino Real/Sylvan	256	4.7%	El Camino Real/Sylvan (Red)	233	4.2%
Rengstorff/Middlefield	245	4.5%	El Camino Hospital	197	3.5%
Middlefield/Easy	217	4.0%	Middlefield/Easy (Red)	196	3.5%
Community Center	192	3.5%	California/Rengstorff (Red)	184	3.3%
Cuesta/Miramonte	179	3.3%	California/Ortega East	183	3.3%
Civic Center	176	3.2%	Rengstorff/Middlefield (Red)	183	3.3%
El Camino Hospital	161	3.0%	Villa/Franklin (Red)	172	3.1%
Middlefield/Moffett	145	2.7%	Civic Center (Red)	169	3.0%
Graham Middle School	145	2.7%	Sylvan Park (Red)	151	2.7%
Sylvan Park	140	2.6%	Shoreline/Middlefield #1 (Red)	134	2.4%
Whisman/Middlefield	139	2.6%	California/Ortega West	124	2.2%
California/Rengstorff	138	2.5%	Middlefield/Moffett (Red)	122	2.2%
Castro/El Camino Real (Gray)	133	2.4%	Community Center (Red)	121	2.2%
Shoreline/Middlefield #3 (Gray)	124	2.3%	Castro/El Camino Real (Red)	114	2.0%
California/Ortega East	120	2.2%	Crittenden Middle School (Red)	114	2.0%
Rengstorff/Central	112	2.1%	Graham Middle School (Red)	106	1.9%
Crittenden Middle School	106	1.9%	California/Rengstorff	87	1.6%
California/Ortega West	74	1.4%	Cuesta/Miramonte (Red)	85	1.5%
Middlefield/San Pierre	67	1.2%	Rengstorff/Montecito (Red)	81	1.4%
Villa/Franklin	66	1.2%	Whisman/Middlefield (Red)	79	1.4%
Whisman Station	64	1.2%	Rengstorff/Central (Red)	72	1.3%
Rengstorff/Montecito	63	1.2%	Villa/Mariposa	47	0.8%
Grant/Eunice	40	0.7%	Middlefield/San Pierre (Red)	45	0.8%
Villa/Shoreline	34	0.6%	Whisman Station (Red)	44	0.8%
Shoreline/Middlefield #2	21	0.4%	Grant/Eunice	32	0.6%
Shoreline/Pear	10	0.2%	Cuesta/Grant	29	0.5%
Cuesta/Grant (Gray)	8	0.1%	Shoreline/Middlefield #2	29	0.5%
Cuesta/Grant	6	0.1%	Shoreline/Pear	23	0.4%
Total	5444	100.0%	Total	5610	100.0%

Shuttle On-Time Performance

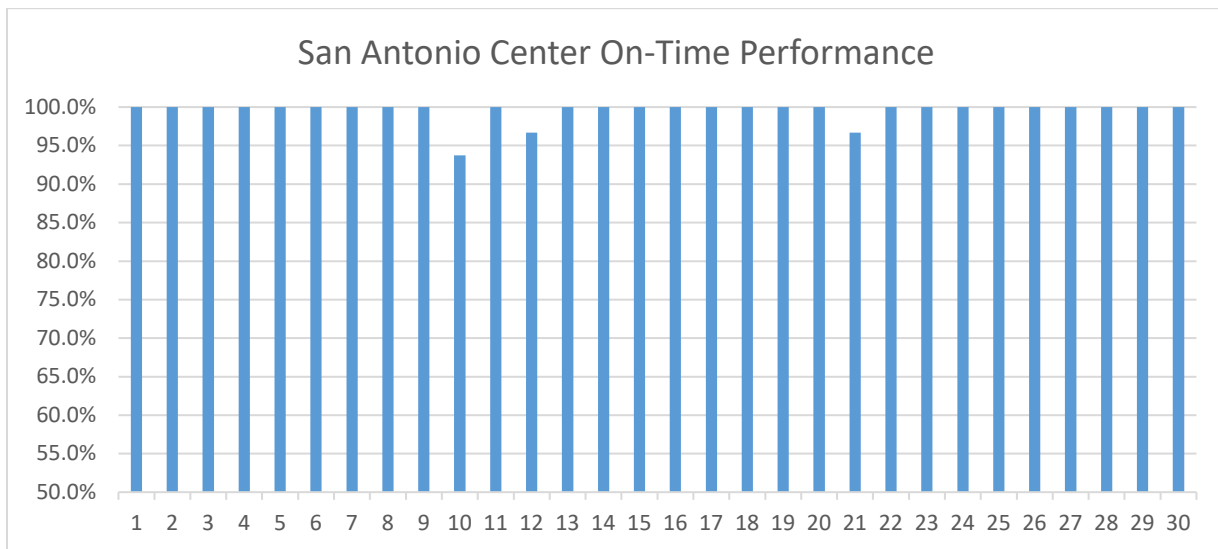
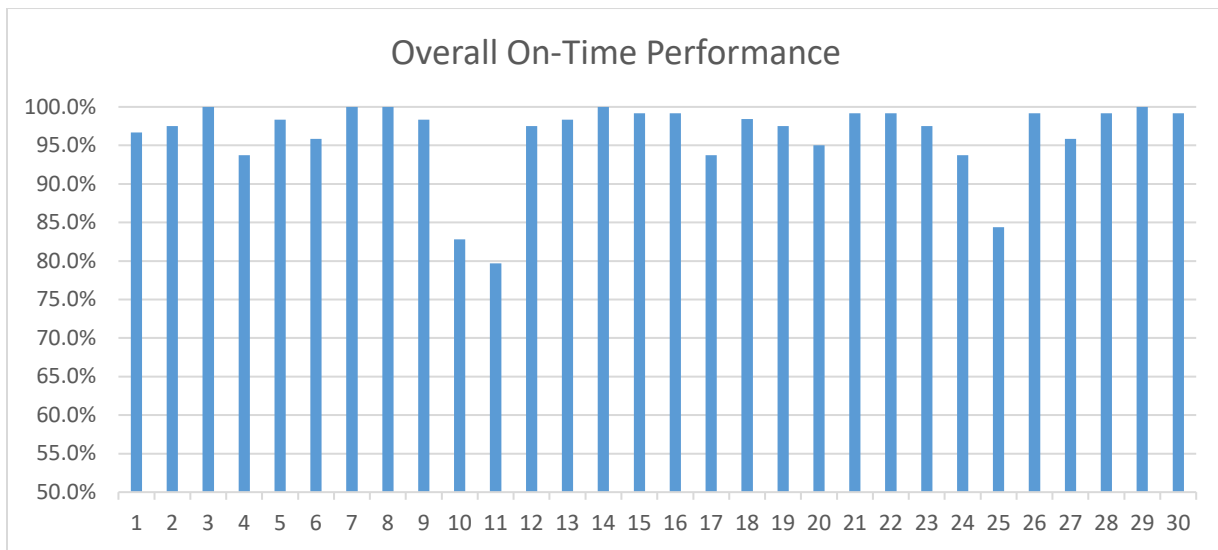
Percentage of being on-time:

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.

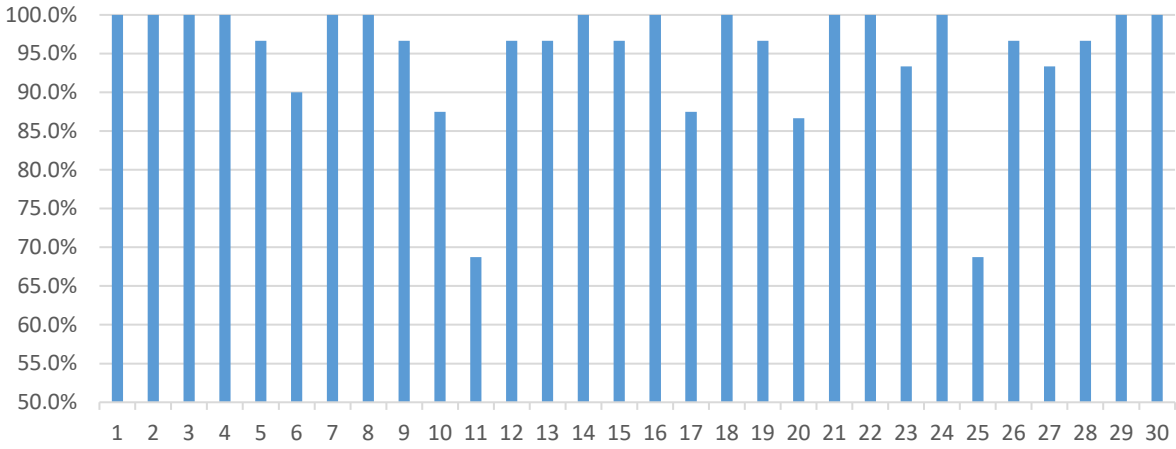
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

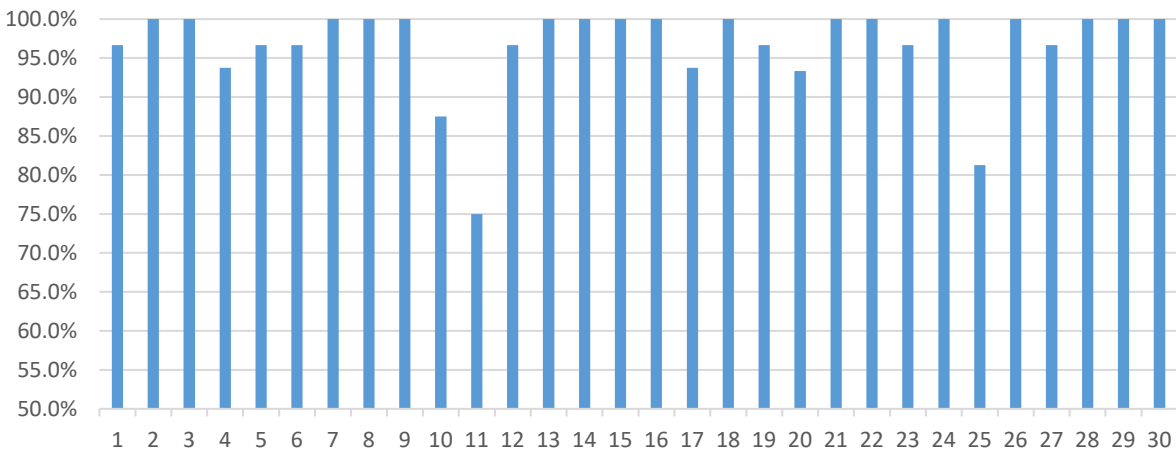
Overall average of all shuttles being on time is **96.3%**



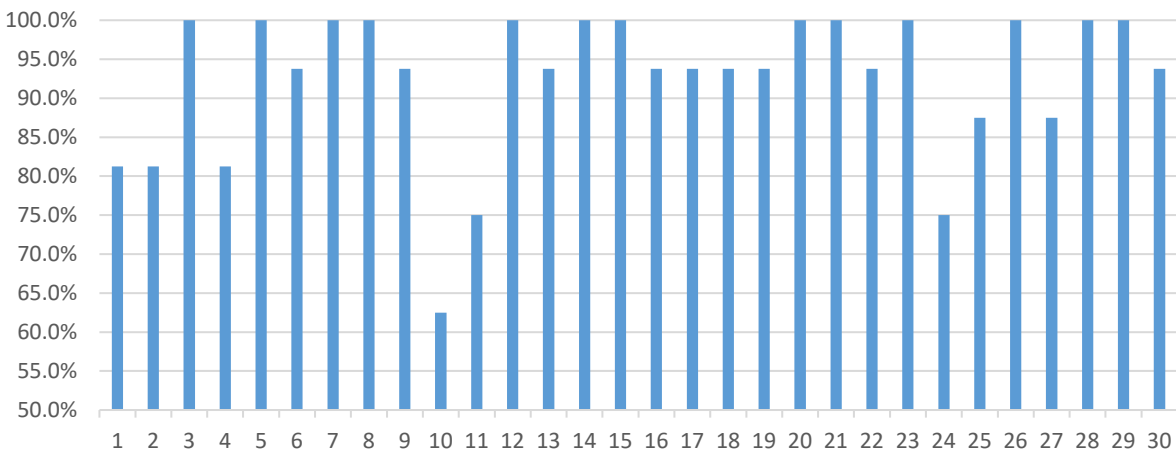
MV Transit Center On-Time Performance



El Camino Hospital On-Time Performance




Shoreline/Middlefield On-Time Performance



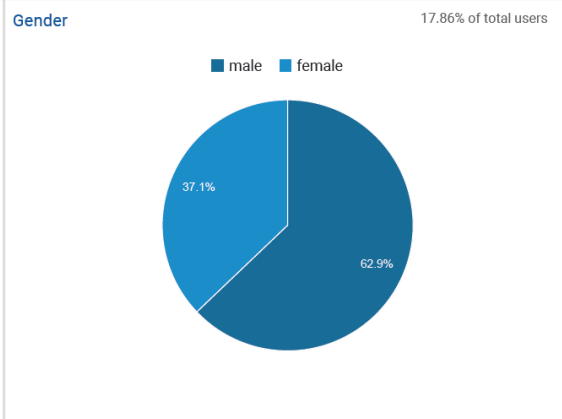
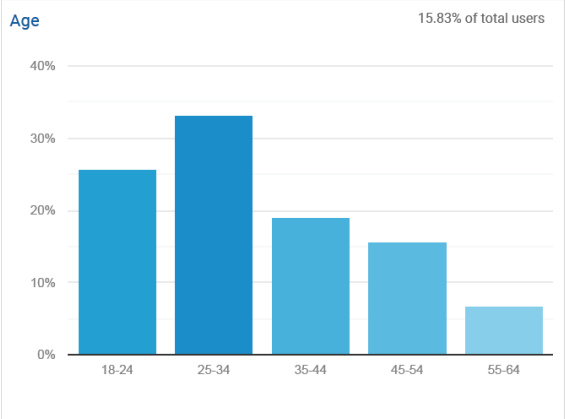
Monthly Summary of Website Activity

Demographics: Overview

 All Users
100.00% Users

Apr 1, 2021 - Apr 30, 2021

Key Metric:



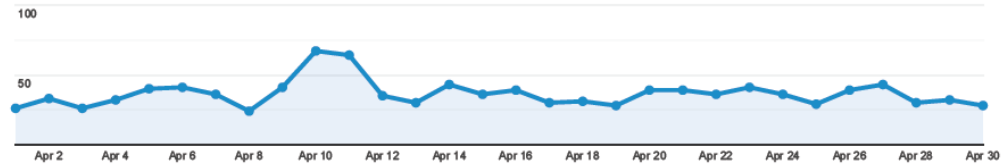
Audience Overview

Apr 1, 2021 - Apr 30, 2021

All Users
100.00% Users

Overview

Users



Users

935



New Users

906



Sessions

1,192



Number of Sessions per User

1.27



Pageviews

1,701



Pages / Session

1.43



Avg. Session Duration

00:00:55

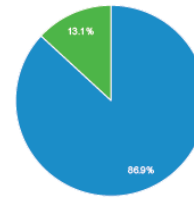


Bounce Rate

80.03%

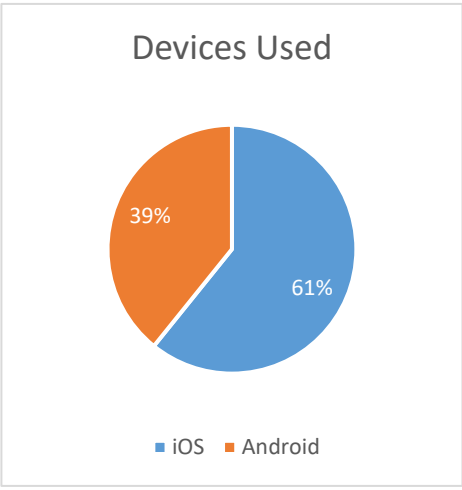
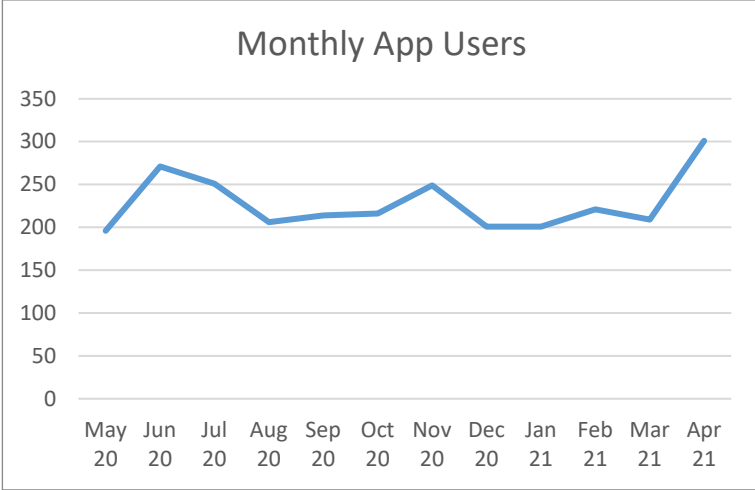
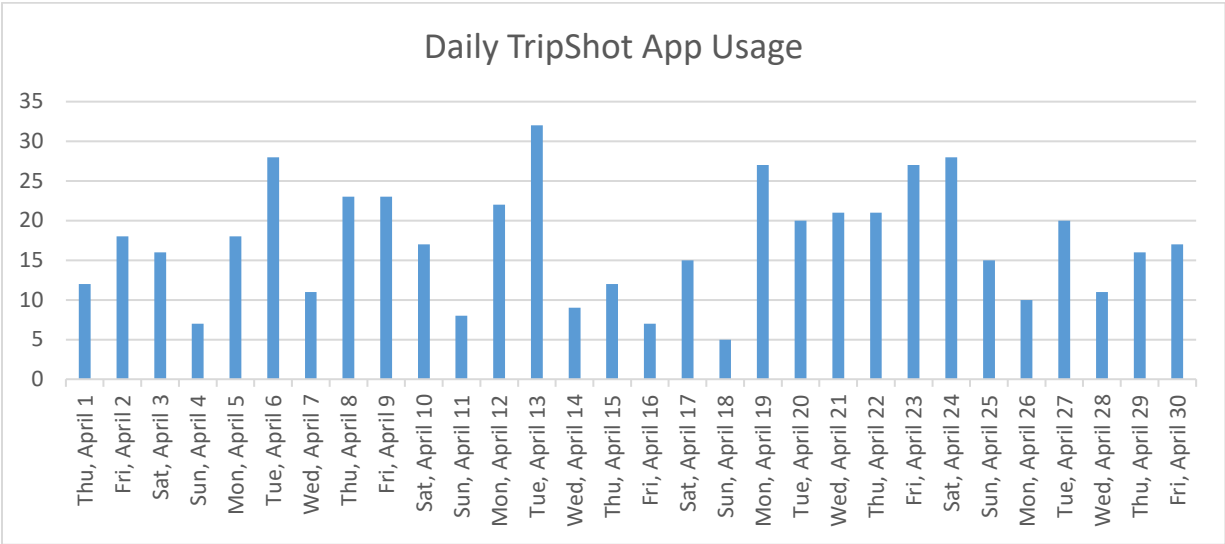


New Visitor Returning Visitor



Language	Users	% Users
1. en-us	840	89.84%
2. zh-cn	19	2.03%
3. en	15	1.60%
4. es-us	14	1.50%
5. en-gb	11	1.18%
6. en-ca	9	0.96%
7. ja	4	0.43%
8. en-au	3	0.32%
9. en-us.utf-8	3	0.32%
10. en-in	2	0.21%

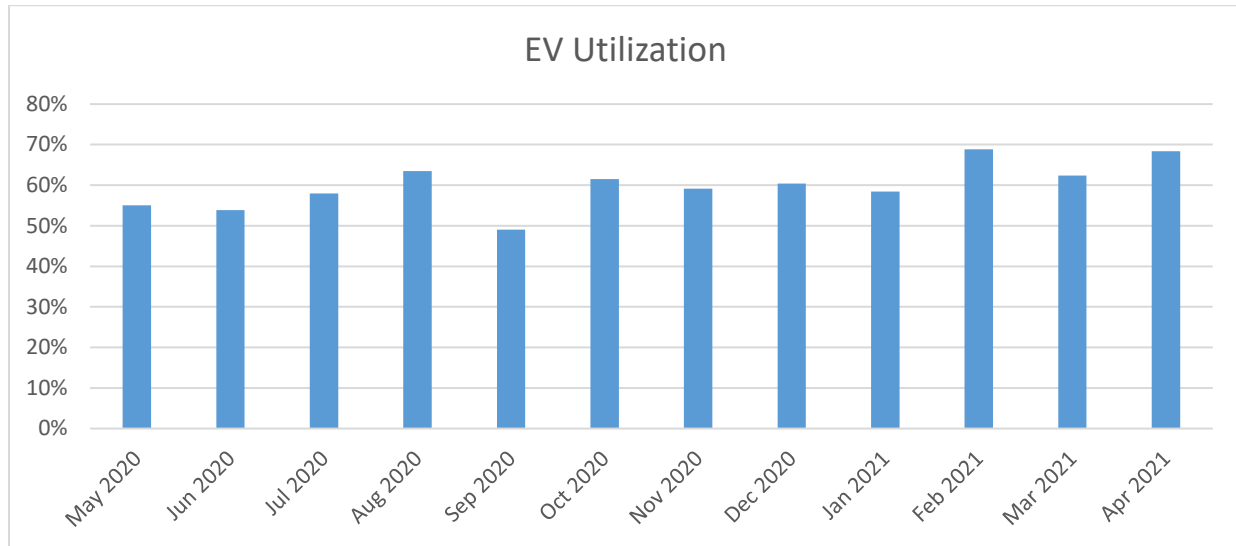
Summary of TripShot App Activity



Average Monthly Users: 301

App Sessions: 516

Electric Vehicle Utilization



Complaints Received by CSR Staff

- 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 five complaints that the drivers were rude.
 - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service.
- There were two complaints of a driver not wearing a mask.
 - In addition to the plastic barriers blocking the driver compartment from the passenger area, all drivers are required to wear masks at all times. All drivers were reminded of this health and safety policy.
- There was one complaint of a shuttle departing early.
 - Drivers are continually reminded to be mindful of their scheduled time and to not depart early.
- There were three 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.