

**Mountain View** Community Shuttle  
Monthly Operations Report  
**December 2020**

January 11, 2021

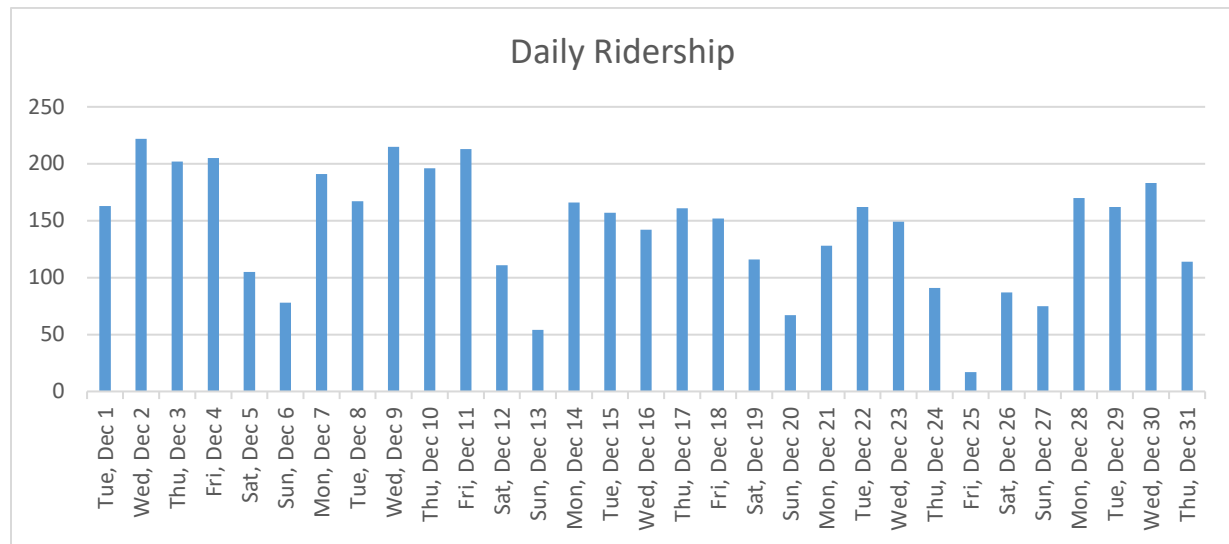
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## Passengers per Day, Table

		Tue, Dec 1	Wed, Dec 2	Thu, Dec 3	Fri, Dec 4	Sat, Dec 5
		163	222	202	205	105
Sun, Dec 6	Mon, Dec 7	Tue, Dec 8	Wed, Dec 9	Thu, Dec 10	Fri, Dec 11	Sat, Dec 12
78	191	167	215	196	213	111
Sun, Dec 13	Mon, Dec 14	Tue, Dec 15	Wed, Dec 16	Thu, Dec 17	Fri, Dec 18	Sat, Dec 19
54	166	157	142	161	152	116
Sun, Dec 20	Mon, Dec 21	Tue, Dec 22	Wed, Dec 23	Thu, Dec 24	Fri, Dec 25	Sat, Dec 26
67	128	162	149	91	17	87
Sun, Dec 27	Mon, Dec 28	Tue, Dec 29	Wed, Dec 30	Thu, Dec 31		
75	170	162	183	114		

## Passengers per Day, Chart

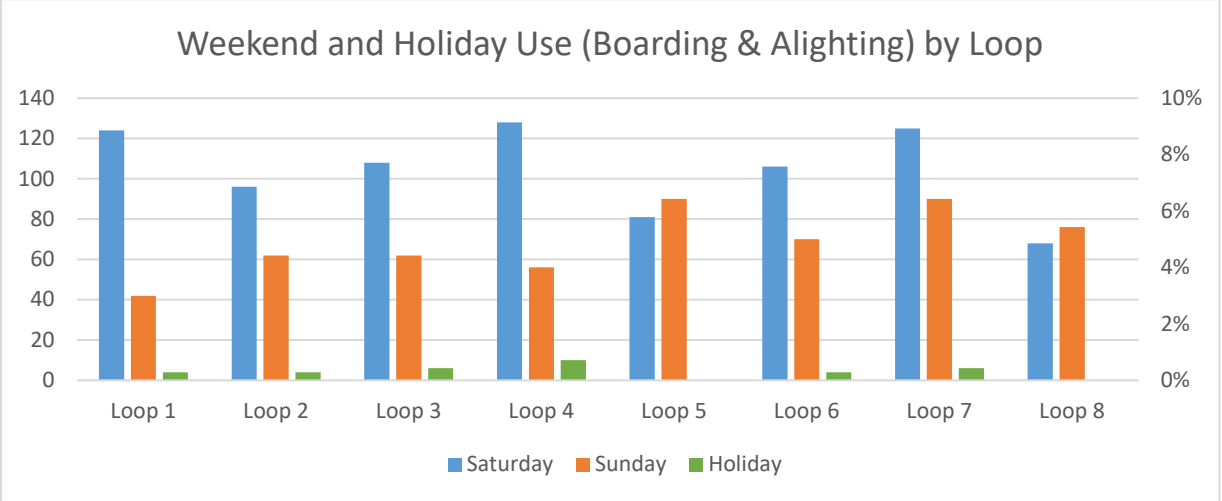
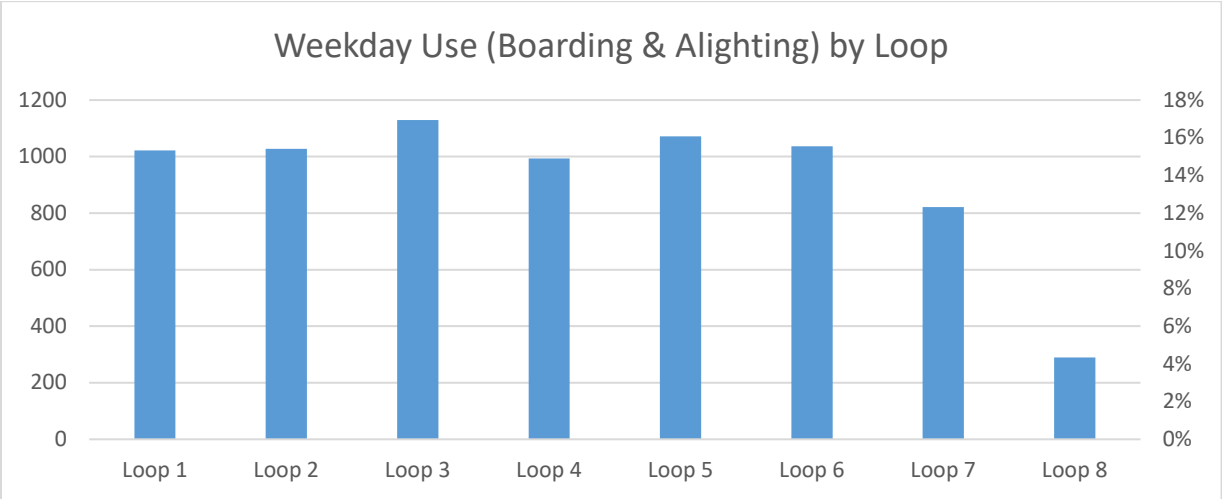
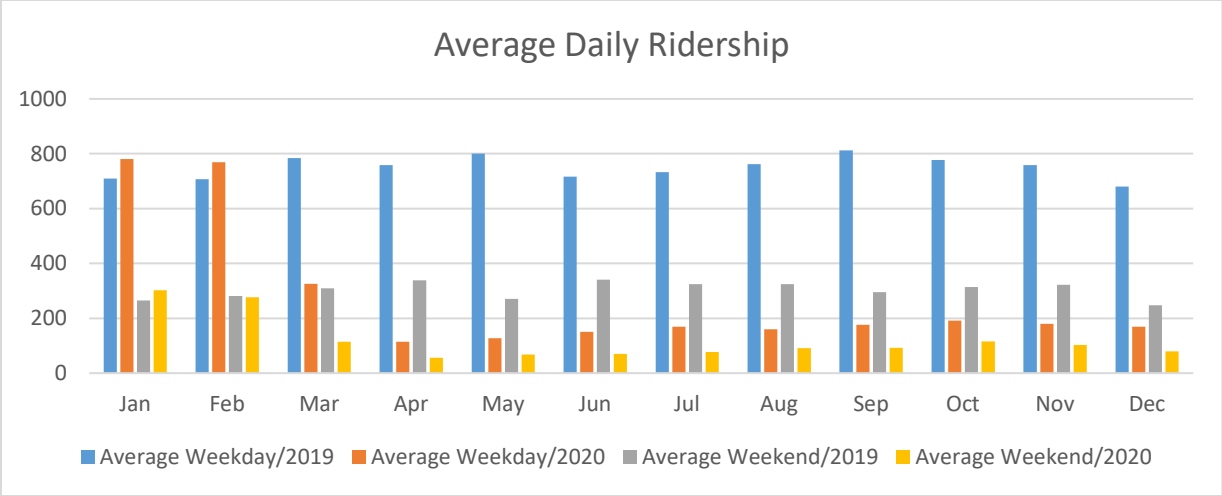


## Ridership Year-To-Date

	Total/2019	Total/2020	% change	Weekday Totals/ 2019	Weekday Totals/ 2020	% change	Weekend Totals/ 2019	Weekend Totals/ 2020	% change
Jan	17530	19430	11%	14882	16406	10%	2960	3024	2%
Feb	15963	17379	9%	13435	14614	9%	2790	2765	-1%
Mar	19554	8210	-58%	16461	7174	-56%	2646	1036	-61%
Apr	19403	2963	-85%	16689	2516	-85%	2596	447	-83%
May	20066	3288	-84%	17625	2544	-86%	2475	744	-70%
Jun	17756	3872	-78%	14344	3312	-77%	2580	560	-78%
Jul	19040	4403	-77%	16121	3713	-77%	2915	690	-76%
Aug	19680	4274	-78%	16755	3368	-80%	2479	906	-63%
Sep	19190	4528	-76%	16241	3703	-77%	3111	825	-73%
Oct	20378	5272	-74%	17869	4227	-76%	2391	1045	-56%
Nov	17972	4550	-75%	14427	3418	-76%	2799	1132	-60%
Dec	16964	4421	-74%	14490	3711	-74%	2836	710	-75%
<b>YTD Total</b>	<b>223,496</b>	<b>82,590</b>							

## Average Daily Ridership 2019-2020

	Average Weekday/2019	Average Weekday/2020	% change	Average Weekend/2019	Average Weekend/2020	% change
Jan	709	781	10%	265	302	14%
Feb	707	769	9%	281	277	-1%
Mar	784	326	-58%	309	115	-63%
Apr	759	114	-85%	339	56	-83%
May	801	127	-84%	271	68	-75%
Jun	717	151	-79%	341	70	-79%
Jul	733	169	-77%	324	77	-76%
Aug	762	160	-79%	325	91	-72%
Sep	812	176	-78%	295	92	-69%
Oct	777	192	-75%	314	116	-63%
Nov	759	180	-76%	322	103	-68%
Dec	680	169	-75%	247	79	-68%
<b>YTD Ave.</b>	<b>750</b>	<b>276</b>	<b>-63%</b>	<b>303</b>	<b>121</b>	<b>-60%</b>



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

**Peak Service Loop: 3rd loop, 12:00 AM – 1:25 PM.**

## Additional Ridership Data:

The number of bicycles carried: **143**

The number of wheelchair lift usage: **13**

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

GRAY Route			RED Route		
San Antonio Center	1362	29.5%	San Antonio Center	1118	26.7%
Senior/Teen Center	369	8.0%	MV Transit Center	359	8.6%
MV Transit Center	345	7.5%	Senior/Teen Center (Red)	349	8.3%
Grant Rd.	277	6.0%	Grant Rd. (Red)	222	5.3%
Rengstorff/Middlefield	186	4.0%	Rengstorff/Middlefield (Red)	165	3.9%
Community Center	181	3.9%	Civic Center (Red)	148	3.5%
Middlefield/Easy	157	3.4%	California/Ortega East	135	3.2%
Cuesta/Miramonte	131	2.8%	Middlefield/Easy (Red)	135	3.2%
Civic Center	119	2.6%	El Camino Real/Sylvan (Red)	133	3.2%
El Camino Real/Sylvan	112	2.4%	California/Rengstorff (Red)	119	2.8%
Middlefield/Moffett	108	2.3%	Whisman/Middlefield (Red)	103	2.5%
Sylvan Park	106	2.3%	Villa/Franklin (Red)	100	2.4%
California/Rengstorff	106	2.3%	Sylvan Park (Red)	97	2.3%
California/Ortega West	104	2.2%	El Camino Hospital	89	2.1%
Whisman/Middlefield	103	2.2%	Castro/El Camino Real (Red)	86	2.1%
California/Ortega East	99	2.1%	Middlefield/Moffett (Red)	86	2.1%
El Camino Hospital	93	2.0%	Community Center (Red)	79	1.9%
Castro/El Camino Real (Gray)	88	1.9%	California/Rengstorff	77	1.8%
Shoreline/Middlefield #3 (Gray)	82	1.8%	Shoreline/Middlefield #1 (Red)	75	1.8%
Rengstorff/Central	75	1.6%	California/Ortega West	75	1.8%
Rengstorff/Montecito	72	1.6%	Villa/Mariposa	67	1.6%
Crittenden Middle School	69	1.5%	Rengstorff/Montecito (Red)	62	1.5%
Graham Middle School	54	1.2%	Cuesta/Miramonte (Red)	50	1.2%
Whisman Station	44	1.0%	Crittenden Middle School (Red)	49	1.2%
Villa/Shoreline	39	0.8%	Rengstorff/Central (Red)	49	1.2%
Middlefield/San Pierre	38	0.8%	Whisman Station (Red)	41	1.0%
Villa/Franklin	36	0.8%	Grant/Eunice	40	1.0%
Cuesta/Grant (Gray)	25	0.5%	Graham Middle School (Red)	37	0.9%
Grant/Eunice	13	0.3%	Middlefield/San Pierre (Red)	17	0.4%
Cuesta/Grant	12	0.3%	Shoreline/Pear	11	0.3%
Shoreline/Pear	11	0.2%	Cuesta/Grant	10	0.2%
Shoreline/Middlefield #2	8	0.2%	Shoreline/Middlefield #2	5	0.1%
<b>Total</b>	<b>4624</b>	<b>100.0%</b>	<b>Total</b>	<b>4188</b>	<b>100.0%</b>

# Shuttle On-Time Performance

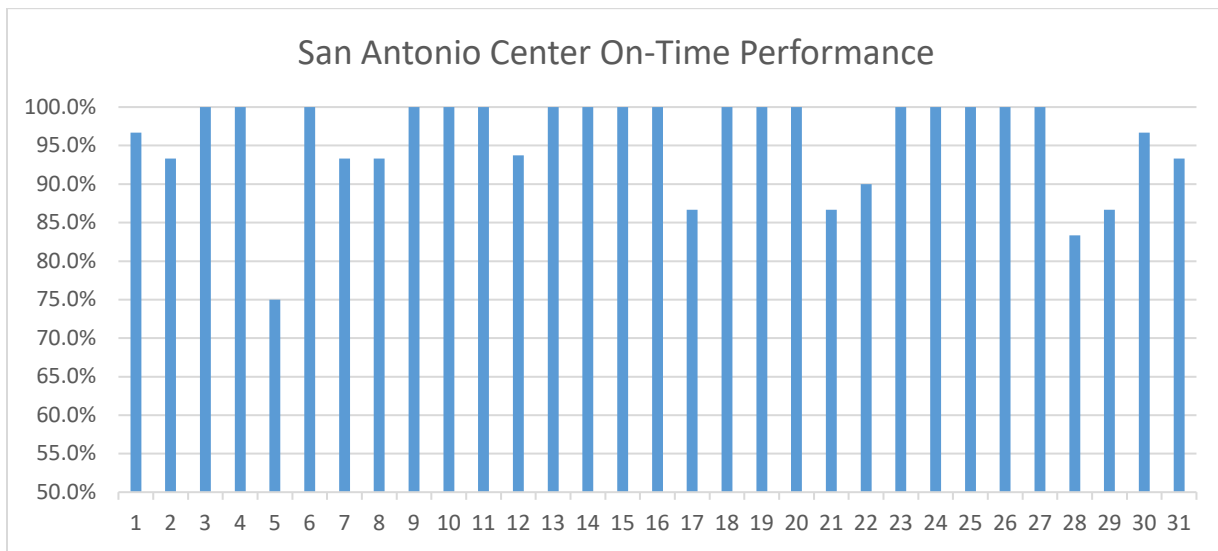
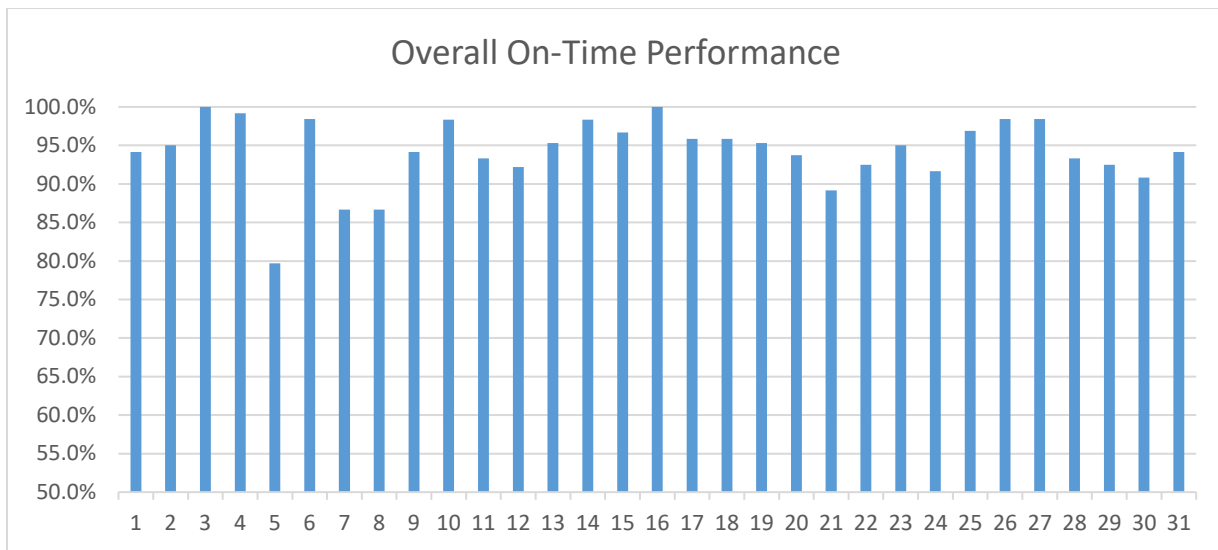
## Percentage of being on-time:

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.

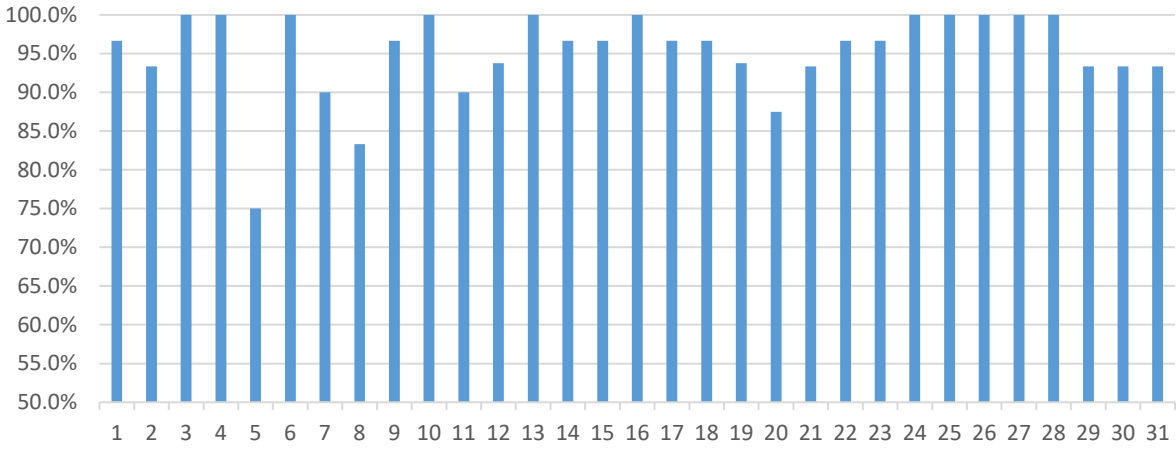
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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

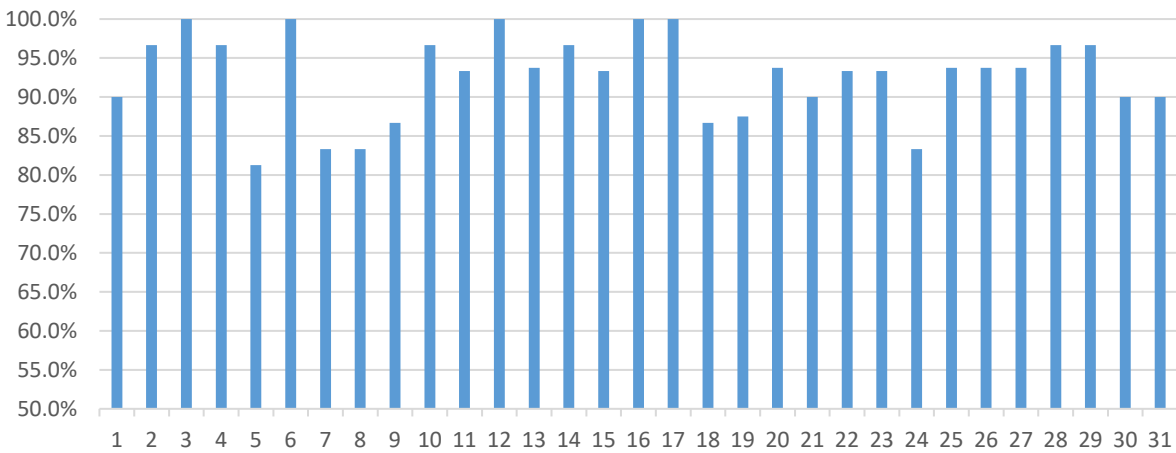
**Overall average** of all shuttles being on time is **94.3%**



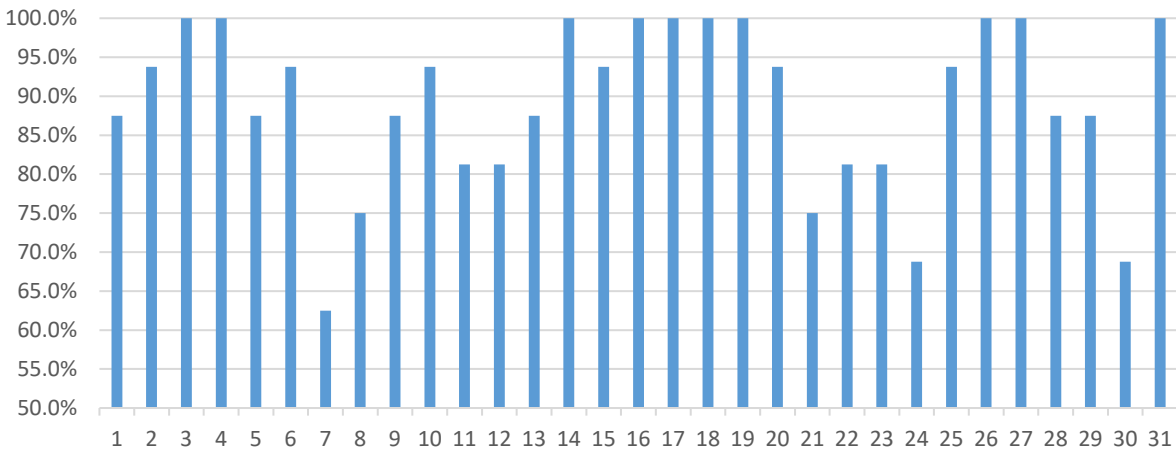
### MV Transit Center On-Time Performance



### El Camino Hospital On-Time Performance



### Shoreline/Middlefield On-Time Performance

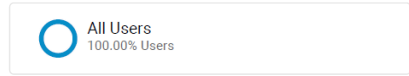




# Summary of Website Activity

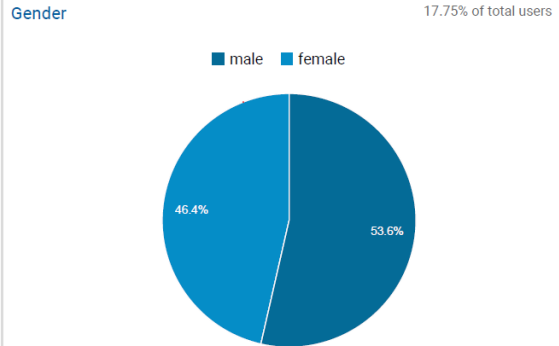
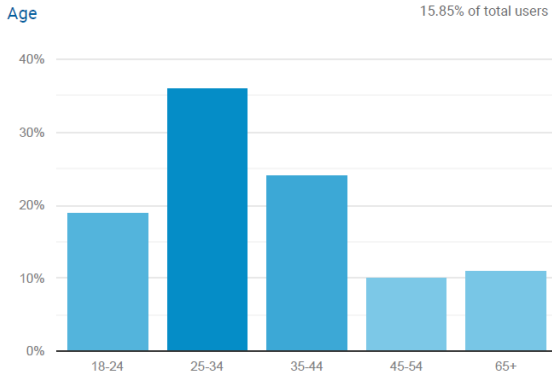
## Monthly / Year To Date Report

### Demographics: Overview

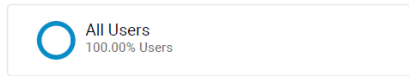


Dec 1, 2020 - Dec 31, 2020

Key Metric:

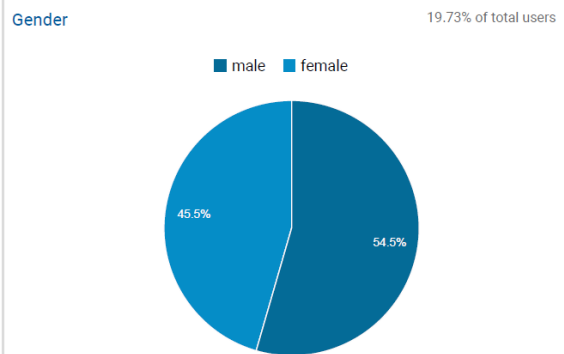
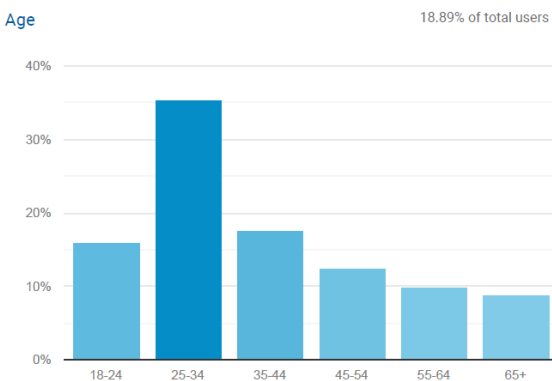


### Demographics: Overview



Jan 1, 2020 - Dec 31, 2020

Key Metric:



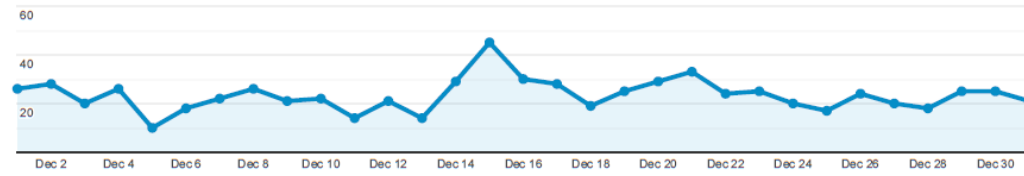
## Audience Overview

Dec 1, 2020 - Dec 31, 2020

All Users  
100.00% Users

### Overview

#### Users



#### Users

631



#### New Users

596



#### Sessions

782



#### Number of Sessions per User

1.24



#### Pageviews

1,105



#### Pages / Session

1.41



#### Avg. Session Duration

00:01:00

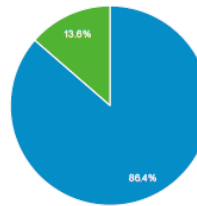


#### Bounce Rate

79.41%



#### New Visitor Returning Visitor



Language	Users	% Users
1. en-us	530	83.73%
2. zh-cn	35	5.53%
3. en	19	3.00%
4. ja	11	1.74%
5. es-us	8	1.26%
6. en-gb	7	1.11%
7. es-419	6	0.95%
8. en-ca	4	0.63%
9. de-de	2	0.32%
10. fr	2	0.32%

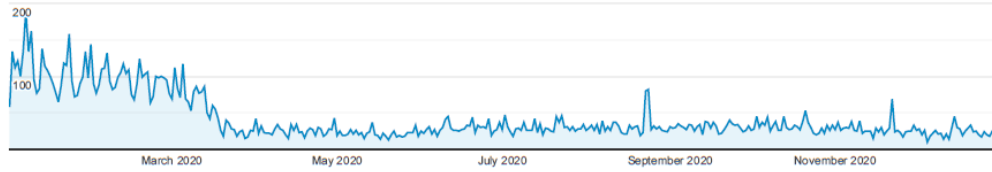
## Audience Overview

Jan 1, 2020 - Dec 31, 2020

All Users  
100.00% Users

### Overview

#### Users



#### Users

11,945



#### New Users

11,723



#### Sessions

17,274



#### Number of Sessions per User

1.45



#### Pageviews

27,270



#### Pages / Session

1.58



#### Avg. Session Duration

00:01:14

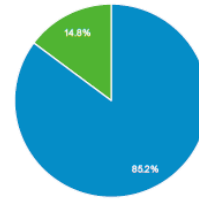


#### Bounce Rate

75.55%

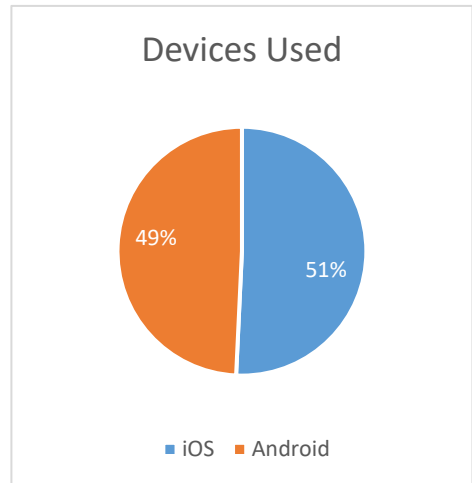
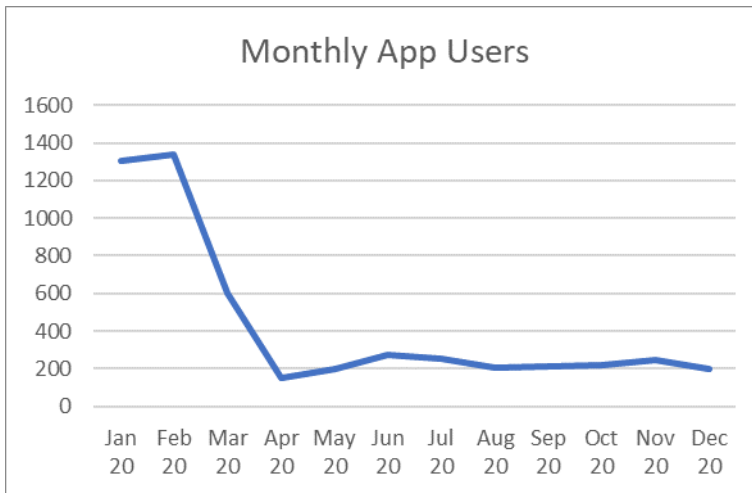
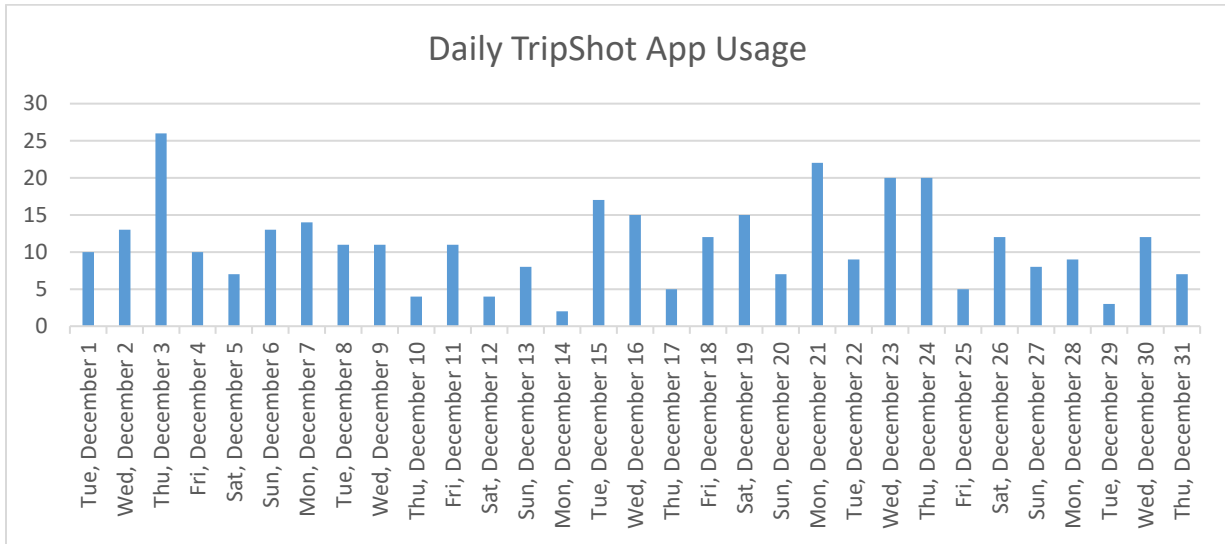


New Visitor Returning Visitor



Language	Users	% Users
1. en-us	9,868	82.25%
2. en	898	7.49%
3. zh-cn	193	1.61%
4. en-gb	182	1.52%
5. ja-jp	79	0.66%
6. es-419	70	0.58%
7. ko	57	0.48%
8. ja	55	0.46%
9. es-xl	53	0.44%
10. en-ca	52	0.43%

# Summary of TripShot App Activity



**Average Monthly Users: 201**

**App Sessions: 342**

## Complaints Received by CSR Staff

- There was one complaint that a driver was rude.
  - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service.