



Mountain View Community Shuttle
Monthly Operations Report
December 2021

January 4, 2022

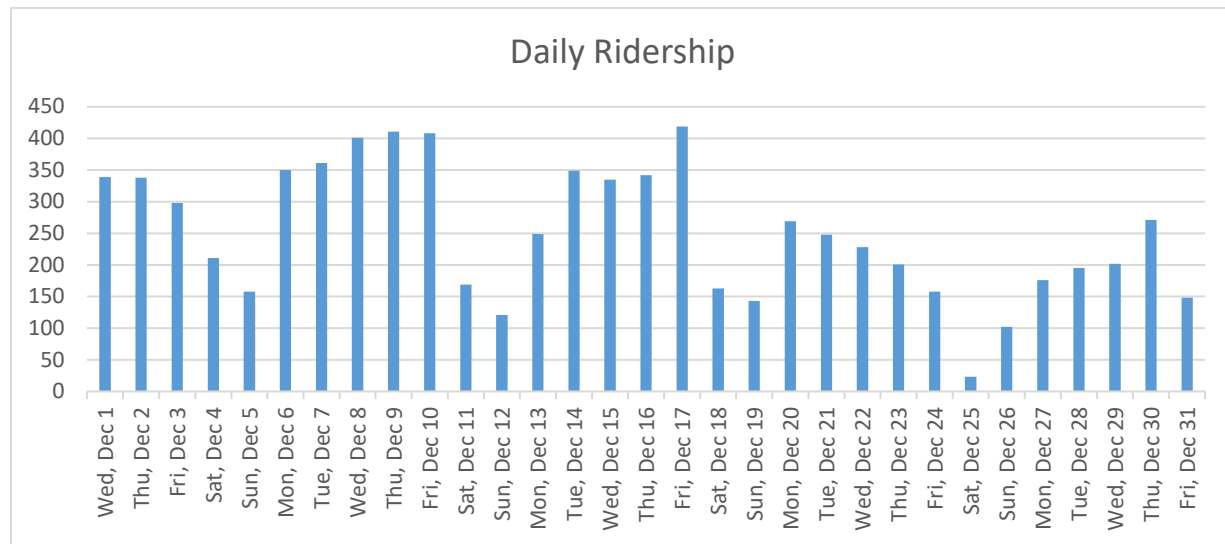
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Passengers per Day, Table

			Wed, Dec 1	Thu, Dec 2	Fri, Dec 3	Sat, Dec 4
			339	338	298	211
Sun, Dec 5	Mon, Dec 6	Tue, Dec 7	Wed, Dec 8	Thu, Dec 9	Fri, Dec 10	Sat, Dec 11
158	350	361	401	411	408	169
Sun, Dec 12	Mon, Dec 13	Tue, Dec 14	Wed, Dec 15	Thu, Dec 16	Fri, Dec 17	Sat, Dec 18
121	249	349	335	342	419	163
Sun, Dec 19	Mon, Dec 20	Tue, Dec 21	Wed, Dec 22	Thu, Dec 23	Fri, Dec 24	Sat, Dec 25
143	269	248	228	201	158	23
Sun, Dec 26	Mon, Dec 27	Tue, Dec 28	Wed, Dec 29	Thu, Dec 30	Fri, Dec 31	
102	176	195	202	271	148	

Passengers per Day, Chart

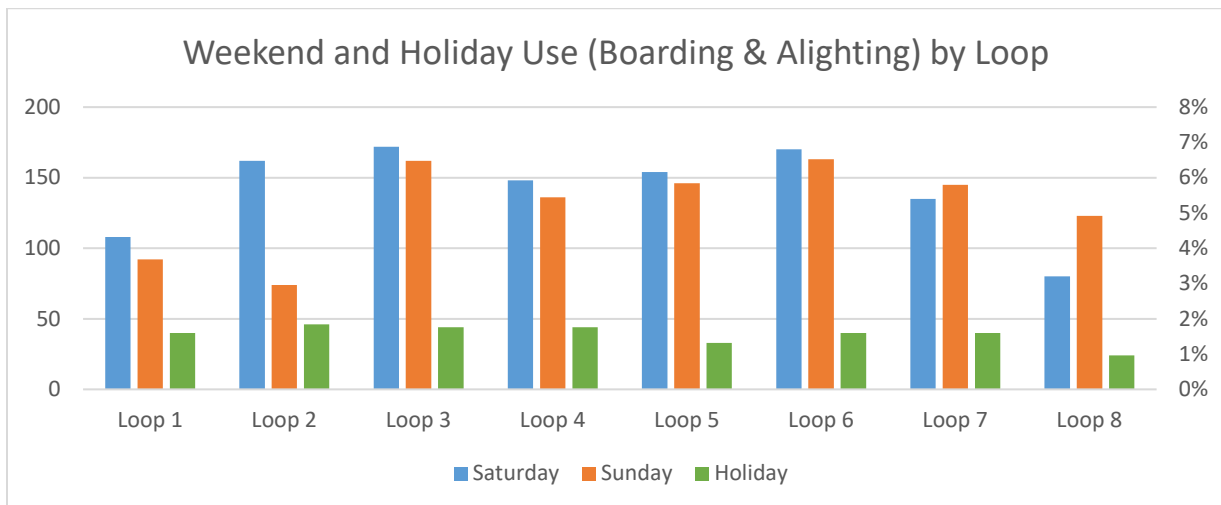
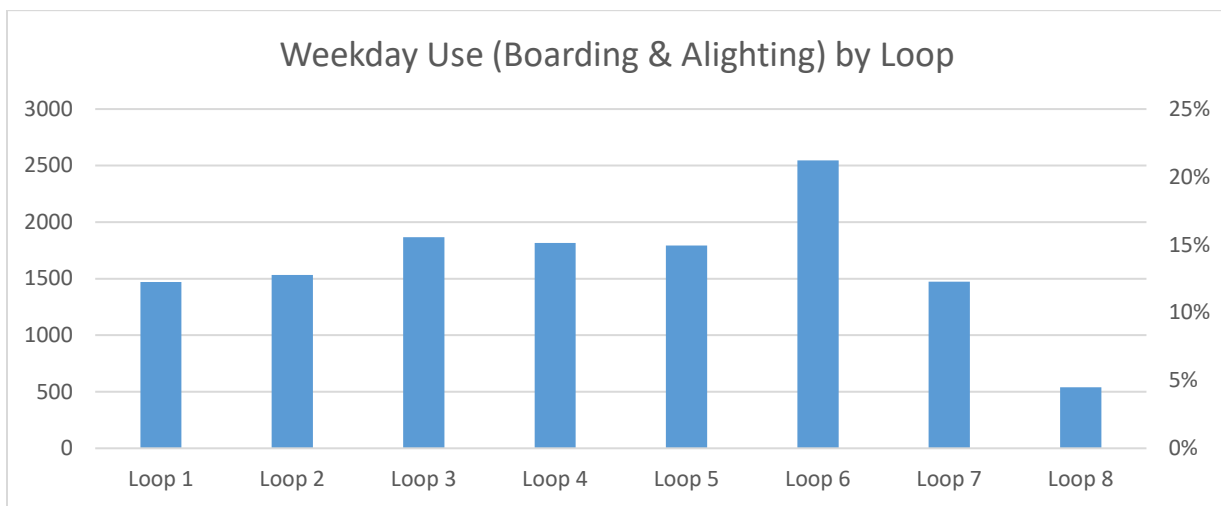
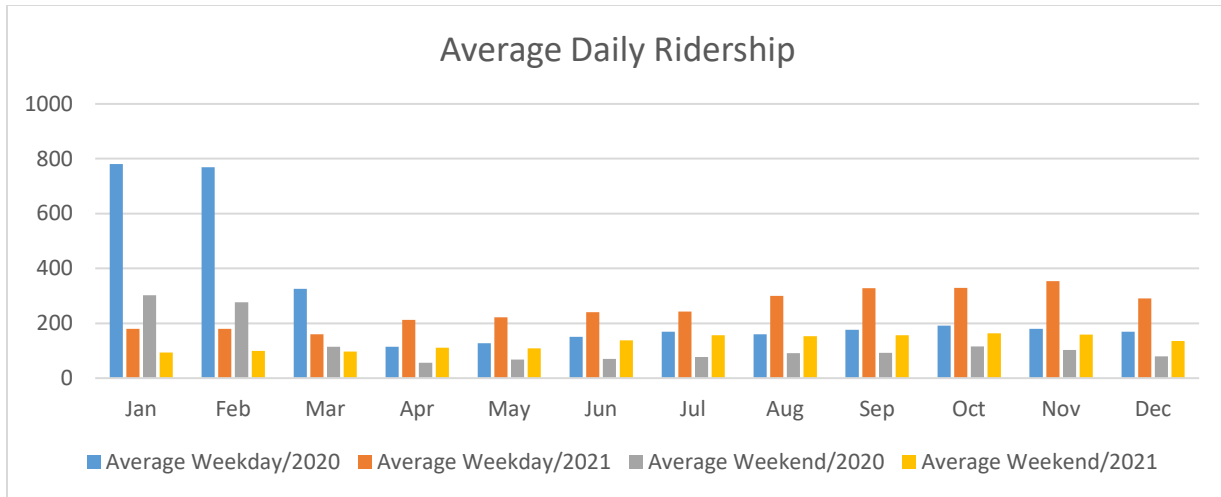


Ridership Year-To-Date

	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	8675	91%	14427	3418	7082	107%	2799	1132	1593	41%
Dec	16964	4421	7786	76%	14490	3711	6538	76%	2836	710	1248	76%
YTD Total	223,496	82,590	78,821									

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	354	97%	322	103	159	54%
Dec	680	169	291	72%	247	79	136	72%
YTD Ave.	750	276	253	-8%	303	121	131	9%



(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: **109**

The number of wheelchair lift usage: **25**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	1622	19.8%	San Antonio Center	1477	20.1%
Senior/Teen Center	698	8.5%	Senior/Teen Center (Red)	647	8.8%
MV Transit Center	685	8.4%	MV Transit Center	633	8.6%
Grant Rd.	551	6.7%	Grant Rd. (Red)	521	7.1%
El Camino Real/Sylvan	308	3.8%	Rengstorff/Middlefield (Red)	293	4.0%
Sylvan Park	306	3.7%	Civic Center (Red)	284	3.9%
Middlefield/Easy	292	3.6%	Sylvan Park (Red)	263	3.6%
Civic Center	290	3.5%	California/Ortega East	248	3.4%
Rengstorff/Middlefield	284	3.5%	El Camino Real/Sylvan (Red)	230	3.1%
Community Center	274	3.3%	Middlefield/Easy (Red)	230	3.1%
Crittenden Middle School	273	3.3%	Villa/Franklin (Red)	221	3.0%
Middlefield/Moffett	230	2.8%	El Camino Hospital	181	2.5%
Graham Middle School	221	2.7%	Crittenden Middle School (Red)	176	2.4%
Cuesta/Miramonte	213	2.6%	Graham Middle School (Red)	161	2.2%
Whisman/Middlefield	195	2.4%	Middlefield/Moffett (Red)	161	2.2%
El Camino Hospital	193	2.4%	Whisman/Middlefield (Red)	160	2.2%
California/Ortega East	179	2.2%	California/Rengstorff (Red)	152	2.1%
Whisman Station	169	2.1%	Castro/El Camino Real (Red)	137	1.9%
California/Ortega West	164	2.0%	Whisman Station (Red)	131	1.8%
California/Rengstorff	150	1.8%	Grant/Eunice	120	1.6%
Rengstorff/Central	148	1.8%	Shoreline/Middlefield #1 (Red)	115	1.6%
Castro/El Camino Real (Gray)	143	1.7%	Community Center (Red)	113	1.5%
Shoreline/Middlefield #3 (Gray)	138	1.7%	California/Ortega West	109	1.5%
Middlefield/San Pierre	126	1.5%	California/Rengstorff	102	1.4%
Rengstorff/Montecito	94	1.1%	Rengstorff/Central (Red)	98	1.3%
Villa/Franklin	65	0.8%	Cuesta/Miramonte (Red)	93	1.3%
Cuesta/Grant (Gray)	43	0.5%	Rengstorff/Montecito (Red)	83	1.1%
Shoreline/Pear	28	0.3%	Middlefield/San Pierre (Red)	70	1.0%
Cuesta/Grant	27	0.3%	Villa/Mariposa	40	0.5%
Shoreline/Middlefield #2	26	0.3%	Cuesta/Grant	33	0.4%
Villa/Shoreline	25	0.3%	Shoreline/Pear	31	0.4%
Grant/Eunice	20	0.2%	Shoreline/Middlefield #2	27	0.4%
Total	8180	100.0%	Total	7340	100.0%

Shuttle On-Time Performance

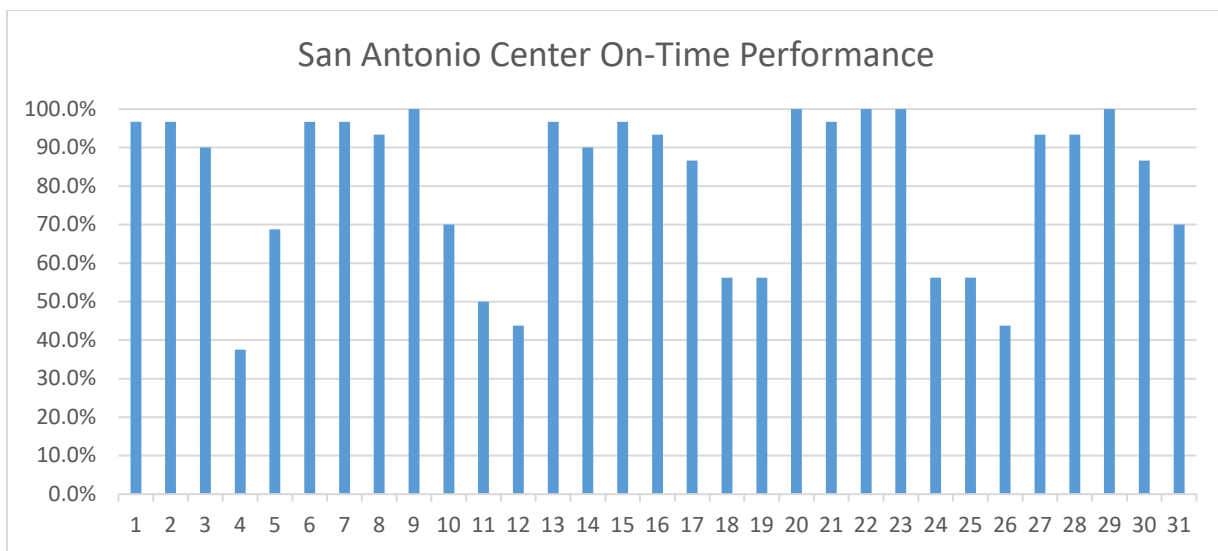
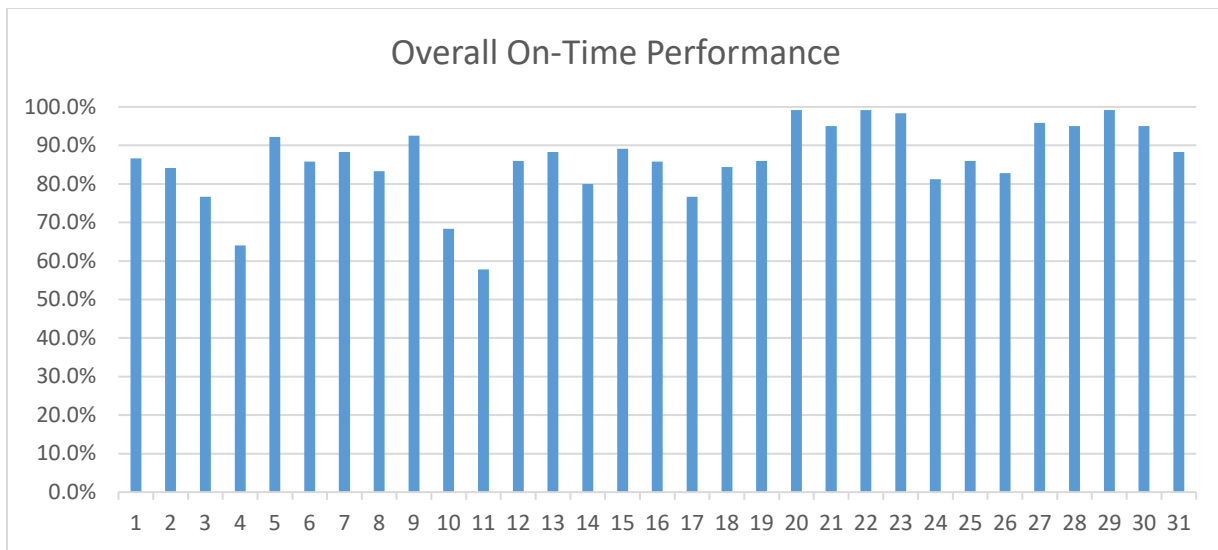
Percentage of being on-time:

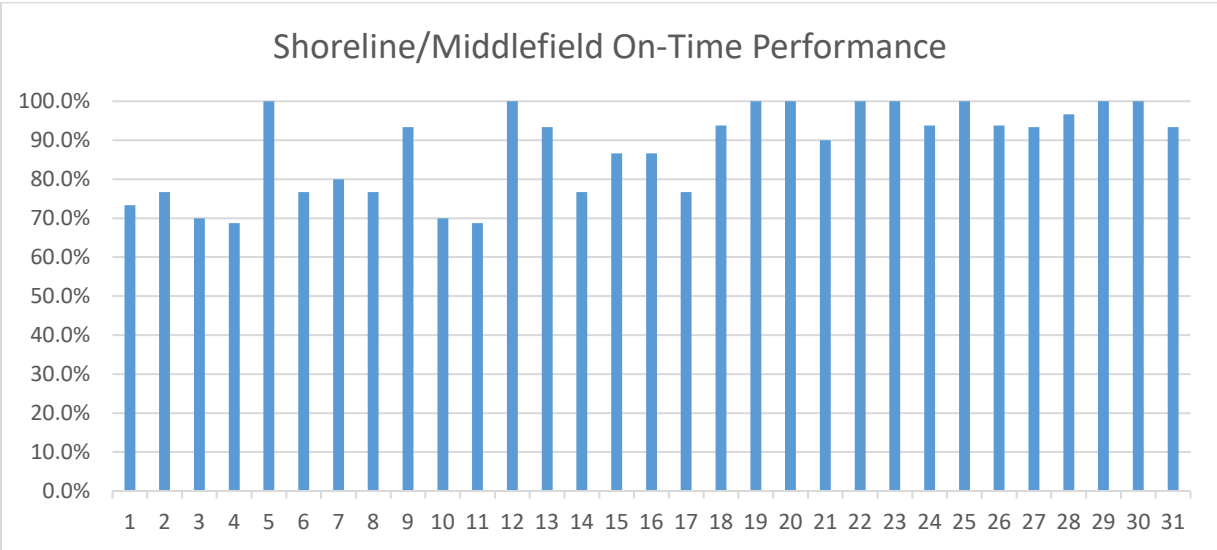
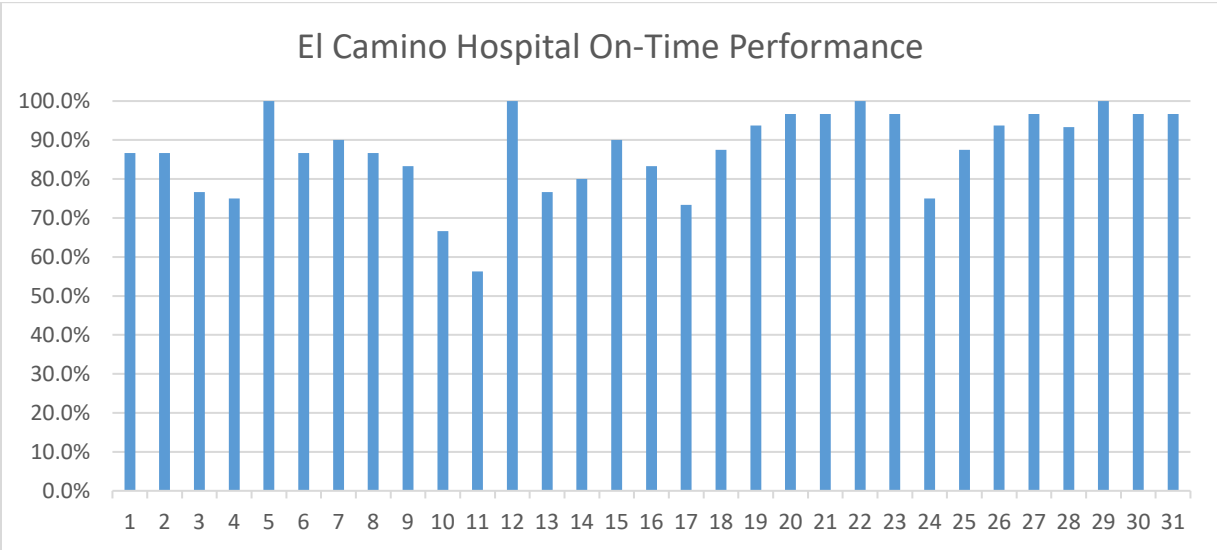
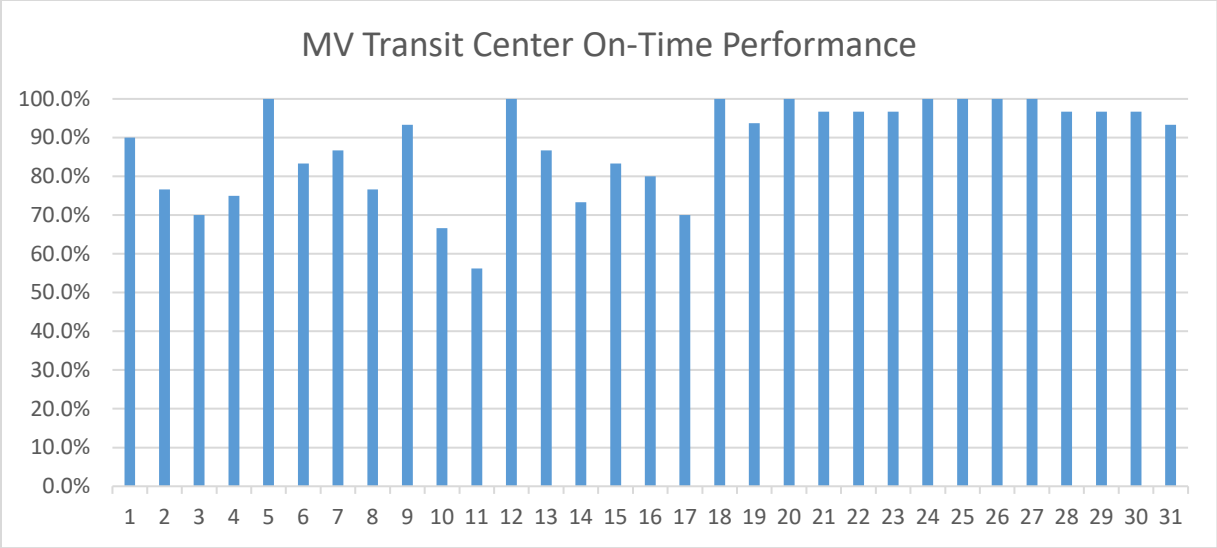
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 **86.2%**





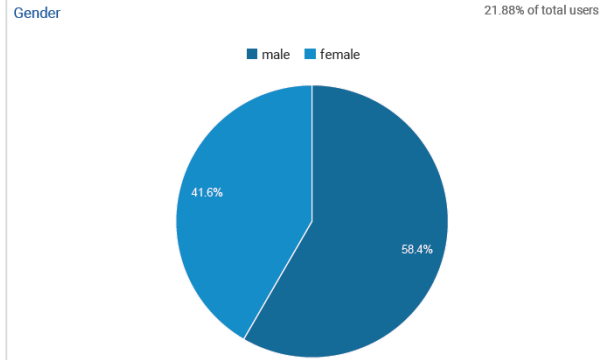
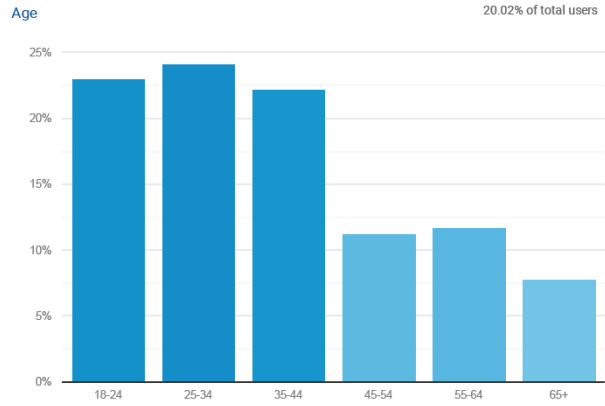
Monthly Summary of Website Activity

Demographics: Overview

 All Users
100.00% Users

Dec 1, 2021 - Dec 31, 2021

Key Metric:

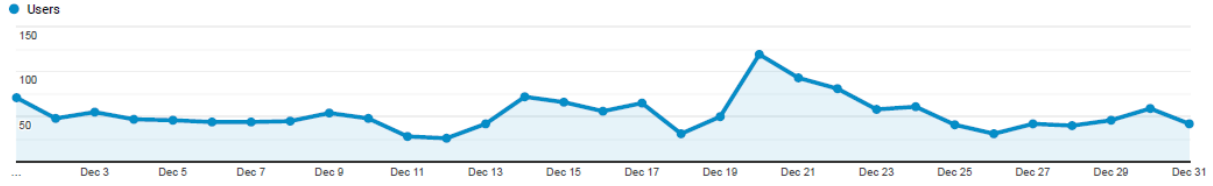


Audience Overview

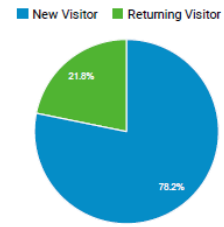
Dec 1, 2021 - Dec 31, 2021

All Users
100.00% Users

Overview

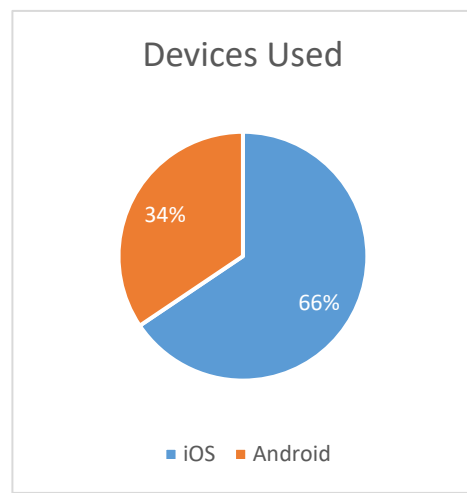
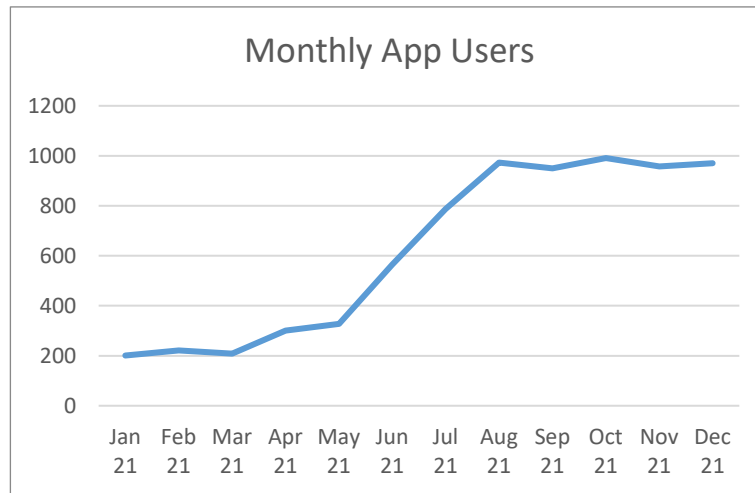
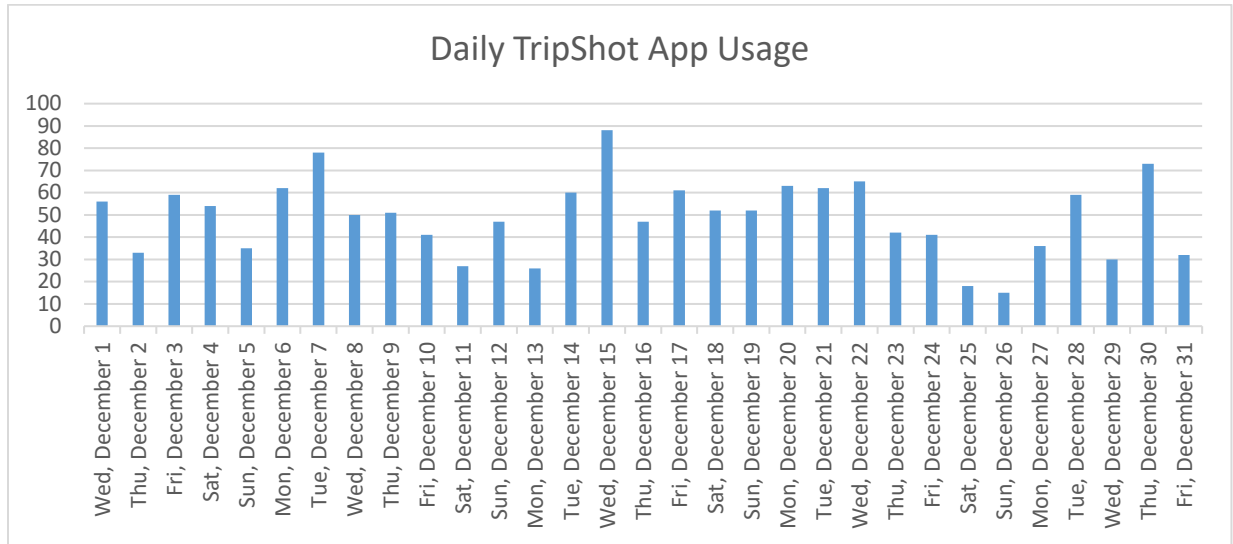


Users 1,284	New Users 1,187	Sessions 2,002	Number of Sessions per User 1.56
Pageviews 3,953	Pages / Session 1.97	Avg. Session Duration 00:01:33	Bounce Rate 54.85%



Language	Users	% Users
1. en-us	1,133	88.10%
2. en-gb	26	2.02%
3. zh-cn	24	1.87%
4. en	14	1.09%
5. es-us	13	1.01%
6. en-ca	10	0.78%
7. en-in	10	0.78%
8. es-419	7	0.54%
9. en-au	6	0.47%
10. ko-kr	6	0.47%

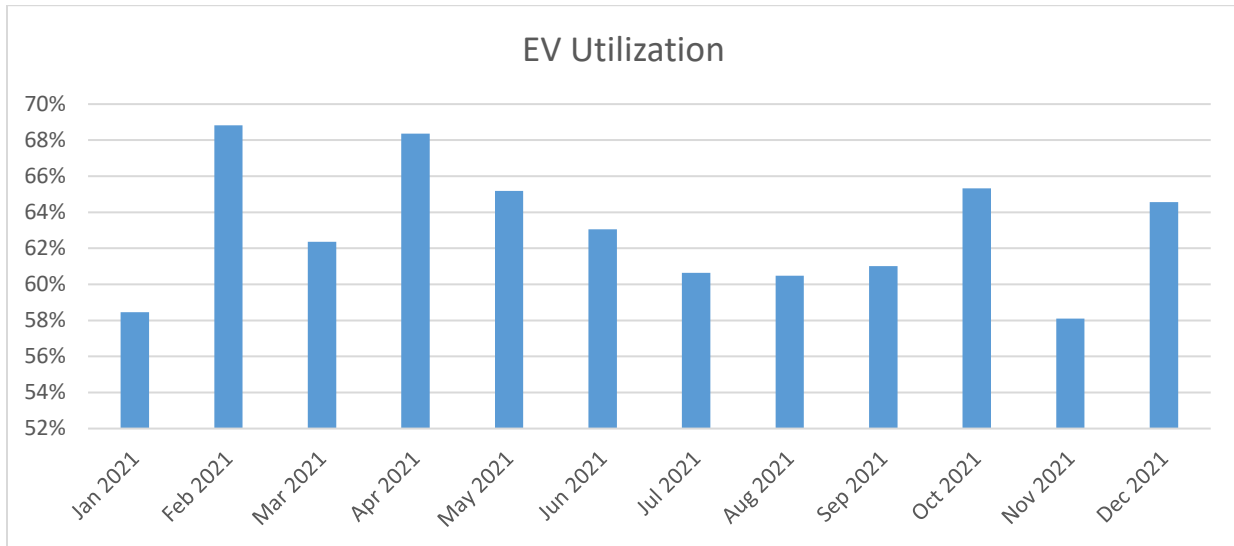
Summary of TripShot App Activity



Average Monthly Users: 970

App Sessions: 1515

Electric Vehicle Utilization



Complaints Received by CSR Staff

- There were three complaints of shuttle 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 complaint that a passenger was allowed to board without a mask.
 - In compliance with state and county mandates, all passengers are required to wear masks while on the shuttles.
- There were two complaints of the shuttle's air conditioning being too strong causing the vehicles to be cold.