Mountain View Community Shuttle

Monthly Operations Report

January 2020

Contents

Passengers per Day, Table

			Wed, Jan 1	Thu, Jan 2	Fri, Jan 3	Sat, Jan 4
			222	693	627	359
Sun, Jan 5	Mon, Jan 6	Tue, Jan 7	Wed, Jan 8	Thu, Jan 9	Fri, Jan 10	Sat, Jan 11
261	693	912	887	816	921	307
Sun, Jan 12	Mon, Jan 13	Tue, Jan 14	Wed, Jan 15	Thu, Jan 16	Fri, Jan 17	Sat, Jan 18
316	808	813	826	582	906	329
Sun, Jan 19	Mon, Jan 20	Tue, Jan 21	Wed, Jan 22	Thu, Jan 23	Fri, Jan 24	Sat, Jan 25
296	328	776	796	839	743	281
Sun, Jan 26	Mon, Jan 27	Tue, Jan 28	Wed, Jan 29	Thu, Jan 30	Fri, Jan 31	
325	724	738	763	795	748	

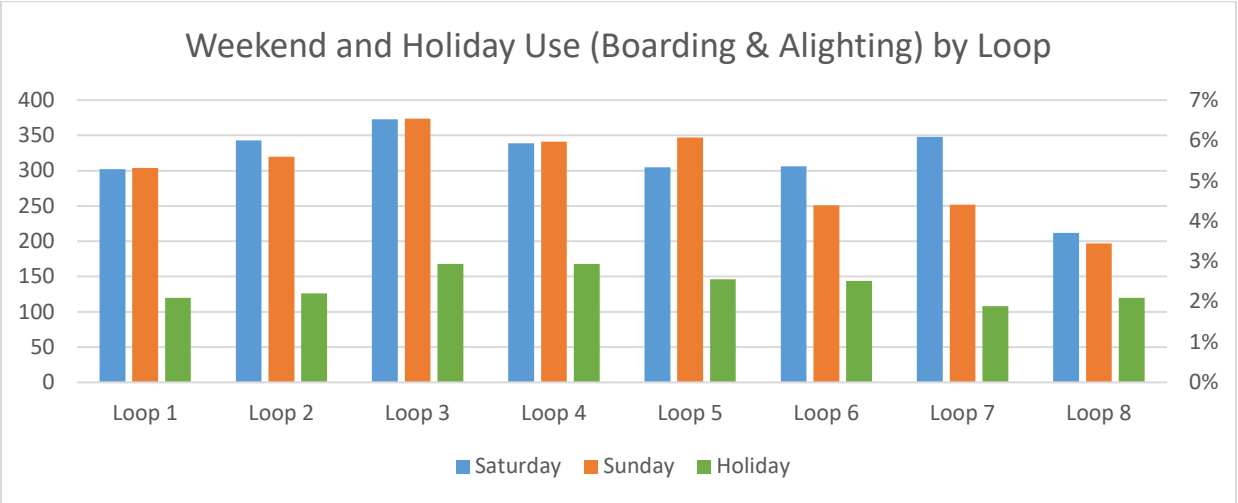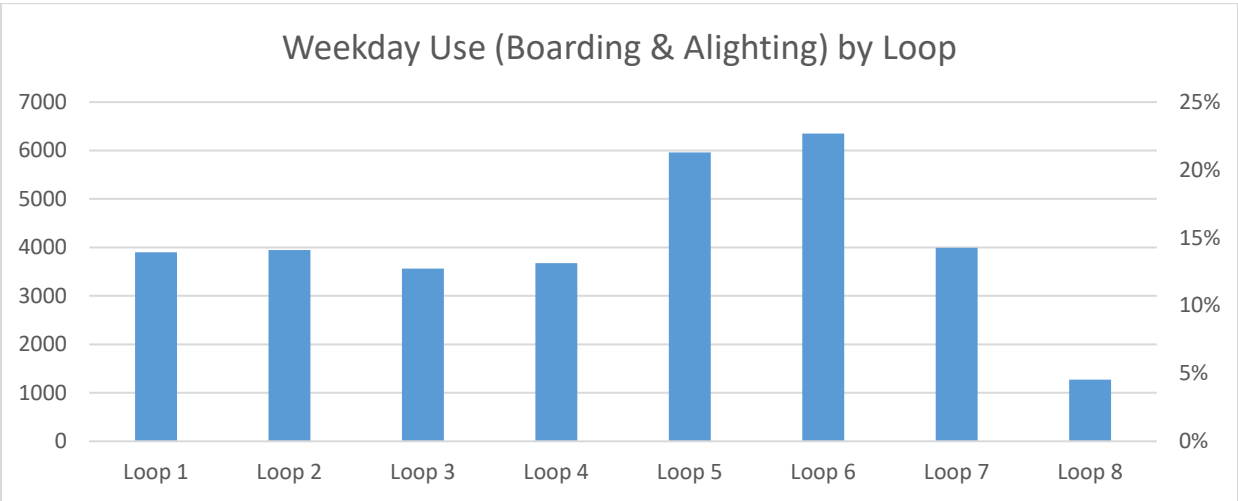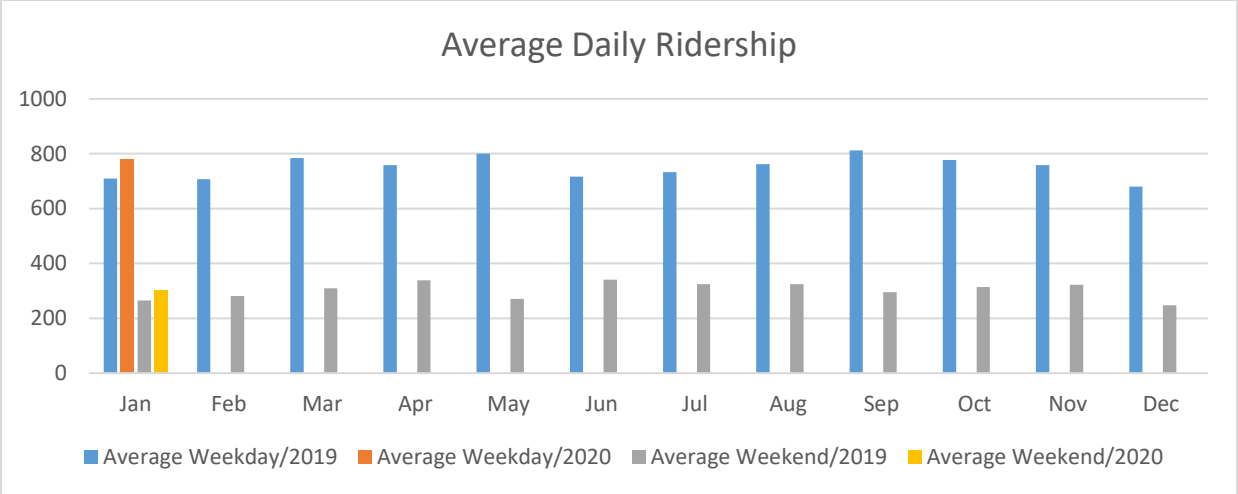# Passengers per Day, Chart

Daily Ridership
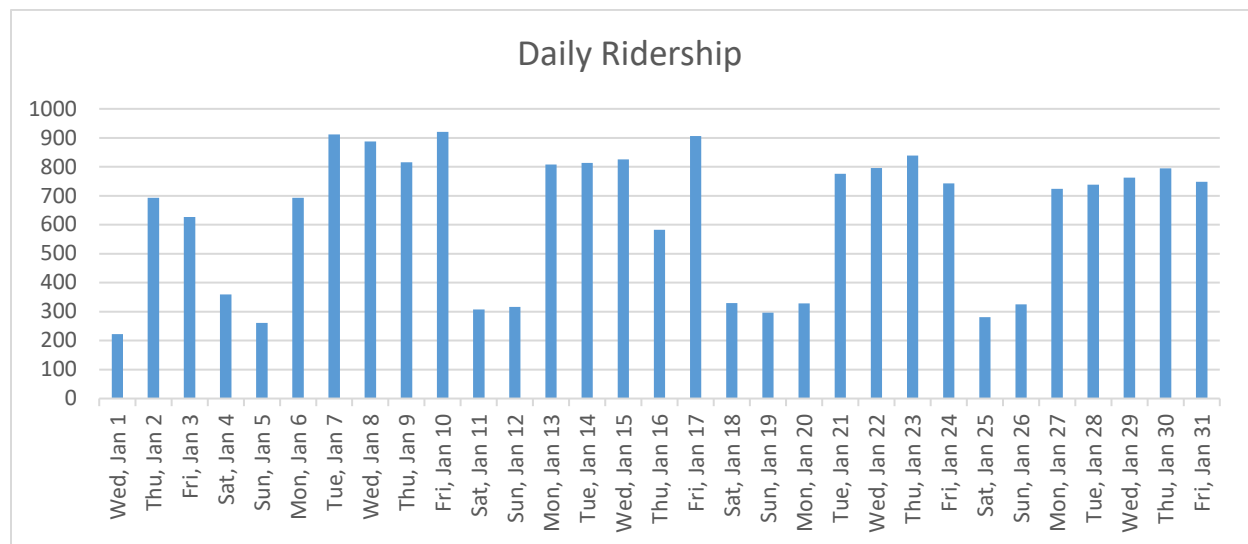
Ridership Year-To-Date

	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			13435			2790		
Mar	19554			16461			2646		
Apr	19403			16689			2596		
May	20066			17625			2475		
Jun	17756			14344			2580		
Jul	19040			16121			2915		
Aug	19680			16755			2479		
Sep	19190			16241			3111		
Oct	20378			17869			2391		
Nov	17972			14427			2799		
Dec	16964			14490			2836		
YTD Total	223,496	19,430							

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			281		
Mar	784			309		
Apr	759			339		
May	801			271		
Jun	717			341		
Jul	733			324		
Aug	762			325		
Sep	812			295		
Oct	777			314		
Nov	759			322		
Dec	680			247		
YTD Ave.	750	781	4%	303	302	0%

Average Daily Ridership

Average Weekday/2019 ■ Average Weekday/2020 ■ Average Weekend/2019 ■ Average Weekend/2020

Weekday Use (Boarding & Alighting) by Loop

Weekend and Holiday Use (Boarding & Alighting) by Loop

■ Saturday ■ Sunday ■ Holiday

(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: **314**

The number of wheelchair lift usage: 8

Month Total Use (Boarding & Alighting) by Stops

| GRAY Route			RED Route		
San Antonio Center	2885	13.9%	San Antonio Center	2999	16.7%
MV Transit Center	1895	9.2%	Grant Rd. (Red)	1776	9.9%
Grant Rd.	1785	8.6%	MV Transit Center	1534	8.5%
Senior/Teen Center	1565	7.6%	Senior/Teen Center (Red)	1455	8.1%
Crittenden Middle School	1046	5.1%	El Camino Real/Sylvan (Red)	886	4.9%
Middlefield/Easy	1021	4.9%	Rengstorff/Middlefield (Red)	805	4.5%
Rengstorff/Middlefield	999	4.8%	Civic Center (Red)	685	3.8%
Graham Middle School	814	3.9%	Middlefield/Moffett (Red)	666	3.7%
Cuesta/Miramonte	717	3.5%	Sylvan Park (Red)	619	3.4%
Whisman Station	701	3.4%	El Camino Hospital	575	3.2%
Middlefield/Moffett	673	3.3%	California/Ortega East	524	2.9%
El Camino Real/Sylvan	670	3.2%	Whisman Station (Red)	507	2.8%
Civic Center	640	3.1%	Middlefield/Easy (Red)	430	2.4%
Sylvan Park	625	3.0%	Crittenden Middle School (Red)	412	2.3%
Whisman/Middlefield	532	2.6%	California/Rengstorff (Red)	411	2.3%
California/Rengstorff	520	2.5%	Villa/Franklin (Red)	366	2.0%
California/Ortega West	459	2.2%	Cuesta/Miramonte (Red)	309	1.7%
El Camino Hospital	453	2.2%	Castro/El Camino Real (Red)	279	1.6%
Rengstorff/Central	424	2.0%	Shoreline/Middlefield #1 (Red)	277	1.5%
California/Ortega East	338	1.6%	California/Rengstorff	263	1.5%
Castro/El Camino Real (Gray)	321	1.6%	Grant/Eunice	262	1.5%
Community Center	307	1.5%	Community Center (Red)	255	1.4%
Shoreline/Middlefield #3 (Gray)	273	1.3%	Rengstorff/Central (Red)	249	1.4%
Middlefield/San Pierre	227	1.1%	California/Ortega West	242	1.3%
Villa/Franklin	167	0.8%	Whisman/Middlefield (Red)	229	1.3%
Villa/Shoreline	161	0.8%	Villa/Mariposa	217	1.2%
Rengstorff/Montecito	137	0.7%	Graham Middle School (Red)	203	1.1%
Grant/Eunice	102	0.5%	Rengstorff/Montecito (Red)	199	1.1%
Cuesta/Grant (Gray)	99	0.5%	Middlefield/San Pierre (Red)	146	0.8%
Shoreline/Pear	64	0.3%	Cuesta/Grant	101	0.6%
Cuesta/Grant	59	0.3%	Shoreline/Pear	71	0.4%
Shoreline/Middlefield #2	26	0.1%	Shoreline/Middlefield #2	16	0.1%
Total	**20705**	**100.0%**	**Total**	**17968**	**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 **86.7%**
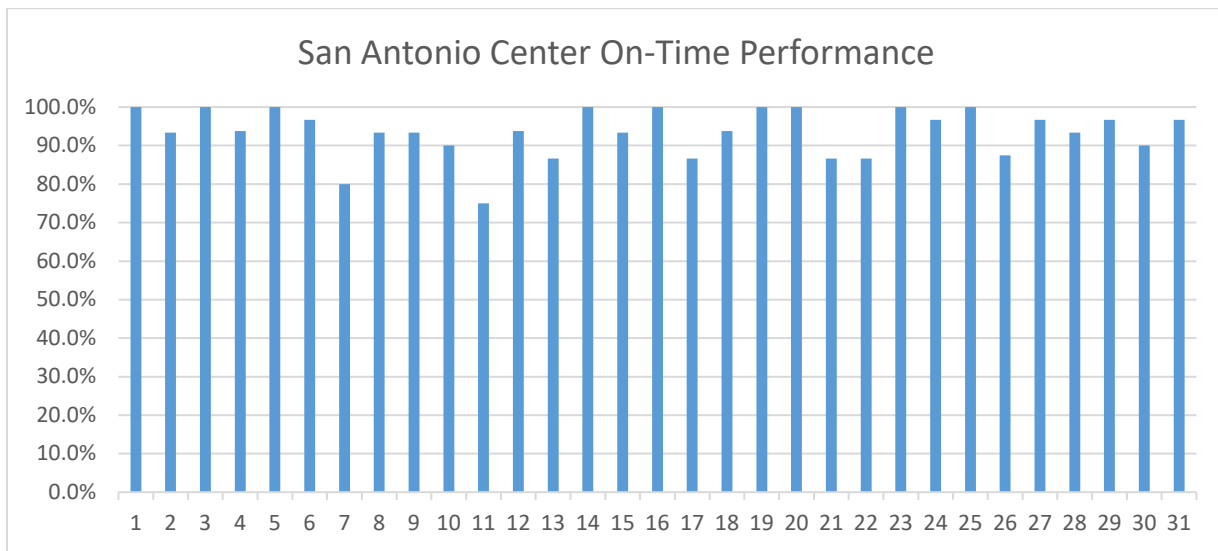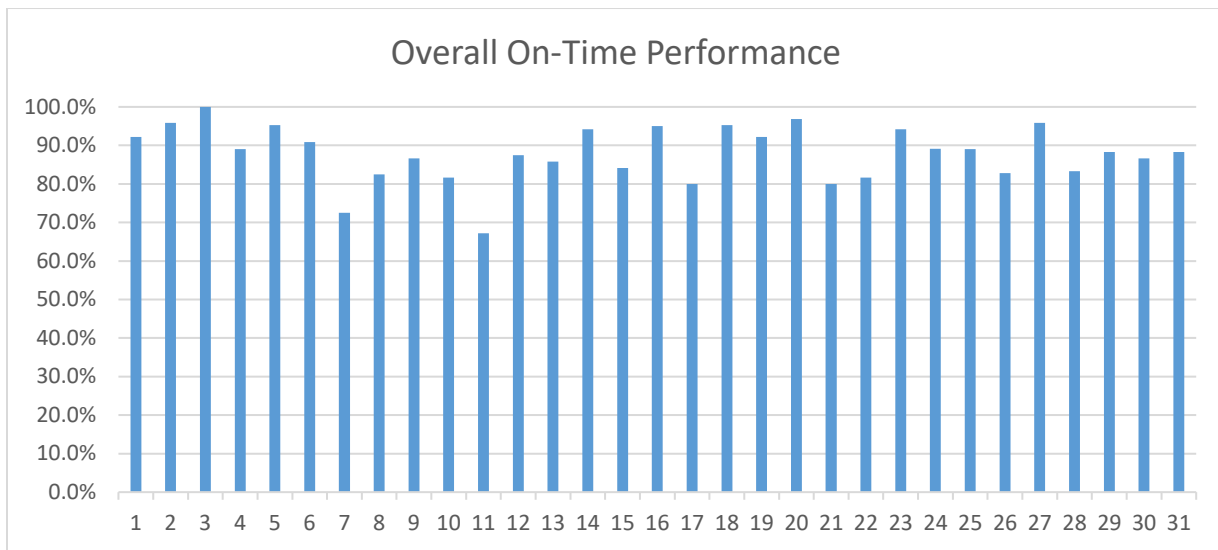
MV Transit Center On-Time Performance
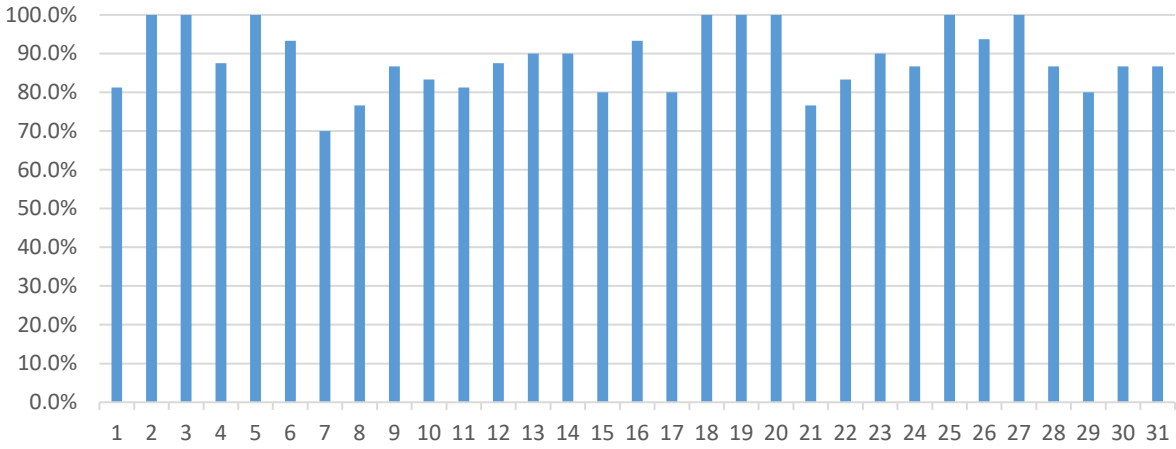
El Camino Hospital On-Time Performance
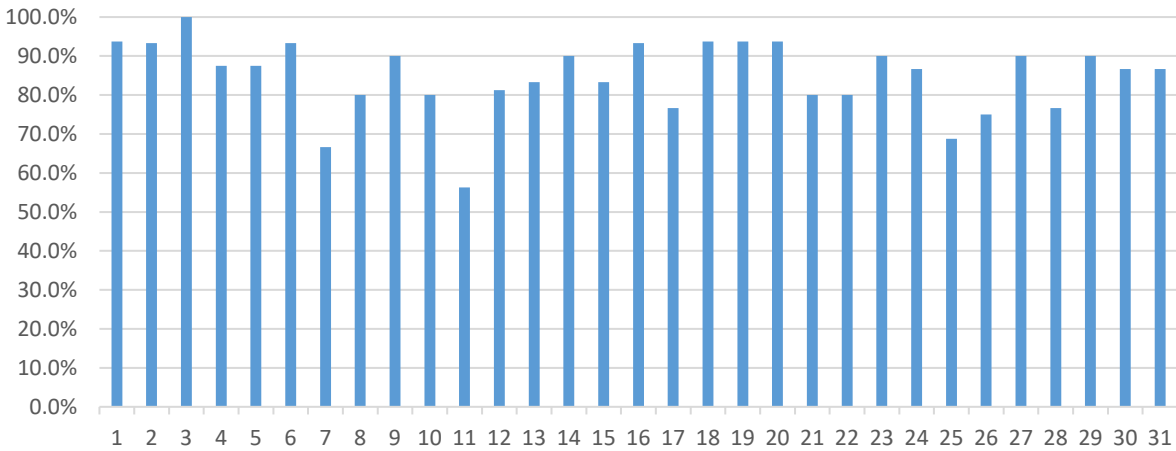
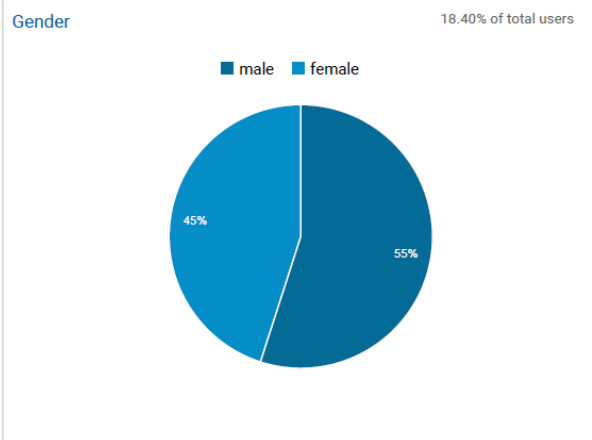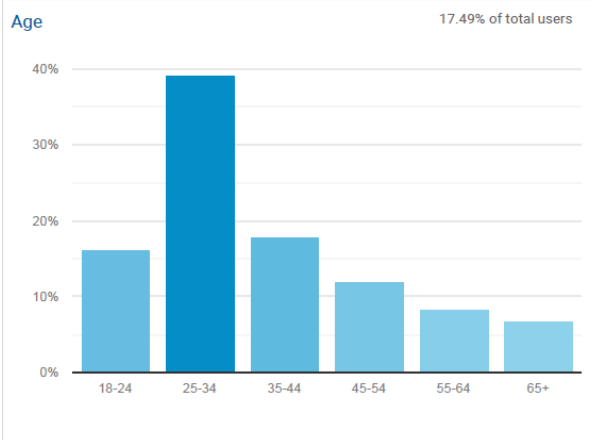Shoreline/Middlefield On-Time Performance
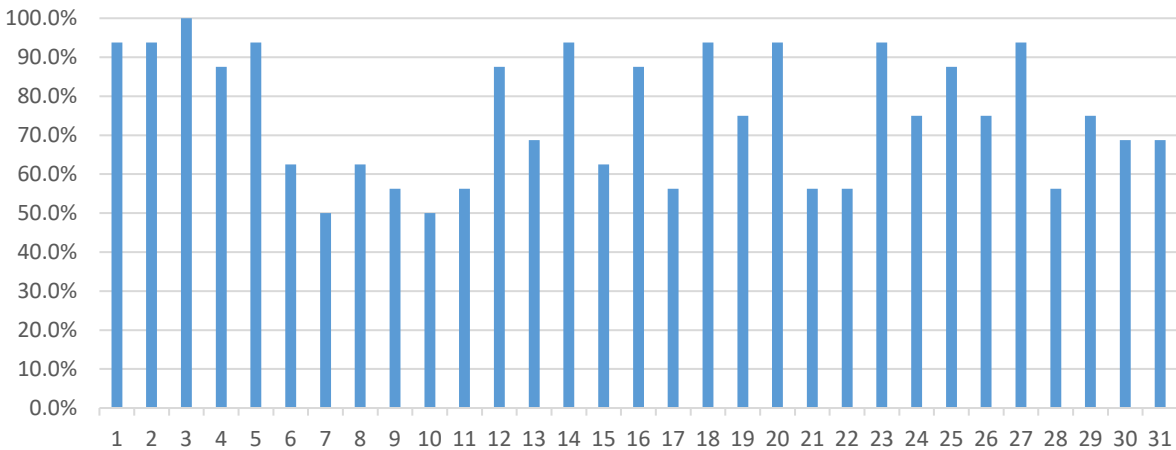
Summary of Website Activity
Year To Date/Monthly Report

Demographics: Overview

◯ **All Users**
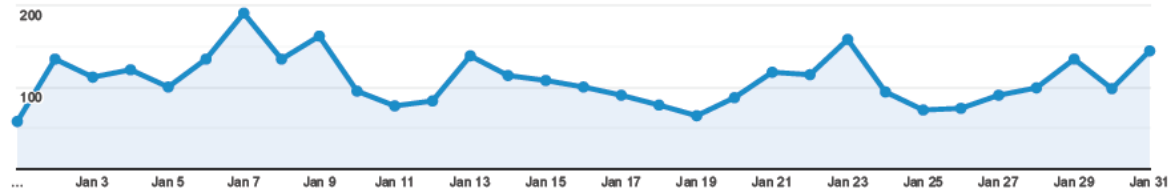100.00% Users

Jan 1, 2020 - Jan 31, 2020

Key Metric:

Age	17.49% of total users

Gender	18.40% of total users

■ male   ■ female

45%   55%

Audience Overview

Jan 1, 2020 - Jan 31, 2020

Overview

● Users

200

100

... Jan 3 Jan 5 Jan 7 Jan 9 Jan 11 Jan 13 Jan 15 Jan 17 Jan 19 Jan 21 Jan 23 Jan 25 Jan 27 Jan 29 Jan 31

Users	New Users	Sessions
2,630	2,429	3,888

Number of Sessions per User	Pageviews	Pages / Session
1.48	7,956	2.05

Avg. Session Duration	Bounce Rate
00:02:01	65.64%

■ New Visitor ■ Returning Visitor

20.5%

79.5%
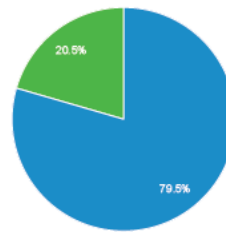
	Language	Users	% Users	
1.	en-us	2,266		85.90%
2.	en-gb	71	2.69%	
3.	zh-cn	45	1.71%	
4.	en-ca	21	0.80%	
5.	es-xl	17	0.64%	
6.	ja-jp	17	0.64%	
7.	es-es	13	0.49%	
8.	en	12	0.45%	
9.	zh-tw	12	0.45%	
10.	de-de	11	0.42%	

Summary of TripShot App Activity

Daily TripShot App Usage

Monthly App Users

Devices Used
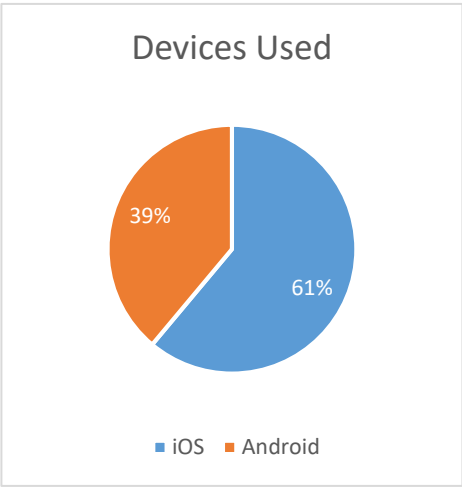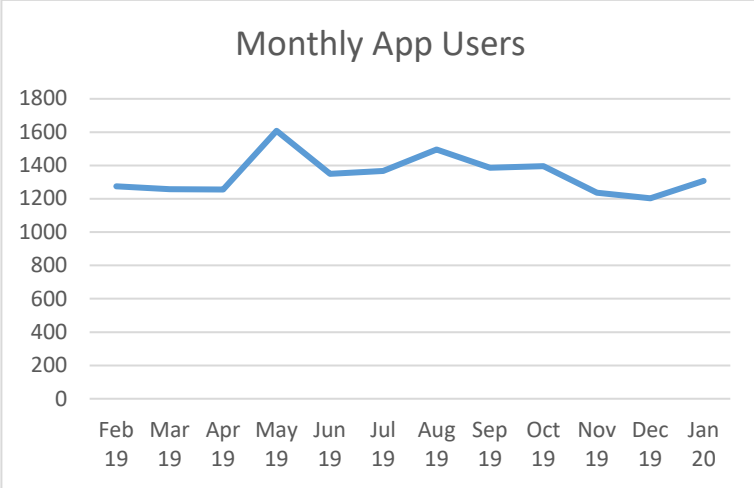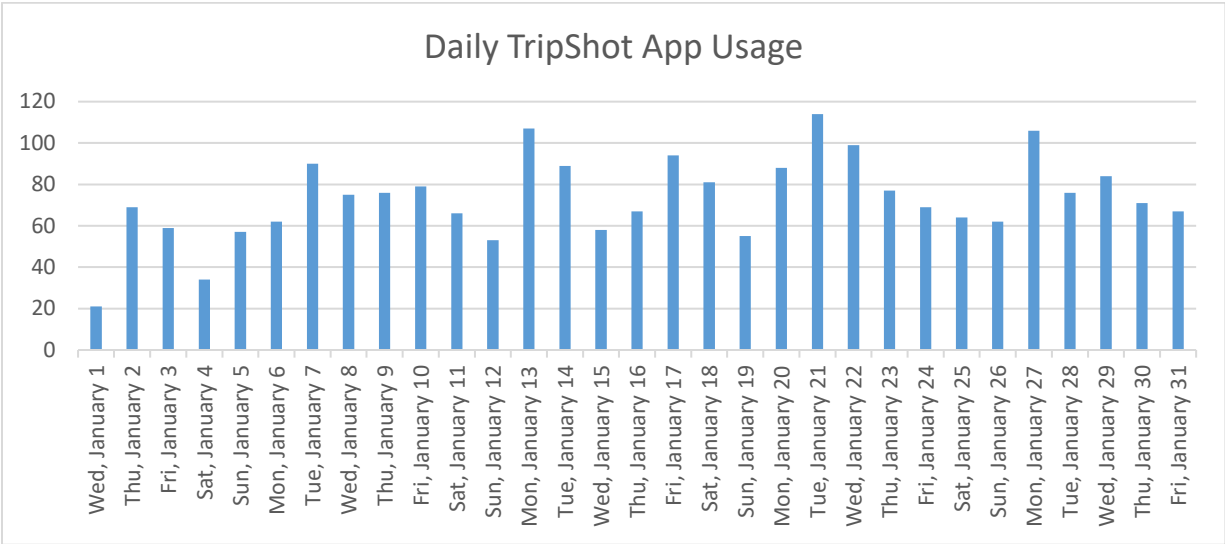
Average Monthly Users: 1308

App Sessions: 2269

Complaints Received by CSR Staff

- There was one complaint of unsafe driving.
  - The incident was investigated, and disciplinary action was taken.
- There was one complaint that a shuttle was switched to a different route while passengers were aboard
  - There was a miscommunication between drivers which caused this unfortunate incident. The causes were investigated and policies were put into place to prevent it from happening again.