

Mountain View Community Shuttle
Monthly Operations Report
July 2021

August 10, 2020

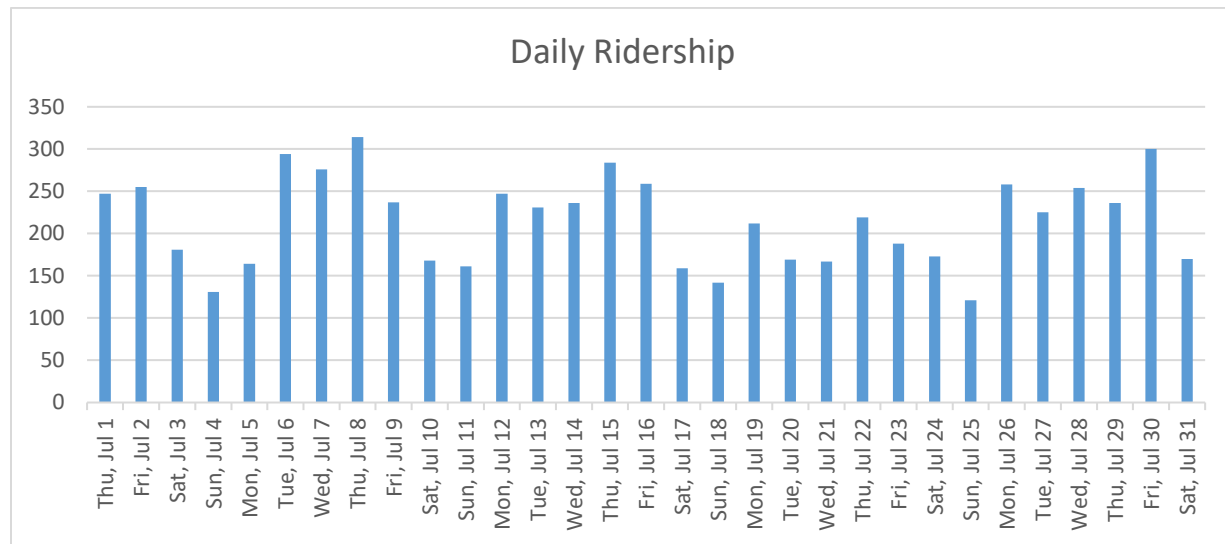
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Passengers per Day, Table

				Thu, Jul 1	Fri, Jul 2	Sat, Jul 3
				247	255	181
Sun, Jul 4	Mon, Jul 5	Tue, Jul 6	Wed, Jul 7	Thu, Jul 8	Fri, Jul 9	Sat, Jul 10
131	164	294	276	314	237	168
Sun, Jul 11	Mon, Jul 12	Tue, Jul 13	Wed, Jul 14	Thu, Jul 15	Fri, Jul 16	Sat, Jul 17
161	247	231	236	284	259	159
Sun, Jul 18	Mon, Jul 19	Tue, Jul 20	Wed, Jul 21	Thu, Jul 22	Fri, Jul 23	Sat, Jul 24
142	212	169	167	219	188	173
Sun, Jul 25	Mon, Jul 26	Tue, Jul 27	Wed, Jul 28	Thu, Jul 29	Fri, Jul 30	Sat, Jul 31
121	258	225	254	236	300	170

Passengers per Day, Chart

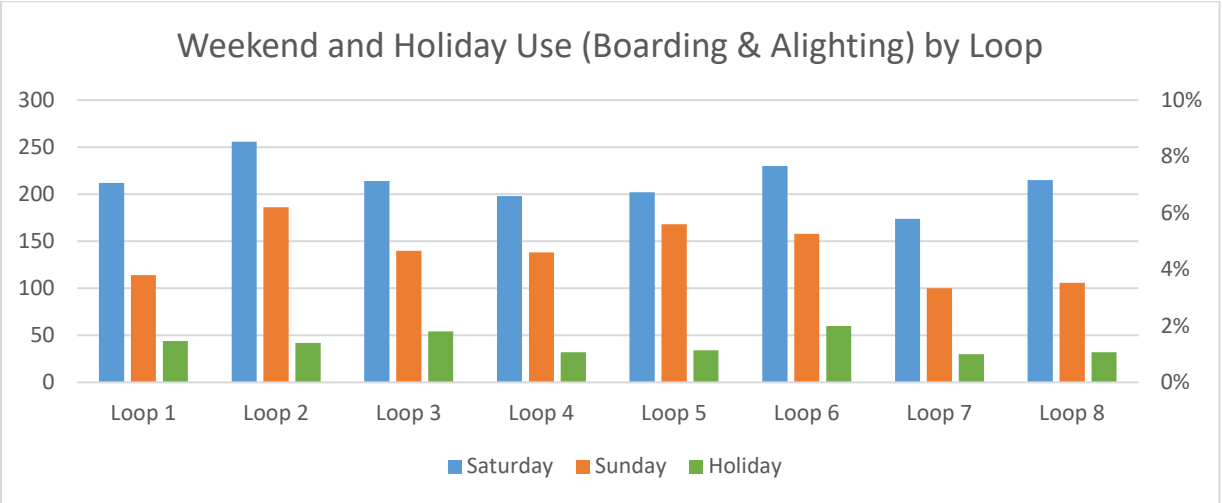
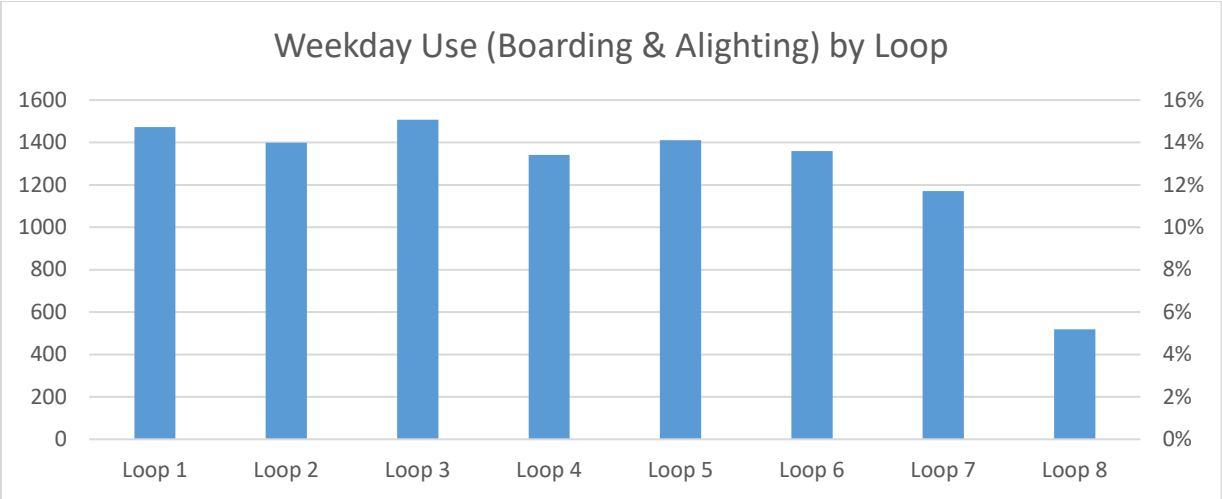
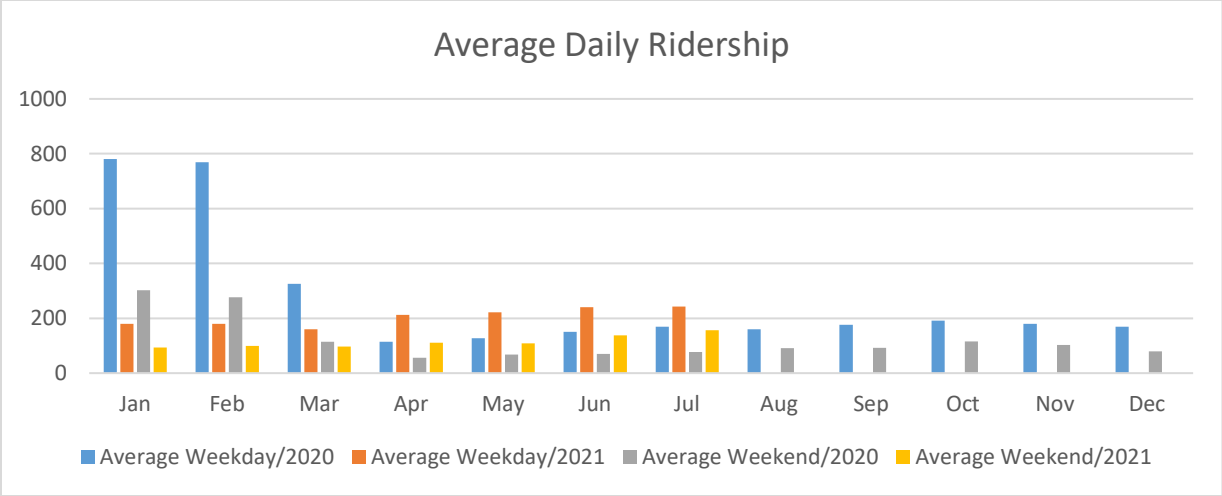


Ridership Year-To-Date

	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			16755	3368			2479	906		
Sep	19190	4528			16241	3703			3111	825		
Oct	20378	5272			17869	4227			2391	1045		
Nov	17972	4550			14427	3418			2799	1132		
Dec	16964	4421			14490	3711			2836	710		
YTD Total	223,496	82,590	37,548									

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			325	91		
Sep	812	176			295	92		
Oct	777	192			314	116		
Nov	759	180			322	103		
Dec	680	169			247	79		
YTD Ave.	750	276	205	-26%	303	121	115	-5%



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

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

Additional Ridership Data:

The number of bicycles carried: **199**

The number of wheelchair lift usage: **28**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	1738	25.4%	San Antonio Center	1361	21.0%
Grant Rd.	494	7.2%	Senior/Teen Center (Red)	594	9.2%
Senior/Teen Center	475	6.9%	MV Transit Center	411	6.4%
MV Transit Center	388	5.7%	Grant Rd. (Red)	410	6.3%
El Camino Real/Sylvan	317	4.6%	Rengstorff/Middlefield (Red)	323	5.0%
Middlefield/Easy	297	4.3%	El Camino Real/Sylvan (Red)	282	4.4%
Middlefield/Moffett	265	3.9%	Middlefield/Easy (Red)	271	4.2%
Rengstorff/Middlefield	261	3.8%	California/Ortega East	237	3.7%
Community Center	246	3.6%	Middlefield/Moffett (Red)	212	3.3%
Civic Center	230	3.4%	Civic Center (Red)	210	3.2%
Sylvan Park	226	3.3%	El Camino Hospital	201	3.1%
El Camino Hospital	200	2.9%	Villa/Franklin (Red)	185	2.9%
Whisman/Middlefield	182	2.7%	Sylvan Park (Red)	171	2.6%
Crittenden Middle School	149	2.2%	Crittenden Middle School (Red)	171	2.6%
Castro/El Camino Real (Gray)	147	2.1%	California/Rengstorff (Red)	146	2.3%
California/Ortega East	144	2.1%	Whisman/Middlefield (Red)	124	1.9%
California/Ortega West	139	2.0%	Community Center (Red)	124	1.9%
Rengstorff/Central	134	2.0%	Shoreline/Middlefield #1 (Red)	123	1.9%
Shoreline/Middlefield #3 (Gray)	121	1.8%	Cuesta/Miramonte (Red)	114	1.8%
Cuesta/Miramonte	116	1.7%	Castro/El Camino Real (Red)	102	1.6%
Rengstorff/Montecito	93	1.4%	Rengstorff/Central (Red)	98	1.5%
California/Rengstorff	89	1.3%	Rengstorff/Montecito (Red)	87	1.3%
Whisman Station	82	1.2%	California/Ortega West	86	1.3%
Villa/Franklin	81	1.2%	Graham Middle School (Red)	75	1.2%
Villa/Shoreline	37	0.5%	Villa/Mariposa	67	1.0%
Middlefield/San Pierre	36	0.5%	California/Rengstorff	62	1.0%
Cuesta/Grant	35	0.5%	Cuesta/Grant	50	0.8%
Cuesta/Grant (Gray)	30	0.4%	Grant/Eunice	43	0.7%
Graham Middle School	30	0.4%	Middlefield/San Pierre (Red)	40	0.6%
Grant/Eunice	25	0.4%	Whisman Station (Red)	38	0.6%
Shoreline/Middlefield #2	24	0.4%	Shoreline/Pear	32	0.5%
Shoreline/Pear	16	0.2%	Shoreline/Middlefield #2	21	0.3%
Total	6847	100.0%	Total	6471	100.0%

Shuttle On-Time Performance

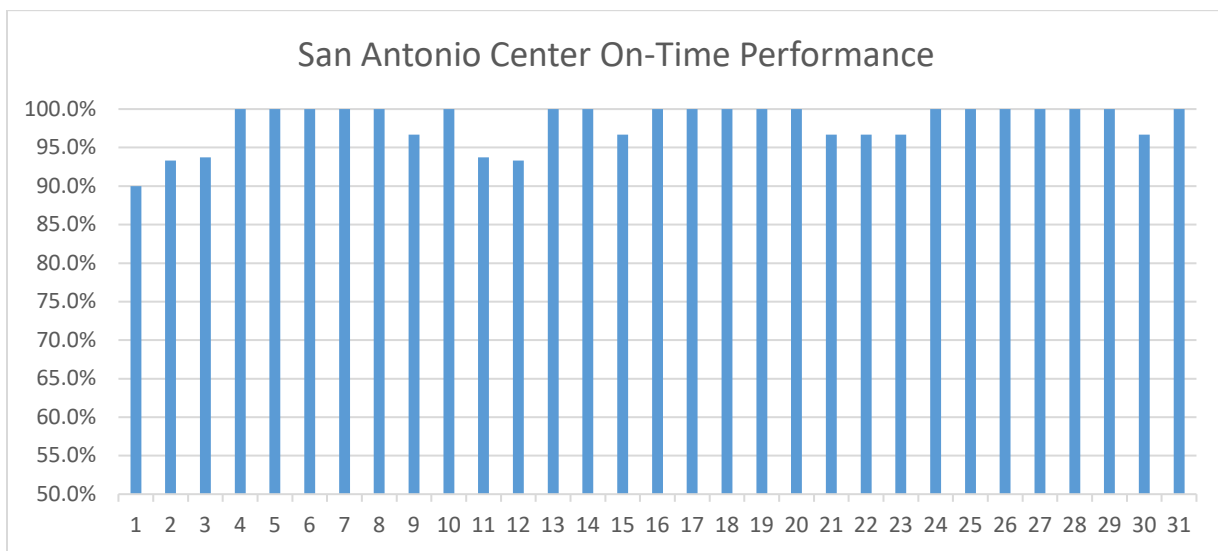
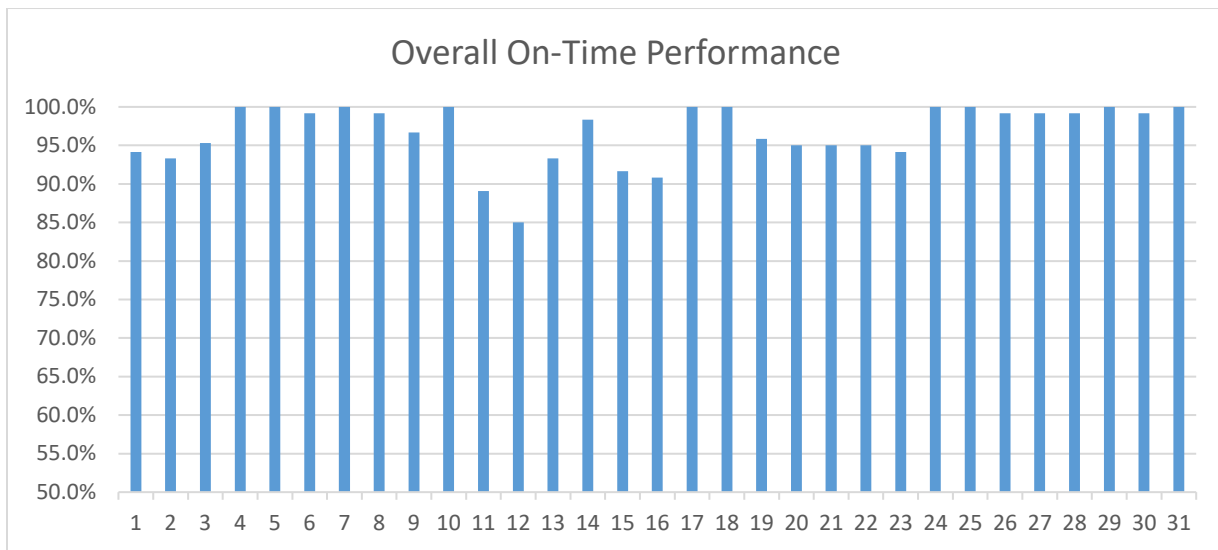
Percentage of being on-time:

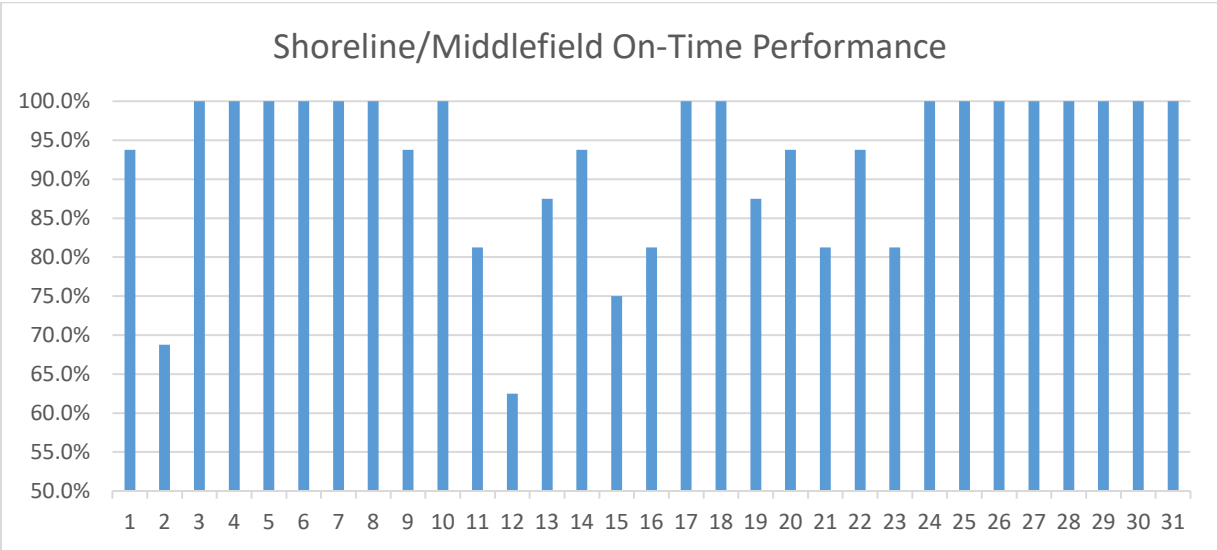
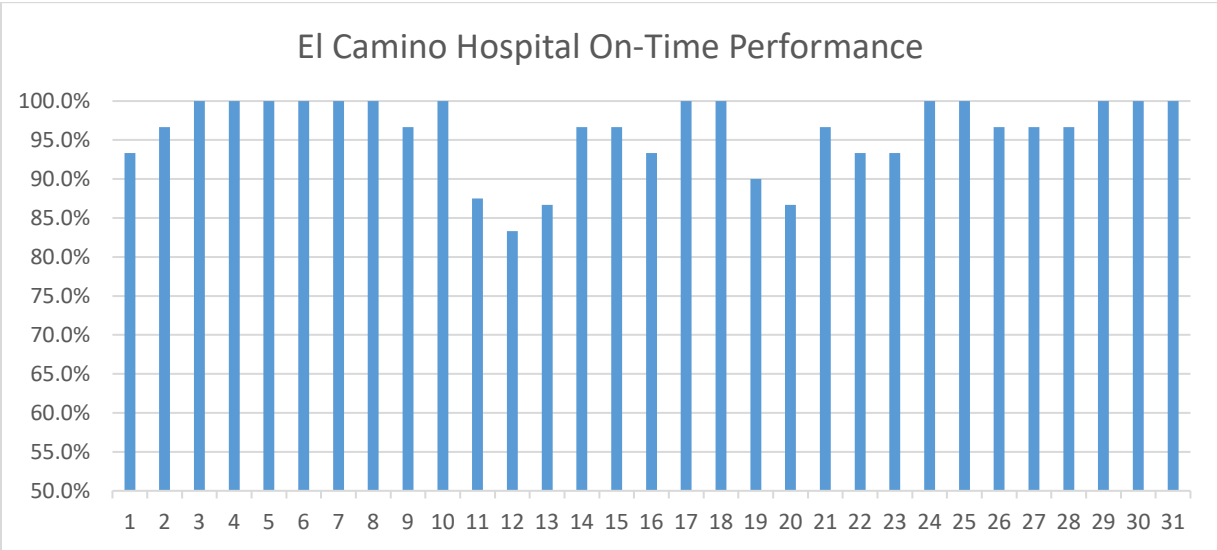
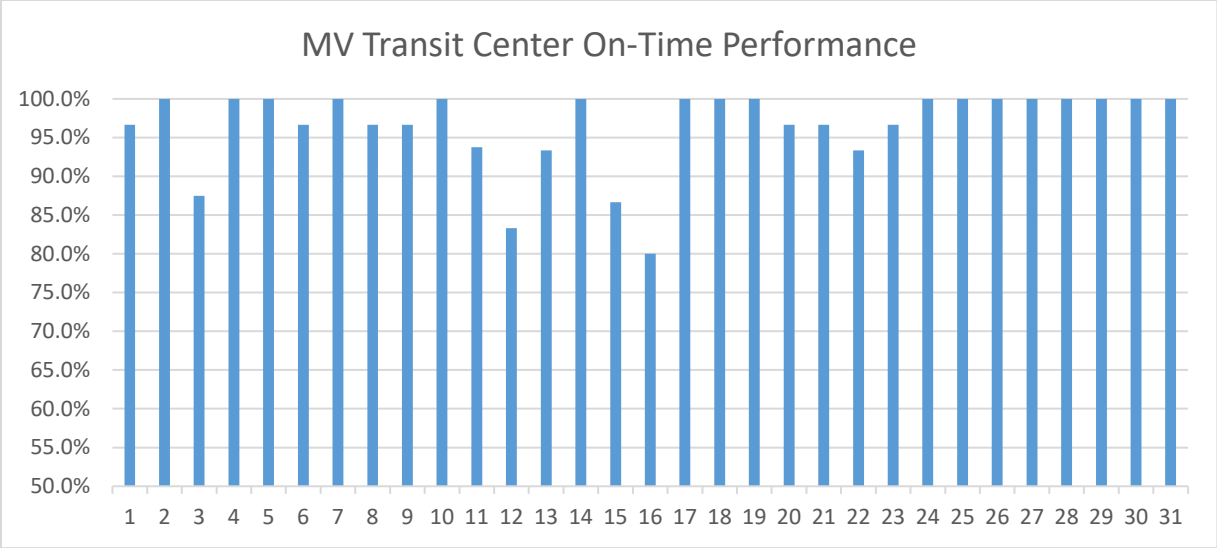
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 **96.7%**





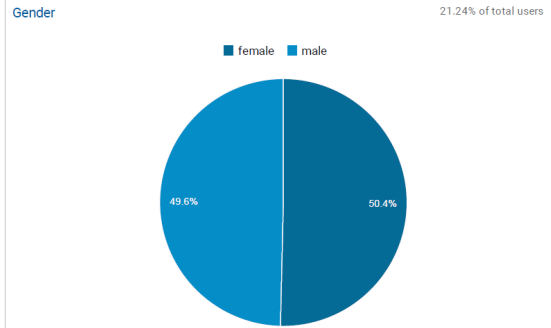
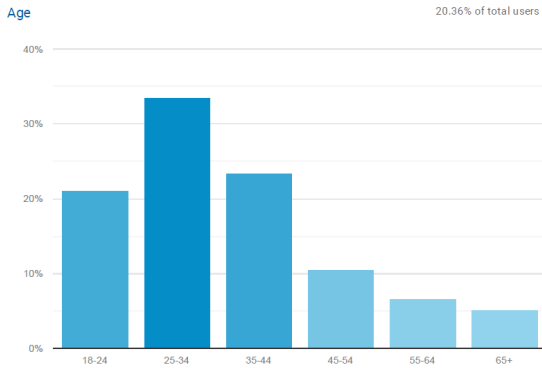
Monthly Summary of Website Activity

Demographics: Overview

All Users
100.00% Users

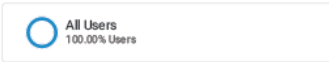
Jul 1, 2021 - Jul 31, 2021

Key Metric:

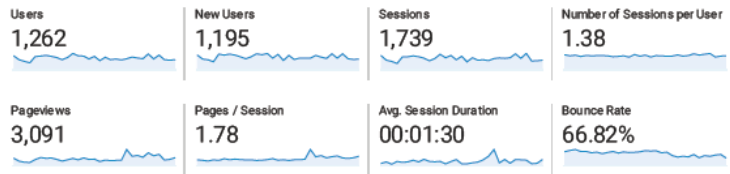
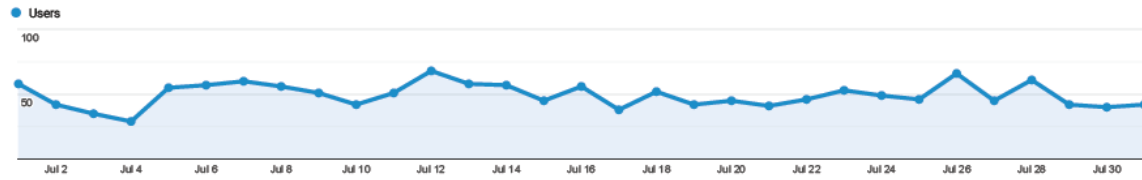


Audience Overview

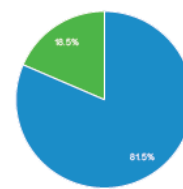
Jul 1, 2021 - Jul 31, 2021



Overview

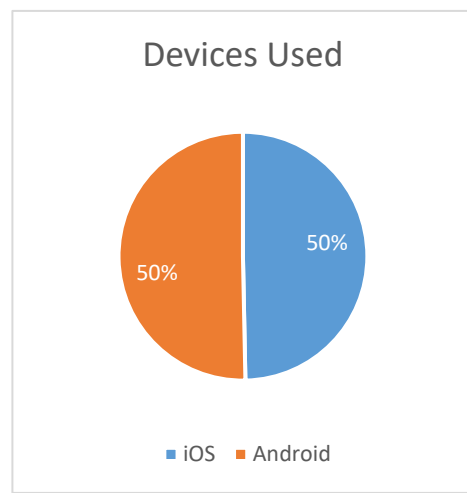
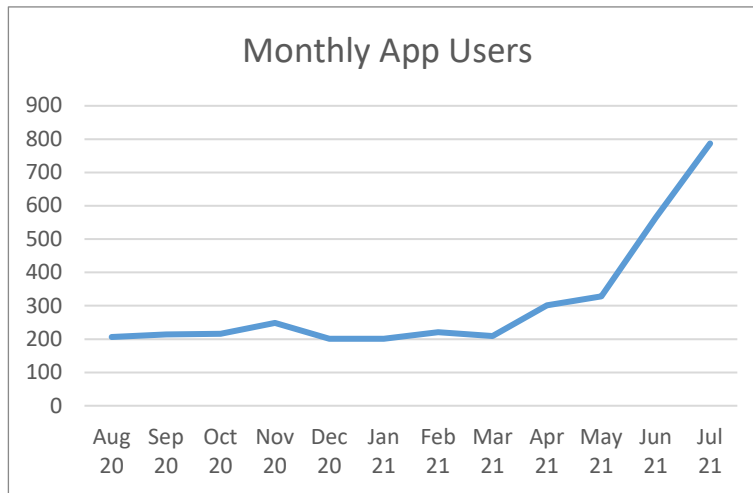
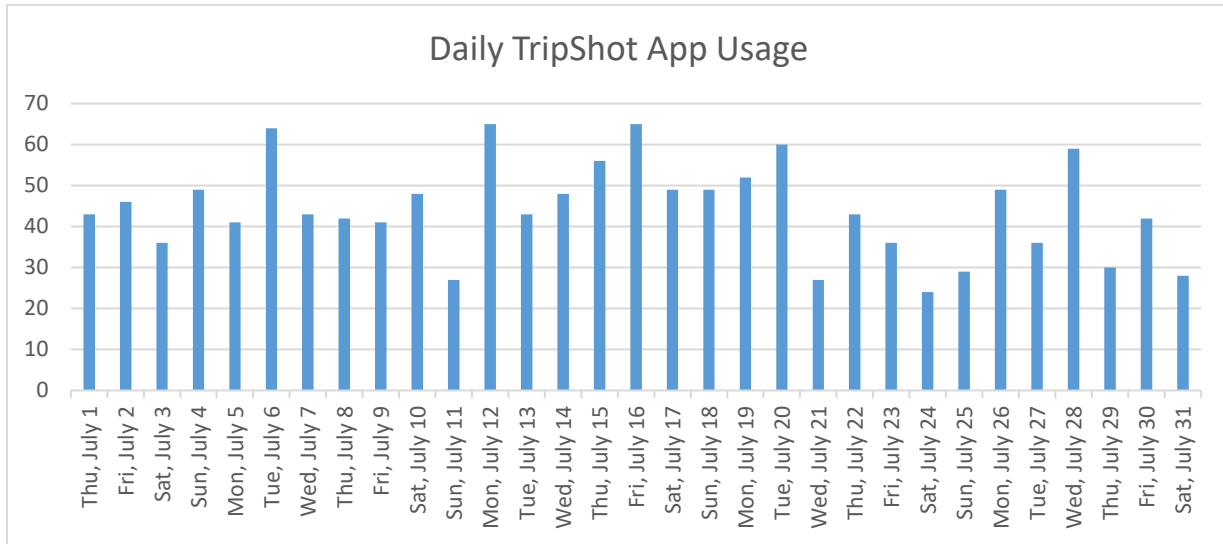


■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	1,149	91.05%
2. zh-cn	20	1.58%
3. en	19	1.51%
4. en-gb	13	1.03%
5. es-us	12	0.95%
6. ja	11	0.87%
7. en-in	9	0.71%
8. en-au	4	0.32%
9. en-ca	4	0.32%
10. es-419	4	0.32%

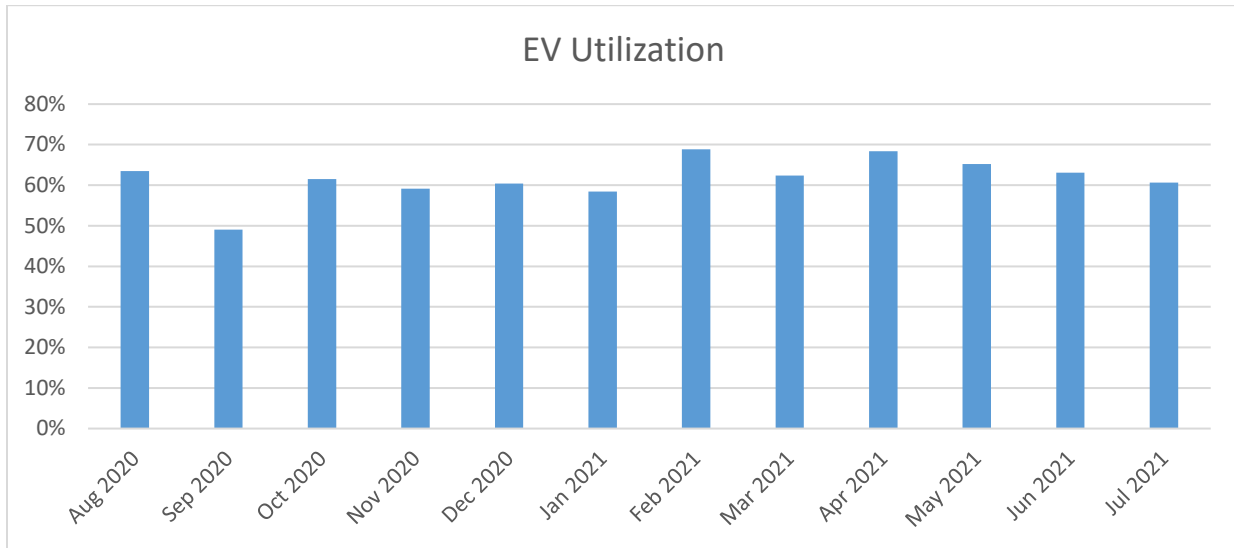
Summary of TripShot App Activity



Average Monthly Users: 787

App Sessions: 1370

Electric Vehicle Utilization



Complaints Received by CSR Staff

- There was one complaint that a passenger was not allowed to use the wheelchair lift.
 - Any disabled passenger is allowed to utilize the wheelchair lift upon request. Use of the lift is not limited to those in wheelchairs. The driver was unfamiliar with the policy and has since been trained.
- There was one complaint about a driver being rude.
 - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service.