Mountain View Community Shuttle

Monthly Operations Report

May 2020

# Contents

Passengers per Day, Table

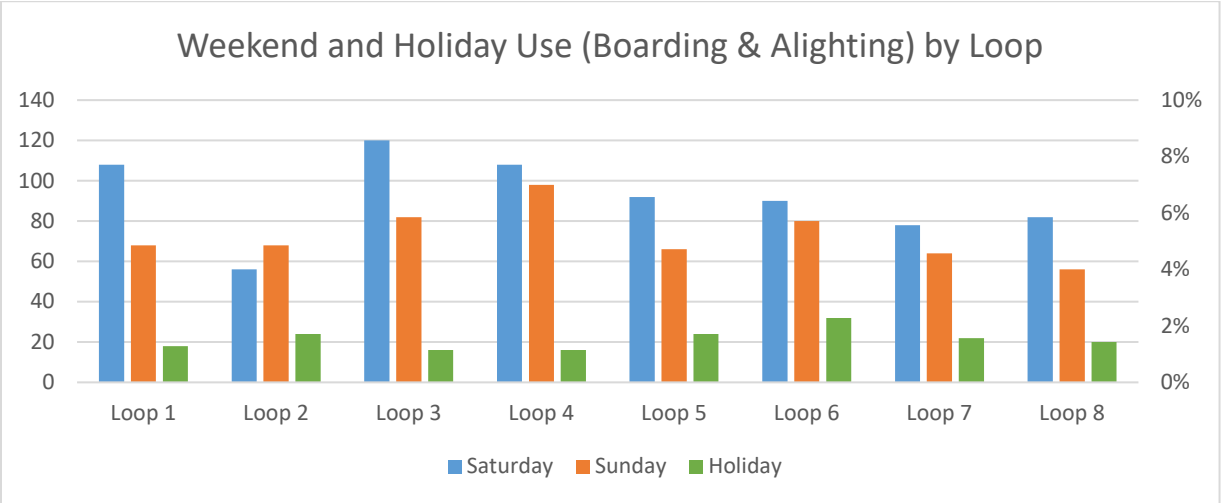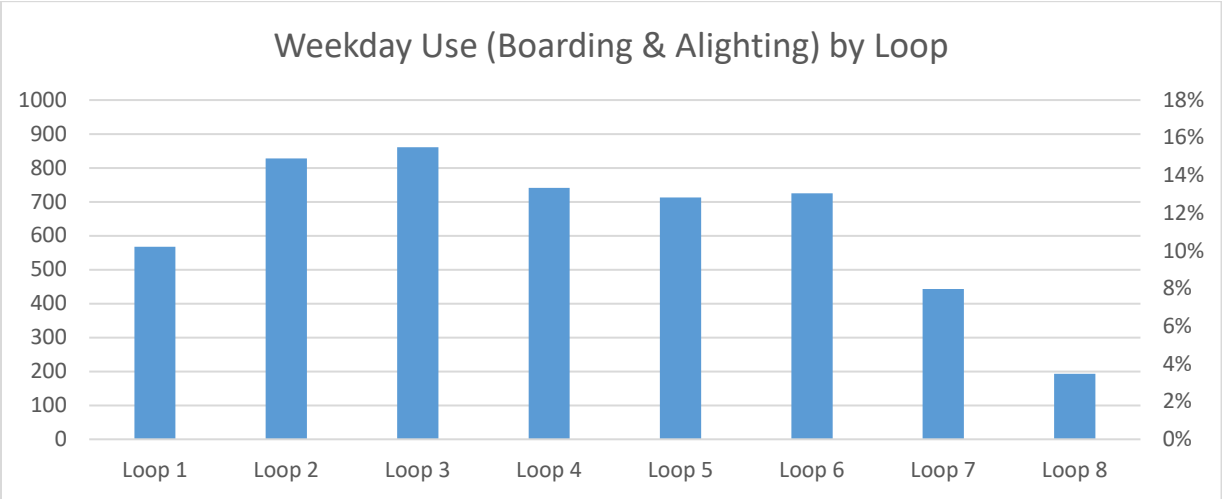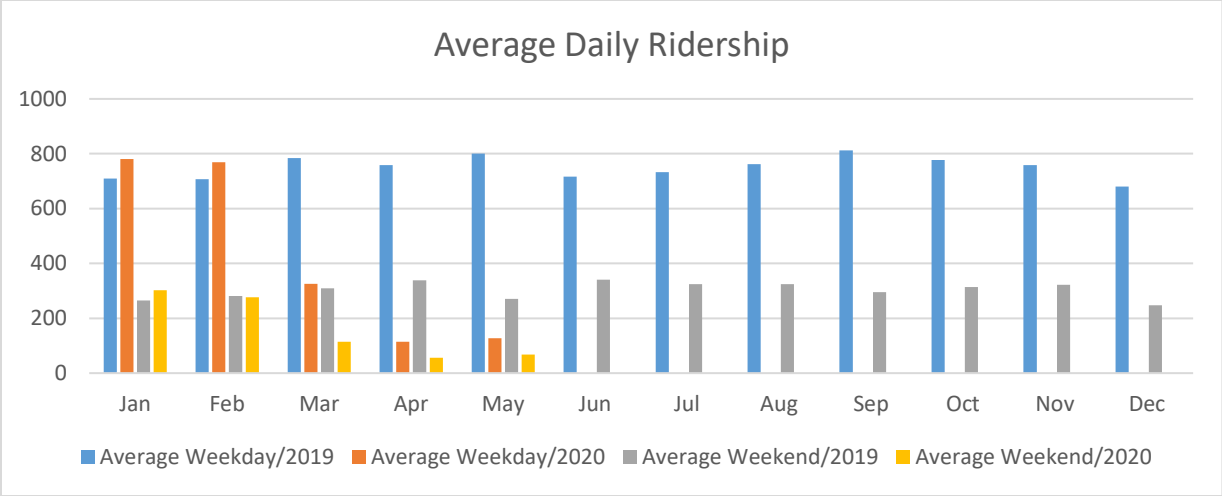|					Fri, May 1	Sat, May 2
					143	72
Sun, May 3	Mon, May 4	Tue, May 5	Wed, May 6	Thu, May 7	Fri, May 8	Sat, May 9
58	152	126	141	131	155	77
Sun, May 10	Mon, May 11	Tue, May 12	Wed, May 13	Thu, May 14	Fri, May 15	Sat, May 16
61	140	159	136	140	145	69
Sun, May 17	Mon, May 18	Tue, May 19	Wed, May 20	Thu, May 21	Fri, May 22	Sat, May 23
60	97	115	90	118	158	76
Sun, May 24	Mon, May 25	Tue, May 26	Wed, May 27	Thu, May 28	Fri, May 29	Sat, May 30
51	86	106	78	101	113	73
Sun, May 31						
61						

Passengers per Day, Chart
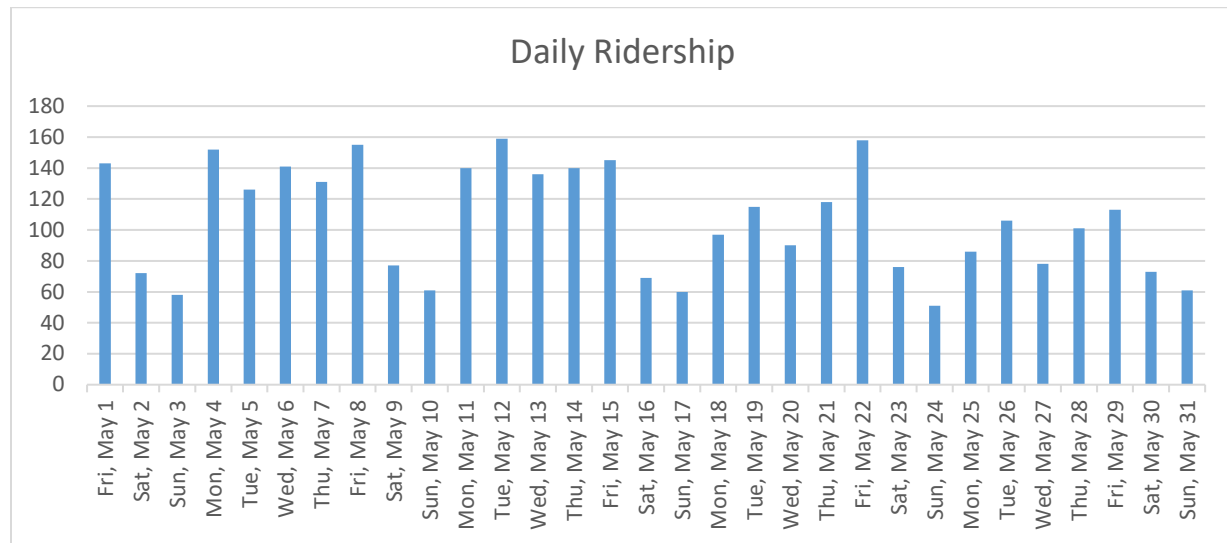
Ridership Year-To-Date

	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			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**	**51,270**							

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			341		
Jul	733			324		
Aug	762			325		
Sep	812			295		
Oct	777			314		
Nov	759			322		
Dec	680			247		
YTD Ave.	**750**	**423**	**-44%**	**303**	**164**	**-46%**

Average Daily Ridership

Legend: 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

Legend: Saturday, Sunday, Holiday

(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: **85**

The number of wheelchair lift usage: **1**

Month Total Use (Boarding & Alighting) by Stops

| GRAY Route			RED Route		
San Antonio Center	1026	31.0%	San Antonio Center	910	28.0%
MV Transit Center	273	8.2%	MV Transit Center	256	7.9%
Senior/Teen Center	192	5.8%	Senior/Teen Center (Red)	250	7.7%
Grant Rd.	166	5.0%	Grant Rd. (Red)	168	5.2%
Middlefield/Easy	138	4.2%	Rengstorff/Middlefield (Red)	130	4.0%
Rengstorff/Middlefield	126	3.8%	Middlefield/Easy (Red)	121	3.7%
El Camino Hospital	118	3.6%	El Camino Real/Sylvan (Red)	115	3.5%
Community Center	117	3.5%	El Camino Hospital	89	2.7%
Middlefield/Moffett	105	3.2%	Civic Center (Red)	88	2.7%
Whisman/Middlefield	102	3.1%	Sylvan Park (Red)	85	2.6%
Sylvan Park	94	2.8%	Crittenden Middle School (Red)	85	2.6%
Civic Center	87	2.6%	Middlefield/Moffett (Red)	84	2.6%
Shoreline/Middlefield #3 (Gray)	86	2.6%	Whisman Station (Red)	73	2.2%
Crittenden Middle School	84	2.5%	Community Center (Red)	72	2.2%
El Camino Real/Sylvan	83	2.5%	Whisman/Middlefield (Red)	69	2.1%
Castro/El Camino Real (Gray)	80	2.4%	Shoreline/Middlefield #1 (Red)	68	2.1%
Whisman Station	69	2.1%	California/Ortega East	66	2.0%
Rengstorff/Central	60	1.8%	California/Rengstorff (Red)	62	1.9%
California/Ortega East	45	1.4%	Castro/El Camino Real (Red)	60	1.8%
California/Ortega West	45	1.4%	California/Ortega West	51	1.6%
Rengstorff/Montecito	37	1.1%	Grant/Eunice	49	1.5%
Cuesta/Miramonte	36	1.1%	Rengstorff/Montecito (Red)	47	1.4%
California/Rengstorff	29	0.9%	Villa/Mariposa	42	1.3%
Middlefield/San Pierre	28	0.8%	Rengstorff/Central (Red)	35	1.1%
Cuesta/Grant (Gray)	18	0.5%	Villa/Franklin (Red)	34	1.0%
Villa/Franklin	14	0.4%	California/Rengstorff	32	1.0%
Grant/Eunice	13	0.4%	Graham Middle School (Red)	31	1.0%
Cuesta/Grant	12	0.4%	Cuesta/Miramonte (Red)	27	0.8%
Graham Middle School	10	0.3%	Middlefield/San Pierre (Red)	16	0.5%
Shoreline/Pear	9	0.3%	Shoreline/Middlefield #2	12	0.4%
Shoreline/Middlefield #2	7	0.2%	Shoreline/Pear	10	0.3%
Villa/Shoreline	5	0.2%	Cuesta/Grant	9	0.3%
Total	**3314**	**100.0%**	**Total**	**3246**	**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.
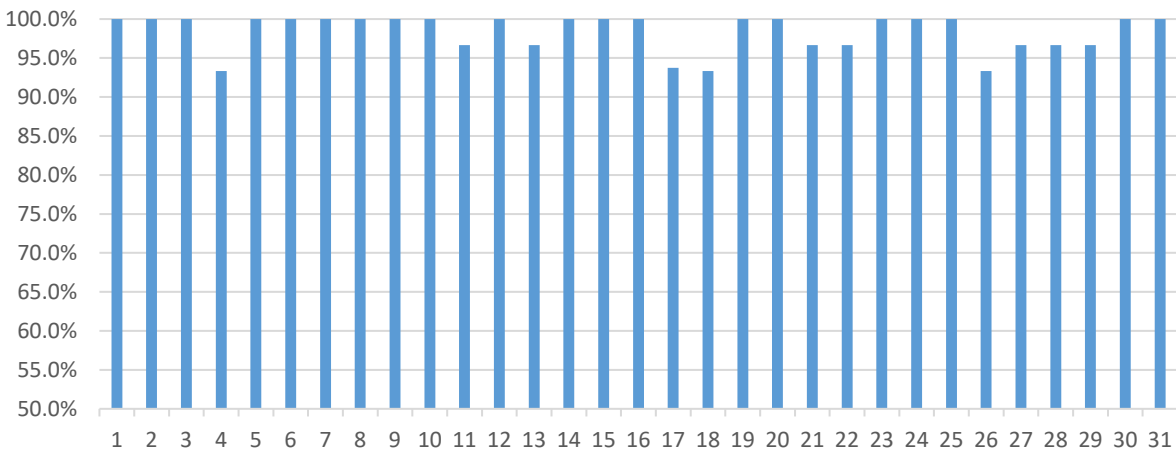
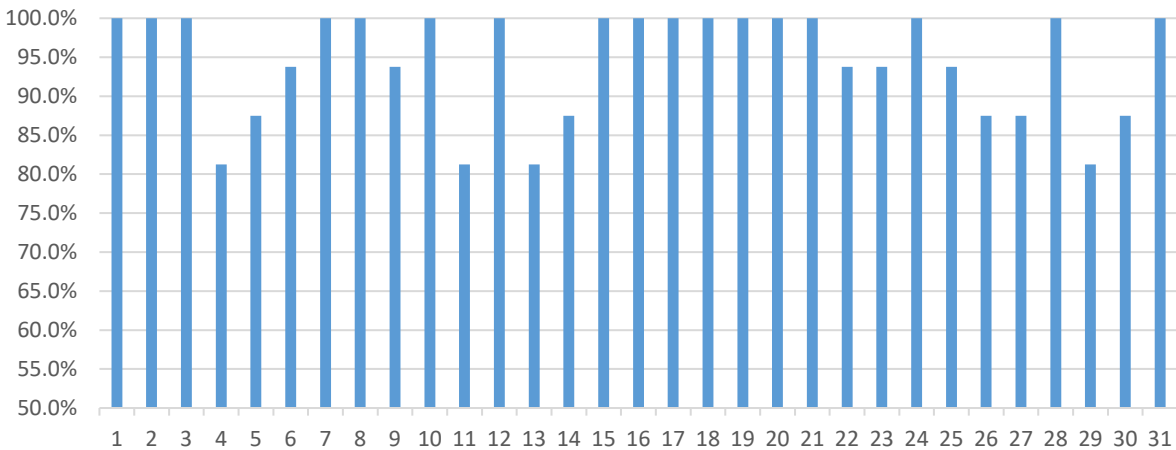**Overall average** of all shuttles being on time is **98.1%**

Overall On-Time Performance

San Antonio Center On-Time Performance
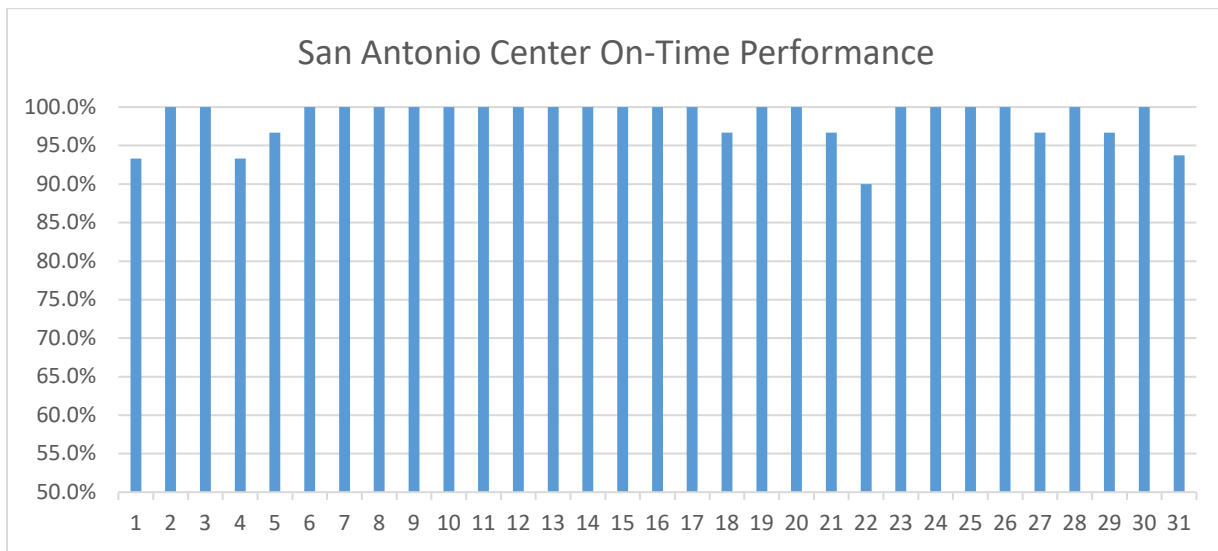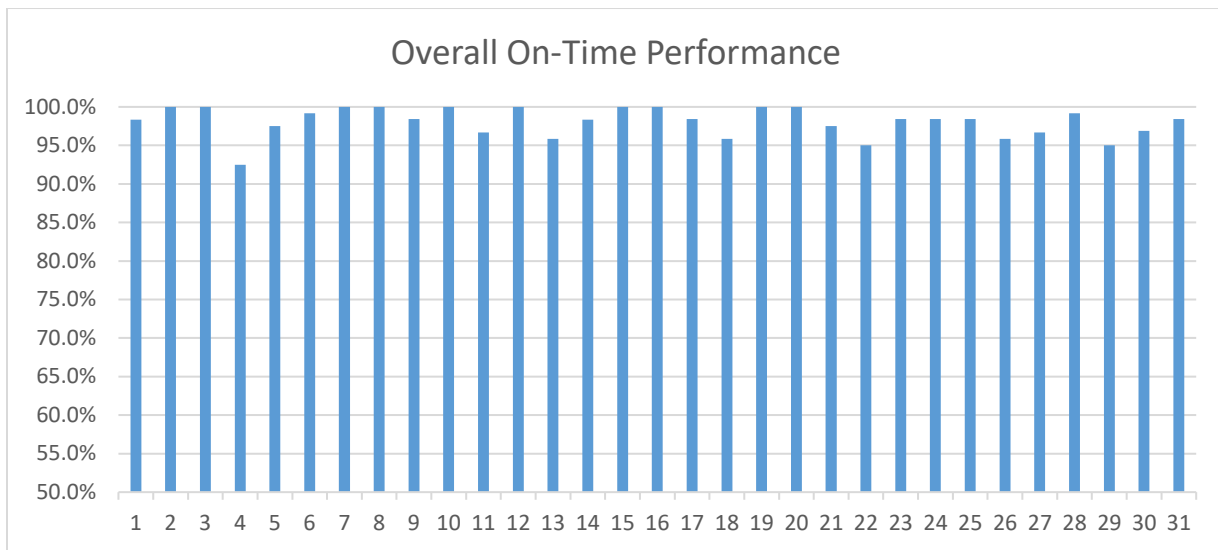
MV Transit Center On-Time Performance
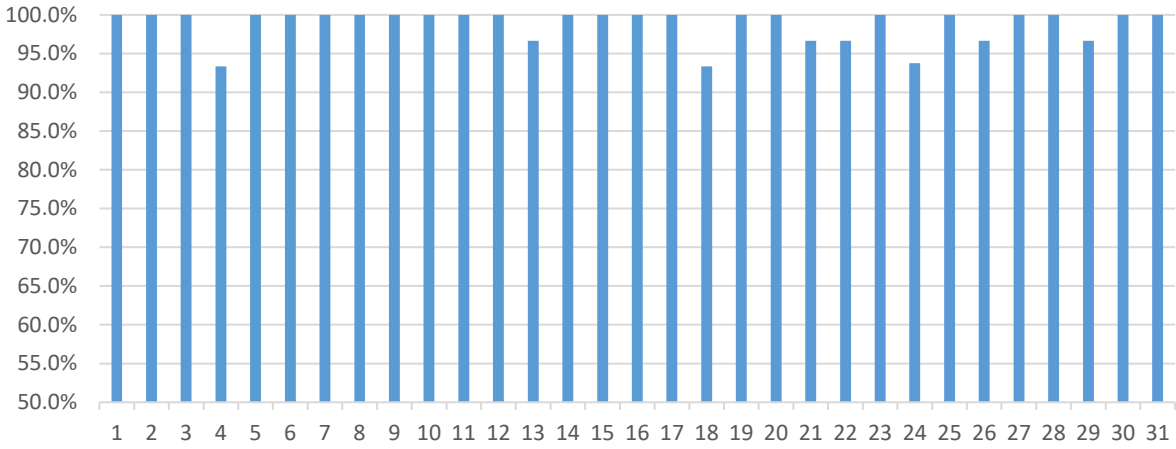
El Camino Hospital On-Time Performance

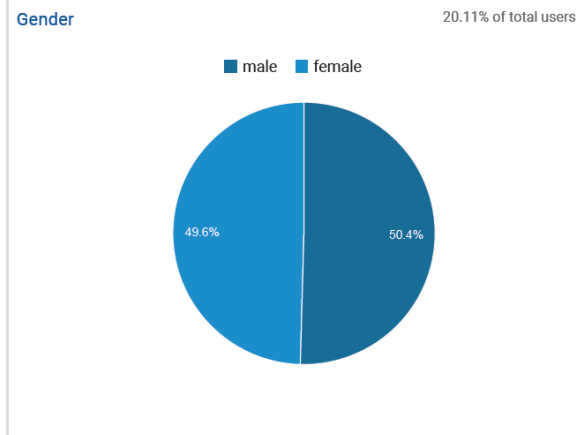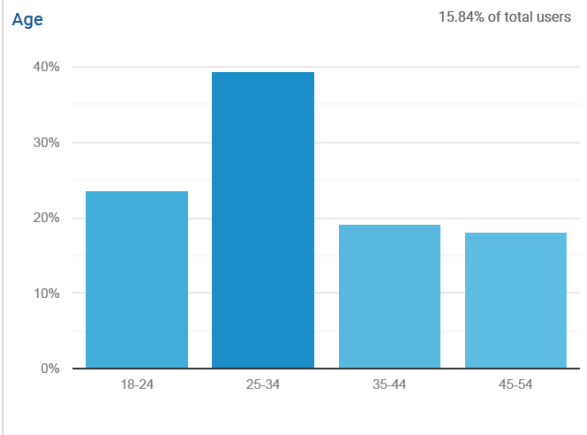Shoreline/Middlefield On-Time Performance

Summary of Website Activity

Monthly / Year To Date Report

Demographics: Overview

⭕ All Users
100.00% Users

Key Metric:

Age
15.84% of total users

Age	Percentage
18-24	~23%
25-34	~39%
35-44	~19%
45-54	~18%

Gender
20.11% of total users

■ male ■ female

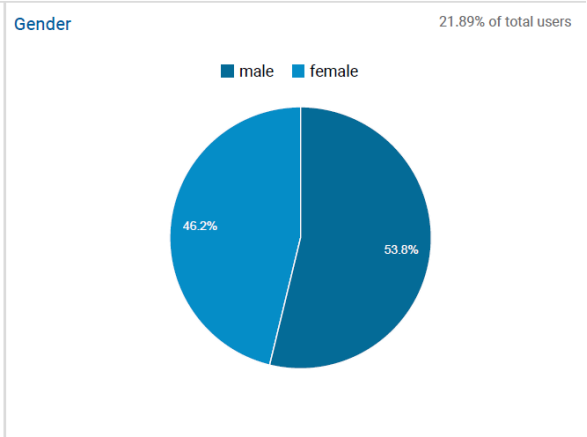- female: 49.6%
- male: 50.4%

Demographics: Overview

⭕ All Users
100.00% Users

Jan 1, 2020 - May 31, 2020

Key Metric:
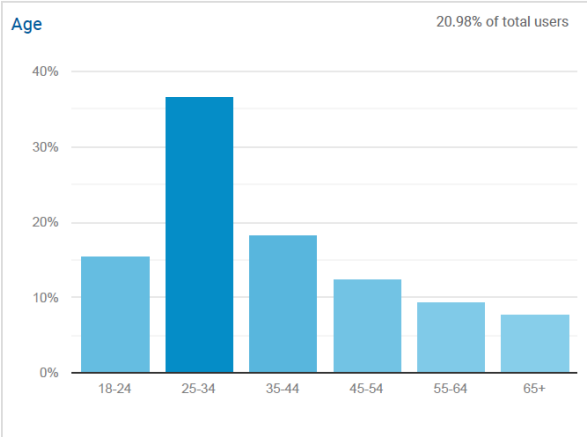
Age
20.98% of total users

Age	Percentage
18-24	~15%
25-34	~36%
35-44	~18%
45-54	~12%
55-64	~9%
65+	~7%

Gender
21.89% of total users

■ male ■ female

- female: 46.2%
- male: 53.8%

Audience Overview

All Users
100.00% Users

May 1, 2020 - May 31, 2020

Overview

● Users

Users	New Users	Sessions
562	522	702

Number of Sessions per User	Pageviews	Pages / Session
1.25	915	1.30

Avg. Session Duration	Bounce Rate
00:00:35	83.90%

■ New Visitor ■ Returning Visitor

14.6%

85.4%
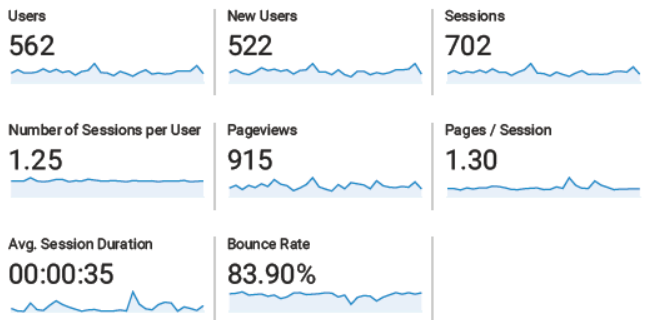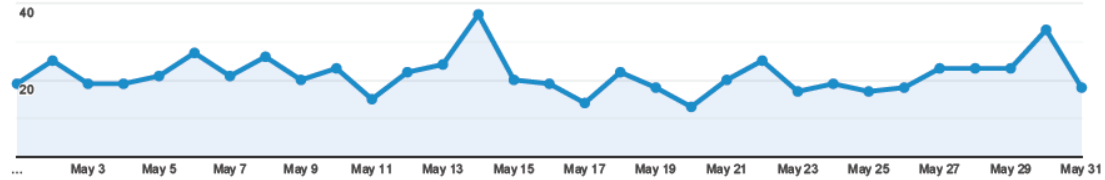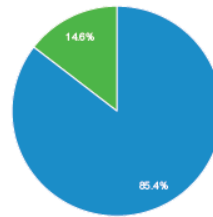
	Language	Users	% Users	
1.	en-us	444		78.86%
2.	en	69		12.26%
3.	ko	10		1.78%
4.	zh-cn	6		1.07%
5.	es-419	4		0.71%
6.	en-gb	3		0.53%
7.	es-us	3		0.53%
8.	es-xl	3		0.53%
9.	ja-jp	3		0.53%
10.	zh-tw	3		0.53%

Audience Overview

All Users
100.00% Users

Jan 1, 2020 - May 31, 2020

Overview

● Users

Users	New Users	Sessions
6,912	6,668	10,415

Number of Sessions per User	Pageviews	Pages / Session
1.51	17,601	1.69

Avg. Session Duration	Bounce Rate
00:01:26	72.47%

■ New Visitor ■ Returning Visitor

17.7%

82.3%
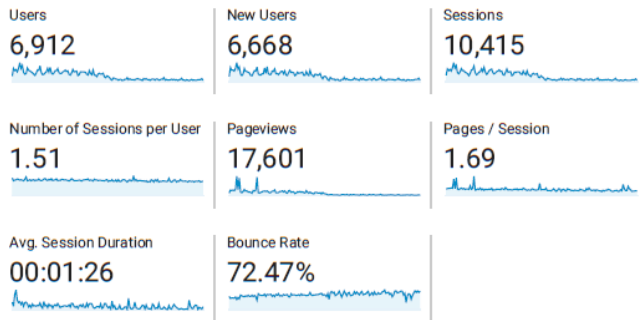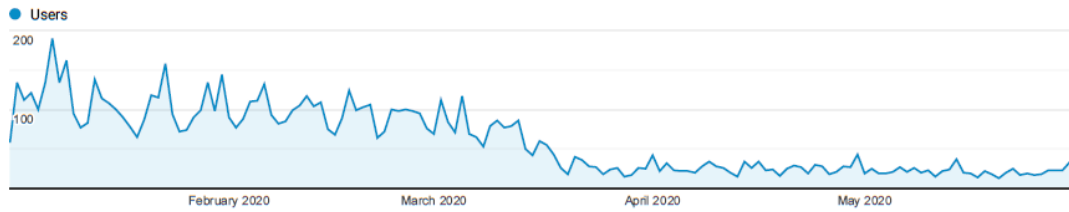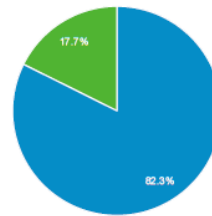
	Language	Users	% Users	
1.	en-us	6,029		86.62%
2.	en-gb	130	1.87%	
3.	en	128	1.84%	
4.	zh-cn	95	1.36%	
5.	ja-jp	72	1.03%	
6.	es-xl	51	0.73%	
7.	ko	41	0.59%	
8.	en-ca	36	0.52%	
9.	zh-tw	30	0.43%	
10.	fr-fr	23	0.33%	

Summary of TripShot App Activity

Daily TripShot App Usage

A bar chart titled "Daily TripShot App Usage" showing values from 0 to 40 on the y-axis and days from Fri, May 1 through Sun, May 31 on the x-axis.

Day	Value
Fri, May 1	5
Sat, May 2	9
Sun, May 3	25
Mon, May 4	7
Tue, May 5	9
Wed, May 6	25
Thu, May 7	6
Fri, May 8	10
Sat, May 9	6
Sun, May 10	9
Mon, May 11	9
Tue, May 12	11
Wed, May 13	11
Thu, May 14	31
Fri, May 15	34
Sat, May 16	7
Sun, May 17	7
Mon, May 18	9
Tue, May 19	11
Wed, May 20	8
Thu, May 21	3
Fri, May 22	6
Sat, May 23	11
Sun, May 24	3
Mon, May 25	19
Tue, May 26	7
Wed, May 27	5
Thu, May 28	6
Fri, May 29	6
Sat, May 30	11
Sun, May 31	8

Monthly App Users

A line chart titled "Monthly App Users" with y-axis from 0 to 1600 and x-axis from Jun 19 to May 20.

Month	Users (approx)
Jun 19	1350
Jul 19	1370
Aug 19	1500
Sep 19	1390
Oct 19	1400
Nov 19	1240
Dec 19	1200
Jan 20	1340
Feb 20	1340
Mar 20	600
Apr 20	150
May 20	200

Devices Used

A pie chart titled "Devices Used":
- iOS: 64%
- Android: 36%

Average Monthly Users: 196

App Sessions: 334

Complaints Received by CSR Staff

- There was one complaint that a passenger was not allowed to board the shuttle because he did not have a mask.
    - In accordance with County Shelter in Place orders, face coverings are required to use the shuttle.