

Mountain View Community Shuttle
Monthly Operations Report
November 2021

December 7, 2021

Contents

Passengers per Day, Table2

Passengers per Day, Chart2

Ridership Year-To-Date3

Average Daily Ridership 2019-20214

Additional Ridership Data:6

Month Total Use (Boarding & Alighting) by Stops6

Shuttle On-Time Performance7

Monthly Summary of Website Activity9

Summary of TripShot App Activity.....11

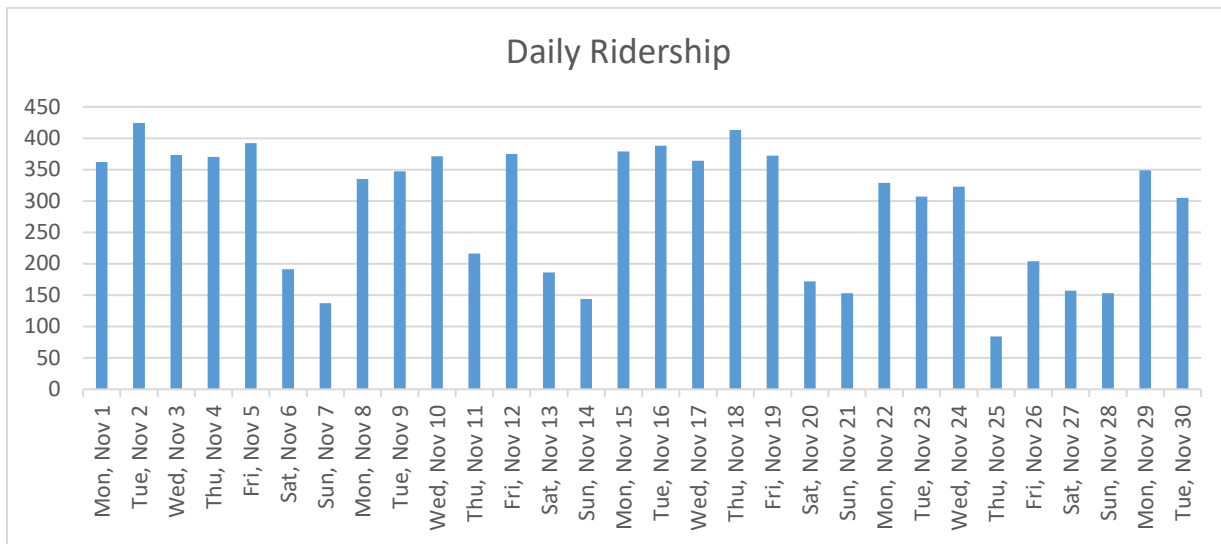
Electric Vehicle Utilization.....12

Complaints Received by CSR Staff.....12

Passengers per Day, Table

	Mon, Nov 1	Tue, Nov 2	Wed, Nov 3	Thu, Nov 4	Fri, Nov 5	Sat, Nov 6
	362	424	373	370	392	191
Sun, Nov 7	Mon, Nov 8	Tue, Nov 9	Wed, Nov 10	Thu, Nov 11	Fri, Nov 12	Sat, Nov 13
137	335	347	371	216	375	186
Sun, Nov 14	Mon, Nov 15	Tue, Nov 16	Wed, Nov 17	Thu, Nov 18	Fri, Nov 19	Sat, Nov 20
144	379	388	364	413	372	172
Sun, Nov 21	Mon, Nov 22	Tue, Nov 23	Wed, Nov 24	Thu, Nov 25	Fri, Nov 26	Sat, Nov 27
153	329	307	323	84	204	157
Sun, Nov 28	Mon, Nov 29	Tue, Nov 30				
153	349	305				

Passengers per Day, Chart

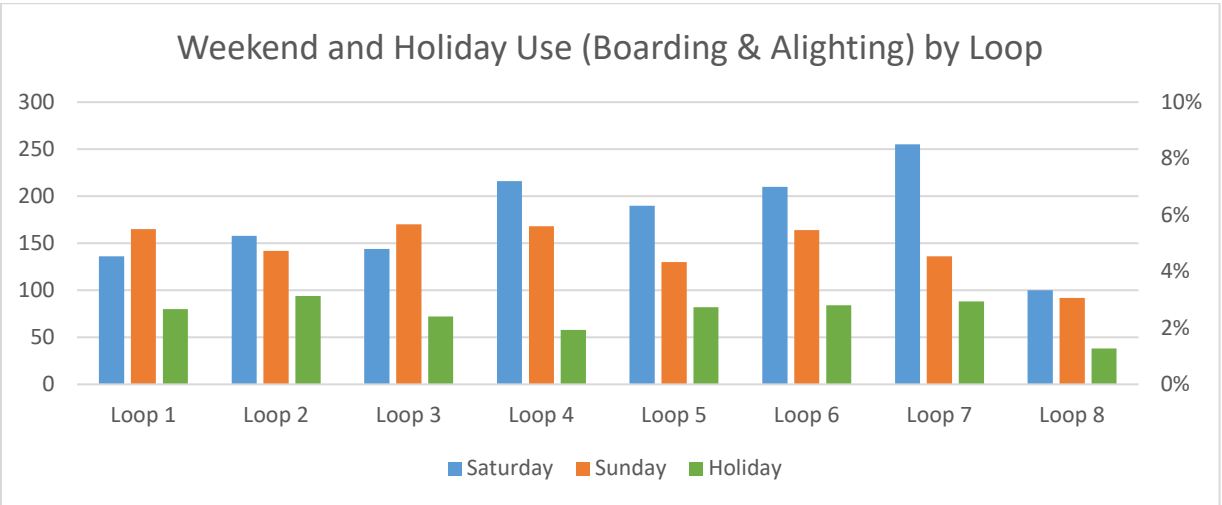
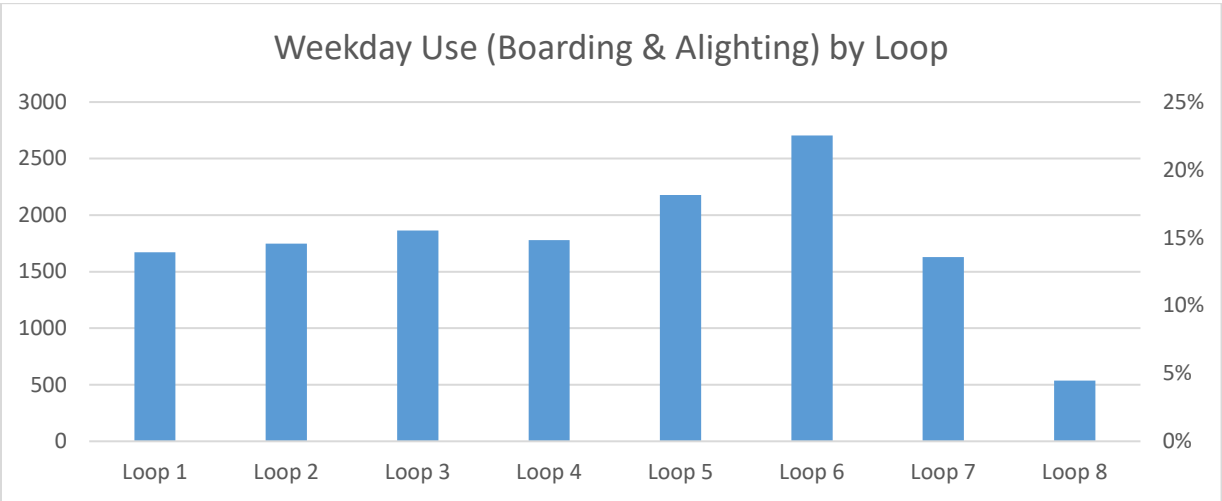
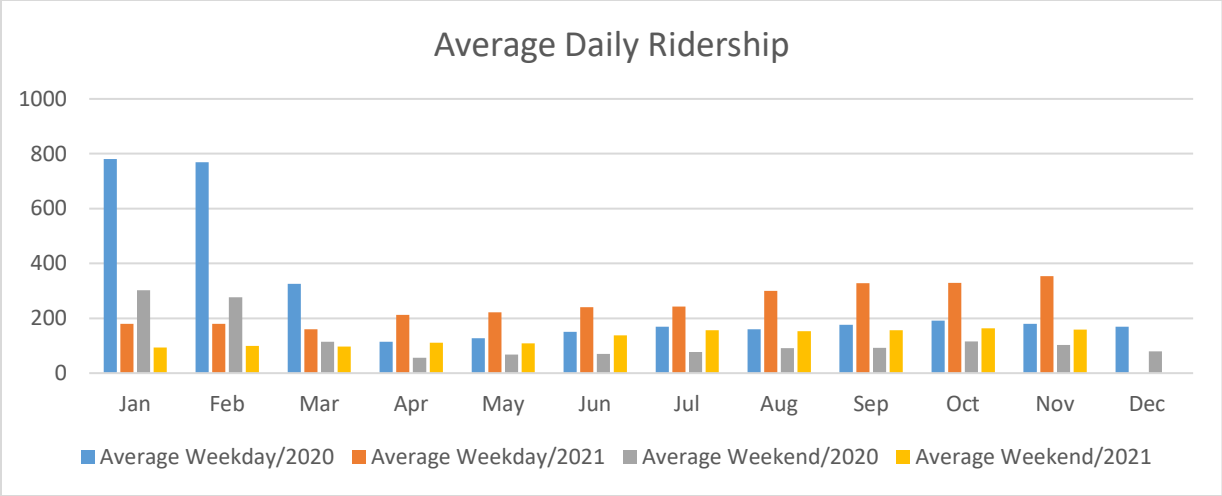


Ridership Year-To-Date

	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			14490	3711			2836	710		
YTD Total	223,496	82,590	71,035									

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			247	79		
YTD Ave.	750	276	250	-10%	303	121	131	8%



(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: **145**

The number of wheelchair lift usage: **18**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	1732	18.4%	San Antonio Center	1554	19.7%
MV Transit Center	792	8.4%	Senior/Teen Center (Red)	714	9.1%
Senior/Teen Center	783	8.3%	MV Transit Center	612	7.8%
Grant Rd.	618	6.6%	Grant Rd. (Red)	529	6.7%
Middlefield/Easy	367	3.9%	California/Ortega East	295	3.7%
Civic Center	335	3.6%	Civic Center (Red)	283	3.6%
Rengstorff/Middlefield	332	3.5%	Middlefield/Easy (Red)	270	3.4%
El Camino Real/Sylvan	313	3.3%	El Camino Real/Sylvan (Red)	263	3.3%
Cuesta/Miramonte	305	3.2%	Sylvan Park (Red)	243	3.1%
Sylvan Park	301	3.2%	Rengstorff/Middlefield (Red)	239	3.0%
Crittenden Middle School	300	3.2%	Villa/Franklin (Red)	237	3.0%
Middlefield/Moffett	292	3.1%	Whisman Station (Red)	218	2.8%
Community Center	290	3.1%	Graham Middle School (Red)	208	2.6%
Graham Middle School	274	2.9%	El Camino Hospital	205	2.6%
California/Ortega West	273	2.9%	California/Rengstorff (Red)	196	2.5%
Whisman/Middlefield	240	2.5%	Crittenden Middle School (Red)	193	2.5%
Whisman Station	240	2.5%	Whisman/Middlefield (Red)	175	2.2%
California/Ortega East	204	2.2%	Middlefield/Moffett (Red)	152	1.9%
California/Rengstorff	199	2.1%	Castro/El Camino Real (Red)	145	1.8%
El Camino Hospital	196	2.1%	Shoreline/Middlefield #1 (Red)	141	1.8%
Castro/El Camino Real (Gray)	178	1.9%	Community Center (Red)	132	1.7%
Middlefield/San Pierre	155	1.6%	Grant/Eunice	122	1.5%
Rengstorff/Central	145	1.5%	Cuesta/Miramonte (Red)	118	1.5%
Shoreline/Middlefield #3 (Gray)	125	1.3%	California/Ortega West	114	1.4%
Rengstorff/Montecito	120	1.3%	Middlefield/San Pierre (Red)	111	1.4%
Villa/Franklin	91	1.0%	Rengstorff/Montecito (Red)	91	1.2%
Villa/Shoreline	65	0.7%	Rengstorff/Central (Red)	90	1.1%
Cuesta/Grant (Gray)	48	0.5%	California/Rengstorff	82	1.0%
Cuesta/Grant	33	0.4%	Villa/Mariposa	64	0.8%
Shoreline/Pear	24	0.3%	Cuesta/Grant	36	0.5%
Grant/Eunice	22	0.2%	Shoreline/Pear	30	0.4%
Shoreline/Middlefield #2	20	0.2%	Shoreline/Middlefield #2	11	0.1%
Total	9412	100.0%	Total	7873	100.0%

Shuttle On-Time Performance

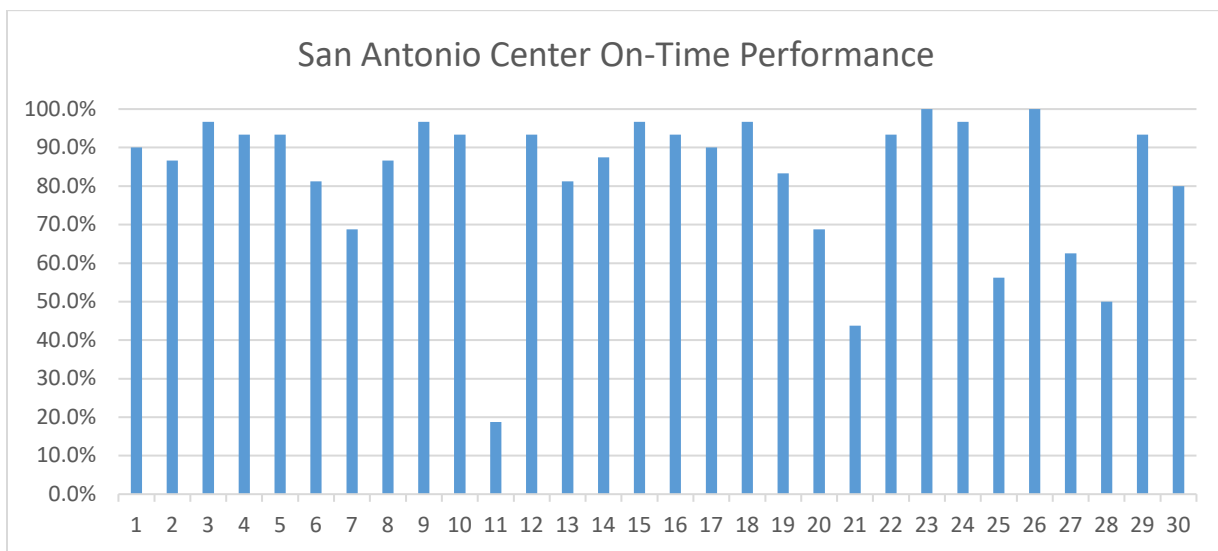
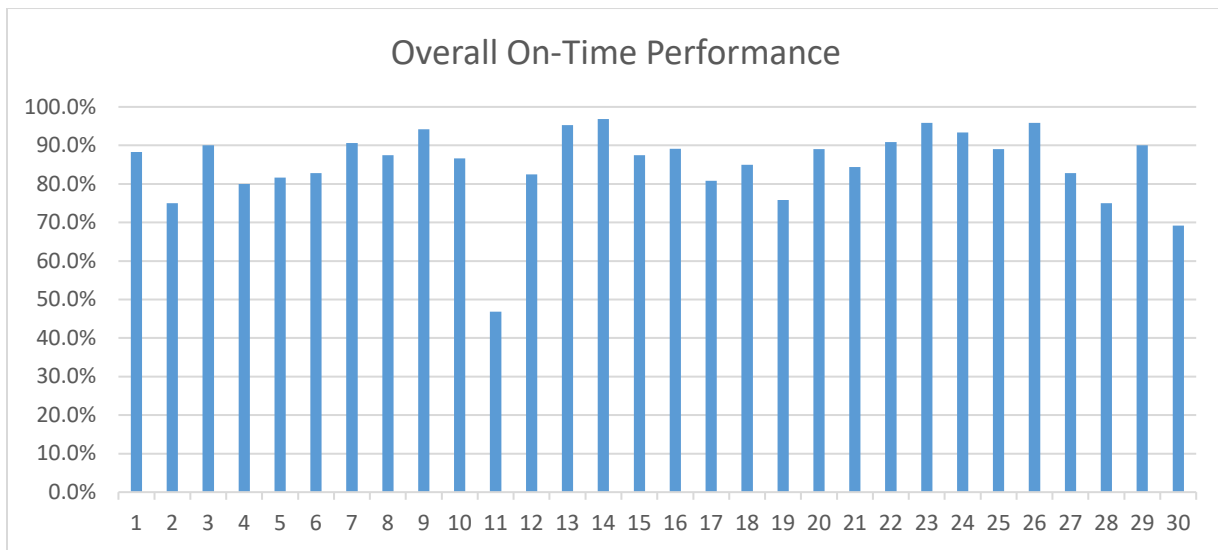
Percentage of being on-time:

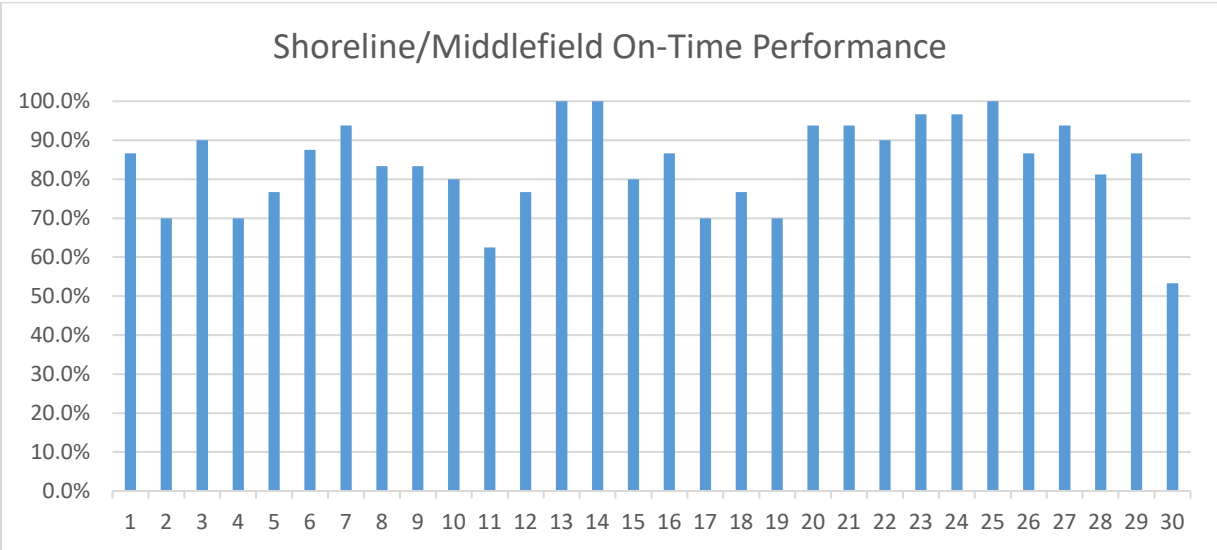
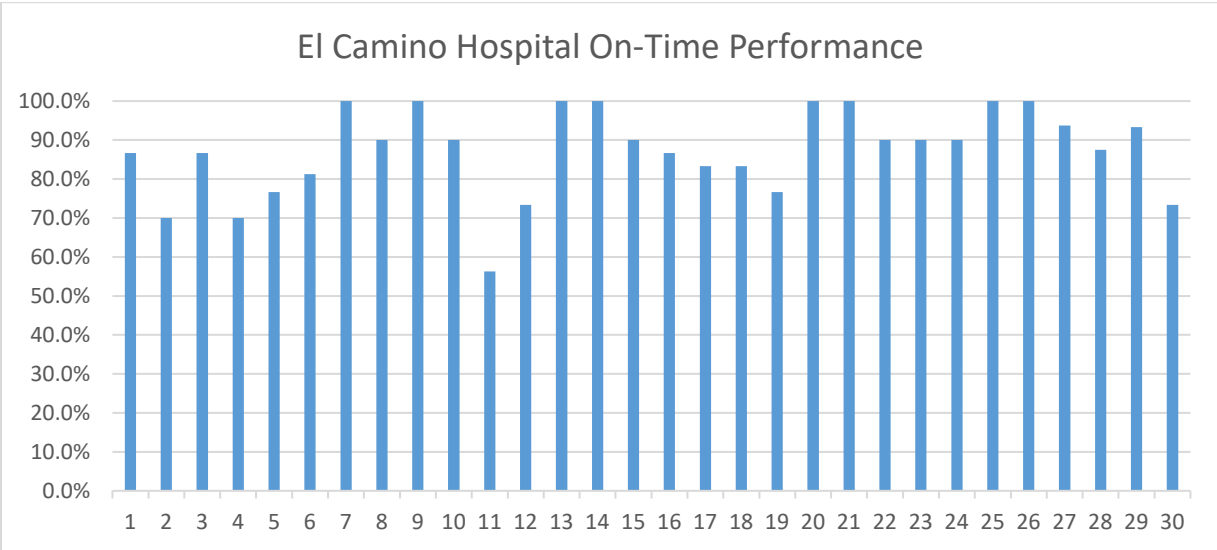
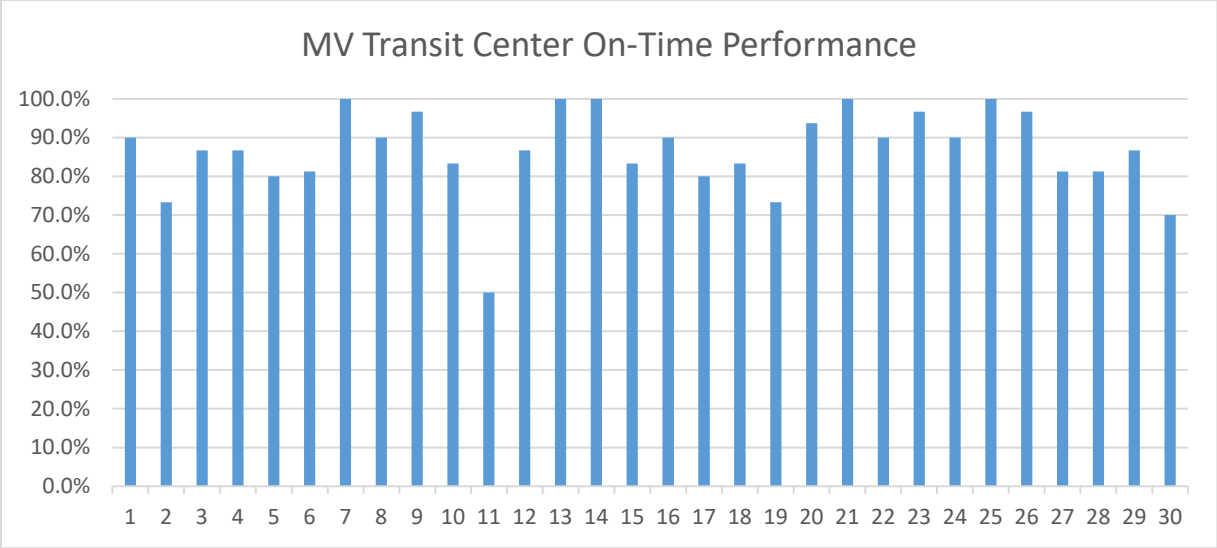
On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records their arrival and departure times from all stops.

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 **85.1%**





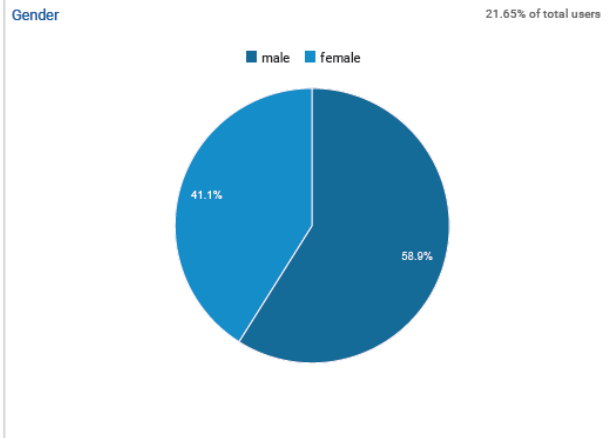
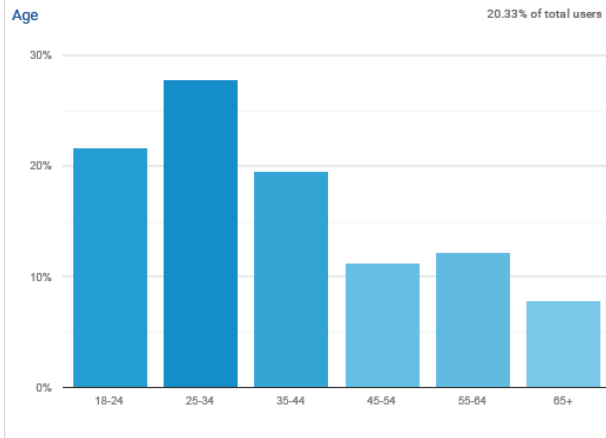
Monthly Summary of Website Activity

Demographics: Overview

All Users
100.00% Users


Nov 1, 2021 - Nov 30, 2021

Key Metric:

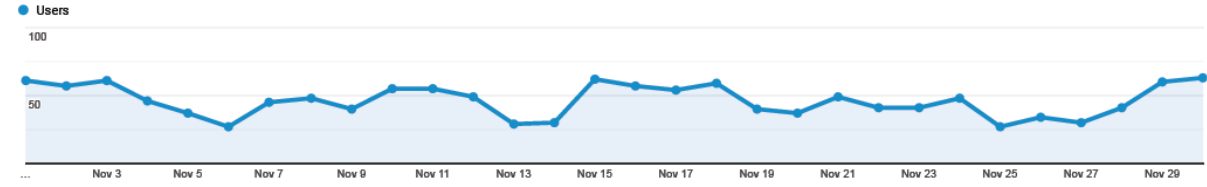


Audience Overview

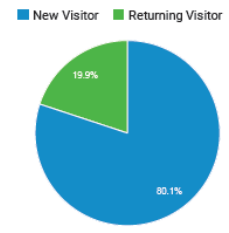
Nov 1, 2021 - Nov 30, 2021


All Users
 100.00% Users

Overview

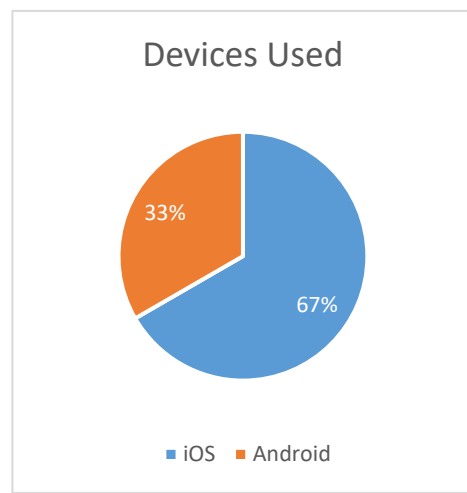
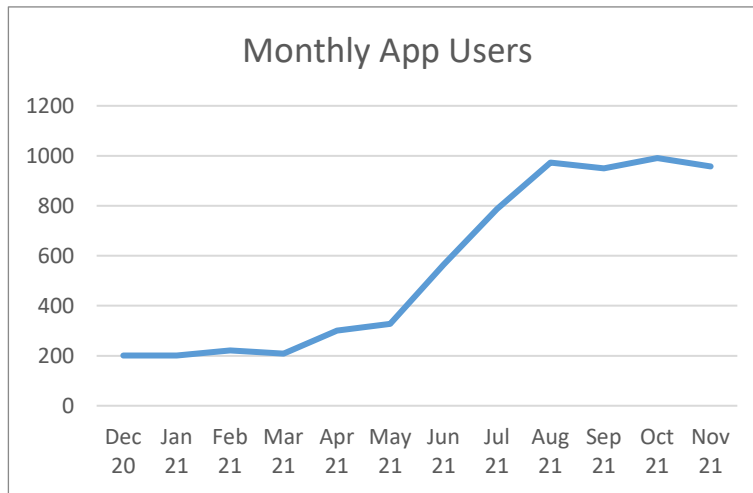
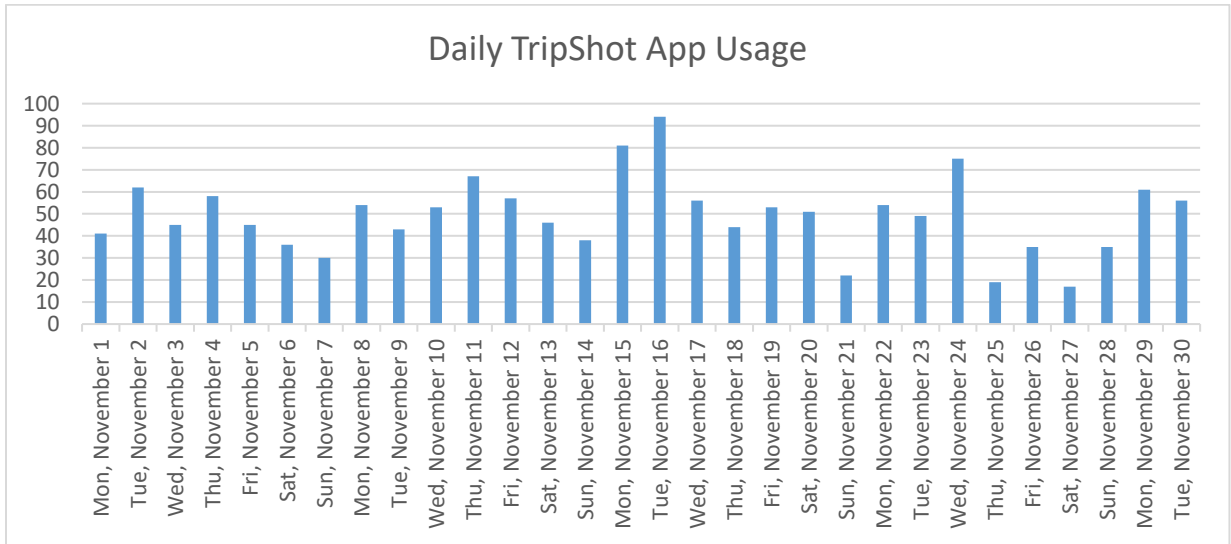


Users 1,136	New Users 1,065	Sessions 1,634	Number of Sessions per User 1.44
Pageviews 3,335	Pages / Session 2.04	Avg. Session Duration 00:01:46	Bounce Rate 52.45%



Language	Users	% Users
1. en-us	975	85.83%
2. zh-cn	43	3.79%
3. en-gb	24	2.11%
4. en-ca	14	1.23%
5. es-us	11	0.97%
6. en	10	0.88%
7. en-in	8	0.70%
8. es-419	7	0.62%
9. ja	6	0.53%
10. en-au	5	0.44%

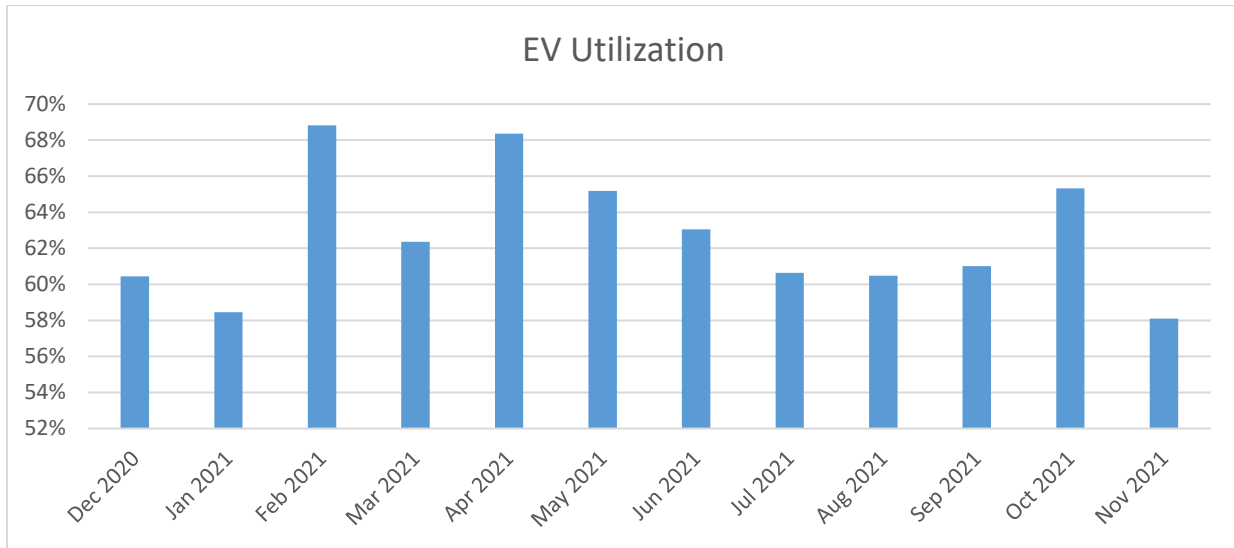
Summary of TripShot App Activity



Average Monthly Users: 957

App Sessions: 1477

Electric Vehicle Utilization



Complaints Received by CSR Staff

- There were two complaints of shuttles 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 about a driver being rude.
 - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service.