

Mountain View Community Shuttle
Monthly Operations Report
September 2020

October 9, 2020

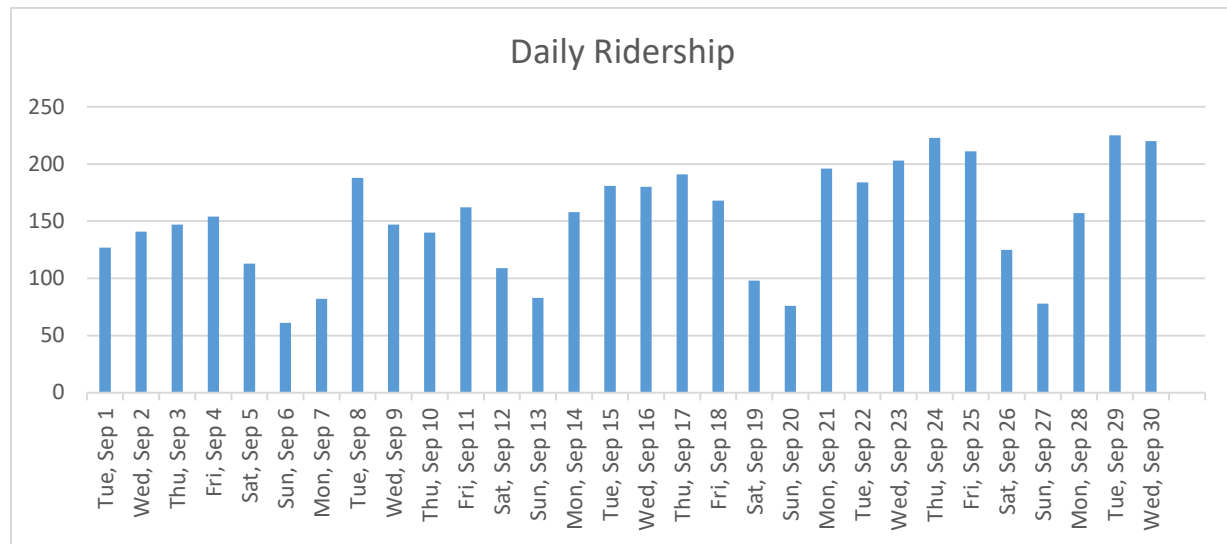
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Passengers per Day, Table

		Tue, Sep 1	Wed, Sep 2	Thu, Sep 3	Fri, Sep 4	Sat, Sep 5
		127	141	147	154	113
Sun, Sep 6	Mon, Sep 7	Tue, Sep 8	Wed, Sep 9	Thu, Sep 10	Fri, Sep 11	Sat, Sep 12
61	82	188	147	140	162	109
Sun, Sep 13	Mon, Sep 14	Tue, Sep 15	Wed, Sep 16	Thu, Sep 17	Fri, Sep 18	Sat, Sep 19
83	158	181	180	191	168	98
Sun, Sep 20	Mon, Sep 21	Tue, Sep 22	Wed, Sep 23	Thu, Sep 24	Fri, Sep 25	Sat, Sep 26
76	196	184	203	223	211	125
Sun, Sep 27	Mon, Sep 28	Tue, Sep 29	Wed, Sep 30			
78	157	225	220			

Passengers per Day, Chart

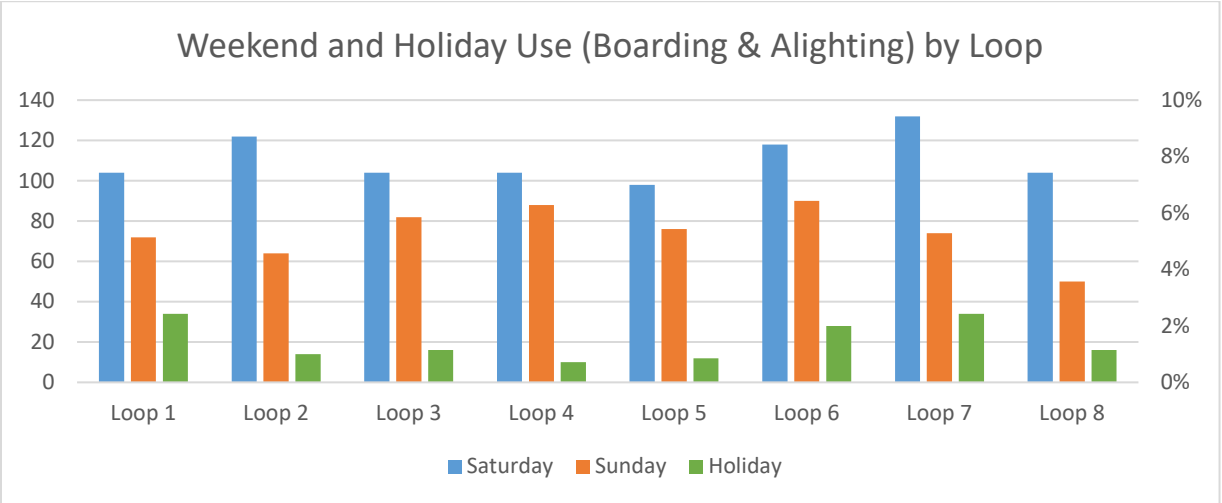
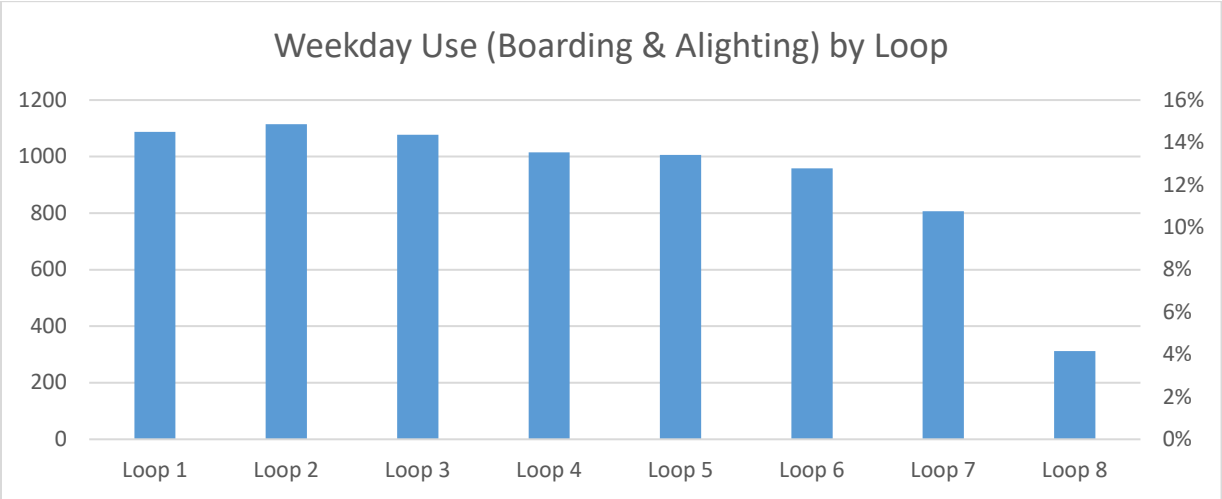
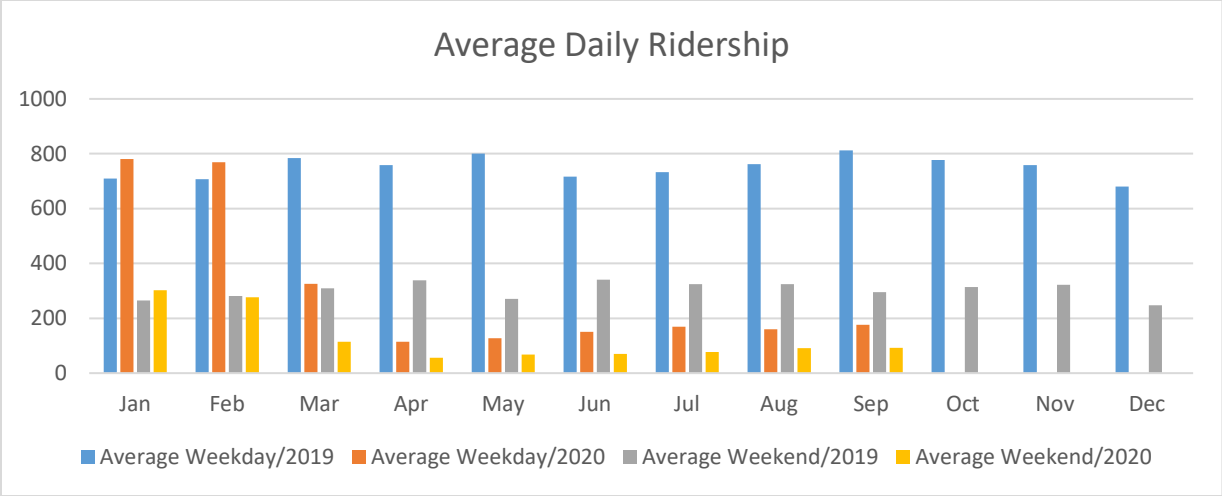


Ridership Year-To-Date

	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	3872	-78%	14344	3312	-77%	2580	560	-78%
Jul	19040	4403	-77%	16121	3713	-77%	2915	690	-76%
Aug	19680	4274	-78%	16755	3368	-80%	2479	906	-63%
Sep	19190	4528	-76%	16241	3703	-77%	3111	825	-73%
Oct	20378			17869			2391		
Nov	17972			14427			2799		
Dec	16964			14490			2836		
YTD Total	223,496	68,347							

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	151	-79%	341	70	-79%
Jul	733	169	-77%	324	77	-76%
Aug	762	160	-79%	325	91	-72%
Sep	812	176	-78%	295	92	-69%
Oct	777			314		
Nov	759			322		
Dec	680			247		
YTD Ave.	750	308	-59%	303	128	-58%



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

Peak Service Loop: 2nd loop, 11:00 AM – 12:25 PM.

Additional Ridership Data:

The number of bicycles carried: **148**

The number of wheelchair lift usage: **13**

Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	1272	28.9%	San Antonio Center	1090	23.6%
MV Transit Center	404	9.2%	MV Transit Center	439	9.5%
Senior/Teen Center	314	7.1%	Senior/Teen Center (Red)	342	7.4%
Grant Rd.	265	6.0%	Grant Rd. (Red)	311	6.7%
Rengstorff/Middlefield	173	3.9%	El Camino Hospital	208	4.5%
Middlefield/Easy	161	3.7%	Rengstorff/Middlefield (Red)	188	4.1%
El Camino Hospital	153	3.5%	Middlefield/Easy (Red)	166	3.6%
El Camino Real/Sylvan	149	3.4%	California/Rengstorff (Red)	164	3.5%
Whisman/Middlefield	147	3.3%	California/Ortega East	150	3.2%
Community Center	139	3.2%	El Camino Real/Sylvan (Red)	150	3.2%
Civic Center	110	2.5%	Whisman/Middlefield (Red)	138	3.0%
Sylvan Park	102	2.3%	Civic Center (Red)	131	2.8%
California/Rengstorff	101	2.3%	Sylvan Park (Red)	108	2.3%
California/Ortega West	93	2.1%	Castro/El Camino Real (Red)	93	2.0%
California/Ortega East	87	2.0%	Shoreline/Middlefield #1 (Red)	92	2.0%
Castro/El Camino Real (Gray)	87	2.0%	Middlefield/Moffett (Red)	87	1.9%
Rengstorff/Central	85	1.9%	Villa/Franklin (Red)	85	1.8%
Shoreline/Middlefield #3 (Gray)	80	1.8%	Crittenden Middle School (Red)	76	1.6%
Cuesta/Miramonte	78	1.8%	California/Rengstorff	71	1.5%
Middlefield/Moffett	72	1.6%	California/Ortega West	70	1.5%
Rengstorff/Montecito	62	1.4%	Community Center (Red)	65	1.4%
Crittenden Middle School	62	1.4%	Rengstorff/Montecito (Red)	59	1.3%
Whisman Station	60	1.4%	Rengstorff/Central (Red)	59	1.3%
Grant/Eunice	30	0.7%	Villa/Mariposa	55	1.2%
Villa/Franklin	29	0.7%	Cuesta/Miramonte (Red)	46	1.0%
Graham Middle School	25	0.6%	Whisman Station (Red)	43	0.9%
Middlefield/San Pierre	15	0.3%	Graham Middle School (Red)	39	0.8%
Cuesta/Grant (Gray)	12	0.3%	Grant/Eunice	35	0.8%
Villa/Shoreline	12	0.3%	Cuesta/Grant	25	0.5%
Cuesta/Grant	9	0.2%	Shoreline/Middlefield #2	16	0.3%
Shoreline/Pear	7	0.2%	Middlefield/San Pierre (Red)	14	0.3%
Shoreline/Middlefield #2	5	0.1%	Shoreline/Pear	8	0.2%
Total	4400	100.0%	Total	4623	100.0%

Shuttle On-Time Performance

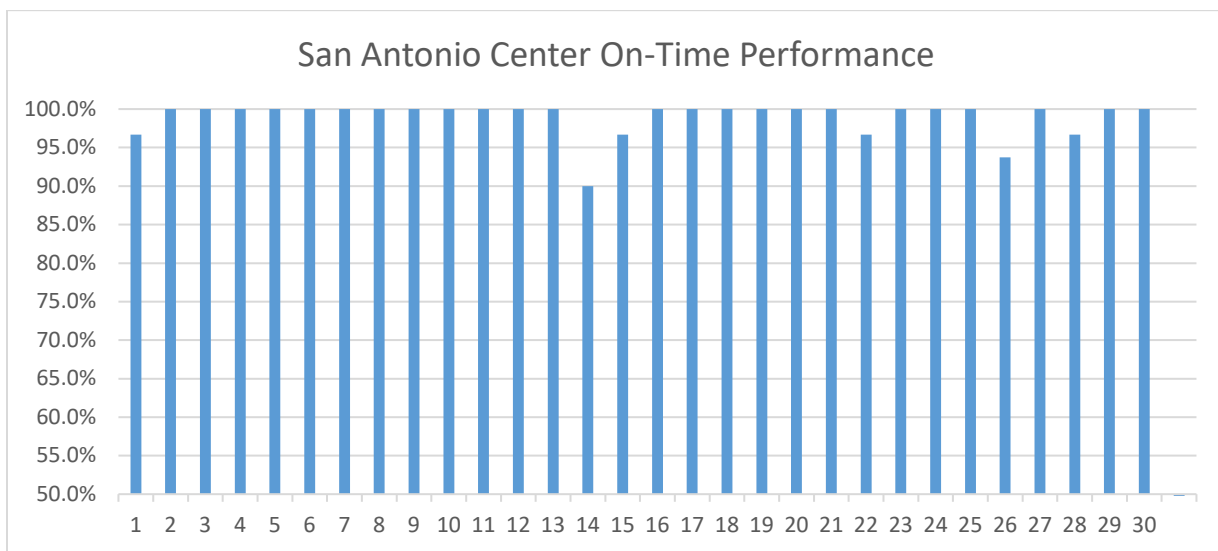
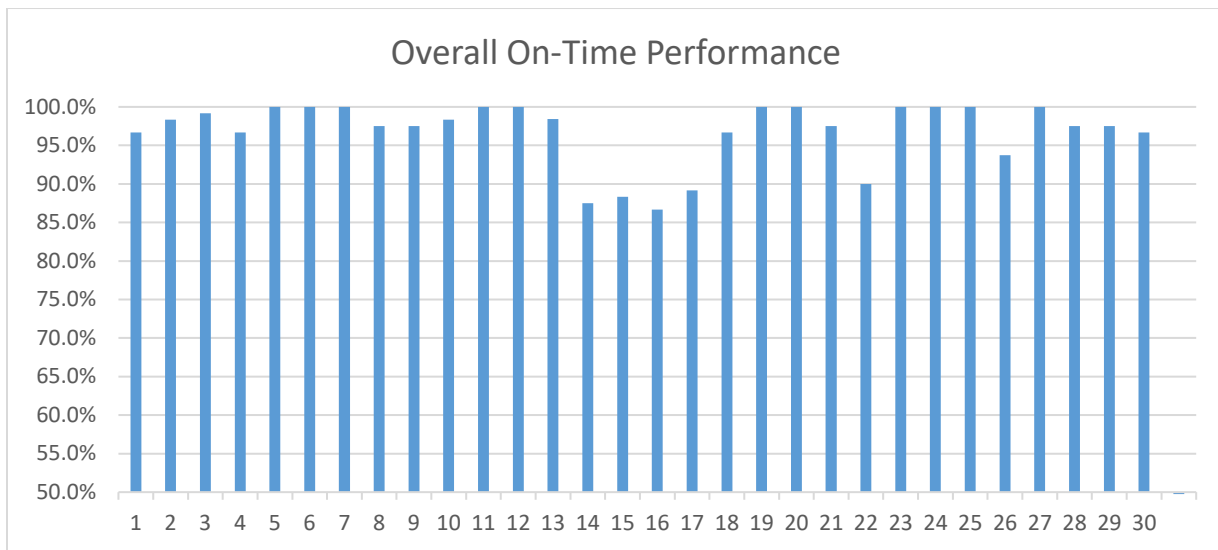
Percentage of being on-time:

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.

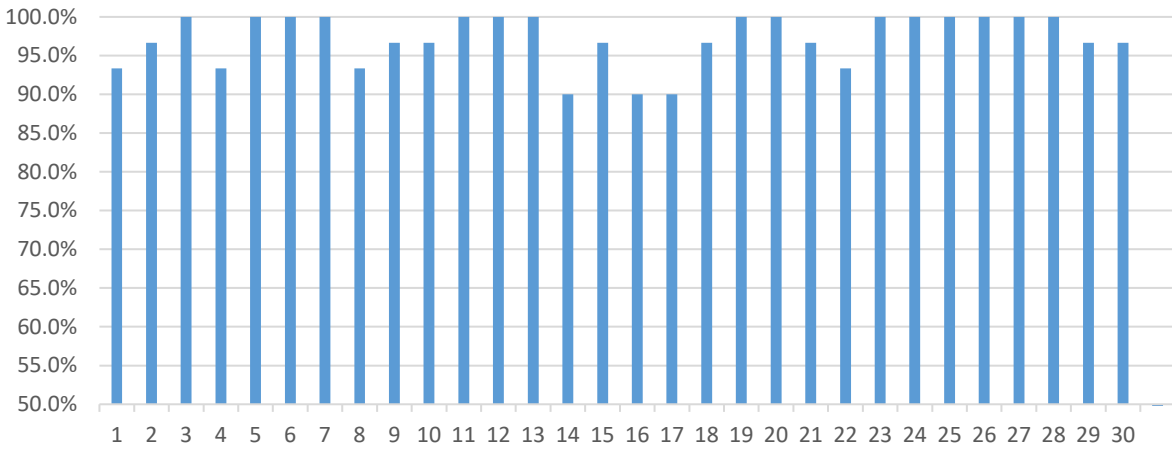
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

A shuttle is considered On Time if it departs between 1 minute early to 5 minutes late of the scheduled departure time.

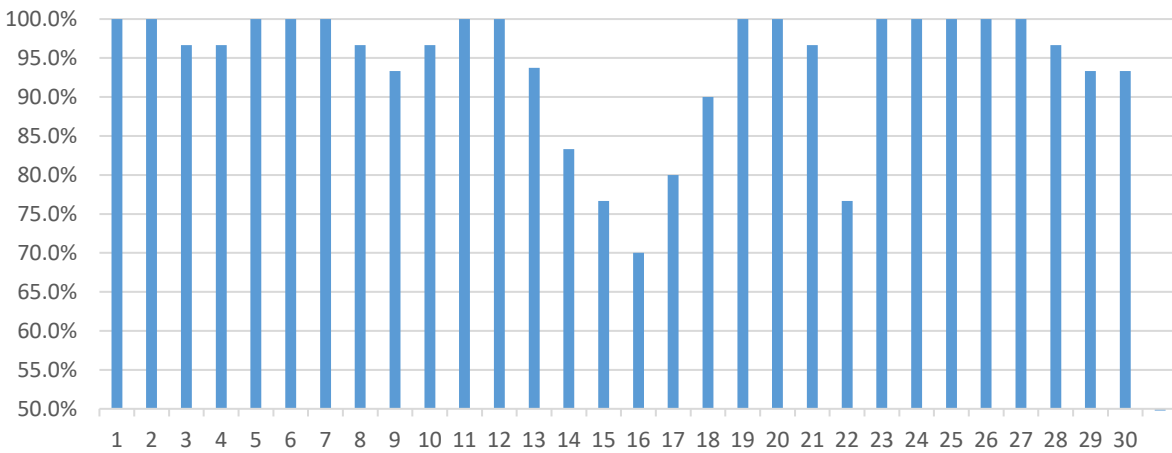
Overall average of all shuttles being on time is **96.8%**



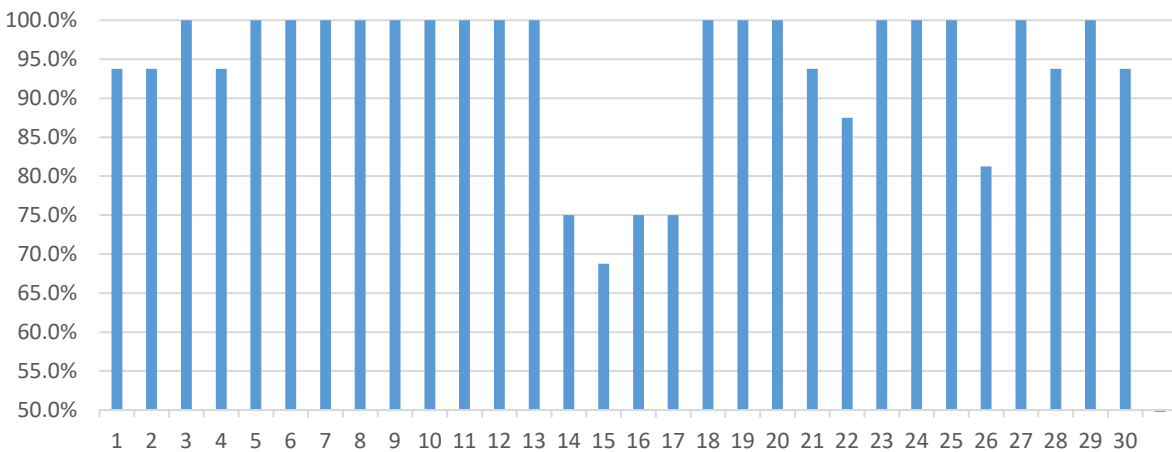
MV Transit Center On-Time Performance



El Camino Hospital On-Time Performance




Shoreline/Middlefield On-Time Performance



Summary of Website Activity

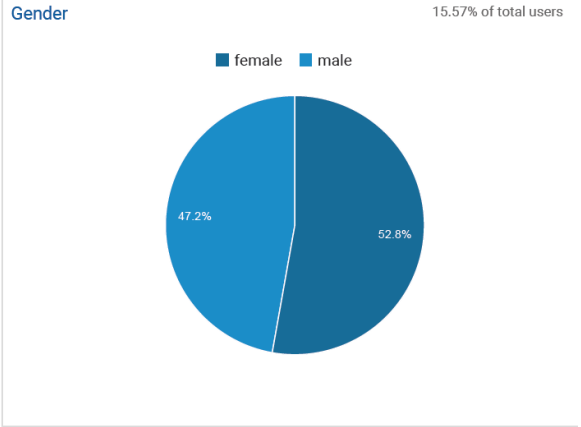
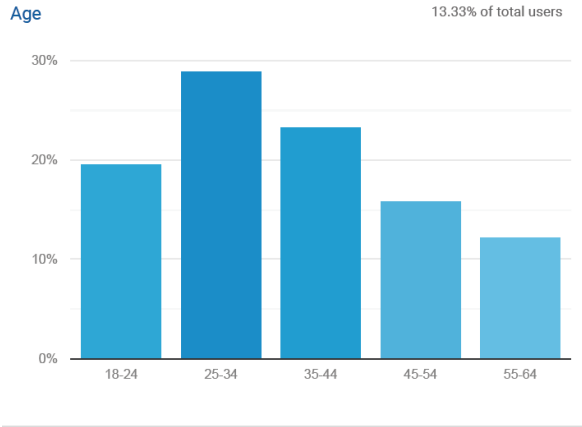
Monthly / Year To Date Report

Demographics: Overview


 All Users
100.00% Users

Sep 1, 2020 - Sep 30, 2020

Key Metric:

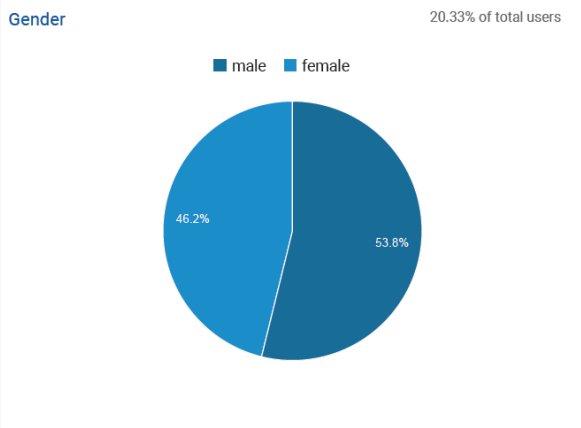
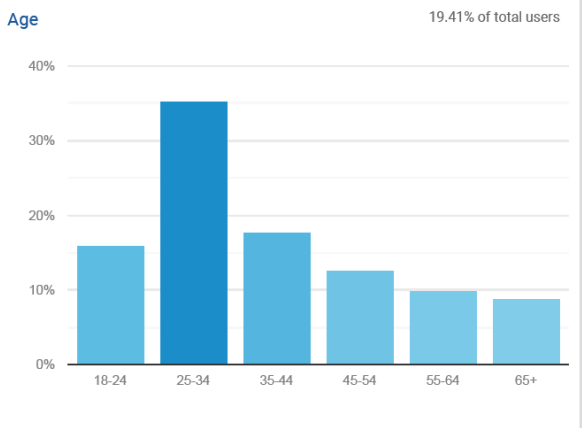


Demographics: Overview

 All Users
100.00% Users

Jan 1, 2020 - Sep 30, 2020

Key Metric:



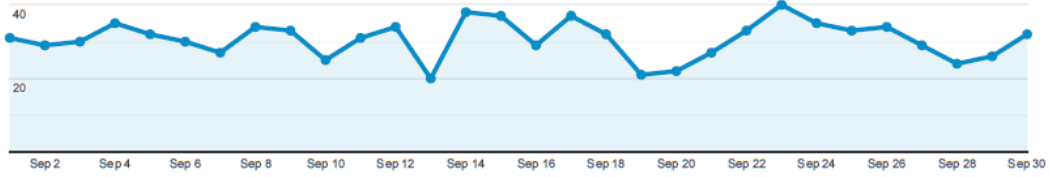
Audience Overview

Sep 1, 2020 - Sep 30, 2020

All Users
100.00% Users

Overview

● Users



Users

803

Number of Sessions per User

1.24

Avg. Session Duration

00:00:47

New Users

761

Pageviews

1,326

Bounce Rate

82.83%

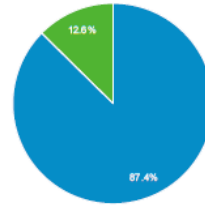
Sessions

996

Pages / Session

1.33

■ New Visitor ■ Returning Visitor



Language	Users	% Users
1. en-us	589	72.99%
2. en	149	18.46%
3. zh-cn	17	2.11%
4. es-us	9	1.12%
5. es-419	8	0.99%
6. en-gb	7	0.87%
7. ja	5	0.62%
8. es-es	3	0.37%
9. ja-jp	3	0.37%
10. ar	2	0.25%

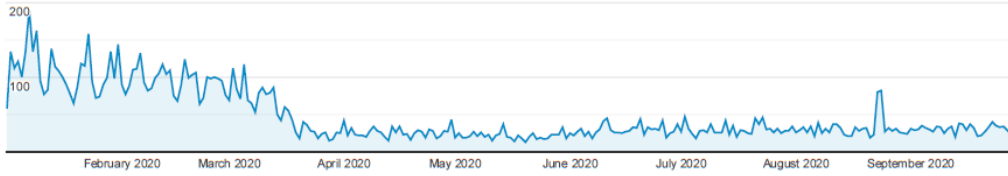
Audience Overview

All Users
100.00% Users

Jan 1, 2020 - Sep 30, 2020

Overview

Users



Users

9,932



New Users

9,710



Sessions

14,471



Number of Sessions per User

1.46



Pageviews

23,229



Pages / Session

1.61



Avg. Session Duration

00:01:17

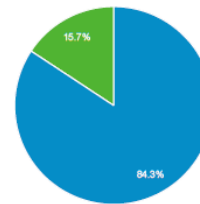


Bounce Rate

74.89%

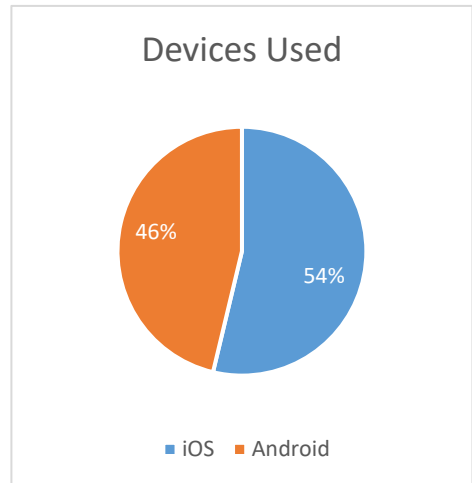
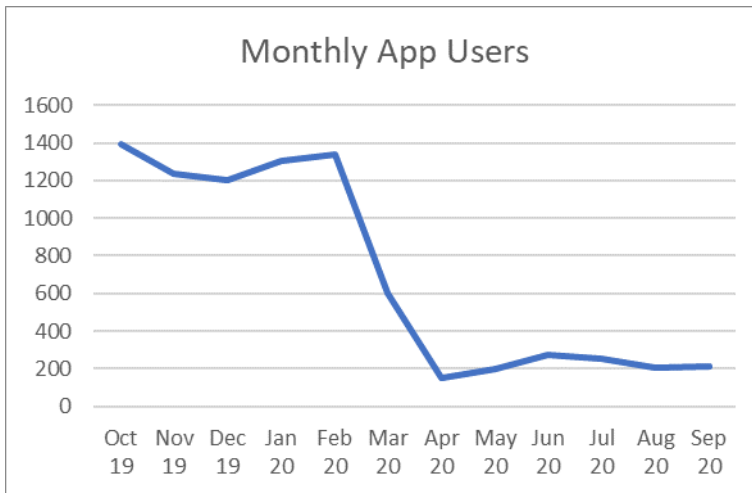
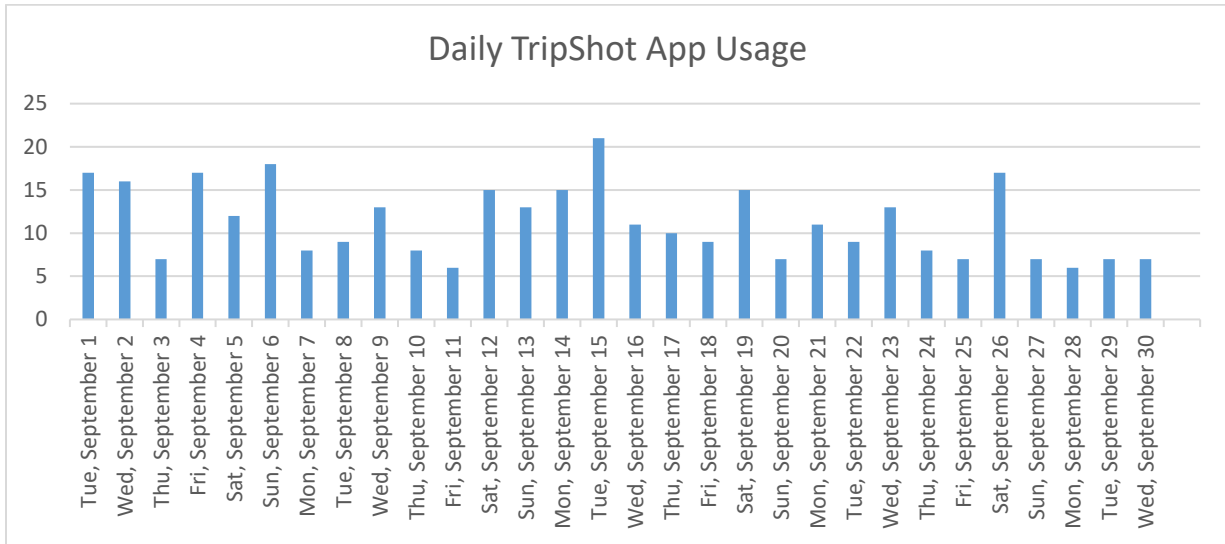


New Visitor Returning Visitor



Language	Users	% Users
1. en-us	8,170	81.70%
2. en	785	7.85%
3. en-gb	167	1.67%
4. zh-cn	127	1.27%
5. ja-jp	77	0.77%
6. es-419	61	0.61%
7. ko	57	0.57%
8. es-xl	53	0.53%
9. ja	40	0.40%
10. en-ca	38	0.38%

Summary of TripShot App Activity



Average Monthly Users: 214

App Sessions: 339

Complaints Received by CSR Staff

- There was one complaint of a driver not fully stopping at a stop sign.
 - The driver was identified and re-training was provided.
- There was on complaint that a driver was rude.
 - The Mountain View Community Shuttle not only aims to provide an excellent transit service, but excellent customer service.