

**Mountain View** Community Shuttle  
Monthly Operations Report  
**September 2021**

October 13, 2020

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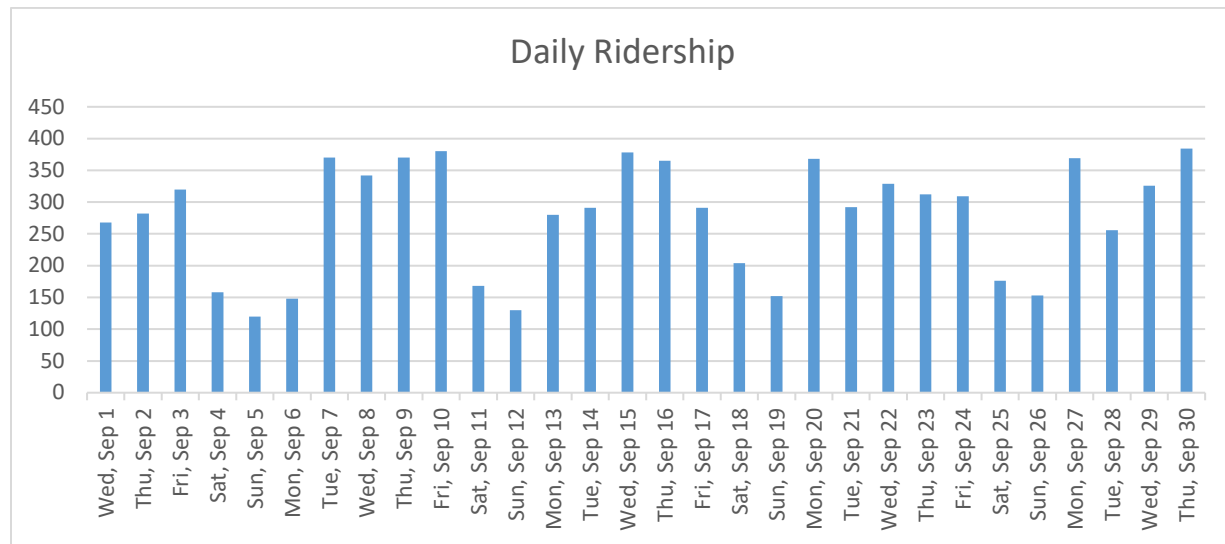
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## Passengers per Day, Table

			Wed, Sep 1	Thu, Sep 2	Fri, Sep 3	Sat, Sep 4
			268	282	320	158
Sun, Sep 5	Mon, Sep 6	Tue, Sep 7	Wed, Sep 8	Thu, Sep 9	Fri, Sep 10	Sat, Sep 11
120	148	370	342	370	380	168
Sun, Sep 12	Mon, Sep 13	Tue, Sep 14	Wed, Sep 15	Thu, Sep 16	Fri, Sep 17	Sat, Sep 18
130	280	291	378	365	291	204
Sun, Sep 19	Mon, Sep 20	Tue, Sep 21	Wed, Sep 22	Thu, Sep 23	Fri, Sep 24	Sat, Sep 25
152	368	292	329	312	309	176
Sun, Sep 26	Mon, Sep 27	Tue, Sep 28	Wed, Sep 29	Thu, Sep 30		
153	369	256	326	384		

## Passengers per Day, Chart

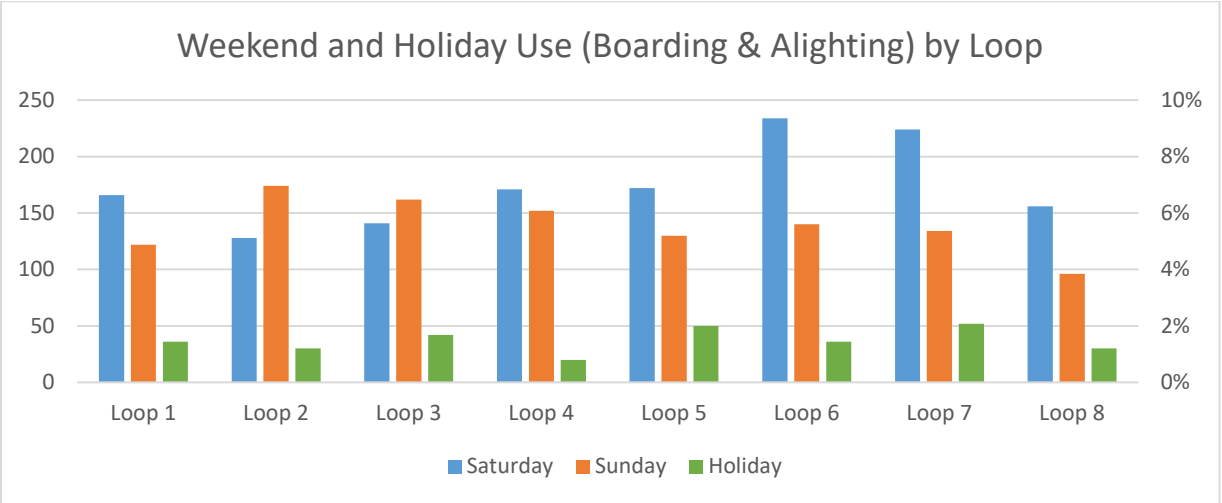
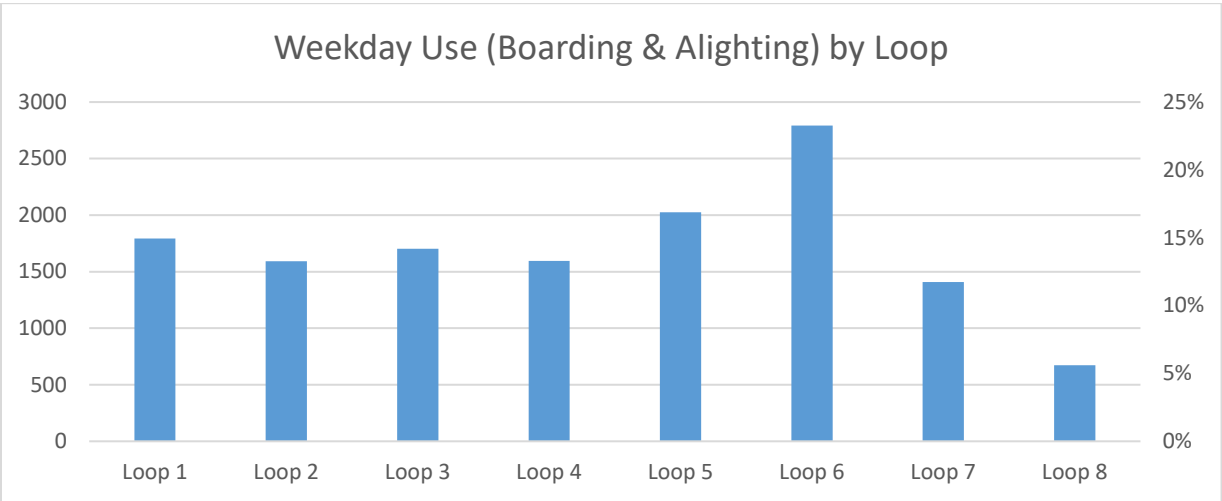
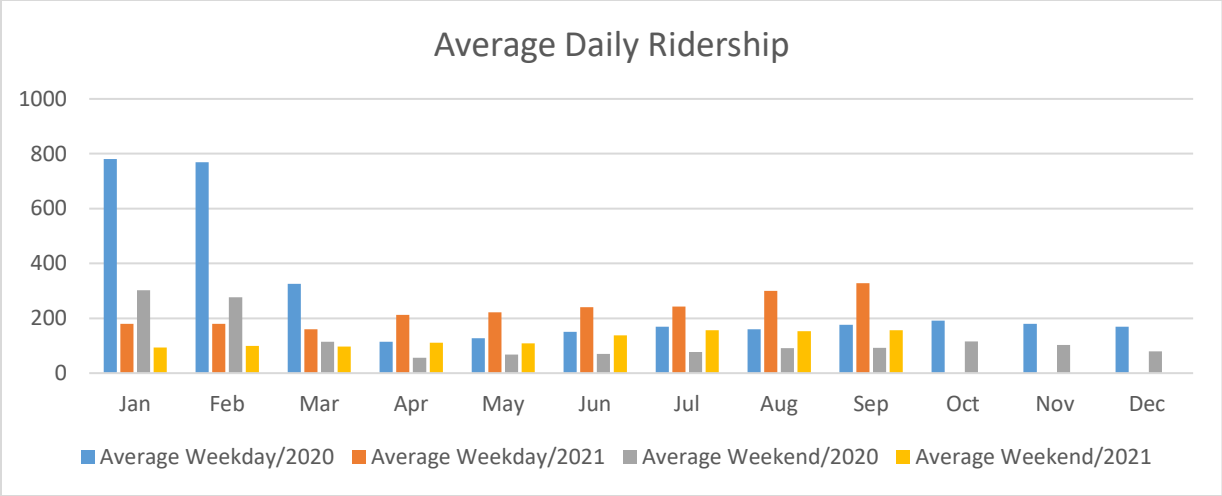


## Ridership Year-To-Date

	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			17869	4227			2391	1045		
Nov	17972	4550			14427	3418			2799	1132		
Dec	16964	4421			14490	3711			2836	710		
<b>YTD Total</b>	<b>223,496</b>	<b>82,590</b>	<b>53,819</b>									

## 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			314	116		
Nov	759	180			322	103		
Dec	680	169			247	79		
<b>YTD Ave.</b>	<b>750</b>	<b>276</b>	<b>229</b>	<b>-17%</b>	<b>303</b>	<b>121</b>	<b>124</b>	<b>3%</b>



*(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: **156**

The number of wheelchair lift usage: **15**

## Month Total Use (Boarding & Alighting) by Stops

GRAY Route			RED Route		
San Antonio Center	1899	20.8%	San Antonio Center	1440	19.8%
MV Transit Center	783	8.6%	Senior/Teen Center (Red)	686	9.5%
Senior/Teen Center	715	7.8%	MV Transit Center	607	8.4%
Grant Rd.	487	5.3%	Grant Rd. (Red)	490	6.8%
Graham Middle School	355	3.9%	Civic Center (Red)	325	4.5%
Civic Center	351	3.8%	El Camino Hospital	268	3.7%
Cuesta/Miramonte	332	3.6%	Rengstorff/Middlefield (Red)	261	3.6%
Crittenden Middle School	326	3.6%	Middlefield/Easy (Red)	238	3.3%
Middlefield/Easy	321	3.5%	El Camino Real/Sylvan (Red)	229	3.2%
El Camino Real/Sylvan	316	3.5%	California/Ortega East	217	3.0%
California/Ortega West	289	3.2%	Villa/Franklin (Red)	216	3.0%
Rengstorff/Middlefield	273	3.0%	Middlefield/Moffett (Red)	178	2.5%
Middlefield/Moffett	253	2.8%	Whisman/Middlefield (Red)	177	2.4%
Sylvan Park	233	2.6%	Crittenden Middle School (Red)	170	2.3%
Community Center	232	2.5%	Sylvan Park (Red)	165	2.3%
El Camino Hospital	227	2.5%	Castro/El Camino Real (Red)	158	2.2%
California/Ortega East	218	2.4%	California/Rengstorff (Red)	157	2.2%
California/Rengstorff	202	2.2%	Graham Middle School (Red)	154	2.1%
Whisman/Middlefield	188	2.1%	Cuesta/Miramonte (Red)	144	2.0%
Castro/El Camino Real (Gray)	166	1.8%	California/Ortega West	143	2.0%
Shoreline/Middlefield #3 (Gray)	151	1.7%	Shoreline/Middlefield #1 (Red)	129	1.8%
Whisman Station	147	1.6%	Grant/Eunice	109	1.5%
Rengstorff/Central	145	1.6%	Rengstorff/Central (Red)	106	1.5%
Villa/Franklin	136	1.5%	Community Center (Red)	106	1.5%
Rengstorff/Montecito	114	1.2%	Rengstorff/Montecito (Red)	83	1.1%
Middlefield/San Pierre	75	0.8%	California/Rengstorff	65	0.9%
Villa/Shoreline	49	0.5%	Whisman Station (Red)	63	0.9%
Grant/Eunice	35	0.4%	Villa/Mariposa	52	0.7%
Cuesta/Grant (Gray)	32	0.4%	Cuesta/Grant	44	0.6%
Cuesta/Grant	32	0.4%	Middlefield/San Pierre (Red)	32	0.4%
Shoreline/Pear	24	0.3%	Shoreline/Middlefield #2	24	0.3%
Shoreline/Middlefield #2	18	0.2%	Shoreline/Pear	20	0.3%
<b>Total</b>	<b>9124</b>	<b>100.0%</b>	<b>Total</b>	<b>7256</b>	<b>100.0%</b>

# Shuttle On-Time Performance

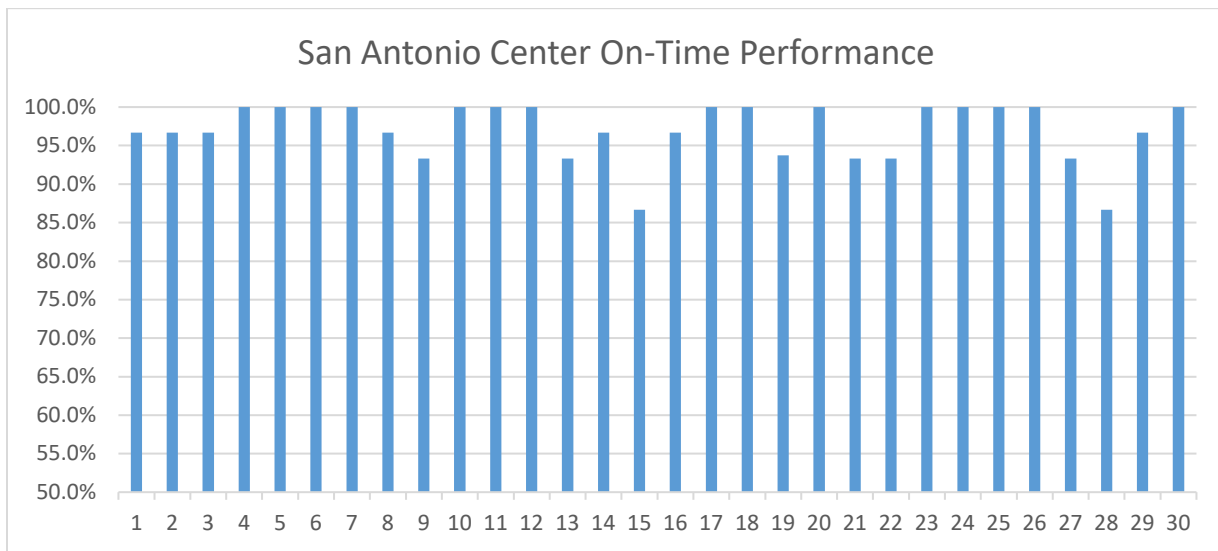
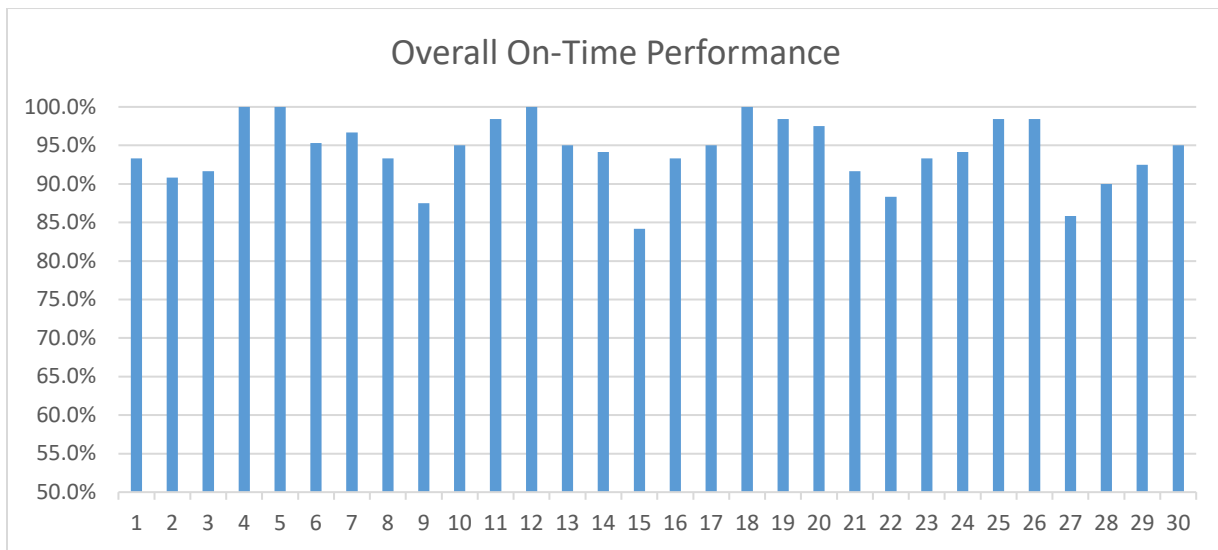
## Percentage of being on-time:

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.

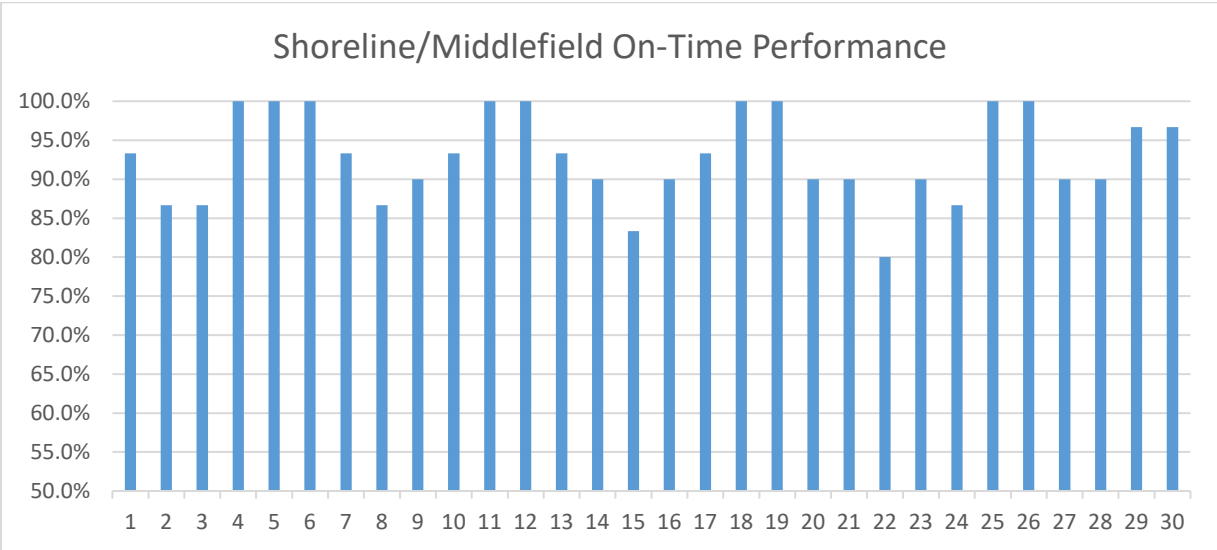
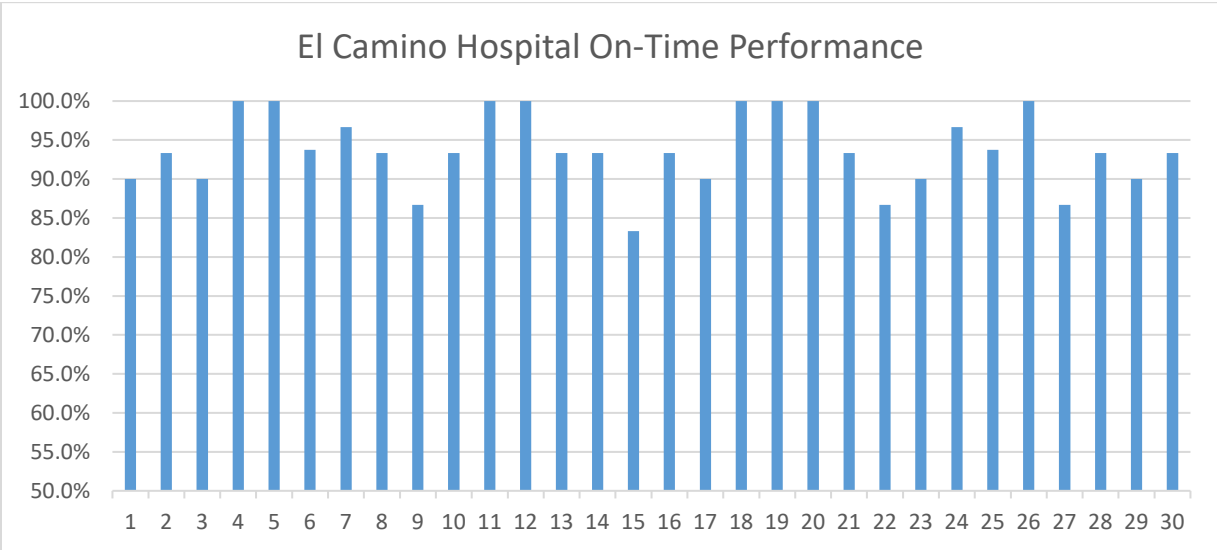
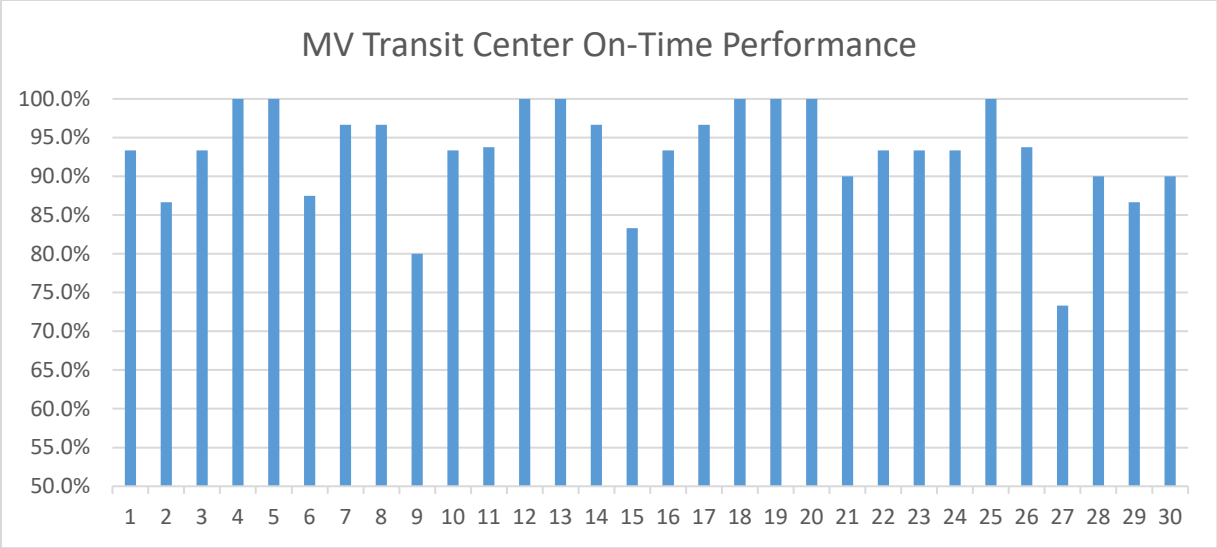
Because the TripShot app allows the shuttles to be tracked throughout the entire route, Overall On-Time Performance averages are collected from 4 specific stops.

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 **94.2%**







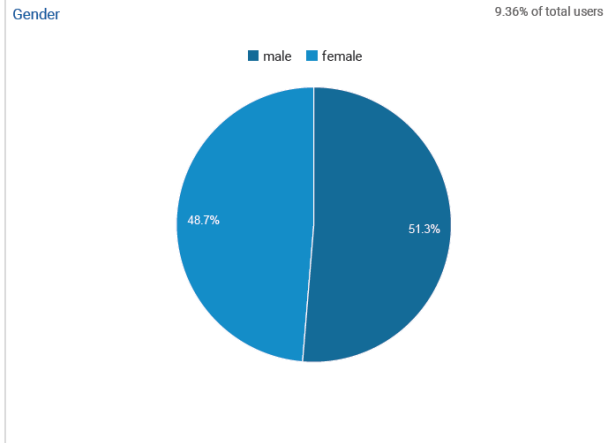
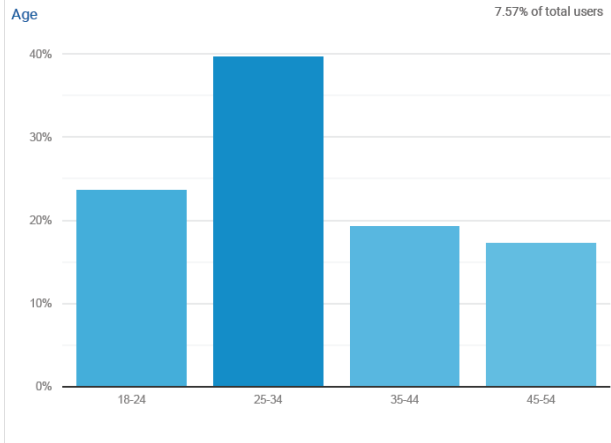
# Monthly Summary of Website Activity

## Demographics: Overview

All Users  
100.00% Users

Sep 1, 2021 - Sep 30, 2021

### Key Metric:

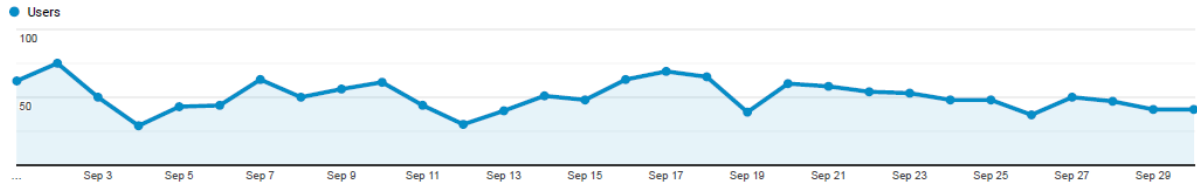


**Audience Overview**

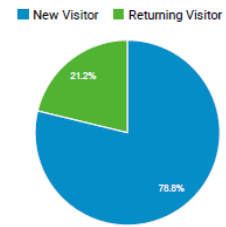
Sep 1, 2021 - Sep 30, 2021

All Users  
100.00% Users

**Overview**

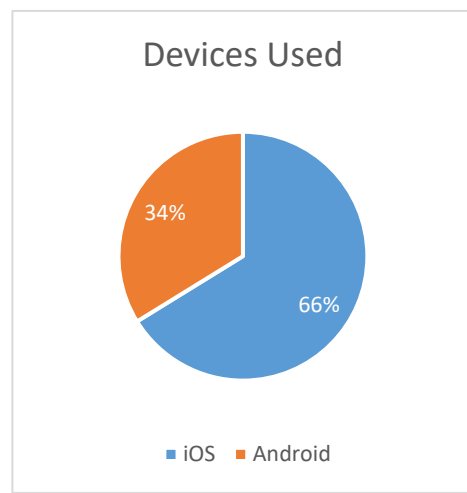
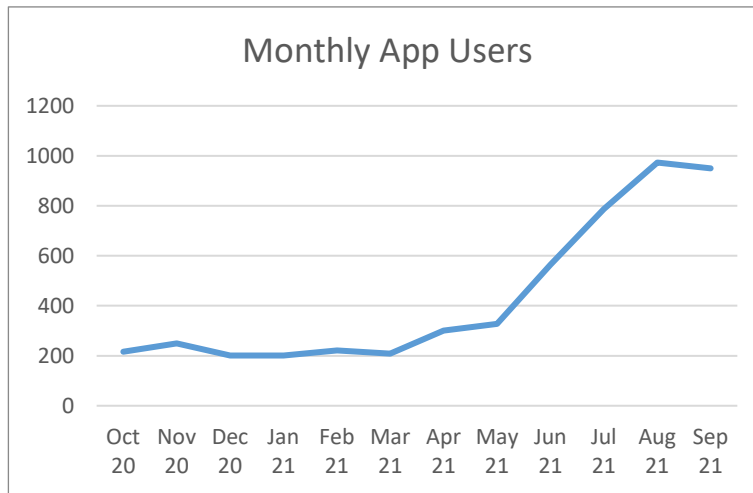
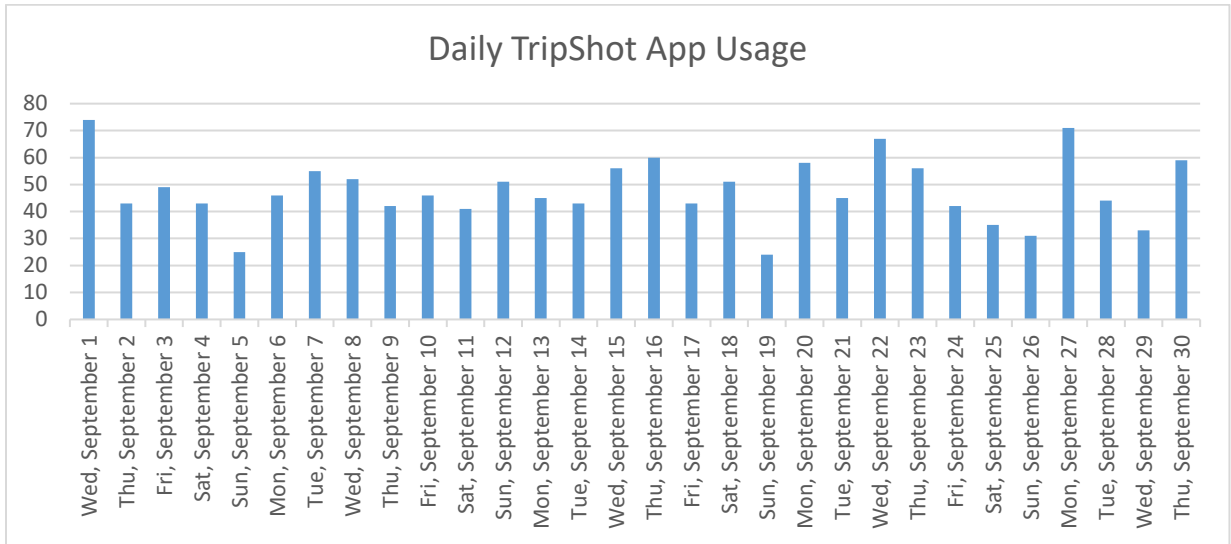


<b>Users</b> 1,228	<b>New Users</b> 1,144	<b>Sessions</b> 1,779	<b>Number of Sessions per User</b> 1.45
<b>Pageviews</b> 3,511	<b>Pages / Session</b> 1.97	<b>Avg. Session Duration</b> 00:01:35	<b>Bounce Rate</b> 52.22%



Language	Users	% Users
1. en-us	1,082	87.90%
2. zh-cn	30	2.44%
3. en-gb	23	1.87%
4. en-ca	16	1.30%
5. en	14	1.14%
6. es-419	11	0.89%
7. es-us	10	0.81%
8. en-in	7	0.57%
9. en-au	5	0.41%
10. ko-kr	5	0.41%

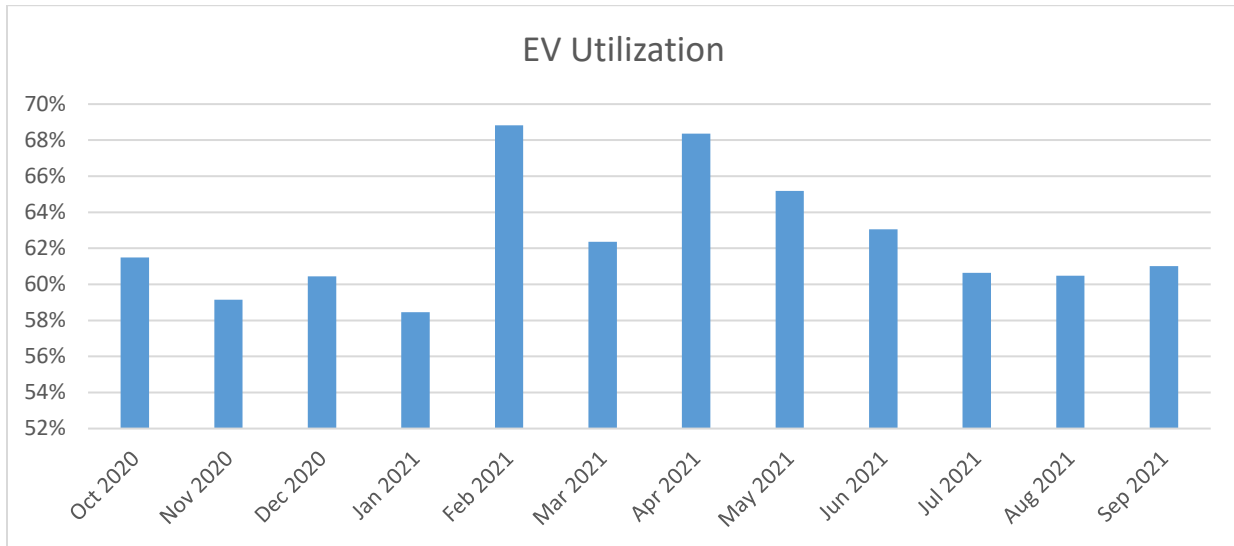
## Summary of TripShot App Activity



**Average Monthly Users: 973**

**App Sessions: 1506**

## Electric Vehicle Utilization



## Complaints Received by CSR Staff

- There was one complaint that drivers are not wearing their masks correctly.
  - In addition to the plastic barriers blocking the driver compartment from the passenger area, all drivers are required to wear masks at all times. All drivers were reminded of this health and safety policy.
- There was one complaint that a driver was not able to secure a wheelchair to the lift.
  - The driver was identified and retrained on the proper procedures.
- There was one complaint that the Stop Request cord didn't work on one of the vehicles.
  - The vehicle's Stop Request system was repaired.
- 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.